CooVox Series HMobile Connect User Guide

Software version: v3.2.0

Contents

Introduction

HMobile Connect or utile h + is a middleware introduced by HMobile: char's Hotel Division. It provides a complete set of tools for simple and seamless integration between IP PBX systems with the hotel management system (PMS).

By integrating CooVox series IP PBX system with PMS systems using HMobile Connect The following features can be achieved.

- Check in
- Check out
- Wakeup calls
- Room status
- Room move
- Do Not Disturb
- Outbound dial control
- Message notification

HMobile Connect supports more than 100 PMS system integration, please check the link below.

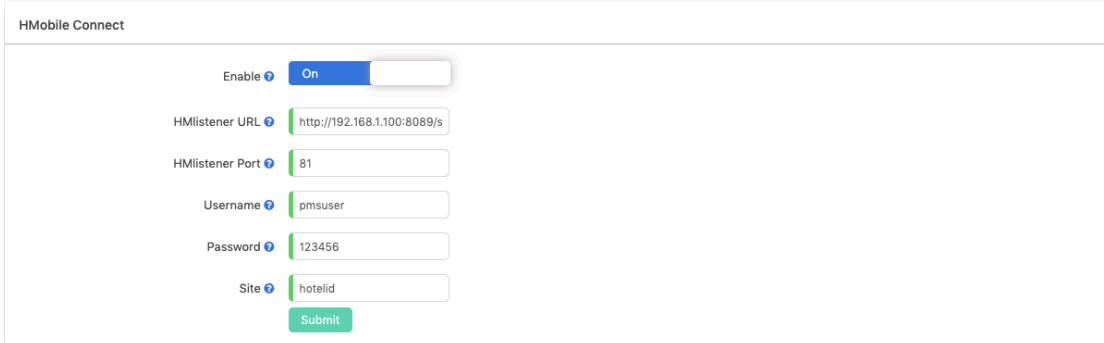http://www.chardesarrollodesistemas.com/download/general/documentation/char_pms_integrated_en.pdf

For more information please visit their website at:

https://www.hmobile.es/

Configurations

Connection Configurations on CooVox series IP PBX

Go to **Addons** -> **HMobile Connect** -> **Configuration** page. Enable HMobile Connect and configure other settings as below.

HMobile Connect	
Enable ❓	On
HMlistener URL ❓	http://192.168.1.100:8089/s
HMlistener Port ❓	81
Username ❓	pmsuser
Password ❓	123456
Site ❓	hotelid
	Submit

HMlistener URL should be configured as "http://ippbx_ip_address:8089/soap/HMlistener". Where ippbx_ip_address should be the actual IP address of the CooVox series IP PBX system.
HMlistener Port should be 81, and please do not modify this port number.
As for the **Username** and **Password**, you have to define them and they should be used for the HMobile connect to connect to the IP PBX system.
Site can be used to distinguish different IP PBX systems in the same network. It can be left with the default value if there's only one IP PBX in the same network.

