METROPOLIS TECHNOLOGIES

ProfitWatch Hotel Call Accounting PMS Communication Protocol

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The most common PMS transmission method used by ProfitWatch is an RS-232 serial connection carrying Hobic records managed by the Ack/Nak protocol.

All Hobic records are essentially the same. Slight variations are outlined below:

HOBIC
=====
The sequence number always appears as 123W.
The dialed phone number is not hyphenated.
The identifier flag (L[local], F[oreign]) appears directly after the digits dialed.

HOBIC II
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The sequence number scrolls through 999 and then rolls over to 000.
The dialed phone number is hyphenated.
The identifier flag (L[local], F[oreign]) appears directly after the digits dialed.

HOBIC 2001
=========
The sequence number scrolls through 999 and then rolls over to 000.
The dialed phone number is hyphenated.
The identifier flag (L[local], F[oreign]) appears exactly 13 characters past the start of the dialed digits. If the digits dialed exceeds 13, the number will be truncated and the flag will still appear in the same position.

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|FORMATTING|
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HOBIC PMS Record Format
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sample:
<STX>123W AAA 04/27 138   19:50 0022 $000.50 9046185 L<ETX>i

01- <STX> Start Of Text
02-05 Sequence Number
06- Space Character
07-09 Hotel Identifier
10- Space
11-15 Date
16- Space
17-22 Extension (left justified)
23-27 Time (24-hour clock)
28- Space
29-32 Duration (in minutes)
33- Space
34-40 Price
41- Space
42-57 Number Dialed (left justified)
xx- After digits dialed, Call Type Identifier (L=Local, F=Foreign)
xx- <ETX> End Of Text
xx- Block Check Character (optional)

HOBIC II PMS Record Format
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sample:
<STX>001A HTL 04/01 300   09:14 0001 $000.50 860-5001 L<ETX>i

01- <STX> Start Of Text
02-05 Sequence Number
06- Space Character
07-09 Hotel Identifier
10- Space
11-15 Date
16- Space
17-22 Extension (left justified)
23-27 Time (24-hour clock)
28- Space
29-32 Duration (in minutes)
33- Space
34-40 Price
41- Space

42-57 Number Dialed (left justified)
xx- After digits dialed, Call Type Identifier (L=Local, F=Foreign)
xx- <ETX> End Of Text
xx- Block Check Character (optional)

HOBIC 2001 PMS Record Format
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sample:
<STX>002A HTL 04/27 611 19:59 0015 $000.50 371-4189 L<ETX>i

01- <STX> Start Of Text
02-05 Sequence Number
06- Space Character
07-09 Hotel Identifier
10- Space
11-15 Date
16- Space
17-22 Extension (left justified)
23-27 Time (24-hour clock)
28- Space
29-32 Duration (in minutes)
33- Space
34-40 Price
41- Space
42-54 Number Dialed (left justified)
55- After digits dialed, Call Type Identifier (L=Local, F=Foreign)
xx- <ETX> End Of Text
xx- Block Check Character (optional)

Ack/Nak Protocol
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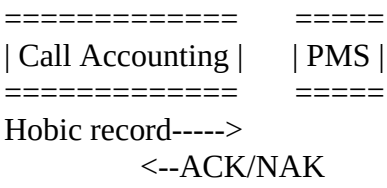
ProfitWatch sends a single record to the PMS and waits for the PMS to reply with a "Ack" (Ascii #6 decimal) character acknowledging receipt of record. If an Ack is received within 3 seconds, the record is determined to have been successfully delivered and the next queued record, if any, is transmitted. A "Nak" (Ascii #21 decimal) returned by the PMS signals that the transmission was not valid at which point ProfitWatch immediately retransmits the call record.



Transmission Speeds
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Default transmission speed is 1200,8,1,N

Any combination of the following values are allowed:

Baud: 300, 1200, 2400, 4800, 9600, 19200, 115200
Data Bits: 5,6,7,8
Stop Bits: 1,2
Parity: none, odd, even, mark, space

Other Delivery Mechanisms
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I.P. (Internet Protocol)
ProfitWatch also supports I.P. transmission of records to the PMS using the Ack/Nak protocol via a network connection.

File-based delivery
ProfitWatch also supports a file-based delivery mechanism whereby each Hobic record is written to a predefined directory. Deletion of the file by the PMS indicates a successful delivery.