

TTHotel User Manual

V1.1

2020.12.31

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1. Introduction

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

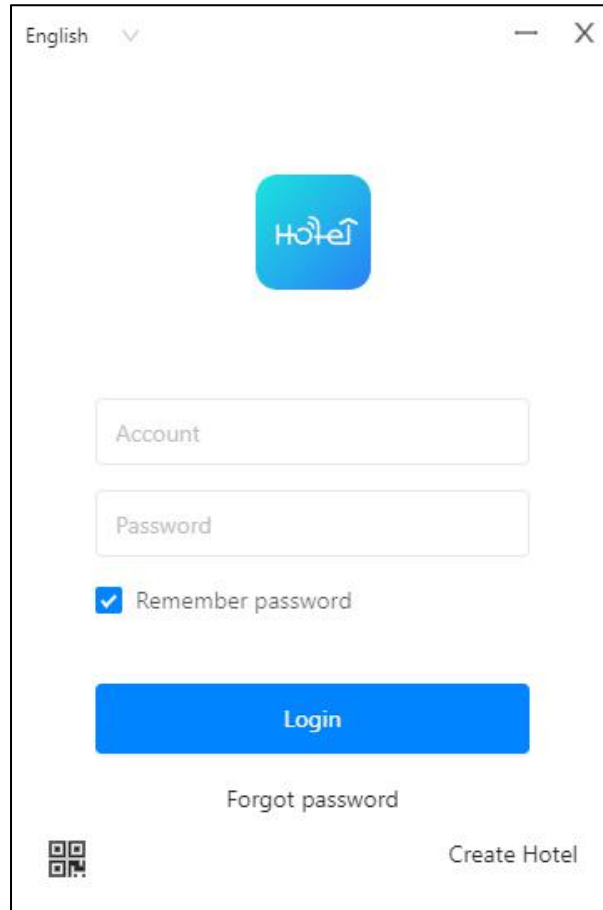
TTHotel manages buildings, floors, rooms, guests and staff.


TTHotel manages various devices, such as smart lock, lift controller, card encode, gateway.

TTHotel system includes a Windows desktop software which is used to issue card, a hotel app which is used to manage devices, a guest app which is used to unlock with phone.

2. Windows Desktop Software

2.1.Login



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

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

2.1.1. Create hotel

Create Hotel ✕

1 Information > **2** Settings

<p>* Hotel Name</p> <input type="text" value="Please enter here"/>	<p>*Account type</p> <p><input checked="" type="radio"/> email <input type="radio"/> Phone number</p>
<p>* Hotel Address</p> <input type="text" value="Please enter here"/>	<p>* Admin Account</p> <input type="text" value="Please enter here"/>
<p>* Lock supplier Code</p> <input type="text" value="ask your supplier for this code"/>	<p>* Verification code</p> <input type="text" value="Please enter here"/> <input type="button" value="Get Code"/>
<p>* Admin Name</p> <input type="text" value="Please enter here"/>	<p>* Password</p> <input type="text" value="Please enter here"/>
	<p>* Confirm Password</p> <input type="text" value="Please enter here"/>

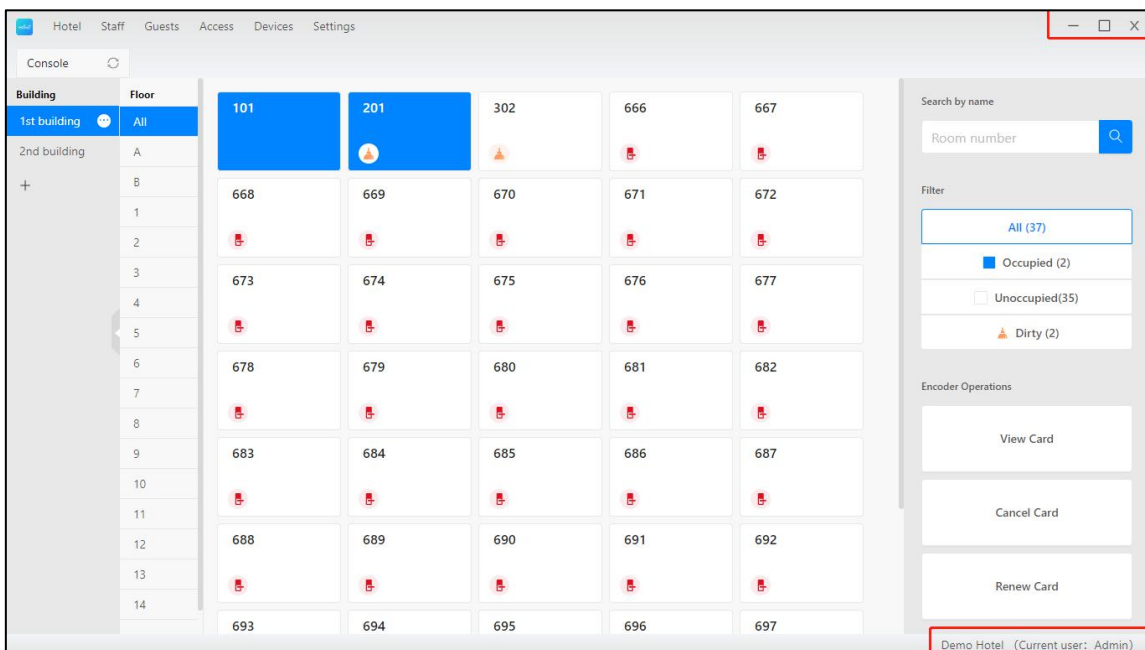
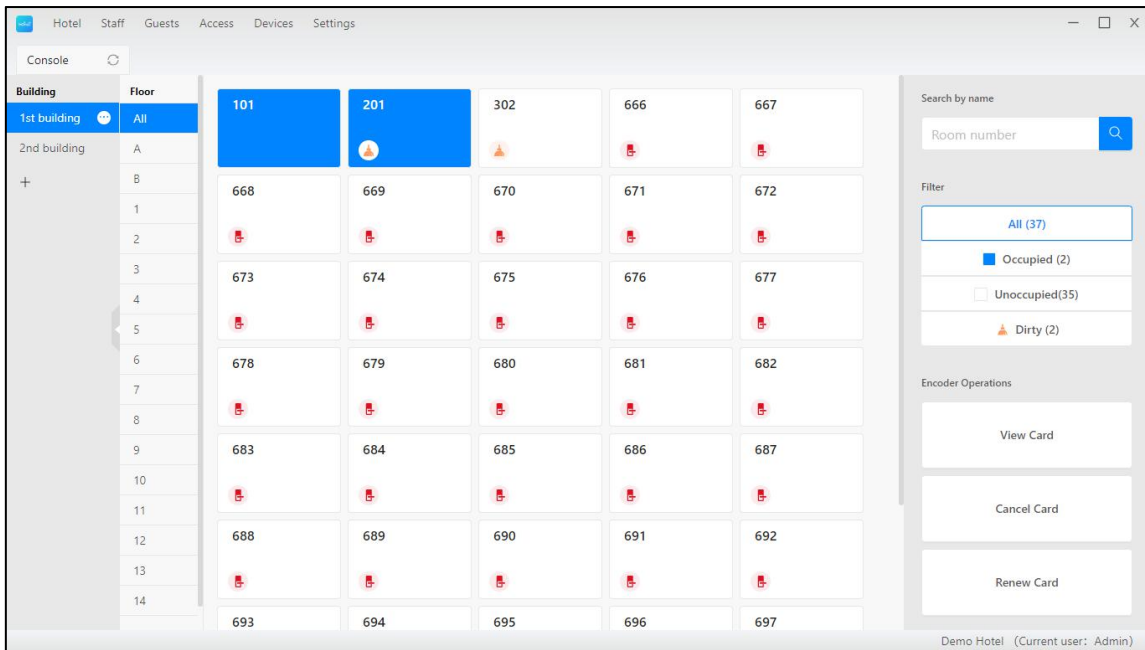
The screenshot shows the 'Create Hotel' application window with the 'Settings' tab selected. The window title is 'Create Hotel' and it has a close button 'X'. The 'Settings' tab is active, showing the following configuration options:

- *Check-out:** 12:00
- *Currency:** United States Dollar USD
- *Unlock methods:** Card, Guest APP, Passcode
- Privacy override:** No
- *Lift Controller Working mode:** All floors
- *Power saver Working mode:** Work with any card

At the bottom right of the window, there are two buttons: 'Previous' and 'Created'.

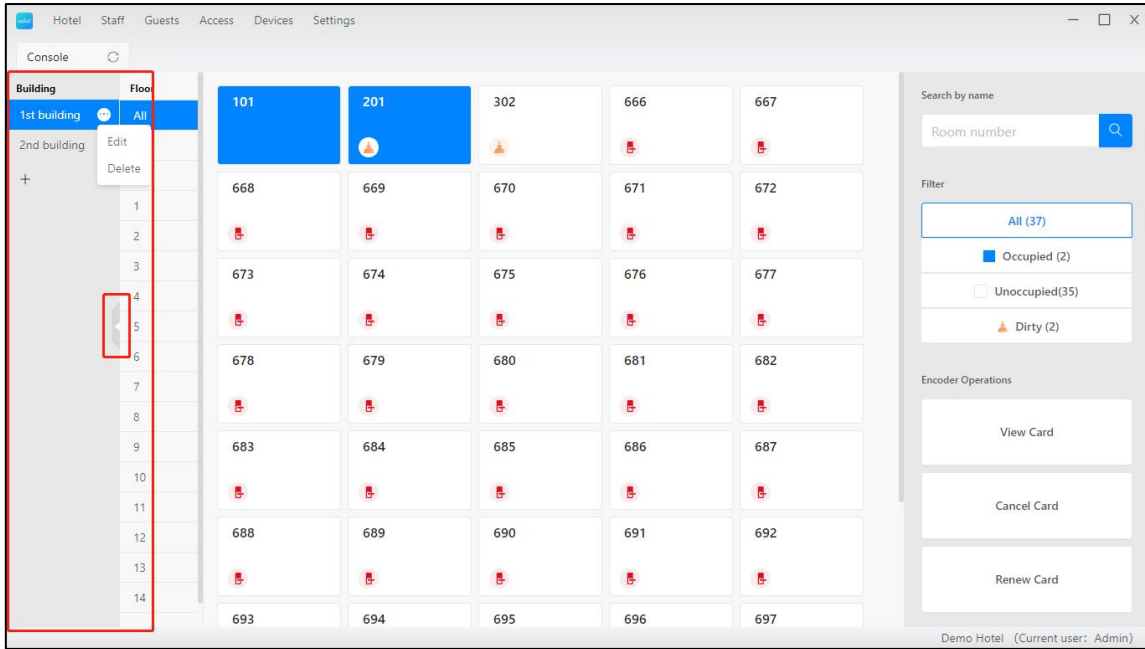
Please ask your lock supplier for the supplier code. Every hotel needs a lock supplier.

2.2. Console



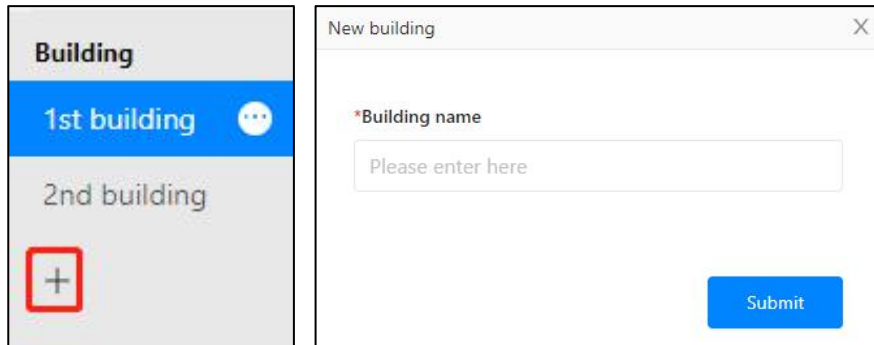
The console includes Menu, Buildings, Floors, Rooms and Operations.

2.2.1. Buildings



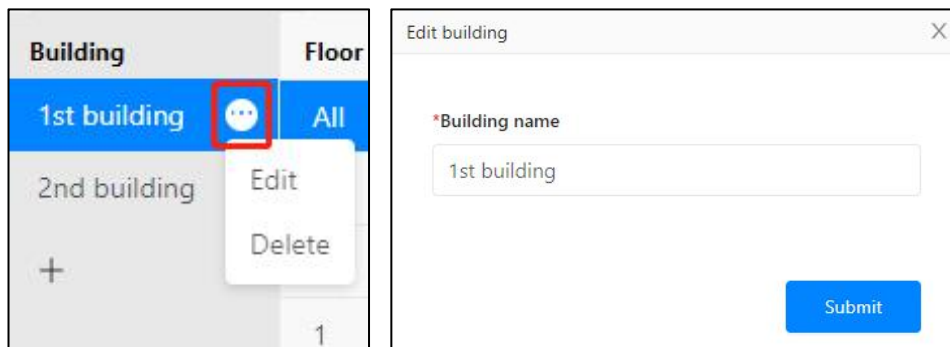
Create, Edit, and Delete buildings here.


2.2.1.1. Create building



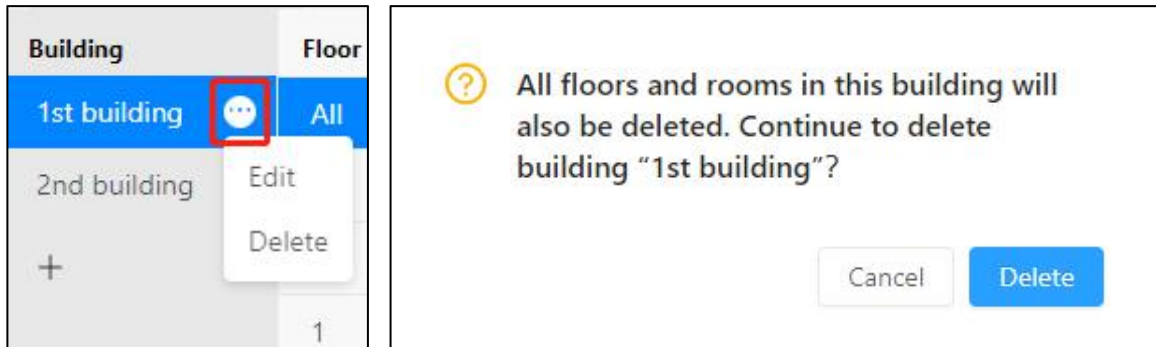
Click  to create a new building. The name should be unique

2.2.1.2. Edit building



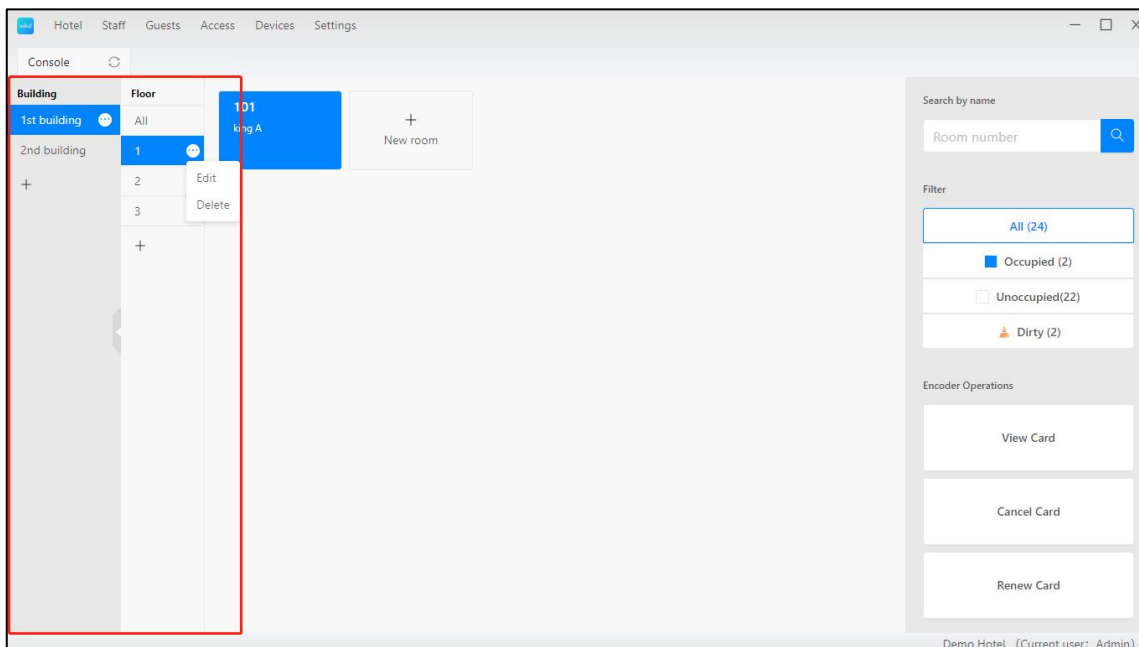
 shows up when put mouse on a building. Click it to edit or delete this building.

2.2.1.3. Delete building



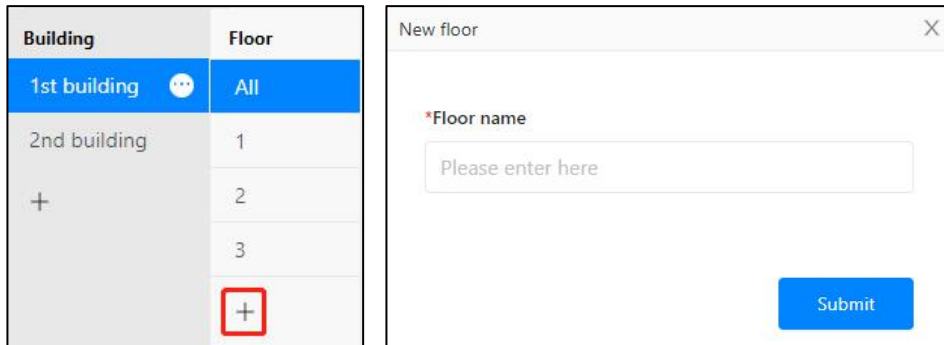
Please delete devices first before deleting buildings. Floors and rooms in this building will also be deleted automatically;


2.2.2. Floors



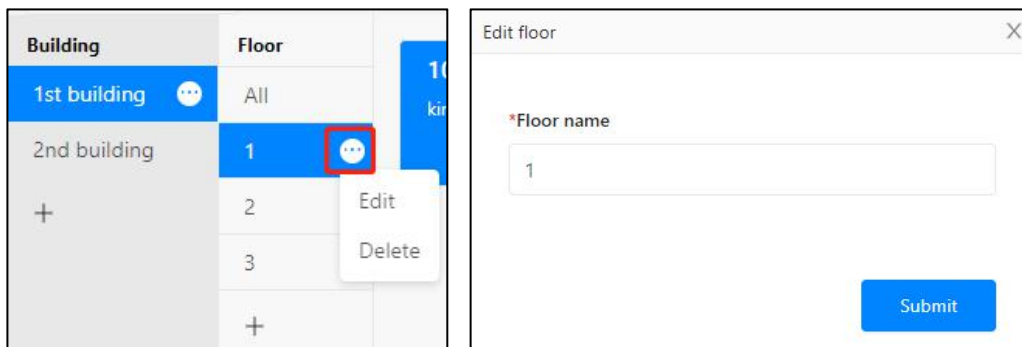
Create, Edit and Delete floors here


2.2.2.1. Create floor



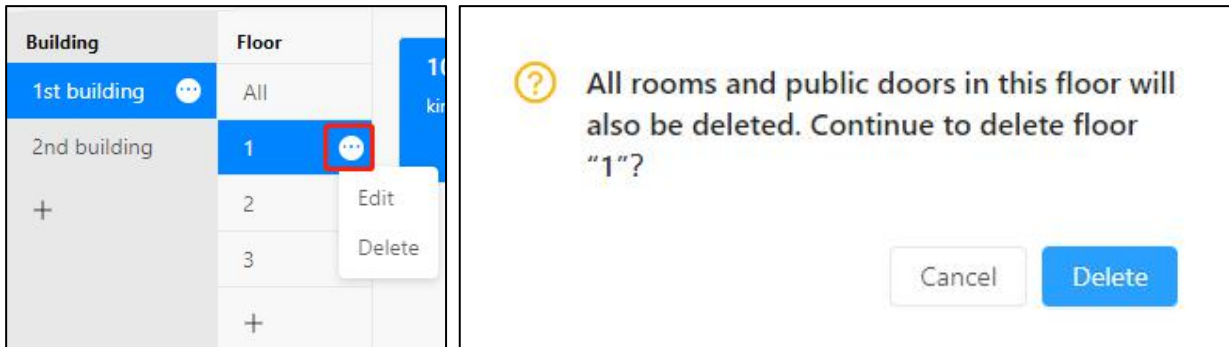
Click  to create a new floor. The name should be unique.

2.2.2.2. Edit floor



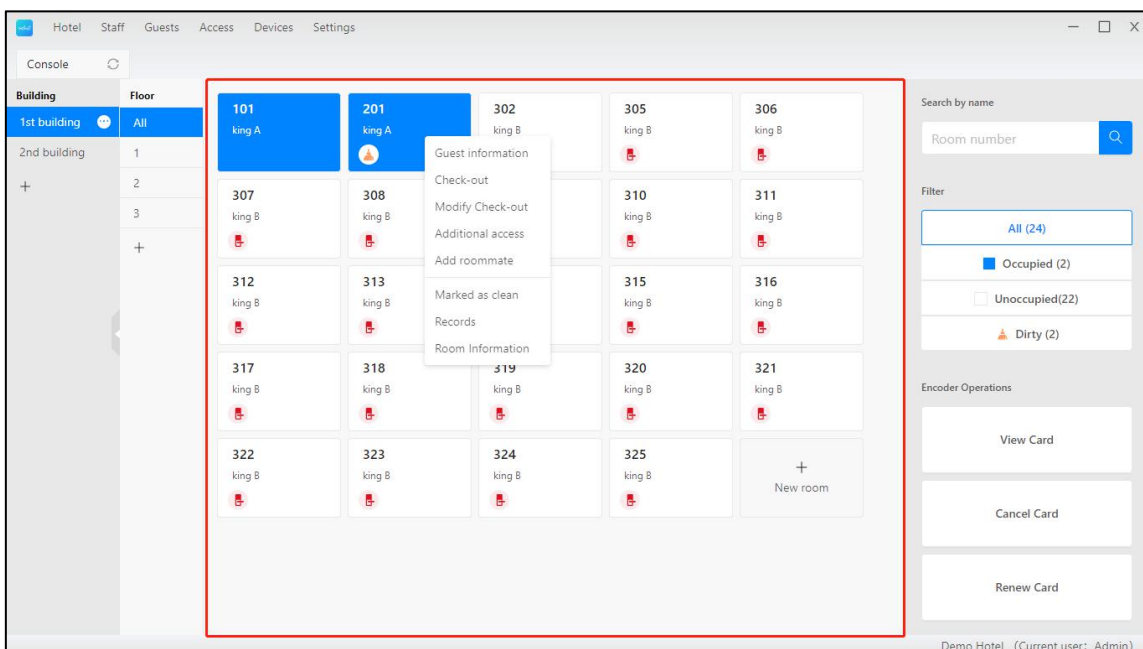
 shows up when put mouse on a floor. Click it to edit or delete this floor.

