



# TTHotel User Manual

## V1.1



2020.12.31

# Content

1. Introduction.....	- 3 -
2. Windows Desktop Software.....	- 5 -
2.1. Login.....	- 5 -
2.1.1. Create hotel.....	- 6 -
2.2. Console.....	- 8 -
2.2.1. Buildings.....	- 9 -
2.2.2. Floors.....	- 11 -
2.2.3. Console (Guest room) .....	- 13 -
2.2.4. Check-in.....	- 15 -
2.2.5. Guest Information.....	- 17 -
2.2.6. Check-out.....	- 21 -
2.2.7. Modify check-out.....	- 22 -
2.2.8. Additional access.....	- 24 -
2.2.9. Add roommate.....	- 25 -
2.2.10. Clean/Dirty room.....	- 26 -
2.2.11. Room information.....	- 27 -
2.2.12. Records.....	- 28 -
2.2.13. Search for a room.....	- 29 -
2.2.14. Filter with status.....	- 30 -
2.2.15. View/Cancel/Renew card.....	- 31 -
2.3. Hotel.....	- 32 -
2.3.1. Hotel information.....	- 33 -
2.3.2. Rooms.....	- 34 -
2.3.3. Message.....	- 38 -
2.4. Staff.....	- 39 -
2.4.1. Roles.....	- 40 -
2.4.2. Create staff.....	- 41 -
2.4.3. Grant access.....	- 42 -
2.4.4. Staff detail.....	- 43 -
2.5. Guests.....	- 44 -
2.6. Access.....	- 45 -
2.6.1. Card.....	- 46 -

2.6.2. eKey(APP).....	- 47 -
2.6.3. Passcode.....	- 48 -
2.7. Devices.....	- 49 -
2.7.1. Lock.....	- 50 -
2.7.2. Gateway.....	- 51 -
2.7.3. Lift controller.....	- 52 -
2.7.4. Power saver.....	- 52 -
2.8. Settings.....	- 53 -
2.8.1. Change account.....	- 55 -
2.8.2. Change password.....	- 56 -
2.8.3. Language.....	- 56 -
2.8.4. FAQs.....	- 57 -
3. Hotel APP.....	- 58 -
Scan QR code to install hotel APP.....	- 58 -
3.1. Login.....	- 59 -
3.2. Statistics.....	- 60 -
3.3. Devices.....	- 60 -
3.3.1. Lock.....	- 62 -
3.3.2. Gateway.....	- 66 -
3.3.3. Lift controller.....	- 68 -
3.3.4. Power saver.....	- 70 -
3.4. My ekeys.....	- 72 -
3.5. Me.....	- 73 -
3.5.1. Personal.....	- 73 -
3.5.2. Hotel management.....	- 75 -
4. Guest APP.....	- 75 -
4.1. Login.....	- 77 -
4.2. Operate on lock/lift/power saver.....	- 78 -

## 1. Introduction

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

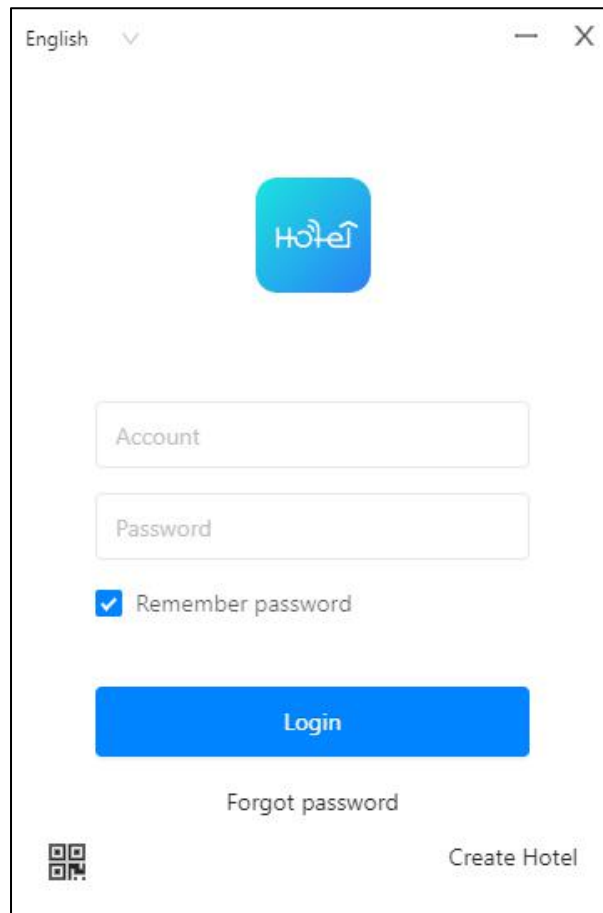
TTHotel manages buildings, floors, rooms, guests and staff.

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



The screenshot shows a login window for TTHotel. At the top left, there is a language dropdown menu set to 'English'. The window title bar includes standard minimize, maximize, and close buttons. The main interface is centered and contains the TTHotel logo, a text input field for 'Account', another for 'Password', and a checkbox labeled 'Remember password' which is checked. Below these is a prominent blue 'Login' button. Underneath the button is a 'Forgot password' link. In the bottom left corner, there is a QR code icon, and in the bottom right corner, there is a 'Create Hotel' link.

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

1 Information > 2 Settings

\* Hotel Name  
Please enter here

\* Hotel Address  
Please enter here

\* Lock supplier Code  
ask your supplier for this code

\* Admin Name  
Please enter here

\* Account type  
 email  Phone number

\* Admin Account  
Please enter here

\* Verification code  
Please enter here

\* Password  
Please enter here

\* Confirm Password  
Please enter here

Create Hotel

Information > 2 Settings

\*Check-out  
12:00

\*Currency  
United States Dollar USD

\*Unlock methods ?  
 Card  Guest APP  Passcode

Privacy override ?  
 Yes  No

More ^

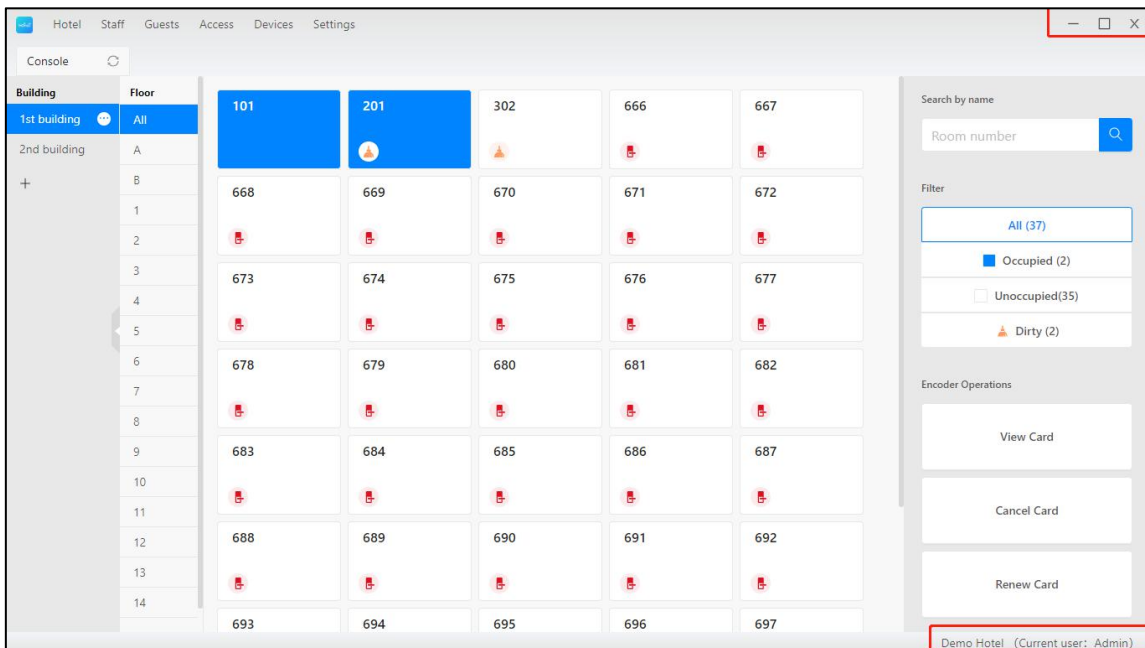
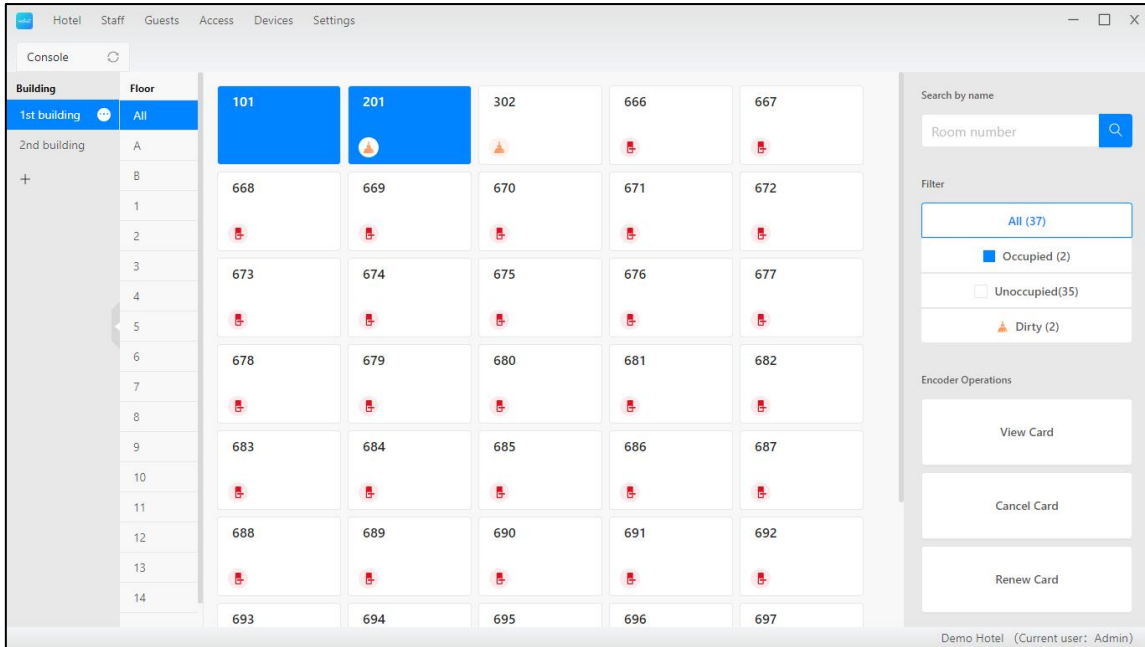
\*Lift Controller Working mode  
 All floors  
 Floor(s) with door access

\*Power saver Working mode  
 Work with any card  
 Work with current hotel card  
 Work with current room card

Previous Created

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

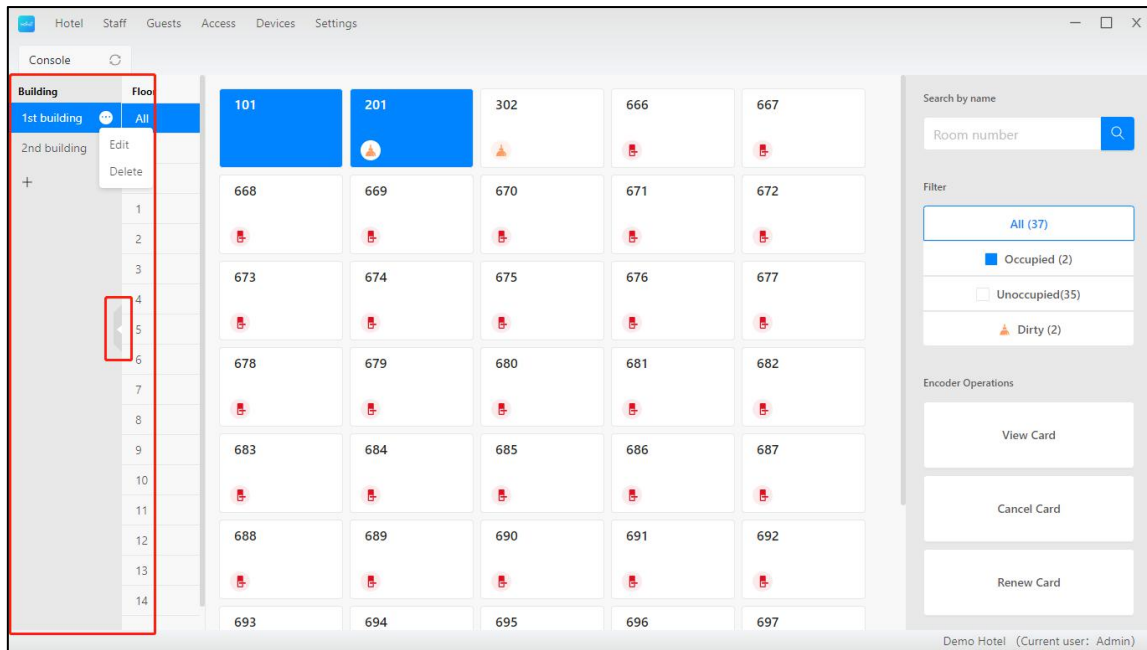
## 2.2. Console



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

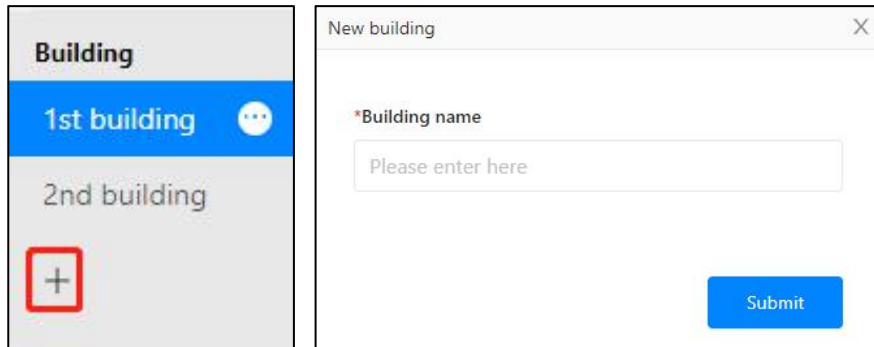


## 2.2.1. Buildings



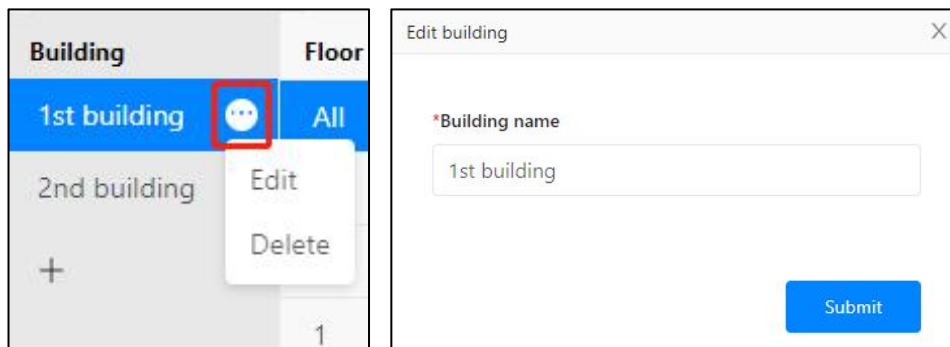
Create, Edit, and Delete buildings here.


### 2.2.1.1. Create building



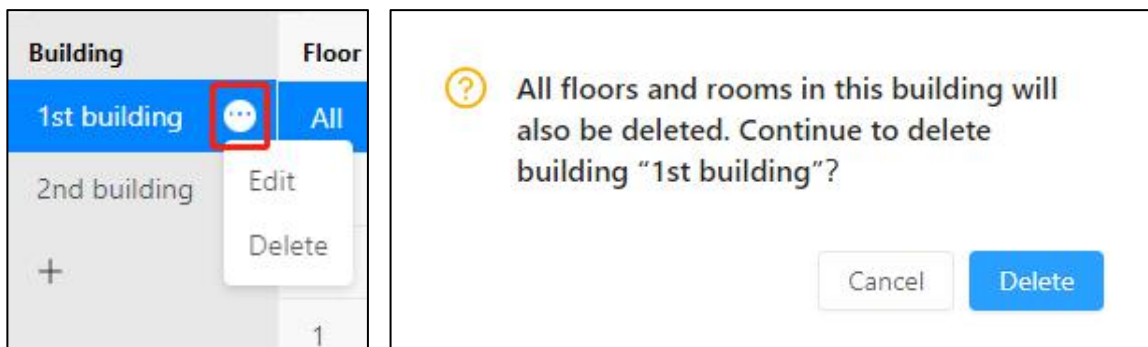
Click  to create a new building. The name should be unique

### 2.2.1.2. Edit building



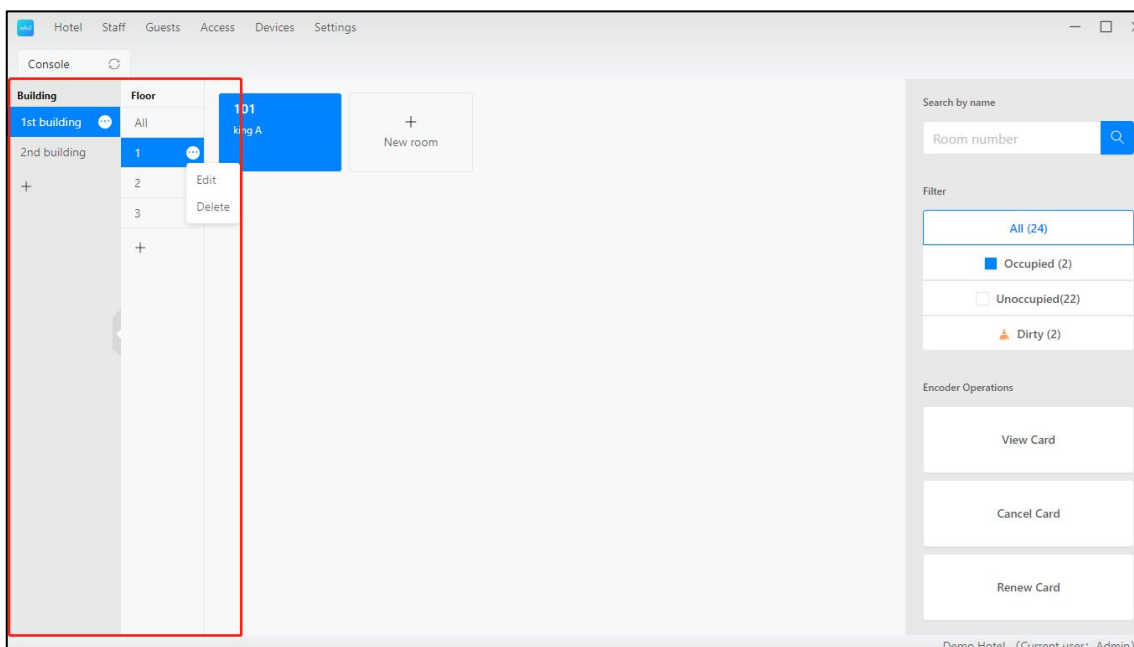
 shows up when put mouse on a building. Click it to edit or delete this building.

### 2.2.1.3. Delete building



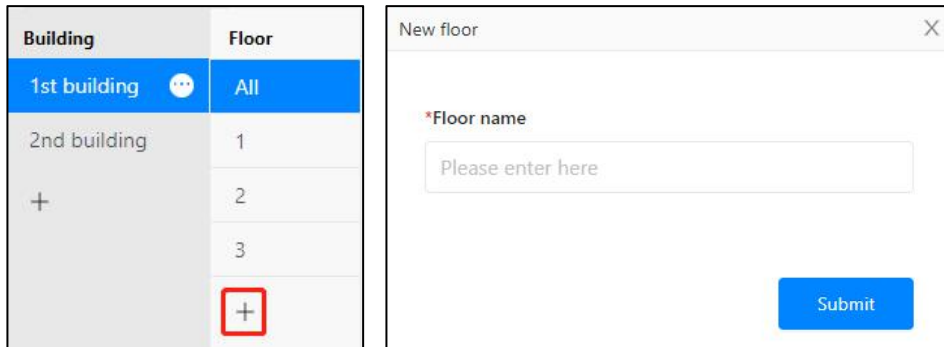
Please delete devices first before deleting buildings. Floors and rooms in this building will also be deleted automatically;


### 2.2.2. Floors



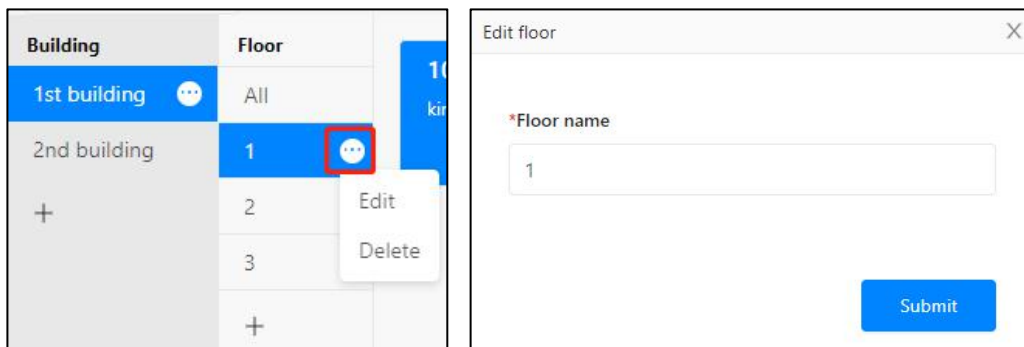
Create, Edit and Delete floors here


### 2.2.2.1. Create floor



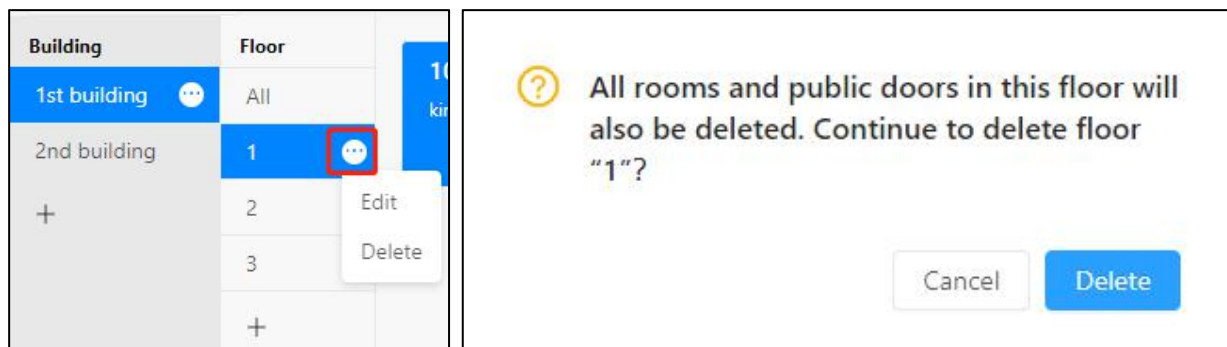
Click  to create a new floor. The name should be unique.

