

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



1

Enter Hotel Basic Information

2

Set Check-In and Check-Out Time

3

Create Your Login Account

Use TTHotel Pro For 7days

 ▼



Use TTHotel Pro For 7days

Prev

Next



Use TTHotel Pro For 7days

User name

Email

Verification Code [Get code](#)

Password 

Password 

Lock supplier code

Please contact the lock supplier.

I've read and agreed [User Terms](#), [Privacy Policy](#)

[Prev](#) [Submit](#)

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

Welcome

- Remember me
- I've read and agreed [User Terms](#), [Privacy Policy](#)

[Forget Password](#)

Operation Instructions:

#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

Forget Password

User Code	
New Password	
Verify Password	
Verification Code	Get code

[Submit](#)

[Login](#)

Operation Instructions:

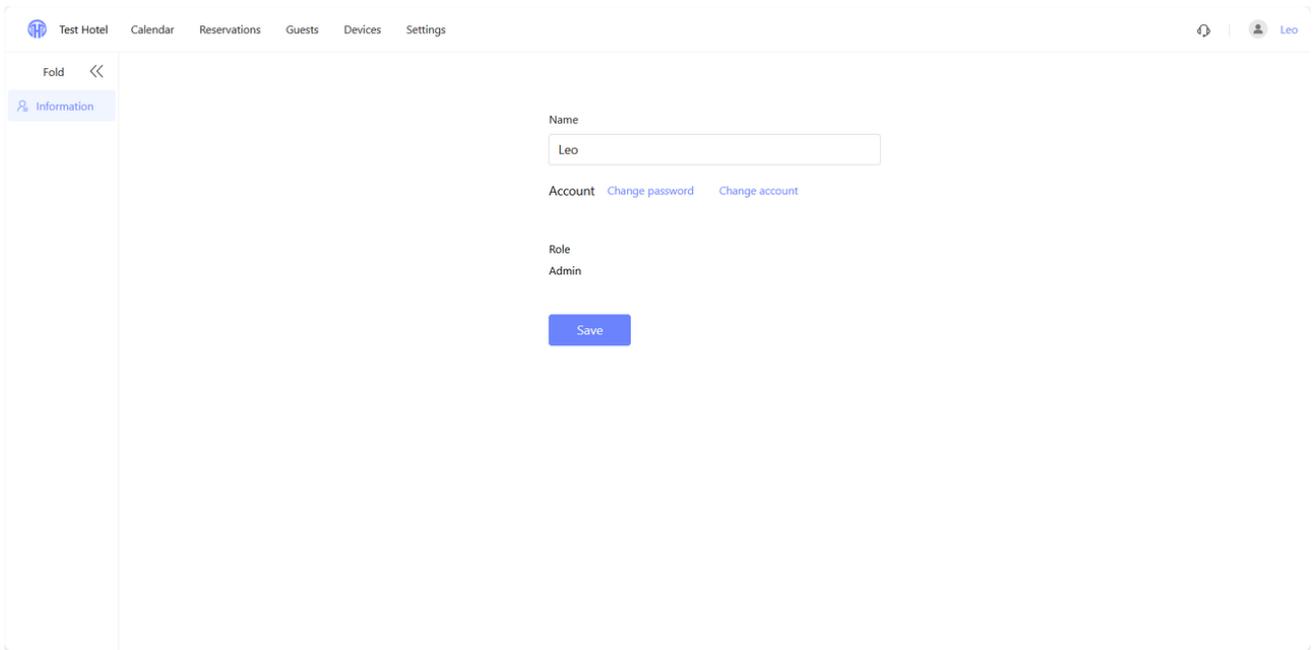
Enter the correct User code, Passcode, and Verification code, and click [Submit] to complete the account password reset.

2.4 Account

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

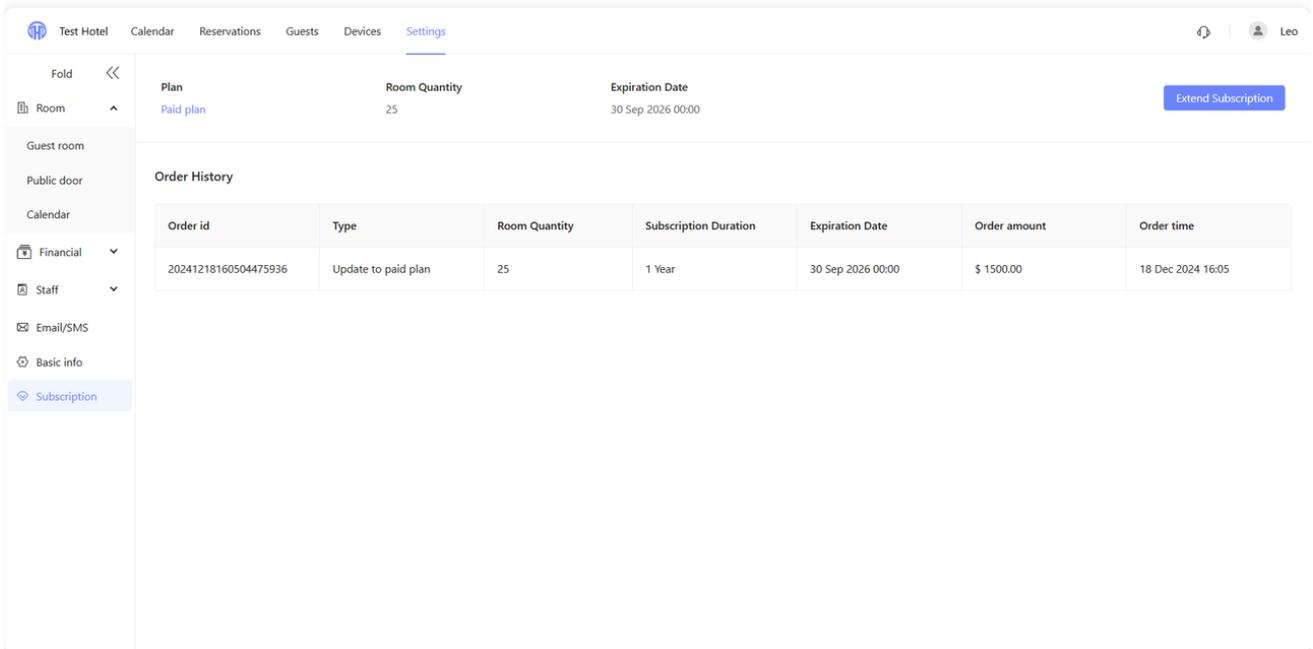
2.4.1 Information

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



2.5 Subscription

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

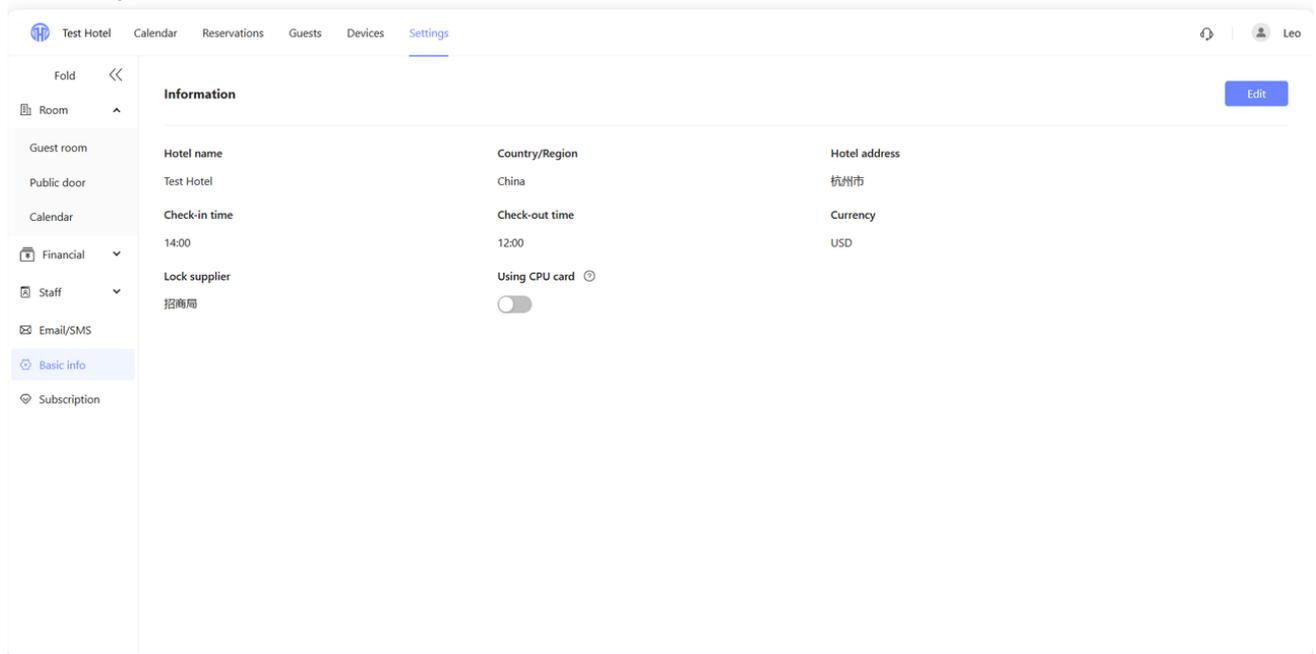


2.6 Hotel information

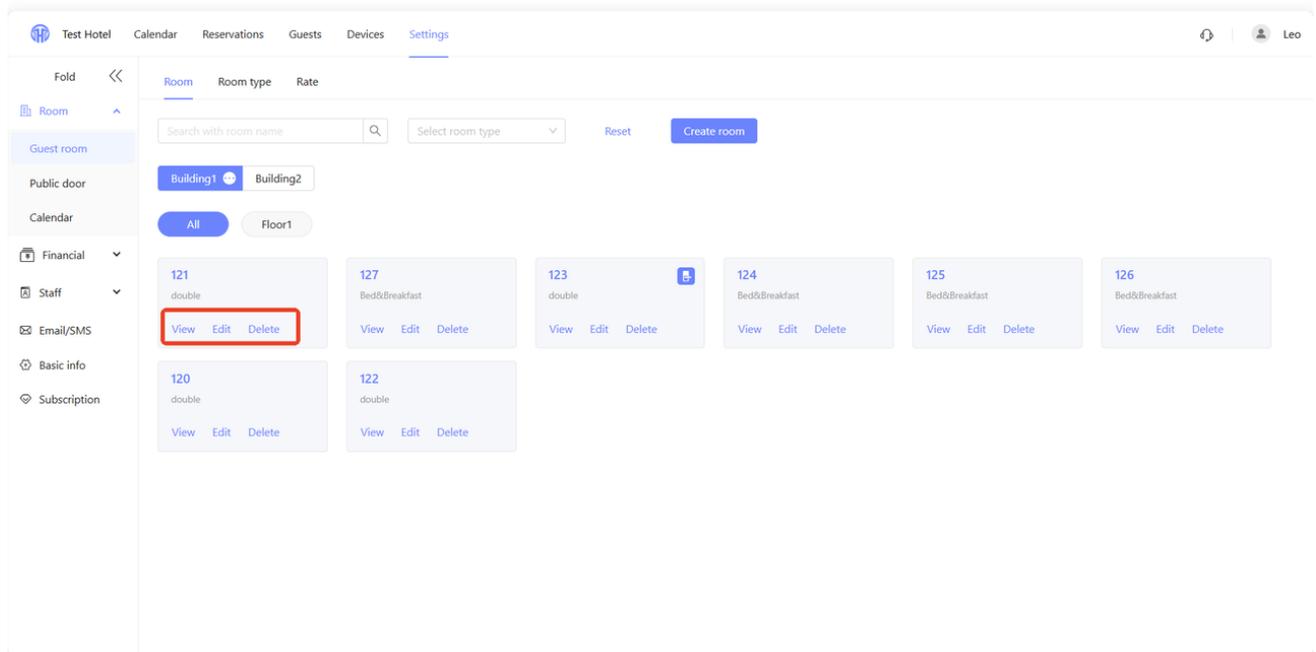
This module includes hotel information settings, guest room type/rate settings, and public door settings.

2.6.1 Basic info

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



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

The screenshot shows a web interface for a hotel management system. In the background, there is a table with columns: Room type, Default price(\$), Room amount, and Operation. Two rows are visible: 'double' with a price of 500.00 and amount of 4, and 'Bed&Breakfast' with a price of 300.00 and amount of 6. A blue button labeled 'Create a room type' is highlighted with a red rectangle. In the foreground, a white modal dialog titled 'Add' is open. It contains three input fields: 'Name' (with placeholder 'Please input'), 'Rate' (with value '\$ 0.00'), and 'Guest room' (with a dropdown menu showing 'Select room'). At the bottom of the dialog are 'Cancel' and 'Ok' buttons. The top navigation bar includes 'Test Hotel', 'Calendar', 'Reservations', 'Guests', 'Devices', and 'Settings'. The user's name 'Leo' is in the top right corner. At the bottom right, there is a pagination indicator '2 in total' and '1 / 20 / page'.

Operation Instructions:

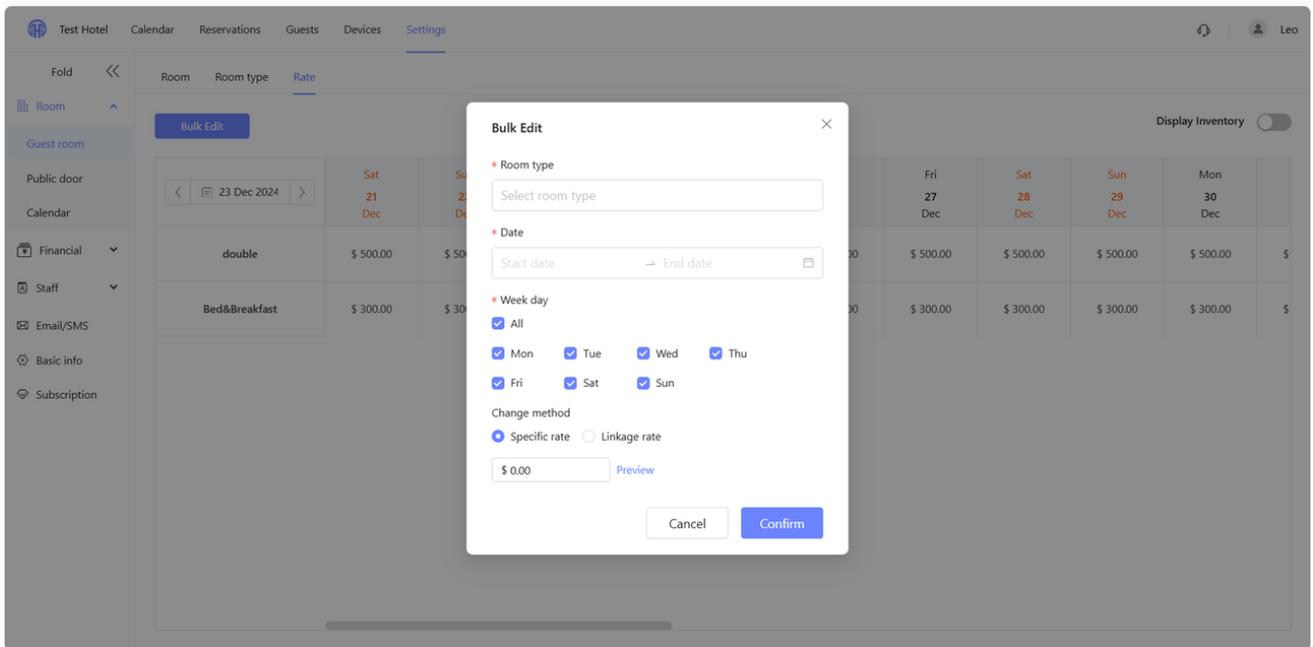
#Select a guest room and click [Create Room].

#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.

The screenshot shows the 'Rate' page in the hotel management system. The top navigation bar is the same as in the previous screenshot. The main content area has a 'Bulk Edit' button and a 'Display Inventory' toggle. Below this is a calendar for '23 Dec 2024'. The calendar shows a grid of dates from Saturday, Dec 21 to Monday, Dec 30. Below the calendar is a table with columns for room types and dates. The table has two rows: 'double' and 'Bed&Breakfast'. The 'Today' column (Dec 23) is highlighted in blue. The prices for 'double' are \$ 500.00 for all days. The prices for 'Bed&Breakfast' are \$ 300.00 for all days. The table is partially obscured by a mobile device's home indicator bar at the bottom.



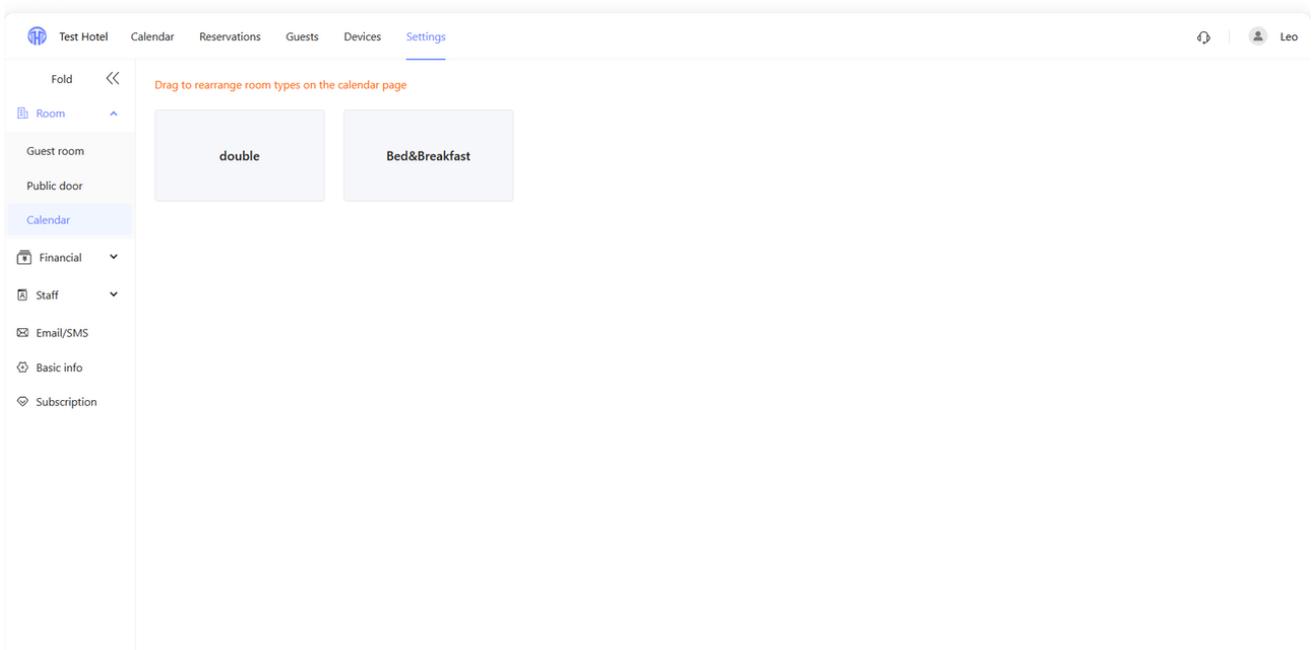
Operation Instructions:

#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.



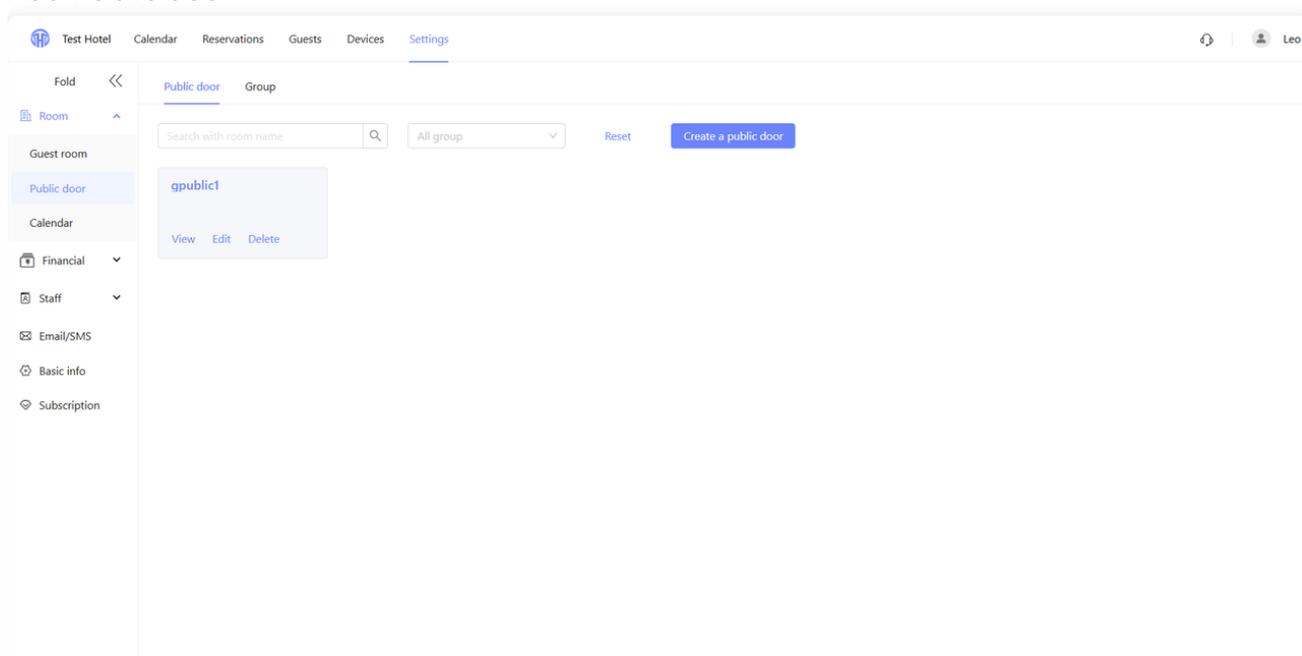
Operation Instructions:

#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



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.

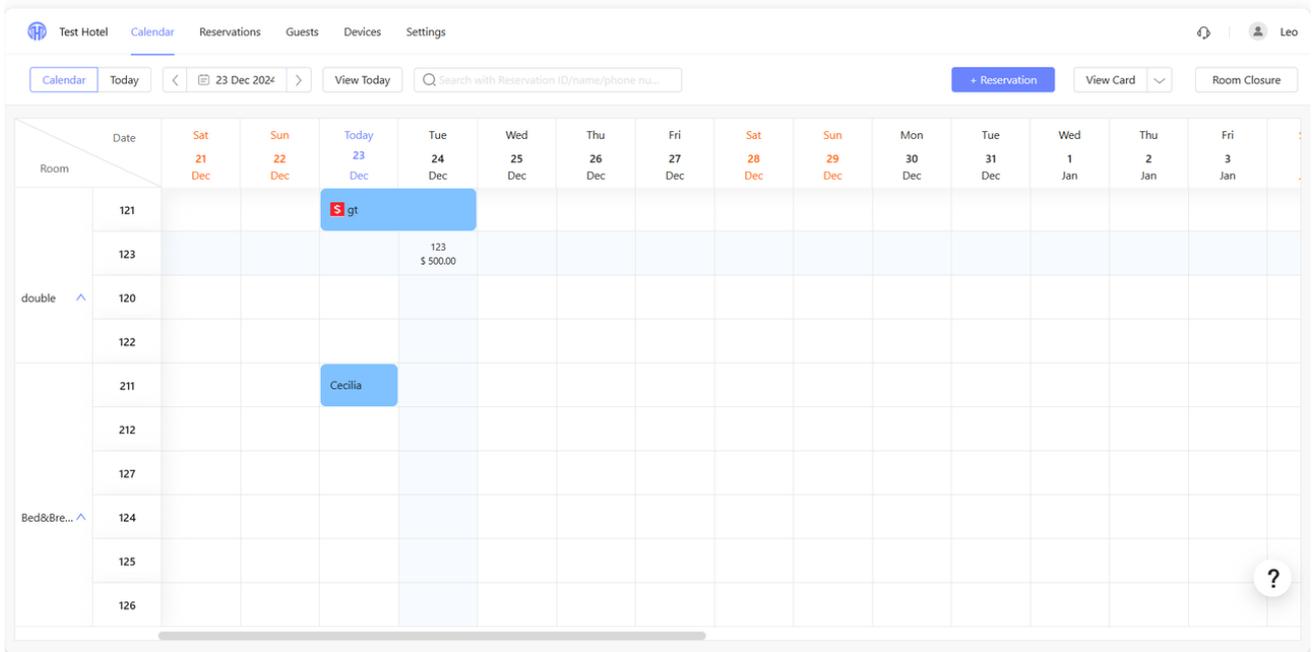
#Click [Create group] to create a public door group. You need to determine the name of the public door group and select the public doors.

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.

