

# Hotel Management Guide

Yeostar P-Series Cloud Edition

Version: 84.18.0.18

Date: 2025-01-14



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# Hotel Management Overview

Yeastar P-Series Cloud Edition comes with a built-in hotel module, enabling hotels to deliver communication services and manage business operations seamlessly from a single platform.

## Yeastar's hospitality-focused solutions

Yeastar offers a comprehensive suite of hospitality solutions tailored to hotels of different sizes, empowering hotels to streamline service delivery and enhance guest experience.

Yeastar P-Series Cloud Edition supports the following solutions:

### Built-in Hotel Management module

The hotel management module enables hotels to deliver hospitality features together with a rich set of telephony features on a single platform, eliminating the need to switch between different systems. Leveraging the robust service panels from Linkus Desktop/Web Client, guest check-ins/outs, rooms assignments, wake-up calls, etc. can be completed with just a few clicks.

### Custom integration using Open API

Custom integration with current hotel management system via PBX's inbuilt open APIs.

For more information, see [Hotel APIs](#).

## Requirements

### PBX

Item	Requirement
Subscription	Enterprise Plan or Ultimate Plan
Version	84.18.0.18 or later

### Linkus Desktop Client

The version of Linkus Desktop Client is 1.9.3 or later.

## Key takeaways

Below are the key takeaways to help you get started with hotel management module.

## Hotel Manager

1. Plan numbering and complete the setup.
  - **Service number(s) for hotel service** (such as 24-hour front desk, laundry service, restaurant, etc.): All guests can call service number(s) from their room phones, regardless of check-in status.  
To create service number, see [Extension Overview](#).
  - **Emergency number for emergency calling**: All guests can call emergency number from their room phones, regardless of check-in status.  
To add emergency number, see [Emergency Calling Overview](#).
  - **Extension numbers for room phones**: Extension number needs to be registered on the room phone, so that guests can make calls.  
To create extension number, see [Extension Overview](#).
  - **Wake-up number for alarms**: All guests can call this number to query, add, or delete their own wake-up calls from room phone.  
The number is available to set when you enable and set up hotel service on PBX.
2. [Set up Hotel Service on Yeastar P-Series Cloud Edition](#).
3. Enable co-management for the hotel service.
  - [Grant hotel management permission](#) to enable co-management of the hotel service.
  - [Grant call management permission](#) to enable staffs to manage guest calls.
  - [Grant guest room management permission](#) to enable staffs to assist in room operations such as check-ins/outs, room assignments, wake-up calls, etc.
4. Set up hotel calling and tracking.
  - [Grant room-to-room and outbound call permission](#) to guests.
  - [Set up call rate](#) to bill guests for outbound calls.
  - [Schedule call reports](#) to track call activities

## Front Desk

Front desk can efficiently manage day-to-day hotel operations from the robust service panels on Linkus Desktop/Web Client.

The supported operations are listed below:



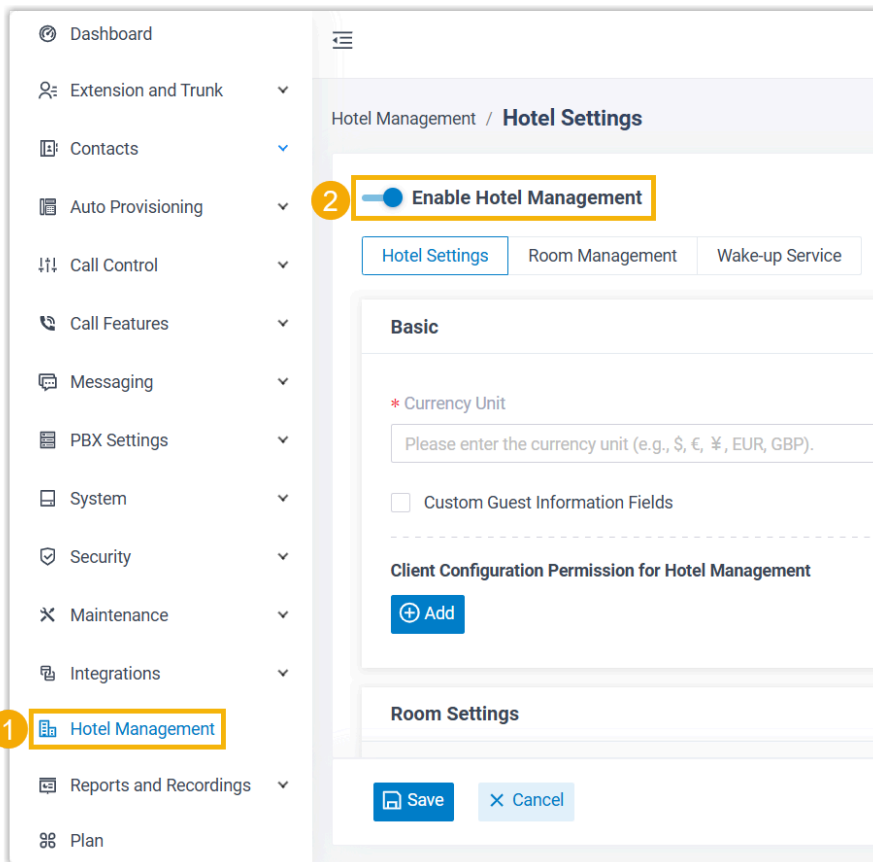
- [Check in](#)
- [Move Rooms](#)
- [Set Do Not Disturb \(DND\)](#)
- [Change Room Status](#)
- Schedule and manage wake-up calls
  - [Schedule Wake-up Calls](#)
  - [Query Scheduled Wake-up Calls](#)
  - [Update Scheduled Wake-up Calls](#)
  - [Delete Scheduled Wake-up Calls](#)
  - [Check Wake-up Call Logs](#)
- [Check out](#)
- [Manage Guest Calls](#)
- [View and Manage Guest Stay History](#)
- [Check Guest Bills and Invoices](#)

# Hotel Manager

## Set up Hotel Service on Yeastar P-Series Cloud Edition

This topic describes how to enable and set up hotel service on Yeastar P-Series Cloud Edition.

### Step 1. Enable hotel service



1. Log in to PBX web portal, go to **Hotel Management**.
2. Turn on the switch **Enable Hotel Management**.

## Step 2. Configure basic hotel settings


Go to **Hotel Settings** tab to configure currency preference, guest information fields, staff privilege for room operations, guest room policy, and hotel information.

### Currency Preference

Currency Unit is required and will be used in all billing and invoicing transactions.

You need to enter currency unit in the **Currency Unit** field.

Refer to the following table to see how the currency unit setting on PBX is presented on the guest bill.

Setting	Effect												
<div style="border: 1px solid #ccc; padding: 5px;"> <div style="display: flex; justify-content: space-between; border-bottom: 1px solid #ccc; margin-bottom: 5px;"> <span>Hotel Settings</span> <span>Room Management</span> <span>Wake</span> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p><b>Basic</b></p> <p>* Currency Unit</p> <div style="border: 2px solid orange; padding: 2px; display: inline-block;">\$</div> </div> </div>	<div style="border: 1px solid #ccc; padding: 5px;"> <div style="display: flex; justify-content: space-between; align-items: center; border-bottom: 1px solid #ccc; margin-bottom: 5px;"> <div style="text-align: center;">  </div> <div style="text-align: right; font-size: small;">                     Emerald Horizon                      256 Oceanview Boulevard, Serenity Bay, FL 3245                      Phone: +1-555-867-5309 Email: info@emeraldhorizo                 </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div> <p>Guest Name: Smith James</p> <p>Invoice Number: 2024121917150001</p> </div> <div> <p>Bill Generation Time: 12/19/2024 17:27:47</p> <p>Payment: <span style="border: 1px solid orange; padding: 2px;">Total Costs: \$220.00</span></p> </div> </div> <hr/> <p>Room Name: Room1001 ( Single Room )</p> <p>Check-In Time: 12/19/2024 11:43:49      Check-Out Time: 12/19/2024 17:15:39</p> <p>Other Charges</p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: small;"> <thead> <tr> <th style="width: 80%;">Charge Item</th> <th style="width: 10%;">Date</th> <th style="width: 10%;">Amount</th> </tr> </thead> <tbody> <tr> <td>Single Room (2 Nights)</td> <td>12/19/2024</td> <td style="text-align: right;">2</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Sum(\$)</b></td> <td style="text-align: right;"><b>220</b></td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Costs(\$)</b></td> <td style="text-align: right;"><b>220</b></td> </tr> </tbody> </table> <p style="text-align: right; margin-top: 10px;">Signature _____</p> </div>	Charge Item	Date	Amount	Single Room (2 Nights)	12/19/2024	2	<b>Sum(\$)</b>		<b>220</b>	<b>Total Costs(\$)</b>		<b>220</b>
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<b>Sum(\$)</b>		<b>220</b>											
<b>Total Costs(\$)</b>		<b>220</b>											

### Guest Information Field

Guest Information Field is used to collect additional information from guests during check-in.

By default, the following basic information can be collected when a guest checks into your hotel:

Category	Item
<b>Guest Information</b>	<ul style="list-style-type: none"> <li>• First Name</li> <li>• Last Name</li> <li>• Certificate ID</li> <li>• Mobile Number</li> <li>• Email Address</li> </ul>
<b>Guest Address</b>	<ul style="list-style-type: none"> <li>• Zip Code</li> <li>• Street</li> <li>• City</li> <li>• State</li> <li>• Country</li> </ul>

If you want to collect more guest information, enable **Custom Guest Information Fields**, then click **Add** to add the desired fields.



**Note:**

A maximum of 10 custom fields are supported.

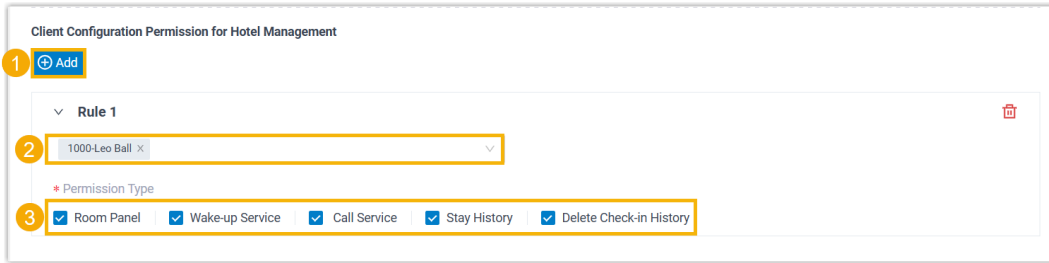
Refer to the following table to see how the guest information field settings are reflected in the check-in form.

Setting	Effect
<p><b>Basic</b></p> <p>Currency Unit \$</p> <p><input checked="" type="checkbox"/> Custom Guest Information Fields</p> <p>Field Name</p> <p>Purpose of Visit</p> <p>Payment Method</p> <p><a href="#">+ Add</a></p>	<p>Hotel Management / Room Panel / Check In</p> <p><b>Guest Information</b></p> <p>First Name Last Name</p> <p>Language Follow System Prompt Language</p> <p>Gender Male</p> <p>Certificate Type ID Card</p> <p>Certificate ID</p> <p>Mobile Email Address</p> <p>Purpose of Visit Payment Method</p> <p>Remark</p>

### Staff Privilege for Room Operation

Client Configuration Permission for Hotel Management enables you to grant specific room operation privileges to staff members (e.g. front desk). The authorized staff member(s) will be able to perform these operations on their Linkus Desktop/Web Client.

You can click **Add** to add permission rule(s).

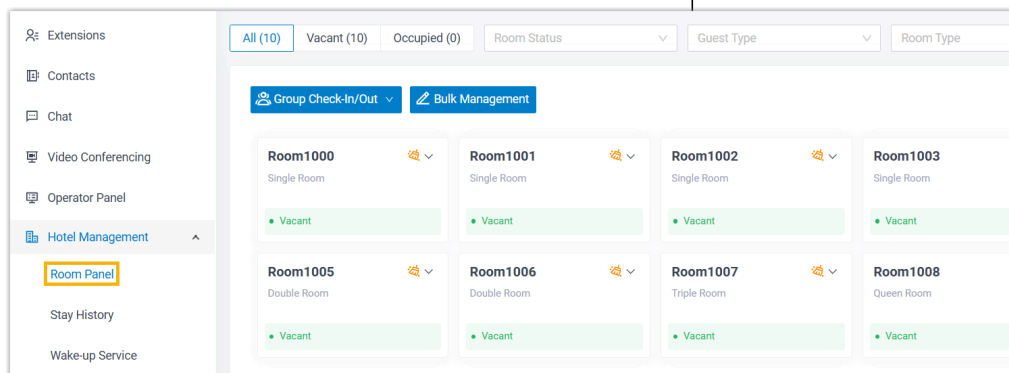


**Note:**

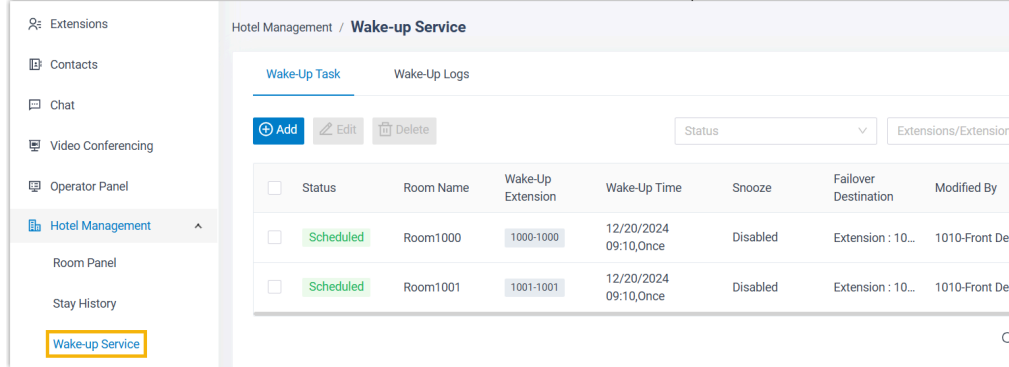
- A maximum of 10 permission rules are supported.
- This doesn't grant the management permission of hotel service to staff member. To achieve this, you can assign the **Hotel Manager** role to the desired member. For more information, see [Grant Hotel Management Permission](#).

Refer to the following table to see how the authorized staff members can access and perform operations on Linkus Desktop/Web Client based on their assigned privileges.

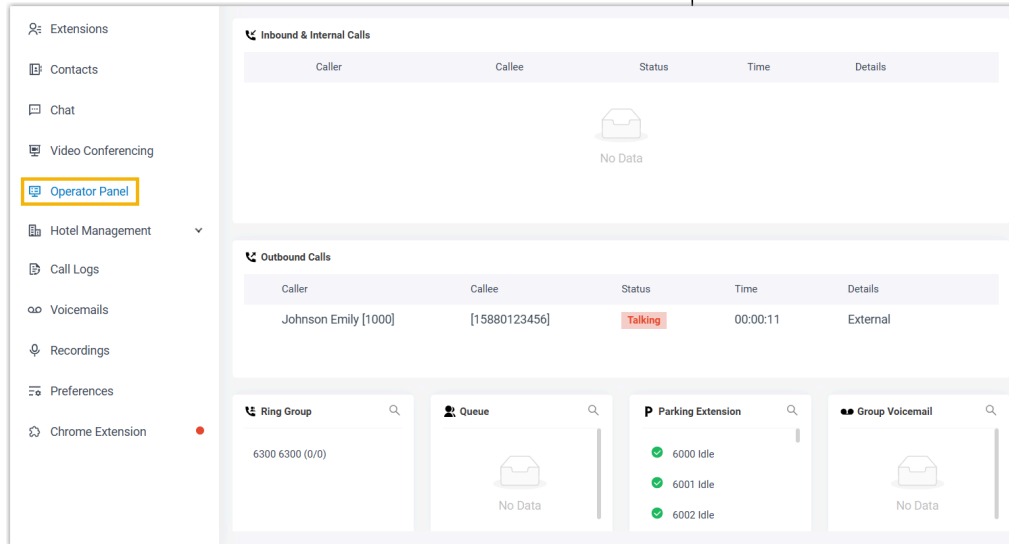
Permission	Description
<b>Room Panel</b>	The authorized staff member can access <b>Room Panel</b> on Linkus Desktop/Web Client (Path: <b>Hotel Management &gt; Room Panel</b> ) to perform operations such as check-in, move rooms, set Do Not Disturb (DND), change room status, add wake-up calls, check out, etc.
<b>Wake-up Service</b>	The authorized staff member can access <b>Wake-up Service</b> (Path: <b>Hotel Management &gt; Wake-up Service</b> )



Permission	Description
	<p>on Linkus Desktop/Web Client to perform operations such as schedule wake-up tasks and review the wake-up log.</p>

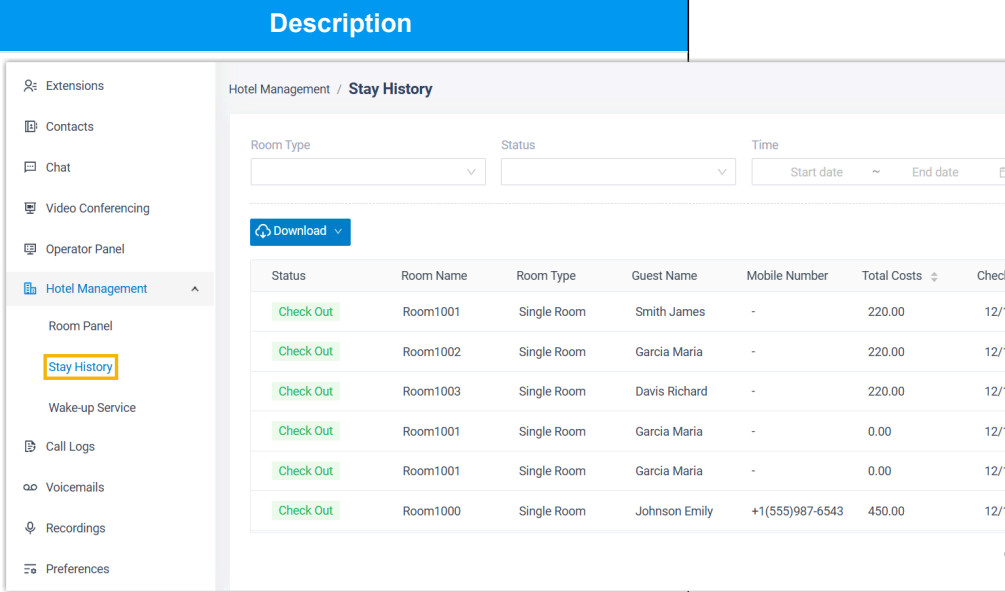
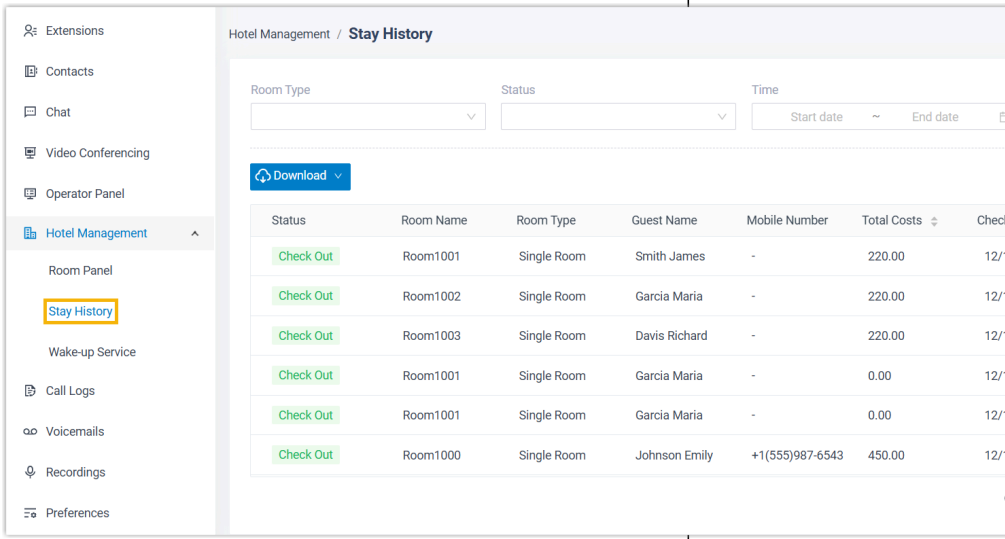


<p><b>Call Service</b></p>	<p>The authorized staff member can manage guest calls from Operator Panel on Linkus Desktop/Web Client.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p><b>Tip:</b> Refer to <a href="#">Call Management Permission</a> to learn more.</p> </div>
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<p><b>Stay History</b></p>	<p>The authorized staff member can access <b>Stay History</b> on Linkus Desktop/Web Client (Path: <b>Hotel Management &gt; Stay History</b>) to review guest stay history.</p>
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Permission	Description																																																	
	 <p>The screenshot shows the 'Stay History' page in the Hotel Management system. On the left is a navigation menu with 'Stay History' highlighted. The main area displays a table of check-out records with columns for Status, Room Name, Room Type, Guest Name, Mobile Number, Total Costs, and Check Out Date. A 'Download' button is visible above the table.</p> <table border="1"> <thead> <tr> <th>Status</th> <th>Room Name</th> <th>Room Type</th> <th>Guest Name</th> <th>Mobile Number</th> <th>Total Costs</th> <th>Check Out</th> </tr> </thead> <tbody> <tr> <td>Check Out</td> <td>Room1001</td> <td>Single Room</td> <td>Smith James</td> <td>-</td> <td>220.00</td> <td>12/</td> </tr> <tr> <td>Check Out</td> <td>Room1002</td> <td>Single Room</td> <td>Garcia Maria</td> <td>-</td> <td>220.00</td> <td>12/</td> </tr> <tr> <td>Check Out</td> <td>Room1003</td> <td>Single Room</td> <td>Davis Richard</td> <td>-</td> <td>220.00</td> <td>12/</td> </tr> <tr> <td>Check Out</td> <td>Room1001</td> <td>Single Room</td> <td>Garcia Maria</td> <td>-</td> <td>0.00</td> <td>12/</td> </tr> <tr> <td>Check Out</td> <td>Room1001</td> <td>Single Room</td> <td>Garcia Maria</td> <td>-</td> <td>0.00</td> <td>12/</td> </tr> <tr> <td>Check Out</td> <td>Room1000</td> <td>Single Room</td> <td>Johnson Emily</td> <td>+1(555)987-6543</td> <td>450.00</td> <td>12/</td> </tr> </tbody> </table>	Status	Room Name	Room Type	Guest Name	Mobile Number	Total Costs	Check Out	Check Out	Room1001	Single Room	Smith James	-	220.00	12/	Check Out	Room1002	Single Room	Garcia Maria	-	220.00	12/	Check Out	Room1003	Single Room	Davis Richard	-	220.00	12/	Check Out	Room1001	Single Room	Garcia Maria	-	0.00	12/	Check Out	Room1001	Single Room	Garcia Maria	-	0.00	12/	Check Out	Room1000	Single Room	Johnson Emily	+1(555)987-6543	450.00	12/
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Check Out	Room1000	Single Room	Johnson Emily	+1(555)987-6543	450.00	12/																																												
<b>Delete Check-in History</b>	<p>The authorized staff member can access <b>Stay History</b> on Linkus Desktop/Web Client (Path: <b>Hotel Management &gt; Stay History</b>) to delete guest stay history.</p> 																																																	

### Guest Room Policy

Guest Room Policy is required, where you need to configure the general settings for guest rooms.