### 2.2.2.2. Edit floor



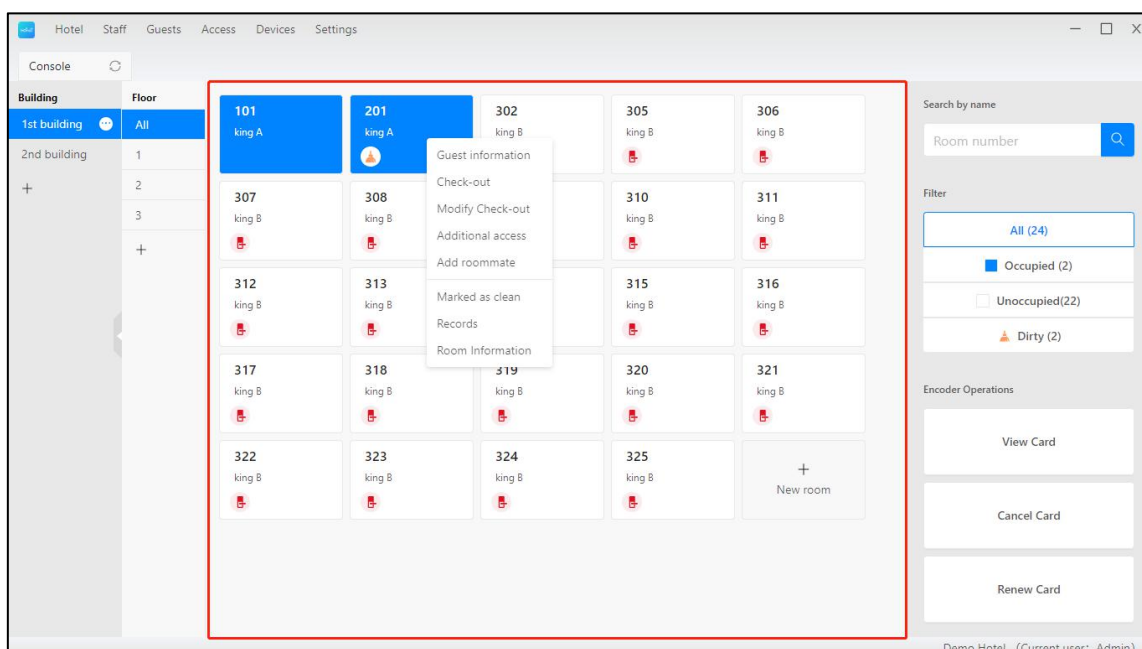
 shows up when put mouse on a floor. Click it to edit or delete this floor.

### 2.2.2.3. Delete floor





Please delete devices first before deleting floors. Rooms in this floor will also be deleted automatically;

### 2.2.3. Console (Guest room)



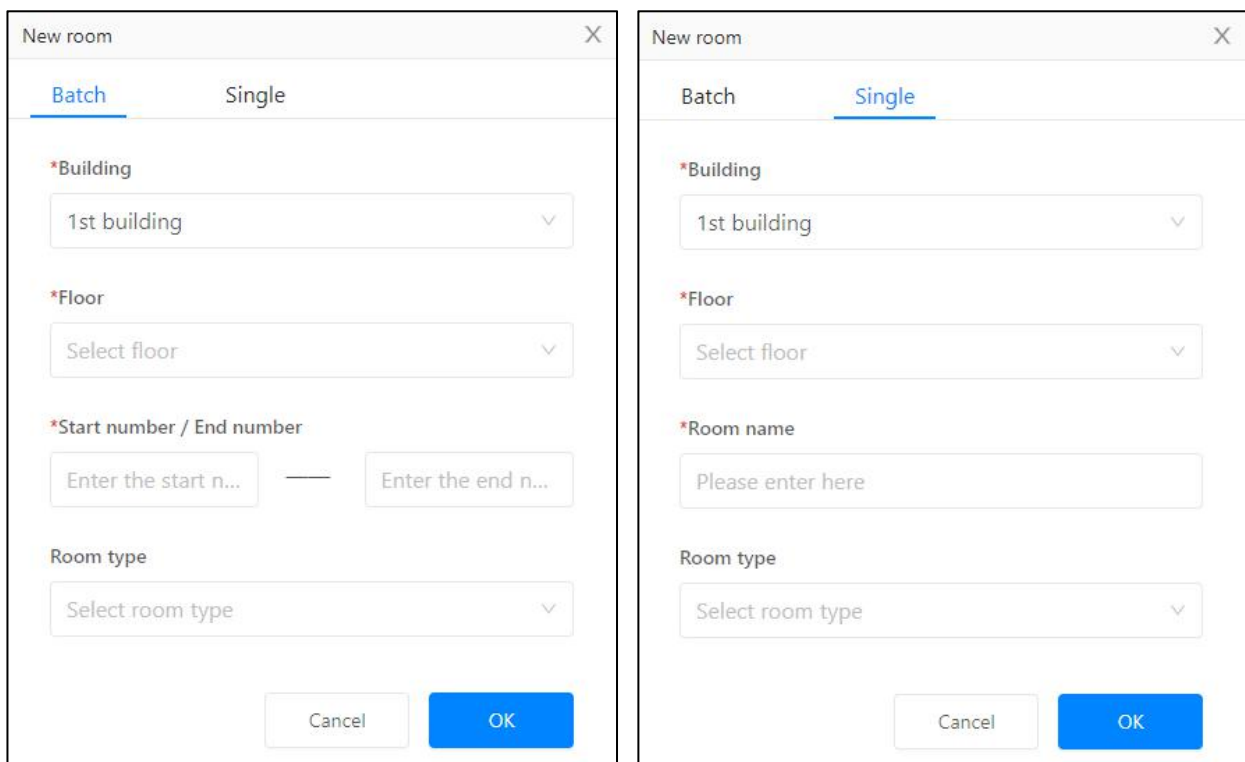
There are all buildings, floors and guest rooms in console.

【  】 This icon means there is no lock in this room.

【  】 This icon mean it is a dirty room.

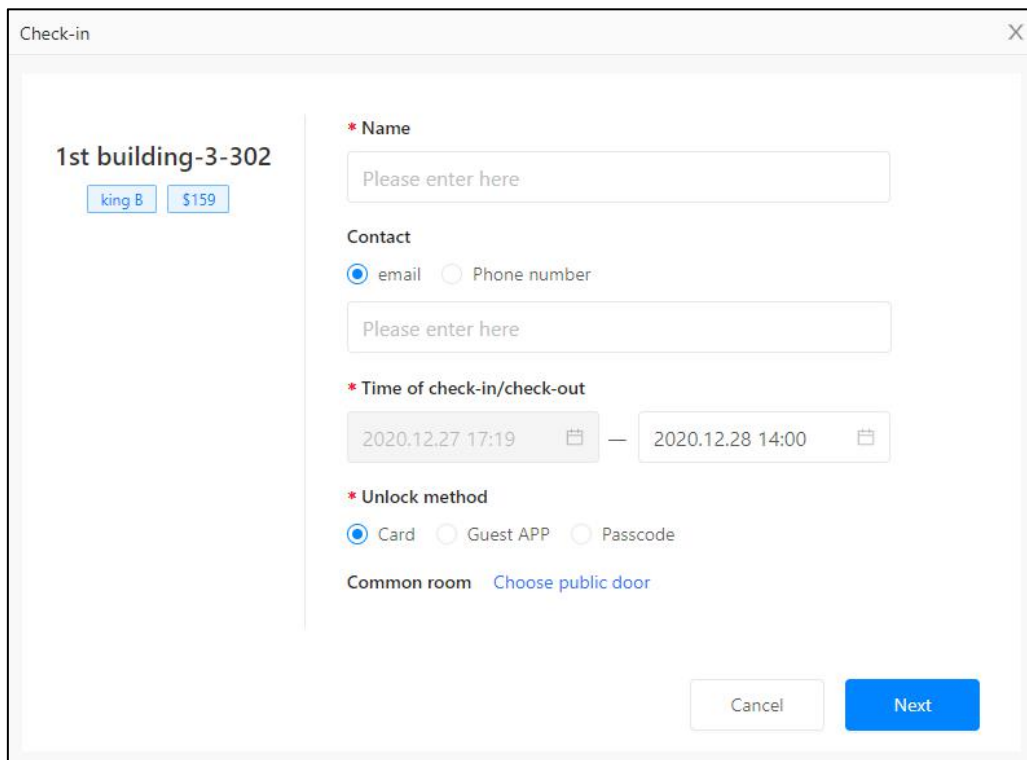
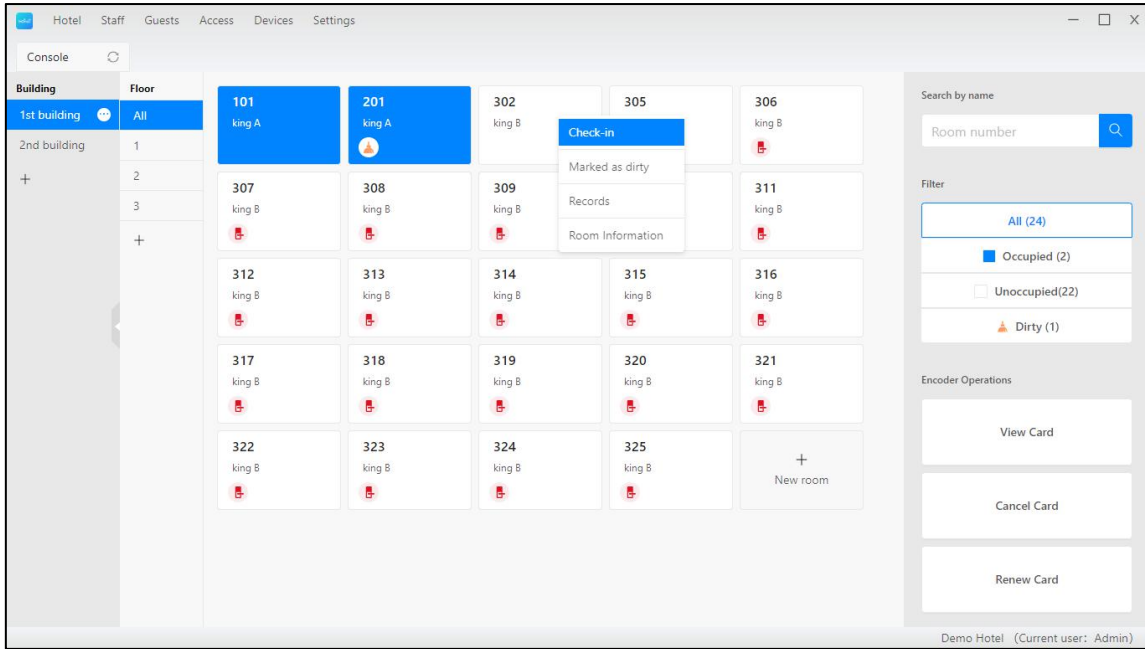
Public doors are not shown in console. You can select public doors for a guest room at check-in. And it will be remembered. You don't need to select public doors every time.

### 2.2.3.1. Create guest room




You can create guest rooms in single or batch. The name should be unique.

## 2.2.4. 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.

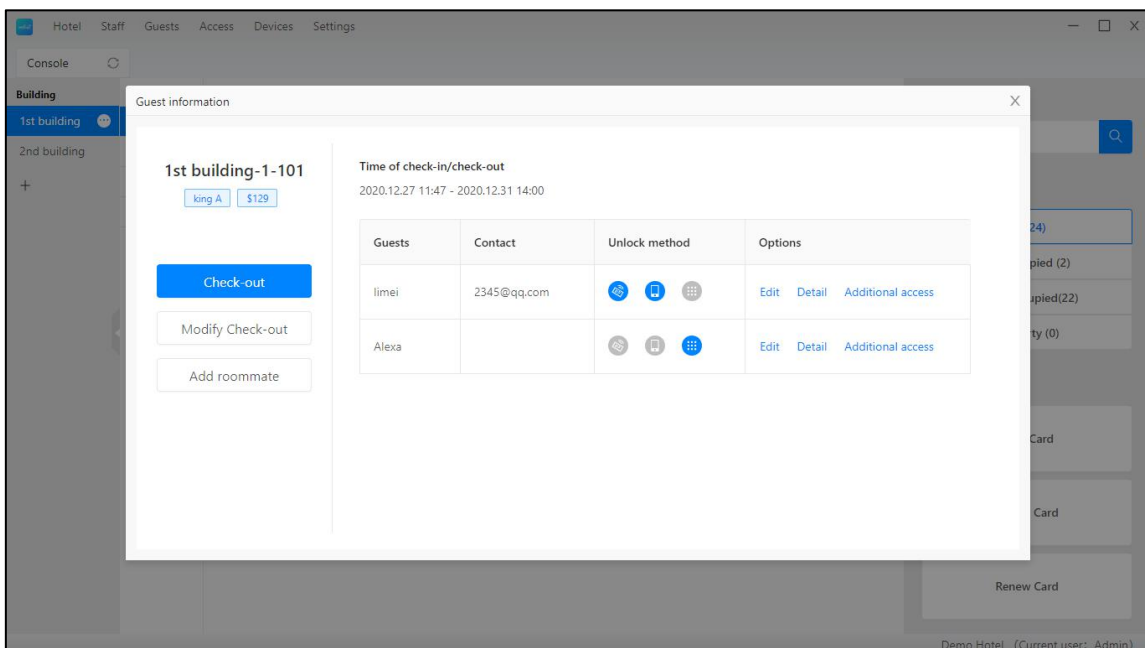
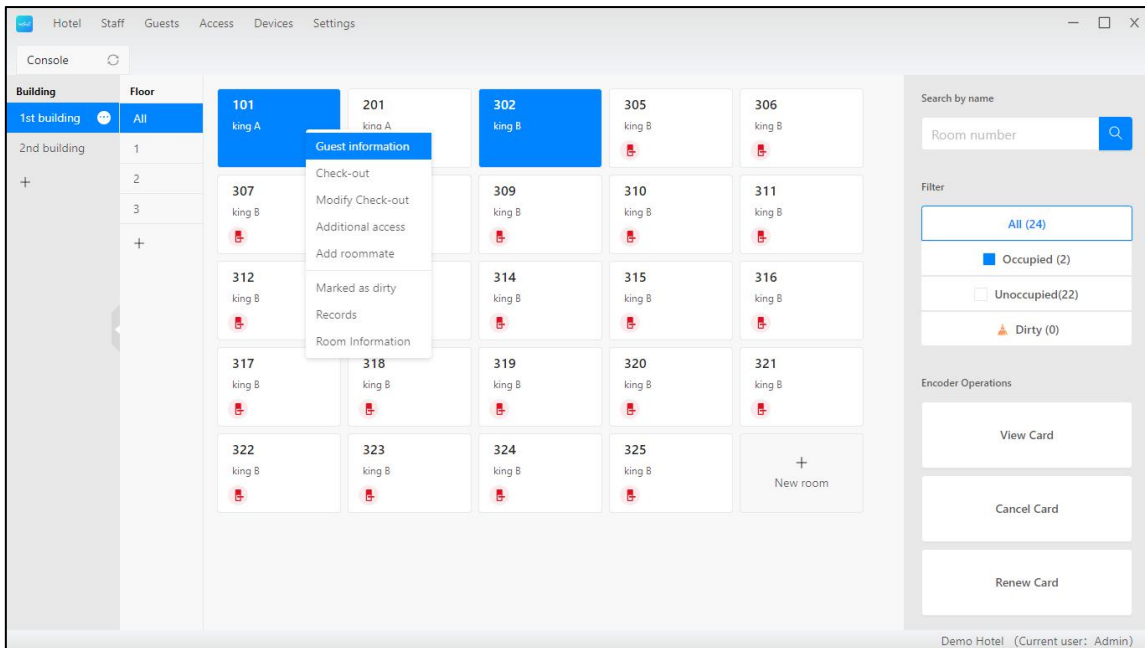
You are able to select additional common locks when issue card for a guest room. In this way, this card can unlock both room and selected common locks.

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

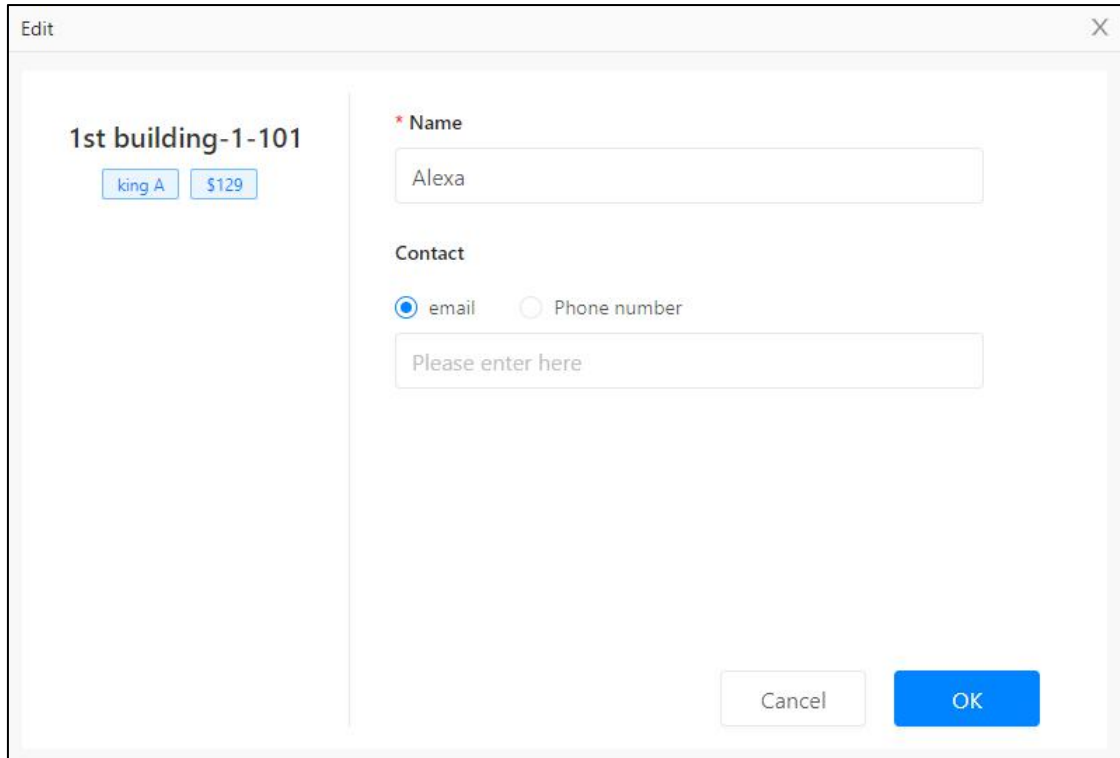


## 2.2.5. Guest Information



You can check guest's information in the room. You can also edit the information, grant new access, add roommate, renew and check-out.

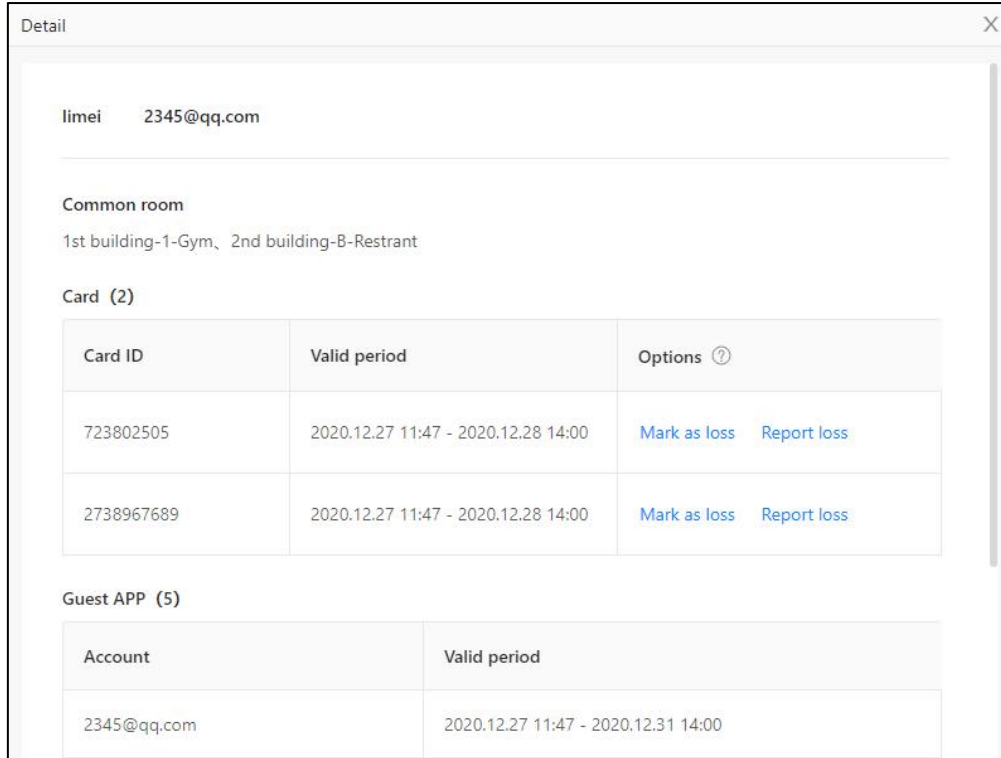
### 2.2.5.1. Edit guest information



The screenshot shows a dialog box titled "Edit" with a close button (X) in the top right corner. On the left side, the text "1st building-1-101" is displayed above two buttons: "king A" and "\$129". The main area of the dialog is divided into two sections. The first section is labeled "\* Name" and contains a text input field with the value "Alexa". The second section is labeled "Contact" and contains two radio buttons: "email" (which is selected) and "Phone number". Below the radio buttons is a text input field with the placeholder text "Please enter here". At the bottom right of the dialog, there are two buttons: "Cancel" and "OK".

You can change the name and contact information. The guest should login with new contact if he/she has an ekey.

## 2.2.5.2. Guest Detail



You can look up all guest information here. If the guest lost his card, you can mark it as loss or report loss.

**Mark as loss:** The card will be marked as a lost card in system. When issue a new card, the new card will invalidate the lost card when put it on the lock.

**Report loss:** Create a new card and put it to the lock to invalidate the lost card. The invalidated card will never be available again, please pay attention.

