User Manual

ZKBio CVSecurity SmartLock

Software Version: ZKBio CVSecurity SmartLock_6.5.0

Date: May 2025

Doc Version: 1.0

English

Thank you for choosing our product. Please read the instructions carefully before operation. Follow these instructions to ensure that the product is functioning properly. The images shown in this manual are for illustrative purposes only.

For further details, please visit our Company's website www.zkteco.com.

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If there is any issue related to the product, please contact us.

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About the Company

ZKTeco is one of the world's largest manufacturers of RFID and Biometric (Fingerprint, Facial, Finger-vein) readers. Product offerings include Access Control readers and panels, Near & Far-range Facial Recognition Cameras, Elevator/floor access controllers, Turnstiles, License Plate Recognition (LPR) gate controllers and Consumer products including battery-operated fingerprint and face-reader Door Locks. Our security solutions are multi-lingual and localized in over 18 different languages. At the ZKTeco state-of-the-art 700,000 square foot ISO9001-certified manufacturing facility, we control manufacturing, product design, component assembly, and logistics/shipping, all under one roof.

The founders of ZKTeco have been determined for independent research and development of biometric verification procedures and the productization of biometric verification SDK, which was initially widely applied in PC security and identity authentication fields. With the continuous enhancement of the development and plenty of market applications, the team has gradually constructed an identity authentication ecosystem and smart security ecosystem, which are based on biometric verification techniques. With years of experience in the industrialization of biometric verifications, ZKTeco was officially established in 2007 and now has been one of the globally leading enterprises in the biometric verification industry owning various patents and being selected as the National High-tech Enterprise for 6 consecutive years. Its products are protected by intellectual property rights.

About the Manual

This manual introduces the operations of **ZKBio CVSecurity SmartLock**.

All figures displayed are for illustration purposes only. Figures in this manual may not be exactly consistent with the actual products.

Features and parameters with ★ are not available in all devices.

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Document Conventions

Conventions used in this manual are listed below:

GUI Conventions

For Software	
Convention	**Description**
Bold font	Used to identify software interface names e.g. **OK**, **Confirm**, **Cancel**.
>	Multi-level menus are separated by these brackets. For example, File > Create > Folder.
For Device	
Convention	**Description**
< >	Button or key names for devices. For example, press <OK>.
[ ]	Window names, menu items, data table, and field names are inside square brackets. For example, pop up the [New User] window.
/	Multi-level menus are separated by forwarding slashes. For example, File/Create/Folder.

Symbols

Convention	Description
	This represents a note that needs to pay more attention to.
	The general information which helps in performing the operations faster.
	The information which is significant.
	Care taken to avoid danger or mistakes.
	The statement or event that warns of something or that serves as a cautionary example.

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1 WIreless Hotel Lock Module

1.1 Statistic

1.1.1 Statistic Interface Description

The interface is divided into four statistics charts, as shown in Figure 1.1-1.

Each chart can be viewed across three-time dimensions: Week, Month, and Year.

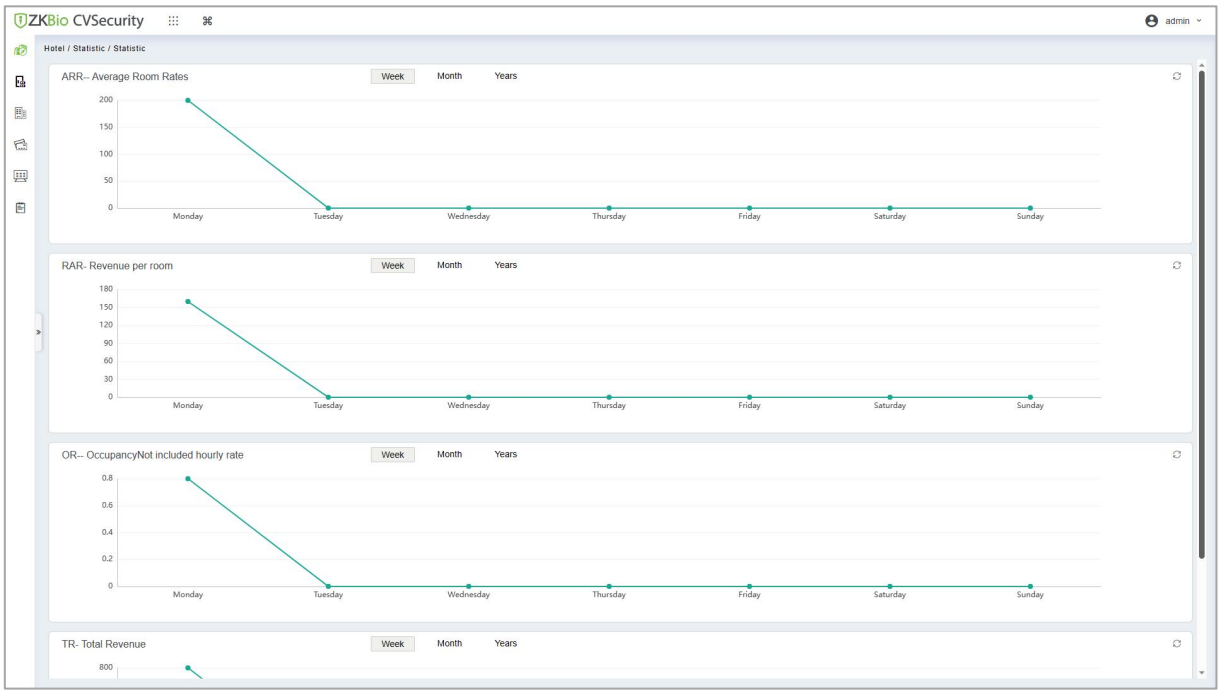

Figure 1.1- 1

1.1.1.1 ARR-Average Room Rates

- The statistical period for a Week runs from Monday to Sunday, a Month starts from the 1st day to the last day, and Years runs from January to December.
- Click the icon in the upper right corner of the chart will refresh the current chart.

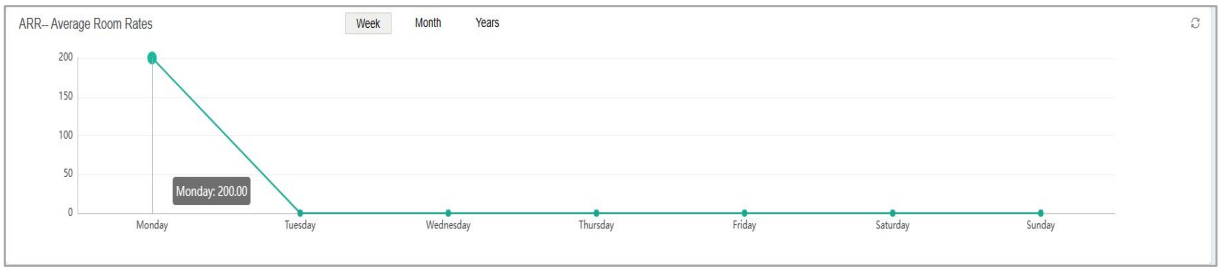

Figure 1.1- 2

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1.1.1.2 RAR-Revenue Per Room

- RAR-Revenue per room is calculated as the total non-hourly check-out revenue divided by the total number of rooms for the day.
- The statistical period for a Week runs from Monday to Sunday, a Month starts from the 1st day to the last day, and Years runs from January to December.
- Click the icon in the upper right corner of the chart will refresh the current chart.

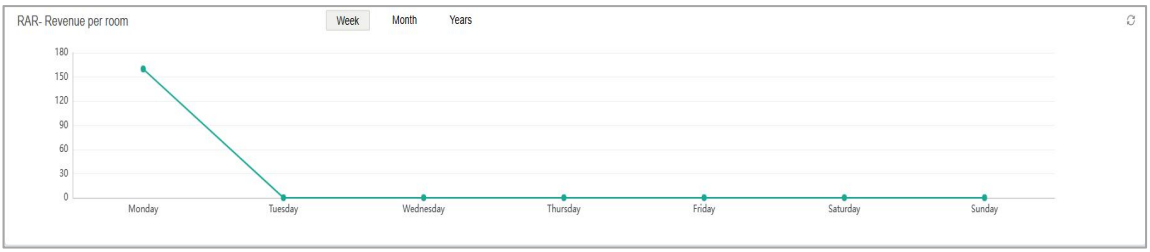

Figure 1.1- 3

1.1.1.3 Occupancy Rate (Excluding Hourly Rentals)

- The occupancy rate excludes hourly rentals and is calculated by dividing the number of daily stays by the total rooms.
- The statistical period for a Week runs from Monday to Sunday, a Month starts from the 1st day to the last day of the month, and Years runs from January to December.
- Click the icon in the upper right corner of the chart will refresh the current chart.

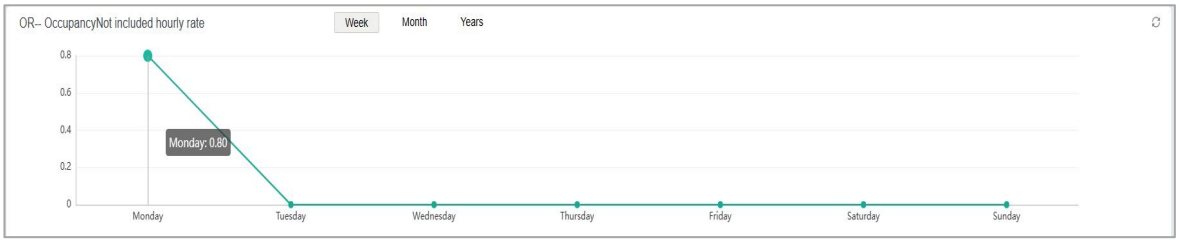

Figure 1.1- 4

1.1.1.4 Total Revenue

- Total Revenue is the sum of all check-out charges generated for the day.
- The statistical period for a Week runs from Monday to Sunday, a Month starts from the 1st day to the last day of the month, and Years runs from January to December.
- Click the icon in the upper right corner of the chart will refresh the current chart.

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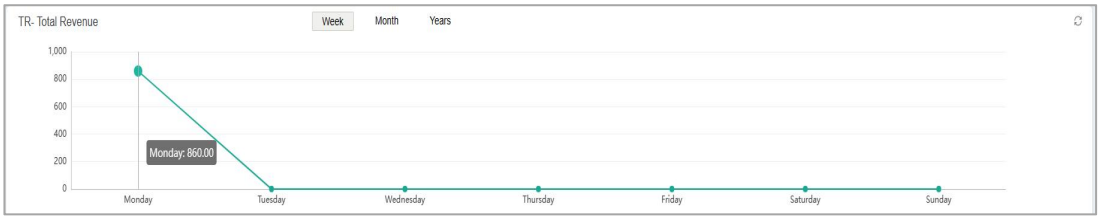

Figure 1.1- 5

1.2 Device Management

1.2.1 Device Interface Description

Device management is the interface used to manage hotel lock and their associated Gateway. The following section explains how to add a Gateway and a hotel lock to the system.

- As shown in Figure 1.2-1, the interface is divided into two sections: the Gateway device list on the left and the lock list of the selected Gateway device on the right.
- You can resize the display area by dragging the divider in the middle.

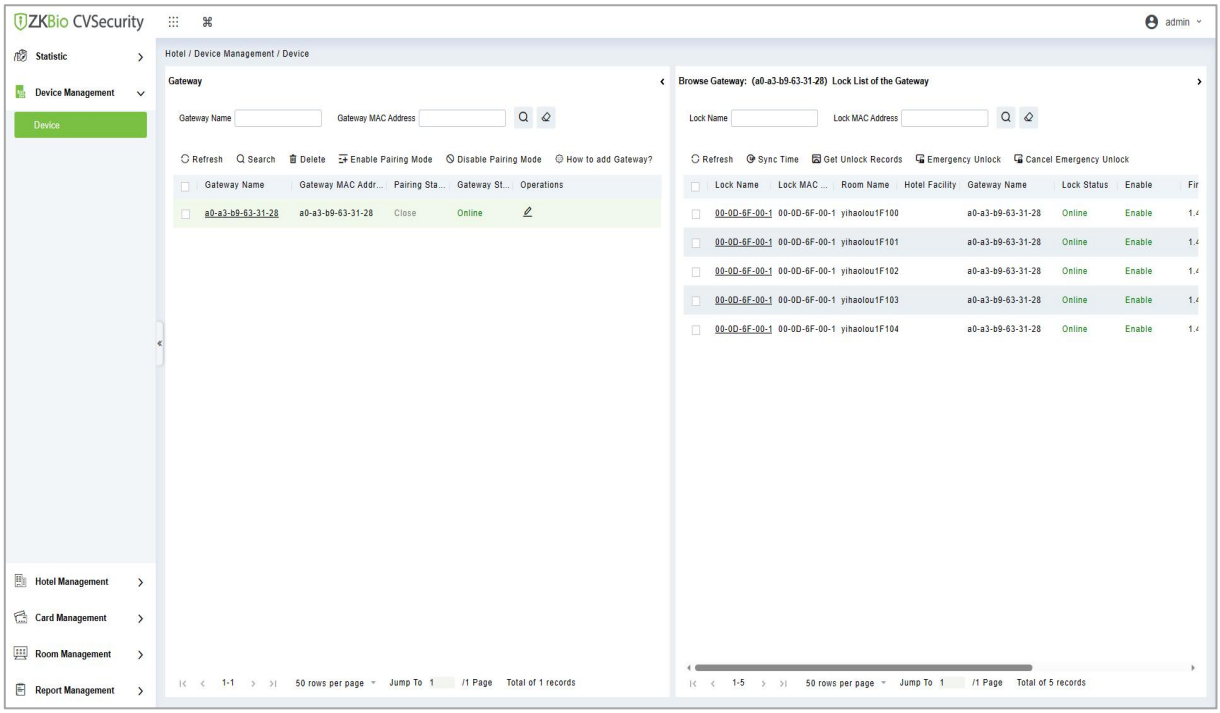

Figure 1.2- 1

1.2.1.1 Gateway

1.2.1.1.1 Adding a Gateway by Searching

1. Using a mobile device, connect to the Wi-Fi network using the information (credentials) provided on the back of the Gateway, log in, configure the Remote Server address, and save the settings, as shown in Figure 1.2-2.

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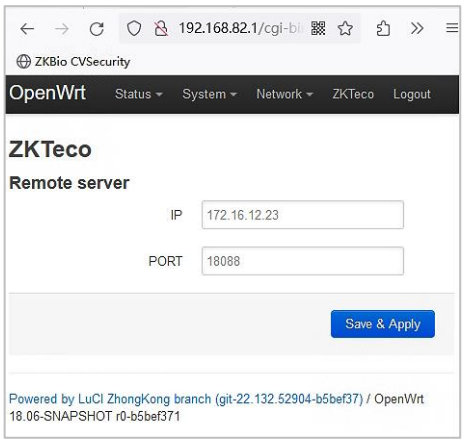

Figure 1.2- 2

2. In **Hotel** > **Device Management** > **Device** module, click **Search** to find the Gateway information, and click **Add** to complete the Gateway addition, as shown in Figure 1.2-3.

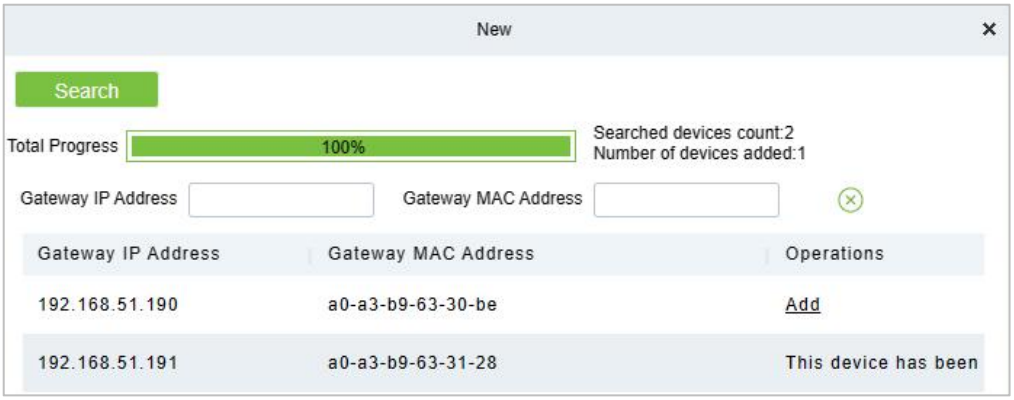

Figure 1.2- 3

1.2.1.1.2 Other Function Description

- In the upper search bar, you can search for a Gateway device by Gateway Name and Gateway MAC Address, as shown in Figure 1.2-4.

Figure 1.2- 4

- The middle row is the operation bar. To Delete, Enable Pairing Mode, or Disable Pairing Mode, first select the desired Gateway, as shown in Figure 1.2-5.

Figure 1.2- 5

- The **refresh** button is used to refresh the Gateway device list when the data in the Gateway device list is not synchronized.
- The **search** button is used to search for a new Gateway device and add it to the Gateway device list.

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- Users can click the **Edit** icon or Gateway name at the end of the Gateway device list to enter the Gateway editing window, and you can modify the Gateway name for easy identification. Additionally, the Gateway MAC address cannot be edited. As shown in Figure 1.2-6.

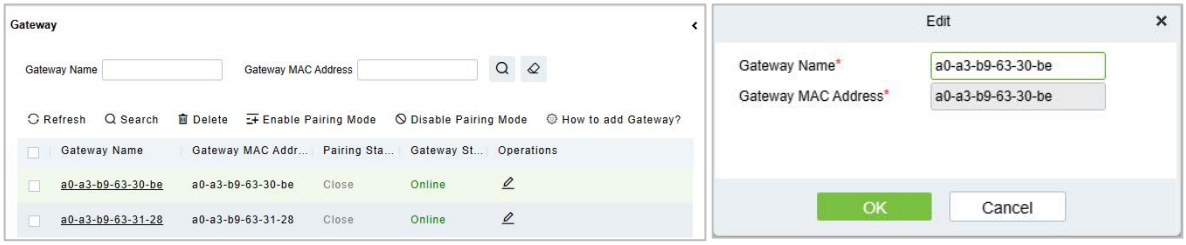

Figure 1.2- 6

- After selecting the Gateway and clicking the **Delete** button, the system will confirm whether to delete the Gateway device again. (Are you want to perform the Delete operation?) In addition, if the Gateway is connected and a lock device is in use, the Gateway cannot be deleted. Users must first delete the lock device, as shown in Figure 1.2-7.

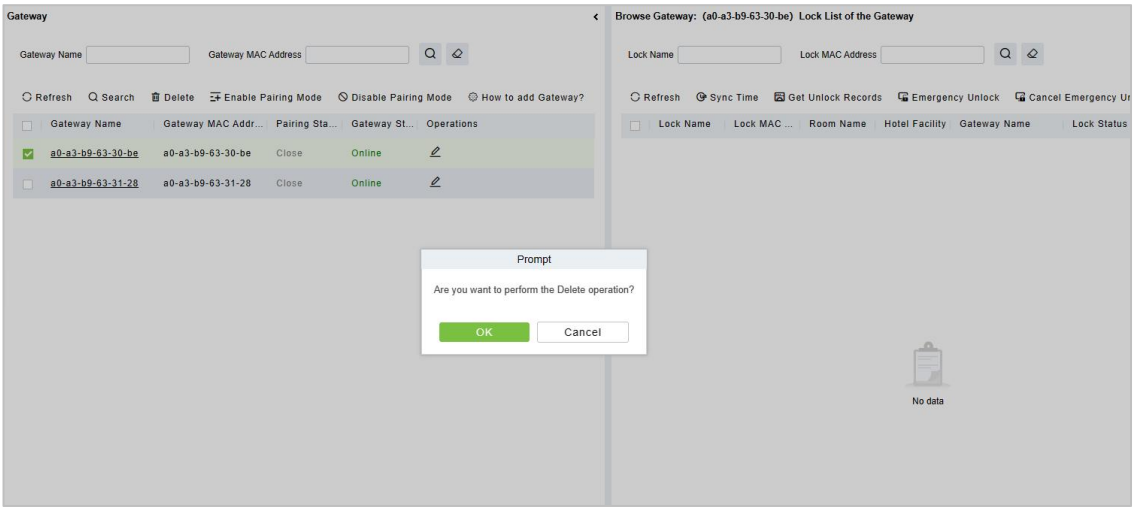

Figure 1.2- 7

- After selecting the Gateway and clicking the **Enable Pairing Mode** button, the Gateway will enable the pairing mode. In the list, the **Pairing Status** will display as **Open** after refresh. This mode automatically closes after 1 hour, as shown in Figure 1.2-8.

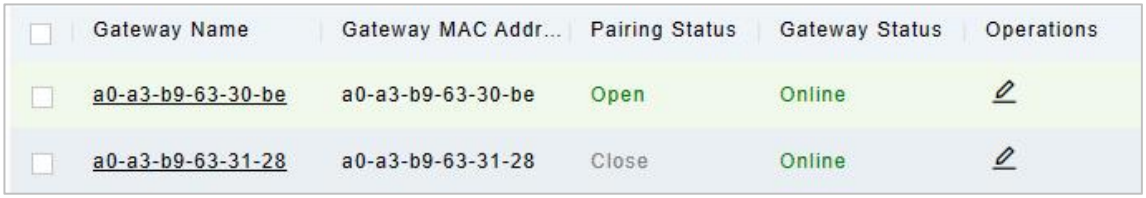

Figure 1.2- 8

- A **Pairing Status** displaying as **Open** indicates that the Gateway allows the addition of hotel lock devices via the Default Net Card. A Pairing Status of **Close** indicates that the Gateway does not allow the addition of hotel lock devices through the Default Net Card.

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- Check the **Gateway Status** to verify whether the network status of the Gateway is normal. **Online** indicates that the Gateway's network status is normal, while **Offline** indicates that the Gateway is disconnected, as shown in Figure 1.2-9.

Gateway Name	Gateway MAC Address	Pairing Status	Gateway Status	Operations
a0-a3-b9-63-31-28	a0-a3-b9-63-31-28	Open	Online	
a0-a3-b9-63-30-be	a0-a3-b9-63-30-be	Close	Offline	

Figure 1.2- 9

Note: Pairing Status simply indicates whether the Gateway allows new hotel locks to be added. It does not affect normal communication between the Gateway and already added hotel locks.

- Click **How to add Gateway?** to open a help document where users can learn how to configure the Gateway's local IP, server IP, and port settings.

1.2.1.2 Lock List of the Gateway

1.2.1.2.1 Hotel Lock Binding Gateway

1. Connect to the card reader and register a Default Net Card in **Room Management** > **Hotel Settings** module, as shown in Figure 1.2-10.

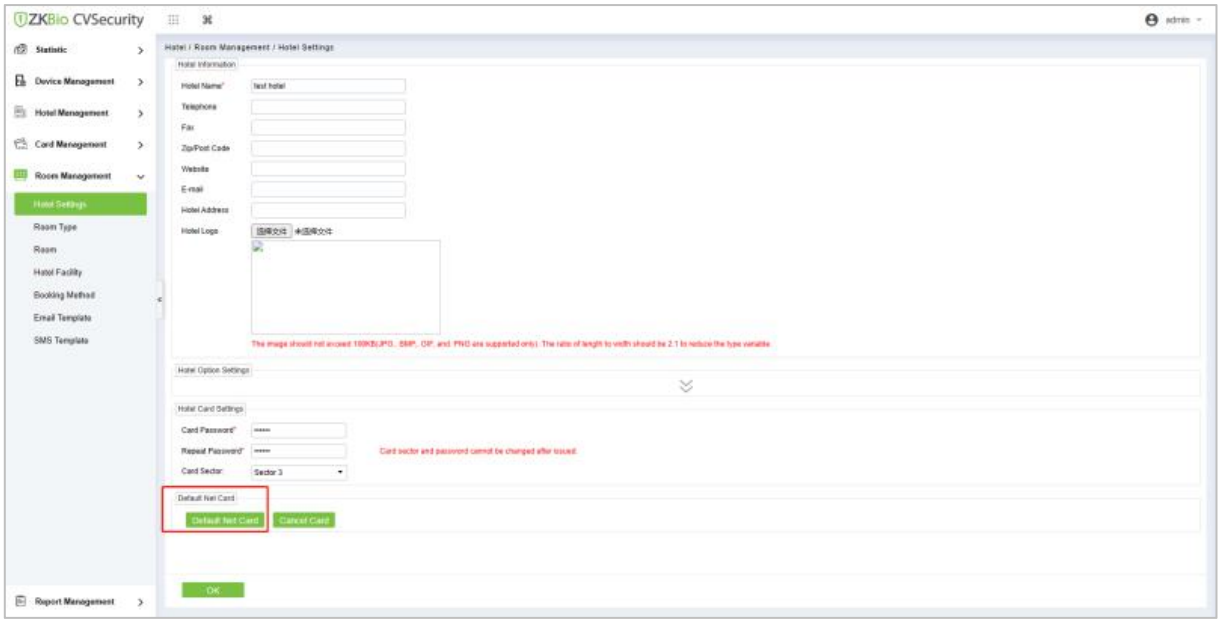

Figure 1.2- 10

2. Enable **Pairing Mode** on the Gateway, and swipe the Default Net Card over the card reader on the hotel lock. When you hear two prompts followed by the same prompt again, the lock is successfully added, as shown in Figure 1.2-11.

Figure 1.2- 11

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1.2.1.2.2 Hotel Lock Binding Room

1. After the hotel lock is added, click the lock name, the **Edit** icon under Operation, or the room name to assign a room. This will open the lock editing interface, as shown in Figure 1.2-12.

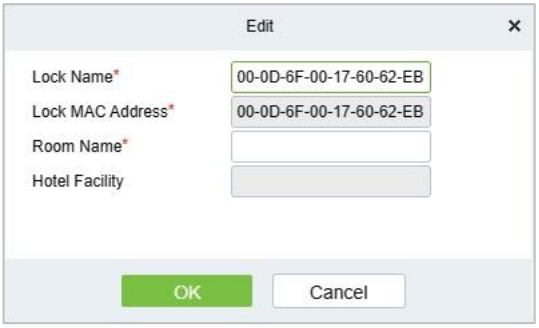

Figure 1.2- 12

2. Click room name, select the room to be bound, click > or double click the room name, and click **OK** to finish, as shown in Figure 1.2-13.

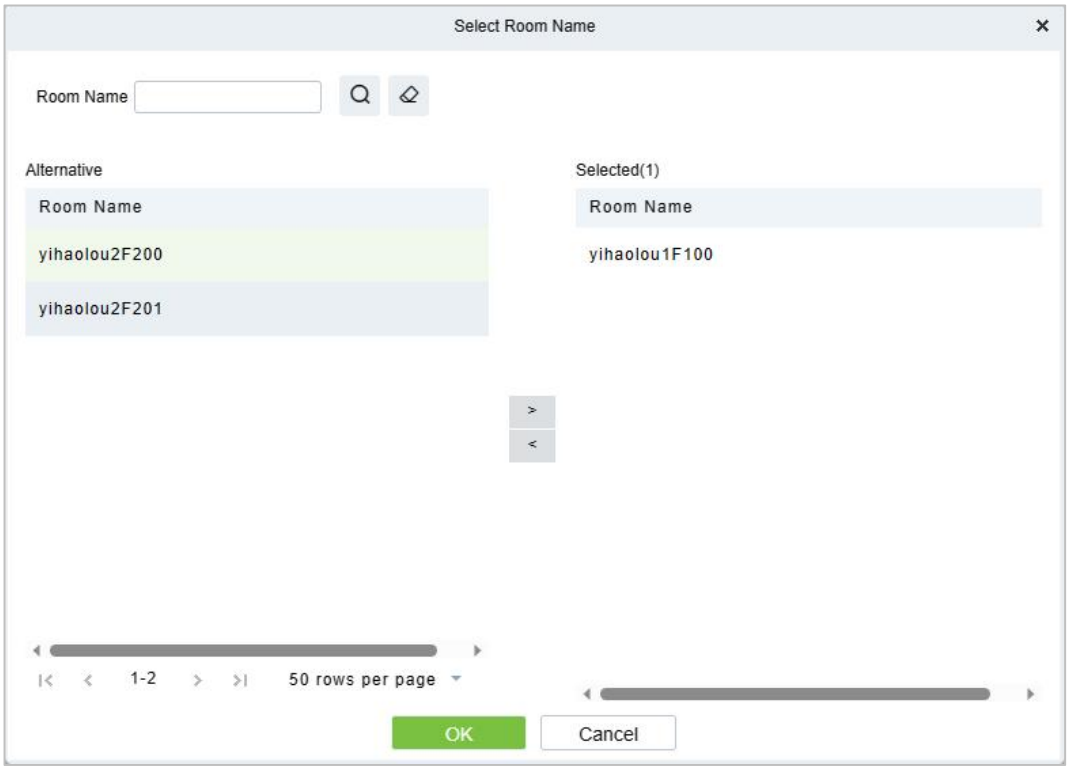

Figure 1.2- 13

3. When the selected room is bound to the public room of the hotel, the system will automatically identify the hotel facility to which the room number belongs and display it in the column of **Hotel Facility**, which cannot be edited, as shown in Figure 1.2-14.

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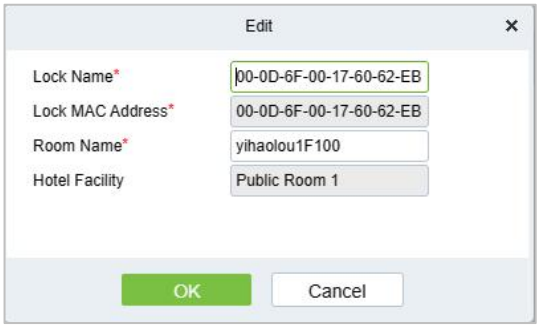
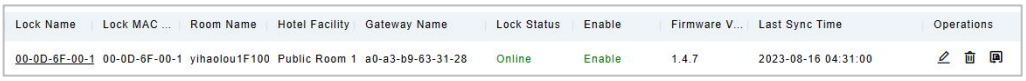


Figure 1.2- 14

4. Click **OK** again to complete room binding, as shown in Figure 1.2-15.

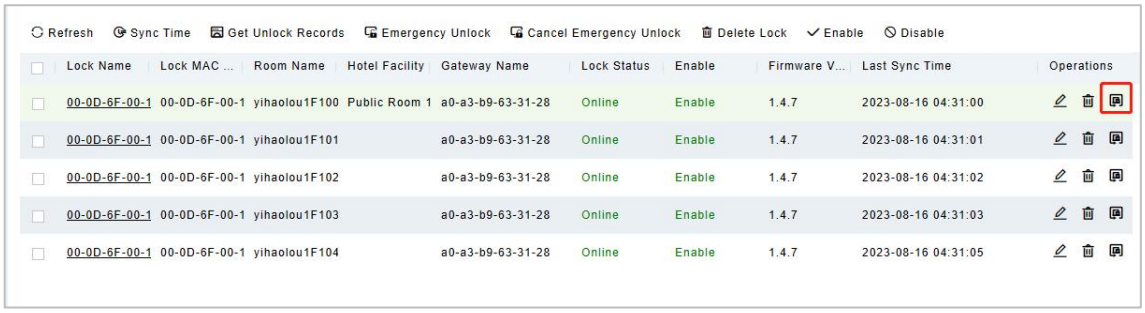


Lock Name	Lock MAC ...	Room Name	Hotel Facility	Gateway Name	Lock Status	Enable	Firmware V...	Last Sync Time	Operations
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F100	Public Room 1	a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-16 04:31:00	

Figure 1.2- 15

1.2.1.2.3 Hotel Lock Unbinding Room

1. Users can click the **Reset** icon in **Operations** module to unbind the room, as shown in Figure 1.2-16.



Refresh | Sync Time | Get Unlock Records | Emergency Unlock | Cancel Emergency Unlock | Delete Lock | Enable | Disable

Lock Name	Lock MAC ...	Room Name	Hotel Facility	Gateway Name	Lock Status	Enable	Firmware V...	Last Sync Time	Operations
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F100	Public Room 1	a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-16 04:31:00	
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F101		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-16 04:31:01	
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F102		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-16 04:31:02	
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F103		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-16 04:31:03	
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F104		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-16 04:31:05	

Figure 1.2- 16

2. After the process is complete, the room is unbound and its status is displayed as unbound, as shown in Figure 1.2-17.

Lock Name	Lock MAC ...	Room Name	Hotel Facility	Gateway Name	Lock Status	Enable	Firmware V...	Last Sync Time	Operations
00-0D-6F-00-1	00-0D-6F-00-1	Add Room		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-16 04:31:00	
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F101		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-16 04:31:01	
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F102		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-16 04:31:02	
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F103		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-16 04:31:03	
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F104		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-16 04:31:05	

Figure 1.2- 17

1.2.1.2.4 Other Functions Description

- The **hotel lock device list** displays all added hotel locks by default. When a Gateway is selected on the left, all hotel locks associated with that Gateway will be automatically filtered and displayed on the right, as shown in Figure 1.2-18.

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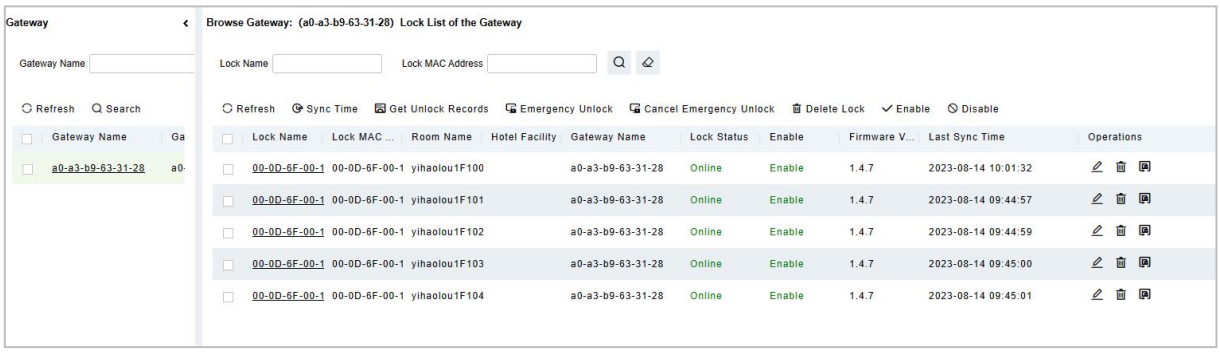

Figure 1.2- 18

- In the search bar, users can search for a hotel lock device by lock names and lock MAC address, as shown in Figure 1.2-19.

Figure 1.2- 19

- The middle row is the operation bar. To perform operations, select the hotel lock to be operated, as shown in Figure 1.2-20.

Figure 1.2- 20

- The **Refresh** button can refresh the list of hotel lock devices. If a new hotel lock is added to the network, the interface doesn't update automatically, users can manually click the **Refresh** button to see the newly added hotel lock.
- Clicking the **Delete Lock** button delete the selected lock. Alternatively, click the **Delete** icon next to each lock in the lock list is the same function.

  Note: When the hotel lock is deleted, the Gateway will remove the hotel lock out of the Zigbee network. If the hotel lock wants to be added again, it is necessary to swipe the **Default Net Card** to re-enter the network again (the Gateway has enabled the **Enable Pairing Mode** firstly). Swipe the Default Net Card directly at the bound hotel lock, the lock can be forcibly deleted, and if the **Enable Pairing Mode** is enabled, it will be added again after deletion.

- **Sync Time** manually synchronize the time. If the last Sync Time of a lock has not been updated for a long time, users can use this button to manually synchronize the time.

  Note: Last Sync Time refers to the last time the system synchronized with the hotel lock. Normally, the system and the hotel lock will automatically synchronize the time at 4:00 AM every day, but the actual synchronization typically occurs around 4:30 AM. The hotel lock will also automatically synchronize the time when the power is off and then restarted. Additionally, when a hotel lock is added to the network, it will synchronize the time once, as shown in Figure 1.2-21.

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Figure 1.2- 21

- **Get Unlock Records:** When users notice that the unlock records of a hotel lock are not complete, can manually fetch all the unlock records saved by the hotel lock device through **Get Unlock Records** button (the device can save a maximum of 200 unlock records).
- **Emergency Unlock:** When requiring an emergency unlock, users can use **Emergency Unlock** button to keep the lock normally open. In the normally open state, the hotel lock can directly press down the handle to open the door, without swiping the card. At the same time, on the **Room Monitor** interface, the normally open icon is displayed in the room status corresponding to the hotel lock, as shown in Figure 1.2-22.

Figure 1.2- 22

- **Cancel Emergency Unlock:** If users need to restore the lock to its normal state after the emergency is resolved, they can click the **Cancel Emergency Unlock** button. This action will return the hotel lock to its normal operating mode. On the **Room Monitor** interface, the normally open icon corresponding to the room status disappears, as shown in Figure 1.2-23.

Figure 1.2- 23

- **Disable:** When the hotel lock needs to be disabled for some reasons, users can click **Disable** button to set the hotel lock to the suspended state. In the suspended state, the system will suspend communication with the hotel lock.

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- **Enable:** If users want to cancel the suspended use of the hotel lock, clicking **Enable** button to re-enable the hotel lock. The system recovers the communication with the hotel lock and sends the synchronization time and basic lock settings to the hotel lock again, as shown in Figure 1.2-24.

Lock Name	Lock MAC ...	Room Name	Hotel Facility	Gateway Name	Lock Status	Enable	Firmware V...	Last Sync Time	Operations
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F100		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-14 10:01:32	
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F101		a0-a3-b9-63-31-28	Online	Disable	1.4.7	2023-08-14 15:54:31	

Figure 1.2- 24

- **Firmware Version**: The firmware version of the hotel lock. After the hotel lock is added to the network, the firmware version information will be displayed synchronously. This function is used to provide the firmware version information when the hotel lock requires after-sales support, as shown in Figure 1.2-25.

Lock Name	Lock MAC ...	Room Name	Hotel Facility	Gateway Name	Lock Status	Enable	Firmware Version	Last Sync Time	Operations
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F100	Public Room 1	a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-15 04:31:00	
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F101		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-15 04:31:01	
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F102		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-15 04:31:02	
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F103		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-15 04:31:03	
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F104		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-15 04:31:05	

Figure 1.2- 25

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1.3 Hotel Management

1.3.1 Room Monitor

On Room Monitor interface allows users to view and manage room status, including displaying room details, performing both individual and team check-ins and check-outs, and making room reservations simultaneously, as shown in Figure 1.3-1.

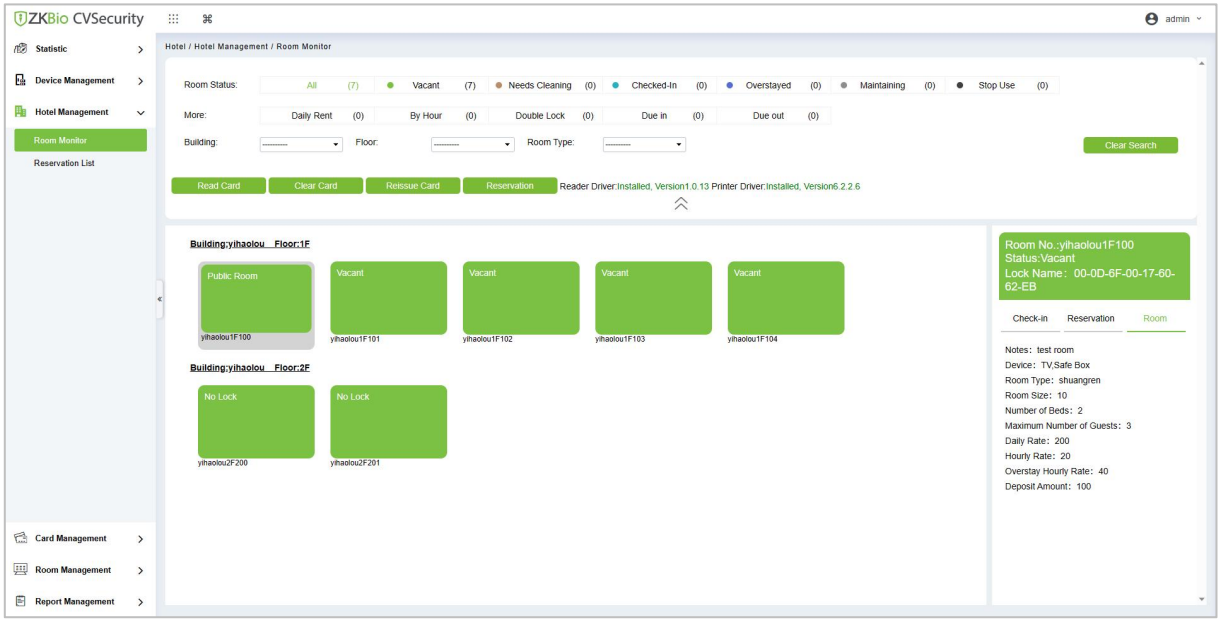

Figure 1.3- 1

1.3.1.1 Search

- **Building and Floor search bar:** Select the name of the building and floor through the drop-down list, and the following room list will be synchronized to screen out eligible rooms. Click the **Clear Search** button to clear the filter criteria.

  Note: Users need to select the building first, and then select the floor, as shown in Figure 1.3-2.

Figure 1.3- 2

- **Room Type search bar:** Select the room type name from the drop-down list, the following room list will be synchronized to screen out eligible rooms. Click the **Clear Search** button to clear the filter criteria, as shown in Figure 1.3-3.

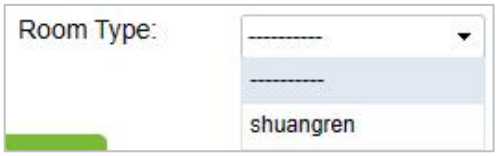

Figure 1.3- 3

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- **Room Status and More search bar:** Clicking the corresponding room status, eligible rooms will be automatically selected from the following room list, as shown in Figure 1.3-4.

Figure 1.3- 4

1) **All:** Screen All rooms, click the **All** button, the system will filter and show all available rooms. The number in parentheses indicates how many rooms match the selected status, as shown in Figure 1.3-5.

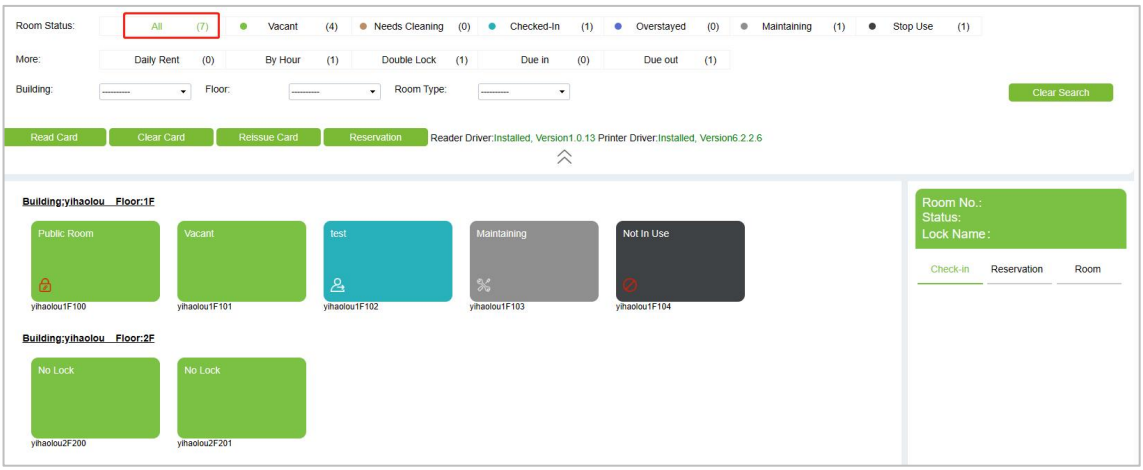

Figure 1.3- 5

2) **Clean (Vacant)**: Click **Vacant** button, the system will screen out all unoccupied rooms. The number in parentheses indicates how many rooms match this status. Empty rooms are displayed in green, as shown in Figure 1.3-6.

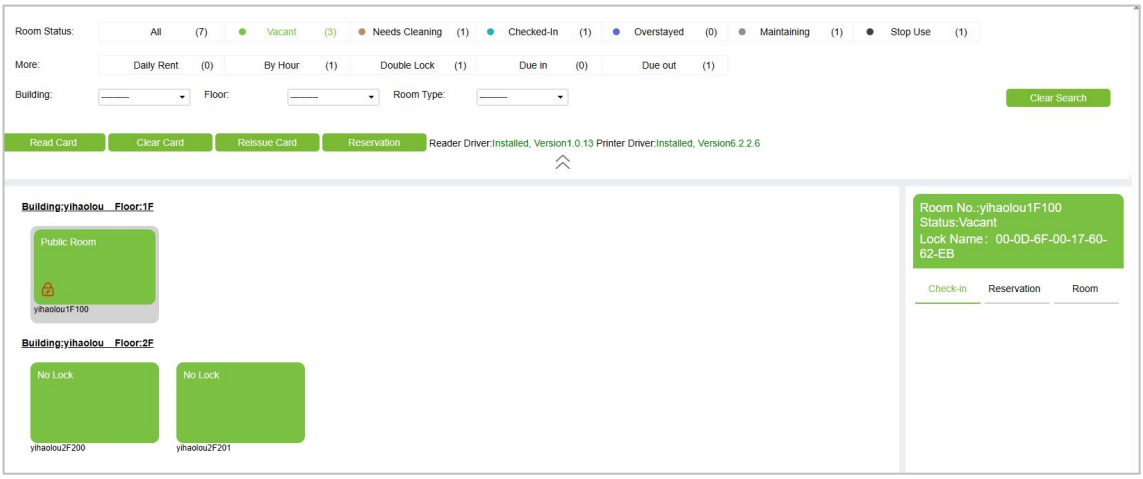

Figure 1.3- 6

3) **Dirty Room (Need Cleaning)**: Click **Need Cleaning** button will filter out rooms that require cleaning. The number in brackets indicates the count of dirty rooms, which are displayed in an earthy yellow color, as shown in Figure 1.3-7.

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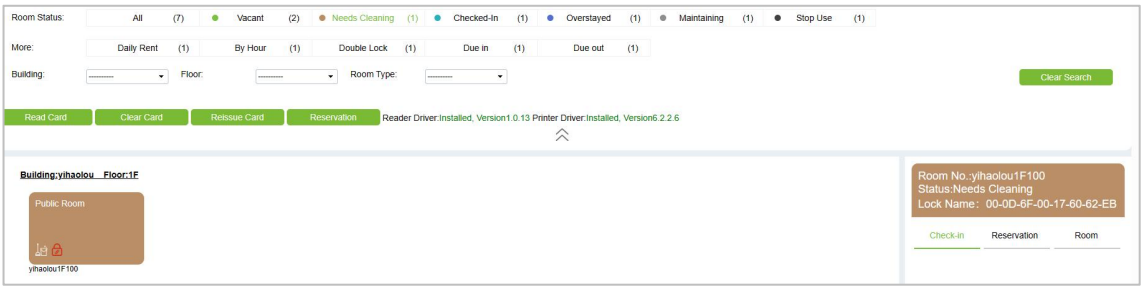

Figure 1.3- 7

4) **Checked-In**: Click **Checked-in** button, the system will screen out all occupied rooms. The following brackets represent the number of rooms that match the status of the room. The room is displayed in sky blue, as shown in Figure 1.3-8.

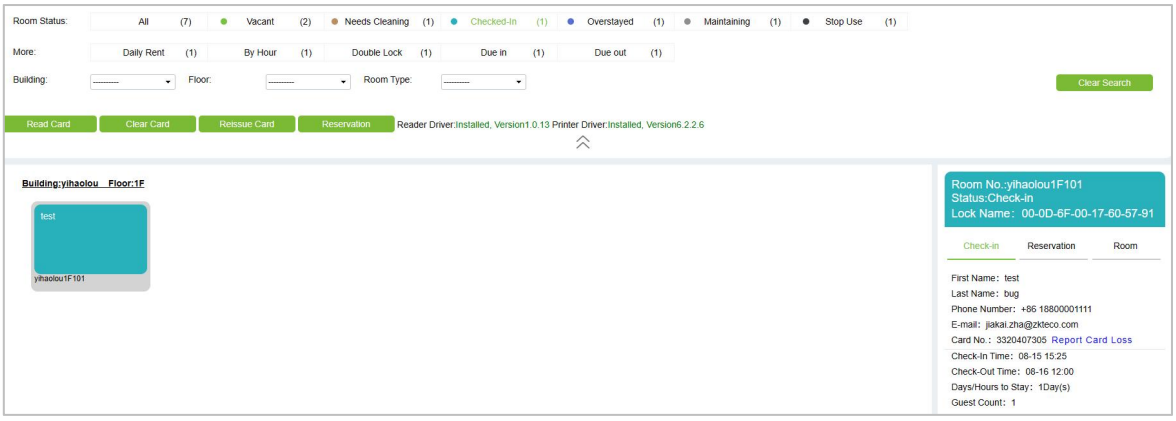

Figure 1.3- 8

5) **Overstayed:** Click this button, the system will screen out all late check-out rooms. The following brackets represent the number of rooms that match the status of the room. Delayed rooms are shown in blue purple, as shown in Figure 1.3-9.

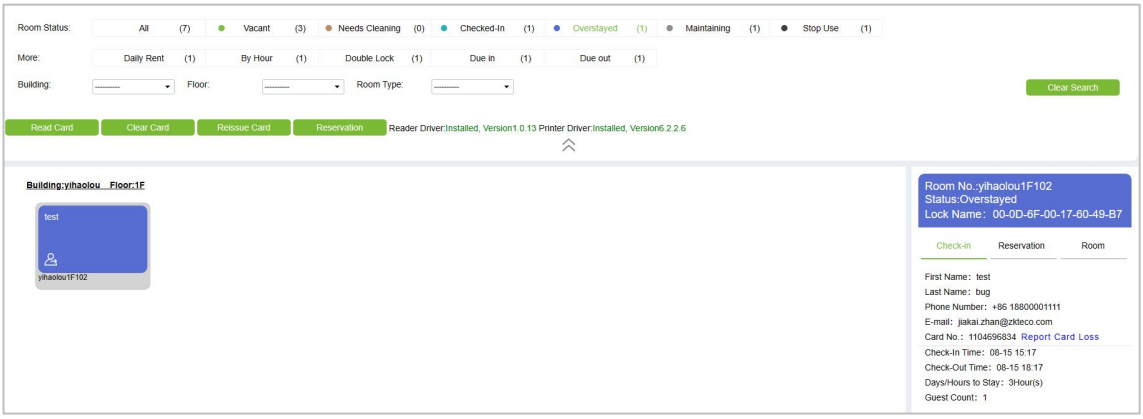

Figure 1.3- 9

6) **Maintaining:** Click this button, the system will screen out all the rooms to be maintained. The following brackets represent the number of rooms that match the status of the room. The room to be repaired is displayed in grey, as shown in Figure 1.3-10.

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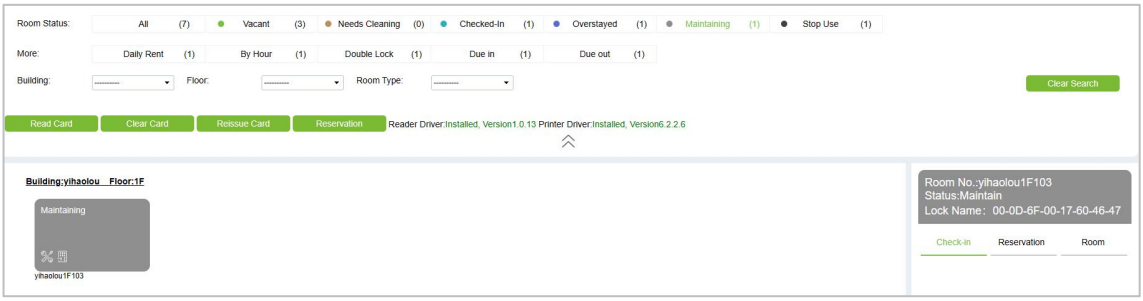

Figure 1.3- 10

7) **Stop Use:** Click this button, to filter out all the suspended rooms. Rooms in Stop Use status cannot be booked or checked into. The suspended room is displayed in dark grey, as shown in Figure 1.3-11.

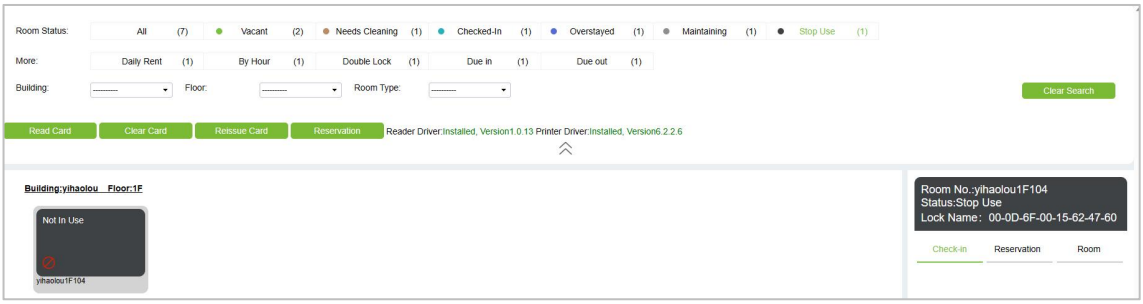

Figure 1.3- 11

8) **Daily Rent**: Click this button, to filter out all the rooms rented by the day after clicking. The following brackets represent the number of rooms that match the status of the room, as shown in Figure 1.3-12.

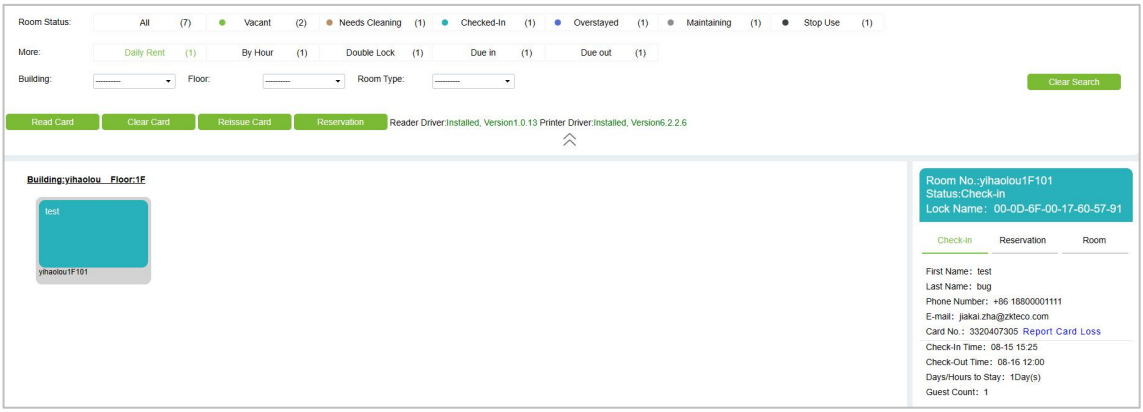

Figure 1.3- 12

9) **By Hour**: Click this button, to filter out all rooms rented by the hour. The following brackets represent the number of rooms that match the status of the room, as shown in Figure 1.3-13.

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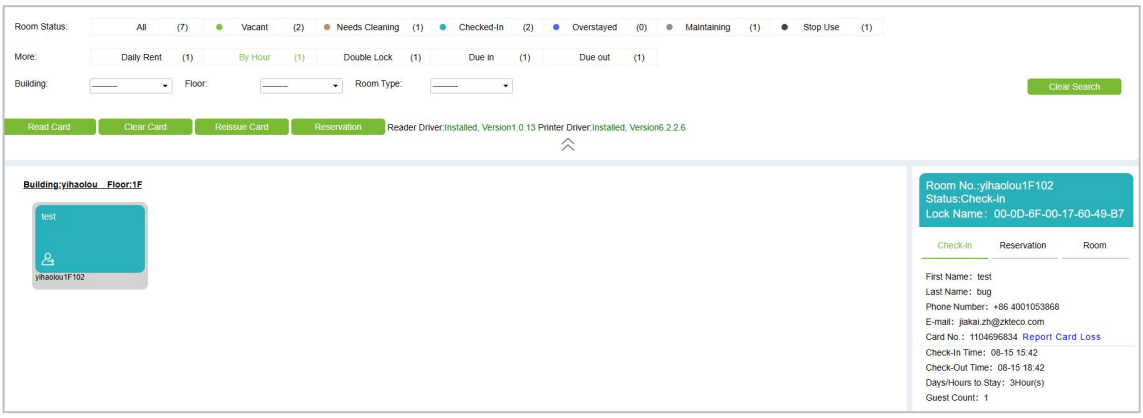

Figure 1.3- 13

10) **Double Lock:** Click this button, to filter out all the unlocked rooms. The following brackets represent the number of rooms that match the status of the room, as shown in Figure 1.3-14.

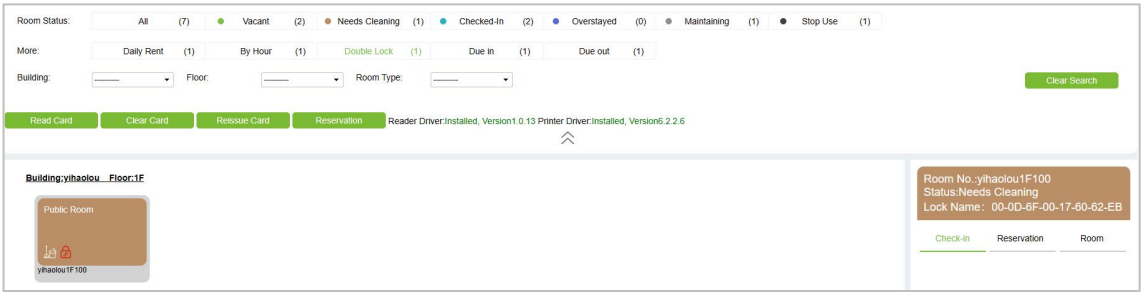

Figure 1.3- 14

11) **Due in:** Click this button, to filter out all the rooms booked for today. The following brackets represent the number of rooms that match the status of the room, as shown in Figure 1.3-15.

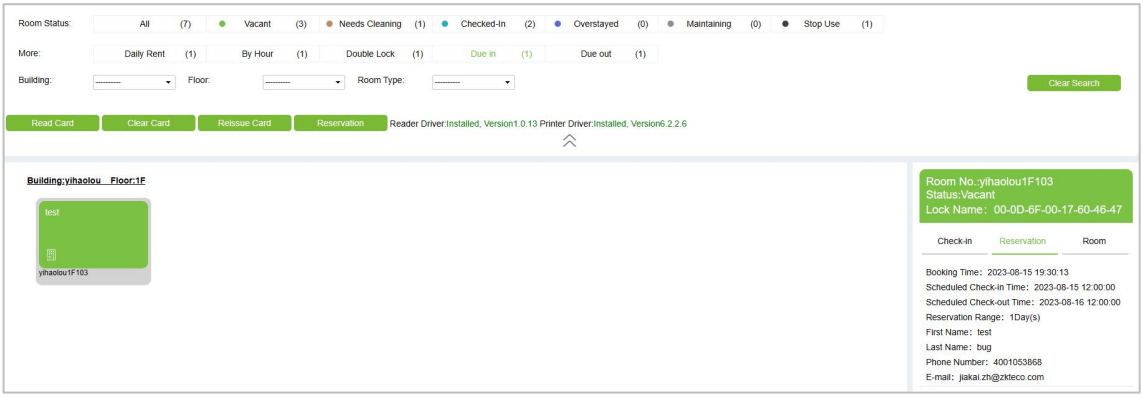

Figure 1.3- 15

12) **Due out:** Click this button, to filter out all the rooms that are expected to check out today. The following brackets represent the number of rooms that match the status of the room, as shown in Figure 1.3-16.