### Room Settings

**\* Default Check-out Time**

**Service Number**

1001-Front Desk x
v

Use Room Name as Caller ID Name

**Configure Guest Rooms Call Rules**

Deny Calls Between Guest Rooms

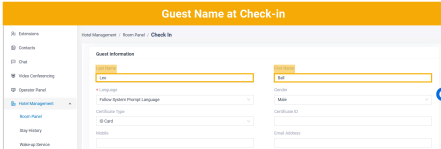
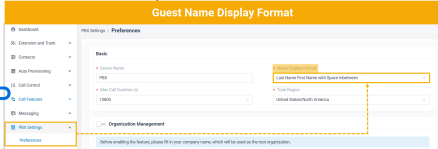
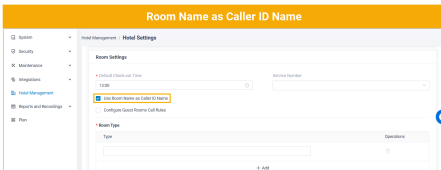
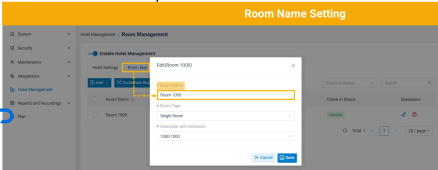
Only Allow Internal Calls between the Group Guests


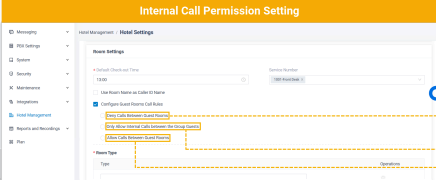
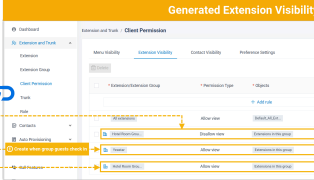

Allow Calls Between Guest Rooms


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**\* Room Type**

Type	Operations
Single Room	<span style="font-size: 0.8em;">🗑️</span>

Setting	Description
<b>Default Check-out Time</b>	Set the default check-out time.
<b>Service Number</b>	<p>Service Number is the extension number assigned to hotel services, such as 24-hour front desk, laundry service, restaurant, etc. All guests can call this number from their room phones, regardless of check-in status.</p> <p>Select one or more service numbers from the drop-down list to allow guests to call.</p>
<b>Use Room Name as Caller ID Name</b>	<p>By default, when guests make internal calls from a room phone, the guest name registered at check-in is displayed as the Caller ID name, according to the name display format set in <b>PBX Settings &gt; Preferences &gt; Basic &gt; Name Display Format</b>.</p> <div style="display: flex; justify-content: space-around; margin: 10px 0;">   </div> <p>To display the room name (as configured in <b>Hotel Management &gt; Room Management &gt; Room Name</b>) as the Caller ID name, enable the option <b>Use Room Name as Caller ID Name</b>.</p> <div style="display: flex; justify-content: space-around; margin: 10px 0;">   </div>

Setting	Description
<p><b>Configure Guest Rooms Call Rules</b></p>	<p>By default, guests are NOT allowed to make internal calls between rooms. You can configure internal call permission for guest rooms as needed.</p> <div data-bbox="699 394 1299 1388" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>For Yeastar PBX, internal call permission is associated with extension visibility. After you configure the internal call permission, PBX will create the corresponding extension visibility rules on <b>Extension and Trunk &gt; Client Permission &gt; Extension Visibility</b>.</li> </ul> <div style="display: flex; justify-content: space-around; margin: 10px 0;">   </div> <ul style="list-style-type: none"> <li>If <b>Organization Management</b> (Path: <b>PBX Settings &gt; Preferences</b>) is enabled on Yeastar PBX, this feature is <b>DISABLED</b> by default. To configure internal call permission, see <a href="#">Enable internal call permission (Department-based structure)</a>.</li> </ul> </div> <ul style="list-style-type: none"> <li><b>Deny Calls Between Guest Rooms</b></li> <li><b>Only Allow Internal Calls between the Group Guests</b></li> <li><b>Allow Calls Between Guest Rooms</b></li> </ul> <div data-bbox="699 1619 1299 1881" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p> <b>Note:</b></p> <p>When internal calls are enabled on room phones, only guests in checked-in rooms can make calls. Otherwise, only the <a href="#">emergency number</a>, <a href="#">service number</a>, and <a href="#">housekeeping feature code</a> can be dialed.</p> </div>

Setting	Description
<b>Room Type</b>	<p>Set room types.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;">  <b>Note:</b> A maximum of 10 room types are supported.                 </div>


## Hotel Information

Hotel Information will be used in all billing and invoicing transactions.

You can fill in the hotel information in the **Billing Information** section.

**Billing Information**

**Logo**

 Upload Logo  
Drag and drop the image or click to upload. Supported file format: PNG, JPG, JPEG. PNG is recommended. Suggested Resolution: 150x150. File size: less than 500KB.


**Hotel Name**

**Hotel Address**

**Contact Information**

**Remark**

**Bill Preview**



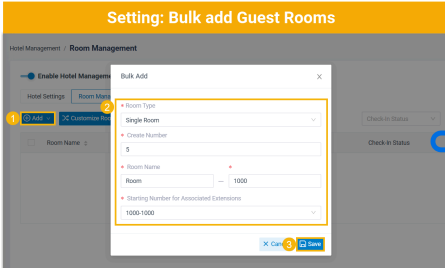
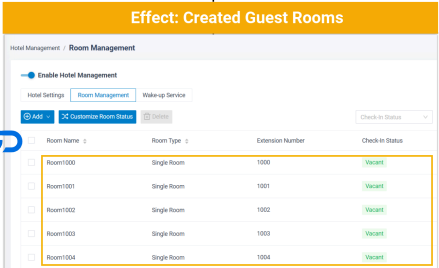
Emerald Horizon Resort  
 256 Oceanview Boulevard, Serenity Bay, FL 32456, USA  
 Phone: +1-555-867-5309 Email: info@emeraldhorizon.com


## Step 3. Set up guest room

Go to **Room Management** tab to set room status and add guest rooms.

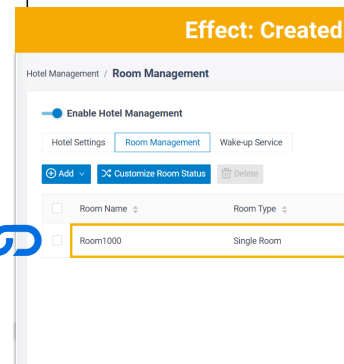
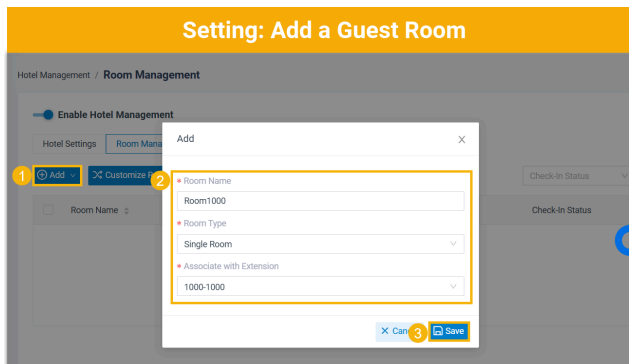
### Add Guest Room

Add guest rooms in bulk or one by one as needed.

Scenario	Instruction	
Add guest rooms in bulk	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p style="background-color: #FFC000; padding: 2px; text-align: center;"><b>Setting: Bulk add Guest Rooms</b></p>  </div> <p>1. Click <b>Add &gt; Bulk Add</b>.</p>	<div style="border: 1px solid #ccc; padding: 5px;"> <p style="background-color: #FFC000; padding: 2px; text-align: center;"><b>Effect: Created Guest Rooms</b></p>  </div>

Scenario	Instruction
	<p>2. In the pop-up window, configure the following settings:</p> <ul style="list-style-type: none"> <li>• <b>Room Type:</b> Select a room type.</li> <li>• <b>Create Number:</b> Set the number of guest rooms that you want to create.</li> </ul> <div style="border: 1px solid #0070C0; padding: 5px; margin: 10px 0;"> <p> <b>Note:</b> Enter a value between 1 and 99.</p> </div> <ul style="list-style-type: none"> <li>• <b>Room Name:</b> Set a prefix and a suffix for the room name.                     <ul style="list-style-type: none"> <li>◦ <b>Prefix:</b> Any letter or number.</li> <li>◦ <b>Suffix:</b> A number between 0 and 9999.</li> </ul> <p>For example, set prefix as "Room" and suffix as "1000", the room name will be Room1000.</p> </li> <li>• <b>Starting Number for Associated Extensions:</b> Select an extension from the drop-down list. PBX will automatically assign available extension numbers to the created guest rooms, starting from the number you specify here.</li> </ul> <p>3. Click <b>Save</b>.</p>

Add guest rooms one by one



1. Click **Add > Add**.
2. In the pop-up window, configure the following settings:
  - **Room Name:** Set the room name.
  - **Room Type:** Select a room type.
  - **Associate with Extension:** Select an extension from the drop-down list to associate with the guest room.

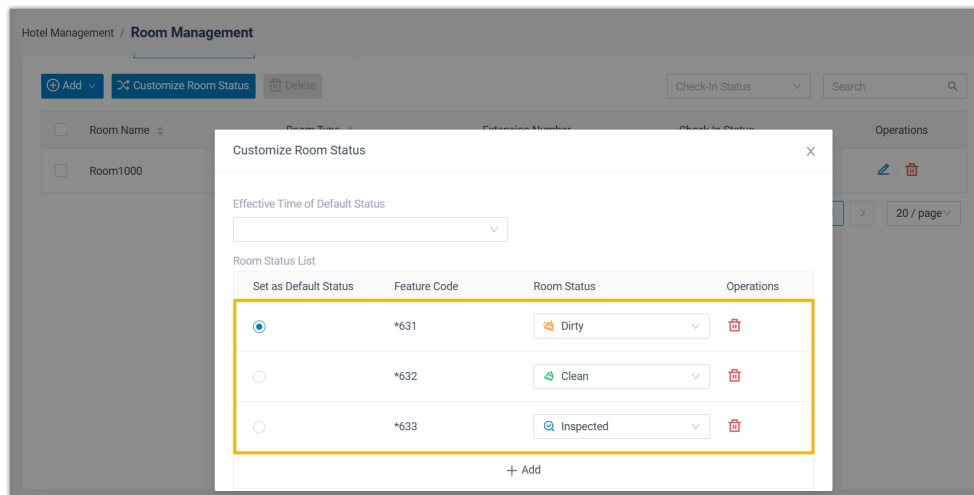
Scenario	Instruction
	3. Click <b>Save</b> .

## Set Room Status

Yeastar provides 6 built-in room status - **Dirty**, **Clean**, **Inspected**, **Repairing**, **Available**, and **Unavailable**, along with feature codes to facilitate house-keeping management. You can also customize desired room status as needed, as shown below.

### 1. Click **Customize Room Status**.

The default 3 room status rules are displayed on the list.



### 2. Add room status.



Customize Room Status

Effective Time of Default Status

Room Status List

Set as Default Status	Feature Code	Operations
<input checked="" type="radio"/>	*631	
<input type="radio"/>	*632	
<input type="radio"/>	*633	
<input type="radio"/>	*634	

+ Add

Cancel Save

a. Click **Add**.

A feature code is automatically generated for the room status, allowing housekeepers to dial the code from room phone to change room status.



**Note:**

The feature code consists of a default room status code (\*63) followed by a sequential number. To use a different room status code, go to **Call Features > Feature Code > Hotel Management > Room Status** to change it.

Dashboard

Call Features / Feature Code

Time Condition Switching Prefix

Switch Time Condition Permission

\*6

BLF Light Color of Switching Global Business Hours Status

Show Red when in business hours/destination and Green when outside busi...

Hotel Management

Room Status

\*63

b. In the **Room Status** drop-down list, select an existing status or click **Create New** to create a room status.

**Note:**

A maximum of 26 room statuses are supported, including 6 built-in statuses and 20 custom statuses.

- Set the default room status and specify the scenario for resetting room status to default.

Customize Room Status
✕

Effective Time of Default Status

b▼

Room Status List

Set as Default Status	Feature Code	Room Status	Operations
<div style="display: flex; align-items: center;"> <span style="margin-right: 5px;">a</span> <input checked="" type="radio"/> </div>	*631	<div style="display: flex; align-items: center;"> <span style="margin-right: 5px;"></span> <div style="border: 1px solid #ccc; padding: 2px; flex-grow: 1;">Dirty</div> <span style="font-size: 0.8em;">▼</span> </div>	
<input type="radio"/>	*632	<div style="display: flex; align-items: center;"> <span style="margin-right: 5px;"></span> <div style="border: 1px solid #ccc; padding: 2px; flex-grow: 1;">Clean</div> <span style="font-size: 0.8em;">▼</span> </div>	
<input type="radio"/>	*633	<div style="display: flex; align-items: center;"> <span style="margin-right: 5px;"></span> <div style="border: 1px solid #ccc; padding: 2px; flex-grow: 1;">Inspected</div> <span style="font-size: 0.8em;">▼</span> </div>	
+ Add			

✕ Can
c
Save

- In the **Set as Default Status** column, select the default room status.
- Optional:** In the **Effective Time of Default Status** drop-down list, select another scenario where room status will be reset.
  - **At Check-In:** Reset room status to the default when guests check in.
  - **Automatically Reset Every X Days:** Periodically reset room status to the default.  
  
If you choose this option, select the interval (in days) from the drop-down list.
- Click **Save**.

## Step 4. Set up wake-up service

Go to **Wake-up Service** tab to configure wake-up number and wake-up rules.

## Wake-up Number

Wake-up Number is an internal number that guests can call to set wake-up calls.

You can use the default wake-up number, or enter a desired number in the **Wake-Up Number** field.



### Note:

- You can enter any number, as long as it doesn't conflict with existing numbers in the PBX.
- Once you save the number, it can NOT be changed.

The screenshot shows the 'Wake-up Service' configuration page in the Hotel Management system. At the top, it says 'Hotel Management / Wake-up Service'. Below this, there is a toggle switch for 'Enable Hotel Management' which is currently turned on. There are three tabs: 'Hotel Settings', 'Room Management', and 'Wake-up Service', with the latter being the active tab. Under the 'Basic' section, there is a field labeled '\* Wake-Up Number' with a red asterisk indicating it is required. The field contains the number '6201' and is highlighted with a yellow border.

## Wake-Up Rule

Customize the rule for wake-up calls.

### Wake-Up Rule

**\* Ring Timeout (s)**

**\* Snooze**

**\* Voice Prompt**

**\* Failover Destination**

Setting	Description
Ring Timeout (s)	<p>Set the time for a wake-up call to ring before it times out (<b>Unit: Second</b>).</p> <p><b>Valid value:</b> 5-300</p>
Snooze	<p>Set the number of times to repeat the call if guests don't answer the wake-up call, and the interval between each repeat.</p>
Voice Prompt	<p>Select the voice prompt to be played when guests answer wake-up calls.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b> Prompts in the drop-down list are synchronized from <b>PBX Settings &gt; Voice Prompt &gt; Custom Prompt</b>.</p> </div>
Failover Destination	<p>Set the failover destination in case guests don't answer the wake-up call.</p> <ul style="list-style-type: none"> <li>• <b>Hang Up</b></li> <li>• <b>Extension</b></li> <li>• <b>Ring Group</b></li> </ul>

## Result

- Hotel service is set up on Yeastar P-Series Cloud Edition.
- An extension group **Hotel Room Group** is created, and all extensions assigned to guest rooms are automatically added to the group for centralized call management.



## Call Management

### Grant Call Permission to Guest Rooms

By default, guests can call the service number and emergency number, while room-to-room and outbound calls are disabled. This topic describes how to grant internal and external call permission to guest rooms.

#### Enable internal calls between guest rooms

For Yeastar PBX, internal call permission is associated with extension visibility rules. To put it simply, guests can make calls between rooms only if their room extensions are allowed to view the called extension. By default, there are no rules to allow room-to-room calls.

To enable internal calls between guest rooms, you can proceed from the **Extension Visibility** or the **Hotel Management** configuration page. The available way depends on how your company's structure is organized - whether it is group-based or department-based.

#### Enable internal call permission (Group-based structure)


1. Log in to PBX web portal, go to **Hotel Management**.
2. Under **Hotel Settings** tab, scroll down to the **Room Settings** tab.
3. Set up the call rule.

- a. Select the checkbox of **Configure Guest Rooms Call Rules**.
- b. Select the desired call rule.
- c. Click **Save**.

The corresponding visibility rule will be created in **Extension and Trunk > Client Permission > Extension Visibility**.

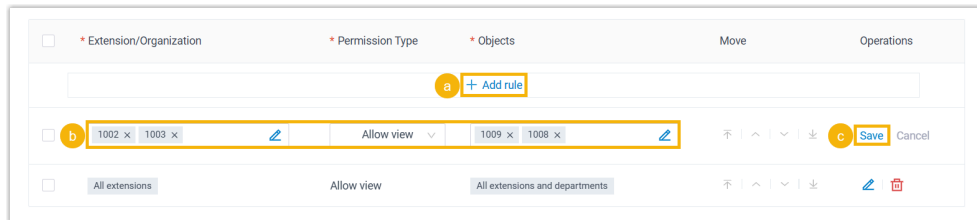
Internal Call Permission Setting	Generated Extension Visibility Rule
<p>Deny Calls Between Guest Rooms</p>	<p><b>Hotel Room Group Disallow view</b> Extensions in this group</p>
<p>Only Allow Internal Calls between the Group Guests</p>	<p><b>{tour_group} Allow view</b> Extensions in this group</p>
<p> <b>Note:</b> If you select this option, whenever a tour group checks</p>	



Internal Call Permission Setting	Generated Extension Visibility Rule
 <p>in to your hotel, the system will create a temporary extension group, containing all extensions associated with the rooms assigned to the tour guests. This group will be automatically deleted when the tour group checks out.</p>	
Allow Calls Between Guest Rooms	<b>Hotel Room Group Allow view</b> Extensions in this group

### Enable internal call permission (Department-based structure)

1. Log in to PBX web portal, go to **Extension and Trunk > Client Permission > Extension Visibility**.
2. Add a visibility rule.



- a. Click **Add rule**.
- b. Set up the visibility rule.
  - **Extension/Organization:** Select the member(s) to which you want to grant the viewing permission.
  - **Permission Type:** Select **Allow view**.
  - **Objects:** Select the member extension(s) that are allowed to be viewed.
- c. Click **Save**.

The selected member(s) can make calls to the member extensions.

