

UC for Enterprise (UCE) Guest Link (UNIVERGE UA5200)

A UA5200 Solution

Operations Guide

NEC NEC Corporation

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Introduction

Welcome to the *Guest Link Operations Guide*. This guide provides the procedures necessary to operate the Guest Link application. The following topics are included in this chapter.

Chapter Topics

- [Overview](#)
- [How This Guide is Organized](#)

Overview

Guest Link allows Hotel/Hospitality Systems to populate guest data into the UA5200 database by connecting to the hotel's Property Management System (PMS).

When the database is populated with guests and room/extension data, the UA5200 Client can transfer calls to that guest.

Guest Link is composed of "adapters" that communicate with different PMS systems as well as having an option to populate guest data from the NEC NEAX 2400 PBX, if a supported PMS system is not available.

How This Guide is Organized

Chapter 1 Introduction	This chapter provides a product overview, and outlines the organization and chapter layout for the Guest Link application.
Chapter 2 Installing Guest Link Service	This chapter describes the initial requirements for installing Guest Link Service, along with the step-by-step procedures needed to install the application.
Chapter 3 Configuring OW5000	This chapter discusses OW5000 Admin->UA5200->Guest Link configuration.
Chapter 4 Configuring Guest Link Agilysys LMS	This chapter provides the steps and information needed to start and configure the Guest Link application.
Chapter 5 Initial Data Population	This chapter provides procedures used in initial data population, data migration, and importing and exporting data.
Chapter 6 NEAX Command Assignments	This chapter provides NEAX command assignment required settings for UA5200 Guest Link basic.

Installing Guest Link Service

This chapter provides step-by-step procedures to install the Guest Link software. Descriptions and procedures are found in the following sections of this chapter.

Chapter Topics

- [Before Starting the Installation Procedure](#)
- [Installation Procedures for Guest Link Service](#)

Before Starting the Installation Procedure

This section describes the required components that must be in place before installing the Guest Link software. OW5000 must be installed prior to installing Guest Link, so that the database is created and ready for population. In order for operators to use the data coming from Guest Link, the UA5200 Attendant must also be installed.

Hardware and Software Requirements

Prior to installing any software, refer to the Requirements section in the *OW5000 Configuration Guide* for more details about the Application Environment requirements.

Installation Procedures for Guest Link Service

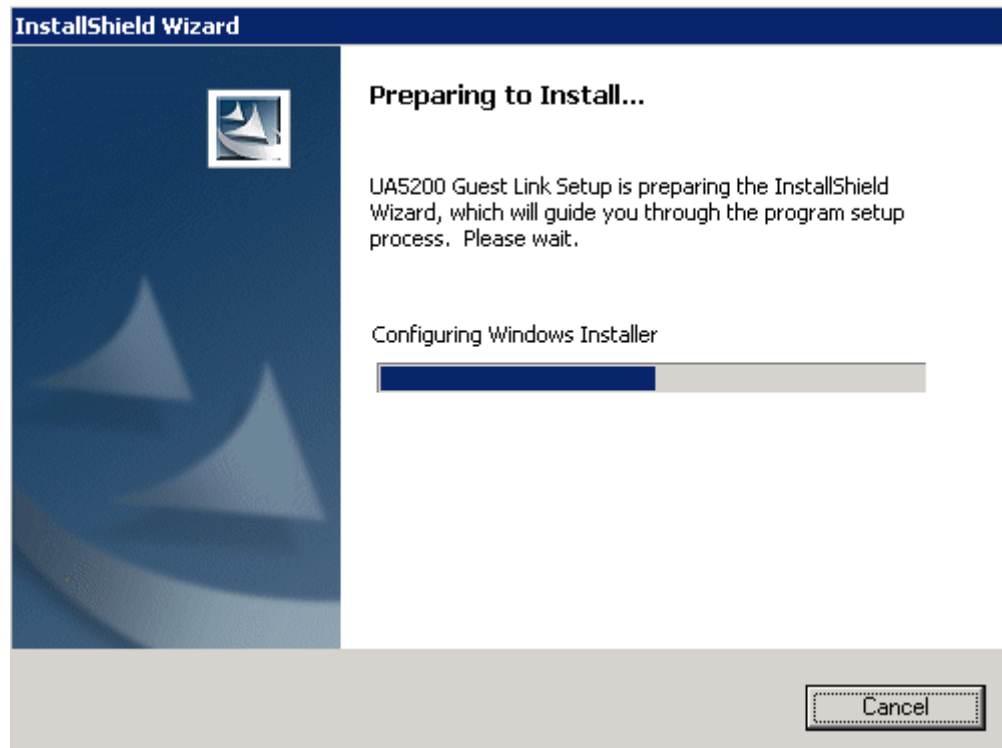
Use the following steps to install the Guest Link Service software.

- 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 Guest Link folder. A Master Installation Menu displays.
- Step 2** From the Master Installation Menu, choose the **UA5200 Guest Link Service** option to start the installation process. [Figure 2-1](#) displays.

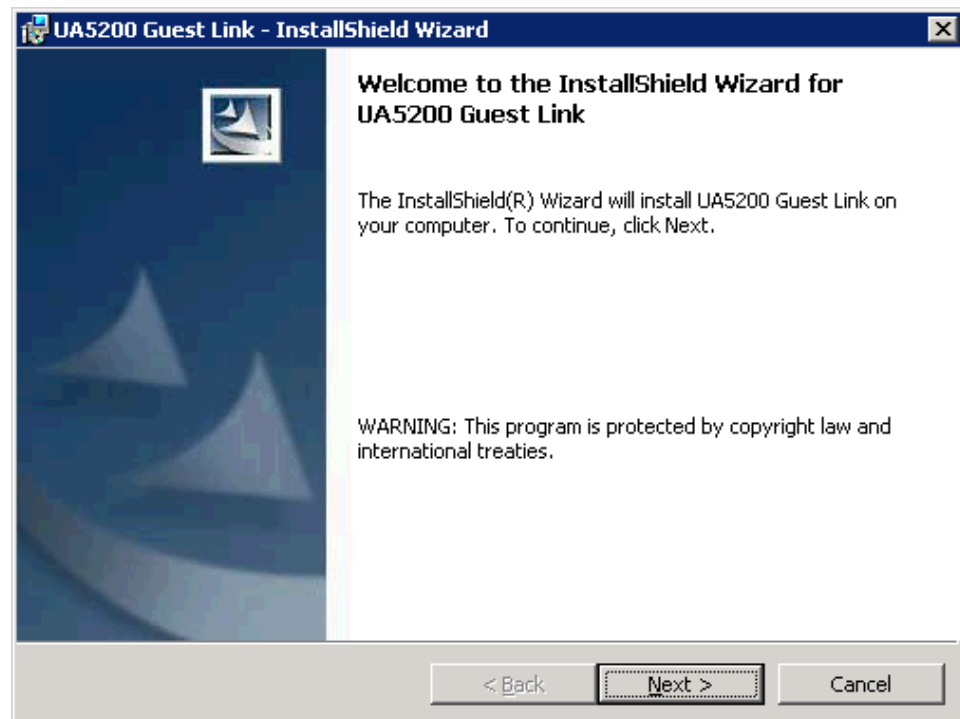


When installing from a web browser, the browser must allow execution of Java applications and allow pop-ups.

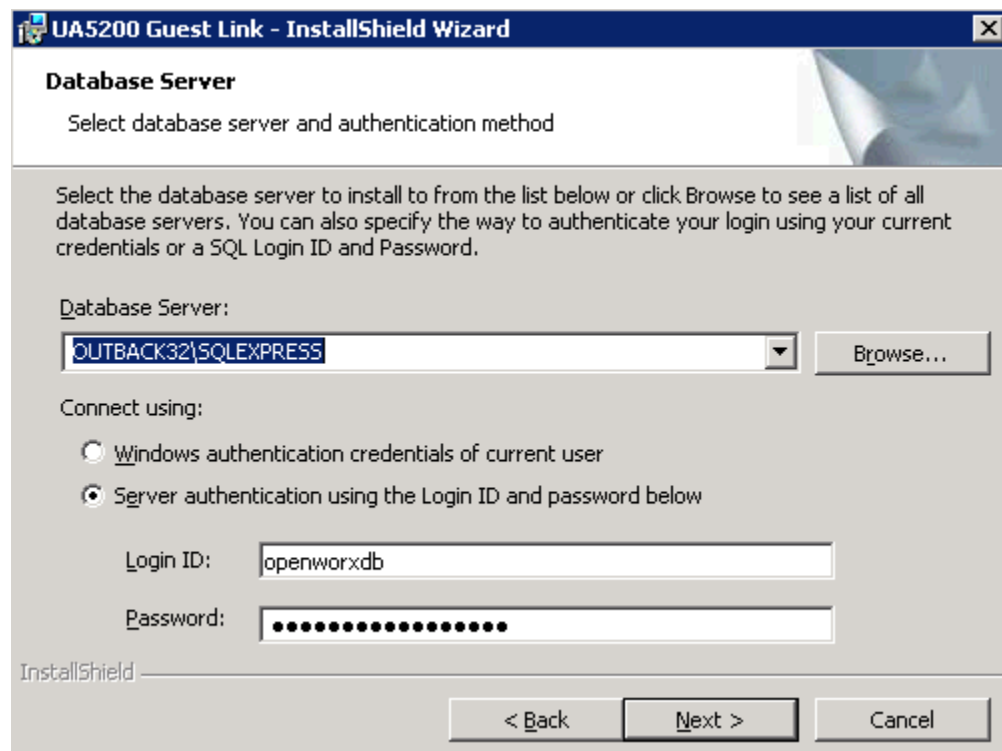
Figure 2-1 UA5200 Guest Link - Preparing to Install the Program



- Step 3** The system prepares the installation. When it stops, [Figure 2-2](#) displays.

