

New Rock Technologies, Inc.

PMSI Hotel Management System Middleware Guidelines for Use

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1. Software Introduction

NPMS Hotel Management System Middleware is a protocol conversion and data exchange intermediary software specifically designed for hotel communications. Its core function is to break down communication barriers between OM series IP-PBX systems (based on API protocols) and major hotel PMS management systems (based on proprietary protocols from different vendors), enabling seamless data interoperability. The system supports mainstream PMS systems including Neusoft, WestSoft, Thousand Horses, JDS, and FCS, and enables cascaded deployment of multiple OM devices with a single PMS system.

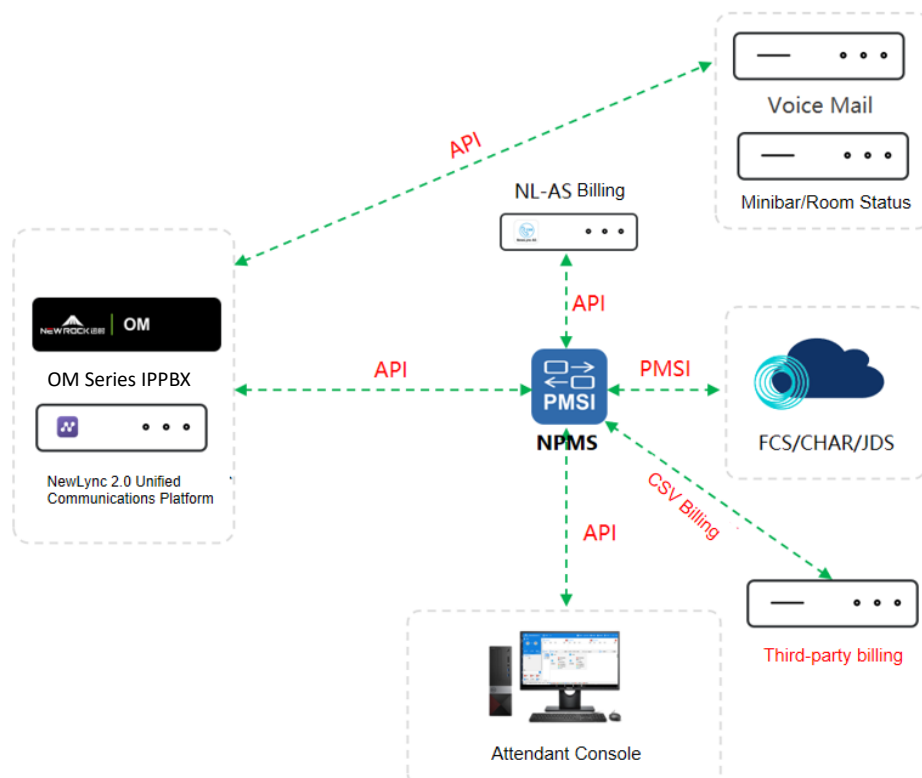
Based on business flow and functional characteristics, NPMS primarily encompasses three core functions:

1. Bidirectional Protocol Translation and Formatting: Acting as a communication hub, NPMS performs real-time data format conversion.
 - Upstream (PMS → OM): Acting as the OM client, it receives commands from the PMS system (e.g., wake-up, do not disturb) and formats them into API standard messages recognizable by OM devices for transmission.
 - Downstream (OM → PMS): Acting as the PMS server, it receives status and call detail records from OM switches, formats/translate

them into specific protocol formats recognizable by the PMS system, and reports them.

2. **Call Detail Record (CDR) Format Conversion (CSV Billing Interface):** For scenarios using third-party billing systems, NPMS possesses CDR processing capabilities. It can convert raw API call detail records generated by OM into a universal CSV file format in real time.
3. **API Command Forwarding (Multi-Terminal Access):** To resolve potential interface conflicts when hotels deploy switchboards, NL-AS billing systems, and PMS simultaneously, NPMS supports API forwarding. It synchronously forwards API messages received from OM to switchboards or proprietary billing systems, ensuring parallel operation of multiple service terminals via a single API interface.

Figure1 Topology Diagram



2. Application Scenario

1. Call Detail Record Service

As a data exchange hub, NPMS collects raw call records (API format) generated by the OM telephone switch in real time. It formats CDR data into protocols required by specific PMS vendors (e.g., FCS, JDS) for reporting, enabling final billing by the PMS. Additionally, for scenarios using third-party billing software, the system supports real-time conversion of raw call detail records into standard CSV file format (CDR), ensuring third-party systems accurately obtain call duration and rate data.

2. Wake-Up Service

NPMS enables command interoperability between the PMS system and the guest room telephone system. When the hotel front desk sets a wake-up request in the PMS system, NPMS translates this command into an API message recognizable by OM devices and dispatches it for execution by the telephone switchboard to perform the automatic wake-up call. Simultaneously, the guest's call reception status (successful or timeout) is reverse-converted by NPMS and synchronized in real-time back to the PMS system, allowing front desk personnel to query the execution results.

3. Do Not Disturb Service

Leveraging NPMS's bidirectional communication capabilities, the status of guest room telephones is synchronized in real time with the PMS system. When a guest activates the "Do Not Disturb" function on their room phone, the OM device reports this status via NPMS and converts it into a PMS protocol command. The PMS system then immediately updates the room status accordingly.

4. Check-in/Check-out Service

NPMS monitors check-in/check-out commands from the PMS system to automate guest room phone permissions. Upon PMS check-in, NPMS instructs OM devices to unlock long-distance/local call privileges and update caller ID information. Upon PMS check-out, NPMS instructs OM devices to lock phone privileges and clear private data like voicemails, assisting hotels in rapidly resetting room statuses.

5. Minibar Service

The system utilizes the guest room phone as a data entry terminal, streamlining the minibar billing process. Housekeeping staff simply enter the product code on the room phone. Upon receiving the signal transmitted by the OM device, NPMS "translates" it into a billing instruction recognizable by the PMS. The PMS system automatically credits the consumption amount to the guest's bill, replacing traditional manual forms and effectively reducing omissions and errors.

6. Custom Function Codes and Personalized Service Settings

NPMS supports flexible function code mapping configurations, linking short codes (service function codes) set on the OM phone to specific commands within the PMS

system. Whether calling housekeeping, requesting cleaning, or ordering room service, NPMS accurately converts keypad actions on the phone into service request commands the PMS understands, enabling automated workflow processing.

7. Cross-System Data Synchronization and Integration

Addressing environments with multiple coexisting hotel systems, NPMS features API forwarding capabilities. When hotels deploy PMS, standalone switchboards, or NL-AS billing systems simultaneously, NPMS synchronously distributes raw API data from OM to multiple terminals, resolving the limitation of single interfaces unable to accommodate simultaneous access from multiple business systems. Additionally, the system supports synchronizing guest language preferences from PMS to OM devices, enabling automatic language switching on guest room phones.

3. Software Deployment and Installation

3.1 Software Installation

NPMS supports running on Linux and Windows systems.

