



Hospitality Service Center V2.6

Application Notes – Philips CMND

Application Notes for Configuring Philips CMND&Check-in Interface with HSC Connect

Release date

August 2021

Abstract

These Application Notes describe the configuration steps required for Philips CMND&Check-in with HSC Connect.

Reference Configuration

Figure 1 illustrates the network topology used for testing. HSC Connect was configured to use following interfaces:

- Philips CMND – HTNG PMS Interface

The following main features are provided by HSC system:

- **Check-in/check-out with TV rights (room equipment status)**
All guest data is sent from the front office to HSC Connect when guests check in/out, then stored in the check-in file and transferred to Philips CMND. All data is reset at check-out.
- **Entry of guest name for identification**
The guest's name is also stored in the system on check-in and is displayed on room TV. The guest's name is deleted on checkout.
- **Folio information**
Folio refers to an invoice detailing the charges, credits and payments incurred or made by a room. A guest can see one's billing information on the room TV.
- **Do-not-disturb**
A guest or FO staff can request DND status for the room.
- **Message waiting**
Messages that arrive during a guest's absence can be signalled over the front office system by "setting" the Message Waiting information on the room TV.
- **Wakeup system**
If a guest or FO staff sets wakeup time, TV or hotel's staff acts to wake the guest.

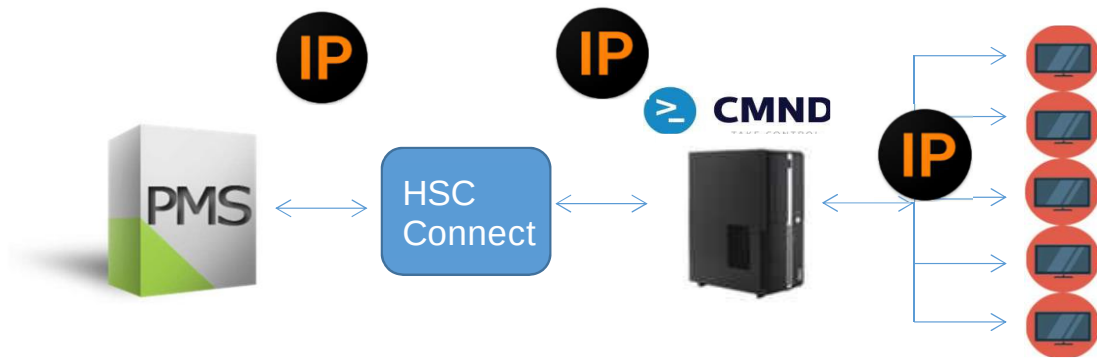


Figure 1: CMND&Check-in testing topology

Philips CMND Configuration

Configuration and verification operations on the Philips CMND server are performed using Web browser. The information provided in this section describes the configuration of the Philips CMND for HSC Connect Connectivity. It is implied a working system is already in place. For all other provisioning information such as initial installation and configuration, please refer to the respective product installation and administration documentation. The configuration operations described in this section can be summarized as follows:

- Install and configure Philips CMND.
- Install and connect room TVs with Philips CMND.
- Set up project and TV configuration.
- Change settings for PMS interface to enable communication.

Change settings for PMS interface to enable communication

1. Login as Administrator to the CMND portal
2. Navigate to Admin -> PMS
3. Configure PMS interface

PMS	☒ On
PMS Type	HTNG PMS
Kiosk Service URL	http://172.28.50.165:8270/hsc_htv/philipscmnd/FolioManagement?wsdl
Room Status Management Service URL	http://172.28.50.165:8270/hsc_htv/philipscmnd/RoomStatusManagement?wsdl
Guest Communications Service URL	http://172.28.50.165:8270/hsc_htv/philipscmnd/GuestCommunications?wsdl
Currency preference	Currency symbol
Bill Currency	€ EUR - Euro Member Countries
PMS Features:	
Auto Wake-up TV	On
Auto Switch-off TV	On
Guest Name	On
Guest Language	On
Messages	On
Bill on TV	Default Always ON
Express Checkout	Default Always ON
Do not Disturb	Default Always ON
Change Channel Package	Off
Change App Package	Off
PMS Connection Status:	
PMS Type	htngPMS
PMS Version	0.0.0
PMS Status	Ok