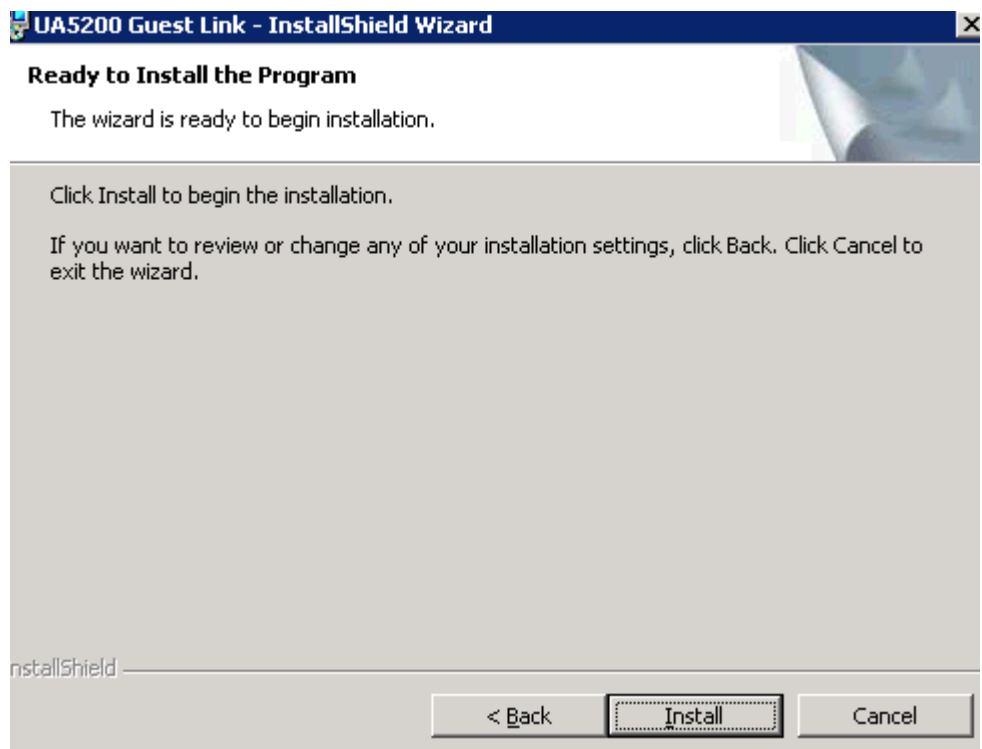
Figure 2-2 UA5200 Guest Link - Welcome InstallShield

Step 4 Click **Next**. Figure 2-3 displays.

Figure 2-3 UA5200 Guest Link - Database Server

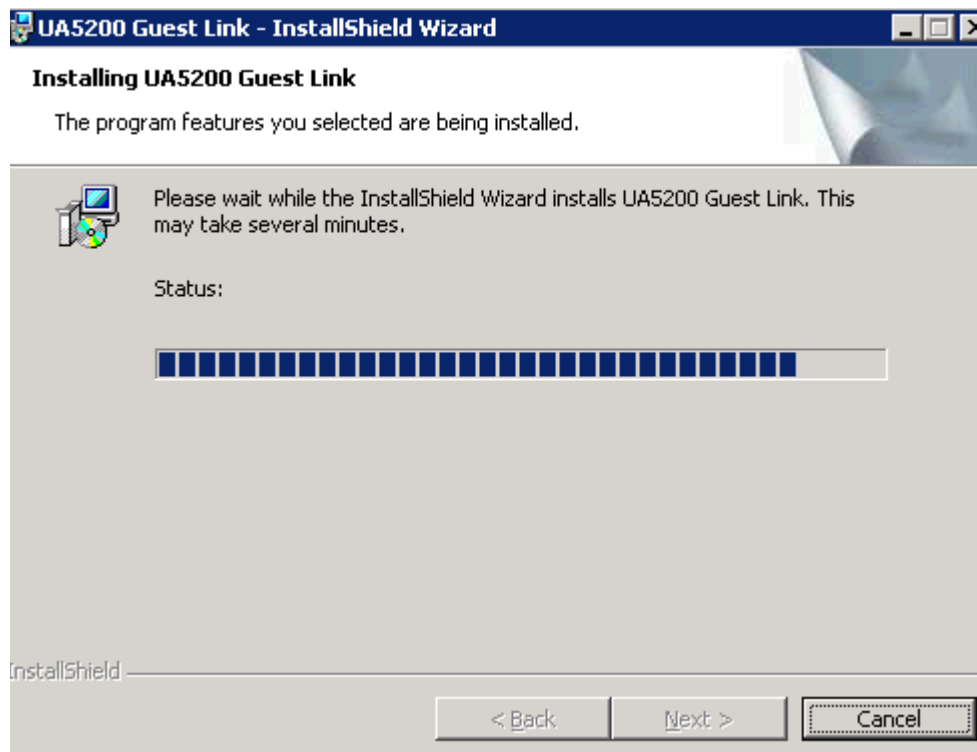
- Step 5** Select the database server or click **Browse** to see a list of all database servers.
- Step 6** Select the connection method. If using Server authentication connection, go to Enter the Login ID and Password.. If using Windows authentication, go to Click Next. Figure 2-4 displays..
- Step 7** Enter the **Login ID** and **Password**.
- Step 8** Click **Next**. Figure 2-4 displays.

Figure 2-4 UA5200 Guest Link - Ready to Install



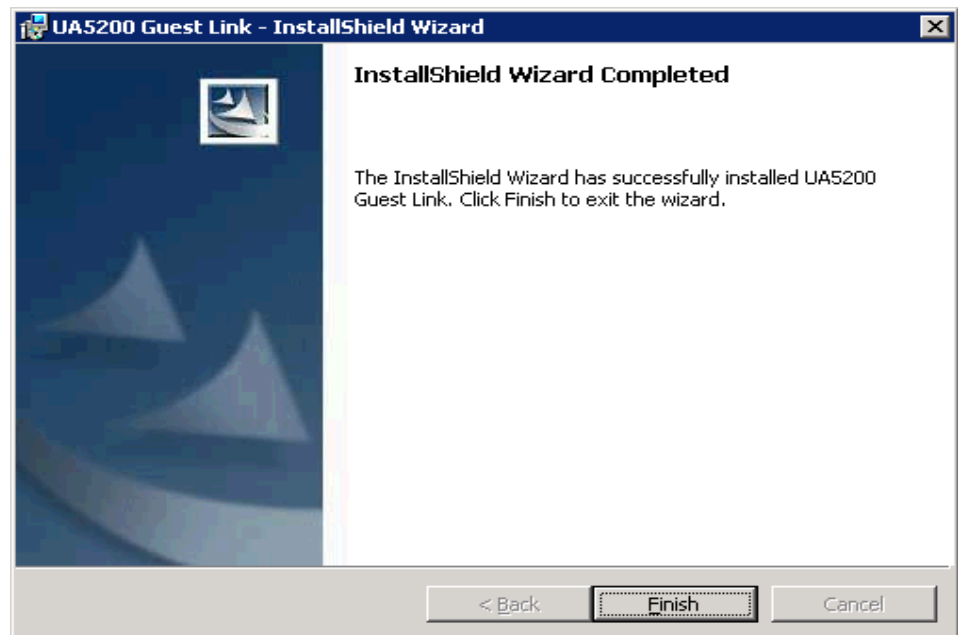
- Step 9** Click **Install**. UA5200 Guest Link - Installing displays.

Figure 2-5 UA5200 Guest Link - Installing



When UA5200 Guest Link finishes installing, [UA5200 Guest Link - InstallShield Wizard Completed](#) displays.

Figure 2-6 UA5200 Guest Link - InstallShield Wizard Completed



Step 10 Click **Finish** to complete the installation. The dialog box closes and the Guest Link Service application is now installed.

Configuring OW5000

In order for Guest Link to enter guest, room and extension information in the OW5000 Database for use by UA5200, the OW5000 Administrator must be configured with the Hotel PBX and an Organization created to match the desired Site Identification name preferred for the PMS connection.

