



TTHotel System Manual

Website address

<https://hotel.ttlock.com>

TTHotel Staff APP



Guest APP & WeChat applet



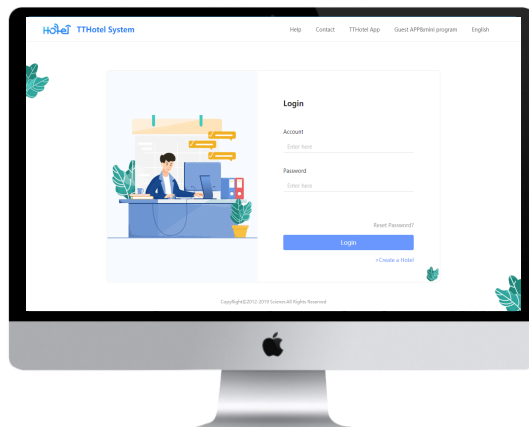
Content

01		System introduction
02		Card encoder user manual
03		Initial use of system
04		Function introduction

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.

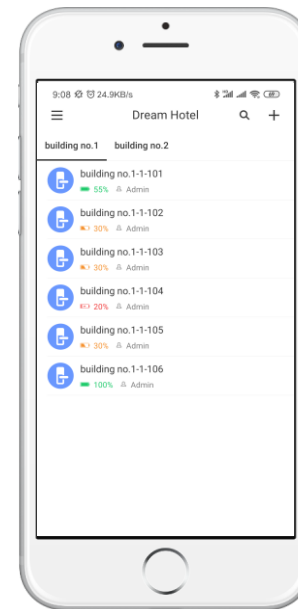
For Hotel



Web System

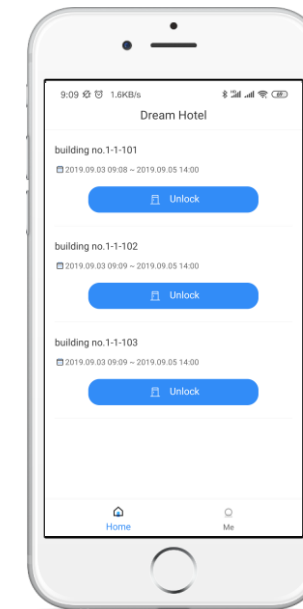


Windows System



APP for Staff

For Guest



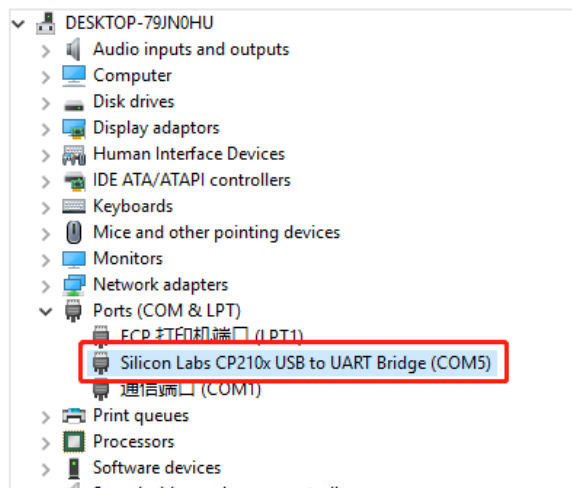
APP for Guest



Mini program

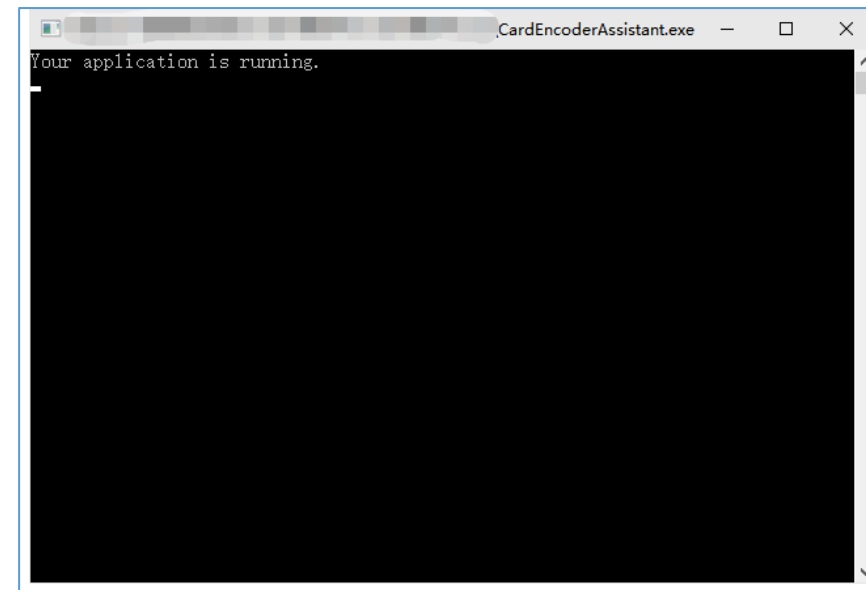
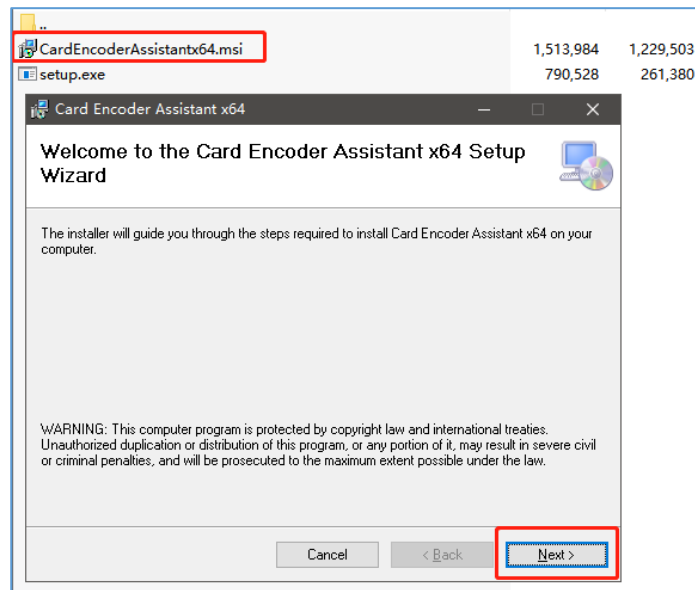
User Manual

- 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

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

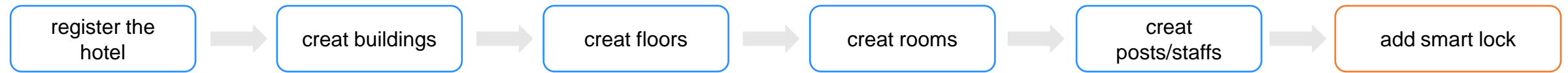


- The card encoder should be initialized in this hotel system first. And it can only be used in your hotel.

Initial use of system

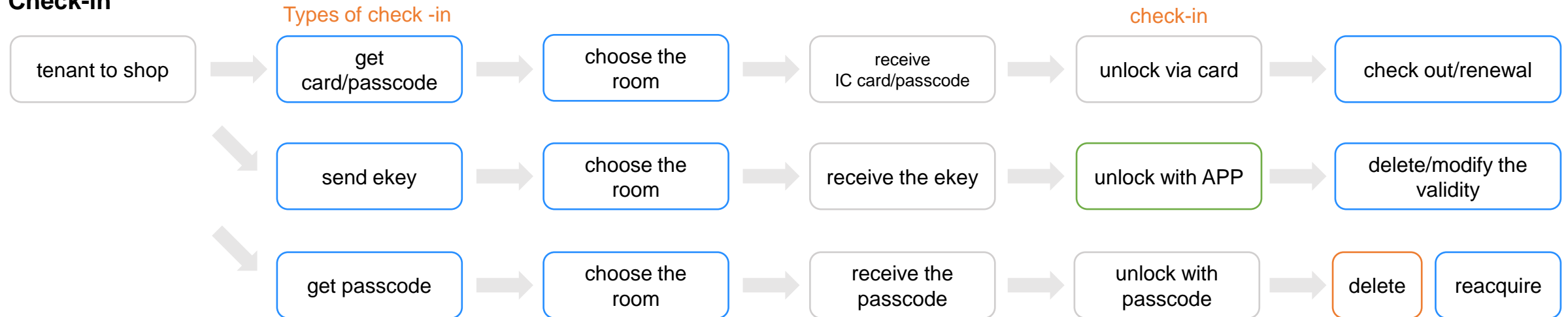
☐ operate offline
 ☐ web system for staff
 ☐ APP system for staff
 ☐ mini program

Creat the hotel data :



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.

