TTHotel System Manual

Website address

https://hotel.ttlock.com

TTHotel Staff APP

Guest APP & WeChat applet

Content

TTHotel System is an intelligent hotel management software which is suitable for centralized/distributed hotels and apartments.

The software consists of a web-side management system and a tool APP, which includes various practical functions such as room, staff, intelligent hardware control and convenient check-in. It solves all kinds of problems encountered in hotel management and improves management efficiency. It is centralized. The best choice for intelligent management of hotels and decentralized apartments.
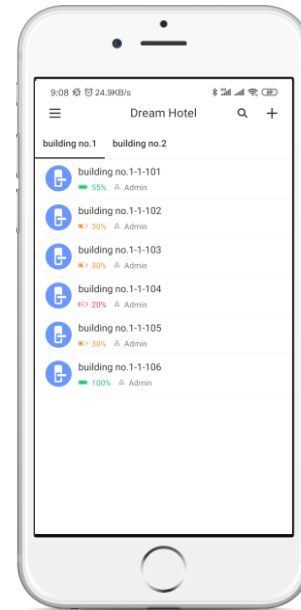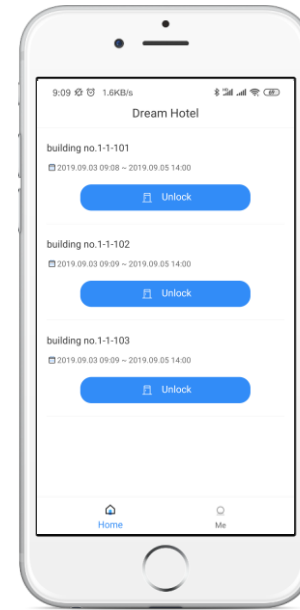
For Hotel
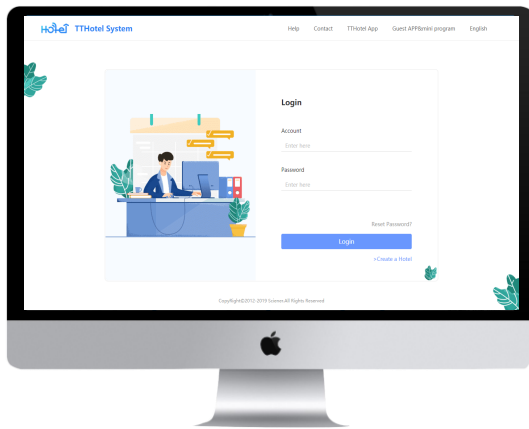


Web System

Windows System
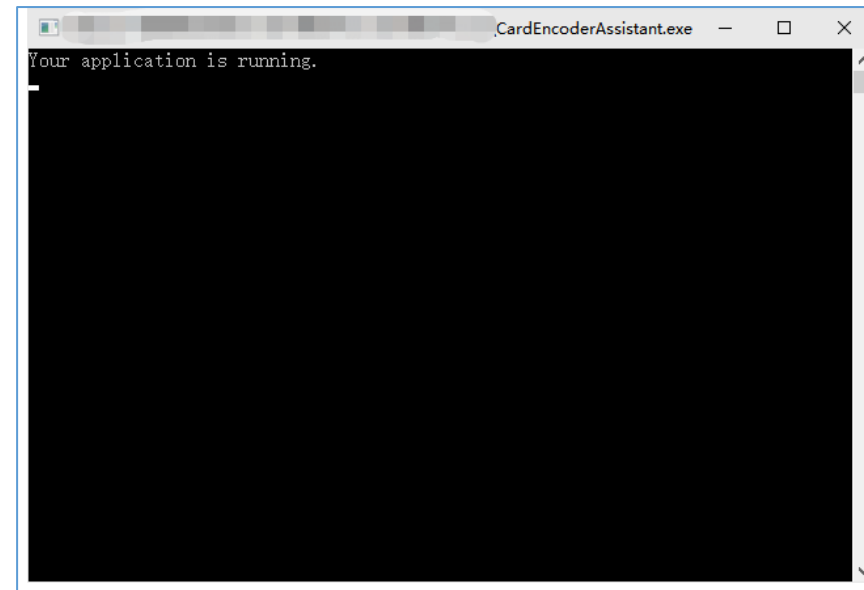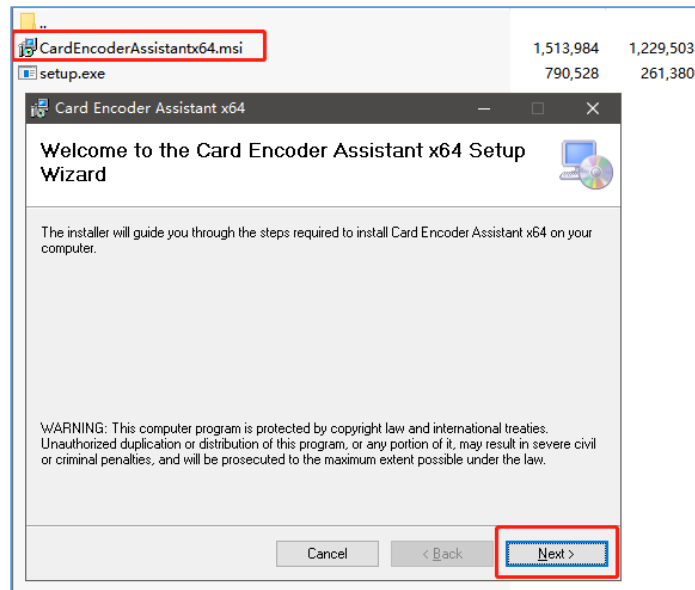
APP for Staff

For Guest

APP for Guest

Mini program

User Manual

1、Support for Windows PC mainstream browser.

2、Use the special card encoder of the hotel system.

3、Check that device drivers are installed. Step : Insert the card encoder into the computer => right click "my computer" => "manage" => "port（COM和LPT）", Check if there is Silicon Lab CP210x USB to UART Bridge , if yes , installed successfully , if no , You need to install your own card issuer to connect the driver. Removed the original third article
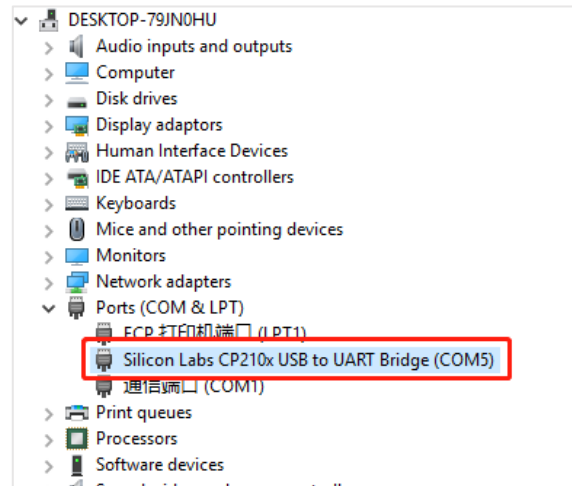
User Manual

5. Running the software. Steps : Login => Hotel list => "Help" to download installation package => Next => open "card encoder assistanct" on desktop => Keep the program running.
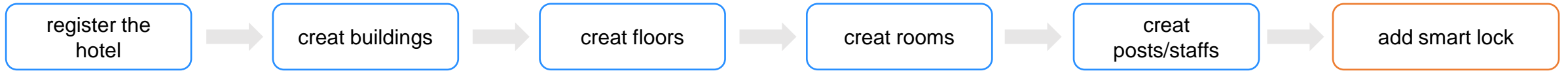

6. The card encoder should be initialized in this hotel system first. And it can only be used in your hotel.
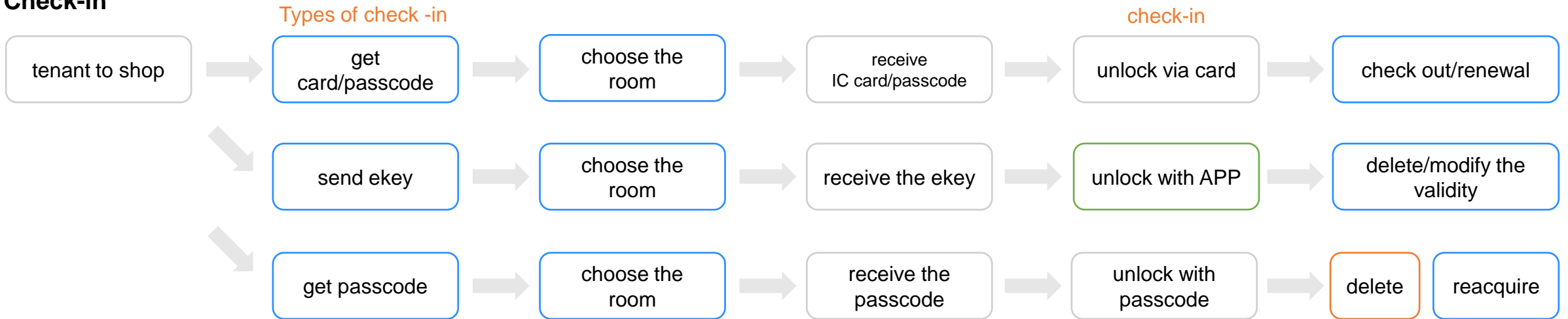
Initial use of system

☐ operate offline ☐ web system for staff ☐ APP system for staff ☐ mini program

Creat the hotel data :

register the hotel → creat buildings → creat floors → creat rooms → creat posts/staffs → add smart lock

Notice：When the administrator creates the hotel by himself, the supplier shall provide the "lock supplier number" and fill it in before completing the creation. Otherwise, please ask the supplier to help create the hotel.

