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.
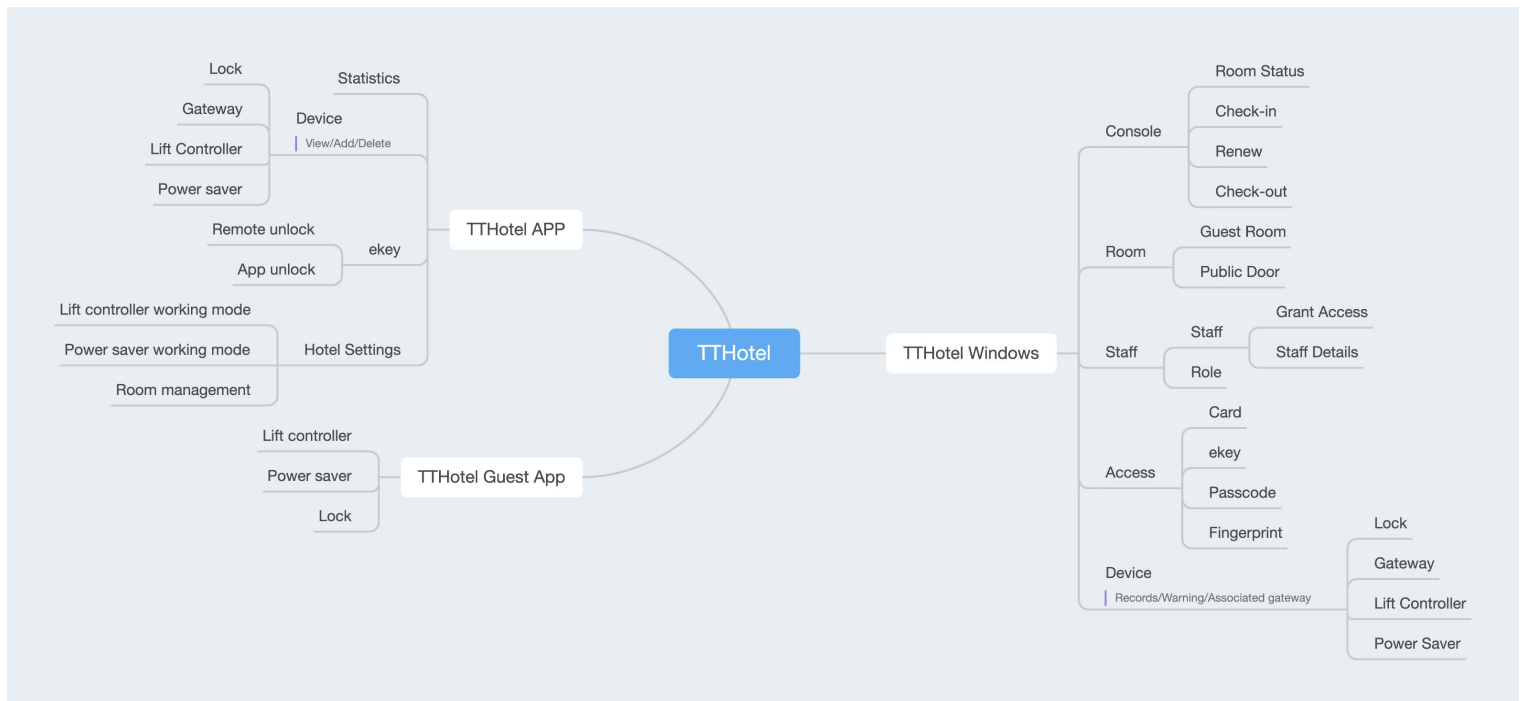
Console   Card   X   Guests   X   Staff   X

Building

1

2

3

+

Floor

All

1

+

45	46	47	48	49
50	51	52	53	54
55	56	57	58	59

+
Create Room

Load more

Search by name

Room number

Filter

All (101)

■ Occupied (1)

☐ Unoccupied(100)

△ Cleaning Required (0)

Encoding Card

View Card

Cancel Card

Renew Card

Occupancy(today): 0.99%   赛脑民宿 (Current user：店长)

17:05

< Guest room

1   ∨   All   ∨

No Data

New

17:05

◄ Search

< Create Room

Single   Batch

Building   Select Building >

Floor   Select Floor >

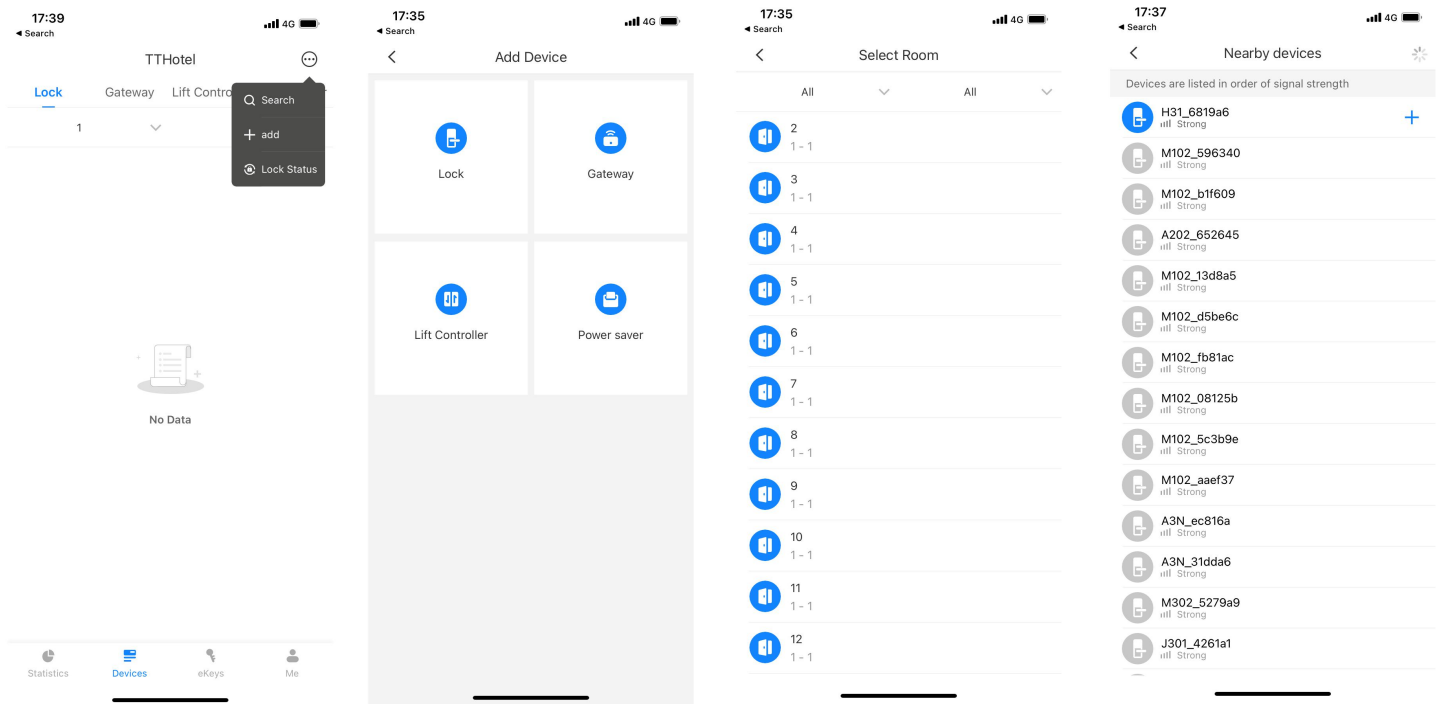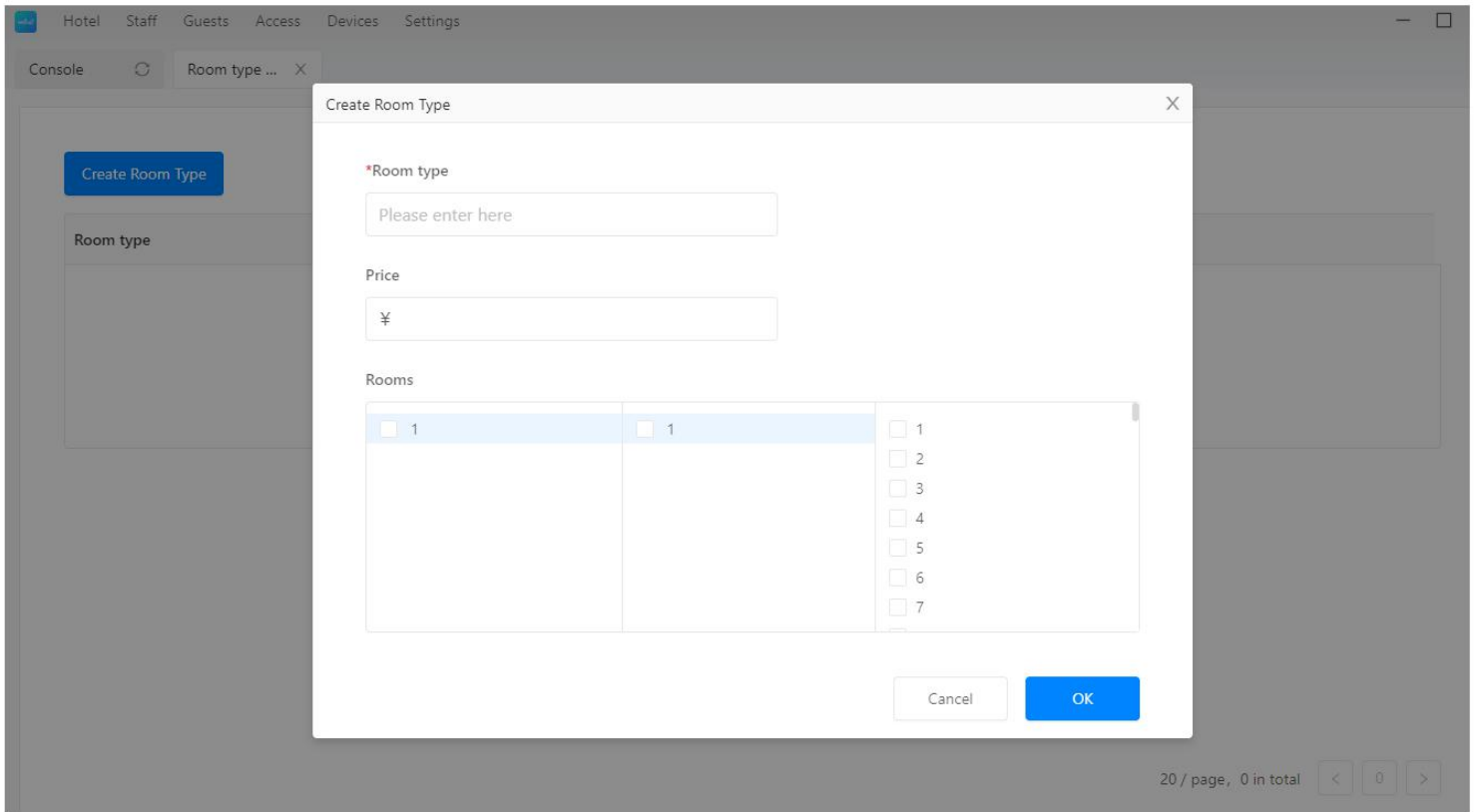Name   Enter here