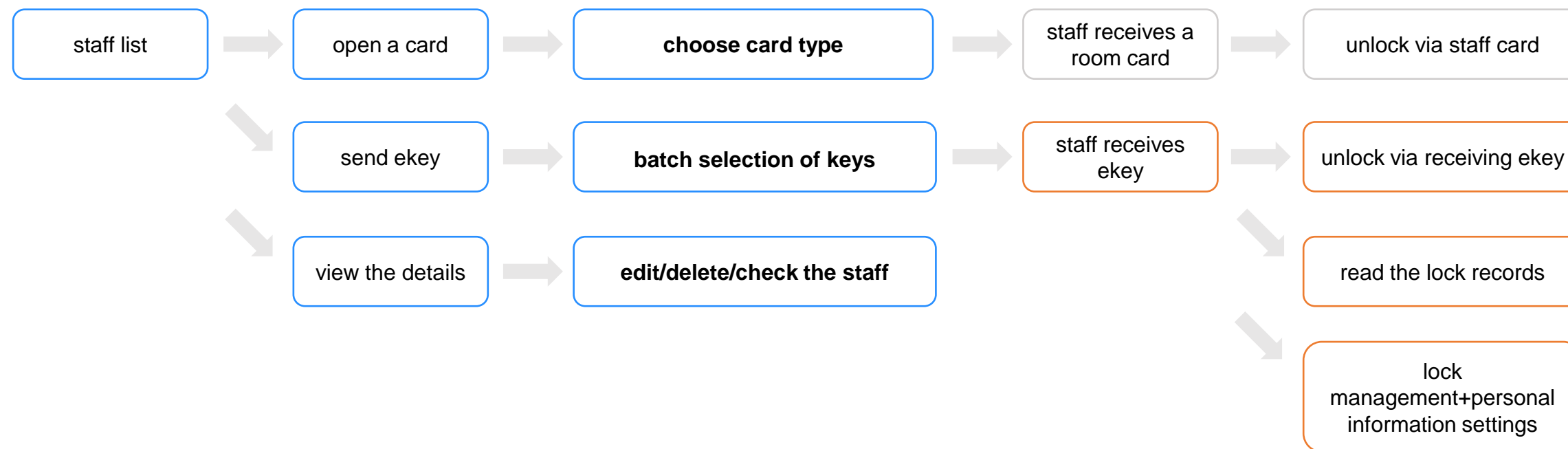
Check-in



Initial use of system

Staff management

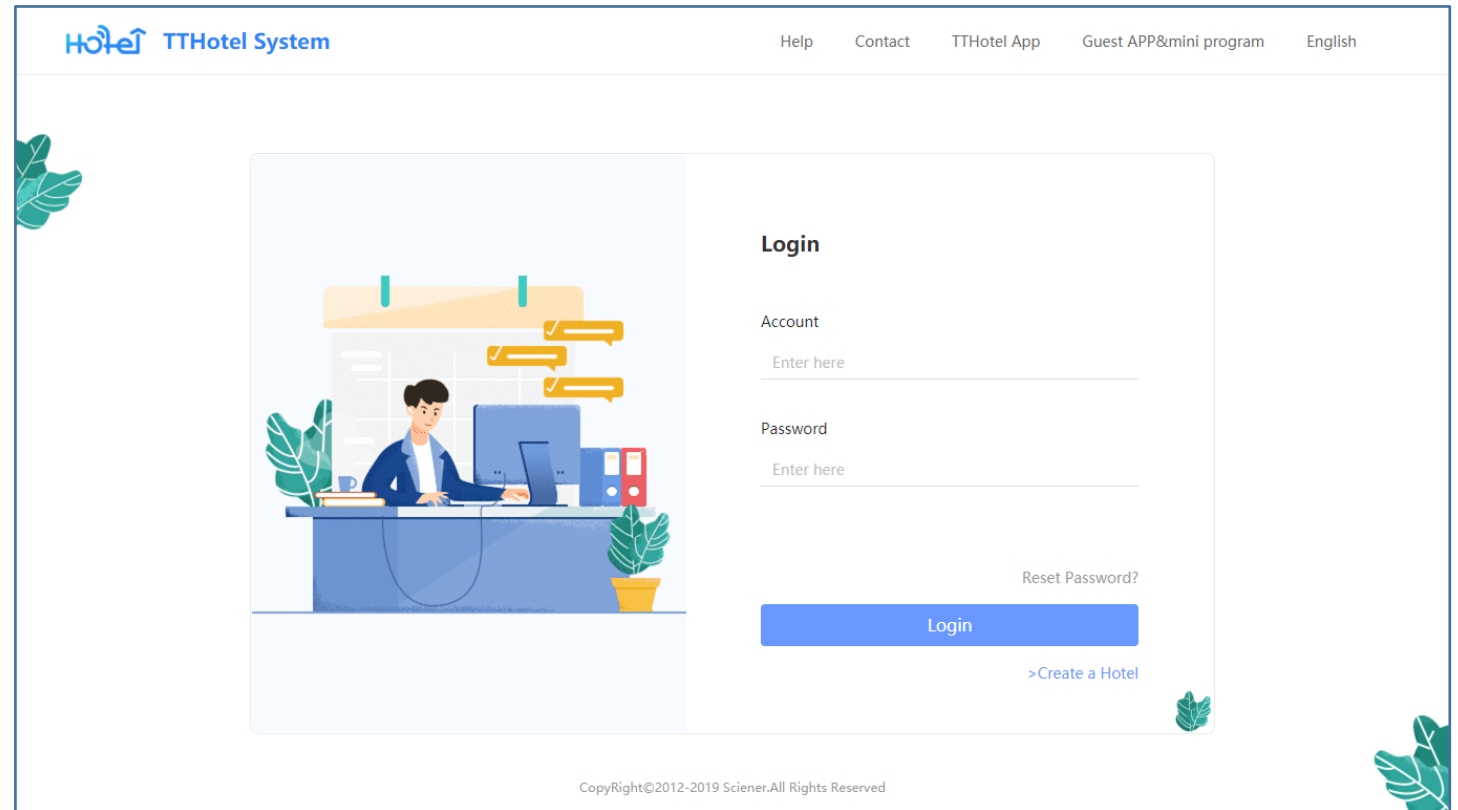
Authorize unlock right for employees



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)

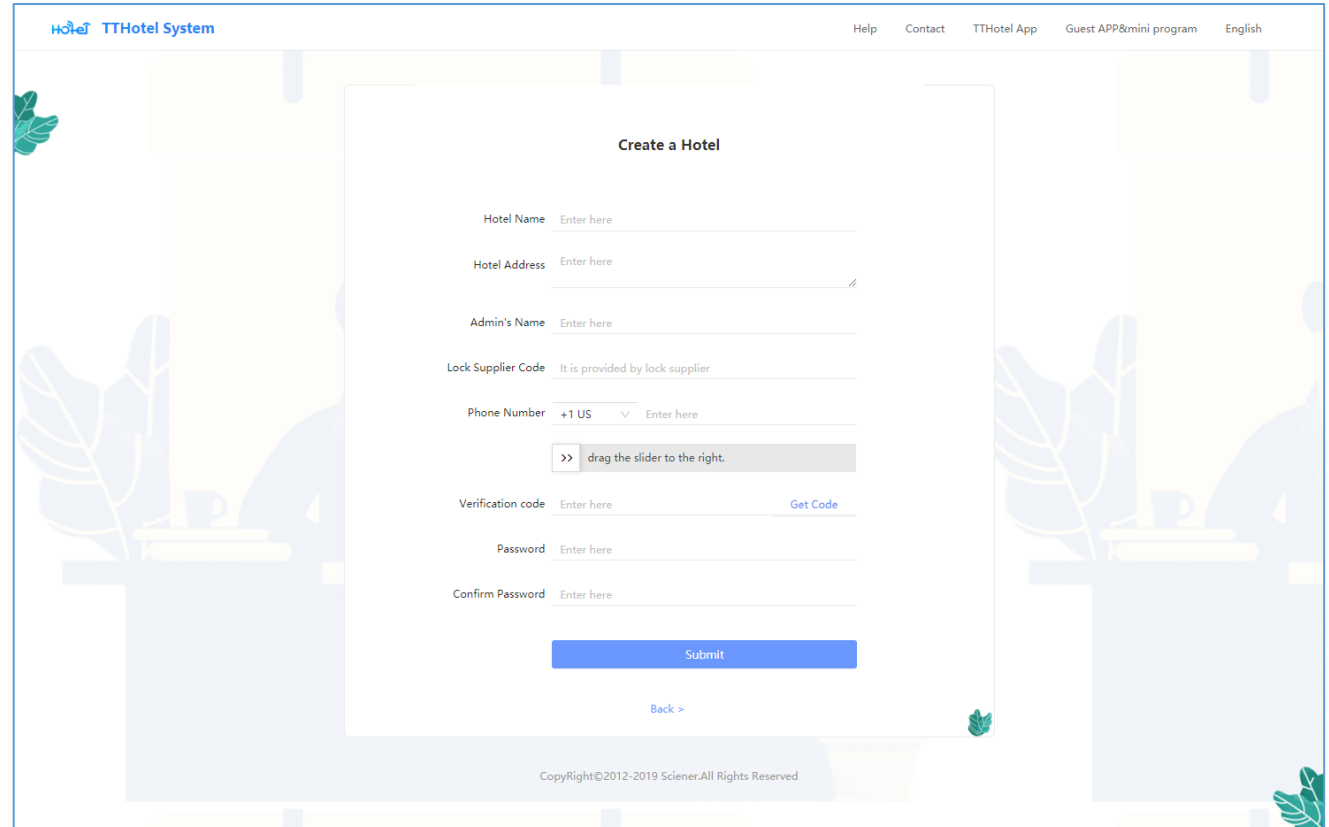


The screenshot shows the TTHotel System login interface. At the top, there is a navigation bar with the TTHotel logo, the text "TTHotel System", and links for "Help", "Contact", "TTHotel App", "Guest APP&mini program", and "English". The main content area is divided into two sections. On the left, there is an illustration of a person sitting at a desk with a computer, with a calendar and some papers on the wall. On the right, there is a "Login" form. The form has two input fields: "Account" with the placeholder text "Enter here" and "Password" with the placeholder text "Enter here". Below the password field, there is a link "Reset Password?". A blue "Login" button is positioned below the input fields. At the bottom right of the form, there is a link ">Create a Hotel". The footer of the page contains the text "CopyRight©2012-2019 Sciener.All Rights Reserved".

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.)