2.2.2.3. Delete floor





Please delete devices first before deleting floors. Rooms in this floor will also be deleted automatically;

2.2.3. Console (Guest room)



There are all buildings, floors and guest rooms in console.

【  】 This icon means there is no lock in this room.

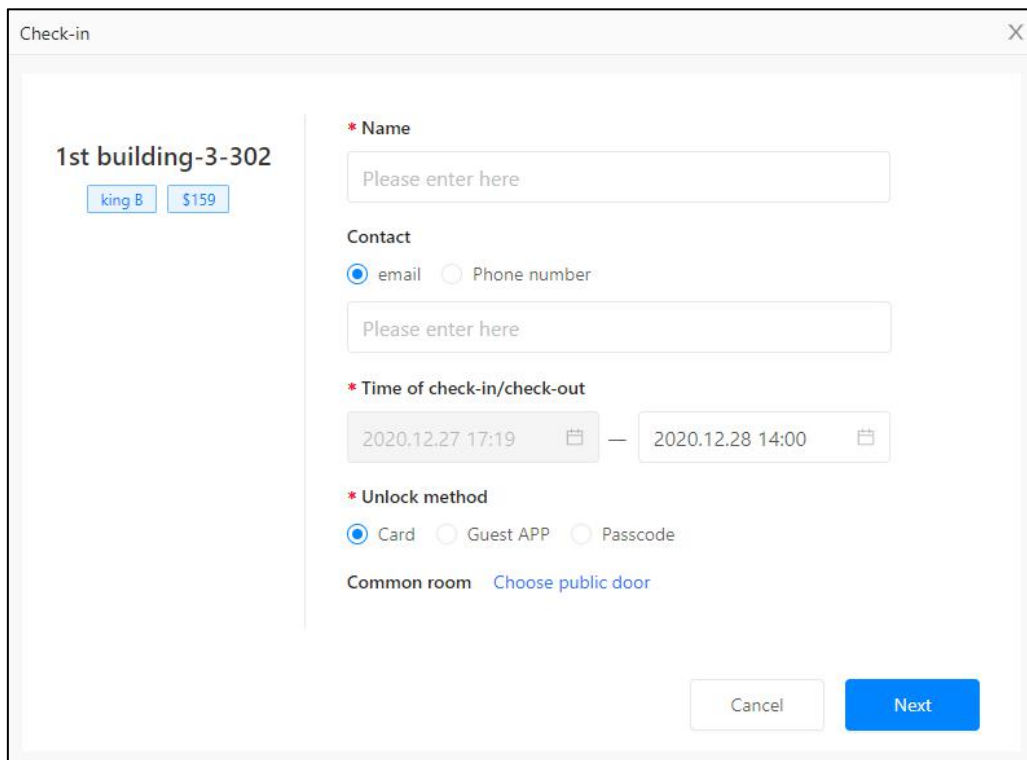
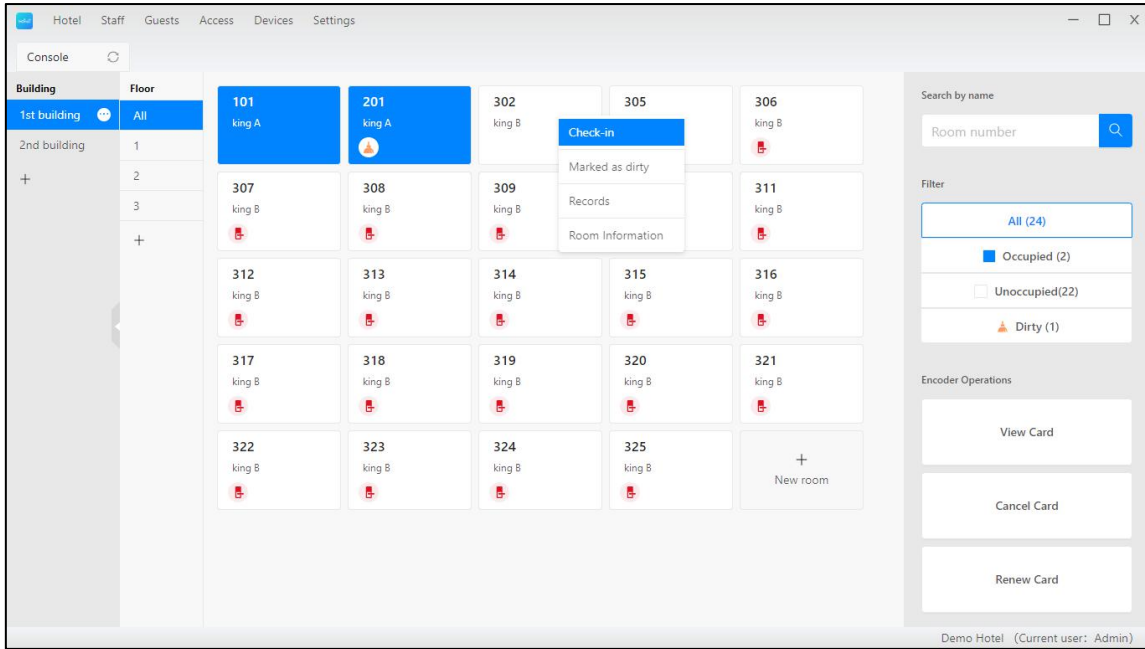
【  】 This icon mean it is a dirty room.

Public doors are not shown in console. You can select public doors for a guest room at check-in. And it will be remembered. You don't need to select public doors every time.


2.2.3.1. Create guest room

You can create guest rooms in single or batch. The name should be unique.

2.2.4. Check-in



Click on an unoccupied room to do check-in.

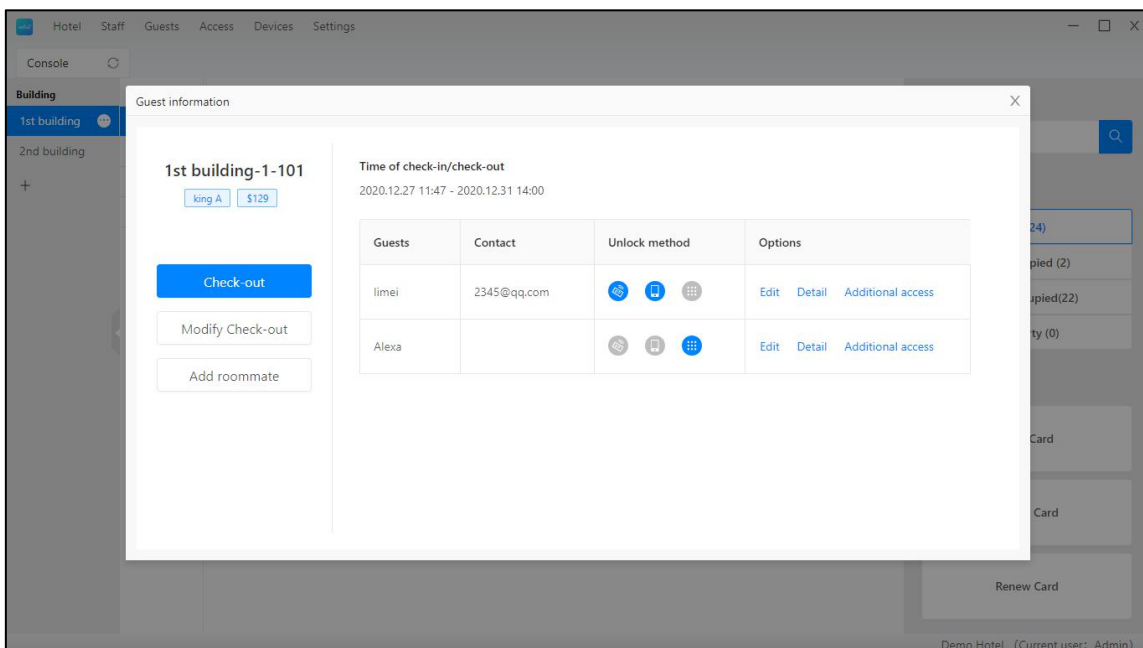
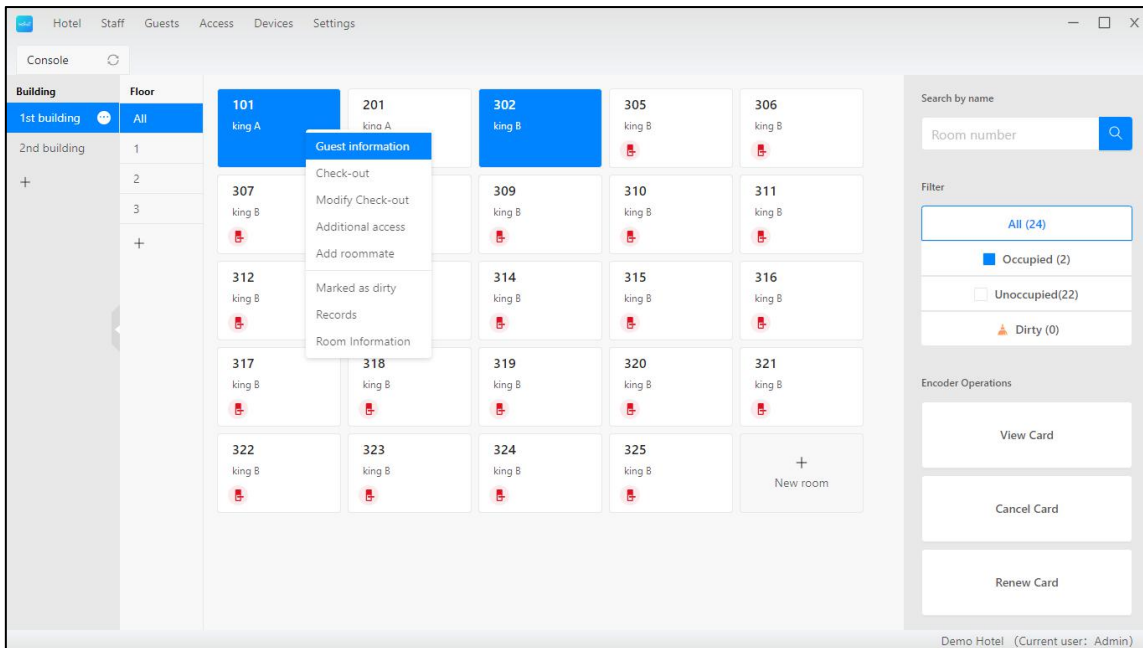
You can only do check-in for rooms which have smart locks. There will be a  on the room if there is no smart lock.

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

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

Mifare card with 13.56MHz is allowed in TTHotel system. Sectors from 1 to 10 will be used for unlocking

2.2.5. Guest Information



You can check guest's information in the room. You can also edit the information, grant new access, add roommate, renew and check-out.

2.2.5.1. Edit guest information

The screenshot shows a window titled "Edit" with a close button (X) in the top right corner. On the left side, the text "1st building-1-101" is displayed above two buttons: "king A" and "\$129". On the right side, there is a form with the following fields:

- A label "* Name" followed by a text input field containing the text "Alexa".
- A label "Contact" followed by two radio buttons: "email" (which is selected) and "Phone number".
- A text input field below the radio buttons with the placeholder text "Please enter here".

At the bottom right of the dialog, there are two buttons: "Cancel" and "OK".

You can change the name and contact information. The guest should login with new contact if he/she has an ekey.

2.2.5.2. Guest Detail

The screenshot shows a 'Detail' window with the following content:

- limei 2345@qq.com
- Common room: 1st building-1-Gym, 2nd building-B-Restrant
- Card (2)

Card ID	Valid period	Options ?
723802505	2020.12.27 11:47 - 2020.12.28 14:00	Mark as loss Report loss
2738967689	2020.12.27 11:47 - 2020.12.28 14:00	Mark as loss Report loss
- Guest APP (5)

Account	Valid period
2345@qq.com	2020.12.27 11:47 - 2020.12.31 14:00

You can look up all guest information here. If the guest lost his card, you can mark it as loss or report loss.

Mark as loss: The card will be marked as a lost card in system. When issue a new card, the new card will invalidate the lost card when put it on the lock.

Report loss: Create a new card and put it to the lock to invalidate the lost card. The invalidated card will never be available again, please pay attention.

2.2.5.3. Grant new access

Additional access

1st building-1-101

king A \$129

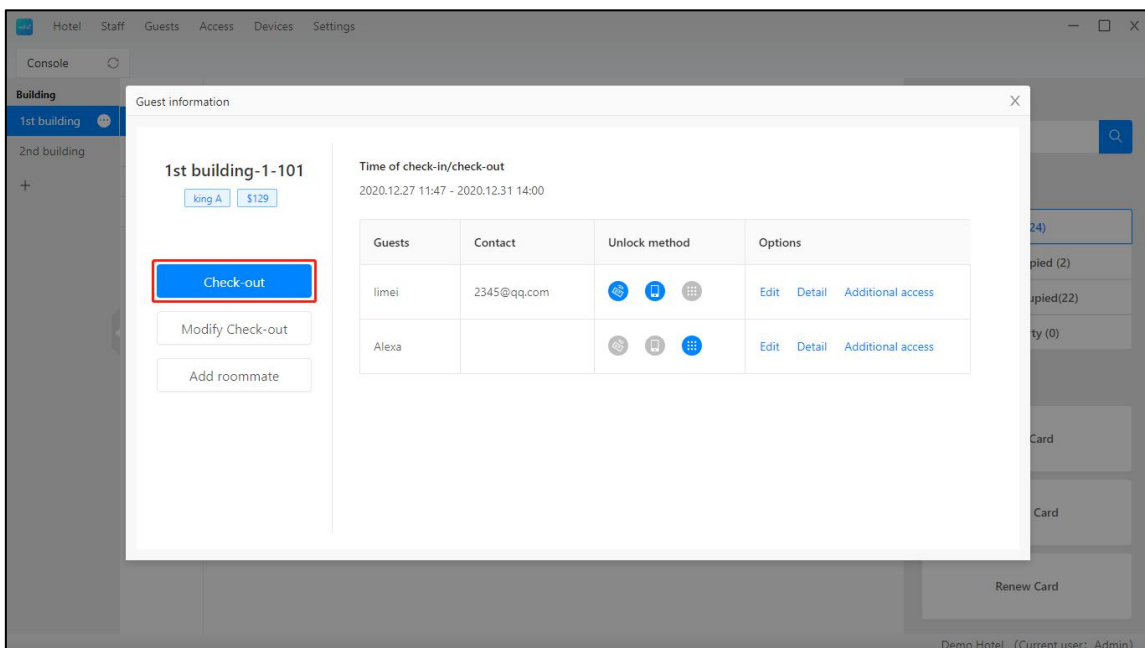
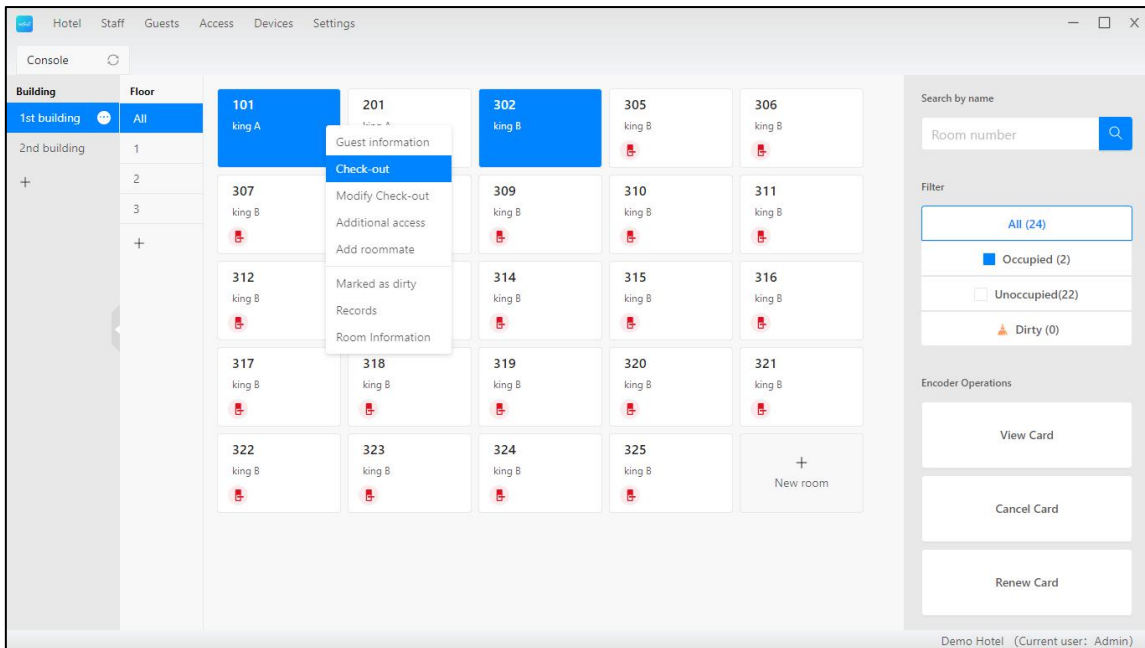
* Name
limei

* Unlock method
 Card
 Guest APP
 Passcode

Cancel OK

You can grant new access to current guests. One guest can have multiple access.

2.2.6. Check-out



Click on an occupied room to do check-out.

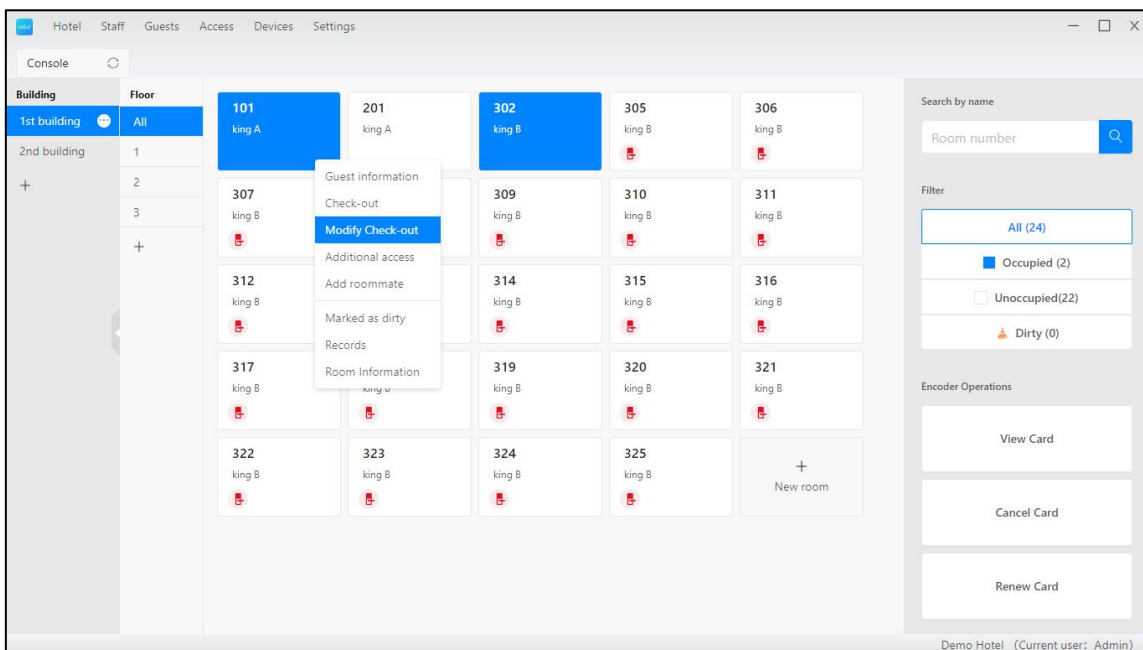
If the access is a card, you will be asked to cancel card when doing check-out. This can be skipped if the card is not available at this moment.

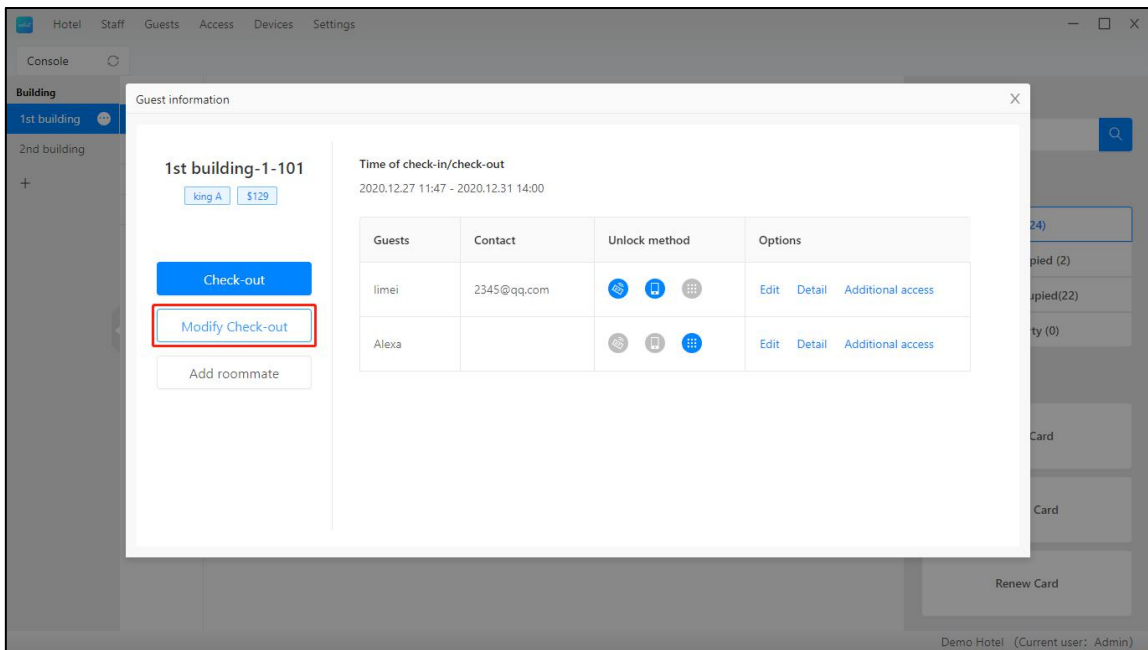
If the access is an ekey, it will be deleted automatically.

If the access is a passcode, it will not be deleted except there is a gateway.

The room status will be dirty after check-out.