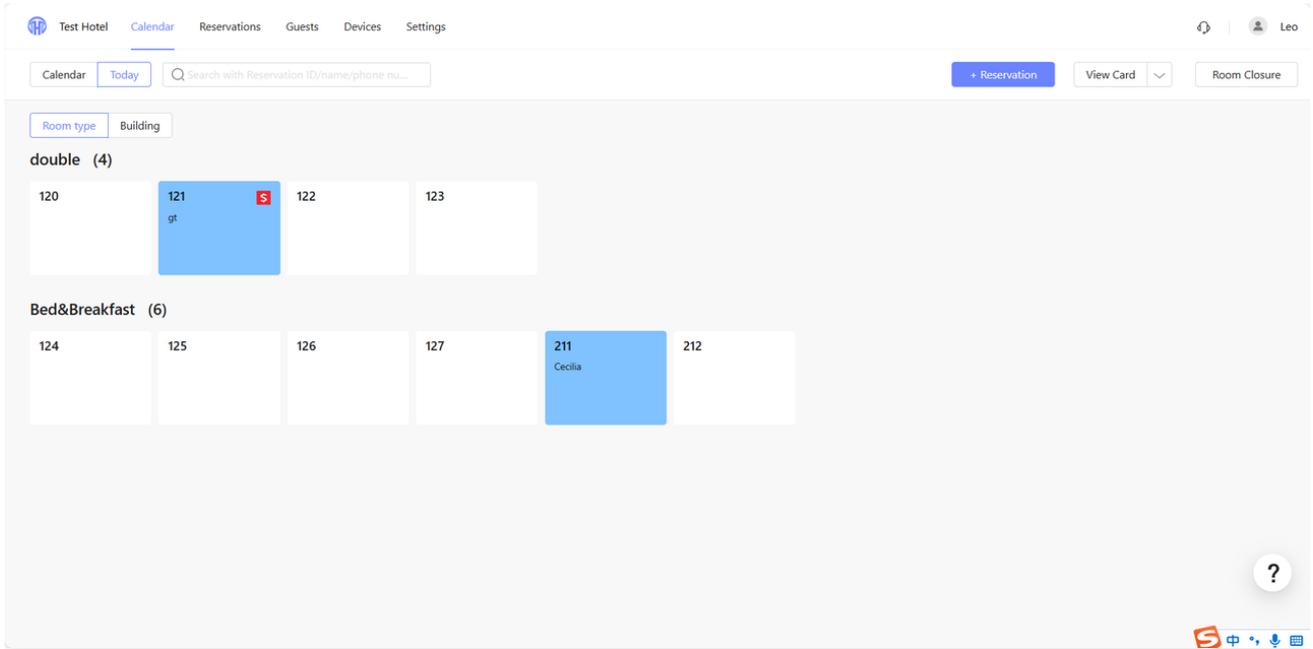
2.7.1 Calendar

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.

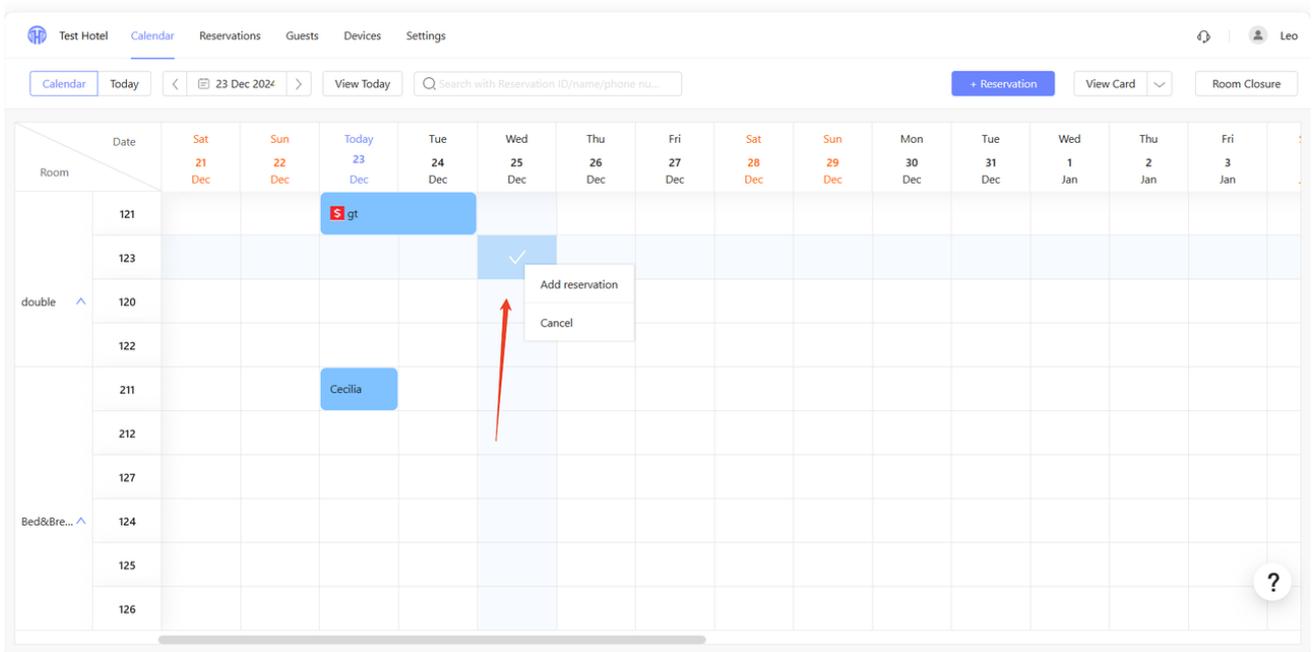


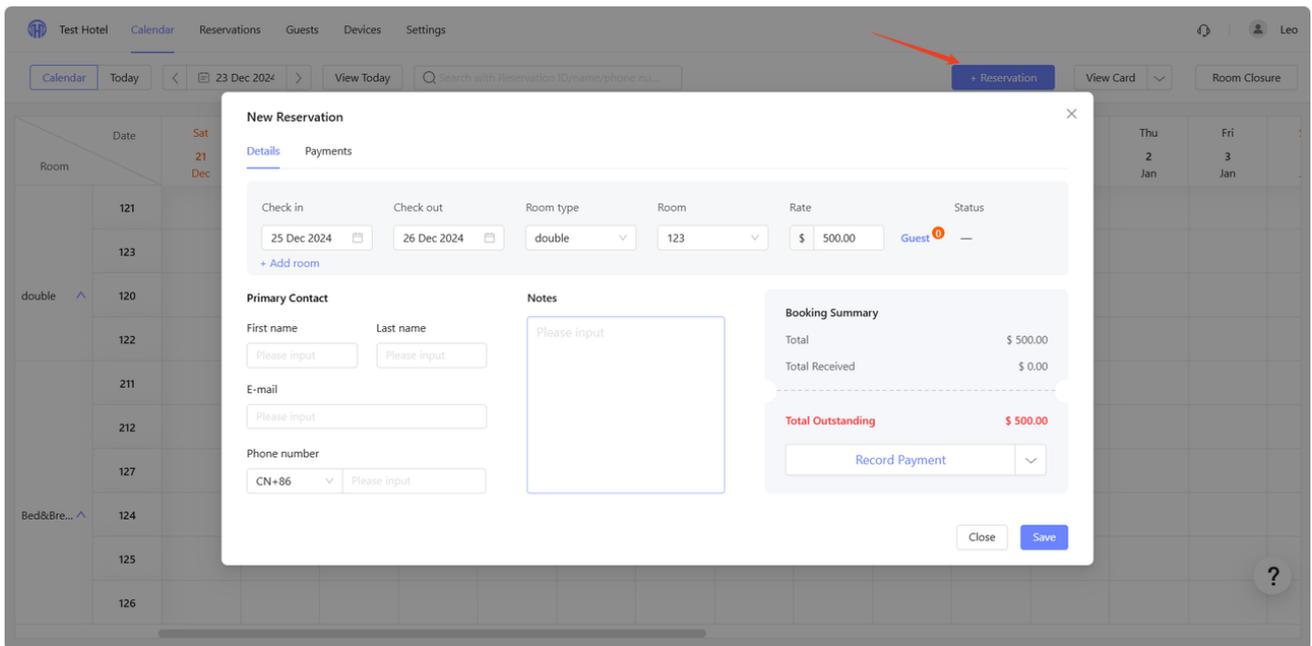
2.7.2 Today

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.

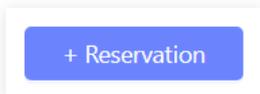


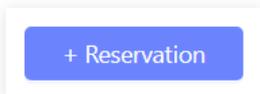
2.7.3 Add reservation





Operation Instructions:



#You can click on the room grid or the  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

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.

View Reservation ✕

[Details](#) [Payments](#) [Access](#)

Check in: 20 Nov 2024 Check out: 21 Nov 2024 Room type: Single room Room: 102 Rate: \$ 200.00 Guest: 1 Status: Checked in

[+ Add room](#)

Primary Contact

First name: Last name:

E-mail:

Phone number:

Notes

Please input

Booking Summary

Total	\$ 200.00
Total Received	\$ 0.00
Total Outstanding	\$ 200.00

[Record Payment](#)

Reservation ID: 20241120090917279108

Close Cancel reservation Check out

View Reservation ✕

[Details](#) [Payments](#) [Access](#)

Booking Summary

Item	Method	Amount	Timestamp	Operation
Rate	Cash	\$ 200.00	Nov 20, 2024 9:12 AM	<input type="text"/>

Record Refund

Item	Method	Amount	Timestamp	Operation
<input type="text"/>				

Booking Summary

Total	\$ 200.00
Total Received	\$ 200.00
Total Outstanding	\$ 0.00

[Record Payment](#)

Reservation ID: 20241120090917279108

Close Cancel reservation Check out

Operation Instructions:

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

#You can click the in the Payment tab to record, and you can also view the recorded payment information 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.

View Reservation

Details Payments Access

Check in

Please select the room to check in and verify guest information

102 Nov 19 2024 — Nov 20 2024

First name: Last name: E-mail: Phone number:

[+ Add guest](#)

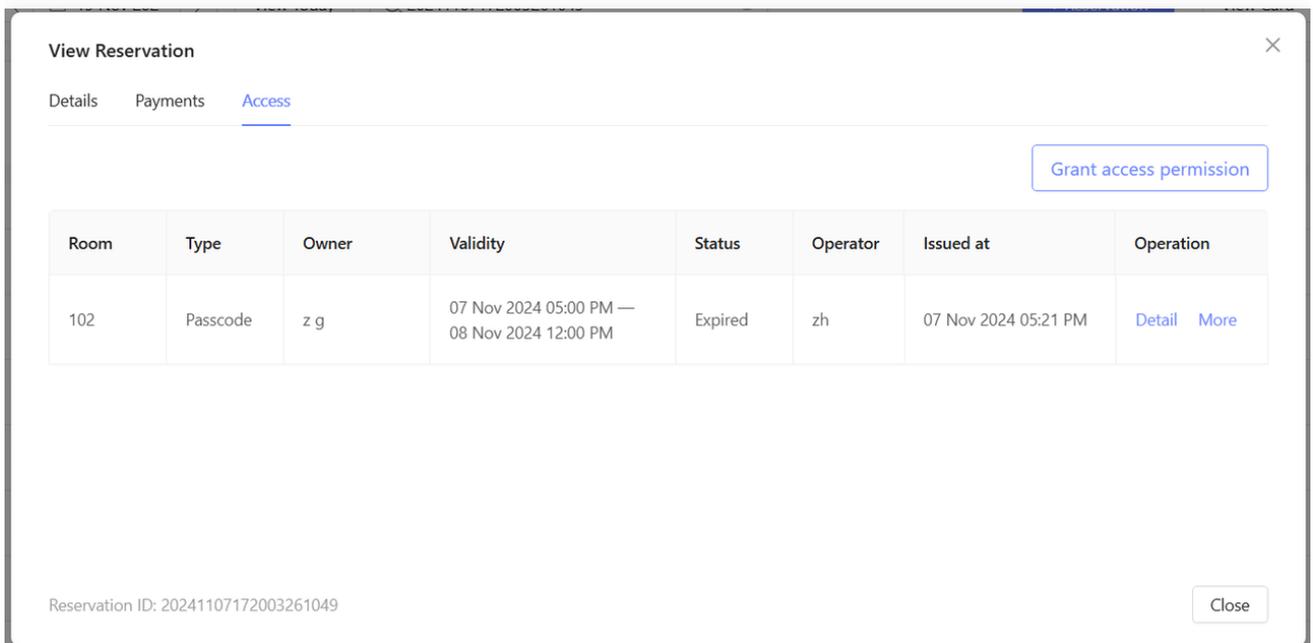
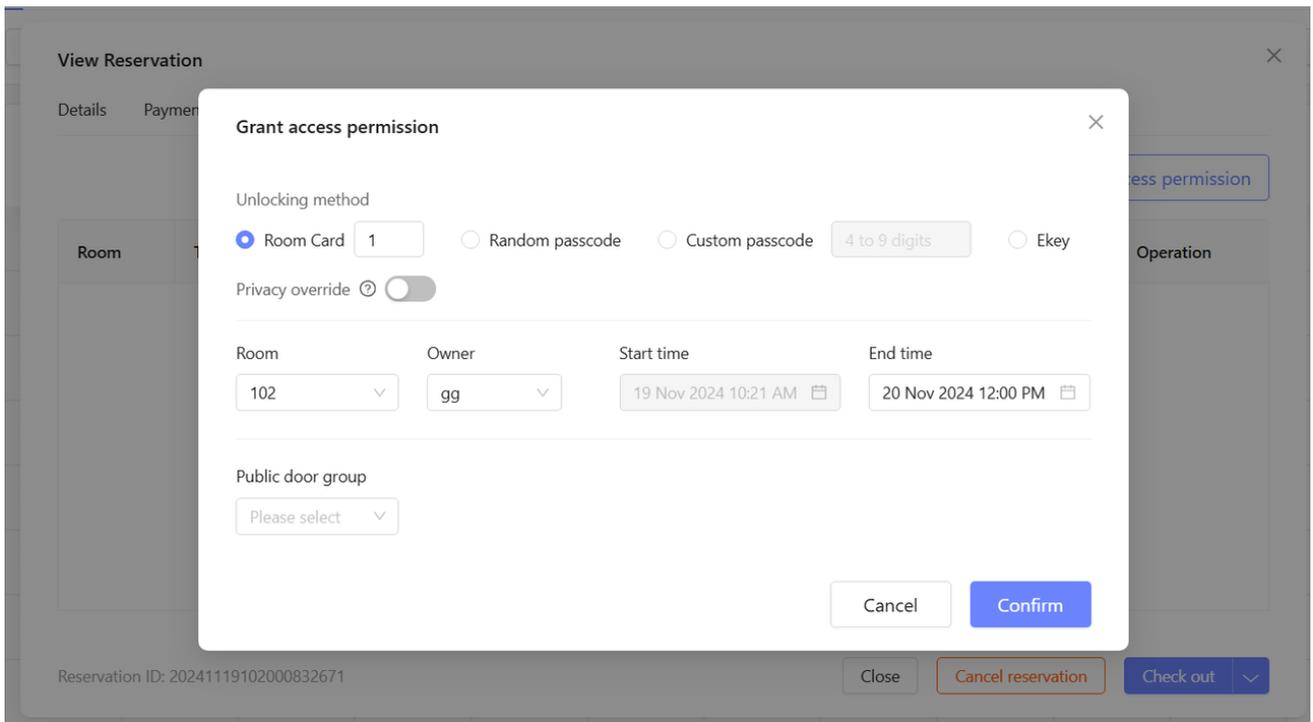
Reservation ID: 20241119102000832671

View Reservation

Details Payments Access

Room	Type	Owner	Validity	Status	Operator	Issued at	Operation
 No access permission							

Reservation ID: 20241119102000832671



Operation Instructions:

#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 .

#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.

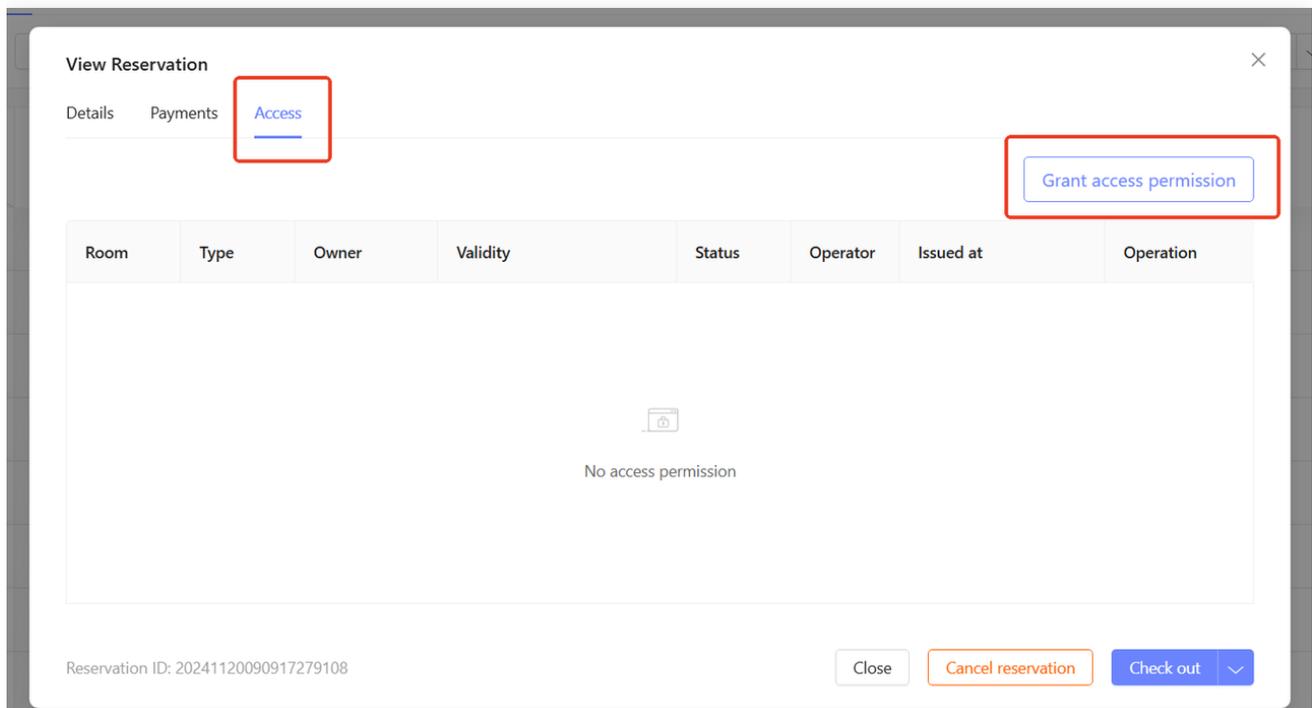
#Select an appropriate unlocking method for the guest, such as Room Card, Passcode, or Ekey. Then, you need to select the room and the corresponding check-in person to send the unlocking permission.

#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:

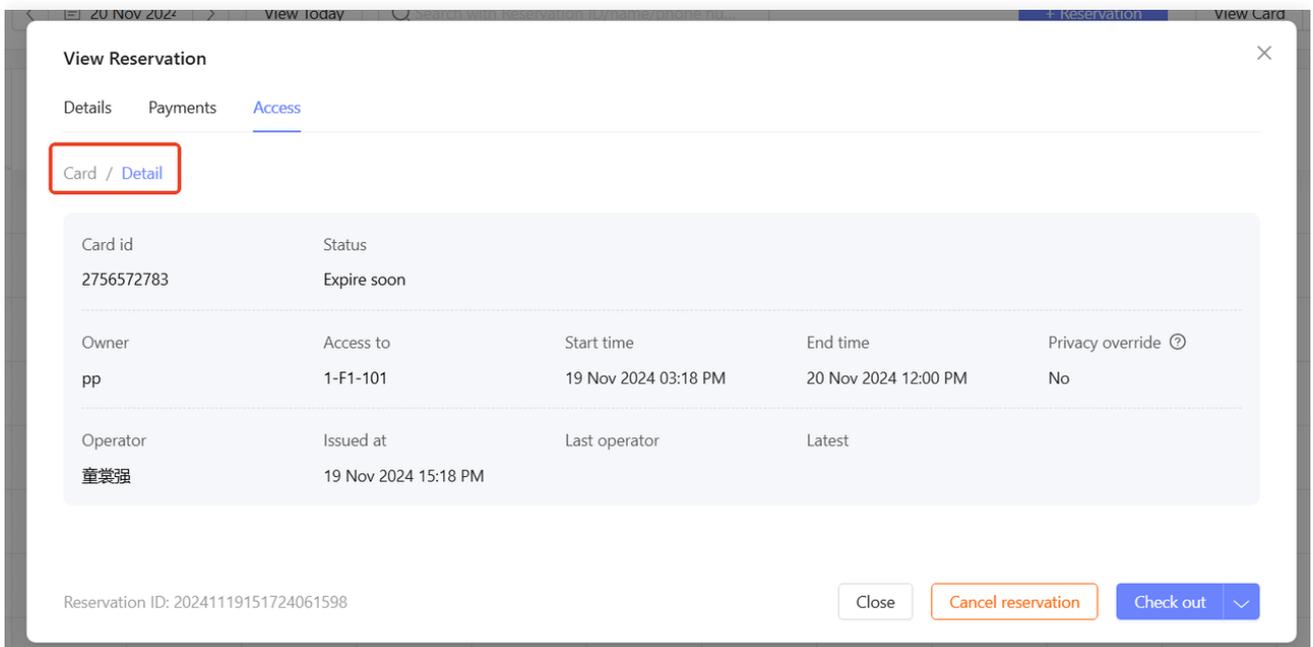
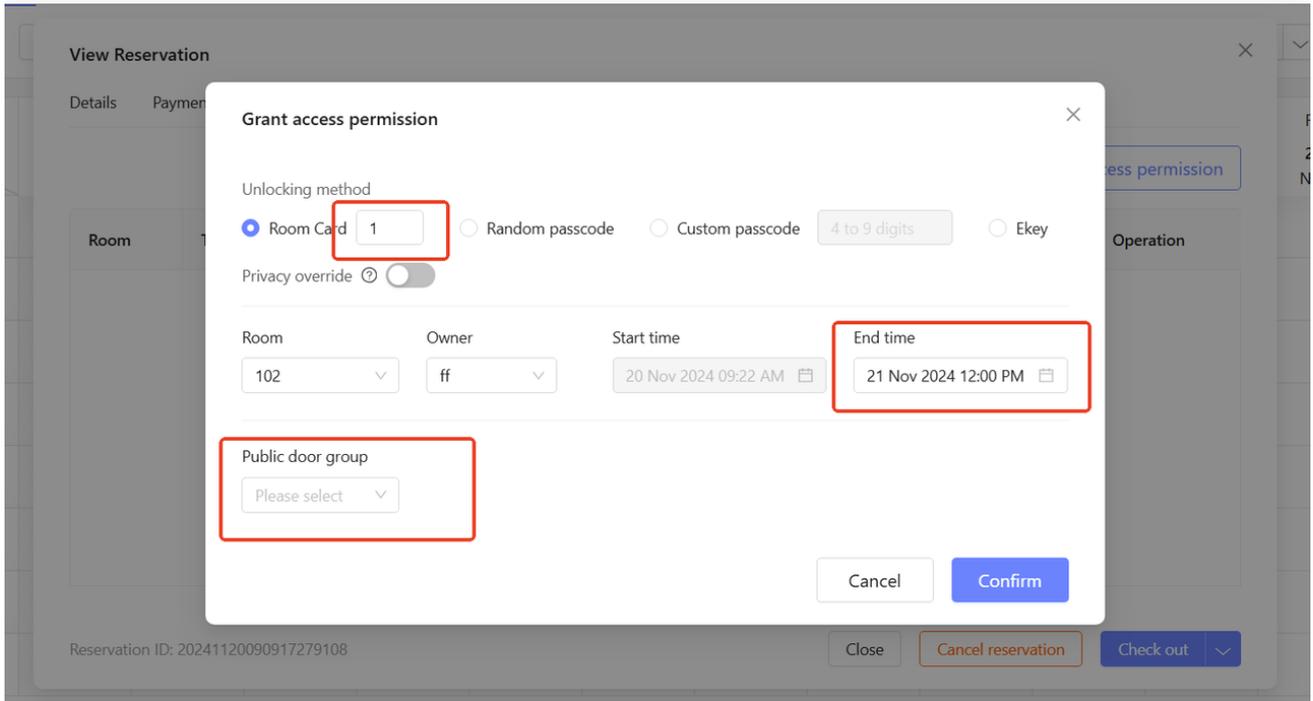
- **Privacy override:** It means that the card can still open the door even if the door lock is locked from the inside.
- **Public door group:** It means that the card can open the public door in the group in addition to the guest room.



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.



Operation Instructions:

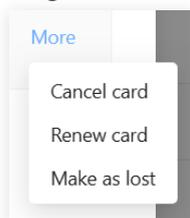
#Select the number of cards to issue.

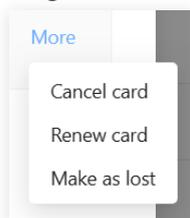
#Select whether to allow Privacy override.

#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.

