Hotel Management Guide

Yeastar P-Series Cloud Edition

Version: 84.18.0.18
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Contents

Hotel Management Overview

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

Yeastar's hospitality-focused solutions

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

Yeastar P-Series Cloud Edition supports the following solutions:

Built-in Hotel Management module

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

Custom integration using Open API

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

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

Requirements

PBX

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

Linkus Desktop Client

The version of Linkus Desktop Client is 1.9.3 or later.

Key takeaways

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

Hotel Manager

1. Plan numbering and complete the setup.

   - **Service number(s) for hotel service** (such as 24-hour front desk, laundry service, restaurant, etc.): All guests can call service number(s) from their room phones, regardless of check-in status.

     To create service number, see [Extension Overview](#).
   - **Emergency number for emergency calling**: All guests can call emergency number from their room phones, regardless of check-in status.

     To add emergency number, see [Emergency Calling Overview](#).
   - **Extension numbers for room phones**: Extension number needs to be registered on the room phone, so that guests can make calls.

     To create extension number, see [Extension Overview](#).
   - **Wake-up number for alarms**: All guests can call this number to query, add, or delete their own wake-up calls from room phone.

     The number is available to set when you enable and set up hotel service on PBX.
2. [Set up Hotel Service on Yeastar P-Series Cloud Edition](#).
3. Enable co-management for the hotel service.

   - [Grant hotel management permission](#) to enable co-management of the hotel service.
   - [Grant call management permission](#) to enable staffs to manage guest calls.
   - [Grant guest room management permission](#) to enable staffs to assist in room operations such as check-ins/outs, room assignments, wake-up calls, etc.
4. Set up hotel calling and tracking.

   - [Grant room-to-room and outbound call permission](#) to guests.
   - [Set up call rate](#) to bill guests for outbound calls.
   - [Schedule call reports](#) to track call activities

Front Desk

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

The supported operations are listed below:

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

Hotel Manager

Set up Hotel Service on Yeastar P-Series Cloud Edition

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

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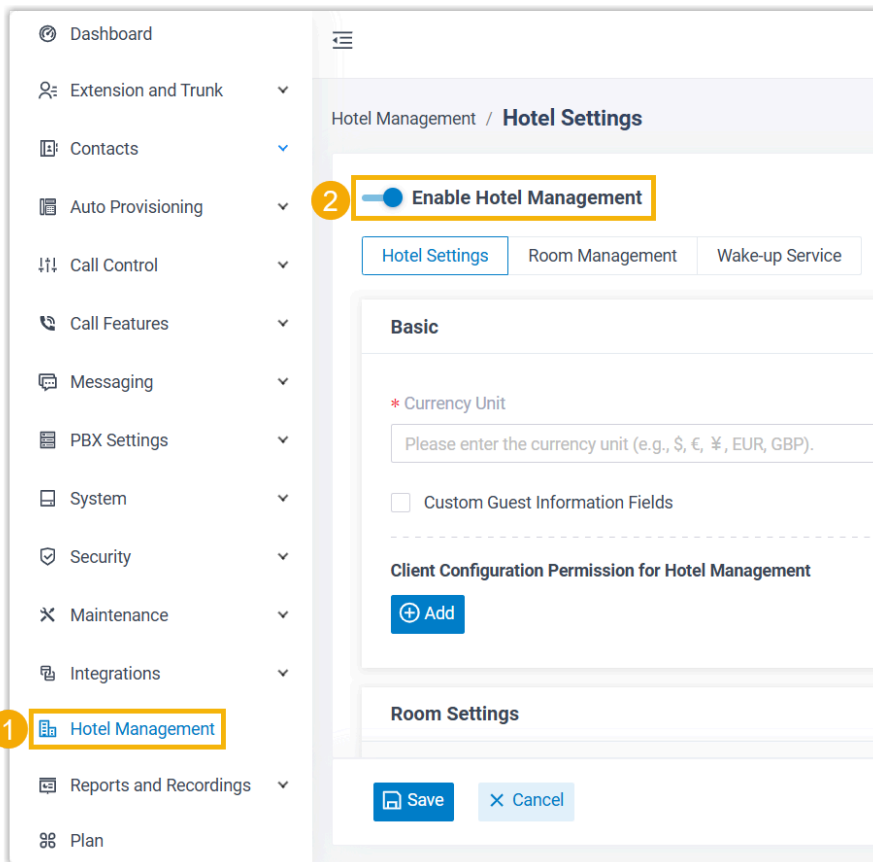
1. Log in to PBX web portal, go to **Hotel Management**.
2. Turn on the switch **Enable Hotel Management**.

Step 2. Configure basic hotel settings

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

Currency Preference

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

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

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

Setting	Effect

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.

> **Note:**
> A maximum of 10 custom fields are supported.

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

Setting	Effect

Staff Privilege for Room Operation

Client Configuration Permission for Hotel Management enables you to grant specific room operation privileges to staff members (e.g. front desk). The authorized staff member(s) will be able to perform these operations on their Linkus Desktop/Web Client.
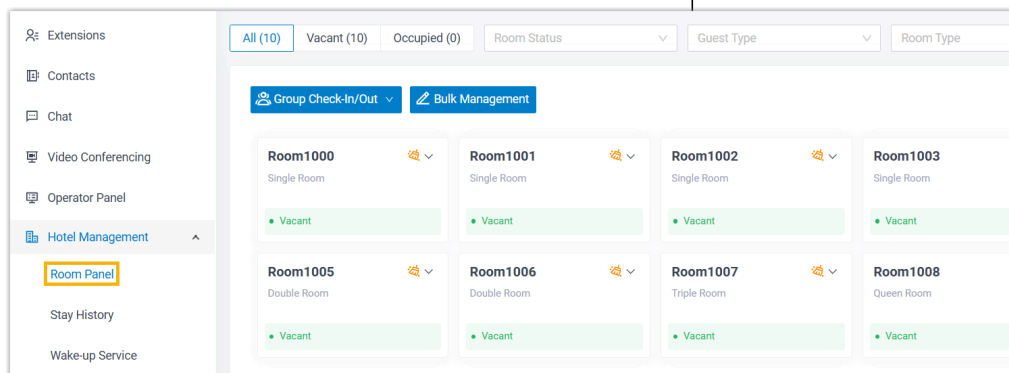
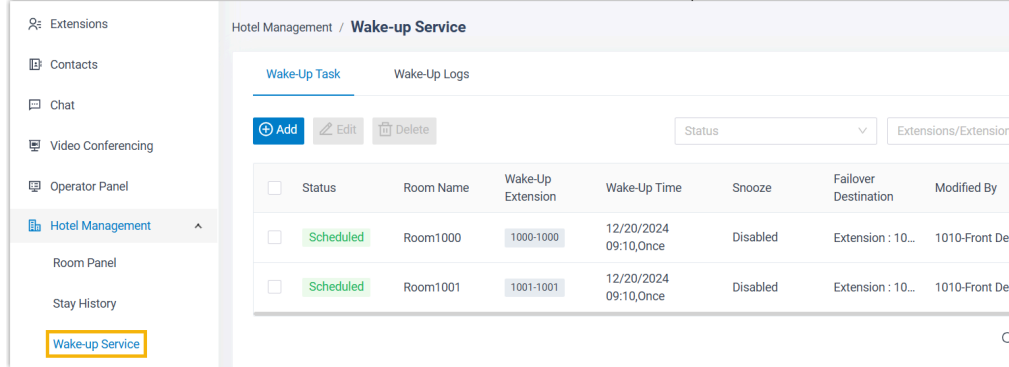You can click **Add** to add permission rule(s).
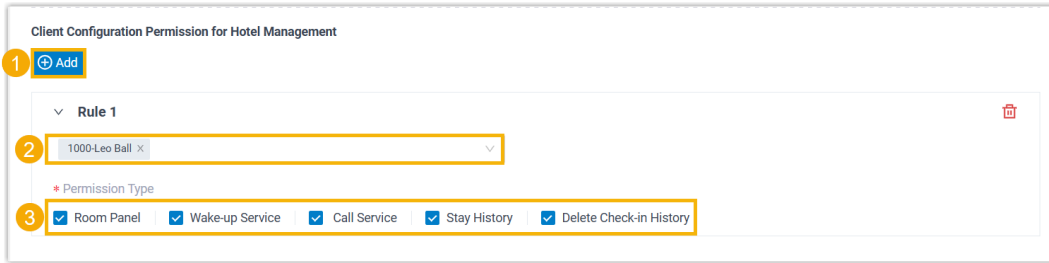
> **Note:**
>
> - A maximum of 10 permission rules are supported.
> - This doesn't grant the management permission of hotel service to staff member. To achieve this, you can assign the **Hotel Manager** role to the desired member. For more information, see [Grant Hotel Management Permission](#).

Refer to the following table to see how the authorized staff members can access and perform operations on Linkus Desktop/Web Client based on their assigned privileges.
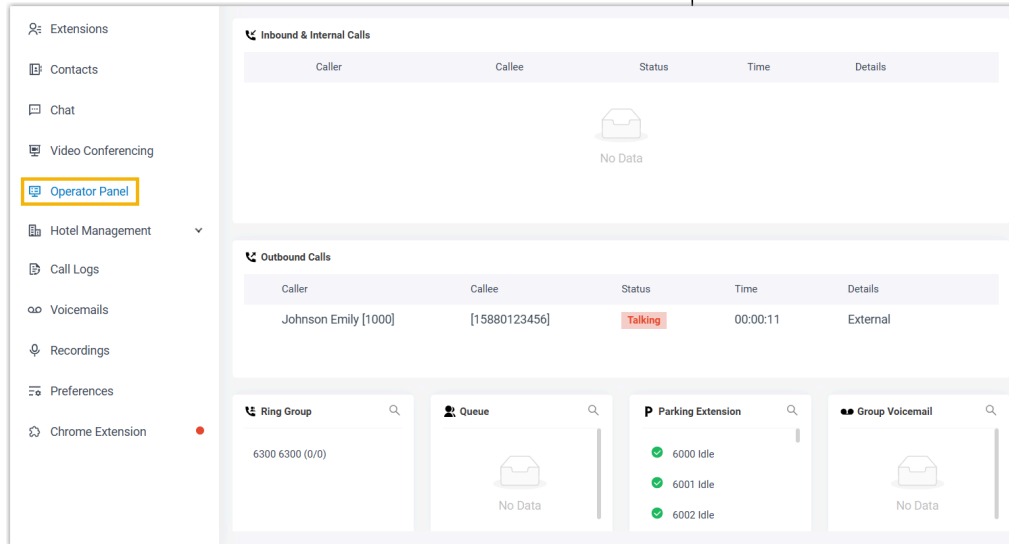
Permission	Description
Room Panel	The authorized staff member can access **Room Panel** on Linkus Desktop/Web Client (Path: **Hotel Management > Room Panel**) to perform operations such as check-in, move rooms, set Do Not Disturb (DND), change room status, add wake-up calls, check out, etc.
Wake-up Service	The authorized staff member can access **Wake-up Service** (Path: **Hotel Management > Wake-up Service**)

