TTHotel User Manual

V1.0

2020.9.15

Content

1. Introduction - 5 -

2. Windows Desktop Software - 6 -

2.1. Login - 6 -

2.1.1. Create hotel - 7 -

2.2. Console - 8 -

2.2.1. Buildings - 9 -

2.2.2. Floors - 11 -

2.2.3. Check-in - 13 -

2.2.4. Guest Information - 14 -

2.2.5. Check-out - 15 -

2.2.6. Modify check-out - 17 -

2.2.7. Additional access - 19 -

2.2.8. Records - 20 -

2.2.9. Search for a room - 21 -

2.2.10. Filter with status - 22 -

2.2.11. View/Cancel/Renew card - 23 -

2.3. Hotel ····· - 24 -
2.3.1. Hotel information ····· - 25 -
2.3.2. Rooms ····· - 26 -
2.3.3. Guests ····· - 30 -
2.3.4. Staff ····· - 31 -
2.3.5. Message ····· - 36 -
2.4. Access ····· - 37 -
2.4.1. Card ····· - 38 -
2.4.2. eKey(APP) ····· - 39 -
2.4.3. Passcode ····· - 40 -
2.5. Devices ····· - 41 -
2.5.1. Lock ····· - 42 -
2.5.2. Gateway ····· - 43 -
2.5.3. Lift controller ····· - 44 -
2.6. Settings ····· - 45 -
2.6.1. Change phone number ····· - 46 -
2.6.2. Change password ····· - 47 -

2.6.3. Language - 47 -

2.6.4. FAQs - 48 -

2.6.5. Download app - 49 -

3. Hotel APP - 50 -

3.1. Login - 51 -

3.2. Devices - 52 -

3.2.1. Lock - 53 -

3.2.2. Gateway - 57 -

3.2.3. Lift controller - 59 -

3.3. My ekeys - 61 -

4. Guest APP - 62 -

4.1. Login - 63 -

4.2. Unlock with ekey - 64 -

1. Introduction

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

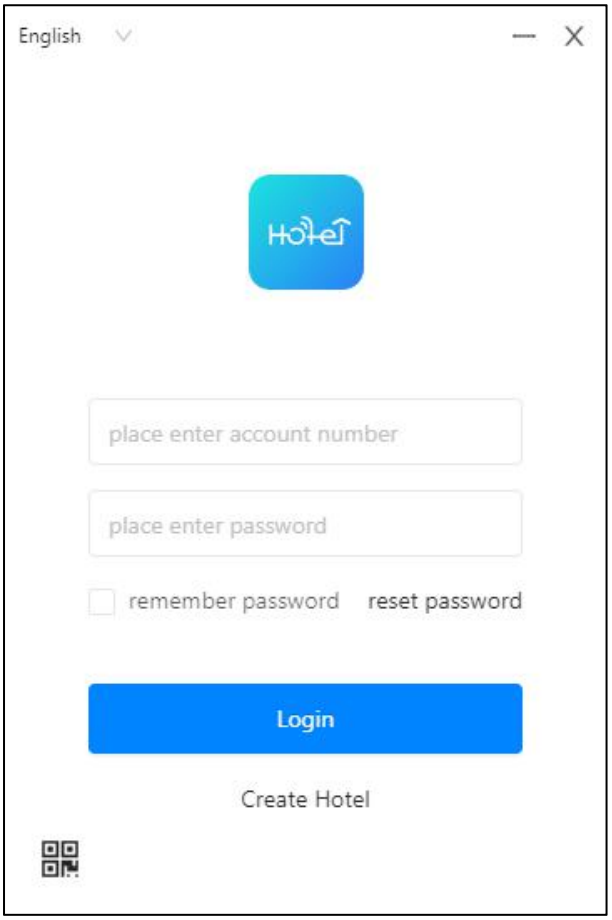
TTHotel manages buildings, floors, rooms, guests and staff.

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

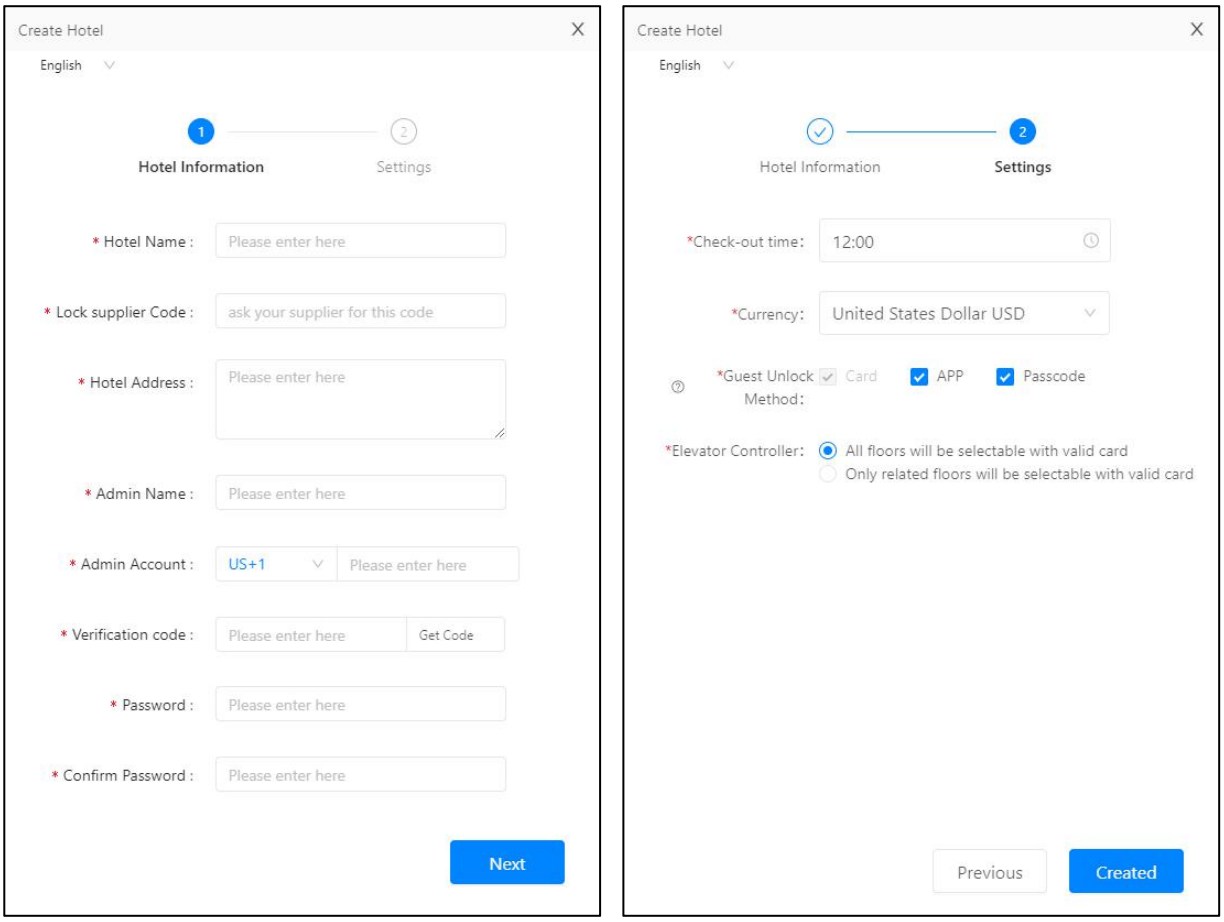
2.1. Login



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

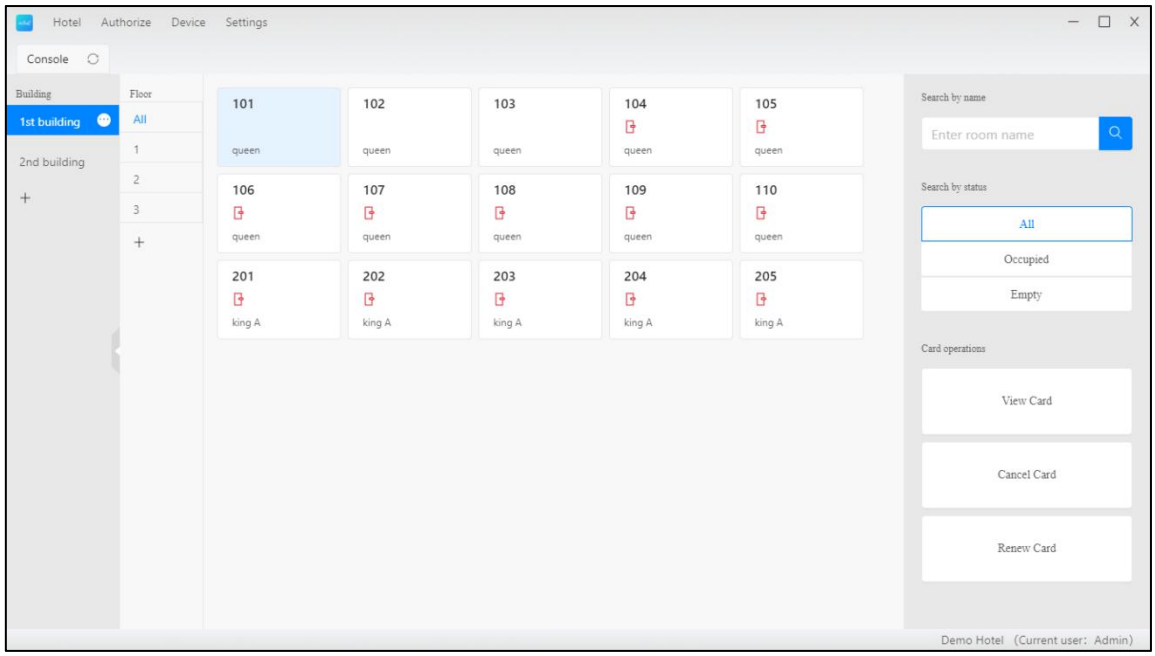
Only the administrator and staff accounts are allowed to login. One account is only valid in one hotel.

2.1.1. Create hotel



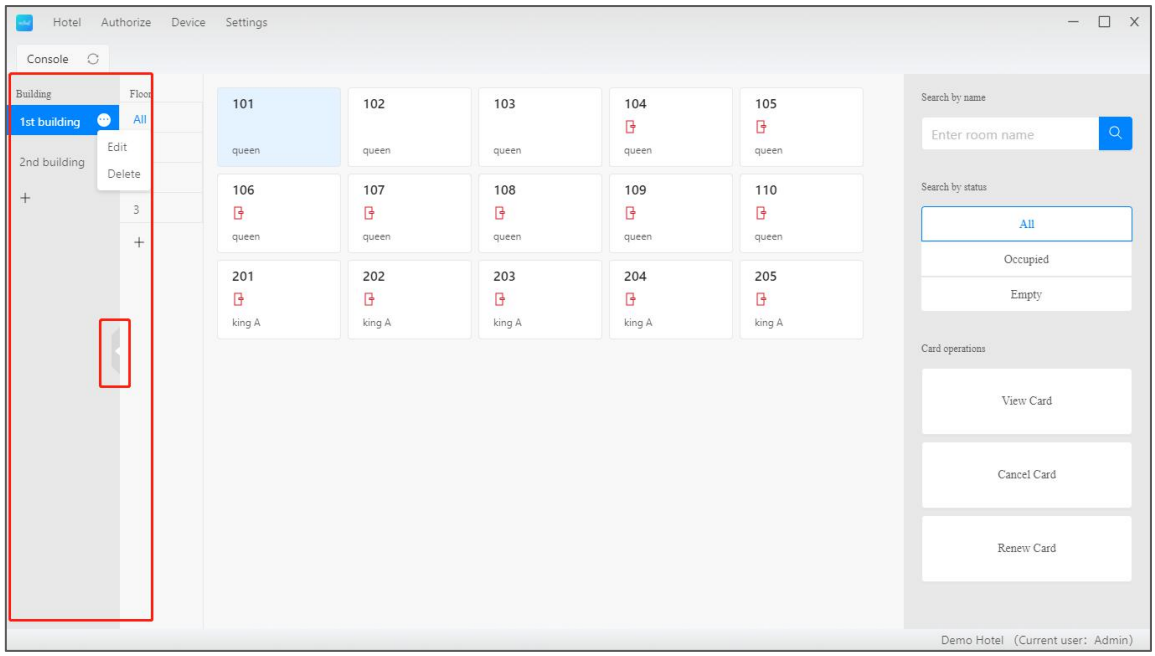
Please ask your lock supplier for the supplier code. Every hotel needs a lock supplier.

2.2. Console



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

2.2.1. Buildings



Create, Edit, and Delete buildings here.

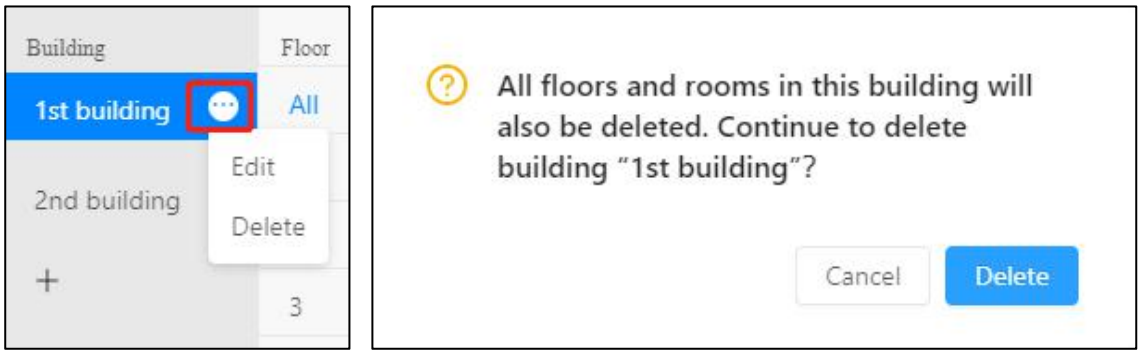
2.2.1.1. Create building

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.

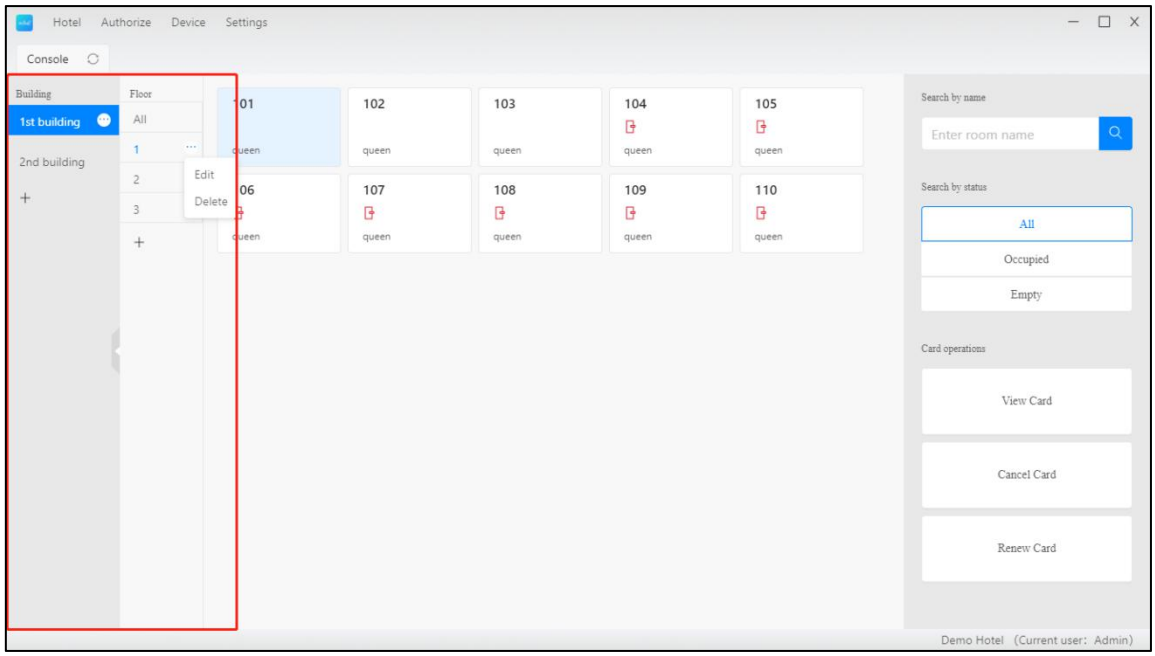
2.2.1.3. Delete building



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

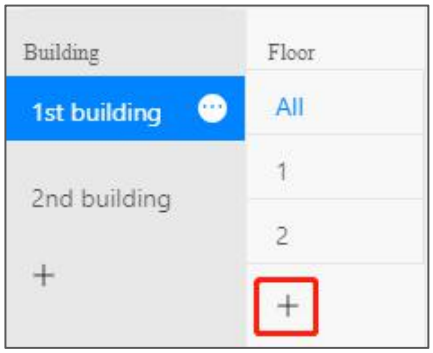
All rooms and floors in this building will also be deleted when delete a building.

2.2.2. Floors



Create, Edit and Delete floors here

2.2.2.1. Create floor

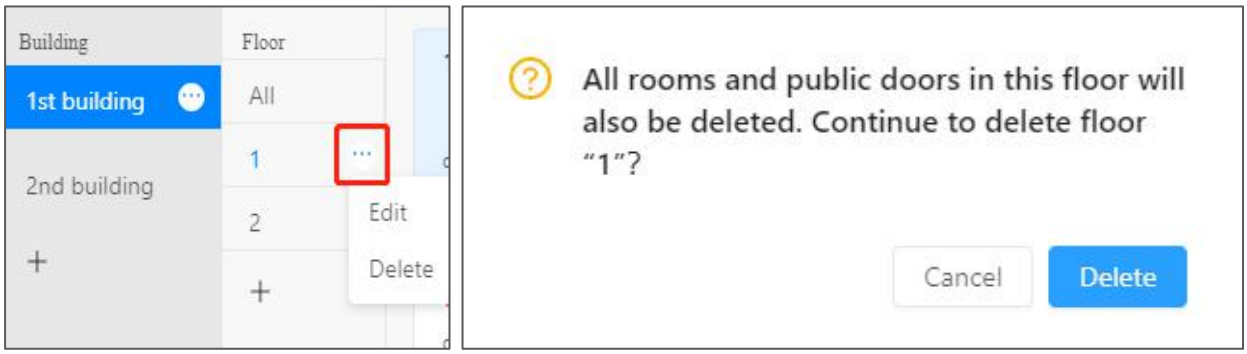


Click + to create a new floor. The name should be unique.

