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1. Introduction

This technical guide is written for network managers who would like to integrate on-demand authentication on Controller with third-party property management systems (PMS) such as Micros Opera. For PMS other than Micros Opera, a table of attributes is provided in this guide for system integrators to achieve integration with the Controller. Implementation examples are also given to help system integrators plan and carry out integration.

With such integration, the following can be achieved
1. Check-in information entered into the PMS by the hotel receptionist can be used as Wi-Fi login credentials
2. Data usage of each logged-in guest can be monitored and managed from the Controller
3. The Controller can send billing plan rate the user chose to the PMS as part of the check-out information

After reading this document, the reader should have a clear understanding of how user data from existing PMS can be used in authenticated Wi-Fi services and how to pragmatically set up the integration on the Controller.
2. **PMS Overview**

2.1  **What is PMS?**

Property Management System (PMS) is a computerized system that facilitates the management of properties, personal property, equipment, including maintenance, legalities and personnel all through a single piece of software.

2.2  **PMS in Hospitality Industry**

PMS is a comprehensive software application used to cover some basic objectives such as coordinating the operational functions of front office, sales and planning etc. Automate hotel functions like guest bookings, guest details, online reservations, point of sale, telephone, accounts receivable, sales and marketing, banquets, food and beverage costing, materials management, HR and payroll, maintenance management, quality management and other amenities. Hotel property management systems may interface with central reservation systems.

2.3  **Why Do We Need to Integrate PMS with Controller**

When hotels provide charged Internet services, the controller used will need to send information such as charged fees to the PMS for guest accounting/billing.
3. Feature Overview

3.1 Usage Scenario

Guest John comes to Golden Hotel for a 3-day stay with a laptop, an iPhone, and a tablet. At check-in, a receptionist named Stacy follows the standard procedure of check-in, filling in John’s personal information on the hotel’s Micros Opera system. John asks about Wi-Fi access. She kindly replies that he can connect his devices to the Wi-Fi network named “Guest-SZ” and surf the Internet by entering his room number and last name on the pop-up login page. “Normally it is a charged service,” she says it with a smile, “but you could use it for your entire stay because you are our member.” John feels pleasant hearing about it.

While in the hotel, he keeps his iPhone and tablet always connected, and logs in with his computer only when he needs to connect back to his office. When checking out, he sees a ‘Wi-Fi service’ description on his invoice, but the Charges show $0.00. He happily pays the bill by credit card, thinking that he might want to come back again because of the convenience that Golden Hotel offers him.

3.2 Use Cases

Hotels can charge guest users for Wi-Fi services and see the charges posted on the PMS. Guest can easily self-register for Wi-Fi:
1. Guest receives a Wi-Fi service account
2. Guest turns on Wi-Fi and connects to the specific SSID and the portal page displays on the user’s device screen
3. Guest reads and accepts the usage terms
4. Guest selects Premium Access and then enters the username and password from step 1
5. Guest selects a billing plan and confirm the selection
6. Charge is posted to the hotel’s PMS and guest is logged in for Wi-Fi access

3.3 Technical Work Flow
4. **Implementation**

A generic network topology regarding WLAN/PMS integration should be understood in the first place:

As the figure shows, the gateway should be able to connect to Micros Opera via Ethernet. The two systems communicate with each other by the FIAS protocol v2.20 and an API provided by Micros Opera PMS.

4.1 **Configuration Step #1: Network Planning**

In practice, when carrying out Micros Opera integration with the Controller, it is suggested to plan your wireless network in advance, including the rooms and the areas Wi-Fi signal should cover. For hotels, charges are often billed individually by rooms, so it is recommended to separate rooms with a set of unique VLANs.

