

# **UC for Enterprise (UCE) Room Direct for Hospitality (UNIVERGE UA5200 )**

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*A UA5200 Solution*

## **Operations Guide**

**NEC** Corporation

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September 2010  
NDA-31121, Revision 1

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## 1

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# Introduction

Welcome to the *UC for Enterprise (UCE) UNIVERGE UA5200 Room Direct For Hospitality Operations Guide*. This guide provides the step by step instructions for installing and managing the Room Direct Administrator.

*Chapter Topics*

- [UA5200 Room Direct Overview](#)
- [How This Guide is Organized](#)
- [Terms and Acronyms](#)

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## UA5200 Room Direct Overview



NOTE

*UA5200 Room Direct is not a stand-alone application. The application requires a database that is created and maintained from the OW5000 Database administration interfaces.*

Room Direct is a member of the UA5200 family of products that makes it possible for hotel admitting personnel to assign Direct Inward Dialing (DID) telephone numbers to Guests. With Room Direct Group DID Group numbers are assigned and DID numbers are assigned to DID groups and individual guests.

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## How This Guide is Organized

<i>Chapter 1</i> <i>Introduction</i>	This chapter outlines how to use the guide, including the organization and chapter layout for the Room Direct application.
<i>Chapter 2</i> <i>Installing Room Direct</i>	This chapter describes the initial requirements for installing Room Direct, along with the step-by-step procedures needed to install the application.
<i>Chapter 3</i> <i>Using Room Direct</i> <i>Administrator</i>	This chapter provides the steps and information needed to start and configure the Room Direct application.

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## Terms and Acronyms

<b><i>DID</i></b>	<i>Direct Inward Dialing.</i> A service of a local phone company (or local exchange carrier) that provides a block of telephone numbers for calling into a company's private branch exchange (PBX) system. DID is used in conjunction with FLF to permit direct dialing to a physical location.
<b><i>FLF</i></b>	<i>Free Location Facility.</i> An OAI facility.

# 2

## Installing Room Direct

This chapter provides the step-by-step procedures to install the Room Direct application. Descriptions and procedures are found in the following sections of this chapter:

### Chapter Topics

- [Installing UA5200 Room Direct](#)
- [Uninstalling Room Direct Software](#)

This section describes the required components that must be in place before installing the Room Direct software.

- OW5000 Runtime Platform must be installed prior to installing Room Direct.
- OAIServer must be enabled to use FLF in OW5000 Admin.
- FLF is only supported on a NEAX 2400. NEAX 2000 does not support FLF.

### Hardware and Software Requirements

Room Direct is installed as part of the UA5200.



Refer to the *OW500 Configuration Guide* for server hardware and software requirements.

## Installing UA5200 Room Direct

Room Direct will be installed as part of the UA5200 installation. The installation will register the Room Direct with the OW5000 Database, validate security keys, and install the appropriate services.

- Step 1** Place the UCE DVD into the computer's DVD-ROM drive. On most computers, setup will automatically start when the DVD is loaded. If Autorun is not enabled on the computer, then do the following:
- After placing the UCE DVD into the computer's DVD-ROM drive, open Windows Explorer and double-click the **DVD-ROM drive** icon.
  - In the DVD-ROM file list, double-click the **Setup.exe** file in the **Room Direct** folder. A Master Installation Menu displays.

**Step 2** From the Master Installation Menu, choose the **UA5200 Room Direct** option to start the installation process [Figure 2-1](#) displays.



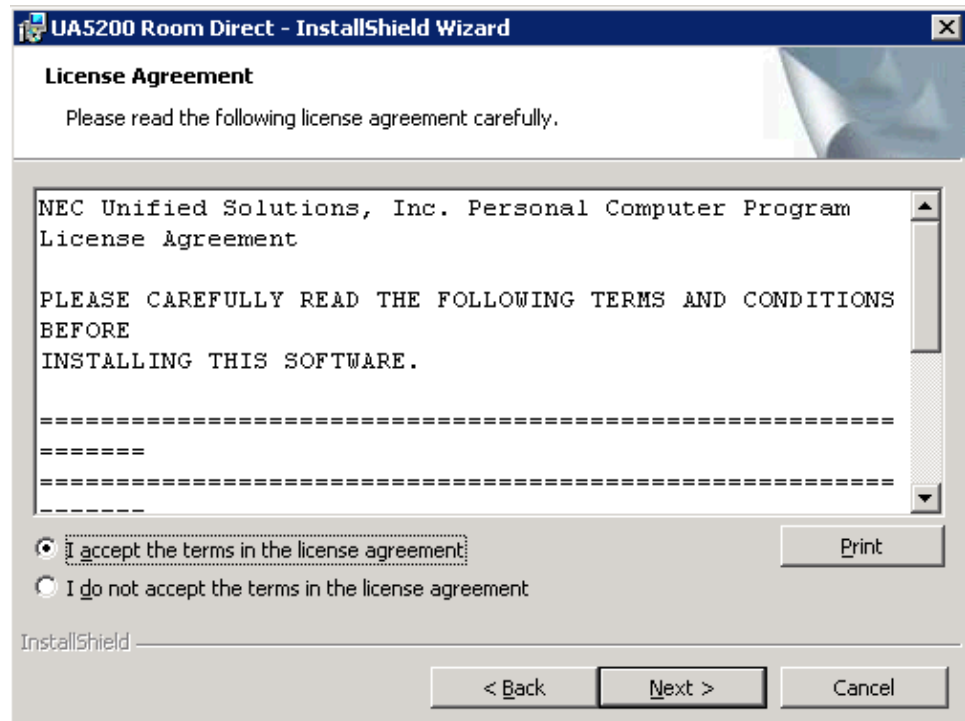
NOTE

*When installing from a web browser, the browser must allow execution of Java applications and allow pop-ups.*