2.2.2.2. Edit floor

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

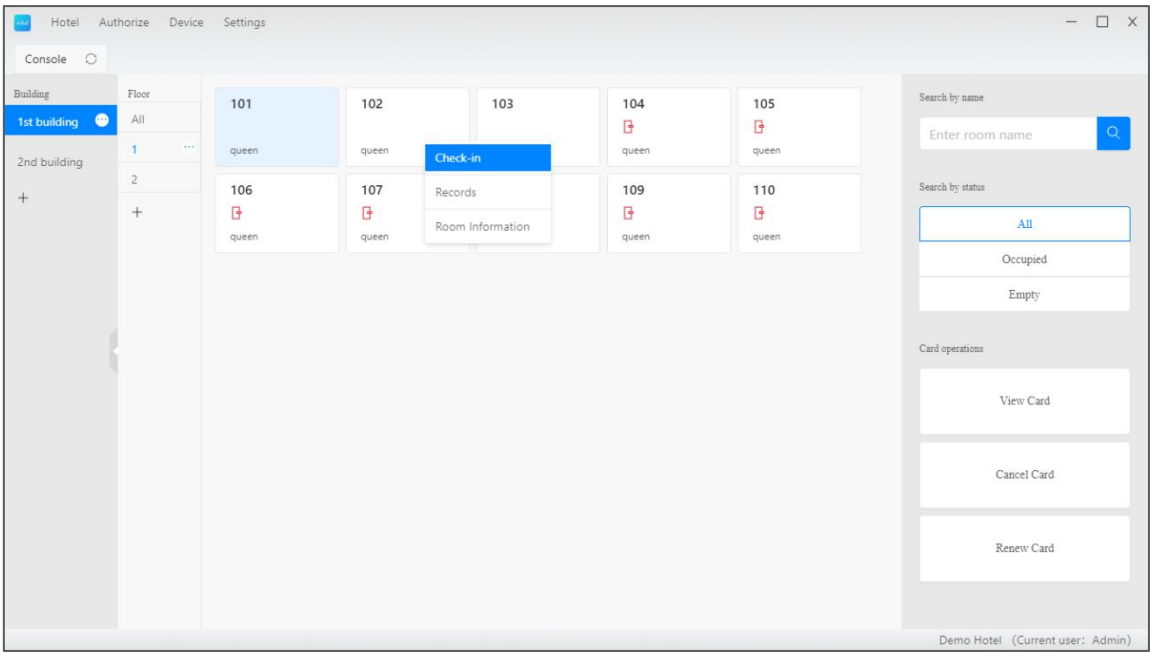
2.2.2.3. Delete floor

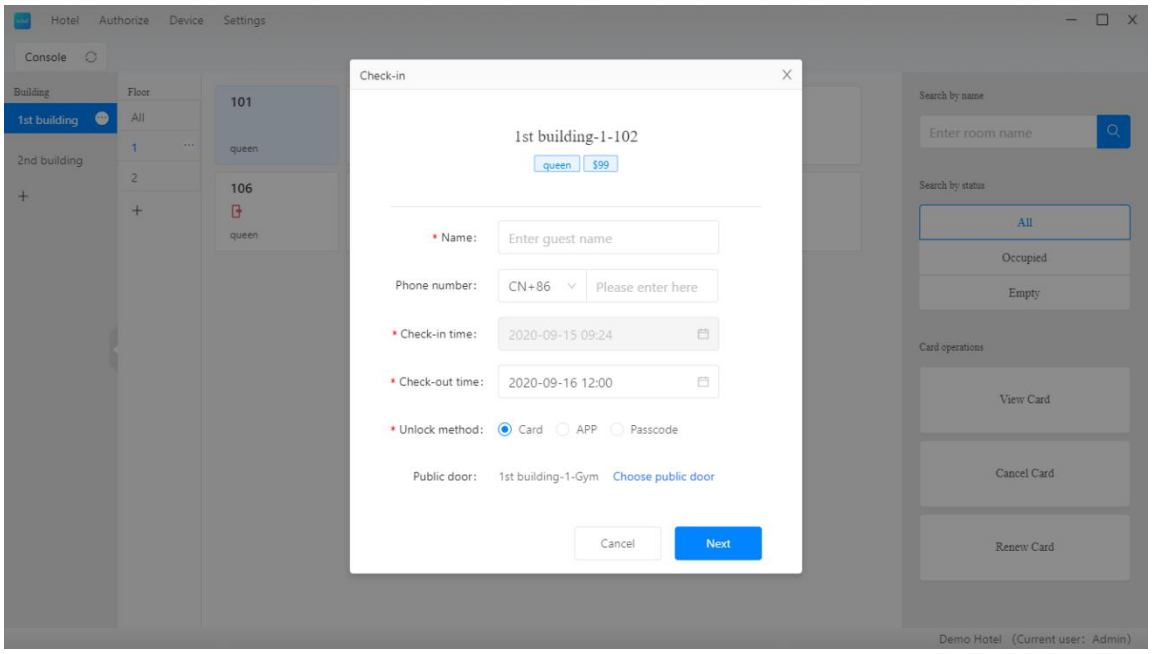


Please make sure all devices have been deleted and all rooms have check-out before delete a floor.

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.

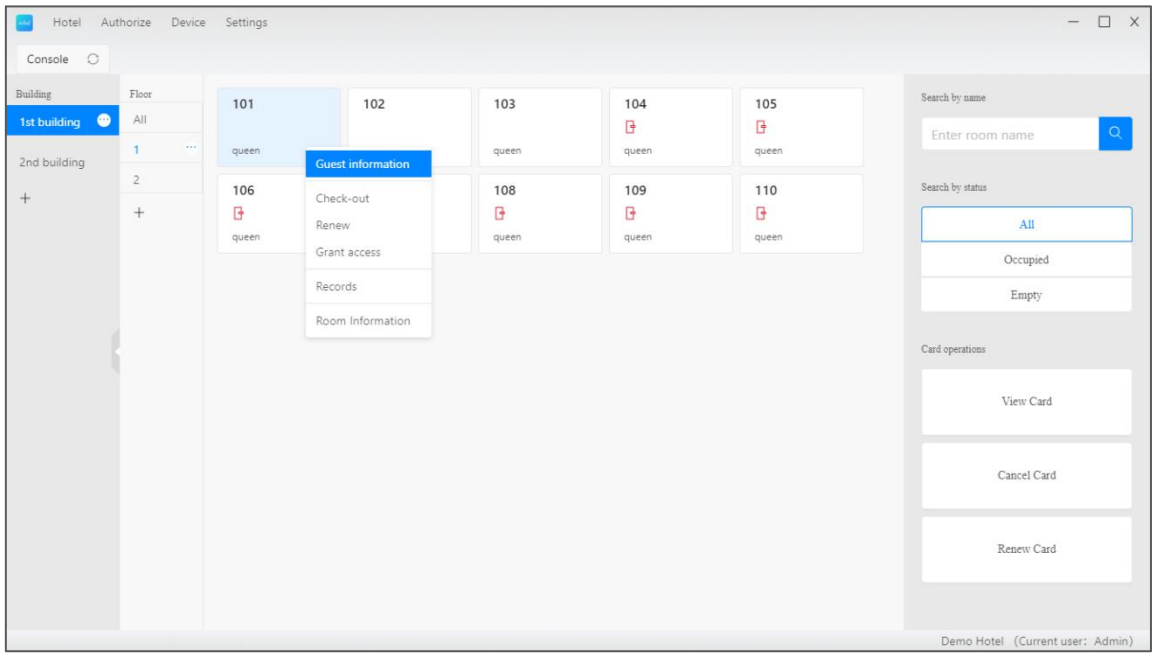
You can only do check-in for rooms which have smart locks. There will be a on the room if there is no smart lock.

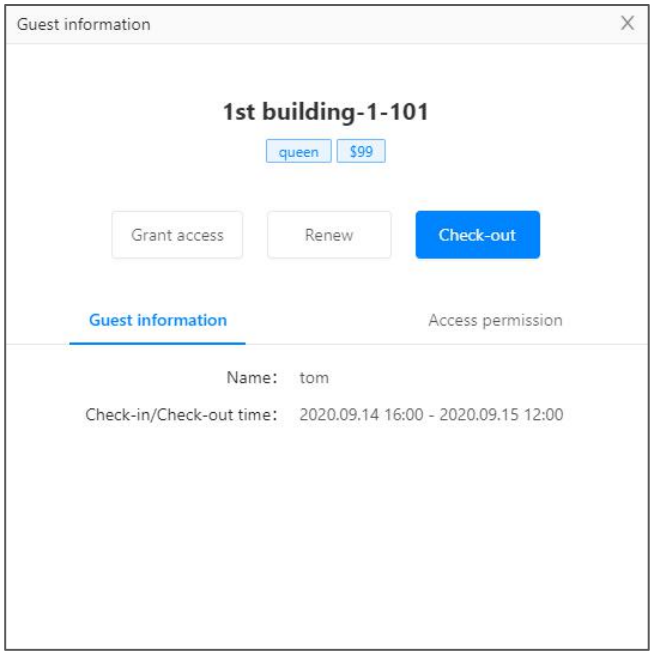
You are able to select additional common locks when issue card for a guest room. In this way, this card can unlock both room and selected common locks.

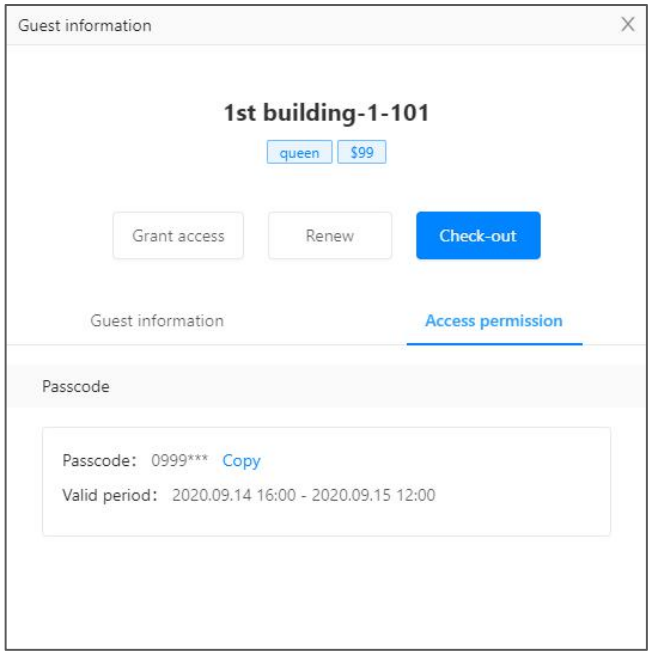
When you issue card next time, the selected common locks will also be selected by default, so you don't need to select them every time manually.

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

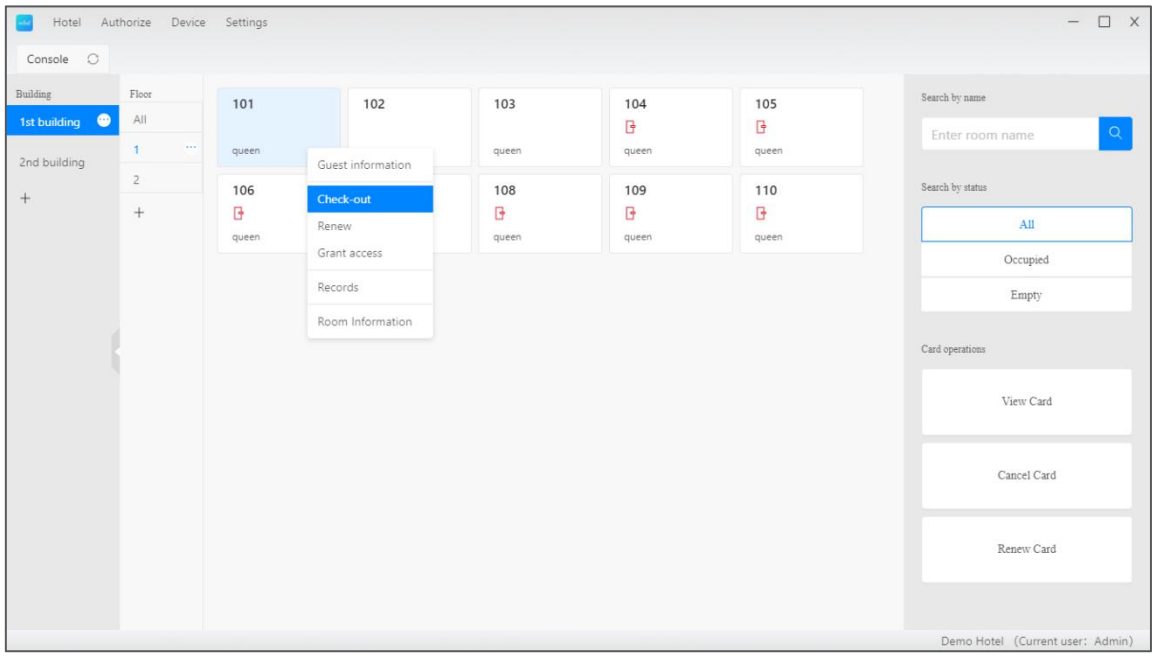


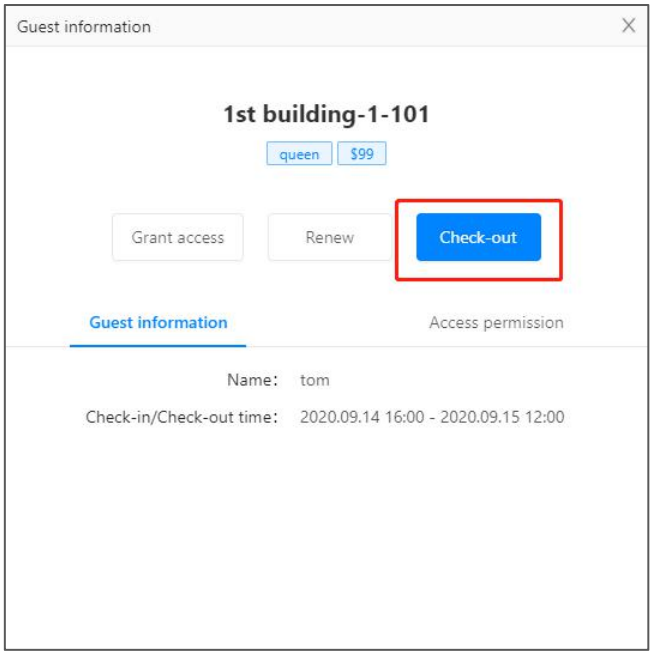




Check guest information on an occupied room. You can do check-out, renew or grant new access in this page. You can also report loss in here.

2.2.5. Check-out





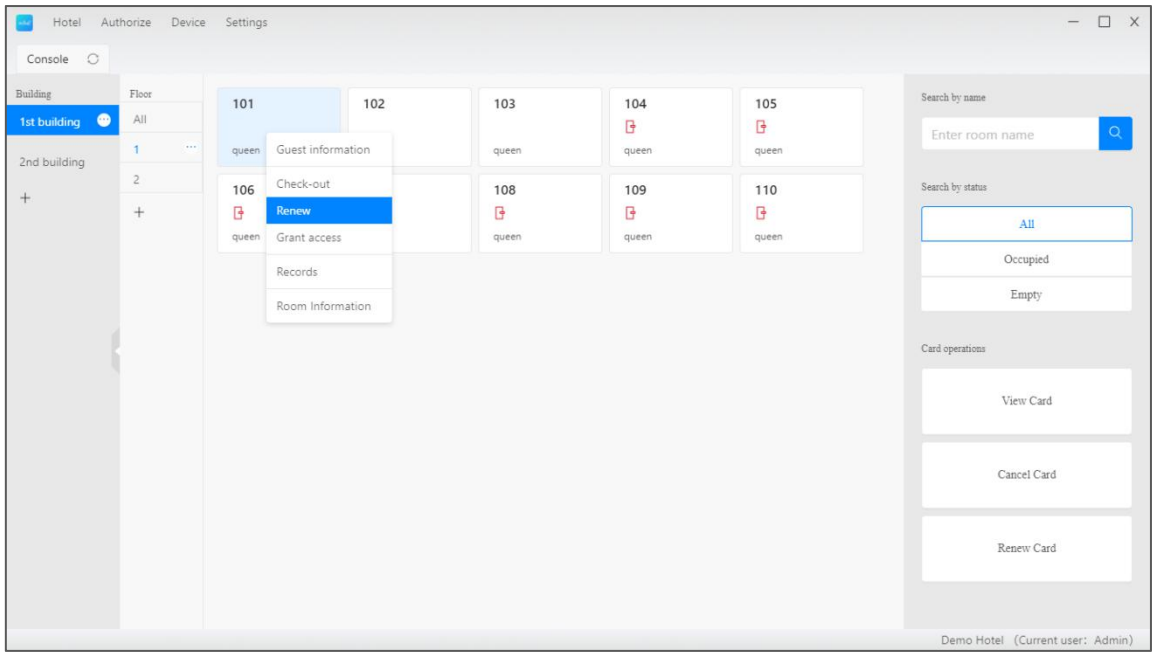
Click on an occupied room to do check-out.

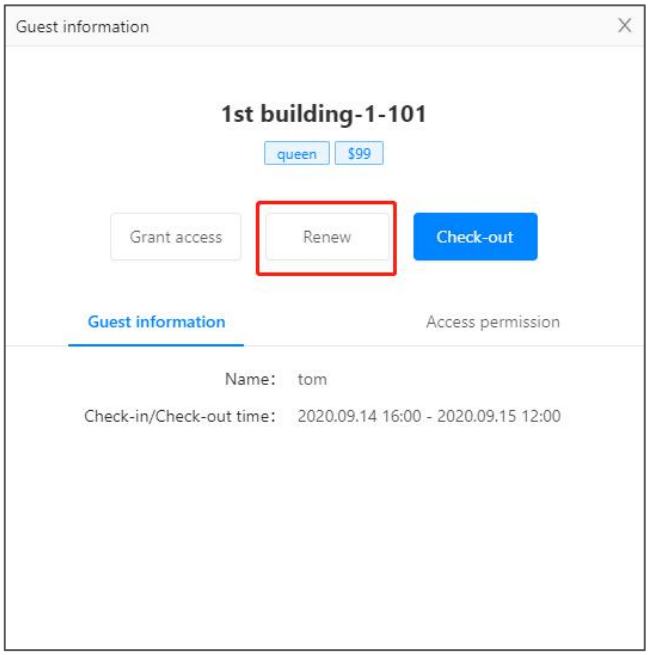
If the access is card, you will be asked to cancel card when doing check-out. This can be skipped if the card is not available at this moment.

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





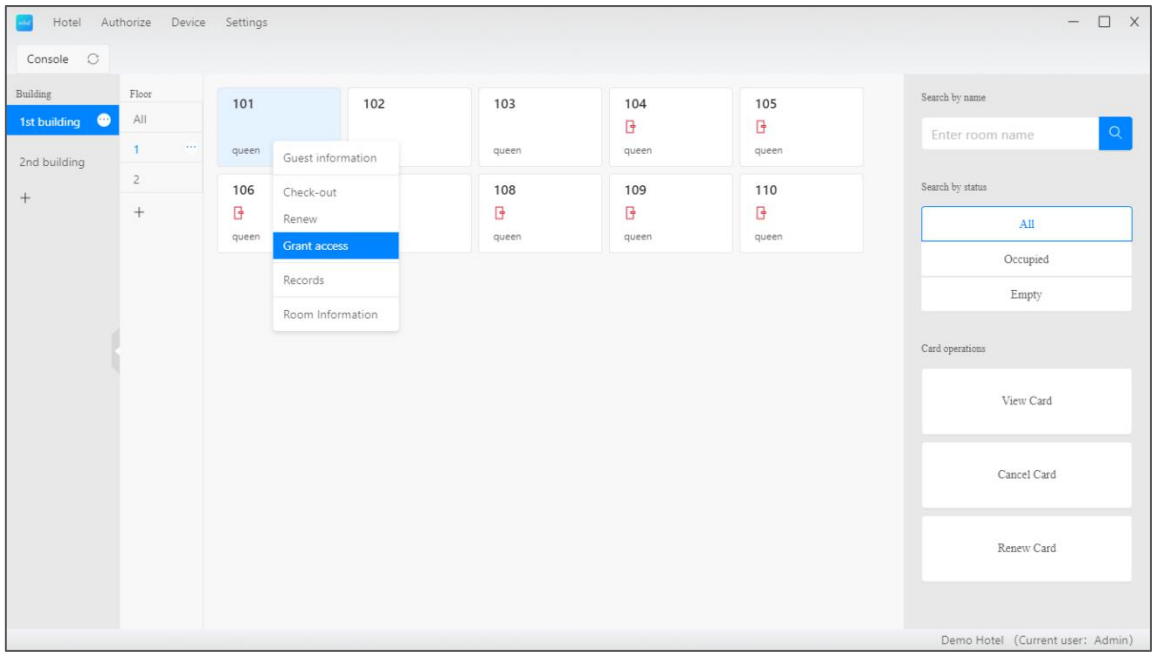
You can do this on an occupied room.

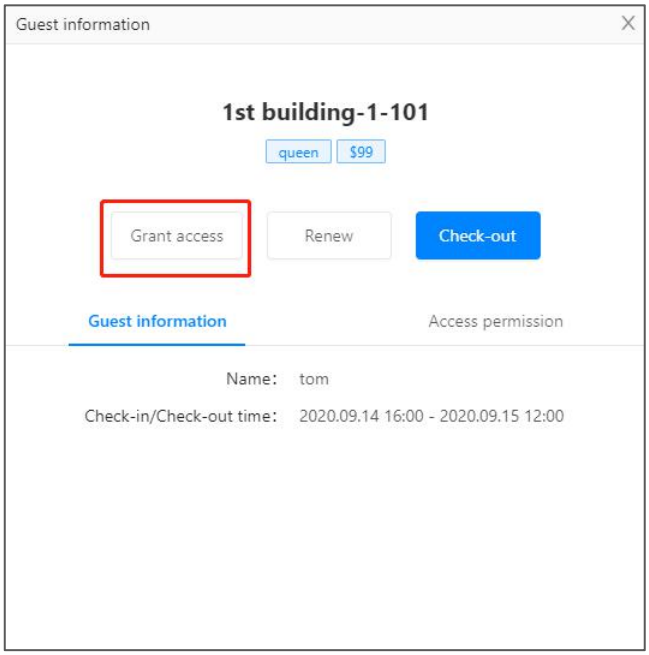
If the access is card, you will be asked to renew card.

