



HMobile

Frequently Asked Questions

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1. What is HMobile?

Web: <https://www.HMobile.es/en/>

Business presentation: <https://www.HMobile.es/descargas/HMobile-Presenta-Staff.pdf>

Videos: <https://www.HMobile.es/en/resources/videos-on-how-it-works-services>

2. Can information be exchanged with the PMS?

HMobile uses the char pmslink system (<https://charpmslink.com/>) to enable the exchange of information with the PMS.

The information exchanged between HMobile and the PMS is as follows:

2.1. Oracle/Opera

Through the Opera-Char Interface:

- HMobile receives the booking events (checkin, checkout, etc) generated in Opera.
- HMobile sends Opera cleaning status changes and minibar charges made in HMobile Room Status and Minibar modules.

Through Opera-Char RS-OUT Interface (TWI):

- HMobile receives the room 's cleaning status changes , and Out of service and Out Of Order status changes made in Opera.

2.2. Others PMS

There are different levels of integration with the different PMS that exist on the market. As a general rule, the basic integration with these PMS allows:

- HMobile receives occupancy events (check-in, check-out, room move and updates) from the PMS with information on check-in and check-out dates, guest name, etc.
- HMobile sends to the PMS cleaning status changes made in HMobile Room Status.

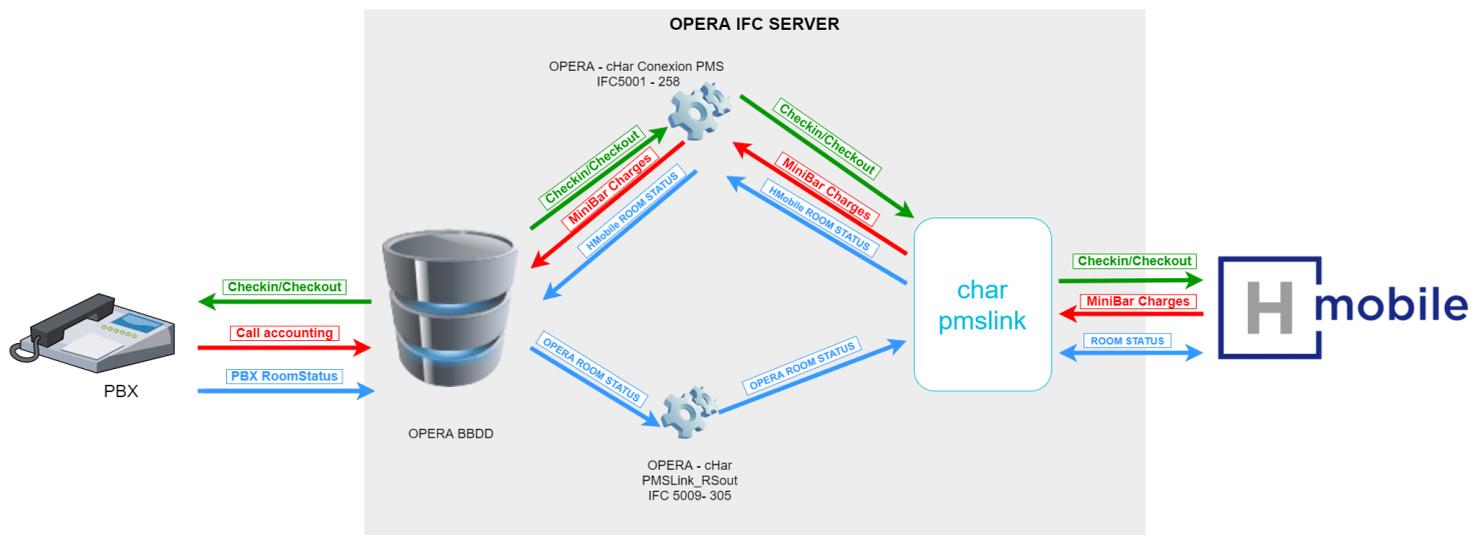
Check with sales@HMobile.es the options that exist with yours (sending minibar charges, bidirectional sending of cleaning status, out of order rooms...).

