Hotel App Guide

Yeastar S-Series VoIP PBX

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Hotel

Yeastar S-Series VoIP PBX - Hotel App empowers the PBX users to intuitively manage the booking and check-in and check-out of customers, check status of each room, offer mini-bar service, and run personalized billing reports, and more daily operational tasks in hotels and other hospitality environments.

> **Note:**
> If you uninstall the Hotel App, all of your hotel data will be erased.

Hotel App Features

- Room Management
- Guest Management
- Check In
- Check Out
- Booking Rooms
- Room Status
- Room Groups
- Wake-up Calls
- Mini Bar
- Set Call Rate
- Billing Report

Hotel System Settings

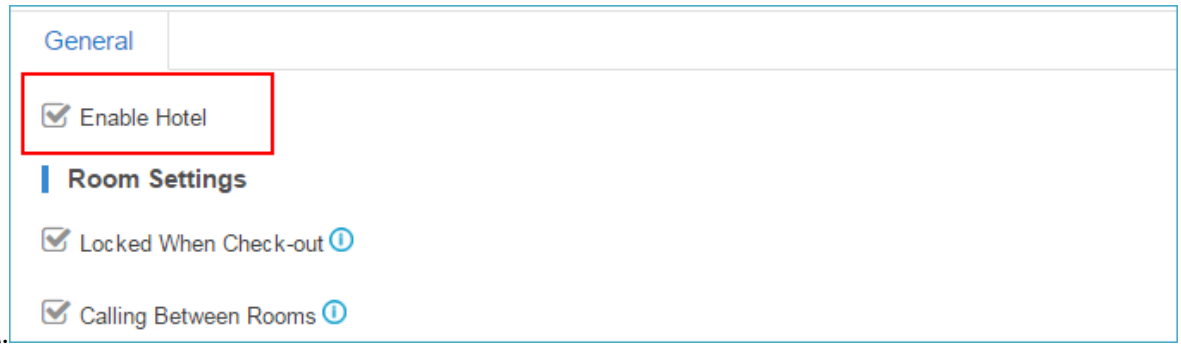
Before you start using the Hotel App, you need to enable Hotel application and set the hotel information, hotel staff settings, mini bar settings, call rate settings.

Hotel General Settings

Enable the Hotel App and set the hotel information, currency unit, and Value Added Tax (VAT).

Enable Hotel App

1. Log in to the PBX web interface, go to **Hotel** app, select the checkbox of **Enable Hotel**.

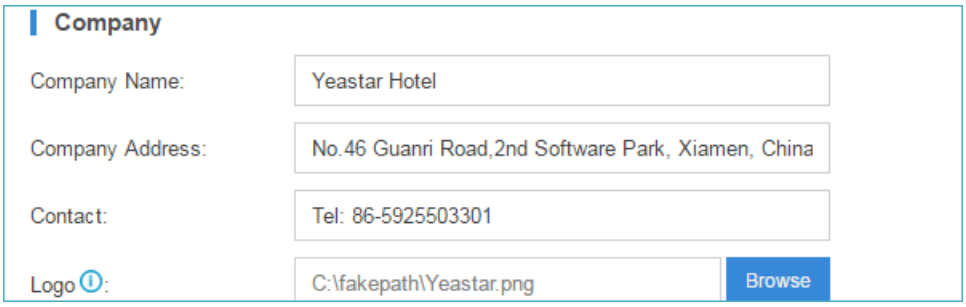


2. Click **Save**.

Hotel General Settings

1. **Set the hotel information.**

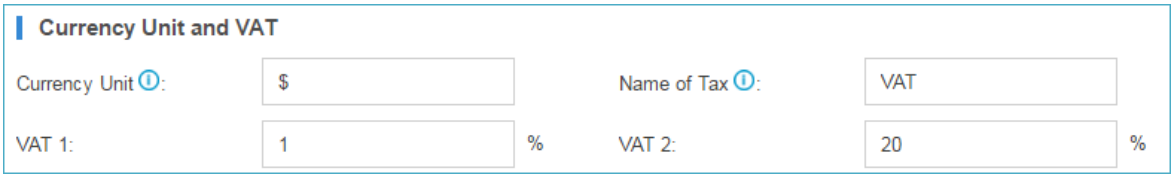
   Go to **Settings > General > Company**, enter your hotel name, address, contact and upload the hotel logo. The hotel information will be displayed on the billing report.



2. **Set the currency unit and Value Added Tax (VAT).**

   Go to **Settings > General > Currency Unit and VAT**, set the hotel currency unit and VAT.

   The currency unit and the name of Tax will be displayed on the billing report.



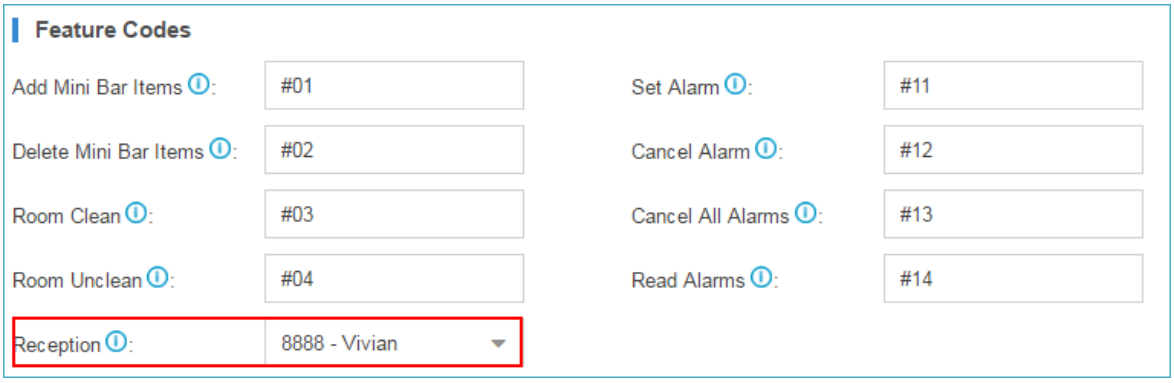
Hotel Staff Settings

Set the hotel receptionist's phone, permission, and the settings of hotel cleaners.

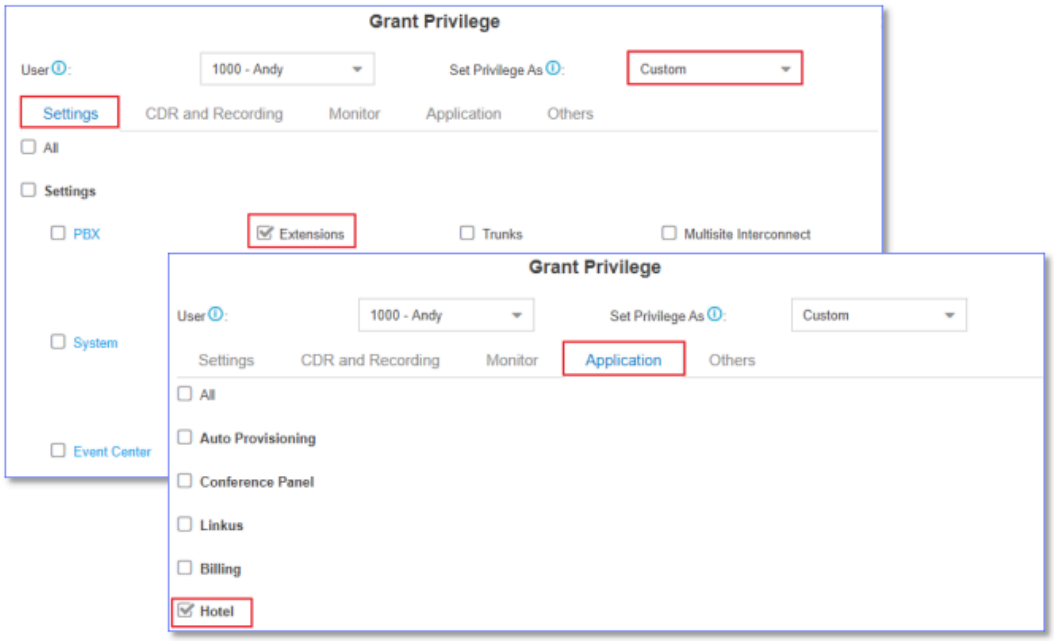
Hotel Receptionist Settings

1. **Set the receptionist desk phone number.**

   Go to **Hotel > Settings > General > Feature Codes**, choose the extension number of the reception desk phone. Users could always call the receptionist phone number from room phone whether the room is checked in or not.



