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Empowered by Innovation NEC

1. Introduction

2. Hotel/Motel Features

3. Programming Procedures

4. Setting Up Flexible System Numbering

UX5000

Hotel/Motel Manual

P/N 0913208
Rev 2, May 2010

Compatible with hospitality systems based on Hitachi PMS protocol. Note that some functionality implemented or implied by the Hitachi protocol may not be supported.

This manual has been developed by NEC Corporation of America. It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

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Section 1: Introduction

Introduction

Comprehensive Hotel/Motel Features . . .

Providing service and convenience for your guests . . .

With economy and efficiency for you . . .

Your UX5000 communications server, with software 2.a3 or higher with a Hotel/Motel license, provides comprehensive Hotel/Motel services in addition to the many features available to business users. These Hotel/Motel services help you run your facility more efficiently, save you time and money ***and*** provide your guests with more responsive service.

Hotel/Motel features include:

Wake Up Call

Wake Up Call is like having an alarm clock in each room — with some unique advantages:

- Guests can set or cancel Wake Up Calls for themselves, or you can set and cancel Wake Ups for them.
- You can view the status of all your system's Wake Up Calls from your DSS Console.
- Unanswered Wake Up Calls can automatically call the operator and print on the Room Status Printout report.
- Use Wake Up Call as a meeting reminder (e.g., for convention attendees).

Single Digit Dialing

Single Digit Dialing gives your guests one-touch access to your important Hotel/Motel services. They can just lift the handset and press a single key for:

- Extensions such as the front desk, reservation services, housekeeping or the maitre d' of your restaurant.
- Feature Access Codes for one button access to selected features and outside lines.
- Voice Mail, so your guests can leave requests even when your service providers are unavailable.
- A Department Calling Group allowing, for example, your guests to reach the first available agent in your reservation desk group.

Message Waiting

If you call a guest while they are away from their room, leave them a Message Waiting. When the guest returns, they will see the lamp on their phone flashing and can automatically call you back. You can use Message Waiting when you have parcels for a guest dropped off at your front desk. Don't keep redialing the guest if they are not in —— just send them a Message Waiting. (Your DSS Console can show all the rooms that have messages waiting.)

Room-to-Room Calling Restriction

Prevent guests in one room from calling guests in another — a handy feature for guests that want to maintain their privacy. If you need to, you can always allow inter-room calling (e.g., for families or groups that have separate rooms).

Toll Restriction

Control your guest's long distance dialing automatically when they check in. Use this feature to set up two different Toll Restriction modes. The first mode is for you and your staff when the room is checked out. The second mode is for your guests when they check in. You may want to restrict the outside numbers guests can dial, but allow your staff to call vendors and suppliers. In addition, you can set a room's Toll Restriction mode directly to any valid setting 1~15.

Room Status

Your terminal and DSS Console can set and monitor the status of all your guest rooms: *Checked In, Checked Out, Maid Required* and *Maid in Room*. Maximize room usage by coordinating your cleaning staff and reservation desk. For example, you can dial simple codes to set a room's status. And, just press the Room Status key on your console to see the status of all your rooms at a single glance.

Room Status Printouts

The Room Status Printouts give you a concise overview of the status of all your guest rooms at a glance. The printouts provide up to the minute reports showing Room Status, Room Call Restriction, Do Not Disturb, Message Waiting and Wake Up Calls. If your cleaning staff needs to know which rooms to clean up, for example, just print out the report showing Room Status.

DSS Console Monitoring

Your DSS Console provides unique one-touch room monitoring capabilities. Just press a button on your DSS Console to check a room's status. Or, see at a glance which rooms have Wake Up Calls set or messages waiting. In addition, you can still use your console for business mode features.

Do Not Disturb

A guest can activate DND any time they need privacy (for example, if they need to work uninterrupted). Do Not Disturb (DND) blocks the room telephone's incoming calls and Paging announcements.

Flexible Numbering Plan

To simplify dialing guests and services in your facility, customize your system to have room numbers match each phone's extension number. For example, if the rooms on the first floor are numbered 100-120, the corresponding room extensions can also be 100-120.

PMS Integration

Your UX5000 communications server and a PMS Interface Box (PMS-U10) with a third-party Property Management System (PMS) can work together to provide fully integrated lodging facility management. PMS Integration can automate check-in, check-out, room status and room Toll Restriction. The PMS-U10 serves as a gateway between the PMS applications, UX5000 and voice mail.

Licensing

A license for the Hotel/Motel feature is required. This option is activated by uploading a license file with activation codes to the UX5000 using PCPro (while connected to the system, click **Communications-Feature Activation** on menu bar) or WebPro (click the **Feature Activation** button on the home page). ***The system must then be reset before the Hotel/Motel features can be used.*** Refer to Feature Activation in the PCPro Help File for details on licensing the feature.

Note: The PMS integration requires a separate interface box (PMS-U10). Refer to **PMS Integration** (page 2-11).

- For Your Notes -

Hotel/Motel Feature Quick Reference Chart

Do Not Disturb	
Enable DND at a room phone:	Lift handset + **127** + Hang up.
Cancel DND at a room phone:	Lift handset + **128** + Hang up.
Enable DND for another room phone:	Lift handset + **129** + **Extension** for which you want to enable DND + Hang up.
Cancel DND enabled at another room phone:	Lift handset + **130** + **Extension** for which you want to disable DND + Hang up.
DSS Console Monitoring	
Check which room phones have Messages Waiting:	Without lifting the handset, press the **Message Wait** key (Aspire=PAGE key).
Check which room phones have Wake Up Calls set:	Without lifting the handset, press the **Wake Up** key (Aspire=GROUP key).
View the Check Out Status of a room:	Without lifting the handset, press the **Room Status** key (Aspire=DOOR key).
Message Waiting	
Leave a Message Waiting:	Call the room telephone + **0** + Hang up.
Cancel a Message Waiting:	Lift handset + **873**. **OR** You know the extension at which you left the message: Lift handset + **871** + **Extension**.
Leave a Message Waiting without first calling the extension:	Lift handset + **126** + **Extension**.
Answer a Message Waiting left at your phone:	Lift handset + ***0**.
Room Status	
Check-in Options	
Set a room as checked in:	Lift handset + **138** + **Extension** of the room you want to check in + Hang up.
Set a room as checked out:	If you have previously dialed 138 to check it in, lift handset + **139** + **Extension** of the room you want to check out + Hang up.
House Cleaning Options	
Set a room's house cleaning status from the room phone:	Lift handset + **140** + **Room status code** (1-4) + Hang up. *(1 = Room Clean (Occupied), 2 = Maid Required, 3 = Maid in Room, 4 = Inspection Required)*
Set a room's status from another phone:	Lift handset + **141** + **Extension** of the room you want to set + **Room status code** (1-4) + Hang up. *(1 = Room Clean (Occupied), 2 = Maid Required, 3 = Maid in Room, 4 = Inspection Required)*
Room Status Printouts	
Have your printer output the Room Status Printout:	Lift handset + **142** + **Room Status Printout** option (0-5) + Hang up. *(0 = All Printouts, 1 = Room Status List (Check-in and House Cleaning Status), 2 = Call Restriction List, 3 = Do Not Disturb and Room Clean List, 4 = Message Waiting List, 5 = Wake Up Call List)*
Room-to-Room Call Restriction	
Enable Room-to-Room Call Restriction for a guest's phone:	Lift handset + **135** + **Extension**. *The guest can not dial any other Hotel Mode extension.*
Disable Room-to-Room Call Restriction for a guest's phone.	Lift handset + **136** + **Extension**.
Single Digit Dialing	
When a guest wants to use Single Digit Dialing:	Lift handset + **single dial pad key** (1-9).
Toll Restriction (When Checked In)	
Change a room phone's Toll Restriction (When Checked In) level:	Lift handset + **137** + **Extension** to change the Toll Restriction (When Checked In) level + Enter the new **Toll Restriction (When Checked In) level** (01-15).
Wake Up Call	
Set a Wake Up Call for your own room:	Lift handset + **131** + Time for wake up (use a 24-hour clock, ex: 1:00 PM = 13:00) + Hang up.
Cancel a Wake Up that you have set:	Lift handset + **132**.
Set a Wake Up Call for another room:	Lift handset + **133** + **Extension** to receive the wake up + Time for your wake up (use a 24-hour clock, ex: 1:00 PM = 13:00) + Hang up.
Cancel a Wake Up you have set for another room:	Lift handset + **134** + **Extension** whose wake up you want to cancel.

Section 2:

Hotel/Motel Features

2

Start-Up Programming
For all hotel telephones (including supervisor's stations): In **42-02-01 : Hotel/Mode Telephone Setup - Hotel Mode**, enter 1 for each Hotel/Motel extension port. This automatically designates the extension for UX5000 Hotel/Motel operation.
A license for the Hotel/Motel feature is required. This option is activated by uploading a license file with activation codes to the UX5000 using PCPro (while connected to the system, click **Communications-Feature Activation** on menu bar) or WebPro (click the **Feature Activation** button on the home page). ***The system must then be reset before the Hotel/Motel features can be used.*** Refer to Feature Activation in the PCPro Help File for details on licensing the feature.

Do Not Disturb

Do Not Disturb (DND) blocks a telephone's incoming calls and Paging announcements. A guest can activate DND any time they need privacy (for example, if they need to work uninterrupted). Once a guest activates Do Not Disturb, they can still place calls and dial other hotel/motel services from their room telephone. Callers to the DND extension hear error tone or the voice prompt, *"Please do not disturb"* (if installed).

Supervisor stations can remotely activate and cancel Do Not Disturb for room telephones. If you allow room telephones to activate DND, you should also allow supervisor stations to remotely activate and cancel. Checking out a guest will also deactivate their phone's Do Not Disturb.

With UX5000 software 2.a4 or higher, when a terminal has Do Not Disturb enabled or is unplugged, or if an IP terminal is logged out, any Call Forwarding (fixed or manually set) for the terminal will be followed. Call Forwarding modes supported are fixed, immediate, busy, no answer, busy/no answer, off-premise. In addition, the forwarding will also be followed with Mobile Extension, Call Screening and with the Hotel/Motel DND (service code 127 and 129). Both Ring and Follow Me forwarding are ***not*** supported. With Personal Greeting or Automated Attendant with "no answer", the no-answer timer is not used and calls will be forwarded immediately. With prior software, the Call Forwarding is not followed. With an IP terminal which is logged off, users can not transfer calls to the logged off extension.

When first installed . . .

- Do Not Disturb is disabled.

Using Do Not Disturb

To enable DND at a room telephone:

1. Lift handset.
2. Dial 127.
   You hear confirmation tone after you dial the code.
3. Hang up.
   The supervisor's station can still call the extension by using the business mode feature Do Not Disturb Override.

To cancel DND at a room telephone phone:

1. Lift handset.
   You hear stutter dial tone when you lift the handset.
2. Dial 128.
   You hear confirmation tone.
3. Hang up.

To enable DND for another room telephone:

Normally, only the supervisor's station has this capability.

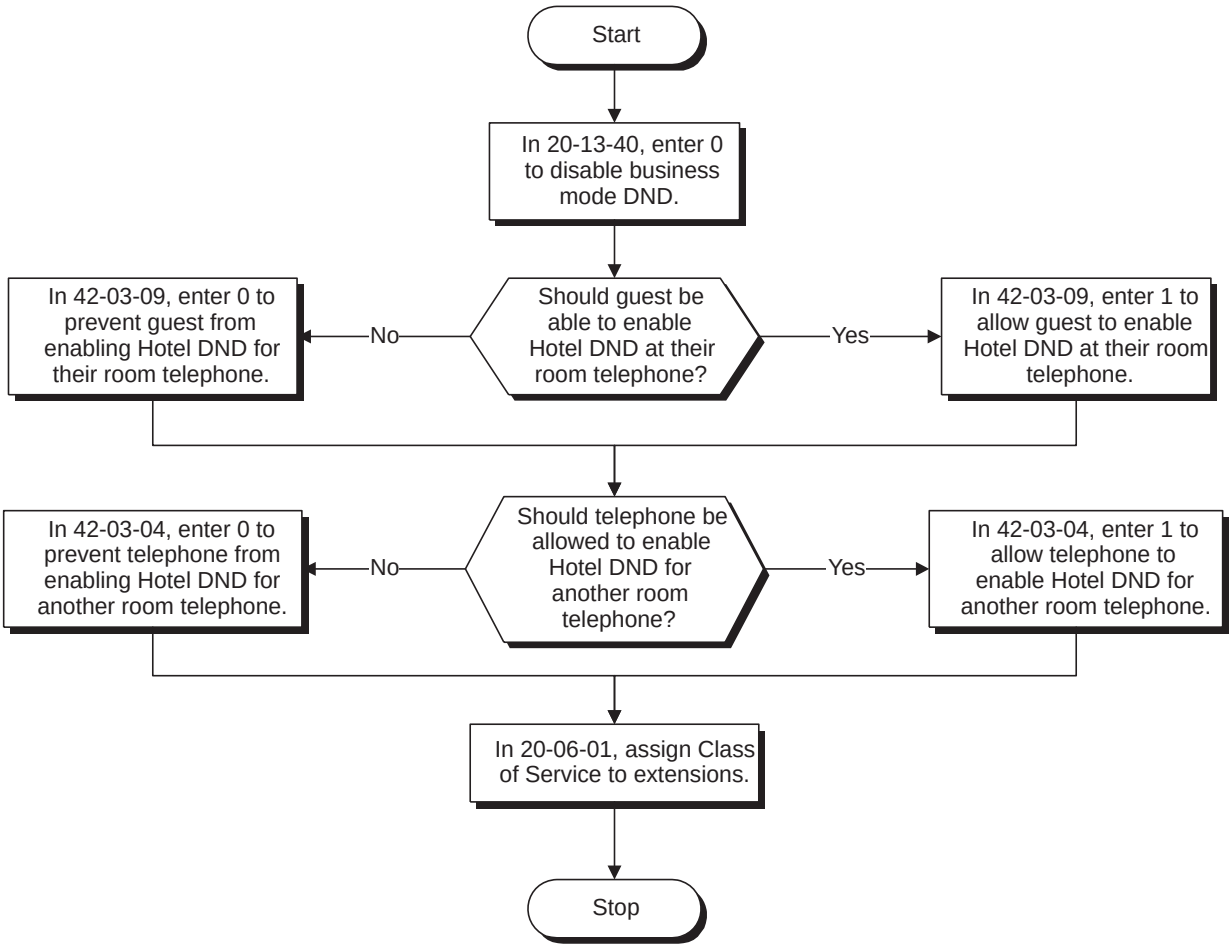
1. Lift handset.
2. Dial 129.
3. Dial the number of the extension for which you want to enable DND.
   You hear confirmation tone.
4. Hang up.

To cancel DND enabled at another room telephone:

Normally, only the supervisor's station has this capability.

1. Lift handset.
2. Dial 130.
3. Dial the number of the extension for which you want to disable DND.
   You hear confirmation tone.
4. Hang up.

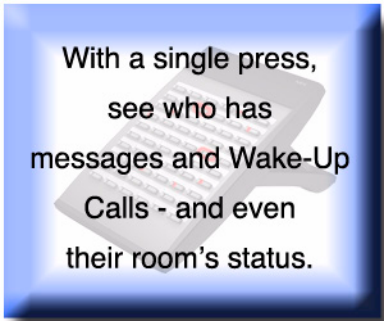
Setting Up Do Not Disturb



Programming

- **20-06-01 : Class of Service for Extensions**
  Assign Class of Service (1-15) to extensions.
- **20-13-40 : Class of Service Options (Supplementary Service) - Do Not Disturb**
  Allow (1) or prevent (0) the user from being able to use the business mode Do Not Disturb feature.
- **42-03-04 : Class of Service Options (Hotel/Motel) - DND Setting for Other Extension**
  Use this option to enable (1) or disable (0) an extension's ability to set Hotel DND for another extension. Normally, only the supervisor's station would have this option enabled.
- **42-03-09 : Class of Service Options (Hotel/Motel) - DND Setting for Own Extension**
  Use this option to enable (1) or disable (0) an extension's ability to set Hotel DND for itself. If your guests should be able to turn DND on and off, be sure to enable this option.

DSS Console Monitoring



The 60-Button DSS Console provides the supervisor's station with unique one-touch room monitoring capabilities. Instead of relying on an elaborate off-line tracking system, the supervisor can just press a button on their DSS Console to see:

- Room telephones with messages waiting
- Room telephones that have Wake Up Calls set or missed
- The status of each room (Checked In, Checked Out, Maid Required, Maid in Room, or Ready to Inspect)

The DSS Console also gives the supervisor's station the full complement of business mode DSS Console features, including:

- One-button calling to extensions, Door Boxes and outside lines
- Busy Lamp Field (BLF) for extensions and Door Boxes
- Night Service Mode switching
- DSS Console Alternate Answer Activation
- One-button access to Service Codes and Programmable Feature Key codes

When first installed . . .

- DSS Consoles are not assigned. Refer to ***Setting Up DSS Console Monitoring*** (page 2-7) after plugging in the console.

Conditions

- Except when in Hotel/Motel mode, the fixed keys (ALT, Night, Day, Break, Nite2, Page, Group, Door, Ext.1, Ext.2) of an Aspire 110-button DSS console are not used and will be ignored if pressed.
- When displaying the Extension range 2 on an Aspire 110-button DSS console, if the Page, Group, or Door key is pressed in Hotel/Motel mode, the console will display the Extension Range 1 keys for Message Waiting, Wake Up Call, and Room Status.
- A warm reboot of the UX5000 will change the console display to the Extension range 1 indications. If the console is unplugged and plugged back in, the display shows the previous indication/range - except for Wake Up Calls when in Hotel/Motel mode. Wake Up Call displays will only update for new calls.
- There is no Extension range 2 for the Hotel/Motel modes: Message Waiting, Wake Up Call, and Room Status. If the range is switched, it will change to display the Extension range 2 ICM indications.

Using DSS Console Monitoring

To check which room telephones have Messages Waiting:

1. Without lifting the handset, press **Message Wait** (Program 30-03-01: Code 98) (Aspire = PAGE key).

If the DSS Key is	The guest has
ON	A Message Waiting
OFF	No messages

To check which room telephones have Wake Up Calls set:

1. Without lifting the handset, press the **Wake Up** key (Program 30-03-01: Code 92) (Aspire = GROUP key). This changes the console's LED to indicate the Wake Up status for each extension. To revert the console's display back, simply press the **Wake Up** key again.

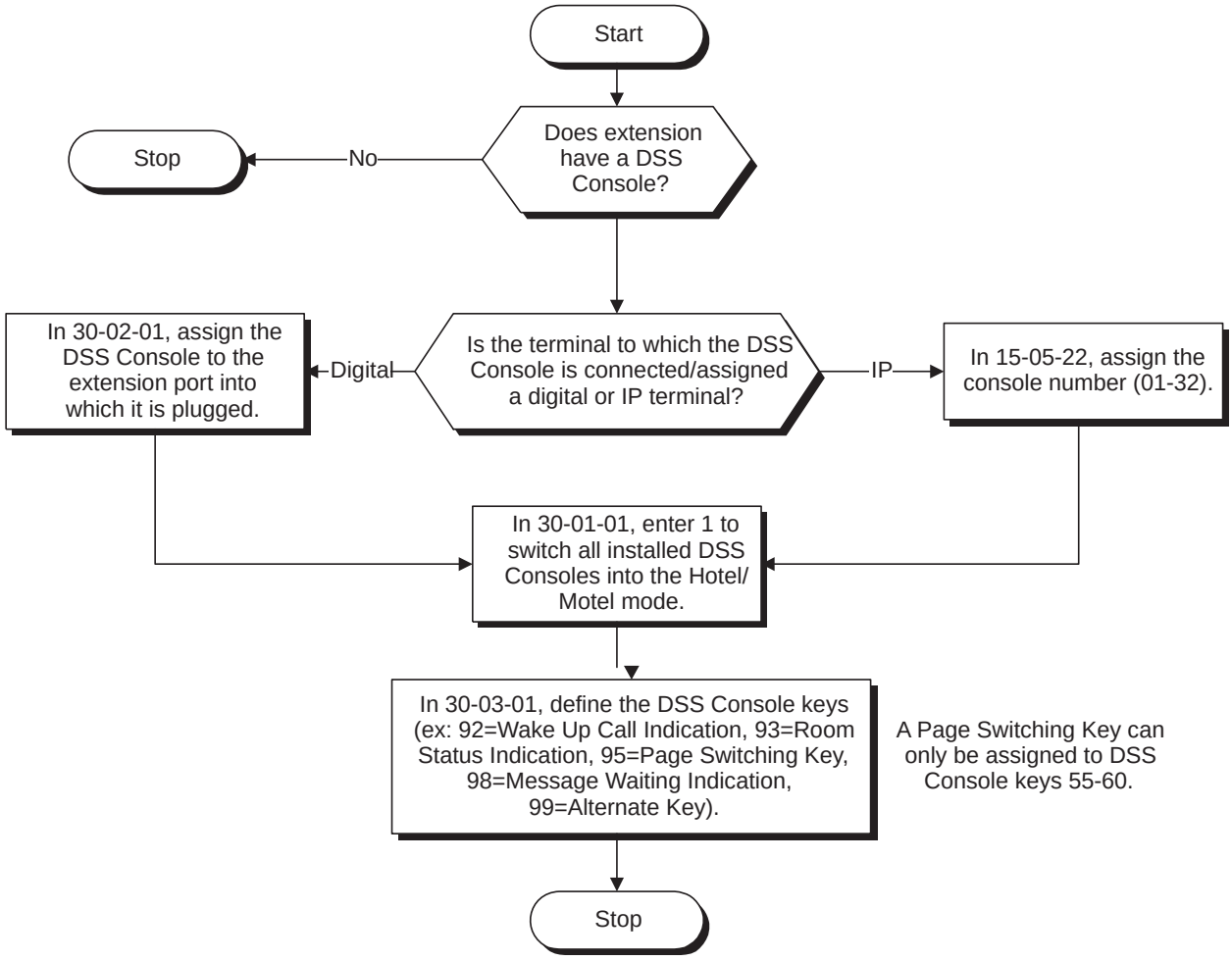
If the DSS Key is	The guest has
ON	A Wake Up Call set
OFF	No Wake Up Call set
FAST FLASH	Wake Up Call missed

To view the Check Out Status of a room:

1. Without lifting the handset, press the **Room Status** key (Program 30-03-01: Code 93) (Aspire = DOOR key). This changes the console's LED to indicate the Room Status for each extension. To revert the console's display back, simply press the **Room Status** key again.

If the DSS Key is	The guest has
ON	Checked In and Clean
OFF	Checked Out (Clean and Available)
SLOW FLASH	Maid in Room
MEDIUM FLASH	Maid Required
FAST FLASH	Inspect

Setting Up DSS Console Monitoring



Programming

15-05-22 : IP Terminal Basic Data Setup - DSS Console Assignment
When an IP terminal is to use a DSS Console, assign the console number (01-32) using this option. This program must also be used to delete the association between an IP terminal and a console. Refer to Program 30-02 when associating with a digital keyset.

30-01-01 : DSS Console Operating Mode
Enter 1 for this option to set all of the system's DSS Consoles for Hotel/Motel operation. This is required in order to use the Hotel/Motel-specific keys. On a UX5000 60-Button DSS Console, these would be the following Programmable Function Keys: Wake Up Call [92], Room Status [93], Message Indication [98]. When using an Aspire 110-Button DSS Console, setting this option to Hotel/Motel redefines each console's keys as follows:

This key in Business Mode	Has this function in Hotel/Motel Mode
PAGE	MESSAGE (Message Waiting)
GROUP	WAKE UP (Wake Up Calls)
DOOR	STATUS (Room Status)

30-02-01 : DSS Console Extension Assignment
For each DSS Console installed (01-32), designate the digital extension to be used with that console. Refer to Program 15-05-22 when associating with an IP terminal.
Remember, each extension/DSS Console combination is called a Console Number. A digital extension can have up to 32 UX5000 60-Button DSS Consoles installed, while an IP terminal can have only 1 UX5000 60-Button DSS Console connected (however a DSS Consoles connected to a digital port can be assigned to an IP terminal). Refer to *Direct Station Selection (DSS) Console* in your system's *Software Manual* for additional details.

30-03-01 : DSS Console Key Assignment
Customize DSS Console keys to function as DSS keys, Service Code keys, and Programmable Function Keys. The key (when defined as a DSS/One-Touch key [code 01] can have any function up to four digits long (e.g., extension number or Service Code). The function information (such as extension number or Service Code) would then be entered as the additional data. Consider adding keys 92 - Wake Up Call Indication, 93 - Room Status Indication, 95 - Page Switching Key (on DSS keys 55-60 only), 98 - Message Waiting Indication, and 99 - Alternate Key to the console.

If the Alternate Key is deleted while the feature is activated, the feature will be cancelled and all calls will revert back to the original console.

If the Page Switching key is deleted while the second range of extensions is displayed, the console will revert back to display the range 1 extensions.

When using multiple DSS consoles with one terminal, each console must be defined.

30-10-01 : DSS Console IP Terminal Setup
Use this option to display the MAC address of the terminal for the DSS console connected with the SIP multi-line terminal.

Message Waiting

If you call a guest and they are away from their room, leave them a Message Waiting for a return call. When the guest returns, they will see the lamp on their phone flashing. To return the message, the guest just goes to the phone and dials the Message Waiting code. The system then automatically places a call to the extension that initially left the message.

Use Message Waiting when you have mail, parcels or other packages for a guest dropped off at your front desk. Instead of constantly redialing the room hoping to find the guest in, just send them a Message Waiting. In that way, you'll be sure to get a return call as soon as the guest arrives.

Note: An option is available for analog single line telephones with a display to allow for a Message Waiting indications.

When first installed . . .

- Any telephone can leave a Message Waiting at any other telephone.

Using Message Waiting

To leave a Message Waiting:

Normally, only the supervisor's station would have this capability.

1. Call the room telephone.
2. Dial 0.
   You hear confirmation tones. The Message Waiting lamp on the telephone your called flashes.
3. Hang up.
   If you want to cancel the message you just left, lift the handset and dial 873. If you know the number of the extension at which you left the message, dial 871 and that extension's number instead.

To Leave a Message Waiting Without First Calling the Extension:

The supervisor's station is typically the only phone with this capability.

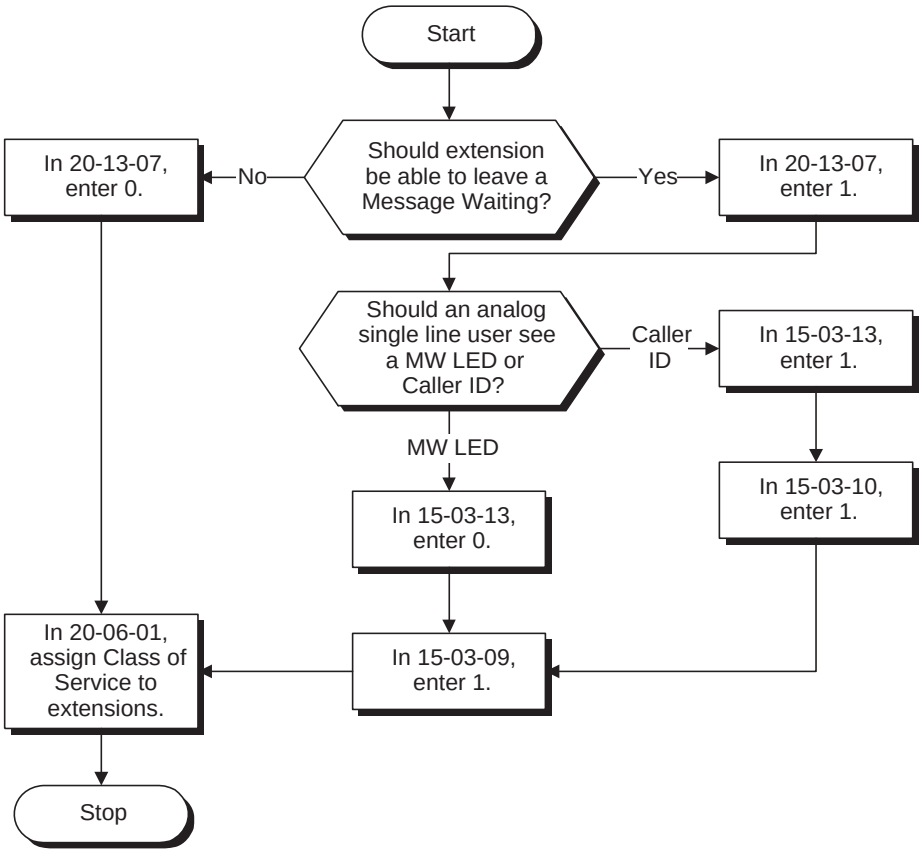
1. Lift the handset.
2. Dial 126.
3. Dial the number of the room telephone at which you want to leave the message waiting.
   You hear confirmation tones.

To answer a Message Waiting left at your phone:

Your Message Waiting lamp flashes when you have a message.

1. Lift the handset.
   Listen for dial tone.
2. Dial *0.
   You will automatically call the extension that left you a message.