The name of this Organization must be the same name entered as the Site Identification in the Guest Link Adapter Controller **Configuration** tab. The Organization is then mapped to a PBX.

The following topics are included in this chapter:

Chapter Topics

- [Adding Hotel PBX Configuration](#)
- [Adding an Organization](#)
- [Adding Locations](#)
- [Adding a Hotel PBX to Guest Link](#)
- [PMS Site Management](#)
- [Configuring Guest Link Basic](#)



NOTE

The following procedures only describe the steps needed to successfully configure Guest Link. See the OW5000 System Manual for procedures on how to configure other OW5000 Admin items

Assigning User Roles for OW5000 Admin

In order for the Guest Link options to be visible, user roles need to be assigned in OW5000 Admin. To assign user roles, follow the steps below.

- Step 1** Ensure **Wake-Up** Service is installed. This enables the Wake-Up Administrator application role.
- Step 2** Login as the default OW5000 Admin account (see the Univerge OW5000 Installation Guide for details). This account is automatically assigned the Wake-Up Administrator role and will be authorized to view the **UA5200->Guest Link** menu option.
- Step 3** Optionally, assign a new user to have the Wake-Up Administrator application role.
- Step 4** Login to OW5000 Administrator using a user account that has the Wake-Up Administrator application role.



NOTE

A user must have the OW5000 Administrator role to configure PBX Organization, and Location data.

Adding Hotel PBX Configuration

Use the following steps to add the Hotel PBX.

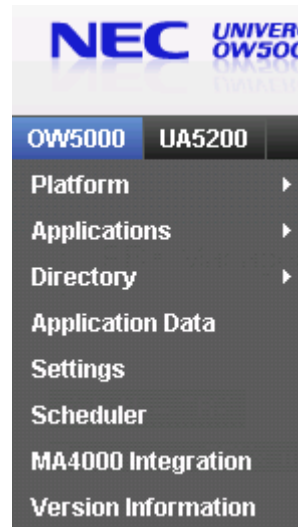
- Step 1** Logon to the OW5000 Admin with a user account that has OW5000 Admin privileges.
- Step 2** Select **OW5000** from the OW5000 Administrator menu to (see [Figure 3-1](#)).



NOTE

The PBX may have already been created during the installation of the OW5000 platform.

Figure 3-1 OW5000 Options



- Step 3** Select **Platform** from the menu, and then select **PBXs** from the submenu (see [Figure 3-2](#)). [Figure 3-3](#) displays.

Figure 3-2 OW5000 - Platform

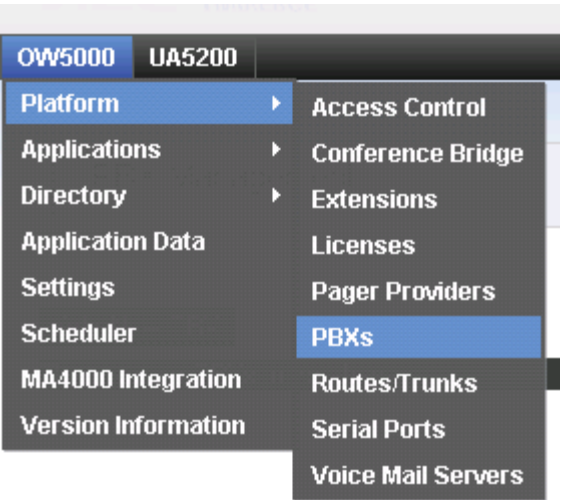
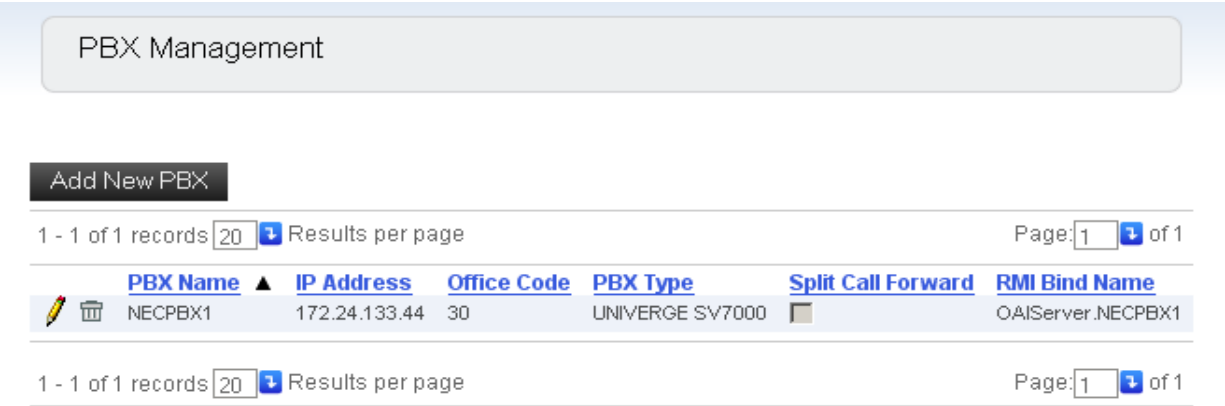



Figure 3-3 PBX Management - Add New PBX



Step 4 Click **Add New PBX** to display Figure 3-4.

Figure 3-4 PBX Management - PBX Settings

PBX Management

 **Current:**

PBX Settings | Locations | AreaCode Rules | PBX → PBX Dialing | Reserved Numbers | Voice Mail Pilot Numbers

* PBX Name:

* IP Address:

* Office Code (PBX Id):

* Client/Server Port: 44002 ▼

* PBX Type: NEAX 2400 IMS - Internal ▼

Special Dial Code: None ▼

Split Call Forward: ☐

Locations: No Locations ▼

PBX Reconnect Delay (seconds): 30 ▼

Heartbeat Timeout (seconds): 128 ▼

UGN (User Group Number): ☐

Prefix:

SIP Server IP Address: 5060

Add Remove

Apply Done Cancel



Fields which must be completed are designated with an asterisk (*).

- Step 5** Enter a Name for the PBX in the **PBX Name** field. This is a label used to identify the PBX. It is displayed in various list boxes to identify the location of extensions, and therefore should most likely be made to describe the site where it is located. Enter the IP address of the PBX in the **IP Address** field. If you do not know the PBX IP address, contact your local PBX system administrator. Determining the IP address of your PBX depends on the particular type of PBX selected, as shown in (Step 6).
- Step 6** Enter the PBX ID for the PBX in the **Office Code (PBX Id)** field. This is the PBX's office code. This ID is used by applications to match extensions provided in OAI messages sent from the PBX with a given extension in the OW5000 Database. This ID uniquely identifies the PBX

and is critical in a CCIS environment that does not have a unique numbering plan (where extensions can have the same number in more than one networked PBX).

- Step 7** Select an available **Client/Server Port** from the drop-down list. This port is used by remote applications to communicate with the OAI Server using TCP/IP. Choose a value, in the range 44000-44100, that does not conflict with other programs or configured PBX's using that value. It is possible to type 'netstat -a -n' from a DOS command prompt to see if ports are already in use.
- Step 8** Select the **PBX Type** from one of the options in the PBX Type drop-down list. It is important to select the correct type because applications rely on this information for both licensing and functionality.
- Step 9** Select Dial Code from drop-down list. The default value is None.
- Step 10** Select the **Split Call Forward** check box if this feature is configured on your PBX. Split Call Forwarding enables Dterm telephone users to set different call forwarding patterns for internal versus external calls.
- Step 11** Select a **Location** from the drop-down list. The location must be configured before this step. For more information, see the *OW5000 System Manual, "Configuring Locations"*.
- Step 12** Select the proper PBX Reconnect Delay time from the drop-down list.

When the OW5000 realizes a disconnection between the server and the PBX, this parameter (a delay timer), determines how much time should pass until the next reconnect request is sent to the PBX. The default value is 30 seconds.

- Step 13** Select the proper Heartbeat Timeout value from the drop-down list. This parameter indicates the heartbeat.
- Step 14** Check the **UGN (User Group Number)** if the IP centrex feature is used.
- Step 15** Enter the **Prefix** number. This parameter typically consists of Access Number + Office Code (PBX ID). This parameter is mandatory in multi-PBX systems to identify the same extension number.
- Step 16** Enter the **SIP Server IP Address (Port)**. The IP Address of SP must be assigned in this edit box for SV7000 and SR-MGC. Enter the SIP-BOX IP address for the IPX and IPS. All SIP Server IP addresses must be entered if there is more than one SIP Server. In the VRRP environment, both physical and logical IP addresses must be entered. The Default Port number is 5060 for SP.
- Step 17** Click **Add** to add a port, or **Remove** to remove a port.



UGN, Prefix, and SIP Server IP Address (Port) fields are needed for the SIP Presence function.