**Figure 2-1** *Room Direct - InstallShield Wizard - Welcome*



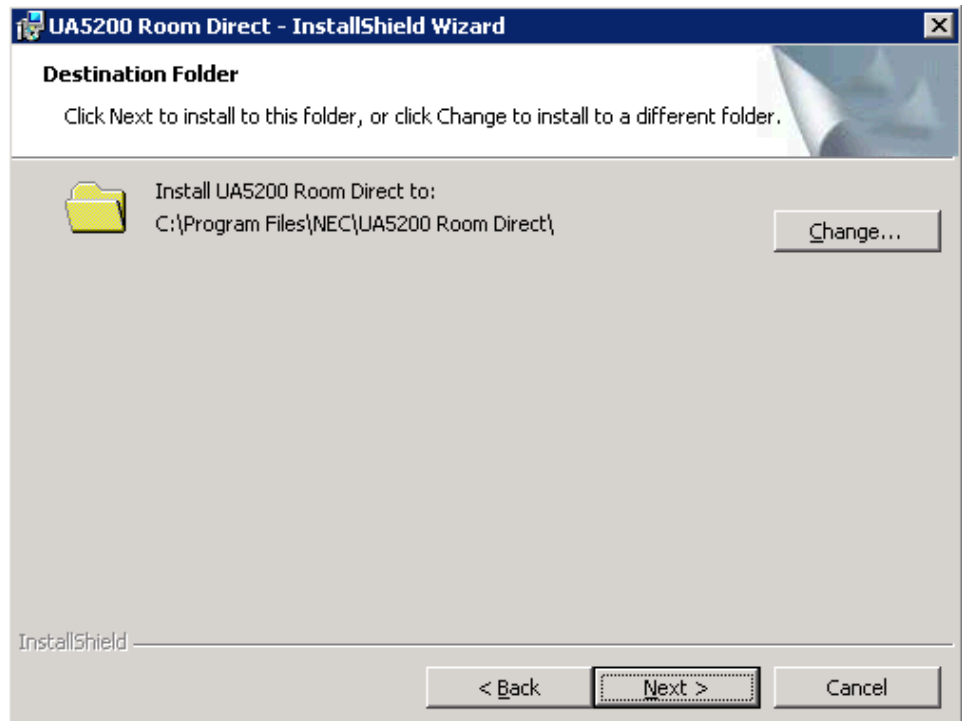
**Step 3** Click **Next**. [Figure 2-2](#) displays.

**Figure 2-2** Room Direct - InstallShield Wizard - License Agreement

**Step 4** Read or print the license agreement information listed. Select either the **I accept the terms in the license agreement** or the **I do not accept the terms in the license agreement** option button.

—Click **Back** or **Cancel** to exit the installation procedure.

—Click **Next** to continue. [Figure 2-3](#) displays.

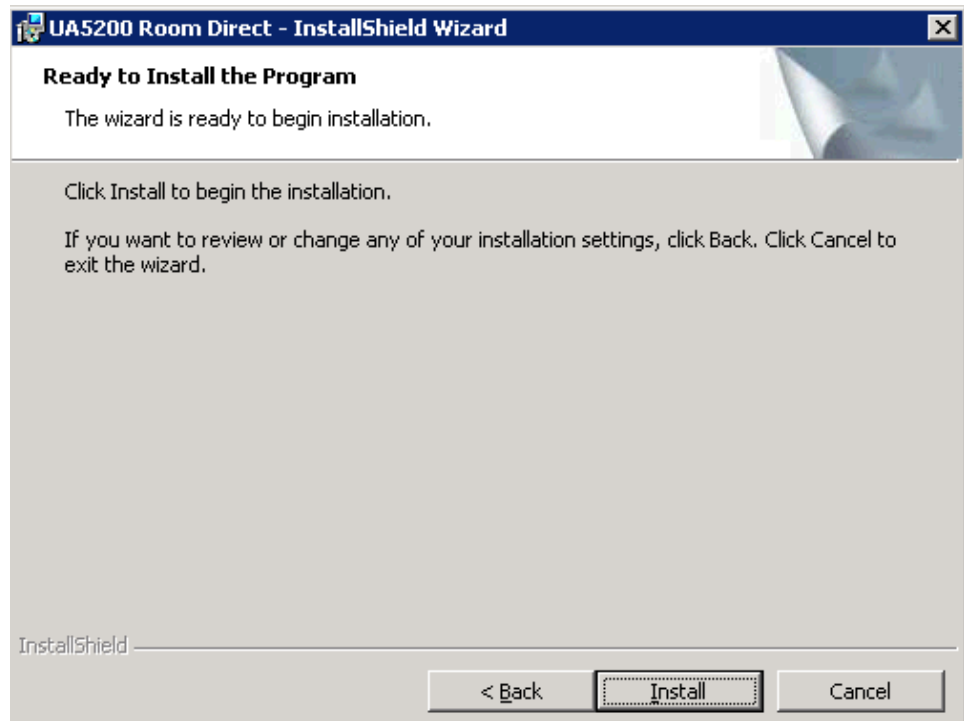
**Figure 2-3** *Room Direct - InstallShield Wizard - Destination Folder*

**Step 5** Select either the default install location or click **Change** and navigate to the desired folder. Click **Next** to install to the default folder. [Figure 2-4](#) displays.