OK

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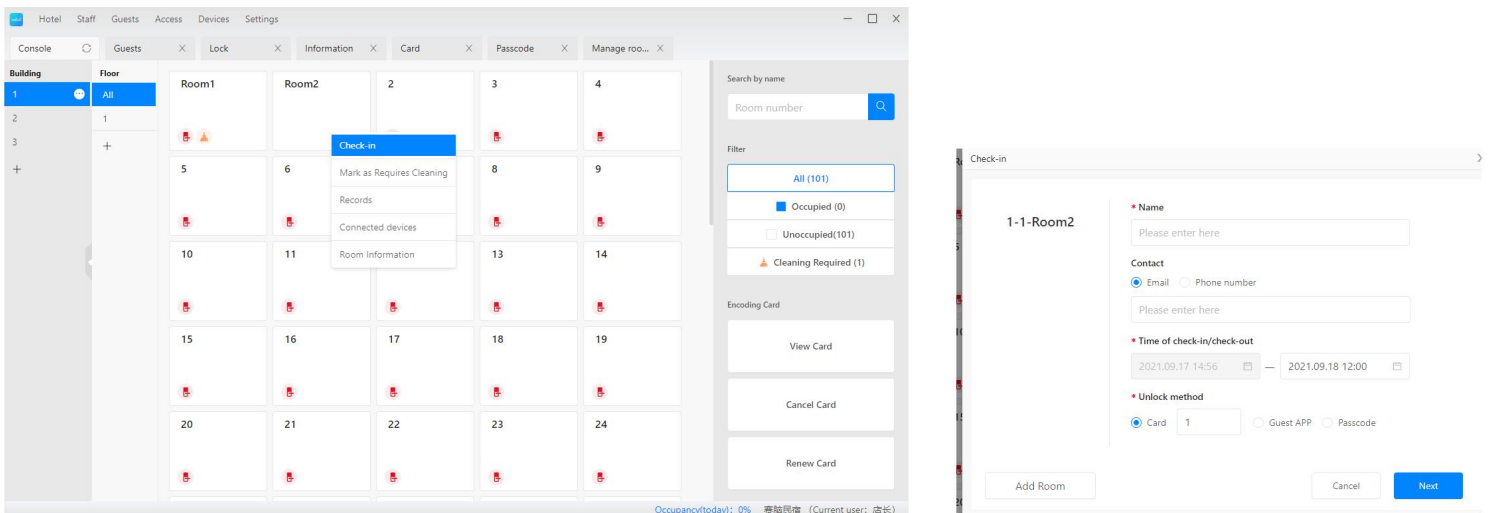
Please remember to delete his account after installing all locks if you don't allow him to use the software any more.

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

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


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.
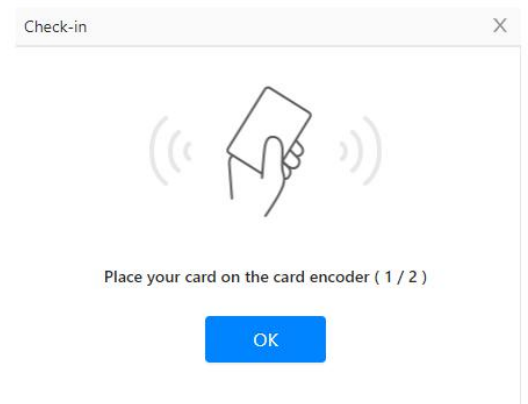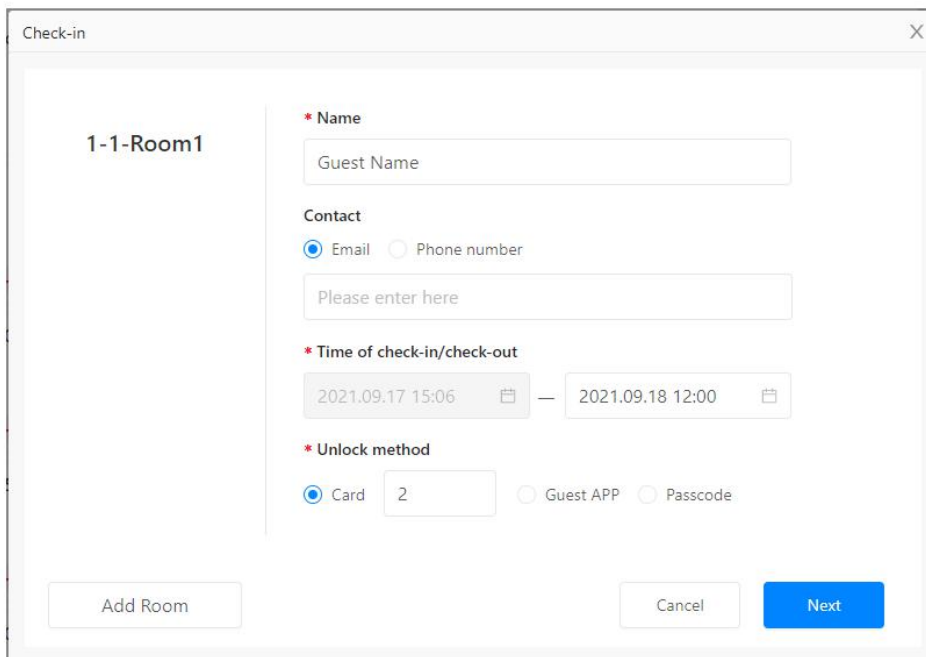- The lock icon means there is no lock added to this room.
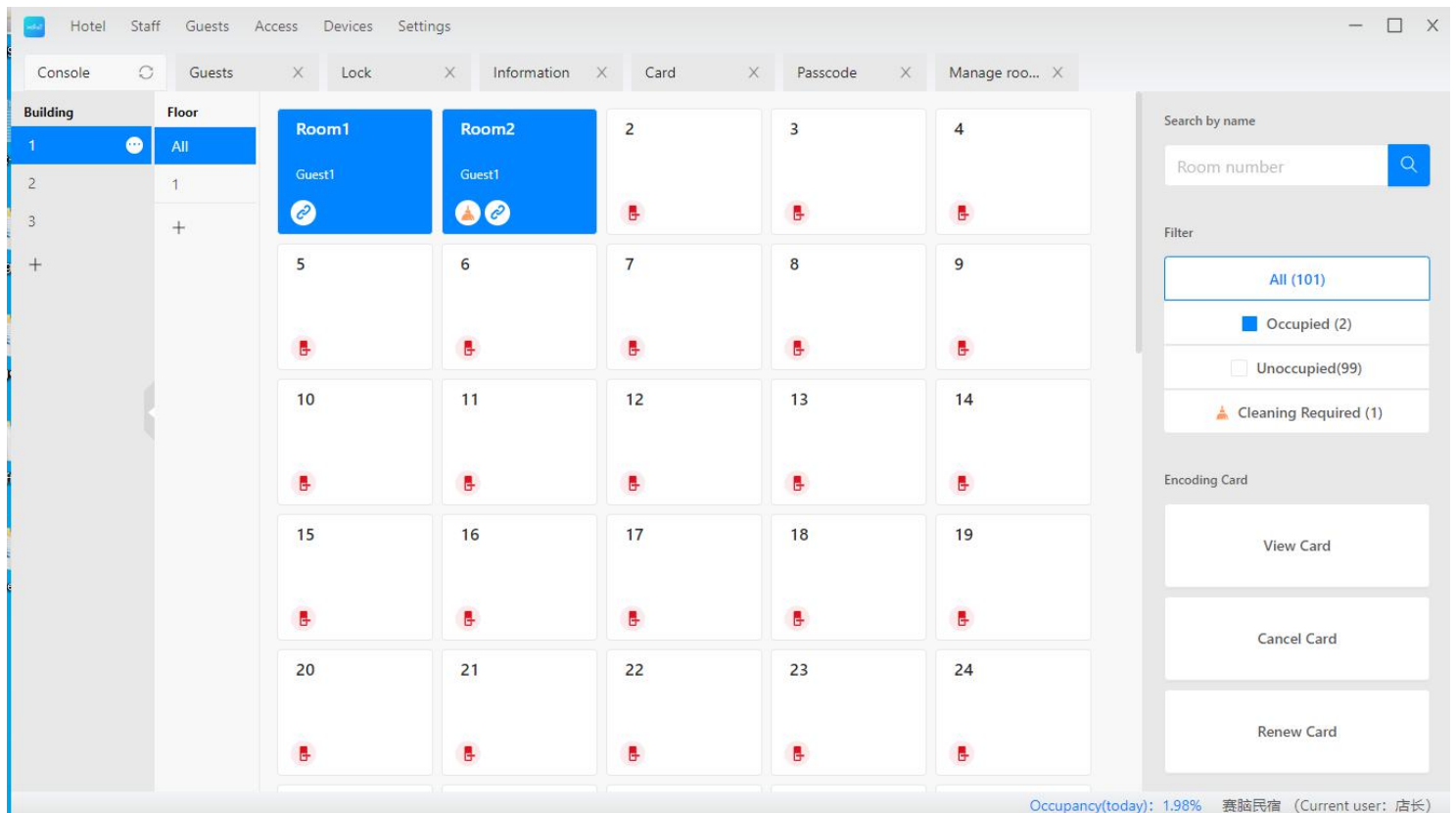
Check In

