

Hotel Lock System Manual

Administrator Guidebook



2022-4-22

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### Part 1. System description and device list

Hotel Smart Lock is an IC card system, each lock will be assigned to a room number, which match to the real room number. The software is installed in one or more than one computer in the reception front desk, linked to an Encoder. When guest walk in, the receptionist will issue a card to the guest, stated his stay room and period, the guest takes the card to pass the elevator, public doors, reach to the room, use the card to unlock, insert into the energy saving switch to gain power to the lamps and other devices. When the guest goes to the guest free area for example gym, meeting room, he can use the same room card to access.

1. Software: install in the computer, to manage all the rooms, making different kinds of cards, do the records and reports. It also allows the Opera PMS to connect to issue guest cards.
2. Encoder: The device link to reception computer, which the software will use it to read, and issue the cards.
3. IC Card: Can be write and erase over 10,0000 times, the system will issue different type of cards for guest, hotel staffs, security, and other staffs, to use it to access the locks. In hotels the IC card usually design and print hotel’s logo and contact information on it according to the hotel’s VI (visual identity) system.
4. Door Lock: the main structure of the hotel lock system, each lock use battery to powered, assigned to the room number, and with built in clock. The guest and staff swipe the cards to it, if they have the authority to access the room, and time still valid, the lock will allow them to open. The lock can also install on other guest free areas, which only allow valid guest and staff to get pass.
5. Handset PDA: Use to set the room number to the lock, correct lock’s clock, collect unlock logs from door locks.
6. Energy Saving Switch: optional Device, when the card is put into it, the switch will jump and supply AC power to the room, when the card is taken, it will cut the power. In most case, when the guest goes out, he will surely take the guest card, this will help to avoid the guest leave the lamps and other electronic device on and waste power.
7. Access control unit: allow to use on magnet lock systems, to suite iron gates and glass doors.
8. Elevator Control unit: which will only allow guest and staffs, or people that get a valid card to use elevator, additionally, limit them to access specify floor only, not all floors.
9. Door number plate and bells: LED bright room numbers, touch bells, do not disturb indicator and clean request indicator.
10. Other Devices

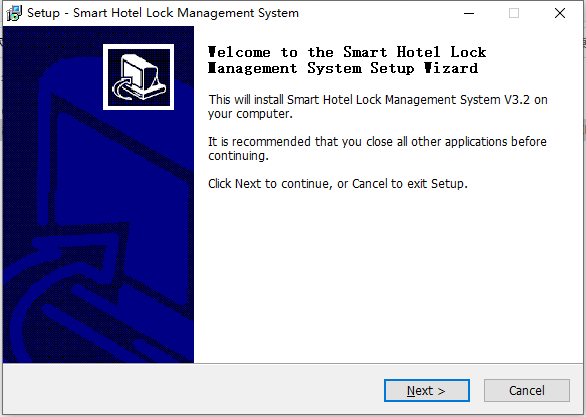
### Part 2. Software installation, authorization, and registration.

#### Installation

* 1. Download or get the software from your supplier. It is a Zip file. Extract it to a folder in your hard drive.
  2. Navigate to the folder, double click the exe file, name is Smart Lock 3.2.xxxxx.exe.



* 1. Pass the UAC request popup.
  2. Choose English, suggest chose Standalone version to install, and allow to create desktop icon.

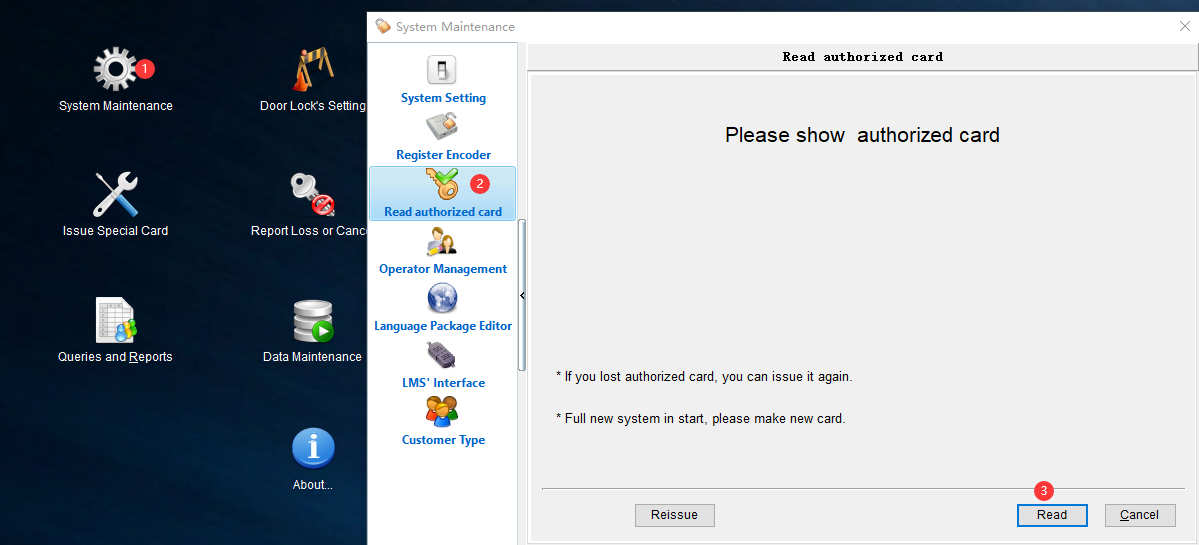


#### Authorization:

Each Hotel need one unique Authorization card. Open the Encoder box you will find the card is named Authorization card. The Authorization card is to Authorize the software, plus identify different hotels. For project that deploy more than one encoder to work together, please use and keep ONLY ONE of the Authorization cards and drop the others, mix them to use might cause system work not properly.

