TTHotel Pro User Software Manual

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1. System Introduction

TTHotel Pro is designed for small and medium-sized hotels, hostels, and other accommodation venues. It integrates hotel-related devices such as door locks, elevator controllers, power switches, card issuers, and gateways. It enables one-stop management of orders, room status, room rates, messages, etc. It supports both computer web pages and mobile phone operations, featuring a simple and user-friendly interface. It also has a series of automated functions that can significantly reduce labor costs and improve work efficiency for hotels and hostels.

2. Web

2.1 Creat account

TTHotel Pr	o	
1 Enter Hotel Basic Information	2 Set Check-In and Check-Out Time	Create Your Login Account
	Use TTHotel Pro For 7days	
	Room quantity	
	Country/Region ~	
	Next	

₩	TTHotel Pro			
	 	2	3	
E	nter Hotel Basic Information	Set Check-In and Check-Out Time	Create Your Login Account	

Use TTHotel Pro For 7days

Check-in time	0
Check-out time	⁽)
Currency	~
Prev	Next



Ħ	TTHotel Pro			
	 	🗸	3	
E	inter Hotel Basic Information	Set Check-In and Check-Out Time	Create Your Login Account	

Use TTHotel Pro For 7days

	Get code	
	সন্থ	
	کرر (
Please contact the lock supplier.		
✓ I've read and agreed Uesr Ter	ms、 Privacy Policy	

Operation Instructions:

Enter the required registration information.

#Important: Registration requires filling in the Lock supplier code. You need to contact your lock supplier to obtain it. If you cannot obtain it, please contact our TTHotel Pro team members.

2.2 Login



#Enter the correct account and password, and click [LOGIN] to enter the workbench. If you check [Remember me] and log in successfully, the account and password will be automatically filled in the next login.

2.3 Forget password





Enter the correct User code, Passcode, and Verification code, and click [Submit] to complete the account password reset.

2.4 Account

In this module, you can view the information of your logged-in account.

2.4.1 Information

In Information, you can view the name, account number, role, etc. of the account, and support modifying the account number and password.

Test Hotel	Calendar	Reservations	Guests	Devices	Settings		O Leo
Fold <							
A Information						Name	
						Leo	
						Account Change password Change account	
						Role	
						Admin	
						Save	

2.5 Subscription

Only administrators can view the system subscription information and perform paid subscriptions, renewals, etc.

Test Hotel	Calendar Reservations Guests	s Devices Settings					🗘 😩 Leo
Fold <	Plan Paid plan	Room Quantity 25	Exp 30 9	iration Date Sep 2026 00:00			Extend Subscription
Guest room Public door	Order History						
Calendar	Order id	Туре	Room Quantity	Subscription Duration	Expiration Date	Order amount	Order time
😨 Financial 💙	20241218160504475936	Update to paid plan	25	1 Year	30 Sep 2026 00:00	\$ 1500.00	18 Dec 2024 16:05
A Staff 🗸							
Email/SMS							
Basic info							
Subscription							

2.6 Hotel information

This module includes hotel information settings, guest room type/rate settings, and public door settings.

2.6.1 Basic info

On this page, you can modify the hotel name, address, check-in/check-out time, currency, etc.

Test Hotel	Calendar Reservations Guests Devices Settings			O Leo
Fold <	Information			Edit
Guest room	Hotel name	Country/Region	Hotel address	
Public door	Test Hotel	China	杭州市	
Calendar	Check-in time	Check-out time	Currency	
🖲 Financial 🗸	14:00	12:00	USD	
🖲 Staff 🖌 🖌	Lock supplier 招商局	Using CPU card ③		
Email/SMS				
Basic info				
Subscription				

2.6.2 Room

Operation Instructions:

Select a guest room and click [Create Room] to choose batch creation or single creation.

2.6.2.1 Room type

Add Roomtype

Test Hotel	alendar Reservations Gues	sts Devices Se	ttings		O Leo
Fold 兴	Room Room type Rat	te			
🗈 Room 🔺	Create a room type				
Guest room		J			
Public door	Room type	Default price(\$)	Room amou	Add ×	Operation
Calendar	double	500.00	4	* Name	Edit Delete
🖲 Financial 👻	Bed&Breakfast	300.00	6	Please input	Edit Delete
🗏 Staff 🛛 👻				* Rate	
Email/SMS				\$ 0.00	
Subscription				Guest room Select room	
				Cancel	
				2 in total 🦷 <	1 > 20 / page >

Operation Instructions:

#Select a guest room and click [Create Room].

#You must enter the room type name and the basic price of the room type.

2.6.2.2 Room rate

After setting the basic price when creating the room type, on this page, you can set different prices for each room type for each day according to the date.

Test Hotel	Calendar Reservations Guests	Devices Se	ttings								0 I	Leo
Fold <	Room Room type Rate											
🗈 Room 🔺	Bulk Edit									C	isplay Inventory	
Guest room												
Public door Calendar		Sat 21 Dec	Sun 22 Dec	Today 23 Dec	Tue 24 Dec	Wed 25 Dec	Thu 26 Dec	Fri 27 Dec	Sat 28 Dec	Sun 29 Dec	Mon 30 Dec	
🖲 Financial 🗸	double	\$ 500.00	\$ 500.00	\$ 500.00	\$ 500.00	\$ 500.00	\$ 500.00	\$ 500.00	\$ 500.00	\$ 500.00	\$ 500.00	\$
⊠ Staff ✓	Bed&Breakfast	\$ 300.00	\$ 300.00	\$ 300.00	\$ 300.00	\$ 300.00	\$ 300.00	\$ 300.00	\$ 300.00	\$ 300.00	\$ 300.00	\$
Basic info												
⊗ Subscription												

Test Hotel	Calendar Reservations Guests	Devices Settin	ngs							• • •	Leo
Fold <	Room Room type Rate										
Room Guest room	Bulk Edit		ľ	Bulk Edit	×				D	isplay Inventory	
Public door		Sat	Su	* Room type			Fri	Sat	Sun	Mon	
Calendar	< 🖹 23 Dec 2024 >	21 Dec	2) De	Select room type			27 Dec	28 Dec	29 Dec	30 Dec	
💌 Financial 🗸	double	\$ 500.00	\$ 50	• Date Start date → End date	-	00	\$ 500.00	\$ 500.00	\$ 500.00	\$ 500.00	s
A Staff ✓ Fmail/SMS	Bed&Breakfast	\$ 300.00	\$ 30	* Week day		0	\$ 300.00	\$ 300.00	\$ 300.00	\$ 300.00	s
 Email/SMS Basic info Subscription 				 All Mon Y Tue Y Wed Y Thu Fri Sat Sun Change method Specific rate Linkage rate \$ 0.00 Preview Cancel Cont 	firm						

#You can click on the room price cell to modify the price of this room type on a certain day. #You can click Bulk Edit to batch modify room prices. You can set the increase/decrease amount of the basic price according to a period of time, specific days of the week.

2.6.2.3 Room type for calendar

This function allows you to adjust the arrangement order of room types in the Calendar.

Test Ho	tel (Calendar Reservations Guests	Devices Settings
Fold	~<	Drag to rearrange room types on the	e calendar page
🗓 Room	^		
Guest room		double	Bed&Breakfast
Public door			
Calendar			
Financial	~		
A Staff	~		
Email/SMS			
Basic info			
Subscription	1		

#The room type arrangement order is from left to right and from top to bottom. You can drag the grid to adjust the room type order.

2.6.3 Public door/Group

Public Door/Group: After setting multiple public doors as a group, if you select this public door group when sending the unlocking permission to guests, the guests' unlocking permission can open both the guest rooms and the public doors in the group. Add Public door

Test Hotel	Calendar Reservations Guests Devices Settings	Q	💄 Leo
Fold <	Public door Group		
🗈 Room 🔨			
Guest room	Search with room name Q All group V Reset Create a public door		
Public door	gpublic1		
Calendar	View Erit Delete		
🖲 Financial 🗸	FINIT COM PUCKIG		
🖲 Staff 🗸 🗸			
Email/SMS			
Basic info			
Subscription			

Operation Instructions:

#Click [Create public door] to create a public door. You need to determine the name of the public door, as well as the building, floor, and group where it is located.

