## Instruction

TTHotel is a light PMS for hotels.

It supports multiple unlock methods, supports multiple languages like Chinese, English, French, Russian, and Greek, which makes it popular around the world.

TTHotel is a cloud based system following the OWASP standard and got certified by security orgnization.

The available unlock methods include card, passcode, bluetooth, fingerprint, and remote.

There are multiple softwares available for both staff and guests:

- Staff: App, Computer software
- Guests: App

Main functions:

- Check in/out, room status, statistics
- Staff role and permission management
- Records management
- Devices management, including lock, lift controller, energy saver, gateway, and card encoder.



Hotel	Staff Guests A	ccess Devices	Settings				- 🗆 X
Console	C Card	× Guests	S X Staff	×			
Building	Floor	6	•			<b>B</b>	Search by name
1 2	•• All	45	46	47	48	49	Room number Q
3 +	+		6	E.		(6)	Filter
		50	51	52	53	54	Occupied (1)
			(B)	e.	(B)	(B)	Unoccupied(100)
		55	56	57	58	59	Encoding Card
			6	e	6	6	View Card
		+ Create Roo	m				Cancel Card
				Load mo	ore		Renew Card
						Occu	pancy(today): 0.99% 赛脑民宿 (Current user: 店长)

17:0	95			?∎
<		Guest room		
	1	~	All	~
		+		
		No Data		

17:05 ◄ Search		ııl ≎ ∎)
<	Create Roo	om
Sing	le	Batch
Building		Select Building
Floor		Select Floor 2
Name		Enter here
	ОК	

3. Add smart locks. Please download and install staff App.

Then add locks with it near the lock. You can add the installer as a staff, and assign him the role of Installer.

Please remember to delete his account after installing all locks if you don't allow him to use the software any more.

17:39 ∢ Search		•11 4G	17:35 ◀ Search	<b>.11 </b> 4G 🔳	17:35 ◄ Search		<b>.111</b> 4G 🔳	17:37 ◄ Search		<b>all</b> 4G 🔳
	TTHotel	$\odot$	<	Add Device	<	Select Room		<	Nearby devices	$\mathbb{P}_{\mathbb{P}_{n}^{(n)}}^{L_{n}}$
Lock	Gateway Lift Contro	Q Search			All	~ AI	$\sim$	Devices are lis	ted in order of signal strength	
1	~	+ add			2			H31_68	319a6 <sup>Ig</sup>	+
		Lock Status			1 - 1			H102_	596340 Ig	
			LOCK	Gateway	<b>1</b> 3			G M102_	b1f609	
					<b>4</b> 1-1			A202_6	652645 g	
				6	5 1-1			G M102_1	<b>3d8a5</b> g	
			Lift Controller	Power saver	6			H102_0	d5be6c	
	+				1-1			M102_1	fb81ac	
					<b>1</b> 7			M102_0	08125b	
	No Data				<b>1</b> - 1			G M102_	5 <b>c3b9e</b>	
					9 1-1			G M102_i	aaef37	
					10			A3N_e	c816a <sup>19</sup>	
					1-1			A3N_3	1dda6	
					(1) 11 1-1			G M302_	5279a9	
¢	<b>₽ %</b>	*			12 1 - 1			G J301_4	<b>261a1</b>	
Statistics	Devices eKeys	Me						<u> </u>		

4. Set room type and price. You can do it in batch at Hotel -> Rooms.

Hotel Staff Guests Access	Devices Settings			- 0
Console 🔿 Room type X				X
Create Room Type Room type	*Room type Please enter here			
	Price			
	Rooms			
	1	1	1         2         3         4         5         6         7         Cancel         OK	
				20 / page, 0 in total < 0 >

5. Check in. Do it at the console of Windows software. There are multiple unlock method for guests: card, passcode, and ekey.