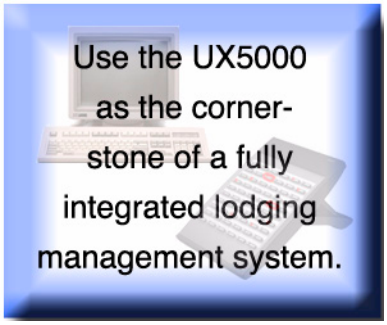
Setting Up Message Waiting



Programming

- **15-03-09 : Single Line Telephone Basic Data Setup - Caller ID Function - For External Module**
  If a 3rd party display SLT phone is used, enable (1) Caller ID FSK signal in order to allow the phone to display Message Waiting indications.
- **15-03-10 : Single Line Telephone Basic Data Setup - Caller ID Name**
  Enable (1) or disable (0) a display SLT's ability to display the Caller ID Name.
- **15-03-13 : Single Line Telephone Basic Data Setup - MW Signal Type**
  Determine whether the SLT with a display with indicate a Message Waiting by the LED (0) or if Caller ID will be used to display the call (1).
- **20-06-01 : Class of Service for Extensions**
  Assign Class of Service (1-15) to extensions.
- **20-13-07 : Class of Service Options (Supplementary Service) - Message Waiting**
  Use this option to enable (1) or disable (0) an extension's ability to leave a Message Waiting. Normally, only the supervisor's station would have this option enabled.

PMS Integration



The UNIVERGE UX5000 can support third-party PMS applications. This requires the use of either the PMS-U10 or PVA PMS Blade which serve as a gateway between the PMS application, the UNIVERGE UX5000 and UXMail voice mail.

When using UXMail voice mail you must have the RJ11 to DB-9 serial adapter (stock number 1091014). When using the PVA PMS Blade you must also have the USB to Serial Adapter (stock number 670545).

In addition, any voice mail used must be licensed for the Hotel feature and have PMS enabled. Refer to the appropriate voice mail installation manual for information on configuring the voice mail. All COM ports are fixed at 9600 baud, 8 data bits, 1 stop bit, and no parity.

- For PMS integration to work it must be set to "On" in phone system programming 42-06-03.

Hardware Requirements

- UX5000 with a Hotel/Motel License
  After activating the license in WebPro or PCPro, the system must be reset.
- PMS Interface Box (PMS-U10), (P/N 750116)
- PMS Configurator (requires a PC with Microsoft's .Net Framework ver. 1.1 or higher installed)
- Compatible Voice Mail
- 3rd-Party Hospitality System

Conditions

- The UX5000 communications server and voice mail must be licensed for Hotel/Motel and PMS for this feature to work.
- The supported PMS system to PVA PMS protocols are NEAX 90-K, NEAX 60-K, KTSi and KTSi with NAK.
- The supported PMS system to PMS-U10 protocols are NEAX 90-K, NEAX 60-K, KTSi and KTSi with NAK.
- The KSU to PVA PMS and PMS-U10 connection is via the LAN and an IP port only (default is 5129).
- The PMS-U10-to-voice mail system connection is via COM 2 serial port only.
- The PMS-U10-to-PMS System communication can be via COM 1 serial port or LAN.
- When Check-In With Name is used, the assigned room name displays after the call is answered - not while ringing.
- UX5000 IP-CTS are not recommended as they do ***not*** show multiple name displays.
- The PVA PMS to PMS Application communication is via the S1 connector on the USB to Serial adapter using a NULL MODEM/Reverse cable or the LAN port.
- The PVA PMS to voice mail connection is via the S2 connector on the USB to Serial adapter using a NULL MODEM/Reverse cable or the LAN port.
- The NEAX-90-K with and without NAK protocol is compatible with property management systems that support NEAX-90 protocol. Note that not all messages or functionality supported by NEAX Model 90-K protocol is implied or provided. The PVA PMS and PMS-U10 in conjunction with UNIVERGE UX5000 provides a subset of features supported by NEAX Model 90 protocol. Details on the support NEAX 90 command set are available in the UNIVERGE UX5000 Property Management Systems Developer's Guide.
- The PVA PMS or PMS-U10 and CPU must be assigned with a static IP address.

- UX5000 CCPU version 3.02 or higher is required for PVA PMS.
- All COM ports are fixed at 9600 baud, 8 data bits, 1 stop bit and no parity.
- PMS Configurator software version 1.0.1.0 or higher is required for Microsoft Vista 32-bit support. To check the version number (while the application is running) press ALT + V.

PMS Integration using PVA PMS

The PVA PMS is an application CF for the CD-PVAA Blade. This application supports PMS Application integration to the UX5000 and UXMail. The PVA PMS application supports PMS integration using any of the following protocols: NEAX 90-K, NEAX 90-K with NAK, NEAX 60-K, KTSi and KTSi with NAK. The following licenses affect this feature:

- UX5000 PVA PMS license: LK-SYS-PVA PMS-LIC (Feature Code 6201)
  - This license is required only when using the PVA PMS for PMS integration.
- UX5000 Hotel/Motel License: LK-SYS-HM-LIC (Feature Code 0007)
  - This license is always required to enable Hotel feature in the UX5000.
- UXMail Hotel/Motel license: LKS-UMS-Hotel-PMS-LIC (Feature Code 1407)
  - This license is required only when using UXMail hotel features such as PMS integration and Hotel Guest room mailboxes.

Conditions

- The PVA PMS and CCPU must be assgned a static IP Address.
- A maximum of one (1) PVA PMS per system is allowed.
- The UX5000 CPU version must be v3.02 or higher to support PVA PMS.

Installing a Service Pack on CD-PVAA

Description

The CD-PVAA blade provides the hardware platform for providing connectivity for the system. By default, this blade is shipped from NEC with platform support (factory default) firmware. A functional firmware is loaded as part of the installation to support the desired functionality. The PVA PMS application requires Service Pack 26_9 or higher be installed on the CD-PVAA.

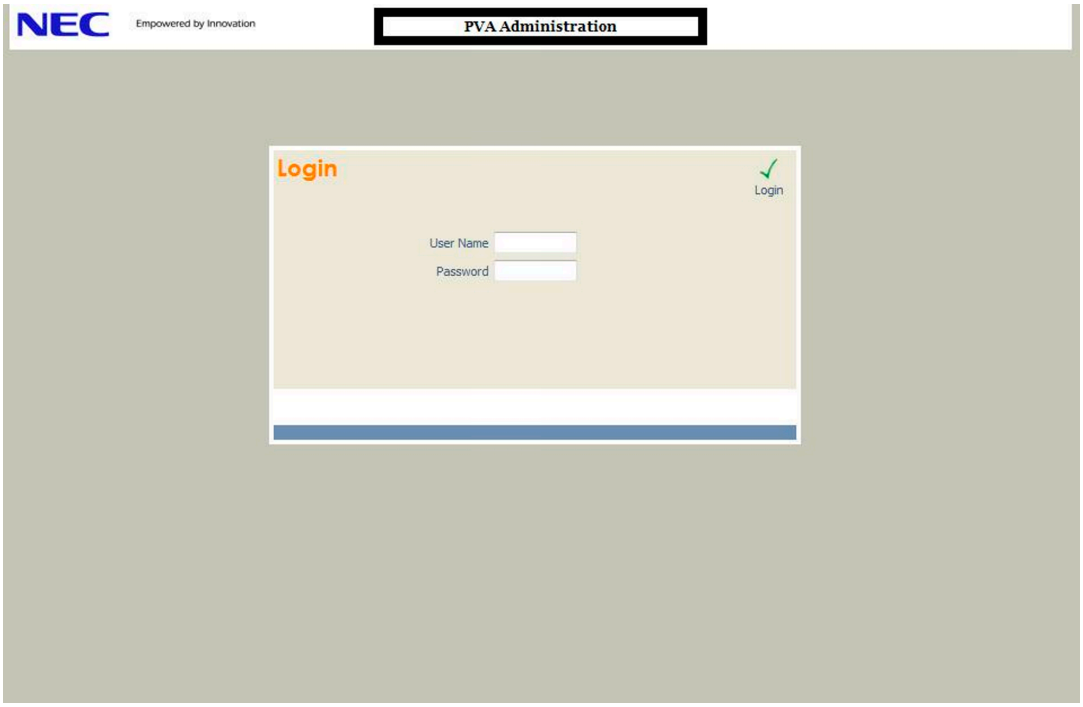
In this document, the procedure for loading a CompactFlash (CF) into the CD-PVAA is provided. The same procedure applies for any other applications (e.g., IVR).

- Verify Service Package prior to installing the application.
- Access to this website requires login privileges.

Loading the Service Package

1. Ensure the Compact flash is removed. Insert the blade in any interface slot in the chassis.
2. The blade Default IP Address is: **192.168.1.100**. Set your PC so that it is statically assigned an IP address of 192.168.1.xx with a subnet mask of 255.255.255.0 to ensure it is in the same network as the CD-PVAA blade.
3. Point the Internet Explorer (Version 5 or higher) on the PC to **192.168.1.100** by entering this address in the navigation bar.
   - The Internet Explorer must not use any Proxy settings.
4. Login using the following information:
   Default Login ID = **admin** (lowercase)

Default Password = **password** (lowercase)



5. Upload the CD-PVAA blade Service Package. Select **Upload**.
   - This firmware is provided by NEC and must be stored on your local PC prior to firmware upload.

6. The service package upload process begins when the screen below is displayed.
    - The service package takes 3 ~ 5 minutes to update. You are required to log back in after update.

7. You can now remove the CD-PVAA blade and re-insert the Application (CompactFlash).
8. Each CompactFlash application package behaves differently in functional mode. So, consult the documentation provided with each application prior to installing the CompactFlash.

Upgrading the PVA PMS Application
Use the procedure below to upgrade the PVA PMS application. You will need a USB drive with at least 256MB of free space for the upgrade.

Warning: Upgrading the PVA PMS application will default all settings. All current settings should be noted before starting.

1. On the USB drive create folder named “install”.
2. Copy software package file into the install folder created in step 1.
3. Unseat the CD-PVAA blade.
4. Mount the USB drive on the CD-PVAA blade.
5. Insert the CD-PVAA blade into the system.
    - The upgrade process can take several minutes.
6. Once PVA PMS has started, connect to the blade using Internet Browser.
7. Select the mode of operation, only one mode is currently offered “KTS-I, NEAX-60(K), NEAX-90(K)”.
8. Confirm the software version is correct. The software version is shown in the lower right corner of the configuration page. If the software version is correct, remove the USB drive from the CD-PVAA.
9. Make needed configuration changes to PVA PMS Application and, if needed, reset the CD-PVAA blade.

Installing CD-PVAA in the UX5000
Before inserting the CD-PVAA blade into the UX5000 make the following program settings:

1. In 10-12-01 set the IP Address of the CCPU. If a PZ-IPLA is mounted on the CCPU, 10-12-01 should be set to 0.0.0.0 and the IP Address should be set in 10-12-09.
2. In 10-12-02 set the CCPU subnet mask.
3. In 10-12-03 set the CCPU gateway.
4. In 10-54-01 assign license **code 6201**, with a quantity 1, to the slot the CD-PVAA will be installed in.
5. In 10-55-01 set the IP Address for the slot the CD-PVAA will be installed in.
6. In 10-55-04 set the appropriate subnet mask for the slot the CD-PVAA will be installed in.
7. In 10-55-05 set the appropriate default gateway for the slot the CD-PVAA will be installed in.

Warning: If license 6201 is not assigned to the slot where the PVA-PMS exists, the PVA PMS application will continually reset until the license is assigned.

PVA PMS Web Configuration

The PVA PMS can only be configured using the web admin interface. The webpage can be accessed by starting an Internet browser and in the address field enter the IP Address as set in 10-55-01 for the slot where the CD-PVAA resides. The following browsers are supported:

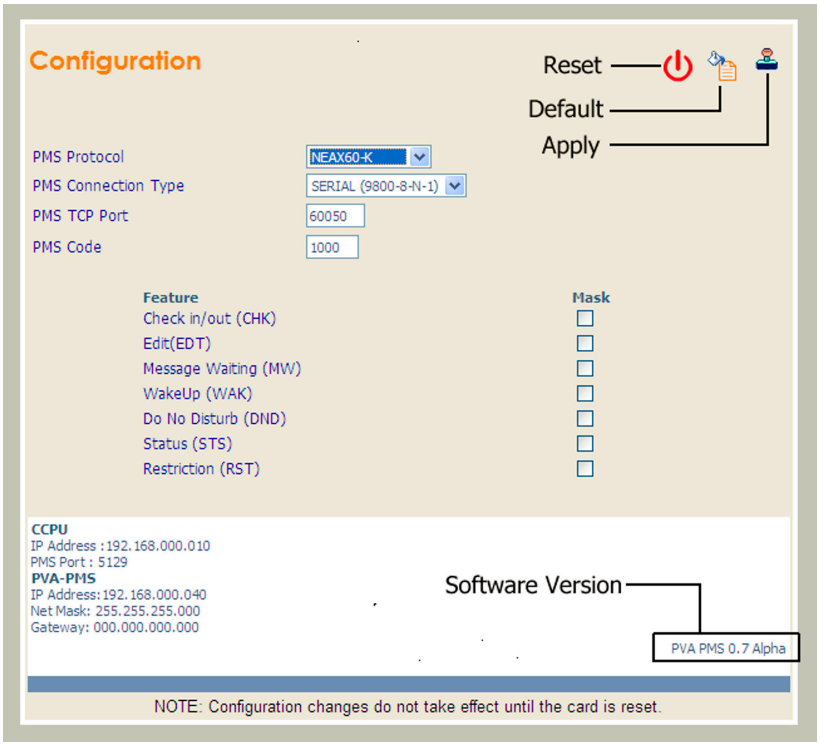
- Internet Explorer 7 or later
- Safari 4.0 or later
- Firefox
- Google Chrome
- When any changes are made to the configuration you must first apply the changes, then reset the card. In addition, if the USB to Serial adapter is not connected on blade start up, the CD-PVAA will have to be reset after it has been connected. The reset process takes approximately 1 minute.

On a new unit the technician must select the mode of operation when connecting to the Web Configuration Page for the first time. Only one mode is currently offered "KTS-I, NEAX-60(K), NEAX-90(K)". This is a one-time selection that will not be offered again unless the PVA unit is defaulted or upgraded.

1. Select the mode of operation.

After a short wait you should see the configuration page. The following settings are provided automatically from the CCPU displayed in the lower left corner of the configuration page. These settings cannot be changed in the PVA PMS configuration page:

- CCPU IP Address from 10-12-01 or if PZ-IPLA is mounted on CCPU the address from 10-12-09 will be shown.
- CD-PVAA IP Address from 10-55-01.
- CD-PVAA subnet mask from 10-55-04
- CD-PVAA gateway from 10-55-05
- CCPU PMS data port from 42-06-01



1. Choose the appropriate PMS protocol. The following protocols are currently supported:
   - None (This setting is used in conjunction with connection type Serial when connecting the PVA PMS to a voice mail only, and no external PMS Application will be connected.)
   - KTS-I
   - KTS-I with ENQ
   - NEAX60-K
   - NEAX90-K
2. Choose the appropriate PMS Connection Type:
   - Serial, only 9600, 8, N, 1 settings are supported (This setting is used in conjunction with protocol type None when connecting the PVA PMS to a voice mail only, and no external PMS Application will be connected.)
   - TCP
3. If needed, change the PMS TCP Port, at default this is set to 60050.
4. Choose the PMS Code setting. Currently, there are only two options for this setting. If you are unsure which is required for your PMS Application, it is recommended you set this to 1000:
   - 1000 = After a PMS Application connects, the PVA PMS will wait until it sees any message from the PMS Application before initiating the connection to the UX5000.
   - 2000 = After a PMS Application connects, the PVA PMS will immediately initiate a connection to the UX5000 even if no message has been received from the PMS Application.
5. Click on the Apply icon.
6. Click on the Reset icon to make the changes take effect. The PVA PMS will reboot, this will take approximately two minutes.

Feature Mask

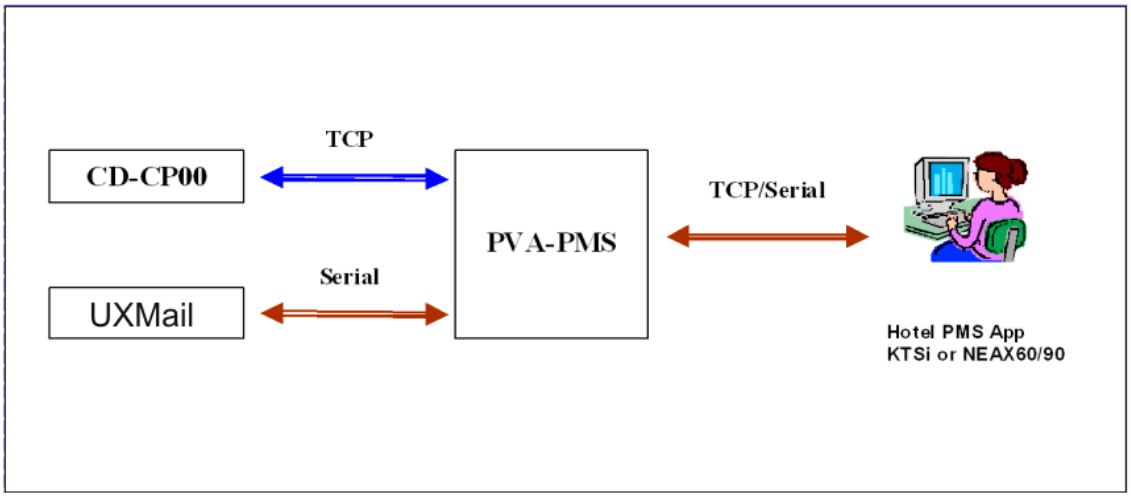
If needed, the PVA PMS allows feature messages to be masked. With Feature Mask, a technician can select any or all of the messages below to prevent them from being transmitted from the UX5000 to the PMS Application. The messages will still be passed from the PMS Application to the UX5000. This can be useful when integrating with PMS Applications that do not support all of the messages and do not know how to process unrecognized messages.

These settings apply to all of the supported integration, including the equivalent NEAX 60-K or NEAX 90-K messages:

- Checkin/Checkout
- Edit Room
- Wakeup Call
- Message Waiting Set/Cancel
- DND Set/Cancel
- Room Status
- Room Restriction

PVA PMS to UXMail Integration
The PVA PMS can also send PMS messages to the UXMail, if needed. To do this you must have the RJ11 to DB-9 serial adapter (stock number 1091014), and you must also have the USB to Serial Adapter (stock number 670545). In addition, the UXMail must be licensed for the Hotel/Motel feature and have PMS enabled.

The USB to Serial Adapter has two COM ports on it: S1 which is used to connect to a PMS Application, and S2 which is used to connect to the UXMail. All COM ports are fixed at 9600 baud, 8 data bits, 1 stop bit, and no parity. The PVA PMS to phone system messages are only sent via the IP connection.



Configuring the UXMail
Enable PMS on the UXMail by following these steps:

1. Connect to the UXMail Web Administration Console (WAC) and login.
2. Go to /System/Configuration/Hospitality Settings.
3. Under PMS Device Configuration make the following settings:
   - PMS Integration = UX5000
   - PMS Port = Serial Port 0
   - Baud Rate = 9600
   - Parity = None
   - Stop Bits = 1
   - Data Bits = 8
4. Save the setting changes.
5. Stop then restart the voice mail application from the Server Control page.

Testing COM Port S2 Output
Here is a quick test you can use when setting up a system to make sure the PVA PMS is sending data out COM Port S2. Note: all the phone system programming must be done for this to work:

1. Configure HyperTerminal to use a COM port with 9600 baud, 8 data bits, 1 stop bit, and no parity.
2. In PVA PMS web configuration set the PMS Protocol to “None”.
3. In PVA PMS web configuration set the PMS Connection Type to “None”.
4. Connect the support PC to COM Port S2 using a reverse (null modem) serial cable.
5. Start the HyperTerminal connection from step 1.
6. Make sure the USB to Serial adapter is plugged into the PVA PMS and the serial cable is connected to the support PC.
7. In PVA PMS web configuration apply the changes, then reset the PVA PMS.
8. In HyperTerminal, once the PVA PMS has started up, you see a string “ INIT VOICEMAILZ1@IN”. This tells you COM S2 has been initialized.

9. From the front desk phone, check in a valid room. For example for room 302 do the following:
   - Press [Speaker].
   - Dial 1, 3, 8, 3, 0, 2.
   - Hang up.
10. You may need to press “CNTRL+F” in HyperTerminal to get the check in message. This sends an “ACK” message to the PVA PMS.
11. You can use the same procedure for check out messages as well:
   - Press [Speaker].
   - Dial 1, 3, 9, 3, 0, 2.
   - Hang up.

Supported PMS-Integration Feature List:

Check-in Messages with Guest Information

The UX5000 will accept Check-in Message with a name. This is used to display the guest name for calls placed from a room to the hotel operator or hotel staff. The display will show the room extension number and guest name after the call has been answered. The name is not displayed while the call is ringing. The PMS System may allow for up to 5 guest names, only the first one will be displayed in the UX5000.

Directory Information

The PMS system can update the name stored in the UX5000 for the room telephone. Only the PMS system can send this type of message.

Room Status Message

The Room Status message is used to update the house cleaning status of a room (i.e., Maid Required or Maid in Room). Manual Room status messages are sent to the PMS when the maid or housekeeping staff dials a code from the room's telephone. The PMS system can also set room status through the PMS-U10.

With ***Auto Room Scan***, the UX5000 may be programmed to automatically change the room status of all checked in rooms to a room status of 2 ("maid required") at 3:00 a.m. each morning. And, if a room is checked out, the room status can automatically be changed to status 4 ("inspection required"). Auto Room Scan streamlines staff scheduling each morning since the phone system and PMS system always have an updated record of the rooms that need attention. Room Status, Wake Up Call and/or occupancy status for each room is displayed on a DSS Console at the operator's position or at the front desk.

Message Waiting

The Message Waiting message sets or cancels the message waiting status of a room telephone. When sent from the phone system to the PMS system, the message updates the phone's Message Waiting status in the PMS database. When sent from the PMS system to the UX5000, it updates the Message Waiting of the room telephone. This message can be sent or received by either the phone system or the PMS system.

Extension Restriction

The Extension Restriction message is used to control the Toll Restriction Class of Service of room telephones. The UX5000 impose a different Toll Restriction Class for occupied rooms and for vacant rooms. The UX5000 has 4 levels of toll restriction for rooms that are occupied. The Extension Restriction message allows the PMS to impose different Toll Restriction levels when required.

Room-to-Room Call Blocking

The hotel staff can set a telephone to block Room-to-Room calls from either the Front Desk phone or the PMS system. This prevents the room telephone from making calls to another guest room, but they are still able to receive calls from other rooms or from the hotel staff. This feature will automatically be turned off when the room is checked out.

Do Not Disturb

The Do-Not-Disturb (DND) feature can be activated by a guest from their room telephone, by hotel staff from a front office telephone or from the PMS system. This provides only a single level of DND which blocks all calls to the room. The operator and selected hotel staff may have the option to override this DND condition. This feature will be automatically canceled when the room is checked out.

Wake Up Call

If a guest does not answer the wake up call, the UX5000 can send a Wake Up Call message to the PMS system. No other Wake Up Call messages are sent to the PMS system and the PMS system cannot set a wake up call. Wake up calls can only be set from the front desk telephone.

Alarm Displays

You can designate which telephone displays PMS alarm messages. This is usually the system's attendant or hotel system supervisor. The chart below describes the available PMS alarm messages.

PMS Alarm Messages	
Message	**Description**
PMS LINK NOW ONLINE	The PMS link is available (i.e., the phone system and PMS system are successfully communicating).
PMS INITIAL STARTED	The phone system has sent an Initialization Request (RQINZ) message to the PMS and is waiting for a response. Initialization transfers the PMS database to the phone system.
PMS INITIAL FINISHED	The database initialization sequence has completed.
PMS LINK NOW OFFLINE	PMS messaging has stopped and the phone system and PMS system are no longer communicating.
NO LINE TEST ACK PMS	After the phone system initiates a linetest message, the PMS system is not answering with an ACK response.
NO ACK SIGNAL FM:PMS	During messaging, the PMS system is not sending an ACK response after receiving a message from the phone system.
BAD FUNCTION FM:PMS	The PMS system has sent an improper command.
BAD STATUS	The PMS system has sent an improper status code for a room telephone.
BAD STATION	The PMS system has sent a message for an extension that does not exist or is not functioning.
CHECKOUT WITH MSG	A room telephone has been checked-out with an unanswered Message Waiting.
CHECKOUT WITH WAKEUP	A room telephone has been checked out with an unanswered Wake Up Call.
CHECKOUT WITH MSG&WAKE	A room telephone has been checked out with both an unanswered Wake Up Call and Message Waiting.

Using PMS Integration Features

Flexible Check-in Messaging

When the phone system changes the Check-in status of a room telephone, it can optionally send a Room Status (STS) or Check-in Status (CHK) message to the PMS system. Check the requirements of the PMS system to see which message type you should use.

Toll Restriction Conversion

Toll Restriction Conversion allows the PMS system or supervisor to change the dialing (toll) restriction of any checked-in room telephone. This allows the PMS system or supervisor to tailor outgoing dialing capabilities for each room telephone anytime during the guest's stay. This dialing control overrides the automatic Toll Restriction (When Checked In) setting until the room is checked out, at which point the Toll Restriction is reset to the previously programmed setting.

To change the Toll Restriction level of a checked in room:

1. Lift the handset and dial 166.
2. Dial the number of the room telephone you want to change.
3. Dial the Station Restriction Code (0-3).

See "**Programming** (page 2-29)" for details on associating toll levels with Station Restriction Codes. The entry you make in this step overrides the Toll Restriction (When Checked In) setting in Program 42-02-02 until the room is checked out, at which point the Toll Restriction is reset to the previously programmed setting.

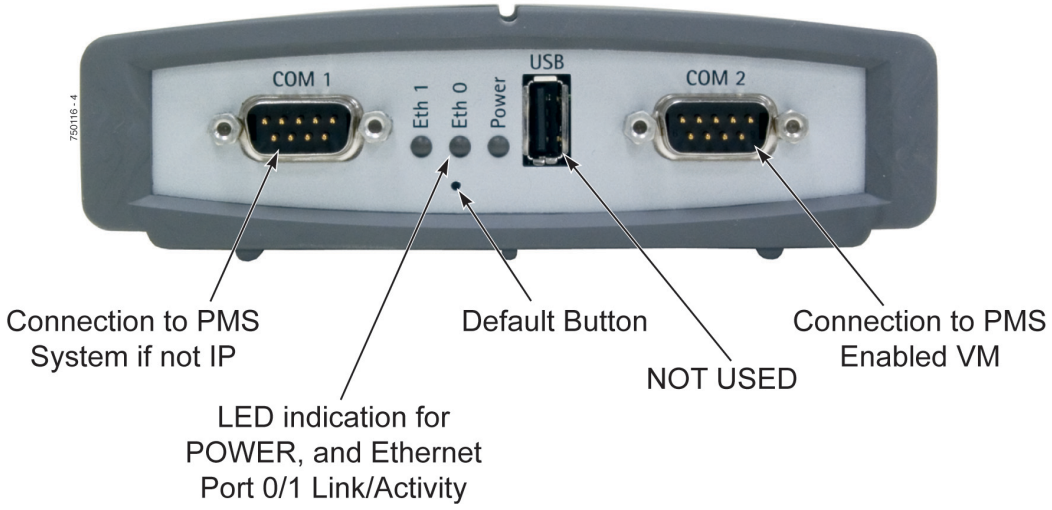
PMS-U10 Hardware

Connectors:

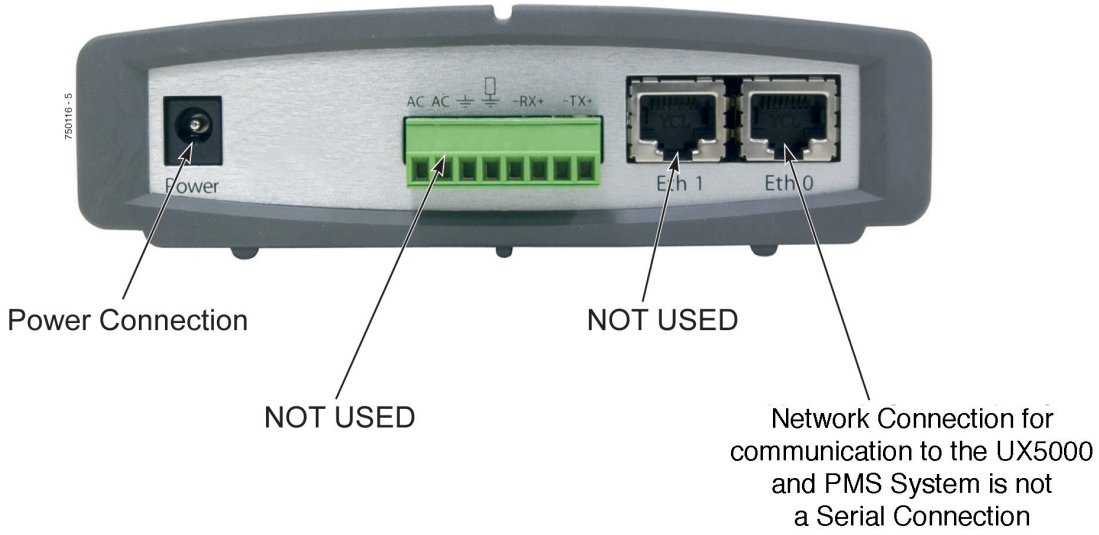
COM 1 = Used for serial connection to the PMS System.
COM 2 = Used for serial connection to the voice mail.
ETH 0 = Used for LAN connection to the PMS Configurator software and PMS System.
Default = This is the pin hole on the front of the PMS-U10 with no label. To default, depress using a paper clip, power on the unit, wait three seconds and then release.