2.2.7. Modify check-out





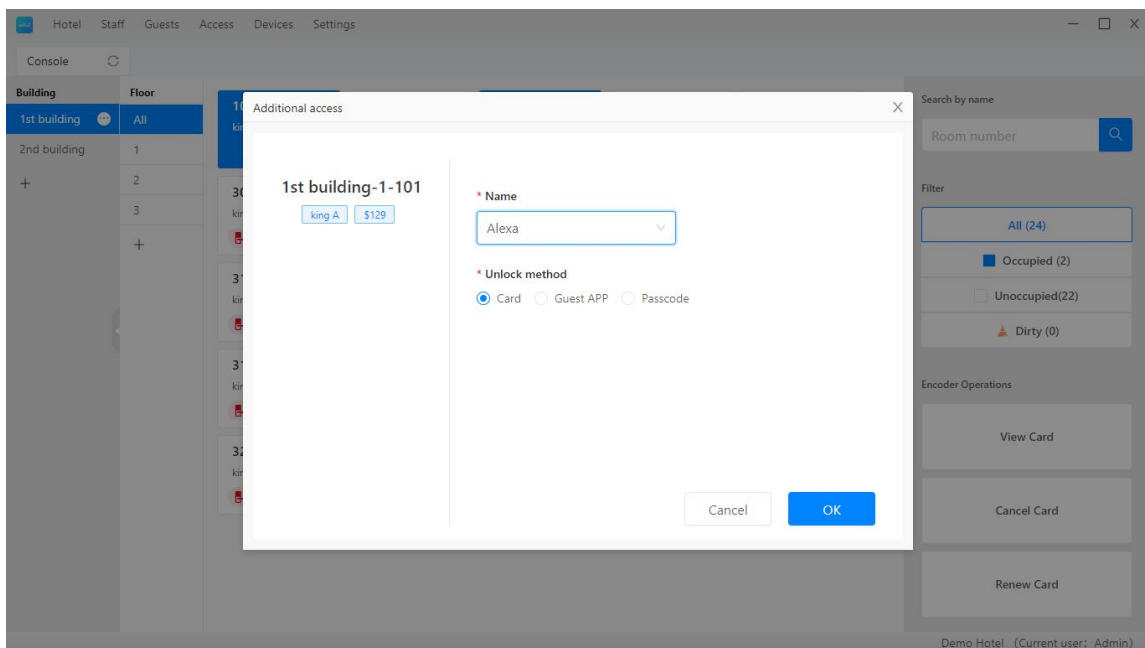
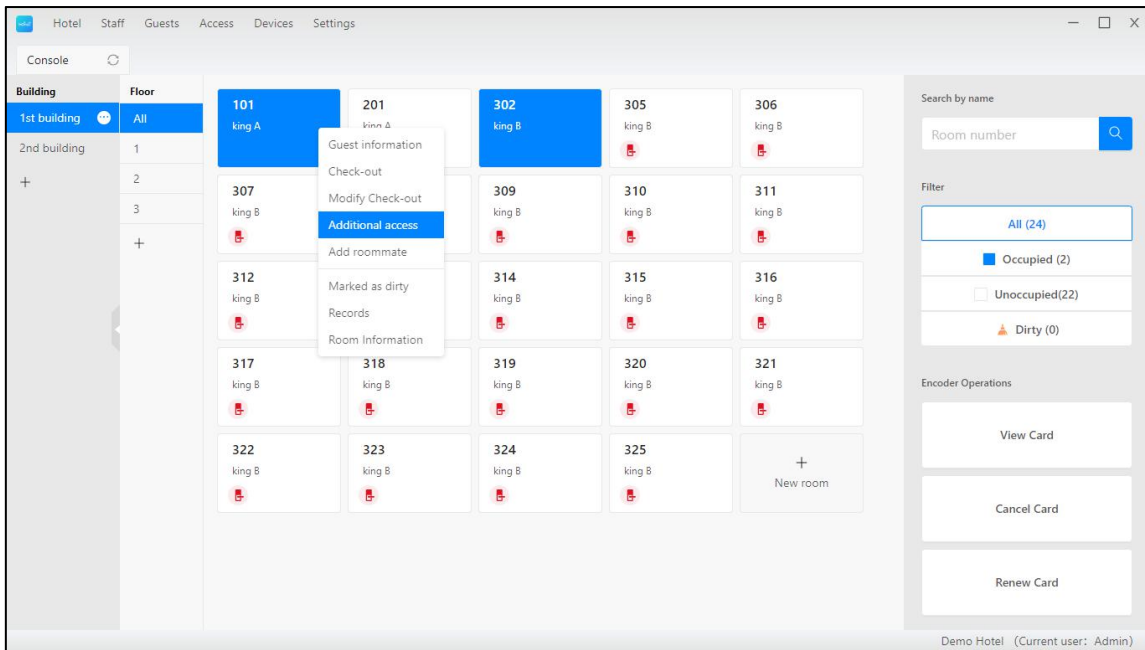
You can do this on an occupied room.

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

If the access is an ekey, it will be renewed automatically.

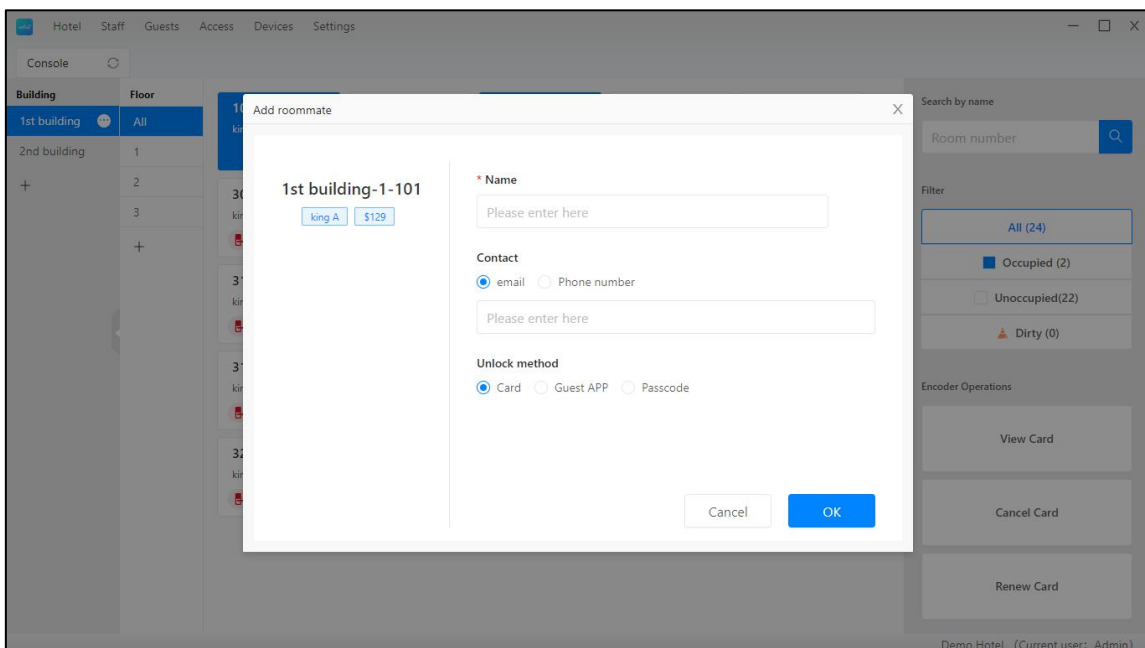
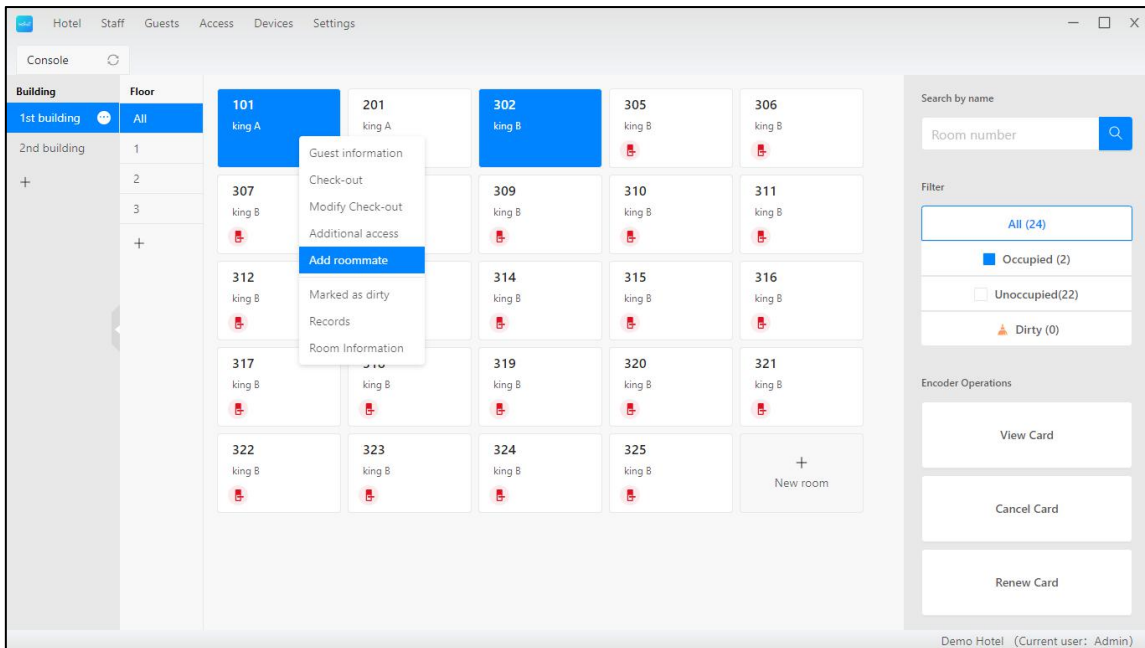
If the access is a passcode, it will not be renewed except there is a gateway.

2.2.8. Additional access



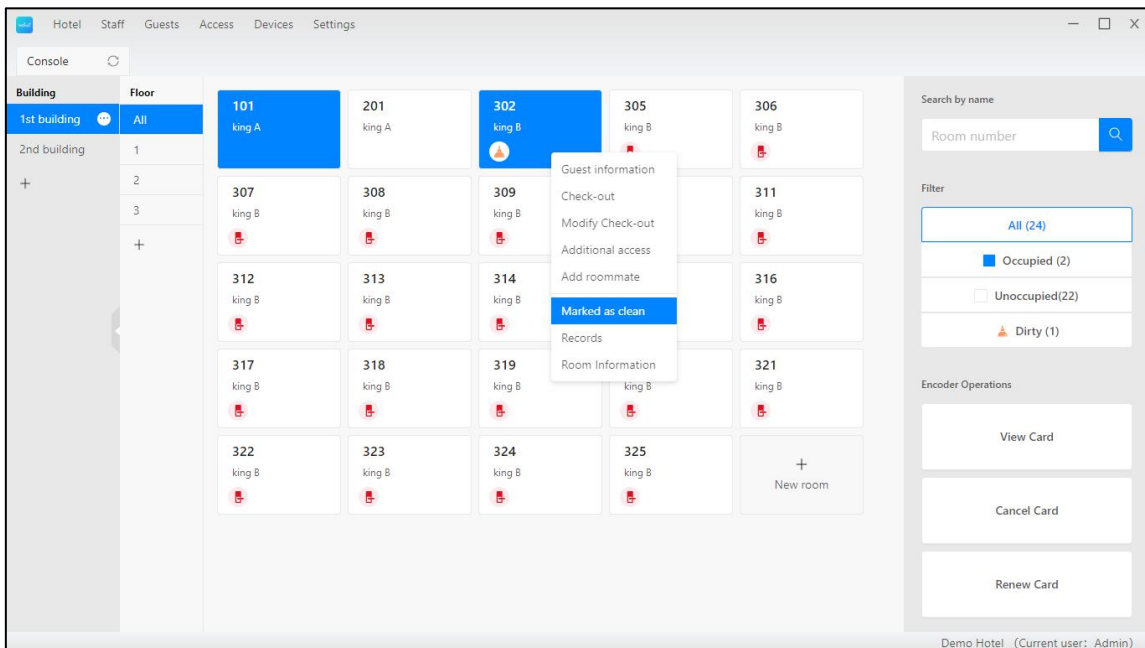
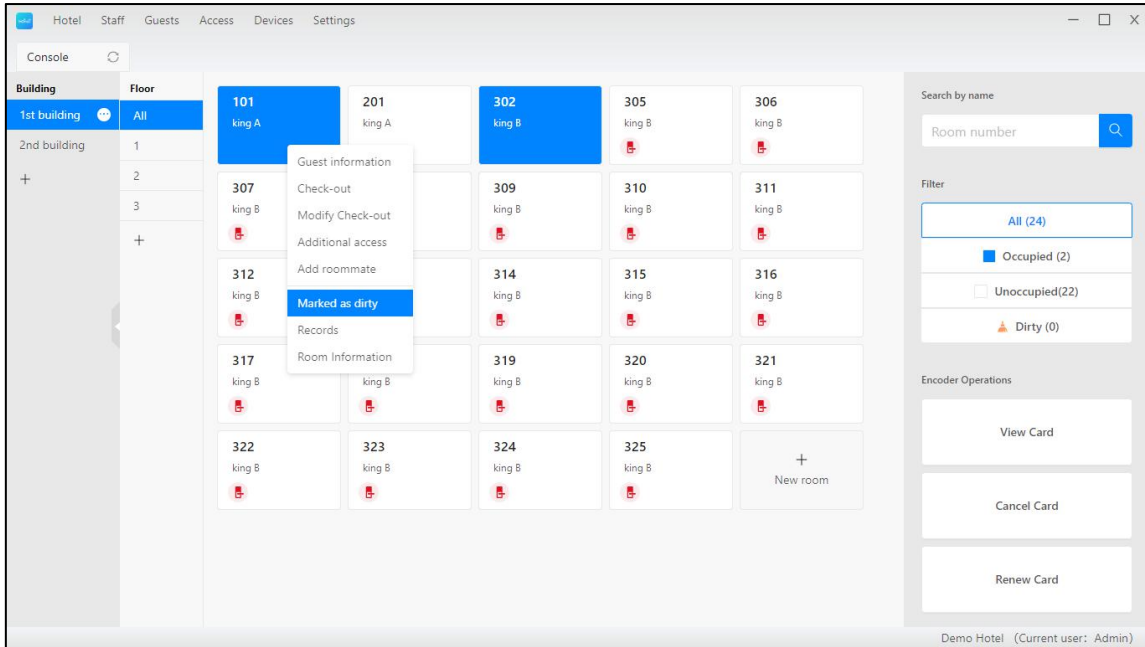
You can grant a new access to current guest. It can be card, APP or passcode.

2.2.9. Add roommate



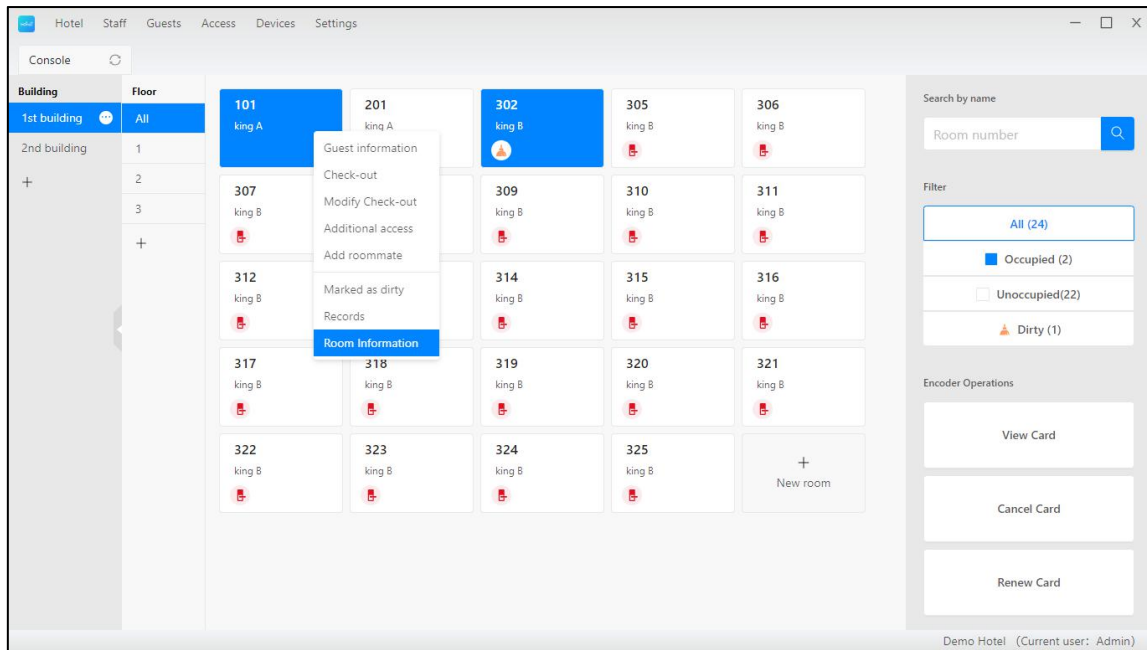
Roommates share the same time period

2.2.10. Clean/Dirty room



You can set the room status from the menu

2.2.11. Room information



Rooms	Building	Floor	Room type	Price
101	1st building	1	king A	\$ 129

The information includes building, floor, type and price

2.2.12. Records

The screenshot shows a web application window titled "Records". At the top, there are navigation tabs: "Hotel", "Staff", "Guests", "Access", "Devices", and "Settings". Below the tabs is a "Console" area with a "Records" tab selected. The main content area features a "Date/Time:" filter with "Start date" and "End date" input fields, a blue "Search" button, and a "Refresh" button. Below the filter is a table with the following data:

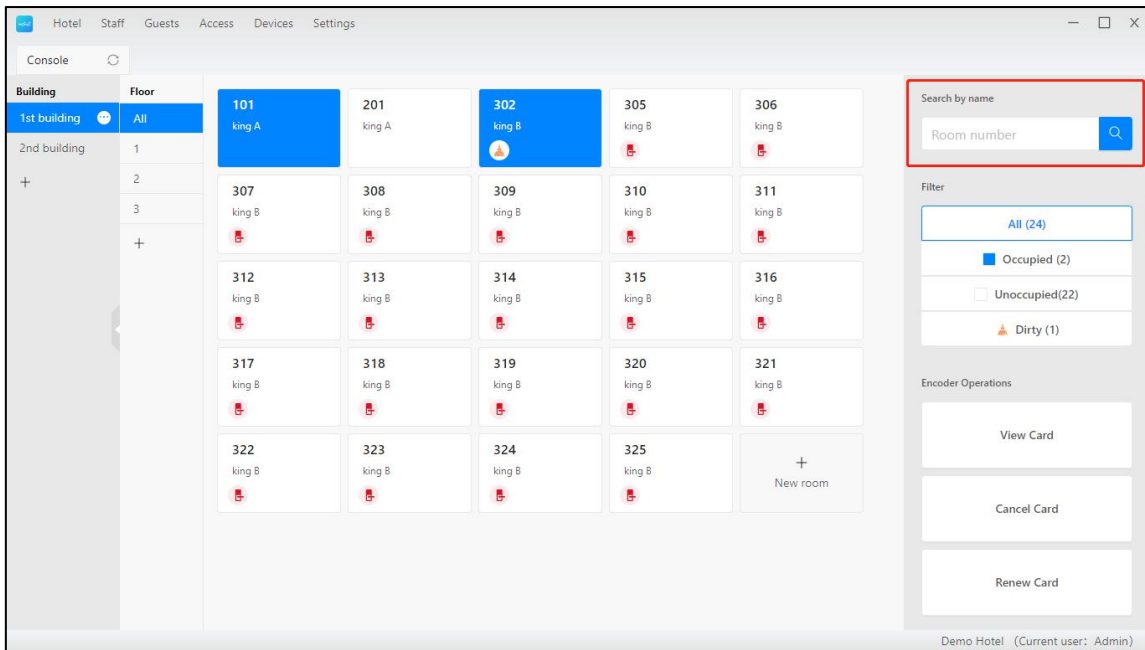
Created by	Unlock method	Date/Time	Status
5672***	Passcode	2020.12.27 11:17	Success
joy	Guest APP	2020.12.27 11:03	Success
joy	Guest APP	2020.12.27 11:03	Success
joy	Guest APP	2020.12.27 11:03	Success
992700413	Card	2020.12.25 19:35	Success
992700413	Card	2020.12.25 17:47	Success
Admin	Guest APP	2020.12.25 17:08	Success

At the bottom right of the table area, there is a pagination control showing "20 / page, 7 total" and a page number "1" in a box. The footer of the application window reads "Demo Hotel (Current user: Admin)".

Look up all unlock records here.

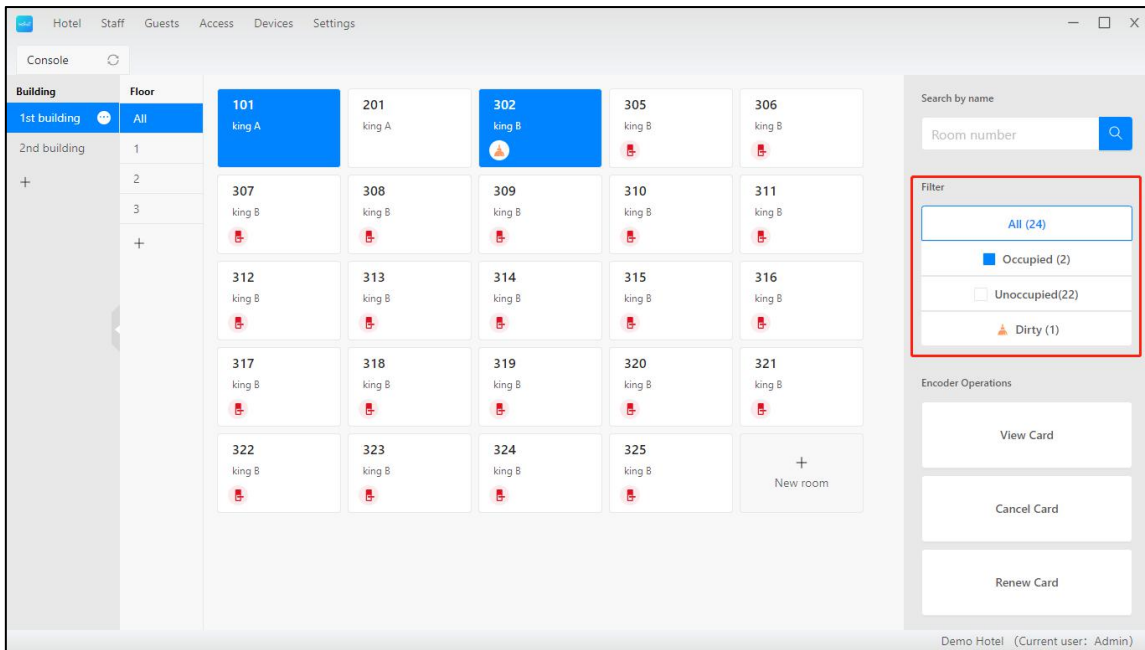
If the lock is connected to a gateway, records will be shown in this list automatically. If there is no gateway, you need to collect records with hotel app near the lock.

