

Oracle Hospitality OPERA Integration Guide

Yeastar P-Series Appliance Edition

Version: 1.4

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Contents

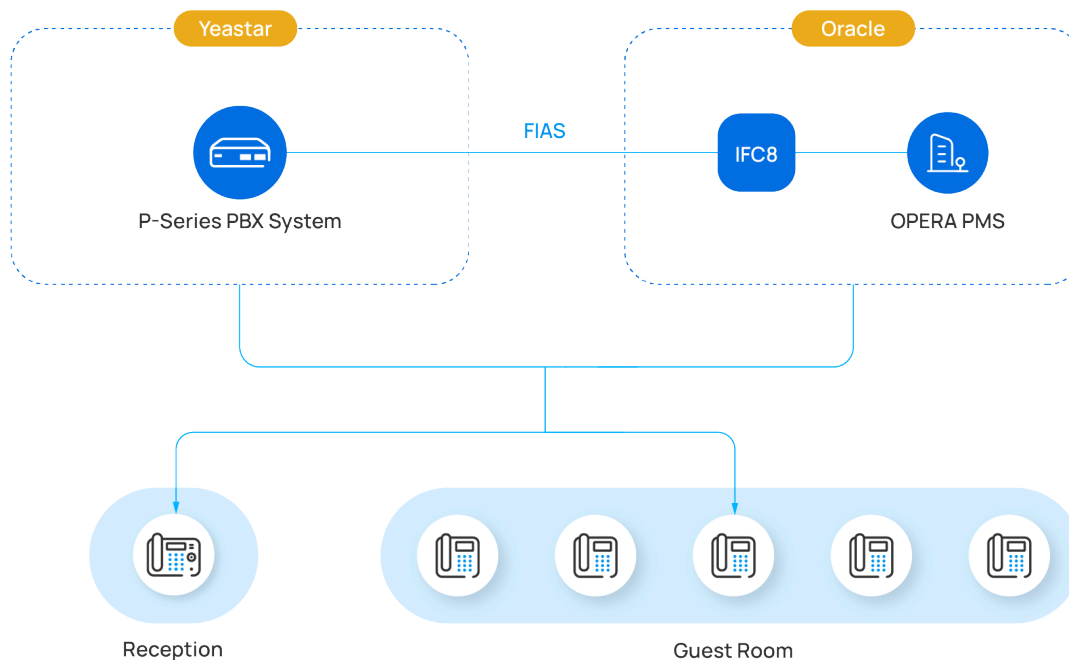
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Oracle Hospitality OPERA Integration with Yeastar P-Series PBX System


Yeastar P-Series PBX System supports direct integration with Oracle Hospitality OPERA 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.

Integration overview

Yeastar P-Series PBX System connects with Oracle Hospitality OPERA through Hotel Property Interface (IFC8) using FIAS protocol.



To implement the integration, make sure that your Yeastar environment and Oracle environment meet the following requirements:

Environment	Requirement
Yeastar	<ul style="list-style-type: none">• PBX Version: 37.18.0.102• PBX Add-on Subscription: Hotel PMS Integration <div> Tip:</div>

Environment	Requirement
	<div data-bbox="521 268 565 317"> </div> <p data-bbox="581 254 1372 359">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.</p> <div data-bbox="586 386 1177 653"> </div>
Oracle	<div data-bbox="440 730 483 779"> </div> <p data-bbox="500 737 1372 842">Note: We recommend that you contact your PMS provider to upgrade your Oracle environment to the version specified below or higher.</p> <ul data-bbox="480 898 1146 1003" style="list-style-type: none"> • PMS Version: OPERA 5 (version 5.6) or OPERA Cloud • IFC8 Version: 8.15.0.0 • FIAS Version: 2.20.25

Integration highlights

Guest Information and Room Move Sync

Assign guest name to the room extension when check-in or room move is done in the PMS, making it easier to identify the guest on the receptionist's display.

Wake-up Call Scheduling

Set alarm time and frequency via OPERA PMS and set wake-up call rule via Yeastar PBX. The PBX will synchronize the alarm settings from PMS, and automatically make a call to the room phone based on the wake-up call rule at the specified time.

Calls/Minibar Billing

- Send guest room outbound call data from PBX to OPERA PMS and add charges to the guest's bill.
- Post minibar charges by dialing feature codes on the room phone.