2

PMS-U10 Front View



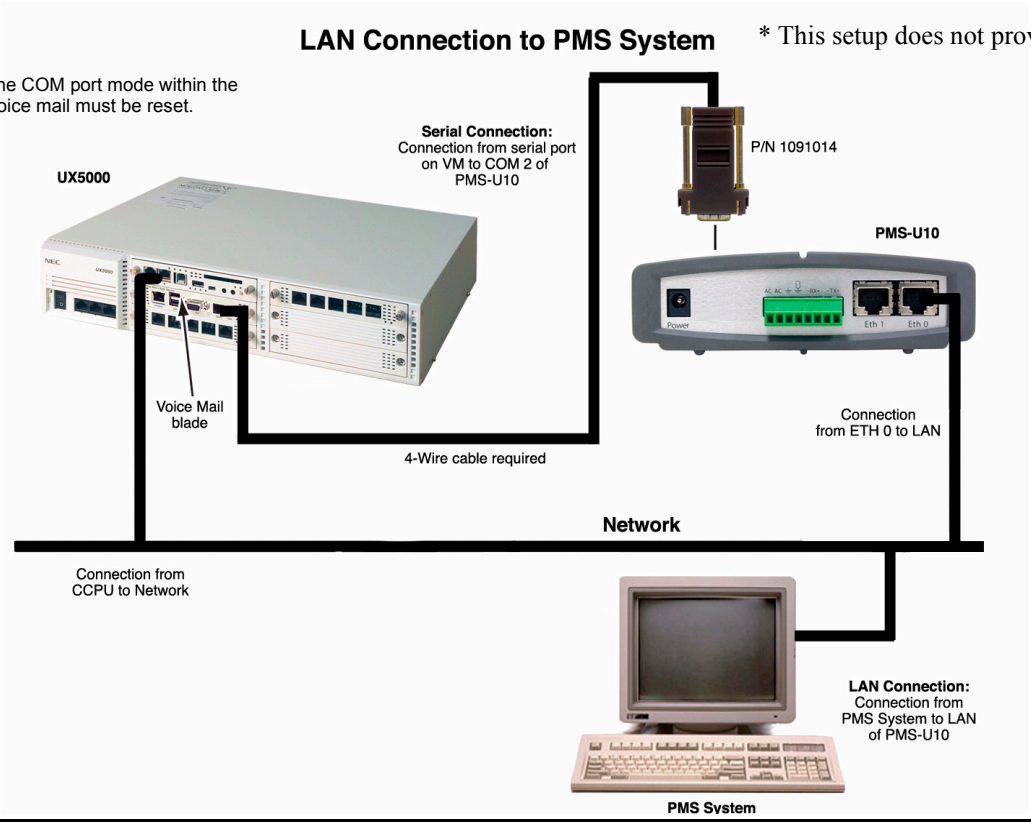
PMS-U10 Back View



LAN Connection to PMS System

* This setup does not provide KTSi ENQ.

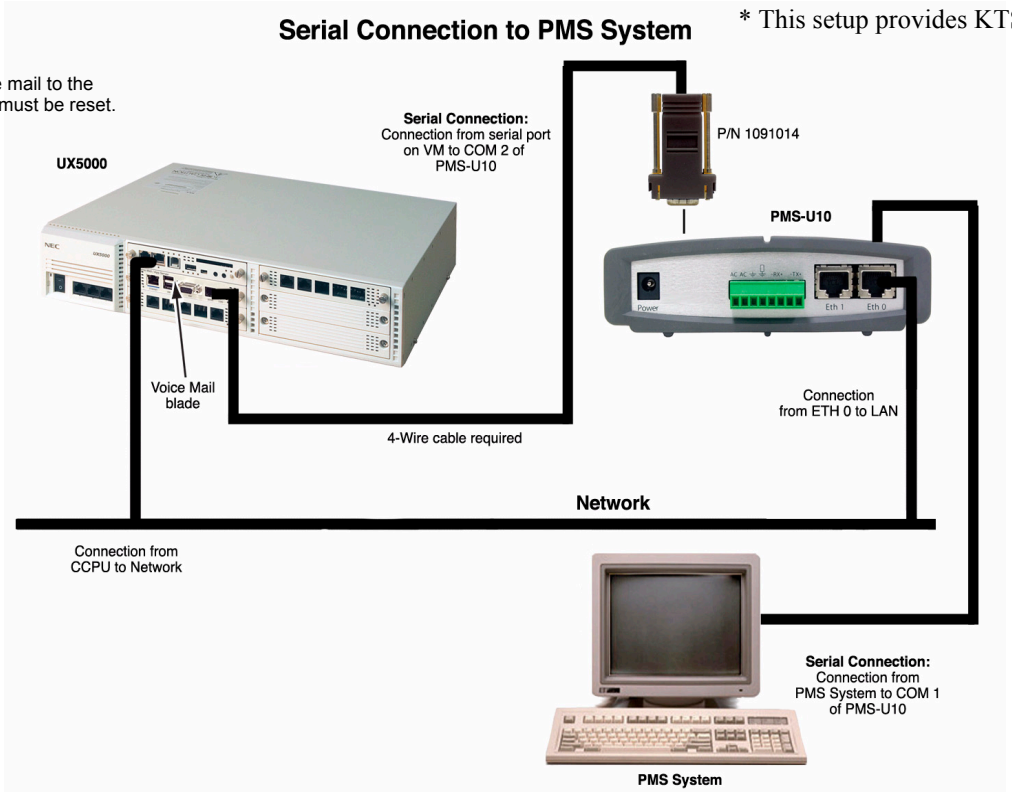
After changing the COM port mode within the PMS-U10, the voice mail must be reset.



Serial Connection to PMS System

* This setup provides KTSi ENQ.

After connecting the voice mail to the PMS-U10, the voice mail must be reset.



PMS-U10 Configuration

The PMS Configurator is used to setup the PMS-U10 for LAN access and communication between it, the UX5000 and voice mail. A static IP address from the Network Administrator for the PMS-U10 and UX5000 are needed for this feature.

Installing PMS Configuration Software:

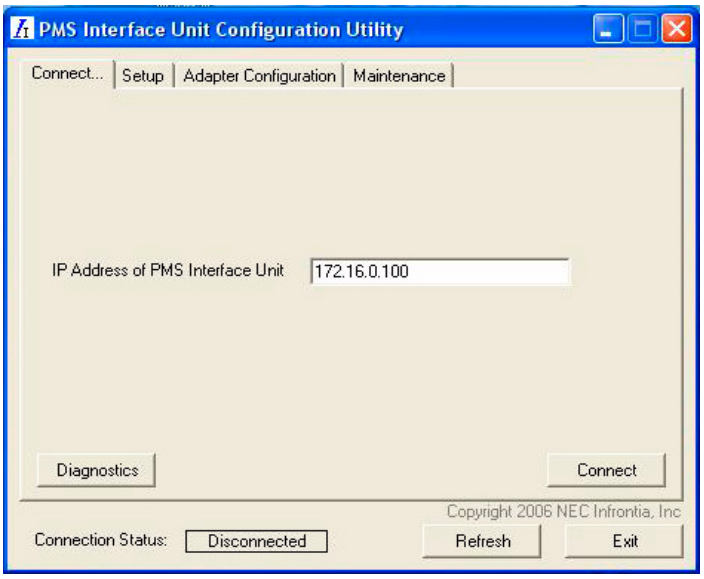
1. The PMS Configurator requires the PC have Microsoft .NET Framework version 1.1 installed. This is a free software available from Microsoft. Check Microsoft's web site for details (***http://www.microsoft.com***).
2. Insert the PMS software CD into the CD drive of the PC.
3. An HTML window will open, click on "***Install PMS Configurator Software***" to start the installation.
4. Note: If auto-run is disabled for the CD drive, click on **Start\Run** then browse to the CD drive and select "**Setup.exe**" and click **OK**.
5. Installation will start - click on "***Next***" to continue.
6. To continue, accept the software license agreement and click on "***Next***".
7. If needed, the installation directory can be changed. You can also decide if other PC users will have access to this application. Unless you have a specific reason not to, it is best to choose "***Everyone***" and accept the default installation directory.
8. Once the installation has finished, click on "***Close***" to exit.
9. To run the program go to ***Start - Programs - NEC - PMS Configurator***.

PMS-U10 Configuration

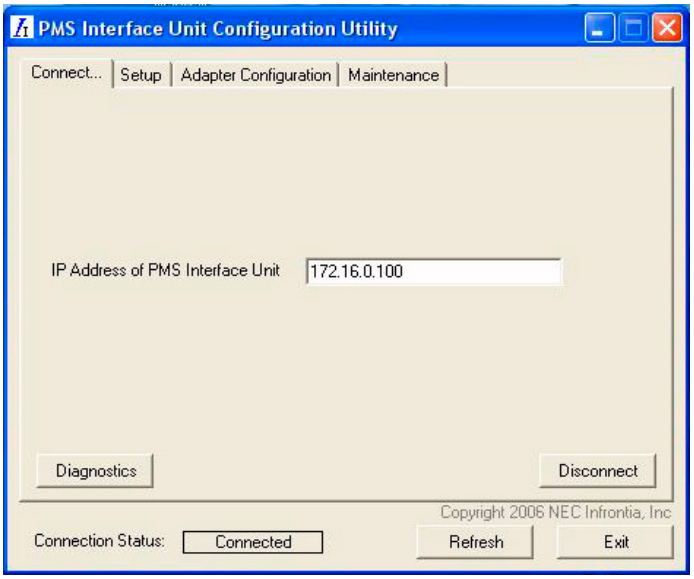
The PMS-U10 is shipped with a default IP address of ***172.16.0.100***. Once the PMS Configurator has been installed, you must change the IP address on the PC so it's on the same LAN as the PMS-U10 (i.e. 172.16.0.50). This is only temporary until the PMS-U10 IP address has been changed.

Connect Tab

When the PMS Configurator is started, it will open to the "***Connection***" tab. The PMS-U10 default IP address will automatically be entered. If you are going to configure a PMS-U10 with a different IP address, enter that IP Address. To connect, click on the "***Connect***" icon.



To disconnect, click on the "***Disconnect***" icon.



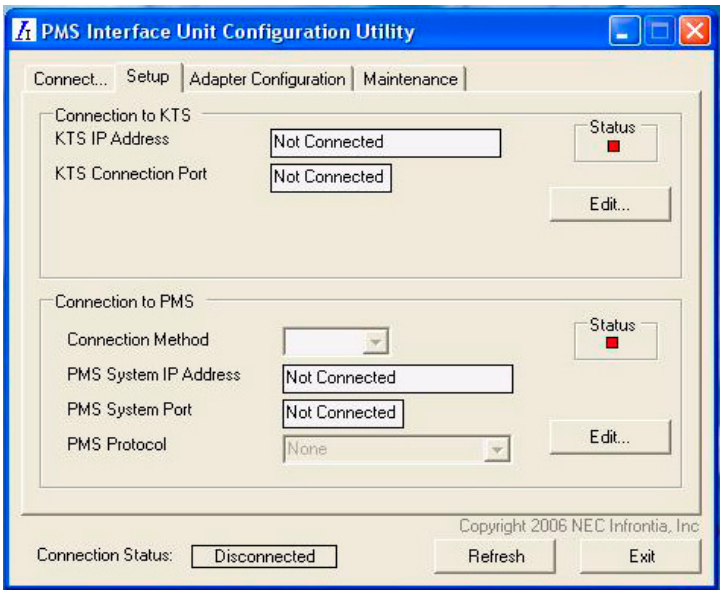
Diagnostics
The PMS-U10 does not have a programmable time and it is not synced with the UX5000. When trying to locate a problem, it is best to have the problem occur and immediately stop logging. You can then check the last lines to try and pinpoint the problem.

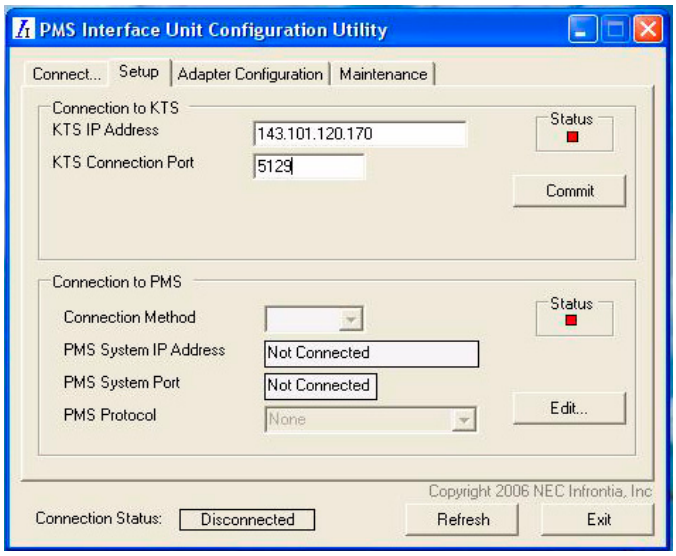
Setup Tab

Connection to the UX5000:

The top portion of the ***Setup*** tab is used to configure the UX5000 IP address and port number. The UX5000 IP address is set in Program 10-12-01 (default is 172.16.0.10) and the PMS port number is set in Program 42-06-01 (default is 5129).

To enter these values, click on the "***Edit***" icon, enter the new values and click on the "***Commit***" icon. The Configuration utility will immediately try to contact the telephone system.



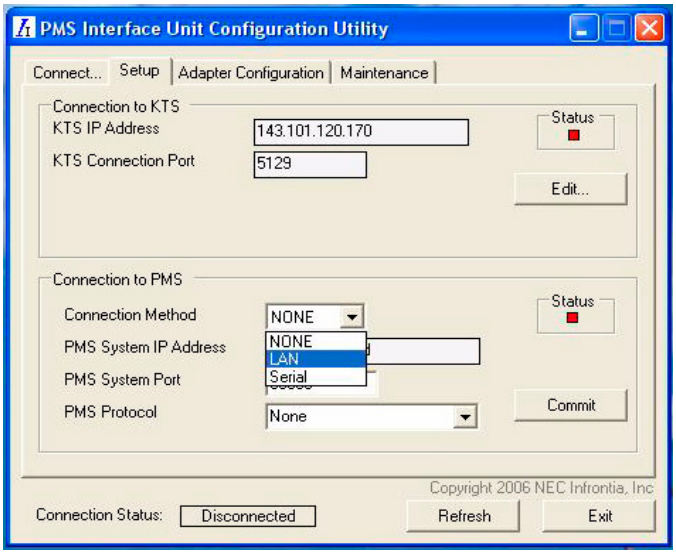


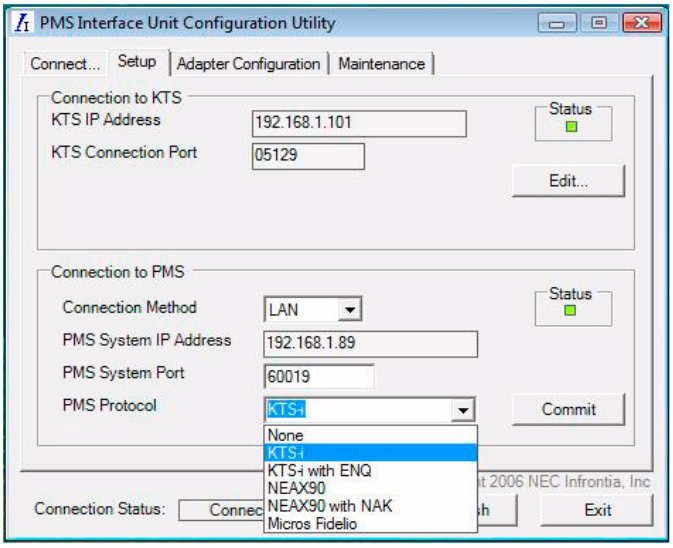
Connection to PMS:

The bottom portion of the Setup tab is used to configure the connection to the PMS application. This can be done via the LAN IP address or a serial port. Note that the only fields that can be changed are the ***Connection Method*** and ***PMS Protocol***. The ***PMS System IP Address*** and ***PMS System Port*** will be automatically entered when the PMS system contacts the PMS-U10.

To change the ***Connection Method*** and ***Protocol***, click on the "***Edit***" icon then choose either ***LAN*** or ***Serial*** port. The available protocols are KTS-i, KTS-i with ENQ, NEAX 90 and NEAX90 with NAK. Normally, KTSi with ENQ should be selected with the UX5000. Once the values have been entered, click on the "***Commit***" icon to finish.

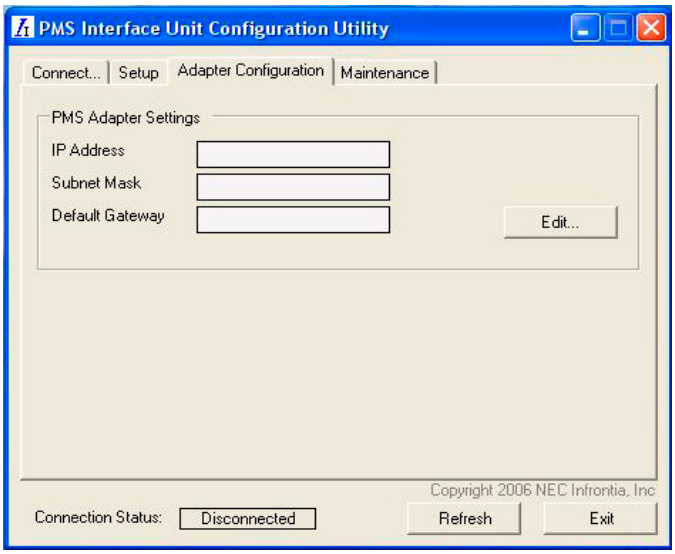
Both sections include a connection status indication. This indication is only used for IP connections. This shows green for connected and red for not connected. The connection to the UX5000 is made only when a PMS device uses the PMS-U10 to connect to the UX5000. At that point, both indications will show green.

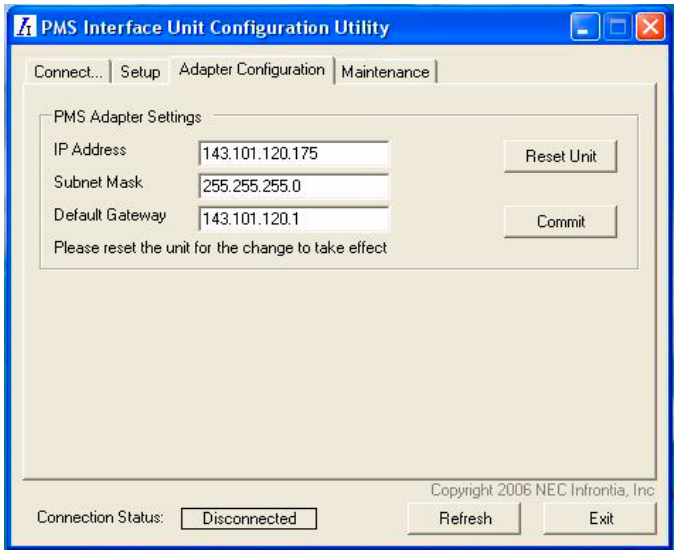




Adapter Configuration Tab

The Adapter Configuration tab is used to change the IP address of the PMS-U10. The UX5000, PMS-U10 and PMS System must all be on the same network to communicate. To enter the new values, click on the "***Edit***" icon. Enter the IP address, subnet mask and default gateway values and click on the "***Commit***" icon. **The PMS-U10 must be reset for the changes to take effect.** This is done by clicking on the "***Reset***" icon. The Reset icon only appears after changes have been made that require the PMS-U10 be reset.

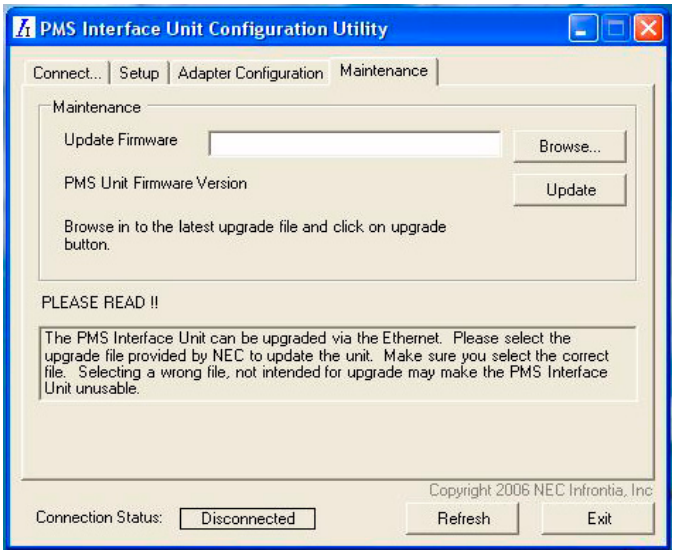




Maintenance Tab

The Maintenance tab is used to upgrade the PMS-U10 firmware when needed. To upgrade the firmware:

1. Download the new firmware from NEC Technical Support (http://www.necux5000.com).
2. Connect to the PMS-U10 using the PMS Configurator.
3. Go to the ***Maintenance*** tab.
4. Click on the "***Browse***" icon and go to the location on the PC where the downloaded firmware upgrade is located.
5. Click on "***Update***" icon.
6. When update has finished, click on the "***Reset***" icon to reset the PMS-U10.



Programming

- **11-14-18 : Service Code Setup (for Hotel) - Hotel PMS Toll Restriction Set**
  Use this option to set the service code supervisor's can dial to change a room telephone's PMS Restriction Level.
- **20-06-01 : Class of Service**
  Assign Class of Service to extensions.
- **20-17-01 : Operator's Extension**
  The PMS alarm display messages normally appear on the operator extension assigned in this option. If no extension is assigned, the system uses the extension designated in Program 90-11-01.
- **21-04-01 : Toll Restriction Class Assignment**
  The assignment you make in this option affects the Toll Restriction status of a room telephone when it is not checked in. It has no affect on the PMS Restriction Level Conversion Table in Program 42-07-01. Refer to the UX5000 Software Manual for additional information on Program 21-04-01.
- **21-05-01 - 21-05-15 : Toll Restriction Class**
  Review the settings in this option when setting up the PMS Restriction Level Conversion Table in Program 42-07-01. For each Toll Restriction Class assigned to an extension in Program 21-04-01, enable or disable the different Toll Restriction Tables set up in Program 21-06. The conversion table in Program 42-07-01 uses these assignments. Refer to the UX5000 Software Manual for additional information on Program 21-05.
- **21-06-01 - 21-06-10 : Toll Restriction Table Data Setup**
  Review the settings in this option when setting up the PMS Restriction Level Conversion Table in Program 42-07-01. Use Program 21-06 to set up the various Toll Restriction Tables and options. Once set up, you assign the tables and options to Toll Restriction Classes in Program 21-05. Refer to the UX5000 Software Manual for additional information on Program 21-05.
- **42-03-13 : Class of Service Options (Hotel/Motel) - PMS Restriction Level**
  Use this option to enable (1) or disable (0) a supervisor extension's ability to set the PMS Toll Restriction Level for a room telephone.
- **42-06-01 : PMS Service Setting - PMS Port Number**
  Select the TCP/IP port number to be used for PMS Integration. ***Changing this option requires a system reset before the change will take affect.***
  Entries: 1-65535
  Default Entry: 5129
- **42-06-02 : PMS Service Setting - 3:00 AM Auto Room Scan**
  Select whether the PMS feature should automatically set all checked in rooms to "Maid Required" at 3:00 AM.
  Entries: 0=Off, 1=On
  Default Entry: 0
- **42-06-03 : PMS Service Setting - Check-In Message Type**
  Enable (1) or disable (0) Check-In Message. This entry must be set to "1" in order for the check-in message to be sent.
  Entries: 0=Off, 1=On
  Default Entry: 0
- **42-06-04 : PMS Service Setting - Check-Out Auto Status Change**
  Normally the system will send Status 0 for a checked out room. When this option is set to '1', a Status 4 (Inspection Required) is sent to the PMS allowing the room to be inspected before checking in another guest to the room.
  Entries: 0=Off, 1=On
  Default Entry: 0

42-06-05 : PMS Service Setting - PMS AREYUTHERE/LINETEST Send Timing
Set the time interval for how often the CCPU verifies the PMS system is connected. If no PMS messages are exchanged for the "Are You There" time, the phone system sends an Areyouthere message to the PMS.
Entries: 10-128 seconds
Default Entry: 10 seconds

42-06-06 : PMS Service Setting - PMS AREYUTHERE/LINETEST Retry Counter
If the PMS does not send an Acknowledge (ACK) response within the PMS Message Time (Program 42-06-05), the phone system retries for the number of times specified in this option. If there is still no response, the phone system marks the PMS as Out of Service.
Entries: 0-20
Default Entry: 3

42-07-01 : PMS Restriction Level Conversion
Use this option to set the default Toll Restriction class on check-in for a room (refer to Program 42-02-02). This program correlates the four Station Restriction Codes (0-3) to Toll Restriction Levels (1-15) assigned in Program 42-02-02. This conversion is important for two reasons:

- The supervisor can dial a Service Code (set in Program 11-14-18) and a Station Restriction Code code (0-3) to change any checked-in room telephone's Toll Restriction level. For example:
  – Set Program 11-14-18 = 166.
  – Set Program 42-07-01 code 0 = level 10.
  – From the supervisor's telephone, dialing 166 + room telephone number + 0 sets the room telephone's Toll Restriction level to 10.
  This temporarily overrides the setting in Program 42-02-02.

- The PMS system can send a Station Restriction message to change the Toll Restriction level of any checked-in room telephone. Like dialing from the supervisor's phone, this temporarily changes the setting in Program 42-02-02.

When using the temporary override, when the room is checked out, Program 42-02-02 is restored to the Toll Restriction level corresponding to PMS Restriction code 0.
Entries:
Level 0 = Class 1-15
Level 1 = Class 1-15
Level 2 = Class 1-15
Level 3 = Class 1-15
Default Entry:
Level 0 = Class 10
Level 1 = Class 11
Level 2 = Class 12
Level 3 = Class 13

90-11-01 : System Alarm Report - System Alarm Display Telephone
Assign the extension that should receive PMS and other alarms if the system does not have an operator's extension assigned in Program 20-17-01.

Room Status

Use your phone and DSS Console to set and monitor the status of your guest rooms. Room Status helps you maximize room usage by coordinating your cleaning staff and reservation desk. Use simple codes to set a room's status. And, just press the Room Status key on your console to see the status of all your rooms at a single glance. (See ***DSS Console Monitoring*** (page 2-5) for more.)

There are four Room Status options:

Check-in Options

Check-in options override house cleaning options. Also, changing a room's check-in status affects Toll Restriction (When Checked In).

- **Checked In**
  The guest has checked into the room.
  This option is Room Clean on the Room Status Printout. Normally, only the front desk can use this option.
- **Checked Out**
  The room is clean, checked out and available for a new guest. All house cleaning is complete.
  This option is Inspection Required on the Room Status Printout. Normally, only the front desk can use this option.
  When using voice mail, the system administrator has the ability to erase all of a guest's messages and delete their security code upon check-out. However, the greeting must be manually deleted.

House Cleaning Options

- **Maid Required**
  The room is vacant, has been inspected and needs to be cleaned. The room is not checked out and available for a new guest.
  This option is Maid Required on the Room Status Printout.
- **Maid in Room**
  House cleaning is currently working in the room. The room is not checked out and available for a new guest.
  This option is Maid in Room on the Room Status Printout.

When first installed . . .

- Setting Room Status is disabled for all telephones.

Using Room Status

Check-in Options

To set a room as checked in:

Set a room as checked in as the guest registers at the front desk.

1. Lift the handset.
2. Dial 138.
3. Dial the extension number of the room you want to check in.
4. You hear confirmation tone.
5. Hang up.

In the Room Status mode, the DSS Console key for the room is on.

To set a room as checked out:

Set a room as checked out after your guest checks out and the room is clean. You can set a room as checked out only if you have previously dialed 138 to check it in.

1. Lift the handset.
2. Dial 139.
3. Dial the extension number of the room you want to check out.
4. You hear confirmation tone.
5. Hang up.

In the Room Status mode, the DSS Console key for the room is off.

House Cleaning Options

To set a room's house cleaning status from the room telephone:

Your cleaning staff can set the room's status.