Each hotel must Keep the Authorization card secured, when system crash it will be used for rebuilding the system. For Vendors, do not take new Authorization card to rebuild the system, unless no other way, because without the original Authorization card the old locks will not accept cards issue from new system, need to reset all and reconfigure, this will cause a lot of extra work; please contact the supplier to assist if the original authorization card does lose.

* 1. Plug the Encoder to the USB port, Windows will automatically install USB driver for it, this will take about 1-2 minutes.
  2. After Encoder connected, start up the software for the first time, the software should pop up request window for authorization. Put the authorization card on the encoder, then click “read”, the software will be authorized.
  3. If you close and skip the authorization pop up by accident, you can authorize in main settings, switch to system maintains menu, select read authorized card, then put on authorization card, click read.

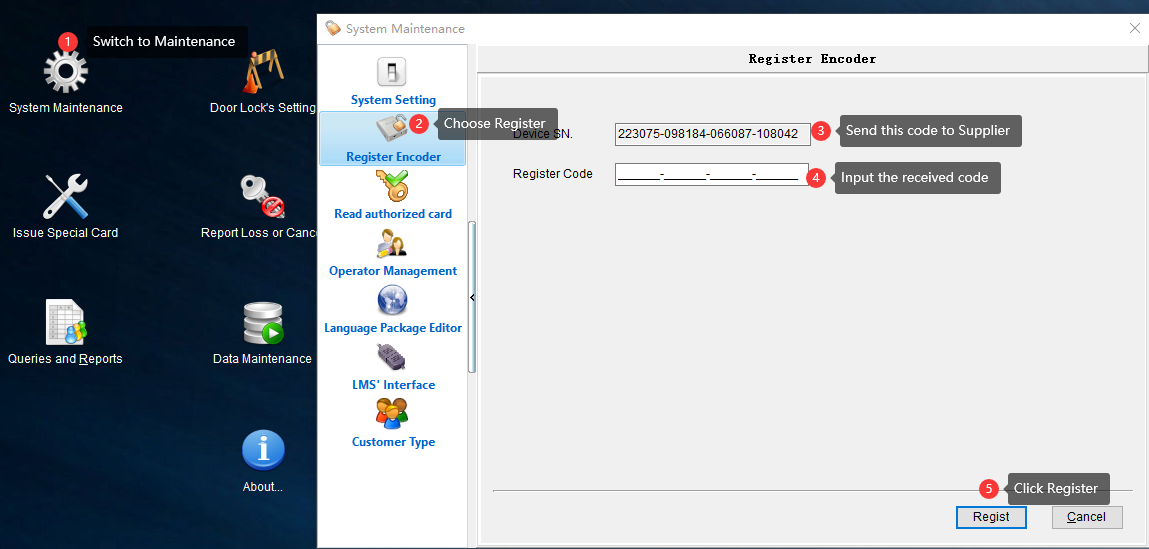


* 1. If Authorization card lost, select re-issue in the step 2.6/2.7, send the code to supplier to get verify code, input, and re-issue the Authorization card. Considering the time that will be cost a lot on verifying the vendor, we suggest the hotel Keep the original authorization card well to avoid this step.

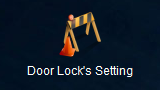
#### Registration

Encoder will require Registration to use.

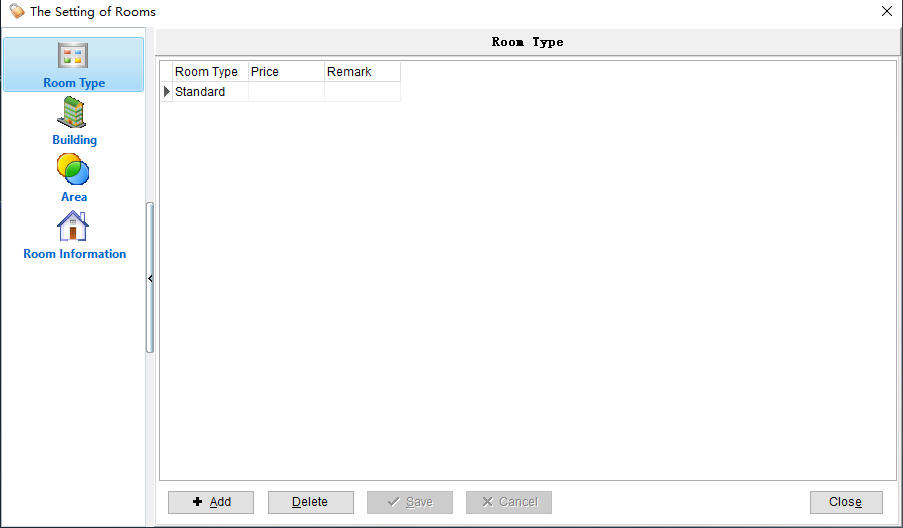
* 1. Switch to System Maintenance menu, select register
  2. Send the code to the supplier
  3. Input the received code and click register



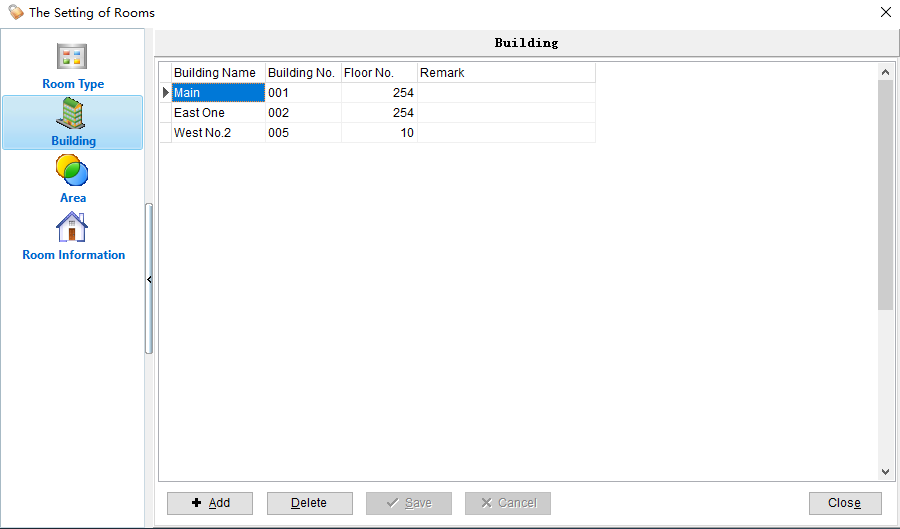
### Part 3. Room number settings

Before the system able to use, must set the room numbers in the software according to the hotel rooms.