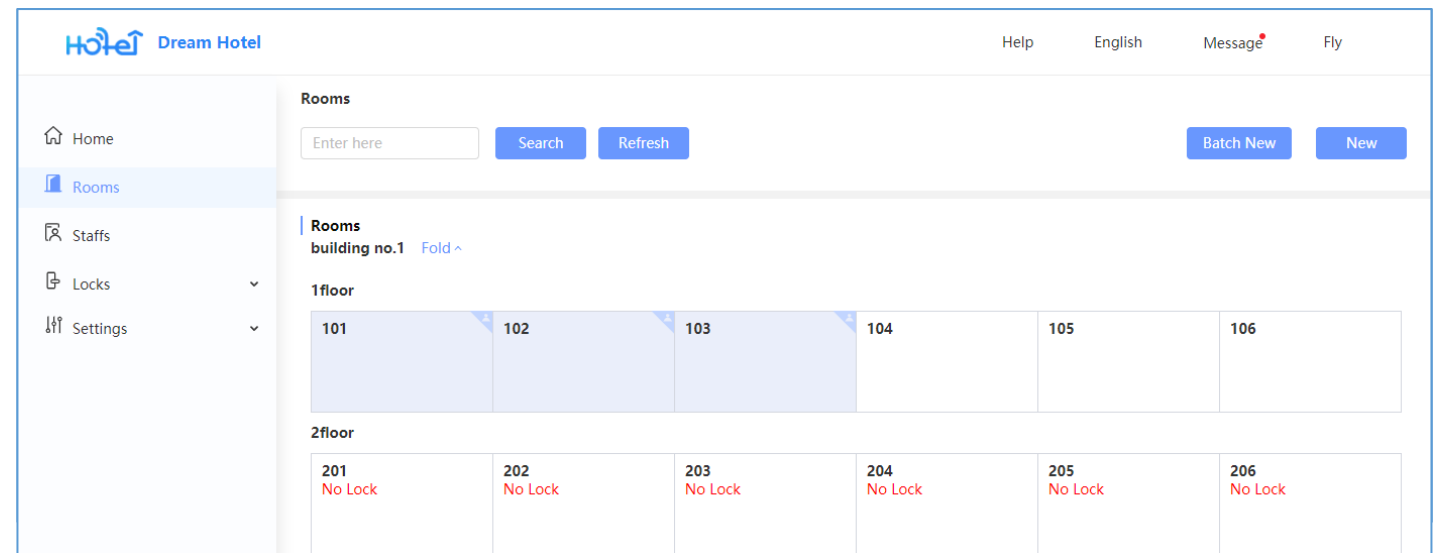
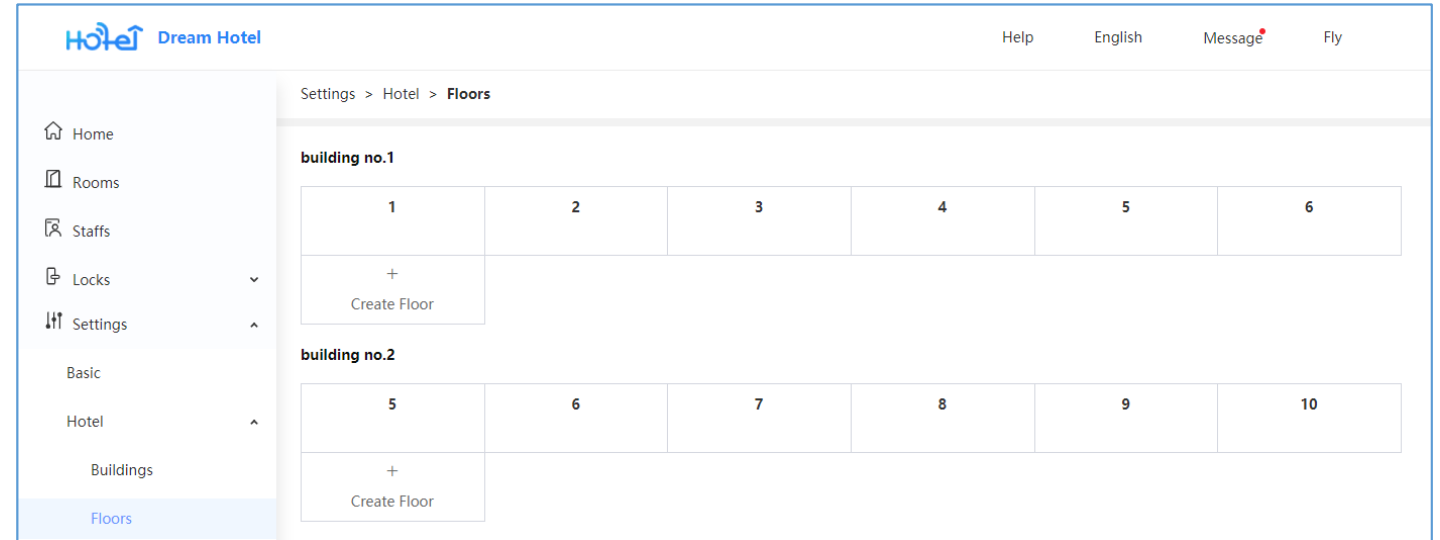
The screenshot shows the 'Create a Hotel' form within the TTHotel System interface. The form is titled 'Create a Hotel' and includes the following fields and options:

- Hotel Name:** Enter here
- Hotel Address:** Enter here
- Admin's Name:** Enter here
- Lock Supplier Code:** It is provided by lock supplier
- Phone Number:** +1 US (dropdown) Enter here. Below the field is a slider control with the text 'drag the slider to the right.'
- Verification code:** Enter here. A 'Get Code' link is available.
- Password:** Enter here
- Confirm Password:** Enter here

A blue 'Submit' button is located at the bottom of the form. Below the button is a 'Back >' link. The background of the form features a faint illustration of a coffee cup and leaves. The footer of the page reads 'Copyright©2012-2019 Sciener.All Rights Reserved'.

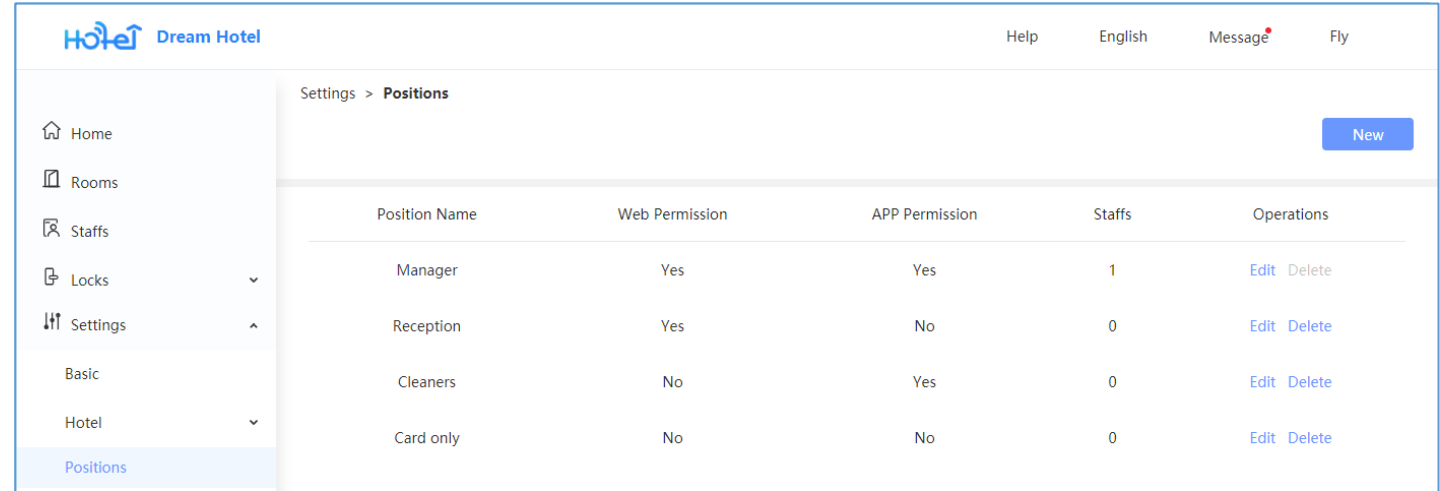
Function-creat rooms

- 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

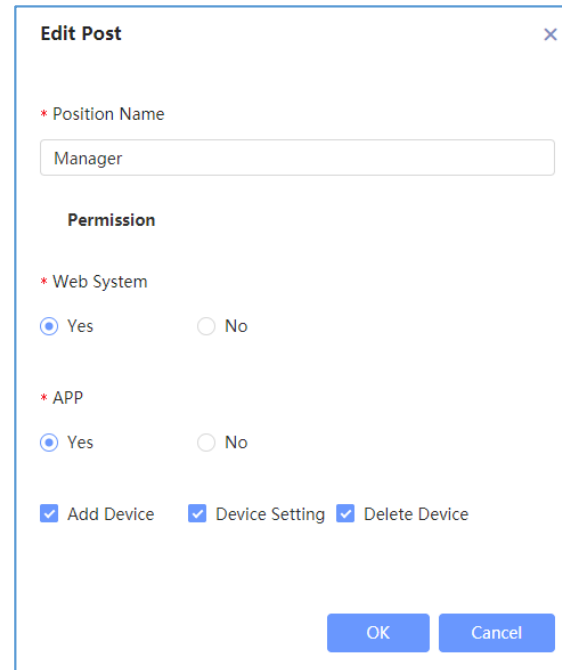


Function-post

- 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.



