

TTHotel User Manual

V1.0

2020.9.15

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1. Introduction

TTHotel is a system for hotel/apartment/school management. People use it to issue cards, passcodes, and ekeys.

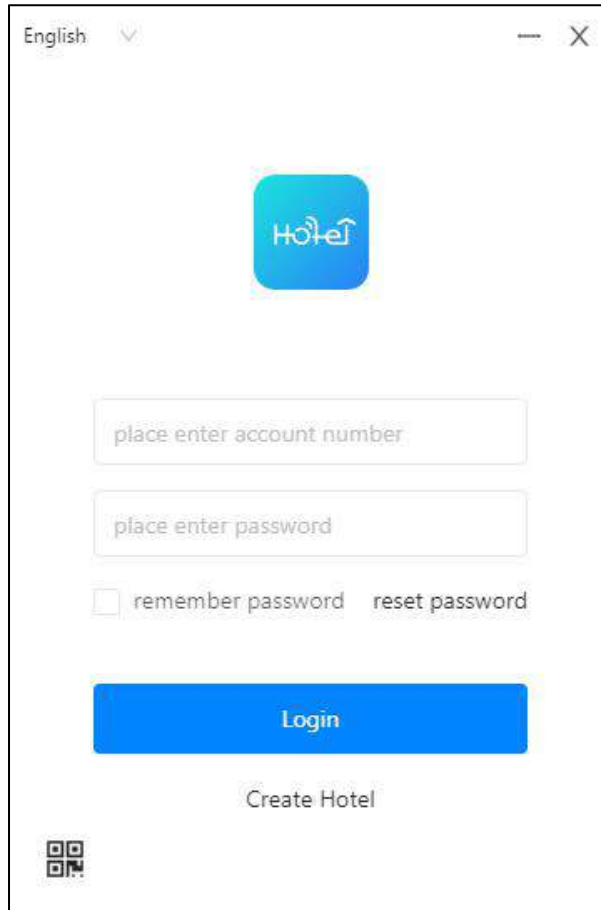
TTHotel manages buildings, floors, rooms, guests and staff.


TTHotel manages various devices, such as smart lock, lift controller, card encode, gateway.

TTHotel system includes a Windows desktop software which is used to issue card, a hotel app which is used to manage devices, a guest app which is used to unlock with phone.

2. Windows Desktop Software

2.1.Login



Login or create a new hotel in this page. You can also find APP QR code at  , and save them to your computer.

Only the administrator and staff accounts are allowed to login. One account is only valid in one hotel.

2.1.1. Create hotel

The 'Create Hotel' form is divided into two steps: Hotel Information and Settings.

Step 1: Hotel Information

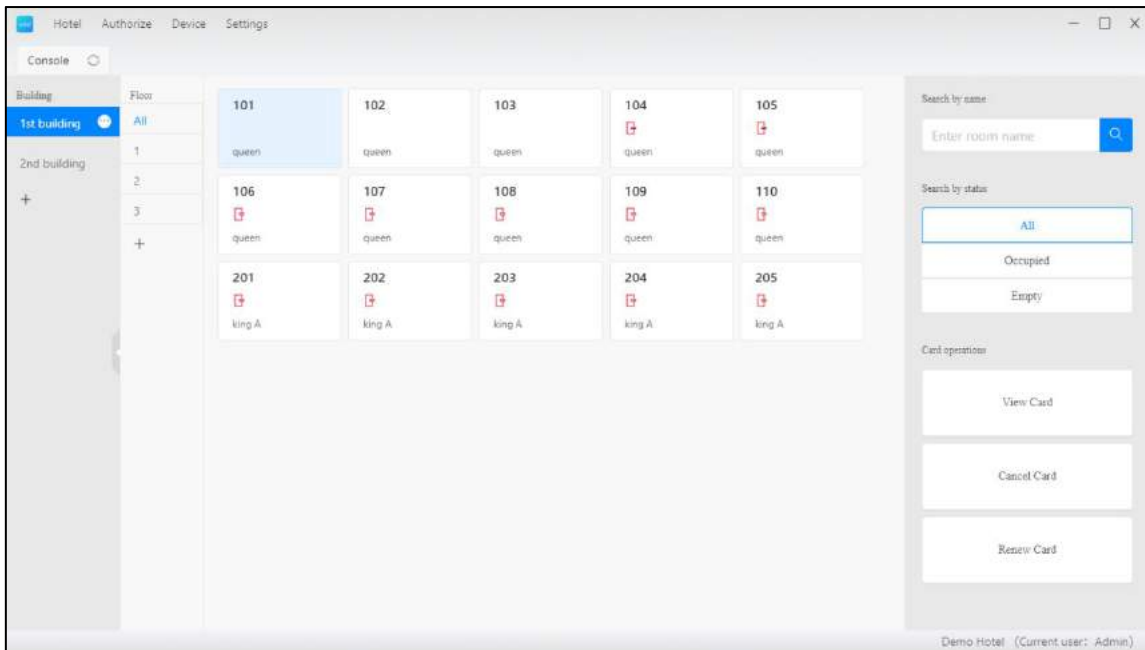
- * Hotel Name:
- * Lock supplier Code:
- * Hotel Address:
- * Admin Name:
- * Admin Account:
- * Verification code:
- * Password:
- * Confirm Password:

Step 2: Settings

- * Check-out time:
- * Currency:
- * Guest Unlock Method:
 - Card
 - APP
 - Passcode
- * Elevator Controller:
 - All floors will be selectable with valid card
 - Only related floors will be selectable with valid card

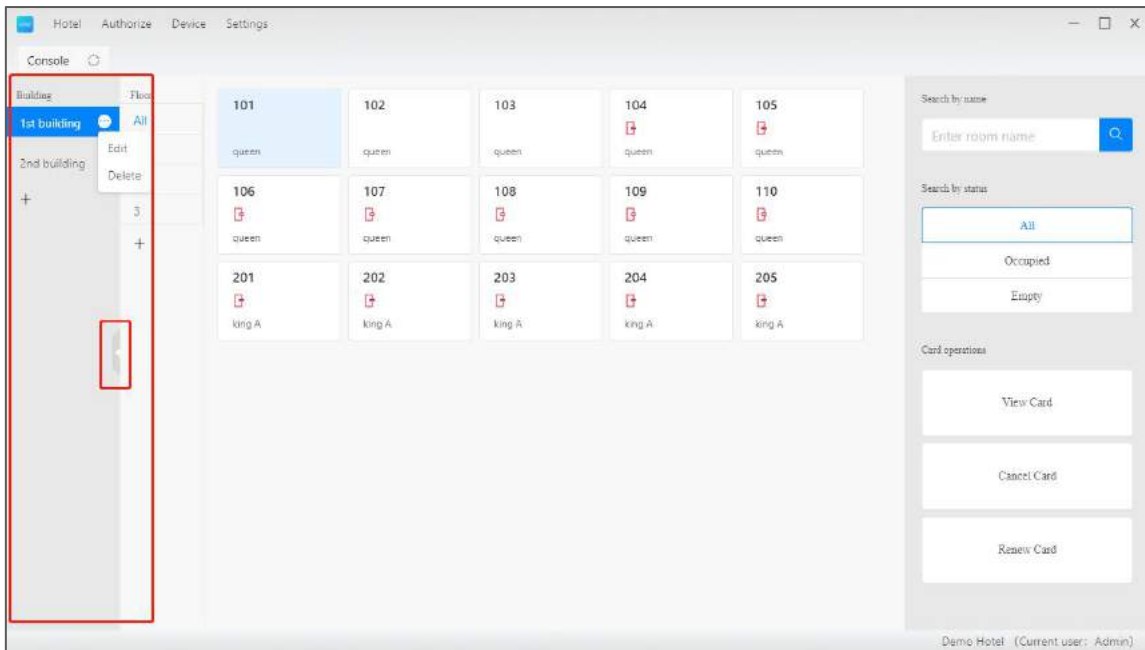
Please ask your lock supplier for the supplier code. Every hotel needs a lock supplier.

2.2. Console



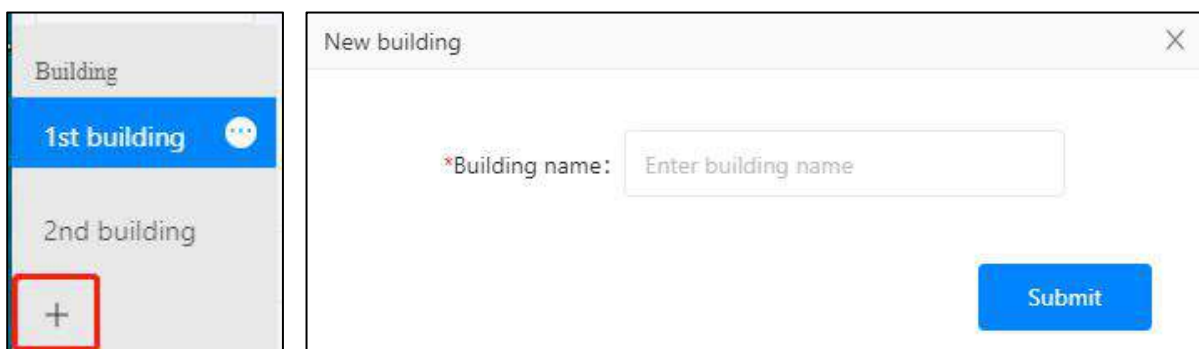
The console includes Menu, Buildings, Floors, Rooms and Operations.

2.2.1. Buildings



Create, Edit, and Delete buildings here.


2.2.1.1. Create building



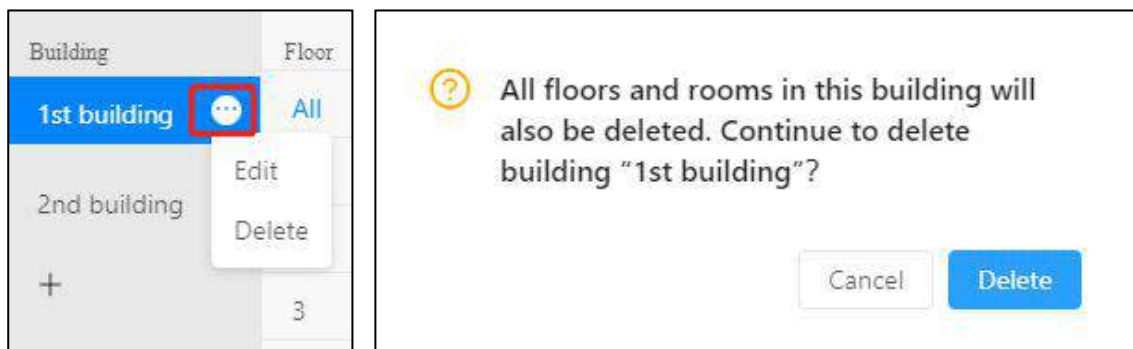
Click  to create a new building. The name should be unique

2.2.1.2. Edit building



 shows up when put mouse on a building. Click it to edit or delete this building.

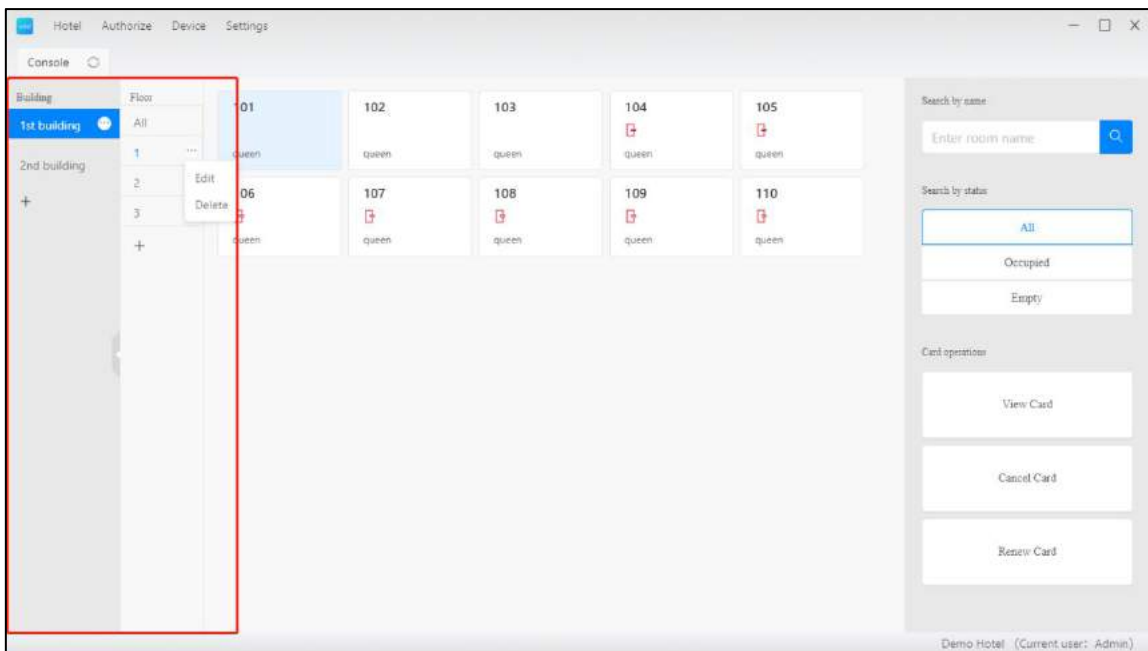
2.2.1.3. Delete building



Please make sure all devices have been deleted and all rooms have check-out before delete a building.

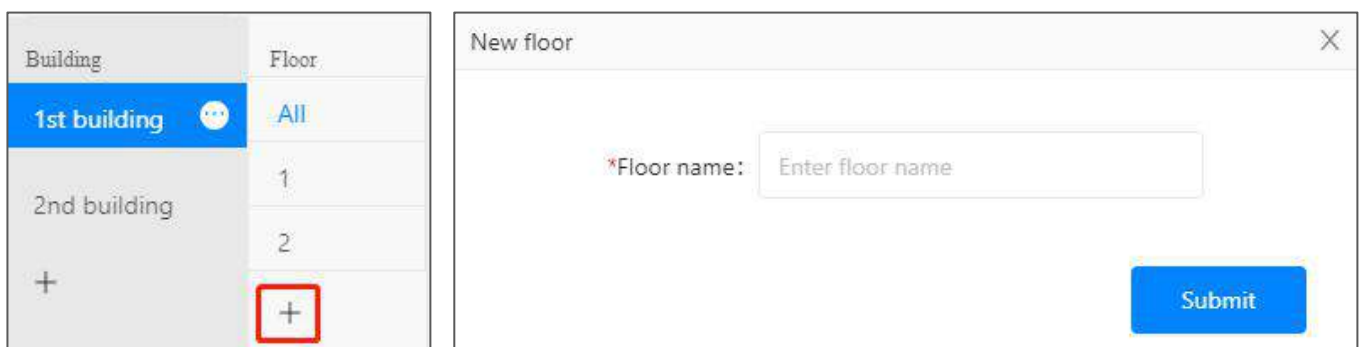
All rooms and floors in this building will also be deleted when delete a building.


2.2.2. Floors



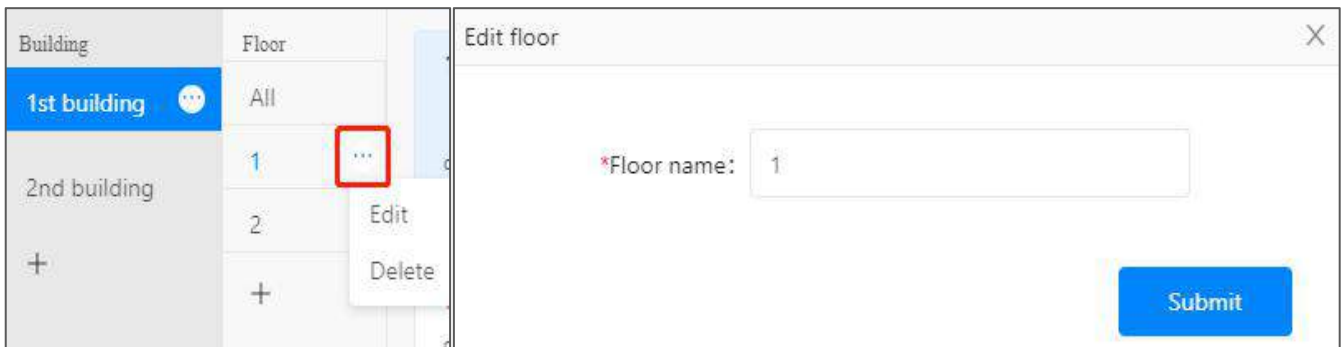
Create, Edit and Delete floors here

2.2.2.1. Create floor



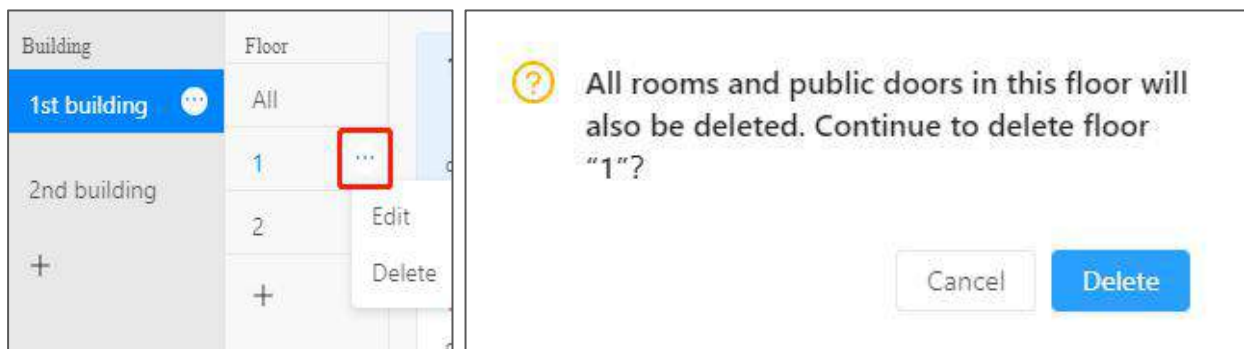
Click  to create a new floor. The name should be unique.