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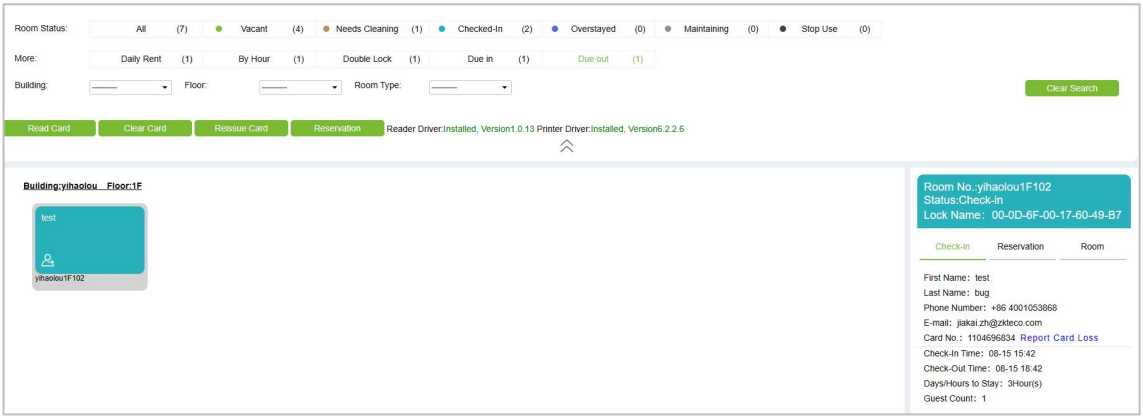

Figure 1.3- 16

1.3.1.2 Room Status

The **Room Status** button pops up when you right-click the room icon. The operable options are shown in Figure 1.3-17.

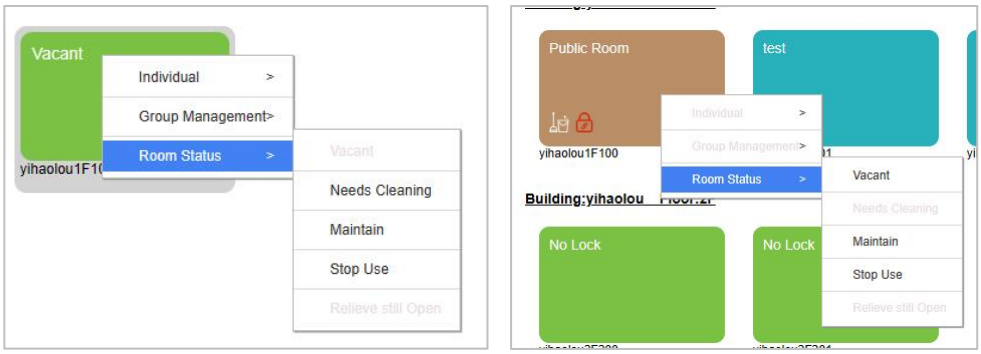

Figure 1.3- 17

- **Vacant:** Restore the normal use of the room, when the room is set to a special room status (to be cleaned, to be repaired, suspended), users can use this function to restore the room status.
- **Needs Cleaning**: The room needs to be cleaned.
- **Maintain:** The room needs to be maintained.
- **Stop Use:** The room is not in use.Rooms in Stop Use status cannot be booked or checked into.
- **Relieve still Open**: When a door is opened with a card and remains open for more than one minute, an alarm is triggered (indicated by 10 buzzer sounds), and an alarm icon appears in the room list. Hotel staff can use this function to clear the alarm icon for the unlocked door. Shown in Figure 1.3-18.

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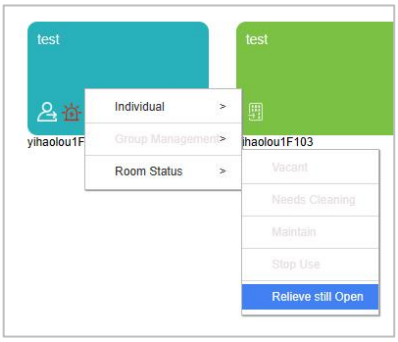


Figure 1.3- 18

1.3.1.3 Main Status Change Process of Rooms

- Vacant > Due in > Checked-in > Due out > Overstayed > Needs Cleaning.
- Vacant > Individual > Checked-in > Due out > Overstayed > Needs Cleaning.
- Vacant > Group Management > Checked-in > Due out > Overstayed > Needs Cleaning.

1.3.1.4 Other Status Change Process of Rooms

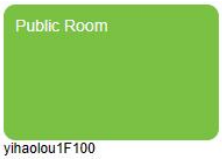
→

Threw the deadbolt closed Unlock deadbolt

→

Door open alarm Turn off alarm

→

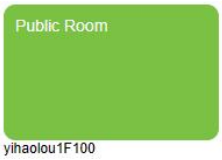


Needs cleaning Clean up

→

Maintenance Complete maintenance

→



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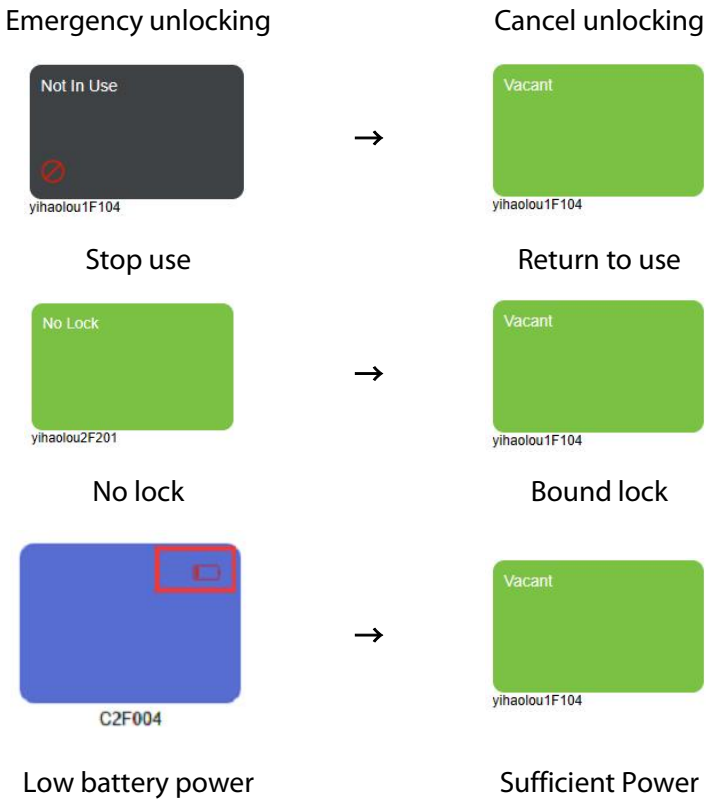

1.3.1.5 Room Status and Check-in Reservation

When a room is in a "Stop Use" or "No Lock" state, it cannot be booked and checked into, and it will not appear in the **Room Monitor** interface. If the room is in a "Maintaining" state, it can be booked but not checked into.

When you right-click these types of room in the real-time room list, it will be found that the **Individual** and **Group Management** services in the menu are grey and not optional, as shown in Figure 1.3-19.

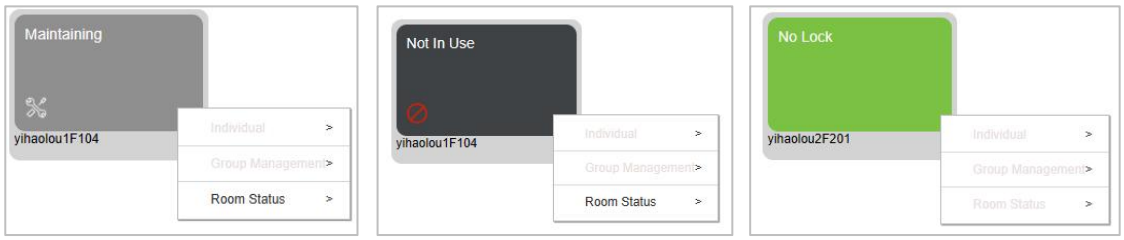

Figure 1.3- 19

Room in the 'Uncleaned' state can still be reserved, even though it has not been cleaned. It will continue to appear in the Reservation Management list, as shown in Figure 1.3-20.

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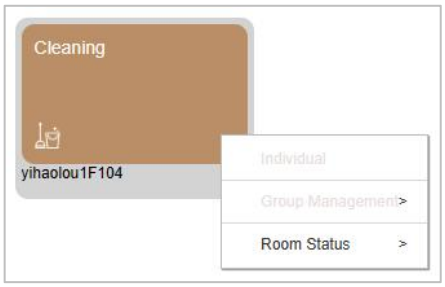

Figure 1.3- 20

1.3.1.6 Room Information

In the Room List, selecting any room on the right side of the room page will display its current information, including Room No., Status, and Lock Name in the header. The available tabs are Check-In Information, Reservation Information, and Room Information, as shown in Figure 1.3-21.

Figure 1.3- 21

- When one of the rooms in the list is selected, the room information bar will be refreshed according to the latest information.
- It displays basic information such as Room Number, Room State, and the name of the hotel lock, as shown in Figure 1.3-22.

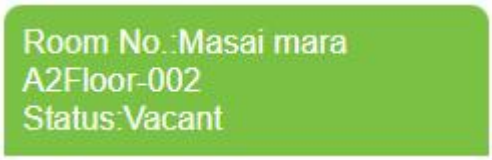

Figure 1.3- 22

- Also, it shows the room reservation information or the room check-in information, as shown in Figure 1.3-23.

Figure 1.3- 23

- In the room check-in information, users can see the name, contact number, check-in time, expected check-out time, the number of days (hours), and the number of people who have checked-in already, as shown in Figure 1.3-24.

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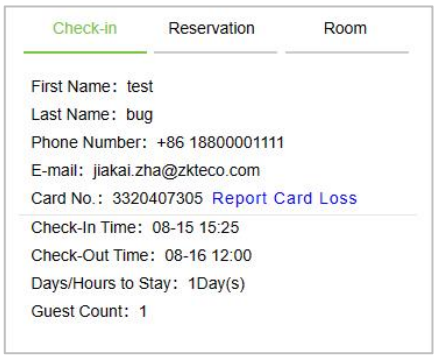

Figure 1.3- 24

In the room check-in information, the user can also see how many room cards have been issued to the current room. There is a **Report Card Loss** button on the back of each room, click this button to Report the Lost Card immediately. After reporting the loss, click the **Clear Lost Card Report** button to cancel the loss report of this room card.

- In the room reservation information, users can see the booked guest's name, contact number, scheduled check-in time, scheduled check-out time, number of days (hours), and number of guests, as shown in Figure 1.3-25.

Figure 1.3- 25

- In the room information, users can see the room type name, room size, the number of beds, maximum occupancy, daily room rate, and the furniture and facilities, as shown in Figure 1.3-26.

Figure 1.3- 26

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1.3.1.7 Printer and Reader Driver

1.3.1.7.1 Printer Driver

The status bar of the printer driver makes it easy for users to know whether the printer driver is installed on the current system and whether the version of the printer driver is up to date.

When the status of the printer driver is displayed as shown in Figure 1.3-27, it represents that the printer driver is installed and is the latest version, the version number is Ver 6.2.2.6.

Figure 1.3- 27

1.3.1.7.2 Reader Driver

The status bar of the reader driver makes it easy for users to know whether the reader driver has been installed on the current system and whether the version of the reader driver is the latest.

When the status of Reader's Driver is displayed as shown in Figure 1.3-28, it means the reader's driver is installed and is the latest version, version number: Ver 1.0.13.

Figure 1.3- 28

1.3.1.8 Read, Clear and Reissue Card

1.3.1.8.1 Read Card

After installing the driver and plugging the reader into the system, click the **Read Card** button. The card information display window will pop up, as shown in Figure 1.3-29.

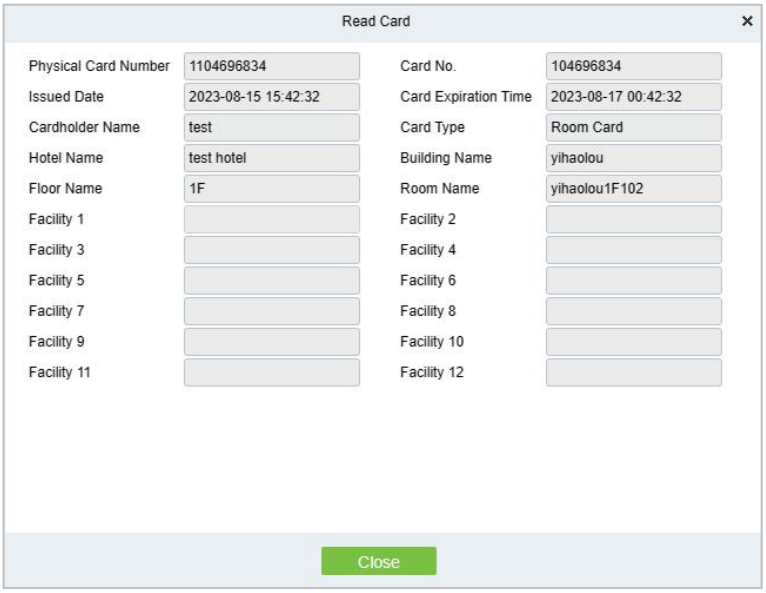

Figure 1.3- 29

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Note: If the latest driver is not installed, the reader is not plugged in, or no card is placed on the reader, click the **Read Card** button and the system will report "The Operation Failed!" as shown in Figure 1.3-30.

Figure 1.3- 30

1.3.1.8.2 Cancel Card

The **Cancel Card** button is used to clear the card data. When clicked, the system will prompt for confirmation, as shown in Figure 1.3-31.

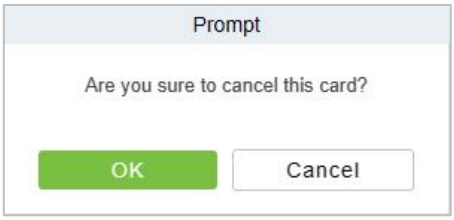

Figure 1.3- 31

After clicking the **OK** button, the card data will be cleared, and the card status will marked as invalid in the card-issuing table, as shown in Figure 1.3-32.

Card Status	Card Type	Room Name	Card No.	Physical Card Num...	Name	Last Name	ID Type	ID Number	Card Issued Date	Card Expiration Date	Issued Time
Invalid	Room Card	yihaolou1F102	104696834	1104696834	test	bug	ID	2	2023-08-15 15:42:54	2023-08-16 10:02:07	2023-08-15 15:42:54
Valid	Room Card	yihaolou1F101	320407305	3320407305	test	bug	ID	2233	2023-08-15 15:26:37	2023-08-16 12:00:00	2023-08-15 15:26:37

Figure 1.3- 32

The user information is deleted from the check-in information, as shown in Figure 1.3-33.

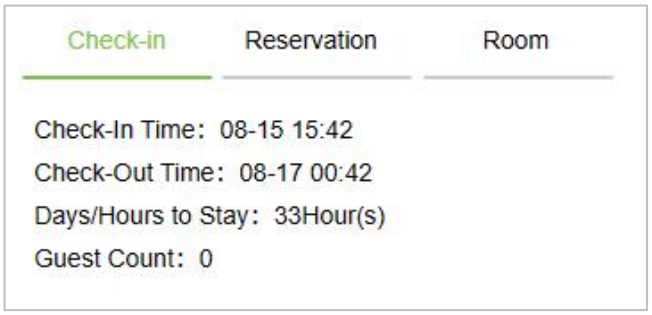

Figure 1.3- 33

Note: The blocklist card cannot clear the card.

1.3.1.8.3 Reissue Card

It is used when the user's room card is cancelled abnormally, reported lost or the peer reissues it.

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1. Select the room for which the room card needs to be reissued, then click **Reissue Card.** The reissue room card window will pop up, as shown in Figure 1.3-34.

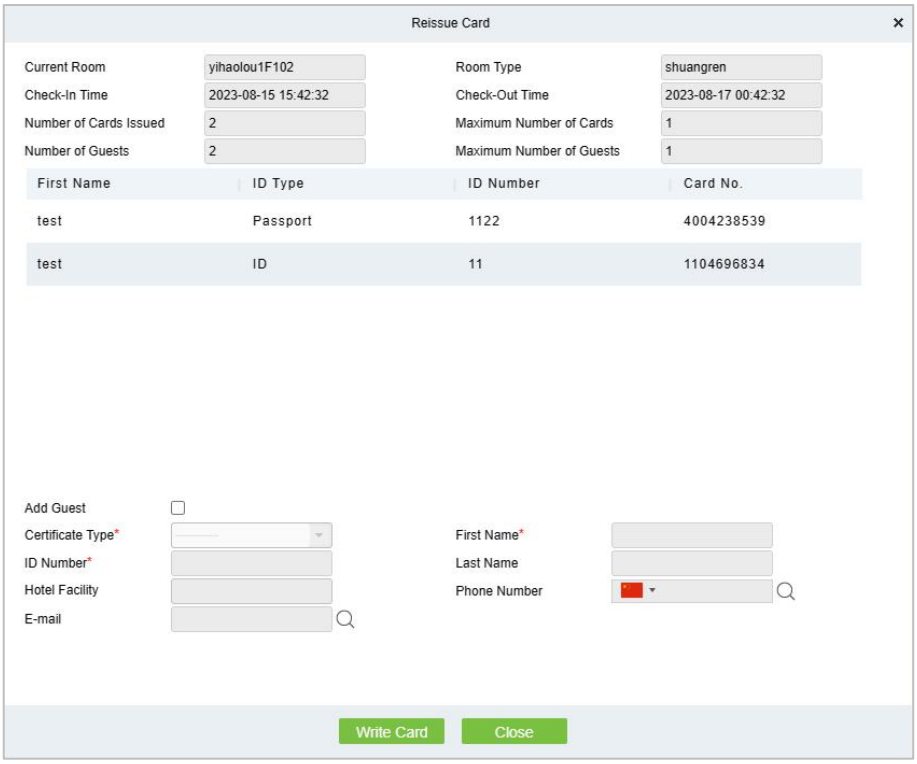

Figure 1.3- 34

2. Check **Add Guest** options, enter the guest information, and click **Write Card**, as shown in Figure 1.3-35.

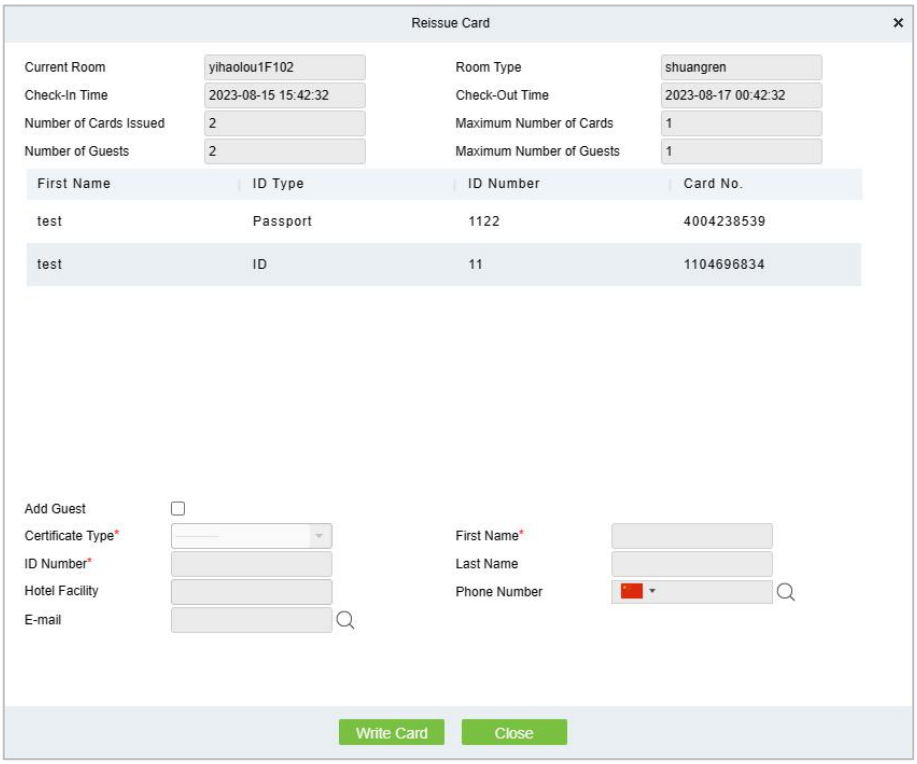

Figure 1.3- 35

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1.3.1.9 Reservation

Make individual or group hotel reservations.

1. Click the **Reservation** button on the Room Monitor interface, and a reservation window will appear, as shown in Figure 1.3-36.

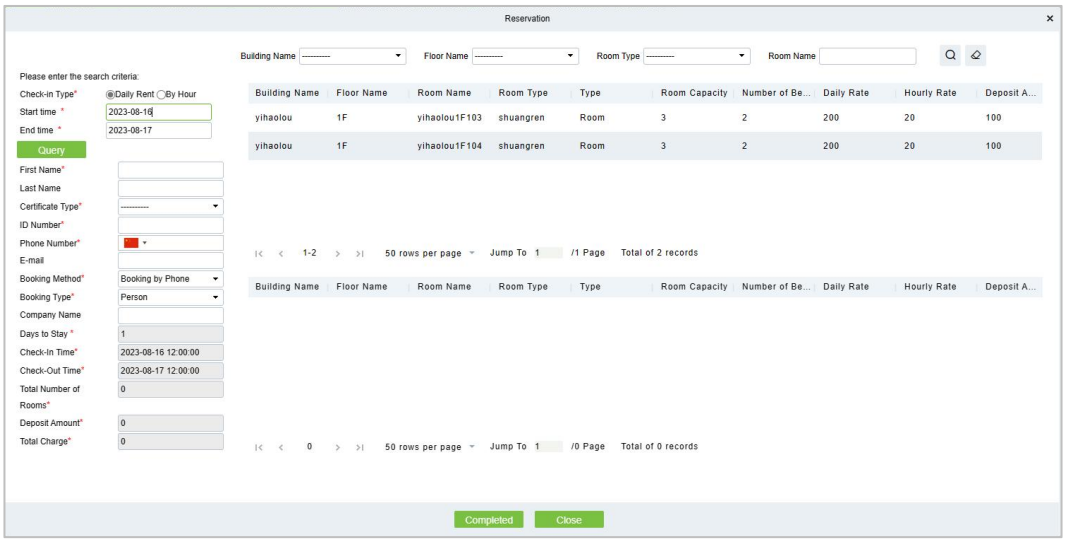

Figure 1.3- 36

2. Select the booking type "Daily Rent" or "By Hour", choose the start time and end time, and click **Query.** The available rooms within the time range of the current query conditions will be displayed in the list on the top right. As shown in Figure 1.3-37.

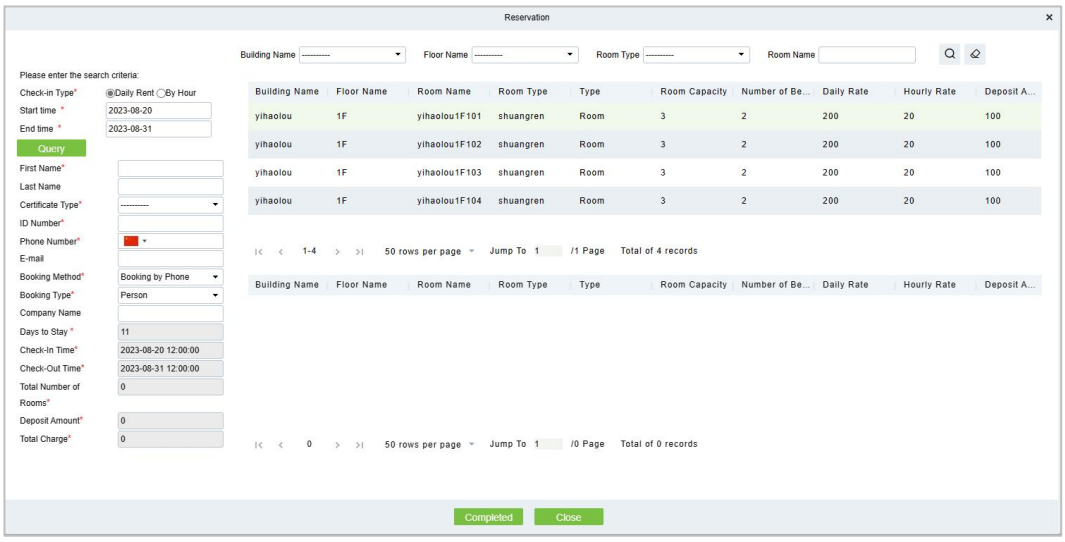

Figure 1.3- 37

3. Select building name, floor name, room type, and room name, then fill in the required items. Click **Completed**, as shown in Figure 1.3-38.

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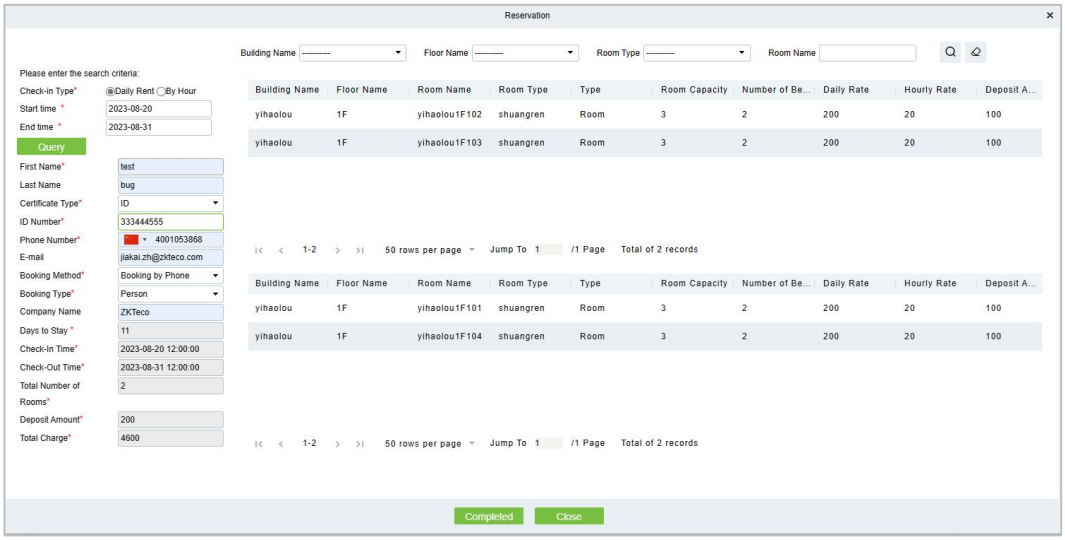

Figure 1.3- 38

4. After making a reservation, users can view the reservation record in the **Reservation List**, as shown in Figure 1.3-39.

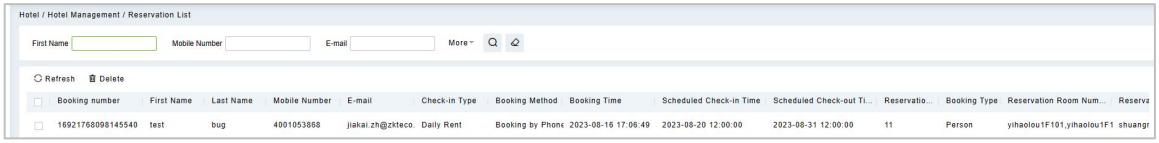

Figure 1.3- 39

5. The reservation information is displayed in the room information, as shown in Figure 1.3-40.

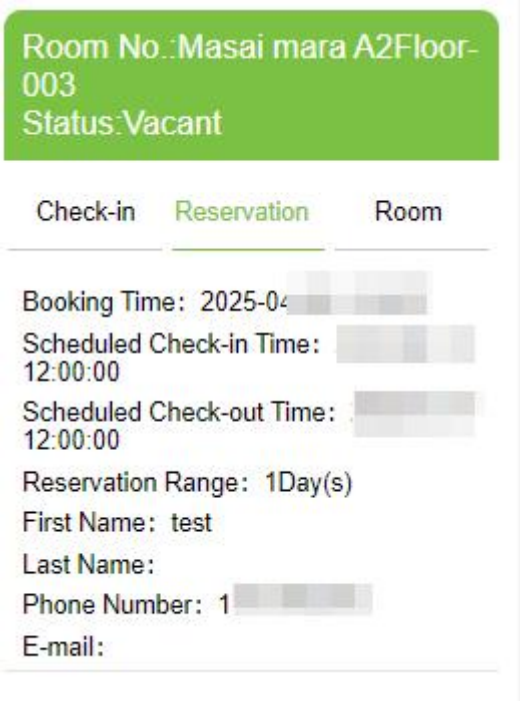

Figure 1.3- 40

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1.3.1.10 Individual Business

1.3.1.10.1 Check-in

1. Right-click the available rooms and select **Individual-> Individual check-in** function from the pop-up menu to check-in as shown in Figure 1.3-41.

Figure 1.3- 41

2. The individual check-in window will be displayed, after filling in the check-in information, as shown in Figure 1.3-42.

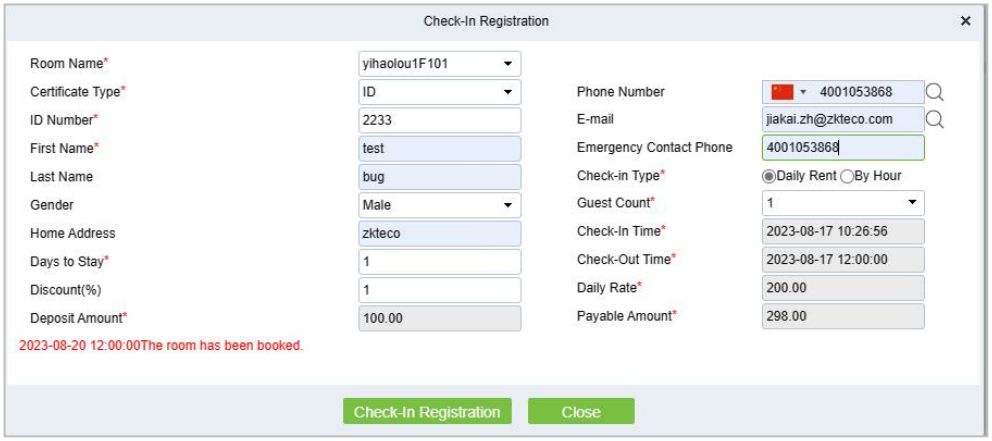

Figure 1.3- 42

- **Room Name**: The default Room Name is the previously selected or booked Room number. The Room number cannot be changed when registering.
- **Certificate Type**: The Certificate Type can be selected from the drop-down list such as ID, Passport, Driver's License, Others.
- **ID Number**: The system will obtain the information of the guests who have checked in. When the same ID number is entered for the next time, the other information of the guests will be automatically filled in.
- **First Name**: Enter the first name of the guest, required fields.
- **Last Name**: Enter the last name of the guest, non-required fields.
- **Gender**: Select the gender from the drop-down list.
- **Home Address**: Not required.

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- **Phone Number**: If the customer needs to use the mobile phone HTML5 function, he/she must fill in the mobile phone number which can receive the successful check-in SMS and the mobile phone HTML5 link. Remember to select the country before entering the guest's phone number. It will be automatically saved as the default number.
- **E-Mail**: The email address of guests is not required, but it can be used to send consumption bills.
- **Emergency Contact Phone**: Enter the Emergency Contact Number.
- **Check-in Type**: The options are Daily Rent and Hourly Rent.
- **Guest Count**: The Guest count must be within the limits of room regulations.
- **Days of Stay**: The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
- **Check-in Time**: Automatically fills according to the actual check-in time.
- **Check-out Time**: The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.
- **Discount (%)**: Select the discount percentage as per the norms and the range is 0% to100%.
- **Deposit Amount**: Automatically fills according to the rental deposit set on Room Type.
- **Daily Rate**: Automatically calculates the rate according to the estimated number of days and the room fee set on Room Type.
- **Payable Amount**: Rental cost + deposit. Guests should pay the room fee in advance including the total deposit. **Note:** This system is only responsible for the auxiliary calculation of rents according to preset rules and does not involve POS business of cash collection.

3. After filling in the required information above, click the **Check-in Registration** button to enter **Register or Issue a Card** interface, set the elevator control (optional), access control (optional), and hotel facility, as shown in Figure 1.3-43.

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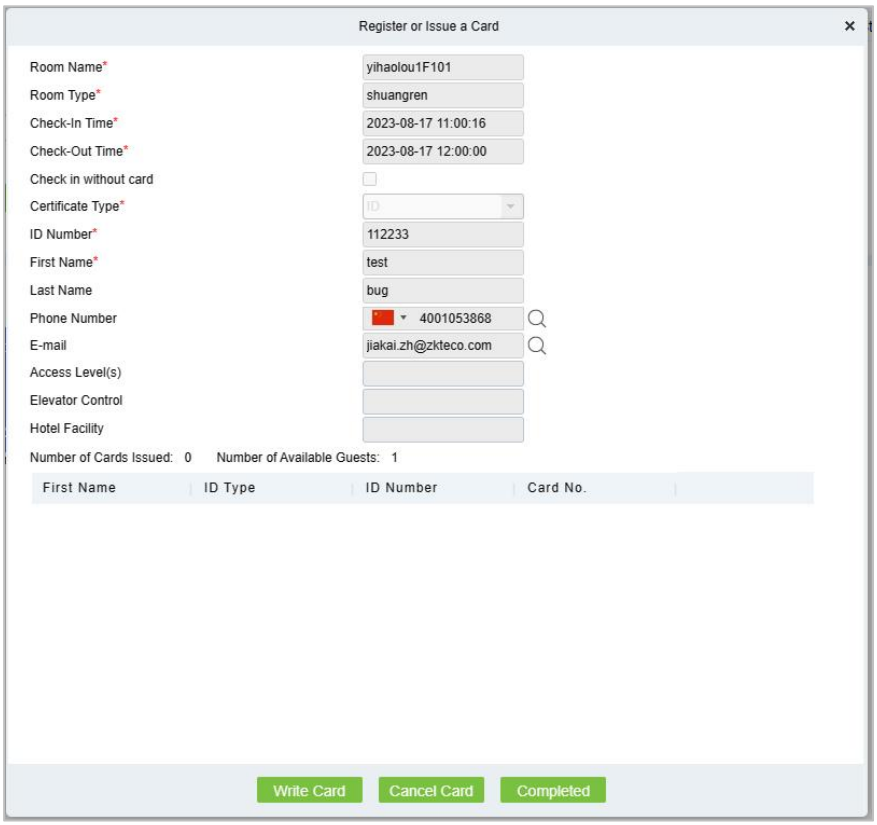

Figure 1.3- 43

- **Room Name**: The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Room Type**: The Room Type will be automatically displayed according to the selected guest room and cannot be modified.
- **Check-in Time**: The system fills the current time by default and cannot be modified.
- **Check-out Time**: The time will be filled automatically and cannot be modified.
- **Check in without card**: The first guest must be issued a room card, and the second guest can only check-in without a room card during group check-in.
- **Certificate Type**: The information of the first guest will be automatically filled in according to the previous order without manual input. But the second guest needs to enter the registration manually.
- **ID Number**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **First Name**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.

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- **Last Name**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **Phone Number**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **Access Level(s)**: Click to add the room card to the Access Level that can be accessed, such as hotel lobby access control, swimming pool access control, chess room access control, etc. After selecting the corresponding access level here, the room card has both the guestroom unlock access and these access control rights.
- **Elevator Control**: Click to add the room card to the Elevator Control. For example, the guest room is on the 3rd floor. After selecting the elevator control on the 3rd floor, the room card has both the guestroom unlock and the elevator rights on the 3rd floor.
- **Hotel Facility**: Click to add the room card to the room area, such as VIP entertainment room, private hot spring, etc. After selecting the corresponding room area, the room card has both the unlocking guestroom and the unlocking the special room permissions.
- **Number of Cards Issued:** Indicates the current number of room cards issued, and the room card information will be displayed in the list. It includes the guest's name of the cardholder, ID card number, and room card number.
- **Number of Available Guests:** Indicates the number of fellow guests who can still check in, depending on the maximum number of occupants of the room settings.

4. Place the card on the card reader, click **Write Card**, complete the card issuance. Click **Complete**, the pop-up window will close, and the check-in information can be viewed in the room information on the right side, as shown in Figure 1.3-44.

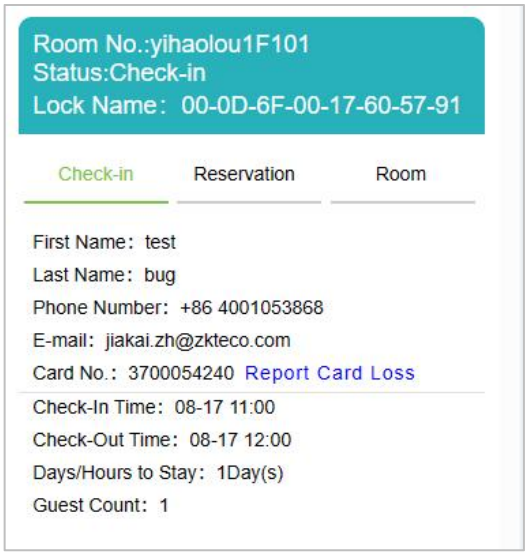

Figure 1.3- 44

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1.3.1.10.2 Reservation Check-in

1. In the **Reservation List**, locate the guest who is checking in today, and click **Check-In Registration** once earliest check-in time is reached, as shown in Figure 1.3-45. Or right-click the reservation room in the **Room Monitor** interface and click the **Individual** button.

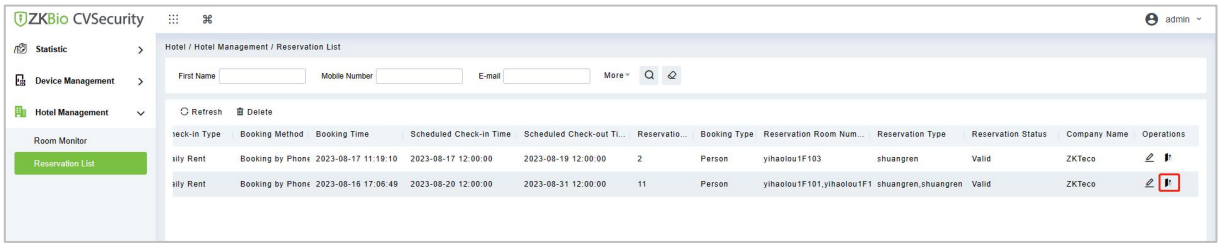

Figure 1.3- 45

2. In the Check-In pop-up window, the corresponding information will be automatically filled in according to the reservation information, as shown in Figure 1.3-46.

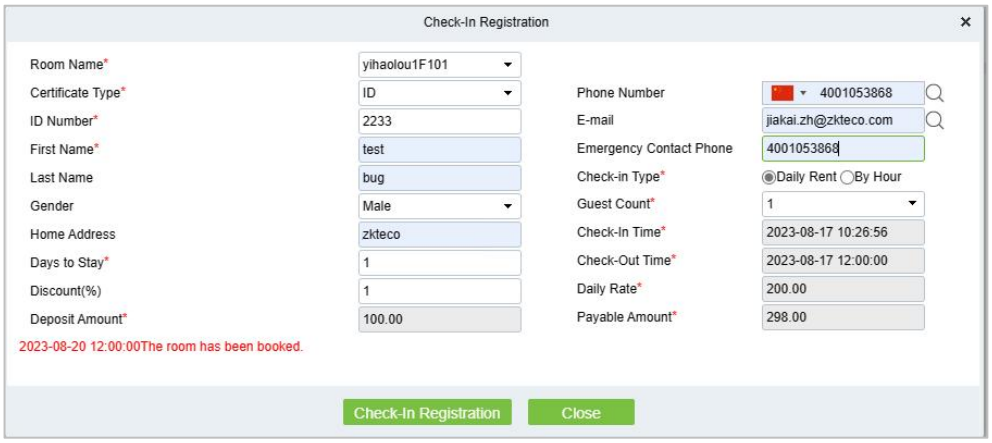

Figure 1.3- 46

- **Room Name**: The default Room Name is the previously selected or booked Room number. The Room number cannot be changed when registering.
- **Certificate Type**: The Certificate Type can be selected from the drop-down list such as ID, Passport, Driver's License, Others.
- **ID Number**: The system will obtain the information of the guests who have checked in. When the same ID number is entered for the next time, the other information of the guests will be automatically filled in.
- **First Name**: Enter the first name of the guest, required fields.
- **Last Name**: Enter the last name of the guest, non-required fields.
- **Gender**: Select the gender from the drop-down list.
- **Home Address**: Not required.
- **Phone Number**: If the customer needs to use the mobile phone HTML5 function, he/she must fill in the mobile phone number which can receive the successful check-in SMS and

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the mobile phone HTML5 link. Remember to select the country before entering the guest's phone number. It will be automatically saved as the default number.

- **E-Mail**: The email address of guests is not required, but it can be used to send consumption bills.
- **Emergency Contact Phone**: Enter the Emergency Contact Number.
- **Check-in Type**: The options are Daily Rent and Hourly Rent.
- **Guest Count**: The Guest count must be within the limits of room regulations.
- **Days of Stay**: The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
- **Check-in Time**: Automatically fills according to the actual check-in time.
- **Check-out Time**: The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.
- **Discount (%)**: Select the discount percentage as per the norms and the range is 0% to100%.
- **Deposit Amount**: Automatically fills according to the rental deposit set on Room Type.
- **Daily Rate**: Automatically calculates the rate according to the estimated number of days and the room fee set on Room Type.
- **Payable Amount**: Rental cost + deposit. Guests should pay the room fee in advance including the total deposit. **Note:** This system is only responsible for the auxiliary calculation of rents according to preset rules and does not involve POS business of cash collection.

3. After filling in the required information above, click the **Check-in Registration** button to enter **Register or Issue a Card** interface, set the elevator control (optional), access control (optional), and hotel facility, as shown in Figure 1.3-47.

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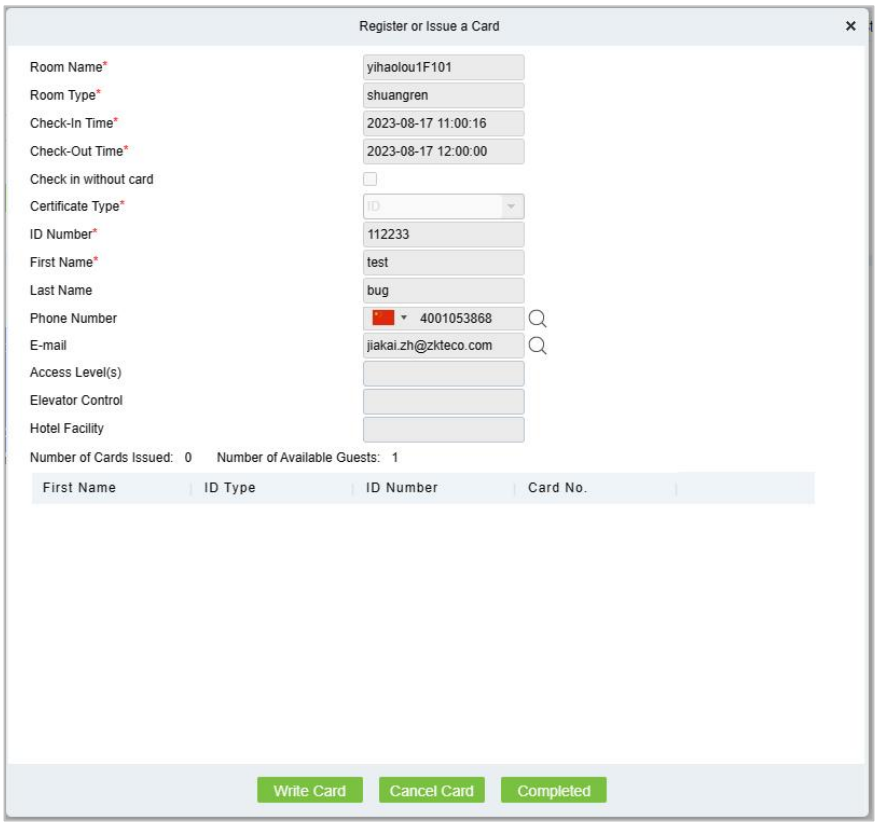

Figure 1.3- 47

- **Room Name**: The room number to be checked in will be displayed here after the previous reservation is selected and cannot be modified.
- **Room Type**: The Room Type will be automatically displayed according to the selected guest room and cannot be modified.
- **Check-in Time**: The system automatically fills in the current time by default, and it cannot be modified.
- **Check-out Time**: The system automatically fills in the check-out time, and it cannot be modified.
- **Check in without card**: The first guest must be issued a room card. Only subsequent guests can check in without a room card during group check-in.
- **Certificate Type**: The information of the first guest will be automatically filled in according to the previous order . Additional guests must enter their registration information manually.
- **ID Number**: The information of the first guest will be automatically filled in according to the previous reservation list from the previous reservation. Additional guests must enter this information manually.
- **First Name**: The first guest' s last name will be filled in automatically from the previous reservation. Additional guests must enter this information manually.

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- **Last Name**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **Phone Number**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **Access Level(s)**: Click to add the room card to the Access Level that can be accessed, such as hotel lobby access control, swimming pool access control, chess room access control, etc. After selecting the corresponding access level here, the room card has both the guestroom unlock access and these access control rights.
- **Elevator Control**: Click to assign elevator control access to the room card. For example, if the guest room is on the 3rd floor, selecting elevator control for the 3rd floor.
- **Hotel Facility**: Click to add special room areas, such as VIP entertainment rooms or private hot springs, to the room card. After selection, the room card will have access to both the guestroom and the specified special room(s).
- **Number of Cards Issued:** Displays the current number of room cards issued. The list includes the cardholder's name, ID card number, and room card number.
- **Number of Available Guests:** Indicates the number of fellow guests who can still check in, depending on the maximum number of occupants of the room settings.

4. Place the card on the card reader, click **Write Card**, complete the card issuance. Click **Complete**, the pop-up window will close, and the check-in information can be viewed in the room information on the right side, as shown in Figure 1.3-48.

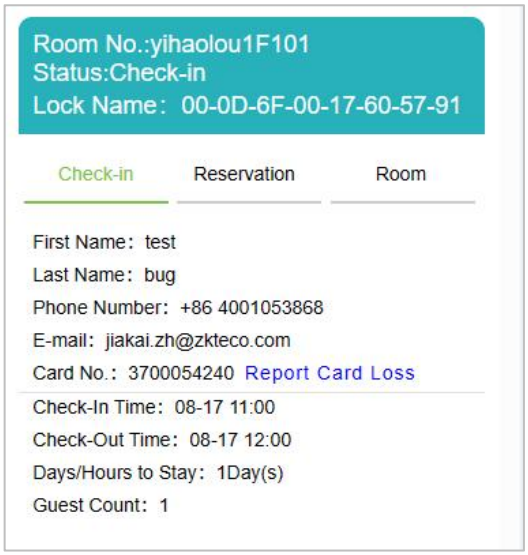

Figure 1.3- 48

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1.3.1.10.3 Overstay

1. Right-click the room in the **Room Monitor** interface and select **Individual > Overstay** in the pop-up window, as shown in Figure 1.3-49.

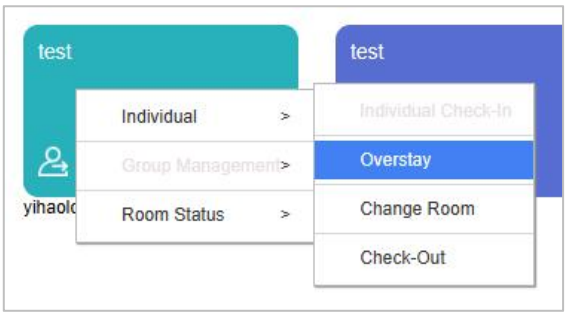

Figure 1.3- 49

2. In the pop-up window of overstay registration, users can view the name of the person staying in the current room, registration certificate and card number, as shown in Figure 1.3-50.

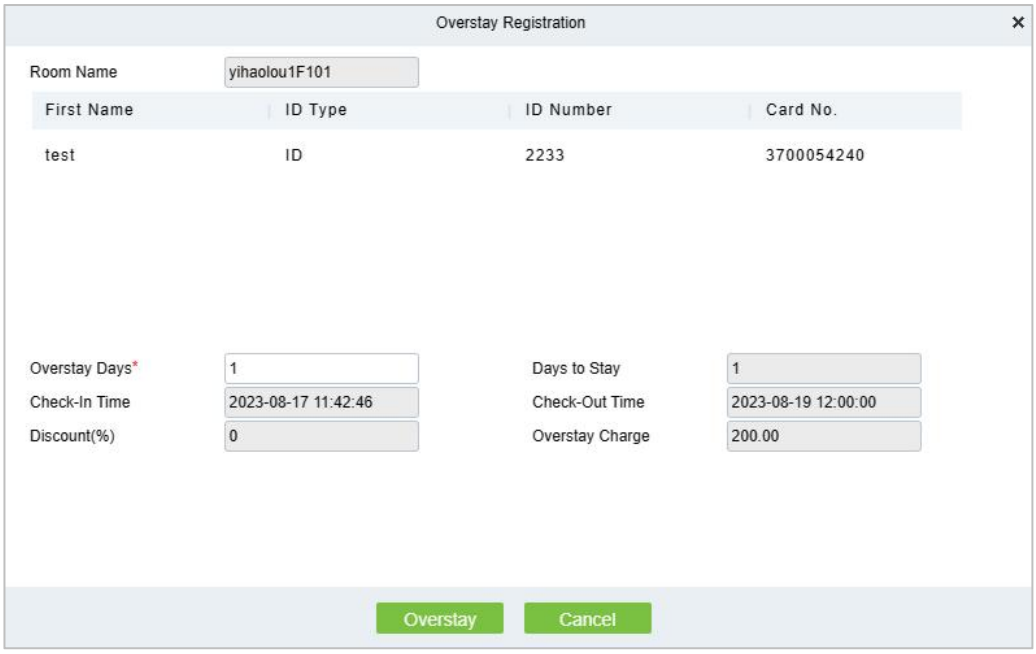

Figure 1.3- 50

- **Overstay Days**: The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
- **Days of Stay**: The default value is displayed according to the hotel parameter settings, which cannot be changed.
- **Check-in Time**: Automatically fills according to the actual check-in time.
- **Check-out Time**: The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.

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- **Discount (%)**: Select the discount percentage as per the norms and the range is 0% to100%.
- **Overstay Charge**: Automatically calculated according to the daily rate multiplied by the number of days of overstay.

3. Click **Overstay** and pup up the **issued for Overstay** interface. Remote card writing and card reader can be used to issue cards, as shown in Figure 1.3-51

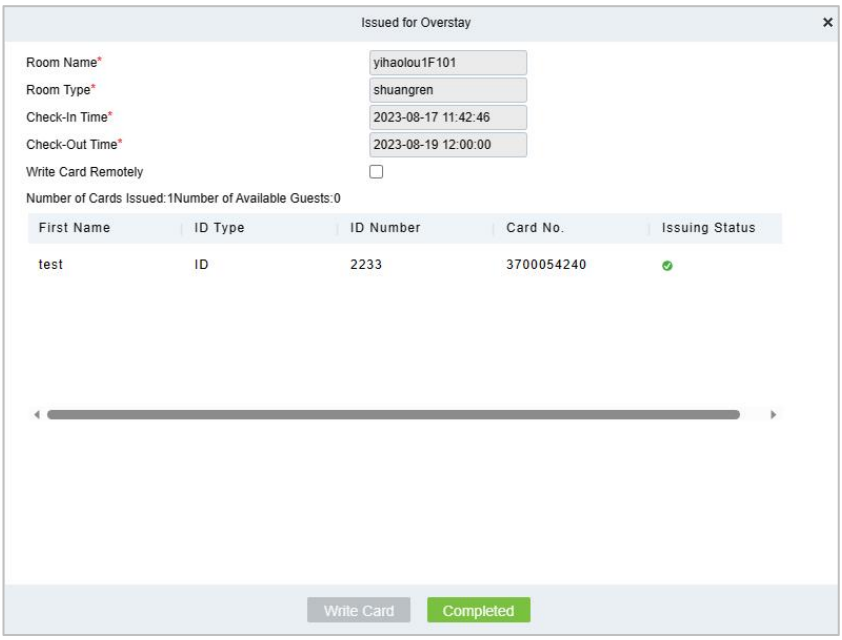

Figure 1.3- 51

- **Room Name**: The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Room Type**: The Room Type will be automatically displayed according to the selected guest room and cannot be modified.
- **Check-in Time**: The system fills the current time by default and cannot be modified.
- **Check-out Time**: The time will be filled automatically and cannot be modified.
- **Write Card Remotely**: After **Write Card Remotely** is checked, the **Write Card** button is set to ashes. After completion, the customer needs to use the room card to swipe the card directly in the hotel lock. The first swipe will give the warning tone of card failure, and the second swipe can open the door normally. If **Write Card Remotely** is not checked, users need to place the card on the card reader, click **Write Card**, and issuing status will be displayed after writing the card successfully.
- **Number of Cards Issued:** Indicates the current number of room cards issued, and the room card information will be displayed in the list. It includes the guest's name of the cardholder, ID card number, and room card number.

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- **Number of Available Guests:** Indicates the number of fellow guests who can still check in, depending on the maximum number of occupants of the room settings.

4. After the overstay, close the overstay interface and the check-out date in the room information will update automatedly, as shown in Figure 1.3-52.

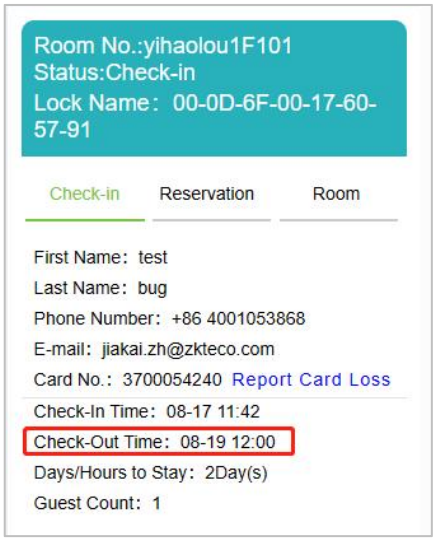

Figure 1.3- 52

1.3.1.10.4 Change Room

1. Right-click the room in the **Room Monitor** interface and select **Individual** > **Change Room** in the pop-up window, as shown in Figure 1.3-53.

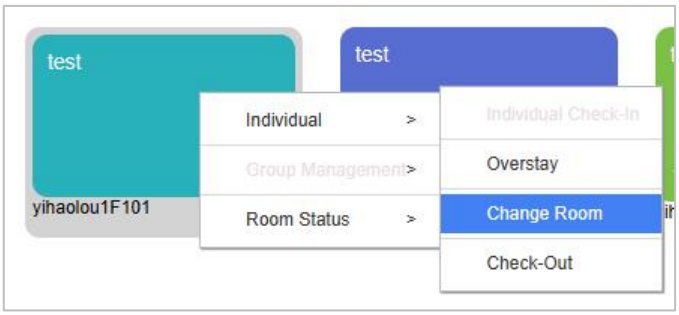

Figure 1.3- 53

2. In the pop-up window of change registration, users can view the room information of the current staff and the room information after changing rooms, as shown in Figure 1.3-54.

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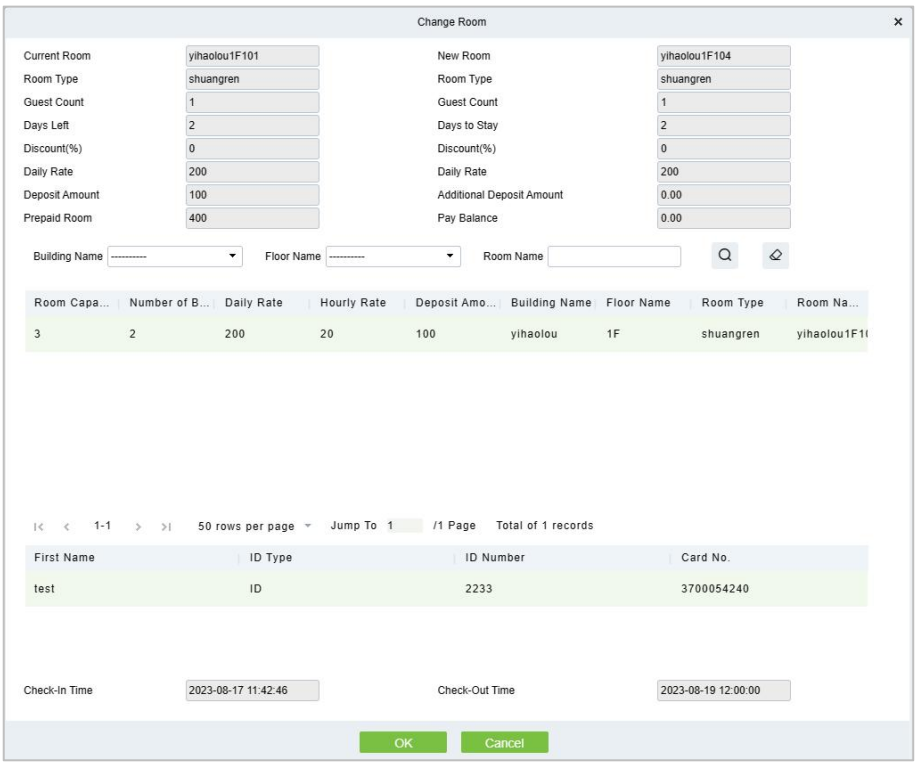

Figure 1.3- 54

- **Current Room**: The current room name will only be displayed here and cannot be modified.
- **Room Type**: The current room type will be automatically displayed according to the selected guest room and cannot be modified.
- **Guest Count**: The current total number of guests. The guest count must be within the limits of room regulations.
- **Days Left**: Remaining stay days for current occupant. The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
- **Discount (%)**: Discount for current occupancy. Select the discount percentage as per the norms and the range is 0% to100%.
- **Daily Rate**: Current room rate per day. Automatically calculates the rate according to the estimated number of days and the room fee set on room type.
- **Deposit Amount**: Deposit fee for the current room. Automatically fills according to the rental deposit set on room type.
- **Prepaid Room**: Automatically calculated according to the daily rate multiplied by the number of days of checked in.
- **New Room**: The new room name is displayed after the room is selected, and it is empty if it is not selected.

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- **Room Type**: The new room type is displayed after the room is selected, and it is empty if it is not selected.
- **Guest Count**: The number of guests shown is consistent with the data on the left.
- **Days of Stay**: The number of days shown is consistent with the data on the left.
- **Discount (%)**: The discount shown is consistent with the data on the left.
- **Daily Rate**: New room rate per day. Automatically calculates the rate according to the estimated number of days and the room fee set on room type.
- **Additional Deposit Amount**: Automatically calculated the difference of deposit according to different rooms, more refund less makes up, and it is empty if it is not selected new room.
- **Pay Balance**: Automatically calculated the difference of rate according to different rooms, more refund less makes up, and it is empty if it is not selected new room.

Note:

- Users can query by building and floor and need to select the building in turn before you can select the floor.
- Users can search by room name.
- Users can select a room directly with the left mouse button in the result list.

3. Click **OK** and pup up the **issued for Room Change** interface. Remote card writing and card reader can be used to issue cards, as shown in Figure 1.3-55.