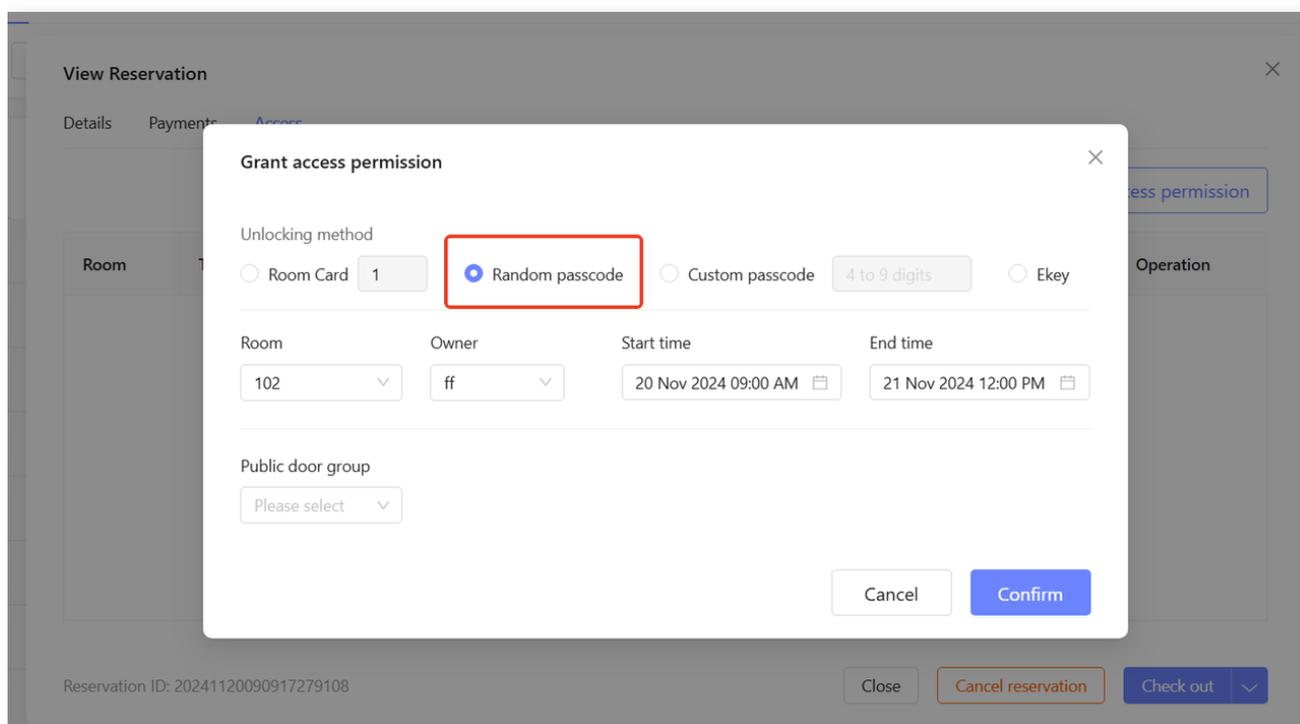
#After issuing the card, you can click the  to view the card details.

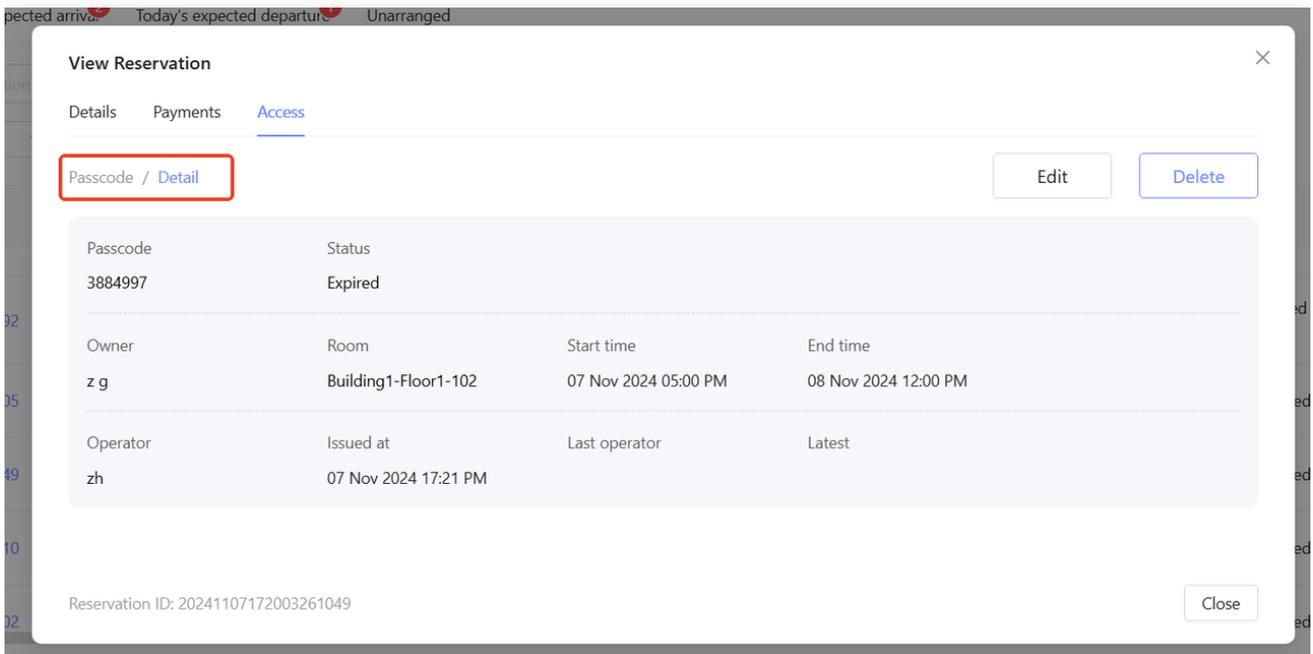
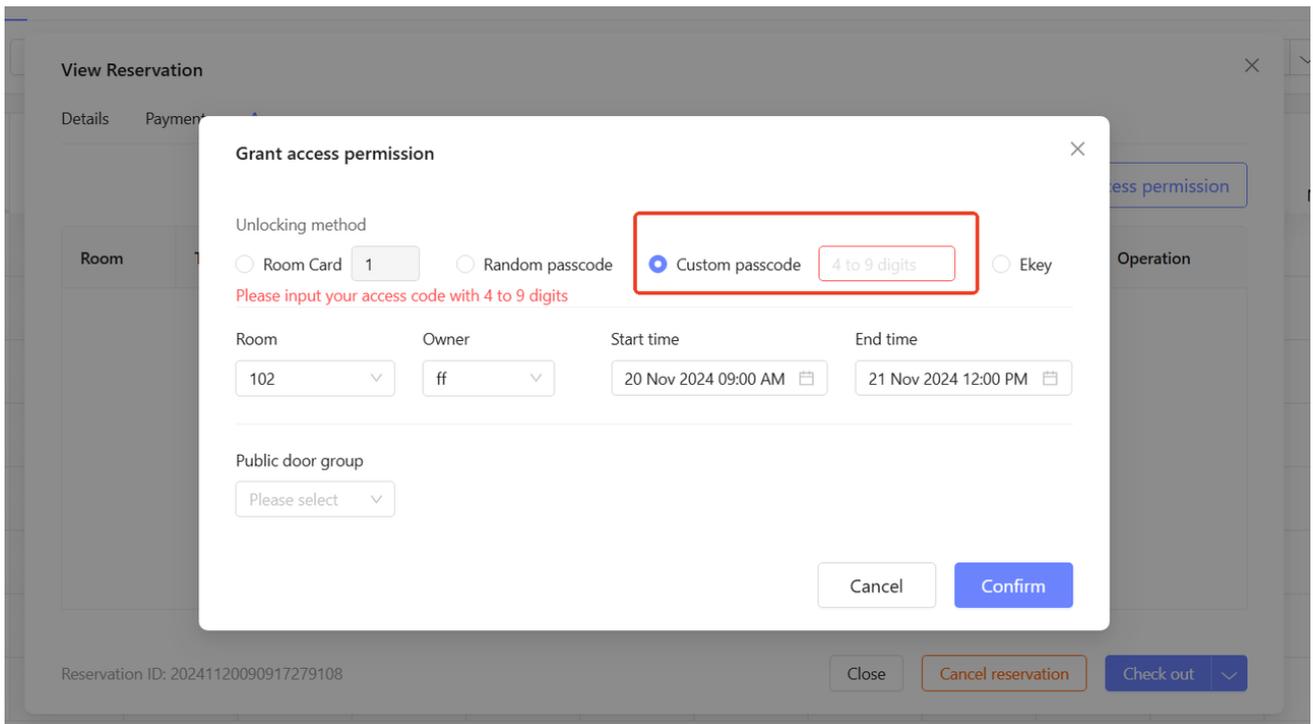


#Click the , and you can Cancel card, Renew card, or Make as lost. The specific introduction of Make as lost can be seen in the corresponding chapter.

2.7.6.2 Random Passcode/Custom passcode

- 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.





Operation Instructions:

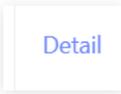
#Select Random passcode or Custom passcode.

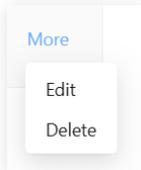
#Select the room, guest, and the effective and expiration times of the card.

#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**

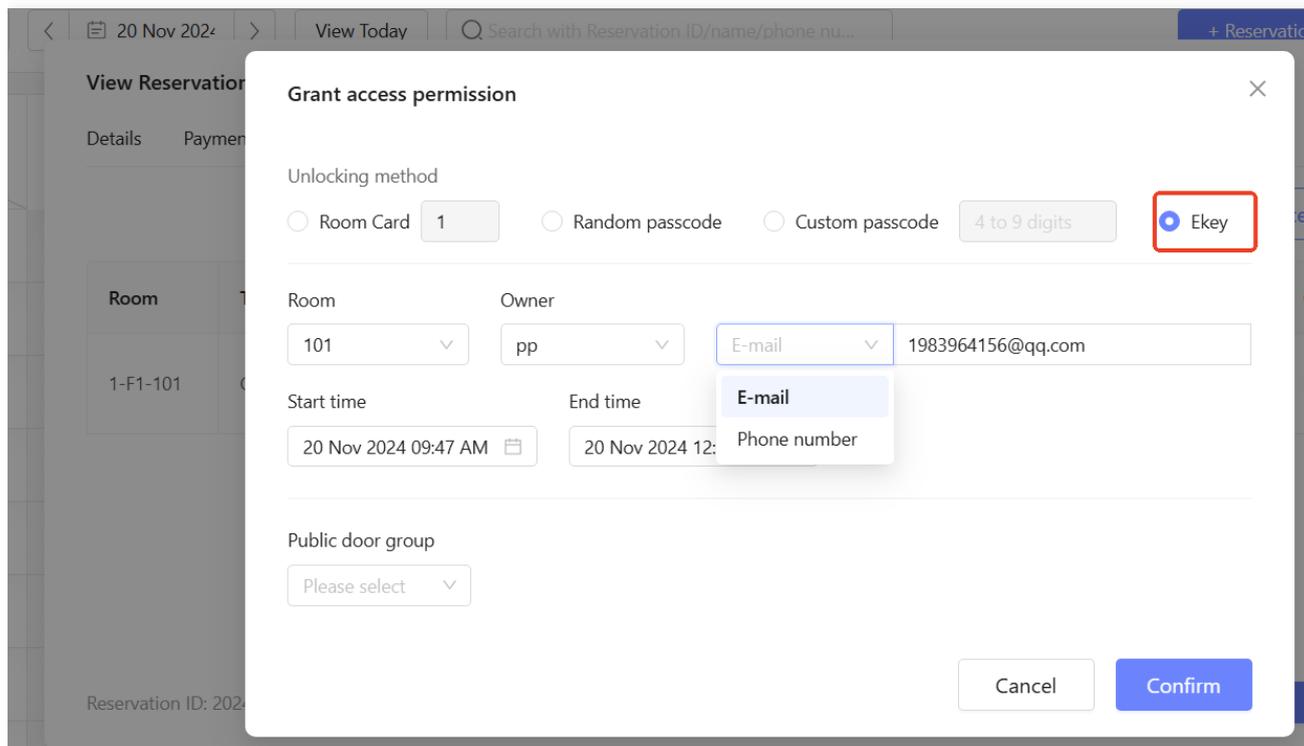
not networked, the password of each door will be different. It is recommended to network the lock to generate the same password for the convenience of guests' memory.

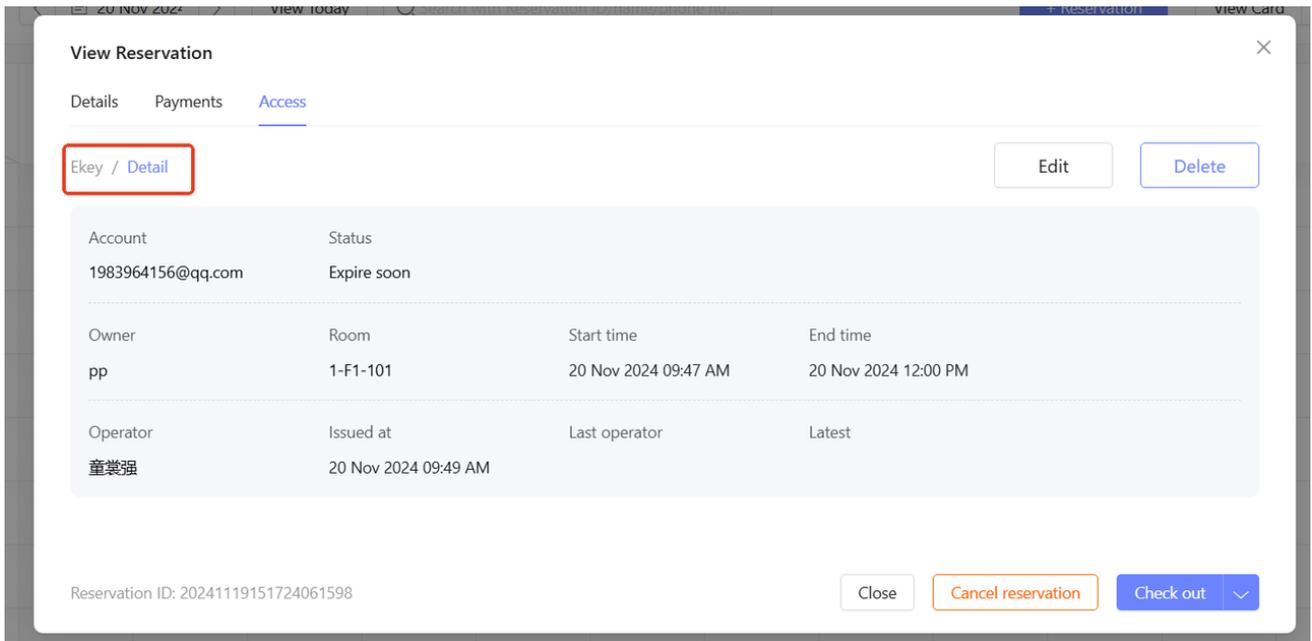
#After issuing the password, you can click the  to view the password details.

#To edit or delete the password: click the , and perform the operations 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.

2.7.6.3 Ekey

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

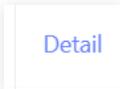


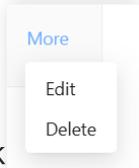


Operation Instructions:

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

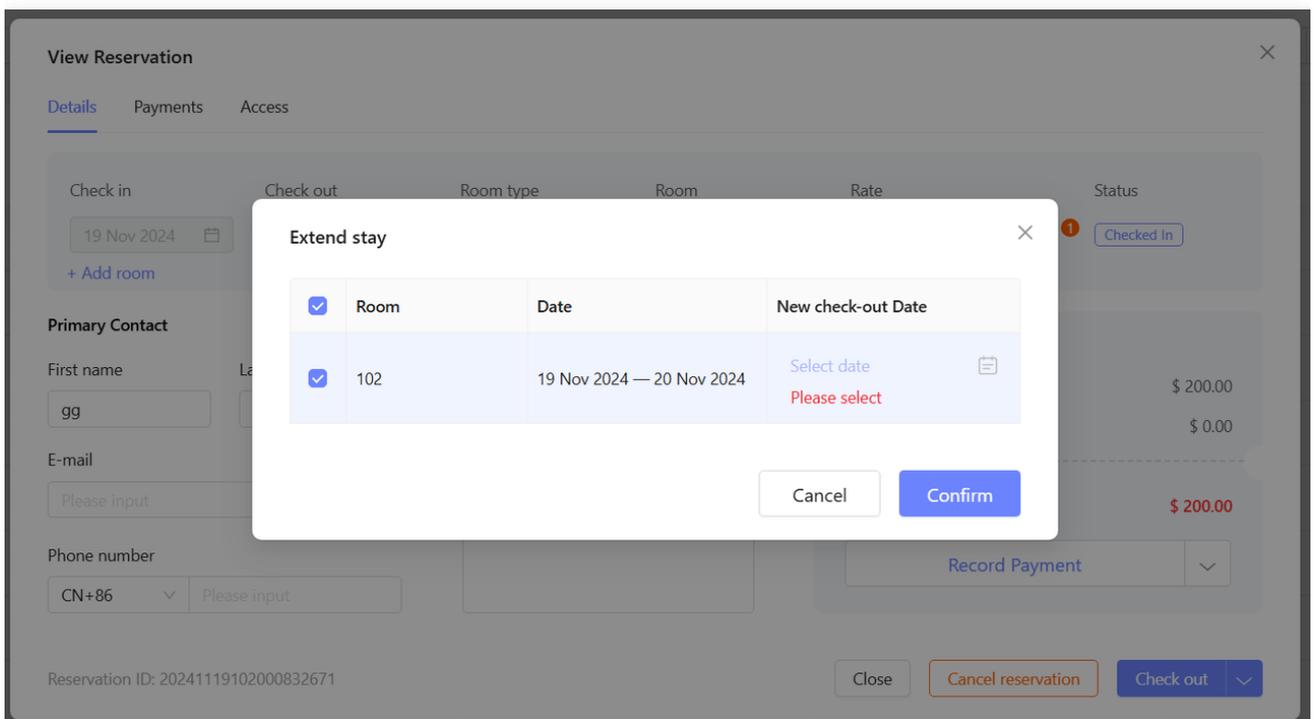
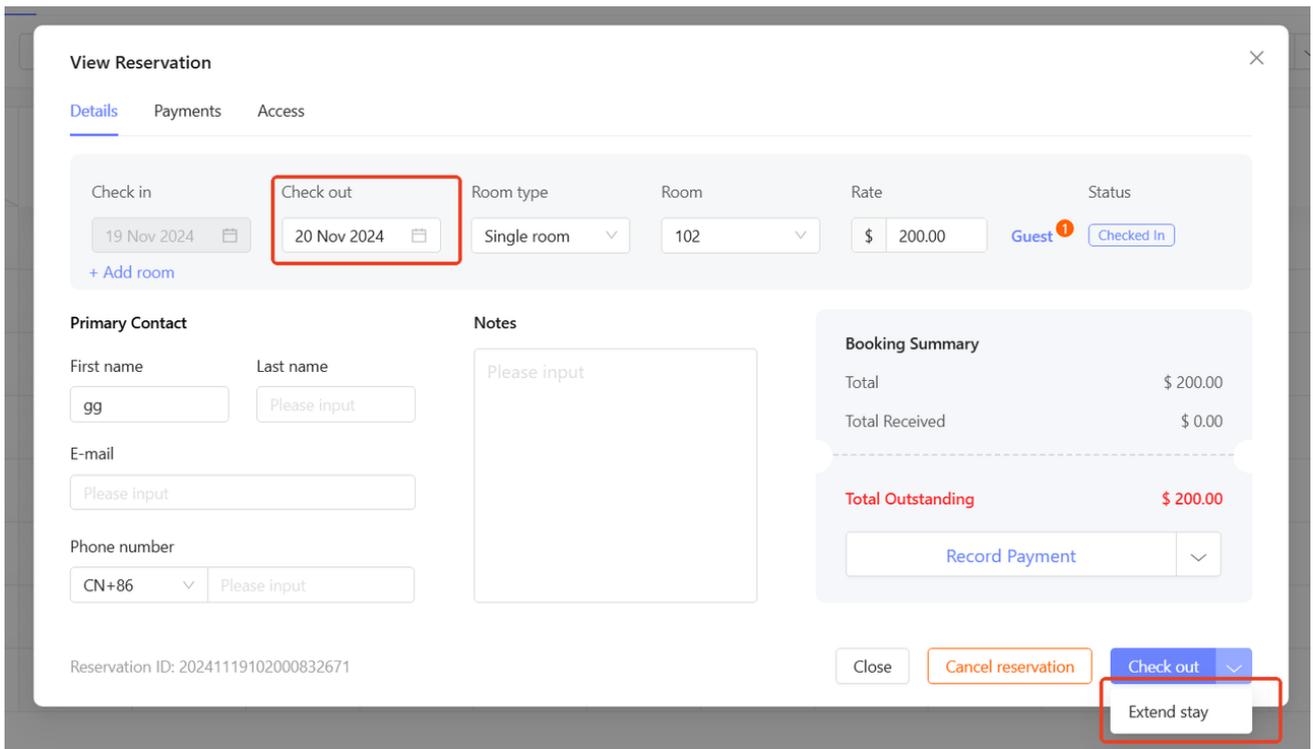
#If you want to allow Bluetooth to open some public doors, you can select Public door group.

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

#Edit Bluetooth, delete Bluetooth: click  , to edit and delete Bluetooth.

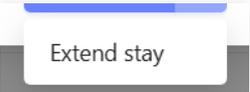
2.7.7 Extend stay

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



Operation Instructions:

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

#Click the  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).

Room		Date	Mon	Today	Wed	Thu
		18	19	20	21	
		Nov	Nov	Nov	Nov	
Single ro... ^	101					
	102		\$ gg			
	103		\$ as			
	104					
	110					
Deluxe ^	210					
	211					
	212					

	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 Confirm

Operation Instructions:

#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).

The screenshot displays the 'View Reservation' interface with the following details:

- Check in:** 19 Nov 2024
- Check out:** 21 Nov 2024
- Room type:** Single room
- Room:** 102
- Rate:** \$ 400.00
- Status:** Guest (1) Checked In
- + Add room:** A button to add a new room.
- Primary Contact:**
 - First name: gg
 - Last name: Please input
 - E-mail: Please input
 - Phone number: CN+86, Please input
- Notes:** Please input
- Booking Summary:**
 - Total: \$ 400.00
 - Total Received: \$ 0.00
 - Total Outstanding: \$ 400.00**
 - Record Payment button
- Reservation ID:** 20241119102000832671
- Buttons:** Close, Cancel reservation, Check out

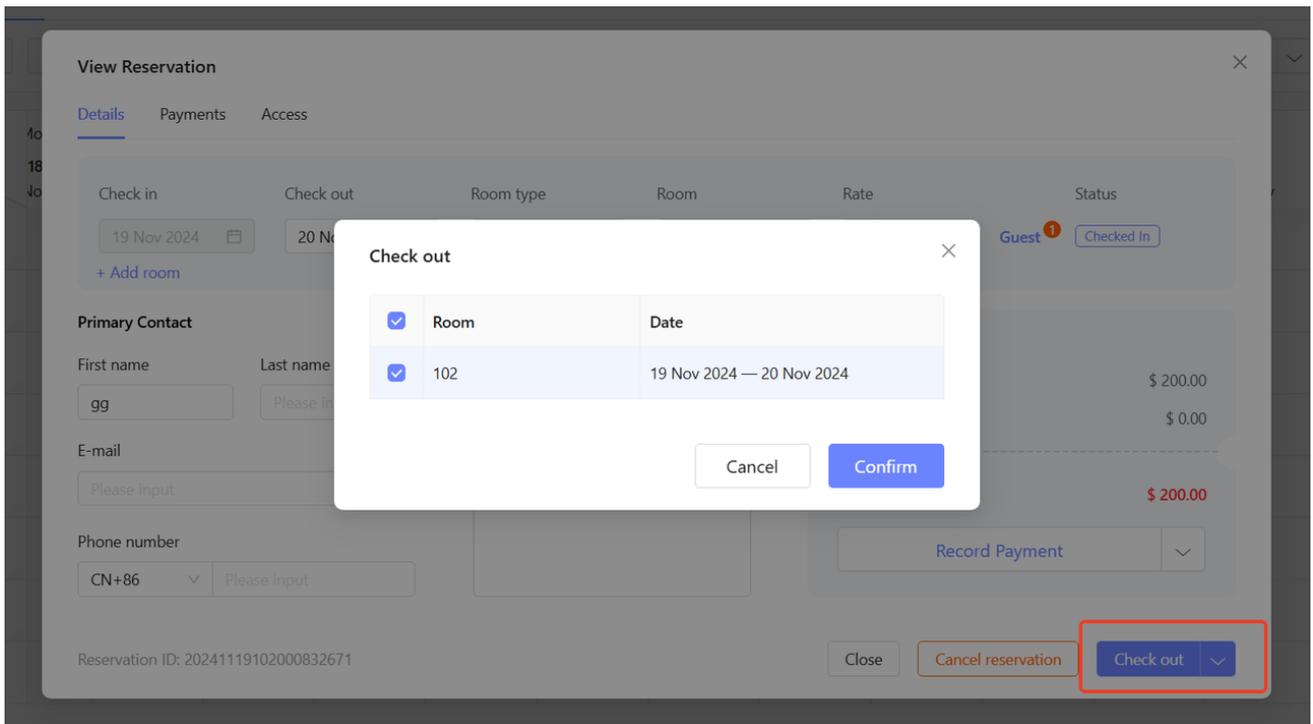
Operation Instructions:

- #(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.

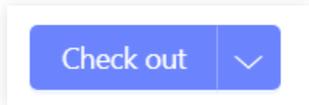
#**Note:** If step (2) is not performed and a new room is directly selected in step (1), the order will overwrite the check-in information of the original room.