2. **Add Hotel management permission for the receptionist.**
   a. Log in the PBX web interface by `admin` account, go to **Settings > System > User Permission**, click **Add** to add permission for the receptionist.



   b. Set the **User** to the extension number of the receptionist.

c. Select **Set Privilege As** to **Custom**.
d. Click **Settings** tab, enable **Extensions**.
e. Click **Application** tab, enable **Hotel**.
f. Click **Save** and **Apply**.

Hotel Cleaner Settings

The hotel cleaner can dial the relevant feature codes on the room phone to change the room status and record the mini bar consumption situation.

> **Note:**
>
> - The hotel cleaners should confirm the mini bar consumption before the guests check out.
> - The room status is unclean; the room will be blocked for the guest.

Go to **Hotel > Settings > General > Feature Code** to check and edit the default feature codes for hotel cleaners.

- **Room Clean (#03)**

  Dial #03 on the room phone to change the room status to “Clean”.
- **Room Unclean (#04)**

  Dial #04 on the room phone to change the room status to “Unclean”.
- **Add Mini Bar Items (#01)**

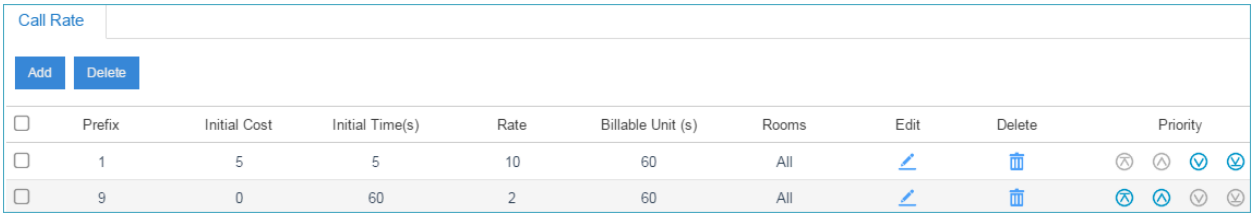
  Dial #01 and the mini bar item ID. For example, dial #0111222 to indicate that the guest purchased 2 pieces of item No.1 and 3 pieces of item No.2.
- **Delete Mini Bar Items (#02)**

  If the cleaner made a wrong record of the mini bar consumption, he/she can dial #02 to delete the mini bar items. For example, dial #0212 to indicate that on the basis of the previous purchase, subtract 1 piece of item No.1 and 1 piece of item No.2.

Call Rate Settings

Call rate is used to charge the external calls made on the room phones.

System matches the called number with the call rate from top to bottom. Adjust the rate sequence by clicking these buttons .



Call Cost

If a match is found then the cost is calculated as follows:

- Total Cost = Initial Cost + Billable Unit Number * Rate (less than one billable unit will be regarded as one billable unit)
- If the talking time is less than the “Initial Time”, the Total Cost = Initial Cost.

Below is an example billing rate setting, please check call cost details for different calls.

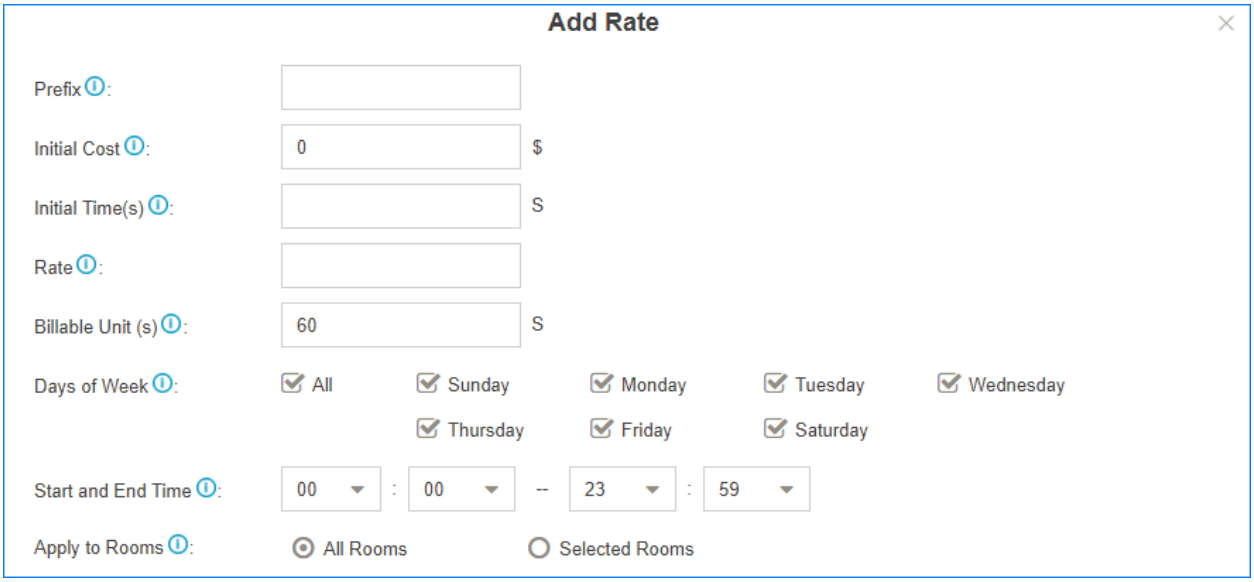
- Initial Time: 120 seconds
- Initial Cost: 0.2$
- Rate: 0.3$
- Billable Unit: 60 seconds

Table 1. Call Rate setting example

Talk Time (s)	Total Cost ($)	Call Cost Details
68	0.2	Talk Time(68) < Initial Time(120) Total Cost = Initial Cost
125	0.5	Talk Time: 125=120+5 Total Cost: 0.2+0.3*1=0.5
180	0.5	Talk Time: 180=120+60*1 Total Cost: 0.2+0.3*1=0.5
190	0.8	Talk Time: 190=120+60*1+10 Total Cost: 0.2+0.3*2=0.8
380	1.7	Talk Time: 380=120+4*60+20 Total Cost: 0.2+0.3*5=1.7

Call Rate Settings

Go to **Hotel > Settings > Call Rate** to add or edit call rate.



- **Prefix**: Prefix of the called number. This setting must match the dial pattern of the outbound routes in your Yeastar S-Series VoIP PBX.

  Leave it blank, the rate will apply to all numbers.
- **Initial Time& Initial Cost**: If the **Initial Cost** is `$0.2` and the **Initial Time** is `60` seconds, it means the first 60 seconds of this call will cost $0.2.
- **Rate**: After the initial time, each billable unit will be charged with this rate.
- **Billable Unit**: Set the billable unit after initial time.

  If the rate is $0.2 and billable unit is 60 seconds, the call you make will cost $0.2 per 60 seconds (less than one billing unit will be regarded as one billing unit).
- **Days of Week**: Set which days the rate will be applied to.
- **Start and End Time**: Set when the rate will be applied to.
- **Apply to Rooms**: Choose which room phones will use the call rate.

Mini Bar Settings

Go to **Hotel > Settings > Mini Bar** to set the mini bar items and price.

The **Digit** represents the item ID. The hotel cleaner will use the item ID to record the mini bar consumption.

