

# Integration with Panasonic telephone systems

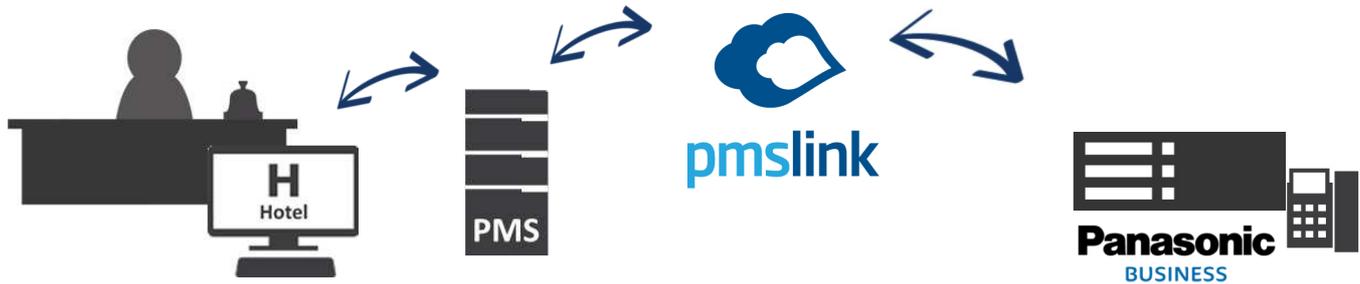
Advanced



**Panasonic**  
BUSINESS

**char**

# Introduction to pmslink



Basic diagram connection

**pmslink** is a middleware software that integrates the telephone system (**PBX**) with any Propriety Management System (**PMS**), converting the **Panasonic PBX** into a **100% hotel system**.

## License concepts

### License capabilities

The license is basically based on the total number of extensions to be controlled by the application. By default it includes 2 devices (one for the **PBX system** and the other one for the **PMS System**)

#### Licensing Capabilities

- 1) Small Hotels: License to process up to **50** extensions.
- 2) Standard/ Large Hotels: is used to process up to **100** extensions. (may be upgraded to more extensions purchasing their corresponding expansion packs)

Expansion pack for **100 additional** extensions

To process **more than 1.000** extensions put in contact with char/Panasonic .

### License & Product features

- License type: Virtual license. (No dongle / No USB)
- Controlled devices: By default, the license supports 1 telephone system (PBX) and 1 PMS System integration. (It contemplates almost 100% of cases)
- Additional systems (Internet, TV systems, another PBX, etc.) are supported by the acquisition of an extra license's device. Put in contact with char/Panasonic.
- The license may be upgraded to support new extensions and/or devices at any time.
- The **pmslink** application works as a **Service**.
- It must be installed on a current version of Windows O.S.  
(Linux, Mac, etc. O.S. **are not supported**.)

# PMS Integration

## Partial List of PMS Systems supported by default

PMS System	Manufacturer
4GH	Query Soft
Acihotel	Aci Grup Informàtica i Organització
Actum	Actum
AM Hotel	AM System
Anphitrión	Dap Informàtica
APJ	APJ
Arponwin Hotel	Arpón Enterprise
Avalon – Antfor	Antfor Software y Servicios
Barceló Hotels (Proprietary)	Barceló Hoteles
Bird	EngiSoft
Blaunia Hotel	GIT Consultors
CMNet	CMNet
Confortel Hoteles	Confortel Hoteles
CSI	Centro de Software Ibiza
CTM Hotel	CTM Software
dataHotel	Albada Informàtica
DFSuite	DF Sistemes
FrontHotel	ICG Software
FrontRes	Infor
FrontSuite	FrontSuite
G.S. Hotel	G.S. Hotel
Gabilos	Gabilos Software
Gehos	Fidelity Software
GesHotel / ClearHotel	Open – Soft Servicios Informàticos
Gesos	Gesos
Gestel	Vilaboy Soft
GH Hotel	Gruphotel Soluciones Informàticas
Gran Hotel	Corfu Turismàtica
Green Hotel – Fortune	Green Software
Guest / WebGuestHotel	Vector-K / Grupo Serhs
Hestia	SIME
Hostelería Táctil	CMP
Hotec	Tec-Soft
Hotel Ninjas	Hotel Ninjas
Hotel@n	Landin Informàtica
Hotel3	Informàtica3 Progest
Hoteles Data Inn	SCA – Sist. de Computación Accesibles
Hoteles I+D	I+D Informàtica
Hotelwin	K-Root
IDPMS	Hotel Concepts
Informàtica Santueri	Deversor
Infortur	Infortur
Innhotel	Inhys – Integra Hotelería y Sistemas
Innhotel	Integra Hotelería y Sistemas
Interprogram	Interprogram Software (Grupo NTI)