Connection Configurations on HMobile Connect

HMobile Connect middleware is a Windows based application, it needs to be installed on your Windows server. After installation please run **PMS link monitor** on the Windows server.
When the program is opened, please click on **PMS Link**, and click on **Links** menu. In the **Links** pop-up window, you have to add a PBX system in the **Devices** field, and add the PMS system you are using to the **PMS Link** field. About how to add both systems please ask HMobile support for help.
Once the IP PBX system is added, please double click on it to configure the connection from the **Setup HMlistener** window.
Please click on **Link** menu to configure the connection to CooVox series IP PBX system.
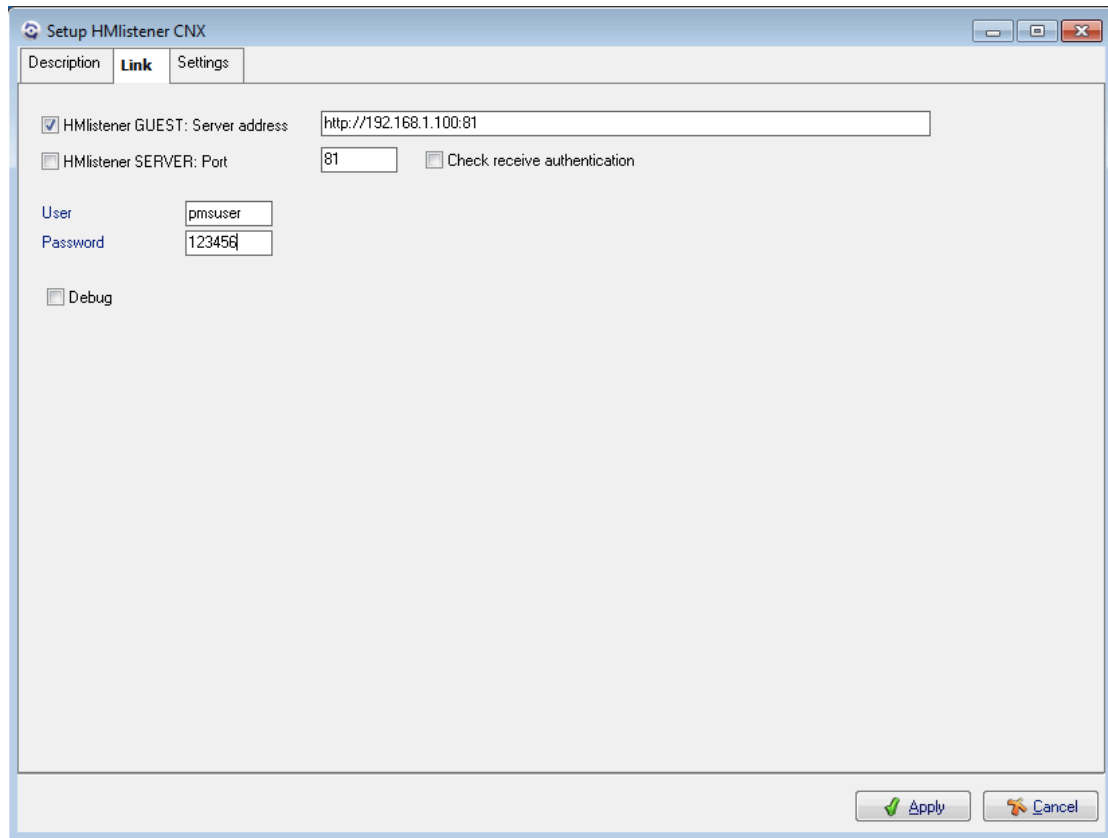
In the **HMlistener GUEST: Server address** field, please fill in "http://ippbx_ip_address:81", where ippbx_ip_address should be the actual IP address of the CooVox series IP PBX system.

In the **User** and **Password** field please fill in the user and pass you defined on the IP PBX system.

After configurations done, please click on Apply button, then click on Close button of the Links window.

Now PMS Link services will restart, in the description field write down the reason and click Apply button to restart PMS link services.
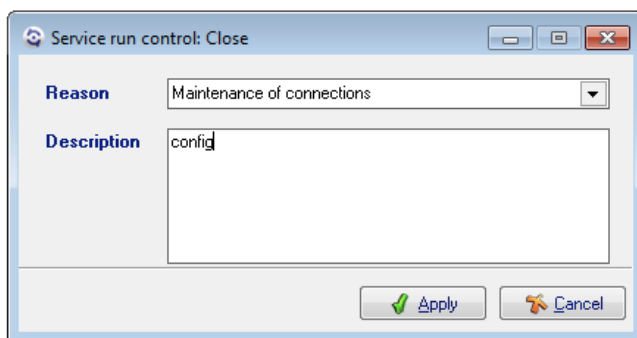
After PMS link services had been restarted, the HMobile Connect will be connected to CooVox series IP PBX system.