Check-in

Types of check -in   check-in

tenant to shop →

get card/passcode → choose the room → receive IC card/passcode → unlock via card → check out/renewal

send ekey → choose the room → receive the ekey → unlock with APP → delete/modify the validity

get passcode → choose the room → receive the passcode → unlock with passcode → delete reacquire

Initial use of system

Staff management Authorize unlock right for employees

| staff list | → | open a card | → | **choose card type** | → | staff receives a room card | → | unlock via staff card |

| | send ekey | → | **batch selection of keys** | → | staff receives ekey | → | unlock via receiving ekey |

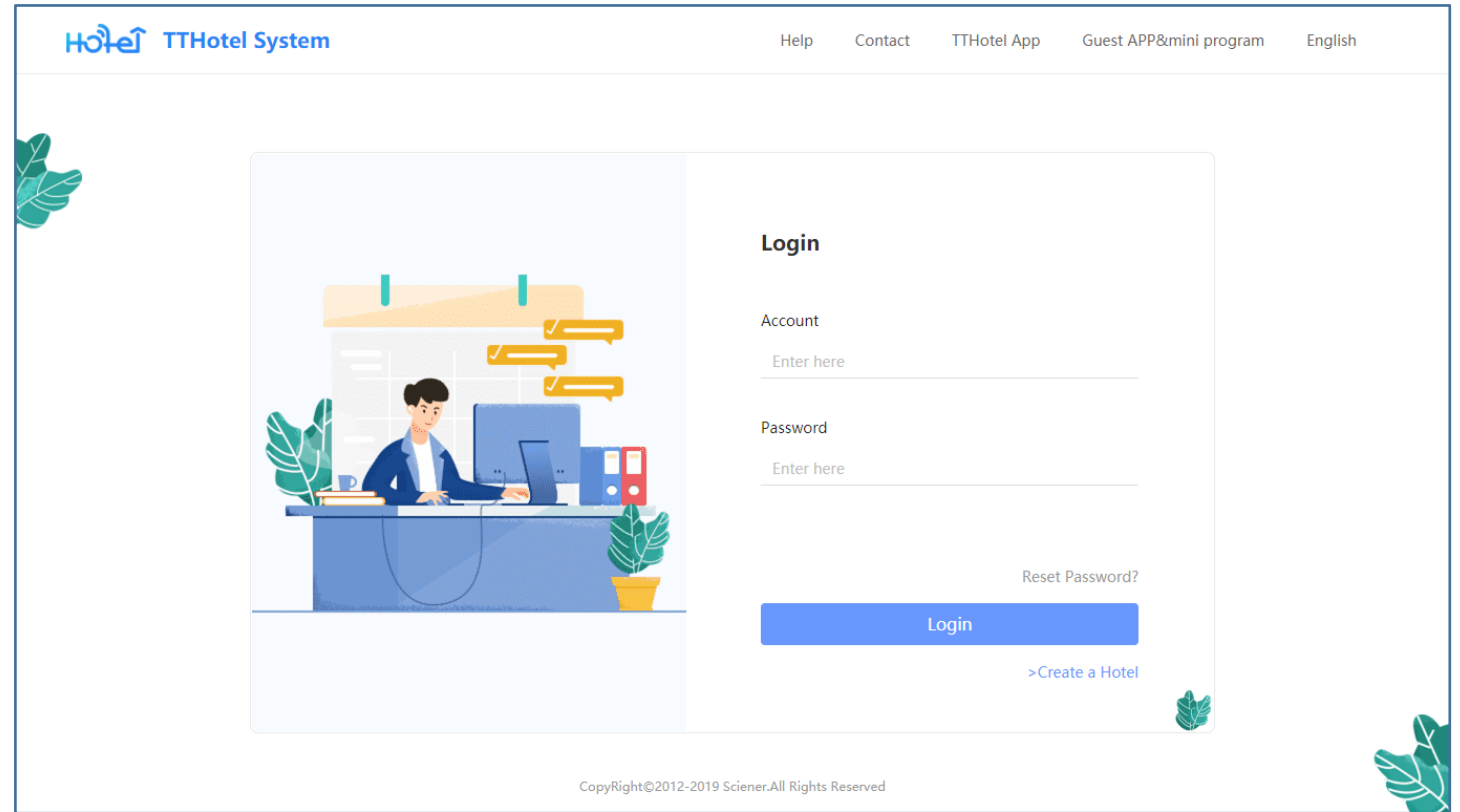| | view the details | → | **edit/delete/check the staff** | | | | read the lock records |

| | | | | | | | lock management+personal information settings |
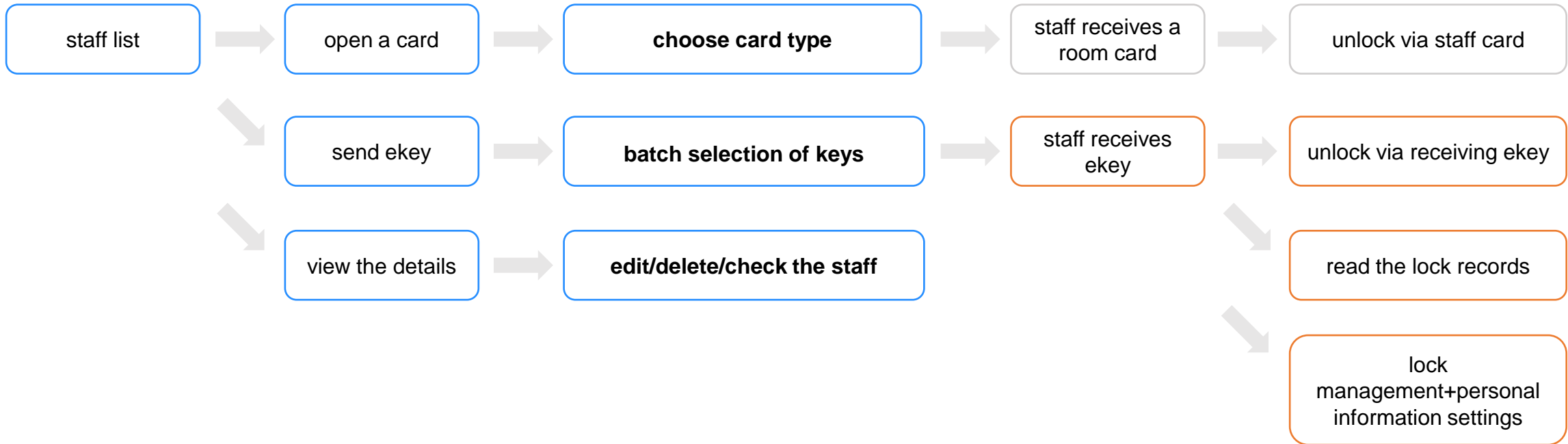
Function-login