Step 18 Do one of the following:

- Click **Apply** to save the information.
- Click **Done** to add the PBX Configuration and close the dialog box.
- Click **Cancel** to exit without saving the new PBX configuration.

Adding an Organization

Use the following steps to add the organization (hotel).

- Step 1** Select **OW5000** from the OW5000 Administrator Control Panel to display an OW5000 Options dialog box (see [Figure 3-1](#)).
- Step 2** Select **Directory** from the menu, and then select **Organizations** from the submenu (see [Figure 3-5](#)). [Figure 3-6](#) displays.

Figure 3-5 OW5000 - Directory Configuration

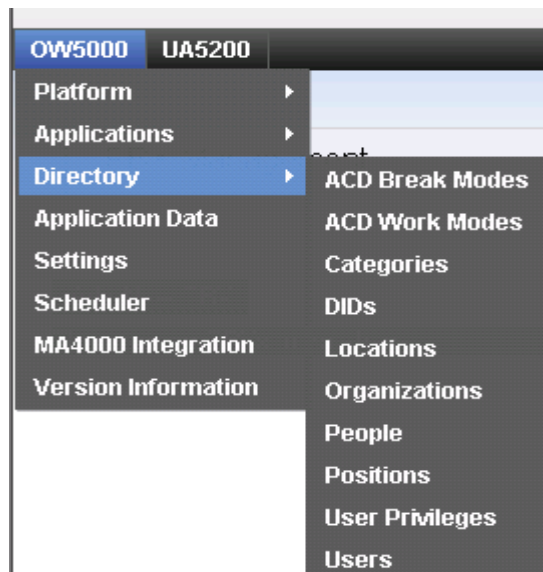
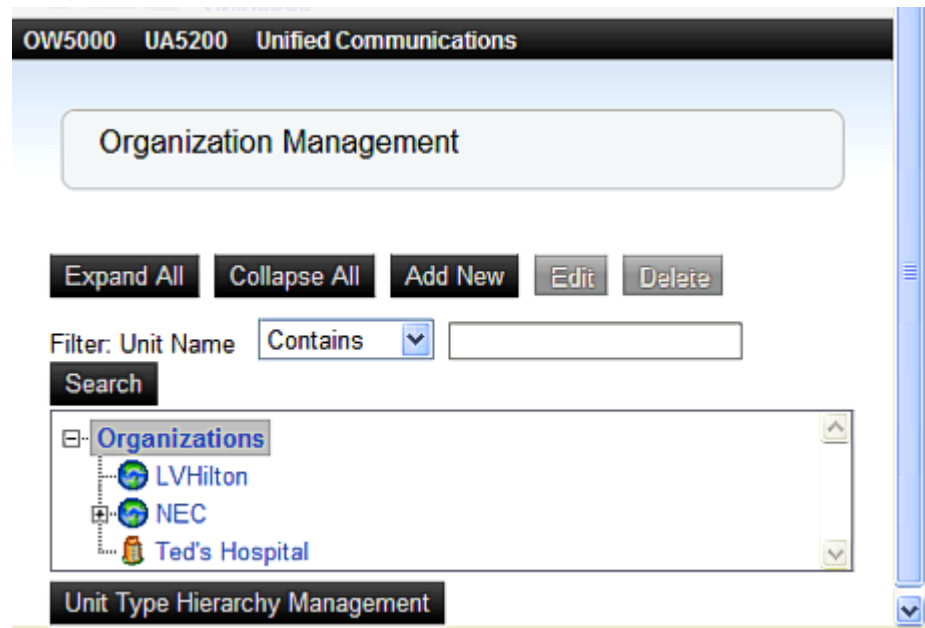


Figure 3-6 Organization Management



- Step 3** Select the root **Organizations** level, then select **Add New**. This will create a new organization level. [Figure 3-7](#) displays.

Figure 3-7 Organization Management - Add New

Organization Management

Organization Type: None ▼
(Note: Once selected, the Organization Type cannot be changed.)

Parent: <None>

*

Name:

Type: Company ▼

Notes:

LOCATIONS

Add New

No locations are assigned.

PHONE NUMBERS

Add New

No phone numbers are assigned.

Apply Done Cancel

- Step 4** Select the **Internal** option button from the **Organization Type** drop down list.

- Step 5** Enter the name of the organization. If the selected PMS is Agilysys LMS, the Organization name should match the name used in the Site Id field on the Guest Link Adapter Controller **Configuration** tab.



*It is very important that you enter an organization name that matches the **Site Id** field in the Guest Link Adapter Controller during this step.*

- Step 6** Select the **Type** of organization as **Hotel** from the drop-down list.

- Step 7** Enter any desired **Notes**.

Adding Locations

Locations representing hotel rooms and their extensions can be added through OW5000 Admin, OW5000 DB Tool or during Room/Extension download with some Property Management Systems.

With Micros-Fidelio and Guest Link Basic, you must import the room/extension data before executing the application.



Please refer to the OW5000 Configuration Guide for instructions on how to use the OW5000 DB Tool.

Follow the procedures below to create a **New Parent** Location and a **New Hotel Room** using OW5000 Administrator.

Creating New Parent Location

- Step 1** Navigate to **OW5000 > Directory > Locations**. [Figure 3-8](#) displays.

Figure 3-8 Location Management Screen

Location Management

[Add New](#) [Edit](#) [Delete](#)

Filter: All Location Name: Starts With [Search](#)

[Home](#) [Home](#)

1 - 20 of 157 records 20 Results per page Page: 1 of 8 > >>

	Name	Fully Qualified Location Name
>	101	The Mark 101
>	102	The Mark 102
>	103	The Mark 103

Step 2 Click Add New. [Figure 3-9](#) displays.

Figure 3-9 Add New Location Screen

Location Management

Parent: <None>

*
Name:

Type: Area

Notes:

PHONE NUMBERS

[Add New](#)

No phone numbers are assigned.

[Apply](#) [Done](#) [Cancel](#)

Step 3 Enter a **Name** for the Parent Location.



Naming the Parent Location the same as the Hotel organization is recommended. This helps keep the data organized.

Step 4 Choose **Hotel Building** from the **Type** drop down list.

Step 5 Click **Apply** and then **Done** to save the location and return to the **Location Management** screen.

Creating a New Hotel Room

Step 1 On the Location Management Screen, to select the **Parent Location** that was just created, click >.

Step 2 Click **Add New**. [Figure 3-10](#) displays.

Figure 3-10 Creating New Hotel Room

The screenshot shows the 'Location Management' interface. At the top, there's a header 'Location Management'. Below it, the 'Parent' is set to 'New Hotel Inn'. The 'Name' field is empty and marked with an asterisk. The 'Type' dropdown is set to 'Hotel Room'. The 'Notes' field is a large text area. Below the form, there's a section titled 'PHONE NUMBERS' with an 'Add New' button. A message bar states 'No phone numbers are assigned.' At the bottom, there are three buttons: 'Apply', 'Done', and 'Cancel'.

Step 3 Enter a Hotel Room name in the **Name** field.

Step 4 Click **Add New** under **PHONE NUMBERS** to add an extension for this room.

Step 5 Click **Apply**.

OR

Browse back to the Organization (**OW5000 > Directory > Organizations**) and look up the organization related to this hotel room. Edit the parent organization and link the location to that organization by selecting **Add New** under the **LOCATIONS** section. (Links hotel room to the hotel).

Adding a Hotel PBX to Guest Link

Use the following steps to link the Hotel PBX and Organization (**Site Id**).

Step 1 Select **UA5200** from the OW5000 Administrator menu to display an OW5000 Options dialog box (see [Figure 3-1](#)).

Step 2 Select **Guest Link** from the menu, and then select **Hotel PBX** from the submenu (see [Figure 3-11](#)). [Figure 3-12](#) displays.