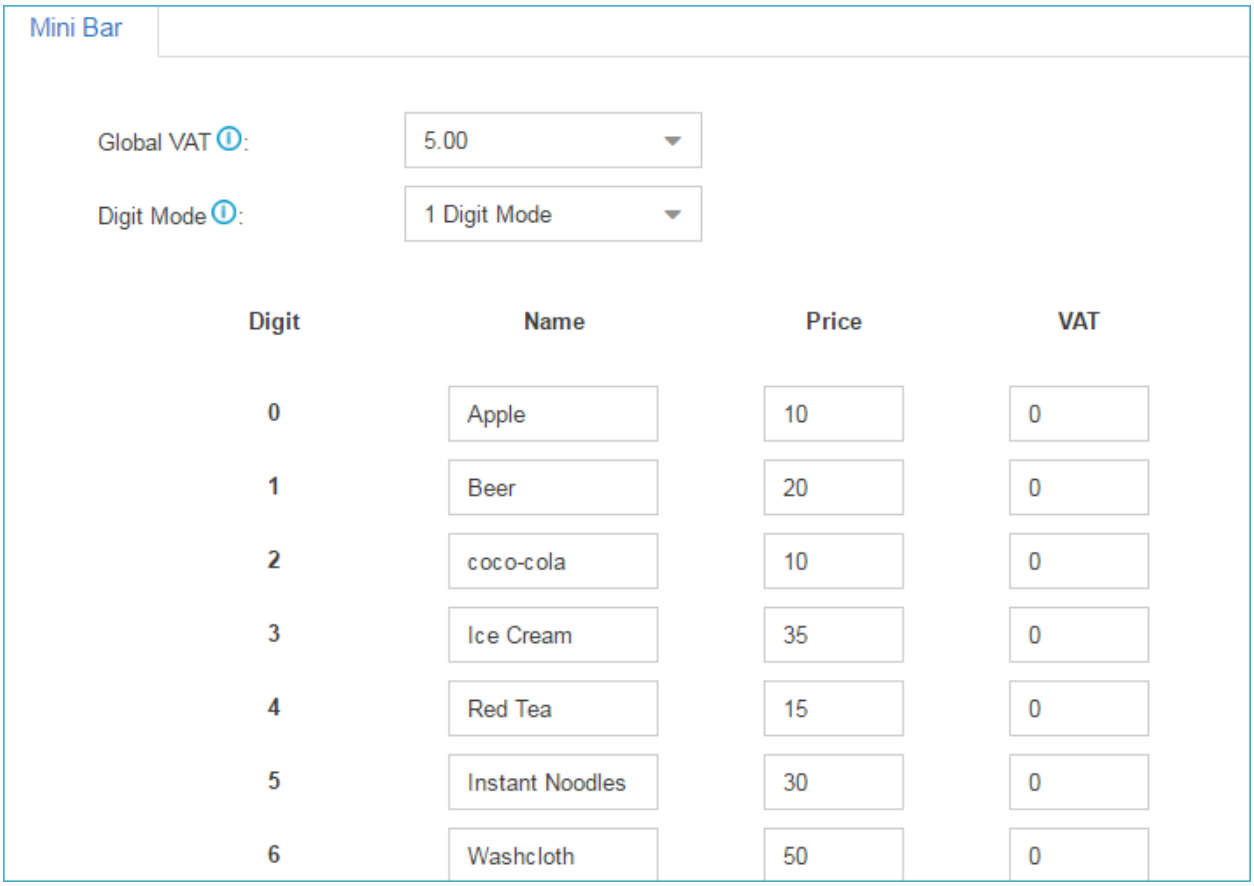
- **Global VAT**: If the VAT of mini bar items has not been set, the global VAT will apply to the items.
- **Digit Mode**
  - **1 Digit Mode**: You can set 10 mini bar items.

- **2 Digit Mode**: If you have more than 10 items, choose this mode, and set more items. Each item will have a 2-digit ID.

How to Check Mini Bar Consumption

The hotel cleaner can check the mini bar consumption and record the consumption on the room phone. Assume that mini bar is set as the following figure shows, and the room guest consumed 2 apples, 3 bottle of beer, and 1 cup of instant noodle.

The hotel cleaner should dial #01001115 on the room phone. #01 is the default feature code to add Mini bar item.



Holiday Settings

Holiday settings for the Hotel App.

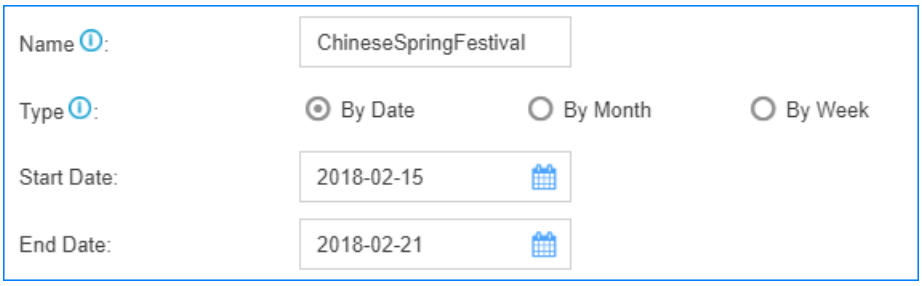
Go to **Hotel > Settings > Holiday** to set the holiday settings for the hotel system.

The room price will automatically change to **Holiday Price** when the holiday comes. The hotel system supports to add holiday by date, by month or by week.

Set a Holiday by Date

If date of a holiday varies every year, you can set a holiday by date.

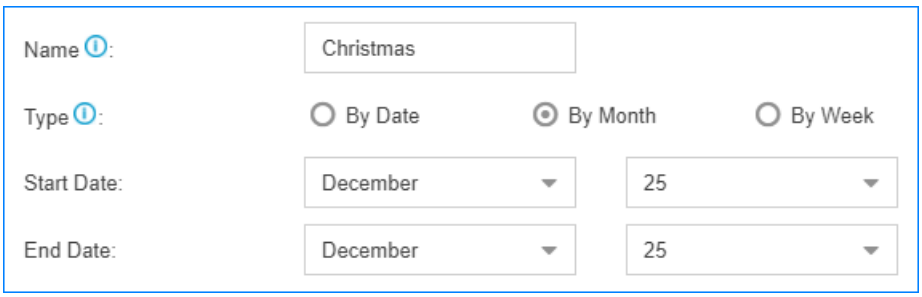
For example, Chinese Spring Festival falls on February 15th-21st. You can set the holiday as follows.



Set a Holiday by Month

If a holiday always falls on the same date, you can set a holiday by month.

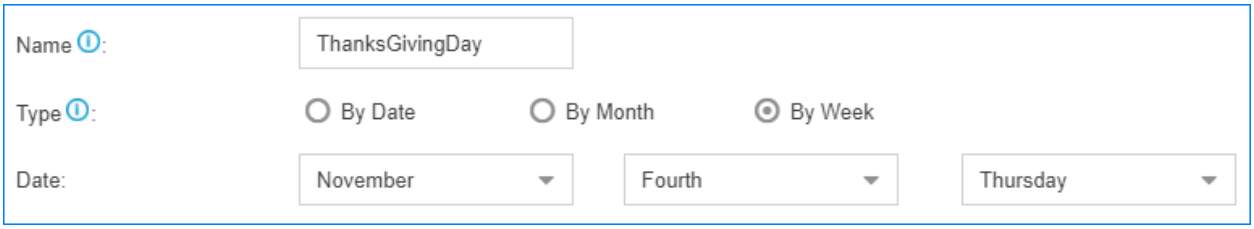
For example, Christmas falls on December 25th every year. You can set the holiday as follows.



Set a Holiday by Week

If a holiday always falls on the same week, you can set a holiday by week.

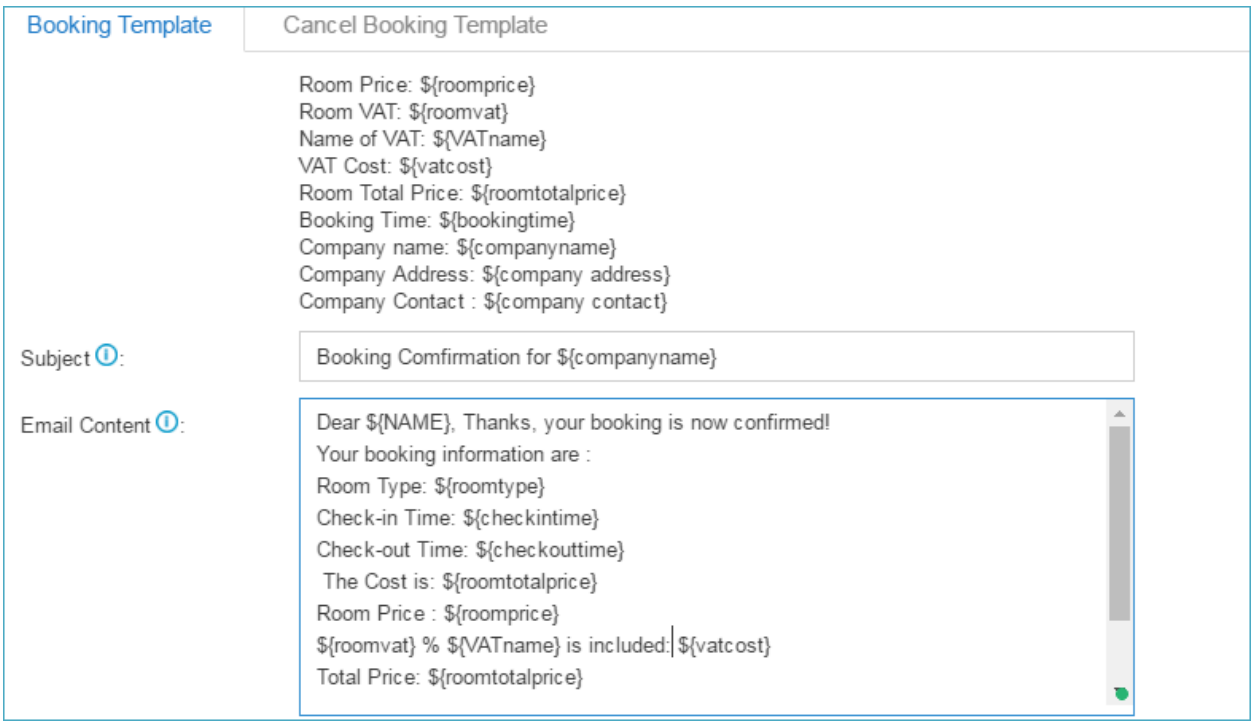
For example, Thanksgiving Day falls on the 4th week of November. You can set the holiday as follows.



