

# SimplyVX - Integration to 3rd Party Systems

Property Management Systems (PMS), etc.

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# Certified Property Management Systems (PMS)

# Oracle - Micros/Opera

## Integration Requirements

Connectivity is achieved using IP communication to an on-site interface PC

## Inbound Functions from PMS

- Check-in / Check-out
- Guest names

## Outbound Functions to PMS

- Maid Status / Housekeeping Codes
- DND - Do Not Disturb
  - on and off
- Wake up call scheduling

# CloudBeds PMS System



## What is SimplyVX?

SimplyVX is an easy short name for a whole collection of complex services and applications that provide a cloud based communications system for hotels.

The simple explanation is it replaces the hotels on-site phone system (PBX) with one of the worlds most advanced cloud based communications systems available today.

The complete service will give you:

- PBX Functionality
- Telephone numbers for your hotel
- Telephone lines for inbound and outbound calling
- Call Accounting
- SMS messaging, inbound and outbound
- Voicemail
- WakeUp Calling
- and much, much more.

## Integration Functionality

When SimplyVX is integrated with CloudBeds, a hotel can take advantage of many features / functionality to help in the day to day operation of the hotel. The functionality available once integrated are:

- Check-In
  - Checking a guest into CloudBeds will active the phone in the room, set the guest name for caller ID and prepare the voicemail box
- Check-Out
  - When the guest is checked out, the room phone gets deactivated, caller ID name is reset and voicemail box is cleared out
- Guest Name
  - When the guest name record has changed in the PMS system, the telephone Caller ID will also change
- Do Not Disturb
  - Do Not Disturb can be set from the phone, SimplyVX Management Interface (SMI) or CloudBeds
- Housekeeping / Maid Status Codes
  - Housekeeping staff can go into a room and press a feature code on the phone that will set the status of the room to clean / dirty in the CloudBeds system
- Calling Account Charges Posted to Folio
  - When guest make calls using the hotel room phone, a charge will be calculated based on the hotels desired charges and then posted to the guests folio to be added to the final amount upon check-out.
- Guest and Reservation Records
  - Guest records and reservation records being imported into SimplyVX Management Interface (SMI) allows the hotel to create contact lists based on several criteria which can be used for mass SMS texts, as an example
  - As more features are implemented in the SimplyVX product, the guest / reservation records will be a central to the communications strategy with the hotel guest, present, past and future

# Requirements

In order to get CloudBeds and SimplyVX integrated, the requirements are as follows:

- Active CloudBeds account
- Think Simplicity's SimplyVX hardware and services installed at the hotel
- The appropriate permissions within the SimplyVX Management Interface

# How to Sign up

1. To initiate the setup, the property must contact Think Simplicity directly at [sales@thinksimplicity.com](mailto:sales@thinksimplicity.com) .  
The email should contain the following information:
  - Cloudbeds ID#
  - Hotel Name and Address
  - Contact Name and Phone number
2. Once Think Simplicity has been contacted, a sales rep will reach out to the property to gather the necessary information to provide the hotel with a quote
3. Upon approval of the quote, a project for the installation of the SimplyVX service will be initiated
4. Think Simplicity will work closely with the client throughout each phase of the project to collect the required property details and prepare for the onsite installation.
5. The installation will be scheduled once all the pertinent details have been collected.
6. Upon completion of the PBX installation, we are now ready to connect CloudBeds to the SimplyVX communications system

# Getting Connected

Once the SimplyVX communications solution has been installed, connecting to CloudBeds is very easy. Please follow the steps below:

1. Log into the SimplyVX Management Interface (SMI) at <https://simplyvx.thinksimplicity.com>

## 2. Once logged in, go to SimplyConnect --> API Clients

The screenshot displays the 'SIMPLYVX MANAGEMENT INTERFACE' for user 'Alexander Perovich' at 'z9997 - CloudBeds Hotel'. The interface includes a sidebar with navigation options: Home, SimplyChat, SimplyConnect (expanded), SimplyGuest, SimplyNotify, and SimplyPMS. Under 'SimplyConnect', the 'API Clients' option is selected. The main content area is titled 'SimplyConnect API Clients' and features a search bar, a table with columns 'Name', 'Description', 'Status', and 'Action', and a pagination control showing 'Total 0, items / page'. A green button labeled 'Start SimplyConnect Integration' is located in the top right corner of the main content area.

## 3. Click on 'Start SimplyConnect Integration'

This screenshot is identical to the previous one, but with a green arrow pointing from the right towards the 'Start SimplyConnect Integration' button, which is highlighted with a green rectangular box. The button is located in the top right corner of the 'SimplyConnect API Clients' section.

4. Click on the action icon to the right of the name 'CloudBeds'

SIMPLYVX MANAGEMENT INTERFACE      z9997 - CloudBeds Hotel      Site On   PMS On   Sync On   Sec On   Alexander I

HHVX Manager

- SimplyAnnounce +
- Home
- SimplyChat +
- SimplyConnect -
- API Clients
- Rooms
- API Vendors
- API Record Types
- Reservations
- Reservation Guests

SimplyConnect Vendor Integration List

NAME ✓	DESCRIPTION	INTEGRATION TYPE	ACTION
Skyware	Skyware Reservation Records	ota	
Oauth2 Sample	Sample 2nd Oauth Vendor	oauth	
CloudBeds	CloudBeds PMS	oauth	

25      « 1 »      Resu

5. Click on 'Click to Start Integration'

SIMPLYVX MANAGEMENT INTERFACE      z9997 - CloudBeds Hotel      Site On   PMS On   Sync On   Sec On

HHVX Manager

- SimplyAnnounce +
- Home
- SimplyChat +
- SimplyConnect +

Cloudbeds  
INTEGRATIONS

Click to Start Integration

2005 - 2023 © SimplyVX Management Interface by Think Simplicity



6. Click on 'Allow Access'



**Think Simplicity (partner #137)**  
wants to access your account

Allowing access will share

- ☒ **read:adjustment**  
Read adjustment information
- ☒ **read:rate**  
Read rate information
- ☒ **write:housekeeping**  
Write housekeeping information
- ☒ **write:item**  
Write item information
- ☒ **read:guest**  
Read guest information
- ☒ **read:taxesAndFees**  
Read taxes and fees information
- ☒ **read:housekeeping**  
Read housekeeping information
- ☒ **read:reservation**  
Read reservation information
- ☒ **write:guest**  
Write guest information
- ☒ **write:room**  
Write room information
- ☒ **read:item**  
Read item information
- ☒ **read:communication**  
Read communication information
- ☒ **read:user**  
Read user information
- ☒ **read:room**  
Read room information
- ☒ **read:customFields**  
Read custom fields information

