Micros Fidelio Integration Guide

Yeastar P-Series Software Edition

Version: 1.0
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Contents

Integrate Yeastar P-Series Software Edition with Micros Fidelio

Yeastar P-Series Software Edition supports direct integration with Micros Fidelio using FIAS (Fidelio Interface Application Specification) protocol, without the need for additional middleware. The integration enables efficient guest information management, streamlined business operations, and enhanced guest experience.

Before you begin

> ⚠️ **Important:**
> To ensure success in the integration and availability of the integration features, we recommend that you READ and FOLLOW the requirements and recommendations listed below.

Requirements

Environment	Requirement
Yeastar	• **PBX Version**: 83.11.0.56 • **PBX Add-on Subscription**: Hotel PMS Integration ℹ️ **Tip:** Yeastar offers paid subscription and 30-day Free Trial for the add-on service. You can go to **Plan > Add-on Subscription** to try or subscribe to the service as needed.

Recommendations

• Put all room extensions into extension group(s) on the PBX web portal, as you will need to specify the extensions to interact with your PMS on a group basis.

> **ⓘ Tip:**
> You can place all room extensions into a single extension group, or group them by Room Type / Floor, or any other way you like.
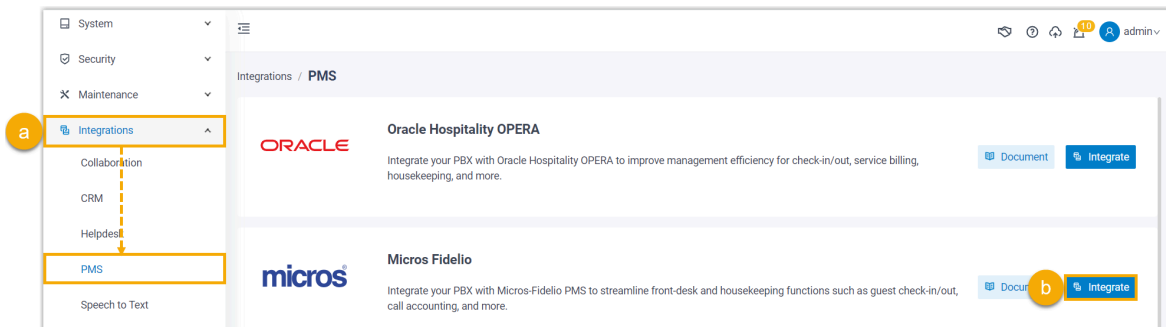
For more information, see [Create an Extension Group](#).

• Record or upload a custom prompt on PBX web portal, as you will need to specify the prompt to be played when guests answer wake-up calls.

For more information, see [Record a Custom Prompt](#) and [Upload a Custom Prompt](#).
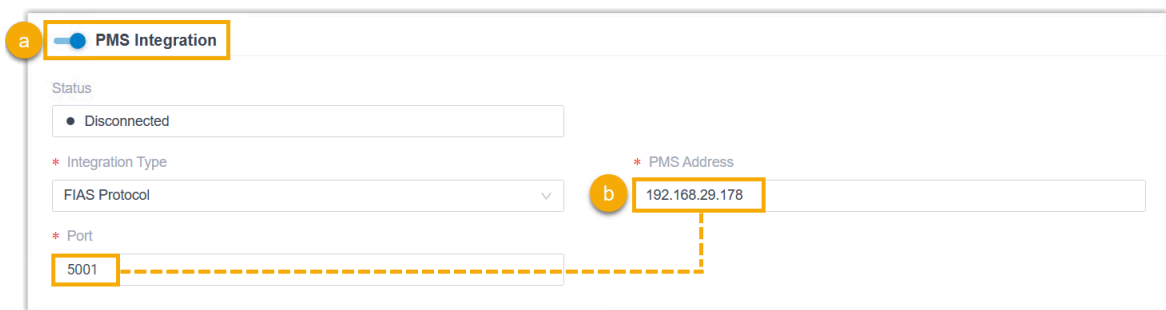
Procedure

1. Access Micros Fidelio integration page.

a. Log in to PBX web portal, go to **Integrations > PMS**.

b. Click **Integrate** beside **Micros Fidelio**.

2. Enable PMS integration, then enter the address and port of your Fidelio PMS for integration.

    a. Turn on the switch of **PMS Integration**.

    b. In the **PMS Address** and **Port** fields, enter the address and port of your Fidelio PMS.