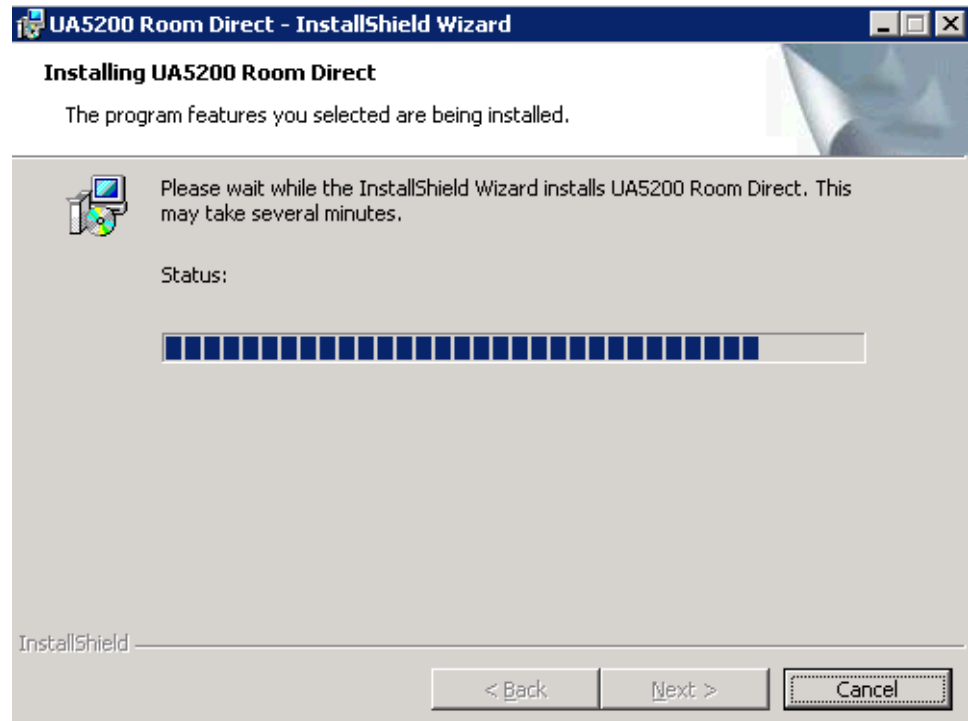
**Figure 2-4** *Room Direct - Login Information*

- Step 6** Enter the user name and password of the account that will logon to this application. The user account must be in the form DOMAIN\Username.
- Click **Next**. [Figure 2-5](#) displays.

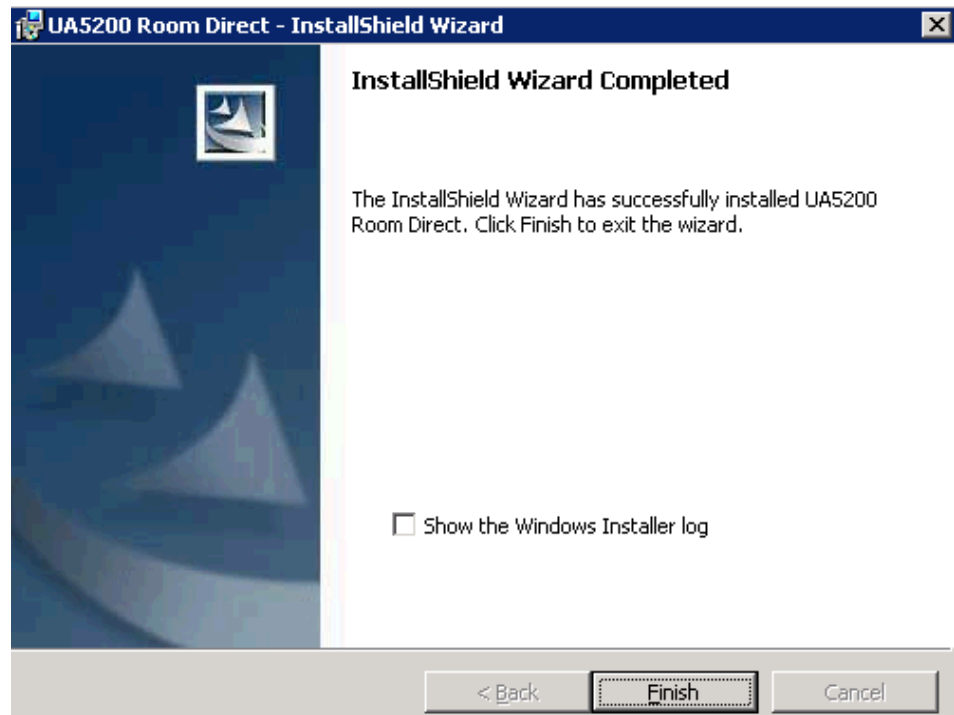
**Figure 2-5** Room Direct - InstallShield Wizard - Ready to Install the Program



- Step 7** Click **Install** to begin the installation. [Figure 2-6](#) displays.

**Figure 2-6** *Room Direct - InstallShield Wizard - Installing UA5200 Room Direct*

**Step 8** UA5200 Room Direct installs. [Figure 2-7](#) displays.

**Figure 2-7** *Install Shield Wizard - Complete*



**Step 9** Click **Finish**. The UA5200 Room Direct installation is now complete.

---

## Uninstalling Room Direct Software

The UA5200 Room Direct software can be uninstalled using the Windows operating system Add/Remove Programs function in the Windows Control Panel.

**Step** In the Add/Remove Programs dialog, select **UA5200 Room Direct** and click **Remove**. Follow the displayed instructions, and remove all components when prompted.



REFERENCE

*Refer to Microsoft Windows documentation for the specific version of Windows installed for more information about adding and removing software applications.*



# 3

## Using Room Direct Administrator

The functions and associated screen displays for Room Direct Administrator in the OW5000 Administrator are described in this chapter:

### Chapter Topics

- [Configuring PBX Connections](#)
- [Logging into UA5200 Room Direct Administrator](#)
- [Configuring Room Direct](#)
- [Room Direct Manager](#)
- [Guest Room Direct](#)

All Room Direct Reserved numbers must be configured in the OW5000 Database prior to **Room Direct** operations.

During installation, the Room Direct application name is registered with the OW5000 Database as an installed application. In addition, two security roles are assigned for the application. They are:

- **Room Direct Administrator**  
Allows a user to log in to OW5000 Admin.
- **Room Direct User**  
Allows access to Guest Room Direct.

