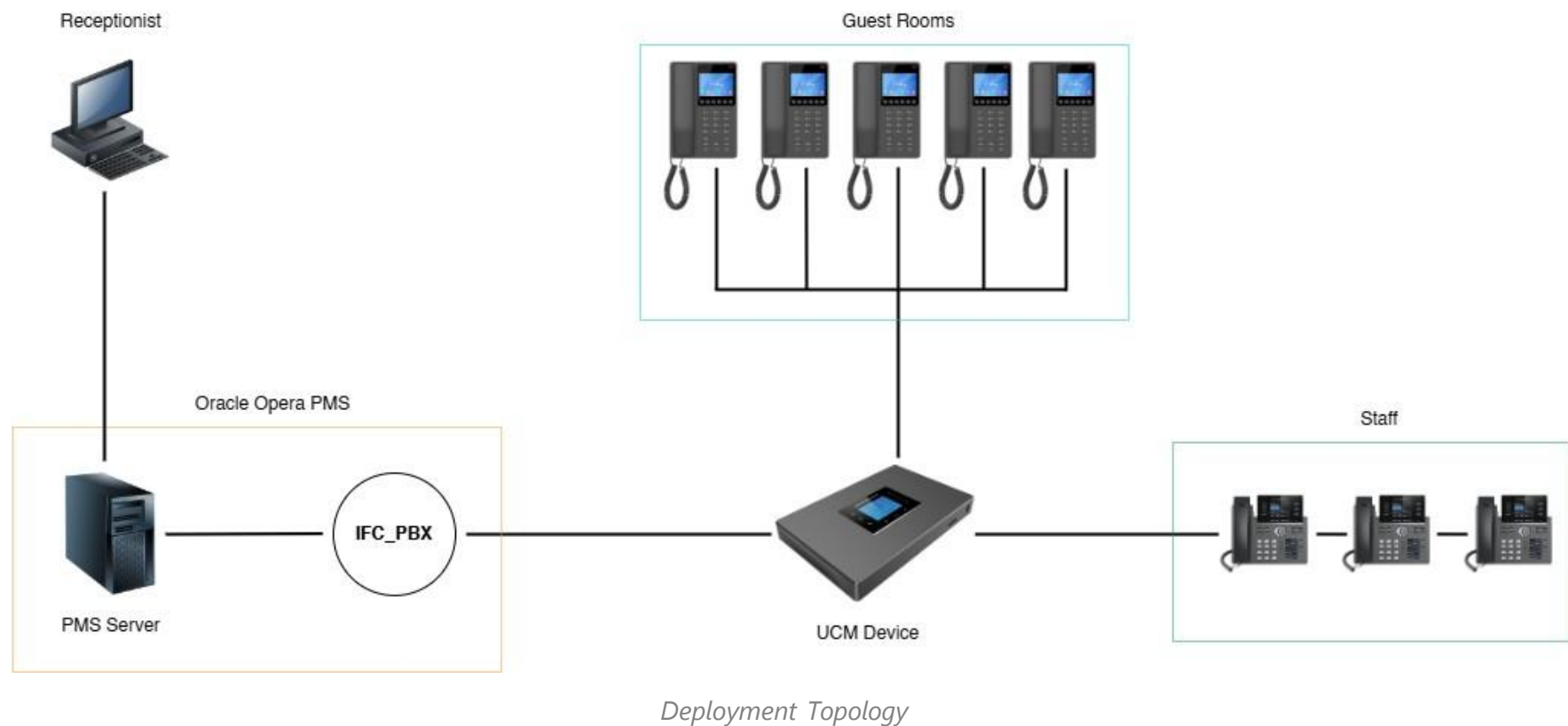


Oracle OPERA PMS

INTRODUCTION

Oracle OPERA PMS (Property Management Software) is a hotel management system that allows for managing the hosting operations of the hotel, such as guest check-in and check-out, guest information, billing, and managing room availability.

The UCM6300 Series offers integration with Oracle OPERA PMS to allow control over the telephony service provided to the guests during their stay, such as making calls and wake-up calls, as well as housekeeper services like minibar and room status.



The topology above illustrates the deployment of a UCM device with Oracle Opera PMS hosted on a server. Both of the devices are connected through IFC_PBX. It is possible to install this interfacing protocol on a separate machine or on the same machine as the Oracle Opera server. On Oracle Opera, choose the interface "Oracle Hospitality OPERA TMS Interface for UCM Series PBX by Grandstream Networks" to establish the connection.

