

# Property Manager Configuration

Property Managers initial configuration is performed through the FreePBX / PBXact PBX WebGUI. Once configured, Hotel users (staff, guests and non-admin staff) will use the User Control Panel (UCP) of FreePBX / PBXact to access the Property Manager Dashboard for regular use and operation. (UCP is the end user Dashboard of FreePBX/PBXact which includes FrontDesk access, if enabled by the PBX administrator. For more information on UCP click [here](#))

- Configuration
  - General
  - Room type
  - Adding Room
  - Billing Rates
  - Maid Services
  - RAC
  - Privileges
  - Mini Bar
  - Restaurant Settings

## Configuration

Before starting to setting up Property Manager, you must to perepare some stuff like:

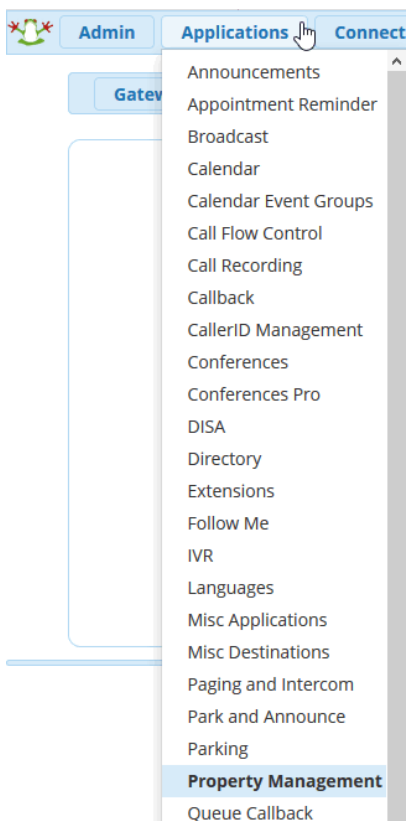
- Add some extensions which will be used for your hotel. (*These exentions should not include any user manager account*).
- Once Sangoma Property Manager installed. Create four groups into *Property Management* Directory using User Manager module. (for example: **Receptionists**, **Accountings**, **Restaurant**, and **Customer Hotel**).  
*Please restrict the group to allow what you want the users within group can use. By default all the options are allowed.*
- Next, create some accounts for each group inside *Property Management* Directory, except **Customer Hotel**. (*For any check-in, the user will be included into this group, and removed diring check-out*).
- In case where you've got a licence for the Class of Services, create them beginning per PMS just to separating hotel and the office. Next, the fields should shown only CoS which start per PMS only.

**Do not delete** Property Management directory and groups related to it. The risk is to break everything.  
If the customer group is deleted then:

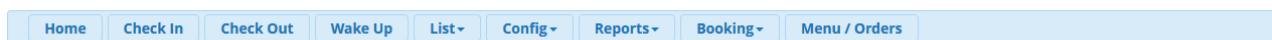
- **If empty :**
  - Recreate this one.
  - Go to Privileges
  - Select again the customer group
  - Submit.
- **If not empty :**
  - Recreate this one.
  - Add the rooms checked in manually one by one.
  - Go to Privileges
  - Select again the customer group
  - Submit

## General

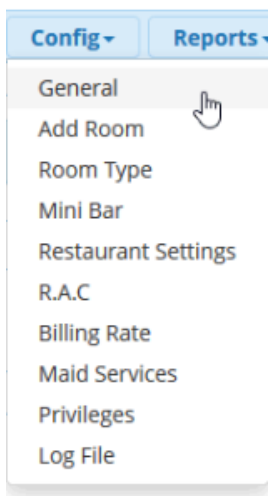
- To setup Property Manager for your company, log-in to the FreePBX / PBXact Phone System webGUI and navigate to the **Applications** > **Property Manager**



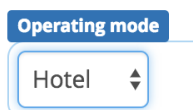
- Click on the **Config** tab to access all the configuration and setup options for Property Manager



- Select **General** to start configuring the basic options



- Define the **Operating Mode** for Property Manager.  
Click on the toggle arrows to make changes. (By default this is set to Hotel)



For more detail on any of the items listed in this General section, click on the question Mark to expose details



