

New Rock Technologies Inc.

Guide of the PMSI Property Management System Middleware

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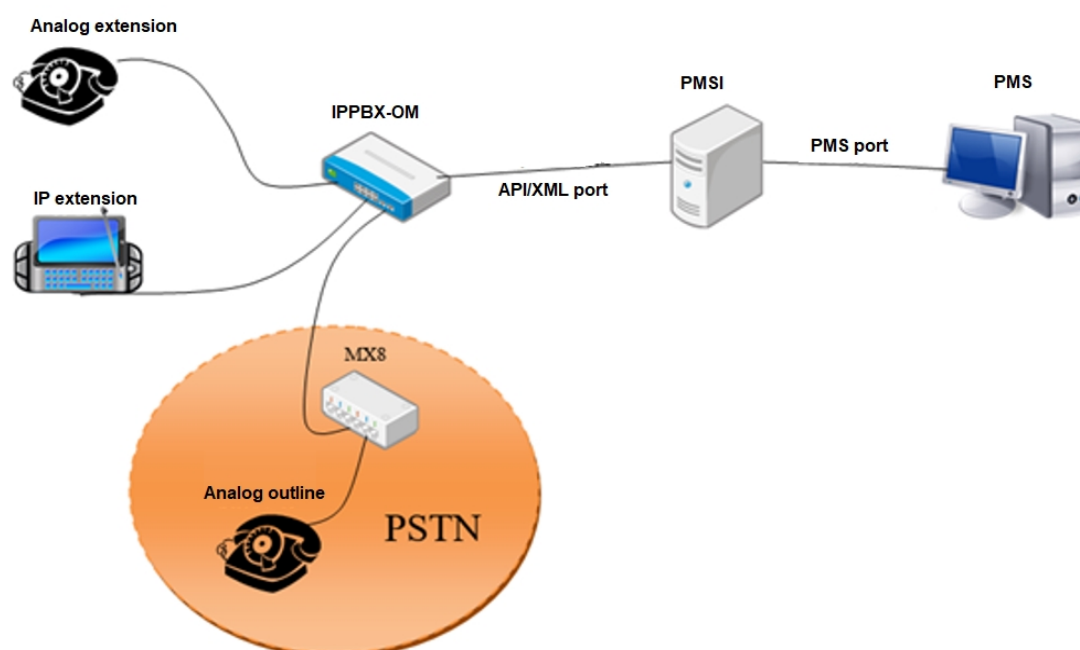
Guide of the PMSI Property Management System Middleware

1. Brief Introduction

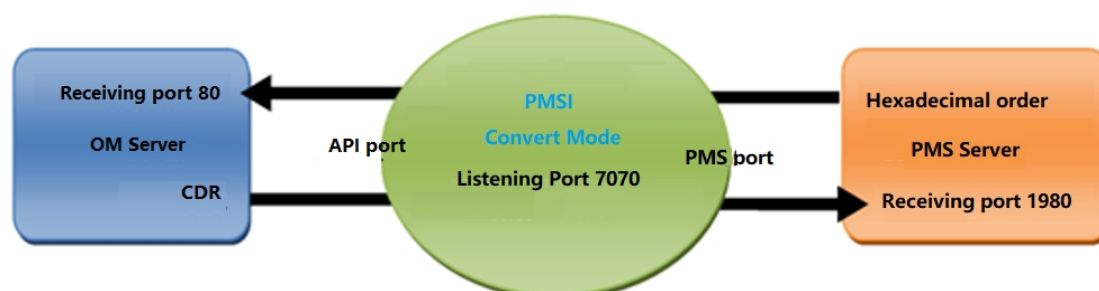
The PMSI Property Management System Middleware is a Middleware which exchange and converts the format of the order (API Format) of the OM IPPBX and the order of the PMS Property Management System as per the PMS protocol of Nortel, it supports the PMS Property Management System of ICS&S, Foxhis, Pegasus and ShenOu, and also supports to connect multiple OM IPPBXs with one PMS system.

According to the data flow, the PMSI can be divided into 2 parts: one as the server of the PMS Property Management System and the client of the OM IPPBX, receives the message from the PMS Property Management System and converts it into OM API order and sends it to OM IPPBX, another part as the server of OM IPPBX and the client of the Property Management System, receives the order from the OM IPPBX and converts it into the order which can be recognized by the PMS Property Management System and sends it to the PMS Property Management System.

Its application scenario is as below.



Its data flow diagram is as below.



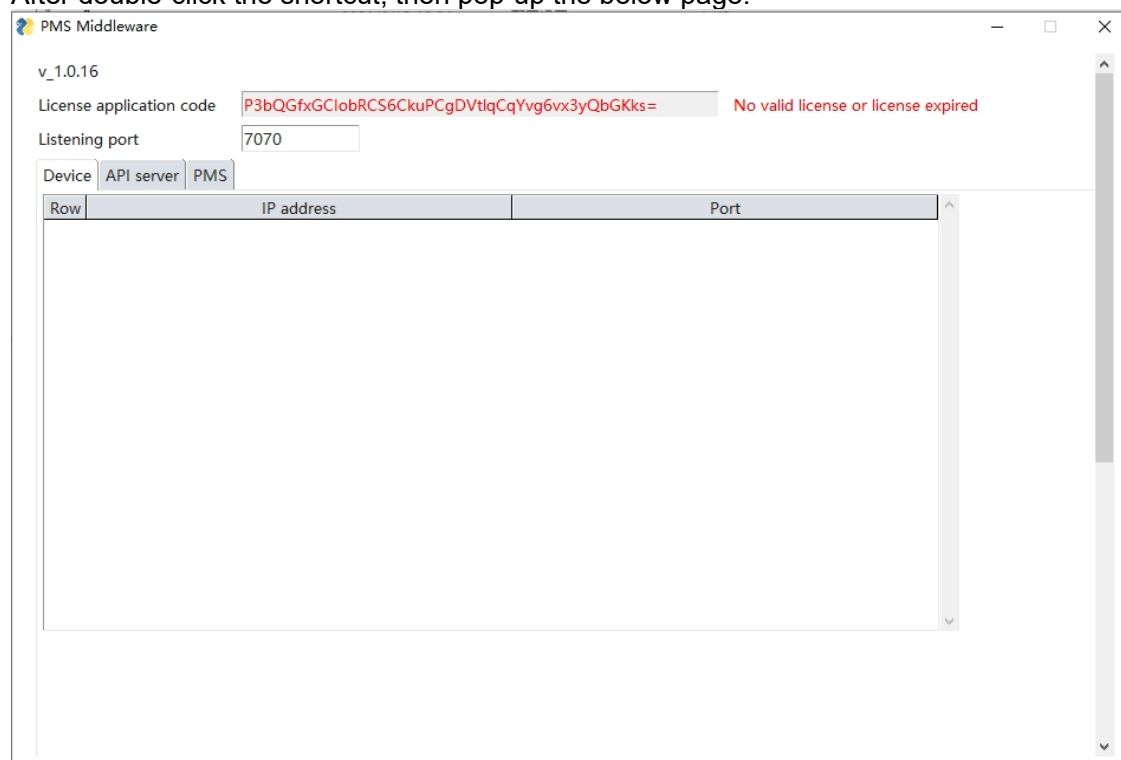
2. Run the Software

The OS for PMSI Middleware: **WIN 10**.