The installation automatically ties the default Admin user account name to the Room Direct application and provides the Admin user the *Room Direct Administrator* privilege.

## Configuring PBX Connections

To configure a PBX for Room Direct for Hospitality, you must have the OW5000 Administrator application role.

Navigate to **OW5000 > Applications > OAI Server**. Configure the PBX's Room Direct for Hospitality and ensure that FLF is enabled for each.

For more information on configuring OAI Server, see the *Univerge OW5000 Configuration Guide*.

---

## Logging into UA5200 Room Direct Administrator

When OW500 Administrator is executed and a user with *Room Direct Administrator* privileges logs in, the Room Direct application tab will be visible.

To create another user as a *Room Direct Administrator*, a user with existing OW5000 Admin *Administrator* privileges can go to the **User Management** tab and select the **Create Users** or **Manage Users** icon to add or modify Room Direct privileges.

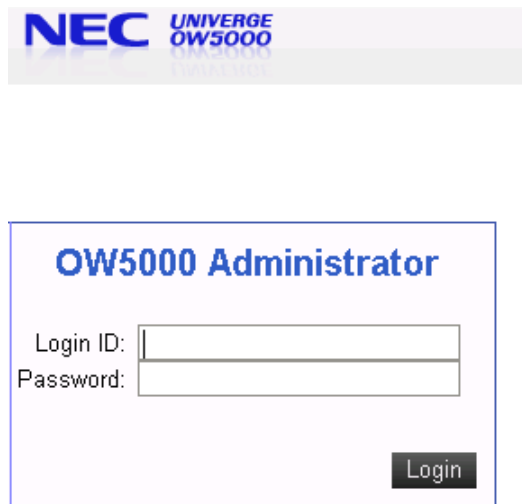
Log in to the OW5000 Administrator to configure the Room Direct Administrator application.

### Logging into Room Direct Administrator

- Step 1** Open the web browser to the OW5000 Administrator login window (Figure 3-1).

---

**Figure 3-1** OW5000 Administrator Login



NEC UNIVERGE OW5000

**OW5000 Administrator**

Login ID:

Password:

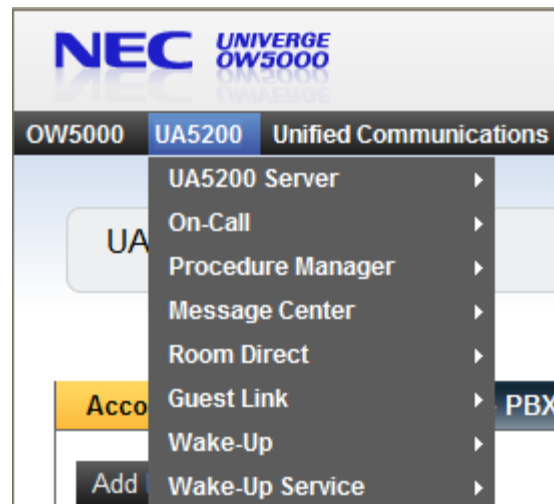
Login

- Step 2** Enter the desired administrator's user name and password into the appropriate fields and click **Login**. Figure 3-2 displays if logging in as the OW5000 Administrator.

**Figure 3-2** OW5000 Administrator Control Panel**NOTE**

When logging in with Room Direct Administrative privileges the application tabs that are visible are dependent on the application privileges granted by the OW5000 administrator.

When an OW5000 Administrator selects the UA5200 menu option, [Figure 3-3](#) displays with a list of sub-menu items.

**Figure 3-3** OW5000 Administrator UA5200 Options

When a Room Direct User signs in, the only screen the user sees is Guest Room Direct, as shown in [Figure 3-4](#).

**Figure 3-4** Guest Room Direct User Options

Guest Room Direct

Search:

1 - 6 of 6 records  Results per page Page  of 1

	<a href="#">Guest Name</a>	<a href="#">Extension</a>	<a href="#">Room</a>	<a href="#">DID Number</a>	<a href="#">DID State</a>	<a href="#">Access</a>
	Barber, Marion	4302	4302			Primary Guest
	Guest, New	4300	4300			Additional Guest
	Paraschiv, Octavian	4009	4009			Primary Guest
	Sinns, Phil	4300	4300			Primary Guest
	Unknown, 1	4300	4300			Primary Guest
	Williams, Ted	4301	4301			Primary Guest

1 - 6 of 6 records  Results per page Page  of 1

## Configuring Room Direct

Room Direct Manager allows the administrator to add, edit, and delete DID Groups as well as add and edit Room Direct Reservations. The **Room Direct > Guest Room Direct** page allows administrators and users to assign and edit individual guest DID groups, DID numbers, and when the assignment occurs.

The **Room Direct Application Settings** page allows the administrator to synchronize Room Direct Guest startup behavior with the OW5000. Executing sync at start-up causes Room Direct to process all pending DID requests that might have been sent while the service was stopped. Sync is the default behavior and is the recommended setting. To set synchronization on start up, perform the following steps.

**Step 1** Navigate to UA5200 > Room Direct > Settings. [Figure 3-5](#) displays.

**Figure 3-5** Room Direct Application Settings

Room Direct Application Settings

Room Direct Guest startup behavior:

- Step 2** Select **Sync** from the **Room Direct Guest Startup behavior** drop-down menu to synchronize Room Direct Guest Service at the start of Service.
- Select **None** to disable synchronization.

---

## Configuring Room Direct DID Number

The PBX has two phone number entities — external (published/logical) or internal (unpublished/physical). The *published* number is assigned to a person, department, or group that terminates somewhere within a physical location of the PBX. Typically, the published number and the physical number in the PBX are the same.

The Room Direct application takes advantage of a NEC PBX feature called **Free Location Facility** (FLF). The FLF allows the assignment of logical numbers, also known as DID numbers, to be assigned to different physical numbers.