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.
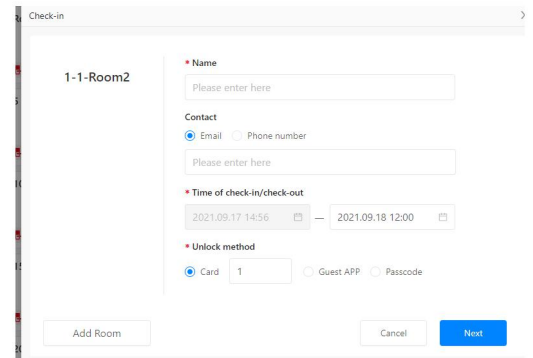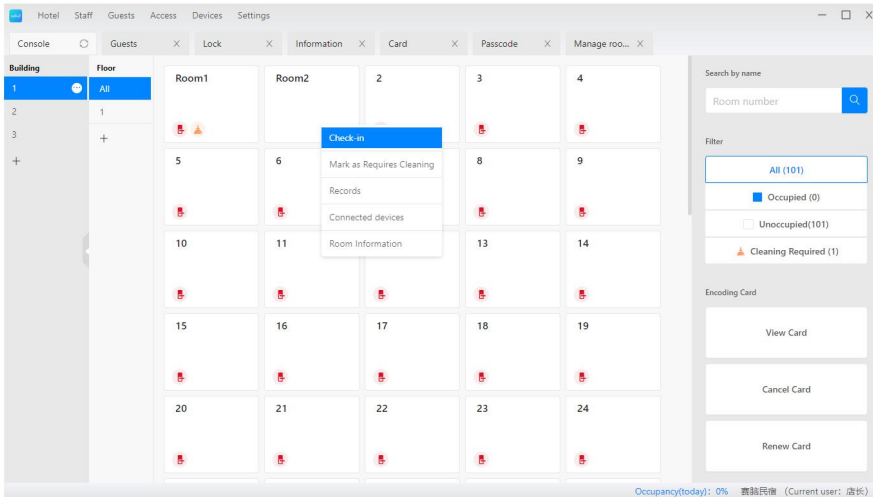
Card

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

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.

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.

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.

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.
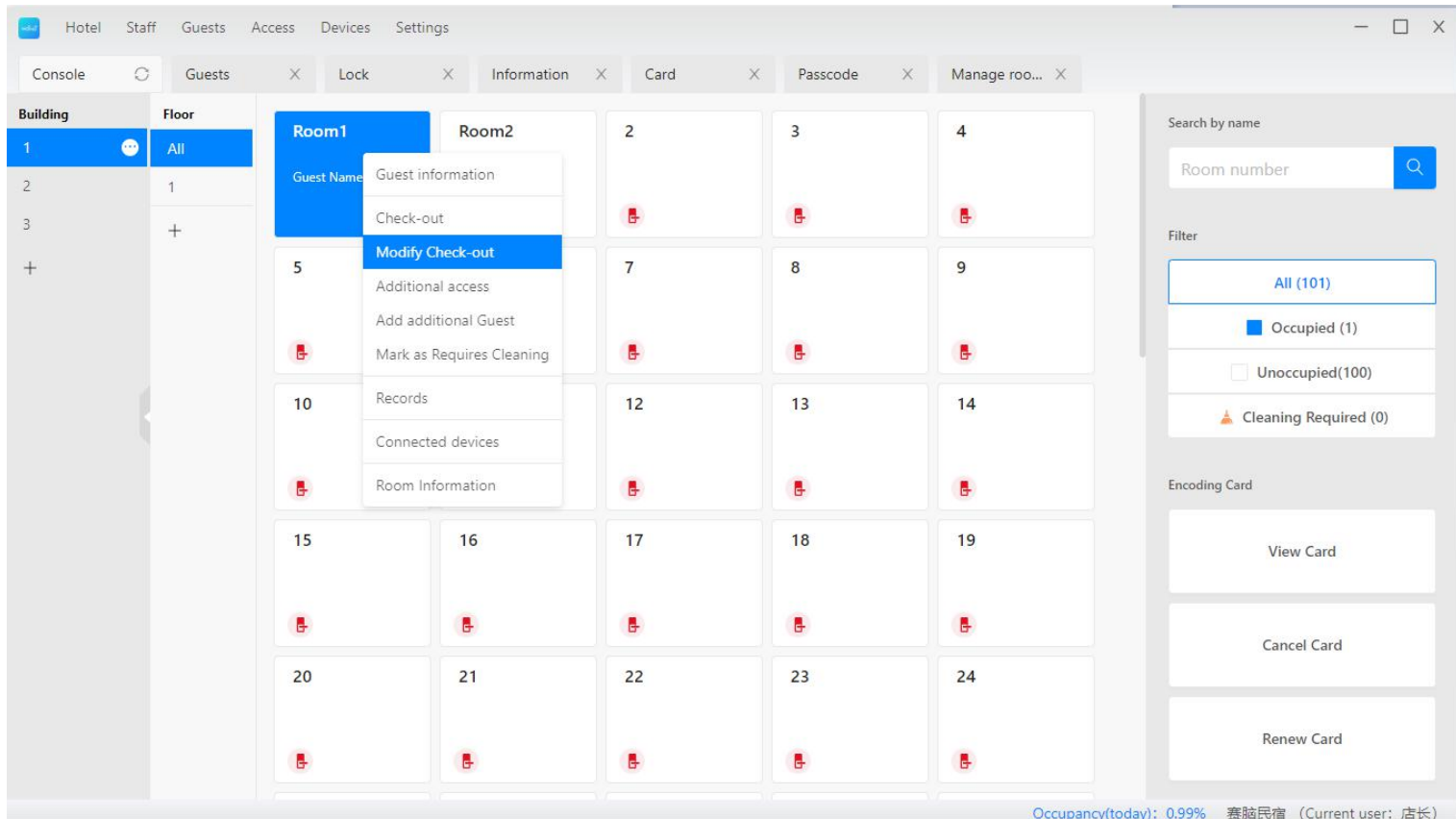
Check Out

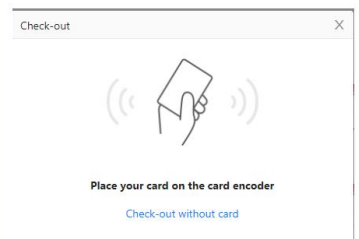Click a room with the right mouse button, then choose "Check out" from the menu.
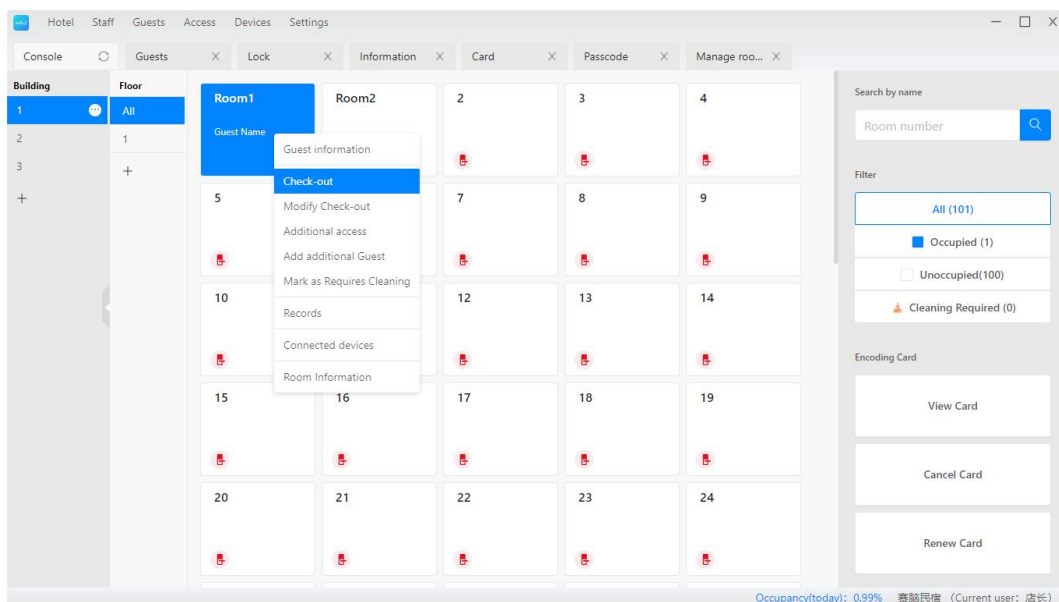
Room Devices Management

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.
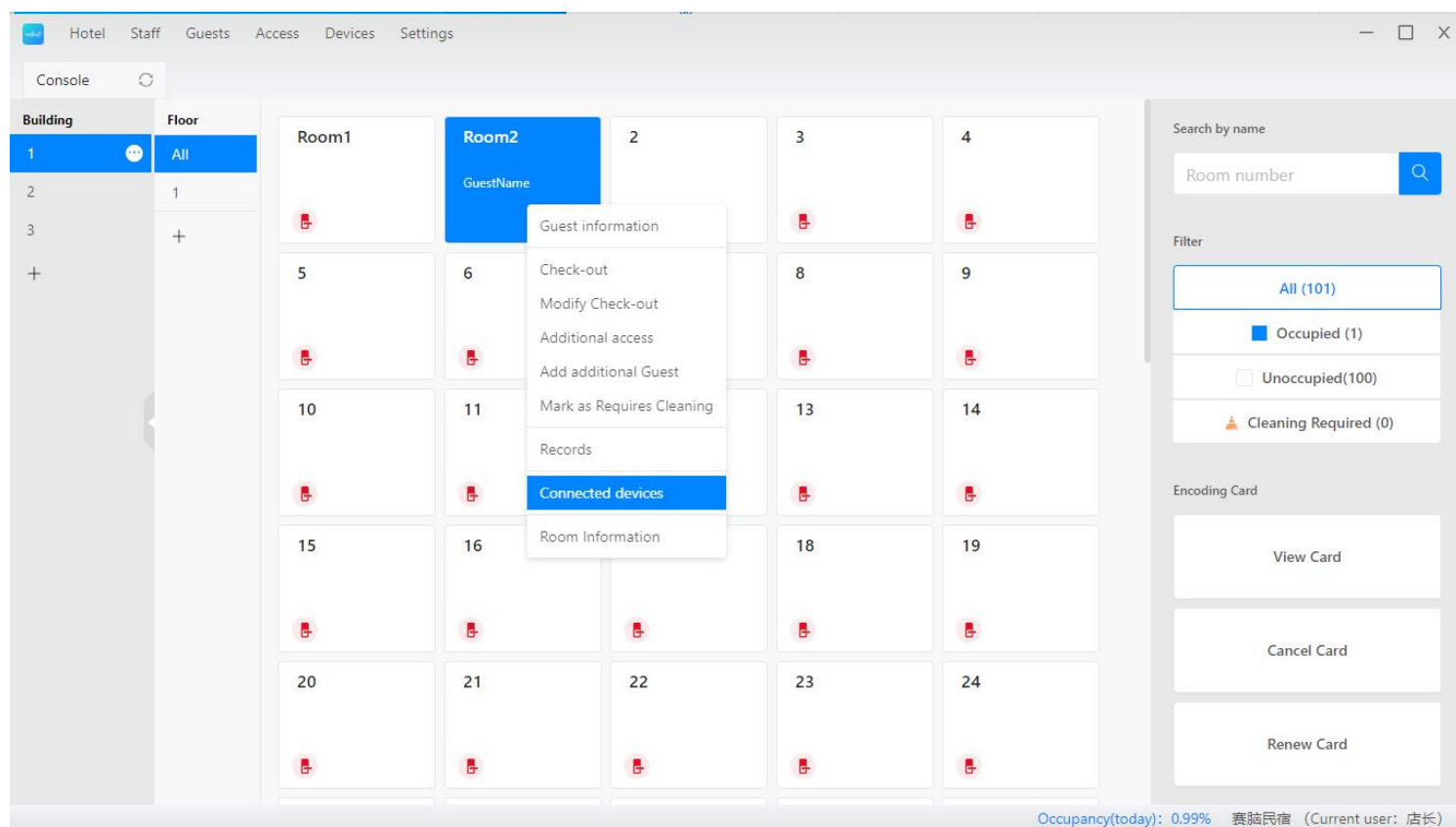
Public Door