Figure 3-11 OW5000 Directory Configuration

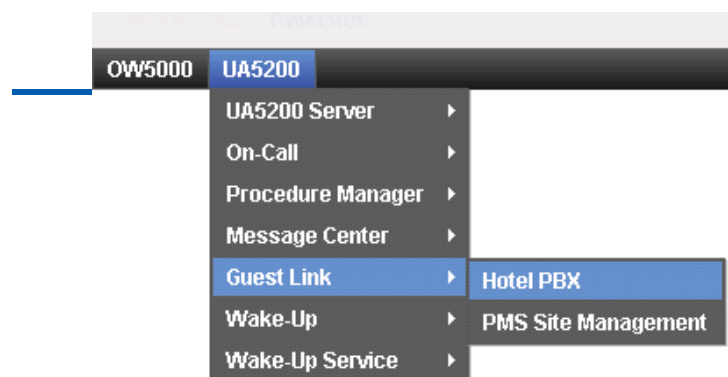
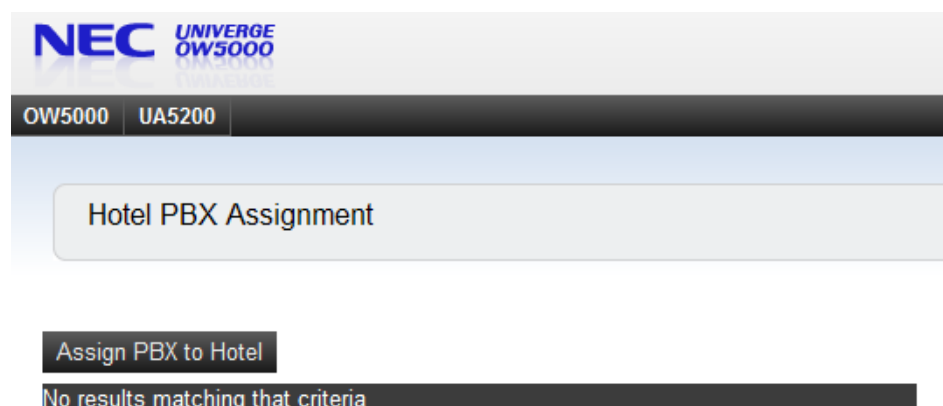
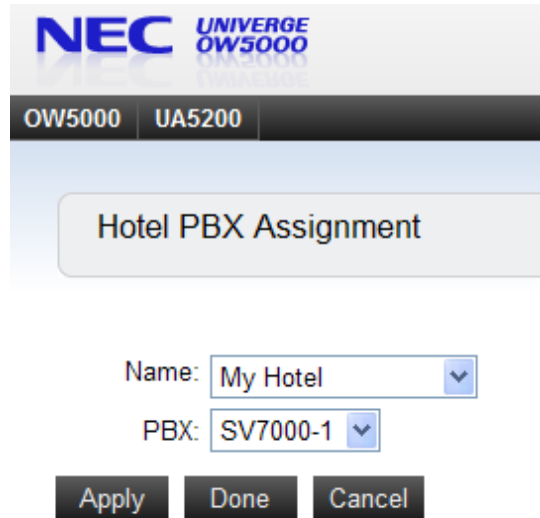


Figure 3-12 Hotel PBX Assignment - Assign PBX to Hotel



Step 3 Click **Assign PBX to Hotel**. [Figure 3-13](#) displays.

Figure 3-13 Hotel PBX Assignment - Selection



The screenshot shows the NEC UNIVERGE OW5000 interface. At the top, there are two tabs: 'OW5000' and 'UA5200'. Below the tabs is a dialog box titled 'Hotel PBX Assignment'. Inside the dialog box, there are two dropdown menus. The first is labeled 'Name:' and has 'My Hotel' selected. The second is labeled 'PBX:' and has 'SV7000-1' selected. At the bottom of the dialog box, there are three buttons: 'Apply', 'Done', and 'Cancel'.

Step 4 Select the hotel **Name** from the drop-down menu.



NOTE

Only Organizations names of the type **Hotel** will display in this drop-down.

Step 5 Select the **PBX** from the drop-down menu.

Step 6 Do one of the following:

- Click **Apply** to update the changes. [Figure 3-14](#) displays.
- Click **Done** to exit the dialog box.
- Click **Cancel** to exit without saving the changes.

Figure 3-14 Hotel PBX Assignment - PBX Mapped to Hotel Successfully

The screenshot displays the NEC UNIVERGE OW5000 web interface. At the top, there are tabs for 'OW5000' and 'UA5200'. Below the tabs, a section titled 'Hotel PBX Assignment' is visible. A green message box with an information icon states 'PBX mapped to hotel successfully.' Below this, a button labeled 'Assign PBX to Hotel' is present. The interface shows a table with one record, 'My Hotel', assigned to PBX 'SV7000-1'. The table has columns for 'Hotel Name' and 'PBX'. The record is displayed on page 1 of 1, with 20 results per page.

Hotel Name	PBX
My Hotel	SV7000-1

PMS Site Management

Guest Link allows Hotel/Hospitality Systems to populate guest data into the UA5200 database by connecting to the hotel's Property Management System (PMS).

Perform the following steps to allocate a supported PMS to the system.

- Step 1** Navigate to **UA5200 > Guest Link > PMS Site Management**. [Figure 3-15](#) displays.

Figure 3-15 PMS Site Management

PMS Site Management

Assign PMS Hotel

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

	PMS Site ▲	Vendor	PMS Connection	Active	Connected
	Bellagio	Micros-Fidelio	IP and Port	True	False
	Bellagio	Agilysys	LMS	False	False
	The Mark	Micros-Fidelio	IP and Port	True	True

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

Step 2 Click **Assign PMS Hotel**. [Figure 3-16](#) displays.

Figure 3-16 Assign PMS Hotel

PMS Site Management

PMS Site:

PMS Type:

Remote IP Address:

Remote Port:

Local IP Address:

Local Port:

Active: ☐

Apply **Done** **Cancel**

Step 3 Select **PMS Site** from the drop down list of defined organizations of type Hotel.

Step 4 Select **PMS Type** from the drop down list of supported vendors. Currently, there are two PMS types in the list, Agilysys LMS and Micros-FIAS.



If the selected PMS Type is Agilysys LMS, the Remote and Local fields are not used; however, a properly formatted IP address and port must be entered. The Remote and Local fields are entered in the Guest Link Adapter Controller Panel as the High Priority and Low Priority fields.

- Step 5** Enter the published IP address of the PMS System that Guest Link will connect to in **Remote IP Address** (required field).
- Step 6** Enter the Port associated with the Remote IP Address in the **Remote Port** (required field).
- Step 7** Enter the Local IP Address field.
- Step 8** Enter the port associated with the Local IP Address in the **Local Port** field.



NOTE

The Local IP Address and the Local Port fields are not used at this time; however, in order to complete this procedure, these fields cannot remain empty. Therefore, a properly formatted IP address and port must be entered in order for the process to continue.

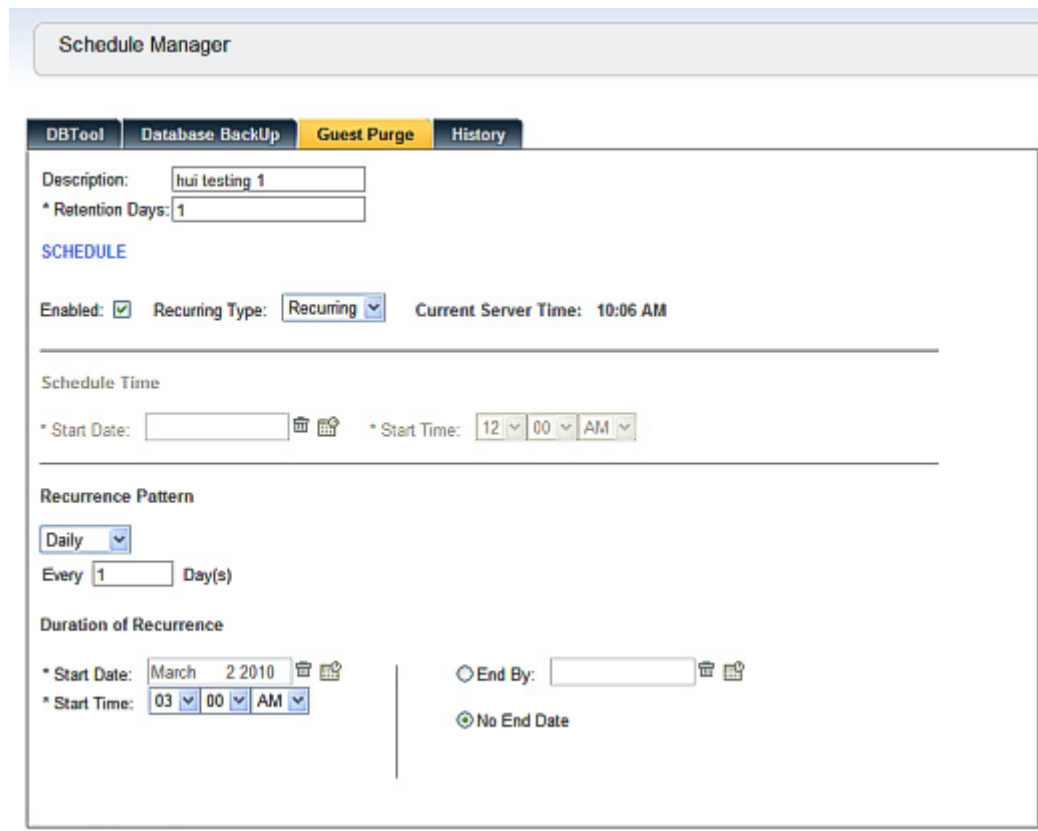
- Step 9** Check the **Active** box to make this configuration active. When Guest Link is restarted, it will attempt connect based on this configuration.
- Step 10** Click **Apply**.

Configuring Guest Retention Days

This option is to set the number of days a guest will remain in the database after the guest has checked out before the guest and any related wake-up information will be removed.