- Define the **Features**. Click on switch button to select **Yes** or **No**, which will enable the individual feature.

|                           |   |                    |   |                     |                             |          |                 |
|---------------------------|---|--------------------|---|---------------------|-----------------------------|----------|-----------------|
| Operating mode            | <b>Features</b>                         | Company            | Email Settings                          | Dialplan            | Taxes                       | Discount | Customer Ticket |
| Lock Room During Checkout | <input checked="" type="checkbox"/> Yes | Call Between Rooms | <input checked="" type="checkbox"/> Yes | Room Needs Cleaning | <input type="checkbox"/> No |          |                 |

Below is a description for each feature listed:

| Item                             | Details  |
|----------------------------------|--|
| <b>Lock Room During Checkout</b> | Lock the room phone upon <i>check-out</i> . Any phone calls from a locked room will be redirected to the receptionist.             |
| <b>Call Between Rooms</b>        | Allow calling between rooms  |
| <b>Room must be clean</b>        | Force room to be <i>clean</i> before <i>checking-in</i> . Disabling this feature allows <i>check-in</i> to rooms if they are dirty |

- Define the **Company** details, such as logo, address and email

#### Logo

Parcourir... Aucun fichier sélectionné.



#### Company Location

Hotel California  
56 Route de Vannes  
56400  
La Roche Bernard  
Tél : (33)297565656

#### Email

hotel.california@orange.fr

Below is a description for each item:

| Item                        | Details   |
|-----------------------------|---|
| <b>Logo</b>                 | Company logo to be displayed on the Property Manager home screen.<br>Click on <i>Browse</i> to select a logo from your local computer.<br>Supported image types are <i>jpg</i> , <i>png</i> or <i>gif</i> format. |
| <b>Company Localization</b> | Address of the Hotel or property  |

|              |   |
|--------------|---|
| <b>Email</b> | The email address entered here will be used for email notifications when Property Manager needs to send an email to the administrator |
|--------------|---|

- Define the **Email Settings**

**From Name**

**Subject**

**Body**

```

Hello
Here your invoice.

Best Regards.
Admin Hotel.

```

This information will be sent to the customer when an invoice is emailed to them.

- From Name : eg. The receptionist
- Subject : eg. Your invoice.
- Body : Write whatever about this content

- Define the **PSM Dialplan**

**Receptionist**

**Emergency Route**

**Context used by default for Check-In**

**Context used by default for Check-Out**

**Receptionist**


**Emergency Route**

**Class of Services**  **Ye**

**Class of Service used by default for Check-In**


**Class of Service used by default for Check-Out**

Below is a description for each item:

| Item                   | Details   |
|------------------------|---|
| <b>Receptionist</b>    | Define an extension number for the receptionist. This can also be a ring group  |
| <b>Emergency Route</b> | Define the emergency route to be used by any phone to dial emergency services  |

|  |  |
|--|--|
| <b>COS used by default for Check-in</b>  | Set the context name used by Class Of Services (COS) when a room is check in. (from-pms by default).<br>If no COS licence is present then you will be able to using context only (you can select your own custom context as well).<br>Else, you could select any Class of Service present within list.<br>The context related will be always from-pms in the case where COS is selected. Otherwise, from-pms is selected only. |
| <b>COS used by default for Check-Out</b> | Set the context name used by Class Of Services (COS) when a room is check in. (from-pms by default).<br>If no COS licence is present then you will be able to using context only (you can select your own custom context as well).<br>Else, you could select any Class of Service present within list.<br>The context related will be always from-pms in the case where COS is selected. Otherwise, from-pms is selected only. |

When you create your Class of Service, each one should start per PMS- .This way is done to make the difference between different Class of Service used for Hotel or the office.



: When an emergency alert is called by any room, the receptionist is also called with a message played in her extension. The web page is redirected to the emergency page with all the information about this alert. (Who and when).

You must delete this message within this page for avoid to be redirected on this emergency page again and again .

Please, make sure this route is allowed in all the COS if this one is used.