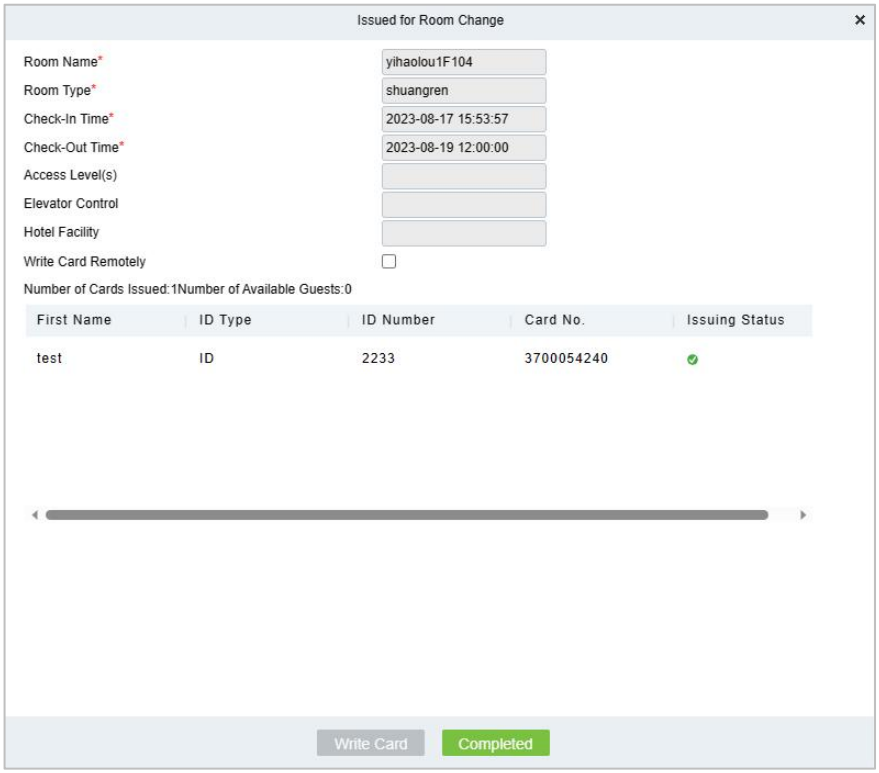

Figure 1.3- 55

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- **Room Name**: The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Room Type**: The Room Type will be automatically displayed according to the selected guest room and cannot be modified.
- **Check-in Time**: The system fills the current time by default and cannot be modified.
- **Check-out Time**: The time will be filled automatically and cannot be modified.
- **Write Card Remotely**: After **Write Card Remotely** is checked, the **Write Card** button is set to ashes. After completion, the customer needs to use the room card to swipe the card directly in the hotel lock. The first swipe will give the warning tone of card failure, and the second swipe can open the door normally. If **Write Card Remotely** is not checked, users need to place the card on the card reader, click **Write Card**, and issuing status will be displayed after writing the card successfully.
- **Number of Cards Issued:** Indicates the current number of room cards issued, and the room card information will be displayed in the list. It includes the guest's name of the cardholder, ID card number, and room card number.
- **Number of Available Guests:** Indicates the number of fellow guests who can still check in, depending on the maximum number of occupants of the room settings.

4. After the room change is completed, close the room change interface, and the old room becomes "Cleaning" and the target room becomes "check-in", as shown in Figure 1.3-56. The check-in information is the same as before the room change.

Figure 1.3- 56

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1.3.1.10.5 Check-out

1. Right-click the room in the **Room Monitor** interface and select **Individual** > **Check-Out** in the pop-up window, as shown in Figure 1.3-57.

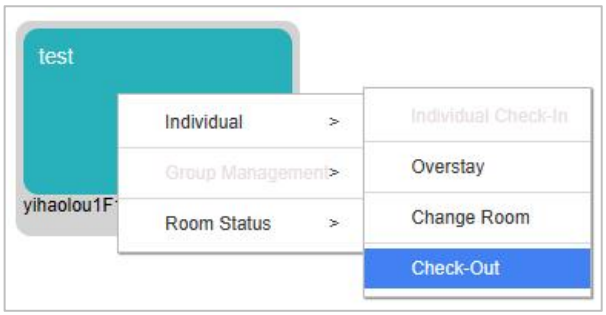

Figure 1.3- 57

2. In the pop-up window of check-out, users can view the information of current room, after card cleaned, check-out can be completed, as shown in Figure 1.3-58.

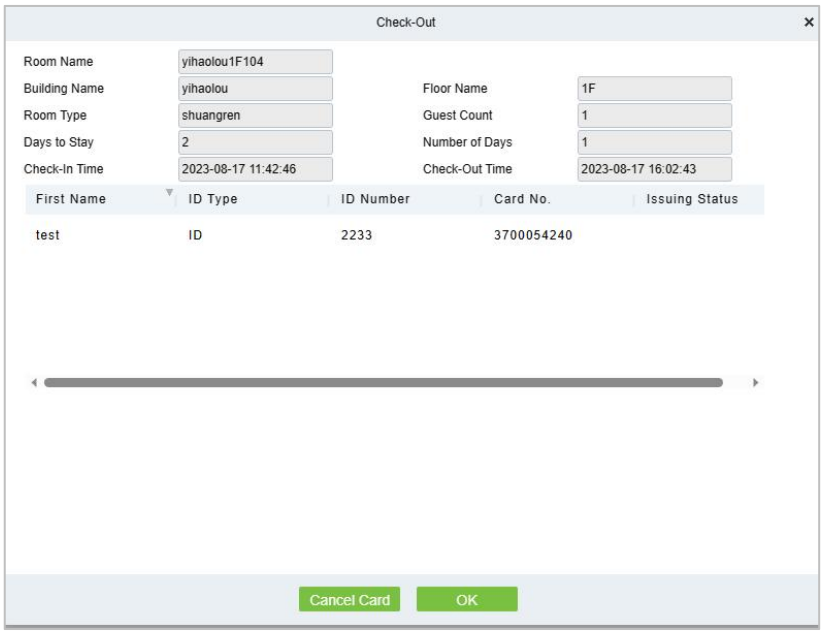

Figure 1.3- 58

- **Room Name**: The current room name will only be displayed here and cannot be modified.
- **Building Name**: The building will be automatically displayed according to the selected guest room and cannot be modified.
- **Floor Name**: The floor will be automatically displayed according to the selected guest room and cannot be modified.
- **Room Type**: The room type will be automatically displayed according to the selected guest room and cannot be modified.
- **Guest Count**: The current total number of guests. The guest count must be within the limits of room regulations.

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- **Days of Stay**: Total number of days of stay booked. The default value is displayed according to the hotel parameter settings.
- **Number of Days**: Number of days already stayed. The default value is displayed according to the hotel parameter settings.
- **Check-in Time**: Automatically fills according to the actual check-in time.
- **Check-out Time**: The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.

Note: If users check-out directly without cancelling the card, the room card will be added to the blocklist.

3. After the card is cancelled, the bill interface pops up, under which users can print invoices or bills, as shown in Figure 1.3-59.

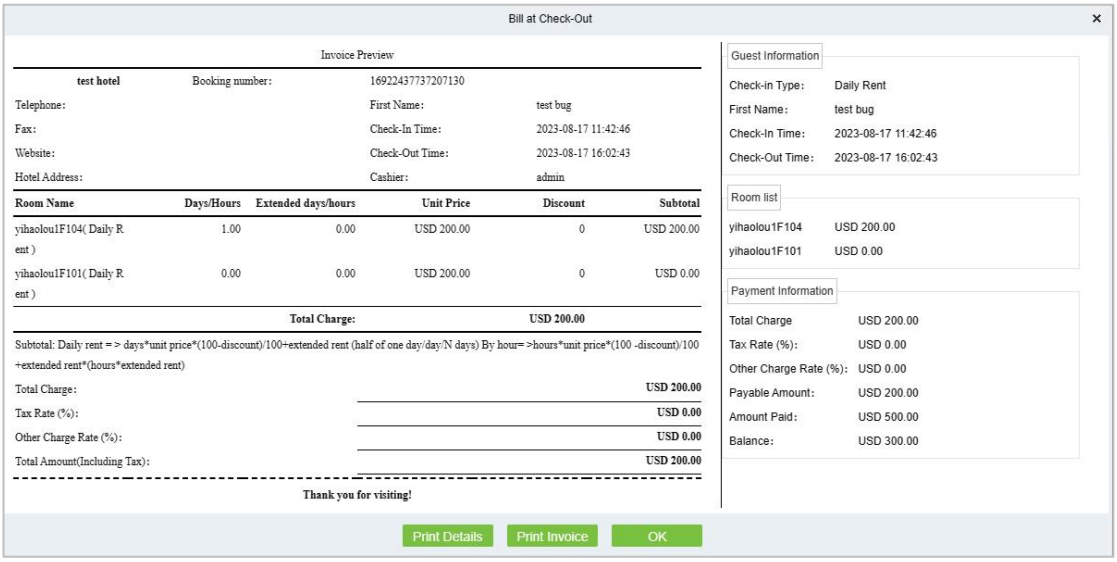

Figure 1.3- 59

Note: The hotel information section is filled out in **Hotel Setting**, including tax rates.

1.3.1.11 Group Business

1.3.1.11.1 Check-in

1. Right-click the available rooms and select **Group Management > Group check-in** function from the pop-up menu to check-in as shown in Figure 1.3-60.

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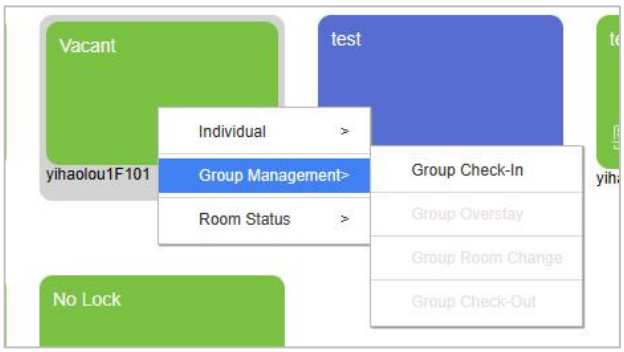

Figure 1.3- 60

2. The individual check-in window will be displayed, after filling in the Check-In information, as shown in Figure 1.3-61.

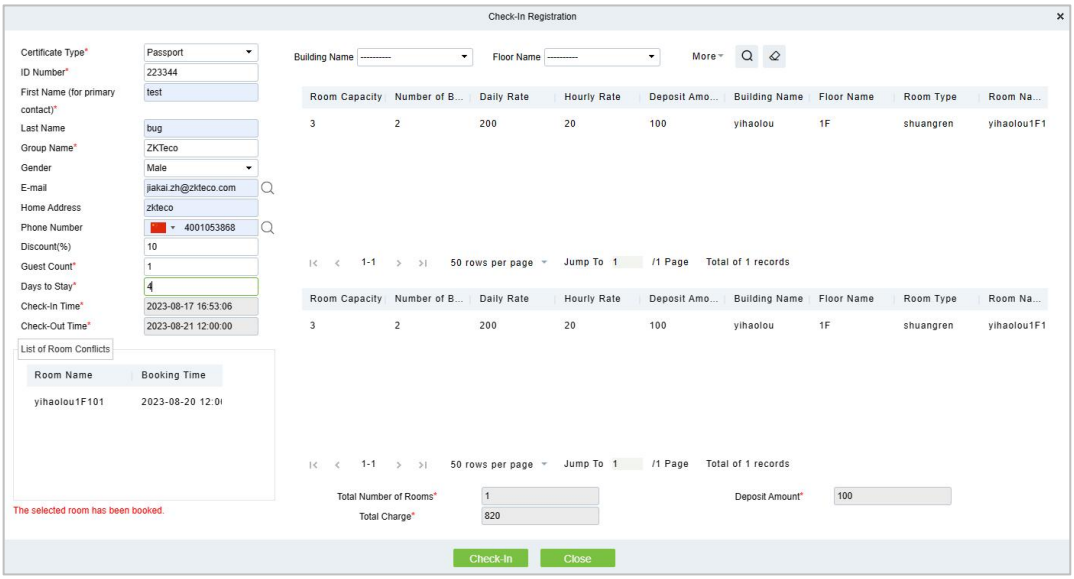

Figure 1.3- 61

- **Certificate Type**: The Certificate Type can be selected from the drop-down list such as ID, Passport, Driver's License, Others.
- **ID Number**: The system will obtain the information of the guests who have checked in. When the same ID number is entered for the next time, the other information of the guests will be automatically filled in.
- **First Name (for primary contact)**: Enter the first name of the primary contact guest, required fields.
- **Group Name**: Enter the name of the group, non-required fields.
- **Gender**: Select the gender from the drop-down list.
- **E-Mail**: The email address of guests is not required but can be used to send consumption bills.
- **Home Address**: Not required.

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- **Phone Number**: To use the HTML5 mobile function, enter a mobile number that can receive check-in SMS and the HTML5 link. Select the country code before entering the phone number. The system will save it as the default contact number.
- **Discount (%)**: Select the discount percentage as per the norms and the range is 0% to100%.
- **Guest Count**: The Guest count must be within the limits of room regulations.
- **Days of Stay**: The default value is based on hotel settings and can be changed; the maximum is 99 days.
- **Check-in Time**: Automatically fills according to the actual check-in time.
- **Check-out Time**: The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.
- **Total Number of Rooms**: The total number of rooms the group stays in.
- **Deposit Amount**: Automatically fills according to the rental deposit set on room type.
- **Total Charge**: Automatically calculates the rate according to the estimated number of days and the room fee set on room type.
- **List of Room Conflicts:** When the reservation room time conflicts with the group check-in time of the day, the conflicting room is indicated on this interface.

3. After filling in the required information above, click the **Check-in** button to enter **Register or Issue a Card** interface, set the elevator control (optional), access control (optional), and hotel facility, as shown in Figure 1.3-62.

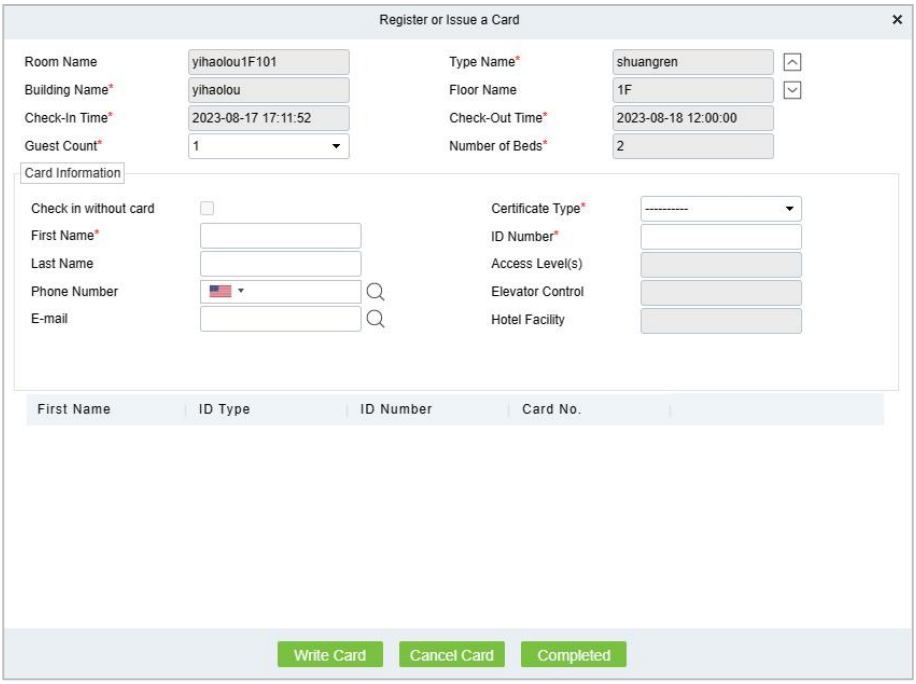

Figure 1.3- 62

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- **Room Name**: The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Type Name**: The room type will be automatically displayed according to the selected guest room and cannot be modified.
- **Building Name**: The building will be automatically displayed according to the selected guest room and cannot be modified.
- **Floor Name**: The floor will be automatically displayed according to the selected guest room and cannot be modified.
- **Check-in Time**: The system fills the current time by default and cannot be modified.
- **Check-out Time**: The time will be filled automatically and cannot be modified.
- **Guest Count**: Set the total number of guests staying in the current room The guest count must be within the limits of room regulations.
- **Number of Beds**: The number will be automatically displayed according to the selected guest room and cannot be modified.
- : The room can be switched to facilitate the arrangement of group members.
- **Check in without card**: The first guest must be issued a room card, and the second guest can only check-in without a room card during group check-in.
- **Certificate Type**: The information of the first guest will be automatically filled in according to the previous order without manual input. But the second guest needs to enter the registration manually.
- **ID Number**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **First Name**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **Last Name**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **Phone Number**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **E-Mail**: The email address of guests is not required but can be used to send consumption bills. The information of the first guest will be automatically filled in according to the

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previous reservation list without manual input. But the second guest needs to enter the registration manually.

- **Access Level(s)**: Click to add the room card to the Access Level that can be accessed, such as hotel lobby access control, swimming pool access control, chess room access control, etc. After selecting the corresponding access level here, the room card has both the guestroom unlock access and these access control rights.
- **Elevator Control**: Click to add the room card to the Elevator Control. For example, the guest room is on the 3rd floor, after selecting the elevator control on the 3rd floor, the room card has both the guestroom unlock and the elevator rights on the 3rd floor.
- **Hotel Facility**: Click to add the room card to the room area, such as VIP entertainment room, private hot spring, etc. After selecting the corresponding room area, the room card has both the unlocking guestroom and the unlocking the special room permissions.

4. Place the card on the card reader, click **Write Card**, complete the card issuance. Click **Complete**, the pop-up window will close, and the check-in information can be viewed in the room information on the right side, as shown in Figure 1.3-63.

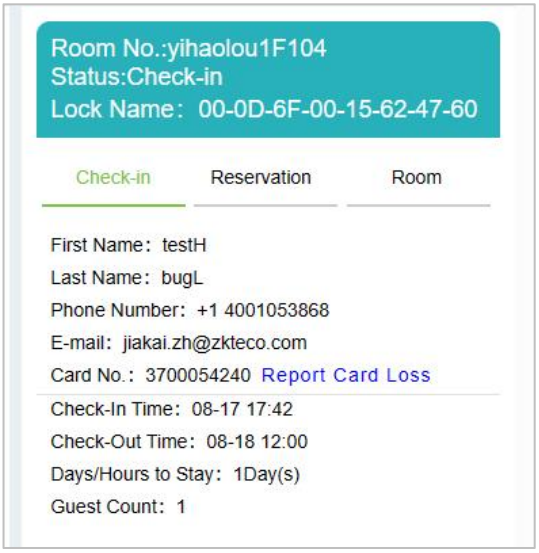

Figure 1.3- 63

1.3.1.11.2 Reservation Check-in

1. In the **Reservation List**, locate the person who is checking in today, and click **Check-In Registration** after the earliest check-in time is met, as shown in Figure 1.3-64. Or right-click the reservation room in the **Room Monitor** interface and click the **Group Management** button.

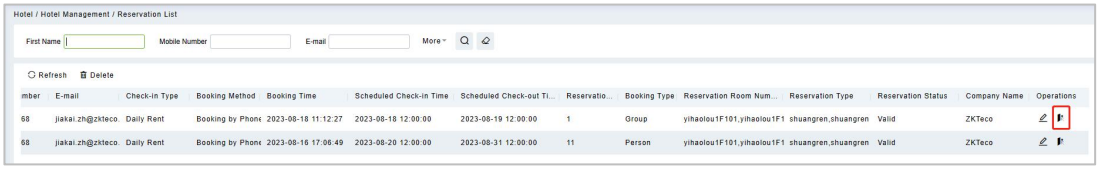

Figure 1.3- 64

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2. In the Check-In pop-up window, the corresponding information will be automatically filled in according to the reservation information, as shown in Figure 1.3-65.

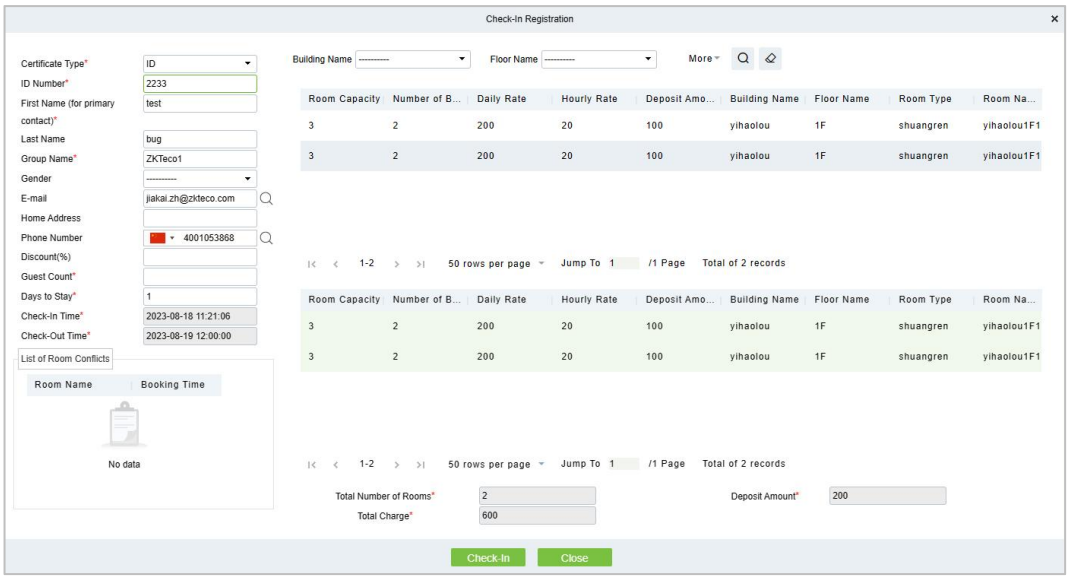

Figure 1.3- 65

- **Certificate Type**: The Certificate Type can be selected from the drop-down list such as ID, Passport, Driver's License, Others.
- **ID Number**: The system will obtain the information of the guests who have checked in. When the same ID number is entered for the next time, the other information of the guests will be automatically filled in.
- **First Name (for primary contact)**: Enter the first name of the primary contact guest, required fields.
- **Group Name**: Enter the name of the group, non-required fields.
- **Gender**: Select the gender from the drop-down list.
- **E-Mail**: The email address of guests is not required but can be used to send consumption bills.
- **Home Address**: Not required.
- **Phone Number**: If the customer needs to use the mobile phone HTML5 function, he/she must fill in the mobile phone number which can receive the successful check-in SMS and the mobile phone HTML5 link. Remember to select the country before entering the guest's phone number. It will be automatically saved as the default number.
- **Discount (%)**: Select the discount percentage as per the norms and the range is 0% to100%.
- **Guest Count**: The Guest count must be within the limits of room regulations.
- **Days of Stay**: The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.

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- **Check-in Time**: Automatically fills according to the actual check-in time.
- **Check-out Time**: The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.
- **Total Number of Rooms**: The total number of rooms the group stays in.
- **Deposit Amount**: Automatically fills according to the rental deposit set on room type.
- **Total Charge**: Automatically calculates the rate according to the estimated number of days and the room fee set on room type.
- **List of Room Conflicts:** When the reservation room time conflicts with the group check-in time of the day, the conflicting room is indicated on this interface.

5. After filling in the required information above, click the **Check-in Registration** button to enter **Register or Issue a Card** interface, set the elevator control (optional), access control (optional), and hotel facility, as shown in Figure 1.3-66.

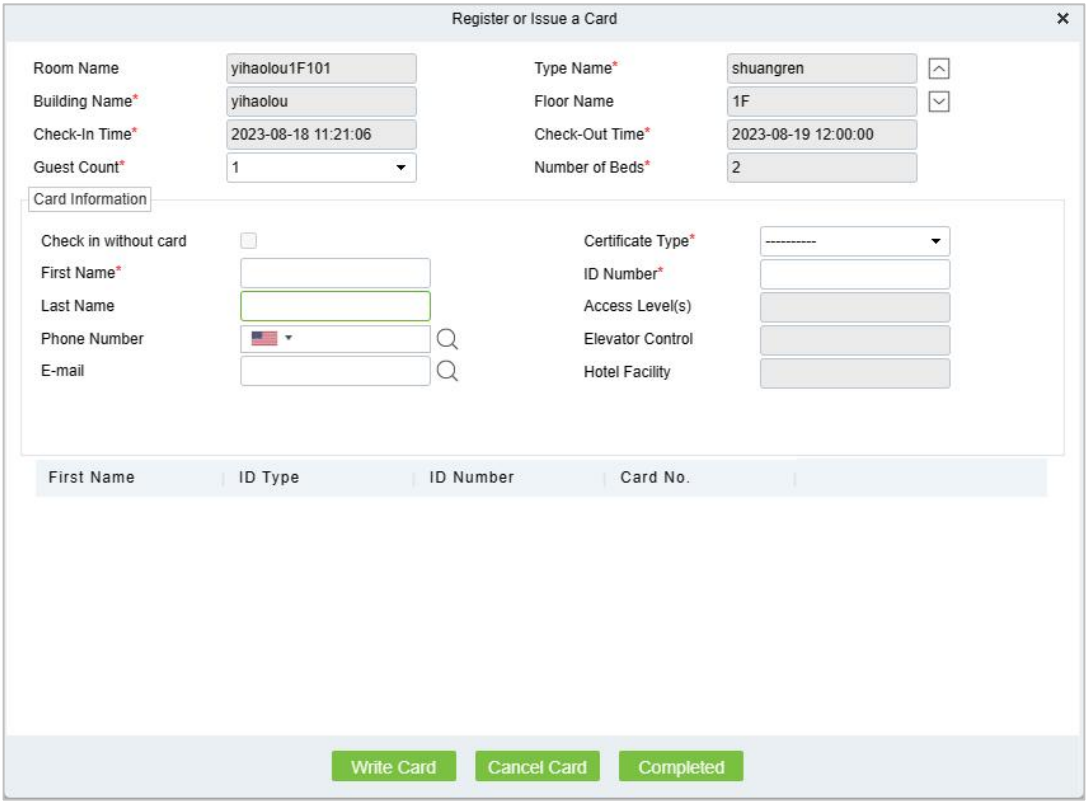

Figure 1.3- 66

- **Room Name**: The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Type Name**: The room type will be automatically displayed according to the selected guest room and cannot be modified.
- **Building Name**: The building will be automatically displayed according to the selected guest room and cannot be modified.

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- **Floor Name**: The floor will be automatically displayed according to the selected guest room and cannot be modified.
- **Check-in Time**: The system fills the current time by default and cannot be modified.
- **Check-out Time**: The time will be filled automatically and cannot be modified.
- **Guest Count**: Set the total number of guests staying in the current room The guest count must be within the limits of room regulations.
- **Number of Beds**: The number will be automatically displayed according to the selected guest room and cannot be modified.
- : The room can be switched to facilitate the arrangement of group members.
- **Check in without card**: The first guest must be issued a room card, and the second guest can only check-in without a room card during group check-in.
- **Certificate Type**: The information of the first guest will be automatically filled in according to the previous order without manual input. But the second guest needs to enter the registration manually.
- **ID Number**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **First Name**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **Last Name**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **Phone Number**: The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **E-Mail**: The email address of guests is not required, but it can be used to send consumption bills. The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **Access Level(s)**: Click to add the room card to the Access Level that can be accessed, such as hotel lobby access control, swimming pool access control, chess room access control, etc. After selecting the corresponding access level here, the room card has both the guestroom unlock access and these access control rights.

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- **Elevator Control**: Click to add the room card to the Elevator Control. For example, the guest room is on the 3rd floor; after selecting the elevator control on the 3rd floor, the room card has both the guestroom unlock and the elevator rights on the 3rd floor.
- **Hotel Facility**: Click to add the room card to the room area, such as VIP entertainment room, private hot spring, etc. After selecting the corresponding room area, the room card has both the unlocking guestroom and the unlocking the special room permissions.

6. Place the card on the card reader, click **Write Card**, complete the card issuance. Click **Complete**, the pop-up window will close, and the check-in information can be viewed in the room information on the right side, as shown in Figure 1.3-67.

Figure 1.3- 67

1.3.1.11.3 Overstay

1. Right-click the room in the **Room Monitor** interface and select **Group Management > Group Overstay** in the pop-up window, as shown in Figure 1.3-68.

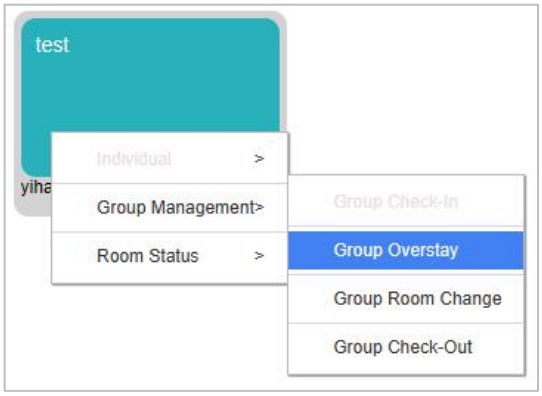

Figure 1.3- 68

2. In the pop-up window of overstay registration, users can check the check-in information of all the group members and overstay the room together, as shown in Figure 1.3-69.

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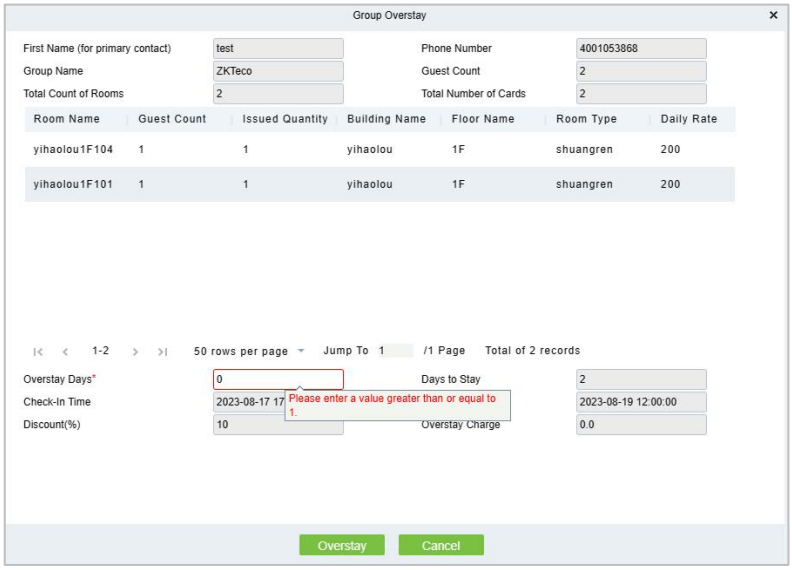

Figure 1.3- 69

- **Overstay Days**: The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
- **Days of Stay**: The default value is displayed according to the hotel parameter settings, which cannot be changed.
- **Check-in Time**: Automatically fills according to the actual check-in time.
- **Check-out Time**: The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.
- **Discount (%)**: Select the discount percentage as per the norms and the range is 0% to100%.
- **Overstay Charge**: Automatically calculated according to the daily rate multiplied by the number of days of overstay.

3. Click **Overstay** and pup up the **issued for Overstay** interface. Remote card writing and card reader can be used to issue cards, as shown in Figure 1.3-70.

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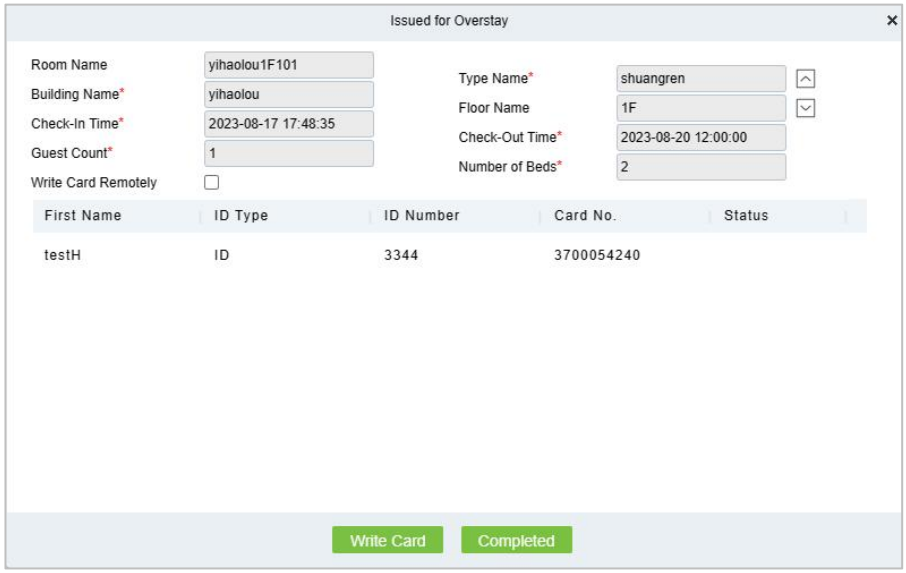

Figure 1.3- 70

- **Room Name**: The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Building Name**: The building will be automatically displayed according to the selected guest room and cannot be modified.
- **Floor Name**: The floor will be automatically displayed according to the selected guest room and cannot be modified.
- **Type Name**: The room type will be automatically displayed according to the selected guest room and cannot be modified.
- **Check-in Time**: The system fills the current time by default and cannot be modified.
- **Check-out Time**: The time will be filled automatically and cannot be modified.
- **Guest Count**: Set the total number of guests staying in the current room. The guest count must be within the limits of room regulations.
- **Number of Beds**: The number will be automatically displayed according to the selected guest room and cannot be modified.
- **Write Card Remotely**: After **Write Card Remotely** is checked, the **Write Card** button is set to ashes. After completion, the customer needs to use the room card to swipe the card directly in the hotel lock. The first swipe will give the warning tone of card failure, and the second swipe can open the door normally. If **Write Card Remotely** is not checked, users need to place the card on the card reader, click **Write Card**, and issuing status will be displayed after writing the card successfully.

4. After the overstay, close the overstay interface and the check-out date in the room information will update automatedly, as shown in Figure 1.3-71.

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Figure 1.3- 71

1.3.1.11.4 Change Room

1. Right-click the room in the **Room Monitor** interface and select **Group Management** > **Group Change Room** in the pop-up window, as shown in Figure 1.3-72.

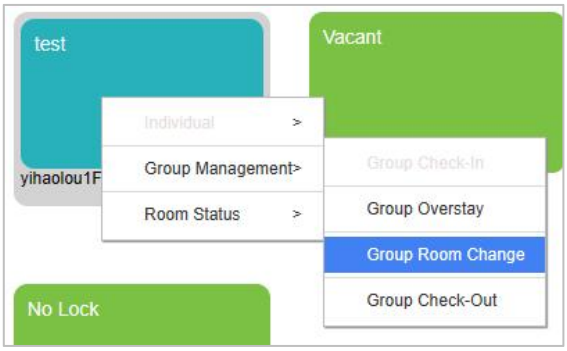

Figure 1.3- 72

2. In the pop-up window of change registration, users can view the room information of the current staff and the room information after changing rooms, as shown in Figure 1.3-73.

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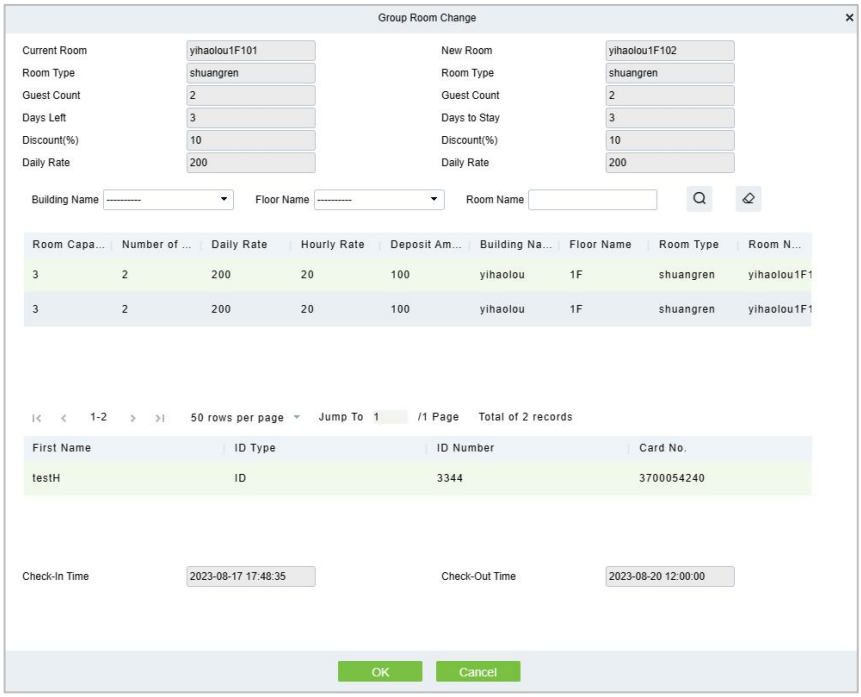

Figure 1.3- 73

- **Current Room**: The current room name will only be displayed here and cannot be modified.
- **Room Type**: The current room type will be automatically displayed according to the selected guest room and cannot be modified.
- **Guest Count**: The current total number of guests. The guest count must be within the limits of room regulations.
- **Days Left**: Remaining stay days for current occupant. The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
- **Discount (%)**: Discount for current occupancy. Select the discount percentage as per the norms and the range is 0% to100%.
- **Daily Rate**: Current room rate per day. Automatically calculates the rate according to the estimated number of days and the room fee set on room type.
- **New Room**: The new room name is displayed after the room is selected, and it is empty if it is not selected.
- **Room Type**: The new room type is displayed after the room is selected, and it is empty if it is not selected.
- **Guest Count**: The number of guests shown is consistent with the data on the left.
- **Days of Stay**: The number of days shown is consistent with the data on the left.
- **Discount (%)**: The discount shown is consistent with the data on the left.

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- **Daily Rate**: New room rate per day. Automatically calculates the rate according to the estimated number of days and the room fee set on room type.

Note:

- Users can query by building and floor and need to select the building in turn before you can select the floor.
- Users can search by room name.
- Users can select a room directly with the left mouse button in the result list.
- Group room change, only the same type of room can be replaced.

3. Click **OK** and pup up the **issued for Room Change** interface. Remote card writing and card reader can be used to issue cards, as shown in Figure 1.3-74.

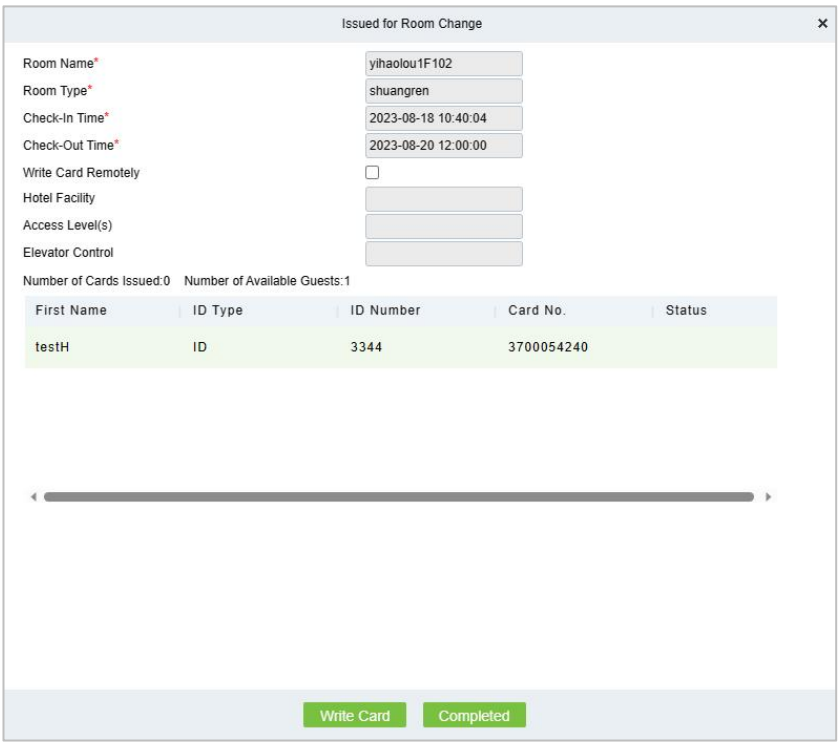

Figure 1.3- 74

- **Room Name**: The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Room Type**: The Room Type will be automatically displayed according to the selected guest room and cannot be modified.
- **Check-in Time**: The system fills the current time by default and cannot be modified.
- **Check-out Time**: The time will be filled automatically and cannot be modified.
- **Write Card Remotely**: After **Write Card Remotely** is checked, the **Write Card** button is set to ashes. After completion, the customer needs to use the room card to swipe the card directly in the hotel lock. The first swipe will give the warning tone of card failure, and the second swipe can open the door normally. If **Write Card Remotely** is not checked, users

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need to place the card on the card reader, click **Write Card**, and issuing status will be displayed after writing the card successfully.

- **Hotel Facility**: Click to add the room card to the room area, such as VIP entertainment room, private hot spring, etc. After selecting the corresponding room area, the room card has both the unlocking guestroom and the unlocking the special room permissions.
- **Access Level(s)**: Click to add the room card to the Access Level that can be accessed, such as hotel lobby access control, swimming pool access control, chess room access control, etc. After selecting the corresponding access level here, the room card has both the guestroom unlock access and these access control rights.
- **Elevator Control**: Click to add the room card to the Elevator Control. For example, the guest room is on the 3rd floor; after selecting the elevator control on the 3rd floor, the room card has both the guestroom unlock and the elevator rights on the 3rd floor.
- **Number of Cards Issued:** Indicates the current number of room cards issued, and the room card information will be displayed in the list. It includes the guest's name of the cardholder, ID card number, and room card number.
- **Number of Available Guests:** Indicates the number of fellow guests who can still check in, depending on the maximum number of occupants of the room settings.

4. After the room change is completed, close the room change interface, and the old room becomes “Cleaning” and the target room becomes “check-in”, as shown in Figure 1.3-75. The check-in information is the same as before the room change.

Figure 1.3- 75

1.3.1.11.5 Check-out

1. Right-click the room in the **Room Monitor** interface and select **Group Management** > **Group Check-Out** in the pop-up window, as shown in Figure 1.3-76.

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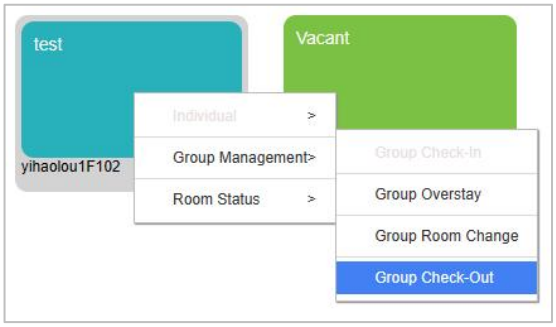

Figure 1.3- 76

2. In the pop-up window of check-out, users can view all rooms information of group, after card cleaned, check-out can be completed, as shown in Figure 1.3-77.

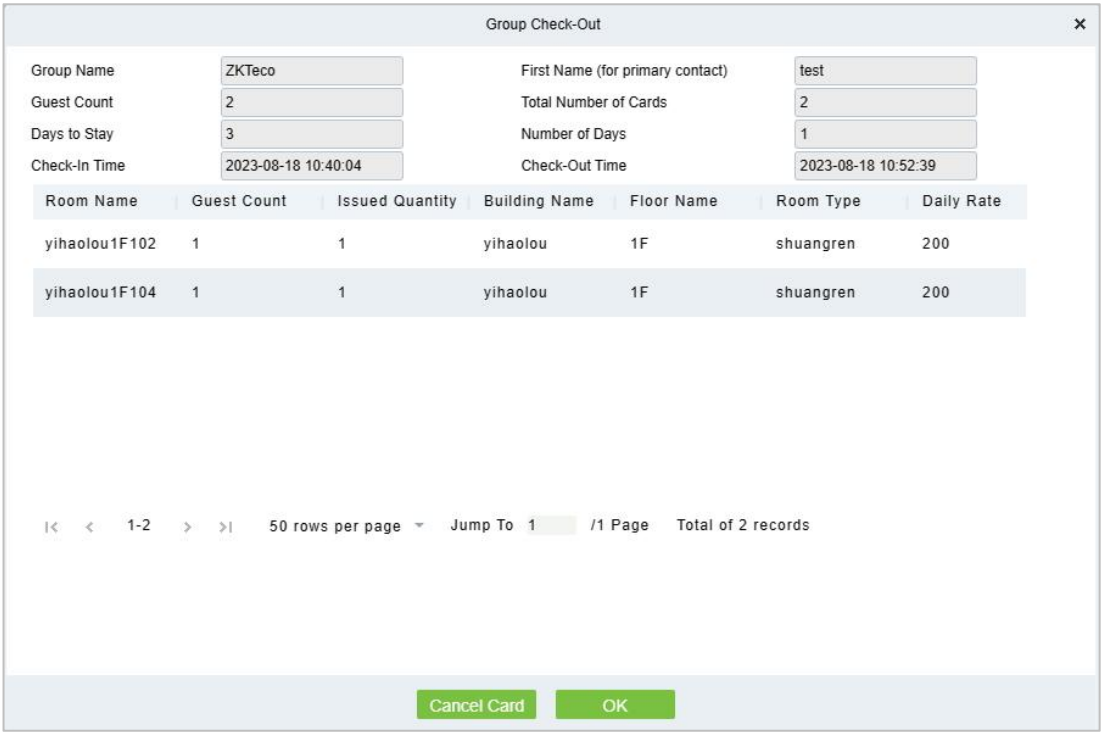

Figure 1.3- 77

- **Group Name**: Enter the name of the group, non-required fields.
- **First Name (for primary contact)**: Enter the first name of the primary contact guest, required fields.
- **Guest Count**: The current total number of guests. The guest count must be within the limits of room regulations.
- **Total Number of Cards**: The total number of cards registered by the group at check-in.
- **Days of Stay**: Total number of days of stay booked. The default value is displayed according to the hotel parameter settings.
- **Number of Days**: Number of days already stayed. The default value is displayed according to the hotel parameter settings.
- **Check-in Time**: Automatically fills according to the actual check-in time.

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- **Check-out Time**: The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.

Note:

- If check-out directly without cancelling the card, the room card will be added to the blocklist.
- Group check-out is all check-out, no single room will be checked out.

3. After the card is cancelled, the bill interface pops up, under which users can print invoices or bills, as shown in Figure 1.3-78.

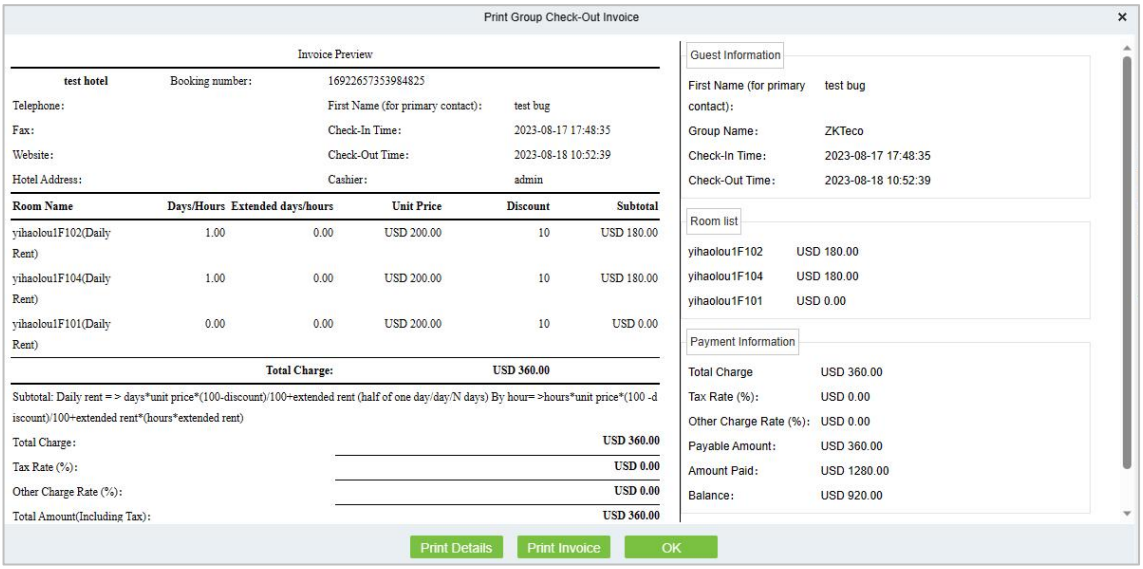

Figure 1.3- 78

Note:

- The hotel information section is filled out in **Hotel Management**, including tax rates.
- After group check-out, the bill shows all room charges for the group.

1.3.2 Reservation List

All reservation records are displayed in the **Reservation List**, and the missed reservation records can be modified according to needs. After arriving at the check-in time, users can directly check in through the reservation record, and invalid reservation records can be deleted, as shown in Figure 1.3.2-1.

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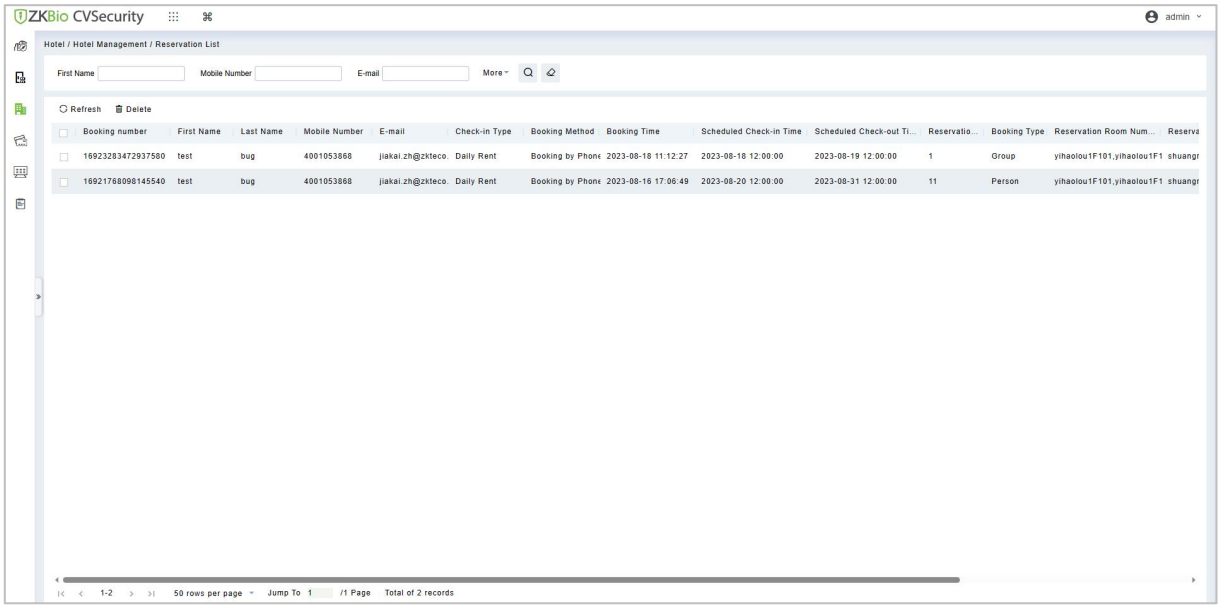

Figure 1.3.2- 1

1.3.2.1 Search

The basic search criteria include guest name, mobile number, and email, as shown in Figure 3.2-2.

Figure 1.3.2- 2

Booking Method is displayed in the configured booking method. By default, three booking methods are displayed, as shown in Figure 3.2-3.

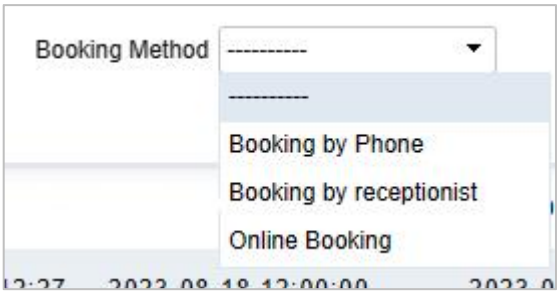

Figure 1.3.2- 3

Reservation Status includes Valid, Invalid, and Checked-In, as shown in Figure 3.2-4.

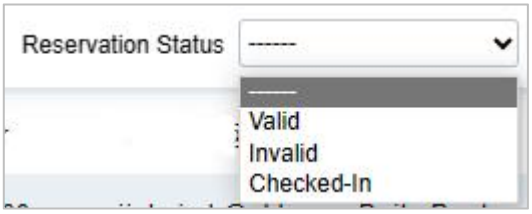

Figure 1.3.2- 4

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1.3.2.2 Edit, Check-in and Delete

1.3.2.2.1 Edit

The editing function can only edit records whose Reservation Status is Valid, as shown in Figure 1.3.2-5.

mber	E-mail	Check-in Type	Booking Method	Booking Time	Scheduled Check-in Time	Scheduled Check-out Ti...	Reservatio...	Booking Type	Reservation Room Num...	Reservation Type	Reservation Status	Company Name	Operations
68	jiakai.zh@zkteco.	Daily Rent	Booking by Phone	2023-08-16 17:06:49	2023-08-20 12:00:00	2023-08-31 12:00:00	11	Person	yihaolou1F101,yihaolou1F1	shuangren,shuangren	Valid	ZKTeco	
68	jiakai.zh@zkteco.	Hourly	Booking by Phone	2023-08-18 14:18:35	2023-08-18 15:00:00	2023-08-18 18:00:00	3	Person	yihaolou1F101	shuangren	Invalid	ZKTeco	
68	jiakai.zh@zkteco.	Daily Rent	Booking by Phone	2023-08-18 11:12:27	2023-08-18 12:00:00	2023-08-19 12:00:00	1	Group	yihaolou1F101,yihaolou1F1	shuangren,shuangren	Checked-In	ZKTeco	

Figure 1.3.2- 5

Click icon to enter the **Reservation** interface, and the contents of the reservation will be automatically filled in, as shown in Figure 1.3.2-6.

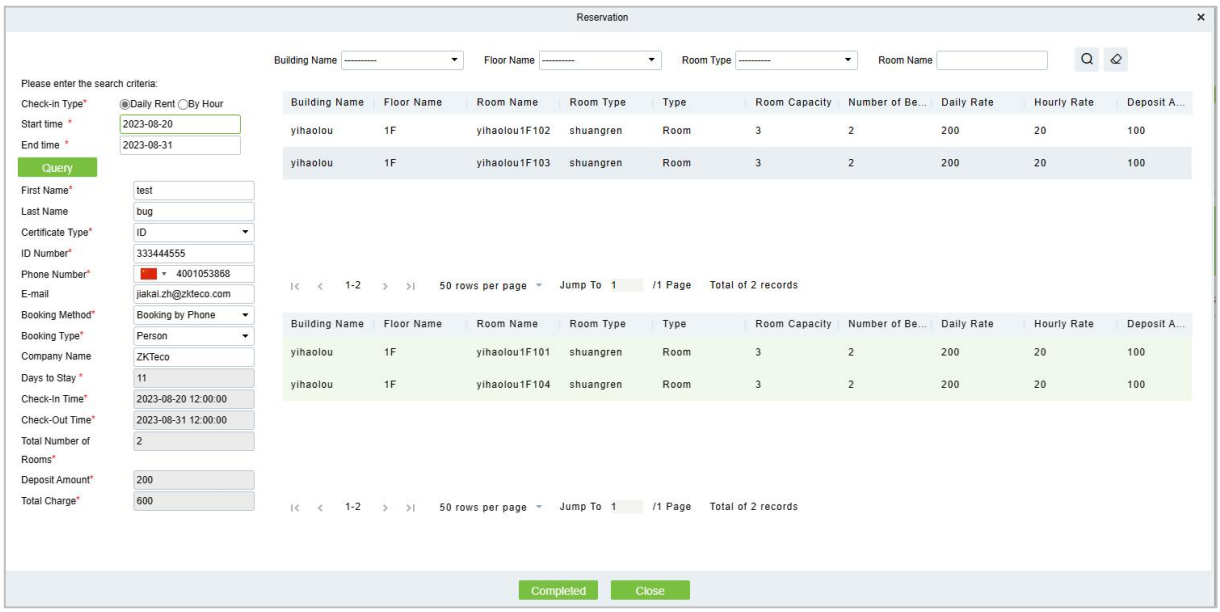

Figure 1.3.2- 6

1.3.2.2.2 Check-in Registration

The check-in time cannot be earlier than the earliest check-in time set by the hotel, otherwise the prompt "It's too early to check-in, please try later." will be displayed, as shown in Figure 1.3.2-7.

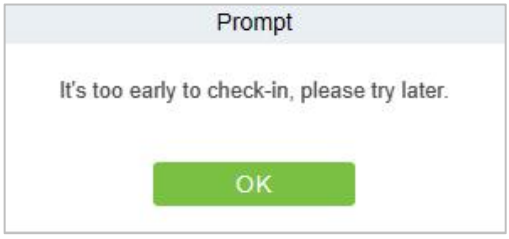

Figure 1.3.2- 7

After the check-in time meets the hotel requirements, click **Check-in Registration** to check-in, as shown in Figure 1.3.2-8.

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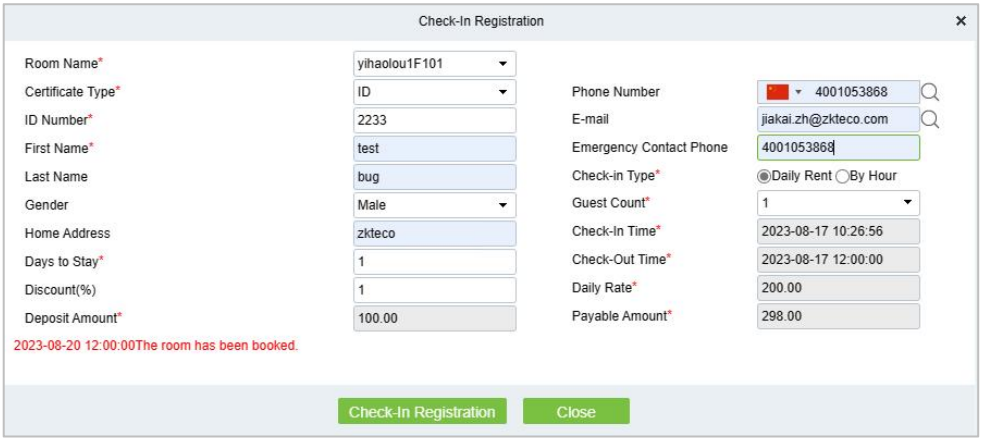

Figure 1.3.2- 8

1.3.2.2.3 Delete

Select the reservation record to be deleted and click **Delete**, no matter whether the record is valid or not, as shown in Figure 1.3.2-9.

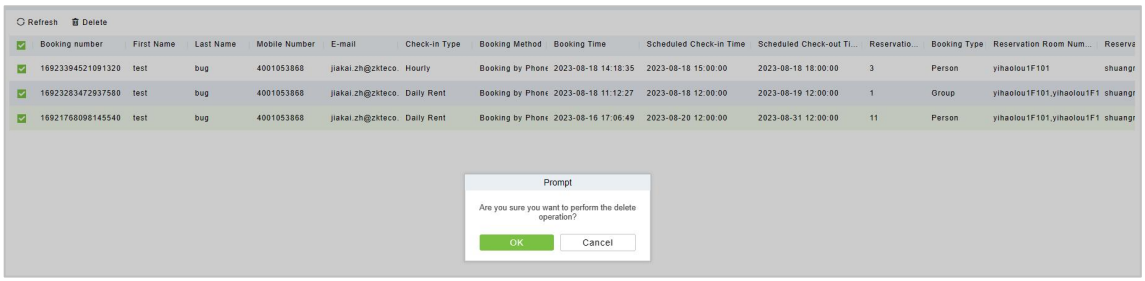

Figure 1.3.2- 9

1.3.2.2.4 Scheduled Task

The scheduled task is executed once every minute. The scheduled task changes the status of expired reservations to invalid.