#Click [Create group] to create a public door group. You need to determine the name of the public door group and select the public doors.

2.7 Calendar

This module serves as the hotel operation integration center. It can assist the front desk in handling guest reservation business and display the room status in a grid view, helping hotel staff have a clear understanding.

2.7.1 Calendar

You can quickly query orders based on the name and contact information of the reservation person. Click on the room grid to process the room order. The Calendar displays the status of each room on each day in a grid view. Click to view all specific statuses.

💮 Test Hot	tel Calenda	ar Reserva	tions Guest	ts Devices	Settings										0 I 4	Le
Calendar	Today	<	Dec 2024 >	View Today	Q Search v							+ Reservatio	n Viev	v Card 🗸	Room Clo	osure
Room	Date	Sat 21 Dec	Sun 22 Dec	Today 23 Dec	Tue 24 Dec	Wed 25 Dec	Thu 26 Dec	Fri 27 Dec	Sat 28 Dec	Sun 29 Dec	Mon 30 Dec	Tue 31 Dec	Wed 1 Jan	Thu 2 Jan	Fri 3 Jan	
	121			S gt												
	123				123 \$ 500.00											
double 🔨	120															
	122															
	211			Cecilia												
	212															
	127															
Bed&Bre 🔨	124															
	125															2
	126															÷

2.7.2 Today

The single-day room status also displays the room status in a grid view, but only shows the status of the current day and cannot switch dates. The horizontal axis can be changed. You can quickly query orders based on the name and contact information of the reservation person. Click on the room grid to process the room order.

Test Hotel	Calendar Reservat	ions Guests Device	es Settings					¢
Calendar To	oday Q Search with					+ Reservation	View Card 🗸	Roon
Room type	Building							
double (4)								
120	121 gt	S 122	123					
Bed&Breakfa	ast (6)							
124	125	126	127	211 Cecilia	212			
								5

2.7.3 Add reservation

Test Hot	tel Calenda	ar Reservat	tions Gues	ts Devices	Settings										ф I .	Leo
Calendar	Today	< 🖃 23 D	ec 2024 >	View Today	Q Search							+ Reservatio	View	Card 🧹	Room Clos	sure
Room	Date	Sat 21 Dec	Sun 22 Dec	Today 23 Dec	Tue 24 Dec	Wed 25 Dec	Thu 26 Dec	Fri 27 Dec	Sat 28 Dec	Sun 29 Dec	Mon 30 Dec	Tue 31 Dec	Wed 1 Jan	Thu 2 Jan	Fri 3 Jan	1
	121			S gt												
	123					\sim										
double 🔨	120					Ad	d reservation									
	122					Car	icei									
	211			Cecilia												
	212															
	127															
Bed&Bre ^	124															
	125															2
	126															•

Test Hot	el Calendar	Resen	vations Guests Devices	Settings			~					0 😩 Le	0
Calendar	Today	<	Dec 2024 > View Today	Q Search with Res	ervation ID/name/phone	nu			Reservation	View	Card 🧹	Room Closure	
Room	Date	Sat 21 Dec	New Reservation Details Payments							×	Thu 2 Jan	Fri 3 Jan	
	121 123		Check in Ch 25 Dec 2024 + Add room	eck out 26 Dec 2024 🛛 📋	Room type double	Room 123 V	Rate \$ 500.00	Statu Guest ⁽⁾ —	S				
double 🔨	120		Primary Contact		Notes		Booking Summary						
	122		First name Last na	ame se input			Total		\$ 500.00				
	211		E-mail				Total Received		\$ 0.00				
	212						Total Outstanding		\$ 500.00				
	127		Phone number CN+86 V Please input				Recor	rd Payment	~				
Bed&Bre ^	124									.			
	125							0	Save			2	
	126												

#You can click on the room grid or the

Reservat	tion

to create a reservation.

#Support inputting detailed reservation information, such as room type, room number, length of stay, reservation person's information, payment information, and check-in person's information.

#After adding a new reservation, you can see that the room status on the corresponding room has changed to Reserved, along with the reservation person's name and the sign

\$ dd

indicating whether there is a debt.

2.7.4 Record Payment/Refund

This function can help you record the payment or refund information for guests. You can record payment information in Details and view the amount payable or refundable to guests in Booking Summary. Or record and view historical payment information in the Payment tab.

Check in	Check out	Room type	Room	Rate St	tatus
20 Nov 2024	🗎 21 Nov 2024	🗄 Single room 🗸	102	✓ \$ 200.00 Guest ●	Checked In
+ Add room					
Primary Contact		Notes		Booking Summary	
irst name	Last name			Total	\$ 200.00
ff				Total Received	\$ 0.00
-mail					
				Total Outstanding	\$ 200.00
hone number				Record Payment	~
Reservation ID: 2024	1120090917279108			Close Cancel reservation	Check out
Reservation ID: 2024 iew Reservation etails Payments	1120090917279108 Access			Close Cancel reservation	Check out
Reservation ID: 2024 iew Reservation etails Payments Booking Summ	1120090917279108 Access			Close Cancel reservation Booking Summary	Check out
Reservation ID: 2024 iew Reservation etails Payments Booking Summ Item Meth	Access ary ad Amount	Timestamp	Operation	Close Cancel reservation Booking Summary Total Total	Check out \$ 200.00
Reservation ID: 2024 Tiew Reservation etails Payments Booking Summ Item Meth Rate Cash	Access ary Amount \$ 200.00	Timestamp Nov 20, 2024 9:12 AM	Operation Ū	Close Cancel reservation Booking Summary Total Total Received	Check out \$ 200.00 \$ 200.00
Reservation ID: 2024 Tiew Reservation Tietails Payments Booking Summ Item Meth Rate Cash	Access ary Amount \$200.00	Timestamp Nov 20, 2024 9:12 AM	Operation 교	Close Cancel reservation Booking Summary Total Total Received Total Outstanding	Check out \$ 200.00 \$ 200.00 \$ 0.00
Reservation ID: 2024 iew Reservation etails Payments Booking Summ Item Meth Rate Cash Record Refund	Access ary Amount \$200.00	Timestamp Nov 20, 2024 9:12 AM	Operation 证	Close Cancel reservation Close Total Received Total Outstanding Record Payment	Check out \$ 200.00 \$ 200.00 \$ 0.00
Reservation ID: 2024 iew Reservation etails Payments Booking Summ Item Meth Rate Cash Record Refund Item Meth	Access Ac	Timestamp Nov 20, 2024 9:12 AM	Operation 교 Operation	Close Cancel reservation Booking Summary Total Total Received Total Outstanding Record Payment	Check out \$ 200.00 \$ 200.00 \$ 0.00
Reservation ID: 2024 iew Reservation etails Payments Booking Summ Item Meth Rate Cash Record Refund Item Meth	Access Access ary Amount ad Amount Amount ad Amount	Timestamp Nov 20, 2024 9:12 AM Timestamp	Operation Deration	Close Cancel reservation Booking Summary Total Total Received Total Outstanding Record Payment	Check out \$ 200.00 \$ 200.00 \$ 0.00
Reservation ID: 2024 iew Reservation etails Payments Booking Summ Item Meth Rate Cash Record Refund Item Meth	Access ary Amount \$200.00	Timestamp Nov 20, 2024 9:12 AM Timestamp	Operation Deration	Close Cancel reservation Booking Summary Total Total Received Total Outstanding Record Payment	Check out \$ 200.00 \$ 200.00 \$ 0.00

#You can record guest payment information in the reservation details at any time. Click

the	Record Payment	in the D	Details t	ab to record.
#Yoı	u can click the	Record Payment	~	in the Payment tab to record, and you
can	also view the reco	rded payment ir	nformat	ion in this tab.

2.7.5 Check in

Only when it reaches the check-in time of the reservation can the reservation be checked in.