- Define the tax structure under **Charges**

**General** ?

Operating mode
Features
Company
Email Settings
Dialplan
Taxes
Discount
Customer Ticket

Tourist tax %

Currency

Rounded  
 No

Discount %

**Charges**

Add

Label  value  Save

**Taxes available**

Taux Normal

Taux intermédiaire

Taux Résuit

⇐

**Taxes to be used**

Search  ↻ 📄 ☰

| Actions | Formula | Label              | Value   |
|---------|---------|--------------------|---------|
| ✎ 🗑     |         | Taux Normal        | 20.00 % |
| ✎ 🗑     |         | Taux intermédiaire | 10.00 % |
| ✎ 🗑     |         | Taux Résuit        | 5.50 %  |

Showing 1 to 3 of 3 rows

Below is a description for each item:

| Item  | Details  |
|---|--|
| <b>Charges</b>                                    | You can add some taxes as you want. Just click on Add button. You can edit and delete any tax from the list.   |
| <b>Label</b>                                      | Write a name for your new tax.   |
| <b>Value</b>                                      | Give a value for your new tax.   |
| <b>Taxes available</b><br><b>Taxes to be used</b> | You can merge two or more taxes between them. e.g: minus + usual = global. Select some taxes in Taxes available area using your mouse and shift key. These taxes will be showed inside Taxes to be used area. The sum is automatically calculated between them. Click on Save button to save your new tax. |
| <b>Tourist tax (%)</b>                            | Enter a tourist tax, if one exists.  |
| <b>Discount (%)</b>                               | Enter a discount ( <i>for rooms only</i> )   |
| <b>Rounded</b>                                    | Set the rounded value for phone call durations   |
| <b>Currency</b>                                   | Set your currency as: en_US, en_GB, fr_FR ...Etc   |

- Define **Scheduled Discount**

- At first, this menu is empty. If you want to schedule some discounting for the current year, select any items for the job.
  - Discounting : Applies a rate for whole rooms of the hotel.
  - Room : Applies a price for a room type.
- You can select a date ( Month / Day ) to start the changes.
- File the value for this new rates
- File the label for this rate.
- If you need to delete one, click on trash on the picture displayed on top of the fields.

*These changes are applied every night through crontab. If your server is down and the schedule is passed, then delete it and create another one for the next day.*

- Define **Customer Ticket**

You must define a content for ticket which will be displayed after each check-in.

Operating mode   Features   Company   Email Settings   Dialplan   Taxes   Discount   **Customer Ticket**

**Header**

```
<h1>Welcome To Hotel Califonia</h1><br>
<br>
The schedules for the restaurant are:<br>
<li> <b>Breakfast</b> - 06h30AM to 09h30 AM</li>
<li> <b>Lunch</b> - 12h00AM to 02h00 PM</li>
<li> <b>Dinner</b> - 07h00 PM to 09h30 PM</li>
```

**Body**

```
<h2>Your Room Services</h2>
<br>
```

**Footer**

```
<h1>The Team of the Hotel wish you a good stay.</h1>
```

[Preview](#)

You must to include some simple HTML tags.

The features will be displayed inside body, bottom the last line.

Click on submit and return on Customer Ticket and click on Preview button to see its result like this:

**Customer Ticket**

**Welcome To Hotel Califonia**

The schedules for the restaurant are:

- » Breakfast - 06h30AM to 09h30 AM
- » Lunch - 12h00AM to 02h00 PM
- » Dinner - 07h00 PM to 09h30 PM

**Your Room Services**

- » Name : Franck Danard
- » Room : Room:200
- » Extension : 200
- » Voicemail Prefix : \*97
- » Voicemail Password : 1681
- » URL for User Access : http://193.107.20.11/ucp
- » Username for User Access : 200
- » Password for User Access : 1681R200

**The Team of the Hotel wish you a good stay.**

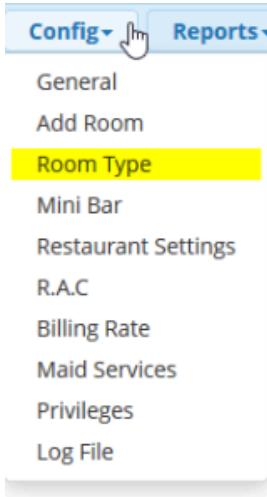
Once all the items are configured, click the **Submit** button to save all changes.