3. In the **Hotel Room Extension Group** section, select the extension group(s) of hotel room extensions.

Hotel Room Extension Group

* Extension Group

Default_All_Extensions ✕

Default_All_Extensions ✓

> 🖊 **Note:**
>
> • Groups in the drop-down list are synchronized from **Extension and Trunk > Extension Group**.
> • When specific events (such as check-in) occur, only the extensions within the selected group(s) can automatically synchronize with Fidelio PMS.

4. In the **Wake-up Call Service** section, set the rule of wake-up call at a global level.

> 🖊 **Note:**
>
> To provide wake-up call service for guests, hotel staffs need to set alarm time and frequency in Fidelio PMS. The PBX will synchronize the alarm settings from PMS and automatically make a call to the room phone based on the following wake-up call rule at the specified time.

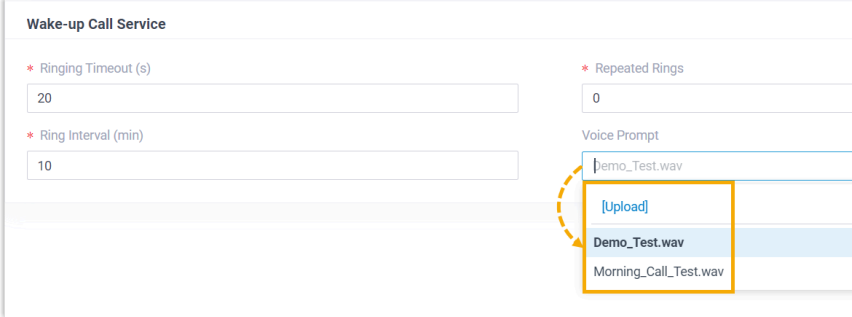**Wake-up Call Service**

* Ringing Timeout (s)	* Repeated Rings
20	0

* Ring Interval (min)	Voice Prompt
10	Demo_Test.wav

Setting	Description
Ringing Timeout (s)	Set the ringing timeout duration for wake-up calls (**Unit**: Second). • **Default Value**: 20 • **Permitted Value**: 5 to 300
Repeated Rings	Select the number of times you want to repeat the call if guests don't answer the wake-up call. • **Default Value**: 0 (means ringing a room phone only once) • **Permitted Value**: 1, 2, 3
Ring Interval (min)	Set the interval between each repeat (**Unit**: Minute). • **Default Value**: 10 • **Permitted Value**: 1 to 30
Voice Prompt	Select the prompt to be played when guests answer wake-up calls. You can select an existing prompt from the drop-down list, or click **Upload** to upload a prompt. **Note:** Prompts in the drop-down list are synchronized from **PBX Settings > Voice Prompt > Custom Prompt**.

5. In the **Billing** section, specify a billing type for outbound calls and minibar.

a. In the **Call Billing Type** section, specify a billing type for outbound calls.

Note:
To charge guests for outbound calls, you need to specify a billing type on PBX and add call accounting rule(s) on PBX or PMS. When an outbound call ends, the PBX sends the relevant information to the PMS.

Option	Description
Based on Destination and Total Cost	**Yeastar PBX** calculates the cost of calls.

Option	Description
	When a guest ends an outbound call, the PBX calculates the call cost based on its preset call accounting rule, then sends the **Callee Number**, **Call Duration**, and **Total Cost** to Fidelio PMS. **Note:** If you choose this billing type, you must add call accounting rule(s) on PBX web portal. For more information, see [Add a Call Rate Rule](#).
Based on Destination and Duration	**Fidelio PMS** calculates the cost of calls. When a guest ends an outbound call, the PBX sends the **Callee Number** and **Call Duration** to Fidelio PMS, and Fidelio PMS calculates the call cost based on its preset call accounting rule.

b. In the **Minibar Billing Type** section, specify a billing type for minibar.

Note:
To charge guests for minibar items, you need to add items on the PMS, configure minibar feature code and specify a billing type on the PBX. When hotel staffs dial specific feature codes on room phone, the PBX sends the relevant information to the PMS.

Option	Description
Based on Total Amount	**Hotel staffs** calculate the minibar charge. After calculating the minibar charge, hotel staffs can dial `{minibar_feature_code}{total_amount}` on room phone, the PBX will post the total minibar charge to the guest's bill in PMS.
Based on Item and Quantity	**Fidelio PMS** calculates the minibar charge. Hotel staffs can dial `{minibar_feature_code}*{item_code}*{quantity}` on room phone, the PBX will send the item code and its quantity to Fidelio PMS, and Fidelio PMS calculates the minibar charge itself and adds the charge to guest's bill.