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



Edit Post

* Position Name

Permission

* Web System
☒ Yes ☐ No


* APP
☒ Yes ☐ No

☒ Add Device ☒ Device Setting ☒ Delete Device

- 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

Home

Rooms

Staffs

Locks

Settings

Basic

Hotel

Positions

Settings > Basic

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

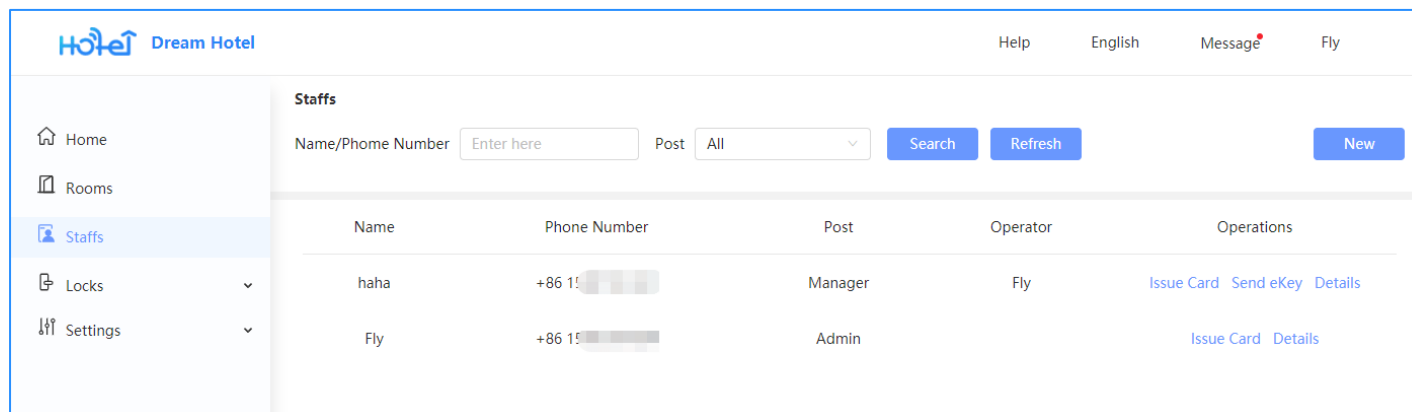
Delete

Save

Delete Hotel

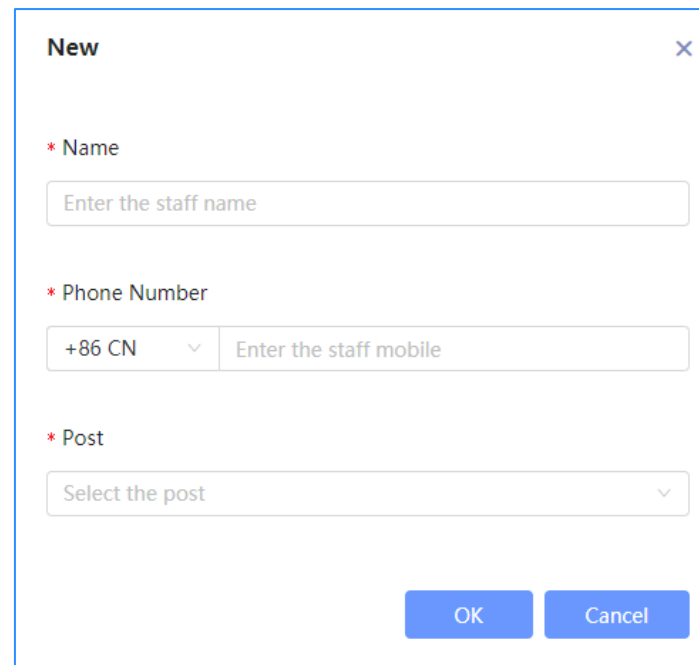
Function-staff

- 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.



The screenshot shows the 'Staffs' management page in the TTHotel system. The left sidebar contains navigation links: Home, Rooms, Staffs (selected), Locks, and Settings. The main content area has a search bar with 'Name/Phone Number' and 'Post' filters, and buttons for 'Search', 'Refresh', and 'New'. Below the search bar is a table with columns: Name, Phone Number, Post, Operator, and Operations. The table contains two entries: 'haha' (Manager, Fly) and 'Fly' (Admin, Fly). Each entry has links for 'Issue Card', 'Send eKey', and 'Details'.

Name	Phone Number	Post	Operator	Operations
haha	+86 15...	Manager	Fly	Issue Card Send eKey Details
Fly	+86 15...	Admin		Issue Card Details



The screenshot shows the 'New' staff creation modal. It has a title bar with 'New' and a close button. The form contains three required fields: 'Name' (text input), 'Phone Number' (country code dropdown and text input), and 'Post' (dropdown menu). At the bottom are 'OK' and 'Cancel' buttons.

New

* Name
Enter the staff name

* Phone Number
+86 CN Enter the staff mobile

* Post
Select the post

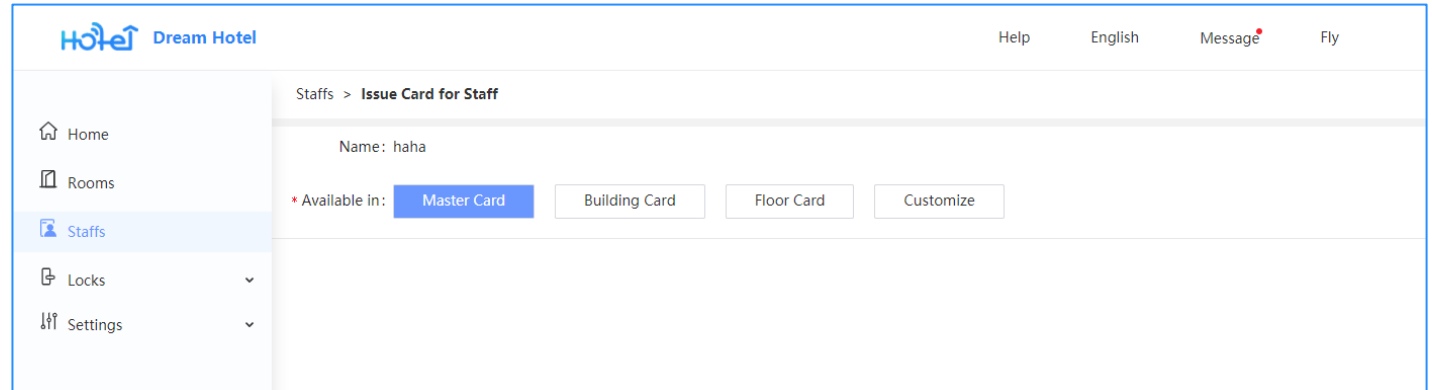
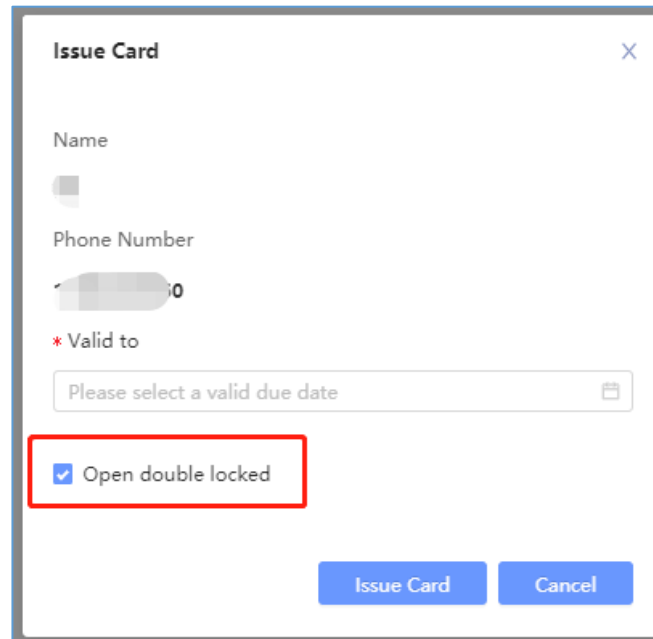
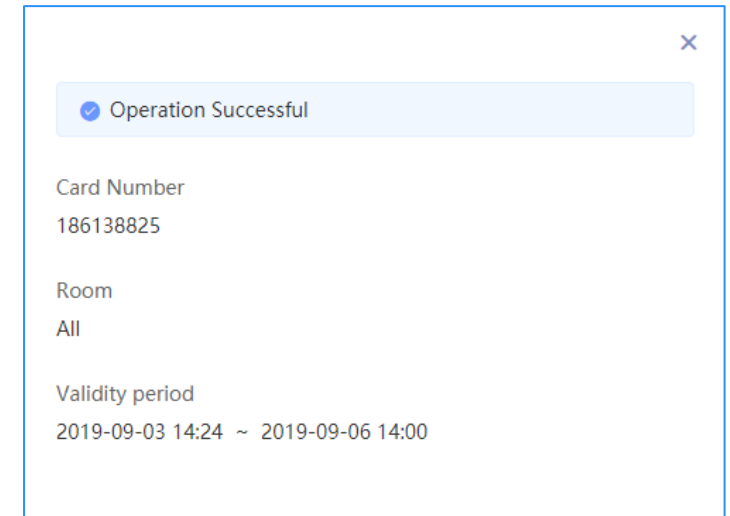
OK Cancel

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


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


Dream Hotel

[Help](#)
[English](#)
[Message](#)
[Fly](#)

[Home](#)
[Rooms](#)
[Staffs](#)
[Locks](#)
[Settings](#)



Customer Service

Advice, Please call 400-800-1785

Staffs > Details

Basic Info
Cards
eKeys

Name haha

Phone Number 15397151231

Post Manager

Permission

Web System Yes

APP Yes

Permiss Door

IC card 1

eKeys 0

Edit

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
.....

