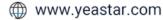


Hotel Management Guide

Yeastar 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.
 - <u>Grant hotel management permission</u> to enable co-management of the hotel service.
 - <u>Grant call management permission</u> to enable staffs to manage guest calls.
 - <u>Grant guest room management permission</u> 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.
 - <u>Schedule call reports</u> 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:

- <u>Check in</u>
- Move Rooms
- <u>Set Do Not Disturb (DND)</u>
- <u>Change Room Status</u>
- 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
- <u>Check out</u>
- <u>Manage Guest Calls</u>
- <u>View and Manage Guest Stay History</u>
- <u>Check Guest Bills and Invoices</u>

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

(Ø	Dashboard		≣			
2	<u>8</u> =	Extension and Trunk	~	Hotel	Management / H e	otel Settings	
	1	Contacts	~			otor cottingo	
(Auto Provisioning	~	2-	Enable Hotel	Management	
	ļ†ļ	Call Control	~		Hotel Settings	Room Management	Wake-up Service
	0	Call Features	~		Basic		
(Ģ	Messaging	~		* Currency Unit		
1	998	PBX Settings	~		Please enter the	e currency unit (e.g., \$, €	E, ¥, EUR, GBP).
		System	~		Custom Gues	st Information Fields	
	Ø	Security	~		Client Configurat	ion Permission for Hote	el Management
:	×	Maintenance	~		() Add		
	Ъ	Integrations	~				
	ħ	Hotel Management			Room Settings		
1	÷	Reports and Recordings	~		Gave × 0	Cancel	
	96	Plan					

- 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					
Hotel Settings Room Management V	/ake			256 Oceanview B one: +1-555-867-5			FL 3245
* Currency Unit	Guest Name Smith James Invoice Nur 202412191715	nber:	12/ ⁻ Pay	Generation Ti 19/2024 17:27:47 yment: al Costs: \$220.00			
		E: Room1001 (Single I :: 12/19/2024 11:43:49 s	Room) Check-Out Time: 12/19/	2024 17:15:39			
	Charge Ite	em			Date	1	Amount
	Single Roo	m (2 Nights)			12/19/20	024	:
						Sum(\$)) 220
						Total Costs(\$)) 220
					:	Signature	

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
Guest Information	 First Name Last Name Certificate ID Mobile Number Email Address
Guest Address	 Zip Code Street City State Country

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



A maximum of 10 custom fields are supported.

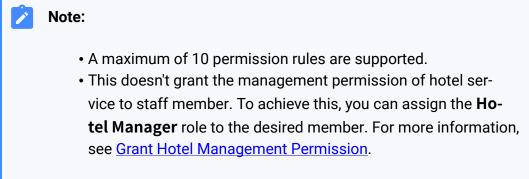
Refer to the following table to see how the guest information field settings are reflected in the check-in form.

Setting		Effect	
Basic Currency Unit Cutom Guest Information Fields Field Name Purpose of Visit Payment Method + Add	%I Extensions © Contacts □ Chat © Video Conferencing © Operator Panel © Hotel Management Room Panel Stay History Wake-up Service © Call Logs co Voicemails © Recordings 75 Preferences	Certificate Type	Last Name Gender Gender Cerificate ID Cerificate ID Payment Method

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).



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		Descrip	tion						
Room Panel	The authorized staff member can access Room Panel on Linkus Desktop/Web Client (Path: Hotel Management > Room Panel) to perform operations such as check-in, move rooms, set Do Not Disturb (DND), change room status, add wake-up calls, check out, etc.								
	R Extensions ID Contacts ID Chat	All (10) Vacant (10)	Occupied (0 ut v 🖉 Bulk) Room Status		✓ Guest Type		∨ Room	
	ジideo Conferencingジideo Conferencing	Room1000 Single Room	道 ~	Room1001 Single Room	(4) ~	Room1002 Single Room	遗 ~	Room100: Single Room	
	Hotel Management	Vacant		Vacant		Vacant		• Vacant	
	Room Panel Stay History	Room1005 Double Room	益 ~	Room1006 Double Room	ä ~	Room1007 Triple Room	益 ~	Room100	
	Wake-up Service	Vacant		Vacant		Vacant		Vacant	

Permission		Description					
	on Linkus Desktop as schedule wake-		•				
	R= Extensions	Hotel Management / Wake-up S	Service				
	E: Contacts	Wake-Up Task Wake	e-Up Logs				
	 Chat Video Conferencing 	Add		Sta	tus	✓ Extens	sions/Extensio
	回 Operator Panel	Status Roo	om Name Wake-Up Extension	Wake-Up Time	Snooze	Failover Destination	Modified By
	Hotel Management	Scheduled Roo	om1000 1000-1000	12/20/2024 09:10,Once	Disabled	Extension : 10	1010-Front D
	Room Panel Stay History	Scheduled Roo	om1001 1001-1001	12/20/2024 09:10,0nce	Disabled	Extension : 10	1010-Front D
	Wake-up Service						
	Operator Panel on Tip: Refer to Ca more. Refer to Ca more. Contacts Contacts Chat Video Conferencing Operator Panel	Linkus Desktop/M all Management P		earn Status No Data	Time	Details	
	🗈 Hotel Management 🗸 🗸	C Outbound Calls					
	Call Logs	Caller	Callee	Status	Time	Details	
	مە Voicemails ب Recordings	Johnson Emily [1000]	[15880123456]	Talking	00:00:11	External	
	□ Preferences Ω Chrome Extension	Lt Ring Group Q 6300 6300 (0/0) 0	R Queue	 P Parking E 6000 I 6001 I 6001 I 6002 I 	dle	• Group Voicemail	
Stay History	The authorized sta Linkus Desktop/Wo Stay History) to r	eb Client (Path: H	otel Manage	-			

Permission		Descript	ion					
Permission Delete Check-in History	Reserve to the second secon	Hotel Management / Stay	History Room Name Room1001 Room1002 Room1003 Room1001 Room1001 Room1001 Room1000 n access S n: Hotel M ay history.	lanageme	-	Time Start date Mobile Number -	 a date a date	E Checc 12// 12// 12// 12//
	Q= Extensions	Hotel Management / Stay	Room Name Room1001 Room1002 Room1003	Status Room Type Single Room Single Room Single Room	Guest Name Smith James Garcia Maria Davis Richard	Time Start date Mobile Number - -	Total Costs ⇒ 220.00	Chec 12/ 12/ 12/
	 Call Logs Voicemails Recordings Preferences 	Check Out Check Out Check Out	Room1001 Room1001 Room1000	Single Room Single Room Single Room	Garcia Maria Garcia Maria Johnson Emily	- - +1(555)987-6543	0.00	12/ 12/ 12/

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	
13:00 (5)	1001-Front Desk \times	~
Use Room Name as Caller ID Name		
✓ Configure Guest Rooms Call Rules		
O Deny Calls Between Guest Rooms		
Only Allow Internal Calls between the Group Guests		
Allow Calls Between Guest Rooms		
* Room Type		
Туре		Operations
Single Room		

Setting	Description	
Default Check-out Time	Set the default check-out time.	
Service Number	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. Select one or more service numbers from the drop-down list to allow guests to call.	
Use Room Name as Caller ID Name	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 PBX Settings > Preferences > Basic > Name Display Format .	Suest Name Display Format
	Imported Import Import<	
	To display the room name (as configured in Hotel	
	Management > Room Management > Room	
	Name) as the Caller ID name, enable the option	
	Use Room Name as Caller ID Name.	
	Room Name as Caller ID Name	Room Name Setting

Setting	Description	
Configure Guest Rooms Call Rules	By default, guests are NOT allowed to make internal calls between rooms. You can configure internal call permission for guest rooms as needed.	
	<section-header></section-header>	Cenerated Extension V
	 Deny Calls Between Guest Rooms Only Allow Internal Calls between the Group Guests Allow Calls Between Guest Rooms Note: When internal calls are enabled on room phones, only guests in checked-in rooms can make calls. Otherwise, only the emergency number, service number, and housekeeping feature code can be dialed. 	

Setting	Description Set room types.	
Room Type		
	Note: A maximum of 10 room types are supported.	

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	Bill Preview
Upload Logo Drag and drop the image or click to upload. Supported file format: PNG,JPGG,JPEG. PNG is recommended. Suggested Resolution: 150x150. File size: less than 500KB.	Emerald Horizon Res 256 Oceanview Boulevard, Sernity Bay, Fl. 32456, U Phone: +1-555-867-5309 Email: Info@emeraldhorizon.cr
Hotel Name	
Emerald Horizon Resort	
Hotel Address	
256 Oceanview Boulevard, Serenity Bay, FL 32456, USA	
Contact Information	
Phone: +1-555-867-5309 Email: info@emeraldhorizon.com	
Remark	
Instructive Contraction Contra	

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	Ins	truction				
Add guest rooms in bulk	Setting: Bulk add Guest Ro	v Cheskin Status v	Hatel Management / Room Management - Catable Hotel Management Material States / States Management - Alexa Nature / States / St	ment : : : : : : : : : : : : : : : : : : :	ated Guest Room	Check-in Status Check in Status Check in Status Vocent
	1. Click Add > Bulk A	_	Reemf00	Single Room Single Room Single Room Single Room	1001 1002 1003 1004	Vacant Vacant Vacant

Scenario	Instruction	
	 2. In the pop-up window, configure the following settings: Room Type: Select a room type. Create Number: Set the number of guest rooms that you want to create. Note: Enter a value between 1 and 99. Room Name: Set a prefix and a suffix for the room name. Prefix: Any letter or number. Suffix: A number between 0 and 9999. For example, set prefix as "Room" and suffix as "1000", the room name will be Room1000. Starting Number for Associated Extensions: Select an extension from the drop-down list. PBX will automatically assign available extension numbers to the created guest rooms, starting from the 	
Add guest rooms one by one	number you specify here. 3. Click Save. Setting: Add a Guest Room Hotel Management Enable Hotel Management	Effect: Create
	Hotel Settings Room Mare Room Name • Room Name Room Name • Room Type Single Room • Associate with Extension 1000 1000	Hotel Settings Room Management Wake-up Service Add Clustomize Room Status Cluster Room Name Room Type Room Type Room 1000
	 Click Add > Add. 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 Save .

Set Room Status

Yeastar provides 6 built-in room status - **Dirty**, **Clean**, **Inspected**, **Repairing**, **Available**, and **Unavailable**, along with feature codes to facilitate housekeeping 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.

⊕ Add ∨ 🛛 🛠 Customize Re	oom Status 间 Delete				
Room Name 💠	Customize Room Status	Fv	tonaion Number	Chask in Status	Operations
	Effective Time of Default Stat				> 20 / page
	Room Status List Set as Default Status	Feature Code	Room Status	Operations	
	۲	*631	🍓 Dirty	 ✓ 	
	0	*632	lean	 ✓ 	
	0	*633	☑ Inspected	✓	

2. Add room status.

Customize Room Status			×
Effective Time of Default Sta	tus		
Room Status List	,		
Set as Default Status	Feature Code		perations
۲	*631	성 Dirty 성 Clean	Ì
	*632	Q Inspected	Ì
	002	Repairing	2
	*633	Q Available	<u>.</u>
		⊗ Unavailable	
	*634	b ^ ť	Ì
	а	+ Add	
		×c	an c 🕞 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.

Rt Extension and Trunk	~	
		Time Condition Switching Prefix Switch Time Condition Permission
Contacts	~	✓ *8
Auto Provisioning	÷	BLF Light Color of Switching Global Business Hours Status
11 Call Control	~	Show Red when in business hours/destination and Green when outside busi \vee
😋 Call Features	^	Hotel Management
Voicemail		Total management
		Room Status
Feature Code		✓ *63
IVB		

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.

