

# **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.

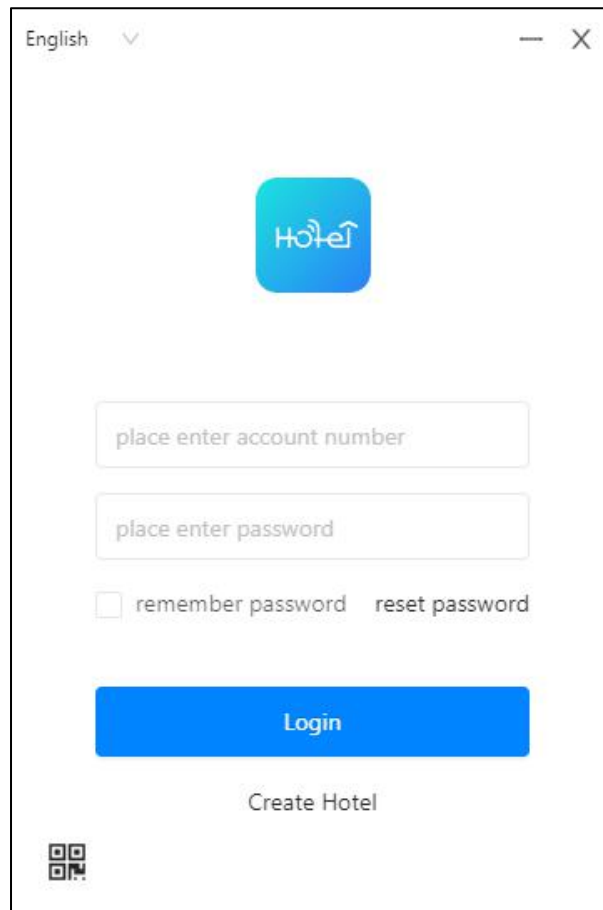
TTHotel manages buildings, floors, rooms, guests and staff.


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

Create Hotel

English

1

2

Hotel Information

Settings

\* Hotel Name :

Please enter here

\* Lock supplier Code :

ask your supplier for this code

\* Hotel Address :

Please enter here

\* Admin Name :

Please enter here

\* Admin Account :

US+1

Please enter here

\* Verification code :

Please enter here

Get Code

\* Password :

Please enter here

\* Confirm Password :

Please enter here

Next

Create Hotel

English

✓

2

Hotel Information

Settings

\* Check-out time :

12:00

\* Currency :

United States Dollar USD

\* Guest Unlock Method :

☒ Card
 ☒ APP
 ☒ Passcode

\* Elevator Controller :

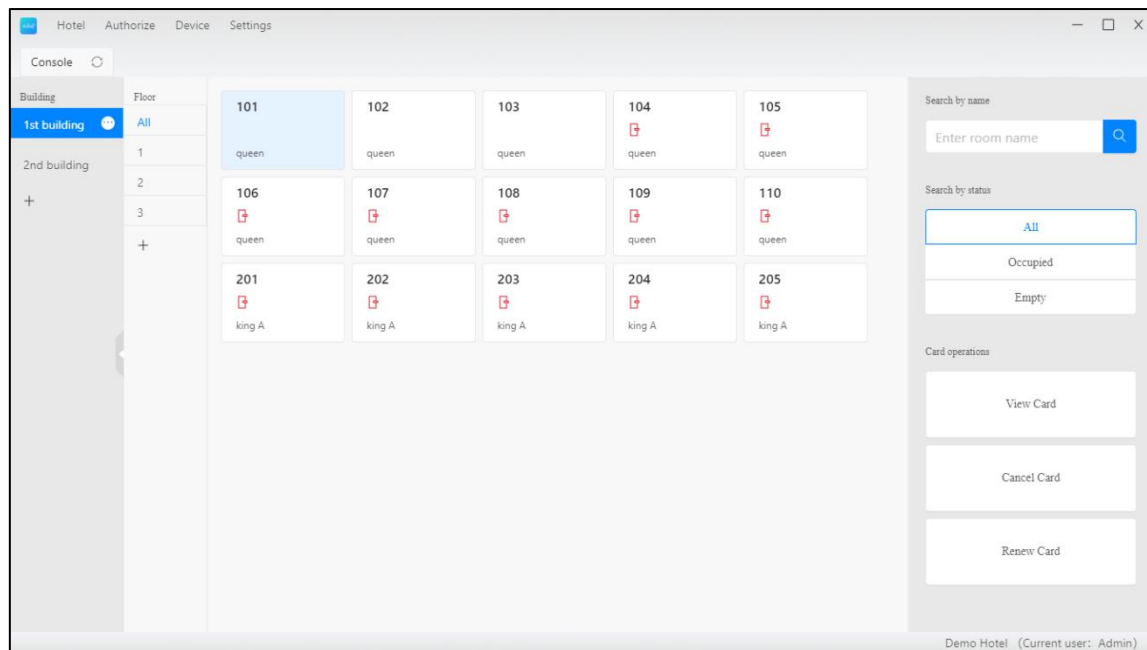
☒ All floors will be selectable with valid card
 ☐ Only related floors will be selectable with valid card

Previous

Created

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

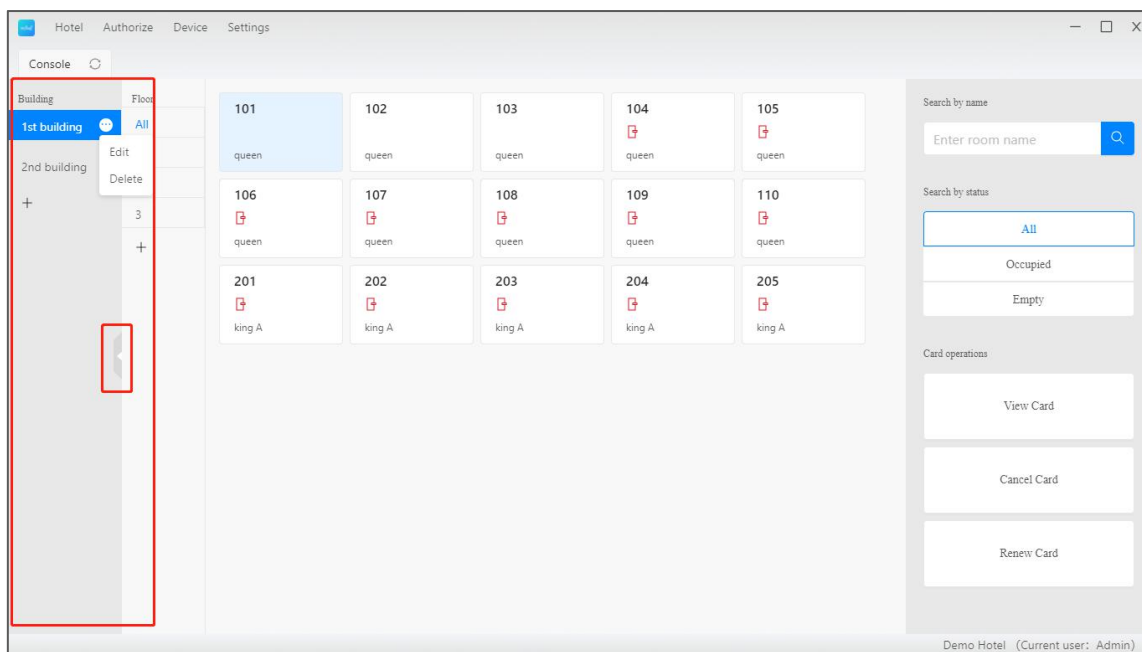
## 2.2. Console



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

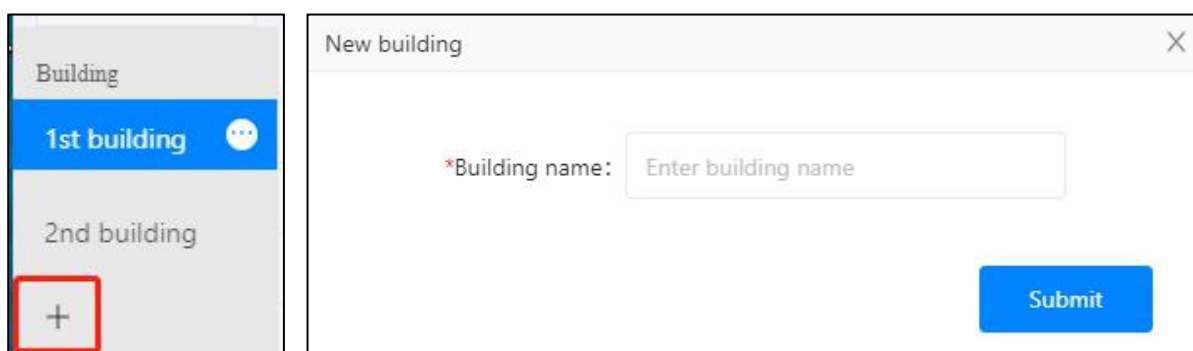


## 2.2.1. Buildings



Create, Edit, and Delete buildings here.

### 2.2.1.1. Create building



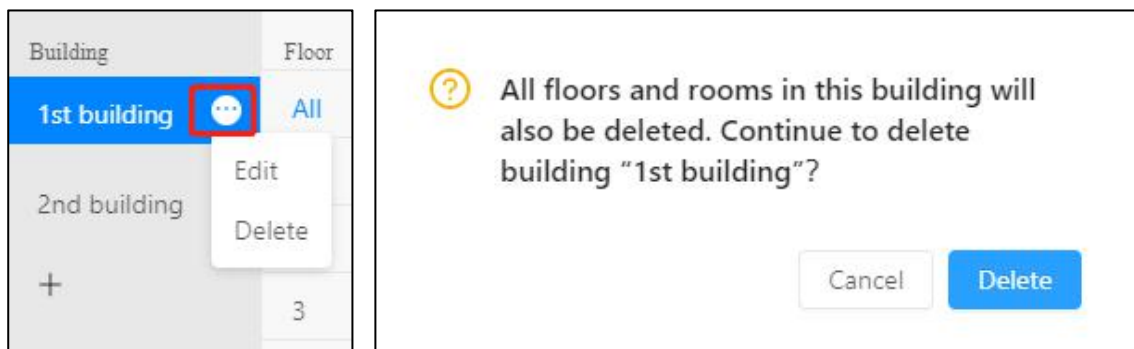
Click  to create a new building. The name should be unique

### 2.2.1.2. Edit building



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

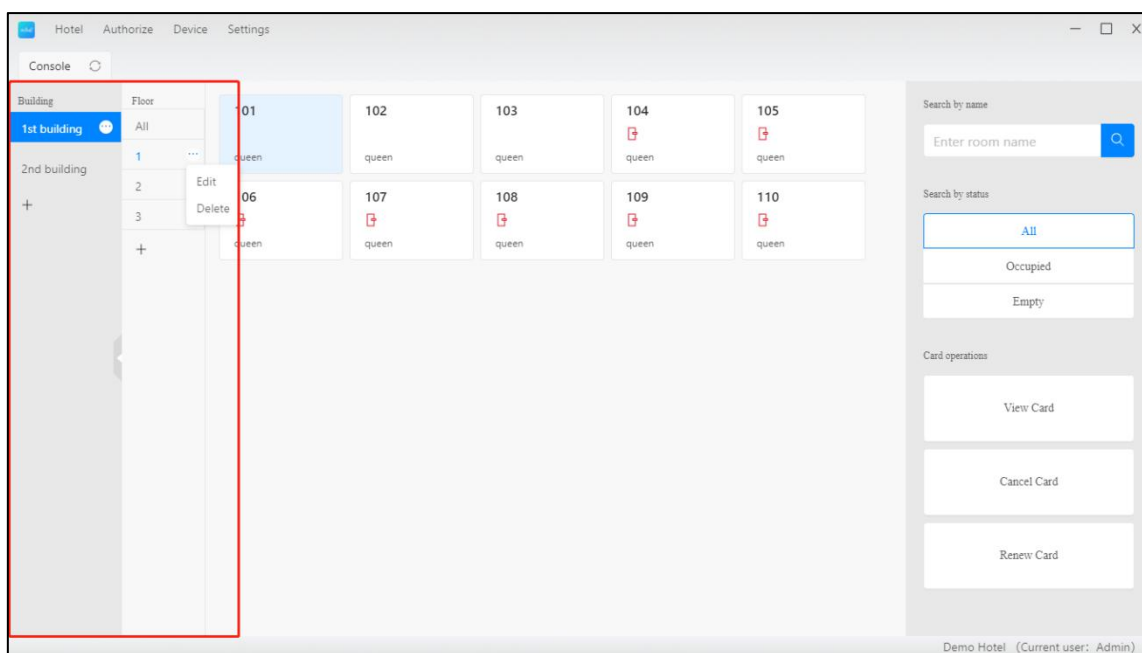
### 2.2.1.3. Delete building



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

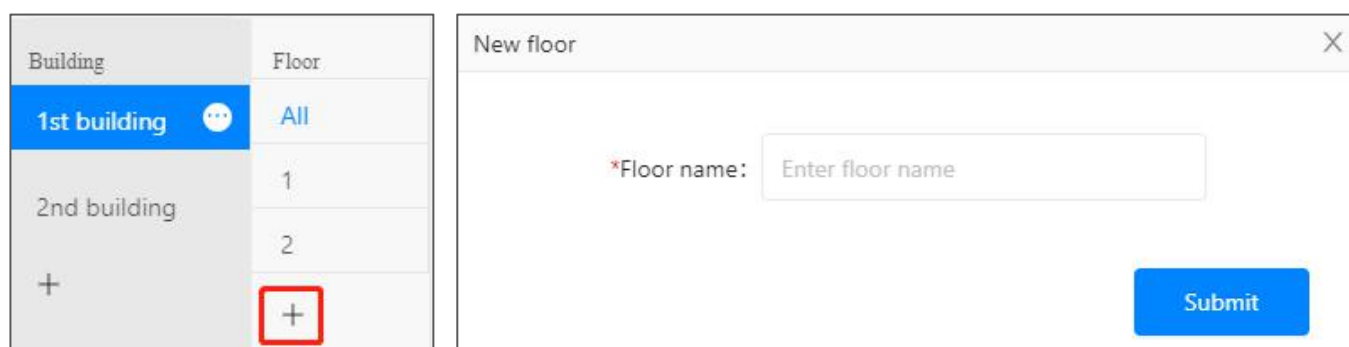
All rooms and floors in this building will also be deleted when delete a building.


## 2.2.2. Floors



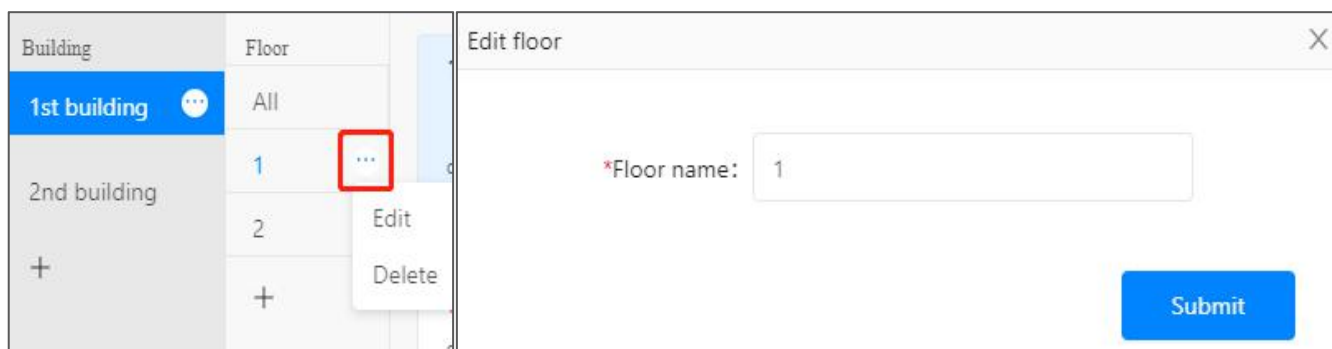
Create, Edit and Delete floors here

### 2.2.2.1. Create floor



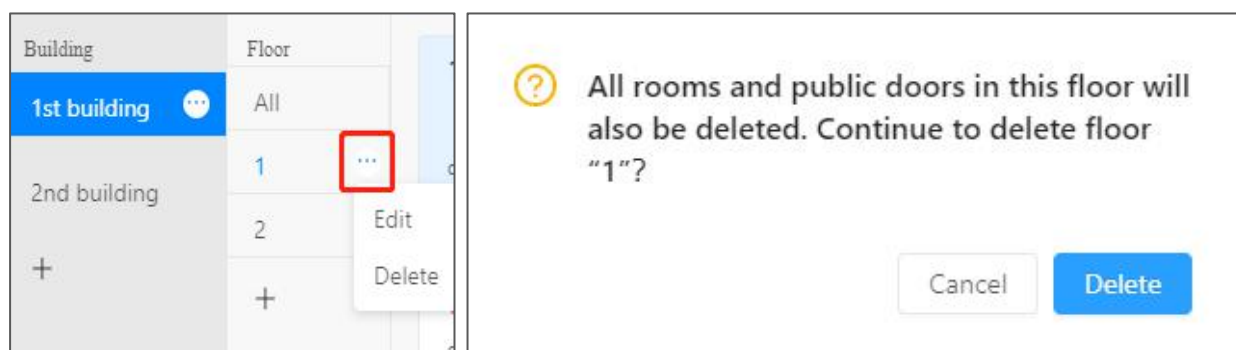
Click  to create a new floor. The name should be unique.

### 2.2.2.2. Edit floor



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

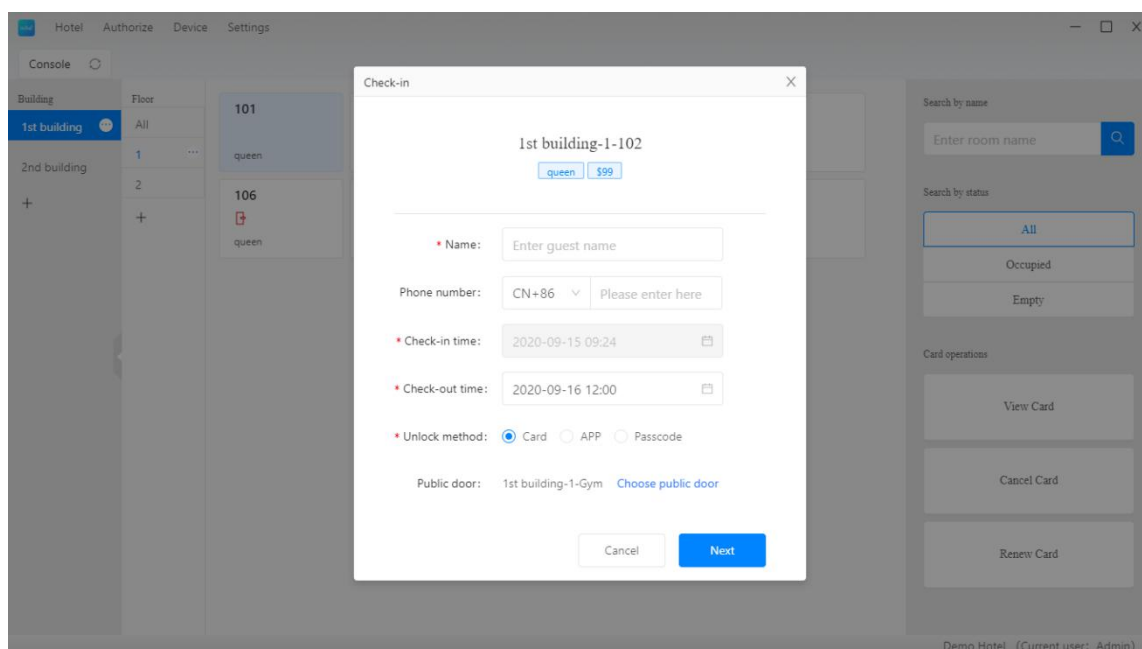
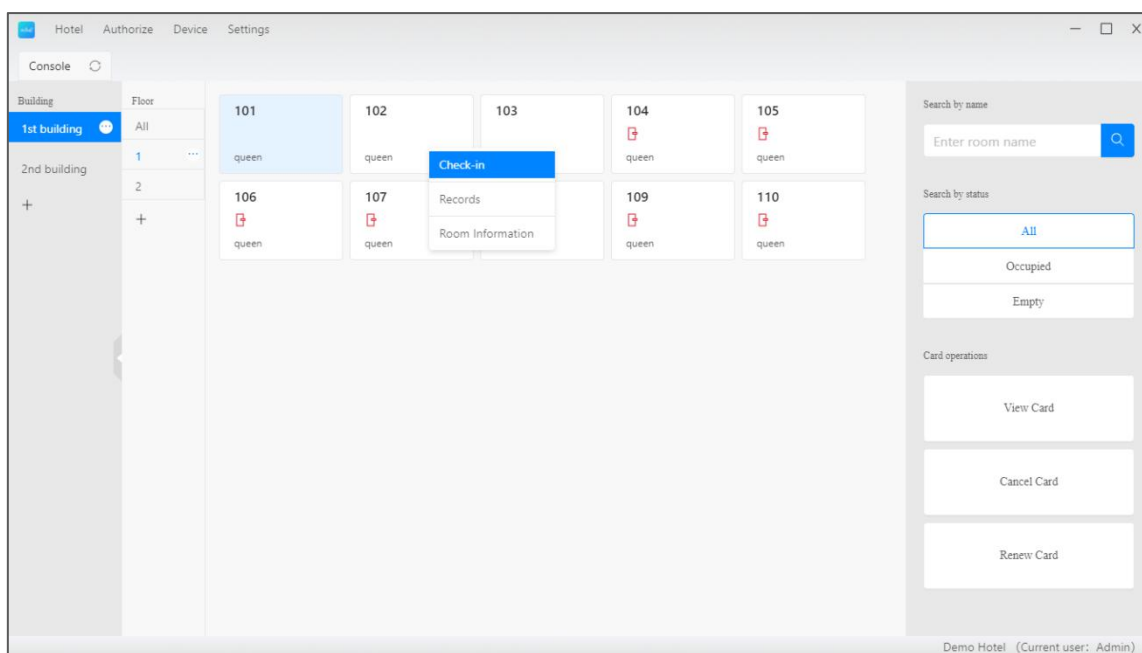
### 2.2.2.3. Delete floor




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.