Windows version: NPMS does not require installation and can be run directly by double-clicking the following shortcut.



npms

Linux version:

Step 1: Under linux, use the `cd` (switch directory) command to switch to the directory where the tarball is located.

Example: Type `cd /home/nlk` to switch to the `/home/nlk` directory

```
root@nlk:~# cd /home/nlk
```

Step 2: Extract the software installation package by typing `unzip file name.zip`

```
root@nlk:/home/nlk# unzip npmsApi.zip
```

Step 3 `nohup ./npms &` to complete the installation.

```
nohup ./npms &
```

Modify the default configuration: enter `vim project.yaml`

```
root@nlk:/home/nlk/npmsApiBuild# vim project.yaml
```

Displayed after entering the command



3.2 Access to the Management Interface

1. Take windows for example, double click run.exe.
2. Open the <http://127.0.0.1:8080/dist/#/index-page> page with chrome or edge browser.
The IP address is the address of your NPMS server, and the port number is 8080 by default.
3. Enter your username (newrocktech) and password (newrocktech) to enter the administration page.

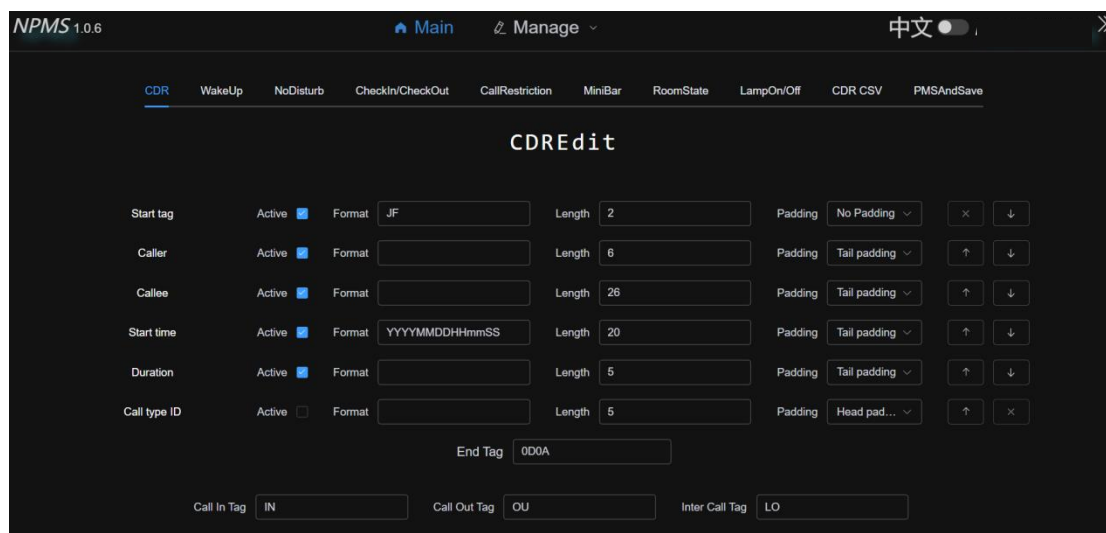


Figure2 home screen

3.3 Add new OM device

Click "Add", the following page will pop up, enter the device IP address, device port and device password (i.e., OM device administrator WEB login password, if there is no, then leave it blank), and click "Save", as shown below.

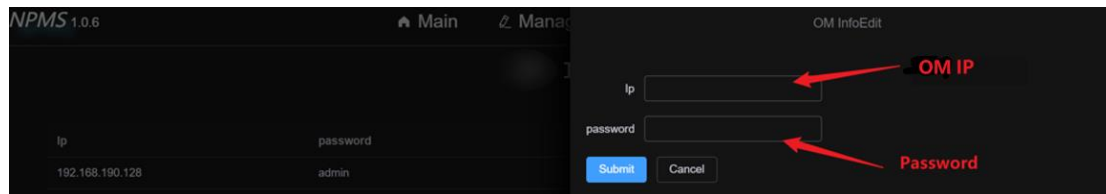


Figure3 Adding an OM Device

3.4 Configuring APIs on OM Devices

Step 1: Fill in the server address field with the address of the NPMS server

Step 2: Fill in the xml at the url

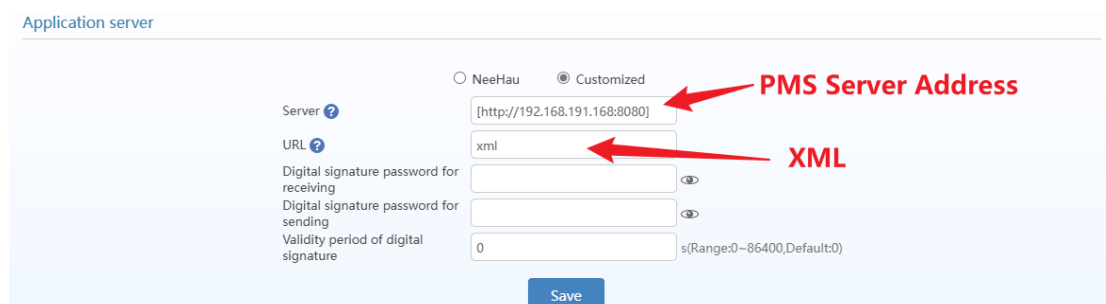


Figure4 Configuring APIs on OM devices

3.5 Edit OM Parameters

Return to the device page, select the OM device that needs to be edited, and click "Edit" button, you can modify the parameters (IP address) of the OM device in the pop-up page, and fill in the corresponding OM device administrator's WEB login password for the device password, and click "Save". and click "Save", as shown in the figure below:

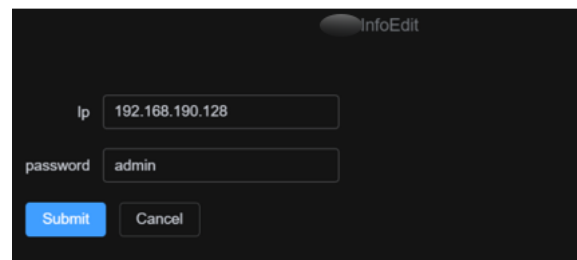


Figure5 Editing OM parameters

4. CDR Services

After logging in, navigate to Home > Call Detail Records.

The NPMS middleware precisely converts raw API data reported by OM devices into the standard call log format required by the PMS system. The system natively supports two mainstream call log protocols: Zhongsoft and Huawei (17-digit and 19-digit). Users can customize call detail record parameters in the Call Detail Record Editing tab under Home > Call Detail Records. Utilize the "Move Up" and "Move Down" buttons on the right side of the interface to flexibly adjust the order of parameter fields within the call detail record, ensuring alignment with specific PMS system reading requirements, as shown below.