Check HMobile Connect Actions

Please check the HMobile Connect action settings from the Setup HMlistener window **Settings** -> **Actions** menu.
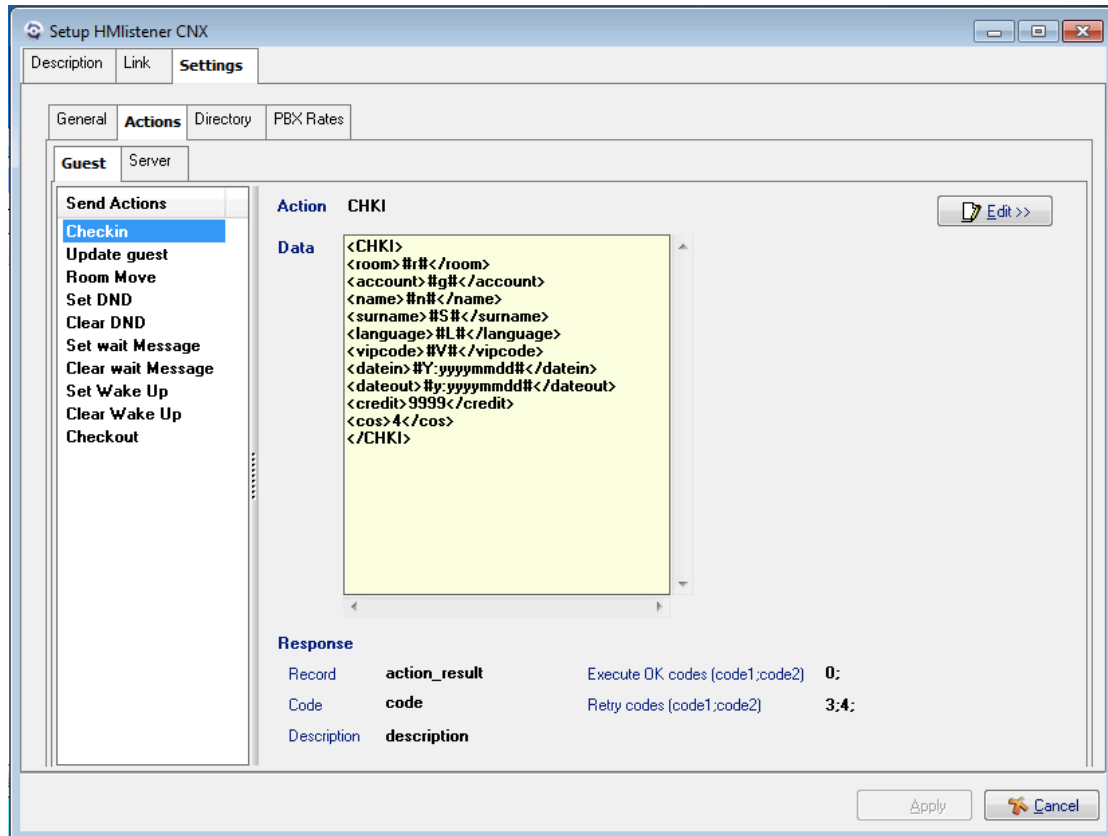
The Send Actions data should comply with the below data format, please check these actions and modify the ones which don't comply with the given format.

Checkin action, the data should be configured as below:
```
<CHKI>
    <room>#r#</room>
    <account>#g#</account>
    <name>#n#</name>
    <surname>#S#</surname>
    <language>#L#</language>
    <vipcode>#V#</vipcode>
    <datein>#Y:yyyymmdd#</datein>
    <dateout>#y:yyyymmdd#</dateout>
    <credit>9999</credit>
    <cos>4</cos>
</CHKI>
```

Update guest action, the data should be configured as below:
```
<UPDATE>
```

```
    <room>#r#</room>
    <account>#g#</account>
    <name>#n#</name>
    <surname>#S#</surname>
    <language>#L#</language>
    <vipcode>#V#</vipcode>
    <datein>#Y:yyyymmdd#</datein>
    <dateout>#y:yyyymmdd#</dateout>
    <credit>9999</credit>
    <cos>4</cos>
</UPDATE>
```