6. Click **Save**.

Result

The **Status** field displays **Connected**, which indicates that Yeastar P-Series Software Edition is connected to Fidelio PMS successfully.
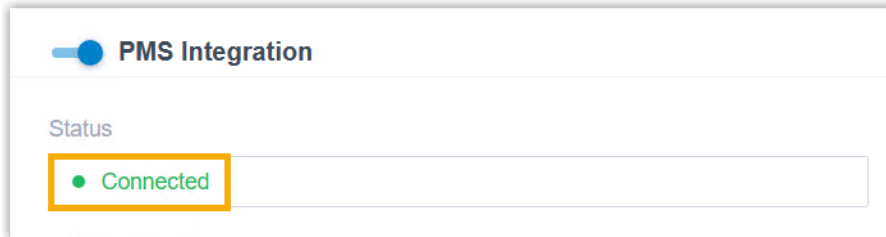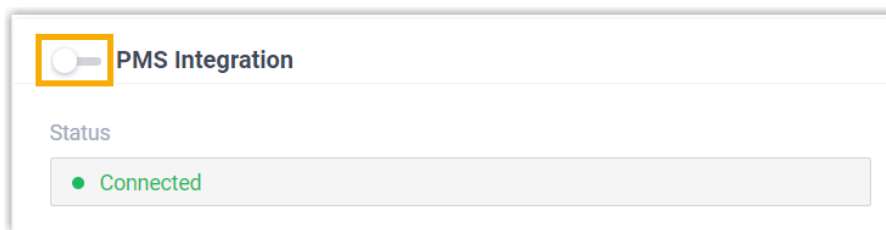
Disable Micros Fidelio Integration

If you want to pause the integration with Micros Fidelio PMS, you can disable the integration on Yeastar P-Series Software Edition.
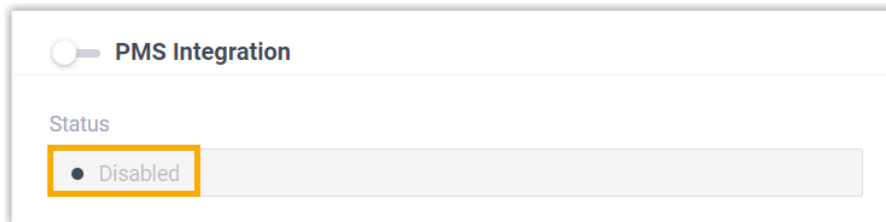
Procedure

1. Log in to PBX web portal, go to **Integrations > PMS**.
2. Turn off the **PMS Integration** switch on the top.

3. Click **Save**.

Result

- The **Status** field displays **Disabled**.

When specific events (such as check-in) occur, the PBX will NOT synchronize with Fidelio PMS.
- The integration configurations are retained, and can be used directly the next time the integration is enabled again.

Disconnect Micros Fidelio Integration

If you want to integrate Yeastar P-Series Software Edition with another Property Management System (PMS), you need to disconnect the current PMS integration first.

Procedure

1. Log in to PBX web portal, go to **Integrations > PMS**.
2. At the top-right corner, click **Disconnect**.
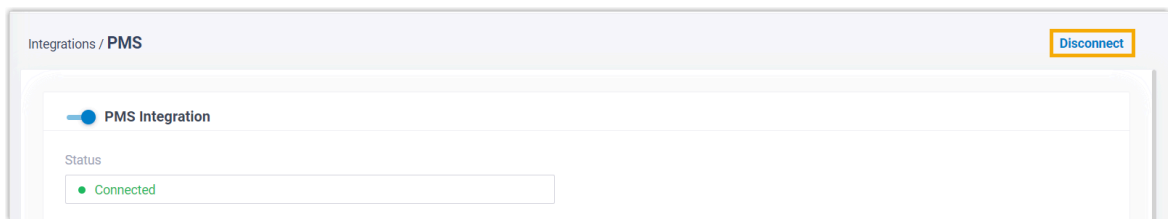
3. In the pop-up window, click **OK**.

Result

- The Micros Fidelio integration is disconnected.
- All the PMS integration settings are cleared.