### 2.2.5.3. Grant new access

Additional access

1st building-1-101

king A \$129

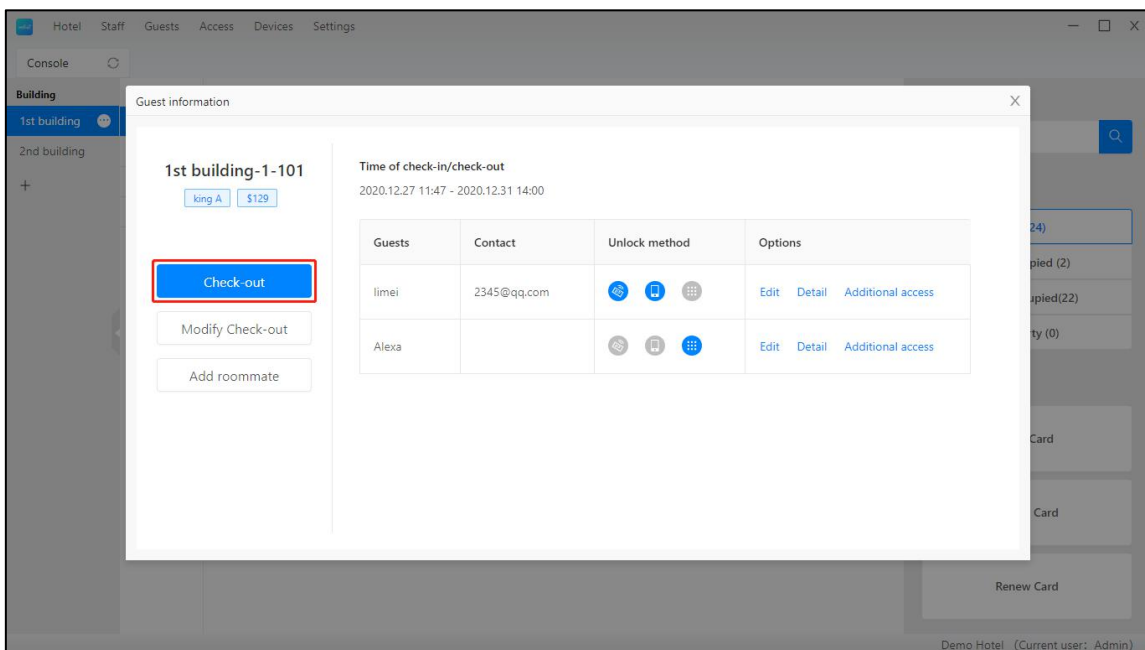
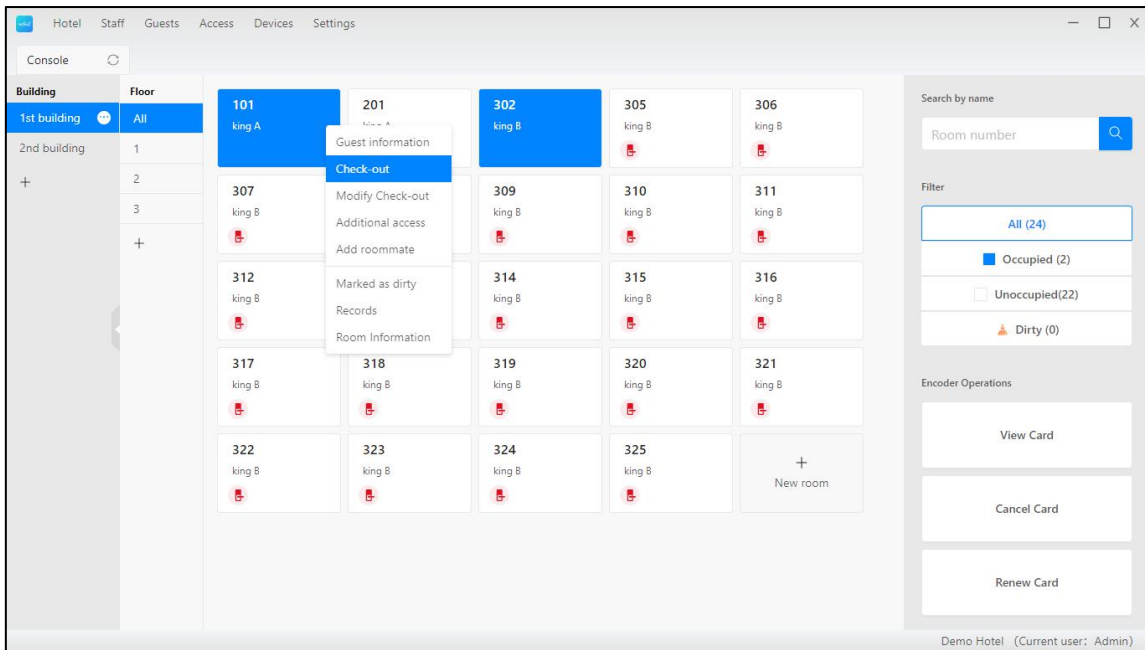
\* Name  
limei

\* Unlock method  
 Card  Guest APP  Passcode

Cancel OK

You can grant new access to current guests. One guest can have multiple access.

## 2.2.6. Check-out



Click on an occupied room to do check-out.

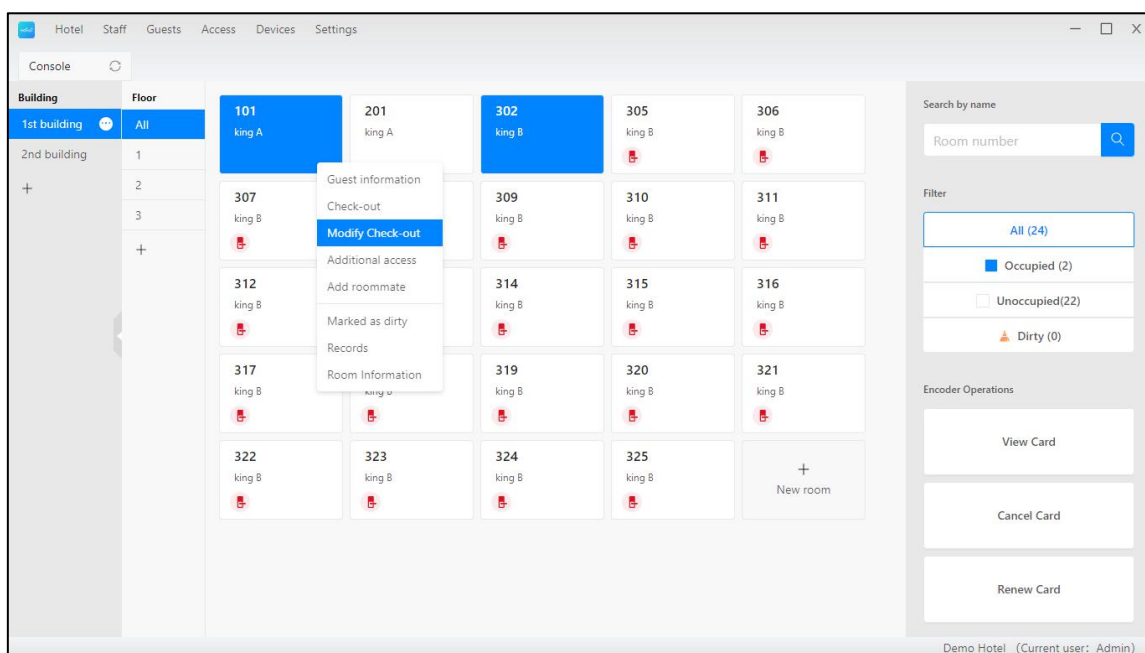
If the access is a card, you will be asked to cancel card when doing check-out. This can be skipped if the card is not available at this moment.

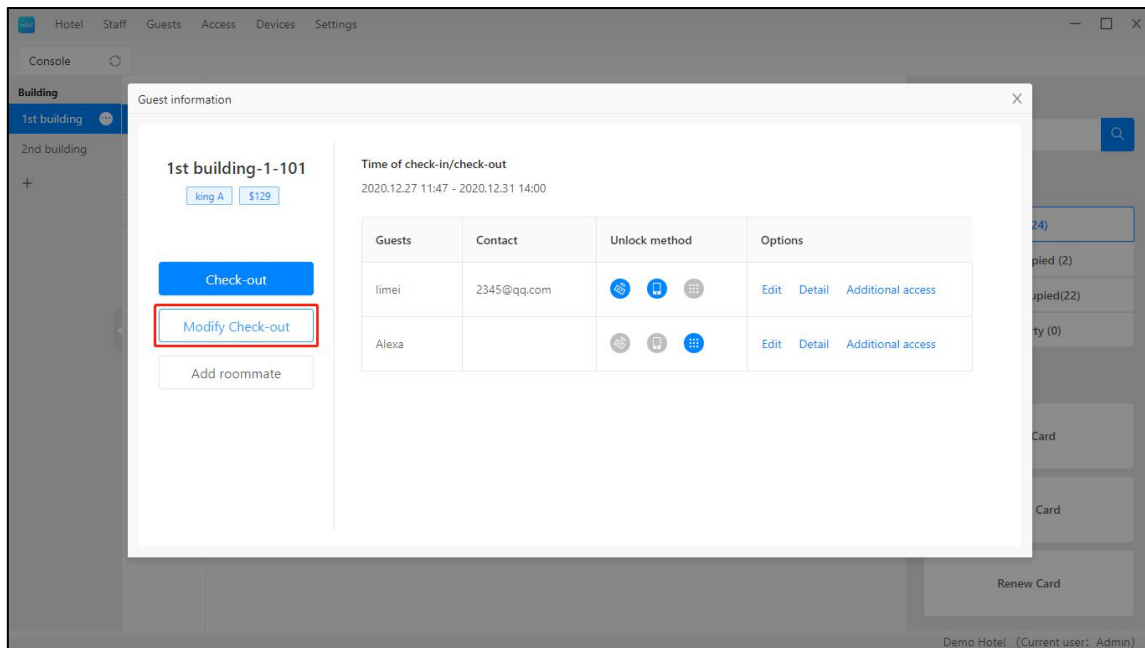
If the access is an ekey, it will be deleted automatically.

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

The room status will be dirty after check-out.

## 2.2.7. Modify check-out





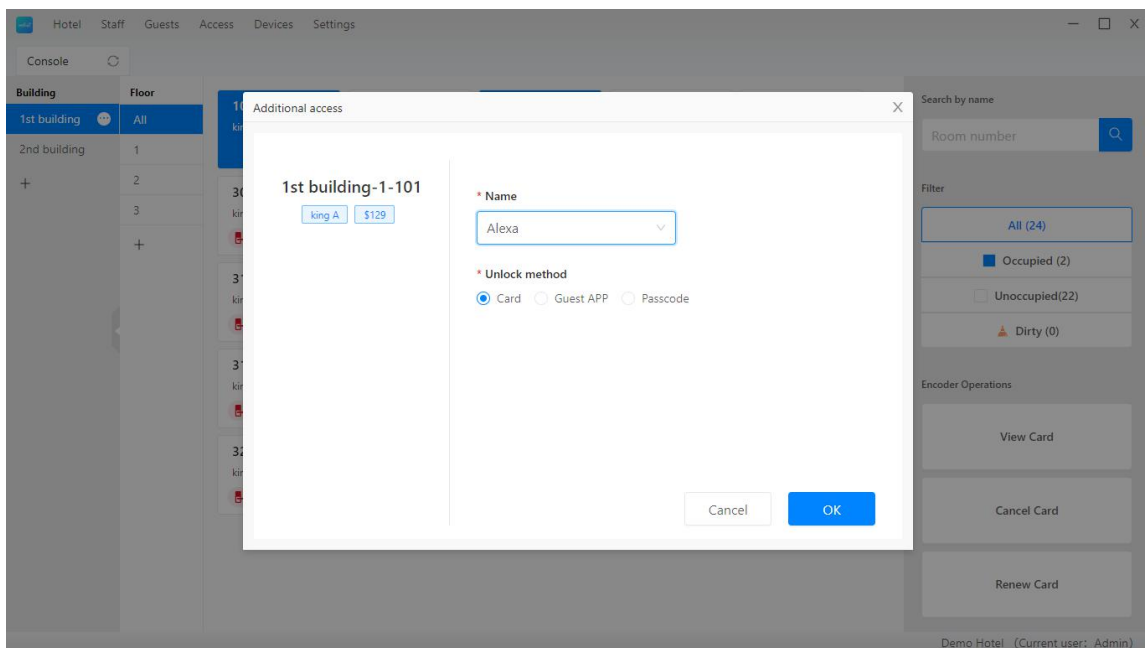
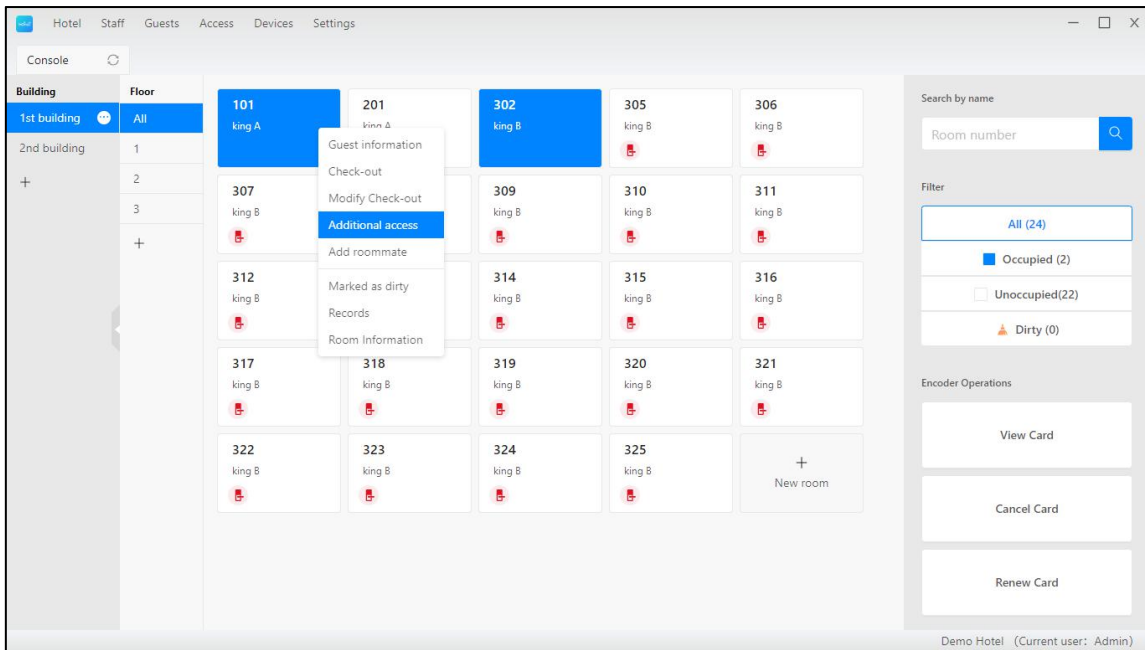
You can do this on an occupied room.

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

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

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

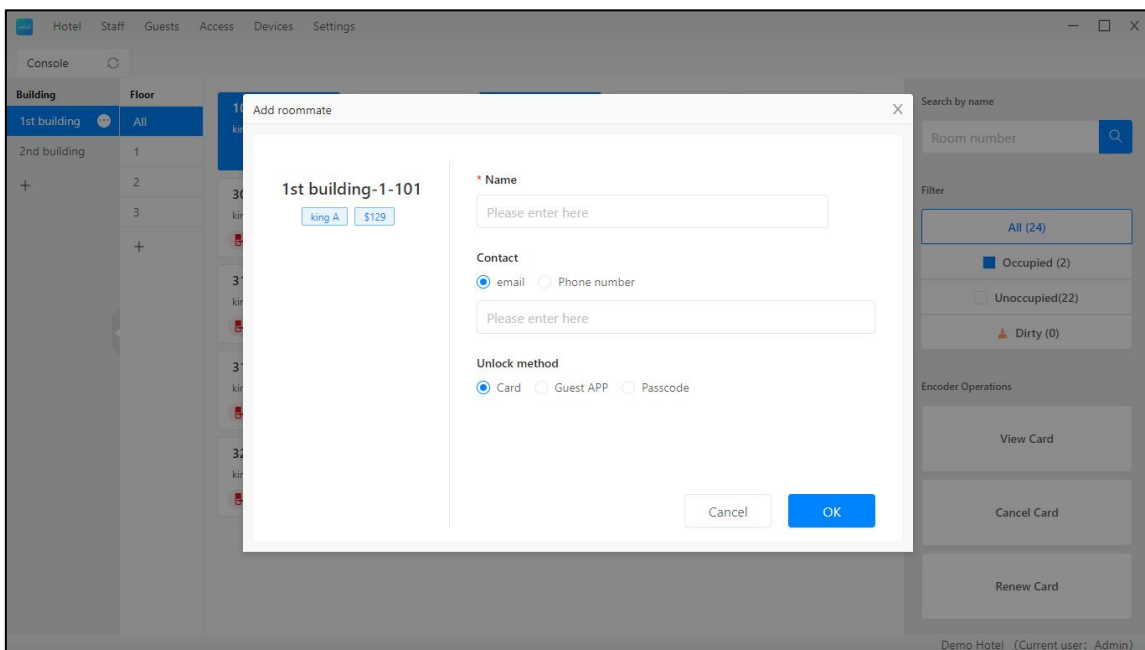
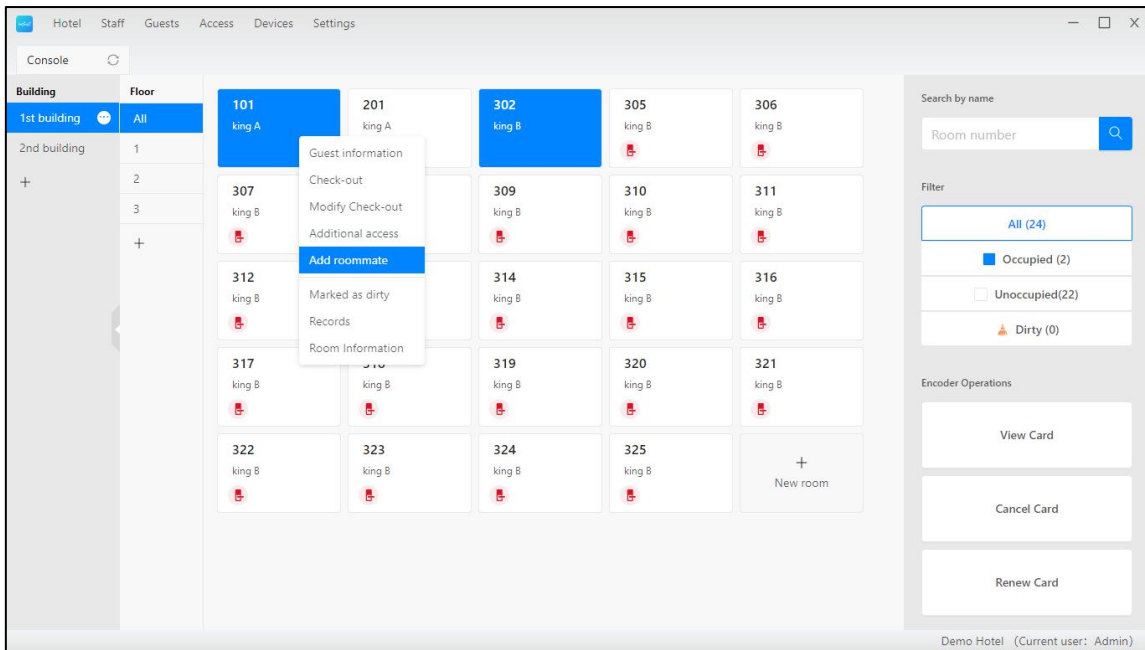
## 2.2.8. Additional access



You can grant a new access to current guest. It can be card, APP or passcode.

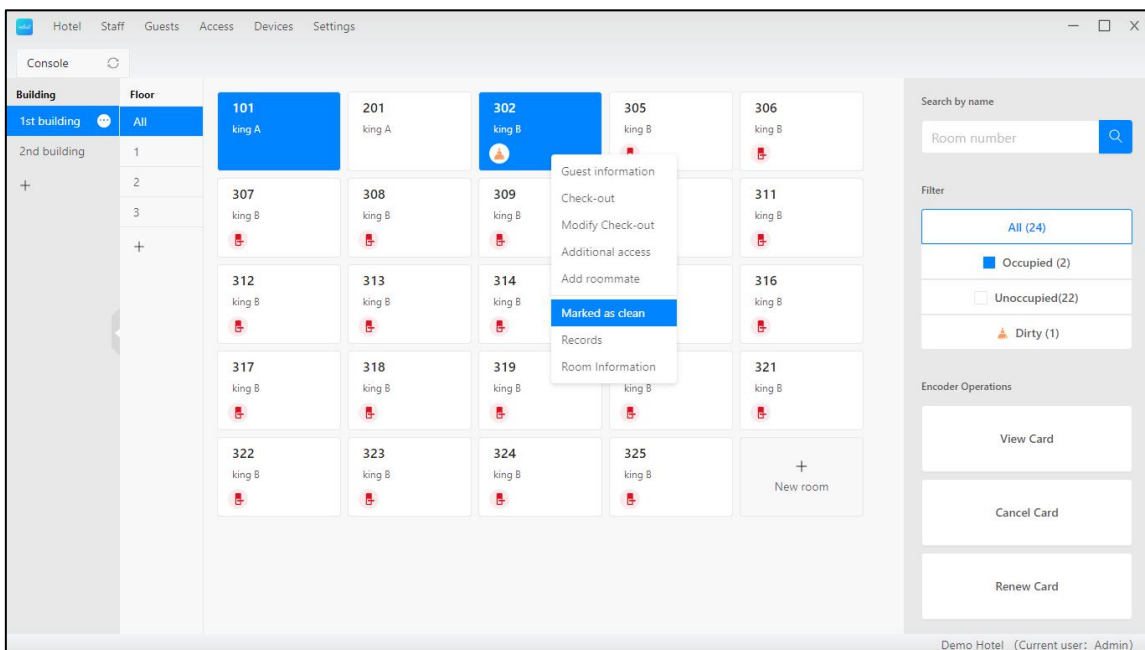
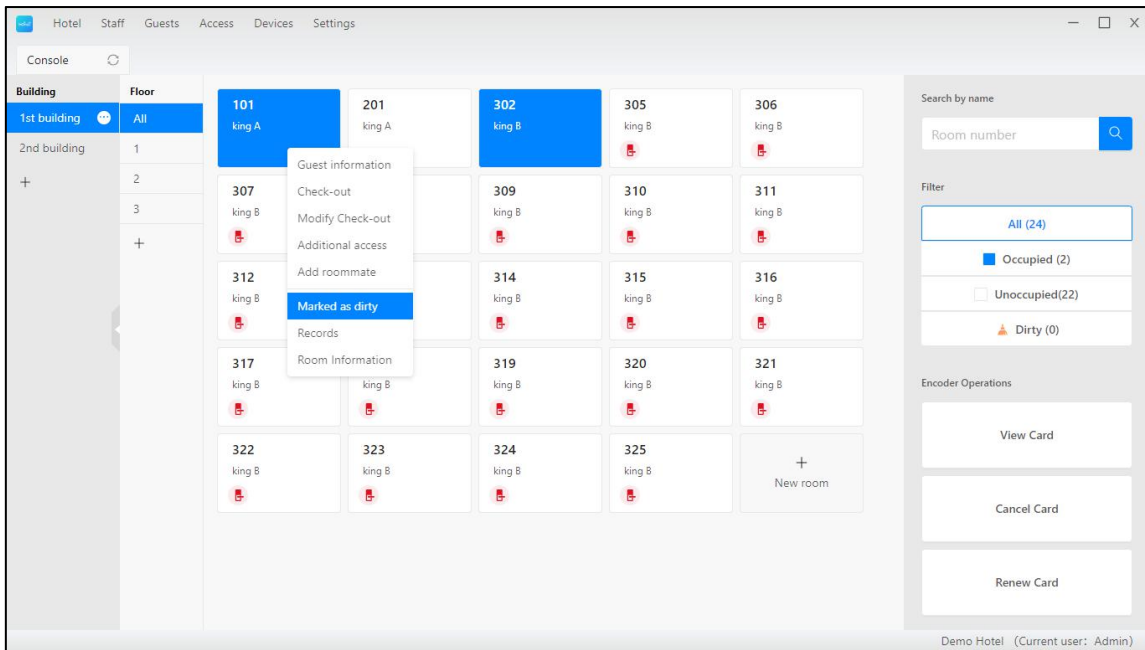