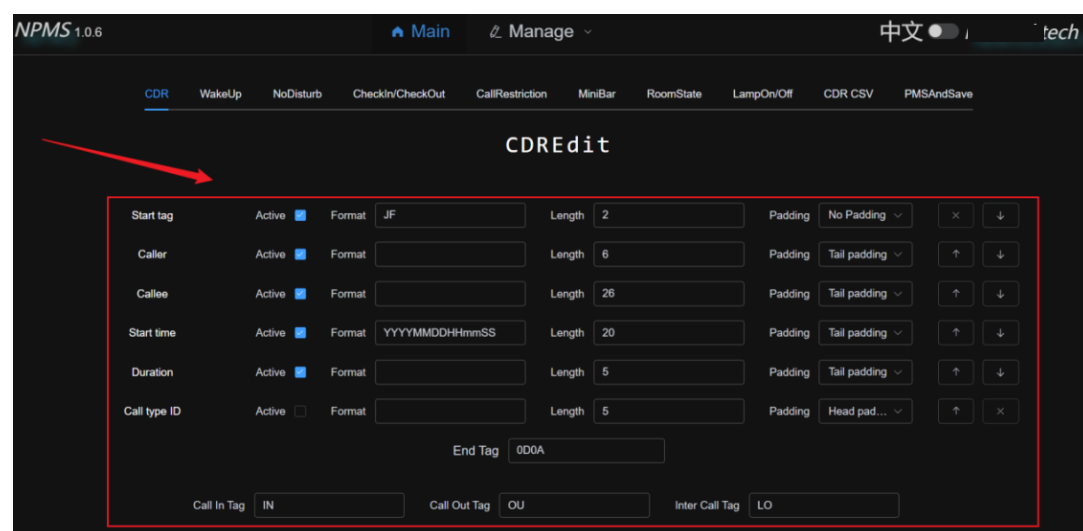


Figure.6 Call list editing



Note The terminator format of ChinaSoft's call sheet is "0D0A", which stands for Carriage Return Line Feed, and the terminator of Huawei's call sheet is bcc, which is the value after bcc calculation.

Item	Definition
Start symbol	Defines the start identifier of the ticket data that identifies the start of the ticket record.
Activation state	Controls whether data items are enabled. When enabled, data items will participate in ticket generation; when not enabled, data items will be ignored.
Data parameter	Specifies the data content of the field, such as the calling number, called number, etc.
Occupied space	Sets the number of characters the field occupies in the talk order. If the length of the data is less than the specified width, it will be padded in a complementary manner.

Replacement method	Determines the fill method when the data length is less than the set width. Pre-fill, post-fill, or no fill can be selected.
Caller ID	The Calling Number field in the voice ticket identifies the number that initiated the call.
Called number	The Called Number field in the voice ticket identifies the number that answered the call.
Airtime	The call time field in the ticket is in the format of "YYYYMMDDHHmmSS", which indicates the start time of the call.
Airtime	The Call Duration field in a call ticket, usually measured in seconds, indicates the total length of the call.
Type of call	The Call Type field in a call ticket is used to distinguish between different types of calls, such as local calls, international calls, etc.

5. Wake-up Call Service

After logging in, navigate to Home > Wake-up.

Users can customize the data structure and format of wake-up commands in the "PMS > Wake-up" tab. Use the "Move Up" and "Move Down" buttons on the right side of the interface to flexibly adjust the order of parameter fields within the

command. Additionally, to ensure reliable command interaction, NPMS checks the confirmation signal (return value) from PMS after sending a wake-up request. Users can define the expected return value content here (default: ACK) to verify successful protocol interaction. After configuration, click the "Save" button to apply changes, as shown below.

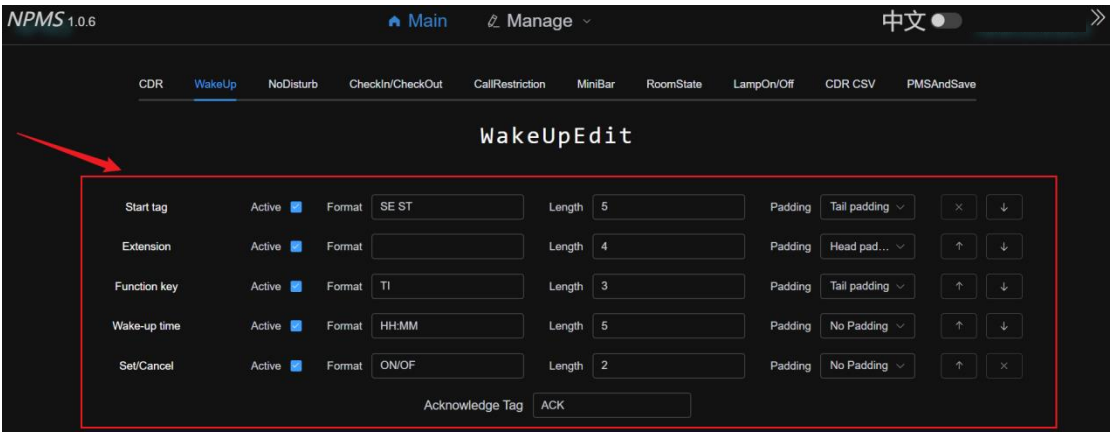


Figure7 wake-up call editor

 **Note** PMS Hotel Management System wake-up commands sent to the NPMS middleware shall conform to the Nortel PMS protocol in the format:

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

The meaning of each field is as follows:

Item	Definition
SE ST	initiator
<dn>	extension number of the called room
TI	Function code for "Wake-up time".
<time>	Wake-up call time
<ON/OF>	ON is to enable the wake-up function, OF is to disable the wake-up function, the default is ON.

Example 1: SE ST 125 TI18:00ON

Meaning of this command: SE ST is the command start character, 125 is the extension number of the called guest room, TI is the function code of "wake-up time", 18:00 means wake-up at 18:00, ON means turn on the wake-up function (OF means turn off).

6. No Disturb Service

After logging in, navigate to Home > No Disturb.

Users can define the Do Not Disturb command format in the "PMS > No Disturb" tab. Use the "Move Up" and "Move Down" buttons on the right to adjust parameter positions within the command format. After NPMS middleware sends a Do Not Disturb command to the PMS hotel management system, it requires the PMS system to return a response value. The response parameters are user-defined, with ACK as the default. After completing parameter settings, click the "Save" button as shown below.

Name	Active	Format	Length	Padding
Start tag	☒	SE ST	5	Head pad...
Extension	☒		4	Head pad...
Function key	☒	DN	3	Tail padding
Set/Cancel	☒	ON/O	2	No Padding

Acknowledge Tag: ACK

Figure8 No disturb



Note Disturbance-free commands sent by the PMS Hotel Management System to the NPMS middleware shall conform to the Nortel PMS protocol in the format:

SE ST < dn> DN<ON/OF>

The meaning of each field is as follows:

Item	Definition
SE ST	initiator
<dn>	extension number of the called room
DN	Function code indicating "Do Not Disturb" service
<ON/OF>	ON is to enable the do-not-disturb function, OF is to disable the do-not-disturb function, the default is ON

Example: SE ST 125 DN ON

Meaning of this command: SE ST is the start character of the command, 125 is the extension number of the guest room that needs the do-not-disturb service, DN is the function code of "do-not-disturb service", and ON means do-not-disturb function is on (OF means off).