The data between the UCM and Oracle Opera server is exchanged with the help of FIAS (Fidelio Interface Application Specification), which is a protocol used for property management systems communications. FIAS uses attributes to describe the data that is sent to the server, e.g., Room Status can have an attribute such as RS. The room number attribute can be RN. To update a room, you can use the RU attribute as an update indicator. The FIAS message would look similar to the example below.

RU|RN211|RS3

211 indicating the room number, 3 indicating the number that corresponds to the status that we want to set.

INTEGRATION FEATURES

- ✔ **Check-in:** Checking-in the guest.
- ✔ **Check-out:** Checking-out the guest.
- ✔ **Reservation update:** Update the check-in and check-out information.
- ✔ **Move the guest:** Moving the guest from one room to another.
- ✔ **Wake-up Service:** Scheduling Wake-up service.
- ✔ **Housekeeper (room status change):** Change the status of the room to different statuses (Dirty Vacant, Dirty Occupied, Clean Vacant, Clean Occupied, Inspected Vacant, Inspected Occupied)
- ✔ **DND:** Enabling and disabling Do Not Disturb.
- ✔ **Class of service:** Definition of Call Privilege per room.
- ✔ **Mini Bar accounting:** Billing the consumed goods from the minibar.

- ✔ **Phone bill accounting:** Billing the fees of the external calls made by the guest.

CONFIGURATION

Connection Establishment

To configure the Oracle Opera integration, navigate to **Integrations > PMS**.

PMS

Basic Settings Room Management Room Status Wakeup Service Mini Bar Housekeeper

General

PMS Module: Oracle Hospitality OPERA

PMS URL: 192.168.5.91

PMS Port: 50001

Protocol Type: tcp

Prompt

Wakeup Prompt: Wake Call [Upload Audio File](#)

Room Status Update Prompt: Default Room Status Update Pr... [Upload Audio File](#)

Automatically Clear/Reset

Automatically Clear Phone Call History: Check Out

Automatically Clear Wakeup Calls: None

Automatically Clear Wave Chat History: None

Automatically Reset User/Wave Password:

Billing

PMS Basic Settings

General	
PMS Module	Select "Oracle Hospitality OPERA"
PMS URL	Enter the URL of the Oracle Hospitality Opera server.
PMS Port	Enter the PMS server port. Note: The allowed range 1 – 65535.
Protocol Type	<p>Select the transport protocol to use.</p> <ul style="list-style-type: none"> • TCP: The connection is established using only TCP handshake. • Simple SSL: Authentication is required to establish the connection. The identity is verified only on the Oracle OPERA Hospitality server. • Mutual SSL: Authentication is required to establish the connection. The identity of both parties is verified by having both parties exchanging their certificates. This reinforces the security by ensuring that only the authorized parties are allowed to contact the server.