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

Customize Room Status				×
Effective Time of Default Stat	us	_		
Room Status List		V		
Set as Default Status	Feature Code	Room Status		Operations
a 💽	*631	卷 Dirty	\vee	団
	*632	ත් Clean	\vee	団
	*633	☑ Inspected	\vee	団
		+ Add		
			×	Can c 🕞 Save

- a. In the **Set as Default Status** column, select the default room status.
- b. **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.

c. 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 confisting numbers in the PBX. Once you save the number, it can NOT be changed. 	lict with ex-
Hotel Management / Wake-up Service	
Hotel Settings Room Management Wake-up Service	
Basic	
* Wake-Up Number 6201	

Wake-Up Rule

Customize the rule for wake-up calls.

Wake-Up Rule	
* Ring Timeout (s)	
20	
* Snooze	
Disabled	\vee
* Voice Prompt	
[Default]	\vee
* Failover Destination	
Hang Up	\vee

Setting	Description
Ring Timeout (s)	Set the time for a wake-up call to ring before it times out (Unit : Second). Valid value : 5-300
Snooze	Set the number of times to repeat the call if guests don't answer the wake-up call, and the interval between each repeat.
Voice Prompt	Select the voice prompt to be played when guests answer wake-up calls.
	 Note: Prompts in the drop-down list are synchronized from PBX Settings > Voice Prompt > Custom Prompt.
Failover Destination	Set the failover destination in case guests don't answer the wake-up call.
	• Hang Up • Extension
	• Ring Group

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.

Ø Dashboard	Extension and Trunk / Extension Group		
R Extension and Trunk ▲			
Extension	⊕ Add [™] Delete		Search Q
Extension Group	Name 💠	Total Extensions	Operations
Client Permission	Default_All_Extensions	0	2 🗍
	Hotel Room Group	0	
Trunk			Q Total: 2 < 1 > 20 / page ∨
Role			2

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.

* Default Check-out Time	
13:00	0
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	

- 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	
Internal Call Permission Settin	g	Generated Extension Visibility Ru
test Manganet for Settings for Settings		B (Intellinet Sec.) Abov varv (Enversors the proc
Only Allow Internal Calls between the Group Guests Note: If you select this option, whenever a tour group checks	<i>{tour_group}</i> Allow view Extensions in this group	

Internal Call Permission Setting	Generated Extension Visibility Rule
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.	
Allow Calls Between Guest Rooms	Hotel Room Group Allow view 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.

* Extension/Organization	* Permission Type	* Objects	Move	Operations
	e	+ Add rule		
b 1002 × 1003 ×	Allow view 🗸	1009 × 1008 ×	$\mp \mid \land \mid \lor \mid \lor$	c Save Cancel
All extensions	Allow view	All extensions and departments	$\overline{\wedge} ~ ~ \wedge ~ ~ \vee ~ ~ \underline{\vee}$	2 🗇

- 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 dropdown list of Call Privilege.

Rt Extensions	All (10) Vacant (10)	Occupied	(0) Room Status		Rt Extensions	Hote	el Management / Room Panel / Check In	
Contacts	_	_			Contacts			
🖽 Chat	逸 Group Check-In/Ou	л ∨ _ ∠ В	lk Management		Chat		Basic	
Video Conferencing	Room1000	4 ~	Room1001	4 ~	Video Conferencing		* Room Name	
Operator Panel	긐 Chuck	In	Single Room		Operator Panel		Room1000 (Single Room) • Guest Type	
Hotel Management			Vacant		Hotel Management		Individual Traveler	
Room Panel	Room1005	4 ~	Room1006	≪ ∽	Room Panel		* Check-In Time	
Stay History	Double Room		Double Room		Stay History		01/06/2025 09:19	8
	Vacant		Vacant				Call Privilege	
Wake-up Service					Wake-up Service		Allow Domestic Calls	V
Call Logs					Call Logs			

b. Click Save.



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

D Contacts	Room1000 0 0 4	Contacts	
Chat	Burk Room Type Single Room Filension	E Chat	Basic
臣 Video Conferencing	Room1000 💿 🗠 🍕 🗸 1000 %	E Video Conferencing	* Room Name
Operator Panel	Single Room Guest Name Johnson Emily	Operator Panel	Room1000 (Single Room) Guest Type
🗈 Hotel Management 🔹 🔺	Occupied & G Check-In Time 01/06/2025 09:24:28	B Hotel Management *	
Room Panel	Room1005 C V Diperture Time 01/07/2025 13:00:28	Room Panel	Check-In Time
Stay History	Double Room	B Stay History	01/06/2025 09:24
Wake-up Service	Vacant vacant	Wake up Service	Call Privilege Allow Domestic Calls
Call Logs		Call Logs	

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.

V Room: Room1000 Cu	rent		
Room Name			
Room1000(Single Room)			
Check-In Time		Expected Departure Ti	me
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
Total		00:05:18	7.20

Enable international outbound calling

- 1. Configure international outbound calling settings.
 - a. Set up a <u>trunk</u> for outbound calls.
 - b. Set up <u>international dialing code</u> 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 <u>call rate rule</u> 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**.

Re Extensions	All (10) Vacant (10) Occ	upied (0) Room Status		Rt Extensions	Hotel Management / Room Panel / Check In
Contacts	_			D Contacts	
🗇 Chat	ය Group Check-In/Out \vee	🖉 Bulk Management		🗇 Chat	Basic
Video Conferencing	Room1000	Room1001	≪ ~		* Room Name
Operator Panel	국 Check In	Single Room		Operator Panel	Room1000 (Single Room)
Hotel Management *		Vacant		En Hotel Management	Guest Type Individual Traveler
Room Panel		e v Room1006	≪ ~	Room Panel	* Check-In Time
Stay History	Double Room	Double Room		Stay History	01/06/2025 09:19
Wake-up Service	Vacent	Vacant		Wake-up Service	Call Privilege
Call Logs				Call Logs	Allow International Calls

b. Click Save.



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

D Contacts		Room1000 💿 🗠 🛶 👘	D Contacts	
D) Contacts	② Group Check-In/Out → Z Bulk	Room Type	Er comans	Basic
Chat		Single Room	Chat	Dasic
E Video Conferencing	Room1000 💿 🖯 🍕 🗸	1000 %	Video Conferencing	* Room Name
	Single Room	Guest Name		Room1000 (Single Room)
Operator Panel		Johnson Emily Check-In Time	Operator Panel	Guest Type
🗈 Hotel Management 🔹	• Occupied St B	01/06/2025 09:24:28	B Hotel Management	Individual Traveler
Room Panel	Room1005 💐 🗸 🗸	Expected Departure Time 01/07/2025 13:00:28	Room Panel	Check-In Time
Stav History	Double Room		Stay History	01/06/2025 09:24
outy history		• vacant	July Fronty	Call Privilege
Wake-up Service			Wake-up Service	Allow International Calls
Call Logs			Call Logs	

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.

Room: Room1000 Cur	ent		
Room Name			
Room1000(Single Room)			
Check-In Time		Expected Departure T	ime
1 104 10005 00 04 00			
01/06/2025 09:24:28		01/07/2025 13:00:28	
01/06/2025 09:24:28 Call Charges		01/07/2025 13:00:28	
	Call To	01/07/2025 13:00:28 Talk Duration	Amount(\$)
Call Charges	Call To 003604478856		Amount(\$) 5
Call Charges Time		Talk Duration	

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.



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

Item	Description	
Name	Enter a name to help you identify the call rate rule.	
Match Prefix	Optional. Define the dialing prefix to match the call rate rule.	
	Note: 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.	
Number Length	Optional. Define the dialing length to match the call rate rule.	
	Note: 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.	
Rate	Enter the call rate.	

Item	Description	
	After the <u>initial time</u> , each <u>billing unit</u> will be charged with this rate.	
	Note: Up to 5 decimal places are supported.	
Billing Unit (s)	Define the time increment (in seconds) that will be used to calculate the charge for a call after the <u>initial time</u> . The default value is 60 seconds.	
	For example, set Rate to 0.5 and Billing Unit to 60 seconds. In this way, the charge for a call will increase by 0.5 every 60 seconds.	
Initial Time (s)	Define the initial period of time (in seconds) during which a call will be charged with the <u>initial cost</u> .	
Initial Cost	Define the fixed cost incurred over the preset <u>initial time</u> . For example, set Initial Time to 120 seconds and Initial Cost 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.	

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.

Extensions	All (10) Vacant (9) Occupied (1)	Room Status	Billing Details			
Contacts	a Group Check-Ir	n/Out 🗸 🖉 Bulk	Room1000 ♂ ⊙ 🍇 ∨ Room Type	✓ Room: Room1000 Curr	ent		
3 Chat	Croup Check-In		Single Room Extension	Room Name			
Video Conferencing	Room1000 Single Room	ଷ ତ 🍇 ∨	1000 % Guest Name	Room1000(Single Room)			
Operator Panel			Johnson Emily	Check-In Time 01/06/2025 09:24:28		Expected Departure Tir 01/07/2025 13:00:28	ne
Hotel Management	Occupied	& ⊕	Check-In Time 01/06/2025 09:24:28	Call Charges		01/07/2023 13.00.28	
Room Panel	Room1005	微 ~	Expected Departure Time 01/07/2025 13:00:28	Time	Call To	Talk Duration	Amount(\$)
Stay History				01/06/2025 14:14:03	15880123456	00:08:30	10.11105
	Vacant		Vacant	01/06/2025 10:48:10	0013454610	00:01:00	5
Wake-up Service				01/06/2025 10:43:32	0019872343	00:02:05	10
Call Logs				01/06/2025 10:16:40	13593834788	00:05:18	7.2
 Voicemails 				Total		00:15:49	32.31



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

Call Features	~	Reports and Recordings / Call Reports
C Messaging	~	Call Reports Scheduled Reports Download Scheduled Reports Rate
PBX Settings	~	
System	~	Report Type Time + Extensions/Extension Groups
Security	~	Extension Call Statistics ∨ 01/06/2025 00:00:00 ~ 01/06/2025 23:59:59 ⊡ Default_All_Extensions × ∨ ∇ More
× Maintenance	~	⊕ Download ⊖ Refresh
圈 Integrations	~	Extension Group
🕒 Hotel Management		Extension Call Statistics
Reports and Recordings	^	Extension Call Statistics
CDR		0%
Recording Files		
Call Reports		
External Chat Logs		

• 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 > Sched-uled Reports**.
- 2. Click Add Report.
- 3. Complete the following settings to schedule a report.

Scheduled Reports	
Report Type	
Extension Call Statistics $\qquad \lor$	
Time	Extensions/Extension Groups
This Month V	Default_All_Extensions \times \lor
Organization	
Yeastar $ imes$	
Communication Type	
All	
* Report Name	* Email Address
Extension_Call	demo@yeastar.com
Frequency * Time	Validity Period of the Download Link
Daily v 10:00:00 ()	24 hours V

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

Setting	Description		
Extensions/Extension Groups	Select one or more objects of call data you want to query.		
Report Name	Enter a name to help you identify the report.		
Email Address	Enter email address(es) to receive the report.		
	Note: You can specify up to 10 email addresses. For multiple email addresses, separate them with semicolon 2.		
Frequency	Set how often to send the report.		
Validity Period of the Download Link	Set the validity period of the download link for the scheduled report.		
	After the link expires, the email recipient(s) can NOT download the report via the link.		
File Format	Set in which format the report can be downloaded. • CSV • XLS • PDF		
Send Attachment	If enabled, the call report will also be sent as an attached file.		
	Note: This option is available only when the <u>file format</u> is set to CSV or XLS .		