➢ The employee can log in with his registered phone number

➢ Users who have not granted Web login permission cannot log in

➢ Press "Create a Hotel" to get into the creation interface

➢ Press "Help" to check the encoder user manual

➢ Press "Guest APP&mini program" to download the QR code

➢ Click "hotel APP" and "guest APP& mini program" to scan the code or download the corresponding QR code
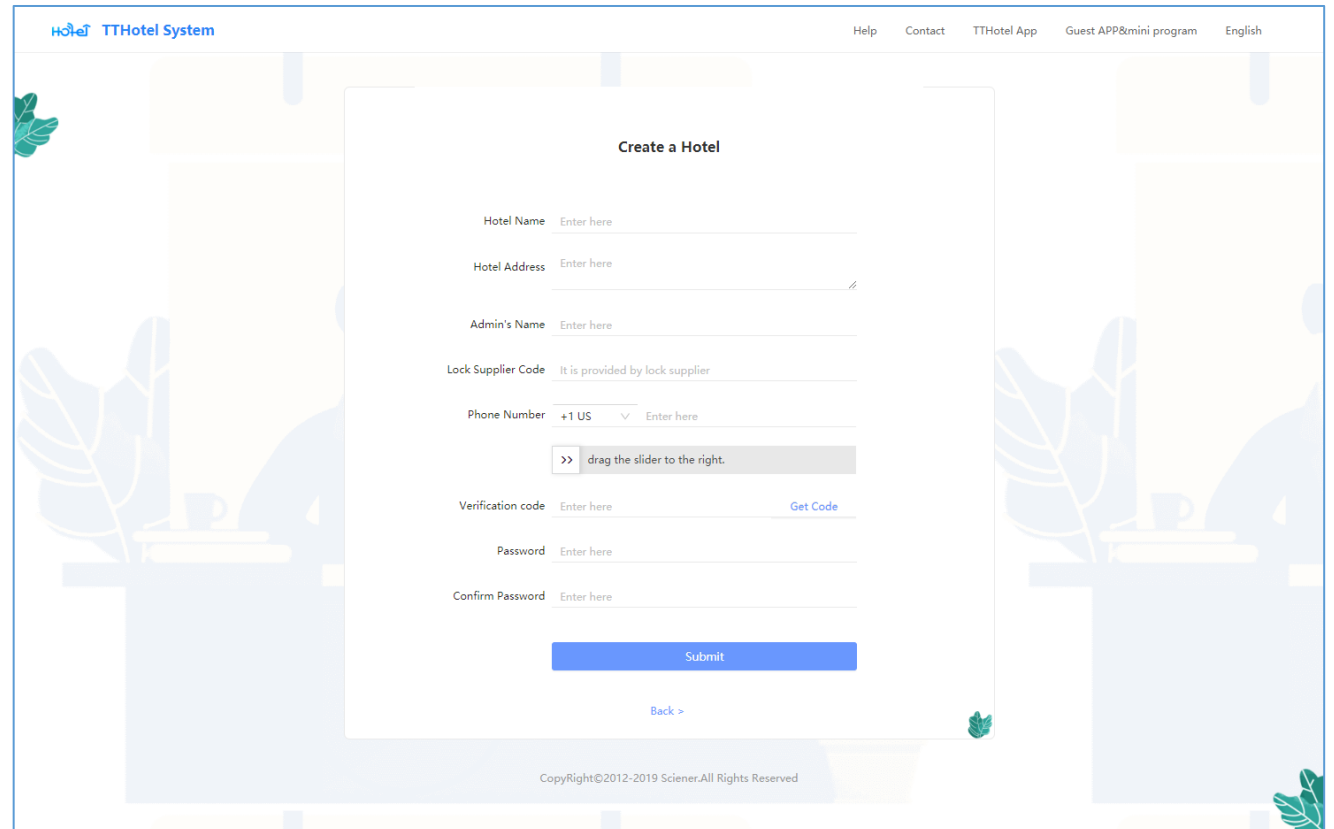
(It can be placed at the hotel front desk for guests to scan the code)

TTHotel System

Help   Contact   TTHotel App   Guest APP&mini program   English

Login

Account

Enter here

Password

Enter here

Reset Password?

Login

>Create a Hotel

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Funtion-creat a hotel

➢ When creating a hotel, please fill in the real information

➢ One hotel corresponds to one administrator, hotel staff (including administrator) cannot register two hotels with one phone number at the same time

➢ The lock supplier number is the basis for the hotel to be associated with the lock supplier and is provided by the supplier to the hotel. This is not required

➢ "Lock supplier number" is provided by the hotel lock supplier. Please contact and get this number in advance, or ask the supplier to help create the hotel

   (Notice: a hotel cannot be created without a lock supplier number.)

Function-creat rooms

➢ Only administrators can make system settings

➢ Press "Settings" => "Hotel" => "Building"、 "Floor"

➢ Press "Room" to add rooms. Room types: rooms, public doors

➢ When the room is created, the staff can add a smart lock on app

➢ After the room is locked, the card can be checked and the key can be sent. The passcode can be obtained

Function-post

➤ Before adding an employee, the administrator needs to set up the employee position first.

➤ Click "Settings" => "Post" to add a position and set the its login permission.

➤ Staffs can use the APP to add locks, set and delete permissions when employees have the APP login and add device permissions.

Dream Hotel

Help   English   Message   Fly

Settings > Positions

New

Position Name	Web Permission	APP Permission	Staffs	Operations
Manager	Yes	Yes	1	Edit Delete
Reception	Yes	No	0	Edit Delete
Cleaners	No	Yes	0	Edit Delete
Card only	No	No	0	Edit Delete

Home
Rooms
Staffs
Locks
Settings
Basic
Hotel
Positions

Edit Post   ✕

* Position Name

Manager

Permission

* Web System

⦿ Yes   ◯ No

* APP

⦿ Yes   ◯ No

☑ Add Device   ☑ Device Setting ☑ Delete Device

OK   Cancel

➤facility type：hotel smart lock

➤add：add permission

➤setting：View and read record permissions

➤delete：delete permission

Function-basic

➢ Select "Edit" Modify the hotel name, address, administrator name and check-out time.

➢ The lock supplier code can be entered when select "Edit".

➢ If the lock supplier is already bound, the supplier name will be displayed. When editing, you can apply for unbinding.

➢ If the hotel is repeatedly registered and there is no binding lock under the hotel, you can delete the hotel when you edit.

Dream Hotel

Settings > **Basic**

- ⌂ Home
- ▯ Rooms
- ▢ Staffs
- ⬓ Locks ⌄
- ⚙ Settings ⌃
- Basic
- Hotel ⌄
- Positions

Hotel Name Dream Hotel

Hotel Address In your heart

Admin's Name Fly

Checkout Time 14:00

Lock Supplier Code Enter here

Save   Delete Hotel

Lock Supplier: Jindian Lock Factory   Delete

Save   Delete Hotel

Function-staff

➢ Employee management has functions of add, edit, delete, view details, issue card, send electronic key.

➢ Employee editing and deletion functions are on the details page.

➢ The employee is added successfully, and the employee is given the post permission. If there is corresponding login permission, the employee will receive the notification message.

➢ The electronic key is the Bluetooth electronic key, which can be unlocked via APP Bluetooth.

➢ If the employee does not have the APP login permission, the electronic key cannot be sent.

Function-issue card/ send ekey

➤ Four types of staff card: All / Building / Floor / Customize

➤ "All" option: The employee will be granted the right to open the door lock of the hotel.

➤ "Building" option：The employee will be granted the right to open all the door locks of the designated building of the hotel.

