

5.6

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PMS and Channel Managers Integration manual



DELÉGO SERVER Visualisation webserver

EK-DEL-SRV01 / EK-DEL-SRV01-M

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1 Introduction

1.1 Scope of this manual

This document contains all the information for the integration with 3rd party PMS (Property Management Systems) and CHANNEL MANAGERS for the automatic reservation of rooms, inside the guest room management of DELÉGO SERVER.

The present user manual is part of the suite of application manuals dedicated to the DELÉGO SERVER, available on the section dedicated to this product in the EKINEX website. Before reading this document, it is recommended to consult the following application manuals:

REF	DOCUMENT	DESCRIPTION
[D1]	DOCUMENTATION PLAN	Overview of the application manuals of DELÉGO SERVER
[D2]	GENERAL FUNCTIONS - APPLICATION USER MANUAL	General installation manual of the webserver
[D3]	ACCEDO - APPLICATION USER MANUAL	Configuration and usage of the guest room management

These documents are available for download in the area of the EKINEX website dedicated to the webserver.

1.2 Conventions

The following conventions are used in this manual:

[KEY]	The keyboard keys that the installer must press are shown in square brackets
<i>Courier</i>	Software messages generated by the DELÉGO SERVER configuration software are reported in the "courier" font
<i>Function name</i>	Names of buttons, table fields or other graphic elements of the user interface of the DELÉGO SERVER configuration software are shown in italics
	Information note
	Important note that requires particular attention

1.3 Safety information

DELÉGO SERVER is a product intended for trained and specialized personnel only; anyone who interacts with the device must first read this documentation, especially this safety information. This document supplements and does not replace any legislation or legal directives on safety.

The device has been developed following the safety regulations currently in force; however, it is not possible to exclude with certainty possible damage or interactions with other devices during its operation. The device complies with EMC guidelines and harmonized European standards; any modifications to the device may affect EMC compatibility.

The supply voltage must be strictly within the range indicated in the GENERAL FUNCTIONS application manual and on the device; risk of fire or explosion if powered outside this range. The CE declaration of conformity of the device can be requested from EKINEX®, at the references on the site www.ekinex-delego.com.



In compliance with Directive 2002/96/EC the DELÉGO SERVER electronic device must be disposed of in the appropriate facilities and not in the collection of solid urban waste.

1.4 Warnings

- This application manual is aimed at installers, system integrators and designers.
- The assembly, electrical connection, configuration and commissioning of the appliance can only be carried out by specialized personnel in compliance with the applicable technical standards and the laws in force in the respective countries
- Opening the appliance case causes the immediate interruption of the warranty period
- In the event of tampering, compliance with the essential requirements of the applicable directives for which the appliance has been certified is no longer guaranteed.
- EKINEX defective appliances must be returned to the manufacturer at the following address:
Ekinex S.p.A. Via Novara 37, 28010 Vaprio d'Agogna (NO)

1.5 Copyright

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This application manual, the DELÉGO SERVER software and the DELÉGO iOS and Android apps are subject to copyright; all rights are reserved. Copying, reproduction, translation and/or modification, even partial, are expressly prohibited unless approved in writing by EKINEX®.

1.6 Open Source Licenses

DELÉGO SERVER contains open source software, such as the Linux operating system and its kernel. These software components are subject to various open-source licenses, including:

- GNU General Public License (GPL), <https://www.gnu.org/licenses/gpl-2.0.html>
- GNU Lesser General Public License (LGPL), <https://www.gnu.org/licenses/lgpl-2.0.en.html>

If you own a product, for a period of 3 years from the last production date, you can request from EKINEX the source code of the software components licensed under the GNU General Public License (GPL) or the GNU Lesser General Public License (LGPL), and use, distribute and modify them in accordance with the respective licenses.

EKINEX cannot be considered responsible in any way for the source code thus distributed, which is provided without guarantees. EKINEX cannot also be held responsible for any damage or consequence resulting from modifications (additions / removals) made to this software by third parties, unless specifically authorized.

1.7 More information

- For further information on the product, you can contact EKINEX technical support® to the e-mail address: support@EKINEX.com or consult the website www.EKINEX.com
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2 PMS integration

2.1 Introduction

DELÉGO SERVER can be integrated with a PMS (Property Management System) in order to centralize all the access control functions in one UI. In this condition, DELÉGO SERVER will work “in background” without the need to interact with its own web pages or app.

The PMS integration requires a specific license voucher.