DND & Housekeeping Sync

- Update DND status for guest's room phone via OPERA PMS. The PBX will adjust extension presence and settings based on the DND status change made in OPERA PMS.
- Update housekeeping status by dialing feature codes on the room phone. The PBX will synchronize the status change to OPERA PMS.

Integrate Yeastar P-Series PBX System with Oracle Hospitality OPERA

This topic describes how to implement the integration of Oracle Hospitality OPERA on Yeastar P-Series PBX System.


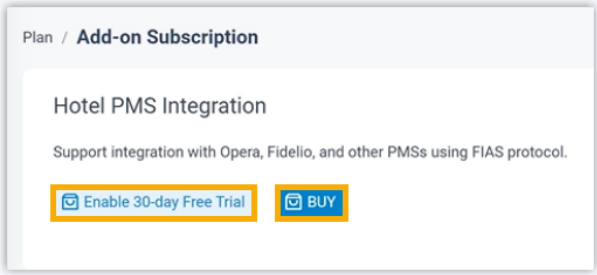

Before you begin



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	<ul style="list-style-type: none">• PBX Version: 37.18.0.102• PBX Add-on Subscription: Hotel PMS Integration <div> 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.</div> <div></div>
Oracle	<div> Note: We recommend that you contact your PMS provider to upgrade your Oracle environment to the version specified below or higher.</div>

Environment	Requirement
	<ul style="list-style-type: none"> • PMS Version: OPERA 5 (version 5.6) or OPERA Cloud • IFC8 Version: 8.15.0.0 • FIAS Version: 2.20.25

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.

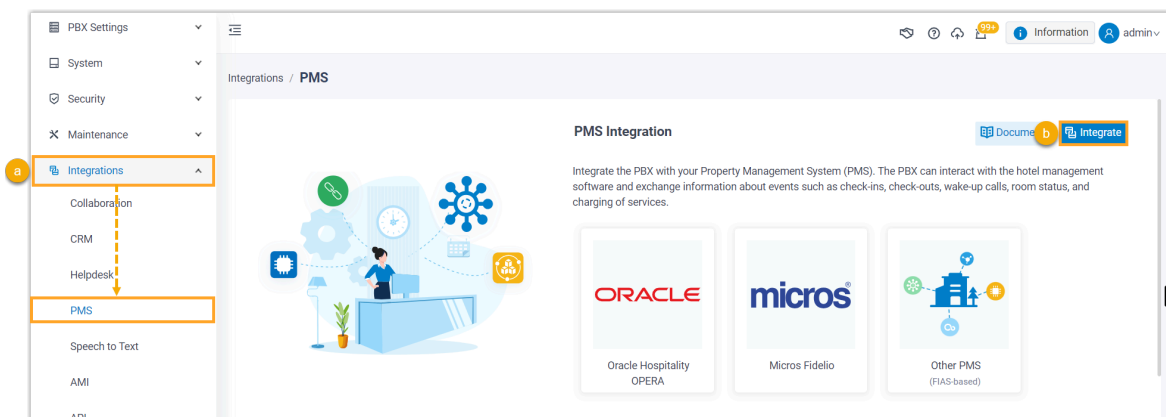
For more information, see [Create an Extension Group](#).

- 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 PMS Integration page.



- a. Log in to PBX web portal, go to **Integrations > PMS**.
- b. Click **Integrate** at the top-right corner.

2. Enable PMS integration, then enter the IP address / domain name and port of your OPERA PMS for integration.

**Note:**

The IP address / domain name and port are not available for users in OPERA PMS, so contact your PMS provider for the information.

- a. Turn on the switch of **PMS Integration**.
 - b. In the **PMS Address** and **Port** fields, enter the IP address / domain name and port of your OPERA PMS.
3. In the **Hotel Room Extension Group** section, select the extension group(s) of hotel room 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 OPERA 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 OPERA 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.

For wake-up call example, see [Wake-up Call](#).