PMSI can be run without installation, you can double-click the below shortcut directly.



After double-click the shortcut, then pop-up the below page.



3. Apply for the License of the PMSI Middleware

On the main page of the PMSI Property Management System Middleware, the user must complete two system setups as below.

3.1 License Application

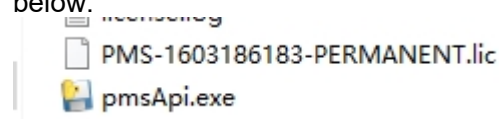
Step1 After opening the main page of the PMSI, If the user has not applied for a license or if the license has expired, the system will display the application code of the license to inform the user that a new license must be applied for, and the user must provide the application code to the customer service of the New Rock Technologies Inc. to make the license as below.



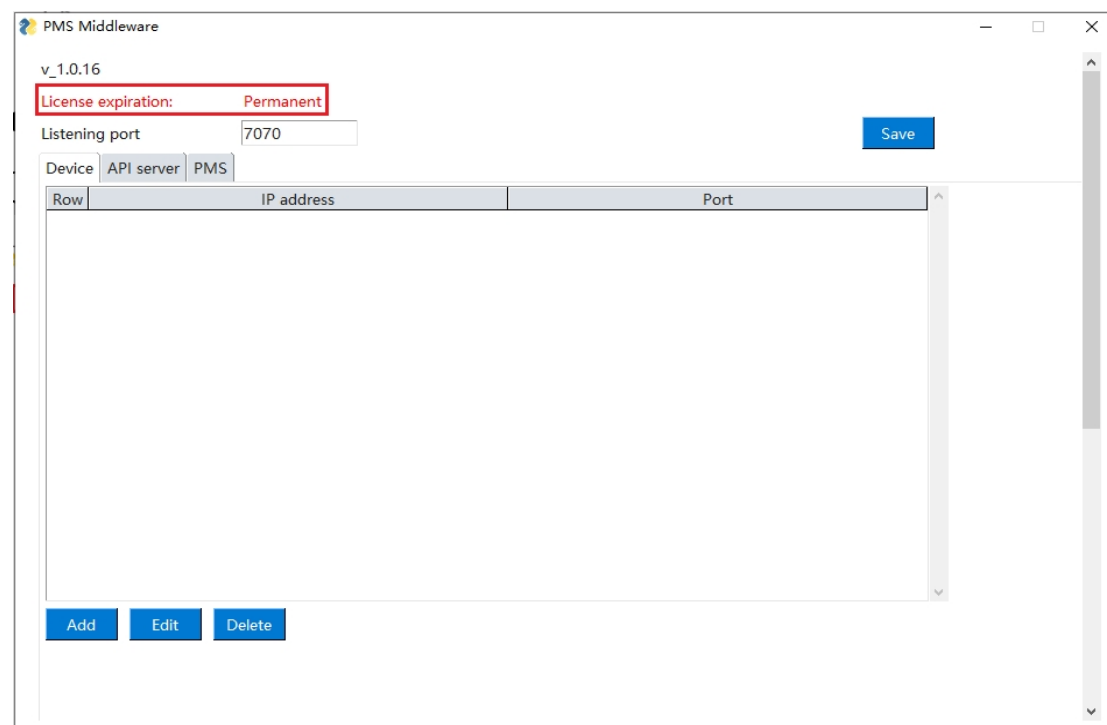
Note: Any of the setup can't be done if user without valid license.

Step 2 The customer service of the New Rock Technologies Inc. sends the license to user after creating it (the valid period of some licenses is permanent and others are not).

Step 3 User must put the license in the same file folder with the PMSI Middleware as below.

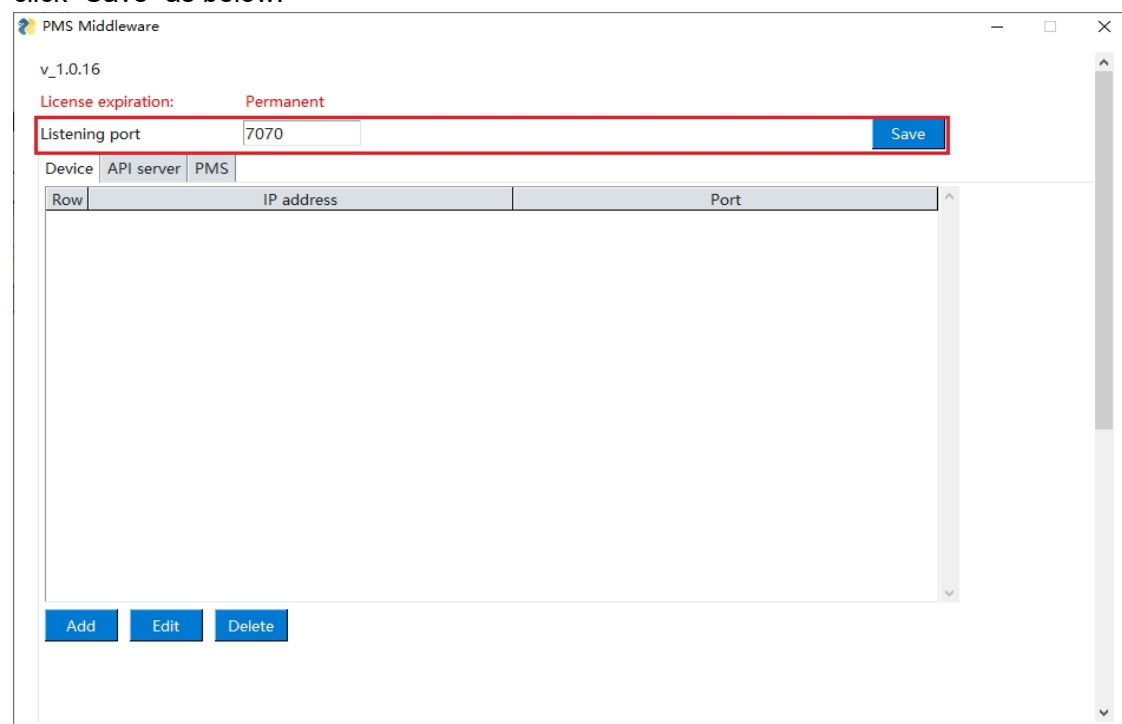


Step 4 User click the shortcut to run the PMSI Middleware again and the license will be loaded automatically (it needn't network), and shows the valid period of the license in the same time (the valid period of the license which shown below is Permanent).



