



**PPIC**

**DID Server**

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The DID Server system is a fully automated subsystem that runs on the PPIC and COMMHUB platforms. Guest Rooms are optioned to provide or not to provide DID Service. Your property has chosen to provide DID Service to [all rooms](#).

When the guest checks into the PMS the DID Server checks the room to see if DID Service is to be provided. If DID service is to be provided, then a DID number is assigned to the room. The DID Server informs the guests by placing a voice message in their mailbox, telling them what their personal DID number will be.

“For your convenience, outside callers may call you directly in your room by calling the following number (xxx-xxx-xxxx). This number will be good for the duration of your stay in this room. Thank you.”

The guest should record the number.

### **Remote Access using COMMDEC Kaveman Remote **\*\*Not Applicable at all Sites****

The COMMDEC Kaveman Remote Access System allows the user to have session level control of the PPIC System. The primary differences will be a slight lag time when pressing keys until desired action displays on the screen and the need to send Control Key Sequences via a Pull Down Menu.

#### **Connection to the PPIC Remotely**

1. Open the Internet Browser from your desktop. From the Favorites list select “COMMDEC Kaveman [CTYHOCN]...” and press enter.
2. This will take you to the COMMDEC Kaveman sign on screen. Enter your password and username (they may already be in place) and press Enter.
3. The Kaveman Control Screen will appear.
4. Select View Console on the left side of the screen. This will switch to the enlarged view of the COMMDEC System screen.
  - While in this mode:
    - Navigate menus using the UP-DOWN Arrow keys.
    - Use Send Keys to switch from session to session.

When finished press the Disconnect Key on the CONTROL CONSOLE.

#### **Switching Sessions using the Kaveman**

This procedure replaces the “CTRL-ESC” key sequence in this manual when using this system.

Pull down the Send Keys Menu from the Control Console.

Select “CTRL-ESC”

This will display the PPIC System Menu List

**\*\*\*DO NOT\*\*\***

**Check Out a guest and Check them back in to re-assign a new DID number**

### ***Retrieving the DID number for the guest:***

Occasionally Guests will lose their personal DID number and will want to know what it is. This information is available at the PPIC Console.

1. Press [CTRL]+[ESC] on the PPIC Keyboard. This will get you to the PPIC Window List.
2. Go to the PPICMENU.BAT option (second on window list) and press [ENTER]
3. Select [Edit View Data](#) and press [ENTER]
4. Select [Edit Room File](#) and press [ENTER]
5. Select [Edit Room Info](#) and press [ENTER]
6. Input the room number and press [ENTER]  
(The room number as it appears in the PMS. Do not enter Extension # here.)

The PPIC EDIT ROOM Screen will show the current guest information for this room. On the right there is an array of extension numbers and DID #s. The right most column contains the DID number assigned to each extension. In most cases only one DID number will be assigned to the room. This is the extension number of the DID. You will have to add the area code and prefix to provide the full number to the guest.

DID = 7100

If area code = 702 and prefix = 335, then the full DID number will be 702-335-7100. ← this is what you tell the guest.

### ***View General DID Pool***

1. Press CTRL+ESC on the PPIC Keyboard. This will get you to the PPIC Window List.
2. Go to the PPICMENU.BAT option (second on window list) and press [ENTER]
3. Select [DID/FAX SERVER MENU](#)
4. Select [VIEW DID GERNERAL DID POOL](#) and press [ENTER]
5. The next screen will display total amount of DID numbers at the property.
6. Press any key to go to the first page of the DID Pool Info, page down in ascending order viewing 20 records on each page.
7. Hold down [CTRL]+[C] to exit and return to PPICMENU.

### ***View VIP DID Pool***

1. Press CTRL+ESC on the PPIC Keyboard. This will get you to the PPIC Window List.
2. Go to the PPICMENU.BAT option (second on window list) and press [ENTER]
3. Select [DID/FAX SERVER MENU](#) and press [ENTER]
4. Select [VIEW DID VIP RESERVED DID POOL](#) and press [ENTER]
5. The next screen will display total amount of DID numbers at the property.
6. Press any key to go to the first page of the VIP DID Pool Info, page down in ascending order viewing 20 records on each page.
7. Hold down [CTRL]+[C] to exit and return to PPICMENU.

### ***Resend a DID Message to a room***

1. Press CTRL+ESC on the PPIC Keyboard. This will get you to the PPIC Window List.
2. Go to the PPICMENU.BAT option (second on window list) and press [ENTER]
3. Select [DID/FAX SERVER MENU](#) and press [ENTER]
4. Select [REPLAY DID MSG TO ROOM VMAIL](#) and press [ENTER]
5. Input the guest's room number and press [ENTER]

### ***Change DID Assignment for a room***

1. Press CTRL+ESC on the PPIC Keyboard. This will get you to the PPIC Window List.
2. Go to the PPICMENU.BAT option (second on window list) and press [ENTER]
3. Select **DID/FAX SERVER MENU** and press [ENTER]
4. Select **CHANGE DID ASSIGNMENT FOR ROOM** and press [ENTER]
5. Input the guest's room number and press [ENTER]
- 6.

#### ***Pre-Reserve a DID Number for a room***

1. Press CTRL+ESC on the PPIC Keyboard. This will get you to the PPIC Window List.
2. Go to the PPICMENU.BAT option (second on window list) and press [ENTER]
3. Select **DID/FAX SERVER MENU** and press [ENTER]
4. Select **PRERESERVE DID # FOR ROOM** and press [ENTER]
5. Input the guest's room number and press [ENTER]

#### ***Turn off a DID number (Unassign for a room)***

This option is not yet available please contact COMMDEC for more information.

#### ***Display DID Number Setup Info***

1. Press CTRL+ESC on the PPIC Keyboard. This will get you to the PPIC Window List.
2. Go to the PPICMENU.BAT option (second on window list) and press [ENTER]
3. Select **DID/FAX SERVER MENU** and press [ENTER]
4. Select **DISPLAY DID NUMBER SETUP INFO** and press [ENTER]
5. Input the guest's room number and press [ENTER]

#### ***Change DID number from General to VIP***

1. Press CTRL+ESC on the PPIC Keyboard. This will get you to the PPIC Window List.
2. Go to the PPICMENU.BAT option (second on window list) and press [ENTER]
3. Select **DID/FAX SERVER MENU** and press [ENTER]
4. Select **CHG DID FROM GEN POOL TO VIP RSV POOL** and press [ENTER]
5. Select **VIEW DID VIP RESERVED DID POOL** and press [ENTER]
6. Input the guest's room number and press [ENTER]

#### ***Deactivate a DID Number (Disable DID)***

1. Press CTRL+ESC on the PPIC Keyboard. This will get you to the PPIC Window List.
2. Go to the PPICMENU.BAT option (second on window list) and press [ENTER]
3. Select **DID/FAX SERVER MENU** and press [ENTER]
4. Select **DEACTIVAE DID #'s (DISABLE DID)** and press [ENTER]
5. Input the DID to deactivate and press [ENTER]

**Exit this program to the main menu when finished. Be sure to return the PPIC to the PPIC Communications Screen (PPICCOMM.BAT) before leaving the system.**

**\*\*\*DO NOT\*\*\***

**Check Out a guest and Check them back in to re-assign a new DID number**