## 2.2.9. Add roommate



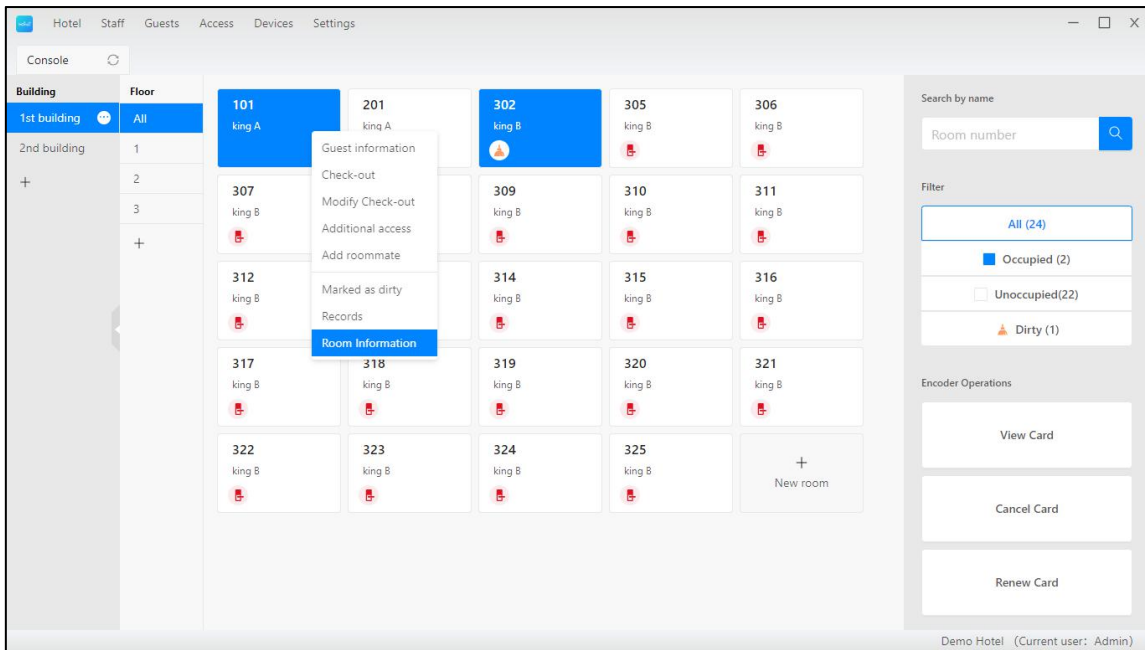
Roommates share the same time period

## 2.2.10. Clean/Dirty room



You can set the room status from the menu

## 2.2.11. Room information

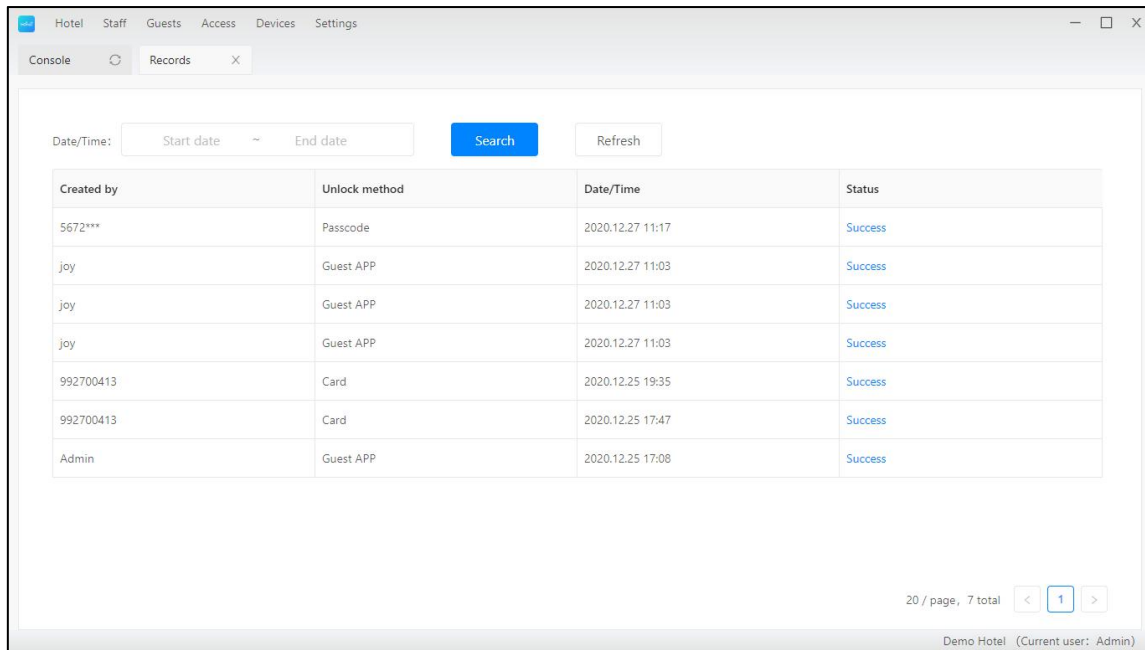


Room Information

Rooms	Building	Floor	Room type	Price
101	1st building	1	king A	\$ 129

The information includes building, floor, type and price

## 2.2.12. Records

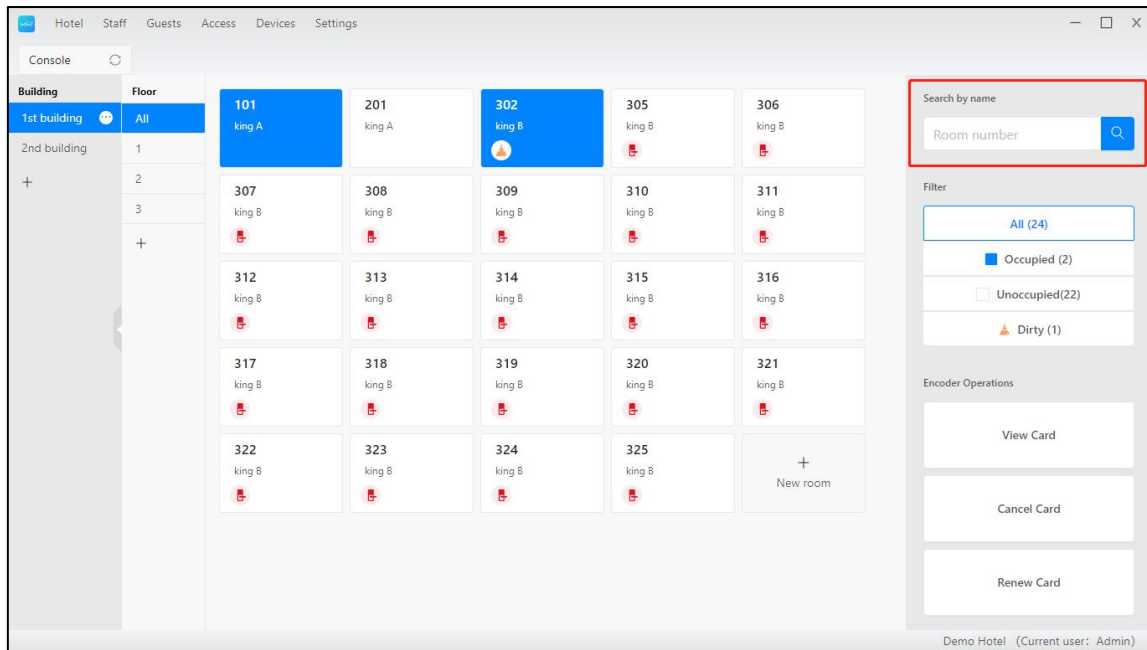


Created by	Unlock method	Date/Time	Status
5672***	Passcode	2020.12.27 11:17	Success
joy	Guest APP	2020.12.27 11:03	Success
joy	Guest APP	2020.12.27 11:03	Success
joy	Guest APP	2020.12.27 11:03	Success
992700413	Card	2020.12.25 19:35	Success
992700413	Card	2020.12.25 17:47	Success
Admin	Guest APP	2020.12.25 17:08	Success

Look up all unlock records here.

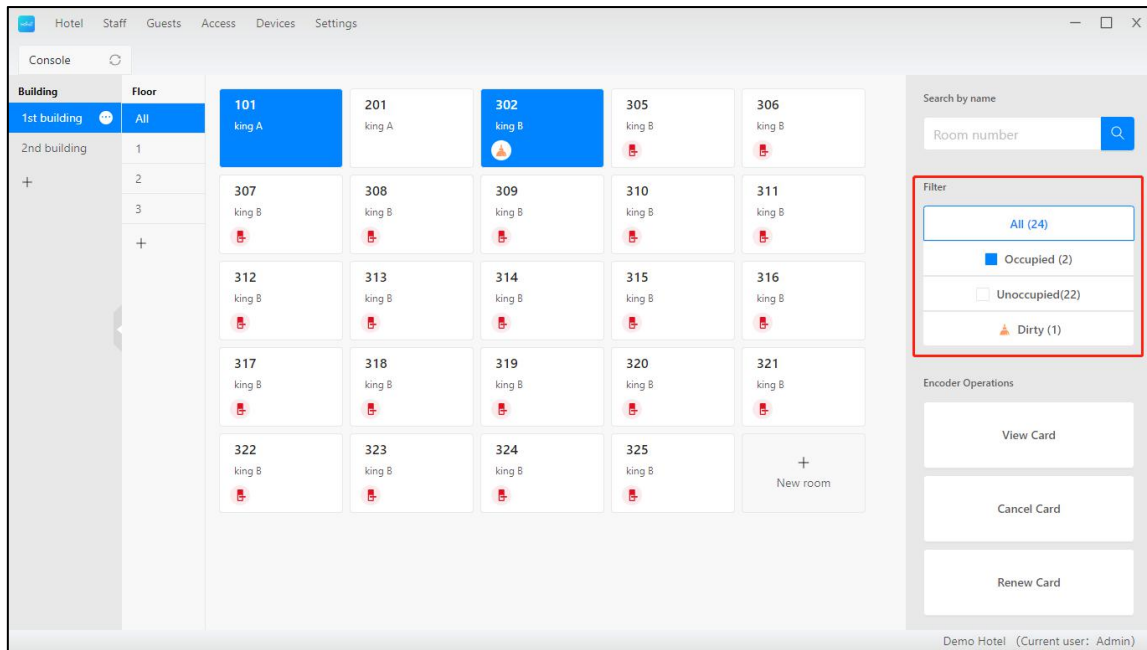
If the lock is connected to a gateway, records will be shown in this list automatically. If there is no gateway, you need to collect records with hotel app near the lock.

## 2.2.13. Search for a room



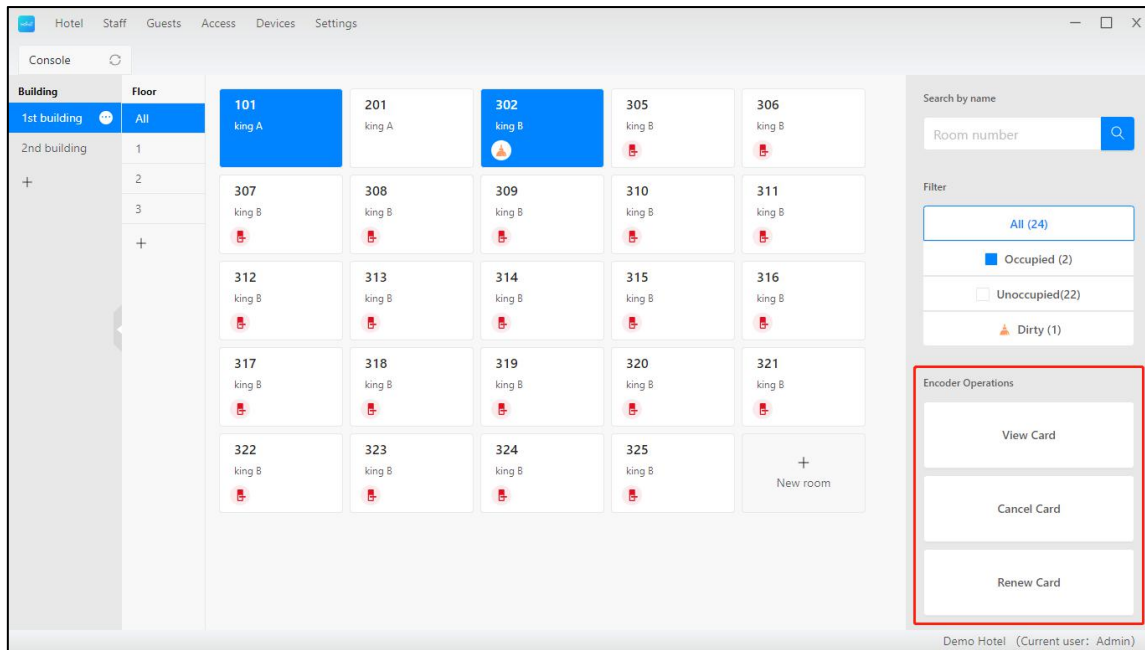
Search with room number

## 2.2.14. Filter with status



Filter rooms with status occupied, unoccupied, dirty

## 2.2.15. View/Cancel/Renew card

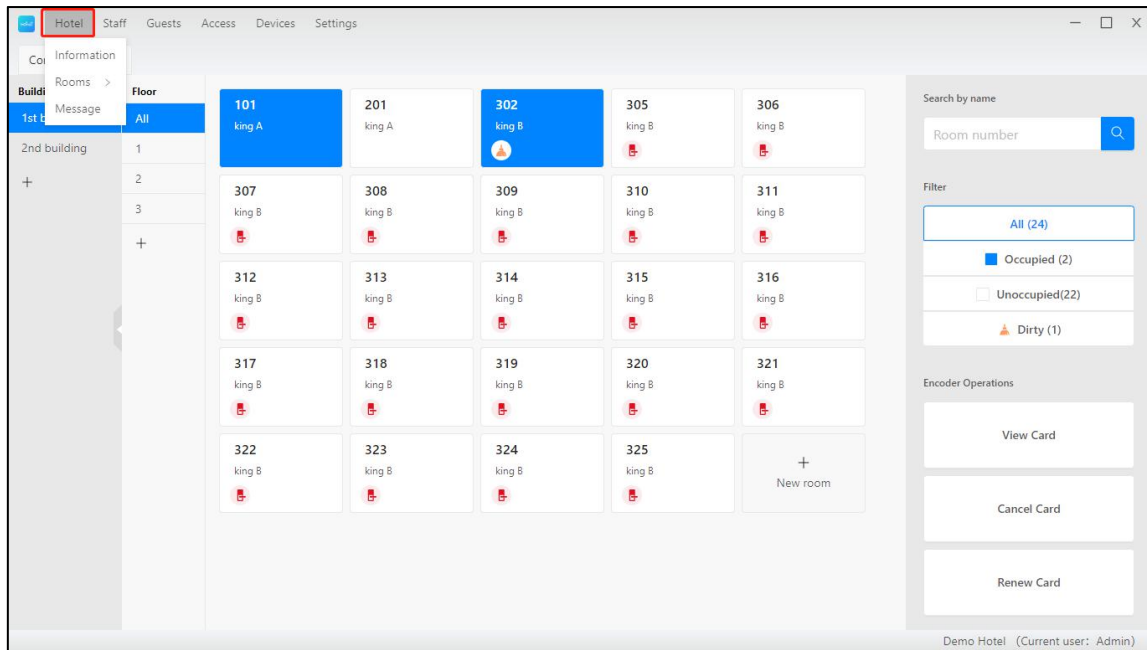


View card: look up permission in the card

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

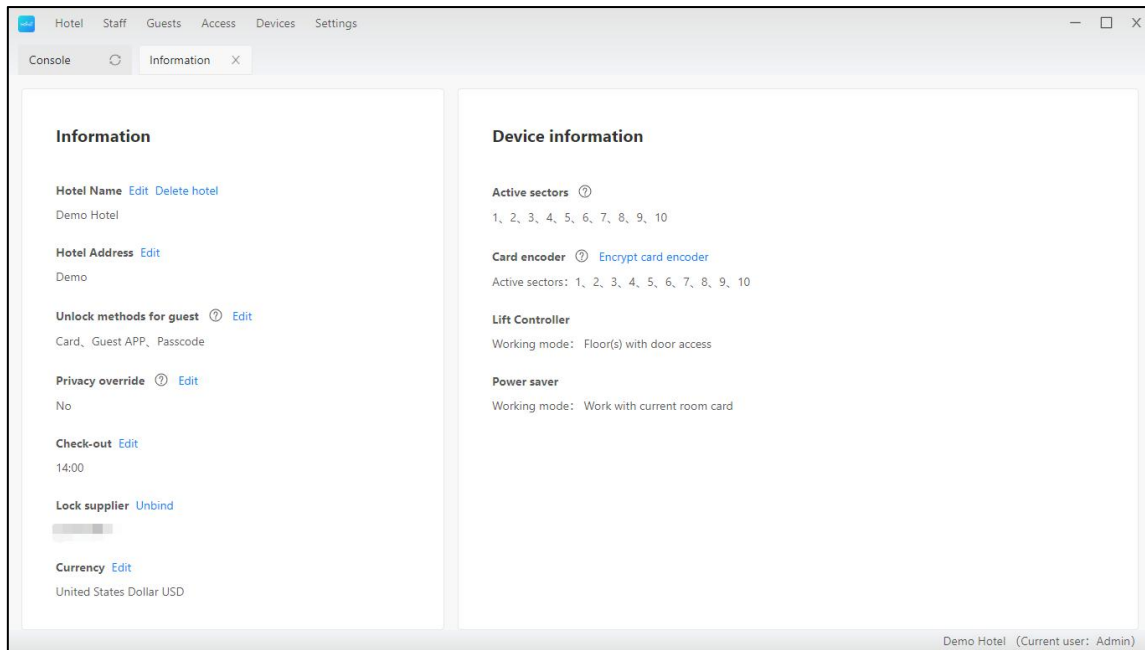
## 2.3. Hotel



It includes Information, Rooms, and Message



## 2.3.1. Hotel information



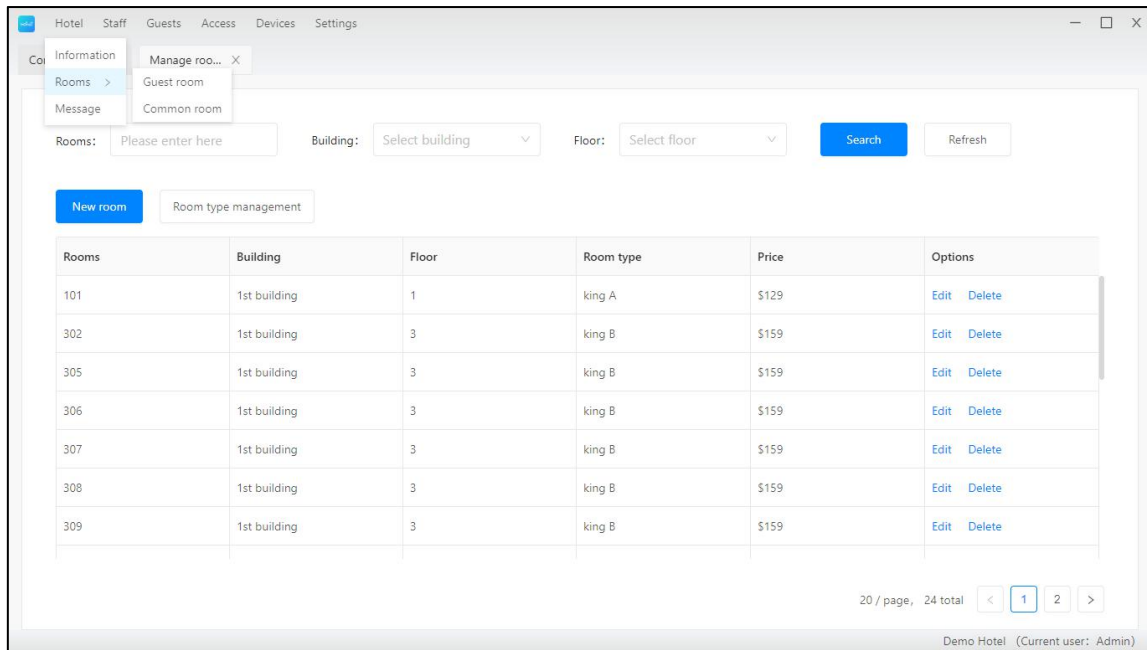
You can edit hotel name or delete a hotel here.

You can select which kinds of access are allowed in your hotel: card, app, passcode

You decide if the guest card override privacy mode. It is OFF by default.