Wake-up Call Service

* Ringing Timeout (s)

20

* Repeated Rings

0

* Ring Interval (min)

10

Voice Prompt

Demo_Test.wav

Setting	Description
Ringing Timeout (s)	Set the ringing timeout duration for wake-up calls (Unit: Second). <ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> • 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). <ul style="list-style-type: none"> • 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. <div> <div></div> <div> Note: Prompts in the drop-down list are synchronized from PBX Settings > Voice Prompt > Custom Prompt. </div> </div>



Setting	Description
	<div> <div>Wake-up Call Service</div> <div> <div>* Ringing Timeout (s)</div> <div>20</div> </div> <div> <div>* Ring Interval (min)</div> <div>10</div> </div> <div> <div>* Repeated Rings</div> <div>0</div> </div> <div> <div>Voice Prompt</div> <div> <div>Demo_Test.wav</div> <div>[Upload]</div> <div>Demo_Test.wav</div> <div>Morning_Call_Test.wav</div> </div> </div> </div>

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.

For call billing example, see [Call Billing](#).

Option	Description
Based on Destination and Total Cost	<p>Yeastar PBX calculates the cost of calls.</p> <p>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 OPERA PMS.</p> <div>  <p>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.</p> </div>
Based on Destination and Duration	<div>  <p>Note: OPERA Cloud doesn't support this billing type due to its own limitations.</p> </div> <p>OPERA PMS calculates the cost of calls.</p> <p>When a guest ends an outbound call, the PBX sends the Callee Number and Call Duration to OPERA</p>

Option	Description
	PMS, and OPERA 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.

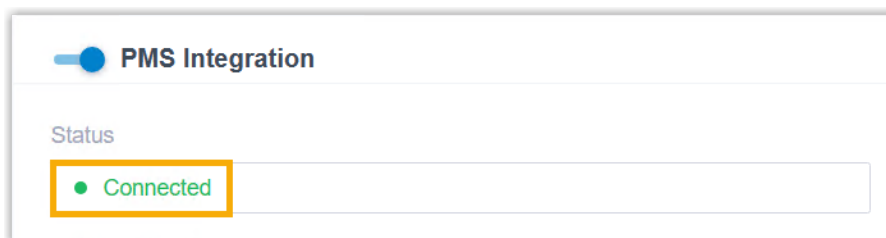
For minibar billing example, see [Minibar Billing](#).

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

6. Click **Save**.

Result

- The **Status** field displays **Connected**, which indicates that Yeastar P-Series PBX System is connected to OPERA PMS successfully.



- When the following events occur, the PBX can communicate with OPERA PMS to synchronize the changes:
 - [Check-in](#)
 - [Check-out](#)
 - [Room Move](#)
 - [Wake-up Call](#)
 - [Call Billing](#)
 - [Minibar Charge](#)
 - [Housekeeping](#)
 - [Do Not Disturb \(DND\)](#)

Yeastar-OPERA PMS Functionality


Check-in


This topic describes the synchronization of check-in between Oracle Hospitality OPERA and Yeastar P-Series PBX System.

Check-in sync with OPERA PMS

When the hotel receptionist performs check-in in OPERA PMS, Yeastar PBX automatically performs the following operations:

1. Reset the following records and configurations of the extension associated with the guest room.

Operation	Description
Reset Extension	<ul style="list-style-type: none">• Clear the following data:<ul style="list-style-type: none">◦ Email address◦ Mobile number◦ Job title◦ Personal contacts◦ Chat history◦ Voicemail message◦ Call recording◦ Call log◦ Video conference◦ Wake-up call• Reset extension presence to Available.• Reset extension outbound call permission to ALLOW outbound calls. <div> Note:<ul style="list-style-type: none">◦ Make sure that you have assigned outbound route permission to the room extension.◦ Guest can make and receive internal calls via the room extension. If you want to restrict the extension from internal calls, you can add a visibility rule to prevent the extension from viewing other extensions, as Yeastar PBX only allows internal calls with visible extensions.</div>

Operation	Description
	 <p>To add a visibility rule on PBX web portal, go to Extension and Trunk > Client Permission > Extension Visibility.</p>

2. Synchronize the guest name to the room extension.

The following table shows the mapping of guest name from OPERA PMS to Yeastar PBX:

Operation	Description	
Synchronize Guest Name	OPERA PMS	Yeastar PBX
	Name	Last Name
	First Name	First Name


Check-out

This topic describes the synchronization of check-out between Oracle Hospitality OPERA and Yeastar P-Series PBX System.

Check-out sync with OPERA PMS

When the hotel receptionist performs check-out in OPERA PMS, Yeastar PBX automatically resets the following records and configurations of the extension associated with the guest room.