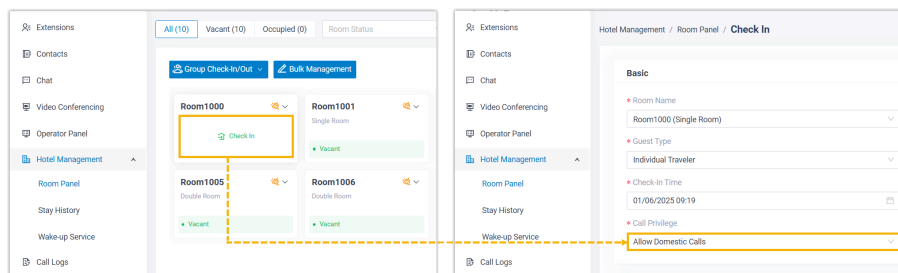
### Enable outbound calls from guest rooms

By default, outbound calls from room phones are blocked. As a best practice, you should avoid enabling outbound calling for all guest rooms. Instead, grant access only to the guests who request it.

To accommodate guest requests for outbound calls, you can configure the outbound calling settings in advance and grant permission to guest(s) during check-in.

## Enable domestic outbound calling

1. Configure domestic outbound calling settings.
  - a. Set up a [trunk](#) for outbound calls.
  - b. Create an [outbound route](#) to route calls to external numbers.
  - c. Add a [call rate rule](#) to bill guest calls.
2. Grant domestic outbound calling permission to guest(s) during check-in.
  - a. On the check-in page, select **Allow Domestic Calls** from the drop-down list of **Call Privilege**.

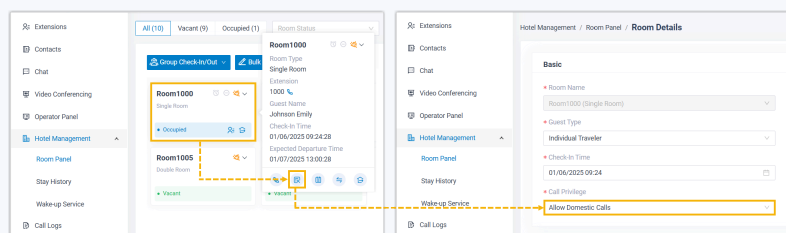


- b. Click **Save**.



### Note:

If guest(s) request domestic outbound calling permission after check-in, you can grant the permission from room page, as shown below.

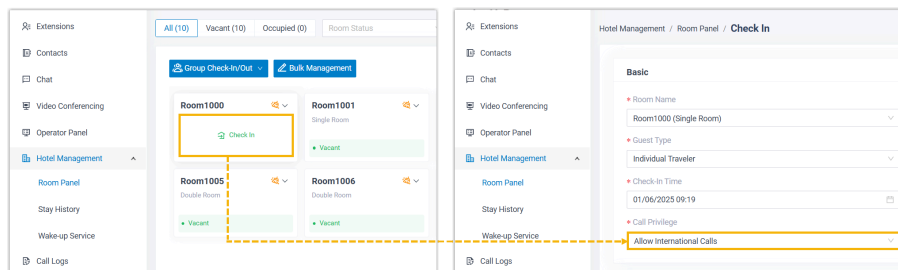


The guest can make domestic outbound calls from room phone. After a call ends, the PBX system will calculate the charge based on the applicable rate, and post the charge to the guest's bill.

Billing Details			
Room: Room1000 <span style="background-color: #e0f2f1;">Current</span>			
Room Name			
Room1000(Single Room)			
Check-In Time		Expected Departure Time	
01/06/2025 09:24:28		01/07/2025 13:00:28	
Call Charges			
Time	Call To	Talk Duration	Amount(\$)
01/06/2025 10:16:40	15880123456	00:05:18	7.2
<b>Total</b>		<b>00:05:18</b>	<b>7.20</b>
Total: 1 <span>&lt;</span> <span>1</span> <span>&gt;</span> 20 / page <span>∨</span>			

## Enable international outbound calling

1. Configure international outbound calling settings.
  - a. Set up a [trunk](#) for outbound calls.
  - b. Set up [international dialing code](#) to help the system identify international calls, and restrict international calls only to the trusted countries and regions.
  - c. Create an [outbound route](#) to route calls to external numbers.
  - d. Add a [call rate rule](#) to bill guest calls.
2. Grant international outbound calling permission to guest(s) during check-in.
  - a. On the check-in page, select **Allow International Calls** from the drop-down list of **Call Privilege**.



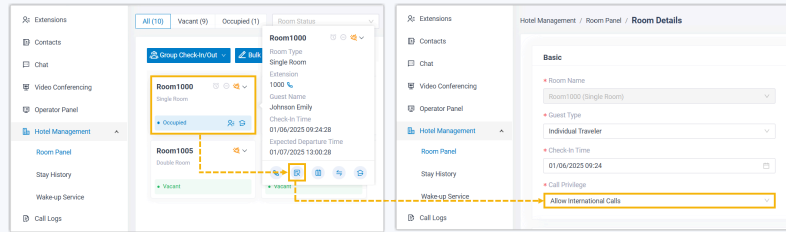
- b. Click **Save**.



**Note:**



If guest(s) request international outbound calling permission after check-in, you can grant the permission from room page, as shown below.



The guest can make both international and domestic outbound calls from room phone. After a call ends, the PBX system will calculate the charge based on the applicable rate, and post the charge to the guest's bill.

Billing Details

Room: Room1000 Current

Room Name  
Room1000(Single Room)

Check-In Time: 01/06/2025 09:24:28      Expected Departure Time: 01/07/2025 13:00:28

Call Charges

Time	Call To	Talk Duration	Amount(\$)
01/06/2025 10:48:10	003604478856	00:01:00	5
01/06/2025 10:16:40	3000	00:05:18	7.2
<b>Total</b>		<b>00:07:19</b>	<b>12.20</b>

Total: 2    1    20 / page

## Set up Call Rate for Guest Call Billing

Yeastar P-Series Cloud Edition incorporates a built-in call accounting feature that automates billing for guest outbound calls. You can create one or more call rate rules to define the rate deck. After a guest completes an outbound call, the PBX system calculates the charge based on the applicable rate, and posts it to the guest's bill. This topic describes how to add a call rate rule for outbound calls.



**Note:**






Yeastar Call Accounting allows you to set call rates based on dialing prefix and number length, which are closely tied to the outbound route settings, as the applicable rate is determined by the number sent by PBX, instead of the number dialed by guest. Therefore, ensure that your call rate settings align with the outbound route configuration.

## Procedure

1. Log in to PBX web portal, go to **Reports and Recordings > Call Reports > Rate**.
2. Add a call rate rule.
  - a. Click **Add**.
  - b. Fill in the following information to set up the rule.

Rate Settings	
* Name Domestic	Match Prefix 1
Number Length	* Rate 1.2
* Billing Unit (s) 60	* Initial Time (s) 0
* Initial Cost 0	

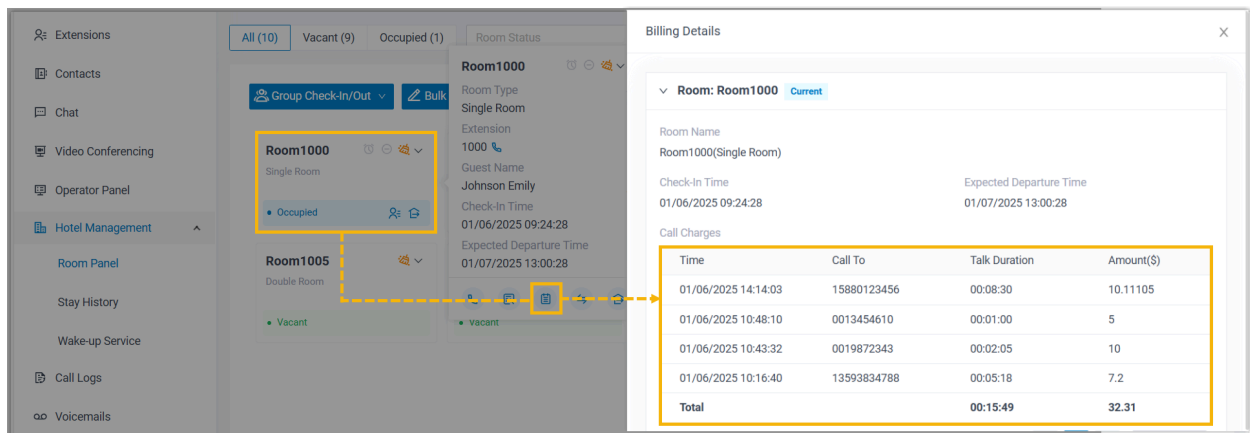
Item	Description
<b>Name</b>	Enter a name to help you identify the call rate rule.
<b>Match Prefix</b>	Optional. Define the dialing prefix to match the call rate rule.  <div style="border-left: 2px solid #0070C0; padding-left: 10px; margin-top: 10px;"> <p> <b>Note:</b> This rate rule applies only to outbound calls that match the dialing prefix and is based on the number sent by the PBX, rather than the number dialed by guest.</p> </div>
<b>Number Length</b>	Optional. Define the dialing length to match the call rate rule.  <div style="border-left: 2px solid #0070C0; padding-left: 10px; margin-top: 10px;"> <p> <b>Note:</b> This rate rule applies only to outbound calls with a number length equal to or shorter than the specified value and is based on the number sent by the PBX, rather than the number dialed by guest.</p> </div>
<b>Rate</b>	Enter the call rate.

Item	Description
	<p>After the <a href="#">initial time</a>, each <a href="#">billing unit</a> will be charged with this rate.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;">  <b>Note:</b> Up to 5 decimal places are supported.                 </div>
<b>Billing Unit (s)</b>	<p>Define the time increment (in seconds) that will be used to calculate the charge for a call after the <a href="#">initial time</a>. The default value is 60 seconds.</p> <p>For example, set <b>Rate</b> to 0.5 and <b>Billing Unit</b> to 60 seconds. In this way, the charge for a call will increase by 0.5 every 60 seconds.</p>
<b>Initial Time (s)</b>	<p>Define the initial period of time (in seconds) during which a call will be charged with the <a href="#">initial cost</a>.</p>
<b>Initial Cost</b>	<p>Define the fixed cost incurred over the preset <a href="#">initial time</a>.</p> <p>For example, set <b>Initial Time</b> to 120 seconds and <b>Initial Cost</b> to 2. In this case, it costs 2 for the call within 2 minutes. After 2 minutes, the call will be charged with the preset rate.</p>

c. Click **Save**.

## Result

After a guest completes an outbound call, the PBX system calculates the charge based on the applicable rate, and posts the charge to the guest's bill, as shown below.



The screenshot shows the Hotel Management interface with a 'Billing Details' window open. The window displays the following information:

- Room:** Room1000 (Current)
- Room Name:** Room1000(Single Room)
- Check-In Time:** 01/06/2025 09:24:28
- Expected Departure Time:** 01/07/2025 13:00:28
- Guest Name:** Johnson Emily

The 'Call Charges' table is highlighted with a yellow box:

Time	Call To	Talk Duration	Amount(\$)
01/06/2025 14:14:03	15880123456	00:08:30	10.11105
01/06/2025 10:48:10	0013454610	00:01:00	5
01/06/2025 10:43:32	0019872343	00:02:05	10
01/06/2025 10:16:40	13593834788	00:05:18	7.2
<b>Total</b>		<b>00:15:49</b>	<b>32.31</b>

 **Note:**





PBX bills each outbound call with up to 5 decimal places of precision, and rounds the subtotal to 2 decimal places.

## Schedule Call Reports to Track Call Activity

A list of call reports is available to provide actionable insights into guest calls with detailed analysis. To make call tracking and analysis easier, you can schedule call reports to be generated on a recurring basis and automatically sent to specific email address(es). This topic describes how to schedule call reports to be sent to a specific address.

The following is a list of call reports related to hotel call activities. Refer to the table below for details on the information each report provides.



**Note:**

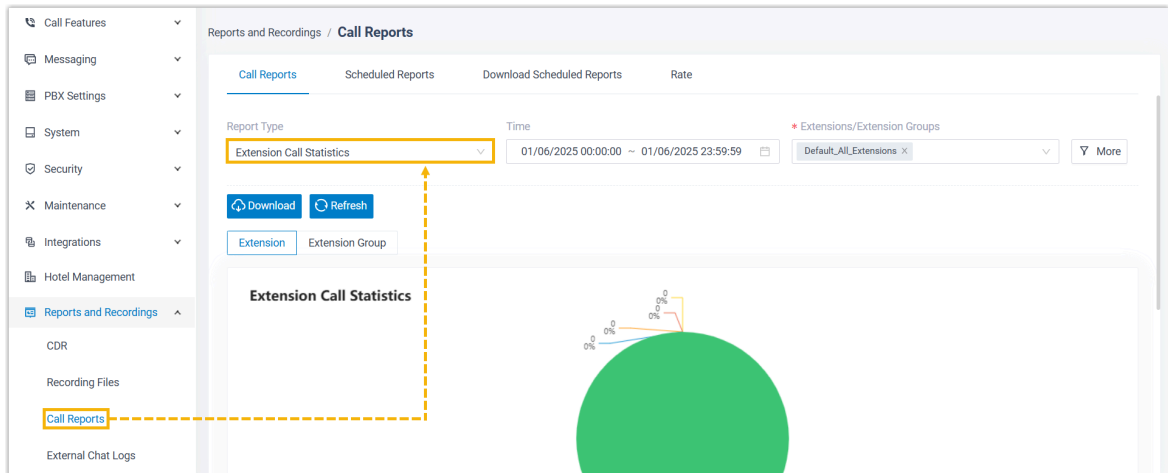
For more call reports, see [Call Reports Overview](#).

Report	Description
<b>Extension Call Statistics</b>	Provide a quick overview of the number of calls that have been made and received on room extensions.
<b>Extension Call Activity</b>	Provide granular insights into the hourly, daily, and monthly breakdown of the number of calls that have been made and received on room extensions.
<b>PBX Call Activity</b>	Provide granular insights into the hourly, daily, and monthly breakdown of total external calls on specific trunks and internal calls.
<b>Extension Call Accounting</b>	Provide a quick overview of the bills for outbound calls made from room extensions over specific trunks.
<b>Extension Call Accounting Details</b>	Provide granular insights into the bills for each outbound call made from room extensions over specific trunks.

You can explore the above call reports in two ways:

- Access the call reports directly from PBX web portal.

To achieve this, proceed as below.



- Schedule call reports to be automatically sent to the specified email address(s) on a recurring basis.

To achieve this, refer to [the instructions below](#).

## Procedure

1. Log in to PBX web portal, go to **Reports and Recordings > Call Reports > Scheduled Reports**.
2. Click **Add Report**.
3. Complete the following settings to schedule a report.

**Scheduled Reports**

Report Type:

Time:  Extensions/Extension Groups:



Organization:

Communication Type:

\* Report Name:  \* Email Address:

Frequency:  \* Time:  Validity Period of the Download Link:

Setting	Description
<b>Report Type</b>	Select a call report.
<b>Time</b>	Select a time frame that the report will cover.

Setting	Description
<b>Extensions/Extension Groups</b>	Select one or more objects of call data you want to query.
<b>Report Name</b>	Enter a name to help you identify the report.
<b>Email Address</b>	<p>Enter email address(es) to receive the report.</p> <div style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;">  <b>Note:</b>            You can specify up to 10 email addresses. For multiple email addresses, separate them with semicolon ;.         </div>
<b>Frequency</b>	Set how often to send the report.
<b>Validity Period of the Download Link</b>	<p>Set the validity period of the download link for the scheduled report.</p> <p>After the link expires, the email recipient(s) can NOT download the report via the link.</p>
<b>File Format</b>	<p>Set in which format the report can be downloaded.</p> <ul style="list-style-type: none"> <li>• <b>CSV</b></li> <li>• <b>XLS</b></li> <li>• <b>PDF</b></li> </ul>
<b>Send Attachment</b>	<p>If enabled, the call report will also be sent as an attached file.</p> <div style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;">  <b>Note:</b>            This option is available only when the <a href="#">file format</a> is set to <b>CSV</b> or <b>XLS</b>.         </div>

4. Click **Save**.

## Result

PBX system will send the report to the specified email recipient(s) at the scheduled time.


# User Management

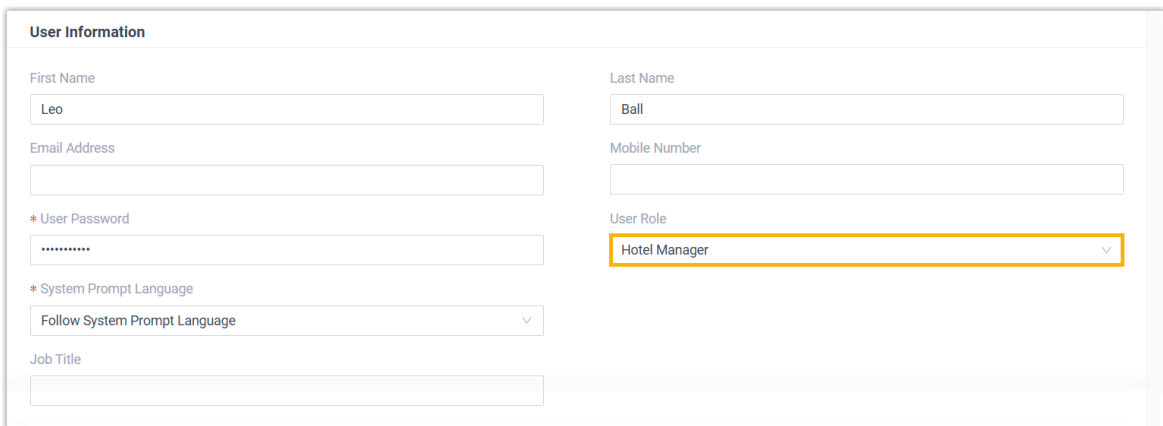
## Grant Hotel Management Permission

Grant hotel management permission to specific hotel staff(s), allowing them to access the hotel service configuration page (Path: **Hotel Management**) for co-management.

Yeastar P-Series Cloud Edition has a built-in role **Hotel Manager** with exclusive access to manage the hotel service. To enable colleagues to co-manage the hotel service, you can assign the role to the desired extension user(s).

## Assign the Hotel Manager role to a single user

1. Log in to PBX administrator portal, go to **Extension and Trunk > Extension**.
2. Click  beside a desired extension.
3. In the **User Information** section, select **Hotel Manager** from the **User Role** drop-down list.



The screenshot shows the 'User Information' form. The 'User Role' dropdown menu is highlighted with a yellow border, and 'Hotel Manager' is selected. Other fields include First Name (Leo), Last Name (Ball), Email Address, Mobile Number, User Password (masked with dots), System Prompt Language (Follow System Prompt Language), and Job Title.

4. Click **Save** and **Apply**.

## Assign the Hotel Manager role to multiple users

1. Log in to PBX administrator portal, go to **Extension and Trunk > Extension**.
2. Select the checkboxes of the desired extensions, then click **Edit**.
3. In the **User Information** section, select the checkbox of **Bulk Edit**, then select **Hotel Manager** from the drop-down list.

4. Click **Save** and **Apply**.

## Grant Call Management Permission

Grant call management permission to specific hotel staff(s), allowing them to manage guest calls from Linkus Desktop/Web Client.

### Background information

Yeastar P-Series Cloud Edition implements group-based control over users' call management permissions. After you enable hotel management on PBX, an extension group **Hotel Room Group** is automatically created, and all extensions assigned to guest rooms will be added to the group.

Name	Total Extensions	Operations
Default_All_Extensions	11	<a href="#">Edit</a> <a href="#">Delete</a>
<b>Hotel Room Group</b>	11	<a href="#">Edit</a> <a href="#">Delete</a>

This extension group has 3 built-in user types, each with different default permissions:



**Note:**



You can change the default permissions as needed. For more information, see [View or Change Permissions for Group Members](#).

- **Manager:** Allow to access **Extensions** page and **Operator Panel** on Linkus Desktop/Web Client to perform the following operations on calls:
  - **Extensions** page: Redirect, transfer, park, or retrieve internal calls
  - **Operator Panel:** Redirect, transfer, park, or retrieve calls; drag and drop calls to another destination within your organization; route calls directly from IVR regardless of the IVR menu; switch extension presence
- **User:** No access to manage calls.
- **Custom:** Customizable permissions to tailor your business needs.

By default, all room extensions are assigned the **User** user type, and no one can manage guest calls. You can designate specific staff members (e.g. front desk) as the **Manager** by [granting them the call service permission](#), who will then be able to manage guest calls from Linkus Desktop/Web Client.

## Procedure

1. Log in to PBX web portal, go to **Hotel Management**.
2. Under **Hotel Settings** tab, add a permission rule.

The screenshot displays the 'Basic' configuration page for 'Client Configuration Permission for Hotel Management'. It includes a 'Currency Unit' field set to '\$', a 'Custom Guest Information Fields' checkbox, and a section for adding permission rules. A rule named 'Rule 1' is shown with '1010-Front Desk' selected in a dropdown menu. The 'Permission Type' section has 'Call Service' checked. At the bottom, there are 'Save' and 'Cancel' buttons.

- a. In the **Client Configuration Permission for Hotel Management** section, click **Add**.

- b. In the **Extension** drop-down list, select the extension(s) to which you want to grant call service permission.
- c. In the **Permission Type** section, select the checkbox of **Call Service**.
- d. Click **Save**.

## Result

The selected extension(s) become the manager of the hotel extension group and can manage calls on Linkus Desktop/Web Client.