7. If the connection was successful, you should see the CloudBeds interface listed as show below

The screenshot displays the 'SIMPLYVX MANAGEMENT INTERFACE' for user 'z9997 - CloudBeds Hotel'. The interface includes a sidebar with navigation options like 'HHVX Manager', 'SimplyAnnounce', 'Home', 'SimplyChat', 'SimplyConnect', 'API Clients', 'Rooms', 'API Vendors', 'API Record Types', 'Reservations', and 'Reservation Guests'. The main content area shows a green notification bar stating 'Integration Client created successfully'. Below this, the 'SimplyConnect API Clients' section features a table with one entry: 'CloudBeds' with a description of 'CloudBeds PMS' and a status of 'ACTIVE'. A search bar and a 'Start SimplyConnect Integration' button are also visible. The footer indicates '2005 - 2023 © SimplyVX Management Interface by Think Simplicity'.

If the connection was not successful, please contact Think Simplicity support.

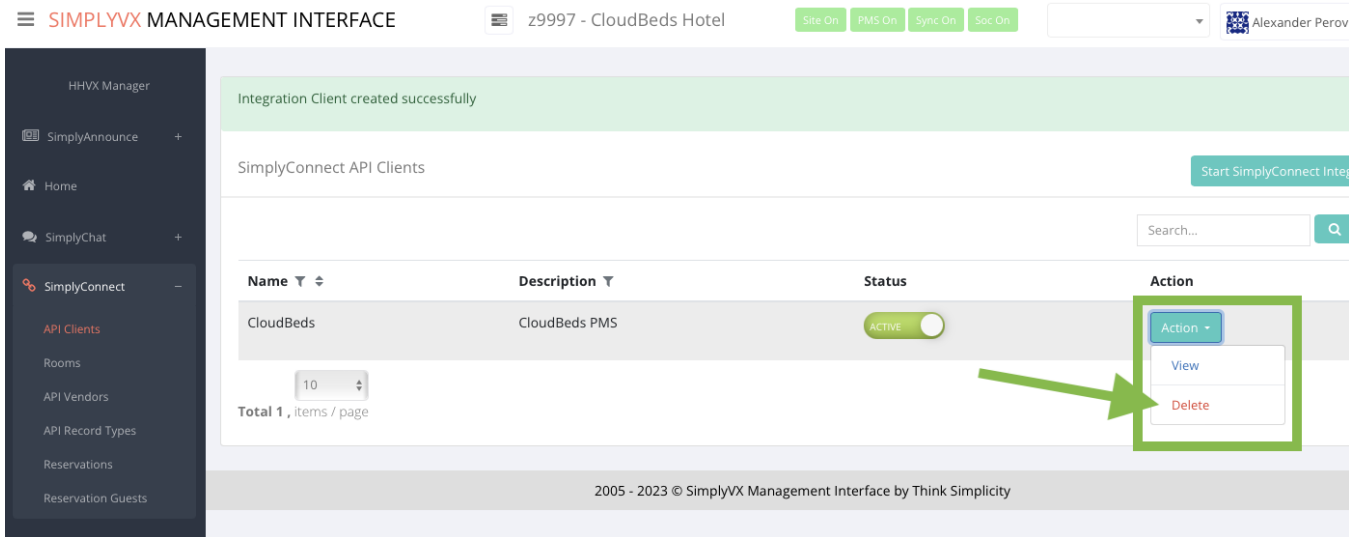
## Disconnecting from SimplyVX

Disconnecting SimplyVX from CloudBeds is a simple process that will remove all authentication mechanism between CloudBeds and SimplyVX.

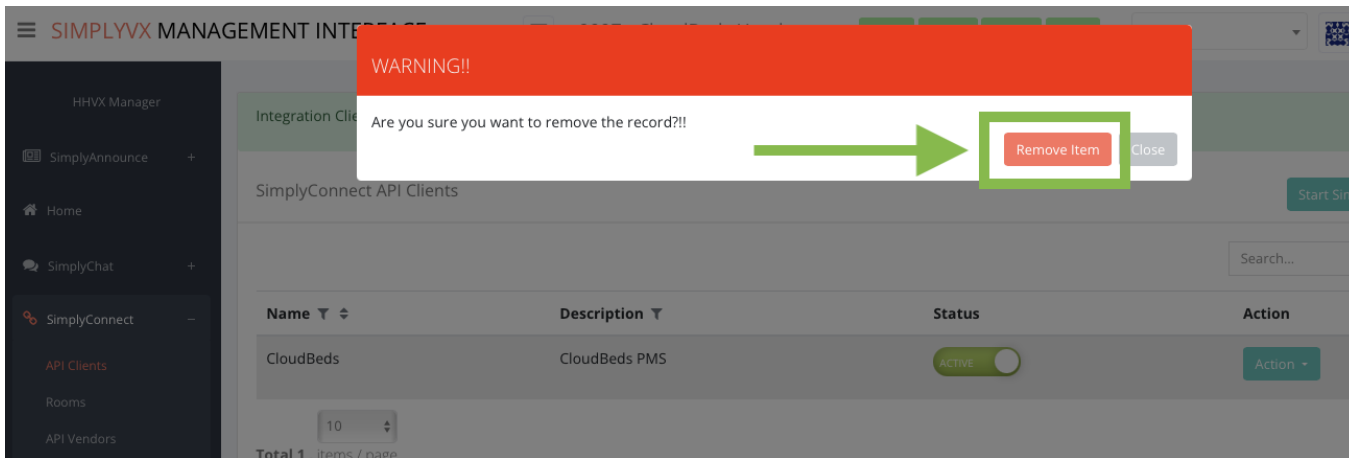
Please follow the steps below:

1. Log into the SimplyVX Management Interface (SMI) at <https://simplyvx.thinksimplicity.com>
2. Once logged in, go to SimplyConnect --> API Clients