2.2.2.2. Edit floor



shows up when put mouse on a floor. Click it to edit or delete this floor.

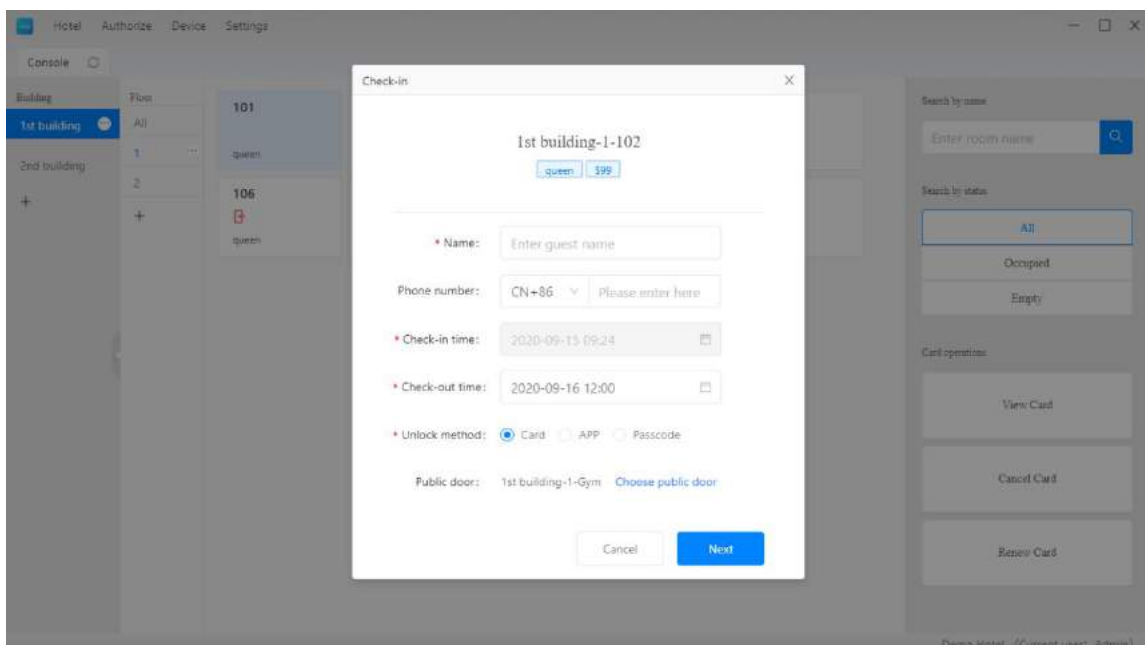
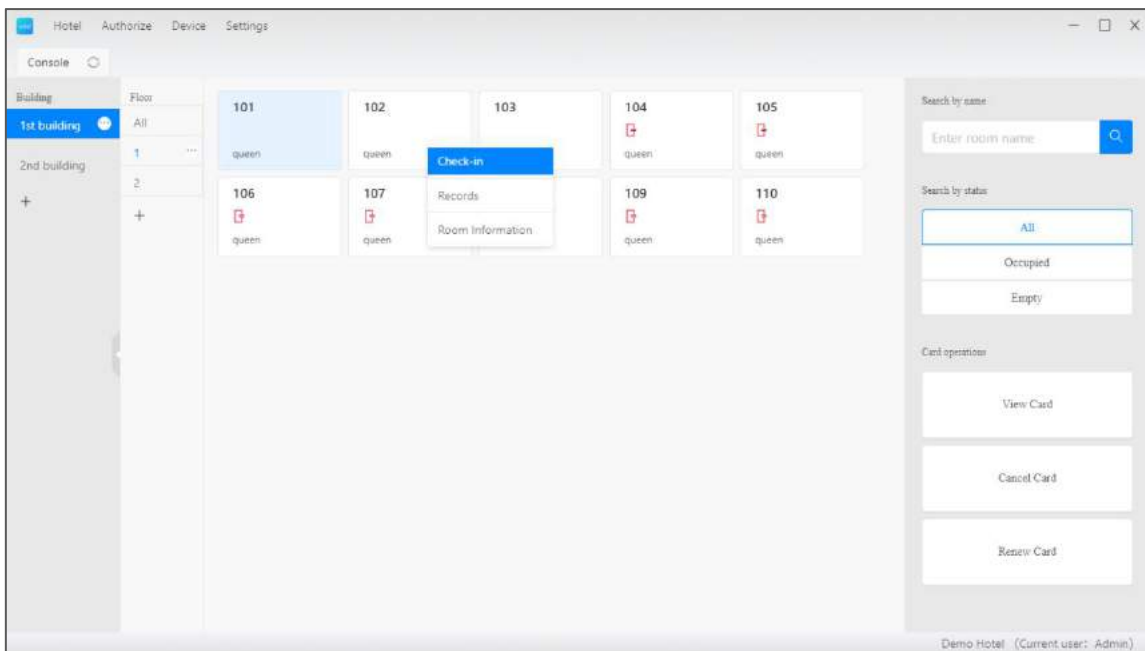
2.2.2.3. Delete floor




Please make sure all devices have been deleted and all rooms have check-out before delete a floor.

All rooms in this floor will also be deleted when delete a floor.

2.2.3. Check-in



Click on an unoccupied room to do check-in.

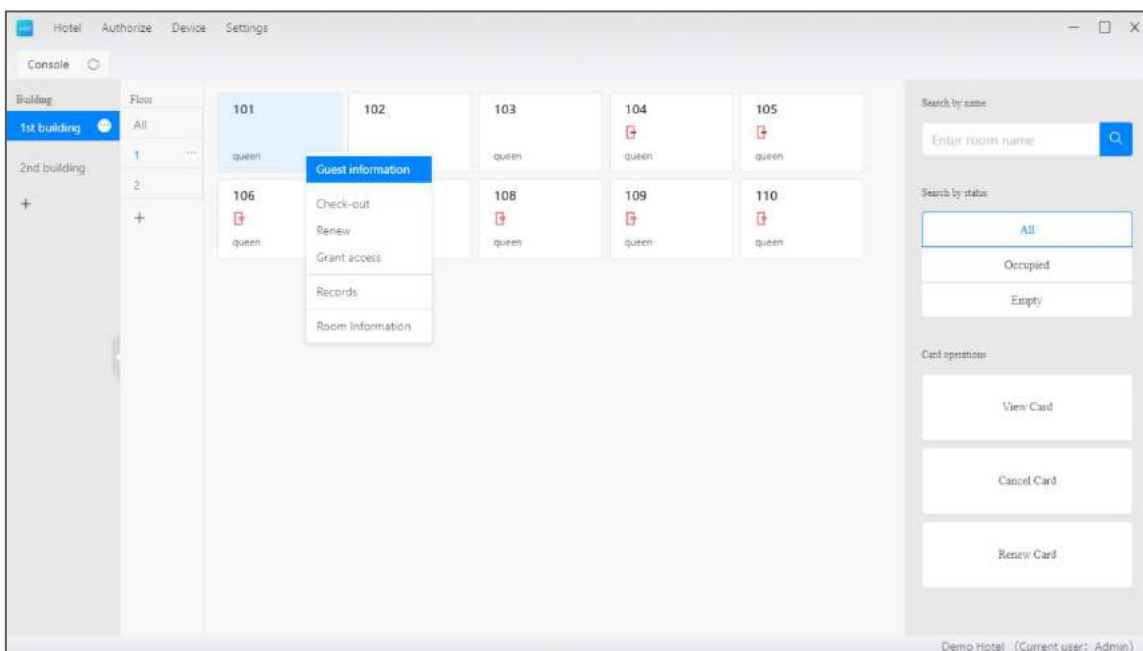
You can only do check-in for rooms which have smart locks. There will be a  on the room if there is no smart lock.

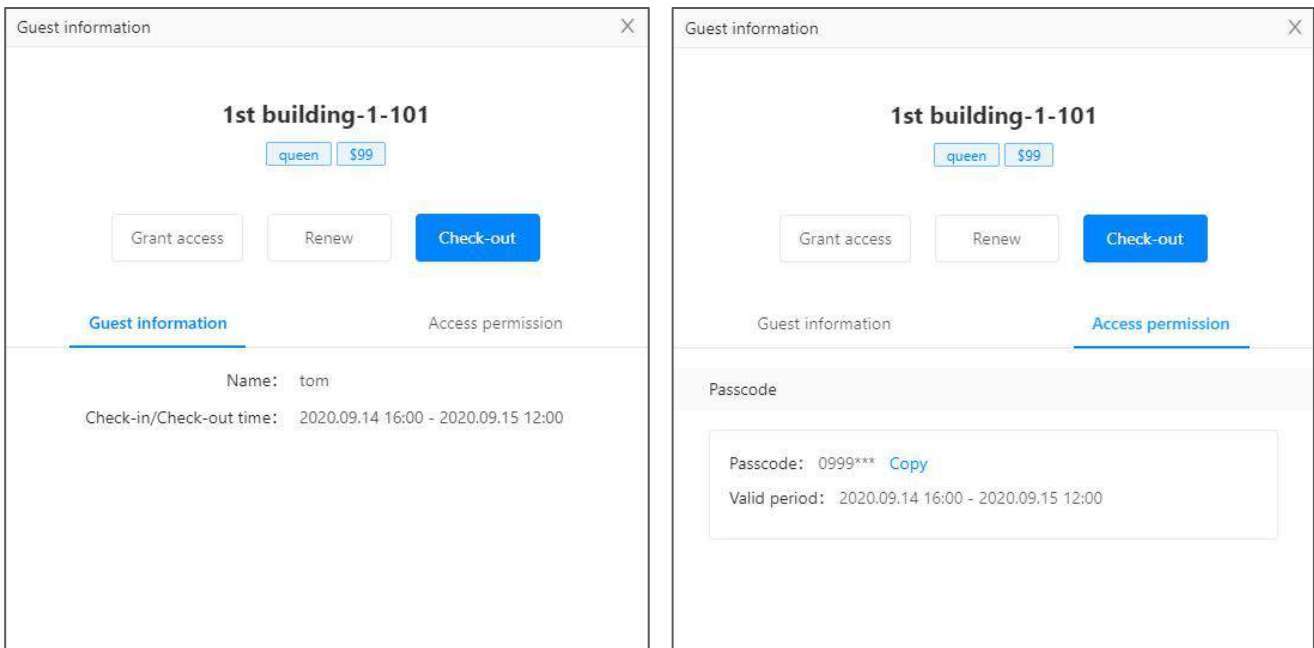
You are able to select additional common locks when issue card for a guest room. In this way, this card can unlock both room and selected common locks.

When you issue card next time, the selected common locks will also be selected by default, so you don't need to select them every time manually.

Mifare card with 13.56MHz is allowed in TTHotel system. Sectors from 1 to 10 will be used for unlocking

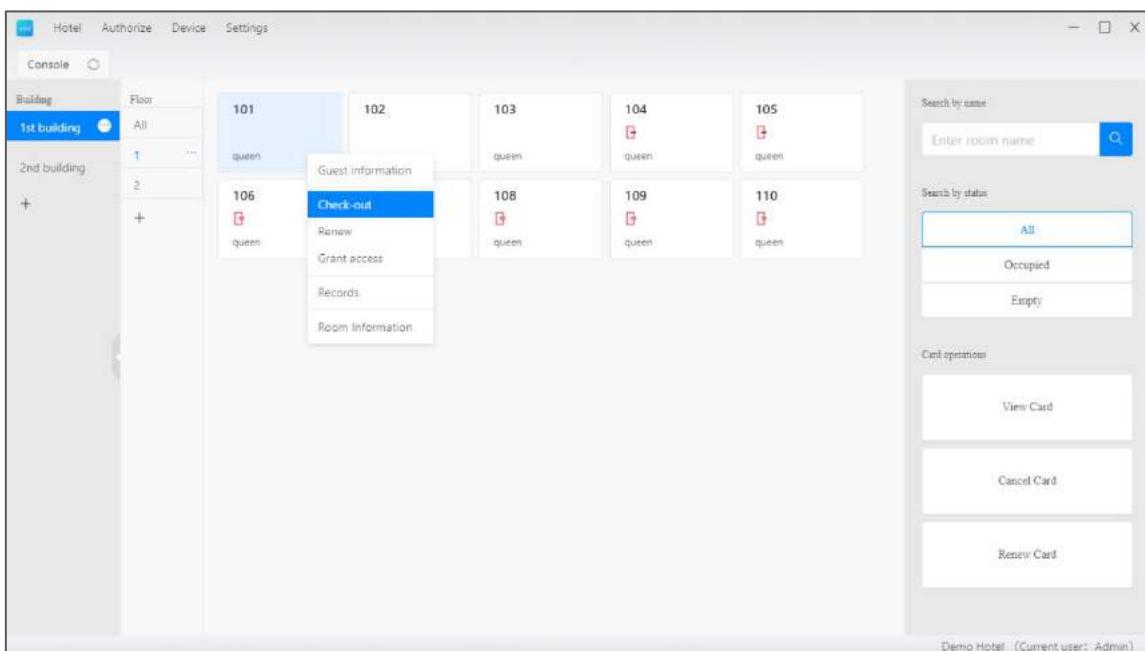
2.2.4. Guest Information

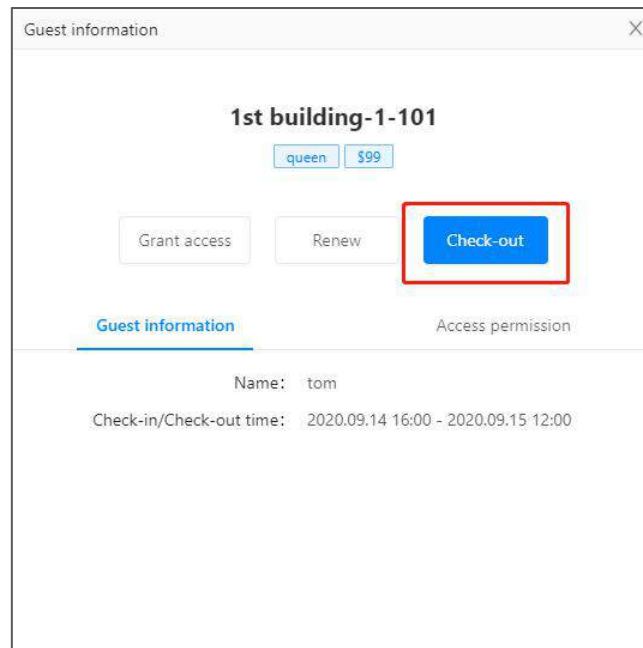




Check guest information on an occupied room. You can do check-out, renew or grant new access in this page. You can also report loss in here.