➤ Select Customize, you can customize the room door lock and give the employee a custom door open permission.
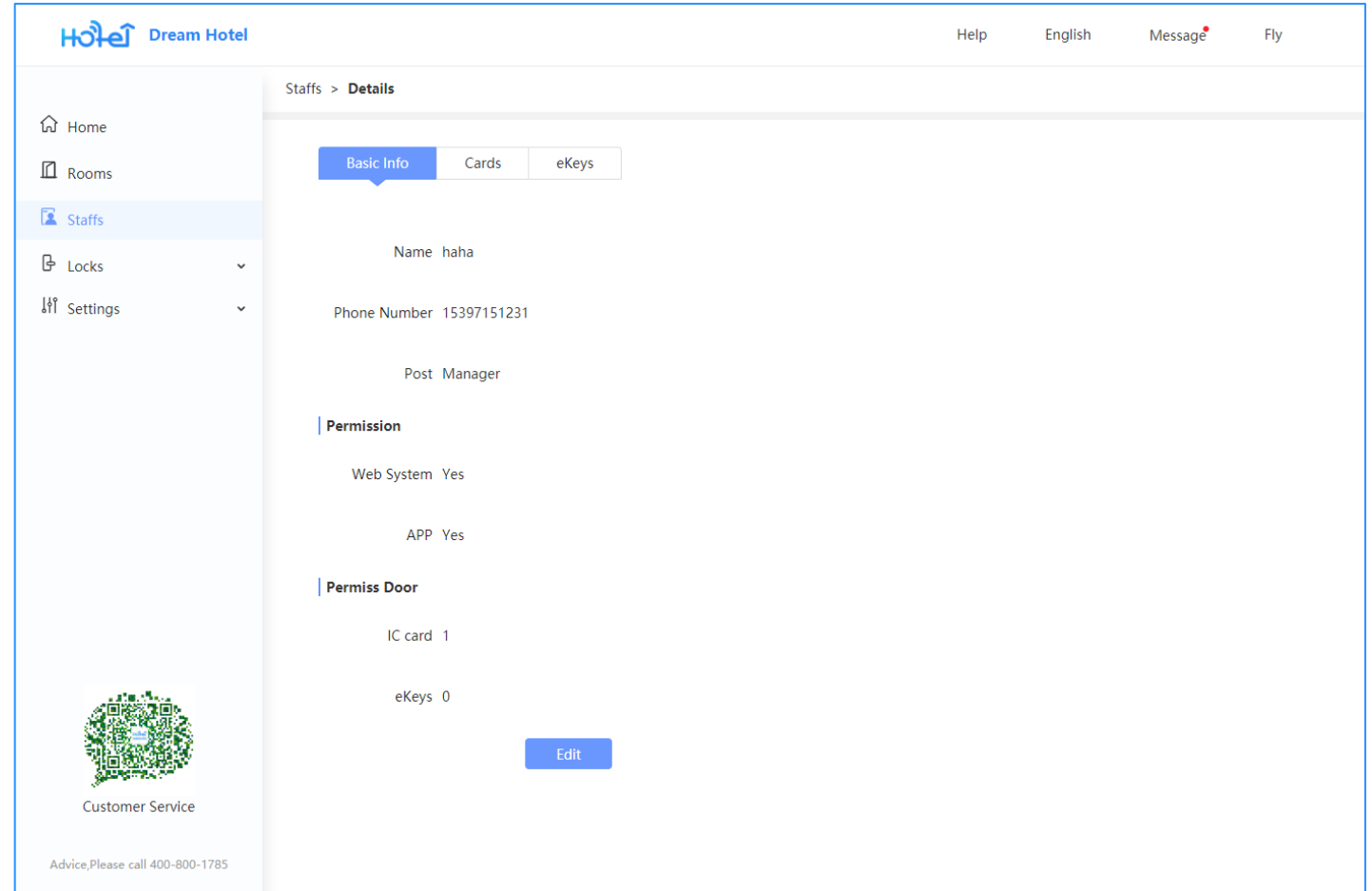
Notice：Employee card can select up to 40 rooms;

      There is no limit to the number of employee electronic keys. And

      the validity period is permanent.Employee card can be

      authorized to open the lock

Hotel Dream Hotel

Help   English   Message   Fly

Staffs > Issue Card for Staff

Name：haha

* Available in: | Master Card | Building Card   Floor Card   Customize

- Home
- Rooms
- Staffs
- Locks
- Settings

Issue Card ✕

Name

Phone Number

* Valid to

Please select a valid due date

☑ Open double locked

| Issue Card | | Cancel |

✕

✔ Operation Successful

Card Number
186138825

Room
All

Validity period
2019-09-03 14:24 ～ 2019-09-06 14:00

Function-staff details

➢ On the Basic Info page，staffs can be viewed, edited, and deleted. Details page has staff information, card information, and key records

➢ If you want to modify the login permission of an employee, you can only modify the post permission

➢ If you want to modify the eKey that the staff has sent, you can click "eKeys" - > "Select" to edit the key data

➢ staffs can be deleted when their amount is 0

Function-login with the APP

➤ Employees (granted with APP login rights) can log in using their mobile phone number and password.

➤ Employees (does not granted with APP login rights) can not log in.

➤ When successful login, the interface jumps to the APP homepage.

scan the app to download

14:28 1.1KB/s

Login

Phone number

Phone number

Password

Enter your password

Forgot Password?

Login

Login with verification code


14:28 0.4KB/s

Login

Phone number

15   2

Password

••••••••

Forgot Password?

Login

Login with verification code

The account does not exist, please confirm the account or contact the administrator.