2.2.13. Search for a room



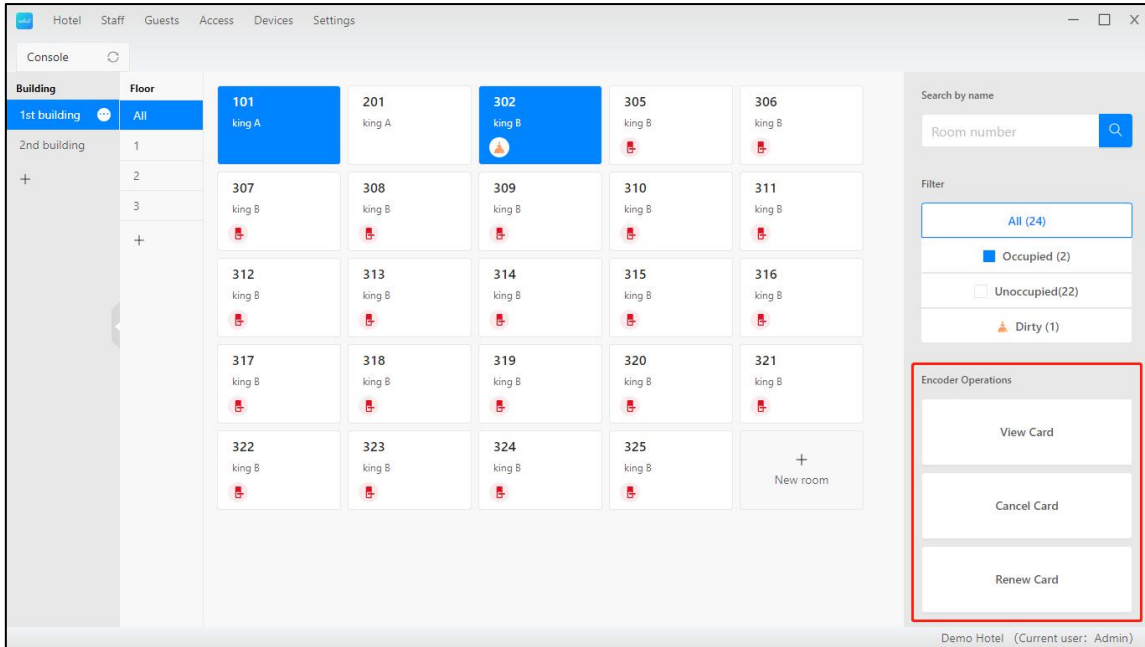
Search with room number

2.2.14. Filter with status



Filter rooms with status occupied, unoccupied, dirty

2.2.15. View/Cancel/Renew card

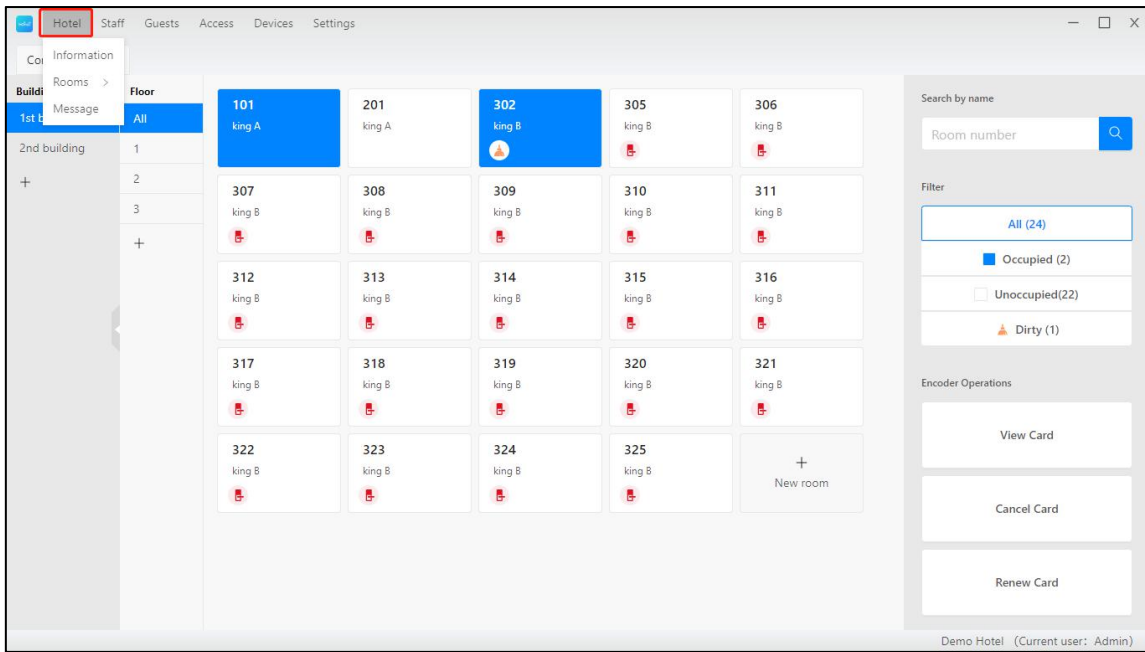


View card: look up permission in the card

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

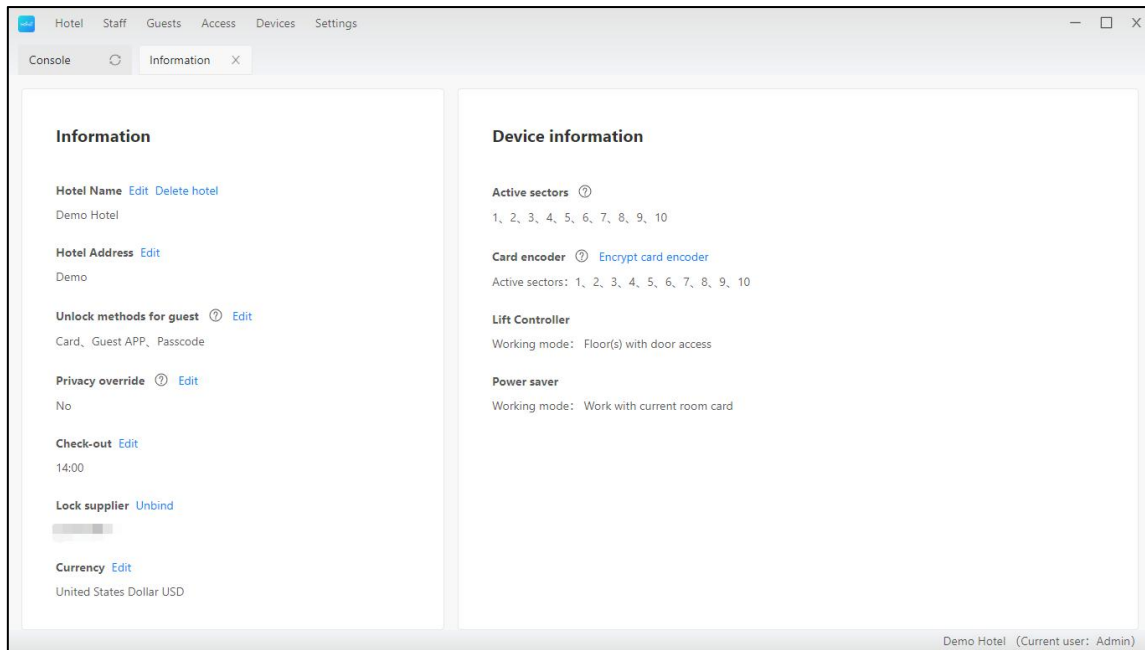
Renew card: Renew the valid period, also modify the check-out

2.3. Hotel



It includes Information, Rooms, and Message

2.3.1. Hotel information



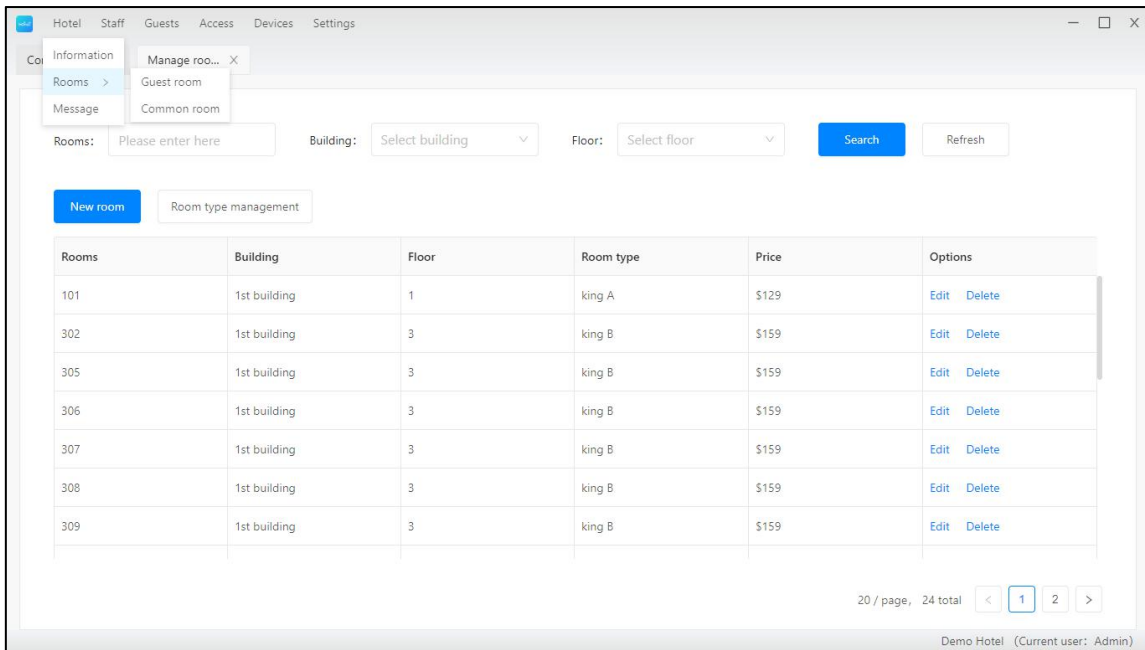
You can edit hotel name or delete a hotel here.

You can select which kinds of access are allowed in your hotel: card, app, passcode

You decide if the guest card override privacy mode. It is OFF by default.

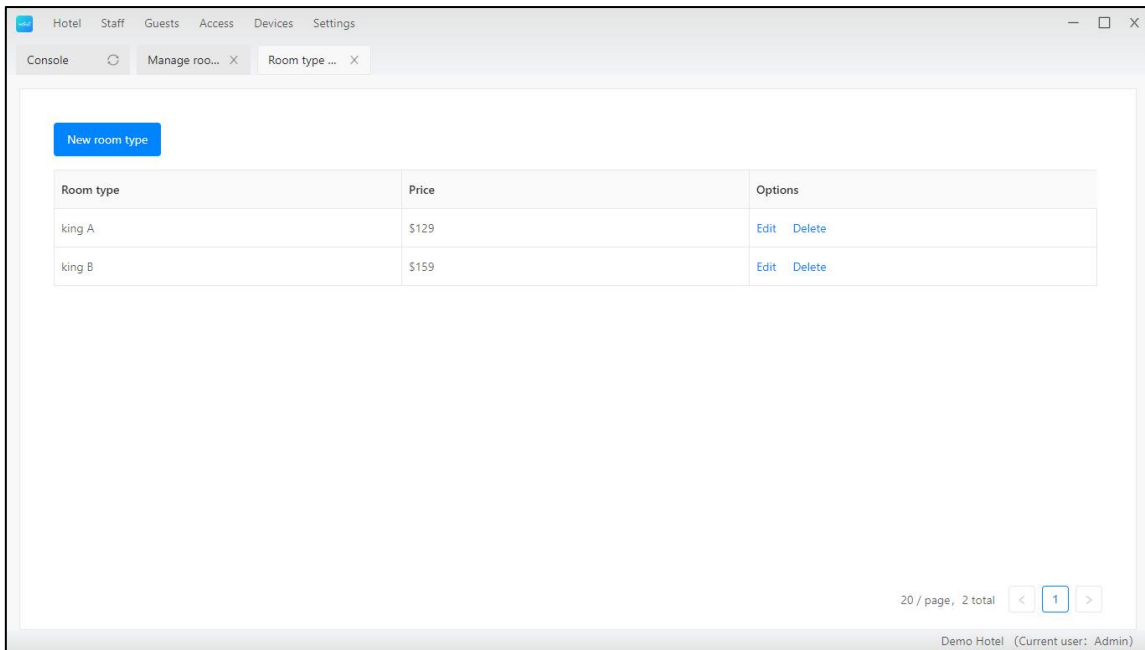
You can see which sectors of card are used. The rest sectors can be used for other purposes.

2.3.2. Rooms



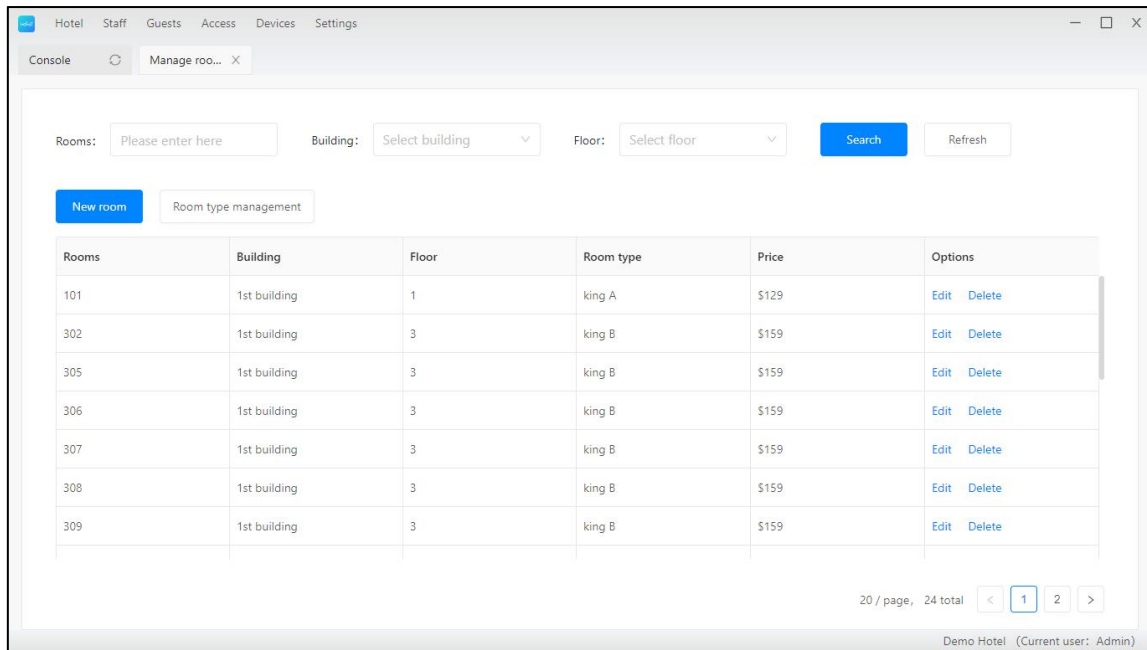
There are two types of rooms: Guest room and common room. When issue card for guest room, you can select additional common rooms.

2.3.2.1. Create/Edit/Delete room type



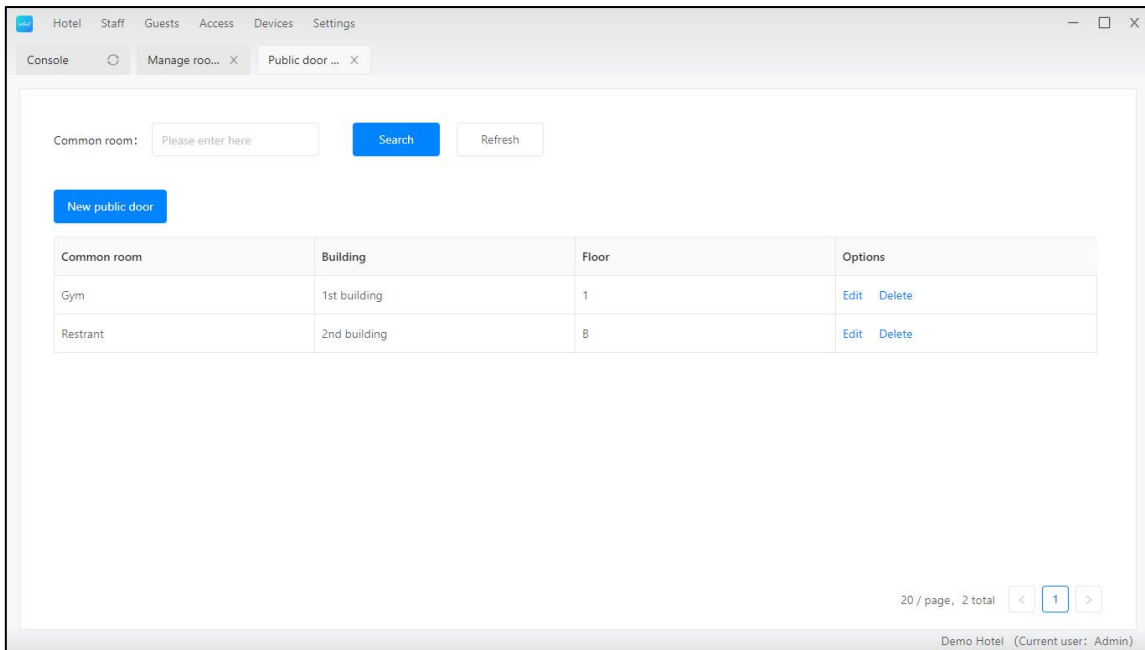
Create, Edit or Delete room type in this page: Room -> room type management

2.3.2.2. Create/Edit/Delete guest room



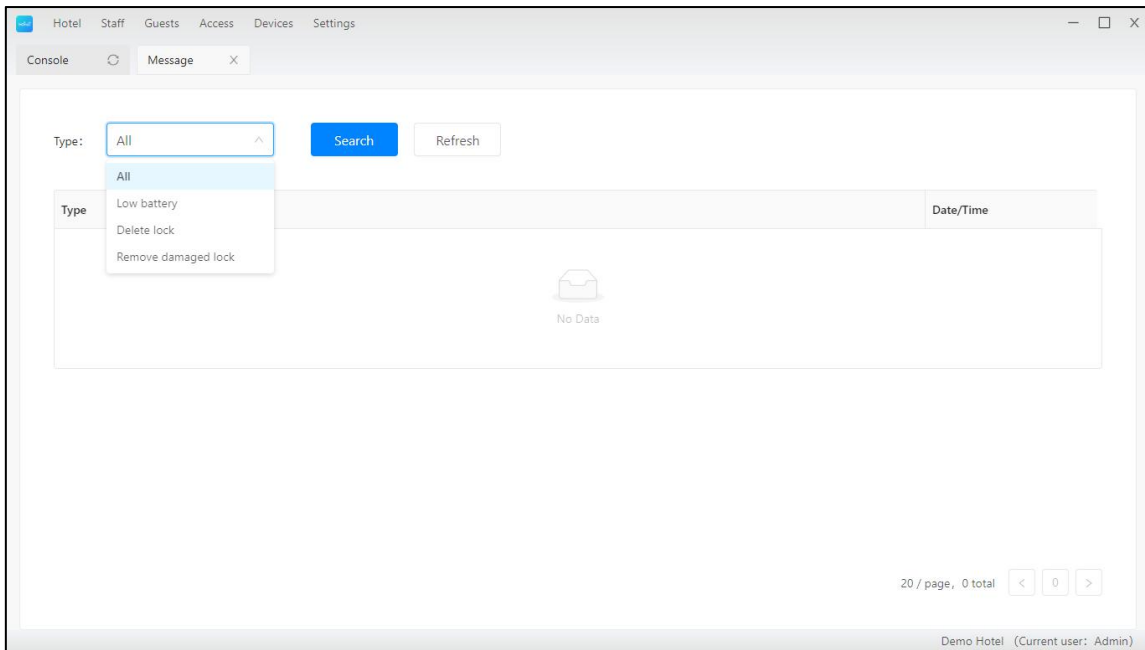
You should delete devices first before deleting rooms.

2.3.2.3. Create/Edit/Delete common room



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

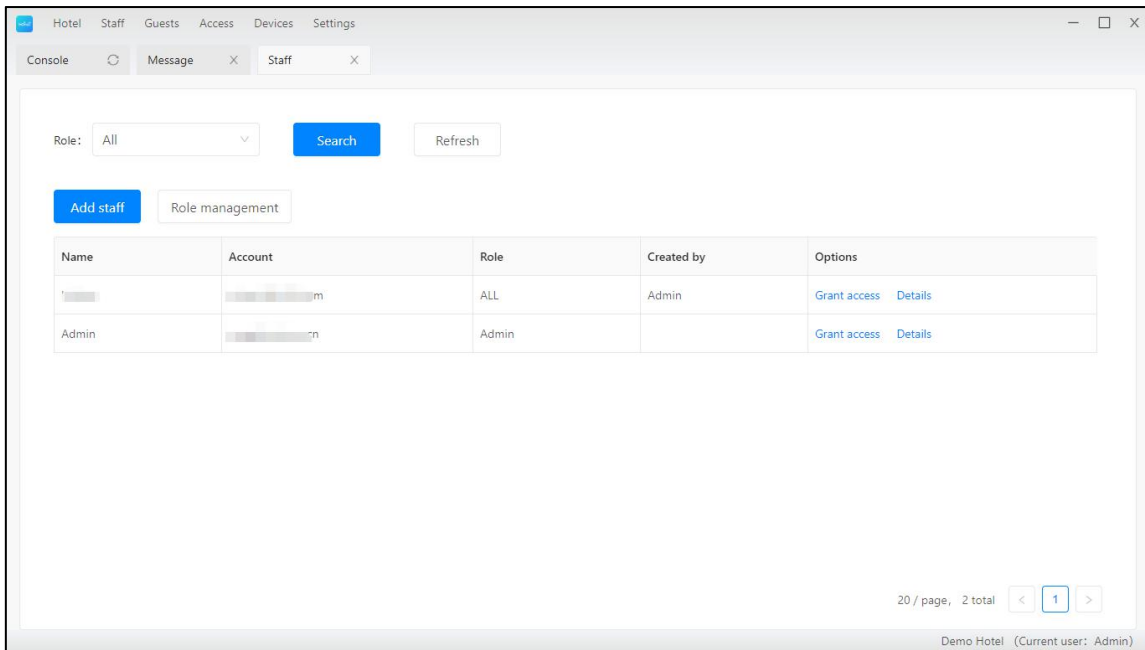
2.3.3. Message



Look up all types of messages here.