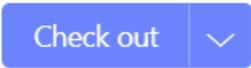
#If you have sent unlocking permissions to the guest before, after the room change, it will automatically enter the process of reclaiming the original room and issuing unlocking permissions for the new room for the guest. **Among them, the Room card needs to be re-issued by the staff using the Card encoder; 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



Operation Instructions:



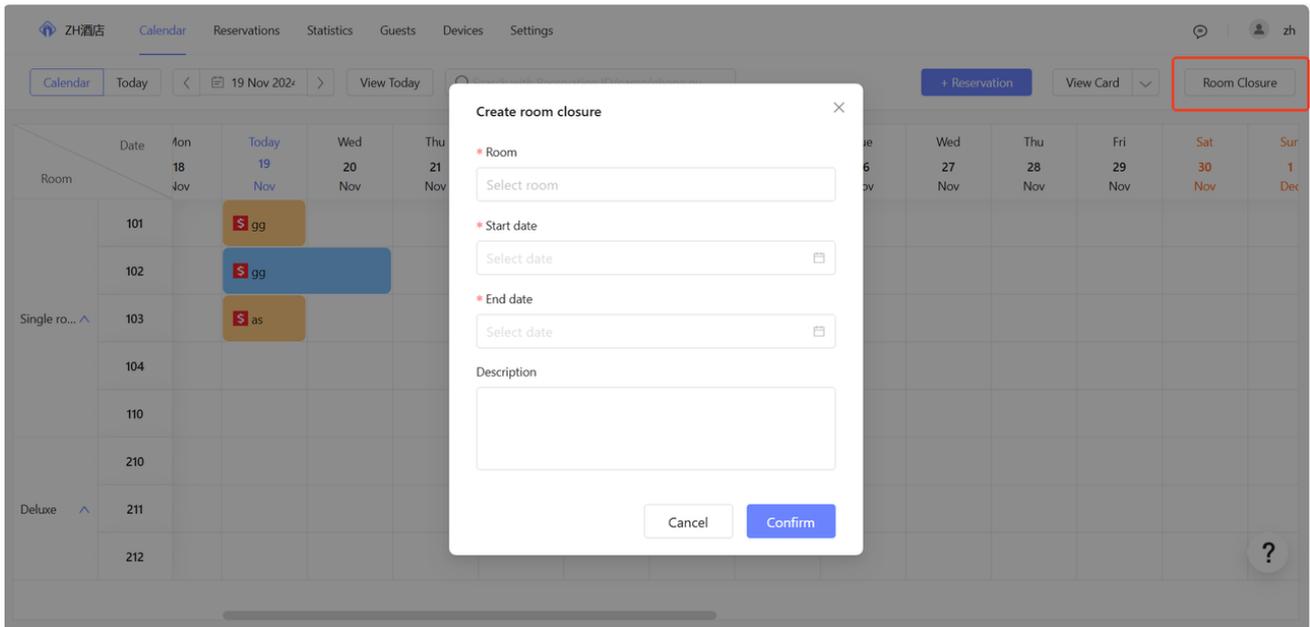
#Click the  in the reservation details.

#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.

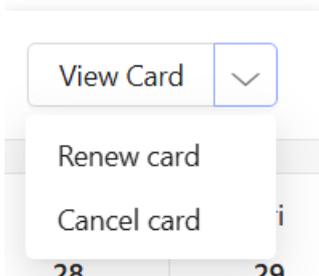


Operation Instructions:

Click the  in the Calendar.
 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.



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.

View Reservation



Details Payments **Access** Notify

Grant access permission

Room	Type	Owner	Validity	Status	Operator	Issued at	Operation
1107	Room card	tt	Apr 14 2024 09:12 AM – Apr 14 2024 09:12 AM	Normal	ZH	Apr 14 2024 09:12 AM	Detail More
1108	Password	tt	Apr 14 2024 09:12 AM – Apr 14 2024 09:12 AM	Normal	ZH	Apr 14 2024 09:12 AM	Detail More Notify
1109	Ekey	tt	Apr 14 2024 09:12 AM – Apr 14 2024 09:12 AM	Normal	ZH	Apr 14 2024 09:12 AM	Detail More Notify

Reservation ID:20240513144142208354

Close

Cancel reservation

Check out



Notify



Method

Email



Contact information

15958180946@163.com

Template

Default



Message

Welcome to zh内测2. Your room is:
房间:1-2-101
有效期:2024.07.17 09:51-2024.07.18 12:00
Please follow the steps to open door:1. Install the App for
link: <https://onelink.to/hotelguest2>. Enter your
account:15958180946@163.com, and get a verification code
to login
3. Then open door when you near the lock.
Have a good day.
zh内测2

Estimated msg segments:1,Remaining: 19

Cancel

Ok

View Reservation ✕

Details Payments Access **Notify**

[+ notify](#)

Send to	contract information	Method	Template	Scenario	Send by	Send at	Operation
hhh	+86 13757199063	SMS	Reservationnotification	Reservation notification	Zhone	Apr 14 2024 09:12 AM	View

Reservation ID:20240513144142208354

Close
Cancel reservation
Check In ▼

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.

tt hotel Calendar **Reservations** Statistics Guests Devices Settings 🗨️ 👤 童奕强

[All](#)
[Today's expected arrival](#) ³
[Today's expected departure](#) ¹
[Unrranged](#) ²

Created
Start date → End date
Please select room type or room
Please select status

Access status
Payment status
Reset

Reservation ID	Contact	Contact information	Room type	Room	Room night	Arrival date	Departure date	Status	Rate(\$)	Tc
20241119151724061598	pp	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	
20240923161911098356	11 22		DT1		1	2024.09.23	2024.09.24	Reserved	199.00	
			DT1		1	2024.09.23	2024.09.24	Reserved	199.00	

4 in total < 1 > 10 / page

Operation Instructions:

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 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

Name	Email	Phone number	Number of stays	Number of night	Created	Operation
gt			1	1	23 Dec 2024 09:36:36	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
Miss			0	0	12 Dec 2024 14:17:35	Detail Edit

Test Hotel | Calendar | Reservations | **Guests** | Devices | Settings

Guests / Detail

Information [Edit](#)

First name Cecilia	Last name —	E-mail —	Phone number —
Gender —	Birthday —	Certificates —	Certificates ID —
Created 12 Dec 2024 15:22	Notes —		

[Recent reservations](#) | [Access permission](#)

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 total < 1 > 20 / page

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.

New guest
✕

First name

Last name

E-mail

Phone number

Gender
 Male
 Female

Birthday

Certificates

Certificates ID

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
Leo

Fold <<

- Smart lock
- Card
- Card encoder
- Gateway
- Lift controller
- Power saver

123
61%

[Detail](#)

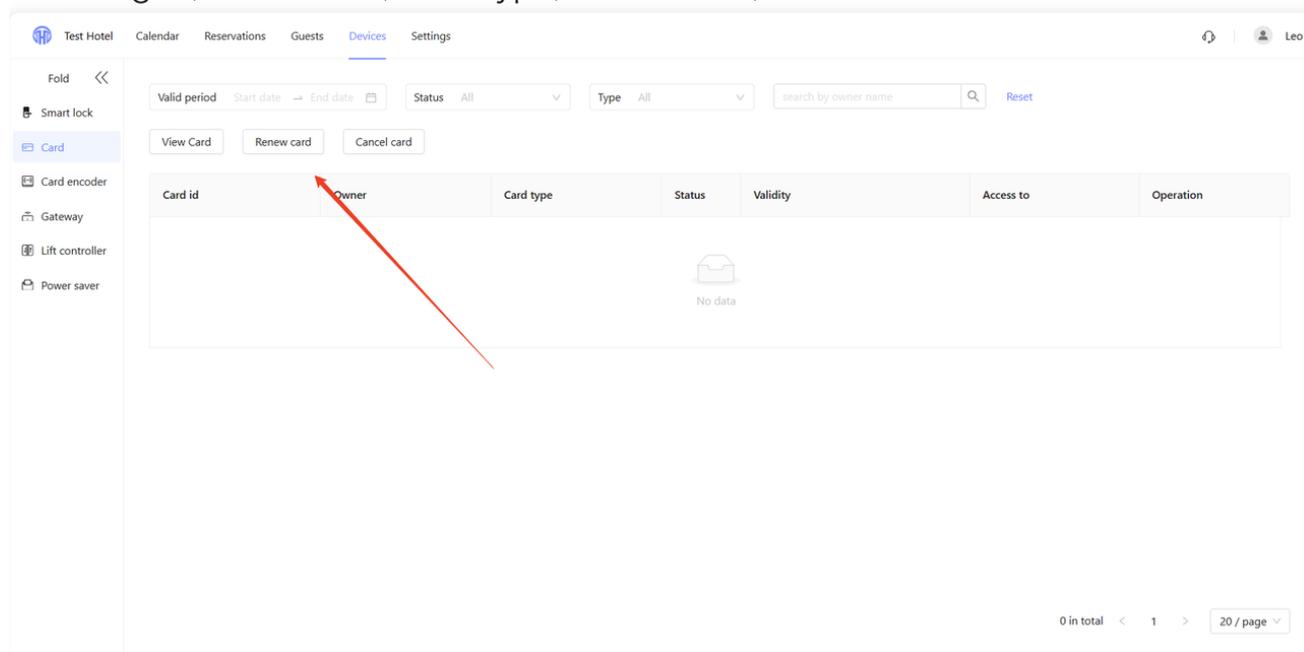
1 in total
<
1
>
20 / page

2.10.2 Card

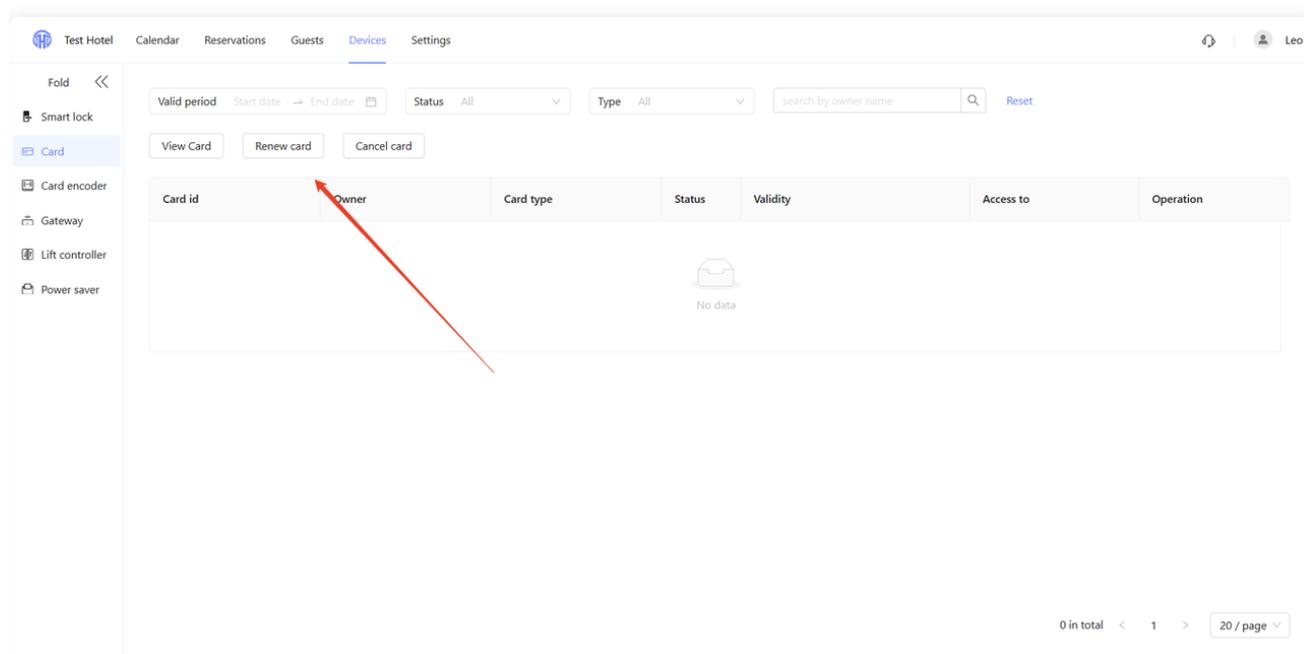
This module can view card status information and issue/renew/cancel cards for employees and temporary cardholders.

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.



2.10.2.2 Issue/View/Renew/Cancel Card



Operation Instructions:

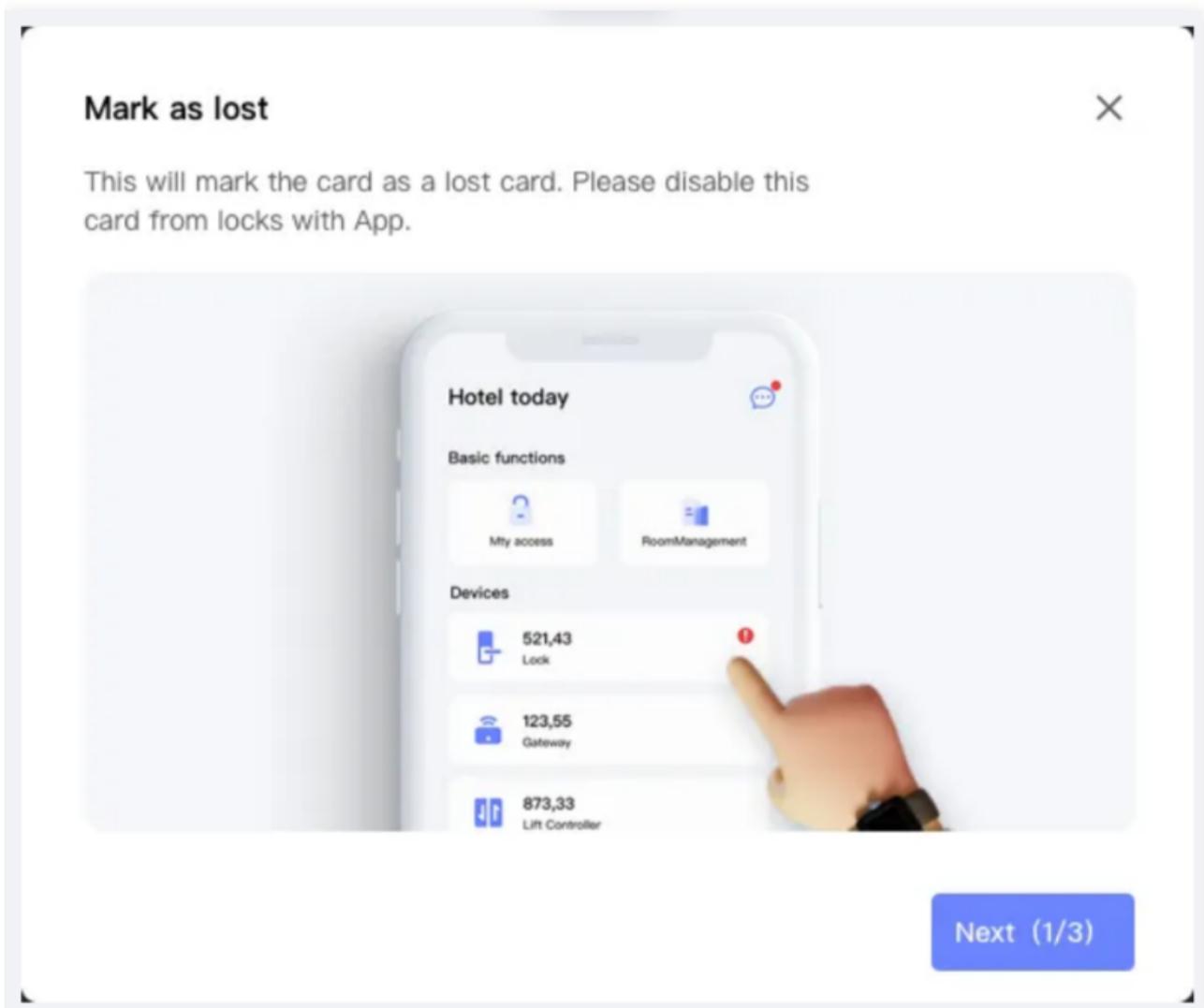
- Issue Card: Issue cards to employees or cardholders.
- View Card: View the information in the card.

- 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.

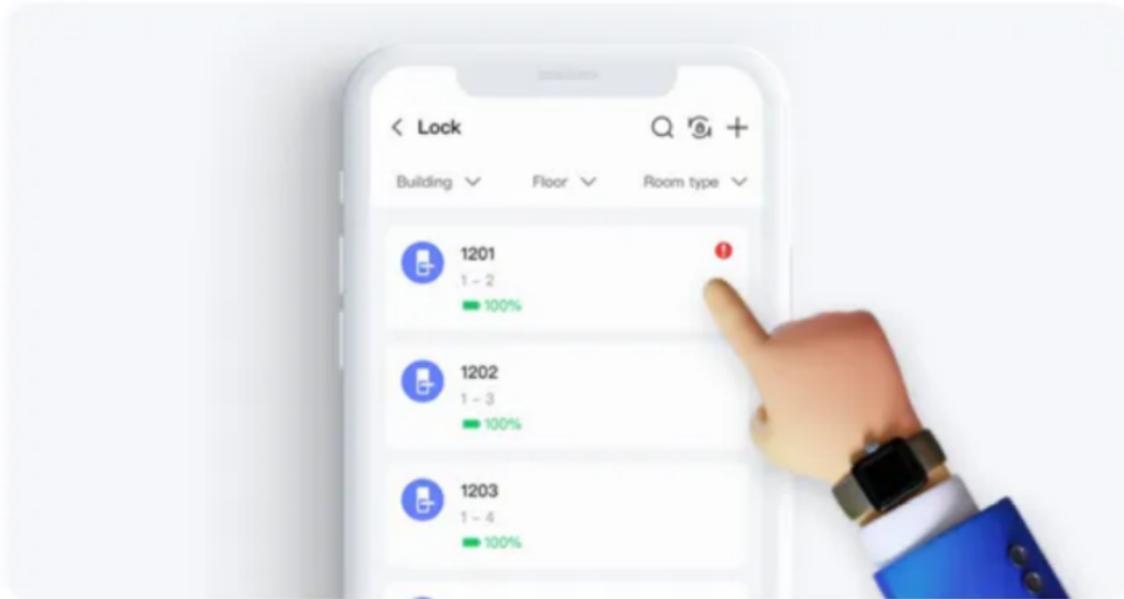
- Click Mark as lost within the Web system.
- Through the APP, near the lock that the card can open, report the card as lost via Bluetooth.



Mark as lost

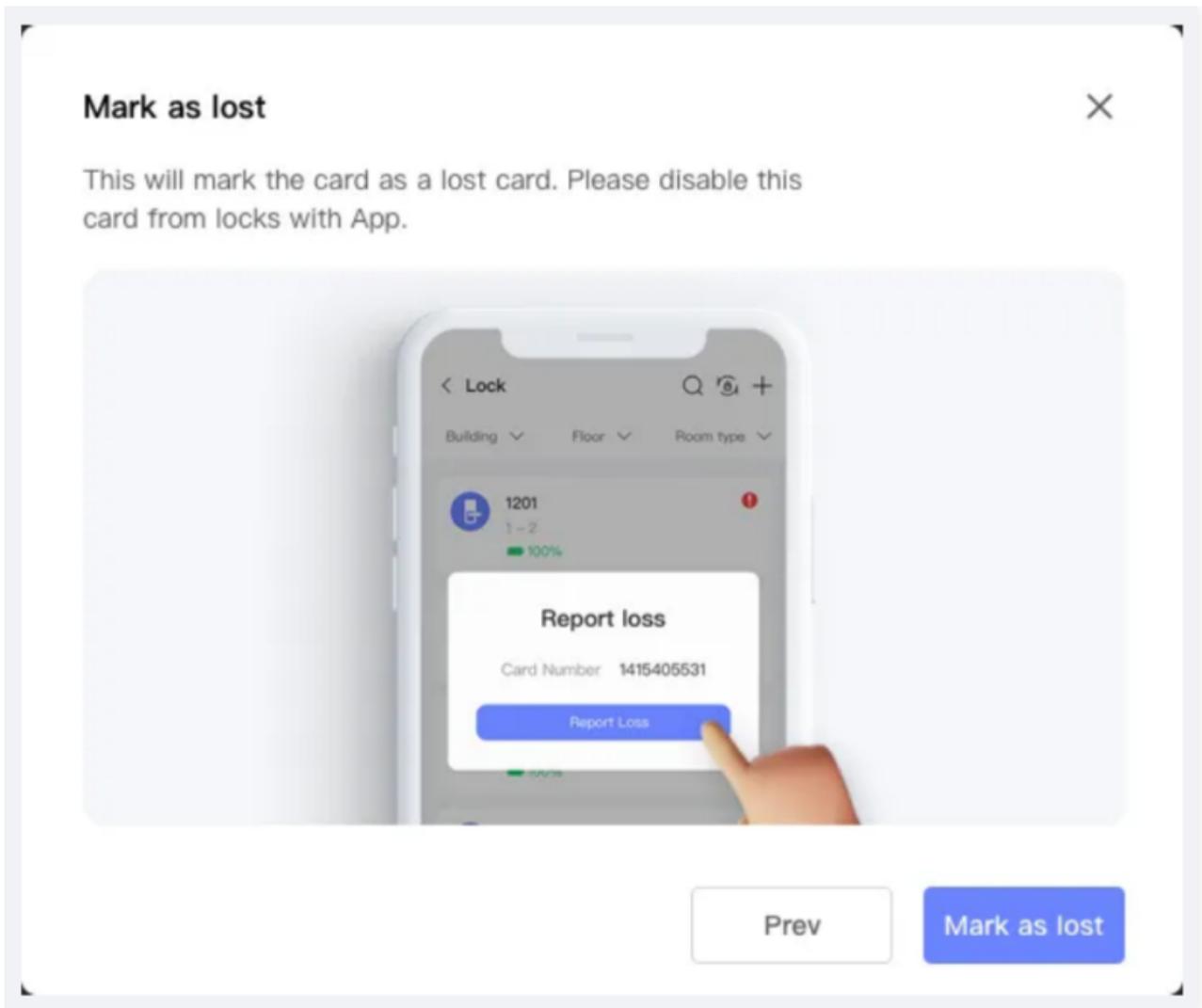


This will mark the card as a lost card. Please disable this card from locks with App.

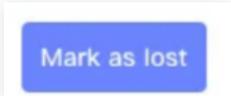


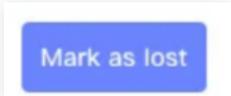
Prev

Next (2/3)



Operation Instructions:



#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.

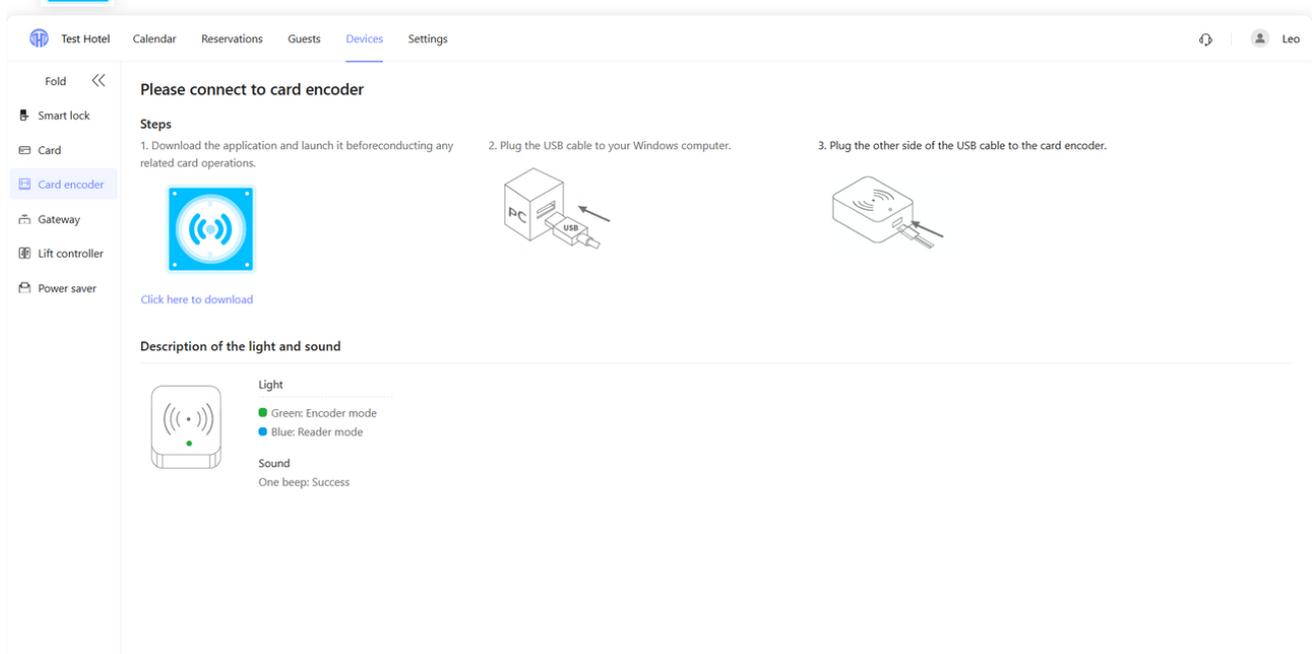
#For example: Card A can open guest rooms a and b. Card A is lost and needs to be reported as lost. Find Card A in the Web and perform Mark as Lost; Enter the APP-

[Devices]-[Lock]. You can see the prompt  of Lock a and b. Please click  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.