In the window that appears enter the following:

- **PMS** Choose ON
- **PMS Type** Choose HTNG PMS
- **Kiosk Service URL** Enter HSC server address followed by
/hsc_htv/philipscmnd/FolioManagement?wsdl
- **Room Status Management Service URL** Enter HSC server address followed by
/hsc_htv/philipscmnd/RoomStatusManagement?wsdl
- **Guest Communications Service URL** Enter HSC server address followed by
/hsc_htv/philipscmnd/GuestCommunications?wsdl
- **Auto Wake-up TV** Choose On (required for auto power on after check-in)
- **Auto Switch-off TV** Choose On (required for auto power off after check-out)
- **Guest Name** Choose On (required for Guest Name display)
- **Guest Language** Choose On (required for setting Guest Language on TV)
- **Messages** Choose On
- **Bill on TV** Choose Default

For other settings please consult CMND Administration documentation.

TV configuration

For CMND&Check-In to work the TV's need to contain a Room ID as all communication between the PMS system, HSC Connect, CMND and the TV's is based on the Room ID. If you have identical Room ID's the TV's will share the PMS information. So, when guest is checked-in they will see their name on both TV's. When reading messages, the status will be synced between the two TV's as well.

To enable CMND integration feature on the TV you will need to open the professional settings ("3 1 9 7 5 3 + mute" or "mute left right up down ok"). Then you navigate to features. Here you can all required settings.

To start the communication, meaning the polling on PMS level between the CMND server and the TV you must enable the following.

Professional settings -> Wireless and Networks -> Control TV over IP -> Webservices -> PMSService -> On