	Guests	× Lock	× Inf	formation X Card	× Passcode	X Manage roo X				
ding	Floor	Room1	Room1 Room2 2		3	4	Search by name			
	All						Room number			
	+	6		Check-in	6	(8)	Filter			
		5	6	Mark as Requires Cleaning	8	9	All (101)	۲, Check-in		
				Records			Occupied (0)		* Name	
				Connected devices	•		Unoccupied(101)	1-1-Room2	Please enter here	
		10	11	Room Information	13	14	📥 Cleaning Required (1)	5	Contact	
									Email      Phone number	
							Encoding Card		Please enter here	
		15	16	17	18	19	View Card	18	* Time of check-in/check-out	
									2021.09.17 14:56	2021.09.17 14:56 📋 — 2021.09.18 12:00
				(8)	6		Cancel Card	<b>C</b> -	Unlock method	
		20	21	22	23	24		12	Card     1     Guest APP     Passcode	
				6			Kenew Card			

- 6. Renew. Do it at the console of Windows software.
- 7. Check out. Do it at the console of Windows software.

# Reception

#### **Room Status**

- The blue bakcground means checked in.
- White means unoccupied.
- The broom icon means waiting for cleanning.
- The link icon means this room is associated with other rooms. They are checked in by the same people.
- The lock icon means there is no lock added to this room.

onsole 🤅	Guests	× Lock	× Information	n X Card	× Passcode	× Manage roo ×	
lding	Floor						Casedo bu nama
	All	Room1	Room2	2	3	4	Search by hame
	1	Guest1	Guest1				Room number
	+	0	۵ 🛦				Filter
		5	6	7	8	9	All (101)
							Occupied (2)
		6	6	G	6		Unoccupied(99)
		10	11	12	13	14	Leaning Required (1)
		6	(B)	6	6	6	Encoding Card
		15	16	17	18	19	View Card
		6	6	Ē.	Ē.	6	
		20	21	22	23	24	Cancel Card
							Renew Card

#### Check In

Click an unoccupied room with the right mouse button, then choose "Check in" from the menu. There are three unlock methods: card, ekey, and passcode.

Hotel :	Staff Guests A	Access Devices S	Settings				- 🗆 X		
Console	O Guests	× Lock	× Infor	mation X Card	× Passcode	$\times$ Manage roo $\times$			
Building	Floor All	Room1	Room2	2	3	4	Search by name Room number		
3	+	6 A		Check-in	6	8	Filter		
+		5	6	Mark as Requires Cleaning Records	8	9	All (101) Cccupied (0)	t Check-in	* Name
			<b>B</b>	Connected devices		6	Unoccupied(101)	1-1-Room2	Please enter here
	1	10	11	Room Information	13	14 B	Cleaning Required (1) Encoding Card	5	Contact  Email Phone number Please enter here
		15	16	17	18	19	View Card	R.	* Time of check-in/check-out           2021.09.17 14:56         Image: Compare the compare t
			6		6		Cancel Card	•	• Unlock method
		20	21	22	23	24		l.	Card     Guest APP     Passcode
		6	6		6		Renew Card	Add Room	Cancel

#### Card

To issue card, please make sure the card encoder is connected to your compter. You can issue multiple cards.

	* Name		
1-1-Room1	Guest Name	Check-in	
	Contact <ul> <li>Email</li> <li>Phone number</li> </ul>	4	2
	Please enter here * Time of check-in/check-out	le Me	3 )))
	2021.09.17 15:06 芭 - 2021.09.18 12:00 芭	Place your card on the car	rd encoder(1/2)
	Vnlock method     Card     2     Guest APP     Passcode	ОК	

### Ekey

Ekey is used to unlock via bluetooth. The guests should install the guest app. They login app with their registered phone number or email, and find their ekey in app.

k-in		X Please confirm the guest's contact information	X
1.1 Poom1	* Name	Recipient Account      Email Phone number	
1-1-1001111	Guest Name	hotelservice@sciener.cn	
	* Contact		
	Email      Phone number		W.
	hotelservice@sciener.cn	Cancel	K
	* Time of check-in/check-out	Check-in	
	2021.09.17 15:07 🛱 — 2021.09.18 12:00 🛱		
	* Unlock method		
	Card 1	·	
		Operation successful	
		Please log into guest app and use it to unlo	ck doors.
Add Room	Cancel Next		
		ОК	Notify

### Passcode

The passcode is created from software with validity period. You can send it to guest with email or SMS.