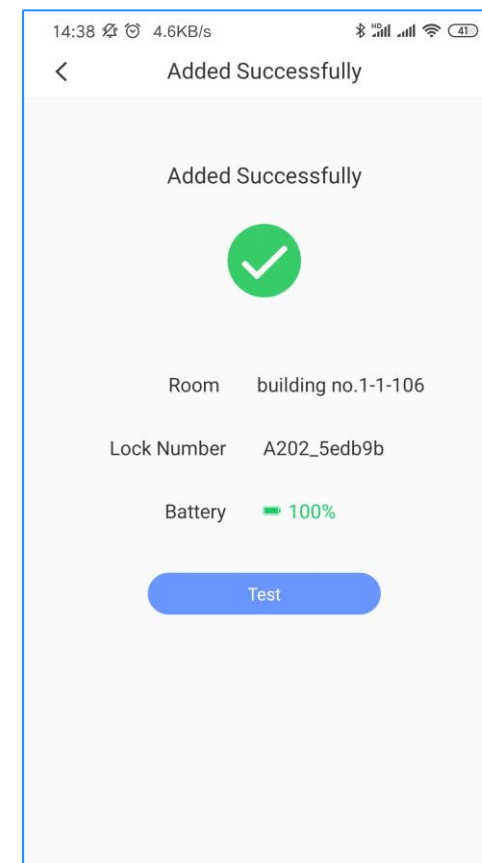
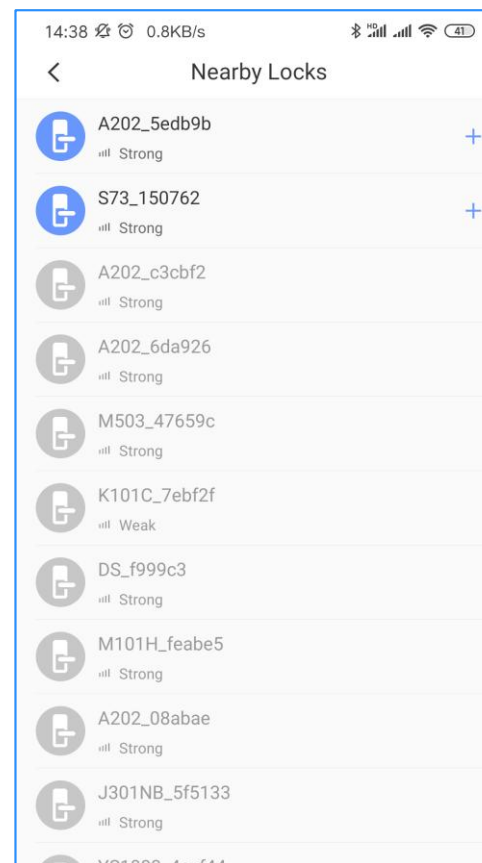
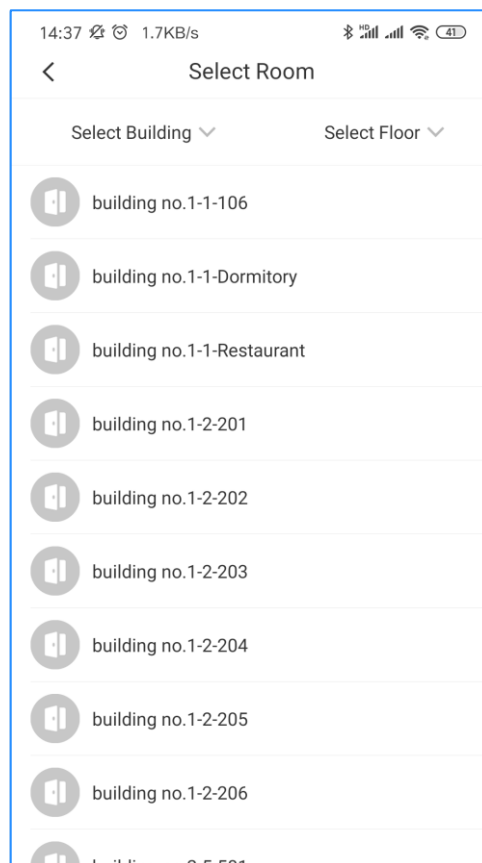
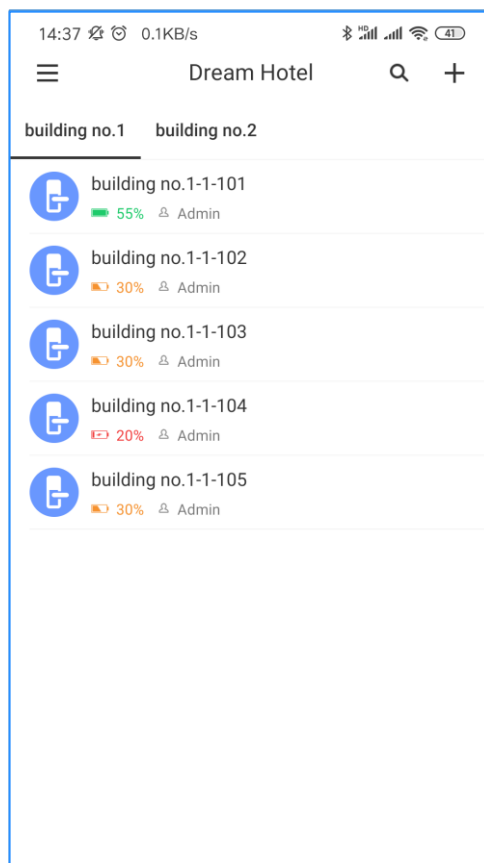
Forgot Password?

Login
Login with verification code

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

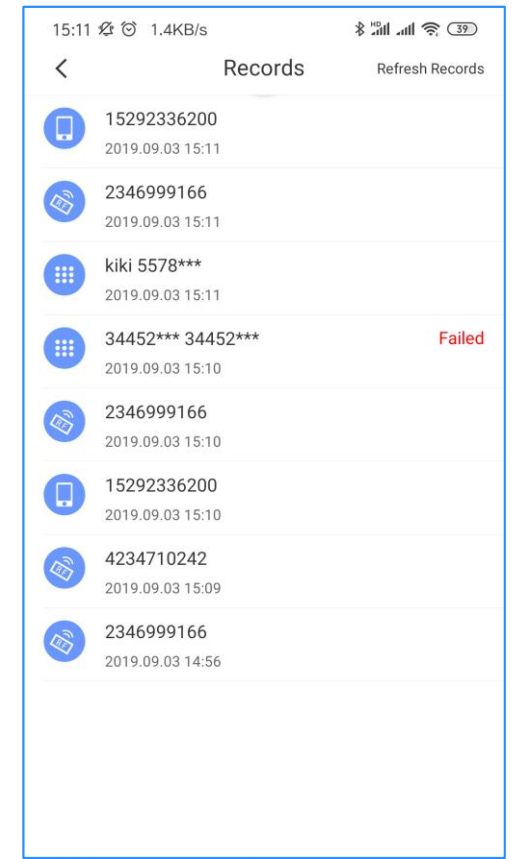
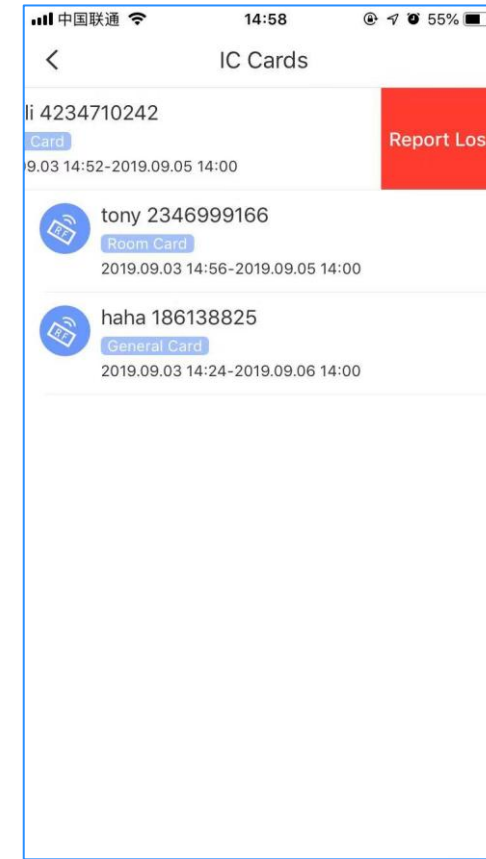
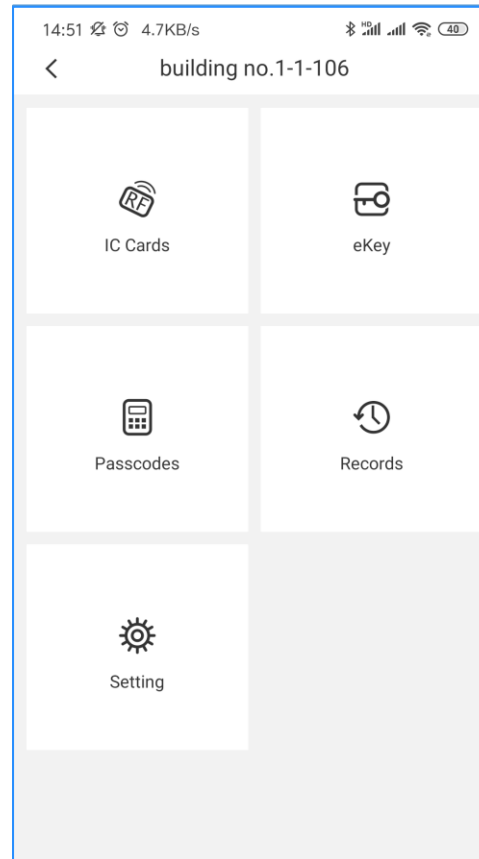
Function-add lock