PMS System	Manufacturer
LodgingLink	Control Corporation
MasterHotel	MasterASP
MC Reservas	MG Software
Medallion / Winnmaxx	Sulcus - Aremissoft Hospitality España
Mizar	InnovaHotel
Mostel	Info Illes
NaviHotel	Sistemas de Gestión de Baleares (SGB)
NCS Hotel / TPV Restaurante	New Center System (NCS)
NewHotel	Informarca Hotel System
Noray Hotel	Noray Software
OfiHotel	Ofimàtica Jaén
OnQ	Hilton
openXperta	TecnoXperience
Oracle Fidelio	Opera Micros-Fidelio
Othello	Millenium Soft
Otus Gestión	Asistec Bajo Aragón
Pandora	Pandora Global System
PH Hotel	PH Systems
PMS Proprietario	Occidental Hotels & Resorts
Prestige	Prestige Software
Proprietary System	Hospitales Nisa
Proprietary System	NH Hoteles
Protel Hotel Software	Serenissima Informàtica (Serinf)
Resort Manager	Little Fish Technologies
RoomMaster2000	Innquest Software*
Sandos (Proprietary)	Sandos New Technologies
Semper	Semper
ServiHotel	Tecnotur300
Seven Stars	Class One Software
SGIL (Proprietary)	Riu Hoteles
Sigh – Ulyses	Tesipro
Sihot	Gubse AG
SoftHotel Cross	SoftHotel Gestión
Starwood Hotels & Resorts	Galaxy*
Suite	Innovaciones Informàticas
Systel-Host	Systel
Tehotel	Tehotel
Timón Hotel	Evolución Informàtica
TMS	Indra
Utihotel	Utihotel
Verial Soft	Verial Soft
WinHotel	WinHotel Solution
Winner	Planet Winner BVBA
XLResorts	Excel Hotels & Resorts

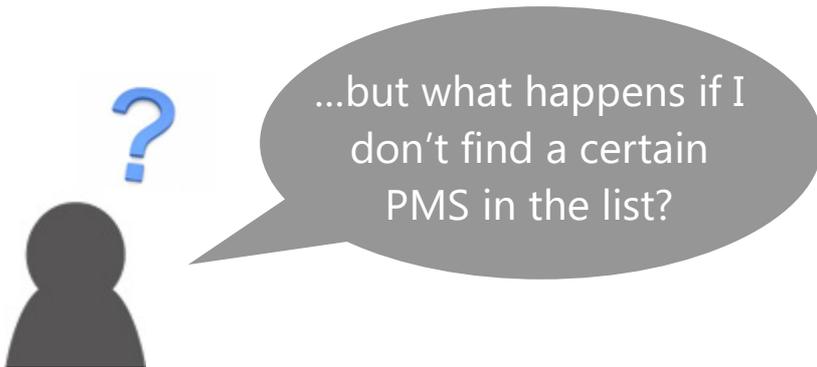
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\* TV integration

See the following link to have the complete list at:

[http://www.chardesarrollodesistemas.com/download/general/documentation/char\\_pms\\_integrated\\_en.pdf](http://www.chardesarrollodesistemas.com/download/general/documentation/char_pms_integrated_en.pdf)

# PMS Integration

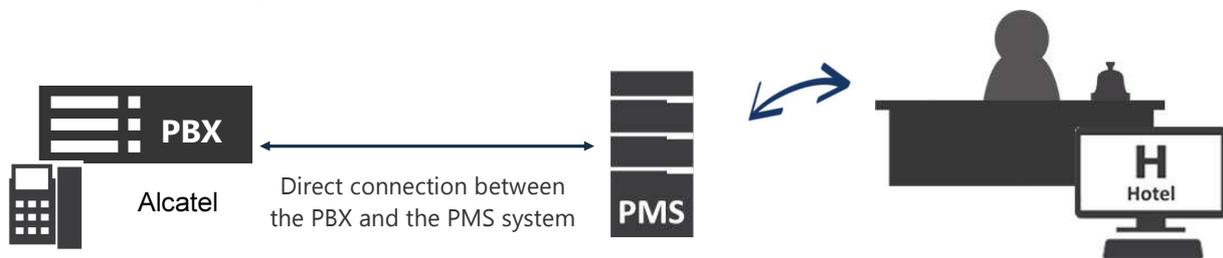


**pmslink** supports several **PMS communications protocols** (such as AHL, FIAS, ...) and is able to **emulate several PBXs** (Alcatel, Siemens, Selta, Nec, ...), so the integration with a new PMS System is, in almost all cases, quick and easy to be carried out.

## Example

### Situation

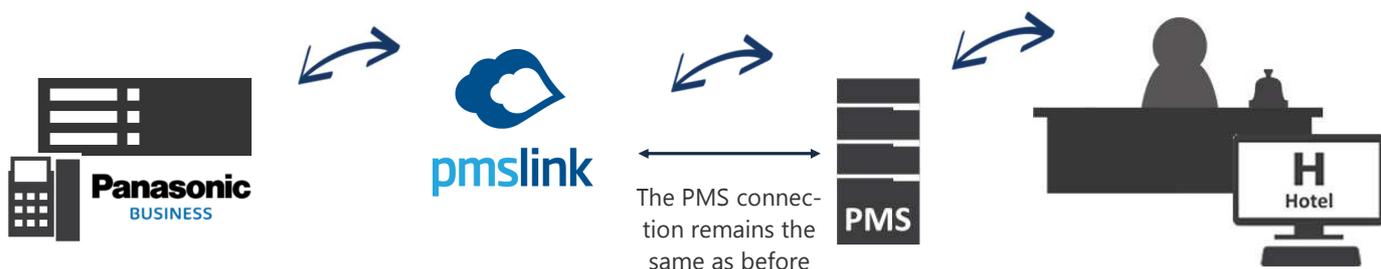
A Hotel needs to replace the PBX system and a new **Panasonic** system will be installed. The PMS System was connected directly to the old PBX (for example, an Alcatel PBX) because the PMS is using the AHL protocol (Alcatel Hotel Link):



### Solution

**pmslink** will emulate the AHL protocol, so for the PMS, the connection is the same as always, no changes for the PMS system.

On the other hand, **Pmslink** is connected to the Panasonic PBX, integrating both systems:



# Panasonic's PBX Integration

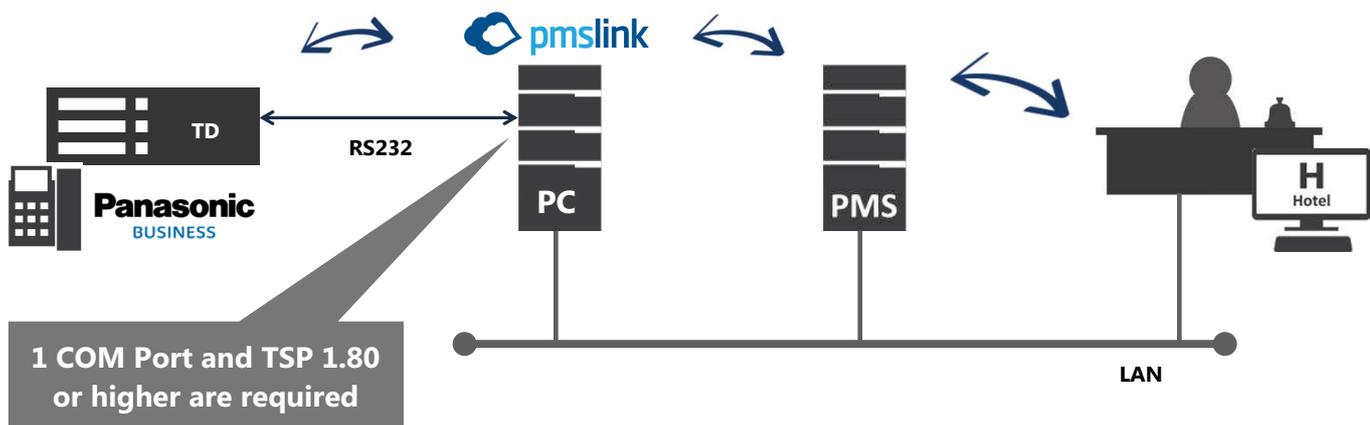
- In order to establish a TAPI connection with the PBX, it is necessary to install the Panasonic **TSP** (*Telephony Service Provider*) 3rd Party driver in the same PC or Server where the **pmslink** application is installed.
- Panasonic **TSP 3rd Party** may be downloaded from Panasonic Web Page.
- The PC or Server must be connected to the Panasonic's PBX in order to:
  - ◆ Receive the telephonic traffic
  - ◆ Send commands to the PBX through a TAPI connection (TSP)
- The connection may be done using a RS232, USB or TCP/IP connection, depending on the Panasonic model used by the Hotel.

## Diagrams connection to Panasonic system

- ⇒ KX-TD Series
- ⇒ KX-TDA Series
- ⇒ KX-TDE Series
- ⇒ KX-NCP Series
- ⇒ KX-NS Series
- ⇒ KX-NSX Series