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

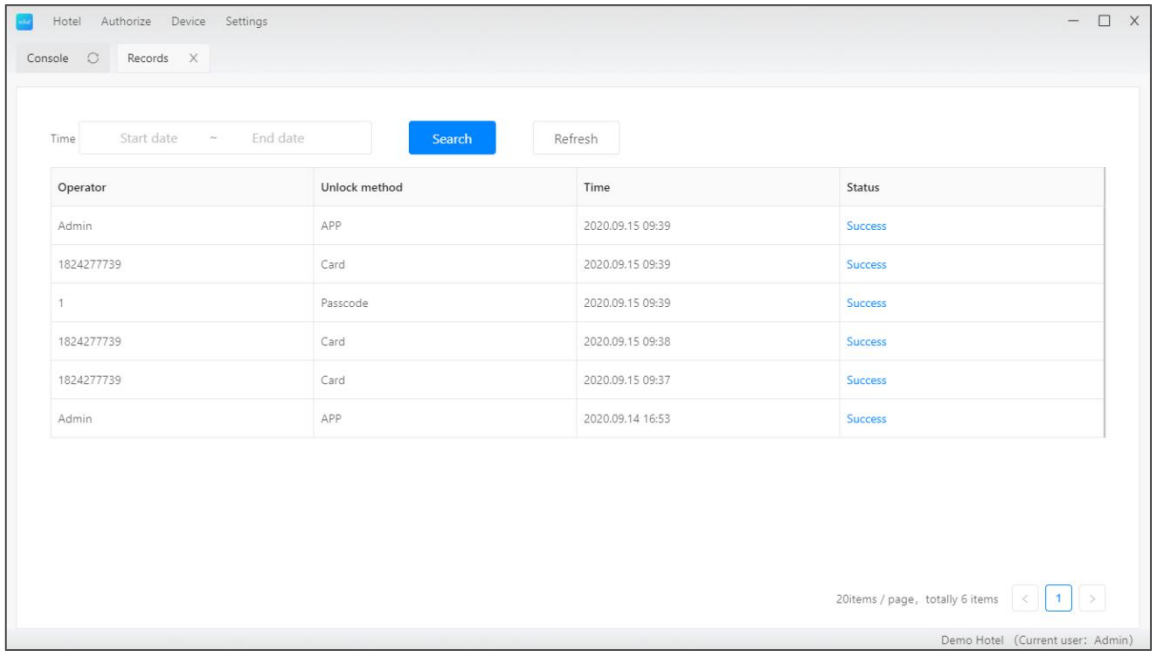




You can do this on an occupied room.

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

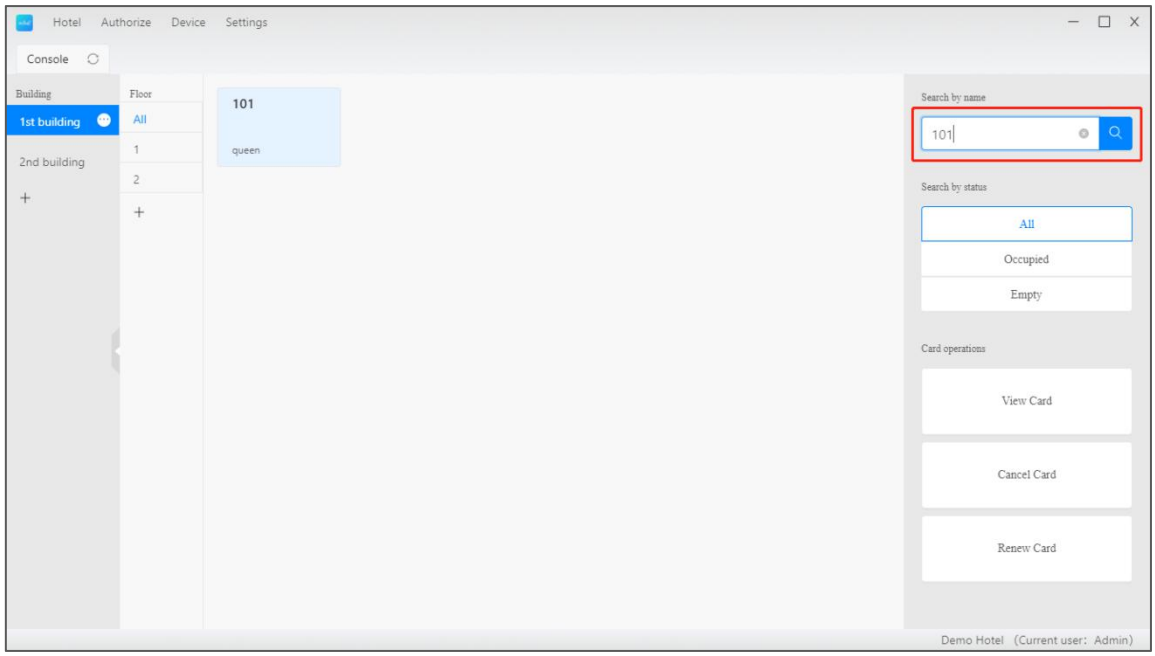
2.2.8. Records



Look up all unlock records here.

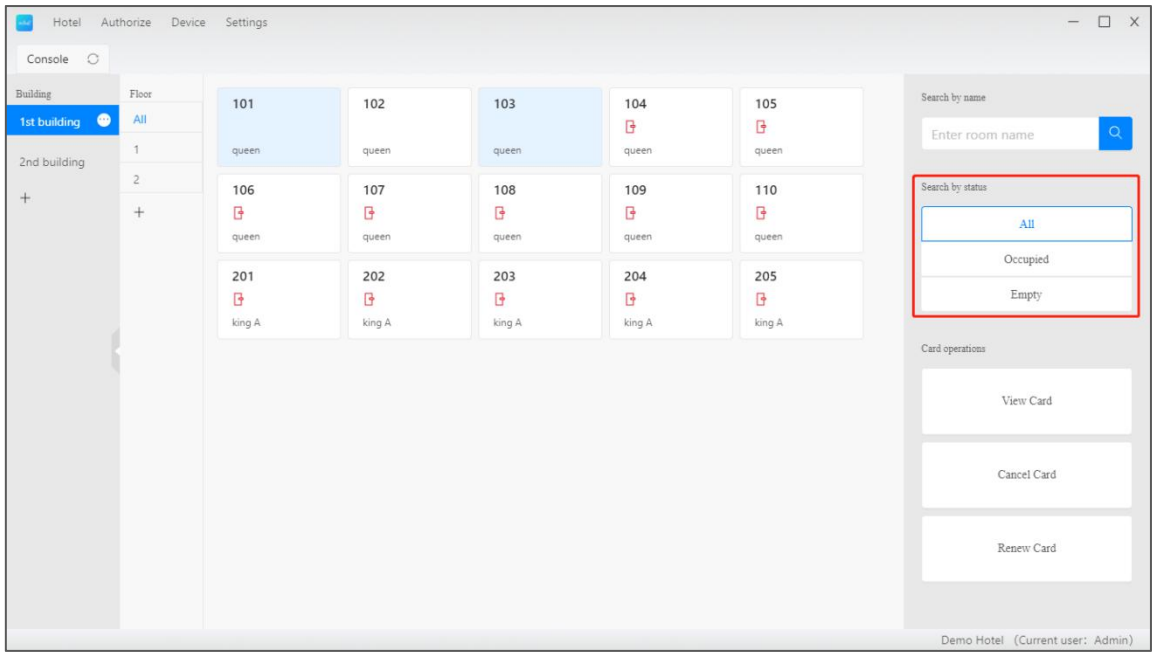
If the lock is connected to a gateway, records will be shown in this list automatically. If there is no gateway, you need to collect records with hotel app near the lock.

2.2.9. Search for a room



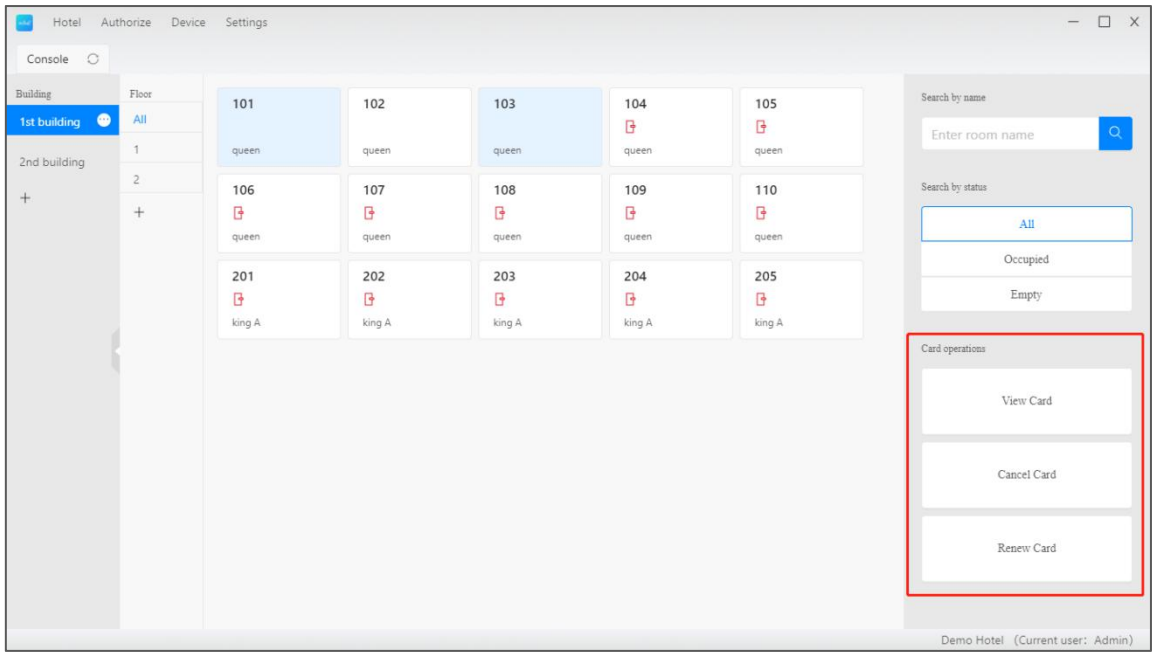
Search with room number

2.2.10. Filter with status



Filter rooms with status occupied and unoccupied.

2.2.11. View/Cancel/Renew card

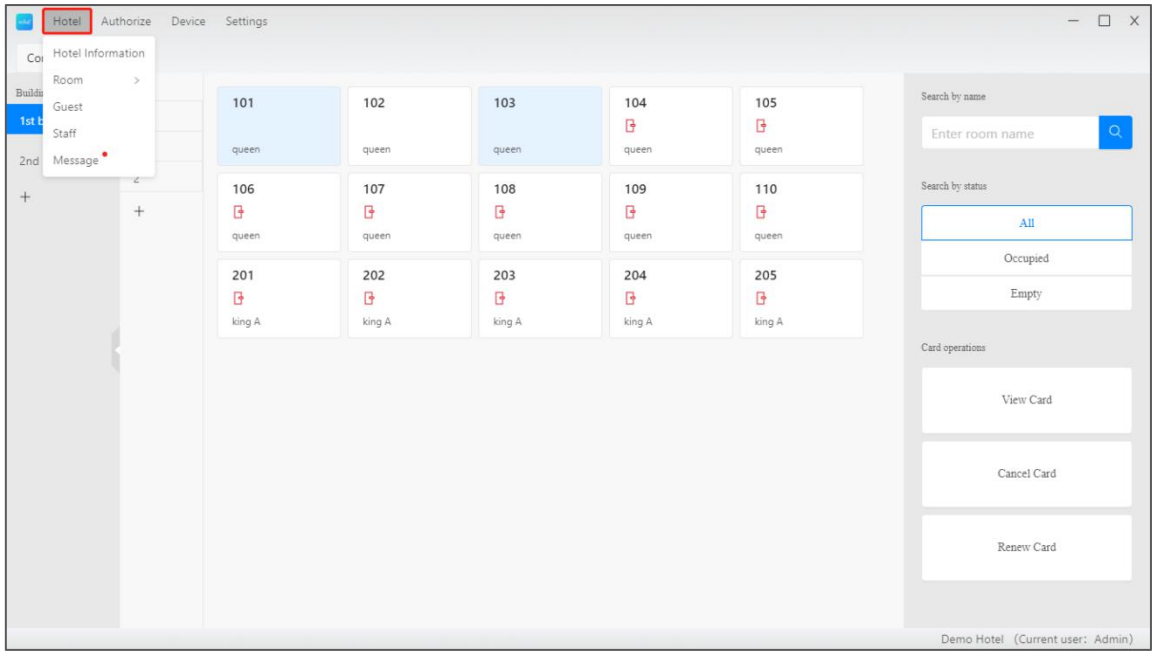


View card: look up permission in the card

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

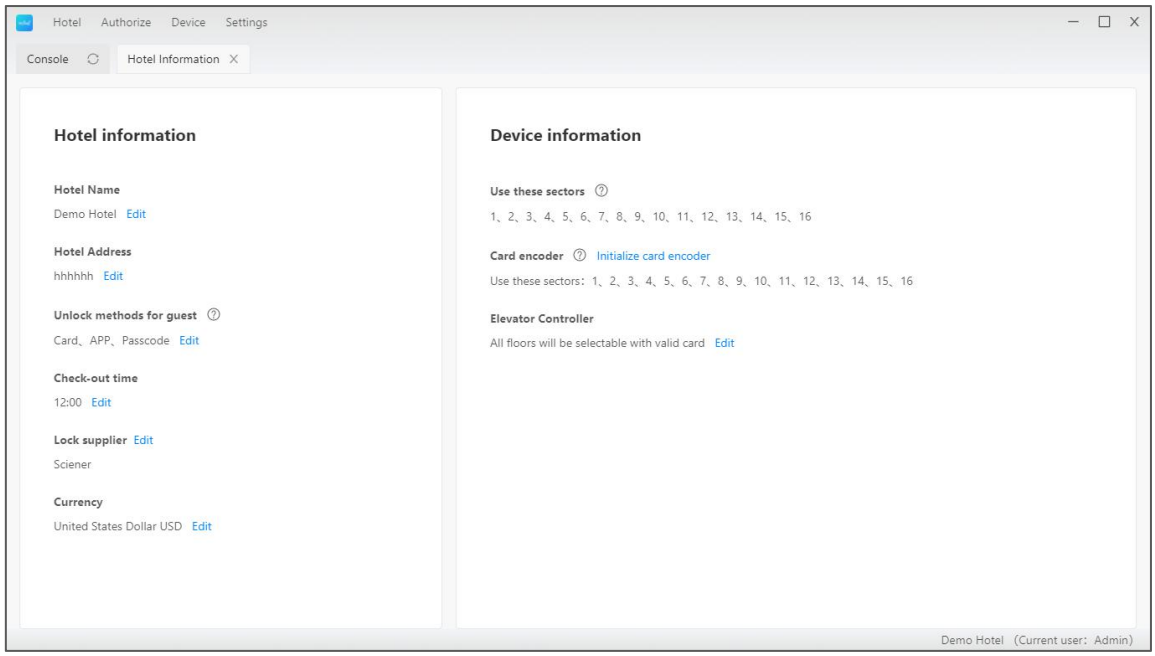
Renew card: Renew the valid period, also modify the check-out

2.3. Hotel



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

2.3.1. Hotel information



Edit hotel name and address here.

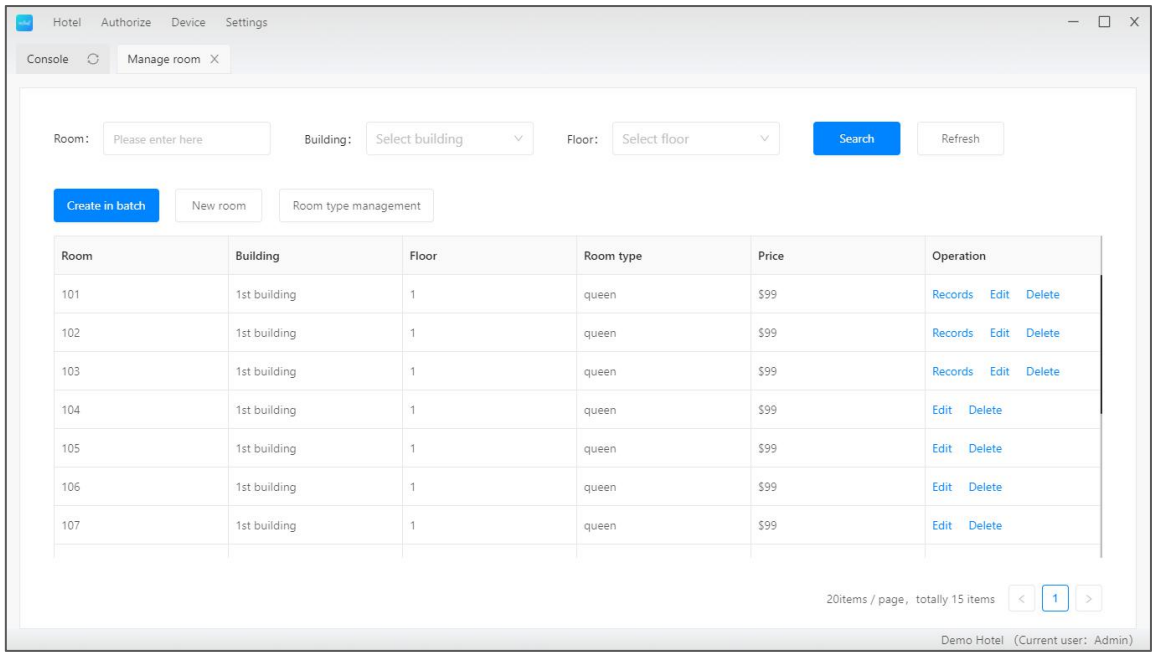
Select unlock methods: card, app, passcode

Set a default check-out time

Look up the active sectors

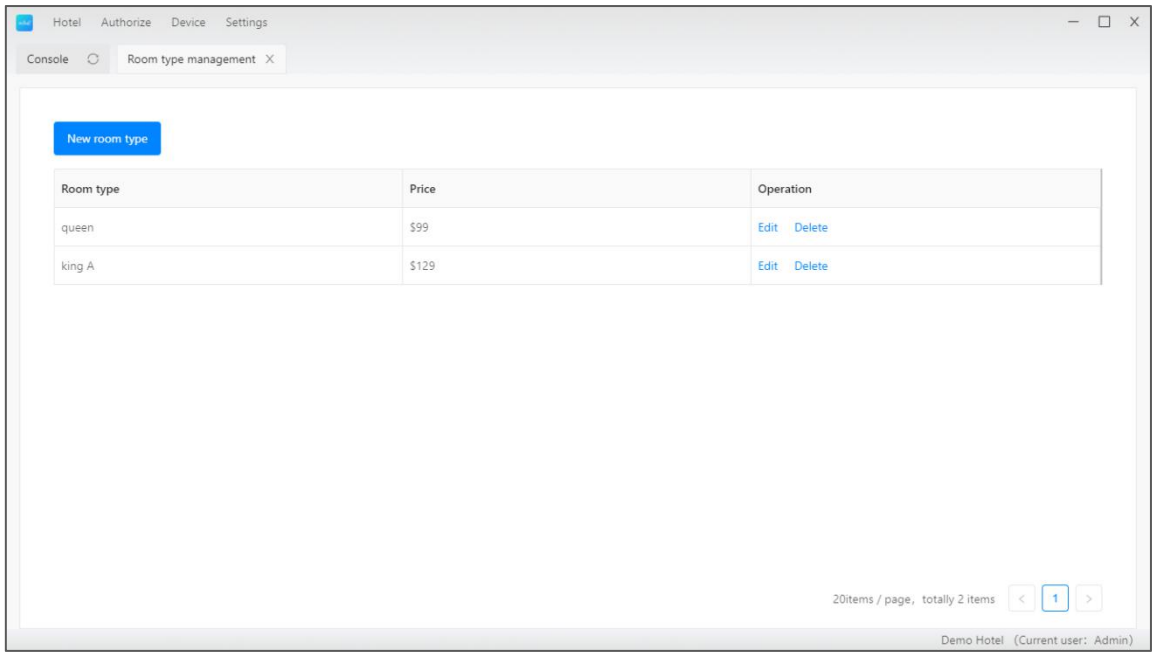
Select a working mode of lift controller

2.3.2. Rooms



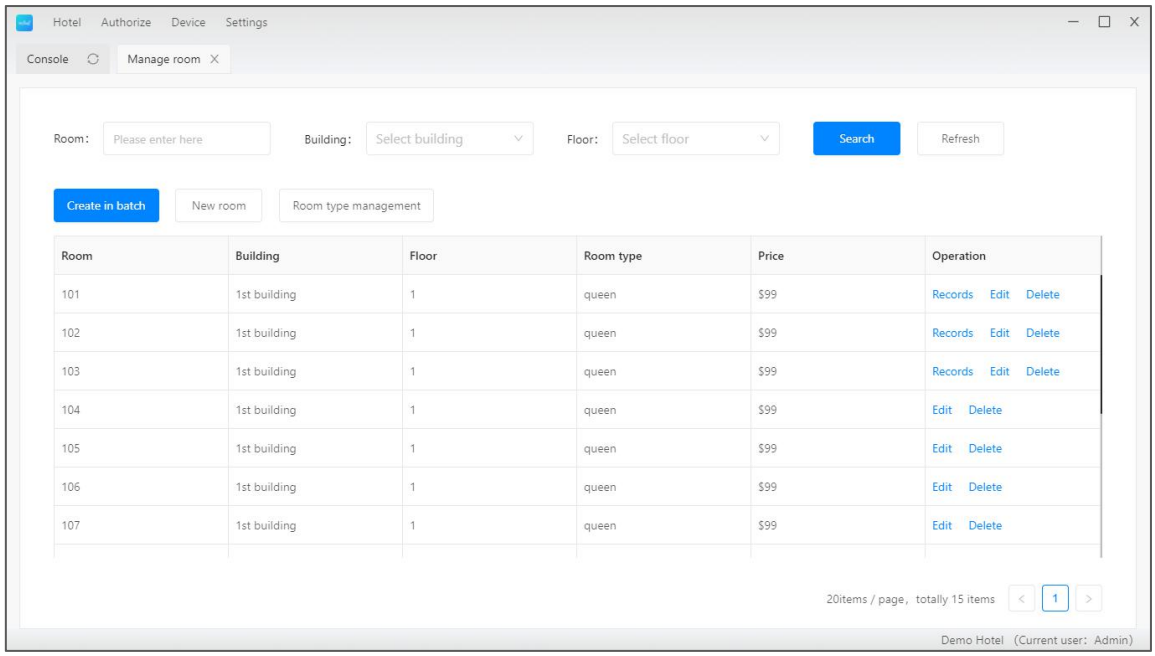
There are two types of rooms: Guest room and common room. When issue card for guest room, you can select additional common rooms.