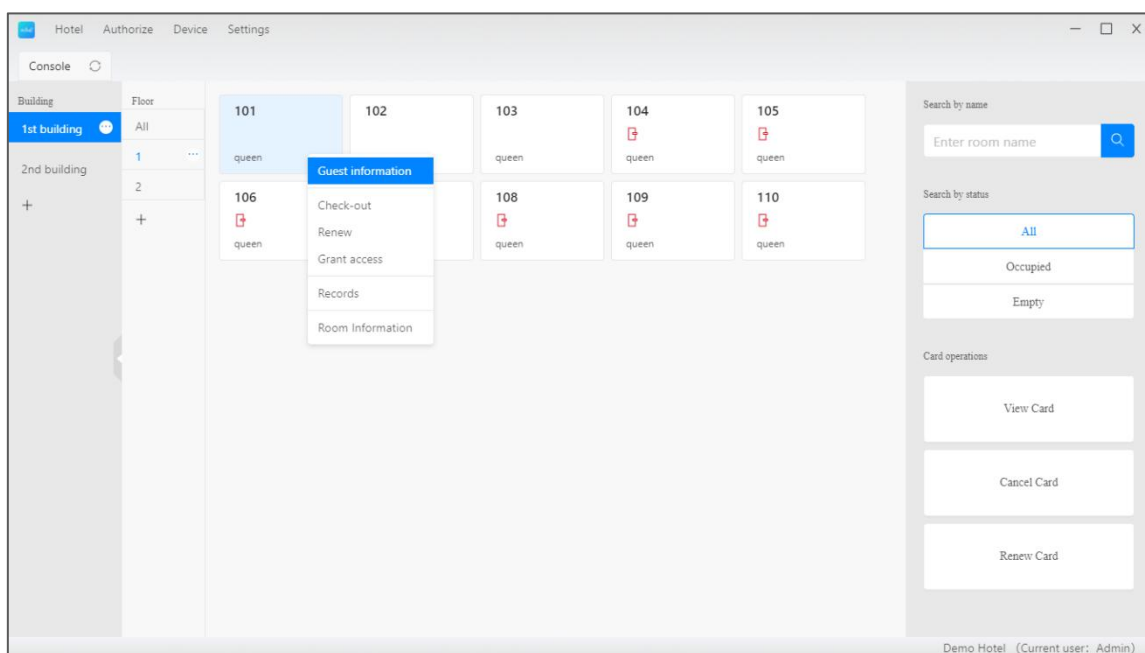
You can only do check-in for rooms which have smart locks. There will be a  on the room if there is no smart lock.

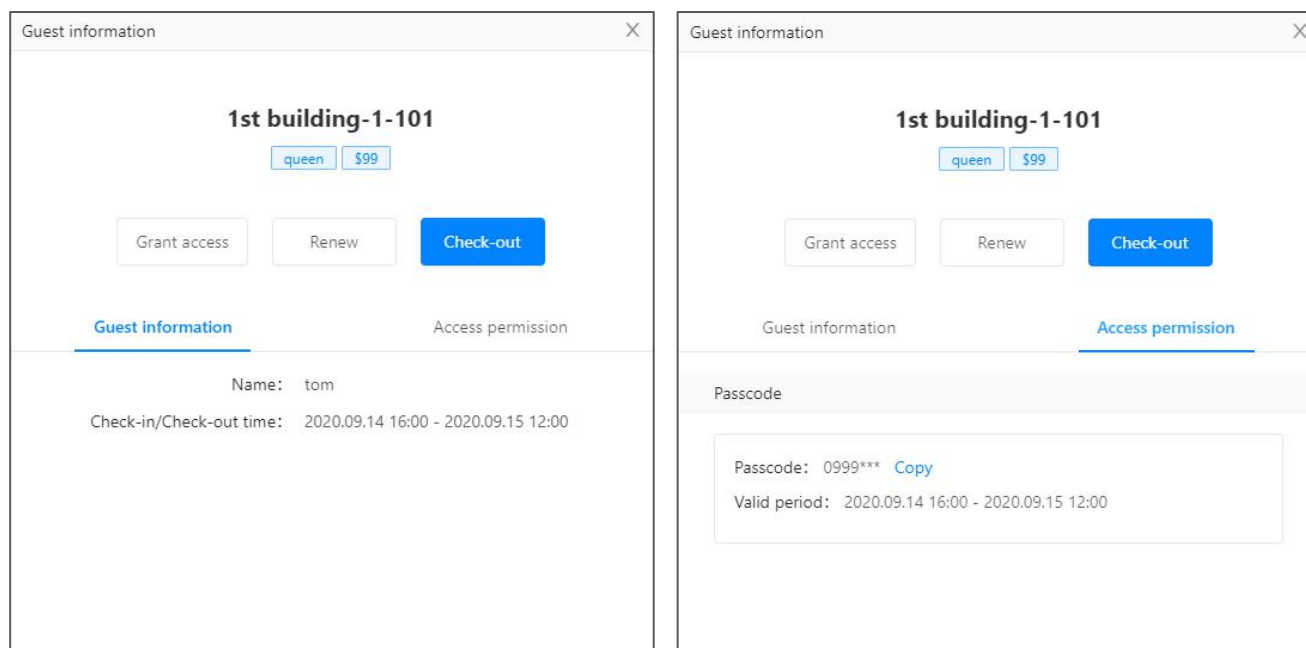
You are able to select additional common locks when issue card for a guest room. In this way, this card can unlock both room and selected common locks.

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

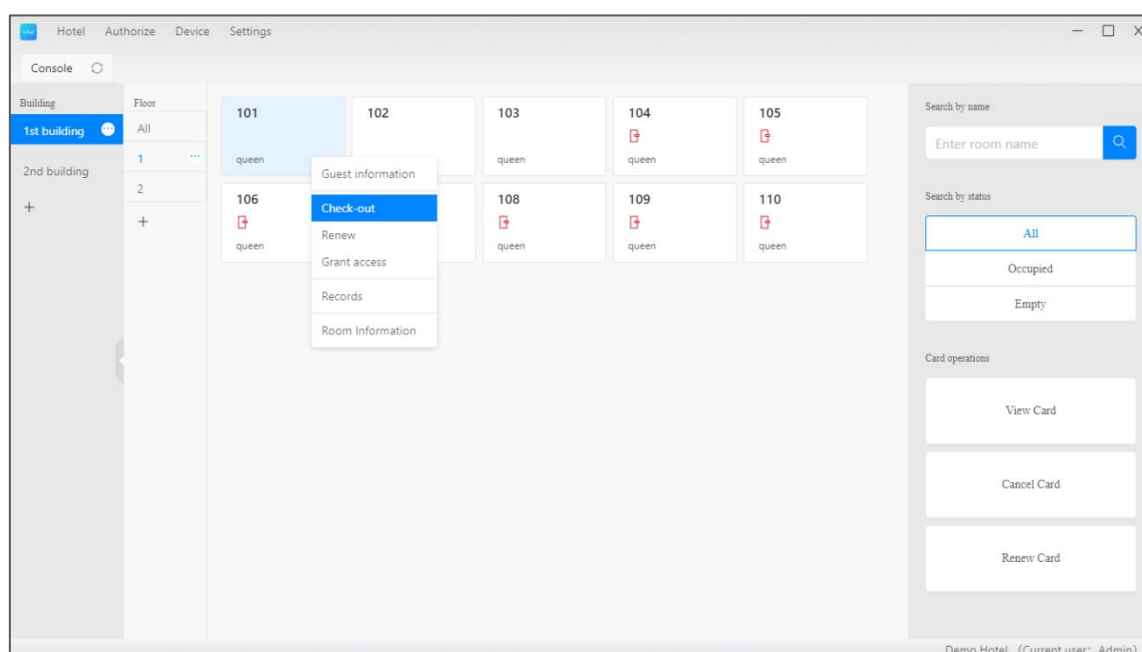
## 2.2.4. Guest Information





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



Guest information

**1st building-1-101**

queen \$99

Grant access Renew **Check-out**

Guest information Access permission

Name: tom

Check-in/Check-out time: 2020.09.14 16:00 - 2020.09.15 12:00

Click on an occupied room to do check-out.

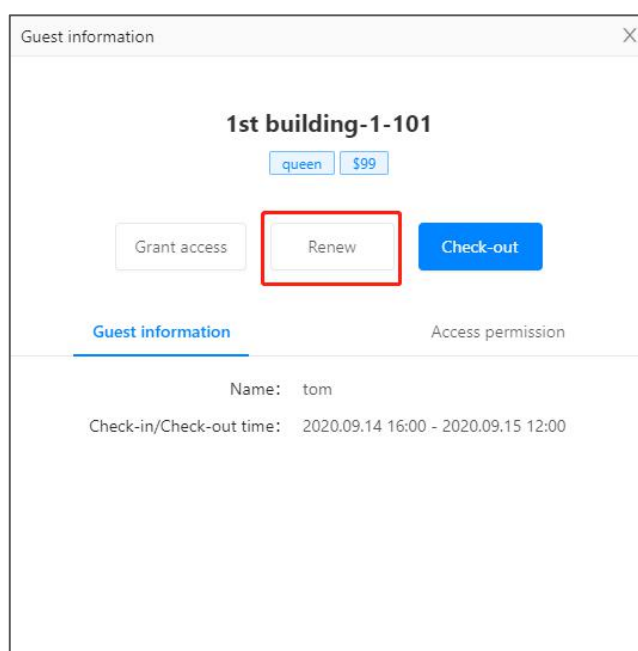
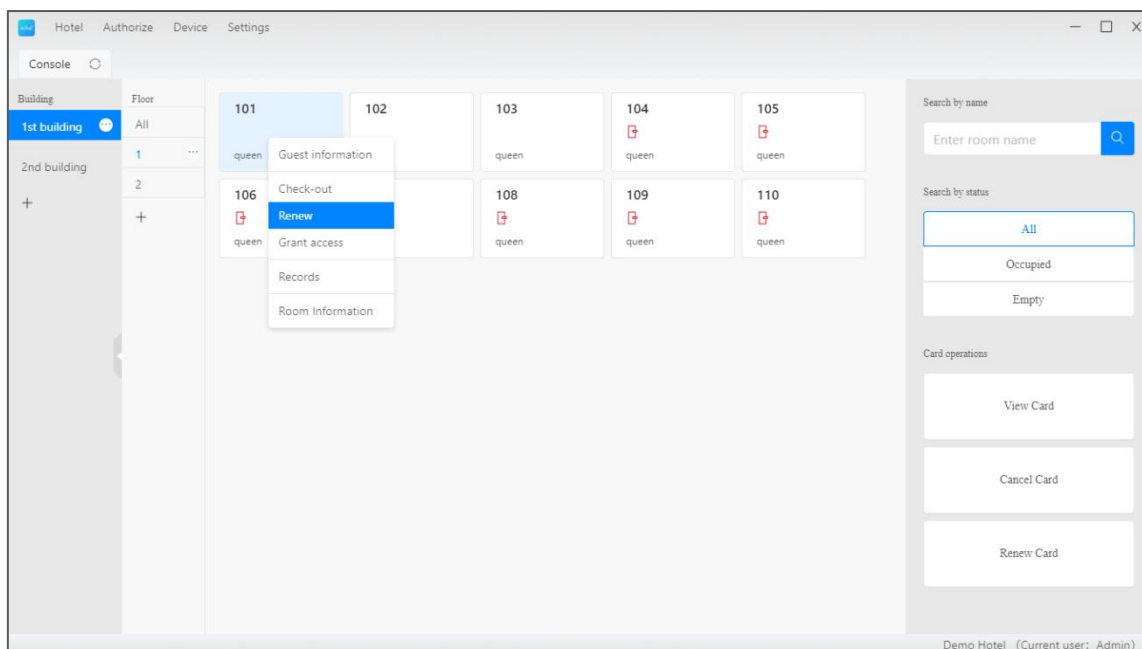
If the access is card, you will be asked to cancel card when doing check-out. This can be skipped if the card is not available at this moment.

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



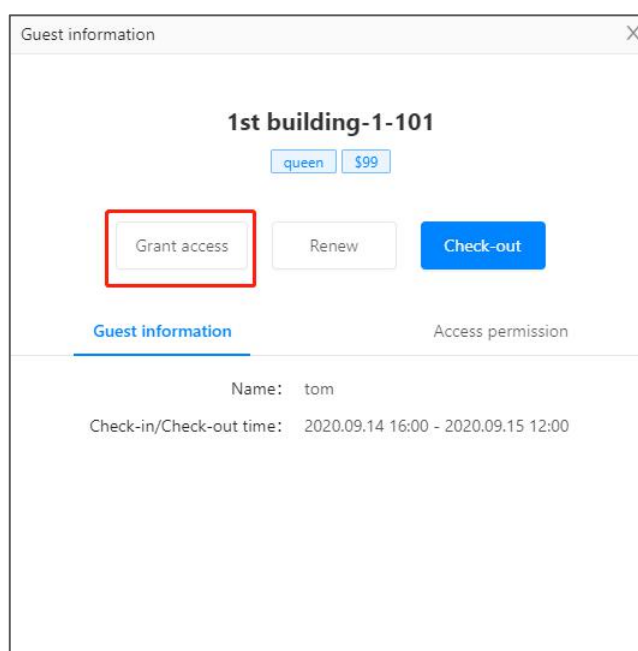
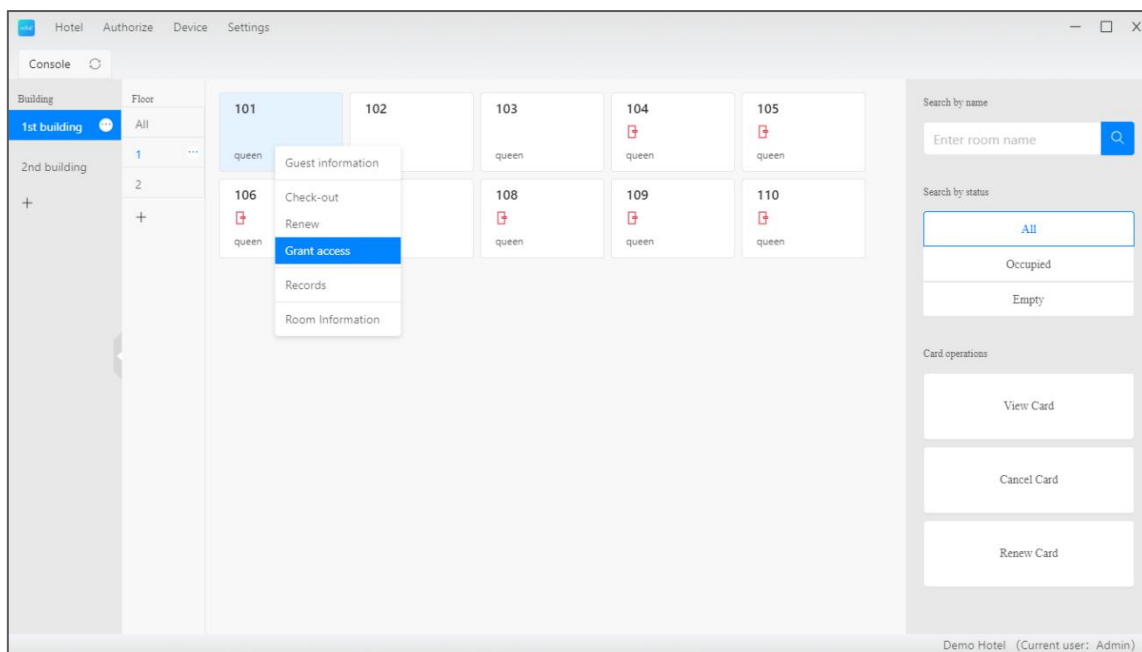
You can do this on an occupied room.

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.