### Check-in Multiple People in a Room

You can add guests to a room by click "Add guest" in the right mouse menu on the room.

- 0				ttings	ccess Devices	ff Guests A	Staff	- Hotel					
	Manage roo ×	Passcode X	Card X	imes Information $ imes$	× Lock	Guests	0	Console					
Search by name	4	3	2	Room2	Room1	Floor		Building					
Room number Q					Guest Name	All	•••	1					
		6	ŧ.	lest information	9	1	1						
Filter				eck-out		+							
All (101)	9	8	7	odify Check-out	5			+					
Occupied (1)	-			Iditional access									
Unoccupied(100)	•	G	6	ark as Requires Cleaning	<b>.</b>								
📥 Cleaning Required (0)	14	13	12	cords	10	10							
				uppected devices									
Encoding Card	•	6	<b>-</b>	innected devices									
View Card	19	18	17	16	15								
View curu													
Cancel Card	( <b>B</b> )	6	6	6	6								
cancer cara	24	23	22	21	20								
Renew Card													
	6	6	6		6								

#### **Check-in Multiple Rooms**

You can select multiple rooms for one guest. To do this, select one room and check in first, then select more rooms.

1-1-Room1	* Name		
	Please efficer field	Add Room	
	Contact Email Phone number	Building: 1 V Flo	or: All ~
	Please enter here	Room type: All	
	* Time of check-in/check-out		
	2021.09.17 15:20 首 — 2021.09.18 12:00 首	1-1-Room1 ×	
	* Unlock method	✓ 1-1-Room1 1-1-Room2	
	Card     I     Guest APP     Passcode		6 / page, 2 in total < 1

#### Renew

Click a room with the right mouse button, then choose "Renew" from the menu. The ekey will be updated automatically. But the card and passcode should be updated manually.

Hotel	Staff Guests A	ccess Device	s Settings				- 🗆 X
Console	C Guests	× Loc	k X Information	X Card X	Passcode X	Manage roo ×	
Building	Floor	Room1	Room2	2	3	4	Search by name
1	😳 All	Gunth	Guest information				Room number
2	1	Guest Name	Check out				
3	+		Modify Check-out				Filter
+		5	Additional access	7	8	9	All (101)
			Add additional Guest				Occupied (1)
		6	Mark as Requires Cleaning	6			Unoccupied(100)
		10	Records	12	13	14	Cleaning Required (0)
			Connected devices				
		6	Room Information	6	G	G	Encoding Card
		15	16	17	18	19	View Card
		6	6	Ē	( <b>B</b> )	6	Cancel Card
		20	21	22	23	24	
			6	(B)	<b>B</b>		Renew Card
						Occupancy	today): 0.99% 赛脑民宿 (Current user: 店长)

#### **Check Out**

Click a room with the right mouse button, then choose "Check out" from the menu.

	Guests	LOCK	~ intornation	~ Caru	A rasscode A	Manage 100 X		
ling	Floor All	Room1	Room2	2	3	4	Search by name	
	1	Guest Name	_				Room number Q	
	+		Guest information			6		
	1	5	Check-out	7	8	9	Filter	
			Modify Check-out				All (101)	Check-out
			Add additional Guest				Cccupied (1)	$\wedge$
			Mark as Requires Cleaning				Unoccupied(100)	$(( \langle n \rangle ))$
		10	Records	12	13	14	📥 Cleaning Required (0)	( NP )
		1.00	Connected devices		1.00			
		6	Room Information		•	6	Encoding Card	Place your card on the card encode
		15	16	17	18	19	View Card	Check-out without card
		6		6		6	Cancel Card	
		20	21	22	23	24	were at 640 M	
							Renew Card	

#### **Room Devices Management**

The devices like lock and energy saver should be associated with a room. To check the operation records of a device, you can find them in their associated room.