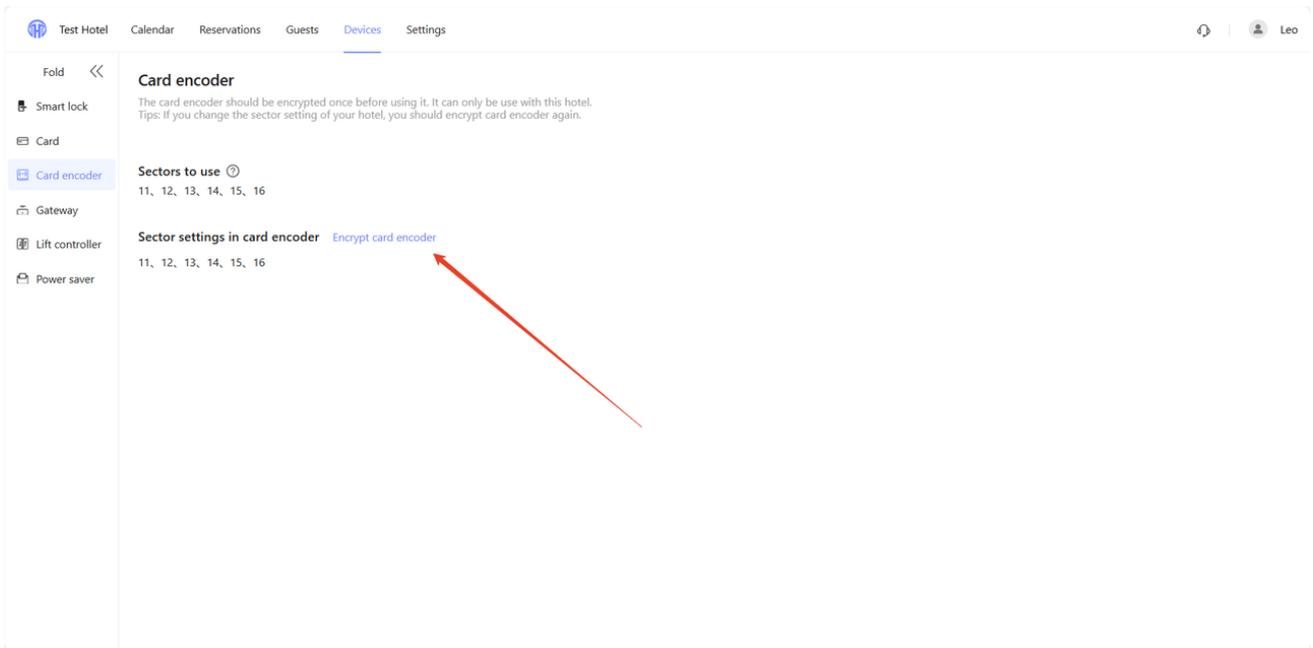
- Before using the card issuer, make sure that you have downloaded and run



- **Important:**

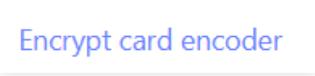
After the card issuer is recognized:

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.**



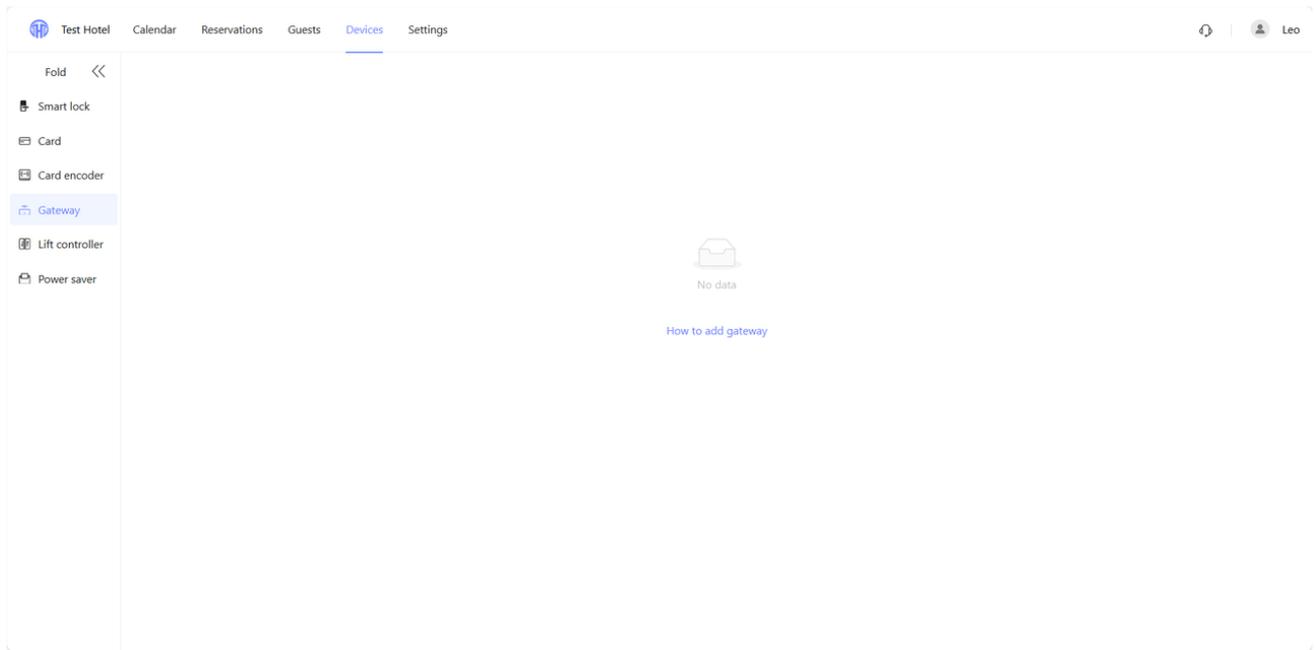
Operation Instructions:

#After successfully connecting the card issuer and running  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  to make the sectors used by the card issuer consistent with those of the system.

2.10.4 Gateway

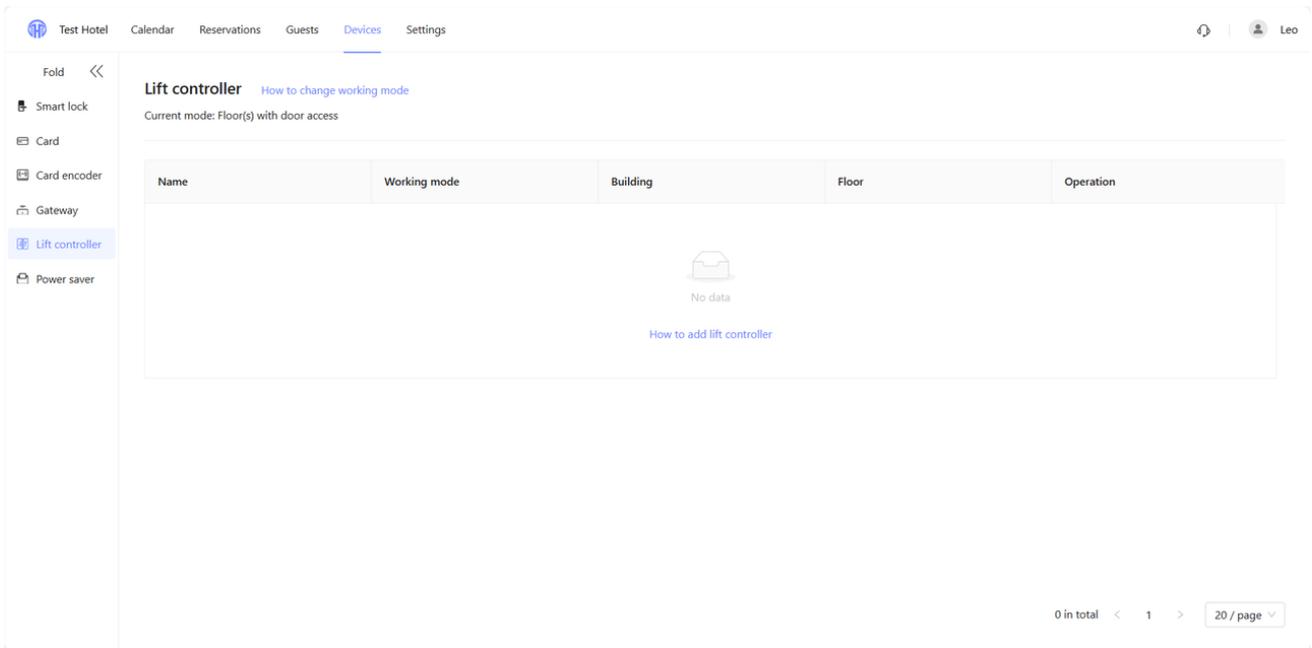
This page displays information related to the gateway, such as gateway name, status, and the number and names of connected devices. More gateway information needs to be viewed in the APP.



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.

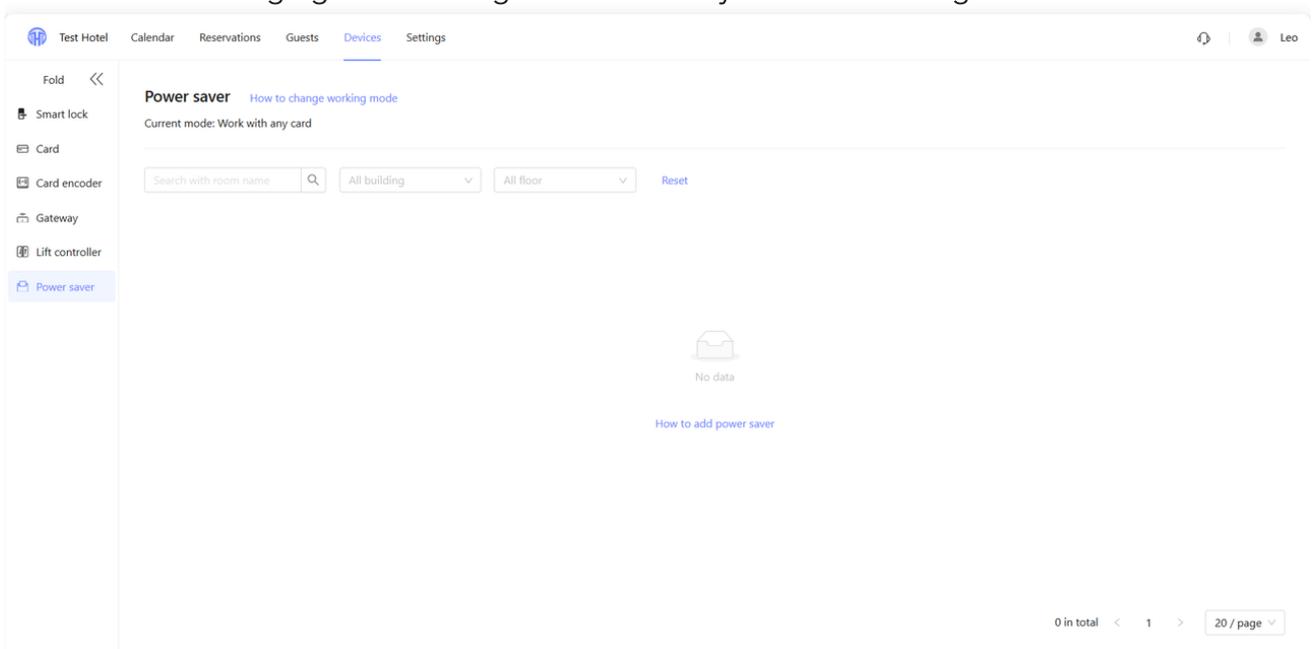
- Working mode: There are two working modes as follows:
 1. Floor(s) with door access: Only able to go to the floor where the guest room is located.
 2. All Floors: Can go to all floors.
- Note that changing the working mode can only be done through the APP.



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.

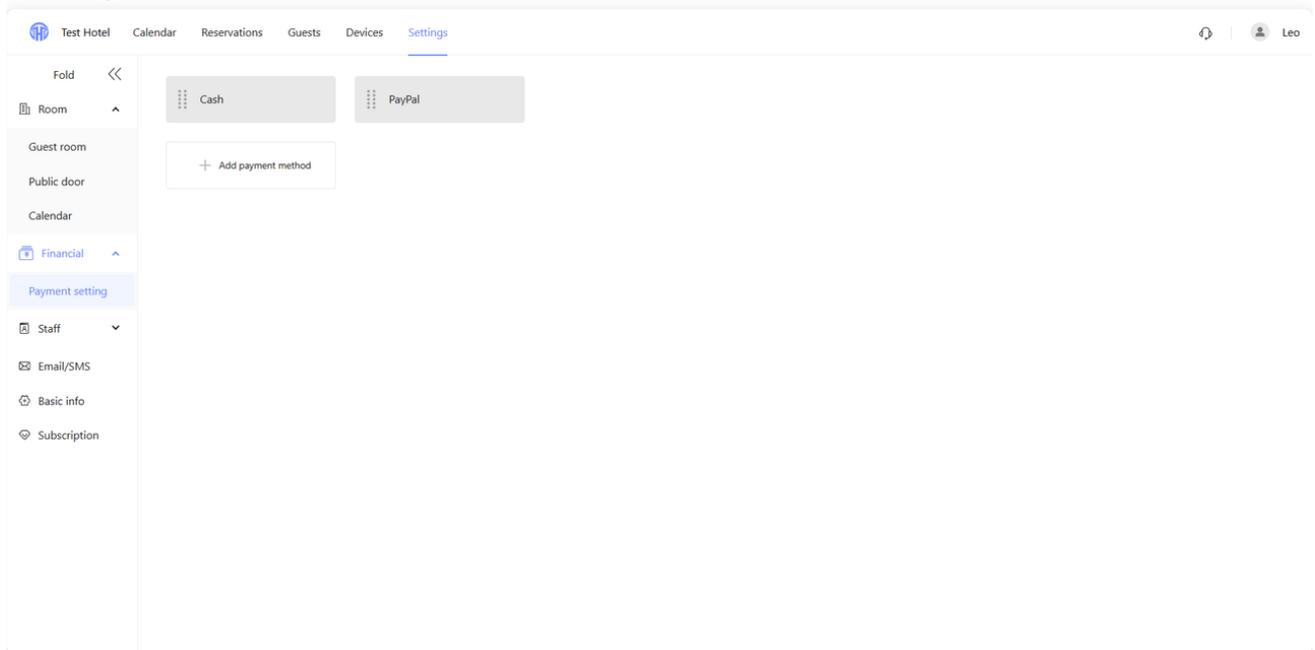
- Working mode: There are three working modes as follows:
 1. Work with any card: Insert any card to get power.
 2. Work with current hotel card: Insert the hotel card to get power.
 3. Work with current home card: Insert the room card to get power.
- Note that changing the working mode can only be done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



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 | **Settings** | Leo

Fold <<

Room >

- Guest room
- Public door
- Calendar

Financial >

- Payment setting
- Staff >
- Email/SMS**
- Basic info
- Subscription

SMS

Remain: 10 [Buy](#)

Email

Remain: 9 [Buy](#)

Records | Order

SMS | Email

Send to	Contact information	Template	Scenario	Segment needs	Send by	Send at
No data						

0 in total < 1 > 20 / page

Test Hotel | Calendar | Reservations | Guests | Devices | **Settings** | Leo

Fold <<

Room >

- Guest room
- Public door
- Calendar

Financial >

- Payment setting
- Staff >
- Email/SMS**
- Basic info
- Subscription

SMS

Remain: 10 [Buy](#)

Email

Remain: 9 [Buy](#)

Records | Order

SMS | Email

Send to	Contact information	Template	Scenario	Segment needs	Send by	Send at
No data						

Buy ✕

<p>500messages</p> <p>US\$0.01 (US\$0.10/msg)</p>	<p>2,000messages 10% Off</p> <p>US\$180.00 (US\$0.09/msg)</p>
<p>5,000messages 20% Off</p> <p>US\$400.00 (US\$0.08/msg)</p>	<p>10,000messages 30% Off</p> <p>US\$700.00 (US\$0.07/msg)</p>

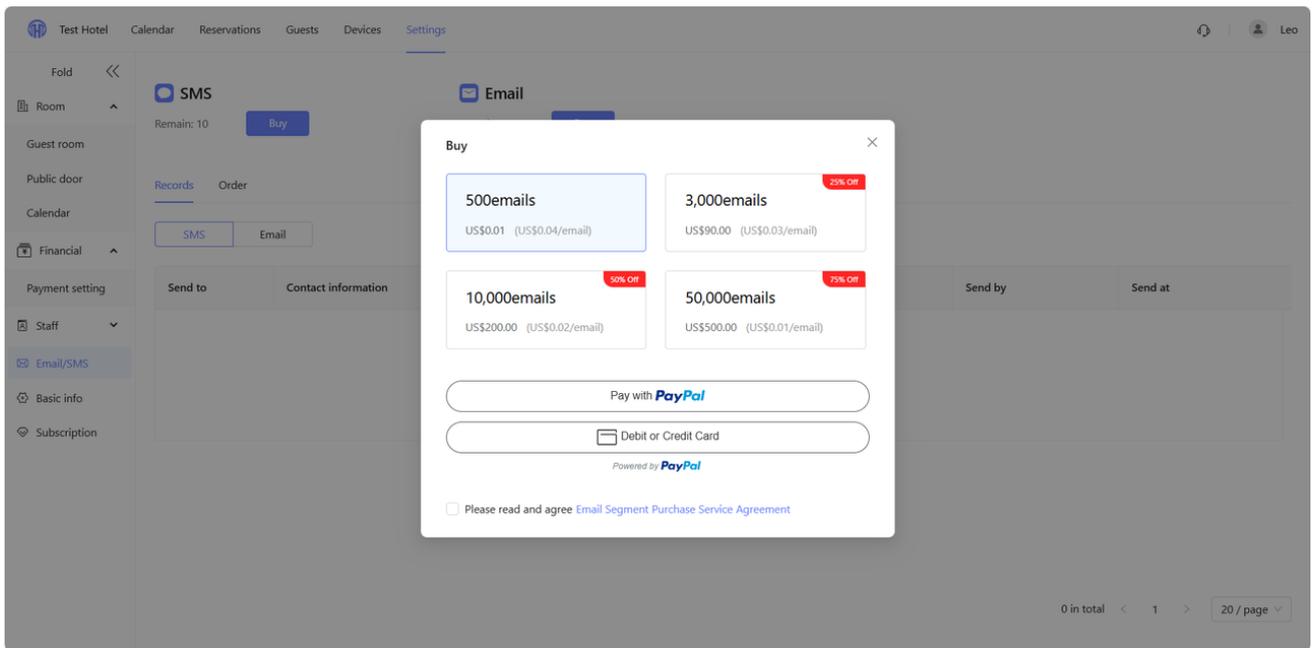
Pay with **PayPal**

Debit or Credit Card

Powered by **PayPal**

Please read and agree [SMS Segment Purchase Service Agreement](#)

0 in total < 1 > 20 / page

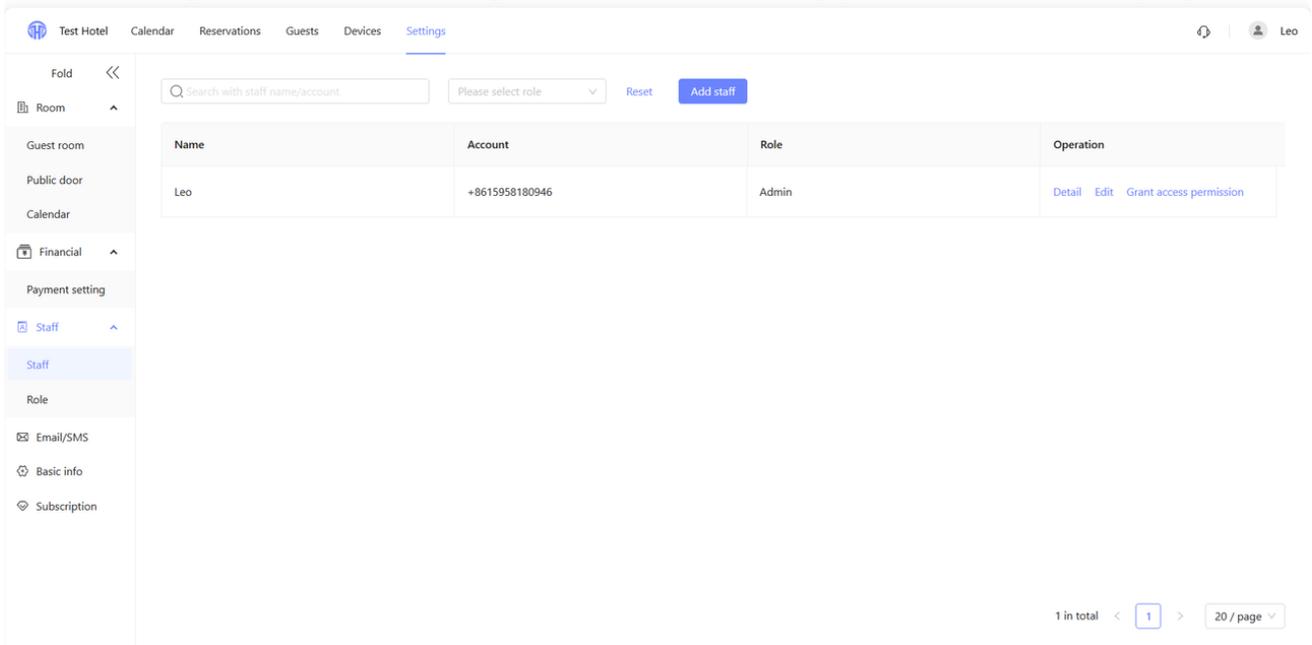


2.11.3 Staff

This module supports you to set hotel staff and roles.

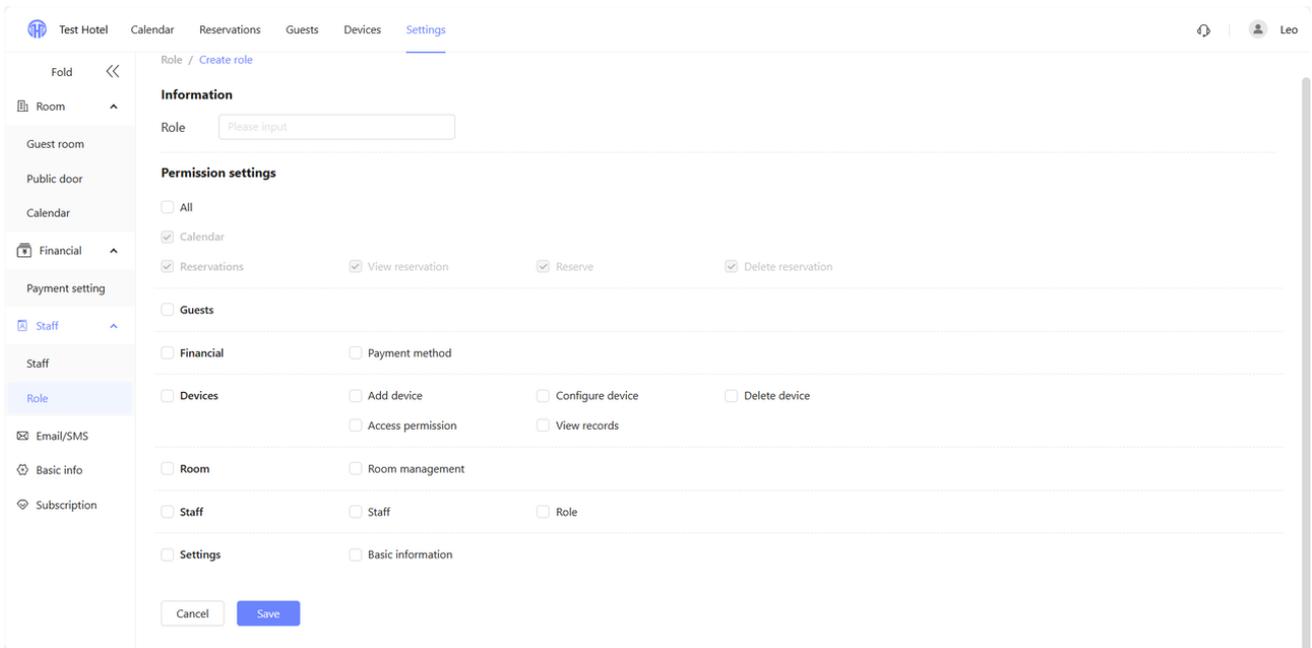
2.11.3.1 staff

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.



2.11.3.2 Role

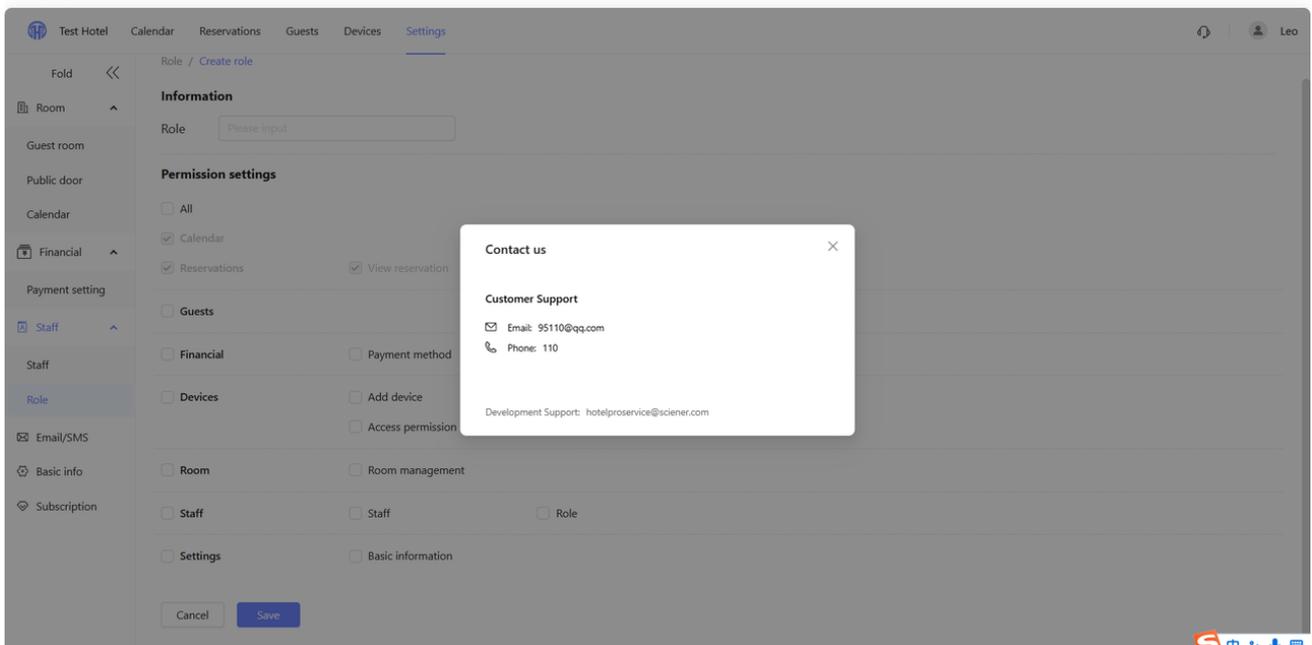
Create roles for hotel employees and set system permissions for the roles.



