

PMS Integration

PMS Integration is where you connect your hotel management system (PMS: Elektra, Sedna, Fidelio / Opera) to Useroam. Once connected, in-house guests are recognised automatically: they can log in to Wi-Fi with room number and surname, verify themselves on the guest portal, and their room shows as awaiting checkout on the Room Board when their check-out date arrives.

What is it for?

- Keeps the guest list up to date without typing it in.
- Places in-house guests into the Wi-Fi guest group you choose (speed and time limits come from that group's settings).

When do you use it?

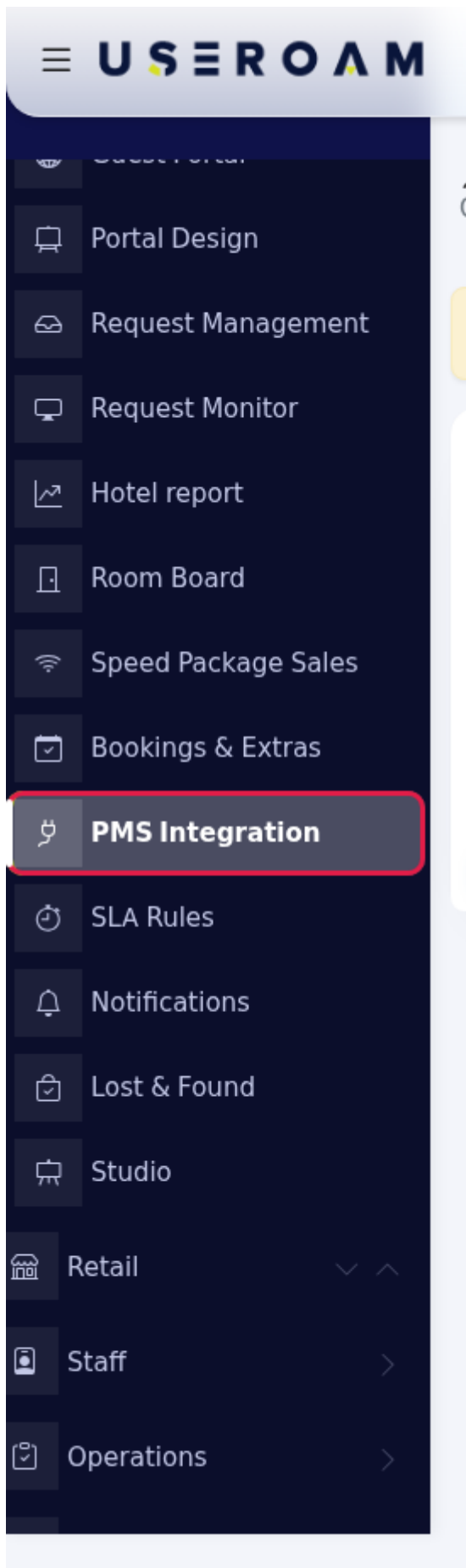
- When you first set up the hotel module and have your hotel code and API key from your PMS provider.
- When you change PMS or the key is renewed.
- When you want to pause the integration.

Before you start

- The device needs at least one guest group ([Groups](#)). Without one a warning appears and you cannot save.
- Get the connection details from your PMS provider: **Hotel code** and **API key** for Elektra and Sedna; server address, port, user, password, database and table name for Fidelio / Opera.

Step by step

1. **Open the screen.** In the left menu press **Hotel → PMS Integration**.



2. **Check the group warning.** If the yellow box reads *No guest group is defined on this device, so the integration cannot be saved.* Add a group under *Groups* first. and **Save** is greyed out, create a group in

Groups first.

The screenshot shows the USEROAM interface with the 'PMS Integration' section selected in the sidebar. A yellow error banner at the top states: 'No guest group is defined on this device, so the integration cannot be saved. Add a group under Groups first.' Below this, the 'Your hotel management system' section contains four radio button options: 'Elektra' (https://4001.hoteladvisor.net), 'Elektra (new)' (https://api.s03.elektraweb.com/), 'Sedna' (https://api.sedna360.com/api/v1/hotspot/), and 'Fidelio / Opera'. The 'Guest group' dropdown is currently empty, and a 'Save' button is visible at the bottom.