Hotel Email Template

After the receptionist successfully book a room for a guest, the receptionist can send an email notification to the guest. If the booking is canceled, the receptionist can also send an email notification to the guest.

Go to **Hotel > Settings > Email Template** to configure the email template for booking notification and cancel booking notification.



Alarm Settings

A hotel receptionist can set alarms or cancel all alarms for guests by a desk phone; A guest can set alarms, cancel alarms, and read alarms on his or her room phone.

Go to **Hotel > Settings > General > Feature Codes** to check and edit the default feature codes for alarm settings.

- **Set Alarm (#11)**
  - Guests can set alarms themselves on the room phones. To set an alarm, dial `#11`*`{alarm_time}`*.

    For example, dial `#110700` to set an alarm on 07:00 next day.

- The hotel receptionist can help guests to set alarms by a desk phone. To set an alarm for a guest, dial `#11`*`{extension_number}`*, and set alarm time ended with `#` after you are prompted.

  For example, dial `#111000`, and dial `0700#` to set an alarm on 07:00 next day for the room with extension 1000.

  > **Note:**
  > - You can set an alarm for ONE room at a time.
  > - The PBX will place the wake-up call only ONCE.

- **Cancel Alarm (#12)**

  To cancel a specific alarm on a room phone, dial `#12`*`{alarm_time}`*.

- **Cancel All Alarms (#13)**
  - Guests can cancel all alarms themselves on the room phones. To cancel all alarms, dial `#13`.
  - The hotel receptionist can help guests to cancel all alarms by a desk phone. To cancel all alarms for a guest, dial `#13`, and dial *`{extension_number}`* ended with `#`.

    For example, dial `#13` and dial `1000#` to cancel all alarms for the room with extension 1000.

- **Read Alarms (#14)**

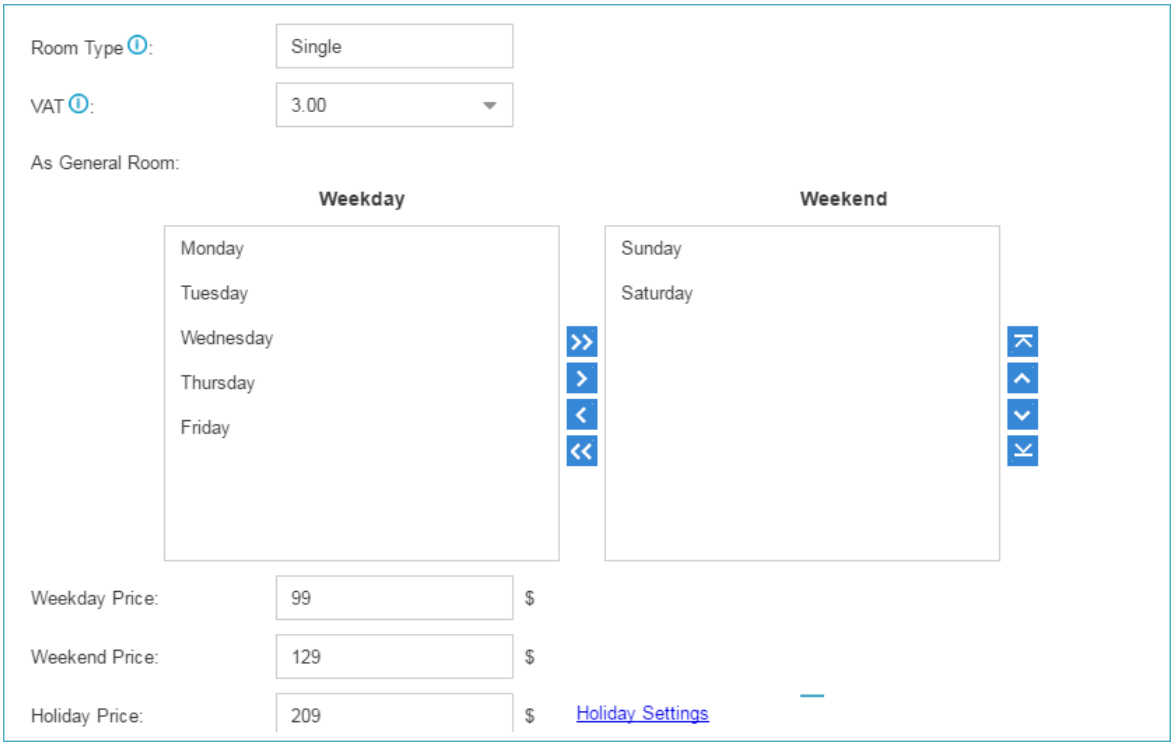
  To read all alarms on a room phone, dial `#14`.

Room Management

Add Room Types

You can classify and price the hotel rooms according to the type of bed, number of occupants, number of bed, decor, specific furnishings or features.

1. Go to **Hotel > Room Management > Room Type**, click **Add**.
2. Set the room type settings.



- **Room Type**: Set a name for the room type.
- **VAT**: Set the Value Added Tax (VAT).

  For example, if a room price is 200$, and the VAT is 10%, the customer should pay 220$ (200+200*10%) for the room per day.
- **Weekday/Weekend**: Set the week days and weekend days.

  Generally, the weekday rate and weekend rate will be different.
- **Weekday Price**: Set weekday price.
- **Weekend Price**: Set weekend price.
- **Holiday Price**: Set holiday price.
- **Allow Hourly Stay**: Enable this option, and the room type can be used as an hourly room.
- **Available Time**: Set when the room can be used as hourly room. Customers can only use this room as hourly room in the period of time.
- **Initial Time**: Set a period of time used to bill initial price.
- **Initial Price**: Set the cost of the room in the initial time.
- **Hourly Price**: If the customer stays in the hourly room over the “Initial Time”, the price will be charged by hour.

  Example: If the hourly room set as below:

  - Initial Time: 3 hours

- Initial Price: 88 $
- Hourly Price: 35 $

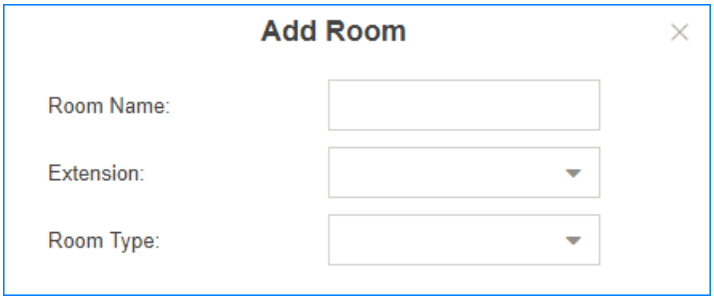
The customer stays in the room for 4 hours and 20 minutes, he should pay 158 $ (88+35*2).

3. Click **Save** and **Apply**.

Add a Room

After you set up the room types, you can add rooms according to the room types.