7. Check-in/Check-out Service

After logging in, navigate to Home > Check-in/Check-out.

Users can customize check-in/check-out command formats here to match PMS protocol standards. The system also supports granular configuration of extension permission parameters and guest room extension permission levels. As shown below.

Parameter	Active	Format	Length	Padding	Move Up	Move Down
Start tag	☒	SE ET	5	Head pad...	×	↓
Extension	☒		8	Head pad...	↑	↓
Function key	☒	CH	5	Tail padding	↑	↓
Check in/out	☒	IN/OF	5	Head pad...	↑	↓
Language	☒	0/1/2/3/4/5	2	No Padding	↑	↓
Name	☒		20	Head pad...	↑	↓
Restriction on/off	☒	E/F	1	No Padding	↑	↓
Call restriction ID	☒		1	No Padding	↑	×

Figure9 Check-in check-out edit

Check-in/Check-out Command Interaction Configuration Users can customize command formats for guest check-in and check-out within the "Check-in/Check-out" section. Use the "Move Up" and "Move Down" buttons on the right side of the interface to flexibly adjust the order of parameter fields within commands. For relevant interaction commands sent by NPMS to PMS, the system requires PMS to return a confirmation signal (return value) to verify transmission status. Users can

define the expected return value parameter here (default: ACK). After configuration, click the "Save" button, as shown below.

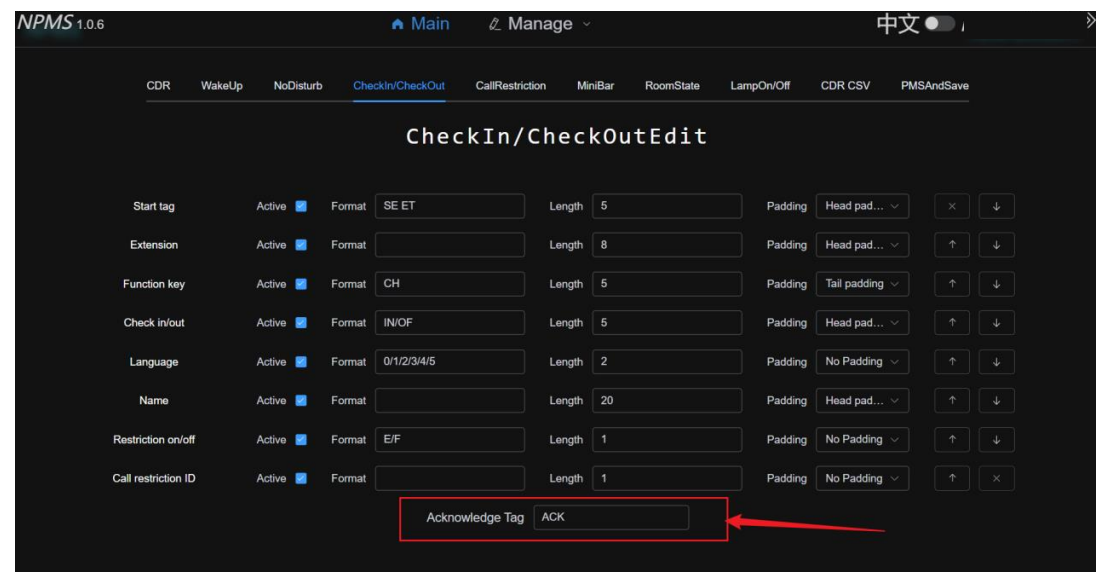


Figure10 Check-in/Check-out Edit

Note: The check-in/check-out commands sent from the PMS hotel management system to the NPMS middleware must conform to the Nortel PMS protocol, which has the following format: SE ET < dn>CH<IN/OF><name><E/F>

The meaning of each field is as follows:

Item	Definition
SE ET	initiator
<dn>	Room extension number where check-in/check-out service is required
CH	Function code for "room status".
<IN/OF>	Check-in/Check-out
<name>	Guest Name

<E/F>: Turn on/off guest room phone privileges with the following privilege parameters:

Item	Definition
E0	intercom
F0	private caller IDD
E1	Turn on local calls (same function as E2)
F1	Turn off local calls (same function as F2)
E2	Open City Phone
F2	Seki City Phone
E3	Make a domestic long-distance call
F3	Off domestic long-distance calls
E4	Make international calls
F4	Off international calls
EX	Off to inside access only.

Example: SE ET 125 CH IN WM E4

The meaning of the command: SE ET is the start of the command, 125 is the extension number of the guest's room, CH is the function code of "room status", IN is the guest's check-in (OF is the check-out), WM is the guest's name, and E4 is the authorization to open the IDD telephone.

7.1 Setting Room Extension Privileges

After login in, Navigate to > Call Restriction.

Users can define the command format for guest room extension permissions in specific non-check-in/check-out scenarios within the "Extension Permission

Parameters" section. Use the "Move Up" and "Move Down" buttons on the right to flexibly adjust the order of parameter fields within the command. After NPMS sends such permission configuration commands to PMS, the system requires PMS to return a confirmation signal (return value) to verify transmission status. Users can define the expected return value parameter (default: ACK) here, as shown below.

Figure11 Restricted Dialing Edit



Note The extension privilege parameter commands sent from the PMS hotel management system to the NPMS middleware shall conform to the Nortel PMS protocol in the following format: SE ST <dn><E/F>

The meaning of each field is as follows:

SE ST: Starting Symbol

<dn> : The extension number of the guest room for which the extension privilege parameter needs to be set.

<E/F>: Turn on/off guest room phone privileges with the following privilege parameters:

Item	Definition
E0	intercom

F0	private caller IDD
E1	Turn on local calls (same function as E2)
F1	Turn off local calls (same function as F2)
E2	Open City Phone
F2	Seki City Phone
E3	Make a domestic long-distance call
F3	Off domestic long-distance calls
E4	Make international calls
F4	Off international calls
EX	Off to inside access only.

7.2 Setting Extension Privileges

After login in, Navigate to > Call restriction.

Users can configure extension level identifiers for guest rooms in the "Extension Permissions" section at the bottom left of the page. The default identifier for internal calls is 0/X, for local calls is 1/2, for domestic long-distance calls is 3, and for international long-distance calls is 4. After completing parameter settings in all three sections of the "Check-in/Check-out" page, click the "Save" button as shown below.

NPMS 1.0.6

Main Manage

中文

CDR WakeUp NoDisturb CheckIn/CheckOut CallRestriction MiniBar RoomState LampOn/Off CDR CSV PMSAndSave

CallRestrictionEdit

Start tag	Active ☒	Format SE ST	Length 5	Padding Head pad...	×	↓
Extension	Active ☒	Format	Length 4	Padding Head pad...	↑	↓
Restriction on/off	Active ☒	Format E/F	Length 1	Padding No Padding	↑	↓
Call restriction ID	Active ☒	Format	Length 1	Padding No Padding	↑	×

Acknowledge Tag ACK

Intercom 1 Local 2 Domestic 3 International 4

Figure12 Setting Extension Privileges

8. MiniBar Service

After login in, Navigate to Home > Minibar.