#### **Public Door**

Besides the guest room, there may be some public doors like the entrance.

When you issue a card to a guest, the card should also work on some public doors.

To do this, please manage public door groups first.

Then associate public door group to each guest room.

When we issue a room card for a guest, the card may also need to work on some public doors.

Do it in this way.

Step A: Create public doors at Hotel -> Rooms -> Public door.

Hotel Staff Guests Access Devices	Settings		- 🗆 ×
Console O Public door X			
Public Door: Please enter here		Create Public Door X	
Create Public Door Group Manag	jement	*Building	
Public Door	Building	Select building	Options
damen2	1	*Floor	Edit Delete
大门	1	Select floor V	Edit Delete
		*Public door name	
		Please enter here	
		Cancel OK	
			20 / page, 2 in total < 🚺 >
			Occupancy(today): 0.99% 赛脑民宿 (Current user: 店长)

### Step B: Create public door groups.

Hotel Staff Guests Access Devices Settin	ngs	- 🗆 X
Console 🔘 Public door 🗙 Group Man	×	
Public Door: Please enter here	Search Refresh	
	Create Group X	
Create Group		
Group Name	Log into App with your contact info	
123	alete	
	* Public Door	
	1-1-damen2 1-1-大门	
	Cancel OK	

Step C: Associate guest rooms with public door group.

Step D: Issue a card for guest room. It will also work on its associated public doors.

	* Name
1-1-Koom2	Please enter here
	Contact
	Email      Phone number
	Please enter here
	* Time of check-in/check-out
	2021.09.17 15:49   芭   — 2021.09.18 12:00   芭
	* Unlock method
	Card     1     Guest APP     Passcode
	Public Door Choose public door

## Staff

We can manage staff information and their roles in both App and Windows software.

The account which was used to create the hotel is the top administrator.

He can create more accounts for his staff. Each staff has a role, and permissions are associated with role.

Staff X information X staff Details X     Role:     All     Role:     Account     Role     Created by        Options     THotel     Role     Created by        Pathole     Role        Role        THotel     Role        Role        Role           Role              Role                 Role                       Role <th>Hotel Staff Guests Access Devices Settings</th> <th></th> <th></th> <th>-</th> <th>□ × Stan Management</th>	Hotel Staff Guests Access Devices Settings			-	□ × Stan Management
ce: All Count Refresh Name Acount Role Created by Options THotel Admin THotel Grant access Staff Details	le 🔾 Staff X Information X S	taff Details X			Staff Management Role managem
Add staff       Role memory         Name       Acount       Role       Created by       Options         THotel       Admin       THotel       Grant access       Staff Details	ole: All V Search	Refresh			TTHotel 管理点
Name         Account         Role         Created by         Options           TTHORE         Admin         TTHORE         Grant access         Staff Details	Add staff Role management				
THotel       Grant access       Staff Details	Name Account	Role	Created by	Options	
	THotel	Admin	TTHotel	Grant access Staff Details	
20 / page, 1 in total					

#### Permission

6	Hotel Staff Guests Ac	cess Devices Settings		-	
	Console 📿 Role manag	. ×			
	Create Role		Create Role X		
	Role	Windows application ad		Options	
	清洁工	Check-in, Hotel Manag	* Role	Edit Delete	
	前台	Check-in		Edit Delete	
	设备工人	No	* Windows application access Yes  No	Edit Delete	
			* APP access		
			Cancel OK		

### Windows software permissions

- Check in
- Hotel management

### **App Permissions**

- Add device
- Configure device
- Delete device
- Statistics
- Access
- Hotel management

#### Staff

You can grant access permission for a staff if needed. And review his information.