The screenshot shows the 'Edit (Hotel Room Group)' configuration page in the Linkus web portal. The 'Group Permissions' section is active, showing a list of 11 items in the 'Selected' column. The first item, extension 1010 (Front Desk), is highlighted with a yellow box and has its 'User Type' set to 'Manager'. Other items are 'User' types. The 'Available' column is empty.

Extension...	Caller ID ...	User Type	Operations
1010	Front Desk	Manager	<a href="#">✎</a>
1000	Leo Ball	User	<a href="#">✎</a>
1001	Terrell Smi...	User	<a href="#">✎</a>
1002	1002	User	<a href="#">✎</a>
1003	1003	User	<a href="#">✎</a>



### Note:

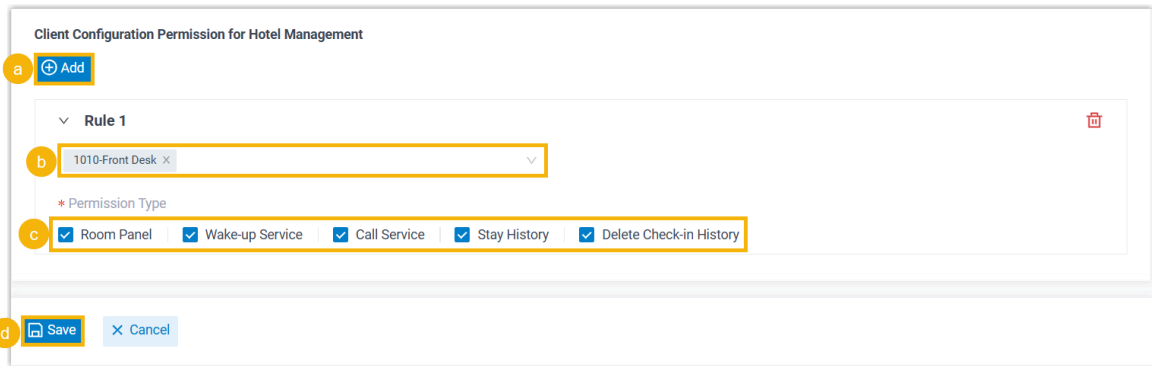
For more information about how to manage calls on Linkus Desktop/Web Client, see [Manage Guest Calls](#).

## Grant Room Management Permission

Grant room management permission to front desk(s), allowing them to handle guest check-ins and check-outs, room assignments, wake-up calls and more, directly from Linkus Desktop/Web Client.

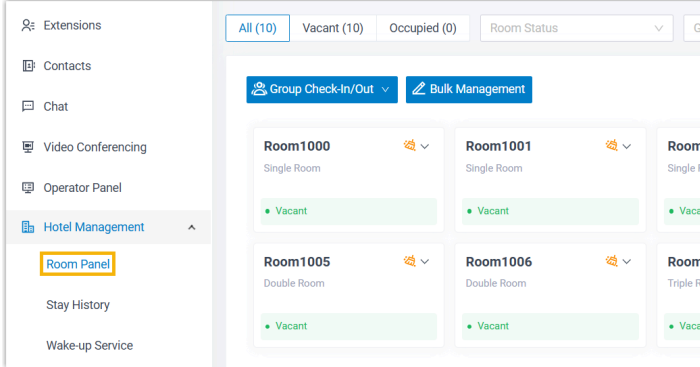
## Procedure

1. Log in to PBX web portal, go to **Hotel Management**.
2. Under **Hotel Settings** tab, add a permission rule.

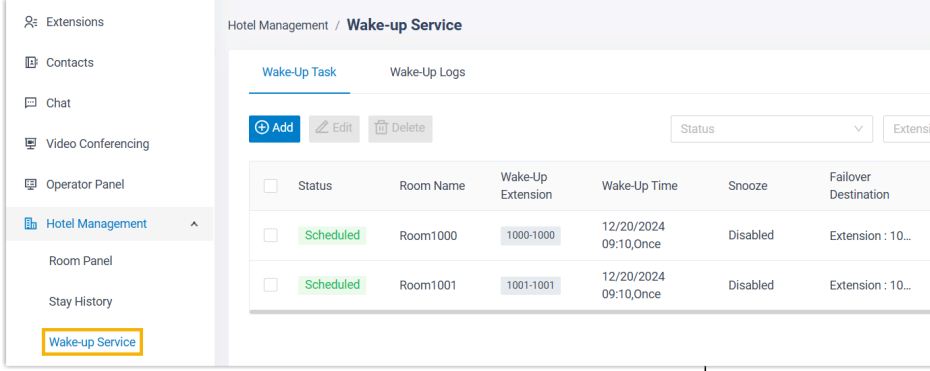

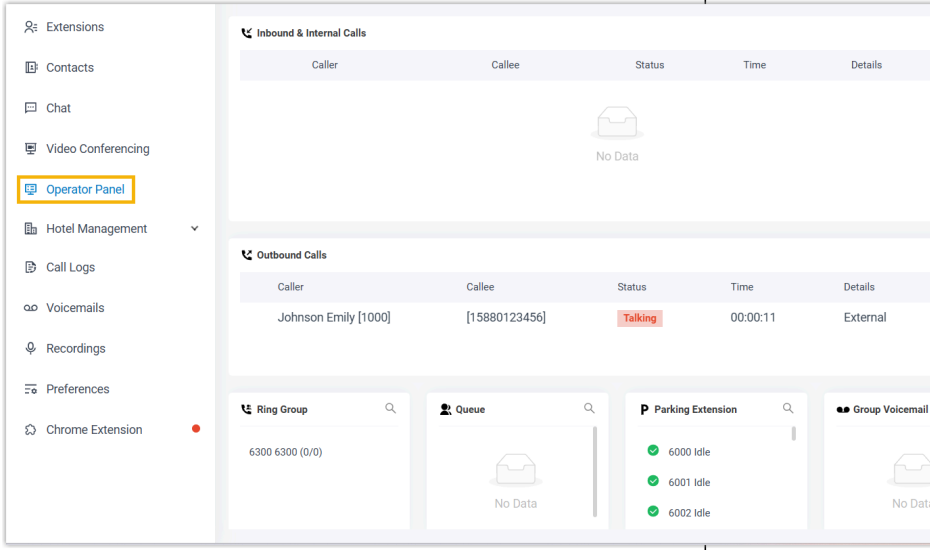


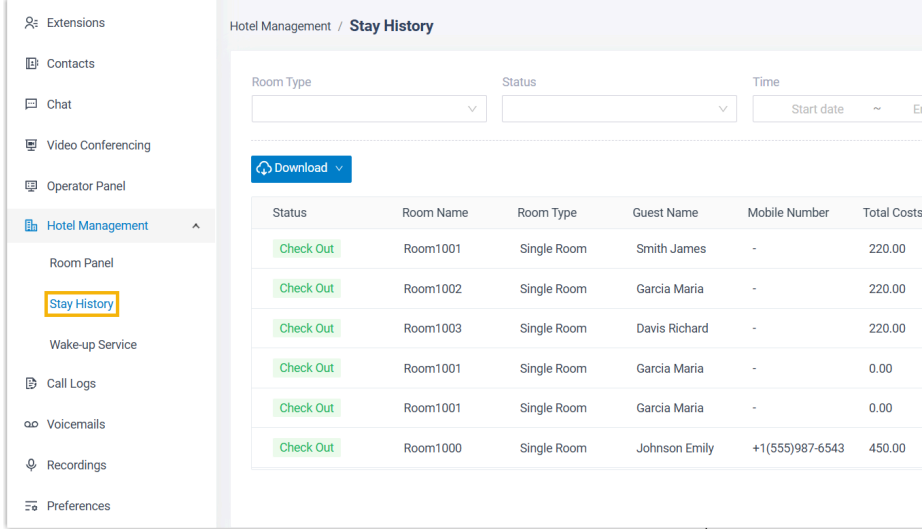
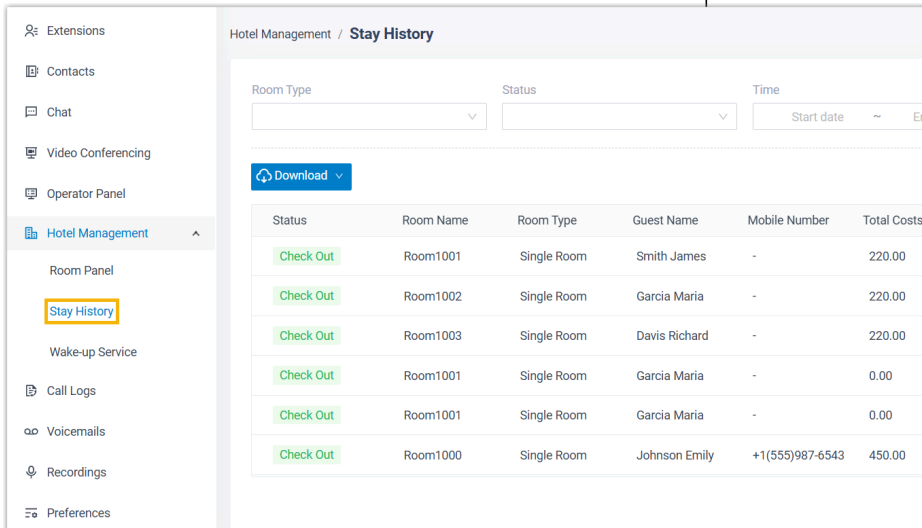
- a. In the **Client Configuration Permission for Hotel Management** section, click **Add**.
- b. In the **Extension** drop-down list, select the extension(s) to which you want to grant permission.
- c. In the **Permission Type** section, select permissions.

Refer to the following table to see how the authorized extension(s) can access and perform operations on Linkus Desktop/Web Client based on the corresponding privilege.

Permission	Description
<b>Room Panel</b>	<p>The authorized staff member can access <b>Room Panel</b> on Linkus Desktop/Web Client (Path: <b>Hotel Management &gt; Room Panel</b>) to perform operations such as check-in, move rooms, set Do Not Disturb (DND), change room status, add wake-up calls, check out, etc.</p> 
<b>Wake-up Service</b>	<p>The authorized staff member can access <b>Wake-up Service</b> (Path: <b>Hotel Management &gt; Wake-up Service</b>) on Linkus Desktop/Web Client to perform operations such as schedule wake-up tasks and review the wake-up log.</p>



Permission	Description																				
	 <p>Hotel Management / <b>Wake-up Service</b></p> <p>Wake-Up Task    Wake-Up Logs</p> <p><a href="#">Add</a>   <a href="#">Edit</a>   <a href="#">Delete</a>    Status: <span>▼</span>   <a href="#">Extensions</a></p> <table border="1"> <thead> <tr> <th>Status</th> <th>Room Name</th> <th>Wake-Up Extension</th> <th>Wake-Up Time</th> <th>Snooze</th> <th>Failover Destination</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> Scheduled</td> <td>Room1000</td> <td>1000-1000</td> <td>12/20/2024 09:10,Once</td> <td>Disabled</td> <td>Extension : 10...</td> </tr> <tr> <td><input type="checkbox"/> Scheduled</td> <td>Room1001</td> <td>1001-1001</td> <td>12/20/2024 09:10,Once</td> <td>Disabled</td> <td>Extension : 10...</td> </tr> </tbody> </table>	Status	Room Name	Wake-Up Extension	Wake-Up Time	Snooze	Failover Destination	<input type="checkbox"/> Scheduled	Room1000	1000-1000	12/20/2024 09:10,Once	Disabled	Extension : 10...	<input type="checkbox"/> Scheduled	Room1001	1001-1001	12/20/2024 09:10,Once	Disabled	Extension : 10...		
Status	Room Name	Wake-Up Extension	Wake-Up Time	Snooze	Failover Destination																
<input type="checkbox"/> Scheduled	Room1000	1000-1000	12/20/2024 09:10,Once	Disabled	Extension : 10...																
<input type="checkbox"/> Scheduled	Room1001	1001-1001	12/20/2024 09:10,Once	Disabled	Extension : 10...																
<p><b>Call Service</b></p>	<p>The authorized staff member can manage guest calls from Operator Panel on Linkus Desktop/Web Client.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p> <b>Tip:</b> Refer to <a href="#">Call Management Permission</a> to learn more.</p> </div>  <p>Extensions    Contacts    Chat    Video Conferencing    <b>Operator Panel</b>    Hotel Management    Call Logs    Voicemails    Recordings    Preferences    Chrome Extension</p> <p><b>Inbound &amp; Internal Calls</b></p> <table border="1"> <thead> <tr> <th>Caller</th> <th>Callee</th> <th>Status</th> <th>Time</th> <th>Details</th> </tr> </thead> <tbody> <tr> <td colspan="5" style="text-align: center;">No Data</td> </tr> </tbody> </table> <p><b>Outbound Calls</b></p> <table border="1"> <thead> <tr> <th>Caller</th> <th>Callee</th> <th>Status</th> <th>Time</th> <th>Details</th> </tr> </thead> <tbody> <tr> <td>Johnson Emily [1000]</td> <td>[15880123456]</td> <td>Talking</td> <td>00:00:11</td> <td>External</td> </tr> </tbody> </table> <p><b>Ring Group</b>    <b>Queue</b>    <b>Parking Extension</b>    <b>Group Voicemail</b></p> <p>6300 6300 (0/0)    No Data    6000 Idle    6001 Idle    6002 Idle    No Data</p>	Caller	Callee	Status	Time	Details	No Data					Caller	Callee	Status	Time	Details	Johnson Emily [1000]	[15880123456]	Talking	00:00:11	External
Caller	Callee	Status	Time	Details																	
No Data																					
Caller	Callee	Status	Time	Details																	
Johnson Emily [1000]	[15880123456]	Talking	00:00:11	External																	
<p><b>Stay History</b></p>	<p>The authorized staff member can access <b>Stay History</b> on Linkus Desktop/Web Client (Path: <b>Hotel Management &gt; Stay History</b>) to review guest stay history.</p>																				

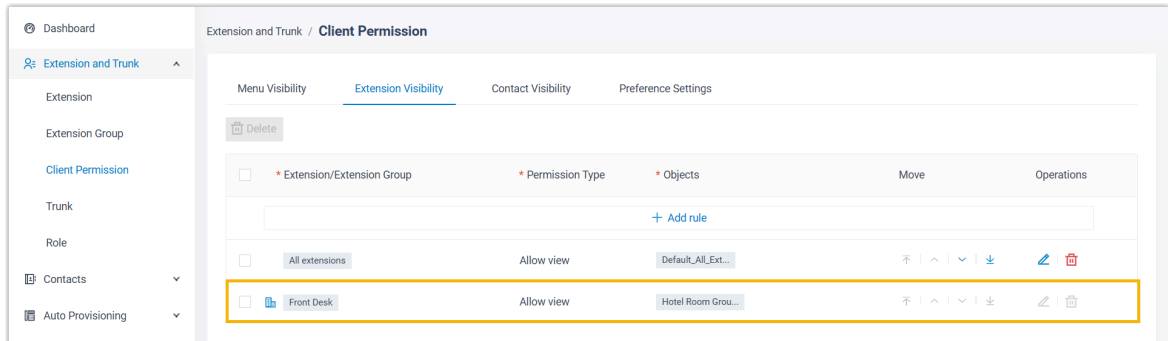
Permission	Description
	
<p><b>Delete Check-in History</b></p>	<p>The authorized staff member can access <b>Stay History</b> on Linkus Desktop/Web Client (Path: <b>Hotel Management &gt; Stay History</b>) to delete guest stay history.</p> 

d. Click **Save**.

## Result

- The selected extension(s) can access and perform operations on Linkus Desktop/Web Client based on their assigned privileges.

- If you grant any of the **Room Panel**, **Wake-up Service**, or **Call Service** permissions to extension(s), an extension visibility rule will be created on the PBX to allow the selected extension(s) to make calls to the guest rooms.



# Front Desk

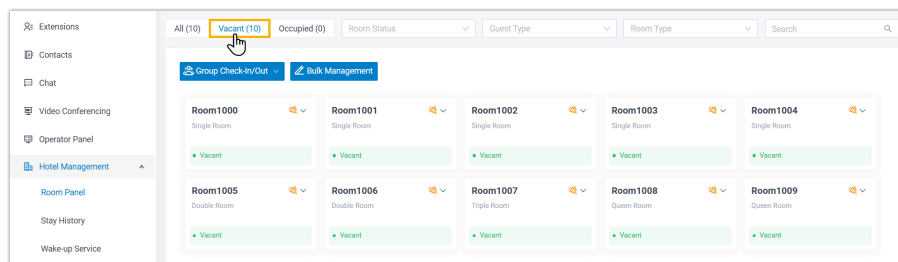
## Check in

When guests arrive at the hotel, the front desk can complete the check-in process for them on Linkus Desktop/Web Client.

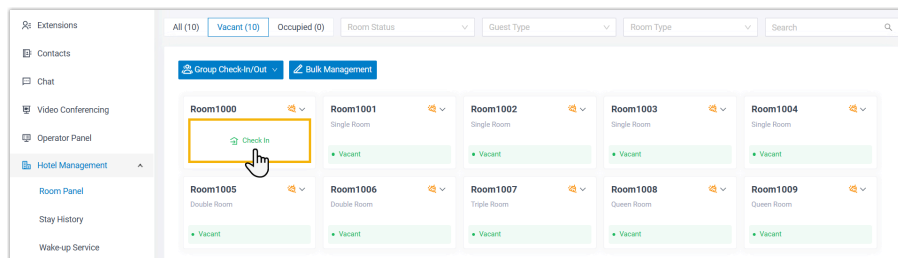
### Individual guest check-in

#### Procedure

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Room Panel**.
2. Filter vacant rooms and find a suitable one.
  - a. Click **Vacant** tab to filter available guest rooms.



- b. Hover your mouse over a guest room, then click **Check In**.



3. Fill in the following information for guest accommodation.

#### Basic

**Basic**


• Room Name  
 Room1000 (Single Room) ▼

• Guest Type  
 Individual Traveler ▼

• Check-In Time  
 12/17/2024 13:04 🗓

• Expected Departure Time  
 12/18/2024 13:00 🗓

• Call Privilege  
 Disable Outbound Calls ▼

Setting	Description
<b>Room Name</b>	This field is automatically filled in with the guest room that you have selected.
<b>Guest Type</b>	Select <b>Individual Traveler</b> .
<b>Check-In Time</b>	Keep the current time as check-in time, or change it as needed.
<b>Expected Departure Time</b>	Keep the default check-out time, or change it as needed.
<b>Call Privilege</b>	<p>Set whether the guest can make outbound calls from the room phone.</p> <ul style="list-style-type: none"> <li>• <b>Disable Outbound Calls</b> (default value)</li> <li>• <b>Allow Domestic Calls</b></li> <li>• <b>Allow International Calls</b></li> </ul> <div style="border-left: 2px solid #007bff; padding-left: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>• If you allow the guest to make outbound calls, ensure that you have configured the proper trunk and outbound route.</li> <li>• Outbound call permission is assigned to guest rather than guest room. This means that each time a guest checks out or moves room, PBX will reset the guest room's outbound call permission to <b>Disable Outbound Calls</b>.</li> </ul> </div>

## Guest Information

**Guest Information**

Last Name <input type="text" value="Johnson"/>	First Name <input type="text" value="Emily"/>
Language Follow System Prompt Language	Gender Female
Certificate Type ID Card	Certificate ID CERT12345EM
Mobile +1(555)987-6543	Email Address emily.johnson@example.com
Remark <input type="text"/>	



### Note:

**Language** determines the language in which system prompts (e.g. wake-up call, voicemail, or IVR) will be played to the guest.

## Guest Address

**Guest Address**

Zip Code <input type="text" value="62701"/>	Street <input type="text" value="123 Maple Street"/>
City <input type="text" value="Springfield"/>	State <input type="text" value="Illinois"/>
Country <input type="text" value="United States"/>	

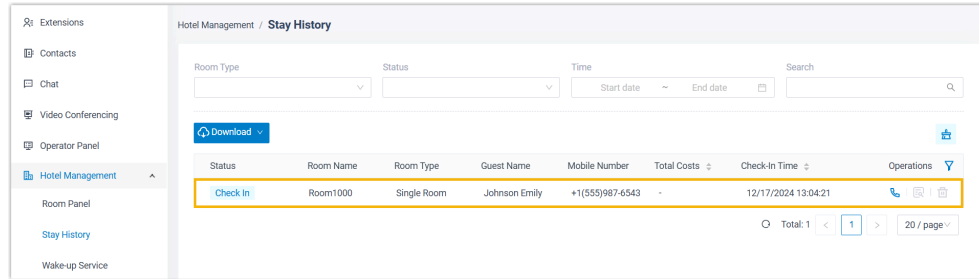
4. Click **Save**.

## Result

You have checked the guest into the guest room, and the followings are achieved:

- The room status is changed to **Occupied**.

