

# **UC for Enterprise (UCE) Attendant (UNIVERGE UA5200)**

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**Wake Up**

**Operations Guide**

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**NEC** NEC Corporation

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## 1

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# Introduction

The *UC for Enterprise (UCE) Attendant (UNIVERGE UA5200) Wake-Up Operations Guide* provides the information you need to install, configure, and operate the UA5200 Wake-Up application.

*Chapter Topics*

- [UA5200 Wake-Up Overview](#)
- [How This Guide is Organized](#)

---

## UA5200 Wake-Up Overview

Wake-Up is an intranet application which provides an organization with a tool to centrally store and manage wake-up schedules for guests. The Wake-Up application is an add-on module to the UA5200 Client application.

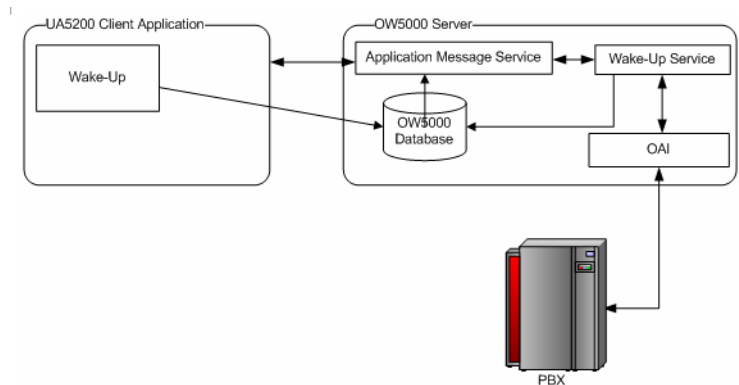
This application will utilize the call processing layer of the UA5200 Client Attendant to interact with the UA5200 Wake-Up Service on the OW5000 Server, which uses OAI to talk to the PBX to manage wake-ups. It will also interact with the OW5000 database for data purpose.

The important features are listed below:

- Guest data integrated with the UA5200 Client directory
- Manage wake-ups per guests
- Provides notification and views for managing missed wake-ups

## Product Interaction

UA5200 Wake-Up Service connects to the PBX and monitors all guest phones. This service relays notifications regarding wake-ups from the PBX to the Wake-Up module via the OW5000 Application Message Service (AMS).



## How This Guide is Organized

<a href="#">Chapter 1 Introduction</a>	This chapter provides an overview of the UA5200 Wake-Up server and outlines how to use this manual, including the actual manual organization and chapter layout for the UA5200 Wake-Up.
<a href="#">Chapter 2 Installing UA5200 Wake-Up</a>	This chapter describes the installation and configuration for all Wake-Up components.
<a href="#">Chapter 3 Configuring UA5200 Wake-Up and Wake-Up Services</a>	This chapter describes the steps necessary to configure the UA5200 Wake-Up application.
<a href="#">Chapter 4 Installing and Using the UA5200 Wake-Up Viewer</a>	This chapter describes the installation procedures for Wake-Up Viewer.
<a href="#">Chapter 5 NEAX Command Assignments</a>	This chapter provides the NEAX Command Assignments for Wake-Up and VIP Wake-Up related programming.
<a href="#">Chapter 6 Troubleshooting Wake-Ups</a>	This chapter provides solutions for problems with VIP or non-VIP Wake-Ups.

## 2

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# Installing UA5200 Wake-Up

This chapter provides step-by-step procedures to install and configure the UA5200 Wake-Up and Wake-Up Service.

The following topics are included in this chapter.

*Chapter Topics*

- [Before Starting the Installation Procedure](#)
- [Installing UA5200 Wake-Up](#)
- [Installing UA5200 Wake-Up Service](#)

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## Before Starting the Installation Procedure

This section describes the required components that must be in place before installing the UA5200 Wake-Up software.



NOTE

Each PBX must be configured for use with OAI before installing the application software. Refer to [“NEAX 2400 Commands” in Chapter 5](#) for NEAX Command Assignments for Wake-Up and VIP Wake-Up related programming. Refer to the UA5200 Operations Guide for UA5200 call processing related programming.

Before installing the Wake-Up software, please refer to the Requirements section in the *UC for Enterprise (UCE) Application Platform (UNIVERGE OW5000) Installation Guide* to verify that your system meets the Application Environment requirements for the OW5000 Runtime Platform and the specific application software you purchased.

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### UNIVERGE OW5000 Platform

The OW5000 Platform must be installed before you install the Wake-Up software. For instructions on how to install the OW5000 Runtime Platform, refer to the *UC for Enterprise (UCE) Application Platform (UNIVERGE OW5000) Installation Guide*.

The UA5200 Client software must be installed on all workstations that use the UA5200 for call processing.

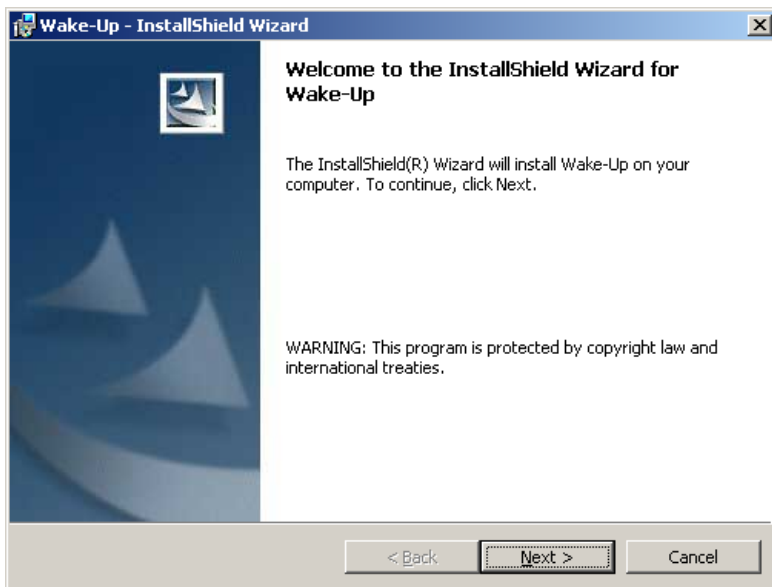
## Installing UA5200 Wake-Up

This section details step-by-step instructions for installing the UA5200 Wake-Up software.

Use the following steps to install the UA5200 Wake-Up software.

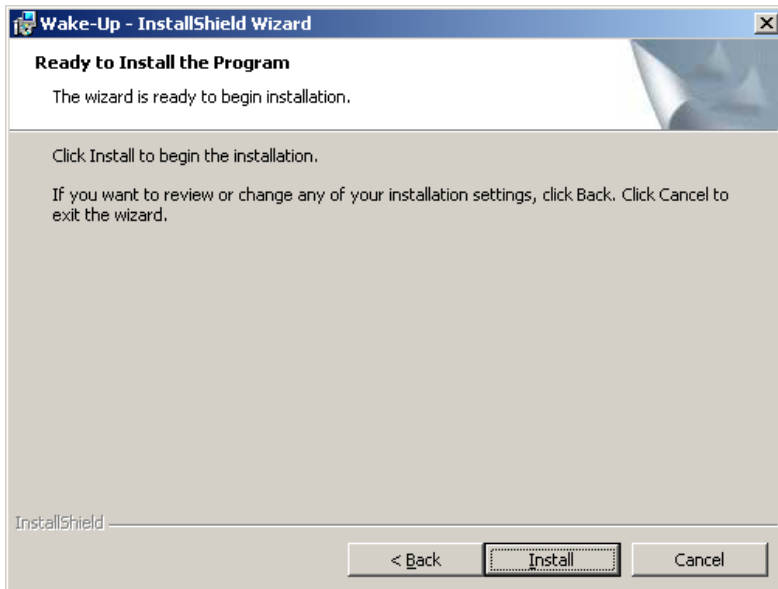
- Step 1** Place the UCE DVD into the computer's **DVD-ROM drive**. On most computers, setup will automatically start when the DVD is loaded. If Autorun is not enabled on the computer, do the following:
- After placing the UCE DVD into the computer's DVD-ROM drive, open Windows Explorer and double-click the **DVD-ROM drive** icon.
  - In the DVD-ROM file list, double-click the **Setup.exe** file.
- Step 2** Select **UA5200 Wake-Up**. A preparing to Install screen displays briefly and then a Welcome dialog box displays (Figure 2-1).