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 \checkmark beside a desired extension.
- 3. In the **User Information** section, select **Hotel Manager** from the **User Role** dropdown list.

User Information			
First Name		Last Name	
Leo		Ball	
Email Address		Mobile Number	
* User Password		User Role	
		Hotel Manager	\vee
System Prompt Language			
Follow System Prompt Language	~		
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.

User Information	
Bulk Edit	
User Role	
Hotel Manager	\checkmark
Bulk Edit	
System Prompt Language	
Follow System Prompt Language	\vee

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.

Ø Dashboard		Extension and Trunk / Extension Group		
R Extension and Trunk	^			
Extension			Search Q	
Extension Group		Name 💠	Total Extensions	Operations
Client Permission		Default_All_Extensions	11	2 0
		🔲 🗓 Hotel Room Group	11	2 🛙
Trunk Role				O Total: 2 < 1 > 20 / page <

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



You can change the default permissions as needed. For more information, see <u>View</u> or <u>Change Permissions for Group Members</u>.

- **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.

* Currency Unit	
\$	
Custom Guest Information Fields	
Client Configuration Permission for Hotel Management	
⊕ Add	
V Rule 1	<u>回</u>
b 1010-Front Desk × V	
* Permission Type	
* Permission Type	
* Permission Type Room Panel Wake-up Service Call Service Stay History Delete Check-in History	

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.

Ø Dashboard	Extension and Trunk / Extension Group / Edit (Hotel Room Group)					
R Extension and Trunk	A Basic Group Permissions					
Extension						
Extension Group	Select Members Specific Extensions V					
Client Permission	0 item Available 11 items Selected					
Trunk						
Role	Search here Q Search here Q Extension Number Caller ID Name Extension Caller ID User Type Operations					
E Contacts	↑ 1010 Front Desk Manager 2					
Auto Provisioning	✓ 1000 Leo Ball User ∠					
111 Call Control	✓ No Data					
🕲 Call Features	▼ 1002 1002 User 2					
Messaging	↓ 1003 1003 User 🖉					

Note:

For more information about how to manage calls on Linkus Desktop/Web Client, see <u>Manage Guest Calls</u>.

Grant Room Management Permission

Grant room management permission to front desk(s), allowing them to handle guest checkins 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.

Client Configuration Permission for Hotel Management	
Rule 1 1010-Front Desk ×	固
* Permission Type	
d Save × Cancel	

- 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			
Room Panel	Linkus Desktop/W > Room Panel) t move rooms, set	taff member can acc Veb Client (Path: Ho to perform operations Do Not Disturb (DNI -up calls, check out,	s such as check-ii D), change room	t	
	R Extensions ☐ Contacts ☐ Chat	All (10) Vacant (10) Occupie	d (0) Room Status	✓ Guest Type	∨ Room
	Video Conferencing Operator Panel Hotel Management	Room1000 🤞 🗸 Single Room • Vacant	Room1001 de vois single Room	Room1002 💐 Single Room	 Room100: Single Room Vacant
	Room Panel Stay History	Room1005 🍓 🗸 Double Room	Room1006 炎 🗸	Room1007 🍇 v Triple Room	 Room100 Queen Room Vacant
Wake-up Service		taff member can acc nagement > Wake-	•		
	Desktop/Web Clie	ent to perform opera nd review the wake-u	tions such as sch		

Permission		Description				
	& Extensions ID Contacts	Hotel Management / Wake-up S Wake-Up Task Wake	ervice			
	曰 Chat 몇 Video Conferencing	Add ∠ Edit ☐ Delet	e	Statu	S	∨ Exten
	😨 Operator Panel	Status Roo	Wake-Up Extension	Wake-Up Time	Snooze	Failover Destination
	Room Panel	Scheduled Roc	pm1000 1000-1000	12/20/2024 09:10,0nce	Disabled	Extension : 10
	Stay History	Scheduled Roc	pm1001 1001-1001	12/20/2024 09:10,Once	Disabled	Extension : 10
	Wake-up Service					
Call Service	The authorized sta Operator Panel on i Tip: Refer to <u>Ca</u> more.		Veb Client.			
	R= Extensions	🕊 Inbound & Internal Calls				
	E Contacts	Caller	Callee	Status	Time	Details
	Chat Video Conferencing Operator Panel Hotel Management			No Data		
	Call Logs	Coutbound Calls				
	مە Voicemails	Caller	Callee	Status	Time	Details
	₽ Recordings	Johnson Emily [1000]	[15880123456]	Talking	00:00:11	External
	Preferences Chrome Extension	Ling Group Q 6300 6300 (0/0) 6300	2 Queue	P Parking Extr Image: Second conduction 6000 Idle Image: Second conduction 6001 Idle Image: Second conduction 6002 Idle) 2	● Group Voicema
Stay History	The authorized sta Linkus Desktop/We Stay History) to re	eb Client (Path: H	otel Manager	-		

Permission		Descrip	otion				
	R= Extensions	Hotel Management / Sta	y History				
	Contacts Chat	Room Type	v	Status	v	Time Start date	~ Er
	 Video Conferencing Operator Panel 	↔ Download ∨	Doorn Marra	Daam Time	Quart Name	Mahila Murahar	Tatal Oa ata
	Hotel Management	Status Check Out	Room Name Room1001	Room Type Single Room	Guest Name Smith James	Mobile Number	Total Costs 220.00
	Room Panel	Check Out	Room1002	Single Room	Garcia Maria	-	220.00
	Stay History Wake-up Service	Check Out	Room1003	Single Room	Davis Richard	-	220.00
	Call Logs	Check Out	Room1001	Single Room	Garcia Maria	-	0.00
	QO Voicemails	Check Out	Room1001	Single Room	Garcia Maria	-	0.00
	& Recordings	Check Out	Room1000	Single Room	Johnson Emily	+1(555)987-6543	450.00
	The authorized sta Linkus Desktop/W Stay History) to o	/eb Client (Pat	h: Hotel M	lanageme	-		
Delete Check-in History	The authorized sta	/eb Client (Pat	h: Hotel M tay history.	lanageme	-		
	The authorized sta Linkus Desktop/W Stay History) to o	/eb Client (Pat delete guest s	h: Hotel M tay history.	lanageme	-	Time 7 Start date	~ En
	The authorized sta Linkus Desktop/W Stay History) to o % Extensions © Contacts © Chat ♥ Video Conferencing	Veb Client (Pat delete guest s Hotel Management / Sta	h: Hotel M tay history. _{19 History}	lanageme	ent >		~ Er
	The authorized sta Linkus Desktop/W Stay History) to d	Veb Client (Pat delete guest s Hotel Management / Sta Room Type	h: Hotel M tay history. _{19 History}	lanageme	ent >		~ En
	The authorized sta Linkus Desktop/W Stay History) to d R: Extensions Contacts Chat Video Conferencing Operator Panel	Veb Client (Pat delete guest s Hotel Management / Sta Room Type	h: Hotel M tay history. ₁ y History	Status	ent >	Y Start date	
	The authorized sta Linkus Desktop/W Stay History) to d Extensions Contacts Chat Video Conferencing Operator Panel Hotel Management	Veb Client (Pat delete guest s Hotel Management / Sta Room Type	h: Hotel M tay history. y History	Status Room Type	Guest Name	Y Start date	Total Costs
	The authorized sta Linkus Desktop/W Stay History) to d Extensions Contacts Chat Video Conferencing Operator Panel Hotel Management Room Panel	Veb Client (Pat delete guest s Hotel Management / Sta Room Type	h: Hotel M tay history. y History Room Name Room1001	Status Room Type Single Room	Guest Name Smith James	Y Start date	220.00
	The authorized sta Linkus Desktop/W Stay History) to d Extensions Contacts Chat Video Conferencing Operator Panel Hotel Management Room Panel Stay History	Veb Client (Pat delete guest s Hotel Management / Sta Room Type	h: Hotel M tay history. y History Room Name Room1001 Room1002	Status Room Type Single Room Single Room	Guest Name Smith James Garcia Maria	Y Start date	Total Costs 220.00 220.00
	The authorized sta Linkus Desktop/W Stay History) to d © Contacts © Contacts © Chat © Video Conferencing © Operator Panel © Operator Panel Room Panel Stay History Wake-up Service	Veb Client (Pat delete guest s Hotel Management / Sta Room Type	h: Hotel M tay history. w History Room Name Room1001 Room1002 Room1003	Status Room Type Single Room Single Room Single Room	Guest Name Smith James Garcia Maria Davis Richard	Y Start date	Total Costs 220.00 220.00 220.00
	The authorized sta Linkus Desktop/W Stay History) to d Extensions Contacts Chat Video Conferencing Operator Panel Hotel Management Room Panel Stay History Wake-up Service Call Logs	Veb Client (Pat delete guest s Hotel Management / Sta Room Type Check Out Check Out Check Out Check Out	h: Hotel N tay history. y History Room Name Room1001 Room1002 Room1003 Room1003	Status Room Type Single Room Single Room Single Room Single Room	Guest Name Smith James Garcia Maria Davis Richard Garcia Maria	Y Start date	Total Costs 220.00 220.00 220.00 0.00

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.

Ø Dashboard		Extension and Trunk / Client Pern	nission			
R Extension and Trunk	^					
Extension		Menu Visibility Extens	sion Visibility Contact Visibility	Preference Settings		
Extension Group		T Delete				
Client Permission		* Extension/Extension	Group * Permission Type	* Objects	Move	Operations
Trunk				+ Add rule		
Role	×	All extensions	Allow view	Default_All_Ext	$\overline{\mathbf{A}}$ \mathbf{A} \mathbf{A} \mathbf{A}	⊿ ⊡
	* *	Front Desk	Allow view	Hotel Room Grou	$\pi \parallel \land \parallel \checkmark \parallel \checkmark$	之一面
Auto Provisioning	*					

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.

Extensions	All (10) Vacant (10)	Occupied ((0) Room Status		✓ Guest Type		V Room Type		 ✓ Search 	
Contacts	J.	_								
Chat	。沿 Group Check-In/O	ut ∨ 🖉 Bu	lk Management							
Video Conferencing	Room1000	4 ~	Room1001	« ~	Room1002	4 ~	Room1003	4 ~	Room1004	4 v
Operator Panel										
Hotel Management	• Vacant		Vacant		Vacant		Vacant		Vacant	
Room Panel	Room1005	4 ~	Room1006	4 ~	Room1007	4 ~	Room1008	4 ~	Room1009	4 ~
Stay History	Double Room		Double Room		Triple Room		Queen Room		Queen Room	
	Vacant		Vacant		Vacant		Vacant		Vacant	

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

Extensions	All (10) Vacant (10)	Occupied	(0) Room Status		✓ Guest Type		V Room Type		 ✓ Search 	
Contacts										
I Chat	盗, Group Check-In/Ou	it ∨ 🖉 Bu	lk Management							
Video Conferencing	Room1000	≪ ≫	Room1001	≪ ې	Room1002	4 ~	Room1003	4 ~	Room1004	4 V
Operator Panel	국 Check	In	Single Room		Single Room		Single Room		Single Room	
Hotel Management	h	ŋ	Vacant		Vacant		Vacant		Vacant	
Room Panel	Room1005	4 ~	Room1006	4 ~	Room1007	4 ~	Room1008	4 ~	Room1009	4 ~
Stay History	Double Room		Double Room		Triple Room		Queen Room		Queen Room	
	Vacant		Vacant		Vacant		Vacant		Vacant	

3. Fill in the following information for guest accommodation.

Basic

Basic	
* Room Name	
Room1000 (Single Room)	
* Guest Type	
Individual Traveler V	
* Check-In Time	* Expected Departure Time
12/17/2024 13:04	12/18/2024 13:00
Call Privilege	
Disable Outbound Calls V	

Setting	Description
Room Name	This field is automatically filled in with the guest room that you have selected.
Guest Type	Select Individual Traveler.
Check-In Time	Keep the current time as check-in time, or change it as needed.
Expected Departure Time	Keep the default check-out time, or change it as needed.
Call Privilege	Set whether the guest can make outbound calls from the room phone.
	 Disable Outbound Calls (default value) Allow Domestic Calls Allow International Calls
	 Note: If you allow the guest to make outbound calls, ensure that you have configured the proper trunk and outbound route. 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 Disable Outbound Calls.