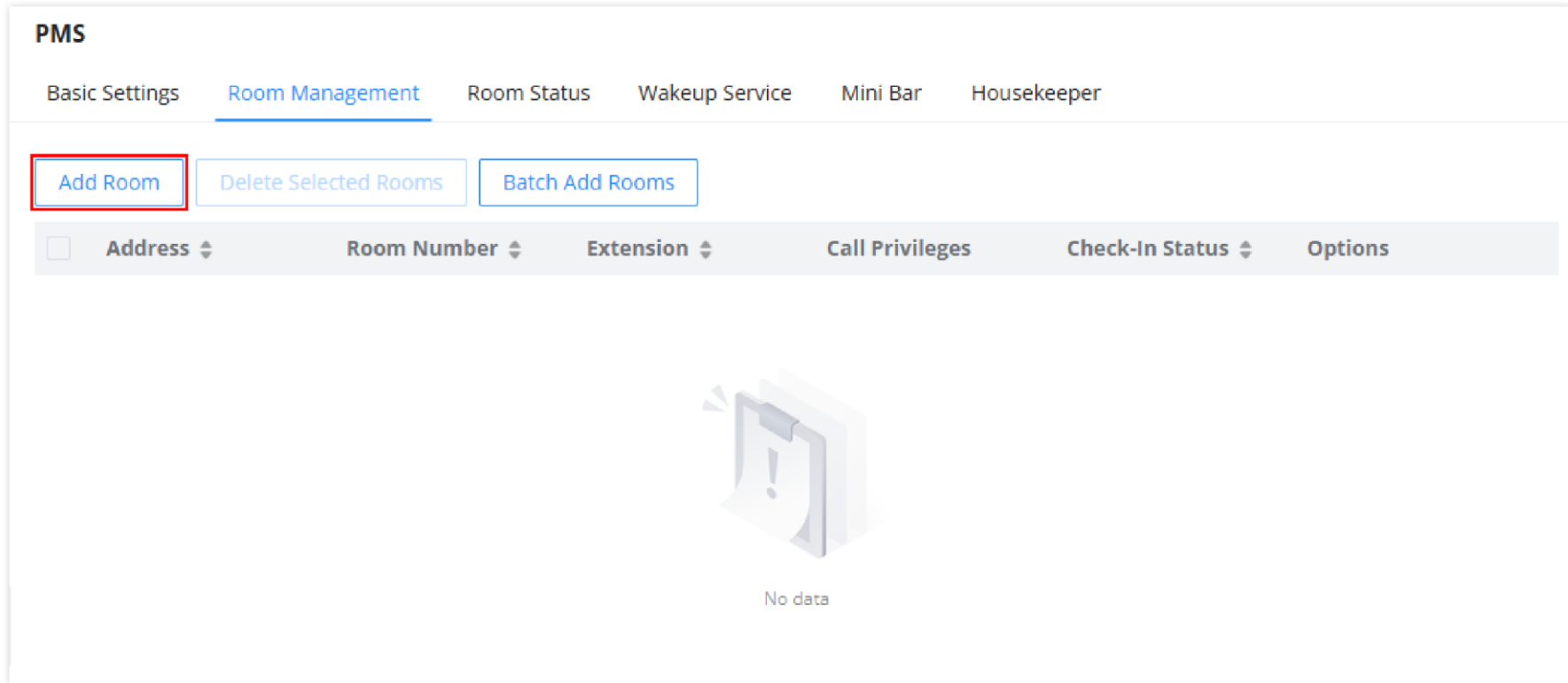
Prompt	
Wakeup Prompt	Upload the prompt to play when a wakeup call is answered, or used the default prompt. The audio file must be less than 30 MB in file size with a file extension of .mp3/. wav/. ulaw/. alaw/. gsm. WAV files must be PCM encoded, 16 bit mono, and 8000Hz. For better audio quality, it is recommended to upload mp3 files with 44.1kHz/48kHz sampling rate. Compressed files must be .tar/.tgz/.tar.gz format and cannot exceed 50 MB in file size. File name can only contain alphanumeric characters and special characters -_ Mp3 and WAV formats are supported. If the user uploads an mp3 recording, it will be converted to WAV.
Room Status Update Prompt	Select the prompt to play when the room status is updated, or use the default prompt. The audio file must be less than 30 MB in file size with a file extension of .mp3/. wav/. ulaw/. alaw/. gsm. WAV files must be PCM encoded, 16 bit mono, and 8000Hz. For better audio quality, it is recommended to upload mp3 files with 44.1kHz/48kHz sampling rate. Compressed files must be .tar/.tgz/.tar.gz format and cannot exceed 50 MB in file size. File name can only contain alphanumeric characters and special characters -_
Automatically Clear/Reset	
Automatically Clear Phone Call History	Select when to clear phone call history. <ul style="list-style-type: none"> ● None: The phone call history will not be cleared. ● Check Out: The phone call history of the guest will cleared upon checking-in. ● Check In: The phone call history will be cleared when checking-in a new guest.
Automatically Clear Wake Up Calls	Select when to clear scheduled Wakeup calls. <ul style="list-style-type: none"> ● None: The wake-up call configuration will not be cleared. ● Check In/Out: The wake-up call configuration will cleared upon either checking-in or checking-out. ● Check Out: The wake-up call configuration will cleared upon checking-out. ● Check In: The wake-up call configuration will cleared upon checking-in.
Automatically Clear Wave Chat History	Select when to clear Wave chat history. <ul style="list-style-type: none"> ● None: Wave chat history will not be cleared. ● Check Out: Wave chat history will cleared upon checking-out. ● Check In: Wave chat history will cleared when checking-in a new guest.
Automatically Reset User/Wave Password	If enabled, the User/Wave password of the room extension will be automatically reset to a random password upon check-out.
Billing	
Type of Call Billing	Select the type of billing the call fees for the guests. <ul style="list-style-type: none"> ● Send to Oracle PMS: The call details will be sent and calculated on Oracle Opera. ● PBX Direct Billing: The billing will be calculated by the UCM and synchronized with Oracle Opera.
Mini Bar Billing Type	Select the type of billing the mini bar <ul style="list-style-type: none"> ● Send to Oracle PMS: The consumed mini bar goods will be pushed to Oracle Opera where they will be processed for the billing. ● PBX Direct Billing: The consumed mini bar goods will be processed for billing on the UCM, and the bill will be synchronized with Oracle Opera.
Other	
Back Up Voicemail Recordings	Back up voicemail recordings to external storage after check-out. When this option is enabled, the user can select the storage location option, SD Card, USB 1, USB 2, NAS, or