**Figure 2-1** Welcome dialog box



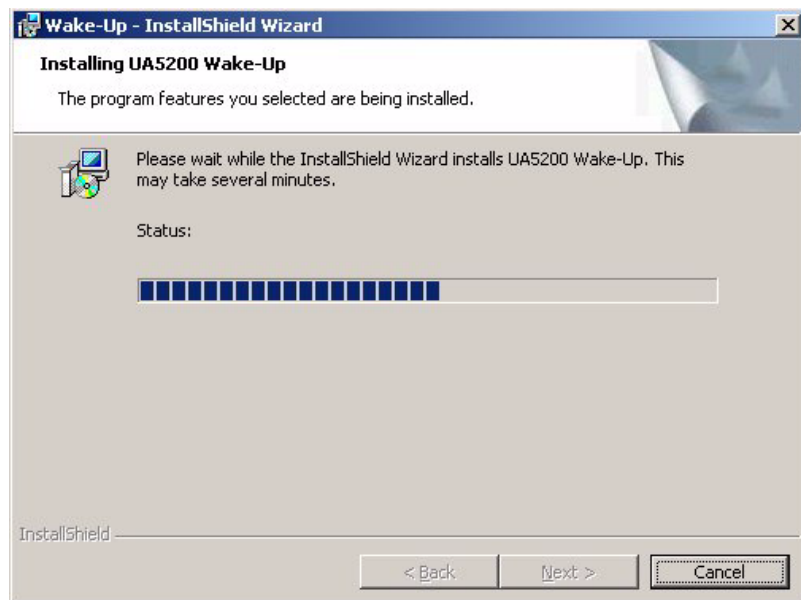
- Step 3** Click **Next**. A Ready to Install dialog box displays (Figure 2-2).

**Figure 2-2** Ready to Install dialog box

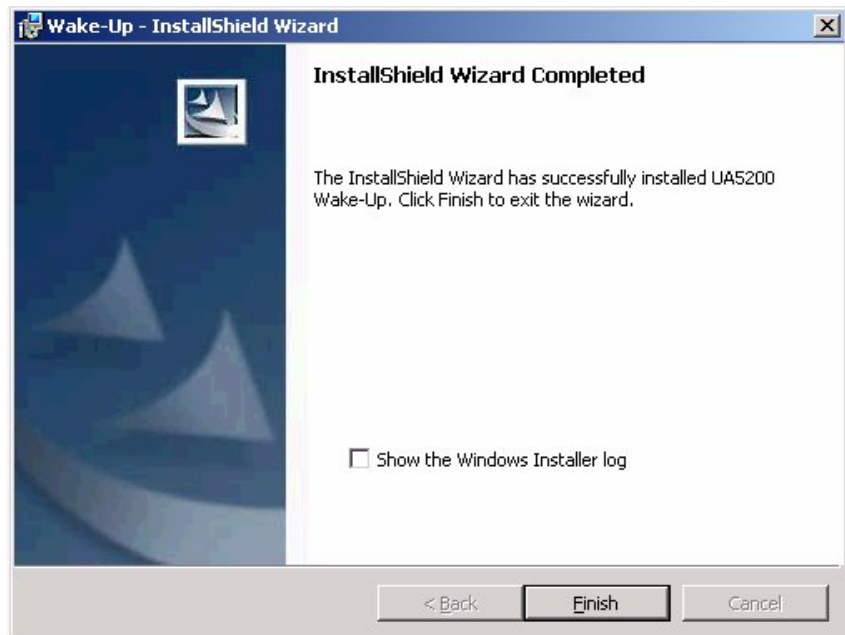


**Step 4** Click **Install**. [Figure 2-3](#) displays briefly and then an Installation Complete dialog box displays ([Figure 2-4](#)).

**Figure 2-3** Installing UA5200 Wake-Up



**Figure 2-4** Installation Complete dialog box



- Step 5** Click **Finish** to complete the installation. To **Show the Windows Installer log**, click the checkbox.

## Installing UA5200 Wake-Up Service

Wake-Up Service is a Windows service used to interface between the PBX and UA5200 clients for guest room wake-ups. The service allows UA5200 clients to set and/or cancel guest room or suite wake-ups. This service is for hospitality based customers.

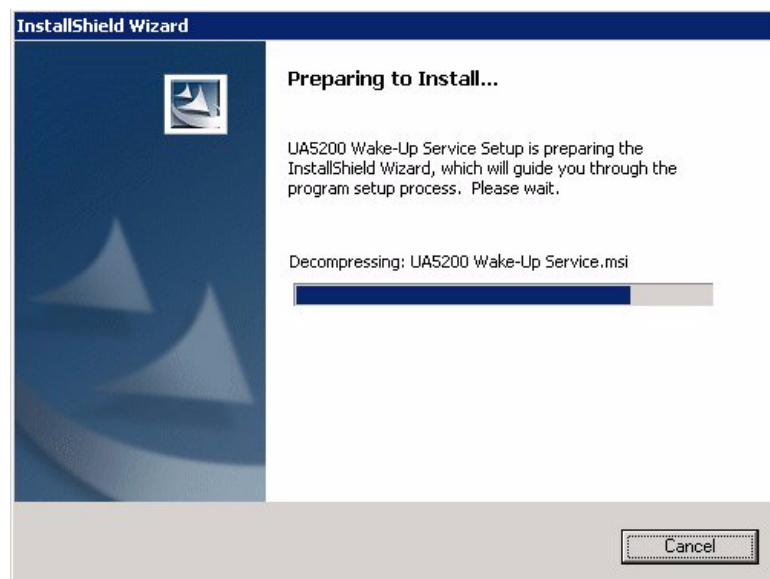
Listed below is an overview of the Wake-Up Service features:

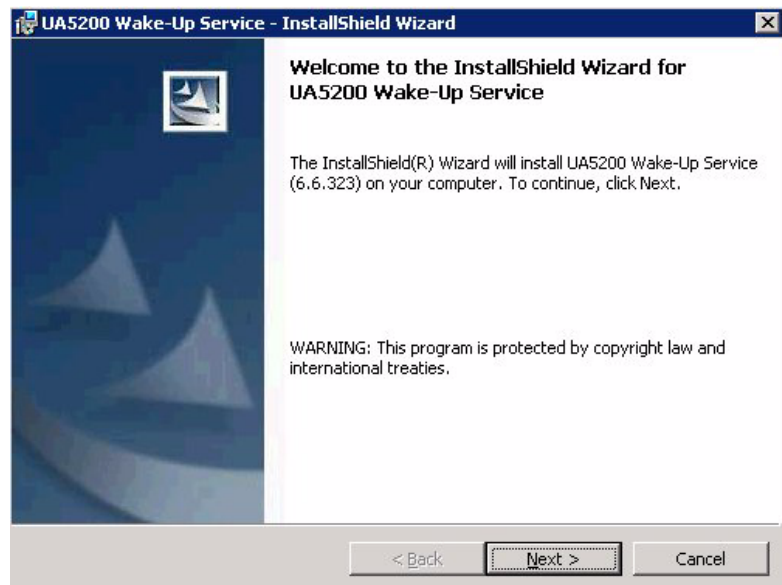
- responsible for synchronizing the time between UA5200 clients, UA5200 server, and the SQL Server with PBX time
- responsible for setting/canceling guest wake-ups in the PBX for requests from UA5200 clients
- responsible for updating the UA5200 database for wake-ups set or canceled from external sources
- notifies UA5200 clients for missed wake-ups via Application Messaging Service (AMS)
- records all failed wake-up calls that are notified by the PBX

Use the following steps to install the UA5200 Wake-Up Service software.