Note: When the reservation status is invalid, this reservation record cannot be edited and checked in.

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1.4 Card Management

1.4.1 Card Management Interface

Card Management is the management center of Emergency Card, Housekeeper Card, Maintenance Card, Room Area Card, users can make card printing for the above 4 cards on this interface, as shown in Figure 1.4.1-1.

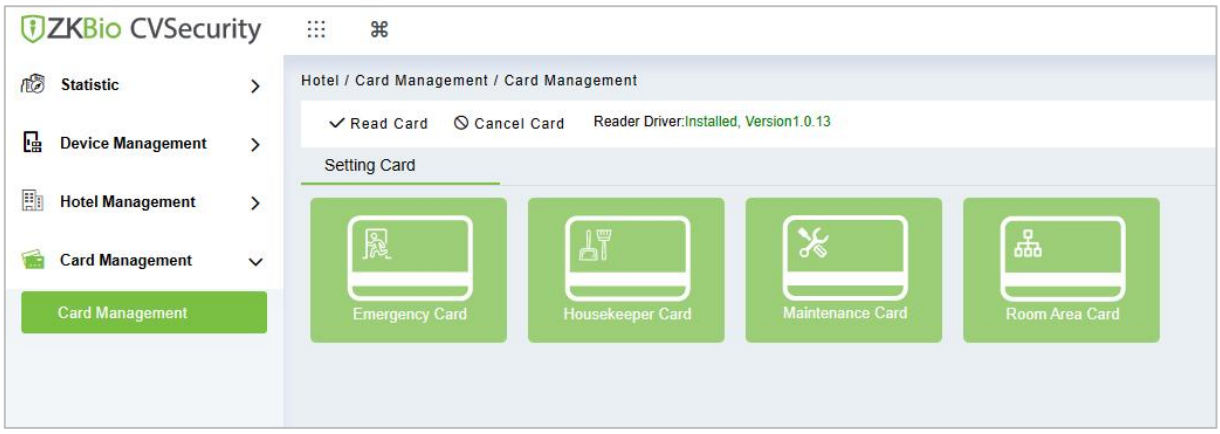

Figure 1.4.1- 1

1.4.2 Read Card and Cancel Card

1.4.2.1 Read Card

Place the card on the card reader and click **Read Card** to read the card information, as shown in Figure 1.4.2-1.

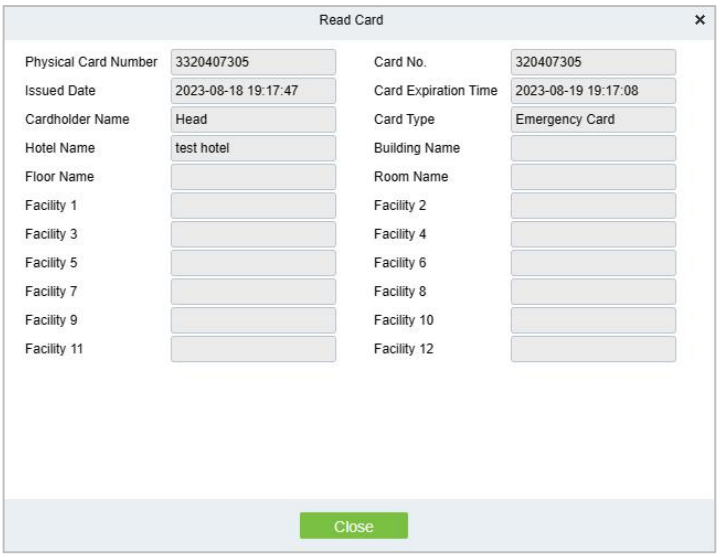

Figure 1.4.2- 1

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1.4.2.2 Cancel Card

Place the card on the card reader, click **Cancel Card**, and the card information will be cleared after the second confirmation, as shown in Figure 1.4.2.-2.

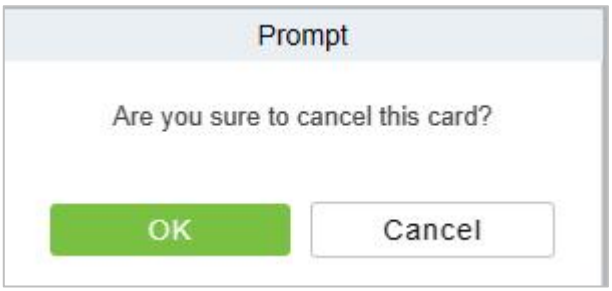

Figure 1.4.2- 2

1.4.3 Setting Card

1.4.3.1 Emergency Card

- Emergency Card has the highest authority and can open all the hotel locks of the hotel, including manual locks and always closed locks.
- Emergency Card needs to be associated with personnel.
- Emergency Card can be set a validity period. During the validity period, all hotel locks of the hotel can be opened. After the expiration, the locks cannot be opened, as shown in Figure 1.4.3-1.
- After the hotel opens the access control and elevator control parameters, the emergency card can be added the access control and elevator control area rights.

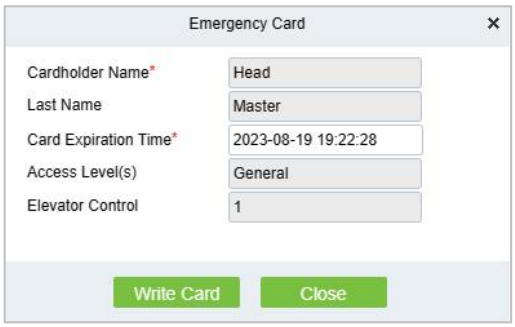

Figure 1.4.3- 1

1.4.3.2 Housekeeper Card

- Housekeeper Card assigns permissions to buildings and floors based on the settings and allowing access to all hotel locks on the corresponding buildings and floors.
- The Housekeeper Card cannot open internal locked and often-closed rooms.
- The validity period of the Housekeeper Card can be set. During the validity period, all hotel locks in the corresponding building or floor can be opened. After the expiration, the locks cannot be opened, as shown in Figure 1.4.3-2.

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- After the hotel opens access control and elevator control parameters, the Housekeeper Card can be added as access control elevator control area rights.

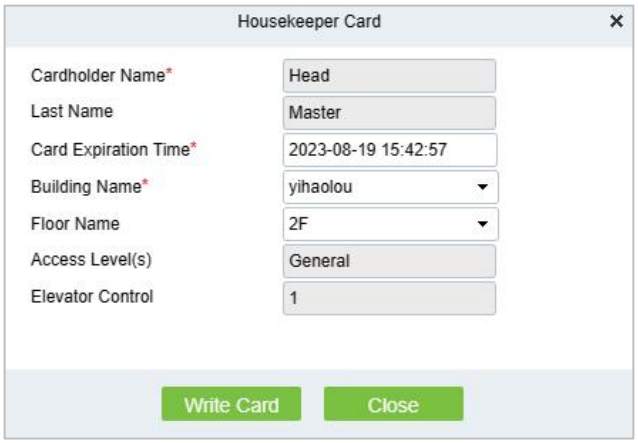

Figure 1.4.3- 2

1.4.3.3 Maintenance Card

- The maintenance Card assigns permissions to buildings and floors according to the settings and can open all hotel locks on the corresponding buildings and floors.
- Maintenance Card cannot open internal locked and often-closed rooms.
- The validity period of the Maintenance Card can be set. During the validity period, all hotel locks in the corresponding building or floor can be opened. After the expiration, the locks cannot be opened, as shown in Figure 1.4.3-3.
- After the hotel opens access control and elevator control parameters, the Maintenance Card can be added access control elevator control area rights.

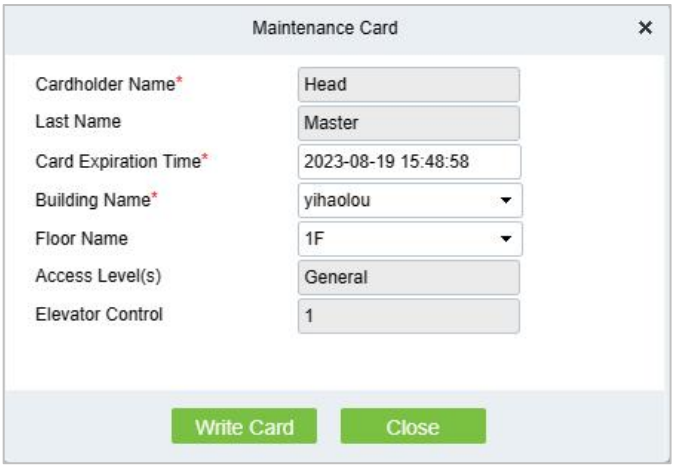

Figure 1.4.3- 3

1.4.3.4 Room Area Card

- The Room Area Card assigns permissions to buildings and floors according to the settings and can open all hotel locks on the corresponding buildings and floors.
- The Room Area Card cannot open internal locked and often-closed rooms.

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- The validity period of the Room Area Card can be set. During the validity period, all hotel locks in the corresponding building or floor can be opened. After the expiration, the locks cannot be opened, as shown in Figure 1.4.3-4.
- After the hotel opens access control and elevator control parameters, the Room Area Card can be added access control elevator control area rights.
- A maximum of 12 room areas are allocated to one card.

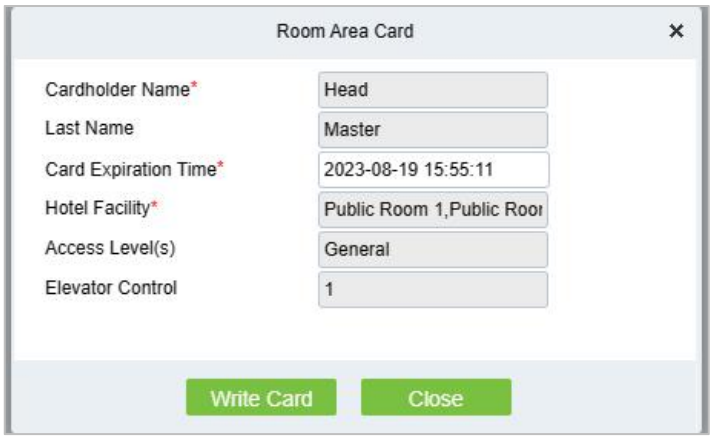

Figure 1.4.3- 4

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1.5 Room Management

1.5.1 Hotel Settings

1.5.1.1 Hotel Information

- The name of the hotel is mandatory. Other information is optional, as shown in Figure 5.1-1.
- The hotel's name, telephone, fax, website, address, and zip code will be displayed on the check-out bill.
- The hotel's name, phone number and website address will be used for email and SMS notifications.

Figure 1.5.1- 1

1.5.1.2 Hotel Option Settings

1.5.1.2.1 Check-in Time

Check-in Time is divided into 3 categories. Earliest Check-in Time, Default Check-in Time, and Latest Check-in Time, as shown in Figure 1.5.1-2.

Figure 1.5.1- 2

- Check-in Time is only used for reservation check-in and does not apply to direct check-in.

1.5.1.2.2 Check-out Time

Check-out Time is divided into 3 categories. Default Check-out Time, Half-day Overstay Check-out Time, Full-day Overstay Check-out Time, as shown in Figure 1.5.1-3.

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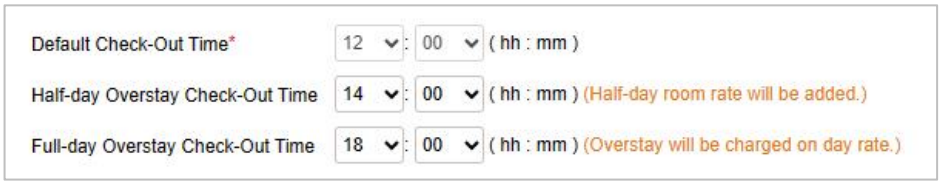

Figure 1.5.1- 3

- The default check-out time cannot be modified.
- If the guest does not check out beyond the default check-out time and date, it will be counted as an overstay check-out, and the system will mark the overstay check-out room on the interface.
- In case of overstay check-out, an additional room fee will be charged according to the rules set by the room type.
- Overstay check-out for guests who exceed the half-day check-out period will be charged according to the half-day overstay fee set by room type.
- An overstay check-out for guests who exceed the full day check-out period will be charged according to the full day rate set by room type.

1.5.1.2.3 Maximum Booking Days

The maximum booking days of the same guest in the same reservation and the same room cannot exceed the maximum booking days, as shown in Figure 1.5.1-4.

Figure 1.5.1- 4

- The maximum value is 99 days, minimum value is 1 day.

1.5.1.2.4 Days to Stay by Default

Days to Stay by Default only affects express check-in room (daily rental). The default number of days can be modified during the check-in process according to the situation, as shown in Figure 1.5.1-5.

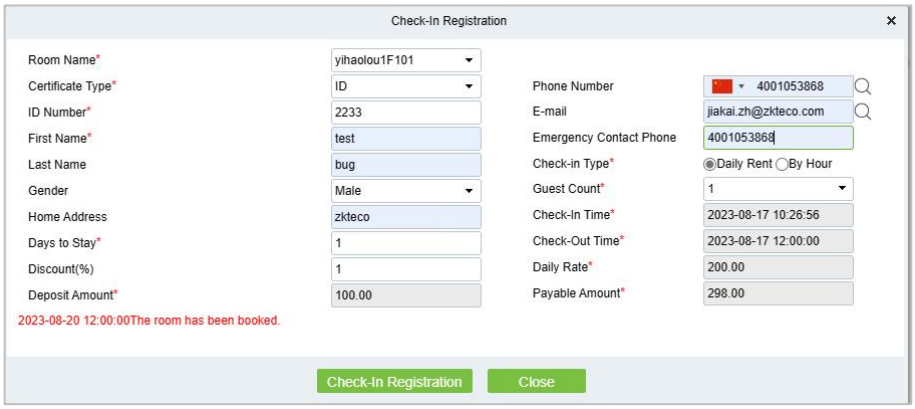

Figure 1.5.1- 5

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1.5.1.2.5 Housekeeping Window Hours

Housekeeping Window Hours are blank by default, as shown in Figure 1.5.1-6.

Figure 1.5.1- 6

- When this time is set, rooms with the "Cleaning" status room will become "vacant" after the setting time. If it is empty, the "Cleaning" status will not change except manual change.
- Room cleaning time can be set from 1 to 59 minutes.

1.5.1.2.6 Currency Type and Unit of Room Acreage

The default currency type is US dollars, and the default unit of room acreage is inches, as shown in Figure 1.5.1-7.

Figure 1.5.1- 7

The Currency type is used to settle the room rate, and the unit of room area is used for room dimensions in Room Type.

1.5.1.2.7 Tax Type and Tax Rate

The Tax Type, Tax Rate, Other Charge Type, and Other Charge Rate are blank by default, as shown in Figure 1.5.1-8.

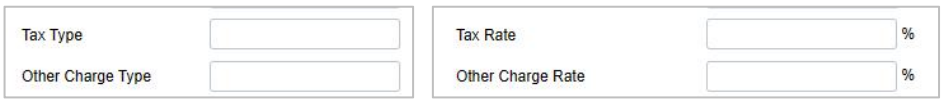

Figure 1.5.1- 8

- After setting the content of this field, guests will pay the corresponding percentage of taxes when they settle the room rate.

1.5.1.2.8 Hidden the Search Criteria

The Hidden search criteria are not selected by default and can be used to hide search criteria in **Room Monitor**, as shown in Figure 1.5.1-9.

Figure 1.5.1- 9

- After this function is selected, the search criteria are hidden by default in **Room Monitor**, and user need to click icon to expand the display. If this function is not checked, the search criteria will be displayed by default.

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1.5.1.2.9 Elevator and Access Control

Elevator/Access Control is not selected by default and is used to determine whether to display elevator and access control options, as shown in Figure 1.5.1-10.

Figure 1.5.1- 10

- After this function is selected, the elevator and access control options are displayed on all card issuing interfaces.

1.5.1.2.10 Hotel Card Setting

Card Password: Set the sector password for the dedicated sector of the hotel room card. The default password is ciphertext 123456.

Repeat Password: Repeat input the above card sector password for a second confirmation, in case of input errors.

Card Sector: Set the dedicated sector of the hotel's room card. The default is 3 sectors. User can select sectors 1 to 15, as shown in Figure 1.5.1-11.

Figure 1.5.1- 11

Note:

- Once the card issuing function is used in the hotel system, the system will lock the card sector and the sector password, which cannot be modified.
- When setting the card sector, pay attention to distinguishing it from the card issuing sector of other modules, such as access control, elevator control, consumption, and so on, to avoid repetition.

1.5.1.2.11 Default Net Card

- Default Net Card function is only used for issuing default net cards. Room cards or other type of card cannot be written after issuing default net card.
- Click **Default Net Card** to issue default net card.
- Click **Cancel Card** to cancel the default net card. This function can only be used to cancel the default net card, as shown in Figure 1.5.1-12.

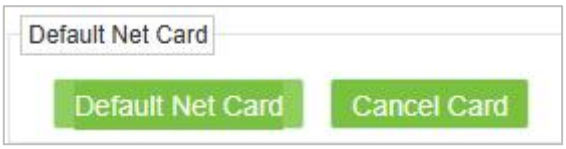

Figure 1.5.1- 12

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- Once everything is set, click **OK** to save the parameter settings.

1.5.2 Room Type

1.5.2.1 Add Room Type

Add a room type, enter the details in required fields and save. Room type is used to bind rooms and provide different room types for guests. The parameter description is referred to as follows.

- **Room Type**: Customize the room type for subsequent binding.
- **Room Size**: Customize the room size, and the units are displayed according to Unit of Room Acreage, which is convenient for subsequent binding use.
- **Number of Beds**: The total number of beds in room, can be displayed upon check-in.
- **Maximum Number of Guest**: The maximum number of guests in a room, which is limited to the number of guests at check-in.
- **Daily Rate**: Customize the daily room rate for a room to be settled at check-out.
- **Hourly Rate**: Customize the hourly room rate for a room to be settled at check-out.
- **Overstay Hourly Rate**: Customize the overstay hourly room rate for a room to be settled at check-out.
- **Deposit Amount**: Customize the security amount for a room to be settled at check-in and check-out.
- **Overstay Rate (Half Day):** Customize the overstay half-day room rate for a room to be settled at check-out.
- **Overstay Rate (Full Day):** Customize the overstay full day room rate for a room to be settled at check-out.
- **Amenities:** Includes Air Conditioner, Bath and Shower, TV, Wireless Internet, Refrigerator, Telephone, and Safe Box and Shower are optional and can be displayed in the room information after being selected.

Click **New** to add a room type, enter the details in the required items. Click **Save and New** to continue adding, click **OK** to save and close, click **Cancel** to not save and close, as shown in Figure 1.5.2-1.

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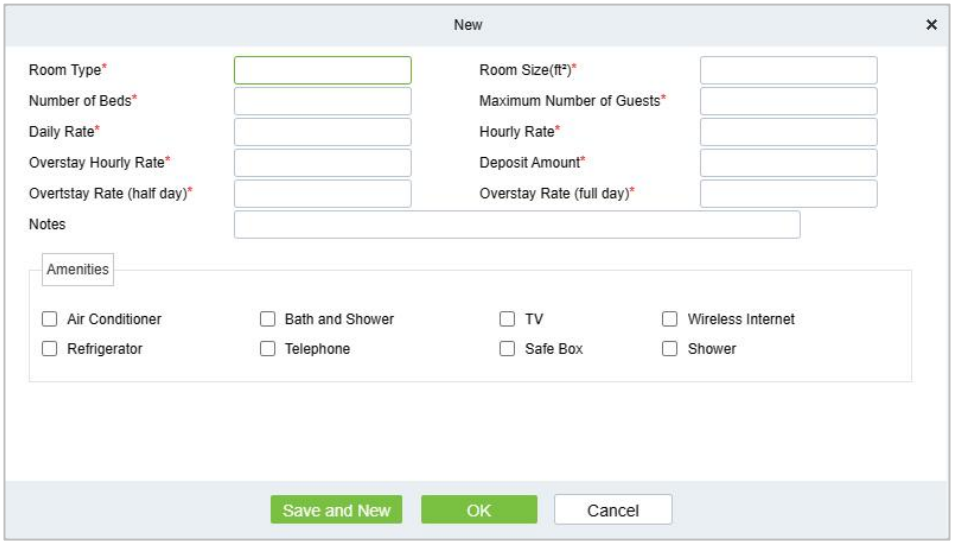

Figure 1.5.2- 1

1.5.2.2 Edit Room Type

- Click the room type name or icon in the action list to enter the editing interface.
- The edit interface content is the latest edited interface content.
- All content can be edited normally.
- When the room type is in use, it cannot be saved after editing. Click the save page will give a prompt, as shown in Figure 1.5.2-2.

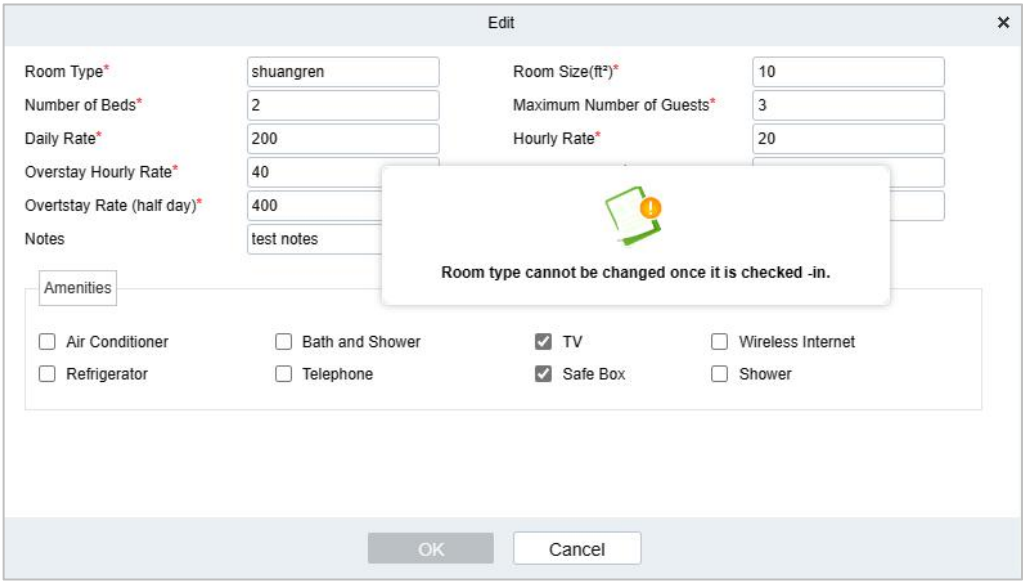

Figure 1.5.2- 2

1.5.2.3 Delete Room Type

Select the room type needs to be deleted and click the icon in the Operations list or the **Delete** button to delete it.

When the room type is in use, it cannot be deleted. Clicking **Delete** will give a prompt, as shown in Figure 1.5.2-3.

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Figure 1.5.2- 3

1.5.3 Room

1.5.3.1 Add Room

Add a room, fill in the required fields, and save. Then users can create a building, floor, and room. The parameter description is referred to as follows.

- **Building Name:** Customize the building name, which will be displayed in the **Room Monitor**, used to splice room name.
- **Floor Name:** Customize the floor name, which will be displayed in the **Room Monitor**, used to splice room name.
- **Room Type:** Bind the room type in 1.5.2 Room Type to the room.
- **Room Count:** The total number of rooms to be created.
- **Remarks:** Remark notes.

After selecting the building and floor in the New node, the name of the building and floor will be automatically filled in, as shown in Figure 1.5.3-1. If in the hotel node, it will be empty by default.

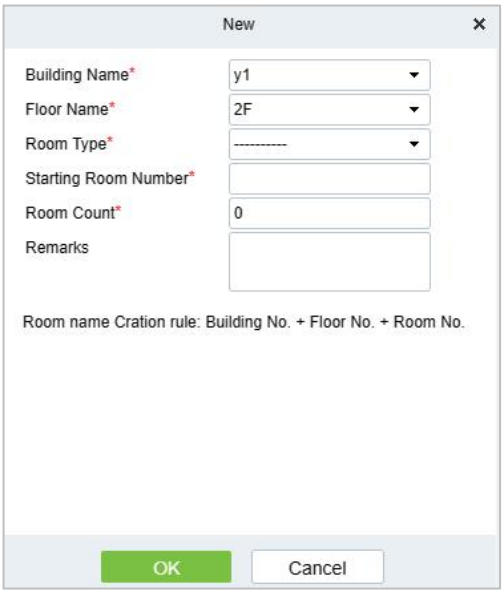

Figure 1.5.3- 1

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1.5.3.2 Edit Room

- To edit the name of the building and floor, select the corresponding node and click **Edit** button, as shown in Figure 1.5.3-2.

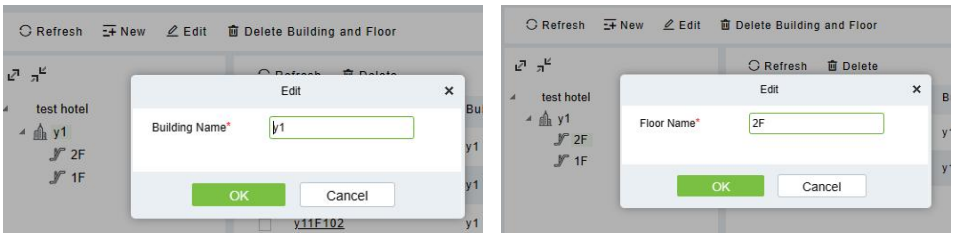

Figure 1.5.3- 2

- To edit the room name, select the corresponding room and click the room name. The remarks in the current field are the remarks of the room information in the **Room Monitor** interface, as shown in Figure 1.5.3-3.

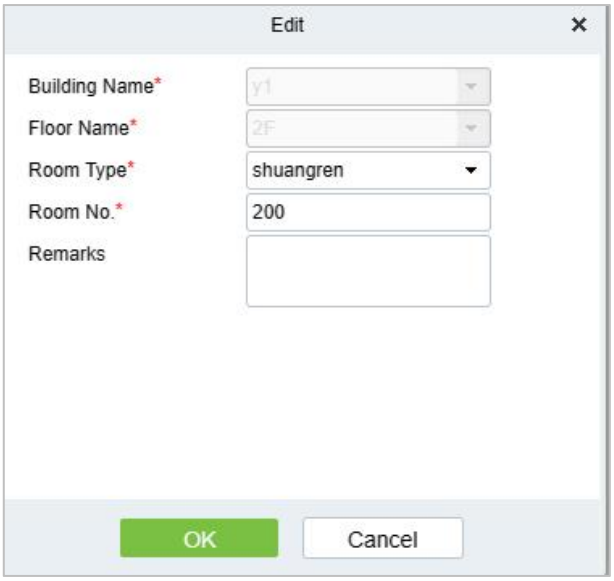

Figure 1.5.3- 3

- If the room is in use, it cannot be edited. Click **Edit** will trigger a failure pop-up.

1.5.3.3 Delete Room

- Select the room to be deleted and click icon in the Operations list or **Delete** button, as shown in Figure 1.5.3-2.
- If the room is in use, it cannot be deleted. Click **Delete** will trigger a failure pop-up, as shown in Figure 1.5.3-4.

Figure 1.5.3- 4

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- Delete buildings and floors use the **Delete Building and Floor** button.
- If users want to delete the floor, they need to delete the room under the floor first, otherwise it will fail and give a failure pop-up. Similarly, users need to delete the floor before deleting the building, as shown in Figure 1.5.3-5.

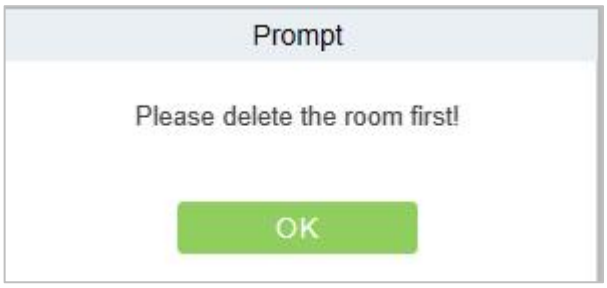

Figure 1.5.3- 5

1.5.4 Hotel Facility

- The room area is divided into two parts, and the left side provides editing for a preset 50 public areas.
- Click Public Room on the left or click icon to edit the name and remarks.
- Click + icon on the left to add a public room, as shown in Figure 1.5.4-1.

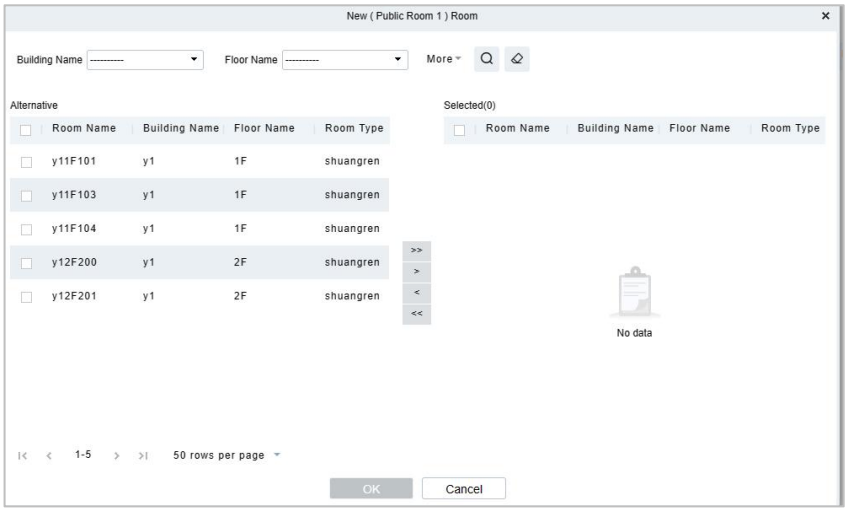

Figure 1.5.4- 1

- Users can only view and delete the public rooms, as shown in Figure 1.5.4-2.

Figure 1.5.4- 2

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1.5.5 Booking Method

- By default, there are three options: Online Booking, Booking by receptionist, and Booking by Phone, as shown in Figure 1.5.5-1.

Booking method	Create Time	Last Updated Time	Operations
Online Booking	2023-08-14 09:31:44	2023-08-14 09:31:44	
Booking by receptionist	2023-08-14 09:31:44	2023-08-14 09:31:44	
Booking by Phone	2023-08-14 09:31:44	2023-08-14 09:31:44	

Figure 1.5.5- 1

- The preset reservation method can only be edited and cannot be deleted.
- The new reservation method can be edited and deleted normally, as shown in Figure 1.5.5-2.

Booking method	Create Time	Last Updated Time	Operations
test	2023-08-19 17:45:47	2023-08-19 17:45:52	

Figure 1.5.5- 2

1.5.6 Email Template

- Email template is used for sending emails, including check-in, check-out, reservation success, and reservation cancellation templates, as shown in Figure 1.5.6-1.

Name	Code	Text	Enable	Operations
check-Out	EmailCheckOut		No	
Check-In	EmailCheckIn		No	
Cancel	EmailBookingCancel		No	
Success	EmailBookingSuccess		No	

Figure 1.5.6- 1

- The default template can only be edited and cannot be deleted.
- Table 1.5.6-1 lists the key fields of an email template.

Parameters	Clarification
##name##	Occupant or reservation name to get self-entry data.
##lastName##	Occupant or Reservationist Last Name, Get Self-Entry Data, or Null to display null.
##order##	The order number generated by the hotel
##checkInTime##	Check-in time to get self-entry data.
##roomName##	Room name, get self-entry data.
##checkOutTime##	Check-out time to get self-entry data.
##roomType##	Room type to get self-entry data.
##roomNumber##	Reservation Room Number
##h5Url##	H5 mobile Application address

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Parameters	Clarification
##checkInId##	Check in ID
##verifyCode##	H5 verify code
##roomId##	room ID
##address##	Hotel address
##hotelName##	Hotel name, obtained from the hotel settings.
##officePhone##	Hotel phone number, get from hotel settings.
##website##	Hotel website.

Table 1.5.6- 1

1.5.6.1 Send Email Template

1. To send emails, set the email server in **System Management**, as shown in Figure 1.5.6-2.

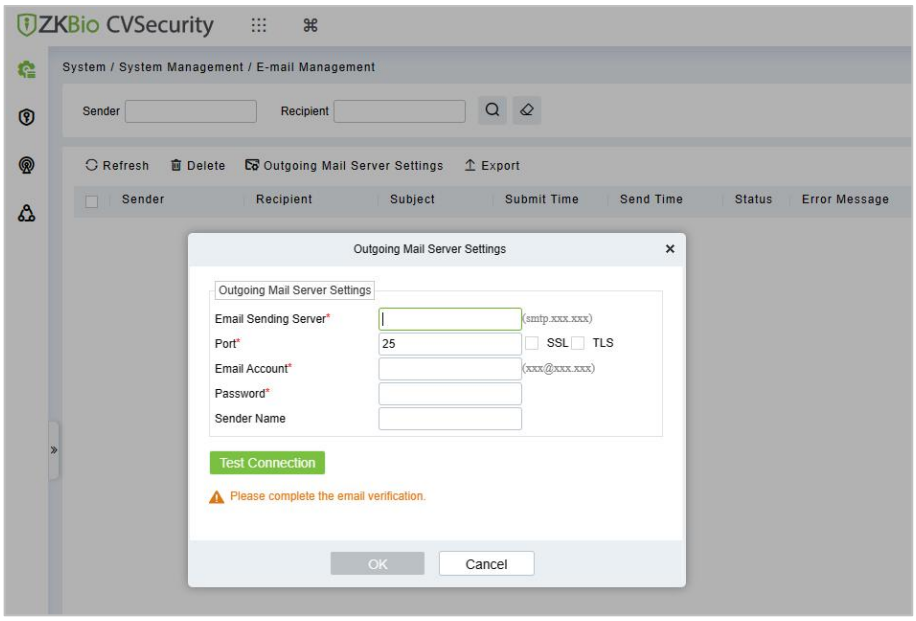

Figure 1.5.6- 2

2. After the configuration is complete, enable the template, configure related fields, and text content, as shown in Figure 1.5.6-3.

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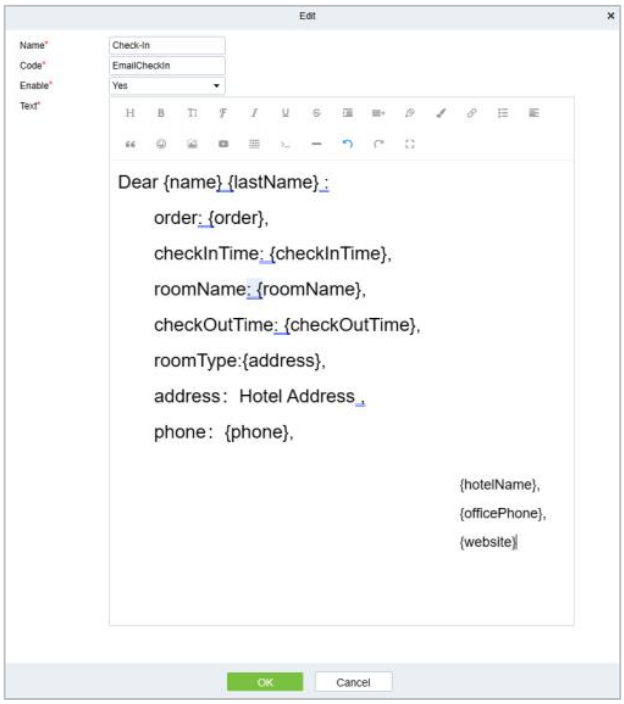

Figure 1.5.6- 3

3. Then complete the corresponding operations and receive the corresponding template email, as shown in Figure 1.5.6-4.

Figure 1.5.6- 4

1.5.7 SMS Template

- SMS template is used for sending emails, including check-in, check-in, check-out, reservation success, and reservation cancellation templates, as shown in Figure 1.5.7-1.

Name	Code	Text	Type	Enable	Operations
check-Out	SmsCheckOut			No	
Check-In	SmsCheckIn	Dear {name} {lastName} : order: {order}, checkInTime: {checkInTime}, roomName: {roomName		Yes	
Cancel	SmsBookingCancel			No	
Success	SmsBookingSuccess			No	

Figure 1.5.7- 1

- The default template can only be edited and cannot be deleted.
- Table 1.5.7-1 lists the key fields of an SMS template.

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Parameters	Clarification
##name##	Occupant or reservation name to get self-entry data.
##lastName##	Occupant or Reservationist Last Name, Get Self-Entry Data, or Null to display null.
##order##	The order number generated by the hotel
##checkInTime##	Check-in time to get self-entry data.
##roomName##	Room name, get self-entry data.
##checkOutTime##	Check-out time to get self-entry data.
##roomType##	Room type to get self-entry data.
##roomNumber##	Reservation Room Number
##h5Url##	H5 mobile Application address
##checkInId##	Check in ID
##verifyCode##	H5 verify code
##roomId##	room ID
##address##	Hotel address
##hotelName##	Hotel name, obtained from the hotel settings.
##officePhone##	Hotel phone number, get from hotel settings.
##website##	Hotel website.

Table 1.5.7- 1

1.5.7.1 Send WhatsApp Template

1. Select third-party integration in the system, and fill in the corresponding parameters of WhatsApp, as shown in Figure 1.5.7-2.

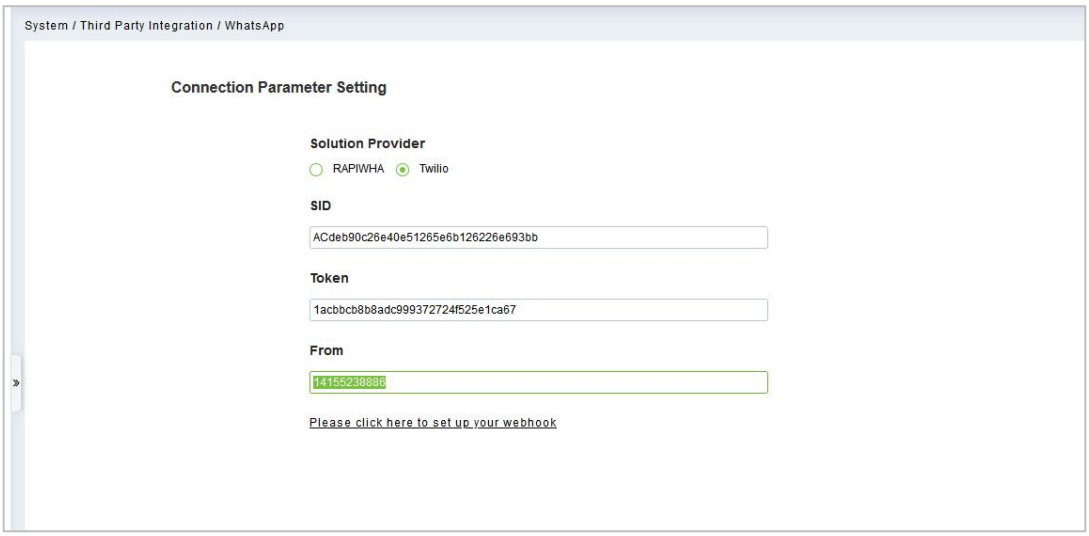

Figure 1.5.7- 2

After the configuration is complete, enable the template, configure related fields, and text content

2. Then complete the corresponding operations and receive the corresponding template message, as shown in Figure 1.5.7-4.

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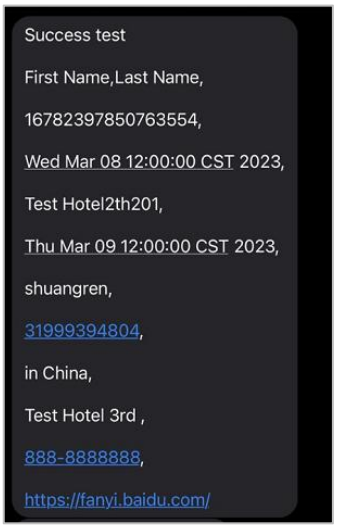

Figure 1.5.7- 4

1.5.7.2 Send AWS Template

1. Select third-party integration in the system, and fill in the corresponding parameters of SMS, as shown in Figure 1.5.7-5.

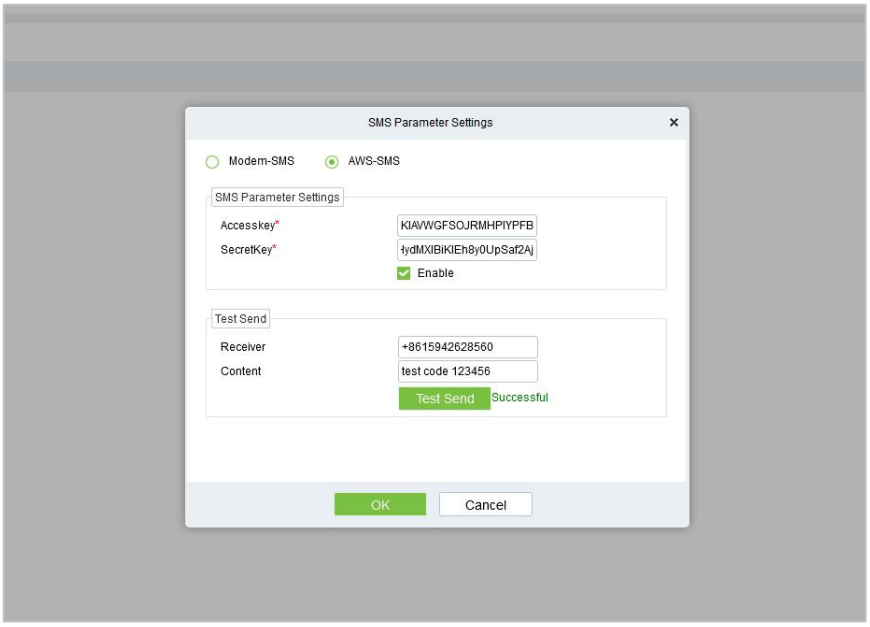

Figure 1.5.7- 5

After the configuration is complete, enable the template, configure related fields, and text content, and select AWS

2. Then complete the corresponding operations and receive the corresponding template message, as shown in Figure 1.5.7-6.

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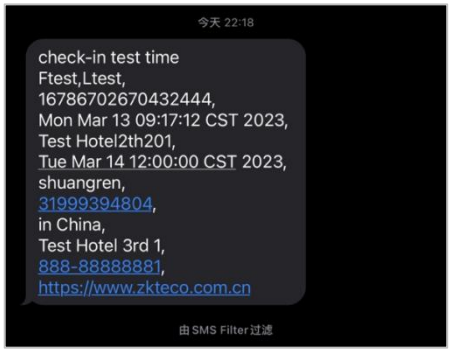

Figure 1.5.7- 6

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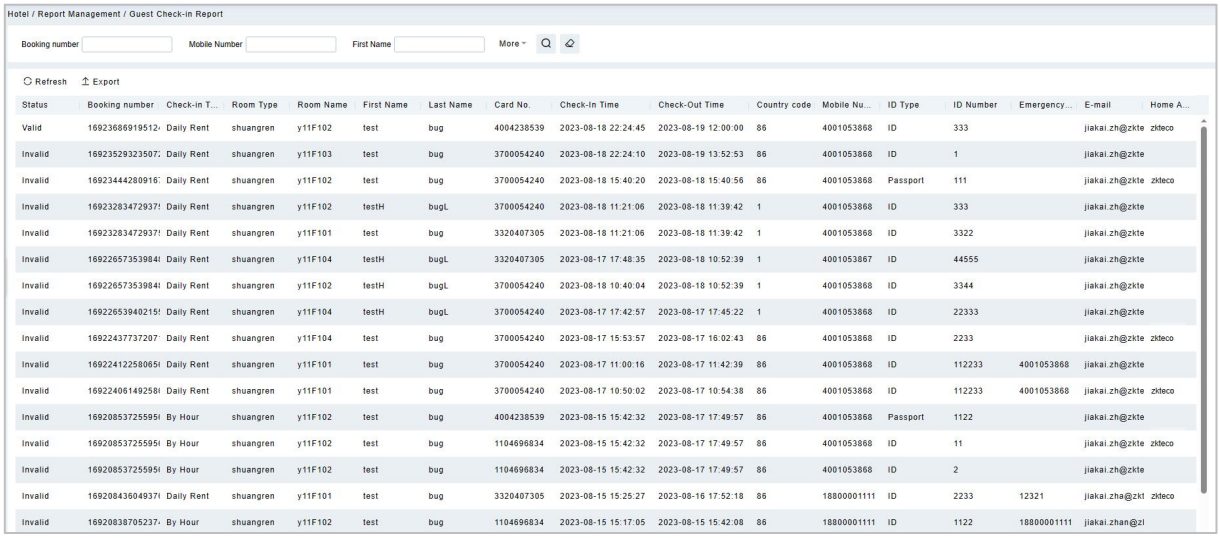
1.6 Report Management

1.6.1 Guest Check-in Report

In the search bar, users can choose the order number, mobile phone number, guest name, or other criteria to perform a quick search for guest check-in records, as shown in Figure 1.6.1-1.



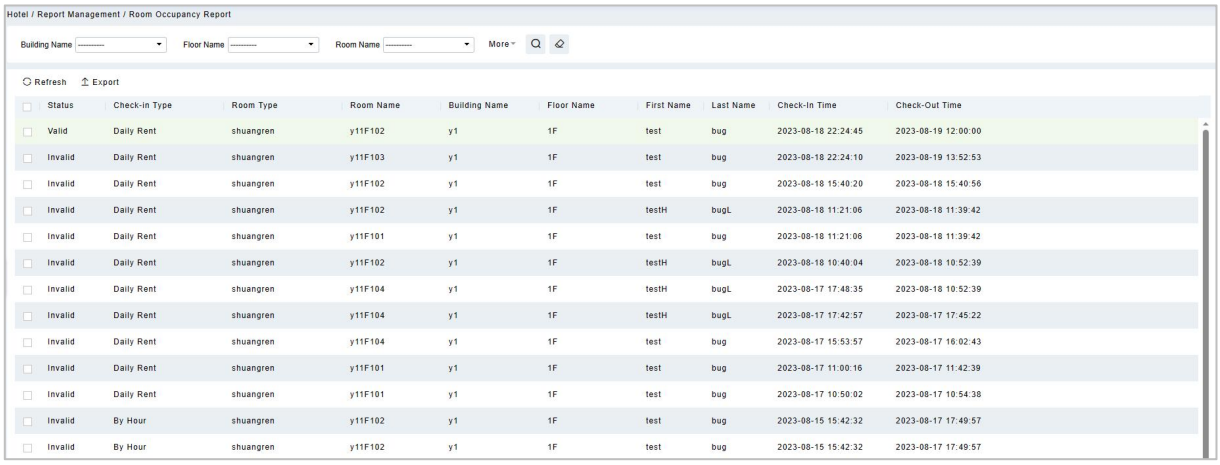
Status	Booking number	Check-in T...	Room Type	Room Name	First Name	Last Name	Card No.	Check-In Time	Check-Out Time	Country code	Mobile Nu...	ID Type	ID Number	Emergency...	E-mail	Home A...
Valid	16923686919512	Daily Rent	shuangren	y11F102	test	bug	4004238539	2023-08-18 22:24:45	2023-08-19 12:00:00	86	4001053868	ID	333		jiakai.zh@zkte	zkteco
Invalid	16923529323507	Daily Rent	shuangren	y11F103	test	bug	3700054240	2023-08-18 22:24:10	2023-08-19 13:52:53	86	4001053868	ID	1		jiakai.zh@zkte	
Invalid	16923444280916	Daily Rent	shuangren	y11F102	test	bug	3700054240	2023-08-18 15:40:20	2023-08-18 15:40:56	86	4001053868	Passport	111		jiakai.zh@zkte	zkteco
Invalid	16923283472937	Daily Rent	shuangren	y11F102	testH	bugL	3700054240	2023-08-18 11:21:06	2023-08-18 11:39:42	1	4001053868	ID	333		jiakai.zh@zkte	
Invalid	16923283472937	Daily Rent	shuangren	y11F101	test	bug	3320407305	2023-08-18 11:21:06	2023-08-18 11:39:42	1	4001053868	ID	3322		jiakai.zh@zkte	
Invalid	16922657353984	Daily Rent	shuangren	y11F104	testH	bugL	3320407305	2023-08-17 17:48:35	2023-08-18 10:52:39	1	4001053867	ID	44555		jiakai.zh@zkte	
Invalid	16922657353984	Daily Rent	shuangren	y11F102	testH	bugL	3700054240	2023-08-18 10:40:04	2023-08-18 10:52:39	1	4001053868	ID	3344		jiakai.zh@zkte	
Invalid	16922653940215	Daily Rent	shuangren	y11F104	testH	bugL	3700054240	2023-08-17 17:42:57	2023-08-17 17:45:22	1	4001053868	ID	22333		jiakai.zh@zkte	
Invalid	16922437737207	Daily Rent	shuangren	y11F104	test	bug	3700054240	2023-08-17 15:53:57	2023-08-17 16:02:43	86	4001053868	ID	2233		jiakai.zh@zkte	zkteco
Invalid	16922412258065	Daily Rent	shuangren	y11F101	test	bug	3700054240	2023-08-17 11:00:16	2023-08-17 11:42:39	86	4001053868	ID	112233	4001053868	jiakai.zh@zkte	
Invalid	16922406149258	Daily Rent	shuangren	y11F101	test	bug	3700054240	2023-08-17 10:50:02	2023-08-17 10:54:38	86	4001053868	ID	112233	4001053868	jiakai.zh@zkte	zkteco
Invalid	16920853725595	By Hour	shuangren	y11F102	test	bug	4004238539	2023-08-15 15:42:32	2023-08-17 17:49:57	86	4001053868	Passport	1122		jiakai.zh@zkte	
Invalid	16920853725595	By Hour	shuangren	y11F102	test	bug	1104696834	2023-08-15 15:42:32	2023-08-17 17:49:57	86	4001053868	ID	11		jiakai.zh@zkte	zkteco
Invalid	16920853725595	By Hour	shuangren	y11F102	test	bug	1104696834	2023-08-15 15:42:32	2023-08-17 17:49:57	86	4001053868	ID	2		jiakai.zh@zkte	
Invalid	16920843604937	Daily Rent	shuangren	y11F101	test	bug	3320407305	2023-08-15 15:25:27	2023-08-16 17:52:18	86	18800001111	ID	2233	12321	jiakai.zha@zkt	zkteco
Invalid	16920838705237	By Hour	shuangren	y11F102	test	bug	1104696834	2023-08-15 15:17:05	2023-08-15 15:42:08	86	18800001111	ID	1122	18800001111	jiakai.zhan@zl	

Figure 1.6.1- 1

- Reports can be exported.
- All the information in the report is derived from the guest who checked in.
- If the status is valid, the guest is still checking in. If the status is invalid, the guest has checked out.

1.6.2 Room Occupancy Report

In the search bar, users can choose the building, floor, room name, check-in time, check-out time, or other criteria to perform a quick search for guest check-in records, as shown in Figure 6.2-1.



Status	Check-in Type	Room Type	Room Name	Building Name	Floor Name	First Name	Last Name	Check-In Time	Check-Out Time
Valid	Daily Rent	shuangren	y11F102	y1	1F	test	bug	2023-08-18 22:24:45	2023-08-19 12:00:00
Invalid	Daily Rent	shuangren	y11F103	y1	1F	test	bug	2023-08-18 22:24:10	2023-08-19 13:52:53
Invalid	Daily Rent	shuangren	y11F102	y1	1F	test	bug	2023-08-18 15:40:20	2023-08-18 15:40:56
Invalid	Daily Rent	shuangren	y11F102	y1	1F	testH	bugL	2023-08-18 11:21:06	2023-08-18 11:39:42
Invalid	Daily Rent	shuangren	y11F101	y1	1F	test	bug	2023-08-18 11:21:06	2023-08-18 11:39:42
Invalid	Daily Rent	shuangren	y11F102	y1	1F	testH	bugL	2023-08-18 10:40:04	2023-08-18 10:52:39
Invalid	Daily Rent	shuangren	y11F104	y1	1F	testH	bugL	2023-08-17 17:48:35	2023-08-18 10:52:39
Invalid	Daily Rent	shuangren	y11F104	y1	1F	testH	bugL	2023-08-17 17:42:57	2023-08-17 17:45:22
Invalid	Daily Rent	shuangren	y11F104	y1	1F	test	bug	2023-08-17 15:53:57	2023-08-17 16:02:43
Invalid	Daily Rent	shuangren	y11F101	y1	1F	test	bug	2023-08-17 11:00:16	2023-08-17 11:42:39
Invalid	Daily Rent	shuangren	y11F101	y1	1F	test	bug	2023-08-17 10:50:02	2023-08-17 10:54:38
Invalid	By Hour	shuangren	y11F102	y1	1F	test	bug	2023-08-15 15:42:32	2023-08-17 17:49:57
Invalid	By Hour	shuangren	y11F102	y1	1F	test	bug	2023-08-15 15:42:32	2023-08-17 17:49:57

Figure 6.2- 1

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- Reports can be exported.
- All the information in the report is derived from the guest who checked in.
- If the status is valid, the guest is still checking in. If the status is invalid, the guest has checked out.

1.6.3 Room Charges Report

In the search bar, user can select the time, guest name, room name, room type or other criteria to search for room charge records, as shown in Figure 6.3-1.

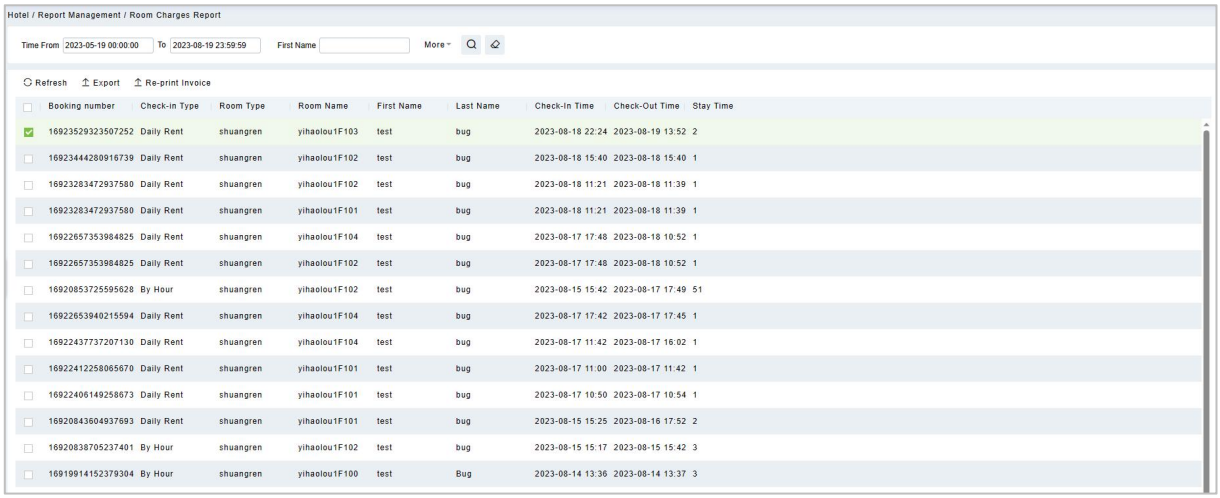

Figure 6.3- 1

- Reports can be exported.
- All the information in the report is derived from the guest who checked in.
- Re-print Invoice is primarily used when a guest loses their invoice. Users can locate the record for which they need to reprint the invoice, select it, and then click the **Re-print Invoice** option, as shown in Figure 6.3-2.

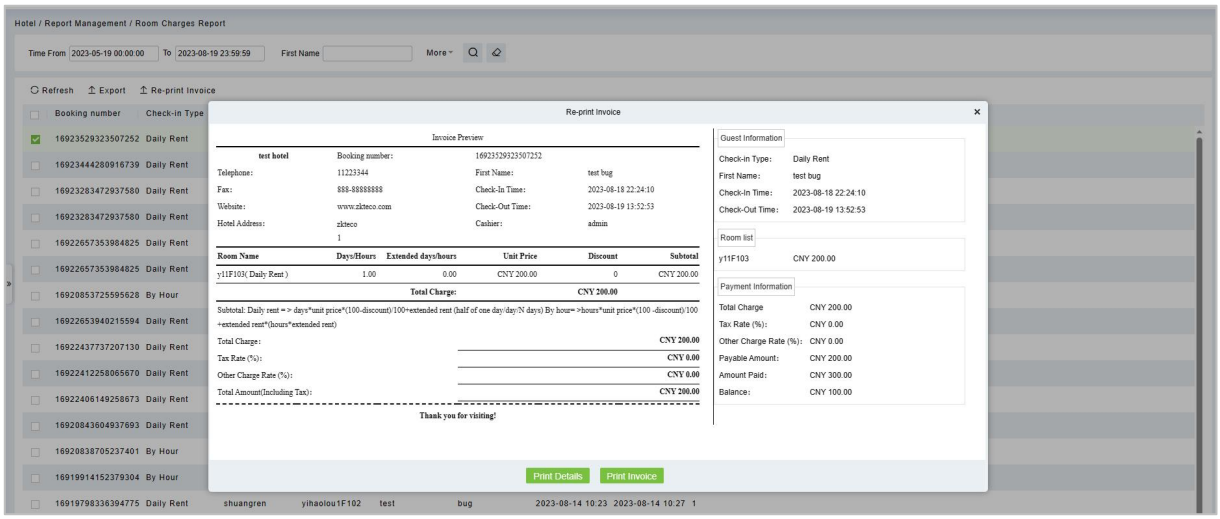

Figure 6.3- 2

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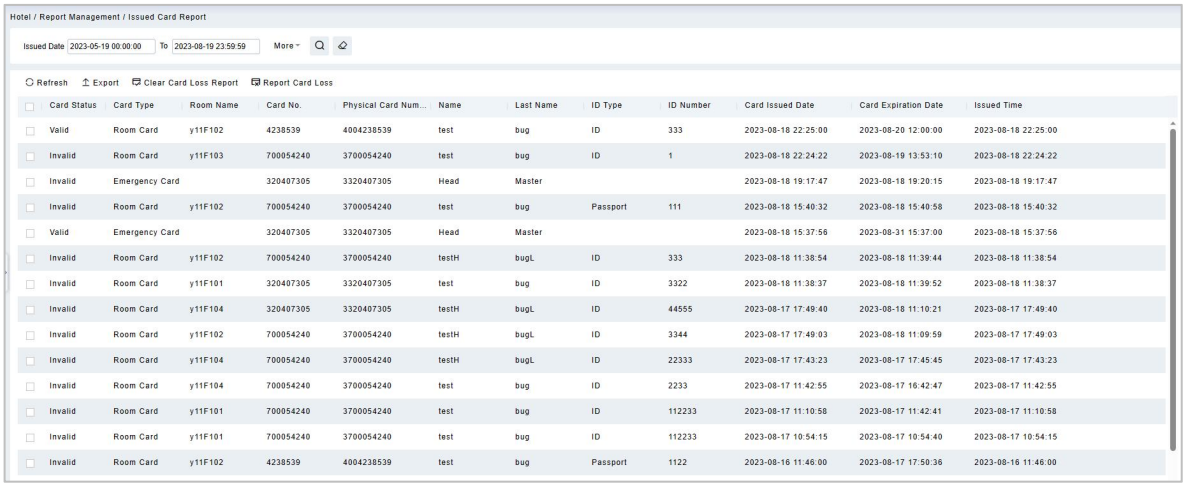
1.6.4 Issued Card Report

In the search bar, users can select the card issuance time, card number, effective start time or other criteria to search for the card issuance record, as shown in Figure 6.4-1.



