

# LG ELECTRONICS

## LG Hospitality Solution Validated Integration with Oracle Hospitality OPERA 5.5



LG Electronics Inc.  
LG Twin Tower 128  
Yeoui-daero, Yeongdeungpo-gu  
Seoul, Korea 07336  
Tel.: +82.2.3777.1114  
Fax: +82.2.3777.5331  
[lge.co.kr](http://lge.co.kr)

ORACLE®

### Validated Integration

#### Oracle Hospitality

Oracle Validated Integration provides customers with confidence that a partner's integration with an Oracle on-premises application is functionally sound and performs as designed. This can help customers reduce deployment risk, lower total cost of ownership, and improve the user experience related to the partner's integrated offering.

**The LG Hospitality Solution provides room management capabilities via smart TVs and mobile devices.**

The LG Hospitality Solution enables convenient and efficient room management by providing a dashboard displaying room status and functionality to control room devices and request services via the guest's own mobile device or smart TV. In addition, hotel staff can respond to and manage guest requests through a mobile app.

### Company Overview

Established in 1958, LG Electronics is leading the way into the advanced digital era thanks to the technological expertise acquired by decades of manufacturing home appliances such as radios and TVs.

In the twenty-first century, LG Electronics continues to unveil products that leverage new technologies in the form of mobile devices and digital TVs. With constant innovation, LG continues to reinforce its status as a global company.

### Integration Overview

Through the validated integration, the LG Hospitality Solution establishes a direct communication channel with Oracle Hospitality OPERA property management system (PMS) so the two applications can exchange data automatically in real time.

By interfacing with Oracle Hospitality OPERA, the LG Hospitality Solution provides the following functionality to the guest:

- Show a welcome message to the guest on a smart TV or mobile device after check in.
- Show guest a message from the front desk on a smart TV or mobile device.
- Control room devices such as lights and thermostats via a smart TV or mobile device.
- Check out remotely using a smart TV or mobile device.
- Send a goodbye message to the guest after check out.

### Integration Details

The integration supports the following functionality:

- Check in and check out
- Room moves
- Database resync

**AVAILABILITY**

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- Guest information change
- Room status updates
- Guest services including do-not-disturb and make-up-room requests
- Wake up calls
- Folio review / remote check out
- Guest messages online and by request

**Technical Details**

Environment	
<b>Partner Environment</b>	<b>Oracle Environment</b>
<ul style="list-style-type: none"> <li>• LG Hospitality Solution (Room Management System Version 3.0)</li> </ul>	<ul style="list-style-type: none"> <li>• Oracle Hospitality OPERA 5.5</li> <li>• Oracle Hospitality Interface IFC8 8.10.2.20</li> <li>• Fidelio Interface Application Specification (FIAS) 2.20.20</li> </ul>
Product ID	
<b>Product ID (FKT)</b>	<b>Description and Name</b>
<ul style="list-style-type: none"> <li>• IFC_MSC / FIAS_MSC</li> </ul>	<ul style="list-style-type: none"> <li>• Oracle Hospitality OPERA MSC Interface for Room Management System - LG Electronics Inc.</li> </ul>
Supported Protocol	
<ul style="list-style-type: none"> <li>• FIAS via TCP/IP</li> </ul>	

**SUPPORT**

Web: [lge.co.kr](http://lge.co.kr)



**Validated Integration**

Oracle Applications

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