2.12 Contact us

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

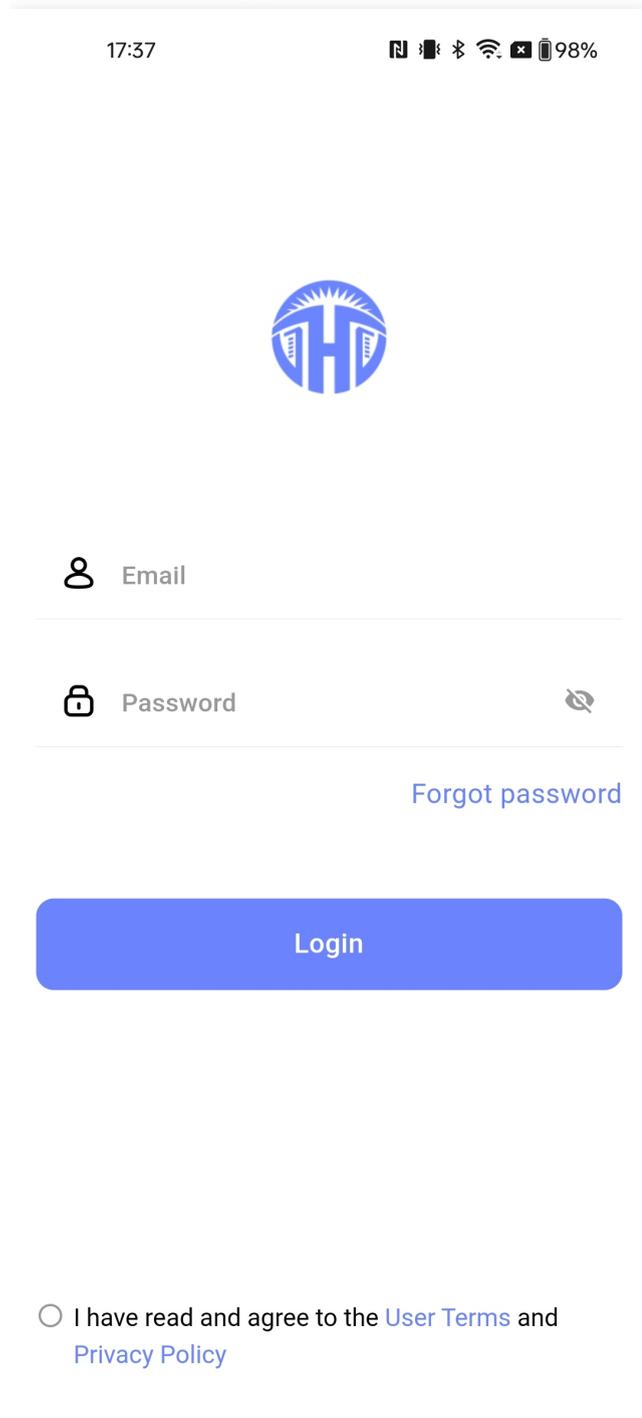
If you encounter problems related to locks, etc., you can contact your Lock supplier.



3. APP—Admin/Staff

3.1 Login

Go to the APP application market to download TTHotel Pro.



3.2 My access

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

< My access 🔍 ?

ekey
Passcode
Fingerprint
Cards

Building ▼
Floor ▼

101 >

1-1

Permanent Normal

Unlock
Lock

101 >

1-1

Permanent Normal

Unlock
Lock

Power on
Power off

🔑

< ekey information

ekey	1983964156@qq.com	Normal	>
Owner	test staff		
Room	1-1-101		
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		

< My access



- 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

< My access



- ekey
- Passcode
- Fingerprint
- Cards**

1961971419 **Floor Card** >

2024.05.31 10:50–2024.06.01 10:49 **Normal**

3680460116 **General Card** >

2024.05.31 10:50–2024.06.01 10:49 **Reported loss**

< Card information	
Card Number	1961971419 Normal
Type	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 when it is in privacy mode	
Operator	Zhang
Issued time	2022.05.28 18:00:00
Last operator	zhang
Last updated time	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  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



Guest room

Public door

Building ▾

Floor ▾

Room type ▾



1202

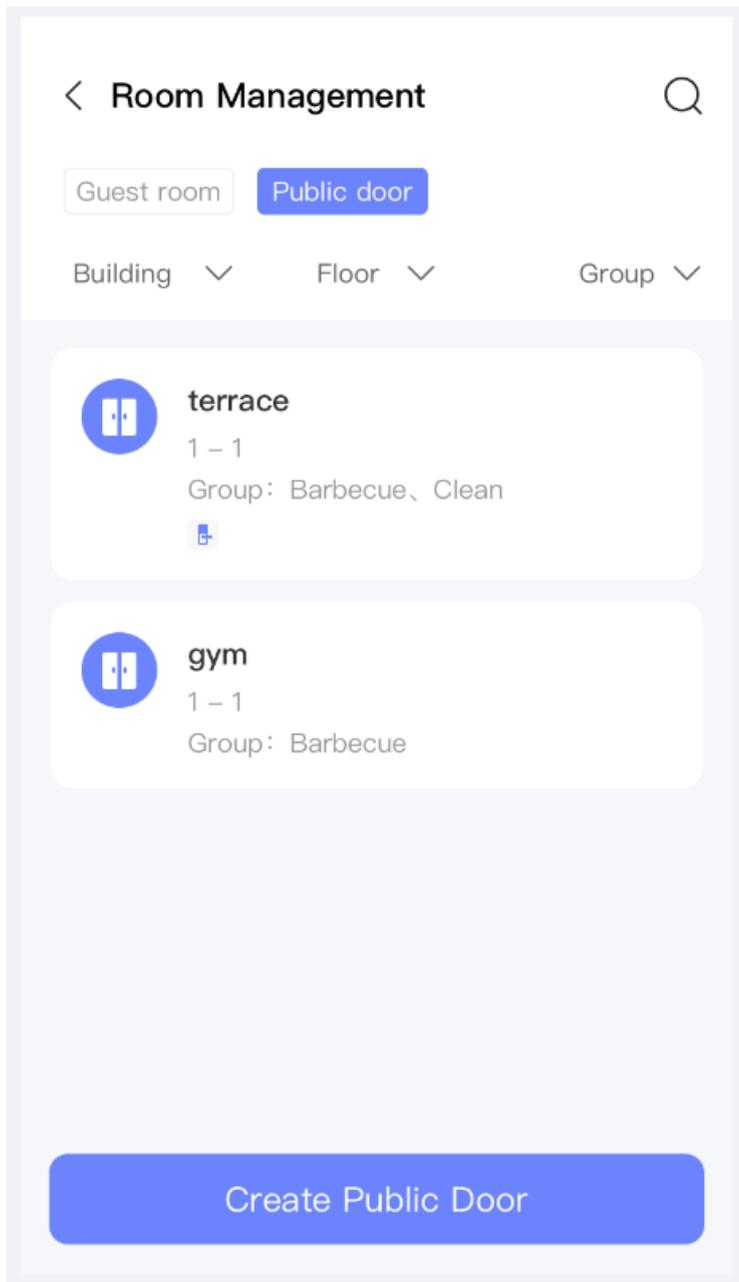
1 - 1



1206

1 - 1

Create Room



3.3.1 Creat room

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

< Create Room

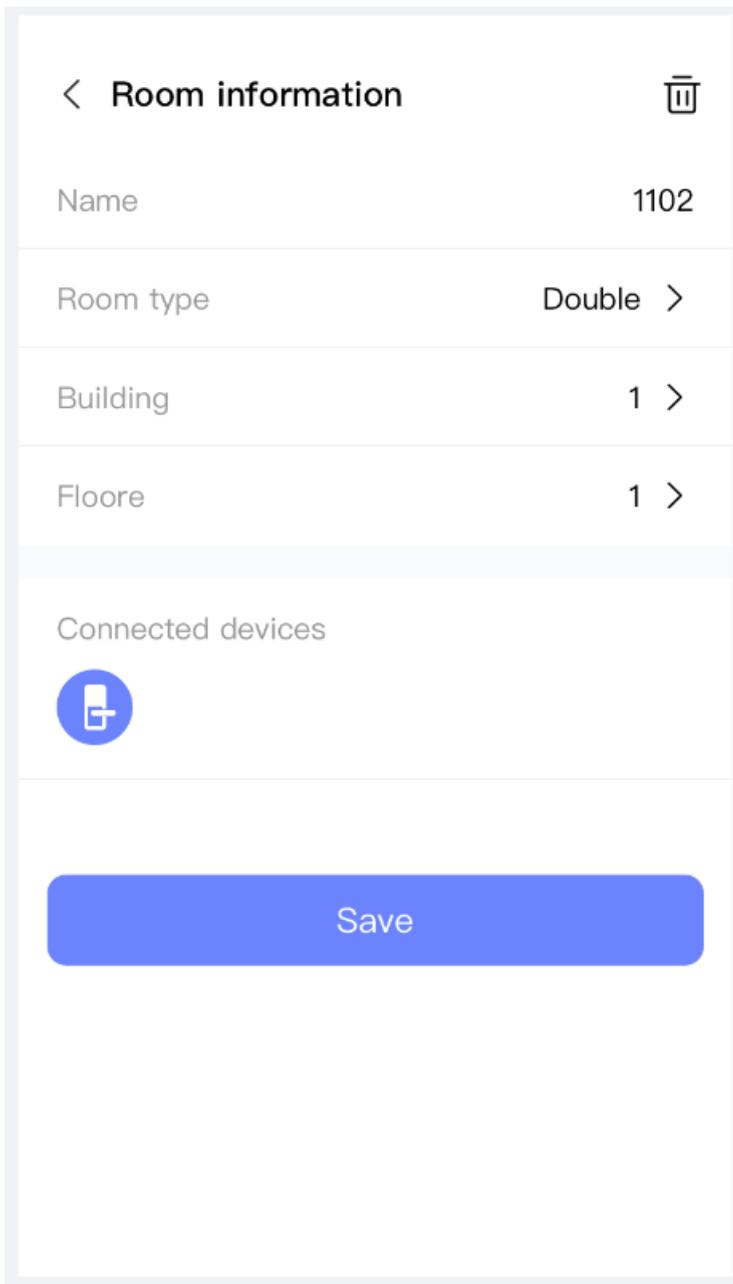
Name Enter here

Room type Select >

Building Select >

Floore Select >

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 can also open the select public door.

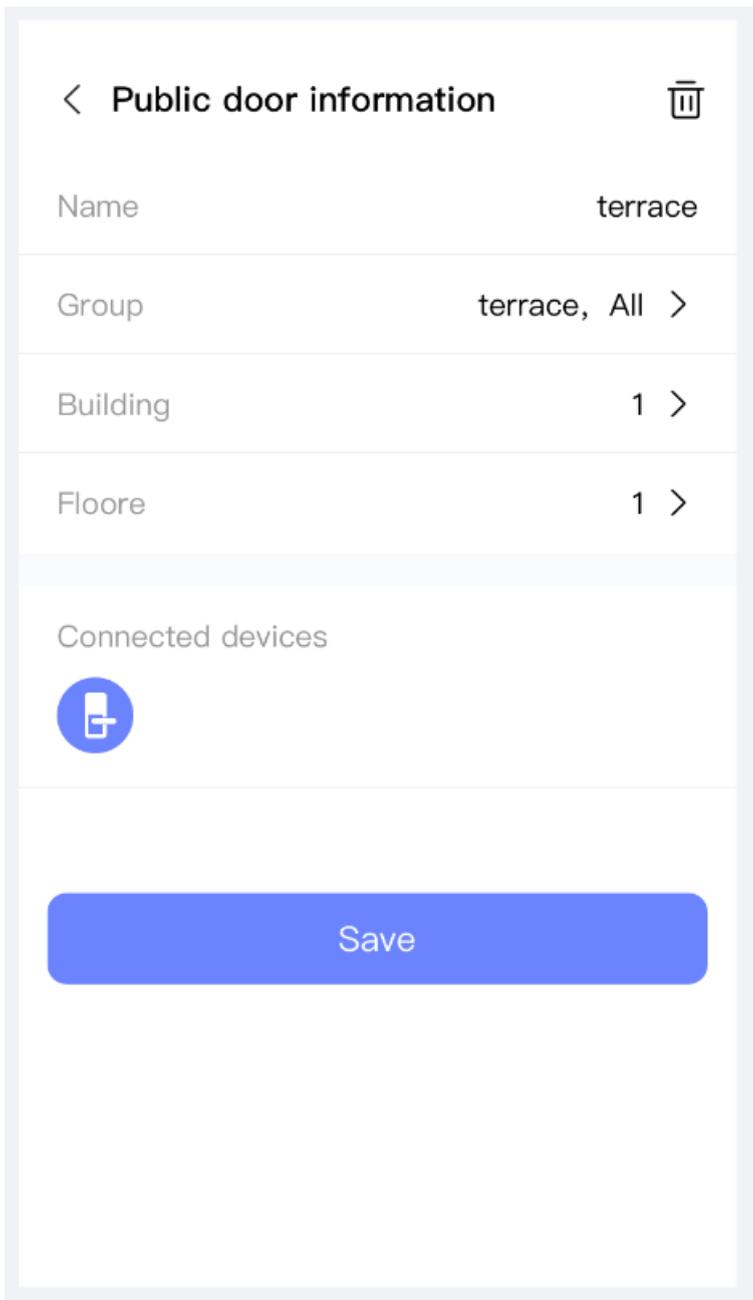
Name Enter here

Room type Select >

Building Select >

Floore Select >

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.

< Lock



张汉 0946
Building ▾

Floor ▾

张汉 0946
Room type ▾



terrace Public door

1 - 1

100%



1201

1 - 1

100%



1201

1 - 1

100%



1201

1 - 1

100%

张汉 0946
Report loss

Card Number 1415405531

张汉 0946
Report Loss
张汉 0946

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  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

4G 59



Card information

Please do it in PC software

Card Number 1584997887 Reported loss

Type 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 >

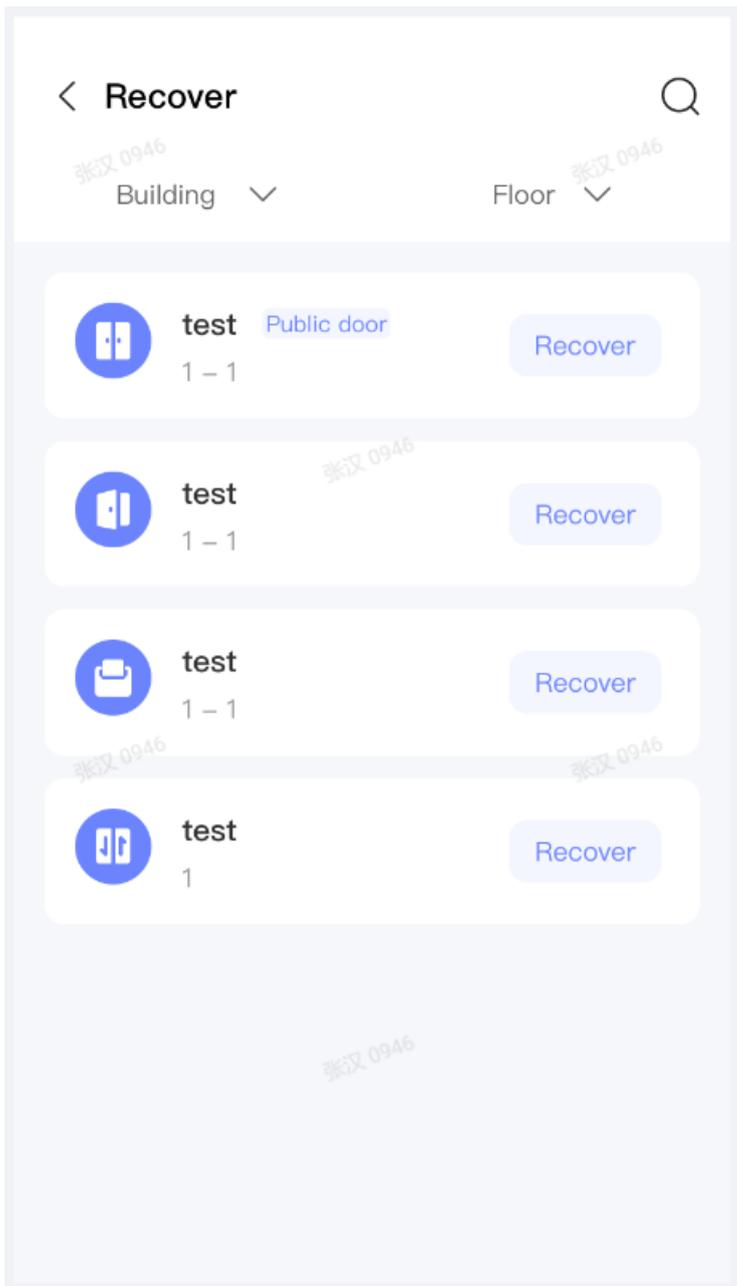
Operator 张汉

Issued time 2024.11.26 11:33:52

Last operator 张汉

Last updated time 2024.11.26 11:33:52

Recover

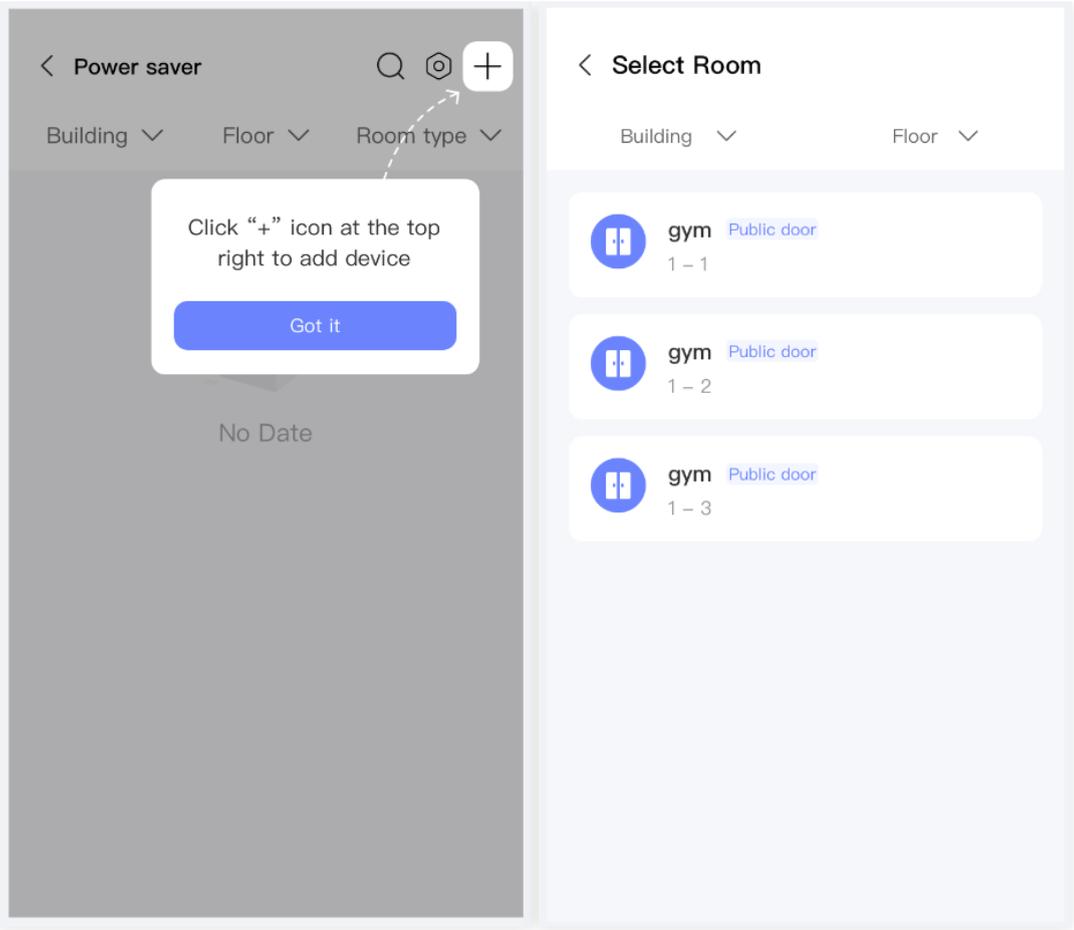


3.4.3 Lock

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.



< 101

Activate Device

To activate device
touch/press the keypad, or place a card



Next

Don't remind me again

< Nearby devices



Devices are listed in order of signal strength



A202 652645

Strong



These devices have been added. You can
add them again after resetting.



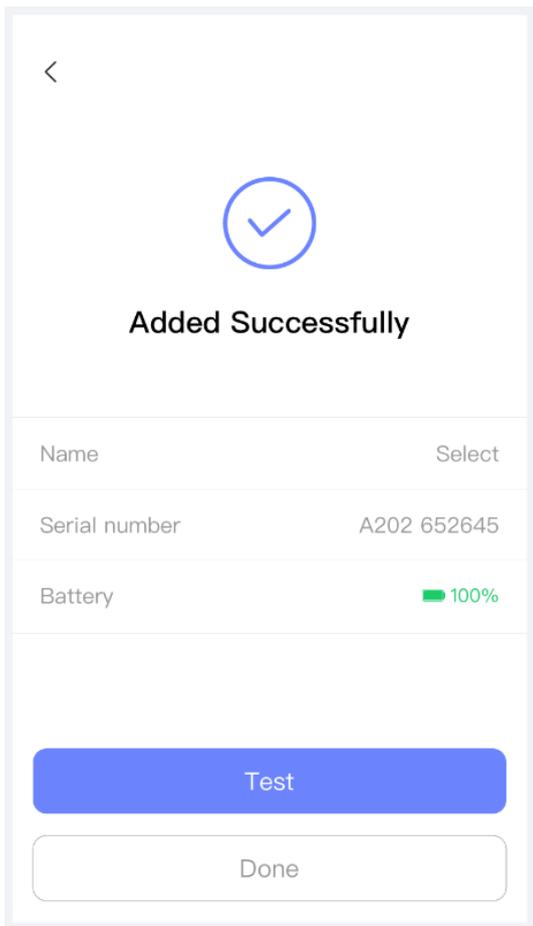
S503 e4b7bb

Strong



2017MM ce6db3

Strong



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.

< **Send ekey**

User type Staff >

Owner Select >

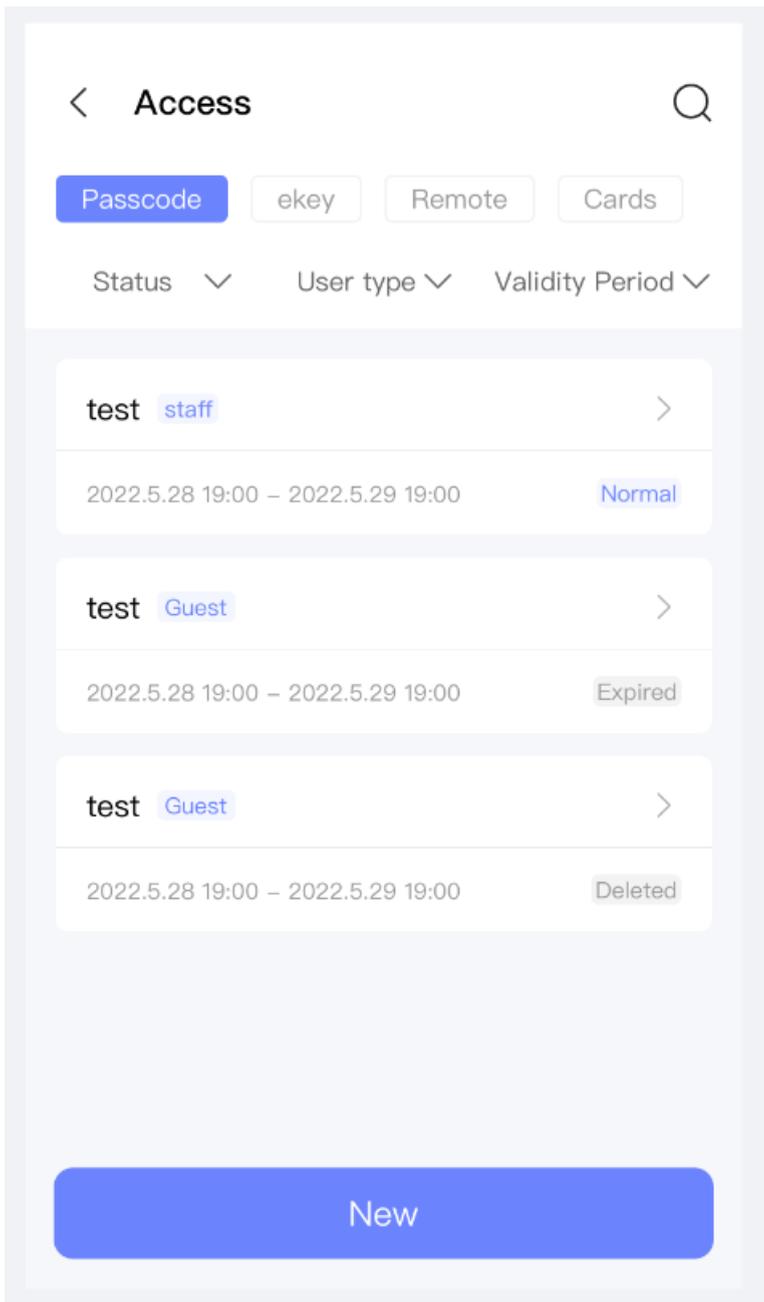
Room 101

Start time 2024.12.09 09:47 >

End time Select >

Ok

3.4.3.2.2 Passcode



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 be invalidated for security reasons.