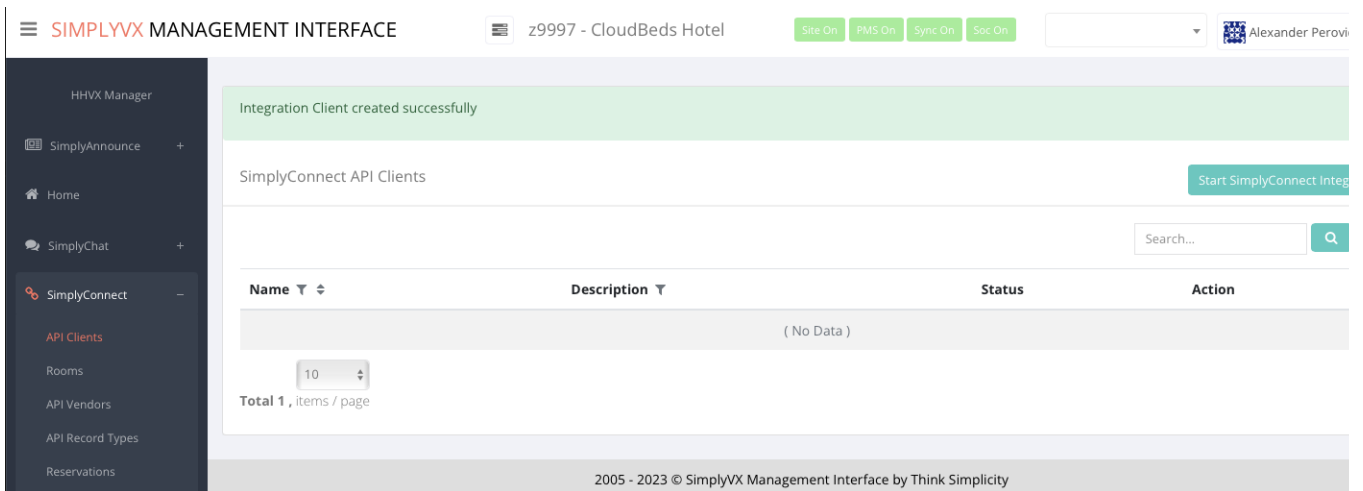
3. Click on the action button next to CloudBeds and select 'Delete' from the dropdown



4. A confirmation message will pop up then select 'Remove Item'



5. Once removed, CloudBeds will no longer be in the list of API Clients as show below



If for some reason, the removal was not successful, please contact Think Simplicity support for assistance.

# Getting Support

Support is what we do best. You are never alone when you have Think Simplicity in your corner. In the event you require assistance, there are many ways to get support:

- Email [support@thinksimplicity.com](mailto:support@thinksimplicity.com)
- Call 1-866-836-9198
- At the hotel using one of the SimplyVX front desk phones, click the button labeled "TelSupport"
- Within the SMI, go to SimplySupport --> Create

≡ COMMUNICATIONS WEB PORTAL

z9999 - Test Site B

HHVX Manager

Home

SimplyAnnounce +

SimplyChat +

SimplyConnect +

SimplyGuest +

SimplyNotify +

SimplyPMS +

SimplyRate +

SimplyReport +

SimplySupport -

List

Create

Hotel Training

Create New Support Request

Back

Title

Category

Contact Person

Contact Email

Contact Phone Number

Contact Person

Description

Submit

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# Contacting Sales

For any questions regarding our services, you can reach our sales department by calling 1-866-836-9198, emailing [sales@thinksimplicity.com](mailto:sales@thinksimplicity.com) or using our form at

<https://www.thinksimplicity.com/contact/>

# IQware PMS SystemPage

## IQware PMS System



## What is SimplyVX?

SimplyVX is an easy short name for a whole collection of complex services and applications that provide a cloud based communications system for hotels.

The simple explanation is it replaces the hotels on-site phone system (PBX) with one of the worlds most advanced cloud based communications systems available today.

The complete service will give you:

- PBX Functionality
- Telephone numbers for your hotel
- Telephone lines for inbound and outbound calling
- Call Accounting
- SMS messaging, inbound and outbound
- Voicemail
- WakeUp Calling
- and much, much more.

## Integration Functionality

When SimplyVX is integrated with IQware, a hotel can take advantage of many features / functionality to help in the day to day operation of the hotel. The functionality available once integrated are:

- Check-In
  - Checking a guest in will activate the phone in the room, set the guest name for caller ID and prepare the voicemail box
- Check-Out
  - When the guest is checked out, the room phone gets deactivated, caller ID name is reset and voicemail box is cleared out
- Guest Name
  - When the guest name record has changed in the PMS system, the telephone Caller ID will also change
- Do Not Disturb
  - Do Not Disturb can be set from the phone or SimplyVX Management Interface (SMI)
- Housekeeping / Maid Status Codes
  - Housekeeping staff can go into a room and press a feature code on the phone that will set the status of the room to clean / dirty in the
- Calling Account Charges Posted to Folio
  - When guest make calls using the hotel room phone, a charge will be calculated based on the hotels desired charges and then posted to the guests folio to be added to the final amount upon check-out.
- Guest and Reservation Records
  - Guest records and reservation records being imported into SimplyVX Management Interface (SMI) allows the hotel to create contact lists based on several criteria which can be used for mass SMS texts, as an example
  - As more features are implemented in the SimplyVX product, the guest / reservation records will be a central to the communications strategy with the hotel guest, present, past and future

# Requirements

In order to get IQware and SimplyVX integrated, the requirements are as follows:

- Active IQware account
- Think Simplicity's SimplyVX hardware and services installed at the hotel
- The appropriate permissions within the SimplyVX Management Interface

# How to Sign up

1. To initiate the setup, the property must contact Think Simplicity directly at [sales@thinksimplicity.com](mailto:sales@thinksimplicity.com) .  
The email should contain the following information:
  - IQware ID#
  - Hotel Name and Address
  - Contact Name and Phone number
2. Once Think Simplicity has been contacted, a sales rep will reach out to the property to gather the necessary information to provide the hotel with a quote
3. Upon approval of the quote, a project for the installation of the SimplyVX service will be initiated
4. Think Simplicity will work closely with the client throughout each phase of the project to collect the required property details and prepare for the onsite installation.
5. The installation will be scheduled once all the pertinent details have been collected.
6. Upon completion of the PBX installation, we are now ready to connect IQware to the SimplyVX communications system

# Getting Support

Support is what we do best. You are never alone when you have Think Simplicity in your corner. In the event you require assistance, there are many ways to get support:

- Email [support@thinksimplicity.com](mailto:support@thinksimplicity.com)
- Call 1-866-836-9198
- At the hotel using one of the SimplyVX front desk phones, click the button labeled "TelSupport"
- Within the SMI, go to SimplySupport --> Create



HHVX Manager

Home

SimplyAnnounce +

SimplyChat +

SimplyConnect +

SimplyGuest +

SimplyNotify +

SimplyPMS +

SimplyRate +

SimplyReport +

SimplySupport -

List

Create

Hotel Training

Create New Support Request

Back

Title

Category

Please Select

Contact Person

Contact Email

Email

Contact Phone Number

Contact Person

Contact Person

Description

Submit

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# Getting IQware Support

Support is what we do best. You are never alone when you have Think Simplicity in your corner. In the event you require assistance, there are many ways to get support:

- Login with your IQware account at <https://help.iqwareinc.com/>
- Call 1-877-698-5151
- Product information available at <https://iqwareinc.com/products/property-management-system/>

# Contacting Sales

For any questions regarding our services, you can reach our sales department by calling 1-866-836-9198, emailing [sales@thinksimplicity.com](mailto:sales@thinksimplicity.com) or using our form at <https://www.thinksimplicity.com/contact/>

# Stayntouch PMS SystemPage

## Stayntouch PMS System



## What is SimplyVX?

SimplyVX is an easy short name for a whole collection of complex services and applications that provide a cloud based communications system for hotels.