Through the minibar service function, the system encapsulates detailed customer consumption records (including product codes, quantities, increase/decrease operation indicators, and employee IDs) into the call record data stream. This provides an accurate data foundation for subsequent fee settlement, report generation, and financial reconciliation. To ensure data is correctly parsed and aligned by the system, users must configure appropriate field widths, padding methods, and corresponding parameter definitions here.

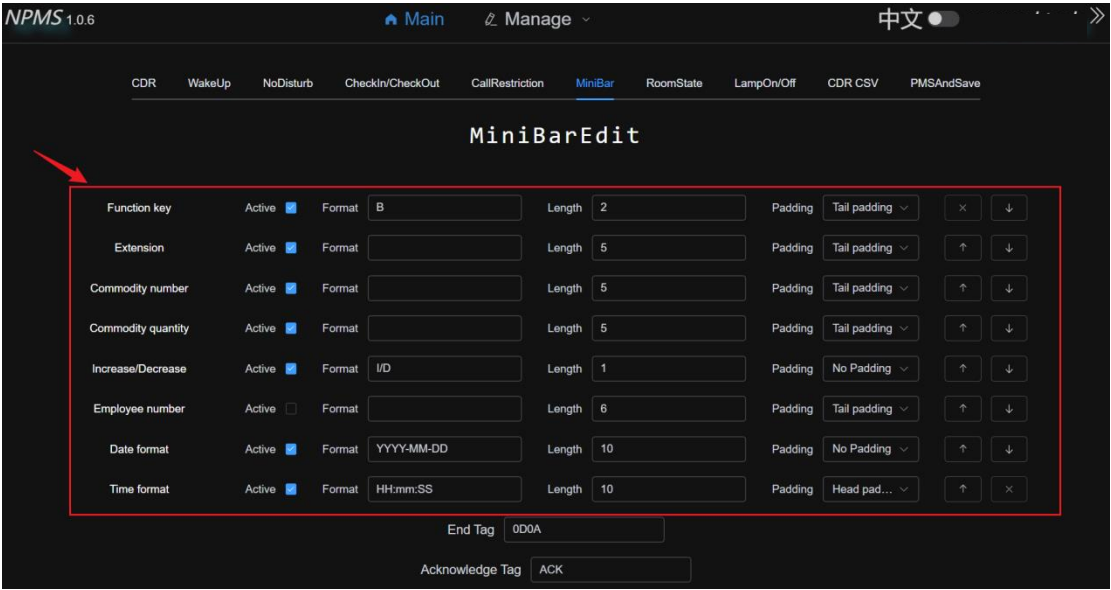


Figure13 minibar editor

9. Room Service

After login in, Navigate to > room state.

The Room Status Editor primarily manages precise formatting definitions and change logs for room status information. This feature allows users to customize field structures for various room status data, including key elements like room status codes and operator IDs. By configuring appropriate field widths, data parameters, and padding methods (supporting leading, trailing, or no padding), users ensure standardized and consistent data transmission. Additionally, for various room statuses such as Vacant, Dirty, Occupied, and Under Maintenance, the system enables standardized recording and processing through uniformly defined code values.

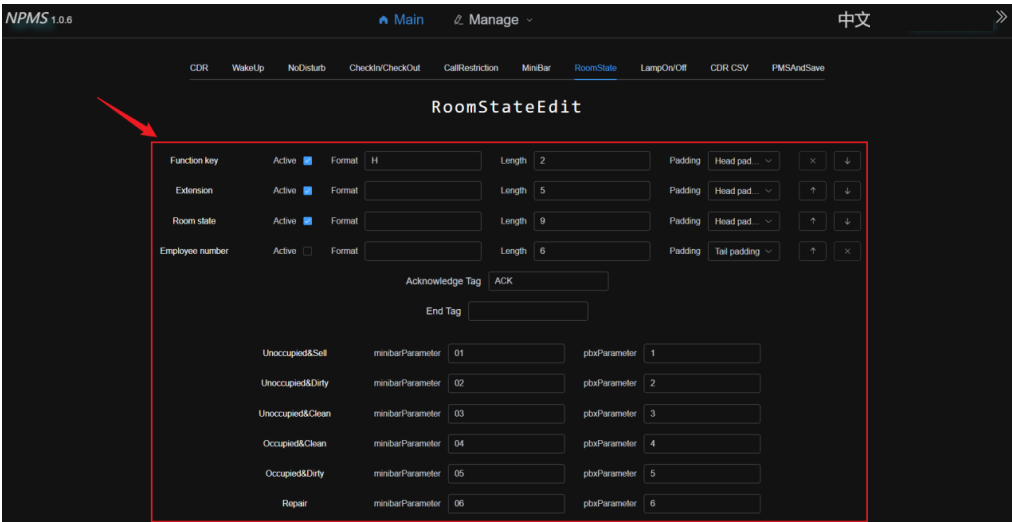


Figure14 Room State Editor

10. Lighting Service

After Login in, Navigate to > Lamp on/off.

For premium hotels, intelligent lighting services represent a critical detail in enhancing guest experience. This feature enables users to precisely configure the formatting of each data item (including extension numbers, function codes, and set/cancel commands within operation instructions) according to protocol requirements. To meet stringent data transmission standards, the system supports setting field padding methods. This automatically fills insufficient data item lengths to ensure standardized and consistent data formats.

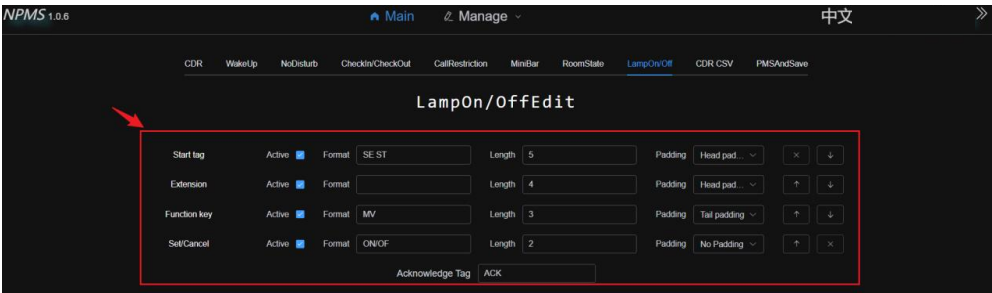


Figure15 Lights On/Lights Off Edit

11. CDR CSV

After login in, Navigate to > CDR CSV.

The "CSV" function is used to save the bill data in CSV format. Users can specify the save path to export the data in CSV format, which is convenient for subsequent data processing, analysis or archiving.