2.3.2.1. Create/Edit/Delete room type



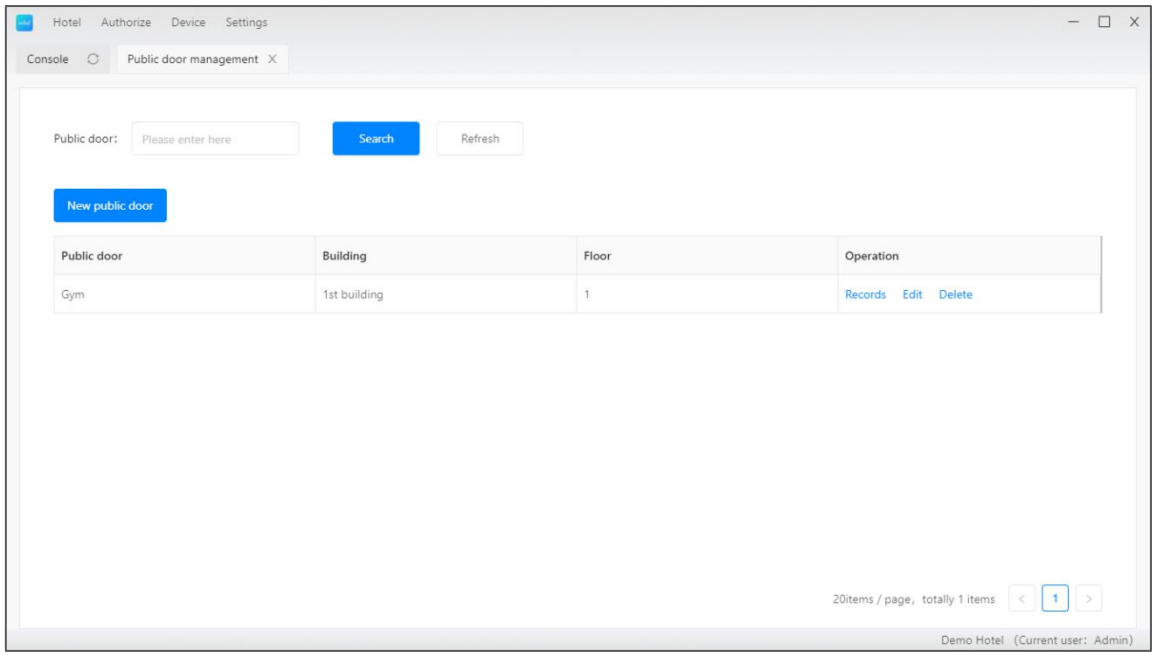
Create, Edit or Delete room type in this page: Room -> room type management

2.3.2.2. Create/Edit/Delete guest room



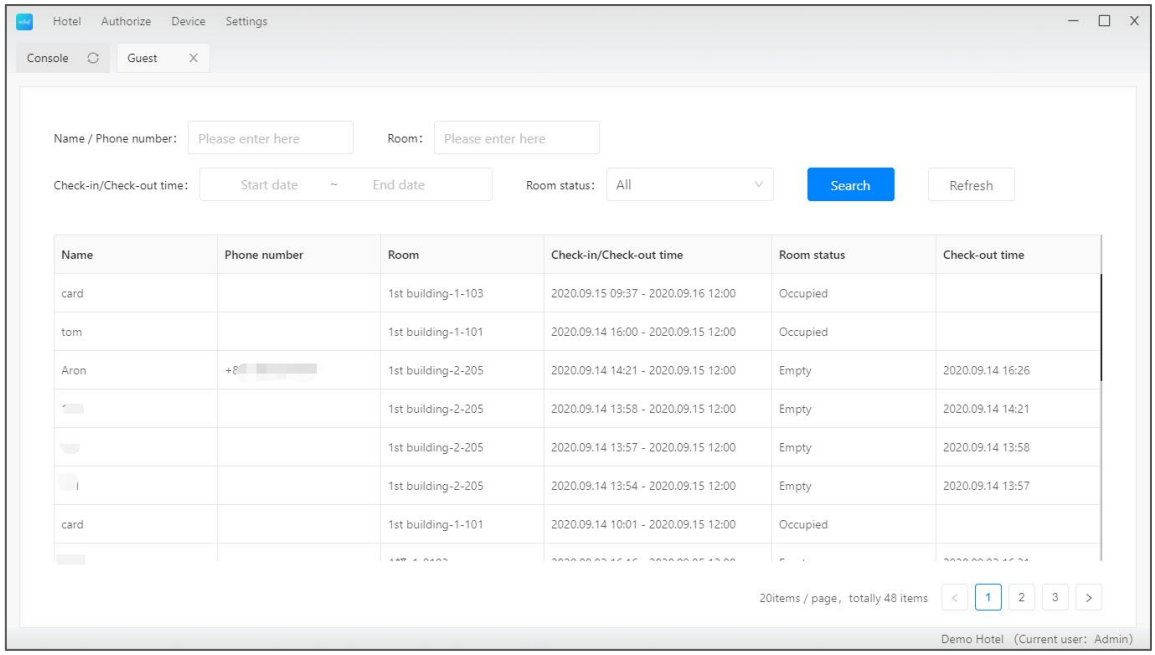
Create a room or in batch in this page: Rooms->guest room

2.3.2.3. Create/Edit/Delete common room



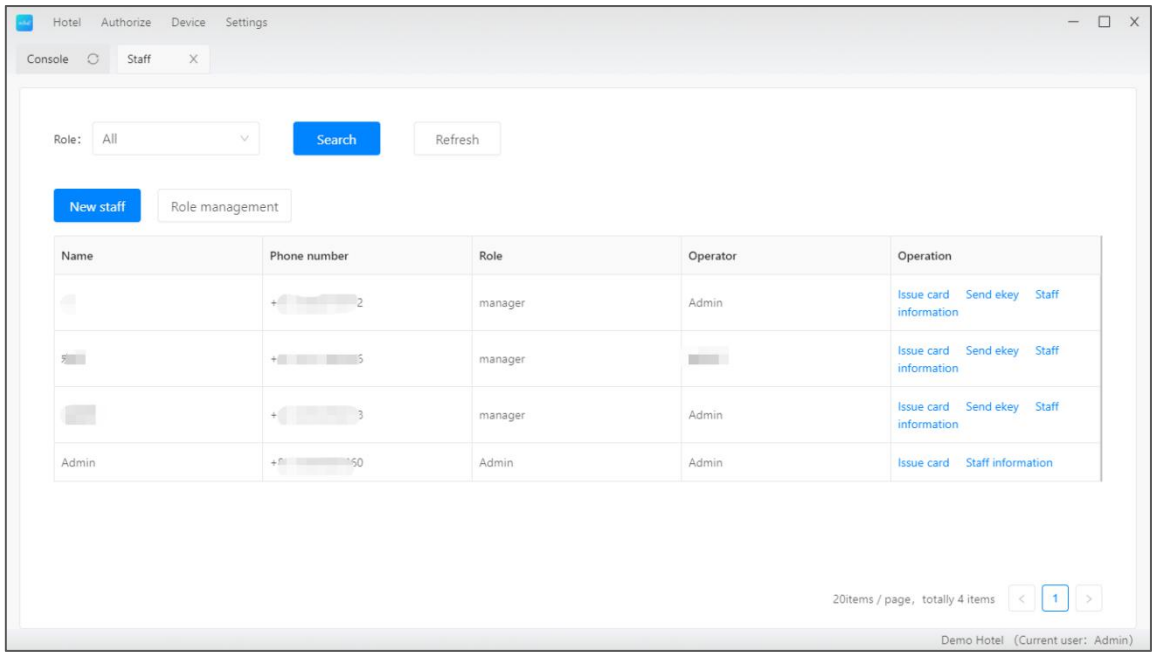
Manage common room is this page: Rooms->common room

2.3.3. Guests



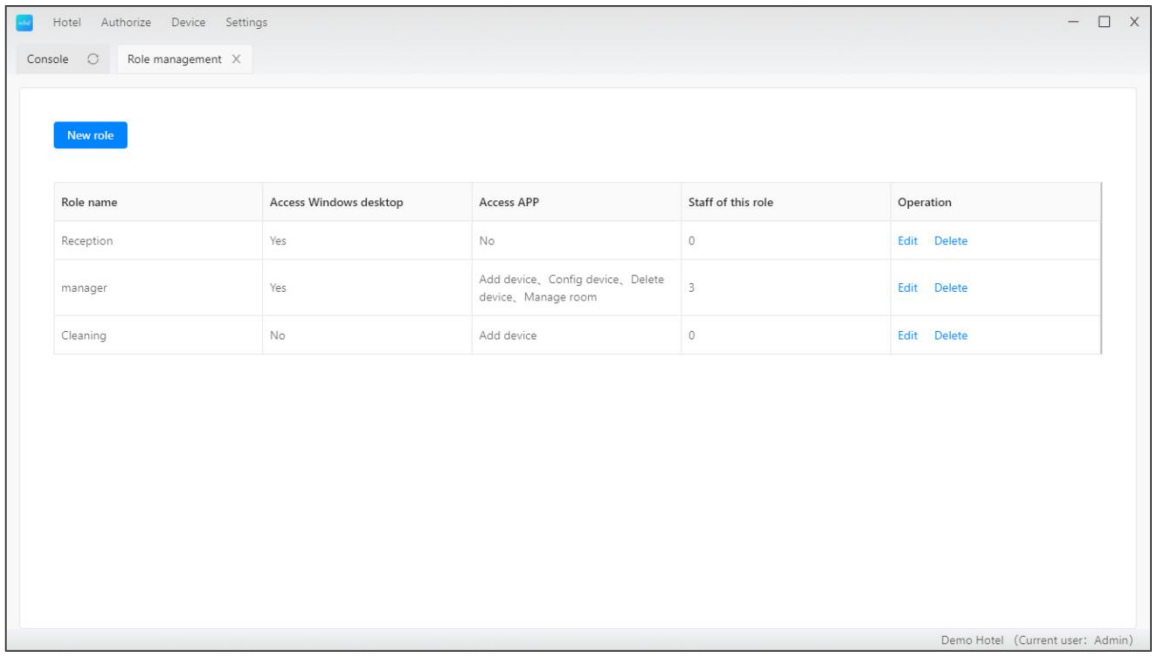
Look up history guests

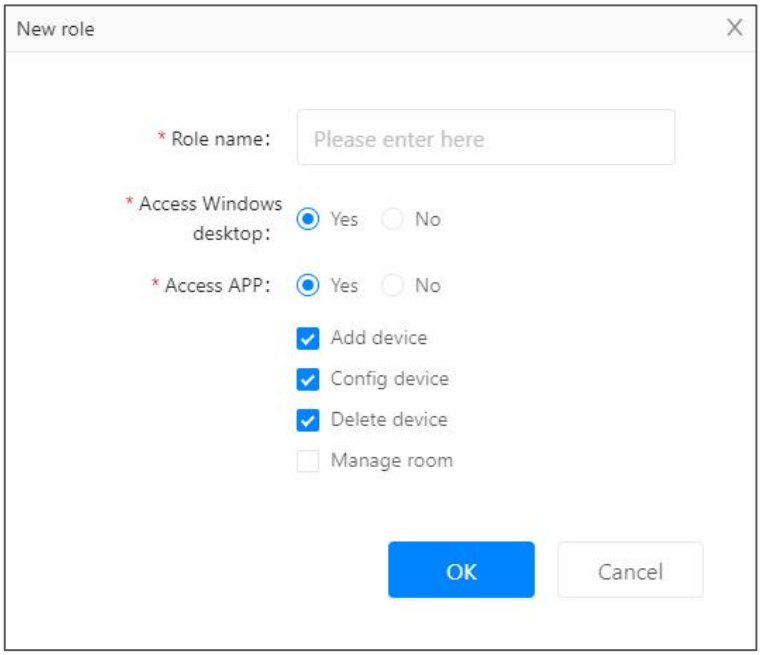
2.3.4. Staff



Manage staff in this page.

2.3.4.1. Roles

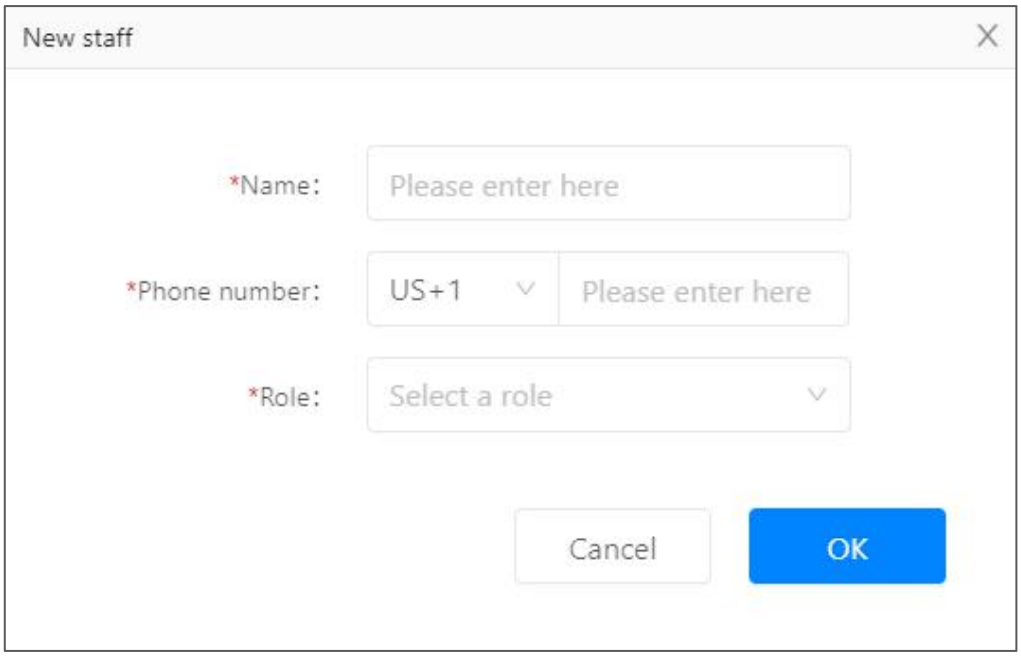




Manage roles in this page

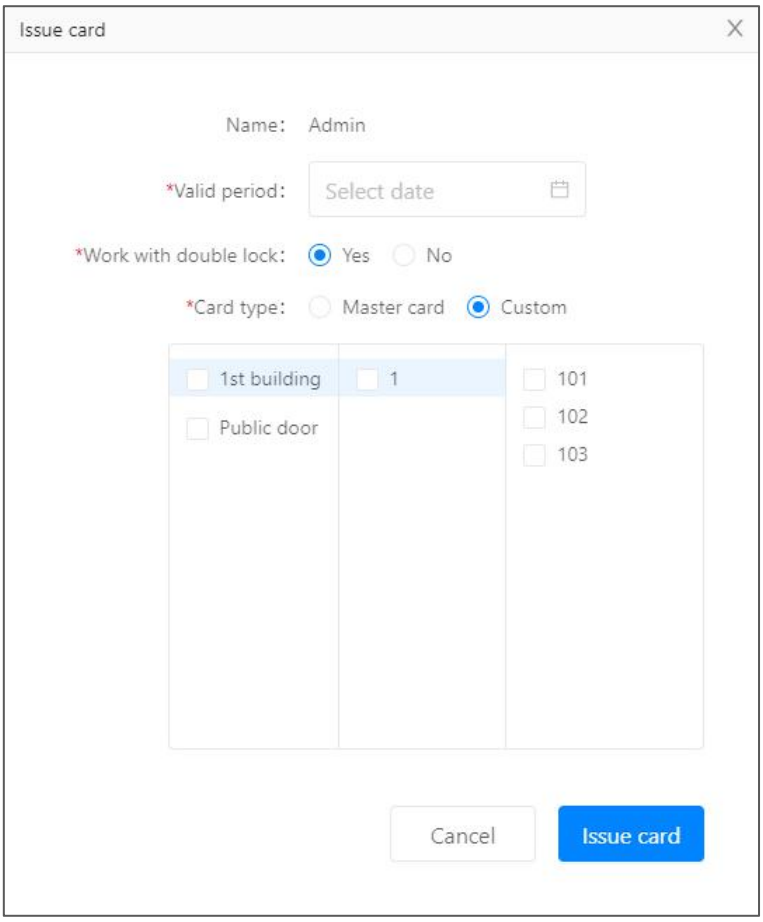
2.3.4.2. Staff

2.3.4.2.1. Create staff



Create a staff with unregistered account

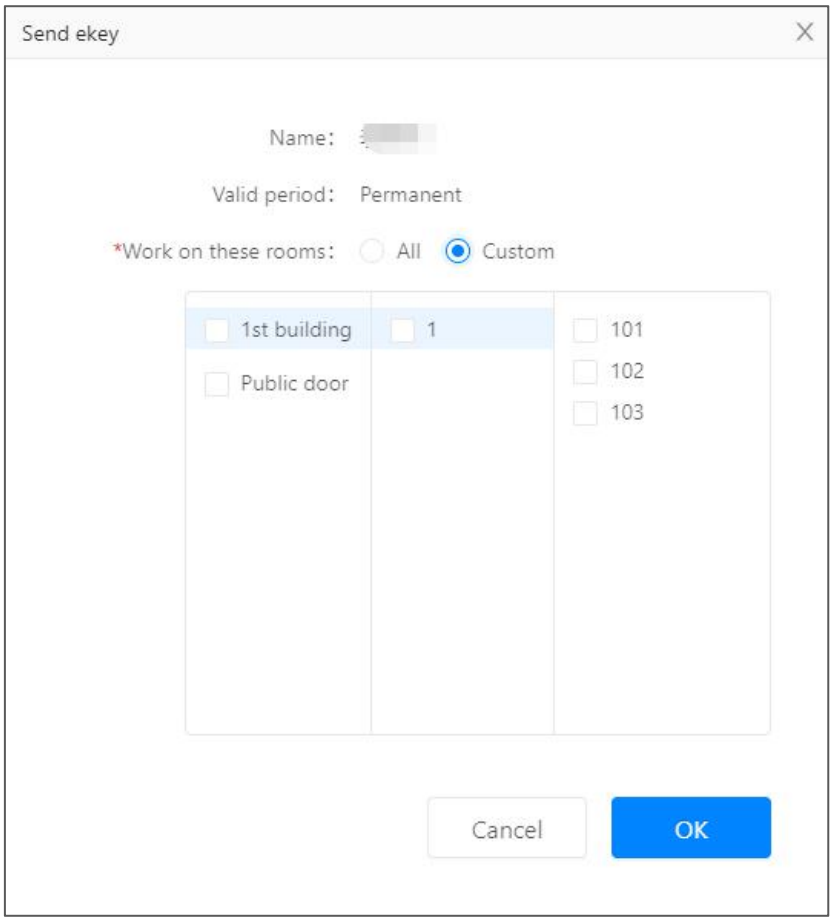
2.3.4.2.2. Issue card for staff



Option 1: work with double lock or not

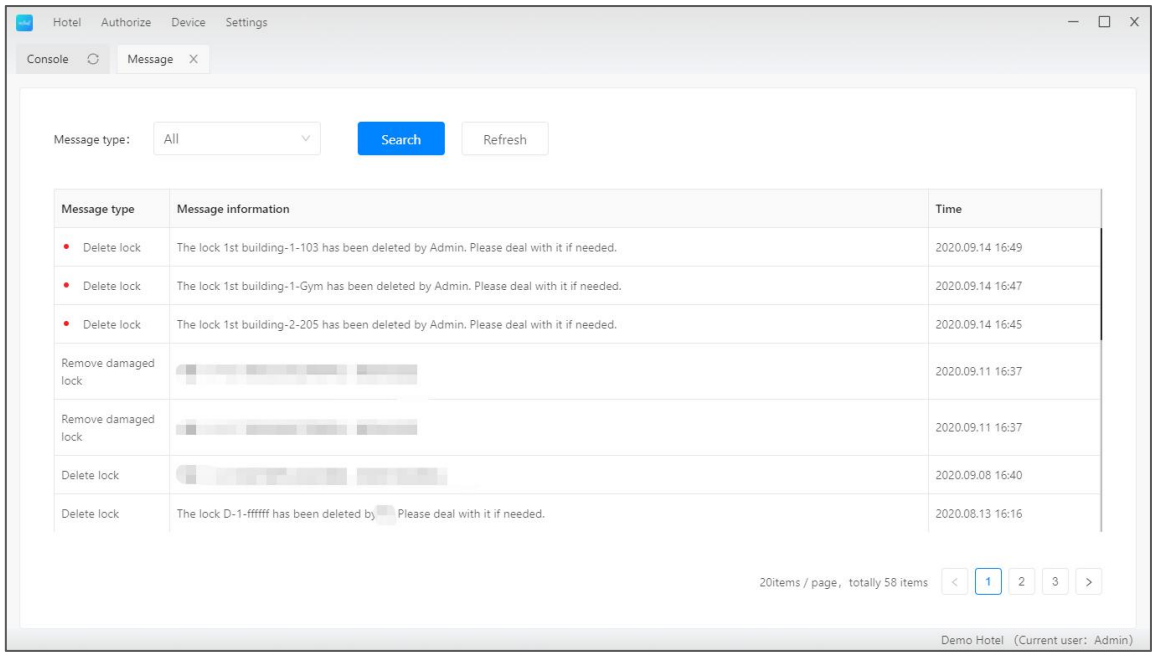
Option 2: master card or customized card. Master cards unlock all locks.

