
FIAS INTERFACE IMPLEMENTATION

CONNECTING FIAS INTERFACE TO THE PROPERTY MANAGEMENT SYSTEM

FIAS is short for Fidelio Interface Application Specification. It is often used as an interface to the front office system in the hotel industry. These systems provide all sorts of services necessary for the operation of a hotel, for instance check-in, check-out and billing.

A FIAS interface has been implemented in AlwinPro Hotel, which enables it to function like a middleware between the telephone system, the internet access controller and the TV server.

The AlwinPro Hotel FIAS implementation is working room oriented. The guest is identified by his / her extension in the room. The FIAS room number will be used as an extension in AlwinPro.

The connection between AlwinPro Hotel and the FIAS server is handled via TCP / IP. In AlwinPro basic settings, the IP address and port number of the server are adjustable.

AlwinPro provides the FIAS server, which offers the following functions:

- Check-in / check-out
- Basic data change
- Relocating
- Authorisation switch
- Order / release wake-up call
- Room status

AlwinPro notifies the FIAS Server in case of any of the following events:

- Answered wake-up call / busy / no answer
- Room status: clean / not clean
- Telephone conversations

The notifications are limited to the specific room, where a guest is checked-in. The functions are also partially PBX-dependent.

OVERVIEW

FIAS Interface

Micros Fidelio interface are practical standard for front-office systems in hotel environments. AlwinPro Hotel supports access to front-office systems via FIAS interface.

Function Description

- AlwinPro Hotel accepts the plant commands from the property management system, and transfers them to the PBX.
- The user action takes place on the property management system. AlwinPro Hotel is operating as middleware between the PBX, the internet access controller and the TV-Server.
- AlwinPro Hotel controls the check-in / check-out, wake-up calls and room status towards the PBX.
- AlwinPro Hotel shows the check-in/ check-out status of the PBX and offers corrections in the case of failure.

PBX Features*

- Check-in / -out
- Basic data change
- Relocating
- Authorisation switch
- Order / release wake-up call
- Room status

*The functions are PBX-dependent.