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

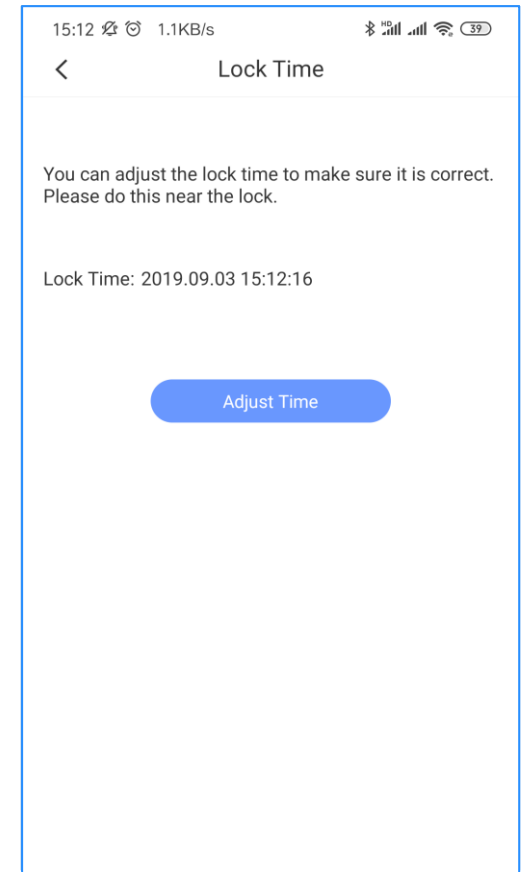
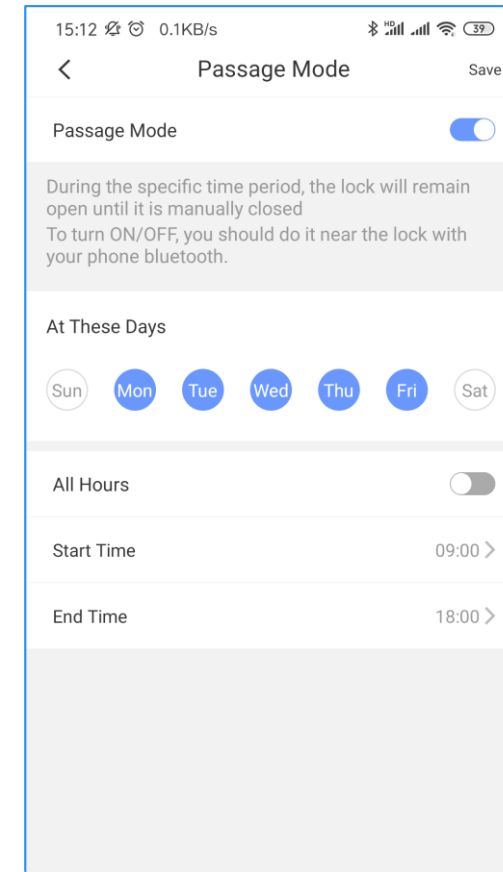
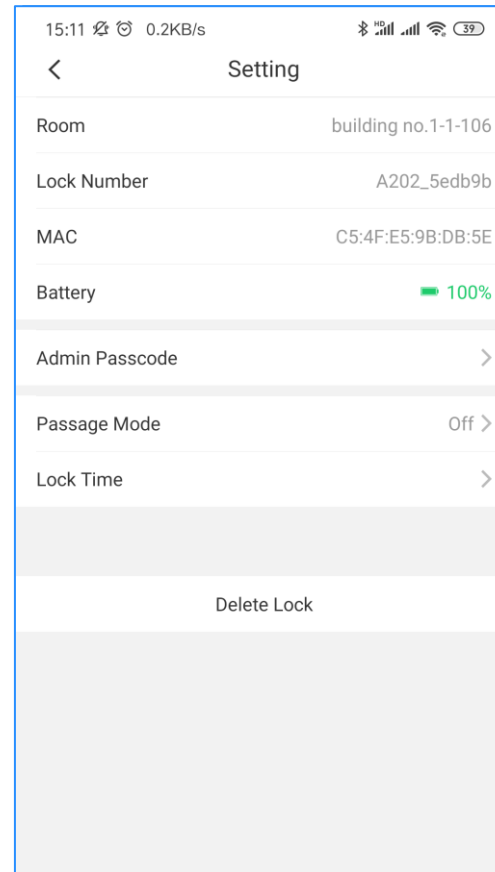
- Four functions of card module :
 - check and report loss card
 - check and delete available password
 - check and read records
 - lock setting
- When the card need to be reported, card module will shows“.” icon. Hotel staff can enter the IC card list, view and report the card.
- The door opening record needs to be read by using the mobile APP near the door lock.



Function-lock setting

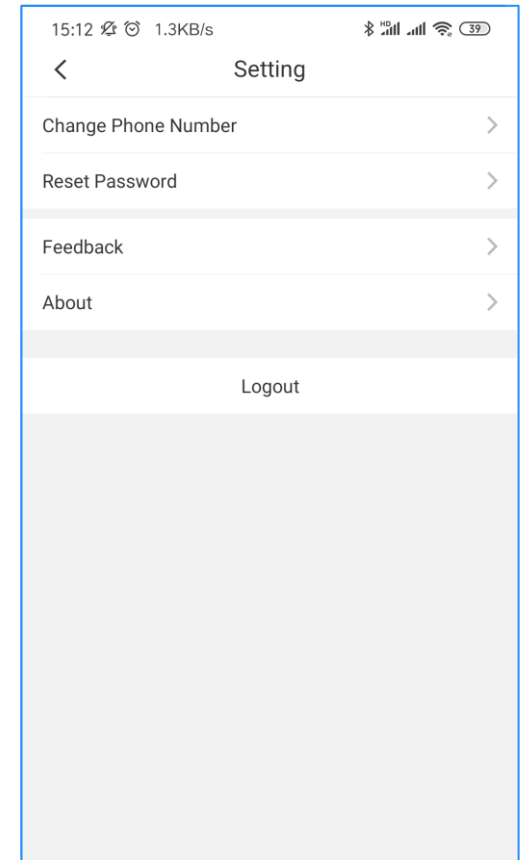
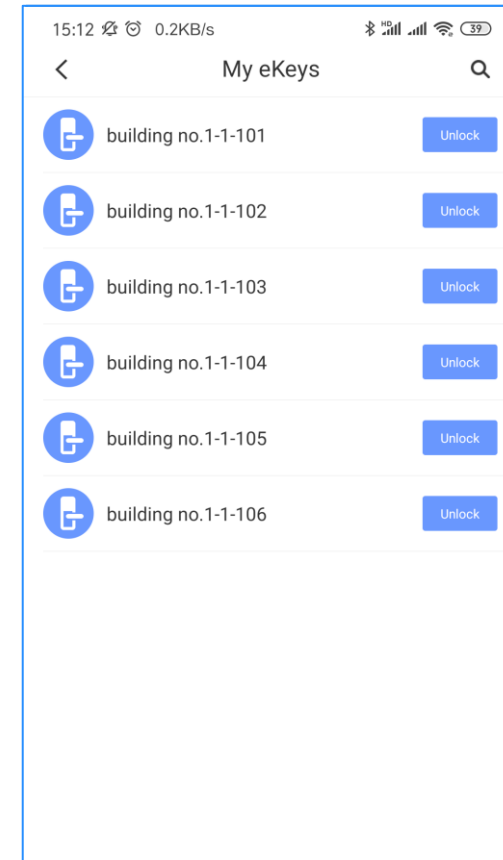
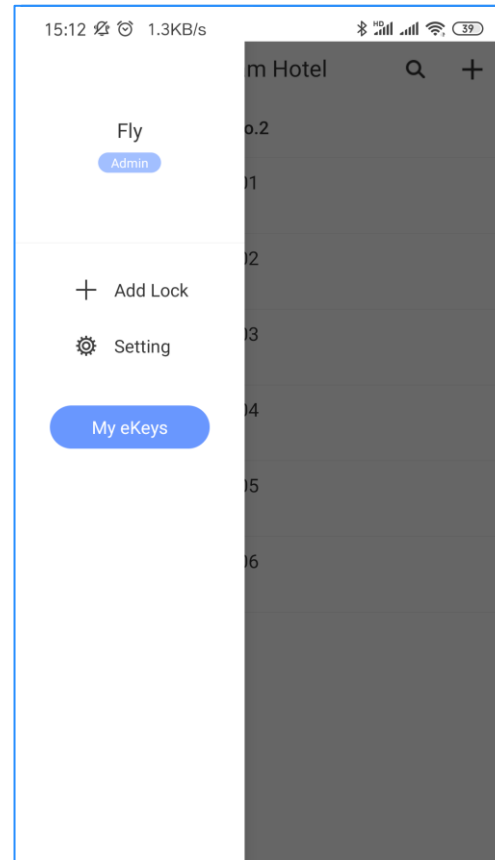
- Click [Setting] to enter the lock setting page, you can view the basic information of the lock and can calibrate and update the lock time and version.
- The administrator has unlock passwords for all locks.
- The normally open mode can be applied to a common door. When this mode is turned on, the public 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.)