DID numbers, or the published external numbers, are typically allocated by the phone company that controls the numbering plan in an area, in large blocks or exchanges.

**Example:** *A company might get all or part of the numbering plan in **214-518-xxxx** and could have the number from **0000** to **9999** in the **214-518** exchange.*

The Room Direct interface provides the ability of assigning and modifying large block of numbers from a start and end range. It also handles gaps or errors in the data during assignment. Room Direct checks for overlapping or previously assigned numbers.

If it becomes necessary to override a properly assigned Room Direct DID number (for example, a guest leaves), Room Direct generates messages to clear the PBX FLF assignments.

---

## Room Direct Manager

The Room Direct Manager page helps administrators manage the following:

- DID Groups
- Reservations

## Viewing the Room Direct Manager Page

**Step** Open the OW5000 Administrator Control Panel (Figure 3-2) in your browser and navigate to **UA5200 > Room Direct > Room Direct Manager**. Figure 3-6 displays.



NOTE

Field descriptions for Room Direct Manager are listed in Table 3-1.

Figure 3-6 Room Direct Manager

Room Direct Manager

ROOM DIRECT RESERVATIONS

DID Groups Add New Reservation

Filter: Current State Starts with Filter Clear

1 - 9 of 9 records 10 Results per page Page: 1 of 1

	DID Number	Group Name	Current State	Extension	PBX Name
>	4010	Group2	Pending Assigned	4004	DEV40
>	4011	Group2	Unassigned	4004	DEV40
>	4012	Group2	Unassigned	4004	DEV40
>	4222	Group 1	Unassigned	4004	DEV40
>	5005	Group 1	Unassigned	4004	DEV40
>	8000	Group 1	Assigned	4301	DEV40
>	8001	Group 1	Unassigned	4000	DEV40
>	8002	Group 1	Unassigned	4666	DEV40
>	8005	Group 1	Unassigned	4013	DEV40

1 - 9 of 9 records 10 Results per page Page: 1 of 1

Delete Range FLF Download Note: Will cause all DID redirections to be re-set to match the OW5000 database.

Table 3-1 Room Direct Manager - Field Descriptions

Field / Button	Description
Add New Reservation	Click the <b>Add New Reservation</b> button to create a new DID Number or range of numbers.
Filter	Allows field entries to be filtered by current state, DID number, or extension by selecting the type of filter from the <b>Filter</b> : drop-down menu, entering the information in the <b>Starts with</b> or <b>Is exactly</b> text box and then clicking the <b>Filter</b> button.
Select (> icon)	Click to select a DID number and open the <b>Room Direct Reservations Details</b> window which appears under the <b>Room Direct Reservations</b> window.



Field / Button	Description
<b>Delete</b> (Trash can icon)	Allows the administrator to delete the record and all of the associated data from the database. A confirmation dialog box displays when deleting a record.
<b>Edit</b> (Pencil icon)	Allows the administrator to edit the <b>DID Prefix</b> and <b>DID Description</b> for that record.
<b>DID Number</b>	Room Direct Reservation (DID number).
<b>Group Name</b>	Group the DID Number belongs to.
<b>Current State</b>	Displays the DID number's current state.
<b>Extension</b>	Lists the extension the DID number is assigned to.
<b>PBX Name</b>	PBX the DID number belongs to.
<b>Delete Range</b>	Click the <b>Delete Range</b> to remove a selected range of Room Direct reservation records.
<b>FLF Download</b>	Syncs the PBX with the DID Number states in the OW5000 Database. It is used when PBX mappings have been lost, for example, after a PBX reset.

## DID Groups

All Room Direct Reservations (DID numbers) must belong to a DID Group. Each DID Group is associated with a single PBX. Access DID Groups by clicking the **DID Groups** button on the main **Room Direct Manager** page. The **Room Direct DID Groups** grid contains the **Group Name**, **PBX Name**, as well as a **Pencil** icon (editing a group) and a **Trash Can** icon (deleting a group).

Sorting and Filtering is by Group Name and PBX Name. See [Figure 3-7](#).

## Adding DID Groups

Adding a DID Group allows the administrator to name a new Group and associate it with a PBX. The group name should be easily identifiable and related to the location of the guest rooms. For example, Tower A and Tower B can be two groups. More than one group can be associated with the same PBX. This is useful in a Centralized OAI with Fusion environment.

Perform the steps below to add a DID Group.

- Step 1** Click the **DID Groups** button on the main **Room Direct Manager** page. [Figure 3-7](#) displays.

**Figure 3-7** Room Direct DID Group Manager





Room Direct DID Group Manager

ROOM DIRECT DID GROUPS

Add DID Group Room Direct Manager

Filter: Group Name Starts with Filter Clear

1 - 2 of 2 records 10 Results per page Page: 1 of 1

	Group Name	PBX Name
 	Group 1	DEV40
 	Group2	DEV40

1 - 2 of 2 records 10 Results per page Page: 1 of 1

**Step 2** Click the **Add DID Group** button. [Figure 3-8](#) displays below the **ROOM DIRECT DID GROUPS** window.

Figure 3-8 Add DID Group





**Room Direct DID Group Manager**

**ROOM DIRECT DID GROUPS**

**Add DID Group** **Room Direct Manager**

Filter:   **Filter** **Clear**

1 - 2 of 2 records  Results per page Page:  of 1

	<a href="#">Group Name</a>	<a href="#">PBX Name</a>
 	Group 1	DEV40
 	Group2	DEV40

1 - 2 of 2 records  Results per page Page:  of 1

**ADD DID GROUP**

DID Group Name:

PBX:

**Apply** **Cancel**

**Step 3** Input the **DID Group Name** and select the **PBX** from the drop-down menu.

**Step 4** Click **Apply**. Figure 3-9 displays.

**Figure 3-9** Add DID Group Confirmation

The screenshot shows the 'Room Direct DID Group Manager' interface. At the top, a green message box states 'DID Group inserted successfully.' Below this is a section titled 'ROOM DIRECT DID GROUPS'. It contains two buttons: 'Add DID Group' and 'Room Direct Manager'. A filter section shows 'Filter: Group Name Starts with' with a text input field, and 'Filter' and 'Clear' buttons. Below the filter, it says '1 - 3 of 3 records' and '10 Results per page'. A table lists three groups: 'Group 1', 'Group2', and 'Group3', all with 'PBX Name' 'DEV40'. Each row has a pencil icon for editing and a trash can icon for deletion. At the bottom, it says '1 - 3 of 3 records' and '10 Results per page'.