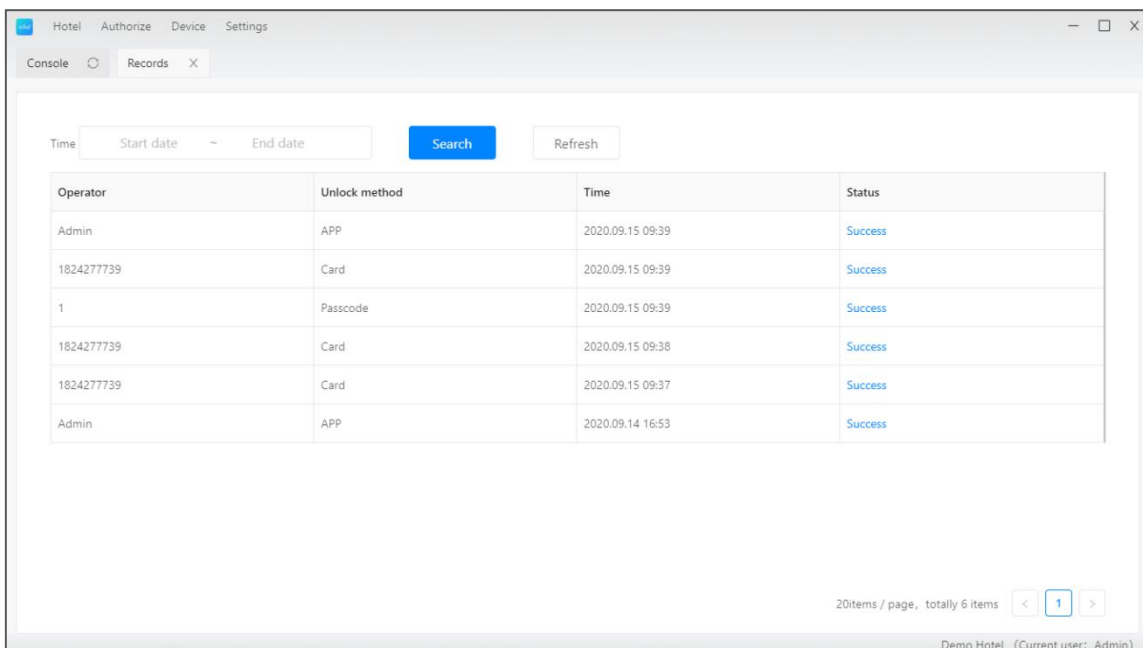
## 2.2.7. Additional access



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



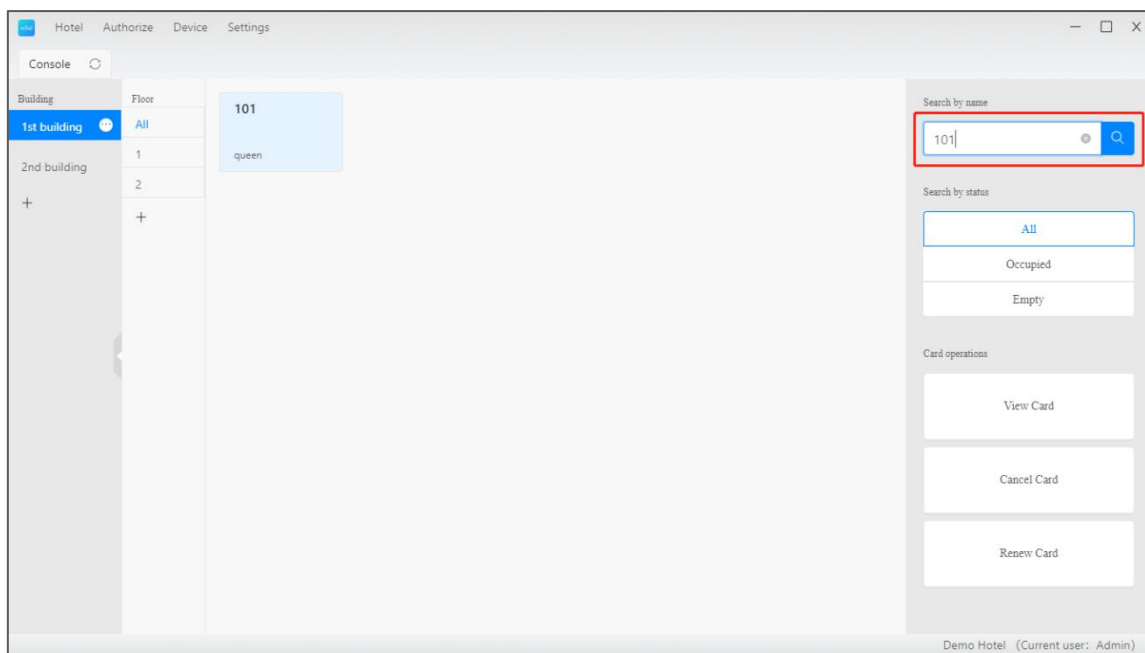
The screenshot shows the 'Records' tab in the TTHotel application. At the top, there are tabs for 'Hotel', 'Authorize', 'Device', and 'Settings'. Below these, there are tabs for 'Console' and 'Records'. The 'Records' tab is active, displaying a table of unlock records. The table has four columns: 'Operator', 'Unlock method', 'Time', and 'Status'. There are six rows of data. Below the table, there is a pagination bar showing '20 items / page, totally 6 items' and a page number '1' in a blue box. At the bottom right, it says 'Demo Hotel (Current user: Admin)'.

| 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 |

Look up all unlock records here.

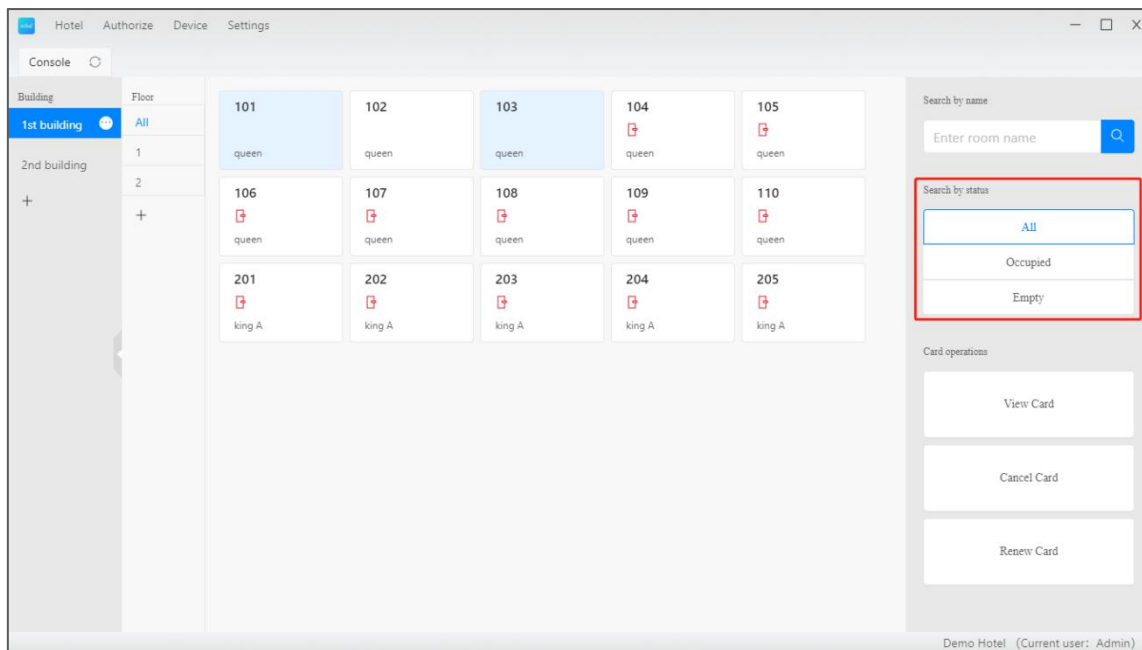
If the lock is connected to a gateway, records will be shown in this list automatically. If there is no gateway, you need to collect records with hotel app near the lock.

## 2.2.9. Search for a room



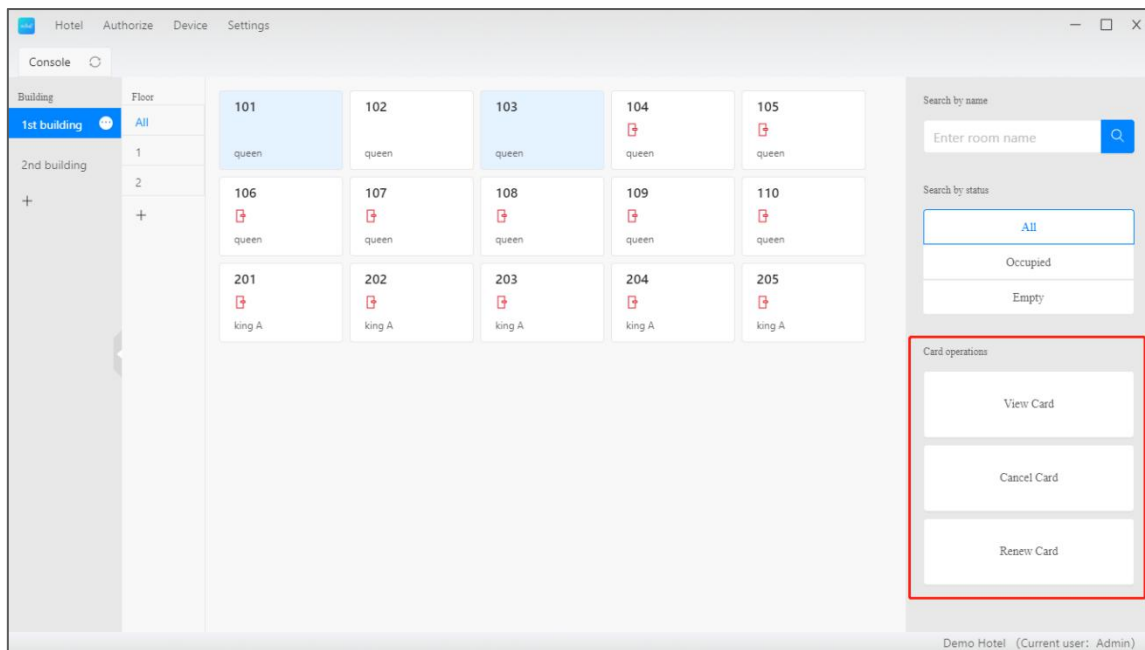
Search with room number

## 2.2.10. Filter with status



Filter rooms with status occupied and unoccupied.

## 2.2.11. View/Cancel/Renew card

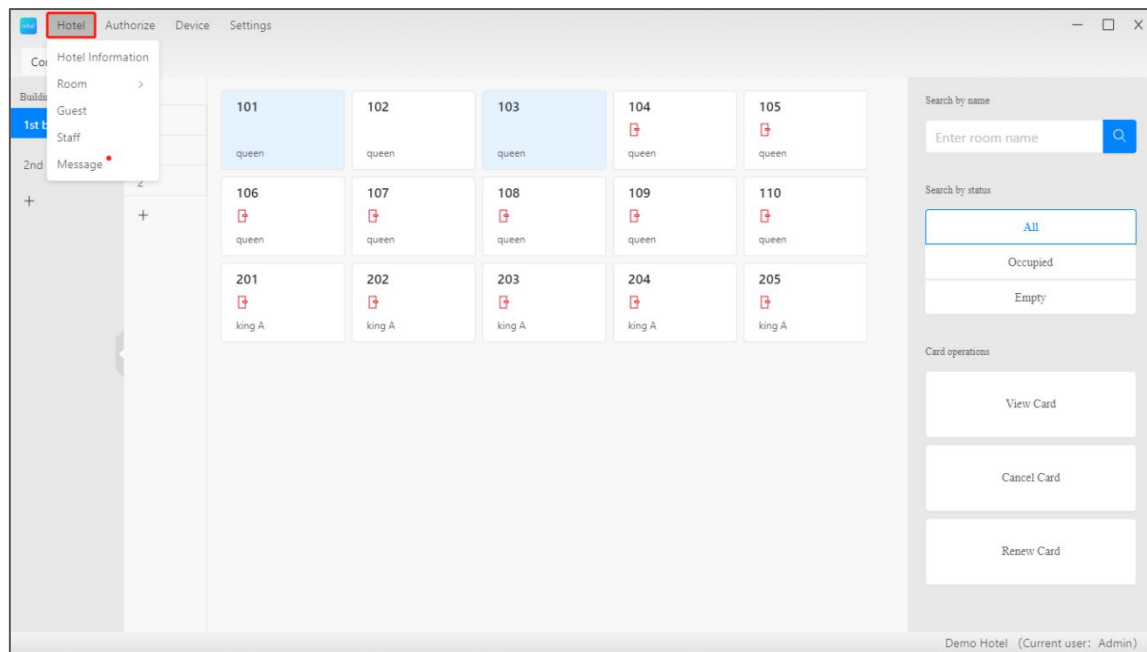


View card: look up permission in the card

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

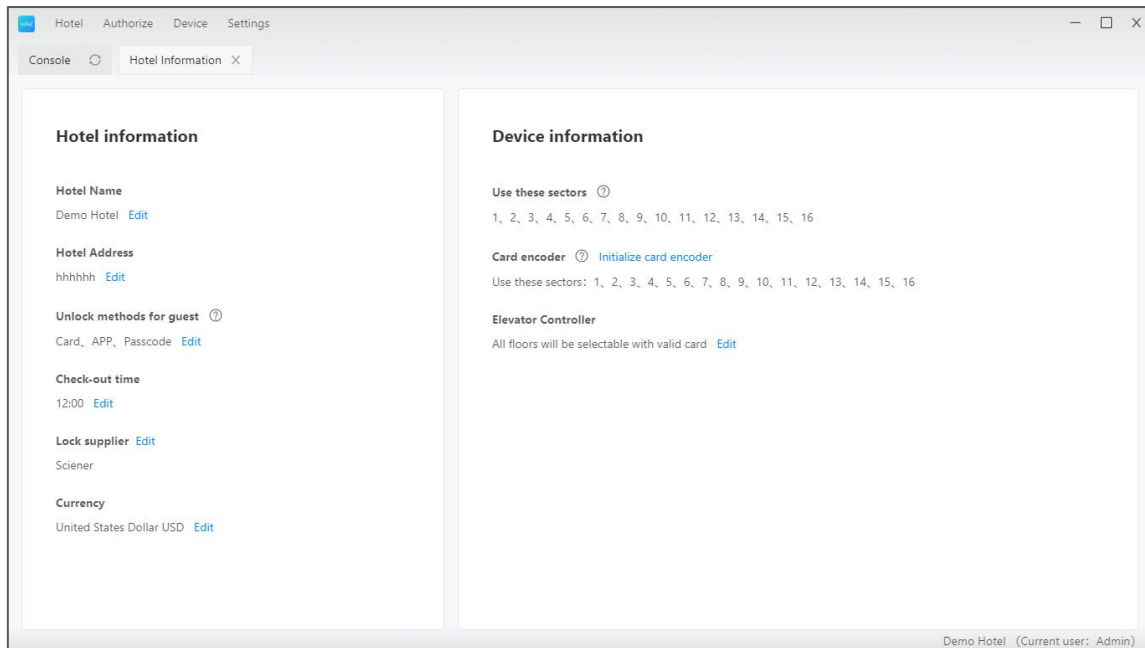
## 2.3. Hotel



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



## 2.3.1. Hotel information



Edit hotel name and address here.

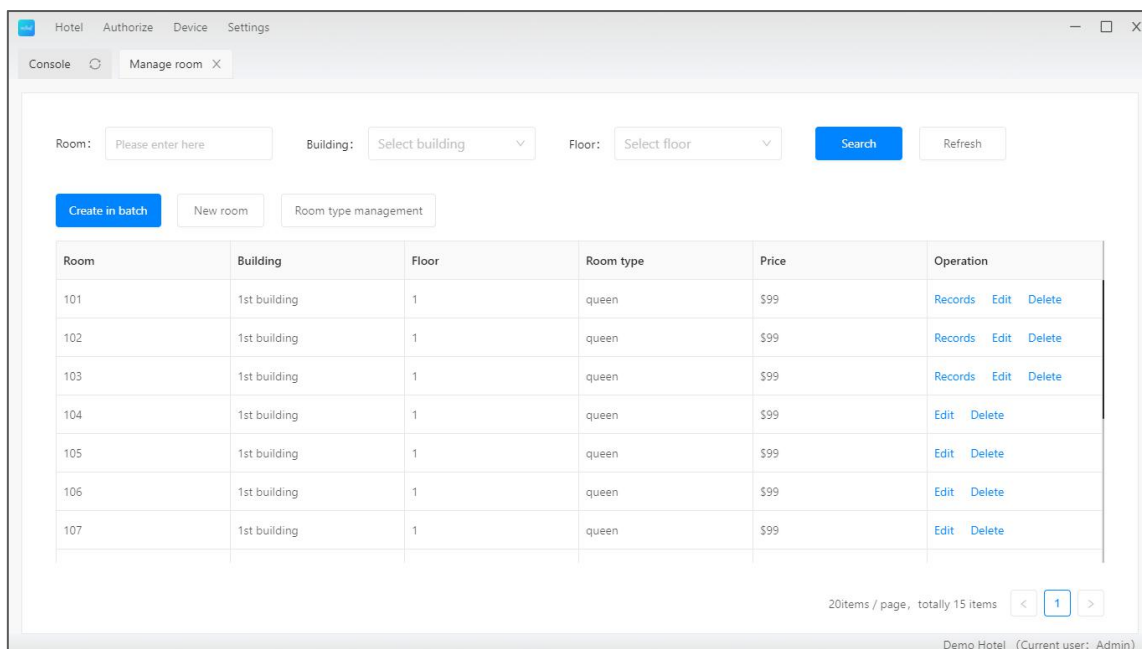
Select unlock methods: card, app, passcode

Set a default check-out time

Look up the active sectors

Select a working mode of lift controller

## 2.3.2. Rooms



Room:  Building:  Floor:

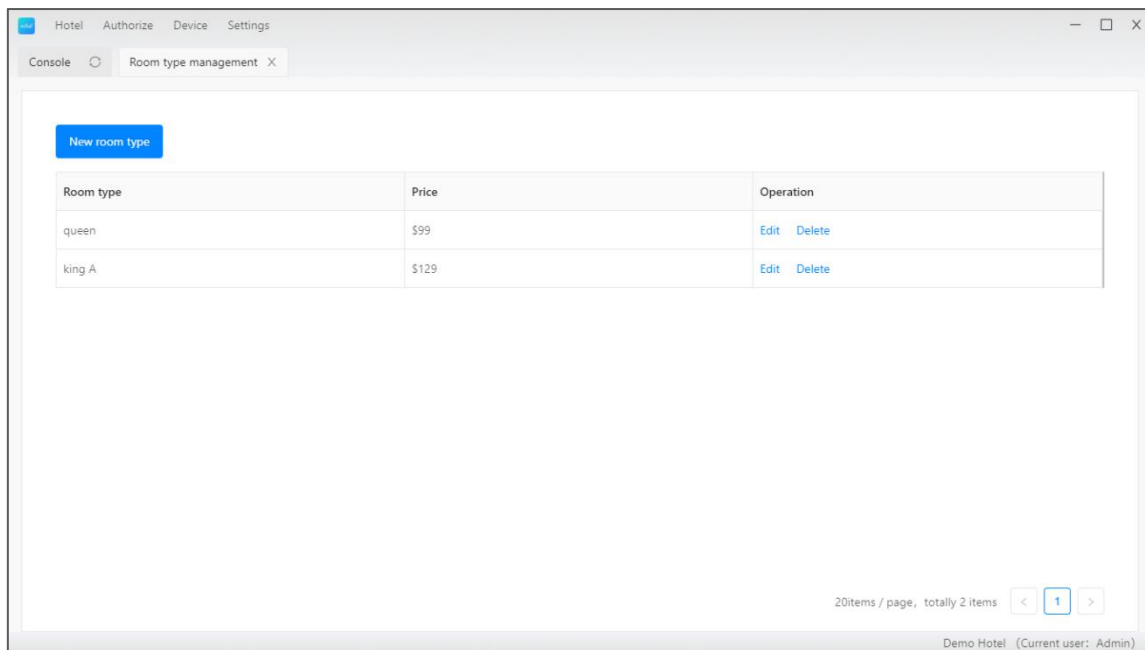
| Room | Building     | Floor | Room type | Price | Operation   |
|------|--------------|-------|-----------|-------|---|
| 101  | 1st building | 1     | queen     | \$99  | <a href="#">Records</a> <a href="#">Edit</a> <a href="#">Delete</a> |
| 102  | 1st building | 1     | queen     | \$99  | <a href="#">Records</a> <a href="#">Edit</a> <a href="#">Delete</a> |
| 103  | 1st building | 1     | queen     | \$99  | <a href="#">Records</a> <a href="#">Edit</a> <a href="#">Delete</a> |
| 104  | 1st building | 1     | queen     | \$99  | <a href="#">Edit</a> <a href="#">Delete</a>                         |
| 105  | 1st building | 1     | queen     | \$99  | <a href="#">Edit</a> <a href="#">Delete</a>                         |
| 106  | 1st building | 1     | queen     | \$99  | <a href="#">Edit</a> <a href="#">Delete</a>                         |
| 107  | 1st building | 1     | queen     | \$99  | <a href="#">Edit</a> <a href="#">Delete</a>                         |

20 items / page, totally 15 items

Demo Hotel (Current user: Admin)

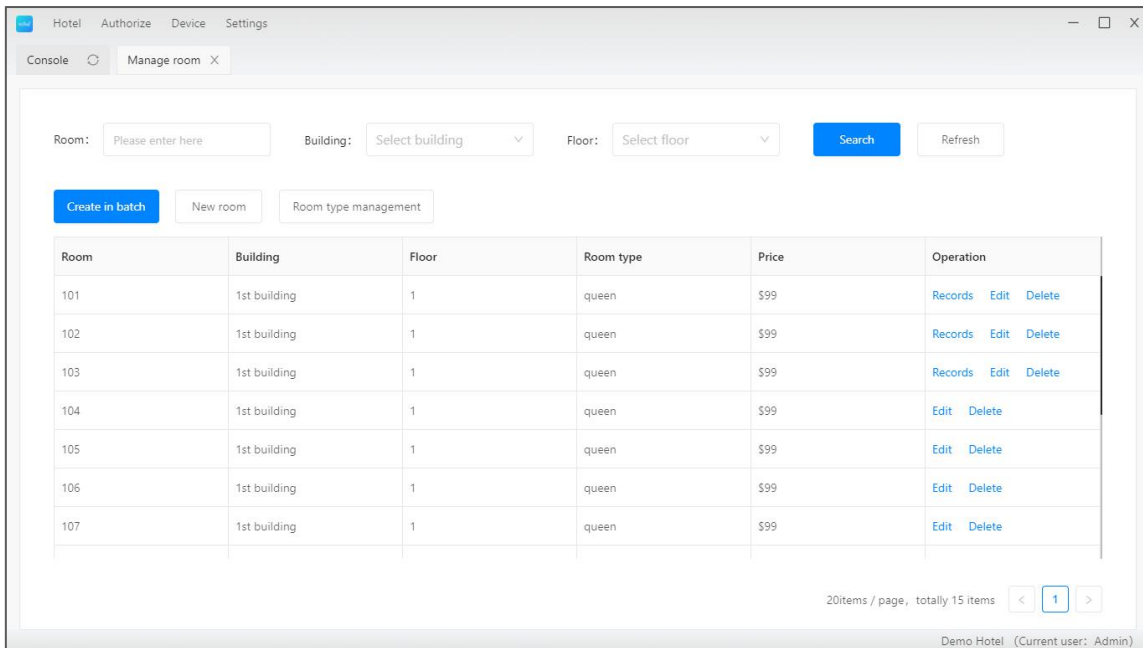
There are two types of rooms: Guest room and common room. When issue card for guest room, you can select additional common rooms.