1. Go to **Hotel > Room Management > Room Setup** , click **Add**.
2. Set the room settings.



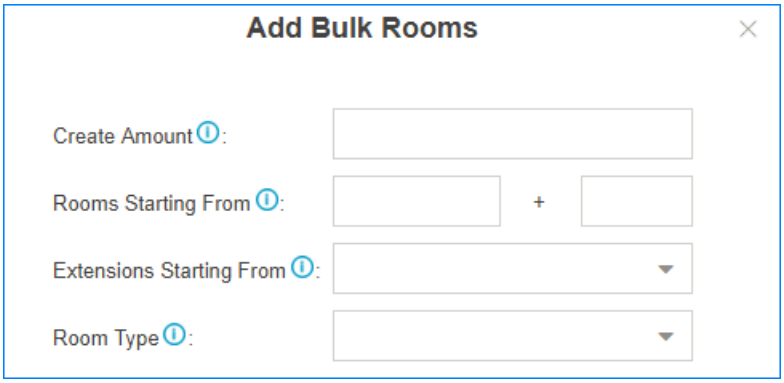
- **Room Name**: Set a name for the room.
- **Extension**: Choose the phone number of the room.
- **Room Type**: Choose the room type of the room.

3. Click **Save** and **Apply**.

Add Bulk Rooms

Add bulk rooms to help you improve the work efficiency.

1. Go to **Hotel > Room Management > Room Setup** , click **Bulk Add**.
2. Set the bulk rooms.



- **Create Amount**: Set how many rooms to add.
- **Rooms Starting From**: This setting is for the room name.

  You can set room name as “Room” +”Extension Number”, the room number will then increase following the extension number.

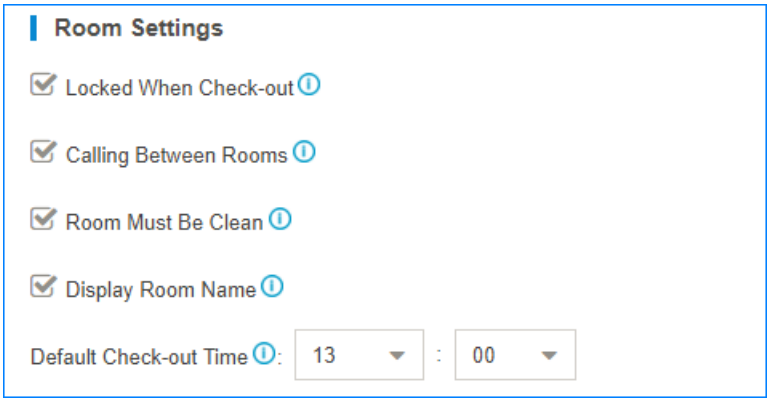
  For example, add 3 rooms in batch, and the **Room Starting From** as “Room + 1000”, the room names for the 3 rooms will be “Room1000”, “Room1001”, and “Room1002”.
- **Extensions Starting From**: Set the extension for the rooms.
- **Room Type**: Choose the room type for the bulk rooms.

3. Click **Save** and **Apply**.

Room Settings

Set the room phones and room status.

Go to **Hotel > Settings > General > Room Settings** to configure the room settings.



- **Locked When Check-out**: After guests check out, room phones will be locked automatically, and can not be used to make outbound calls or internal calls between hotel rooms.

- **Calling Between Rooms**: The Hotel guests in different rooms could call each other using the room phones.
- **Room Must Be Clean**: The room status must be clean, or you cannot check in the guest with this room.
- **Display Room Name**: If the RoomA guest makes calls to RoomB guest using the room phone, the room name will be displayed as caller ID.
- **Default Check-out Time**: Set the default check-out time.

Use Hotel App

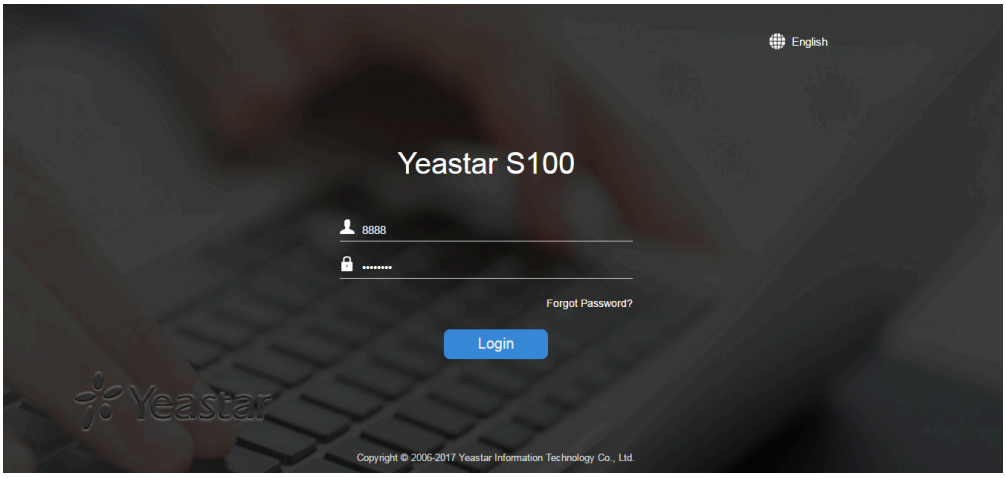
Access the Hotel App

The receptionist who has the Hotel App permission could log in the Hotel Management system to check in or check out guests and mange other hotel settings.

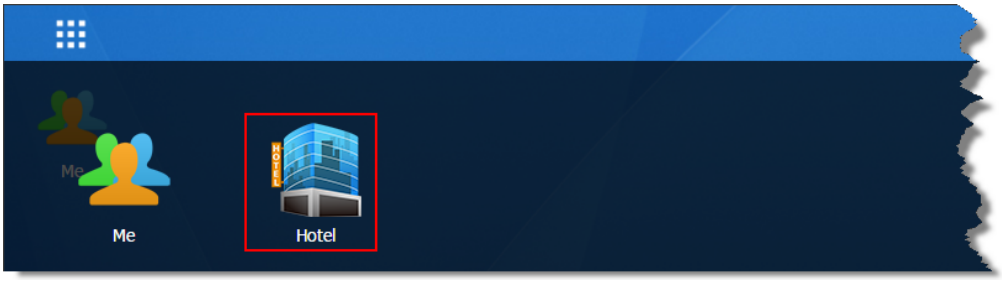
1. Log in the PBX web interface using the receptionist's account.
    - **User Name**: Enter the extension number or the email address of the receptionist.

      > **Note:**
      > The PBX administrator can set the login mode.

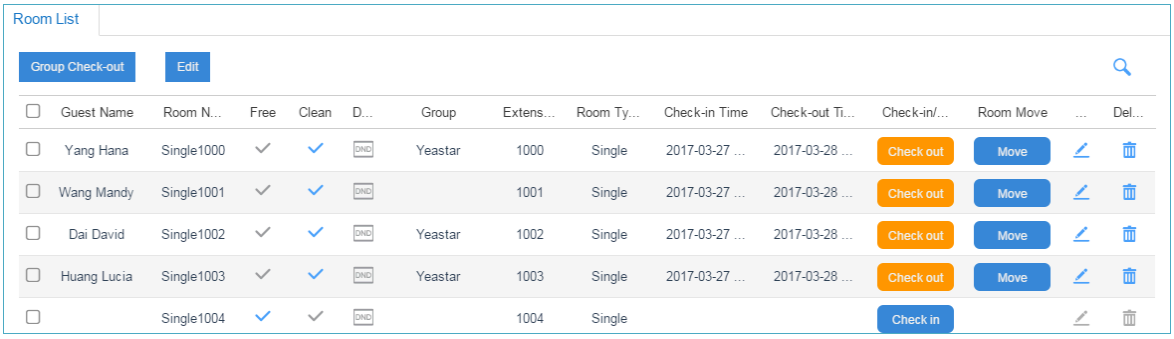
    - **Password**: Enter the extension's `User Password`.



2. Click Main Menu, and click **Hotel** to enter the Hotel App.



3. After accessing the Hotel App, you can see all the room status on the **Room List** page. On this page, you can check the room status, check the room guest's information, and also perform multiple operations:
    - Check in
    - Check out
    - Change room's Clean status: If the status is incorrect, you can double click the status icon to change the status.
    - Move guest room
    - Edit guest's information
    - Search room or guest



Book Rooms

You can book rooms for old guests and new guests.

Book Rooms for New Guests

If it is the first time for the guest to come to the hotel, you can book a room for the guest on the **Booking List** page.