3.2 Local Listening Port of the Server

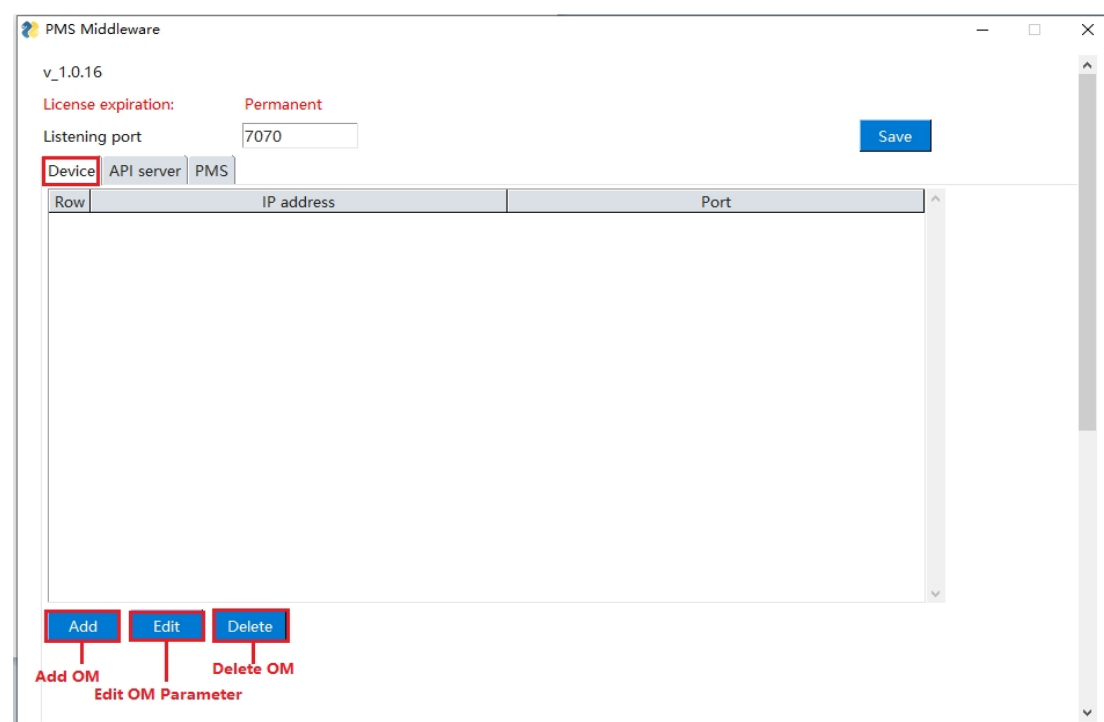
User can setup the port of the server with PMSI which listening the CDR of the OM IPPBX, and it must same to the port of the PMSI Setup on the equipment (7070 by default), then click “Save” as below.



The screenshot shows the PMS Middleware v_1.0.16 interface. At the top, the 'License expiration' is set to 'Permanent'. Below this, the 'Listening port' is set to '7070', and the 'Save' button is highlighted with a red box. The interface also features a table with columns 'Row', 'IP address', and 'Port'. At the bottom, there are 'Add', 'Edit', and 'Delete' buttons.

4. Equipment Page

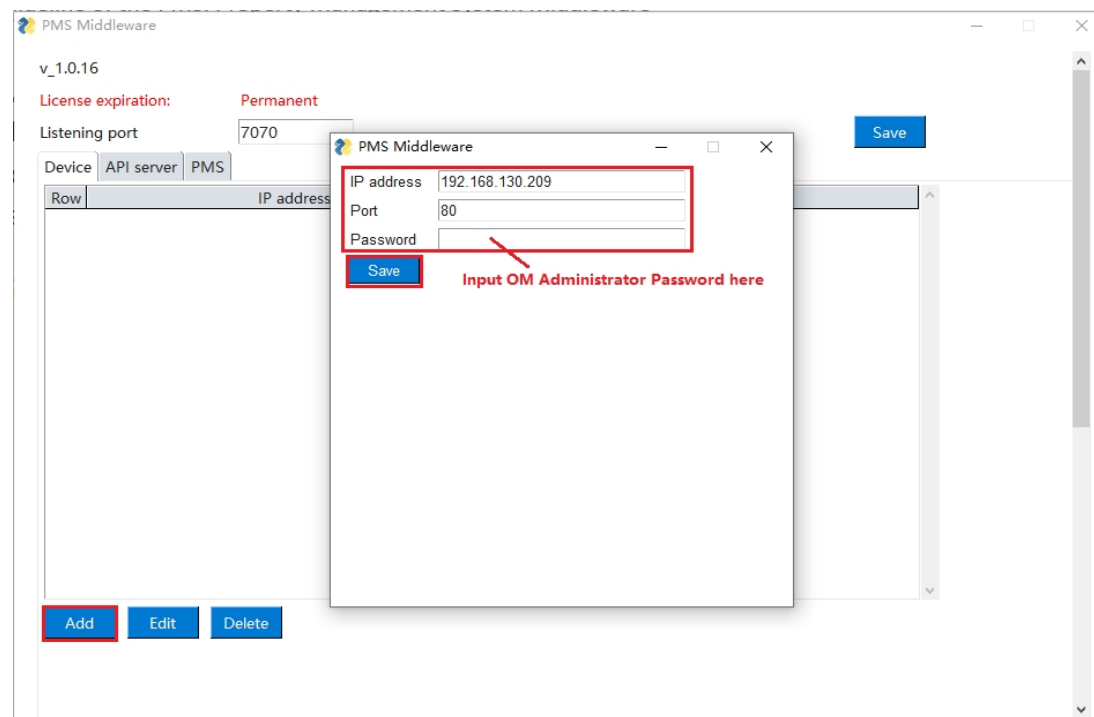
Double click the shortcut of the PMSI Middleware and pop-up the below page, user can add OM IPPBX, edit the parameters of the existing OM IPPBX and delete the OM IPPBX on this page, as below.



The screenshot shows the PMS Middleware v_1.0.16 interface. The 'Device' tab is selected, and the 'Listening port' is set to '7070'. The 'Save' button is highlighted. Below the table, the 'Add', 'Edit', and 'Delete' buttons are highlighted with red boxes. Red labels with arrows point to these buttons: 'Add OM' for the 'Add' button, 'Edit OM Parameter' for the 'Edit' button, and 'Delete OM' for the 'Delete' button.