Owner Select >

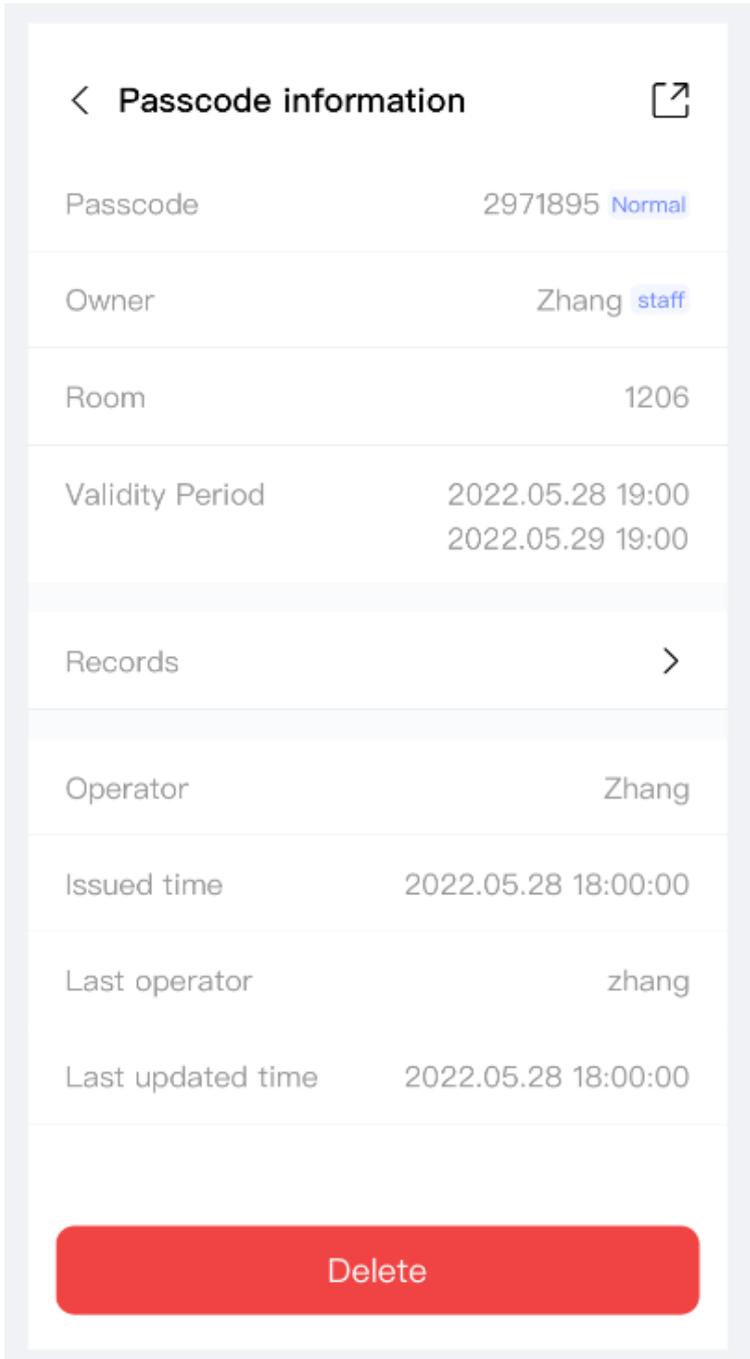
Room 1206

Start Time 2024.05.31 16:00 >

End Time Select >

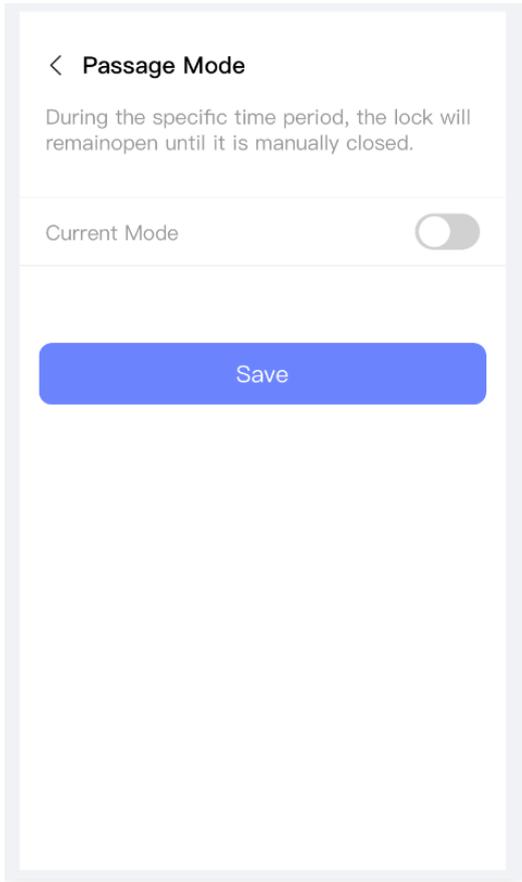
OK

Delet passcode:



3.4.3.2.3 Lock settings

- Passage mode



- **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 remotely via a Gateway. This feature can only be turned on or off 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

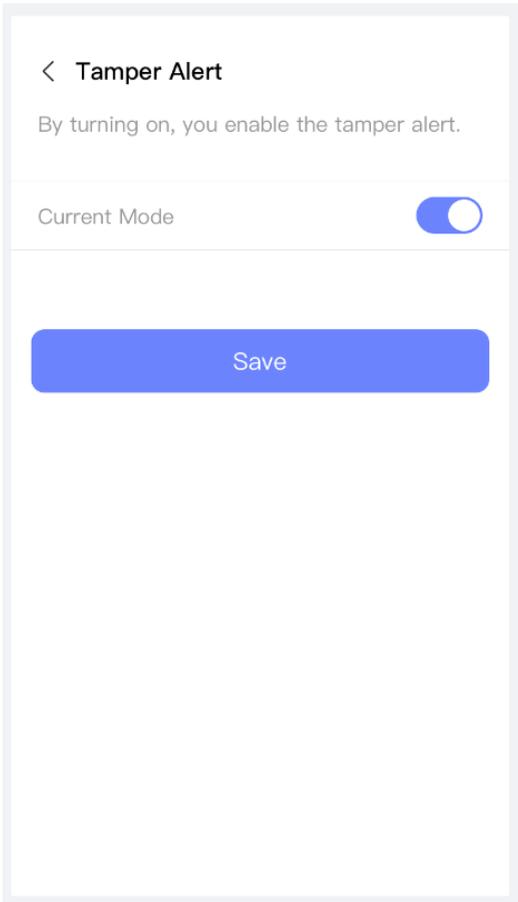
By turning on, the lock can be set into the privacy mode.

Current Mode



Save

- **Tamper Alert**



- **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.

11:26

4G 95

< Time

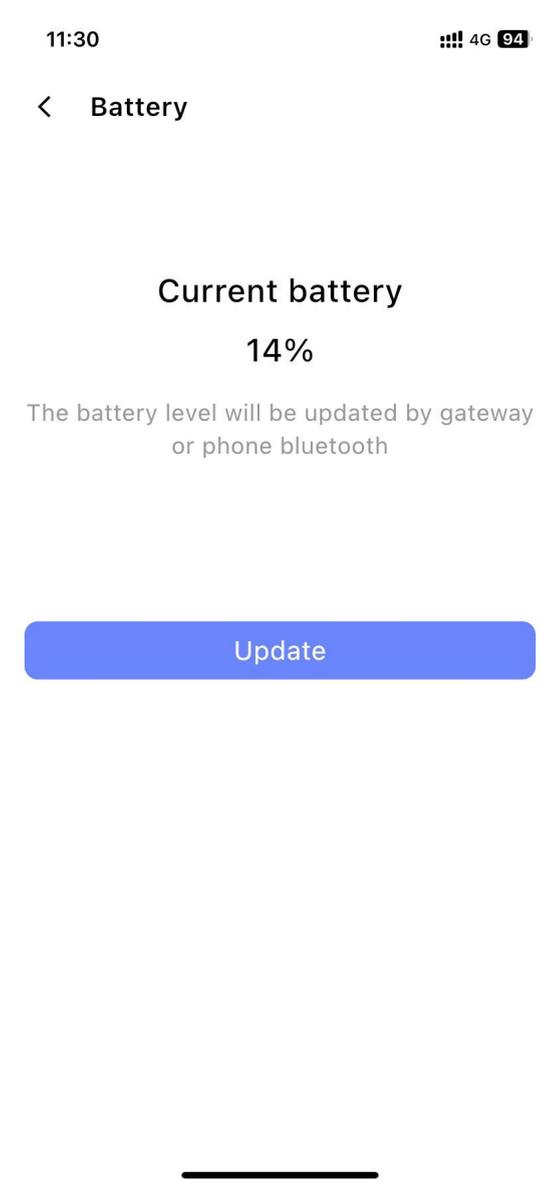
Current time

2024-12-03 11:26:41

Calibrate time with your phone if it is
incorrect

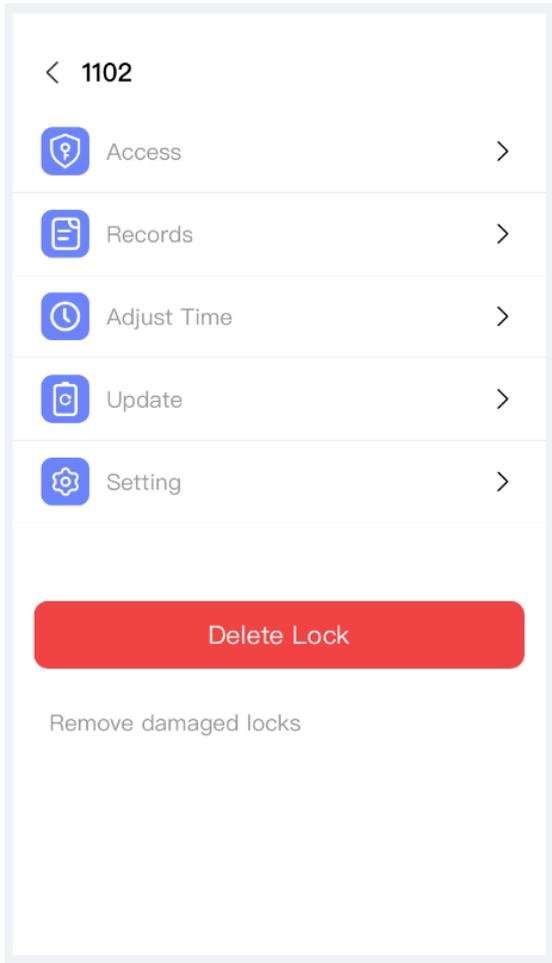
Adjust Time

3.4.3.4 Update battery level



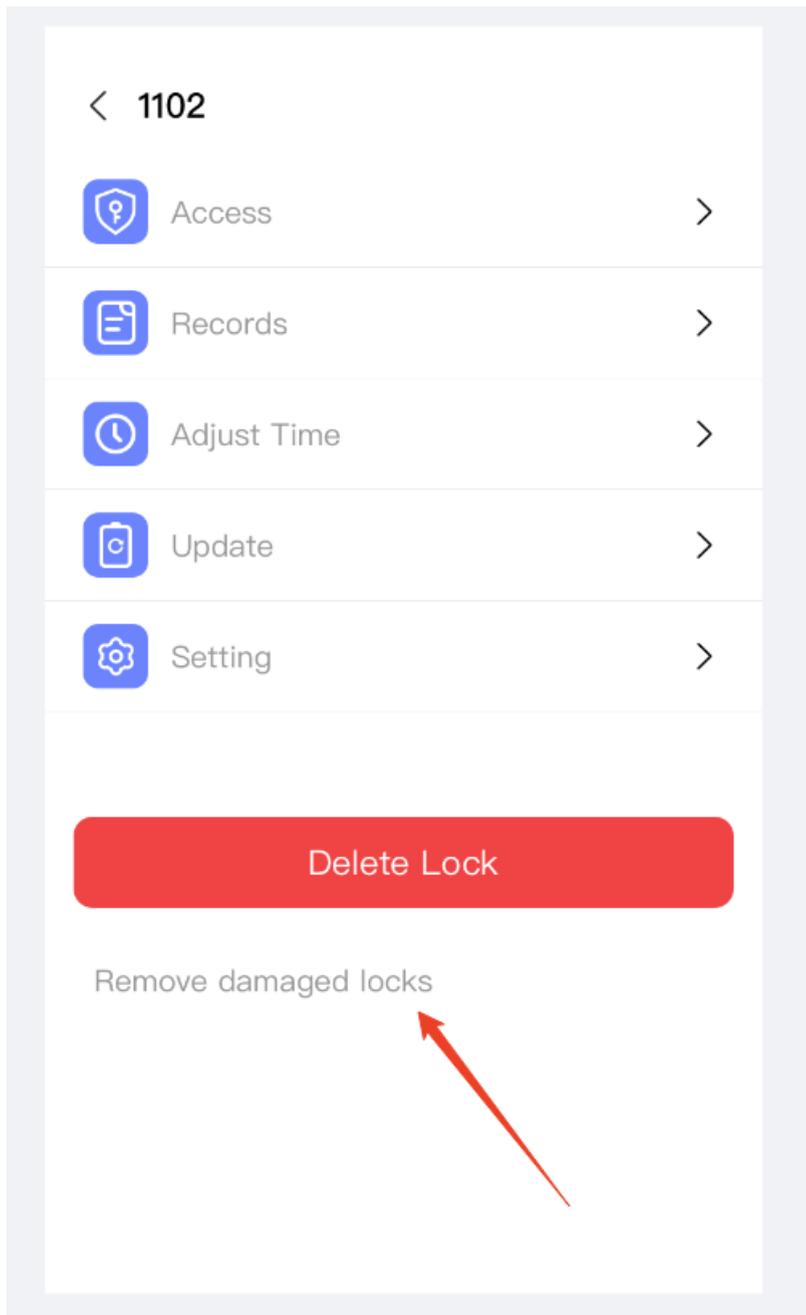
3.4.3.5 Delet Lock

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



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.

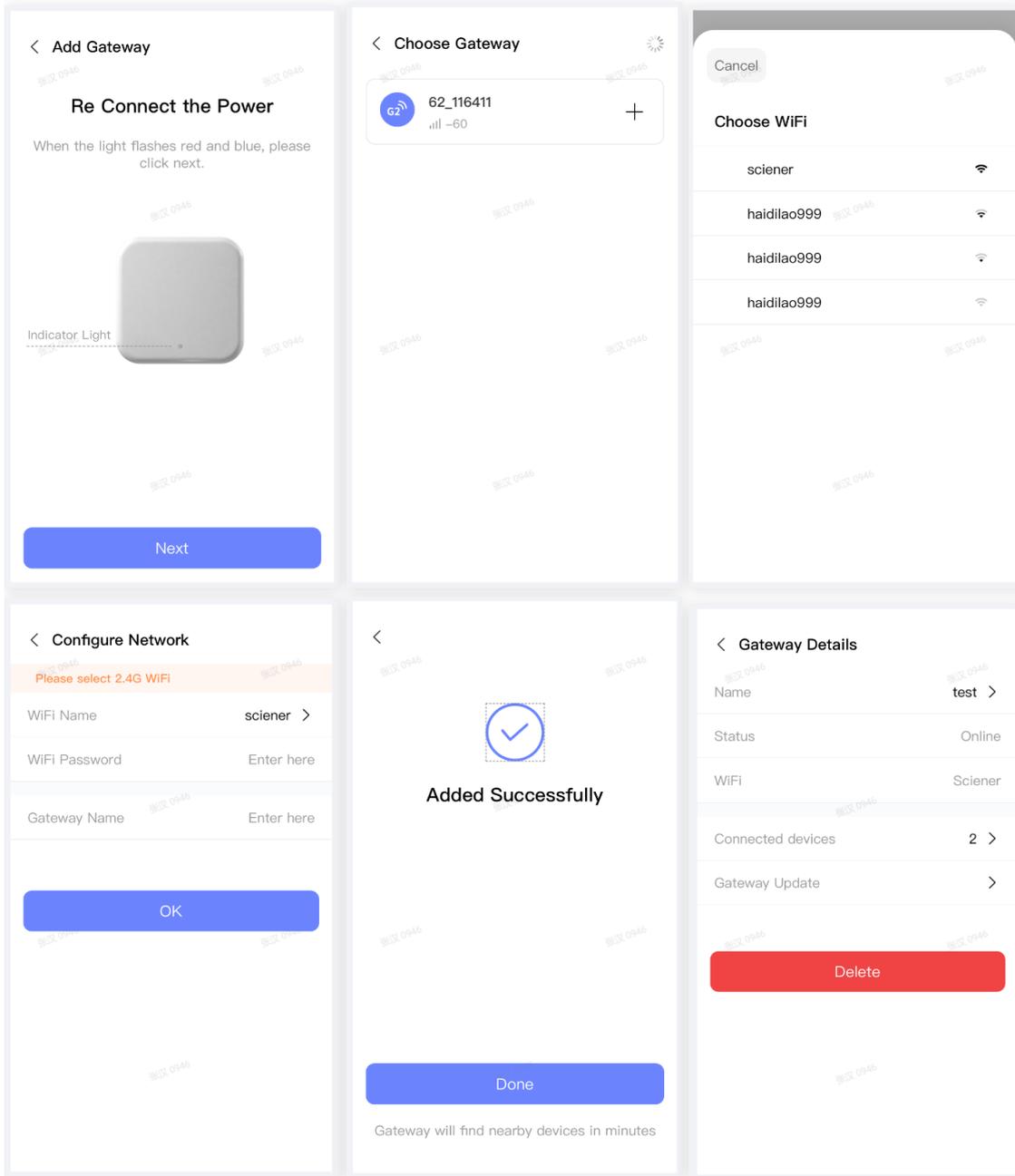


3.4.4 Gateway

3.4.4.1 ADD G2 Gateway

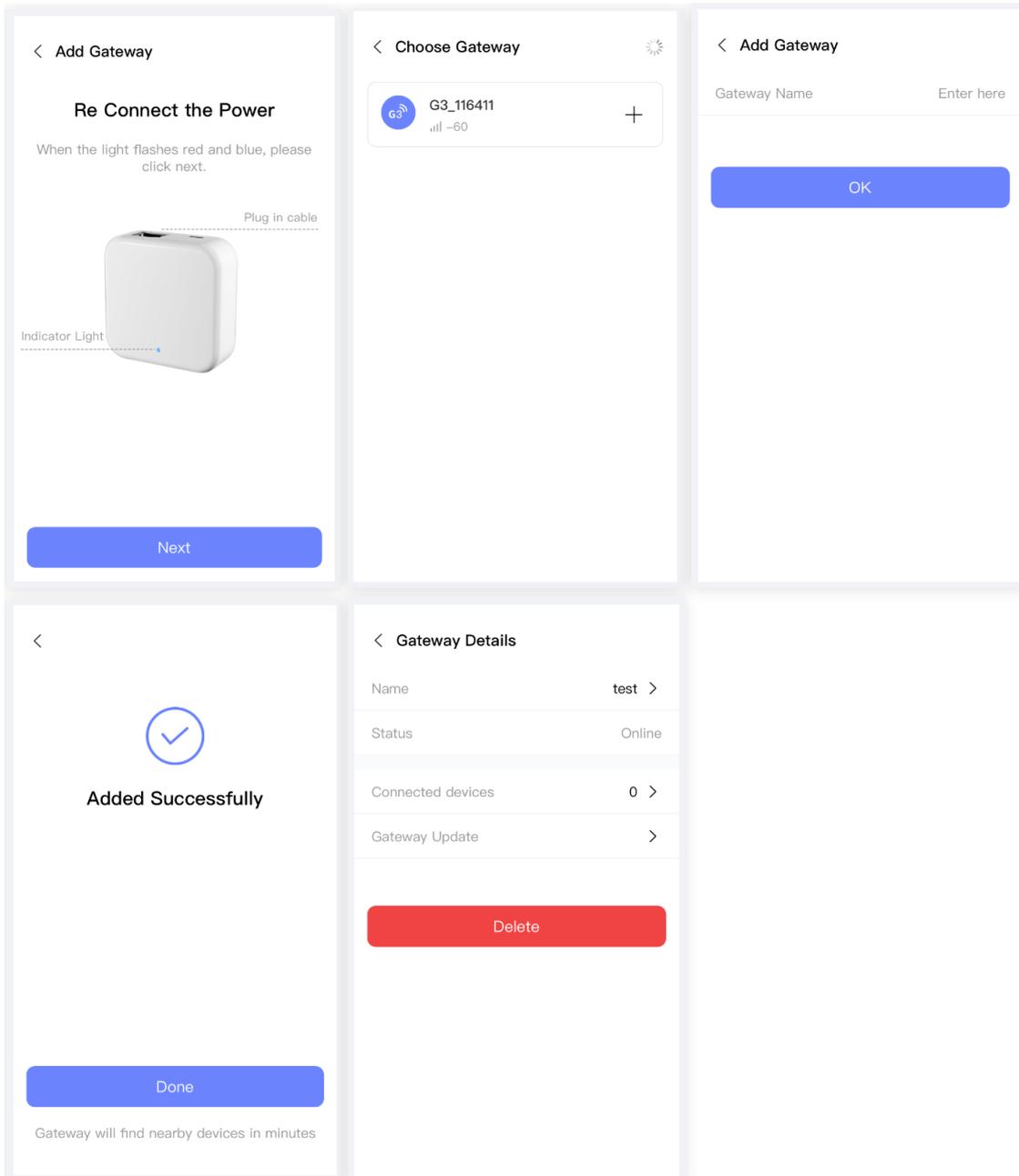
1. Power on the gateway.
2. Select the gateway to be added.
3. Select the WIFI to be connected (please be sure to choose the **2.4G frequency** band WIFI).
4. Enter the WIFI password and gateway name.

5. Add successfully.



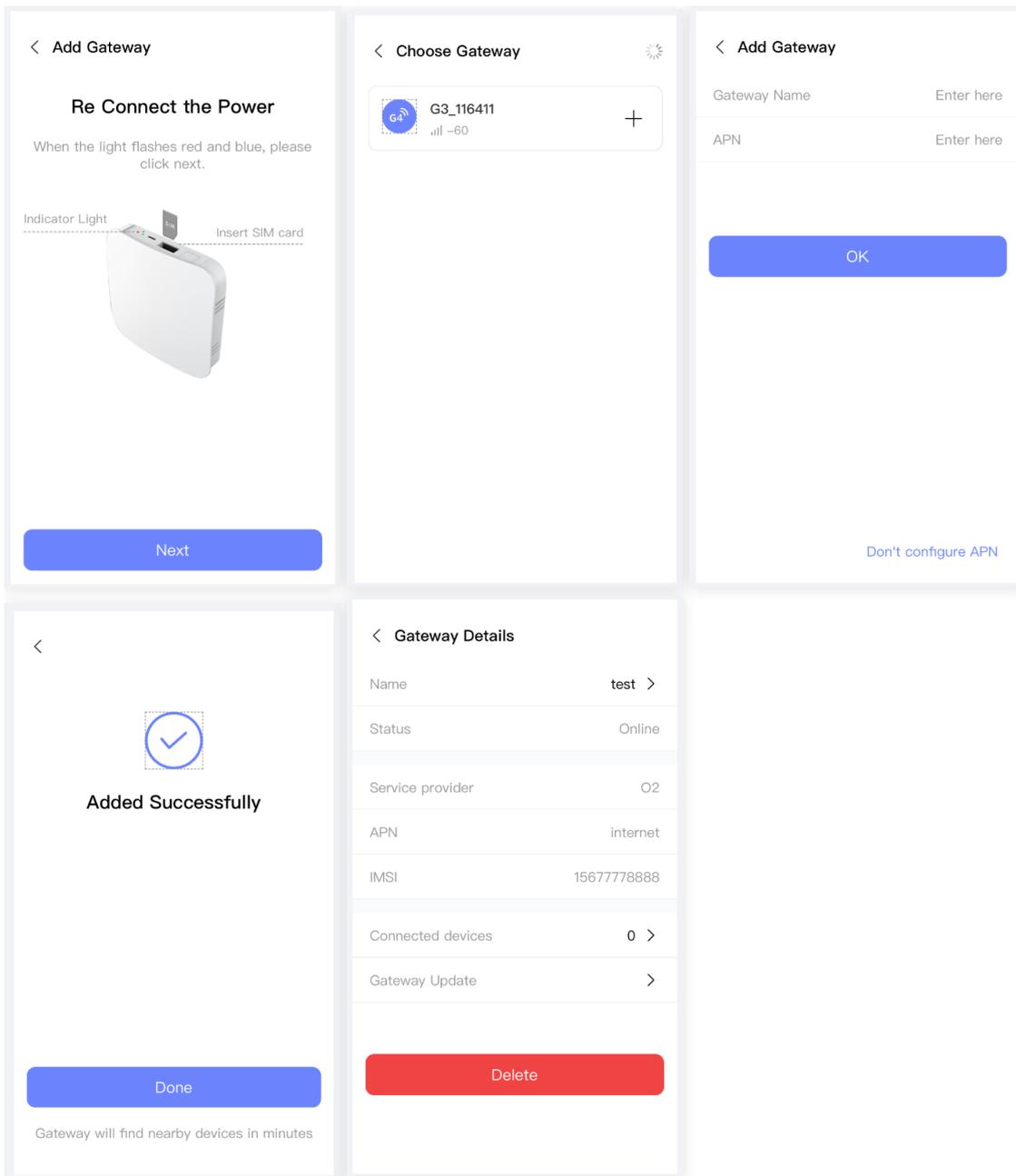
3.4.4.2 ADD G3 Gateway

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.