Card Status	Card Type	Room Name	Card No.	Physical Card Num...	Name	Last Name	ID Type	ID Number	Card Issued Date	Card Expiration Date	Issued Time
Valid	Room Card	y11F102	4238539	4004238539	test	bug	ID	333	2023-08-18 22:25:00	2023-08-20 12:00:00	2023-08-18 22:25:00
Invalid	Room Card	y11F103	700054240	3700054240	test	bug	ID	1	2023-08-18 22:24:22	2023-08-19 13:53:10	2023-08-18 22:24:22
Invalid	Emergency Card		320407305	3320407305	Head	Master			2023-08-18 19:17:47	2023-08-18 19:20:15	2023-08-18 19:17:47
Invalid	Room Card	y11F102	700054240	3700054240	test	bug	Passport	111	2023-08-18 15:40:32	2023-08-18 15:40:58	2023-08-18 15:40:32
Valid	Emergency Card		320407305	3320407305	Head	Master			2023-08-18 15:37:56	2023-08-31 15:37:00	2023-08-18 15:37:56
Invalid	Room Card	y11F102	700054240	3700054240	testH	bugL	ID	333	2023-08-18 11:38:54	2023-08-18 11:39:44	2023-08-18 11:38:54
Invalid	Room Card	y11F101	320407305	3320407305	test	bug	ID	3322	2023-08-18 11:38:37	2023-08-18 11:39:52	2023-08-18 11:38:37
Invalid	Room Card	y11F104	320407305	3320407305	testH	bugL	ID	44555	2023-08-17 17:49:40	2023-08-18 11:10:21	2023-08-17 17:49:40
Invalid	Room Card	y11F102	700054240	3700054240	testH	bugL	ID	3344	2023-08-17 17:49:03	2023-08-18 11:09:59	2023-08-17 17:49:03
Invalid	Room Card	y11F104	700054240	3700054240	testH	bugL	ID	22333	2023-08-17 17:43:23	2023-08-17 17:45:45	2023-08-17 17:43:23
Invalid	Room Card	y11F104	700054240	3700054240	test	bug	ID	2233	2023-08-17 11:42:55	2023-08-17 16:42:47	2023-08-17 11:42:55
Invalid	Room Card	y11F101	700054240	3700054240	test	bug	ID	112233	2023-08-17 11:10:58	2023-08-17 11:42:41	2023-08-17 11:10:58
Invalid	Room Card	y11F101	700054240	3700054240	test	bug	ID	112233	2023-08-17 10:54:15	2023-08-17 10:54:40	2023-08-17 10:54:15
Invalid	Room Card	y11F102	4238539	4004238539	test	bug	Passport	1122	2023-08-16 11:46:00	2023-08-17 17:50:36	2023-08-16 11:46:00

Figure 6.4- 1

- Reports can be exported.
- All data in the report derived from the card issuing operation of the hotel, including the administrator, housekeeping card, maintenance card, and room area card.
- The report supports **Report Card Loss** or **Clear Card Loss Report** for all cards.
- After the card is reported loss, the card information will be synchronized to the blocklist of all locks, and the card will not be swiped to open any door.
- After the card loss report is cleared, the card information will be deleted from the blocklist of all locks, and the registered room can be opened normally.

1.6.5 Write Card Record Remotely

In the search bar, users can select the time, card number, card validity period or other criteria to search for remote card write records, as shown in Figure 6.5-1.

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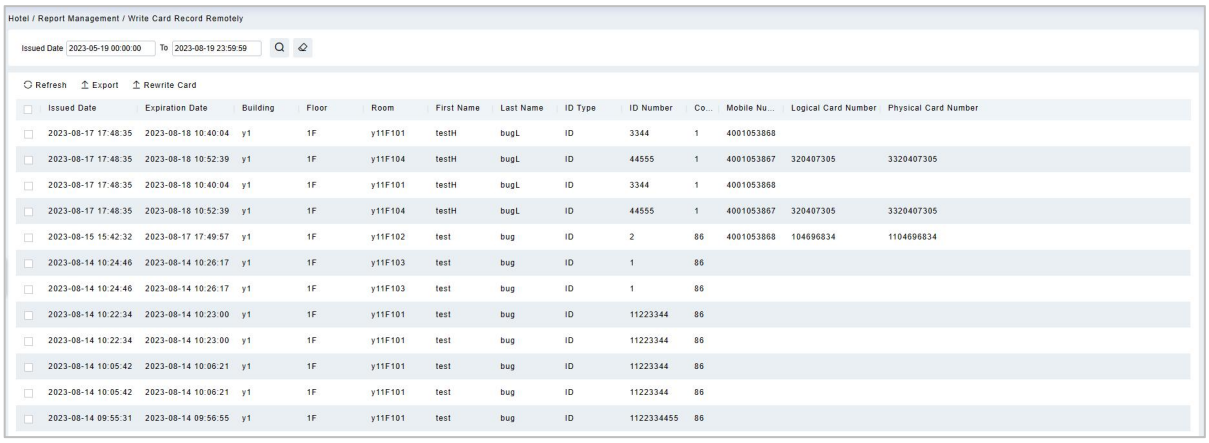


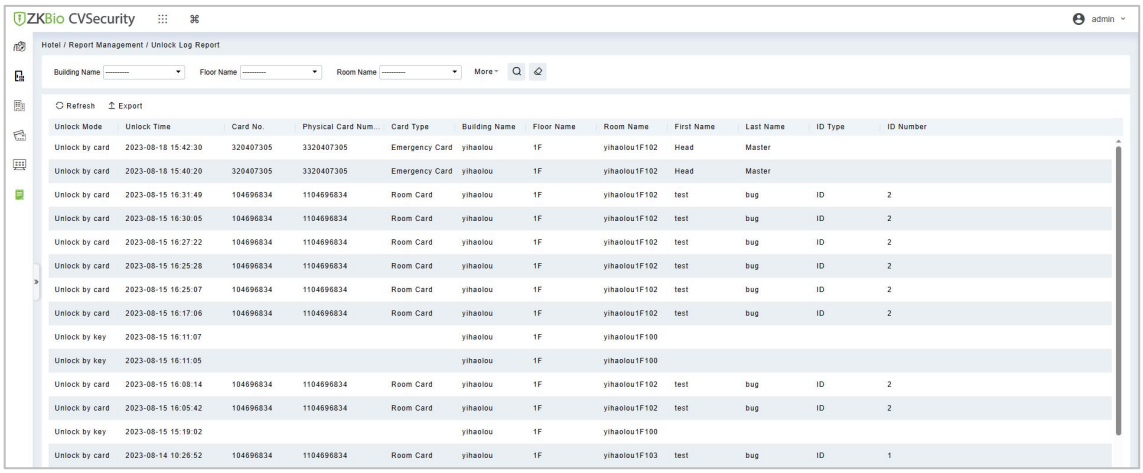
Issued Date	Expiration Date	Building	Floor	Room	First Name	Last Name	ID Type	ID Number	Co...	Mobile Nu...	Logical Card Number	Physical Card Number
2023-08-17 17:48:35	2023-08-18 10:40:04	y1	1F	y11F101	testH	bugL	ID	3344	1	4001053868		
2023-08-17 17:48:35	2023-08-18 10:52:39	y1	1F	y11F104	testH	bugL	ID	44555	1	4001053867	320407305	3320407305
2023-08-17 17:48:35	2023-08-18 10:40:04	y1	1F	y11F101	testH	bugL	ID	3344	1	4001053868		
2023-08-17 17:48:35	2023-08-18 10:52:39	y1	1F	y11F104	testH	bugL	ID	44555	1	4001053867	320407305	3320407305
2023-08-15 15:42:32	2023-08-17 17:49:57	y1	1F	y11F102	test	bug	ID	2	86	4001053868	104696834	1104696834
2023-08-14 10:24:46	2023-08-14 10:26:17	y1	1F	y11F103	test	bug	ID	1	86			
2023-08-14 10:24:46	2023-08-14 10:26:17	y1	1F	y11F103	test	bug	ID	1	86			
2023-08-14 10:22:34	2023-08-14 10:23:00	y1	1F	y11F101	test	bug	ID	11223344	86			
2023-08-14 10:22:34	2023-08-14 10:23:00	y1	1F	y11F101	test	bug	ID	11223344	86			
2023-08-14 10:05:42	2023-08-14 10:06:21	y1	1F	y11F101	test	bug	ID	11223344	86			
2023-08-14 10:05:42	2023-08-14 10:06:21	y1	1F	y11F101	test	bug	ID	11223344	86			
2023-08-14 09:55:31	2023-08-14 09:56:55	y1	1F	y11F101	test	bug	ID	1122334455	86			

Figure 6.5- 1

- Reports can be exported.
- All data in the report is derived from the remote card writing operation of the hotel during card issuance.
- Rewrite Card function is used if the remote write card command fails to be delivered or is lost.

1.6.6 Unlock Log Report

In the search bar, users can select building name, floor name or other criteria to search for hotel unlock records, as shown in Figure 6.6-1.



Unlock Mode	Unlock Time	Card No.	Physical Card Num...	Card Type	Building Name	Floor Name	Room Name	First Name	Last Name	ID Type	ID Number
Unlock by card	2023-08-18 15:42:30	320407305	3320407305	Emergency Card	yihaolou	1F	yihaolou1F102	Head	Master		
Unlock by card	2023-08-18 15:40:20	320407305	3320407305	Emergency Card	yihaolou	1F	yihaolou1F102	Head	Master		
Unlock by card	2023-08-15 16:31:49	104696834	1104696834	Room Card	yihaolou	1F	yihaolou1F102	test	bug	ID	2
Unlock by card	2023-08-15 16:30:05	104696834	1104696834	Room Card	yihaolou	1F	yihaolou1F102	test	bug	ID	2
Unlock by card	2023-08-15 16:27:22	104696834	1104696834	Room Card	yihaolou	1F	yihaolou1F102	test	bug	ID	2
Unlock by card	2023-08-15 16:25:28	104696834	1104696834	Room Card	yihaolou	1F	yihaolou1F102	test	bug	ID	2
Unlock by card	2023-08-15 16:25:07	104696834	1104696834	Room Card	yihaolou	1F	yihaolou1F102	test	bug	ID	2
Unlock by card	2023-08-15 16:17:06	104696834	1104696834	Room Card	yihaolou	1F	yihaolou1F102	test	bug	ID	2
Unlock by key	2023-08-15 16:11:07				yihaolou	1F	yihaolou1F100				
Unlock by key	2023-08-15 16:11:05				yihaolou	1F	yihaolou1F100				
Unlock by card	2023-08-15 16:08:14	104696834	1104696834	Room Card	yihaolou	1F	yihaolou1F102	test	bug	ID	2
Unlock by card	2023-08-15 16:05:42	104696834	1104696834	Room Card	yihaolou	1F	yihaolou1F102	test	bug	ID	2
Unlock by key	2023-08-15 15:19:02				yihaolou	1F	yihaolou1F100				
Unlock by card	2023-08-14 10:26:52	104696834	1104696834	Room Card	yihaolou	1F	yihaolou1F103	test	bug	ID	1

Figure 6.6- 1

- Reports can be exported.
- All data in the report is derived from opening door.

1.6.7 Device Command List

In the search bar, users can select the lock MAC address, time, or other criteria to search for communication logs of the Gateway or hotel lock, as shown in Figure 6.7-1.

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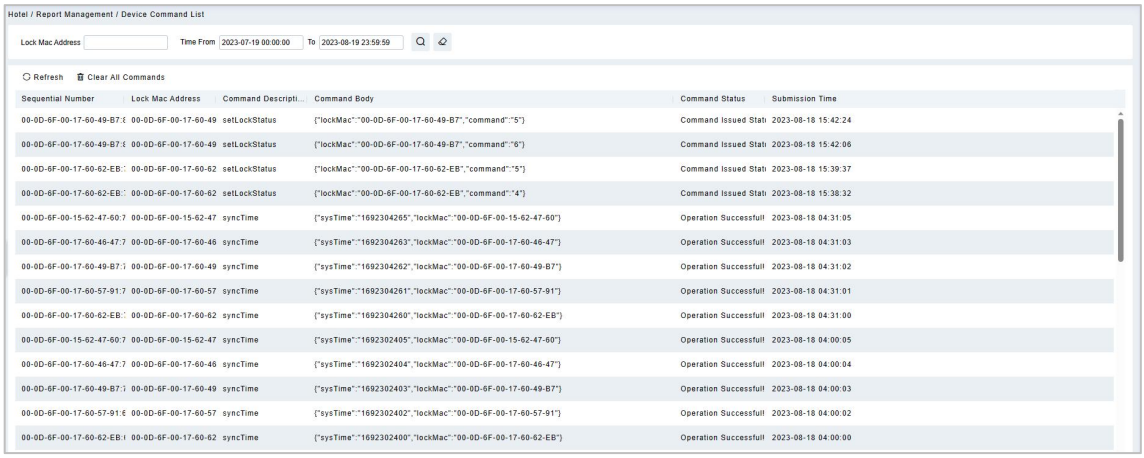

Figure 6.7- 1

- All data in the report is derived from communication between devices and software.
- Technical personnel use communication log records to check the communication status between the Gateway and hotel lock.
- Clicking **Clear All Commands** can clear all communication commands.
- The communication command automatically deletes data older than one month.

1.6.8 Lost Card List

In the search bar, users can select the card number, serial number, or other criteria to quickly search for lost card information, as shown in Figure 6.8-1.

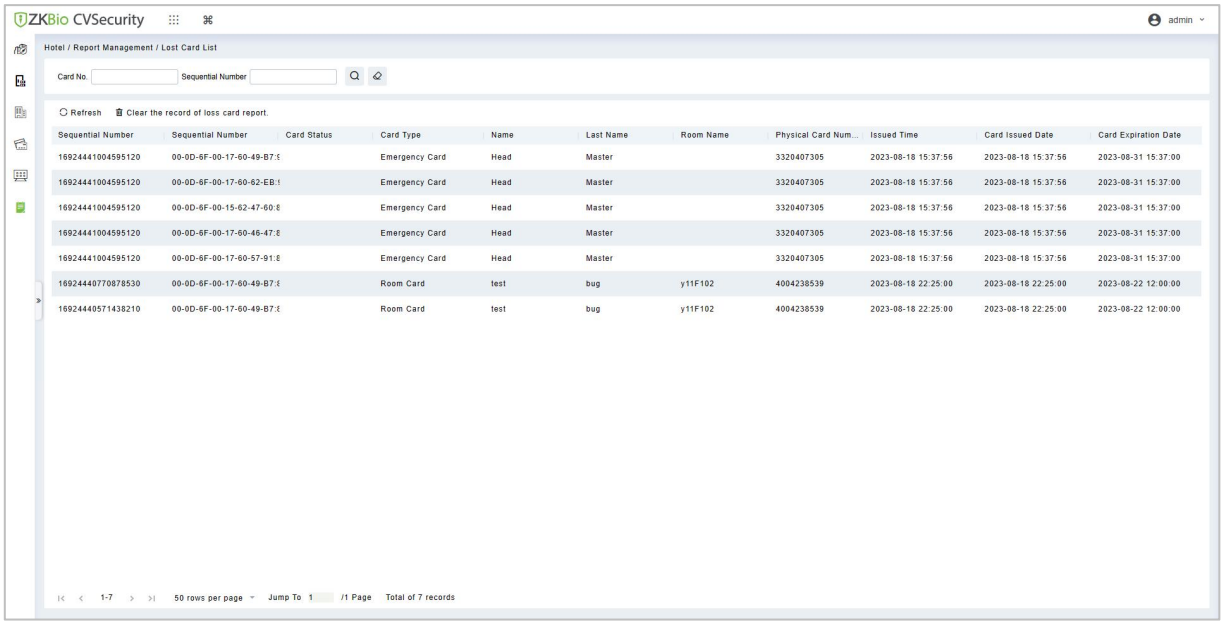

Figure 6.8- 1

- All data in the report is derived from the lost card.
- Click **Clear the record of loss card report** can clear all records.

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2 Electronic Hotel Lock Module

It provides hotel service management functions covering check-in, overstay, check-out, rate settlement, and lock setup and management.

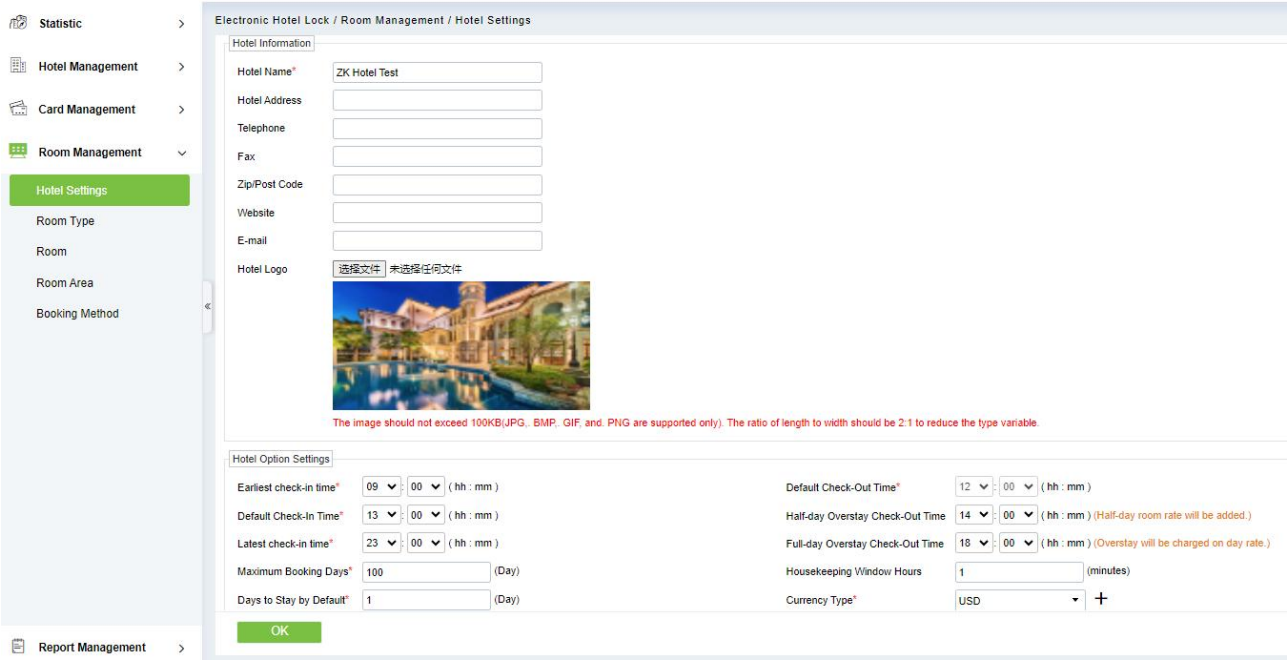
- Operation Guide

It helps you quickly understand how to quickly navigate specific function pages, configure settings, and use the hotel management software.

2.1 Hotel Settings

Users can set the basic information about a hotel, including its name, address, phone number, fax number, zip code, website address, and email address. User can also set the function parameters regarding the check-in time, check-out time, check-out reminder, and access/elevator control permissions.

Click **[Room Management] > [Hotel Settings].** The page shown in the following figure appears.



The fields are described as follows:

Default Check-In Time: Hotels can customize check-in times according to their preferences.

Earliest Check-in Time: Earliest time a room can be used.

Latest Check-in Time: Latest check-in time, after which check-in is not possible.

Default Check-Out Time: It specifies the end time of a day use room.

Half-day/Full day Overstay Check-Out Time: Customizable settings for charging a half-day/one-day room rate when the specified check-out time is exceeded.

Days to Stay by Default: It specifies the default number of days a guest stays. Generally, a guest stays for 1 day.

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Hours to Stay by Default: The minimum number of hours defined by the user that a guest is required to stay in a room. If a guest stays for a period less than this limit, the guest is charged the rate corresponding to this limit.

Elevator/Access Control: After selecting this check box, you can select an access/elevator control level on the card by issuing UI, so that an issued card can be used not only as a hotel card but also used to access the devices corresponding to the selected level. (**Note:** This check box is available on the Hotel Settings page only after you use the access control module and/or elevator control module and obtain and activate a license.)

Housekeeping Window Hours: It specifies the time available for cleaning a room after a guest checks out.

Currency Type: It specifies the currency.

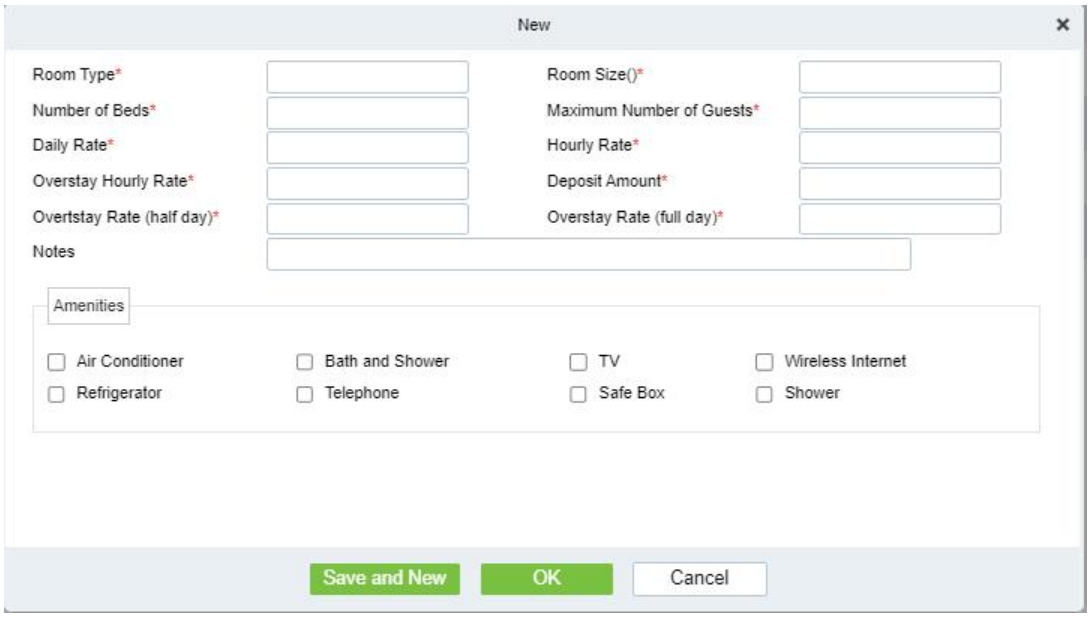
✍ **Note:** The hotel management system can be used to define buildings, floors, and rooms as well as handle check-in requests only after you set these parameters.

2.2 Room Management

2.2.1 Room Types

User can design information about various types of room, such as the number of beds and number of guests allowed. You can lock and unlock vacant rooms.

Click **[Room Management] > [Room Type] > [New].** The page shown in the following figure appears.



✍ **Note**: When the user adds a room type, the system checks whether the hotel setting is configured. If no, you are redirected to the settings page. All room types must be unique.

2.2.2 Building

User can define buildings of a hotel. When the rooms in a building are not booked or guests have not checked in, you can lock or unlock the building.

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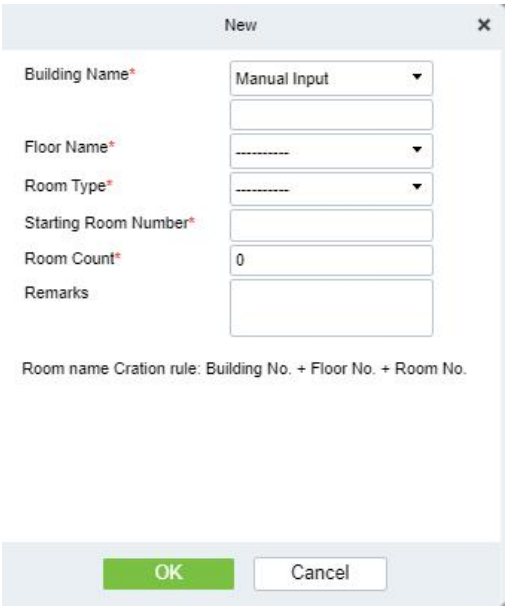
Click **[Room Management] > [Room] > [New]>[Building Name]>[Manual Input]**. The page shown in the following figure appears.

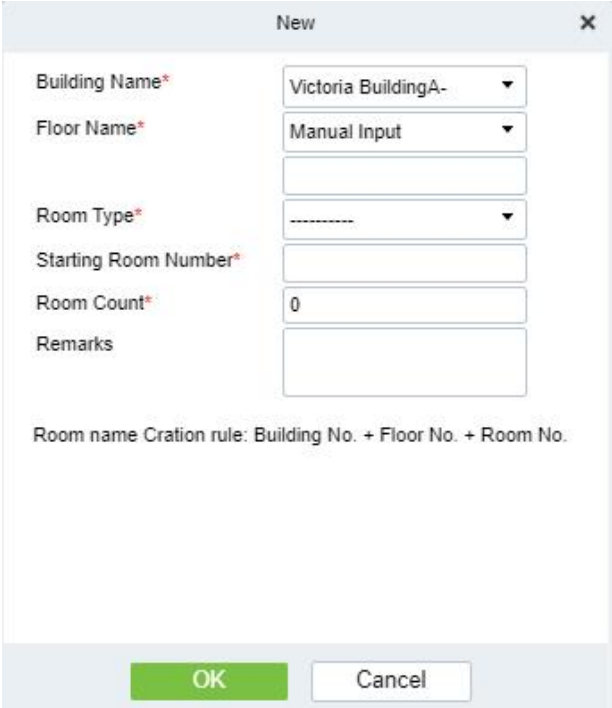


✍**Note:** When adding a building, the system first checks for configured hotel settings and room types. If these are not set up, please configure them before proceeding. Each building's name must be unique.

2.2.3 Floor

You can define the floors of a hotel. If no rooms on a floor are booked or occupied, you can lock or unlock the floor as needed.

Click **[Room Management] > [Room] > [New]>[Floor Name]>[Manual Input].** The page shown in the following figure appears.



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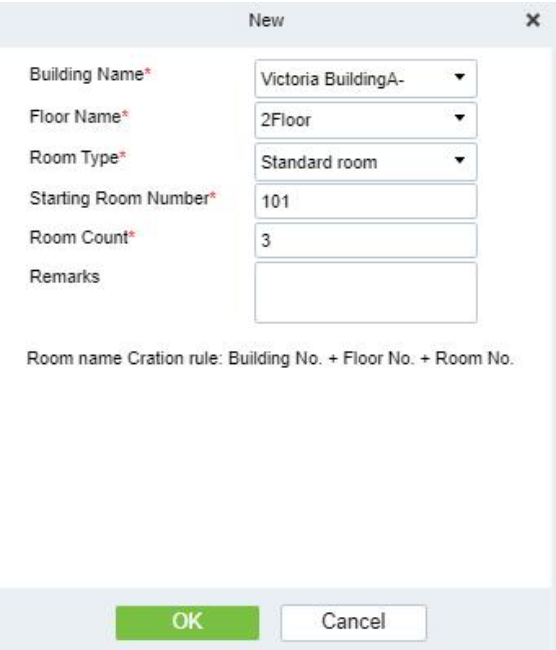
✍**Note:** When you add a floor, the system checks for hotel settings, room types, and buildings in order. If they have not been configured, configure the settings, types, and buildings first. All floor names must be unique.

2.2.4 Room

- Adding guest rooms

Click **[Room Management] > [Room] > [New]**. The page shown in the following figure appears.



Building Name, Floor Name, Room Type: Select the desired Building, Floor and Room type.

Starting Room Number: This sets the first number in the room sequence.

Room Count: It specifies the number of rooms to add. Value 1 indicates only one room is added. A value greater than 1 indicates that a batch of rooms is added.

Remark: It describes the room.

✍**Note:** All room names must be unique.

- Editing guest room

Select one guest room and edit the guest room. Duplication of guest room names is not allowed. Guest rooms that have been checked in or booked cannot be edited. See the following figure.

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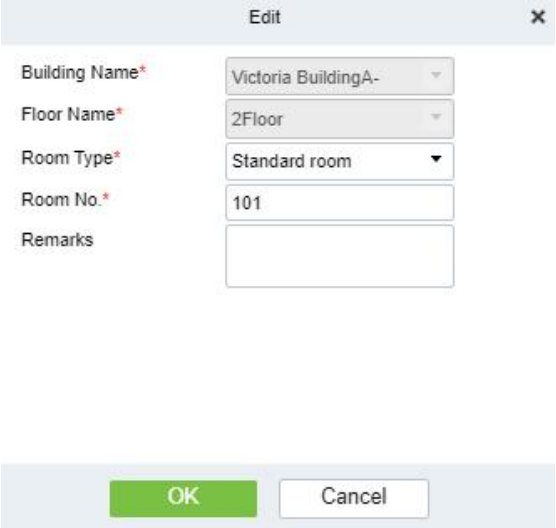


- Deleting guest rooms

Select one or more guest rooms and delete them.

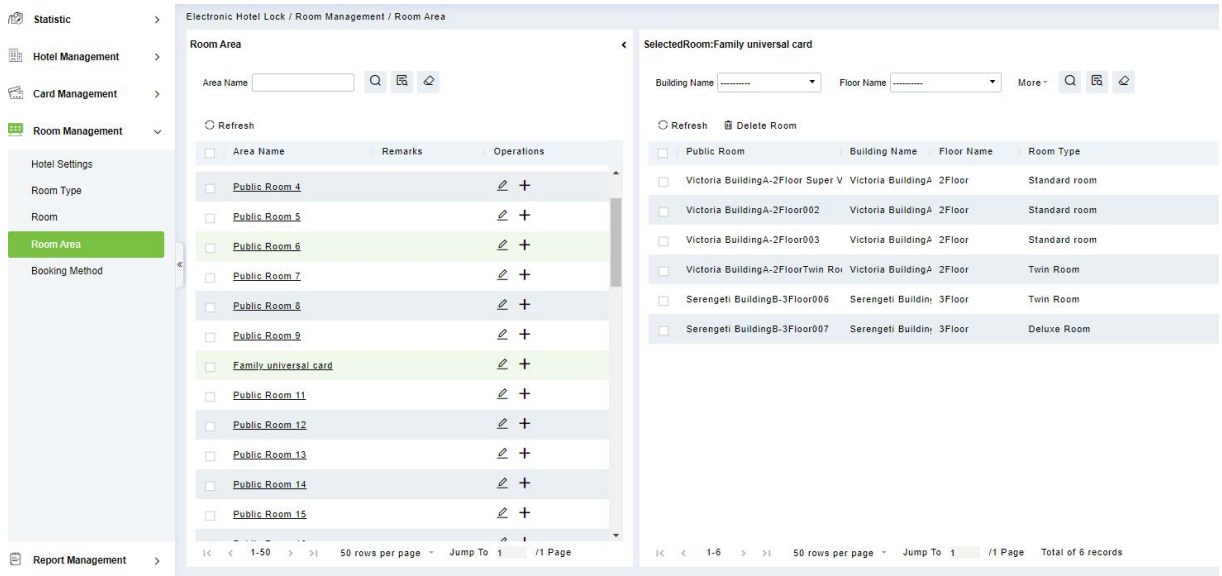
Only the guest rooms that have not been checked in or booked can be deleted.

2.2.5 Room Areas

User can define a room area, issue a card for the area, and link the locks of the rooms within the area to the card. This allows a hotel manager to use the card to manage all the guest rooms in the area.

Click **[Room Management] > [Room Area].** The interface shown in the following figure appears.

By default, 50 regions are included. If you need to change a region name, click icon to modify it.



✍**Note:**

Duplication of room area names is not allowed.

Click **[Add]** . icon and then you can add rooms to the area. See the following figure.

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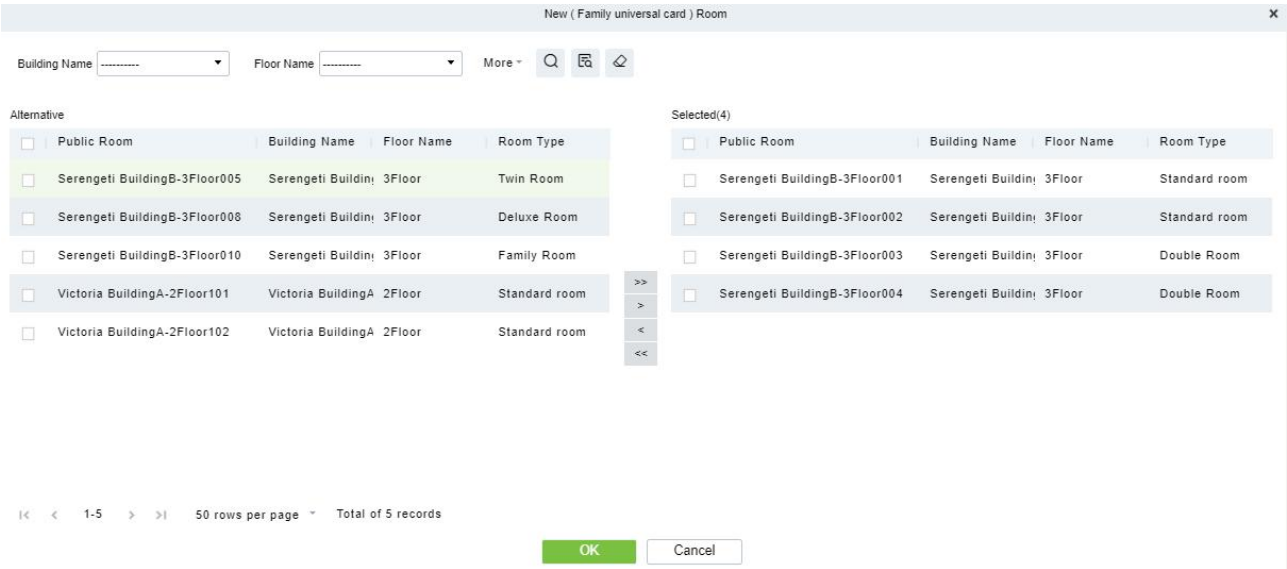
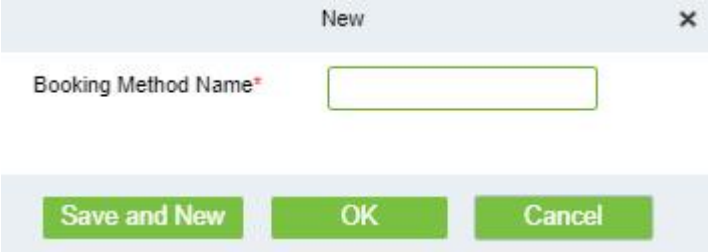


2.2.6 Booking Methods

User can define methods for booking hotel rooms. During system installation, the basic booking methods are initialized by default and cannot be edited or deleted.

Click **[Room Management] > [Booking Method] > [New].** A new window, as shown in the following figure, will appear.



✍**Note:** Duplication of booking method names is not allowed. Unused booking methods can be deleted.

2.2.7 Access/Elevator Control Levels

Users can assign access or elevator control levels to cards issued through the hotel module. This enables a user to use the same card for both the hotel module and the access or elevator control module. In other words, a card issued for the hotel module can also be used to access all devices associated with the specified access or elevator control level.

✍**Note:** This function and the Edit Personnel For Levels page are available only after you use the access control module and/or the elevator control module and obtain and activate a license.

Click **[Hotel Management] > [Reception] > Select a Vacant room > [Individual] > [Individual Check in].** A new popup window, as shown in the following figure, appears.

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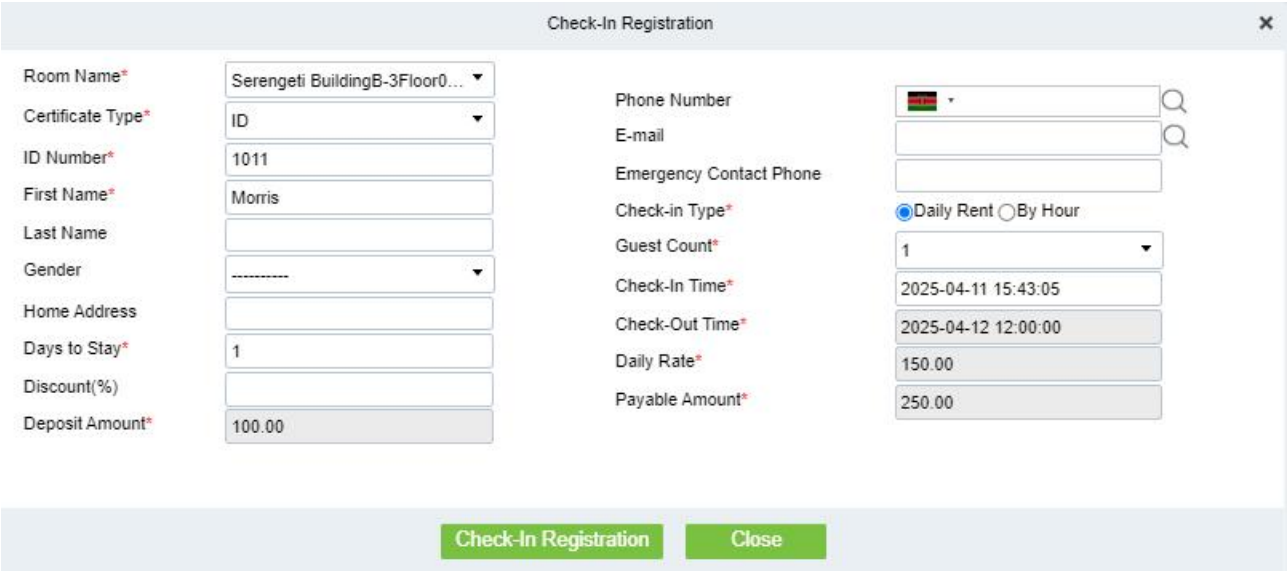
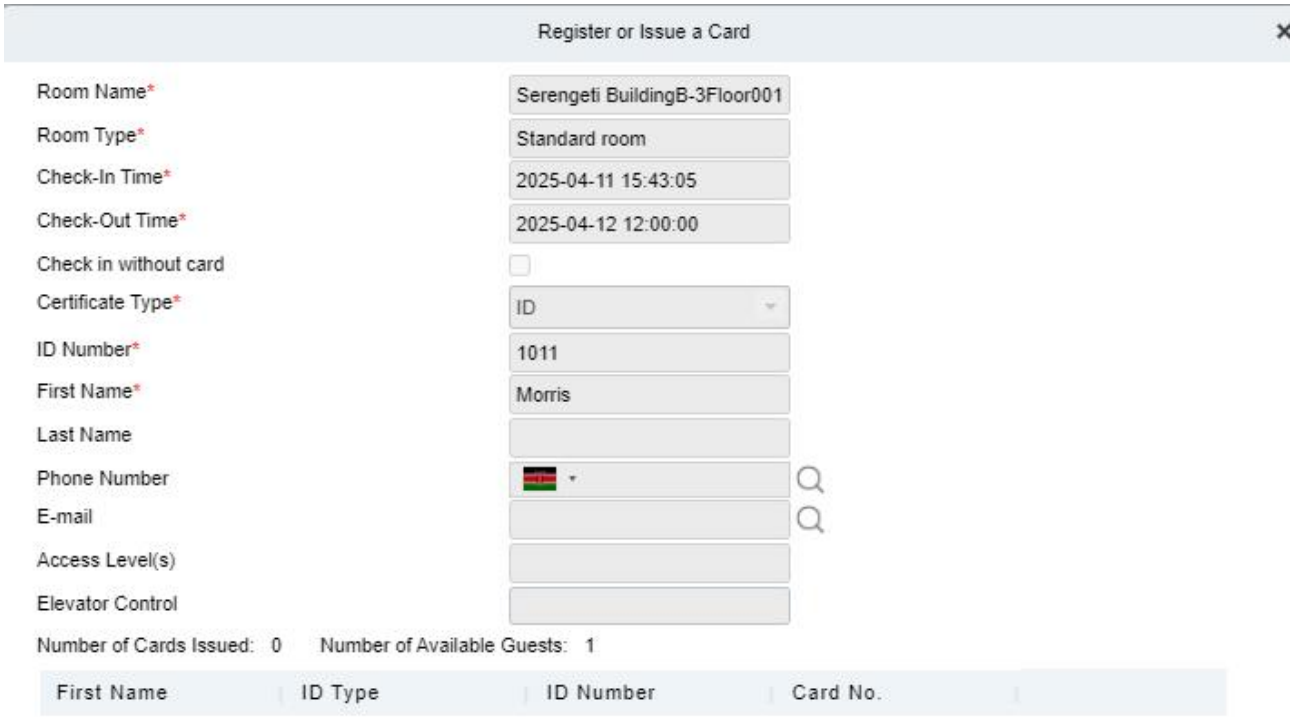


Fill in the check-in information, then click **[Check-In Registration**]. A new popup window, as shown in the following figure, appears.



You can click

to add and delete access/elevator control levels, browse personnel of levels, and delete personnel of levels.

- Adding a level

Click **[Access Level(s)].** A new pop-up window, as shown in the following figure, appears.

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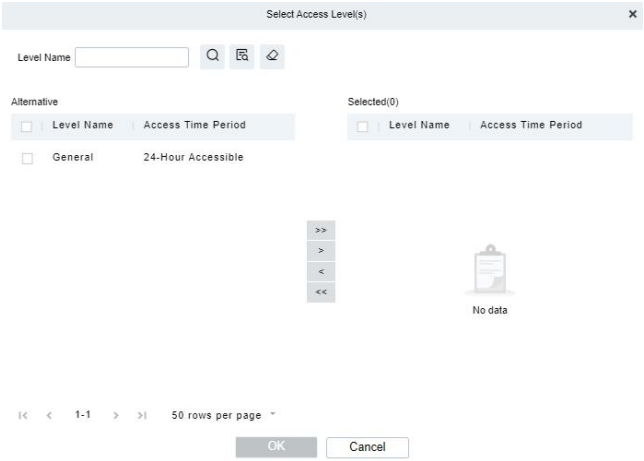
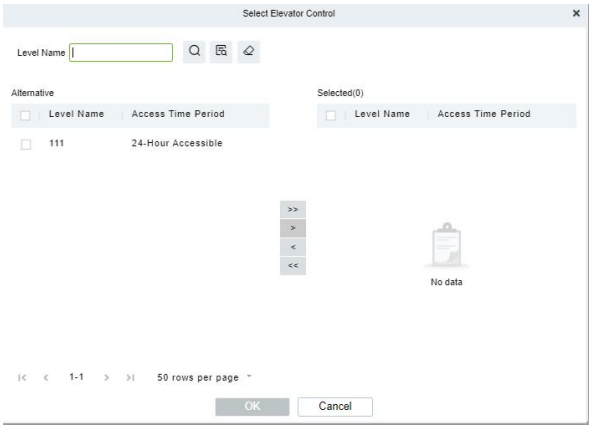


Select the access control level to be added and click **[OK].**

Click **[Elevator Control].** A new popup window, as shown in the following figure, appears.



Select the elevator control level to be added and click **[OK].**

2.3 Card Service Center

User can create different types of cards for setting and managing room locks based on daily hotel business management requirements. Holders of the cards are employees of the hotel. User need to add the holders using the HR module and specify their departments using the hotel module, so that you can select the holders when issuing management cards.

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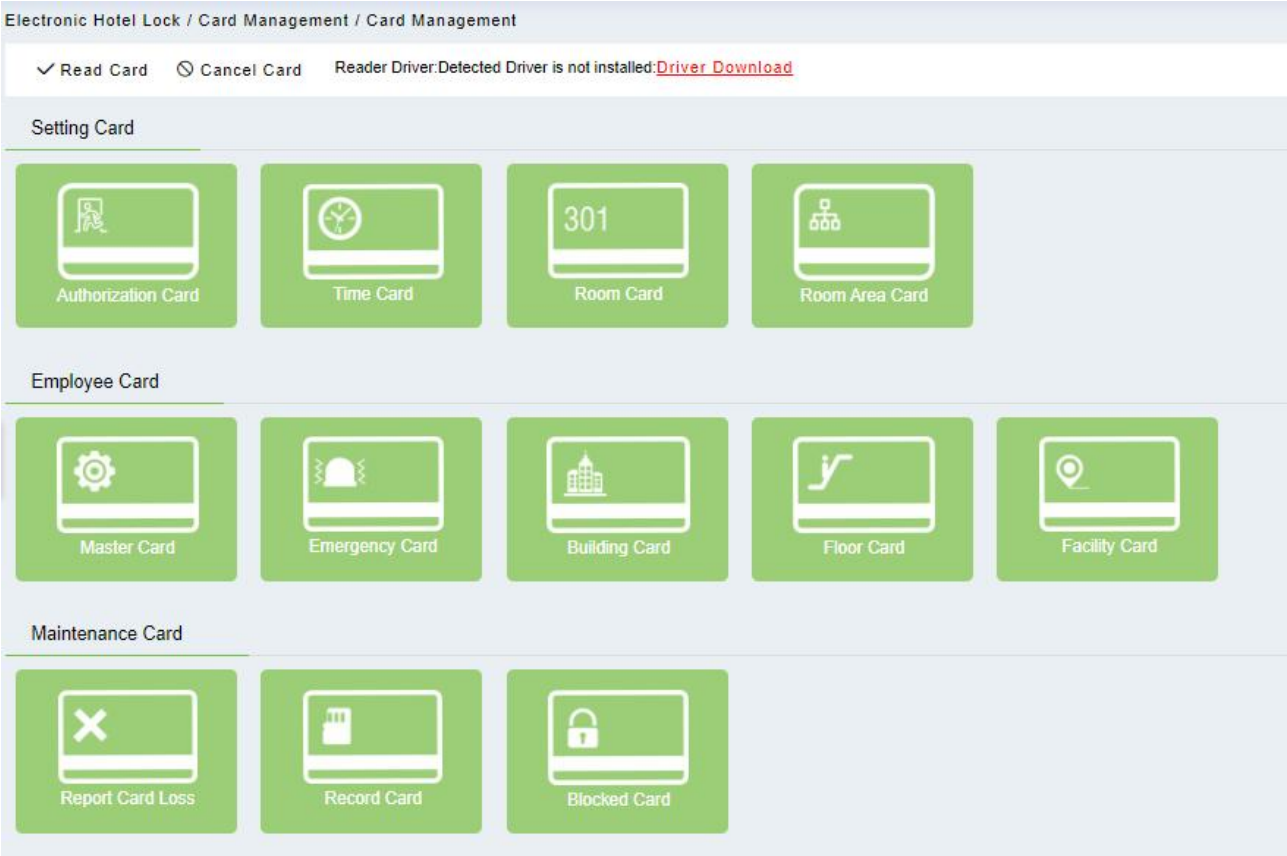
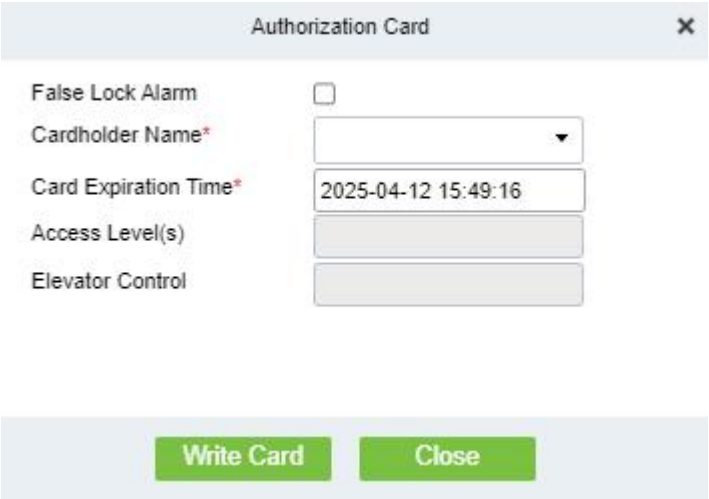


2.3.1 Setting Cards

User can set the basic information, including authorization, time, room number, and area information about the locks of the hotel.

1. Authorization card

User can authorize cards for hotel locks by binding cards with related hotel information to ensure card security. After authorization, the locks can be unlocked only by authorized cards. They will emit alarms if other cards are used to unlock them.



Field description:

Cardholder Name: Select the cardholder from the personnel module, which can be hotel staff, long-term

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residents, management, etc.

Card Expiration Time: It specifies the expiration time of the card. Select a time as required. The default time is one day later than the current system time.

Elevator/Access Control: Click the drop-down list box to select an elevator/access control level. After the parameter is specified, the card not only can unlock the specific room, but also can access the corresponding devices to the elevator / access control level.

✍**Notes:**

- User can access the Elevator/Access Control field which is available only after selecting the Room Management field on the Hotel Settings page.
- For the access control devices and all elevator control devices that do not allow one person to hold multiple cards, bind only one card with one person. This means you can select only one card per Elevator/Access Control option when issuing cards to cardholders, as shown in the figure above., if Elevator/Access Control is set to Floor 1 of Building A (all the access control devices on floor 1 of building A do not allow one person to hold multiple cards) when an authorization card is issued to a card holder, only the first card can be assigned the permission to access floor 1 of building A. You cannot set Elevator/Access Control to Floor 1 of Building A when issuing any other card to the card holder.
- If an access control device allows one card holder to hold multiple cards, you can assign one access/elevator control level to multiple cards for the same card holder. User can select that level again when issuing any other types of card or continuous cards to the card holder.
- The preceding three points regarding access/elevator control are applicable to all the cards of the hotel module described in this document.
- The models and firmware version numbers of the access control devices that allow one person to hold multiple cards include:

Unlocked Alarm: After selecting this check box, you can specify the number of times to emit an alarm.

After configuring the settings, place a card on the card writer and click **[Write Card].**

- Adding hotel personnel

Click **[Personnel] > [Person] > [New]**. A new pop-up window, as shown in the following figure appears.

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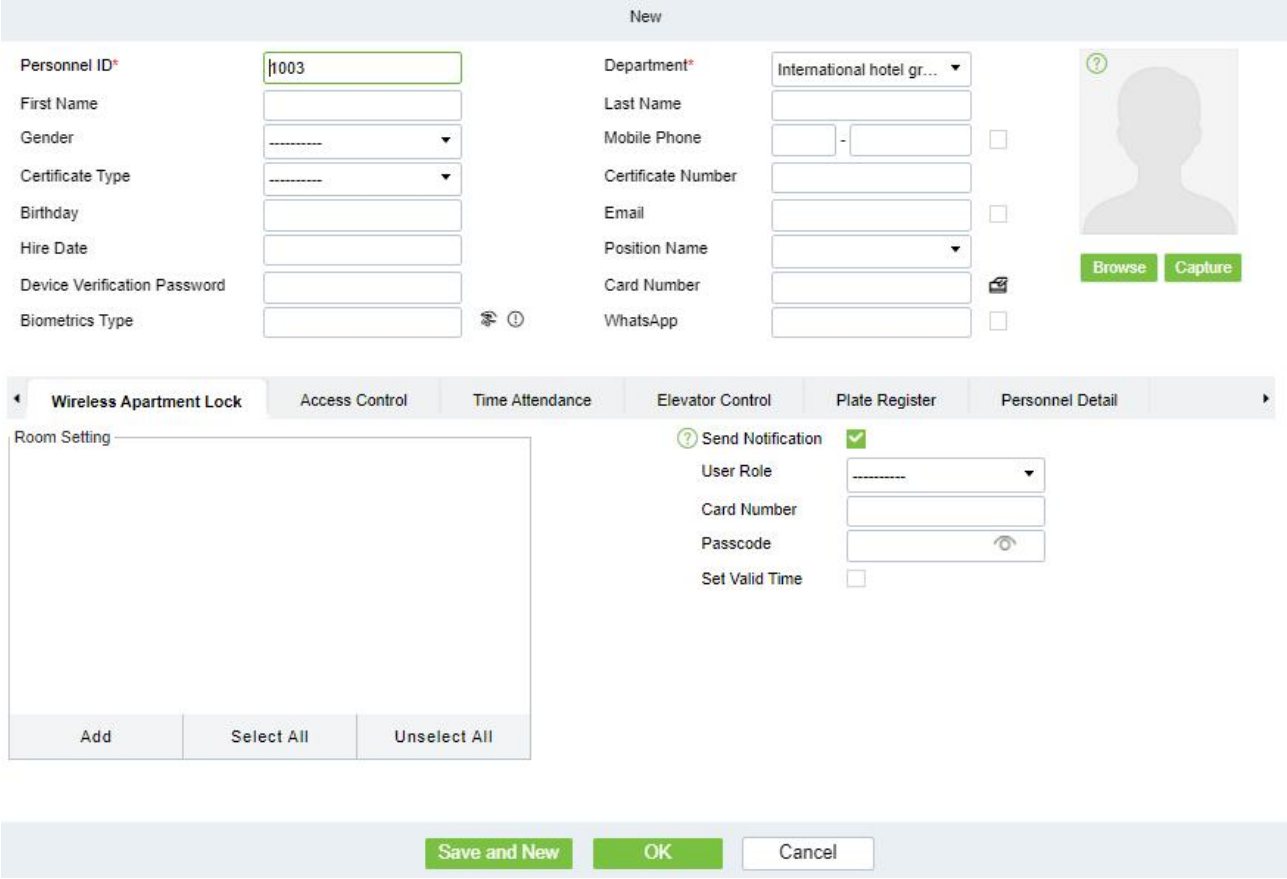
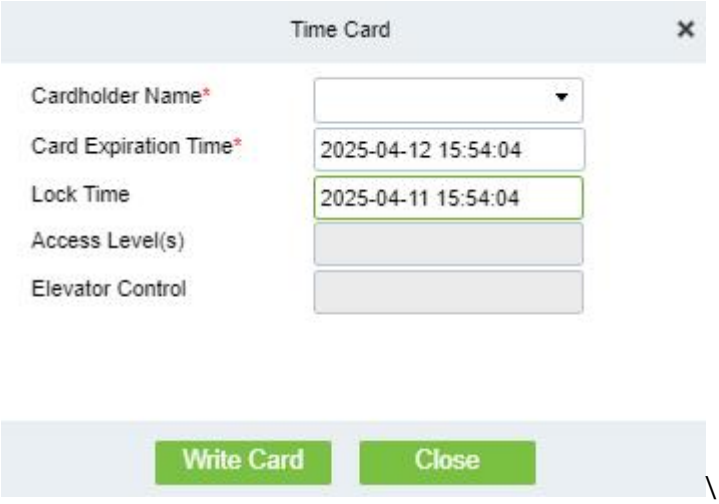


Enter personnel information, select a hotel department, and click **[OK]**. You can select added personnel in the card issuing module.

2. Time Card

A Time Card can be used to unlock rooms within its validity period. After configuration, synchronize the time of room locks with the time of the computer system. Otherwise, an alarm of card expiration may be triggered when you punch the card.



Elevator/Access Control: Click the drop-down list box to select an elevator/access control level. After the

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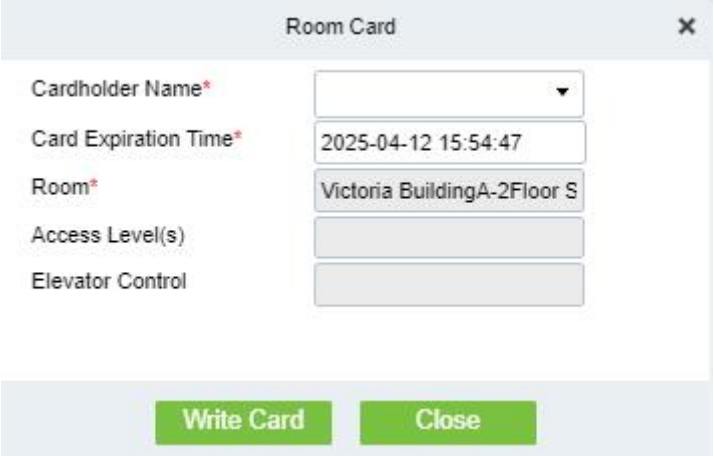
parameter is specified, the card cannot unlock the specified room, but can also access the corresponding devices to the elevator / access control level.

After configuring the settings, place a card on the card writer and click **[Write Card].**

3. Room Name Card

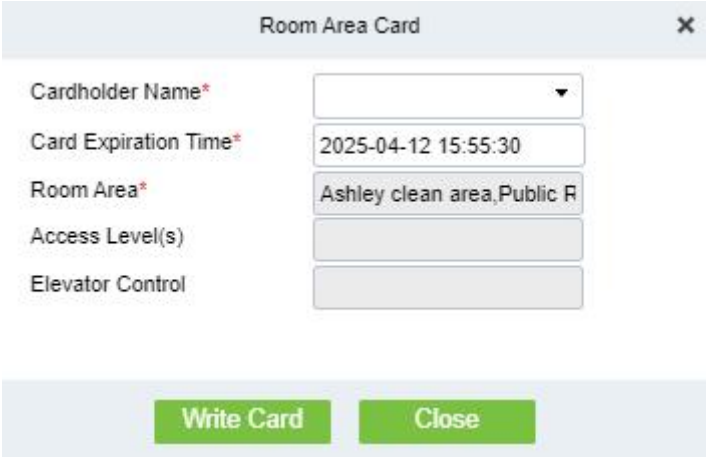
A room name card is used to unlock rooms with specified room names. You can select multiple rooms to issue room name cards in batches.



Elevator/Access Control: Click the drop-down list box to select an elevator/access control level. After the parameter is specified, the card cannot unlock the specified room, but can also access the corresponding devices to the elevator / access control level.

4. Room Area Card

A room area card is used to unlock rooms in a specified area. If a room is within the specified area, the card can unlock the room.



Elevator/Access Control: Click the drop-down list box to select an elevator/access control level. After the parameter is specified, the card cannot access the specified room, but also can access the corresponding devices to the elevator/access control level.

✍**Note:** A maximum of 6 areas can be selected for one room area card.

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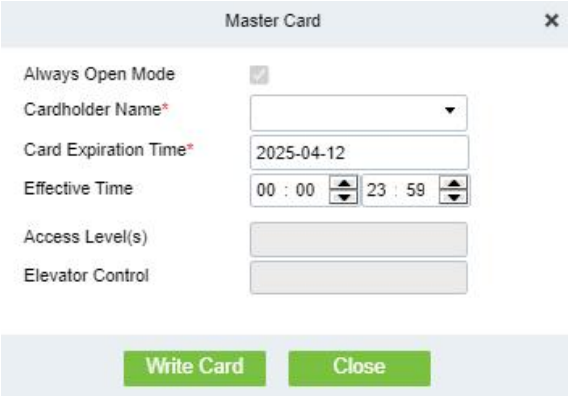
2.3.2 Employee Card

User can create various access/elevator control cards, such as master cards and emergency cards for hotel personnel to manage hotel services.

1. Master card

A master card can be used to unlock all the rooms of the hotel within its validity period. By default, it is in Always Open mode.



Elevator/Access Control: Click the drop-down list box to select an elevator/access control level. After the parameter is specified, the card cannot unlock the specified room, but can also access the corresponding devices to the elevator / access control level.

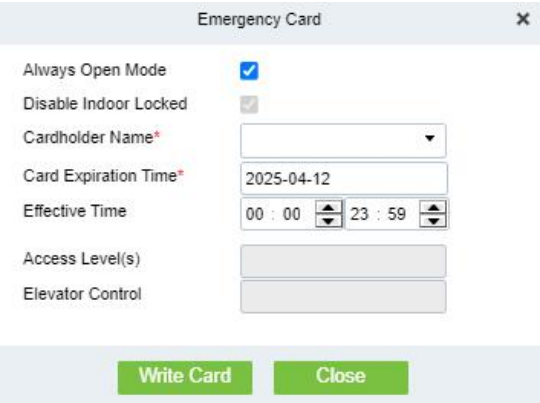
If you select Always Open Mode, the unlocked rooms are kept unlocked.