The simple explanation is it replaces the hotels on-site phone system (PBX) with one of the worlds most advanced cloud based communications systems available today.

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- PBX Functionality
- Telephone numbers for your hotel
- Telephone lines for inbound and outbound calling
- Call Accounting
- SMS messaging, inbound and outbound
- Voicemail
- WakeUp Calling
- and much, much more.

## Integration Functionality

When SimplyVX is integrated with Stayntouch, a hotel can take advantage of many features / functionality to help in the day to day operation of the hotel. The functionality available once integrated are:

- Check-In
  - Checking a guest in will active the phone in the room, set the guest name for caller ID and prepare the voicemail box
- Check-Out
  - When the guest is checked out, the room phone gets deactivated, caller ID name is reset and voicemail box is cleared out
- Guest Name
  - When the guest name record has changed in the PMS system, the telephone Caller ID will also change
- Do Not Disturb
  - Do Not Disturb can be set from the phone or SimplyVX Management Interface (SMI)
- Housekeeping / Maid Status Codes
  - Housekeeping staff can go into a room and press a feature code on the phone that will set the status of the room to clean / dirty in the
- Calling Account Charges Posted to Folio
  - When guest make calls using the hotel room phone, a charge will be calculated based on the hotels desired charges and then posted to the guests folio to be added to the final amount upon check-out.
- Guest and Reservation Records
  - Guest records and reservation records being imported into SimplyVX Management Interface (SMI) allows the hotel to create contact lists based on several criteria which can be used for mass SMS texts, as an example
  - As more features are implemented in the SimplyVX product, the guest / reservation records will be a central to the communications strategy with the hotel guest, present, past and future

# Requirements

In order to get Stayntouch and SimplyVX integrated, the requirements are as follows:

- Active Stayntouch account
- Think Simplicity's SimplyVX hardware and services installed at the hotel
- The appropriate permissions within the SimplyVX Management Interface

# How to Sign up

1. To initiate the setup, the property must contact Think Simplicity directly at [sales@thinksimplicity.com](mailto:sales@thinksimplicity.com) .  
The email should contain the following information:
  - Stayntouch ID#
  - Hotel Name and Address
  - Contact Name and Phone number
2. Once Think Simplicity has been contacted, a sales rep will reach out to the property to gather the necessary information to provide the hotel with a quote
3. Upon approval of the quote, a project for the installation of the SimplyVX service will be initiated
4. Think Simplicity will work closely with the client throughout each phase of the project to collect the required property details and prepare for the onsite installation.
5. The installation will be scheduled once all the pertinent details have been collected.
6. Upon completion of the PBX installation, we are now ready to connect Stayntouch to the SimplyVX communications system

# Getting Support

Support is what we do best. You are never alone when you have Think Simplicity in your corner. In the event you require assistance, there are many ways to get support:

- Email [support@thinksimplicity.com](mailto:support@thinksimplicity.com)
- Call 1-866-836-9198
- At the hotel using one of the SimplyVX front desk phones, click the button labeled "TelSupport"
- Within the SMI, go to SimplySupport --> Create

HHVX Manager

Home

SimplyAnnounce +

SimplyChat +

SimplyConnect +

SimplyGuest +

SimplyNotify +

SimplyPMS +

SimplyRate +

SimplyReport +

SimplySupport -

List

Create

Hotel Training

Create New Support Request

Back

Title

Category

Please Select

Contact Person

Contact Email

Email

Contact Phone Number

Contact Person

Contact Person

Description

Submit

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# Getting Stayntouch Support

Support is what we do best. You are never alone when you have Think Simplicity in your corner. In the event you require assistance, there are many ways to get support:

- Login with your Stayntouch account at <https://stayntouch.freshdesk.com/support/login>
- Call **1-301-358-1356**
- Product information available at <https://stayntouch.freshdesk.com/support/home>

# Contacting Sales

For any questions regarding our services, you can reach our sales department by calling 1-866-836-9198, emailing [sales@thinksimplicity.com](mailto:sales@thinksimplicity.com) or using our form at <https://www.thinksimplicity.com/contact/>

# On Q PMS SystemPage

## On Q PMS System



## What is SimplyVX?

SimplyVX is an easy short name for a whole collection of complex services and applications that provide a cloud based communications system for hotels.

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The complete service will give you:

- PBX Functionality
- Telephone numbers for your hotel
- Telephone lines for inbound and outbound calling
- Call Accounting
- SMS messaging, inbound and outbound
- Voicemail
- WakeUp Calling
- and much, much more.



# Integration Functionality

When SimplyVX is integrated with On Q, a hotel can take advantage of many features / functionality to help in the day to day operation of the hotel. The functionality available once integrated are:

- Check-In
  - Checking a guest in will active the phone in the room, set the guest name for caller ID and prepare the voicemail box
- Check-Out
  - When the guest is checked out, the room phone gets deactivated, caller ID name is reset and voicemail box is cleared out
- Guest Name
  - When the guest name record has changed in the PMS system, the telephone Caller ID will also change
- Do Not Disturb
  - Do Not Disturb can be set from the phone or SimplyVX Management Interface (SMI)
- Housekeeping / Maid Status Codes
  - Housekeeping staff can go into a room and press a feature code on the phone that will set the status of the room to clean / dirty in the
- Calling Account Charges Posted to Folio
  - When guest make calls using the hotel room phone, a charge will be calculated based on the hotels desired charges and then posted to the guests folio to be added to the final amount upon check-out.
- Guest and Reservation Records
  - Guest records and reservation records being imported into SimplyVX Management Interface (SMI) allows the hotel to create contact lists based on several criteria which can be used for mass SMS texts, as an example
  - As more features are implemented in the SimplyVX product, the guest / reservation records will be a central to the communications strategy with the hotel guest, present, past and future