2.2.5. Check-out





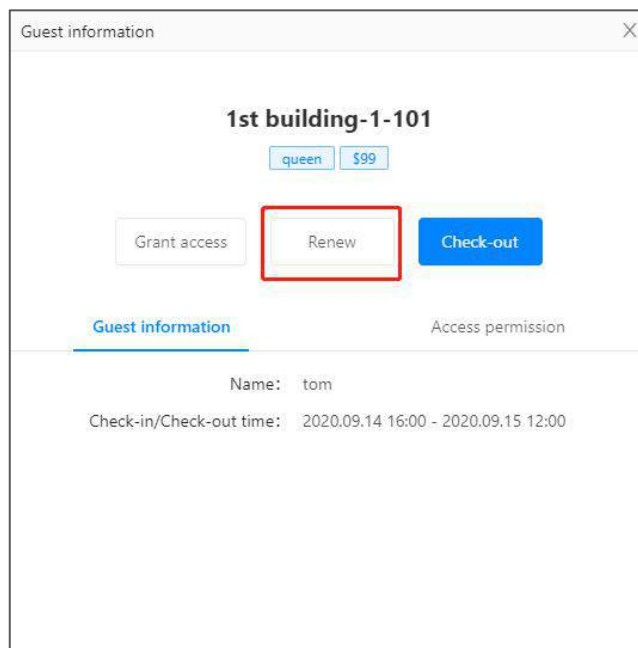
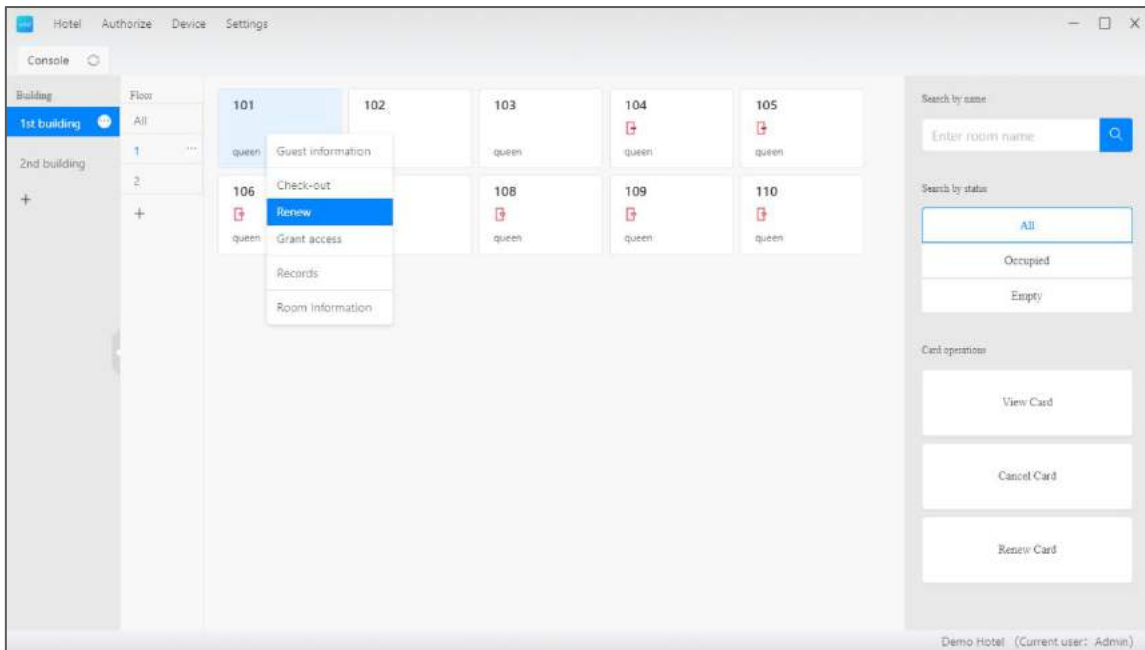
Click on an occupied room to do check-out.

If the access is card, you will be asked to cancel card when doing check-out. This can be skipped if the card is not available at this moment.

If the access is ekey, it will be deleted automatically.

If the access is passcode, it will not be deleted except there is a gateway.

2.2.6. Modify check-out



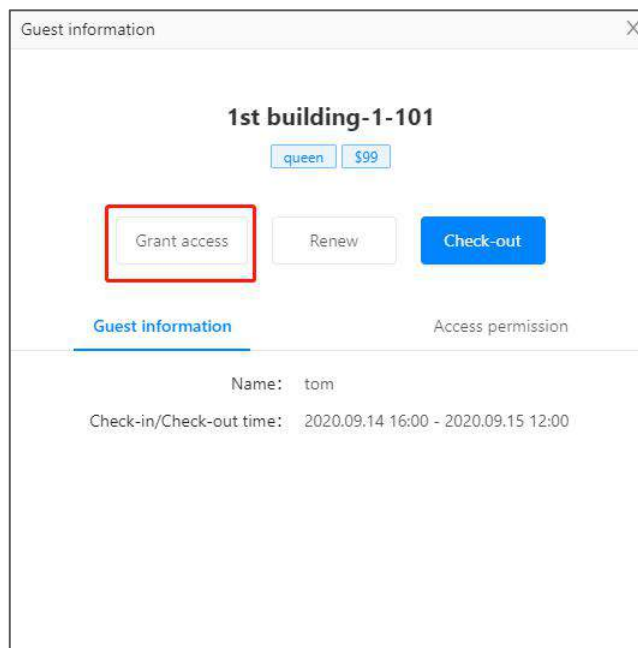
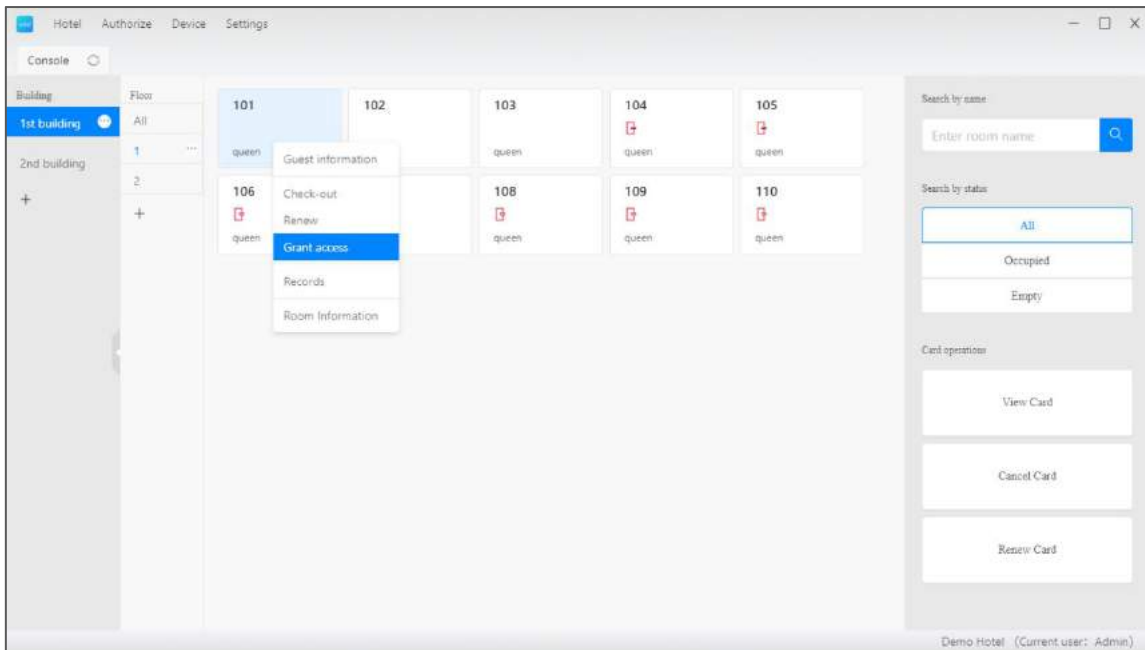
You can do this on an occupied room.

If the access is card, you will be asked to renew card.

If the access is ekey, it will be renewed automatically.

If the access is passcode, it will not be renewed except there is a gateway.

2.2.7. Additional access



You can do this on an occupied room.

The additional access should be the same type as current access. If current is an ekey, you can't grant additional access.

2.2.8. Records

The screenshot shows a web application window titled 'Hotel' with a 'Records' tab selected. The interface includes a search area with 'Start date' and 'End date' fields, a 'Search' button, and a 'Refresh' button. Below this is a table with the following data:

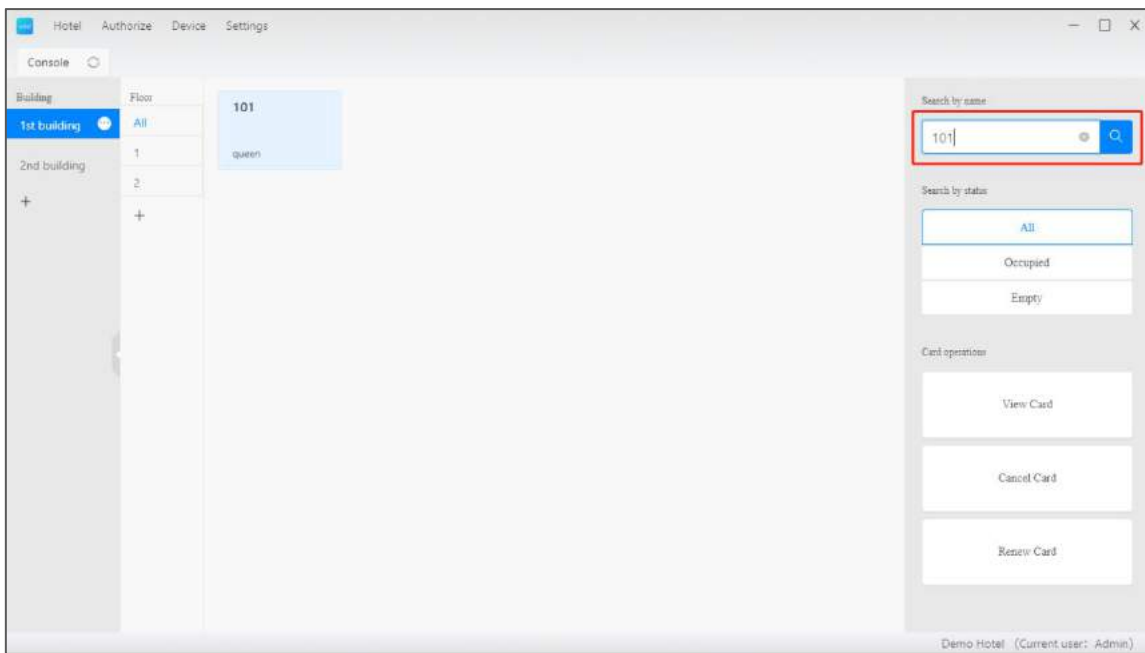
Operator	Unlock method	Time	Status
Admin	APP	2020.09.15 09:39	Success
1824277739	Card	2020.09.15 09:39	Success
1	Passcode	2020.09.15 09:39	Success
1824277739	Card	2020.09.15 09:38	Success
1824277739	Card	2020.09.15 09:37	Success
Admin	APP	2020.09.14 16:53	Success

At the bottom right of the table area, it says '20 items / page, totally 6 items' with pagination controls showing page 1 of 1. The footer of the window reads 'Demo Hotel (Current user: Admin)'.

Look up all unlock records here.

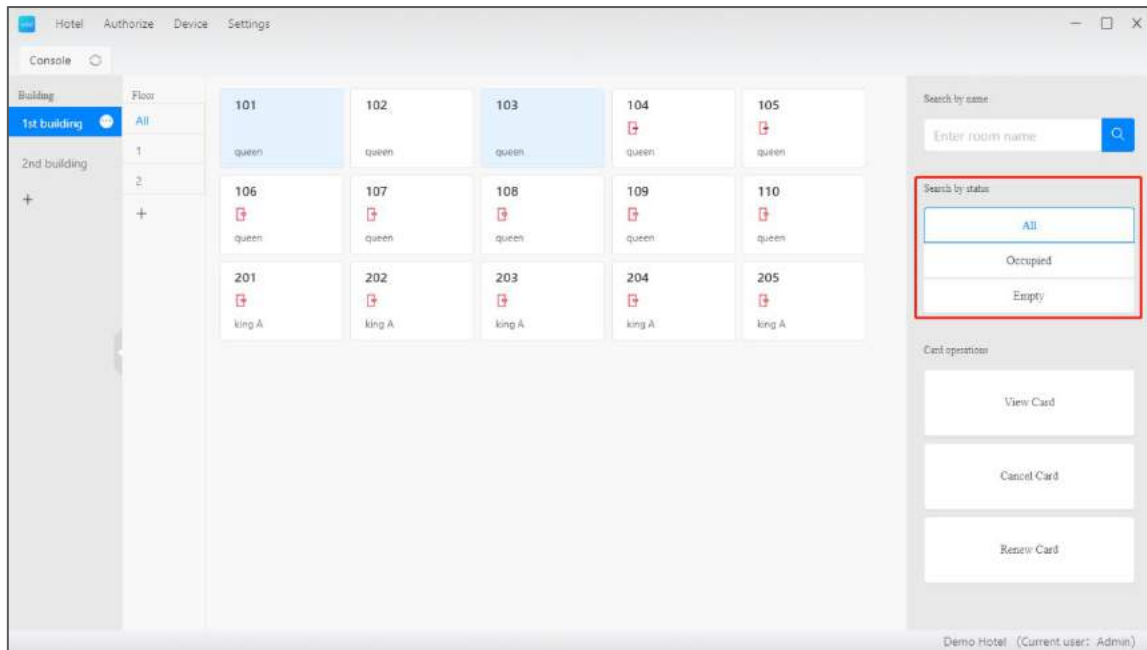
If the lock is connected to a gateway, records will be shown in this list automatically. If there is no gateway, you need to collect records with hotel app near the lock.

2.2.9. Search for a room



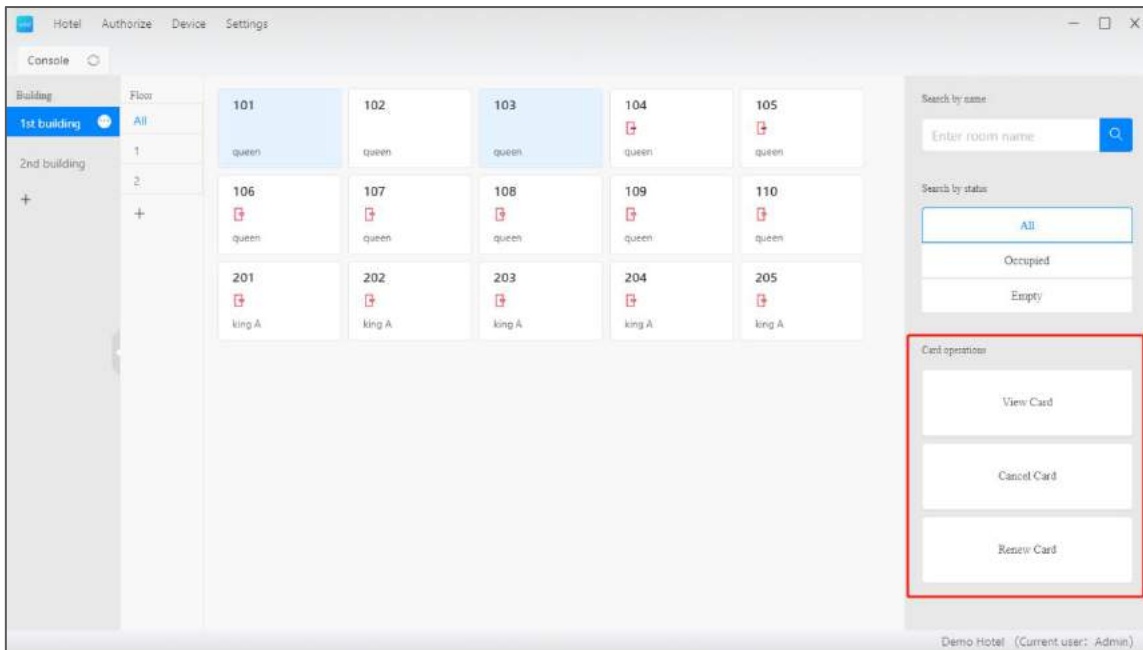
Search with room number

2.2.10. Filter with status



Filter rooms with status occupied and unoccupied.

2.2.11. View/Cancel/Renew card

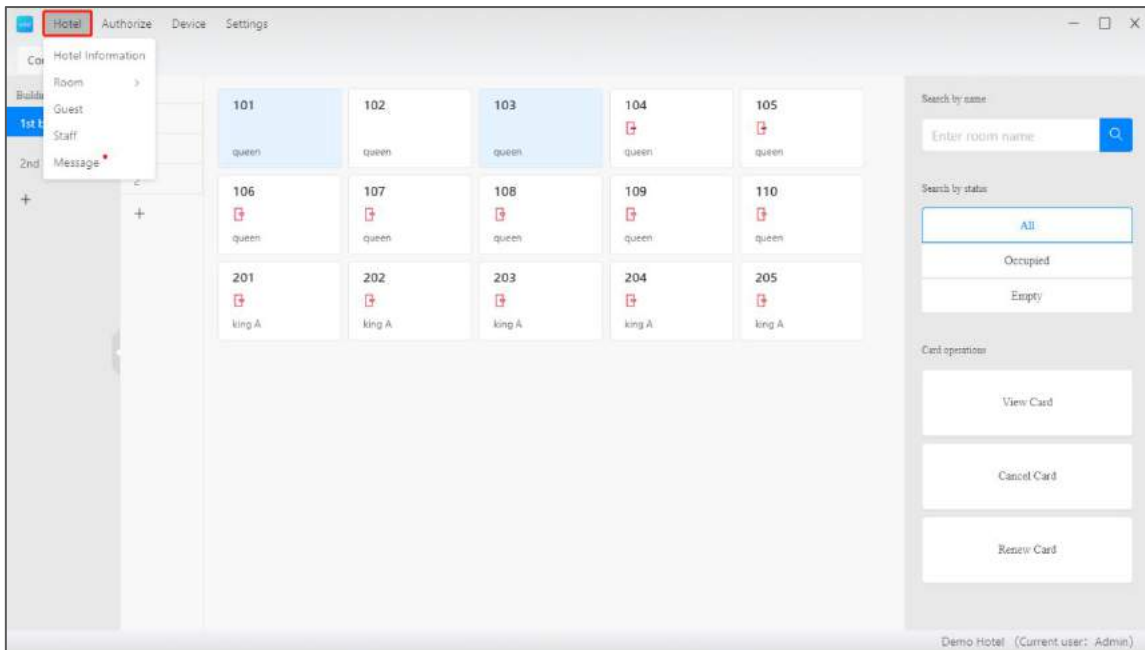


View card: look up permission in the card

Cancel card: clear permission and loss information in the card. The room will also be check-out.