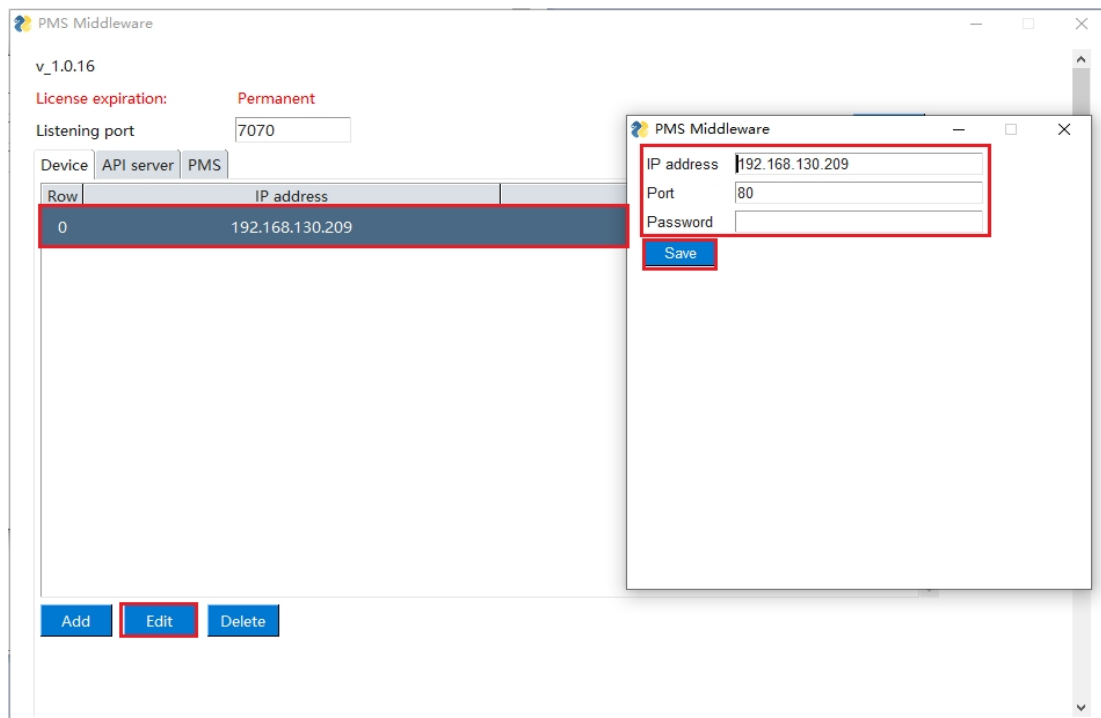
4.1 Add New OM IPPBX

Click “Add” and pop-up the below page, input IP Address and Port No. (the Remote Port No. of the OM IPPBX, the Port No. is 80 by default, and it can’t be modified by user) and the password of the OM IPPBX (i.e. the login password on the web page of the OM IPPBX Administrator, if there is no password, then leave the blank) in the page, click “Save” as below.



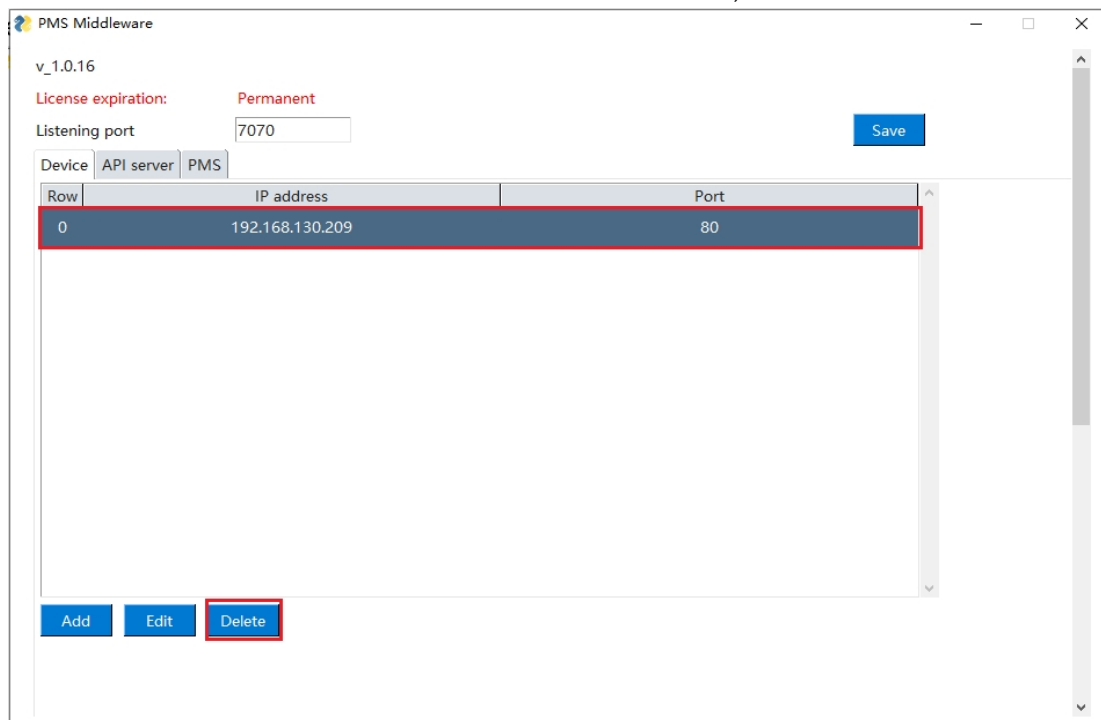
4.2 Edit Parameter of the OM IPPBX

Return to the Equipment Page, select the OM IPPBX which needs to be edited, and click “Edit” to modify the IP Address and the Port of the OM IPPBX (the Port No. is 80 and it can’t be changed), fill-in the login password of the OM IPPBX Administrator and click “Save” as below.