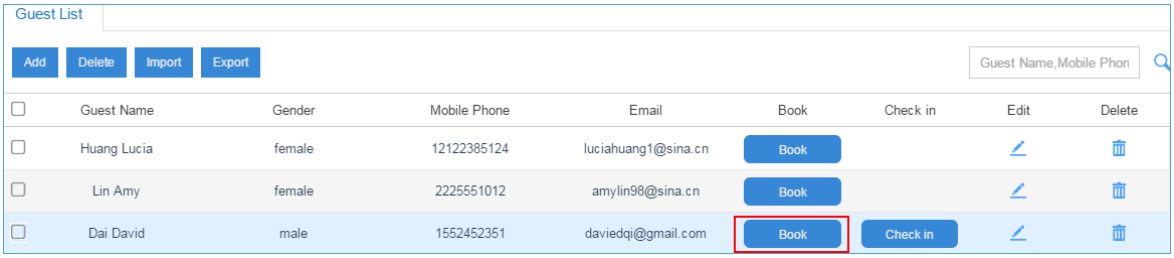
1. Go to **Hotel > Room Operations > Booking List**, click **Add**.
2. Select a room type, and set the check-in time and check-out time.
3. Enter the guest information. The **First Name** and **Last Name** are required fields.
4. Check the option **Send Email** on the bottom of the edit page, the system will send a booking notification to the guest's email address.

5. Click **Save**.

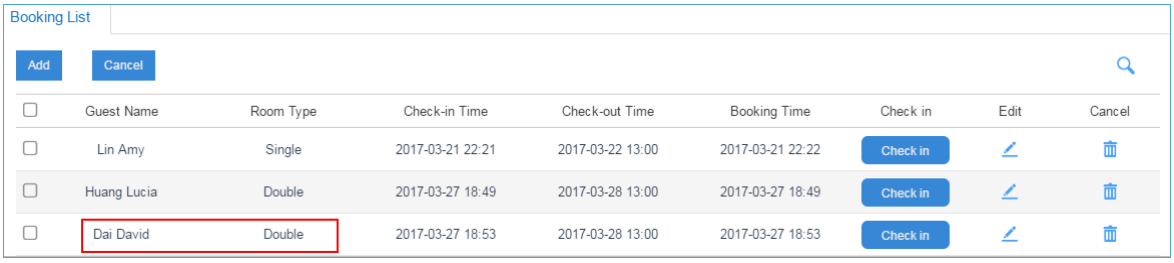
Book Rooms for Old Guests

If the guest has stayed in the hotel before, the guest information will be kept in the hotel system. Next time, when the guest wants to book a room, you can operate the booking on **Guest List** page.

1. Go to **Hotel > Room Operations > Guest List**, choose the guest, click **Book**.



2. Select a room type, set the check-in time and check-out time.
3. Click **Save**.
4. Go to **Hotel > Room Operations > Booking List**, check if the room is booked with the guest.



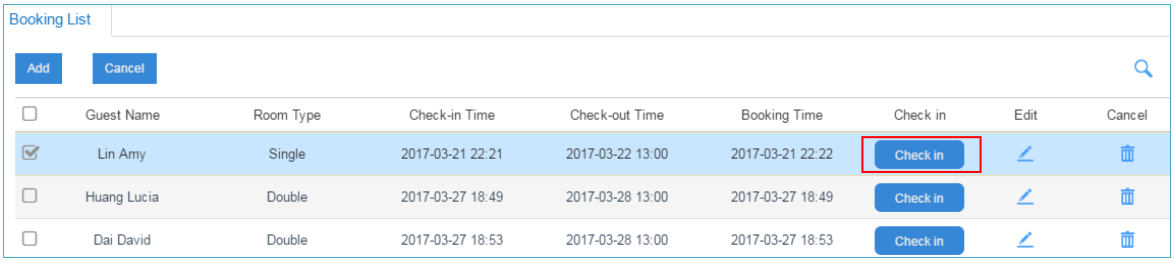
Check In

Check in the guest when the guest comes to the hotel.

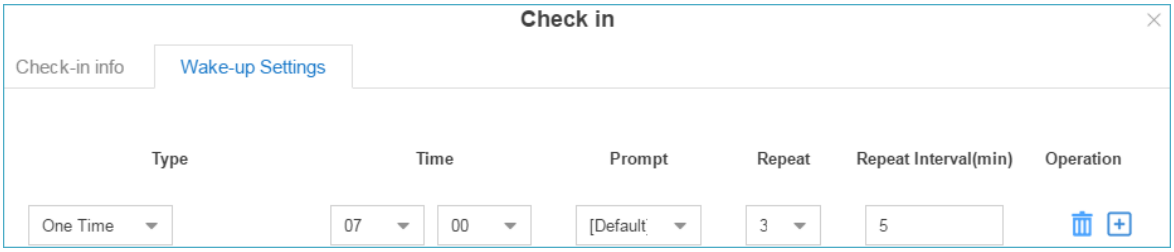
Check in Booked Rooms

If the guest has booked a room, you can check in the guest on the **Booking List** page.

1. Go to **Hotel > Room Operations > Booking List**, select the guest, click **Check In**.



2. Select a room, and set the check-in time and check-out time.
3. Click **Wake-up Settings** tab, click ⊞ to add an alarm for the room phone.



4. Click **Save**.

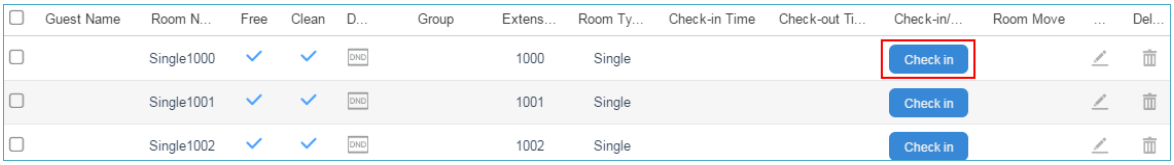
You can see the guest is checked in on **Room List** page.

Check in New Guests

If it is the first time the guest comes to the hotel, you can check in the guest on the **Room List** page.

1. Go to **Hotel > Room Operations > Room List**, choose a free and clean room, click **Check In**.

> **Note:**
> The guest cannot be checked in with a dirty room.

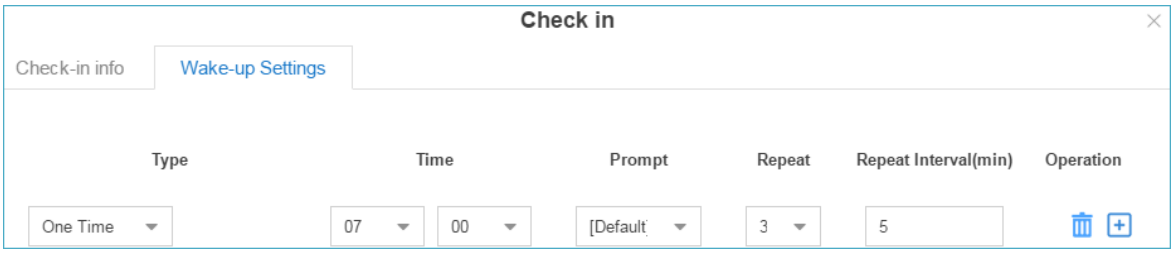


2. Enter the check in information.
3. Enter the guest information.

> **Note:**

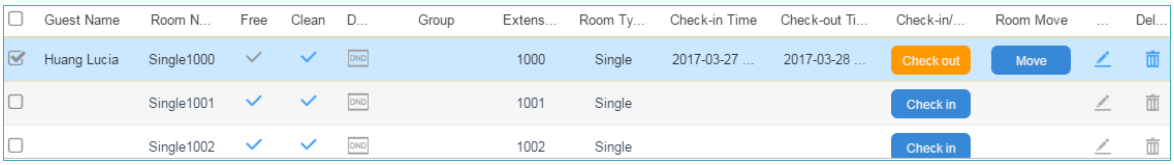
> The **First Name** and **Last Name** are required fields.

4. Click **Wake-up Settings** tab, click ⊞ to add an alarm for the room phone.



5. Click **Save**.

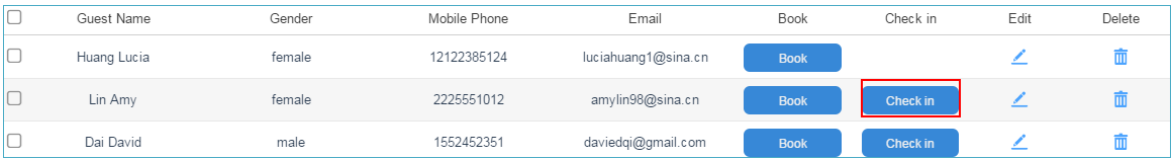
   After checking in, the room is occupied and the status is not free/vacant.