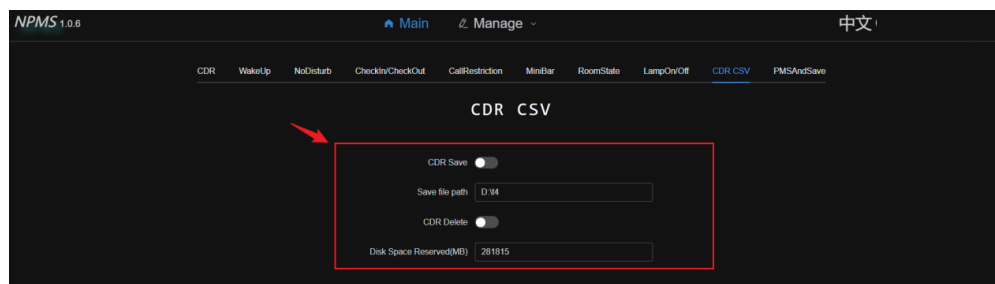


Figure16 CSV of the call sheet

12. PMS Setup and Save

After login in, navigate to > PMS and Save.

PMS Setup and Save sets the PMS protocol and connection mode

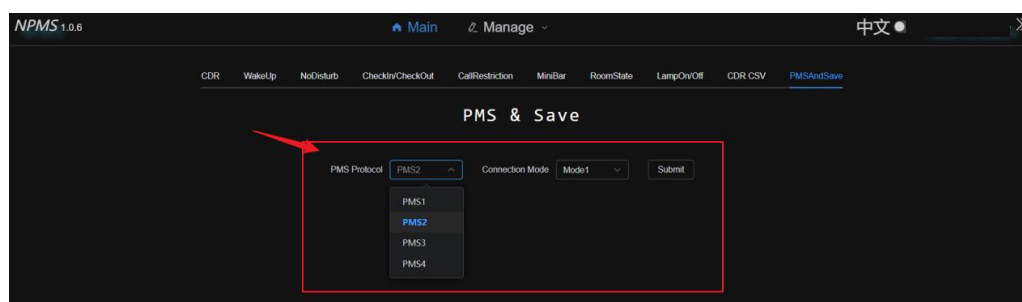


Figure17 PMS Setup and Save

PMS1 protocol

The PMS1 protocol is suitable for small hotels with infrequent changes in room status, and it is simple and easy to use to meet the basic message transmission requirements. However, PMS1 protocol lacks an automatic recovery mechanism, so if the room data is lost or the transmission fails, manual intervention is required to resend the room messages.

PMS2 protocol

The PMS2 protocol enhances message checksums on the basis of PMS1 by adding the operation of <CR> endings and checksum codes to ensure higher message integrity and accuracy. While providing stronger data protection than PMS1, the complexity of the protocol increases the difficulty of system configuration and maintenance, and delays may occur in room status updates. For hotels with frequent changes in room status, the PMS3 protocol is the best choice, which not only ensures real-time room status updates, but also has the ability to automatically recover lost data, avoiding the impact of manual intervention and system failures.

PMS3 protocol

The PMS3 protocol greatly improves the stability of the system through the automatic retransmission mechanism and room status synchronization, ensuring accurate room status and thus enhancing the customer's check-in experience, which is especially suitable for the needs of large or high-end hotels.

PMS4 protocol

PMS4 is able to support higher concurrent requests and data processing capacity,

and is suitable for complex environments with multi-system integration, such as smart home systems, IoT devices and customer self-service platforms. It not only synchronizes room information in real time and updates room status automatically, but also enhances data backup and recovery functions, reducing the risk of data loss. At the same time, the PMS4 protocol has stronger security, using encryption and authentication mechanisms to ensure data security during hotel operations.

Mode1 and Mode2 are used to configure the system to be interfaced with

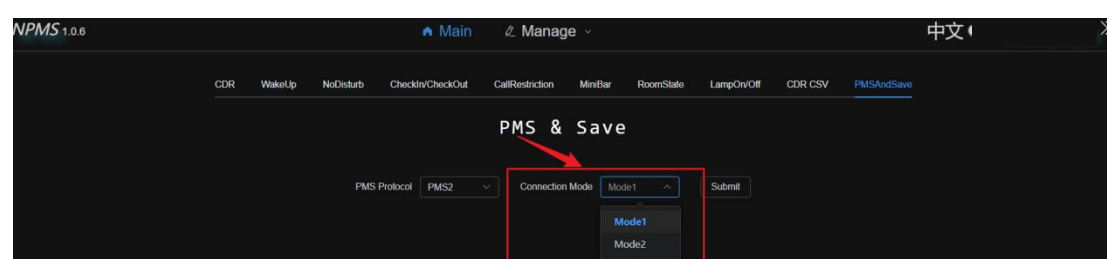


Figure18 Configuring the system to be interfaced

Mode	Definition
Mode1	Support JDS system
Mode2	Support for FCS systems

13. OM Information

13.1 Add New OM Device

After login in, Navigate to > Manage > OM information.

Click "Add", the following page will pop up, enter the device IP address, device port (OM device remote port number, the default device port number is 80, users generally can not be changed) and device password (that is, the OM device

administrator WEB login password, if there is no, then leave it blank), and click "Save", as shown in the following figure. "Save", as shown below.

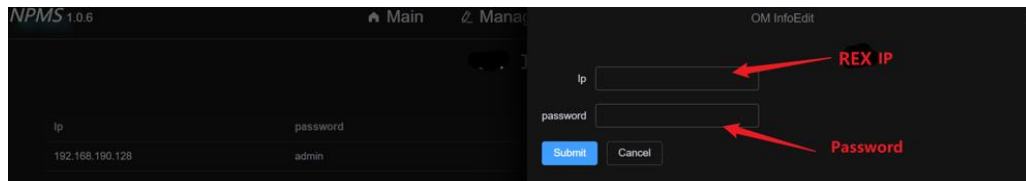


Figure19 Adding a New OM Device

13.2 Configuring APIs on OM devices

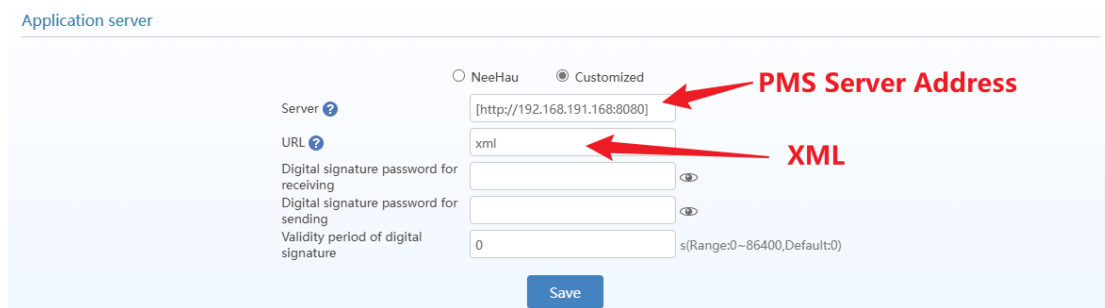
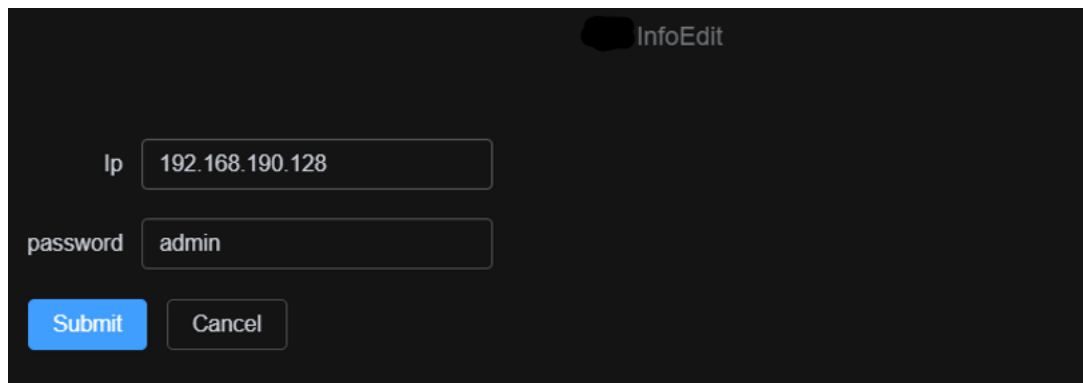


