

## PMS Interface Features & Supported PMS Platforms

Seamless Integration and Feature Overview for Hospitality Communication



### Property Management System (PMS) Interface Features



#### Guest Management & Check-In/Check-Out

**Guest Check-In:** This feature streamlines the check-in process by linking a guest's name to their room extension. The system automatically updates the room's status to "Checked In" (or "Occupied") in the PBX database, enabling voicemail and call restrictions according to hotel policies.

**Guest Check-Out:** During check-out, the system securely clears the guest's information from the room extension and automatically updates the room's status to "Checked Out." Call restrictions are applied to prevent unauthorized outbound calls from unoccupied rooms.

**Guest Profile Updates:** When a guest's information changes in the PMS, the ComXchange system updates the guest's name on the associated room extension to maintain accurate records and communication throughout the guest's stay.

**Room & Guest Changes:** Staff can easily manage changes to a guest's stay, including moving them to a new room or updating their assigned room. All associated data and settings are transferred automatically, ensuring a seamless experience for both the guest and the staff.

#### Room Status & Services

**Housekeeping & Room Status:** Housekeeping staff can instantly update a room's status (e.g., Clean, Dirty, Inspected) simply by dialing a code from the room phone. This real-time communication keeps the front desk and PMS updated, improving efficiency and guest readiness.

**VIP Identification:** If the VIP flag is enabled, the guest's Caller ID will prefix with "VIP-" on internal phone calls. This designation can trigger custom services or notifications, ensuring these guests receive the special attention they require.

**Wake-Up Calls:** Staff can schedule and manage automated wake-up calls from the PMS. For systems that do not support PMS-scheduled wake-up calls, ComXchange provides a convenient phone application for staff to set wake-up calls. The system logs call attempts and outcomes, allowing for clear oversight and smooth recovery if a call fails.

**Do Not Disturb (DND):** Guests can activate DND from their room, or staff can set it via the PMS. For PMS systems that do not support DND for guest extensions, ComXchange provides a phone application to manage DND settings.



## Communication & Messaging

**Voice Messaging & Notifications:** When a guest receives a voicemail, the system automatically sends a notification to their room, often by lighting a Message Waiting lamp on the phone. The PMS can track and display the number of new messages for each guest.

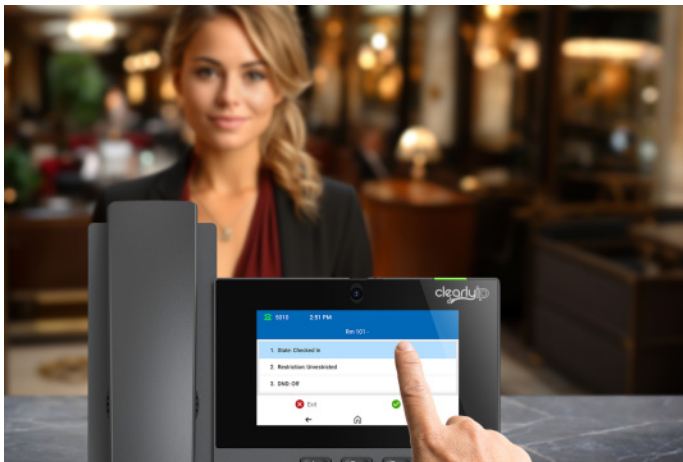
**Front Desk Messaging:** The PMS can send a text message notification to a guest's phone, alerting them to a message or item waiting at the front desk. This is a convenient and effective way to communicate important information to guests.



## Billing & Reporting

**Call Accounting:** The system tracks all outgoing calls made by guests, calculates the cost of each call based on duration and destination, and sends the data to the PMS to ensure all charges are correctly applied to the guest's bill.

**Class of Service (COS):** This feature allows you to define and manage different access levels for guest room extensions. You can restrict or permit specific call types, such as internal, room-to-room, or external calls, providing a customizable experience and helping to prevent misuse. The system automatically applies the correct COS during check-in and check-out.



## Database Synchronization

**Database Sync between PBX and PMS:** Guest information and room status are synchronized between the PBX and PMS. The PMS server is the primary data source, and data flows from the PMS during a database sync. This ensures consistency, eliminates manual entry, and keeps services and billing accurate.



## System Monitoring

**PBX/PMS Link Status:** The system provides real-time monitoring of the connection between the PBX and PMS. It displays the current status of the link, enabling staff to identify and troubleshoot communication issues quickly. ComXchange also displays a warning in the system and in the hotel dashboard if the interface is down. Resellers see the status when logging in. This proactive approach helps maintain continuous service availability and prevents disruptions to guest-facing operations.

# ComXchange Supported PMS Software

## PMS Providers for ComXchange PMS Integrations

- ✓ Amadeus (ComXchange FIAS)
- ✓ Agilysys
- ✓ Choice
- ✓ Choice Advantage
- ✓ Chorum
- ✓ Cloud Beds
- ✓ Fosse – Marriot
- ✓ FSPMS – Marriott Full Service
- ✓ InnQuest/Roommaster
- ✓ Infor HMS
- ✓ LightSpeed
- ✓ Maestro
- ✓ Megasys HMS
- ✓ Mews (Mews API)
- ✓ Hilton PMSs (OnQ & PEP)
- ✓ Opera: (ComXchange, ComXchange FIAS)
- ✓ Sky Touch
- ✓ Springer-Miller
- ✓ SynXis
- ✓ Visual Matrix

## ComXchange PMS Protocols



ComXchange



ComXchange FIAS



TigerTMS



Control Lodging FIAS



Mews API



Mitel



## ComXchange Integrates with TigerTMS for Additional PMS Integration

TigerTMS offers a suite of hospitality applications that provide hoteliers with seamless connectivity. Please visit <https://www.tigertms.com> for the most up to date list of integrations.