3. **Choose your system and enter the details.** Under **Your hotel management system** press one of the boxes: **Elektra**, **Elektra (new)**, **Sedna** or **Fidelio / Opera**. Only that system's fields open. For Elektra enter **Hotel code** and **API key**, pick a **Guest group** and press **Save**. The screen shows *Saved*.

This screenshot shows the 'PMS Integration' screen after selecting 'Elektra'. The 'Elektra' option is now selected with a blue dot. The 'Hotel code' field contains '12345', and the 'API key' field is filled with dots. The 'Guest group' dropdown is set to 'Hotel Guests'. The 'Save' button is highlighted with a red border. The error message from the previous screen is no longer present.

4. **For Fidelio / Opera enter the server details.** Choosing **Fidelio / Opera** opens **Server address**, **Port**, **Username**, **Password**, **Database name** and **Table name**. The grey text in the boxes is only an example.

USEROAM

PMS Integration
Connect your hotel management system so in-house guests are recognised automatically.

Your hotel management system

☐ **Elektra**
https://4001.hoteladvisor.net
 ☐ **Elektra (new)**
https://api.s03.elektraweb.com/
 ☐ **Sedna**
https://api.sedna360.com/api/v1/hotspot/
 ☒ **Fidelio / Opera**

Server address
192.0.2.10
 Port
1521

Username
pms_kullanici
 Password

Database name
OPERA
 Table name
SEMA.MISAFIR

Guest group
Hotel Guests
 In-house guests are placed into this group.

Save

Turn the integration off if needed. When an integration is saved, **Turn integration off** appears next to **Save**. Confirm *The integration will be turned off. Your details are kept. Continue?*; the screen shows *Integration turned off*.

Every field and button on the screen

Field / button	What it does	Example
Subtitle: <i>Connect your hotel management system so in-house guests are recognised automatically.</i>	-	-
Elektra, Elektra (new), Sedna	Cloud PMSs. The address the system connects to is shown under the box. Fields: Hotel code, API key.	Hotel code: 12345
Fidelio / Opera	Fields: Server address, Port, Username, Password, Database name, Table name.	Port: 1521
Guest group	<i>In-house guests are placed into this group.</i> The list shows this device's groups.	Hotel Guests
Save	Saves only the selected system's fields; old values of other systems are cleared.	-

Field / button	What it does	Example
Turn integration off	Stops synchronisation; your details are kept and you can turn it on again by choosing the system and saving.	-

A saved **API key** and **Password** are shown in the form as plain text. Be careful when sharing your screen or taking screenshots.

Messages

On screen	Meaning / what to do
<i>Saved. / Integration turned off.</i>	Done.
<i>No guest group is defined on this device, so the integration cannot be saved. Add a group under Groups first.</i>	Create a group in Groups.
<i>The selected guest group does not belong to this device.</i>	Refresh the page and pick one of this device's groups.
<i>Invalid system selection.</i>	Tick one of the four systems and save again.
<i>Session check failed. Refresh the page and try again.</i>	Refresh the page.
<i>This hotel's integration (...) is not managed from this page; editing is disabled to protect its settings.</i>	Your hotel has a special connection (for example one installed on your premises); the fields are locked. Contact Useroam support to change it.
<i>This hotel's integration cannot be edited from this page.</i>	Someone tried to save a locked integration; contact support.

Frequently asked questions

I saved it. When do guests appear?

Synchronisation runs in the background at regular intervals (Sedna and Fidelio about every 10 minutes, Elektra every hour). Guests appear on the [Hotel Guests](#) list.

My PMS is not on the list.

This screen supports four systems. Contact Useroam support for others.

If I turn the integration off, do guests lose internet?

No new guest data arrives; existing records are not deleted.

Related pages

- [Hotel Guests](#) · [Groups](#) · [Room Board](#) (rooms awaiting checkout)

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