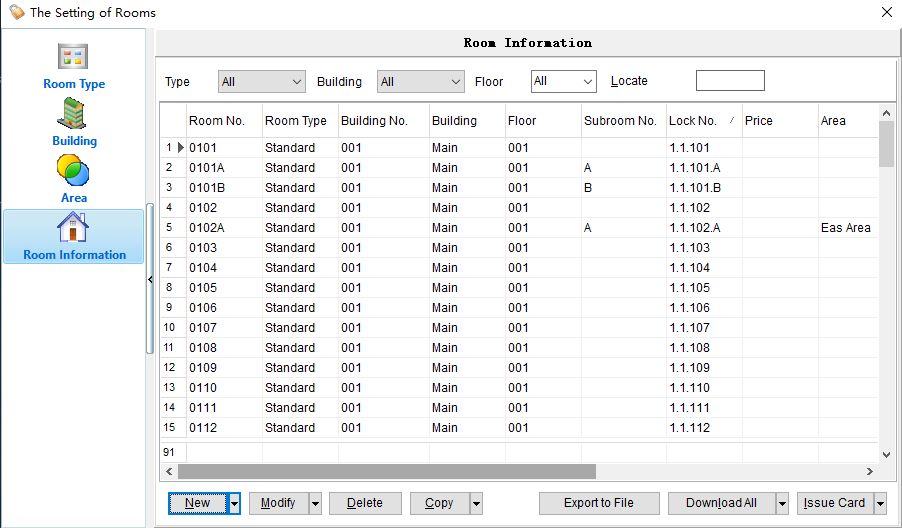
All information will be allowed to modify after set, just double click the area to edit.

* 1. Switch to door lock settings menu
  2. Define Room types according to the hotel. Click Add, input Type, price and remark are optional information, allow to add multiple type. After all room types are added, click save to save. 

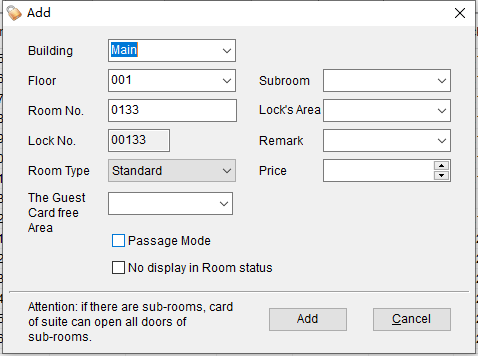
* 1. Define a Building, Name allow to define, building number must be unique.



* 1. Optional: Set Areas, these will help to set guest free area.
  2. Add Room numbers



Click New, a form will pop up, fill in the lines to define a room.



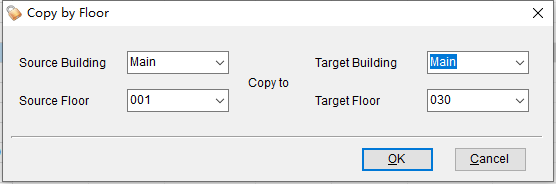
Click the drop-down menu of “new”, will have option to add Sub Rooms for the selected room quickly.

To change information of an existing room, double click on the room number, edit form will pop up to allow for modification.

* 1. Quickly Add a lot of rooms by copying a room and a floor

Choose an existing room number by single click on, then click “copy”, will copy all the current inform to a new room, room number will change according to sequence.

Select the drop-down icon of copy, able to choose to copy all room settings to a new floor, in same or another building, this will help to set up rooms quickly.



* 1. Set Special Rooms: Suite Room, guest free rooms.

Suite Room/Apartment Room/Family Room: By Adding a sub room to one existing room, the guest to the sub rooms will allow to get pass to the main room door with their cards.

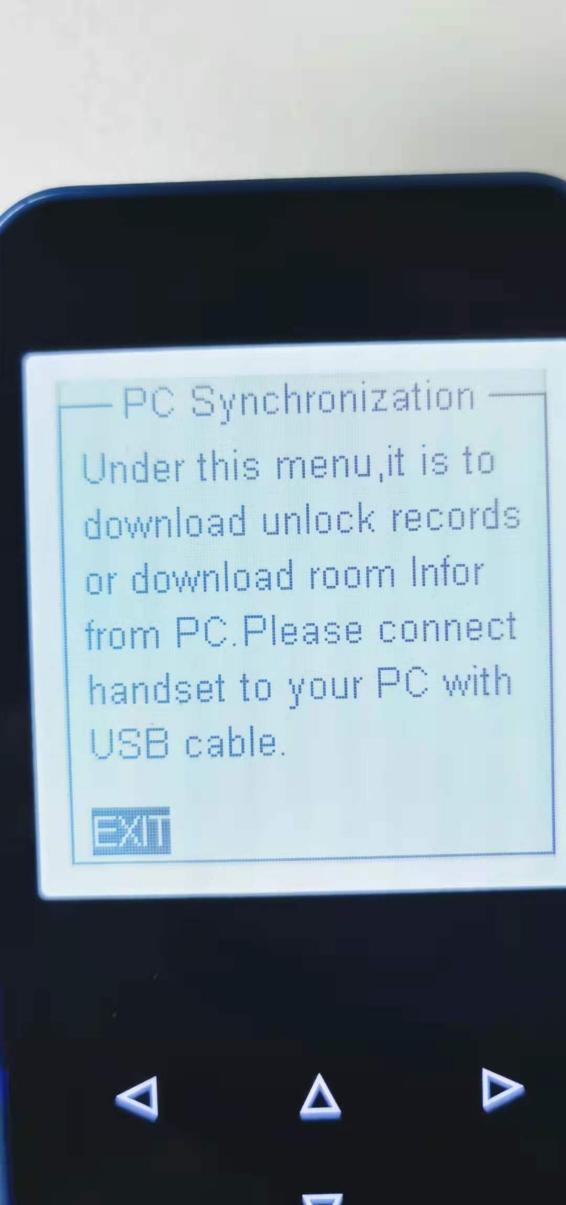
Guest Free Rooms: choose a Lock’s Area to it, the lock will belong to one area.