## Room type

This sections defines the room type.

- Navigate to Config > Models



**Room Type** ⓘ

+

Type  Price \*  Guest + \*  Taxes

Description

Search

| Action  | Types  | Description | Price  | Additional Guests | Taxes |
|---|--------|-------------|--------|-------------------|-------|
| <input type="button" value="Delete"/> <input type="button" value="Edit"/> | Single | good room   | 101.00 | 10.00             | 18.00 |
| <input type="button" value="Delete"/> <input type="button" value="Edit"/> | twin   | Great Room  | 150.00 | 10.00             | 18.00 |

Below is a description for each item:

| Item   | Details                     |
|--------|-----------------------------|
| Type   | Name for the room type      |
| Price* | The Price for the room type |



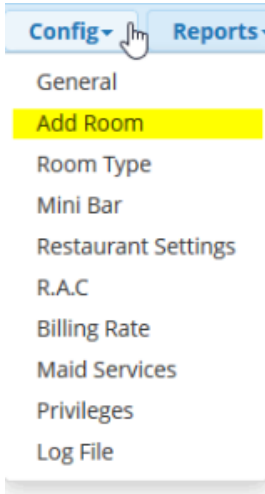
|                  |   |
|------------------|---|
| <b>Guest + *</b> | Price for the Room Type when an additional guest is added to the room |
| <b>Taxes</b>     | Tax amount for the room.  |

You can edit and delete each room type as well.

## Adding Room

This section configures all the room types with their respective room number and Models

- Navigate to **Config > Add Room**



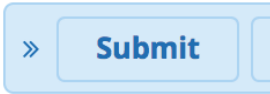
- Configure each room with their name, extension phone number and their room type. Below is an example:

**Add Room** ?

↻
📄
🗃️

| Extension Type | Exten | Name         | Room Type                                   |
|----------------|-------|--------------|---|
| 👤              | 100   | Receptionist |   |
| 📞              | 200   | Room 200     | Single <span style="float: right;">▼</span> |
| 📞              | 201   | Room 201     | Single <span style="float: right;">▼</span> |
| 📞              | 202   | Room 202     | Single <span style="float: right;">▼</span> |
| 📞              | 203   | Room 203     | Single <span style="float: right;">▼</span> |
| 📞              | 204   | Room 204     | Single <span style="float: right;">▼</span> |
| 📞              | 205   | Room 205     | Single <span style="float: right;">▼</span> |
| 📞              | 206   | Room 206     | Single <span style="float: right;">▼</span> |
| 📞              | 207   | Room 207     | Single <span style="float: right;">▼</span> |
| 📞              | 208   | Room 208     | Single <span style="float: right;">▼</span> |

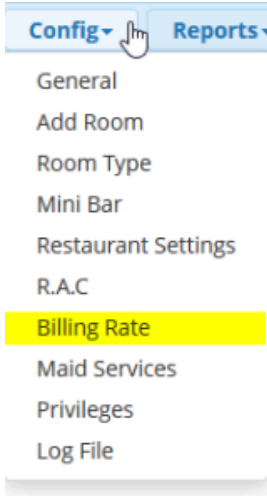
- Once completed, click the **Submit** button to save changes.



## Billing Rates

Set the cost for phone calls made from rooms

- Navigate to **Config > Billing Rates**



- Click the + icon to create a billing rate for a specific type of call made (i.e. international phone calls). You will be able to add a rate until all outbound route will be completed. Each outbound route needs to be linked to a rate.



- Fill in the required details on the screen that pops up

**Billing Rates** ⓘ

**+**

|                         |  |                          |                                   |
|-------------------------|--|--------------------------|-----------------------------------|
| <b>Outbound Route</b>   | <input type="text" value="out"/>       | <b>Connection Charge</b> | <input type="text" value="0.00"/> |
| <b>Billing Duration</b> | <input type="text" value="60"/>        | <b>Price</b>             | <input type="text" value="0.13"/> |
| <b>Tax</b>              | <input type="text" value="VAT usual"/> | <b>Mask</b>              | <input type="text" value="4"/>    |

