

TTHotel User Manual

V1.0

2020.9.15

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1. Introduction

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

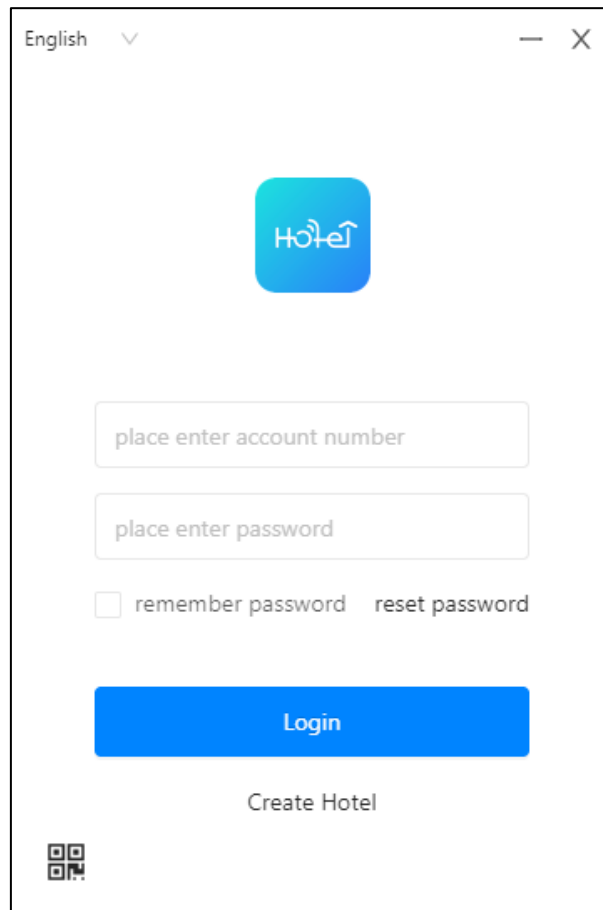
TTHotel manages buildings, floors, rooms, guests and staff.


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

English

1

2

Hotel Information

Settings

* Hotel Name :

* Lock supplier Code :

* Hotel Address :

* Admin Name :

* Admin Account :

US+1

* Verification code :

* Password :

* Confirm Password :

Next

Create Hotel

English

✓

2

Hotel Information

Settings

* Check-out time :

* Currency :

United States Dollar USD

* Guest Unlock Method :

☒ Card
☒ APP
☒ Passcode

* Elevator Controller :

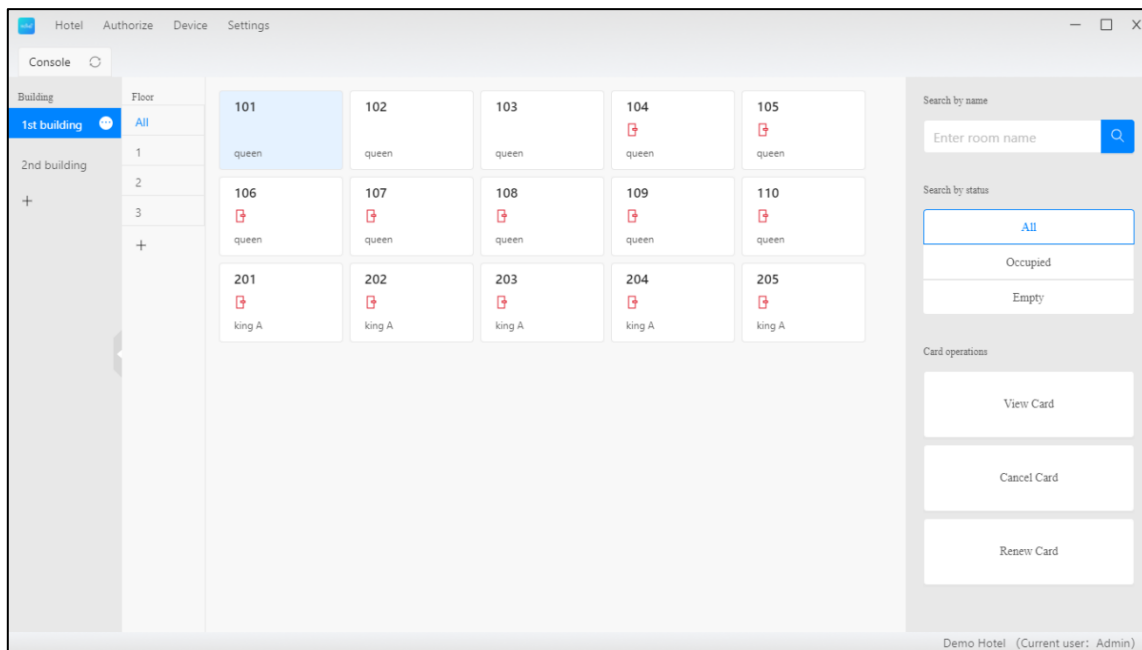
☒ All floors will be selectable with valid card
☐ Only related floors will be selectable with valid card

Previous

Created

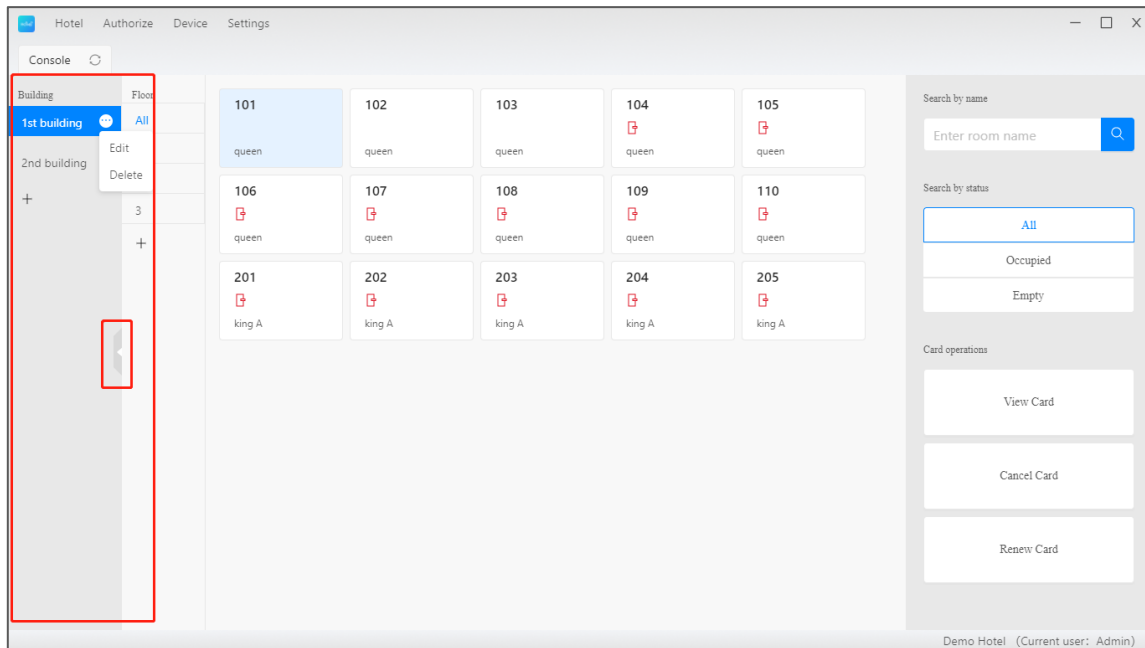
Please ask your lock supplier for the supplier code. Every hotel needs a lock supplier.

2.2. Console



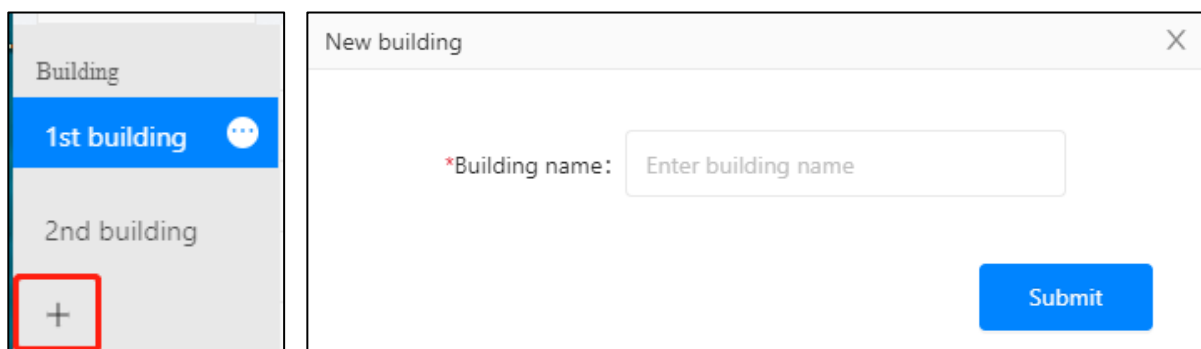
The console includes Menu, Buildings, Floors, Rooms and Operations.

2.2.1. Buildings



Create, Edit, and Delete buildings here.


2.2.1.1. Create building



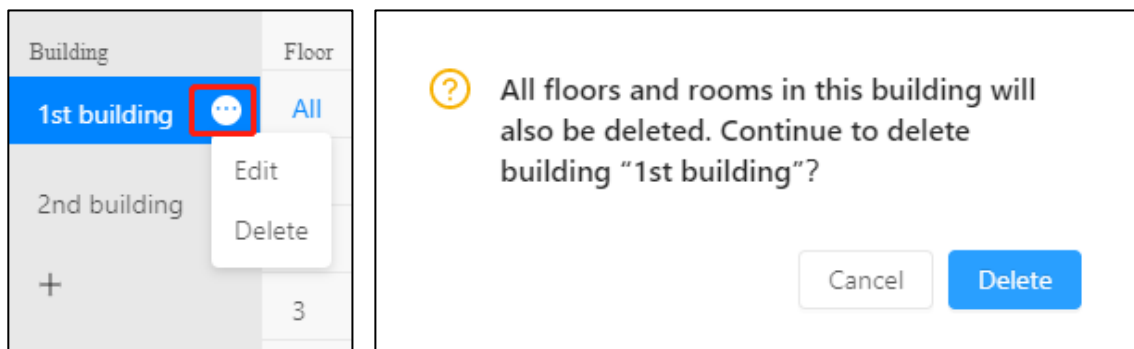
Click  to create a new building. The name should be unique

2.2.1.2. Edit building



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

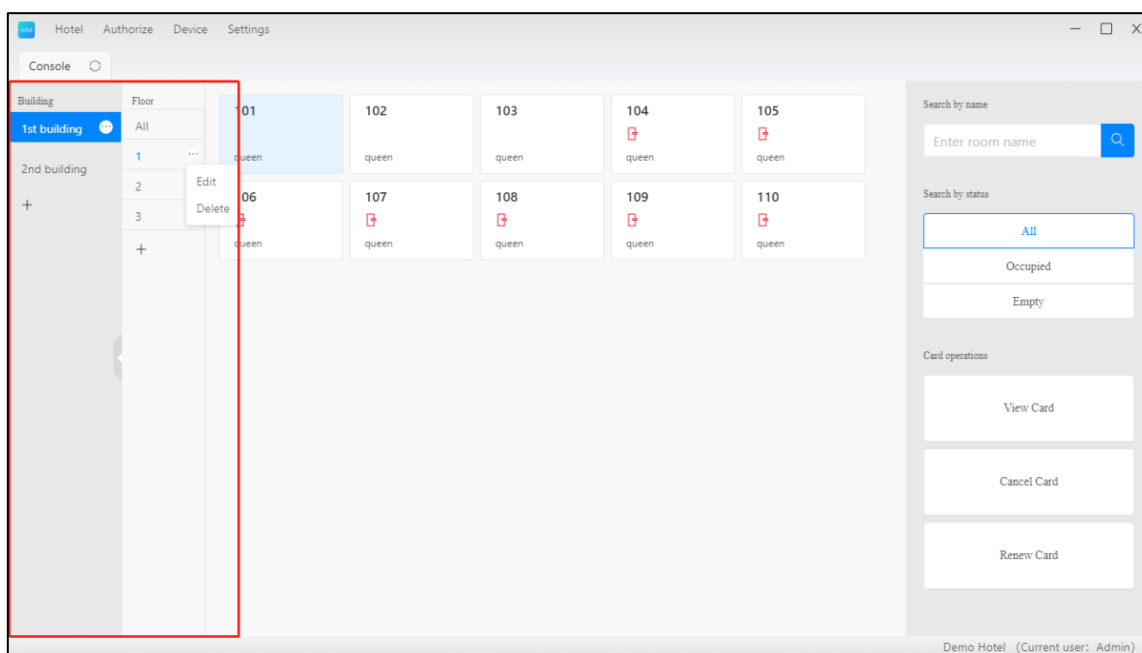
2.2.1.3. Delete building



Please make sure all devices have been deleted and all rooms have check-out before delete a building.

All rooms and floors in this building will also be deleted when delete a building.

2.2.2. Floors



Create, Edit and Delete floors here

2.2.2.1. Create floor

Building

1st building

2nd building

+

Floor

All

1

2

+

New floor

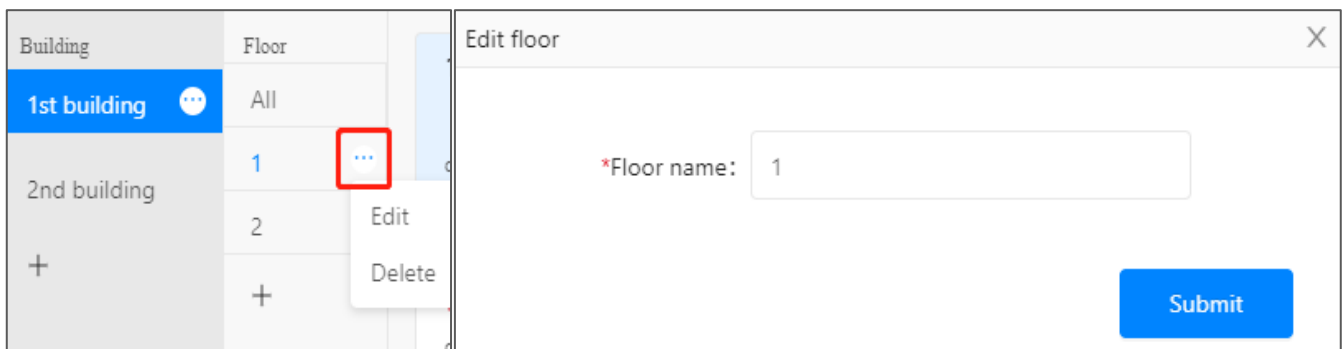
*Floor name:

Enter floor name

Submit

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

2.2.2.2. Edit floor



Building	Floor
1st building	All
	1
	2
2nd building	
+	+

Edit floor

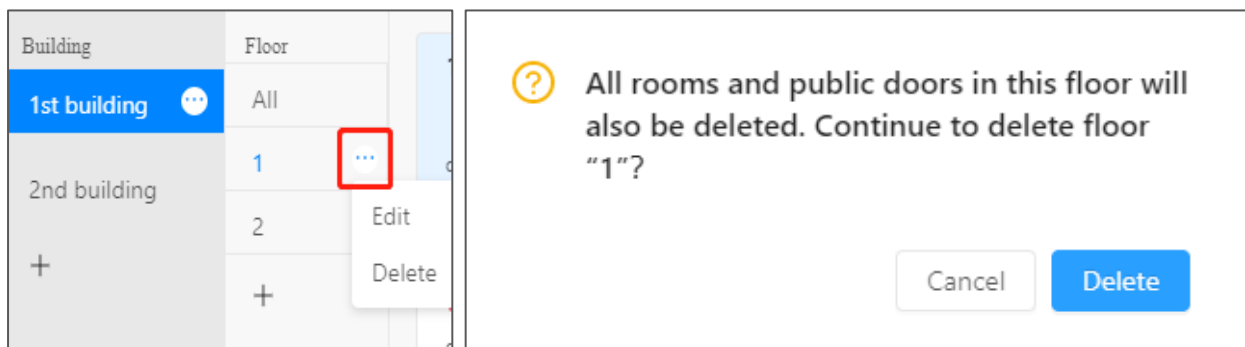
*Floor name:

Submit



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

2.2.2.3. Delete floor



Building	Floor
1st building	All
	1
	2
2nd building	
+	+

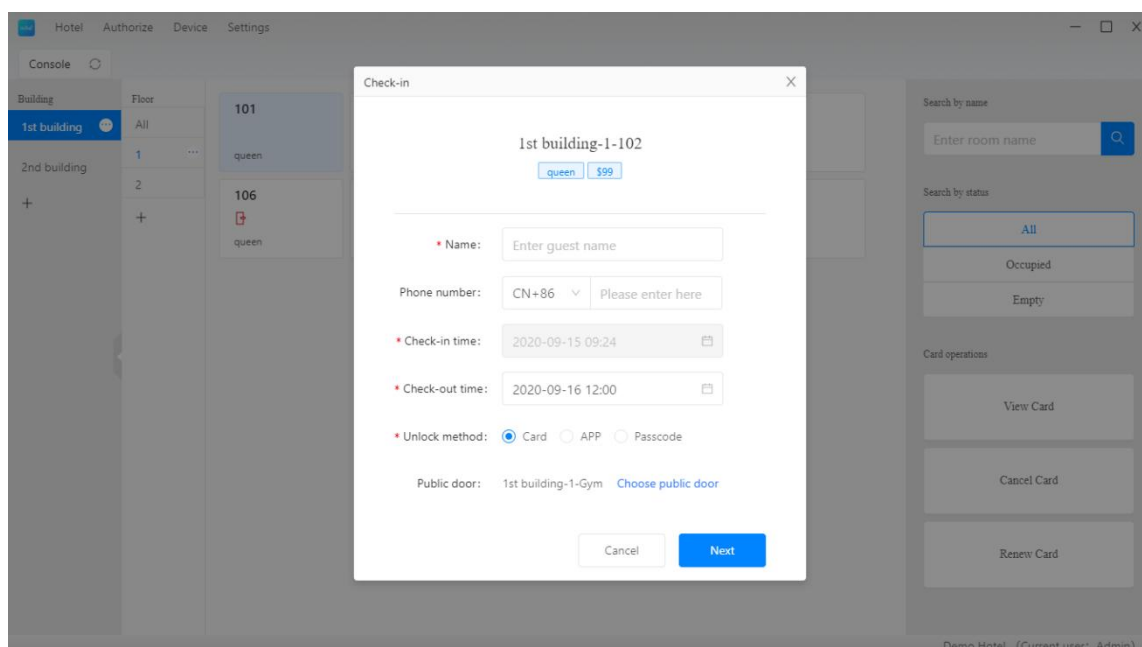
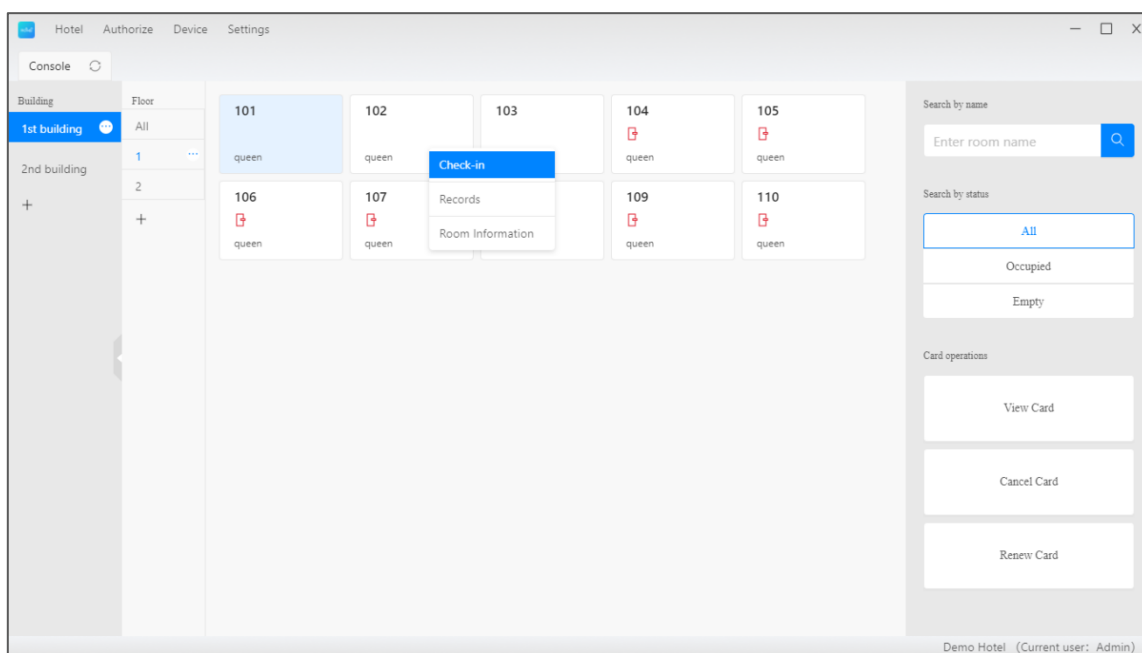
All rooms and public doors in this floor will also be deleted. Continue to delete floor "1"?