Figure20 Configuring APIs on OM devices

13.3 Edit OM Parameters

After login in, Navigate to > Manage > OM infoedit.

Return to the device page, select the OM device column that needs to be edited, and click "Edit" button, you can modify the parameters (IP address) of the OM device in the pop-up page (the remote port number of the OM device is 80, which can not be changed by the user in general), and fill in the corresponding OM device administrator's WEB login password, and click "Save", as shown in the figure below. The device password should be the WEB login password of the administrator of the corresponding OM device, and click "Save", as shown in the figure below:



The screenshot shows a dark-themed 'InfoEdit' form. It contains two input fields: 'Ip' with the value '192.168.190.128' and 'password' with the value 'admin'. Below these fields are two buttons: a blue 'Submit' button and a grey 'Cancel' button.

Figure21 Editing OM parameters

13.4 Deletion of OM devices

Select the OM device to be deleted and click "Delete" to delete the device, as shown below:

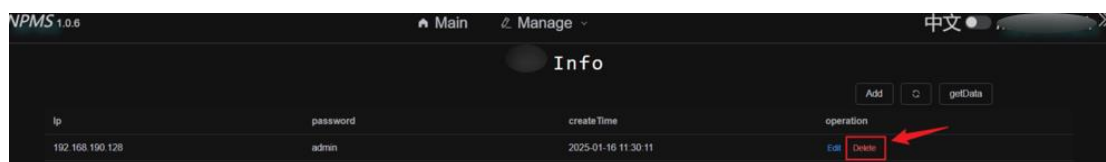


Figure22 Delete OM device

13.5 Get OM information and Refresh Function

Click Get to get the OM information, and click  to refresh the current interface.

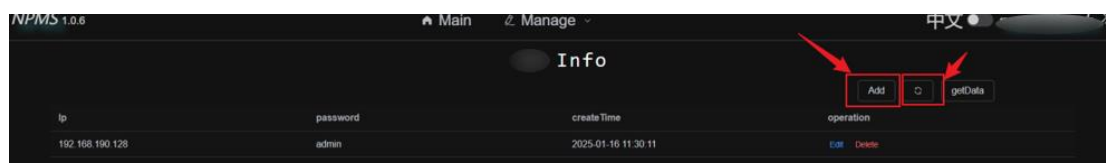


Figure23 Getting OM information and refresh function

14. User Information

14.1 Add User information

After login in, Navigate to Settings > User Information to add/configure user information.

User InfoEdit

UserName

password

Submit

Cancel

Figure24 New User Information

14.2 Get user information and Refresh Function

Click Get to retrieve user information, and click  to refresh the current screen.

15. CDR

After login in, Navigate to > Manage > CDR. The Call List feature is an important tool used in communication systems to manage and view call records. Through this feature, users can view all kinds of call tickets, including information such as dialing party, receiving party, dialing type, call duration, call type, and so on.

NPMS 1.0.6 Main Manage 中文

CDR

Add

filterShow

getData

CPN	CDPN	beginTime	endTime	duration(second)	callType	operation
220	221	2025-01-14 09:18:46	2025-01-14 09:18:56	8	IN	Edit Delete
220	221	2025-01-14 09:18:46	2025-01-14 09:18:56	8	LO	Edit Delete
220	221	2025-01-14 09:17:34	2025-01-14 09:17:41	6	IN	Edit Delete
220	221	2025-01-14 09:17:34	2025-01-14 09:17:41	6	LO	Edit Delete
220	221	2025-01-14 09:13:49	2025-01-14 09:13:57	6	IN	Edit Delete
220	221	2025-01-14 09:13:49	2025-01-14 09:13:57	6	LO	Edit Delete
220	221	2025-01-14 09:12:01	2025-01-14 09:12:11	7	IN	Edit Delete
220	221	2025-01-14 09:12:01	2025-01-14 09:12:11	7	LO	Edit Delete
220	221	2025-01-14 09:11:23	2025-01-14 09:11:30	5	IN	Edit Delete
220	221	2025-01-14 09:11:23	2025-01-14 09:11:30	5	LO	Edit Delete

Page

1 2 3 4 5 6 ... 13

Figure25 Phone Messages View screen

15.1 Filtering of Voice Orders

Click on Filter Display to increase filtering/decrease filtering conditions.

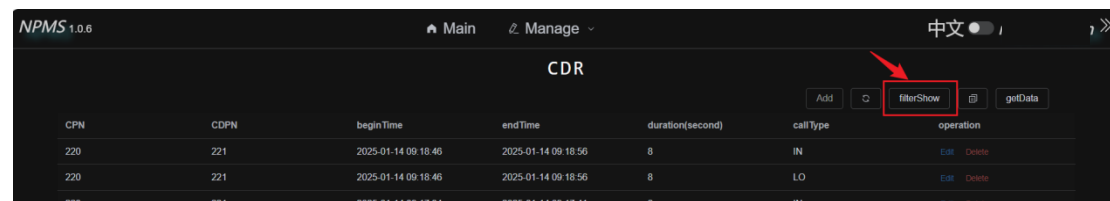


Figure26 Filtering Phone Orders

15.2 Download Order Forms

Click  to download the call sheet.

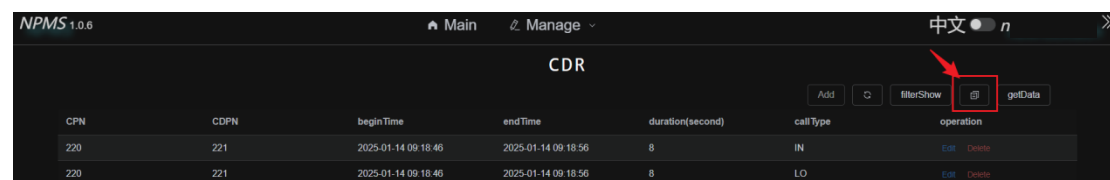


Figure27 downloads the call sheet

15.3 Refreshing and acquiring phone bills

Click Get to retrieve the bill information, and click  to refresh the current screen.

16. PMS Information

16.1 Adding a New PMS Server

After login in, Navigate to > Manage > PMS Info.