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.
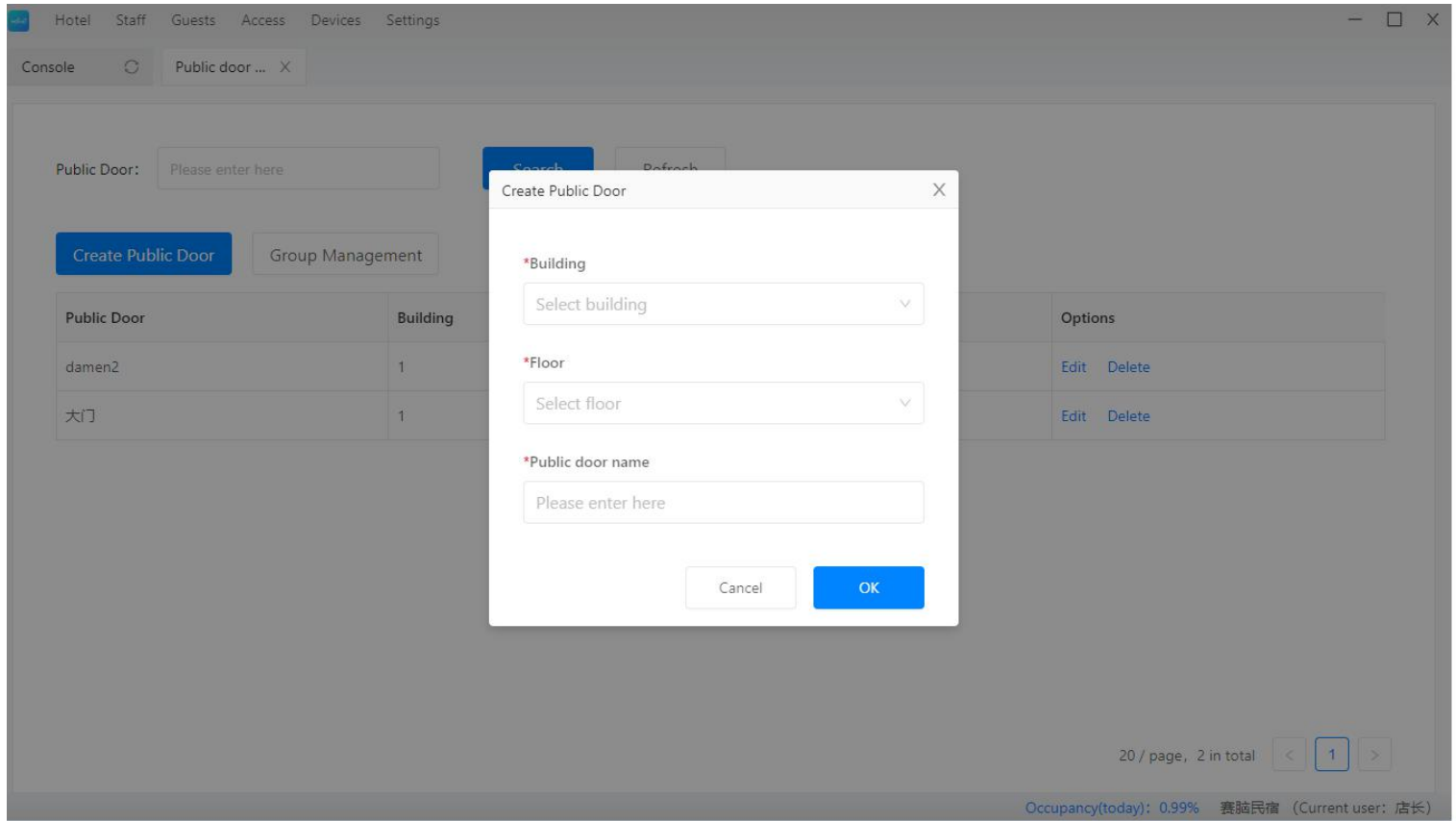
Step B: Create public door groups.
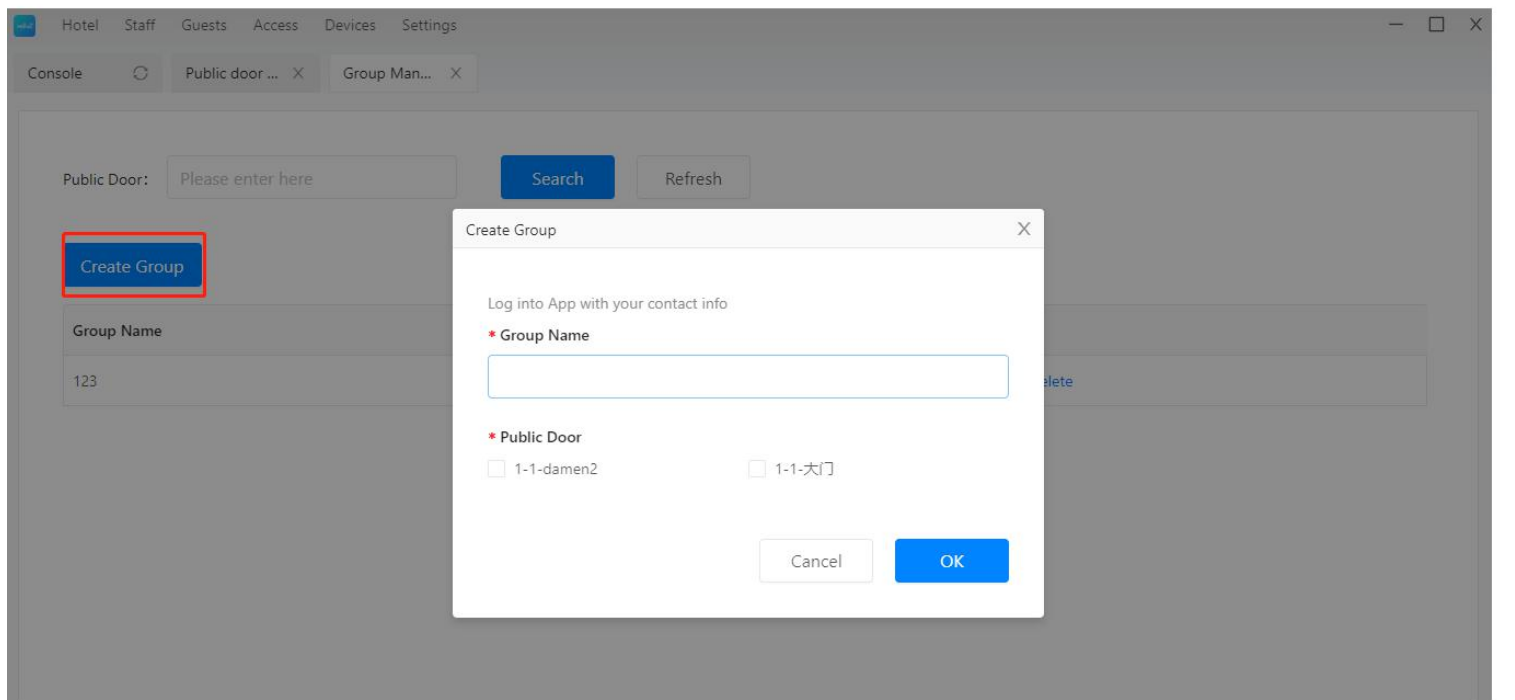
Step C: Associate guest rooms with public door group.