	Group Name	PBX Name
	Group 1	DEV40
	Group2	DEV40
	Group3	DEV40

**Step 5** Click the **Room Direct Manager** button to return to the main **Room Direct Manager** page.

### Modifying DID Groups

DID Groups can also be modified and deleted. To modify a DID Group, perform the following steps.

**Step 1** Navigate to **UA5200 > Room Direct > Room Direct Manager** (see [Figure 3-6](#)).

**Step 2** Click on the DID Groups button. [Figure 3-7](#) displays.

**Step 3** Click on the **Pencil** icon next to the **Group Name** to be modified. [Figure 3-10](#) displays.

**Figure 3-10** Edit DID Group

The screenshot shows the 'Room Direct DID Group Manager' window. At the top, there's a header 'Room Direct DID Group Manager'. Below it, a section titled 'ROOM DIRECT DID GROUPS' contains buttons for 'Add DID Group' and 'Room Direct Manager'. A filter section allows filtering by 'Group Name' and 'Starts with'. Below the filter, a table lists three groups: 'Group 1', 'Group2', and 'Group3', all associated with 'DEV40'. The 'EDIT DID GROUP' section is active, showing the 'DID Group Name' field with 'Group3' entered and the 'PBX' dropdown set to 'DEV40'. 'Apply' and 'Cancel' buttons are at the bottom.

Group Name	PBX Name
Group 1	DEV40
Group2	DEV40
Group3	DEV40

EDIT DID GROUP

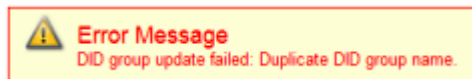
DID Group Name:

PBX:

**Step 4** Enter the modified DID Group Name in the **DID Group Name** field.



The current DID Group can not be renamed using an existing DID Group Name. If an existing DID Group Name is entered, the following Error Message appears.



**Step 5** To change the PBX associated with that DID Group, select the new PBX from the **PBX** drop-down menu.

**Step 6** Click **Apply** to save the changes (Figure 3-11) or **Cancel** to exit and return to the Room Direct DID Groups window.

**Figure 3-11** Successful DID Group Update

**Room Direct DID Group Manager**

**DID Group updated successfully.**

**ROOM DIRECT DID GROUPS**

**Add DID Group** **Room Direct Manager**

Filter:   **Filter** **Clear**

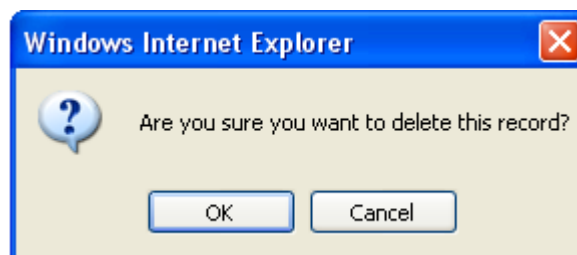
1 - 3 of 3 records  Results per page Page:  of 1

	Group Name	PBX Name
	Group 1	DEV40
	Group2	DEV40
	Group3b	DEV40

1 - 3 of 3 records  Results per page Page:  of 1

### Deleting a DID Number

- Step 1** Navigate to **UA5200 > Room Direct > Room Direct Manager**. [Figure 3-6](#) displays.
- Step 2** Select **Delete** (trash can) icon for the DID number to be eliminated. [Figure 3-12](#) displays.

**Figure 3-12** Delete Configurations

- Step 3** Click **OK** to delete the extension or **Cancel** to stop the deletion.

The Current State of the extension changes to Delete Pending. The extension will be deleted when Room Direct synchronizes with OW5000.