2.3.4.2.3. Issue ekey to staff



Issue ekeys to staff for selected locks

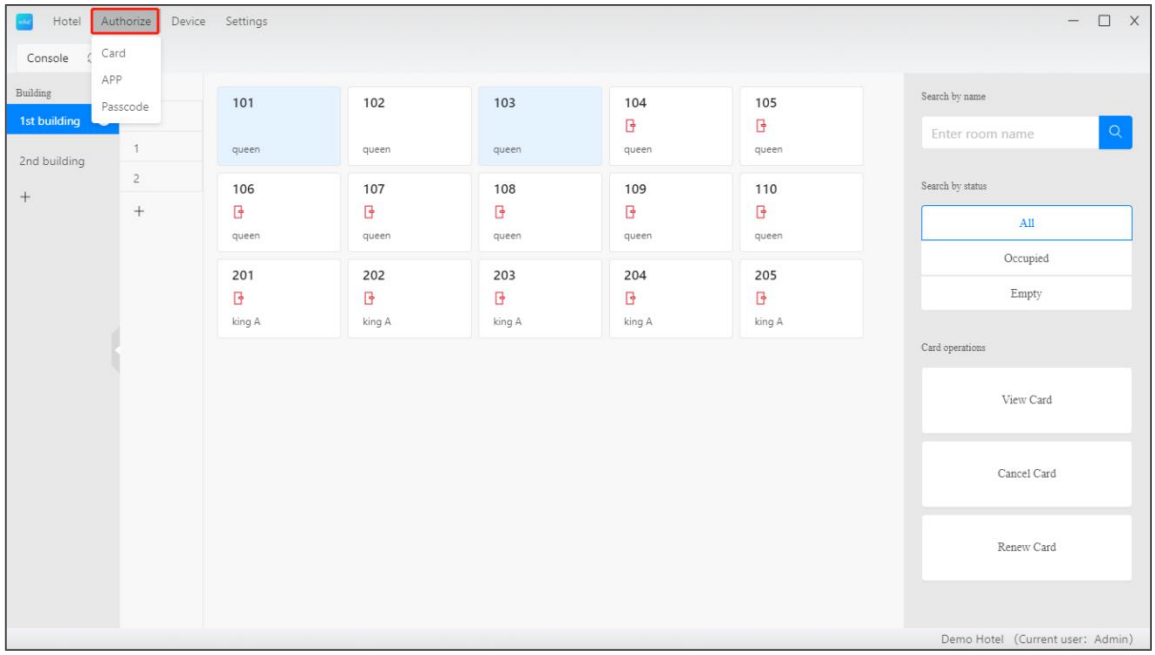
2.3.5. Message



Look up all types of messages here.

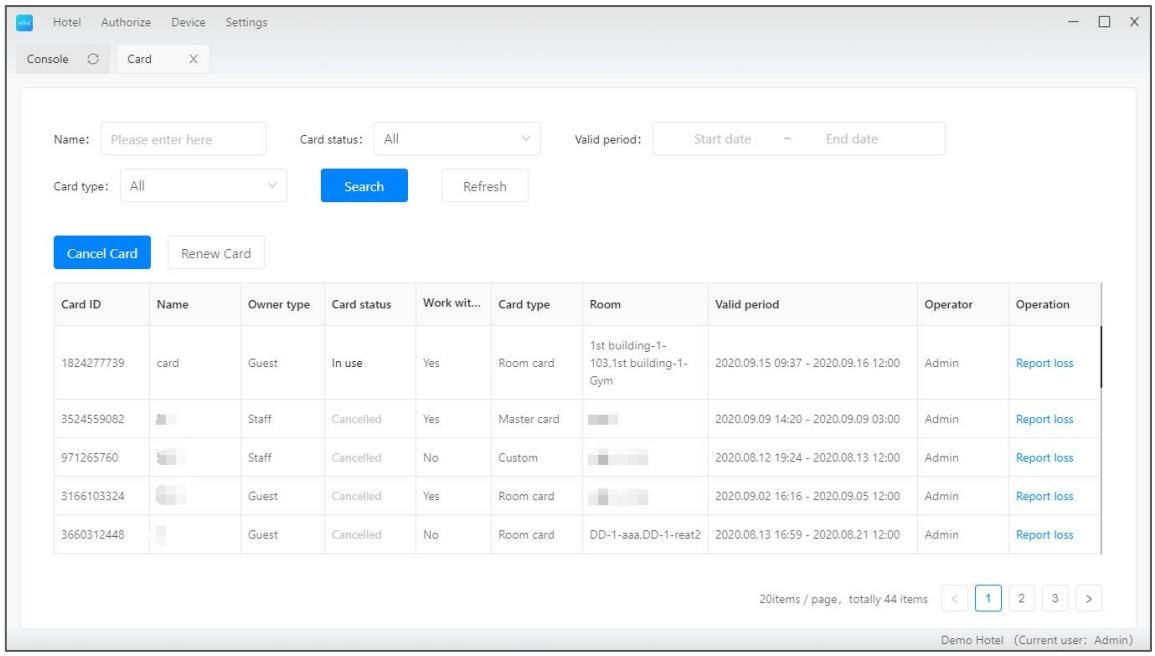
Messages include low battery notification, locks being deleted, and etc

2.4. Access



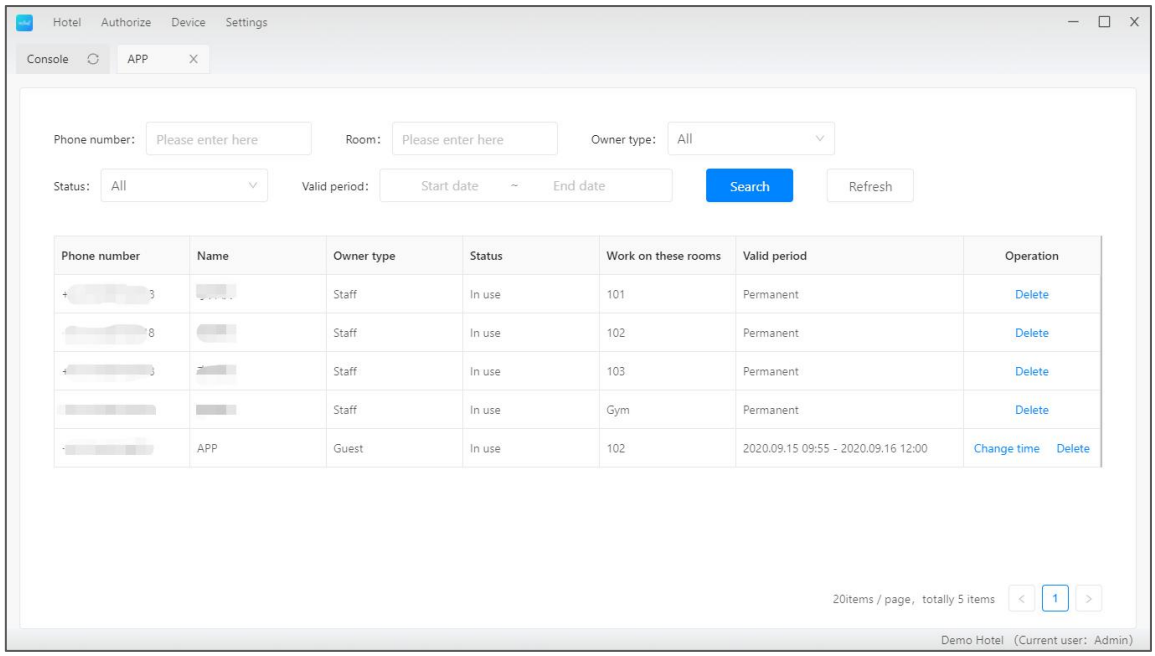
Access includes cards, ekeys, and passcodes

2.4.1. Card



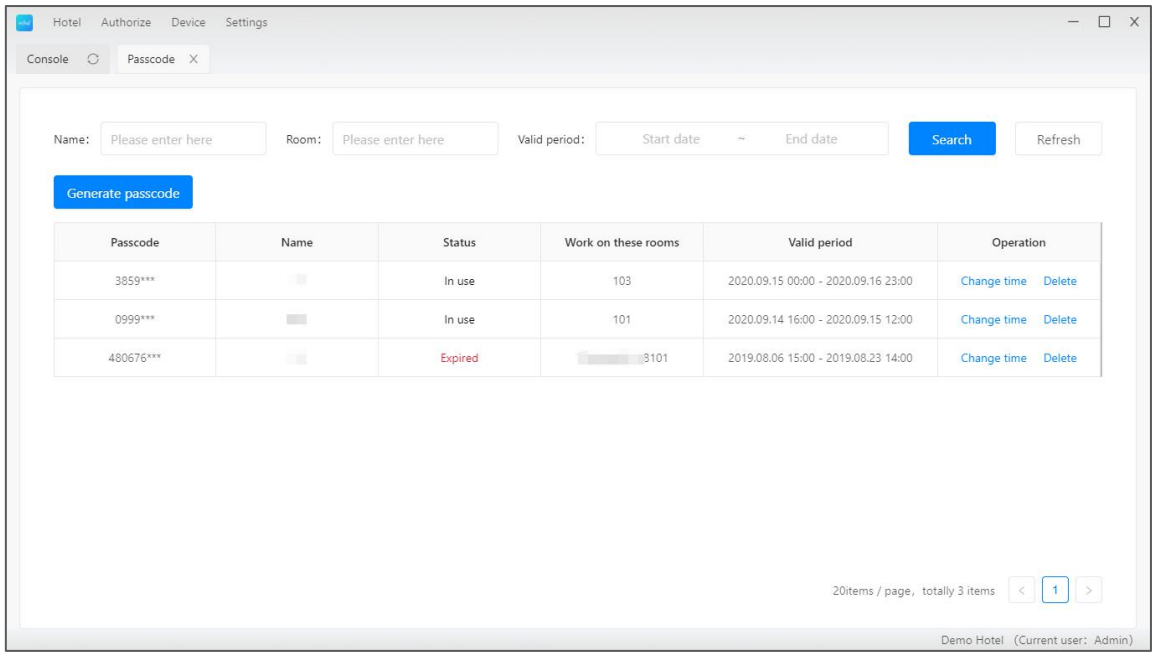
The card list includes all cards issued for staff and guests.

2.4.2. eKey(APP)



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

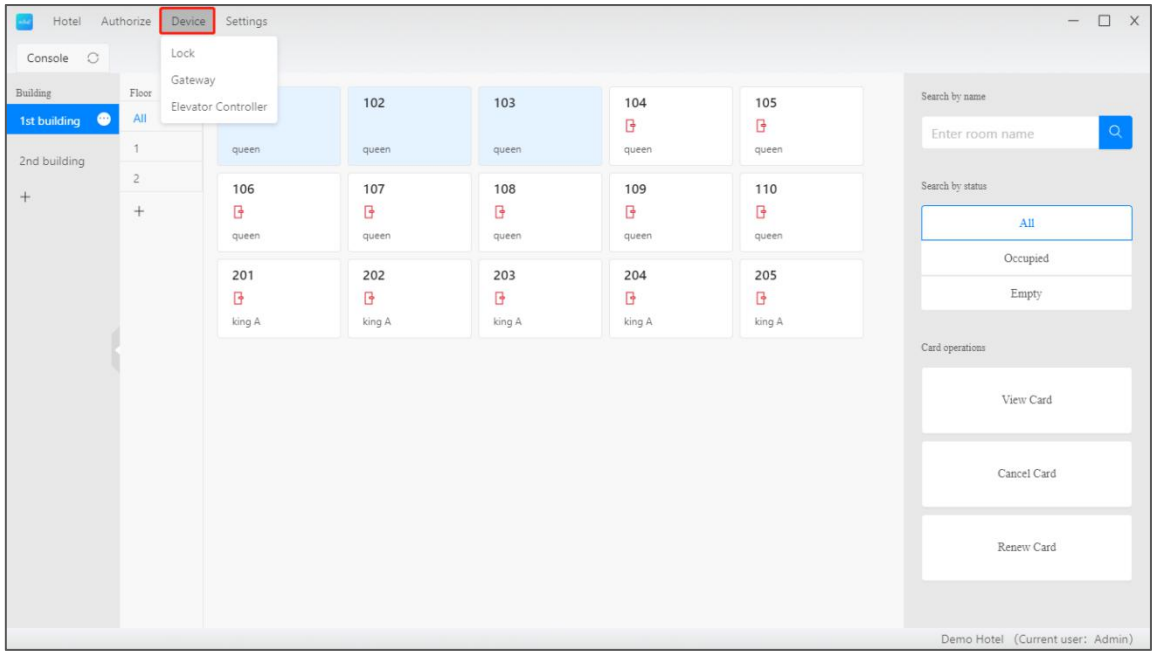
2.4.3. Passcode



The passcode list includes all passcodes issued to guests and temporarily

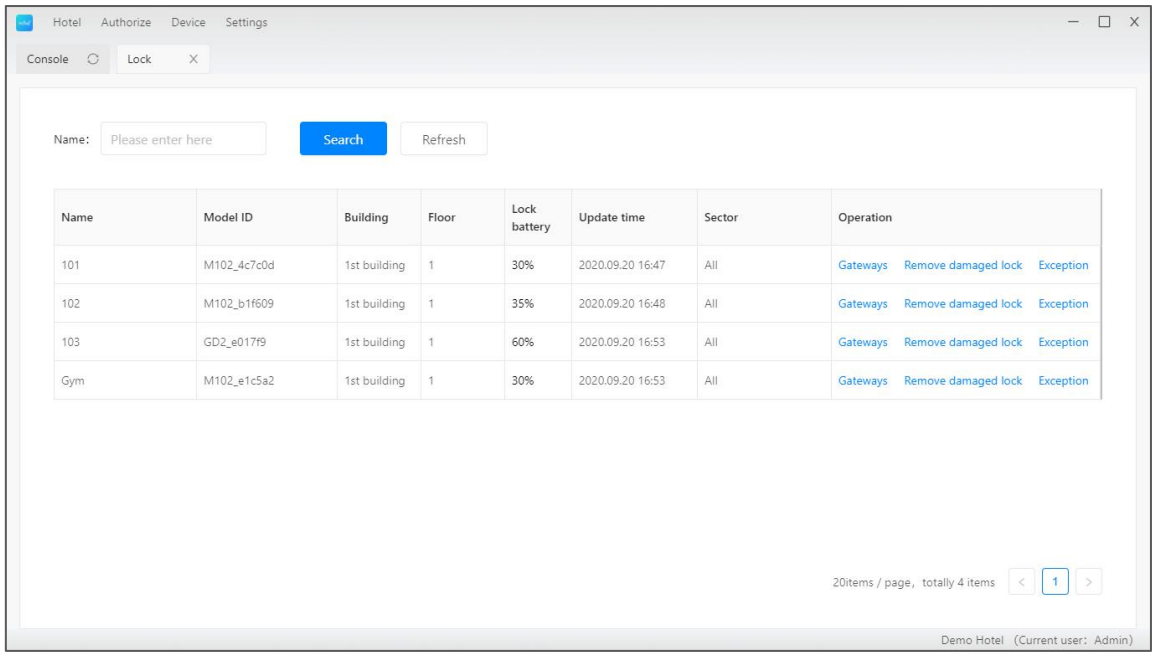
You can generate passcode for temporary use here

2.5. Devices



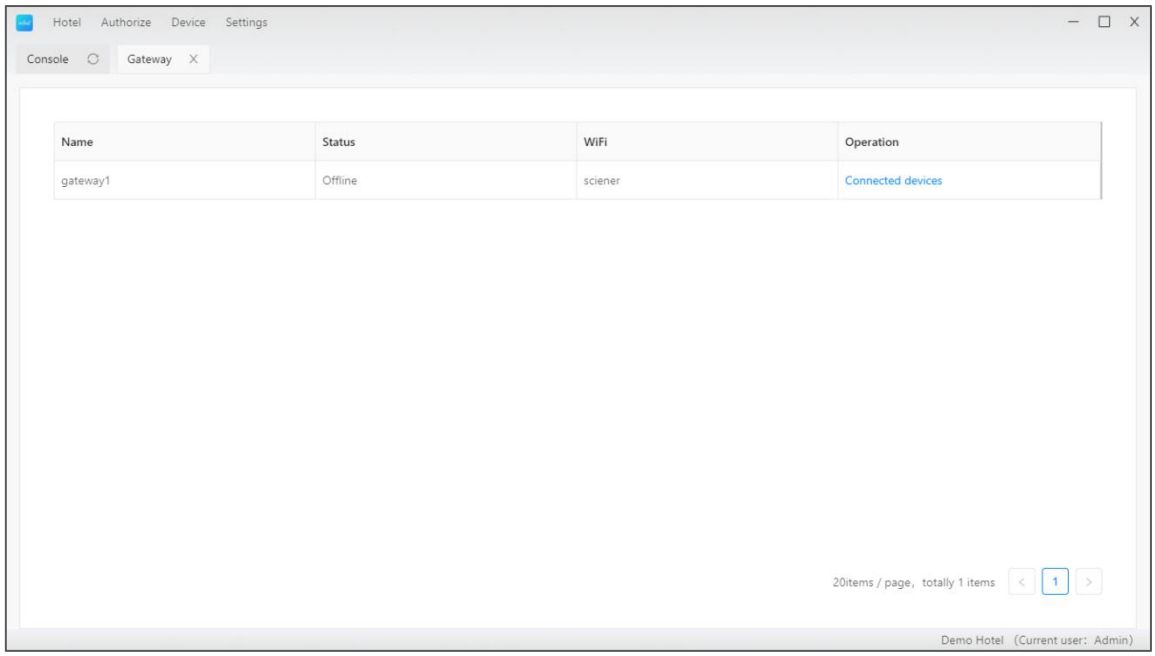
Manage locks, gateways and lift controller in this page.