1. Lift the handset.
2. Dial 140.
3. Dial the room status code:
   1 = Room Clean (Occupied)
   2 = Maid Required
   3 = Maid in Room
   4 = Inspection Required
   You hear confirmation tone.
4. Hang up.

In the Room Status mode, the DSS Console shows the room's status: slow flash for Maid Required; fast flash for Maid in Room.

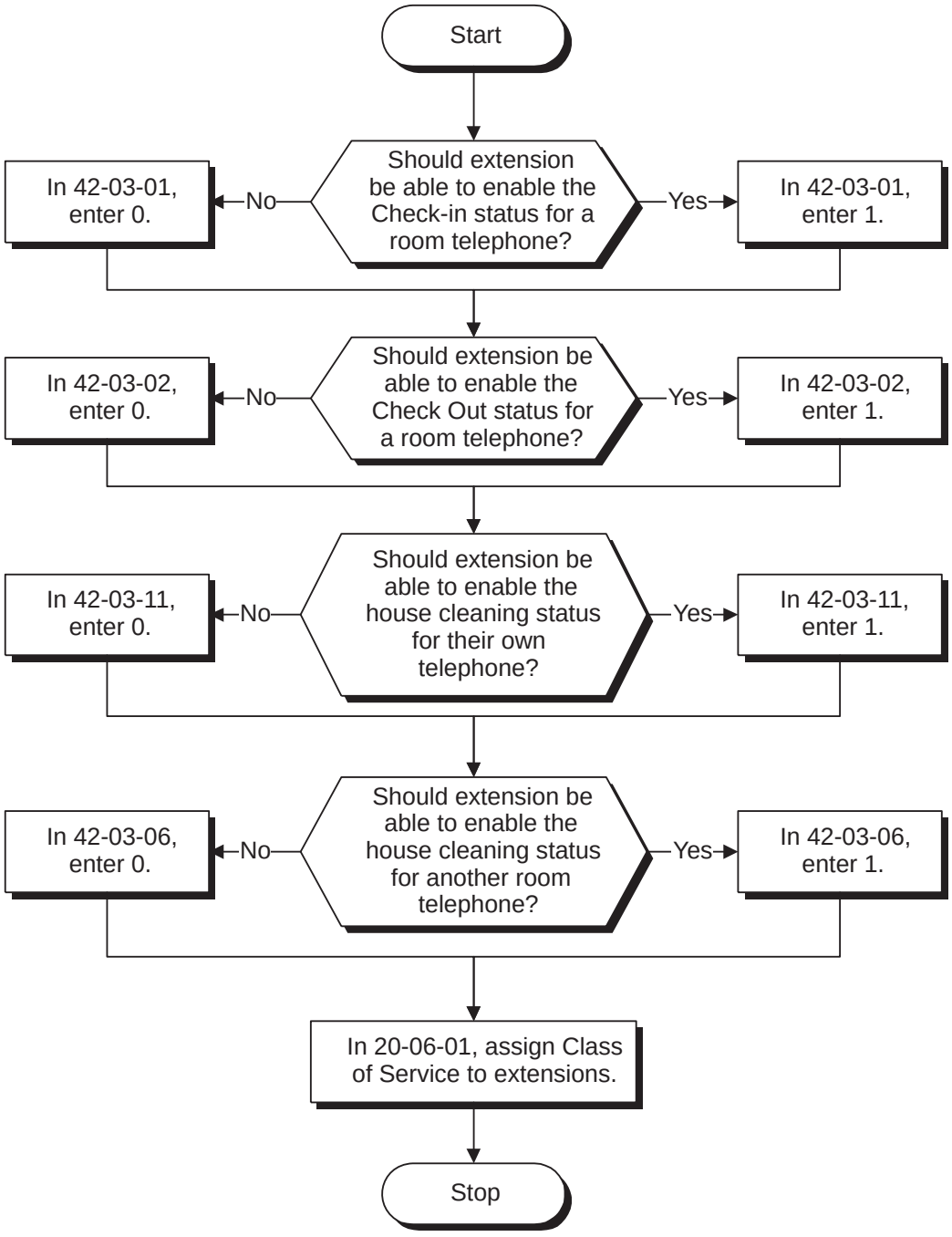
To set a room's status from another telephone:

The supervisor's station should be the only telephone with this capability.

1. Lift the handset.
2. Dial 141.
3. Dial the extension number of the room you want to set.
4. Dial the room status code:
   1 = Room Clean (Occupied)
   2 = Maid Required
   3 = Maid in Room
   4 = Inspection Required
5. You hear confirmation tone.
6. Hang up.

In the Room Status mode, the DSS Console shows the room's status: slow flash for Maid Required; fast flash for Maid in Room.

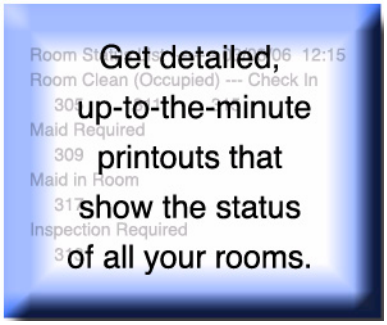
Setting Up Room Status



Programming

- **11-14-12 : Service Code Setup (for Hotel) - Check In**
  If required, change the code used for checking in a room (default: 138).
- **11-14-13 : Service Code Setup (for Hotel) - Check out**
  If required, change the code used for checking out a room (default: 139).
- **20-06-01 : Class of Service for Extensions**
  Assign Class of Service (1-15) to extensions.
- **30-03-03 : DSS Console Key Assignment**
  Define a key for code 93 (Room Status), plus assign extension/room DSS keys as needed
- **42-03-01 : Class of Service Options (Hotel/Motel) - Check-In Operation**
  Use this option to enable (1) or disable (0) an extension's ability to set the check-in status of a room. Normally, only the supervisor's station would have this option enabled.
- **42-03-02 : Class of Service Options (Hotel/Motel) - Check-Out Operation**
  Use this option to enable (1) or disable (0) an extension's ability to set the check-in status of a room. Normally, only the supervisor's station would have this option enabled.
- **42-03-06 : Class of Service Options (Hotel/Motel) - Room Status Change for Other Extension**
  Use this option to enable (1) or disable (0) an extension's ability to change the house cleaning status of another room (Service Code 141). Normally, only the supervisor's station would have this option enabled.
- **42-03-11 : Class of Service Options (Hotel/Motel) - Room Status Change for Own Extension**
  Use this option to enable (1) or disable (0) an extension's ability to change the house cleaning status of its own room (Service Code 140). If you enable this option, your cleaning staff can set a room's status as they leave the room.

Room Status Printouts



Use the Room Status Printouts to get a concise overview of the status of your guest rooms at a glance. The printouts give you up to the minute reports showing Check In Status, Room Call Restriction, Do Not Disturb, Message Waiting and Wake Up Calls. This feature requires a LAN connection to the system. (Aspire keysets with CTA Adapter (P/N 0890058) connected to the UX5000 will also provide the printouts.) There are five separate reports available (shown below).

Room Status List (Option 1)
The Room Status List shows the status of each room. This gives you an overview of all your rooms in a single report. In the report below:

- *Room Clean* . . . . . .lists all the Checked In rooms (311, 311 and 315).
- *Maid Required* . . . . . .lists all the vacant rooms that need cleaning (309).
- *Maid in Room*. . . . . .lists the rooms in which house cleaning is currently working (317).
- *Inspection Required* . .lists the rooms that are Checked Out waiting to be cleaned up (313).

```
Room Status List            --------     03/03/06  12:15
Room Clean (Occupied) --- Check In
    305        311        315
Maid Required
    309
Maid in Room
    317
Inspection Required
    313
```

Call Restriction List (Option 2)
The Call Restriction List shows the status of Room-to-Room Call Restriction and Toll Restriction at each phone. In the following report:

- *Room-to-Room Barring* . .shows which extensions have Room-to-Room Call Restriction enabled (311).
- *Outside Call Class* . . . . . lists the Toll Restriction Level for each extension. If an extension is checked in, this report shows the *Toll Restriction When Checked In* level. If the extension is checked out, this report shows the business mode Toll Restriction level.

```
Calling Class List          --------     03/03/06  12:15
Room to Room Barring
    311
Outside Call Class
    305  -05        309  -01        311  -03
```

Do Not Disturb and Room Clean List (Option 3)
This report shows two things: Rooms in Do Not Disturb and rooms with a house cleaning option enabled. This is an important report for the cleaning staff. The first section of the report shows the rooms that should not be disturbed for any reason. The second section of the report shows rooms that need to be cleaned and rooms that housecleaning is currently cleaning.

- *Do-Not Disturb* . . . Lists all the rooms that have enabled Do Not Disturb (305).
- *Clean Up Check*. . . Provides a summary report of rooms that are unavailable because they are either checked in or checked out (311). You may want to check these rooms to see if they need cleaning. Rooms not in this report are unoccupied and available.

```
DND and Clean Up Check   --------   03/03/06  12:15
DO-NOT-DISTURB
    309
CLEAN UP CHECK
    313
```

Message Waiting List (Option 4)
This report lists all the rooms that have Messages Waiting (307 and 311). Be sure to clear the Messages Waiting for all rooms that are checked out or available (clean).

```
Message Service List        --------          03/03/06  12:15
   307         311
```

Wake Up Call List (Option 5)
This report lists all the rooms that have Wake Up calls (307, 311 and 339) and shows the time set for each call. An asterisk (*) in front of the extension number indicates that the Wake Up Call was unanswered. Consider checking on the guests that have unanswered Wake Up Calls.

```
Wake Up Call List          --------          03/03/06  07:15
   307    -07:55         *311    -6:55         339    -07:15
```

Note: Room Status Reports require a CTA Adapter and a compatible printer. Refer to the *Data and SMDR* section in your system's Hardware Manual for more

When first installed . . .

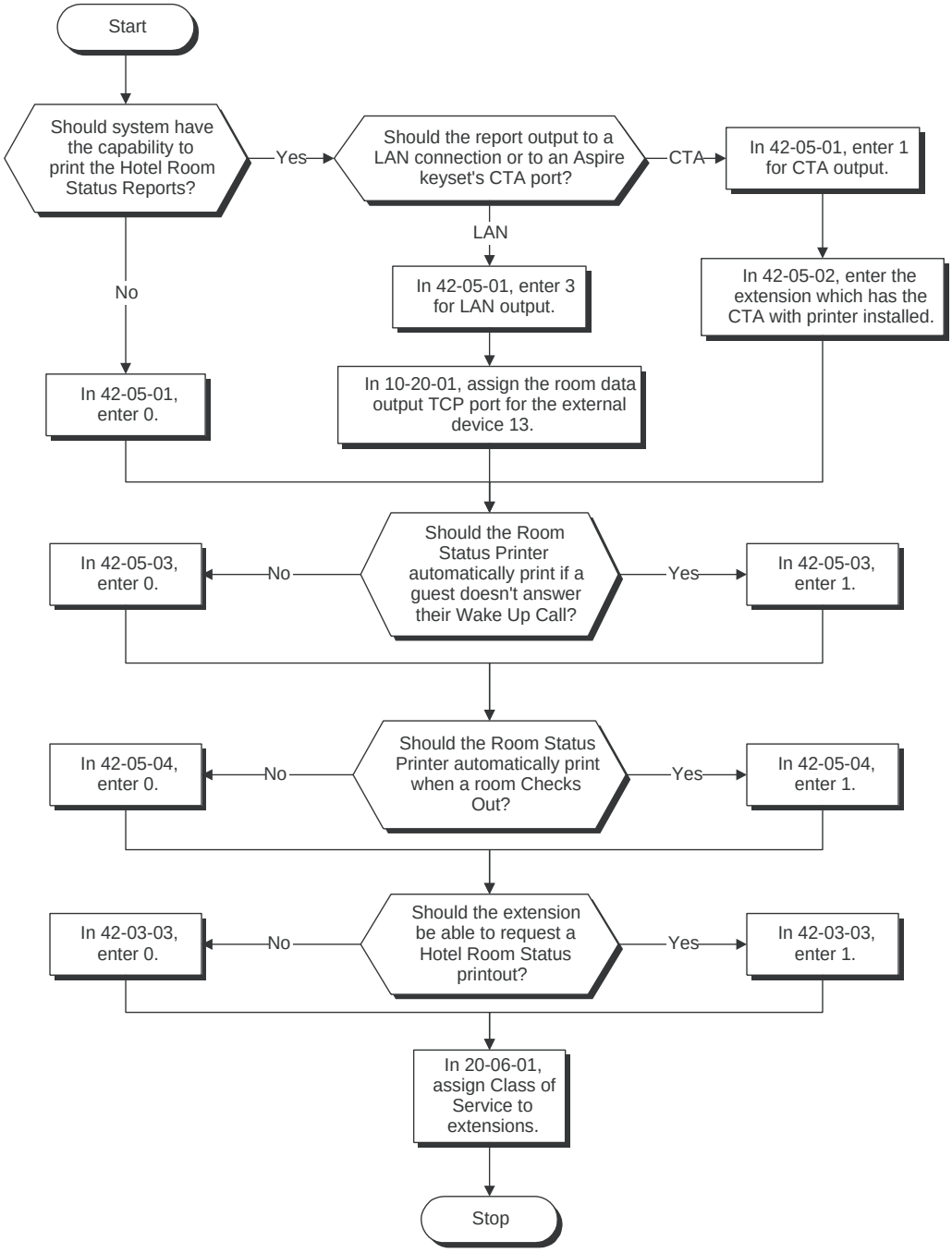
- Requesting the Room Status Printout is disabled for all telephones.

Using Room Status Printouts

To have your printer output the Room Status Printout:
Your printer should be location conveniently next your phone.

1. Lift the handset.
2. Dial 142.
3. Dial the Room Status Printout option:
   0 = All Printouts
   1 = Room Status List (Check-in and House Cleaning Status)
   2 = Call Restriction List
   3 = Do Not Disturb and Room Clean List
   4 = Message Waiting List
   5 = Wake Up Call List
4. Hang up.

Setting Up Room Status Printouts



Programming

- **10-20-01 : LAN Setup for External Equipment, Type of External Device 13**
  Assign the room data output TCP port for the external device 13 (Room Data Output for Hotel Service).
- **20-06-01 : Class of Service for Extensions**
  Assign Class of Service (1-15) to extensions.
- **42-03-03 : Class of Service Options (Hotel) - Room Status Output**
  For an extension's Class of Service, enable (1) or disable (0) an extension's ability to request Room Status Printouts.
- **42-05-01 : Hotel Room Status Printer - Output Port Type**
  Use this option to select the LAN output (3) for the Room Status Printouts. In most cases, only the supervisor's station would have this capability. For an Aspire keyset on the UX5000 which has a CTA adapter installed, select (1).
- **42-05-02 : Hotel Room Status Printer - Output Destination Number**
  With an Aspire keyset on the UX5000, if the CTA option is selected in Program 42-05-01, assign the CTA port which will be used for the status report printer.
- **42-05-03 : Hotel Room Status Printer - Wake Up Calls**
  Enable this option (1) to have unanswered Wake Up Calls automatically print on the Room Status Printer. Disable this option (0) if you don't want unanswered Wake Up Calls to print.
- **42-05-04 : Hotel Room Status Printer - Check Out**
  Enable this option (1) if you want to have the Room Status Printer automatically print when a room Checks Out. Disable this option (0) if you don't want the Room Status Printer to automatically print Check Outs.

Room-to-Room Call Restriction

Room-to-Room Call Restriction prevents guests in one room from calling guests in another. You'll find this restriction handy for guests that want to maintain their privacy. On the other hand, you may want to allow inter-room calling for families or groups that have separate rooms.

When first installed . . .

- Room telephones are not restricted from calling other room telephones.
- An extension cannot enable Room-to-Room Call Restriction for a room telephone.

WARNING

If you enable Room-to-Room Call Restriction for a guest's phone, neither you nor any other Hotel Mode extension can call them while they are checked in. ***To call the guest's phone, first dial 136 to cancel the restriction.*** This may have implications in emergency situations.

Note: Checking out a room (by dialing Service Code 139) automatically cancels Room-to-Room Call Restriction.

Using Room-to-Room Call Restriction

To enable Room-to-Room Call Restriction for a guest's phone:

1. Lift the handset.
2. Dial 135.
3. Dial the guest's phone number.

   You hear confirmation tone.

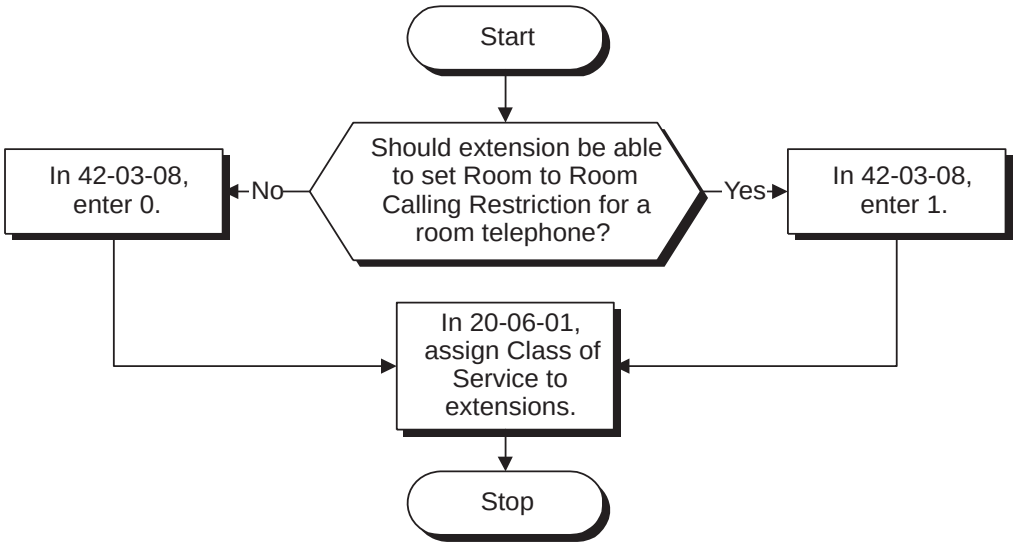
   The guest can not dial any other Hotel Mode extension. Consider having a single emergency phone that is not set for Hotel Mode (e.g., the operator). The guest will always be able to call that phone, even with restriction enabled.

To disable Room-to-Room Call Restriction for a guest's phone.

1. Lift the handset.
2. Dial 136.
3. Dial the guest's phone number.

   You hear confirmation tone.

Setting Up Room-to-Room Call Restriction



Programming

- **20-06-01 : Class of Service for Extensions**
  Assign Class of Service (1-15) to extensions.
- **42-03-08 : Class of Service Options (Hotel/Motel) - Room-to-Room Call Restriction**
  Use this option to enable (1) or disable (0) an extension's ability to set Room-to-Room Call Restriction for another extension. In most cases, only the supervisor's station would have this capability.

Single Digit Dialing

Single Digit Dialing gives your guests one-touch access to your important Hotel/ Motel services. Rather than having your guests dial longer codes for services and departments, they can just lift the handset and press a single key. The Single Digit Dialing codes can be:

- **Extension numbers**
  You can give you guests one-touch access to the front desk, reservation services, housekeeping or the maitre d' of your restaurant. You won't have to publish an in-room directory of extension numbers for these services. The press of a single key automatically dials the assigned extension number.
- **Feature access codes**
  Storing feature access codes gives you great flexibility in how you want your guest phones to work. For example, you could have your guests dial 6 for local calls. The digit 6 could output 8041, which is the access code for trunk group 1. Or, you could program the code 5 to automatically leave a Message Waiting at the maintenance office. In this example, dialing 5 could output 3050 which would leave a Message Waiting at extension 305. Refer to the *Service Codes Tables* in your Software Manual for more on your Feature Access Codes.
- **Voice Mail**
  If you have mailboxes for your services (such as housekeeping), your guests can leave requests even when the service providers are unavailable. You won't miss the requests and your guests will appreciate the convenience. Refer to *Voice Mail* in your Software Manual for more information about Voice Mail.
- **A Department Calling Group**
  If you have several agents with extensions at your reservation desk, you could program them into a unique Department Calling Group. Then, assign a single digit to access the pilot number of the group. When a guest dials the digit, they go through to the first available agent. Refer to *Department Calling* in your Software Manual for additional details on Department Calling Groups.

When first installed . . .

- No Single Digit Dialing codes programmed.

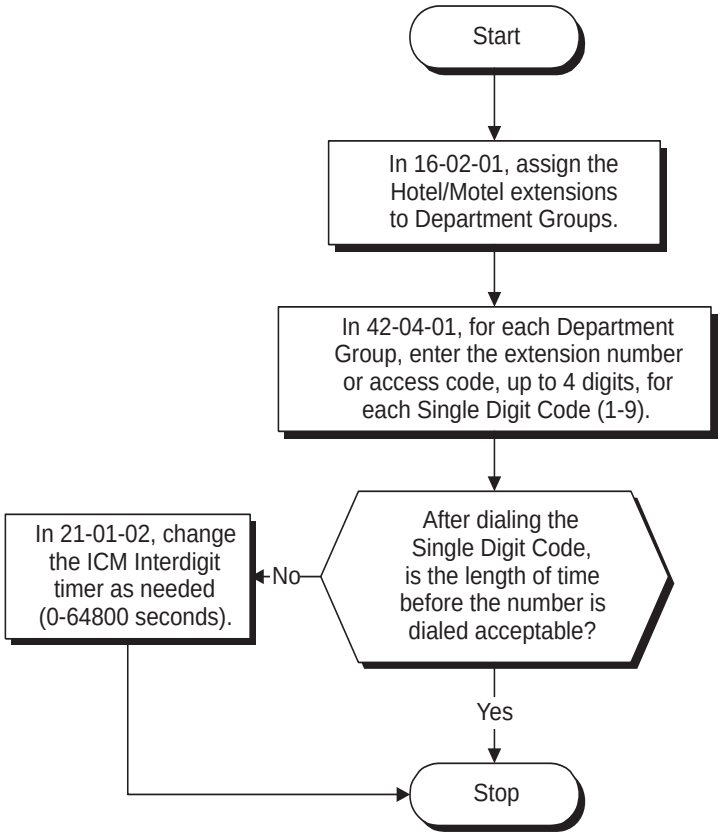
Using Single Digit Dialing

When a guest wants to use Single Digit Dialing:

1. They just lift the handset and press a single dial pad key (1-9).

2

Setting Up Single Digit Dialing



Programming

- **16-02-01 : Department Group Assignment for Extensions**
  Assign extensions to Department Groups (1-64) and set the priority assignment.
- **21-01-02 : System Options for Outgoing Calls - Intercom Interdigit Time**
  Set the Intercom Interdigit time (0-64800 seconds). When placing ICM calls, users must dial each digit within this interval. With Single Digit Dialing, dialing the programmed code will occur after this timer expires.
- **42-04-01 : Hotel Mode One-Digit Service Codes**
  For each Department Calling Group, enter the destination for each Single Digit Code (1-9). The destination can be any code up to four digits long, such as an extension number or access code. (You cannot make single digit entries for codes 0, # and *.)

Toll Restriction

With Toll Restriction (When Checked In), you can control your guest's long distance dialing automatically when they check in. This option allows you to set up two completely different Toll Restriction modes. The first mode determines the types of calls your staff can place from a room telephone when the room is checked out (Service Code 139). This is the business mode Toll Restriction. The second mode sets the Toll Restriction limits for your guests as soon as you check them in (Service Code 138). This is the hotel mode Toll Restriction.

In the checked out mode, for example, you may want to allow your staff to call locally and within your area code. This would allow them to contact suppliers and other service providers without going to the front desk each time. In the checked in mode, however, you may want to completely restrict outgoing calls and force your guests to use your metered services. (This can also tie into ***Single Digit Dialing*** (page 2-41).)

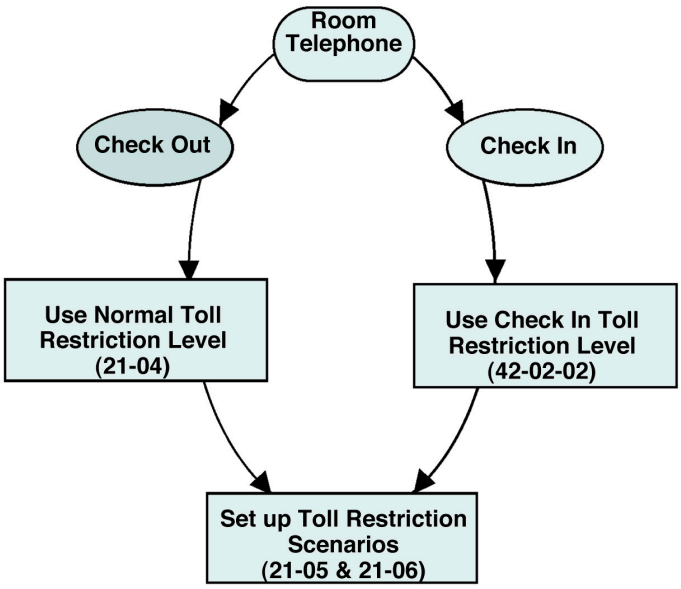
In many cases, such simplified Toll Restriction scenarios may be adequate. However, since each mode uses the full capabilities of the system's Toll Restriction programming, you can make the calling restriction as elaborate as you need it to be.

Toll Restriction (When Checked In) also allows you to change the Toll Restriction level of a room telephone ***while*** the room is checked in. This allows you to provide more permissive Toll Restriction to high priority guests. It also allows you to enforce less permissive dialing privileges to guests if you suspect the potential for abuse.

The following diagram shows the basic operation of Toll Restriction (When Checked In). When checked in, the room telephone follows the Check In Toll Restriction Level (set in Program 42-02-02). When checked out, the room telephone follows the normal Toll Restriction Level (set in Program 21-04-01). Both levels interact with the dialing restrictions set up in Program 21-05 and 21-06. For more details, see ***Setting Up Toll Restriction (When Checked In)*** (page 2-44).

When first installed . . .

- All room telephones can make unrestricted outgoing calls.



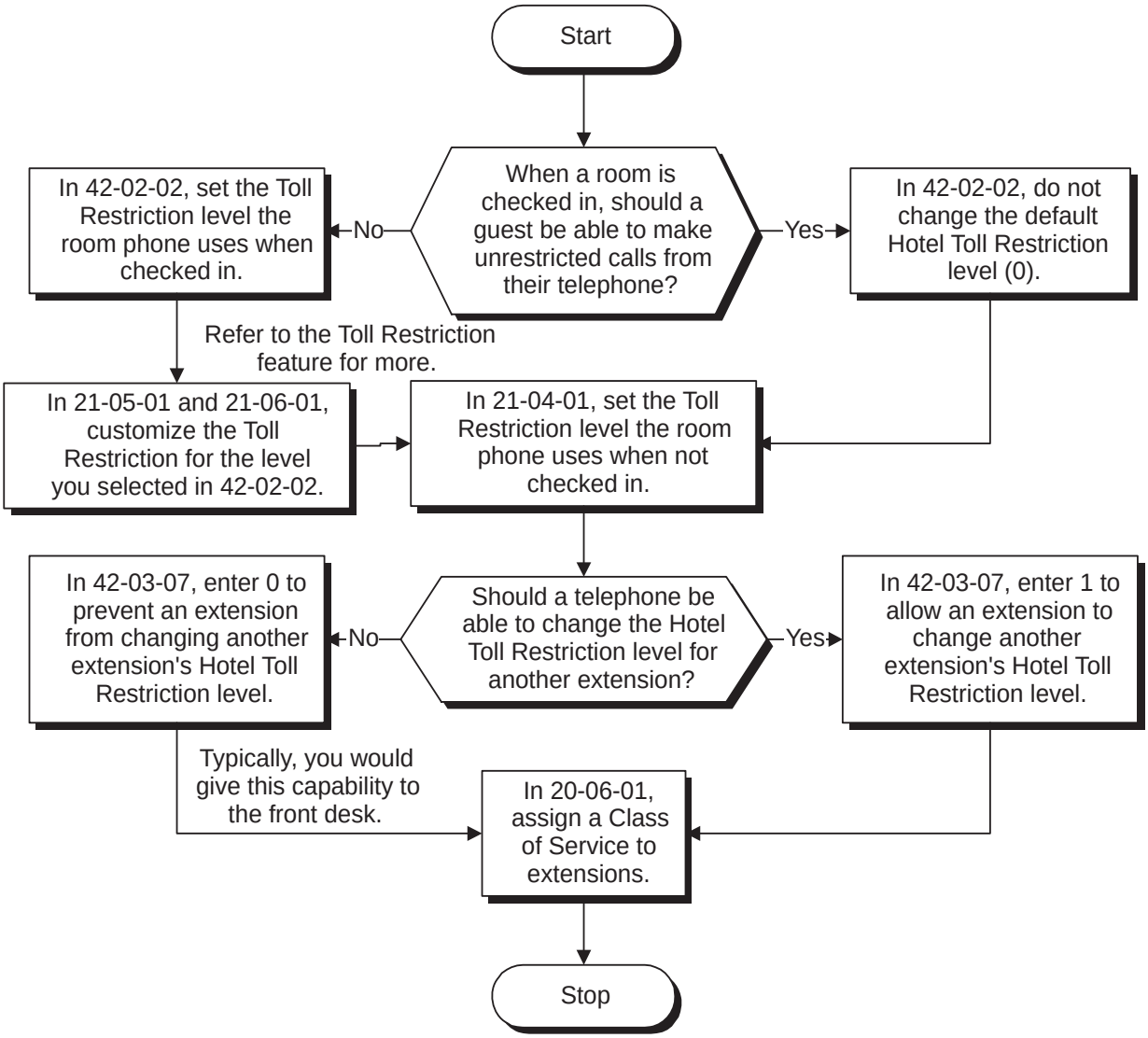
Using Toll Restriction (When Checked In)

To change a room telephone's Toll Restriction (When Checked In) level:

1. Lift the handset.
2. Dial 137.
3. Dial the number of the extension for which you want to change the Toll Restriction (When Checked In) level.
   You hear a single beep.
4. Enter the new Toll Restriction (When Checked In) level (01-15).
   You hear confirmation tone.