Rate Recorded 2/2

Search ↻ 📄 ☰

| Action | Outbound Route | Connection Charge | Billing Increment | Price   | Tax    | Mask |
|--------|----------------|-------------------|-------------------|---------|--------|------|
|        | emergency      | 0.00 \$           | 60"               | 0.00 \$ | 18.00% | 0    |
|        | out            | 0.00 \$           | 60"               | 0.13 \$ | 18.00% | 4    |

Showing 1 to 2 of 2 rows

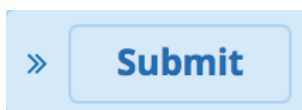
Below is a description for each item:

| Item              | Details   |
|-------------------|---|
| Outbound Route    | Outbound route used for the call type   |
| Billing Duration  | Rate duration in seconds. Eg.: 60 (for 1 minute). Zero is not permitted   |
| Mask              | Number of digits to be hidden from Invoice, for privacy purpose   |
| Prefix            | The starting pattern for the dialled number. Eg.: 0123. (Note: If a prefix is used to make outbound calls, that prefix must be added in front of this prefix) |
| Connection Charge | Rate offset, in currency. Eg.: 0.5 if your currency is \$, the value of this offset will be \$0.5 per call.   |
| Price             | Price for this call type based on the duration. Eg.: 0.10 (for 60 seconds)  |

You can edit or delete a rate as well.

When all outbound route will be completed, no way to add any new rate. And you must use all outbound route available within list.

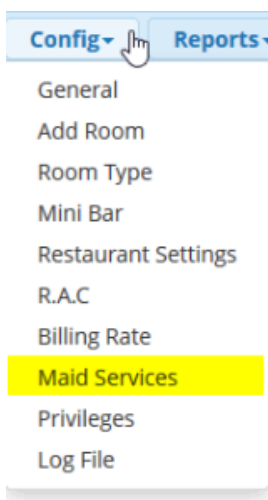
- Click the **Submit** button once completed, to save.



## Maid Services

Create room service options for guests to use during their stay. A guest can dial a room service option to alert the receptionist, by dialling a prefix + Service Number (mentioned below).

- Navigate to **Config > Maid Services**



- Click the + icon to create a maid service option



- Fill in the required details on the screen that pops up

Two choices here.

- TTS

Maid Services [?](#)

[+](#)

Service Number  Label \*  Priority Level  Type TTS File

[↻](#) [📄](#) [☰](#)

| Action             | Service Number | Label                | File                      | Priority Level |
|--------------------|----------------|----------------------|---------------------------|----------------|
| <a href="#">🗑️</a> | 01             | Need help            | custom/need_help          | ☆☆☆☆           |
| <a href="#">🗑️</a> | 02             | The TV does not work | custom/the_tv_doesnt_work | ★★☆☆           |

- Audio File.

Maid Services [?](#)

[+](#)

Service Number  Label \*  Audio File  Priority Level  Type TTS File

[↻](#) [📄](#) [☰](#)

| Action             | Service Number | Label                | File                      | Priority Level |
|--------------------|----------------|----------------------|---------------------------|----------------|
| <a href="#">🗑️</a> | 01             | Need help            | custom/need_help          | ☆☆☆☆           |
| <a href="#">🗑️</a> | 02             | The TV does not work | custom/the_tv_doesnt_work | ★★☆☆           |

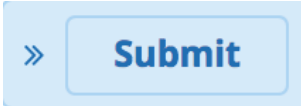
Showing 1 to 2 of 2 rows

Below is a description for each item:

| Item                  | Details  |
|-----------------------|--|
| <b>Service Number</b> | Service number you wish to associate with the room service option (typically a 2 digit number) . Up to 14 (01 - 14) Service Numbers can be defined                                       |
| <b>Label *</b>        | Friendly name provided to the Service Number (i.e. 'Need Help')  |
| <b>File</b>           | You can select a custom audio file recorded through <b>System Recording</b> menu.  |
| <b>Priority Level</b> | Priority Level for the Service Number. The receptionist will respond to this request using the priority level. A Service Number with higher priority (ie..1) will be responded to first. |

Click on trash to delete an item.