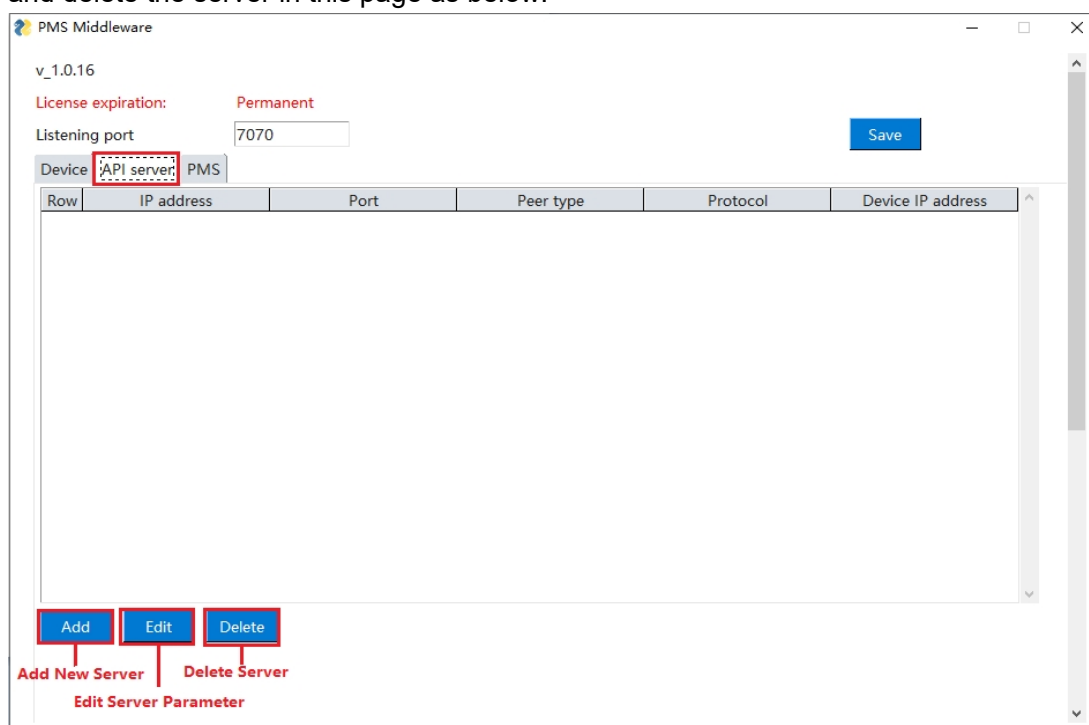
4.3 Delete the OM IPPBX

Select the OM IPPBX to be deleted and then click “Delete”, as below.



5.API Server

Double click the shortcut of the PMSI Middleware, and click the “API Server” page, user can add the API Server for PMSI Middleware, modify the parameter of the existing server and delete the server in this page as below.



5.1 Add New PMS Server

Click “Add” and pop-up the below page, user must input the IP Address and Port of the server with PMSI Middleware, and select the Peer Type (PMS, API or CDR), the Device IP Address (if the Peer Type is PMS type, then the Device IP Address can’t be filled, if it is API or CDR type, then the Device IP Address can be filled) and the Protocol (TCP or UDP), click “Save” as below.

The screenshot shows the 'PMS Middleware' application window with the 'Add' button highlighted. A modal dialog box is open, allowing the user to add a new PMS server. The dialog contains the following fields:

- IP address: 192.168.130.38
- Port: 1980
- Peer type: PMS (selected from a dropdown)
- Device IP address: (disabled field)
- Protocol: TCP (selected from a dropdown)
- Save button

The background application window shows the 'v_1.0.16' version, 'License expiration: Permanent', and 'Listening port: 7070'. It also has tabs for 'Device', 'API server', and 'PMS', and buttons for 'Add', 'Edit', and 'Delete'.

5.2 Edit Parameters of the PMS Server

Select the server which needs to be edited on the “API Server” page and click “Edit”, user can edit the parameters of the server on the pop-up page, such as the IP Address, Port, Peer Type (PMS, API or CDR), Device IP Address (if the Peer Type is PMS type, then the Device IP Address can’t be filled, if it is API or CDR type, then the Device IP Address can be filled) and Protocol (TCP or UDP), click “Save” as below.

The screenshot shows the 'PMS Middleware' application window with the 'Edit' button highlighted. A modal dialog box is open, allowing the user to edit the parameters of an existing PMS server. The dialog contains the following fields:

- IP address: 192.168.130.38
- Port: 1980
- Peer type: PMS (selected from a dropdown)
- Device IP address: (disabled field)
- Protocol: TCP (selected from a dropdown)
- Save button

The background application window shows the 'v_1.0.16' version, 'License expiration: Permanent', and 'Listening port: 7070'. It has tabs for 'Device', 'API server', and 'PMS'. A table is visible with the following data:

Row	IP address	Port	Peer type
0	192.168.130.38	1980	PMS

Buttons for 'Add', 'Edit', and 'Delete' are at the bottom.

5.3 Delete PMS Server

Select the server to be deleted and then click “Delete”, as below.

The screenshot shows the PMS Middleware v_1.0.16 interface. At the top, there is a 'License expiration' field set to 'Permanent' and a 'Listening port' field set to '7070'. A 'Save' button is located to the right of the 'Listening port' field. Below these fields are three tabs: 'Device', 'API server', and 'PMS'. The 'PMS' tab is selected, displaying a table with the following data:

Row	IP address	Port	Peer type	Protocol	Device IP address
0	192.168.130.38	1980	PMS	TCP	

At the bottom of the interface, there are three buttons: 'Add', 'Edit', and 'Delete'. The 'Delete' button is highlighted with a red border.

6. PMS

Double click the shortcut of the PMS Middleware, and click the “PMS” page, and this page is divided into two areas as below.

Area 1: User can select the Command Parameter Template which shall be loaded into the PMSI Middleware in this area and the default template can be selected as well, and the Interface Standard also can be selected, and the Command Delimiter and the Command End Tag also can be defined by user.

Area 2: User can setup the PMS command format of the CDR, wake-up, Do Not Disturb and Check in/out in this area and the Command End Tag and total length per CDR also can be defined or modified by user. And some other parameters such as Call Type ID and Call Restriction ID also can be setup here.

v_1.0.16

License expiration: Permanent

Listening port: 7070 Save

Device: API server **PMS**

Template: default Import Save

Annotation: default Interface standard: PMS2 Area 1

Command delimiter: Command end tag: Save

CDR Wake up Do Not Disturb Check in/out

CDR data format definition

Select	Seq.	Field	Format	Length	Padding	Pad char.		
☒	1	Start tag	ST	2	No padding			Down
☒	2	Caller		5	No padding		Up	Down
☒	3	Callee		32	No padding		Up	Down
☒	4	Date	YYYY-MM-DD	10	Head padding	0	Up	Down
☒	5	Start time	HHMMSS	12	Head padding	0	Up	Down
☒	6	Duration		5	Head padding	0	Up	Down
☒	7	Call type ID		5	Head padding		Up	
End tag			0D0A		Total length per CDR 71			

Call type ID

Type	Identifier
Incoming	IN
Outgoing	OU
Intercom	LO

Save Area 2

Length: 1 Chinese/English number symbol occupies 1 digit. For example: ABC 123 occupies 7 digits.

Up/Down: The location of parameters in the whole command can be adjusted.

Padding: If the length of parameters isn't enough, then the padding symbol can be used before or behind parameters.