Cancel Delete


Please make sure all devices have been deleted and all rooms have check-out before delete a floor.

All rooms in this floor will also be deleted when delete a floor.

2.2.3. Check-in



Click on an unoccupied room to do check-in.

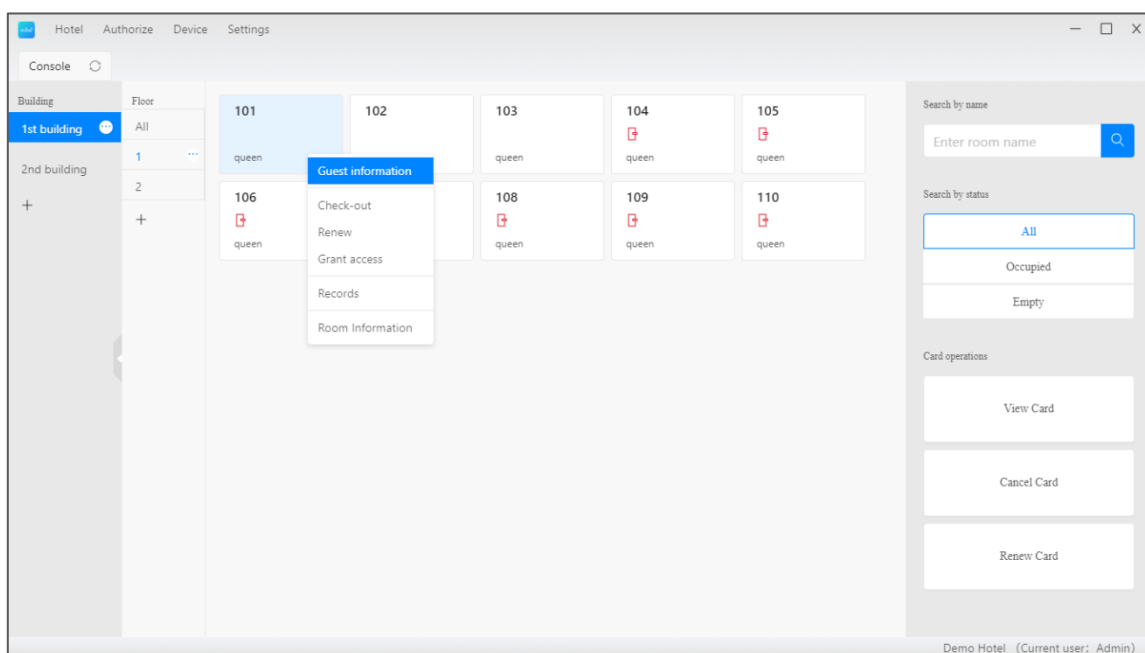
You can only do check-in for rooms which have smart locks. There will be a  on the room if there is no smart lock.

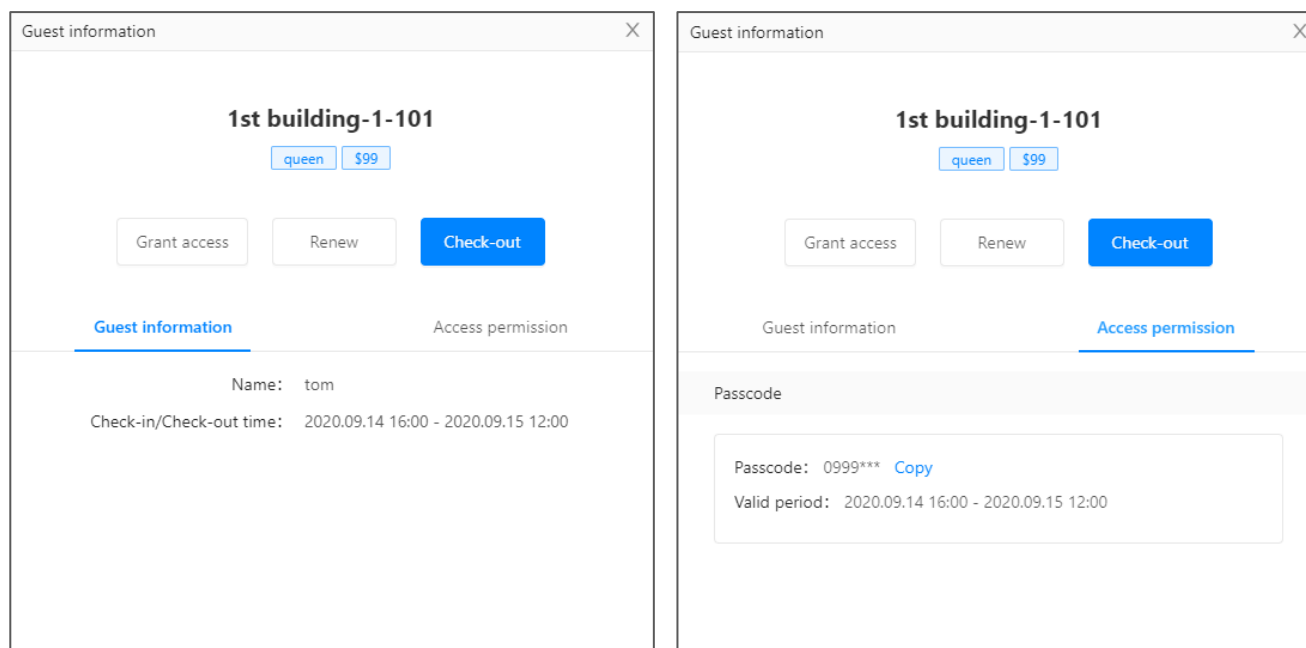
You are able to select additional common locks when issue card for a guest room. In this way, this card can unlock both room and selected common locks.

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

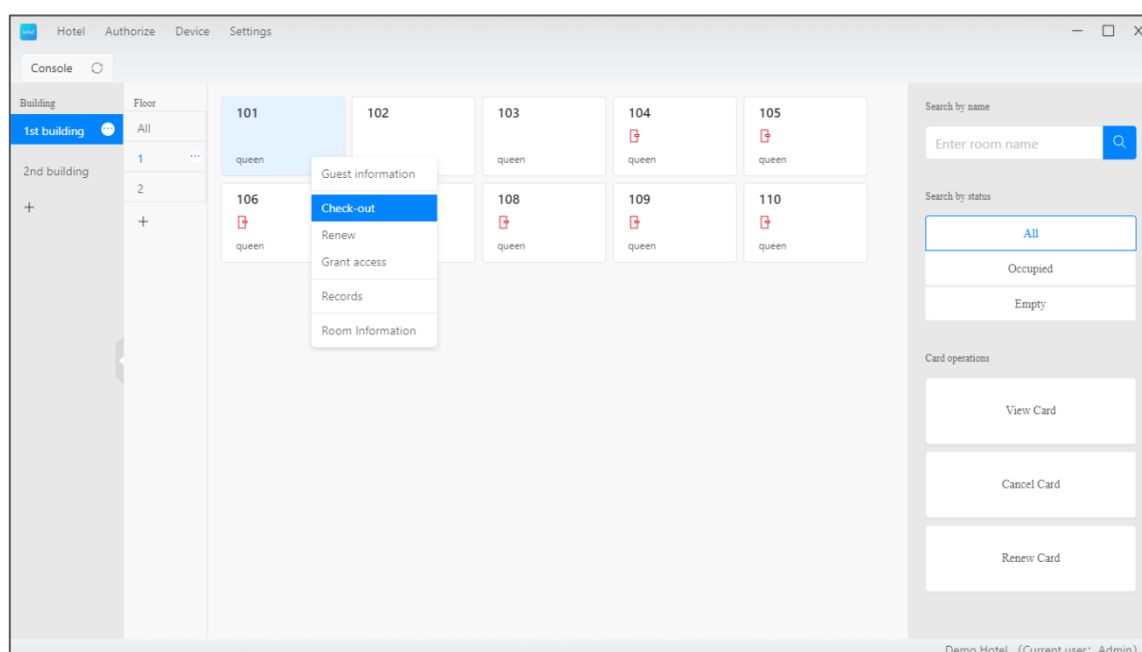
2.2.4. Guest Information

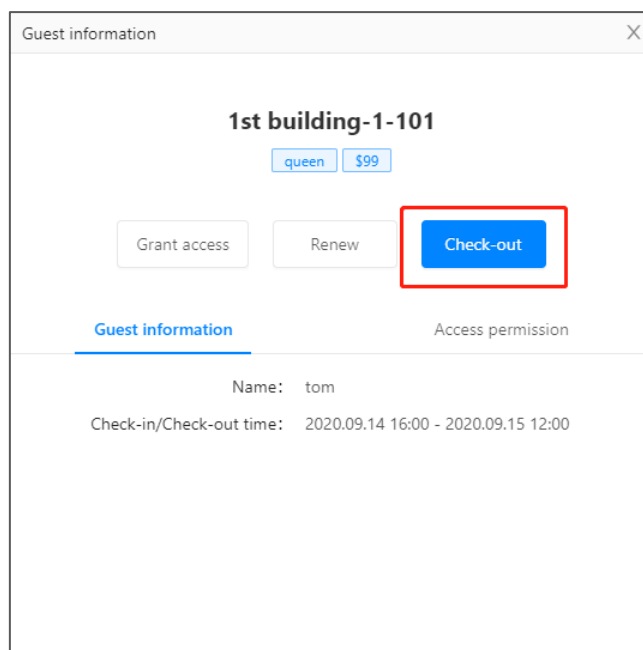




Check guest information on an occupied room. You can do check-out, renew or grant new access in this page. You can also report loss in here.

2.2.5. Check-out





The screenshot shows a 'Guest information' window with a close button (X) in the top right corner. The room is identified as '1st building-1-101' with a 'queen' room type and a price of '\$99'. Below this, there are three buttons: 'Grant access', 'Renew', and 'Check-out'. The 'Check-out' button is highlighted with a red rectangular border. At the bottom, there are two tabs: 'Guest information' (which is selected and underlined) and 'Access permission'. Under the 'Guest information' tab, the guest's name is 'tom' and the check-in/check-out time is '2020.09.14 16:00 - 2020.09.15 12:00'.

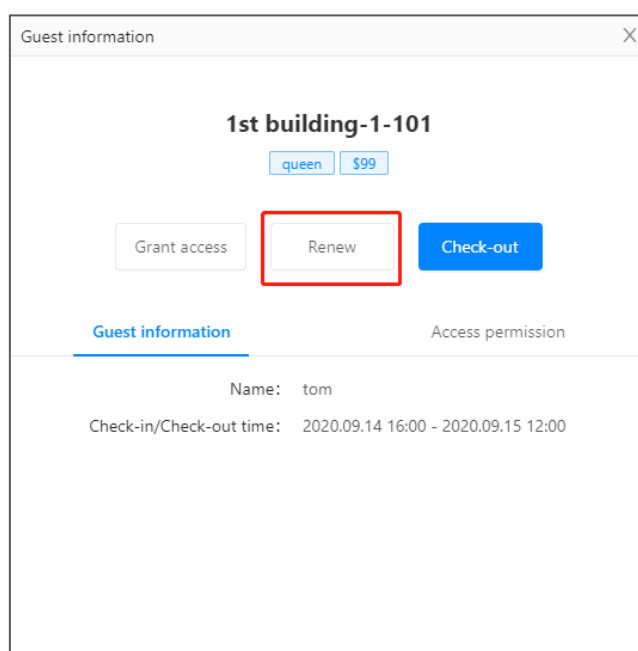
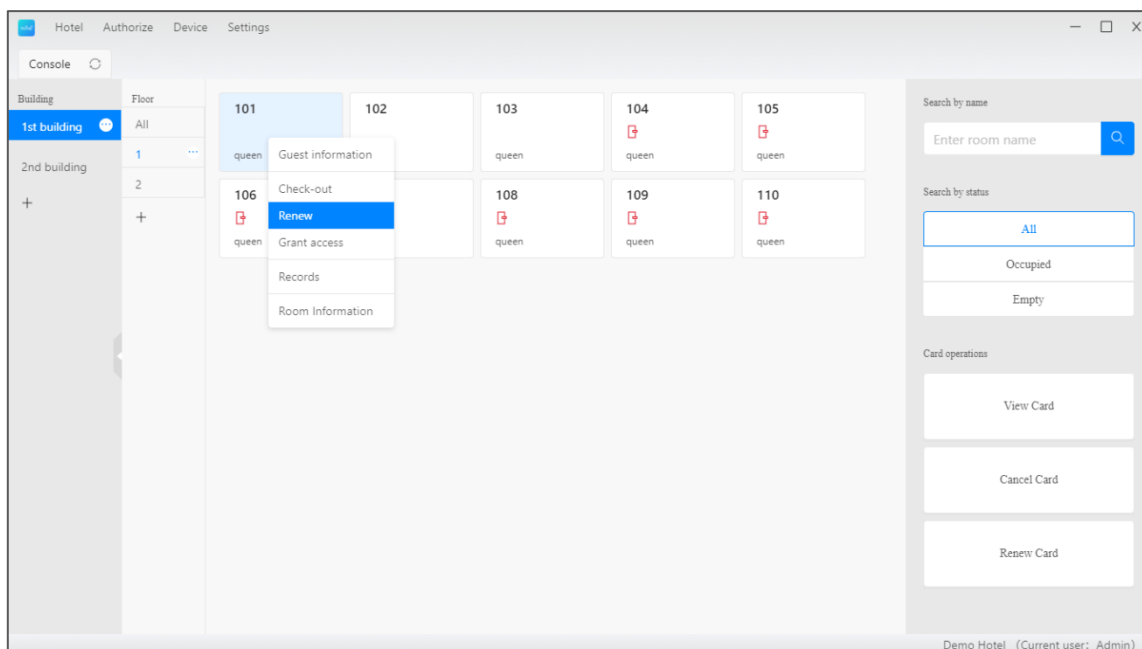
Click on an occupied room to do check-out.

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

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

2.2.6. Modify check-out



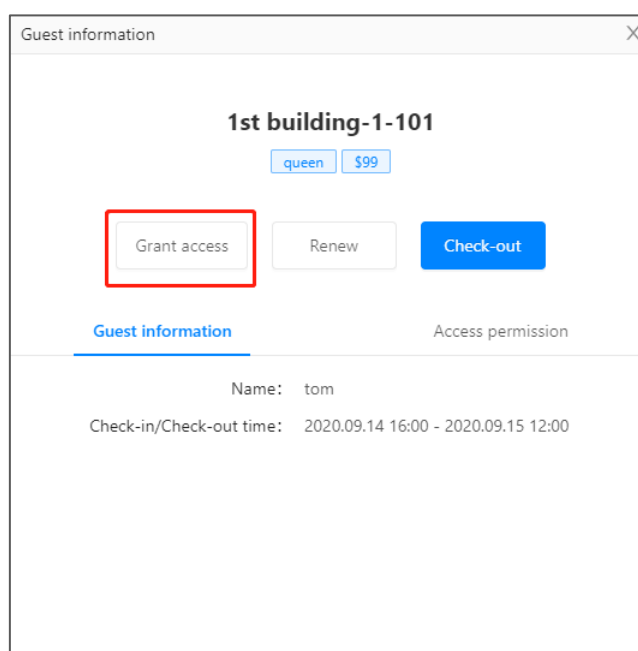
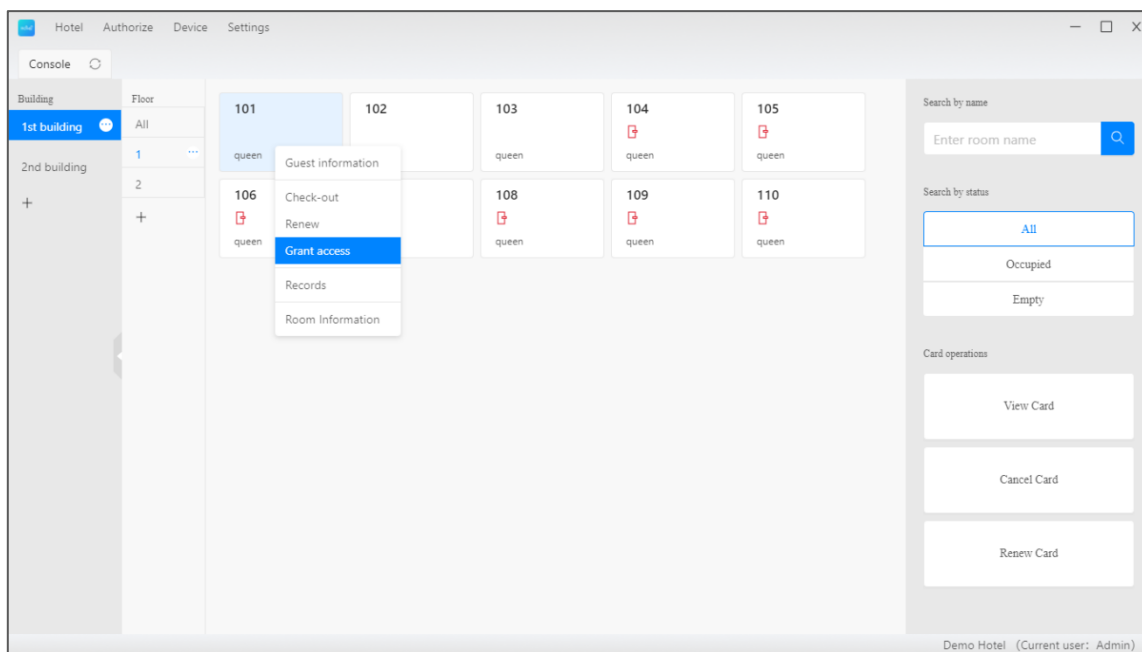
You can do this on an occupied room.