For example, Service Zone (SZ) 1 - 3 are configured for guests, conference-use, and employees, respectively. VLAN 2222 is assigned to SZ2 (conference-use), which means traffic tagged with VLAN 2222 will be directed to SZ2 for authentication. In the same way, VLAN 3333 is assigned to Service Zone 3 to authenticate employees and VLAN 1111 to Service Zone 1 (Guest-SZ) for guests. It is recommended to map all the users to different VLAN IDs, as described before, for easier configuration.

4.2 **Configuration Step #2: Enable PMS Integration**

PMS integration can be activated from **System > PMS interface**. Included details are:

1. Interface Type (Micros Opera is recommended)
2. PMS network information (IP address and its port)
3. Login credentials for authentication can be based on the following:
   (1) \( RN = \) room number
   (2) \( GN = \) guest name
   (3) \( G# = \) guest number
   (4) \( G+ = \) profile number
   For the username, only three of the four parameters can be selected, which are \( RN, G# \) and \( G+ \). For the password, any one of the four can be selected. At check-in, the selected parameters for username and password should have been entered on the Micros Opera PMS.

4.3 Configuration Step #3: Configure Billing Plans and Groups

   PMS integration accompanies presenting a set of billing plans to hotel guests on the captive portal for selection before they can access the Internet. Charges incurred based on these plans are considered amenity charges that can be posted to guests’ room bills. Hotel IT managers should carefully configure the plans from Users > Internet Authentication > On-Demand > Billing Plans. Only active plans will be displayed on the login page.
Furthermore, each plan can be mapped to a specific user group having its own user policy for flexible deployment. For example, two billing plans – FREE and PREMIUM – can be setup, where the FREE billing plan maps to a user group with a policy that limits the bandwidth to 256 kbps and offers only basic services, and the PREMIUM billing plan maps to another user group with a policy that doesn’t impose bandwidth limitations and offers unlimited services. Please see the figure below.

4.4 Configuration Step #4: Set up Service Zone and Web Pages

PMS integration on the Controller is tied to On-Demand authentication. The following settings should be configured:
1. There is a Service Zone appointed for On-Demand.
2. Possible customization of the General Login Page and PMS Billing Plan Selection Page, which can be left at default. Disclaimer is optional.

4.5 Configuration Step #5: Configure Port Location Mapping (Optional)

Port Location Mapping (PLM) is often used alongside PMS integration, for it enables VLAN tagging and Ethernet connection for each guest room.
Hotels can create a room number-VLAN-Service Zone mapping list at **System > Port Location Mapping** on the controller’s management interface. For instance, map rooms 501, 502, and 503 to Service Zone 1 (Guest-SZ) and choose “Auth. Required”. Thus, authentication is required for Internet access in these rooms, and Service Zone 1’s constraints are imposed. Additionally, the PLM list shows room availability – a green light means the room is available for check-in, and a red light means the room is occupied.

### 4.6 Configuration Step #6: Enable PMS API (Optional)

To allow network administrators to easily and flexibly customize the PMS integration, Controller also provides PMS API. For configurations, please go to **System > PMS Interface** and enable “PMS External Page Customization API”. Username and password are required for security.

The PMS API has three functions.

**Function 1:** Get billing plan from gateway in JSON format

**Function 2:** Check parameters of the login request in advance (to determine whether to redirect the client to the login page)

**Function 3:** Query to see whether an account is still active and has quota (to determine whether to show billing plans)

For billing plan queries, this API is required for the external web server to get updated billing plan details, including billing plan number, billing type, quota, price and so on. For billing plan purchases and login requests, the external page only needs to send the required information to the API, and then the API would send the result back to the external server. For more information, please download the “Sample External Login Page”, which is shown on the configuration page when PMS API is enabled.
Furthermore, when PMS API is enabled, please go to **System > Service Zone > Service Zone Configuration > Login Page Customization**, and choose “Use External Page” for the General Login Page for the Service Zone being used for the On-Demand accounts.

5. Integration with Third Party PMS

Controller supports Micros-Fidelio PMS integration, and the attributes supported by the Controller are listed in the following sections. Since there are countless PMS/POS for different hospitality applications, system integrators can use these attributes for integration with their preferred non-Micros Opera PMS.