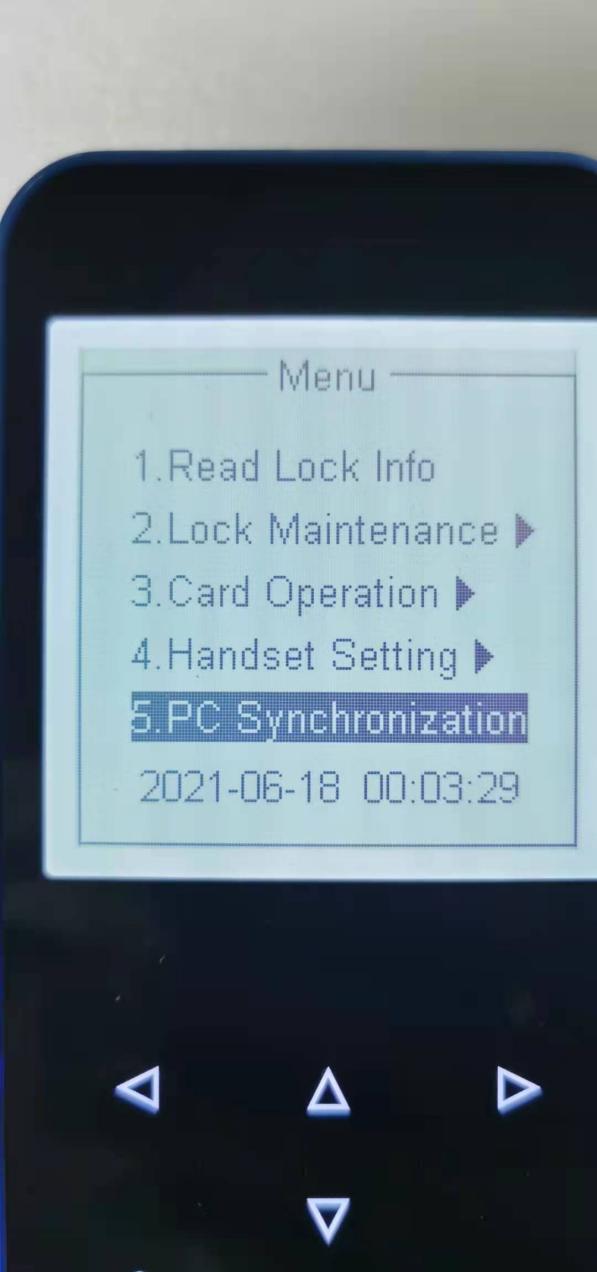
Use area setting card issue from special card to the lock.

Define guest card free area to the rooms that the guest could access this area.

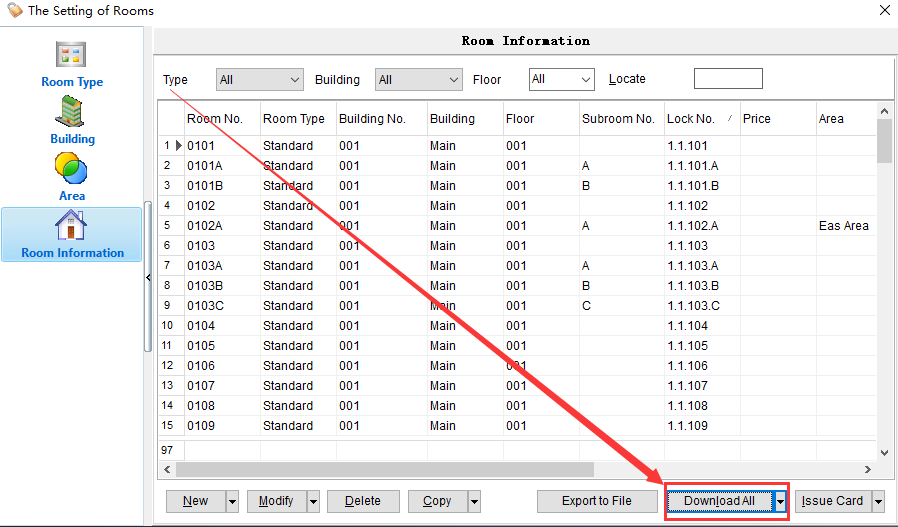
### Part 4, Configure the locks

**A, By Handset**

* 1. Power Up Handset, Switch to PC Synchronization.



* 1. Plug the handset to computer by USB cable.
  2. Download Room settings to the Handset.



* 1. Correct the system time of handset if needed.
  2. Take the authorized card and the handset to set the lock.

On handset menu, choose “2 Lock Maintenance”, then switch to “1. Configure Room”, use Left and Right to turn page, up and down to select room, click √,

swipe authorized card to the lock first, then touch the handset to the lock reader.