2.5.1. Lock



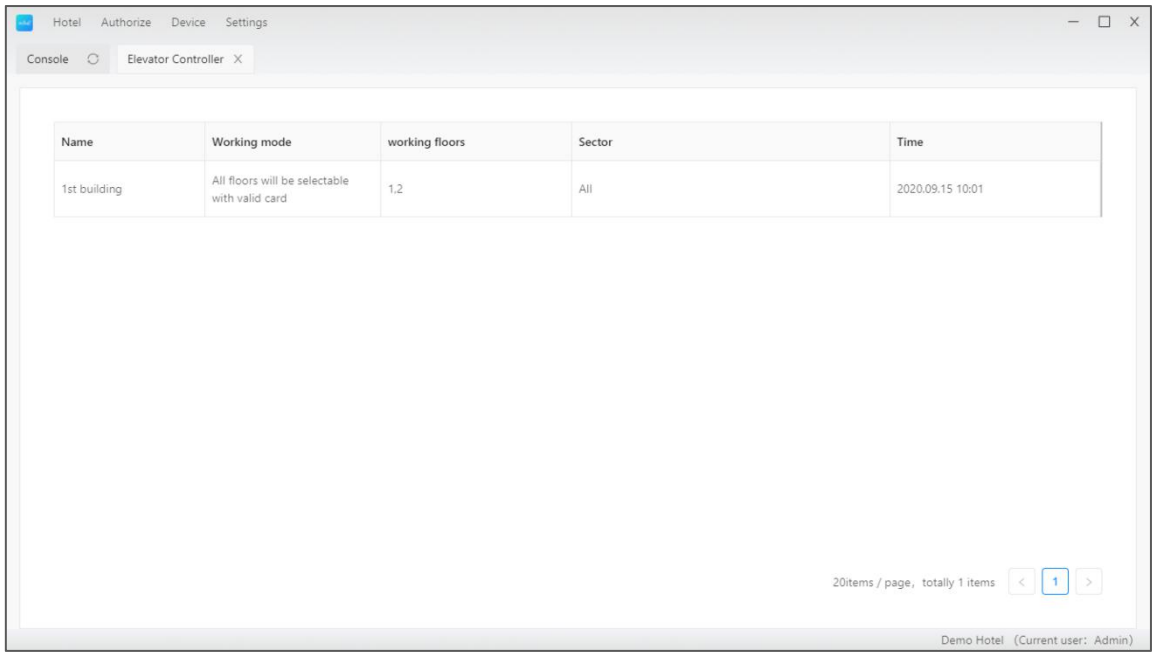
All locks in current hotel.

2.5.2. Gateway



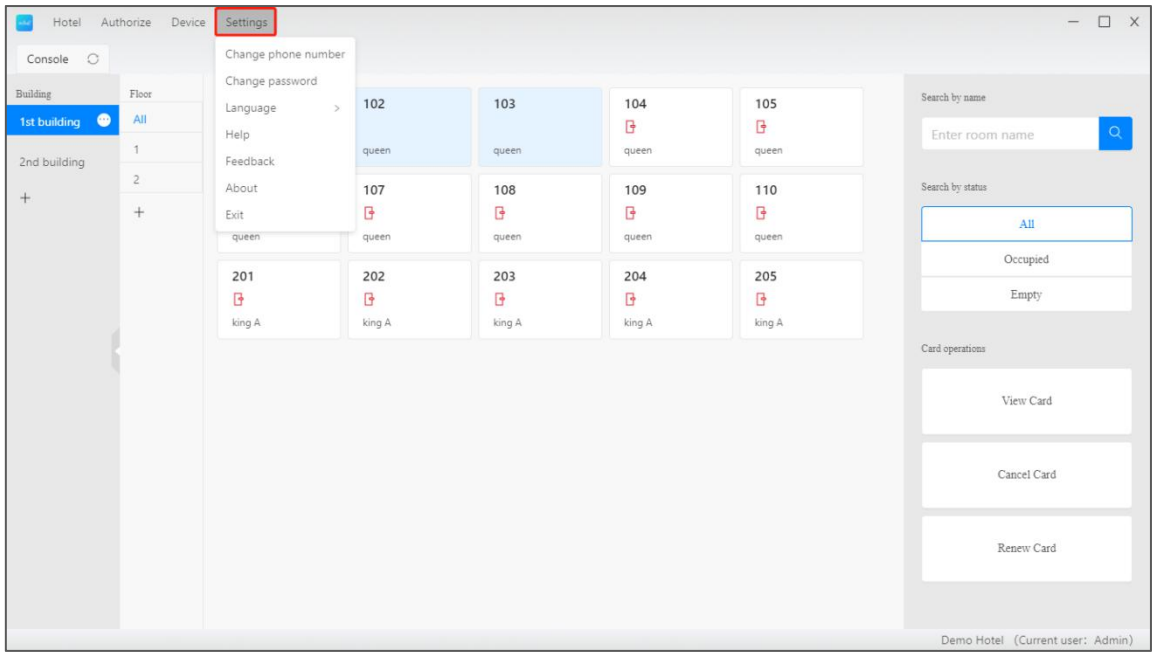
All gateways in current hotel

2.5.3. Lift controller



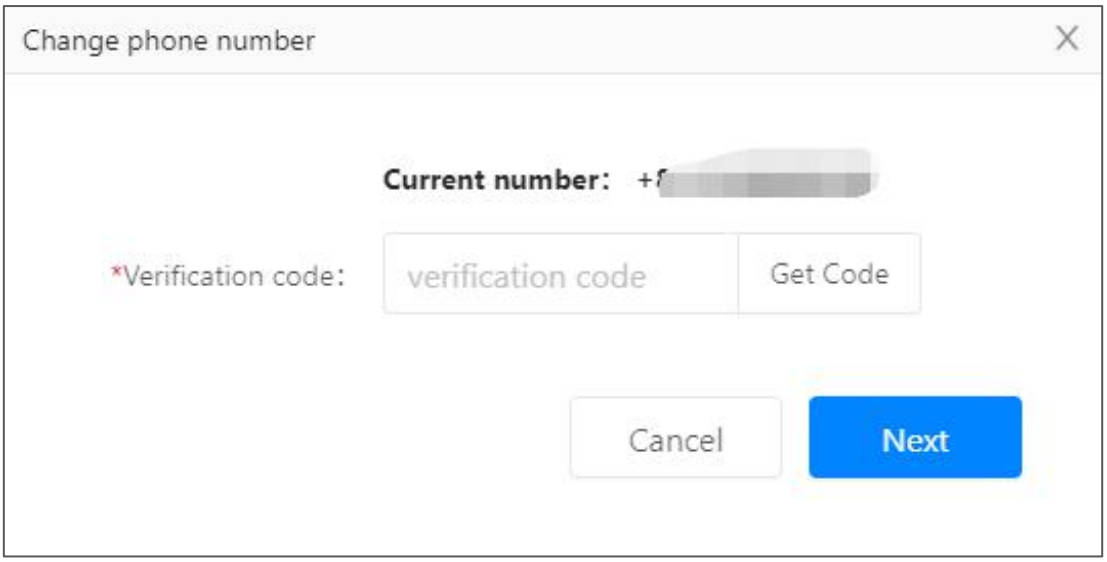
All lift controllers in this hotel

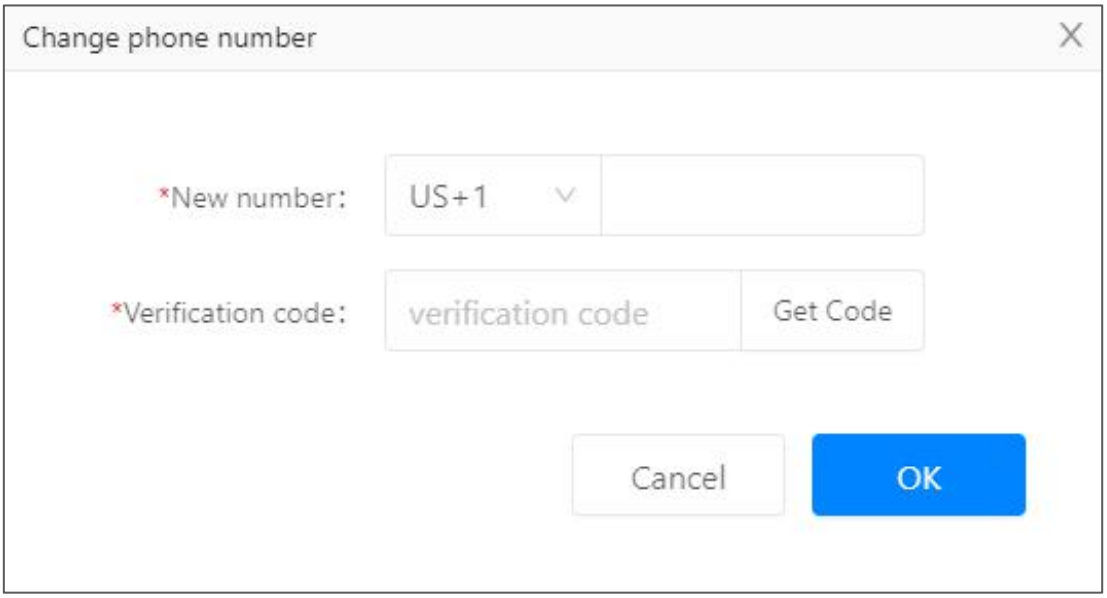
2.6.Settings



Manage account, password, language and etc

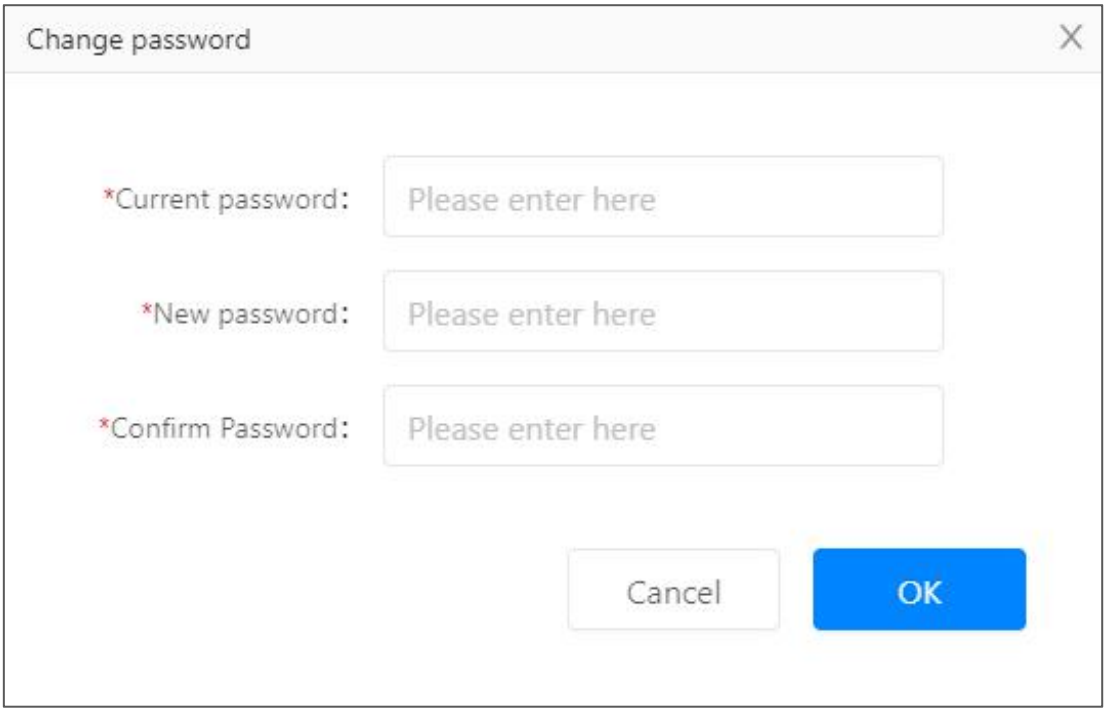
2.6.1. Change phone number





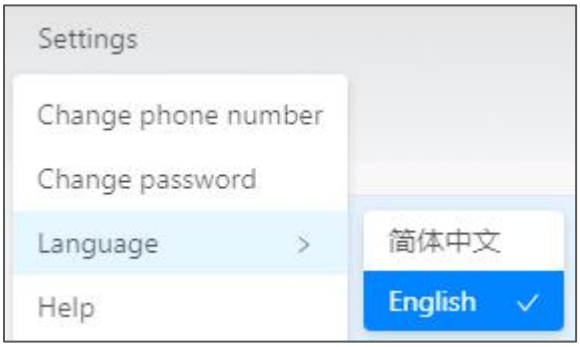
If you want to use a new phone number to login, please change your login account here.