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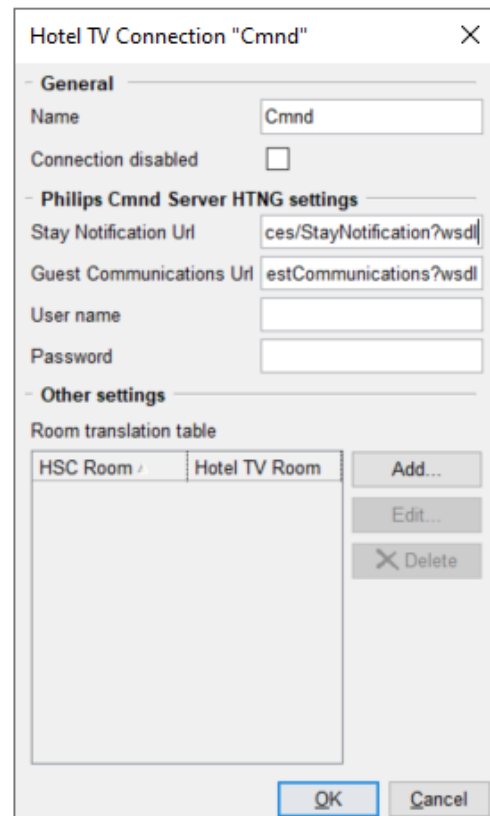
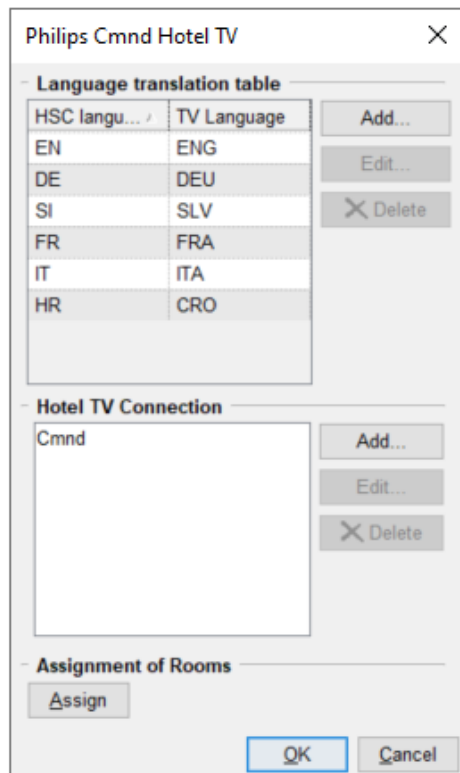
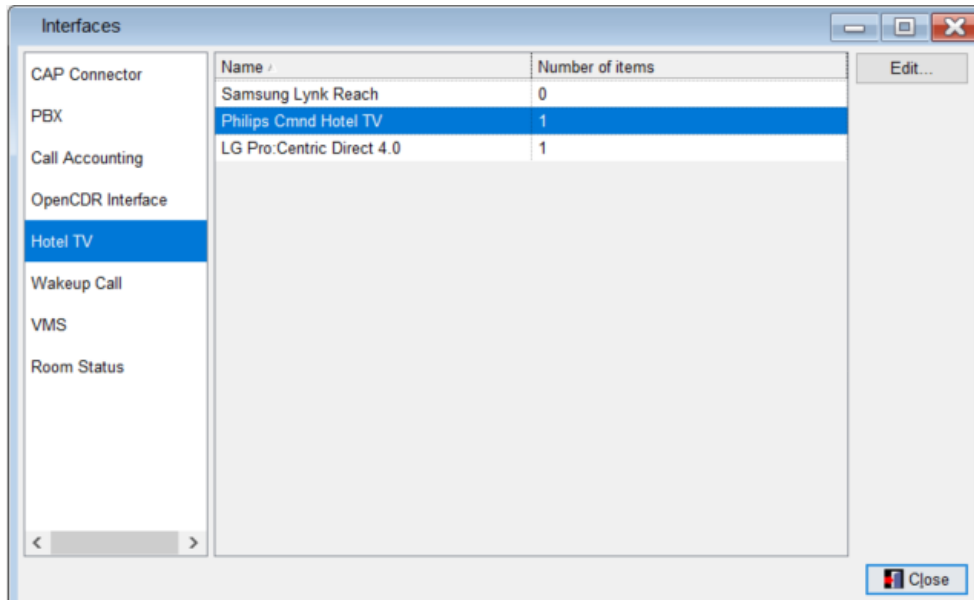
Clearing personal data

When CMND&Check-In is enabled on a TV the user data behaviour is also changed to accommodate for this. Meaning that instead of the personal information being cleared every time the TV goes to standby or powers on the user data is now cleared based on check-in/out events from the PMS.

HSC HOTEL TV Interface configuration

Launch HSC Maintenance (Administration)

Click on the HSC Maintenance Desktop icon. Log in to HSC Maintenance using the appropriate credentials. Select Administration -> Interfaces. In Interfaces Window Select HOTEL TV -> CMND -> Click Edit. In the popup window click on Add ...



In the window that appears enter the following:

- **Name** Enter the informative name
- **Stay Notification URL** URL or IP of the CMND server followed by
:8443/SmartInstall/services/StayNotification?wsdl
full example https://172.28.50.140:8443/SmartInstall/services/StayNotification?wsdl
- **Guest Communications URL** URL or IP of the CMND server followed by
:8443/SmartInstall/services/GuestCommunications?wsdl
full example https://172.28.50.140:8443/SmartInstall/services/GuestCommunications?wsdl
- **Username / Password** Optionally (if required) enter username and password

Room translation table is optional, it is only required when rooms and TVs are not using identical numeration (e.g., you can use this feature for rooms with multiple TVs).

Default Language translation table is already predefined, when required you can also add additional languages.

For other settings please consult HSC Service and Administration documentation.