Log on to the OW5000 Administrator program. Once you are logged in to OW5000 Administrator, follow this path to configure the guest retention days: **OW5000 > Scheduler** and then select the **Guest Purge** tab. A Guest Purge dialog box displays (Figure 3-17).

Figure 3-17 Guest Purge Dialog Box



Schedule Manager

DBTool Database BackUp **Guest Purge** History

Description:

* Retention Days:

SCHEDULE

Enabled: ☒ Recurring Type: **Recurring** Current Server Time: 10:06 AM

Schedule Time

* Start Date: * Start Time: 12:00 AM

Recurrence Pattern

Daily

Every Day(s)

Duration of Recurrence

* Start Date: March 2 2010 * End By:

* Start Time: 03:00 AM ☒ No End Date

Step 1 Enter a description for the guest purge record in the **Description** field.

Step 2 Enter the number of days the guest records will be kept in the **Retention Days** field. A value of 1 through 365 must be entered.

Step 3 The **Enabled** check box turns **Guest Purge** on or off. Check the **Enabled** box to allow the purging of guest records. Leave the box blank to keep checked-out guests in the directory indefinitely.

Step 4 To purge the records on a recurring basis, select **Recurring** from the **Recurring Type** drop-down list and proceed to [Step 8](#). To purge the records one time, select **One Time** from the **Recurring Type** drop-down list and proceed to [Step 5](#).



*If **One Time** is selected, the section **Schedule Time** becomes available for data entry. If **Recurring** is selected, the **Recurrence Pattern** section becomes available for data entry.*

Step 5 In the **Schedule Time** section, enter the **Start Date** by clicking on the **Calendar** icon.

Step 6 Enter the **Start Time**.

Step 7 Click **Apply** to save the Guest Purge Schedule.

Step 8 In the **Recurrence Section**, select **Daily**, **Weekly**, or **Monthly** to schedule how often guest purge will occur.



REFERENCE

The remainder of the Recurrence Pattern options change depending on how often the guest purge is scheduled to occur. Refer to [Table 3-1](#) for field descriptions and values for each type of recurrence.

Step 9 Complete the appropriate fields that correspond to the **Recurrence Pattern** selected. Refer to [Table 3-1](#) for details on available fields.

Step 10 Click **Apply**.

Table 3-1 Guest Purge Field Descriptions

Recurrence	Field	Description
Daily	Every _____ days	A numeric value between 1 and 366 indicating the recurrence rate for the guest purge. For example, a value of 2 would mean every 2 days.
	Start Date	The date the guest purge begins. Use the Calender icon to open a Calender to select the date.
	Start Time	The time the guest purge begins.
	End By	Enable this field to set the date the guest purge recurrence stops. Use the Calender icon to open a Calender to select the date.
	No End Date	Enable this field to continue the defined guest purge recurrence schedule indefinitely.

Recurrence	Field	Description
Weekly	Recur every _____ weeks on:	A numeric value between 1 and 52 indicating how many weeks between guest purge.
	<ul style="list-style-type: none"> • Sunday • Monday • Tuesday • Wednesday • Thursday • Friday • Saturday 	Check the radio button for the day of the week the guest purge will occur. At least one day must be selected.
	Start Date	The date the guest purge begins. Use the Calender icon to open a Calender to select the date.
	Start Time	The time the guest purge begins.
	End By	Enable this field to set the date the guest purge recurrence stops. Use the Calender icon to open a Calender to select the date.
	No End Date	Enable this field to continue the defined guest purge recurrence schedule indefinitely.

Recurrence	Field	Description
Monthly	Day ____ of every ____ month(s)	Numeric value between 1 and 31 for Day and 1 and 12 for month. Checking this radio button and filling in the fields determines on what day the guest purge occurs and how many months between each purge.
	The of every month(s).	Fields that determine the Day and Week of the guest purge and the number of months between guest purges.
	Start Date	The date the guest purge begins. Use the Calendar icon to open a Calendar to select the date.
	Start Time	The time the guest purge begins.
	End By	Enable this field to set the date the guest purge recurrence stops. Use the Calendar icon to open a Calendar to select the date.
	No End Date	Enable this field to continue the defined guest purge recurrence schedule indefinitely.

Configuring Guest Link Basic

Guest Link Basic must be configured to enable the PBXs that will be used for Guest data sync.

Perform the following steps to configure Guest Link Basic.

- Step 1** Navigate to **UA5200 > Wake-Up Service > Settings**. [Figure 3-18](#) displays showing the enabled PBXs for the Wake-Up Service.

Figure 3-18 Wake-Up Service Settings

Wake-Up Service Settings

1 - 2 of 2 records		10 Results per page	Page: 1 of 1
>	PBX Name	VIP Wake-Ups	Voice Platform Guest Link
>	SV7000-40-Hotel	Turn off VIP Wake-ups for all Guests	Disabled
>	SV7000-44	Turn off VIP Wake-ups for all Guests	Disabled
1 - 2 of 2 records		10 Results per page	Page: 1 of 1

Step 2 Click on > next to the desired PBX to display the current settings.

Step 3 Click on the **Pencil** icon to edit the current settings for the selected PBX. [Figure 3-19](#) displays.

Figure 3-19 Enabling Guest Link Basic

1 - 2 of 2 records		10 Results per page	Page: 1 of 1
>	PBX Name	VIP Wake-Ups	Voice Platform Guest Link
>	SV7000-40-Hotel	Turn off VIP Wake-ups for all Guests	Disabled
>	SV7000-44	Turn off VIP Wake-ups for all Guests	Disabled
1 - 2 of 2 records		10 Results per page	Page: 1 of 1

VIP Wake-Ups: ☐ Turn on VIP Wake-ups for VIP Guests
☐ Turn on VIP Wake-ups for all Guests
☒ Turn off VIP Wake-ups for all Guests

☒ Voice Platform Guest Link

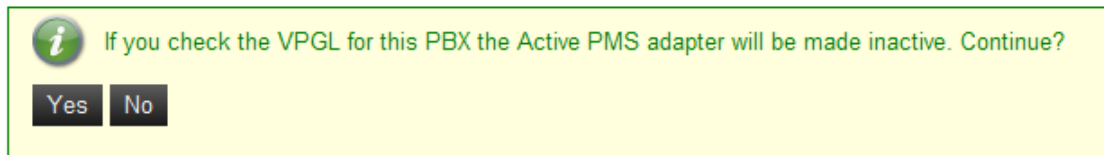
Apply
Cancel

Step 4 Check the **Voice Platform Guest Link** box.

Step 5 Click **Apply**.



If there is a PMS Site for the same PBX configured and marked as Active, it will be made inactive as both Guest Link Basic and a PMS cannot be enabled at the same time.

Figure 3-20 Guest Link Basic Message

Limitations of Guest Link Basic



The limitations listed below apply to Guest Link Basic only. These limitations do not apply to Guest Link that is directly connected to a full Property Management System.

- Guest room and extension data **MUST** be pre-populated in the OW5000 database prior to the application being started.
- Guest name will be truncated to 16 characters because that is all the PBX can store.
- Guest name format is manually entered by the front desk personnel and may be subject to errors or differing formats between front desk users. Guest Name will be stored in the OW5000 last name field for a person.
- Due to only receiving full name, UA5200 will not have a name for the first name field.
- No Guest Address data.
- No check-out date. Date not provided. Check-in date will be set when the check-in flag is true.
- Duration of stay logic for scheduling wake-ups will be set to a fixed length due to no check-out date. Wake-ups set after check-out will be cleared automatically.
- No folio ID or guest ID matching front desk for data comparison because it is not provided.
- Notes, special instructions or remarks entered by front desk must be put in the OptionalData A and B fields. Opt A field is limited to 3 characters and Opt B field is 5 characters. The Front Desk system must already be configured to put data in these fields.
- Guest Groups will be tied to the group number provided by PBX. Traditionally this has been a string.
- Non-registered guests (NRG) are not supported unless the front desk system puts this data in the Opt A or Opt B fields. It still will not integrate with current NRG design. It will just be a piece of Additional Detail info.
- Message waiting count not supported. Only can tell if they have a message. The front desk is responsible for message waiting lamps. Messages taken by UA5200 will not light the lamp. The Property

Management System is traditionally the master for message storage and lamp display.

- No guest/hotel type message taking integration with the front desk. Attendant taken messages are stored locally (in the OW5000) and will only be visible by other Attendants.
- No guest data download from Property Management System. Only populated when the application is started and syncs with the PBX data.
- Room extensions MUST be configured correctly in OW5000 and the application must be able to successfully monitor the extension. Failure to do so will result in no Guest data info for that room.
- No concept of primary or additional guests.

Configuring Guest Link Agilysys LMS

This chapter provides the procedures for starting and configuring the Guest Link Adapter Controller for the Agilysys LMS Property Management System. This chapter also describes configuring the OW5000 Administrator to accept information downloads. The following topics are included in this chapter:

Chapter Topics

- [Procedures for Configuring Guest Link Agilysys LMS](#)
- [Starting Guest Link Adapter](#)
- [Guest Link Adapter Controller](#)

Procedures for Configuring Guest Link Agilysys LMS

Ensure the following are properly configured before running Guest Link.