- Click the **Submit** button once completed, to save



- Below is an example alert which the receptionist will receive when a guest dials a Room Service request from their phone or through UCP interface

Room Service present! ✕

**Room List** ⓘ

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📄
☰

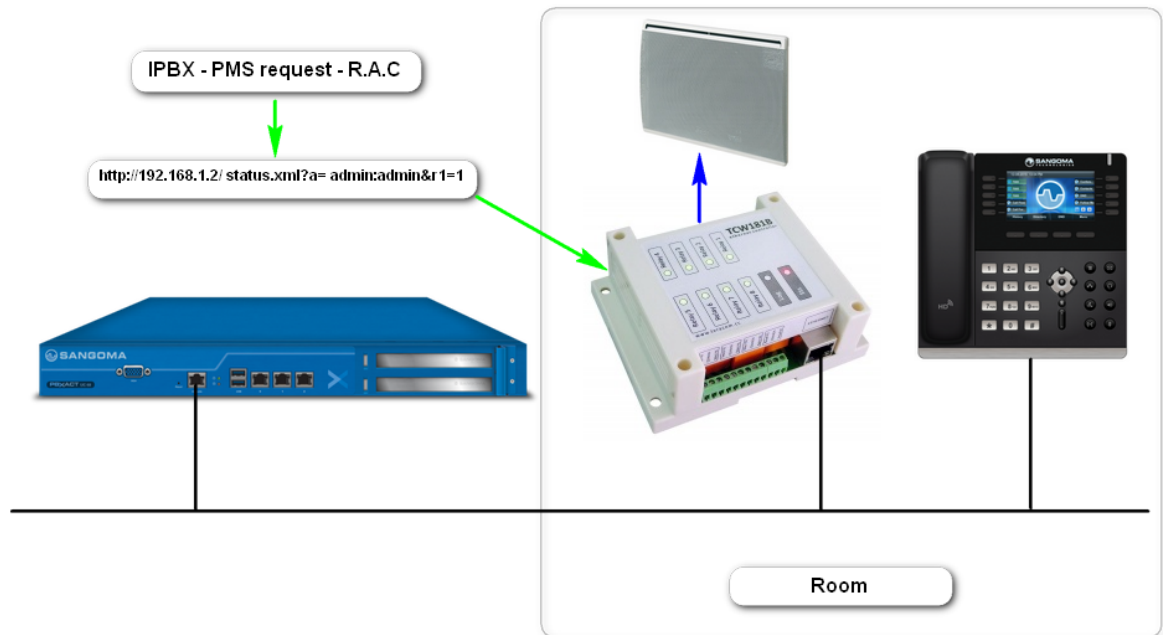
| Details | Name / Status                      | Room     | Ext. | Types  | Grp | Transfer | CoS | Free | Clean | Bar | DND | Alarm Clock |
|---------|------------------------------------|----------|------|--------|-----|----------|-----|------|-------|-----|-----|-------------|
|         | Danard Franck<br>🗑️ Need help ★☆☆☆ | Room 200 | 200  | Single |     |          |     |      |       |     |     |             |
|         | Free                               | Room 201 | 201  | Single |     |          |     |      |       |     |     |             |
|         | Free                               | Room 202 | 202  | Single |     |          |     |      |       |     |     |             |
|         | Free                               | Room 203 | 203  | Single |     |          |     |      |       |     |     |             |
|         | Free                               | Room 204 | 204  | Single |     |          |     |      |       |     |     |             |
|         | Free                               | Room 205 | 205  | Single |     |          |     |      |       |     |     |             |
|         | Free                               | Room 206 | 206  | Single |     |          |     |      |       |     |     |             |
|         | Free                               | Room 207 | 207  | Single |     |          |     |      |       |     |     |             |
|         | Free                               | Room 208 | 208  | Single |     |          |     |      |       |     |     |             |
|         | Free                               | Room 209 | 209  | Single |     |          |     |      |       |     |     |             |

Showing 1 to 10 of 10 rows

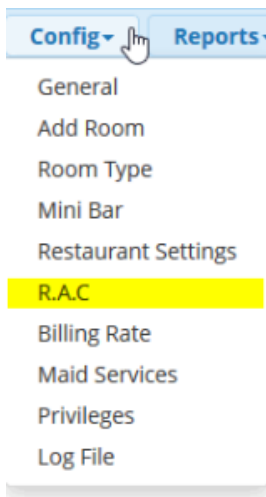
- To delete any message, click on the **trash** below the guest name.