Check in	to check in and verify gues	tinformation		
✓ 102 Nov 19 2	2024 — Nov 20 2024			
First name Please input	Last name Please input	E-mail Please input	Phone number CN+86 V Please input	Ø
+ Add guest				
			Cancel	Confirr

View Reserva Details Pay	tion ments Acce	255					×
		_				G	rant access permission
Room	Туре	Owner	Validity	Status	Operator	Issued at	Operation
			No access p	ermission			
Reservation ID:	2024111910200	0832671			Close	Cancel reservati	on Check out 🗸

	Grant access permissi	on			×
Room	Unlocking method Room Card Privacy override ③ 	Random pass	code 🔷 Custom passcode	4 to 9 digits O Eke	ess permission
	Room 102 V	Owner gg V	Start time 19 Nov 2024 10:21 AM	End time 20 Nov 2024 12:00 PM	
	Public door group Please select V				
					_

ails Paym	nents Acces	8				Grant a	ccess permissior
Room	Туре	Owner	Validity	Status	Operator	Issued at	Operation
102	Passcode	z g	07 Nov 2024 05:00 PM — 08 Nov 2024 12:00 PM	Expired	zh	07 Nov 2024 05:21 PM	Detail More

#When checking in, it is necessary to determine the information of the person checking into the room. If the reservation person and the check-in person are the same, the information can be quickly filled in by clicking the <a>[2]. #After check-in, the room status will change to Checked in. Meanwhile, it will automatically enter the Access tab, and you need to handle the unlocking permission for the guest.

#Select an appropriate unlocking method for the guest, such as Room Card, Passcode, or Ekey. Then, you need to select the room and the corresponding check-in person to send the unlocking permission.

#After successful sending, the corresponding permission details can be seen in the list of the Access tab, and you can perform secondary modification or deletion.

2.7.6 access

In the access tab of the reservation details, you can send unlocking permissions to guests, including Room Card, Random passcode, Custom passcode, and Ekey. Each time, only one room's unlocking permission can be sent, and multiple rooms' unlocking permissions cannot be sent simultaneously. When sending permissions, you may encounter the following options:

- **Privacy override**: It means that the card can still open the door even if the door lock is locked from the inside.
- **Public door group**: It means that the card can open the public door in the group in addition to the guest room.

View Reserva Details Pay	tion ments Acces	55					Grant a	ccess permission
Room	Туре	Owner	Validity	Status	Operator	Issued at		Operation
			No access	permission				
Reservation ID:	20241120090917	7279108			Close	Cancel r	eservation	Check out \sim

2.7.6.1 Room Card

Support issuing cards to guests.

- Privacy override: It means that the card can still open the door even if the door lock is locked from the inside.
- Public door group: It means that the card can open the public door in the group in addition to the guest room.

Details Paymen	Grant access permission	on			×	
Room	Unlocking method Room Card 1 Privacy override ?	Random passo	ode 🔿 Custom passcode	4 to 9 digits C Ekey		ess permission Operation
	Room 102 V	Owner ff v	Start time 20 Nov 2024 09:22 AM	End time 21 Nov 2024 12:00 PM	1	
	Public door group Please select V					
				Cancel Confirm		

iew Reservation etails Payments /	Access			
ard / Detail				
Card id 2756572783	Status Expire soon			
Owner pp	Access to 1-F1-101	Start time 19 Nov 2024 03:18 PM	End time 20 Nov 2024 12:00 PM	Privacy override ⑦ No
Operator 童裳强	Issued at 19 Nov 2024 15:18 PM	Last operator	Latest	
eservation ID: 2024111915	1724061598		Close Cancel r	reservation Check out

#Select the number of cards to issue.

#Select whether to allow Privacy override.

#Select the room, guest, and card expiration time. The card's effective time is the current time and cannot be changed.

#If you want to allow the card to open some public doors, you can select Public door group.

#After issuing the card, you can click the Detail to view the card details.

#Click the Make as lost, and you can Cancel card, Renew card, or Make as lost. The specific introduction of Make as lost can be seen in the corresponding chapter.

2.7.6.2 Random Passcode/Custom passcode

Renew card

- Random Passcode: Generate a Random passcode according to the password generation algorithm.
- Custom Passcode: You can customize a 4-9 digit numeric password according to your needs.

	Grant access permiss	ion			×	ess permissior
Room 1	Unlocking method O Room Card 1	• Random pass	code Custom passcode		Ekey	Operation
	Room	Owner	Start time	End time		
	102	II V	20 NOV 2024 09:00 AIVI	21 NOV 2024 12.00		
	Public door group					
	Ficase select					
				Cancel	onfirm	

	Grant access permission				×
	Grant access permission				ess permission
Room 1	Unlocking method O Room Card 1	Random passcoo	de O Custom passcode	4 to 9 digits Ckey	Operation
	Please input your access co	de with 4 to 9 digits			
	Room ()	ff V	20 Nov 2024 09:00 AM	End time 21 Nov 2024 12:00 PM	
	Public door group				
	Please select ∨				
				Cancel Confirm	

View Reservation					
Details Payments A	Access				
Passcode / Detail				Edit	Delete
Passcode	Status				
3884997	Expired				
Owner	Room	Start time	End time		
z g	Building1-Floor1-102	07 Nov 2024 05:00 PM	08 Nov 2024 12:00 PM		
Operator	Issued at	Last operator	Latest		
zh	07 Nov 2024 17:21 PM				
Reservation ID: 2024110717	2003261049				Clos

#Select Random passcode or Custom passcode.

#Select the room, guest, and the effective and expiration times of the card. #If you want to allow the password to open some public doors, you can select Public door group. Among them: if both the guest room and the public door are networked, the passwords of the guest room and the public door will be the same; if either the guest room or the public door is

not networked, the password of each door will be different. It is recommended to network the lock to generate the same password for the convenience of guests' memory.

#After issuing the password, you can click	the	Detail	to view the password
details.			
	More		

#To edit or delete the password: click the performance of editing and deleting the password. This operation requires the lock to be connected to the network. You can purchase a Wifi lock or connect the lock to the network through a gateway.

Fdit

2.7.6.3 Ekey

Send a Bluetooth key to guests, and guests can use the Guest app to open the door via Bluetooth.

< 🖆 20 Nov 2024 >	View Today Q Search with Reservation ID/name/phone nu	+ Reservat
View Reservation	Grant access permission	×
Details raymen	Unlocking method O Room Card 1 O Random passcode Custom passcode 4 to 9 digits	Ekey
Room	Room Owner	
	101 V pp V E-mail V 1983964156@qq.com	
1-F1-101 (Start time End time E-mail	
	20 Nov 2024 09:47 AM 📋 20 Nov 2024 12: Phone number	
	Public door group Please select V	
Reservation ID: 202-	Cancel	nfirm

View Reservation			
Details Payments Acco	255		
Ekey / Detail			Edit Delete
Account	Status		
1983964156@qq.com	Expire soon		
Owner	Room	Start time	End time
рр	1-F1-101	20 Nov 2024 09:47 AM	20 Nov 2024 12:00 PM
Operator	Issued at	Last operator	Latest
童裳强	20 Nov 2024 09:49 AM		
Reservation ID: 2024111915172	24061598		Close Cancel reservation Check out

#Select the room, guest, guest contact information (Email/Phone number), and the effective and #expiration times of Bluetooth.

#If you want to allow Bluetooth to open some public doors, you can select Public door group.

#After issuing Bluetooth, you can click	Detail	to view the password details.
	More	
	Edit	
#Edit Bluetooth, delete Bluetooth: click	Delete	, to edit and delete Bluetooth.

2.7.7 Extend stay

If a guest wants to extend their stay, the check-out time can be adjusted in the reservation details.

Check in 19 Nov 2024	Check out 20 Nov 2024	Room type Single room	Room 102	Rate	Status Guest Checked In
Primary Contact		Notes		Booking Summary	
first name gg	Last name Please input			Total	\$ 200.00
E-mail					÷ 0.00
Please input				Total Outstanding	\$ 200.00
CN+86 V Ple				Record P	ayment ~

	-						
Check in	Check out		Room type	Room	Rate		Status
19 Nov 2024	Extend	l stay				×	Checked In
+ Add room		Room	Date	Nev	w check-out Date		
rimary Contact							
rst name La		102	19 Nov 20	024 — 20 Nov 2024	elect date		\$ 200.00
gg							\$ 0.00
mail							
Please input				C	Cor Cor	nfirm	\$ 200.00
one number					F	Record Paymen	t

#The check-out time in the order can be directly adjusted.