lotel Staff Guests A	Access Devices Settings g X Staff X				-
tole: All	∨ Search	Refresh			
Add staff Role r	Account	Role	Created by	Options	
mmmmmmm	yuanliandu@qq.com	清洁工	店长	Grant access Staff Details	
12345678901234567890	yuanliandu@gmail.com	前台	店长	Grant access Staff Details	
liuhh	liuhh@sciener.cn	前台	店长	Grant access Staff Details	
		法法工	前会	Grant access Staff Details	
清洁工	liunn@sciener.com	/月/日上		orane access - Starr Details	

20 / page, 5 in total ( 1 >

Hotel Staff	Guests Access	Devices Settings				- 1
sole O	Staff X	Role manag X	Staff Details	x		
Admin-1	Admin-1 Edit D	elete				
Account: hotel	service@sciener.cn					
Permission: Wi	ndows application a	cess ( Check-in Hote	Management )	APP access (Add device. Set up o	device. Delete device. Hotel Management. Statistics. Access)	
Card (0)	Gue	est APP (0)	Passco	de (0)		
Renew Card	Cancel Card					
Card ID	Status	Privacy override	Туре	Access to	Valid Period	Created by
		-				
				No Data		

## Device

Device information can be found at Computer software -> Device or Hotel App -> Device.

#### Card

The card can be used on locks, lift controllers, and energy savers. There are 16 sectors on Mifare card. TTHotel software use the first 10 sectors by default. The rest sectors can be used for other system. If you want to change the selection of sectors, please send email to us.

#### **Disable Lost Card**

If a card lost, you can disable it in two ways:One way:

- Mark the card as a lost card at computer softwarea at Access > Card
- Disable this card on Staff App near the lockBTW, the card marked as lost will also be disabled when issue a new card and unlock with it.

The other way:

• Issue a new card writing lost card information into it.

• Put this card on the lock will disable the lost card from this lock.



lotel Staff	Guests Aco	ess Devices X Guests	Settings ×						- 🗆 ×			
wner: Plea ype: All Issue card	ase enter here Cancel C	Card Ren	Card status: Search iew Card	All	fresh	Valid Period:	Start date ~ End dat	e		<ul> <li>Search</li> <li>✓</li> </ul>	Cards	
Card ID	Owner	Owner type	Туре	Status	Privacy o	Access to	Valid Period	Created by	Options	stName 369161	Guest	Report Loss
250369161	GuestName	Guests	Room card	In use	No	1-1-Room2	2021.09.17 18:08 - 2021.09.18 12:00	唐长	Mark as lost Report loss	.09.17 18:08	-2021.09.18 12:00	
723802505	12	Guests	Room card	Cancelled	No	1-1-标间	2021.09.17 10:49 - 2021.09.18 12:00	店长	Report loss			
1513188481	承认	Guests	Room card	Cancelled	No	1-1-板间	2021.09.08 16:19 - 2021.09.09 12:00	唐长	Report loss		TTHotel APP	
	傳权	Guests	Room card		No	1栋-1层-标问	2021.07.22 15:21 - 2021.07.23 12:00	店长				

#### **Card Encoder**

The card encoder is used to issue card. It writes the access into the card. Only card encoder from Sciener or TTLock works with TTHotel system, like E3.





#### Smart Lock

Only smart locks with solution from Sciener or TTLock work with TTHotel.

Locks can be configured with Staff App via bluetooth.

To reset a lock, you may be asked to enter initial code, it is 000#.

17:59			•••• 4G	<b>18:09</b>	.11	4G 🔲 '
	ТТН	otel	$\odot$	<	Setting	
Lock	Gateway	Lift Controller	Power saver	Basics		>
1	$\sim$	All	$\sim$	Cards		>
1				ekey		>
70%				Passcodes		>
				Fingerprint		>
				Records		>
				Settings via	abluetooth	
				Passage Mo During the spo manually close	ode ecific time period, the lock will remain open u ed.	Off >
				Auto lock	pe locked after the specific time.	10s >
				Remote unl This feature a gateway	ock Ilows you to unlock the smart lock remotely vi	ia a
				Lock sound By turning on,	you will hear the sound from the lock	
				Privacy lock By turning on,	K, you are able to use privacy lock.	
				Tamper Ale By turning on,	rt , you enable the tamper alert.	
				Reset Butto	on	
<b>C</b> tatistics	Devices	eKeys	Me	By turning on, RESET button By turning off,	, you can pair the lock again by long pressing , , the RESET button is disabled.	the