Before introducing third party PMS integration, the concept of Micros-Fidelio PMS should be understood first.

5.1 Fields and Records

Micros-Fidelio PMS utilizes FIAS, which is a universal protocol specification used by different kinds of third party systems to exchange data. FIAS provides **Fields and Records** to be used by vendor systems to define their own specific data records to create functionalities to be supported within an interface. In addition, vendor systems have to provide record types and fields of the desired records to the interface when the communication starts, after which the PMS will be able to provide the related information for each action to the vendor systems.

The first field in all records is the **Record ID (in bold typeface)**, which has no data and is followed immediately by the field separator character, Field Types and relevant data.

See the example below. When Controller receives the following record, this means a guest named Mr. Roger has checked in to Room 103.

```
GI|RN103|GNMr. Rogers|
```

*GI* - Check-in

*RN* - Room number: 103

*GN* - Guest Name: Mr. Rogers
5.2 Command Message Layout

For integration with the middleware, programmers should utilize these Micros’ **Record-ID Types** to communicate with third party PMS as seen in the previous diagram depicting using middleware for communication between the Controller and the PMS.

Record-ID Types currently supported by Controllers include:

- Communications and Link Control (free-to-use)
  - **LS** - Link Start
  - **LA** - Link Alive
  - **LD** - Link Description
  - **LR** - Link Record
- Guest Data (registered)
  - **GI** - Guest Check-in
  - **GO** - Guest Check-out
  - **GC** - Guest data change
- SPA & other charge systems [Posting] (registered)
  - **PR** - Posting Request
  - **PL** - Posting List
  - **PA** - Posting Answer
- Database Synchronization (registered)
  - **DR** - Database Resync request
  - **DS** - Database Resync start
  - **DE** - Database Resync end

For these Record-ID types, there are several **fields with attached data** providing detail information about customer behaviors. In this way, Controller could access the hospitality customers’ information with the registered fields and data listed below,

<table>
<thead>
<tr>
<th>GI</th>
<th>Guest Check-in</th>
<th>RN</th>
<th>G#</th>
<th>GN</th>
<th>GL</th>
<th>GD</th>
<th>GS</th>
<th>NP</th>
<th>DA</th>
<th>TI</th>
<th>G+</th>
<th>SF</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Room Number</td>
<td>G# : Reservation Number</td>
<td>GN : Guest Name</td>
<td>GV : Guest VIP Status</td>
<td>GD : Guest Departure Date</td>
<td>GS : Share Flag</td>
<td>NP : No posting status</td>
<td>DA : Date</td>
<td>TI : Time</td>
<td>G+ : Profile Number</td>
<td></td>
<td></td>
</tr>
<tr>
<td>GO</td>
<td>Guest Check-out</td>
<td>RN</td>
<td>G#</td>
<td>GS</td>
<td>DA</td>
<td>TI</td>
<td>SF</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Room Number</td>
<td>G# : Reservation Number</td>
<td>GS : Share Flag</td>
<td>DA : date</td>
<td>TI : time</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GC</td>
<td>Guest data change</td>
<td>RN</td>
<td>G#</td>
<td>GN</td>
<td>GL</td>
<td>GD</td>
<td>GS</td>
<td>NP</td>
<td>RO</td>
<td>DA</td>
<td>TI</td>
<td>G+</td>
</tr>
<tr>
<td></td>
<td>Room Number</td>
<td>G# : Reservation Number</td>
<td>GN : Guest Name</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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**5.3  Link Communication Process**

Starting the communication of PMS integration, it is necessary to define the data format for original Micros’ System in the beginning connection establishment. Therefore, there are step-by-step procedures to define all the commands mentioned above. Please follow the flow of making connection between PMS and Gateway below.
Step 1: Making connection, send the LS record from Gateway to PMS

\[
\text{GW} \rightarrow \text{PMS} \quad \text{LS} \mid \text{DA130719} \mid \text{TI}104208
\]