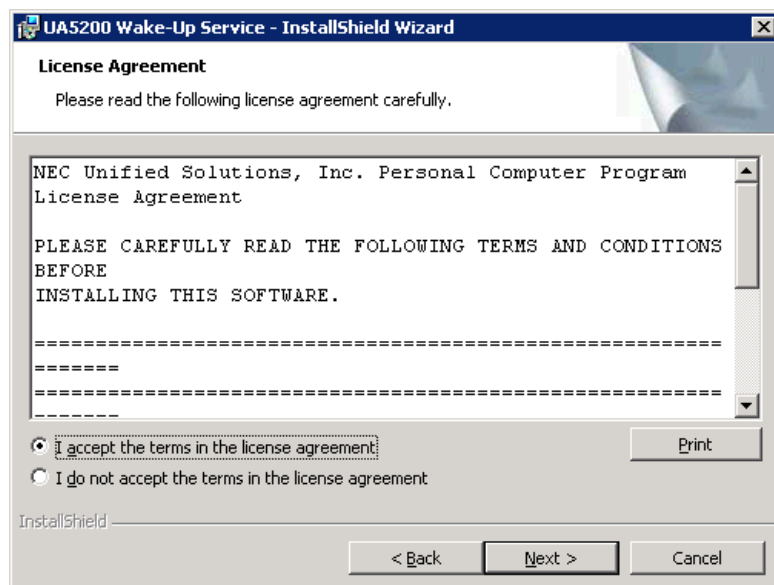
- Step 1** Place the UCE DVD into the computer's **DVD-ROM drive**. On most computers, setup will automatically start when the DVD is loaded. If Autorun is not enabled on the computer, do the following:
- After placing the UCE CD into the computer's DVD-ROM drive, open Windows Explorer and double-click the **DVD-ROM drive** icon.
  - In the DVD-ROM file list, double-click the **Setup.exe** file.
- Step 2** Select **UA5200 Wake-Up Service**. A preparing to Install screen displays briefly (Figure 2-5), then a Welcome dialog box displays (Figure 2-6).

**Figure 2-5** Preparing to Install screen



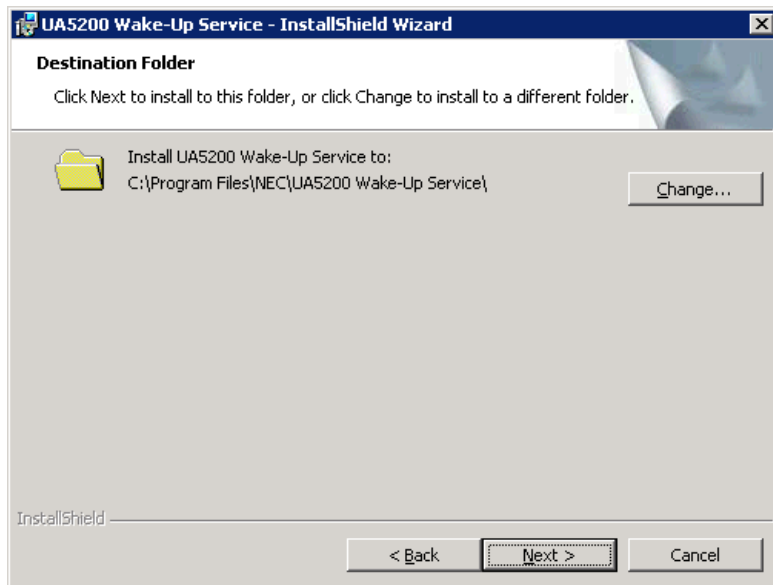
**Figure 2-6** Welcome dialog box

**Step 3** Click **Next**. A License Agreement dialog box displays (Figure 2-7).

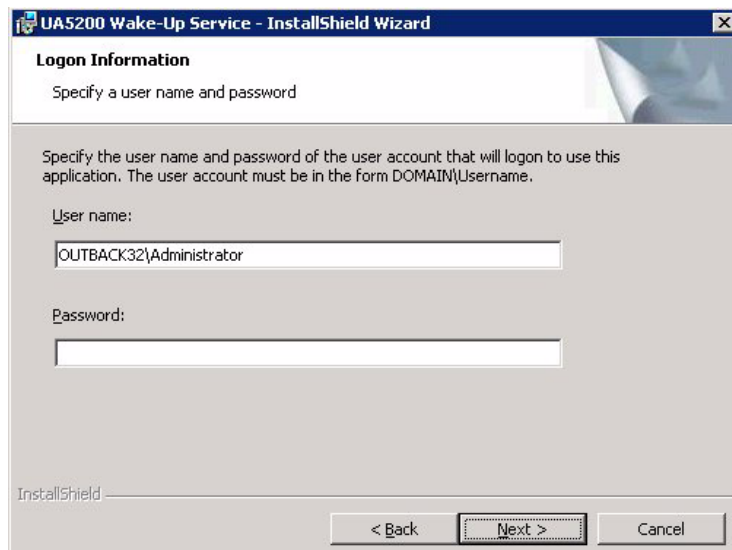
**Figure 2-7** License Agreement dialog box

**Step 4** Read the license agreement in the list box and select **I accept the terms in the license agreement**. Click **Next** to continue with the installation. A Choose Destination Location dialog box displays (Figure 2-8).



**Figure 2-8** Choose Destination Location dialog box

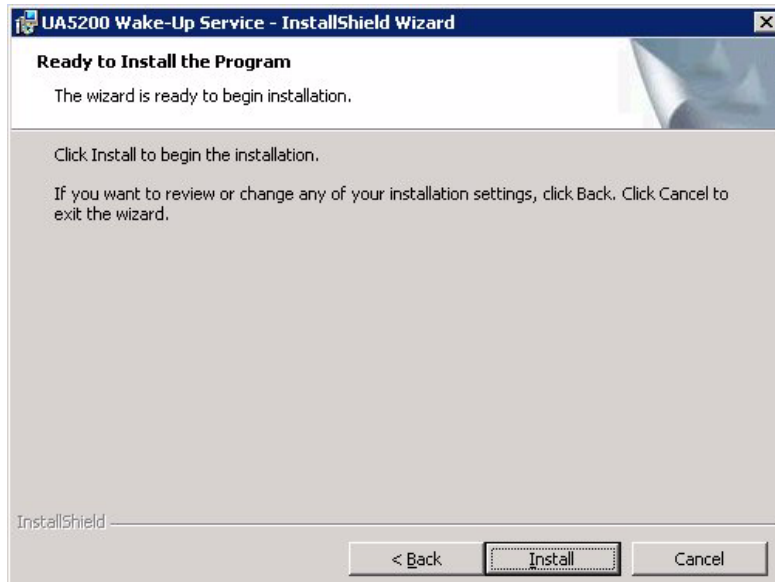
- Step 5** Do one of the following:
- To install to the default folder, click **Next**.
  - To select a different location, click **Change** and then select a different location. A User Name/Password dialog box displays (Figure 2-9).

**Figure 2-9** User Name/Password dialog box

- Step 6** Enter your user name in the **User name** field. The **User name** format is **domain\User name** or **User name** if the account is on the local machine. This User name must have administrator rights on the target machine.