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

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

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

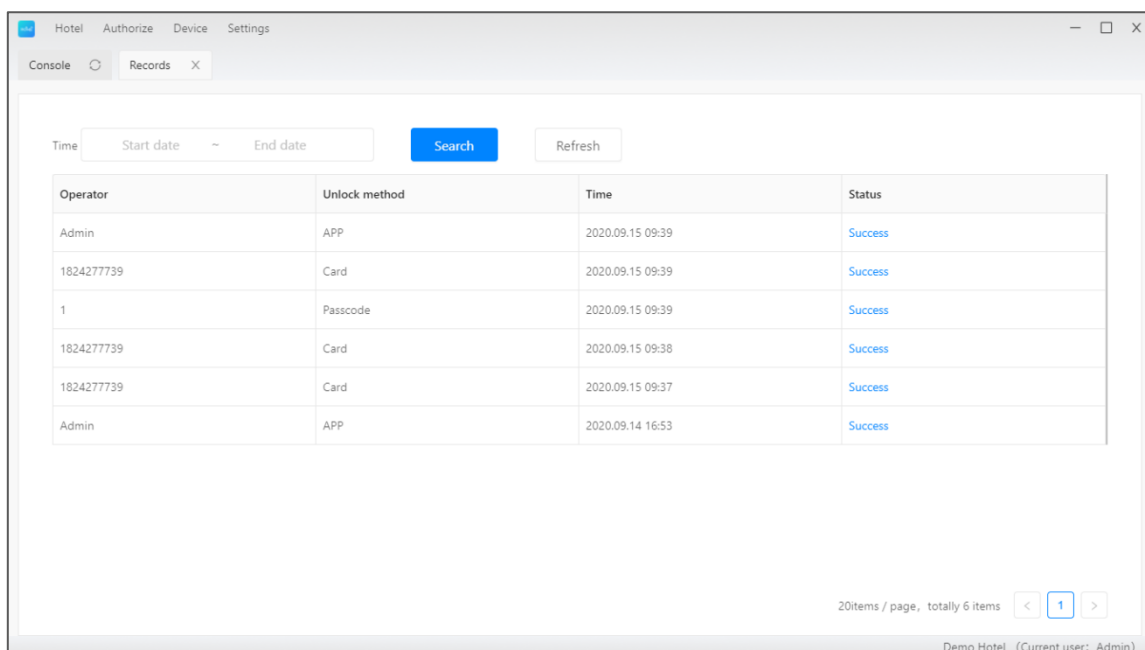
2.2.7. Additional access



You can do this on an occupied room.

The additional access should be the same type as current access. If current is an ekey, you can't grant additional access.

2.2.8. Records



The screenshot shows a web application window titled "Hotel" with tabs for "Hotel", "Authorize", "Device", and "Settings". The "Records" tab is active. It features a search bar with "Start date" and "End date" fields, a "Search" button, and a "Refresh" button. Below the search bar is a table with the following data:

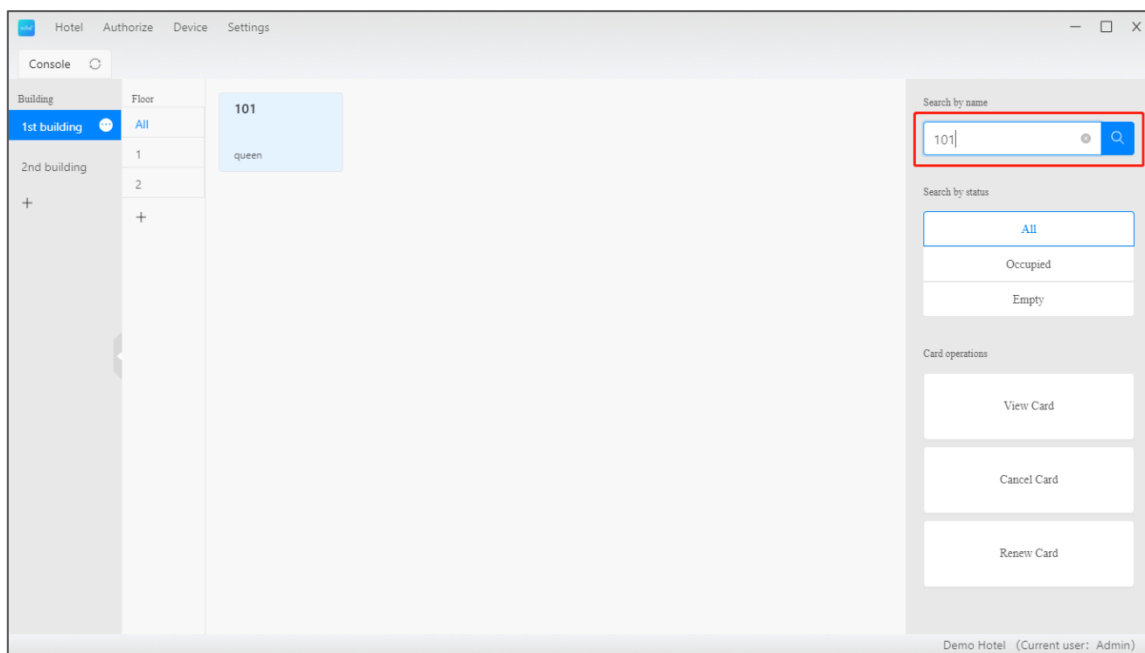
Operator	Unlock method	Time	Status
Admin	APP	2020.09.15 09:39	Success
1824277739	Card	2020.09.15 09:39	Success
1	Passcode	2020.09.15 09:39	Success
1824277739	Card	2020.09.15 09:38	Success
1824277739	Card	2020.09.15 09:37	Success
Admin	APP	2020.09.14 16:53	Success

At the bottom right of the table, it says "20items / page, totally 6 items". Below the table, there is a pagination control showing "< 1 >". The footer of the window says "Demo Hotel (Current user: Admin)".

Look up all unlock records here.

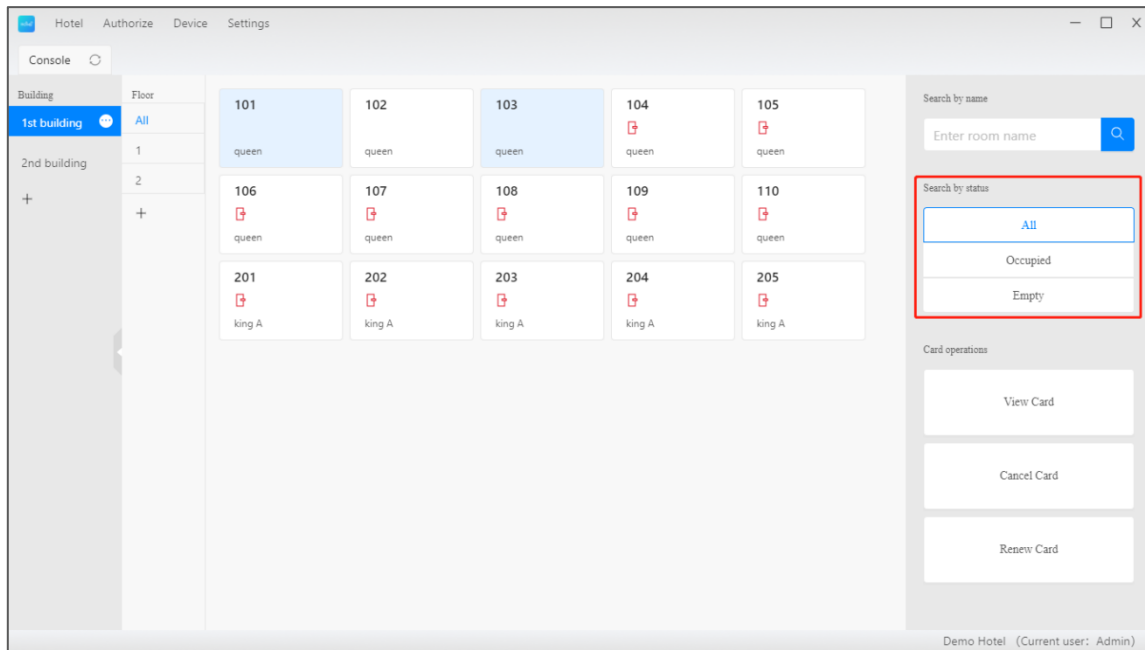
If the lock is connected to a gateway, records will be shown in this list automatically. If there is no gateway, you need to collect records with hotel app near the lock.

2.2.9. Search for a room



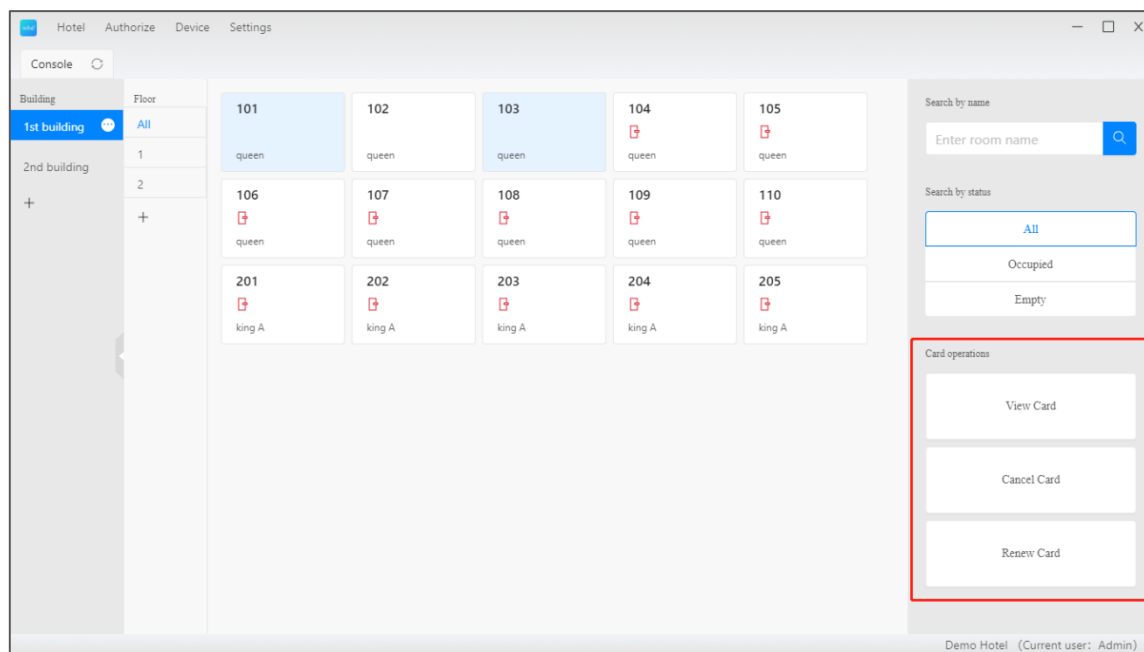
Search with room number

2.2.10. Filter with status



Filter rooms with status occupied and unoccupied.

2.2.11. View/Cancel/Renew card

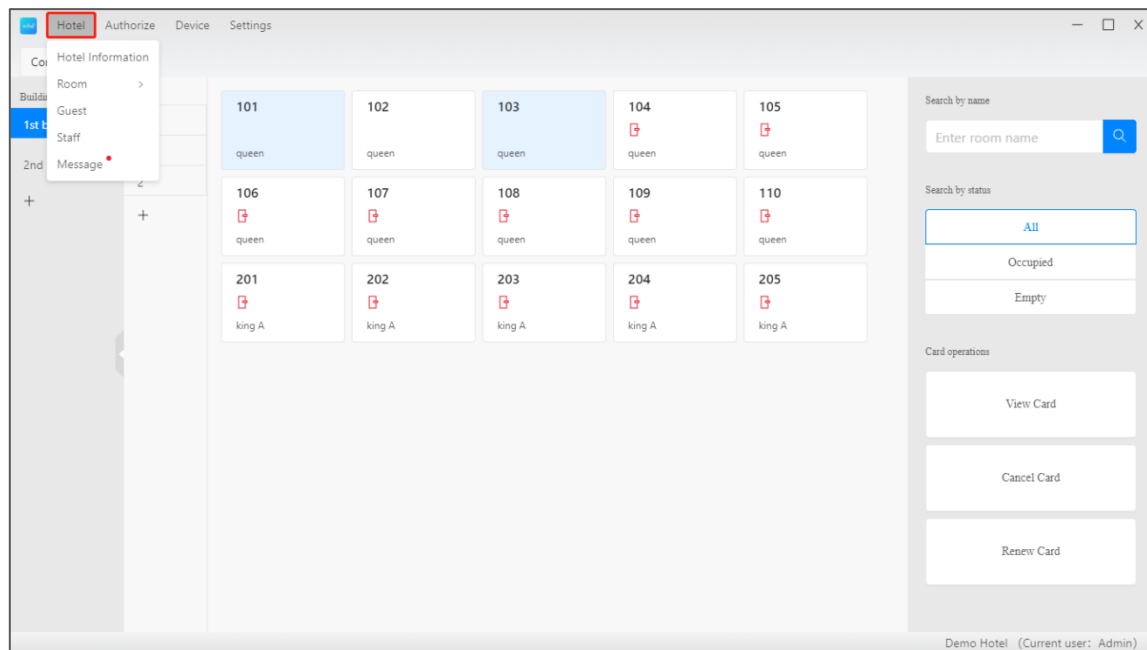


View card: look up permission in the card

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

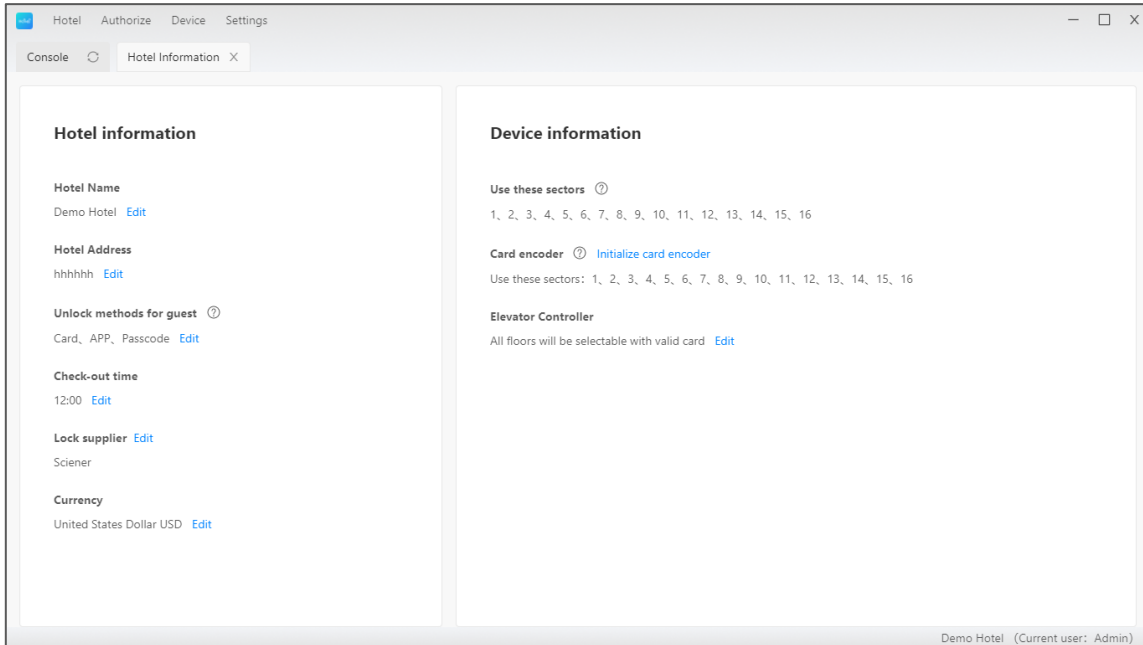
Renew card: Renew the valid period, also modify the check-out

2.3. Hotel



It includes Information, Rooms, Guests, Staff, and Message

2.3.1. Hotel information



The screenshot shows a web application window with a top navigation bar containing 'Hotel', 'Authorize', 'Device', and 'Settings'. Below the navigation bar is a 'Console' tab and a 'Hotel Information' tab. The main content area is divided into two columns: 'Hotel information' on the left and 'Device information' on the right.

Hotel information

- Hotel Name**: Demo Hotel [Edit](#)
- Hotel Address**: hhhhhh [Edit](#)
- Unlock methods for guest** ⓘ: Card, APP, Passcode [Edit](#)
- Check-out time**: 12:00 [Edit](#)
- Lock supplier** [Edit](#): Sciener
- Currency**: United States Dollar USD [Edit](#)

Device information

- Use these sectors** ⓘ: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16
- Card encoder** ⓘ: [Initialize card encoder](#)
Use these sectors: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16
- Elevator Controller**: All floors will be selectable with valid card [Edit](#)

Demo Hotel (Current user: Admin)

Edit hotel name and address here.

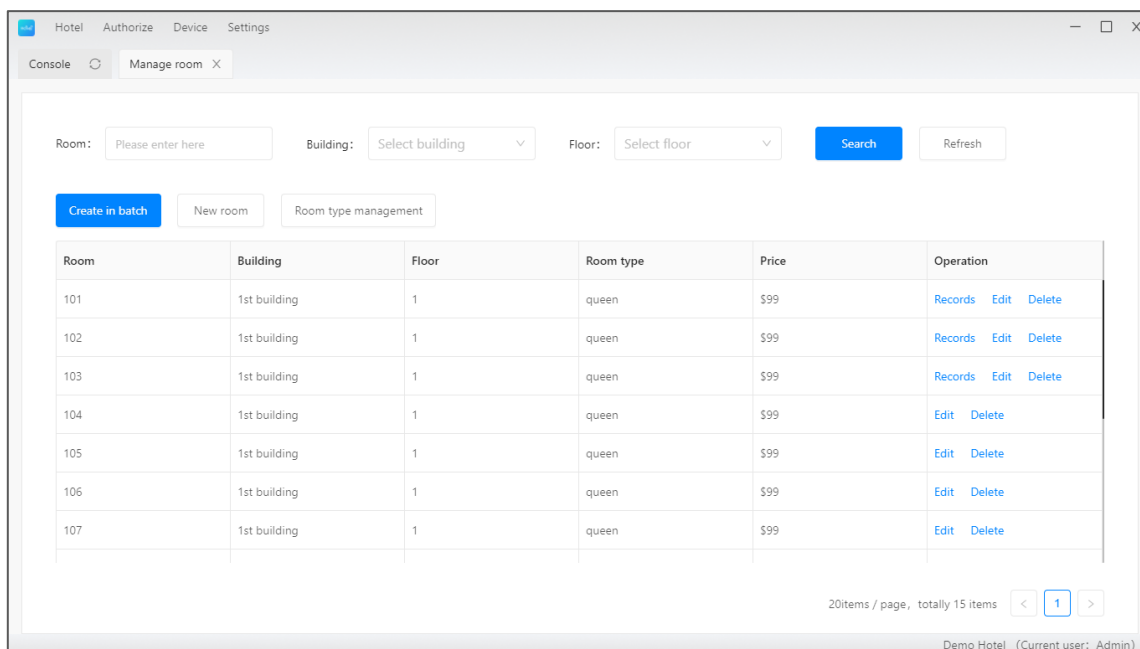
Select unlock methods: card, app, passcode

Set a default check-out time

Look up the active sectors

Select a working mode of lift controller

2.3.2. Rooms



Room: Building: Floor:

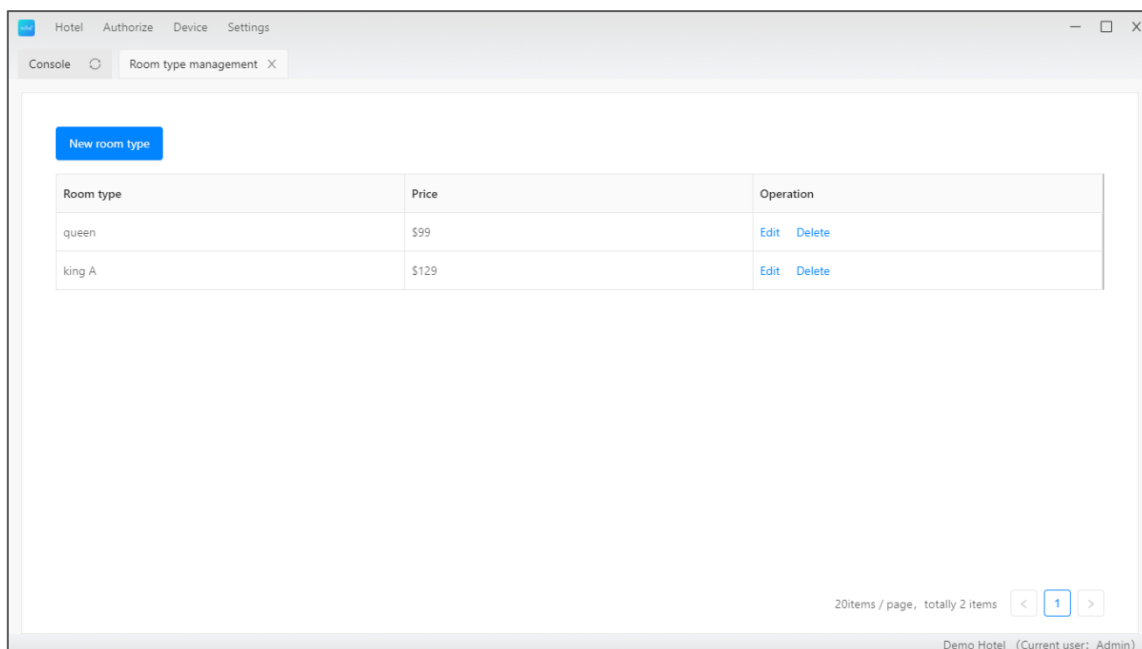
Room	Building	Floor	Room type	Price	Operation
101	1st building	1	queen	\$99	Records Edit Delete
102	1st building	1	queen	\$99	Records Edit Delete
103	1st building	1	queen	\$99	Records Edit Delete
104	1st building	1	queen	\$99	Edit Delete
105	1st building	1	queen	\$99	Edit Delete
106	1st building	1	queen	\$99	Edit Delete
107	1st building	1	queen	\$99	Edit Delete

20 items / page, totally 15 items

Demo Hotel (Current user: Admin)

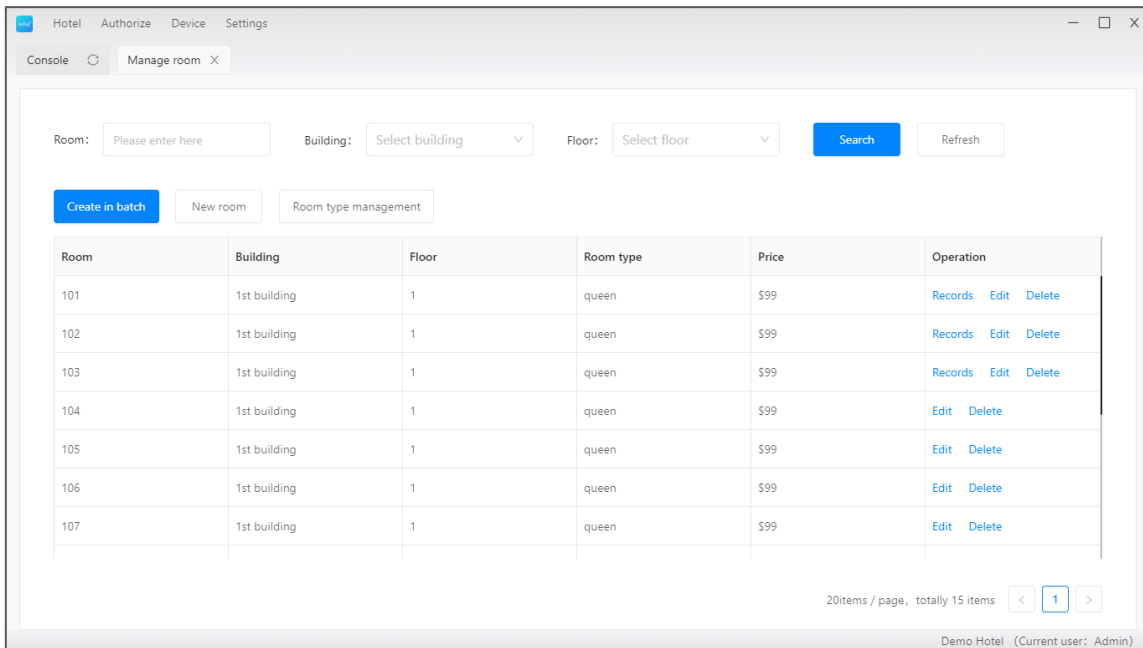
There are two types of rooms: Guest room and common room. When issue card for guest room, you can select additional common rooms.

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



Room: Building: Floor:

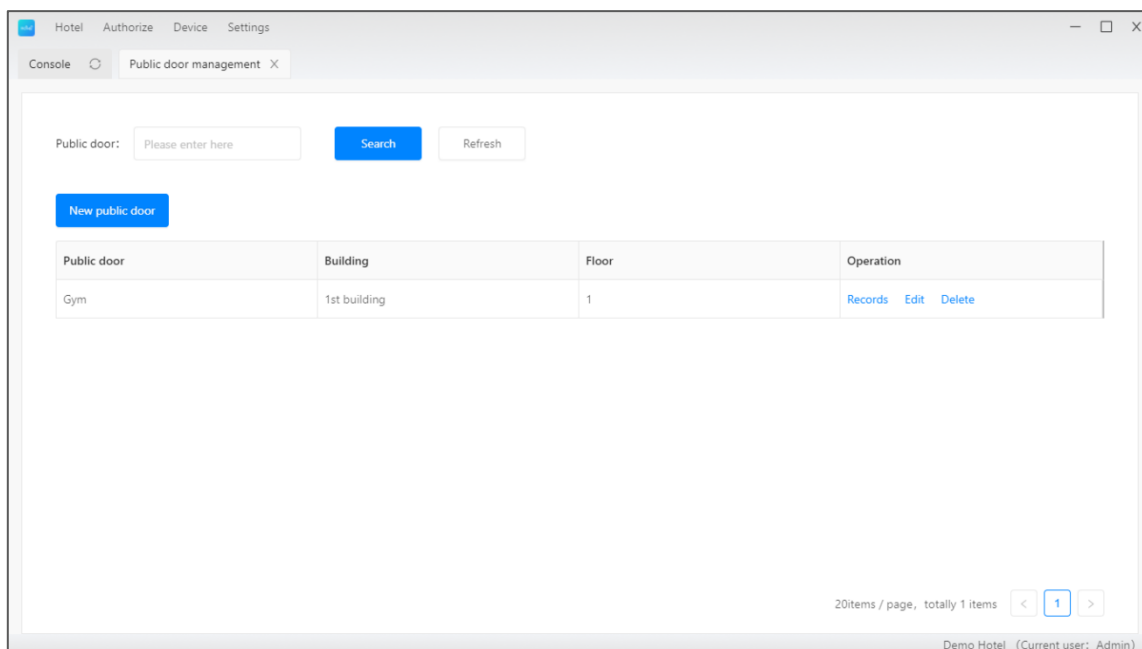
Room	Building	Floor	Room type	Price	Operation
101	1st building	1	queen	\$99	Records Edit Delete
102	1st building	1	queen	\$99	Records Edit Delete
103	1st building	1	queen	\$99	Records Edit Delete
104	1st building	1	queen	\$99	Edit Delete
105	1st building	1	queen	\$99	Edit Delete
106	1st building	1	queen	\$99	Edit Delete
107	1st building	1	queen	\$99	Edit Delete

20 items / page, totally 15 items

Demo Hotel (Current user: Admin)

Create a room or in batch in this page: Rooms->guest room

2.3.2.3. Create/Edit/Delete common room



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

2.3.3. Guests

Hotel
Authorize
Device
Settings

Console
Guest

Name / Phone number:
Please enter here
Room:
Please enter here

Check-in/Check-out time:
Start date ~ End date
Room status:
All
Search
Refresh

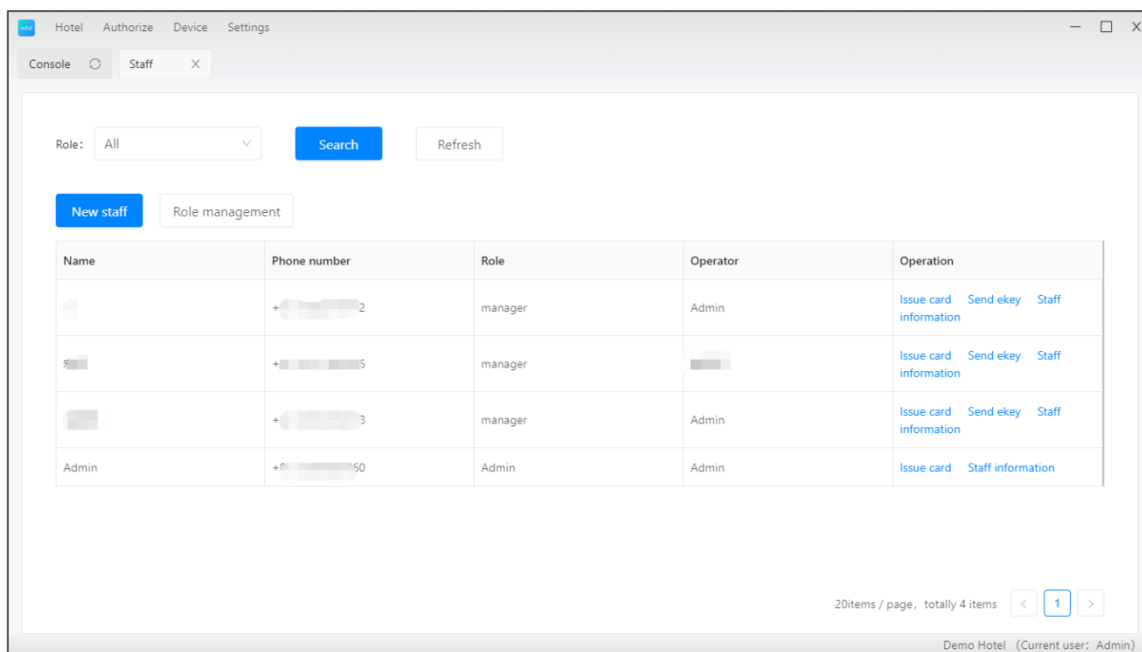
Name	Phone number	Room	Check-in/Check-out time	Room status	Check-out time
card		1st building-1-103	2020.09.15 09:37 - 2020.09.16 12:00	Occupied	
tom		1st building-1-101	2020.09.14 16:00 - 2020.09.15 12:00	Occupied	
Aron	+8	1st building-2-205	2020.09.14 14:21 - 2020.09.15 12:00	Empty	2020.09.14 16:26
		1st building-2-205	2020.09.14 13:58 - 2020.09.15 12:00	Empty	2020.09.14 14:21
		1st building-2-205	2020.09.14 13:57 - 2020.09.15 12:00	Empty	2020.09.14 13:58
		1st building-2-205	2020.09.14 13:54 - 2020.09.15 12:00	Empty	2020.09.14 13:57
card		1st building-1-101	2020.09.14 10:01 - 2020.09.15 12:00	Occupied	

20Items / page, totally 48 items
1 2 3





Demo Hotel (Current user: Admin)

Look up history guests

2.3.4. Staff



Role:

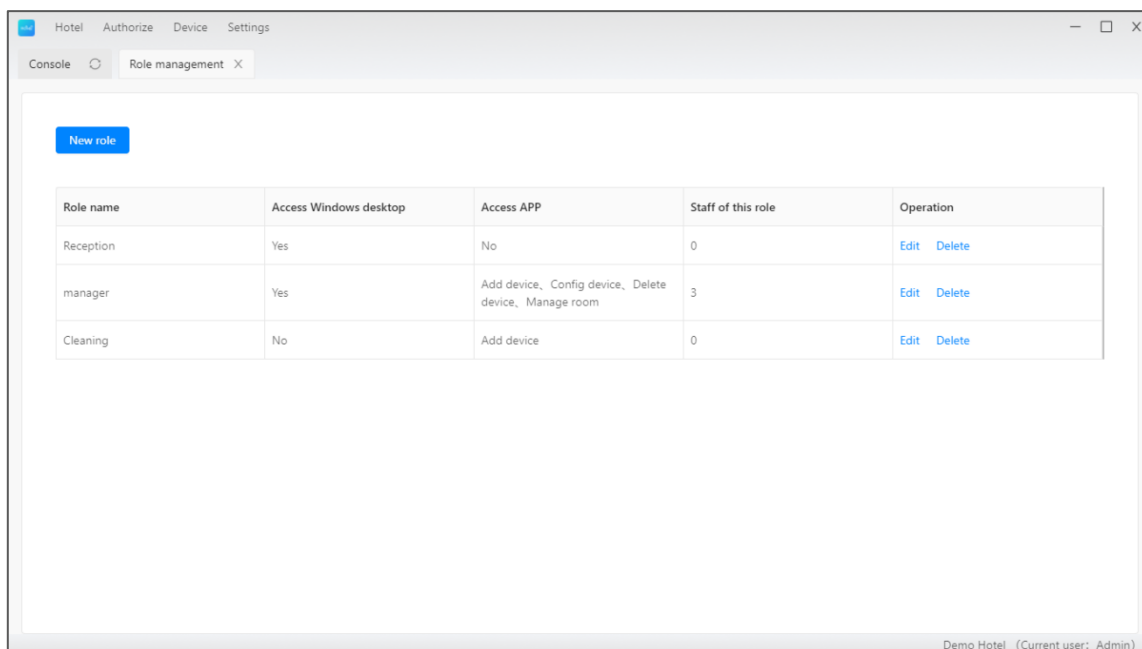
Name	Phone number	Role	Operator	Operation
	+86 150 1234 5672	manager	Admin	Issue card information Send ekey Staff information
	+86 150 1234 5675	manager		Issue card information Send ekey Staff information
	+86 150 1234 5673	manager	Admin	Issue card information Send ekey Staff information
Admin	+86 150 1234 5670	Admin	Admin	Issue card Staff information

20 items / page, totally 4 items

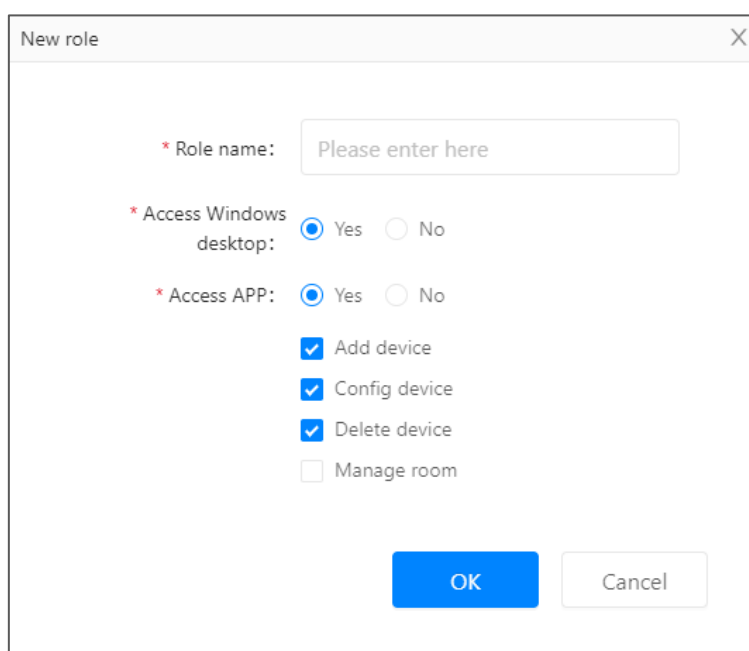
Demo Hotel (Current user: Admin)

Manage staff in this page.

2.3.4.1. Roles



Role name	Access Windows desktop	Access APP	Staff of this role	Operation
Reception	Yes	No	0	Edit Delete
manager	Yes	Add device, Config device, Delete device, Manage room	3	Edit Delete
Cleaning	No	Add device	0	Edit Delete



*** Role name:**

*** Access Windows desktop:** ☒ Yes ☐ No

*** Access APP:** ☒ Yes ☐ No

☒ Add device

☒ Config device

☒ Delete device

☐ Manage room

OK **Cancel**

Manage roles in this page

2.3.4.2. Staff

2.3.4.2.1. Create staff

New staff

*Name:

Please enter here

*Phone number:

US+1

▼

Please enter here

*Role:

Select a role

▼

Cancel

OK

Create a staff with unregistered account

2.3.4.2.2. Issue card for staff

Issue card

Name: Admin

*Valid period:

Select date

*Work with double lock:

☒ Yes
 ☐ No

*Card type:

☐ Master card
 ☒ Custom

<input type="checkbox"/> 1st building	<input type="checkbox"/> 1	<input type="checkbox"/> 101
<input type="checkbox"/> Public door		<input type="checkbox"/> 102
		<input type="checkbox"/> 103

Cancel

Issue card

Option 1: work with double lock or not

Option 2: master card or customized card. Master cards unlock all locks.