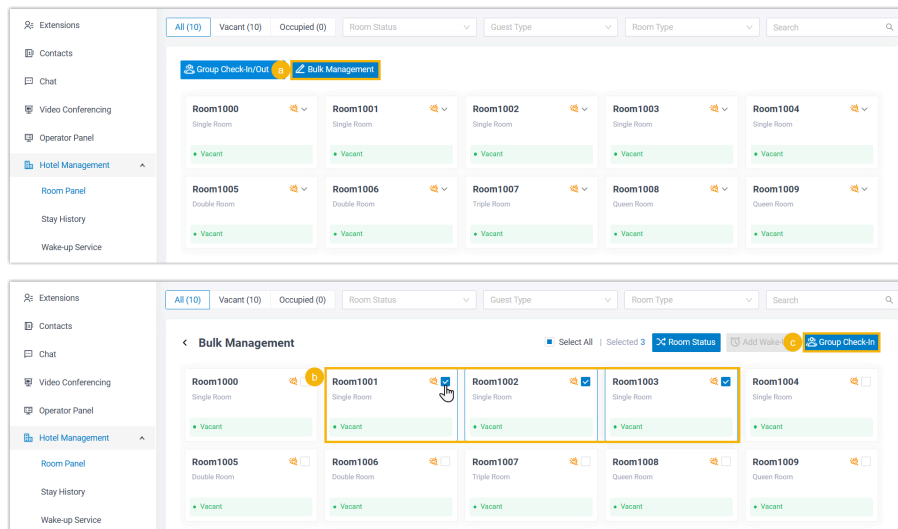
- A history of the stay is created for tracking purposes.



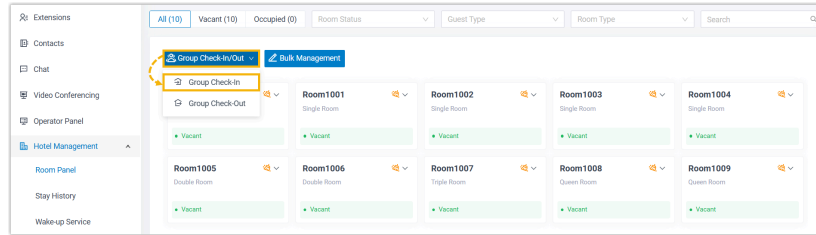
## Tour group check-in

### Procedure

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Room Panel**.
2. Go to the group check-in page.
  - To pre-select guest rooms, do as follows:



- a. At the top-left corner, click **Bulk Management**.
- b. Select the checkboxes of the desired guest rooms.
- c. At the top-right corner, click **Group Check-In**.
- To select guest rooms during check-in, do as follows:
  - a. At the top-left corner, click **Group Check-In/Out**, then select **Group Check-In**.



3. Fill in the following information for guest accommodation.

### Basic

**Basic**


\* Group Name: 
\* Name:

\* Check-In Time: 
\* Expected Departure Time:

\* Call Privilege: 
\* Language:

Setting	Description
<b>Group Name</b>	Click <b>Create New</b> to create a group.
<b>Check-In Time</b>	Keep the current time as check-in time, or change it as needed.
<b>Expected Departure Time</b>	Keep the default check-out time, or change it as needed.
<b>Call Privilege</b>	<p>Set whether the tour group can make outbound calls from the room phones.</p> <ul style="list-style-type: none"> <li>• <b>Disable Outbound Calls</b> (default value)</li> <li>• <b>Allow Domestic Calls</b></li> <li>• <b>Allow International Calls</b></li> </ul> <div style="background-color: #e9f5ff; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>• If you allow the tour group to make outbound calls, ensure that you have configured the proper trunk and outbound route.</li> <li>• Outbound call permission is assigned to guest rather than guest room. This means that each time a guest checks out or moves</li> </ul> </div>



Setting	Description
	 room, PBX will reset the guest room's outbound call permission to <b>Disable Outbound Calls</b> .
<b>Language</b>	Select the language in which system prompts (e.g. wake-up call, voicemail, or IVR) will be played to the group guests.

## Guest Information

**Guest Information**

Room Name	Last Name	First Name	Certificate Type	Certificate ID	Operations
Room1001(Single R...)	Smith	James	ID Card	CERT78453JS	
Room1002(Single R...)	Garcia	Maria	ID Card	CERT12984MG	
Room1003(Single R...)	Davis	Richard	ID Card	CERT34976RD	
+ Add					



**Note:**

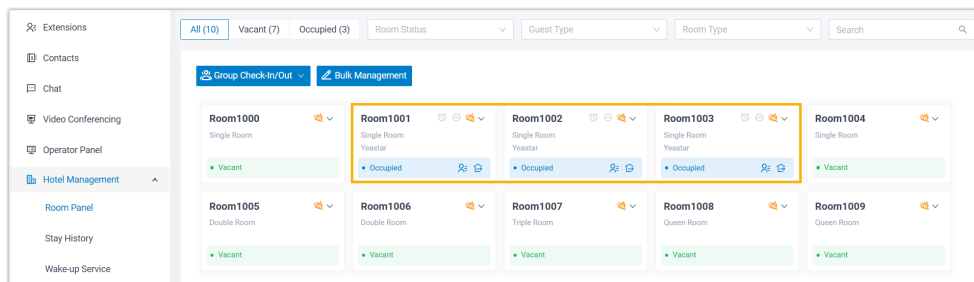
A maximum of 64 guests are supported to check in at the same time.

4. Click **Save**.

## Result

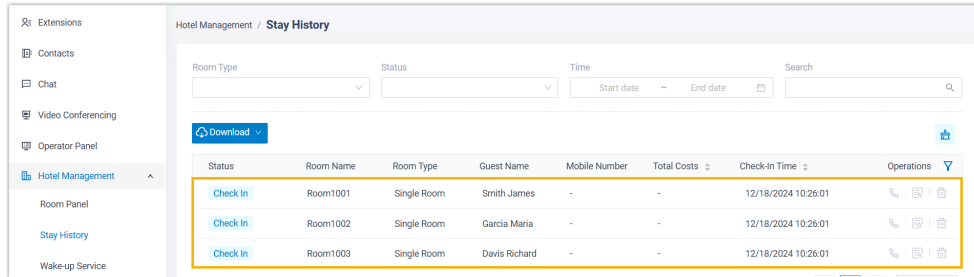
You have checked the tour group into the guest rooms, and the followings are achieved:

- The room status is changed to **Occupied**.



The screenshot shows a dashboard with a sidebar on the left containing 'Extensions', 'Contacts', 'Chat', 'Video Conferencing', 'Operator Panel', and 'Hotel Management'. The main area displays a grid of room status cards. At the top, there are filters for 'All (10)', 'Vacant (7)', and 'Occupied (3)'. Below the filters, there are two tabs: 'Group Check-In/Out' and 'Bulk Management'. The grid contains 10 room cards, each with a room number, room type, and status. Room 1001, 1002, and 1003 are highlighted in orange and show 'Occupied' status with a blue checkmark. Rooms 1000, 1004, 1005, 1006, 1007, 1008, and 1009 are shown as 'Vacant' with a green checkmark.

- Multiple histories of the stay are created for tracking purposes.



- A temporary extension group is automatically created, and all extensions associated with the guest rooms assigned to the tour group are added to it for centralized call permission assignment.



## Move Rooms

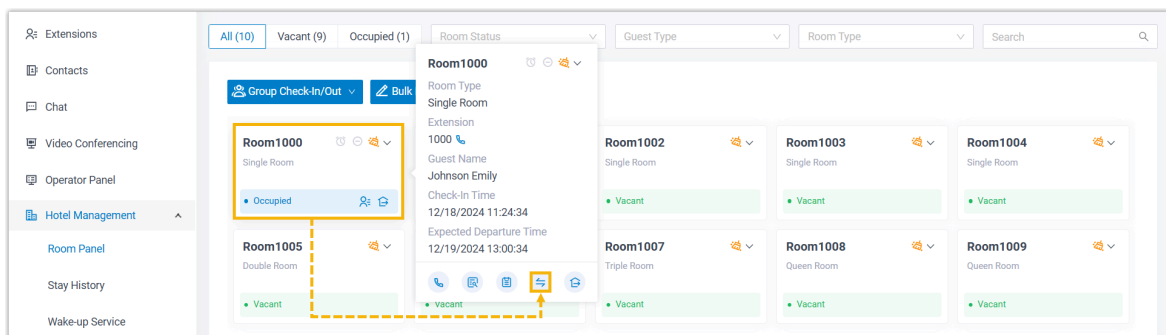
When guests request to move rooms, the front desk can handle it with just a few clicks.

## Restrictions

A guest can move to a maximum of 10 different rooms.

## Procedure

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Room Panel**.
2. Click the room where the guest has checked in, then click ⇄.



3. In the pop-up window, perform the following operations to move the guest to a new room.

Room Change
✕

---

\* Change Room To

a Room1001 (Single Room) ▼

Total Costs

Call Charges:	\$0.00
Other Charges:	\$225.00
<b>Total Costs:</b>	<b>\$225.00</b> <span style="font-size: small;">📄</span>

Other Charges

Charge Item	Date	Amount(\$)	Operations
Single Room (2 Nights)	12/18/2024 <span style="font-size: small;">📅</span>	220.00	<span style="color: red;">🗑️</span>
Bottled Water (2 bottles)	12/18/2024 <span style="font-size: small;">📅</span>	5.00	<span style="color: red;">🗑️</span>

b + Add

✕ Can
c
Save

- a. In the **Change Room To** drop-down list, select a new room.
- b. In the **Other Charges** section, click **Add** to add charge items for the current room.



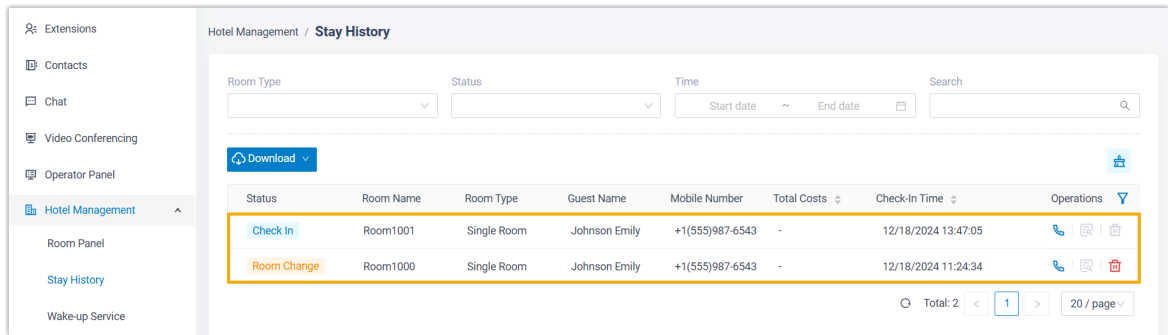
**Note:**

The charges will be transferred to the new room.

- c. Click **Save**.

## Result


- The guest is moved to the new room.
- The history of the previous stay is marked as **Room Change**, and a new history of the current stay is created and marked as **Check In**.

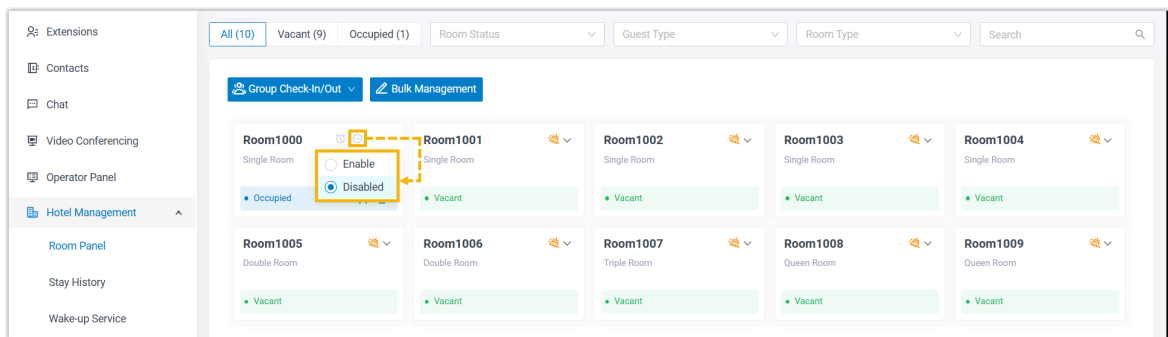


## Set Do Not Disturb (DND)

Front desk can enable DND for room phones when guests do not want to be disturbed, and disable DND when guests are ready to answer calls.

### Procedure

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Room Panel**.
2. At the top-right corner of a checked-in room, click , then select an option to enable or disable DND for the room phone.



### Result

The DND setting is applied to the room phone, and the presence status of the associated extension is updated accordingly.

- When DND is enabled, extension presence is set to **Do Not Disturb**, and the room extension will not receive any calls.
- When DND is disabled, extension presence will be set to **Available**, and the room extension can receive calls.

# Change Room Status

This topic describes how to change the status of guest rooms from Room Panel on Linkus Desktop/Web Client, so as to stay updated on rooms' condition.

## Background information

Yeastar P-Series Cloud Edition supports two ways to change the status of guest rooms:

- Front desk can click to change room status from the visualized **Room Panel** on Linkus Desktop/Web Client.

For detailed instructions, see [Change the status of multiple rooms](#) and [Change the status of a single room](#).

- Housekeeper can dial the room status feature code from room phone to change room status.



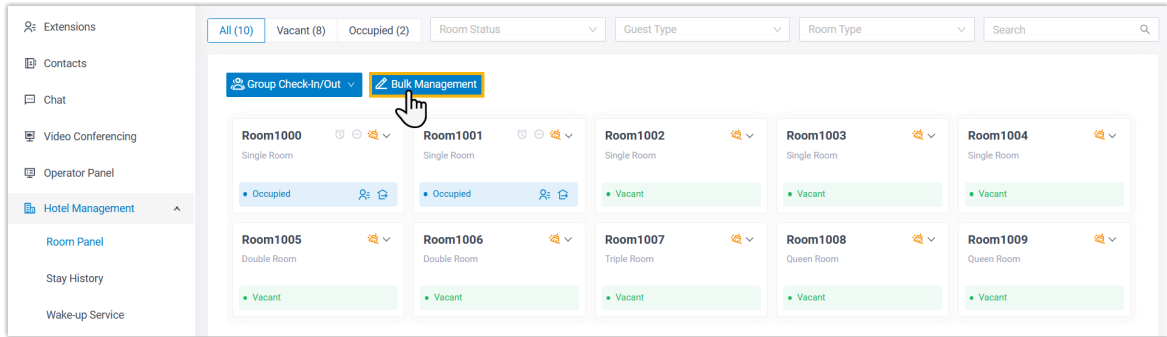
### Note:

For the feature code, contact hotel manager, as the feature codes are automatically generated when hotel manager customizes the room status.

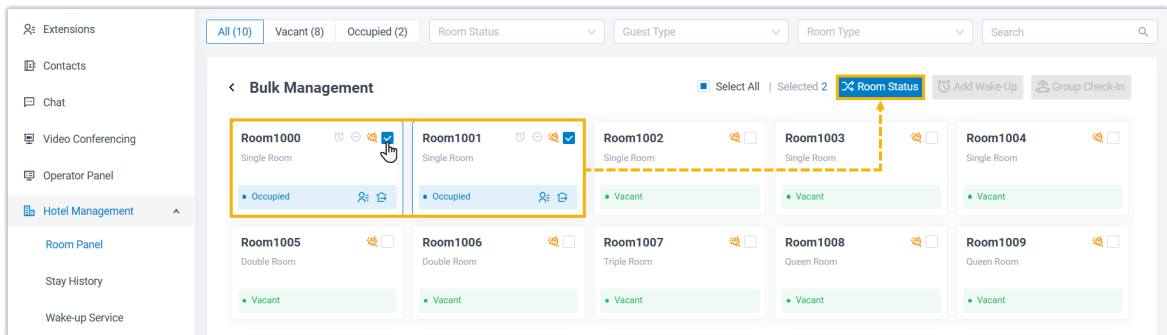
Room Status List			
Set as Default Status	Feature Code	Room Status	Operations
<input checked="" type="radio"/>	*631	Dirty	
<input type="radio"/>	*632	Clean	
<input type="radio"/>	*633	Inspected	

## Change the status of multiple rooms

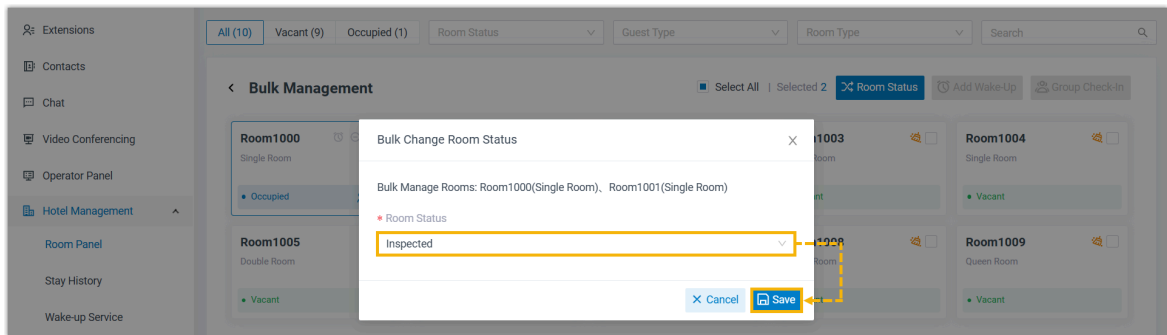
1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Room Panel**.
2. At the top-left corner, click **Bulk Management**.



3. Select the checkboxes of the desired rooms, then click **Room Status**.

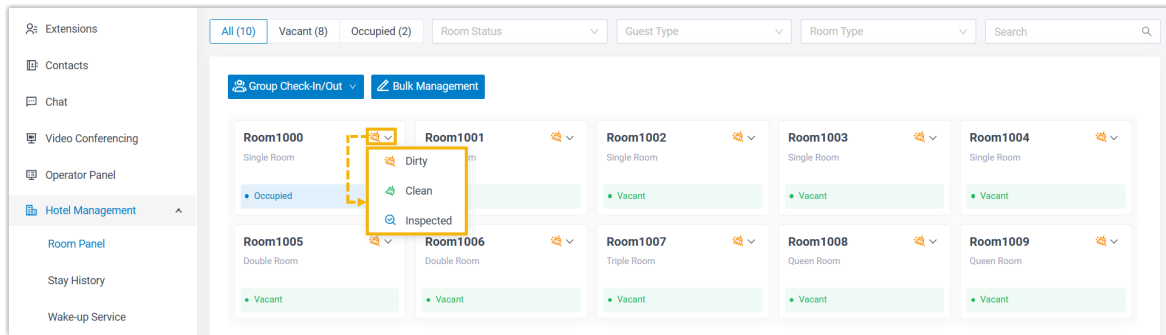


4. In the pop-up window, select a new status from the drop-down list of **Room Status**, then click **Save**.



## Change the status of a single room

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Room Panel**.
2. At the top-right corner of a room, click the room status icon, then select a status from the drop-down list.



## Wake-up Call

### Schedule Wake-up Calls

When guests request alarms, front desk can schedule wake-up calls on Linkus Desktop/Web Client. Alternatively, guests can schedule their own wake-up calls from their room phones.

### Restriction

A guest can have up to 23 pending wake-up calls.

### Schedule a wake-up task from Wake-up Service panel

You can schedule wake-up tasks from the Wake-up Service panel, a dedicated panel for delivering wake-up call service, ideal for adding alarms for multiple guests at a time.

### Procedure

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Wake-up Service**.
2. Under **Wake-Up Task** tab, add a wake-up task.
  - a. At the top-left corner, click **Add**.
  - b. Complete the following settings to schedule the task.

**\* Extension / Extension Group**

**Available** (11 Items)

Search here

<input type="checkbox"/>	Room Name	Extension Num...	Caller ID Name
<input type="checkbox"/>	Room1005	1005	1005
<input type="checkbox"/>	Room1006	1006	1006
<input type="checkbox"/>	Room1007	1007	1007
<input type="checkbox"/>	Room1008	1008	1008
<input type="checkbox"/>	Room1009	1009	1009
<input type="checkbox"/>	-	1010	Front Desk

**Selected** (2 Items)

Search here

<input type="checkbox"/>	Room Name	Extension Num...	Caller ID Name
<input type="checkbox"/>	Room1000	1000	Johnson Emily
<input type="checkbox"/>	Room1001	1001	Garcia Maria

---

**\* Wake-up Type**:

**\* Wake-Up Time**:

**\* Snooze**:

**\* Voice Prompt**:

**\* Ring Timeout (s)**:

**\* Failover Destination**:

**\* Failover Destination**:

Remark:

Setting	Description
<b>Extension / Extension Group</b>	Select the guest room(s) for which you want to schedule wake-up calls.
<b>Wake-up Type</b>	Select the frequency of the wake-up task. <ul style="list-style-type: none"> <li>• <b>Once</b></li> <li>• <b>At Daily</b></li> <li>• <b>Week</b></li> <li>• <b>Month</b></li> </ul>
<b>Wake-Up Time</b>	Select a wake-up time.
<b>Snooze</b>	Set the number of times to repeat the call if the guest(s) don't answer the wake-up call, as well as the interval between each repeat.
<b>Voice Prompt</b>	Select the voice prompt to be played when the guest(s) answer the wake-up call. <div style="border: 1px solid #0070c0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b> The available prompts are configured by hotel manager under custom prompts (Path: <b>PBX Settings &gt; Voice Prompt &gt; Custom Prompt</b>).</p> </div>
<b>Ring Timeout (s)</b>	Set the time for the wake-up call to ring before it times out ( <b>Unit</b> : Second).