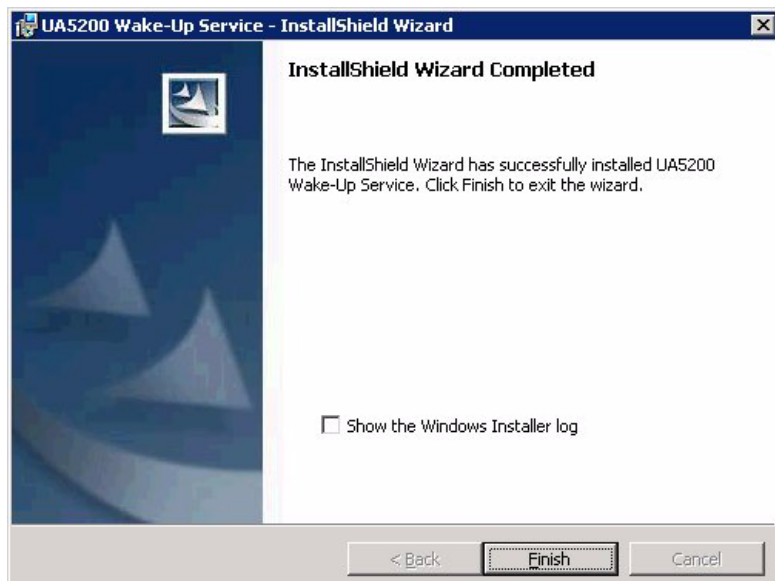
- Step 7** Enter the password associated with this user name in the **Password** field and click **Next**. [Figure 2-10](#) displays.

**Figure 2-10** Ready to Install dialog box



- Step 8** Click **Install**. After all files are copied, an Installation Complete dialog box displays ([Figure 2-11](#)).

**Figure 2-11** Installation Complete dialog box



- Step 9** Click **Finish** to complete the installation. To **Show the Windows Installer log**, click the checkbox.

# 3

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## Configuring UA5200 Wake-Up and Wake-Up Services

You must log in to the OW5000 Administrator in order to configure the UA5200 Wake-Up application. Refer to the *UC for Enterprise (UCE) Application Platform (UNIVERGE OW5000) Configuration Guide* for information on how to log on to the OW5000 Administrator. When you have finished configuring the application, you can either log out or just close your browser.

You must have Wake-Up Administrator rights to configure the Wake-Up options.

### Chapter Topics

- [Configuring Guest Retention Days](#)
- [Configuring Wake-Up](#)
- [Configuring Wake-Up Services](#)

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### 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 3-1](#)).

**Figure 3-1** Guest Purge dialog box

**Schedule Manager**

**DBTool Database BackUp Guest Purge History**

Description:

\* Retention Days:

**SCHEDULE**

Enabled: ☒ Recurring Type:

---

**Schedule Time**

\* Start Date:   \* Start Time:

---

**Recurrence Pattern**

Recur every  weeks on: ☒ Sunday ☒ Monday ☒ Tuesday ☒ Wednesday

☒ Thursday ☒ Friday ☒ Saturday

---

**Duration of Recurrence**

\* Start Date:   ☐ End By:

\* Start Time:    ☒ No End Date

**Apply Cancel**

- 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 **Calender** 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

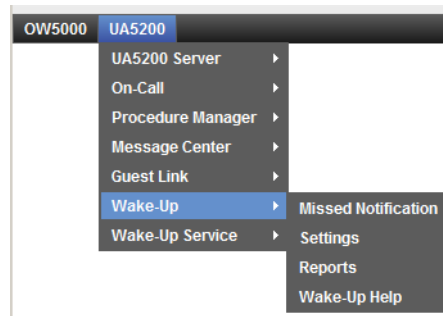
Recurrence	Field	Description
Daily	Every _____ days	A numeric value between 1 and 366 indicating the recurrence rate for the guest purge.  For example, a value of 2 would mean every 2 days.
	Start Date	The date the guest purge begins. Use the <b>Calender</b> icon to open a Calender to select the date.
	Start Time	The time the guest purge begins.
	End By	Enable this field to set the date the guest purge recurrence stops. Use the <b>Calender</b> 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"> <li>• Sunday</li> <li>• Monday</li> <li>• Tuesday</li> <li>• Wednesday</li> <li>• Thursday</li> <li>• Friday</li> <li>• Saturday</li> </ul>	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 <b>Calender</b> 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 <b>Calender</b> 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 <b>Calendar</b> 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 <b>Calendar</b> 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 Wake-Up

The following configuration options and steps are described in this section.



- [Missed Notification](#)
- [Hotel PBX](#)
- [Settings](#)
- [Reports](#)



NOTE

You must have Wake-Up Administrator privileges to view all the options above. A Wake-Up User can only view the Reports option.

## Missed Notification

Missed Notifications provides a way for an administrator to configure contacts to be displayed to the attendants as optional numbers to dial when processing missed wake-ups.

Follow the steps below to configure the Wake-Up Missed Notification option.

- Step 1** Log on to the OW5000 Administrator program. Once you are logged in to OW5000 Administrator, follow this path to open the UA5200 Wake-Up missed notification options: **UA5200 > Guest Link > Hotel PBX**. A Missed Notification dialog box displays (Figure 3-2).

**Figure 3-2** Missed Notification dialog box

Wake-Up Missed Notification

Add New Missed Contact Notification

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

Contact Label ▲	PBX	Extension	E164 Number
Juggling Conference	SV7000-1	1001	

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

- Step 2** Click **Add New Missed Contact Notification**. An Add New Missed Contact Notification dialog box displays (Figure 3-3).

**Figure 3-3** Add New Missed Wake-up Notification dialog box

Missed Wake-up Notification

Contact Label:

PBX: SV7000-40-Hotel Extension:

Starts With:  Search

1 - 5 of 61 records 5 Results per page Page: 1 of 13 > >>

Extension ▲	Tenant	E164 Number
> 4000	1	
> 4001	1	
> 4002	1	
> 4003	1	
> 4004	1	

1 - 5 of 61 records 5 Results per page Page: 1 of 13 > >>

Apply Done Cancel

- Step 3** Enter a name for the **Contact Label**.
- Step 4** Select a **PBX** from the drop-down list.



- Step 5** The **Search** field is used to search for an extension. All extensions that exist for the selected PBX displays.
- Step 6** Select an extension from the grid, or type an extension in the **Extension** field.



NOTE

*If you type an extension in the **Extension** field, the extension must exist.*

- Step 7** Do one of the following:
- Click **Apply** to save the information without exiting the dialog box.
  - Click **Done** to save the information and exit the dialog box.
  - Click **Cancel** to close the dialog box without saving the information.

## Hotel PBX

The Hotel PBX page is used to link Organizations of type **Hotel** to a PBX. This mapping is required for Property Management System (PMS) and Guest Link to be able to correctly create guest room extensions under the correct Hotel and PBX during a data download into the OW5000 database.

To assign a PBX to a Hotel, follow the steps below:



- Step 1** Log on to the OW5000 Administrator program. Once you are logged in to OW5000 Administrator, follow this path to open the UA5200 Wake-Up missed notification options: **UA5200 > Guest Link > Hotel PBX**. A Hotel PBX Assignment dialog box displays (Figure 3-4).

**Figure 3-4** Hotel PBX Assignment dialog box

Hotel Name	PBX
Excalibur	HouseMPS
Luxor	HouseMPS

- Step 2** Click **Assign PBX to Hotel** to add an entry. Figure 3-5 displays.