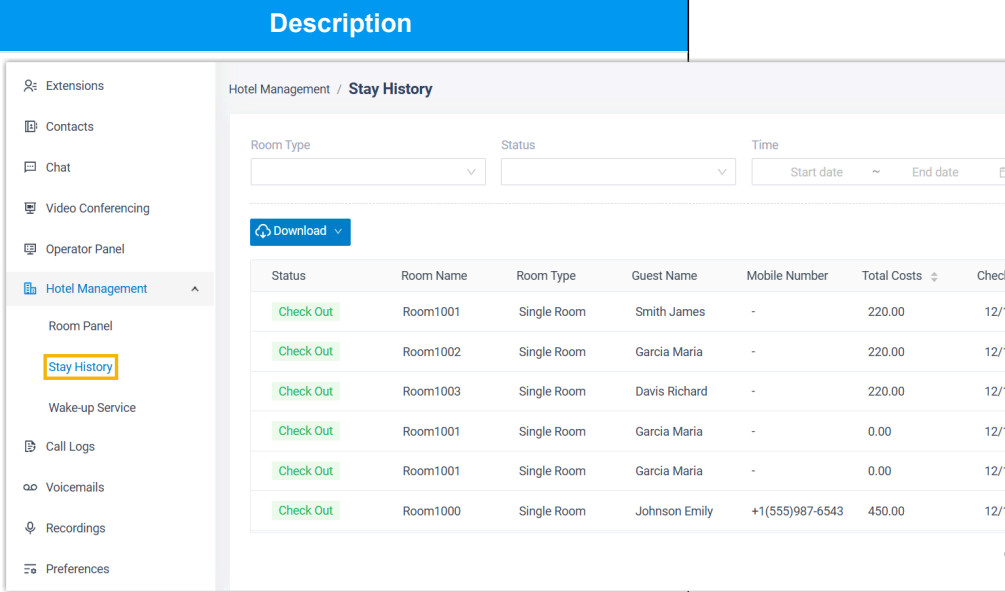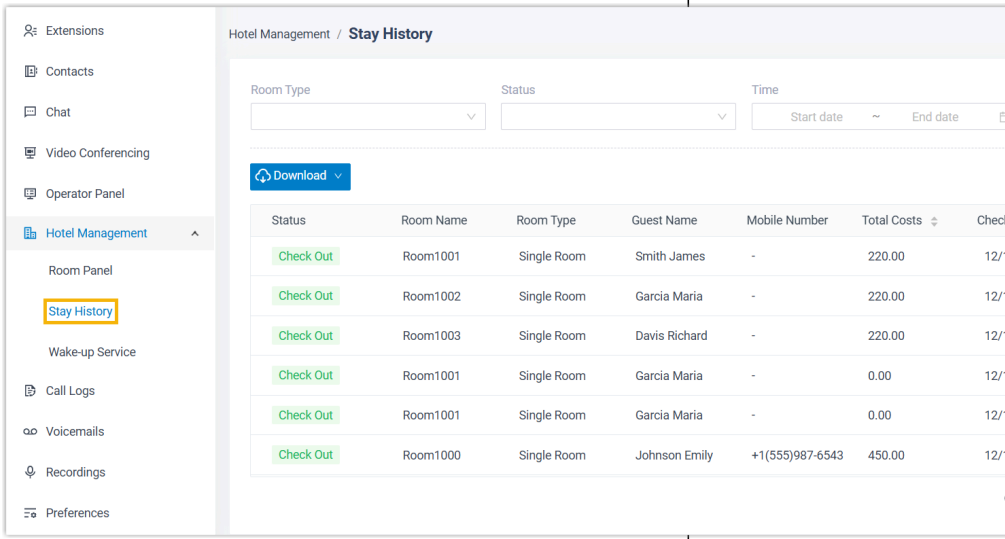| Permission	Description
	on Linkus Desktop/Web Client to perform operations such as schedule wake-up tasks and review the wake-up log.
Call Service	The authorized staff member can manage guest calls from Operator Panel on Linkus Desktop/Web Client. > **Tip:** > Refer to Call Management Permission to learn more.
Stay History	The authorized staff member can access **Stay History** on Linkus Desktop/Web Client (Path: **Hotel Management > Stay History**) to review guest stay history.

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

Guest Room Policy

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

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**. 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**.

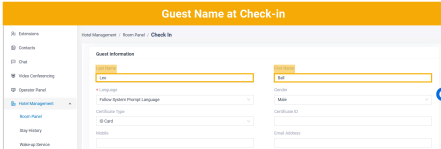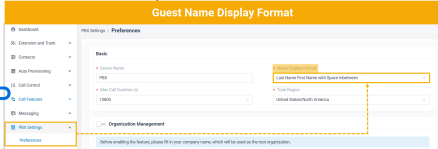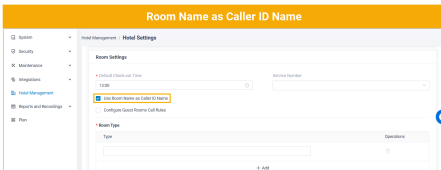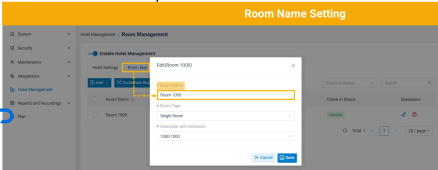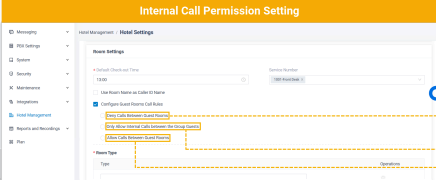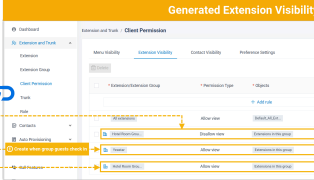| Setting	Description
Configure Guest Rooms Call Rules	By default, guests are NOT allowed to make internal calls between rooms. You can configure internal call permission for guest rooms as needed. 📝 **Note:** • For Yeastar PBX, internal call permission is associated with extension visibility. After you configure the internal call permission, PBX will create the corresponding extension visibility rules on **Extension and Trunk > Client Permission > Extension Visibility**. • If **Organization Management** (Path: **PBX Settings > Preferences**) is enabled on Yeastar PBX, this feature is DISABLED by default. To configure internal call permission, see Enable internal call permission (Department-based structure). • **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
Room Type	Set room types. ✏️ **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.
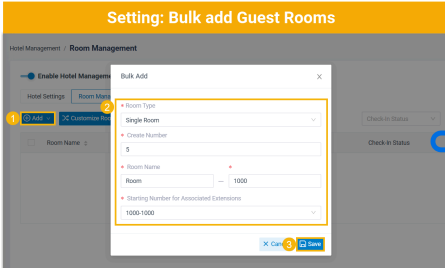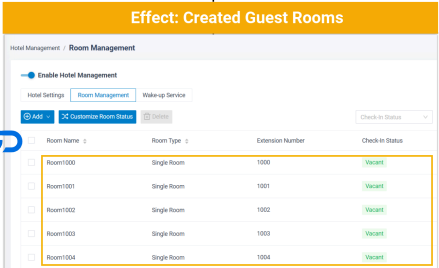
Step 3. Set up guest room

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

Add Guest Room

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

Scenario	Instruction
Add guest rooms in bulk	 1. Click **Add > Bulk Add**.

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 number you specify here.
	
	3. Click **Save**.

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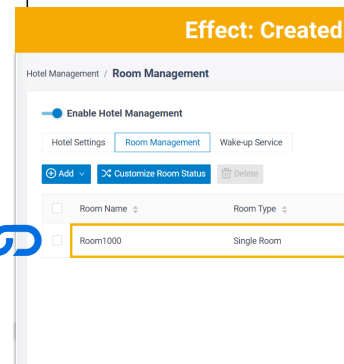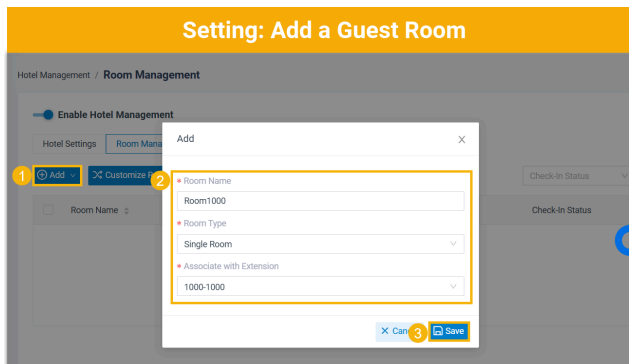
Scenario	Instruction
	3. Click **Save**.

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.

2. Add room status.

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.
>
>

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.

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 conflict with existing numbers in the PBX.
> - Once you save the number, it can NOT be changed.

Wake-Up Rule

Customize the rule for wake-up calls.

Wake-Up Rule

* Ring Timeout (s)

20

* Snooze

Disabled

* Voice Prompt

[Default]

* Failover Destination

Hang Up

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.

Call Management

Grant Call Permission to Guest Rooms

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

Enable internal calls between guest rooms

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

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

Enable internal call permission (Group-based structure)

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

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

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

Internal Call Permission Setting	Generated Extension Visibility Rule
Deny Calls Between Guest Rooms	**Hotel Room Group Disallow view** Extensions in this group
Only Allow Internal Calls between the Group Guests	*{tour_group}* **Allow view** Extensions in this group

> 📝 **Note:**
> If you select this option, whenever a tour group checks

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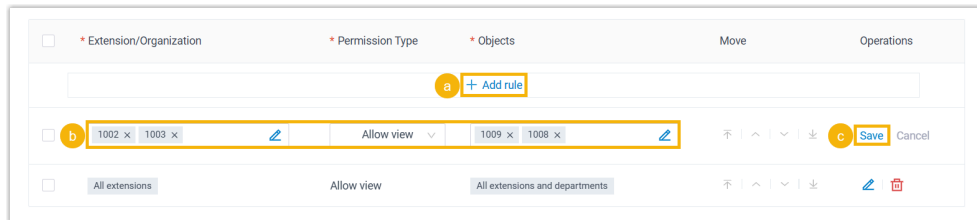
   a. Click **Add rule**.
   b. Set up the visibility rule.
      - **Extension/Organization**: Select the member(s) to which you want to grant the viewing permission.
      - **Permission Type**: Select **Allow view**.
      - **Objects**: Select the member extension(s) that are allowed to be viewed.
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

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

Enable outbound calls from guest rooms

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

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

Enable domestic outbound calling

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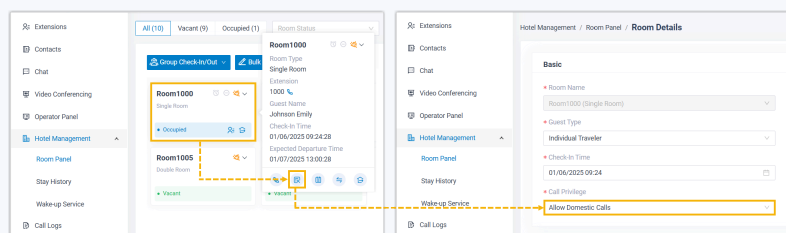   a. On the check-in page, select **Allow Domestic Calls** from the drop-down list of **Call Privilege**.
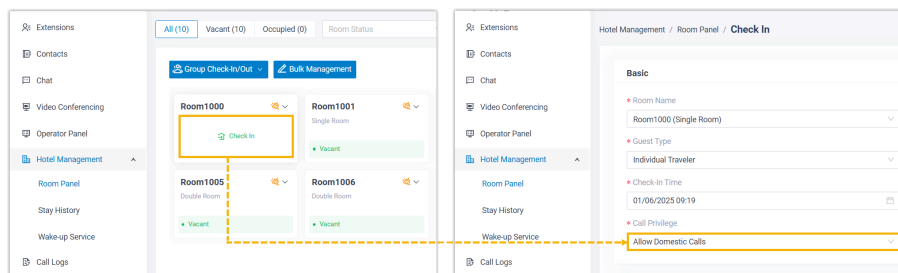
   b. Click **Save**.

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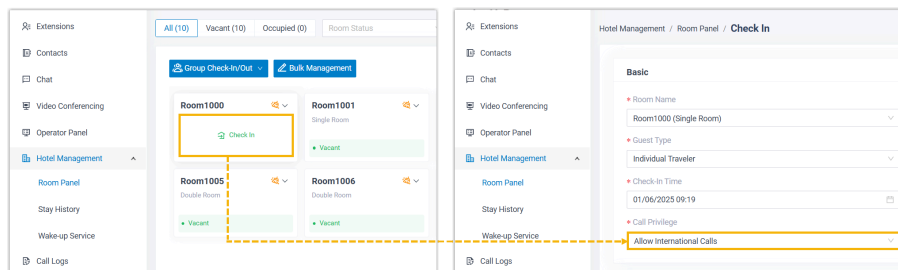

The guest can make domestic outbound calls from room phone. After a call ends, the PBX system will calculate the charge based on the applicable rate, and post the charge to the guest's bill.

Enable international outbound calling

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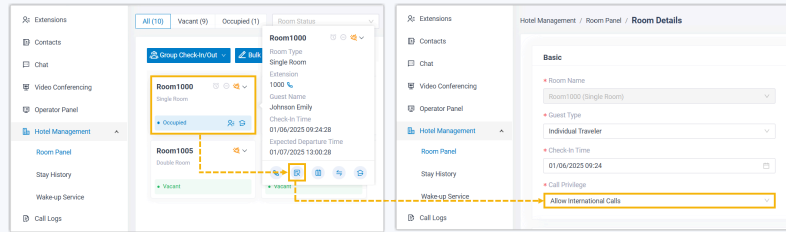   a. On the check-in page, select **Allow International Calls** from the drop-down list of **Call Privilege**.

   b. Click **Save**.