# Requirements

In order to get On Q and SimplyVX integrated, the requirements are as follows:

- Active On Q account

- Think Simplicity's SimplyVX hardware and services installed at the hotel
- The appropriate permissions within the SimplyVX Management Interface

# How to Sign up

1. To initiate the setup, the property must contact Think Simplicity directly at [sales@thinksimplicity.com](mailto:sales@thinksimplicity.com) .  
The email should contain the following information:
  - On Q ID#
  - Hotel Name and Address
  - Contact Name and Phone number
2. Once Think Simplicity has been contacted, a sales rep will reach out to the property to gather the necessary information to provide the hotel with a quote
3. Upon approval of the quote, a project for the installation of the SimplyVX service will be initiated
4. Think Simplicity will work closely with the client throughout each phase of the project to collect the required property details and prepare for the onsite installation.
5. The installation will be scheduled once all the pertinent details have been collected.
6. Upon completion of the PBX installation, we are now ready to connect On Q to the SimplyVX communications system

# Getting Support

Support is what we do best. You are never alone when you have Think Simplicity in your corner. In the event you require assistance, there are many ways to get support:

- Email [support@thinksimplicity.com](mailto:support@thinksimplicity.com)
- Call 1-866-836-9198

- At the hotel using one of the SimplyVX front desk phones, click the button labeled "TelSupport"
- Within the SMI, go to SimplySupport --> Create

COMMUNICATIONS WEB PORTAL z9999 - Test Site B

HHVX Manager

Home

SimplyAnnounce +

SimplyChat +

SimplyConnect +

SimplyGuest +

SimplyNotify +

SimplyPMS +

SimplyRate +

SimplyReport +

SimplySupport -

List

Create

Hotel Training

Create New Support Request

Back

Title

Category

Contact Person

Contact Email

Contact Phone Number

Contact Person

Description

Submit

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## Getting On Q Support

Support is what we do best. You are never alone when you have Think Simplicity in your corner. In the event you require assistance, there are many ways to get support:

- Contact On Q support at <https://www.onqpm.com/contact-us/> or email [support@onqpm.com](mailto:support@onqpm.com)
- Call **480-696-6716**
- On Q login and support videos at <https://www.onqpm.com/owner-portals/>

# Contacting Sales

For any questions regarding our services, you can reach our sales department by calling 1-866-836-9198, emailing [sales@thinksimplicity.com](mailto:sales@thinksimplicity.com) or using our form at

<https://www.thinksimplicity.com/contact/>

# Skyware PMS SystemPage

## Skyware PMS System



## What is SimplyVX?

SimplyVX is an easy short name for a whole collection of complex services and applications that provide a cloud based communications system for hotels.

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The complete service will give you:

- PBX Functionality
- Telephone numbers for your hotel
- Telephone lines for inbound and outbound calling
- Call Accounting
- SMS messaging, inbound and outbound
- Voicemail
- WakeUp Calling
- and much, much more.

# Integration Functionality

When SimplyVX is integrated with Skyware, a hotel can take advantage of many features / functionality to help in the day to day operation of the hotel. The functionality available once integrated are:

- Check-In
  - Checking a guest in will active the phone in the room, set the guest name for caller ID and prepare the voicemail box
- Check-Out
  - When the guest is checked out, the room phone gets deactivated, caller ID name is reset and voicemail box is cleared out
- Guest Name
  - When the guest name record has changed in the PMS system, the telephone Caller ID will also change
- Do Not Disturb
  - Do Not Disturb can be set from the phone or SimplyVX Management Interface (SMI)
- Housekeeping / Maid Status Codes
  - Housekeeping staff can go into a room and press a feature code on the phone that will set the status of the room to clean / dirty in the
- Calling Account Charges Posted to Folio
  - When guest make calls using the hotel room phone, a charge will be calculated based on the hotels desired charges and then posted to the guests folio to be added to the final amount upon check-out.
- Guest and Reservation Records
  - Guest records and reservation records being imported into SimplyVX Management Interface (SMI) allows the hotel to create contact lists based on several criteria which can be used for mass SMS texts, as an example
  - As more features are implemented in the SimplyVX product, the guest / reservation records will be a central to the communications strategy with the hotel guest, present, past and future

# Requirements

In order to get Skyware and SimplyVX integrated, the requirements are as follows:

- Active Skyware account

- Think Simplicity's SimplyVX hardware and services installed at the hotel
- The appropriate permissions within the SimplyVX Management Interface

# How to Sign up

1. To initiate the setup, the property must contact Think Simplicity directly at [sales@thinksimplicity.com](mailto:sales@thinksimplicity.com) .  
The email should contain the following information:
  - Skyware ID#
  - Hotel Name and Address
  - Contact Name and Phone number
2. Once Think Simplicity has been contacted, a sales rep will reach out to the property to gather the necessary information to provide the hotel with a quote
3. Upon approval of the quote, a project for the installation of the SimplyVX service will be initiated
4. Think Simplicity will work closely with the client throughout each phase of the project to collect the required property details and prepare for the onsite installation.
5. The installation will be scheduled once all the pertinent details have been collected.
6. Upon completion of the PBX installation, we are now ready to connect Skyware to the SimplyVX communications system

# Getting Support

Support is what we do best. You are never alone when you have Think Simplicity in your corner. In the event you require assistance, there are many ways to get support:

- Email [support@thinksimplicity.com](mailto:support@thinksimplicity.com)
- Call 1-866-836-9198

- At the hotel using one of the SimplyVX front desk phones, click the button labeled "TelSupport"
- Within the SMI, go to SimplySupport --> Create

COMMUNICATIONS WEB PORTAL

z9999 - Test Site B

HHVX Manager

Home

SimplyAnnounce

SimplyChat

SimplyConnect

SimplyGuest

SimplyNotify

SimplyPMS

SimplyRate

SimplyReport

SimplySupport

List

Create

Hotel Training

Create New Support Request

Back

Title

Title

Category

Please Select

Contact Person

Contact Person

Contact Email

Email

Contact Phone Number

Contact Phone

Contact Person

Contact Person

Description

Description

Submit

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# Getting Skyware Support

Support is what we do best. You are never alone when you have Think Simplicity in your corner. In the event you require assistance, there are many ways to get support:

- Login with your IQware account at <https://skywaresystems.com/about/support/>
- Call 1-877-759-9329 or email [support@SkywareSystems.com](mailto:support@SkywareSystems.com)
- Product information available at <https://iqwareinc.com/products/property-management-system/>



# Contacting Sales

For any questions regarding our services, you can reach our sales department by calling 1-866-836-9198, emailing [sales@thinksimplicity.com](mailto:sales@thinksimplicity.com) or using our form at

<https://www.thinksimplicity.com/contact/>

# Maestro PMS SystemPage

## Maestro PMS System



## What is SimplyVX?

SimplyVX is an easy short name for a whole collection of complex services and applications that provide a cloud based communications system for hotels.