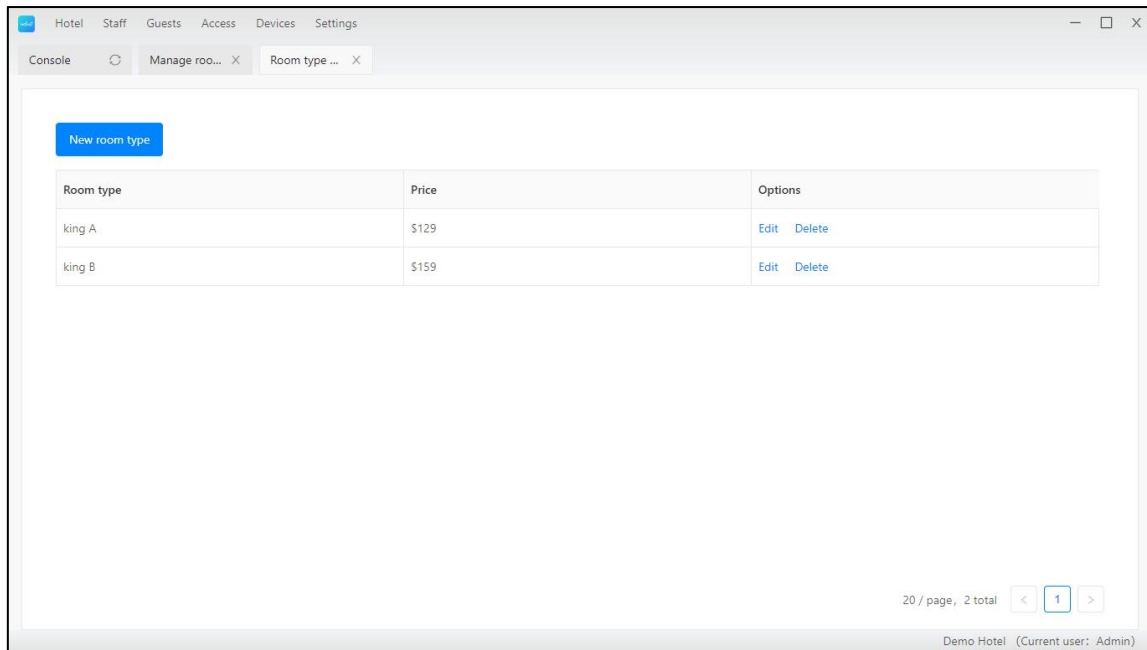
You can see which sectors of card are used. The rest sectors can be used for other purposes.

## 2.3.2. Rooms



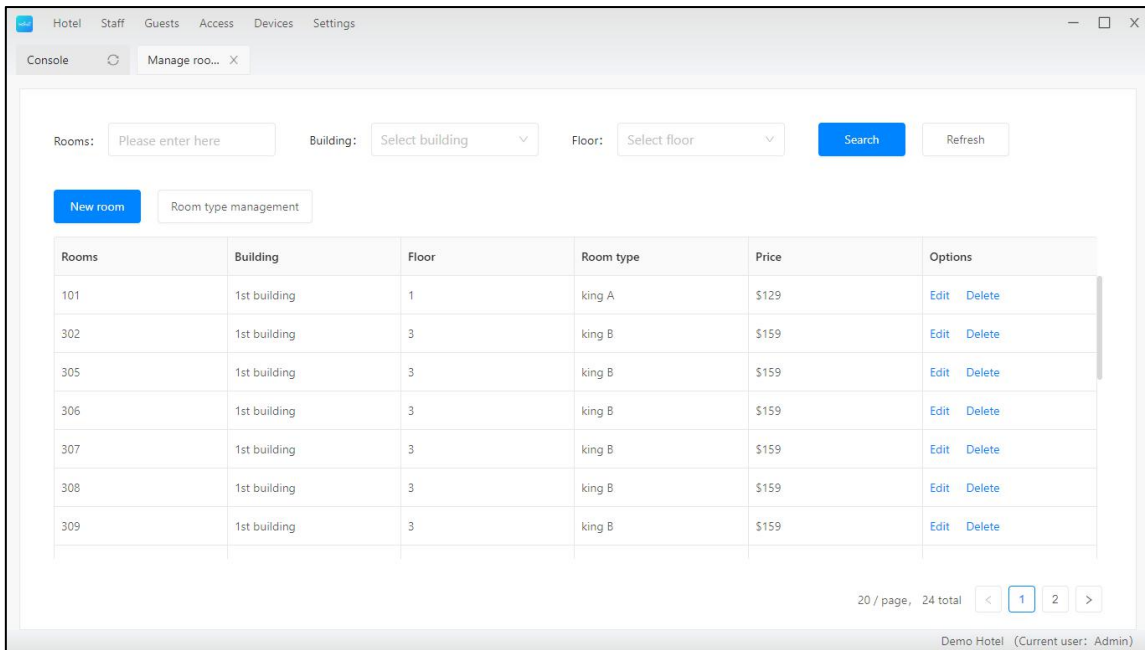
There are two types of rooms: Guest room and common room. When issue card for guest room, you can select additional common rooms.

### 2.3.2.1. Create/Edit/Delete room type



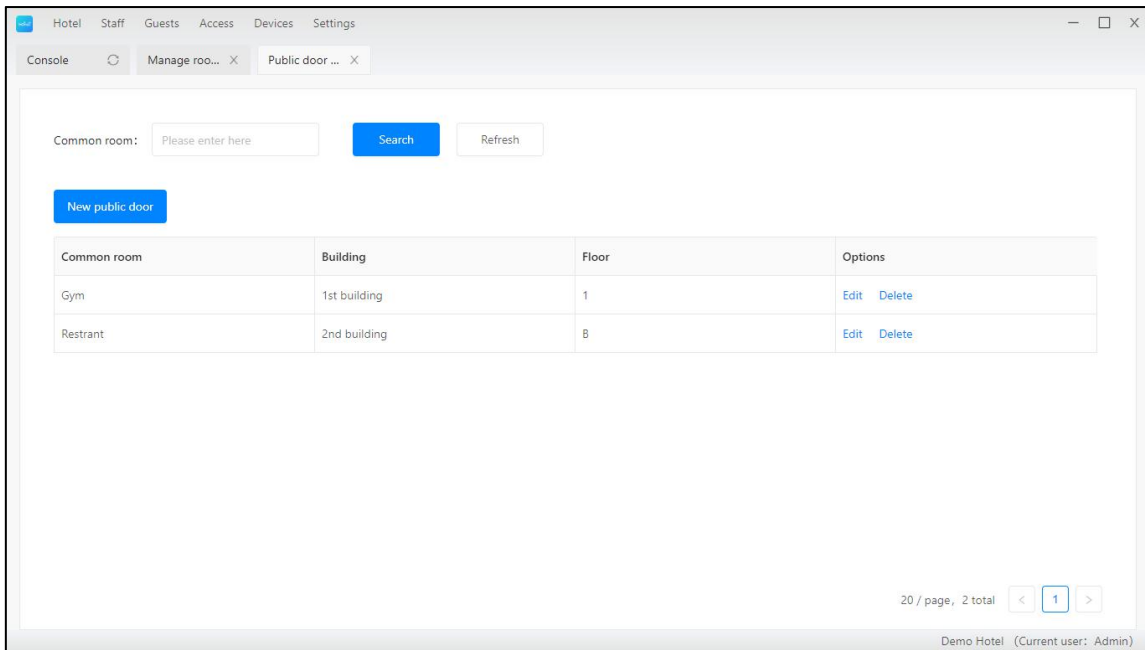
Create, Edit or Delete room type in this page: Room -> room type management

## 2.3.2.2. Create/Edit/Delete guest room



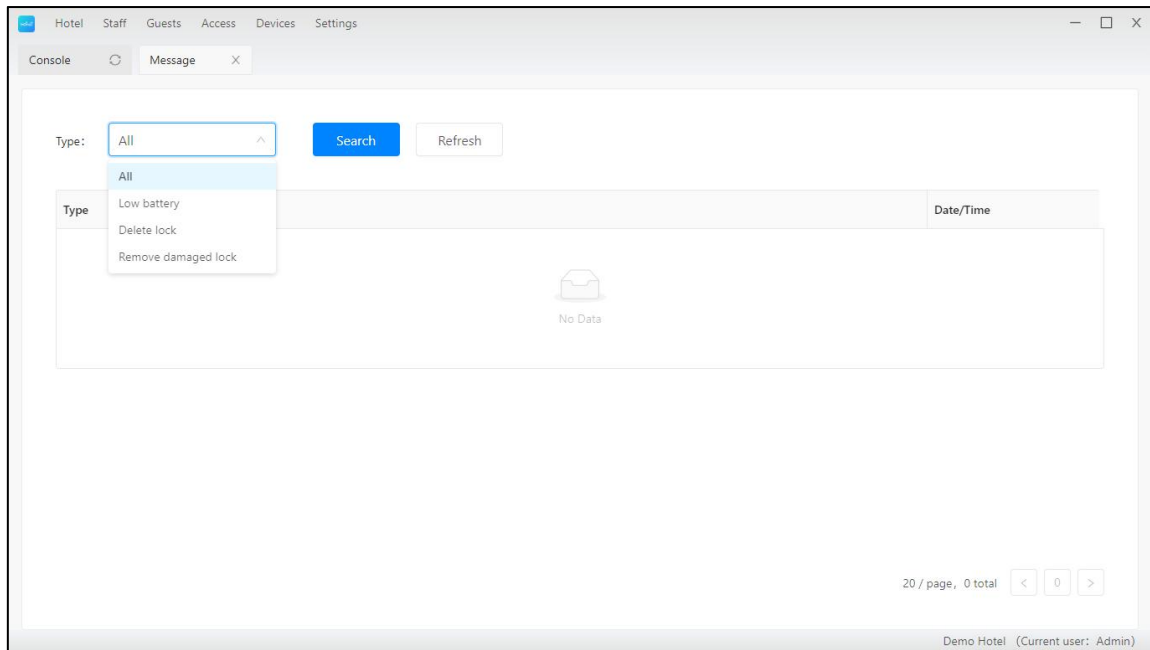
You should delete devices first before deleting rooms.

### 2.3.2.3. Create/Edit/Delete common room



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

### 2.3.3. Message



Look up all types of messages here.

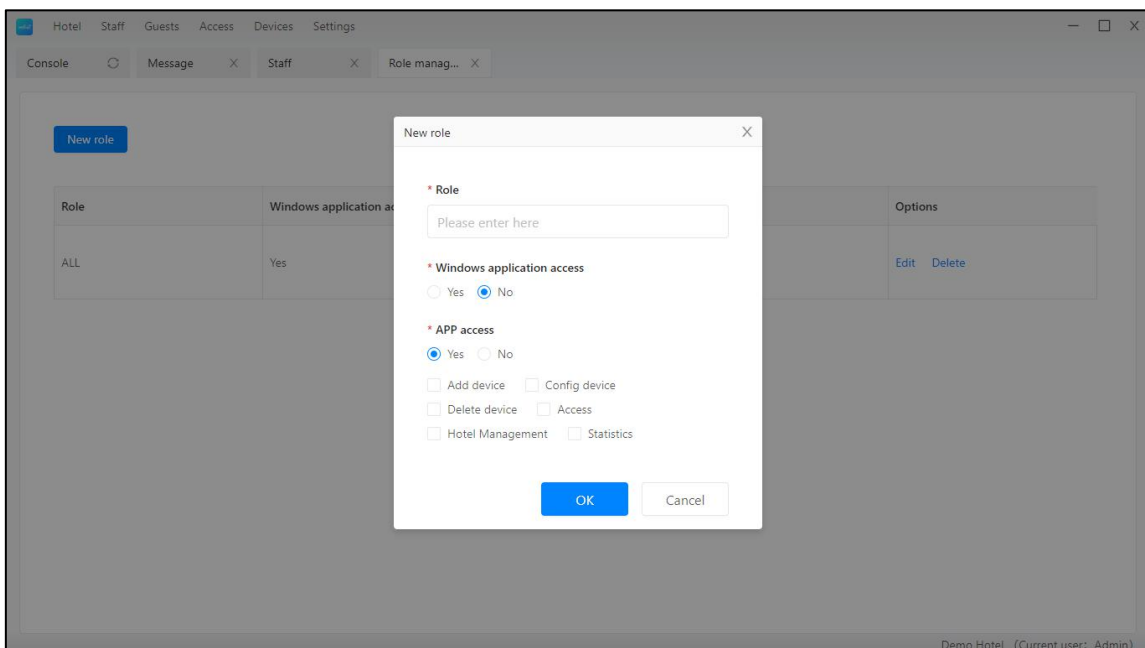
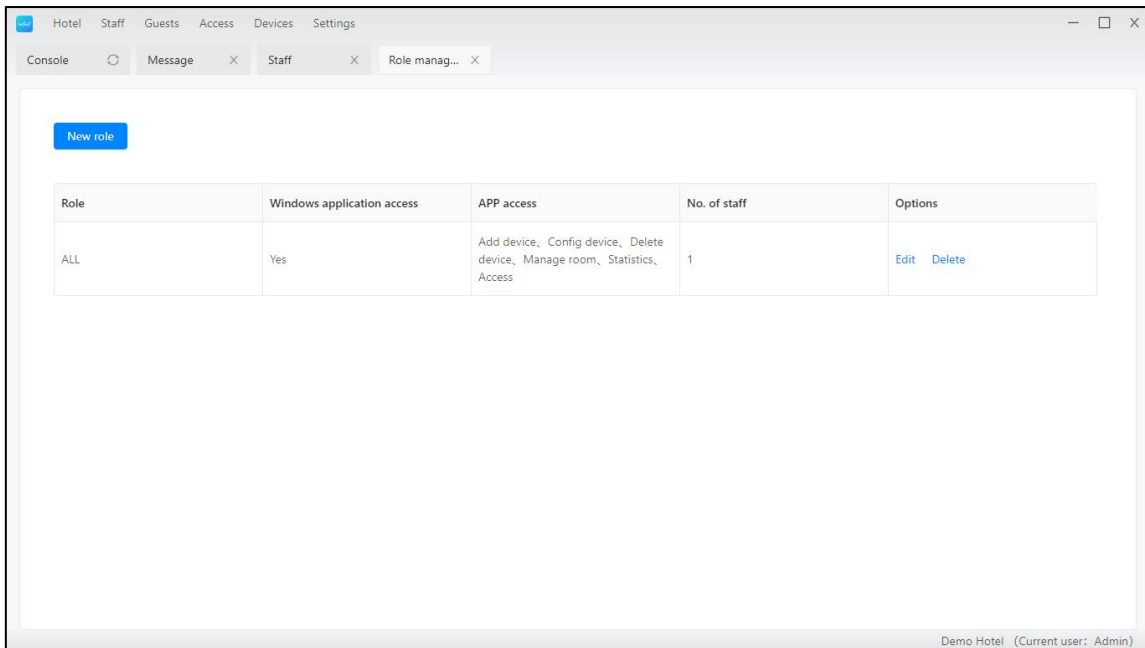
Messages include low battery notification, locks being deleted, and etc

## 2.4. Staff

Name	Account	Role	Created by	Options
[Redacted]	[Redacted]m	ALL	Admin	<a href="#">Grant access</a> <a href="#">Details</a>
Admin	[Redacted]n	Admin		<a href="#">Grant access</a> <a href="#">Details</a>

Manage staff in this page.

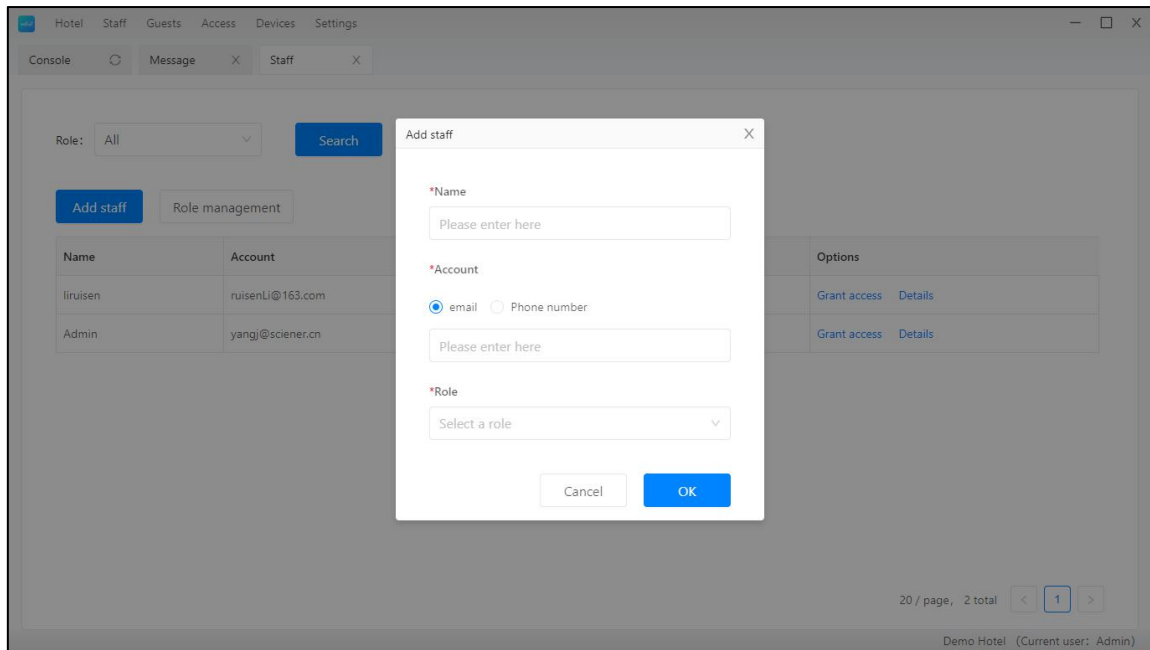
## 2.4.1. Roles



Manage roles and their permission here.

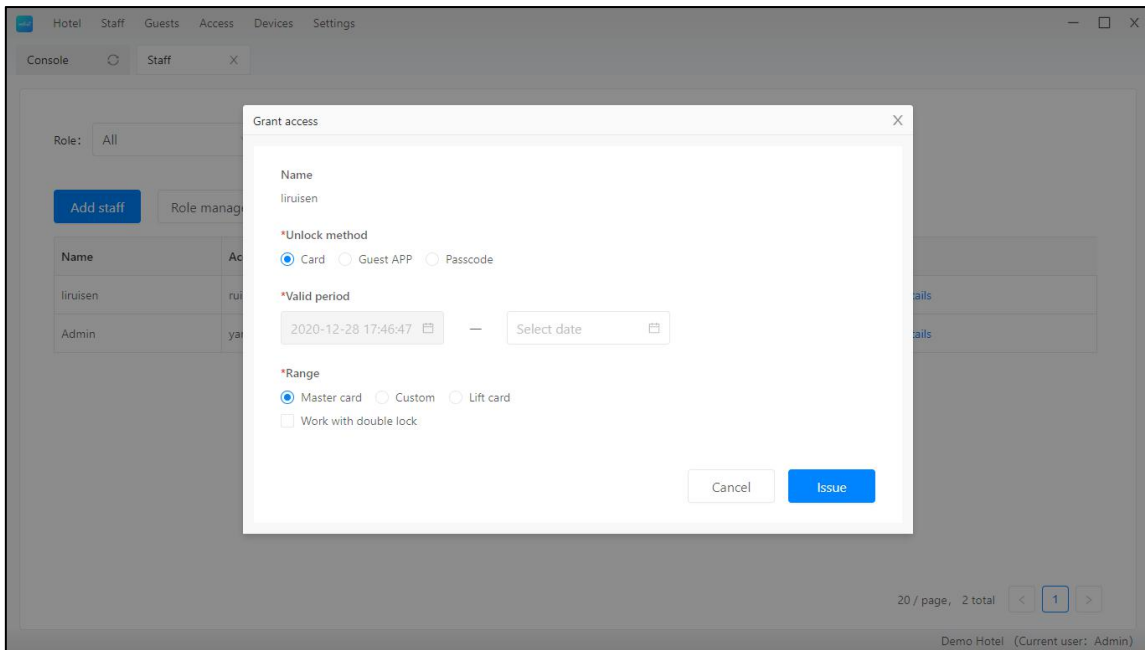


## 2.4.2. Create staff



Create a staff with unregistered account

### 2.4.3. Grant access



You can grant different kind of access here, including card, app, passcode.

## 2.4.4. Staff detail

The screenshot shows the 'Staff Details' page for a user named 'I...'. The user's account is 'm' and their permissions include 'Windows application access, APP access (Add device, Config device, Delete device, Manage room, Statistics, Access)'. There are three tabs: 'Card (1)', 'Guest APP (2)', and 'Passcode (1)'. The 'Card (1)' tab is active, showing a table with one card entry.

Card ID	Status	Work with double lock	Type	Range	Valid period	Created by
715442305	In use	Yes	Master card	All	2020.12.28 17:47 - 2020.12.31 17:47	Admin

The screenshot shows the 'Staff Details' page for the user 'Admin'. The user's account is 'on' and their permissions include 'Windows application access, APP access (Add device, Config device, Delete device, Manage room, Statistics, Access)'. There are three tabs: 'Card (1)', 'Guest APP (5)', and 'Passcode (0)'. The 'Card (1)' tab is active, showing a table with one card entry.

Card ID	Status	Work with double lock	Type	Range	Valid period	Created by
723802505	In use	No	Lift card	1st building-1.1st building-3.1st building-2.1st buildin...	2020.12.28 17:47 - 2020.12.31 17:47	Admin

Look up staff information and their granted access. The admin can transfer the hotel to a new account.