Set Effective Time as well. The card can unlock rooms only within the specified periods.

After configuring the settings, place a card on the card writer and click **[Write Card].**

2. Emergency card

Emergency cards unlock all rooms. Emergency cards additionally bypass indoor locks.



Elevator/Access Control: Click the drop-down list box to select an elevator/access control level. After the parameter is specified, the card cannot unlock the specified room, but can also access the corresponding devices to the elevator / access control level.

If you select Always Open Mode, the unlocked rooms are kept unlocked.

To disable Always Open Mode, you need to use a card that can unlock rooms, such as a building card or

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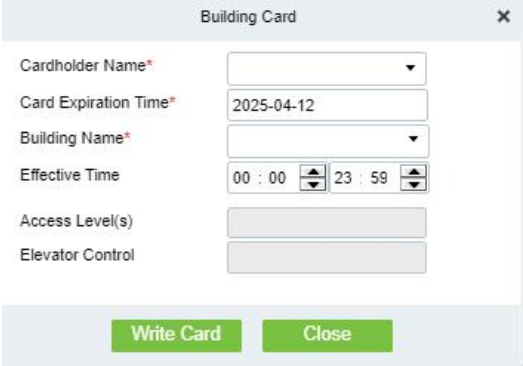
floor card.

Disable Indoor Locked is selected, which means that the card can open rooms even though the rooms are locked from the inside.

3. Building card

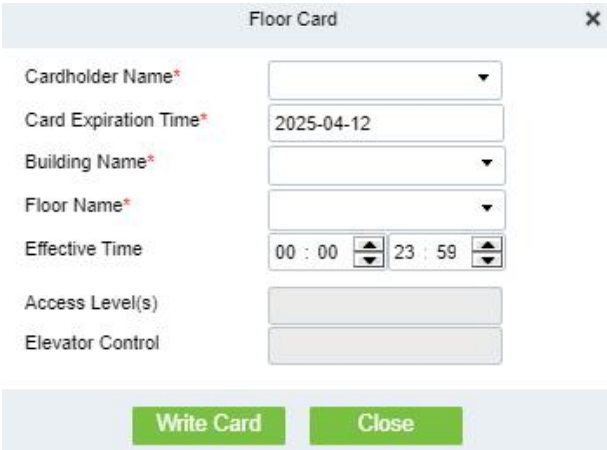
A building card can be used to unlock rooms in a specified building in common unlocking mode within its validity period.



Elevator/Access Control: Click the drop-down list box to select an elevator/access control level. After the parameter is specified, the card cannot unlock the specified room but also access the devices corresponding to the elevator/access control level.

4. Floor card

A floor card can be used to unlock rooms on a specified floor in common unlocking mode within its validity period.



Elevator/Access Control: Click the drop-down list box to select an elevator/access control level. After the parameter is specified, the card cannot only unlock the specified room, but also can access the corresponding devices to the elevator / access control level.

5. Facility card

A floor card can be used to unlock rooms in a specified area in common unlocking mode within its validity period.

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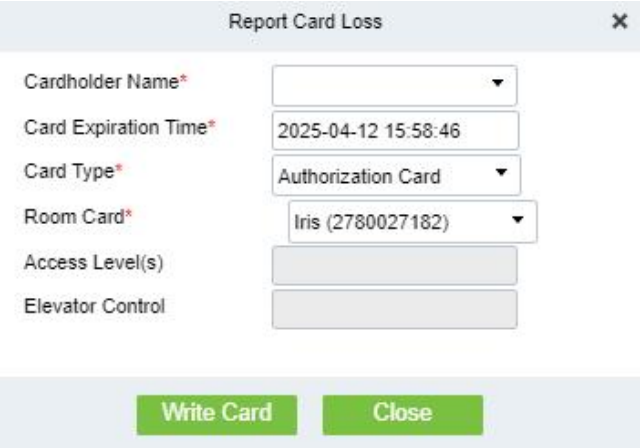
Elevator/Access Control: Click the drop-down list box to select an elevator/access control level. After the parameter is specified, the card cannot unlock the specified room but also can access the corresponding devices to the elevator/access control level.

2.3.3 Maintenance Card

A maintenance card can be used to maintain and manage the room locks of the hotel.

1. Report card loss

A report loss card is a card that is invalidated and obsolete (usually due to loss or damage to the card) during its validity period.



Elevator/Access Control: Click the drop-down list box to select an elevator/access control level. After the parameter is specified, the card cannot unlock the specific room, but can also access the corresponding devices to the elevator / access control level.

2. Record card

A record card can be used to read unlocking records from locks within its validity period. Only S70 Miare cards can be used as record cards.

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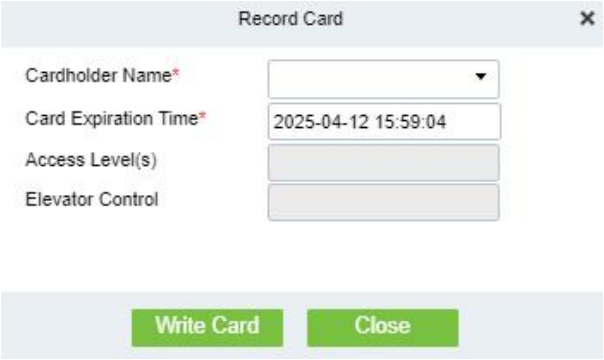

3. Blocked card

A Blocked card is a special card used to lock and protect a scene in a room in case of an emergency. Once lockout is implemented, the room can no longer be unlocked by all the cards that can originally unlock it before the cards are re-authorized.

Elevator/Access Control: Click the drop-down list box to select an elevator/access control level. After the parameter is specified, the card cannot unlock the specified room but also access the devices corresponding to the elevator/access control level.

2.4 Hotel Management

2.4.1 Reception

The function allows users to handle room services and check the hotel room occupancy, such as the total number of rooms, number of available rooms, and number of available rooms of a specific room type.

See the figure below.

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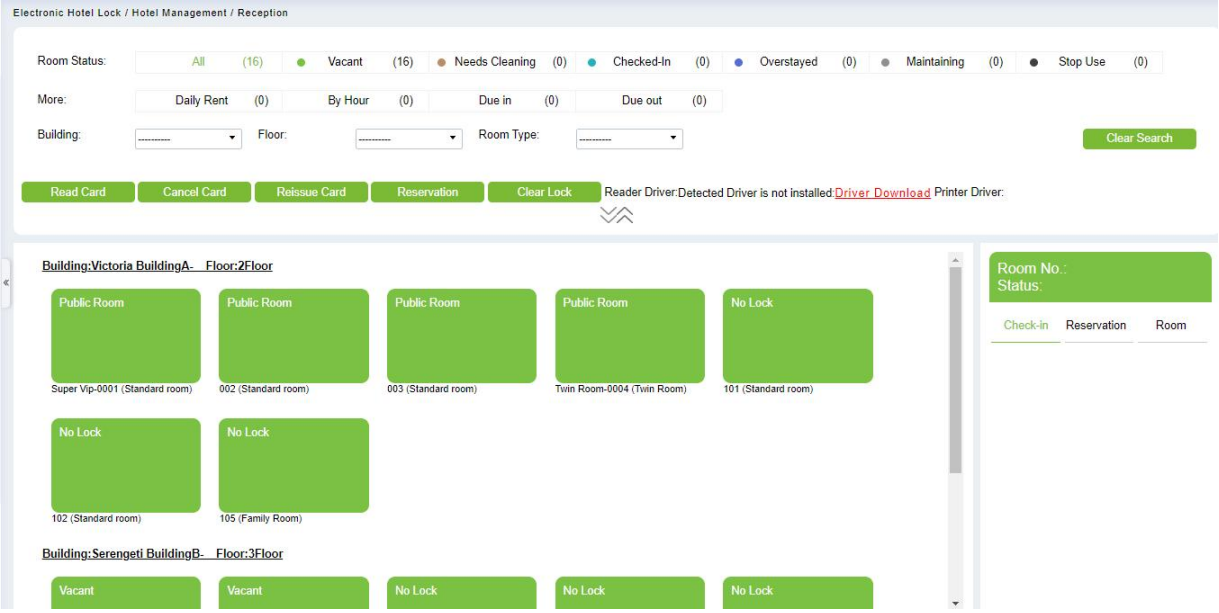

Different colors of the room represent different statuses.

1. Individual management

● Individual check-in

Double-click or right-click a vacant icon and choose **[Individual Management] > [Individual Check-In].**

A new window appears in the following figure appears.

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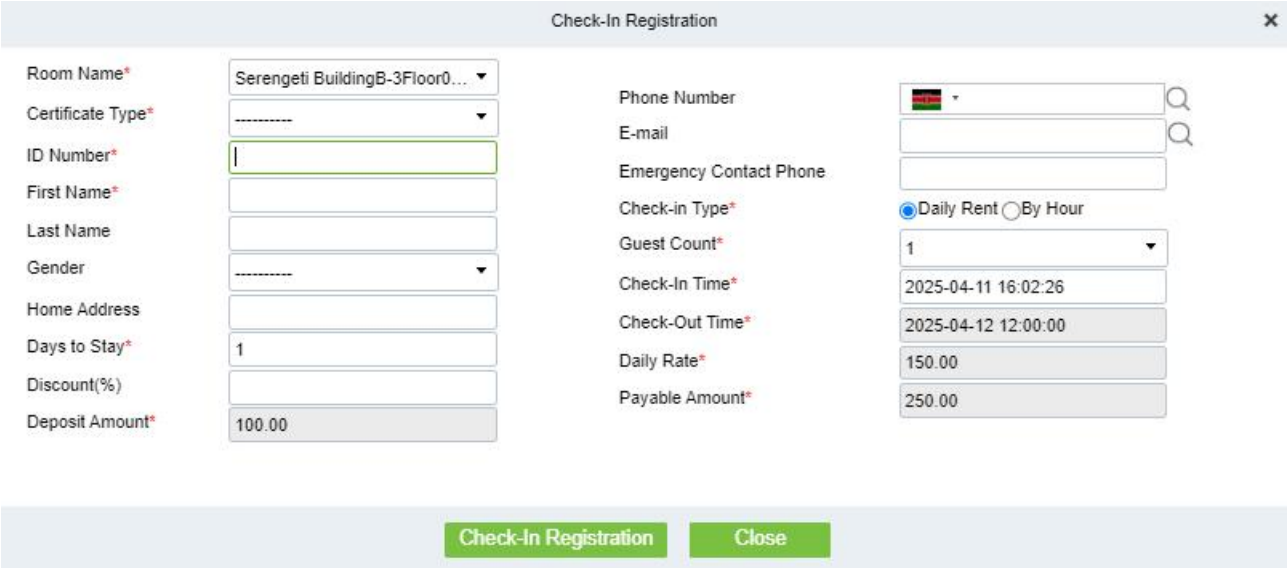


Room Name: The room you are staying in can be set in **[Room Management] > [Room].**

Certificate Type: Type of document for check-in registration.

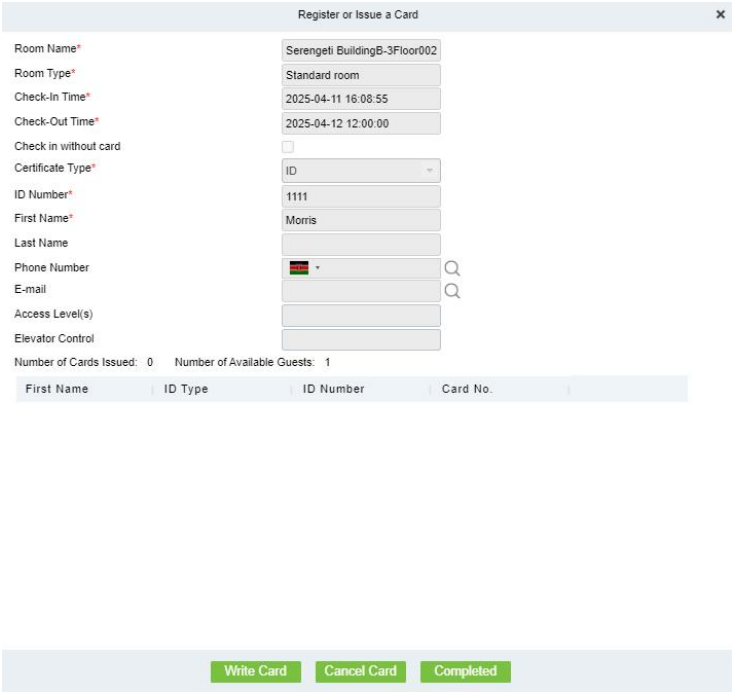
Days to stay: Enter the number of days that the guest wishes to stay.

Discount: Discount on the room cost. Just enter the discount percentage and the system will automatically detect the discount from the final amount.

Daily Rate: The cost of staying in a room can be set in **[Room Management] > [Room Type].**

Payable Amount: Amount to be paid at the time of check-in, including the room cost and the deposit.

After the information in the **Individual Check-In** page is filled in, the **Registration or Issuing** page appears.



Elevator/access control: Click the drop-down list box to select an elevator/access control level. After the parameter is specified, the room card can open not only the specified room, but also the devices corresponding to the elevator/access control level.

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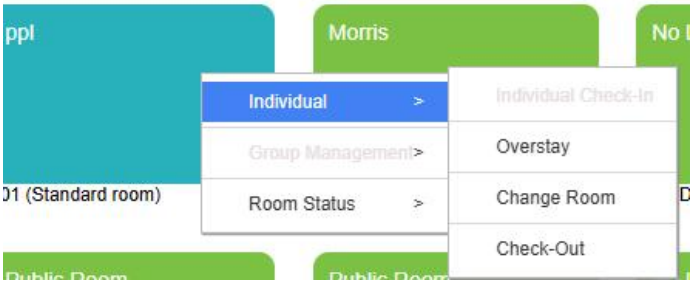
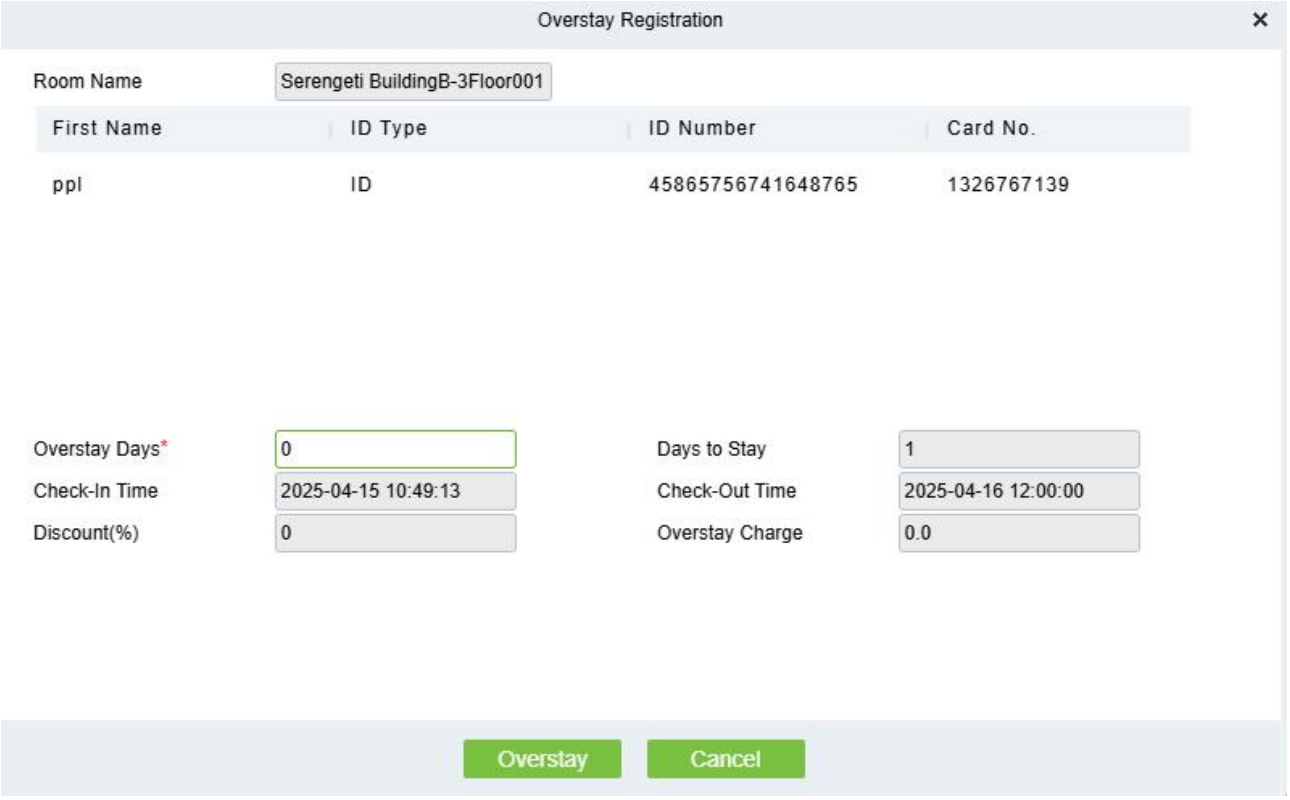
✍**Note:** Issue at least one card for each room. The card must be issued to the registered guest. When issuing the first guest card, the Only registered, no card option is not available. After the first guest card is issued, you can select Only registered, no card as required. The option indicates that the guest is registered only and does not hold a guest card.

- Individual overstays

Right-click a checked-in room icon and choose **[Individual Management] > [Individual Overstay].** A new window open e shown in the following figure appears.





✍**Notes:**

- If the number of overstay days conflicts with the room reservation, an extension is not allowed.
- Select the guest who needs an extension to proceed with the service.
- The discount rate cannot be modified for overstay.
- Overstay amount shows the amount to be paid for overstay.

After the information in the Individual Overstay page is filled in, the Registration or Issuing page appears, as shown below.

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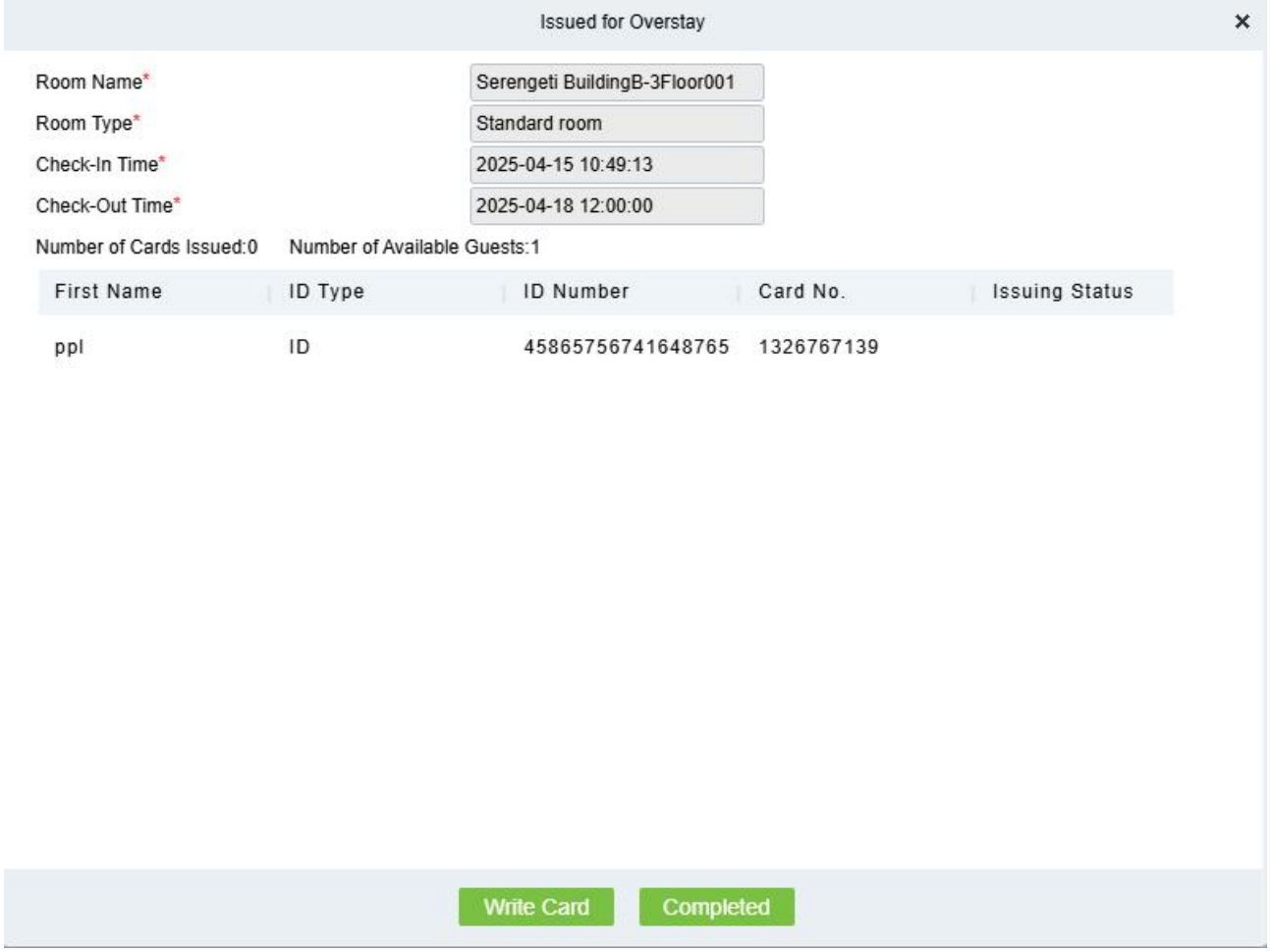

✍**Notes:**

- Reissue the guest card for the overstay guest. It must be the same card issued at check-in; otherwise, the issue will fail.
- You can click Write Card to automatically write cards for overstay in circulation until all overstay cards are written in an interval of 3 seconds.

- Individual room changes

Right-click a room checked-in icon and choose **[Individual Management] > [Individual Room Change].** A new window open as shown in the following figure appears.

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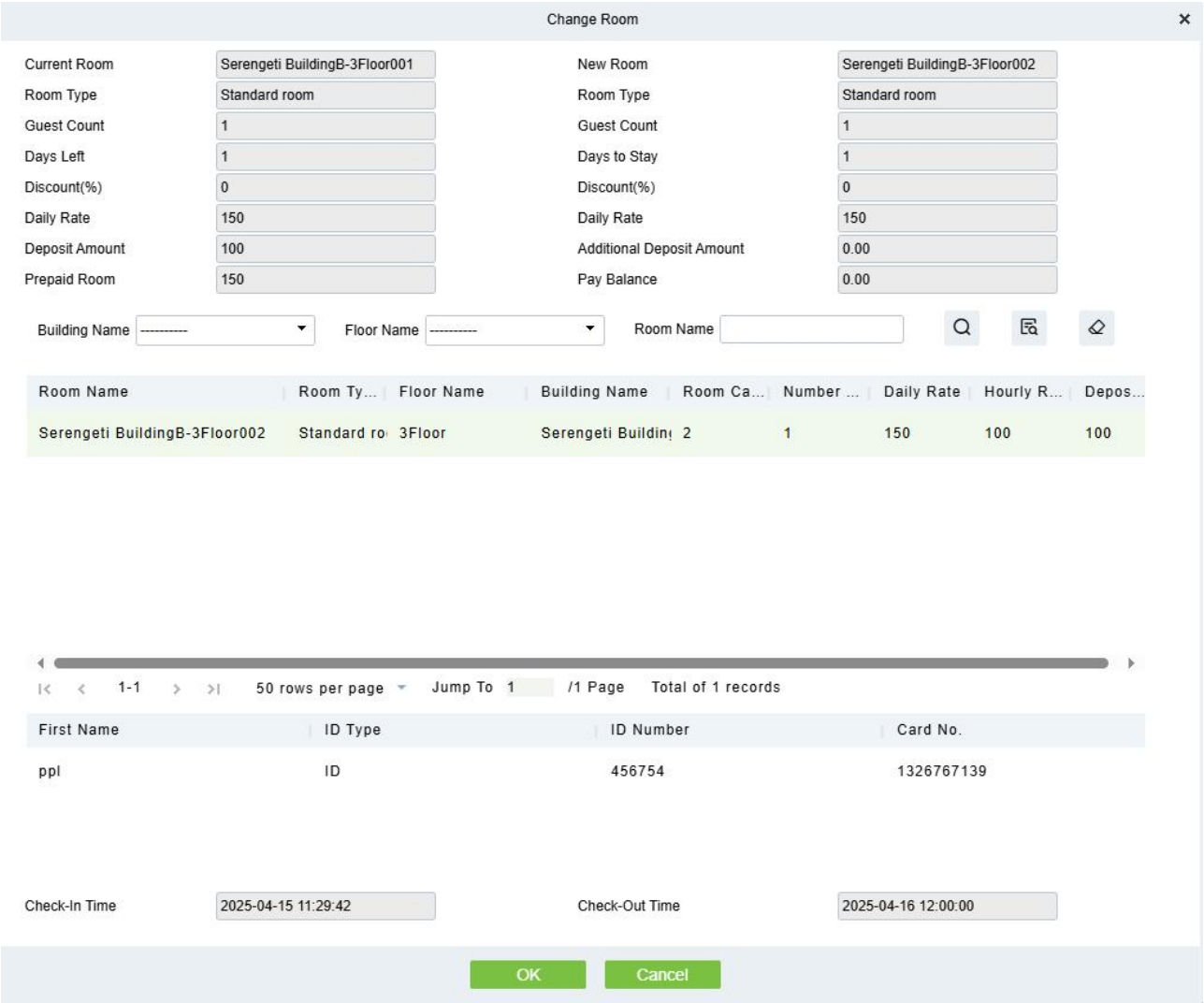

Guest Count: Number of guests that require room change.

✍**Notes:**

- User can check the room information by reading the card.
- The maximum number of guests in the selected guest room must not be smaller than the maximum number of guests in the original guest room.
- Guests without a card are not allowed to change rooms on their own.

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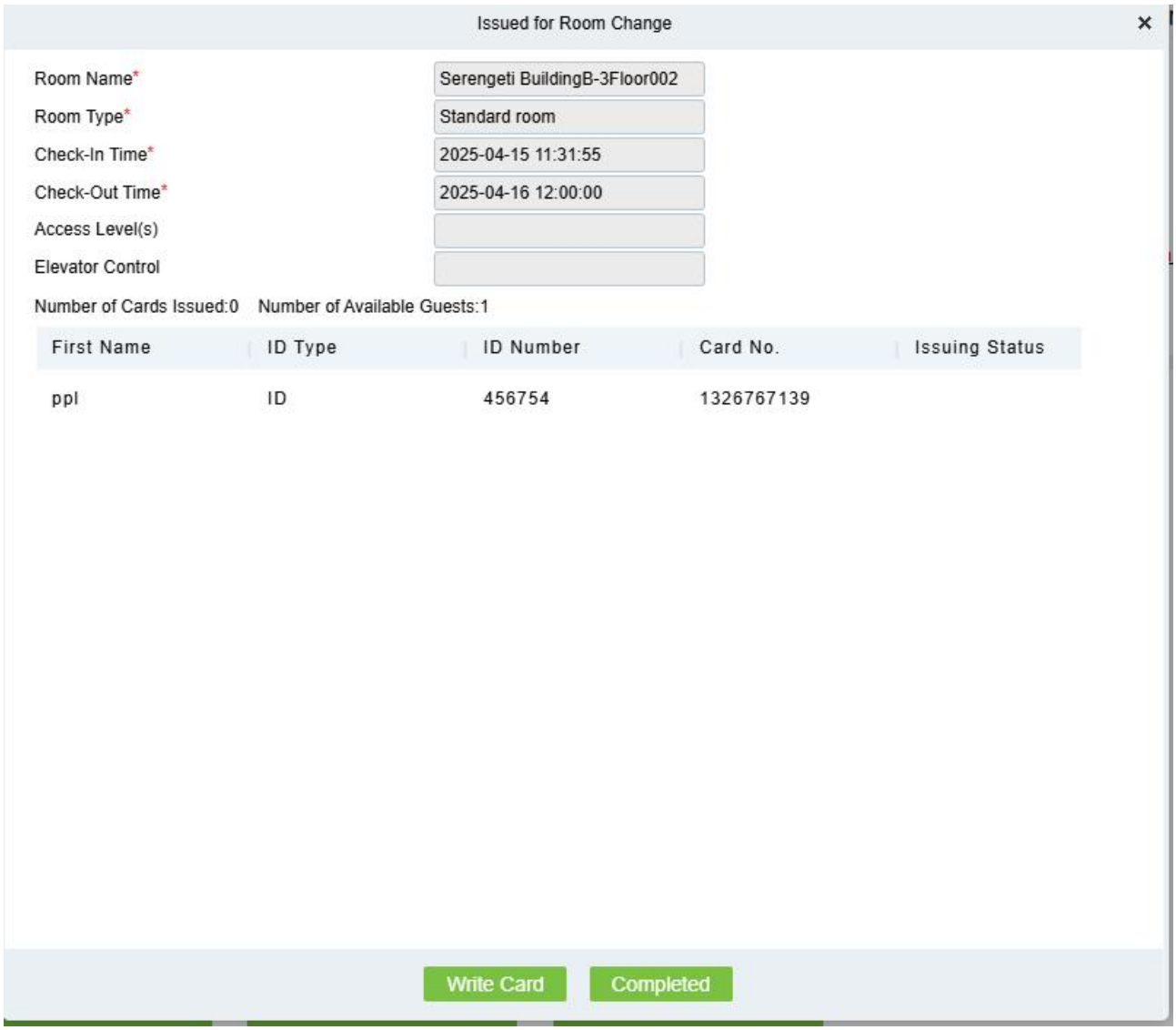
- .If a guest without a card remains in the original room during a room change, the system will ask whether to include that guest in the room change. If you choose No the room change cannot proceed.
- If the new guest room is reserved, the conflict information is displayed. You can choose whether to proceed with the service.
- The discount can be set for room change.
- If the deposit required for the new guest room is greater than that of the original guest room, the guest needs to make up the deposit. If the deposit required for the new guest room is smaller than that of the original guest room. All the deposits are returned at check-out.
- If the rate of the new guest room is greater than that of the original guest room, the guest needs to make up the room cost. If the rate of the new guest room is smaller than that of the original guest room, the overpaid amount is returned at check-out.

After the information is filled in for room change, click **[OK],** and the Registration or Issuing page appears, as shown below.



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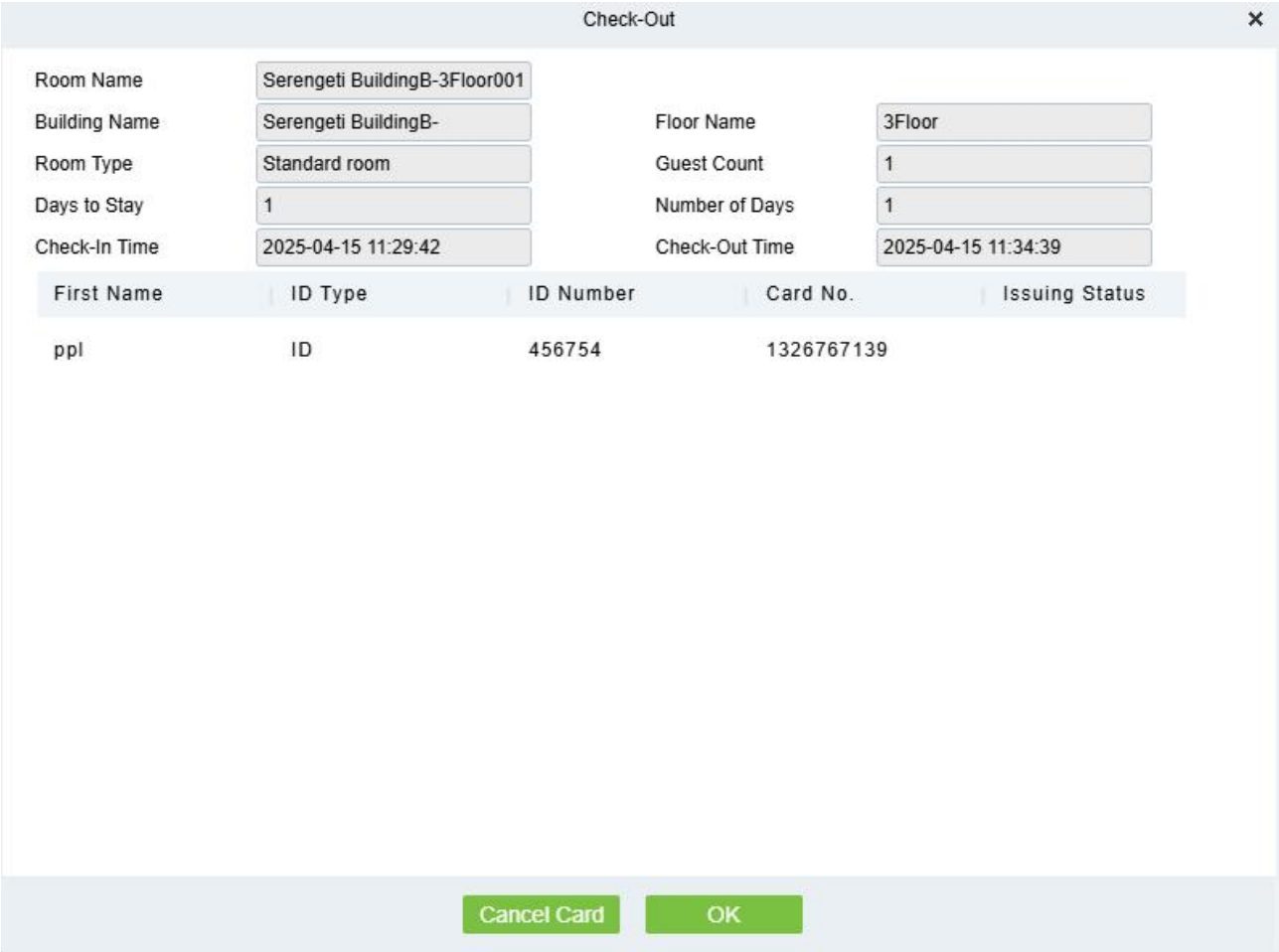
Elevator/access control: Click the drop-down list box to select an elevator/access control level. After the parameter is specified, the room card can open not only the specified room, but also the devices corresponding to the elevator/access control level.

✍**Note:** You can click **[Write Card]** to automatically write cards for all room changes in circulation until all room change cards are written.

- Individual check-out

Right-click a checked-in room icon and choose **[Individual Management] > [Individual Check-Out].** A new popup window, shown in the following figure appears.



Cancel Card: Check whether the card to be cancelled if the guest card matches the current guest room, cancel the card if it matches the guest room, and display the notification if it does not match.

✍**Note:** When cards are cancelled one by one, the number of guests checked in is reduced. When there is no cardholder, the Cancel Card button is unavailable.

Click **[OK],** and the Checkout settlement page appears, as shown below.

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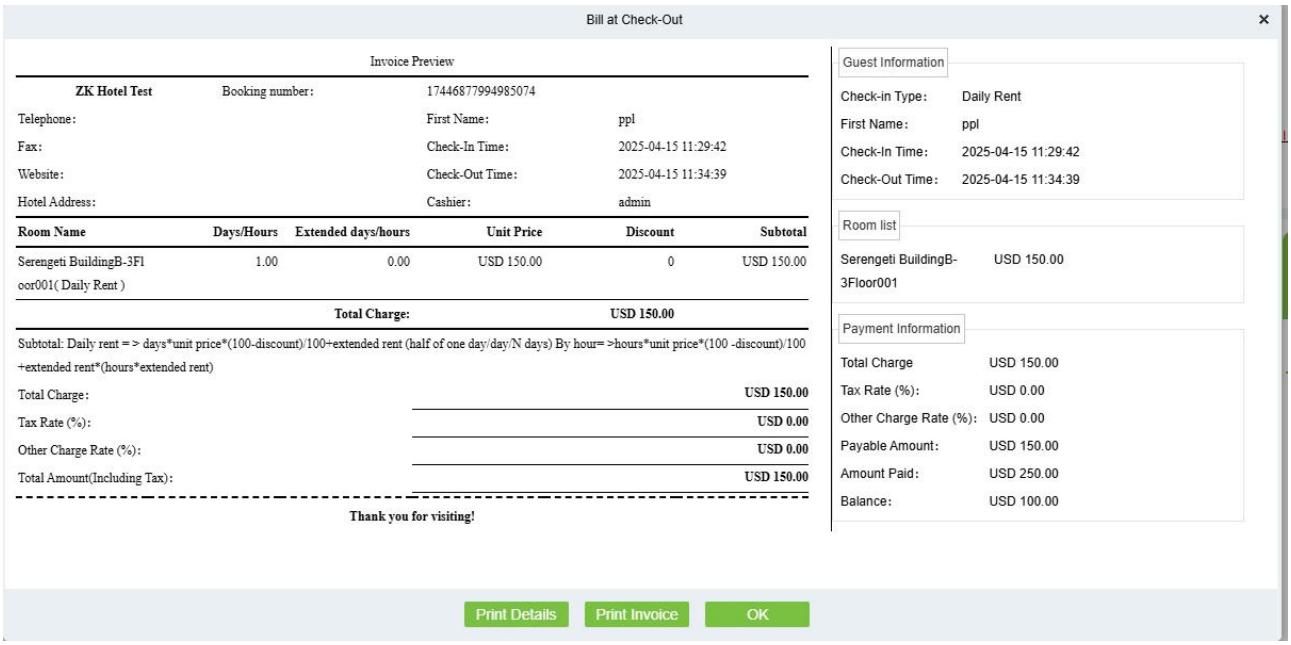
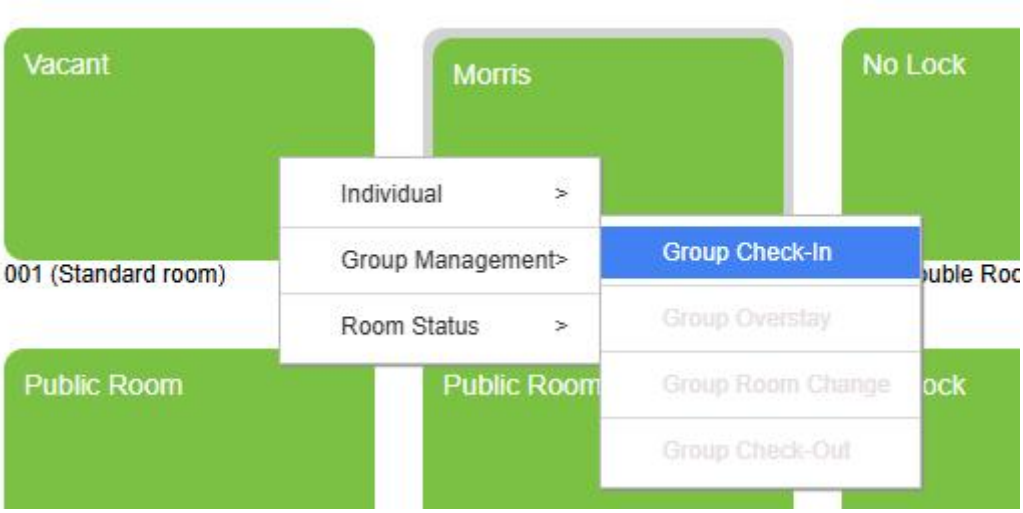


2. Team Management

- Group check-in

1) Right-click a checked-in room icon and choose **[Team Management]** > **[Group Check-In]**. A new popup window, as shown in the following figure appears.



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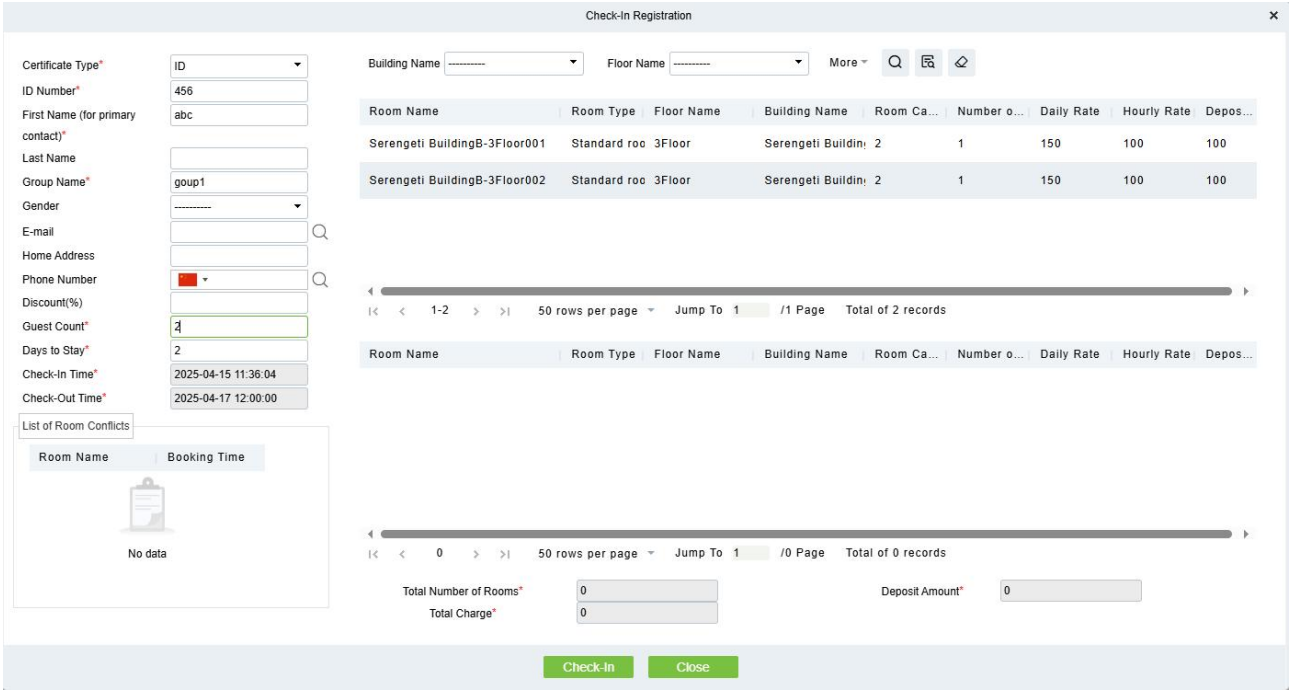

Reservation query: Enter the mobile phone number used for the reservation and click to query for all guest rooms reserved with the mobile phone number.

Page description:

1. Allows you to enter the group check-in information.
2. Shows the reservation information of the current room. If the room has been reserved, the reservation information is displayed in the list in Area II. If the reservation conflicts with the check-in time, check-in cannot be processed.
3. Displays the list of available guest rooms (and you can double-click a room to add it to 4).
4. Displays the reservation and the guest rooms selected in 3.
5. Shows the deposit amount and room cost for the group check-in.

✍**Notes:**

- If the stay period overlaps with the reservation period, the Check-In button is unavailable, and check-in is not allowed.
- If the number of check-in guests is greater than the maximum number of guests for all guest rooms in total, the Check-In button is unavailable, and check-in is not allowed.

2) Click **[Check-In],** and the Write Card page for group check-in appears, as shown below.

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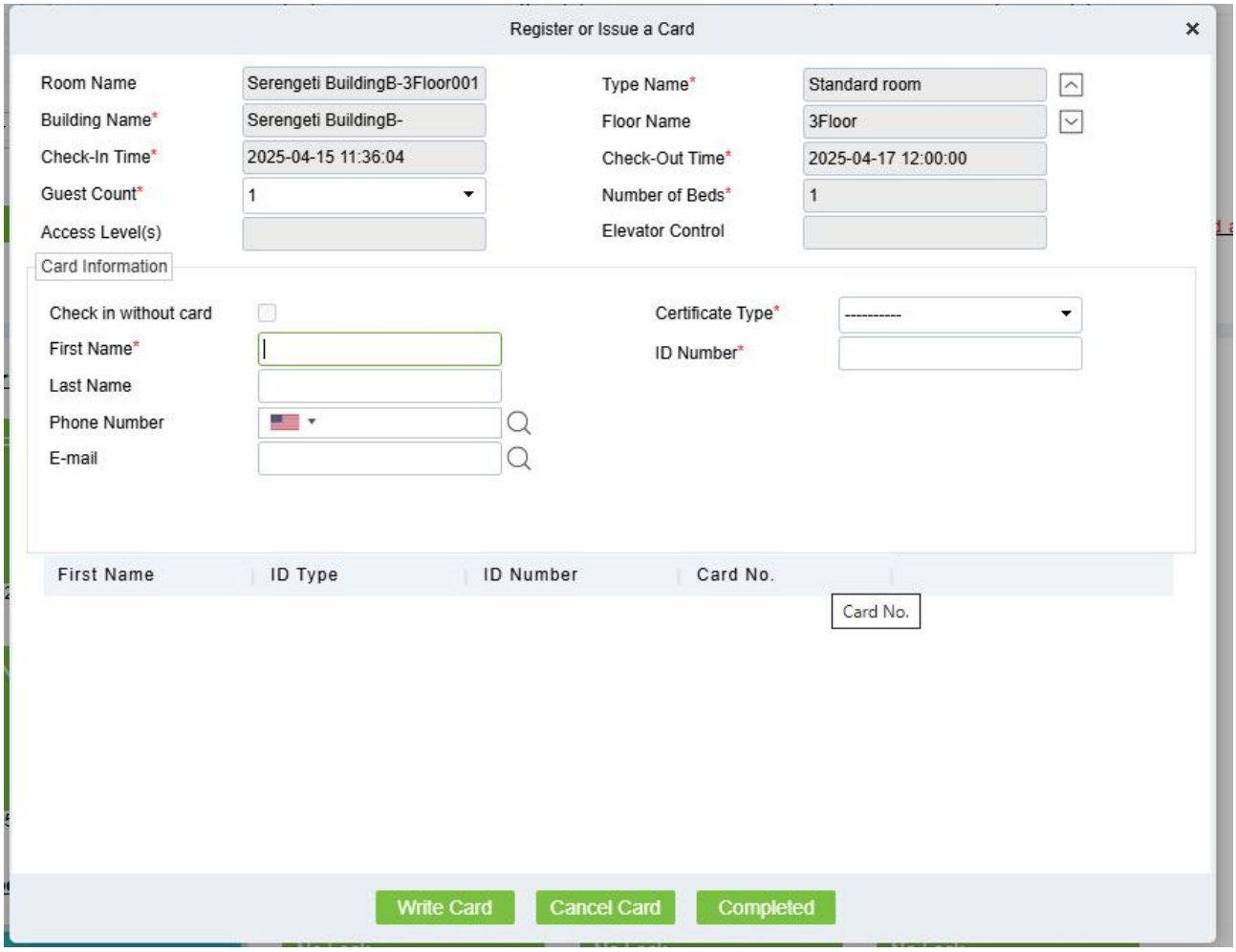

Guest Count: Number of guests checked in to the room. The number must not exceed the room's maximum guest capacity. Only Registered, No Card: If this option is selected, only the guest information is registered, and no card is issued for the guest.

Elevator/Access Control: If the access control or elevator control module exists, and the Elevator/Access Control checkbox is selected in Hotel Settings, the option will be available, and you can assign access control or elevator control level to a card. For details about hotel settings, see the section Hotel Settings.

✍**Note:** You can click ⌃ or ⌄ to navigate to the previous or next room.

- Group Overstay

Right-click a checked-in room icon and choose **[Team Management] > [Group Overstay].** A new popup window opens as shown in the following figure appears.

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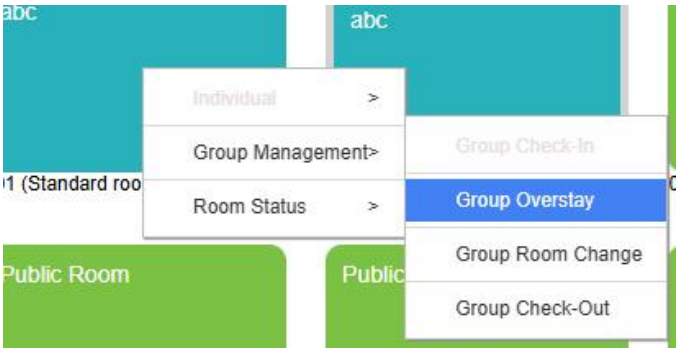

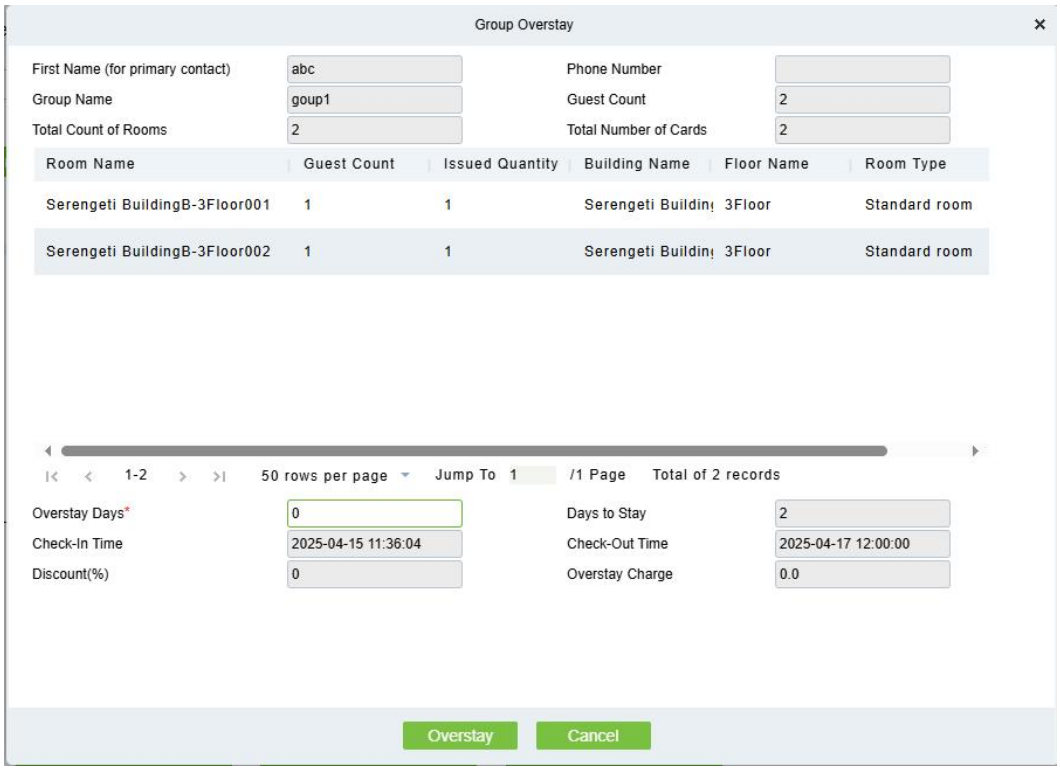

Page description:

1. Information about the rooms checked in by the group and the guest information.
2. List of reserved guest rooms.
3. Check-in information about the group.

✍**Notes:**

- The overstay period cannot overlap with the reservation period; otherwise, the Overstay button is unavailable.
- By default, the stay period is extended for the whole group.
- The overstay period is one day minimum. For a special condition, the overstay days can be set to 0.

Click **[Overstay],** and the Write Card page for group overstay appears as shown below.

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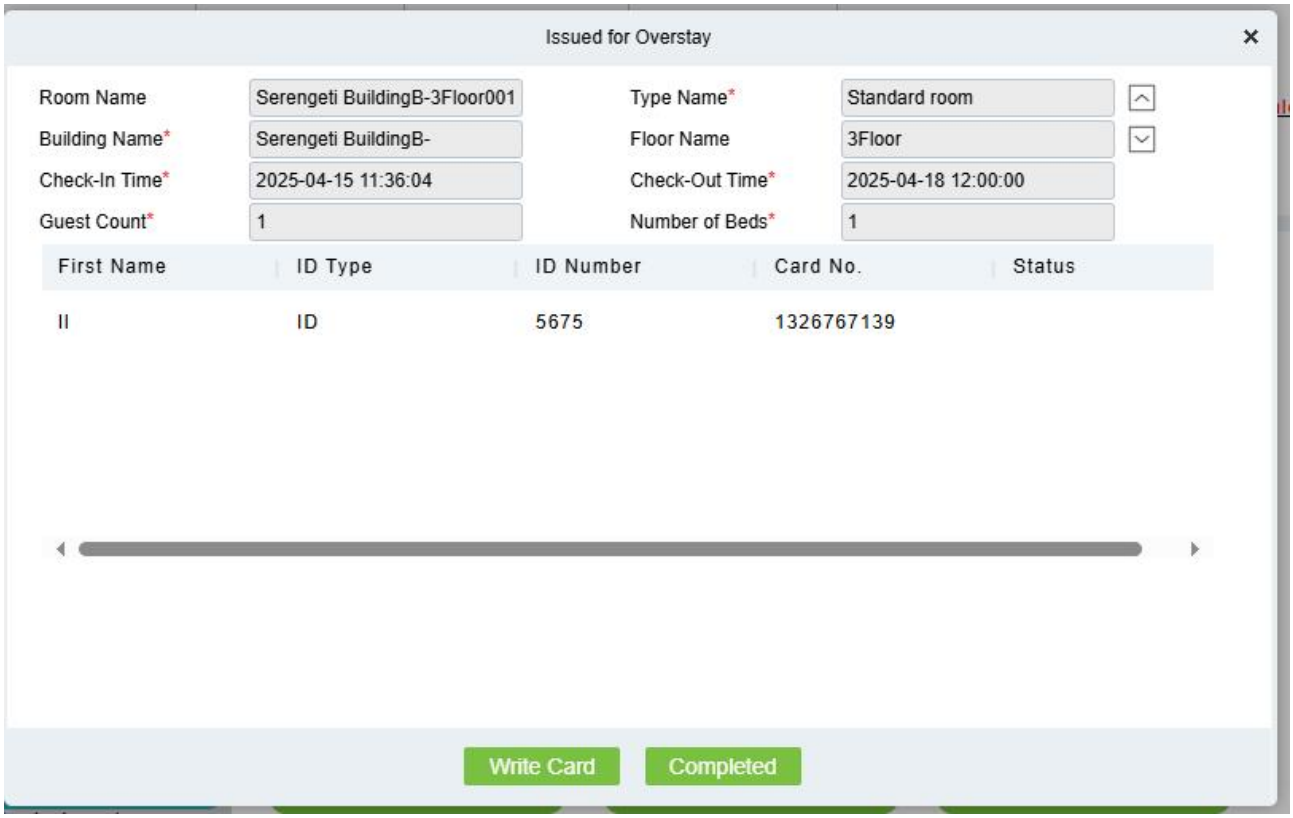

✍**Notes:**

Re-write all cards issued to the group members for overstay.

When you click **[Write Card]**, all cards are written for the rooms one by one in a cycle at an interval of 3 seconds.

The card issued during guest check-in is required for re-writing. In case any card is damaged or lost, report of loss, and make-up must be carried out for the card before reissuance.

User can click ⌃ or ⌄ to switch to the previous or next room.

- Group check-out

Right-click a checked-in room icon and choose **[Team Management] > [Group Check-Out].** As shown in the following figure, a new window pops up.

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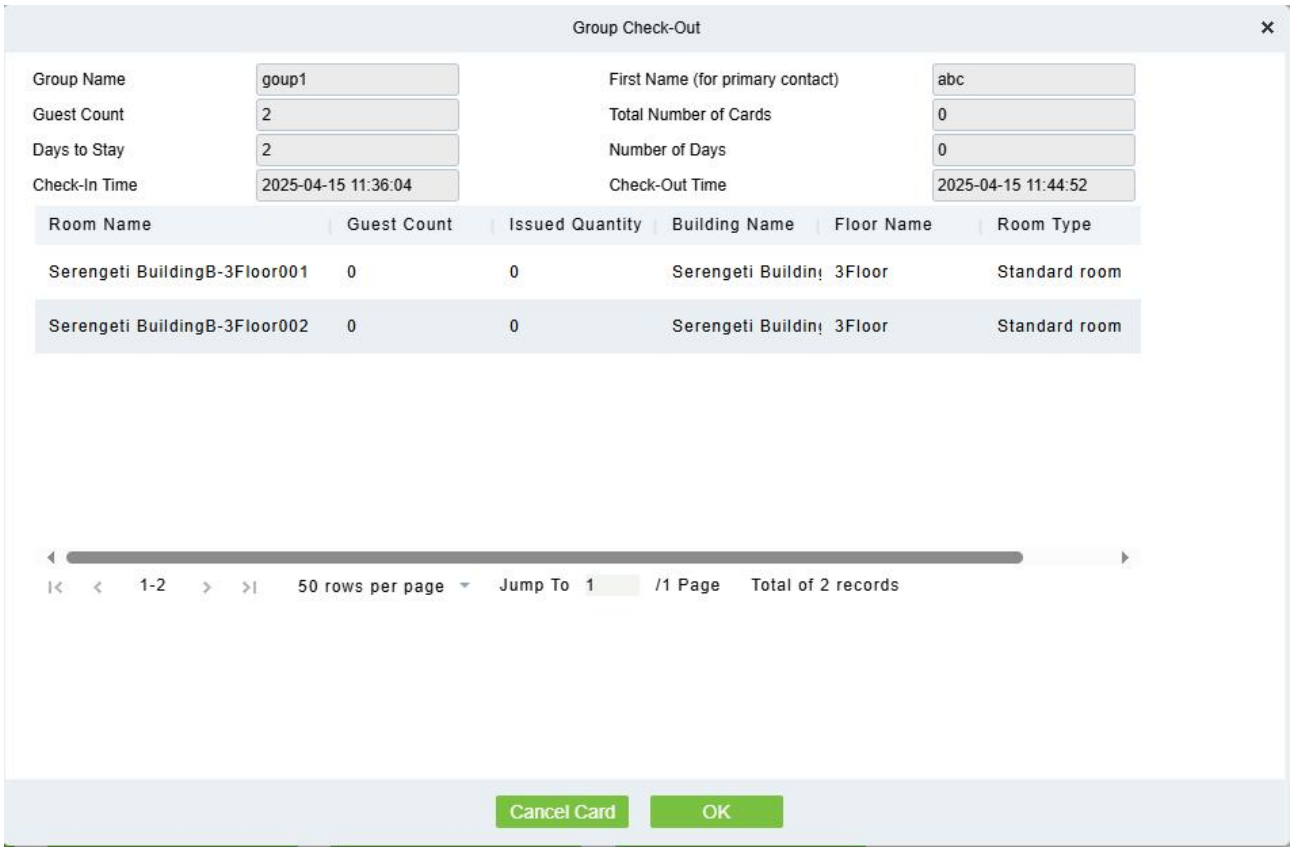

✍**Notes:**

- User can choose to check out only some of the rooms for the group. By default, all rooms are checked out for one group.
- The cards for the selected room are cancelled.
- User can check out a room before cancelling its cards (and cancel the cards after they are collected).

Click **[Check Out],** the Checkout settlement pop window appears as shown below.

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3. Reading a card

User can view the issuance information of all module cards in the hotel, except for the record cards. The content is displayed based on the card type (for example, guest cards and authorization cards). When a record card is read, only the card type is provided.

4. Canceling a card

User can clear all the card (IC) information. For a guest card, the system checks whether the card is the last card of the room checked in by the guest. If it is, the card cannot be cancelled (as the system does not support free-of-card check-in). For other types of cards, no verification is performed.