    Note:

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

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

Set up Call Rate for Guest Call Billing

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

>
> **Note:**

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

Procedure

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

Rate Settings

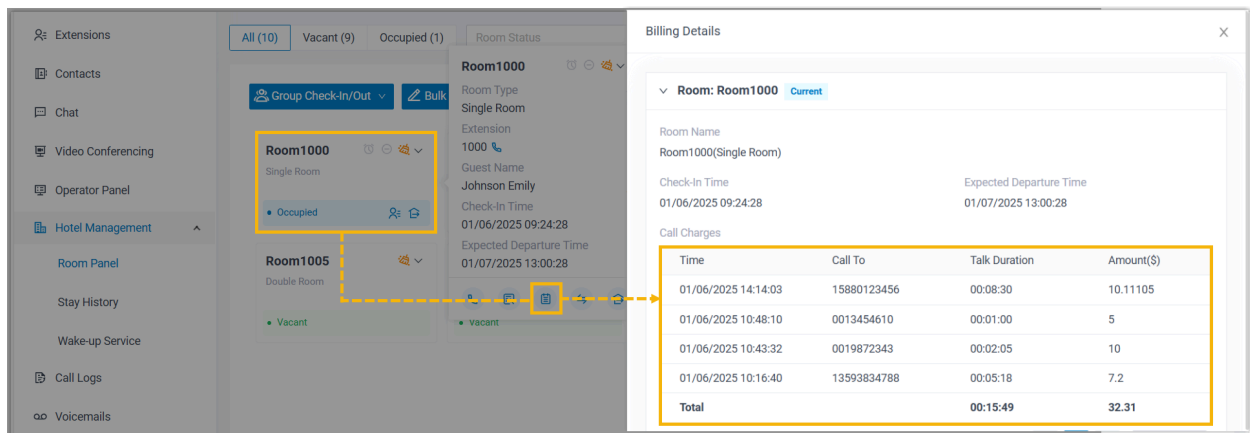|	
* Name	Match Prefix
Domestic	1
Number Length	* Rate
	1.2
* Billing Unit (s)	* Initial Time (s)
60	0
* Initial Cost	
0	

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 initial time, each billing unit 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 initial time. 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 initial cost.
Initial Cost	Define the fixed cost incurred over the preset initial time. 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.

Note:

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

Schedule Call Reports to Track Call Activity

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

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

> ✏️ **Note:**
> For more call reports, see [Call Reports Overview](#).

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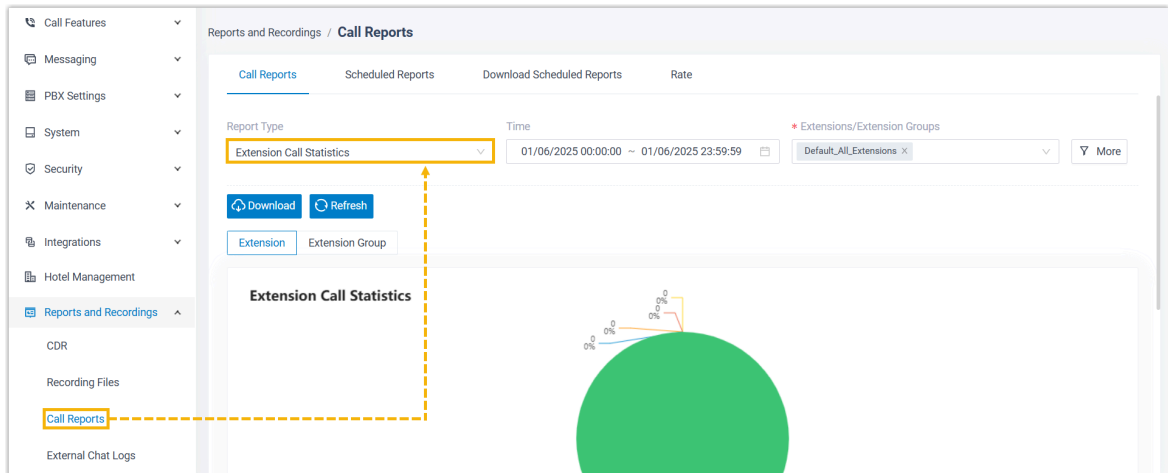
- Schedule call reports to be automatically sent to the specified email address(es) on a recurring basis.

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

Procedure

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

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 *;*.
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 file format 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
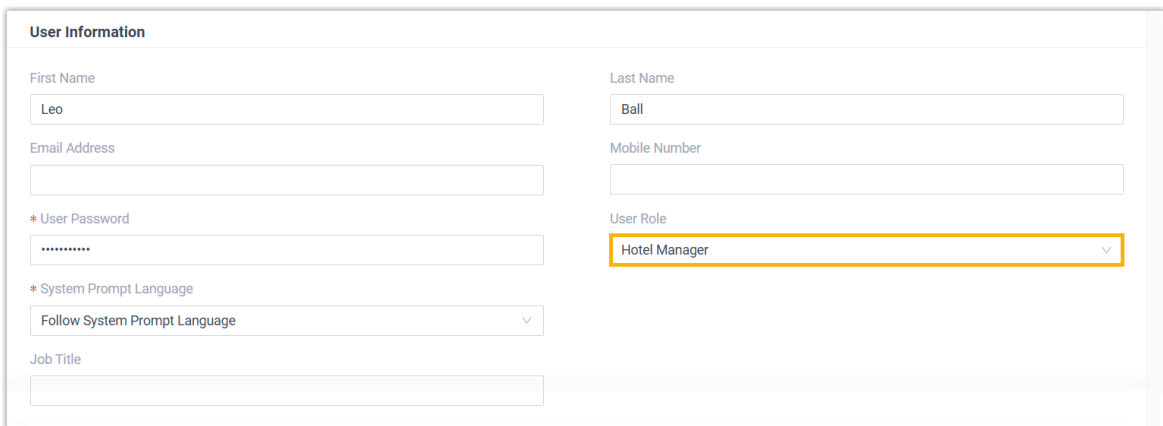
Grant Hotel Management Permission

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 ✎ beside a desired extension.
3. In the **User Information** section, select **Hotel Manager** from the **User Role** drop-down list.

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

Assign the Hotel Manager role to multiple users

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

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

Grant Call Management Permission

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

Background information

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

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

> 📝 **Note:**

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

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

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

Procedure

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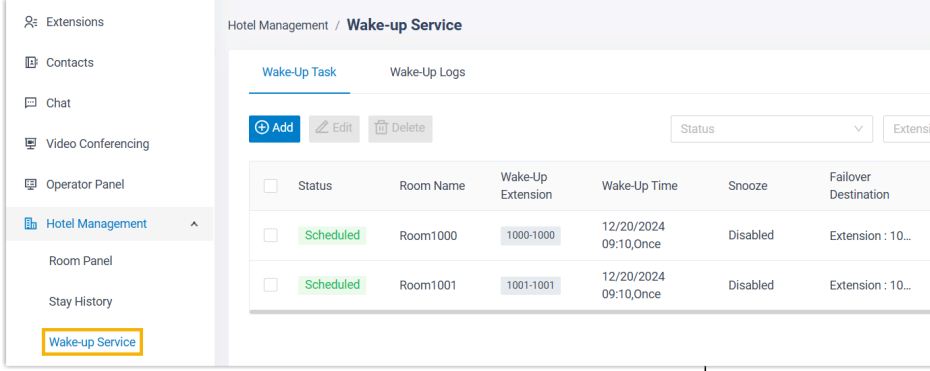2. Under **Hotel Settings** tab, add a permission rule.
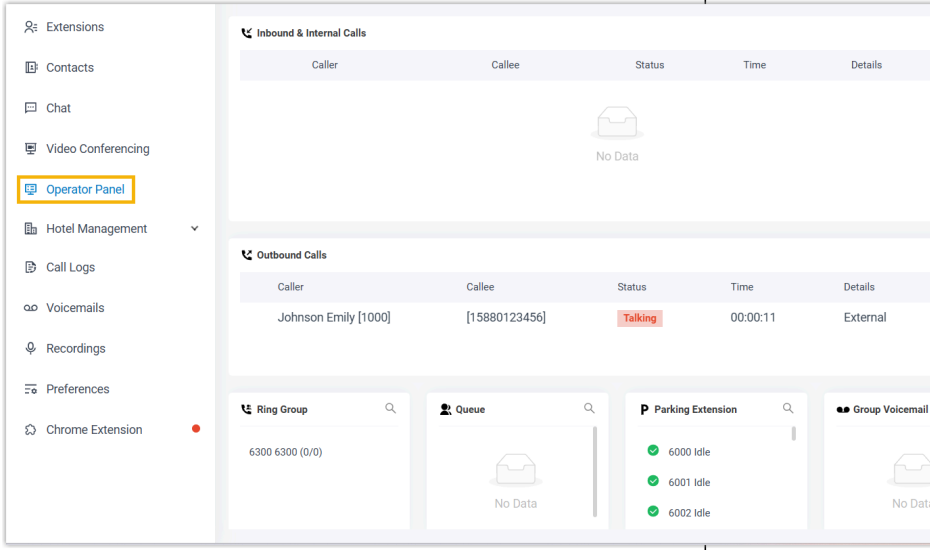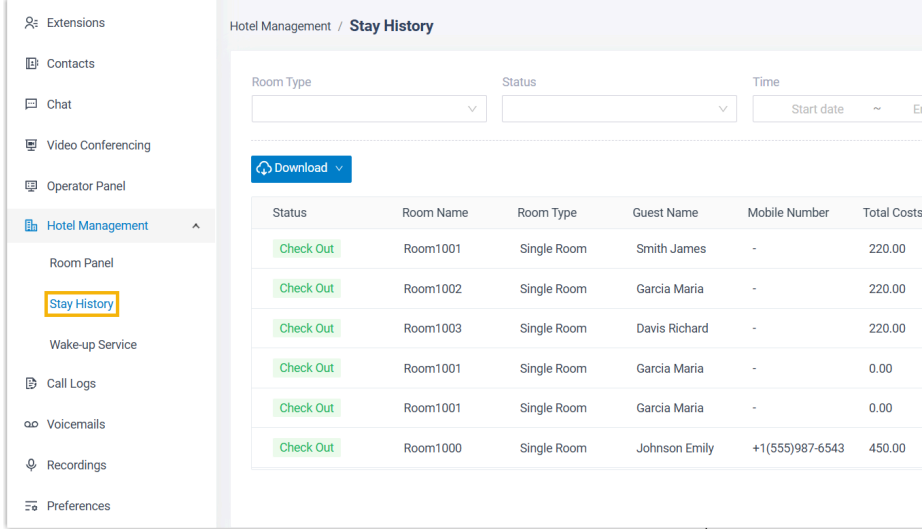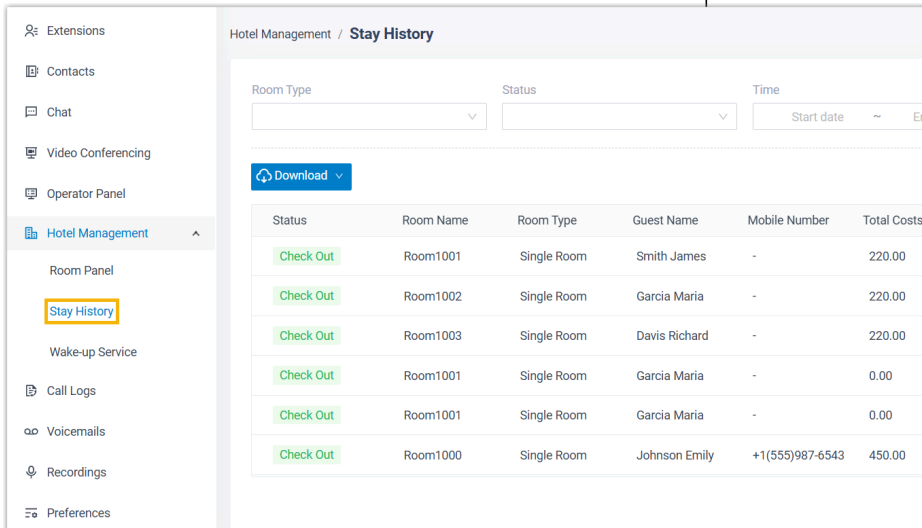

a. In the **Client Configuration Permission for Hotel Management** section, click **Add**.

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.

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

Grant Room Management Permission

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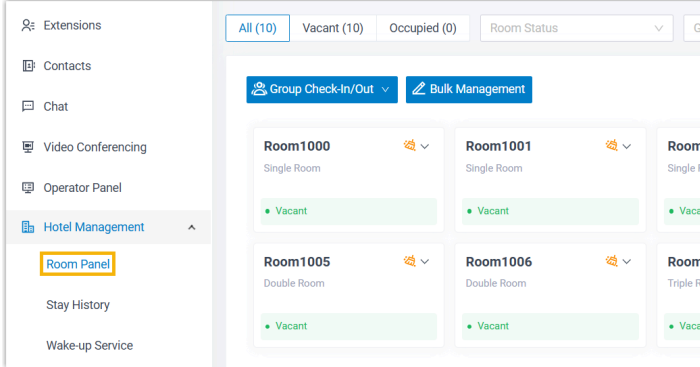
Procedure

1. Log in to PBX web portal, go to **Hotel Management**.
2. Under **Hotel Settings** tab, add a permission rule.
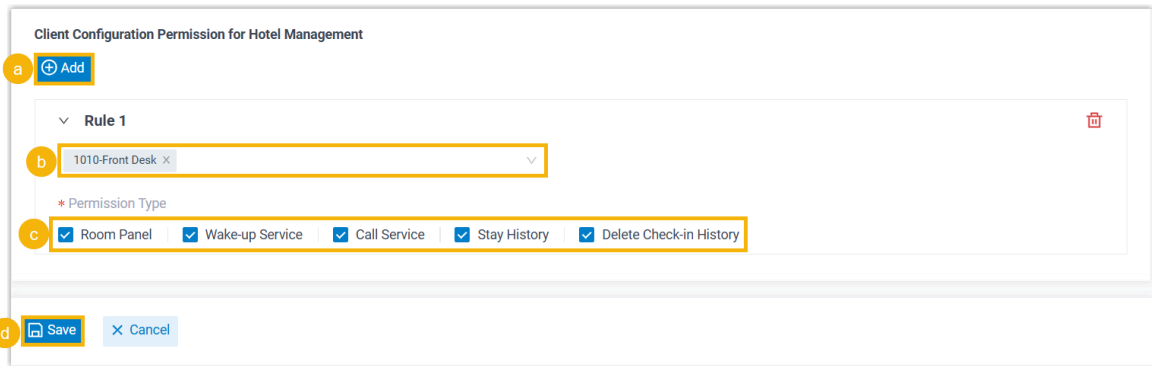
a. In the **Client Configuration Permission for Hotel Management** section, click **Add**.

b. In the **Extension** drop-down list, select the extension(s) to which you want to grant permission.

c. In the **Permission Type** section, select permissions.