**Figure 3-5** Assign PBX to Hotel dialog box

- Step 3** Select the **Name** from the drop-down list.
- Step 4** Select the **PBX** from the drop-down list.
- Step 5** To edit an entry, click the **Pencil**  icon. To delete an entry, click the **Trashcan**  icon.
- Step 6** Do one of the following:
- Click **Apply** to save the information without exiting the dialog box.
  - Click **Done** to save the information and exit the dialog box.
  - Click **Cancel** to close the dialog box without saving the information.

## Settings

To configure the Wake-Up Settings, follow the steps below:

- Step 1** Log on to the OW5000 Administrator program. Once you are logged in to OW5000 Administrator, follow this path to open the UA5200 Wake-Up missed notification options: **UA5200 > Wake-Up > Settings**. A Settings dialog box displays ([Figure 3-6](#)).

**Figure 3-6** Settings dialog box

**Wake-Up Settings**

Starting Wake-Up Time:

07

00

AM

Allow Snooze?

Yes

Max Snooze Interval:

5 minutes

Max Number of Snoozes:

1

Default Snooze Interval:

5 minutes

Lock Default Interval?

No

Apply

Cancel

**Step 2** Enter the desired values in the fields as described in [Table 3-2](#).

**Table 3-2** Wake-Up Settings

Commands	Descriptions
Starting Wake-Up Time	Sets the default time when adding a new Wake-Up.
Allow Snooze	Disables or enables the Snooze Call section in the client.
Max Snooze Interval	Populates the interval option for minutes apart. The drop list is pre-populated with options from 5 minimum to a maximum of 30 minutes, at 5 minute intervals.
Max Number of Snoozes	The drop-down list contains the possible values of 1 to 5.
Default Snooze Interval	Select the default value to be selected on add new snooze in the client. The drop list is pre-populated with options from 5 minimum to a maximum of 25 minutes, at 5 minute intervals.
Lock Default Interval	Makes the minutes apart drop-down list on the client read only. This is a yes/no option.

**Step 3** Click **Apply** to save the changes in the database or **Cancel** to exit the dialog box without saving the changes.



NOTE

You must log out and then log back in before you can view the new settings.

## Reports

You can use the Wake-Up Reports option to generate various reports about past, present, and future wake up requests. Wake-Up reports are especially beneficial if a guest complains of a missed wake-up call.

Historical data about a guest's wake-up should stay in the database until the guest entry is deleted. When a guest is removed then all prior wake-up history can be removed.

Follow the steps below to display a Reports page.

**Step 1** Log on to the OW5000 Administrator program. Once you are logged in to OW5000 Administrator, follow this path to open the UA5200 Wake-Up configuration options: **UA5200 > Wake-Up > Reports**. A Reports Page dialog box displays (Figure 3-7).

**Figure 3-7** Reports Configuration dialog box

**Step 2** Select one of the filtering options from the drop-down list before generating the report. The default is **All**.

- by status of wake-up (all, pending, scheduled, completed, missed)
- by time granular to 1 hour
- by location (room number)

**Step 3** Click **Generate Reports**. A Reports Page dialog box displays (Figure 3-8).

**Figure 3-8** Reports Page dialog box

Wake-Up Reports

Wake-up Audit Log  Guest Name

Status:  All  Guest Room:

Start Date:  Time:  00:00 End Date:  Time:  00:00

1 of 3

**"Wake-up Audit Log Report"**

Guest Name	Room #	Extension	Status	Wake Up Date and Time	Guest Group
Guest1, Guest1	Room 37217	37217	Scheduled	8/22/2008 5:00:00 AM	
	Room 37217	37217	Scheduled	8/22/2008 5:10:00 AM	
	Room 37217	37217	Scheduled	8/22/2008 5:20:00 AM	
	Room 37217	37217	Scheduled	8/22/2008 5:30:00 AM	
	Room 37217	37217	Scheduled	8/22/2008 6:00:00 AM	
	Room 37217	37217	Scheduled	8/22/2008 6:10:00 AM	
	Room 37217	37217	Scheduled	8/22/2008 6:20:00 AM	
	Room 37217	37217	Scheduled	8/22/2008 6:30:00 AM	
	Room 37217	37217	Scheduled	8/23/2008 6:00:00 AM	
	Room 37217	37217	Scheduled	8/23/2008 6:10:00 AM	
	Room 37217	37217	Scheduled	8/23/2008 6:20:00 AM	
	Room 37217	37217	Scheduled	8/23/2008 6:30:00 AM	
	Room 37217	37217	Scheduled	8/24/2008 6:00:00 AM	

The reports page displays the guest name at the top of the report. For each wake-up event, the following information displays:

- Guest Name - name of the guest
- Room # - guest's room number
- Extension - room's extension
- Status - status of wake-up
- Wake Up Date and Time - time the wake-up is/was scheduled
- Guest Group - group name associated with the guest

**Step 4** Click **Print** to print the report.

---

## Configuring Wake-Up Services

The Wake-Up Service connects directly to the PBXs it is configured to, in order to communicate with OAI. Follow the steps below to configure the Wake-Up Services PBX Settings.

The following topics are included in this section:

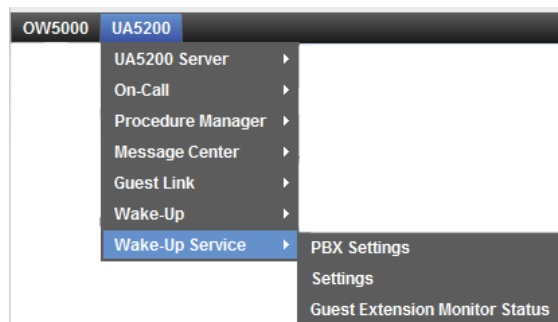
- [PBX Settings](#)
- [Settings](#)
- [Guest Extension Monitor Status](#)

---

### PBX Settings

**Step 1** Log on to the OW5000 Administrator program. Once you are logged in to OW5000 Administrator, follow this path to open the UA5200 Wake-Up configuration options: **UA5200 > Wake-Up Service**. [Figure 3-9](#) displays.

*Figure 3-9 Wake-Up Service Options*



**Step 2** Selecting **PBX Settings** displays [Figure 3-10](#).

**Figure 3-10** PBX Settings dialog box

OW5000 UA5200

Wake-Up Service PBX Settings

PBX: SV7000-1

IP Address: 172.24.133.40

PBX ID: 40

RMI Bind Name: OAIserver.SV7000-1

Client Server Port: 44000

PBX Type: UNIVERGE SV7000

Split Call Forward: No

Port: 60030

Force Port: ☒ yes ☐ no

Heartbeat: ☒ yes ☐ no

Selected: ☒

Incremental Retry Delay: 30 seconds

Max Retry Delay: 10 minutes

Use OAI Server: No

Apply Cancel

Values in gray are read-only values assigned at the time the PBX was configured for use with the OW5000 Platform. Changes to these values can only be made by modifying the global PBX configuration from the OW5000 Platform in the navigation pane. Such changes will effect every application using that PBX. To specifically modify the PBX settings used only by Wake-Up, use the following steps:

**Step 3** Select the desired PBX from the **PBX** drop-down list.

**Step 4** Verify the desired value for **Port**.

This field specifies the TCP/IP port number that the application uses when connecting to the PBX. Use the following port values for the PBX in use:

- NEAX 2400 IMS External IP PBX ports range from 1024 to 1039. Each application that connects to the PBX must use a different port number.
- NEAX 2000 IPS PBX, NEAX 2400 IMS Internal IP PBX, and UNIVERGE SV7000 ports are always 60030.

**Step 5** Verify the value for **Force Port**.

This field has the following settings:

- **Yes** specifies that the application uses the same port each time it runs. This should be selected to avoid problems with clearing Dterm displays and monitoring equipment.
- **No** specifies that the application will retry one of the other port numbers when the application fails to connect to the PBX because the port may be in use by another application. This setting has no effect when the PBX Type is NEAX 2400 IMS Internal IP, UNIVERGE SV7000, and NEAX 2000 IPS.