	SFTP Server. The user can also specify an email address to send voicemail recordings for archiving purpose.
Sync Guest Name to Phone	Provisions the name of checked-in guests to endpoints via Zero Config. Requires endpoints to be discoverable and provisionable by Zero Config.

Create Rooms

To create rooms and assign extensions to them, please navigate to the **Room Management** tab.

Click on *Add Room*



Enter the required information.

PMS > Create New Room

* Address

* Room Number

* Extension 1

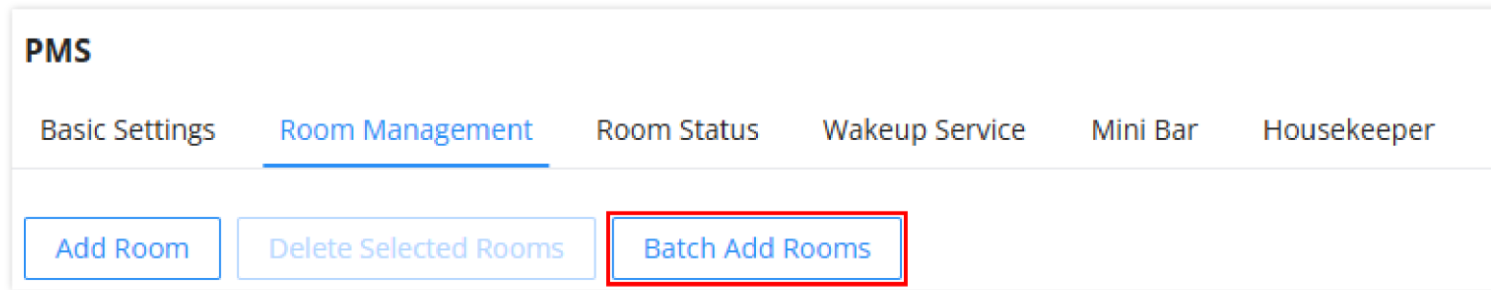
* Extension 2

* Call Privileges

Parameter	Description
Address	Enter the address.
Room Number	Enter the room number.
Extension 1	Assign the first extension to the room.
Extension 2	Assign the second extension to the room.
Call Privileges	Define the call privilege for this specific room. Defining a higher privilege to the room means that the guest can emit calls through the outbound routes with either equal or lesser privilege.

Click *Save*, then click *Apply Changes*.

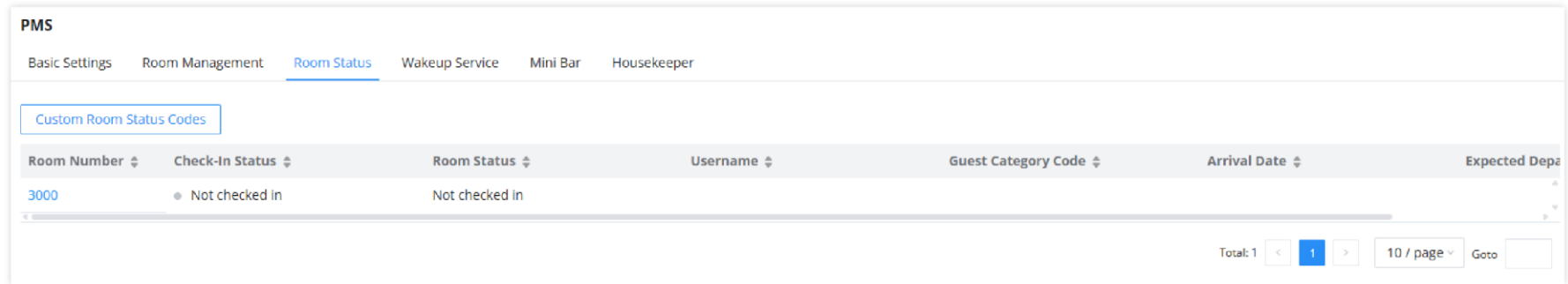
The user can also add rooms in batches by clicking on *Batch Add Rooms*.