Function-add lock

On the APP homepage, you can see the list of added locks; add **[+]** to add the lock, select the door to be added and then touch the lock. When the lock status is "Addable", click **[+]** to add it successfully. After the addition is successful, click **[Test]** to check if the door lock can be used normally.
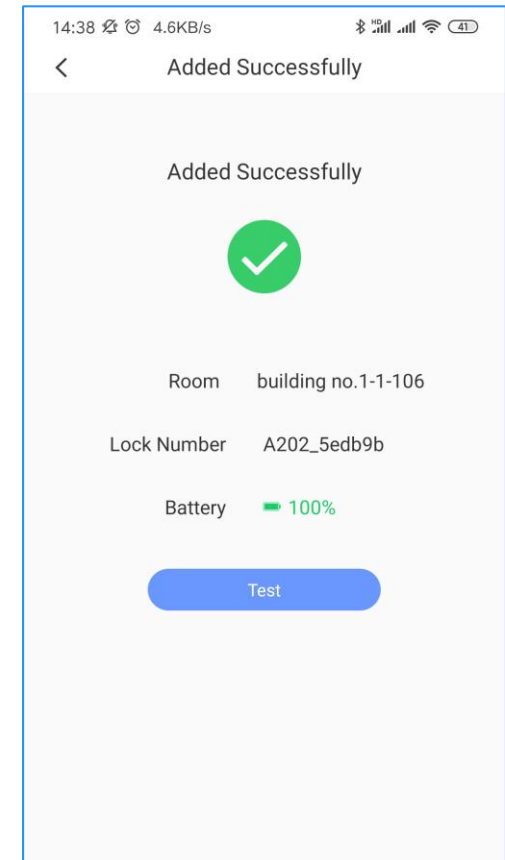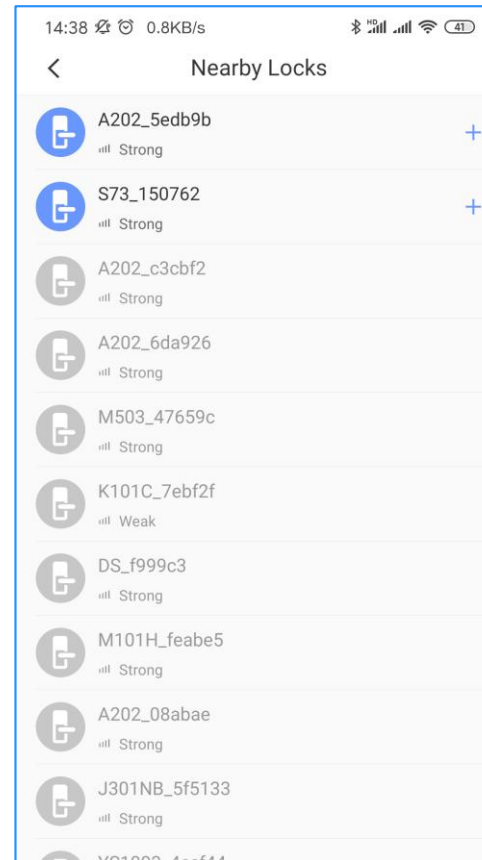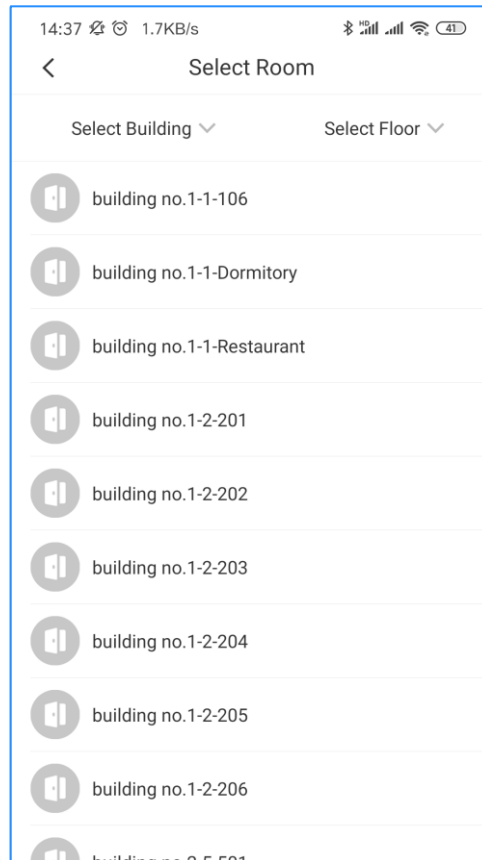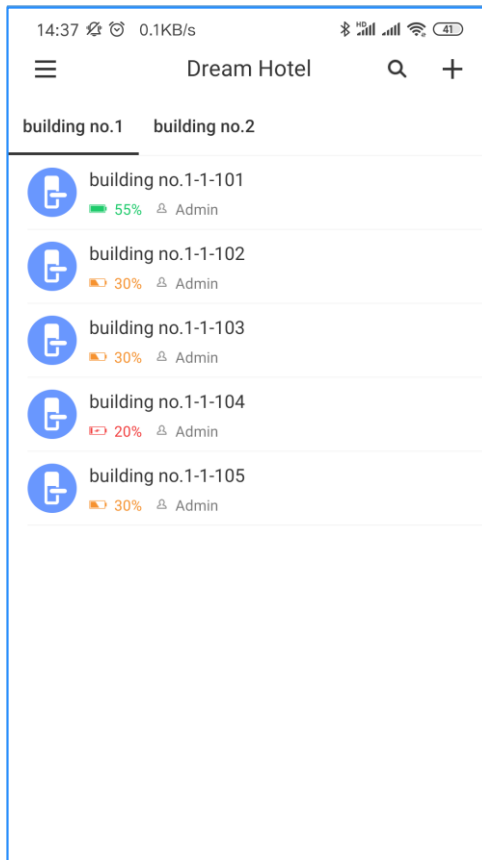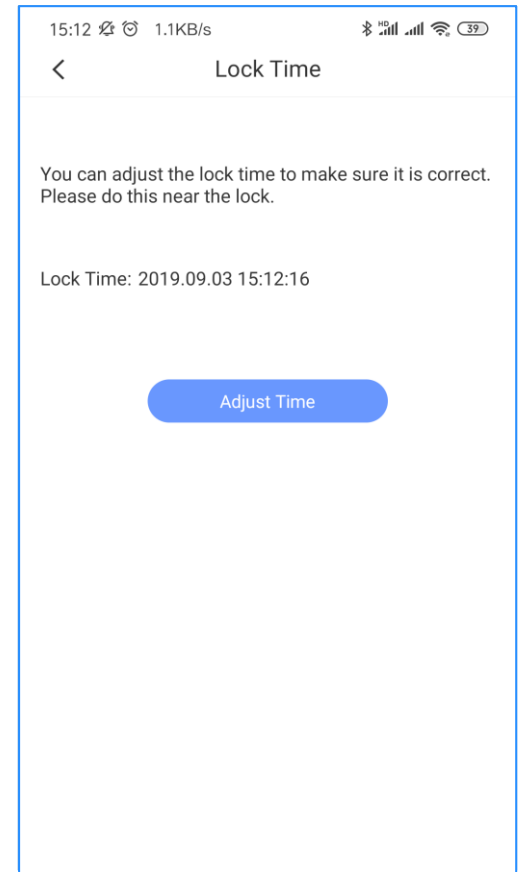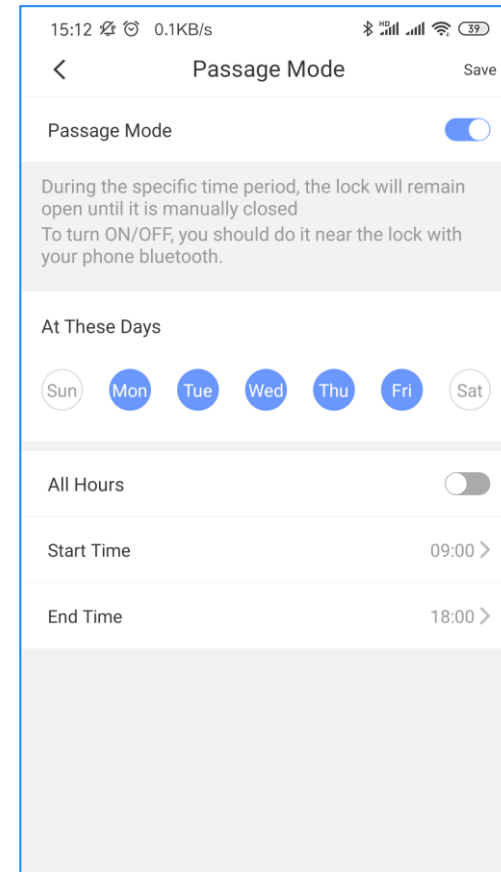
Function-lock setting
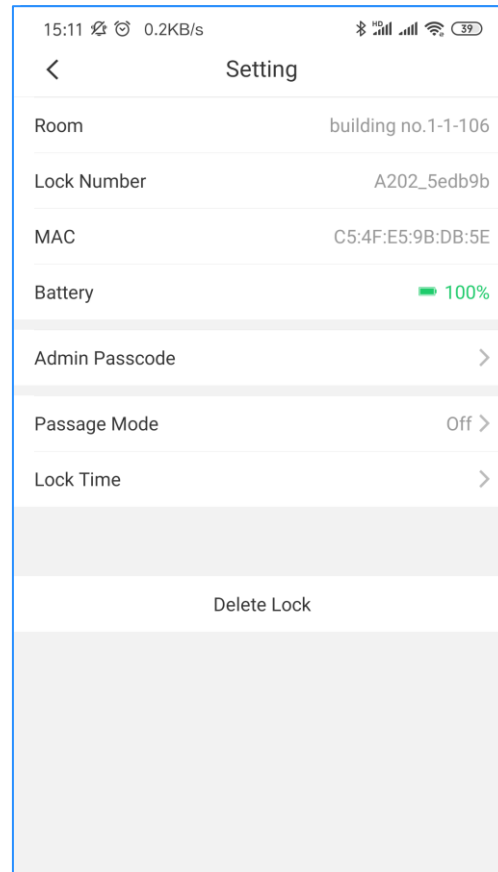
➢ Four functions of card module：

• check and report loss card

• check and delete avilable password

• check and read records

• lock setting

➢ When the card need to be reported, card module will shows"·" icon. Hotel staff can enter the IC card list, view and report the card.