You should normally select **Yes** for the Force Port field.

**Step 6** Verify the setting for **Heartbeat**.

This field has the following settings:

- **Yes** specifies that the application checks approximately every 20 seconds to make sure the PBX connection is still alive and operational.
- **No** specifies that the application will not check the PBX connection.

You should normally select **Yes** for the Heartbeat field.

**Step 7** Check the **Selected** checkbox if you would like UA5200 Wake-Up to attempt to connect to this PBX the next time it is restarted.**Step 8** Select the amount of time from the **Incremental Retry Delay** drop-down list to specify how long the application waits before attempting to reconnect to the PBX after the connection is lost.**Step 9** Select the amount of time from the **Max Retry Delay** drop-down list to specify the maximum amount of time the application waits between attempts to reconnect to the PBX after the connection is lost.**Step 10** Click **Apply** to save the changes or **Cancel** to exit the dialog box without saving the changes.



## Settings

Follow this path to turn on Voice Platform Guest Link in order to get guest data from the PBX: **UA5200 > Wake-Up-Service > Settings**. Selecting **Settings** displays the **Wake-Up Service Settings** page. (Figure 3-11). From here, **VIP Wake-Ups** and **Voice Platform Guest Link** can be accessed.



NOTE

Hotel PBXs must be configured before configuring the Settings option.

Figure 3-11 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


## Configuring Wake-Up Settings


Perform the following steps to configure Wake-Up settings.



- Step 1** Click on > next to the desired PBX to display the current settings.
- Step 2** Click on the **Pencil** icon to edit the current settings for the selected PBX. Figure 3-12 displays.


Figure 3-12 VIP Wake-Ups


- Step 3** Click on one of the following VIP Wake-Up settings:
- Turn on VIP Wake-Ups for VIP Guests
  - Turn on VIP Wake-Ups for all Guests
  - Turn off VIP Wake-Ups for all Guests
- Step 4** Click **Apply**.

1 - 2 of 2 records   Results per page

Page:   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   Results per page

Page:   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

Wake-Up Service Settings is also where Voice Platform Guest Link is turned on to get guest data from the PBX. To enable Guest Link Basic, perform the following steps.

- Step 1** Click on > next to the desired PBX to display the current settings.
- Step 2** Click on the **Pencil** icon to edit the current settings for the selected PBX.
- Step 3** Check **Voice Platform Guest Link**.
- Step 4** Click **Apply**.



NOTE

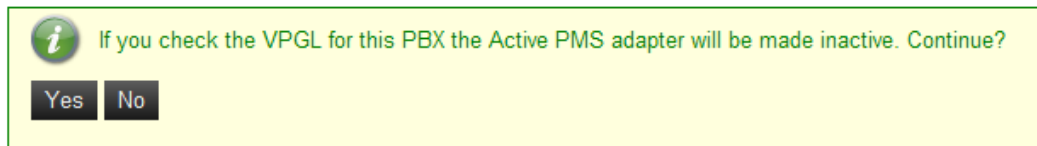
If there was a PMS Site configured and marked as Active, it will be made inactive as both Guest Link Basic and a PMS cannot be enabled at the same time. See [Figure 3-13](#)



NOTE

Modifying the VIP Wake-Up settings or changing the Voice Platform Guest Link setting will require a restart of the UA5200 Wake-Up Service application and may require matching changes to Wake-up related PBX programming, as described in [Chapter 5, "NEAX 2400 Commands" on page 5-2](#).

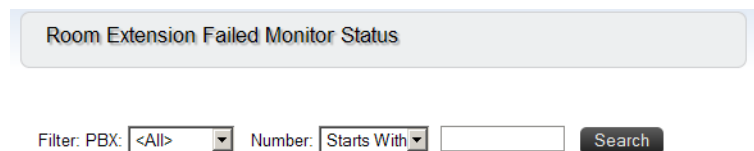
**Figure 3-13** Voice Platform Guest Link Message



## Guest Extension Monitor Status

Selecting **Settings** displays a Room Extension Failed Monitor Status dialog box.

**Figure 3-14** Room Extension Failed Monitor Status dialog box



- Step 1** Select the desired **Filter: PBX:** option from the drop-down list.
- Step 2** Select the **Number** (Contains, Ends With, Equals, or Starts With) from the drop-down list, enter the value, and click **Search**.



## 4

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# Installing and Using the UA5200 Wake-Up Viewer

This chapter provides step-by-step procedures to install and use the UA5200 Wake-Up Viewer. This software allows a user to view and print real-time wake-up activity from any machine that has the application installed. This application replaces the need to physically walk to the printer connected to the PBX and retrieve the latest output to review.

Descriptions and procedures are found in the following sections of this chapter.

*Chapter Topics*

- [Installing UA5200 Wake-Up Viewer](#)
- [Using the UA5200 Wake-Up Viewer](#)

---

## Installing UA5200 Wake-Up Viewer

This section details step-by-step instructions for installing the UA5200 Wake-Up Viewer.

Use the following steps to install the UA5200 Wake-Up Viewer software.

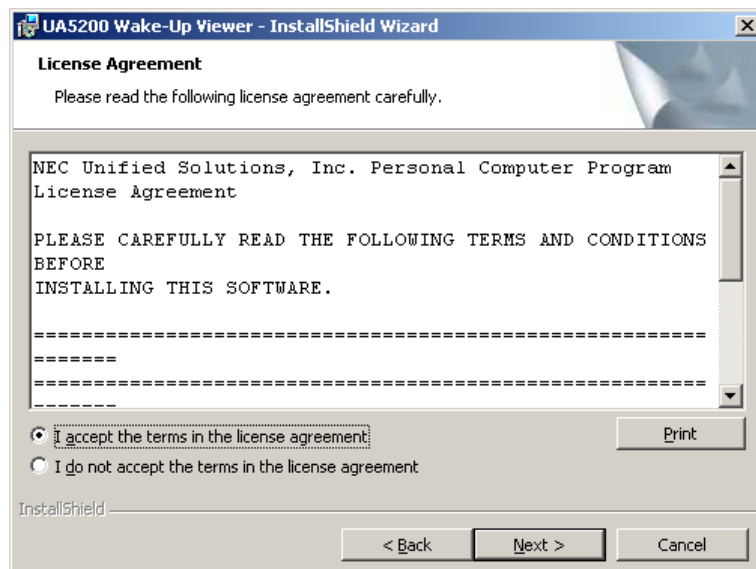
- Step 1** Place the UCE DVD into the computer's **DVD-ROM drive**. On most computers, setup will automatically start when the DVD is loaded. If Autorun is not enabled on the computer, do the following:
- After placing the UCE DVD into the computer's DVD-ROM drive, open Windows Explorer and double-click the **DVD-ROM drive** icon.
  - In the DVD-ROM file list, double-click the **Setup.exe** file. A UA5200 Installation Menu displays.
- Step 2** Select **UA5200 Wake-Up Viewer**. A preparing to install dialog box displays briefly and then a Wake-Up Viewer Welcome dialog box displays ([Figure 4-1](#)).