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

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.
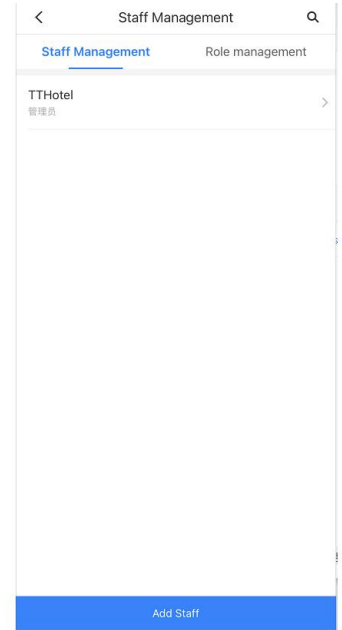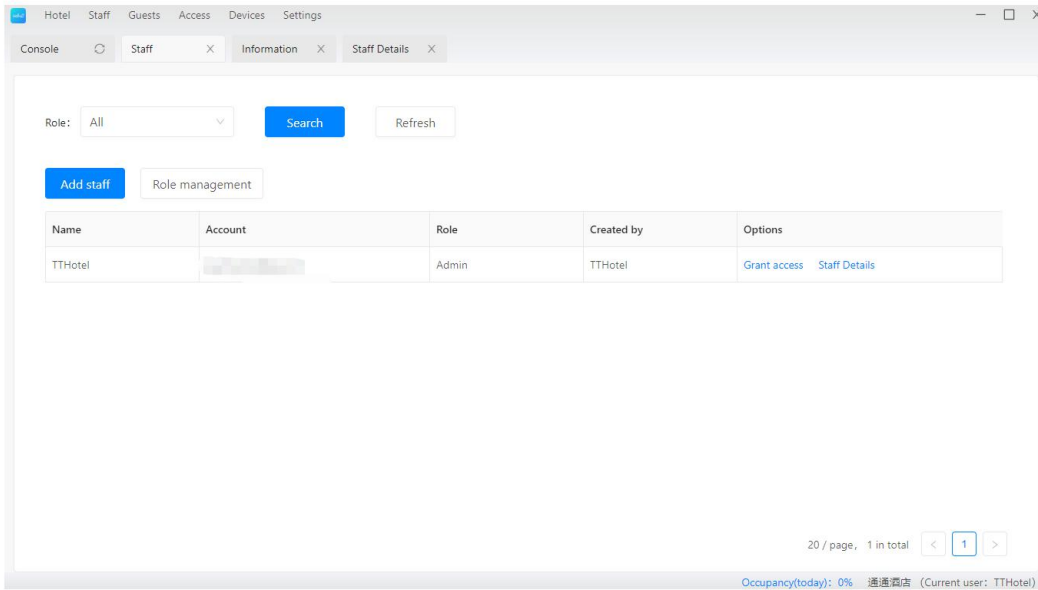
Permission
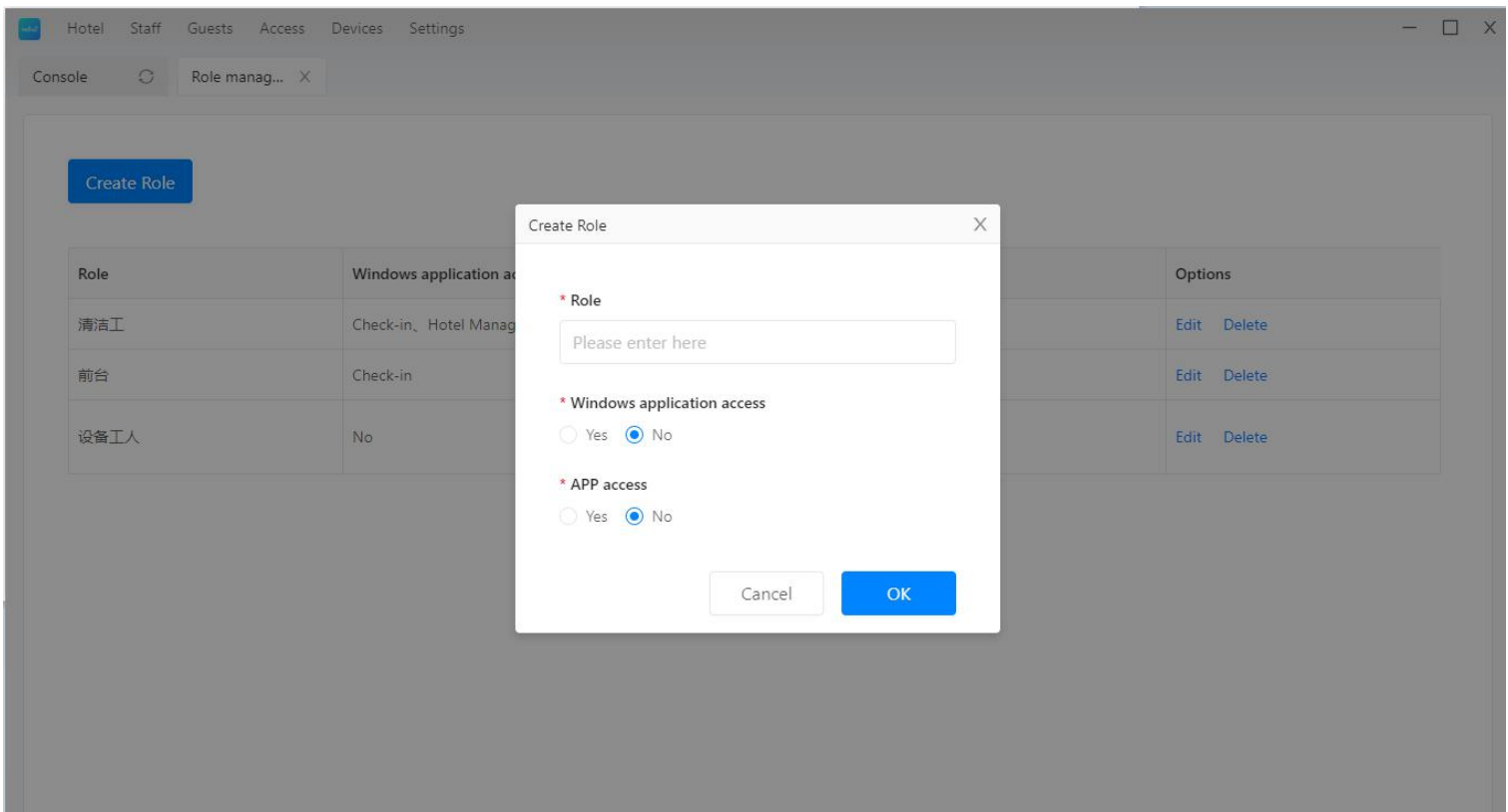
Windows software permissions
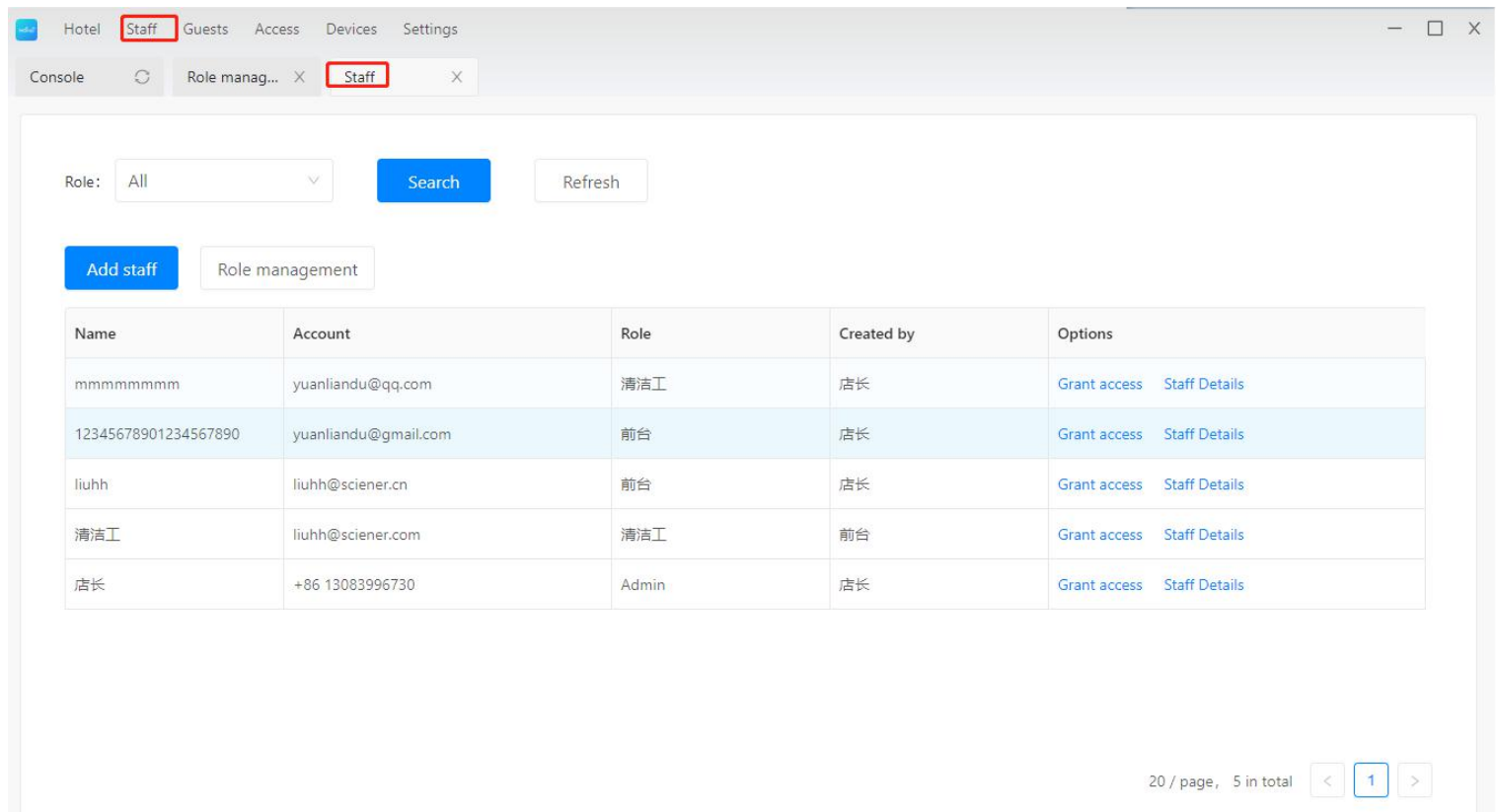
- Check in
- Hotel management

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.

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.

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#.

TTHotel ⋯

Lock   Gateway   Lift Controller   Power saver

1   ⌄   All   ⌄

🔒 1
▬ 70%

Statistics   **Devices**   eKeys   Me

‹   Setting

Basics   ›

Cards   ›

ekey   ›

Passcodes   ›

Fingerprint   ›

Records   ›

Settings via bluetooth

Passage Mode   Off ›
During the specific time period, the lock will remain open until it is manually closed.

Auto lock   10s ›
The lock will be locked after the specific time.

Remote unlock   ⬤
This feature allows you to unlock the smart lock remotely via a gateway

Lock sound   ⭘
By turning on, you will hear the sound from the lock

Privacy lock   ⬤
By turning on, you are able to use privacy lock.

Tamper Alert   ⬤
By turning on, you enable the tamper alert.

Reset Button   ⬤
By turning on, you can pair the lock again by long pressing the RESET button.
By turning off, the RESET button is disabled.