#Click the Extend stay to select a new check-out time.

#If you have sent unlocking permissions to the guest before, after the room is extended, it will automatically enter the process of modifying the expiration time of the guest's unlocking permissions. Among them, the Room card needs to be re-issued by the staff using the Card encoder; the update of the Passcode requires the lock to be networked, otherwise, the expiration time cannot be updated; the Ekey can be directly updated without additional conditions.

2.7.8 Change room

If a guest wants to change rooms after check-in, there are two ways to change rooms (the check-in time of the checked-in room cannot be modified):

• **First way**: Drag the order directly to the new room in the Calendar (this method is suitable for guests who have not checked in yet).



20 No	21 Change reservation	22 23 24	25 26	27 × (
		From	to	
	Check In-Out	19 Nov 2024 — 20 Nov 2024	19 Nov 2024 — 20 Nov 2024	
	Room Type	Single room	Single room	
	Room	103	104	
	✓ Update room rate		Cancel	

#Drag the order to a new room in the Calendar;

#After dragging, you can see the information before and after the room change, and the different information of the two has special markings (such as orange and blue words in the pop-up window). At the same time, you can choose whether to update the room price to the price of the new room after the room change, and check the "Update room rate" in the lower left corner. #If you have sent unlocking permissions to the guest before, after the room change, it will automatically enter the process of reclaiming the original room and issuing unlocking permissions for the new room for the guest. **Among them, the Room card needs to be re-issued by the staff using the Card encoder; the reclaiming of the Passcode requires the lock to be networked, otherwise, the original room unlocking permissions cannot be reclaimed, but the issuing of the new room will not be affected; the Ekey can be directly reclaimed and issued without additional conditions.**

• **Second way**: Modify the checked-in room in the reservation details (this method is suitable for guests who have reserved for multiple days and have already checked in for some days and want to change rooms).

	Access				
Check in	Check out	Room type	Room	Rate	Status Guest 1 Checked In
+ Add room		J			
Primary Contact		Notes		Booking Summary	
First name	Last name			Total	\$ 400.00
g g				Total Received	\$ 0.00
E-mail					
				Total Outstanding	\$ 400.00
Phone number				Record	Payment 🗸
CN+86 ∨ PI					

#(1) Modify the original room's Check out time in the reservation details;#(2) Determine the remaining Check in and Check out times of the new room;and check in the room.

#Note: If step (2) is not performed and a new room is directly selected in step (1), the order will overwrite the check-in information of the original room. #If you have sent unlocking permissions to the guest before, after the room change, it will automatically enter the process of reclaiming the original room and issuing unlocking permissions for the new room for the guest. Among them, the Room card needs to be re-issued by the staff using the Card encoder; the reclaiming of the Passcode requires the lock to be networked, otherwise, the original room unlocking permissions cannot be reclaimed, but the issuing of the new room will not be affected; the Ekey can be directly reclaimed and issued without additional conditions.

2.7.9 Check out

Check in	Check out	Room type	Room Rat	e	Status
19 Nov 2024	20 Ne	neck out		×	Guest Checked In
Primary Contact		Room	Date		
First name	Last name	2 102	19 Nov 2024 — 20 Nov 2024		\$ 200.00
99	Please in				\$ 0.00
E-mail Please input			Cancel	Confirm	\$ 200.00
Phone number				Record F	Payment 🗸

#Click the



in the reservation details.

#You need to determine the room to be checked out.

#If you have sent unlocking permissions to the guest before, after checking out, it will automatically enter the process of reclaiming the guest's unlocking permissions. Among them, the Room card needs to be cancelled by the staff using the Card encoder; the reclaiming of the Passcode requires the lock to be networked, otherwise, the room unlocking permissions cannot be reclaimed; the Ekey can be directly reclaimed without additional conditions.

2.7.10 Room Closure

If a room cannot provide accommodation services due to maintenance, special occupation, etc., the room can be closed for a period of time.

⑦ ZH酒店	5 Calenda	ar Reservations	Statistics	Guests Dev	ices Settings							Ø	💄 zh
Calendar	Today	< 🖹 19 Nov 20	24 > View	r Today	Courch with Parametian ID	Voema/oliona.ou	×		+ Reserva	tion	iew Card 🗸 🧹	Room Cl	osure
Room	Date 1	on Today 8 19 ov Nov	Wed 20 Nov	Thu 21 Nov	Room Select room		~	ie 6 ov	Wed 27 Nov	Thu 28 Nov	Fri 29 Nov	Sat 30 Nov	Sur 1 Dec
	101	IS gg			* Start date								
	102	S gg			Select date								
Single ro 🔨	103	S as			Select date		Ë						
	104				Description								
	110												
	210												
Deluxe 🔨	211					Cancel	Confirm						
	212												?

Room Closure	in the Calendar.
	Room Closure

You need to determine the room to be closed and the closing time.

2.7.11 View /Renew/Cancel card

The front desk can quickly View Card, Cancel card, and Renew card.

View Card	\sim
Renew card	
Cancel card	i
28	20

2.7.12 Notify

You can notify guests of the password to open the guest room door or the operation process of Bluetooth unlocking in the View reservation - Access tab.

After sending, you can view the historical notification records in the View reservation - Notify tab.

							ant access permasit
toom T	ype	Owner	Validity	Status	Operator	Issued at	Operation
107 R	toom card	tt	Apr 14 2024 09:12 AM - Apr 14 2024 09:12 AM	Normal	ZH	Apr 14 2024 09:12 AM	Detail More
108 P	assword	tt	Apr 14 2024 09:12 AM - Apr 14 2024 09:12 AM	Normal	ZH	Apr 14 2024 09:12 AM	Detail Notify More
109 E	ikey	tt	Apr 14 2024 09:12 AM - Apr 14 2024 09:12 AM	Normal	ZH	Apr 14 2024 09:12 AM	Detail Notify More

Email	~
Contact information	
15958180946@163.com	
emplate	
Default	~
Welcome to zh内测2. You 房间:1-2-101 有效期:2024.07.17 09:51-2 Please follow the steps to link: https://onelink.to/ho account:15958180946@16 to login 3. Then open door when y Have a good day. zh内测2	r room is: 2024.07.18 12:00 o open door:1. Install the App for itelguest2. Enter your 53.com, and get averification code you near the lock.

etails P	ayments Access No	itify				(+ notify
Send to	contaract information	Method	Template	Scenario	Send by	Send at	Operation
hhh	+86 13757199063	SMS	Reservationnotifycation	Reservation notification	Zhone	Apr 14 2024 09:12 AM	View

2.8 Reservations

This module records all guest reservation orders. Unarranged: In the order, there are rooms that have not been arranged for guests.

- Today's expected arrival: In the order, there are guests expected to arrive today.
- Today's expected departure: In the order, there are guests expected to depart today.
- Unrranged: In the order, there are rooms that have not been arranged for guests.

r thotel Calendar Reservations Statistics Guests Devices Settings										童裳强		
All Today's expected arriv. Today's expected departu. Unarrange?												
Q Search with Reservation ID/name/phone number/email Created Start date → End date 🗇 Please select room type or room Please select status ∨												
Access status V Payment status V Reset												
Reservation ID	Contact	Contact information	Room type	Room	Room night	Arrival date	Departure date	Status	Rate(\$)	Te		
20241119151724061598	рр	1983964156@qq.com	双床房	101	1	2024.11.19	2024.11.20	Checked In	200.00			
20240927153548680319	67 7		DT1	合肥	6	2024.09.28	2024.10.04	Reserved	1194.00			
20240927153354601437	tong hua	+2385566677766	DT1	合肥	1	2024.09.27	2024.09.28	Checked Out	199.00			
20240022161011009256	11 22		DT1		1	2024.09.23	2024.09.24	Reserved	199.00			
20240923101911098336	11 22		DT1		1	2024.09.23	2024.09.24	Reserved	199.00			

Operation Instructions:

4 in total < 1 > 10 / page
You can conduct a quick search according to the name of the booker, contact information and order ID.