2.6.2. Change password



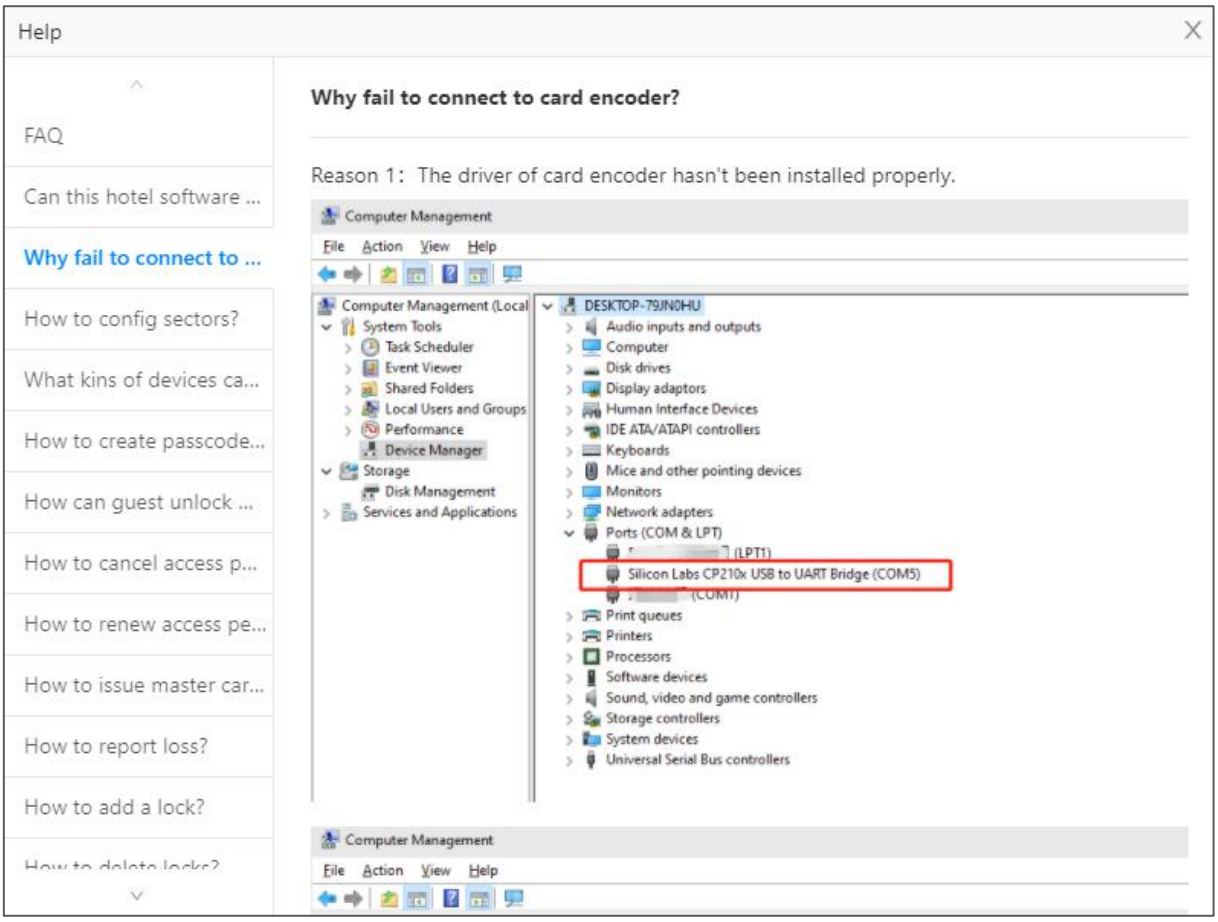
Chang your login password

2.6.3. Language



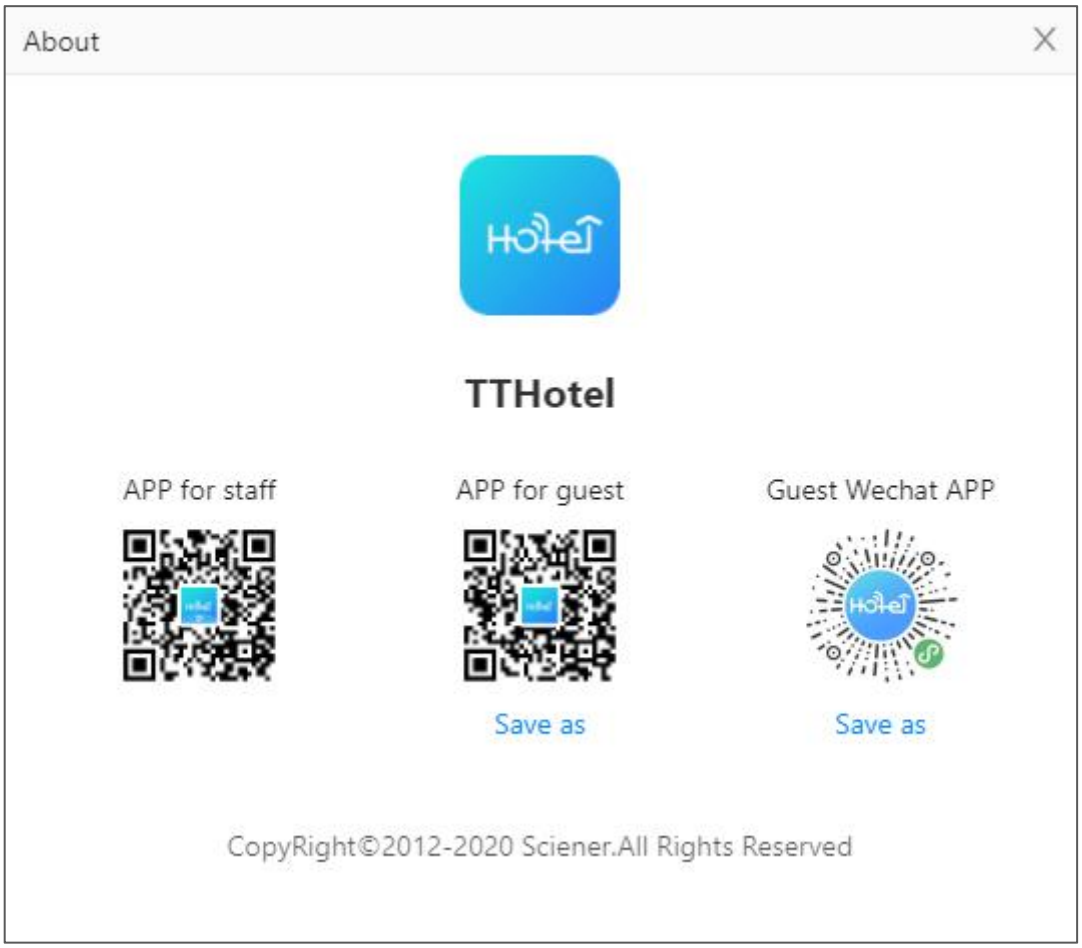
Switch software language

2.6.4. FAQs



Find answers for frequently asked questions

2.6.5. Download app

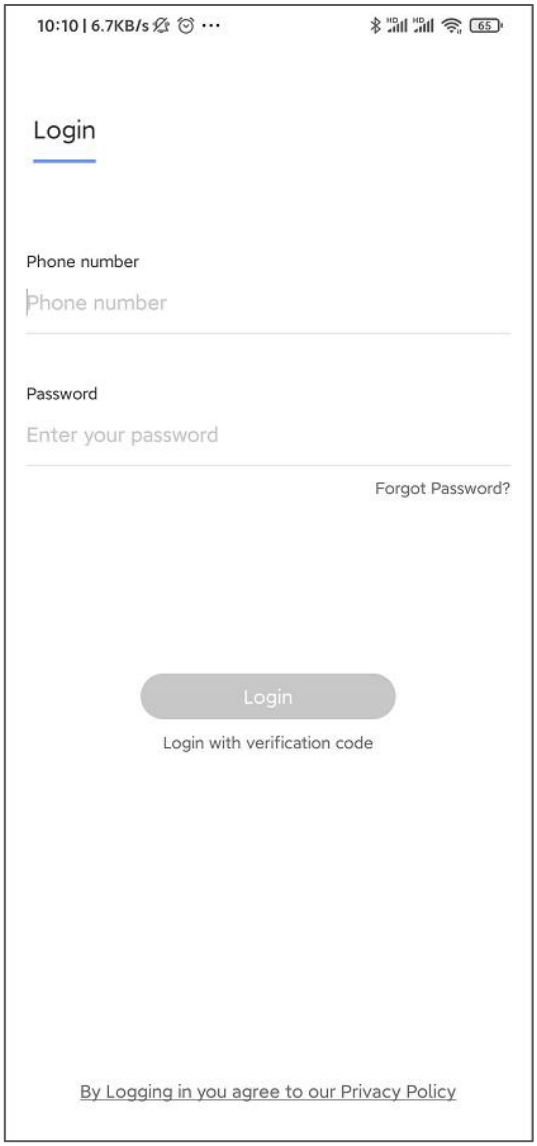


You can find QR code for APPs

3. Hotel APP

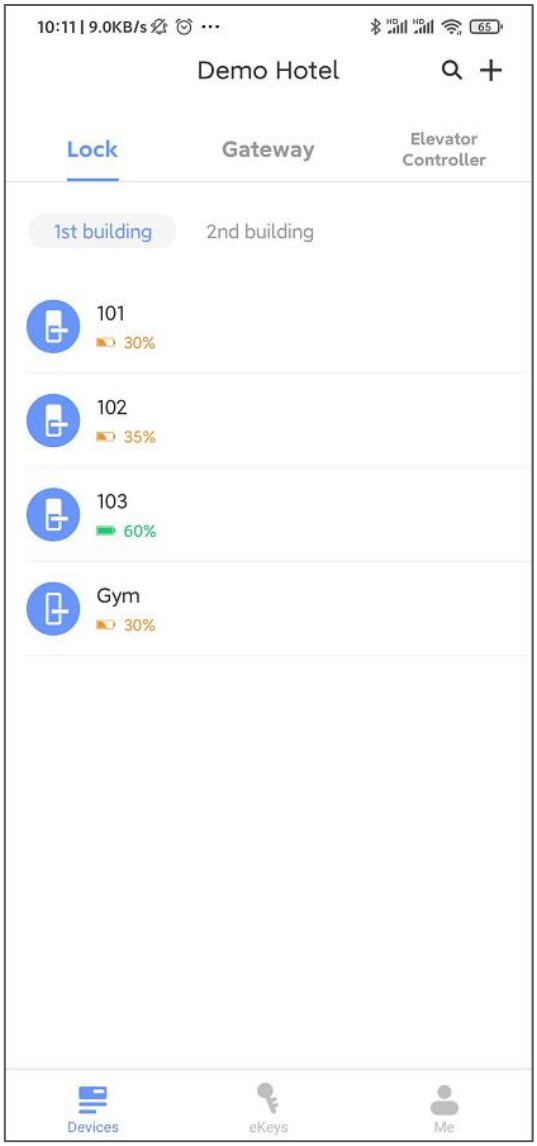
Scan QR code to install hotel APP

3.1. Login



Only account with APP access permission can login hotel app.

3.2. Devices

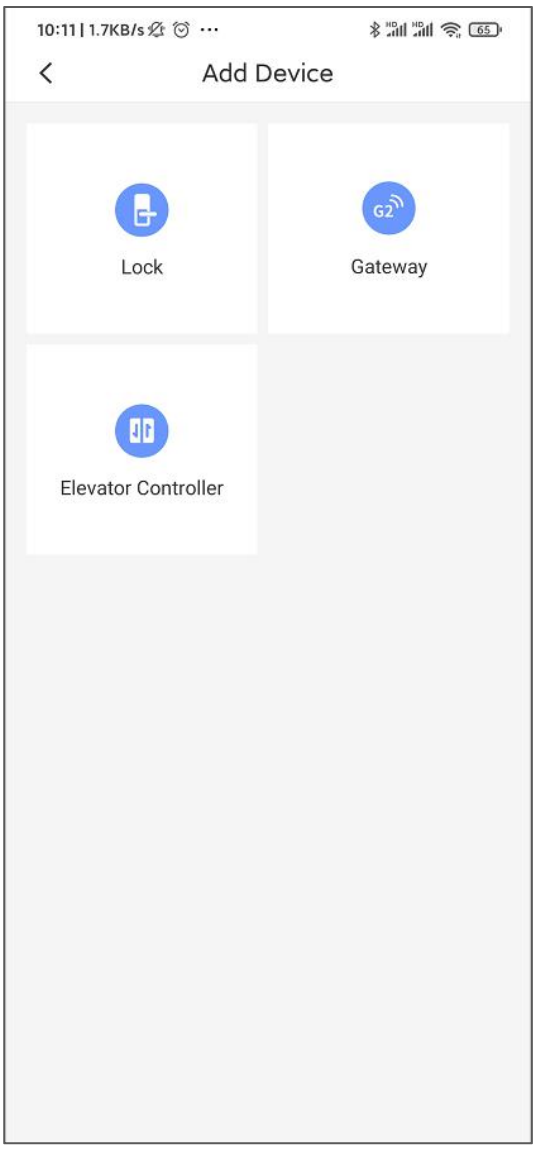


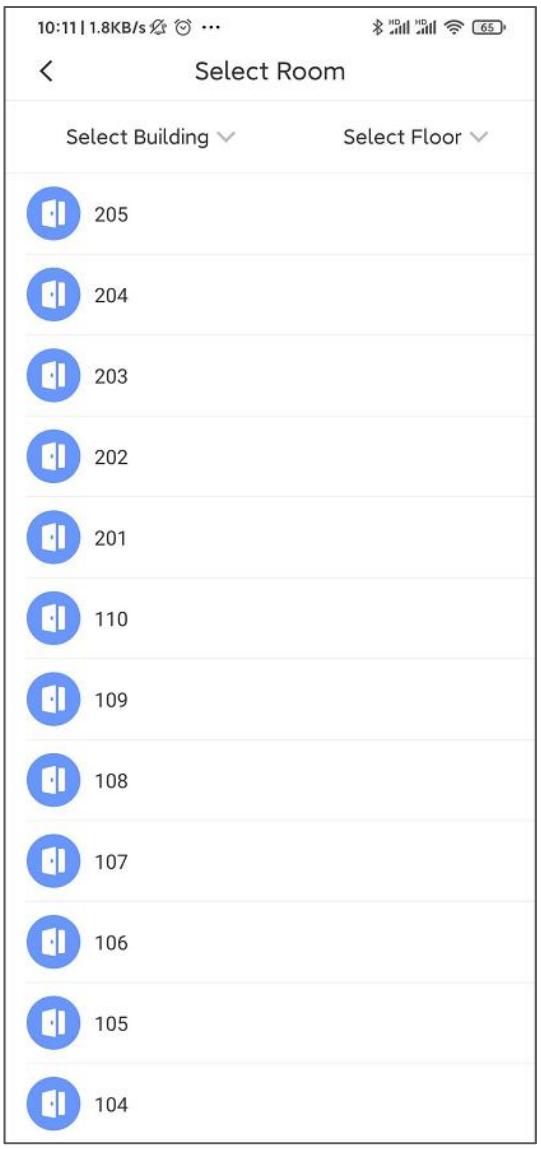
Manage locks, gateways and lift controllers here.

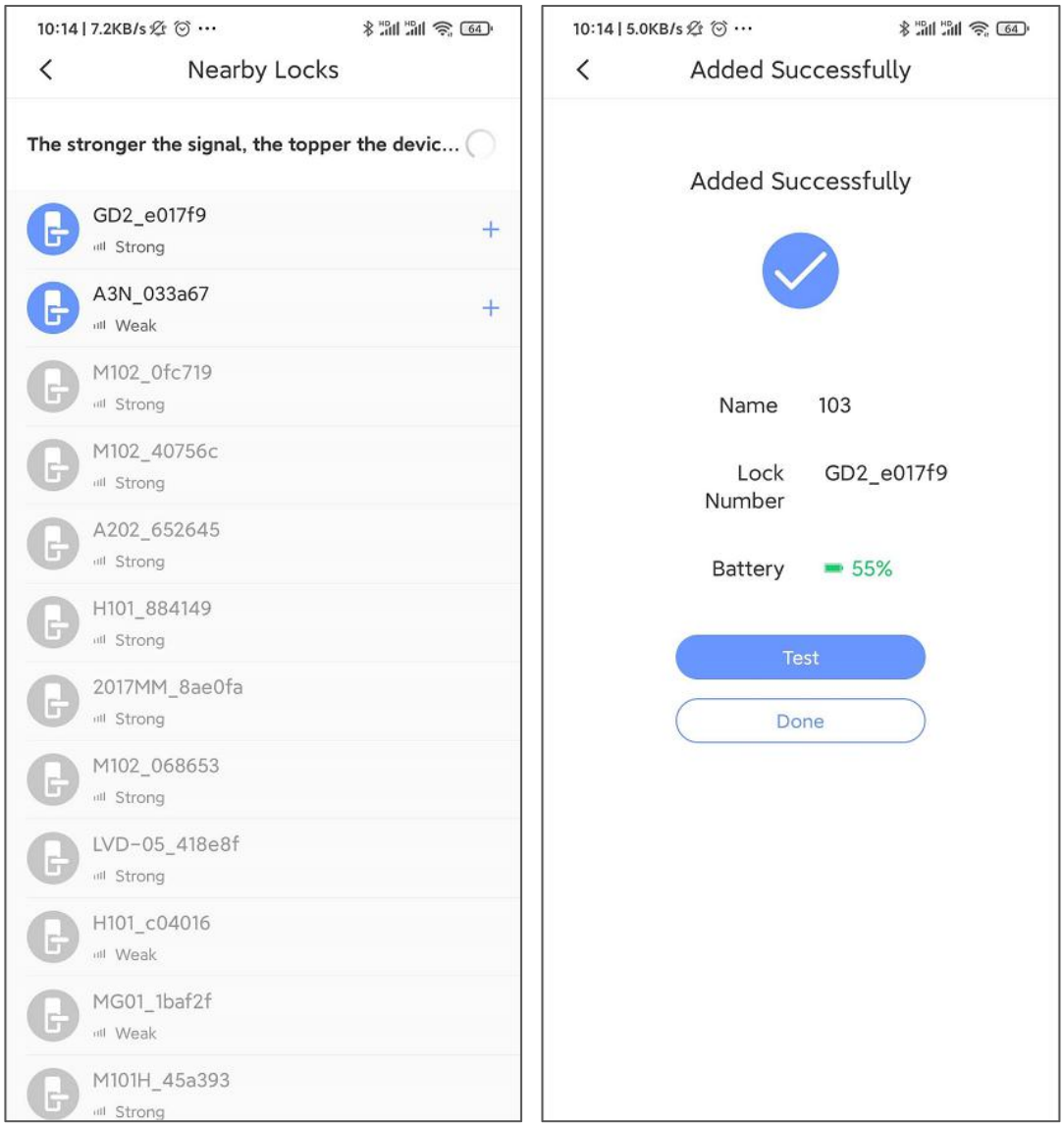
Click [+] to add devices

3.2.1. Lock

3.2.1.1. Add lock

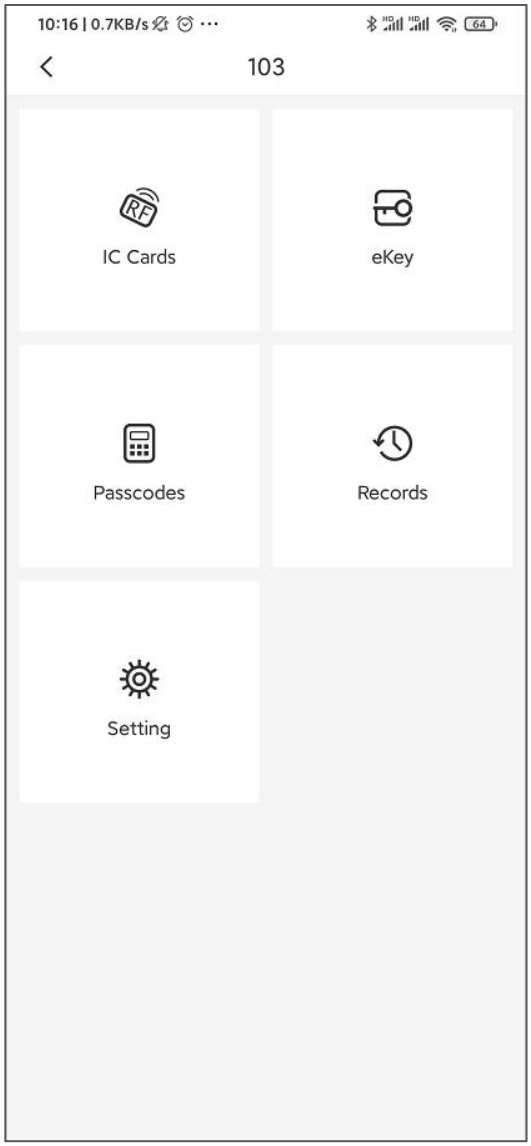


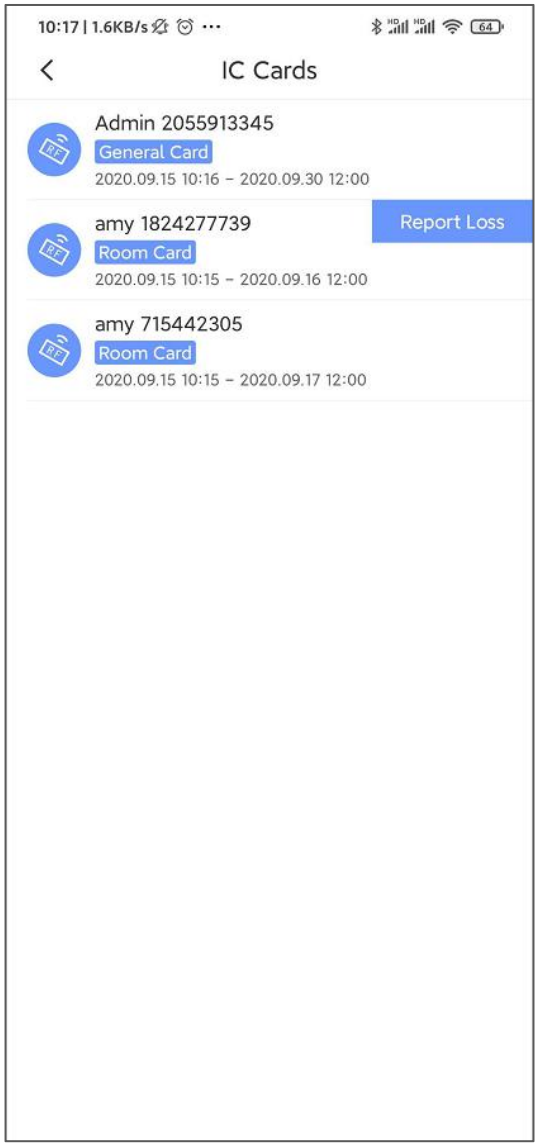


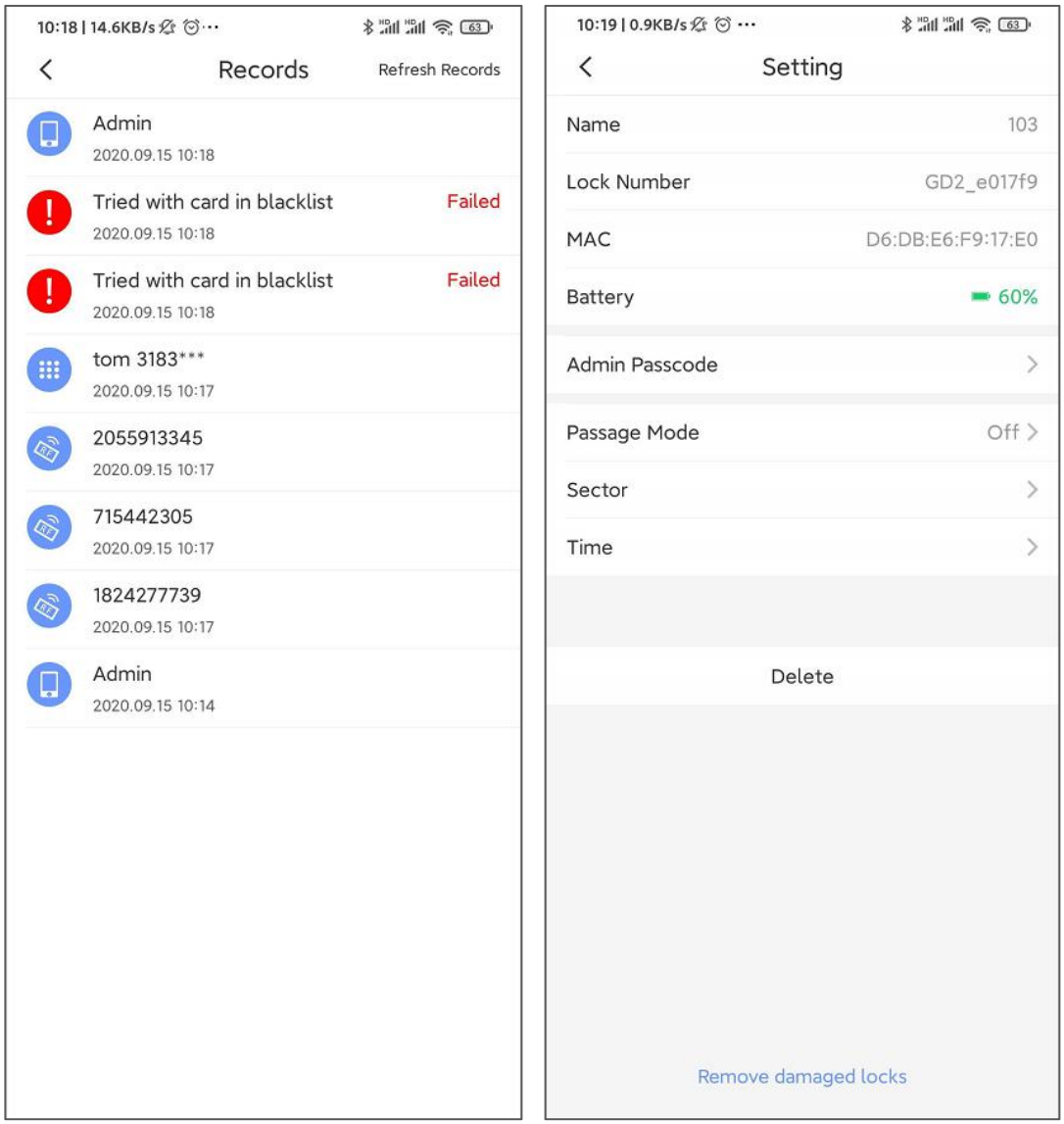


You can only add locks which work with hotel system. Not all locks.