- **Guest Link Adapter Controller** Provides a method to view the Guest Link services connection status, configure the Guest Link Adapter, and view the Guest Link Adapter log file.
- **OW5000 Admin Pages** Use to build the Organization (Site Identifier) and PBX association.



NOTE

The Organization in the database must match the Site Identifier entered in the Adapter Controller Configuration Panel. This organization is associated with a PBX on the OW5000 Administrator; Hotel PBX configuration page. This is required to be able to correctly assign guest extensions to the correct PBX.

Methods for starting the Guest Link service include:

- Opening the Guest Link Adapter Controller and clicking the **Start** button on the **Status** tab.
- Opening the Windows Service Control Manager and finding the service called **UA5200 LMS GuestLinkAdapter Service**.

Starting Guest Link Adapter

Use the following steps to start the Guest Link Adapter software.

Step 1 Go to **Windows->Start->All Programs->NEC->UA5200 Guest Link** and select "**GuestLink Adapter Controller**".

Guest Link Adapter Controller

The **Guest Link Adapter Controller** panel consists of the **Status**, **Configuration**, and **View Log** tabs. This panel provides you the ability to view the:

- Status of the Guest Link connection to the hotel's Property Management System
- Connection information to the Guest Link Web Service that was used to communicate with the OW5000 database
- Configure Guest Link tab.
- View Log tab

Status Tab

The Status tab ([Figure 4-1](#)) contains **Connection Status** and **Guest Link Service** sections.

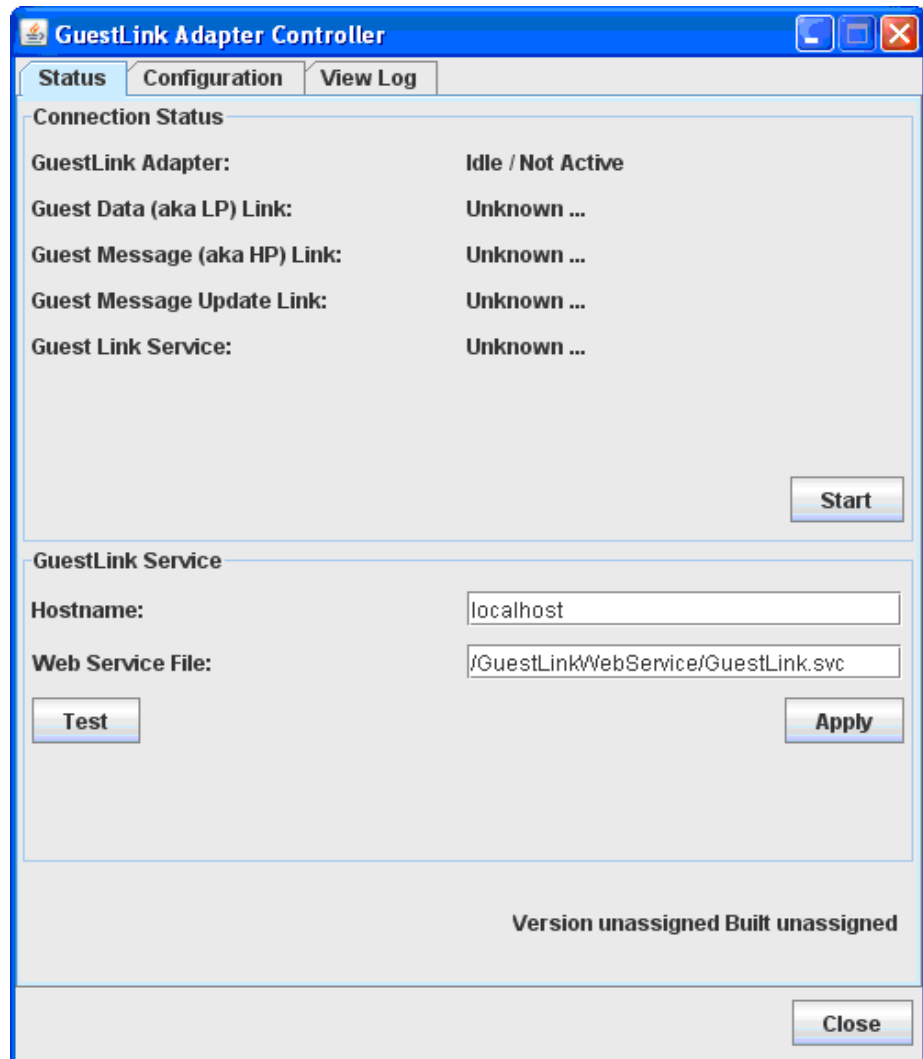
Figure 4-1 GuestLink Adapter Controller - Status Tab

Table 4-1 and Table 4-2 describe the **Status** tab's **Connection Status** and **Guest Link Service** sections.

Table 4-1 Status Tab - Connection Status Section Description

Item	Description
GuestLink Adapter	Displays the GuestLink Service running status in the service control manager. Stopping and starting of this service can be controlled by the Start button seen in the Connection Status group. Starting this service will cause GuestLink to attempt to connect to the PMS on the Guest Message Link (HP) and open a listening port for the Guest Data Link (LP) for PMS to connect to. The configuration values are stored in the OW5000 database and are accessible from configuration panels of this control interface.
Guest Data (aka LP) Link	Used by a PMS to download guest and room data.

Item	Description
Guest Message (aka HP) Link	Used by UA5200 and Guest Link to upload guest/hotel and group messages and request a message download for a guest.
Guest Message Update Link	Status of the connection between the Guest Link Web service and the Guest Link Adapter. Used for sending message requests on the Guest Message Link (HP) for UA5200.
Guest Link Service	Connection status from the Adapter to the Guest Link Web Service. Used to communicate to the UA5200 and OW5000 Database.

Table 4-2 Status Tab - Guest Link Service Section Description

Item	Description
Hostname	Indicates the name of the OW5000 Server where the Guest Link Service is installed.
Web Service File	Specifies the location of the web file.
Test Button	Used to test the connection between the Guest Link Adapter and the Guest Link Web Service using the applied information for Hostname and Web Service File .
Apply Button	When changes are made to the Hostname or the Web Service File , the Apply button must be clicked to save the changes.

The build version and date of the Guest Link Adapter displays at the bottom of the **Status** tab.

Configuration Tab

The **Configuration** tab ([Figure 4-2](#)) provides a user interface to configure the connection settings between Guest Link Adapter and the Property Management System.

Figure 4-2 GuestLink Adapter Controller - Configuration Tab

Table 4-3 and Table 4-4 describe the **Configuration** tab's **Property Site Data** and **Other Guest Settings** sections.

Table 4-3 Configuration Tab - Property Site Data Section Description

Item	Description
Site ID	<p>A unique identifier for associating where data should go in the OW5000 database that is downloaded on this link. When you enter text in the Site ID field, the name will display on the tab.</p> <p>Note: It is important to enter a Site ID that matches an Organization of type Hotel from the OW5000 Administrator.</p>

Item	Description
Guest Data (LP) Link	<ul style="list-style-type: none"> • Listen on Port: TCP/IP port that the UA5200 Guest Link Adapter uses to wait for a connection from the Property Management System. • Listen on Address: IP Address of the machine the UA5200 Guest Link Adapter is installed on. Localhost can be used as default. • Primary-Accept From: IP Address of the machine the PMS system will be connecting from. • Secondary-Accept From: Not required but may be needed in a dual NIC configuration.
Guest Text Messaging (HP) Link	<ul style="list-style-type: none"> • Connect to Port: TCP/IP port that the PMS listens on for the HP link. • Primary Address: PMS IP Address for the HP Link. • Secondary Address: Alternate IP Address of the PMS for the HP Link.
Restore Button	Reverts data back to the default installed data.
Apply Button	Saves the changes. When the Guest Link Adapter Service is restarted, these new settings will be used.

Table 4-4 Configuration Tab - Other Guest Settings Section Description

Item	Description
Data Format	The date format used by the PMS system should be entered here. If the date format is not consistent between Guest Link and the PMS system, errors can occur.
Date Time Format	The date time format used by the PMS system should be entered here. If the date time format is not consistent between Guest Link and the PMS system, errors can occur
HP Connection Delay	The seconds between connection retry attempts to connect to the PMS HP listening port and IP address if the first attempt fails. This is also the retry interval if a connection is dropped.
LP Sequence Used	Needs to be set to true if PMS uses sequence ID's, or False if PMS does not. The default is normally true . If there is a mismatch in settings, errors can occur.
Restore Button	Reverts data fields back to the installed defaults.
Apply Button	Save the changes. The saved data will be used on the next Guest Link Adapter Service restart.
Defaults Button	Reverts data back to the installed defaults.