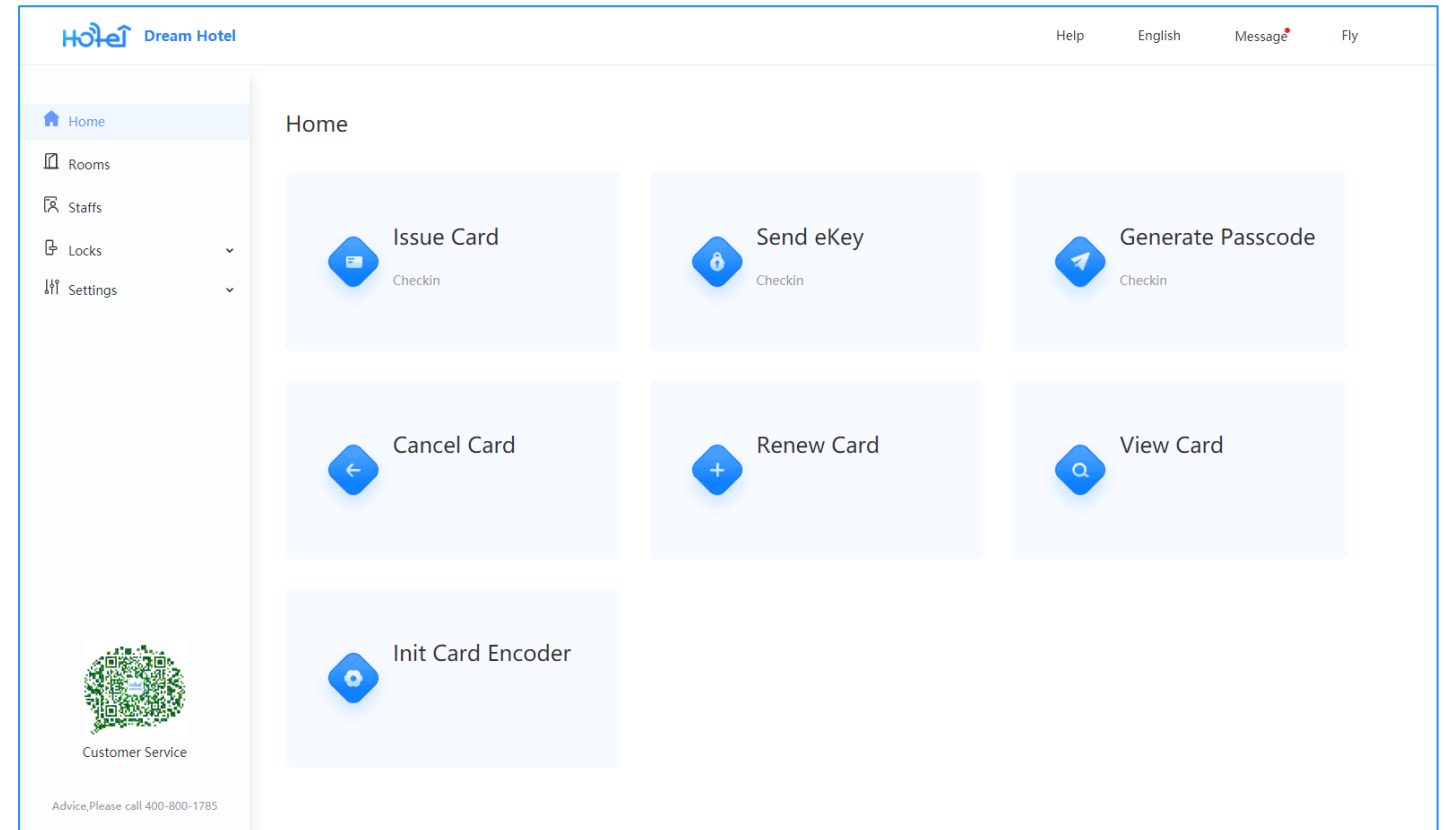
Function-unlock via ekey

- 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.



Function-Home

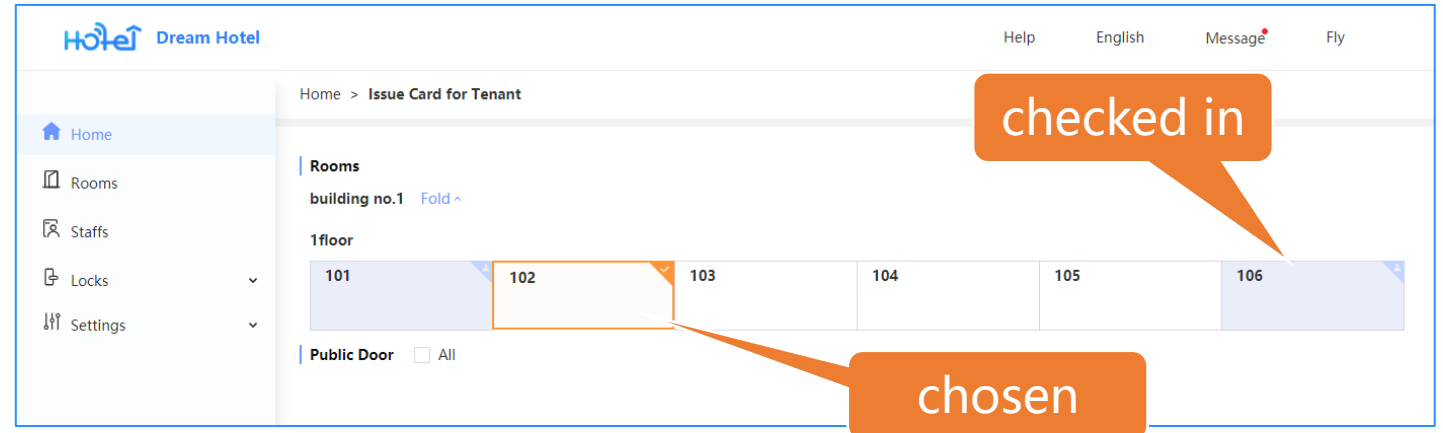
- The left side of the home page is the system's menu navigation bar
- here are six modules: Issue Card/Generate Passcode/Renew Card/View Card/Cancel Card/Messages/View Card
- Introduction/Init Card Encoder/ Feedbacks/ Scan the QR code
- If you are prompted to "unrecognized card encoder" when you issue 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



Issue Card

* Guest Name

Guest name

* Valid to

Please select a valid due date

Issue Card

Cancel

Operation Successful

Card Number

4234710242

Room

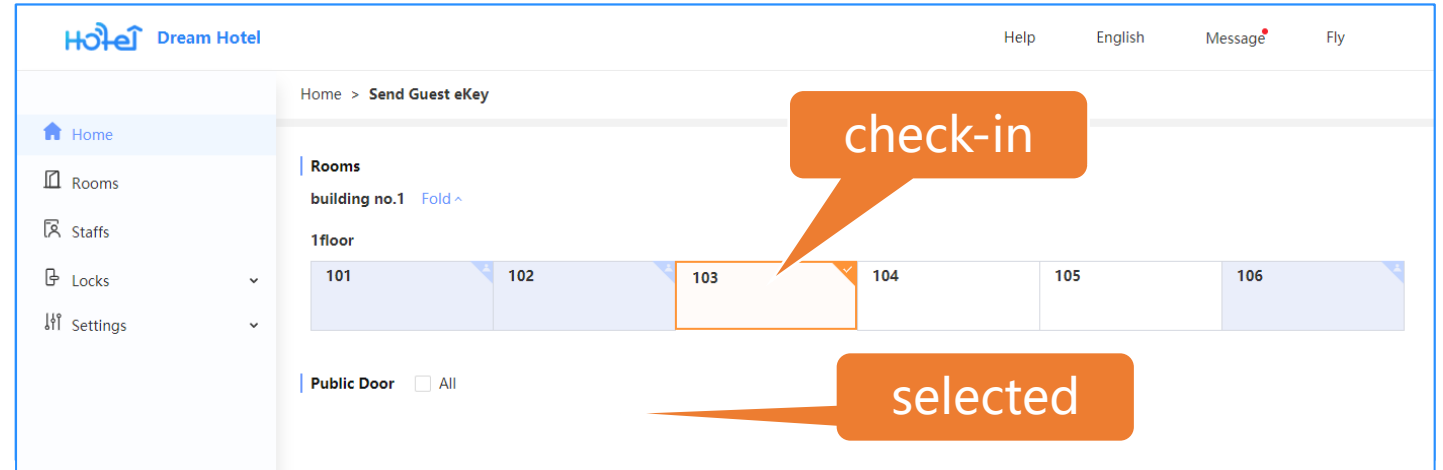
building no.1-1-102

Validity period

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

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.



eKey Information

* Guest Name

Guest name

* Phone Number

+86 CN Enter the phone number

* Validity period

2019-09-03 15:00 End time

Send eKey

Cancel

Operation Successful

Please unlock with app or wechat mini program with the phone number

Phone Number

+86 17601307306

Room

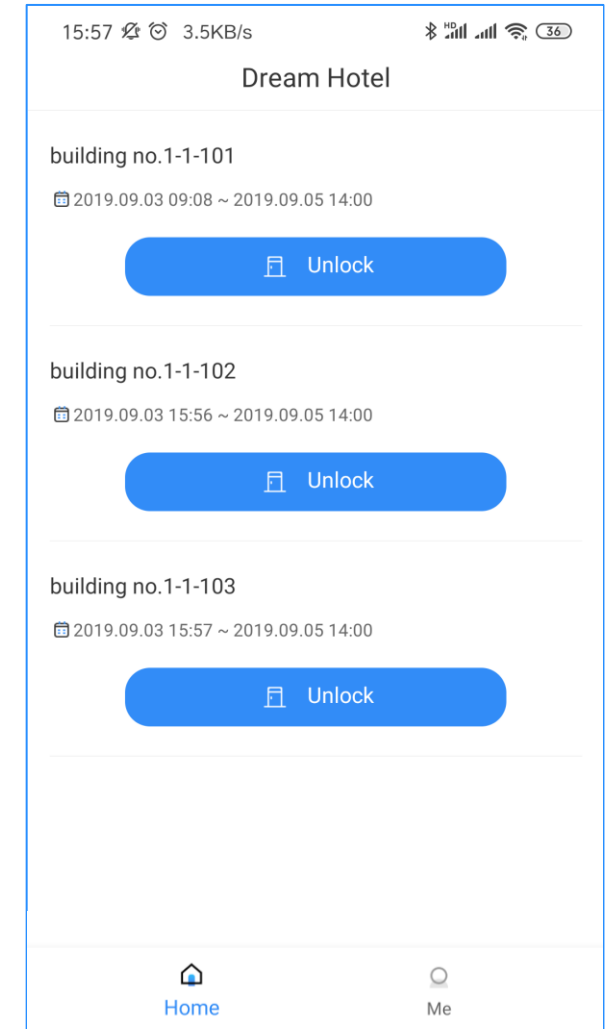
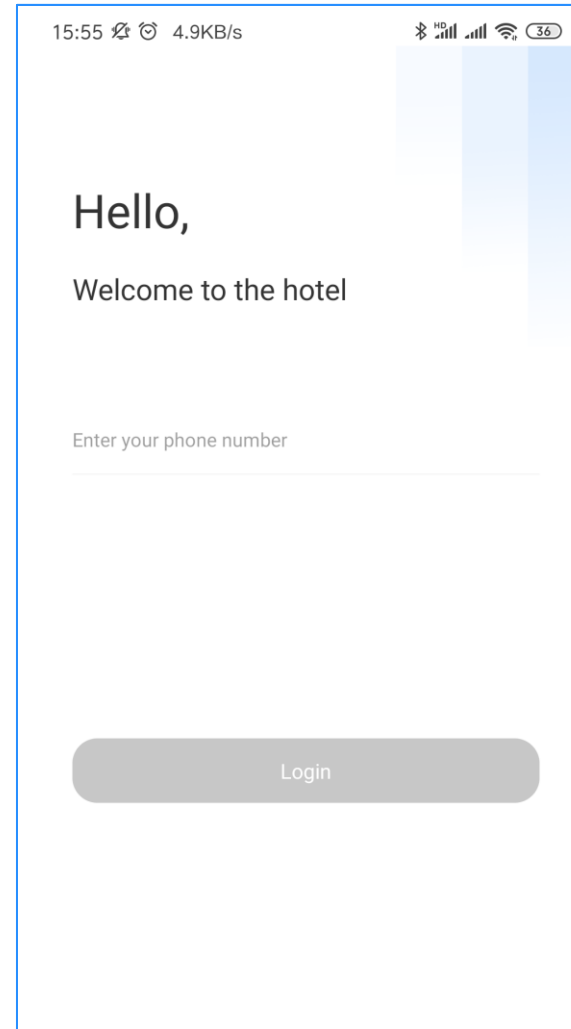
building no.1-1-103