Guest Information

Last Name	First Name	
Johnson	Emily	
* Language	Gender	
Follow System Prompt Language	Female	
Certificate Type	Certificate ID	
ID Card	CERT12345EM	
Mobile	Email Address	
+1(555)987-6543	emily.johnson@example.com	
Remark		



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	Street
62701	123 Maple Street
City	State
Springfield	Illinois
Country	
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**.

Re Extensions	All (10) Vacant (5	Occupied (1)	Room Status		✓ Guest Type		V Room Type		V Search	
Contacts										
I Chat	岛 Group Check-In	/Out V Z Bulk	k Management							
图 Video Conferencing	Room1000	₫ © 4 ~	Room1001 Single Room	4 ~	Room1002	4 ~	Room1003	4 ~	Room1004	4 ~
Operator Panel	Occupied	& ⊕	Vacant		Vacant		Vacant		Vacant	
Hotel Management	• Occupied	X: 0	• vacan		• vacan		• Vacan		• vacan	
Room Panel	Room1005 Double Room	4 v	Room1006 Double Room	2	Room1007 Triple Room	4 ~	Room1008 Queen Room	2	Room1009 Queen Room	i (v
Stay History	Vacant		Vacant		Vacant		Vacant		Vacant	
Wake-up Service	• vacant		vacana		• vacant		• vacant		• vacant	

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

& Extensions	Hotel Management /	Stay History						
D: Contacts	Room Type		Status		Time		Search	
🖾 Chat					Start date	~ End date		Q,
Video Conferencing								
Operator Panel	CD Download 🔹							盘
🗈 Hotel Management 🔹	Status	Room Name	Room Type	Guest Name	Mobile Number	Total Costs 👙	Check-In Time 💠	Operations 🛛
Room Panel	Check In	Room1000	Single Room	Johnson Emily	+1(555)987-6543		12/17/2024 13:04:21	📞 🐼 🛅
Stay History							O Total: 1 < 1	> 20 / page ~
Wake-up Service								

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:

	All (10) Vacant (10)	Occupied (0) Room Status		✓ Guest Type		V Room Type		V Search	
Contacts										
3 Chat	ය Group Check-In/O	ut 🧃 🖉 Bul	k Management							
Video Conferencing	Room1000 Single Room	ي چ	Room1001 Single Room	« ~	Room1002 Single Room	4 ~	Room1003 Single Room	4 ~	Room1004 Single Room	4 ~
Operator Panel			Vacant				Vacant		Vacant	
Hotel Management	Vacant		vacant		Vacant		Vacant		Vacant	
Room Panel	Room1005 Double Room	≪ ≫	Room1006 Double Room	4 ~	Room1007 Triple Room	4 ~	Room1008 Queen Room	4 ~	Room1009 Queen Room	4 ~
Stay History	Vecant		Vacant		Vacant		Vacant		Vacant	
	 vacant 		 vacant 		 vacant 		 Vacant 		 Vacant 	
Wake-up Service										
	All (10) Vacant (10)	Occupied (0) Room Status		 ✓ Guest Type 		V Room Type		 ✓ Search 	
# Extensions			0) Room Status		V Guest Type					
Extensions	All (10) Vacant (10) < Bulk Manage		0) Room Status		 ✓ Guest Type 	 Select All 	V Room Type	m Status		roup Check-In
s Extensions) Contacts 3 Chat 1 Video Conferencing			0) Room Status Room1001 Single Room	*	Cuest Type	Select All		m Status 🕅 🕅		iroup Check-In
8 Extensions 9 Contacts 3 Chat 9 Video Conferencing	< Bulk Manag Room1000	ement	Room1001	8	Room1002		Selected 3 X Roo Room1003	_	Add Wake C &	
Wake-up Service Extensions Contacts Chat Video Conferencing Contact Panel Contact Anagement	< Bulk Manage Room1000 Single Room	ement	Room1001 Single Room	a 19	Room1002 Single Room		Room1003 Single Room	_	i Add Wakes C & C	
Extensions Contacts Contacts Contacts Video Conferencing Operator Panel Room Panel	< Bulk Manage Room1000 Single Room	ement	Room1001 Single Room	¢ U	Room1002 Single Room		Room1003 Single Room	_	i Add Wakes C & C	
8 Extensions 9 Contacts 9 Chat 9 Video Conferencing 9 Operator Panel 9 Hotel Management •	< Bulk Manag Room1000 Single Room • Vacant Room1005	ement	Room1001 Single Room • Vacant Room1006	0	Room1002 Single Room • Vacant Room1007	≪ ₹	Selected 3 X Roo Room1003 Single Room • Vacant Room1008	ي ي	Add Wake c 2 2 C Room1004 Single Room • Vacant Room1009	4

- 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**.

R: Extensions	A	II (10) Vacant (10)	Occupied (0) Room Status		V Guest Type		V Room Type		V Search	
Contacts		念 Group Check-In/Out		k Management							
🗇 Chat	- 0	금 Group Check-In/Out	V Z Bui	k Management							
Video Conferencing		Group Check-Out	≪ »	Room1001	≪ ≫	Room1002 Single Room	4 ~	Room1003	≪ (Room1004	≪ ~
🕼 Operator Panel		Vacant		Vacant		Vacant		Vacant		Vacant	
B Hotel Management		Vacant		Wacant		Vacant		Vacant		Vacant	
Room Panel		Room1005	& ~	Room1006	4 ~	Room1007	4 ~	Room1008	4 ~	Room1009	≪ ≫
Stay History											
Wake-up Service		Vacant		Vacant		Vacant		Vacant		Vacant	

3. Fill in the following information for guest accommodation.

Basic

Basic		
Group Name Name		
[Create New] Veastar		
Check-In Time	* Expected Departure Time	
12/18/2024 10:26:01	12/19/2024 13:00:01	8
* Call Privilege	* Language	
Disable Outbound Calls	Follow System Prompt Language	

Setting	Description					
Group Name	Click Create New to create a group.					
Check-In Time	Keep the current time as check-in time, or change it as needed.					
Expected Departure Time	Keep the default check-out time, or change it as needed.					
Call Privilege	Set whether the tour group can make outbound calls from the room phones.					
	Disable Outbound Calls (default value)					
	Allow Domestic Calls					
	• Allow International Calls					
	Note:					
	If you allow the tour group to make outbound					
	group to make outbound calls, ensure that					
	you have configured					
	the proper trunk and outbound route.					
	Outbound call					
	permission is assigned to guest rather than					
	guest room. This means					
	that each time a guest checks out or moves					

Setting	Description
	room, PBX will reset the guest room's outbound call permission to Disable Outbound Calls .
Language	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 \vee	Smith	James	ID Card V	CERT78453JS	茴
Room1002(Single R \vee	Garcia	Maria	ID Card V	CERT12984MG	đ
Room1003(Single R \vee	Davis	Richard	ID Card V	CERT34976RD	匝
		+ 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**.

Extensions	All (10) Vacant (7)	Occupied (3) Room Status		✓ Guest Type		V Room Type		 ✓ Search 	
Contacts			lk Management							
3 Chat	ぷ Group Check-In/O	л 🗸 🖉 Ви	ik Management							
Video Conferencing Operator Panel	Room1000 Single Room	4 ~	Room1001 Single Room Yeastar	ŭ ⊖ ≪ √	Room1002 Single Room Yeastar	ଷ ତ 💐 🗸	Room1003 Single Room Yeastar	ଷ ⊝ ≉ ∽	Room1004 Single Room	\d ~
a Hotel Management	Vacant		Occupied	X: B	Occupied	% ₽	Occupied	& ⊕	Vacant	
Room Panel	Room1005	2 ~	Room1006	4 v	Room1007	2 ×	Room1008	2 ~	Room1009	2 ~
Stay History	Vacant		Vacant		Vacant		Vacant		Vacant	
Wake-up Service										

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

Re Extensions	Hotel Manageme	ent / Stay History							
D: Contacts	Room Type		Status		Time		Search		
🗇 Chat					Start date	~ End date			С
Video Conferencing		ad v							
Operator Panel	C_J DOWING	au v							÷
🗄 Hotel Management 🗸	Status	Room Name	e Room Type	Guest Name	Mobile Number	Total Costs 👙	Check-In Time 👙	Operations	Y
Room Panel			e Room Type Single Room	Guest Name Smith James	Mobile Number	Total Costs 💠	Check-In Time 12/18/2024 10:26:01	Operations	
-	•	In Room1001	Single Room			Total Costs \$			Ċ

• 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.

Ø Dashboard		Extension and Trunk / Extension Group		
R Extension and Trunk	^			
Extension		⊕ Add ☐ Delete		Search Q
Extension Group		Name ¢	Total Extensions	Operations
Client Permission		Default_All_Extensions	11	▲□□
		🗈 Hotel Room Group	11	2 🛛
Trunk		🗈 Yeastar	3	
Role				

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

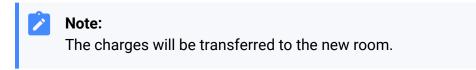
- 1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Room Panel**.
- 2. Click the room where the guest has checked in, then click \leftrightarrows .

Extensions	All (10) Vacant (9)	Occupied (1)	Room Status	Guest Type		V Room Type		 ✓ Search 	
Contacts			Room1000 🗇 🖄 🗸 🗸						
Chat	ය Group Check-In/	Out 🗸 🖉 Bulk	Room Type Single Room Extension						
Video Conferencing	Room1000 Single Room	U 🖂 🏹 🗸	1000 % Guest Name	Room1002 Single Room	2	Room1003 Single Room	*	Room1004 Single Room	*
Deperator Panel	Occupied	8:1∋	Johnson Emily Check-In Time 12/18/2024 11:24:34	Vacant		Vacant		Vacant	
Room Panel	Room1005	1	Expected Departure Time 12/19/2024 13:00:34	Room1007	4 ~	Room1008	4 ~	Room1009	2
Stay History	Double Room		s R 🗎 🗧 🖨	Triple Room		Queen Room		Queen Room	
Wake-up Service	Vacant		Vacant	Vacant		Vacant		 Vacant 	

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

Room Change						>
* Change Room To						
Room1001 (Singl	le Room)	\vee				
Total Costs						
Call Charges:	\$0.00					
Other Charges:	\$225.00					
Total Costs:	\$225.00 🗟					
Other Charges						
Charge Item		Date		Amount(\$)	Operatio	ns
Single Room	(2 Nights)	12/18/2024		220.00	Ū	
Bottled Wate	r (2 bottles)	12/18/2024		5.00	匝	
		b +	Add	1		
			L		× Can c	Sav

- 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.