2.2 FIAS

DELÉGO SERVER is compatible with **Oracle® Micros® Opera™ Hotel Property Management System** through the **FIAS** (Fidelio Interface Application Specification) communication protocol. A FIAS SERVER matching the following compatibility requirements must be reachable by the DELÉGO SERVER, in order to establish a communication:

PMS	• Opera 5 (On-Premise / Hosted) • Opera Cloud • Fidelio Suite8
INTERFACE	Key Services System (Door Locking) family
VENDOR SYSTEM VERSION	1.10
CONNECTIVITY	TCP/IP

2.2.1 Supported operations and commands

The following operations from the PMS are supported:

BOOKING	Assignment of a guest to one or more room(s) in advance, before the start of the validity period
CHECK-IN	Immediate enabling of a guest for the access to one or more room(s)
MODIFY	Changing room(s) and validity periods of already existing guest
CHECK-OUT	Disabling of a guest and removal from the authorization list of the previously assigned room(s)

The following listed commands in the FIAS communication protocol are supported by DELÉGO SERVER:

COMMAND	FIELD	DESCRIPTION
KR - Key Request (booking, check-in)	KC	Key Coder (mandatory by FIAS protocol, but unused)
	WS	Workstation ID (mandatory by FIAS protocol, but unused)
	DA	Current date

	TI	Current time
	KT	Key Type. Can be N to create a new RFID Card, D to make a duplicate RFID Card for the given reservation number, if already existent.
	RN	Room Number
	SI	Additional rooms (Suite Info)
	GA	Guest Arrival Date
	GD	Guest Departure Date
	G#	Reservation Number
KD - Key Delete (check-out)	KC	Key Coder (mandatory by FIAS protocol, but unused)
	WS	Workstation ID (mandatory by FIAS protocol, but unused)
	DA	Current date
	TI	Current time
	RN	Room Number
	SI	Additional rooms (Suite Info)
	G#	Reservation Number
KM - Key Data Change (modify)	KC	Key Coder (mandatory by FIAS protocol, but unused)
	WS	Workstation ID (mandatory by FIAS protocol, but unused)
	DA	Current date
	TI	Current time
	RO	Old Room Number
	RN	Room Number
	UO	Old additional rooms (Suite Information of old room)
	SI	Additional rooms (Suite Info)
	GA	Guest Arrival Date
	GD	Guest Departure Date
	G#	Reservation Number

All the other eventually received commands/fields are ignored.

2.2.2 Configuration

In the DELÉGO SERVER menu navigate in the section

GUEST ROOM MANAGEMENT > PMS INTEGRATION

In this page, the following settings can be configured; some of the following information requires the EXPERT mode (🎓) to be visible (such fields are shown here between parenthesis):

GENERAL INFORMATION

FIAS SERVER IP ADDRESS	IP address of the FIAS server
FIAS SERVER PORT	Listening port of the FIAS server
ENABLE ENCRYPTED COMMUNICATION	When selected, the communication is encrypted.
(TLS CERTIFICATE)	Only if the "Enable encrypted communication" flag is set. If using encrypted connection, a TLS certificate is required. With this option the certificate generated by the PMS can be updated to the server.
(KEEP-ALIVE MESSAGE SENDING INTERVAL (sec))	Defines how many seconds will pass between a keep-alive message and another. It is suggested to keep the default value (60 seconds).
(OPERATION TIMEOUT TIME (sec))	Defines how many seconds the integration will consider the requested operation failed before sending a message error to the PMS. It is suggested to leave the default value (30 seconds).
(SEND CONFIRMATION MESSAGE IMMEDIATELY)	If the option is flagged, an OK message to the PMS will be sent right after the command has been received. Otherwise, a response will be sent only when the entire operation has been completed. It is suggested to keep the default value (not flagged).

(ENABLE LOG)	Enable debugging logs. Used by technical assistance.
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COMMUNICATION

EXECUTE AT STARTUP	Flag this checkbox in order to start the FIAS gateway with the webserver
EXECUTION STATE	Informs about the state of the FIAS gateway (stop or play)

Press the START button to enable and start a FIAS communication with the server.



In order for the integration to work properly, it is important that the NUMBER of the ROOM(s) configured in DELÉGO SERVER matches the number in the PMS. Please check this aspect before starting the communication with the PMS.

2.2.3 Usage

Once configured and enabled, the integration module will connect to the PMS software and wait for commands issued by it.

When the DELÉGO SERVER Access Control functionality is controlled by a PMS, only the RFID Cards can be used to access a Room. Other access methods (QR Code and PIN) are currently not supported.