➢ The door opening record needs to be read by using the mobile APP near the door lock.
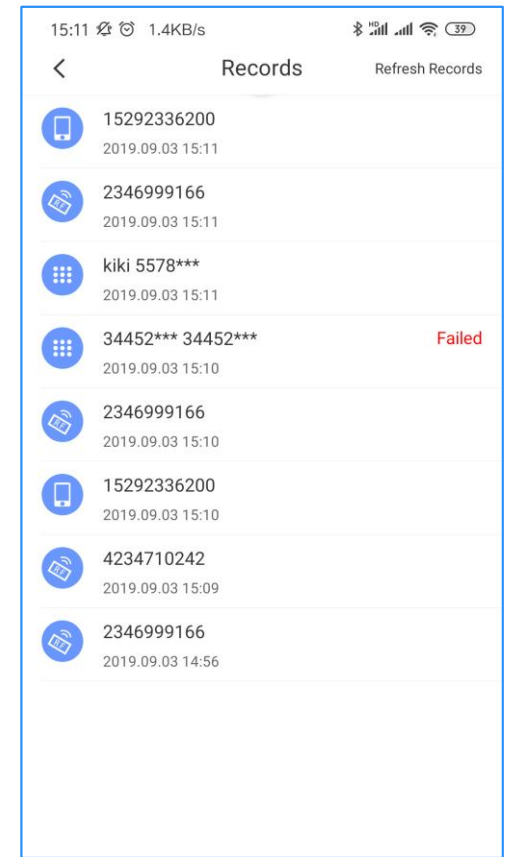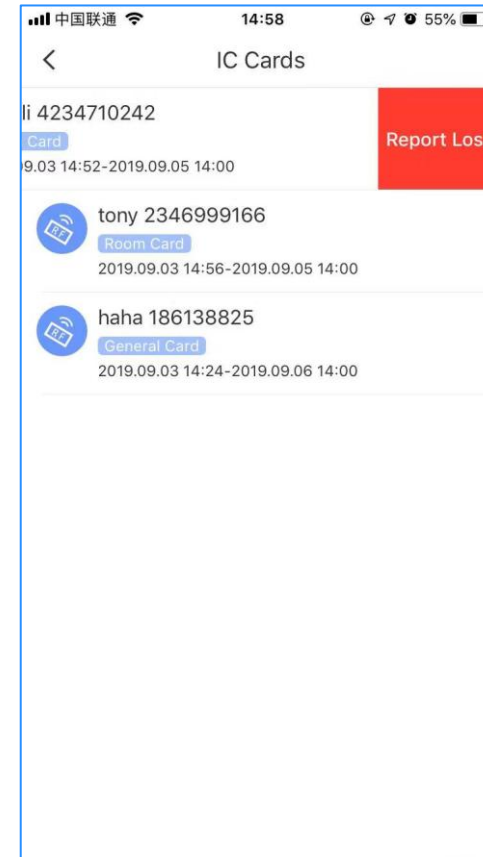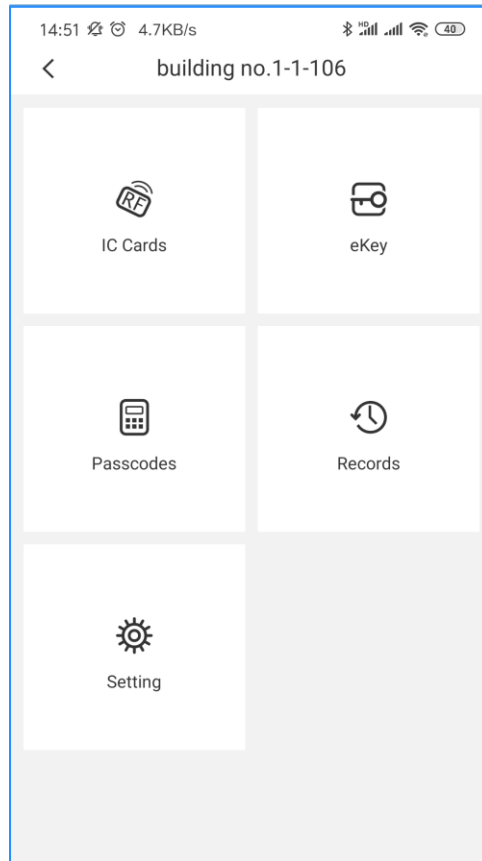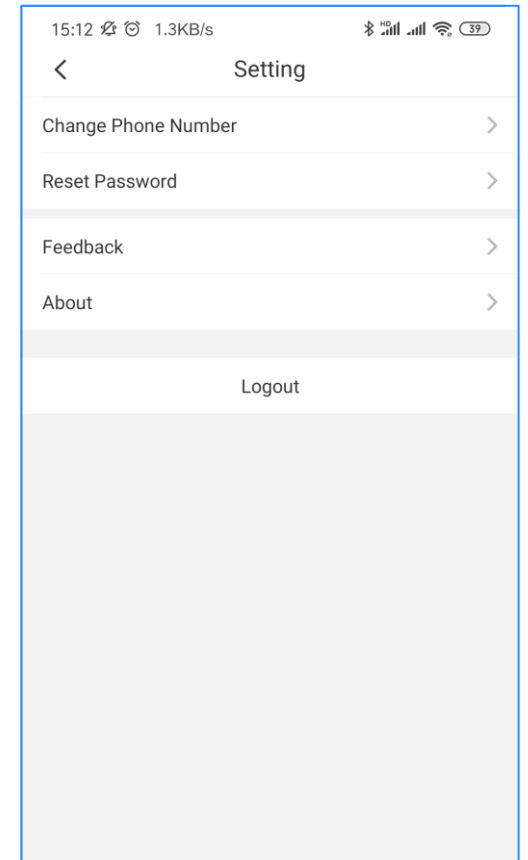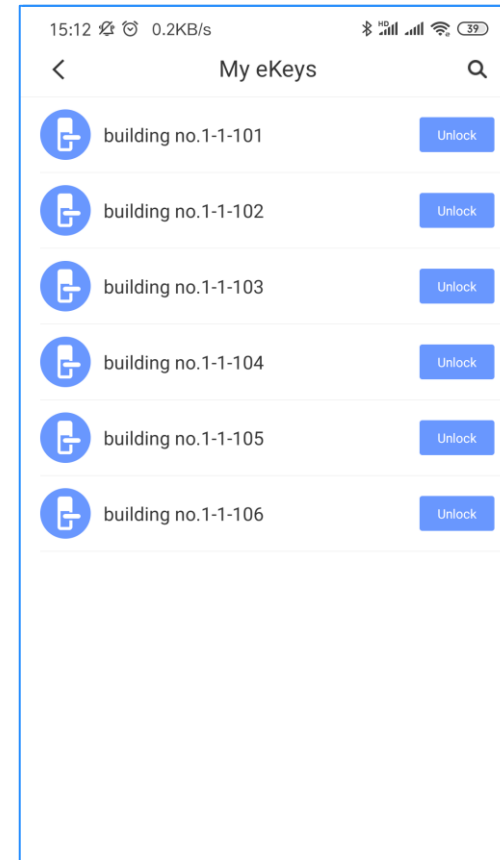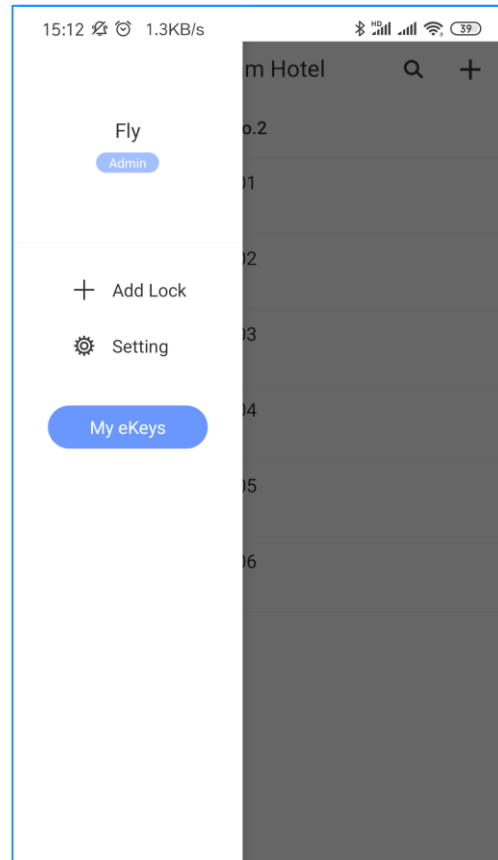
Function-lock setting

➢ Click [Setting] to enter the lock setting page, you can view the basic information of the lock and can calibrate and update the lock time and version.

➢ The administrator has unlock passwords for all locks.

➢ The normally open mode can be applied to a common door. When this mode is turned on, the public door will not automatically lock during the normally open time.

➢ When there is a problem with the lock, you can click the diagnosis to report the configuration information in the lock, and the professional staff can help resolve the fault.

(Notice:the lock of the room that the tenant is checking in cannot be deleted. The room card should be returned, password and key should be deleted before deletion.)


Setting

Room	building no.1-1-106
Lock Number	A202_5edb9b
MAC	C5:4F:E5:9B:DB:5E
Battery	100%
Admin Passcode	>
Passage Mode	Off >
Lock Time	>

Delete Lock

Passage Mode   Save

Passage Mode

During the specific time period, the lock will remain open until it is manually closed
To turn ON/OFF, you should do it near the lock with your phone bluetooth.

At These Days

Sun Mon Tue Wed Thu Fri Sat

All Hours

Start Time	09:00 >
End Time	18:00 >

Lock Time

You can adjust the lock time to make sure it is correct. Please do this near the lock.

Lock Time: 2019.09.03 15:12:16

Adjust Time

Function-unlock via ekey

➤ The top administrator has an electronic key for all locks, and the staff only has the electronic key that was sent.

➤ Use an electronic key to open the door must be close to the door lock.

➤ Hotel staff can modify mobile phone number, passcode, submit suggestions and feedback through APP.

15:12 1.3KB/s

m Hotel

Fly
Admin

+ Add Lock

⚙ Setting

My eKeys

15:12 0.2KB/s

< My eKeys 🔍

building no.1-1-101 | Unlock

building no.1-1-102 | Unlock

building no.1-1-103 | Unlock

building no.1-1-104 | Unlock

building no.1-1-105 | Unlock

building no.1-1-106 | Unlock

15:12 1.3KB/s

< Setting

Change Phone Number ›

Reset Password ›

Feedback ›

About ›

Logout

Function-Home

➢ The left side of the home page is the system's menu navigation bar

➢ here are six modules: Issue Card/Generate Passcode/Renew Card/View Card/Cancel Card/Messages/View Card

➢ Introduction/Init Card Encoder/ Feedbacks/ Scan the QR code

➢ If you are prompted to "unrecognized card encoder" when you issue the card, you can click "Init Card Encoder" to initialize the card issuer.