#### Lift Controller

Only lift controllers from Sciener or TTLock work with TTHotel. The lift controller can be configured to work in one of the three modes:

- Floor(s) with door access
- All floors

18:01 ◀ Search	•11 4G 🗩	18:09 < Search	<b>,1  </b> 4G 🔳	<b>18:09</b> ◀ Search	<b>111 4G</b>
Me		< Hotel setting	gs	< ι	.ift Controller
Boss Admin	>	Lift controller working mode	>	Working in this mod	e
		Power saver working mode	>	O Floor(s) with doc	r access
Hotel settings	>	Room Management	>	All floors	
Staff Management	>				
Contact	>				
About	>				
User Manual	>				
Logout					
e = %					
Statistics Devices eKeys	Me				

#### **Power Saver**

The power saver can be configured to work in one of the three modes:

- Work with any card
- Work with current hotel card
- Work with current room card

18:01	<b>18:09</b> ◀ Search		•11 4G 🔲,	<b>18:09</b> ◄ Search		•11 4G 🔳
Me	<	Hotel settings		<	Power saver	
Ross Admin	Lift controller	working mode	>	Working in th	is mode	
	Power saver v	vorking mode	>	○ Work with	any card	
Hotel settings	Room Manage	ement	>	Work with	current hotel card	
Staff Management	>			<ul> <li>Work with</li> </ul>	current room card	
Contact	>					
About	>					
User Manual	>					
Logout						
Statistics Devices eKeys Me						

### Gateway

Only lift gateways from TTLock work with TTHotel. Gateway connects locks to network. You can control the lock remotely with it.



# FAQs

### Issues of card encoding

#### [106] This card is associated to another hotel#

Please try to fix this issue by these steps:

- 1. This card has been encrypted by other software or other hotel accounts. Try again with a brand new card.
- 2. Some card encoders don't work with construction card .
- 3. Keep the distance from other reader or encoder like [ID card reader].
- 4. Before [View card] [Cancel card] or [Renew card], please issue card first.

#### [1002], [1003] Failed to connect with the card encoder#

Please try to fix this issue by these steps:

- 1. Keep the distance from other reader or encoder like [ID card reader].
- 2. Please check whether the connection between the card encoder and the port is loose.
  - Check **number 1** Try to replug the cable.
  - Check number 2 Try to replug the cable or use another USB port.
  - Check **number 3** Try to replace for a new cable.



Connect the encoder to the computer and check if the device driver installed.

Here are the instruction for Win 10 and Win 7.

If you don't find the device as shown in the red square, please download and install the driver first.

く 没置		- 🗆 X
命 主页	蓝牙和其他设备	
直找设置 の	法加班在动台的沿名	更快地打开蓝牙
	十 冰川血力或关心反射	若要在不打开"设置"的情况下打开或 关闭蓝牙,请打开操作中心,然后选 择蓝牙图标。
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	鼠标、键盘和笔	
合 打印机和扫描仪	Serial To HID	相关设置
		设备和打印机。
① 鼠标	USB Keyboard	声音设置
圖 输入	USB Optical Mouse	显示设置
d <sup>3</sup> 笔和 Windows Ink	C .	<b>全</b> 获取帮助
② 自动播放	其他设备	
🖞 USB	DELL SE2416H	
	Silicon Labs CP210x USB to UART Bridge (COM5)	I
	<b>上</b> 高 <sup>客厅的小米电视</sup>	
	<b>上言</b> 客厅的小米电视 未连接	

#### Photo 1 Win10 device driver



#### Photo 2 Win7 device driver

Name	Date modified	Туре	Size
x64	28/11/2018 5:27 PM	File folder	
x86	28/11/2018 5:27 PM	File folder	
SCP210xVCPInstaller_x64	28/03/2016 10:38 PM	Application	1,034 KB
💐 CP210xVCPInstaller_x86	28/03/2016 10:38 PM	Application	911 KB
🖺 dpinst	28/03/2016 10:32 PM	XML Document	12 KB
SLAB_License_Agreement_VCP_Windows	28/03/2016 10:32 PM	Text Document	9 KB
slabvcp	2/05/2016 11:59 PM	Security Catalogue	11 KB
📓 slabvcp	2/05/2016 11:53 PM	Setup Information	12 KB

Gernerally, install the first 64 in the red square. If failed, please try x86 in the red square.