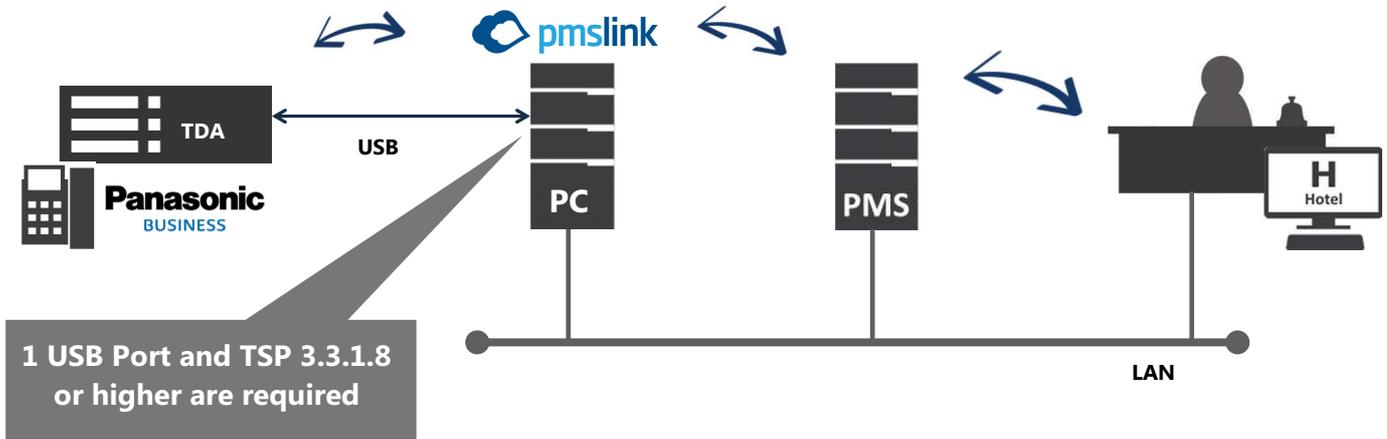
### KX-TD SERIES

#### KX-TD500 / KX-TD1232 / KX-TD816



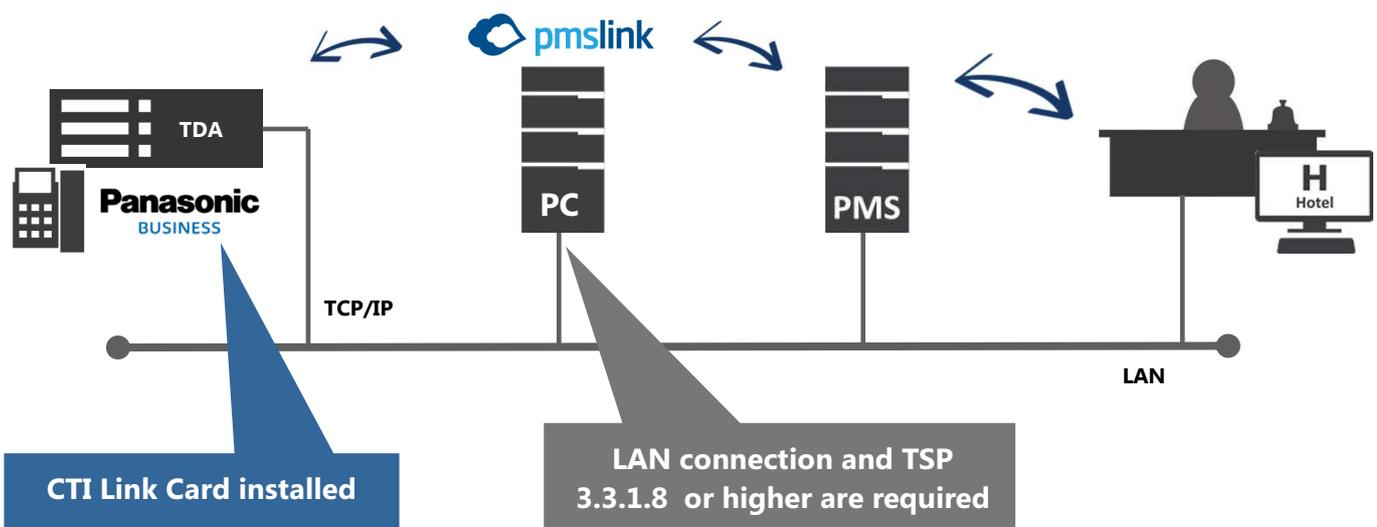