2.3.4.2.3. Issue ekey to staff

Send ekey

Name:

Valid period: Permanent

*Work on these rooms:

All

Custom

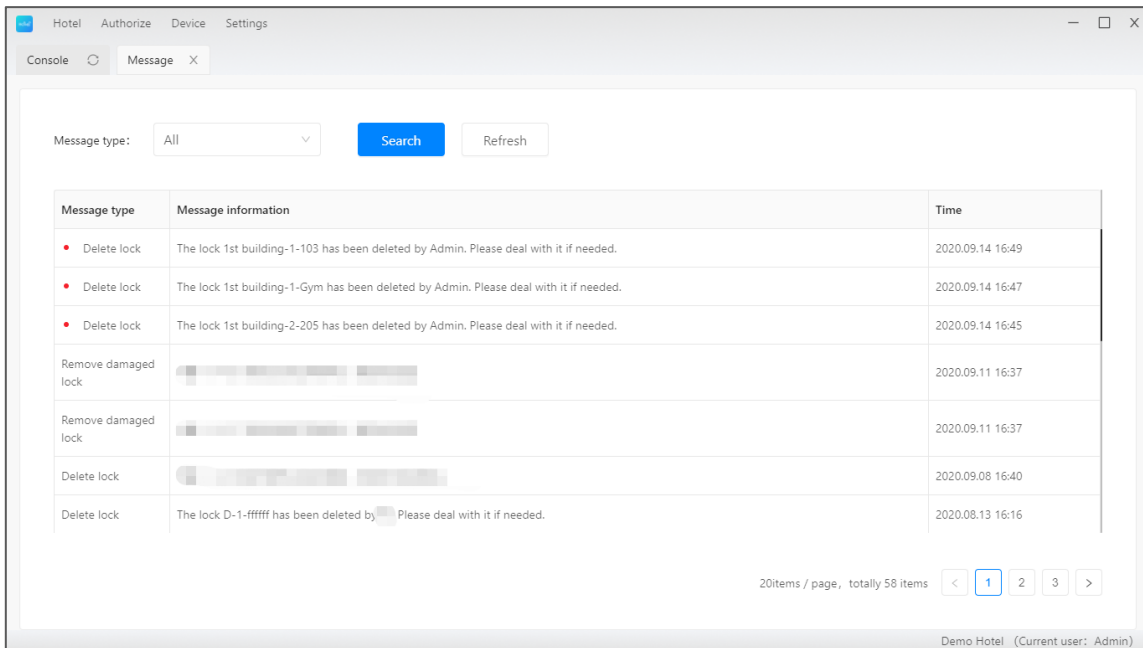
<input type="checkbox"/> 1st building	<input type="checkbox"/> 1	<input type="checkbox"/> 101
<input type="checkbox"/> Public door		<input type="checkbox"/> 102
		<input type="checkbox"/> 103

Cancel





OK

Issue ekeys to staff for selected locks

2.3.5. Message



Message type:

Message type	Message information	Time
• Delete lock	The lock 1st building-1-103 has been deleted by Admin. Please deal with it if needed.	2020.09.14 16:49
• Delete lock	The lock 1st building-1-Gym has been deleted by Admin. Please deal with it if needed.	2020.09.14 16:47
• Delete lock	The lock 1st building-2-205 has been deleted by Admin. Please deal with it if needed.	2020.09.14 16:45
Remove damaged lock		2020.09.11 16:37
Remove damaged lock		2020.09.11 16:37
Delete lock		2020.09.08 16:40
Delete lock	The lock D-1-fffff has been deleted by  Please deal with it if needed.	2020.08.13 16:16

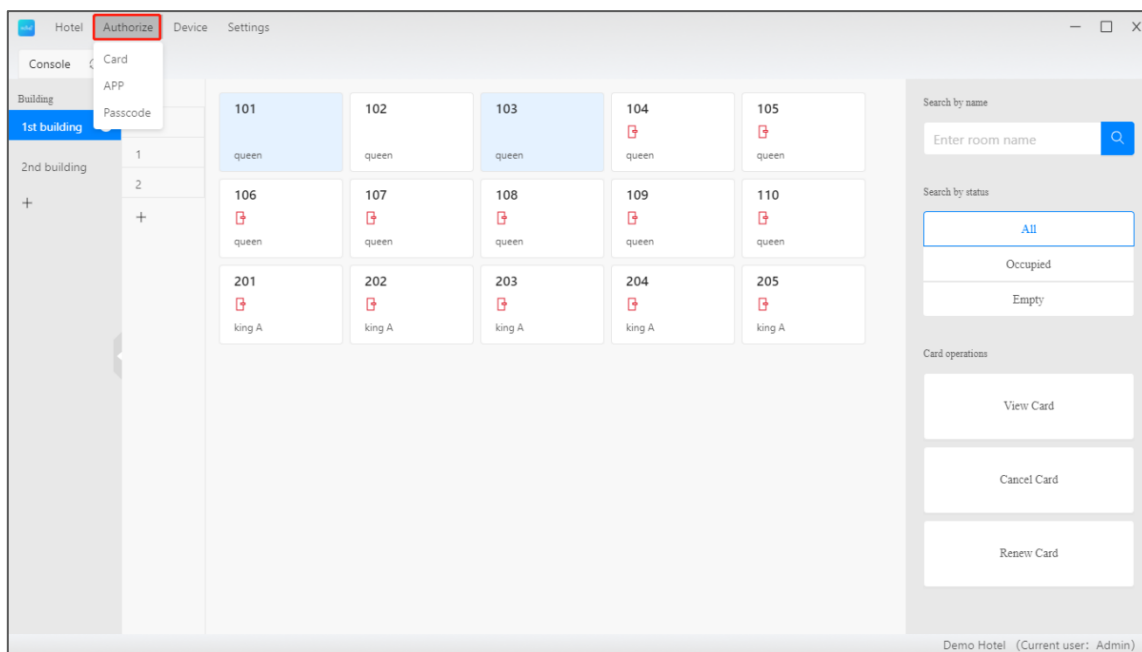
20Items / page, totally 58 items

Demo Hotel (Current user: Admin)

Look up all types of messages here.

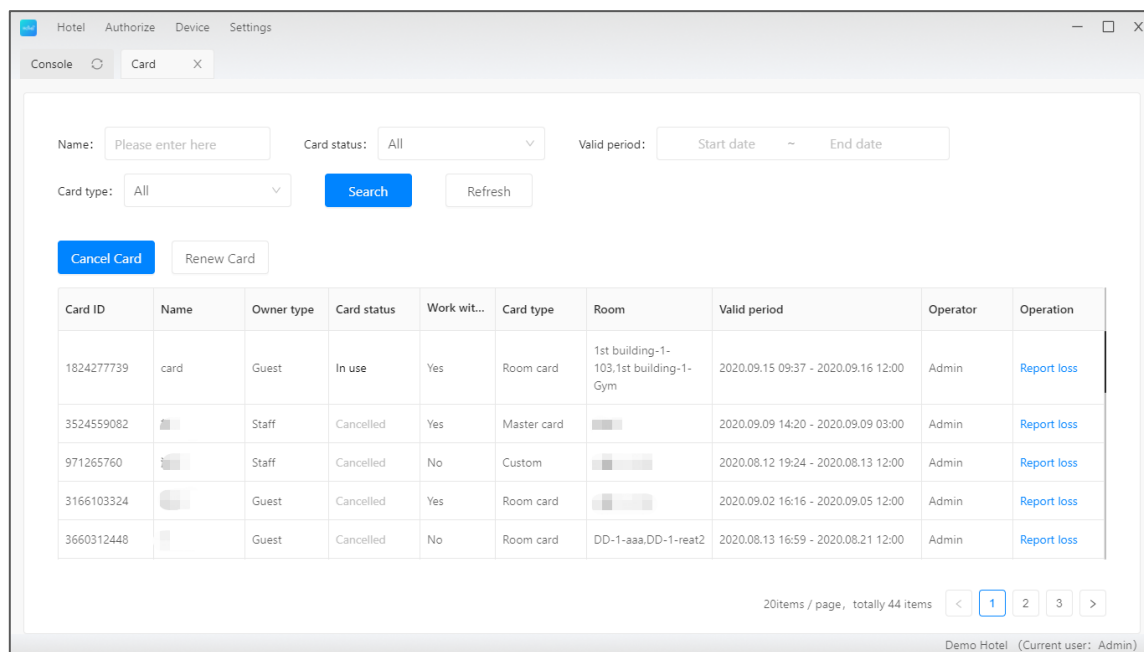
Messages include low battery notification, locks being deleted, and etc

2.4.Access



Access includes cards, ekeys, and passcodes

2.4.1. Card



Hotel Authorize Device Settings

Console Card X

Name: Card status: Valid period: ~

Card type:

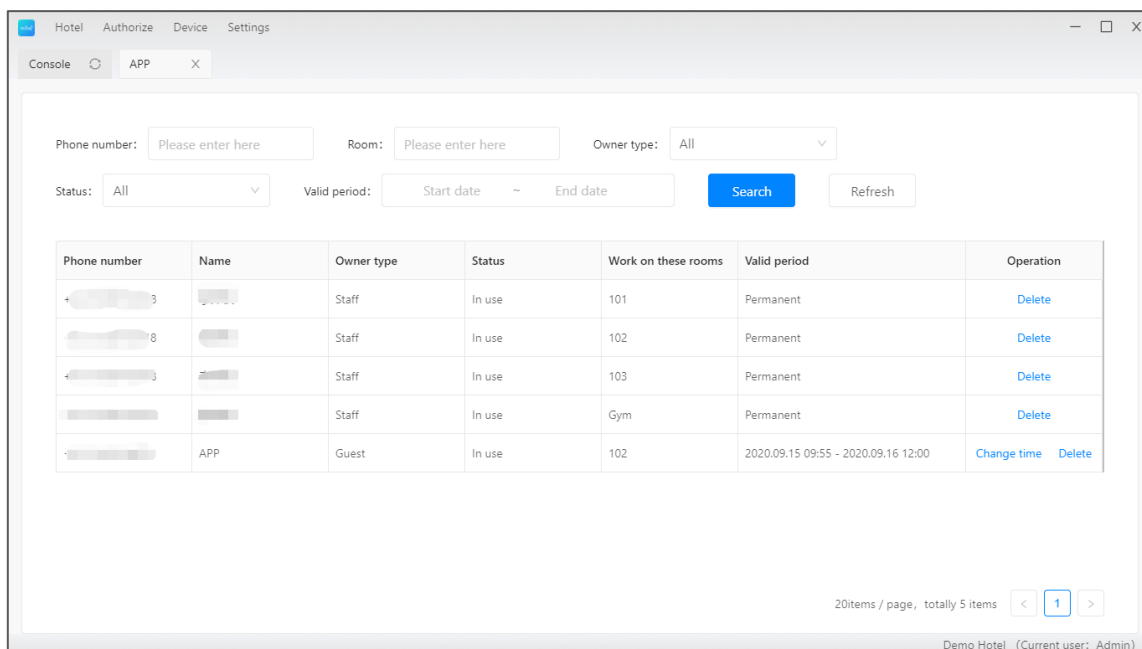
Card ID	Name	Owner type	Card status	Work wit...	Card type	Room	Valid period	Operator	Operation
1824277739	card	Guest	In use	Yes	Room card	1st building-1-103,1st building-1-Gym	2020.09.15 09:37 - 2020.09.16 12:00	Admin	Report loss
3524559082		Staff	Cancelled	Yes	Master card		2020.09.09 14:20 - 2020.09.09 03:00	Admin	Report loss
971265760		Staff	Cancelled	No	Custom		2020.08.12 19:24 - 2020.08.13 12:00	Admin	Report loss
3166103324		Guest	Cancelled	Yes	Room card		2020.09.02 16:16 - 2020.09.05 12:00	Admin	Report loss
3660312448		Guest	Cancelled	No	Room card	DD-1-aaa.DD-1-reat2	2020.08.13 16:59 - 2020.08.21 12:00	Admin	Report loss

20 items / page, totally 44 items

Demo Hotel (Current user: Admin)

The card list includes all cards issued for staff and guests.

2.4.2. eKey(APP)



Phone number: Room: Owner type:

Status: Valid period: ~

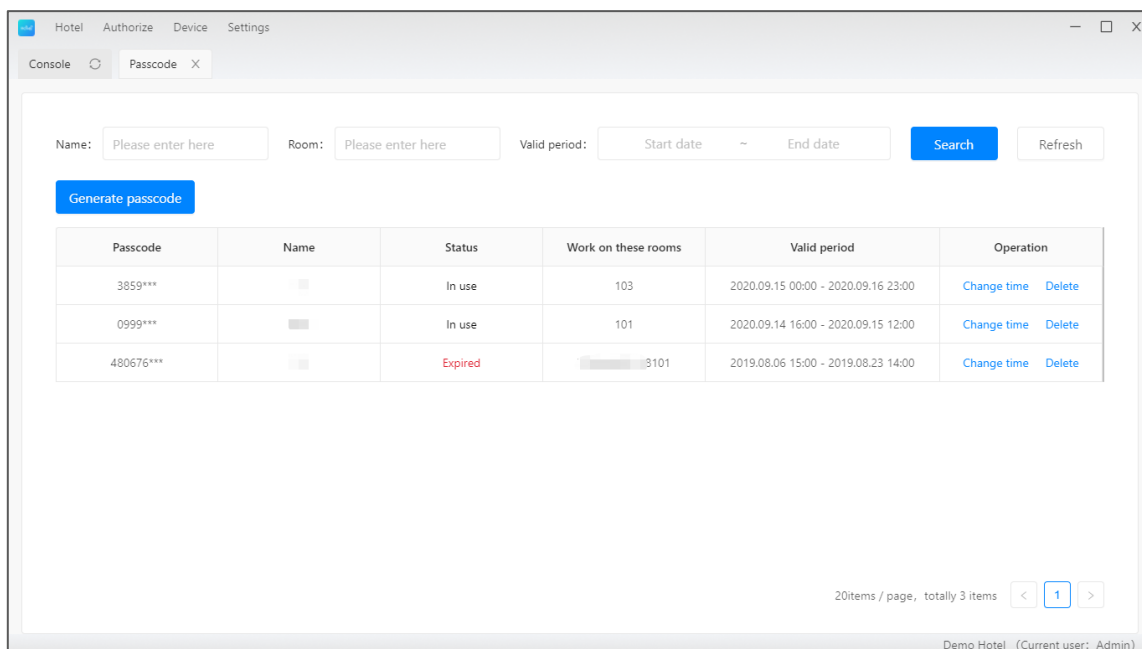
Phone number	Name	Owner type	Status	Work on these rooms	Valid period	Operation
+ [redacted] 3	[redacted]	Staff	In use	101	Permanent	Delete
[redacted] 8	[redacted]	Staff	In use	102	Permanent	Delete
[redacted] 3	[redacted]	Staff	In use	103	Permanent	Delete
[redacted]	[redacted]	Staff	In use	Gym	Permanent	Delete
[redacted]	APP	Guest	In use	102	2020.09.15 09:55 - 2020.09.16 12:00	Change time Delete

20 items / page, totally 5 items

Demo Hotel (Current user: Admin)

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

2.4.3. Passcode



Hotel Authorize Device Settings

Console Passcode X

Name: Room: Valid period: ~ [Search](#) [Refresh](#)

[Generate passcode](#)

Passcode	Name	Status	Work on these rooms	Valid period	Operation
3859***	<input type="text"/>	In use	103	2020.09.15 00:00 - 2020.09.16 23:00	Change time Delete
0999***	<input type="text"/>	In use	101	2020.09.14 16:00 - 2020.09.15 12:00	Change time Delete
480676***	<input type="text"/>	Expired	<input type="text"/> 3101	2019.08.06 15:00 - 2019.08.23 14:00	Change time Delete

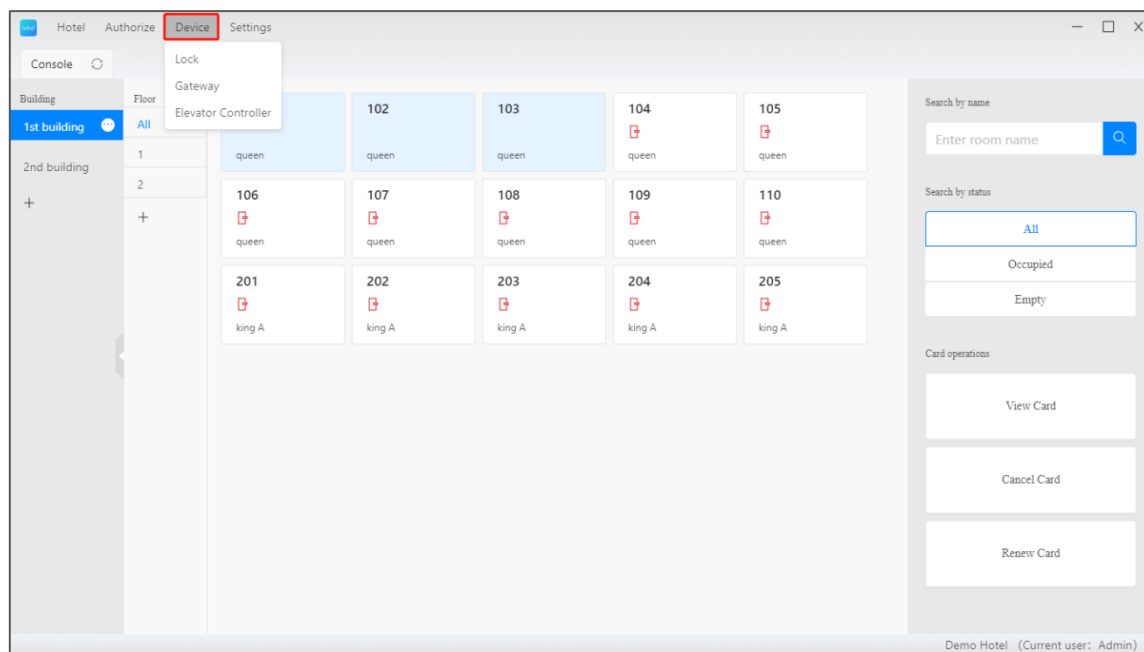
20 items / page, totally 3 items [<](#) [1](#) [>](#)

Demo Hotel (Current user: Admin)

The passcode list includes all passcodes issued to guests and temporarily

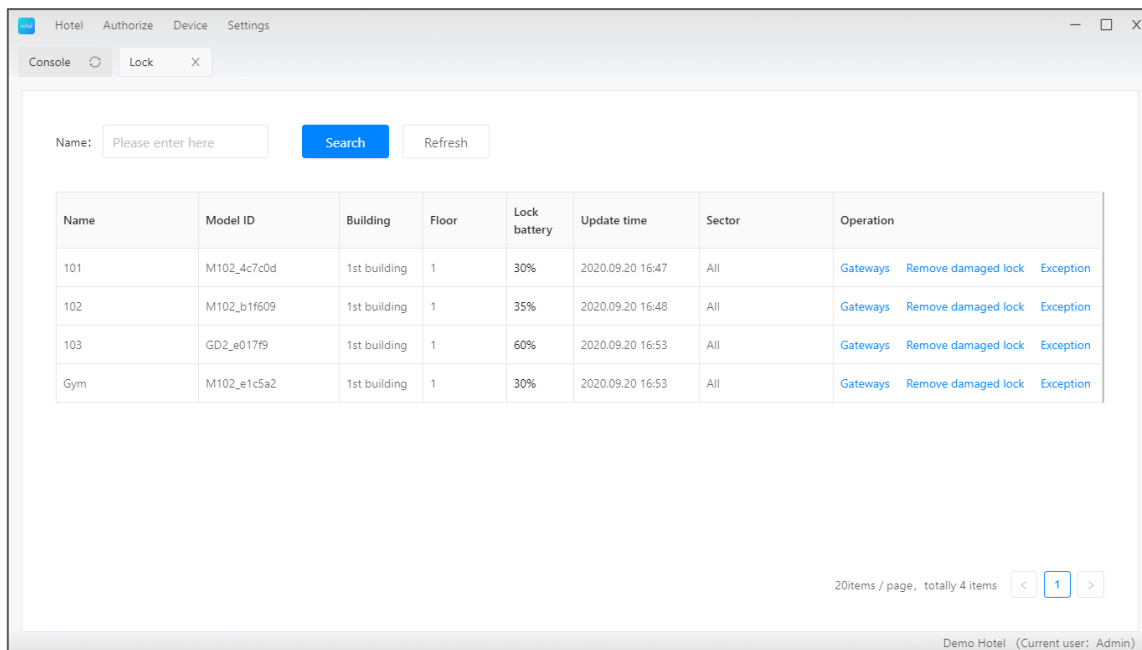
You can generate passcode for temporary use here

2.5.Devices



Manage locks, gateways and lift controller in this page.