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.



3.4.5 Lift Controller

3.4.5.1 Set/Adjust working mode

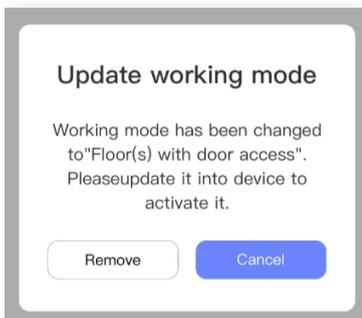
Currently, the Lift Controller has 2 working modes. The Lift Controller can be used via Card and Ekey. To change the working mode, it needs to be done via Bluetooth near the Lift Controller. Here are the working mode descriptions and adjustment steps.

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.

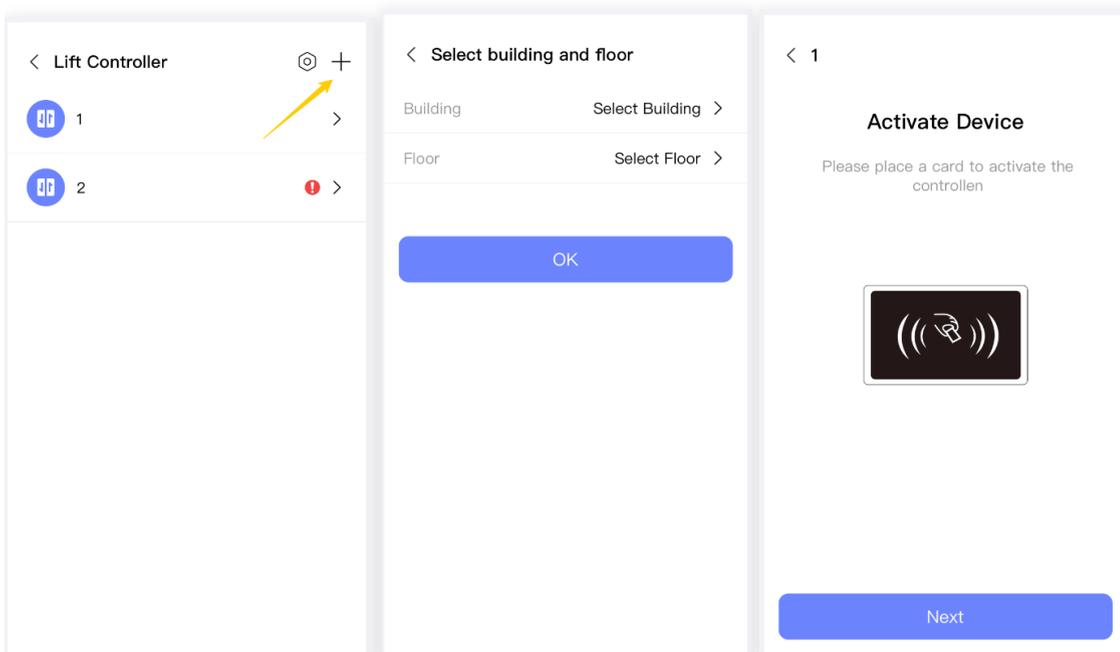
● Except for the first setting of the working mode, and at the same time after the Lift Controller has been added, each time the working mode is adjusted, it needs to be changed through Bluetooth near the lift. The following are the adjustment steps:

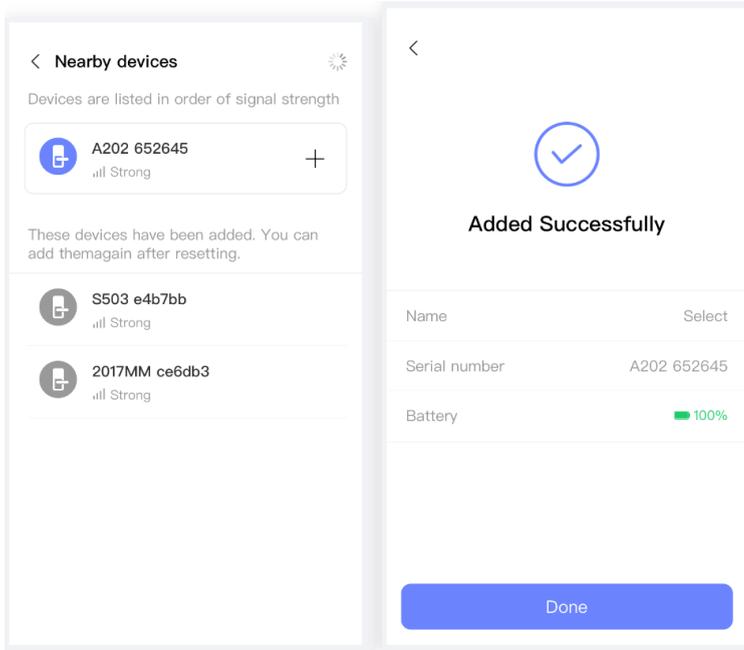
- a. Adjust working mode
- b. In the Lift Controller list, click the  behind each Lift Controller in turn to update.



3.4.5.2 Add Lift Controller

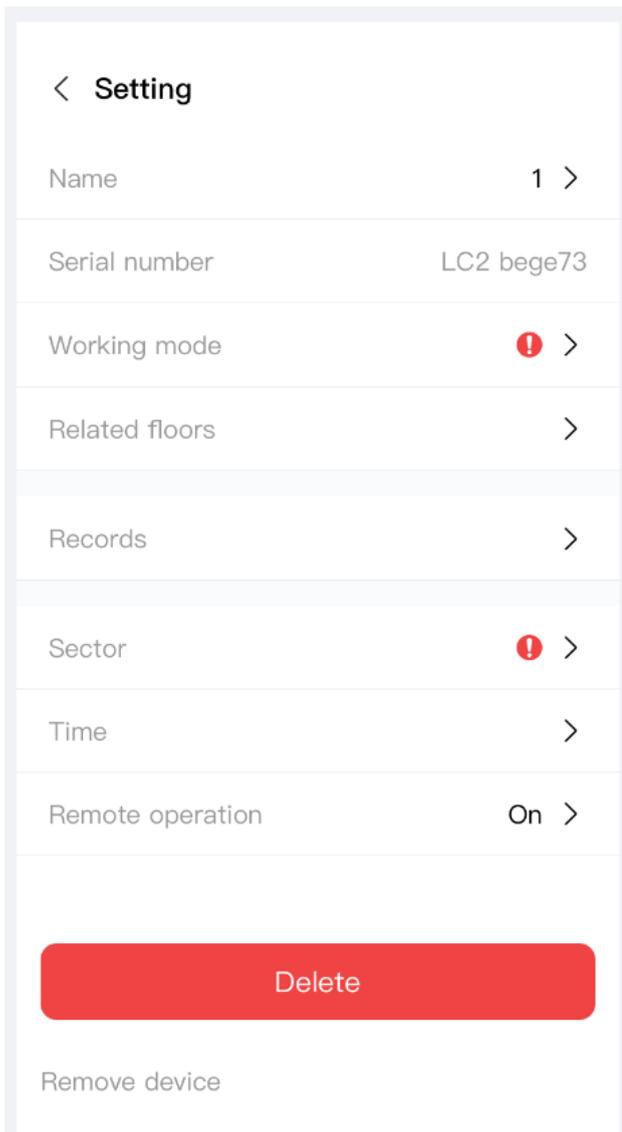
1. Click the add button.
2. Select the building and floor to be controlled.
3. Wake up the Lift Controller.
4. Select the Lift Controller.
5. Set the name of the Lift Controller.
6. Add successfully.





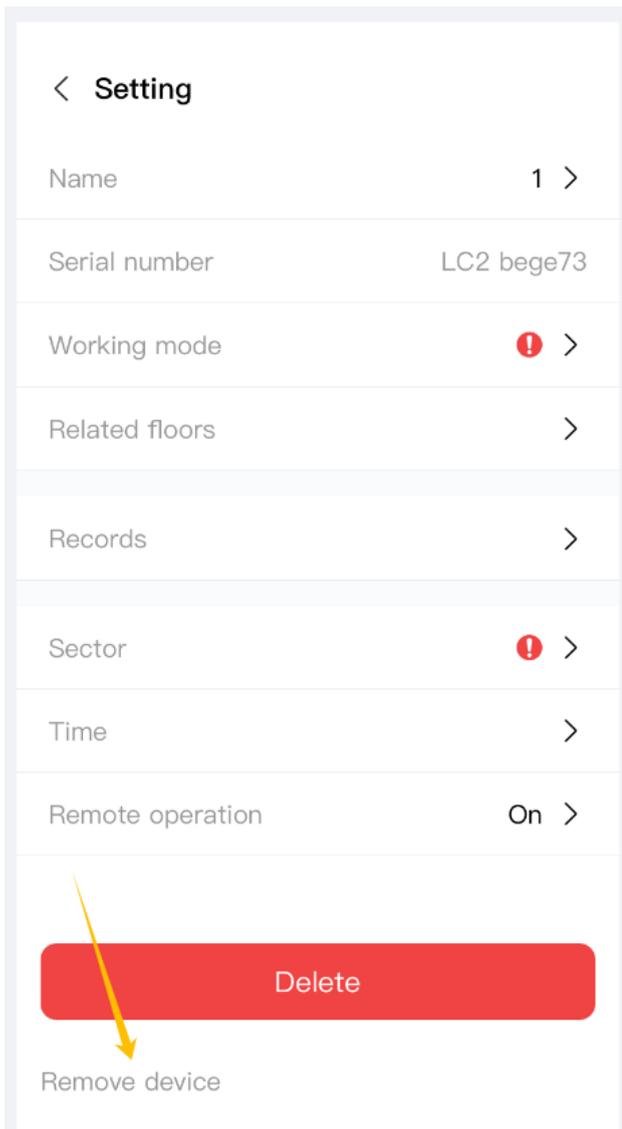
3.4.5.3 Delete Lift Controller

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



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.



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.

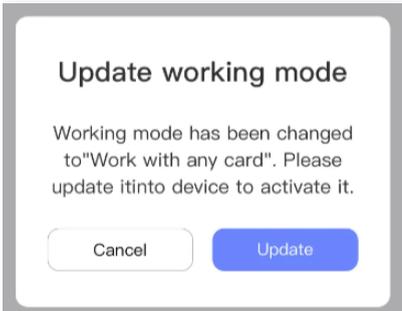
Work with current room card: Can use the card of this room to get power.

● 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:

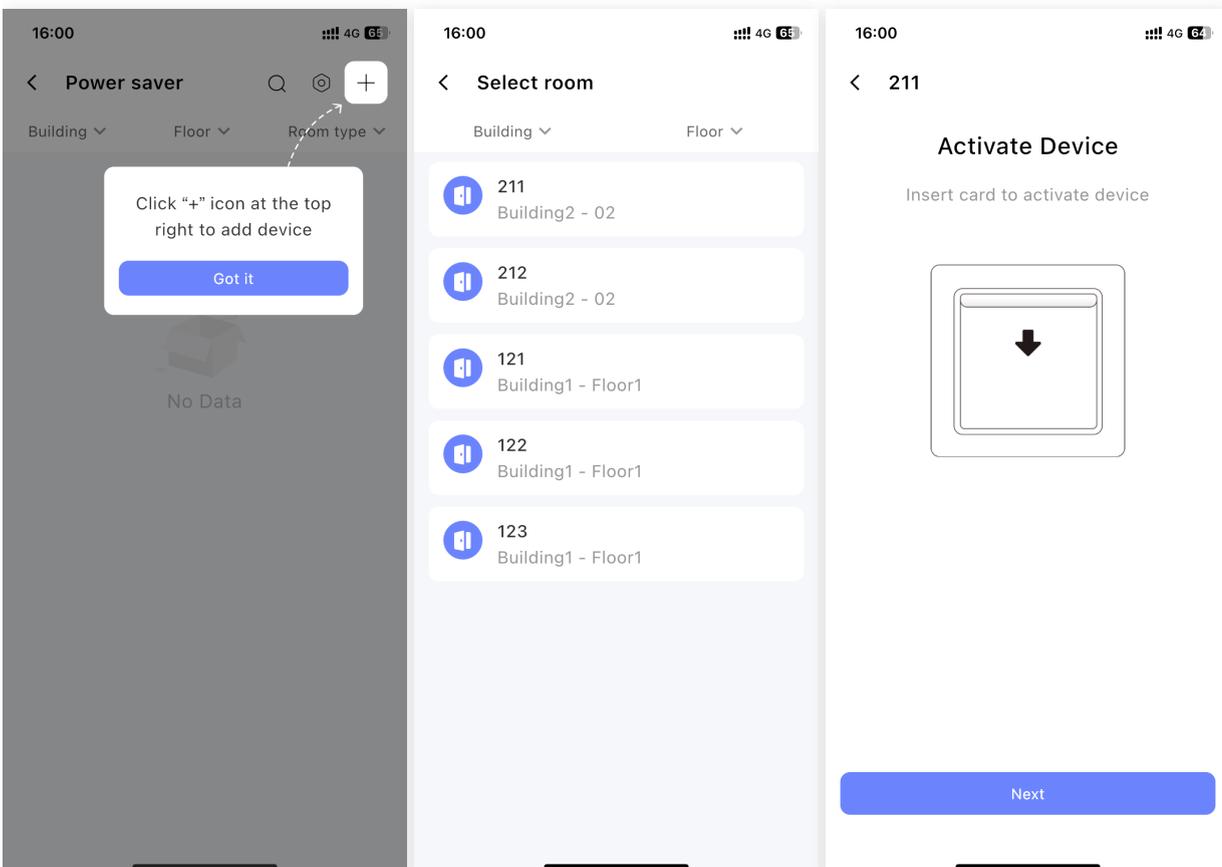
a. Adjust working mode

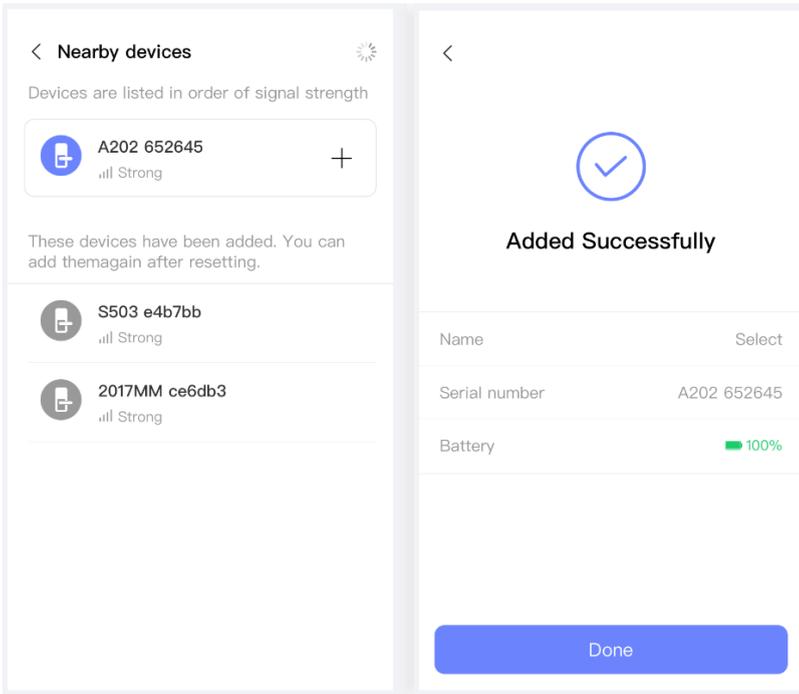
b. In the Power Saver list, click the  behind each Power Saver in turn to update.



3.4.6.2 Add Power Saver

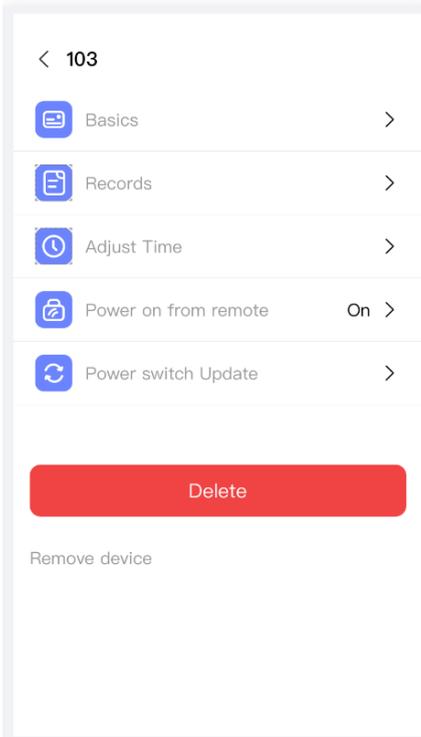
1. Click the add button.
2. Select the room associated with the Power Saver.
3. Insert any card to wake up the Power Saver.
4. Select the Power Saver.
5. Add successfully.





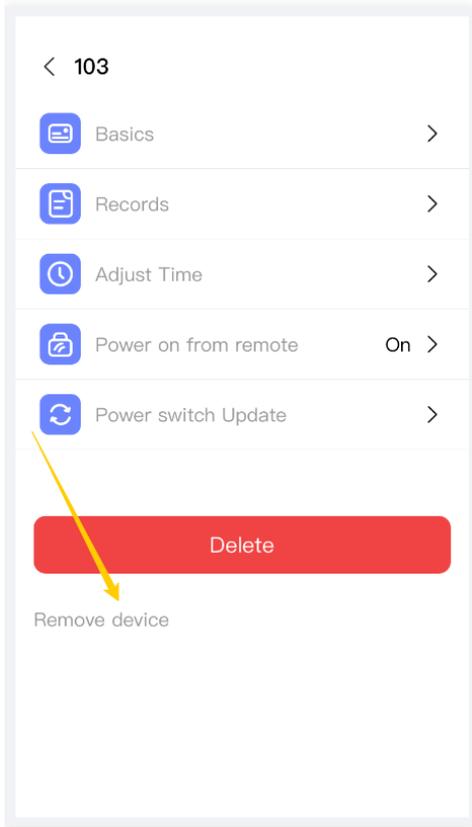
3.4.6.3 Delet Power Saver

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



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](#)

[Profile Picture]

Verification Code [Get code](#)

[Submit](#)

3.5.1.2 Rest Password

< Reset Password

Current password Enter here

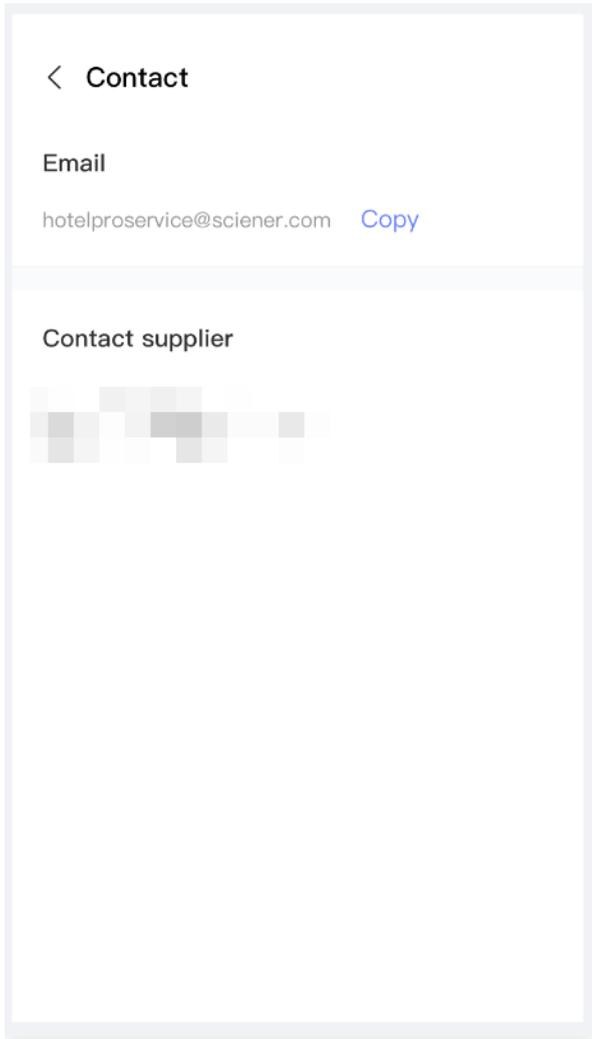
New password Enter here

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.



Login to view your Bluetooth key

Account

Please input

Verification code

Verification code

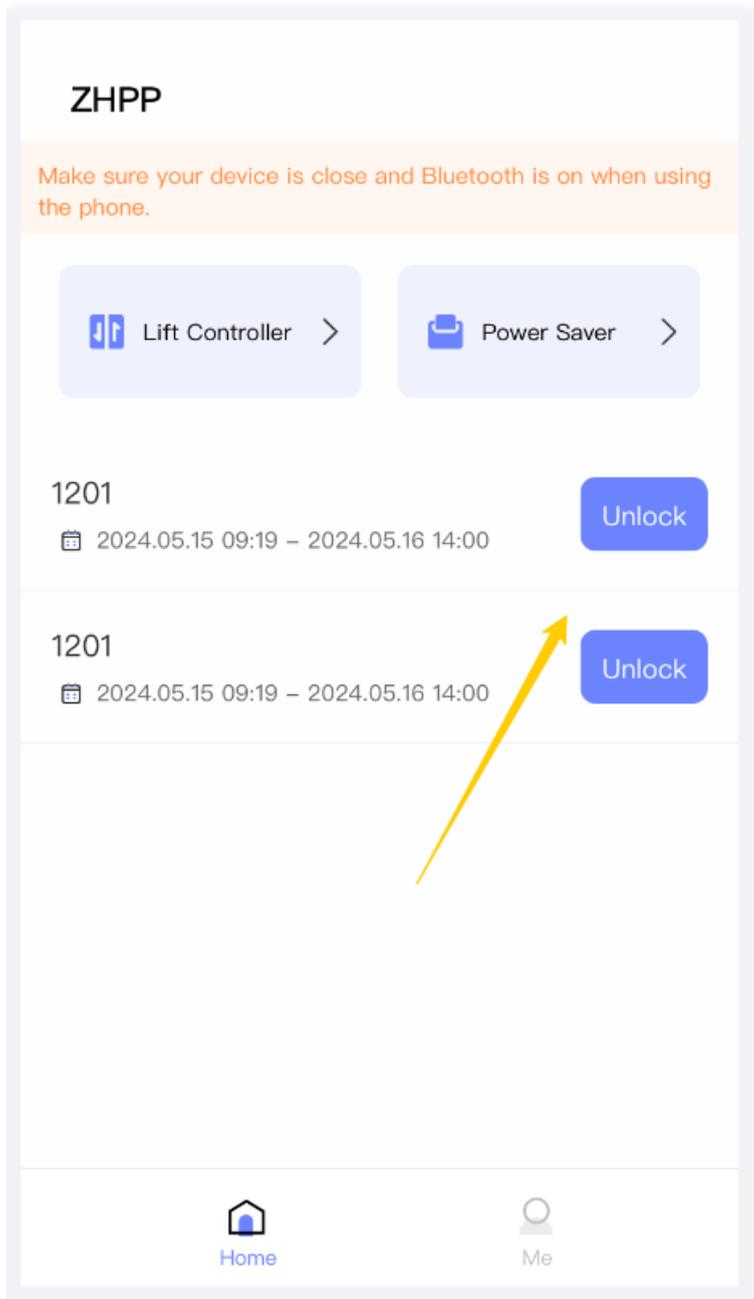
[Get code](#)

Login

I have read and agree to the [User Terms](#) and [Privacy Policy](#)

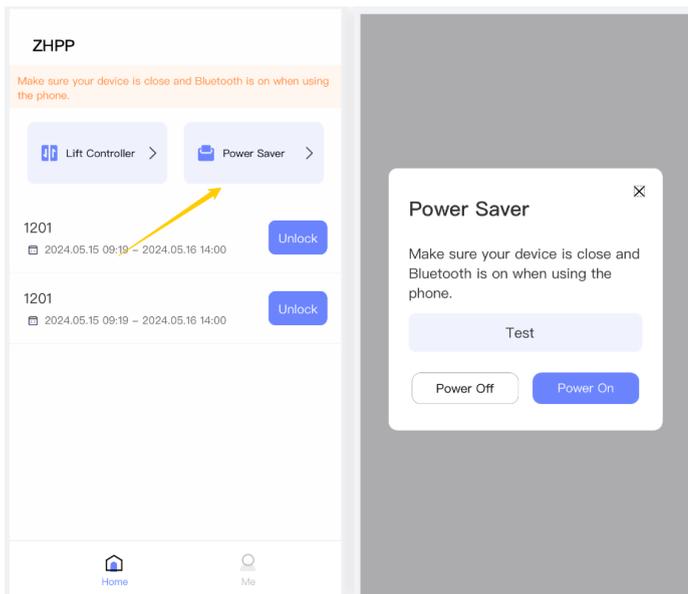
4.1.2 Unlock room

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.