Validity period

2019-09-03 15:00 ~ 2019-09-05 14:00

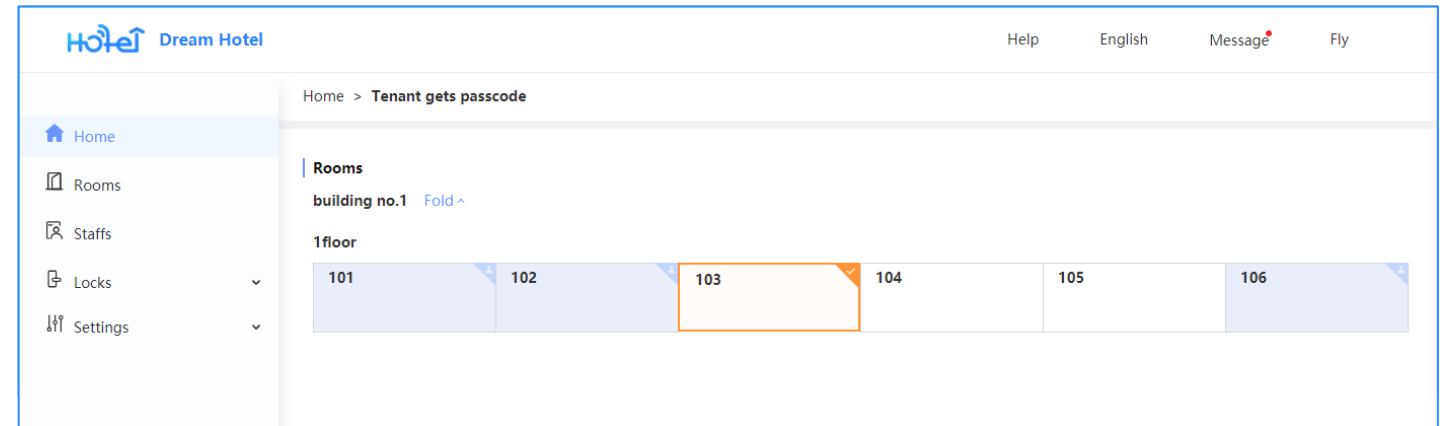
Function-unlock via app

- 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.



Function-obtain passcode for tenants

- 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.



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

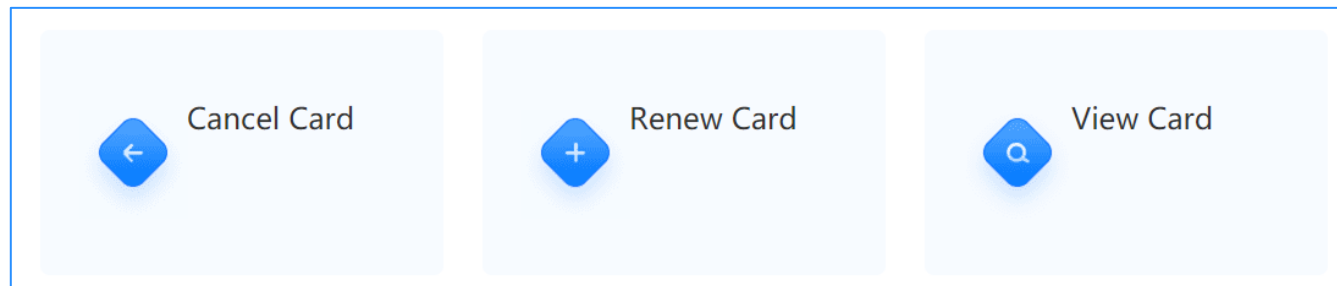
building no.1-1-103

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

×

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.


Dream Hotel

Help
English
Message
Fly

Rooms > Details


building no.1-1-106
Rooms

Battery: 100%
Last Update: 2019-09-03 14:38

Issue Card
Send eKey
Generate Passcode
Edit
Delete

IC card
eKeys
Passcode
Records

Card Number	Guest Name	Status	Valid Period	Operator
4234710242	lucy	Normal	2019-09-03 16:04 - 2019-09-05 14:00	Fly
4234710242	hengli	Returned card	2019-09-03 14:52 - 2019-09-05 14:00	Fly
2346999166	tina	Returned card	2019-09-03 15:21 - 2019-09-12 14:00	Fly
2346999166	tony	Returned card	2019-09-03 14:56 - 2019-09-05 14:00	Fly


Dream Hotel

Help
English
Message
Fly

Rooms > Details > Issue Card for Tenant

Rooms


106

Public Door
☐ All

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.


Dream Hotel

[Help](#)
[English](#)
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Locks > IC Cards


Name
Status All
Card Type All
Room

Valid Period -
[Search](#)
[Refresh](#)
[Cancel Card](#)
[Renew Card](#)

Card Number	Name	Holding unit	Status	Card Type	Room	Valid Period	Operations
4234710242	lucy	Guest	Normal	Room Card	building no.1-1-106	2019-09-03 16:04 - 2019-09-05 14:00	Loss
2346999166	tina	Guest	Returned card	Room Card	building no.1-1-106	2019-09-03 15:21 - 2019-09-12 14:00	Loss
186138825	haha	Staff	Normal	Master Card	All	2019-09-03 14:24 - 2019-09-06 14:00	Loss




Operation Successful




Cancelling Information

Card Number


Valid Period

186138825

2019-09-06 14:00



中国联通



14:58
55%


IC Cards

li 4234710242

Card


2019.09.03 14:52-2019.09.05 14:00



tony 2346999166

Room Card

2019.09.03 14:56-2019.09.05 14:00



haha 186138825


General Card

2019.09.03 14:24-2019.09.06 14:00

[Report Loss](#)

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.

 Dream Hotel


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Locks > eKey

Phone Number
 Holding unit
 ekey state

Valid Period -

Phone Number	Name	Holding unit	ekey state	Room	Valid Period	Operations
+86 15868805060	hengli	Guest	Normal	building no.1-1-103	2019-09-03 15:57-2019-09-05 14:00	Change Date Delete
+86 15868805060	hengli	Guest	Normal	building no.1-1-102	2019-09-03 15:56-2019-09-05 14:00	Change Date Delete
+86 17601307306	liuyi	Guest	Normal	building no.1-1-103	2019-09-03 15:46-2019-09-05 14:00	Change Date Delete
+86 15868805060	hengli	Guest	Normal	building no.1-1-101	2019-09-03 09:08-2019-09-05 14:00	Change Date Delete


 **Change Date**
✕

Phone Number
 +86 15868805060

Room
 building no.1-1-103

Valid Period
 2019-09-03 15:57 -2019-09-05 14:00

* Valid to

 **Delete eKeys**
✕

Delete the ekey "hengli" ?

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.

Hotel Dream Hotel

HelpEnglishMessageFly

Home

Rooms

Staffs

Locks

Lock

Card

eKey

Passcode

Locks > Passcode

Guest Name

Enter here

Room

Enter here

Passcode validity period

Start time

-

End time

Search

Refresh


Passcode	Guest Name	Status	Room	Passcode validity period
5578***	kiki	Normal	building no.1-1-106	2019-09-03 15:00-2019-09-05 14:00
5592***	hengli	Normal	building no.1-1-103	2019-09-03 16:00-2019-09-05 14:00
6272***	lisi	Normal	building no.1-1-102	2019-09-03 16:00-2019-09-06 14:00
7475***	张三	Normal	building no.1-1-106	2019-09-03 16:00-2019-09-05 14:00

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.

 Dream Hotel	Help English Message Fly				
<ul style="list-style-type: none"> Home Rooms Staffs Locks Lock Card eKey Passcode Settings 	Locks > Lock				
	Room	Enter here	Search	Refresh	
	Lock Number	MAC	Room	Battery	Last Update
	A202_e73938	C2:01:59:38:39:E7	building no.1-1-101	55%	2019-09-02 09:41
	M101H_ee867e	E7:93:4F:7E:86:EE	building no.1-1-102	30%	2019-09-02 17:58
	M101H_45a393	C4:5C:7F:93:A3:45	building no.1-1-103	30%	2019-09-02 18:07
	M101H_803c4a	EA:66:77:4A:3C:80	building no.1-1-104	20%	2019-09-02 18:10
	A202_c3cbf2	F3:C1:22:F2:CB:C3	building no.1-1-105	30%	2019-09-02 18:12
	A202_5edb9b	C5:4F:E5:9B:DB:5E	building no.1-1-106	100%	2019-09-03 14:38

THANK YOU !

Customer Service hotline

400-800-1785

Customer Service Email

tthotel@ttlock.tech

Customer service WeChat