3. Is it necessary to connect HMobile with the Switchboard/PBX?

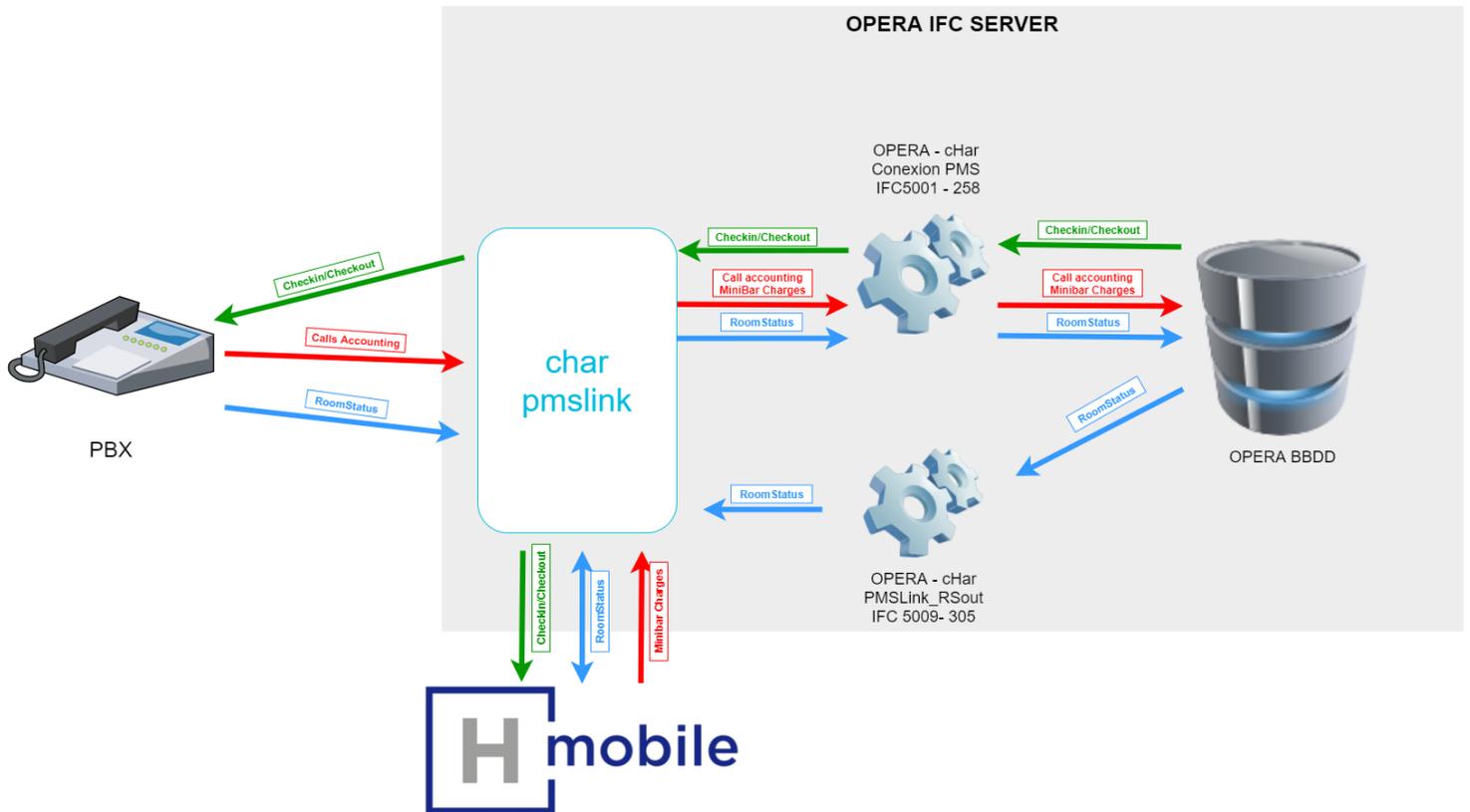
- If room attendants are not going to use HMobile on the mobile phone, they can report the end of a room cleaning by dialing a code from the room's landline phone. You can watch an explanatory video in <https://youtu.be/W9THRI8074I> (2mins)
- For this, it is necessary that the dialings made from the room's landline phone could be sent from the PBX to HMobile.
- Depending on the hotel's PMS, this can be done in different ways.

3.1. Oracle/Opera

- If the hotel has already connected PBX with OPERA, pms is already receiving the housekeeping code dials from the room telephones:
 - Is not necessary to modify this integration. The cleaning status code dials coming from PBX to Opera will be sent by Opera to HMobile through the Opera-Char RS-OUT interface (TWI).



- If the PBX is not connected with Opera:
 - The PBX can be connected with HMobile and Opera through char PMsLink. With this connection, and depending on the PBX model, in addition to obtaining the dialed cleaning codes statuses, Opera and the PBX could exchange additional information such as price of phone calls made, alarms clock planning, etc.



3.2. Others PMS

- It is necessary to install char pmslink between the PBX and the PMS so that HMobile can receive the dialed cleaning statuses. Depending on the PBX model, in addition to getting the dialed cleaning statuses, your PMS and the PBX will be able to exchange additional information such as call made rates, alarm clock scheduling, etc.

4. Can I take advantage of char pmslink to integrate the PMS with other hotel systems?

It is possible to use char pmslink (<https://charpmslink.com/>) to integrate the PMS with other hotel systems, for example:

- PBX:
 - Phone call billing
 - Alarm clock management
 - Cleaning status codes dial.
- HOTSPOT systems
- TV systems
- VOICE/MULTIMEDIA systems
- DOOR CLOSURE Systems
- AUTOMATION / ENERGY EFFICIENCY systems

- Kiosk systems.
- AIR CONDITIONING systems

5. Which mobile devices can be used?

- HMobile can be used with full functionality on the vast majority of Android devices currently on the market. If there is any doubt with any specific terminal our operations team (operaciones@HMobile.es) will be able to guide you.
- HMobile is also functional on iPhone terminals with the restriction that in that case there is no installable application but the use will be via webapp with certain limited functionalities.
- These terminals must have free access to the Internet or to the address <https://staff.HMobile.es> and in the case of Android also to the address <https://staffsvc.HMobile.es>.