**B, By Card only**

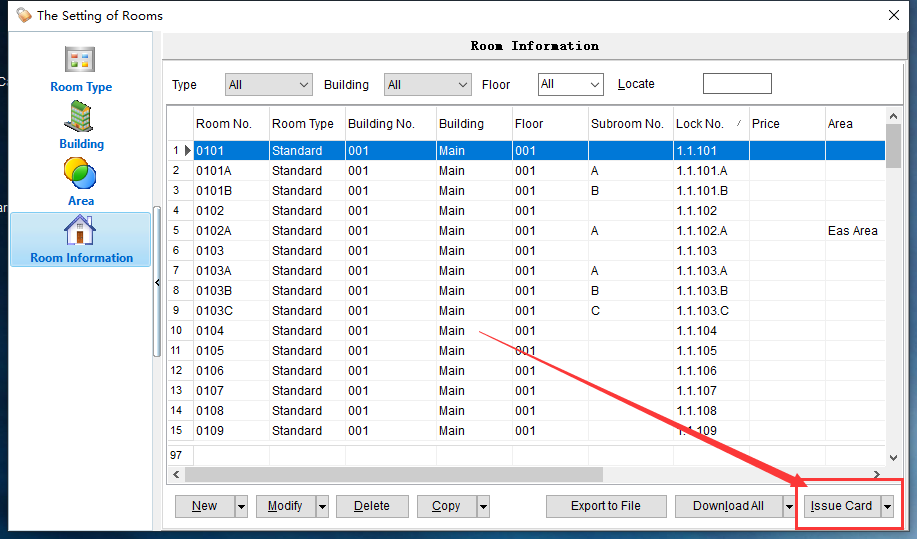
* 1. Make a room number setting card for each room:

Choose the room number, then click Issue card in Room information menu.

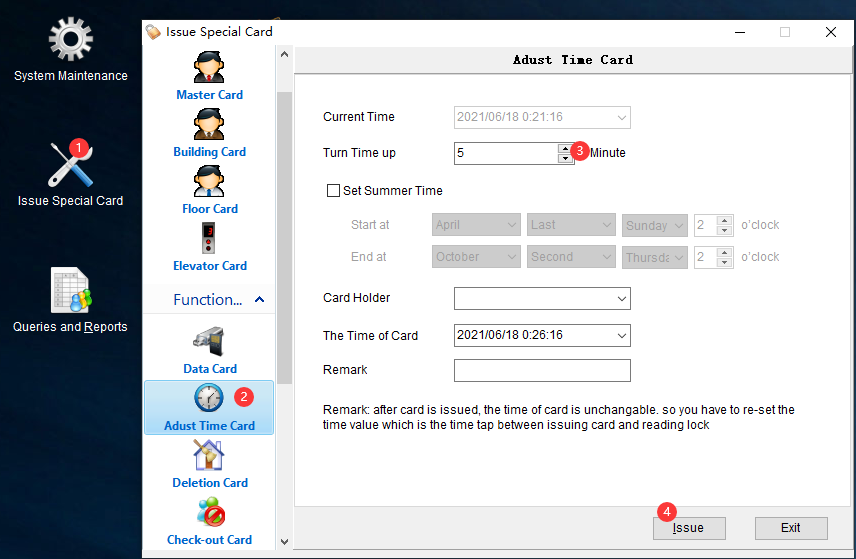
Or hold “shift” key on keyboard, and select a list of cards, to issue them one by one automatically.

Please note the cards the room number on them to avoid mistaken number setup.

The Drop down menu of “issue card” will allow to make install cards for public locks.

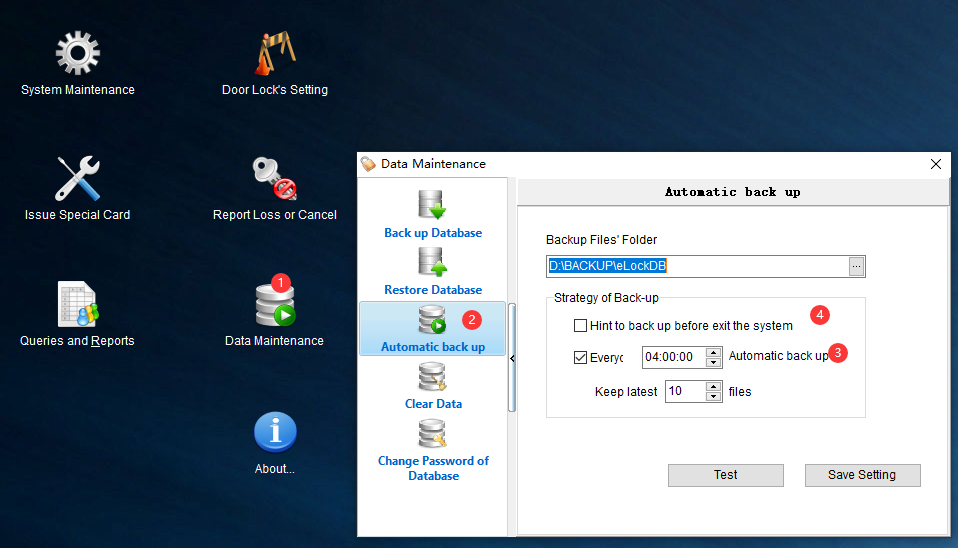


* 1. Use Authorized card and room setting card to set the lock: Swipe Authorized card, then Swipe Room Setting card.
  2. Make an Adjust time card, this card can be issue from Main🡪Issue Special Card🡪 Adjust time card menu. And use it to correct all locks’ clock by wipe authorized card and the time card, do this quick to shorten the time incorrect issue.



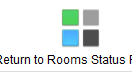
### Part 5. Set up daily back up of system.

Suggest Enable auto back up on every day③ and enable backup on exit④. Back up file should be on another drive to prevent data lost cause by current system crash.