### 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



Room:  Building:  Floor:

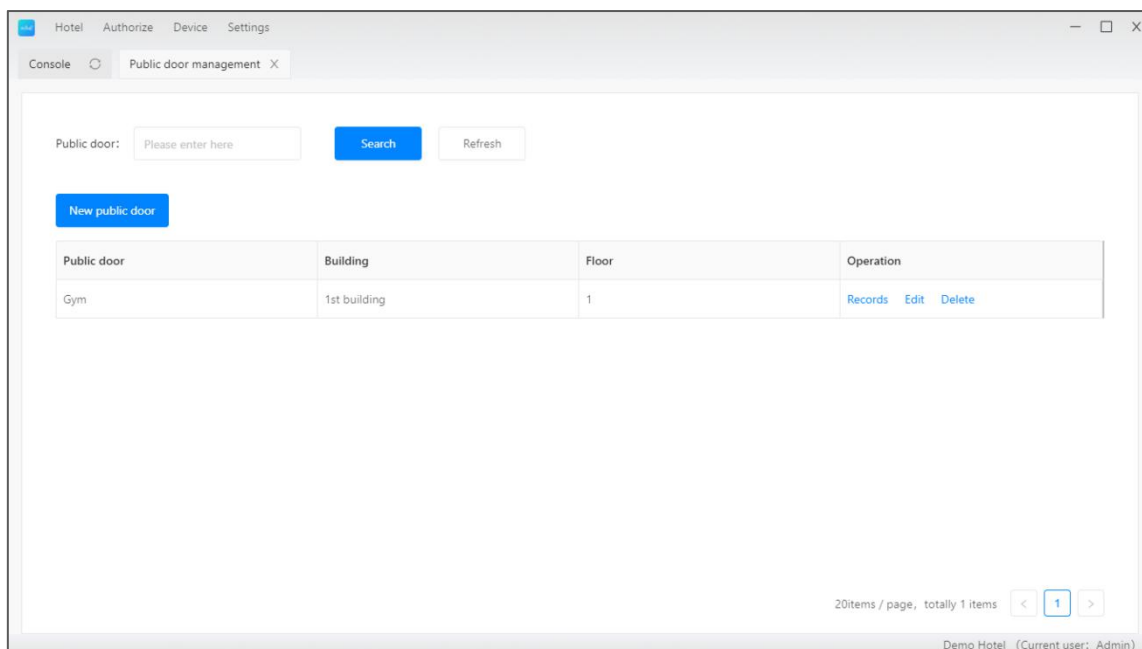
| Room | Building     | Floor | Room type | Price | Operation   |
|------|--------------|-------|-----------|-------|---|
| 101  | 1st building | 1     | queen     | \$99  | <a href="#">Records</a> <a href="#">Edit</a> <a href="#">Delete</a> |
| 102  | 1st building | 1     | queen     | \$99  | <a href="#">Records</a> <a href="#">Edit</a> <a href="#">Delete</a> |
| 103  | 1st building | 1     | queen     | \$99  | <a href="#">Records</a> <a href="#">Edit</a> <a href="#">Delete</a> |
| 104  | 1st building | 1     | queen     | \$99  | <a href="#">Edit</a> <a href="#">Delete</a>                         |
| 105  | 1st building | 1     | queen     | \$99  | <a href="#">Edit</a> <a href="#">Delete</a>                         |
| 106  | 1st building | 1     | queen     | \$99  | <a href="#">Edit</a> <a href="#">Delete</a>                         |
| 107  | 1st building | 1     | queen     | \$99  | <a href="#">Edit</a> <a href="#">Delete</a>                         |

20 items / page, totally 15 items

Demo Hotel (Current user: Admin)

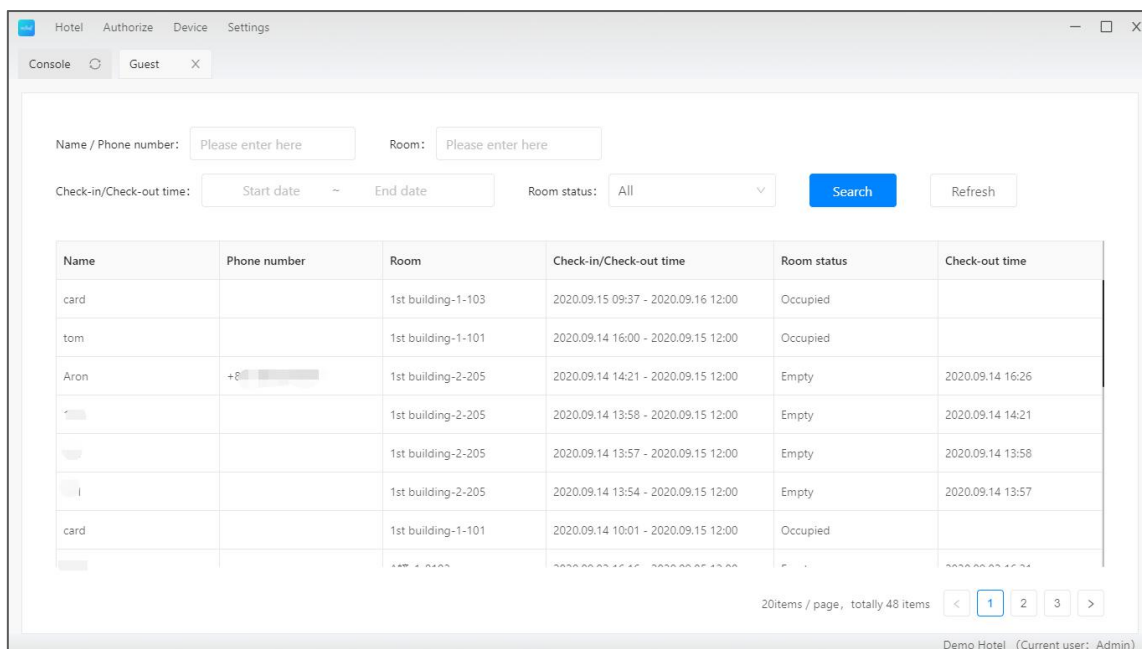
Create a room or in batch in this page: Rooms->guest room

### 2.3.2.3. Create/Edit/Delete common room



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

## 2.3.3. Guests

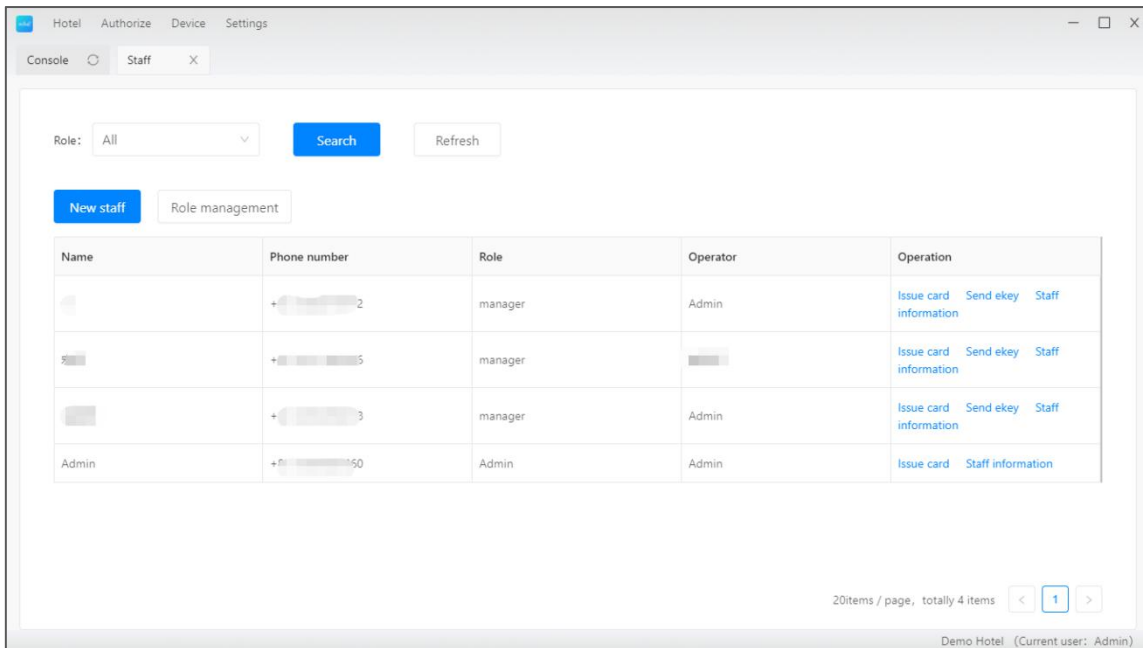


The screenshot shows the 'Guest' management interface in the TTHotel system. At the top, there are tabs for 'Console', 'Guest', and 'Settings'. Below the tabs, there are search filters: 'Name / Phone number' (with a placeholder 'Please enter here'), 'Room' (with a placeholder 'Please enter here'), 'Check-in/Check-out time' (with 'Start date' and 'End date' fields), and 'Room status' (with a dropdown menu set to 'All'). There are 'Search' and 'Refresh' buttons. Below the filters is a table with the following columns: Name, Phone number, Room, Check-in/Check-out time, Room status, and Check-out time. The table contains several rows of guest data. At the bottom right of the table, it says '20 items / page, totally 48 items'. At the very bottom, it says 'Demo Hotel (Current user: Admin)'.





| Name | Phone number      | Room               | Check-in/Check-out time             | Room status | Check-out time   |
|------|-------------------|--------------------|-------------------------------------|-------------|------------------|
| card |                   | 1st building-1-103 | 2020.09.15 09:37 - 2020.09.16 12:00 | Occupied    |                  |
| tom  |                   | 1st building-1-101 | 2020.09.14 16:00 - 2020.09.15 12:00 | Occupied    |                  |
| Aron | +86 138 1111 1111 | 1st building-2-205 | 2020.09.14 14:21 - 2020.09.15 12:00 | Empty       | 2020.09.14 16:26 |
| 1    |                   | 1st building-2-205 | 2020.09.14 13:58 - 2020.09.15 12:00 | Empty       | 2020.09.14 14:21 |
|      |                   | 1st building-2-205 | 2020.09.14 13:57 - 2020.09.15 12:00 | Empty       | 2020.09.14 13:58 |
|      |                   | 1st building-2-205 | 2020.09.14 13:54 - 2020.09.15 12:00 | Empty       | 2020.09.14 13:57 |
| card |                   | 1st building-1-101 | 2020.09.14 10:01 - 2020.09.15 12:00 | Occupied    |                  |

Look up history guests

## 2.3.4. Staff



Role:

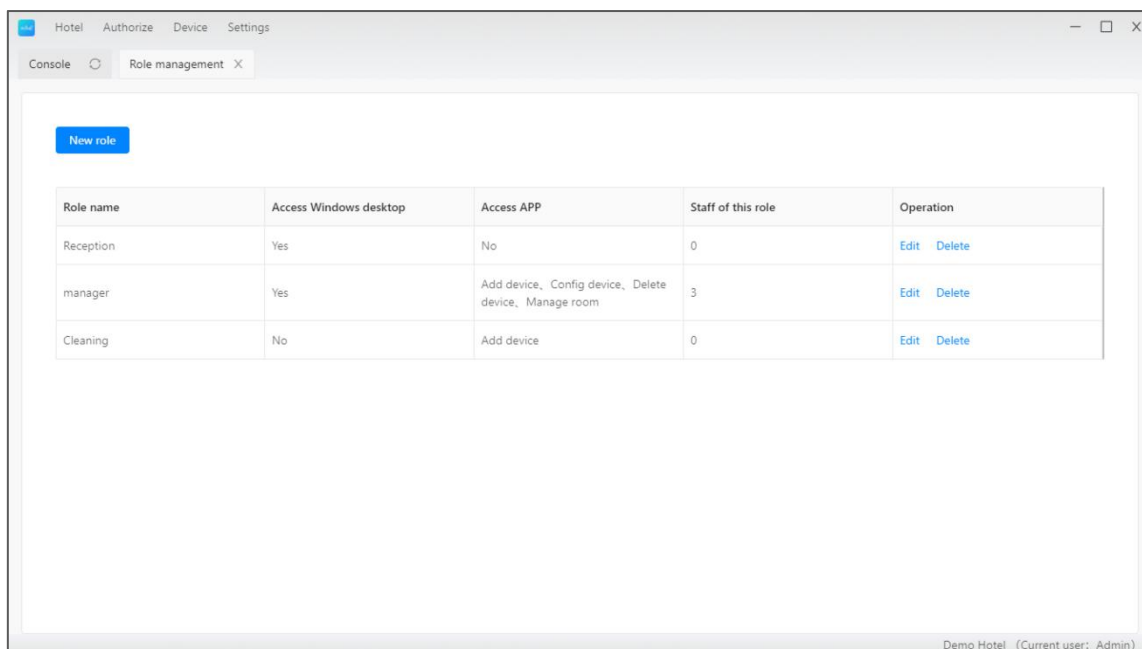
| Name  | Phone number      | Role    | Operator  | Operation  |
|---|-------------------|---------|---|--|
|  | +86 150 1234 5672 | manager | Admin   | <a href="#">Issue card information</a> <a href="#">Send ekey</a> <a href="#">Staff information</a> |
|  | +86 150 1234 5675 | manager |  | <a href="#">Issue card information</a> <a href="#">Send ekey</a> <a href="#">Staff information</a> |
|  | +86 150 1234 5673 | manager | Admin   | <a href="#">Issue card information</a> <a href="#">Send ekey</a> <a href="#">Staff information</a> |
| Admin   | +86 150 1234 5670 | Admin   | Admin   | <a href="#">Issue card</a> <a href="#">Staff information</a>                                       |

20 items / page, totally 4 items

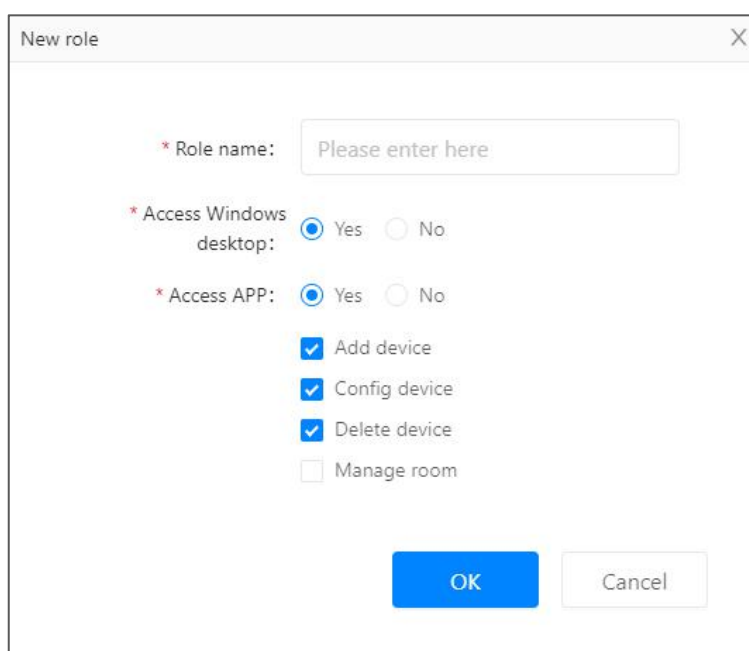
Demo Hotel (Current user: Admin)

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                  | <a href="#">Edit</a> <a href="#">Delete</a> |
| manager   | Yes                    | Add device, Config device, Delete device, Manage room | 3                  | <a href="#">Edit</a> <a href="#">Delete</a> |
| Cleaning  | No                     | Add device  | 0                  | <a href="#">Edit</a> <a href="#">Delete</a> |



**New role**

\* Role name:

\* Access Windows desktop: ☒ Yes ☐ No

\* Access APP: ☒ Yes ☐ No

☒ Add device

☒ Config device

☒ Delete device

☐ Manage room

**OK** **Cancel**

Manage roles in this page



## 2.3.4.2. Staff

### 2.3.4.2.1. Create staff

New staff

\*Name:

Please enter here

\*Phone number:

US+1

▼

Please enter here

\*Role:

Select a role ▼

Cancel

OK

Create a staff with unregistered account

## 2.3.4.2.2. Issue card for staff

Issue card

Name: Admin

\*Valid period:

Select date

\*Work with double lock:

☒ Yes
 ☐ No

\*Card type:

☐ Master card
 ☒ 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 |

Cancel

Issue card

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

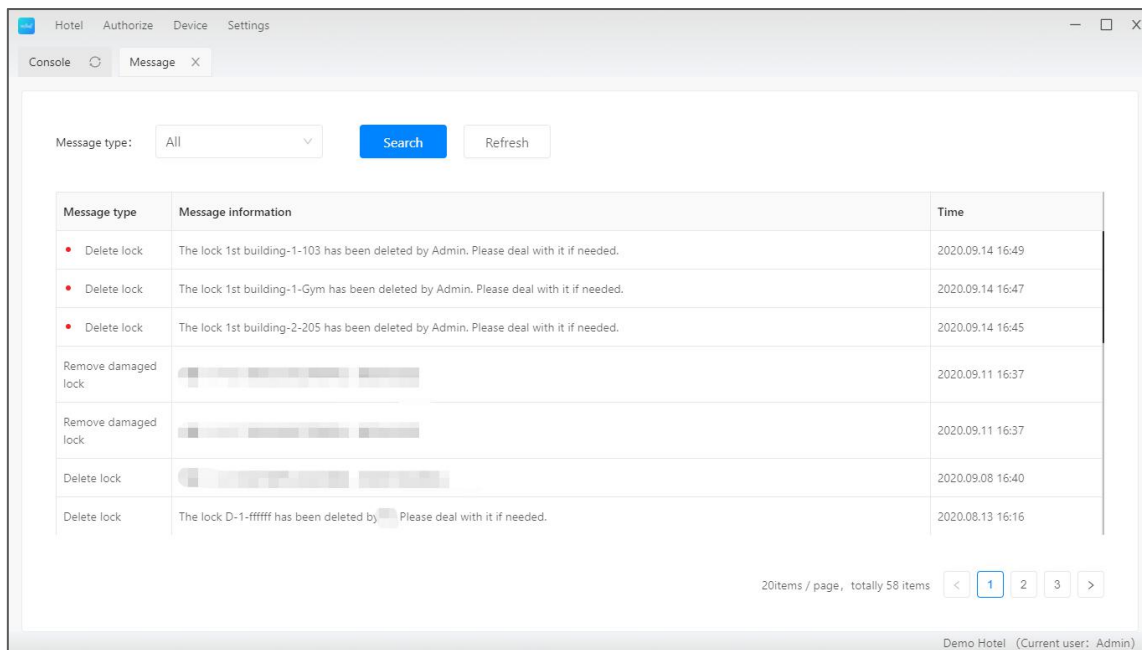
|                                       |                            |                              |
|---------------------------------------|----------------------------|------------------------------|
| <input type="checkbox"/> 1st building | <input type="checkbox"/> 1 | <input type="checkbox"/> 101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

Cancel

OK

Issue ekeys to staff for selected locks

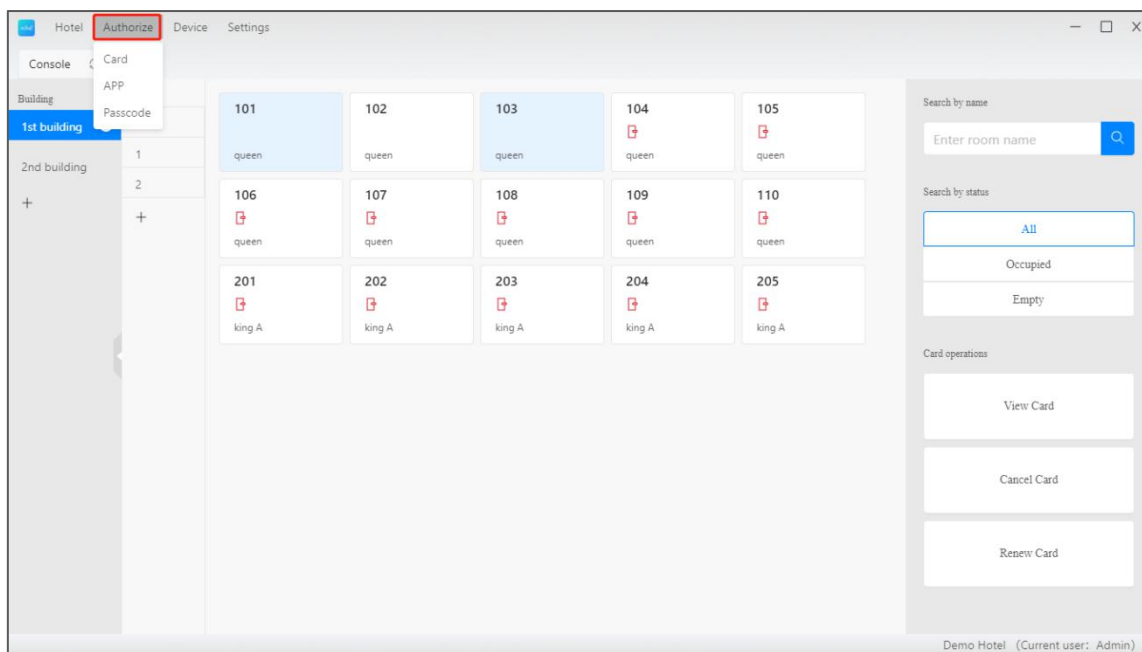
## 2.3.5. Message



Look up all types of messages here.