Batch Add Rooms

View Room Status

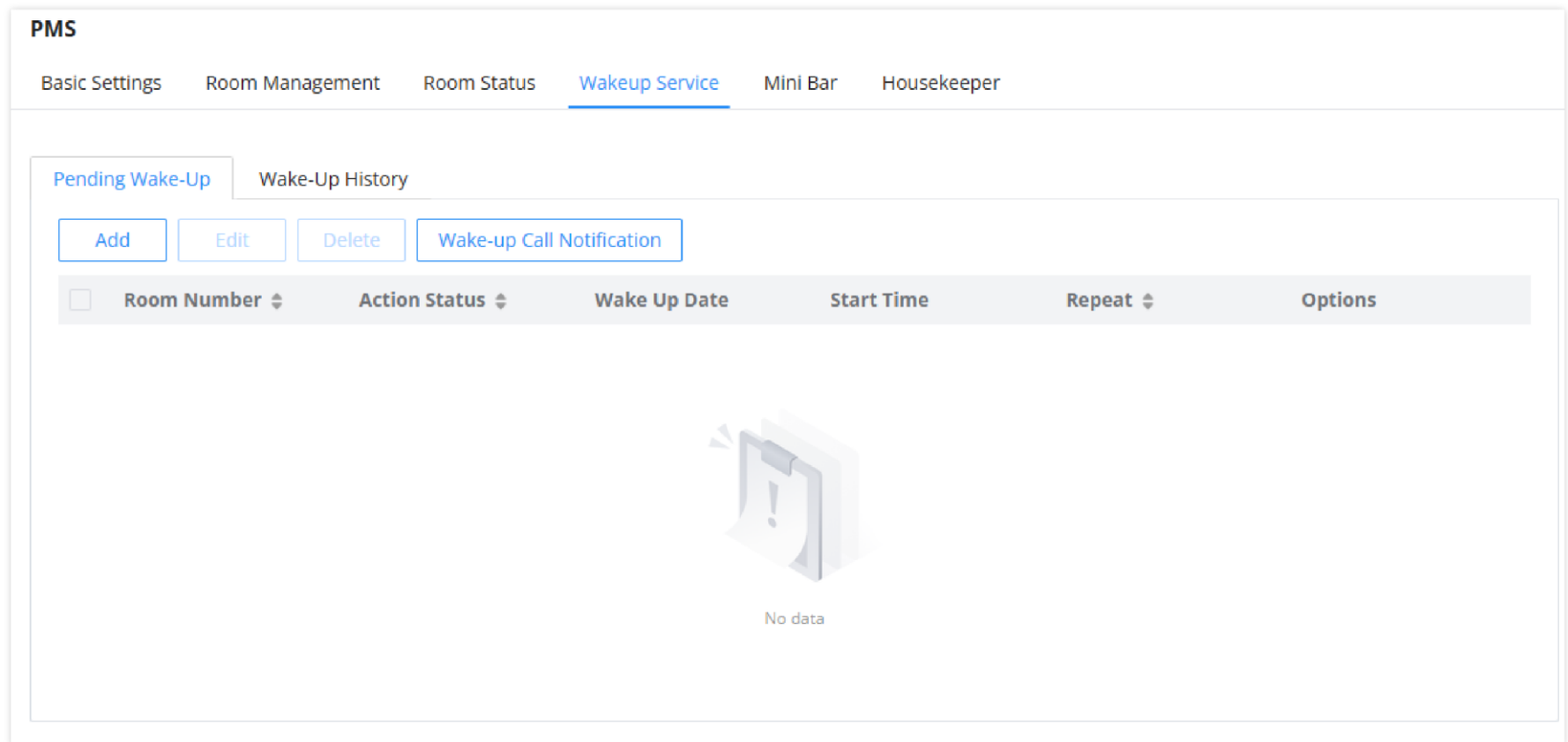
In this tab, the user can view the status of the rooms created.