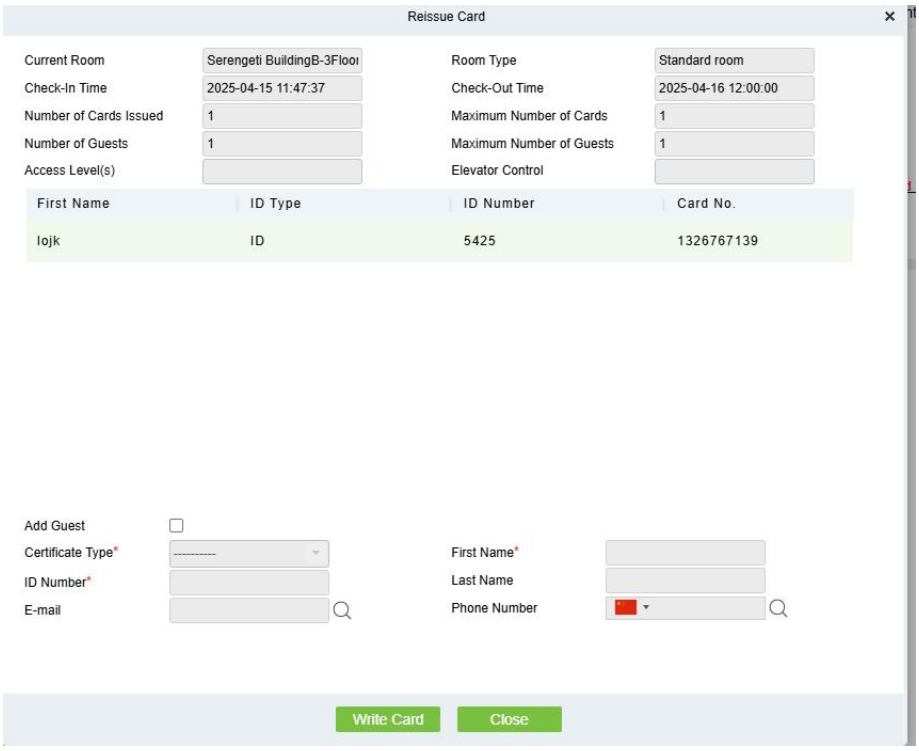
5. Report of lost card

User can set a damaged or lost card to an invalid state. For details, see Report card loss in section Maintenance Card.

6. Re-issuing a card

User can re-issue a card for a registered guest or a guest who reports card loss and an additional card for a checked-in room. If the number of guests checked in a room reaches the maximum, no additional card is allowed.

Choose **[Hotel Management] > [Reception Center] > [Reissue Card].** Select a room for card re-issuance or locate the room by querying the certificate information (by clicking) on the Reissue Card page, as shown below.



Page description:

1. Displays the guest information and check-in information of the room.
2. Enables input of guest information for the card to be issued.

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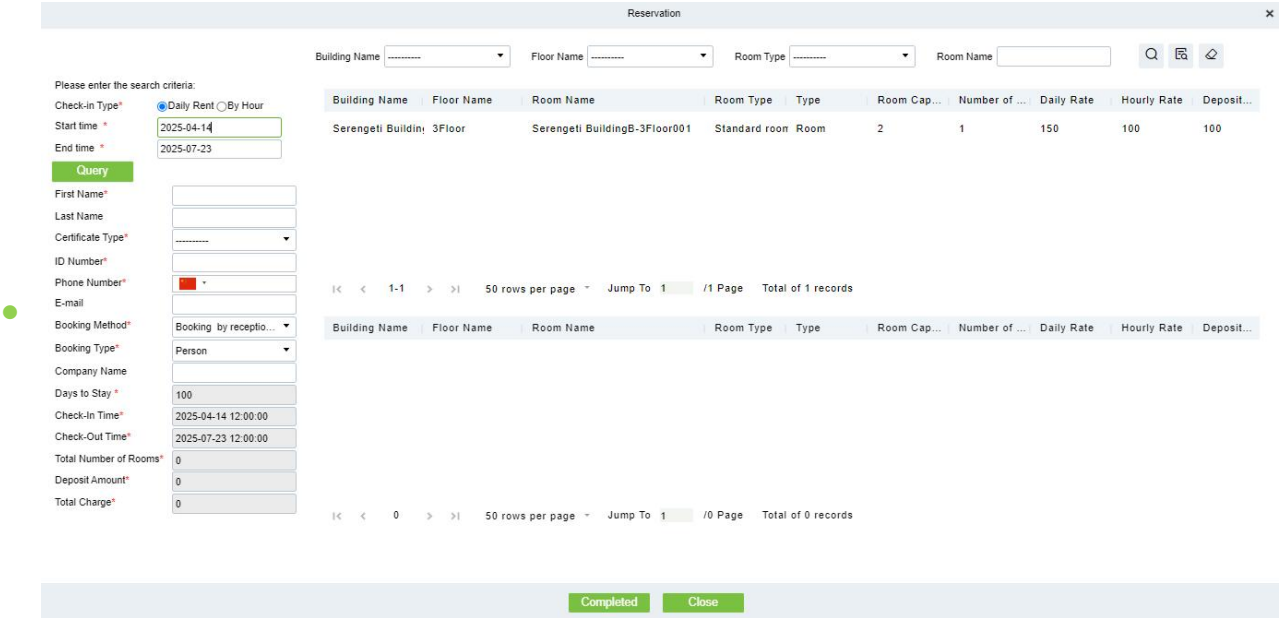
2.4.2 Book Management

User can Add, query, edit, delete, and handle check-in for a reservation.

- Add Reservation

Choose **[Hotel Management] > [Reception] > [Reservation]** A new popup window, as shown in the following figure, appears.

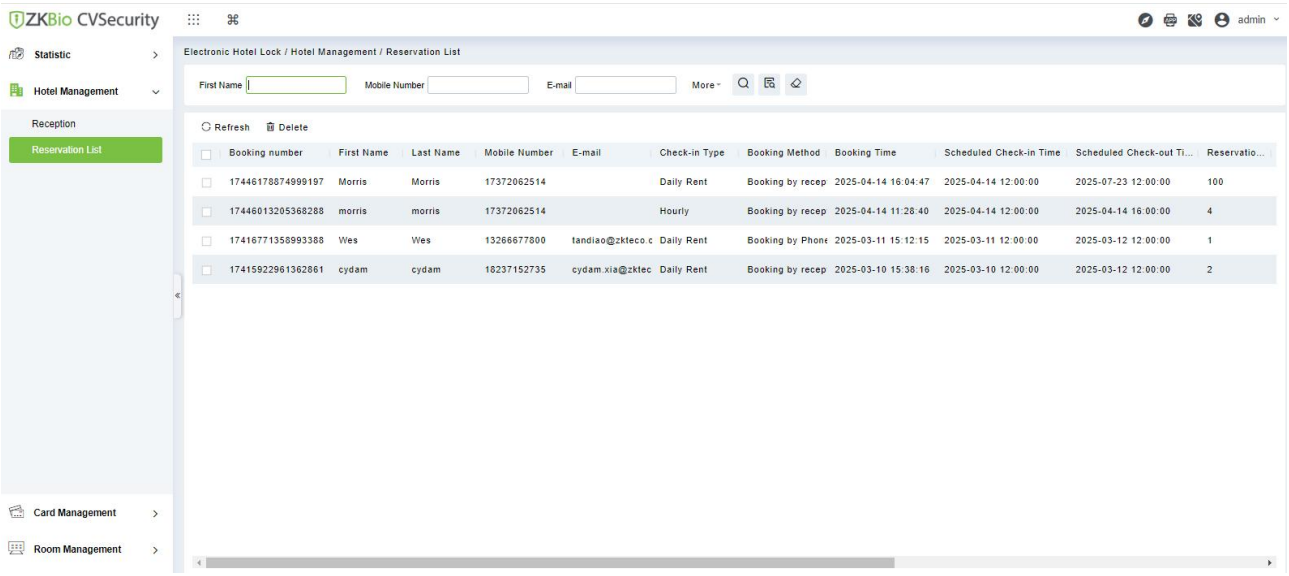


Fill in the information for the person checking in and select the room from below. Click Complete when you are finished.

- Searching for Reservation

Choose **[Hotel Management] > [Reservation List].** The interface shown in the following figure appears.

User can also enter the guest's name, mobile phone number, Email, Booking Number/Method, and Reservation Status to query for a required reservation.



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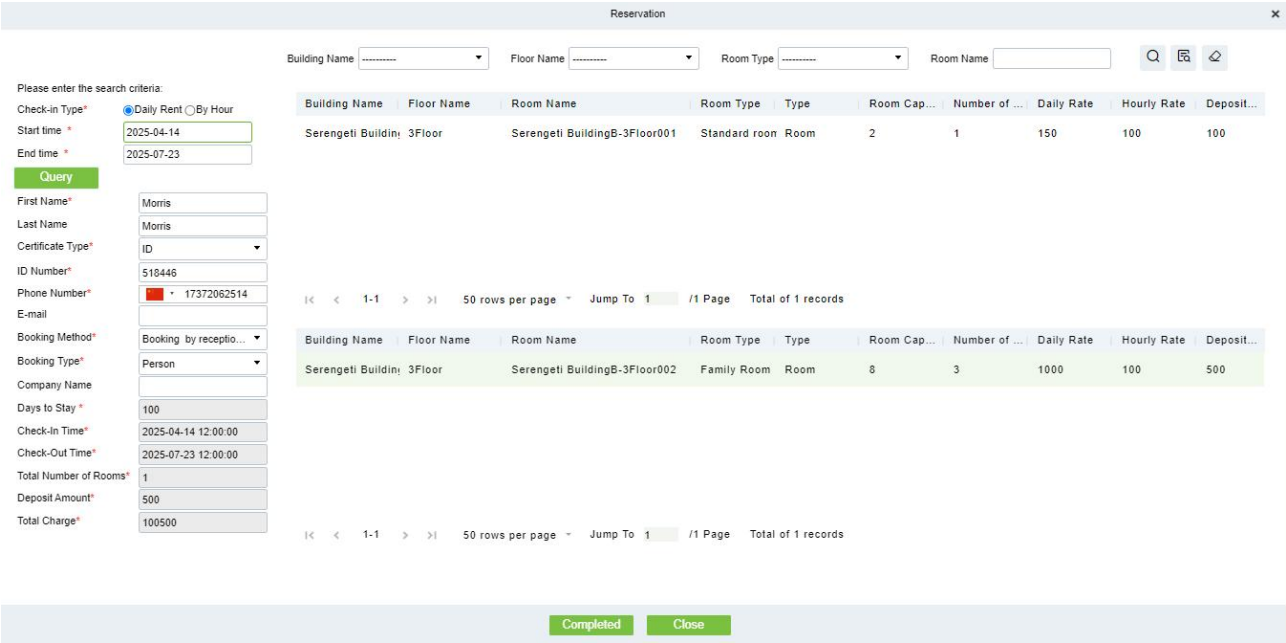
- Editing/deleting a reservation

Select the guest's name of a reservation, slide right, and click **[Edit]** under Operations.

The reservation page below will be displayed. User can change a room or modify the guest information for the reservation. Modify the details accordingly and click **[Save].**



Delete:

Select the guest's name for a reservation, click **[Delete]** under Operations or the delete button on the top of the list to delete the reservation.

- Managing check-in

Select the guest's name for a reservation and click [Check-In] under Operations. The Individual Check-In page appears.

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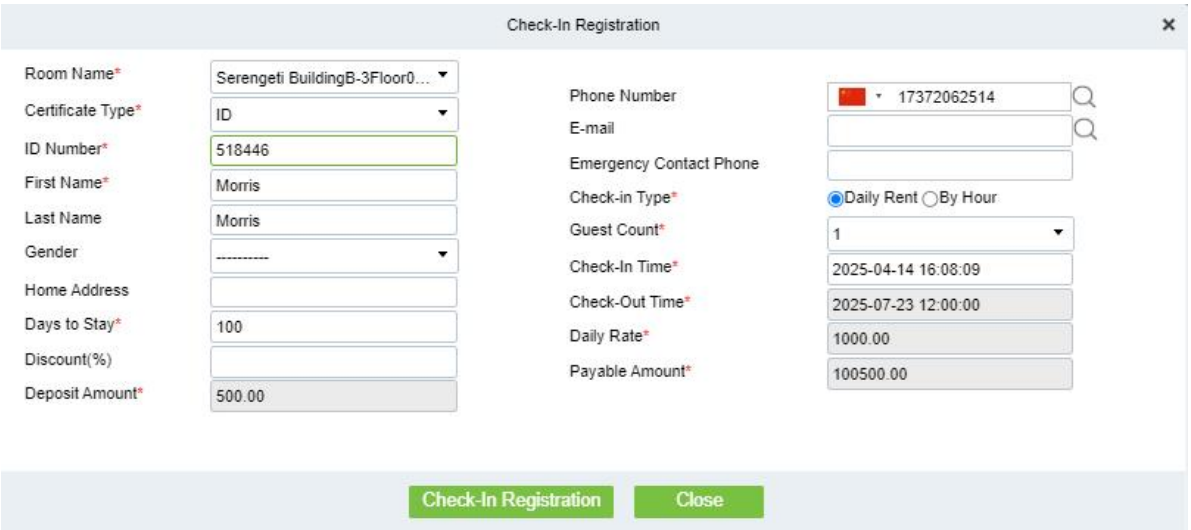
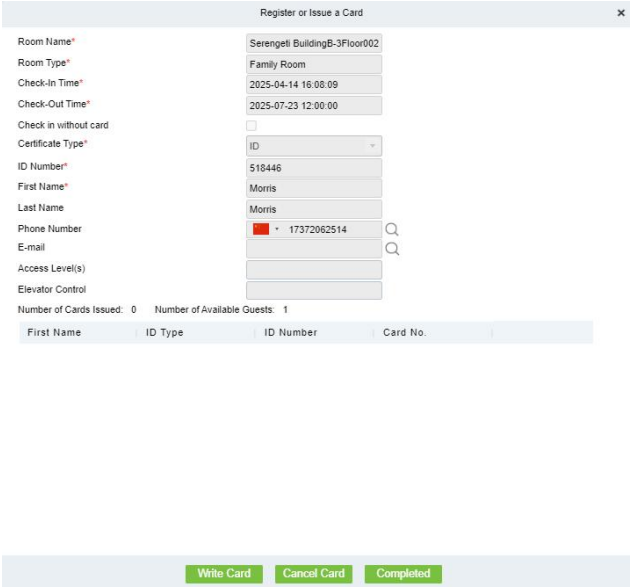


The system automatically loads the reservation information of the room. Modify and complete the guest information and click **[Check-In].** The Registration or Issuing page appears as shown below.



Place the guest card on the card writer and click **[Write Card]** and Complete to complete check-in.

✍**Notes:**

- User cannot process check-in for an expired reservation. Check-in can only be processed on-site. For details, see Individual check-in in section Reception Center.
- The guest can check in before the reserved time.

2.5 Report Management

2.5.1 Guest Check-In Report

To view the guest check-in details report, enter the search conditions and view the records. User can export ↑ Export the records into an Excel, PDF, or CSV format.

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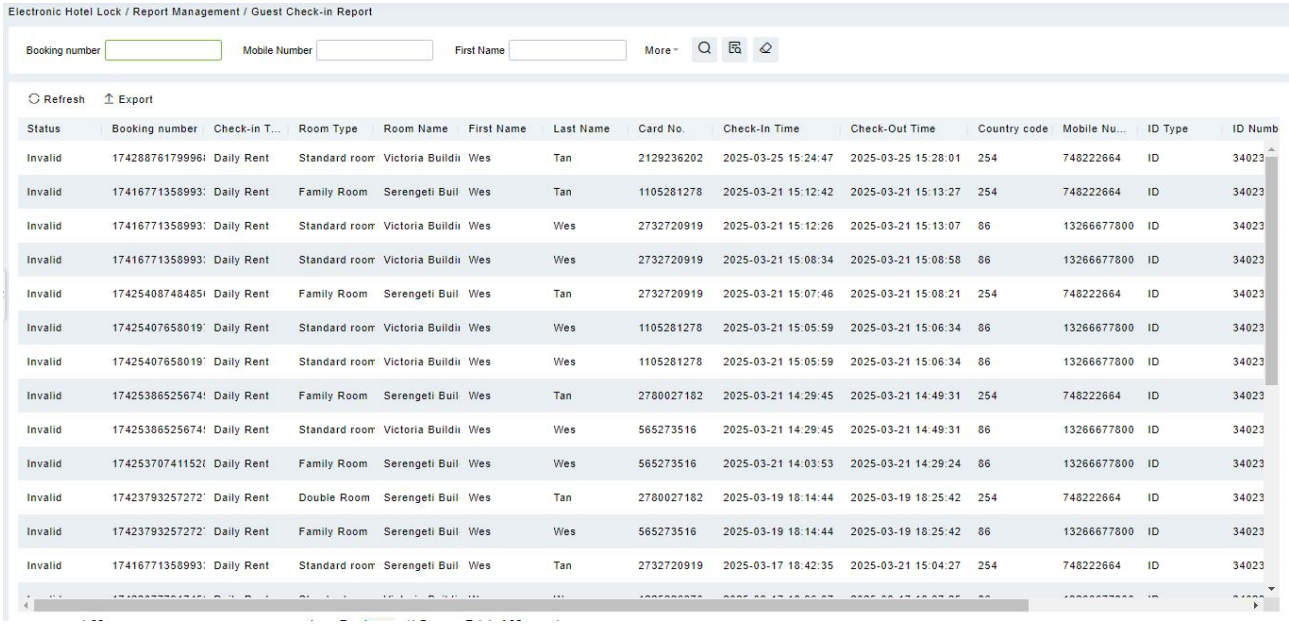
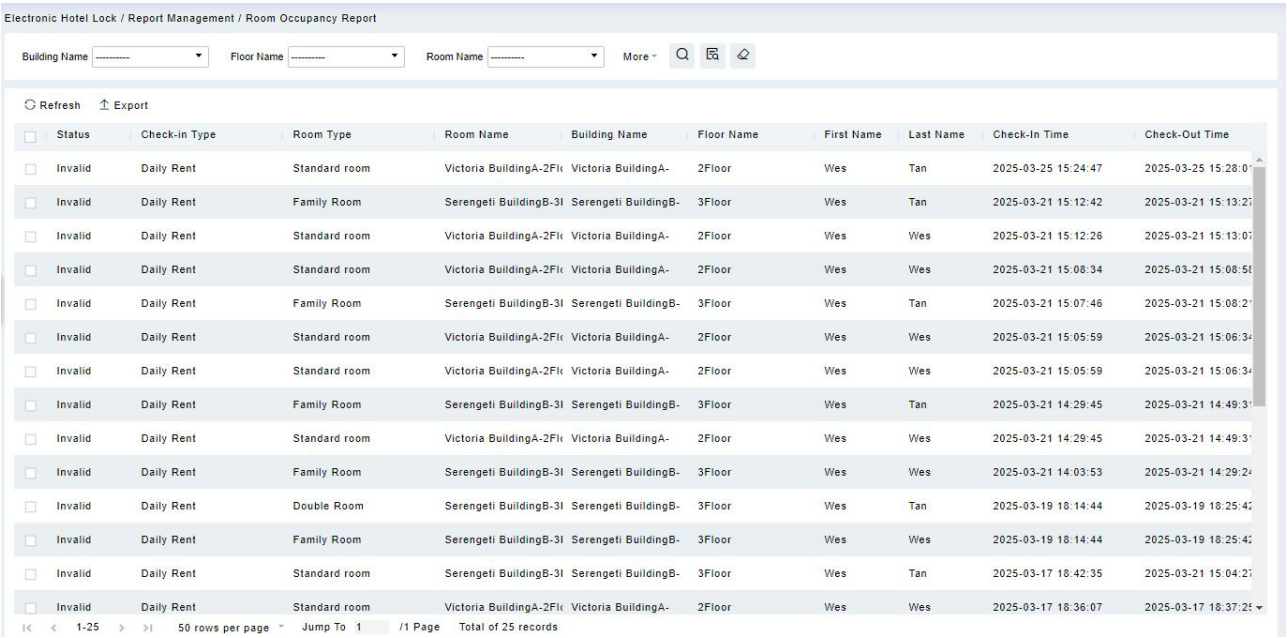


Status	Booking number	Check-in T...	Room Type	Room Name	First Name	Last Name	Card No.	Check-In Time	Check-Out Time	Country code	Mobile Nu...	ID Type	ID Numb
Invalid	17428876179996	Daily Rent	Standard room	Victoria Buildi	Wes	Tan	2129236202	2025-03-25 15:24:47	2025-03-25 15:28:01	254	748222664	ID	34023
Invalid	17416771358993	Daily Rent	Family Room	Serengeti Buil	Wes	Tan	1105281278	2025-03-21 15:12:42	2025-03-21 15:13:27	254	748222664	ID	34023
Invalid	17416771358993	Daily Rent	Standard room	Victoria Buildi	Wes	Wes	2732720919	2025-03-21 15:12:26	2025-03-21 15:13:07	86	13266677800	ID	34023
Invalid	17416771358993	Daily Rent	Standard room	Victoria Buildi	Wes	Wes	2732720919	2025-03-21 15:08:34	2025-03-21 15:08:58	86	13266677800	ID	34023
Invalid	17425408748485	Daily Rent	Family Room	Serengeti Buil	Wes	Tan	2732720919	2025-03-21 15:07:46	2025-03-21 15:08:21	254	748222664	ID	34023
Invalid	17425407658019	Daily Rent	Standard room	Victoria Buildi	Wes	Wes	1105281278	2025-03-21 15:05:59	2025-03-21 15:06:34	86	13266677800	ID	34023
Invalid	17425407658019	Daily Rent	Standard room	Victoria Buildi	Wes	Wes	1105281278	2025-03-21 15:05:59	2025-03-21 15:06:34	86	13266677800	ID	34023
Invalid	17425386525674	Daily Rent	Family Room	Serengeti Buil	Wes	Tan	2780027182	2025-03-21 14:29:45	2025-03-21 14:49:31	254	748222664	ID	34023
Invalid	17425386525674	Daily Rent	Standard room	Victoria Buildi	Wes	Wes	565273516	2025-03-21 14:29:45	2025-03-21 14:49:31	86	13266677800	ID	34023
Invalid	17425370741152	Daily Rent	Family Room	Serengeti Buil	Wes	Wes	565273516	2025-03-21 14:03:53	2025-03-21 14:29:24	86	13266677800	ID	34023
Invalid	17423793257272	Daily Rent	Double Room	Serengeti Buil	Wes	Tan	2780027182	2025-03-19 18:14:44	2025-03-19 18:25:42	254	748222664	ID	34023
Invalid	17423793257272	Daily Rent	Family Room	Serengeti Buil	Wes	Wes	565273516	2025-03-19 18:14:44	2025-03-19 18:25:42	86	13266677800	ID	34023
Invalid	17416771358993	Daily Rent	Standard room	Serengeti Buil	Wes	Tan	2732720919	2025-03-17 18:42:35	2025-03-21 15:04:27	254	748222664	ID	34023

User can export the records to an Excel, PDF, or CSV file.

2.5.2 Room Occupancy Report

To check the room occupancy information (including the room name, type, check-in type, check-in time, and check-out time), enter the search conditions and view the records. User can export the records into an Excel, PDF, or CSV file.



Status	Check-in Type	Room Type	Room Name	Building Name	Floor Name	First Name	Last Name	Check-In Time	Check-Out Time
Invalid	Daily Rent	Standard room	Victoria BuildingA-2Fl	Victoria BuildingA-	2Floor	Wes	Tan	2025-03-25 15:24:47	2025-03-25 15:28:0
Invalid	Daily Rent	Family Room	Serengeti BuildingB-3l	Serengeti BuildingB-	3Floor	Wes	Tan	2025-03-21 15:12:42	2025-03-21 15:13:2
Invalid	Daily Rent	Standard room	Victoria BuildingA-2Fl	Victoria BuildingA-	2Floor	Wes	Wes	2025-03-21 15:12:26	2025-03-21 15:13:0
Invalid	Daily Rent	Standard room	Victoria BuildingA-2Fl	Victoria BuildingA-	2Floor	Wes	Wes	2025-03-21 15:08:34	2025-03-21 15:08:5
Invalid	Daily Rent	Family Room	Serengeti BuildingB-3l	Serengeti BuildingB-	3Floor	Wes	Tan	2025-03-21 15:07:46	2025-03-21 15:08:2
Invalid	Daily Rent	Standard room	Victoria BuildingA-2Fl	Victoria BuildingA-	2Floor	Wes	Wes	2025-03-21 15:05:59	2025-03-21 15:06:3
Invalid	Daily Rent	Standard room	Victoria BuildingA-2Fl	Victoria BuildingA-	2Floor	Wes	Wes	2025-03-21 15:05:59	2025-03-21 15:06:3
Invalid	Daily Rent	Family Room	Serengeti BuildingB-3l	Serengeti BuildingB-	3Floor	Wes	Tan	2025-03-21 14:29:45	2025-03-21 14:49:3
Invalid	Daily Rent	Standard room	Victoria BuildingA-2Fl	Victoria BuildingA-	2Floor	Wes	Wes	2025-03-21 14:29:45	2025-03-21 14:49:3
Invalid	Daily Rent	Family Room	Serengeti BuildingB-3l	Serengeti BuildingB-	3Floor	Wes	Wes	2025-03-21 14:03:53	2025-03-21 14:29:2
Invalid	Daily Rent	Double Room	Serengeti BuildingB-3l	Serengeti BuildingB-	3Floor	Wes	Tan	2025-03-19 18:14:44	2025-03-19 18:25:4
Invalid	Daily Rent	Family Room	Serengeti BuildingB-3l	Serengeti BuildingB-	3Floor	Wes	Wes	2025-03-19 18:14:44	2025-03-19 18:25:4
Invalid	Daily Rent	Standard room	Serengeti BuildingB-3l	Serengeti BuildingB-	3Floor	Wes	Tan	2025-03-17 18:42:35	2025-03-21 15:04:2
Invalid	Daily Rent	Standard room	Victoria BuildingA-2Fl	Victoria BuildingA-	2Floor	Wes	Wes	2025-03-17 18:36:07	2025-03-17 18:37:2

User can export the records into an Excel, PDF, or CSV file.

2.5.3 Room Charge Report

To check the room expenses record, enter the search conditions (including time, guest name, room name, and room type) and view the records.

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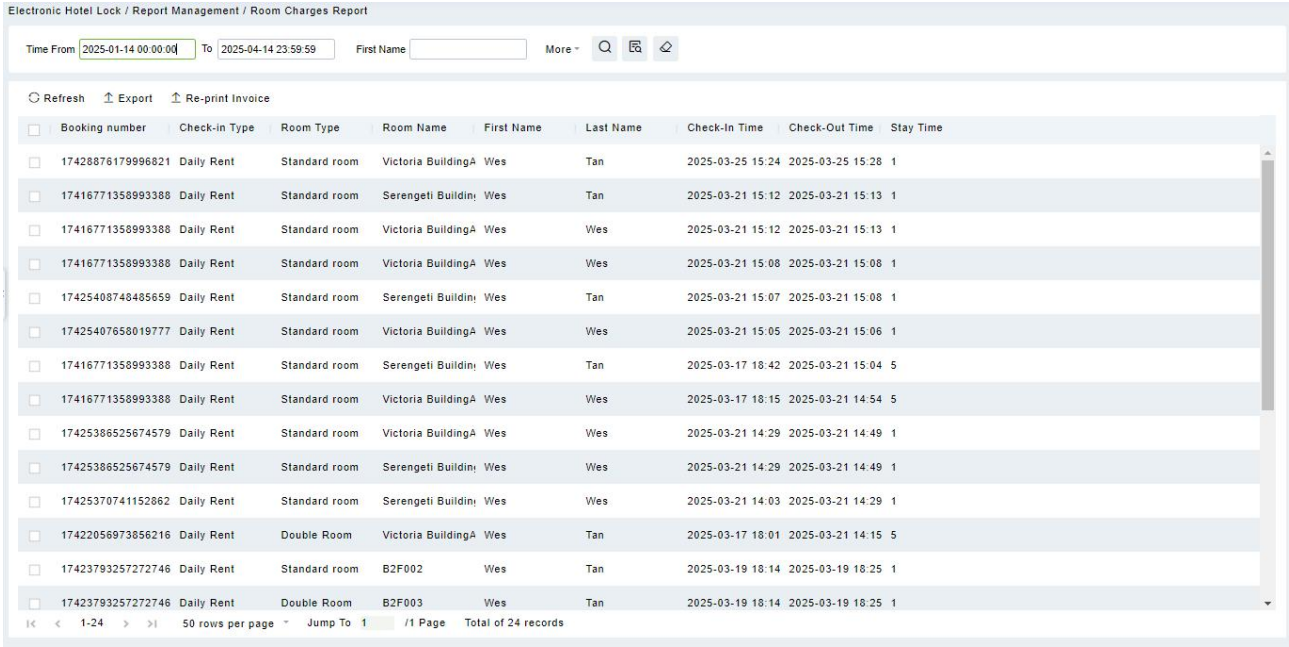
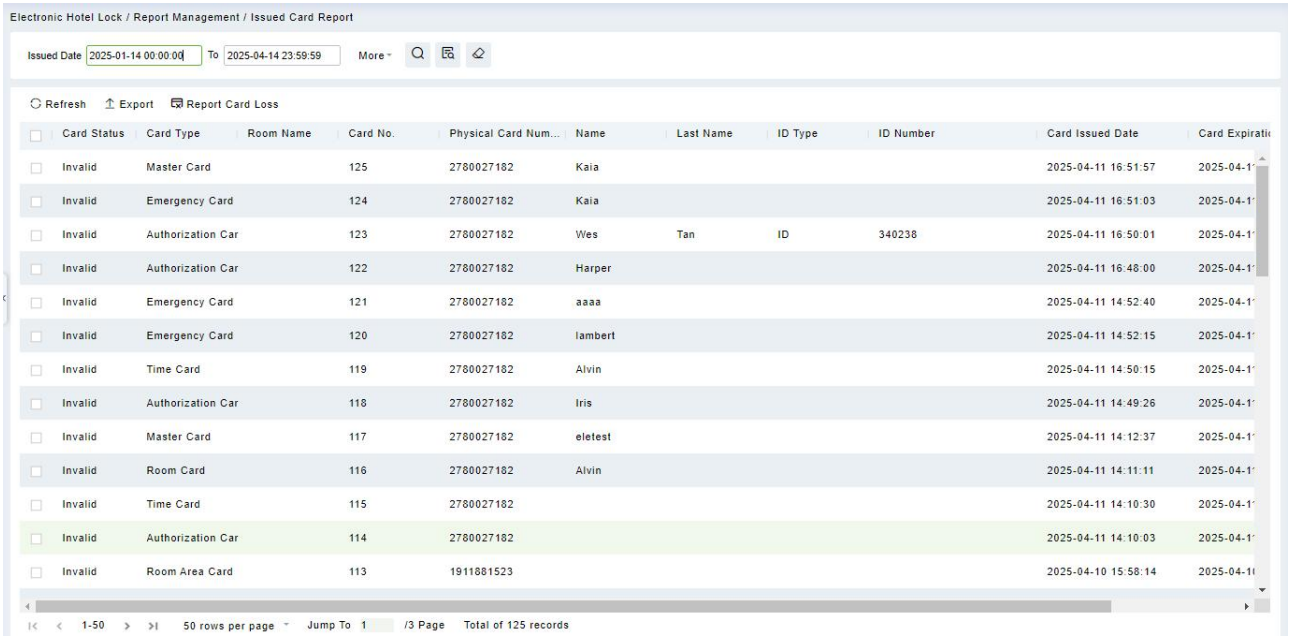


2.5.4 Issue card Report

User can also view all card writing records or search for required card writing records with multiple search conditions. Enter the search conditions (including time, card type, card No., issuing date, and expiration date) and check the associated card writing records.



User can export

the records into an Excel, PDF, or CSV file.

2.5.5 Unlock Record Report

User can read a record card to check the lock opening record. Place the record card on a card writer and click **[Read Lock Opening Record]** to obtain all lock opening records of the record card. User can enter search conditions (including the building/floor/room name, start time, and end time) and view the

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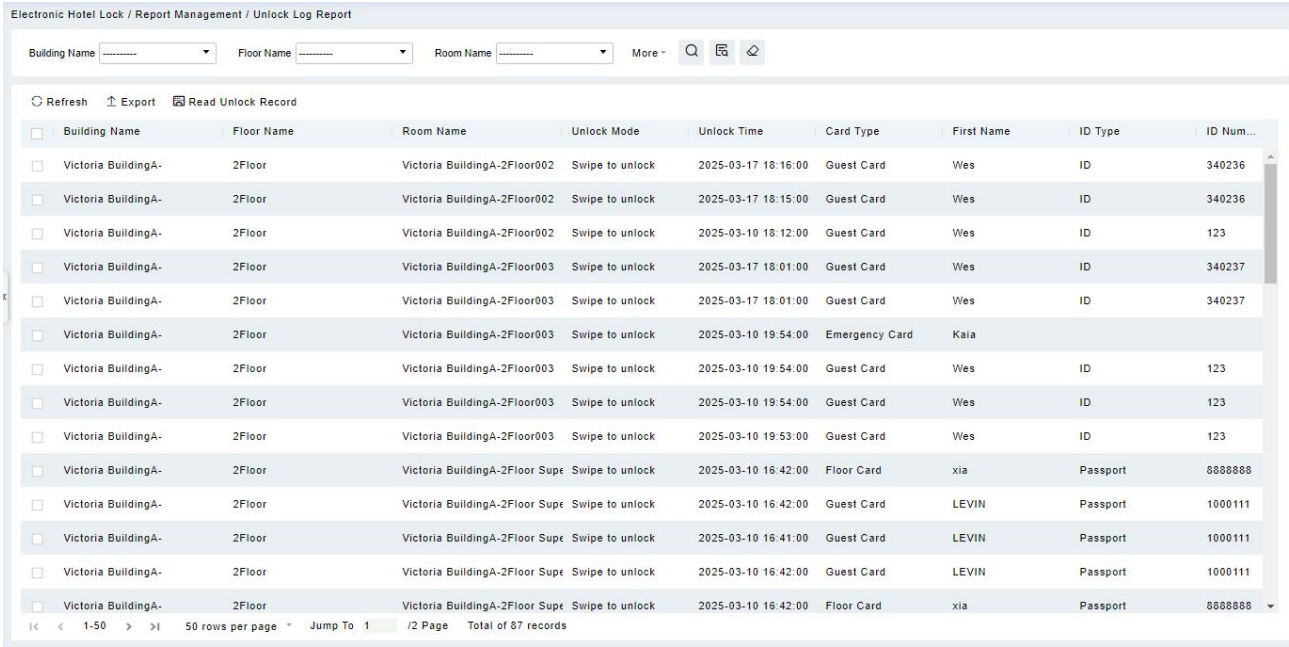
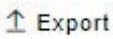
associated records. You can export the records to an Excel, PDF, or CSV file.



Building Name	Floor Name	Room Name	Unlock Mode	Unlock Time	Card Type	First Name	ID Type	ID Num...
Victoria BuildingA-	2Floor	Victoria BuildingA-2Floor002	Swipe to unlock	2025-03-17 18:16:00	Guest Card	Wes	ID	340236
Victoria BuildingA-	2Floor	Victoria BuildingA-2Floor002	Swipe to unlock	2025-03-17 18:15:00	Guest Card	Wes	ID	340236
Victoria BuildingA-	2Floor	Victoria BuildingA-2Floor002	Swipe to unlock	2025-03-10 18:12:00	Guest Card	Wes	ID	123
Victoria BuildingA-	2Floor	Victoria BuildingA-2Floor003	Swipe to unlock	2025-03-17 18:01:00	Guest Card	Wes	ID	340237
Victoria BuildingA-	2Floor	Victoria BuildingA-2Floor003	Swipe to unlock	2025-03-17 18:01:00	Guest Card	Wes	ID	340237
Victoria BuildingA-	2Floor	Victoria BuildingA-2Floor003	Swipe to unlock	2025-03-10 19:54:00	Emergency Card	Kaia		
Victoria BuildingA-	2Floor	Victoria BuildingA-2Floor003	Swipe to unlock	2025-03-10 19:54:00	Guest Card	Wes	ID	123
Victoria BuildingA-	2Floor	Victoria BuildingA-2Floor003	Swipe to unlock	2025-03-10 19:54:00	Guest Card	Wes	ID	123
Victoria BuildingA-	2Floor	Victoria BuildingA-2Floor003	Swipe to unlock	2025-03-10 19:53:00	Guest Card	Wes	ID	123
Victoria BuildingA-	2Floor	Victoria BuildingA-2Floor Supe	Swipe to unlock	2025-03-10 16:42:00	Floor Card	xia	Passport	8888888
Victoria BuildingA-	2Floor	Victoria BuildingA-2Floor Supe	Swipe to unlock	2025-03-10 16:42:00	Guest Card	LEVIN	Passport	1000111
Victoria BuildingA-	2Floor	Victoria BuildingA-2Floor Supe	Swipe to unlock	2025-03-10 16:41:00	Guest Card	LEVIN	Passport	1000111
Victoria BuildingA-	2Floor	Victoria BuildingA-2Floor Supe	Swipe to unlock	2025-03-10 16:42:00	Guest Card	LEVIN	Passport	1000111
Victoria BuildingA-	2Floor	Victoria BuildingA-2Floor Supe	Swipe to unlock	2025-03-10 16:42:00	Floor Card	xia	Passport	8888888

User can export 

the records to an Excel, PDF, or CSV file.

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3 Wireless Apartment Lock Module

3.1 Device Management

3.1.1 Interface Description of the Device List

Device management is the page used to manage the Gateway and the apartment lock. The following sections describe the process of adding the Gateway and the apartment lock.

Instructions

- As shown in Figure 3.1-1, this interface is divided into a list of Gateway devices on the left (Gateway) and a list of lock devices on the right (Lock List of the Gateway).
- The display area can be resized by dragging the center divider.

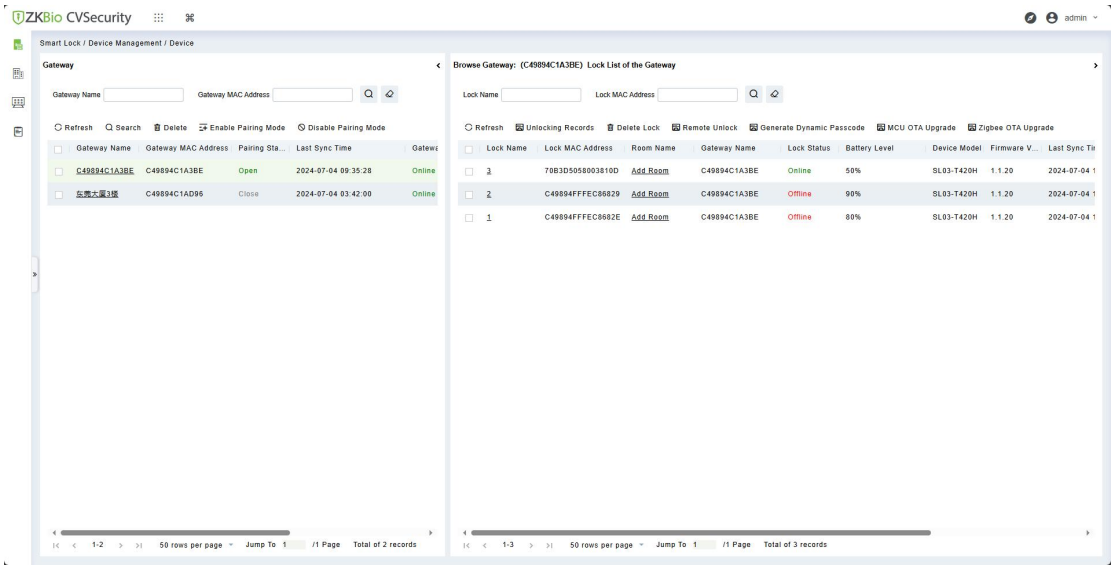

Figure 3.1-1

3.1.2 Gateway Add

3.1.2.1 MQTT Configuration

Procedure

Step 1: Service Installation

Save the mosquitto-2.0.15-install-windows-x64.exe file to any local directory, then open and install it. Proceed with the default installation path by clicking **'Next'**, as shown in Figure 3.1.2.1-1.

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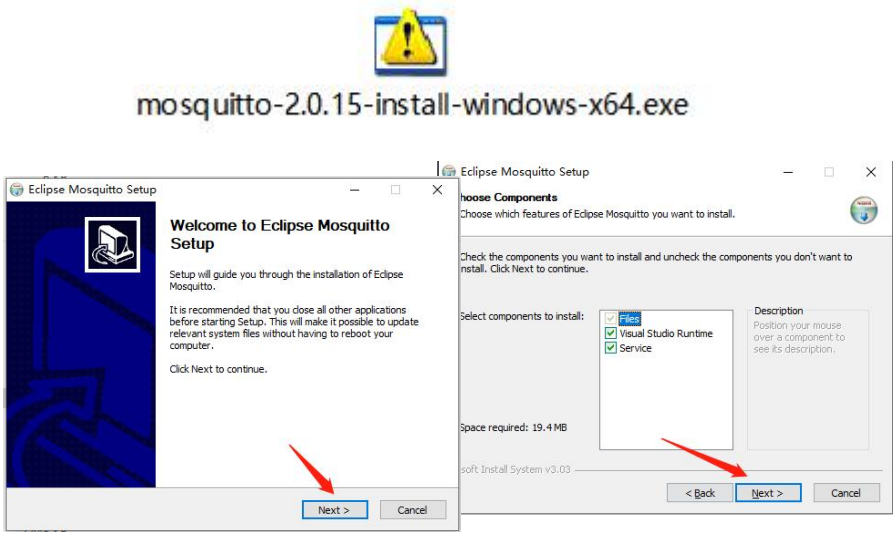


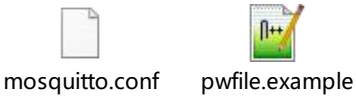
Figure 3.1.2.1-1

Note: Try to use the default installation path: C:\Program Files\mosquitto. Note that this may involve changes to the username and password.

Step 2: Replace the file.

Go to the C:\Program Files\mosquitto directory and replace the following two files.

Note: If the installation is not in the default path, please go to the corresponding installation directory to replace it.



Step 3: Restart the service.

1. **Task Manager -> Services -> mosquitto** right-click to restart, as shown in Figure 3.1.2.1-2.

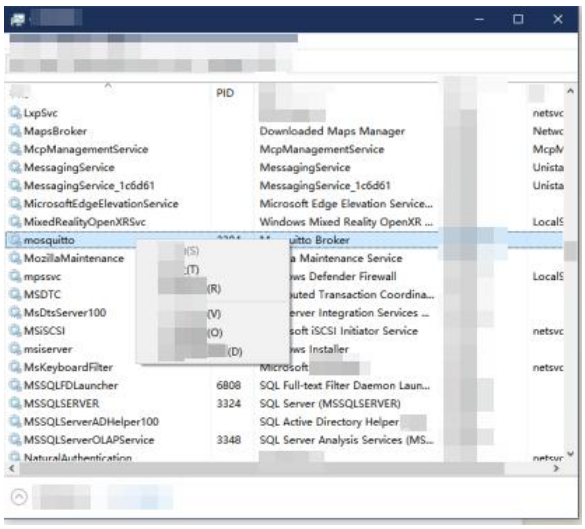


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Figure 3.1.2.1-2

2. Enable firewall in-stack port 1883.

- Additional Notes:

Change password method (default admin ZKTecoApartment258! @#edc) (not required, only when changing password).

cmd into the installation directory

mosquitto_passwd -c . /pwfile.example Username

-c means clear other users, no means add users

```
C:\software\mosquitto>mosquitto_passwd -c ./pwfile.example admin
Password:
Reenter password:
```

- MQTT passwords, Gateway settings, and apartment lock settings must be consistent. If any MQTT-related password is modified, ensure that all three are updated accordingly to avoid functionality issues.

3.1.2.2 Gateway Backend Configuration

Refer to the section **[Device Management]** > **[Device]** > **[How to Add Gateway]** to add the corresponding content of the document after the function jump. See Figure **3.1.2.2**-1.

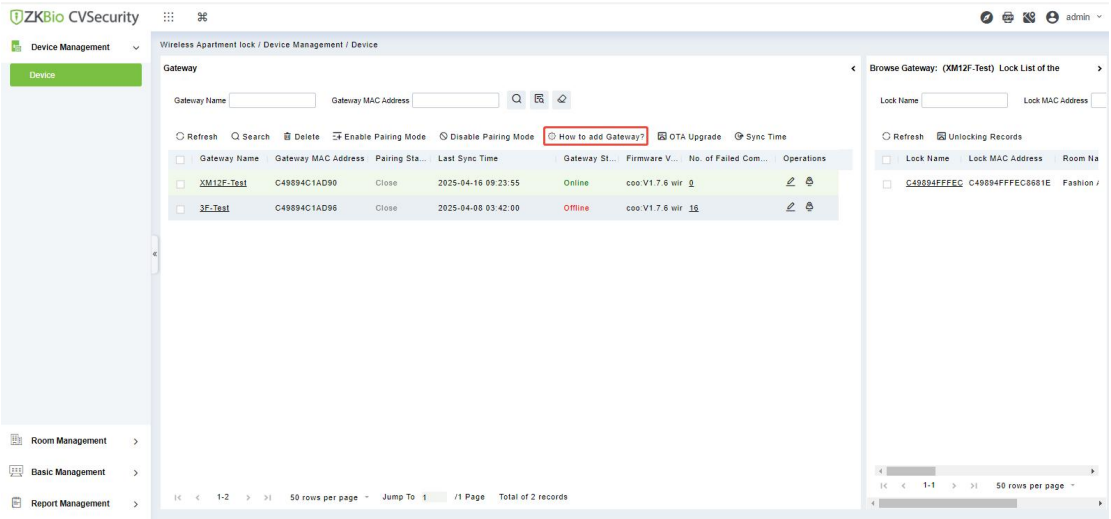

Figure 3.1.2.2-1

3.1.2.3 Server-Side Software Configuration

Refer to Part III of this chapter, Basic Setup MQTT Configuration.

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3.1.2.4 Search Add Gateway

In **[Wireless Apartment Lock]** > **[Device Management]** > **[Device]**, click **Search**, find the Gateway information, and then click **Add** to finish adding the Gateway, as shown in Figure **3.1.2.4**-1.

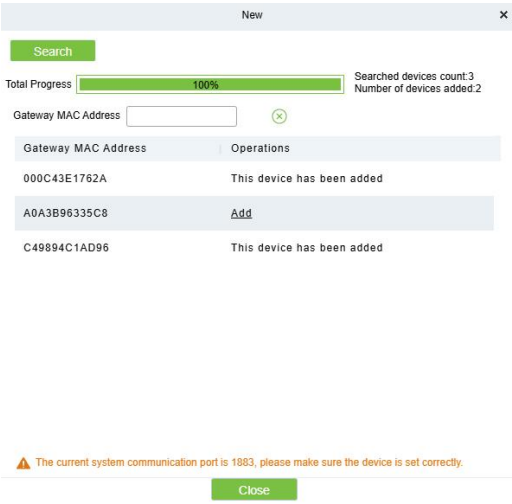

Figure 3.1.2.4-1

3.1.3 Gateway Related Functions

3.1.3.1 Query Gateway

User can query and maintain the added Gateway devices by Gateway name (Gateway Name) or Gateway MAC address (Gateway MAC Address), as shown in Figure 3.1.3.1-1.

Figure 3.1.3.1-1

3.1.3.2 Refresh

There may be a delay after the device is operated. User can refresh the list by clicking the **Refresh** Refresh button.

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3.1.3.3 Delete

To remove added Gateway devices, select the checkbox next to the device and click the delete icon. Delete .

- If a door lock device is linked to the current Gateway, the Gateway cannot be deleted. User must delete the door lock first before deleting the Gateway.

3.1.3.4 Enable Pairing Mode

If the Gateway has been added for some time and you need to add a lock device again, you must enable the distribution network. Select the Gateway to be enabled, click Enable Pairing Mode button, and the distribution network status will display **'Open'** once it is activated, as shown in Figure 3.1.3.4-1.

Gateway Name	Gateway MAC Address	Pairing Status	Last Sync Time	Gateway St...	Firmware V...	No. of Failed Com...	Operations
000C43E1762A	000C43E1762A	Open	2024-07-05 15:14:12	Online	coo:V1.7.6 wir	0	
大厦3楼	C49894C1AD96	Close	2024-07-05 15:14:49	Online	coo:V1.7.6 wir	0	

Figure 3.1.3.4-1

3.1.3.5 Disable Pairing Mode

When multiple Gateways need to add lock devices simultaneously, irrelevant Gateways must be disabled to prevent locks from being added to unnecessary Gateways. To do so, select the Gateways to be disabled, click the Disable Pairing Mode , and once the distribution network is disabled, the status will display **Close,** as shown in Figure 3.1.3.5-1.

Gateway Name	Gateway MAC Address	Pairing Status	Last Sync Time	Gateway St...	Firmware V...	No. of Failed Com...	Operations
000C43E1762A	000C43E1762A	Close	2024-07-05 15:14:12	Online	coo:V1.7.6 wir	0	
大厦3楼	C49894C1AD96	Close	2024-07-05 15:14:49	Online	coo:V1.7.6 wir	0	

Figure 3.1.3.5-1

3.1.3.6 How to add a Gateway?

This feature displays a document that outlines how to configure MQTT and other related parameters in the Gateway backend upon logging into the Gateway backend.

3.1.3.7 OTA Gateway Bulk Upgrade (OTA Upgrade)

If the current Gateway needs all Gateways to perform firmware upgrade operation, click, set the time and upgrade file, and then wait for the OTA upgrade of all Gateways to begin at the specified time, as shown in Figure 3.1.3.7-1.

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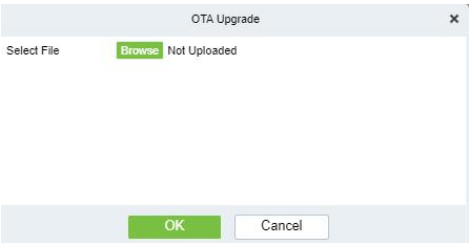

Figure 3.1.3.7-1

- For OTA Gateway batch upgrades, Zigbee OTA batch upgrades, and MCU OTA batch upgrades, the setup time must be at least one day apart to avoid conflicts in upgrade schedules, which could result in upgrade failure.
- The upgrade that has already been set up can be modified again or this batch upgrade can be cancelled before it starts, as shown in Figure 3.1.3.7-2.

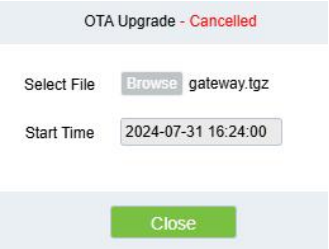

Figure 3.1.3.7-2

3.1.3.8 Edit

- User can enter the Edit interface by clicking either Gateway Name or the Operation column button, as shown in Figure **3.1.3.8**-1.

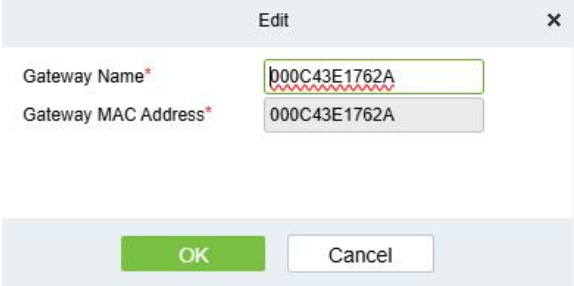

Figure 3.1.3.8-1

3.1.3.9 Failed Command Records

If a device fails to execute commands, the system will retry after the device recovers. When you need to check the failed commands issued, click the

number to pop up the details page of the failed commands, as shown in Figure **3.1.3.9**-1.

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Command ...	MAC	CMD	CMD Item	Operate us...	Operation Time
Gateway	C49894C1AD9	Sync Gateway		-	2025-04-16 03:42:00
Gateway	C49894C1AD9	Sync Gateway		-	2025-04-16 03:11:00
Gateway	C49894C1AD9	Sync Gateway		-	2025-04-15 03:42:00
Gateway	C49894C1AD9	Sync Gateway		-	2025-04-15 03:11:00
Gateway	C49894C1AD9	Sync Gateway		-	2025-04-14 03:42:00
Gateway	C49894C1AD9	Sync Gateway		-	2025-04-14 03:11:00
Gateway	C49894C1AD9	Sync Gateway		-	2025-04-13 03:42:00
Gateway	C49894C1AD9	Sync Gateway		-	2025-04-13 03:11:00
Gateway	C49894C1AD9	Sync Gateway		-	2025-04-12 03:42:00
Gateway	C49894C1AD9	Sync Gateway		-	2025-04-12 03:11:00
Gateway	C49894C1AD9	Sync Gateway		-	2025-04-11 03:42:00

Figure 3.1.3.9-1

3.1.3.10 Adding a Lock

After the Gateway is successfully added, turn on the Gateway distribution network, make sure the signal of the lock device is within the effective range of the Gateway, click the lock device √ confirmation button 5 times, wait for the voice prompt to announce "Complete", and then refresh the software terminal to view the added lock device.

3.1.3.11 Sync Time

When the Gateway time does not match the server time, you can click Sync Time to synchronize the device time to the Gateway again.

3.1.4 Lock Related Function

3.1.4.1 Query Lock Device

User can query and maintain the added lock devices by Lock Name or Lock MAC Address, as shown in Figure 3.1.4.1-1.

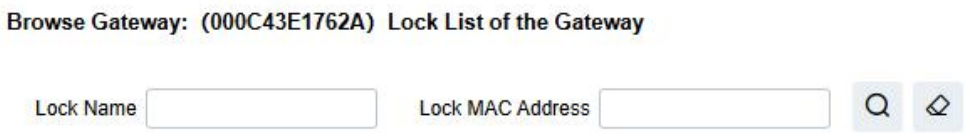

Figure 3.1.4.1-1

3.1.4.2 Refresh

There may be a delay after the device is operated. You can refresh the list by clicking the Refresh Refresh button.

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3.1.4.3 View Unlocking Records Details (Unlocking Records)

Select any lock device and click Unlocking Records to view all the door opening records of that lock, as shown in Figure 3.1.4.3-1.

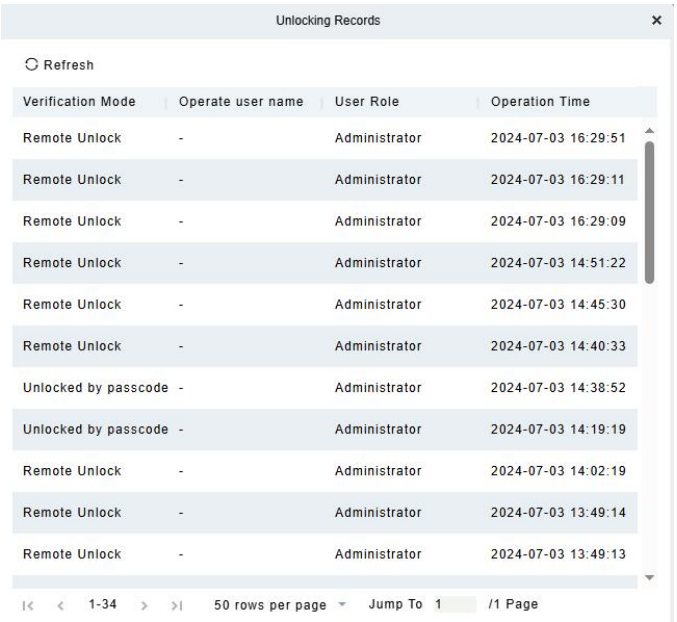

Figure 3.1.4.3-1

3.1.4.4 Delete Lock

Select one or more lock devices, click the Delete Lock , and the selected devices can be deleted after a second confirmation, as shown in Figure 3.1.4.4-1.

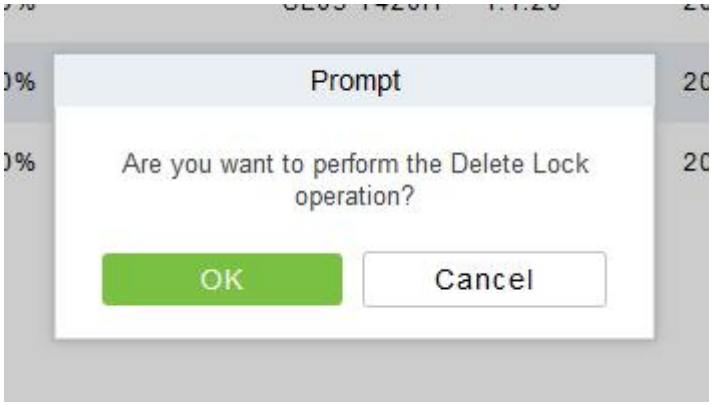

Figure 3.1.4.4-1

3.1.4.5 Remote Unlock

Select any lock and click Remote Unlock to open the door remotely, but you cannot open the door remotely if the room is occupied, as shown in Figure 3.1.4.5-1.

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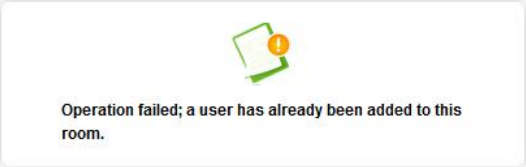

Figure 3.1.4.5-1

3.1.4.6 Generate Dynamic Passcode

Select any lock and click Generate Dynamic Passcode to open the door remotely, but you cannot open the door remotely if the room is occupied, as shown in Figure 3.1.4.6-1.

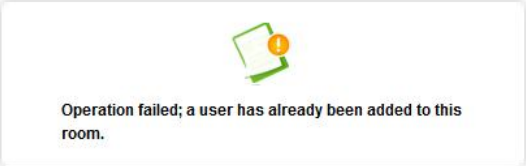

Figure 3.1.4.6-1

3.1.4.7 MCU OTA Bulk Upgrade (MCU OTA Upgrade)

If the current Gateway needs all locks to perform firmware upgrade operation, click MCU OTA Upgrade , set the time and upgrade file and then you can wait for the MCU OTA upgrade of all locks when the time comes, as shown in Figure 3.1.4.7-1.

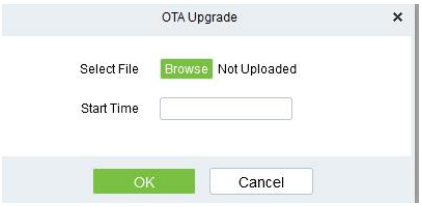

Figure 3.1.4.7-1

- OTA Gateway batch upgrade, Zigbee OTA batch upgrade, MCU OTA batch upgrade setup time needs to be 1 day interval to avoid upgrade time conflict, causing upgrade failure.
- The upgrade that has been set up can be modified again or cancelled for this batch upgrade before it starts, as shown in Figure 3.1.4.7-2.