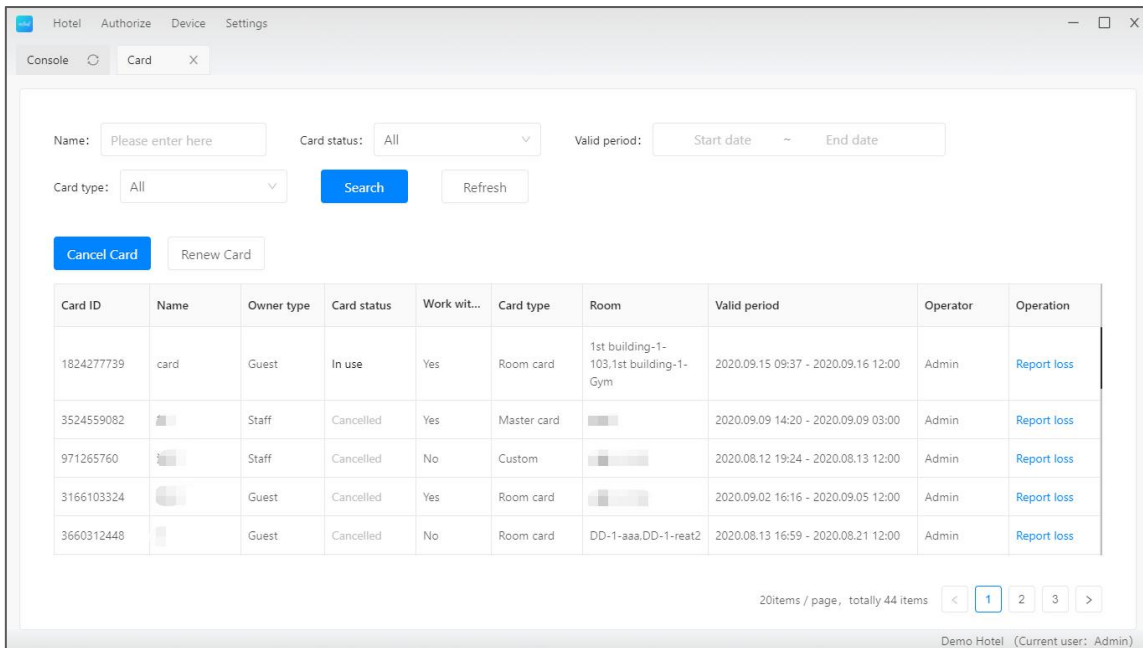
Messages include low battery notification, locks being deleted, and etc

## 2.4. Access



Access includes cards, ekeys, and passcodes

## 2.4.1. Card










Hotel | Authorize | Device | Settings

Console | Card X

Name:  Card status:  Valid period:  ~

Card type:

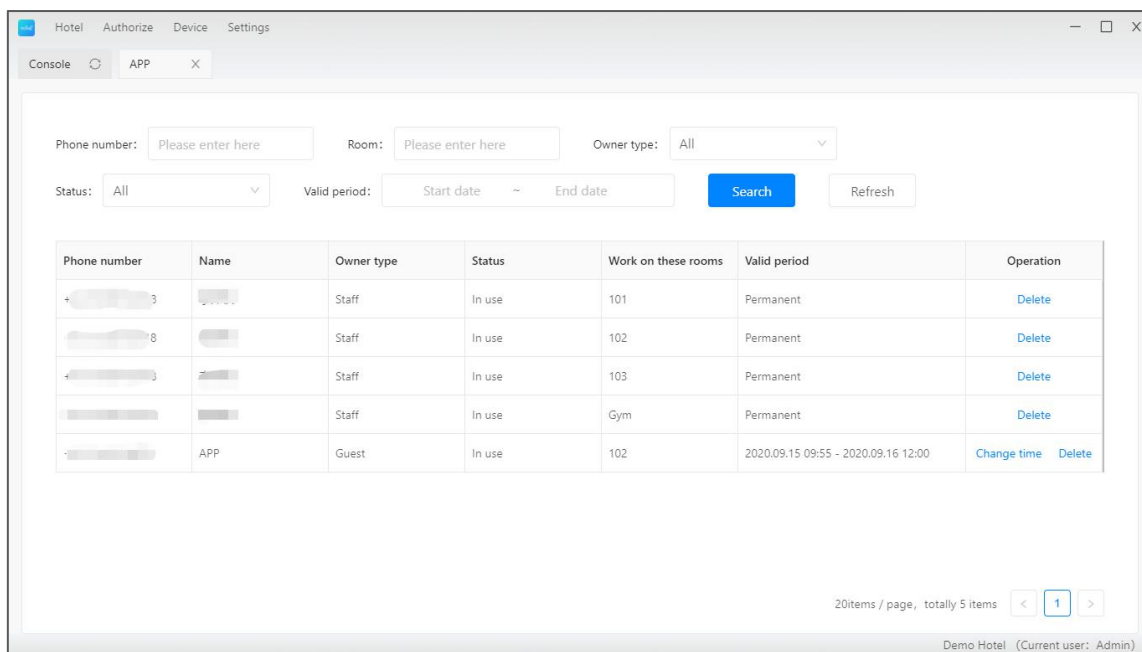
| Card ID    | Name  | Owner type | Card status | Work wit... | Card type   | Room  | Valid period                        | Operator | Operation                   |
|------------|---|------------|-------------|-------------|-------------|---|-------------------------------------|----------|-----------------------------|
| 1824277739 | card  | Guest      | In use      | Yes         | Room card   | 1st building-1-103,1st building-1-Gym   | 2020.09.15 09:37 - 2020.09.16 12:00 | Admin    | <a href="#">Report loss</a> |
| 3524559082 |  | Staff      | Cancelled   | Yes         | Master card |  | 2020.09.09 14:20 - 2020.09.09 03:00 | Admin    | <a href="#">Report loss</a> |
| 971265760  |  | Staff      | Cancelled   | No          | Custom      |  | 2020.08.12 19:24 - 2020.08.13 12:00 | Admin    | <a href="#">Report loss</a> |
| 3166103324 |  | Guest      | Cancelled   | Yes         | Room card   |  | 2020.09.02 16:16 - 2020.09.05 12:00 | Admin    | <a href="#">Report loss</a> |
| 3660312448 |  | Guest      | Cancelled   | No          | Room card   | DD-1-aaa.DD-1-reat2   | 2020.08.13 16:59 - 2020.08.21 12:00 | Admin    | <a href="#">Report loss</a> |

20 items / page, totally 44 items

Demo Hotel (Current user: Admin)

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

## 2.4.2. eKey(APP)



Phone number:  Room:  Owner type:

Status:  Valid period:  ~

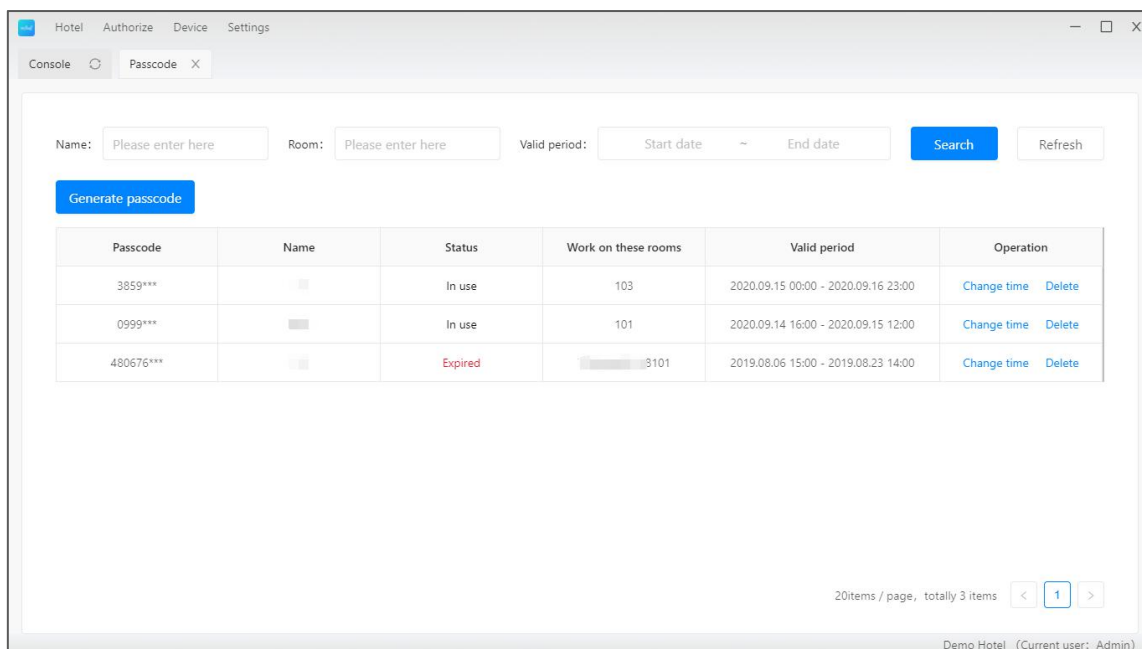
| Phone number      | Name     | Owner type | Status | Work on these rooms | Valid period                        | Operation  |
|-------------------|----------|------------|--------|---------------------|-------------------------------------|--|
| +86 138 1234 5678 | John Doe | Staff      | In use | 101                 | Permanent                           | <a href="#">Delete</a>                             |
| +86 138 1234 5678 | John Doe | Staff      | In use | 102                 | Permanent                           | <a href="#">Delete</a>                             |
| +86 138 1234 5678 | John Doe | Staff      | In use | 103                 | Permanent                           | <a href="#">Delete</a>                             |
| +86 138 1234 5678 | John Doe | Staff      | In use | Gym                 | Permanent                           | <a href="#">Delete</a>                             |
| +86 138 1234 5678 | APP      | Guest      | In use | 102                 | 2020.09.15 09:55 - 2020.09.16 12:00 | <a href="#">Change time</a> <a href="#">Delete</a> |

20 items / page, totally 5 items

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

Name:  Please enter here Room:  Please enter here Valid period:  Start date ~  End date

| Passcode  | Name                 | Status  | Work on these rooms | Valid period                        | Operation  |
|-----------|----------------------|---------|---------------------|-------------------------------------|--|
| 3859***   | <input type="text"/> | In use  | 103                 | 2020.09.15 00:00 - 2020.09.16 23:00 | <a href="#">Change time</a> <a href="#">Delete</a> |
| 0999***   | <input type="text"/> | In use  | 101                 | 2020.09.14 16:00 - 2020.09.15 12:00 | <a href="#">Change time</a> <a href="#">Delete</a> |
| 480676*** | <input type="text"/> | Expired | 3101                | 2019.08.06 15:00 - 2019.08.23 14:00 | <a href="#">Change time</a> <a href="#">Delete</a> |

20 items / page, totally 3 items

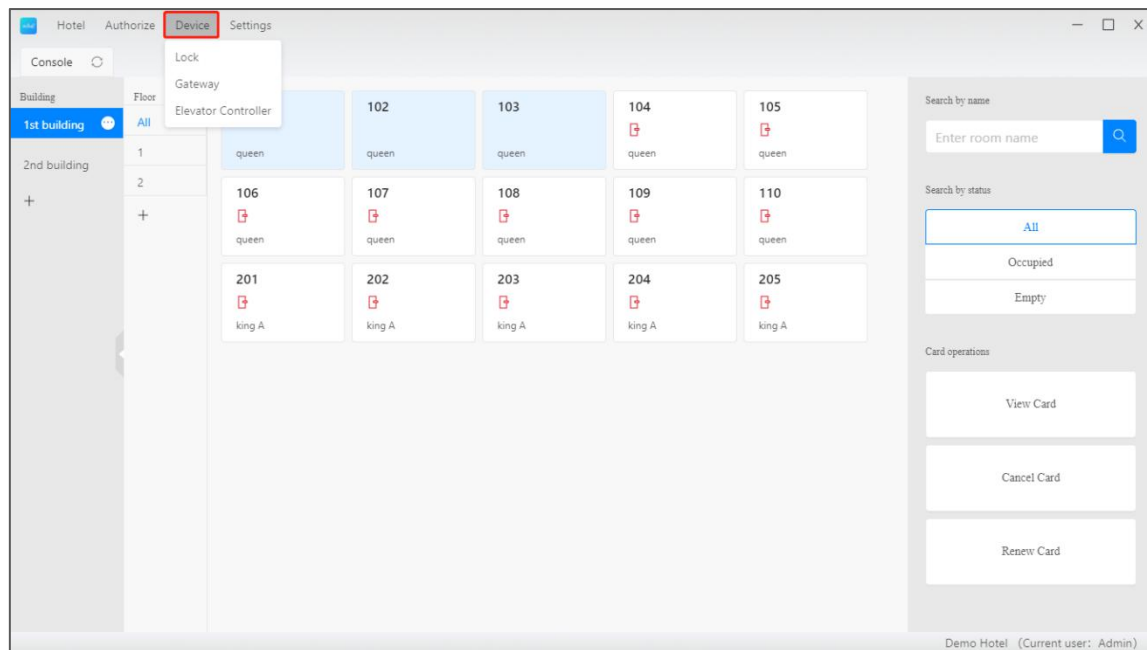
Demo Hotel (Current user: Admin)

The passcode list includes all passcodes issued to guests and temporarily

You can generate passcode for temporary use here

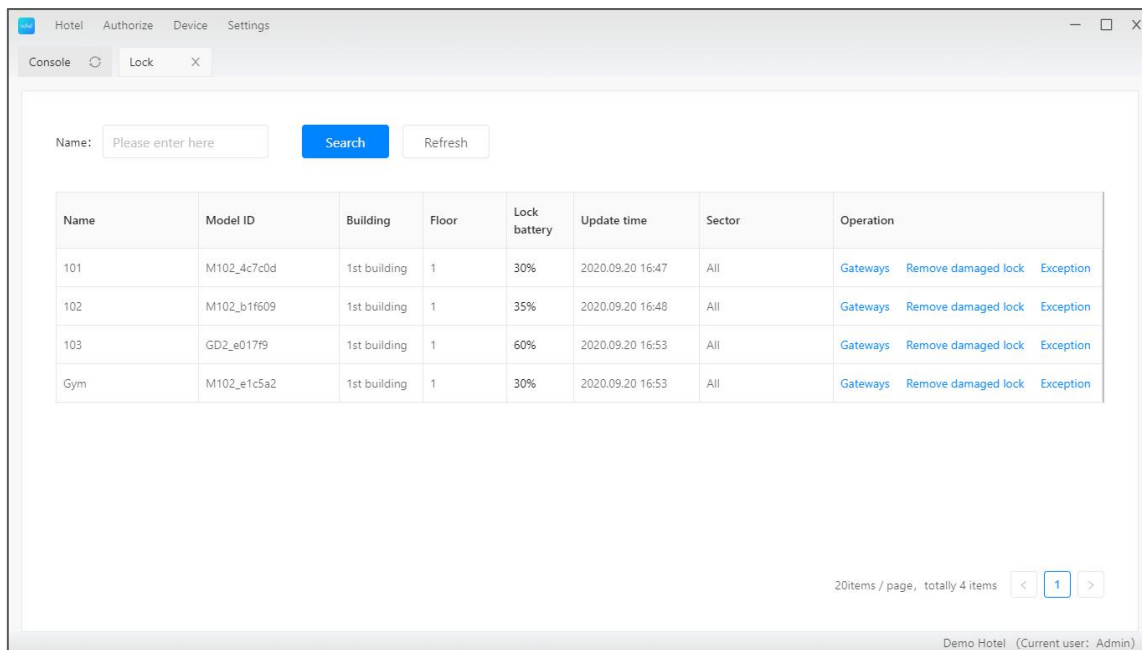


## 2.5.Devices



Manage locks, gateways and lift controller in this page.

## 2.5.1. Lock



Hotel Authorize Device Settings

Console Lock X

Name:  [Search](#) [Refresh](#)

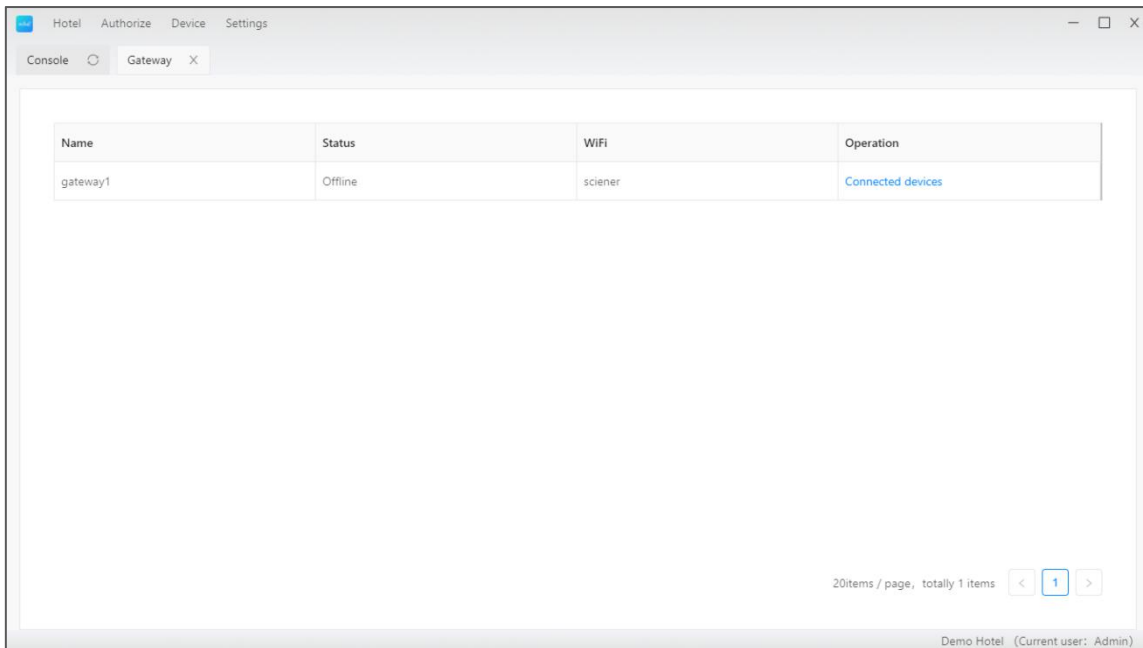
| Name | Model ID    | Building     | Floor | Lock battery | Update time      | Sector | Operation  |
|------|-------------|--------------|-------|--------------|------------------|--------|--|
| 101  | M102_4c7c0d | 1st building | 1     | 30%          | 2020.09.20 16:47 | All    | <a href="#">Gateways</a> <a href="#">Remove damaged lock</a> <a href="#">Exception</a> |
| 102  | M102_b1f609 | 1st building | 1     | 35%          | 2020.09.20 16:48 | All    | <a href="#">Gateways</a> <a href="#">Remove damaged lock</a> <a href="#">Exception</a> |
| 103  | GD2_e017f9  | 1st building | 1     | 60%          | 2020.09.20 16:53 | All    | <a href="#">Gateways</a> <a href="#">Remove damaged lock</a> <a href="#">Exception</a> |
| Gym  | M102_e1c5a2 | 1st building | 1     | 30%          | 2020.09.20 16:53 | All    | <a href="#">Gateways</a> <a href="#">Remove damaged lock</a> <a href="#">Exception</a> |

20 items / page, totally 4 items [<](#) [1](#) [>](#)

Demo Hotel (Current user: Admin)

All locks in current hotel.