Room Status

Wakeup Service

In the Wakeup Service tab, the user can schedule a wakeup call that will ring the phone in the room.



Wakeup Service

Room Number	Select the number of the room to set the wakeup call for.
Start Time	Select the date and time of the wake up call.
Repeat	<p>Select the recurrence of the call.</p> <ul style="list-style-type: none"> • No Repeat: The wakeup call will be triggered when the configure date and time arrive. • Daily: The wakeup will be scheduled daily at the configure time, starting from the configured day. • Weekly: When this option is selected, the users can select the weekdays when to trigger the wake up call.

Number of Redials	Set the number of the call attempts of the wake-up service when none of the calls is answered. Note: The default value is 3.
Redial Interval (minutes)	Set the number of minutes to elapse between each call attempt. Note: The default interval is 5 minutes.

To view the history of all the wakeup calls that have been initiated, you can click on the **Wakeup History** tab.


PMS

Basic Settings Room Management Room Status Wakeup Service Mini Bar Housekeeper

Pending Wake-Up Wake-Up History

Download All Records Download Search Result(s) Clear

Room Num... Time: 2025-08-01 to 2025-08-01

Room Number	Action Status	Answer Status	Wake Up Date	Start Time	Repeat	Options
 No data						

Wakeup Call History

Mini Bar

To configure the mini bar, you can navigate to the **Mini Bar** tab.

PMS

Basic Settings Room Management Room Status Wakeup Service Mini Bar Housekeeper

Enable Mini Bar


Increase Mini Bar Usage Code

Global Tax Rate (%)

Prompt

Skip Housekeeper and Password Authentication

Enable Multi-Item Billing

Code	Name	Price (\$)	Tax rate (%)	Options
 No data				

Enable Mini Bar	If enabled, feature codes can be used to increase and decrease usage of Mini Bar items.
Increase Mini Bar Usage Code	Dial this code + the item code to increase usage of the Mini Bar item for billing purposes.
Decrease Mini Bar Usage Code	Dial this code + the item code to reduce usage of the Mini Bar item for billing purposes.
Global Tax Rate (%)	Set the tax rate and configure it for an additional tax charge. If no personal tax is configured for a commodity, the global tax rate of the Mini Bar will prevail.
Prompt	This tone will be played when a housekeeper dials a number to enter the Mini Bar and can be used to indicate the corresponding goods code.
Skip Housekeeper and Password Authentication	If enabled, the default housekeeper code is 0000.
Enable Multi-Item Billing	If enabled, users can enter multiple goods in a single call by separating each good code with star (*).

To add items to the minibar, click on "Add Purchasable Items."

Create New Purchasable Items ✕

* Code

* Name

Price (\$)

Tax rate (%)

Create New Purchasable Items

Code	Enter the item code. Note: Digits only (2-18 digits). Required field
Name	Enter the item name. Note: Required field. 64 characters max.
Price (\$)	Enter the item price. Note: Up to 12 characters.
Tax rate (%)	Enter the tax rate. Note: Digits (between 0 and 100) and . only.

Housekeeper

The housekeeper feature on the IPPBX allows the housekeepers of the property to update the room status and bill the mini bar goods.

PMS > Create New Housekeeper

* Housekeeper Code

* Password

Create New Housekeeper

Parameter	Description
Housekeeper Code	Housekeeper codes can be used to update room status and bill Mini Bar usage. Note: The code should consist of at least 2 digits and should not exceed 18 digits. Only numbers can be entered.
Password	Enter the housekeeper's password. Note: The password should consist of at least two digits and should not exceed 64 digits. Only numbers can be entered

REFERENCES

The document below indicates which OPERA solution types are compatible with Grandstream IPPBXs outlined in the [\[SUPPORTED DEVICES\]](#) section.

<https://docs.oracle.com/en/industries/hospitality/ochti/interface.pdf>

SUPPORTED DEVICES

Device	Minimum Firmware Version
UCM6301	1.0.29.11
UCM6302	
UCM6304	
UCM6308	
UCM6300A	
UCM6302A	
UCM6304A	
UCM6308A	
CloudUCM	1.0.29.7