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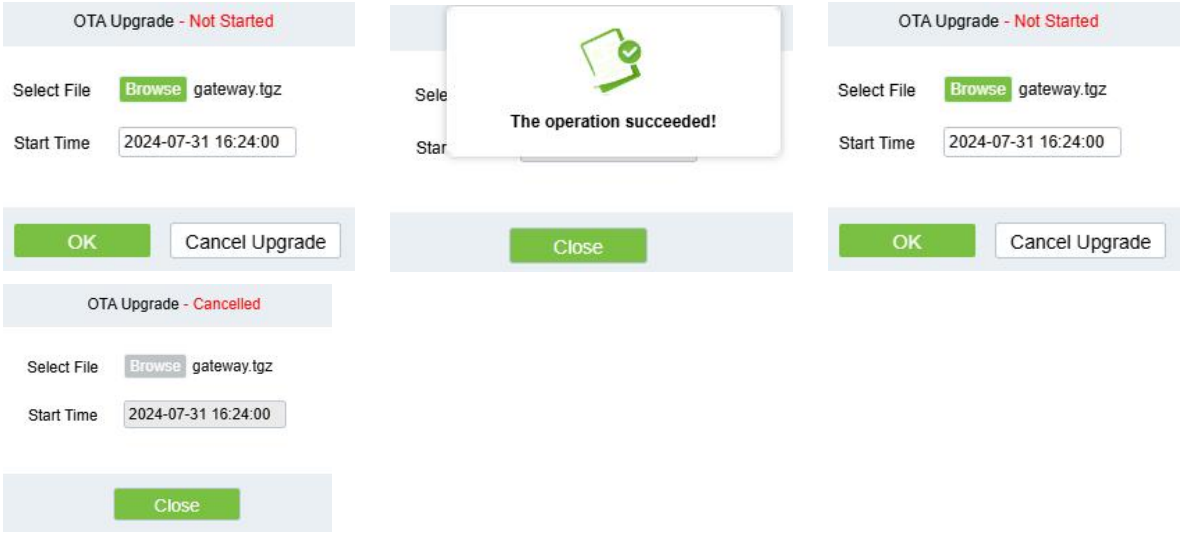

Figure 3.1.4.7-2

3.1.4.8 Unbind Room

When you need to unbind a room from a lock, you can unbind the lock from the room by clicking Unbind Room , which will clear all information in the lock synchronously.

3.1.4.9 Downstream Get Unlocking Records (Sync Unlocking Records)

When you need to get the unlock record of a lock device, you can send a request to the lock by clicking Sync Unlocking Records to get the unlock record of the lock.

3.1.4.10 Send All Users

When there is a situation such as incomplete staffing down, you can redistribute the full amount of staffing information for that lock to the lock by clicking Send All Users .

3.1.4.11 Setting Normally Open (Enable Passage Mode)

When a room needs to be set to normally open, you can enable the normally open status by clicking the Enable Passage Mode button, but you cannot open the door remotely if the room is occupied, as shown in Figure 3.1.4.11-1.

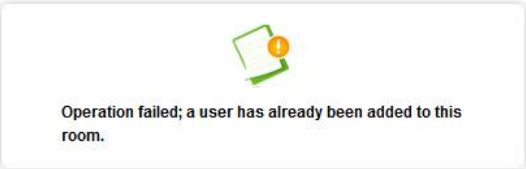

Figure 3.1.4.11-1

- If the room is normally open, any code will open the door.

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3.1.4.12 Disable Passage Mode

When a room needs to be deactivated from being normally open, you can turn off the room's normally open status by clicking Disable Passage Mode .

- A Cancel Normally Open command is issued when the lock binds the room.

3.1.4.13 Editing and Binding

Once the lock has been added, we need to bind the apartment lock to the specified room, which can be done by clicking Edit on the Lock page, as shown in Figure 3.1.4.13-1.

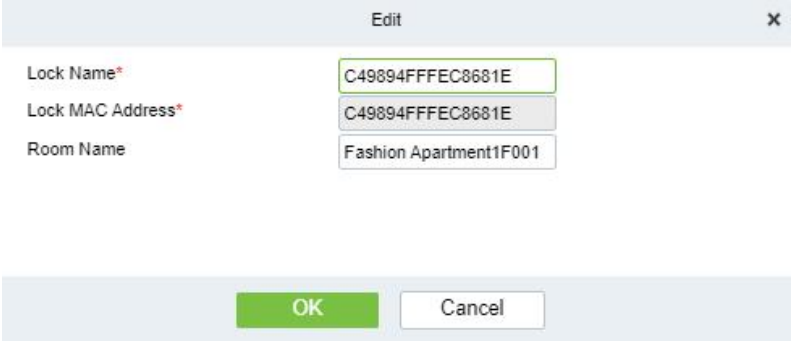

Figure 3.1.4.13-1

Click **[Room Name]** to enter the room assignment screen as shown in Figure **3.1.4.13**-2.

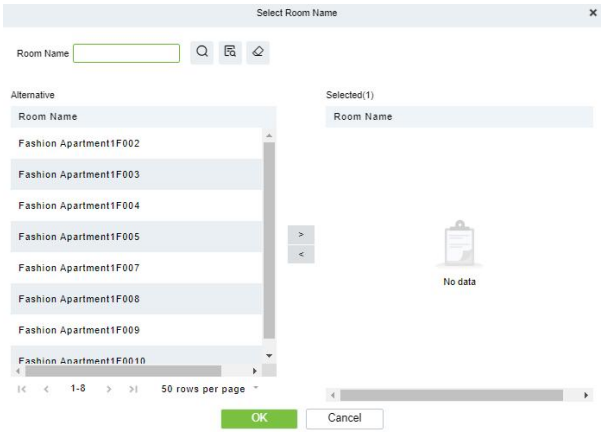

Figure 3.1.4.13-2

Move the room on the left side to the right side and click **OK** to complete the room binding. User can refer to Chapter 2, Tenant Move-In Procedure to move in after binding.

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3.2 Room Management

3.2.1 Real-Time Room Monitoring

3.2.1.1 Interface Description for Real-Time Room Monitoring

Room management page, you can display the room information on the page for room status query and modification, individual check-in or group check-in and room change and check-out operations, and at the same time, user can make a reservation for the room, as shown in Figure 3.2.1.1-1.

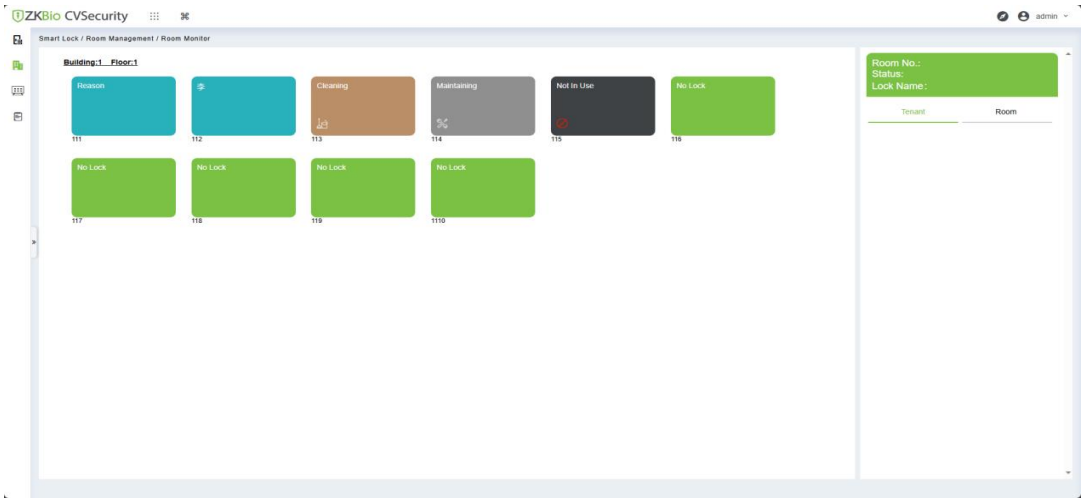

Figure 3.2.1.1-1

3.2.1.2 Room Status

Functional Description

The Guest Room Status action button, which appears when right-clicking on the Guest Room icon, provides several actionable options, as shown in Figure 3.2.1.2-1.

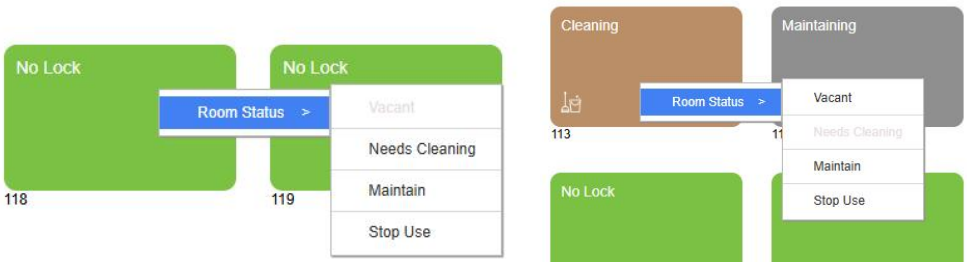

Figure 3.2.1.2-1

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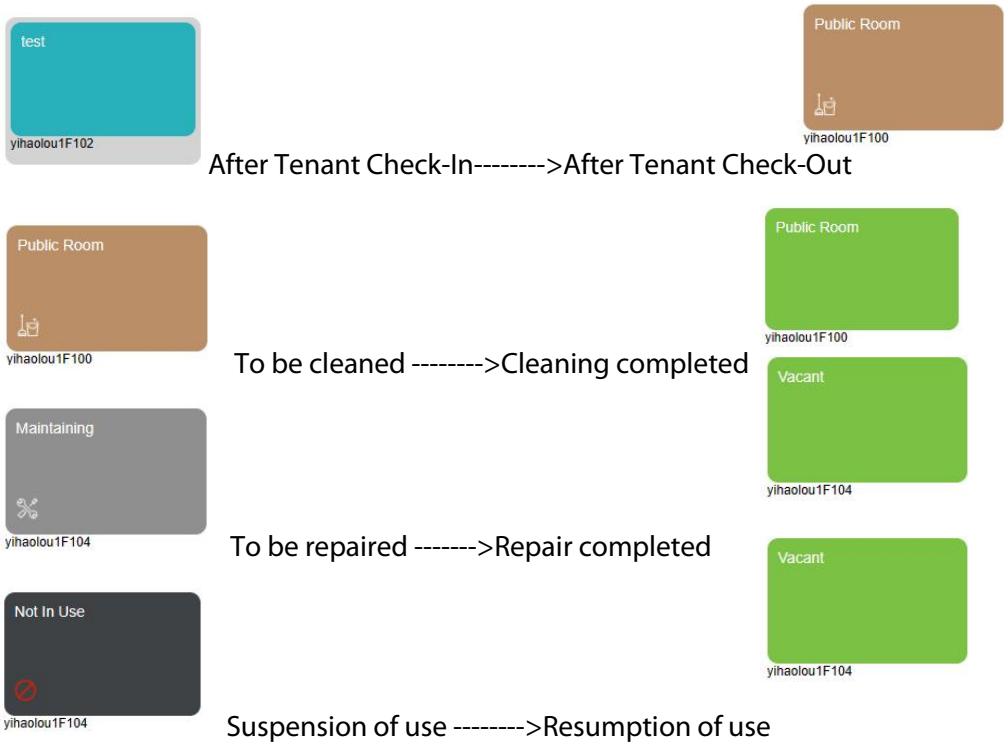
3.2.1.3 Room Status Rollover

Functional Description



Note: When the auto-flip feature is enabled, a room in 'Dirty' status will automatically change to 'Empty' status at the scheduled time.

3.2.1.4 Room Availability

Functional Description

- When the room is in the state of "Needs Cleaning", "Maintain" or "Stop Use", the tenant cannot check in.
- When the number of people occupying a room exceeds the room's capacity, the tenant may not check in.

Note: The Housekeeper and Administrator roles do not count toward the total number of occupants.

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3.2.1.5 Room Information

Functional Description

- In the guest room list, on the right side of the room page, the current room information is displayed after any room is selected, and the header contains the room number (Room No.), status (Status), and lock name (Lock Name), and the tabs are check-in information (Tenant), and room information (Room), as shown in Figure 3.2.1.5-1.

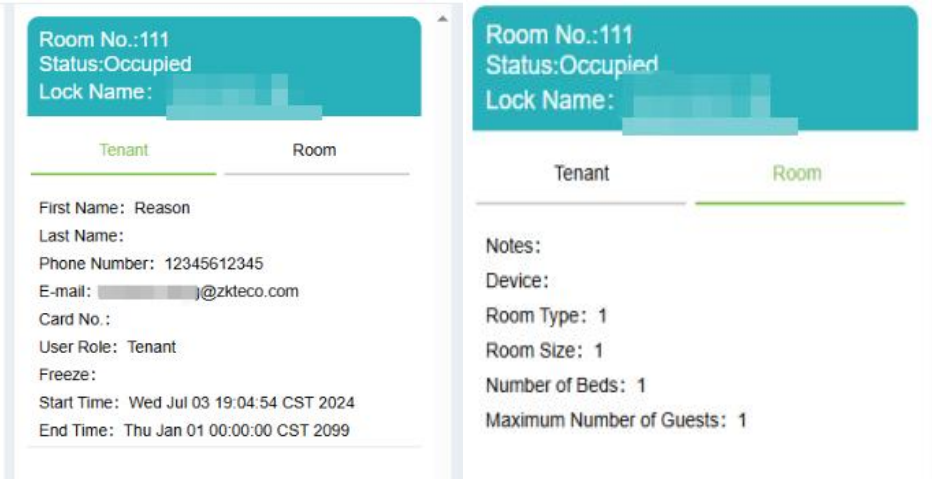

Figure 3.2.1.5-1

- When a room in the list is selected, the room information column will be automatically updated with the corresponding details.
- Only the tenant information is displayed in the occupancy details.
- The Room Information section displays the details configured for the room type.

3.2.2 Tenant Occupancy

The tenant's move-in process and related functions are introduced.

3.2.2.1 Tenant Related Processes

Tenant Occupancy

Procedure

Step 1: After creating the room and binding the locks, enter the Personnel module, as Figure 3.2.2.1-1 shows.

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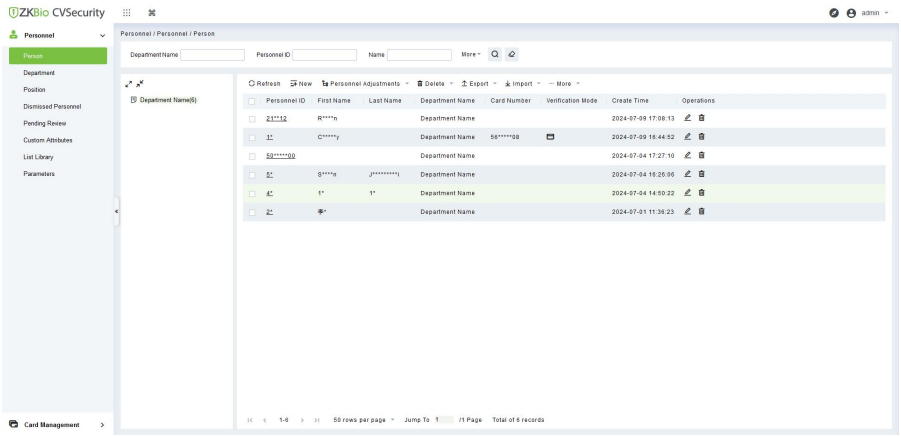

Figure 3.2.2.1-1

Step 2: Click the New button to open the pop-up window for adding personnel information, and then fill in the basic details of the occupant, as shown in Figure 3.2.1.7-2.

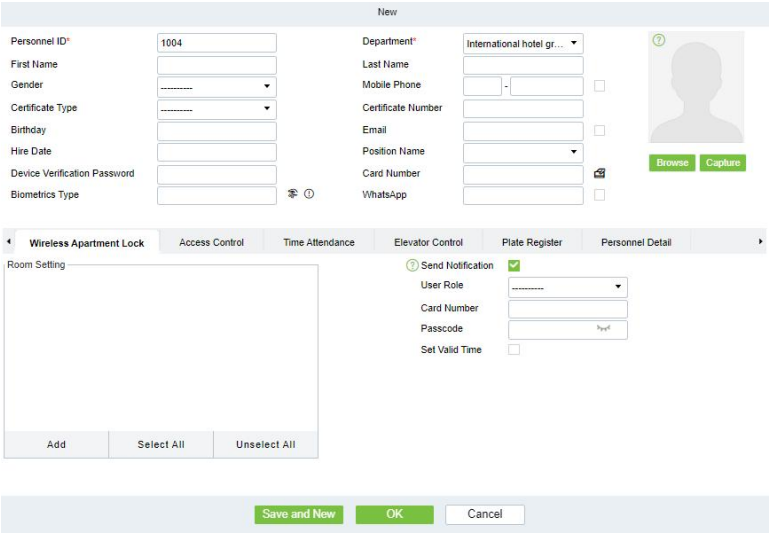

Figure 3.2.2.1-2

- The occupant's name will be displayed in the room information.
- The mobile phone number is used to receive a captcha for H5 login.
- The email address is used to receive H5 login credentials and captcha information after check-in.
- The card number is used for swipe verification when unlocking the door.
- A randomly generated 6-digit password will be emailed to the tenant upon successful check-in.
- If the Send Notification is unchecked, no related information will be sent to the tenant.
- The administrator and housekeeper roles for that room will be frozen and unverifiable after the tenant moves in.
- Check-in is not allowed when the room is marked as unavailable.

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- When the room occupancy does not reach the room limit, you can check in normally.
- If no role identity is selected under the *Apartment Lock* tab, check-in will not be performed; if a role is selected, the check-in process will proceed accordingly.
- If the tenant is marked as frozen or the check-in start time has not been reached, door opening verification will not be available.

Step 3: Fill in the information of the occupant, select the room and click **confirm** to complete the check-in processing, after the check-in is completed, the server side sends commands to the device and freezes the housekeeper and administrator, as shown in Figure 3.2.2.1-3.

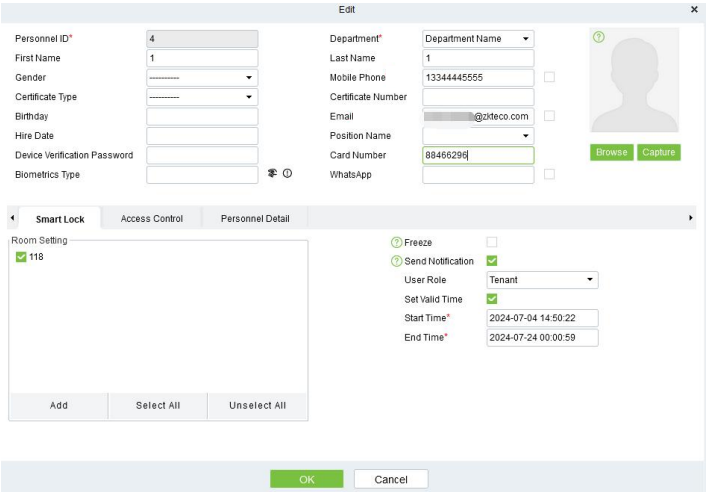

Figure 3.2.2.1-3

3.2.2.2 Tenant H5

The tenant will receive the initial password and H5 login link in the registration email address after successful check-in, as shown in Figure 3.2.2.2-1.

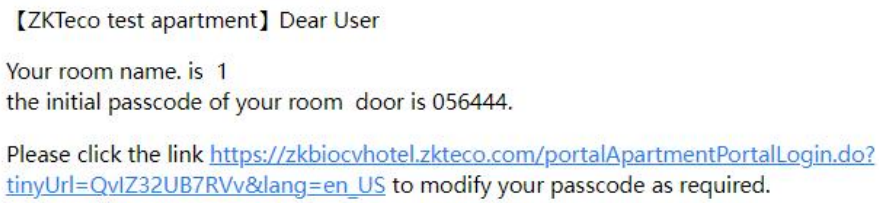

Figure 3.2.2.2-1

3.2.2.3 Tenant H5 Login

Procedure

Step 1: Open the link in the e-mail, as shown in Figure 3.2.2.3-1.

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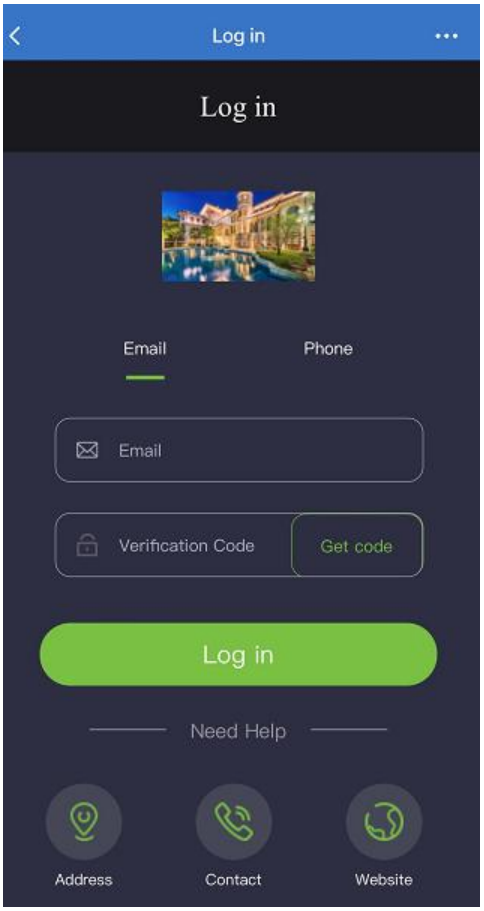

Figure 3.2.2.3-1

Step 2: To log in via email, use the email address provided at check-in to receive the verification code. If you prefer to log in via SMS, switch from 'Email' to 'Phone' and use the mobile number registered at check-in to obtain the verification code.

For assistance, click **[Address]** to open the hotel's location in Google Maps. Click **[Contact]** to open the phone dialer and call the apartment's registered number. Click **[Website]** to visit the hotel's official website.

These three parameters—Address, Contact, and Website—can be configured under **[Wireless Apartment Lock] > [Basic Management] > [Basic Settings]**, as shown in Figure 3.2.2.3-2."

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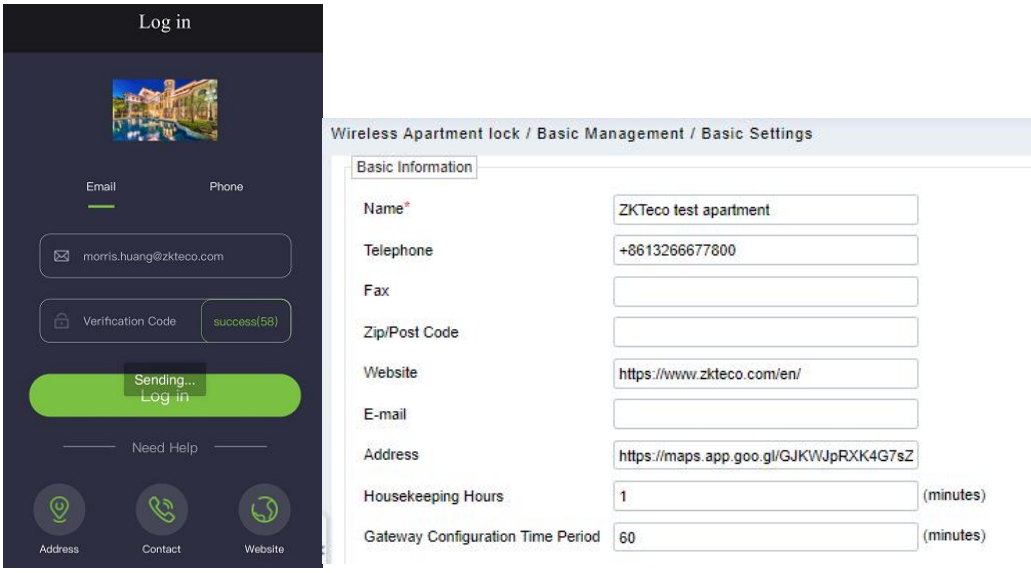

Figure 3.2.2.3-2

Step 3: Login successfully, as shown in Figure 3.2.2.3-3.

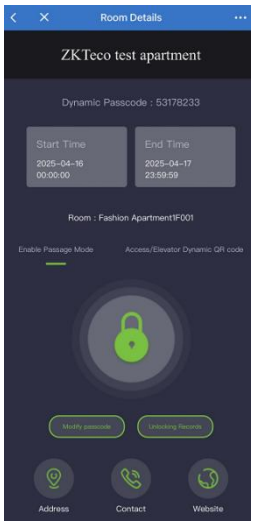

Figure 3.2.2.3-3

- A Dynamic Passcode is a time-based code that updates periodically through dynamic refresh.
- The start and end times represent the current tenant's effective occupancy period.
- Click the icon in the center for remote unlocking operation.
- Clicking Contact will open the dialing screen, with the apartment's phone number set as the default.
- Click Modify Passcode to navigate to the Modify Passcode screen and update the apartment lock's unlock code, as shown in Figure 3.2.2.3-4.

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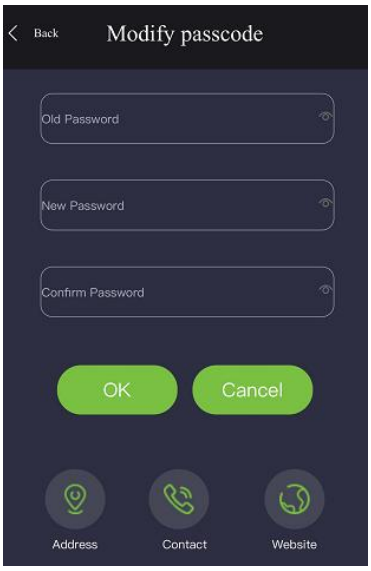

Figure 3.2.2.3-4

- Click on Access/Elevator Dynamic QR code to display the QR code for access control and elevator control, when the apartment tenant is assigned to access control or elevator control privileges, the device supports QR code authentication, and Zee can use this QR code to pass. As shown in Figure 3.2.2.3-5.

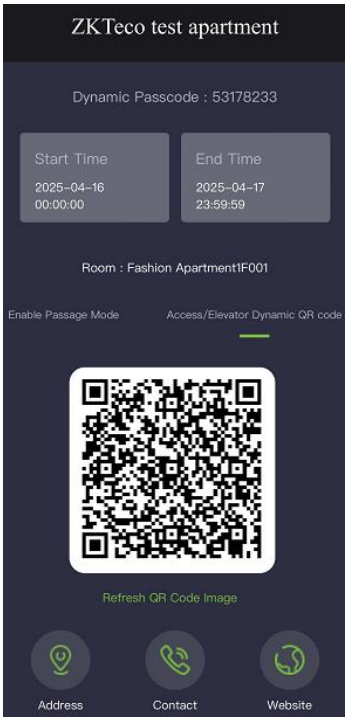

Figure 3.2.2.3-5

- Click Unlocking Records to navigate to the unlocking statistics interface, where all unlocking information can be viewed, as shown in Figure 3.2.2.3-6.

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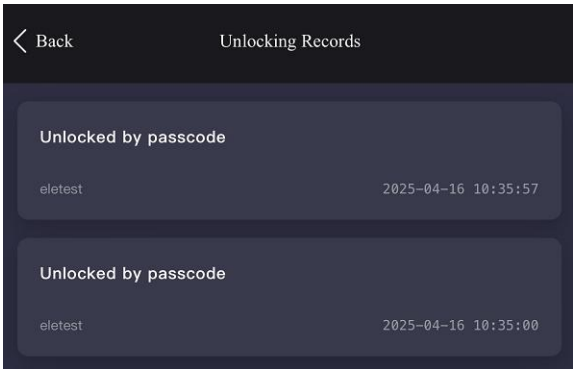

Figure 3.2.2.3-6

3.2.2.4 Tenant H5 Failure

The tenant's H5 link will expire if the move-in period ends, the tenant is frozen, or the tenant changes rooms. Attempting to access the link after it has expired will trigger an expiration prompt, as shown in Figure 3.2.2.4-1.

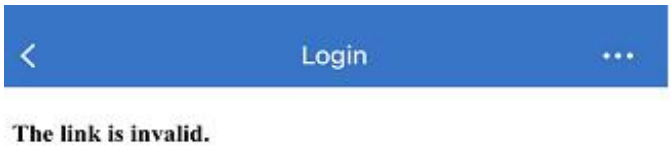

Figure 3.2.2.4-1

3.2.2.5 Tenant Exchange

Procedure

Step 1: On the Personnel Module screen, locate the information for the tenant who requires a room change, and click Edit.

Step 2: On the SmartLock tab, uncheck the status of the current room, click add to select the new room for occupancy. Click **OK** to complete the tenant room change**.** As shown in Figure 3.2.2.5-1.

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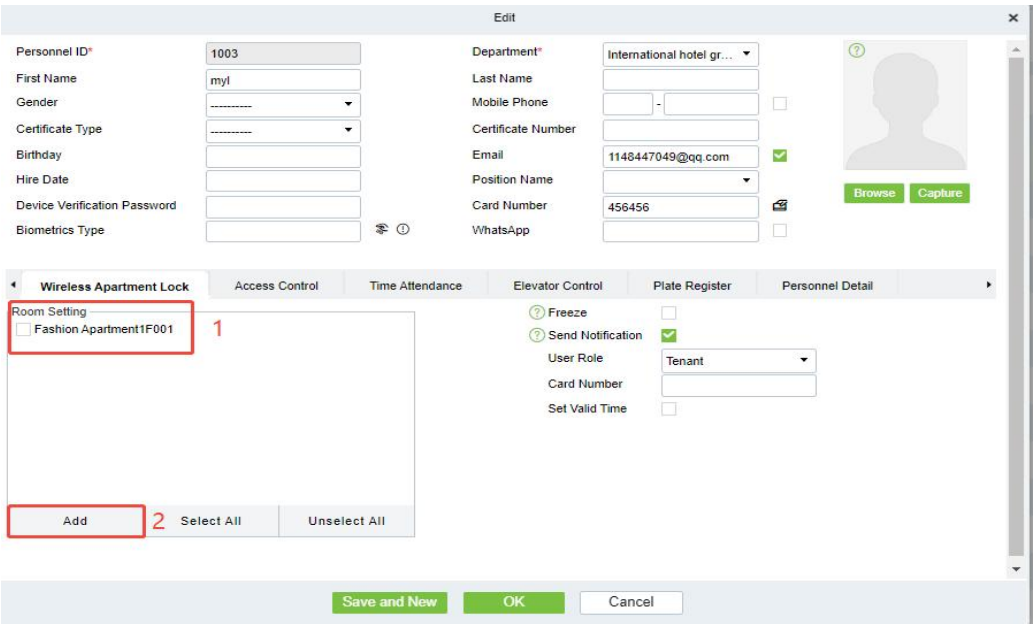

Figure 3.2.2.5-1

3.2.2.6 Tenant Renewal

Procedure

Step 1: On the Personnel Module screen, locate the tenant who requires a room change, and click **Edit.**

Step 2: In the SmartLock tab, modify the tenant end time and click Confirm to complete the tenant renewal. As shown in Figure 3.2.2.6-1.

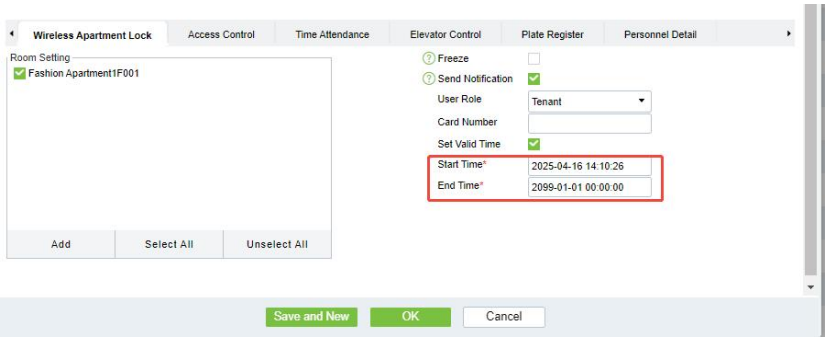

Figure 3.2.2.6-1

3.2.2.7 Tenant Check-Out

There are two types of tenant check-out. The first is **automatic check-out**, where all SmartLock-related content is automatically cleared upon the expiration of the tenant's stay. The second is **manual check-out**, which is carried out as follows:

Procedure

Step 1: On the **Personnel Module** interface, locate the information for the tenant who needs to change rooms, then click **Edit** to initiate the move-out process.

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Step 2: In the **Apartment Lock** tab, update the tenant information to "-----", uncheck the **Checked-in rooms** checkbox, and click **OK** to complete the manual check-out.

3.2.3 Stewardship Related Processes

The tenant move-in process and its related functions are described below.

3.2.3.1 Butler Check-In

Procedure

Step 1: After creating the room and binding the locks, enter the Personnel module, as Figure 3.2.3.1-1 shows.

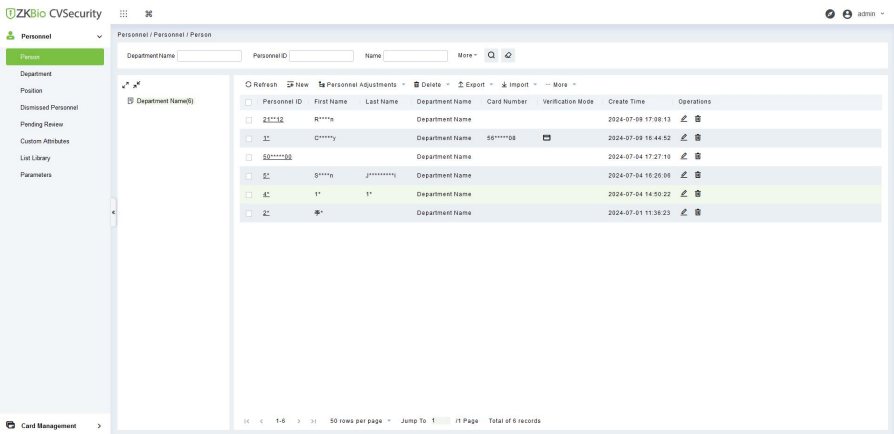

Figure 3.2.3.1-1

Step 2: Click the **New** button to open the pop-up window for adding personnel information, and fill in the occupant's basic details, as shown in Figure 3.2.3.1-2.

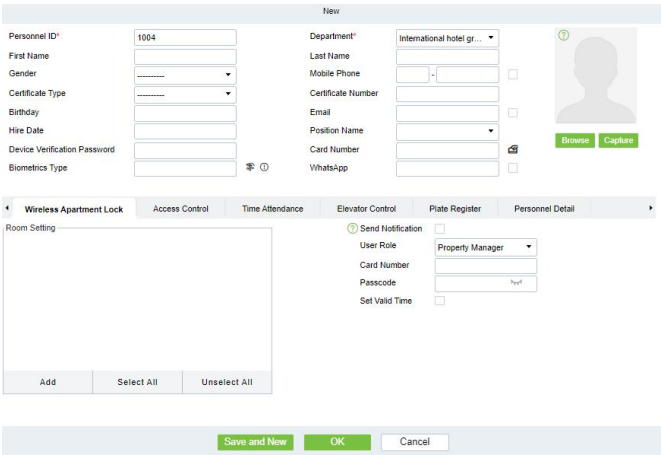

Figure 3.2.3.1-2

- The Steward role will not be displayed in the room information.
- The Butler role does not have message notifications enabled at this time, and the **Send**

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Notification feature is currently unavailable.

- The card number is used for swipe verification for opening the door.
- The **Housekeeper** role uses a 7-digit password, which is randomly generated unless manually set.
- If there is no tenant in the room, the door can be opened normally after the housekeeper moves in If there is a tenant, the housekeeper simply freezes the lock after moving in.
- The **Housekeeper** role does not occupy the room capacity.
- If the role identity is not selected in the Apartment Lock tab, no check-in will be performed. If it is selected, the check-in process will be followed.

Step 3: Fill in the occupant's information, select the room and click **Confirm** to complete the check-in process, as shown in Figure 3.2.3.1-3.

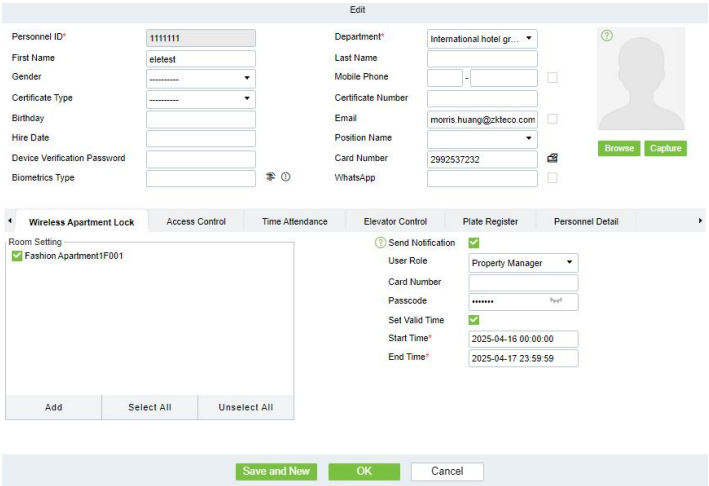

Figure 3.2.3.1-3

3.2.3.2 Housekeeping for a House

Step 1: On the **Personnel Module** interface, locate the information for the housekeeper who needs to change rooms, then click **Edit**.

Step 2: In the **SmartLock** tab, uncheck the current room's check-in status, then click **Add** to select the new room. Click **OK** to complete the room change for the housekeeper.

3.2.3.3 Housekeeper's Renewal

Procedure

Step 1: On the **Personnel Module** interface, locate the information for the housekeeper who needs to change rooms, then click **Edit**.

Step 2: In the **SmartLock** tab, modify the housekeeper's end time, and click **Confirm** to complete the renewal.

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3.2.3.4 Butler check-out

Butler check-out is divided into two cases. The first is **automatic check-out** upon butler expiration, where all SmartLock-related personnel information is automatically cleared to complete the check-out. The second is **manual check-out**, which is performed as follows:

Procedure

Step 1: On the **Personnel Module** screen, locate the information for the housekeeper who needs to check out, then click **Edit**.

Step 2: In the **SmartLock** tab, update the housekeeper information to "-----", uncheck the **Checked-in rooms** checkbox, and click **Save** to complete the manual check-out. Similar to the tenant process.

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3.3 Basic Management

3.3.1 Basic Settings

3.3.1.1 Basic Information

Instructions

- The name of the content apartment in the basic information is required, and the rest of the content is non-required, as shown in Figure 3.1.1-1.
- The **Phone Number** field serves as the default contact number when dialing from the H5 link.
- The **Email Address** can be used to receive lock alarm notifications once it is provided.
- Housekeeping Hours is used for automatic status rollover of dirty room status after a person has checked out. If it is not set, it will never be automatically reversed.
- **Gateway Configuration Time Period** is the default time period during which the Gateway configuration in the device will be automatically turned on and off after the set time. The Gateway configuration will turn on at the beginning of the set time and turn off automatically after the set duration.

Figure 3.3.1.1-1

3.3.1.2 HTML5 Settings

Instructions

- The fields in the HTML5 Settings are all optional, as shown in Figure 3.3.1.2-1.
- You cannot configure ports if domain names are configured.
- IP + Port can be configured (Note: H5 functionality is not supported without external network access).

Figure 3.3.1.2-1

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3.3.1.3 MQTT Settings

Instructions

- The contents of the MQTT settings are all required fields, as shown in Figure 3.3.1.3-1.
- MQTT settings must be the same for all 3 (MQTT, Gateway backend, apartment settings).

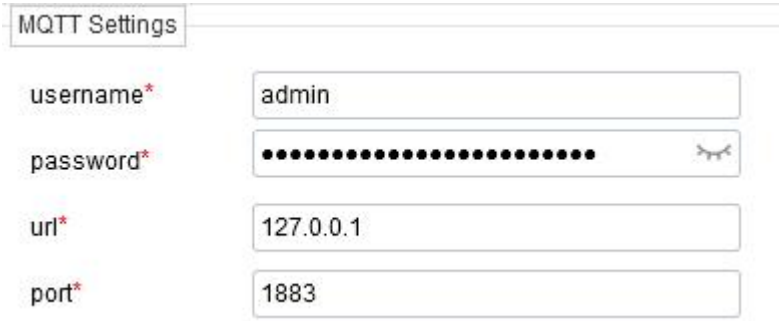

Figure 3.3.1.3-1

3.3.1.4 Administrator Settings

Instructions

- The content password is required, and the card number is not required in the administrator settings, as shown in Figure 3.3.1.4-1.
- The administrator password will be used to verify the lock when it is restored to factory settings.

Figure 3.3.1.4-1

Once the above is set, click ok to **save.**

3.3.2 Room Type

3.3.2.1 Adding Room Types

Instructions

- Add a new room type, fill in the required fields and save, the room type is used to bind the room and provide a different room types.
- Room Type, Customize the room type for subsequent binding and use.
- Room Size (Room Size), customize the room size, the unit according to the hotel settings in the unit display. Convenient for subsequent binding use.

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- Maximum Number of Guests, Customize the maximum number of occupants allowed in the room. This limits the number of occupants at check-in.

- To add a new room type, fill out the required fields and save. Click **Save and New** to continue adding another room type, **OK** to save and close, or **Cancel** to discard changes and close. See Figure 3.3.2.1-1 shows.

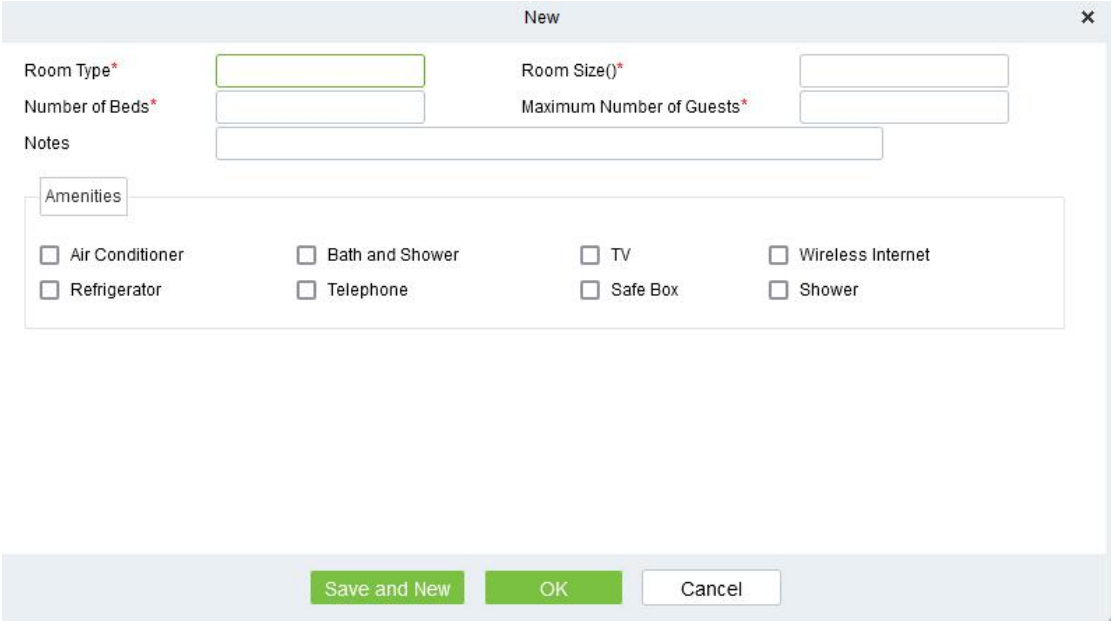

Figure 3.3.2.1-1

3.3.2.2 Editing Room Types

Instructions

- You can access the edit screen by clicking on the room type name or the action column .

- The contents of the edit screen are the contents of the most recently modified page.

- All contents can be edited and modified normally. Refer to Figure 3.3.2.2-1.

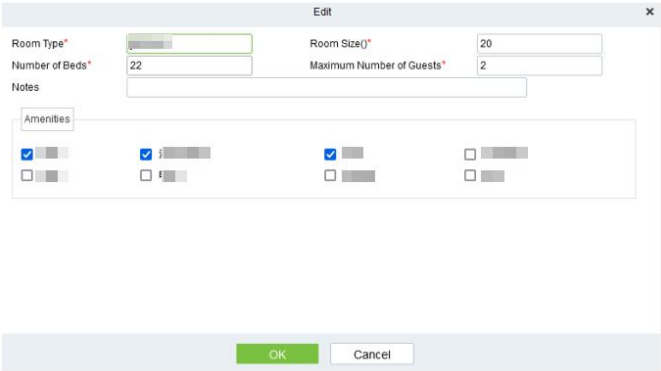

Figure 3.3.2.2-1

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3.3.2.3 Removing Room Type

Clarification

- Check the room type to be deleted and click the action column or the Delete button to delete it.
- If the room type is in use, it cannot be deleted. Clicking **Delete** will display a prompt, as shown in Figure 3.3.2.3-1.

Figure 3.3.2.3-1

3.3.3 Room

3.3.3.1 Adding a Room

Instructions

- Add a room, fill in the required fields and save, then user can create buildings, floors, and rooms.
- Building Name (Building Name) Customize the building name, which will be displayed in the room's real-time monitor after creation. Used for splicing room names.
- Floor Name (Floor Name) Customized floor names, which are created and displayed in the room's real-time monitor, are used to splicing room names.
- Room Type binds the 3.2 room type to the room.
- Room Count The total number of rooms to be created.
- Remarks (Remarks).Information or notes related to the room.
- When a new node is added and a floor is selected, the creation will automatically fill in the building and floor name, as shown in Figure 3.3.3.1-1. Selecting the hotel node is shown as empty by default.

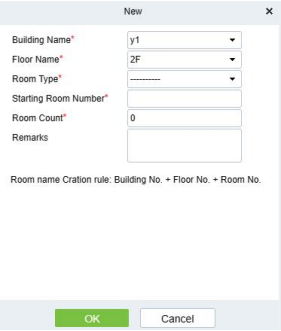

Figure 3.3.3.1-1

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3.3.3.2 Change the Room Name

Instructions

- To modify the building and floor name, you need to select the corresponding node and click the Edit button, as shown in Figure 3.3.2-1.

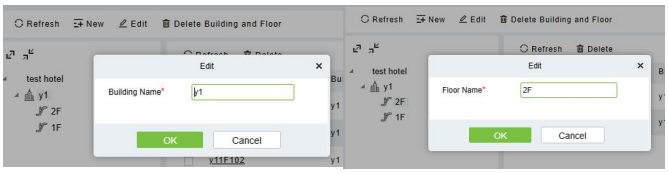

Figure 3.3.3.2-1

- To change the room name, select the corresponding room, click the room name, and the comment in the current field will appear in the comment field of the room's real-time monitoring screen, as shown in Figure 3.3.3.2-2.

  The current field refers to the comment section in the room information displayed on the Real-time Monitoring screen, as shown in Figure 3.3.3.2-2.

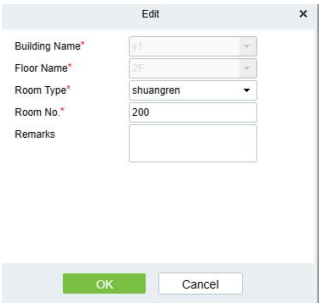

Figure 3.3.3.2-2

- If the room is in use, it cannot be edited, and editing gives a failure indication.

3.3.3.3 Removing the Room

Instructions

- Select the rooms to be deleted and click the Action column or the Delete button to remove them.
- If the room type is in use, it cannot be deleted. Clicking Delete will display a prompt, as shown in Figure 3.3.3-1.

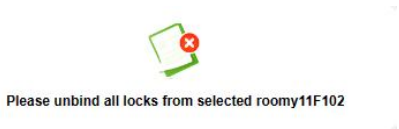

Figure 3.3.3.3-1

- To delete buildings and floors, use the **Delete Building and Floor** button.
- To delete a floor, you must first delete the rooms under that floor; otherwise, the deletion will fail,

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and an error message will be displayed. Similarly, to delete a building, you must delete the floors first, as shown in Figure 3.3.3.3-2.

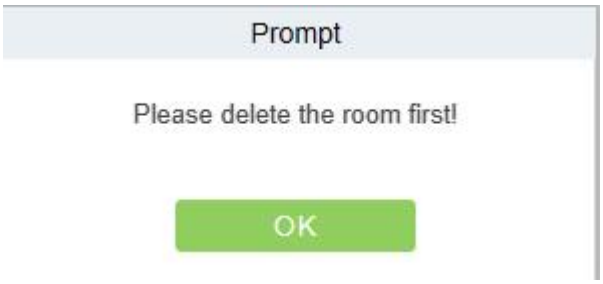

Figure 3.3.3.3-2

3.3.4 Email Template

Email Templates Overview

- Email templates are used for sending notifications, including H5 account login verification codes, door lock alerts, low battery warnings, and initial unlocking password notifications, as shown in Figure 3.3.4-1.

Name	Code	Content	Enable	Operations
	EmailMobileLoginVeri	【##apartmentName##】Dear User, welcome to login app. verifyCode is ##verifyCode##, ple	Yes	
	EmailMultipleVerificati	【##apartmentName##】Dear User, the smart lock of room No.##roomNo## has been failed	Yes	
	EmailAntiPryingWarni	【##apartmentName##】Dear User, the smart lock of room No.##roomNo## is in tamper ala	Yes	
	EmailElectricityWarnir	【##apartmentName##】Dear User, the smart lock of room No.##roomNo## is in low power	Yes	
	EmailSendPwd	【##apartmentName##】Dear User, the initial passcode of your room door is ##pwd##. Plea	Yes	

Figure 3.3.4-1

- Preset templates can only be edited, and deletion is not allowed. Some parts of the templates may have restricted editing permissions.

- Refer to Table 3.3.4-1 for email template key fields.

Typology	Element
H5 account login verification code	Dear User, welcome to the login app. The verify Code is ##verifyCode##. Complete this operation within five minutes.
Door Lock Multiple Verification Failure Alert	[##apartmentName##] Dear User, the SmartLock of room No.##roomNo## has been failed to verify continuously, please confirm the security immediately.
Door lock picking reminder	[##apartmentName##] Dear User, the SmartLock of room No.##roomNo## is in tamper alarm state, please confirm the security immediately.
Door lock low battery alert	[##apartmentName##] Dear User, the SmartLock of room No.##roomNo## is in low power state, please replace the batteries immediately.
Initial unlock code issued	[##apartmentName##] Dear User, the initial

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Typology	Element
	passcode of your room door is ##pwd##. Please click the link ##tenantEditUrl## to modify your passcode

Table 3.3.4-1

3.3.4.1 Send Template Content

Procedure

Step 1: Mail delivery requires you to set up the mailbox server in the system settings now, as shown in Figure 3.3.4.1-1.

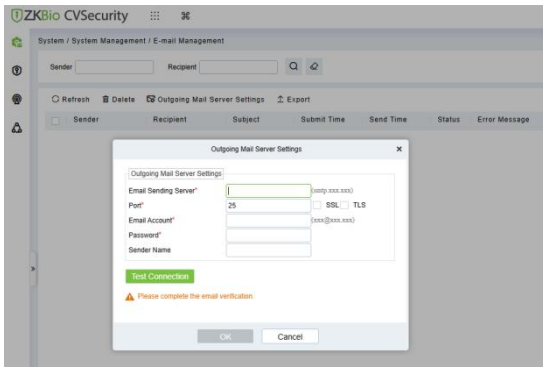

Figure 3.3.4.1-1

Step 2: Enable the template and configure the corresponding fields and text as shown in Figure 3.3.4.1-2.

Figure 3.3.4.1-2

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Step 3: After completing the corresponding operation, you will receive the template email, as shown in Figure 3.4.1-3.

【Apartment】Dear User, welcome to login app. verifyCode is 985319, please complete this operation within five minutes.

Figure 3.3.4.1-3

3.3.5 SMS Template

SMS Template Overview

- **SMS templates** are used for sending SMS, including templates for H5 login CAPTCHA delivery, as shown in Figure 3.3.5-1.

Name	Code	Content	Type	Enable	Operations
[redacted]	SmsMobileLoginVerify		aws,whatsapp	Yes	

Figure 3.3.5-1

- Preset templates can only be edited, and deletion is not allowed. Some parts of the templates may have restricted editing permissions..

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3.4 Report Management

3.4.1 Device Event Reports

Device Event Reports Overview

- The first line is the search bar, you can select the building name, floor name, room name, and time to filter the record data query, as shown in Figure 3.4.1-1.

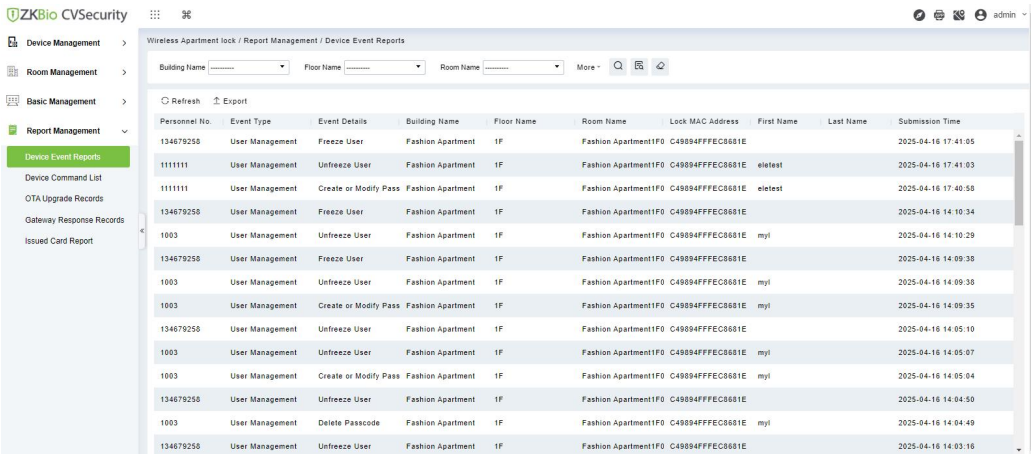

Figure 3.4.1-1

- Reports support exported views.
- All records in the report are reported by the source locking device.

3.4.2 Device Command List

Instructions

- The first line contains the search bar, where you can filter and query recorded data by selecting the device MAC address and time range, as shown in Figure 3.4.2-1.

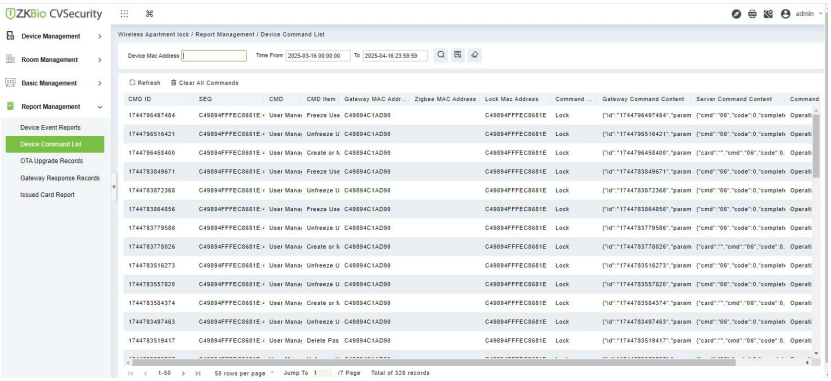

Figure 3.4.2-1

- Reports support the deletion of all data.
- Report data older than 7 days is automatically deleted.

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- All records in the report originate from commands issued by the software.

3.4.3 OTA Upgrade Records

Clarification

- This page records all OTA upgrade records and allows you to view the current upgrade status, as shown in Figure 3.4.3-1.

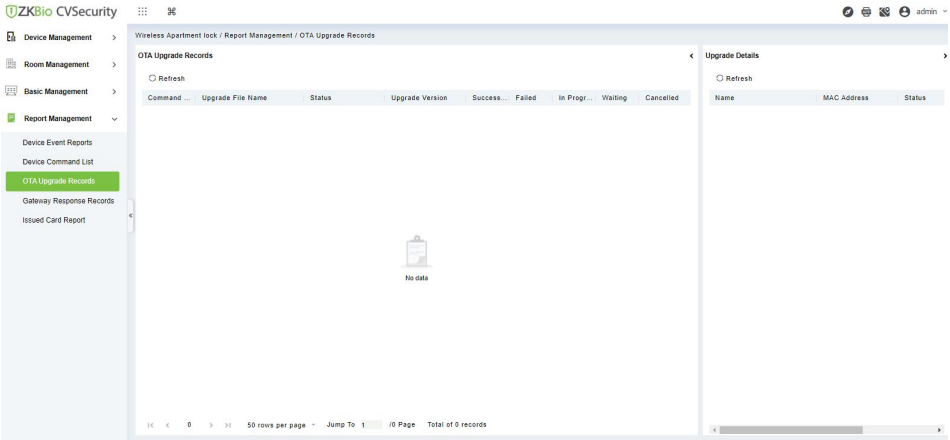

Figure 3.4.3-1

- The report allows you to view all records that have had an upgrade operation.

3.4.4 Gateway Response Records (GRR)

Clarification

- This page records logging information for all Gateway responses, as shown in Figure 3.4.4-1.

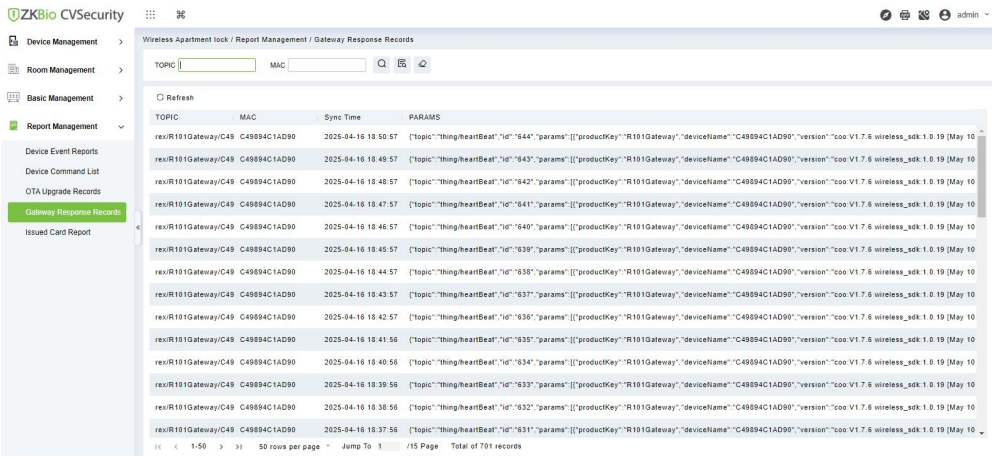

Figure 3.4.4-1

- The report content is derived from the Gateway response content.

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3.4.5 Issued Card Report

Instructions

- This page records all card issuance records, as shown in Figure 3.4.5-1.

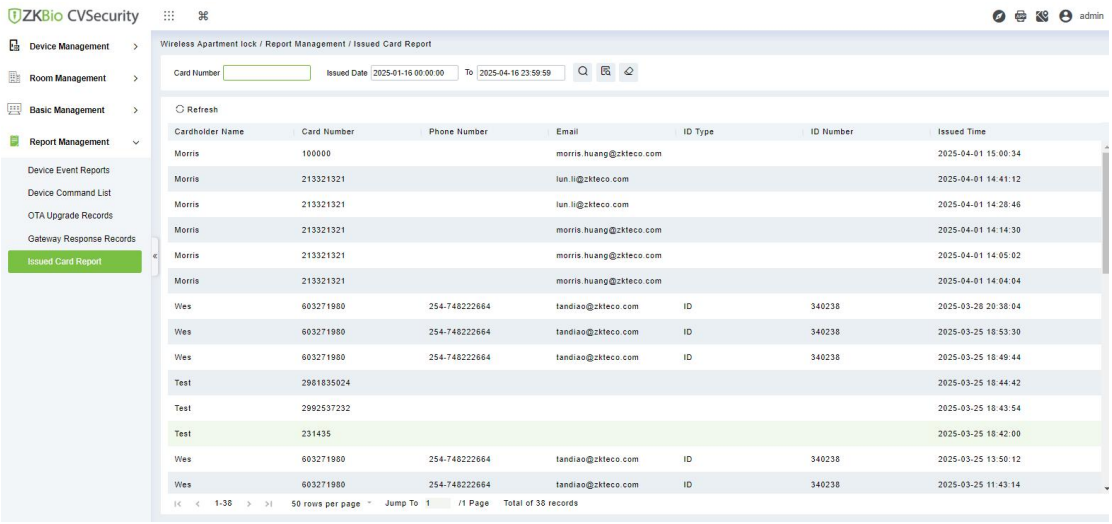

Figure 3.4.5-1

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