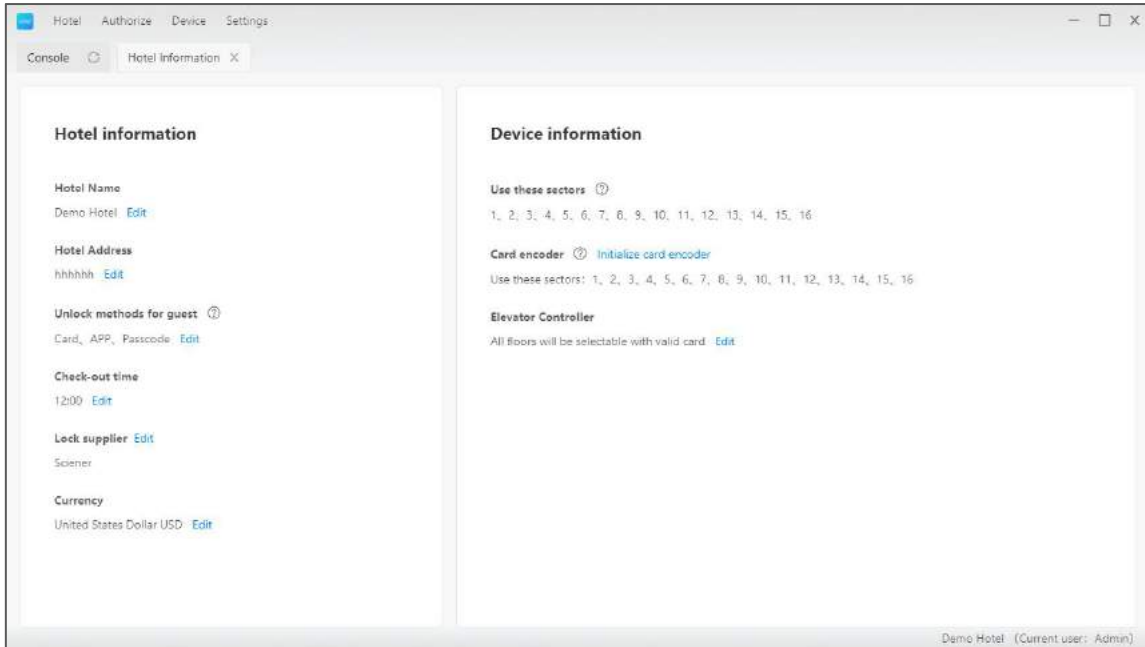
Renew card: Renew the valid period, also modify the check-out

2.3. Hotel



It includes Information, Rooms, Guests, Staff, and Message

2.3.1. Hotel information



Edit hotel name and address here.

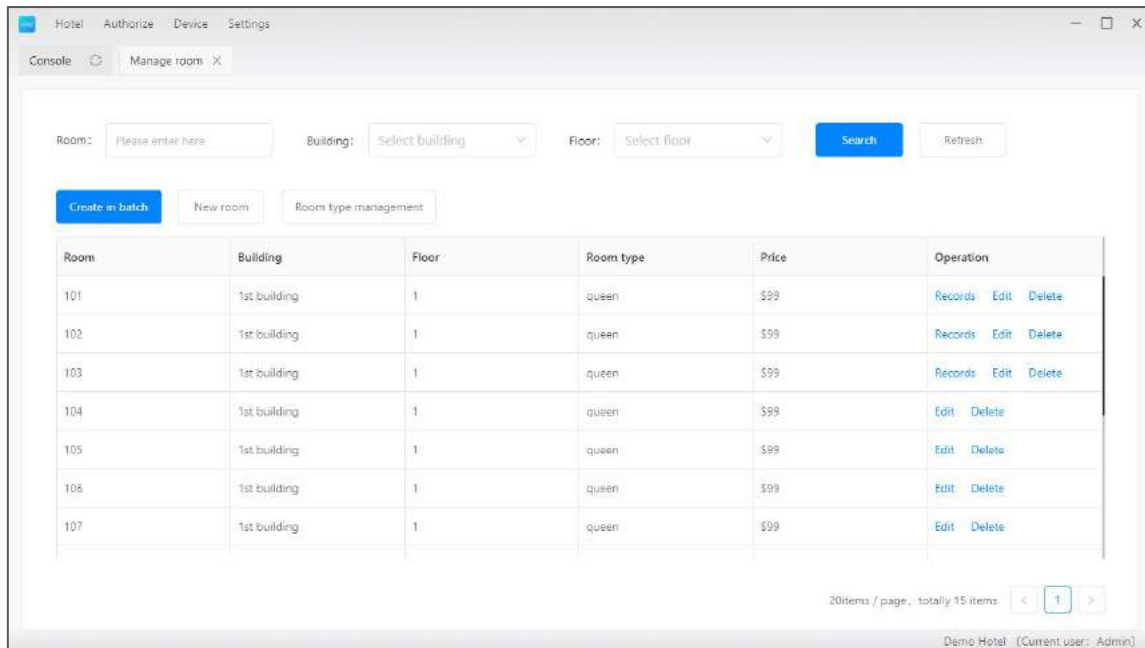
Select unlock methods: card, app, passcode

Set a default check-out time

Look up the active sectors

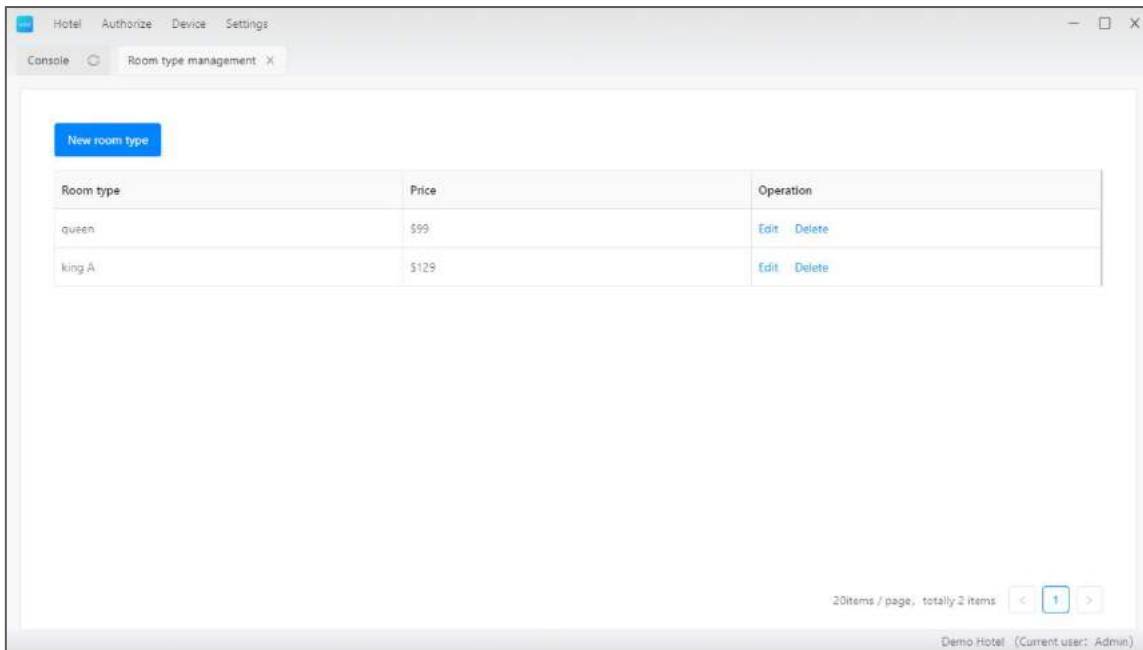
Select a working mode of lift controller

2.3.2. Rooms



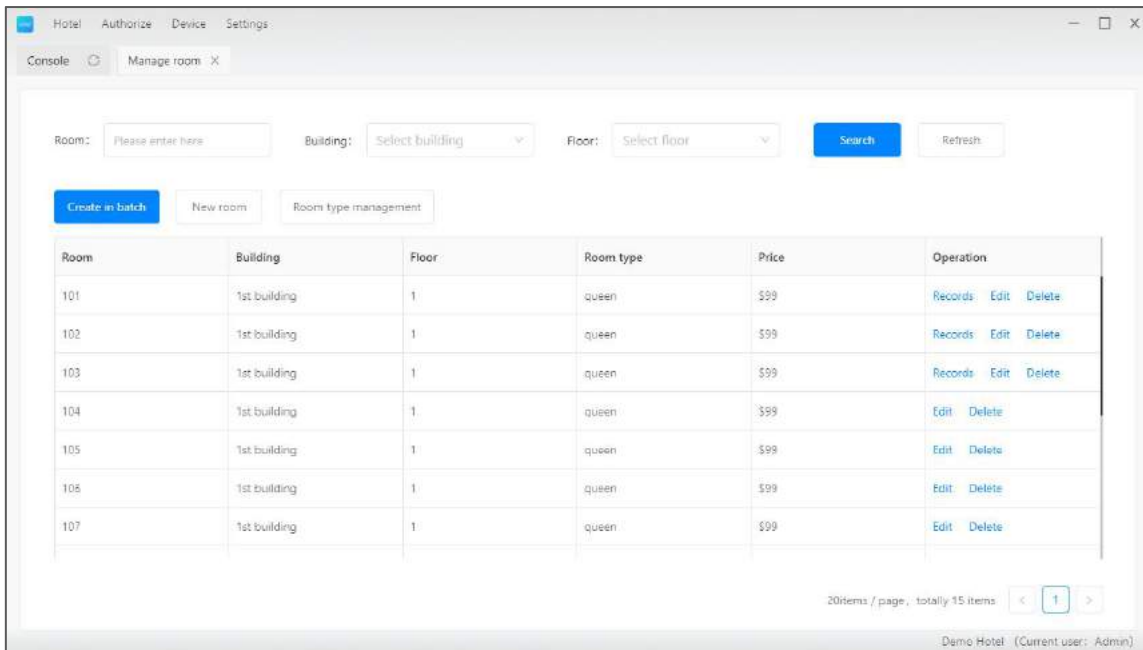
There are two types of rooms: Guest room and common room. When issue card for guest room, you can select additional common rooms.

2.3.2.1. Create/Edit/Delete room type



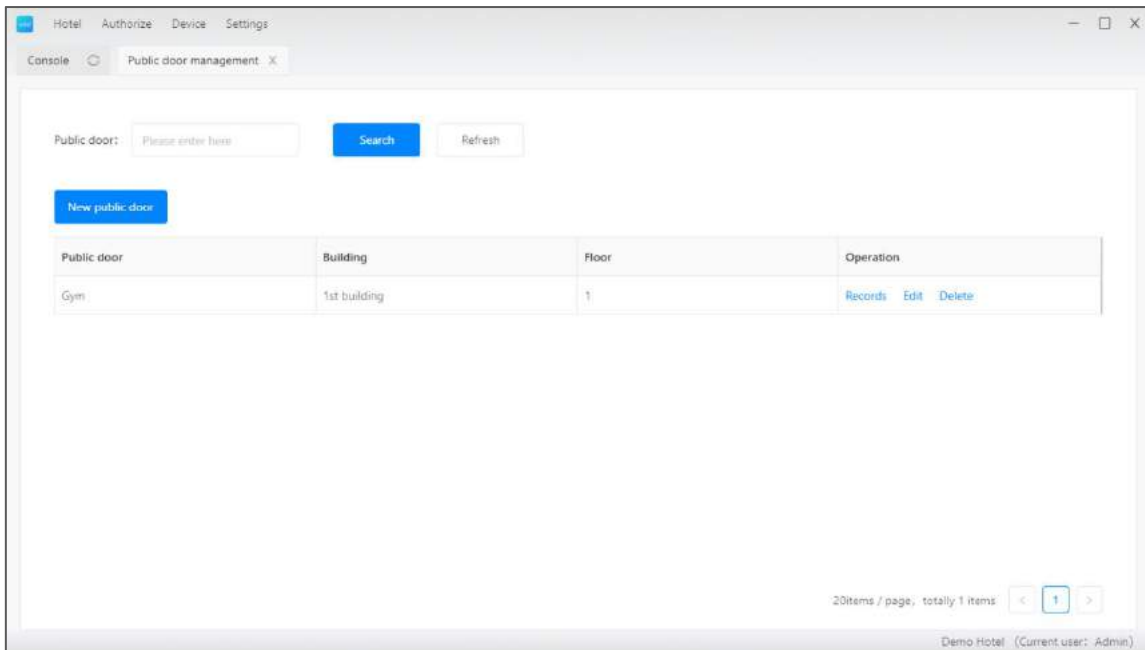
Create, Edit or Delete room type in this page: Room -> room type management

2.3.2.2. Create/Edit/Delete guest room



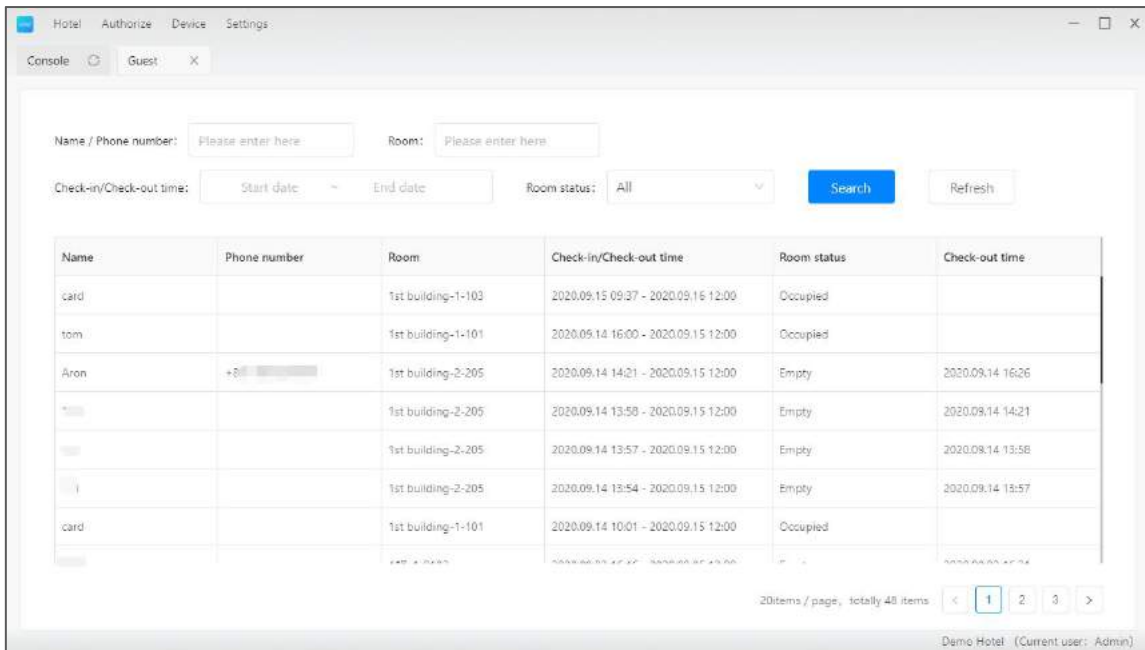
Create a room or in batch in this page: Rooms->guest room

2.3.2.3. Create/Edit/Delete common room



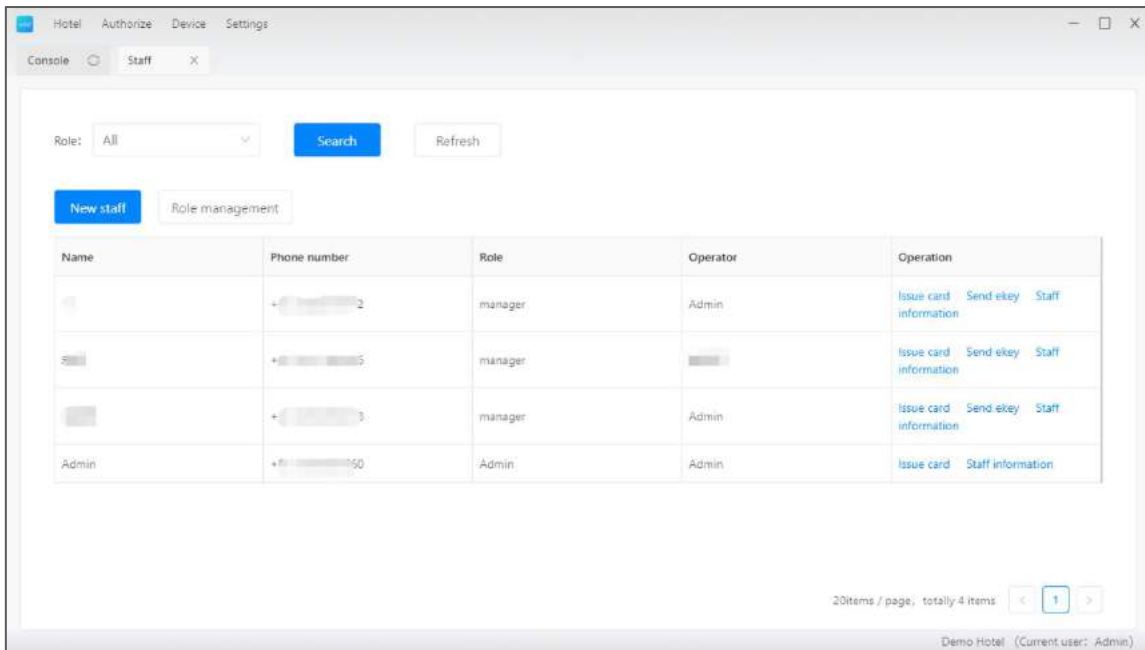
Manage common room is this page: Rooms->common room

2.3.3. Guests



Look up history guests

2.3.4. Staff



Manage staff in this page.