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

Permission	Description
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.
Wake-up Service	The authorized staff member can access **Wake-up Service** (Path: **Hotel Management > Wake-up Service**) on Linkus Desktop/Web Client to perform operations such as schedule wake-up tasks and review the wake-up log.

| Permission	Description
Call Service	The authorized staff member can manage guest calls from Operator Panel on Linkus Desktop/Web Client. **Tip:** Refer to Call Management Permission to learn more.
Stay History	The authorized staff member can access **Stay History** on Linkus Desktop/Web Client (Path: **Hotel Management > Stay History**) to review guest stay history.

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

d. Click **Save**.

Result

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

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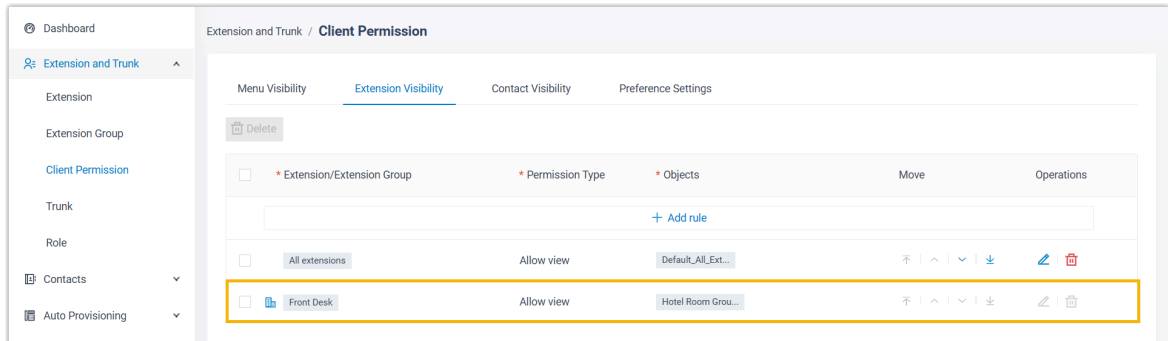
Front Desk

Check in

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

Individual guest check-in

Procedure

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Room Panel**.
2. Filter vacant rooms and find a suitable one.
   a. Click **Vacant** tab to filter available guest rooms.
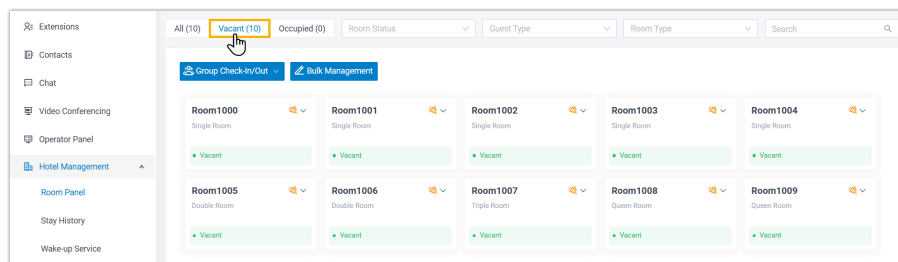
   b. Hover your mouse over a guest room, then click **Check In**.
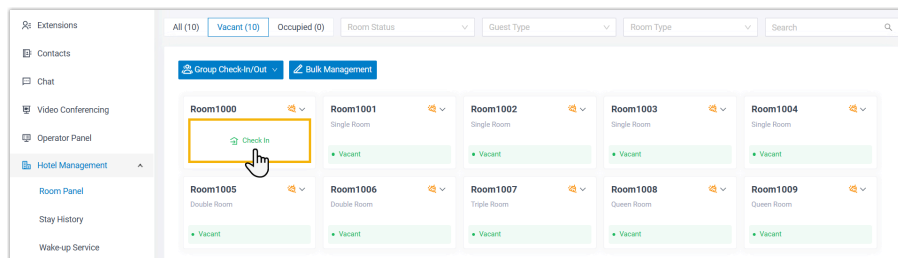
3. Fill in the following information for guest accommodation.

   Basic

Basic

Room Name

Room1000 (Single Room)

Guest Type

Individual Traveler

Check-In Time

12/17/2024 13:04

Expected Departure Time

12/18/2024 13:00

Call Privilege

Disable Outbound Calls

Setting	Description
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

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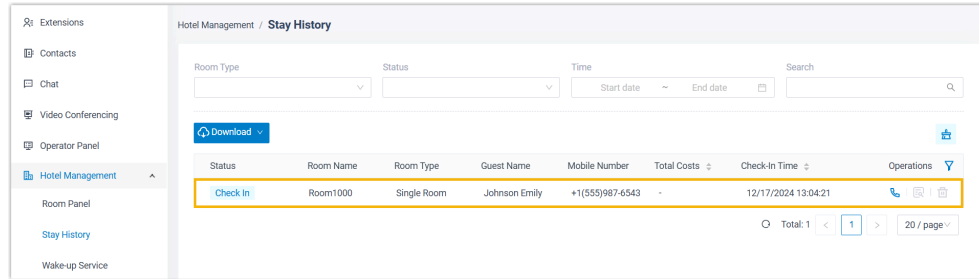
Guest Address

4. Click **Save**.

Result

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

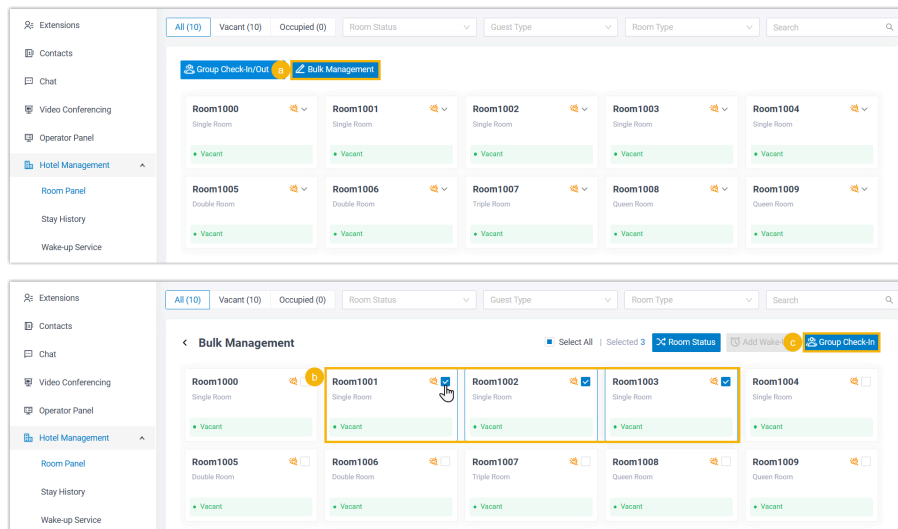- The room status is changed to **Occupied**.

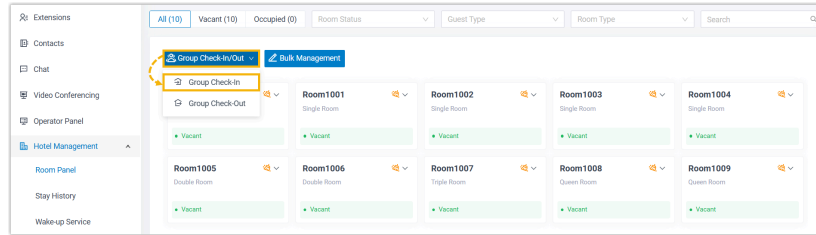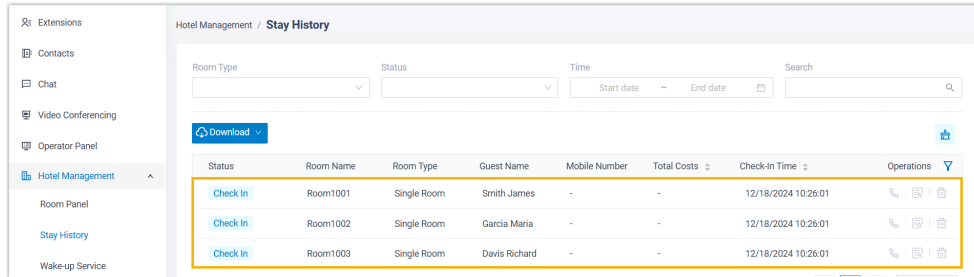- A history of the stay is created for tracking purposes.

Tour group check-in

Procedure

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

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

3. Fill in the following information for guest accommodation.

Basic

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 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

* Room Name	Last Name	First Name	Certificate Type	Certificate ID	Operations
Room1001(Single R... ∨	Smith	James	ID Card ∨	CERT78453JS	🗑
Room1002(Single R... ∨	Garcia	Maria	ID Card ∨	CERT12984MG	🗑
Room1003(Single R... ∨	Davis	Richard	ID Card ∨	CERT34976RD	🗑
			+ Add		
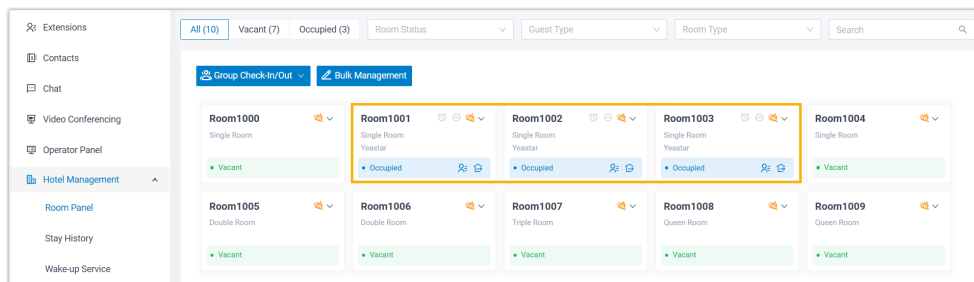
> 📝 **Note:**
> A maximum of 64 guests are supported to check in at the same time.

4. Click **Save**.

Result

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

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

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

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

Move Rooms

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

Restrictions

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

Procedure

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Room Panel**.

2. Click the room where the guest has checked in, then click ⇄.
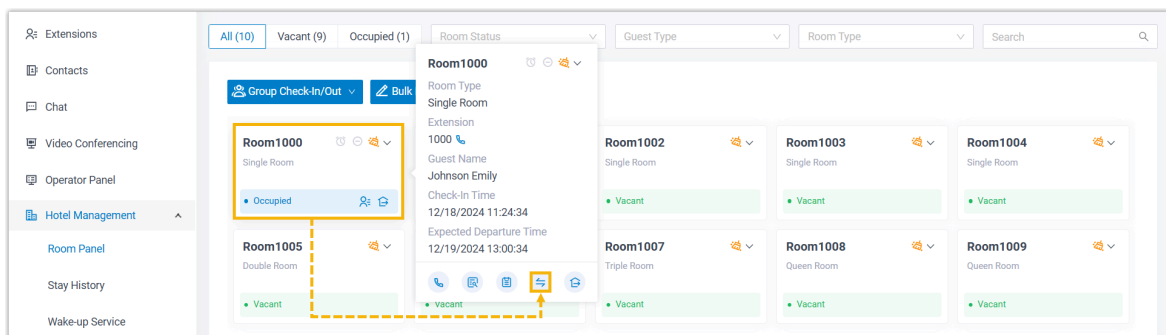
3. In the pop-up window, perform the following operations to move the guest to a new room.

a. In the **Change Room To** drop-down list, select a new room.

b. In the **Other Charges** section, click **Add** to add charge items for the current room.

> **Note:**
> The charges will be transferred to the new room.

c. Click **Save**.