## 2.5. Guests

Hotel Staff **Guests** Access Devices Settings

Console   Valid period:  -

Room status:

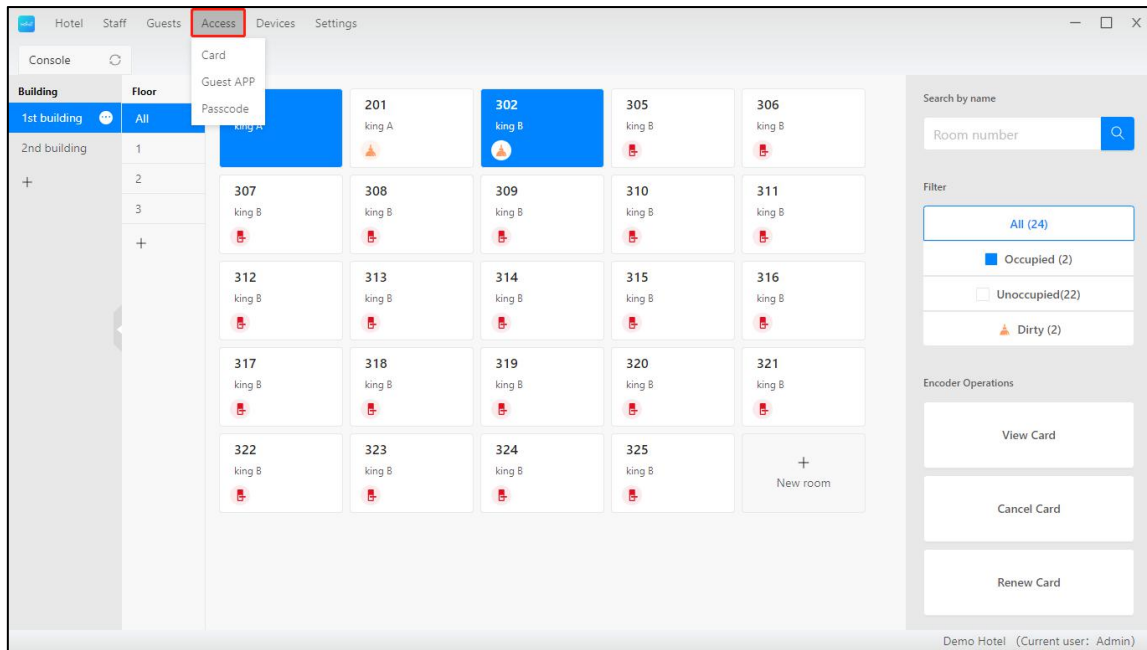
Name	Contact	Rooms	Time of check-in/check-out	Room status	Check-out
tim	[redacted]om	1st building-2-201	2020.12.28 09:16 - 2020.12.30 14:00	Empty	2020.12.28 13:39
Alexa		1st building-1-101	2020.12.27 17:00 - 2020.12.31 14:00	Occupied	
Alex		1st building-3-302	2020.12.27 17:00 - 2020.12.28 14:00	Occupied	
Andrew	[redacted]m	1st building-3-302	2020.12.27 17:22 - 2020.12.28 14:00	Empty	2020.12.27 17:23
amy		1st building-3-302	2020.12.27 17:21 - 2020.12.28 14:00	Empty	2020.12.27 17:21
amy		1st building-3-302	2020.12.27 17:20 - 2020.12.28 14:00	Empty	2020.12.27 17:21
hm		1st building-2-201	2020.12.27 12:00 - 2020.12.28 14:00	Empty	2020.12.27 17:24

20 / page, 18 total

Demo Hotel (Current user: Admin)

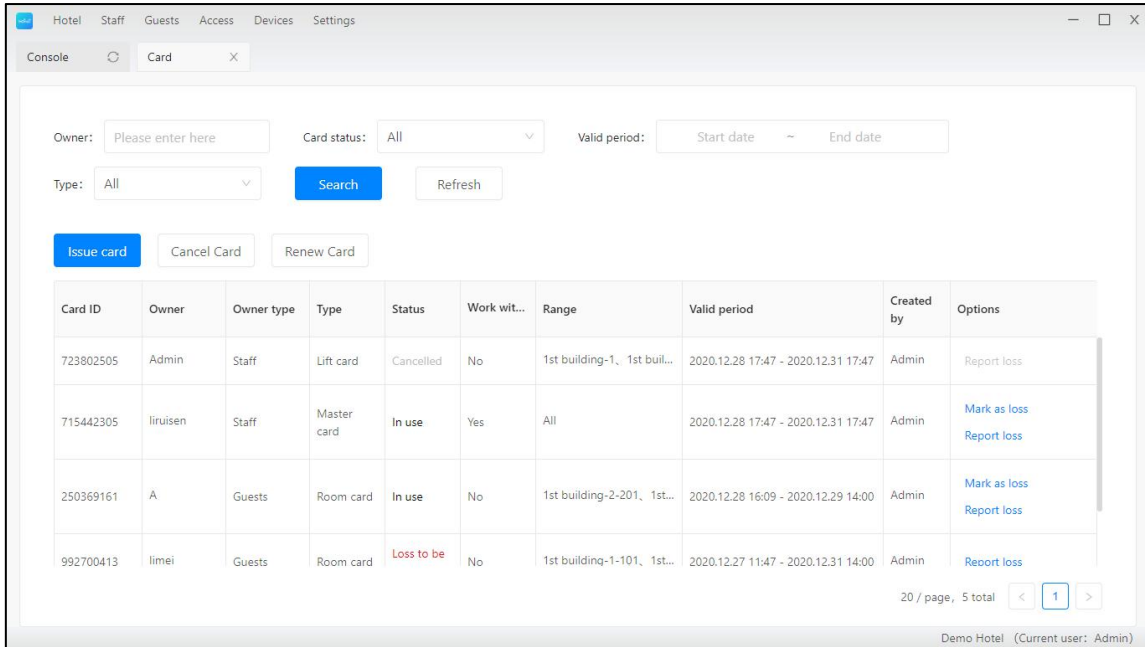
Look up history guests

## 2.6. Access



Access includes cards, ekeys, and passcodes

## 2.6.1. Card



Card ID	Owner	Owner type	Type	Status	Work wit...	Range	Valid period	Created by	Options
723802505	Admin	Staff	Lift card	Cancelled	No	1st building-1, 1st buil...	2020.12.28 17:47 - 2020.12.31 17:47	Admin	Report loss
715442305	liruisen	Staff	Master card	In use	Yes	All	2020.12.28 17:47 - 2020.12.31 17:47	Admin	Mark as loss Report loss
250369161	A	Guests	Room card	In use	No	1st building-2-201, 1st...	2020.12.28 16:09 - 2020.12.29 14:00	Admin	Mark as loss Report loss
992700413	limei	Guests	Room card	Loss to be	No	1st buildingq-1-101, 1st...	2020.12.27 11:47 - 2020.12.31 14:00	Admin	Report loss

Card list, including guest card, staff card.

When a card lost, you can "report loss" or "mark as loss" here.

## 2.6.2. eKey(APP)

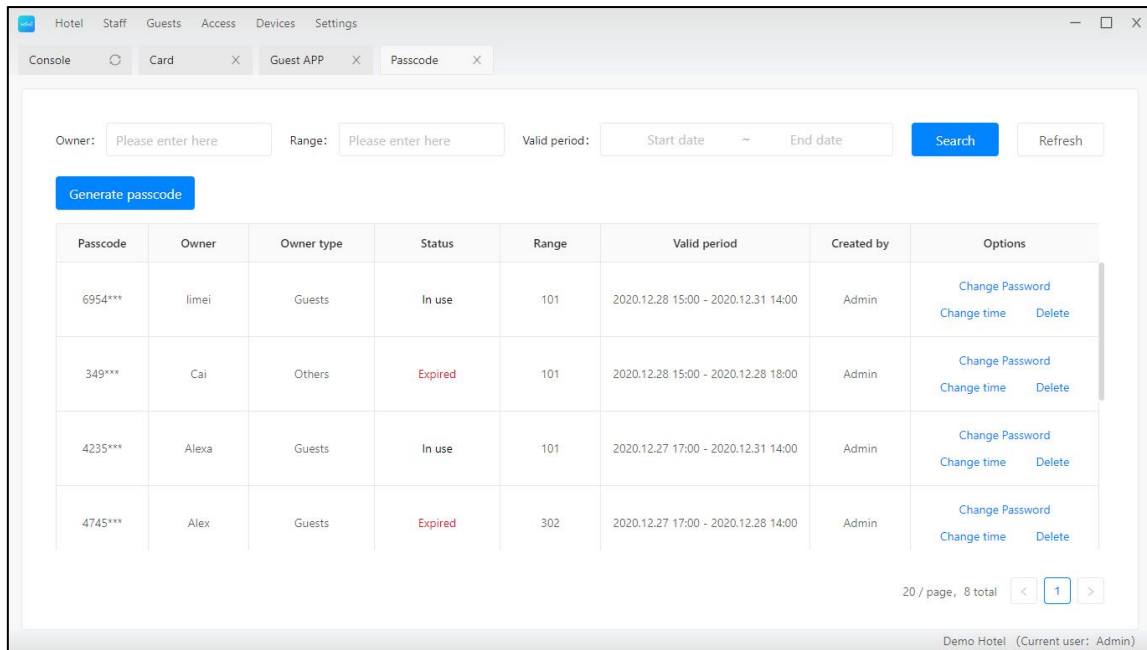
The screenshot shows a web application interface for managing eKeys. At the top, there are navigation tabs: Hotel, Staff, Guests, Access, Devices, and Settings. Below these are browser tabs for Console, Card, and Guest APP. The main area contains search filters: Account (text input), Rooms (text input), Owner type (dropdown menu set to 'All'), and Status (dropdown menu set to 'All'). There is also a 'Valid period' section with 'Start date' and 'End date' inputs, a 'Search' button, and a 'Refresh' button. Below the filters is a table with the following data:

Account	Owner	Owner type	Status	Range	Valid period	Created by	Options
2345@qq.com	limei	Guests	In use	1st building	2020.12.27 11:47 - 2020.12.31 14:00	Admin	<a href="#">Change time</a> <a href="#">Delete</a>
2345@qq.com	limei	Guests	In use	101	2020.12.27 11:47 - 2020.12.31 14:00	Admin	<a href="#">Change time</a> <a href="#">Delete</a>
2345@qq.com	limei	Guests	In use	Restrant	2020.12.27 11:47 - 2020.12.31 14:00	Admin	<a href="#">Change time</a> <a href="#">Delete</a>
2345@qq.com	limei	Guests	In use	Gym	2020.12.27 11:47 - 2020.12.31 14:00	Admin	<a href="#">Change time</a> <a href="#">Delete</a>
2345@qq.com	limei	Guests	In use	101	2020.12.27 11:47 - 2020.12.31 14:00	Admin	<a href="#">Change time</a> <a href="#">Delete</a>

At the bottom right of the table area, it says '20 / page, 7 total' with a page number '1' in a box. The footer of the application reads 'Demo Hotel (Current user: Admin)'.

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

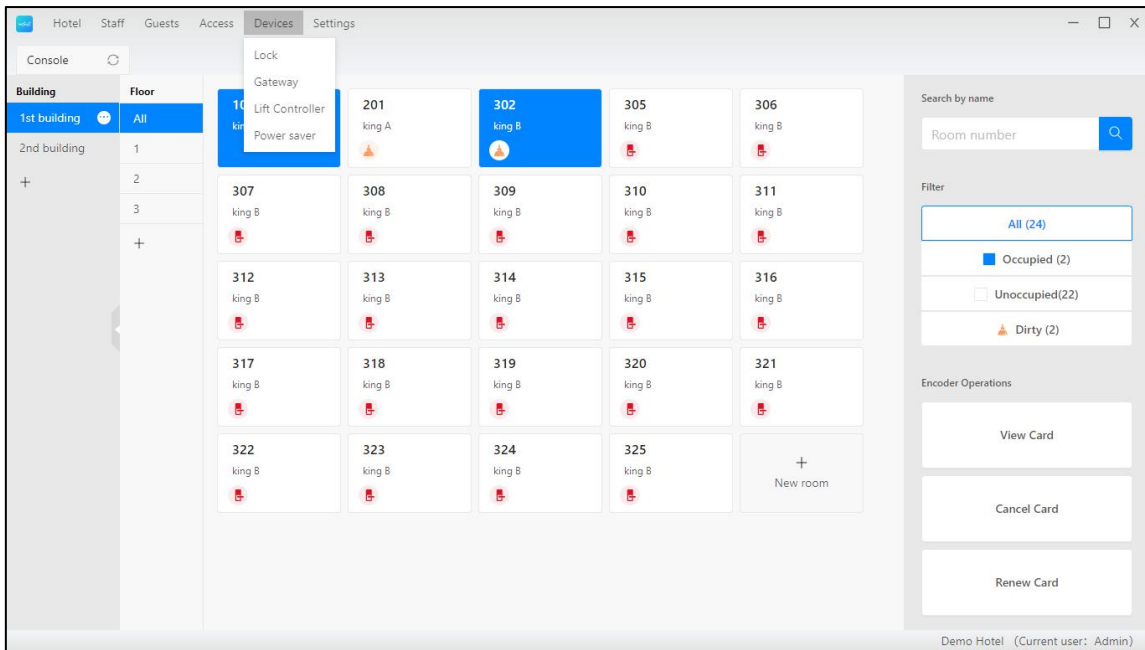
### 2.6.3. Passcode



Passcode list. The passcode can only be managed via phone Bluetooth or gateway.

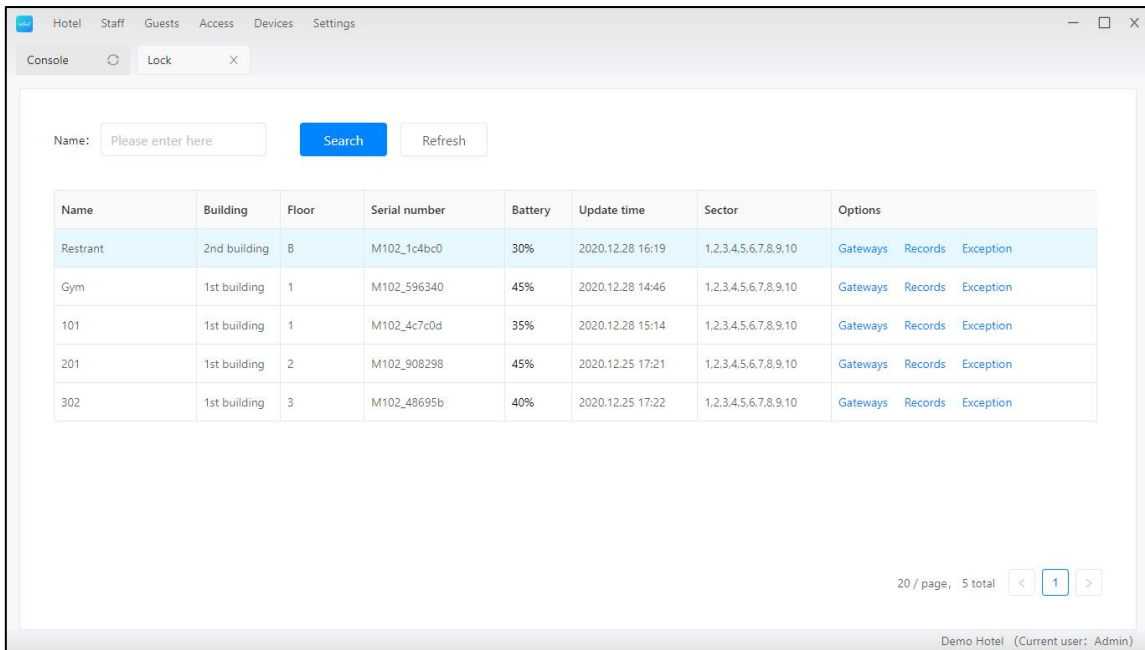


## 2.7.Devices



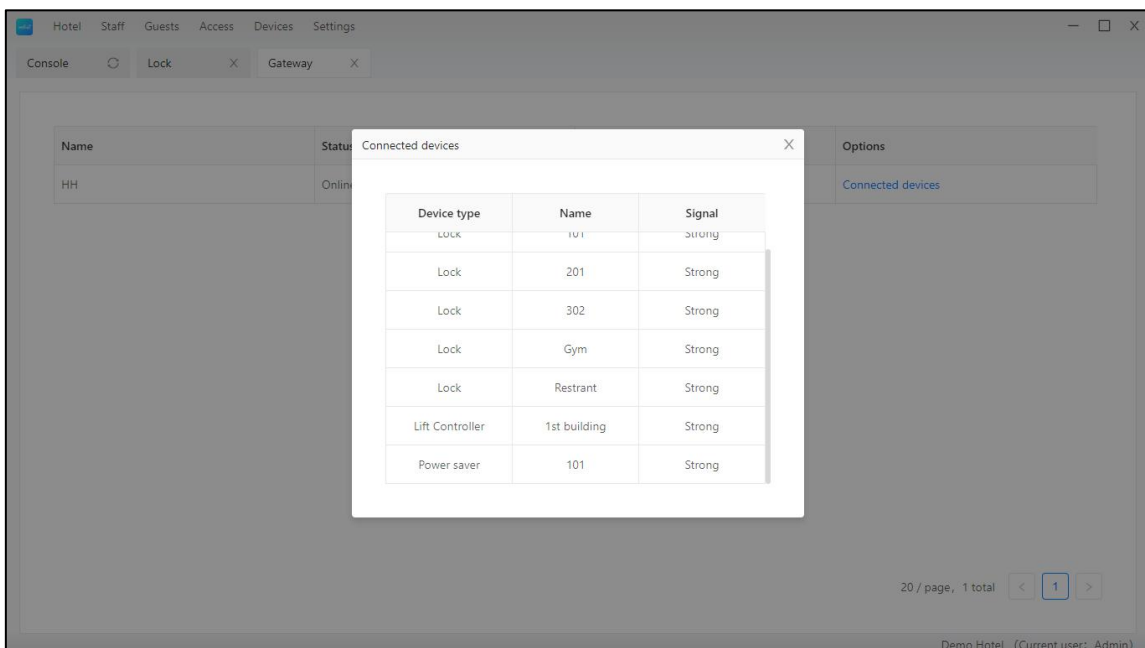
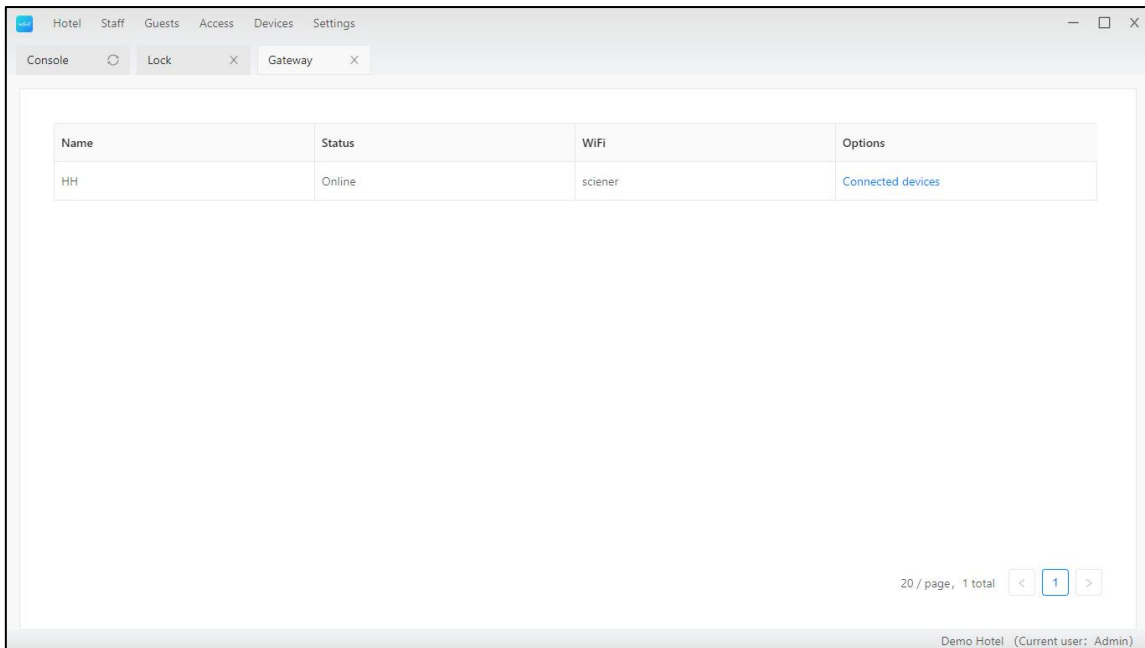
Manage locks, gateways, lift controller and power saver here.

## 2.7.1. Lock



Lock management. You can see lock operation records here.

## 2.7.2. Gateway



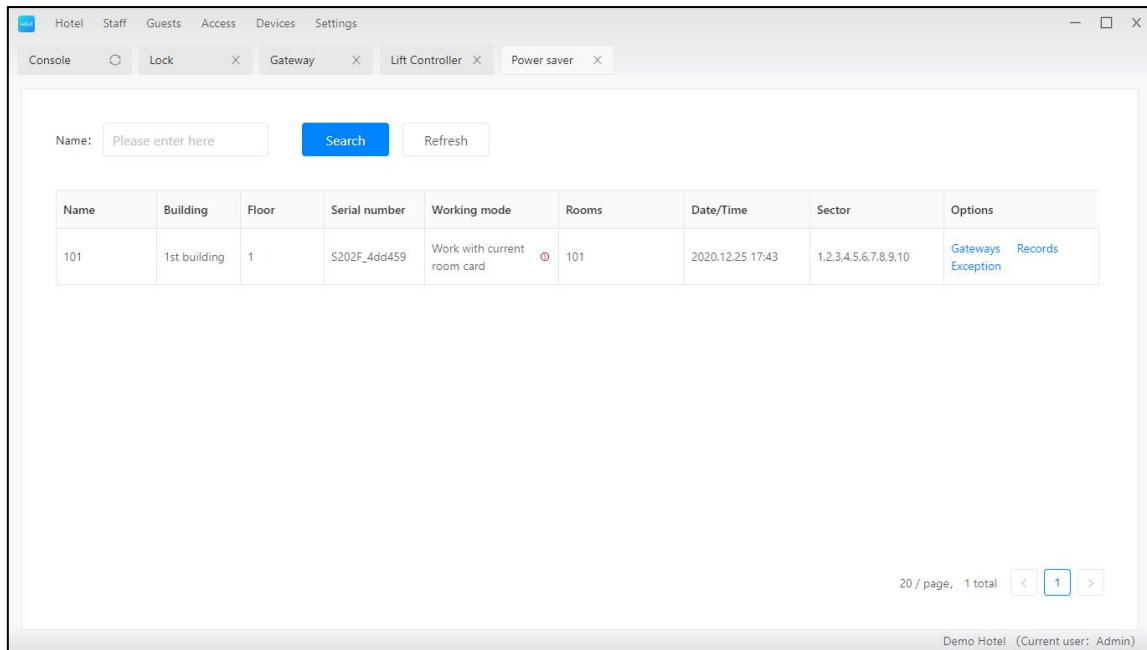
Gateway management. You can look up connected locks.

### 2.7.3. Lift controller

Name	Working mode	working floors	Sector	Date/Time	Options
1st building	All floors	1,3,2,4	1,2,3,4,5,6,7,8,9,10	2020.12.25 17:43	<a href="#">Gateways</a> <a href="#">Records</a> <a href="#">Exception</a>

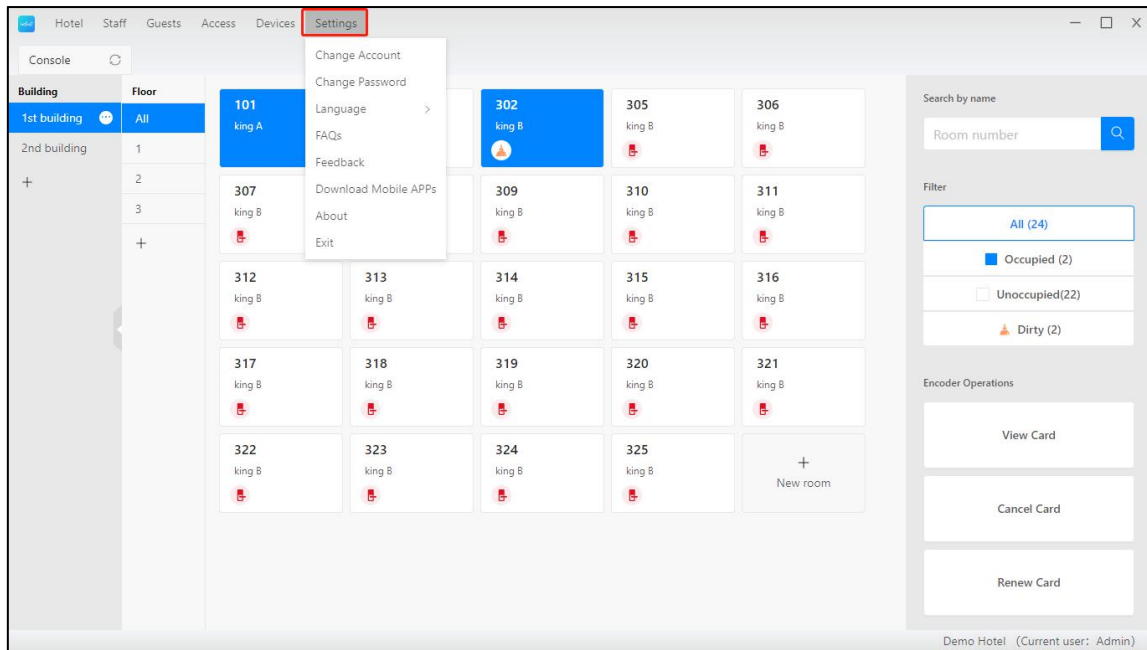
Lift controller management. You can see their working mode here.