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

Me

Boss Admin

Hotel settings

Staff Management

Contact

About

User Manual

Logout

Statistics Devices eKeys Me

Hotel settings

Lift controller working mode

Power saver working mode

Room Management

Lift Controller

Working in this mode

○ Floor(s) with door access

⦿ All floors
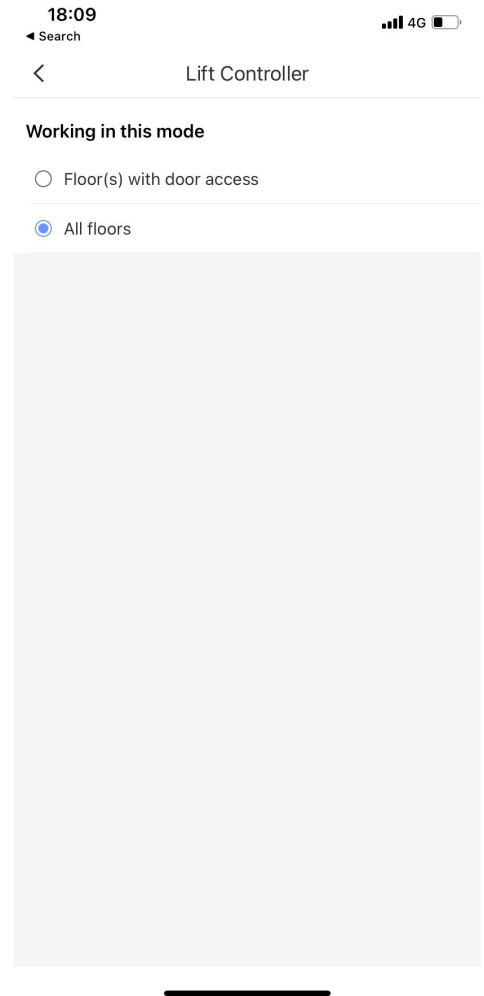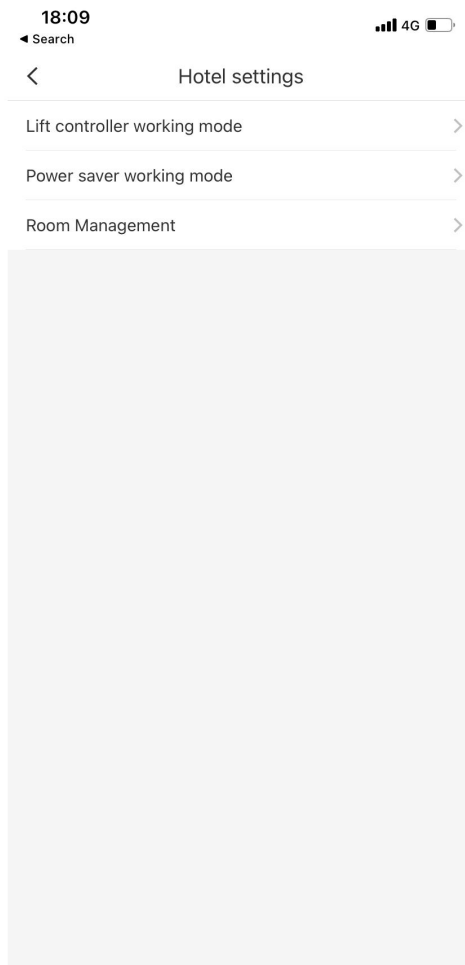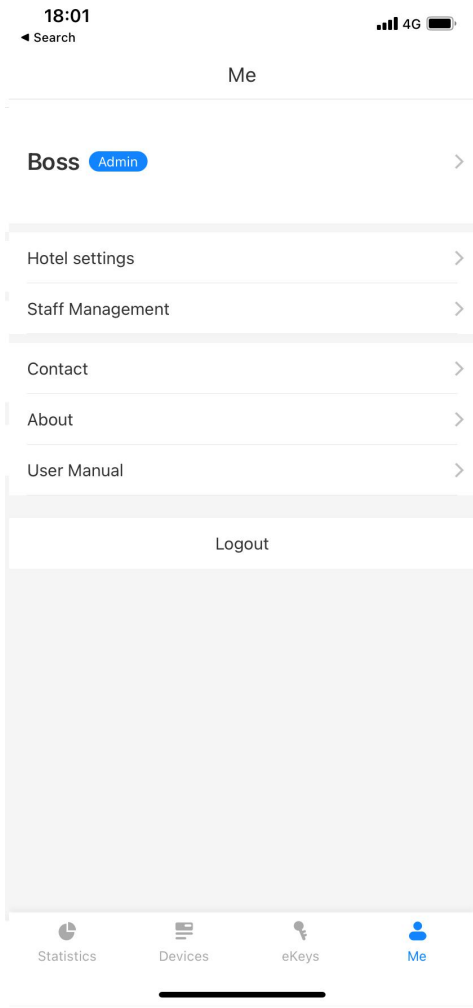
Power Saver

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

Me

Boss `Admin`   ›

Hotel settings   ›

Staff Management   ›

Contact   ›

About   ›

User Manual   ›

Logout

Statistics	Devices	eKeys	Me

‹ **Hotel settings**

Lift controller working mode   ›

Power saver working mode   ›

Room Management   ›

‹ **Power saver**

Working in this mode

○ Work with any card

◉ Work with current hotel card

○ Work with current room card
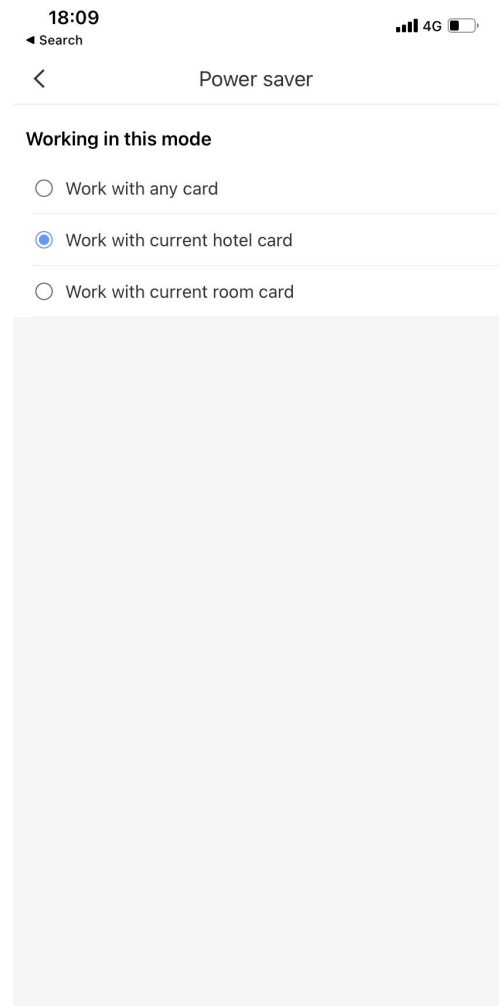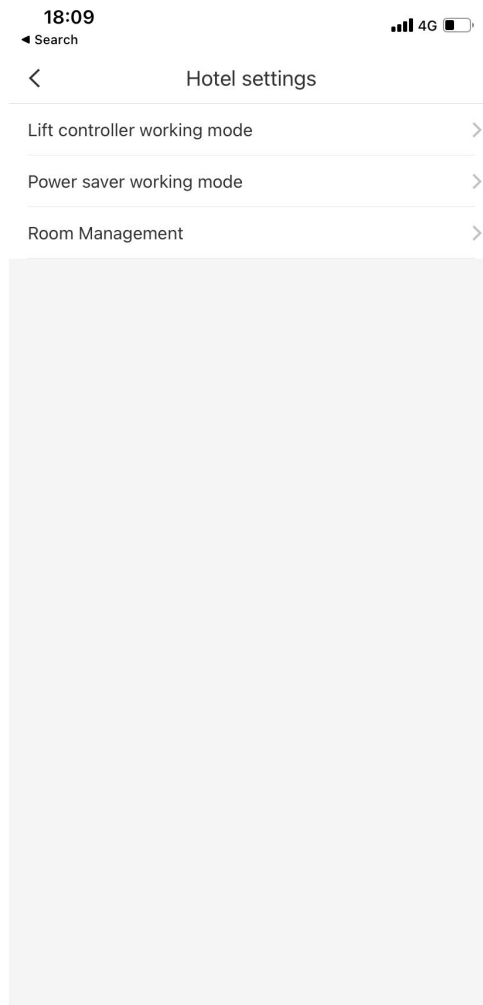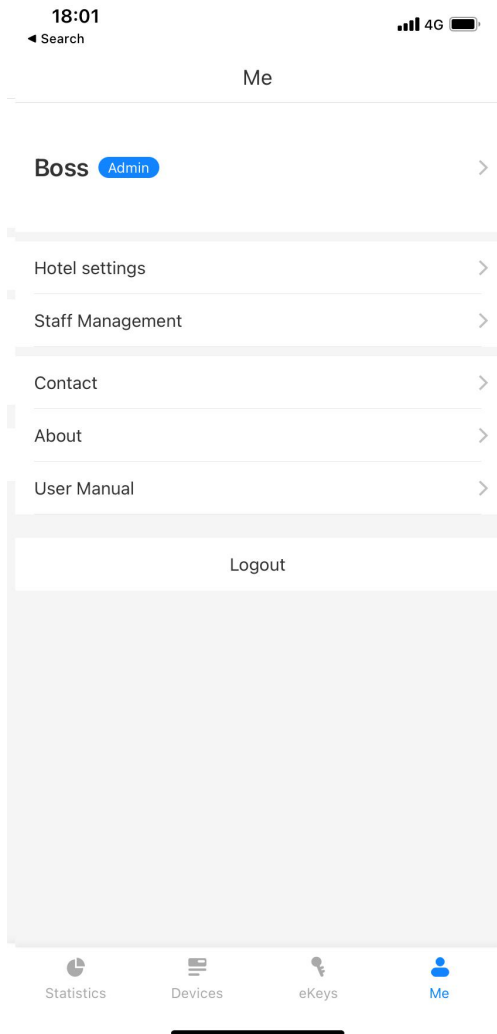
Gateway