Configure the DELÉGO SERVER and the RFID Card readers (ACCÉDO KEY, DICO, EKINEX KNX BADGE devices and third party devices) using the procedures described in the dedicated manual [D3].

When a command is received from the PMS:

- In case of a guest booking, check-in or a RFID card duplicate request, the webserver will wait for a RFID Card to be placed on one of the enabled RFID Card readers. After the RFID Card is enabled, it can be used by the guest to access the Room and Gates(s) during the permanence period.
- In case of a guest booking modification request, the RFID Card associated with the guest during the booking procedure will be modified accordingly (e.g., by changing the Room number of a guest from 2 to 3 will cause the RFID Card to be able to open Room 3, but not Room 2 anymore).
- In case of a check-out request or a booking deletion, all the RFID Cards associated with the guest will stop working for any door lock.

2.3 OTHER SUPPORTED PMS

The following PMS are actually supported with a dedicated middleware:

- 5 STELLE
- PROTEL
- PODCAMP

Contact the technical support for further information about the requirements and configuration.

3 Channel managers

3.1 Introduction

DELÉGO SERVER can be integrated with a CHANNEL MANAGER in order to manage the assignment of rooms - and the corresponding access permissions - automatically when a new reservation is done through an online service like BOOKING.COM, AIRBNB etc...

3.2 Channel manager integration dashboard

To access the platform <https://channelmanager.ekinex.com/>, you need an Ekinex account (<https://cloud.ekinex.com/account/>) — the same account used for DELÉGO Cloud services.

1. Click on "Sign In with Ekinex Cloud".
2. Enter your username and password.
3. Accept the account sharing request with the Channel Manager platform.
4. You will be successfully registered and logged in.

3.3 Smoobu

3.3.1 Introduction

Smoobu is a channel manager that allows you to connect listings from Booking.com, Airbnb, and many other platforms in order to centralize the management of reservations.



Smoobu does not replace the use of booking platforms themselves. Instead, it acts as a centralized hub to manage reservations coming from those platforms.

Therefore, a prerequisite for using this service is to have an active account on at least one booking platform, with at least one published listing.

How to Connect the Service:

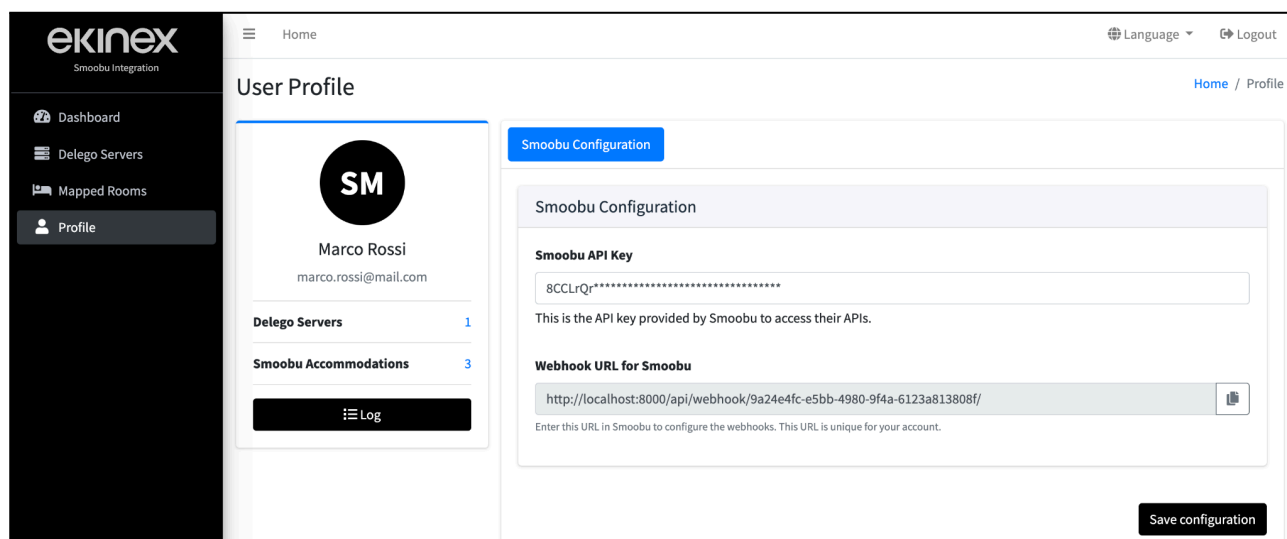
1. Have at least one published listing on a booking platform (e.g., Booking.com, Airbnb, etc.).
2. Register on the Smoobu platform at <https://www.smoobu.com>.
3. In Smoobu, go to Settings > Properties and add one accommodation for each physical property.
Note: If the same property is listed on multiple booking platforms, it should be added only once and then linked to all corresponding listings.
4. After adding the accommodation, click Edit to complete the property details if necessary.
5. In the Booking Portals section from the main menu, add each booking platform one by one.
6. For each platform type, a step-by-step guide and video tutorial will be available to assist with the connection.
7. Still within the Booking Portals section, link each external listing to the appropriate accommodation previously created.