## 2.7.4. Power saver



Power saver management. You can see their working mode here.

## 2.8.Settings



Manage account, password, language and etc

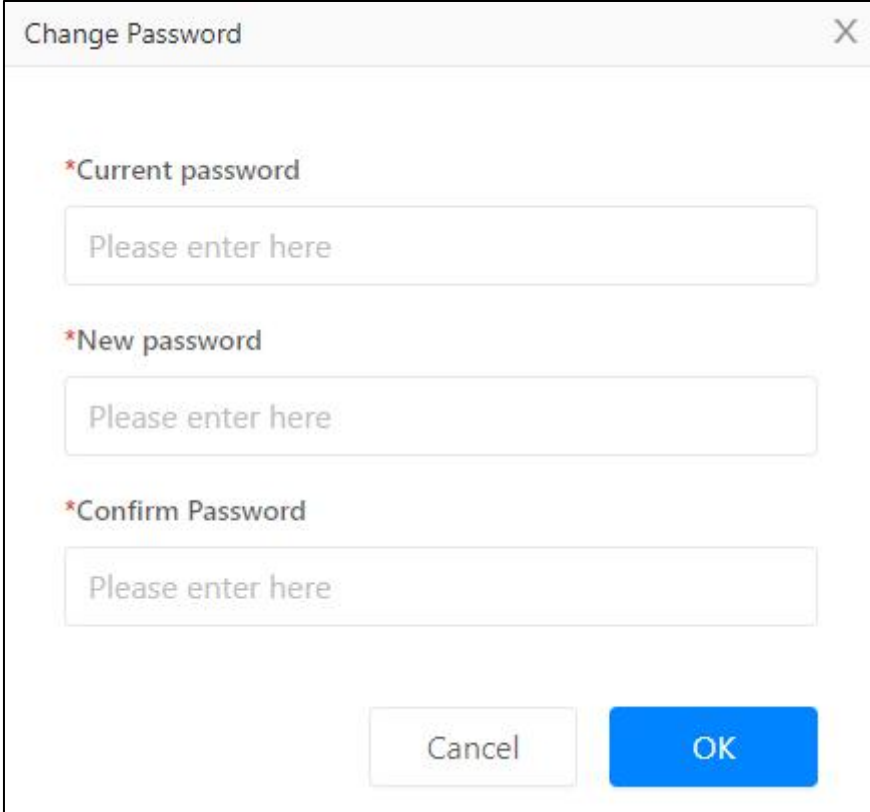
## 2.8.1. Change account

The screenshot shows a dialog box titled "Change Account" with a close button (X) in the top right corner. The main content area is titled "Current account" and features a blurred input field. Below this, there is a section labeled "\*Verification code" which includes a text input field containing the placeholder "verification code" and a "Get Code" button. At the bottom of the dialog, there are two buttons: "Cancel" and "Next".

The screenshot shows the same "Change Account" dialog box, but now the "New account" section is active. It features two radio buttons: "email" (which is selected) and "Phone number". Below the radio buttons is a text input field with the placeholder "Please enter here". Underneath, there is a section labeled "\*Verification code" with a text input field containing the placeholder "verification code" and a "Get Code" button. At the bottom, the buttons are "Cancel" and "OK".

Replace your current account with a new one.

## 2.8.2. Change password



Change Password

\*Current password

Please enter here

\*New password

Please enter here

\*Confirm Password

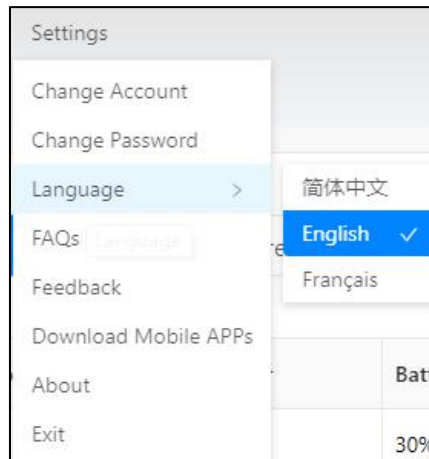
Please enter here

Cancel OK

Chang your login password

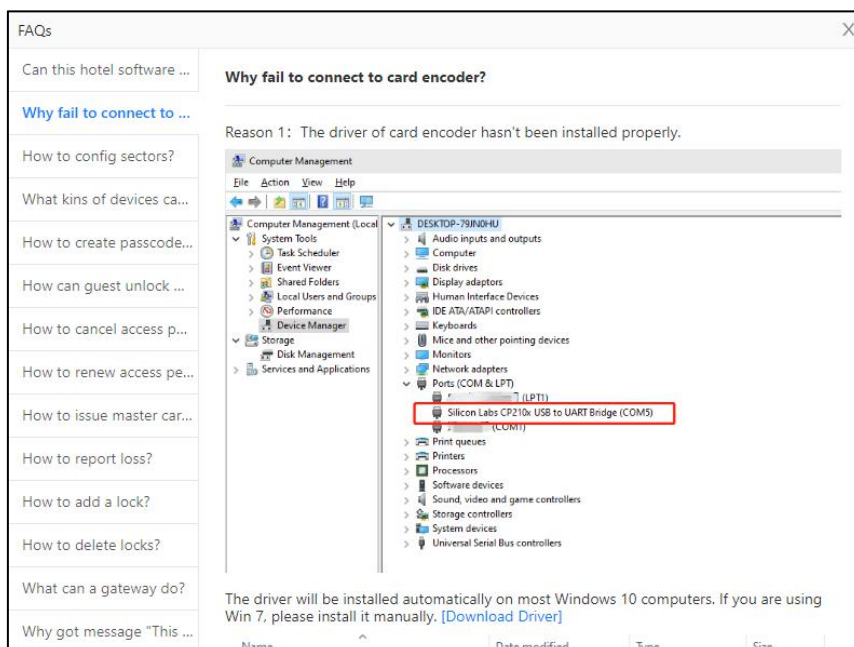


### 2.8.3. Language



Switch software language

### 2.8.4. FAQs



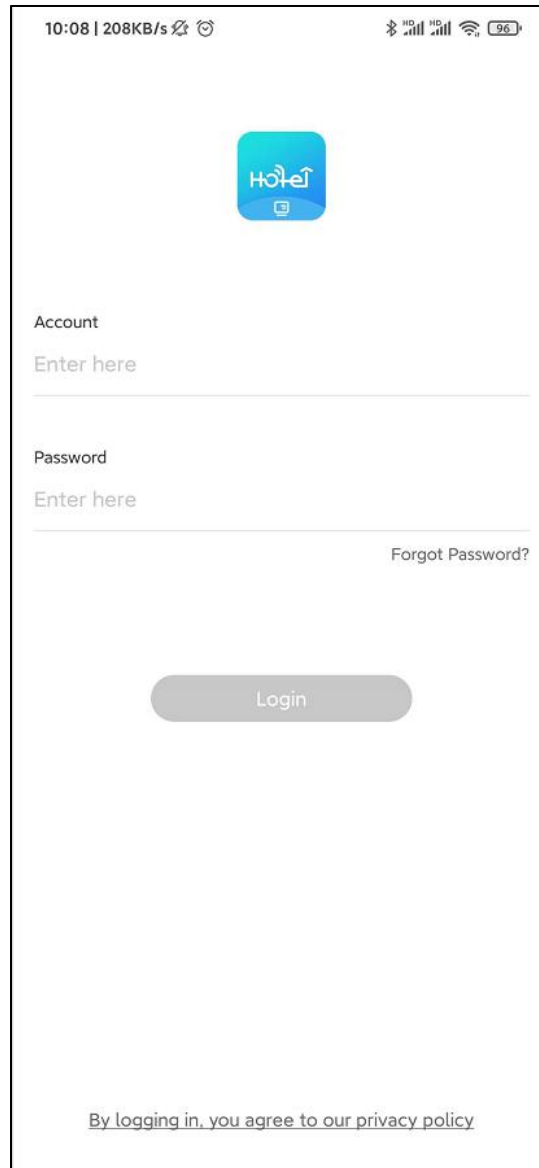
Find answers for frequently asked questions

### 3. Hotel APP



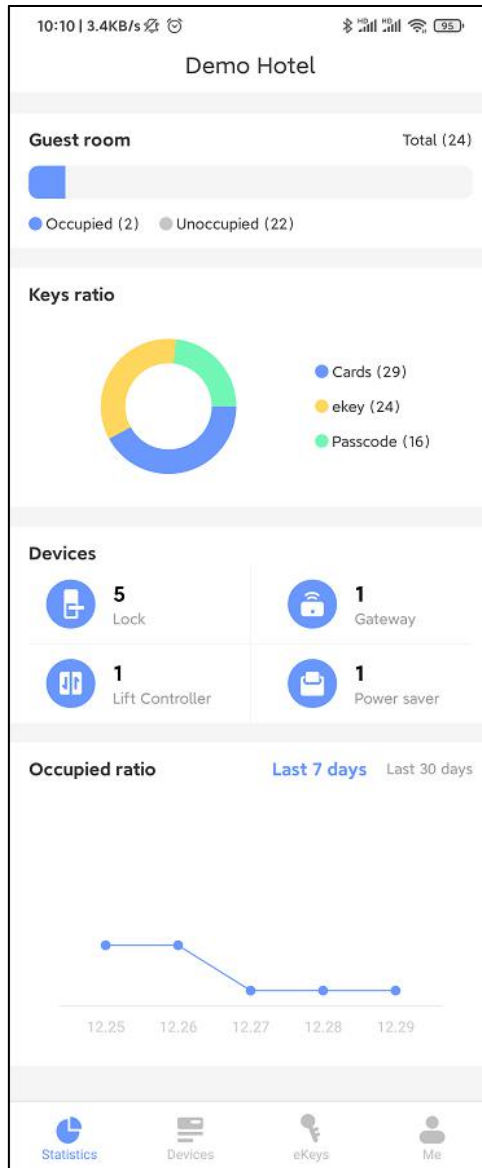
Scan QR code to install hotel APP

### 3.1. Login



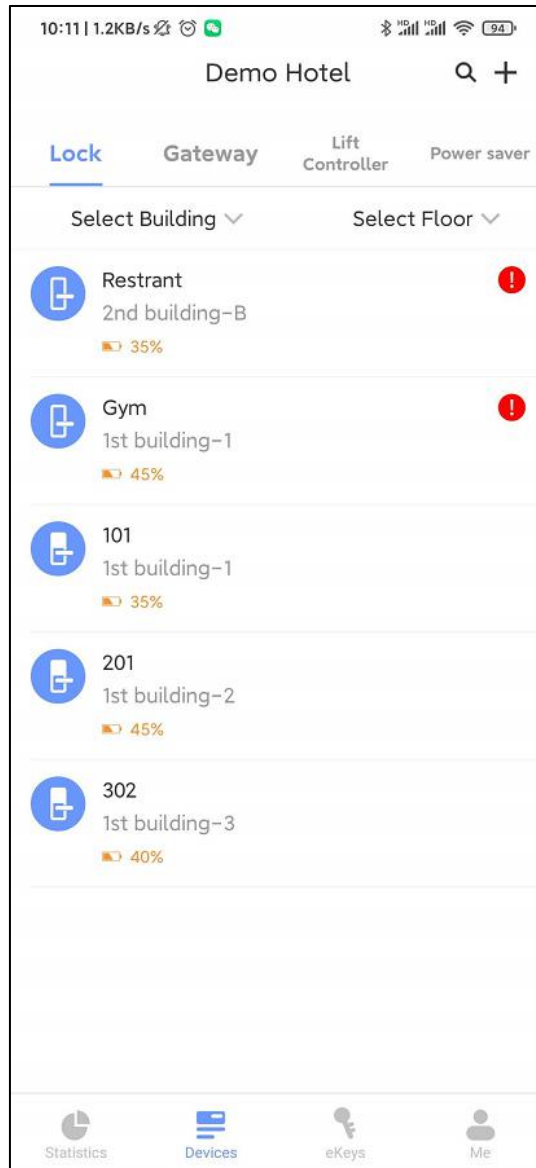
Only account with APP access permission can login hotel app.

### 3.2. Statistics



Only administrator and staff with this permission can see the statistics information.

### 3.3. Devices

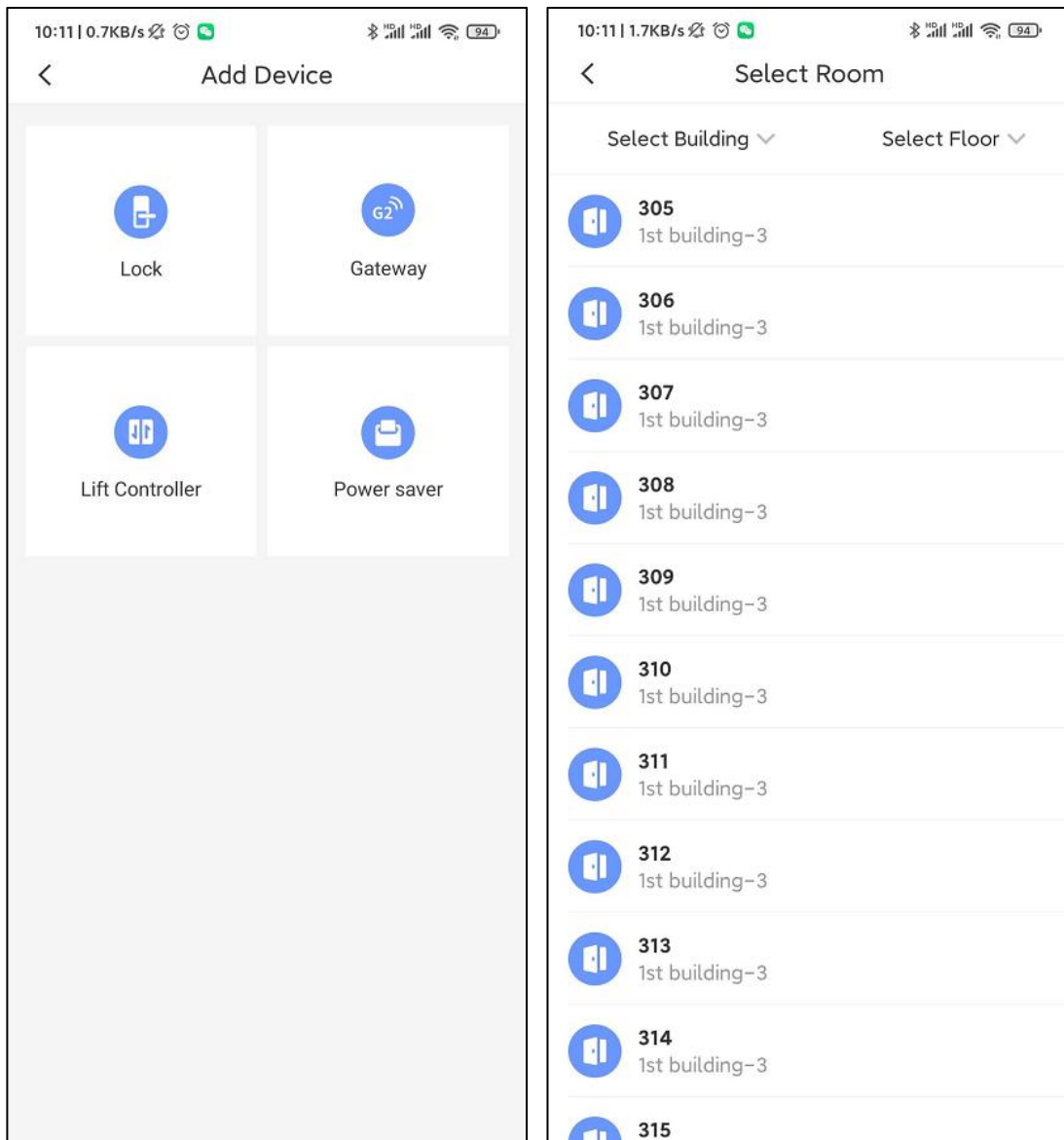


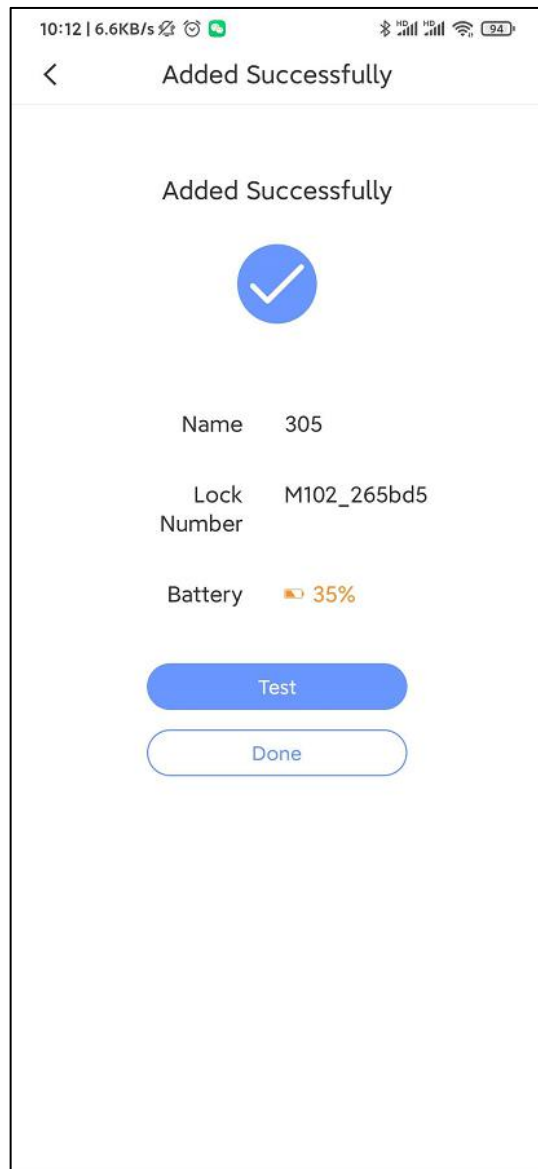
Manage locks, gateways and lift controllers here.

Click [+] to add devices

### 3.3.1. Lock

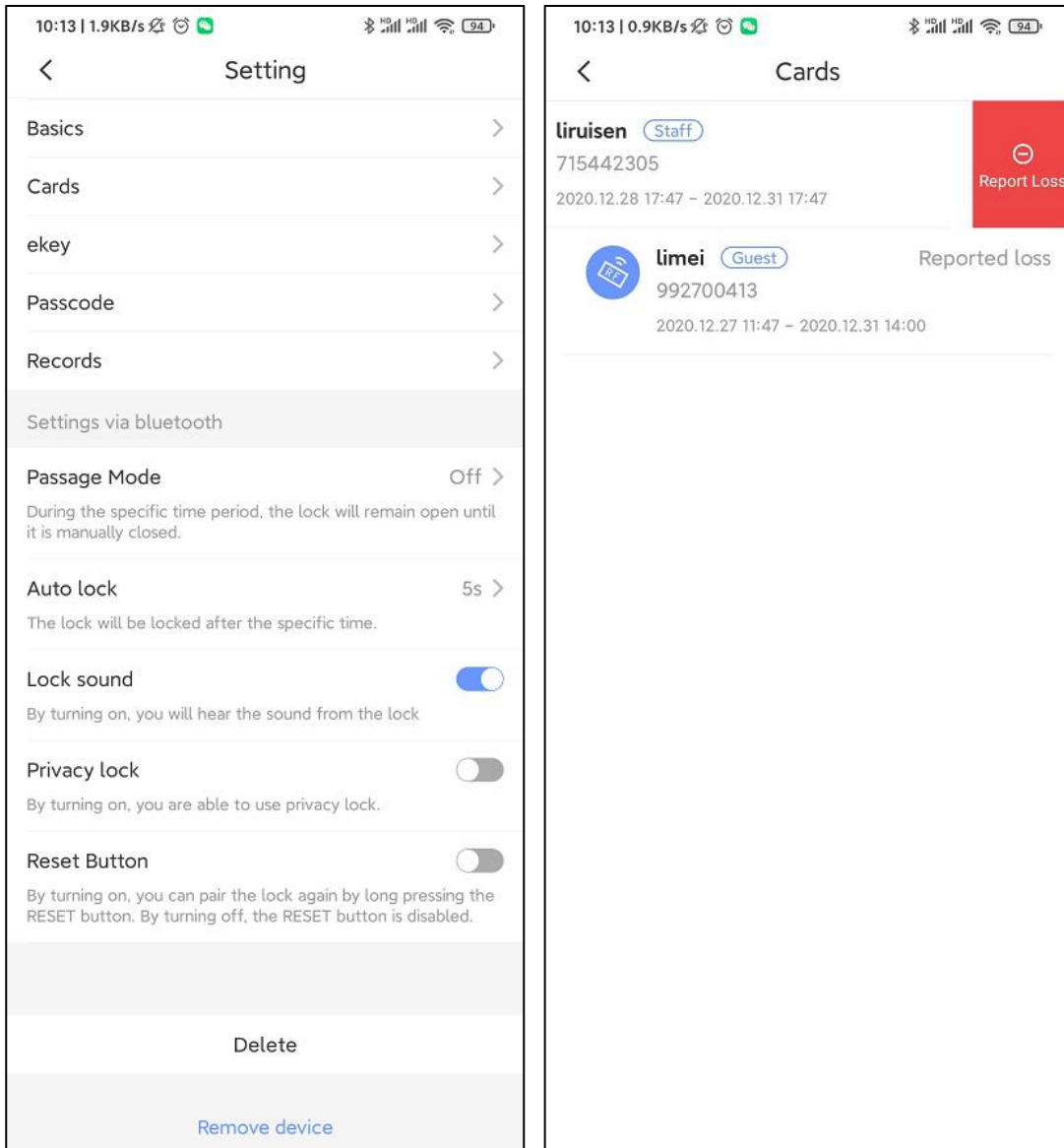
#### 3.3.1.1. Add



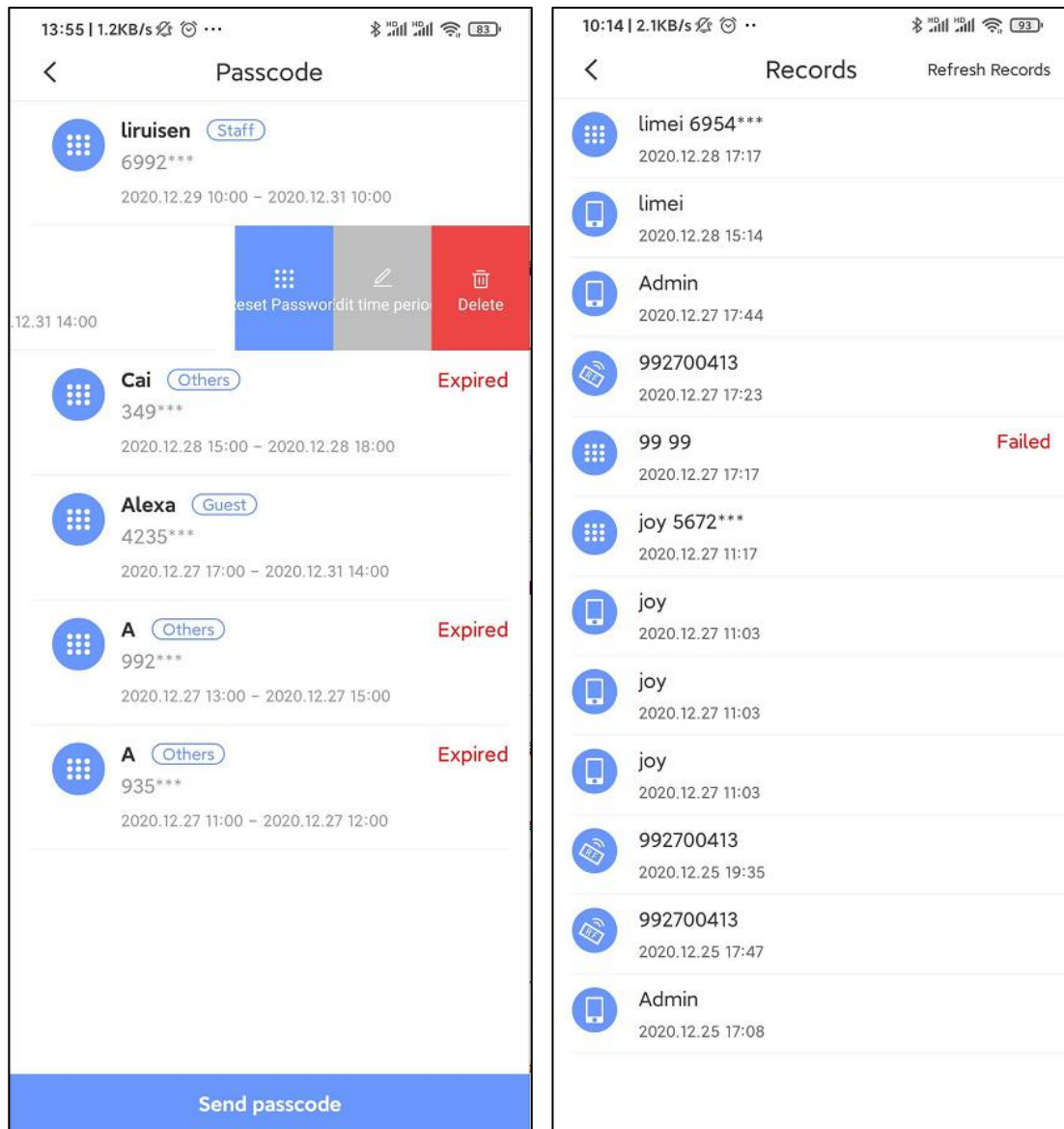


You can only add locks which work with hotel system. Not all locks.