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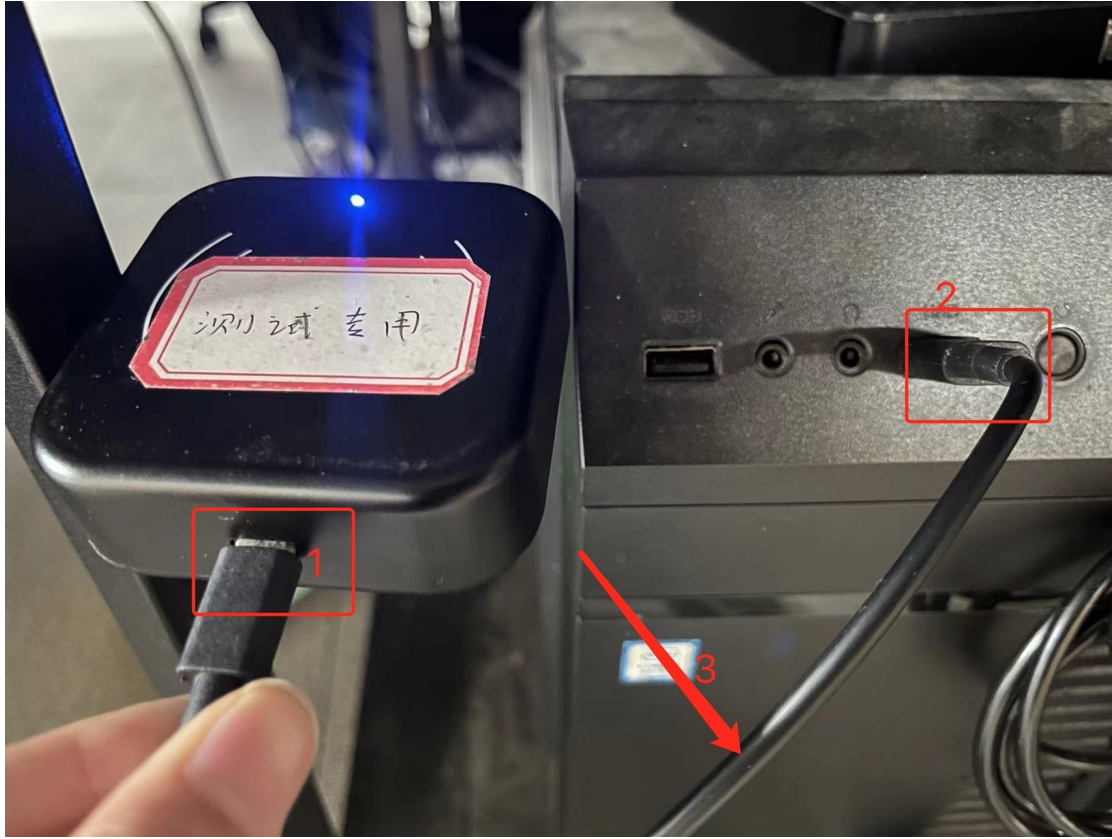
Connect the encoder to the computer and check if the device driver installed.

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.

Photo 1 Win10 device driver
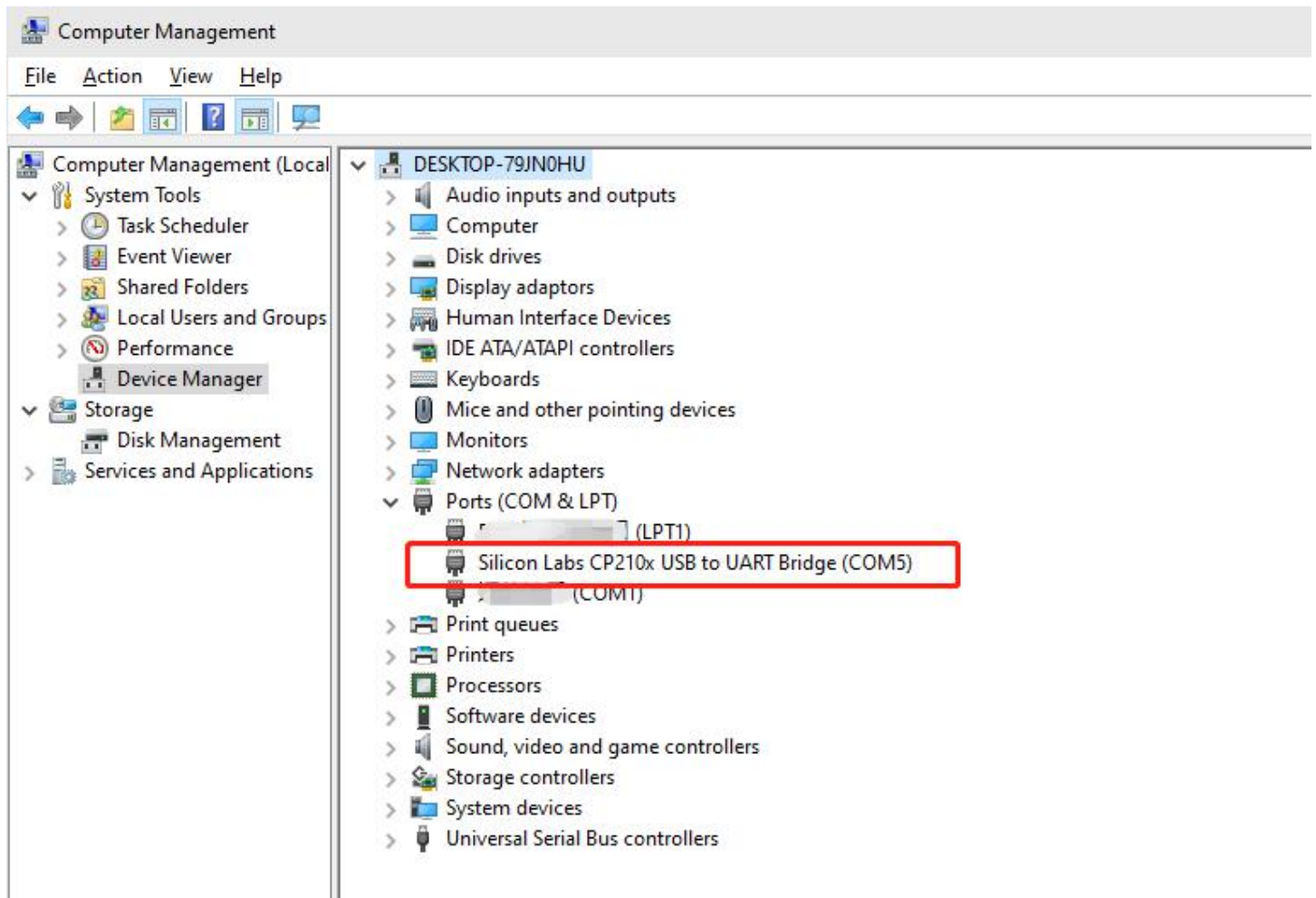
Photo 2 Win7 device driver

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.

「1004」，「1005」 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 reservatioin if there is a gateway. If not, you should renew it with App near the lock.
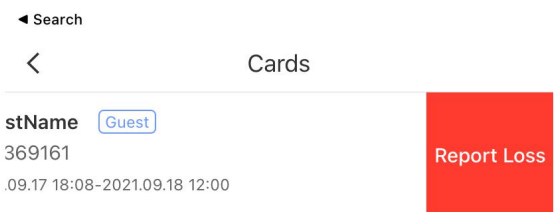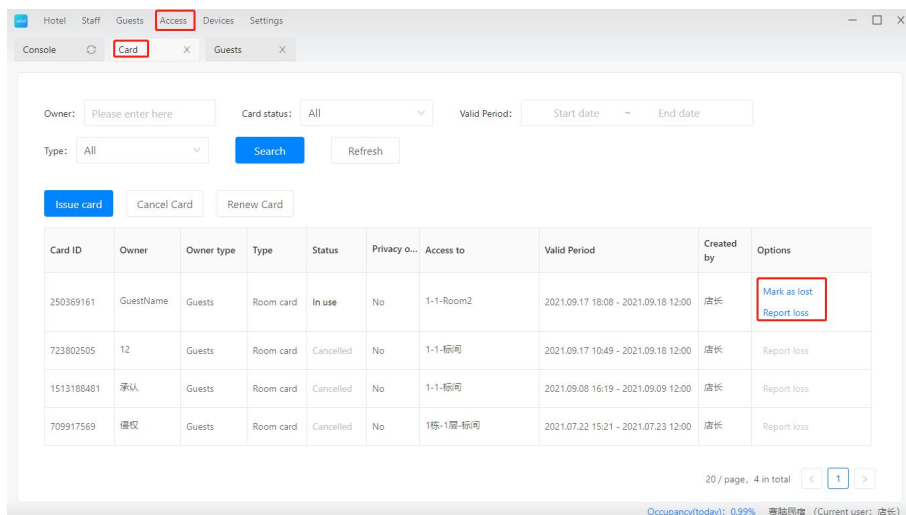
Cards

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.
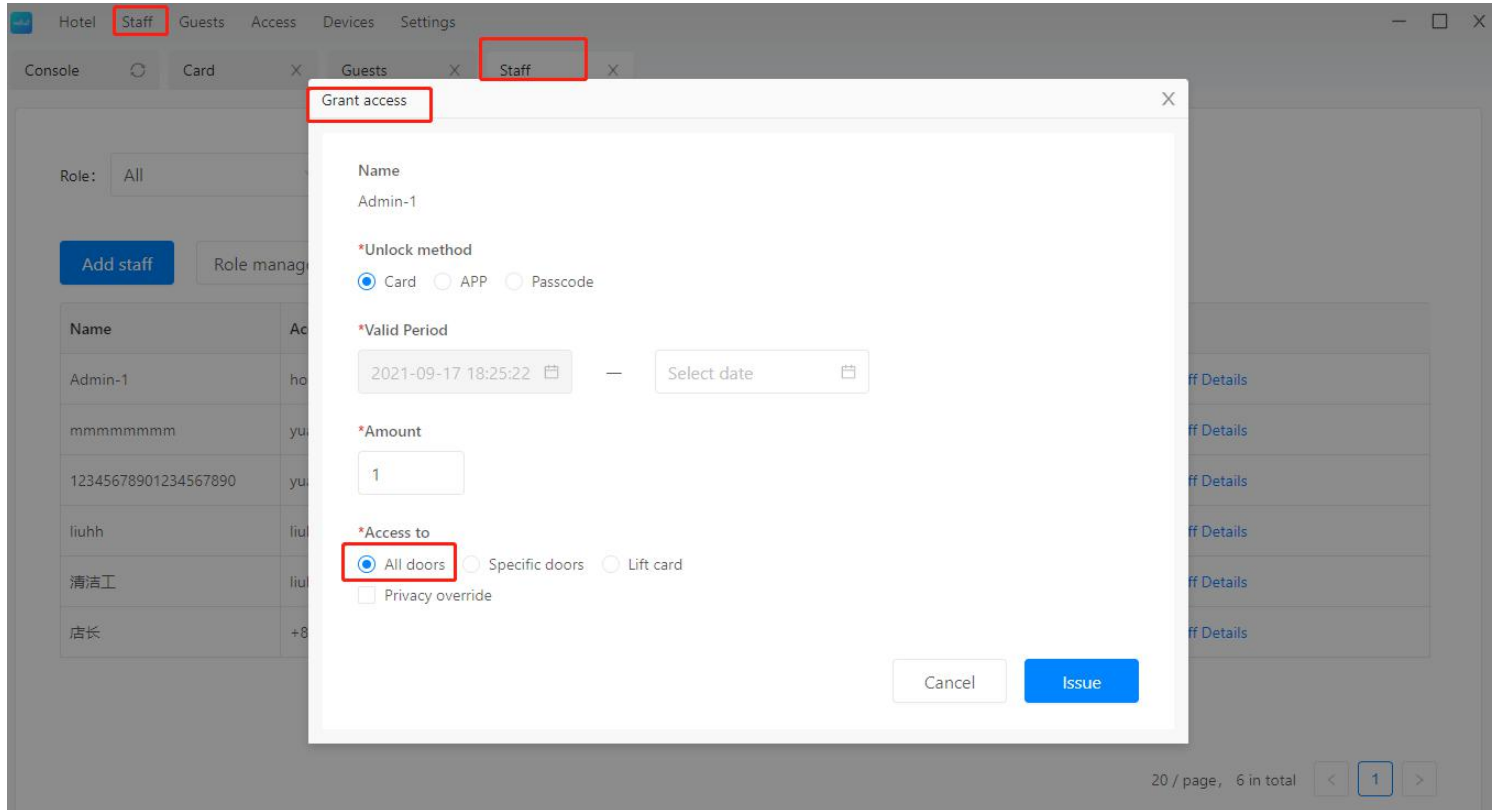
2. How to disable a lost card?