View Log Tab

The **View Log** tab (Table 4-4) allows you to open and review the Guest Link Log File listing the interface activity between the Guest Link Adapter and the Property Management System. The application will also install a shortcut on the Desktop permitting the log file to be opened in a larger panel.

From the GuestLink Adapter Controller dialog box, click the **Log Viewer** tab to display activity of the interface (Figure 4-3).

Figure 4-3 GuestLink Adapter Controller - View Log

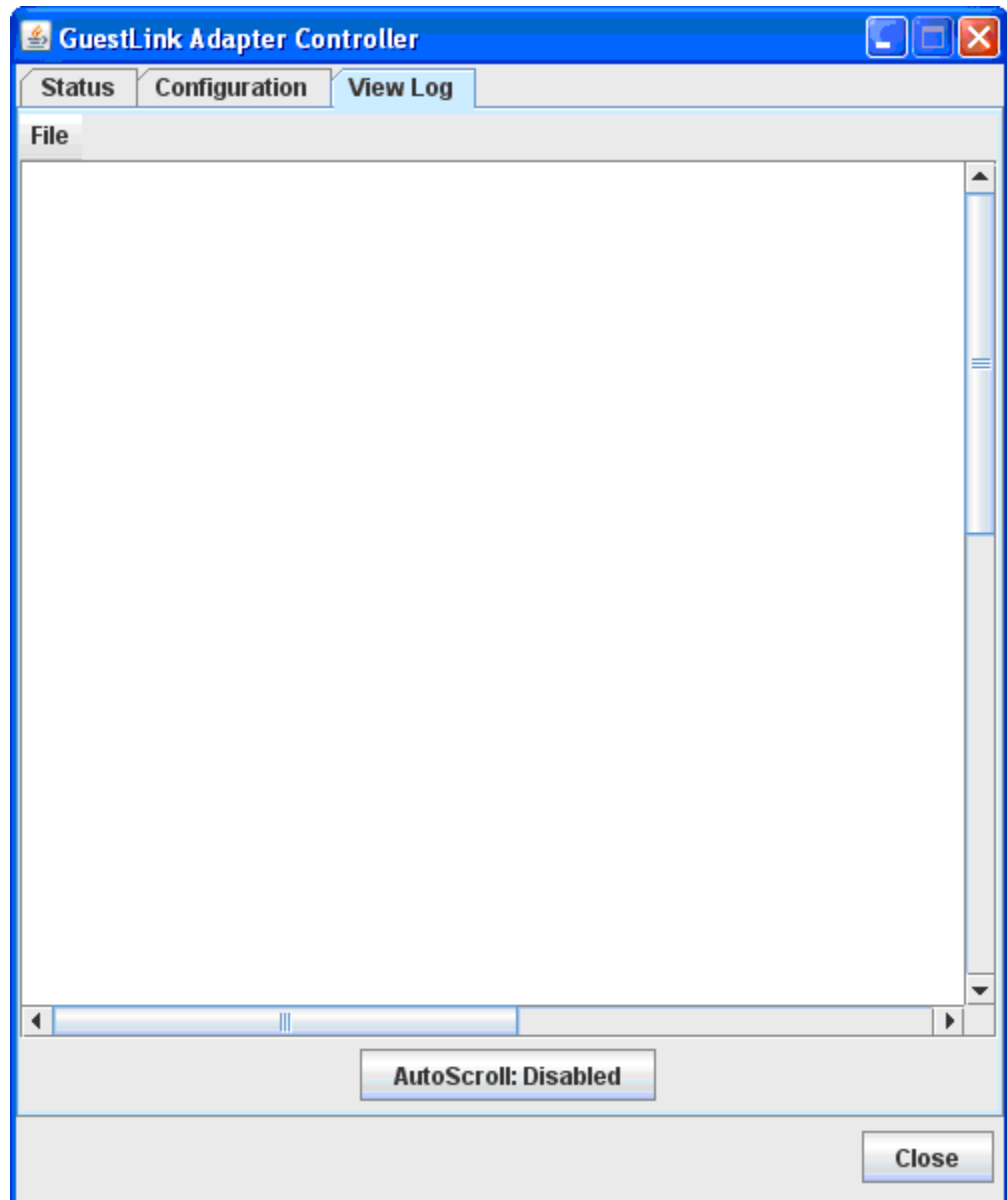


Table 4-3 describes the **View Log** tab.

Initial Data Population

This chapter provides procedures used in initial data population, data migration, and importing and exporting data.

Chapter Topics

- [Procedures for Initial Data Population](#)
- [Loading Data with Agilysys LMS PMS](#)
- [Loading Data for Micros and Guest Link Basic](#)
- [Migrating Data from a Legacy NEC HCS System](#)
- [Exporting Tables from HCS](#)
- [Importing Exported Data into OW5000](#)

Procedures for Initial Data Population

Initial data population includes loading data with Agilysys LMP PMS, loading data for micros and Guest Link Basic, migrating data from a legacy NEC HCS system, exporting tables from HCS, and importing data into OW5000.

Loading Data with Agilysys LMS PMS

Perform the following steps to load data with Agilysis LMP PMS.

- Step 1** Establish a connection between Guest Link and Agilysis.
- Step 2** Query Agilysis to perform a Room/Extension download.
- Step 3** After the Room/Extension download completes, perform a full Guest data download.
- Step 4** Verify the data.

Loading Data for Micros and Guest Link Basic

Perform the following steps to load data for Micros and Guest Link Basic.

- Step 1** Ensure data is in a file compatible with OW5000 DBTool to import Location/Extension information.
 - This data should be provided by the customer.
- Step 2** Verify Room/Extension data after DBTool import.
- Step 3** Start Wake-up Service or connect Guest Link to the Micros PMS system and allow the applications to run populating the data as activity begins.

Migrating Data from a Legacy NEC HCS System

The following procedure details how to retrieve data from a PostgreSQL database on an UAPLX to a delimited file.

On the UAPLX:

- Step 1** At the command prompt, launch the PostgreSQL interactive sub-process with this command **'psql mccdb mcs'**. You should see **'mccdb=> '**.
- Step 2** Specify the output file for the session with the **'\o'** command. The command format is **'\o <filename>'**. Here's an example: **'\o /oai/extension.csv'**.
- Step 3** Execute a SQL command that will extract the needed data. If you used the file output command in step, 2 all output will be redirected to the filename specified in the **'\o'** command. Here is a standard SQL command to extract the data from the extension table: **'select * from extension;'**. It's important that the SQL command is terminated with a semicolon - pressing the <enter> key will not execute the SQL command.
- Step 4** To exit the PostgreSQL interactive command prompts use the <quit> command **'\q'**.



NOTE

To verify that the data is what you want, you can run the select command before specifying the output file. In the instructions above, do not type the single quote characters - they simply show the start and end of the command. While in the psql interactive command tool, the database name and a '=' is the normal command line prompt, e.g. **'mccdb=>'**. When in command continuation mode, the prompt will change to **'->'**. You need to close the command with a semicolon **';** or quit the session and start over.

Exporting Tables from HCS

The table below lists the tables to export from HCS.

Table 5-1 HCS to Export

Table	Description
admin	Gathers People data with departments and contact methods. Note: Names will be full name and should be manually split to first and last names. People, departments, and locations should be manually separated from the cvs file so that they are separate imports with the DBTool.
extension	Gathers the extension and phone type. Note: The office code (PBX ID) and tenant will need to be added as columns to import into the DBTool.
phnum	External numbers

Importing Exported Data into OW5000

Follow the steps below to import the exported tables from HCS to the OW5000 server.

- Step 1** Copy the exported files to the OW5000 server.
- Step 2** Edit the data to create column names that will match up to fields as specified in OW5000 DBTool.
- Step 3** Import the data using DBTool.
- Step 4** Verify the data.

NEAX Command Assignments

This guide assumes that data settings that affect the operation of all OAI software on a system-wide basis have already been assigned on the NEAX 2400. Such settings include, for instance, system index values and assignment of Interface I/O Port Data in the Interface Processor (IP). For more information about the system data settings and about the UA5200 settings discussed in this section, refer to the following technical manuals for the specific NEAX system in use:

- OAI System Manual
- Command Manual
- Job Specification
- Feature Programming Manual
- System Manual

Chapter Topics

- [NEAX 2400 Commands](#)



IMPORTANT

Reporting Off-Hook Alarms in the system operates the same as it does with the SN716 console.

NEAX 2400 Commands

Use the NEAX 2400 Maintenance Administration Terminal (MAT) to enter these commands.

NEAX Command Assignments Required Settings for UA5200 Guest Link Basic

ASYD SYS 1

Index 79	Bit 6	Enable OAI/ACD
	0	
Index 160	Bit 0	Enable Hotel/Motel features
	1	
Index 241	Bit 2	Enable SMFN notifications
	1	
	Bit 7	Enable SSFN notifications
	1	

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



UA5200 Guest Link Operations Guide

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