## 2.5.2. Gateway



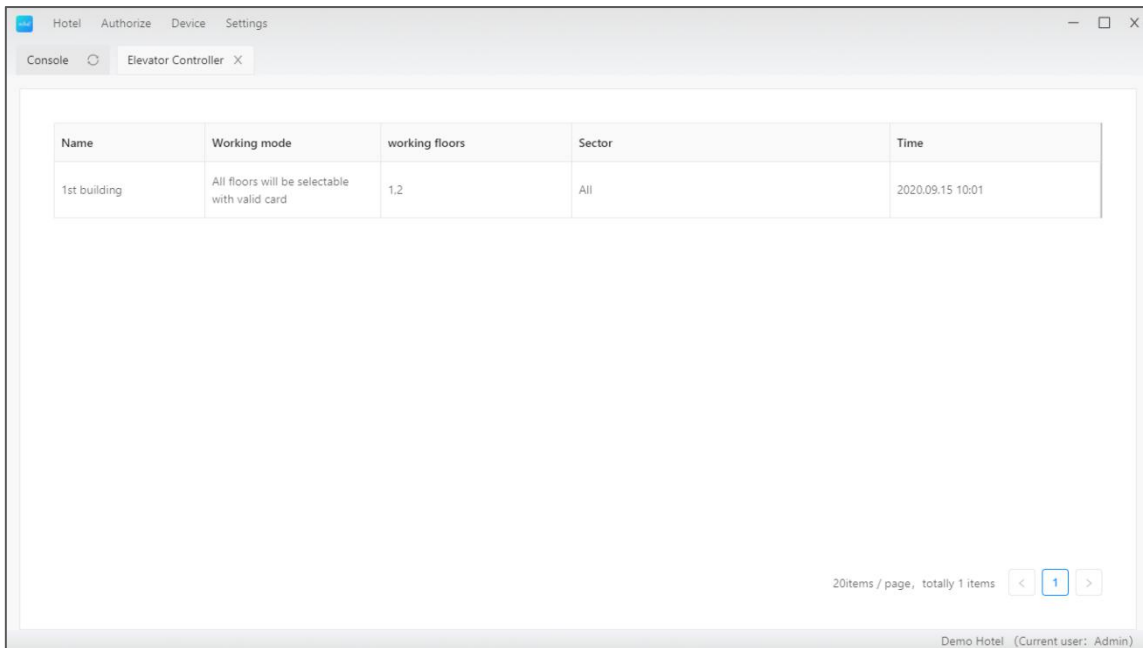
| Name     | Status  | WiFi    | Operation                         |
|----------|---------|---------|-----------------------------------|
| gateway1 | Offline | sciener | <a href="#">Connected devices</a> |

20 items / page, totally 1 items

Demo Hotel (Current user: Admin)

All gateways in current hotel

## 2.5.3. Lift controller



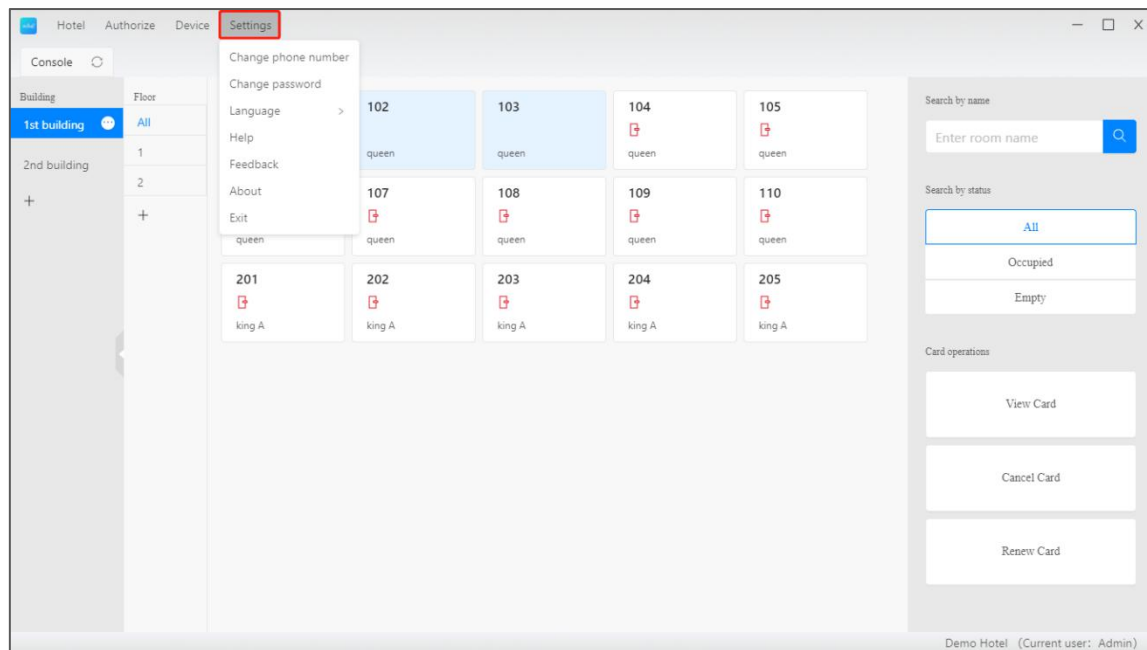
The screenshot shows a web application window titled 'Hotel' with tabs for 'Hotel', 'Authorize', 'Device', and 'Settings'. Below the tabs is a 'Console' section with a refresh icon and a tab for 'Elevator Controller'. The main content area displays a table with the following data:

| 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 |

At the bottom right of the table, there is a pagination control showing '20 items / page, totally 1 items' and a page number '1' in a blue box with left and right navigation arrows. The footer of the window reads 'Demo Hotel (Current user: Admin)'.

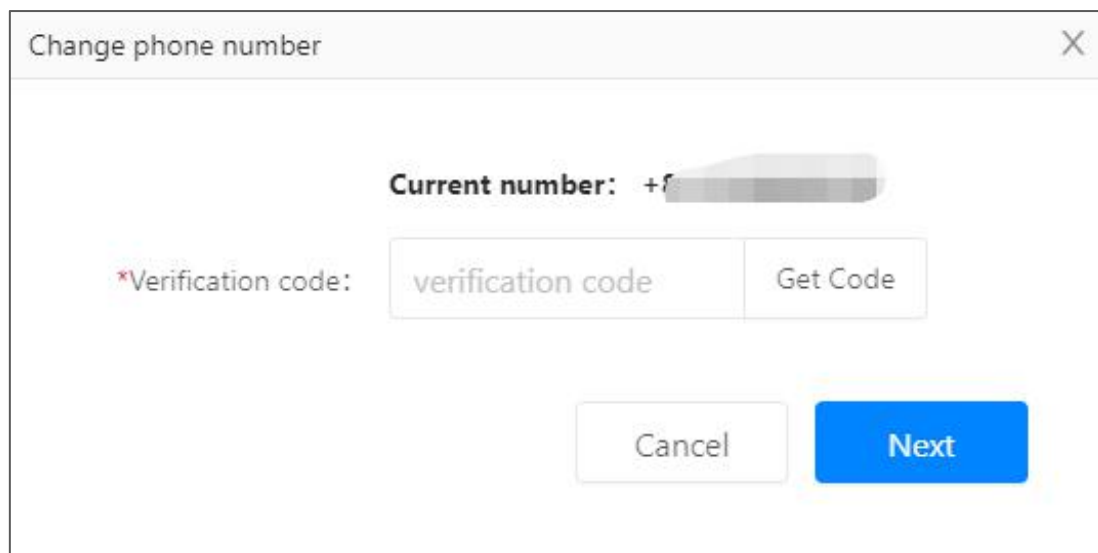
All lift controllers in this hotel

## 2.6.Settings



Manage account, password, language and etc

## 2.6.1. Change phone number

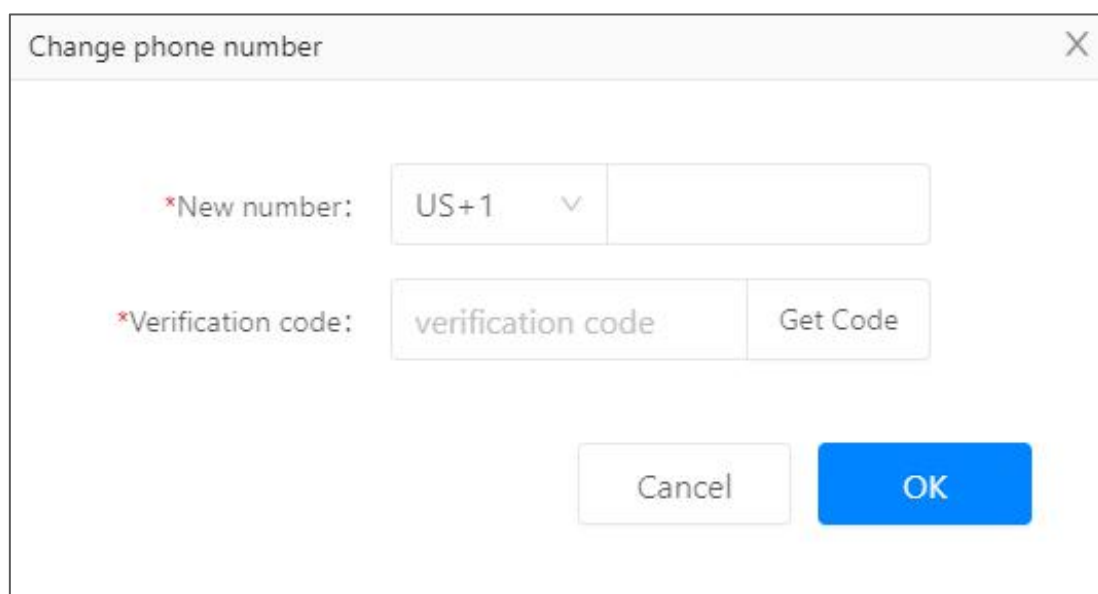


Change phone number

Current number: +f

\*Verification code: verification code Get Code

Cancel Next



Change phone number

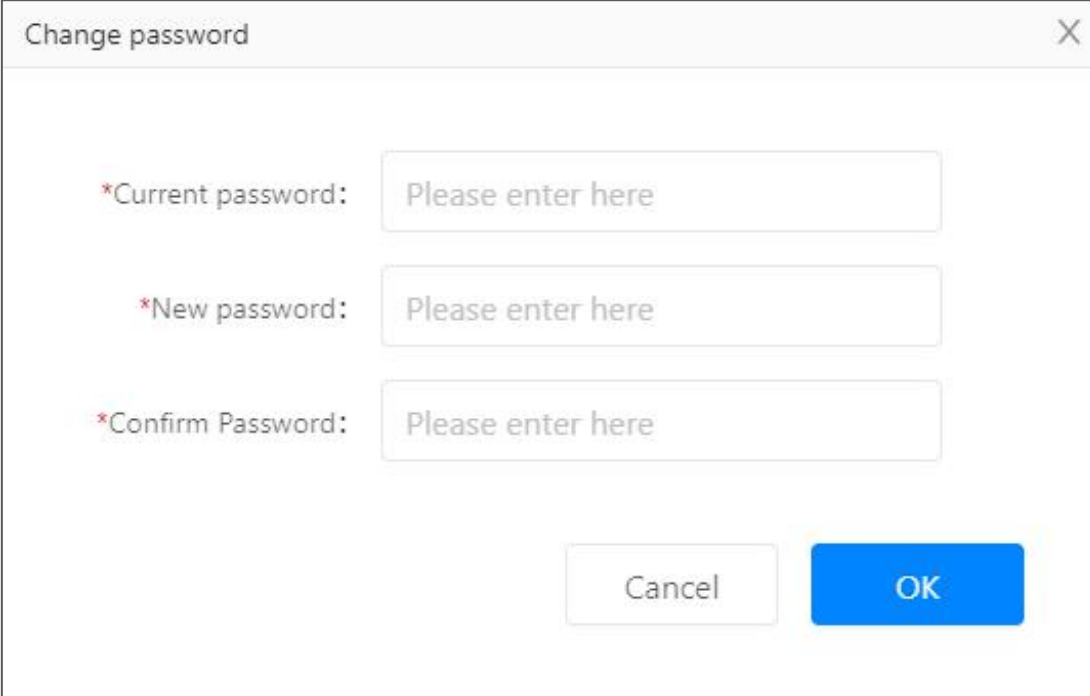
\*New number: US+1

\*Verification code: verification code Get Code

Cancel OK

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

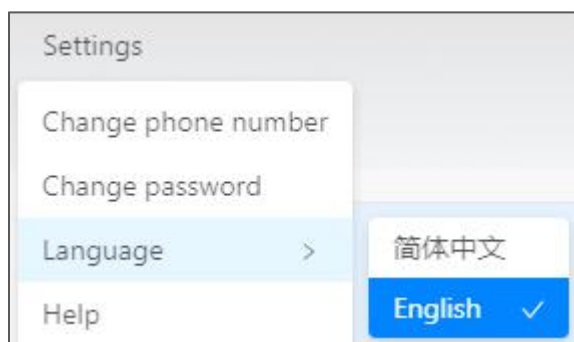
## 2.6.2. Change password



A dialog box titled "Change password" with a close button (X) in the top right corner. It contains three input fields, each preceded by a red asterisk and a label: "\*Current password:", "\*New password:", and "\*Confirm Password:". Each input field has the placeholder text "Please enter here". At the bottom right, there are two buttons: "Cancel" and "OK".