# KX-TDA SERIES

## KX-TDA - USB connection



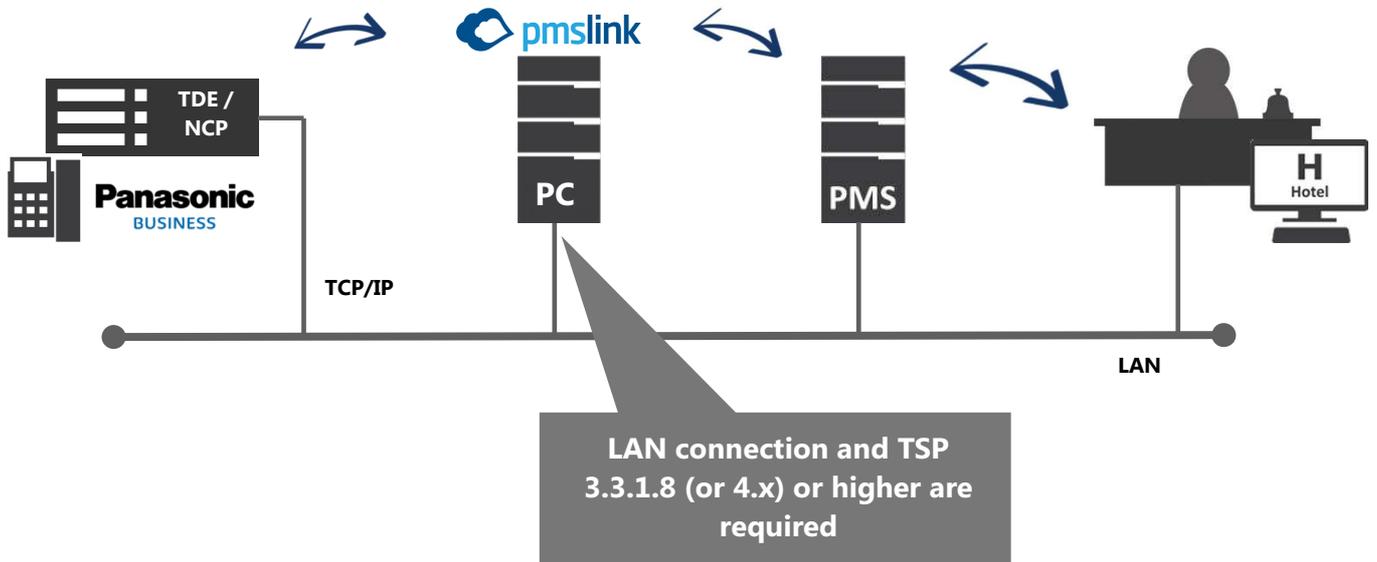
**IMPORTANT:** The USB connection is not compatible under 64 Bits O.S.