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**.

R= Extensions		Hotel Management / Stay	History						
Contacts		Room Type		Status		Time		Search	
🖂 Chat		Room type	v	Status	~	Start date	~ End date		Q
Video Conferencing									
멸 Operator Panel									<u><u></u></u>
🖪 Hotel Management	^	Status	Room Name	Room Type	Guest Name	Mobile Number	Total Costs 👙	Check-In Time 👙	Operations 🍸
Room Panel		Check In	Room1001	Single Room	Johnson Emily	+1(555)987-6543	-	12/18/2024 13:47:05	📞 🗟 🗇
Stay History		Room Change	Room1000	Single Room	Johnson Emily	+1(555)987-6543	-	12/18/2024 11:24:34	🌜 🗟 🛅
Wake-up Service								O Total: 2 < 1	> 20 / page <

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 \bigcirc , then select an option to enable or disable DND for the room phone.

Q≓ Extensions	[All (10) Vacant (9)	Occupied (1)) Room Status		✓ Guest Type		✓ Room Type		∨ Search	
E: Contacts											
💬 Chat		恣 Group Check-In/Ou	it 🗸 🖉 Bul	k Management							
Video Conferencing			ŭ 🖸	Room1001	*	Room1002	*	Room1003	2	Room1004	4 ~
Operator Panel		Single Room	Enable Disabled	Single Room		Single Room		Single Room		Single Room	
Hotel Management	^	Occupied		Vacant		Vacant		Vacant		Vacant	
Room Panel		Room1005	*	Room1006	*	Room1007	*	Room1008	#	Room1009	# ~
Stay History		Double Room		Double Room		Triple Room		Queen Room		Queen Room	
Wake-up Service		Vacant		Vacant		Vacant		Vacant		Vacant	

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 <u>Change the status of multiple rooms</u> and <u>Change the</u> <u>status of a single room</u>.

• 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.

Set as Default Status	Feature Code	Room Status		Operation
۲	*631	🖄 Dirty	\vee	団
	*632	🖾 Clean	\vee	団
	*633	Q Inspected	\vee	団

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**.

Extensions	All (10) Vacant (3) Occupied (2)	Room Status		✓ Guest Type		V Room Type		✓ Search	
Contacts										
1 Chat	恣 Group Check-Ir		k Management							
Video Conferencing	Room1000 Single Room	10 🖂 🗸	Room1001 Single Room	t 🕞 🙀 🗸	Room1002	2	Room1003	2	Room1004 Single Room	2 ~
Operator Panel					-		·		-	
Hotel Management	Occupied	8:1∋	Occupied	8 ₽	Vacant		Vacant		Vacant	
Room Panel	Room1005	*	Room1006	*	Room1007	10	Room1008	*	Room1009	10
0. IT.	Double Room		Double Room		Triple Room		Queen Room		Queen Room	
Stay History	Vacant		Vacant		Vacant		Vacant		Vacant	
Wake-up Service										

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

R= Extensions	All (10) Vacant	(8) Occupied (2)) Room Status		 ✓ Guest Type 		V Room Type		∨ Search	
E: Contacts	6 Bulk Mar	agement				Select All	Selected 2 X Boo	m Status	Add Wake-Up 🙁	
💬 Chat		lagement								
■ Video Conferencing	Room1000 Single Room	© ⊝ ≈ <mark>P</mark>	Room1001 Single Room	T 🖂 🍇 🔽	Room1002 Single Room	4	Room1003 Single Room	a	Room1004 Single Room	4
Operator Panel	Occupied	& ₽	Occupied	& ⊜	Vacant		Vacant		Vacant	
Hotel Management		X: E	• Occupied	X= B	• vacant		• Vacant		• vacant	
Room Panel	Room1005 Double Room	a	Room1006 Double Room	a	Room1007 Triple Room	a	Room1008 Queen Room	2	Room1009 Queen Room	a
Stay History	Vacant		Vacant		Vacant		Vacant		Vacant	
Wake-up Service	• Vacant		• vacant		• vacant		• Vacant		• Vacant	

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

R Extensions	All (10) Vacant (9) Oc	cupied (1) Room Status V Guest Type			
E: Contacts			Select All Selected 2 X Roon	n Status 🔞 Add Wake-Up 🙈	
🖾 Chat	< Bulk Manageme	nt	Select All Selected 2	Add wake-up	
Video Conferencing	Room1000 🔞 G	Bulk Change Room Status	× 1003	Room1004	4
Operator Panel	Occupied	Bulk Manage Rooms: Room1000(Single Room)、Room1001(S	ingle Room)	Vacant	
Hotel Management	· Occupied	* Room Status	an a	• vacant	
Room Panel	Room1005 Double Room	Inspected	✓ 1998 Room	Room1009 Queen Room	a
Stay History	Vacant		× Cancel Save <=t-	Vacant	
Wake-up Service	• vacant		A Cancer Linsave	• vacant	

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.

R= Extensions		All (10) Vacant (8)	Occupied (2) Room Status		✓ Guest Type		V Room Type		✓ Search	
E Contacts										
🖂 Chat		名 Group Check-In/Ou	rt ∨ 🖉 Bulk Management							
Video Conferencing		Room1000 Single Room	Room1001	*	Room1002 Single Room	4 ~	Room1003 Single Room	*	Room1004 Single Room	*
Operator Panel			성 Dirty ^m							
Hotel Management	^	Occupied			Vacant		Vacant		Vacant	
Room Panel		Room1005		*	Room1007 Triple Room	*	Room1008 Queen Room	*	Room1009 Queen Room	*
Stay History		Vacant	Vacant		Vacant		Vacant		Vacant	
Wake-up Service		• vacant	• Vacant		• vacant		• Vacant		• vacant	

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.

11 items Availa	2 items	Selected
Search here Extension Num Caller ID Name Room Name Extension Num Caller ID Name Room1005 1005 1005 Room1006 1006 1006 Room1007 1007 1007 Room1008 1008 1008 Room1009 1009 1009 - 1010 Front Desk	Racom Name Room Name Room1000 Room1001	Extension Num. Caller ID Name 1000 Johnson Emily 1001 Garcia Maria ⊻
Wake-up Type Ince	Wake-Up Time 12/19/2024 05	
inooze isabled olce Prompt	 Ring Timeout to 	(5)
Default] ailover Destination xtension	 ✓ 20 ★ ✓ 1010-Front Des 	sk

Setting	Description
Extension / Extension Group	Select the guest room(s) for which you want to schedule wake-up calls.
Wake-up Type	Select the frequency of the wake-up task. • Once • At Daily • Week • Month
Wake-Up Time	Select a wake-up time.
Snooze	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.
Voice Prompt	Select the voice prompt to be played when the guest(s) answer the wake-up call.
	Note: The available prompts are configured by hotel manager under custom prompts (Path: PBX Settings > Voice Prompt > Custom Prompt).
Ring Timeout (s)	Set the time for the wake-up call to ring before it times out (Unit : Second).

Setting	Description
	Valid value: 5 - 300
Failover Destination	Set the failover destination if the guest(s) don't answer the wake-up call. • Hang Up • Extension • Ring Group
Remark	Add additional information.

c. Click Save.

Result

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

R Extensions		Hotel Mana	gement / W	ake-up Service							
E: Contacts		Wake	+Up Task	Wake-Up Logs							
Chat											
Video Conferencing		(Add	d 🖉 Edit	T Delete		State	81	∨ Exte	nsions/Extension Gr	oups V Search	(
Operator Panel			Status	Room Name	Wake-Up Extension	Wake-Up Time	Snooze	Failover Destination	Modified By	Last Modified Time 💠	Operations 5
Hotel Management	^		Scheduled	Room1001	1001-Garcia M	12/19/2024 09:50,Once	Disabled	Extension : 10	1010-Front Desk	12/19/2024 09:35:30	2 🛛 💀 🗖
Room Panel Stay History			Scheduled	Room1000	1000-Johnson	12/19/2024 09:50,Once	Disabled	Extension : 10	1010-Front Desk	12/19/2024 09:35:30	∠ 🔍 🖞
Wake-up Service									Θ	Total: 2 < 1 >	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. R Extensions Hotel Management / Wake-up Service Contacts Wake-Up Task Wake-Up Logs 🖽 Chat 🕒 Add 🖉 Edit 📅 Delete Video Conferencina Wake-Up Operator Panel Wake-Up Time Snooze 🚹 Hotel Management 😐 🗸 1001-Maria Ga... 01/09/2025 06:00, Disabled Extension : 10... 1010-Front Desk 01/08/2025 16:41:18 🖉 😰 💼 Room Panel O Total: 1 < 1 > 20 / page ∨ Stay History Wake-up Service 😐

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

Contacts		Wake-Up Task 🛛 🕒	Wake-Up Logs					
🗇 Chat		All Failed Dealt	Succeeded					
		🗇 Delete					Task ID	Search
Operator Panel								
🗈 Hotel Management	^	Result	Room Name	Extensions	Wake-Up Time	Remark	Task ID	Opera Call Detail
Room Panel		Failed	Room1000	1000-Johnson Emily	01/08/2025 17:45:00		23	🗟 یا
Stay History							O Total: 1	1 > 20/p
a Wake-up Service								

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 ${}^{\bigcirc}$.

Rt Extensions	All (10) Vacant (9)	Occupied (1) Room Status		✓ Guest Type		V Room Type		 ✓ Search 	
Contacts			_							
Chat	ය. Group Check-In/I	Out 🗸 🖉 Bul	k Management							
Video Conferencing	Room1000	_ _ < < ~	Room1001	≪ ≫	Room1002	≪ ≫	Room1003	4 ~	Room1004	≪ >
Operator Panel	Single Room	0	Single Hoom		Sangre Hoom		Sanglie Hoom		Single Room	
Hotel Management	Occupied	8 G	Vecent		Vacant		Vacant		Vacant	
Room Panel	Room1005	ي 😆	Room1006	≪ 🎽	Room1007	≪ ≫	Room1008	⊲ ب	Room1009	≪ ~
Stay History	Double Room		Double Room		Triple Room		Queen Room		Queen Room	
	Vecant		Vecent		Vacant		Vacant		Vacant	

For multiple rooms

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

All (10) Vacant (B) Occupied (2	Room Status		V Guest Type		V Room Type		V Search	
	_	_							
ය Group Check-in									
Room1000	0 0 4 ~	Room1001	U 0 💐 🗸	Room1002	≪ ≫	Room1003	4 ~	Room1004	₫.~
Occupied	89	Occupied	& B	Vacant		Vacant		Vacant	
Room1005 Double Room	≪ ≫	Room1006 Double Room	4 v	Room1007 Triple Room	≪ ≫	Room1008 Queen Room	≪ ≫	Room1009 Queen Room	4 ~
	Crocp Check In Room 1000 Single Room • Occupied Room 1005	Conce Divide An Voir 2 mil Room 1000 0 0 4 v Single Room 0 0 4 v Noom 1000 8 P Room 1000 8 P	Charge Check (w) Card Image Check (w) Card Recent 1000 Image Check (w) Card Bright Room Image Check (w) Card Scope Check (w) Card Image Check (w) Card Bright Room Image Check (w) Card Room 1005 Image Check (w) Card	Comp Construction Construction Recent 1000 C et al. Dept Hole Recent 1001 C et al. Recent 1005 C et al. Recent 1001 C et al. Recent 1005 C et al. Recent 1005 C et al. Recent 1005 C et al. Recent 1005 C et al.	Resent 100 Q = v Resent 101 Q = v Resent 102 Resent 102	Comp Clock (KOL) Construction Construct	Resent 100 Q = v Resent 101 Q = v Resent 102 R	Comp Cost of Col Compose Recent DOI C C C Recent DOI C C Recent DOI C C C <	Resent 100 Q < Resent 101 Q < Resent 102 Q < Resent 103 Q < Resent 104 Resent 105 Q < Resent 105 Q Resent 105 R R R R R R R R R R R R R R R R R R R