Setting	Description
	<b>Valid value:</b> 5 - 300
<b>Failover Destination</b>	Set the failover destination if the guest(s) don't answer the wake-up call. <ul style="list-style-type: none"> <li>• <b>Hang Up</b></li> <li>• <b>Extension</b></li> <li>• <b>Ring Group</b></li> </ul>
<b>Remark</b>	Add additional information.

c. Click **Save**.

## Result

The wake-up task is scheduled and displayed on the list.

The screenshot shows the 'Wake-up Service' interface. On the left is a navigation menu with options like 'Extensions', 'Contacts', 'Chat', 'Video Conferencing', 'Operator Panel', 'Hotel Management', 'Room Panel', 'Stay History', and 'Wake-up Service'. The main area displays 'Wake-up Logs' with a table of tasks. The table has columns for Status, Room Name, Wake-Up Extension, Wake-Up Time, Snooze, Failover Destination, Modified By, Last Modified Time, and Operations. Two tasks are listed, both with a 'Scheduled' status. The first task is for Room1001, scheduled for 12/19/2024 at 09:50:00, with a failover destination of 'Extension : 10...'. The second task is for Room1000, also scheduled for 12/19/2024 at 09:50:00, with a failover destination of 'Extension : 10...'. The table footer shows 'Total: 2' and '20 / page'.

When it reaches the wake-up time, the PBX will make a call to the room phone(s). After the guest(s) answer the call, the system will play the specified voice prompt, then hang up the call.

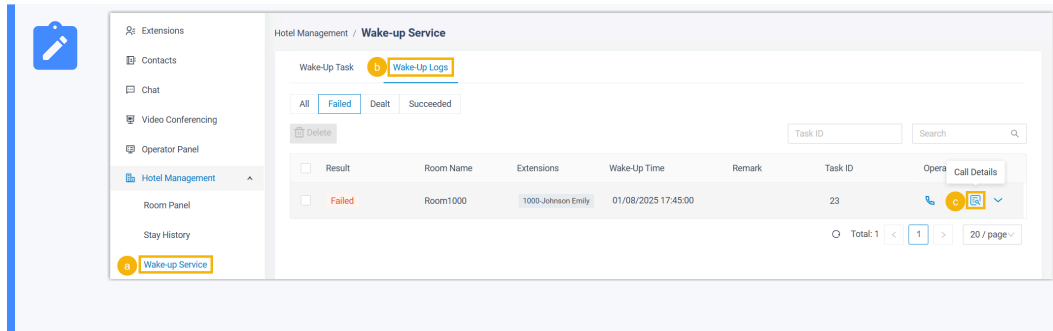


### Note:

If the wake-up task fails, red dot badges will appear to alert you.

The screenshot shows the 'Wake-up Service' interface with a red dot badge on the 'Wake-up Logs' header. The table shows one task for Room1001, scheduled for 01/09/2025 at 06:00:00, with a failover destination of 'Extension : 10...'. The task status is 'Scheduled'. The table footer shows 'Total: 1' and '20 / page'.

You can access the **Wake-Up Logs** page to check the reason for the failure.




## Schedule a wake-up task from Room Panel

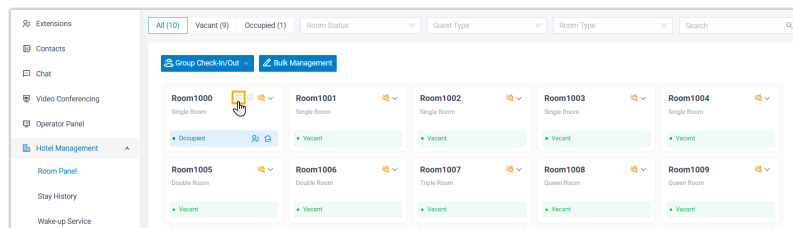
You can schedule wake-up tasks from the Room Panel, a room-based panel that visualizes all guest rooms, ideal for adding alarms for one or multiple guests.

### Procedure

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Room Panel**.
2. Access the wake-up call configuration page of the desired guest rooms.

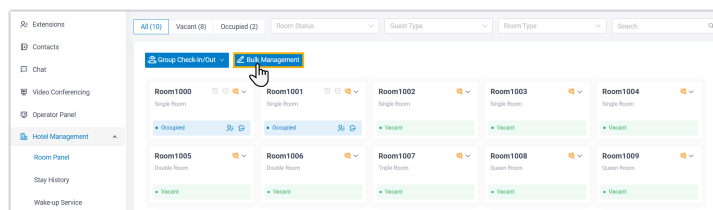
#### For a Single room

At the top-right corner of a checked-in room, click .

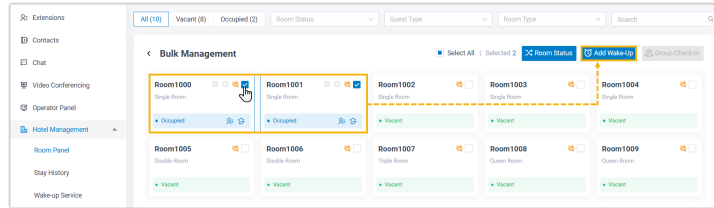


#### For multiple rooms

- a. At the top-left corner, click **Bulk Management**.



- b. Select the checkboxes of the checked-in rooms, then click **Add Wake-Up**.



3. In the pop-up window, schedule a wake-up call, then save the configuration.

Add Wake-Up (Room1000)
✕

**\* Wake-up Type**

Once
▼

**\* Wake-Up Time**

12/19/2024 06:00
📅

**\* Snooze**

Disabled
▼

**\* Voice Prompt**

[Default]
▼

**\* Ring Timeout (s)**

20

**\* Failover Destination**

Hang Up
▼


Remark

✕ Cancel

+ Save and Add New

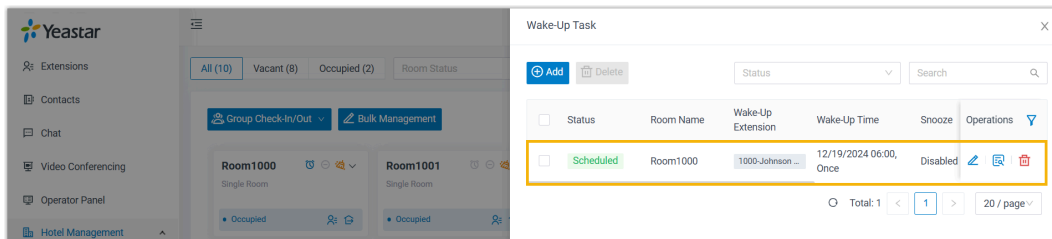
Save

Setting	Description
<b>Wake-up Type</b>	Select the frequency of the wake-up call. <ul style="list-style-type: none"> <li>• <b>Once</b></li> <li>• <b>At Daily</b></li> <li>• <b>Week</b></li> <li>• <b>Month</b></li> </ul>
<b>Wake-Up Time</b>	Select a wake-up time.

Setting	Description
<b>Snooze</b>	Set the number of times to repeat the call if the guest(s) don't answer the wake-up call, as well as the interval between each repeat.
<b>Voice Prompt</b>	<p>Select the voice prompt to be played when the guest(s) answer the wake-up call.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b> The available prompts are configured by hotel manager under custom prompts (Path: <b>PBX Settings &gt; Voice Prompt &gt; Custom Prompt</b>).</p> </div>
<b>Ring Timeout (s)</b>	<p>Set the time for the wake-up call to ring before it times out (Unit: Second).</p> <p><b>Valid value:</b> 5 - 300</p>
<b>Failover Destination</b>	<p>Set the failover destination if the guest(s) don't answer the wake-up call.</p> <ul style="list-style-type: none"> <li>• <b>Hang Up</b></li> <li>• <b>Extension</b></li> <li>• <b>Ring Group</b></li> </ul>
<b>Remark</b>	Add additional information.

## Result

The wake-up task is scheduled and displayed on the list.

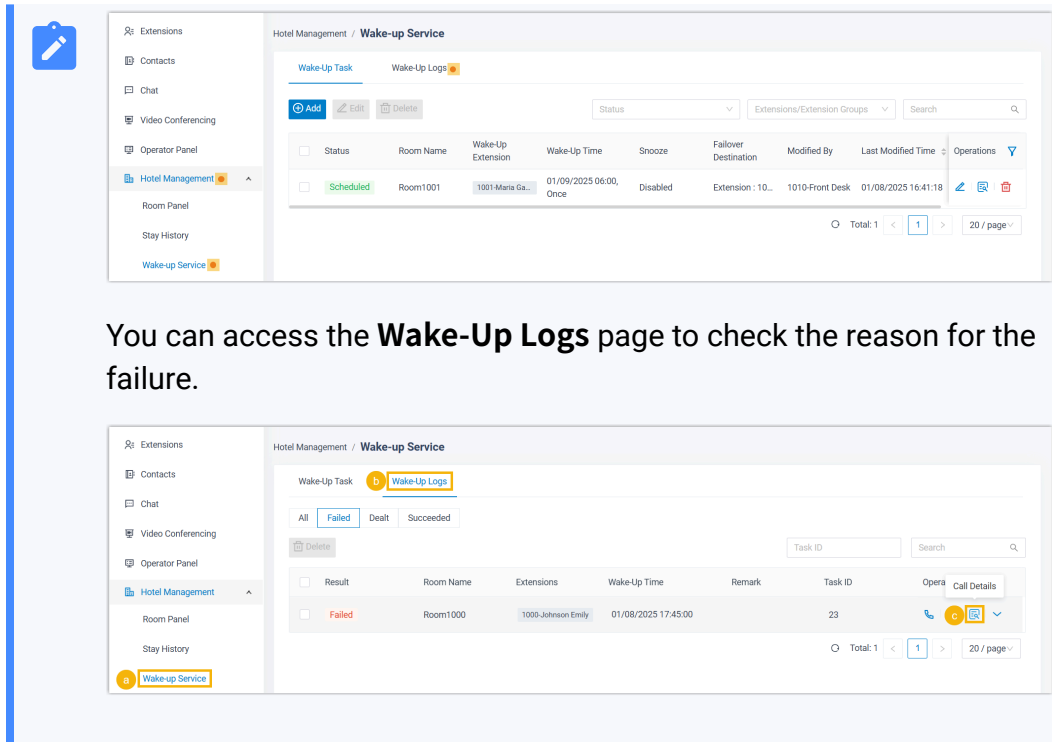


When it reaches the wake-up time, the PBX will make a call to the room phone(s). After the guest(s) answer the call, the system will play the specified voice prompt, then hang up the call.



**Note:**

If the wake-up task fails, red dot badges will appear to alert you.



You can access the **Wake-Up Logs** page to check the reason for the failure.

## Schedule a wake-up task from room phone

Guests can schedule their own wake-up calls directly from their room phones, without having to contact the front desk. To achieve this, you need to obtain the wake-up number from hotel manager, provide the number to guests, and instruct them to set a wake-up call by following the audio instructions.

We provide an example to show you how to schedule a wake-up call for **tomorrow at 06:00 AM** from room phone.

1. Dial the wake-up number from room phone.

The system prompt "Please choose your operation. Press 1 to add wake-up calls. Press 2 to query wake-up calls. Press 3 to delete wake-up calls. Press 0 to delete all wake-up calls. Press # to exit." will be played to the guest.

2. Press **1** to add a wake-up call.

The system prompt "Please choose the date for your wake-up call. Press 1 to choose today. Press 2 to choose tomorrow. Press 3 to set custom date." will be played to the guest.

3. Press **2** to set the date of the wake-up call to tomorrow.

The system prompt "Please enter your wake-up call time in a 24-hour format. For example, 1400 means 2:00 PM." will be played to the guest.

4. Press 0600 to set the time of the wake-up call to 06:00 AM.

The system prompt "Operate Successfully. Your wake-up call is set for {*wakeup\_time*} will be played to the guest.

5. Hang up the call, or repeat steps 2-4 to add another wake-up call.

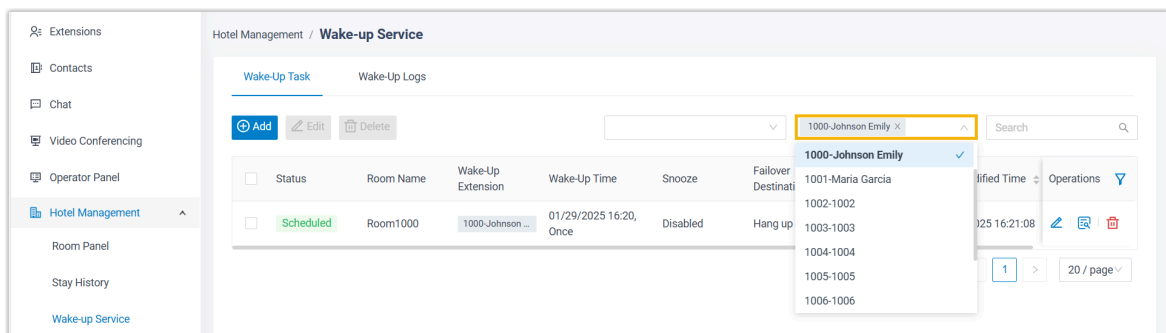
## Query Scheduled Wake-up Calls

In case of need, front desk can query the scheduled wake-up calls for guests on Linkus Desktop/Web Client. Alternatively, guests can query their own scheduled wake-up calls from their room phones.

### Query scheduled wake-up tasks from Wake-up Service panel

You can query scheduled wake-up calls for one or multiple guests from the dedicated Wake-up Service panel.


1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Wake-up Service > Wake-Up Task**.
2. Filter the room(s) assigned to the desired guest(s).

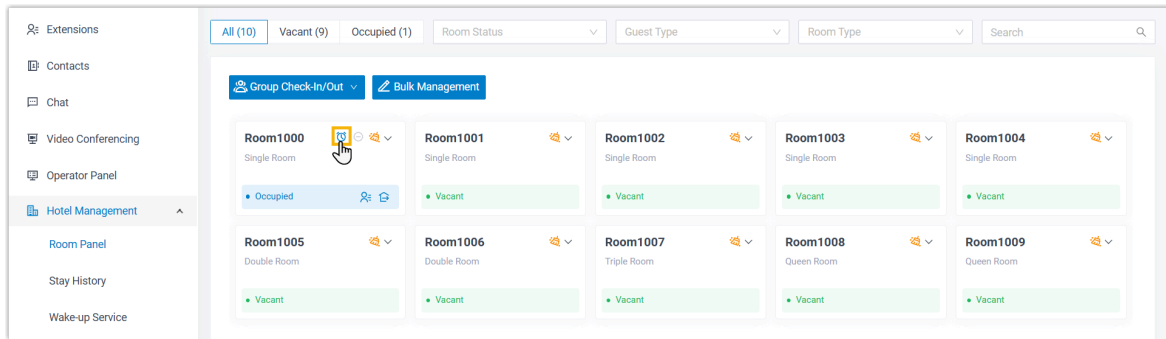


The scheduled wake-up tasks for the selected guest room(s) are displayed on the list.

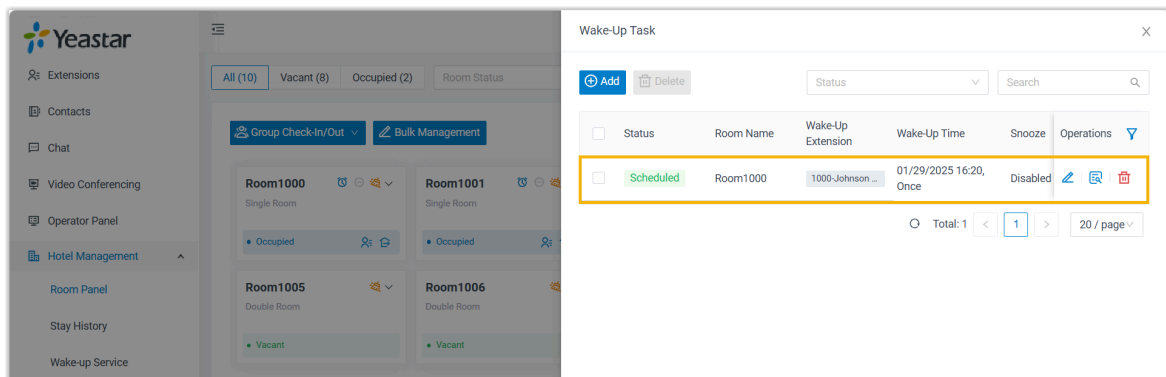
### Query scheduled wake-up tasks from Room Panel

You can query scheduled wake-up calls for an individual guest from the Room Panel.

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Room Panel**.
2. At the top-right corner of a desired room, click .



The scheduled wake-up task for the guest room is displayed on the list.



## Query scheduled wake-up tasks from room phone

Guests can query their own scheduled wake-up calls directly from their room phones, without having to contact the front desk. To achieve this, you need to obtain the wake-up number from hotel manager, provide the number to guests, and instruct them to query wake-up calls by following the audio instructions.

We provide an example to show you how to query the scheduled wake-up calls from room phone.

1. Dial the wake-up number from room phone.

The system prompt "Please choose your operation. Press 1 to add wake-up calls. Press 2 to query wake-up calls. Press 3 to delete wake-up calls. Press 0 to delete all wake-up calls. Press # to exit." will be played to the guest.

2. Press 2 to query wake-up calls.

The system prompt "You have *{number}* wake-up calls. First *{wakeup\_time}*..." will be played to the guest.

3. Hang up the call, or press a number to proceed.

## Update Scheduled Wake-up Calls

When guests need to update their scheduled wake-up calls, front desk can handle the request on Linkus Desktop/Web Client.



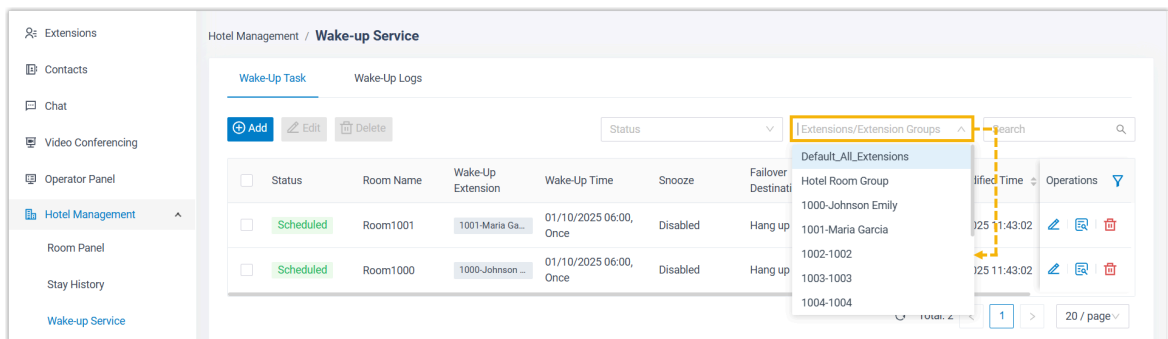
**Note:**

Guests can NOT update their scheduled wake-up calls from their room phones.

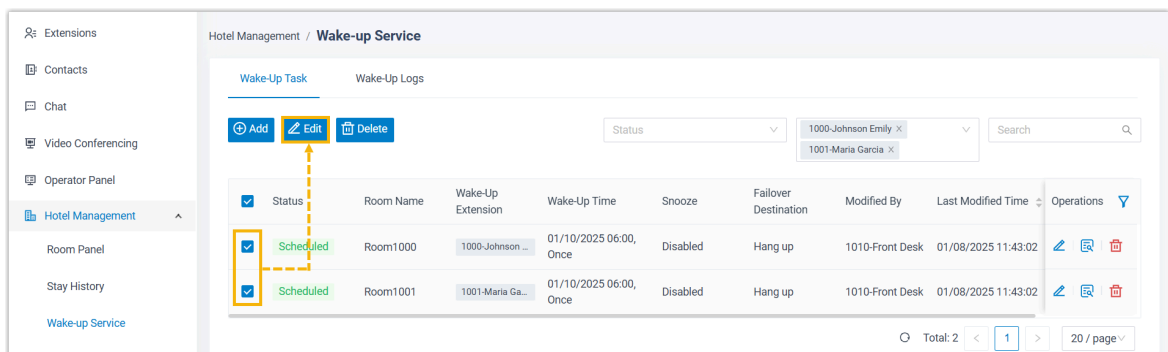
### Update scheduled wake-up tasks from Wake-up Service panel

You can update scheduled wake-up calls for one or multiple guests from the dedicated Wake-up Service panel.

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Wake-up Service > Wake-Up Task**.
2. Filter the rooms assigned to the desired guest(s).