**Figure 4-1** Wake-Up Viewer Welcome dialog box



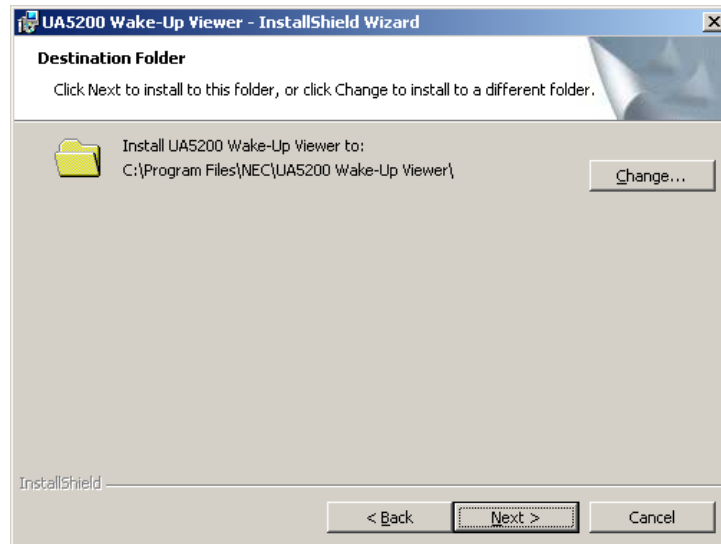
**Step 3** Click **Next**. A License Agreement dialog box displays (Figure 4-2).

**Figure 4-2** License Agreement dialog box



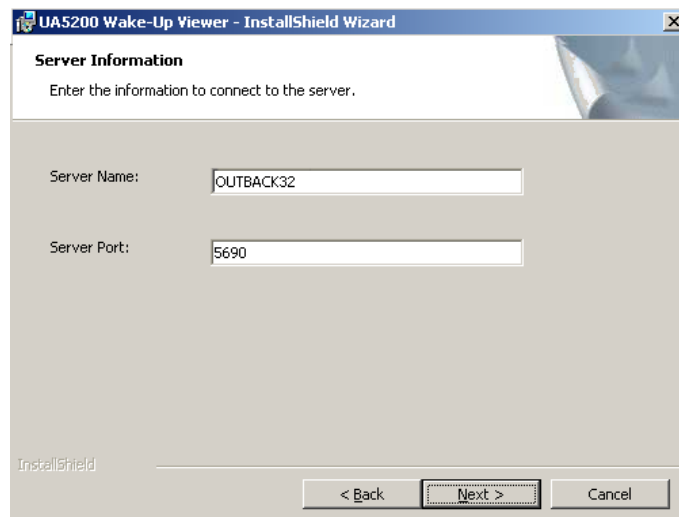
**Step 4** Click **I accept the terms of the license agreement** and then click **Next**. A Destination Folder dialog box displays (Figure 4-3).

**Figure 4-3** Destination Folder dialog box



**Step 5** Click **Next** to install to this folder or click **Change** to install to a different folder. A Server Information dialog box displays (Figure 4-4).

**Figure 4-4** Server Information dialog box



**Step 6** Enter the OW5000 Server machine name in the **Server Name** field.

- Step 7** Enter the **Server Port** number. The default listening port of 5690 is used by a service on the OW5000 Server. Changing this port is not recommended unless a network conflict is occurring.

This information is used by Wake-Up Viewer to retrieve the database connection string and to log information to a common log file on the OW5000 Server.

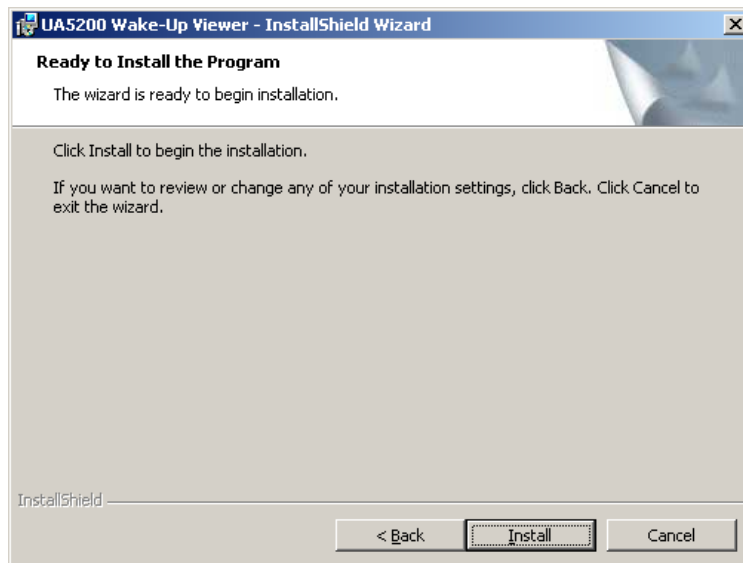


NOTE

*If the Server Name is already filled in, it means that, at one time, another UA5200 application was installed. The previous value entered is supplied for convenience.*

A Ready to Install dialog box displays (Figure 4-5).

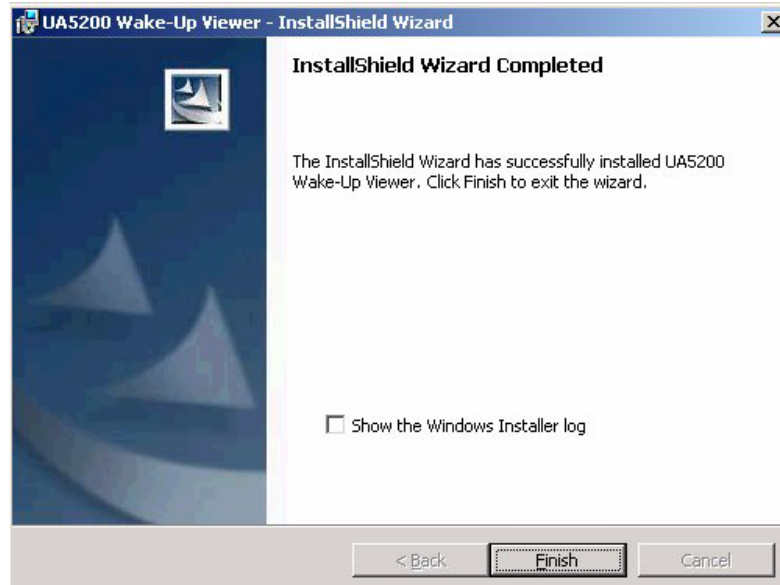
**Figure 4-5** Ready to Install dialog box



- Step 8** Click **Install**. After all files are copied, an Installation Complete dialog box displays (Figure 4-6).



**Figure 4-6** Installation Complete dialog box



**Step 9** Click **Finish** to complete the installation. To **Show the Windows Installer log**, click the checkbox.

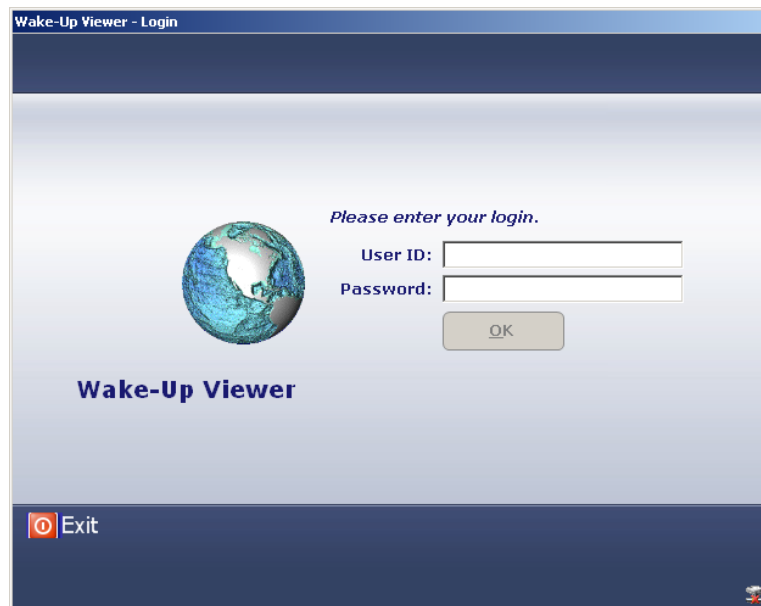
## Using the UA5200 Wake-Up Viewer

Wake-Up Viewer uses the same login interface as the UA5200 Client. After logging in, the activity log will be blank. Wake-Up Viewer will not display events that were logged prior to starting Wake-Up Viewer. As soon as a wake-up event occurs that causes the PBX to send notification to the Wake-Up Service, the event is written to the database and then reflected in the activity log in Wake-Up Viewer.