6. How does the HMobile start-up process look like?

This is the summary of the main steps to be done:

| Acción | Responsables |
|---|-----------------------|
| Close offer and order | Hotel - HMobile |
| Purchase mobile devices | Hotel |
| Request for interfaces to PMS (and PBX if necessary) (details in point 8) | Hotel |
| MS - HMobile interface configuration (and PBX if necessary) | Hotel - PMS - HMobile |
| Activating HMobile for the hotel ,access instructions and first steps for the hotel's Champions | HMobile |
| User and rights settings | Hotel |
| Close training (if requested) and date to go Live | Hotel - HMobile |

| | |
|---|-----------------|
| Review of configurations and training for hotel staff | HMobile - Hotel |
| Go Live and follow-up first days | HMobile - Hotel |

*We call Champion the user who will manage the application and who will be the HMobile reference with the hotel.

7. I want to start it up - Main details of the process

7.1. How do I order it?

1. Hotel requests commercial offer of HMobile indicating desired modules, number of rooms and type of training desired.
2. HMobile sends offer and contract
3. Hotel returns signed offer and contract

7.2. What is necessary to configure the connection of HMobile with the PMS?

7.2.1. Is it necessary to provide a PC in the hotel for the installation of HMobile?

HMobile is a cloud application so no hardware is required to use it.

However, it will be necessary to install the char pmslink software on a hotel computer to share data between HMobile and the PMS. In any case, this installation can be done on a computer that is already in use in the hotel.

7.2.3. To install char pmslink

- a. PC Windows 7 or higher, 2 GB RAM min, 20 GB free HD space
- b. Unattended remote access for installation and maintenance of the tool.
- c. Connectivity from the computer to:
 - PBX (if required, see points below)
 - PMS
 - HMobile services (staff.HMobile.es)

7.2.1. To connect with Oracle/Opera

We will need you to provide us the following information:

- Connection data to Windows PC where PMSLink is going to be installed.
- Oracle/Opera Interface with char pmslink activation (**IFC PBX: Certified Interface name: char – hmobile connect PMS IF by cHar Desarrollo de Sistemas, S.L part number: 5001-258 IO-5001-258 TMS I / F - IFC_CNX**) so that HMobile can:
 - Receive occupancy events (checkin, checkout, etc.) generated in Opera.
 - Send to Opera cleaning status changes and minibar charges made in HMobile.
- Oracle/Opera Two Way Interface with char pmslink activation (**RSOUT MSC I / F - Char PMSLink_RSout Part no: 5009-305 - included with IFC_CNX**) so HMobile can:
 - Receive cleaning and Out of service and Out Of Order status changes made in Opera

| Cloud Part Number | Interface ID | Interface Category | Interface Type | Specific Interface | Required Service Hours | Interface Notes | OPERA 5 On-Premise |
|-------------------|--------------|---|----------------|---|------------------------|-----------------------------|----------------------|
| B92299 | IFC_CNX | Oracle Hospitality OPERA Property Interface | TMS | Oracle Hospitality OPERA TMS Interface for char – hmobile connect PMS IF by cHar Desarrollo de Sistemas, S.L. | 4 | incl. IO-5009-305 / IFC_CHR | General Availability |

- List of rooms and floors configured in the PMS
- List of cleaning status codes configured in the PMS
- List of Minibar Items (In case your hotel has one)

7.2.2. To connect with Others PMS

We will need you to provide us the following information:

- a. Confirmation of the activation in the PMS of the Interface to be used to connect to char pmslink.
- b. Connection data to the hotel equipment in which char pmslink is to be installed.
- c. List of rooms and floors configured in the PMS.
- d. List of housekeeping statuses configured in PMS
- e. List of minibar items (in case your hotel has a minibar and the PMS allows this functionality).

7.3. Technical data necessary to configure connection with the PBX

We will need you to provide us the following information:

7.3.1. Only if you want that cleaning status changes from room telephone line to be reflected in HMobile Room Status*.

- a. PBX model.
- b. Unattended remote connection data with the PBX
- c. List of RoomStatus codes configured in PBX
- d. Rooms and extensions number plan
- e. Confirmation of activation of advanced Room Status notification functions in PBX.

***This point is not necessary in Oracle/Opera installations that already have a direct connection between PBX <--> Opera.**

7.3.2. Only if you want to send call charges from PBX to PMS

- a. PBX model.
- b. Unattended remote connection data with the PBX
- c. Relationship of RoomStatus codes configured in PBX
- d. Room and extension numbering plan
- e. Confirmation of activation of advanced Room Status notification functions in PBX.
- f. Desired phone calls rates.

8. What can I do if I have any questions or problems while working with the tool?

- HMobile is committed to supporting our customers.
- You can report doubts and incidents via email to helpdesk.staff@HMobile.es

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- Explanatory videos and manuals are available at <https://www.hmobile.es/en/resources/videos-on-how-it-works-services/>