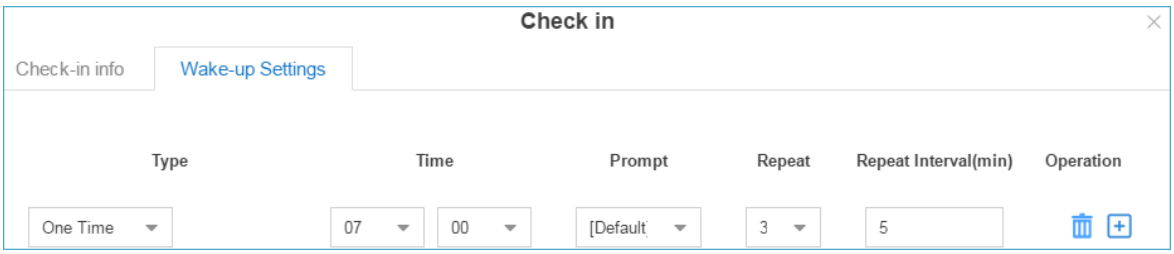
Check in Old Guests

If the guest has stayed in the hotel before, the guest information will be kept in the hotel system. Next time, when the guest comes, you can check in the guest on **Guest List** page.

1. Go to **Hotel > Room Operations > Guest List**, choose the desire guest, click **Check In**.

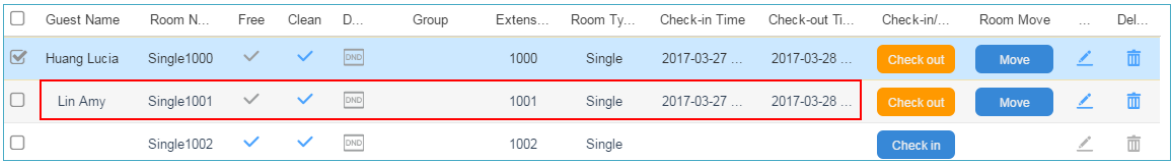


2. Select the desired room, set the check-in time and check-out time.
3. Click **Wake-up Settings** tab, click ⊞ to add an alarm for the room phone.



4. Click **Save**.

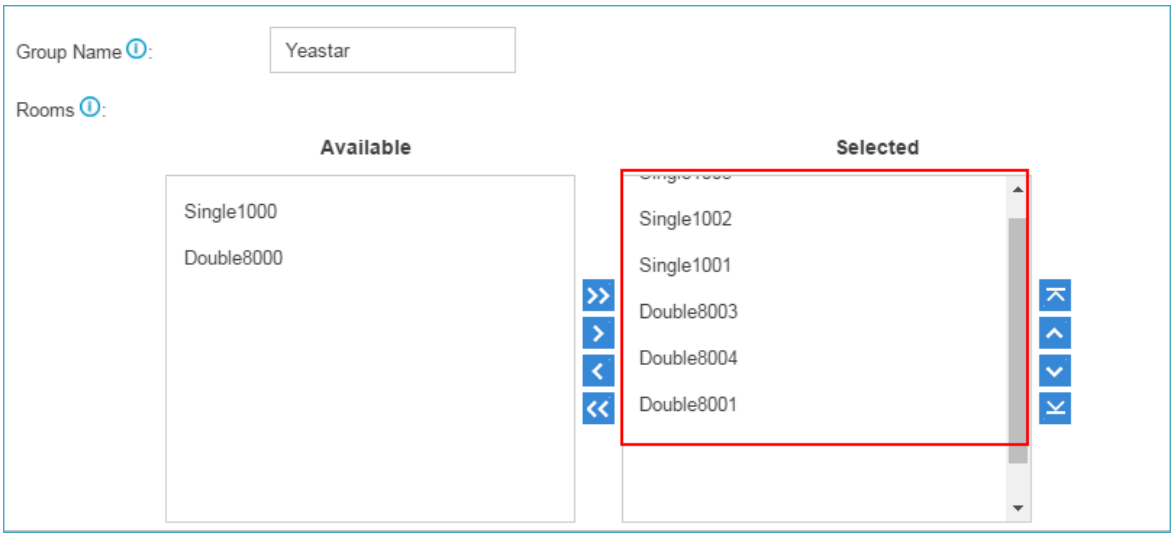
   You will see the guest is checked in on the **Room List** page.



Group Rooms

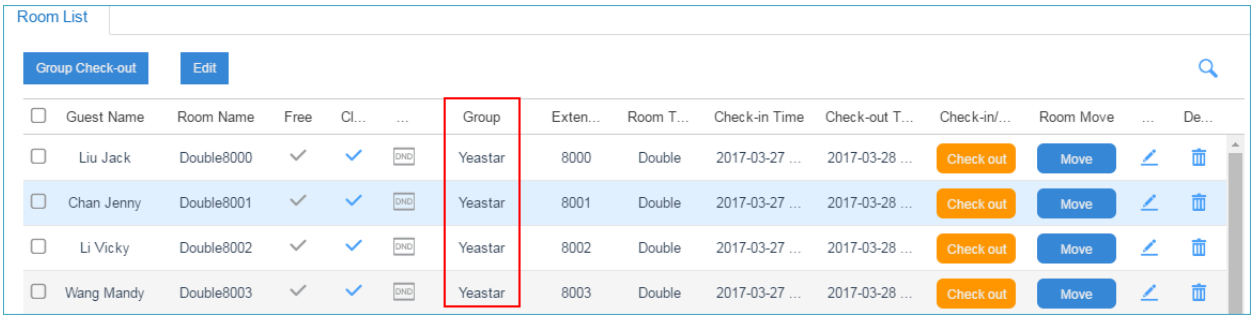
After checking in the guests, you can group the guest's rooms if they are a team group or tour group.

1. Go to **Hotel > Room Operations > Room Group**, click **Add**.
2. Set a name for the group.
3. Select the rooms for the guests.



4. Click **Save**.

You can see the group information on the **Room List** page.

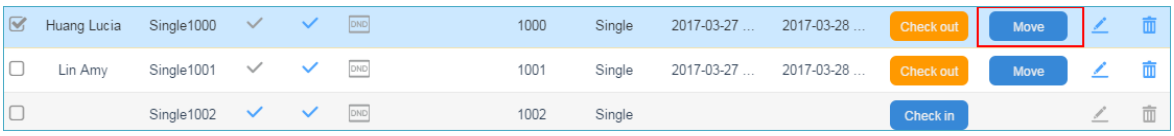


Change Room

You can change guest room with any free/vacant room. If the guest had made outbound calls or consumed mini bar items in the previous room, the system will automatically add the charges into the bill.

> **Note:**
> A guest can move room only once.

1. Go to **Hotel > Room Operations > Room List**, select the guest, click **Move**.



2. Select a desired room from the drop down menu of **Move to Room**.
3. Input **Extra Charges** if the guest has damaged things in the room or others.
4. Make a note of extra charges information or why the guest would change room in the **Notes** field.
5. Click **Save**.