2

Setting Up Toll Restriction (When Checked In)



Programming

- **20-06-01 : Class of Service for Extensions**
  Assign Class of Service (1-15) to extensions.
- **21-05-01 - 21-05-15 : Toll Restriction Class**
  For each Toll Restriction Class assigned to an extension in Program 21-04, enable or disable the different Toll Restriction Tables set up in Program 21-06. This sets up the Toll Restriction scenarios for room telephones when they are ***not*** checked in. Refer to your Software Manual for additional information on this program.
- **21-06-01 - 21-06-10 : Toll Restriction Table Data Setup**
  Set up the various Toll Restriction Tables and options. Once set up, you assign the tables and options to Toll Restriction Classes in Program 21-05. In addition, you assign extensions to Toll Restriction Classes in Program 21-04. This sets up the Toll Restriction scenarios for room telephones when they are ***not*** checked in. Refer to your Software Manual for additional information on this program.
- **21-04-01 : Toll Restriction Class for Extensions**
  Use this program to assign extensions to Toll Restriction Classes. In Program 21-05, you assign the various options set up in Program 21-06 to the classes assigned in Program 21-04. This sets up the Toll Restriction scenarios for room telephones when they are ***not*** checked in. Refer to your Software Manual for additional information on this program.
- **42-02-02 : Hotel/Motel Telephone Setup - Toll Restriction Class On Check In**
  When a room telephone is checked in, it uses the Toll Restriction Level assigned in this program. You would generally have different entries for Program 21-04 and Program 42-02-02. This would allow you to have more dialing restrictions when a room is checked in — and more lenient dialing restrictions once a guest checks out.
  Station Restriction Codes dialed by the supervisor permanently override this option.
- **42-03-07 : Class of Service Options (Hotel/Motel) - Toll Restriction Class Changing for Other Extension**
  Use this option to enable (1) or disable (0) an extension's ability to set the Toll Restriction Level (When Checked In) for another extension. In most cases, only the supervisor's station would have this capability.

Wake Up Call

A Wake Up Call is like an alarm clock: just set it and it will alert the guest at prescribed time. But unlike a simple alarm clock, Wake Up Call has some unique advantages:

- Guests can set or cancel Wake Up Calls for themselves, or you can set and cancel Wake Ups for them.
- When a guest answers their Wake Up Call, you can have the system play them Music on Hold, a prerecorded message, or a prerecorded message followed by the time. If you choose the message or message/time option, your system will repeat the message three times and then cancel the Wake Up Call. (This option is only available from analog single line telephones.)
- You can view the status of all the wake ups from your DSS Console. Just press WAKE UP to see which rooms have reminders set. Refer to ***DSS Console Monitoring*** (page 2-5) for more.
- Optionally have ***unanswered*** Wake Up Calls call the operator and print on the Room Status Printout report. This helps you find out who needs another reminder or might need assistance. See **Room Status Printouts** (page 2-35) for more on the printed report.
- Use Wake Up Call as a meeting reminder for convention attendees. If the meeting time gets changed, you can reset the reminder for all attendees.

Up to a maximum of 16 telephones can be set for the same time. If more then 16 telephones are set for the same time, the time for the Wake Up Call for those additional phones will be moved to the next minute.

When a guest answers their Wake Up Call, you can choose to play either Music on Hold or a VRS message as set in Program 42-01-01 and 42-01-02. If the system is set for the VRS message and the VRS is not available (connect connected, busy or Program 42-01-02 is set to “0”), Music on Hold will be played instead.

A VRS is required for the message option.

When first installed . . .

- No guests can set Wake Up Calls. In addition, no extensions can set wake up calls for other extensions.

Conditions

- Some analog telephones may have ringing issues for the Wake Up Call feature. Use Program 20-15-10 to adjust the ring cycle.

Using Wake Up Call

To set a Wake Up Call for your own room:

A Wake Up call can only be set if a room is checked in.

1. Lift the handset.
2. Dial 131.
3. Dial the time for your wake up.

   Use a 24-hour clock. For example, 1:00 PM = 13:00. You hear confirmation tone.

   When the Wake-Up call rings the room, if there is no answer after 30 seconds, the call stops ringing and the status is indicated as a "no answer" Wake-Up call.
4. Hang up.

To cancel a Wake Up that you have set:

1. Lift the handset.
2. Dial 132.

   You hear confirmation tone.

To set a Wake Up Call for another room:

Normally, only the supervisor's station would have this capability.

A Wake Up call can only be set if a room is checked in.

1. Lift the handset.
2. Dial 133.
3. Dial the number of the room phone that should receive the wake up.
4. Dial the time for your wake up.

   Use a 24-hour clock. For example, 1:00 PM = 13:00. You hear confirmation tone.

   When the Wake-Up call rings the room, if there is no answer after 30 seconds, the call stops ringing and the status is indicated as a "no answer" Wake-Up call.
5. Hang up.

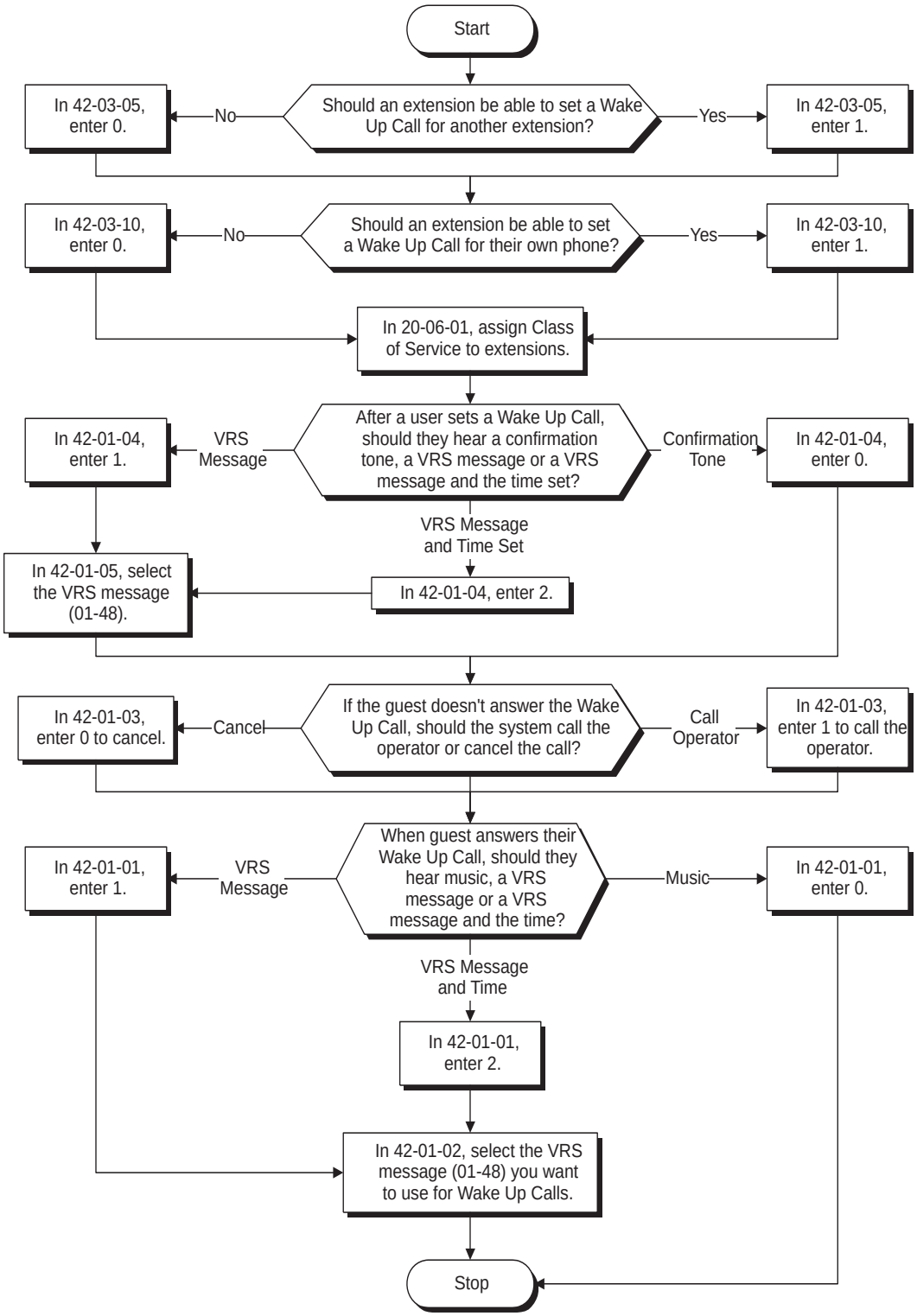
To cancel a Wake Up you have set for another room:

1. Lift the handset.
2. Dial 134.
3. Dial the number of the room phone whose wake up you want to cancel.

   You hear confirmation tone.

2

Setting Up Wake Up Call



Programming

- **11-14-05 : Service Code Setup (for Hotel) - Set Wake Up Call for Own Extension**
  If required, change the code used for setting a Wake Up Call for Own Extension (default: 131).
- **11-14-06 : Service Code Setup (for Hotel) - Cancel Wake Up Call for Own Extension**
  If required, change the code used for cancelling a Wake Up Call for Own Extension (default: 132).
- **20-06-01 : Class of Service for Extensions**
  Assign Class of Service (1-15) to extensions.
- **20-15-10 : Ring Cycle Setup - Alarm for SLT/Wake-Up Call**
  Should the analog phones connected for guest rooms have ringing issues for the Wake Up Call feature (not detecting outside ring due to the ringing frequency), use this program to adjust for internal or transferred call ringing (some ring patterns may be not supported by all analog phones).
- **30-03-03 : DSS Console Key Assignment**
  Define a key for code 92 (Wake-Up Call), plus assign extension/room DSS keys as needed
- **42-01-01 : System Options for Hotel/Motel - Answering Message Mode for Wake Up Call (Hotel Mode)**
  Select the Hotel Wake Up Call mode: 0 = Music on Hold, 1 = VRS Message (specified in Program 42-01-02), or 2 = VRS Message (specified in Program 42-01-02) followed by the time programmed.
- **42-01-02 : System Options for Hotel/Motel - Wake Up Call Message Assignment**
  Assign the VRS Message (01-48) used for Wake Up Calls. You need to program this option only if you have enabled mode 1 or 2 in Program 42-01-01 above.
- **42-01-03 : System Options for Hotel/Motel - Wake Up Call No Answer**
  Enter 1 to have an extension automatically call the operator if they don't answer their Wake Up Call. Enter 0 to disable this option.
- **42-01-04 : System Options for Hotel/Motel - Setup Message Mode for Wake Up Call**
  Determine what the user will hear after setting a Wake Up message (0=Confirmation Tone, 1 = VRS Message (specified in Program 42-01-05), 2 = VRS Message (specified in Program 42-01-05) followed by the time programmed).
- **42-01-05 : System Options for Hotel/Motel - Wake Up Call Message Assignment on Setup**
  Assign the VRS Message (01-48) heard after programming Wake Up Calls. You need to program this option only if you have enabled mode 1 or 2 in Program 42-01-04 above.
- **42-03-05 : Class of Service Options (Hotel/Motel) - Wake Up Call Setting for Other Extension**
  In an extension's Class of Service, enable (1) or disable (0) the ability to set a Wake Up Call for another extension. You should give this capability to the supervisor's station. It is inappropriate for most other extensions.
- **42-03-10 : Class of Service Options (Hotel/Motel) - Wake Up Call Setting for Own Extension**
  In an extension's Class of Service, enable (1) or disable (0) the ability to set their own Wake Up Call. Most guests would appreciate this capability.

2

Section 3:
Programming Procedures

3

3

Before You Start Programming

This section provides you with detailed information about the system's Hotel/Motel programs. By changing a program, you change the way the Hotel/Motel feature associated with that program works. In this section, you find out about each program, the features that the program affects and how to enter the program data into system memory.

Do not start customizing your Hotel/Motel features without first reading Section 2, Features.

When you want to customize a Hotel/Motel feature, find it in Section 2 and learn about it. Section 2 will tell you what programs you have to change to get the operation you want. Then, look the program up in this section if you have any questions about how to enter the data.

How to Use This Section

This section lists all the Hotel/Motel programs in numerical order. For example, Program 11-01 is at the beginning of the section and Program 90-11 is at the end. The information on each program is subdivided into the following headings:

Description describes what the program options control. The Default Settings for each program are also included. When you first install the system, it uses the Default Setting for all programs. Along with the Description are the *Conditions* which describe any limits or special considerations that may apply to the program.

The reverse type (white on black) just beneath the Description heading is the program's access level. You can only use the program if your access level meets or exceeds the level the program requires. Refer to **How to Enter the Programming Mode** (page 3-4) for a list of the system's access levels and passwords.

Feature Cross Reference provides you with a table of all the features affected by the program. You'll want to keep the referenced features in mind when you change a program. Customizing a feature may have an effect on another feature that you didn't intend.

Terminal Programming Instructions shows you how to enter the program's data into UX5000 memory. For example:

1. Enter the programming mode.
2. 15-07-01

tells you to enter the programming mode, dial 150701 from the telephone dial pad. After you do, you'll see the message "15-07-01 TEL301" on the first line of the telephone display. This indicates the program number (15-07), item number (01), and that the options are being set for extension 301. The second row of the display "KY01 = *01" indicates that Key 01 is being programmed with the entry of *01. The third row allows you to move the cursor to the left or right, depending on which arrow is pressed. To learn how to enter the programming mode, see **How to Enter the Programming Mode** (page 3-4) below.

How to Enter the Programming Mode

To enter the programming mode:

1. Go to any working display terminal.
   In a newly installed UX5000, use extension 301 (port 1).
   Programming access may be restricted based on the type of program entry used and if other users are connected to the UX5000 for programming purposes.
   PC Pro: Only one user allowed access to the UX5000 programming at a time.
   WebPro: Up to 4 WebPro or TelPro users can be connected at the same time.
   TelPro: Up to 4 TelPro or WebPro users can be connected at the same time.
2. Do not lift the handset.
3. Press CALL1.
4. # * # *
   Password
5. Dial the UX5000 password + HOLD.
   Refer to the following table for the default UX5000 passwords. To change the passwords, use Program 90-02

Password	User Name	Level	Programs at this Level
12345678	UX5000	2 (IN)	All programs in this section not listed below for SA and SB
0000	ADMIN1	3 (SA)	10-01, 10-02, 10-12, 10-13, 10-14, 10-15, 10-16, 10-17, 10-18, 10-22, 10-23, 10-24, 10-25, 10-27, 10-28, 10-29, 10-31, 12-02, 12-03, 12-04, 12-08, 13-04, 13-05, 15-01, 15-07, 15-09, 15-10, 15-11, 15-14, 20-16, 20-34, 21-07, 21-14, 22-04, 22-11, 22-17, 25-08, 30-03, 30-04, 32-02, 40-02, 41-02, 41-03, 41-04, 41-05, 41-06, 41-07, 41-08, 41-09, 41-10, 41-11, 41-12, 41-13, 41-14, 41-15, 41-16, 41-17, 41-18, 41-19, 41-20, 45-02, 45-03, 84-22, 90-03, 90-04, 90-06, 90-07, 90-19
9999	ADMIN2	4 (SB)	13-04, 13-05, 15-14

Note: When changes are made to the following programs, the UX5000 must be restarted.

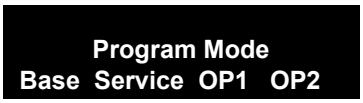
10-12-01	10-16-01	80-02-03	84-04	84-06-07
10-12-02	10-16-02	80-02-04	84-05-01	84-06-08
10-12-03	10-16-03	80-03	84-05-02	84-06-09
10-12-04	10-16-04	80-04	84-06-01	84-06-10
10-13-01	20-01-03	84-03-01	84-06-02	84-06-11
10-13-02	47-01-01	84-03-02	84-06-03	84-09
10-13-03	80-01	84-03-06	84-06-04	84-10
10-14	80-02-01	84-03-07	84-06-05	
10-15	80-02-02	84-03-08	84-06-06	

How to Exit the Programming Mode

To exit the programming mode:

When you are done programming, you must be out of a program's options to exit (pressing the MIC key will exit the program's option).

1. Press MIC key to exit the program's options, if needed.



2. Press SPK. You see, "Saving System Data".
3. The display shows "Complete Data Save" when completed and will exit the terminal to an idle mode.

To save a customer's database, plug a USB thumb drive into the CPU and, using Program 90-03, save the software to the USB drive. (Program 90-04 is used to reload the customer data if necessary.) Note that a USB thumb drive can only hold one customer database unless the files are moved into a separate folder on the thumb drive after it is saved from the UX5000. Otherwise, the next time a database is saved, it will override the existing database.

Users are automatically logged out of terminal programming and WebPro when there is no activity based on the entry in Program 20-01-12.

Using Keys to Move Around in the Programs

Once you enter the programming mode, use the keys in the following chart to enter data, edit data and move around in the menus.

Keys for Entering Data	
Use this key...	**When you want to . . .**
0-9 and *	Enter data into a program.
HOLD	Complete the programming step you just made (like pressing Enter on a PC keyboard). When a program entry displays, press HOLD to bypass the entry without changing it.
CONF	Delete the entry to the left (like pressing Backspace on a PC keyboard).
MIC	Exit one step at a time from the program window currently being viewed. For example, if you're programming item 5 in 15-03, pressing MIC will allow you to enter a new option in program 15-03. Pressing MIC again will allow you to select a new program in the 15- series. Pressing MIC a third time will allow you to enter a new program beginning with '1'. Pressing MIC one last time will bring you to the beginning program display, allowing you to enter any program number.
FLASH	Switch extension, line, etc. being programmed by pressing FLASH. The cursor moves up to the top row of the display. Pressing FLASH again moves the cursor back to the middle row.
LINE KEYS	Use pre-programmed settings to help with the program entry. These settings vary between programs from LINE 1 = 0 (off) and LINE 2 = 1 (on) to preset values for timers where LINE 1 = 5, LINE 2 = 10, LINE 3 = 15, etc. For programs with this option, the line key which currently matches the programmed setting will light steady. The display may also indicate Soft Keys which will allow you to select the values as well (-1 and +1 will step through these pre-programmed settings.)
LINE KEY 1	Program a pause into an Abbreviated Dialing bin.
LINE KEY 2	Program a recall/flash into an Abbreviated Dialing bin.
LINE KEY 3	Program a @ into an Abbreviated Dialing bin.
VOL ◢	Scroll backward through a list of entry numbers (e.g., from extension 301 to 302, 303, etc.) or through entries in a table (e.g., Common Permit Table). *If you enter data and then press this key, the UX5000 accepts the data before scrolling forward.*
VOL ◤	Scroll forward through a list of entry numbers (e.g., from extension 301 to 302, 303, etc.) or through entries in a table (e.g., Common Permit Table). *If you enter data and then press this key, the UX5000 accepts the data before scrolling backward*

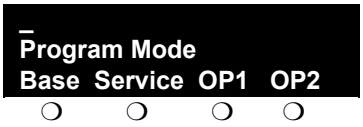
Programming Names and Text Messages

Several programs (e.g., Program 20-16: Selectable Display Messages) require you to enter text. Use the following chart when entering and editing text. When using the keypad digits, press the key once for the first character, twice for the second character, etc. For example, to enter a C, press key "2" three times. Press the key six times display the lower case letter. The name can be up to 12 digits long.

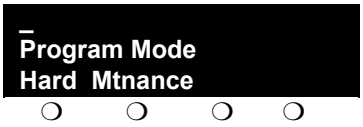
Use this keypad digit . . .	When you want to. . .
1	Enter characters: 1 @ [¥] ^ _ ` { | } → ← Á À Â Ã Æ Ç É Ê ì ó 0
2	Enter characters A-C, a-c, 2.
3	Enter characters D-F, d-f, 3.
4	Enter characters G-I, g-i, 4.
5	Enter characters J-L, j-l, 5.
6	Enter characters M-O, m-o, 6.
7	Enter characters P-S, p-s, 7.
8	Enter characters T-V, t-v, 8.
9	Enter characters W-Z, w-z, 9.
0	Enter characters: 0 ! " # $ % & ' ( ) ô Õ ú å ä ö ü α ε θ
*	Enter characters: * + , - . / : ; < = > ? ¼ ² σ ¾ × ¢ £
#	# = Accepts an entry (only required if two letters on the same key are needed - ex: T**OM**). Pressing # again = Space. (In UX5000 programming mode, use the right arrow soft key instead to accept and/or add a space.)
CONF	Clear the character entry one character at a time.
CLEAR	Clear all the entries from the point of the flashing cursor and to the right.

Using Soft Keys For Programming

Each UX5000 display telephone provides interactive soft keys for intuitive feature access. The options for these keys will automatically change depending on where you are in the system programming. Simply press the Soft Key located below the option you wish and the display will change accordingly.



Pressing the VOLUME ▲ or VOLUME ▼ will scroll between the menus.



What the Soft Key Display Prompts Mean

When using a display phone in programming mode, you will see various Soft Key options displayed. These keys will allow you to easily select, scan, or move through the programs.

Soft key Display Prompts	
If you press this Soft Key . . .	**The system will. . .**
back	Go back one step in the program display. You can press VOLUME ▲ or VOLUME ▼ to scroll forwards or backwards through a list of Programs.
↑	Scroll down through the available programs.
↓	Scroll up through the available programs.
select	Select the currently displayed program.
←	Move the cursor to the left.
→	Move the cursor to the right.
–1	Move back through the available program options.
+1	Move forward through the available program options.

Level:	Feature Availability
IN	• Available.

Description

Use **Program 10-20 : LAN Setup for External Equipment** to define the TCP port/address/etc. for communicating to external equipment. Set the port for external equipment "13" if room data output is required.

Input Data

Type of external equipment	1 = CTI Server 2 = ACD MIS 3 = - Reserve - 4 = Network Listener 5 = SMDR 6 = DIM Access 7 = - Reserve - 8 = - Reserve - 9 = CTE/1st-Party TAPI 10 = ACD Agent Control 11 = O&M Server 12 = Traffic Report Output 13 = Room Data output for Hotel Service

Item No.	Item	Input Data	Default
01	**TCP Port** When using External Device 6 for DIM access, the port ***cannot*** be set to 5963.	0-65535	External Device 1 = 0 External Device 2 = 0 External Device 3 = 0 External Device 4 = 30,000 External Device 5 = 0 External Device 6 = 0 External Device 9 = 0 External Device 10 = 0 External Device 11 = 8010 External Device 12 = 60030 External Device 13 = 0
02	Not used		
03	Keep Alive Time	1-255 (Seconds)	30

Conditions

None

Feature Cross Reference

None

Telephone Programming Instructions

To enter data for Program 10-20 (LAN Setup for External Equipment):

1. Enter the programming mode.
2. 10 20

3. Enter the number of the item you want to program.

4. Enter the device number to be defined or press FLASH to use the displayed entry.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

Level:	Feature Availability
IN	• Available.

Description

Use **Program 11-14 : Service Code Setup (for Hotel)** to customize the Service Codes which are used with the Hotel/Motel feature. You can customize additional Service Codes in Programs 11-10 through 11-13, 11-15 and 11-16. The Service Codes can only be used at terminals registered as hotel terminals in Program 42-02. The following chart shows:

- The number of each code (01-17)
- The function of the Service Code.
- What type of terminals can use the Service Code
- The code's default entry.

If you change a Service Code, be sure to record your entry in the "New" column.

3

Input Data

Item No.	Item	Terminals	Default
01	Set DND for Own Extension	KTS, SLT	127
02	Cancel DND for Own Extension	KTS, SLT	128
03	Set DND for Other Extension	KTS, SLT	129
04	Cancel DND for Other Extension	KTS, SLT	130
05	Set Wake Up Call for Own Extension	KTS, SLT	131
06	Cancel Wake Up Call for Own Extension	KTS, SLT	132
07	Set Wake Up Call for Other Extension	KTS, SLT	133
08	Cancel Wake Up Call for Other Extension	KTS, SLT	134
09	Set Room to Room Call Restriction	KTS, SLT	135
10	Cancel Room to Room Call Restriction (Hotel)	KTS, SLT	136
11	Change Toll Restriction Class for Other Extension	KTS, SLT	137
12	Check-In	KTS, SLT	138
13	Check-Out	KTS, SLT	139
14	Room Status Change for Own Extension	KTS, SLT	140

Item No.	Item	Terminals	Default
15	Room Status Change for Other Extension	KTS, SLT	141
16	Room Status Output	KTS, SLT	142
17	Hotel Room Monitor	KTS, SLT	175
18	Hotel PMS Toll Restriction Set	KTS	166
19	Hotel Room Data Set ***- Not Used -***	KTS	-

Conditions

None

Feature Cross Reference

- Do Not Disturb
- Room Status
- Room Status Printouts
- Room-to-Room Call Restriction
- Wake Up Call
- Toll Restriction

Terminal Programming Instructions

To enter data for Program 11-14 (Service Code Setup (for Hotel)):

1. Enter the programming mode.
2. 11 14

3. Enter the number of the item you want to program.

4. Enter data for the item you selected + HOLD.
5. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

Level:	Feature Availability
IN	• Available.

Description

Use **Program 15-03 : Single Line Terminal Basic Data Setup** to set up various single line terminal options.

Input Data

Extension Number	Max. 8 digits

Item No.	Item	Input Data	Default	Related Program
13	**MW Signal Type** For analog single line terminals which provide a display, when a user leaves a Message Waiting for a SLT which has a display, this option is used to determine whether the SLT user will see a MW LED indication or if the Caller ID will be used to display the call.	0 = Lamp Indication (-112 VDC +-3 VDC) 1 = Caller ID Indication (FSK)	0	
17	**Dial Tone Select** When an SLT user has received a Message Waiting or Voice Mail message, this option allows the UX5000 to provide an initial stutter dial tone (three beeps then normal dial tone) when the SLT handset is lifted.	0 = Normal Dial Tone 1 = New Dial Tone	0	

Conditions

None

Feature Cross Reference

- Message Waiting

Terminal Programming Instructions

To enter data for Program 15-03 (Single Line Terminal Basic Data Setup):

1. Enter the programming mode.
2. 15 03

3. Enter the number of the item you want to program.

4. Enter the terminal number to be defined or press FLASH to use the displayed entry.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

Level:	Feature Availability
IN	• Available.

Description

Use **Program 15-05 : IP Terminal Basic Data Setup** to set up the basic settings for an IP terminal.

Input Data

Extension Number	Max. 8 digits

Item No.	Item	Input Data	Default	Related Program
22	**DSS Console Assignment** When an IP terminal is to use a DSS Console, assign the console number using this option.	0-32 (0 = None, 1-32 = DSS Console Number)	0	15-05-19 30-01 30-02 30-03 30-04 30-05 30-06

Conditions

None

Feature Cross Reference

- DSS Console Monitoring

Terminal Programming Instructions

To enter data for Program 15-05 (IP Terminal Basic Data Setup):

1. Enter the programming mode.
2. 15 05

3. Enter the number of the item you want to program.

4. Enter the terminal number to be defined or press FLASH to use the displayed entry.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

Level: SA	Feature Availability
	• Available.

Description

Use **Program 15-07 : Programmable Function Keys** to set the functions of an extension's Programmable Function Key.

For certain functions, you can append data to the key's basic function. For example, the function 26 appended by data 1 makes a Group Call Pickup key for Pickup Group 1. You can also program Function Keys using Service Codes.

In order to clear any previously programmed key, press the CLEAR key to erase any displayed code.

Input Data

Extension Number	Max. 8 digits

Item No.	Line Key Number	Function Number	Additional Data
01	1-48	0-99 (General Function Level) (Service Code 851 by default) * 00-* 99 (Appearance Function Level) (Service Code 852 by default)	Refer to the function number list.

Default

Programmable keys 1-8 are line keys (key 1 = line 1, key 2 = line 2, etc.). All other programmable keys are undefined.