2.5.1. Lock



Name: [Search](#) [Refresh](#)

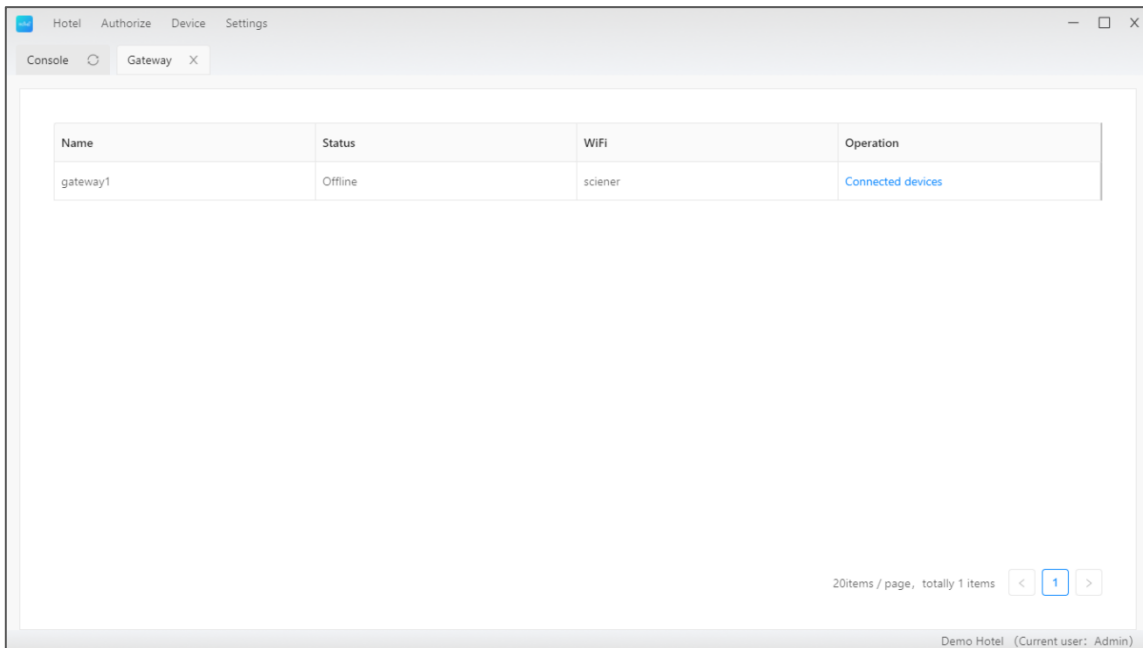
Name	Model ID	Building	Floor	Lock battery	Update time	Sector	Operation
101	M102_4c7c0d	1st building	1	30%	2020.09.20 16:47	All	Gateways Remove damaged lock Exception
102	M102_b1f609	1st building	1	35%	2020.09.20 16:48	All	Gateways Remove damaged lock Exception
103	GD2_e017f9	1st building	1	60%	2020.09.20 16:53	All	Gateways Remove damaged lock Exception
Gym	M102_e1c5a2	1st building	1	30%	2020.09.20 16:53	All	Gateways Remove damaged lock Exception

20 items / page, totally 4 items [<](#) [1](#) [>](#)

Demo Hotel (Current user: Admin)

All locks in current hotel.

2.5.2. Gateway



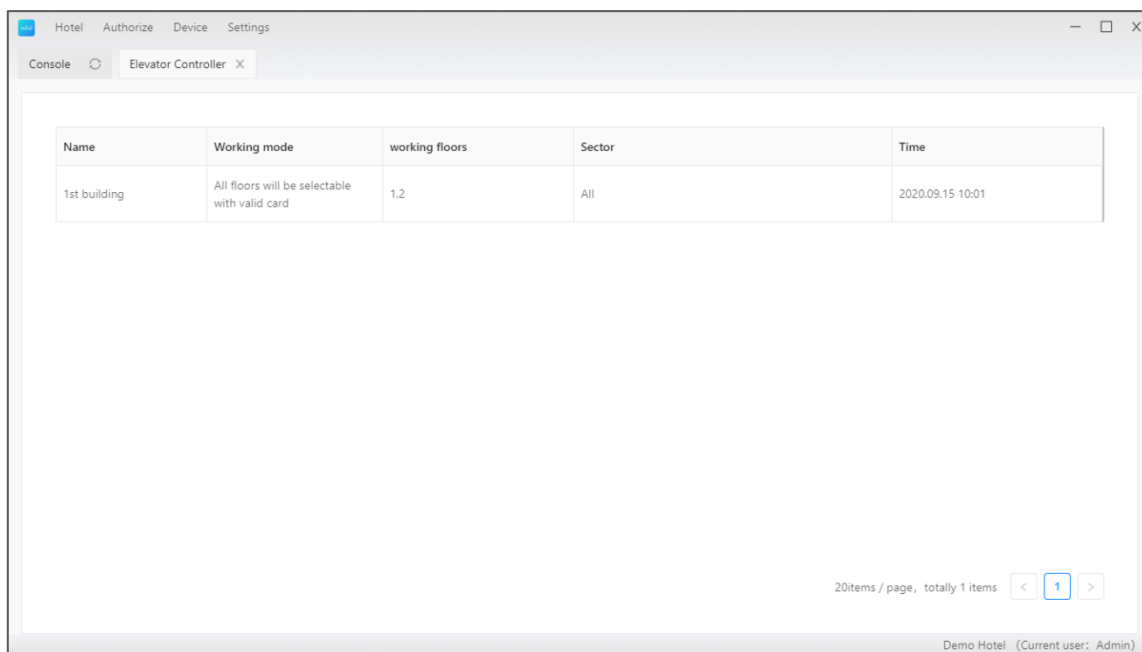
Name	Status	WiFi	Operation
gateway1	Offline	sciener	Connected devices

20 items / page, totally 1 items

Demo Hotel (Current user: Admin)

All gateways in current hotel

2.5.3. Lift controller



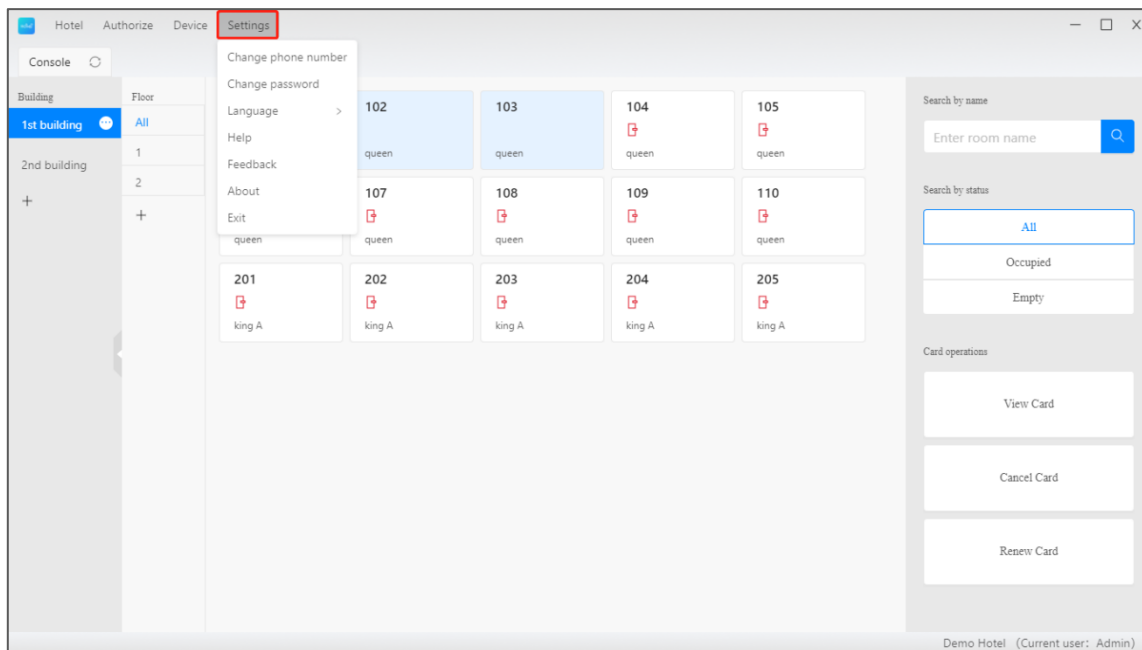
Name	Working mode	working floors	Sector	Time
1st building	All floors will be selectable with valid card	1,2	All	2020.09.15 10:01

20 items / page, totally 1 items

Demo Hotel (Current user: Admin)

All lift controllers in this hotel

2.6.Settings



Manage account, password, language and etc

2.6.1. Change phone number

Change phone number

Current number: +f

*Verification code:

verification code

Get Code

Cancel

Next

Change phone number

*New number:

US+1

▼

*Verification code:

verification code

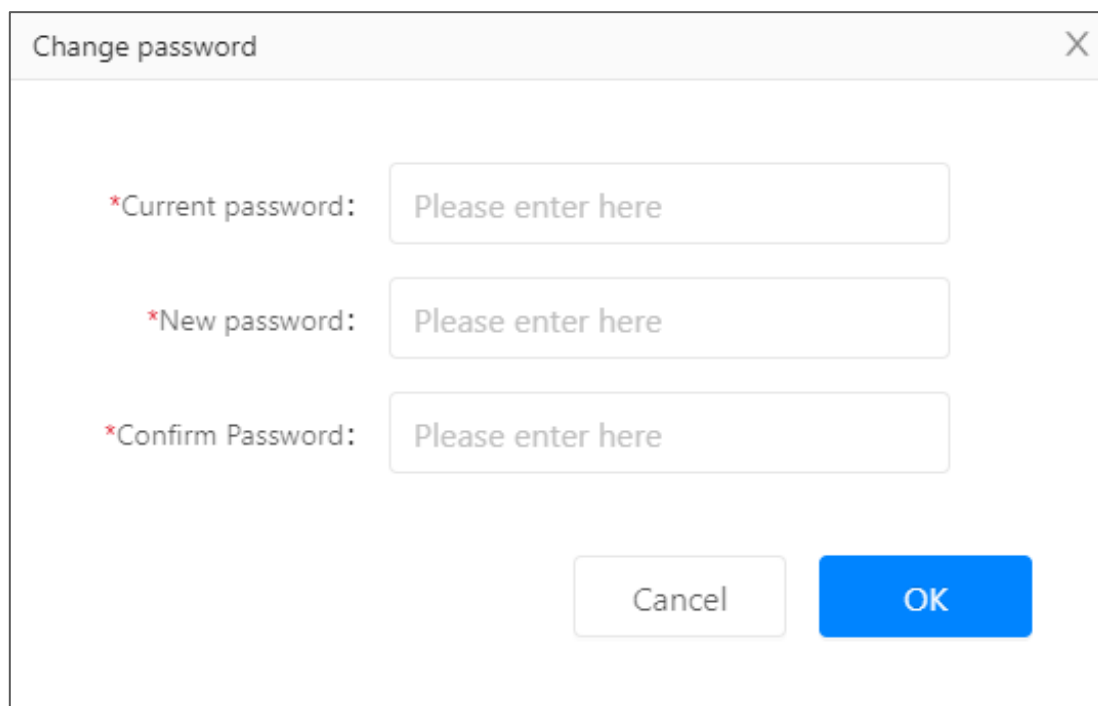
Get Code

Cancel

OK

If you want to use a new phone number to login, please change your login account here.

2.6.2. Change password



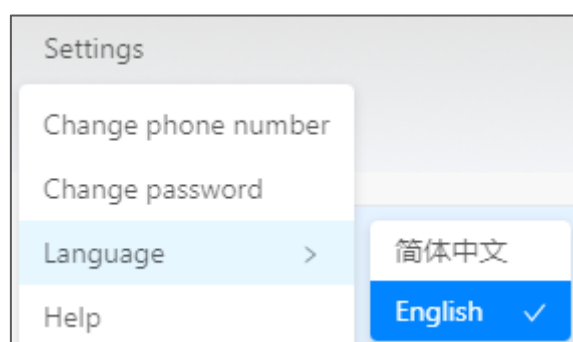
A dialog box titled "Change password" with a close button (X) in the top right corner. It contains three input fields, each preceded by a red asterisk:

- *Current password: [Please enter here]
- *New password: [Please enter here]
- *Confirm Password: [Please enter here]

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

Chang your login password

2.6.3. Language

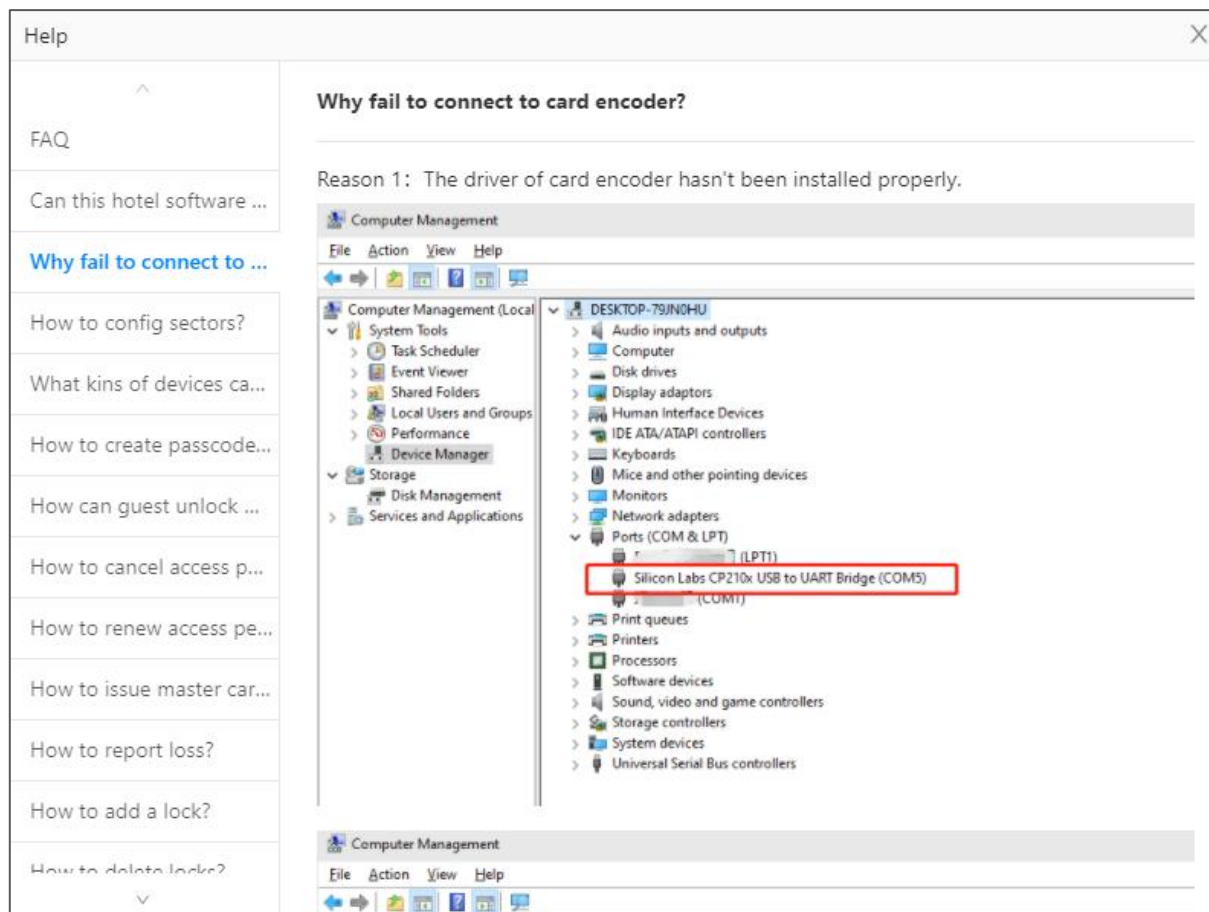


A "Settings" menu with the following options:

- Change phone number
- Change password
- Language >
 - 简体中文
 - English ✓
- Help

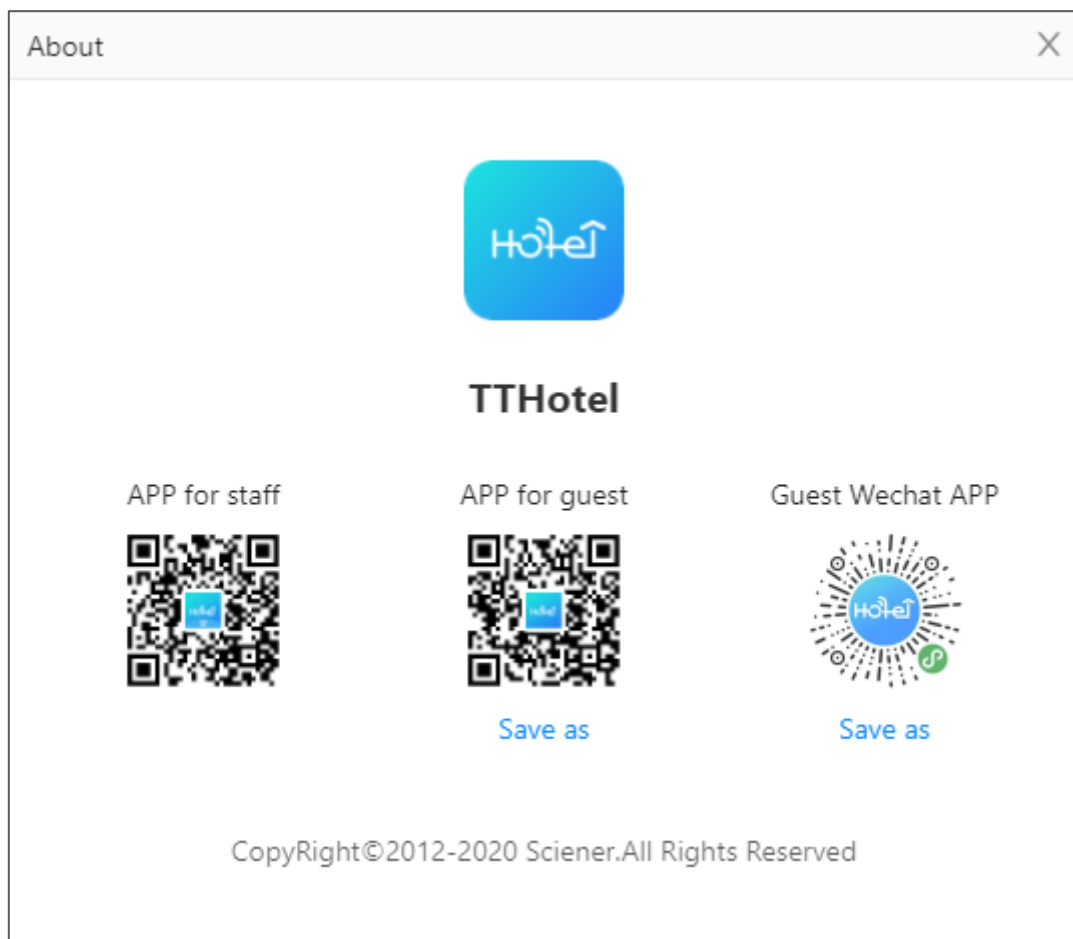
Switch software language

2.6.4. FAQs



Find answers for frequently asked questions

2.6.5. Download app



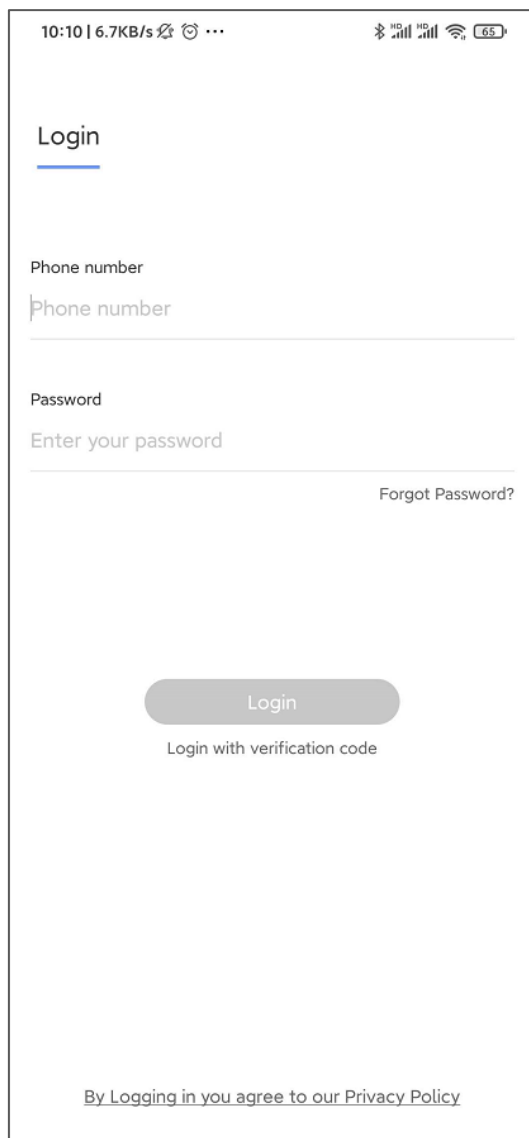
You can find QR code for APPs

3. Hotel APP



Scan QR code to install hotel APP

3.1.Login



10:10 | 6.7KB/s

Login

Phone number

Phone number

Password

Enter your password

[Forgot Password?](#)

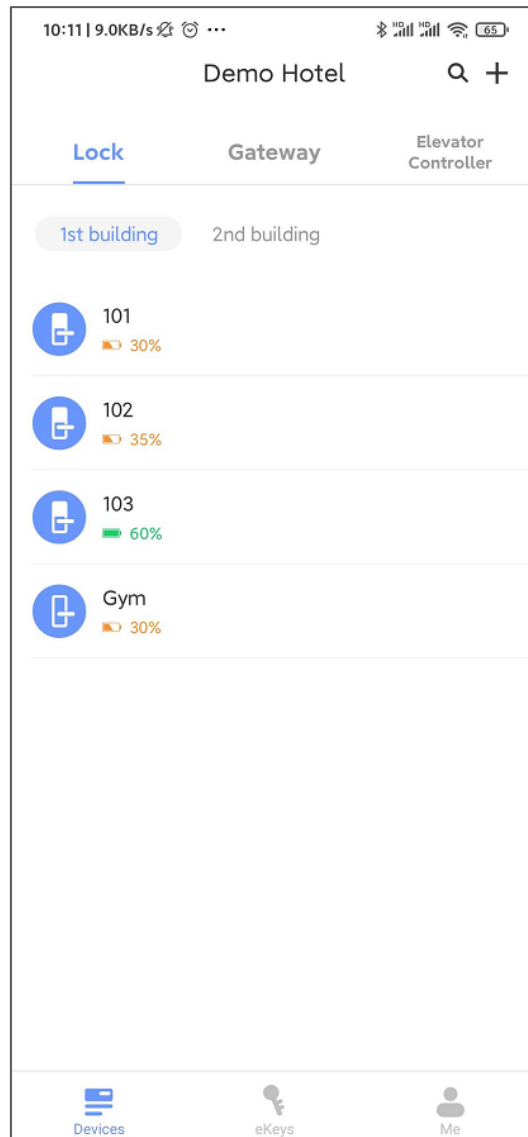
Login

Login with verification code

[By Logging in you agree to our Privacy Policy](#)

Only account with APP access permission can login hotel app.