Step 2: PMS responds LS back to Gateway

\[
\text{GW} \leftarrow \text{LS} \mid \text{DA130719} \mid \text{TI}104217 \quad \text{PMS}
\]

Step 3: Gateway send the LD, LR and LA to PMS. LD indicates the start of LR, LR defines the format of record and LA states link is alive.

\[
\text{GW} \rightarrow \text{PMS} \quad \text{LD} \mid \text{DA130719} | \text{TI}104221 | V#1.03 | \text{IFWW} | \text{LR GI} : \text{LR}[\text{GI}]|\text{FLG}#\text{GNRNGGLGSNP}| \text{LR GO : LR}[\text{RGO}]|\text{FLG}#\text{RNGS}| \text{LR GC : LR}[\text{RGC}]|\text{FLG}#\text{GNRNRGGLGSNP}| \text{LR PS : LR}[\text{RPS}]|\text{FLPTRNTADATISCT}| \text{LR PA : LR}[\text{RPA}]|\text{FLASRNWS}| \text{LA} \mid \text{DA130719} | \text{TI}104221
\]

5.4 Guest Check-In Message Links

After connection completion, it usually comes up with guest check-in when you start using the PMS. What administrator would like to integrate Controller is to generate on-demand accounts utilizing customer’s information like his/her names and room numbers.

Scenario

Guest named John is going to check-in with reservation number 071901. Hotel offers him room 1002 and his Internet access username and password are user1002 and pwd1002.

Flow of Guest Check-in between PMS and Gateway

Step 1: PMS sends the Guest check-in message to Gateway. The message contains Reservation Number, Room Number, Guest Name, Username, Password and No Posting Status.

\[
\text{GW} \leftarrow \text{PMS} \quad \text{GI} \mid 1002 \mid \text{John} \mid 071901 \mid \text{user1002} \mid \text{pwd1002} \mid \text{N}
\]

Step 2: Gateway responds the same information back to PMS. (GL and GS are the reserved record for future extension.

\[
\text{GW} \rightarrow \text{PMS} \quad \text{GI} \mid \text{G071901} \mid \text{GNJohn} \mid \text{RN1002} \mid \text{GLEN} \mid \text{GSN} \mid \text{NPN} \mid \text{user1002pwd1002}
\]
5.5 Guest Check-Out Flow

Check-Out is also a frequent procedure with hospitality PMS.

Scenario
John is going to check-out the room 1001.

Flow of guest check-out between PMS and Gateway
- Step 1: PMS send the guest check-out message to Gateway. It just sends the check-out room number
  \[ \text{GW} \rightarrow \text{GO | 1001} \rightarrow \text{PMS} \]
- Step 2: Gateway responds the message with reservation number and check-out room number
  \[ \text{GW} \rightarrow \text{GO | G#071901 | RN1001} \rightarrow \text{PMS} \]

5.6 Guest Room Change Message Flow

When a guest changes room, the administrator would like to continue to provide Wi-Fi service for the guest while making sure that the charges on the bill will be correct and not be affected by the room change.

Scenario
John wants to change from room 1002 to room 1001. Hotel staff helps him change the room to 1001 and provide him with the new Internet access username user1001 and password pwd1001.

Flow of guest room change between PMS and Gateway
- Step 1: PMS sends the guest change room message to gateway. Message contains old room number, new room number, guest name, new username, new password and no posting status.
  \[ \text{GW} \rightarrow \text{GC | 1002 | 1001 | John | 071901 | user1001 | pwd1001 | N} \rightarrow \text{PMS} \]
- Step 2: Gateway responds the same information back to PMS. (GL, GS are reserved record for future extension)
  \[ \text{GW} \rightarrow \text{GC | G#071901 | GNJohn | GLEN | NPN | user1001 | pwd1001 | RN1001 | GSN | RN1002 | GSN} \rightarrow \text{PMS} \]
5.7 Confirmation Link Message Flow

The GW to PMS will send each other confirmation link messages to do room postings without having to verify the guest, one from PMS to GW and the other from GW to PMS.