Operation	Description
Reset Extension	<ul style="list-style-type: none"> • Clear the following data: <ul style="list-style-type: none"> ◦ First Name ◦ Email address ◦ Mobile number ◦ Job title ◦ Personal contacts ◦ Chat history ◦ Voicemail message ◦ Call recording ◦ Call log ◦ Video conference ◦ Wake-up call • Reset Last Name to extension number. • Reset extension presence to Available.

Operation	Description
	<ul style="list-style-type: none"> Reset extension outbound call permission to PROHIBIT outbound calls. <div>  Note: The extension can still be used for internal calls. If you want to restrict the extension from internal calls, you can add a visibility rule to prevent the extension from viewing other extensions, as Yeastar PBX only allows internal calls with visible extensions. To add a visibility rule on PBX web portal, go to Extension and Trunk > Client Permission > Extension Visibility. </div>

Room Move


This topic describes the synchronization of room move between Oracle Hospitality OPERA and Yeastar P-Series PBX System.

Room move sync with OPERA PMS


When the hotel receptionist performs room move in OPERA PMS, Yeastar PBX automatically performs the following operations:


1. Reset the following records and configurations of the extension associated with the PREVIOUS guest room.

Operation	Description
Reset Extension	<ul style="list-style-type: none"> Clear the following data: <ul style="list-style-type: none"> First Name Email address Mobile number Job title Personal contacts Chat history Voicemail message Call recording Call log Video conference Wake-up call Reset Last Name to extension number. Reset extension presence to Available.

Operation	Description
	<ul style="list-style-type: none"> Reset extension outbound call permission to PROHIBIT outbound calls. <div>  Note: The extension can still be used for internal calls. If you want to restrict the extension from internal calls, you can add a visibility rule to prevent the extension from viewing other extensions, as Yeastar PBX only allows internal calls with visible extensions. To add a visibility rule on PBX web portal, go to Extension and Trunk > Client Permission > Extension Visibility. </div>

2. Reset the following records and configurations of the extension associated with the NEW guest room, then synchronize the guest name.

Operation	Description
Reset Extension	<ul style="list-style-type: none"> Clear the following data: <ul style="list-style-type: none"> Email address Mobile number Job title Personal contacts Chat history Voicemail message Call recording Call log Video conference Wake-up call Reset extension presence to Available. Reset extension outbound call permission to ALLOW outbound calls. <div>  Note: <ul style="list-style-type: none"> Make sure that you have assigned outbound route permission to the room extension. Guest can make and receive internal calls via the room extension. If you want to restrict the extension from internal calls, you can add a visibility rule to prevent the extension from viewing other extensions, as Yeastar PBX only allows internal calls with visible extensions. </div>

Operation	Description
	 <p>To add a visibility rule on PBX web portal, go to Extension and Trunk > Client Permission > Extension Visibility.</p>

The following table shows the mapping of guest name from OPERA PMS to Yeastar PBX:

Operation	Description	
Synchronize Guest Name	OPERA PMS	Yeastar PBX
	Name	Last Name
	First Name	First Name

Wake-up Call

This topic describes the synchronization of wake-up calls between Oracle Hospitality OPERA and Yeastar P-Series PBX System.

Wake-up call sync with OPERA PMS


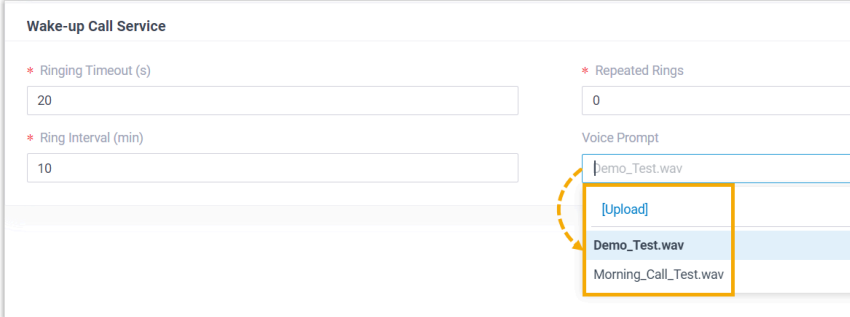
After integrating OPERA PMS and Yeastar PBX, the wake-up call service can be automated and enhanced using the wake-up call rules provided by Yeastar PBX.