Click "Add", the following page pops up, users enter the IP address of the server where the PMS system software is located, the port, select the type of communication protocol (PMS or API or CDR), the IP address of the device (if the communication protocol is of the type of PMS, the IP address of the device will not

be filled in, and if it is of the type of API or CDR, the IP address of the device must be filled in) and the communication mode (TCP or UDP), click "Save", as shown in the following figure. (if the communication protocol is of PMS type, you don't need to fill in the IP address of the device, if it is of API or CDR type, you need to fill in the IP address of the device.

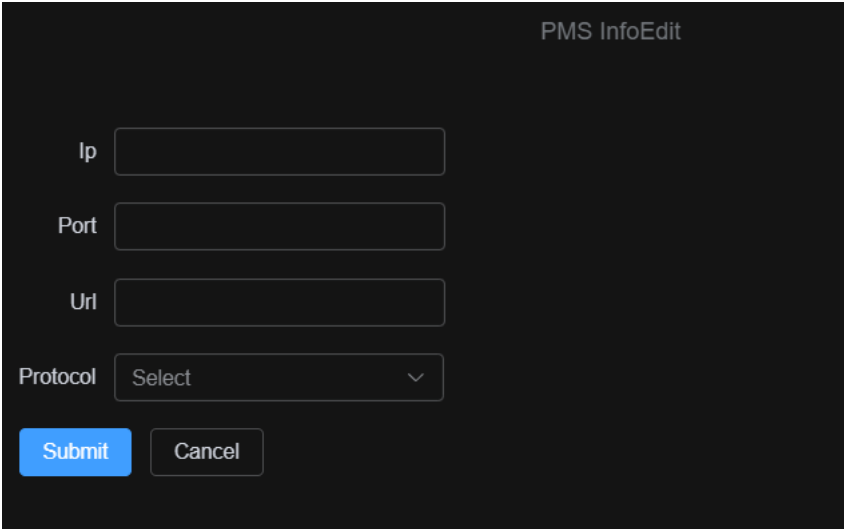
The image shows a dialog box titled "PMS InfoEdit". It has a light gray background. Inside, there are four input fields: "Ip", "Port", "Url", and "Protocol". The "Protocol" field is a dropdown menu with "Select" and a downward arrow. Below these fields are two buttons: "Submit" (blue) and "Cancel" (gray).

Figure28 Adding a New PMS Server

16.2 Editing PMS server parameters

On the server page, select the server column that needs to be edited and click "Edit" to set the configuration parameters such as server IP address, port, communication protocol type (PMS or API or CDR), device IP (if the communication protocol is of the PMS type, the device IP is not filled in, if it is of the API or CDR type, the device IP must be filled in) and communication mode (TCP or UDP) on the pop-up page, and click "Save" button as shown in the figure below. (if the communication protocol is PMS type, you don't need to fill in the device IP, if it is API or CDR type, you need to fill in the device IP) and communication mode (TCP or UDP) and other configuration parameters, and click "Save" button, as shown in the following figure.

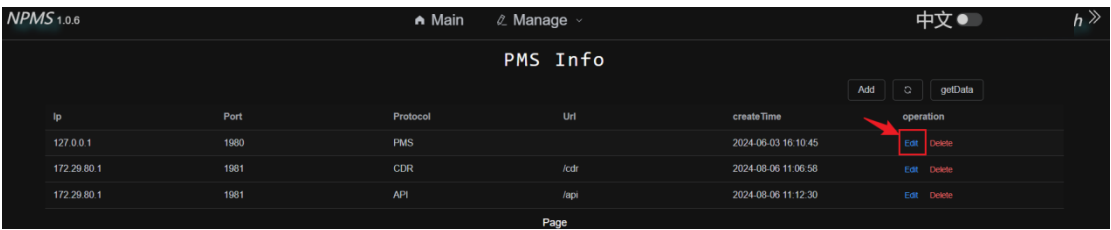


Figure29 Editing PMS Server Parameters

16.3 Deleting a PMS server

Select the server to be deleted and click the "Delete" button to delete the server, as shown below.

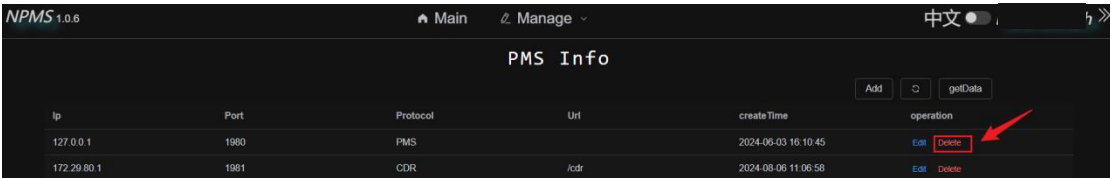


Figure30 Delete PMS Server

17. PMS Logs

After login in, Navigate to > PMS Log.

The PMS log function is used to record and view logs of operations and events with the hotel property management system. Support to view time, IP information, type.

Click Export to export the current log.

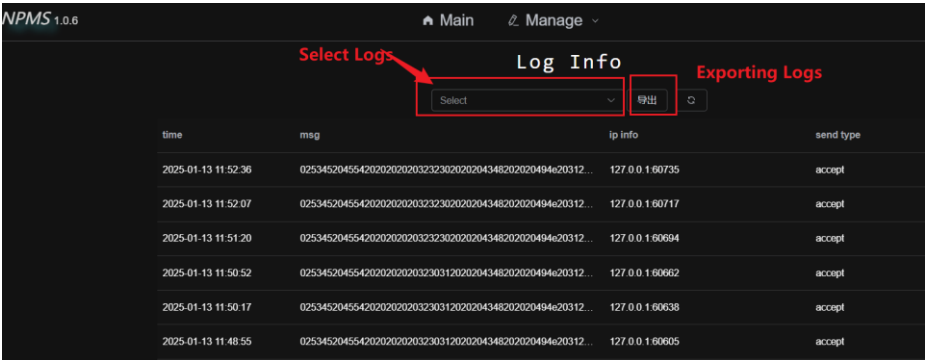


Figure31 PMS Log

18. Common Problems

1. If users want to configure multiple OM telephony switches, they should network and make sure that the extension numbers of OM telephony switches are not duplicated, the IP addresses of multiple OM telephony switches are added to the server list in the "Device" page, and the API local listening port numbers of these OM telephony switches must be the same. The API local listening port numbers of these OM telephony switches must be the same.
2. If the function of PMS Hotel Management System to set up OM extensions fails, check whether the configuration of NPMS middleware is correct (such as IP address, listening port, protocol, etc.), check whether the firewall of the NPMS server blocks the listening port, and whether the network connection between the NPMS server and the OM telephony switch device is normal, and confirm whether the parameter setting of the OM telephony switch device is checked with the API option is checked.
3. Extension wake-up service is one-time effective, no matter answering or not answering, it will not repeat wake-up afterward, and the wake-up time set by the extension is effective within 24 hours.
4. NPMS is a safe application, due to the free installation and green operation, some security software may be false positives, just set it to trust.