- ✓ Abacus 21
- ✓ AIDA.X
- ✓ Alacer
- ✓ Amadeus
- ✓ Apaleo APP
- ✓ Aremis
- ✓ ASA Hotel
- ✓ Asterio
- ✓ AUB
- ✓ Avalon
- ✓ Bedzzle
- ✓ Booking Experts
- ✓ Carahost
- ✓ Casablanca
- ✓ Champs
- ✓ Clarity
- ✓ Class One
- ✓ Clock+
- ✓ Cloudbeds
- ✓ Cloverleaf
- ✓ CLS
- ✓ Control (Lodging link)
- ✓ Delphina
- ✓ Emma (Radisson)
- ✓ Epitome
- ✓ ESP
- ✓ Fidelio Cruise
- ✓ FOLS FLINT (Accor)
- ✓ Fosse (Marriott)
- ✓ Full Service (Marriott)
- ✓ GEAC
- ✓ Galaxy Lightspeed
- ✓ GuestCentrix (CMS)
- ✓ Greensoft
- ✓ GuestCentrix (CMS)
- ✓ Guestpoint
- ✓ Guestpro
- ✓ Hart
- ✓ Hestia
- ✓ HIS
- ✓ Host
- ✓ HotelCube
- ✓ Hotel Executive (Avodata)
- ✓ Hotsoft (Hoist)
- ✓ Hotix
- ✓ HTNG Express
- ✓ IBS
- ✓ IDPMS (Brilliant)
- ✓ IDSNext
- ✓ IGS
- ✓ Infor (HMS)
- ✓ Jonas Club
- ✓ Jonas Chorum
- ✓ Kinetics
- ✓ LEAN
- ✓ LMS (Agilysys)
- ✓ Logix
- ✓ Maxxton
- ✓ Maestro
- ✓ Medallion (Sulcus)
- ✓ Mediacy
- ✓ Medialog
- ✓ Meditech
- ✓ Mews Hospitality Cloud
- ✓ Millennia
- ✓ MisterBooking
- ✓ MSI Solutions
- ✓ New Hotel
- ✓ Newbook
- ✓ Nuconga
- ✓ Octopus
- ✓ OFI
- ✓ OnQ (Hilton)
- ✓ Optima (Silverbyte)
- ✓ Oracle Hospitality Suite 8
- ✓ Oracle Hospitality OPERA
- ✓ Otalio
- ✓ Othello
- ✓ Passepartout
- ✓ PEP (Hilton)
- ✓ Prestige
- ✓ Prologic
- ✓ Protel
- ✓ Quohotel
- ✓ RedskyIT
- ✓ Resco (SMS)
- ✓ Resiplus
- ✓ Rezlynx Web (Guestline)
- ✓ Rezlynx Legacy (Guestline)
- ✓ RMS
- ✓ Room Key
- ✓ RoomMaster (InnQuest)
- ✓ Skyware
- ✓ Spectra
- ✓ Sandersons
- ✓ Shiji Enterprise
- ✓ Shipstar
- ✓ SiHot
- ✓ Suite 5/Hotel 5 (Ericsoft)
- ✓ Scrigno (GPDati)
- ✓ SynXis Property Hub (Sabre)
- ✓ SMS Host (Springer Miller)
- ✓ StayNTouch
- ✓ Successful Marine
- ✓ Techotel Picasso
- ✓ Theova UHS
- ✓ Unidata
- ✓ Visbook
- ✓ Visual One (Agilysys)
- ✓ Visual Matrix
- ✓ Welcome
- ✓ Webstorm
- ✓ WinHMS



## ComXchange Integrates with Control for Additional PMS Integration

Control is an interface integration company that integrates into many different hotel PMS systems that ComXchange has also integrated into. View Control's list of partners <https://controlhpd.com>

- ✓ APS-Above Property
- ✓ Agilysys
- ✓ AutoClerk
- ✓ BookingCenter
- ✓ Cenium A/S
- ✓ Chorum
- ✓ CIMSO-INNkeeper
- ✓ Execu/Tech Systems, Inc
- ✓ Fidelity PMS
- ✓ Guestline
- ✓ Hetello
- ✓ Hotelogix PMS
- ✓ iHotelligence
- ✓ Infinity
- ✓ InnRoad
- ✓ IQware
- ✓ Maestro
- ✓ Megasys
- ✓ Novexsys
- ✓ RezStream
- ✓ RMS
- ✓ RoomKeyPMS
- ✓ Sabre SynXis
- ✓ Skyware
- ✓ Stayntouch

📍 3255 W Highview Drive, Appleton, WI 54914 📞 +1 855 802 6465

Every effort has been made to ensure accuracy of this document. Due to ongoing improvements and revisions, Fourteen IP Group Ltd reserves the right to make changes without notice. All trademarks, service marks, trade names, trade dress, product names and logos are the property of their respective owners.

© Copyright 2025-2026 Fourteen IP Group Ltd All rights reserved.

**14IP**

14ip.com