Scenario
John, who lives in room 1001, paid $10.00 for wireless access.

Flow of guest change room between PMS and Gateway

1. Step 1: Once the guest selects the billing plan, gateway will send the PS message to PMS for accounting.

   \[
   \text{GW} \quad \text{PS | PTC | RN1001 | TA1000 | DA130719 | TI 190721 | WS20130719-190721 | CTWireless Access} \quad \text{PMS}
   \]

2. Step 2: When PMS receives the message, it will send the PA as acknowledgement.

   \[
   \text{GW} \quad \text{PA | ASOK | RN1001 | WS20130719-190721 |} \quad \text{PMS}
   \]

5.8 Implementation Examples

Example 1: Integration with Non-Micros Opera PMS via Middleware

When PMS other than Micros Opera is to be integrated, middleware may be used to “translate” the PMS records into the format the Controller could understand, which is the format used by Micros Opera. Please refer to the Field Types and Record-ID Types supported above when developing the middleware. Diagram below illustrates the communication between the Controller and a non-Micros Opera PMS via middleware.
For configurations, please go to SYSTEM › PMS Interface and choose “Micros Opera” as PMS Interface Type. Then, fill in the IP address of the middleware as the “PMS IP Address”, and its port as the “PMS Port”. Account Credentials and other fields can be modified as desired.

**Example 2: Integration via External Web Server and API**

Network administrators can also use an external web server in PMS integration for more flexible deployment, and our PMS API and On-Demand API can be used for such integration. The PMS API has been introduced previously in Section 4.6. However, only Function 1 is used for this example. As for On-Demand API, the external web server can use this API to make requests to create, delete or query On-Demand accounts. We also offer a technical guide on On-Demand API, in which API parameters are listed and implementation examples are given.

The diagram below illustrates the role an external web server may play in this type of deployment.

![Diagram of external web server integration](image-url)

(1) Define Billing Plans in the Controller. For example, Billing Plan 1: 1 USD for 6 hours of usage
(2) Make sure the Billing Plan information is stored on the external web server or use PMS API to query Billing Plan information
The login flow is as follows.

For configurations, please also go to **SYSTEM › PMS Interface** and choose “Micros Opera” as PMS Interface Type. Then, fill in the IP address of the external web server as the “PMS IP Address”, and its port as the “PMS Port”. Again, Account Credentials and other fields can be modified as desired. In addition, please enable “PMS External Page Customization API” and follow the instructions in Section 4.6.
6. Verification

- From the guest’s perspective
  1. Connect to the SSID for guest
  2. See a disclaimer if configured
  3. See the login page. Log in with the check-in credentials
  4. See a list of billing plans. Select any one of them
  5. See a login success page with countdown of the remaining quota if configured.

- From the administrator’s perspective
  1. Check in a guest for testing and have the guest logs in to the network
  2. Checks if Status > Logs and Reports > Micros Opera Log records the login event
  3. Check if On-Demand Account List at Users > On-Demand Accounts > Account List records the entry with the chosen billing plan activated.
  4. Checks room availability at System > Port Location Mapping > List. See if the icon referring to the guest’s room turns from green light to red.
  5. Check out the guest and see if the PMS shows information on the guest’s use of Wi-Fi

7. Conclusion

Controllers could successfully integrate with Micros-Fidelio PMS and other PMS. They could also combine powerful and useful features like Port Location Mapping, On-Demand Billing Plans and Role-based Service. Furthermore, there are also robust On-Demand API and PMS API for different hospitality applications. In the end, for some flexible system integration, there is another integration approach for third party PMS with customized middleware.

8. Remarks

For more information, please contact our Technical Support team.