You can filter according to the order's Created time, Arrival date and Departure date; filter according to room type and room; filter according to room status; filter according to whether the room has the status of permission pending; filter according to the payment status of the order.

```
Click on the 20241119151724061598 to view the order details.
```

2.9 Guests

This module can view and edit the information of checked-in guests (excluding reservation persons for the time being), including basic information such as name, contact information, and check-in information.

2.9.1 Guest Detail

2.9.1 Guest detail

Test Hotel Calendar Reservations Guests Devices Settings						
Q Search with name/phone number/email	Reset Add guest					
Name gt	Email	Phone number	Number of stays	Number of night	Created 23 Dec 2024 09:36:36	Operation Detail Edit
Mary			1	1	12 Dec 2024 15:22:20	Detail Edit
Cecilia			1	1	12 Dec 2024 15:22:03	Detail Edit
Tommy			0	0	12 Dec 2024 15:19:32	Detail Edit
June			0	0	12 Dec 2024 15:19:15	Detail Edit
Jenny			0	0	12 Dec 2024 15:19:01	Detail Edit
Mark			0	0	12 Dec 2024 15:18:40	Detail Edit
Dennis			0	0	12 Dec 2024 15:17:54	Detail Edit
h.f.m.r			0	0	06 Dec 2024 14-12-25	Datail Edit
				105 in total < 1	2 3 4 5 6	> 20 / page \vee

Test Hotel Calendar F	Reservations Guests	Devices Settings				€ Leo
Guests / Detail						
First name		Last name	E-mail		Phone number	
Gender		Birthday	Certificates		Certificates ID	
Created 12 Dec 2024 15:22	/	Notes				
Recent reservations Access per	mission					
Reservation ID	Room	Room type	Room rate (\$)	Arrival date	Departure date	Status
20241223093954278350	211	Bed&Breakfast	300.00	23 Dec 2024 00:00	24 Dec 2024 00:00	Checked In
					1 in tota	l < 1 > 20 / page ∨
						5 o •, 🍨 🖩

Operation Instructions:

#Guest details can be searched quickly by reservation person's name and contact information. **#**Guest detail information can be divided into basic information and check-in information by type. Basic information includes name, contact information, gender, birthday, remarks, etc.; check-in information includes checked-in room, check-in time, check-in status, etc.

2.9.2 Add/Edit guest

Please ensure that each guest's Email and Phone number are unique. Multiple guests are not allowed to share one Email or Phone number.

i ii st fiume	Last name	E-mail			Phone number	
					CN+86 V	
Gender	Birthday	Certi	ficates	Cert	tificates ID	
🔾 Male i Female		Pa	ssport \lor			
Notes						

2.10 Devices

2.10.1 Lock

This module can view the basic information of the Lock and the unlocking records.

Test Hotel	Calendar Reservations Guests Devices Settings	O Leo
Fold	Search with room name Q All building V All floor V	
Smart lock		
Card Card Card Card Card Card Card Card	123	
🗂 Gateway	Detail	
I Lift controller		
Power saver		
	1 in total 🧹	1 > 20 / page \vee

2.10.2 Card

This module can view card status information and issue/renew/cancel cards for employees and temporary cardholders.

2.10.2.1 Card info

The list represents the information of each card issued in the system, including id, cardholder, card type, card status, etc.

Test Hotel	Calendar Reservations Guests Devices Settings				O Leo
Fold < Fold Card	Valid period Start date → End date ➡ Status A View Card Renew card Cancel card	Type All	✓ search by owner na	me Q Reset	
Card encoder	Card id Owner	Card type	Status Validity	Access to	Operation
 If controller 			No data		
				0 in total	1 $>$ 20/page \vee

2.10.2.2 Issue/View/Renew/Cancel Card

Test Hotel	Calendar Reservations Guests Devices Settings				🗘 🗎 🚨 Leo
Fold < Fold Smart lock Card	Valid period Start date → End date → Status A View Card Renew card Cancel card	Type All	v search by owner name	Q Reset	
Card encoder Gateway	Card id Owner	Card type	Status Validity	Access to	Operation
Gateway Eric controller Power saver			No data		
				0 in total	< 1 > 20 / page >

Operation Instructions:

- Issue Card: Issue cards to employees or cardholders.
- View Card: View the information in the card.

- Renew Card: Renew the card and set a new expiration time for the card.
- Cancel Card: Cancel the card, cancel the unlocking permission of the card, and make it an empty card.

2.10.2.3 Mark as lost

This function is to solve the risk that guests/employees cannot return the card in time due to card loss, resulting in the hotel guest room door being opened without the hotel's knowledge.

- Click Mark as lost within the Web system.
- Through the APP, near the lock that the card can open, report the card as lost via Bluetooth.

This will mark the c card from locks wit	ard as a lost card. Please disable this h App.	
	Hotel today	
	Basic functions	
	Mty access FoomManagement	
	Devices	
	521,43 0 Look	
	223,55 Gateway	
	873,33 Lift Controller	

Mark as lost

This will mark the card as a lost card. Please disable this card from locks with App.

< Lock	Q 🕲 +	
Building V Floor	✓ Room type ✓	
1201 1 - 2 = 100%		
■ 1202 1 - 3 ■ 100%		
€ 1203 1 - 4 ● 100%	-	
		6
	Prev	Next (2/3)

×



Operation Instructions:

Mark as lost

#Click

on the card within the system.

#Log in to the APP. You can see in [Devices]-[Lock]. Click this module, find the lock with,

and click • to report the card as lost. After reporting as lost, the card will not be able to open the lock. Please note: You need to use the APP and operate near the lock because the Bluetooth communication distance is limited. If you are far from the lock, you will not be able to complete the loss reporting operation.

After the loss reporting is completed, you can see that the card status has changed to Reported Loss.

#If the card can be used with Lift Controller and Power Saver, these two devices also need to be reported as lost. The process is the same as that of the lock.

#For example: Card A can open guest rooms a and b. Card A is lost and needs to be reported as lost. Find Card A in the Web and perform Mark as Lost; Enter the APP- [Devices]-[Lock]. You can see the prompt <u>•</u> of Lock a and b. Please click <u>•</u> near Lock a and b respectively to report the card as lost.

2.10.3 Crad encoder

The role of the Card encoder: Write data of the Room, Lift Controller, and Power Saver that the card can open into the card.

• Before using the card issuer, make sure that you have downloaded and run



• Important:

After the card issuer is recognized:

Whenever the card issuer is replaced or reinserted, it is advisable to click **Encrypt encoder.** to prevent the system from using inconsistent sectors when using encrypted cards. **Especially when** • appears, you must perform the **Encrypt encoder operation**.

Test Hotel	Calendar Reservations Guests Devices Settings	↓ Leo
Fold 巜	Card encoder	
Smart lock	The card encoder should be encrypted once before using it. It can only be use with this hotel. Tips: If you change the sector setting of your hotel, you should encrypt card encoder again.	
🖻 Card		
E Card encoder	Sectors to use ⑦	
📅 Gateway	11, 12, 13, 14, 15, 10	
I Lift controller	Sector settings in card encoder Encrypt card encoder	
Power saver	11, 12, 13, 14, 15, 16	

Operation Instructions:

#After successfully connecting the card issuer and running 2 according to the page prompts, you can see the sectors that the current system needs to use and the sectors that the card issuer is currently using.

#Note: When the two are different, you need to click Encrypt card encoder to make the sectors used by the card issuer consistent with those of the system.

2.10.4 Gateway

This page displays information related to the gateway, such as gateway name, status, and the number and names of connected devices. More gateway information needs to be viewed in the APP.