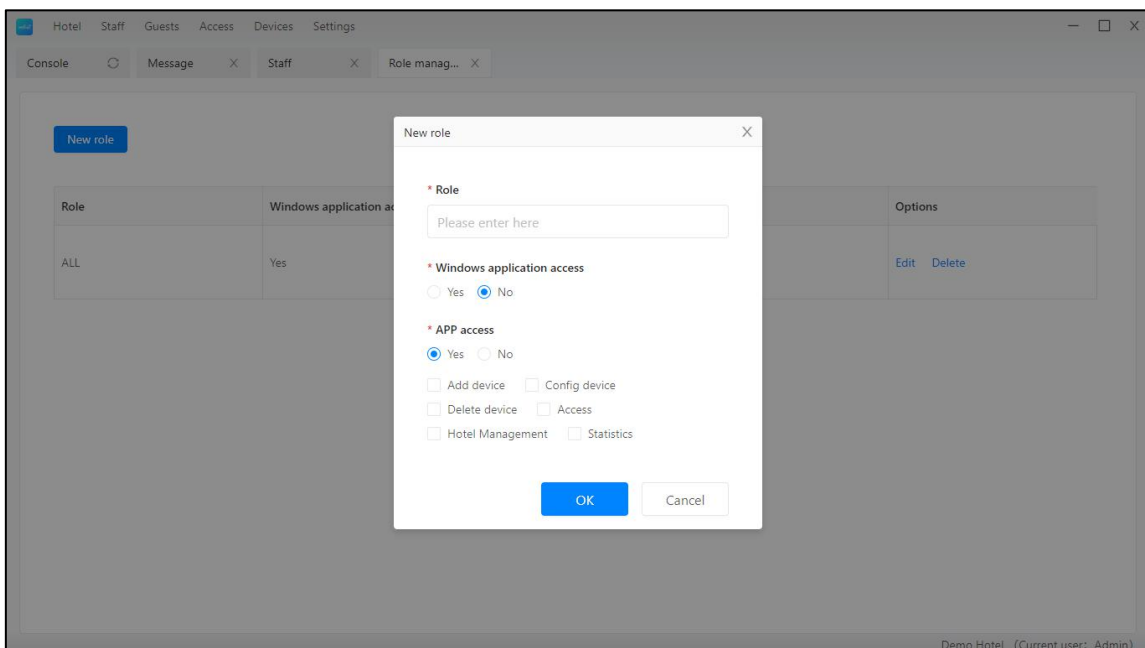
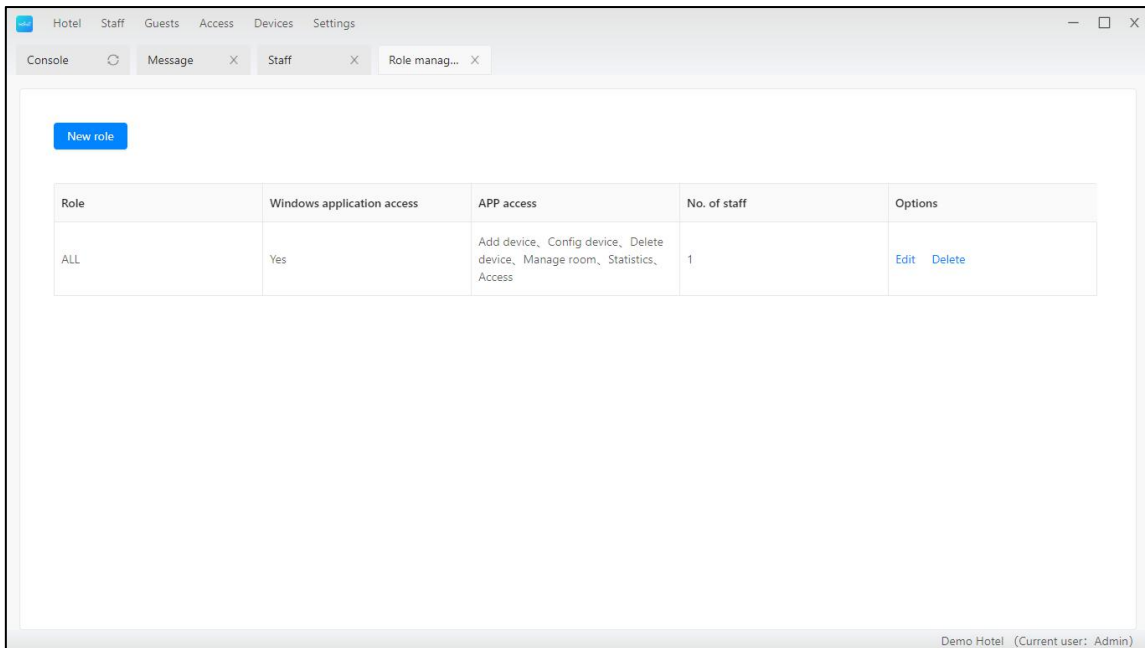
Messages include low battery notification, locks being deleted, and etc

2.4. Staff



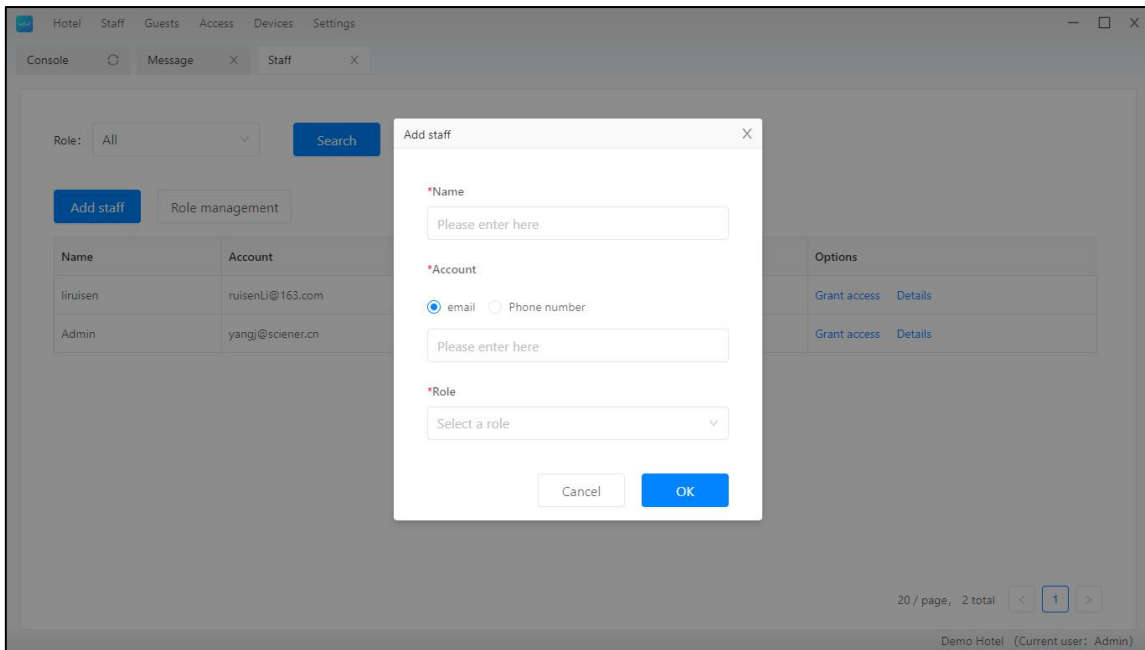
Manage staff in this page.

2.4.1. Roles



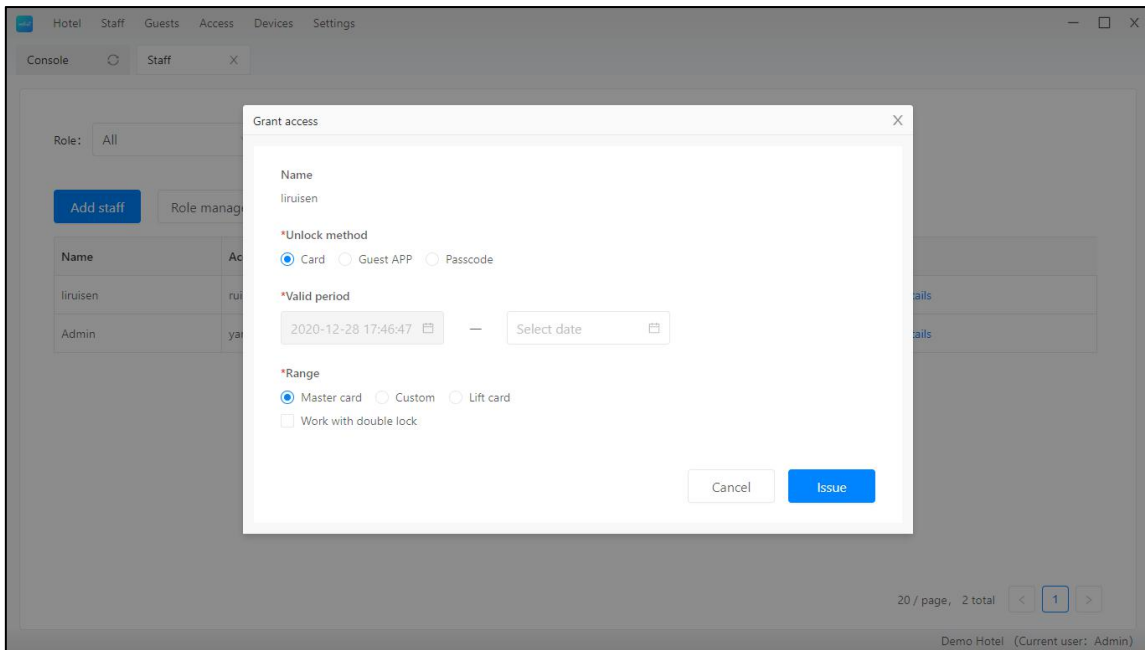
Manage roles and their permission here.

2.4.2. Create staff



Create a staff with unregistered account

2.4.3. Grant access



You can grant different kind of access here, including card, app, passcode.

2.4.4. Staff detail

Hotel Staff Guests Access Devices Settings

Console Staff Details

Account: m

Permission: Windows application access, APP access (Add device, Config device, Delete device, Manage room, Statistics, Access)

Card (1) Guest APP (2) Passcode (1)

Renew Card Cancel Card

Card ID	Status	Work with double lock	Type	Range	Valid period	Created by
715442305	In use	Yes	Master card	All	2020.12.28 17:47 - 2020.12.31 17:47	Admin

Demo Hotel (Current user: Admin)

Hotel Staff Guests Access Devices Settings

Console Staff Details

Admin Admin Edit Change admin

Account: n

Permission: Windows application access, APP access (Add device, Config device, Delete device, Manage room, Statistics, Access)

Card (1) Guest APP (5) Passcode (0)

Renew Card Cancel Card

Card ID	Status	Work with double lock	Type	Range	Valid period	Created by
723802505	In use	No	Lift card	1st building-1.1st building-3.1st building-2.1st buildin...	2020.12.28 17:47 - 2020.12.31 17:47	Admin

Demo Hotel (Current user: Admin)

Look up staff information and their granted access. The admin can transfer the hotel to a new account.

2.5. Guests

Hotel Staff **Guests** Access Devices Settings

Console

Name / Contact: Rooms: Valid period: -

Room status:

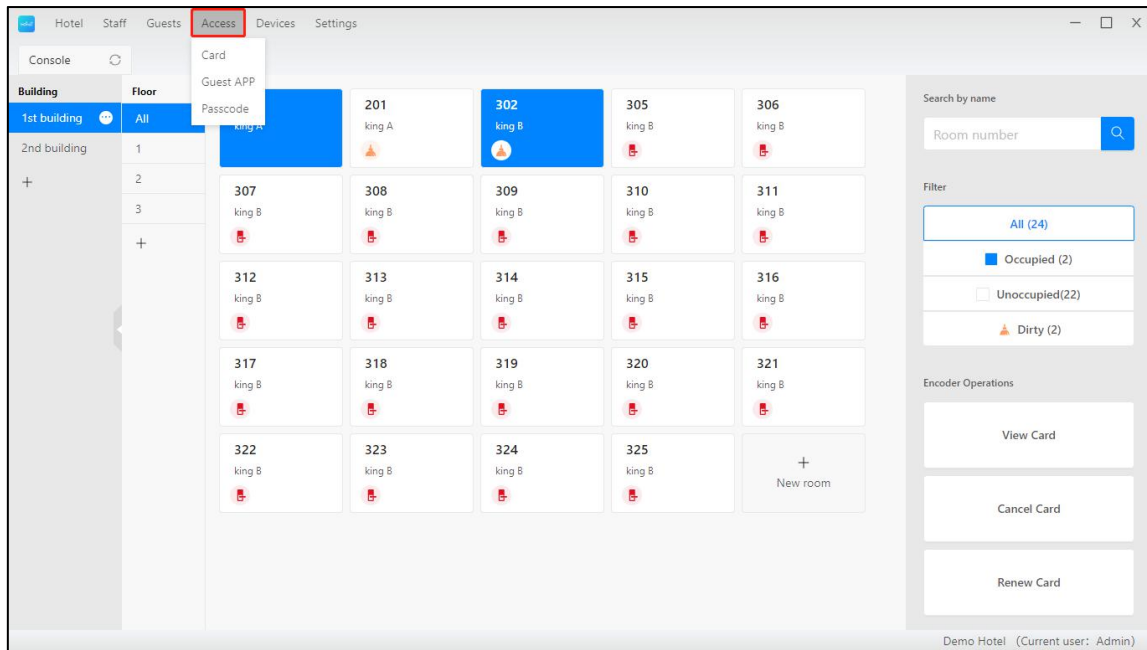
Name	Contact	Rooms	Time of check-in/check-out	Room status	Check-out
tim	[redacted]om	1st building-2-201	2020.12.28 09:16 - 2020.12.30 14:00	Empty	2020.12.28 13:39
Alexa		1st building-1-101	2020.12.27 17:00 - 2020.12.31 14:00	Occupied	
Alex		1st building-3-302	2020.12.27 17:00 - 2020.12.28 14:00	Occupied	
Andrew	[redacted]m	1st building-3-302	2020.12.27 17:22 - 2020.12.28 14:00	Empty	2020.12.27 17:23
amy		1st building-3-302	2020.12.27 17:21 - 2020.12.28 14:00	Empty	2020.12.27 17:21
amy		1st building-3-302	2020.12.27 17:20 - 2020.12.28 14:00	Empty	2020.12.27 17:21
hm		1st building-2-201	2020.12.27 12:00 - 2020.12.28 14:00	Empty	2020.12.27 17:24

20 / page, 18 total

Demo Hotel (Current user: Admin)

Look up history guests

2.6. Access



Access includes cards, ekeys, and passcodes

2.6.1. Card

Owner: Card status: Valid period: ~

Type:

Card ID	Owner	Owner type	Type	Status	Work wit...	Range	Valid period	Created by	Options
723802505	Admin	Staff	Lift card	Cancelled	No	1st building-1, 1st buil...	2020.12.28 17:47 - 2020.12.31 17:47	Admin	Report loss
715442305	liruisen	Staff	Master card	In use	Yes	All	2020.12.28 17:47 - 2020.12.31 17:47	Admin	Mark as loss Report loss
250369161	A	Guests	Room card	In use	No	1st building-2-201, 1st...	2020.12.28 16:09 - 2020.12.29 14:00	Admin	Mark as loss Report loss
992700413	limei	Guests	Room card	Loss to be	No	1st building-1-101, 1st...	2020.12.27 11:47 - 2020.12.31 14:00	Admin	Report loss

20 / page, 5 total

Demo Hotel (Current user: Admin)

Card list, including guest card, staff card.

When a card lost, you can "report loss" or "mark as loss" here.

2.6.2. eKey(APP)

The screenshot shows a web application interface for managing eKeys. At the top, there are navigation tabs: Hotel, Staff, Guests, Access, Devices, and Settings. Below these are browser tabs for Console, Card, and Guest APP. The main area contains a search form with the following fields:

- Account:
- Rooms:
- Owner type:
- Status:
- Valid period: ~

Buttons for Search and Refresh are located below the search fields. Below the search form is a table with the following data:

Account	Owner	Owner type	Status	Range	Valid period	Created by	Options
2345@qq.com	limei	Guests	In use	1st building	2020.12.27 11:47 - 2020.12.31 14:00	Admin	Change time Delete
2345@qq.com	limei	Guests	In use	101	2020.12.27 11:47 - 2020.12.31 14:00	Admin	Change time Delete
2345@qq.com	limei	Guests	In use	Restrant	2020.12.27 11:47 - 2020.12.31 14:00	Admin	Change time Delete
2345@qq.com	limei	Guests	In use	Gym	2020.12.27 11:47 - 2020.12.31 14:00	Admin	Change time Delete
2345@qq.com	limei	Guests	In use	101	2020.12.27 11:47 - 2020.12.31 14:00	Admin	Change time Delete

At the bottom right of the table area, there is a pagination control: 20 / page, 7 total, with a page number selector showing '1'. The footer of the application reads "Demo Hotel (Current user: Admin)".

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

2.6.3. Passcode

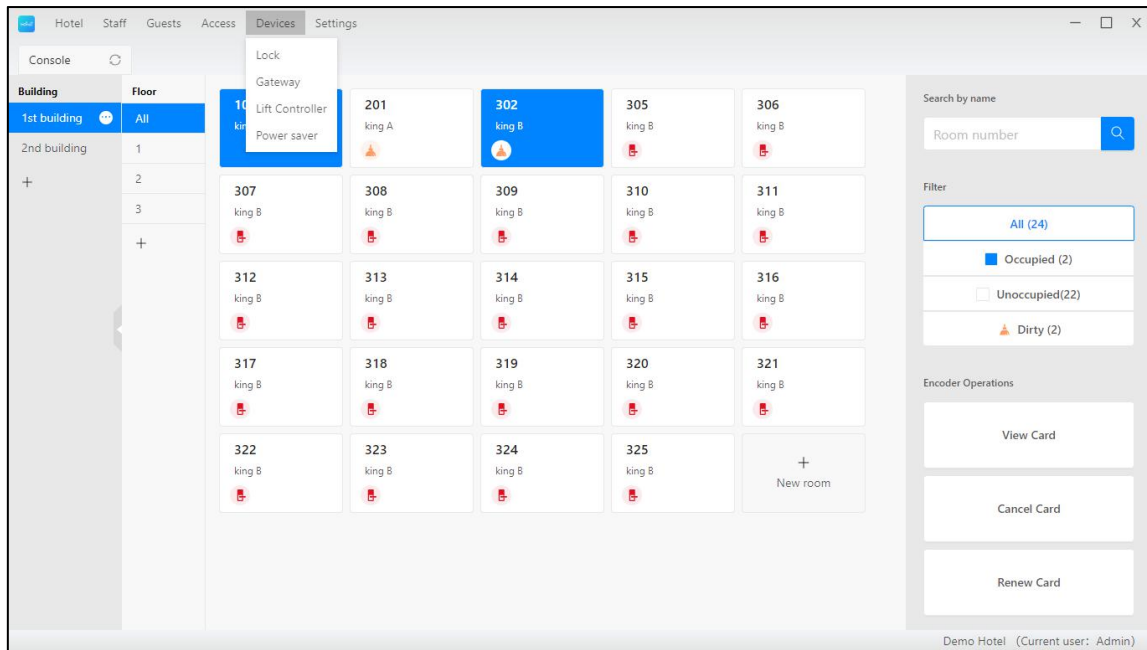
The screenshot shows a web application interface for managing passcodes. At the top, there are navigation tabs: Hotel, Staff, Guests, Access, Devices, and Settings. Below these are browser tabs for Console, Card, Guest APP, and Passcode. The main area contains search filters for Owner, Range, and Valid period (Start date to End date), along with Search and Refresh buttons. A 'Generate passcode' button is also present. Below the filters is a table with the following data:

Passcode	Owner	Owner type	Status	Range	Valid period	Created by	Options
6954***	limei	Guests	In use	101	2020.12.28 15:00 - 2020.12.31 14:00	Admin	Change Password Change time Delete
349***	Cai	Others	Expired	101	2020.12.28 15:00 - 2020.12.28 18:00	Admin	Change Password Change time Delete
4235***	Alexa	Guests	In use	101	2020.12.27 17:00 - 2020.12.31 14:00	Admin	Change Password Change time Delete
4745***	Alex	Guests	Expired	302	2020.12.27 17:00 - 2020.12.28 14:00	Admin	Change Password Change time Delete

At the bottom right of the table area, there is a pagination control showing '20 / page, 8 total' and a page number '1'. The footer of the browser window indicates 'Demo Hotel (Current user: Admin)'.

Passcode list. The passcode can only be managed via phone Bluetooth or gateway.

2.7.Devices



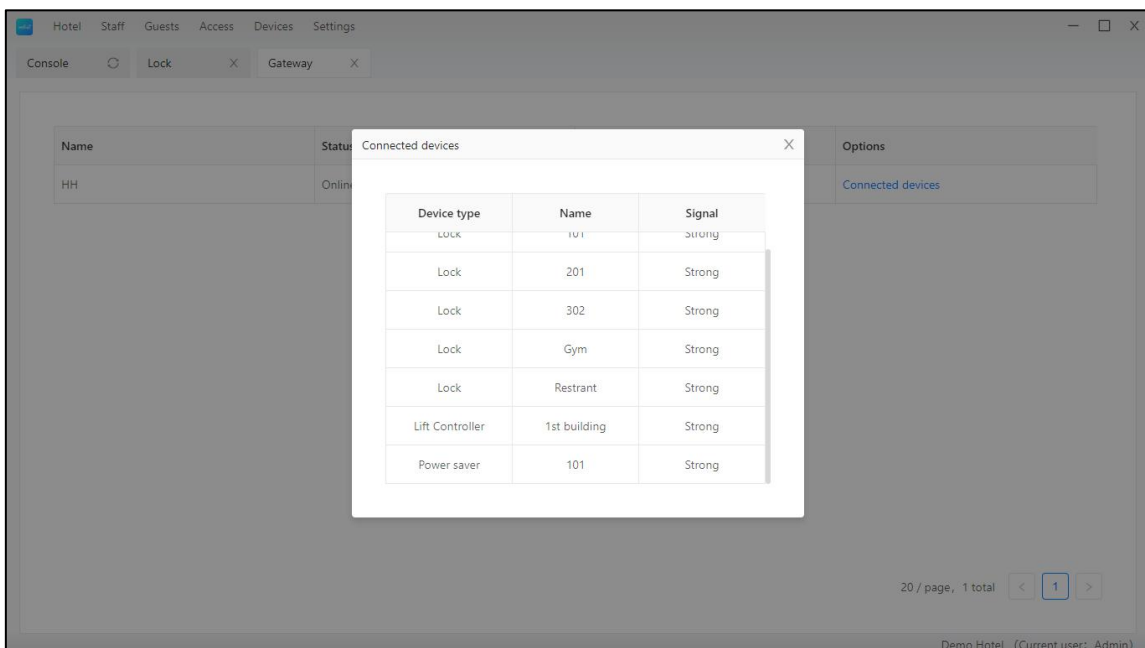
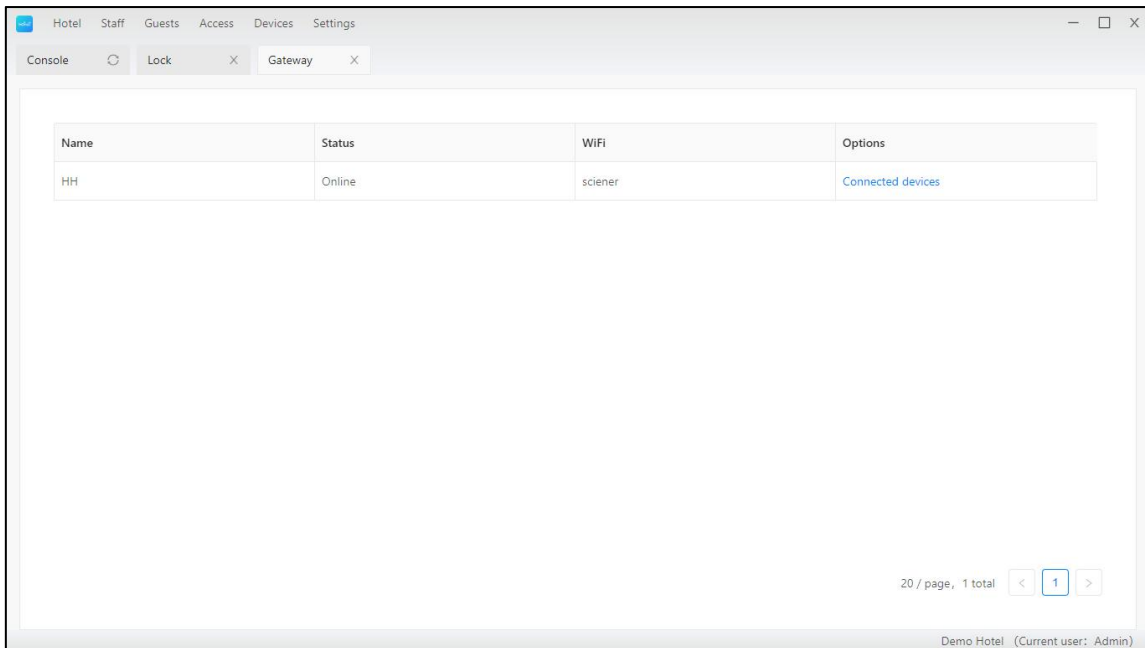
Manage locks, gateways, lift controller and power saver here.