➢ The card encoder should be initialized in this hotel system first. And it can only be used in your hotel.
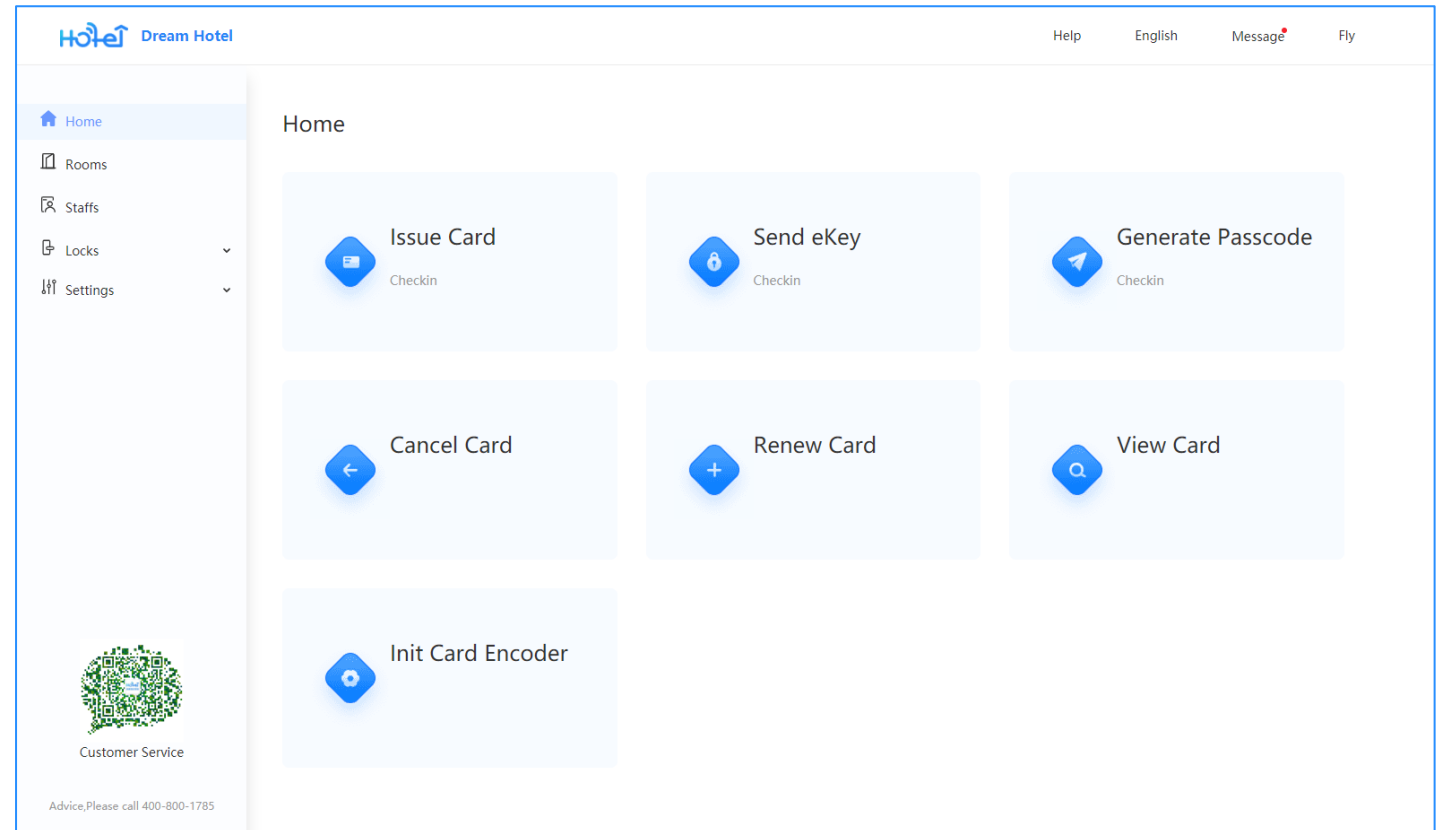
Function-issue card

➢ Before you can get a card for your tenant, you need to run the card encoder assistant program；

➢ The guest card can only select one room, and the maximum number of public door is 39;

➢ Card issuing process：select guest rooms and public doors => register the tenant name and card validity => press "Issue Card，and put the card on the collection area => check in successfully

Notice：The guest card cannot open the door when the room is locked inside
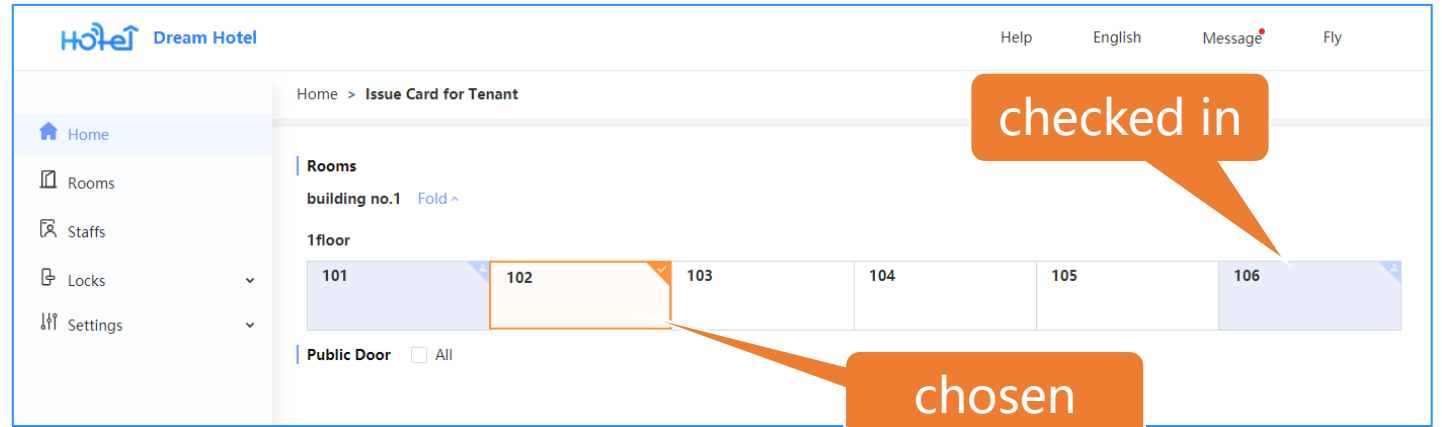
Function-send ekey

➤ When keys are sent to tenants, only one room can be selected, and the public door selection has no amount limit.

➤ Process of sending ekey：choose the room => input guest name, phone number and validity period => press "send ekey"=> operation successful.

➤ The guest needs to use the registered mobile phone number to login the guest app to receive the ekey and open the door.

Function-unlock via app

➤ Enter the phone number to login to the app

➤ Stand beside the door lock and click "Unlock" to open the door via Bluetooth（The Bluetooth communication range is within 5 meters. When there is no obstruction, the communication range is farther. The automatic blocking time is 5 seconds.）

➤ When the prompt "Operation failed, please confirm whether the lock is nearby, or restart the phone Bluetooth and try again", it may be that the Bluetooth communication fails, you can restart the Bluetooth or try to unlock the lock near the lock.