3.3.2 Connecting with Smoobu

The platform <https://channelmanager.ekinex.com/> allows users to integrate Smoobu with Ekinex Smart Access systems.

How to Connect the Channel Manager Service with Smoobu:

1. Log in to your Smoobu account and navigate to Advanced > API Keys.
2. Copy the key shown in the API Key field (e.g., 8CCLrQrD*****).
3. Go to the Channel Manager platform and open Profile > Smoobu Configuration.
4. Paste the copied API key into the Smoobu API Key field and click Save Configuration.
5. In the same Smoobu Configuration section on the Channel Manager platform, copy the Webhook URL for Smoobu shown in the designated field.
6. Return to Smoobu, under Advanced > API Keys, find the Webhook URLs section.
7. Paste the copied URL into the field and click Save.



Once Smoobu has been configured, it is ready for synchronization. In the section

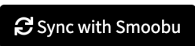
PROFILE > SMOOBU CONFIGURATION

It is possible to find the

SYNC WITH SMOOBU

button below the configuration fields.

By clicking this button, the list of accommodations retrieved from Smoobu will appear. These accommodations are now ready to be linked to the corresponding DELÉGO SERVER rooms.



Smoobu ID	Description	Status
2726763	Milano Suite	Not mapped
2753853	Formentera Suite	Not mapped
2754943	Formentera Deluxe	Not mapped
2765968	Milano Villa	Not mapped

3.3.3 Adding servers

To link a Smoobu accommodation to a DELÉGO Room, it is first necessary to add the corresponding DELÉGO SERVER where the room resides.

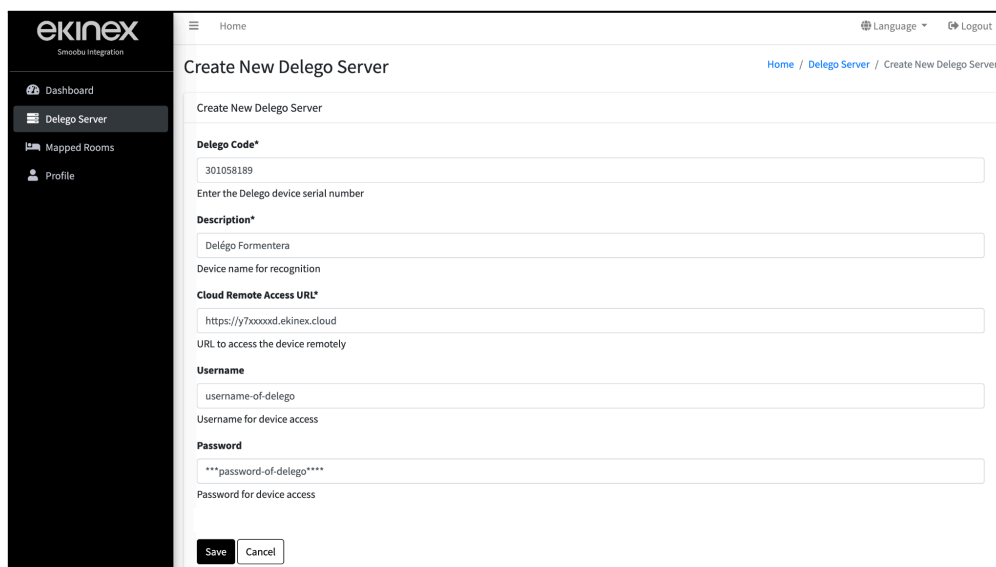
The Ekinex integration platform supports the addition of multiple DELÉGO servers, if needed.

Note: The DELÉGO servers must already be registered in the cloud in order to be reachable remotely.

However, it is not required for the DELÉGO server login account to be the same as the one used to access the integration platform.

To add a new DELÉGO server, follow these steps:

1. Log in to the Ekinex integration platform.
2. Navigate to the “Delego Server” menu and click on “Add Delego Server”.
3. Fill in the required fields:
 - a. Serial number of the server
 - b. A descriptive name
 - c. The cloud address, which can be found directly on the DELÉGO server under:
Configuration > Setup > Network
 - d. Username and password for accessing the DELÉGO server
4. Click SAVE to complete the registration.