When wake-up call service is set for guest rooms in OPERA PMS, the PBX synchronizes the alarm settings from PMS and automatically makes calls to the room phones at the specified time based on the wake-up call rule set on PBX.

To set wake-up call rule on PBX, do as follows:

1. Log in to PBX web portal, go to **Integrations > PMS**.
2. In the **Wake-up Call Service** section, set the rule of wake-up call.

Setting	Description
Ringing Timeout (s)	<p>Set the ringing timeout duration for wake-up calls (Unit: Second).</p> <ul style="list-style-type: none"> • Default Value: 20 • Permitted Value: 5 to 300
Repeated Rings	<p>Select the number of times you want to repeat the call if guests don't answer the wake-up call.</p> <ul style="list-style-type: none"> • Default Value: 0 (means ringing a room phone only once)

Setting	Description
	<ul style="list-style-type: none"> • Permitted Value: 1, 2, 3
Ring Interval (min)	Set the interval between each repeat (Unit: Minute). <ul style="list-style-type: none"> • 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. <div>  Note: Prompts in the drop-down list are synchronized from PBX Settings > Voice Prompt > Custom Prompt. </div> <div>  </div>

3. Click **Save**.

Call Billing

This topic describes the synchronization of call billing between Oracle Hospitality OPERA and Yeastar P-Series PBX System.

Call billing sync with OPERA PMS

After integrating OPERA PMS and Yeastar PBX, outbound calls made from the PBX can be synchronized and posted to guests' bills in PMS.

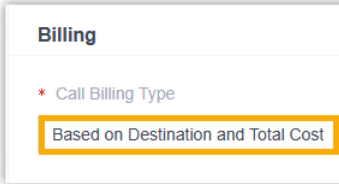
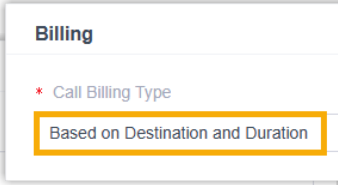
The integration provides two posting types:

- **Direct Charge (PTC):** The PBX calculates the call cost itself, then posts the cost to guests' bills in PMS.
- **Telephone Posting (PTT):** The PBX sends call duration and callee number to OPERA PMS, the PMS calculates the call cost itself.

**Note:**

OPERA Cloud doesn't support this posting type due to its own limitations.

To implement call billing sync with OPERA PMS, you need to complete the following settings according to your desired posting types:

Direct Charge (PTC)	Telephone Posting (PTT)
<p>Step 1. Set 'Call Billing Type' to 'Based on Destination and Total Cost' on Yeastar PBX</p> <ol style="list-style-type: none"> 1. On PBX web portal, go to Integrations > PMS. 2. Scroll down to Billing section, select Based on Destination and Total Cost from the drop-down list of Call Billing Type.  <p>3. Click Save.</p> <p>Step 2. Add call accounting rule(s) on Yeastar PBX</p> <p>Go to Reports and Recordings > Call Reports > Rate to add and configure a call accounting rule.</p> <div data-bbox="310 1528 688 1711"> <p>Note: For more information, see Add a Call Rate Rule.</p> </div> <p>Result</p> <p>When a guest ends an outbound call, the PBX calculates the</p>	<p>Step 1. Set 'Call Billing Type' to 'Based on Destination and Duration' on Yeastar PBX</p> <ol style="list-style-type: none"> 1. On PBX web portal, go to Integrations > PMS. 2. Scroll down to Billing section, select Based on Destination and Duration from the drop-down list of Call Billing Type.  <p>3. Click Save.</p> <p>Step 2. Add call accounting rule(s) on OPERA PMS</p> <p>Contact your PMS provider to set up call accounting rule(s).</p> <p>Result</p> <p>When a guest ends an outbound call, the PBX sends Callee Number and Call Duration to OPERA PMS, the PMS calculates the call cost based on its call accounting rule.</p>

Direct Charge (PTC)	Telephone Posting (PTT)
call cost based on the call accounting rule, then sends the Callee Number , Call Duration , and Total Cost to OPERA PMS.	

Minibar Charge

This topic describes the synchronization of minibar charge between Oracle Hospitality OPERA and Yeastar P-Series PBX System.