Test Hotel	Calendar	Reservations	Guests	Devices	Settings			O Leo
Fold <								
- Smart lock								
E Card								
E Card encoder								
🙃 Gateway								
It controller								
Power saver						No data		
						How to add gateway		

2.10.5 Lift controller

This module displays information about the Lift Controller, including name, current working mode, buildings and floors that can be accessed, and viewing the elevator control usage records. More information needs to be viewed in the APP.

- Working mode: There are two working modes as follows:
- 1. Floor(s) with door access: Only able to go to the floor where the guest room is located.
- 2. All Floors: Can go to all floors.
- Note that changing the working mode can only be done through the APP.

Test Hotel	Calendar Reservations Guests De	vices Settings				O Leo
Fold Smart lock	Lift controller How to change worl Current mode: Floor(s) with door access	dng mode				
Card encoder	Name	Working mode	Building	Floor	Operation	
🛱 Gateway						
Ift controller						
Power saver			No data			
			How to add lift controller			
					0 in total < 1	20 / page \vee

2.10.6 Power saver

This module displays information about the Power Saver, including the room it belongs to, serial number, and viewing the usage records. More information needs to be viewed in the APP.

- Working mode: There are three working modes as follows:
- 1. Work with any card: Insert any card to get power.
- 2. Work with current hotel card: Insert the hotel card to get power.
- 3. Work with current home card: Insert the room card to get power.
- Note that changing the working mode can only be done through the APP.

Test Hotel	Calendar Reservations Guests Devices Settings	O Leo
Fold < 🖡 Smart lock	Power saver How to change working mode Current mode: Work with any card	
Card encoder	Search with room name Q All building V All floor V	
Gateway Lift controller		
Power saver		
	No data	
	How to add power saver	
	0 in total < 1 >	20 / page $^{\vee}$

2.11 Settings

2.11.1 Payment settings

This content supports you to select the corresponding method when recording guest receipts/refunds on the platform and allows for drag-and-drop sorting.



2.11.2 Email/SMS

The system provides the purchase of Email/SMS.

Test Hotel	Calendar Reservations	Guests Devices Setting	s				q	Eeo
Fold 《	SMS Remain: 10 Records Order	Buy	Email Remain: 9 Buy					
Calendar	SMS	mail						
Financial 🔨	51915							
Payment setting	Send to	Contact information	Template	Scenario	Segment needs	Send by	Send at	
🖹 Staff 🗸 🗸								
🖾 Email/SMS								
Basic info				NO GATA				
Test Hotel of	Talendar Reservations	Guests Devices Setting	5				0 in total < 1 >	20 / page V
Fold 巜			-					
I Room ^		_	🖻 Email					
Guest room	Remain: 10	Виу	Buy		×			
Public door	Records Order		500messages	2 000message	10% 0//			
Calendar	SMS E	mail	US\$0.01 (US\$0.10/msg)	US\$180.00 (US\$0.0	09/msg)			
💽 Financial 🔺			20	% off	30% Off			
Payment setting	Send to	Contact information	5,000messages	10,000messag	ges	Send by	Send at	
A Staff ▼			US\$400.00 (US\$0.08/msg)	US\$700.00 (US\$0.0	07/msg)			
Basic info			Pa	ay with PayPal				
				Debit or Credit Card				
			Pi	owered by PayPal				
			Please read and agree SMS Seg	ment Purchase Service Agreemen	nt			

Test Hotel	alendar Reservations Guests Devices	Settings			O Leo
Fold <	SMS	Email			
Guest room	Remain: 10 Buy	Buy	×		
Public door Calendar	Records Order	500emails	25% off 3,000emails		
🖲 Financial 🔺	SMS Email	US\$0.01 (US\$0.04/email)	US\$90.00 (US\$0.03/email)		
Payment setting	Send to Contact information	10,000emails	50,000emails	Send by	Send at
A Staff ✓		US\$200.00 (US\$0.02/email)	US\$500.00 (US\$0.01/email)		
Basic info		Pay with	PayPal		
		Debit o	Credit Card		
		Powered by	PayPal		
		Please read and agree Email Segment F	urchase Service Agreement		
					0 in total < 1 > 20 / page >

2.11.3 Staff

This module supports you to set hotel staff and roles.

2.11.3.1 staff

Create hotel employees, such as front desk staff, cleaning staff, etc. At the same time, you can also send guest room unlocking permissions to employees.

Test Hotel C	alendar Reservations Guests Devices Settings			ſ} Leo
Fold <	Q Search with staff name/account	Please select role V Reset Add staff		
Guest room	Name	Account	Role	Operation
Public door Calendar	Leo	+8615958180946	Admin	Detail Edit Grant access permission
Financial ^				
Payment setting				
🗵 Staff 🔷 🔨				
Staff				
Role				
🖾 Email/SMS				
Basic info				
				1 in total < 1 > 20 / page \vee

2.11.3.2 Role

Create roles for hotel employees and set system permissions for the roles.

Test Hotel Ca	alendar Reservations Guests	Devices Settings			D Leo
Fold <	Role / Create role				ſ
🗈 Room 🔺	Information				
Guest room	Role Please input				
Public door	Permission settings				
Calendar					
Financial A	Calendar				
Payment setting	Reservations	View reservation	Keserve	Delete reservation	
A Staff	Guests				
Staff	Financial	Payment method			
Role	Devices	Add device	Configure device	Delete device	
🖾 Email/SMS		Access permission	View records		
Basic info	Room	Room management			
Subscription	Staff	Staff	C Role		
	Settings	Basic information			
	Cancel Save				

2.12 Contact us

If you encounter difficult-to-solve problems in the system, you can contact our team by email.

If you encounter problems related to locks, etc., you can contact your Lock supplier.



3. APP-Admin/Staff

3.1 Login

Go to the APP application market to download TTHotel Pro.

	17:37	N 📲 🕏 🧙 🗖 🗍 98%
ප	Email	
ð	Password	Ø
		Forgot password
		Login
O I ha Priv	ive read and a	agree to the User Terms and

3.2 My access

In this module, you can see all the unlocking permissions of the currently loggedin account, including Ekey, Passcode, and Cards.

< My access	Q (?)	< ekey informatio	'n
ekey	Fingerprint Cards	ekey 1983964	156@qq.com Normal >
Building 🗸	Floor 🗸	Owner	test staff
101	>	Room	1–1–101
Permanent	Normal	Validity Period	2022.05.28 19:00 2022.05.29 19:00
Unlock	Lock		,
101	>	Records	>
1–1 Permanent	Normal	Operator	test
Unlock	Lock	Issued time	2022.05.28 18:00:00
Power on	Power off	Last operator	zhang
		Last updated time	2022.05.28 18:00:00

< My access	Q ?
ekey Passcode Fingerprint	Cards
1201	>
2022.5.28 19:00 - 2022.5.29 19:00	Normal

< Passcode information

Passcode	9932434 Normal
Owner	test staff
Room	1201
Validity Period	2022.05.28 19:00 2022.05.29 19:00
Records	>
Operator	test
Issued time	2022.05.28 18:00:00
Last operator	zhang
Last updated time	2022.05.28 18:00:00



< Card information

Card Number	1961971419 Normal
Туре	Floor Card
Owner	Zhang staff
Access to	1–1 >
Validity Period	2022.05.28 19:00 2022.05.29 19:00
Privacy override	Off
You can open door even privacy mode	when it is in
You can open door even privacy mode	when it is in
You can open door even privacy mode Operator	when it is in Zhang
You can open door even privacy mode Operator Issued time	when it is in Zhang 2022.05.28 18:00:00
You can open door even privacy mode Operator Issued time Last operator	when it is in Zhang 2022.05.28 18:00:00 zhang
You can open door even privacy mode Operator Issued time Last operator Last updated time	when it is in Zhang 2022.05.28 18:00:00 zhang 2022.05.28 18:00:00

Operation Instructions:

#Among them, the Bluetooth key can not only open the room door, but also operate the Lift Controller and Power saver.

#The range of the Lift Controller: all buildings and floors of the current hotel.

Click under the Ekey tab to select the building and floor to go to. #The range of the Power saver: the room associated with the guest room. That

is, there is a button Power on Power off the corresponding room, and click to get power / cut off power.