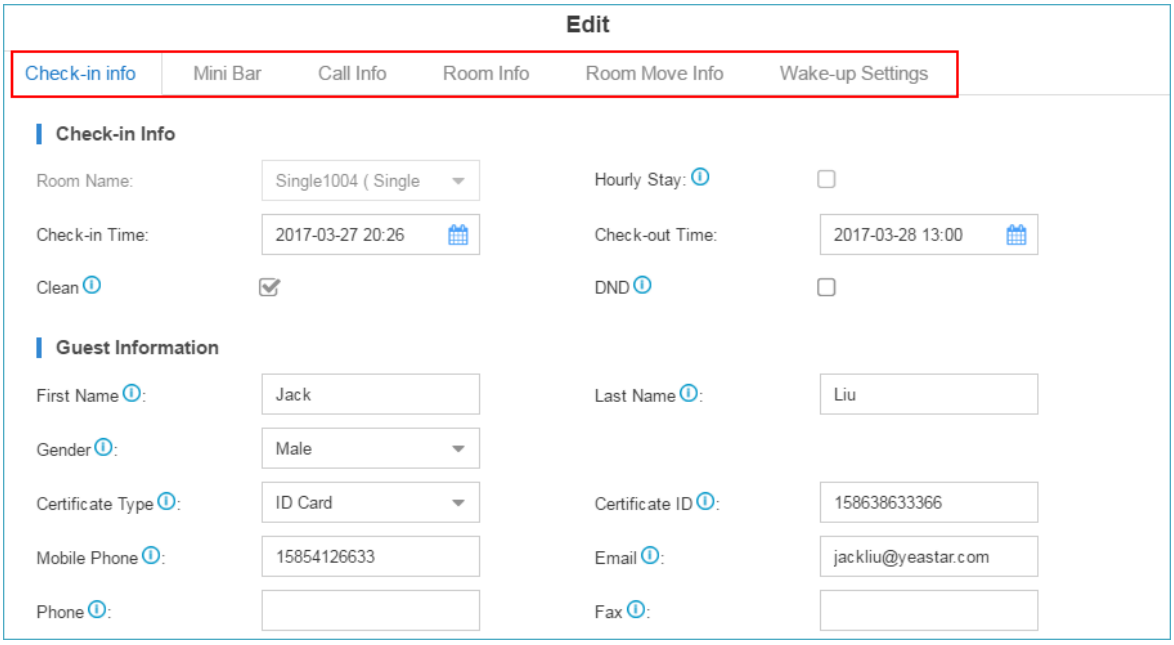
   The guest will be moved to the selected room.

Check Out

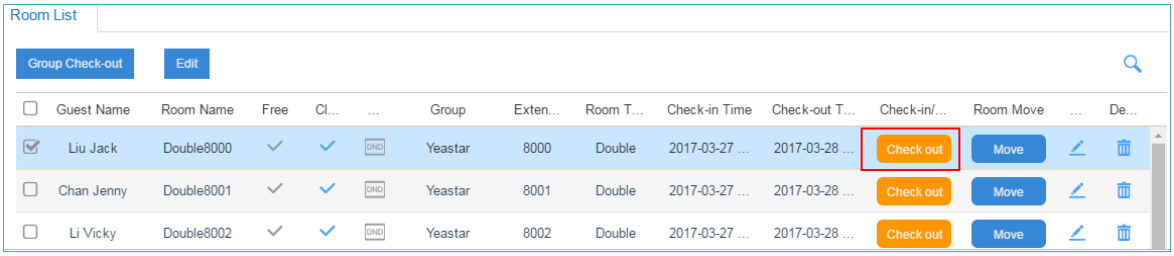
Check out a guest or check out a guest group.

Check out a Guest

1. Go to **Hotel > Room Operations > Room List**.
2. On the **Room List** page, select the guest, click to check all the information of the guest and the room.



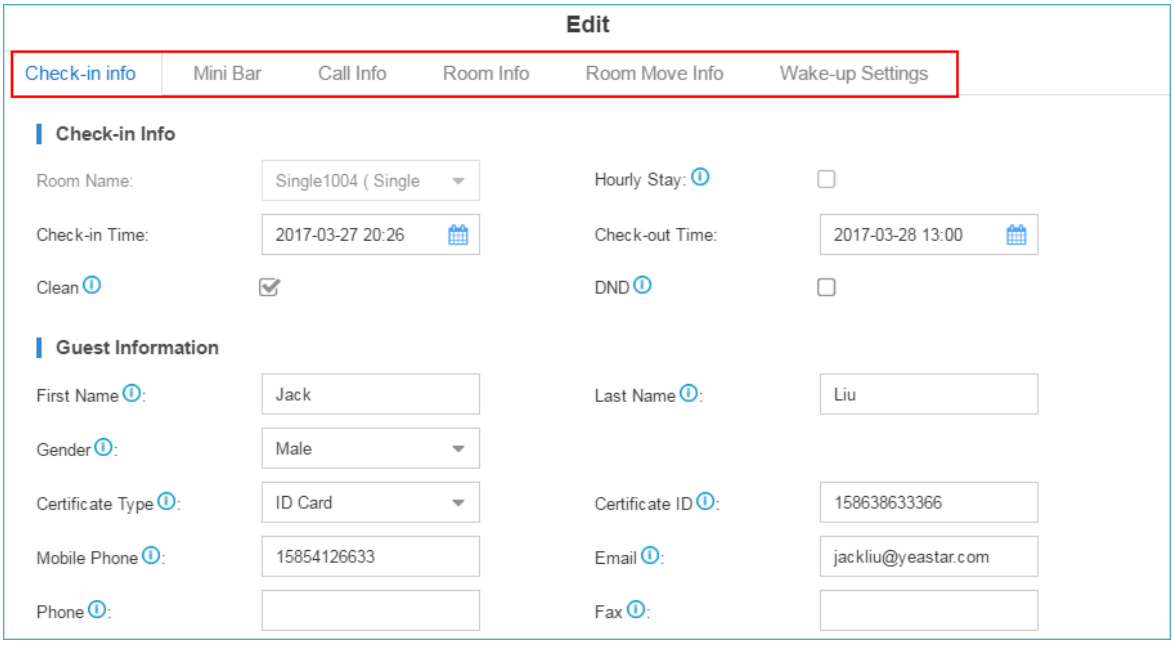
3. Click **Check Out** if you have confirmed all the information.



4. Select the **Check-out Time**.
5. Input **Extra Charges** if the guest has damaged things in the room or others.
6. Make a note of the extra charges information or others in the **Note** field.
7. Enable **Send Email**, the system will send a billing report to the guest's email address.
8. Click **Save**.

Check Out a Guest Group

1. Go to **Hotel > Room Operations > Room List**.
2. On the **Room List** page, select the guest, click to check all the information of each guest and room.



3. Click **Group Check-out** after you have confirmed all the guests' information.
4. Select a group and check-out time.
5. Enable **Send Email**, and enter the guest's **Email Address**, the group billing report will send to the email address.
6. Click **Save**.

Billing Report

Manage the billing report of the Hotel App.

Each time after you checked out a guest or a guest group, the system will automatically generate a billing report.

Go to **Hotel > Billing > Billing Report** to check the billing report.

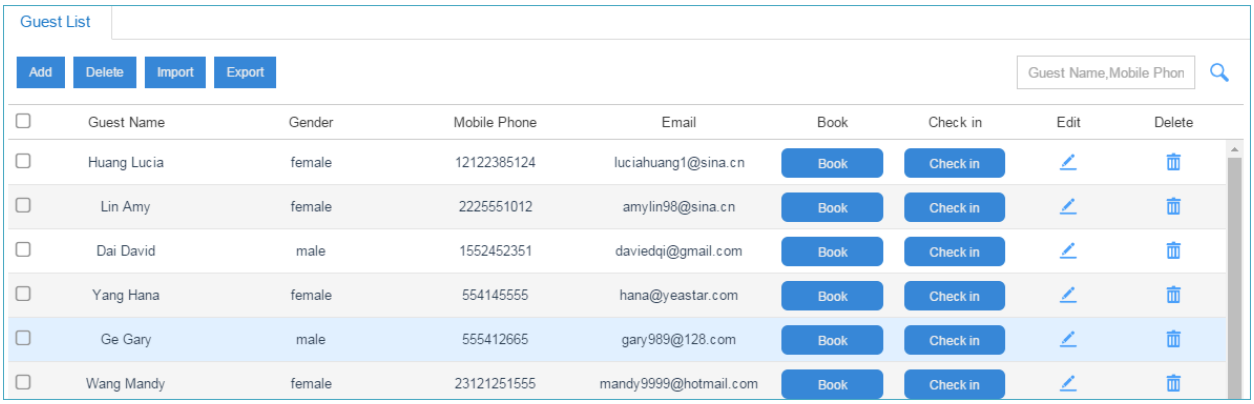
- Click to view a report.
- Click to delete a report.
- Click **Download** to download all the billing reports.

Guests Management

The Hotel system will keep the guest information if the guest has stayed in the hotel before.

The guests that are in the **Guest List** are treated as the hotel's old guests.

Go to **Hotel > Room Operations > Guest List** to manage the guests.



- Click to edit the information of the guest.
- Click **Add** to add a guest.
- Click to delete a guest.
- Click **Import** to import a guest list

> **Tip:**
> You can export a guest file from PBX and use it as a sample to start with.

- Click **Export** to export the guests into a `csv` file