The simple explanation is it replaces the hotels on-site phone system (PBX) with one of the worlds most advanced cloud based communications systems available today.

The complete service will give you:

- PBX Functionality
- Telephone numbers for your hotel
- Telephone lines for inbound and outbound calling
- Call Accounting
- SMS messaging, inbound and outbound
- Voicemail
- WakeUp Calling
- and much, much more.

## Integration Functionality

When SimplyVX is integrated with Maestro, a hotel can take advantage of many features / functionality to help in the day to day operation of the hotel. The functionality available once integrated are:

- Check-In
  - Checking a guest in will activate the phone in the room, set the guest name for caller ID and prepare the voicemail box
- Check-Out
  - When the guest is checked out, the room phone gets deactivated, caller ID name is reset and voicemail box is cleared out
- Guest Name
  - When the guest name record has changed in the PMS system, the telephone Caller ID will also change
- Do Not Disturb
  - Do Not Disturb can be set from the phone or SimplyVX Management Interface (SMI)
- Housekeeping / Maid Status Codes
  - Housekeeping staff can go into a room and press a feature code on the phone that will set the status of the room to clean / dirty in the
- Calling Account Charges Posted to Folio
  - When guest make calls using the hotel room phone, a charge will be calculated based on the hotels desired charges and then posted to the guests folio to be added to the final amount upon check-out.
- Guest and Reservation Records
  - Guest records and reservation records being imported into SimplyVX Management Interface (SMI) allows the hotel to create contact lists based on several criteria which can be used for mass SMS texts, as an example
  - As more features are implemented in the SimplyVX product, the guest / reservation records will be a central to the communications strategy with the hotel guest, present, past and future

# Requirements

In order to get Maestro and SimplyVX integrated, the requirements are as follows:

- Active Maestro account
- Think Simplicity's SimplyVX hardware and services installed at the hotel
- The appropriate permissions within the SimplyVX Management Interface

# How to Sign up

1. To initiate the setup, the property must contact Think Simplicity directly at [sales@thinksimplicity.com](mailto:sales@thinksimplicity.com) .  
The email should contain the following information:
  - Maestro ID#
  - Hotel Name and Address
  - Contact Name and Phone number
2. Once Think Simplicity has been contacted, a sales rep will reach out to the property to gather the necessary information to provide the hotel with a quote
3. Upon approval of the quote, a project for the installation of the SimplyVX service will be initiated
4. Think Simplicity will work closely with the client throughout each phase of the project to collect the required property details and prepare for the onsite installation.
5. The installation will be scheduled once all the pertinent details have been collected.
6. Upon completion of the PBX installation, we are now ready to connect Maestro to the SimplyVX communications system

# Getting Support

Support is what we do best. You are never alone when you have Think Simplicity in your corner. In the event you require assistance, there are many ways to get support:

- Email [support@thinksimplicity.com](mailto:support@thinksimplicity.com)
- Call 1-866-836-9198
- At the hotel using one of the SimplyVX front desk phones, click the button labeled "TelSupport"
- Within the SMI, go to SimplySupport --> Create

HHVX Manager

Home

SimplyAnnounce +

SimplyChat +

SimplyConnect +

SimplyGuest +

SimplyNotify +

SimplyPMS +

SimplyRate +

SimplyReport +

**SimplySupport** -

List

**Create**

Hotel Training

Create New Support Request

Back

Title

Category

Contact Person

Contact Email

Contact Phone Number

Contact Person

Description

Submit

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# Getting Maestro Support

Support is what we do best. You are never alone when you have Think Simplicity in your corner. In the event you require assistance, there are many ways to get support:

- Login with your Maestro account at <http://www.elearning.maestropms.com/>
- Call 1-905-940-1924
- Product information available at <https://maestropms.com/hotel-pms-property-management-software-systems.html>

# Contacting Sales

For any questions regarding our services, you can reach our sales department by calling 1-866-836-9198, emailing [sales@thinksimplicity.com](mailto:sales@thinksimplicity.com) or using our form at <https://www.thinksimplicity.com/contact/>

# Choice Advantage PMS SystemPage

## IQware PMS System



## What is SimplyVX?

SimplyVX is an easy short name for a whole collection of complex services and applications that provide a cloud based communications system for hotels.

The simple explanation is it replaces the hotels on-site phone system (PBX) with one of the worlds most advanced cloud based communications systems available today.

The complete service will give you:

- PBX Functionality
- Telephone numbers for your hotel
- Telephone lines for inbound and outbound calling
- Call Accounting
- SMS messaging, inbound and outbound
- Voicemail
- WakeUp Calling
- and much, much more.

# Integration Functionality

When SimplyVX is integrated with Choice Advantage, a hotel can take advantage of many features / functionality to help in the day to day operation of the hotel. The functionality available once integrated are:

- Check-In
  - Checking a guest in will active the phone in the room, set the guest name for caller ID and prepare the voicemail box
- Check-Out
  - When the guest is checked out, the room phone gets deactivated, caller ID name is reset and voicemail box is cleared out
- Guest Name
  - When the guest name record has changed in the PMS system, the telephone Caller ID will also change
- Do Not Disturb
  - Do Not Disturb can be set from the phone or SimplyVX Management Interface (SMI)
- Housekeeping / Maid Status Codes
  - Housekeeping staff can go into a room and press a feature code on the phone that will set the status of the room to clean / dirty in the
- Calling Account Charges Posted to Folio
  - When guest make calls using the hotel room phone, a charge will be calculated based on the hotels desired charges and then posted to the guests folio to be added to the final amount upon check-out.
- Guest and Reservation Records
  - Guest records and reservation records being imported into SimplyVX Management Interface (SMI) allows the hotel to create contact lists based on several criteria which can be used for mass SMS texts, as an example
  - As more features are implemented in the SimplyVX product, the guest / reservation records will be a central to the communications strategy with the hotel guest, present, past and future

# Requirements

In order to get Choice Advantage and SimplyVX integrated, the requirements are as follows:

- Active Choice Advantage account



- Think Simplicity's SimplyVX hardware and services installed at the hotel
- The appropriate permissions within the SimplyVX Management Interface