Result

- The guest is moved to the new room.
- The history of the previous stay is marked as **Room Change**, and a new history of the current stay is created and marked as **Check In**.
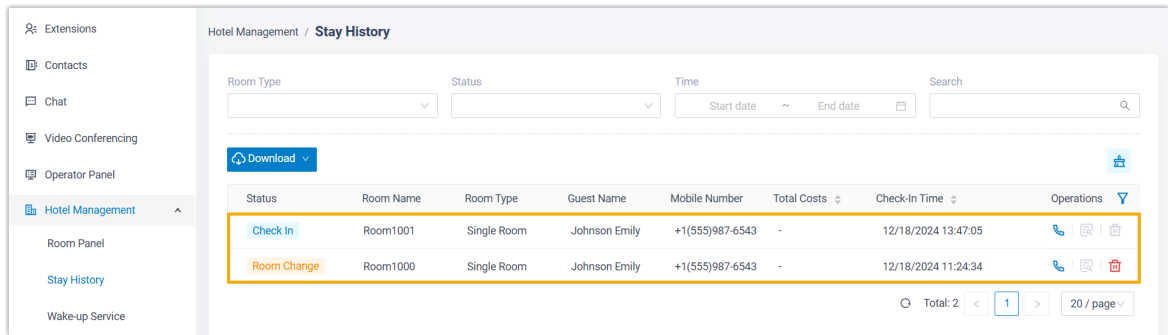
Set Do Not Disturb (DND)

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

Procedure

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Room Panel**.

2. At the top-right corner of a checked-in room, click ⊖, then select an option to enable or disable DND for the room phone.
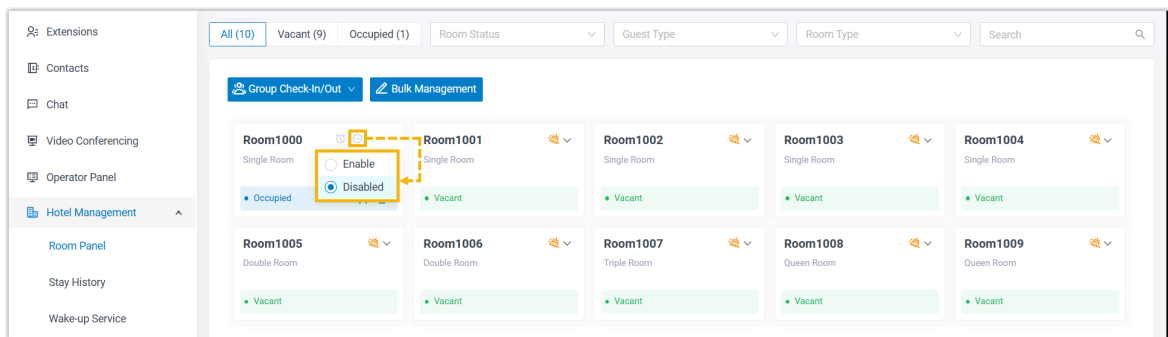
Result

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

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

Change Room Status

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

Background information

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

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

  For detailed instructions, see Change the status of multiple rooms and Change the status of a single room.
- Housekeeper can dial the room status feature code from room phone to change room status.

> **Note:**
> For the feature code, contact hotel manager, as the feature codes are auto-matically generated when hotel manager customizes the room status.

Room Status List			
Set as Default Status	Feature Code	Room Status	Operations
⦿	*631	🧹 Dirty ⌄	🗑
◯	*632	🧹 Clean ⌄	🗑
◯	*633	🔍 Inspected ⌄	🗑

Change the status of multiple rooms

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Room Panel**.
2. At the top-left corner, click **Bulk Management**.
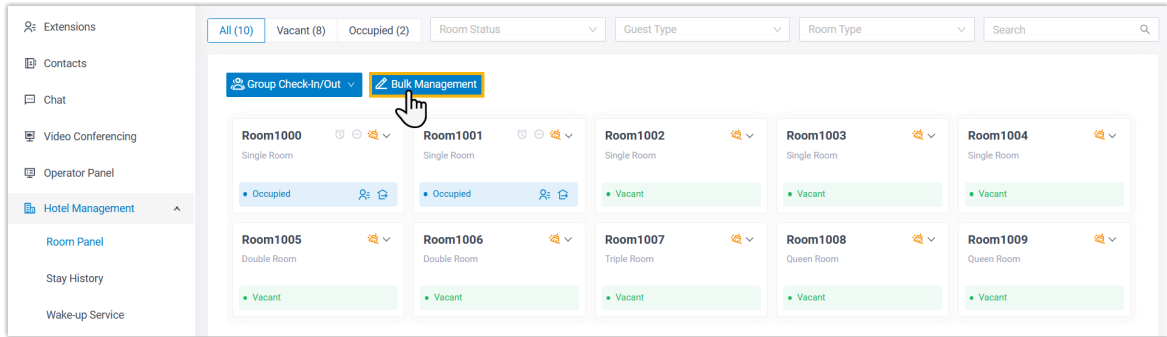
3. Select the checkboxes of the desired rooms, then click **Room Status**.
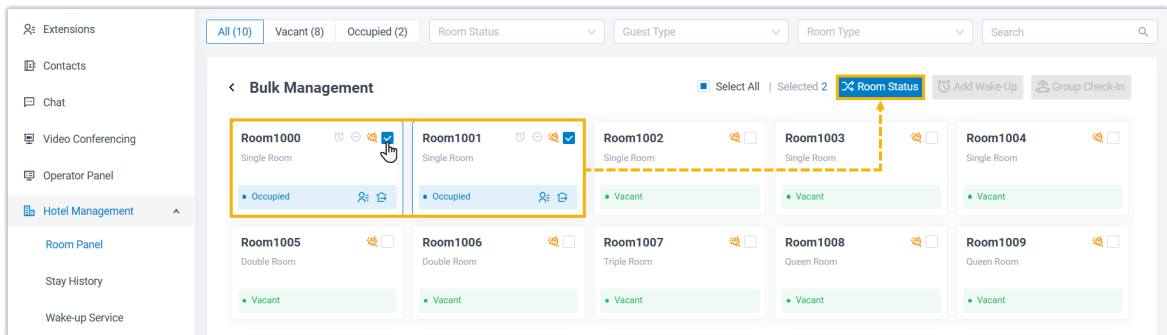
4. In the pop-up window, select a new status from the drop-down list of **Room Status**, then click **Save**.
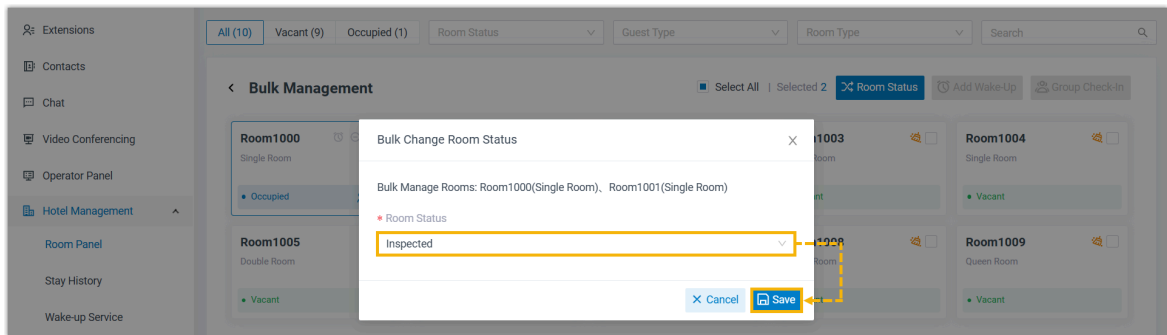
Change the status of a single room

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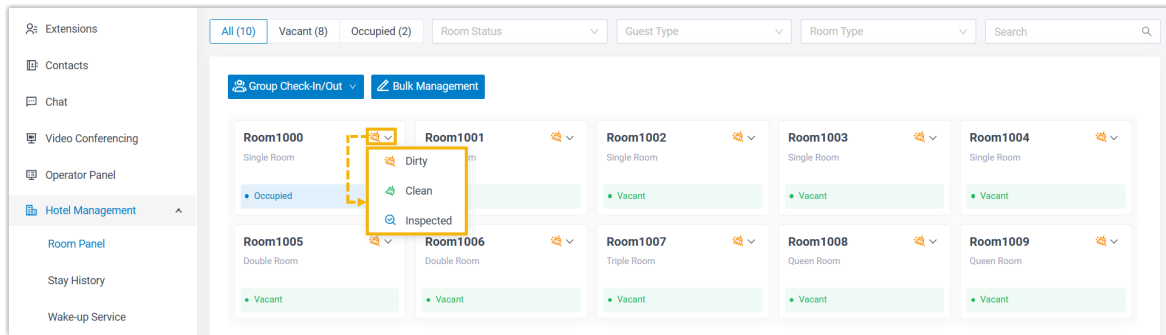
Wake-up Call

Schedule Wake-up Calls

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

Restriction

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

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

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

Procedure

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

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

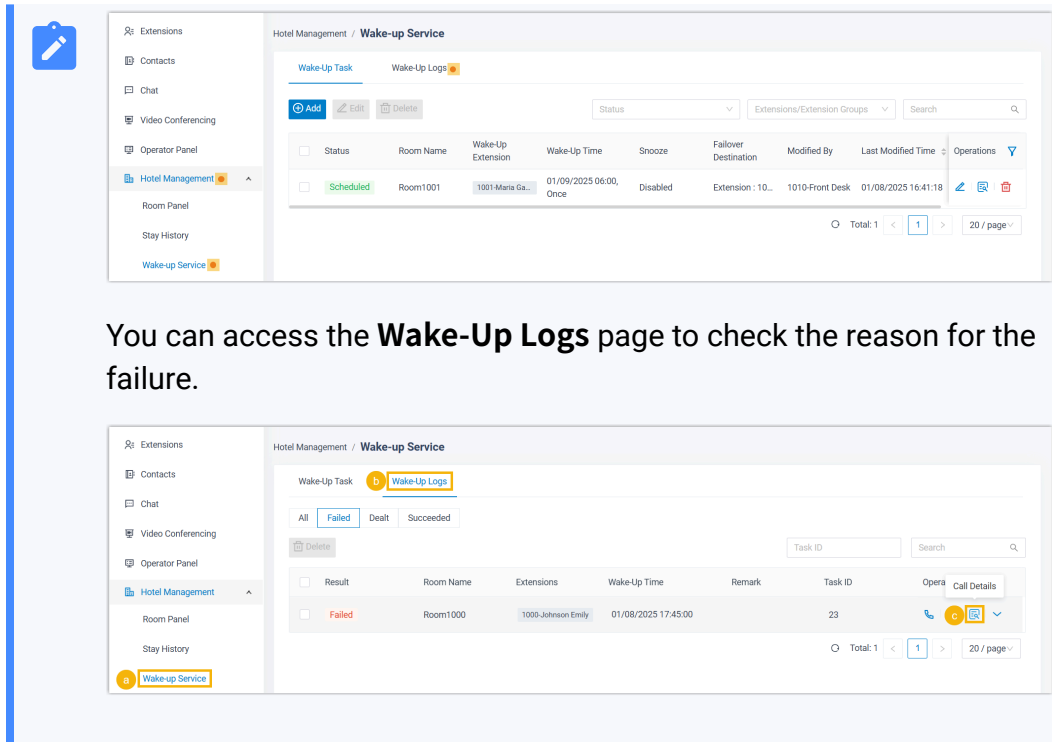The wake-up task is scheduled and displayed on the list.

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

> **Note:**
> If the wake-up task fails, red dot badges will appear to alert you.
>
>
>
> You can access the **Wake-Up Logs** page to check the reason for the failure.

Schedule a wake-up task from Room Panel

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

Procedure

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

   For a Single room

   At the top-right corner of a checked-in room, click ⏰.
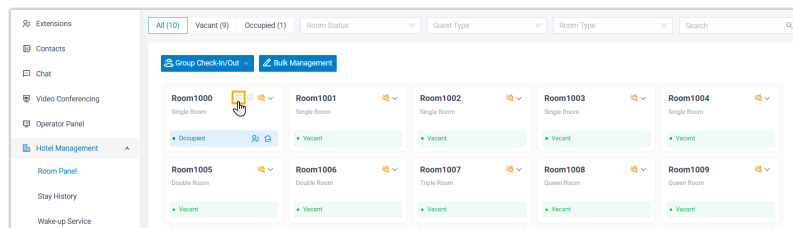
   For multiple rooms

   a. At the top-left corner, click **Bulk Management**.
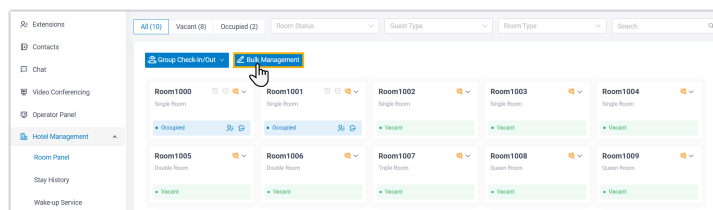
   b. Select the checkboxes of the checked-in rooms, then click **Add Wake-Up**.
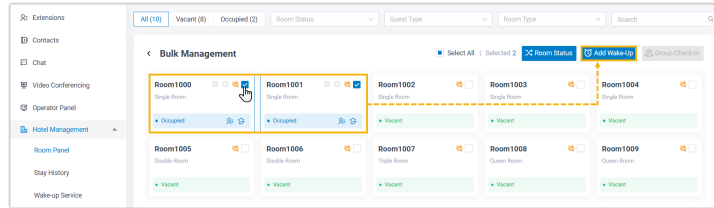
3. In the pop-up window, schedule a wake-up call, then save the configuration.