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

ℜ Extensions	All (10) Vacant (8) Occupied (2)	Room Status		V Guest Type		V Room Type		V Search	Q
Contacts	< Bulk Man	agement				Select All	Selected 2 💢 Roc	m Status 🔯	Add Wake-Up	A Group Check-In
Chat								_	<u>†</u>	
E Video Conferencing	Room1000 Single Room	° • • •	Room1001 Single Room	5 O 💐 🔽	Room1002 Single Room	۵ 🗆	Room1003 Single Room	۹.	Room1004 Single Room	۵ 🗆
Operator Panel	Occupied	8.9	Occupied	8.9	Vacant		Vacant		Vecent	
Hotel Management *										
Room Panel	Room1005 Double Room	۵ 🗆	Room1006 Double Room	থ 🗆	Room1007 Triple Room	۹ 🗆	Room1008 Queen Room	۹ 🗆	Room1009 Queen Room	4 🗆
Stay History	Vacant		Vacant		Vacant		Vacant		Vacant	
Wake-up Service										

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

Add Wake-Up (Room1000)	Х
* Wake-up Type	
Once	\sim
* Wake-Up Time	
12/19/2024 06:00	Ë
* Snooze	
Disabled	\sim
* Voice Prompt	
[Default]	\sim
* Ring Timeout (s)	
20	
* Failover Destination	
Hang Up	\sim
Remark	
× Cancel ⊕ Save and Add New	Save

Setting	Description
Wake-up Type	Select the frequency of the wake-up call. • Once • At Daily • Week • Month
Wake-Up Time	Select a wake-up time.

Setting	Description
Snooze	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.
Voice Prompt	Select the voice prompt to be played when the guest(s) answer the wake-up call.
	 Note: The available prompts are configured by hotel manager under custom prompts (Path: PBX Settings > Voice Prompt > Custom Prompt).
Ring Timeout (s)	Set the time for the wake-up call to ring before it times out (Unit : Second). Valid value : 5 - 300
Failover Destination	Set the failover destination if the guest(s) don't answer the wake-up call. • Hang Up • Extension • Ring Group
Remark	Add additional information.

Result

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

* Yeastar	Ξ	Wake-Up Task
Aa Extensions	All (10) Vacant (8) Occupied (2) Room Status	⊕ Add [™] Delete Status ∨ Search Q,
Contacts	🔏 Group Check-In/Out ∨ 🛛 🖉 Bulk Management	Status Room Name Wake-Up Wake-Up Time Snooze Operations V
🗇 Chat		Extension Hare of the endoce operations ;
🖳 Video Conferencing	Room1000 Image: Constraint of the state of	Scheduled Room1000 1000-Johnson_ 12/19/2024 06:00, Once Disabled ℤ ℝ III
Operator Panel		O Total: 1 < 1 > 20 / page∨
Hotel Management	Occupied & Occupied & Re	

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.

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 Wakeup 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).

Q∈ Extensions		Hotel Mana	agement / Wa	ake-up Service									
E: Contacts		Wak	e-Up Task	Wake-Up Logs									
🖾 Chat				0									
토 Video Conferencing		⊕ Ad	d Z Edit	ប៊ា Delete				V	1000-Johnson Emily ×	~	Search		Q
9 Operator Panel			Status	Room Name	Wake-Up Extension	Wake-Up Time	Snooze	Failover Destinati	1001-Maria Garcia		lified Time 💠	Operations	7
Hotel Management	^		Scheduled	Room1000	1000-Johnson	01/29/2025 16:20, Once	Disabled	Hang up	1002-1002 1003-1003)25 16:21:08	2 🛛 🖓 🖞	Ì
Room Panel								_	1004-1004			20 / 200	
Stay History									1005-1005			20 / page	×
Wake-up Service									1000-1000				

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 O.

Q∈ Extensions		All (10) Vacant (9)	Occupied (1) Room Status		✓ Guest Type		Room Type		 ✓ Search 	
E Contacts											
Chat		恣 Group Check-In/	Out 🗸 🖉 Bu	lk Management							
Video Conferencing		Room1000 Single Room	© ⊗ √	Room1001 Single Room	% ~	Room1002 Single Room	20 ~	Room1003 Single Room	2	Room1004 Single Room	2
Operator Panel											
Hotel Management	~	Occupied	& ₽	Vacant		Vacant		Vacant		Vacant	
Room Panel		Room1005	2 ~	Room1006	ia ~	Room1007 Triple Room	20 ~	Room1008 Queen Room	2	Room1009 Queen Room	2 ~
Stay History											
Wake-up Service		Vacant		Vacant		Vacant		Vacant		Vacant	

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

† Yeastar	E				Wake-U	p Task						3
R∉ Extensions	All (10) Vacant (8)	Occupied (2	.) Room Statu	6	() Add	🗇 Delete		Status	~	Search		Q
 Contacts Chat 	岛 Group Check-In/0	Out 🗸 🖉 Bui	lk Management			Status	Room Name	Wake-Up Extension	Wake-Up Time	Snooze	Operations	Y
Video Conferencing	Room1000 Single Room	0 © 4 v	Room1001 Single Room	0 © 4		Scheduled	Room1000	1000-Johnson	01/29/2025 16:20, Once	Disabled	2 2	₫
回 Operator Panel									O Total: 1 <	1 >	20 / pa	ıge∨
🗈 Hotel Management 🔹	Occupied	& ⊕	Occupied	× ·								
Room Panel	Room1005	道 ~	Room1006	10								
Stay History	Double Room		Double Room									
Wake-up Service	Vacant		Vacant									

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).

R= Extensions		Hotel Mana	igement / W	ake-up Service									
Contacts		Wak	e-Up Task	Wake-Up Logs									
🖂 Chat													
Video Conferencing		() Ad	d 🖉 Edit	T Delete			Status		Y	Extensions/Extension Groups	Search		Q
Operator Panel			Status	Room Name	Wake-Up Extension	Wake-Up Tir	ne	Snooze	Failover Destinati	Hotel Room Group	lified Time 💠	Operations	5 7
Hotel Management	^		Scheduled	Room1001	1001-Maria Ga	01/10/2025 Once	06:00,	Disabled	Hang up	1000-Johnson Emily 1001-Maria Garcia)25 11:43:02	2	団
Room Panel Stay History			Scheduled	Room1000	1000-Johnson	01/10/2025 Once	06:00,	Disabled	Hang up	1002-1002 1003-1003)25 11:43:02	2	団
Wake-up Service										1004-1004	< 1 >	20 / pa	age∨

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

R= Extensions	Hotel Man	nagement / Wa	ake-up Service								
E: Contacts	Wal	ke-Up Task	Wake-Up Logs								
💬 Chat		A ST	- Change and a second s								
更 Video Conferencing	⊕ A	.dd ∠ Edit	匝 Delete		Statu	S		000-Johnson Emily $ imes$ 001-Maria Garcia $ imes$	∨ Search		Q
Operator Panel				Wake-Up			Failover				_
Hotel Management		Status	Room Name	Extension	Wake-Up Time	Snooze	Destination	Modified By	Last Modified Time	Operations	7
Room Panel		Scheduled	Room1000	1000-Johnson	01/10/2025 06:00, Once	Disabled	Hang up	1010-Front Desk	01/08/2025 11:43:02	2 2	茴
Stay History		Scheduled	Room1001	1001-Maria Ga	01/10/2025 06:00, Once	Disabled	Hang up	1010-Front Desk	01/08/2025 11:43:02	2	団
Wake-up Service								ΟT	"otal: 2 < 1	20 / pa	ge∨

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 O.

R= Extensions		All (10) Vacant (9)	Occupied (1) Room Status		✓ Guest Type		V Room Type		 ✓ Search 	
E Contacts											
🖂 Chat		ぷ Group Check-In/0	Out 🗸 🖉 Bu	lk Management							
Video Conferencing		Room1000 Single Room	<mark>0</mark> 0 % ~	Room1001 Single Room	*	Room1002	*	Room1003	*	Room1004	10
Operator Panel			0	-		-		-			
🗈 Hotel Management	^	Occupied	2: €	Vacant		Vacant		Vacant		Vacant	
Room Panel		Room1005	2 ~	Room1006	2	Room1007	2	Room1008	2	Room1009	10
Stay History											
		Vacant		Vacant		Vacant		Vacant		Vacant	

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

† Yeastar	亘		Wake	Wake-Up Task							
Q∈ Extensions	All (10) Vacant (9) Occupied (I) Room Status	⊕ Ac	d 🗊 Delete		Status	~	Search		Q	
E: Contacts	冷 Group Check-In/Out > 🏾 🖉 Bu	lk Management				Wake-Up					
🗁 Chat		lik Management		Status	Room Name	Extension	Wake-Up Time	Snooze	Operations	Ŷ	
Video Conferencing	Room1000 😻 🕞 🍇 🗸 Single Room	Room1001 Single Room	a 🗆	Scheduled	Room1000	1000-Johnson	01/09/2025 06:00, Once	Disabled		Ū	
Operator Panel							O Total: 1 <	1 >	20 / pag	je∨	
Hotel Management	• Occupied 🛛 😤 🕒	Vacant									
Room Panel	Room1005 🛛 💐 🗸	Room1006	123.								
Stay History	Double Room	Double Room									
Wake-up Service	Vacant	Vacant									

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).

R= Extensions		Hotel Mana	gement / W	ake-up Service								
Contacts		Wake	+Up Task	Wake-Up Logs								
🖂 Chat			Activ	Til Delete								
Video Conferencing		() Ado	d 🖉 Edit			Statu	IS		Extensions/Extension Groups	Search		Q
Operator Panel			Status	Room Name	Wake-Up Extension	Wake-Up Time	Snooze	Failover Destinati	Hotel Room Group	lified Time 👙	Operati	ons 🍸
🖪 Hotel Management	^		Scheduled	Room1001	1001-Maria Ga	01/10/2025 06:00, Once	Disabled	Hang up	1000-Johnson Emily 1001-Maria Garcia)25 11:43:02	2	2 🗇
Room Panel Stay History			Scheduled	Room1000	1000-Johnson	01/10/2025 06:00, Once	Disabled	Hang up	1002-1002 1003-1003)25 11:43:02	2	R 🗇
Wake-up Service									1004-1004		20	/ page∨

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

R= Extensions	Ho	otel Mana	igement / Wa	ke-up Service								
E: Contacts		Wake	e-Up Task	Wake-Up Logs								
🖂 Chat												
Video Conferencing		() Ad	d 🖉 E 🕒					000-Johnson Emily × 001-Maria Garcia ×				Q
Operator Panel			Status	Room Name			Failover	Modified By	Last Modil	ied Time 🛫	Operations	
Hotel Management			olulus	Roomranic	? Are you sure to delete ?		Destination	mounied by	Lustinioun	icu finici 🦆	operations	
Room Panel		a 🔽	Scheduled	Room1000		× Can c V OK	Hang up	1010-Front Desk	01/08/202	5 11:43:02	2	団
Stay History			Scheduled	Room1001	1001-Maria Ga 01/10/202 Once	Disabled	Hang up	1010-Front Desk	01/08/202	5 11:43:02	2	団
Wake-up Service								0 1	'otal: 2 <		20 / pa	aae∨
Call Logs												•

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 0.