Function Number List

[1] General Function Level (00 – 99) (Service Code 851)

Function Number	Function	Additional Data	LED Indication
00	Not Used		
38	Message Waiting		None
92	**Wake Up Call Indication**		**Red On:** A Wake Up Call set **Off:** No Wake Up Call set **Fast Flashing:** Wake Up Call missed
93	**Room Status Indication**		**Red On:** Checked In and Clean **Off:** Checked Out (Clean & Available) **Slow Flashing:** Maid in Room
95	**Page Switching** A console can have two ranges of keys. This key allows the operator to switch from Range1 to Range 2. ***This key can only be assigned to keys 55-60.***		**Red On:** Range 1 **Slow Blink (Red):** Range 2
98	**Message Waiting Indication** This key allows the operator to view which extensions have Message Waiting indications.		**Red On:** Extension has Message Waiting **Off:** Extension has no message
99	**ALT (Alternate) Key** The ALT key allows the operator to quickly forward calls to a pre-assigned extension.		**Red On:** Active **Off:** Not active

Default

The DSS keys 01-60 of all DSS consoles = DSS/One touch key 301-360.
The DSS keys 61-200 of all DSS consoles = No Setting

Conditions

None

Feature Cross Reference

- DSS Console Monitoring
- Message Waiting
- Room Status
- Wake Up Call

Terminal Programming Instructions

To enter data for Program 15-07 (Programmable Function Keys):

1. Enter the programming mode.
2. 15 07

3. Enter the number of the item you want to program.

4. Enter the terminal number to be defined or press FLASH to use the displayed entry.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

3

Level:	Feature Availability
IN	• Available.

Description

Use **Program 20-06 : Class of Service for Extensions** to assign a Class of Service to an extension. There are15 Classes of Service that can be assigned. To specify the options in each Class of Service, refer to Programs 20-07 through 20-13. You make eight entries for Program 20-06, one for each Night Service Mode.

Input Data

Extension Number	Max. 8 digits

Item No.	Day/Night Mode	Class of Service for Extensions
01	1-8	1-15

Default

- Extension number 301 is set as Class 15.
- All other extension numbers are set as Class 1.

Conditions

None

Feature Cross Reference

- Do Not Disturb
- Message Waiting
- Room Status
- Room Status Printouts
- Room-to-Room Call Restriction
- Toll Restriction (When Checked In)
- Wake Up Call

Terminal Programming Instructions

To enter data for Program 20-06 (Class of Service for Extensions):

1. Enter the programming mode.
2. 20 06

3. Enter the number of the item you want to program.

4. Enter the terminal number to be defined or press FLASH to use the displayed entry.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

Level:	Feature Availability
IN	• Available.

Description

Use **Program 20-13 : Class of Service Options (Supplementary Service)** to define the supplementary feature availability for each extension's Class of Service.

Input Data

Class of Service Number	01-15

Class of Service Options (Supplementary Service), Program 20-13

Item No.	Item	Input Data	Default		Related Programs
			COS 01-14	COS 15	
07	**Message Waiting** Turn off or on an extension's ability to leave Message Waiting.	0 = Off 1 = On	1	1	
40	**Do Not Disturb** This option will allow or prevent the user from being able to use the Do Not Disturb feature.	0 = Off 1 = On	1	1	11-11-08 15-07-03

Conditions

None

Feature Cross Reference

- Do Not Disturb
- Message Waiting

Terminal Programming Instructions

To enter data for Program 20-13 (Class of Service Options (Supplementary Service)):

1. Enter the programming mode.
2. 20 13

3. Enter the number of the item you want to program.

4. Enter the Class of Service number to be defined or press FLASH to use the displayed entry.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

3

Level:	Feature Availability
IN	• Available.

Description

Use **Program 20-15 : Ring Cycle Setup** to define the ringing cycles for each ring type.

Input Data

Item No.	Incoming Signal Type	Ringing Cycle	Default
10	Alarm or Wake Up Call for SLT	1-13	5

Number	Ringing Cycle
1	On
2	On:2.0 / Off:4.0
3	On:1.0 / Off:2.0
4	On:0.5 / Off:0.5
5	On:0.25 / Off:0.25
6	On:0.5 / Off:0.5 / On:0.5 / Off:1.5
7	On:0.25 / Off:0.25 / On:0.25 / Off:5.25
8	On:0.375 / Off:0.25 / On:0.375 / Off:2.0
9	On:0.25 / Off:0.125 / On:0.25 / Off:0.125 / On:0.25 / Off:2.0
10	On:1.0 / Off:4.0
11	On:0.25 / Off:0.25 / On:0.25 / Off:4.25
12	On:1.0 / Off:3.0
13	On:0.25 / Off:0.25 / On:0.25 / Off:2.25

Conditions

None

Feature Cross Reference

Wake Up Call

Terminal Programming Instructions

To enter data for Program 20-15 (Ring Cycle Setup):

1. Enter the programming mode.
2. 20 15

3. Enter the number of the item you want to program.

4. Enter data for the item you selected + HOLD.
5. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

3

Level:	Feature Availability
IN	• Available.

Description

Use Program **20-17 : Operator's Extension** to designate an operator. When an extension user dials "0" or "9" (defined by Program 11-01 Type 5), calls go to the operator selected in this program.

If you don't assign an extension in Program 90-11-01, UX5000 alarms appear on the extension assigned in this option.

Input Data

Operator Number	1-8

Item No.	Item	Input Data	Default	Related Program
01	**Operator's Extension Number** Define the extension numbers which are to be used as operators.	Up to 8 digits	301	11-01 20-01-01
02	**Operator Console Mode** Determine if the operator's keyset will act as a normal keyset (0) or if keys 13-24 will be used for Personal Park of outside calls (1). With this option, an operator may not need a DSS Console.	0 = Normal keyset 1 = Special Operator Console	0	

Conditions

None

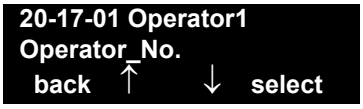
Feature Cross Reference

- Intercom

Terminal Programming Instructions

To enter data for Program 20-17 (Operator's Extension):

1. Enter the programming mode.
2. 20 17



3. Enter the number of the item you want to program.

4. Enter the operator number to be defined or press FLASH to use the displayed entry.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

3

21-04 : Toll Restriction Class for Extensions

Level:	Feature Availability
IN	• Available.

Description

Use **Program 21-04 : Toll Restriction Class** to assign a Toll Restriction class to an extension. The details of Toll Restriction are defined in Program 21-05 and 21-06.

Input Data

Extension Number	Max. 8 digits

Item No.	Day/Night Mode	Restriction Class	Default	Related Program
01	1-9 9: (power failure mode)	1-15	2	14-01-08 21-05

Conditions

None

Feature Cross Reference

- Toll Restriction

Terminal Programming Instructions

To enter data for Program 21-04 (Toll Restriction Class for Extensions):

1. Enter the programming mode.
2. 21 04

```
21-04-01    TEL301
Mode1    =T/R_Class 2
 back   ↑     ↓   select
```

3. Enter the number of the item you want to program.

```
21-04-nn    TELnnn
nnnnn
  ←     –     +     →
```

4. Enter the terminal number to be defined or press FLASH to use the displayed entry.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

Level:	Feature Availability
IN	• Available.

Description

Use **Program 21-05 : Toll Restriction Class** to set the UX5000's Toll Restriction classes (1-15).

Input Data

Toll Restriction Class Number	1-15

Item No.	Item	Input Data	Description	Related Program
01	International call restriction table	0 = Unassigned 1 = Assigned	This option assigns/unassigns the International Call Restrict Table for the Toll Restriction Class you are programming. Enter International Call Restrict Table data in Program 21-06-01.	21-06-01
02	International call permit code table	0 = Unassigned 1 = Assigned	This option assigns/unassigns the International Call Permit Table for the Toll Restriction Class you are programming. Enter International Call Permit Table data in Program 21-06-02.	21-06-02
03	Not Used			
04	Maximum Number of Digits Table Assignment	1-4 = Table 0 = Disable	Select the table (defined in 21-06-03) to be used to determine the maximum number of digits allowed for outgoing calls.	21-06-03
05	Common permit code table	0 = Unassigned 1 = Assigned	It chooses whether the table set up by 21-06-04 is referred to, or not referred to.	21-06-04
06	Common restriction table	0 = Unassigned 1 = Assigned	It chooses whether the table set up by 21-06-05 is referred to, or not referred to.	21-06-05
07	Permit code table	1-4 = Table 0 = Disable	Set the tables 1-4 when referring to the table set up by 21-06-06.	21-06-06
08	Restriction table	1-4 = Table 0 = Disable	Set the tables 1-4 when referring to the table set up by 21-06-07.	21-06-07
09	Restriction for common abbreviated dials	0 = Does not restrict 1 = Following restriction check	Use this option to enable/disable Toll Restriction for Common Abbreviated Dialing numbers. If enabled, Common Abbreviated Dialing numbers have the same restrictions as manually dialed numbers.	
10	Restriction for group abbreviated dials	0 = Does not restrict 1 = Following restriction check	Use this option to enable/disable Toll Restriction for Group Abbreviated Dialing numbers. If enabled, Group Abbreviated Dialing numbers have the same restrictions as manually dialed numbers.	

Item No.	Item	Input Data	Description	Related Program
11	Intercom Call Restriction	0 = Disable 1 = Enable	This option determines whether an ICM incoming call is restricted.	
12	PBX Call Restriction	0 = Disable 1 = Enable	Use this option to set how the UX5000 Toll Restricts calls over PBX trunks. If you enable PBX Toll Restriction, the UX5000 begins Toll Restriction after the PBX access code. The user cannot dial a PBX extension. If you disable PBX Toll Restriction, the UX5000 only restricts calls that contain the PBX access code. The UX5000 does not restrict calls to PBX extensions. Refer to the PBX compatibility feature. Make sure Program 21-05-04 (Maximum Number of Digits Table Assignment) allows for PBX Toll Call Dialing (normally 12 digits).	
13	Restriction of Tie Line Calls	0 = Disable 1 = Enable	It chooses whether the toll restriction of the dial set up by 34-08 is enabled or disabled.	34-08
14	Restrict Trunk Transfer for Incomplete Dial	-	***- Not Used in U.S. -***	
15	Restrict Common Hold for Incomplete Dial	-	***- Not Used in U.S. -***	

Default

	Item No														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Class No. 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Class No. 2	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0
Class No. 3	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0
Class No. 4	1	1	1	0	1	1	0	0	0	0	0	0	0	0	0
Class No. 5	1	1	1	0	1	1	0	0	1	0	0	0	0	0	0
Class No. 6	1	1	1	0	1	1	0	0	1	1	0	0	0	0	0
Class No. 7	1	1	1	0	1	1	0	0	1	1	1	0	0	0	0
Class No. 8	1	1	1	1	1	1	1	1	1	1	1	1	0	0	0
:	:	:	:	:	:	:	:	:	:	:	:	:	:	0	0
Class No. 15	1	1	1	1	1	1	1	1	1	1	1	1	0	0	0

Conditions

None

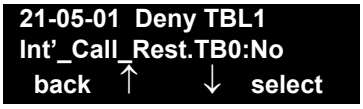
Feature Cross Reference

- Toll Restriction

Terminal Programming Instructions

To enter data for Program 21-05 (Toll Restriction Class):

1. Enter the programming mode.
2. 21 05



3. Enter the number of the item you want to program.

4. Enter the Deny Table number to be defined or press FLASH to use the displayed entry.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

3

Level:	Feature Availability
IN	• Available.

Description

Use **Program 21-06 : Toll Restriction Table Data Setup** to set the UX5000's Toll Restriction data. Dial 1-9, 0, *, # can be entered in each table.

Note: The item numbers indicated below are different when using PCPro/WebPro due to the window layout of the applications. Refer to the program within the PCPro/WebPro application to determine the correct item number.

Input Data

Item No.	Item	Table	Input Data	Default
01	**International Call Restriction Table** This option lets you program the Restrict Table for international calls. The UX5000 has 10 International Call Restrict Tables. Each entry can be up to four digits long.	1-10	Dial (Up to 4 digits)	Table 1-10 = No Setting
02	**International Call Permit Code Table** This option lets you program the Permit Table for international calls. The UX5000 has 20 International Call Permit Table. Each entry can be up to six digits long, using.	1-20	Dial (Up to 6 digits)	No Setting
03	**Maximum Number Digits Table Assignment** This option selects the maximum number of digits allowed in outgoing calls for each table.	1-4	4-30	Tables 1 - 4 = 30
04	**Common Permit Code Table** This option lets you program the Common Permit Code Table. This table contains up to 10 codes you commonly allow users to dial.	1-10	Dial (Up to 4 digits)	Table 1 = 911 Table 2 = 1800 Table 3 = 1888 Table 4 = 1822 Table 5 = 1833 Table 6 = 1844 Table 7 = 1855 Table 8 = 1866 Table 9 = 1877 Table 10 = No Setting
05	**Common Restriction Table** This option lets you program the Common Restrict Code Table. This table contains up to 10 codes you commonly prevent users from dialing.	1-10	Dial (Up to 12 digits)	Table 1 = 900 Table 2 = 1900 Table 3 = 976 Tables 4 = 10 = No Setting

Item No.	Item	Table	Input Data	Default
06	**Permit Code Table** This option lets you program the Permit Code Tables. If the UX5000 has Toll Restriction enabled, users can dial numbers only if permitted by these tables and the Common Permit Table (21-06-04). There are four Permit Code Tables, with up to 200 entries in each table. The UX5000 permits calls exactly as you enter the code.	1-4 (table) 1-60 (Entry)	Dial (Up to 12 digits)	Table 1 - 4 = No Setting
07	**Restriction Table** This option lets you program the Restrict Code Tables (21-06-05). If the UX5000 has Toll Restriction enabled, users cannot dial numbers listed in these tables. There are four Restrict Code Tables, with up to 200 entries in each table. The UX5000 restricts calls exactly as you enter the code.	1-4 (table) 1-60 (Entry)	Dial (Up to 12 digits)	Table 1 - 4 = No Setting
08	**PBX Access Code** Use this option to enter the PBX Access Code. When the UX5000 is behind a PBX, this is the code users dial to access a PBX trunk. Toll Restriction begins after the PBX access code. For PBX trunks (Program 14-04) the UX5000 only Toll Restricts calls that contain the access code. Always program this option when the UX5000 is behind a PBX, even if you don't want to use Toll Restriction. PBX Access Codes can be up to 2 digits, using 0-9, #, * and LINE KEY 1 (don't care). When using Account Codes, do not use an asterisk within a PBX access code. Otherwise, after the *, the trunk would stop sending digits to the central office. Entries 1-4 correspond to the 4 PBX Access Codes. Each code can have up to 2 digits.	1-4	Dial (Up to 2 digits)	Table 1 - 4 = No Setting
09	**Specific Dial Outgoing Code** ***This option is not currently used*** This option can be used to exempt digits from toll restriction. The digits entered in this option will bypass the toll restriction programming. The digits to be exempt can be positioned before or after the entry in Program 21-06-10.	1-20	Dial (Up to 8 digits)	No Setting
10	**Outgoing Call Code Setup** ***This option is not currently used*** This option can be used to exempt digits from toll restriction. The digits entered in this option will bypass the toll restriction programming. This is similar to Program 21-06-09, however, these digits must be first. For example, if a UX5000 restricts international dialing (011), it could be possible to allow the UX5000 to dial 1010XXX + 011 or *67 + 011. In order to dial *67 + 1010XXX + 011, *67 would be entered in Program 21-06-10 and 1010XXX would be entered in Program 21-06-09.	1-20	Dial (Up to 4 digits)	No Setting

Conditions

None

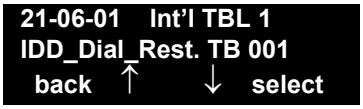
Feature Cross Reference

- Toll Restriction

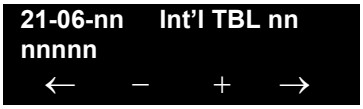
Terminal Programming Instructions

To enter data for Program 21-06 (Toll Restriction Table Data Setup):

1. Enter the programming mode.
2. 21 06



3. Enter the number of the item you want to program.



4. Enter the International Table number to be defined or press FLASH to use the displayed entry.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

Level:	Feature Availability
IN	• Available.

Description

Use **Program 30-01 : DSS Console Operating Mode** to set the mode of the UX5000's DSS Consoles. The entry you make in this option applies to all the UX5000's DSS Consoles. The available options are:

- Regular (Business) Mode (0)
  This option indicates the status of normal keysets (not ACD agents).
- Hotel Mode (1)
- ACD Monitor Mode (2)
  This option indicates the status of ACD agents (non-ACD agents are not included.
- Business/ACD Monitor Mode (3)
  This option allows a non-ACD DSS console to lamp indicating the status of both non-ACD agents as well as ACD agents.

Input Data

DSS Console Number	01-32

Item No.	DSS Operation Mode	Default
01	0 = Business mode 1 = Hotel mode 2 = ACD monitor mode 3 = Business/ACD mode	0

The UX5000 60-Button DSS Console keys are defined as follows, by default, based on the operation mode selected in Program 30-01-01.

Operation Mode (Program 30-01)	Key Number	Function Indication	LED
Business Mode	1-60	ICM	Red
Hotel Motel	1-60	ICM	Red
ACD Mode	1-60	ACD Status	Red
Business/ACD Mode	1-60	ACD Status / ICM	Red

Conditions

None

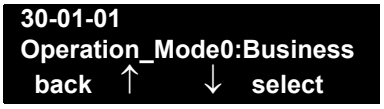
Feature Cross Reference

- DSS Console Monitoring

Terminal Programming Instructions

To enter data for Program 30-01 (DSS Console Operating Mode):

1. Enter the programming mode.
2. 30 01



3. Enter the number of the item you want to program.

4. Enter data for the item you selected + HOLD.
5. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

Level:	Feature Availability
IN	• Available.

Description

Use **Program 30-02 : DSS Console Extension Assignment** to identify which extensions have DSS Consoles connected.

- You can have up to 32 different extensions with DSS Consoles. A single digital extension can have any number of 60-Button DSS Consoles (32 is the maximum allowed per system). Aspire 110-Button DSS Consoles can also be used staying within this system maximum. An IP terminal can only have 1 60-Button DSS Console attached as the console is physically attached to the IP terminal (however DSS Consoles connected to a digital port can be assigned to an IP terminal).

When programming, each extension/DSS Console(s) combination is called a Console Number. There are 32 Console Numbers (1-32). You assign Console Numbers to extensions. When entering data, you normally make the assignment for Console Number 1 first.

Input Data

60-Button DSS Console Number or Aspire 110-Button DSS Console Number	01-32

Item No.	Description	Default
01	The extension number for Key Terminal connected with the DSS console (Up to 8 digits)	No setting

Conditions

None

Feature Cross Reference

- Direct Station Selection (DSS) Console

Terminal Programming Instructions

To enter data for Program 30-02 (DSS Console Extension Assignment):

1. Enter the programming mode.
2. 30 02

3. Enter the number of the item you want to program.

4. Enter the DSS number to be defined or press FLASH to use the displayed entry.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

Level: SA	Feature Availability
	• Available.

Description

Use **Program 30-03 : DSS Console Key Assignments** to customize the key assignments for 60-Button DSS Consoles. This program is also used to define Aspire 110-Button DSS Consoles if used on the UX5000. The DSS Console keys can be programmed using any of the function codes listed below. In addition, the key (when defined as a DSS/One-Touch key [code 01] can have any function up to four digits long (e.g., extension number or Service Code). The function information (such as extension number or Service Code) would then be entered as the additional data.

To prevent lamping problems when reassigning DSS Console keys, it is recommended that you clear an extension's programmed key before reassigning it (Enter key to be cleared + 00 or *00 [If using Web or PC Programming, delete the key assignments and upload the change to the UX5000 before proceeding]). Without clearing an extension's key first, your DSS Console may not show the correct lamping, although the DSS function will work correctly.

If you are programming the UX5000 from the extension to which the DSS Console is connected, either by terminal or using the Web or PC Program, you may need to unplug the DSS and plug it back in to reset the console's lamping.

3

Input Data

Index 1

DSS Console Number	01-32

Index 2

Item No.	Key Number	Function Number	Additional Data
01	001-200	0-99 (General functional level) * 00-* 99 (Appearance functional level)	Refer to functional number list

Function Number List

[1] General functional level (00 – 99)

Function Number	Function	Additional Data	LED Indication
00	Not Used		
38	Message Waiting		None
92	**Wake Up Call Indication**		**Red On:** A Wake Up Call set **Off:** No Wake Up Call set **Fast Flashing:** Wake Up Call missed
93	**Room Status Indication**		**Red On:** Checked In and Clean **Off:** Checked Out (Clean & Available) **Slow Flashing:** Maid in Room
95	**Page Switching** A console can have two ranges of keys. This key allows the operator to switch from Range1 to Range 2. ***This key can only be assigned to keys 55-60.***		**Red On:** Range 1 **Slow Blink (Red):** Range 2
98	**Message Waiting Indication** This key allows the operator to view which extensions have Message Waiting indications.		**Red On:** Extension has Message Waiting **Off:** Extension has no message
99	**ALT (Alternate) Key** The ALT key allows the operator to quickly forward calls to a pre-assigned extension.		**Red On:** Active **Off:** Not active

Default

The DSS keys 01-60 of all DSS consoles = DSS/One touch key 301-360.
The DSS keys 61-200 of all DSS consoles = No Setting

Conditions

None

Feature Cross Reference

- DSS Console Monitoring
- Message Waiting
- Room Status
- Wake Up Call

Terminal Programming Instructions

To enter data for Program 30-03 (DSS Console Key Assignment):

1. Enter the programming mode.
2. 30 03

3. Enter the number of the item you want to program.

4. Enter the DSS number to be defined or press FLASH to use the displayed entry.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

Level:	Feature Availability
IN	• Available.

Description

Use **Program 30-10 : DSS Console IP Terminal Setup** to display the MAC address of the terminal for the DSS console connected with the SIP multi-line terminal.

Input Data

DSS Console Number	01-32

Item No.	Item	Entries	Default
01	**MAC Address - View Only -** **Displays the MAC address of the SIP multi-line terminal with which the DSS console is connected is set.**	00-00-00-00-00-00 ~ FF-FF-FF-FF-FF-FF	00-00-00-00-00-00

Conditions

None

Feature Cross Reference

- Direct Station Selection (DSS) Console

Terminal Programming Instructions

To enter data for Program 30-10 (DSS Console IP Terminal Setup):

1. Enter the programming mode.
2. 30 10

3. Enter the number of the item you want to program.

4. Enter the DSS Console number to be defined or press FLASH to use the displayed entry.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

Level:	Feature Availability
IN	• Available.

Description

Use Program **42-01 : System Options for Hotel/Motel** to assign the UX5000 options for Hotel/Motel Service.

Input Data

Item No.	Item	Input Data	Default
01	**Answering Message Mode for Wake Up Call (Hotel Mode)** Use this option to determine what a guest hears when they answer a Wake Up call. The options are Music on Hold, VRS message, or a VRS message and time.	0 = MOH 1 = VRS Message (specified in 42-01-02) 2 = VRS Message (specified in 42-01-02) + Time	0
02	**Wake Up Call Message Assignment** VRS Message for Wake Up Calls. You'll need to make an entry for this program if you have selected option 1 or 2 in Item 1 above.	0-100 (0 = No setting)	0
03	**Wake Up Call No Answer** If enabled (1), unanswered Wake Up calls will automatically ring the operator. If disabled (0), unanswered Wake Up calls will not ring the operator.	0 = No transfer 1 = Transfer to the Operator	0
04	**Setup Message Mode for Wake Up Call (Hotel Mode)** Determine what the user will hear after setting a Wake Up message.	0 = Only Confirmation Tone 1 = VRS Message 2 = Time Information and VRS	0
05	**Wake Up Call Message Assignment** Assign the VRS Message heard after programming Wake Up calls. You need to program this option only if you have enabled mode 1 or 2 in Program 42-01-04 above.	0-100 = VRS Message Number	-

Conditions

None

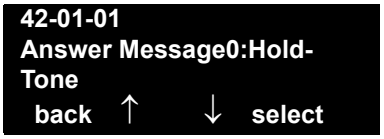
Feature Cross Reference

- Wake Up Call

Terminal Programming Instructions

To enter data for Program 42-01 (System Options for Hotel/Motel):

1. Enter the programming mode.
2. 42 01



3. Enter the number of the item you want to program.

4. Enter data for the item you selected + HOLD.
5. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

Level:	Feature Availability
IN	• Available.

Description

Use **Program 42-02 : Hotel/Motel Terminal Setup** to define the basic operation of the Hotel/Motel extensions.

Input Data

Extension Number	Up to 8 digits

Item No.	Item	Input Data	Default
01	**Hotel Mode** If you want an extension to operate in the Hotel/Motel mode, 1. If you want the terminal to operate in the business mode, enter 0.	0 = Normal 1 = Hotel	0
02	**Toll Restriction Class On Check In** Assign an extension's Toll Restriction Class when it is checked in. The UX5000 has 15 Toll Restriction Classes (1-15). The entry you make in this option affects the terminal in all Night Service modes. (Refer to Programs 21-05 and 21-06 to set up the Toll Restriction dialing options.) When the extension is checked out, it uses the Toll Restriction Class set in Program 21-04.	1-15	1

Conditions

None

Feature Cross Reference

- Hotel/Motel
- Toll Restriction (When Checked In)

Terminal Programming Instructions

To enter data for Program 42-02 (Hotel/Motel Terminal Setup):

1. Enter the programming mode.
2. 42 02

3. Enter the number of the item you want to program.

4. Enter the terminal number to be defined or press FLASH to use the displayed entry.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

Level:	Feature Availability
IN	• Available.

Description

Use **Program 42-03 : Class of Service Options (Hotel)** to set the Hotel/Motel Class of Service (COS) options. Assign Class of Service to extensions in Program 20-06-01. There are 15 Classes of Service. Refer to the following chart for a description of each COS option, its range and default setting. For additional Class of Service options, refer to Programs 20-06 - 20-14.

Input Data

Class of Service Number	01-15

Item No.	Item	Input Data	Default	
			Class 01	Class 02-15
01	**Check-In Operation** Enable or disable an extension's ability to set the Check In status of an extension.	0 = Disable 1 = Enable	0	0
02	**Check-Out Operation** Enable or disable an extension's ability to set the Check Out status of an extension.	0 = Disable 1 = Enable	0	0
03	**Room Status Output** Enable or disable an extension's ability to request Room Status Printouts.	0 = Disable 1 = Enable	0	0
04	**DND Setting for Other Extension** Enable or disable an extension's ability to Hotel DND for another extension.	0 = Disable 1 = Enable	0	0
05	**Wake Up Call Setting for Other Extension** Enable or disable an extension's ability to set a Wake Up Call for another extension.	0 = Disable 1 = Enable	0	0
06	**Room Status Change for Other Extension** Enable or disable an extension's ability to change the house cleaning status of another room.	0 = Disable 1 = Enable	0	0
07	**Restriction Class Changing for Other Extension** Enable or disable an extension's ability to set the Toll Restriction Level (When Checked In) for another extension.	0 = Disable 1 = Enable	0	0
08	**Room-to-Room Call Restriction** Enable or disable an extension's ability to set Room-to-Room Call Restriction for another extension.	0 = Disable 1 = Enable	0	0

Item No.	Item	Input Data	Default	
			Class 01	Class 02-15
09	**DND Setting for Own Extension** Enable or disable an extension's ability to set Hotel DND for itself.	0 = Disable 1 = Enable	0	0
10	**Wake Up Call Setting for Own Extension** Enable or disable an extension's ability to set a Wake Up Call for itself.	0 = Disable 1 = Enable	0	0
11	**Room Status Change for Own Extension** Enable or disable an extension's ability to change the house cleaning status of their own room.	0 = Disable 1 = Enable	0	0
12	**SLT Room Monitor** Enable (1) or disable (0) a single line terminal's ability to use Room Monitor.	0 = Disable 1 = Enable	0	0
13	**PMS Restriction Level** Use this option to enable (1) or disable (0) a supervisor extension's ability to set the PMS restriction level for a room terminal.	0 = Disable 1 = Enable	0	0

Conditions

None

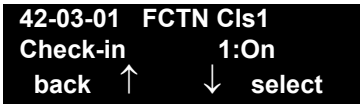
Feature Cross Reference

- Do Not Disturb
- Room Status
- Room Status Printouts
- Room-to-Room Call Restriction
- Toll Restriction (When Checked In)
- Wake Up Call

Terminal Programming Instructions

To enter data for Program 42-03 (Class of Service Options (Hotel/Motel)):

1. Enter the programming mode.
2. 42 03



3. Enter the number of the item you want to program.

4. Enter the Class of Service number to be defined or press FLASH to use the displayed entry.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

Level:	Feature Availability
IN	• Available.

Description

Use **Program 42-04 : Hotel Mode One-Digit Service Codes** to set up the Hotel Mode one-digit service code. For each Department Group (1-64) you enter the destination for each single digit code (1-9, 0, *, #). The destination can be any code up to four digits long, such as an extension number or access code. These codes can be used by the extensions assigned to Hotel Mode in 42-02-01.

Input Data

Department (Extension) Group Number	01-64

Item No.	Received Dial	Destination Number	Default
01	1-9,0,*,#	Up to 8 digits	No setting

Conditions

The one-digit codes you assign in this program wait until the Interdigit timer (Program 21-01-02) expires before executing.