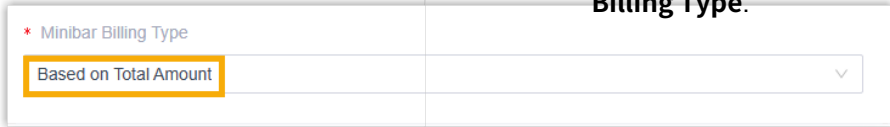
Minibar charge sync with OPERA PMS

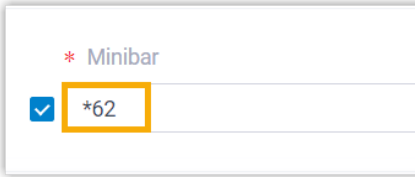
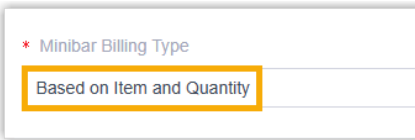
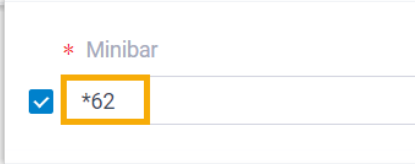
After integrating OPERA PMS and Yeastar PBX, hotel staffs can post minibar charges to guests' bills in PMS by dialing specific feature codes directly from the room phone.

The integration provides two posting types:

- **Direct Charge (PTC):** Hotel staffs calculate and post the minibar charge to guests' bills in PMS.
- **Minibar Charge (PTM):** Hotel staffs send the item consumed and its quantity to OPERA PMS. The PMS will calculate the minibar charge itself and post the charge to guests' bills.

To implement minibar charge sync with OPERA PMS, you need to complete the followings on PBX web portal according to your desired posting types:

Direct Charge (PTC)	Minibar Charge (PTM)
<p>Step 1. Set 'Minibar Billing Type' to 'Based on Total Amount'</p> <ol style="list-style-type: none"> 1. On PBX web portal, go to Integrations > PMS. 2. In the Billing section, select Based on Total Amount from the drop-down list of Minibar Billing Type. 	<p>Step 1. Set 'Minibar Billing Type' to 'Based on Item and Quantity'</p> <ol style="list-style-type: none"> 1. On PBX web portal, go to Integrations > PMS. 2. In the Billing section, select Based on Item and Quantity from the drop-down list of Minibar Billing Type.

Direct Charge (PTC)	Minibar Charge (PTM)
<p>3. Click Save.</p> <p>Step 2. Check Minibar feature code</p> <ol style="list-style-type: none"> 1. On PBX web portal, go to Call Features > Feature Code > PMS Integration > Minibar. 2. Note down the default code *62 or change it as needed.  <p>Result</p> <p>Hotel staffs can dial <code>{minibar_feature_code}{total_amount}</code> (e.g. *62150) on room phone, the PBX will post the total minibar charge to the guest's bill in PMS.</p>	<p>3. Click Save.</p> <p>Step 2. Check Minibar feature code</p> <ol style="list-style-type: none"> 1. On PBX web portal, go to Call Features > Feature Code > PMS Integration > Minibar. 2. Note down the default code *62 or change it as needed.   <p>Result</p> <p>Hotel staffs can dial <code>{minibar_feature_code}*{item_code}*{quantity}</code> (e.g. *62*1045*2) on room phone, the PBX will send the item code and its quantity to OPERA PMS. The PMS will calculate the minibar charge itself and adds the charge to the guest's bill.</p>

Related information

[Examples of Yeastar-OPERA PMS Functionality](#)


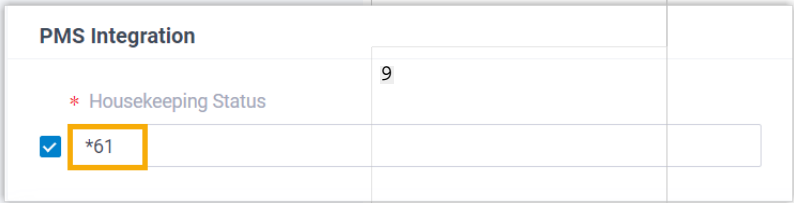
Housekeeping

This topic describes the synchronization of housekeeping status between Oracle Hospitality OPERA and Yeastar P-Series PBX System.