3. Select the checkboxes of the desired tasks, then click **Edit** to edit the tasks as needed.




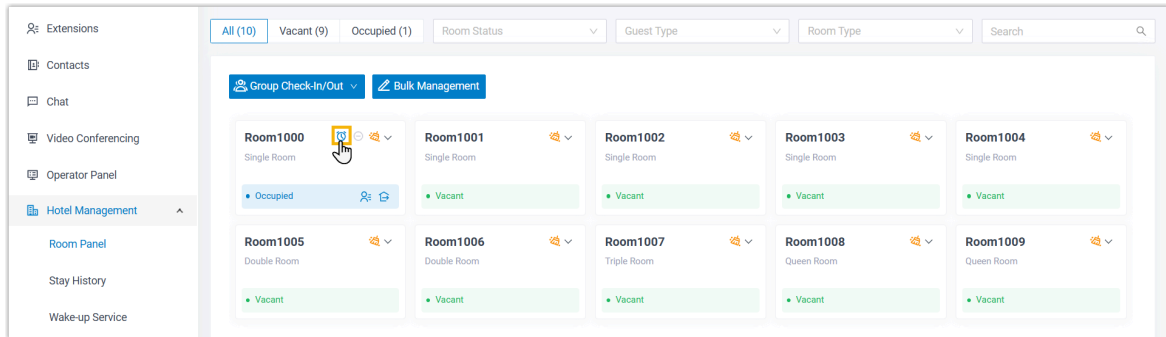
4. Click **Save**.




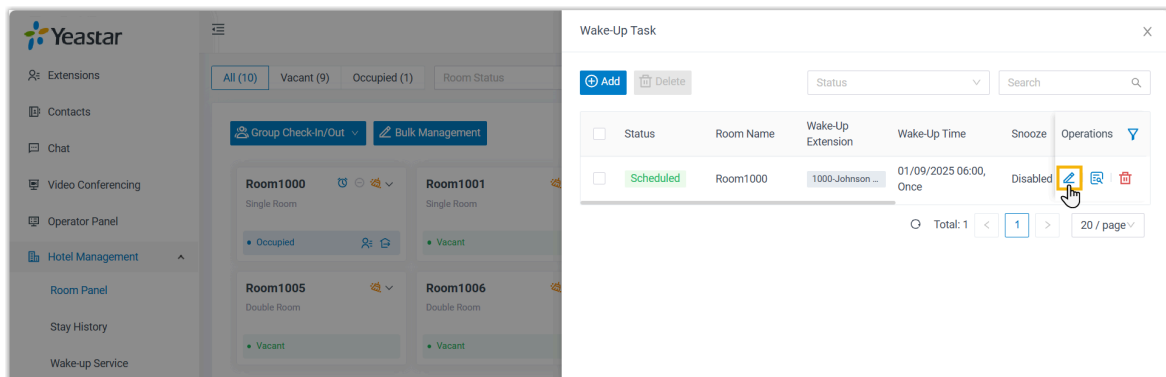
## Update scheduled wake-up tasks from Room panel

You can update scheduled wake-up calls for an individual guest from the Room Panel.

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Room Panel**.
2. At the top-right corner of a desired room, click .



3. On the right panel, click  to edit the wake-up task as needed.



4. Click **Save**.

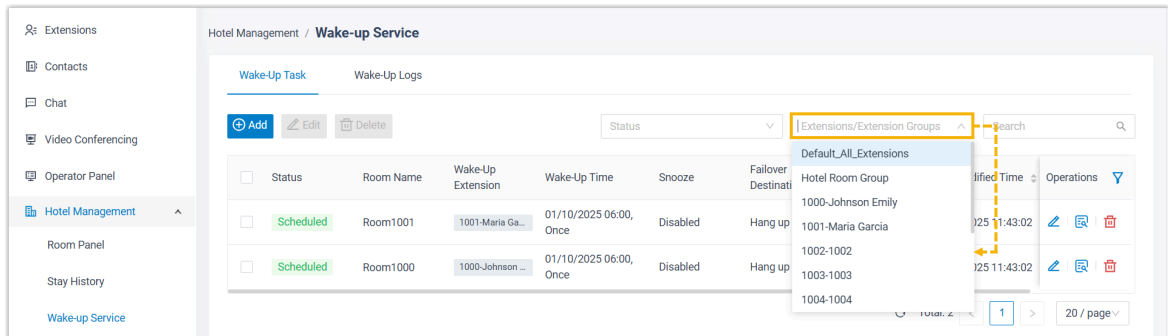
## Delete Scheduled Wake-up Calls

If guests need to cancel alarms, front desk can delete wake-up calls on Linkus Desktop/Web Client. Alternatively, guests can delete their own wake-up calls from their room phones.

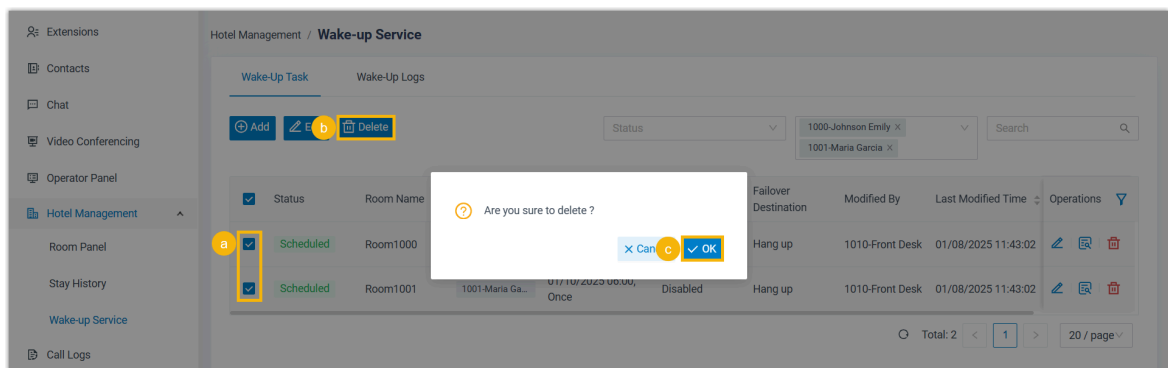
## Delete scheduled wake-up tasks from Wake-up Service panel

You can delete scheduled wake-up calls for one or multiple guests from the dedicated Wake-up Service panel.

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Wake-up Service > Wake-Up Task**.
2. Filter the rooms assigned to the desired guest(s).




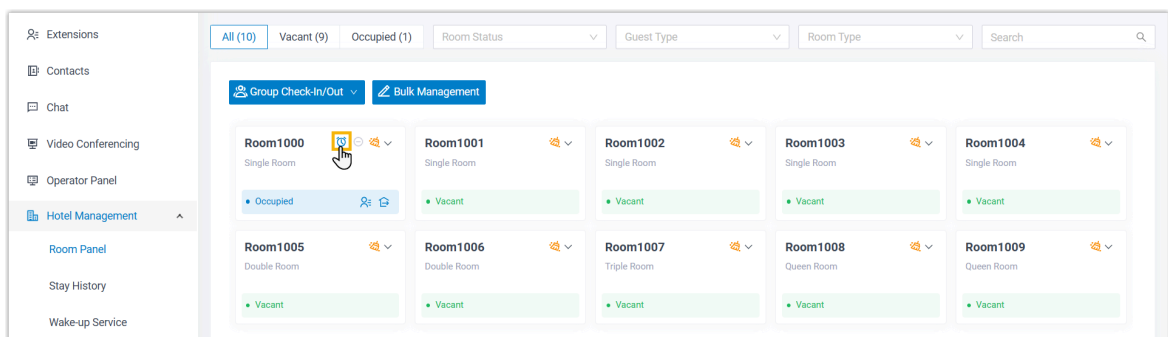
3. Select the checkboxes of the desired tasks, click **Delete**, then click **OK**.



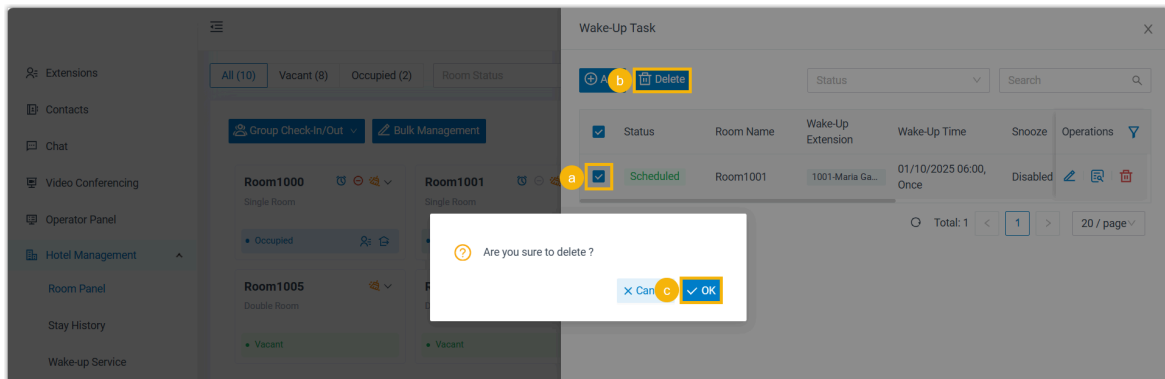
## Delete scheduled wake-up tasks from Room Panel

You can delete scheduled wake-up calls for an individual guest from the Room Panel.

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Room Panel**.
2. At the top-right corner of a desired room, click .



- On the right panel, select the checkboxes of the desired tasks, click **Delete**, then click **OK**.



## Delete scheduled wake-up tasks from room phone

Guests can delete their own wake-up calls directly from their room phones, without having to contact the front desk. To achieve this, you need to obtain the wake-up number from hotel manager, provide the number to guests, and instruct them to delete wake-up calls by following the audio instructions.

We provide two examples to show you how to delete wake-up calls from room phone.

### Delete one or multiple wake-up calls

- Dial the wake-up number from room phone.

The system prompt "Please choose your operation. Press 1 to add wake-up calls. Press 2 to query wake-up calls. Press 3 to delete wake-up calls. Press 0 to delete all wake-up calls. Press # to exit." will be played to the guest.

- Press 3 to delete a wake-up call.

The system prompt "You have {number} wake-up calls. First {wakeup\_time}... Please enter the number of the wakeup call you want to delete. Or, Press 0 to delete all wakeup calls. Press \* to cancel." will be played to the guest.

- Press a number to delete the corresponding wake-up call.

The system prompt "Operate Successfully." will be played to the guest.

- Hang up the call, or repeat steps 2-4 to delete another wake-up call.

### Delete all wake-up calls

1. Dial the wake-up number from room phone.

The system prompt "Please choose your operation. Press 1 to add wake-up calls. Press 2 to query wake-up calls. Press 3 to delete wake-up calls. Press 0 to delete all wake-up calls. Press # to exit." will be played to the guest.

2. Press 0 to delete all wake-up calls.

The system prompt "Press 1 to delete all wake-up calls. Or, Press \* to cancel." will be played to the guest.

3. Press 1 to confirm the deletion.

The system prompt "Operate Successfully." will be played to the guest.

4. Hang up the call.

## Check Wake-up Call Logs

Each time a wake-up task is executed, the activity will be logged for tracking purposes. In the event that a wake-up task fails, front desk can review the log for details.

### Restriction

A maximum of 100,000 wake-up call logs can be stored.



#### Note:

When it reaches the maximum number, the oldest logs will be deleted automatically.

### Procedure

Log in to Linkus Desktop/Web Client, go to **Hotel Management > Wake-up Service > Wake-Up Logs**.

### Result

All the wake-up call logs are displayed on the list.

Wake-Up Task		Wake-Up Logs					
		All	Failed	Dealt	Succeeded		
		Delete		Task ID	Search		
Result	Room Name	Extensions	Wake-Up Time	Remark	Task ID	Operations	
<input type="checkbox"/> Succeeded	Room1000	1000-Johnson Emily	01/08/2025 16:52:00		25		
<input type="checkbox"/> Succeeded	Room1000	1000-Johnson Emily	01/08/2025 16:20:00		22		
<input type="checkbox"/> Succeeded	Room1000	1000-Johnson Emily	01/08/2025 16:15:00		21		
<input type="checkbox"/> Failed	Room1000	1000-Johnson Emily	01/08/2025 10:05:00		4		
<input type="checkbox"/> Succeeded	Room1000	1000-Johnson Emily	01/08/2025 09:48:00		3		

**Note:**

For a failed wake-up task, you can click to view the reason for the failure and take appropriate actions. When done, you can click to mark the task as dealt.

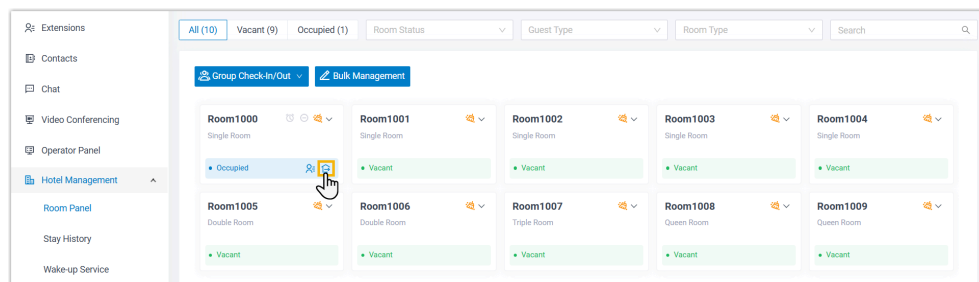
## Check out

When guests are ready to leave, front desk can complete the check-out process for them.

### Individual guest check-out

#### Procedure

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Room Panel**.
2. At the bottom-right corner of a checked-in room, click .



3. Perform the following operations to check the guest out of the room.

Room Name: Room1000(Single Room) | Guest Name: Johnson Emily

Check-In Time: 12/18/2024 14:02:59 | Expected Departure Time: 12/19/2024 13:00:34

\* Actual Check-Out Time: 12/19/2024 13:00:00

Total Costs:

- Call Charges: \$0.00
- Other Charges: \$225.00
- Total Costs: \$225.00

Other Charges:

Charge Item	Date	Amount(\$)	Operations
Single Room (2 Nights)	12/19/2024	220.00	[Remove]
Bottled Water (2 bottles)	12/19/2024	5.00	[Remove]

+ Add

Save | X Cancel

- In the **Actual Check-Out Time** drop-down list, keep the current time as the check-out time, or change it as needed.
- In the **Other Charges** section, click **Add** to add charge items for the room.



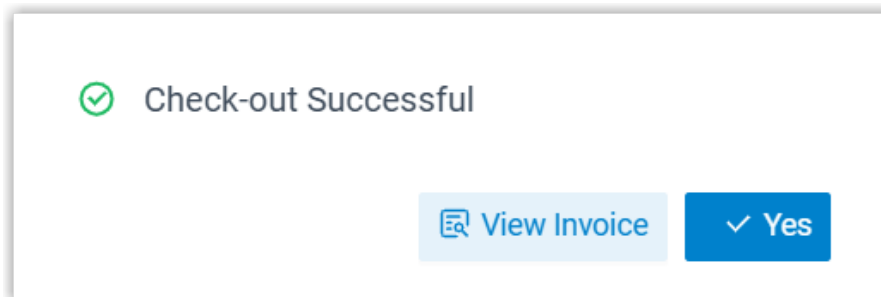
**Note:**

A maximum of 10 charge items can be added.

- Click **Save**.

## Result

- A window pops up, prompting that the checkout is successful. You can click **View Invoice** to view the invoice and provide it to the guest.



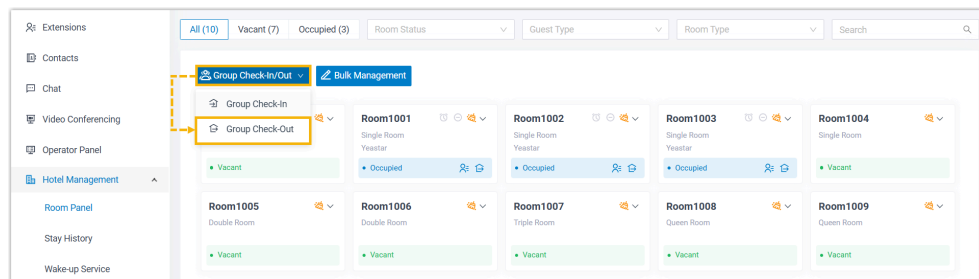
- The guest room is marked as **Vacant** and its status is reset to the default setting.
- The room extension is reset to the default settings and existing data is cleared:

- **Clear the data:** First Name, Mobile Number, Email Address, Voice-mail Messages, Call Recordings, Call Logs, Internal Chat histories, Personal Contacts, Video Conferences, Wake-up Calls
- **Reset call permission:** Restrict the extension from making out-bound calls and international calls
- **Reset extension presence:** Reset extension presence to **Available**
- **Reset extension setting:** Reset **Last Name** to extension number

## Tour group check-out

### Procedure

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Room Panel**.
2. At the top-left corner, click **Group Check-In/Out**, then select **Group Check-Out**.



3. Perform the following operations to check a tour group out of the rooms.

- a. In the **Group Name** drop-down list, select a tour group.
- b. In the **Actual Check-Out Time** drop-down list, keep the current time as the check-out time, or change it as needed.
- c. In the **Other Charges** section, click **Add** to add charge items for the tour group.



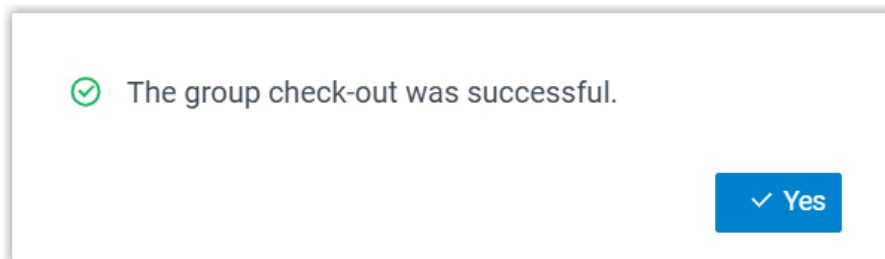
**Note:**

A maximum of 640 charge items can be added.

- d. Click **Save**.

**Result**

- A window pops up, prompting that the checkout is successful.



You can view the invoices in **Hotel Management > Stay History** and send them to guests.



Status	Room Name	Room Type	Guest Name	Mobile Number	Total Costs	Check-in Time	Operations
Check Out	Room1001	Single Room	Smith James	-	220.00	12/19/2024 11:43:49	[Icons]
Check Out	Room1002	Single Room	Garcia Maria	-	220.00	12/19/2024 11:43:49	[Icons]
Check Out	Room1003	Single Room	Davis Richard	-	220.00	12/19/2024 11:43:49	[Icons]

- The temporary extension group for the tour group is removed from PBX.
- The guest rooms are marked as **Vacant** and their statuses are reset to the default setting.
- The room extensions are reset to the default settings and existing data is cleared:
  - **Clear the data:** First Name, Mobile Number, Email Address, Voice-mail Messages, Call Recordings, Call Logs, Internal Chat histories, Personal Contacts, Video Conferences, Wake-up Calls
  - **Reset call permission:** Restrict the extension from making out-bound calls and international calls
  - **Reset extension presence:** Reset extension presence to **Available**
  - **Reset extension setting:** Reset **Last Name** to extension number

## Manage Guest Calls

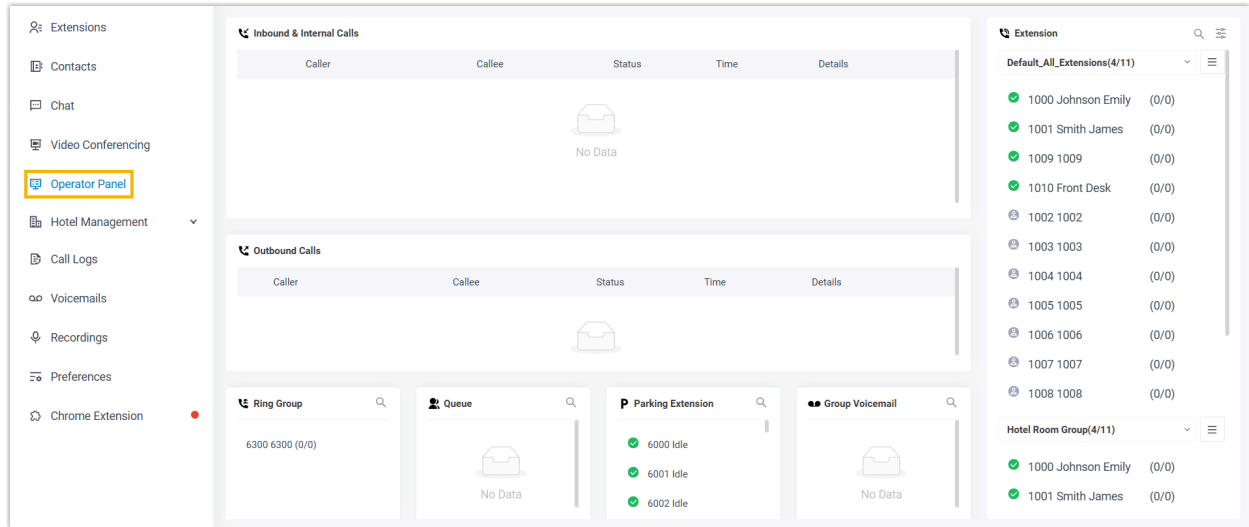
In some cases, front desk may need to manage guest calls, such as transferring calls to another room. This topic describes how front desk can manage guests calls from Operator Panel.



### Note:

This topic provides instructions on how to manage guest calls based on the default privileges assigned by hotel manager. If hotel manager assigns you more privileges, refer to [Operator Panel User Guide](#) for detailed instructions.