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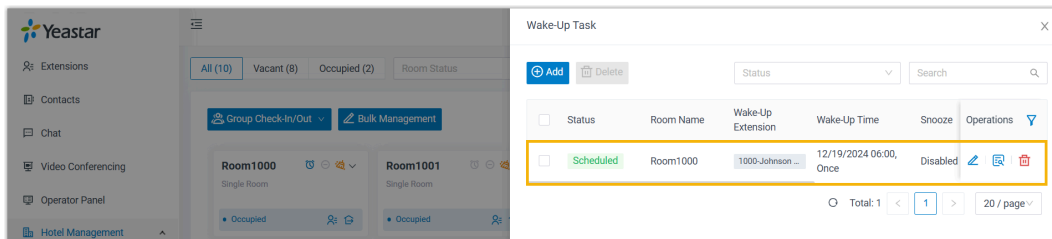
When it reaches the wake-up time, the PBX will make a call to the room phone(s). After the guest(s) answer the call, the system will play the specified voice prompt, then hang up the call.

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

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

Schedule a wake-up task from room phone

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

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

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

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

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

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

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

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

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

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

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

Query Scheduled Wake-up Calls

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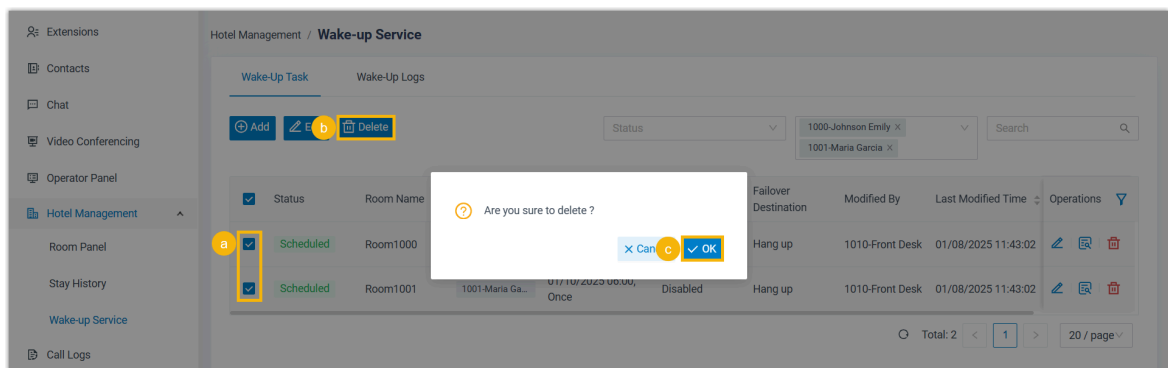
Query scheduled wake-up tasks from Wake-up Service panel

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

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Wake-up Service > Wake-Up Task**.
2. Filter the room(s) assigned to the desired guest(s).
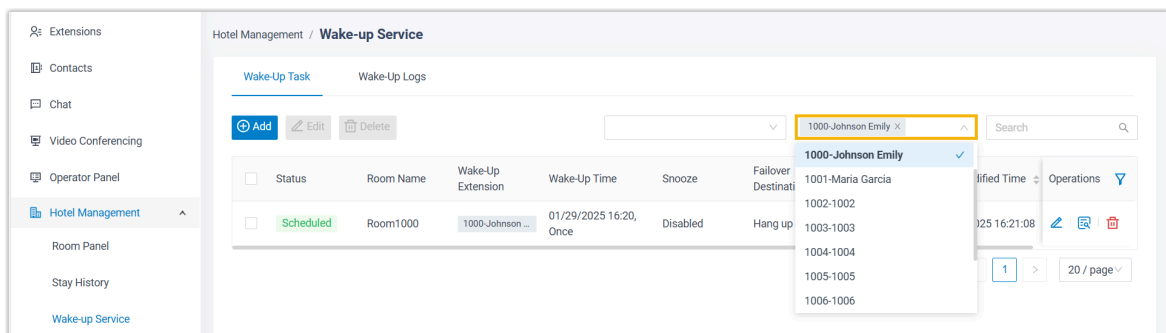
   The scheduled wake-up tasks for the selected guest room(s) are displayed on the list.

Query scheduled wake-up tasks from Room Panel

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

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Room Panel**.
2. At the top-right corner of a desired room, click ⏰ .
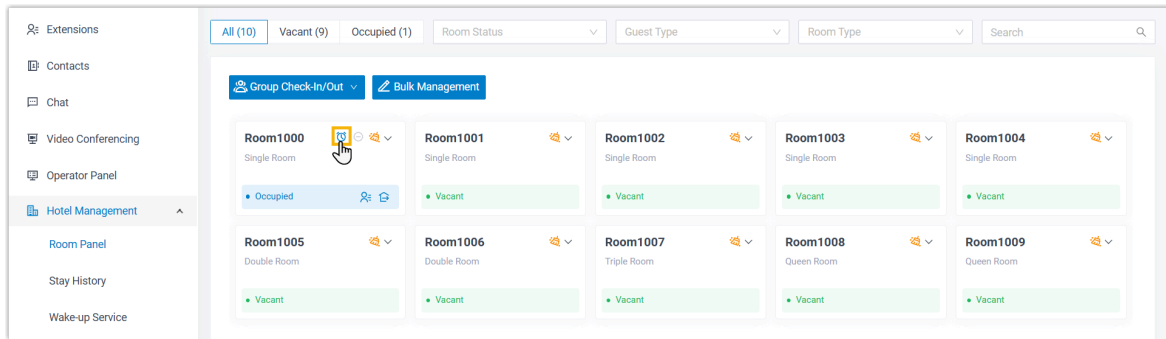
The scheduled wake-up task for the guest room is displayed on the list.
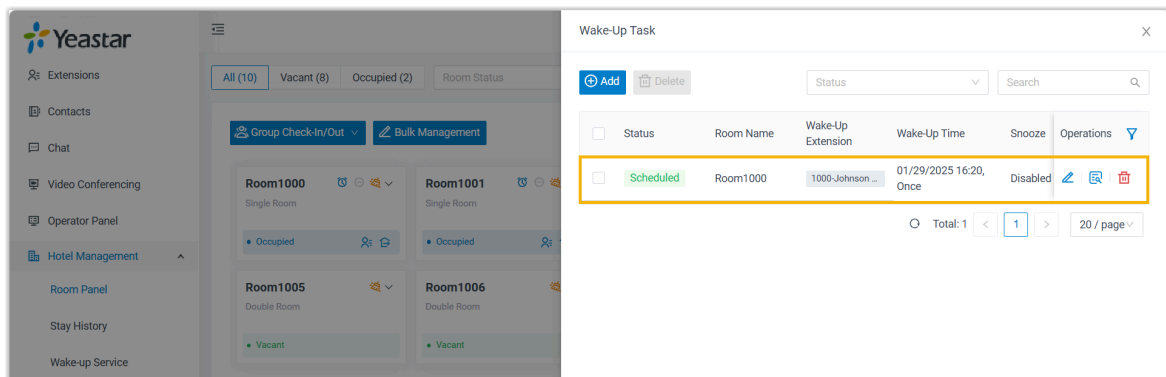
Query scheduled wake-up tasks from room phone

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

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

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

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

2. Press `2` to query wake-up calls.

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

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

Update Scheduled Wake-up Calls

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

> ✏️ **Note:**
> Guests can NOT update their scheduled wake-up calls from their room phones.

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

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

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Wake-up Service > Wake-Up Task**.
2. Filter the rooms assigned to the desired guest(s).
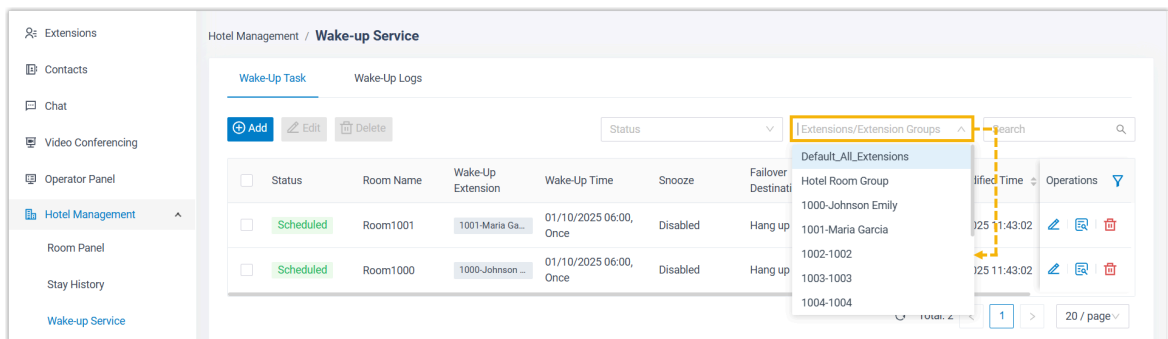
3. Select the checkboxes of the desired tasks, then click **Edit** to edit the tasks as needed.
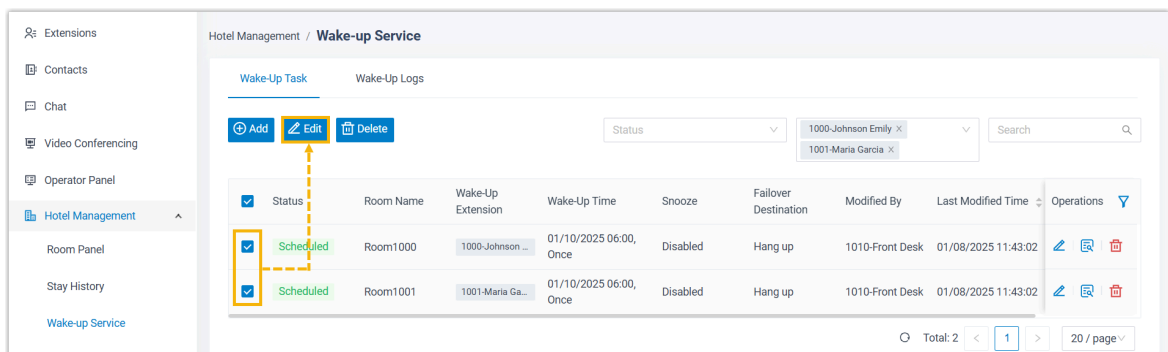
4. Click **Save**.

Update scheduled wake-up tasks from Room panel

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

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Room Panel**.

2. At the top-right corner of a desired room, click 🕐 .
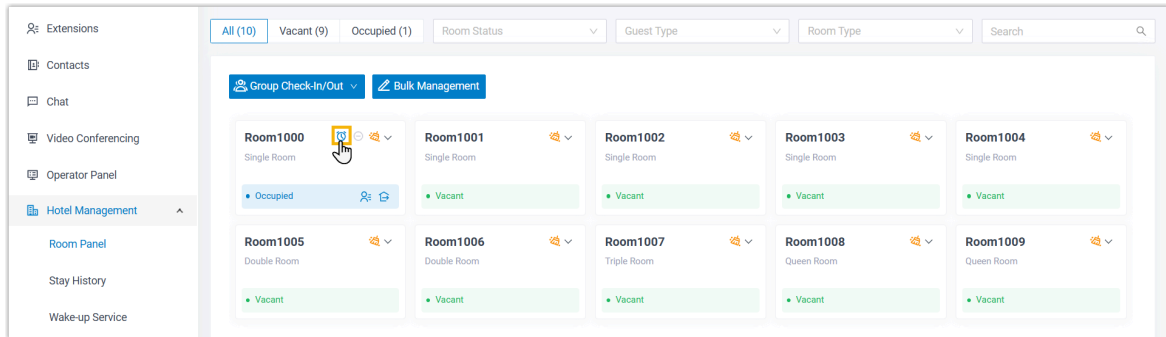
3. On the right panel, click ✏️ to edit the wake-up task as needed.
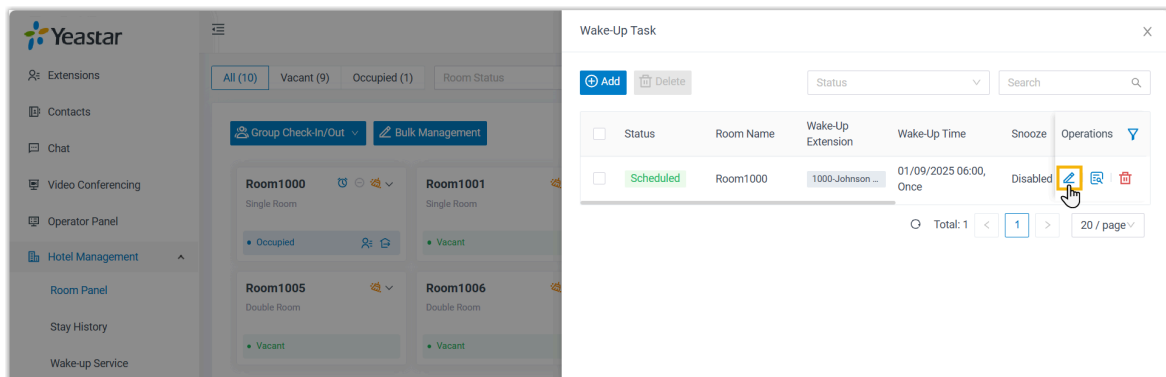
4. Click **Save**.