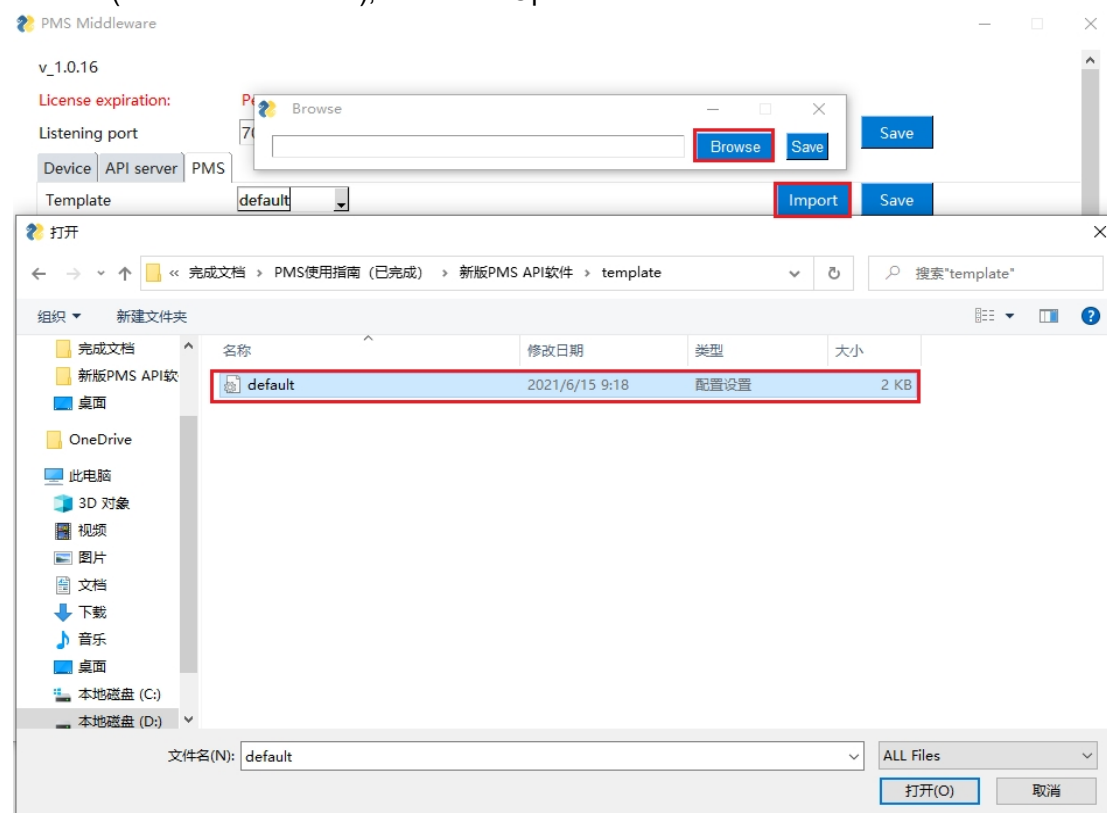
For example: Extension No. + Occupies 10 digits + Padding Symbol.

*Use blank “_” as Padding Symbol.

The edit for the command must according to the format “3 digits Extension No.+7 digits Padding Symbol” or “8 digits Extension No+2 digits Padding Symbol”.

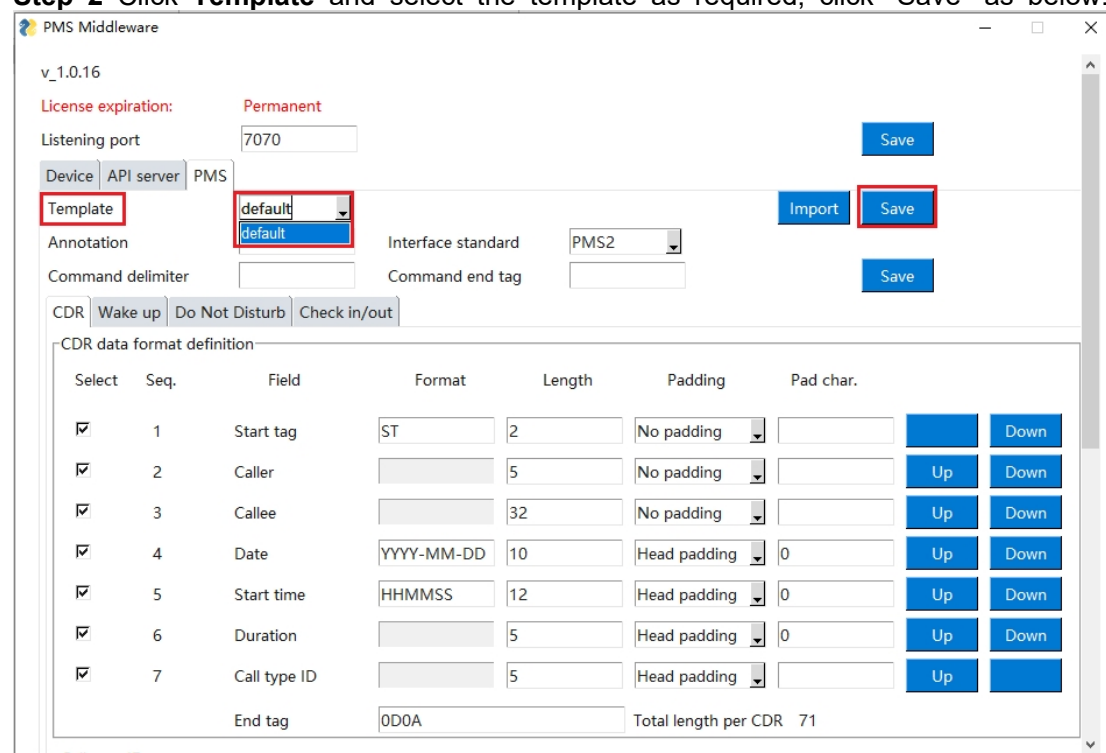
6.1 Area 1

Step 1 Click **Import>Browse** on the PMS Middleware Page and click the Command Parameter Template Document in the folder where the Command Parameter Template is located (default.ini as below), and click “Open” as below.



Note: All Command Parameter Templates are located in the Template Folder by default.

Step 2 Click **Template** and select the template as required, click “Save” as below.



Step 3 Select the Interface Standard(there are 4 kinds of Interface Standards : PMS1,PMS2,PMS3,PMS4), as below.

The screenshot shows the 'PMS Middleware' configuration window. The 'Interface standard' dropdown menu is open, displaying the following options: PMS1, PMS2 (selected), PMS3, and PMS4. The 'Command delimiter' and 'Command end tag' fields are empty. The 'CDR data format definition' table is visible below.

Select	Seq.	Field	Format	Length	Padding	Pad char.		
☒	1	Start tag	ST	2	No padding			Down
☒	2	Caller		5	No padding		Up	Down
☒	3	Callee		32	No padding		Up	Down
☒	4	Date	YYYY-MM-DD	10	Head padding	0	Up	Down
☒	5	Start time	HHMMSS	12	Head padding	0	Up	Down
☒	6	Duration		5	Head padding	0	Up	Down
☒	7	Call type ID		5	Head padding		Up	
		End tag	0D0A					

Total length per CDR 71

Step 4 The Command Delimiter and the Command End Tag of the PMSI Middleware can be defined by user, and click “Save” as below.