2.3.4.1. Roles

Role name	Access Windows desktop	Access APP	Staff of this role	Operation
Reception	Yes	No	0	Edit Delete
manager	Yes	Add device, Config device, Delete device, Manage room	3	Edit Delete
Cleaning	No	Add device	0	Edit Delete

Demo Hotel (Current user: Admin)

New role

* Role name:

* Access Windows desktop: Yes No

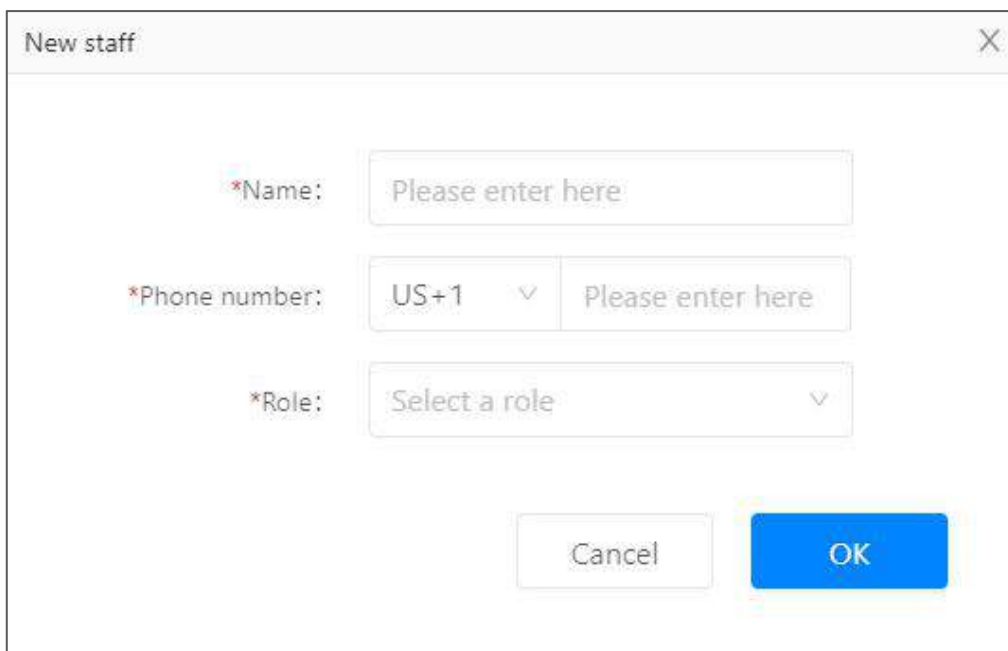
* Access APP: Yes No

- Add device
- Config device
- Delete device
- Manage room

Manage roles in this page

2.3.4.2. Staff

2.3.4.2.1. Create staff



The screenshot shows a dialog box titled "New staff" with a close button (X) in the top right corner. The dialog contains the following fields:

- *Name:** A text input field with the placeholder text "Please enter here".
- *Phone number:** A field consisting of a dropdown menu showing "US+1" and a text input field with the placeholder text "Please enter here".
- *Role:** A dropdown menu with the placeholder text "Select a role".

At the bottom of the dialog, there are two buttons: a "Cancel" button and a blue "OK" button.

Create a staff with unregistered account

2.3.4.2.2. Issue card for staff

<input type="checkbox"/> 1st building	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 101
<input type="checkbox"/> Public door		<input type="checkbox"/> 102
		<input type="checkbox"/> 103

Option 1: work with double lock or not

Option 2: master card or customized card. Master cards unlock all locks.

2.3.4.2.3. Issue ekey to staff

Send ekey
✕

Name:

Valid period: Permanent

*Work on these rooms: All Custom

<input type="checkbox"/> 1st building	<input type="checkbox"/> 1	<input type="checkbox"/> 101
<input type="checkbox"/> Public door		<input type="checkbox"/> 102
		<input type="checkbox"/> 103

Issue ekeys to staff for selected locks

2.3.5. Message

Message type	Message information	Time
Delete lock	The lock 1st building-1-103 has been deleted by Admin. Please deal with it if needed.	2020.09.14 16:49
Delete lock	The lock 1st building-1-Gym has been deleted by Admin. Please deal with it if needed.	2020.09.14 16:47
Delete lock	The lock 1st building-2-205 has been deleted by Admin. Please deal with it if needed.	2020.09.14 16:45
Remove damaged lock	[Redacted]	2020.09.11 16:37
Remove damaged lock	[Redacted]	2020.09.11 16:37
Delete lock	[Redacted]	2020.09.08 16:40
Delete lock	The lock D-1-fffff has been deleted by [Redacted]. Please deal with it if needed.	2020.08.13 16:16

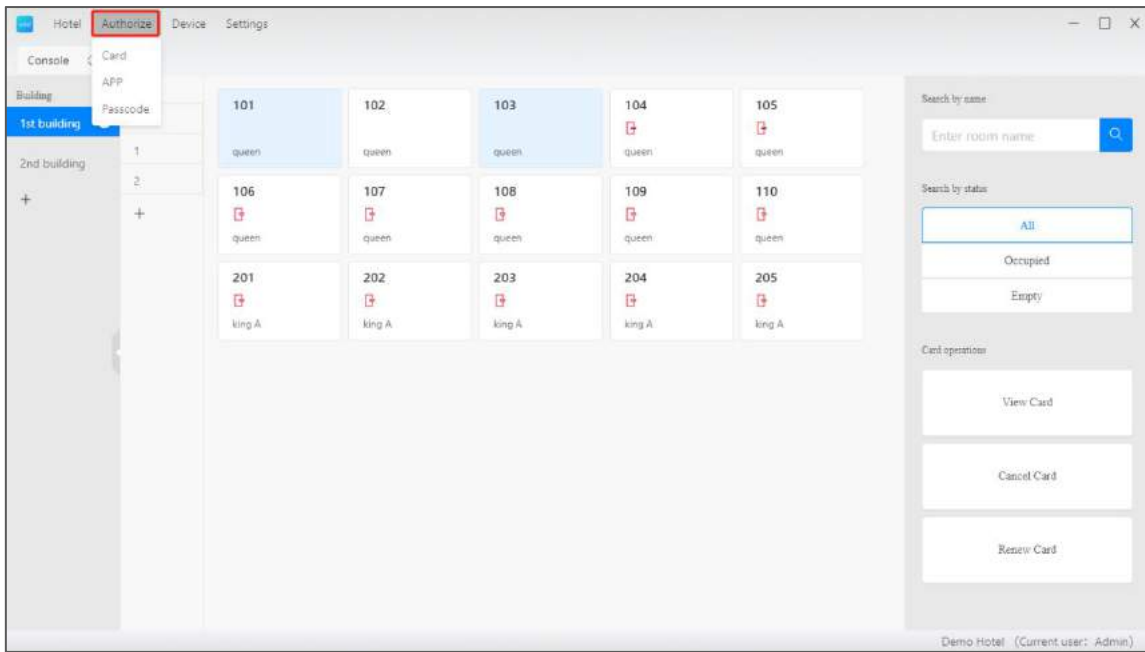
20 items / page, totally 58 items

Demo Hotel (Current user: Admin)

Look up all types of messages here.

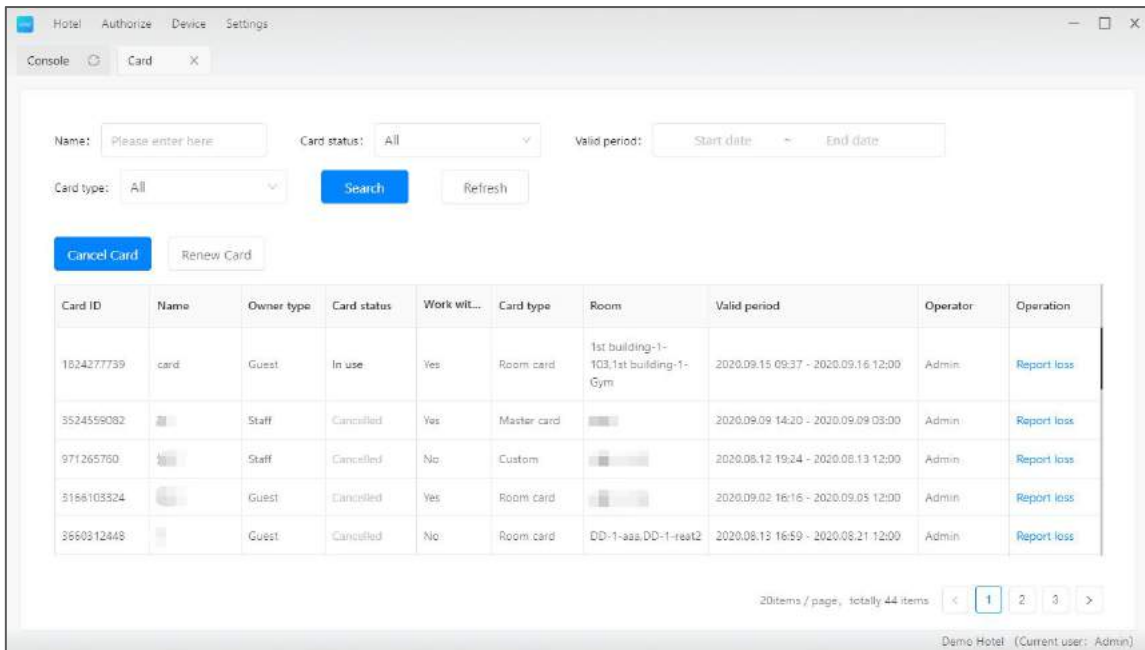
Messages include low battery notification, locks being deleted, and etc

2.4. Access



Access includes cards, ekeys, and passcodes

2.4.1. Card



The card list includes all cards issued for staff and guests.

2.4.2. eKey(APP)

The screenshot shows a web application interface for managing eKeys. At the top, there are navigation tabs: "Hotel", "Authorize", "Device", and "Settings". Below these is a "Console" area with a tab for "APP".

The main interface contains several search filters:

- Phone number:
- Room:
- Owner type:
- Status:
- Valid period: -

 There are "Search" and "Refresh" buttons.

Below the filters is a table with the following columns: Phone number, Name, Owner type, Status, Work on these rooms, Valid period, and Operation. The table contains five rows of data:

Phone number	Name	Owner type	Status	Work on these rooms	Valid period	Operation
+XXXXXXXXXX3	[Redacted]	Staff	In use	101	Permanent	Delete
+XXXXXXXXXX8	[Redacted]	Staff	In use	102	Permanent	Delete
+XXXXXXXXXX3	[Redacted]	Staff	In use	103	Permanent	Delete
+XXXXXXXXXX	[Redacted]	Staff	In use	Gym	Permanent	Delete
+XXXXXXXXXX	APP	Guest	In use	102	2020.09.15 09:55 - 2020.09.16 12:00	Change time Delete

At the bottom right of the table area, it says ".20Items / page, totally 5 items" with a pagination control showing page 1 of 1. The footer of the application reads "Demo Hotel (Current user: Admin)".

The ekey list includes all ekeys issued to staff and guests.

2.4.3. Passcode

Hotel Authorize Device Settings

Console Passcode X

Name: Room: Valid period: - [Search](#) [Refresh](#)

[Generate passcode](#)

Passcode	Name	Status	Work on these rooms	Valid period	Operation
3859***		In use	103	2020.09.15 00:00 - 2020.09.16 23:00	Change time Delete
0999***		In use	101	2020.09.14 16:00 - 2020.09.15 12:00	Change time Delete
480675****		Expired	101	2019.08.06 15:00 - 2019.08.23 14:00	Change time Delete

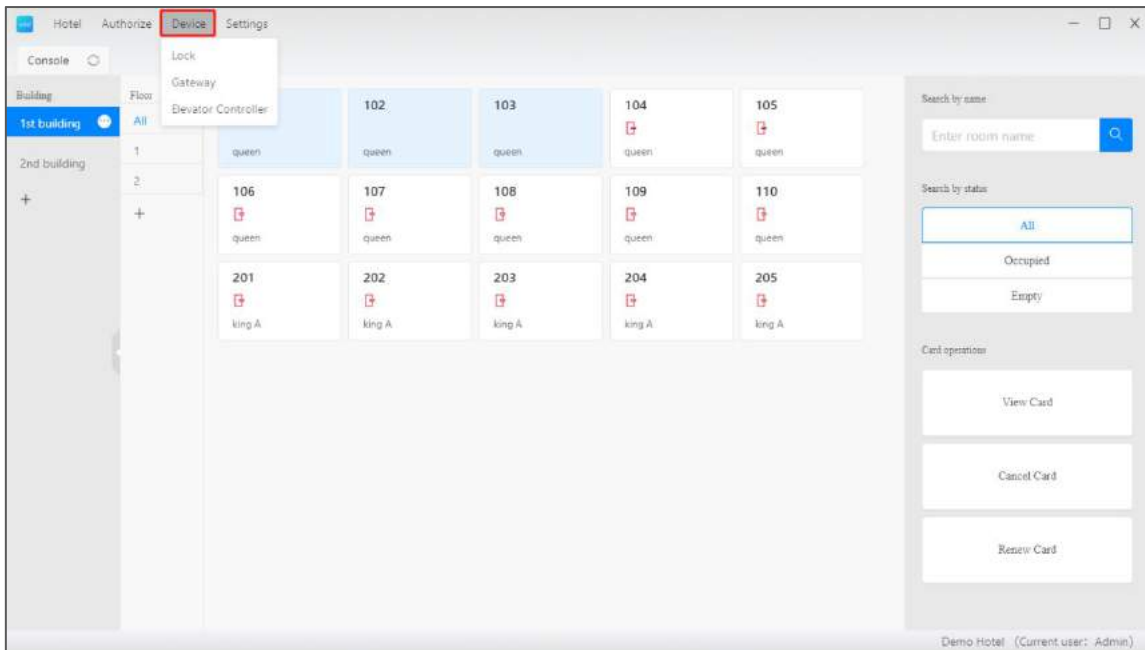
20 items / page, totally 3 items < 1 >

Demo Hotel (Current user: Admin)

The passcode list includes all passcodes issued to guests and temporarily

You can generate passcode for temporary use here

2.5.Devices



Manage locks, gateways and lift controller in this page.

2.5.1. Lock

Hotel Authorize Device Settings

Console Lock X

Name:

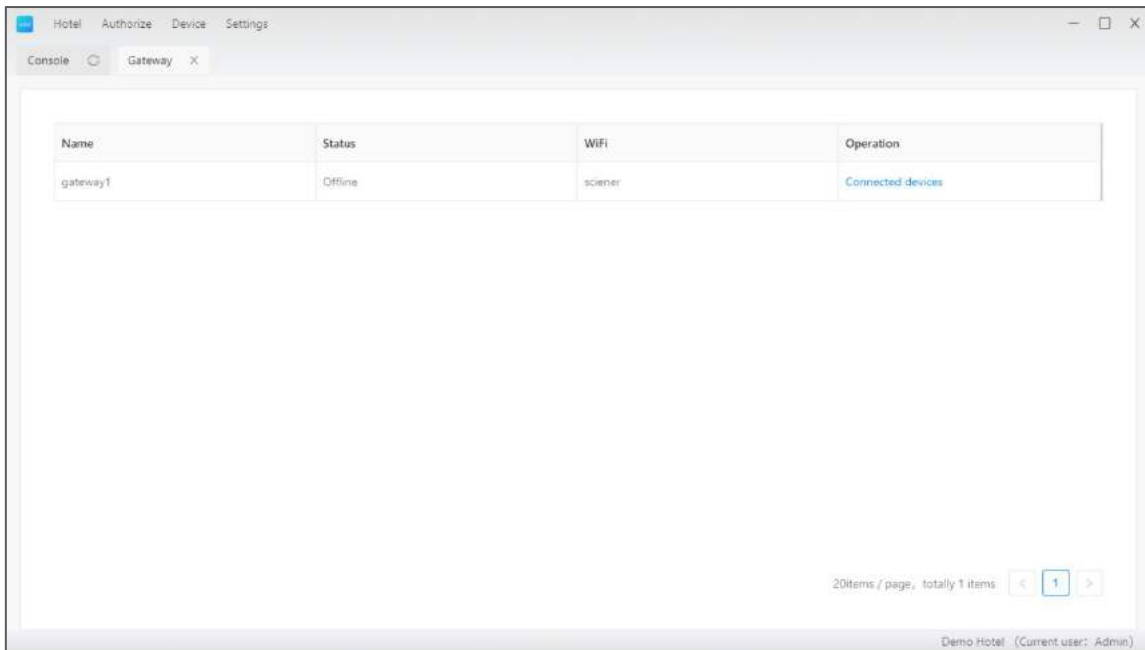
Name	Model ID	Building	Floor	Lock battery	Update time	Sector	Operation
101	M102_4c7c0d	1st building	1	30%	2020.09.20 16:47	All	Gateways Remove damaged lock Exception
102	M102_b11609	1st building	1	35%	2020.09.20 16:48	All	Gateways Remove damaged lock Exception
103	GD2_e017f9	1st building	1	60%	2020.09.20 16:53	All	Gateways Remove damaged lock Exception
Sym	M102_e1c5a2	1st building	1	30%	2020.09.20 16:53	All	Gateways Remove damaged lock Exception

20 items / page, totally 4 items < 1 >

Demo Hotel (Current user: Admin)

All locks in current hotel.

