

The PMS Link application provides AvediaServer® compatibility with industry-standard Property Management Systems.

Usage

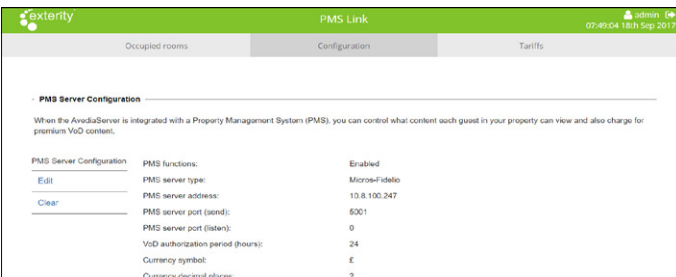
- Links ArtioGuest™ services to PMS systems
- Provides on-screen information customized to specific hotel guests
- Enables billing of Video on Demand content and hospitality services

PMS Compatibility

- ArtioGuest
 - Agilysys Visual One
 - Oracle OPERA (Formerly MICROS-Fidelio)
 - Oracle OPERA Cloud
 - Oracle Hospitality Cruise (Formerly Fidelio Cruise)
 - protel On-Premise
 - SAPI

Supported Protocols

- FIAS
- Otrum Global
- HTNG



Platforms

- AvediaPlayer Media Players
- Samsung SmartTV
- LG SmartTV
- Philips SmartTV
- Sony SmartTV

(Refer to <https://www.exterity.com/products/artioguest> for specific models)

PMS Configuration

- Configure PMS IP address and port
- Configure media players to link the name and location to PMS room information
- Configure tariffs and currency information

- Initiate PMS Database Swap
- Configure PMS Groups
- Choose to clear all guest data only, reboot the media player, or turn off the TV on guest checkout

Occupied Rooms

- Linking AvediaPlayer Media Players to the PMS means that occupancy status is indicated by a real-time room display

Tariff Control

- Create tariff information - with the charge displayed to the guest and the value code sent to PMS. Tariffs can be assigned to Video on Demand assets held on the AvediaServer

Guest Features

Basic Features

Welcome

- The guest name is displayed automatically on the ArtioGuest home page together with customizable text (for example, "Welcome John Smith")

Guest Bills and Checkout

- Guest bills and checkout facilities can be viewed using the ArtioGuest interface. The text seen by the guest can be customized and localized

Billing

- All PMS charges for a room can be viewed (for example, bar bill, room services or newspapers), as well as any Video on Demand (VoD) purchases

Advanced Features

Mailbox

- Messages created in the Mailbox app or instant message created in the Smart Control app can be sent to specific/all guests who can then view and retrieve the message using the ArtioGuest interface
- An indicator appears if a user has a message waiting Messages are retained until deleted, or on checkout (certain PMS only)

Excursions

- Displays available excursions on ArtioGuest portal enabling direct booking using PIN entry

Room Service

- Through ArtioGuest, hotel guests can see a grid of room service items grouped into categories with optional icons for each service
- Room service orders can be created, including itemized and total service costs
- Guests can view and track the progress of service requests

Hotel Services

- Hotel guests can order services such as laundry, taxi or baggage pickup through ArtioGuest
- Administrators can create customized forms offering services to guests
- The guest can see and track the progress of service requests

Pay TV Channel Support

- A hotel can set up specific TV channels as chargeable and set tariff rates linked to a PMS. Guests are prompted to confirm the charge and are allowed 24 hour access to the channel (or group of channels)

Availability

The PMS Link Software is included with AvediaServer m8365 and available as a purchase option with AvediaServer m7205 and m7305 software modules

ArtioGuest PMS support

Function	Agilysys Visual One	Oracle Hospitality Cruise	Oracle OPERA/ OPERA Cloud	protel On-Premise	SAPI
Welcome	✓	✓	✓	✓	✓
Guest Billing	✓	✓	✓	✓	✓
Guest Checkout			✓	✓	
Video on Demand Billing	✓	✓	✓	✓	
Mailbox ¹	✓	✓ ¹	✓ ¹	✓ ¹	✓ ¹
Content Filtering		✓ ²			✓ ²
Excursions		✓			
Room Service	✓	✓	✓	✓	
Hotel Services	✓	✓			
PayTV Channel Support					

¹ Cleared on checkout

² Age-based purchase/play restriction