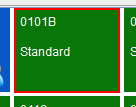


### Part 6. Reception for guest

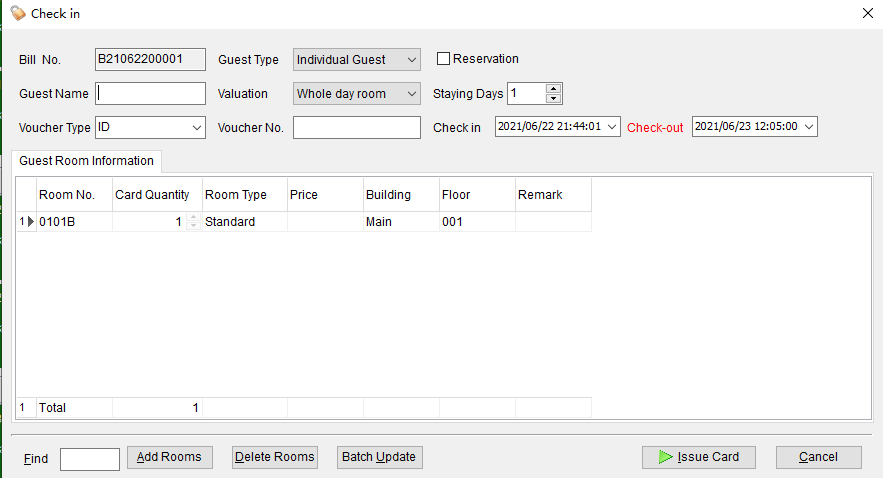
1. Check in

After login into the system, it would be in the Room status Screen, if not, Click Return to Room status , to open available room list.

Available Vacant Rooms will be in green color.

Select the room number, Room icon will tooltip as red,  Click check in  icon on the top menu, will open the check in form.

Double click the room number also able to open Check in form.

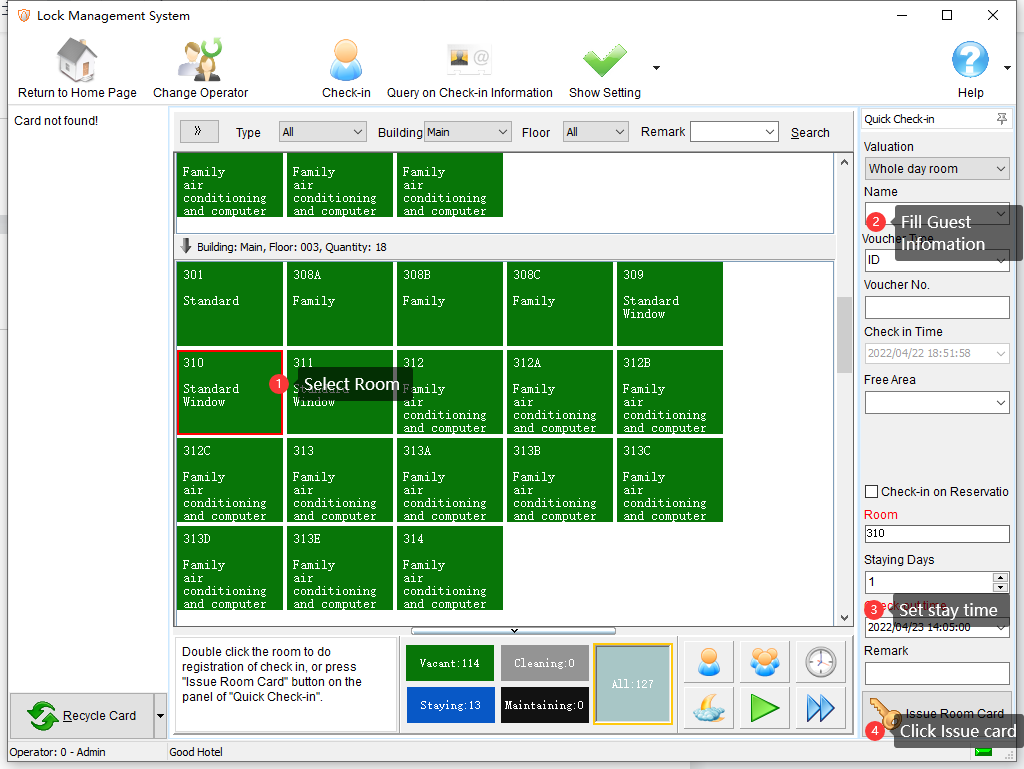


Fill in guest information, stay time or select check out time, then click issue card, put a card on the encoder, will automatically issue the card for the guest.

1. Quick/Express Check in.

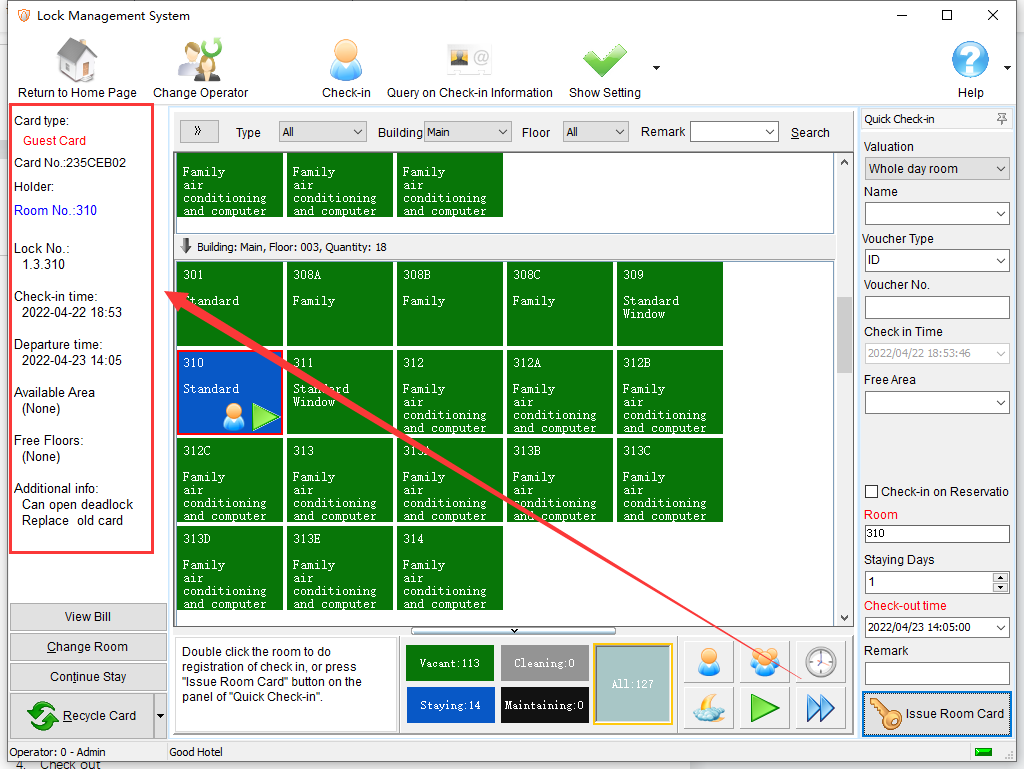
To Enable Quick Check-in, click the drop-down menu of “show settings” 

This feature allow the staff to do a check-in without opening the check in form. Just select room, fill guest name, and set the stay time, click check in and put the card on Encoder, will make the card for guest quickly.