2.7.1. Lock

Name	Building	Floor	Serial number	Battery	Update time	Sector	Options
Restrant	2nd building	8	M102_1c4bc0	30%	2020.12.28 16:19	1,2,3,4,5,6,7,8,9,10	Gateways Records Exception
Gym	1st building	1	M102_596340	45%	2020.12.28 14:46	1,2,3,4,5,6,7,8,9,10	Gateways Records Exception
101	1st building	1	M102_4c7c0d	35%	2020.12.28 15:14	1,2,3,4,5,6,7,8,9,10	Gateways Records Exception
201	1st building	2	M102_908298	45%	2020.12.25 17:21	1,2,3,4,5,6,7,8,9,10	Gateways Records Exception
302	1st building	3	M102_48695b	40%	2020.12.25 17:22	1,2,3,4,5,6,7,8,9,10	Gateways Records Exception

Lock management. You can see lock operation records here.

2.7.2. Gateway



Gateway management. You can look up connected locks.

2.7.3. Lift controller

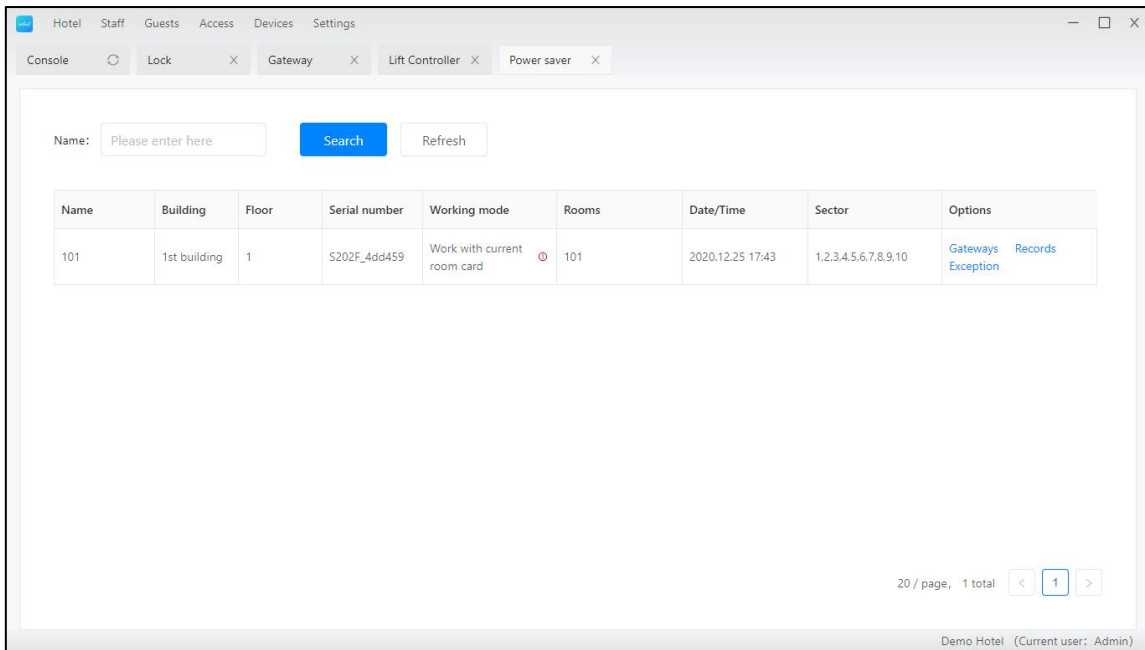
Name	Working mode	working floors	Sector	Date/Time	Options
1st building	All floors	1,3,2,4	1,2,3,4,5,6,7,8,9,10	2020.12.25 17:43	Gateways Records Exception

20 / page, 1 total < 1 >

Demo Hotel (Current user: Admin)

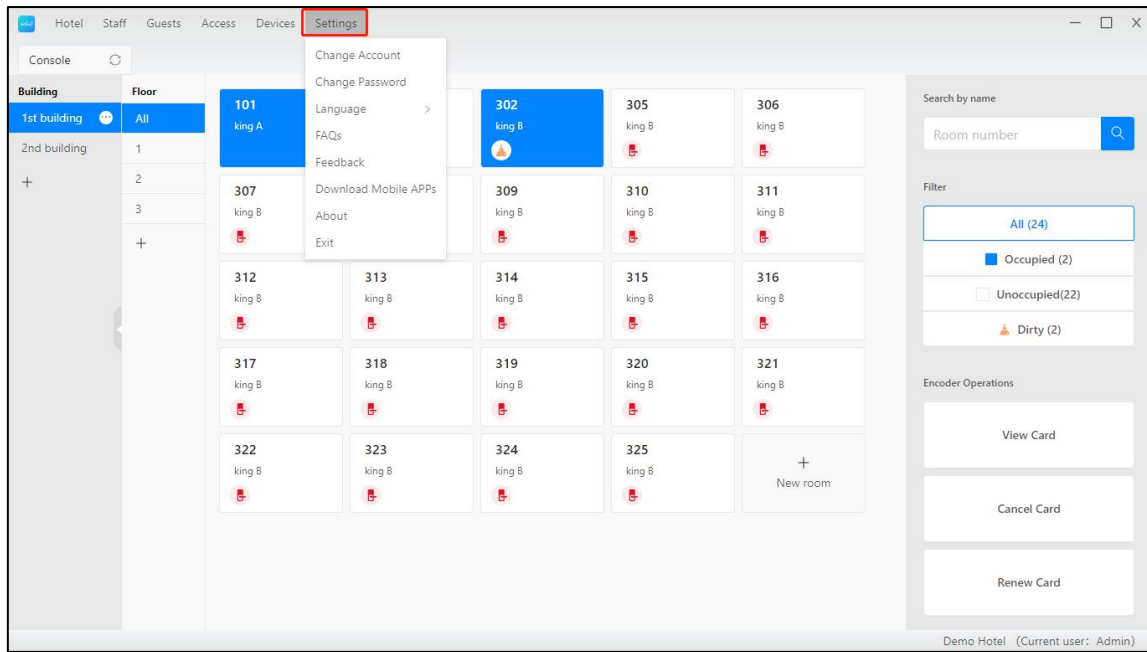
Lift controller management. You can see their working mode here.

2.7.4. Power saver



Power saver management. You can see their working mode here.

2.8.Settings



Manage account, password, language and etc

2.8.1. Change account

The dialog box is titled "Change Account" and has a close button (X) in the top right corner. It contains the following elements:

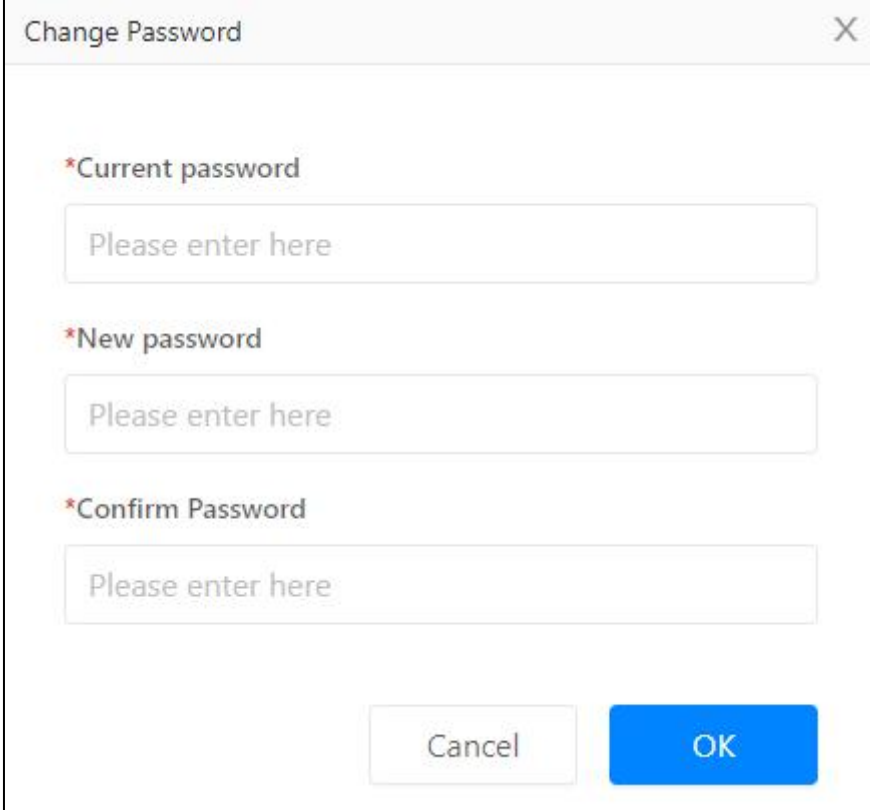
- Current account:** A text field showing a blurred account identifier.
- *Verification code:** A text input field with the placeholder "verification code" and a "Get Code" button to its right.
- Buttons:** "Cancel" and "Next" buttons at the bottom.

The dialog box is titled "Change Account" and has a close button (X) in the top right corner. It contains the following elements:

- *New account:** Two radio buttons: "email" (selected) and "Phone number".
- Input field:** A text input field with the placeholder "Please enter here" below the radio buttons.
- *Verification code:** A text input field with the placeholder "verification code" and a "Get Code" button to its right.
- Buttons:** "Cancel" and "OK" buttons at the bottom.

Replace your current account with a new one.

2.8.2. Change password



Change Password

*Current password

Please enter here

*New password

Please enter here

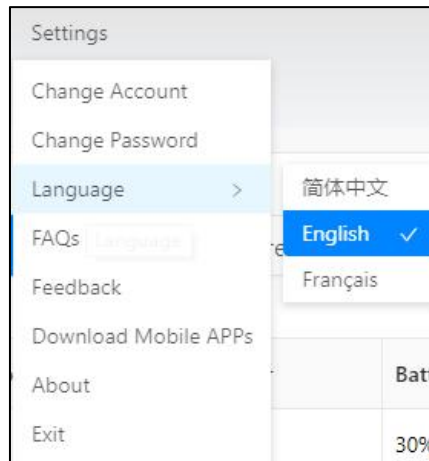
*Confirm Password

Please enter here

Cancel OK

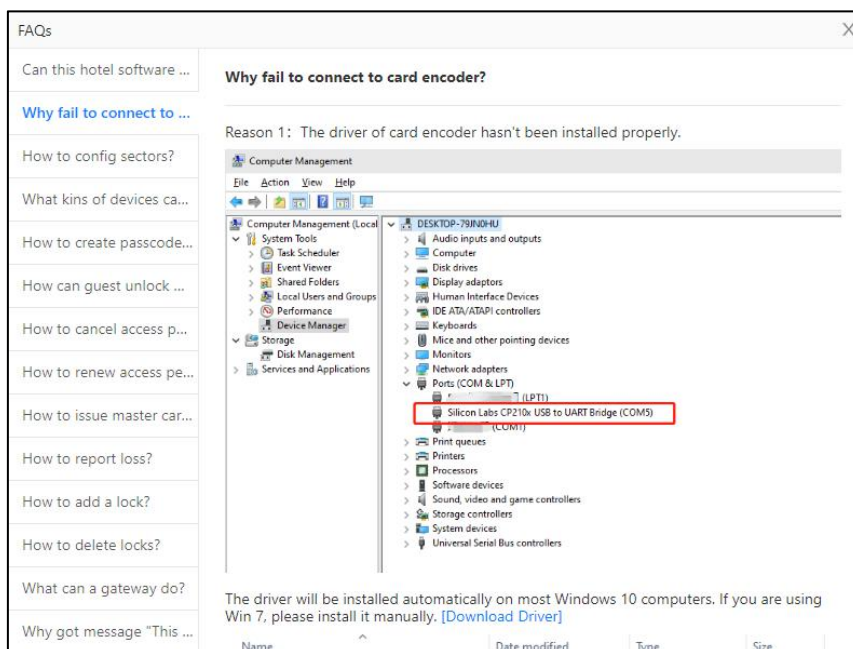
Chang your login password

2.8.3. Language



Switch software language

2.8.4. FAQs



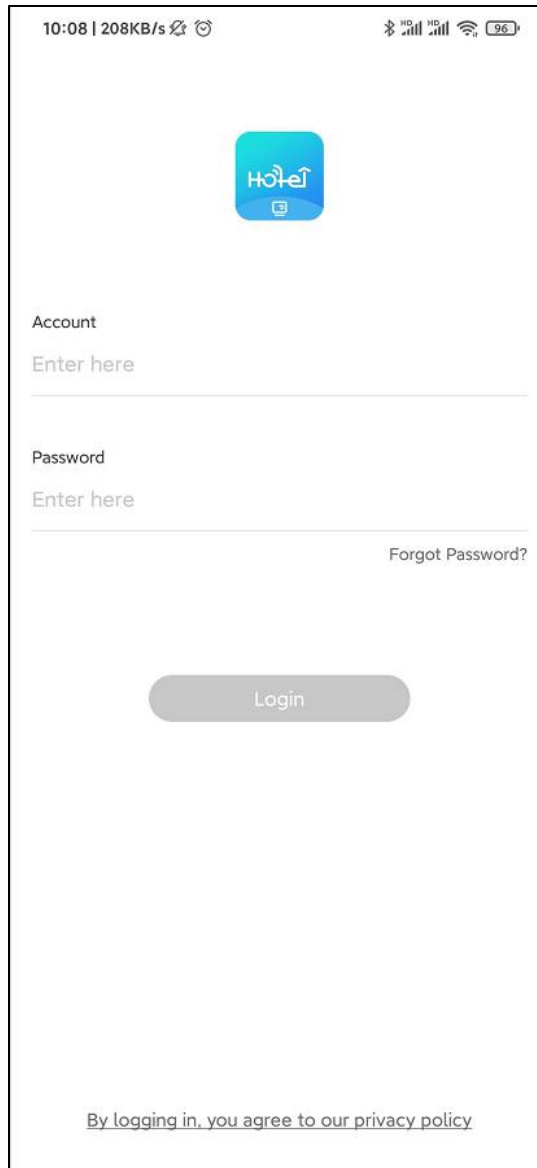
Find answers for frequently asked questions

3. Hotel APP



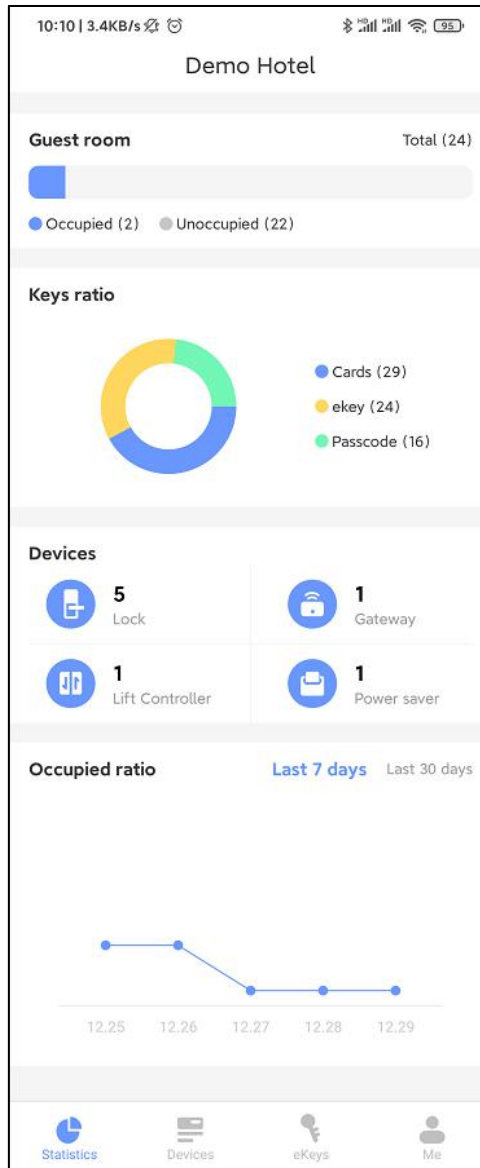
Scan QR code to install hotel APP

3.1.Login



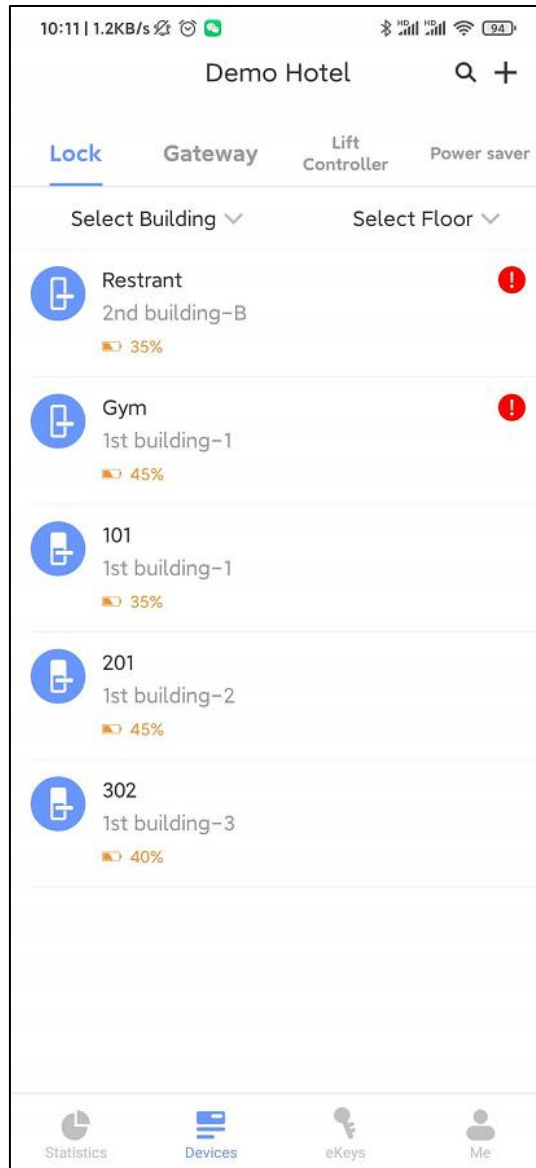
Only account with APP access permission can login hotel app.

3.2. Statistics



Only administrator and staff with this permission can see the statistics information.

3.3. Devices

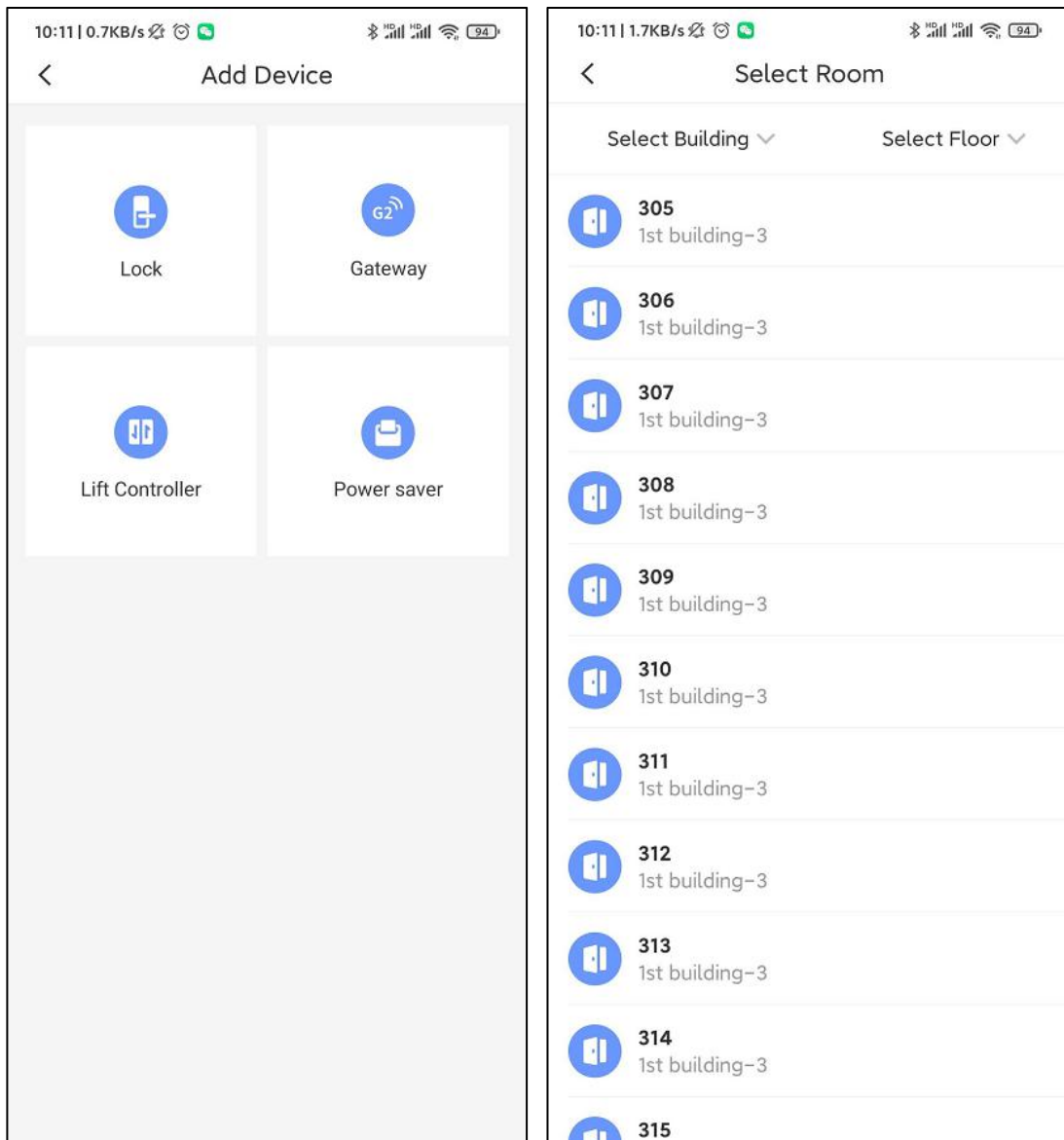


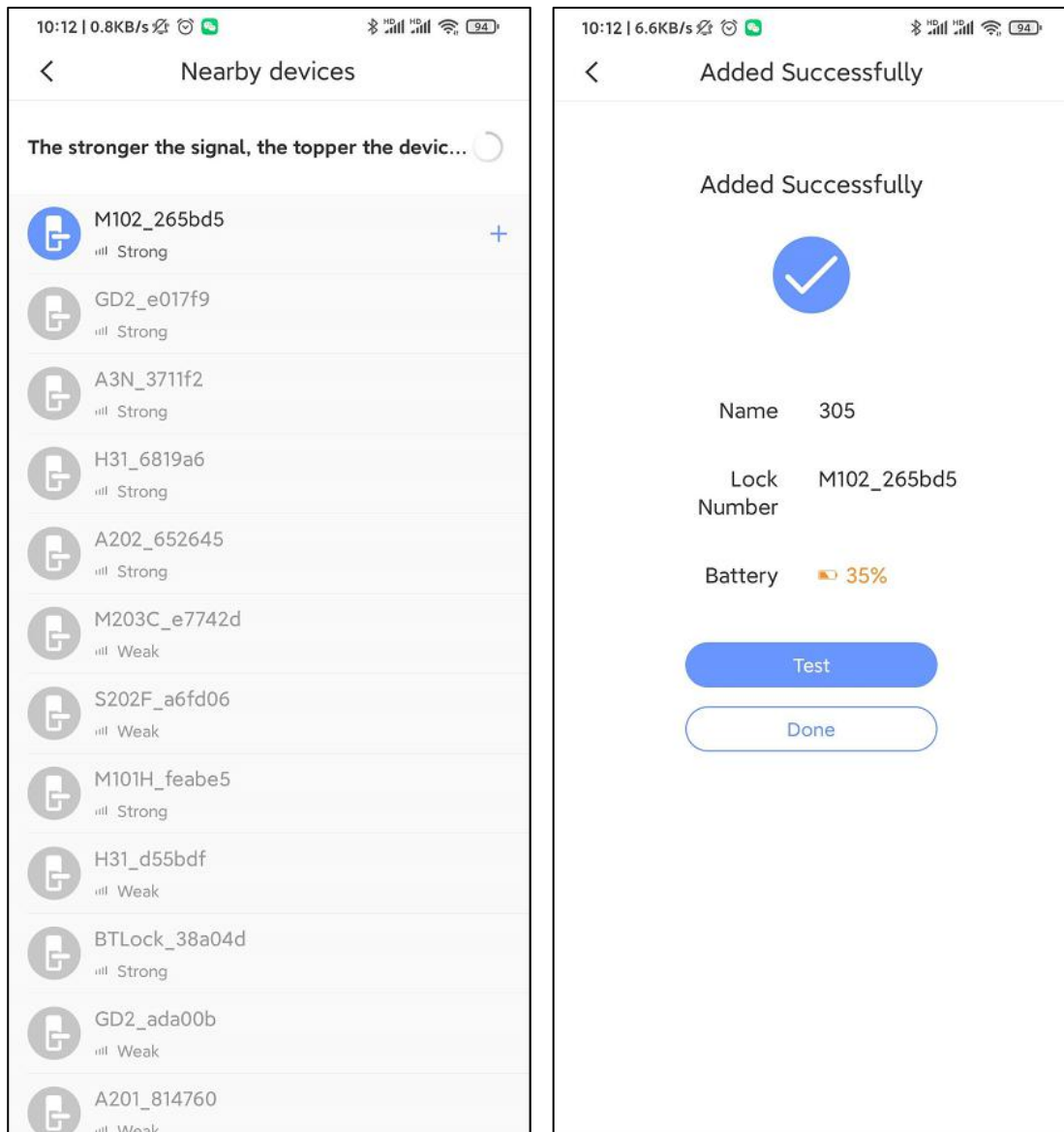
Manage locks, gateways and lift controllers here.