## RAC

Remote Access Control (RAC) is an optional feature to be used to send some request to any device during check-in / check-out like: **Ip Relay**



- Navigate to **Config > R.A.C**



- Click on the **Edit** tab beside the room which you wish to add a URL to

## Remote Action Control

Room name











Room 200

URL for Check-In

Checkout

Search



| Edit  | Room     | Check-in | Checkout |
|---|----------|----------|----------|
|  | Room 200 | None     | None     |
|  | Room 201 | None     | None     |
|  | Room 202 | None     | None     |
|  | Room 203 | None     | None     |
|  | Room 204 | None     | None     |
|  | Room 205 | None     | None     |
|  | Room 206 | None     | None     |
|  | Room 207 | None     | None     |
|  | Room 208 | None     | None     |
|  | Room 209 | None     | None     |

- Enter in the URL for Check in and Check out for the respective room

URL Check In

Checkout

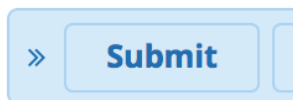
Example URL:

[http://your\\_remote\\_device/status.xml?a=admin:admin&r1=1](http://your_remote_device/status.xml?a=admin:admin&r1=1) for checking

[http://your\\_remote\\_device/status.xml?a=admin:admin&r1=0](http://your_remote_device/status.xml?a=admin:admin&r1=0) for checkout

To delete an URL, leave blank the fields.

- Click the **Submit** button to save changes



## Privileges

Property Manager Dashboard (accessible from UCP) feature permissions can be assigned for specific user groups (ie. Receptionist, Accounting, Hotel guests)

For example, you may wish guests to have access to UCP to send requests to the receptionist, but also restrict other UCP features that only Hotel staff should have

- To assign permissions for specific user groups, navigate to **Admin > User Management**
- Select the **Groups** tab, then **Add** to create a user group

## Add Group

Group Name

Group Description

Users

Fill in the appropriate information for the Group you wish to create.

Example: Group name = Hotel Guests

Group Description= Property Manager Hotel Guest

Users= the user extensions that represent the existing users (i.e room number or receptionist)

- Select **UCP** then **Property Management**, then **Yes** for **Enable Property Manager Handling**

### Add Group

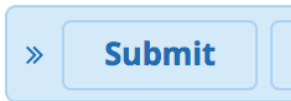
Group Details FreePBX Administration GUI Conferences Contact Manager Fax Rest API Phone Apps VPN UCP XMPP

What is UCP

General Miscellaneous Appointment Reminders Call History Call Event Logging Conferences Contact Manager Endpoint Manager Property Management

Allow Login Yes No

- Click **Submit** to save your changes



- Repeat the same steps above for each individual user group you wish to have specific permissions within Property Manager
- Navigate to **Applications > Property Management**

Applications Connect

Announcements

Appointment Reminder

Broadcast

Calendar

IVR

Languages

Misc Applications

Misc Destinations

Paging and Intercom

Park and Announce

Parking

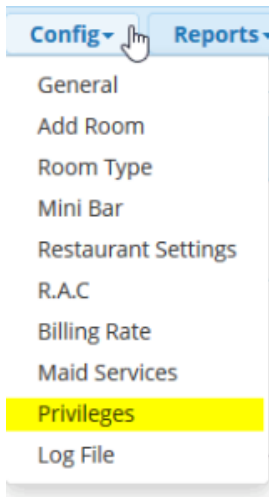
**Property Management**

Queue Callback

Queue Priorities



- Navigate to **Config > Privileges**

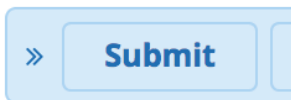


- For each of the Labels (Receptionist, Accountings, Hotel Guests, Restaurant) select the appropriate user group previously created, for each