The screenshot shows the 'Create New Delego Server' form in the Ekinex application. The form is located in the main content area, with a sidebar on the left containing navigation links: Dashboard, Delego Server, Mapped Rooms, and Profile. The form has a title 'Create New Delego Server' and a breadcrumb trail 'Home / Delego Server / Create New Delego Server'. The form contains the following fields:

- Delego Code***: A text input field with the placeholder '301058189' and the description 'Enter the Delego device serial number'.
- Description***: A text input field with the placeholder 'Delego Formentera' and the description 'Device name for recognition'.
- Cloud Remote Access URL***: A text input field with the placeholder 'https://y7xxxxxx.ekinex.cloud' and the description 'URL to access the device remotely'.
- Username**: A text input field with the placeholder 'username-of-delego' and the description 'Username for device access'.
- Password**: A text input field with the placeholder '***password-of-delego***' and the description 'Password for device access'.

At the bottom of the form, there are two buttons: 'Save' and 'Cancel'.

Once a DELÉGO server has been added, proceed as follows:

1. Click on *Details* for the desired DELÉGO server.
2. In the Delego Room section, click the *Sync Rooms* button at the top.
3. The system will automatically retrieve the list of rooms from the selected server, and the table below will be populated with the available rooms.

3.3.4 Mapping accommodations with rooms

There are two ways to map a Smoobu accommodation to a DELÉGO Room:

Option 1: From the Delégo Server Details Page

Within the details view of a DELÉGO server, scroll to the bottom where you'll find the Mapped Rooms section.

Click the Map Room button — the advantage of this method is that the corresponding DELÉGO server is already pre-selected.

Option 2: From the Main “Mapped Rooms” Section

From the sidebar menu, go to Mapped Rooms and click on Map Room.

In this case, you must manually select the DELÉGO server from the list of available servers.

To complete the mapping, fill in the following fields:

- Description: a custom label to help identify the link
- DELÉGO SERVER: the server containing the room
- Room: the room to be linked

- Smoobu Accommodation: the corresponding Smoobu property

Note: Each Smoobu accommodation can be linked to only one DELÉGO room, and each DELÉGO room can be linked to only one Smoobu accommodation across all servers.

The screenshot displays the Ekinex Delego Server interface. On the left is a dark sidebar with navigation links: Dashboard, Delego Server (selected), Mapped Rooms, and Profile. The main content area is titled 'Delego Server: Milano (BnB Segrate)'. It contains three main sections:

- Delego Server Information:** A form with fields for Delego Code (30105818), Description (Milano (BnB Segrate)), Cloud Remote Access URL (with a Link icon), Username (admin), Password (masked with dots), Status (Active), and Authentication (Username/Password configured). There are Edit and Delete buttons.
- Delego Room:** A table with columns Room ID, Description, and Status.

Room ID	Description	Status
740	Villa Catia	Mapped
783	Suite	Not mapped
- Mapped Rooms:** A table with columns Description, Delego Room, Smoobu Accommodation, and Actions.

Description	Delego Room	Smoobu Accommodation	Actions
Camera economy	Villa Catia (740)	Milano Villa (2765968)	Edit, Delete

3.3.5 Connections log

The integration platform includes a dedicated Log section designed for technical users.

This page allows detailed tracking of system activity and received bookings, helping to quickly identify and resolve any issues.

How to Access the Logs:

1. Navigate to the *Profile* section.
2. Click on *Log Details*.

Within the page, you can view a list of log entries, including timestamps and relevant actions.

Click the Show button next to each entry to display full details.

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Smoobu Integration

Dashboard

Delego Server

Mapped Rooms

Profile

Home

Language

Logout

Recent Activity

Activity logs

Date	Level	Message	Actions
08/07/2025, 15:11:14	INFO	Smoobu synchronization completed successfully - Created: 0, Updated: 4, Deleted: 0, Total: 4	Show

1

4. Revision history

The following table contains the most relevant changes in the software releases, concerning the topics of this application manual:

Release	Changes	Date
2.8.0	Added compatibility with 5STELLE, PROTEL, PODCAMP	15/04/2026
2.7.0	First revision of the document	01/09/2025



Before the software release 2.6 the application manuals of DELÉGO SERVER were organized differently. An exact correspondence with older versions of the manuals and the changelog could not be found for this reason.