3.3 Room Management

This module supports setting Room and Public door.

< Room Management Q
Guest roomPublic doorBuilding✓Floor✓Room type✓
1202 1 − 1 ►
1206 1 − 1
Create Room

< Room Management	Q
Guest room Public door Building ∨ Floor ∨	Group 🗸
terrace 1 – 1 Group∶ Barbecue、Clean ₽	
gym 1 – 1 Group: Barbecue	
Create Public Door	

3.3.1 Creat room

You can create guest rooms and set room types, room type prices, etc.

< Create Room	
Name	Enter here
Room type	Select >
Building	Select >
Floore	Select >
0	
Save	

< Room information	Ū
Name	1102
Room type	Double >
Building	1 >
Floore	1 >
Connected devices	
Save	

3.3.2 Creat public door

You can create public doors and set room types, room type prices, etc.

< Create Public Door

You can create public door for entrance, gym,meeting room, and etc. The card for guest room canalso open the select public door.

Name	Enter here
Room type	Select >
Building	Select >
Floore	Select >
Save	

< Public door information	
Name	terrace
Group	terrace, All >
Building	1 >
Floore	1 >
Connected devices	
Save	

3.4 Devices

3.4.1 Report Loss Card

This function is to solve the risk that guests/employees cannot return the card in time due to card loss, resulting in the hotel guest room door being opened without the hotel's knowledge. The card can be invalidated through Bluetooth. The specific process is as follows:

1. Mark the card as lost on the Web side.

2. On the APP, all the devices that the card can operate will be displayed . Click
near the device, and the card will then be unable to operate on that device, which means it becomes invalid. If the card can operate multiple devices, you can report the loss of the corresponding devices according to actual needs. (The following is an example of reporting the loss of a card in the lock.)

Q&A: Why is it necessary to operate near the corresponding device? Because it is required to communicate with the lock via the Bluetooth of the mobile phone. If the distance is too far, the operation will fail.

C Loci Building	k	Floor 🗸	Q ⓑ + Room type ∽
ŀ	terrace 1 – 1 100%	Public door	
•	1201 1 − 1 ■ 100%		0
•	1201 1 − 1 ■ 100%		
健	1201 1 − 1 ■ 100%		
_	2	6JR 0946	
Report loss			
Card Number 1415405531			
Report Loss			

3.4.2 Card Recover

This function is to solve the problem that when a guest/employee loses a card and reports it lost, and the card is recovered, the card needs to be restored to normal use. The card can be restored to normal through Bluetooth. The process is as follows.

Prerequisite: All operable devices in the card have been reported as lost, otherwise card recover cannot be performed.

- 1. Click Recover below the card detail page of Cards in Lock Access Cards where the card can operate.
- 2. Enter the Recover page. You can see all the devices that can be restored to

normal operation for the card. Click the Recover near the corresponding device in turn.

Q&A: Why does it need to be operated near the corresponding device? Because it needs to communicate with the lock through the Bluetooth of the mobile phone. If the distance is too far, the operation will fail.

11:35

< Card information

Please do it in PC software

Card Number	1584997887 Reported loss
Туре	Room Card
Owner	jj Guest
Access to ^{杭州 k-2} 层	-206 (酒店专用),杭州 k-2 层-test >
Validity Period	2024.11.26 11:33 2024.11.27 14:00
Privacy override On The door can be opened when the door is locked	
Records	>
Operator	张汉
Issued time	2024.11.26 11:33:52
Last operator	张汉
Last updated time	2024.11.26 11:33:52
Recover	

< Recover Building V	Q Floor V
test Public door 1 – 1	Recover
test 1 - 1	Recover
test 1 – 1	Recover
test 1	Recover

3.4.3 Lock

This module supports adding locks, deleting locks, removing locks, setting locks, and issuing unlocking permissions.

3.4.3.1 Add Lock

Click the add button - select guest room/public door - wake up the lock - add the device - add successfully.





<		
Added Successfully		
Name	Select	
Serial number	A202 652645	
Battery	— 100%	
Test		
Done)	

3.4.3.2 Access

This module supports issuing unlocking permissions to employees and temporary cardholders.

3.4.3.2.1 Ekey

Send Ekey

- After sending ekey to the employee, the employee can log in to the app and use Bluetooth to unlock.
- After sending ekey to the guest, the guest can log in to the **guest app** and use Bluetooth to unlock.
09:47 🚺 🗋 🐯 🥥 💿 🔃 🖪 🔻 🛪 🕅 80%

< Send ekey

User type	Staff >
Owner	Select >
Room	101
Start time	2024.12.09 09:47 >
End time	Select >

Ok

3.4.3.2.2 Passcode

< Access	Q
Passcode ekey Remote	Cards
Status 🗸 User type 🗸 Valid	ity Period 🗸
test staff	>
2022.5.28 19:00 - 2022.5.29 19:00	Normal
test Guest	>
2022.5.28 19:00 - 2022.5.29 19:00	Expired
test Guest	>
2022.5.28 19:00 - 2022.5.29 19:00	Deleted
New	

Send passcode: The passcode must be used at least once within 24hours after the startdate and time.

< Send passcode

This passcode must be used at least once within 24hours after the start date and time or it will beinvalidated for security reasons.

Owner	Select >
Room	1206
Start Time	2024.05.31 16:00 >
End Time	Select >
ОК	

Delet passcode:

< Passcode information	
Passcode	2971895 Normal
Owner	Zhang staff
Room	1206
Validity Period	2022.05.28 19:00 2022.05.29 19:00
Records	>
Operator	Zhang
Issued time	2022.05.28 18:00:00
Last operator	zhang
Last updated time	2022.05.28 18:00:00
Delete	

3.4.3.2.3 Lock settings

Passage mode

< Passage Mode	
During the specific time period, the lock will remainopen until it is manually closed.	
Current Mode	
Save	

• Auto lock

Auto lock The lock will lock automatically after the time. Pleaseunlock it for one time first to make the setting available.	
Auto lock	
Save	

Remote unlock

< Remote unlock	
This feature allows you to unlock the lock remotelyvia a Gateway. This feature can only be turned on oroff via Bluetooth.	
Current Mode	
Save	

• Lock sound

< Lock sound	
By turning on, you will hear the sound from the lock, like low battery and wrong passcode.	
Current Mode	
Save	

• Privacy lock

< Privacy lock	
By turning on, the lock can be set into the privacy mode.	
Current Mode	
Save	

• Tamper Alert

C Tamper Alert By turning on, you enable the tamper alert.	
Current Mode	
Save	

• Rest button

< Reset Button
By turning on, you can pair the lock again by longpressing the reset button. By turning off, the RESET button is disabled.
Current Mode
Save

3.4.3.3 Adjust Time

Calibrate the lock time. If the current lock time is different from the app or web time, it may lead to the inability to unlock.

::!! 4G 95

11:26

< Time

Current time

2024-12-03 11:26:41

Calibrate time with your phone if it is incorrect

Adjust Time

3.4.3.4 Update battery level

11:30	::!! 4G 94
< Battery	
Current batte	ery
14%	
The battery level will be upda or phone bluetoe	ated by gateway oth
Update	
	_

3.4.3.5 Delet Lock

The lock can be deleted in the lock settings. Deleting the lock requires Bluetooth operation near the lock.

< 1102	
Rccess	>
E Records	>
() Adjust Time	>
Update	>
😥 Setting	>
Delete Lock	
Remove damaged locks	

3.4.3.6 Remove damaged lock

The damaged lock can be removed in the lock settings. This function is suitable for when the lock is damaged and cannot be deleted via Bluetooth.

< 1102	
Recess	>
Records	>
O Adjust Time	>
O Update	>
Setting	>
Delete Lock	
Remove damaged locks	

3.4.4 Gateway

3.4.4.1 ADD G2 Gateway

- 1. Power on the gateway.
- 2. Select the gateway to be added.
- 3. Select the WIFI to be connected (please be sure to choose the **2.4G frequency** band WIFI).
- 4. Enter the WIFI password and gateway name.