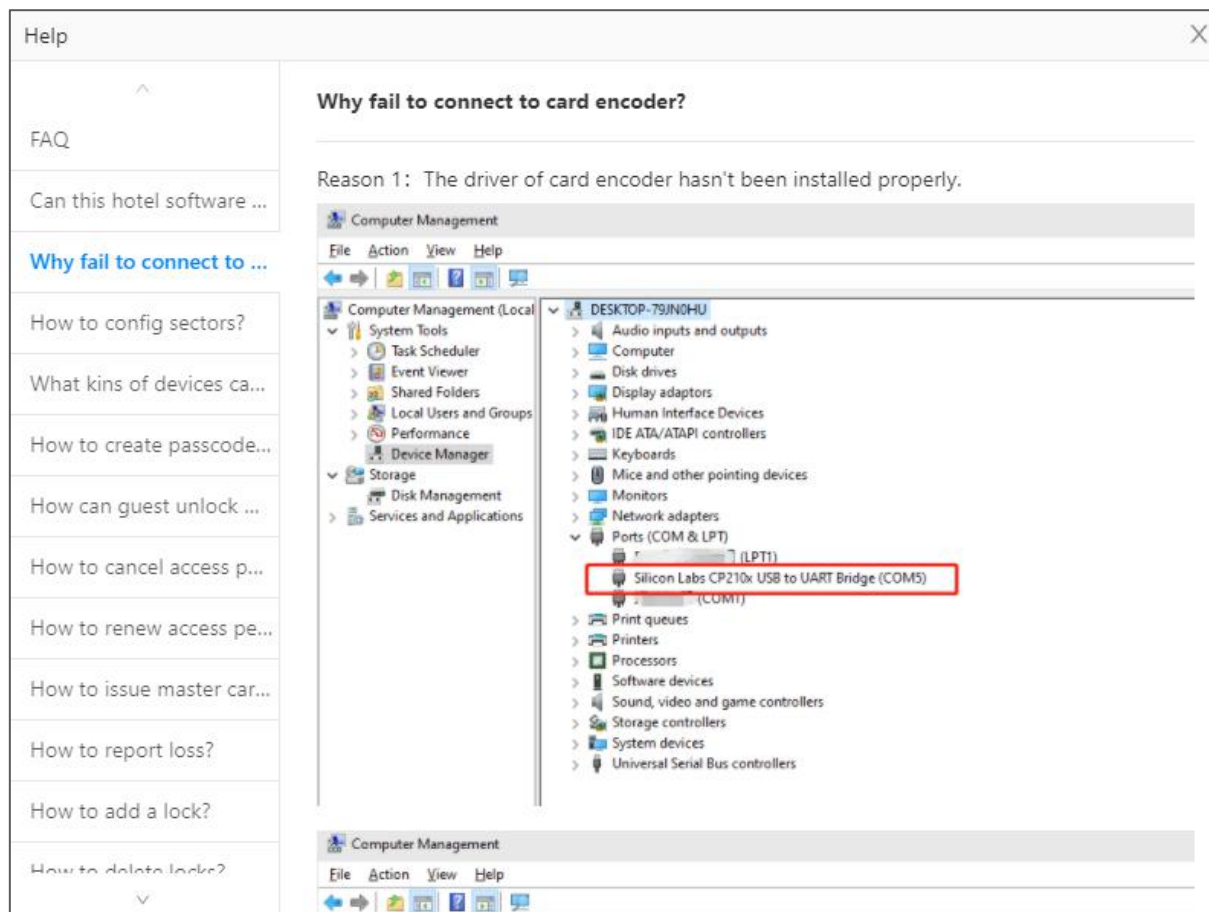
Chang your login password

## 2.6.3. Language



Switch software language

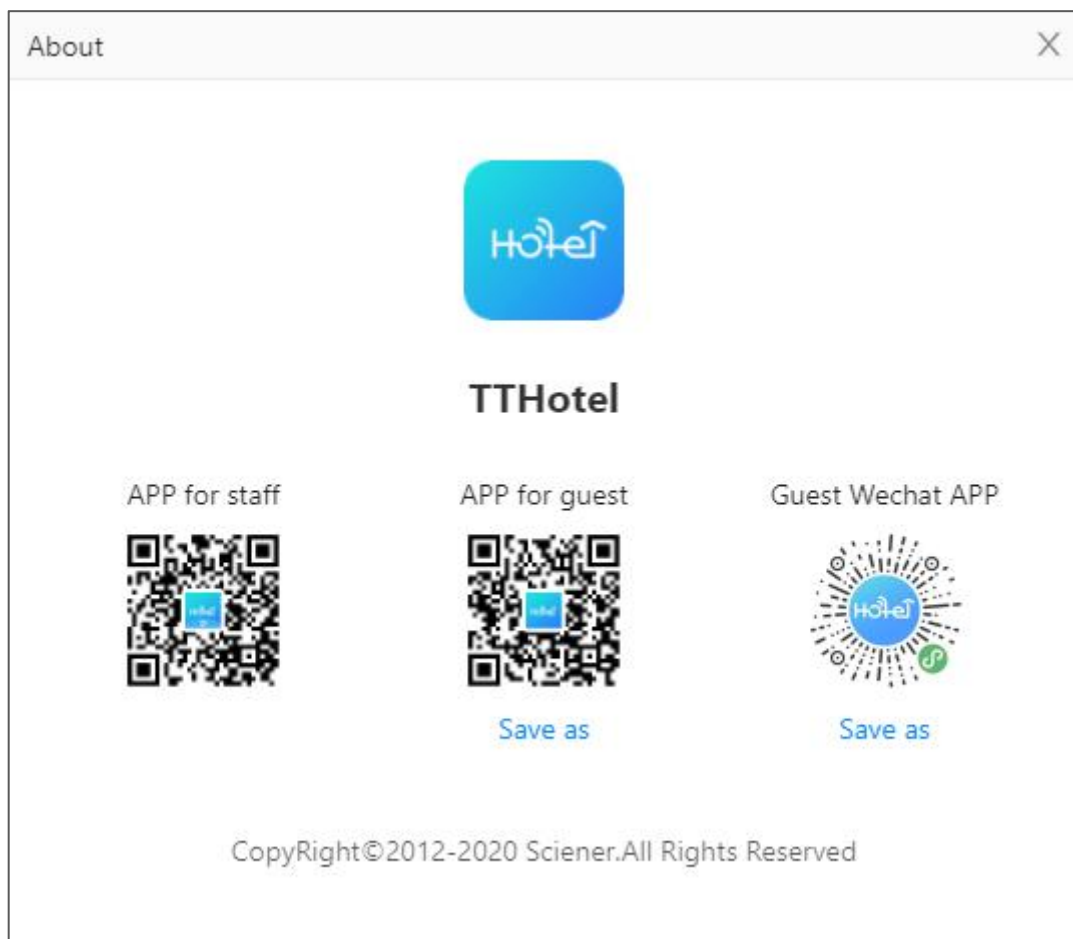
## 2.6.4. FAQs



Find answers for frequently asked questions



## 2.6.5. Download app



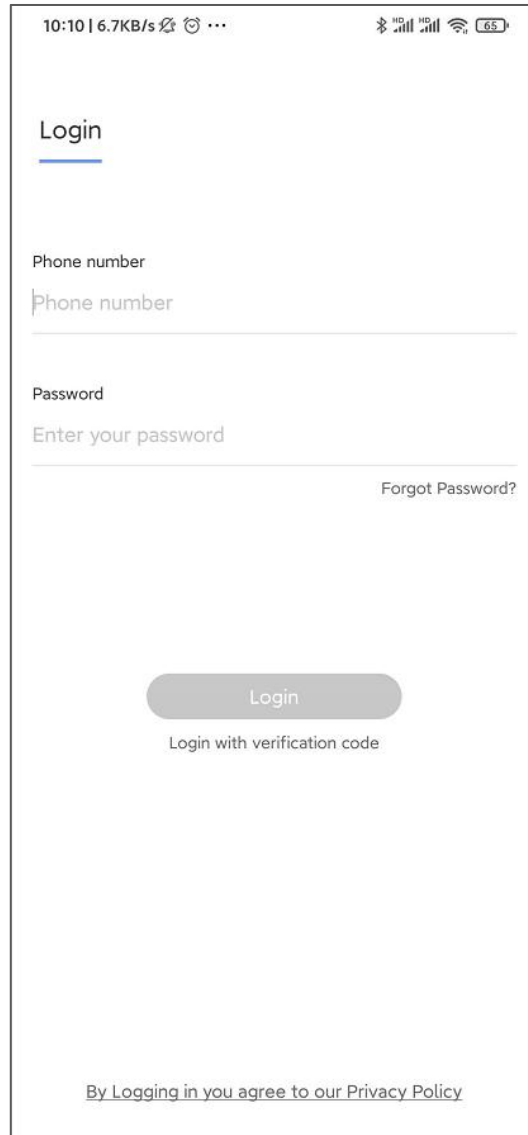
You can find QR code for APPs

### 3. Hotel APP



Scan QR code to install hotel APP

## 3.1.Login



10:10 | 6.7KB/s | 65%

### Login

Phone number

Phone number

Password

Enter your password

[Forgot Password?](#)

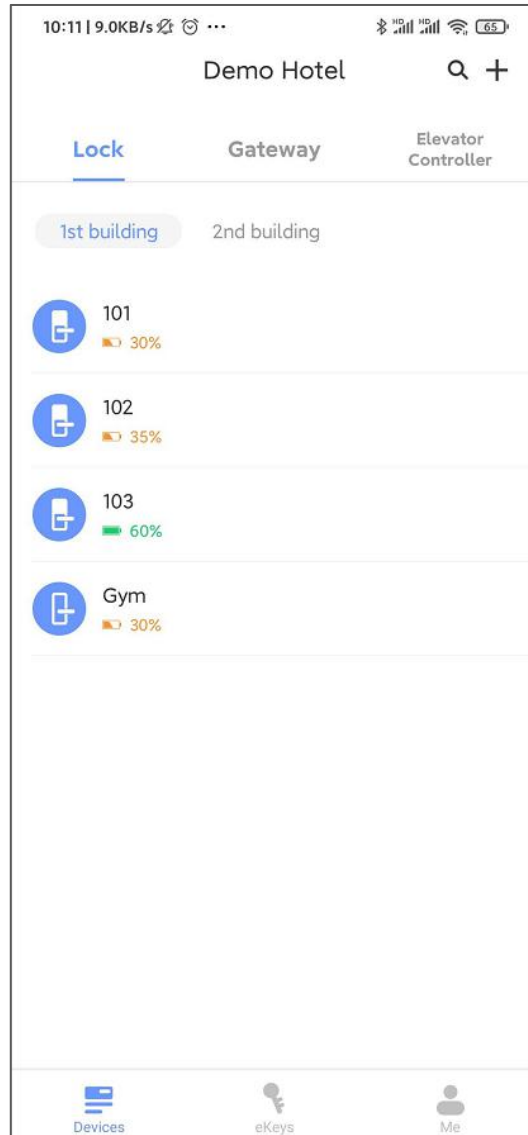
Login

[Login with verification code](#)

[By Logging in you agree to our Privacy Policy](#)

Only account with APP access permission can login hotel app.

## 3.2. Devices

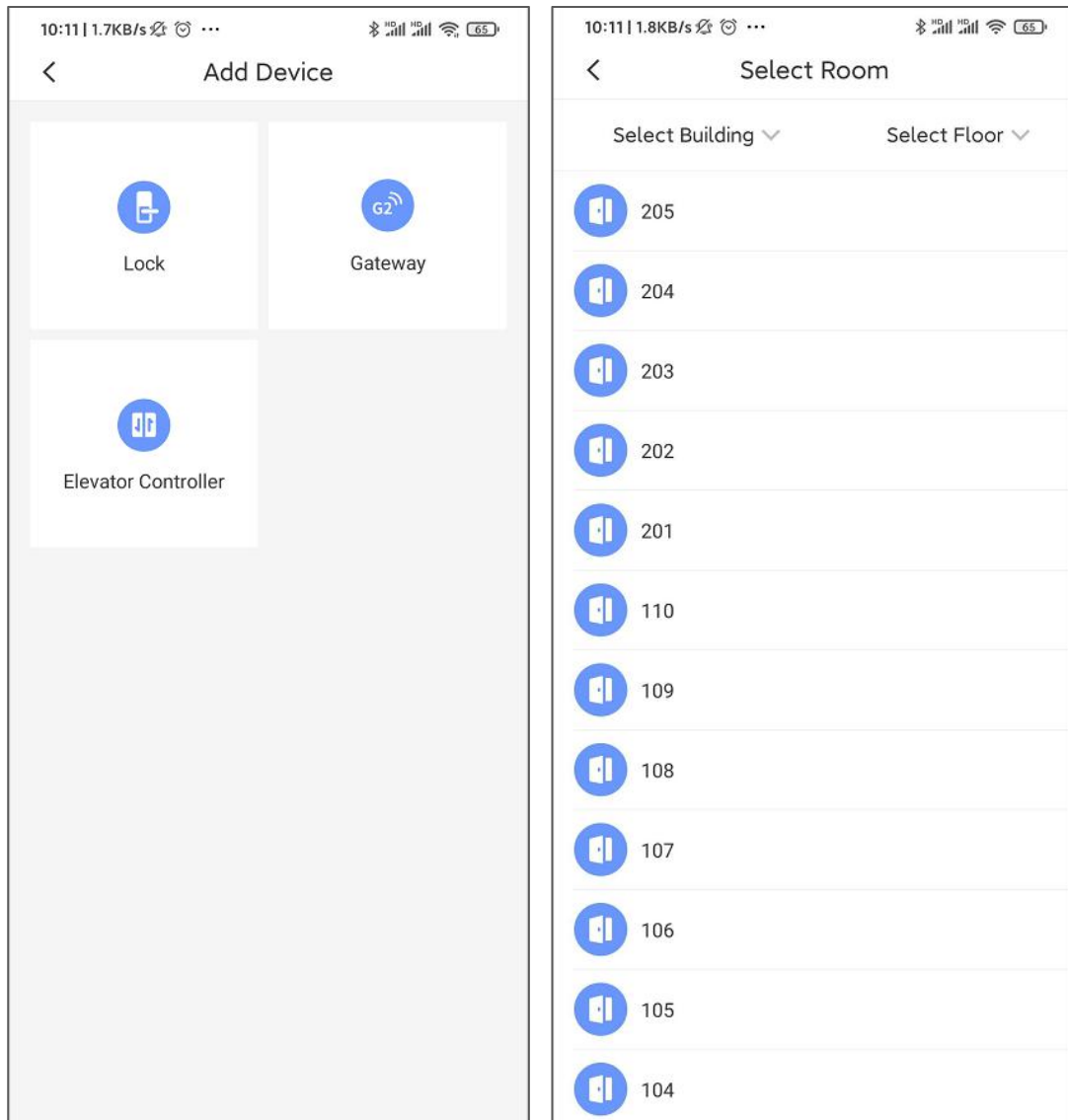


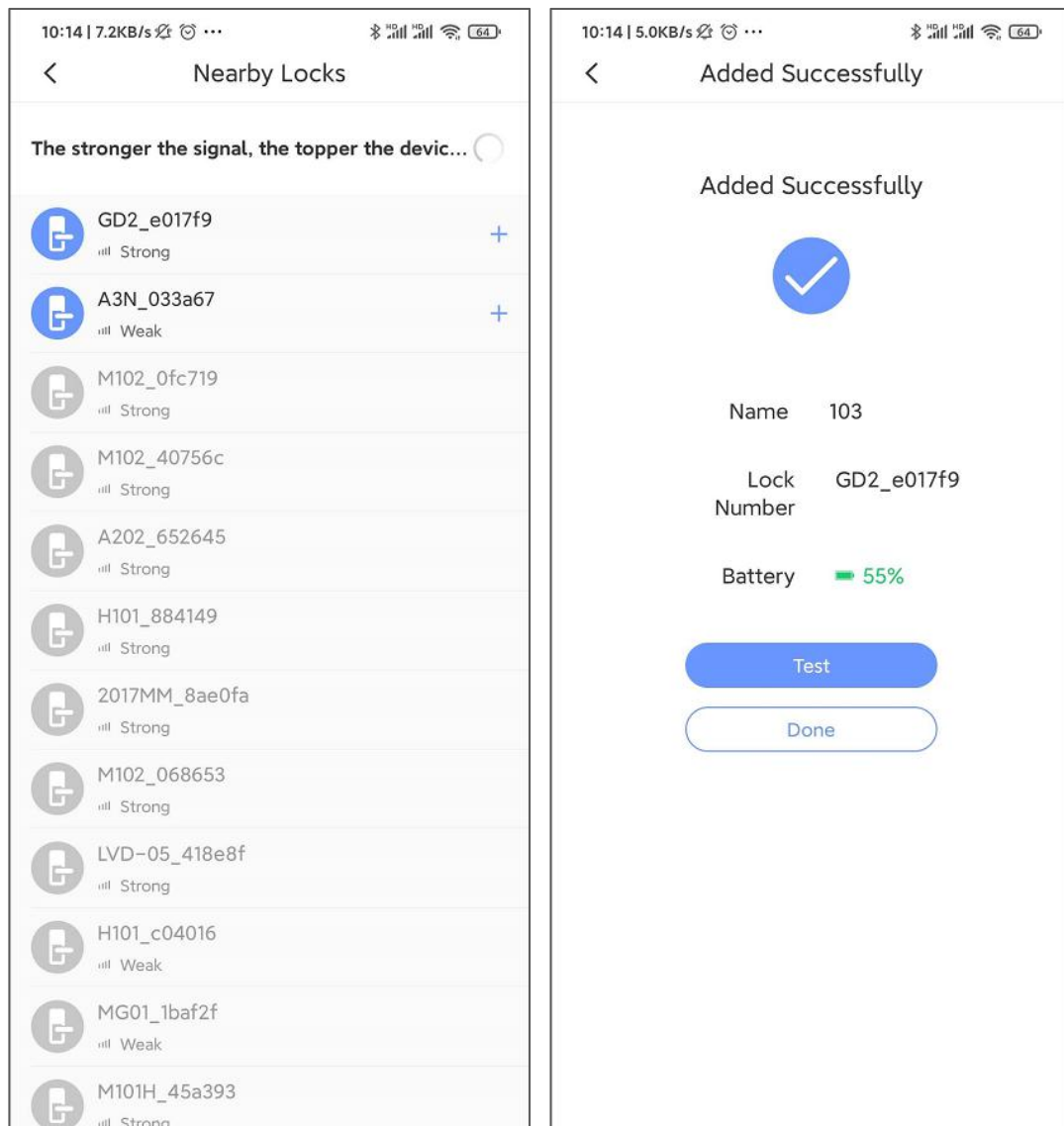
Manage locks, gateways and lift controllers here.

Click [+] to add devices

## 3.2.1. Lock

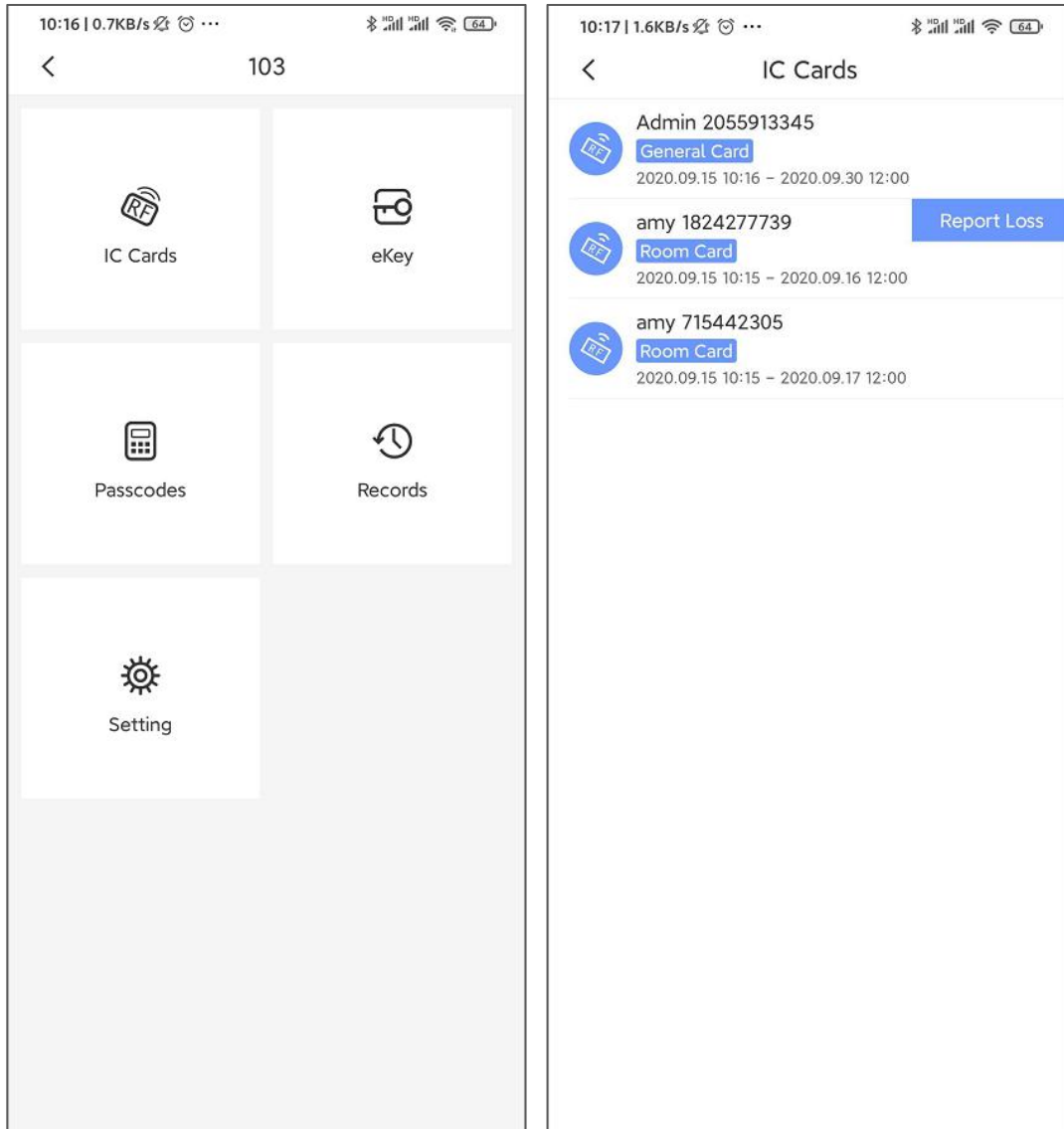
### 3.2.1.1. Add lock

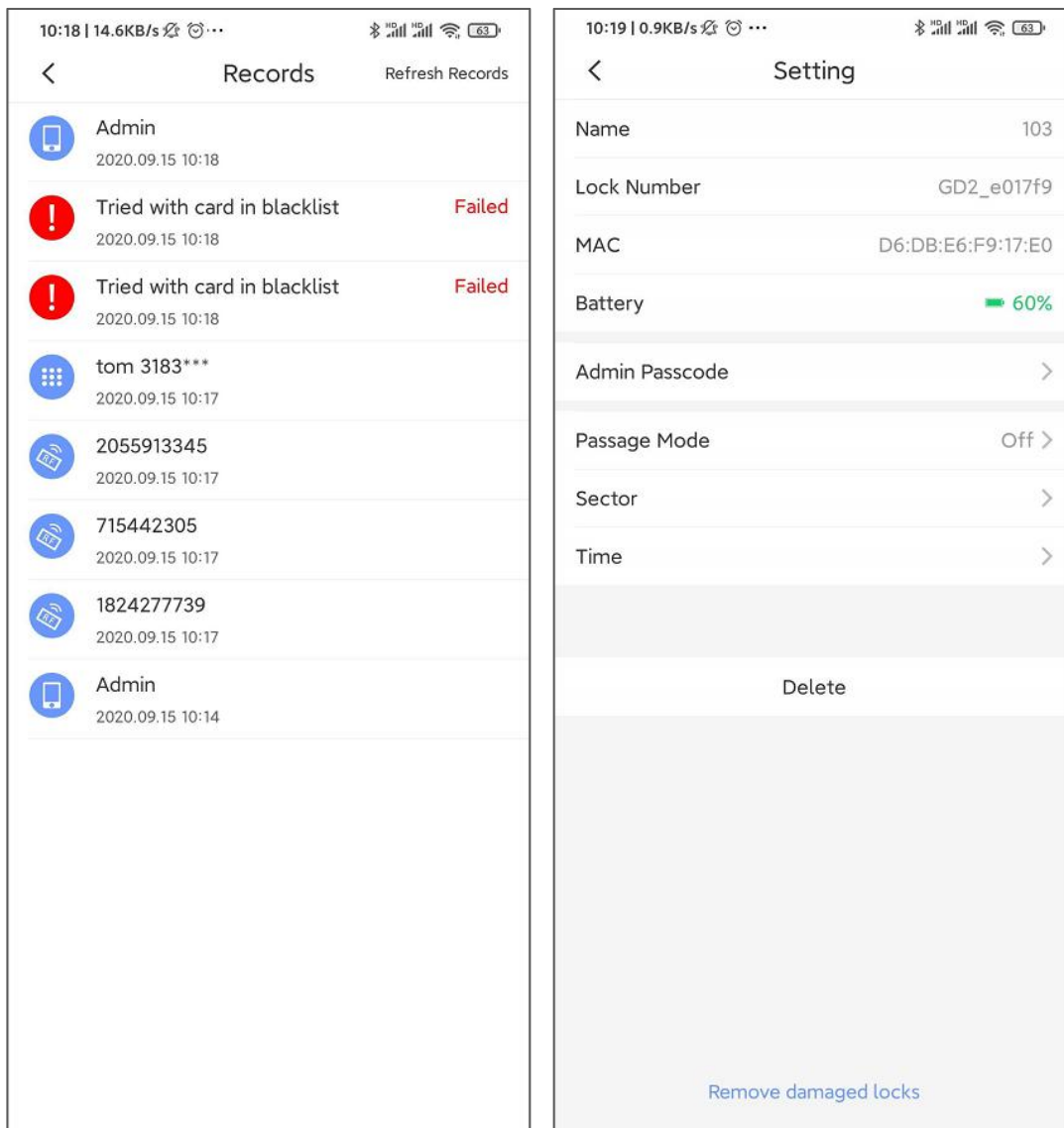




You can only add locks which work with hotel system. Not all locks.