Room Move action, the data should be configured as below:
```
<MOV>
    <room>#R#</room>
    <d_address>#E#</d_address>
    <d_room>#E#</d_room>
</MOV>
```

Set DND action, the data should be configured as below:
```
<DND>
    <room>#r#</room>
    <status>1</status>
</DND>
```

Clear DND action, the data should be configured as below:
```
<DND>
    <room>#r#</room>
    <status>0</status>
</DND>
```

Set wait Message action, the data should be configured as below:
```
<MSG>
    <room>#r#</room>
    <status>1</status>
</MSG>
```

Clear wait Message action, the data should be configured as below:
```
<MSG>
    <room>#r#</room>
    <status>1</status>
</MSG>
```

Set Wake Up action, the data should be configured as below:

```
<WAKE>
    <room>#r#</room>
    <w_action>1</w_action>
    <w_mode>1</w_mode>
    <w_date>#W:yyyymmdd#</w_date>
    <w_time>#W:hhnn#</w_time>
</WAKE>
```

Clear Wake Up action, the data should be configured as below:

```
<WAKE>
    <room>#r#</room>
    <w_action>1</w_action>
    <w_mode>1</w_mode>
    <w_date>#W:yyyymmdd#</w_date>
    <w_time>#W:hhnn#</w_time>
</WAKE>
```

Checkout action, the data should be configured as below:

```
<CHKO>
    <room>#r#</room>
</CHKO>
```

After checking these actions, if you made any modifications please Apply the changes and restart the PMS link services. After restart, PMS link is well configured.

Add Guest Room Extensions

Please open CooVox series IP PBX Web interface and go to **Addons** -> **HMobile Connect** -> **Guest Room Extension** page.
Click on Add button to add all guest room extensions to the guest room extension list.

Guest Room Extensions		Wakeup Calls	Configuration	Miscellaneous

☐ Status ❓	Room No.	Extension No.	Guest Name	Checked In	Checked Out	Language ❓	Dial Outbound ❓	Options
☐ Available	680	680					Not Allowed	🗑
☐ Available	681	681					Not Allowed	🗑
☐ Available	682	682					Not Allowed	🗑
☐ Available	683	683					Not Allowed	🗑
☐ Available	684	684					Not Allowed	🗑
☐ Available	685	685					Not Allowed	🗑
☐ Available	686	686					Not Allowed	🗑
☐ Available	687	687					Not Allowed	🗑
☐ Available	688	688					Not Allowed	🗑
☐ Available	689	689					Not Allowed	🗑

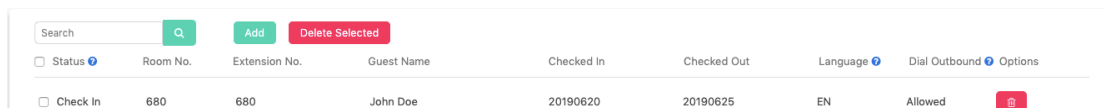0 Selected / 19 Total |◀ ◀ **1** 2 ▶ ▶|

Only the extensions in the Guest Room Extension list can be managed by the PMS system.

Features

Check In and Check Out

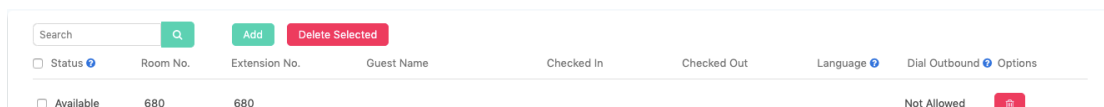The room and extension status are controlled by PMS system after the integration.

When a guest has checked in from the receptionist by using PMS system, the room status will change to "Check In" state.