3.2.1.2. Lock settings



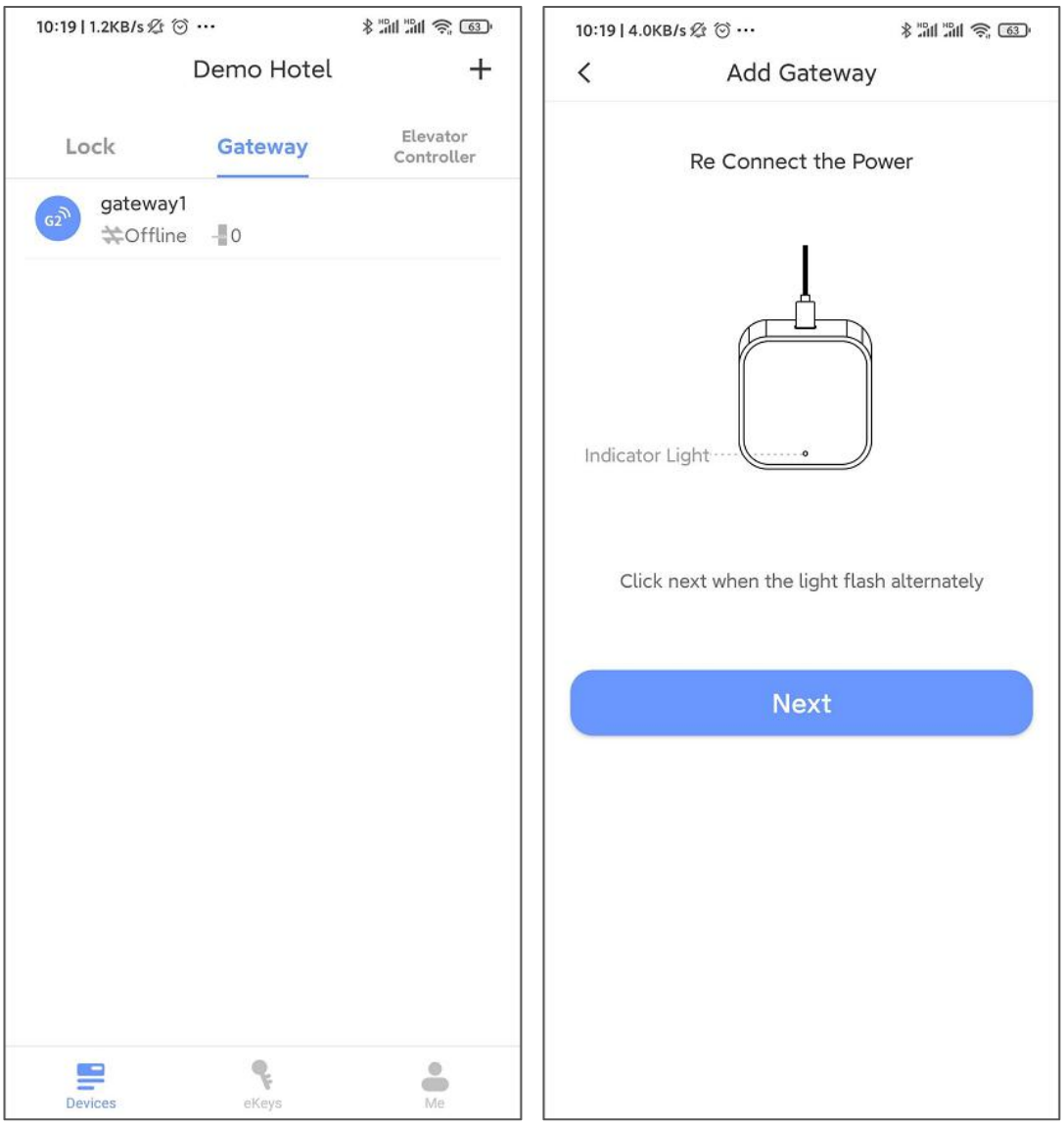




You can configure locks in this page

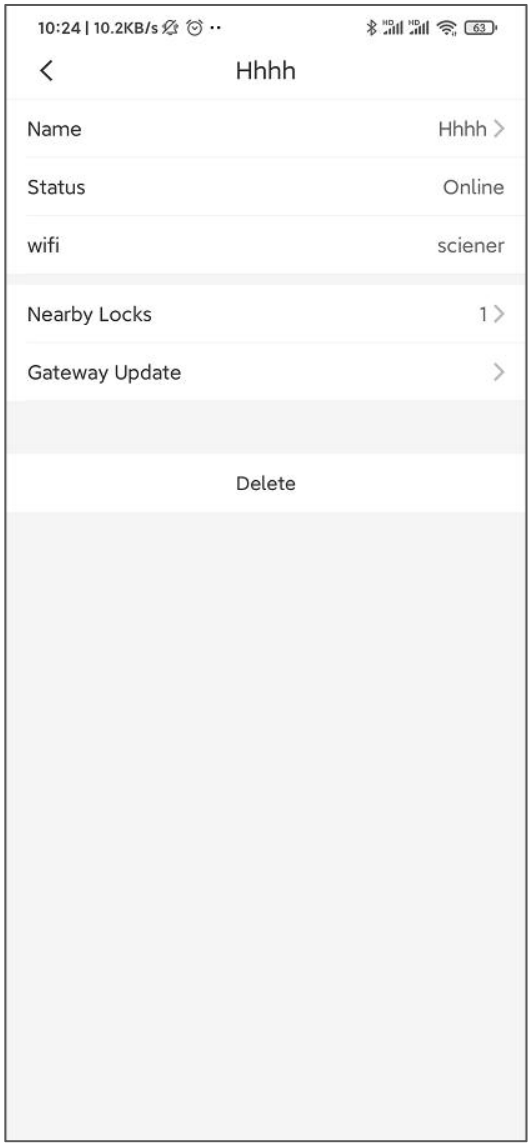
3.2.2. Gateway

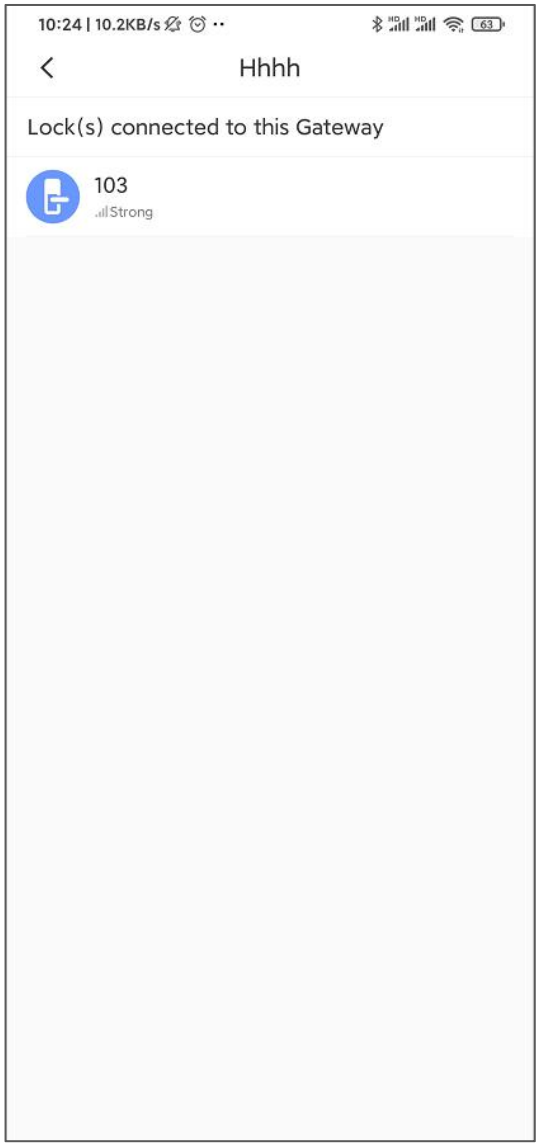
3.2.2.1. Add gateway



Click [+] to add gateway

3.2.2.2. Gateway settings



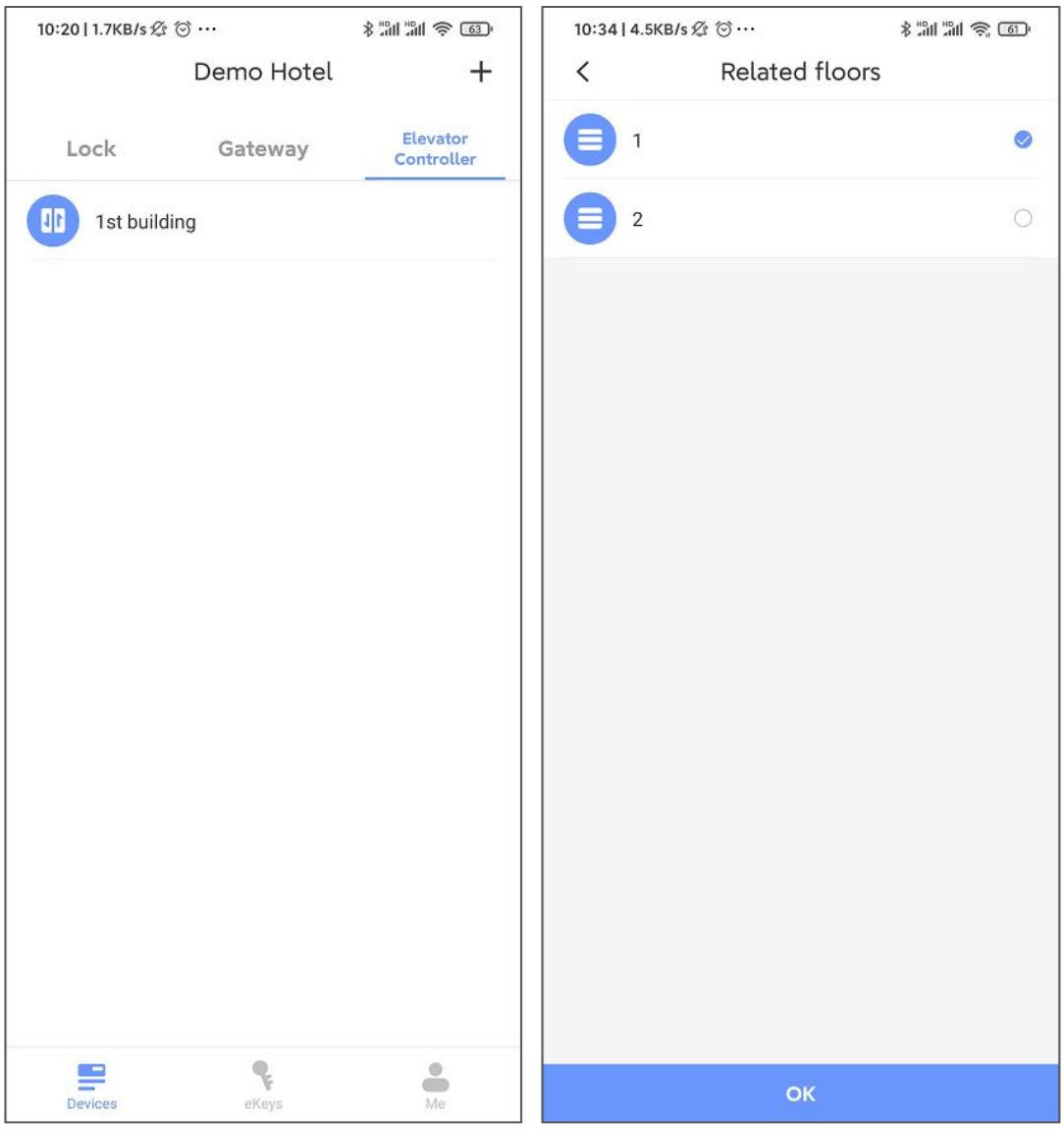


3.2.2.3. Delete gateway

Gateways can be deleted from network

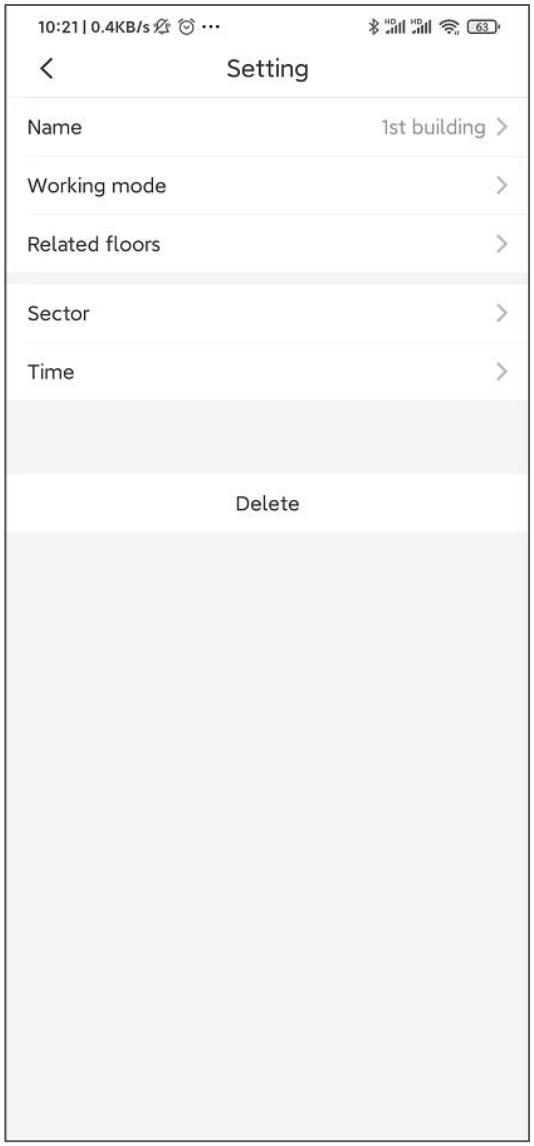
3.2.3. Lift controller

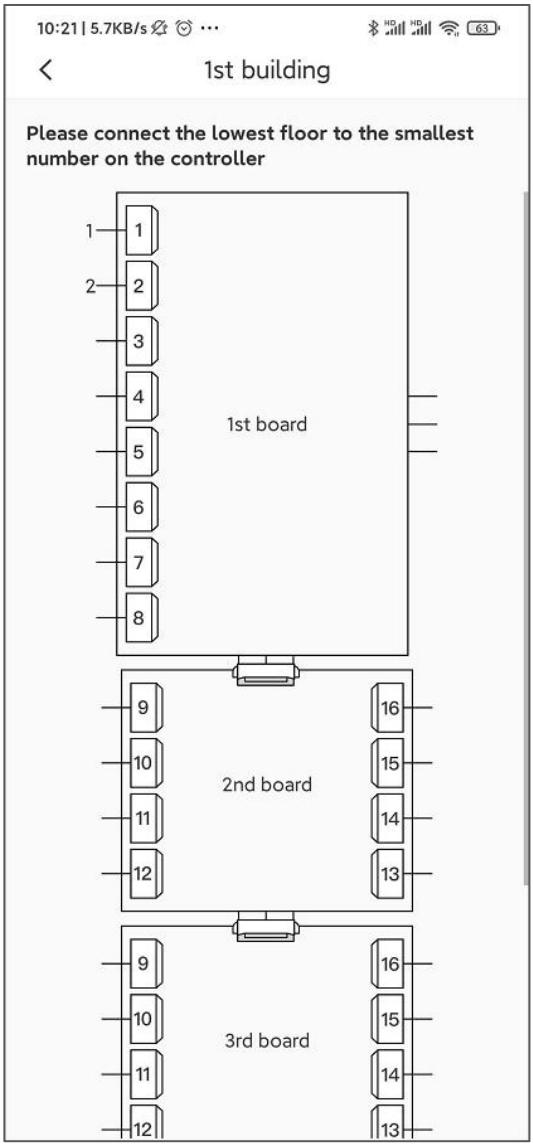
3.2.3.1. Add lift controller



Please configure floor information to lift controller

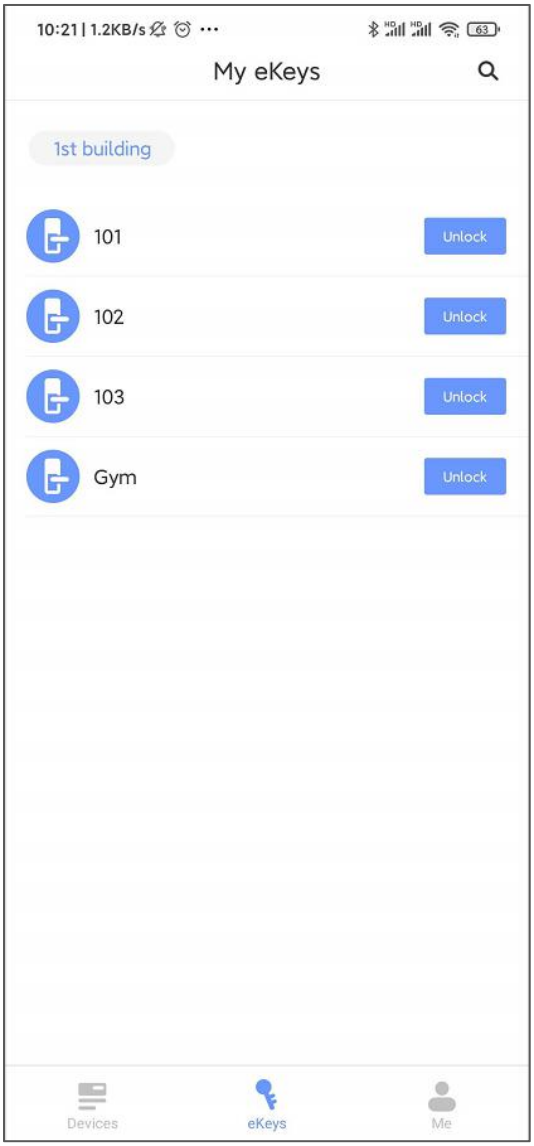
3.2.3.2. Lift controller settings





You can set working mode and configure floor information here

3.3. My ekeys



Administrator has ekeys for all locks in hotel

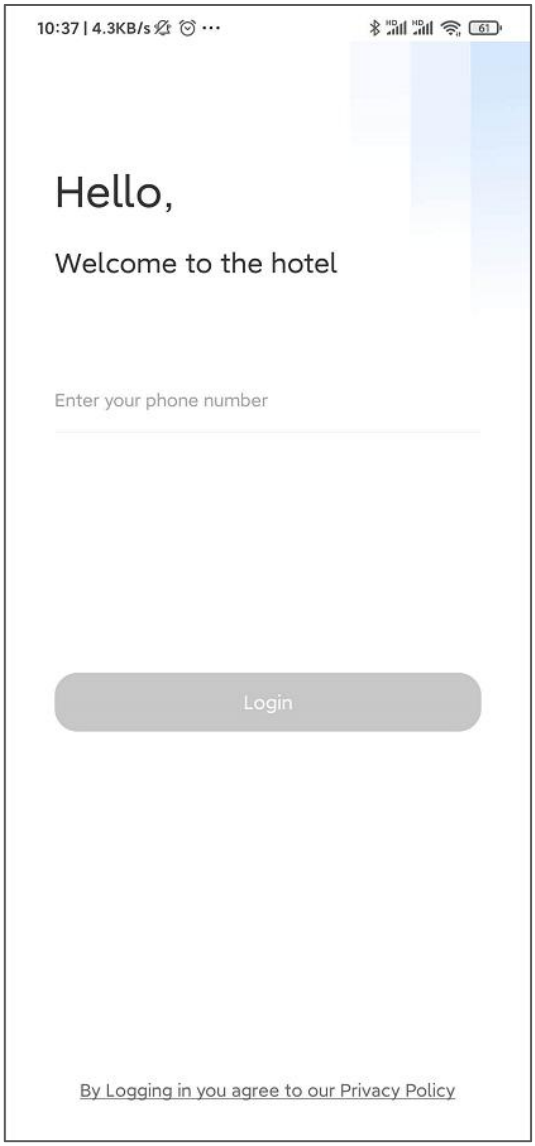
Staff has ekeys granted to him

Ekey is used to unlock with phone

4. Guest APP

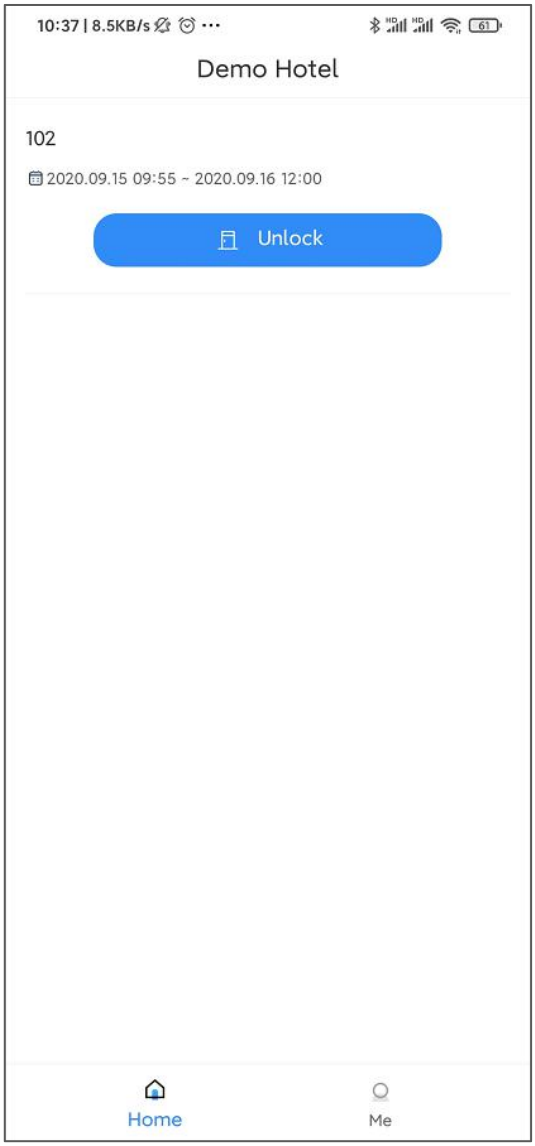
Scan QR code to install Guest APP

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