The Wake-Up Viewer application keeps track of the timestamp of the first message and continues to buffer wake-up messages until the **Retain Last** time has been reached. At this point, as new data arrives, the oldest will be purged. Modifying the Retain Last time threshold does not affect the current data in the display screen. If the retention time is reduced and the time threshold is not passed, new data will begin to bump off old data.

After installation, log on to the UA5200 Wake-Up Viewer. A Wake-Up Viewer Login dialog box displays (Figure 4-7).

**Figure 4-7** Wake-Up Viewer Login dialog box



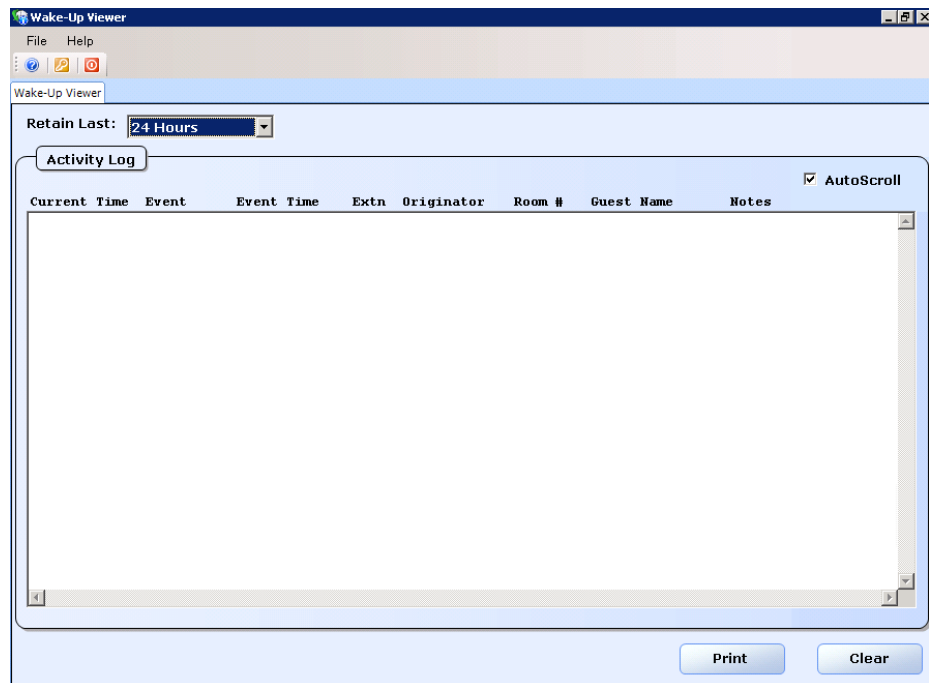
**Step 1** Enter your **User ID**.



*User ID is assigned to a user with Wake-Up applications security authorization. Options are Wake-Up Admin or Wake-Up Operator.*

**Step 2** Enter the **Password** of the user account.

**Step 3** Click **OK**. A Wake-Up Viewer—Activity Log displays listing all wake-up events as sent to the UA5200 by the PBX (Figure 4-8).

**Figure 4-8** Wake-Up Viewer—Activity Log

- Current Time - time of the generated report
- Event - name of the event
- Event Time - time the wake-up was scheduled
- Extn - extension of the room
- Originator - name of the person generating the wake up call
- Room # - guest's room number
- Guest Name - name of the guest
- Notes - any notes associated with the event

**Table 4-1** Wake-Up Viewer options

Retain Last	Specifies how much data to keep in the activity log before the maximum size is reached and the oldest data is removed.
Auto Scroll	If checked, the scroll bar remains at the bottom and displays the most recent entry as new events arrive and are added to the activity log.
Ctrl+F	Allows the text to be searched. You can also search by right-clicking in the activity log.
Print	Allows you to select a local printer or browse for a network printer and print the contents of the activity log screen.
Clear	Clears the activity log.



## 5

## 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

The following topics are included in this chapter.

Chapter Topics

- [NEAX 2400 Commands](#)



### **System Limitations:**

*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 Wake-Up

---

### ASYD SYS1

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	
Index 241	Bit 7	(Enable SSFN Notifications)
	1	

---

### AHSY

Index 551	Bit 7	(Automatic SSFN for non-VIP Wake-Up message)
	1	

## NEAX Command Assignments Required Settings for UA5200 VIP Wake-Up

### ASYD SYS1

Index 79	Bit 6	(Enable OAI/ACD)
	0	
Index 160	Bit 0	(Enable Hotel/Motel features)
	1	
Index 165	Bit 4	(Enable VIP Wake-Up features)
	1	
Index 241	Bit 2	(Enable SMFN Notifications)
	1	
Index 241	Bit 7	(Enable SSFN Notifications)
	1	

### AHSY

Index 100	Bit 1 & 0	(Sets the number of wake-up retries. Required for VIP Wake-Up to have an automatic wake-up sent if the Wake-Up Operator does not handle a VIP Wake-Up notification)
	0 & 1	(Bit 1 = 0, Bit 0 = 1)
Index 551	Bit 6	(Automatic SSFN for VIP Wake-Up message)
	1	
Index 551	Bit 7	(Automatic SSFN for non-VIP Wake-Up message)
	1	

### AHSY VIP Behavior Choices

Index 184	Bit 7 & 6	(VIP Wake-up for VIP guests only.
	0 & 0	VIP flag controlled by PMS)
Index 184	7 & 6	(VIP Wake-Up on for all guests)
	1 & 1	
Index 165	Bit 4	(Disable VIP Wake-Up feature. Normal wake-up behavior for all guests)
	0	

## NEAX Command Assignments for Recommended PBX Wake-Up Settings

### ASYD SYS1

Index 172	Bit 4	(Play an announcement if VIP Wake-Up becomes an automatic wake-up)
	1	

### AHSY

Index 77	Bit 0	(Wake-up time indication on a quest Dterm display)
	1	
Index 77	Bit 1	(DND indication on a guest Dterm display)
	1	
Index 77	Bit 2	(RC indication on a guest Dterm display (No))
	0	
Index 77	Bit 3	(2nd wake-up indication on a guest Dterm display (No))
	0	
Index 163	Bit 7 & 6	(Number of PBX generated wake-up retry attempts when guest station is busy (three))
	0 & 0	
Index 188	Bit 3	(Ringing for suite room wake-up call (ring all phones))
	0	
Index 551	Bit 0	(Automatic SSFN for 1st, 2nd and GRP WU set by PMS (Yes))
	0	
Index 551	Bit 5	(Automatic SSFN for GRP formation set/cancel by PMS (Yes))
	0	



## 6

## Troubleshooting Wake-Ups

For problems with VIP or non-VIP wake-ups occurring, verify the PBX settings are correct for the desired behavior and verify the OW5000 Settings for VIP wake-ups match the PBX programming options.



NOTE

*Modifying the VIP settings in OW5000 Administrator will require a restart of the UA5200 Wake-Up Service.*

If wake-ups are still not occurring as expected, review the Guest Extension Monitor Status page in OW5000 Administrator. If a guest extension monitoring is failing, VIP wake-ups handled by UA5200 will not be possible.



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



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**UCE Attendant (UNIVERGE UA5200) Wake-Up  
Operations Guide**

NDA-30913, Revision 3