15:55 4.9KB/s

Hello,

Welcome to the hotel

Enter your phone number

Login

15:57 3.5KB/s

Dream Hotel

building no.1-1-101

2019.09.03 09:08 ~ 2019.09.05 14:00

Unlock

building no.1-1-102

2019.09.03 15:56 ~ 2019.09.05 14:00

Unlock

building no.1-1-103

2019.09.03 15:57 ~ 2019.09.05 14:00

Unlock

Home   Me
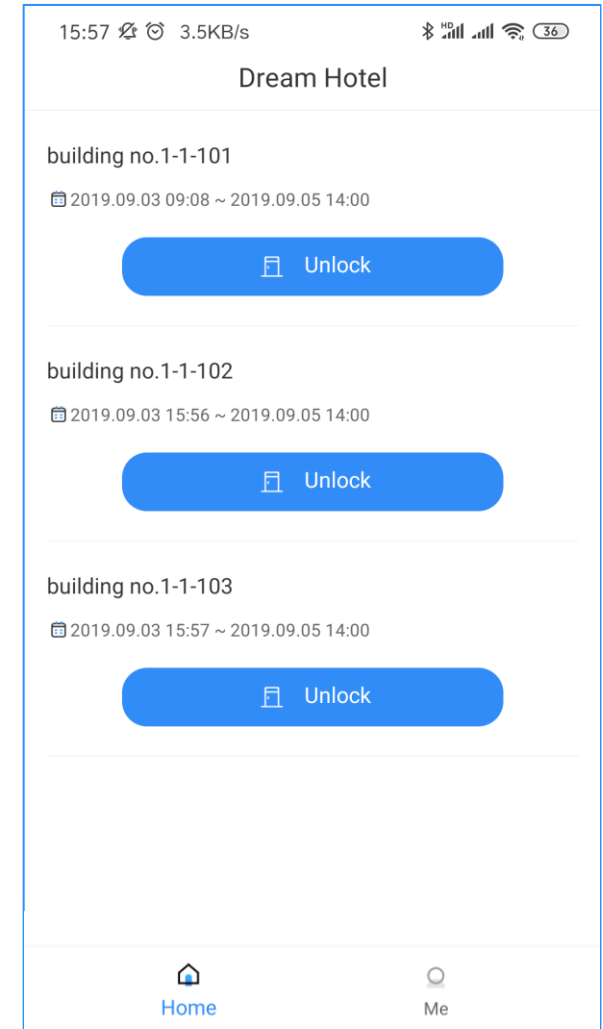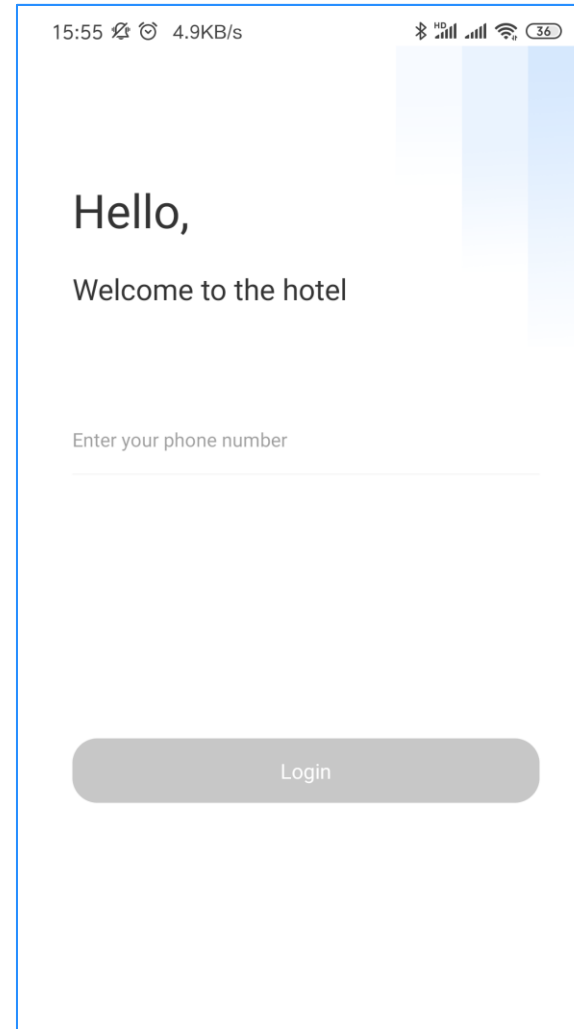
Function-obtain passcode for tanents

➢ Only get tenants passcode.

➢ Process：Choose the room => input the name
   and validity => Click [OK]，obtain the passcode
   success => Copy the passcode.

➢ Only one door opening passcode can be obtained
   at a time.

➢ The same door lock, the same end time to get the
   same passcode.

Hotel **Dream Hotel**   Help   English   Message   Fly

Home > **Tenant gets passcode**

🏠 Home

📖 Rooms | **Rooms**

👤 Staffs   building no.1   Fold ⌃

📱 Locks   >   **1floor**

⚙ Settings   > | 101 | 102 | 103 | 104 | 105 | 106 |

📄 **Generate Passcode**   ✕

* Guest Name

[Guest name]

* Phone Number

[+86 CN ⌄] [Enter the phone number]

* Validity period

[2019-09-03 16:00 📅] [End time 📅]

Generate Passcode   **Cancel**

                                                          ✕

✓ Operation Successful

Passcode

5592978   📋 copy

Phone Number

+86 15868805060

Room

building no.1-1-103

Validity period

2019-09-03 16:00 ~ 2019-09-05 14:00

Function-cancel card、renew card、view card

- Press"Cancel Card"，put the card on the card encoder, check the room information and click "OK" to complete the card withdrawal.

- Press"Renew Card"，after modifying the validity period, click "OK" to complete the renewal.

- Press "View Card" and put the card on the card encoder to read the card information.

Cancel Card	Renew Card	View Card
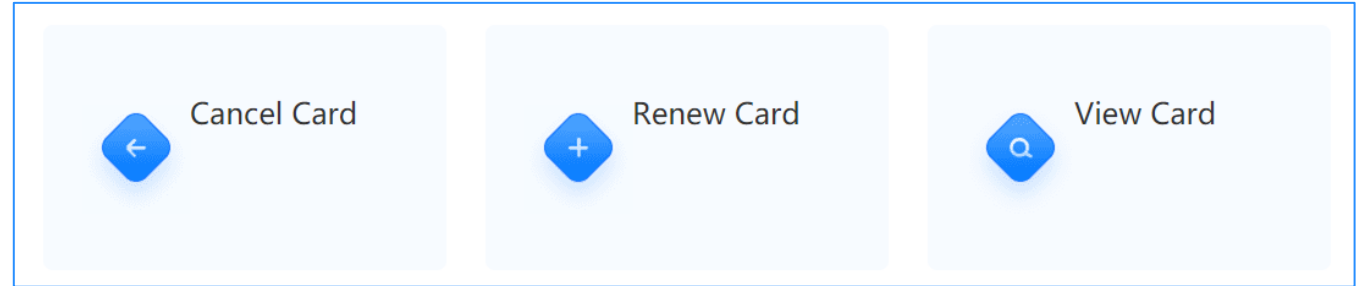
Cancel Card ✕

Card Number
4234710242

Name
dany

Room
building no.1-1-102

Valid Period
2019-09-03 15:44 ~ 2019-09-05 14:00

[OK] [Cancel]

Renew Card ✕

Card Number
4234710242

Name
dany

Room
building no.1-1-102

Valid Period
2019-09-03 15:44 ~ 2019-09-05 14:00

* Valid to

Select the valid period

[OK] [Cancel]

Function-room details

➤ When the room has a lock, you can issue card for the guest on the room details page, send ekey, generate passcode, check the card record of the room, send the key record, get the password record and open the door record, etc.

➤ The room cannot be deleted if there is a lock or lock.

Function-IC card

➢ IC includes room card and staff card；

➢ Hotel staff can report the loss when the IC card is lost or damaged. You can press "Lost Report" to directly generate a loss report card to the door lock, or you can report the card loss through the APP.

➢ Write the lost card to the blacklist of the lock. After writing the lock, the lost card cannot be opened even if it is valid.（Notice：The lock write blacklist process is irreversible, and the previous card can continue to be used unless the lock is reset or re-added.）

Notice: the process of blacklisting the lock is irreversible. Until the lock is reset or added again, the card can be used again. Please be careful.

Function-ekey

➤ ekey includes guest ekey and staff ekey

➤ Ordinary staff ekey is valid for a permanent period and can be deleted after sending; the administrator has the ekey for all locks under the hotel by default, and the administrator ekey cannot be deleted.

➤ The guest ekey can be modified and the validity period can be deleted. The tenant can continue to modify the validity period of the ekey in the room.

Function-passcode

The list only has the guest opening passcode

The passcode needs to be deleted by the staff via APP, and remote deletion is not supported at this time.

Function-locks

When add a successful hotel lock on the app, which will be displayed in the list.

The administrator can check the status of the lock in the hotel lock list, such as the lock power, etc.

When the lock is less than 20%, the alarm will be automatically prompted.

THANK YOU !

Customer Service hotline

400-800-1785

Customer Service Email

tthotel@ttlock.tech

Customer service WeChat