Delete Scheduled Wake-up Calls

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

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

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

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Wake-up Service > Wake-Up Task**.
2. Filter the rooms assigned to the desired guest(s).
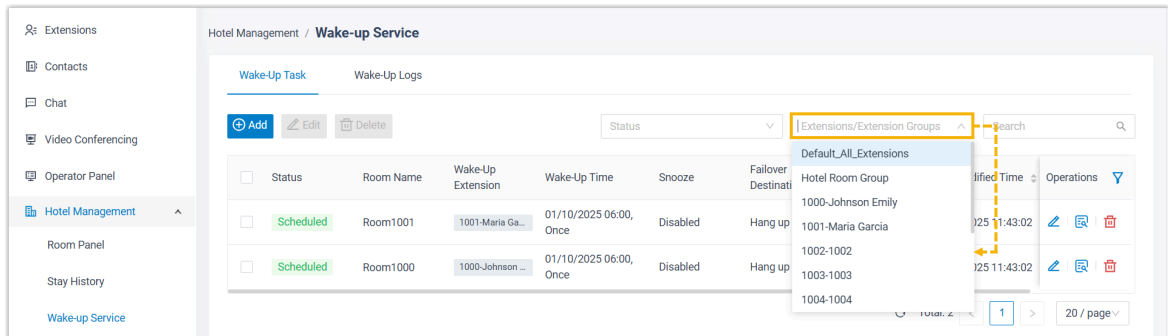
3. Select the checkboxes of the desired tasks, click **Delete**, then click **OK**.

Delete scheduled wake-up tasks from Room Panel

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

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Room Panel**.

2. At the top-right corner of a desired room, click 🕐 .
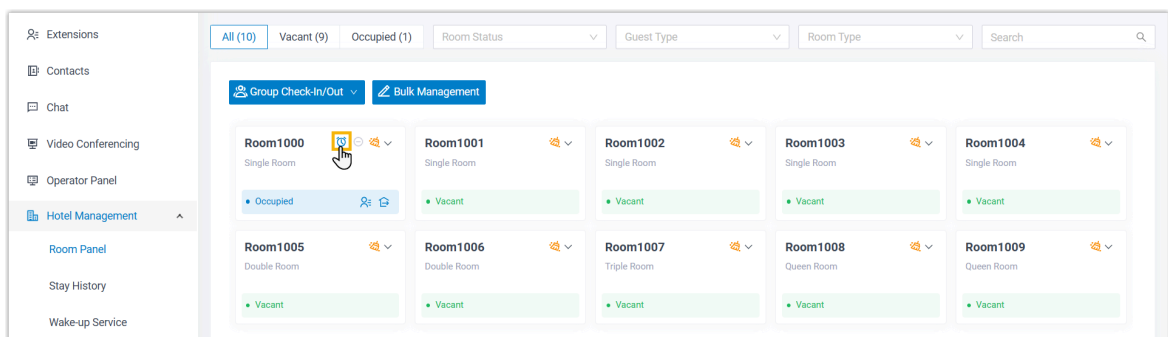
3. On the right panel, select the checkboxes of the desired tasks, click **Delete**, then click **OK**.
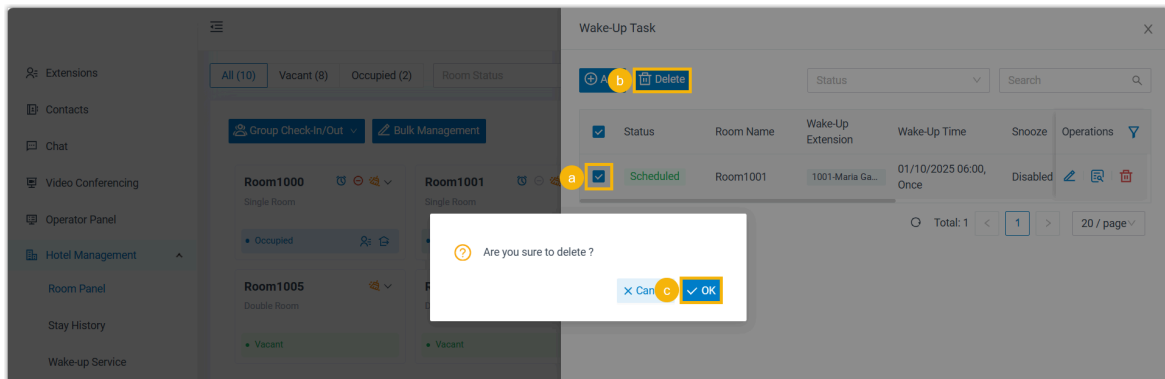
Delete scheduled wake-up tasks from room phone

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

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

Delete one or multiple wake-up calls

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 `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 wake-up calls. Press 2 to query wake-up calls. Press 3 to delete wake-up calls. Press 0 to delete all wake-up calls. Press # to exit." will be played to the guest.
2. Press `0` to delete all wake-up calls.

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

   The system prompt "Operate Successfully." will be played to the guest.
4. Hang up the call.

Check Wake-up Call Logs

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

Restriction

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

> ✏️ **Note:**
> When it reaches the maximum number, the oldest logs will be deleted automatically.

Procedure

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

Result

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

Note:

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

Check out

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

Individual guest check-out

Procedure

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Room Panel**.

2. At the bottom-right corner of a checked-in room, click ⬆.
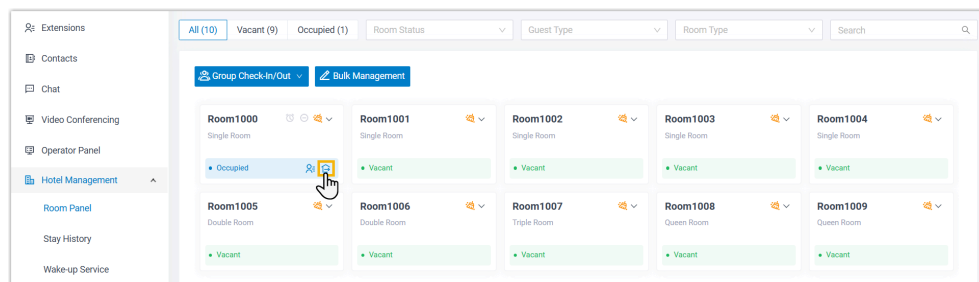
3. Perform the following operations to check the guest out of the room.

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.

> **Note:**
> A maximum of 10 charge items can be added.

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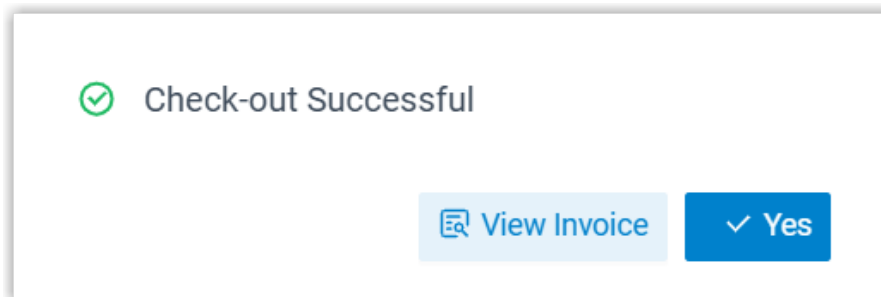
- The guest room is marked as **Vacant** and its status is reset to the default setting.
- The room extension is reset to the default settings and existing data is cleared:

◦ **Clear the data**: First Name, Mobile Number, Email Address, Voice-mail Messages, Call Recordings, Call Logs, Internal Chat histories, Personal Contacts, Video Conferences, Wake-up Calls

◦ **Reset call permission**: Restrict the extension from making out-bound calls and international calls

◦ **Reset extension presence**: Reset extension presence to **Available**

◦ **Reset extension setting**: Reset **Last Name** to extension number

Tour group check-out

Procedure

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Room Panel**.
2. At the top-left corner, click **Group Check-In/Out**, then select **Group Check-Out**.
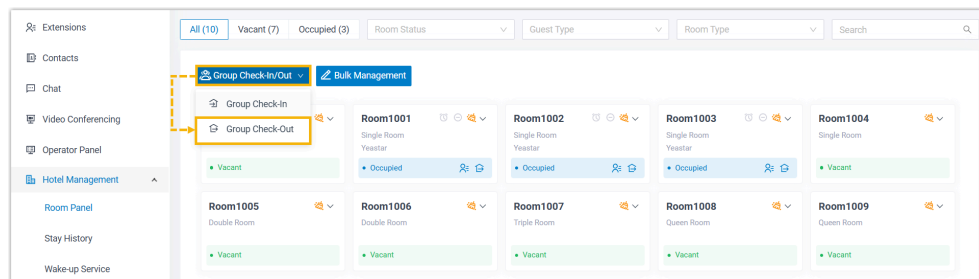
3. Perform the following operations to check a tour group out of the rooms.

a. In the **Group Name** drop-down list, select a tour group.

b. In the **Actual Check-Out Time** drop-down list, keep the current time as the check-out time, or change it as needed.

c. In the **Other Charges** section, click **Add** to add charge items for the tour group.

> **Note:**
> A maximum of 640 charge items can be added.

d. Click **Save**.

Result

• A window pops up, prompting that the checkout is successful.
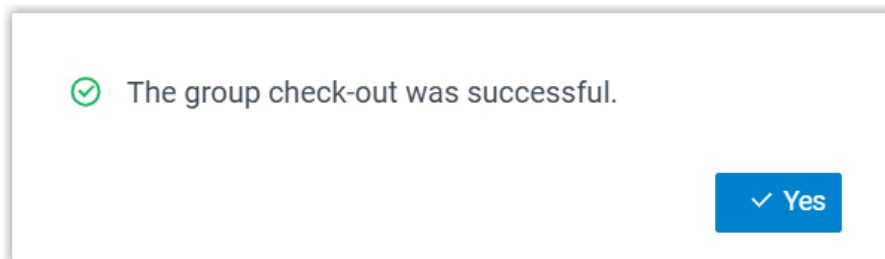
You can view the invoices in **Hotel Management > Stay History** and send them to guests.

- 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 Operator Panel User Guide for detailed instructions.

On Linkus Desktop/Web Client, go to **Operator Panel**.
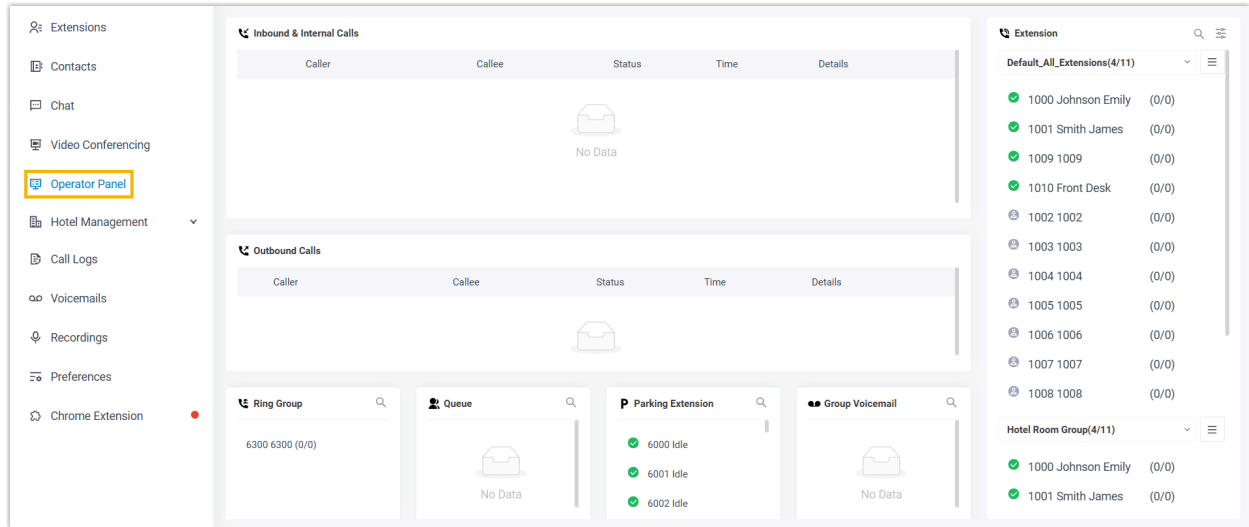
Refer to the following table to see how to manage guests calls according to the assigned privileges.

Privilege	Instruction
Redirect a call	

Privilege	Instruction
Transfer a call	
Drag a call and drop to extension	
Park a call	

Privilege	Instruction
Retrieve a call	

View and Manage Guest Stay History

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

Restriction

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

> **Note:**
> When it reaches the maximum number, the oldest histories will be deleted automatically.