2.5.2. Gateway



Name	Status	WiFi	Operation
gateway1	Offline	scener	Connected devices

20Items / page, totally 1 items < 1 >

Demo Hotel (Current user: Admin)

All gateways in current hotel

2.5.3. Lift controller

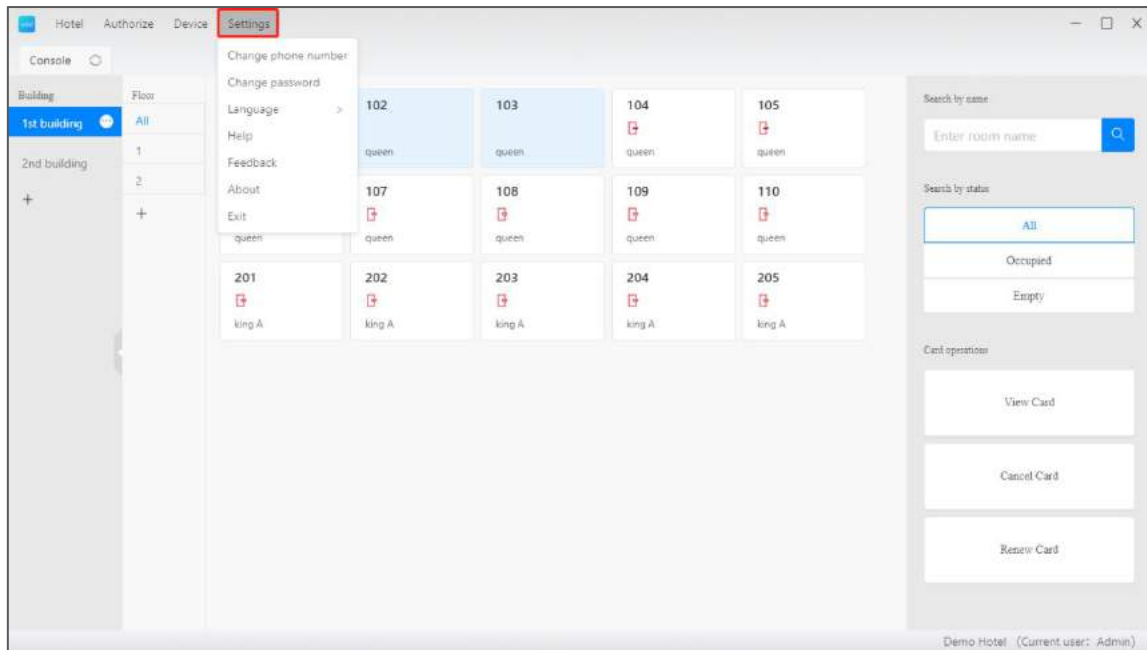
Name	Working mode	working floors	Sector	Time
1st building	All floors will be selectable with valid card	1,2	All	2020.09.15 10:01

20Items / page, totally 1 items < 1 >

Demo Hotel (Current user: Admin)

All lift controllers in this hotel

2.6.Settings



Manage account, password, language and etc

2.6.1. Change phone number

Change phone number

Current number: +f [blurred]

*Verification code:

Change phone number

*New number:

*Verification code:

If you want to use a new phone number to login, please change your login account here.

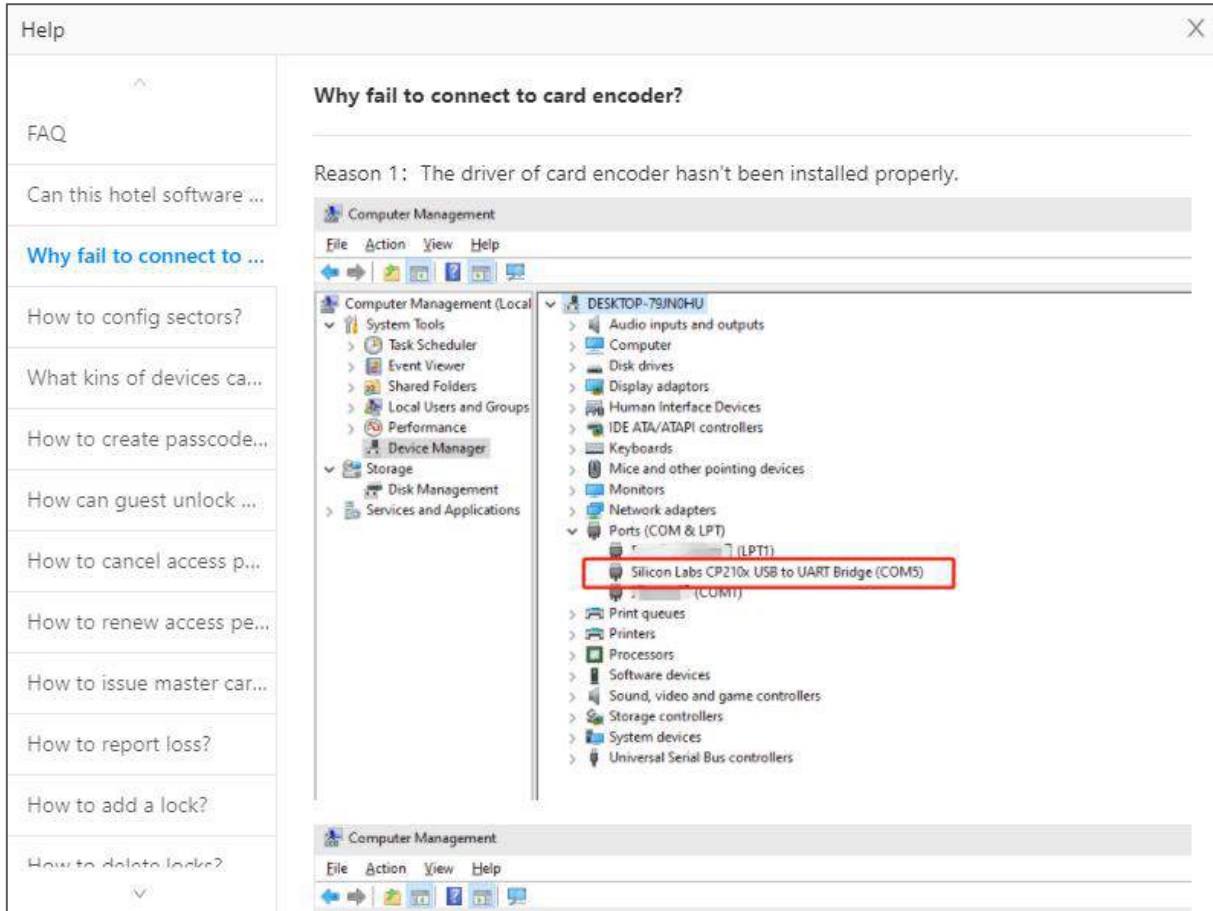
2.6.2. Change password

Chang your login password

2.6.3. Language

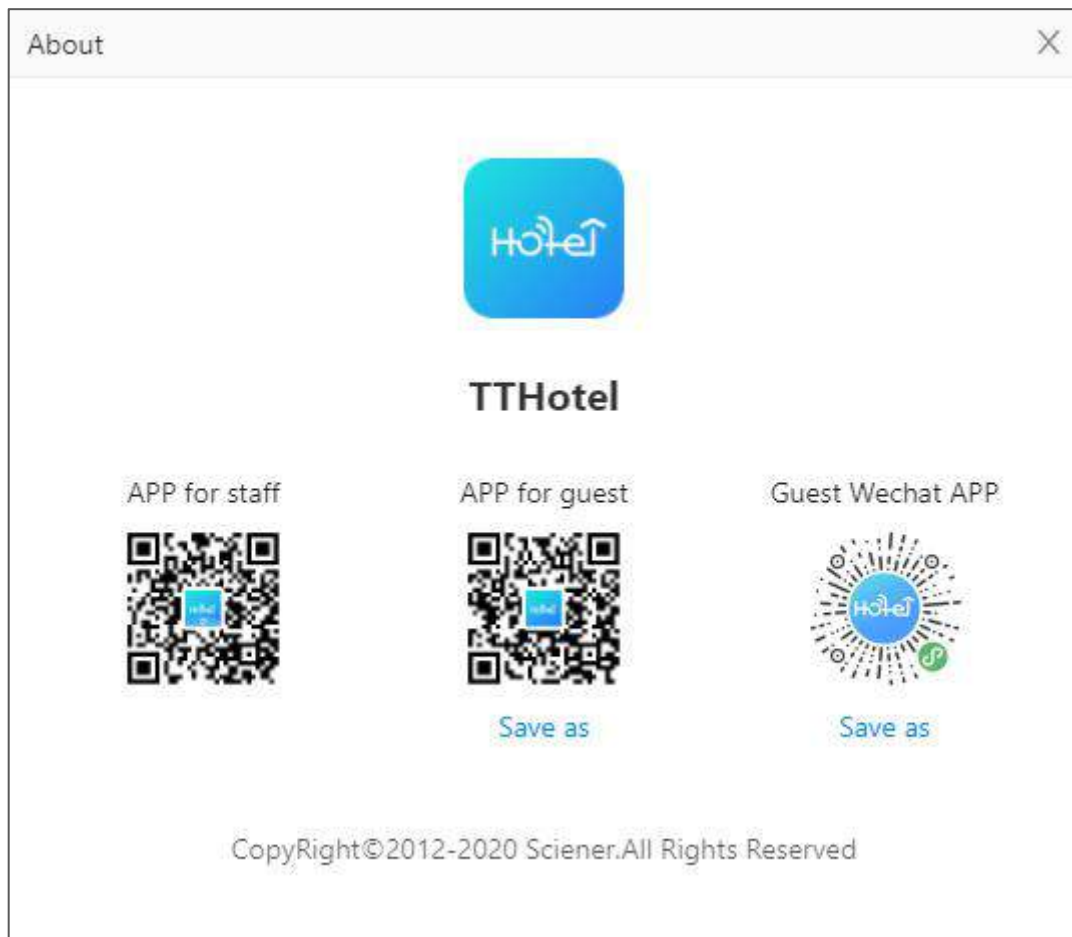
Switch software language

2.6.4. FAQs



Find answers for frequently asked questions

2.6.5. Download app



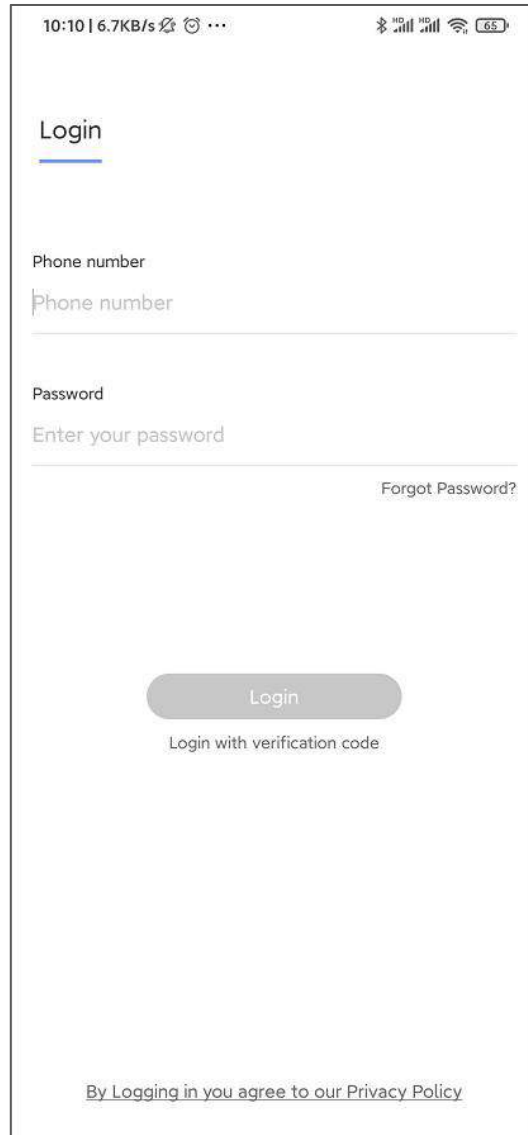
You can find QR code for APPs

3. Hotel APP



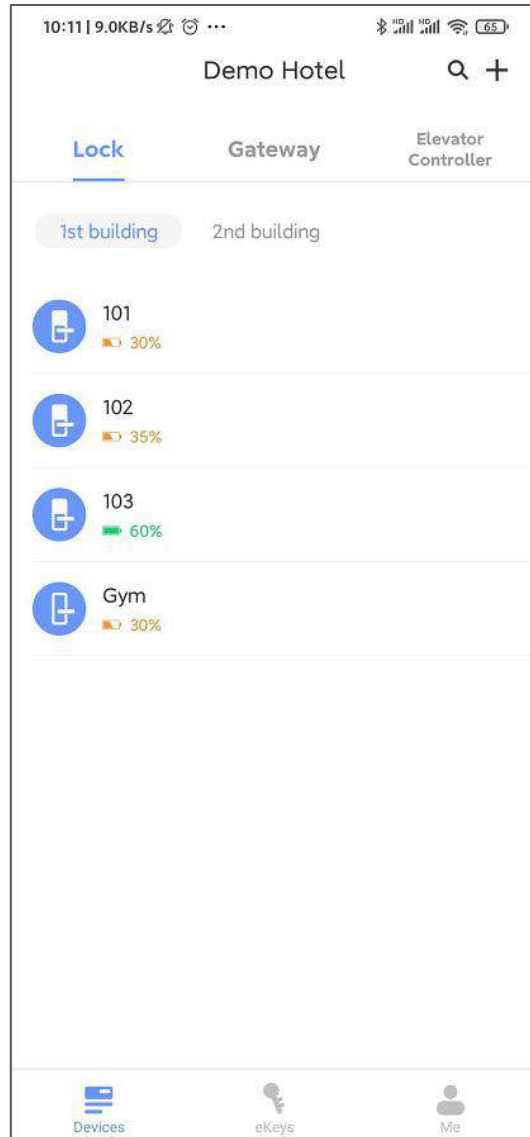
Scan QR code to install hotel APP

3.1.Login



Only account with APP access permission can login hotel app.

3.2.Devices

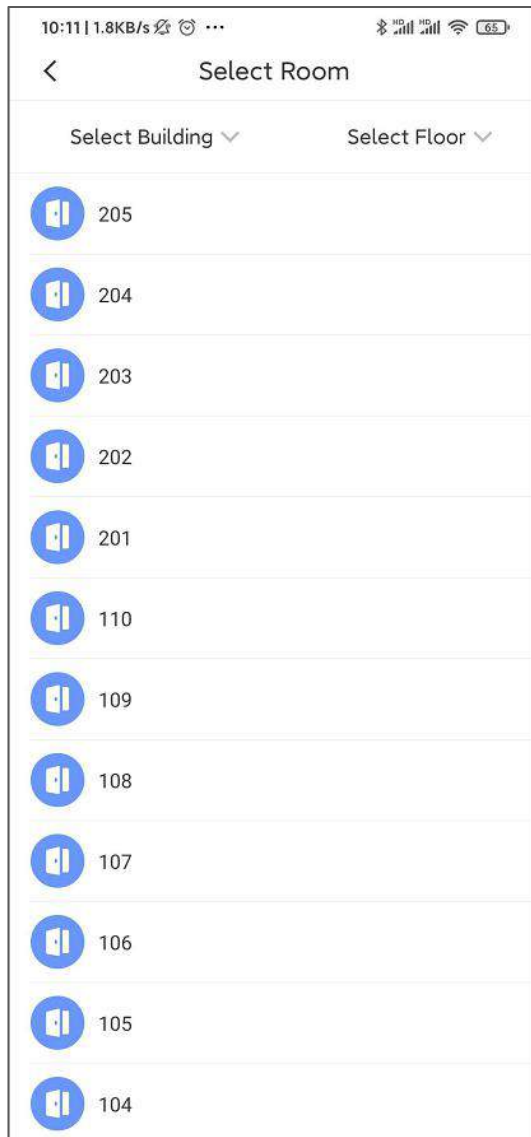
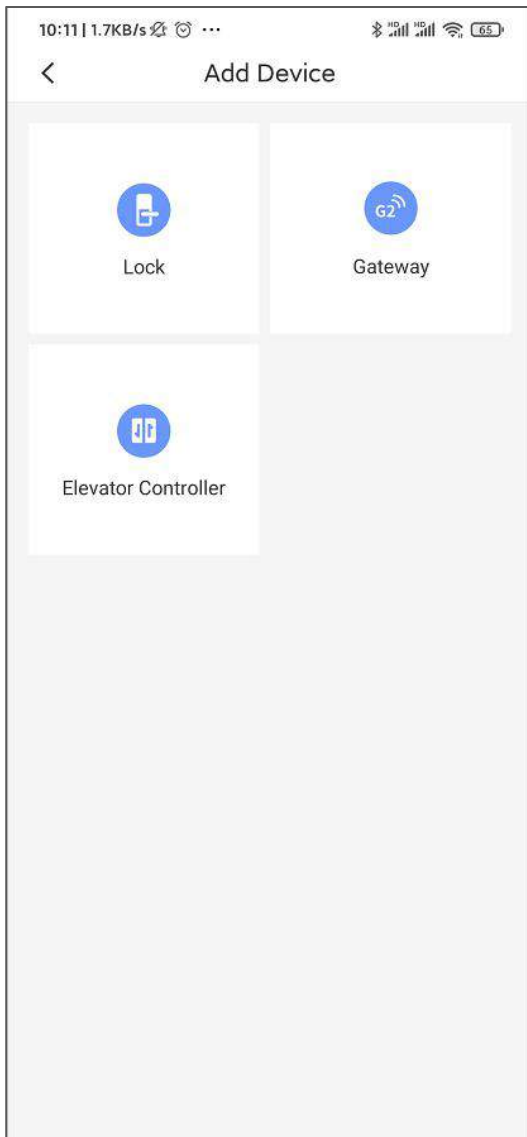