1. Read Card information

Put the card on encoder, system will automatically show the information of the card on left area



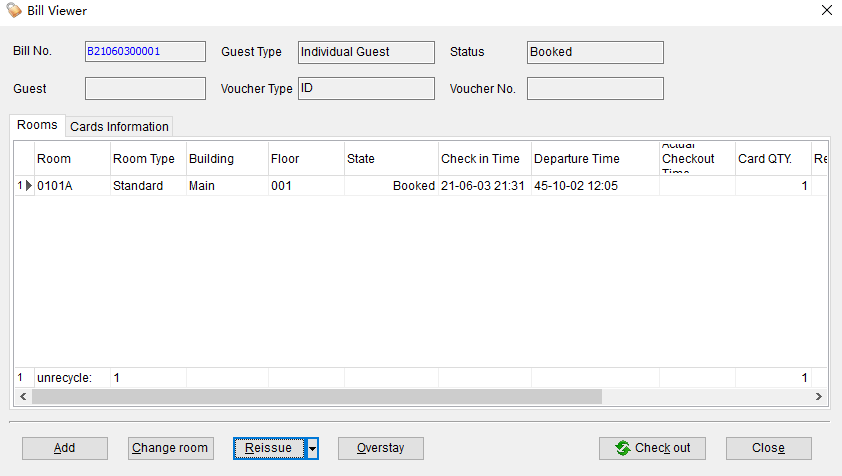
1. Check out

When guest returning card, put the card on Encoder, press Recycle card, system will clear the card, and check out the current room of this card, this quick check out suite for rooms only have one guest card staying.

Double click the room that having guest staying, on pop up bill viewer, click checkout on the lower menu list, will check out the current guest.

1. Extend staying time, Change Room

Double click the room number, on pup up bill viewer, click “change Room” to change to another room. Click ‘Overstay” to extend stay time. Put the original guest card on encoder to allow system write in new information.



1. Switch Room Status

Right Click the room number, on the right click menu allow to switch room status to other status, for example cleaning room to vacant room.

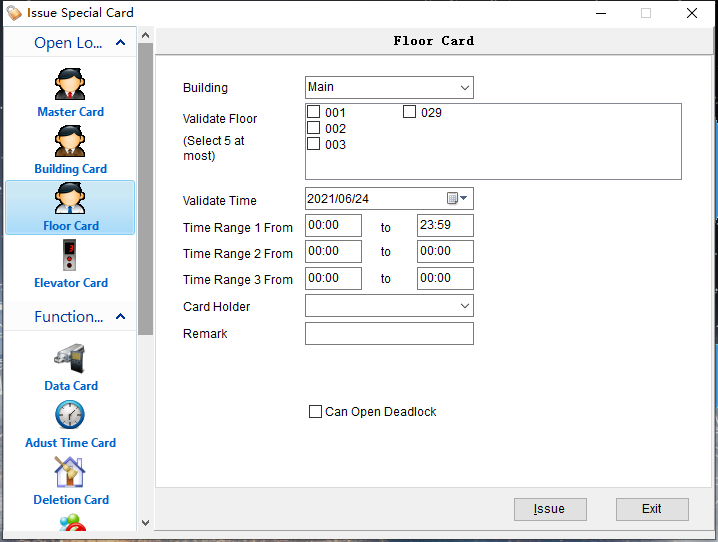
1. Re-issue/add more guest cards

Double click the room the guest in, on pop up bill viewer, select reissue to make a new room card for the guest, click the reissue drop down menu to issue more cards for the same room for the guest.

### Part 7. Staff cards

There are special cards for staff use purpose, to unlock all the locks or one building. Issue menu in “issue special cards”.

1. Master card: Able to open all rooms in the hotel.
2. Building card: Able to open all rooms in the selected building.
3. Floor card: Able to Open All rooms in the selected floor.
4. Elevator card: Able to use the elevator to access selected floor.



### Part 8. Records

The Report Module of the software allow hotel manager, security team check about the unlocking record of locks and other types of records.

In Each report list, allow to export to Excel file or print directly.

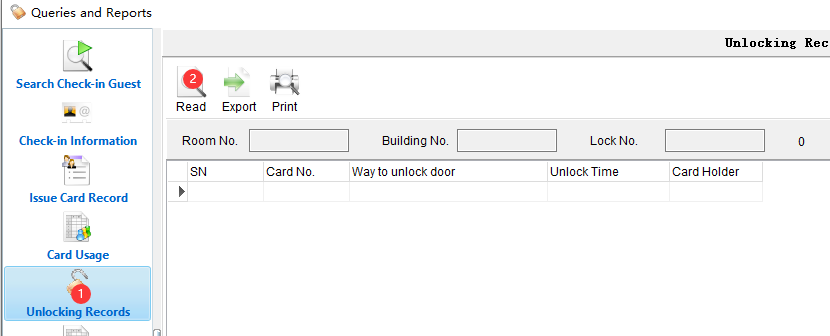
1. How to collect open record from the lock.

Switch handset to Lock maintenance🡪unlocking records menu.