View guest stay history

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

All the guest stay histories are displayed on the list.

Download guest stay history

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

> ✏️ **Note:**
> Invoices are NOT included in the download. To download invoices, see Check guest invoices.

Download all guest stay histories

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

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

Download specific guest stay histories

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Stay History**.
2. Filter out the desired guest stay histories.
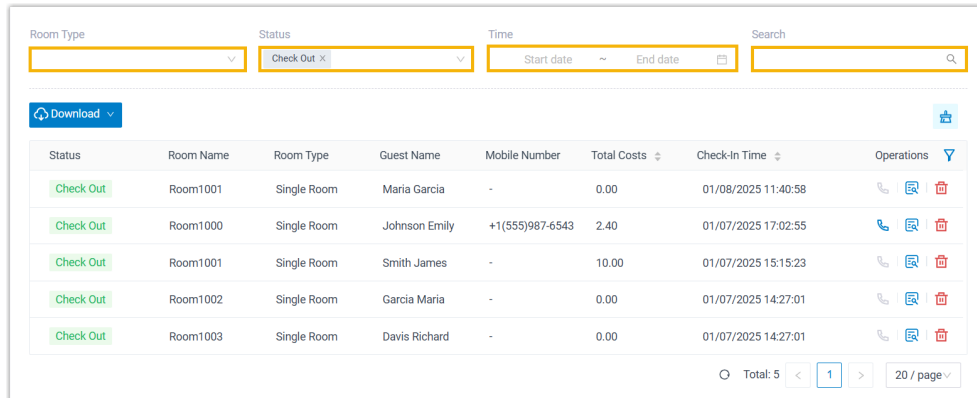
3. Click **Download**, then select **Download Filtered Data**.
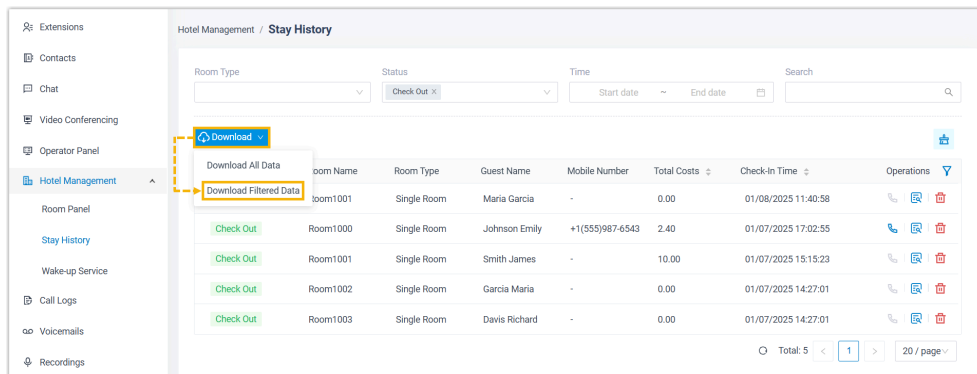
The filtered guest stay histories will be downloaded to your computer as a `.csv` file.
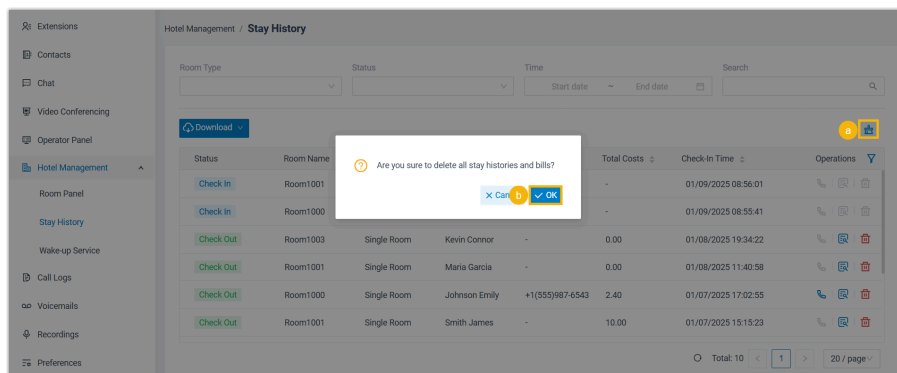
Delete guest stay history

Restriction

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

Procedure

1. Log in to Linkus Desktop/Web Client, go to **Hotel Management > Stay History**.
2. Delete guest stay histories as needed.

   • To delete specific histories, click 🗑, then click **OK**.
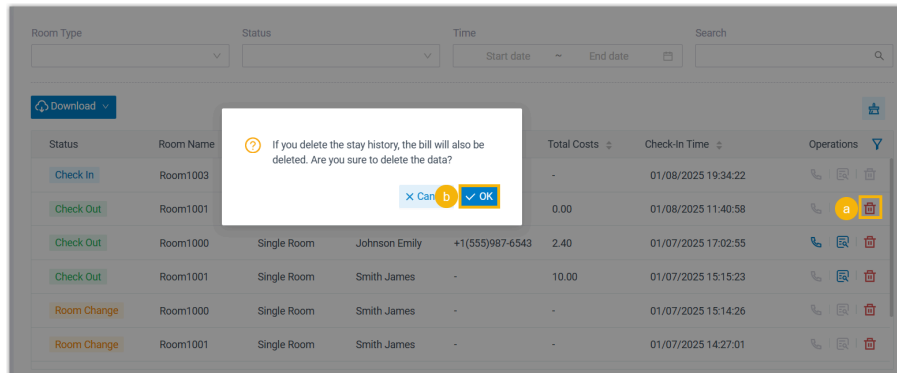
   • To delete all histories, click 🧹, then click **OK**.

Result

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

Check Guest Bills and Invoices

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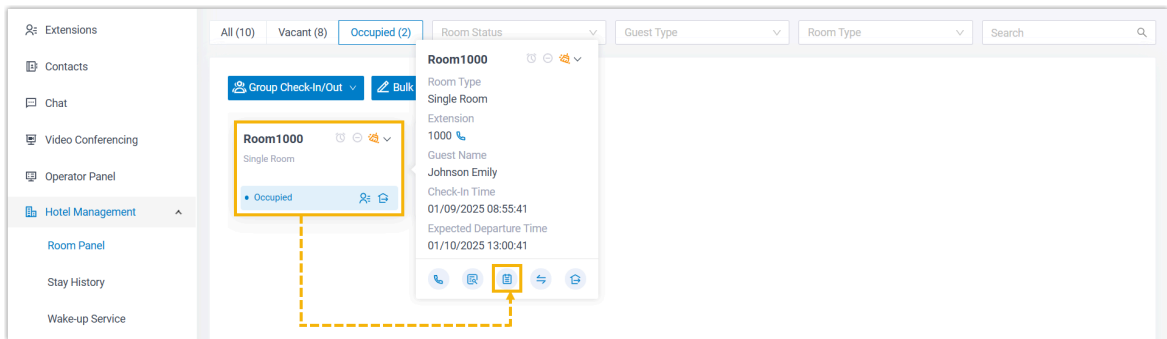
Check guest bills

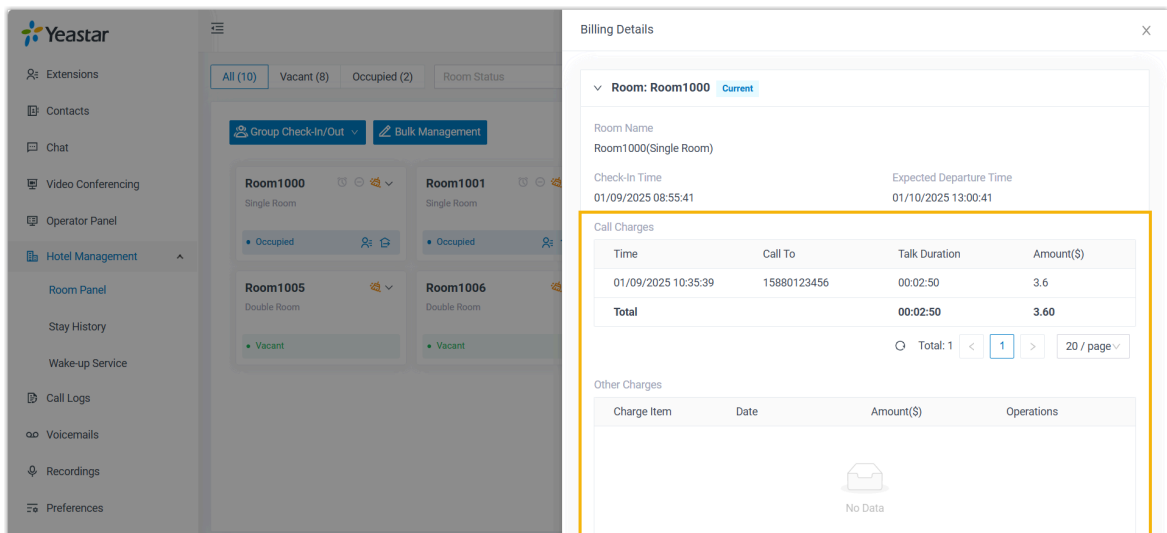During a guest's stay, you can review the charges incurred from Room Panel.

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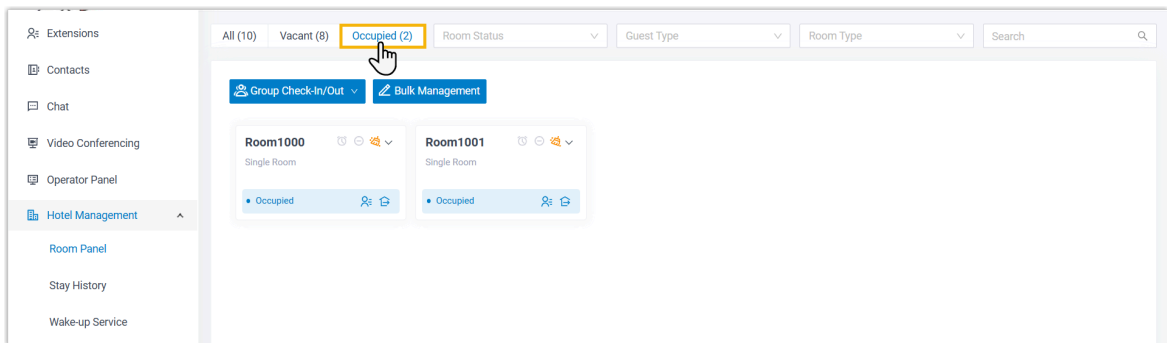
3. Click on the desired room, then click 📋 .

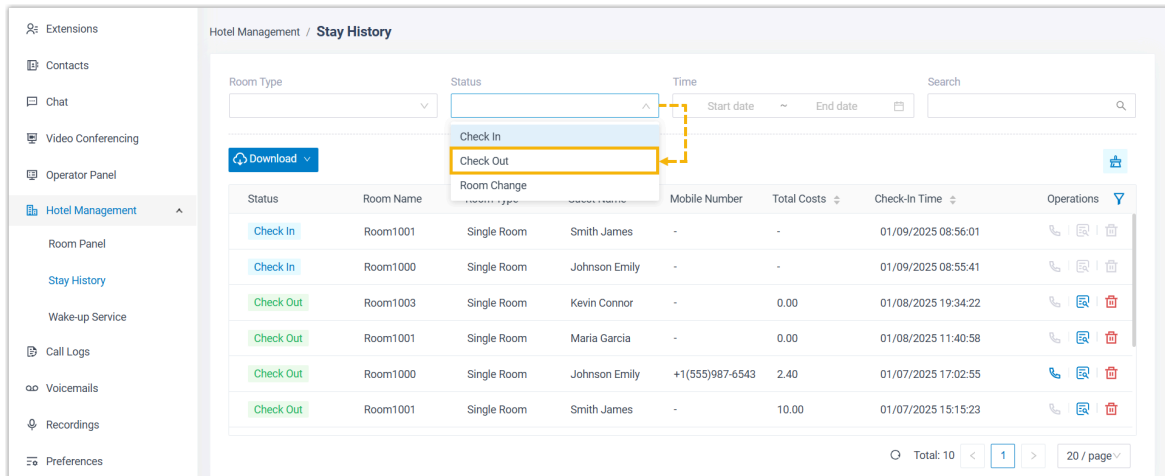The bill for the guest room is displayed on the right panel.

Check guest invoices

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

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

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

The invoice is opened in a new browser tab.

Emerald Horizon Resort
256 0ceanview Boulevard, Serenity Bay, FL 32456, USA
Phone:+1-555-867-5309 Email: info@emeraldhorizon.com

Guest Name:
Johnson Emily

Invoice Number:
2025010818450001

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

Payment:
Total Costs: $2.40

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

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

Other Charges

Charge Item	Date	Amount($)
-	-	-
	Sum($)	0.00
	Total Costs($)	2.40

Signature _____

Date _____

You can download it to your computer as a `.pdf` file and provide it to guest.