Click [+] to add devices

3.3.1. Lock

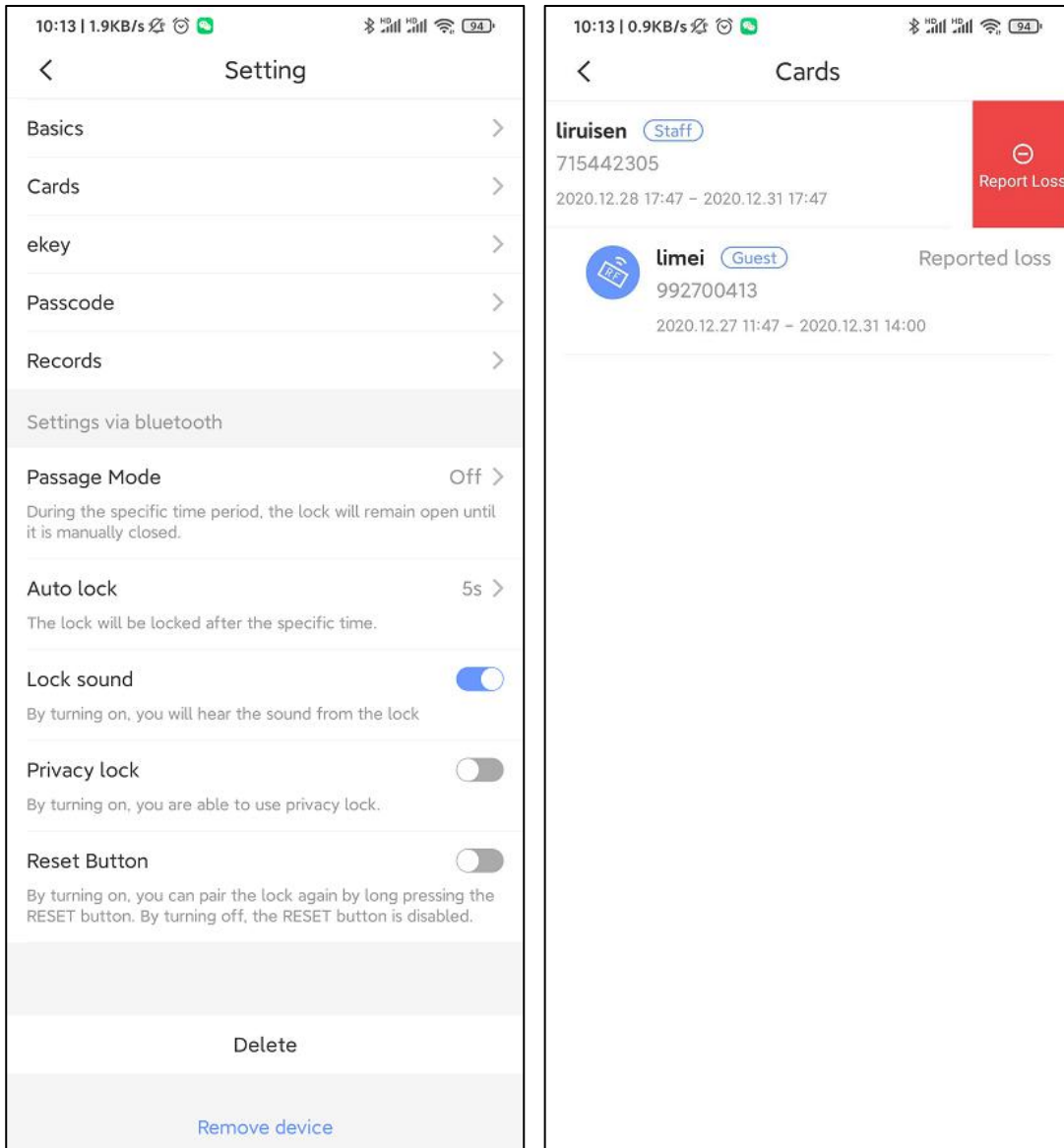
3.3.1.1. Add

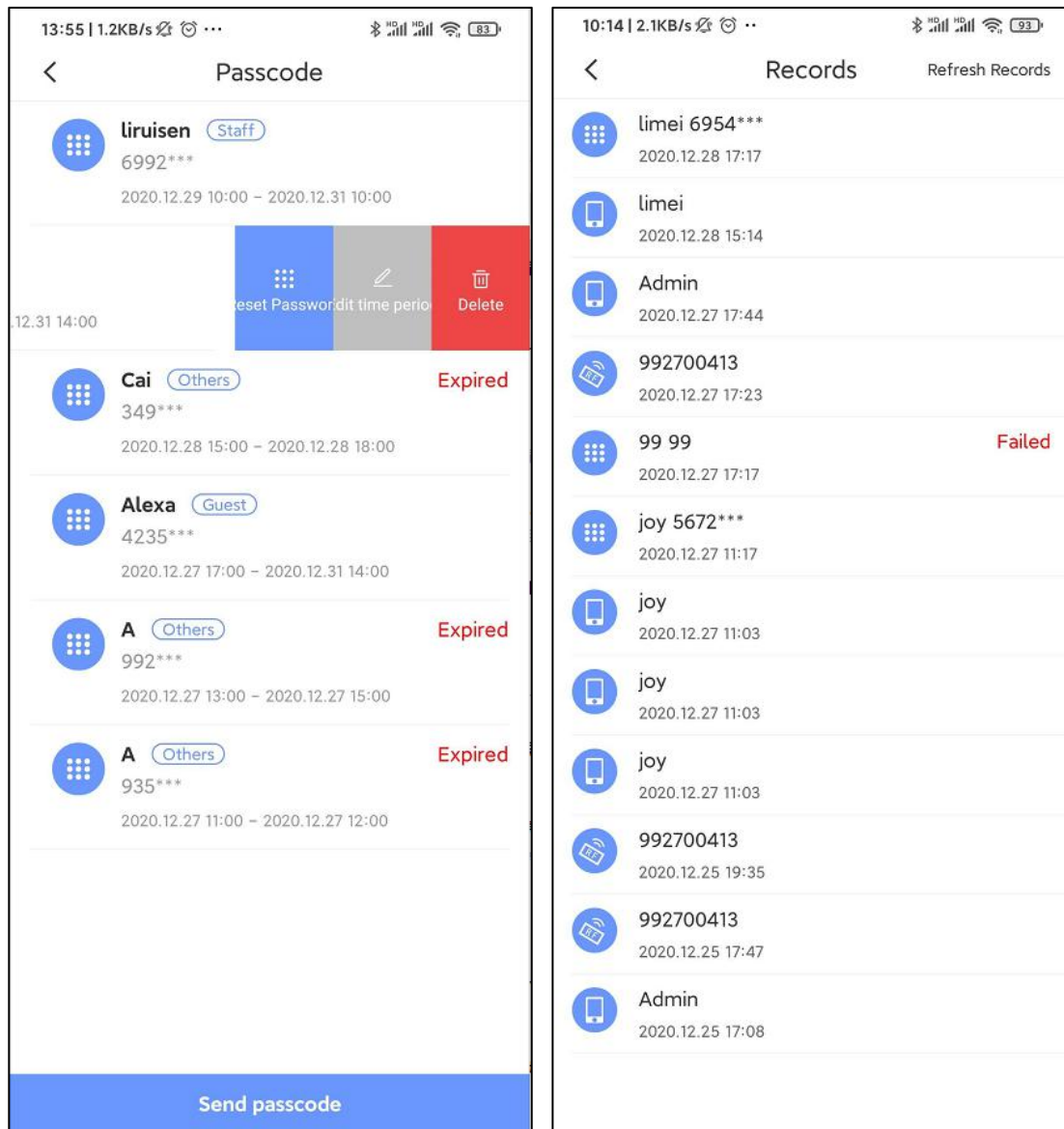




You can only add locks which work with hotel system. Not all locks.

3.3.1.2. settings





Staff with permission can configure devices and grant access here.

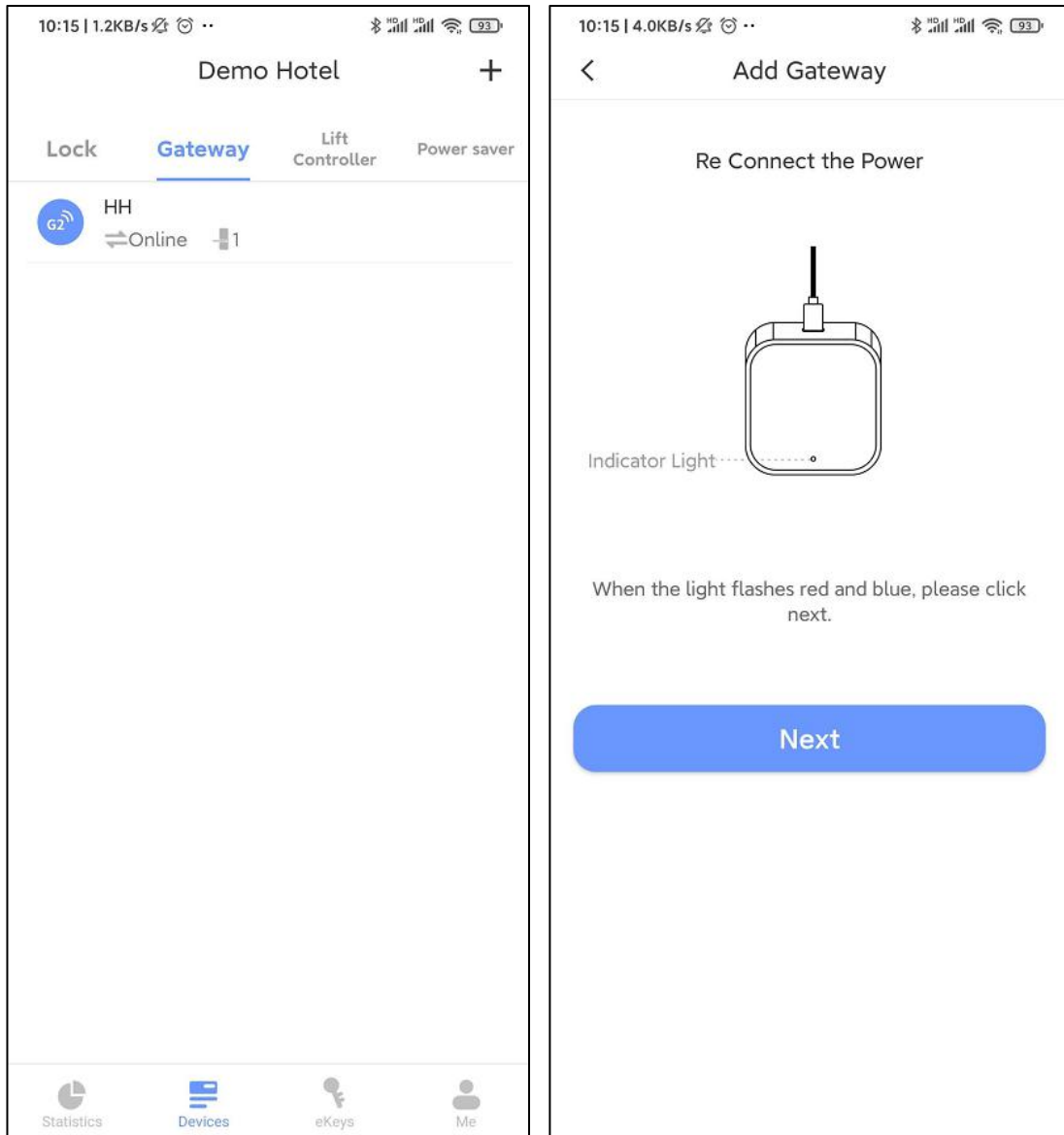
You can also manage card, ekeys, passcodes here.

3.3.1.3. Delete/Remove devices

You can delete a lock via phone Bluetooth near the lock. Make sure there is no guest in this room.

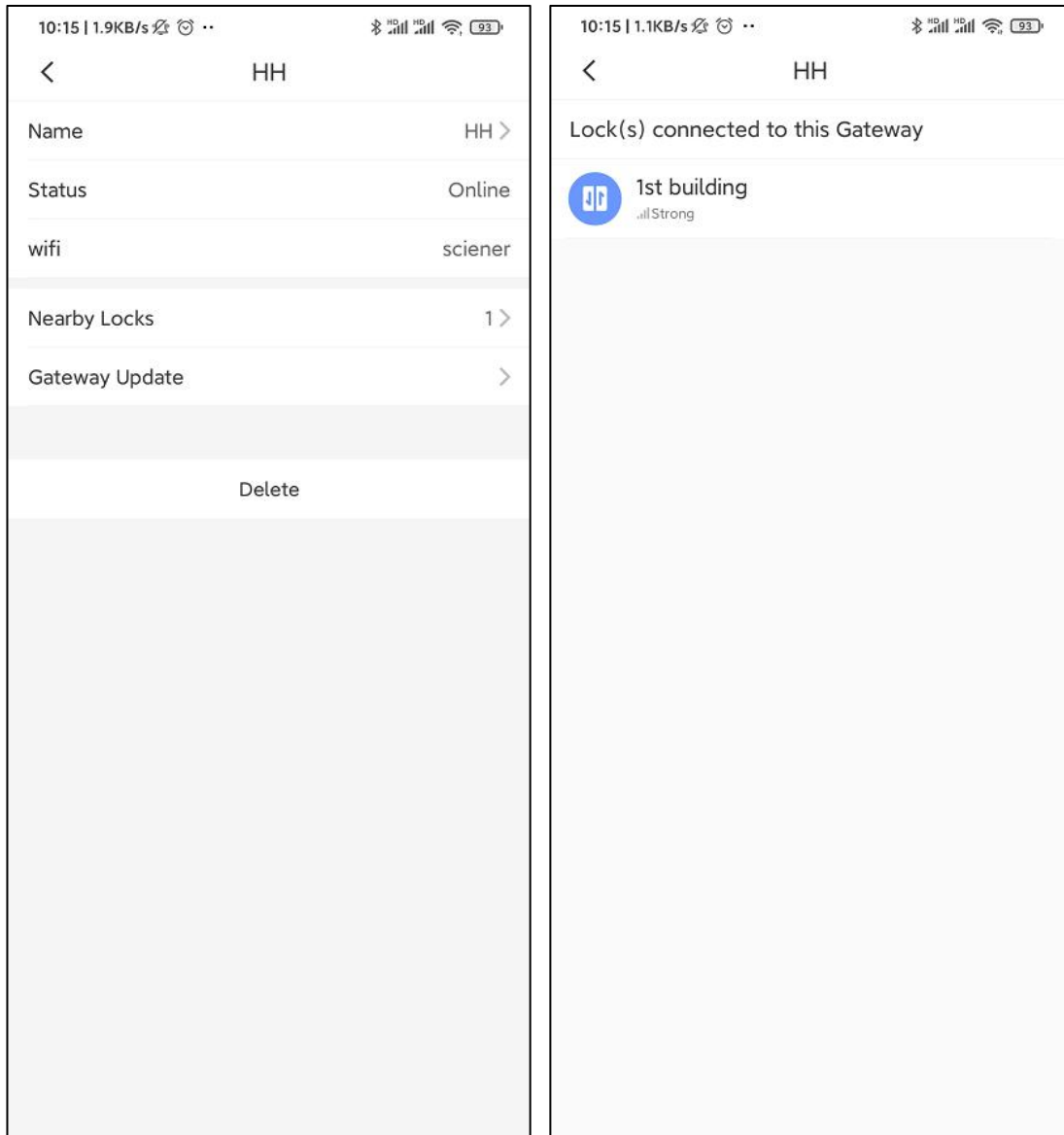
3.3.2. Gateway

3.3.2.1. Add



Click [+] to add gateway

3.3.2.2. settings

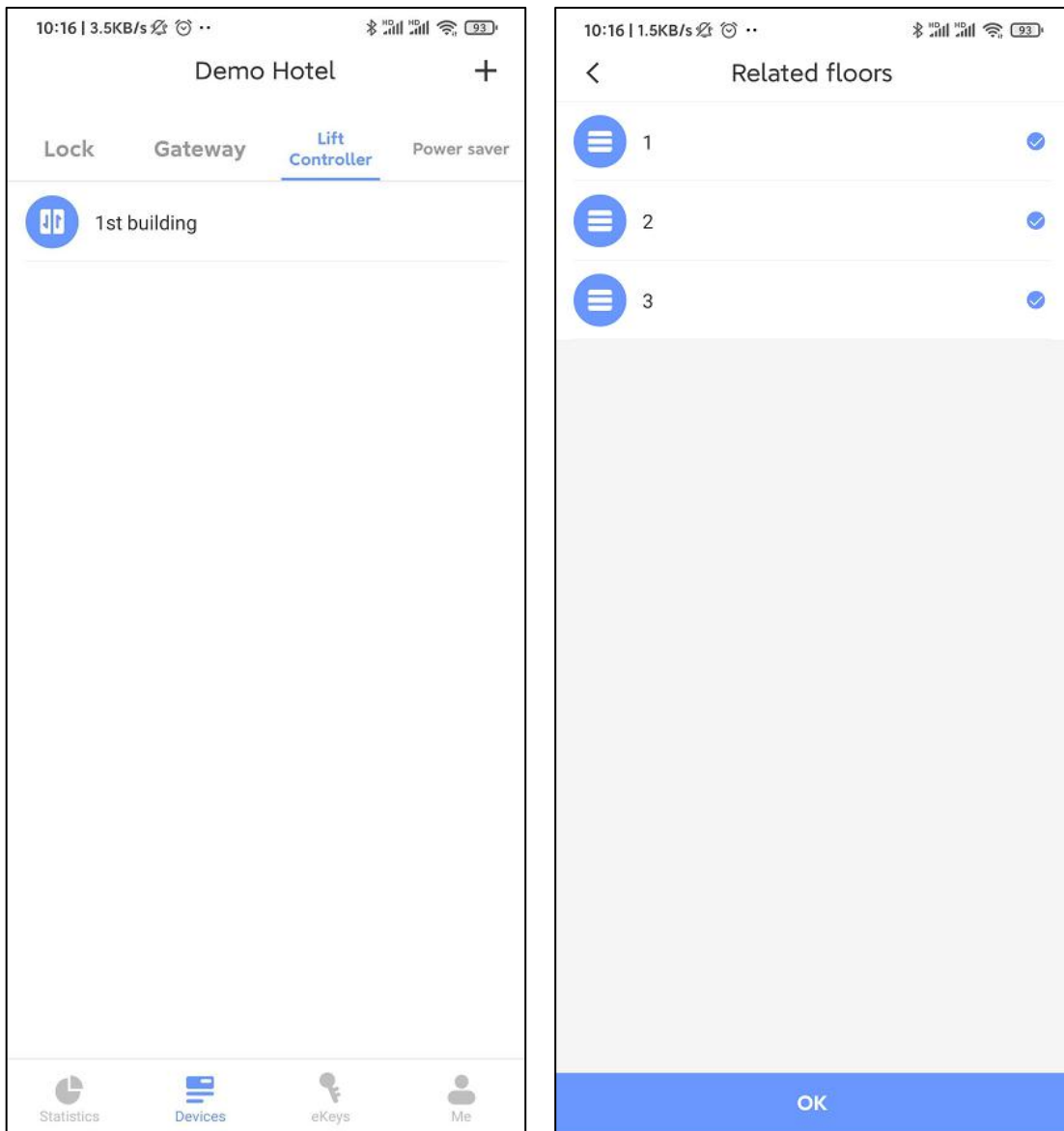


3.3.2.3. Delete

Gateways can be deleted from network

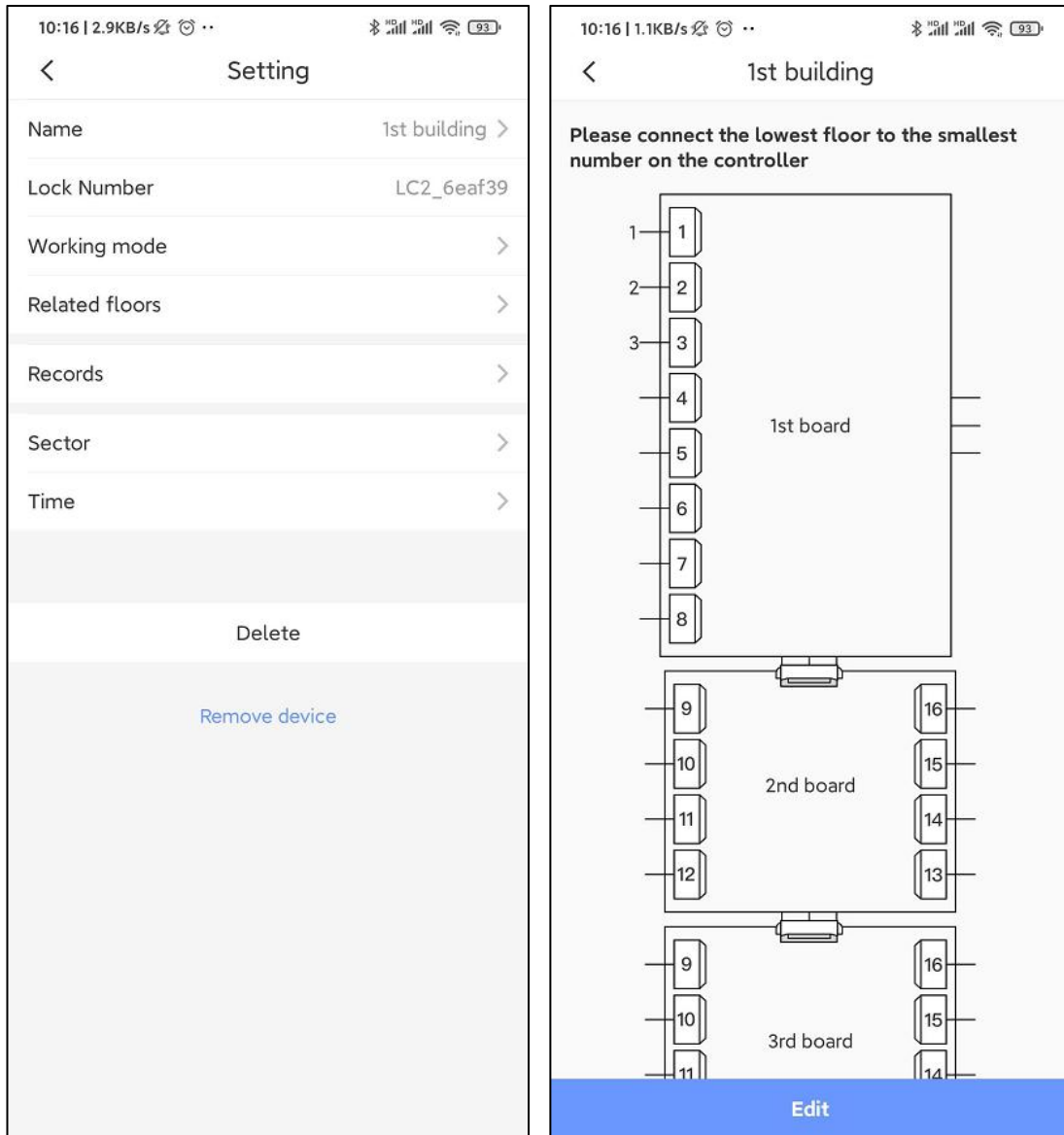
3.3.3. Lift controller

3.3.3.1. Add



Configure floor information to lift controller, and set the working mode.