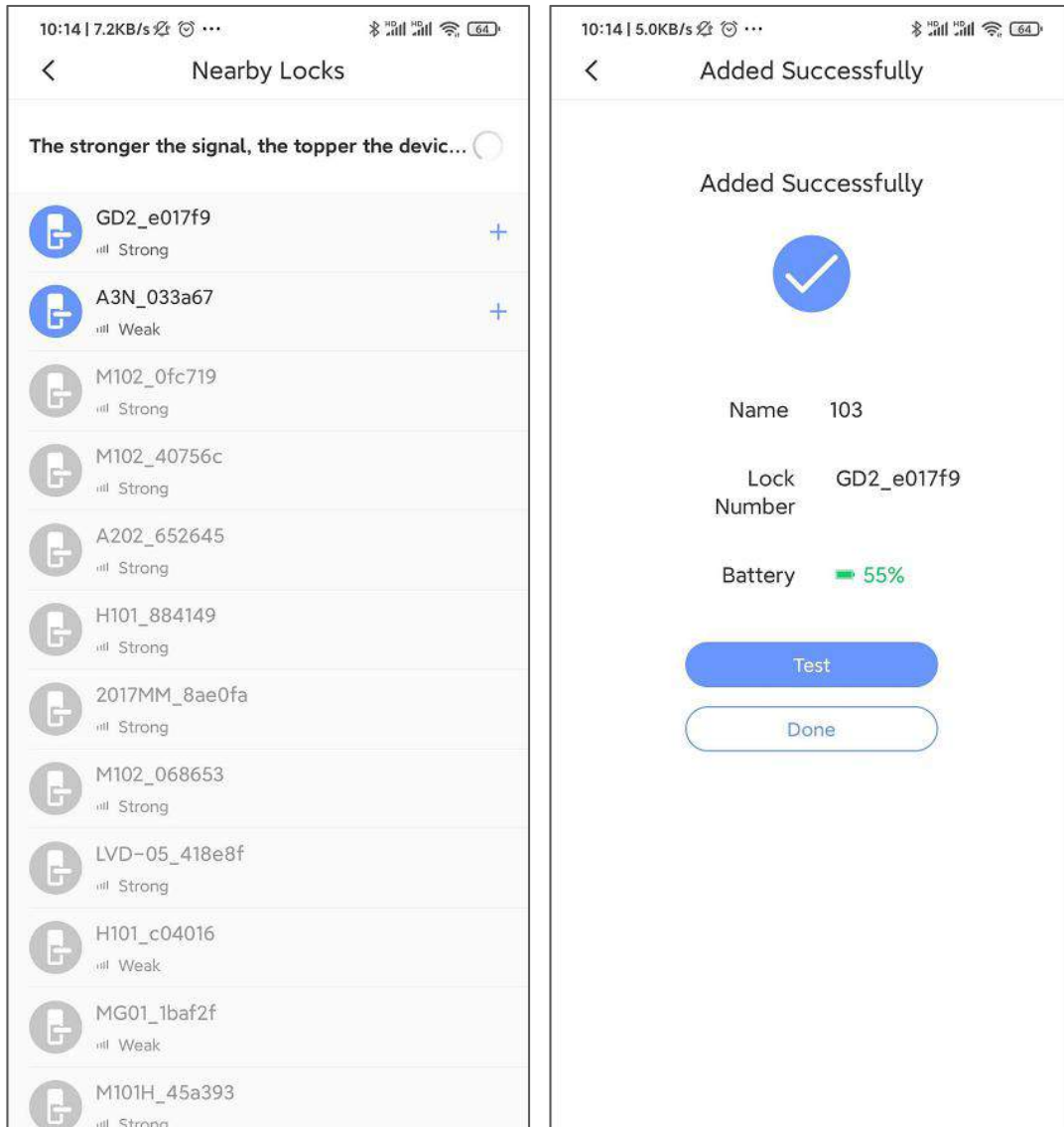
Manage locks, gateways and lift controllers here.

Click [+] to add devices

3.2.1. Lock

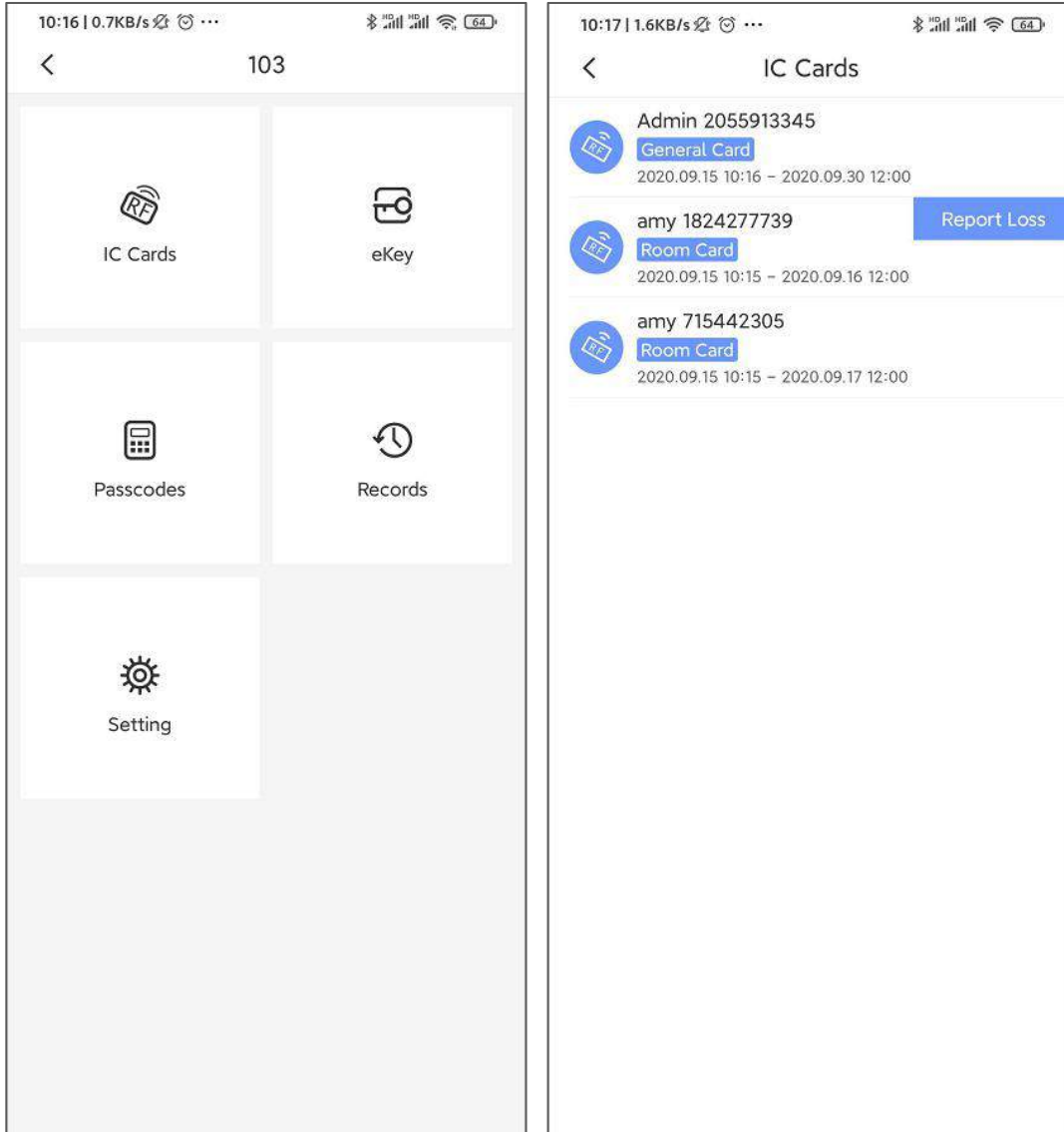
3.2.1.1. Add lock

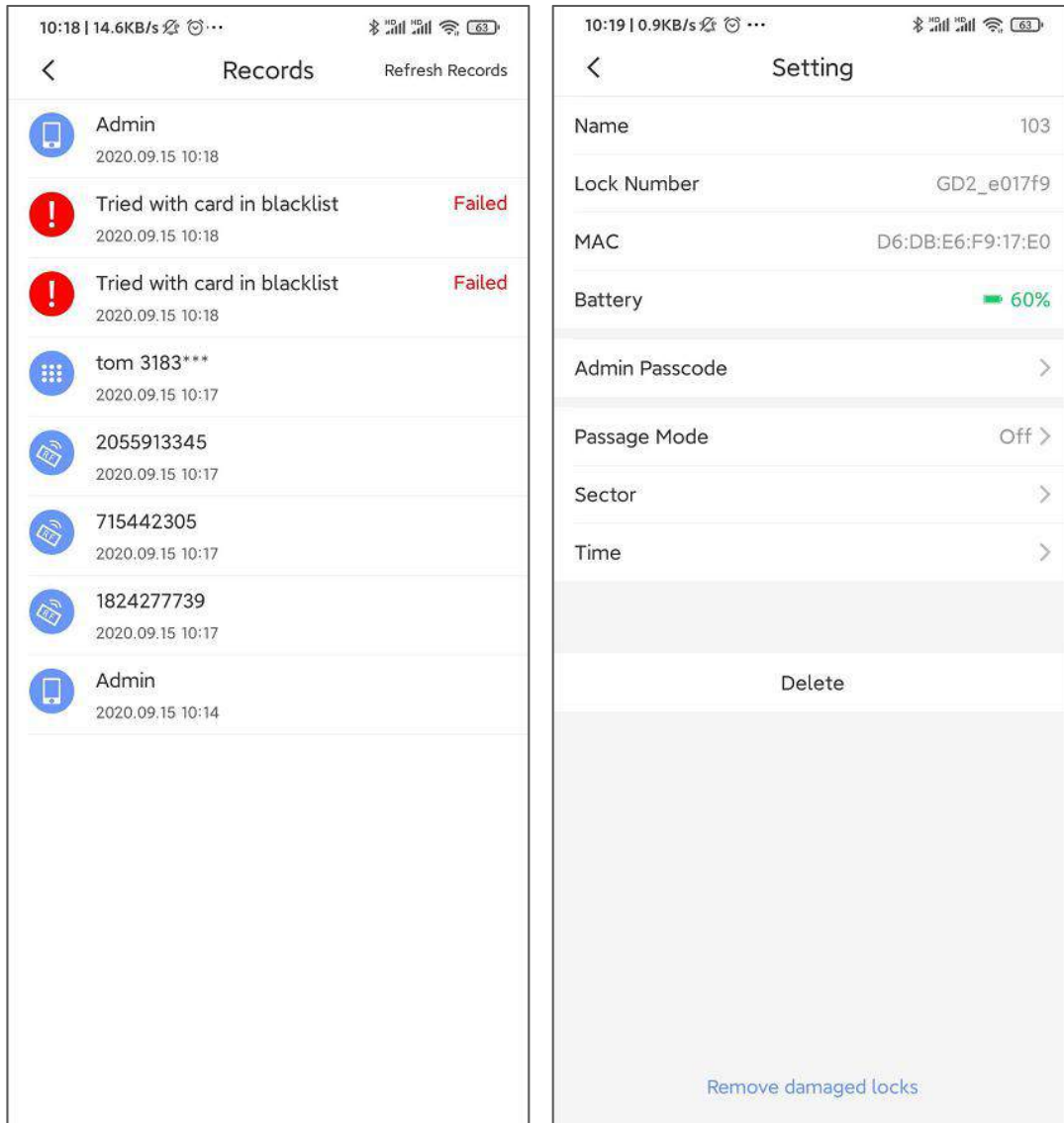




You can only add locks which work with hotel system. Not all locks.