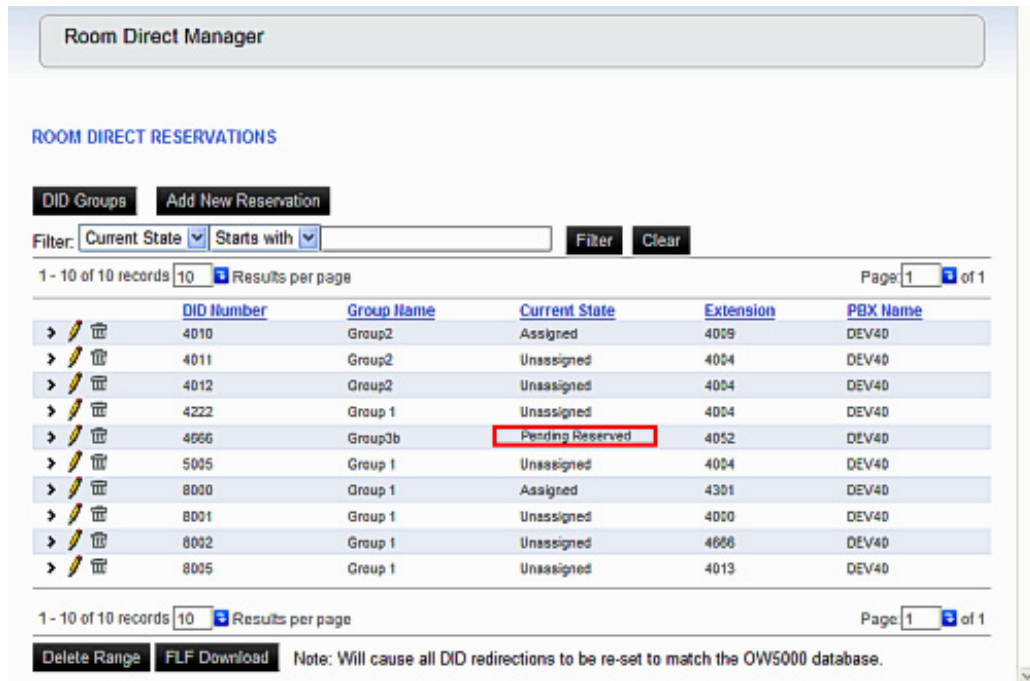
## Managing Reservations

The Room Direct Manager allows administrators to manage reservations created for use on the UA5200 application by displaying a list of all reservations. This list can also be searched for specific reservations.

### Adding Reservations

- Step 1** Navigate to **UA5200 > Room Direct > Room Direct Manager**. Reservations are noted under **Current State**. See [Figure 3-13](#).

**Figure 3-13** Room Direct Reservations



The screenshot shows the 'Room Direct Manager' interface. At the top, there's a header 'Room Direct Manager'. Below it, a section titled 'ROOM DIRECT RESERVATIONS' contains buttons for 'DID Groups' and 'Add New Reservation'. A filter section shows 'Filter: Current State' and 'Starts with' with a text input field, and 'Filter' and 'Clear' buttons. Below the filter, it says '1 - 10 of 10 records' and '10 Results per page'. The main table has columns: 'DID Number', 'Group Name', 'Current State', 'Extension', and 'PBX Name'. The table contains 10 rows of reservation data. The 'Current State' for the row with DID 4666 is 'Pending Reserved', which is highlighted with a red box. At the bottom, there's a 'Delete Range' button, a 'FLF Download' button, and a note: 'Note: Will cause all DID redirections to be re-set to match the OW5000 database.'

DID Number	Group Name	Current State	Extension	PBX Name
4010	Group2	Assigned	4009	DEV40
4011	Group2	Unassigned	4004	DEV40
4012	Group2	Unassigned	4004	DEV40
4222	Group 1	Unassigned	4004	DEV40
4666	Group3b	Pending Reserved	4052	DEV40
5005	Group 1	Unassigned	4004	DEV40
8000	Group 1	Assigned	4301	DEV40
8001	Group 1	Unassigned	4000	DEV40
8002	Group 1	Unassigned	4666	DEV40
8005	Group 1	Unassigned	4013	DEV40

- Step 2** Click **Add New Reservation** to create a new DID number reservation. [Figure 3-14](#) displays.

**Figure 3-14** Room Direct Manager - New Room Direct Reservation

Room Direct Manager

ROOM DIRECT RESERVATIONS

NEW ROOM DIRECT RESERVATION

DID Group: Group 1 ▼

PBX: DEV40 ▼

DID Number:  To:  (Optional: Use "To" field to enter a range of DID numbers)

DEFAULT REDIRECTION NUMBER

Extension: 4052 ▼

Apply Cancel

**Step 3** Select a DID Group from the **DID Group** drop down menu.



The PBX is now read-only and is associated with the DID Group.

**Step 4** Enter a DID number in the **DID Number** field.

- A new DID number can be added one at a time, or by a range.
- The **To** field (range entry) is optional. Logical Numbers have a maximum length of 16 (10 on the 2400 due to PBX limitation). Putting a DID number in the **To** field, creates a range of DID numbers that will be reserved.

**Step 5** Select the **Default Redirection Number** from the drop down list. This is the number that will be dialed when the number is in the unassigned state.



- The extension represents the default redirection to be used when a DID number enters this state. However, the assigned state redirection number will be determined by the physical phone in the room.



NOTE

When adding new DID Numbers, and a range method is used where some of the number in the range already exist, only non-existent numbers are created. Existing numbers are not modified. The following displays.

The screenshot shows the 'Room Direct Manager' window. Below the title bar, there is a yellow box with a red border containing a warning icon and the text: 'Error Message' and 'DID Numbers: 4509 , 4509 , 4509 , 4509 already exists.' Below this box, the text 'ROOM DIRECT RESERVATIONS' is visible in blue.

- Step 6** Click **Apply** to apply the new room direct reservation or **Cancel** to return to the **Room Direct Reservations** window.

### Deleting Range of Reservations

- Step 1** Navigate to **UA5200 > Room Direct > Room Direct Manager**. See [Figure 3-13](#).

- Step 2** Click on the **Delete Range** button. [Figure 3-15](#) displays.

**Figure 3-15** Delete Range of Room Direct Reservations

The screenshot shows the 'Room Direct Manager' window. Below the title bar, the text 'ROOM DIRECT RESERVATIONS' is visible in blue. Below this, the text 'DELETE RANGE OF ROOM DIRECT RESERVATIONS' is visible in blue. There are two input fields: 'DID Number:' and 'To:'. Below these fields is a dropdown menu labeled 'DID Group:' with 'Group3b' selected. At the bottom, there are two buttons: 'Delete' and 'Cancel'.

- Step 3** Enter the first DID number in the delete range in the **DID Number** field.
- Step 4** Enter the last DID number in the delete range in the **To** Field.
- Step 5** Select the DID Group from the **DID Group** field.

**Step 6** Click **Delete** to delete all Room Direct Reservations within that range or **Cancel** to return to the **Room Direct Manager** window.