3.3.3.2. settings



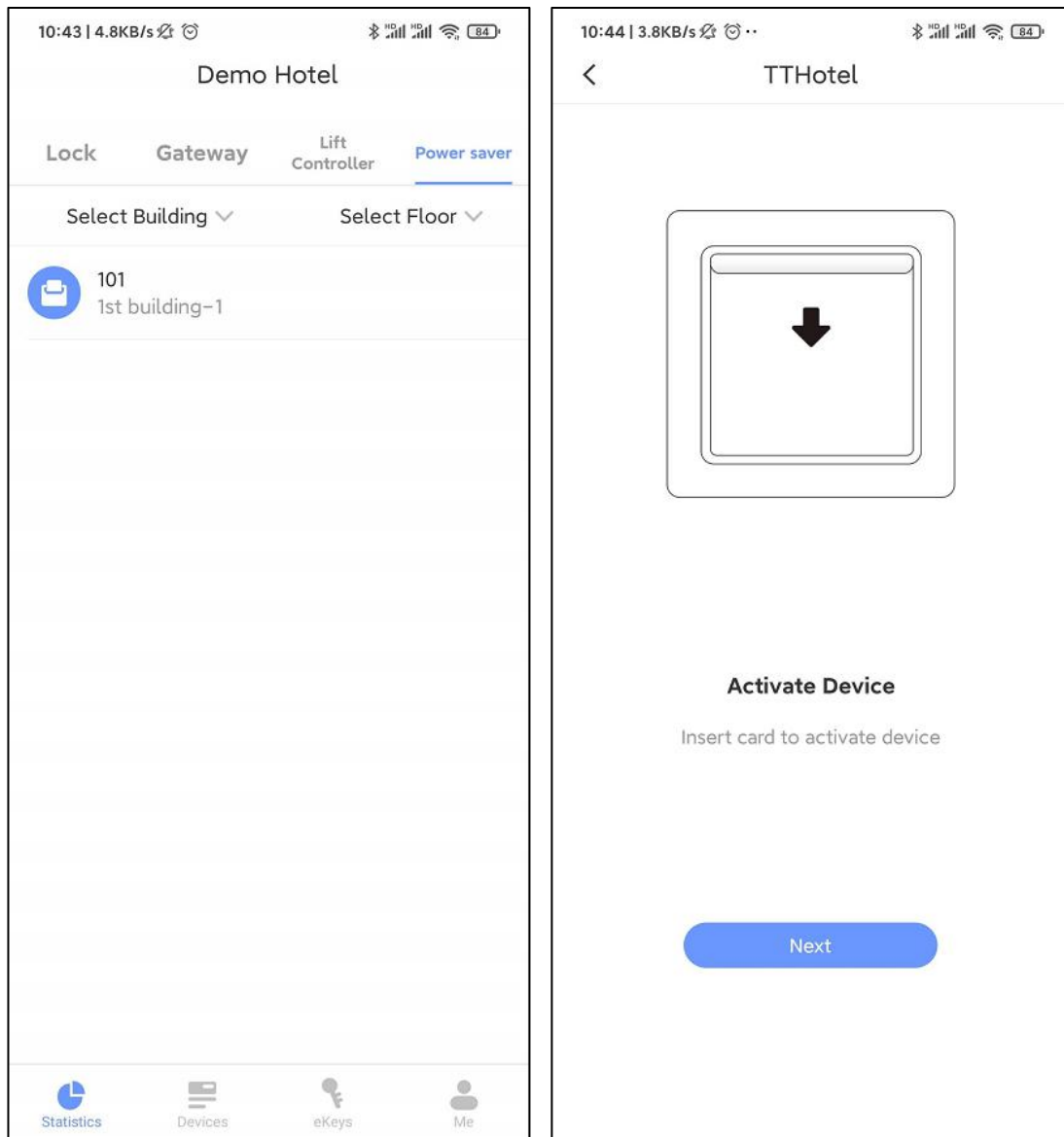
You can set working mode and configure floor information here

3.3.3.3. Delete/Remove devices

You can only delete lift controller via phone Bluetooth near to it.

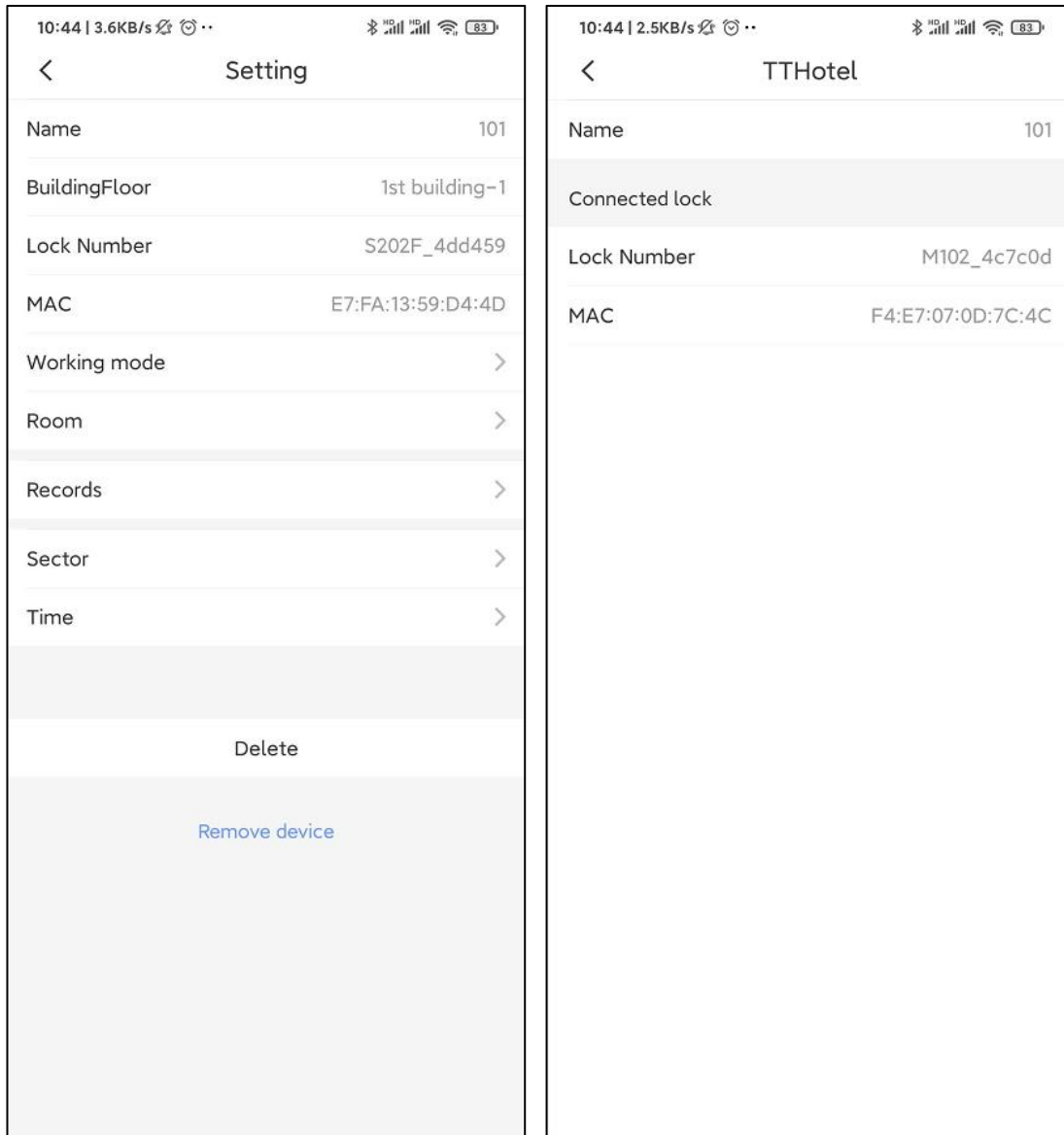
3.3.4. Power saver

3.3.4.1. Add



Insert a card to activate the power saver, then add it with app.

3.3.4.2. Settings

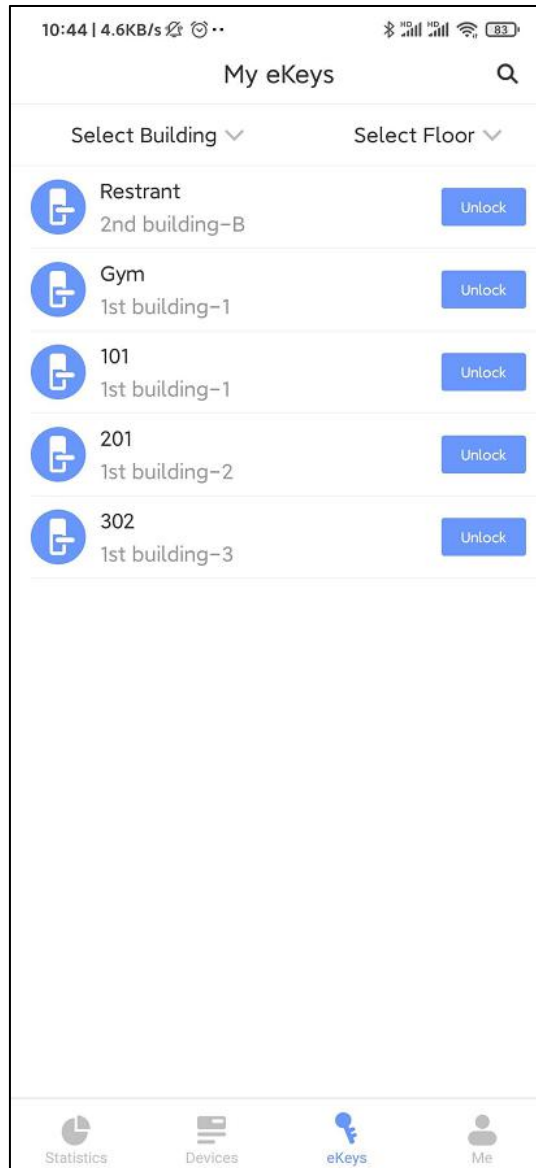


Staff with permission can configure the lift controller here.

3.3.4.3. Delete

Delete it via phone Bluetooth near to it.

3.4. My ekeys

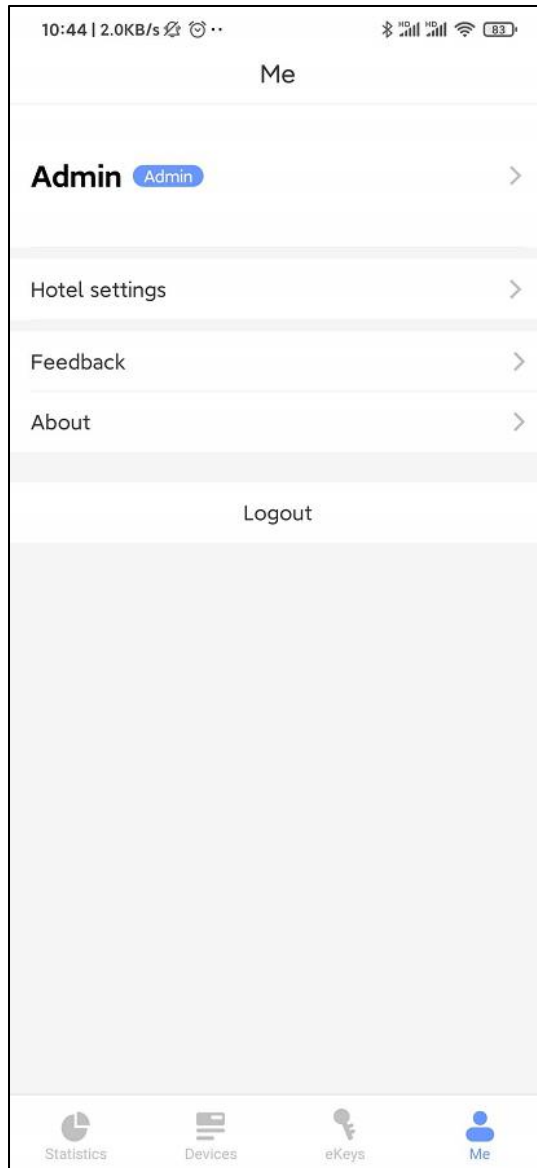


Administrator has ekeys for all locks in hotel

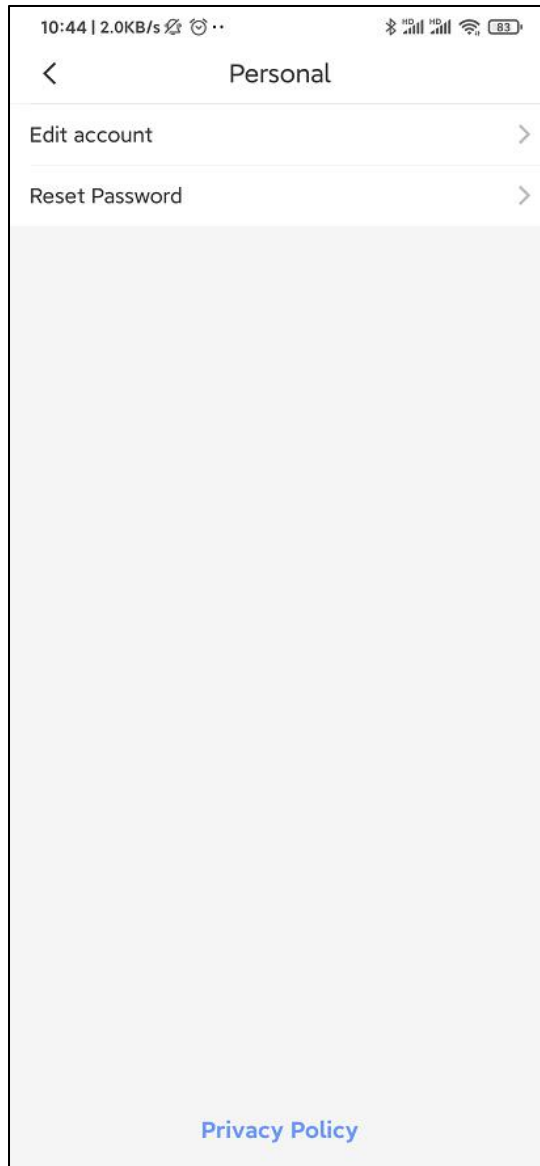
Staff has ekeys granted to him

Ekey is used to unlock with phone

3.5.Me



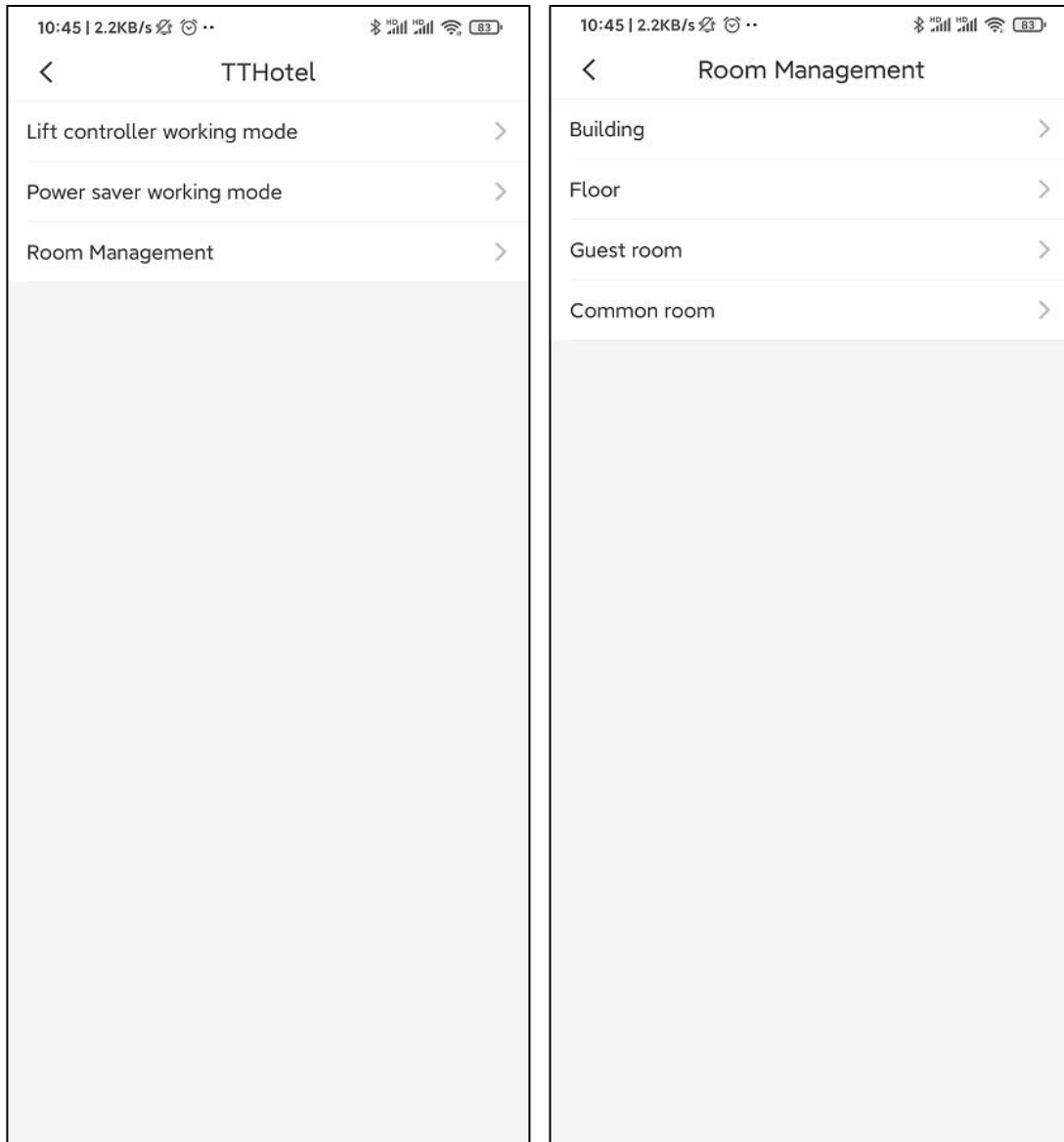
3.5.1. Personal



3.5.1.1. Edit account

Replace current account with a new one

3.5.2. Hotel management



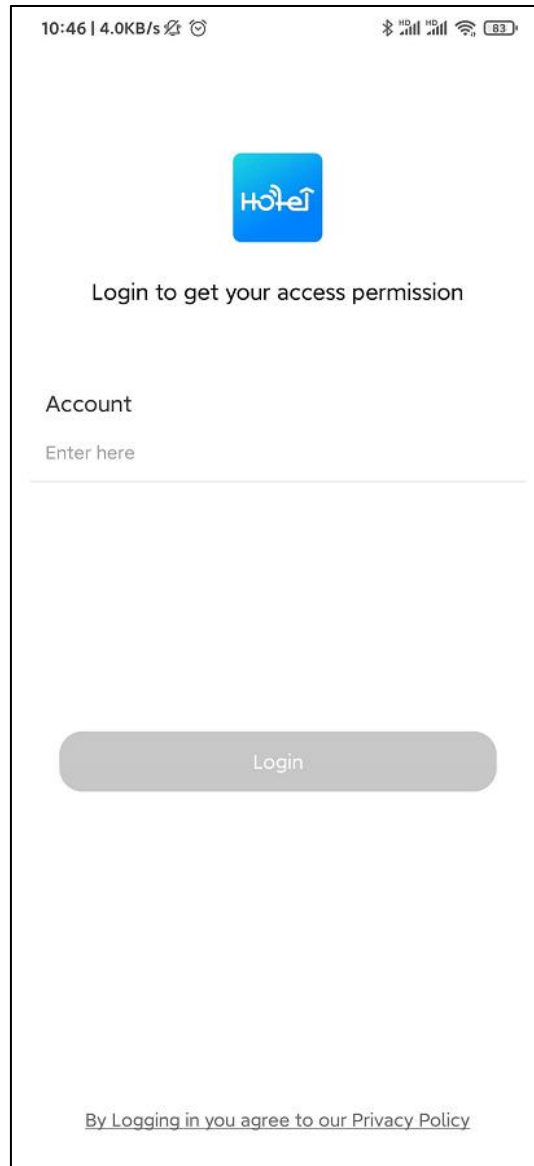
Staff with permission can manage hotel information here.

4. Guest APP



Scan QR code to install Guest APP

4.1. Login



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

4.2. Operate on lock/lift/power saver