Note: Please unzip the package into your computer first.

If all these ways fail, please replace the encoder or try on a new computer.

### $\lceil 1004 floor$ , $\lceil 1005 floor$ Card encoder exceptioin

Try with the following steps:

- 1. Please reconnect the card encoder and computer.
- 2. Restart your computer and only run TTHotel software.

#### [4] Failed to connect to card encoder

Don't use construction card. Please try with a brand new card.

## Check-in

1.Can we still give guest passcode even have issued a card for him?

Yes, you can. Please do it at Access -> Passcode.

2. How does guest unlock with ekey?

Download and install TTHotel guest App, login with registered email or phone number. Then he will find the ekey in App, just click to unlock near the lock.

- 3. How to delete access at check-out?
  - ekey: The ekey will be deleted automatically at check-out.
  - Card: The card should be put on the card encoder to cancel it.
  - Passcode: The passcode will be deleted automatically at check-out if there is a gateway. If not, you should delete it manually with App near the lock.
- 4. How to renew the access?
  - ekey: The ekey will be renewed automatically when renew the reservation.
  - Card: The should be put on the card encoder to renew it.
  - Passcode: The passcode will be renewed automatically when renew the reservation if there is a gateway. If not, you should renew it with App near the lock.

## Cards

1. How to issue master card?

The master card can be used to unlock all locks. It can only be issued to a staff. So you should create a staff first, then grant master card to him at Staff -> Grant Access.

Hotel Staff Guests Access D	ievices Settings	- 0
onsole O Card X	Guests X Staff X	
G	rant access	X
1 and 1		
Role: All	Name Admin-1	
Add staff Role manage	*Unlock method	
Name Ac	*Valid Period	
Admin-1 ho	2021-09-17 18:25:22	ff Details
mmmmmmm yu:	*Amount	ff Details
12345678901234567890 yu.	1	ff Details
liuhh liul	*Access to	ff Details
清洁工 liul	All doors Lift card     Privacy override	ff Details
店长 +8		ff Details
	Cancel Issue	
		20 / page, 6 in total < 1 >

#### 2. How to disable a lost card?

Hotel Staff	Guests Acc	X Guests	Settings						- 0	×					
Owner: Plea	ase enter here	~	Card status: Search	All	efresh	Valid Period:	Start date ~ End dat	e			<ul><li>Search</li></ul>		Card	s	
Card ID	Cancel C Owner	Card Re Owner type	new Card	Status	Privacy o	Access to	Valid Period	Created by	Options		<b>stName</b> 369161	Guest			Report Loss
250369161	GuestName	Guests	Room card	In use	No	1-1-Room2	2021.09.17 18:08 - 2021.09.18 12:00	店长	Mark as lost Report loss		.09.17 18:08	3-2021.09.18 1	2:00		
723802505	12	Guests	Room card	Cancelled	No	1-1-板间	2021.09.17 10:49 - 2021.09.18 12:00	店长	Report loss						
1513188481	承认	Guests	Room card	Cancelled	No	1-1-板间	2021.09.08 16:19 - 2021.09.09 12:00	店长	Report loss			TTH	otel API	Р	
709917569	優权	Guests	Room card	Cancelled	No	1栋-1层-标间	2021.07.22 15:21 - 2021.07.23 12:00	店长	Report loss						
								20 / page	e, 4 in total						

If a card lost, you can disable it in two ways:

One way:

1. Mark the card as a lost card at computer softwarea at Access - > Card

2. Disable this card on Staff App near the lockBTW, the card marked as lost will also be disabled when issue a new card and unlock with it.

