



# *Property Management Interface*

Quick Guide

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## *About This Guide*

This guide provides an overview of the Property Management Interface.

### Intended Audience

This guide is intended for anyone responsible for using and maintaining the Property Management Interface.

### Conventions

This guide contains three types of help:

**Note:** contains additional information about the task you are performing

**Hint:** contains an alternative method of performing the task or offers a solution if you run into a problem.

**Warning:** contains critical information relating to the task.

## Contacting ESNA Technologies Inc.

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# *Property Management Interface*

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## What is the Property Management Interface?

The MCORP Property Management Interface (PMI) is a simple Voice Mail interface that uses a single RS232 cable connection between the Property Management Fileserver and the Voice Mail serial port. The PMI involves only messages concerning room status and no inquiries regarding unread messages in the Voice Mail system are done at the time of check-out. The interfaces listed in the next section are supported as long as the Property Management System being used can support them. If a Property Management System can only partially support the interface, then only the supported messages will be applied. It is not a requirement that the entire message set be supported by the Property Management System to provide the basic functions of Check-In and Check-Out.

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<b>Function</b>	<b>Description</b>
Check-In	A message is sent when a room changes from Vacant to Occupied. The voice mailbox is turned on. This message is not sent for Shares.
Check-Out	A message is sent when the last account has checked out of the room. The voice mailbox is turned off.
Room Change	A message sent on a room change.
Room Merge	A message sent on merging a room.
Room Reset	A message is sent to reset the room to default values.
Name Change	A message is sent to indicate the changing of a guest name.
Message Lamp On	A message is sent to the VM to activate the Message Waiting Indicator in the room.
Message Lamp Off	A message is sent to the VM to deactivate the Message Waiting Indicator in the room.
Set Wakeup Call	A message is sent to request a wakeup call at a defined time and date.
Clear Wakeup Call	A message is sent to cancel any existing wakeup calls to the room.
Maid Status	A message is sent to PM when the maid enters a code on the phone in the room.

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## Maid Status

The Voice Mail server will send a room status message to the Property Management server when a maid inputs a code on the phone in the room. The following Maid Status Codes are recognized by the Property Manager Interface:

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<b>Code</b>	<b>Description</b>
CL, AV, 1	Clean
DI, NA, 2	Dirty
MI, 3	Questionable

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The Property Management system will update the room status for only the values listed above. All other values will be ignored. The hotel staff will need to be instructed on how to enter the maid status information from the telephone in the room.

## Message Formats

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	= STX	(start of text)	(Ascii 2)
	= ETX	(end of text)	(Ascii 3)
	= ENQ	(inquiry)	(Ascii 5)
	= ACK	(acknowledgement)	(Ascii 6)
	= NAK	(non-acknowledgement)	(Ascii 15)
	= CR	(carriage return)	
	= LF	(line feed)	
L	=	(denotes the separator)	(Ascii 28)
BCC	=	(block check character)	
		This symbol will follow the ETX character and is unique for each string.	

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## Message Type Examples

The following are examples of each message type:

### **From Property Management Interface:**

Check-In John Smith into Room 123, password 1111, Language 1  
<STX>CHKIN[123[SMITH, JOHN[1111[1[<STX><BCC>

Check-Out Room 123  
<STX>CHKOUT[123[<STX><BCC>

Room Change John Smith from Room 123 to Room 456, password 1111,  
Language 1  
<STX>ROOMCHG[123[456[SMITH, JOHN[1111[1[<ETX><BCC>

Room Merge room 123 and 456  
<STX>ROOMMRG[123[456[<ETX><BCC>

Reset Room 123  
<STX>ROOMRST[123[<ETX><BCC>

Change Name on Room 123 to Tom Jones, Language 2  
<STX>NAMCHG[123[JONES, TOM[2[<ETX><BCC>

Set or Cancel MWI on Room 123  
<STX>MSGON[123[<ETX><BCC>  
<STX>MSGOFF[123[<ETX><BCC>

Set or Cancel a Wakeup Call for Room 123  
<STX>WAKESET[123[0630[<ETX><BCC>  
<STX>WAKECLR[123[<ETX><BCC>

### **From Voice Mail Server:**

Maid Status for Room 123 to 1  
<STX>MAID[123[1[999[<ETX><BCC>