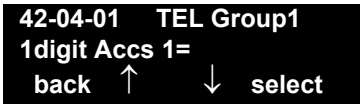
Feature Cross Reference

- Single Digit Dialing

Terminal Programming Instructions

To enter data for Program 42-04 (Hotel Mode One-Digit Service Codes):

1. Enter the programming mode.
2. 42 04



3. Enter the number of the item you want to program.

4. Enter the Department/Terminal Group number to be defined or press FLASH to use the displayed entry.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

Level:	Feature Availability
IN	• Available.

Description

Use **Program 42-05 : Hotel Room Status Printer** to set the output port for the Hotel Data (Check-Out sheet, Room Status etc...) and the output options for the Hotel/Motel feature.

Input Data

Item No.	Item	Input Data	Default
01	**Output Port Type** If a Hotel Room Status Printer is to be used, enter "3" to select the LAN output.	0 = No setting 1 = CTA 3 = LAN	0
02	**Output Destination Number** Enter the CTA extension number to which the Hotel Room Status Printer is connected.	Up to 8 digit (Extension number which CTA/CTU is equipped.)	No setting
03	**Wake Up Call No Answer Data** Enable or disable the ability to have unanswered Wake Up Calls automatically print on the Room Status Printer.	0 = No output 1 = Output Unanswered Wake Up Calls	0
04	**Check-Out Sheet** Enable or disable the ability to have the Room Status Printer automatically print when a room Checks Out.	0 = No output 1 = Output Room Check Out	0

Conditions

Room Status Reports require a LAN connection. Refer to Data Communications in the feature section for information.

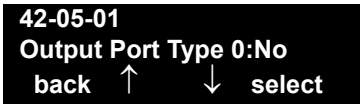
Feature Cross Reference

- Room Status Printouts

Terminal Programming Instructions

To enter data for Program 42-05 (Hotel Room Status Printer):

1. Enter the programming mode.
2. 42 05



3. Enter the number of the item you want to program.

4. Enter data for the item you selected + HOLD.
5. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

Level:	Feature Availability
IN	• Available.

Description

Use **Program 42-06 : PMS Service Setting** to define the PMS Integration options for the Hotel/Motel feature.

Input Data

Item No.	Item	Input Data	Default
01	**PMS Port Number** Select the TCP/IP port number to be used for PMS Integration. ***Changing this option requires a system reset before the change will take affect.***	1-65535	5129
02	**3:00 AM Auto Room Scan** Select whether the PMS feature should automatically set all checked in rooms to "Maid Required" at 3:00 AM.	0 = Off 1 = On	0
03	**Check-In Message Type** Enable (1) or disable (0) Check-In Message. This entry must be set to "1" in order for the check-in message to be sent.	0 = Off 1 = On	0
04	**Check-Out Auto Status Change** Normally the system will send Status 0 for a checked out room. When this option is set to '1', a Status 4 (Inspection Required) is sent to the PMS allowing the room to be inspected before checking in another guest to the room.	0 = Off 1 = On	0
05	**PMS AREYUTHERE/LINETEST Send Timing** Set the time interval for how often the NTCPU verifies the PMS system is connected. If no PMS messages are exchanged for the "Are You There" time, the phone system sends an Areyouthere message to the PMS.	10-128 seconds	10 seconds
06	**PMS AREYUTHERE/LINETEST Retry Counter** If the PMS does not send an Acknowledge (ACK) response within the PMS Message Time (Program 42-06-05), the phone system retries for the number of times specified in this option. If there is still no response, the phone system marks the PMS as Out of Service.	0-20	3

Conditions

None

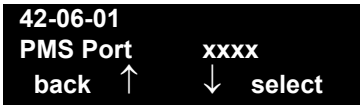
Feature Cross Reference

- PMS Integration

Telephone Programming Instructions

To enter data for Program 42-06 (PMS Service Setting):

1. Enter the programming mode.
2. 42 06



3. Enter the number of the item you want to program.

4. Enter data for the item you selected + HOLD.
5. Enter data for the next item in the program.
   OR
   Press MSG once to enter a new item number.
   OR
   Press MSG until you've exited that series's programming section.

Level:	Feature Availability
IN	• Available.

Description

Use **Program 42-07 : PMS Restriction Level Conversion** to set the PMS restriction level.

Input Data

Restriction Level	0-3

Item No.	Item	Input Data	Default
01	PMS Restriction Level Conversion Table	1-15 (Restrictclass)	Level 0 = 10 Level 1 = 11 Level 2 = 12 Level 3 = 13

Conditions

None

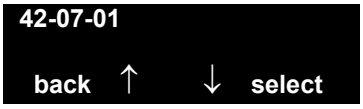
Feature Cross Reference

- PMS Integration

Terminal Programming Instructions

To enter data for Program 42-07 (PMS Restriction Level Conversion):

1. Enter the programming mode.
2. 42 07



3. Enter the number of the item you want to program.

4. Enter data for the item you selected + HOLD.
5. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

3

Level:	Feature Availability
IN	• Available.

Description

Use **Program 90-11 : System Alarm Report** to define the details of the UX5000 alarm report.

Input Data

Item No.	Item	Input Data	Default
01	**- Not Used -**	-	0
02	**Report Method** When alarm reports are to be EMailed, set this option to "1".	0 = No report 1 = EMail Address	0
04	**- Not Used -**	-	0
06	**SMTP Host Name** When alarm reports are to be EMailed, set the SMTP name (ex: smtp.yourisp.com) or IP address. Contact your ISP (internet service provider) for the correct entry if needed.	Up to 255 Characters	No setting
07	**SMTP Host Port Number** When alarm reports are to be EMailed, set the SMTP host port number. Contact your ISP (internet service provider) for the correct entry if needed.	0-65535	25
08	**To EMail Address** When alarm reports are to be EMailed, set this EMail address to which the report should be sent.	Up to 255 Characters	No setting
09	**Reply Address** When alarm reports are to be EMailed, set this EMail address to which any replies should be EMailed.	Up to 255 Characters	No setting
10	**From Address** When alarm reports are to be EMailed, set this EMail address from which the report is being sent. This entry is required for EMailing alarms.	Up to 255 Characters	No setting
11	**DNS Primary Address** When alarm reports are to be EMailed, set the DNS primary address.	0.0.0.0-255.255.255.255	0.0.0.0

12	**DNS Secondary Address** When alarm reports are to be EMailed, set the DNS secondary address.	0.0.0.0-255.255.255.255	0.0.0.0
13	**Customer Name** When alarm reports are to be EMailed, enter a name which will be used to identify the particular system.	Up to 255 Characters	No setting

Conditions

None

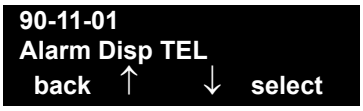
Feature Cross Reference

None

Terminal Programming Instructions

To enter data for Program 90-11 (System Alarm Setup):

1. Enter the programming mode.
2. 90 11



3. Enter the number of the item you want to program.

4. Enter data for the item you selected + HOLD.
5. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

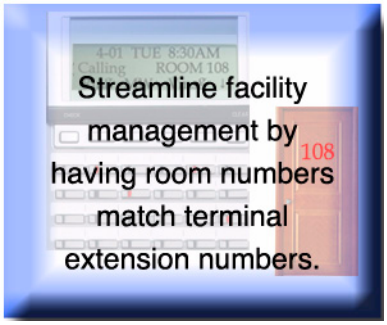
- For Your Notes -

Section 4:
Setting Up Flexible System Numbering

4

- For Your Notes -

When to Use Flexible System Numbering



Flexible System Numbering lets you match telephone extension numbers to room numbers. This simplifies room-to-room calling and record keeping. For example, rooms 101-110 on the first floor can have extension numbers 101-110. Rooms 201-210 on the second floor can have extension numbers 201-210. In addition, the SMDR phone records for each telephone will correspond to the room numbers making guest billing easier.

!! Be Careful !!

If your room numbers are not within the normal extension number plan range (i.e., 301-556), you may have to restructure your system numbering. Be very careful when changing your system numbering and document all the changes you make.

***Before changing your numbering plan,* make a backup copy of your system's data. Use PCPro and download and save the customer database. Or, you can use Program 90-03 and USB flash drive to save the database.**

For your convenience, a table showing the default numbering plan begins on page 4-4.

System Number Plan/Capacities

System Number Plan/Capacities		
System Type:	**UX5000 Capacity**	
System		
Analog Caller ID Detector	64	
Classes of Service	15	
Conference Bridge Groups	4	
Day/Night Mode Numbers	8	
Day/Night Service Patterns	32	
Dial Tone Detector DTMF Receiver	48 or 64 w/EXIFU-B1 Mounted	
Network Nodes: • CygniLink • AspireNet	 16 50	
System Ports (trunks and analog/digital/IP extensions)	200 trunks and 512 extensions * Chassis must be networked to reach max.	
Toll Restriction Classes	15	
Verifiable Account Code Table	2000	
Trunk		
Trunk Port Number	1-200 * A CCPU without a MEMDB, the trunks count toward the total number of allowed hardware ports (64).	
Trunk Ports (Total) • Analog Trunks • BRI Trunk Ports • T1/PRI Trunk Ports • E&M Analog Trunk Ports • DID Analog Trunk Ports • VoIP Trunk Ports	**19" Chassis x 4** 184 184 200 92 92 128	**Networked Chassis** 200 200 200 200 200 128
BRIU Logical Ports	T-Bus: 1-200 S-Bus: 1-256	
COIU: • Physical Ports • Logical Ports	 01-08 0-200	
DIOPU: • Physical Ports • Logical Ports	 01-04 LD Trunk: 0-200 OPX: 0-256	

System Number Plan/Capacities	
System Type:	**UX5000 Capacity**
PRIU Logical Ports	T-Bus: 1-200 S-Bus: 1-256
TLIU: • Physical Ports • Logical Ports	 01-04 0-200
VOIPDB: • Physical Ports • Logical Ports	 001-128 0-200
DID Translation Tables	20
DID Translation Table Entries	2000
DISA • Classes of Service • Users	 15 1-15
Ring Groups	1-100
Tie Line Classes of Service	15
Tie Line Toll Restriction Classes	15
Trunk Access Maps	1-200
Trunk Group Numbers	1-100
Trunk Routes	1-100
Extension	
Telephone Extension Port Numbers • Keysets • Single Line Phones/Analog Devices • VoIP Extensions • IP DECT	1-384 (1-384) (1-384) (1-512) [5] 001-512 (manual select) [5] 385-512 (auto select) [5]
	* A CCPU without a MEMDB, the trunks count toward the total number of allowed hardware ports (64).
ESIU • Physical Ports • Logical Ports -Tone Ringer (2PGDAD) -Door Box (2PGDAD) -Analog I/F (2PGDAD) -ACI (2PGDAD) -APR for B2 Mode	 01-16 1-8 1-8 1-96 1-96 193-512 (descending order)
SLIU • Physical Ports • Logical Ports	 01-16 1-256

System Number Plan/Capacities	
System Type:	**UX5000 Capacity**
Telephone Extension Number Range	301-499 5000-5312
Virtual Extension Ports	256
Virtual Extension Port Numbers	001-256
Virtual Extension Number Range	Undefined
2PGDAD Modules	512
ADA (Recording Jack) Adapters	512 (104 max. with digital terminals/ 512 max with IP terminals)
Door Boxes	8
Door Box Numbers	1-8
DSS Consoles Numbers • 16-Button DLS Consoles, Maximum Installed • 60-Button DSS Consoles, Maximum Installed	8 512 (384 max. with digital terminals / 512 max. with IP terminals) 32
Operator Access Number	0
Operator Extension	1-8
Ringdown Assignments	512
SLT Adapters	• 32 (9.5” Chassis) • 80 (19” Chassis) • 96 (19” Chassis x 2) • 368 (19” Chassis x 4) • 512 (Networked)
Voice Mail Master Numbers	301-499, 5000-5312

System Number Plan/Capacities	
System Type:	**UX5000 Capacity**
Abbreviated Dialing	
Abbreviated Dialing Groups	64
Abbreviated Dialing Bins	0-1999
Abbreviated Dialing Table-Common	1000
ACD	
ACD Groups	64
ACD Agent Extensions	512
ACI	
ACI Groups	16
ACI Ports	96
Automated Attendant	
VRS Message Numbers	1-100
Bluetooth Adapters	
BCH - Bluetooth Cordless Handset	16
BHA - Bluetooth Hub Adapter	16
Conference	
Conference Circuits	64 - maximum (32 Parties Per Conference)
Data Communication Interfaces	
APR Software Port Numbers	193-512
APA Adapters-Aspire Version	192 (only on Aspire phones)
APR Adapters-UX5000 Version	32
CTA or CTU Adapters-Aspire Version	128 (only on Aspire phones)
CTE	128
Module Extension Number Range	301-499, 5000-5312
Department and Pickup Groups	
Department (Extension) Group Numbers	1-64
Department (Extension) Group Number Range	301-499, 5000-5312
Call Pickup Group Numbers	1-64

System Number Plan/Capacities	
System Type:	**UX5000 Capacity**
Hotline	
Internal Hotline	512
External Hotline	512
Paging and Park	
Internal Page Group Numbers	0, 1-9 or 01-64
External Page Group Numbers	0, 1-8
External Speakers • CCPU • PGDAD Module	9 (1) (1-8)
Park Group Numbers	1-64
Park Orbits	1-64
Power Failure Adapters	
PSA (Power Failure) Adapters	• 16 (9.5” Chassis) • 40 (19” Chassis) • 88 (19” Chassis x 2) • 184 (19” Chassis x 4) • 200 (Networked)
SMDR	
SMDR Ports	1-8
VRS	
VRS (on DSP Daughter Board)	1
VRS Channels	16 (shared with IntraMail voice mail)
VRS Attendant Messages	3
VRS Recordable Messages	100
Voice Mail	
Ports for UX IntraMail	4-16
Ports for UX Mail	4-16

System Number Plan/Capacities	
System Type:	**UX5000 Capacity**
VoIP	
VoIP Extensions	512
Gigabit Adapters	512
IP Phones	512
RAS Unicast Ports	0-65535
Call Signaling Ports	0-65535
NGT Signal Receive Ports	0-65535
IP Call Procedure Port	0-65535
H.323 Alias Addresses	1-6
Note:	
Extension numbers can be three or four digits long. See Flexible System Numbering.	

An Example

In this example, a two-story motel requires room telephone extension numbers matched to the room numbers.

The motel first floor rooms are numbered 101-150; the second floor rooms are numbered 201-250. The following steps briefly outline the programming required to match the extension numbers to the room numbers.

For more details, refer to the flow chart at right and the specific programs beginning on page 4-9.

1. In Program 11-01 : System Numbering:
- Change the function of the 100 series numbers from Service Code (type 1) to Extension Access (type 2).
- Also change the function of the the 200 series numbers from Service Code (type 1) to Extension Access (type 2).
- Change the function of the 300 series numbers from Extension Access (2) to Service Code (type 1).

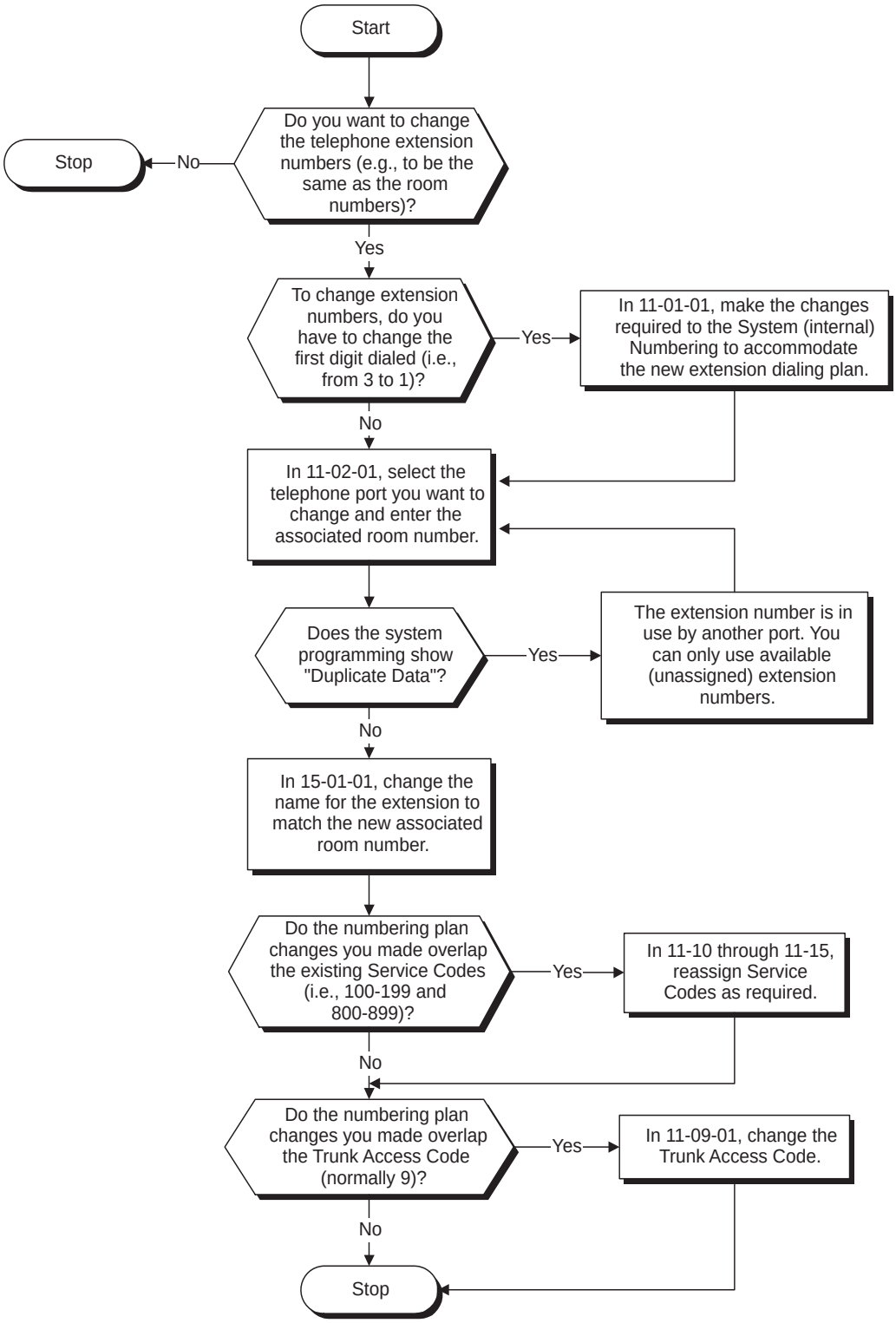
2. In Program 11-02 : Extension Numbering:
- Assign extension ports 1-50 (installed in rooms 101-150) to extension numbers 101-150.
- Assign extension ports 51-100 (installed in rooms 201-250) to extension numbers 201-250.

3. In Programs 11-10 - 11-15 : Service Code Setup:
- Change all 100 series Service Codes to 300 series codes. For example, in Program 11-10-12, change the Service Code number from 118 to 318.

Setting Up Flexible System Numbering

To set up Flexible System Numbering:
Use the flow chart on the following page to guide you through the basics of changing your numbering plan. Refer to the individual programs beginning on page 4-12.

Programming Flow Chart



Programming

11-01 : System Numbering

Level:	Feature Availability
IN	• Available.

Description

Use **Program 11-01 : System Numbering** to set the UX5000's internal (Intercom) numbering plan. The numbering plan assigns the first and second digits dialed and affects the digits an extension user must dial to access other extensions and features, such as service codes and trunk codes. If the default numbering plan does not meet the site requirements, use this program to tailor the system numbering to the site.

CAUTION

Improperly programming this option can adversely affect UX5000 operation. Make sure you thoroughly understand the default numbering plan before proceeding. If you must change the standard numbering, use the chart for **System Numbering** (page 4-15) to keep careful and accurate records of your changes.

Before changing your numbering plan, use the PC Program or Program 90-03 to make a backup copy of your UX5000's data.

Changing the numbering plan consists of three steps:

1. Enter the digits you want to change.
2. Specify the length of the code you select to change.
3. Assign a function to the code selected.

Step 1: Enter the digit(s) you want to change

You can make either single or two digit entries. In the Dialed Number column in the **System Numbering** (page 4-15) table, the nX rows (e.g., 1X) are for single digit codes. The remaining rows (e.g., 11, 12, etc.) are for two digit codes.

- Entering a single digit affects all the Dialed Number entries beginning with that digit. For example, entering 6 affects all number plan entries beginning with 6. The entries you make in step 2 and step 3 below affect the entire range of numbers beginning with 6. (For example, if you enter 3 in step 2 the entries affected would be 600-699. If you enter 4 in step 2 below, the entries affected would be 6000-6999.)
- Entering two digits lets you define codes based on the first two digits a user dials. For example, entering 60 allows you to define the function of all codes beginning with 60. In the default program, only * and # use two-digit codes. All the other codes are single digit. If you enter a two digit code between 0 and 9, be sure to make separate entries for all the other two digit codes within the range as well. This is because in the default program all the two digit codes between 0 and 9 are undefined.

Step 2: Specify the length of the code you want to change

After you specify a single or two digit code, you must tell the UX5000 how many digits comprise the code. This is the ***Number of Digits Required*** column in the **System Numbering** (page 4-15) table. In the default program, all codes from 100-999 are three digits long. Codes beginning with 0 are one digit long. Codes beginning with * are 3 digits long and codes beginning with # are 4 digits long.

- If you are programming two digit codes in the PC Program, make sure the nX entry for ***Number of Digits Required*** is the maximum allowed by any of the two digit codes in the range. This is why the default ***Number of Digits Required*** entry for #X is four digits long. Even though #1-#9, #0 and ## entries require only two digits, #* requires four. If you inadvertently change #* to 2, you will no longer be able to enter #*#* to enter the programming mode.

Step 3: Assign a function to the code selected

After entering a code and specifying its length, you must assign its function. This is the Dial Type column in the **System Numbering** (page 4-15) table. The choices are:

Dial Types	Dial Type Description	Related Program
0	- Not Used -	
1	Service Code	11-10 : Service Code Setup (for System Administrator) 11-11 : Service Code Setup (for Registration) 11-12 : Service Code Setup (for Service Access) 11-13 : Service Code Setup (for ACD) 11-14 : Service Code Setup (for Hotel/Motel) 11-15 : Service Code Setup (Special access)
2	Extension Number	11-02 : Extension Numbers 11-04 : Virtual Extension Numbers 11-06 : 2PGDAD (ACI) Extension Numbers 11-07 : Department Calling Group Numbers 11-08 : 2PGDAD (ACI) Group Pilot Numbers
3	Trunk Access Code	11-09 : Trunk Access Code
4	Special Trunk Access	11-09 : Trunk Access Code
5	Operator Access	20-17 : Operator's Extension
6	ARS/F-Route Access	44-xx
8	CygniLink	10-03 : Blade Setup 10-12 : CPU (FEC 1) Network Setup 10-20 : LAN Setup for External Equipment 10-27 : IP System ID 10-44 : CPU (FEC 2) Network Setup

- Changing the ***Dial Type*** for a range of codes can have a dramatic affect on how your UX5000 operates. Assume, for example, the site is a hotel that has room numbers from 100-399. In order to make extension numbers correspond to room numbers, you should:
  - Change the Dial Type for the digit 1 from 1 (Service Code) to 2 (extension number).
  - Change the Dial Type for the digit 7 from 2 (extension number) to 1 (Service Code).
  - In Program 11-02, reassign extension numbers on each floor from 100 to 399.
  - In Programs 11-10 through 11-15, reassign the Service Codes from the 100 series (e.g., 116) to the 700 series (e.g., 716). (Other applications might also require you to change entries in Program 11-10 through 11-15.)
  - Check Program 11-16 to be sure that the Single Digit Service Code 04 (digit 7) does not affect any post dial Service Codes codes in Programs 11-10 through 11-15. (Unless you changed codes from their default assignments, this would not be the case.)
  - In Program 45-01-03, enter "0" to disable Voice Mail Call Screening. If you left screening enabled, Voice Mail ports could call the wrong extensions. For example, a Voice Mail port trying to call screen extension 130 would outdial 1130. This would call extension 113 instead.

  Extension numbers now will correspond to room numbers, and all the Service Codes in the 100 series will be in the 700 series.

Default

See the following tables.

System Numbering					
Dial Types: 1=Service Code, 2=Extension Number, 3=Trunk Access, 4=Individual Trunk Access, 5=Operator Access, 6=Flexible Routing, 8=Networking, 0=Not Used					
Dialed Number	Number of Digits Required Default	New	Dial Type Default	New	Network System ID [if type 8] - 0-50
1X	3		1		
11	0		0		
12	0		0		
13	0		0		
14	0		0		
15	0		0		
16	0		0		
17	0		0		
18	0		0		
19	0		0		
10	0		0		
1*	0		0		
1#	0		0		
2X	3		2		
21	0		0		
22	0		0		
23	0		0		
24	0		0		
25	0		0		
26	0		0		
27	0		0		
28	0		0		
29	0		0		
20	0		0		
2*	0		0		
2#	0		0		

System Numbering					
Dial Types: 1=Service Code, 2=Extension Number, 3=Trunk Access, 4=Individual Trunk Access, 5=Operator Access, 6=Flexible Routing, 8=Networking, 0=Not Used					
Dialed Number	Number of Digits Required Default	New	Dial Type Default	New	Network System ID [if type 8] - 0-50
3X	3		2		
31	0		0		
32	0		0		
33	0		0		
34	0		0		
35	0		0		
36	0		0		
37	0		0		
38	0		0		
39	0		0		
30	0		0		
3*	0		0		
3#	0		0		
4X	3		2		
41	0		0		
42	0		0		
43	0		0		
44	0		0		
45	0		0		
46	0		0		
47	0		0		
48	0		0		
49	0		0		
40	0		0		
4*	0		0		
4#	0		0		

System Numbering					
Dial Types: 1=Service Code, 2=Extension Number, 3=Trunk Access, 4=Individual Trunk Access, 5=Operator Access, 6=Flexible Routing, 8=Networking, 0=Not Used					
Dialed Number	Number of Digits Required Default	New	Dial Type Default	New	Network System ID [if type 8] - 0-50
5X	4		2		
51	0		0		
52	0		0		
53	0		0		
54	0		0		
55	0		0		
56	0		0		
57	0		0		
58	0		0		
59	0		0		
50	0		0		
5*	0		0		
5#	0		0		
6X	3		2		
61	0		0		
62	0		0		
63	0		0		
64	0		0		
65	0		0		
66	0		0		
67	0		0		
68	0		0		
69	0		0		
60	0		0		
6*	0		0		
6#	0		0		

System Numbering					
Dial Types: 1=Service Code, 2=Extension Number, 3=Trunk Access, 4=Individual Trunk Access, 5=Operator Access, 6=Flexible Routing, 8=Networking, 0=Not Used					
Dialed Number	Number of Digits Required Default	New	Dial Type Default	New	Network System ID [if type 8] - 0-50
7X	3		2		
71	0		0		
72	0		0		
73	0		0		
74	0		0		
75	0		0		
76	0		0		
77	0		0		
78	0		0		
79	0		0		
70	0		0		
7*	0		0		
7#	0		0		
8X	3		1		
81	0		0		
82	0		0		
83	0		0		
84	0		0		
85	0		0		
86	0		0		
87	0		0		
88	0		0		
89	0		0		
80	0		0		
8*	0		0		
8#	0		0		

System Numbering					
Dial Types: 1=Service Code, 2=Extension Number, 3=Trunk Access, 4=Individual Trunk Access, 5=Operator Access, 6=Flexible Routing, 8=Networking, 0=Not Used					
Dialed Number	Number of Digits Required Default	New	Dial Type Default	New	Network System ID [if type 8] - 0-50
9X	1		3		
91	0		0		
92	0		0		
93	0		0		
94	0		0		
95	0		0		
96	0		0		
97	0		0		
98	0		0		
99	0		0		
90	0		0		
9*	0		0		
9#	0		0		
0X	1		5		
01	0		0		
02	0		0		
03	0		0		
04	0		0		
05	0		0		
06	0		0		
07	0		0		
08	0		0		
09	0		0		
00	0		0		
0*	0		0		
0#	0		0		

4

System Numbering					
Dial Types: 1=Service Code, 2=Extension Number, 3=Trunk Access, 4=Individual Trunk Access, 5=Operator Access, 6=Flexible Routing, 8=Networking, 0=Not Used					
Dialed Number	Number of Digits Required Default	New	Dial Type Default	New	Network System ID [if type 8] - 0-50
*X	2		1		
*1	0		0		
*2	0		0		
*3	0		0		
*4	0		0		
*5	0		0		
*6	0		0		
*7	0		0		
*8	0		0		
*9	0		0		
*0	0		0		
**	0		0		
*#	0		0		
#X	0		0		
#1	2		1		
#2	2		1		
#3	2		1		
#4	2		1		
#5	2		1		
#6	2		1		
#7	2		1		
#8	2		1		
#9	2		1		
#0	2		1		
#*	4		1		
##	2		1		

Conditions

None

Feature Cross Reference

- Flexible System Numbering

Terminal Programming Instructions

To enter data for Program 11-01 (System Numbering):

1. Enter the programming mode.
2. 11 01

   ```
   11-01-01   Dial  1
   1x         Digit 3
    back   ↑     ↓   select
   ```

3. Enter the number of the item you want to program.

   ```
   11-01-nn   Dial n
   nnnnn      Digit nn
     ←              →
   ```

4. Enter the dial number to be defined or press FLASH to use the displayed entry.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

11-02 : Extension Numbering

Level:	Feature Availability
IN	• Available.