The screenshot shows the 'PMS Middleware' configuration window. The 'Command delimiter' and 'Command end tag' fields are highlighted with red boxes. The 'Interface standard' dropdown menu is set to PMS2. The 'CDR data format definition' table is visible below.

Select	Seq.	Field	Format	Length	Padding	Pad char.		
☒	1	Start tag	ST	2	No padding			Down
☒	2	Caller		5	No padding		Up	Down
☒	3	Callee		32	No padding		Up	Down
☒	4	Date	YYYY-MM-DD	10	Head padding	0	Up	Down
☒	5	Start time	HHMMSS	12	Head padding	0	Up	Down
☒	6	Duration		5	Head padding	0	Up	Down
☒	7	Call type ID		5	Head padding		Up	
		End tag	0D0A					

Total length per CDR 71

6.2 Area 2

User can setup the CDR, wake up, Do Not Disturb & Check in/out in this area, as below.

PMS Middleware

CDR Wake up Do Not Disturb Check in/out

CDR data format definition

Select	Seq.	Field	Format	Length	Padding	Pad char.		
☒	1	Start tag	ST	2	No padding			Down
☒	2	Caller		5	No padding		Up	Down
☒	3	Callee		32	No padding		Up	Down
☒	4	Date	YYYY-MM-DD	10	Head padding	0	Up	Down
☒	5	Start time	HHMMSS	12	Head padding	0	Up	Down
☒	6	Duration		5	Head padding	0	Up	Down
☒	7	Call type ID		5	Head padding		Up	
		End tag	0D0A	Total length per CDR 71				

Call type ID

Type	Identifier
Incoming	IN
Outgoing	OU
Intercom	LO

Save

6.2.1 CDR

The PMSI Middleware can convert the API Command from the OM IPPBX to the CDR of the PMS Property Management System, it supports two kinds of CDR format: ICS&S and HuaWei(17digits & 19 digits). The CDR format can be setup in “PMS>CDR data formation definition” and the location of every parameter in the command can be adjusted by using “Up” and “Down” at the right side, as below.

PMS Middleware

CDR Wake up Do Not Disturb Check in/out

CDR data format definition

Select	Seq.	Field	Format	Length	Padding	Pad char.		
☒	1	Start tag	ST	2	No padding			Down
☒	2	Caller		5	No padding		Up	Down
☒	3	Callee		32	No padding		Up	Down
☒	4	Date	YYYY-MM-DD	10	Head padding	0	Up	Down
☒	5	Start time	HHMMSS	12	Head padding	0	Up	Down
☒	6	Duration		5	Head padding	0	Up	Down
☒	7	Call type ID		5	Head padding		Up	
		End tag	0D0A	Total length per CDR 71				

Call type ID

Type	Identifier
Incoming	IN
Outgoing	OU
Intercom	LO

Save

Note: The End Tag of the ICS&S CDR is “0D0A” and it represents “Enter” key, and the End Tag of HuaWei is bcc and it is the result of bcc calculation.

6.2.2 Wake-Up

The Wake-Up Command format can be setup in “PMS>Wake Up” and the location of every parameter in the command can be adjusted by using “Up” and “Down” at the right side, after the PMSI Middleware sent the Wake-up Command to the PMS System, it requires the PMS System to respond with an Acknowledgement, with the content of the response defined by the user, and it is ACK by default. After finished setup, then click “Save” as below.

The screenshot shows the 'PMS Middleware' window with the 'Wake up' tab selected. The 'Wake-up command format definition' table is as follows:

Select	Seq.	Field	Format	Length	Padding		
☒	1	Start tag	SE ST	5	Head padding	Up	Down
☒	2	Extension		8	Head padding	Up	Down
☒	3	Function key	TI	3	Tail padding	Up	Down
☒	4	Wake-up time	HH:MM	5	Head padding	Up	Down
☒	5	Set/Cancel	ON/OFF	2	No padding	Up	

Below the table, the 'Acknowledge' field is set to 'ACK' and the 'The response content' field is empty. The 'Save' button is highlighted.

Note: The Wake-up Command from the PMS System to the PMSI Middleware must comply with the Nortel PMS Protocol and its format is:

SE ST <dn>TI<time><ON/OFF>

The meaning of each symbol is as below:

SE ST: Starting symbol

<dn>: The extension number of the room which being called

TI: The function code which represents Wake-up Time

<time>: Time of Wake-up Calling

<ON/OFF>: ON means enable the Wake-up Function, OF means unable the Wake-up Function, it is ON by default.

Example 1: SE ST 125 TI18:00ON

The meaning of this command: SE ST is the Starting symbol, 125 is the extension number of the room which being called, TI is the function code of “Wake-up Time”, 18:00 is the time of Wake-up Calling, ON is enable the Wake-up Function (OF means unable the Wake-up Function).

6.2.3 Do Not Disturb

The Do Not Disturb Command format can be setup in “PMS>Do Not Disturb” and the location of every parameter in the command can be adjusted by using “Up” and “Down” at the right side, after the PMSI Middleware sent the Do Not Disturb Command to the PMS System, it requires the PMS System to respond with an Acknowledgement, with the content of the response defined by the user, and it is ACK by default. After finished setup, then click “Save” as below.

PMS Middleware

Template: default | Annotation: default | Interface standard: PMS2 | Command delimiter: | Command end tag: | Import | Save | Save

CDR | Wake up | **Do Not Disturb** | Check in/out

DND command format definition

Select	Seq.	Field	Format	Length	Padding		
☒	1	Start tag	SE ST	5	Head padding		Down
☒	2	Extension		8	Head padding	Up	Down
☒	3	Function key	DN	3	Tail padding	Up	Down
☒	4	Set/Cancel	ON/OFF	2	No padding	Up	

Acknowledge: ACK | The response content: | Save

Note: The Do Not Disturb Command from the PMS System to the PMSI Middleware must comply with the Nortel PMS Protocol and its format is:

SE ST <dn>DN<ON/OFF>

The meaning of each symbol is as below:

SE ST: Starting symbol

<dn>: The extension number of the room which needs Do Not Disturb Function

DN: The function code which represents Do Not Disturb Function

<ON/OFF>: ON means enable the Do Not Disturb Function, OFF means unable the Do Not Disturb Function, it is ON by default

For example: SE ST 125 DN ON

The meaning of this command: SE ST is the Starting symbol, 125 is the extension number of the room which being called, DN is the function code of “Do Not Disturb”, ON is enable the Do Not Disturb Function (if it’s OFF, then it means unable the Do Not Disturb Function).

6.2.4 Check in/out

The check in/out command format and the call restriction command format can be setup in “PMS>Check in/out”, and the call restriction ID of the extension also can be setup here, click “Save” after finished setup, as below.