3.2. Devices

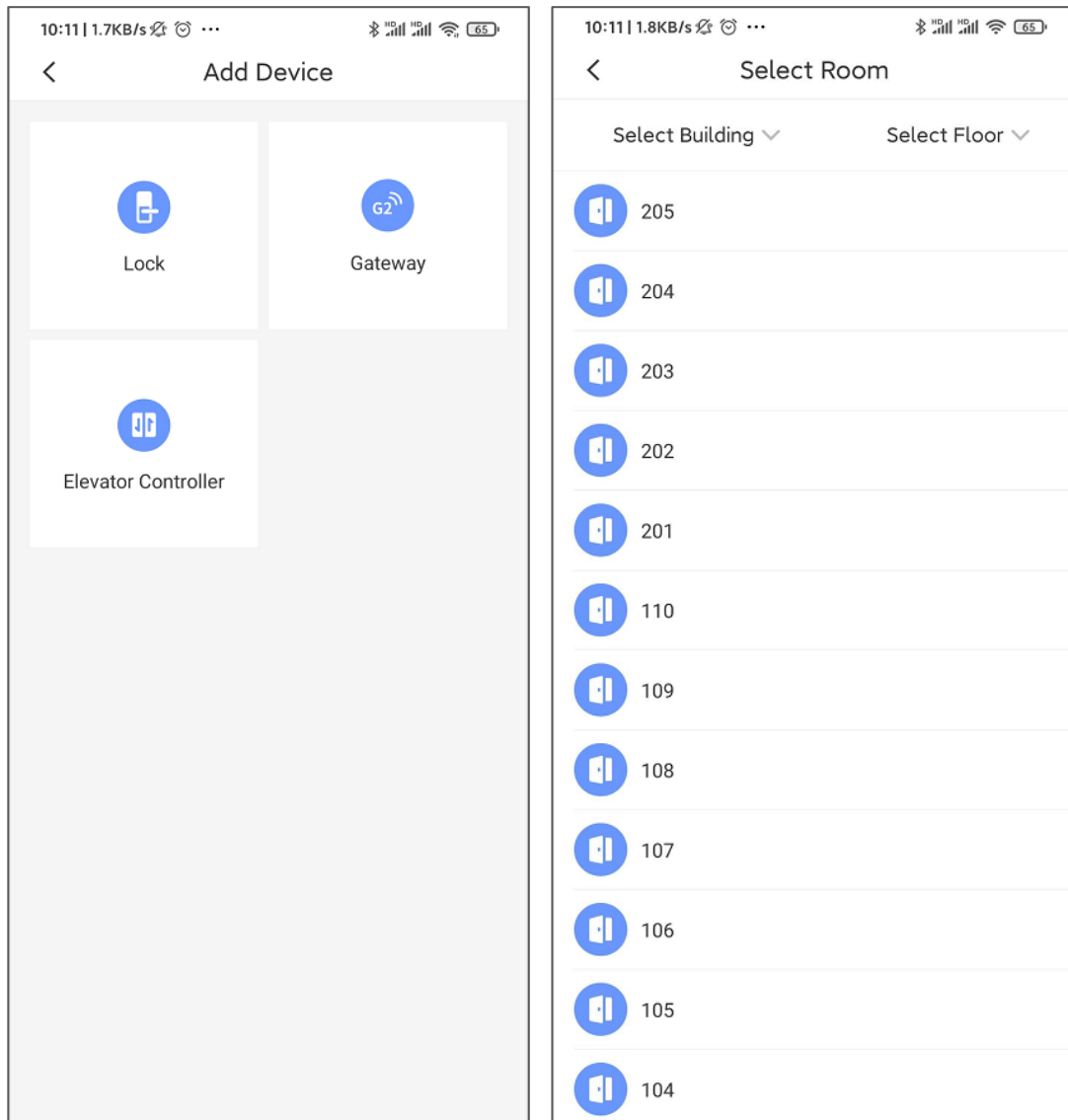


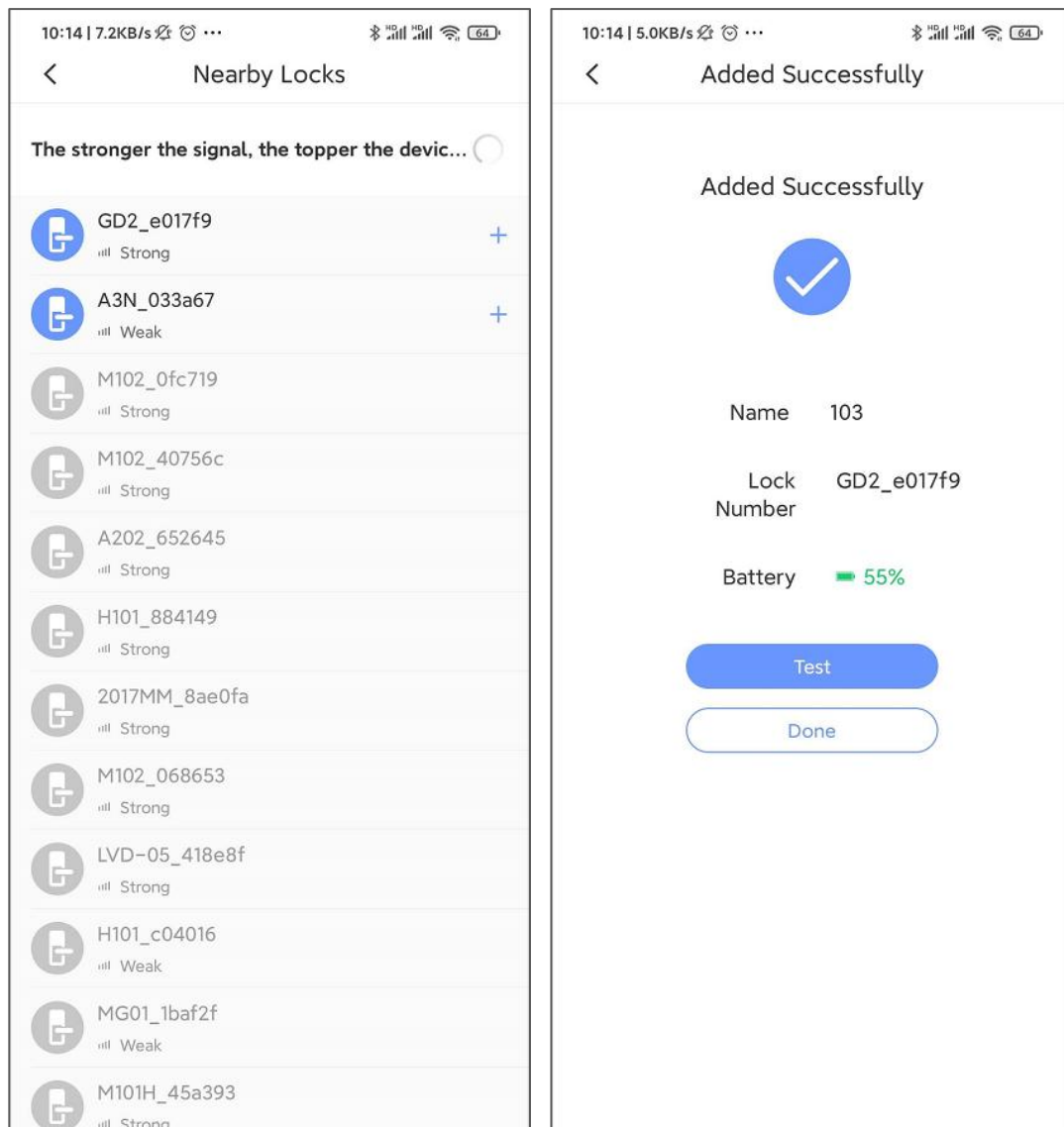
Manage locks, gateways and lift controllers here.

Click [+] to add devices

3.2.1. Lock

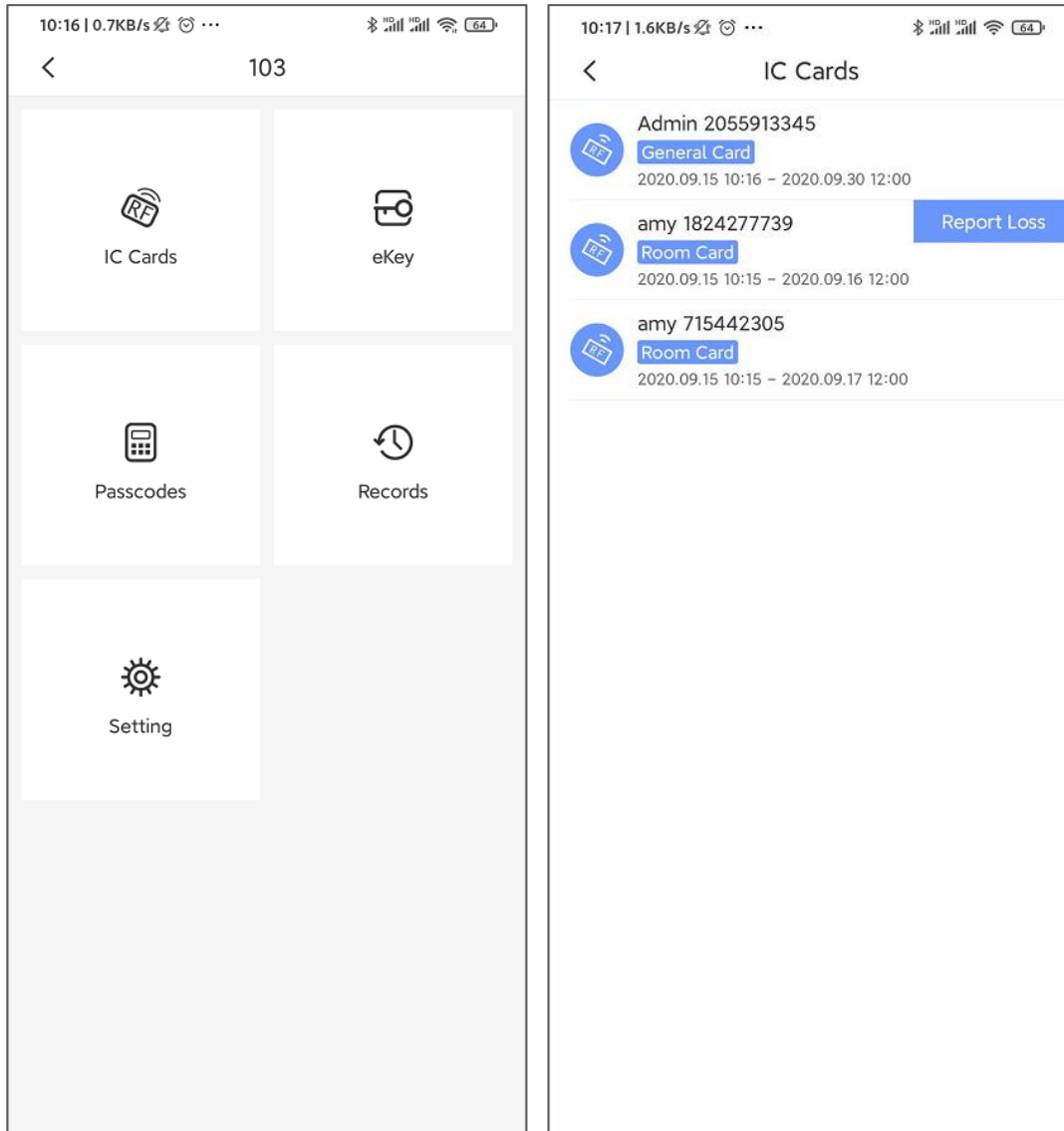
3.2.1.1. Add lock

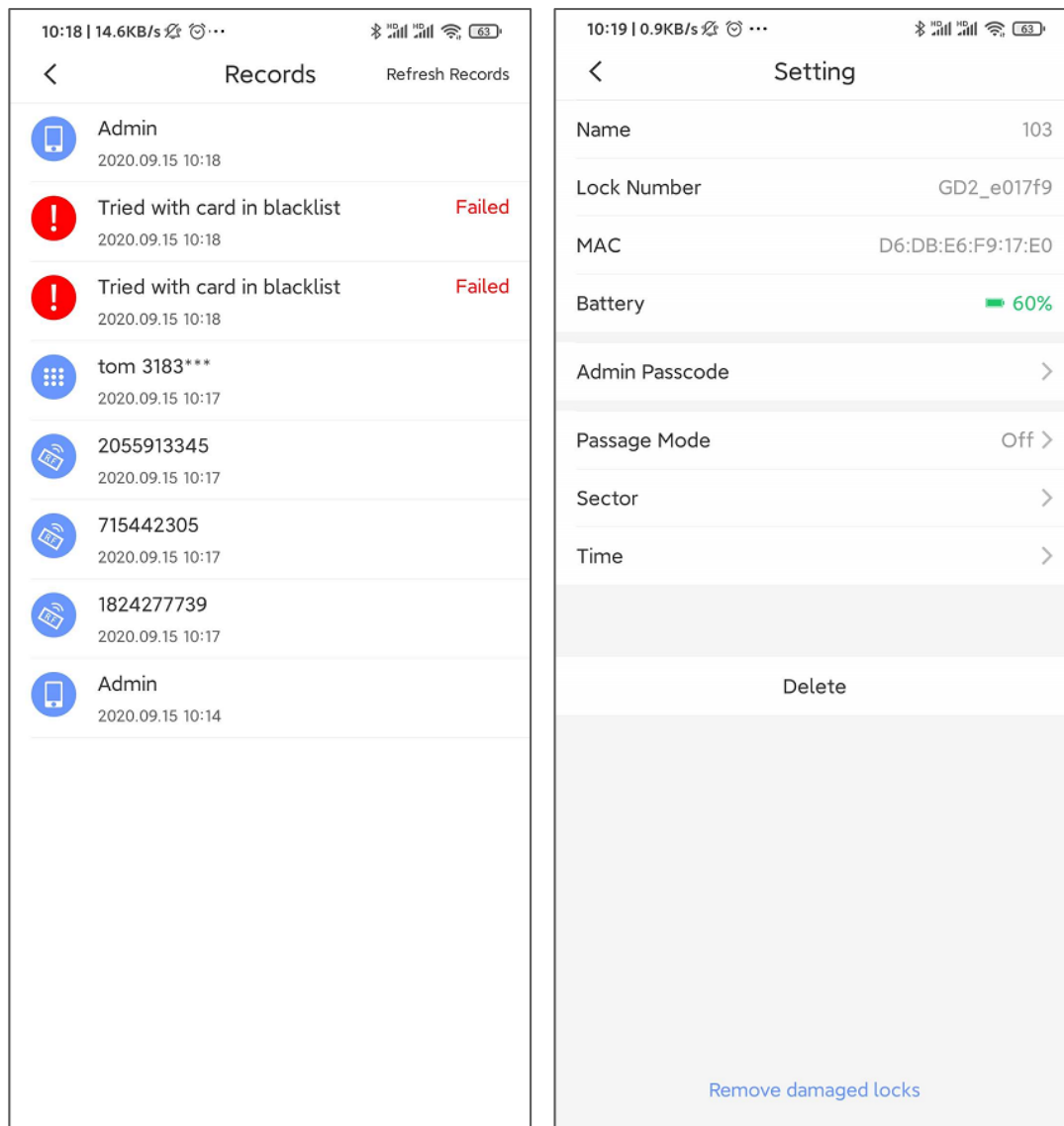




You can only add locks which work with hotel system. Not all locks.