Description

Use **Program 11-02 : Extension Numbering** to set the extension number. The extension number can be up to eight digits long. The first/second digit(s) of the number should be assigned in Program 11-01. This lets an employee move to a new location (port) and retain the same extension number.

Input Data

Extension Port Number	001-512

Item No.	Extension Number	Description
01	Dial (Up to 8 digits)	• Set up extension numbers for Key Terminals, Single Line Terminals (Including SLT and APR Adapters), and IP Terminals. • Extension number assignments cannot be duplicated.

Default

Extension Port Number	Extension Number
1-199	301-499
200-512	5000-5312

Conditions

None

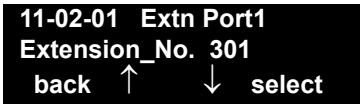
Feature Cross Reference

- Department Calling
- Flexible System Numbering
- Intercom

Terminal Programming Instructions

To enter data for Program 11-02 (Extension Numbering):

1. Enter the programming mode.
2. 11 02



3. Enter the number of the item you want to program.

4. Enter the extension port number to be defined or press FLASH to use the displayed entry.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

4

11-09 : Trunk Access Code

Level:	Feature Availability
IN	• Available.

Description

Use **Program 11-09 : Trunk Access Code** to assign the trunk access code (normally 9). The trunk access code can be set from 1 to 8 digits which is defined to type 3 and 4 in Program 11-01. This is the code extension users dial to access Automatic Route Selection. The Individual Trunk Access Code is used when Trunk Group Routing is desired for an outgoing line.

Caution

The digit 9 is defined in Program 11-01 as Dial Type 3 with the Number of Digits Required set to 1. If you change the trunk access code in Program 11-09, you must make the corresponding changes in Program 11-01.

4

Input Data

Item No.	Item	Input Data	Default	Related Program
01	**Trunk Access Code** Use this program to assign the trunk access code (normally 9). This is the code extension users dial to access Automatic Route Selection.	Dial (Up to 4 digits)	9	• 11-01 : System Numbering • 14-01 : Trunk Basic Data Setup • 14-05 : Trunk Group • 14-06 : Trunk Group Routing
02	**Alternate Trunk Route Access Code** Use this program to define additional trunk access codes. When a user dials the Alternate Trunk Route Access Code, the UX5000 routes their call to the Alternate Trunk Route.	Dial (Up to 4 digits)	No setting	• 11-01 : System Numbering • 14-01 : Trunk Basic Data Setup • 14-05 : Trunk Group • 14-06 : Trunk Group Routing • 21-02 : Trunk Group Routing for Extensions • 21-15 : Alternate Trunk Group Routing for Extensions

Conditions

None

Feature Cross Reference

- Automatic Route Selection
- Central Office Calls, Placing
- Trunk Group Routing

Terminal Programming Instructions

To enter data for Program 11-09 (Trunk Access Code):

1. Enter the programming mode.
2. 11 09

3. Enter the number of the item you want to program.

4. Enter data for the item you selected + HOLD.
5. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

11-10 : Service Code Setup (for System Administrator)

Level:	Feature Availability
IN	• Available.

Description

Use **Program 11-10 : Service Code Setup (for System Administrator)** to customize the Service Codes for the System Administrator. You can customize additional Service Codes in Programs 11-11 through 11-16. The following chart shows:

- The number of each code (01-27)
- The function of the Service Code.
- What type of terminals can use the Service Code
- The code's default entry. For example, dialing *3 (item 26) allows users to force a trunk line to disconnect.
- Programs that may be affected with the changing the code.

If you change a Service Code, be sure to record your entry in the "New" column.

4

Input Data

Item No.	Item	Terminals	Default	New	Related Program
01	Day / Night Mode Switching	KTS, SLT	818		12-xx 20-07-01
02	Changing the Music on Hold Tone	KTS	881		10-04
03	Setting the UX5000 Time	KTS	828		
04	Storing Common Abbreviated Dialing Numbers	KTS	853		
05	Storing Group Abbreviated Dialing Numbers	KTS	854		
06	Setting the Automatic Forwarding for Each Trunk Line	KTS	833		24-04-01
07	Canceling the Automatic Forwarding for Each Trunk Line	KTS	834		24-04-01
08	Setting the Destination for Automatic Trunk Forwarding	KTS	835		24-04-01
09	Not Used		No Setting		
10	Not Used	-	-	-	-
11	Entry of Credit for Toll Restriction - Not Used		No Setting		
12	Night Mode Switching for Other Group	KTS	118		12-xx 20-07-01

Item No.	Item	Terminals	Default	New	Related Program
13	Not Used	-	-	-	-
14	Not Used	-	-	-	-
15	Not Used	-	-	-	-
16	Leaving Message Waiting	KTS	126		11-11-09
17	Dial Block by Supervisor	KTS	101		90-19
18	Off-Premise Call Forward by Door Box	KTS	822		13-05
19	Not Used	-	-		-
20	VRS - Record/Erase Message	KTS	116		20-07-13
21	VRS - General Message Playback	KTS	111		20-07-14
22	VRS - Record or Erase General Message	KTS	112		20-07-15
23	SMDR - Extension Accumulated Printout Code	KTS	121		20-07-18
24	SMDR - Group Accumulated Printout Code	KTS	122		20-07-19
25	Account Code Accumulated Printout Code	KTS	123		20-07-20
26	Forced Trunk Disconnect	KTS, SLT	*3		20-07-11
27	**Trunk Port Disable for Outgoing Calls** Define the service code to be used to block/release a trunk.	KTS	145		20-07-12
28	Not Used	-	-		-
29	Not Used	-	-		-
30	Not Used	-	-		-
31	Not Used	-	-		-
32	**Set Private Call Refuse** Define the service code to be used to set the “Private” call refusal for the trunks which are programmed in Program 14-01-27 to 1.	KTS, SLT	No Setting		14-01-27
33	**Enter Caller ID Refuse** For keysets only, define the service code to be used to add or delete the Caller ID numbers to be refused.	KTS, SLT	No Setting		14-01-27
34	**Set Caller ID Refuse** Define the service code to be used to enable/disable the Caller ID call refusal for the trunks which are programmed in Program 14-01-27 to 1.		No Setting		14-01-27
35	**DID Mode Switching** Assign the service code to be used to manually change the time pattern for a DID number.	KST, SLT	No Setting		

Item No.	Item	Terminals	Default	New	Related Program
36	**- Not Used -**	-	-		
37	**- Not Used -**	-	-		
38	**- Not Used -**	-	-		
39	**- Not Used -**	-	-		
40	**- Not Used -**	-	-		
41	**Date Setting** Define the service code used to manually change the date for the UX5000 (service code + YY/MM/DD/W [W is the day of the week: Sun=1, Mon=2, Sat=7).	KST	No Setting		20-07-30
42	**Maintenance Service** Define the service code used to execute maintenance functions.	KST	No Setting		

Conditions

None

4

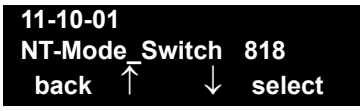
Feature Cross Reference

Refer to chart above.

Terminal Programming Instructions

To enter data for Program 11-10 (Service Code Setup (for System Administrator)):

1. Enter the programming mode.
2. 11 10



3. Enter the number of the item you want to program.

4. Enter data for the item you selected + HOLD.
5. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

11-11 : Service Code Setup (for Setup/Entry Operation)

Level:	Feature Availability
IN	• Available.

Description

Use **Program 11-11 : Service Code Setup (for Setup/Entry Operation)** to customize the Service Codes which are used for registration and setup. You can customize additional Service Codes in Programs 11-10, and 11-12 through 11-16. The following chart shows:

- The item number of each code.
- The function of the Service Code.
- What type of terminals can use the Service Code
- The code's default entry. For example, dialing 825 (item 18) allows users to turn on or turn off Background Music.
- Programs that may be affected with the changing the code.

If you change a Service Code, be sure to record your entry in the "New" column.

Input Data

Item No.	Item	Terminals	Default	New	Related Program
01	Call Forward - Immediate	KTS, SLT	No Setting		
02	Call Forward - Busy	KTS, SLT	No Setting		
03	Call Forward - No Answer	KTS, SLT	No Setting		
04	Call Forward - Busy/No Answer	KTS, SLT	No Setting		
05	Call Forward - Both Ring	KTS, SLT	No Setting		
06	Call Forwarding - Select Option	KTS, SLT	*2		
07	Call Forwarding - Follow-Me	KTS, SLT	No Setting		
08	Do Not Disturb	KTS, SLT	847		
09	Answer Message Waiting	KTS, SLT	*0		11-10-16
10	Cancel All Messages Waiting	KTS, SLT	873		
11	Cancel Message Waiting	KTS, SLT	871		
12	Alarm Clock	KTS, SLT	827		20-01-06
13	Display Language Selection for Keyset	KTS	178		15-02
14	Text Message Setting	KTS	No Setting		

Item No.	Item	Terminals	Default	New	Related Program
15	Enable Handsfree Incoming Intercom Calls	KTS	821		20-09-05 20-02-12
16	Force Ringing of Incoming Intercom Calls	KTS	823		20-09-05 20-02-12
17	Programmable Function Key Programming (Dialing 851 Service Code)	KTS	851		15-07 11-11-38
18	BGM On/Off	KTS	825		
19	Key Touch Tone On/Off	KTS	824		
20	Change Incoming CO and ICM Ring Tones	KTS	820		15-02
21	Check Incoming Ring Tones	KTS	811		
22	Extension Name Programming	KTS	800		15-01
23	Second Call for DID/DISA/DIL	KTS	179		
24	**Change Extension Class of Service** Allows an extension user to change the COS of another extension. Must be allowed in Program 20-13-28.	KTS	177		20-13-28
25	Automatic Transfer Setup for Each Department Group	KTS, SLT	102		20-11-17 24-05
26	Automatic Transfer Cancellation for Each Department Group	KTS, SLT	103		
27	Destination of Automatic Transfer Each Department Group	KTS	104		20-11-17 24-05
28	Delayed Transfer for Every Department Group	KTS, SLT	105		20-11-17 24-05 24-02-08
29	Delayed Transfer Cancellation for Each Department Group	KTS, SLT	106		20-11-17
30	DND Setup for Each Department Group	KTS, SLT	107		
31	DND Cancellation for Each Department Group	KTS, SLT	108		
32	Not Used	-	No Setting	-	-
33	Dial Block	KTS, SLT	100		
34	Temporary Toll Restriction Override	KTS, SLT	875		21-07
35	Pilot Group Withdrawing	KTS, SLT	150		
36	Toll Restriction Override	KTS, SLT	163		21-14
37	Adjusting Ring Volume	KTS	829		

Item No.	Item	Terminals	Default	New	Related Program
38	Programmable Function Key Programming (Dialing 852 Service Code)	KTS	852		15-07 11-11-17
39	One Touch Dial Number Entry	KTS	855		
40	Off-Premise Call Forwarding	KTS, SLT	*4		
41	Tandem Ringing	KTS, SLT	No Setting		15-07 30-03
42	Not Used	-	-		-
43	**Headset Mode Switching** This option determines how long after the hookswitch is released the SLT will hear dial tone before the terminal goes into headset mode.	SLT	188		
44	Automated Attendant (DSPDB) - Not Used in U.S. -	KTS	No Setting	-	-
56	**Telephone Book Lock Service** Using the service code defined in this option, users can change the Telephone Book lock status.	KTS	No Setting		15-19-06
59	**Call Attendant, Busy** Define the service code (up to 8 digits) to be used by a user when setting up the Call Attendant feature for busy calls.	KTS, SLT	No Setting		15-01-08 40-10-08
60	**Call Attendant, No Answer** Define the service code (up to 8 digits) to be used by a user when setting up the Call Attendant feature for calls not answered.	KTS, SLT	No Setting		15-01-09 40-10-09
61	**Set/Cancel Call Forward with Centrex** Assign the service code to be used to set or cancel each Call Forward type for Centrex. Up to 8 digits can be assigned.	KTS, SLT	No Setting		
62	**Adjustment for Headset Ring Volume** Define the service code (up to 8 digits) to be used to adjust the volume of the ring tone heard in the headset	UX5000 KTS Only	874		11-11-37 15-02-12 15-02-41 15-02-42
63	**Double Height Character Indication** Define the service code to be used to set the double height characters for a UX5000 keyset. The user will dial this service code plus 0 to turn off the double-height character, 1 for the clock line as double-height, or 2 for the extension number line as double-height.	UX5000 KTS Only	No Setting		15-02-45
64	**Reverse Display Indication** Define the service code (up to 8 digits) to be used to reverse the display coloring.	UX5000 KTS Only	No Setting		15-02-44

Item No.	Item	Terminals	Default	New	Related Program
65	**Headset Mode Switching** Define the service code (up to 8 digits) to be used to set the headset mode for the following terminals: Dterm 8* (Aspire keysets), DT3** (UX5000 digital keysets), and DT7** (UX5000 IP keysets). With this option set, the speaker button is used to answer/hang up calls.	KTS	No Setting		

Conditions

None

Feature Cross Reference

Refer to chart above.

Terminal Programming Instructions

To enter data for Program 11-11 (Service Code Setup (for Setup/Entry Operation)):

1. Enter the programming mode.
2. 11 11

3. Enter the number of the item you want to program.

4. Enter data for the item you selected + HOLD.
5. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

11-12 : Service Code Setup (for Service Access)

Level:	Feature Availability
IN	• Available.

Description

Use **Program 11-12 : Service Code Setup (for Service Access)** to customize the Service Codes which are used for service access. You can customize additional Service Codes in Programs 11-10, 11-11, and 11-13 through 11-16. The following chart shows:

- The number of each code (01-48)
- The function of the Service Code.
- What type of terminals can use the Service Code
- The code's default entry. For example, dialing 805 (code 05) will cancel a previously set Camp-On.
- Programs that may be affected with the changing the code.

If you change a Service Code, be sure to record your entry in the "New" column.

For "8xx" service codes used after dialing an extension (post-dialing), Program 11-16-09 (Single Digit Voice Mail code) must be deleted or changed from the default entry of "8" for the service codes to work.

4

Input Data

Item No.	Item	Terminals	Default	New	Related Program
01	**Call Forwarding / Do Not Disturb Override** Activating Call Forwarding/Do Not Disturb Override. This code is only available if you disable the voice mail Single Digit dialing code in Program 11-16-09.	KTS, SLT	807		11-16-09
02	Conference	KTS, SLT	#1		
03	Override (Off-Hook Signaling)	KTS, SLT	809		
04	Set Camp-On	KTS, SLT	850		
05	Cancel Camp-On	KTS, SLT	870		
06	**Switching of Voice Call and Signal Call** Used to toggle an ICM call between Handsfree Answerback and Forced Intercom Ringing for outgoing Intercom calls.	KTS, SLT	812		
07	Step Call	KTS, SLT	808		
08	Barge-In	KTS, SLT	810		
09	Change Extension Group to All Ring	KTS, SLT	No Setting		16-02

Item No.	Item	Terminals	Default	New	Related Program
10	Common/Extension Abbreviated Dialing	KTS, SLT	#2		
11	Group Abbreviated Dialing	KTS, SLT	#4		
12	Last Number Dial	KTS, SLT	#5		
13	Saved Number Dial	KTS, SLT	815		
14	Trunk Group Access	KTS, SLT	804		
15	Specified Trunk Access	KTS, SLT	#9		
16	Trunk Access Via CygniLink	KTS	No Setting		
17	Clear Last Number Dialing Data	KTS, SLT	876		
18	Clear Saved Number Dialing Data	KTS, SLT	885		
19	Internal Group Paging	KTS, SLT	801		31-01-01
20	External Paging	KTS, SLT	803		
21	Meet Me Answer to Specified Internal Paging Group	KTS, SLT	864		
22	Meet Me Answer to External Paging	KTS, SLT	865		
23	Meet Me Answer in Same Paging Group	KTS, SLT	863		
24	Combined Paging	KTS, SLT	*1		31-07
25	Direct Call Pickup - Own Group	KTS, SLT	856		
26	Call Pickup for Specified Group	KTS, SLT	868		
27	Call Pickup	KTS, SLT	*#		
28	Call Pickup for Another Group	KTS, SLT	869		
29	Direct Extension Call Pickup	KTS, SLT	**		
30	Specified Trunk Answer	KTS, SLT	172		
31	Park	KTS, SLT	#6		24-03
32	Answer for Park	KTS, SLT	*6		24-03
33	Group Hold	KTS, SLT	832		
34	Answer for Group Hold	KTS, SLT	862		
35	Personal (Extension) Park	KTS, SLT	857		
36	Door Box Access	KTS, SLT	802		
37	Common Canceling Service Code	KTS, SLT	120		
38	General Purpose Indication	-	883		

Item No.	Item	Terminals	Default	New	Related Program
39	VRS Access - Not Used in U.S. -	KTS, SLT	884		
40	Personal Abbreviated Dialing	KTS, SLT	#7		
41	Voice Over	KTS	890		11-16-08
42	Flash on Trunk lines	SLT	#3		
43	Universal Answer	SLT	#0		14-05 14-06
44	Callback Test for SLT	SLT	899		
45	Enabled On Hook When Holding (SLT)	SLT	849		15-03-07
46	Answer On Hook When Holding (SLT)	SLT	859		15-03-08
47	**Call Waiting Answer / Split Answer** Splitting (switching) between calls	KST/SLT	894		11-12-03
48	Account Code	SLT	##		
49	Not Used	-	-	-	-
50	General Purpose Relay	KST	880		
51	Call Own Mailbox		*8		
52	Live Monitoring (VRS)		No Setting		
53	Live Recording at SLT	SLT	154		
54	**VRS Routing for ANI/DNIS** Use when setting up ANI/DNIS Routing to the VRS Automated Attendant. Using the Transfer feature, this also allows a call to be transferred to the VRS.		882		
56	**E911 Alarm Shut Off** Enter the Service Code that an extension user can dial to shut off the E911 Alarm Ring.		886	-	20-08-16 21-01-13
57	**Unsupervised Conference/Tandem Trunking**	KST/SLT	#8		
58	**Transfer Into Conference** Assign the Service Code users dial to Transfer a call into a Conference call.	KST/SLT	124		20-13-10 20-13-15 20-13-16

Conditions

For “8xx” service codes used after dialing an extension (post-dialing), Program 11-16-09 (Single Digit Voice Mail code) must be deleted or changed from the default entry of “8” for the service codes to work.

Feature Cross Reference

Refer to chart above.

Terminal Programming Instructions

To enter data for Program 11-12 (Service Code Setup (for Service Access)):

1. Enter the programming mode.
2. 11 12

3. Enter the number of the item you want to program.

4. Enter data for the item you selected + HOLD.
5. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

11-13 : Service Code Setup (for ACD)

Level:	Feature Availability
IN	• Available.

Description

Use **Program 11-13 : Service Code Setup (for ACD)** to customize the Service Codes which are used with the Automatic Call Distribution (ACD) feature. You can customize additional Service Codes in Programs 11-10 through 11-12 and 11-14 through 11-16. The following chart shows:

- The number of each code (01-09)
- The function of the Service Code.
- What type of terminals can use the Service Code
- The code's default entry.

If you change a Service Code, be sure to record your entry in the "New" column.

Input Data

Item No.	Item	Terminals	Default	New
01	ACD Log In / Log Out (for KTS)	KTS, SLT	*5	
02	ACD Log Out (for SLT)	SLT	155	
03	Set ACD Wrap-Up Time (for SLT)	SLT	156	
04	Cancel ACD Wrap-Up Time (for SLT)	SLT	157	
05	Set ACD Off Duty (for SLT)	SLT	158	
06	Cancel ACD Off Duty (for SLT)	SLT	159	
07	ACD Conversation Recording (for SLT)	SLT	160	
08	**ACD AIC Login** Allows an AIC Agent to log into a group.	KTS	No setting	
09	**ACD AIC Logout** Allows an AIC Agent to log out of a group.	KTS	No setting	
10	**ACD Agent Login by Supervisor** Allows an ACD Supervisor to log into a group.	KTS	167	
11	**ACD Agent Logout by Supervisor** Allows an ACD Supervisor to log out of a group.	KTS	168	

Item No.	Item	Terminals	Default	New
12	**Change Agent ACD Group by Supervisor** When using service code 169 to change an agent's ACD group, the supervisor must enter a 2-digit number for the group. For example, to change to ACD group 4, the entry would be '169 04'.	KTS	169	
13	**ACD Agent Changing Own ACD Group** Using this service code, an ACD Agent can reassign themselves to another ACD Group.	KTS	170	

Conditions

None

Feature Cross Reference

- Automatic Call Distribution (ACD)

Terminal Programming Instructions

To enter data for Program 11-13 (Service Code Setup (for ACD)):

1. Enter the programming mode.
2. 11 13

3. Enter the number of the item you want to program.

4. Enter data for the item you selected + HOLD.
5. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

11-14 : Service Code Setup (for Hotel)

Level:	Feature Availability
IN	• Available.

Description

Use **Program 11-14 : Service Code Setup (for Hotel)** to customize the Service Codes which are used with the Hotel/Motel feature. You can customize additional Service Codes in Programs 11-10 through 11-13, 11-15 and 11-16. The Service Codes can only be used at terminals registered as hotel terminals in Program 42-02. The following chart shows:

- The number of each code (01-17)
- The function of the Service Code.
- What type of terminals can use the Service Code
- The code's default entry.

If you change a Service Code, be sure to record your entry in the "New" column.

Input Data

Item No.	Item	Terminals	Default
01	Set DND for Own Extension	KTS, SLT	127
02	Cancel DND for Own Extension	KTS, SLT	128
03	Set DND for Other Extension	KTS, SLT	129
04	Cancel DND for Other Extension	KTS, SLT	130
05	Set Wake Up Call for Own Extension	KTS, SLT	131
06	Cancel Wake Up Call for Own Extension	KTS, SLT	132
07	Set Wake Up Call for Other Extension	KTS, SLT	133
08	Cancel Wake Up Call for Other Extension	KTS, SLT	134
09	Set Room to Room Call Restriction	KTS, SLT	135
10	Cancel Room to Room Call Restriction (Hotel)	KTS, SLT	136
11	Change Toll Restriction Class for Other Extension	KTS, SLT	137
12	Check-In	KTS, SLT	138
13	Check-Out	KTS, SLT	139
14	Room Status Change for Own Extension	KTS, SLT	140

Item No.	Item	Terminals	Default
15	Room Status Change for Other Extension	KTS, SLT	141
16	Room Status Output	KTS, SLT	142
17	Hotel Room Monitor	KTS, SLT	175
18	Hotel PMS Toll Restriction Set	KTS	166
19	Hotel Room Data Set ***- Not Used -***	KTS	-

Conditions

None

Feature Cross Reference

- Hotel/Motel

Terminal Programming Instructions

To enter data for Program 11-14 (Service Code Setup (for Hotel)):

1. Enter the programming mode.
2. 11 14

3. Enter the number of the item you want to program.

4. Enter data for the item you selected + HOLD.
5. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

11-15 : Service Code Setup, Administrative (for Special Access)

Level:	Feature Availability
IN	• Available.

Description

Use **Program 11-15 : Service Code Setup, Administrative (for Special Access)** to customize the special access Service Codes which are used by the administrator in the Hotel/Motel feature. You can customize additional Service Codes in Programs 11-10 through 11-14 and 11-16. The following chart shows:

- The number of each code.
- The function of the Service Code.
- What type of terminals can use the Service Code.
- The code's default entry.
- Programs that may be affected with the changing the code.

If you change a Service Code, be sure to record your entry in the "New" column.

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Input Data

Item No.	Item	Terminals	Default	New	Related Program
01	**Remote Maintenance** Set the service code used in the dial-up number when using the serial or USB port for PCPro or WebPro		830		
02	ACD Access in Dial-In Conversion Table		860		22-04 22-11
03	**Backup Data Save** This option will save the user's soft key settings (extension's programmed Call Forwards, DND, etc.). It is recommended to use this feature before upgrading the UX5000 software.	KTS	#*#9		
04	Not Used				
05	UX5000 Programming Mode, Log-On	KTS	#*#*		11-01
06	Wake on LAN to APSU Unit	KTS	No Setting		10-22
07	***- Not Used -*** Recording Destination in Dial-In Conversion Table		No Setting		
08	Network Message Lamp Control		866		
09	**Transfer to Trunk Ring Group Code** Allows a call to be transferred to a trunk ring group or External Paging zones.	KTS, SLT	No Setting		22-05-01 25-06-02 31-05-01

Item No.	Item	Terminals	Default	New	Related Program
10	*- Not Used -*	-	-		
11	Ethernet Port Reset		No Setting		
12	**Extension Data Swap** Define the service code (up to 8 digits) to be used with the Extension Data Swap feature. • When swapping IP extensions, the terminals will automatically reset after the swap.	KTS, SLT	No Setting		92-04-01
13	**Function Setting via DISA** Define the service code an outside caller dials when on a DISA line in order to access certain UX5000 features. (8 Digits Max)	KTS, SLT	No Setting		
14	**Modem Access** When PCPro connects with an analog modem on the CCPU, the PC side application similarly sets the special show set here.		No Setting		

Conditions

None

4

Feature Cross Reference

- Hotel/Motel
- Maintenance

Terminal Programming Instructions

To enter data for Program 11-15 (Service Code Setup, Administrative (for Hotel)):

1. Enter the programming mode.
2. 11 15

3. Enter the number of the item you want to program.

4. Enter data for the item you selected + HOLD.
5. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

11-16 : Single Digit Service Code Setup

Level:	Feature Availability
IN	• Available.

Description

Use **Program 11-16 : Single Digit Service Code Setup** to customize the one-digit Service Codes used when a busy or ring back signal is heard. You can customize additional Service Codes in Programs 11-10 through 11-15. The following chart shows:

- The number of each code (01-11)
- The function of the Service Code.
- What type of terminals can use the Service Code
- The code's default entry. For example, dialing 1 (code 03) when calling an extension will switch the call from either a voice or signal call (depending on how it's currently defined).
- Programs that may be affected by changing these codes.

If you change a Service Code, be sure to record your entry in the "New" column.

Entries can be digits 0-9, # and *. Be sure any changes do not conflict with other service codes. For example, setting an option in this program to * will affect the default entry for the Forced Trunk Disconnect service code, *3 (Program 11-10-26).

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Input Data

Item No.	Item	Default	New	Related Program
01	Step Call	#		11-12-07
02	Barge In	No Setting		11-12-08
03	Switching of Voice/Signal Call	1		11-12-06
04	Intercom Off Hook Signaling	7		11-12-03
05	Camp-On	2		11-12-04
06	DND/Call Forward Override	No Setting		11-12-01
07	Message Waiting	0		11-11-09
08	Voice Over	6		11-12-41
09	Access to Voice Mail	8		11-12-51
10	STG All Ring Mode	No Setting		16-01-05, 11-12-09
11	Personal Park	No Setting		11-12-35

Conditions

None

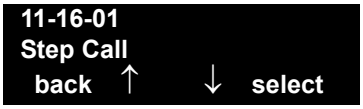
Feature Cross Reference

Refer to chart above.

Terminal Programming Instructions

To enter data for Program 11-16 (Single Digit Service Code Setup):

1. Enter the programming mode.
2. 11 16



3. Enter the number of the item you want to program.

4. Enter data for the item you selected + HOLD.
5. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

15-01 : Basic Extension Data Setup

Level:	Feature Availability
SA	• Available.

Description

Use **Program 15-01 : Basic Extension Data Setup** to define the basic settings for each extension.

Note: The item numbers indicated below are different when using PCPro/WebPro. Refer to the program within the PCPro/WebPro application to determine the correct item number.

Input Data

Extension Number	Max. 8 digits

Item No.	Item	Input Data	Default	Related Program
01	**Extension Name** Set the extension/virtual extension name. When entering names for use the IntraMail's Directory Dialing, ***do not use non-alpha characters.*** To separate a first name from a last name, enter a space as a delimiter. By default, there are no extension names entered. You can enter names in any of the following formats: • First • Last • First (space) Last • Last (space) First	Up to 12 Characters (A-Z, upper and lower case letters available)	301 = STA 301 302 = STA 302 | 499 = STA 499 5000 = STA 5000 | 5312 = STA 5312	

Conditions

None

Feature Cross Reference

Flexible Numbering

Terminal Programming Instructions

To enter data for Program 15-01 (Basic Extension Data Setup):

1. Enter the programming mode.
2. 15 01

3. Enter the number of the item you want to program.

4. Enter the terminal number to be defined or press FLASH to use the displayed entry.
5. Enter data for the item you selected + HOLD.
6. Enter data for the next item in the program.
   OR
   Press MIC once to enter a new item number.
   OR
   Press MIC until you've exited that series's programming section.

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