The other way:

- 1. Issue a new card writing lost card information into it.
- 2. Put this card on the lock will disable the lost card from this lock.
- 3. Can the disabled card be enabled again?

No.

### **Running Environment**

1. Do TTHotel work on Apple Mac?No.

TTHotel only work on Windows at this moment.

2. Why is there only a white screen when run TTHotel?

It may due to the compatibility.

Please right click mouse and run Troubleshoot compatibility.

If it doesn't help, please install NodeJS from here and try again.

Open
Open file location
Run as administrator
Troubleshoot compatibility
Pin to Start
Edit with Notepad++
Scan with Windows Defender
Scan mirc.exe for Viruses and Spyware
Pin to taskbar
Restore previous versions
Send to >
Cut
Сору
Create shortcut
Delete
Rename
Properties

## Device

1. What devices work with TTHotel?

There are smart lock, lift controller, card encoder, energy saver, and gateway.

2. Why failed to connect to card encoder?

Reason 1: The driver of card encoder hasn't been installed properly.



The driver will be installed automatically on most Windows 10 computers. If you are using Win 7, please install it manually.<u>Download Driver</u>



Reason 2: The card encoder is not detected by computer

3. How to manage sectors?

There are 16 sectors in a card.TTHotel use the first 10 sectors by default.

The remaining 6 sectors can be used for other systems. If you want to change the sector selection, please contact us.

## Lock

1. How to add lock to TTHotel?

Please do it with staff App.

17:39 ◀ Search		<b>11</b> 4G 🔳	17:35 Search	<b>11</b> 4G 🔳	17:35 ◀ Search		<b>11</b> 4G 🔳	17:37 ◀ Search		utl 46 🔳
	TTHotel	$\odot$	< A	dd Device	<	Select Room		<	Nearby devices	
Lock	Gateway Lift Contro	2 Search			All	$\sim$	All 🗸	Devices are listed	in order of signal strength	
1	~ 4	- add		6	<b>1</b> <sup>2</sup>			H31_6819	a6	+
		Lock Status	Lock	Gateway	1-1			H102_596	3340	
	_			,	1-1 <b>3</b>			H102_b1f	609	
					<b>4</b> 1-1			A202_652	645	
				6	5			M102_13d	8a5	
			Lift Controller	Power saver	6			M102_d5be6c	e6c	
	· 🚞 .				1-1			H102_fb8	fb81ac	
	No Data				<b>7</b> 1-1			G M102_081	25b	
	No butu				<b>1</b> -1			M102_5c3	b9e	
					9 1-1			M102_aae	f37	
					10			G A3N_ec81	6a	
					1-1			A3N_31dc	la6	
					11 1 - 1			M302_52	79a9	
¢	₽ ٩	<b>.</b>			12 1 - 1			J301_426	1a1	
Statistics	Devices eKeys	Me						_		

#### 2. Why failed to add lock?

It may due to:

- 1. The lock has been added by others;
- 2. The lock doesn't work with TTHotel.

#### 3. How to delete lock?

Delete lock with staff App near the lock.

<	Setting	
Passcodes		>
Fingerprint		>
Records		>
Settings via I	bluetooth	
Passage Mod	de	Off >
During the spec manually closed	cific time period, the lock will remain open u d.	ntil it is
Auto lock		10s >
The lock will be	locked after the specific time.	
Remote unlo	ck	
This feature allo gateway	ows you to unlock the smart lock remotely v	ria a
Lock sound		$\bigcirc$
By turning on, y	ou will hear the sound from the lock	
Privacy lock		
By turning on, y	you are able to use privacy lock.	
Tamper Alert	t	
By turning on, y	you enable the tamper alert.	
Reset Button	1	
By turning on, y RESET button. By turning off, t	you can pair the lock again by long pressing the RESET button is disabled.	the

Delete

Remove device