### 3.2.1.2. Lock settings



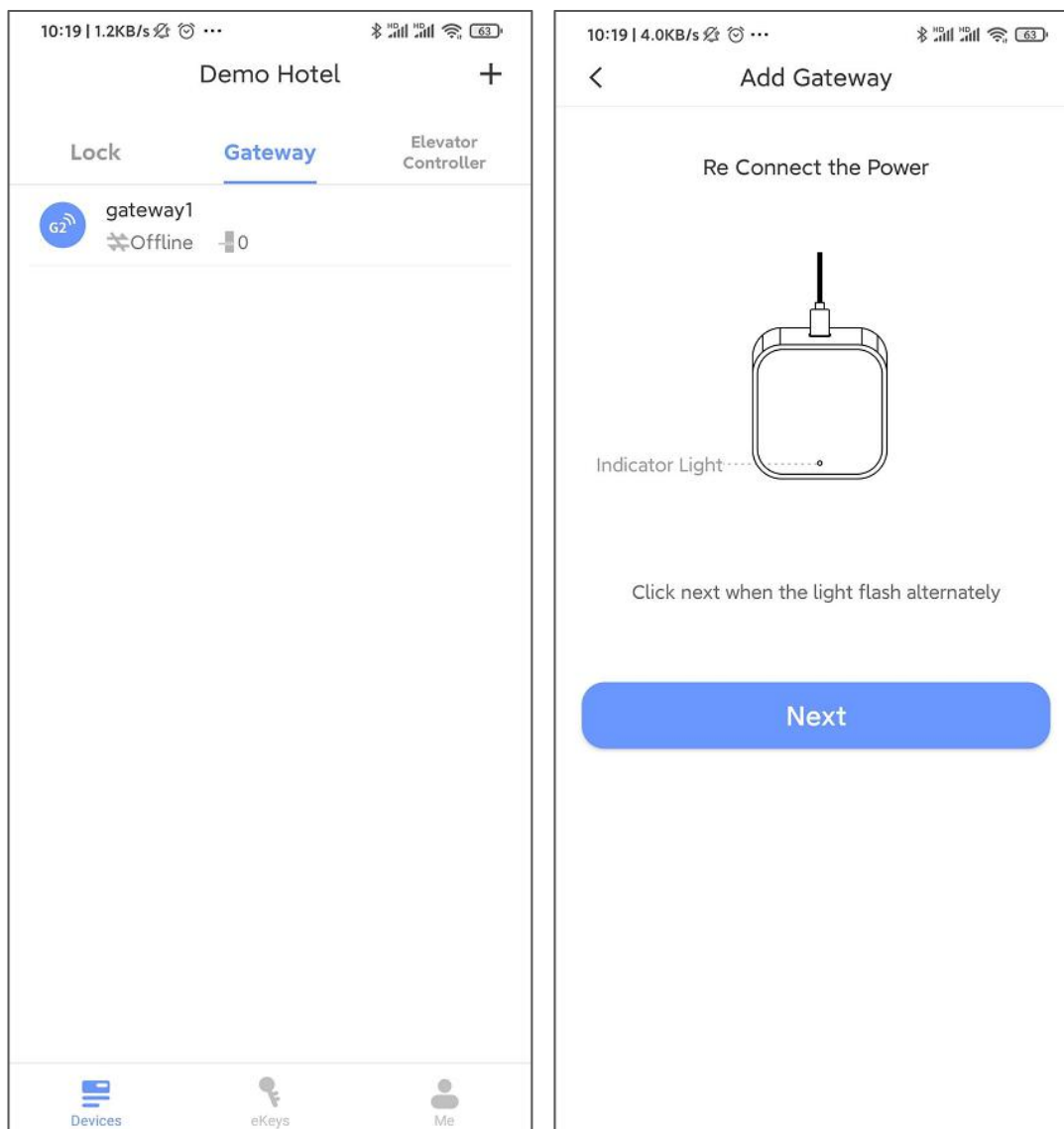


You can configure locks in this page



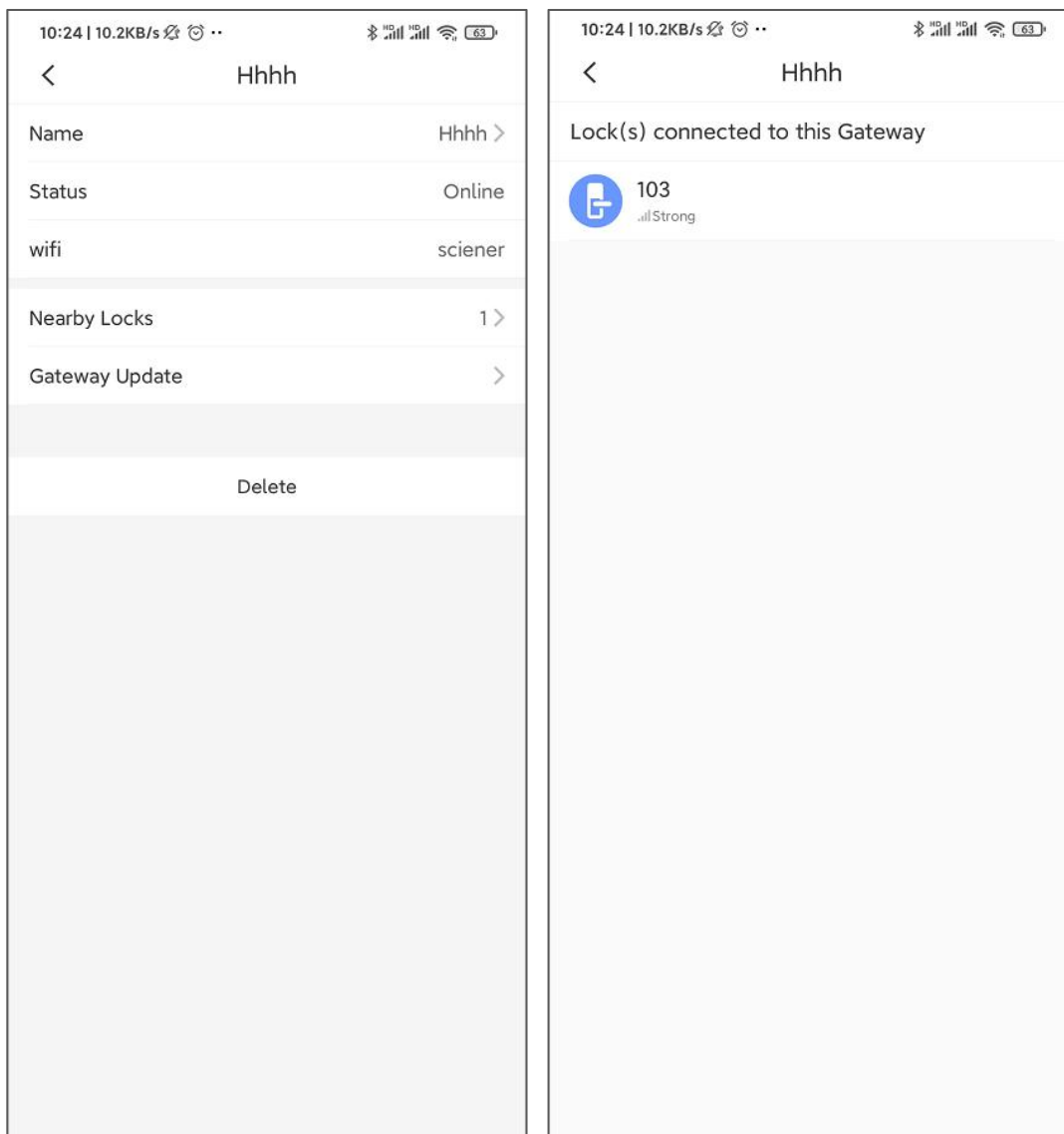
## 3.2.2. Gateway

### 3.2.2.1. Add gateway



Click [+] to add gateway

### 3.2.2.2. Gateway settings

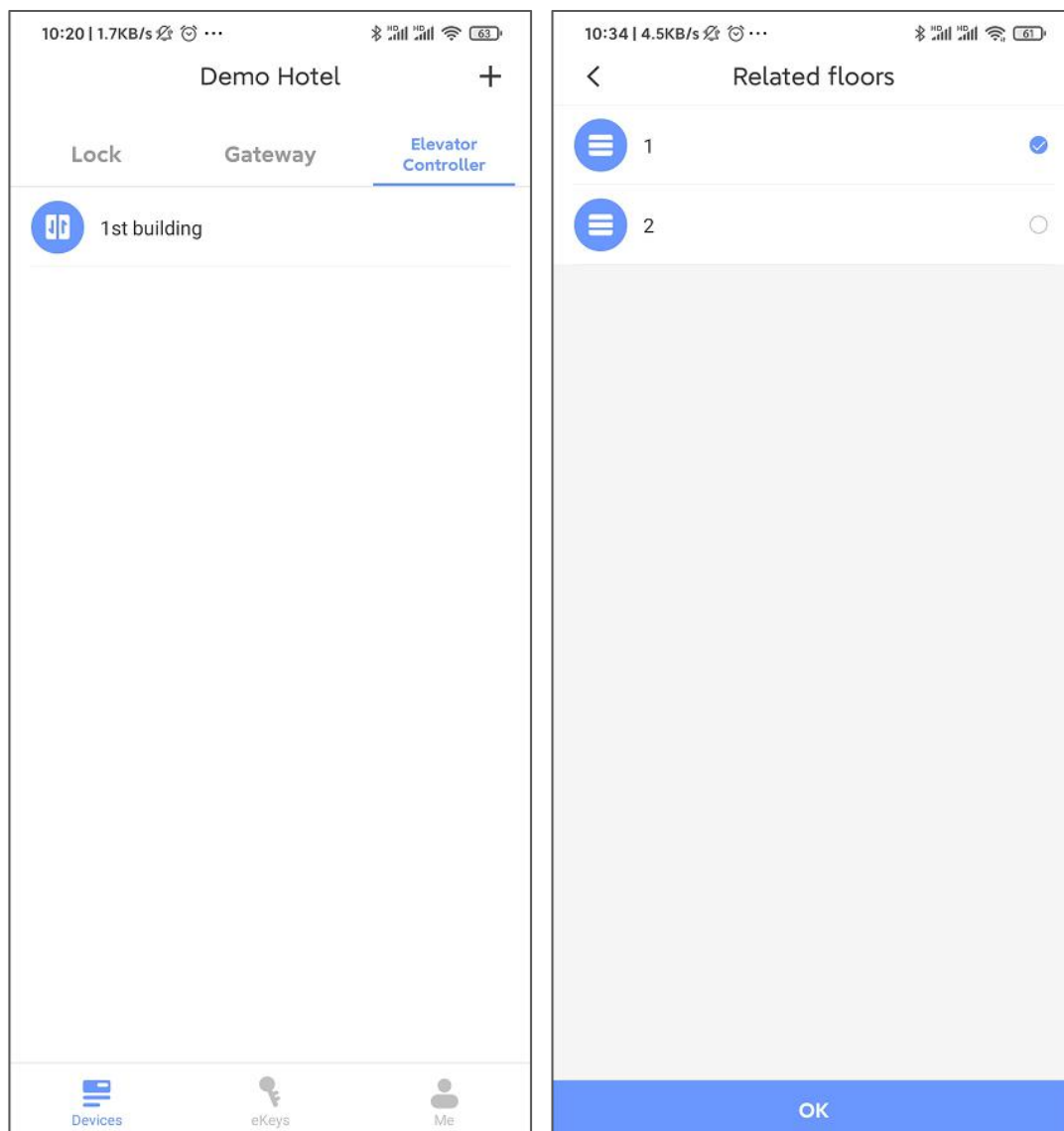


### 3.2.2.3. Delete gateway

Gateways can be deleted from network

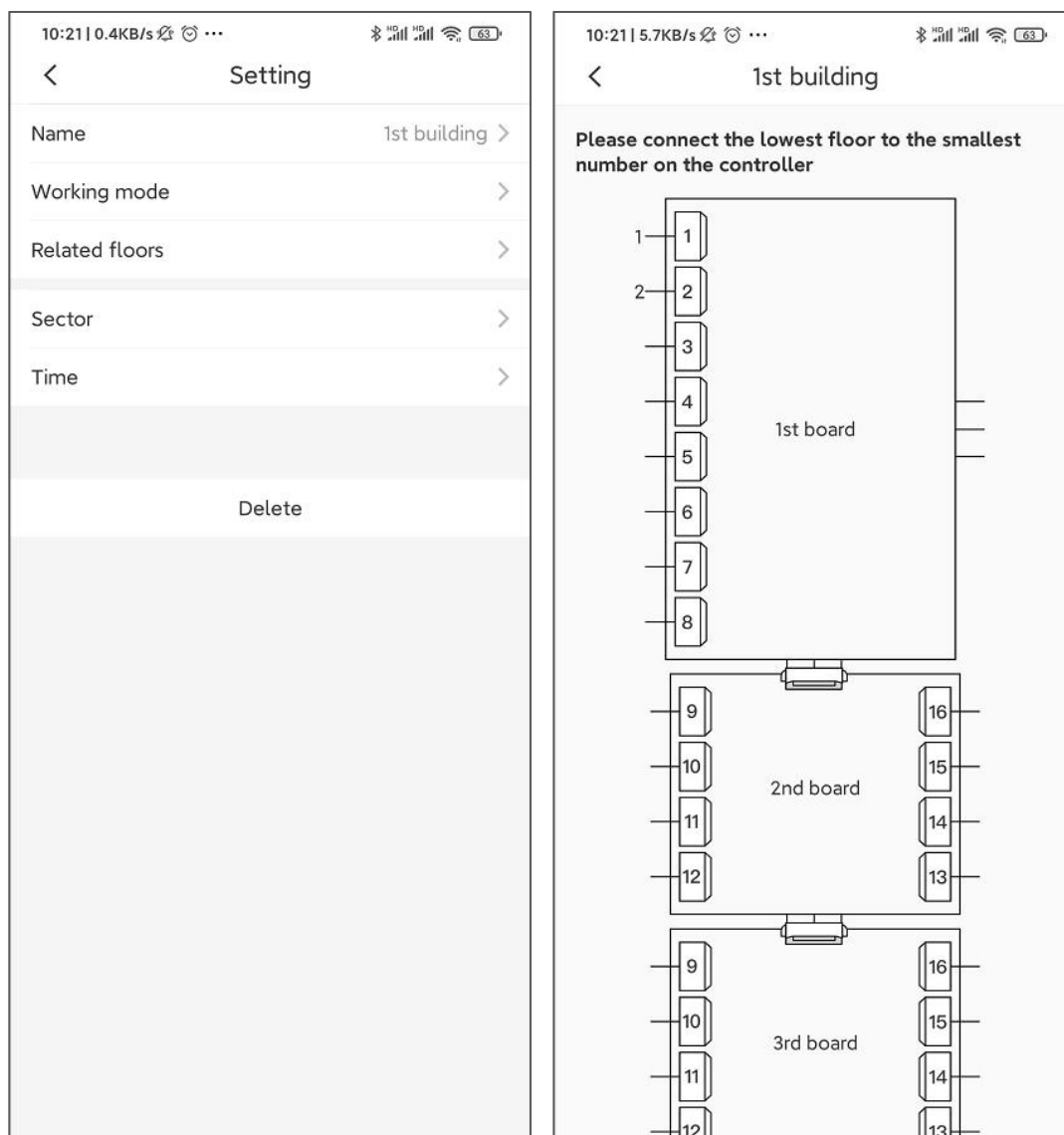
### 3.2.3. Lift controller

#### 3.2.3.1. Add lift controller



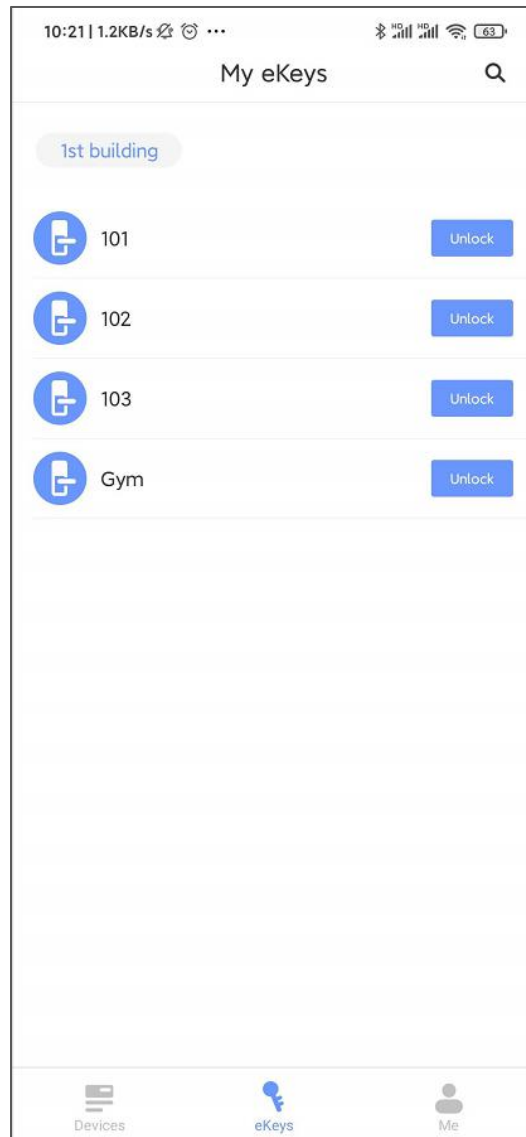
Please configure floor information to lift controller

### 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

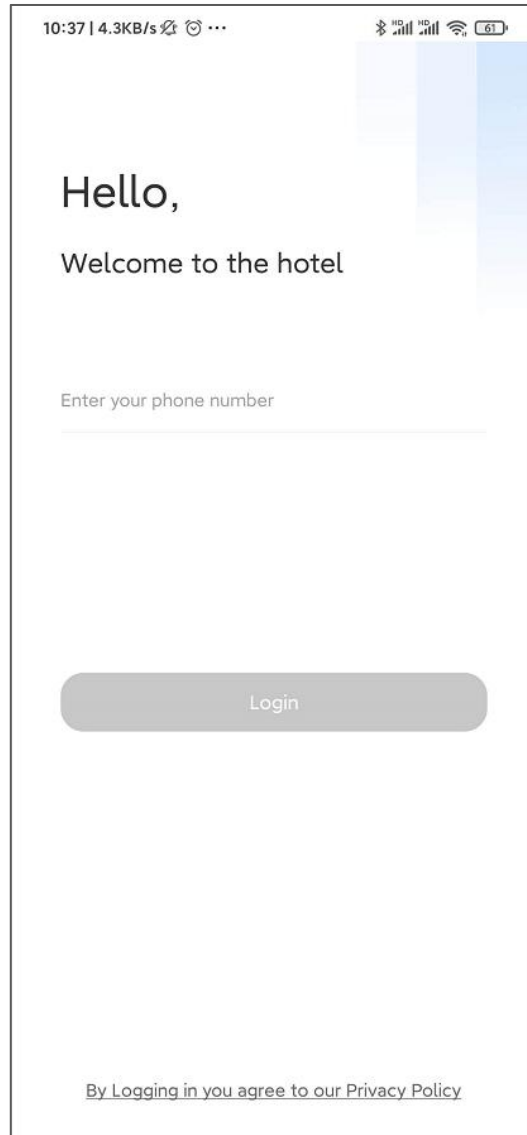
Ekey is used to unlock with phone

## 4. Guest APP



Scan QR code to install Guest APP

## 4.1.Login



The screenshot shows a mobile app interface for login. At the top, the status bar displays the time 10:37, network speed 4.3KB/s, and various connectivity icons. The app header features a blue gradient bar. The main content area is white and contains the following elements:

- Greeting: "Hello," followed by "Welcome to the hotel".
- Input field: A text input field with the placeholder "Enter your phone number".
- Login button: A grey rounded rectangular button labeled "Login".
- Footer: A link that reads "By Logging in you agree to our [Privacy Policy](#)".

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

## 4.2.Unlock with ekey



Press the unlock button to unlock