5. Add successfully.

< Add Gateway	Power	< Choose Gateway	365 0946 +	Cancel Choose WiFi	3651,0946
When the light flashes red a click next.	nd blue, please	WR 996		sciener haidilao999 www haidilao999 haidilao999	ج ج چيت رسيد
Next					
Configure Network Please select 2.4G WiFi WiFi Name WiFi Password	sciener >	< MRL PARK	83. ⁰⁹⁴⁶	 Gateway Details Name Status 	test > Online
Gateway Name	Enter here	Added Succe	əssfully	WiFi Connected devices Gateway Update	Sciener 2 > >
OK	B.S. Shee			Delete	3672 (9946
		Done Gateway will find nearby o	devices in minutes		

3.4.4.2 ADD G3 Gateway

- 1. Power on and connect the network cable of the gateway.
- 2. Select the gateway to be added.
- 3. Enter the gateway name.
- 4. Add successfully.

< Add Gateway	< Choose Gateway	515 S15	< Add Gateway	
Re Connect the Power	G3 G3_116411 ,III -60	+	Gateway Name	Enter here
When the light flashes red and blue, please click next.			OK	
Plug in cable				
Indicator Light				
Next				
<	< Gateway Details			
<	< Gateway Details	test >		
<	C Gateway Details Name Status	test > Online		
< Contract of the second secon	Cateway Details Name Status Connected devices	test > Online		
<	 Cateway Details Name Status Connected devices Gateway Update 	test > Online 0 > >		
<	 Connected devices Gateway Update 	test > Online 0 > >		
< Added Successfully	Cateway Details Name Status Connected devices Gateway Update	test > Online 0 > >		
< Added Successfully	Cateway Details Name Status Connected devices Gateway Update	test > Online 0 > >		
Added Successfully	Cateway Details Name Status Connected devices Gateway Update	test > Online 0 > >		
Control of the second secon	Cateway Details Name Status Connected devices Gateway Update	test > Online 0 > >		

3.4.4.3 ADD G4 Gateway

- 1. Power on the gateway and insert a 4G SIM card.
- 2. select the gateway to be added.
- 3. set APN informatio.
- 4. enter the gateway name.
- 5. add successfully.

< Add Gateway	< Choose Gateway	5 M	< Add Gateway	
Re Connect the Power	G3_116411	+	Gateway Name	Enter here
When the light flashes red and blue, please click next.	-60		APN	Enter here
Indicator Light Insert SIM card			Oł	Con't configure APN
4	< Gateway Details			
`	Name	test >		
\bigcirc	Status	Online		
Added Successfully	Service provider	02		
	APN	internet		
	IMSI	15677778888		
	Connected devices	0 >		
	Gateway Update	>		
	Delete			
Done	Delete			
Gateway will find nearby devices in minutes				

3.4.5 Lift Controller

3.4.5.1 Set/Adjust working mode

Currently, the Lift Controller has 2 working modes. The Lift Controller can be used via Card and Ekey. To change the working mode, it needs to be done via Bluetooth near the Lift Controller.Here are the working mode descriptions and adjustment steps.

Floor(s) with door access: Only able to go to the floor where the room is located.

All floors: Can go to all buildings and floors.

• Except for the first setting of the working mode, and at the same time after the Lift Controller has been added, each time the working mode is adjusted, it needs to be changed through Bluetooth near the lift. The following are the adjustment steps:

- a. Adjust working mode
- b. In the Lift Controller list, click the U behind each Lift Controller in turn to update.



3.4.5.2 Add Lift Controller

- 1. Click the add button.
- 2. Select the building and floor to be controlled.
- 3. Wake up the Lift Controller.
- 4. Select the Lift Controller.
- 5. Set the name of the Lift Controller.
- 6. Add successfully.



 Kearby devices Devices are listed in order of signal strength A202 652645 all Strong These devices have been added. You can add themagain after resetting. 	< Added Su	ccessfully
S503 e4b7bb all Strong	Name	Select
2017MM ce6db3	Serial number	A202 652645
all Strong	Battery	— 100%
	Do	ne

3.4.5.3 Delete Lift Controller

The Lift Controller can be deleted in the lock settings. Deleting the Lift Controller requires Bluetooth operation near the Lift Controller.

< Setting	
Name	1 >
Serial number	LC2 bege73
Working mode	• >
Related floors	>
Records	>
Sector	• >
Time	>
Remote operation	On >
Delete	
Remove device	

3.4.5.4 Remove damaged device

The damaged Lift Controller can be removed in the Lift Controller settings. This function is suitable for when the Lift Controller is damaged and cannot be deleted via Bluetooth.

< Setting	
Name	1 >
Serial number	LC2 bege73
Working mode	• >
Related floors	>
Records	>
Sector	• >
Time	>
Remote operation	On >
Delete	
Remove device	

3.4.6 Power Saver

3.4.6.1 Set/Adjust working mode

Currently, the Power Saver has 3 working modes. The Power Saver can be used via Card and Ekey. To change the working mode, it needs to be done via Bluetooth near the Power Saver.Here are the working mode descriptions and adjustment steps.

Work with any card: Can use any card to get power.

Work with current hotel card: Can use the card of this hotel to get power. Work with current room card: Can use the card of this room to get power.

• Except for the first setting of the working mode, and at the same time after the Power Saver has been added, each time the working mode is adjusted, it

needs to be changed through Bluetooth near the device. The following are the adjustment steps:

a. Adjust working mode

b. In the Power Saver list, click the **U** behind each Power Saver in turn to update.

Update working mode	
Working mode has been changed to"Work with any card". Please update itinto device to activate it.	
Cancel Update	

3.4.6.2 Add Power Saver

- 1. Click the add button.
- 2. Select the room associated with the Power Saver.
- 3. Insert any card to wake up the Power Saver.
- 4. Select the Power Saver.
- 5. Add successfully.



K Nearby devices Devices are listed in order of signal s	strength	
A202 652645 Il Strong	+ ($\overline{\checkmark}$
These devices have been added. You add themagain after resetting.	a can Added S	Successfully
S503 e4b7bb ,ill Strong	Name	Select
2017MM ce6db3	Serial number	A202 652645
- Illi Strong	Battery	1 00%
		Done

3.4.6.3 Delet Power Saver

The Power Saver can be deleted in the Power Saver settings. Deleting the Power Saver requires Bluetooth operation near the Power Saver.

< 103	
Basics	>
Records	>
O Adjust Time	>
Power on from remote	On >
2 Power switch Update	>
Delete	
Remove device	

3.4.6.4 Remove damaged device

The damaged Power Saver can be removed in the Power Saver settings. This function is suitable for when the Power Saver is damaged and cannot be deleted via Bluetooth.



3.5 Me

3.5.1 Account

3.5.1.1 Edit account

< Edit account	
Verification Code	Get code
Submit	

3.5.1.2 Rest Password

< Reset Password		
Current password	Enter here	
New password	Enter here	
Confirm password	Enter here	
Your password must have 8–20 characters, and include a minimum of two types of numbers, letters and symbols		
Submit		

3.5.2 Contact us



4. APP-Guest

4.1.1 Login

Go to the APP application market to download JoyInn.

Please ensure that the account to which the sent Bluetooth key belongs is the same as the account entered by the guest, otherwise, login will not be possible.



Account

Please input

Verification code

Verification code

Get code

Login

O I have read and agree to the User Terms and Privacy Policy

4.1.2 Unlock room

Guests can unlock the room via Bluetooth.



4.1.3 Power On/Power Off

Guests can power on/off via Bluetooth.



4.1.4 Using Lift Controller

Guests can use Bluetooth to go to the floor where the room is located.

ZHPP	
Make sure your device is close and Bluetooth is on when using the phone.	
Ift Controller > 🧧 Power Saver >	
1201	× Lift Controller
☐ 2024.05.15 09:19 - 2024.05.16 14:00	Make sure your device is close and Bluetooth is on when using the phone.
■ 2024.05.15 09:19 - 2024.05.16 14:00	1栋
	1层,3层 前往
8 0	
Home Me	