Housekeeping sync with OPERA PMS

After integrating OPERA PMS and Yeastar PBX, hotel staffs can update the housekeeping status of guest rooms by dialing `{housekeeping_status_code}{maid_status_code}` directly from the room phone, the change of housekeeping status will be synchronized to OPERA PMS.

The following table describes the status codes in detail:

Housekeeping Status Code (Specified by Yeastar PBX)		Maid Status Code (Specified by FIAS Protocol)	
Code	Description	Code	Description
*61	<p>The call prefix indicates that the call is to update housekeeping status.</p> <div>  Note: You can change the default code on Call Features > Feature Code > PMS Integration > Housekeeping Status. </div> <div>  </div>	1	Dirty/Vacant
		2	Dirty/Occupied
		3	Clean/Vacant
		4	Clean/Occupied
		5	Inspected/Vacant
		6	Inspected/Occupied
		7	Custom maid status.
		9	

Do Not Disturb (DND)

This topic describes the synchronization of Do Not Disturb (DND) status between Oracle Hospitality OPERA and Yeastar P-Series PBX System.

DND sync with OPERA PMS

When the DND status of a guest room is updated in OPERA PMS, the PBX updates the presence of the associated extension accordingly.

The following table shows the mapping between the DND status of OPERA PMS and the extension presence of Yeastar PBX:

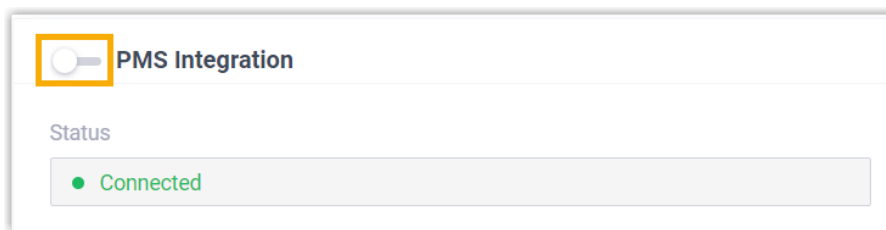
OPERA PMS (Room Status)	Yeastar PBX (Extension Presence)
ON - Do Not Disturb ON	Do Not Disturb
OFF - Do Not Disturb OFF	Available

Disable Oracle Hospitality OPERA Integration

If you want to pause the integration with Oracle Hospitality OPERA, you can disable the integration on Yeastar P-Series PBX System.

Procedure

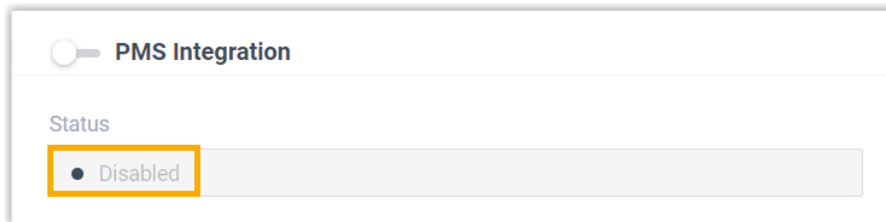
1. Log in to PBX web portal, go to **Integrations > PMS**.
2. Turn off the **PMS Integration** switch on the top.



3. Click **Save**.

Result

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



When specific events (such as check-in) occur, the PBX will NOT synchronize with OPERA PMS.

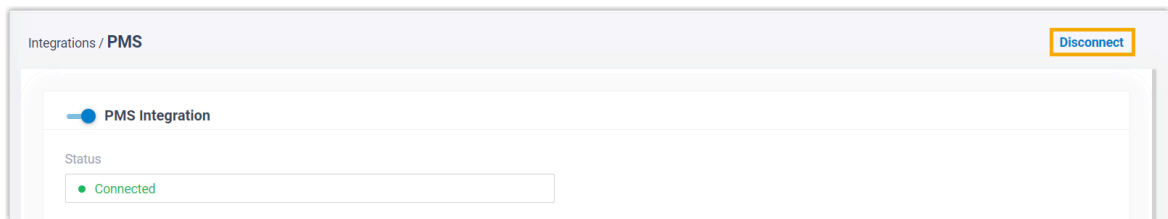
- The integration configurations are retained, and can be used directly the next time the integration is enabled again.

Disconnect Oracle Hospitality OPERA Integration

If you want to integrate Yeastar P-Series PBX System 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 Oracle Hospitality OPERA integration is disconnected.
- All the PMS integration settings are cleared.