# How to Sign up

1. To initiate the setup, the property must contact Think Simplicity directly at [sales@thinksimplicity.com](mailto:sales@thinksimplicity.com) .  
The email should contain the following information:
  - Choice Advantage ID#
  - Hotel Name and Address
  - Contact Name and Phone number
2. Once Think Simplicity has been contacted, a sales rep will reach out to the property to gather the necessary information to provide the hotel with a quote
3. Upon approval of the quote, a project for the installation of the SimplyVX service will be initiated
4. Think Simplicity will work closely with the client throughout each phase of the project to collect the required property details and prepare for the onsite installation.
5. The installation will be scheduled once all the pertinent details have been collected.
6. Upon completion of the PBX installation, we are now ready to connect Choice Advantage to the SimplyVX communications system

# Getting Support

Support is what we do best. You are never alone when you have Think Simplicity in your corner. In the event you require assistance, there are many ways to get support:

- Email [support@thinksimplicity.com](mailto:support@thinksimplicity.com)
- Call 1-866-836-9198

- At the hotel using one of the SimplyVX front desk phones, click the button labeled "TelSupport"
- Within the SMI, go to SimplySupport --> Create

COMMUNICATIONS WEB PORTAL
z9999 - Test Site B

HHVX Manager

- Home
- SimplyAnnounce
- SimplyChat
- SimplyConnect
- SimplyGuest
- SimplyNotify
- SimplyPMS
- SimplyRate
- SimplyReport
- SimplySupport
  - List
  - Create
  - Hotel Training

Create New Support Request

Title
Category
Please Select

Contact Person
Contact Email

Contact Phone Number

Contact Person

Description

Back
Submit

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# Getting Choice Advantage Support

Support is what we do best. You are never alone when you have Think Simplicity in your corner. In the event you require assistance, there are many ways to get support:

- Login with your Choice Advantage account at [https://www.choiceadvantage.com/choicehotels/sign\\_in.jsp](https://www.choiceadvantage.com/choicehotels/sign_in.jsp)
- Call 1-800-300-8800
- Product information available at <https://www.choiceadvantage.com/index.html>

# Contacting Sales

For any questions regarding our services, you can reach our sales department by calling 1-866-836-9198, emailing [sales@thinksimplicity.com](mailto:sales@thinksimplicity.com) or using our form at

<https://www.thinksimplicity.com/contact/>

# Oracle OPERA PMS SystemPage

## Oracle OPERA PMS System



## What is SimplyVX?

SimplyVX is an easy short name for a whole collection of complex services and applications that provide a cloud based communications system for hotels.

The simple explanation is it replaces the hotels on-site phone system (PBX) with one of the worlds most advanced cloud based communications systems available today.

The complete service will give you:

- PBX Functionality
- Telephone numbers for your hotel
- Telephone lines for inbound and outbound calling
- Call Accounting
- SMS messaging, inbound and outbound
- Voicemail
- WakeUp Calling
- and much, much more.

# Integration Functionality

When SimplyVX is integrated with Oracle OPERA, a hotel can take advantage of many features / functionality to help in the day to day operation of the hotel. The functionality available once integrated are:

- Check-In
  - Checking a guest in will active the phone in the room, set the guest name for caller ID and prepare the voicemail box
- Check-Out
  - When the guest is checked out, the room phone gets deactivated, caller ID name is reset and voicemail box is cleared out
- Guest Name
  - When the guest name record has changed in the PMS system, the telephone Caller ID will also change
- Do Not Disturb
  - Do Not Disturb can be set from the phone or SimplyVX Management Interface (SMI)
- Housekeeping / Maid Status Codes
  - Housekeeping staff can go into a room and press a feature code on the phone that will set the status of the room to clean / dirty in the
- Calling Account Charges Posted to Folio
  - When guest make calls using the hotel room phone, a charge will be calculated based on the hotels desired charges and then posted to the guests folio to be added to the final amount upon check-out.
- Guest and Reservation Records
  - Guest records and reservation records being imported into SimplyVX Management Interface (SMI) allows the hotel to create contact lists based on several criteria which can be used for mass SMS texts, as an example
  - As more features are implemented in the SimplyVX product, the guest / reservation records will be a central to the communications strategy with the hotel guest, present, past and future

# Requirements

In order to get Oracle OPERA and SimplyVX integrated, the requirements are as follows:

- Active Oracle OPERA account

- Think Simplicity's SimplyVX hardware and services installed at the hotel
- The appropriate permissions within the SimplyVX Management Interface

# How to Sign up

1. To initiate the setup, the property must contact Think Simplicity directly at [sales@thinksimplicity.com](mailto:sales@thinksimplicity.com) .  
The email should contain the following information:
  - Oracle OPERA ID#
  - Hotel Name and Address
  - Contact Name and Phone number
2. Once Think Simplicity has been contacted, a sales rep will reach out to the property to gather the necessary information to provide the hotel with a quote
3. Upon approval of the quote, a project for the installation of the SimplyVX service will be initiated
4. Think Simplicity will work closely with the client throughout each phase of the project to collect the required property details and prepare for the onsite installation.
5. The installation will be scheduled once all the pertinent details have been collected.
6. Upon completion of the PBX installation, we are now ready to connect Oracle OPERA to the SimplyVX communications system

# Getting Support

Support is what we do best. You are never alone when you have Think Simplicity in your corner. In the event you require assistance, there are many ways to get support:

- Email [support@thinksimplicity.com](mailto:support@thinksimplicity.com)
- Call 1-866-836-9198

- At the hotel using one of the SimplyVX front desk phones, click the button labeled "TelSupport"
- Within the SMI, go to SimplySupport --> Create

COMMUNICATIONS WEB PORTAL
z9999 - Test Site B

HHVX Manager
Home
SimplyAnnounce
SimplyChat
SimplyConnect
SimplyGuest
SimplyNotify
SimplyPMS
SimplyRate
SimplyReport
SimplySupport
List
Create
Hotel Training

Create New Support Request

Title
Category
Please Select

Contact Person
Contact Email

Contact Phone Number

Contact Person

Description

Back
Submit

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# Getting Oracle OPERA Support

Support is what we do best. You are never alone when you have Think Simplicity in your corner. In the event you require assistance, there are many ways to get support:

- Login with your Oracle OPERA account at <https://login.oracle.com/mysso/signon.jsp>
- Call 1-800-223-1711
- Product information available at <https://www.oracle.com/hospitality/products/opera-property-services/>

# Contacting Sales

For any questions regarding our services, you can reach our sales department by calling 1-866-836-9198, emailing [sales@thinksimplicity.com](mailto:sales@thinksimplicity.com) or using our form at

<https://www.thinksimplicity.com/contact/>



# Lightspeed PMS SystemPage

## Lightspeed PMS System



## What is SimplyVX?

SimplyVX is an easy short name for a whole collection of complex services and applications that provide a cloud based communications system for hotels.