PMS Middleware

CDR Wake up Do Not Disturb **Check in/out**

Check in/out command format definition

Select	Seq.	Field	Format	Length	Padding	Setup Check in/out	
☒	1	Start tag	SE ET	5	Head padding	Up	Down
☒	2	Extension		8	Head padding	Up	Down
☒	3	Function key	CH	5	Head padding	Up	Down
☒	4	Check in/out	IN/OF	5	Head padding	Up	Down
☒	5	Name		20	Head padding	Up	Down
☒	6	Restriction on/off	E/F	1	No padding	Up	Down
☒	7	Call restriction ID		1	No padding	Up	Down
Acknowledge			ACK		The response content		

Call restriction command format definition

Select	Seq.	Field	Format	Length	Padding	Setup call restriction command format	
☒	1	Start tag	SE ST	5	Head padding	Up	Down
☒	2	Extension		8	Head padding	Up	Down
☒	3	Restriction on/off	E/F	1	No padding	Up	Down
☒	4	Call restriction ID		1	No padding	Up	Down
Acknowledge			ACK		The response content		

Call restriction ID

Level	Identifier
Intercom	0/X
Local	1/2
Domestic	3
International	4

Setup call restriction ID of the extension

Save

Step1 Check in/out

Parameters of Check in/out can be setup in “PMS>Check in/out” and the location of every parameter in the command can be adjusted by using “Up” and “Down” at the right side, after the PMSI Middleware sent the Check in/out Command to the PMS System, it requires the PMS System to respond with an Acknowledgement, with the content of the response defined by the user, and it is ACK by default.

Check in/out command format definition

Select	Seq.	Field	Format	Length	Padding		
☒	1	Start tag	SE ET	5	Head padding		Down
☒	2	Extension		8	Head padding	Up	Down
☒	3	Function key	CH	5	Head padding	Up	Down
☒	4	Check in/out	IN/OF	5	Head padding	Up	Down
☒	5	Name		20	Head padding	Up	Down
☒	6	Restriction on/off	E/F	1	No padding	Up	Down
☒	7	Call restriction ID		1	No padding	Up	

Acknowledge: ACK The response content:

Call restriction command format definition

Select	Seq.	Field	Format	Length	Padding		
☒	1	Start tag	SE ST	5	Head padding		Down
☒	2	Extension		8	Head padding	Up	Down
☒	3	Restriction on/off	E/F	1	No padding	Up	Down
☒	4	Call restriction ID		1	No padding	Up	

Note: The Check in/out Command from the PMS System to the PMSI Middleware must comply with the Nortel PMS Protocol and its format is:

SE ET <dn>CH<IN/OF><name><E/F>

The meaning of each symbol is as below:

SE ET: Starting symbol

<dn>: The extension number of the room which needs Check in/out Function

CH: The function code which represents Room Status

<IN/OF>: Check in/out

<name>: Name of the customer

<E/F>: Enable/Unable the restrictions of extensions, the detailed restrictions are as below:

- E0 Enable the intercom call
- F0 Unable the intercom call
- E1 Enable the local call (same to E2)
- F1 Unable the local call (same to F2)
- E2 Enable the local call
- F2 Unable the local call
- E3 Enable the domestic long-distance call
- F3 Unable the domestic long-distance call
- E4 Enable the international long-distance call
- F4 Unable the international long-distance call
- EX Only the internal call is enabled

For example: SE ET 125 CH IN WM E4

The meaning of this command: SE ET is the Starting symbol, 125 is the extension number of the room, CH is the function code of "Room Status", IN means the customer checks in (OF means checks out), WM is the abbreviation of the customer name, E4 means to enable the restriction of international long-distance call.

Step 2 Call Restriction Command Format Definition

While the customer isn't doing check in/out, user can setup the restriction parameters of the extension of the room in "Call Restriction Command Format Definition", and the location of every parameter in the command can be adjusted by using "Up" and "Down" at the right side, after the PMSI Middleware sent the Call Restriction Format Definition Command to the PMS System, it requires the PMS System to respond with an Acknowledgement, with the content of the response defined by the user, and it is ACK by default.

The screenshot shows the 'PMS Middleware' window with the 'Call restriction command format definition' section highlighted. The table below represents the data shown in the table:

Select	Seq.	Field	Format	Length	Padding
☒	1	Start tag	SE ST	5	Head padding
☒	2	Extension		8	Head padding
☒	3	Restriction on/off	E/F	1	No padding
☒	4	Call restriction ID		1	No padding

Below the table, the 'Acknowledge' field is set to 'ACK' and 'The response content' is empty. The 'Call restriction ID' dropdown is set to 'International' (4).

Note: The Call Restriction Format Definition Command from the PMS System to the PMSI Middleware must comply with the Nortel PMS Protocol and its format is: SE ST <dn><E/F>

The meaning of each symbol is as below:

SE ST: Starting symbol

<dn>: The extension number of the room which needs Call Restriction Format Definition

<E/F>: Enable/Unable the restrictions of extensions, the detailed restrictions are as below:

- E0 Enable the intercom call
- F0 Unable the intercom call
- E1 Enable the local call (same to E2)
- F1 Unable the local call (same to E2)
- E2 Enable the local call
- F2 Unable the local call
- E3 Enable the domestic long-distance call
- F3 Unable the domestic long-distance call

- E4 Enable the international long-distance call
- F4 Unable the international long-distance call
- EX Only the internal call is enabled

Step 3 Call Restriction ID

User can define the ID of the level of the extension of the room in “Call restriction ID” on the left-down side on the page, the default ID of Intercom Call is 0/X, the default ID of Local Call is 1/2, default ID of Domestic Call is 3 and the default ID of International Call is 4, after finished the setup of above 3 function areas in “Check in/out” page, click “Save” as below.

Call restriction ID	
Level	Identifier
Intercom	0/X
Local	1/2
Domestic	3
International	4

Save

7. Notice

- (1) If user wants to setup multi-OM IPPBXs, networking is necessary and the extension number of the OM IPPBXs must different to each other, then add the IP Addresses of those OM IPPBXs to the server list on the "Device" page, and the API local listening port of those OM IPPBXs must be same to each other.
- (2) If the function of OM IPPBX setup of the PMS is ineffective, please check whether the setup of the PMSI Middleware is correct (such as IP Address, listening port, protocol, etc.), check the firewall of the PMSI server blocks the listening port or not, and whether the connection between the PMSI server and the OM IPPBX is available or not, and confirm whether the API Option of the OM IPPBX parameters has been selected or not.
- (3) The extension wake-up service takes effect only once. No matter customer answers it or not, it won't repeat wake up. The time setup is available within 24 hours.
- (4) PMSI is a safe application program, it is a green software and it can be run without installation, so some anti-virus software may alert by mistake, so you shall setup PMSI as "Trust" when the alert happens.