3.2.1.2. Lock settings

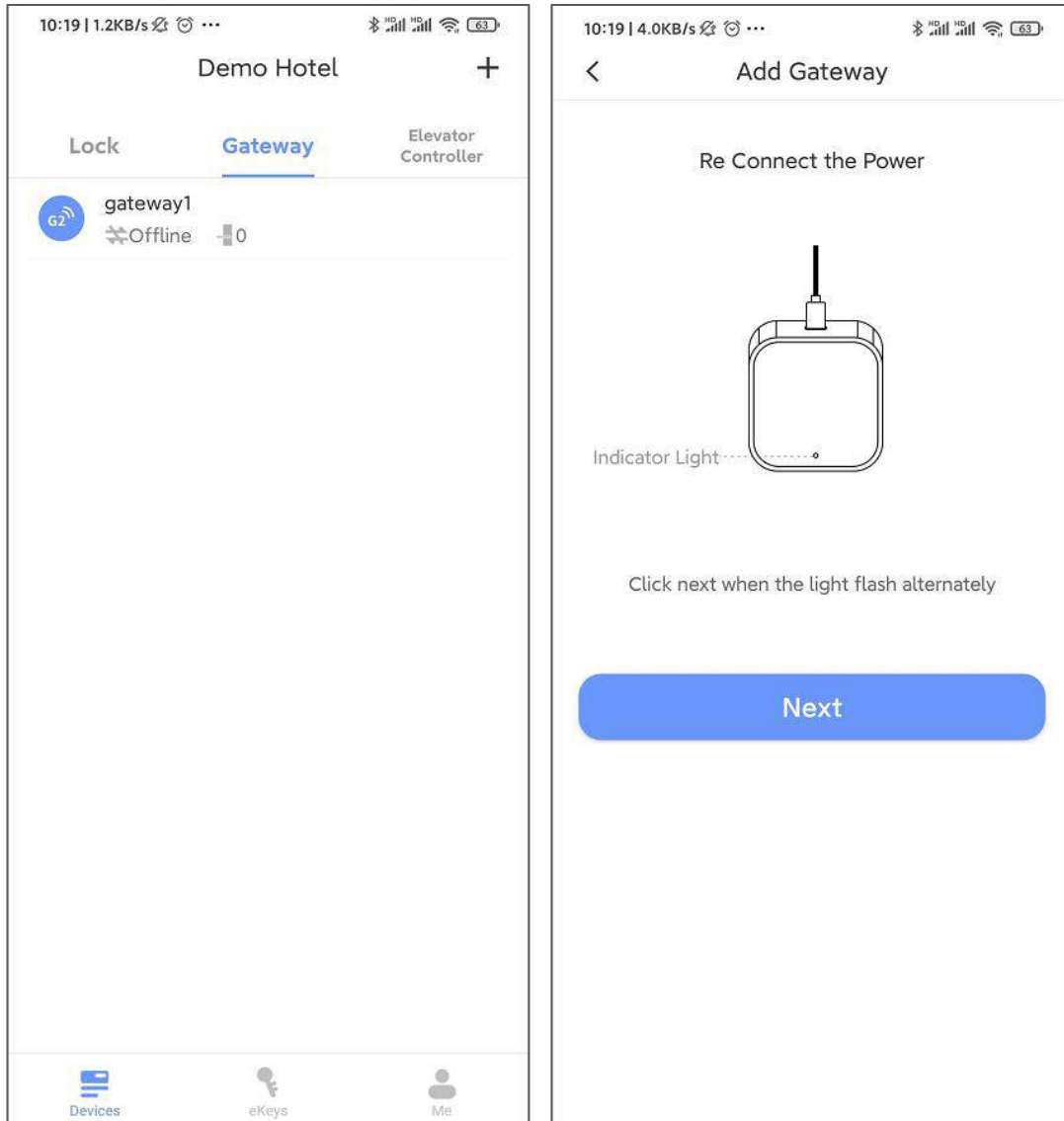




You can configure locks in this page

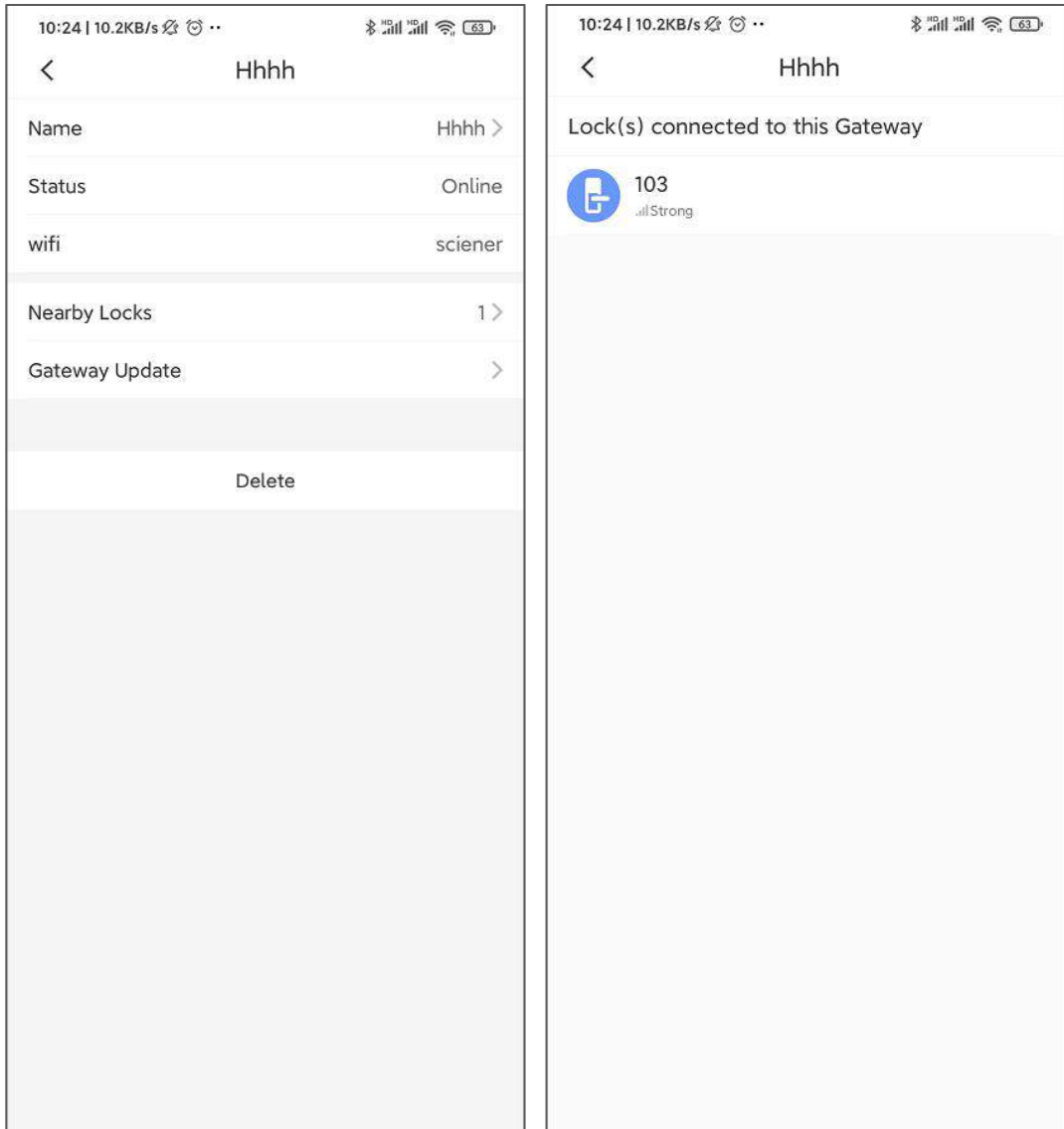
3.2.2. Gateway

3.2.2.1. Add gateway



Click [+] to add gateway

3.2.2.2. Gateway settings

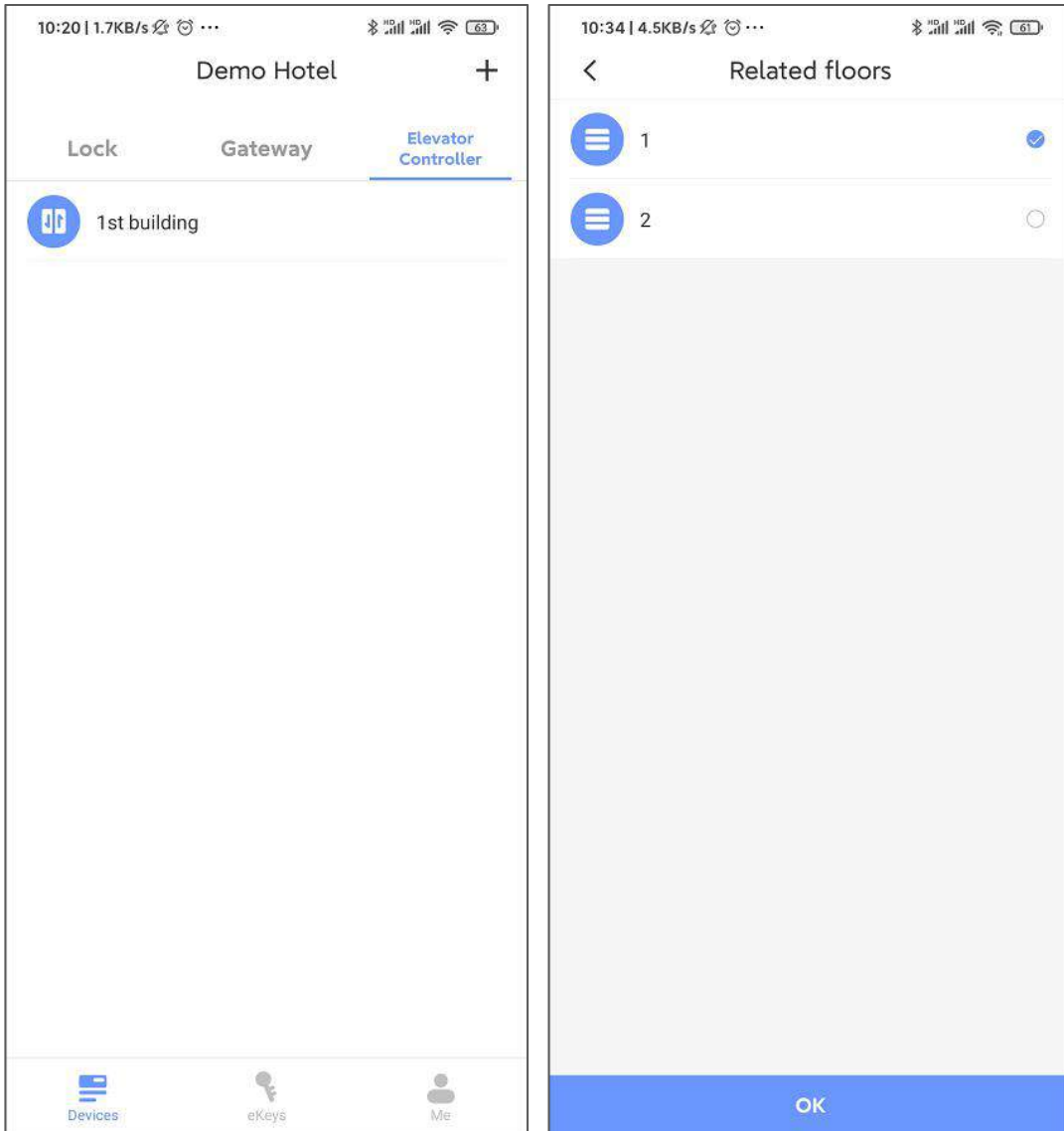


3.2.2.3. Delete gateway

Gateways can be deleted from network

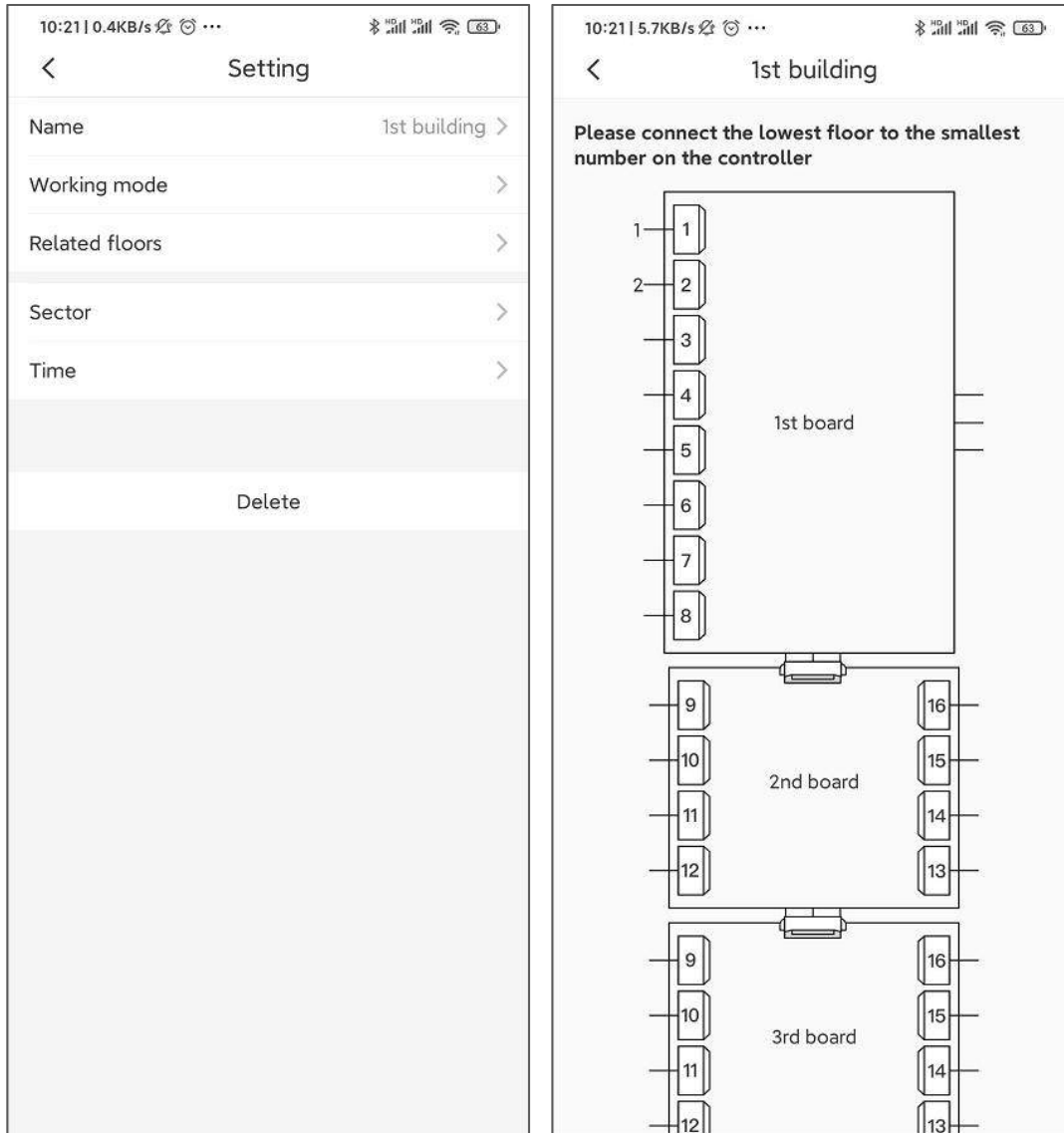
3.2.3. Lift controller

3.2.3.1. Add lift controller



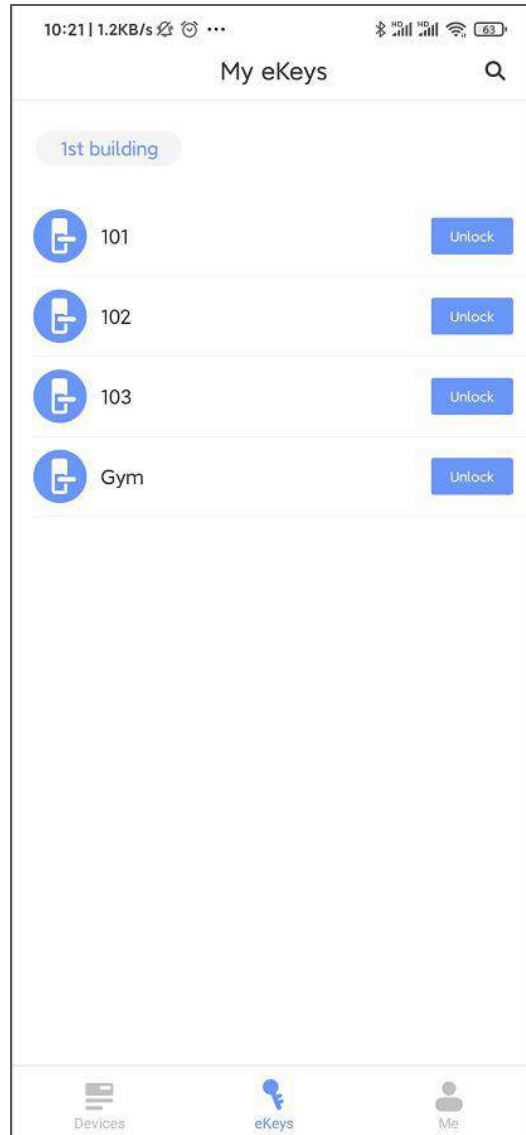
Please configure floor information to lift controller

3.2.3.2. Lift controller settings



You can set working mode and configure floor information here

3.3. My ekeys



Administrator has ekeys for all locks in hotel

Staff has ekeys granted to him

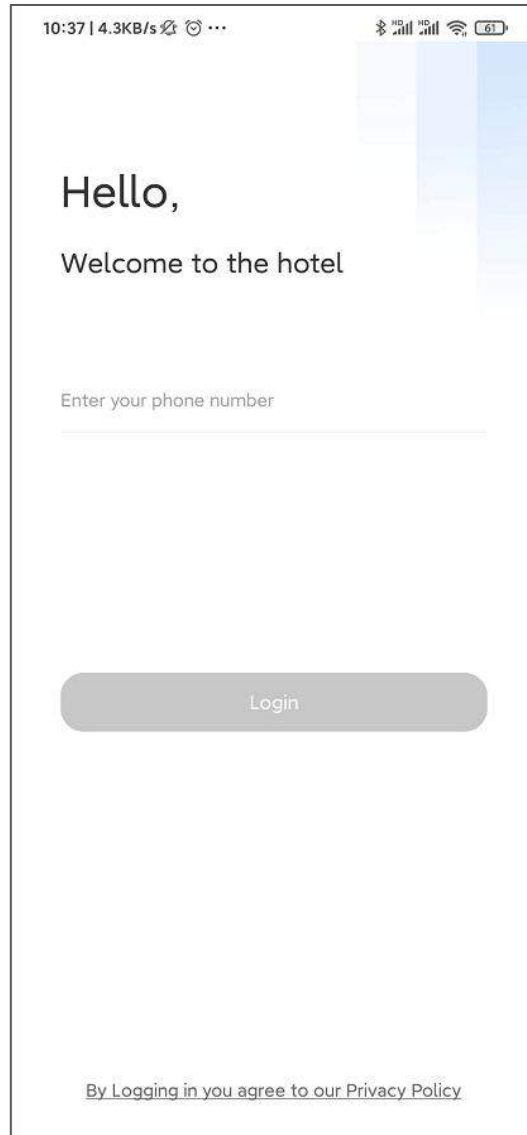
Ekey is used to unlock with phone

4. Guest APP



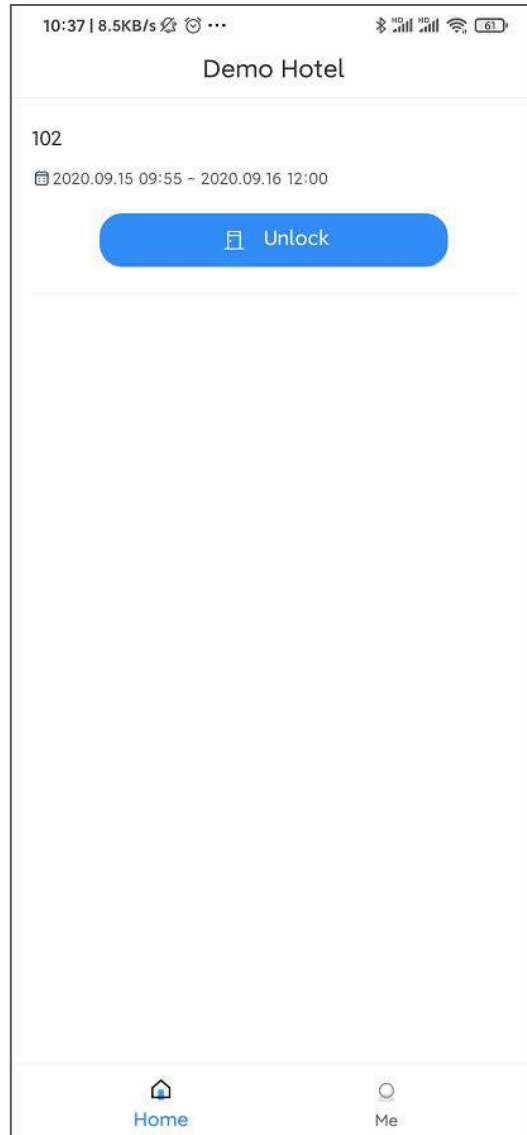
Scan QR code to install Guest APP

4.1. Login



Guest can only login to this app when hotel send him an ekey.

4.2. Unlock with ekey



Press the unlock button to unlock