Put the reader of handset to the lock, after successfully read, lock will give a long beep and handset screen notify read.

Connect handset to computer.

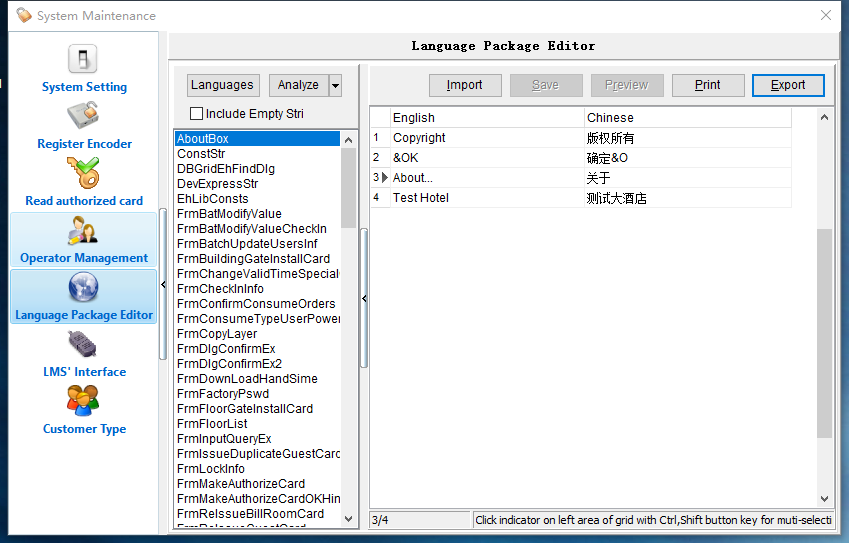
In lock software, switch to Report menu, select unlocking records, click “Read”



1. Other Records:
   1. Guest Record: shows all current guest staying.
   2. Check in information Record: list the check in Records, can be filter by: building, Floor, Room, Check in Time, and operator
   3. Issue Card Record: Shows when the card is issued, allow filter by: operator, Type, time, Room number and card number.
   4. Card usage: Shows which card in which usage.
   5. Ought to check out now Report: shows which room and guest is going to check out.
   6. Check out without card report: Shows the room/guest that had been checked out without card returning, can filter by operator and time.

### Part 9. Localization

To Adjust the display language, locate to the string you want to change, export it to local hard drive, modify it, and then import it back.



### Part 10. Multiple reception points set up.

The Software Require Microsoft SQL server Express edition 2012, X64, to work under multiple reception.

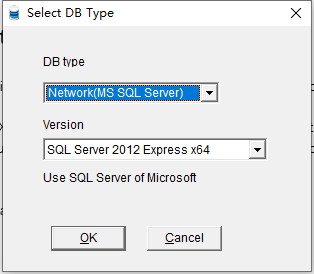
SQL Express 2012 X64 deployment please contact a software specialist to do, not include in the lock system guideline, make sure All reception points able to access to the server via Network.

Below Example are using “sa” user to access, use SQL authorize type.

On Software installation, on the ending step. It will ask for install for standalone or server type.

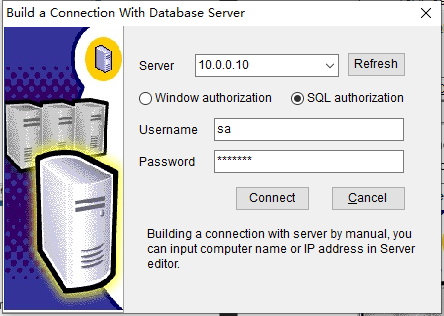
After installation, this tool also be able to use to change afterward. Go to windows start menu of windows, look for “Select database type” program.

Choose Database type as Network, version SQL Server 2012 Express x64.



At the first time start up the software, will be asked to build connection to the server.

Input server address, choose Authorization type, here we choose SQL Authorization type as example. Fill in super user sa, and input passwork. Click connect. For windows authorization type please refer to windows guid book about AD.

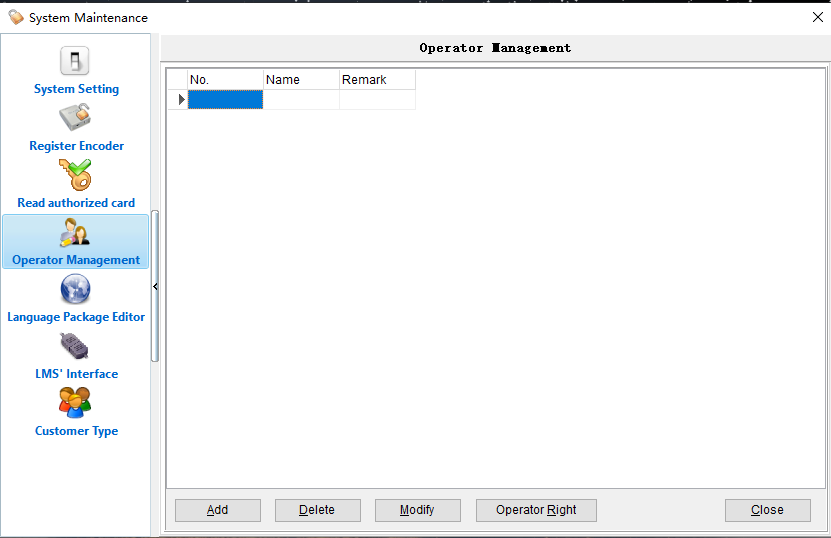


Once the software successfully conect to sql server, and found that lock system database is not yet built, will ask if create a new database, click “yes”, system will build a new database to the SQL server.

Log in the system with admin.

Finish software Authorization, and room numbers setting, details refer to part 2, part 3 in this manual.

Set up more reception user, in System Maintainence menu.



On other reception point computer, install the software, set up connection to the server by setting server address and login sa user.

Once the other reception points login with their operator’s name, all configurations for the hotel will automatically show. All end points able to issue the cards for guest.