**Privileges** ⓘ

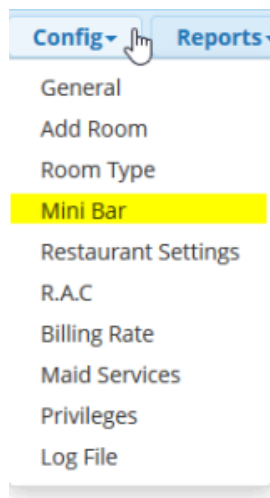
|                       |               |
|-----------------------|---------------|
| Receptionist <b>1</b> | Receptionists |
| Accounting <b>1</b>   | Accountings   |
| Hotel guests <b>1</b> | Hotel clients |
| Restaurant <b>1</b>   | Barmaids      |

- Within each Label a number will represent the number of users registered for each group
- Click the **Submit** button once changes are completed



## Mini Bar

- Navigate to **Config > Mini Bar**



- You can enter ten products (0-9) to be used with the mini bar. So, one digit = one product.

Mini-bar ?

Search  ↻ ⌵

| Digits | Products   | Prices | Taxes                    |
|--------|------------|--------|--------------------------|
| 0      | Pepsi Cola | 2.00   | VAT minus <span>⌵</span> |
| 1      | Coca       | 2.00   | VAT minus <span>⌵</span> |
| 2      | Water      | 1.00   | VAT minus <span>⌵</span> |
| 3      | Whiky      | 4.00   | VAT minus <span>⌵</span> |
| 4      | Beer       | 2.50   | VAT minus <span>⌵</span> |
| 5      | Milk       | 0.90   | VAT minus <span>⌵</span> |
| 6      |            | 0.00   | VAT usual <span>⌵</span> |
| 7      |            | 0.00   | VAT usual <span>⌵</span> |
| 8      |            | 0.00   | VAT usual <span>⌵</span> |
| 9      |            | 0.00   | VAT usual <span>⌵</span> |

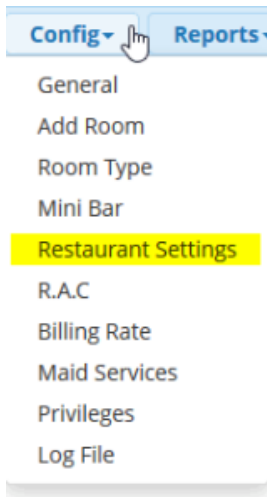
- To add one, select a digit and enter a product name with its price and tax.
- To remove one, leave blank product and price, and next, click on Submit button to save your changes.

Usage with prefix (Default: \*37), is able to add some drinks to the room, which will be used during the billing. When the chambermaid cleans the room, she could check the mini-bar and enter all drinks used by the guest.

Eg: Dial \*37 and when you hear the prompt dial 1 2 2 followed by \* (\* to save your order )  
*1 could be a Coca, and 2 could be a Whiskey. So 1 Coca and 2 Whisky, total 3 drinks.*

## Restaurant Settings

- Navigate to **Config > Restaurant Settings**



- You can enter much products for the restaurant and bar here. These products will be used for the hotel's customers when lunching or other else.

**Restaurant Settings** ⓘ


[Add Product](#)

**Ref**   
**Type**   
**Label**   
**Price**   
**Charge**   
**Image**

[Clear](#)

Search  [Refresh](#) [Print](#) [Grid](#)

| Action  | Reference | Type      | Product   | Price | Charge             | Image         |
|---|-----------|-----------|-----------|-------|--------------------|---------------|
| - <a href="#">Delete</a> <a href="#">Edit</a> | 00005     | Breakfast | Breakfast | 7.00  | 18.00% (VAT usual) | breakfast.jpg |



- Click on **Add Product** button to add a product.
- Put a reference in the field: **Ref** .
- Enter a product type to make some difference between bar and restaurant or other else.
- Enter a product label.

- Select a charge for your product.
- Select a image to illustrate your product. (Useful for the banner).
- Once done, click on Submit button to save your product.

Also, you can edit and delete any proctuct clicking on pencil and trash icon on left of row.

Click on + or - to show or hide the product pricture.

Now that Property Manager is configured, navigate to [Property Manager Dashbeoard](#) for Staff and End-User details

Please restrict the group to allow what you want the users in the group to be allowed to. By default all the options are allowed