3.2.1.2. Lock settings

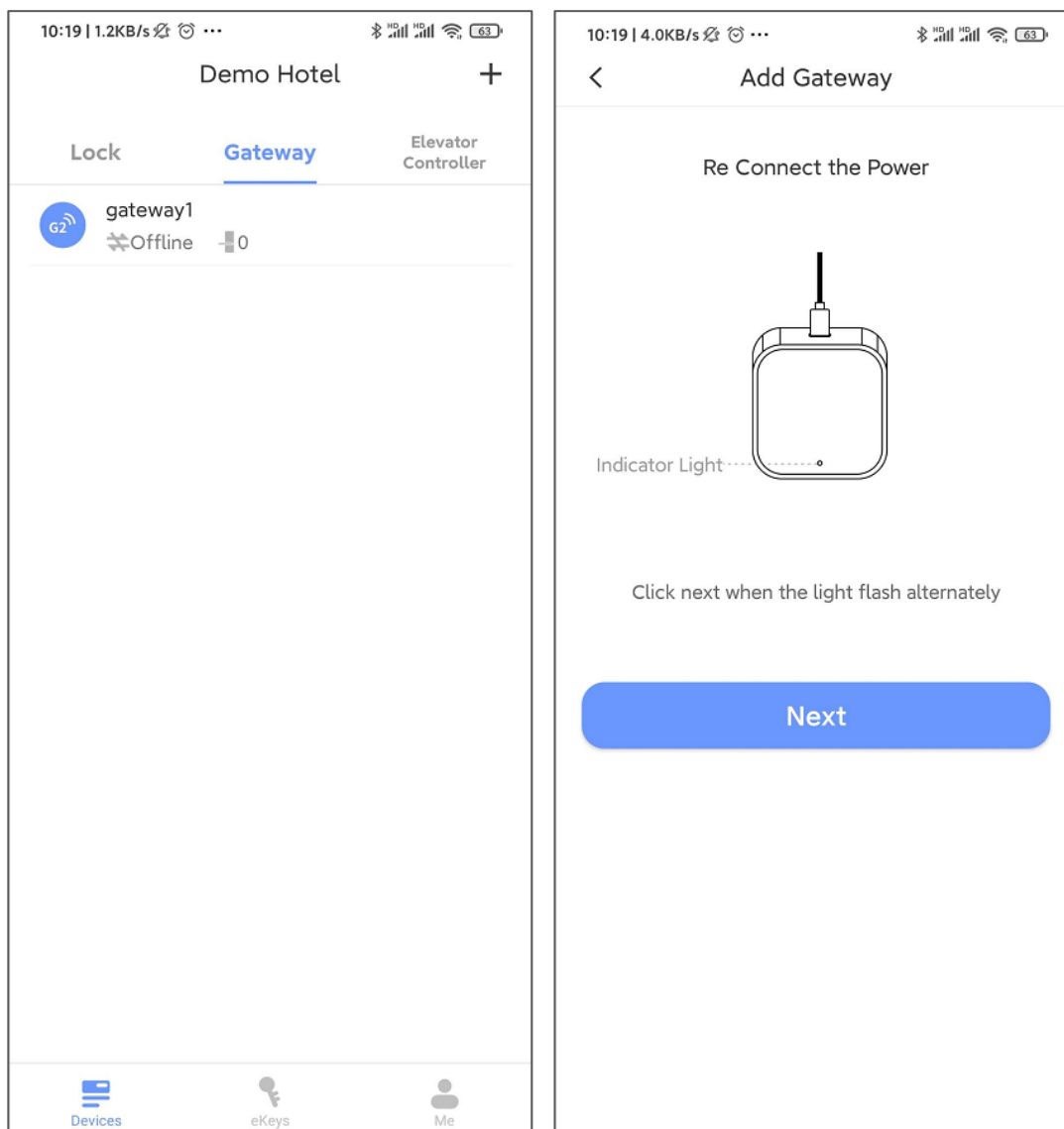




You can configure locks in this page

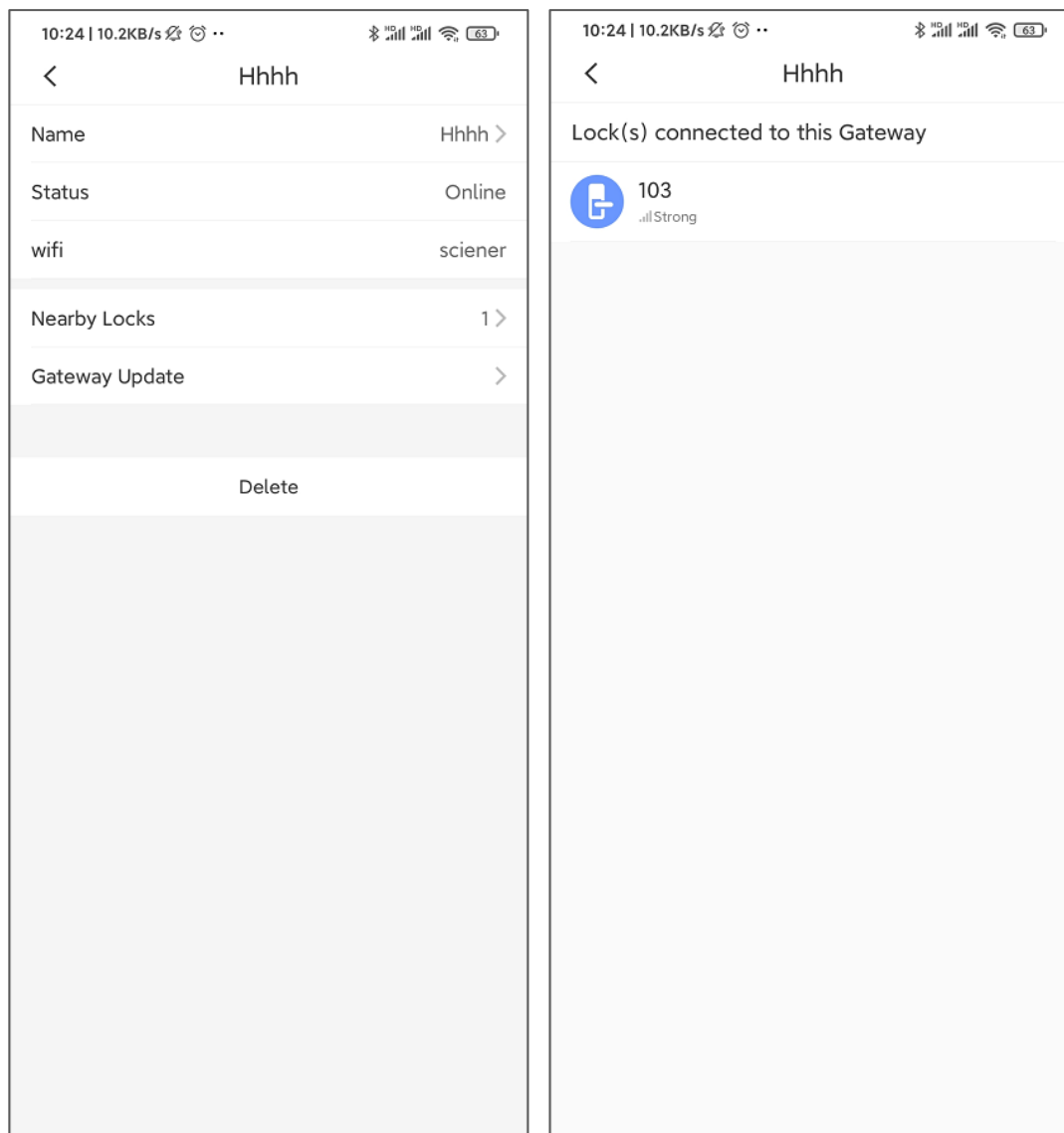
3.2.2. Gateway

3.2.2.1. Add gateway



Click [+] to add gateway

3.2.2.2. Gateway settings

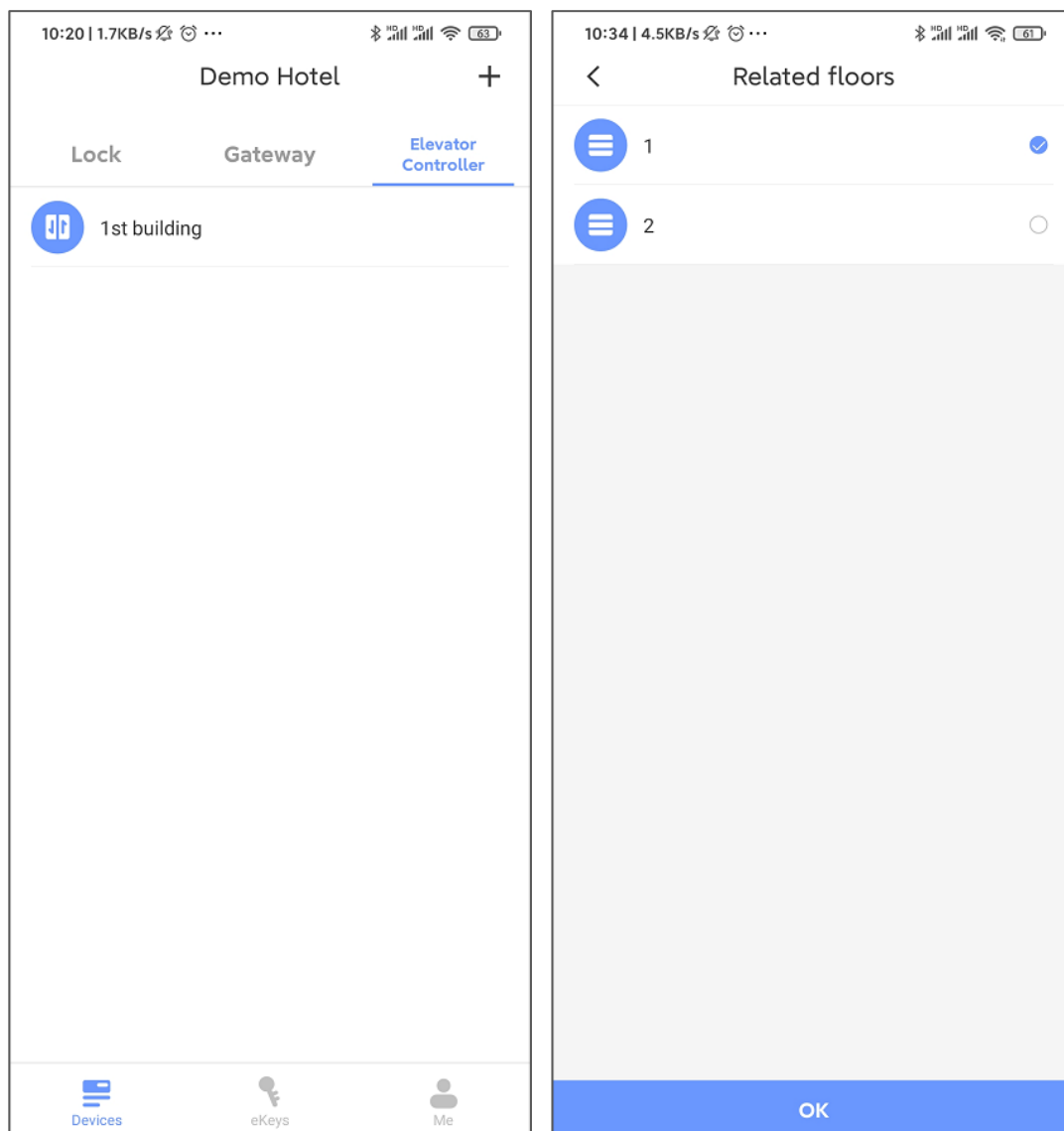


3.2.2.3. Delete gateway

Gateways can be deleted from network

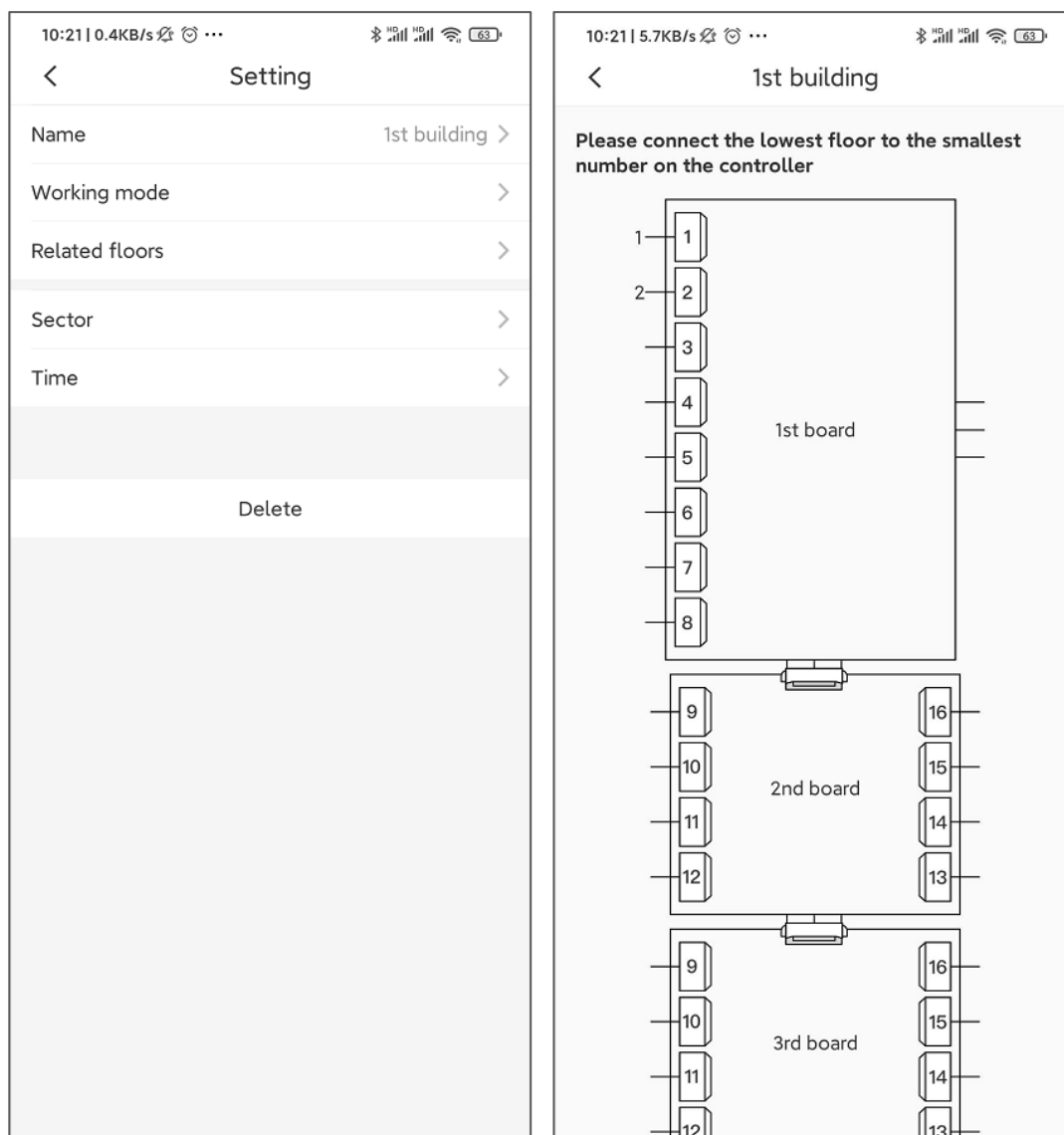
3.2.3. Lift controller

3.2.3.1. Add lift controller



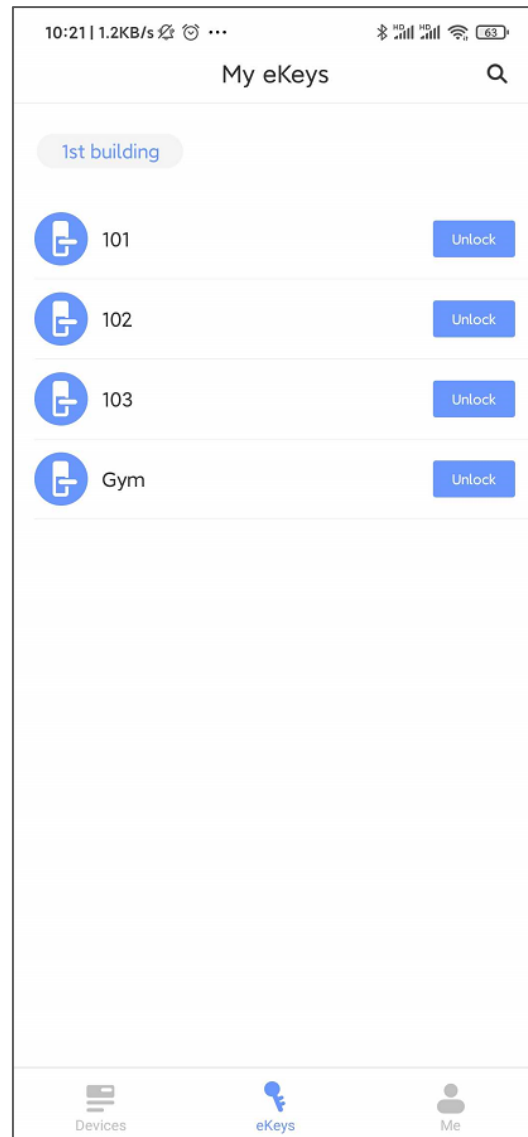
Please configure floor information to lift controller

3.2.3.2. Lift controller settings



You can set working mode and configure floor information here

3.3. My ekeys



Administrator has ekeys for all locks in hotel

Staff has ekeys granted to him

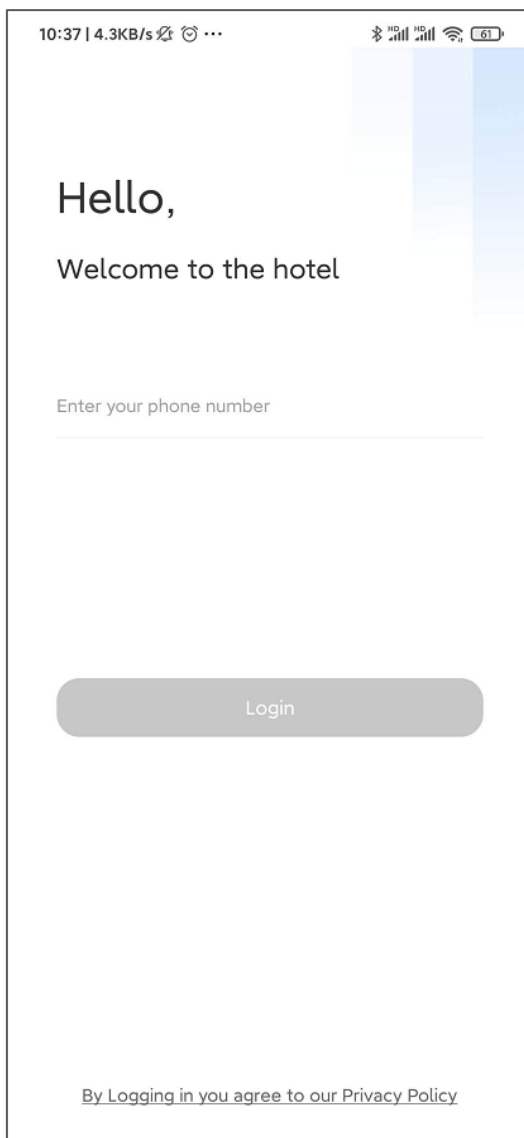
Ekey is used to unlock with phone

4. Guest APP



Scan QR code to install Guest APP

4.1.Login



10:37 | 4.3KB/s | 4G+ | 61%

Hello,
Welcome to the hotel

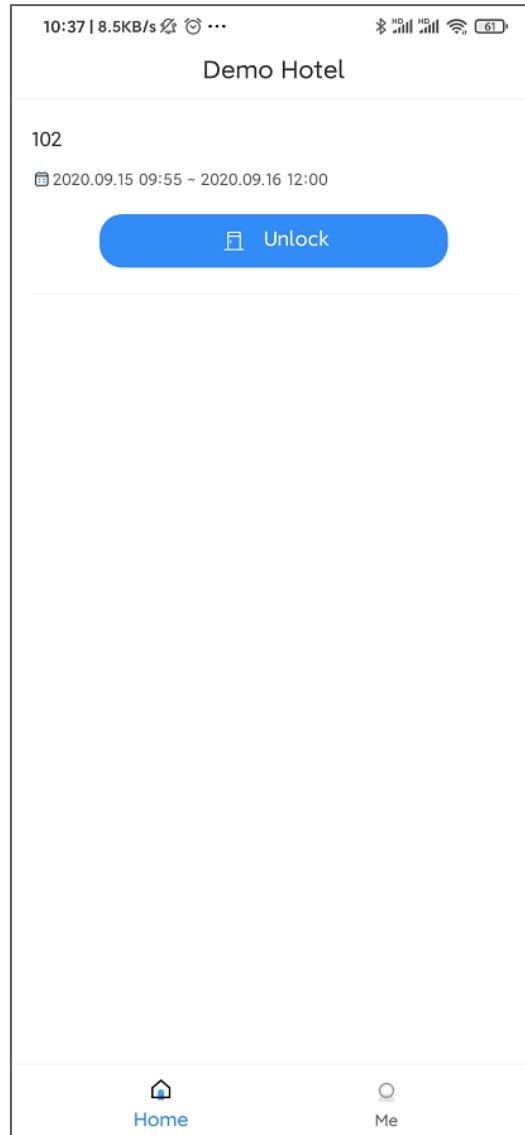
Enter your phone number

Login

[By Logging in you agree to our Privacy Policy](#)

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

4.2.Unlock with ekey



Press the unlock button to unlock