R Extensions		All (10) Vacant (9)	Occupied (1) Room Status		✓ Guest Type		V Room Type		 ✓ Search 	
E Contacts											
🖂 Chat		/咎 Group Check-In/C	Out ∨ 🖉 Bu	lk Management							
Video Conferencing		Room1000 Single Room	<mark>।</mark> 1000 ∞ √	Room1001	4 ~	Room1002	2	Room1003 Single Room	2	Room1004	10
Operator Panel			Ŭ								
Hotel Management	^	Occupied	8: ₽	Vacant		Vacant		Vacant		Vacant	
Room Panel		Room1005 Double Room	ä ~	Room1006 Double Room	2	Room1007 Triple Room	ä ~	Room1008 Queen Room	4 ~	Room1009 Queen Room	2
Stay History		Vacant		Vacant		Vacant		Vacant		Vacant	
Wake-up Service											

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

		Wake-Up Task			×
R= Extensions	All (10) Vacant (8) Occupied (2) Room Status	↔ A b 団 Delete			۹
E Contacts	😤 Group Check-In/Out ∨ 🖉 Bulk Management	Status Room Na	Wake-Up w	/ake-Up Time Snooze O	perations Y
💬 Chat		Status Room No	Extension W	ake-op nine Shooze o	perations y
Video Conferencing	Room1000 C 🗢 🏹 ~ Room1001 C	🖉 🛛 Scheduled Room10		1/10/2025 06:00, Disabled 4	2 🛛 🖉 🗖
Operator Panel				O Total: 1 < 1 >	20 / page∨
🖪 Hotel Management 🔺	Occupied RE Are you	sure to delete ?			
	Room1005 🖄 🗸 F Double Room D	× Can c v OK			
Stay History					
Wake-up Service	• Vacant • Vacant				

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

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

The system prompt "Please choose your operation. Press 1 to add wakeup 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 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.

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

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

4. 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 wakeup 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 o 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 V	Vake-Up Logs					
All	Failed Dealt	Succeeded					
Del	ete					Task ID	Search Q
	Result	Room Name	Extensions	Wake-Up Time	Remark	Task ID	Operations
	Succeeded	Room1000	1000-Johnson Emily	01/08/2025 16:52:00		25	& 7 <u>R</u> ~
	Succeeded	Room1000	1000-Johnson Emily	01/08/2025 16:20:00		22	r (
	Succeeded	Room1000	1000-Johnson Emily	01/08/2025 16:15:00		21	& T Q V
	Failed	Room1000	1000-Johnson Emily	01/08/2025 10:05:00		4	() () ()
	Succeeded	Room1000	1000-Johnson Emily	01/08/2025 09:48:00		3	& T Q V

Note:

For a failed wake-up task, you can click $\overline{\mathbb{R}}$ to view the reason for the failure and take appropriate actions. When done, you can click \mathbb{T} 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

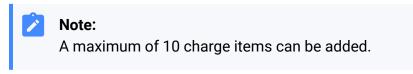
- 1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Room Panel**.
- 2. At the bottom-right corner of a checked-in room, click \ominus .

a Extensions	All (10) Vacant (9) Occupied (1)	Room Status		✓ Guest Type		V Room Type		V Search	
Contacts										
3 Chat	2 Group Check-Ir	/Out V Z Bulk	Management							
Video Conferencing	Room1000 Single Room	10 O 💐 🗸	Room1001 Single Room	≪ ~	Room1002 Single Room	4 ~	Room1003	≪ ~	Room1004	4 ~
Operator Panel		_								
Hotel Management	Occupied	<mark>ہ ا</mark> س	Vacant		Vacant		Vacant		Vacant	
Room Panel	Room1005 Double Room	*	Room1006 Double Room	2 ~	Room1007 Triple Room	*	Room1008 Queen Room	2 ~	Room1009 Queen Room	*
Stay History	Vacant		Vacant		Vacant		Vacant		Vacant	
Wake-up Service										

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		Expected Departure Time							
12/18/2024 14:02:59		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	<u>ا</u>						
Bottled Water (2 bottles)	12/19/2024	5.00							
	•	+ Add							
		I							

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



c. 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.



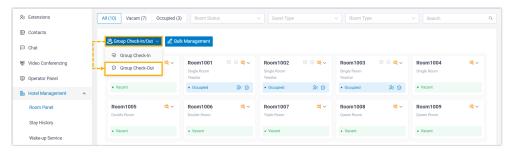
- The guest room is marked as **Vacant** and its status is reset to the default setting.
- The room extension is reset to the default settings and existing data is cleared:

- Clear the data: First Name, Mobile Number, Email Address, Voicemail Messages, Call Recordings, Call Logs, Internal Chat histories, Personal Contacts, Video Conferences, Wake-up Calls
- Reset call permission: Restrict the extension from making outbound 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

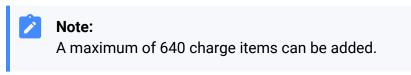
- 1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Room Panel**.
- 2. At the top-left corner, click **Group Check-In/Out**, then select **Group Check-Out**.



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

Group Name		* Actual (Check-Out Time		
Yeastar		∨ b 12/19/2	2024 17:00		Ē
ther Charges					
Room Name	Charge Item	Date	Amount(\$)	Operations	
Room1001 (Sin V	Single Room (2 №	12/19/2024 📋	220.00	団	
Room1002 (Sin V	Single Room (2 №	12/19/2024 📋	220.00	圓	
Room1003 (Sin V	Single Room (2 N	12/19/2024	220.00	Ē	
		+ Add			

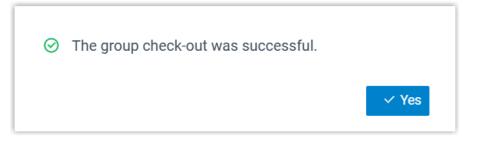
- a. In the **Group Name** drop-down list, select a tour group.
- b. In the **Actual Check-Out Time** drop-down list, keep the current time as the check-out time, or change it as needed.
- c. In the **Other Charges** section, click **Add** to add charge items for the tour group.



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.

Extensions	Hote	el Management / Sta	y History						
Contacts		Room Type		Status		Time		Search	
3 Chat		Room Type		Status			- End date	a la	<
Video Conferencing		0							
Operator Panel		⊕ Download ∨							±
Hotel Management	~	Status	Room Name	Room Type	Guest Name	Mobile Number	Total Costs 👙	Check-In Time 👙	Operations 7
Room Panel		Check Out	Room1001	Single Room	Smith James	-	220.00	12/19/2024 11:43:49	% 🛛 🛃 🖻
		Check Out	Room1002	Single Room	Garcia Maria		220.00	12/19/2024 11:43:49	s 💽 🖻
Stay History									

- 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, Voicemail Messages, Call Recordings, Call Logs, Internal Chat histories, Personal Contacts, Video Conferences, Wake-up Calls
 - Reset call permission: Restrict the extension from making outbound 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:

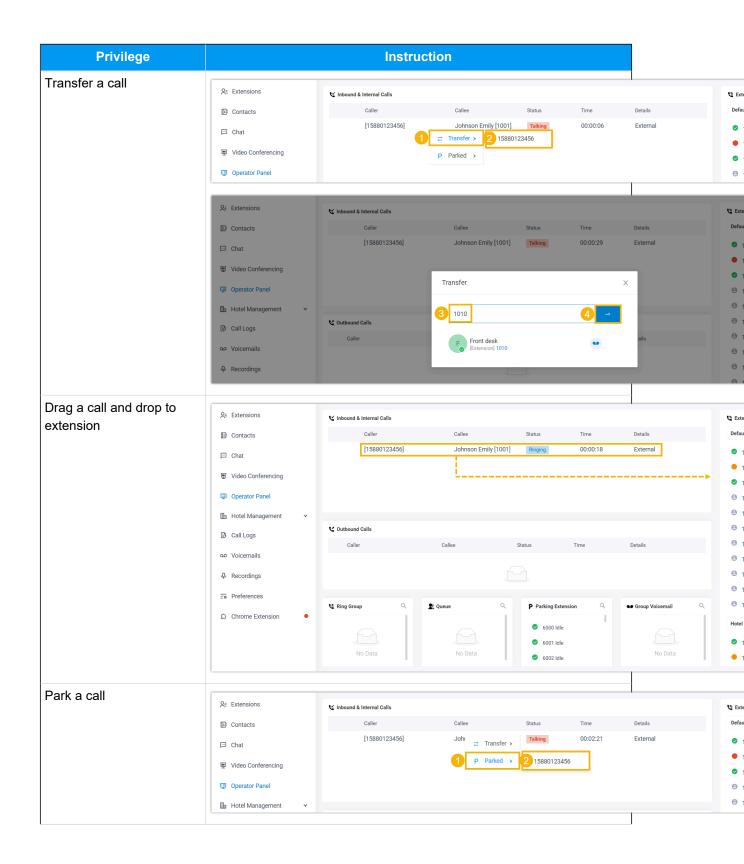
This topic provides instructions on how to manage guest calls based on the default privileges assigned by hotel manager. If hotel manager assigns you more privileges, refer to <u>Operator Panel User Guide</u> for detailed instructions.

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

R= Extensions	🕊 Inbound & Internal Calls					C Extension	0, ≩
Contacts	Caller	Callee	Status	Time	Details	Default_All_Extensions(4/11)	~ =
🖂 Chat						1000 Johnson Emily (0/0)	
						 1001 Smith James (0/0) 	
Video Conferencing			No Data			 1009 1009 (0/0) 	
Operator Panel						1010 Front Desk (0/0)	
🗈 Hotel Management 🗸 🗸						8 1002 1002 (0/0)	
Call Logs	C Outbound Calls					8 1003 1003 (0/0)	
Ep our Logo	Caller	Callee	Status	Time	Details	I 1004 1004 (0/0)	
Voicemails مە						1005 1005 (0/0)	
& Recordings						1006 1006 (0/0)	
Preferences						8 1007 1007 (0/0)	
in Fleiciciices	E Ring Group	R Queue	Q P Parking E	xtension Q	Group Voicemail	Q 1008 1008 (0/0)	
⇔ Chrome Extension	•					Hotel Room Group(4/11)	~ =
	6300 6300 (0/0)		S 6000 I	ile			
			🥺 6001 I	lle		1000 Johnson Emily (0/0)	
		No Data		ile	No Data	1001 Smith James (0/0)	

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

Privilege		Instruc	tion				
Redirect a call	S= Extensions	🕊 Inbound & Internal Calls					🕲 Ex
	E: Contacts	Caller	Callee	Status	Time	Details	Defa
	🖂 Chat	[15880123456]	Emily [1001]	Ringing	00:00:03	External	0
	更 Video Conferencing						•
	Operator Panel						e
							8
	S Extensions	🕊 Inbound & Internal Calls					🕲 Exte
	Contacts	Caller	Callee	Status	Time	Details	Defa
	🖂 Chat	[15880123456]	Johnson Emily [1001]	Ringing	00:00:21	External	0
	Video Conferencing						•
			Redirect			×	0
	Operator Panel						8
	🚹 Hotel Management 🗸 👻	Cutbound Calls	2 1010		3 -		8
	Call Logs	Caller				alla	
	مo Voicemails	Galici	Front desk [Extension] 1010		••	ans	
	♀ Recordings						0



Privilege		Instruc	tion				
Retrieve a call	A Extensions	🕊 Inbound & Internal Calls					C Exte
	E: Contacts	Caller	Callee	Status	Time	Details	Defau
	☐ Chat 몇 Video Conferencing	[15880123456]	[6000]	Talking	00:00:04	External, Parked	
	Operator Panel						0

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.

om Type	\sim	Status	\vee	Time Start date	~ End date	Search	
>Download >							
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	G E
Check Out	Room1001	Single Room	Maria Garcia	-	0.00	01/08/2025 11:40:58	& ⊒ <mark>∎</mark>
Check Out	Room1000	Single Room	Johnson Emily	+1(555)987-6543	2.40	01/07/2025 17:02:55	& Q 🗖
Check Out	Room1001	Single Room	Smith James	-	10.00	01/07/2025 15:15:23	r 🖉 🛛 🗖
Room Change	Room1000	Single Room	Smith James	-	-	01/07/2025 15:14:26	& Q <mark>1</mark>
Room Change	Room1001	Single Room	Smith James	-	-	01/07/2025 14:27:01	& 🗟 🗖
						O 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 <u>Check guest</u> 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**.