## KX-TDA - using 'CTI Link Card' (for KX-TDA 100/200/600 models)



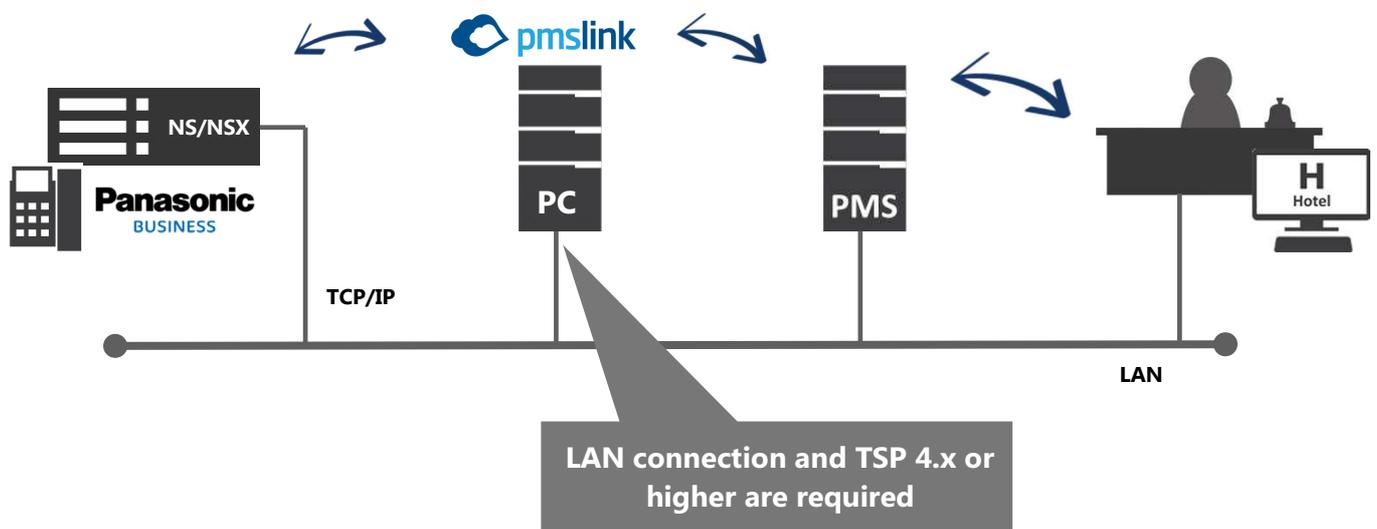
## KX-TDE SERIES & KX-NCP SERIES

### KX-TDE & KX-NCP systems



## KX-NS SERIES / NSX SERIES

### KX-NS & NSX



# System Requirements

	Minimum	Recommended
<b>CPU</b>	2 GHz Intel® Pentium®/Celeron® or comparable CPU	2 GHz Intel Dual Core or higher.
<b>RAM</b>	1 GB	2 GB
<b>OS</b>	Any current Microsoft Windows® O.S.	Pmslink/utile is compatible with 32/64 Bits* O.S. Any current Microsoft Windows® O.S. is compatible: Windows 7® / Windows 8® / Windows 10® Windows Server® all Editions (2003, 2008, 2012, ...)
<b>Hard Disc</b>	5 GB available space	10 GB or more of available space
<b>Ports</b>	Depends on the communication and the PMS system that will be connected. It must be checked if it is necessary to have 1 or more Serial Ports (COM) available, a free USB Port or LAN connection available.	Depends on the communication and the PMS system that will be connected. It must be checked if it is necessary to have 1 or more Serial Ports (COM) available, a free USB Port or LAN connection available
<b>Others</b>	Internet access (for remote support by char / installation and license activation). LAN connection.	Internet access (For remote support by char / installation and license activation). LAN connection.

\* Remember that in case of use the USB connection (for TDA Systems), the Panasonic's USB drivers are not compatible with 64 Bits environments.

## General Requirements

- The PC or Server must be **provided by the user** to install the **pmslink** application.
- **Panasonic TSP 3rd Party** must be installed in the PC or Server provided.
- The PC or Server **must be connected to the PBX** (through RS232, TCP/IP or USB) to receive telephone calls and allow **pmslink** the sending of commands to the PBX (Check In, Check Out, Reminders, ...) through TAPI connection
- Depending on the PMS system installed on customer site, the PC must **meet the requirements for the correct integration between pmslink and the PMS** itself (COM Ports available, LAN connection, etc.). The same situation is present when another type of integration is needed (Hotspot Wi-Fi, TV system, etc.).
- **Internet access** to allow remote technical support and license activation.

# Specific Requirements

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- The **regional system** of the Operating System must be set to use **dd/mm/yyyy** (Date), **HH:mm:ss** in 24 Hours (Hour), the dot (.) for thousand separator and the comma (,) for decimal separator.
- Panasonic Phone Assistant application or similar applications **are not compatible** with **pmlink** (TAPI privileges conflict).
- If **Opera Fidelio PMS** is installed, customer must contact Oracle to purchase the license "**char – hmobile connect PMS IF**" **Part n°: 5001-258** to allow the integration with **pmlink**.
- **Rates:** It is necessary to receive information about the Call Prices applied in the country where the application will be installed in order to create the corresponding Operator. It is needed to receive for each call type (local, national, mobile, special, free, international, etc.) the price applied when the connection is established and the price of each minute of conversation.
- For **Room-Status and/or Minibar**, the following configuration is required in the PBX:
  - ⇒ Set \*789 in Dial Information (CTI) (N° 65\* in Numbering Plan > Main > Features).
  - ⇒ In room, to send a Room-Status code, pick up the phone's room and dial **\*7891 + room status code + #**
  - ⇒ In room, to send a Minibar charge, pick up the phone's room and dial **\*7893 + article + \* + units + #**

*\* Numbering Plan Number may differ between different versions of Panasonic*

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*Doubts? Questions?*

*Feel free to contact us: [sales@char.es](mailto:sales@char.es)*