On Linkus Desktop/Web Client, go to **Operator Panel**.



Refer to the following table to see how to manage guests calls according to the assigned privileges.

Privilege	Instruction
Redirect a call	<p>The instruction shows two steps for redirecting a call. Step 1: In the 'Inbound &amp; Internal Calls' table, a call from [15880123456] to Emily [1001] is shown as 'Ringing'. A yellow box highlights the 'Redirect' button next to the call. Step 2: A 'Redirect' dialog box is shown with the extension number '1010' entered in the input field and the 'Redirect' button highlighted. The dialog also shows 'Front desk [Extension] 1010' as the selected destination.</p>

**Privilege** **Instruction**

**Transfer a call**

**Inbound & Internal Calls**

Caller	Callee	Status	Time	Details
[15880123456]	Johnson Emily [1001]	Talking	00:00:06	External

**Transfer**

1010

**Drag a call and drop to extension**

**Inbound & Internal Calls**

Caller	Callee	Status	Time	Details
[15880123456]	Johnson Emily [1001]	Ringing	00:00:18	External

**Ring Group**

No Data

**Park a call**

**Inbound & Internal Calls**

Caller	Callee	Status	Time	Details
[15880123456]	Johi	Talking	00:02:21	External

Parked

15880123456

Privilege	Instruction
Retrieve a call	

## View and Manage Guest Stay History

Guest Stay History provides quick information on the visits of guests. This topic describes how front desk can view, download, and delete guest stay histories.

### Restriction

A maximum of 100,000 guest stay histories can be stored.





















**Note:**

When it reaches the maximum number, the oldest histories will be deleted automatically.

### View guest stay history

Log in to Linkus Desktop/Web Client, go to **Hotel Management > Stay History**.

All the guest stay histories are displayed on the list.

Status	Room Name	Room Type	Guest Name	Mobile Number	Total Costs	Check-In Time	Operations
Check In	Room1003	Single Room	Kevin Connor	-	-	01/08/2025 19:34:22	  
Check Out	Room1001	Single Room	Maria Garcia	-	0.00	01/08/2025 11:40:58	  
Check Out	Room1000	Single Room	Johnson Emily	+1(555)987-6543	2.40	01/07/2025 17:02:55	  
Check Out	Room1001	Single Room	Smith James	-	10.00	01/07/2025 15:15:23	  
Room Change	Room1000	Single Room	Smith James	-	-	01/07/2025 15:14:26	  
Room Change	Room1001	Single Room	Smith James	-	-	01/07/2025 14:27:01	  

Total: 8 | 1 | 20 / page

## Download guest stay history

You can download all guest stay histories, or filter and download only the histories you need.





















### Note:

Invoices are NOT included in the download. To download invoices, see [Check guest invoices](#).

## Download all guest stay histories

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Stay History**.
2. Click **Download**, then select **Download All Data**.

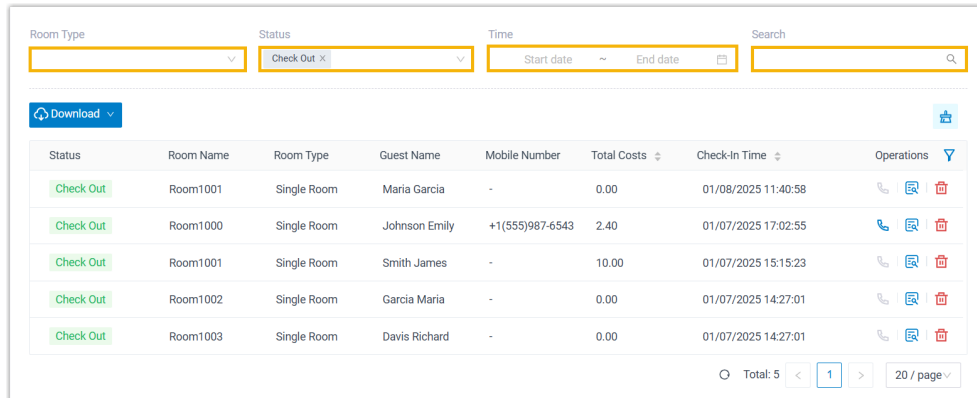
Status	Room Name	Room Type	Guest Name	Mobile Number	Total Costs	Check-In Time	Operations
Check Out	Room1003	Single Room	Kevin Connor	-	-	01/08/2025 19:34:22	  
Check Out	Room1001	Single Room	Maria Garcia	-	0.00	01/08/2025 11:40:58	  
Check Out	Room1000	Single Room	Johnson Emily	+1(555)987-6543	2.40	01/07/2025 17:02:55	  
Check Out	Room1001	Single Room	Smith James	-	10.00	01/07/2025 15:15:23	  
Room Change	Room1000	Single Room	Smith James	-	-	01/07/2025 15:14:26	  
Room Change	Room1001	Single Room	Smith James	-	-	01/07/2025 14:27:01	  

Total: 8 | 1 | 20 / page

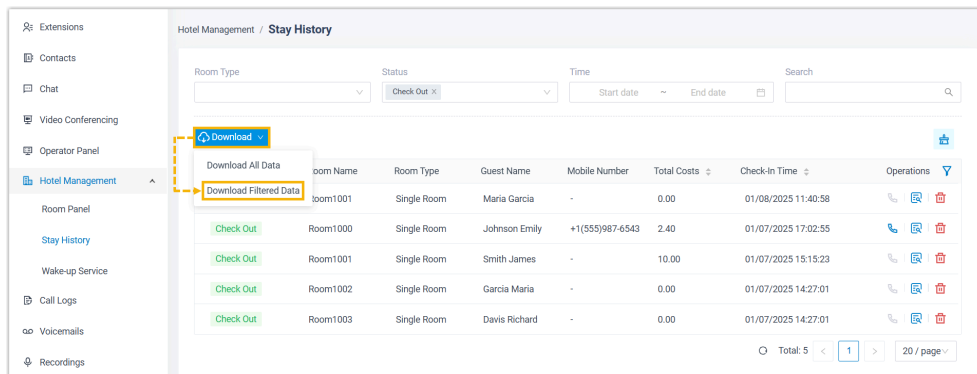
All guest stay histories will be downloaded to your computer as a `.CSV` file.

## Download specific guest stay histories

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Stay History**.
2. Filter out the desired guest stay histories.



3. Click **Download**, then select **Download Filtered Data**.




The filtered guest stay histories will be downloaded to your computer as a `.CSV` file.

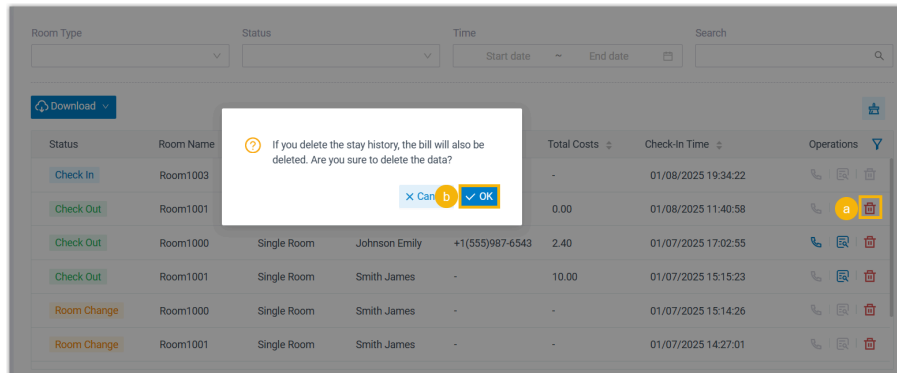
## Delete guest stay history


### Restriction

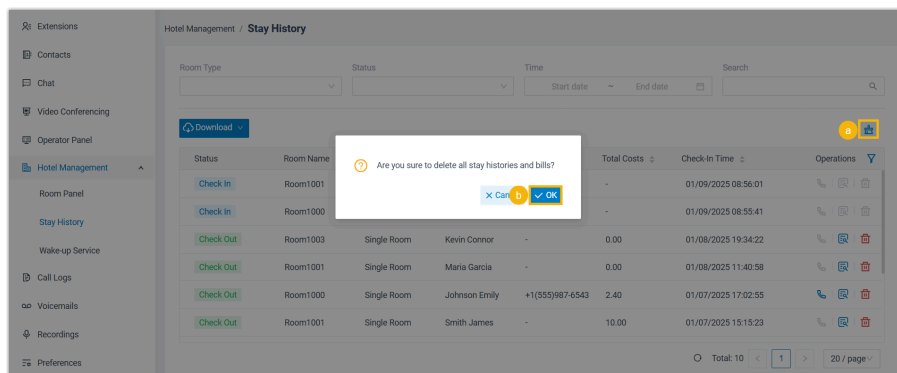
Only guest histories with **Check Out** or **Room Change** status can be deleted.

### Procedure

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Stay History**.
2. Delete guest stay histories as needed.
  - To delete specific histories, click , then click **OK**.



- To delete all histories, click , then click **OK**.



## Result

The guest histories as well as the invoices are deleted from the PBX.

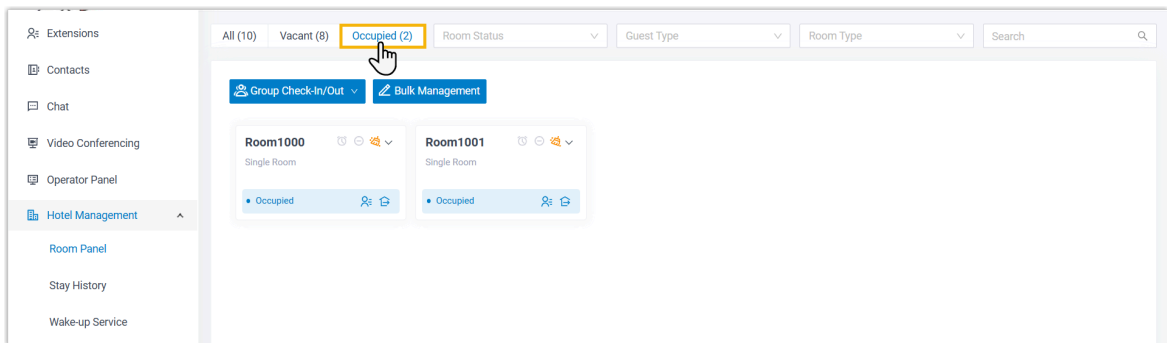
## Check Guest Bills and Invoices


When guests check in to the hotel, a bill is created to track the charges incurred by the guests during their stay. Upon check-out, an invoice is generated and can be issued to guests. This topic describes how front desk can check guest bills and invoices.

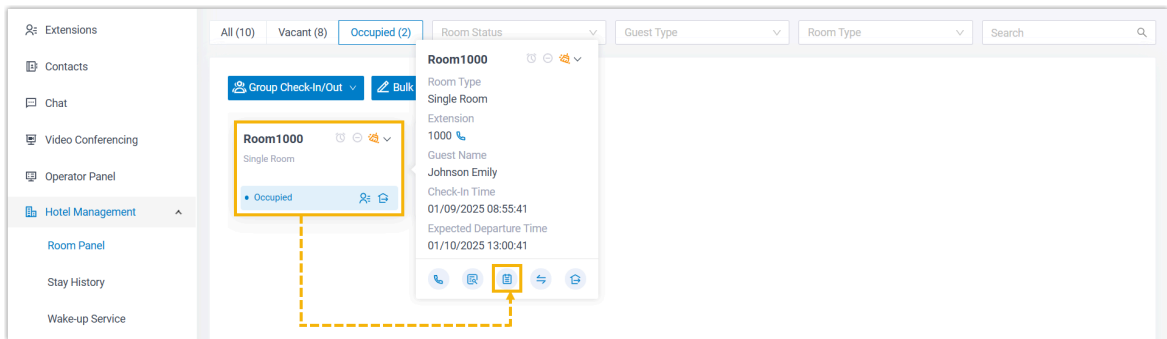
### Check guest bills

During a guest's stay, you can review the charges incurred from Room Panel.

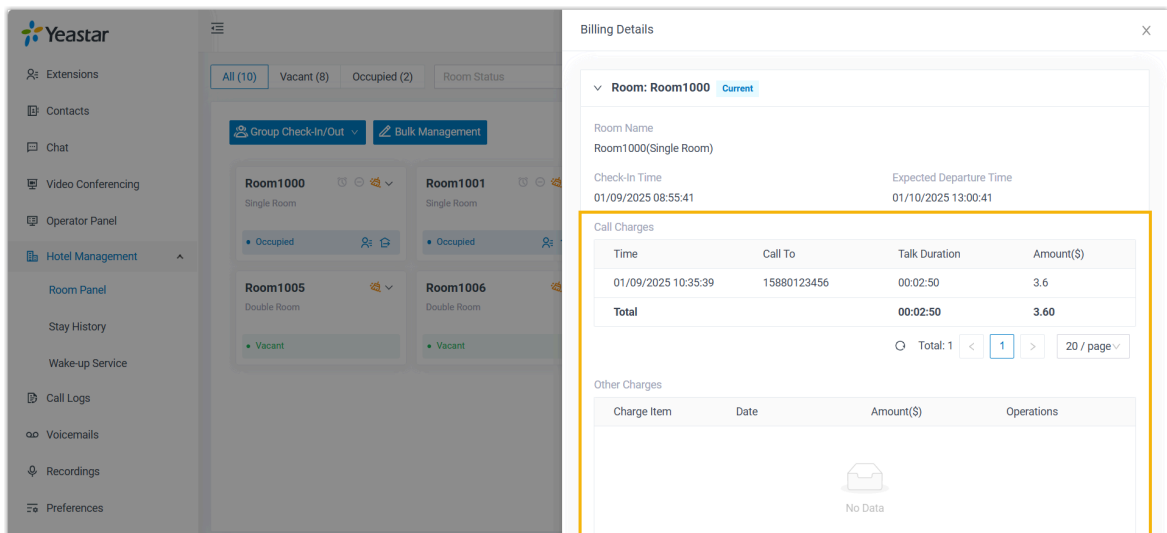
1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Room Panel**.
2. **Optional:** Click **Occupied** tab to filter the checked-in rooms.



3. Click on the desired room, then click .



The bill for the guest room is displayed on the right panel.

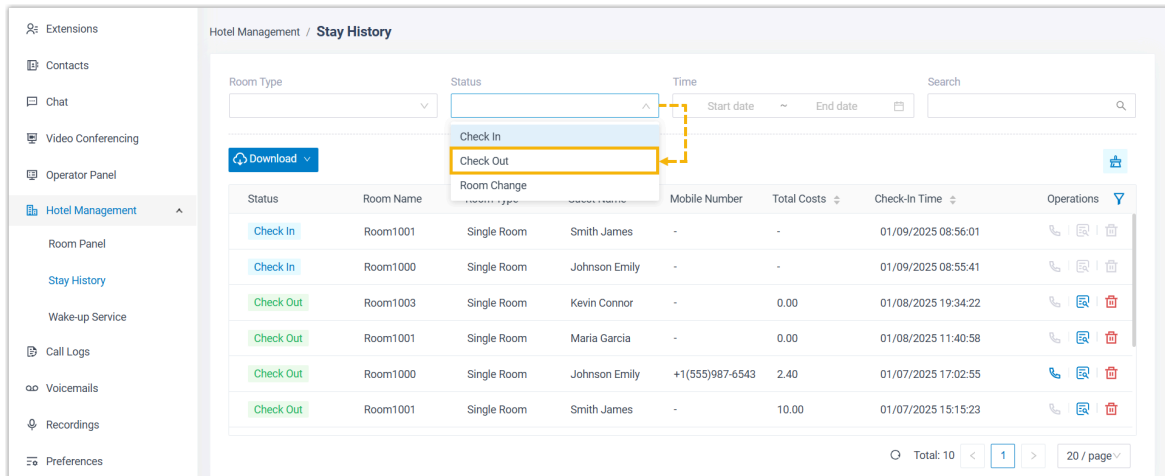




## Check guest invoices

When a guest checks out, you can access the guest's invoice from Stay History panel and provide it to the guest.

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Stay History**.
2. **Optional:** In the **Status** drop-down list, select **Check Out** to filter the checkout histories.



Hotel Management / Stay History

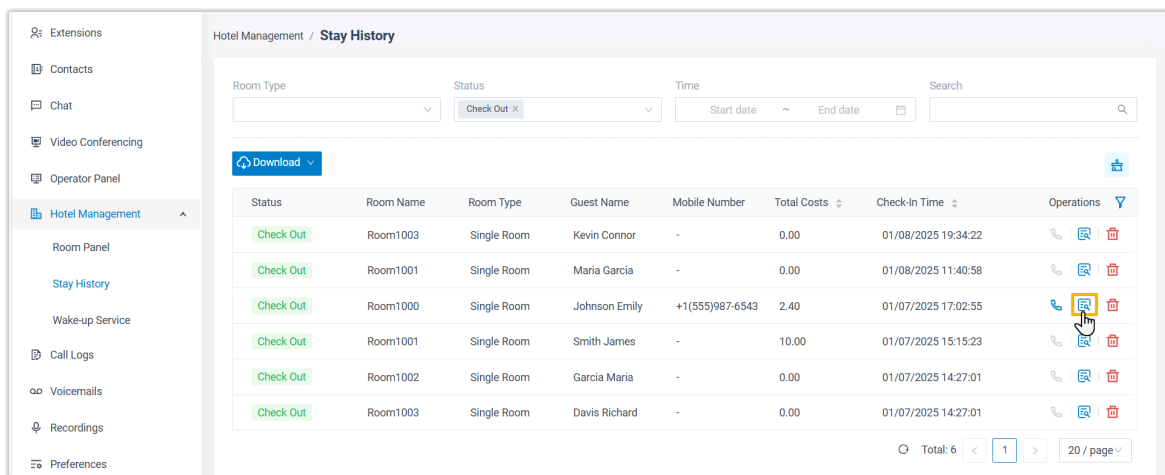
Room Type: [Dropdown] Status: [Dropdown] Time: [Start date] ~ [End date] [Search]

[Download]

Status	Room Name	Room Type	Guest Name	Mobile Number	Total Costs	Check-In Time	Operations
Check In	Room1001	Single Room	Smith James	-	-	01/09/2025 08:56:01	[Phone] [Mail] [Trash]
Check In	Room1000	Single Room	Johnson Emily	-	-	01/09/2025 08:55:41	[Phone] [Mail] [Trash]
Check Out	Room1003	Single Room	Kevin Connor	-	0.00	01/08/2025 19:34:22	[Phone] [Mail] [Trash]
Check Out	Room1001	Single Room	Maria Garcia	-	0.00	01/08/2025 11:40:58	[Phone] [Mail] [Trash]
Check Out	Room1000	Single Room	Johnson Emily	+1(555)987-6543	2.40	01/07/2025 17:02:55	[Phone] [Mail] [Trash]
Check Out	Room1001	Single Room	Smith James	-	10.00	01/07/2025 15:15:23	[Phone] [Mail] [Trash]

Total: 10 < 1 > 20 / page

3. Click  beside a desired history to view the invoice.



Hotel Management / Stay History


Room Type: [Dropdown] Status: Check Out x Time: [Start date] ~ [End date] [Search]

[Download]

Status	Room Name	Room Type	Guest Name	Mobile Number	Total Costs	Check-In Time	Operations
Check Out	Room1003	Single Room	Kevin Connor	-	0.00	01/08/2025 19:34:22	[Phone] [Mail] [Trash]
Check Out	Room1001	Single Room	Maria Garcia	-	0.00	01/08/2025 11:40:58	[Phone] [Mail] [Trash]
Check Out	Room1000	Single Room	Johnson Emily	+1(555)987-6543	2.40	01/07/2025 17:02:55	[Phone] [Mail] [Trash]
Check Out	Room1001	Single Room	Smith James	-	10.00	01/07/2025 15:15:23	[Phone] [Mail] [Trash]
Check Out	Room1002	Single Room	Garcia Maria	-	0.00	01/07/2025 14:27:01	[Phone] [Mail] [Trash]
Check Out	Room1003	Single Room	Davis Richard	-	0.00	01/07/2025 14:27:01	[Phone] [Mail] [Trash]

Total: 6 < 1 > 20 / page

The invoice is opened in a new browser tab.



Emerald Horizon Resort  
 256 Oceanview Boulevard, Serenity Bay, FL 32456, USA  
 Phone:+1-555-867-5309 Email: info@emeraldhorizon.com

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**Guest Name:**  
Johnson Emily

**Invoice Number:**  
2025010818450001

**Bill Generation Time:**  
01/08/2025 18:45:28

**Payment:**  
Total Costs: \$2.40

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**Room Name:** Room1000 ( Single Room )  
**Check-In Time:** 01/07/2025 17:02:55      **Check-Out Time:** 01/08/2025 18:45:00

**Call Charges**

Time	Call To	Talk Duration	Amount(\$)
01/08/2025 18:42:57	3000	00:01:50	2.4
Sum(\$)		00:01:50	2.40

**Other Charges**

Charge Item	Date	Amount(\$)
-	-	-
Sum(\$)		0.00
<b>Total Costs(\$)</b>		<b>2.40</b>

Signature \_\_\_\_\_

Date \_\_\_\_\_

You can download it to your computer as a [.pdf](#) file and provide it to guest.