### Resyncing DID Redirections

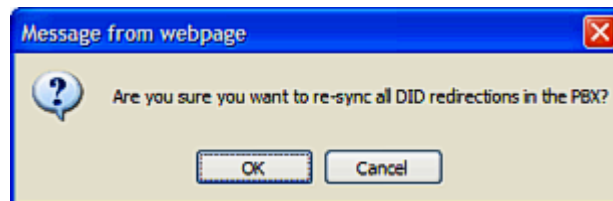
Free Location Facility (FLF) allows the assignment of logical numbers, also known as DID numbers, to be assigned to different physical numbers. FLF download resets DID redirections in the PBX to those stored in the OW5000 database. This should only be executed if the PBX was reset and lost all DID mappings or other recovery scenarios. To reset DID redirections to the value in the OW5000 database perform the following steps.

**Step 1** Navigate to **UA5200 > Room Direct > Room Direct Manager**.

**Step 2** Click the **FLF Download** button.

—A Confirmation dialog displays, [Figure 3-16](#).

**Figure 3-16** Resync DID Redirections Confirmation



**Step 3** Click **OK** to proceed or **Cancel** to stop the resync.

## Guest Room Direct

Guest Room Direct allows the administrator and user to select the DID Group, DID Number, and set when the DID is assigned and unassigned for individual guests. In cases where the DID Group and DID Number is already assigned, only the option to Unassign the DID Group and DID Number is available.

### Assigning/Modifying Guest DID Group and DID Number

To assign or modify DID groups and DID numbers to individual guests, perform the steps below.

**Step 1** Navigate to **UA5200 > Room Direct > Guest Room Direct**. [Figure 3-17](#) displays.

**Figure 3-17** Guest Room Direct

Guest Room Direct

Search:

1 - 6 of 6 records  Results per page Page:  of 1

	<u>Guest Name</u>	<u>Extension</u>	<u>Room</u>	<u>DID Number</u>	<u>DID State</u>	<u>Access</u>
	Barber, Marion	4302	4302			Primary Guest
	Guest, New	4300	4300			Additional Guest
	Paraschiv, Octavian	4009	4009			Primary Guest
	Sims, Phil	4300	4300			Primary Guest
	Unknown, 1	4300	4300			Primary Guest
	Williams, Ted	4301	4301			Primary Guest

1 - 6 of 6 records  Results per page Page:  of 1

**Step 2** Click on the **Pencil** icon next to the desired guest. [Figure 3-18](#) displays.

**Figure 3-18** Guest Room Direct - Assign DID Group and Number

OW5000 UA5200 Unified Communications

Guest Room Direct

Guest Name: G8101, G8101  
 Location: King Hotel | room8101  
 Room: room8101  
 Extension: 8101  
 DID Group:   
 DID Number:   
 Assign DID: ☒ Now ☐ Checkin  
 Permanently Reserve DID for Guest: ☐

**Step 3** Select the **DID Group** from the drop-down menu.

**Step 4** Click the **Select DID** button and assign or change the DID for that guest.

**Step 5** Select when the DID is assigned in the **Assign DID** field.

—The DID can be assigned immediately or upon check-in. [Figure 3-19](#) shows an assigned DID.

**Figure 3-19** Assigned DID Group and Number

Guest Room Direct						
Search: <span>Last Name</span> <span>Starts With</span> <input type="text"/> <span>Search</span>						
1 - 6 of 6 records <span>20</span> Results per page				Page <span>1</span> of 1		
	Guest Name	Extension	Room	DID Number	DID State	Access
	unknown	8103	room8103			Primary Guest
	Bernell, Larry T.		Test 1			Primary Guest
	G8101, G8101	8101	room8101			Primary Guest
	guest8100, guest8100	8100	room8100	2142628500	Assigned	Primary Guest
	guest8101, guest8101	8101	room8101			Primary Guest
	guest8102, guest8102	8102	room8102			Primary Guest
1 - 6 of 6 records <span>20</span> Results per page				Page <span>1</span> of 1		

### Unassigning a DID Number

DID numbers that have been assigned can be unassigned. To unassign a DID number, follow the steps below.

- Step 1** Navigate to **UA5200 > Room Direct > Guest Room Direct**.
- Step 2** Click on the **Pencil** icon next to the DID number to be unassigned. [Figure 3-20](#) displays.

**Figure 3-20** Guest Room Direct - Unassign DID Number

OW5000
 UA5200
 Unified Communications

Guest Room Direct

Guest Name: guest8100, guest8100  
 Location: King Hotel | room8100  
 Room: room8100  
 Extension: 8100  
 DID Group: Group1-8500  
 DID Number: 8500

Permanently Reserve DID for Guest: ☐  
 Unassign now: ☒

Apply
 Cancel



*In cases where the DID Group and DID Number is already assigned, only the option to Unassign the DID Group and DID Number is available. Only DID numbers that have been assigned can be unassigned.*

**Step 3** Check the **Unassign now** box. The DID number is no longer assigned to that guest and is now available.

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## Permanently Assigning a DID Number

Permanently reserving a DID for a guest allows a guest to automatically be assigned the same DID for every stay. This DID becomes reserved for this guest and will not be used by any other guest.

When a guest checks out, the DID number stays in the reserved state. When the guest checks back in, the name used on previous stays must be used. The automatic DID reservation relies on the full name field for recognizing a returning guest.



*Guests with the same name may inadvertently be assigned the reserved DID.*



*A Guest record must exist with the reserved DID assigned for the permanently reserved flag to be toggled. The system does not allow modifying a DID reservation without a guest association.*

Follow the steps below to permanently reserve or modify a DID for a guest.

**Step 1** Navigate to **UA5200 > Room Direct > Guest Room Direct**.

**Step 2** Click on the **Pencil** icon next to the desired guest.

**Step 3** Check the Permanently Reserve DID for Guest check box to turn this setting on and off.



***For additional information or support on this NEC Corporation product, contact your NEC Corporation representative.***



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**UA5200 Room Direct for Hospitality Operations Guide**

NDA-31121, Revision 1