char utile h+ Integration

Yeastar S-Series VoIP PBX

Version: 1.0.21
Updated: December 4, 2019

Contents

char utile h+ Integration

char utile will act as a middleware between Yeastar S-Series VoIP PBX and the client's property management system (PMS).

With the integration, the PMS will be able to:

- Check-in and check-out
- Manage room status
- Schedule wake-up calls
- Keep records of call details
- Receive voice messages

Configure the Connection with char

To connect Yeastar S-Series VoIP PBX to char, you don't need to do any connection configuration on the PBX.

All you need to do on Yeastar S-Series VoIP PBX is to enable the char utile h+ Integration App. The other work you need to configure is on the char server.

Refer to the char Installation for details.

Generally, you need to assign Yeastar S-Series VoIP PBX a local IP that is in the same network segment with the char server.

Configure Extensions on the PBX

After the char utile h+ Integration App is installed in the Yeastar S-Series VoIP PBX, all the extensions are regarded as Hotel extensions.

Go to **Settings→PBX→Extensions→General** to change the extension type.

- **Hotel Extension**

  A Hotel extension has no limitation. You can use the hotel extension to make internal calls, outbound calls and receive inbound calls. Generally, the Hotel extensions will be assigned to the Hotel reception and managers.

- **Room Extension**

  A Room extension's features are limited by the room status of the char server. If a room status is Check-in, you can use the room extension to make internal calls, outbound calls and receive inbound calls. If the room status is Check-out, you can only use the room extension to make internal calls.

Supported Features with char

Go to **char utile h+ Integration→General** page, you can see a list of feature codes. These feature codes are only available for Room extension users. Users could dial the feature codes on their phones in the Hotel room to initiate specific functions.

Check in & Check out

Room Extension features are controlled by the room status from char.

Room Service

The hotel maid can dial *001 to confirm the room's status, clean or dirty. The default entry password is 123.

This password can be changed on char server.

Minibar Service

The hotel maid can dial *002 to confirm the consumption status of minibar. Following by the prompt to dial digits.

The mini bar settings are configured on char server. For the detail, refer to char user manual.

Alarm Feature

The hotel customers can set, check, and delete alarms themselves.

- **Set an Alarm**

  Dial *95xxxx to set an alarm.

  For example, dial *952000 to set an alarm at 20:00 (8 P.M.). When room phone will ring automatically at the alarm time.

- **Check Alarms**

  Dial *98 to check alarms for the room extension.

- **Delete a Specific Alarm**

  Dial *96xxxx to delete an alarm. For example, dial *962000 to delete the alarm at 20:00.

- **Delete All Alarms**

  Dial *97 to delete all the alarms for the room extension.

Wake up Call

The hotel guests can dial feature code on their room phones to set alarms themselves, and the alarms will appear on **char utile h+ Integration→Wake-up Call** page.

You can check and edit the guest customized wake up calls on the **Wake-up Call** page.

Note:

- The Wake-up Call page only shows the guest customized wake-up calls, wake-up calls on PMS system will not be synchronized on the page.
- The hotel receptionist will add wake up calls on the PMS when checking in the guests.