The simple explanation is it replaces the hotels on-site phone system (PBX) with one of the worlds most advanced cloud based communications systems available today.

The complete service will give you:

- PBX Functionality
- Telephone numbers for your hotel
- Telephone lines for inbound and outbound calling
- Call Accounting
- SMS messaging, inbound and outbound
- Voicemail
- WakeUp Calling
- and much, much more.

## Integration Functionality

When SimplyVX is integrated with Lightspeed, a hotel can take advantage of many features / functionality to help in the day to day operation of the hotel. The functionality available once

integrated are:

- Check-In
  - Checking a guest in will activate the phone in the room, set the guest name for caller ID and prepare the voicemail box
- Check-Out
  - When the guest is checked out, the room phone gets deactivated, caller ID name is reset and voicemail box is cleared out
- Guest Name
  - When the guest name record has changed in the PMS system, the telephone Caller ID will also change
- Do Not Disturb
  - Do Not Disturb can be set from the phone or SimplyVX Management Interface (SMI)
- Housekeeping / Maid Status Codes
  - Housekeeping staff can go into a room and press a feature code on the phone that will set the status of the room to clean / dirty in the
- Calling Account Charges Posted to Folio
  - When guest make calls using the hotel room phone, a charge will be calculated based on the hotels desired charges and then posted to the guests folio to be added to the final amount upon check-out.
- Guest and Reservation Records
  - Guest records and reservation records being imported into SimplyVX Management Interface (SMI) allows the hotel to create contact lists based on several criteria which can be used for mass SMS texts, as an example
  - As more features are implemented in the SimplyVX product, the guest / reservation records will be a central to the communications strategy with the hotel guest, present, past and future

# Requirements

In order to get Lightspeed and SimplyVX integrated, the requirements are as follows:

- Active IQware account
- Think Simplicity's SimplyVX hardware and services installed at the hotel
- The appropriate permissions within the SimplyVX Management Interface

# How to Sign up

1. To initiate the setup, the property must contact Think Simplicity directly at [sales@thinksimplicity.com](mailto:sales@thinksimplicity.com) .  
The email should contain the following information:
  - Lightspeed ID#
  - Hotel Name and Address
  - Contact Name and Phone number
2. Once Think Simplicity has been contacted, a sales rep will reach out to the property to gather the necessary information to provide the hotel with a quote
3. Upon approval of the quote, a project for the installation of the SimplyVX service will be initiated
4. Think Simplicity will work closely with the client throughout each phase of the project to collect the required property details and prepare for the onsite installation.
5. The installation will be scheduled once all the pertinent details have been collected.
6. Upon completion of the PBX installation, we are now ready to connect Lightspeed to the SimplyVX communications system

# Getting Support

Support is what we do best. You are never alone when you have Think Simplicity in your corner. In the event you require assistance, there are many ways to get support:

- Email [support@thinksimplicity.com](mailto:support@thinksimplicity.com)
- Call 1-866-836-9198
- At the hotel using one of the SimplyVX front desk phones, click the button labeled "TelSupport"
- Within the SMI, go to SimplySupport --> Create

HHVX Manager

Home

SimplyAnnounce +

SimplyChat +

SimplyConnect +

SimplyGuest +

SimplyNotify +

SimplyPMS +

SimplyRate +

SimplyReport +

**SimplySupport** -

List

**Create**

Hotel Training

### Create New Support Request

Back

Title

Category

Contact Person

Contact Email

Contact Phone Number

Contact Person

Description

Submit

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# Getting Lightspeed Support

Support is what we do best. You are never alone when you have Think Simplicity in your corner. In the event you require assistance, there are many ways to get support:

- Login with your Lightspeed account at <https://www.lightspeedhq.com/login/>
- Call 1-866-932-1801
- Product information available at <https://www.lightspeedhq.com/integrations/frontdesk-anywhere/>

# Contacting Sales

For any questions regarding our services, you can reach our sales department by calling 1-866-836-9198, emailing [sales@thinksimplicity.com](mailto:sales@thinksimplicity.com) or using our form at <https://www.thinksimplicity.com/contact/>

# PMS Integration Feature Matrix

## PMS Link

## SimplyConnect

Connection	CloudBeds	Choice Advantage	Mews	SkyTouch	Skyware
Technology	SimplyConnect	SimplyConnect	SimplyConnect	SimplyConnect	SimplyConnect
Inbound	Webhook	Webhook		Webhook	OTA
outbound	API HTTP	API HTTP		API HTTP	
SimplyGuest	CloudBeds	Choice Advantage	Mews	SkyTouch	Skyware
- Auto Room Creation	Yes				
- Guest Details	Yes	Yes	Yes	Yes	Yes
- Reservation Details	Yes	Yes	Yes	Yes	Yes

SimplyPMS	CloudBeds	Choice Advantage	Mews	SkyTouch	Skyware
- Check-In / Check-Out	Yes	Yes	Yes	Yes	Yes
- Room Change	Yes	Yes	Yes	Yes	Yes
- DND	Yes	Yes	Yes	Yes	Yes
- MWI					
- VIP	Yes	Yes		Yes	Yes
- Clear Voicemail					
- Restrictions					
- Call Permissions					
- Housekeeping Status Codes	Yes	Yes		Yes	Yes
SimplyRate	CloudBeds	Choice Advantage	Mews	SkyTouch	Skyware
- Call Account Post Charges	Yes	Yes		Yes	Yes
SimplyWake	CloudBeds	Choice Advantage	Mews	SkyTouch	Skyware
- Schedule wake up call					

# Call Accounting Systems



# Genesis Call Accounting

Default Rates:

Room Phones		
Call Type	Cost/Call	Rate/Minute
Local Area Calls	\$0.00	\$0.00
Long Distance - United States	\$3.00	\$1.00
Long Distance - Canada	\$3.00	\$1.00
Long Distance - Caribbean	\$3.00	\$2.00
International	\$8.00	\$2.00
Operator	\$0.00	\$0.00
Directory Assistance (411)	\$1.00	\$1.00
Directory Assistance ( <a href="#">555-1212</a> )	\$1.00	\$2.00
Toll-Free Numbers (1-800, 888, etc.)	\$0.00	\$0.00

# Uncertified Property Management Systems (PMS)

Uncertified Property Management Systems (PMS)

# Mews PMS - Uncertified

## Certification Instructions

<https://mews-systems.gitbook.io/connector-api/guidelines/certification>