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
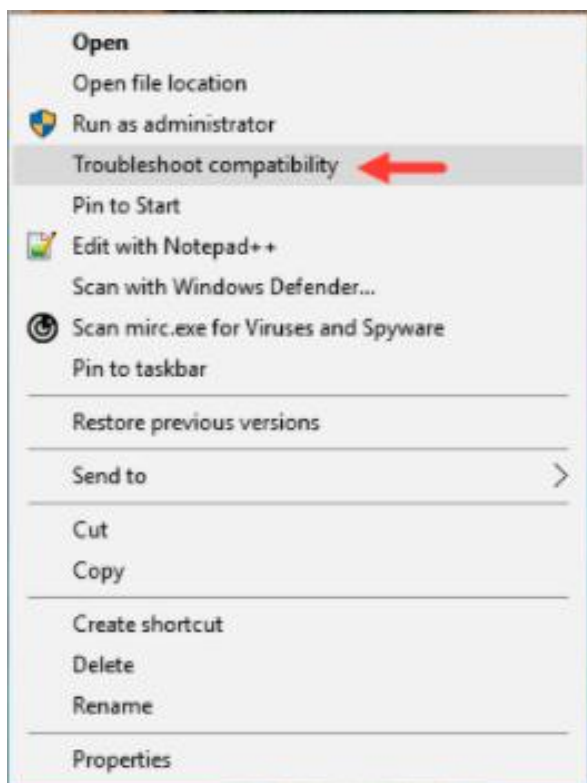
1. Do TTHotel work on Apple Mac?No.

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.
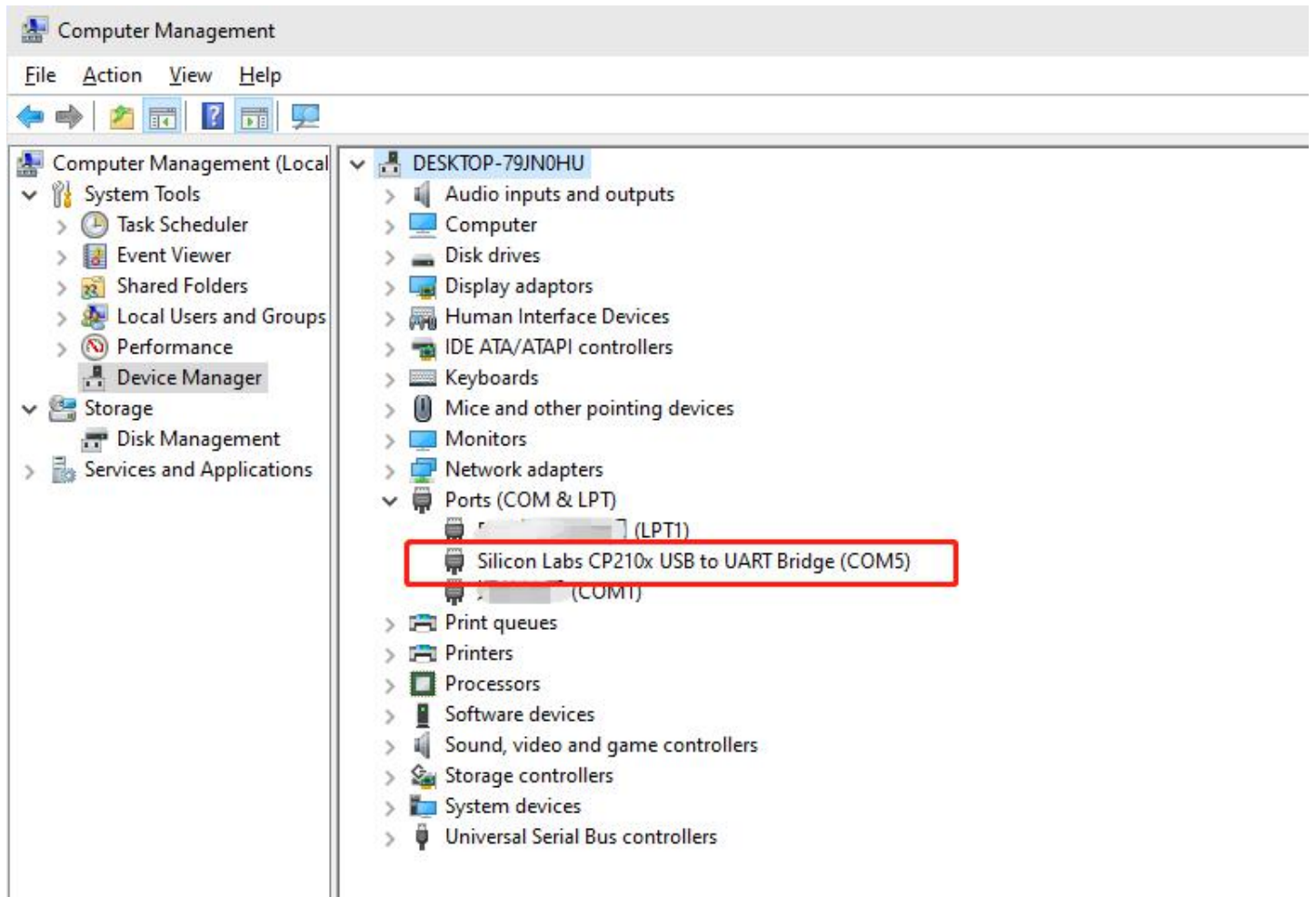
Device

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.Download Driver

Name	Date modified	Type	Size
x64	28/11/2018 5:27 PM	File folder	
x86	28/11/2018 5:27 PM	File folder	
CP210xVCPInstaller_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

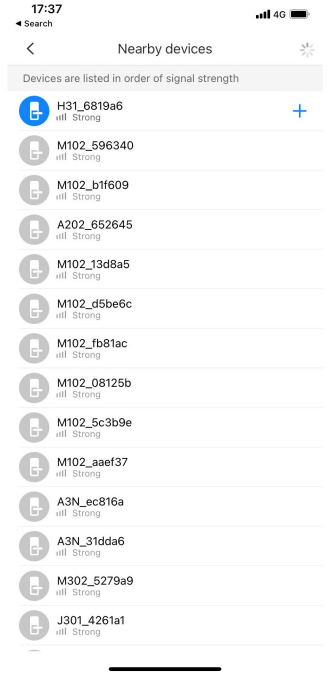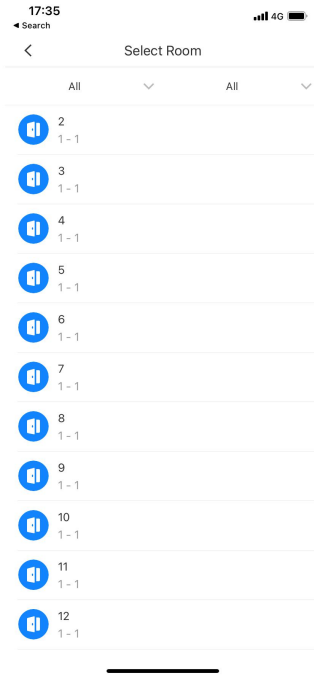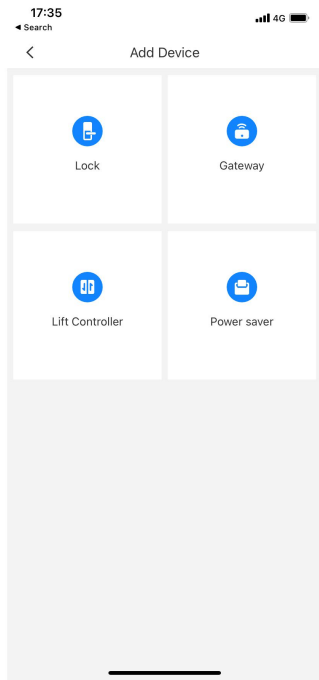Reason 2：The card encoder is not detected by computer

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.

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.

Passcodes   >

Fingerprint   >

Records   >

Settings via bluetooth

Passage Mode   Off >

During the specific time period, the lock will remain open until it is manually closed.

Auto lock   10s >

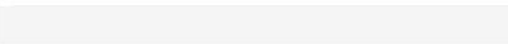The lock will be locked after the specific time.

Remote unlock

This feature allows you to unlock the smart lock remotely via a gateway

Lock sound

By turning on, you will hear the sound from the lock

Privacy lock

By turning on, you are able to use privacy lock.

Tamper Alert

By turning on, you enable the tamper alert.

Reset Button

By turning on, you can pair the lock again by long pressing the RESET button.
By turning off, the RESET button is disabled.

Delete

Remove device