Room Type		Status		Time		Search	
	\sim		\vee	Start date	~ End date	₿.	(
🗘 Download \vee							
Download All Data							<u>å</u>
	oom Name	Room Type	Guest Name	Mobile Number	Total Costs 👙	Check-In Time 👙	Operations
Download Filtered Data	toom1003	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	s 🛃 🗖
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	s 🛃 🗖
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	📞 🛃 🗖
						O Total: 8 < 1	> 20 / page

All guest stay histories will be downloaded to your computer as a $_\tt csv$ 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.

oom Type	×	Status Check Out ×		Time Start date	~ End date	Search	(
	V	Check Out ×	\vee	Start date	~ End date		
Download \vee							<u>1</u>
Status	Room Name	Room Type	Guest Name	Mobile Number	Total Costs 👙	Check-In Time 💠	Operations
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	S. I 🗟 I 💼
Check Out	Room1002	Single Room	Garcia Maria	-	0.00	01/07/2025 14:27:01	S. 🛛 🖬 🗖
Check Out	Room1003	Single Room	Davis Richard	-	0.00	01/07/2025 14:27:01	s I 🗟 I 💼
						O Total: 5 < 1	> 20 / page v

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

# Extensions	Hotel Man	agement / Stay H	listory							
Contacts	Room	Type		Status		Time		Search		
3 Chat		Type		Check Out ×		Start date	~ End date			0
Video Conferencing		wnload v								
Operator Panel		wnload V								늞
B Hotel Management			oom Name	Room Type	Guest Name	Mobile Number	Total Costs 💠	Check-In Time 💠	Operations	γ
Room Panel	L - Do	wnload Filtered Data	toom1001	Single Room	Maria Garcia		0.00	01/08/2025 11:40:58	6 2	۵
Stay History	C	heck Out	Room1000	Single Room	Johnson Emily	+1(555)987-6543	2.40	01/07/2025 17:02:55	6	₫
Wake-up Service	C	heck Out	Room1001	Single Room	Smith James		10.00	01/07/2025 15:15:23	% R	団
Call Logs	C	heck Out	Room1002	Single Room	Garcia Maria		0.00	01/07/2025 14:27:01	& R	۵
voicemails	C	heck Out	Room1003	Single Room	Davis Richard	-	0.00	01/07/2025 14:27:01	6 R	۵
								O Total: 5 < 1	> 20 / pag	0ev

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 $\mathbf{\overline{\square}}$, then click **OK**.

Room Type		Status		Time Start date		Search	
	ſ						ź
Status	Room Name		he stay history, the bill		Total Costs 👙	Check-In Time 👙	Operations
Check In	Room1003	deleted. Are y	ou sure to delete the da	ata?		01/08/2025 19:34:22	
Check Out	Room1001		× Can	<mark>∎ ∽ ок</mark>	0.00	01/08/2025 11:40:58	s a) 🖬
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	s 🛃 🛍
Room Change	Room1000	Single Room	Smith James			01/07/2025 15:14:26	% E E
	Room1001	Single Room	Smith James			01/07/2025 14:27:01	6 2 1

• To delete all histories, click 🛱 , then click **OK**.

	Hotel Management / St	ay motory							
Contacts					Time				
🗇 Chat									
Video Conferencing									
Operator Panel	🗘 Download \vee				_			a	1
🗄 Hotel Management 🔷	Status	Room Name	Are you sure t	o delete all stay histori	es and bills?	Total Costs 👙	Check-In Time 👙	Operations	2
Room Panel	Check In	Room1001		× Can	р 🗸 ок		01/09/2025 08:56:01		
Stay History	Check In	Room1000					01/09/2025 08:55:41		
Wake-up Service	Check Out	Room1003	Single Room	Kevin Connor		0.00	01/08/2025 19:34:22	s R	ŵ
Call Logs	Check Out	Room1001	Single Room	Maria Garcia		0.00	01/08/2025 11:40:58	& I 💽 I	ŵ
- •	Check Out	Room1000	Single Room	Johnson Emily	+1(555)987-6543	2.40	01/07/2025 17:02:55	6	₫
voicemails	Check Out	Room1001	Single Room	Smith James		10.00	01/07/2025 15:15:23	<u></u>	₫
Q Recordings									

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.

R= Extensions		All (10) Vacant (4			6
Contacts		。		k Management	
🖂 Chat		Sroup Check-In	/Out V Z Bu	ik Management	
Video Conferencing		Room1000 Single Room	ଷ ତ 💐 🗸	Room1001 Single Room	t 🖯 💐 🗸
Operator Panel		Occupied	0.0	Occupied	
🖪 Hotel Management	^	Occupied	% ⊕	Occupied	% ⊕
Room Panel					
Stay History					
Wake-up Service					

3. Click on the desired room, then click \boxminus .

R= Extensions	All (10) Vacant (8) Occupied (2)	Room Status	Guest Type V	Room Type	Search	Q
Contacts	R	toom1000 🔯 🖯 💐 🗸				
🗇 Chat	S Sloup Checken/Jour V	oom Type ingle Room xtension				
Video Conferencing	Koom tood a constant	000 💊				
Operator Panel	J	uest Name ohnson Emily				
Hotel Management	• Occupied X= L+	heck-In Time 1/09/2025 08:55:41 xpected Departure Time				
Room Panel		1/10/2025 13:00:41				
Stay History	•					
Wake-up Service	L	i				

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

;: Yeastar	Æ		Billing Details			
R= Extensions	All (10) Vacant (8) Occupied	(2) Room Status	V Room: Room1000 ca	rrent		
Contacts			Room Name			
💬 Chat	ය Group Check-In/Out 🗸 🖉 E	Bulk Management	Room1000(Single Room)			
團 Video Conferencing	Room1000 ⓒ ⊖ 🦔 ∨ Single Room	Room1001 C 🔿 🕸	Check-In Time 01/09/2025 08:55:41		Expected Departur 01/10/2025 13:00	
Operator Panel	• Occupied 🛛 👷 🔂	• Occupied Sa	Call Charges			
Hotel Management	• occubied X= E	• Occupied 🖉	Time	Call To	Talk Duration	Amount(\$)
Room Panel	Room1005 🏼 🍇 🗸	Room1006	01/09/2025 10:35:39	15880123456	00:02:50	3.6
Stay History	Double Room	Double Room	Total		00:02:50	3.60
Wake-up Service	Vacant	Vacant			O Total: 1 <	1 > 20 / page∨
Call Logs			Other Charges			
مە Voicemails			Charge Item	Date	Amount(\$)	Operations
₽ Recordings						
To Preferences				1	lo Data	

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.

Extensions	Hotel Management /	Stay History						
Contacts	Room Type		Status		Time		Search	
l Chat		V		~	Start date	~ End date		٥
Video Conferencing		•	Check In					
Operator Panel	\bigcirc Download \lor		Check Out		┝╾┙			盘
Hotel Management	Status	Room Name	Room Change	oucorname	Mobile Number	Total Costs 💠	Check-In Time 💠	Operations Y
Room Panel	Check In	Room1001	Single Room	Smith James			01/09/2025 08:56:01	S 🗟 🖻
Stay History	Check In	Room1000	Single Room	Johnson Emily		-	01/09/2025 08:55:41	& R 🖬
Wake-up Service	Check Out	Room1003	Single Room	Kevin Connor		0.00	01/08/2025 19:34:22	S 🛃 🛅
Call Logs	Check Out	Room1001	Single Room	Maria Garcia		0.00	01/08/2025 11:40:58	s 🛃 🗖
	Check Out	Room1000	Single Room	Johnson Emily	+1(555)987-6543	2.40	01/07/2025 17:02:55	% 🗟 🗖
Voicemails	Check Out	Room1001	Single Room	Smith James		10.00	01/07/2025 15:15:23	📞 🛃 🛅
Recordings							Q Total: 10 < 1	

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

Extensions	Hotel Managemer	nt / Stay History						
Contacts	Room Type		Status		Time		Search	
] Chat		\vee		~	Start date	~ End date		Q
Video Conferencing								
Operator Panel		i v						蒄
Hotel Management	Status	Room Name	Room Type	Guest Name	Mobile Number	Total Costs 💠	Check-In Time 👙	Operations Y
Room Panel	Check O	ut Room1003	Single Room	Kevin Connor		0.00	01/08/2025 19:34:22	S 🛃 🛅
Stay History	Check O	ut Room1001	Single Room	Maria Garcia	-	0.00	01/08/2025 11:40:58	S. 🛛 🔂
Wake-up Service	Check O	ut Room1000	Single Room	Johnson Emily	+1(555)987-6543	2.40	01/07/2025 17:02:55	۵ 属 🏿
Call Logs	Check O	ut Room1001	Single Room	Smith James	-	10.00	01/07/2025 15:15:23	s 🖬 🖬
Voicemails	Check O	ut Room1002	Single Room	Garcia Maria	-	0.00	01/07/2025 14:27:01	% 🗟 🛅
Recordings	Check O	ut Room1003	Single Room	Davis Richard	-	0.00	01/07/2025 14:27:01	S. 🛃 🛅
Preferences							O Total: 6 < 1	> 20/page∨

The invoice is opened in a new browser tab.

HOTEL		Emeral w Boulevard, Serenity Ba 57-5309 Email: info@eme	
Guest Name: Johnson Emily Invoice Number: 2025010818450001	Bill Generation 01/08/2025 18:45 Payment: Total Costs: \$2.40	:28	
Room Name: Room1000 (Single Room) Check-In Time: 01/07/2025 17:02:55 Ch Call Charges	eck-Out Time: 01/08/2025 18:45:00	1	
Time	Call To	Talk Duration	Amount(\$)
Time 01/08/2025 18:42:57	Call To 3000	Talk Duration 00:01:50	Amount(\$) 2.4
01/08/2025 18:42:57	3000	00:01:50	2.4
01/08/2025 18:42:57 Other Charges	3000	00:01:50	2.4
01/08/2025 18:42:57 Other Charges	3000	00:01:50	2.4
01/08/2025 18:42:57 Other Charges	3000	00:01:50 00:01:50 Date -	2.4 2.40 Amount(\$)
01/08/2025 18:42:57 Other Charges	3000	00:01:50 00:01:50 Date - Sum(\$) Total Costs(\$)	2.4 2.40 Amount(\$) - 0.00

You can download it to your computer as a $\tt.pdf$ file and provide it to guest.