	Status ❓	Room No.	Extension No.	Guest Name	Checked In	Checked Out	Language ❓	Dial Outbound ❓ Options
☐	Check In	680	680	John Doe	20190620	20190625	EN	Allowed 🗑

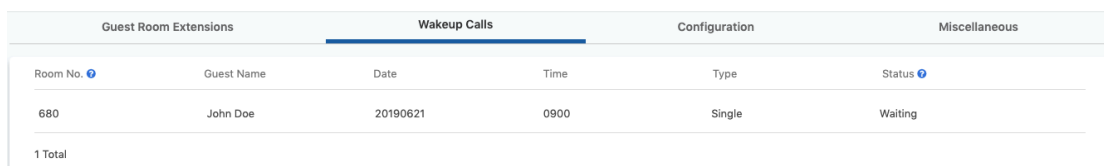When the guest has checked out from the PMS system, the room status will change to "Available" state.

	Status ❓	Room No.	Extension No.	Guest Name	Checked In	Checked Out	Language ❓	Dial Outbound ❓ Options
☐	Available	680	680					Not Allowed 🗑

Wakeup Calls

Once wakeup calls had been set from the PMS system, you can check the wakeup call list from the **Addons** -> **HMobile Connect** -> **Wakeup Calls** page.

Guest Room Extensions		Wakeup Calls		Configuration		Miscellaneous
Room No. ❓	Guest Name	Date	Time	Type	Status ❓	
680	John Doe	20190621	0900	Single	Waiting	
1 Total						

The detailed information of the wakeup call will be displayed here, including room number, guest name, wakeup date and time, wakeup call type and also the wakeup call status.

There are 5 possible status of the wakeup calls.

● Waiting

The wakeup call is waiting for the appointed wakeup time to come.

● Answered

Wakeup call is answered by the guest extension, wakeup successfully.

● Not answered

The wakeup call is performed, but the guest didn't answer the call. The wakeup call will ring the guest room extension for 3 times before it's answered.
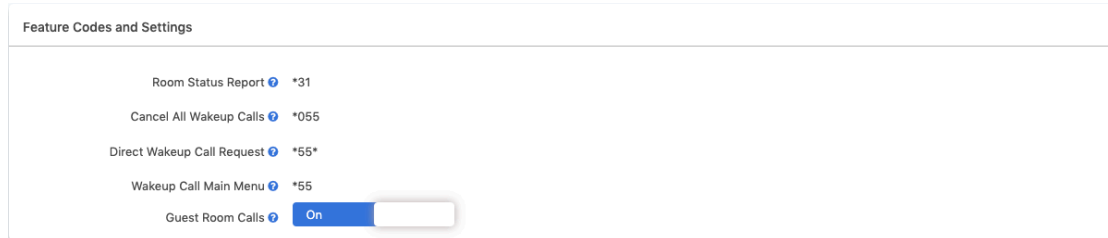
● Busy

The wakeup call failed to ring the extension user because the guest room extension is busy.

● Error

System error, wakeup call failed.

Feature codes and Settings

On Addons -> HMobile Connect -> Miscellaneous page, there are feature codes available for access some feature from the phones.

Feature Codes and Settings	
Room Status Report ❓	*31
Cancel All Wakeup Calls ❓	*055
Direct Wakeup Call Request ❓	*55*
Wakeup Call Main Menu ❓	*55
Guest Room Calls ❓	On

Room Status Report can be used to check the guest room status from the phone by dialing this feature code with the guest room extension number.

Cancel All Wakeup Calls feature code can be used by the guest room extension to cancel all wakeup calls directly.

Direct Wakeup Call Request feature code can be used by the guest room extension to request wakeup call directly by dialing the code with a 8 digit time, for example, dial *55*06210730 to request a wakeup call on at 7:30am on June 21st.

Wakeup Call Main Menu feature code can be used by the guest room extension to dial this code to enter the wakeup call main menu for checking, requesting and canceling wakeup calls.

Guest Room Calls switch button controls whether the guests can make phone calls to other guest rooms or not.