### 3.3.1.2. settings







Staff with permission can configure devices and grant access here.

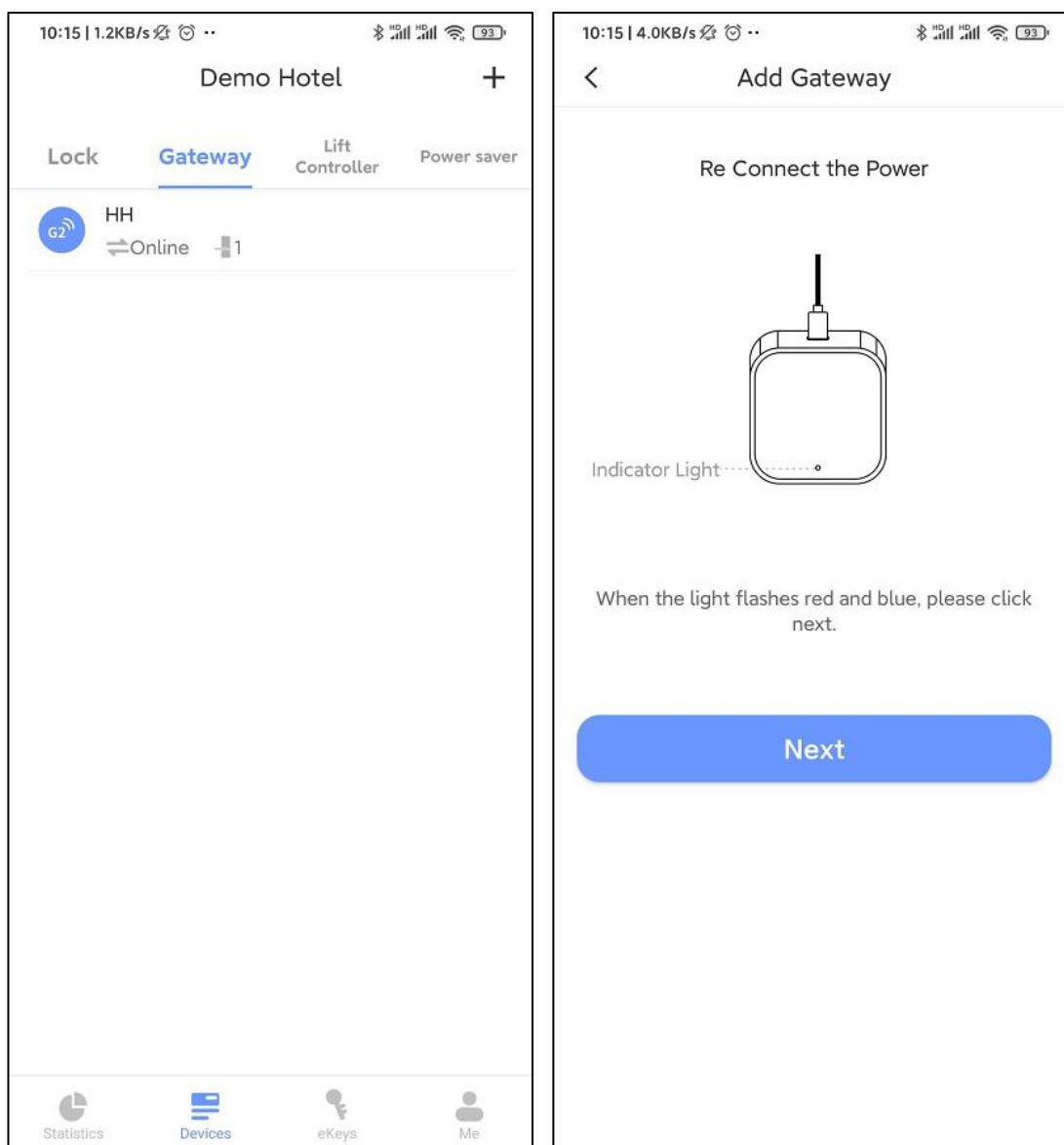
You can also manage card, ekeys, passcodes here.

### 3.3.1.3. Delete/Remove devices

You can delete a lock via phone Bluetooth near the lock. Make sure there is no guest in this room.

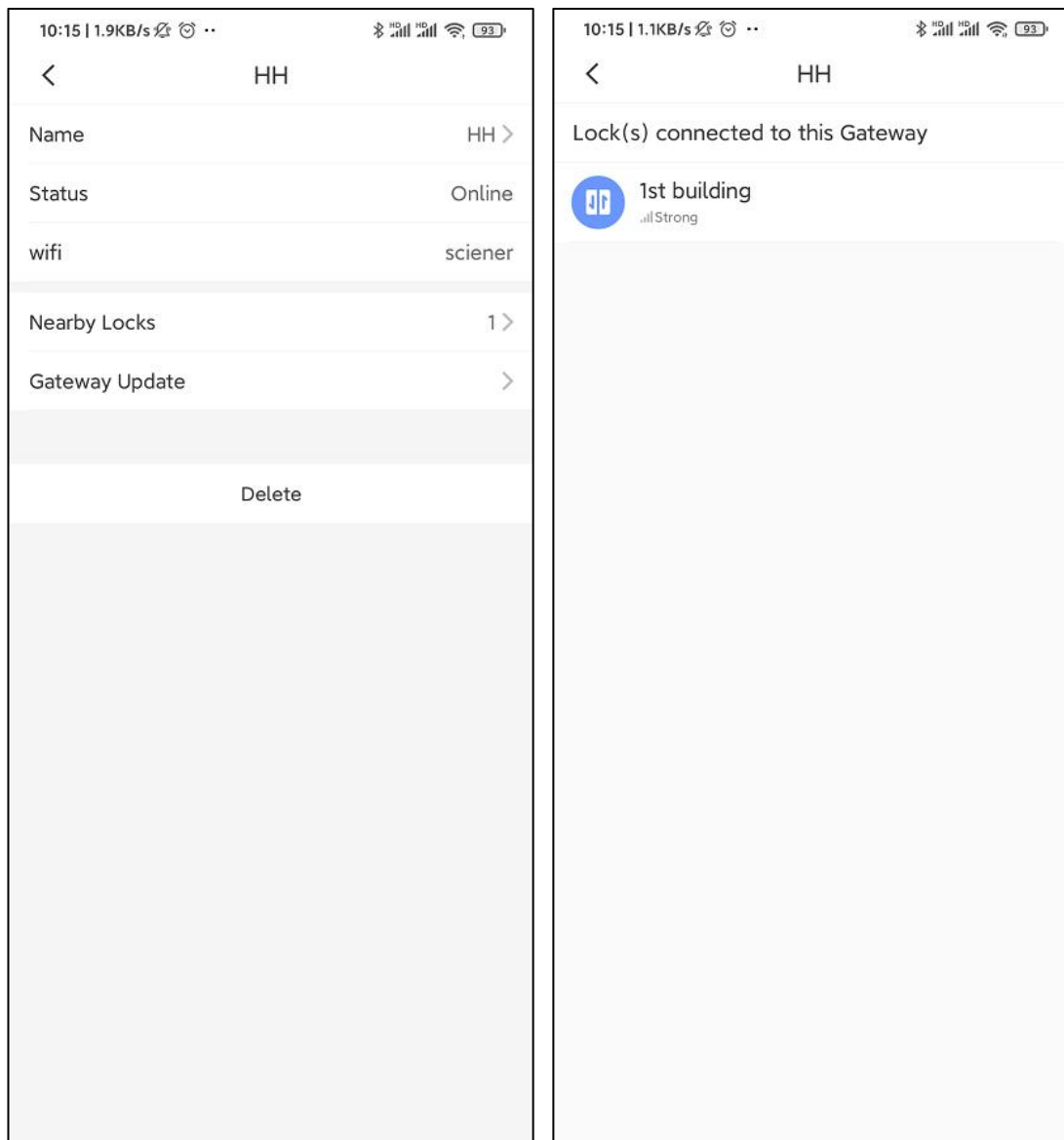
### 3.3.2. Gateway

#### 3.3.2.1. Add



Click [+] to add gateway

### 3.3.2.2. settings

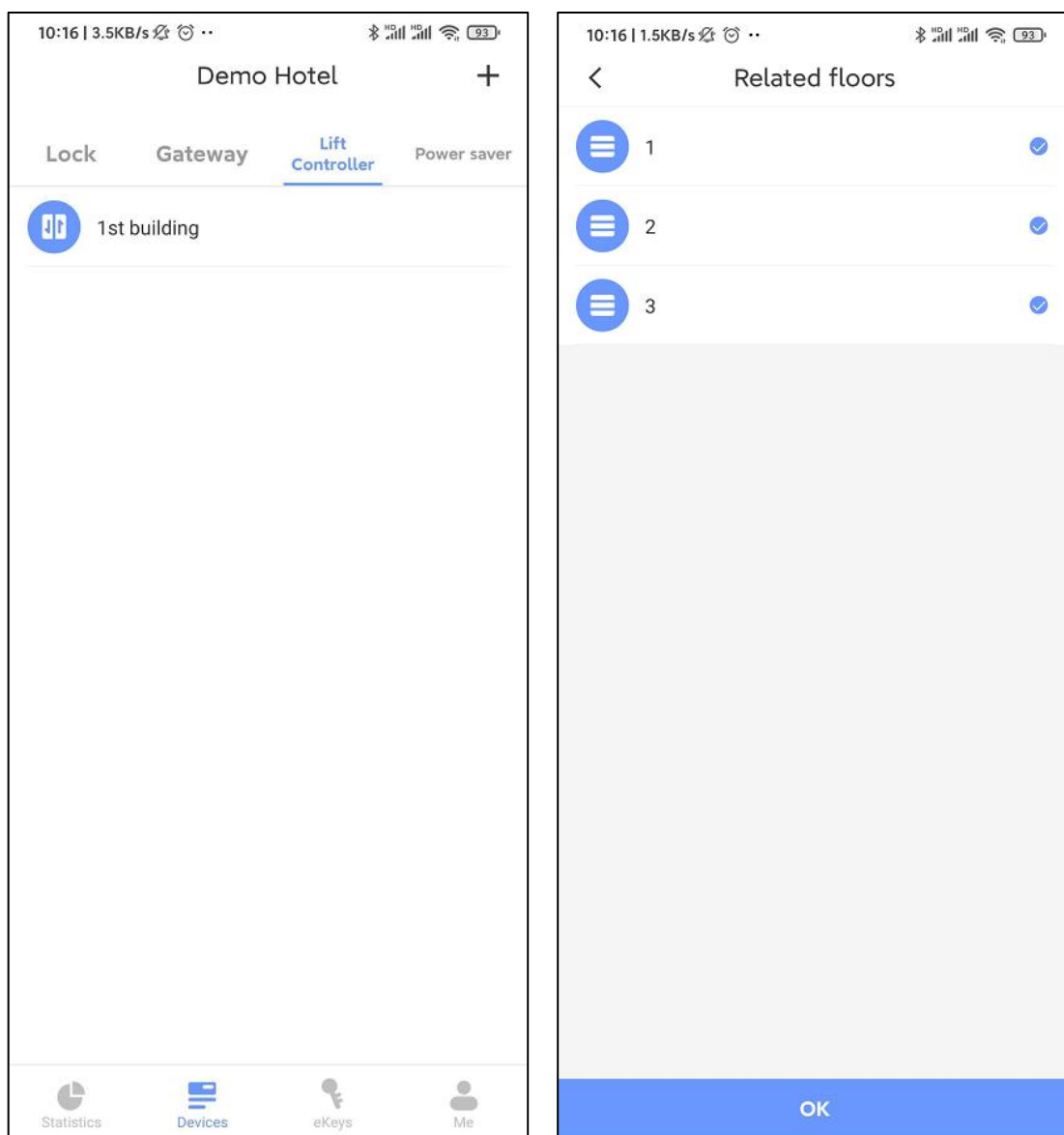


### 3.3.2.3. Delete

Gateways can be deleted from network

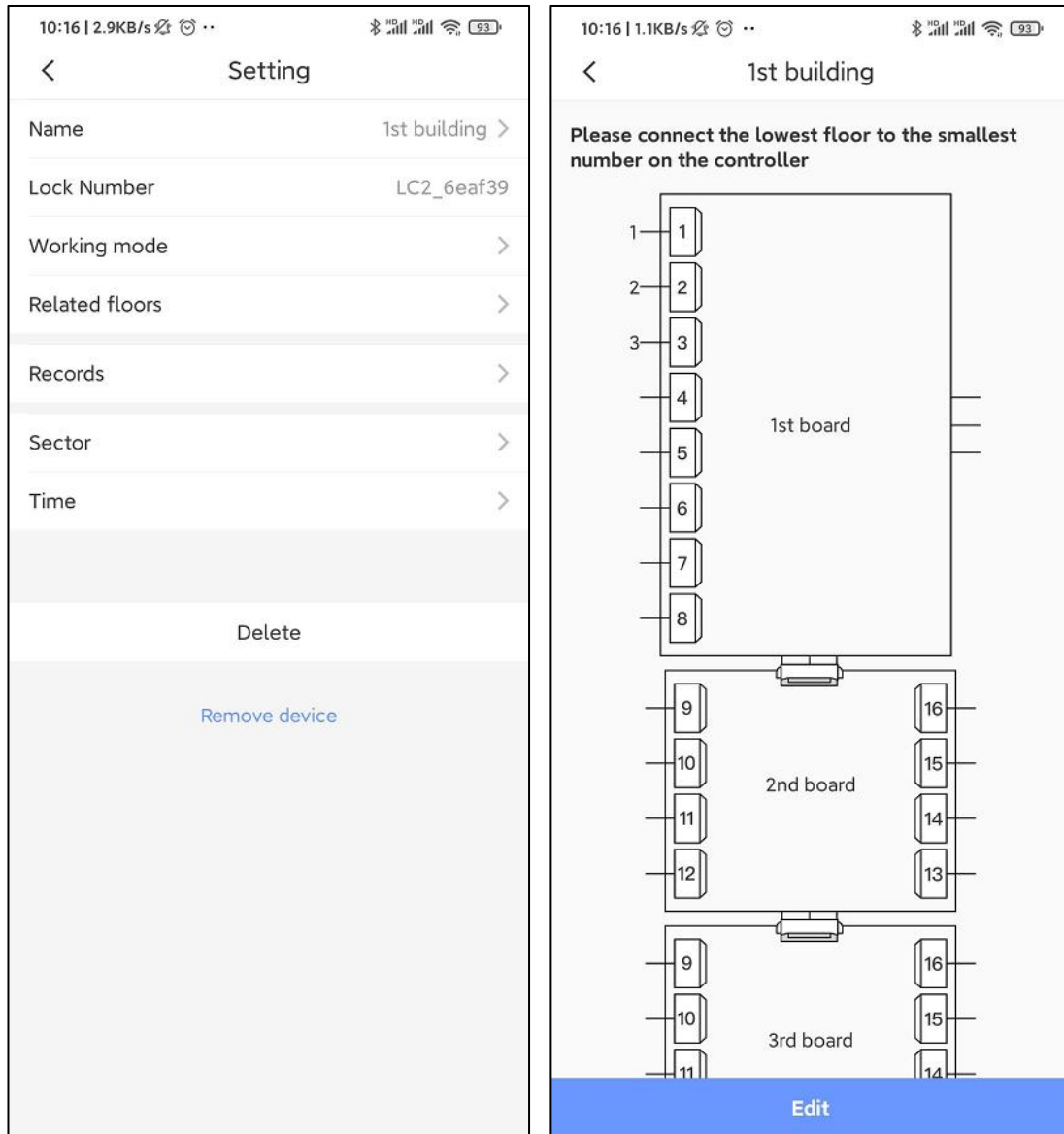
### 3.3.3. Lift controller

#### 3.3.3.1. Add



Configure floor information to lift controller, and set the working mode.

### 3.3.3.2. settings



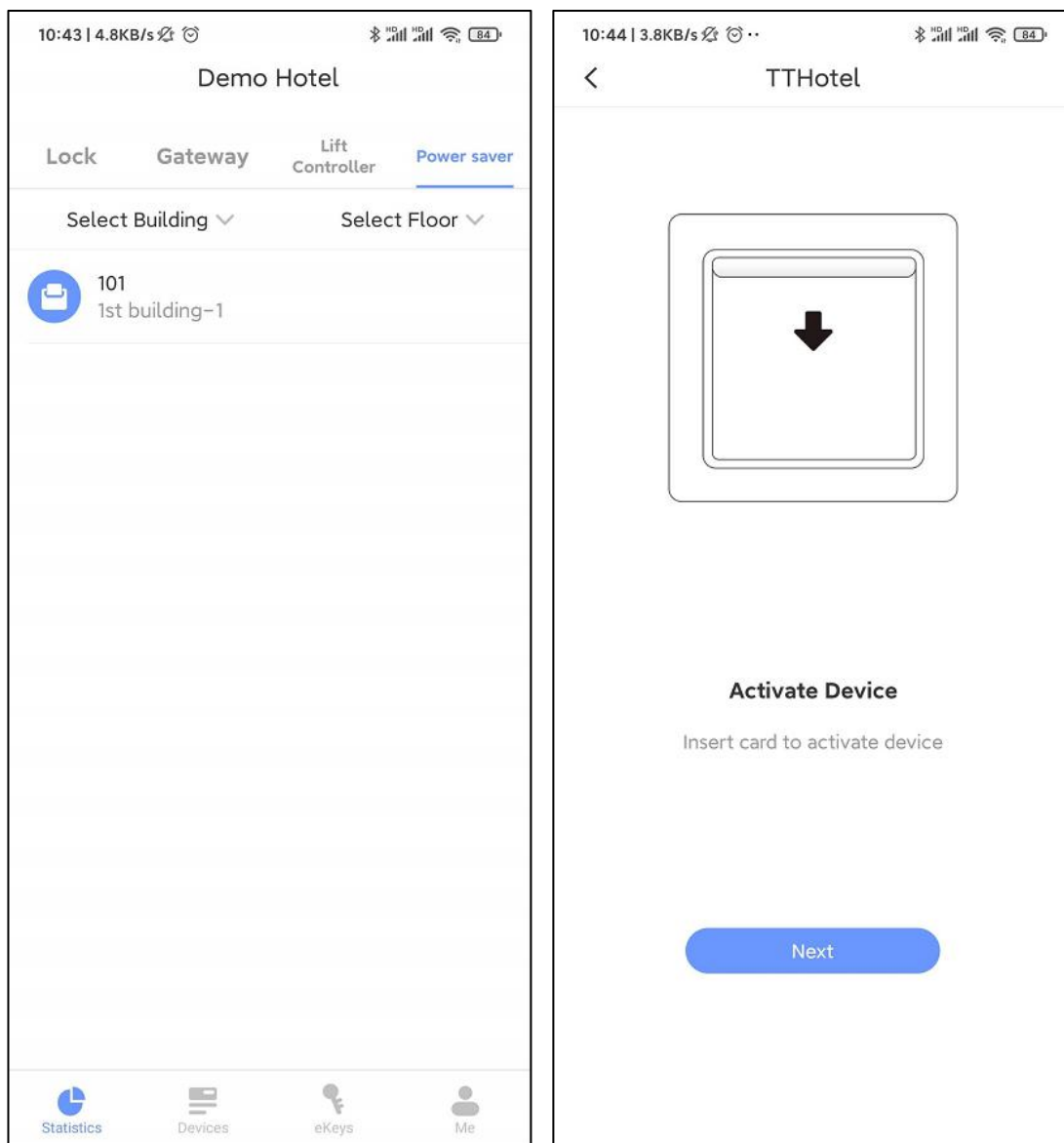
You can set working mode and configure floor information here

### 3.3.3.3. Delete/Remove devices

You can only delete lift controller via phone Bluetooth near to it.

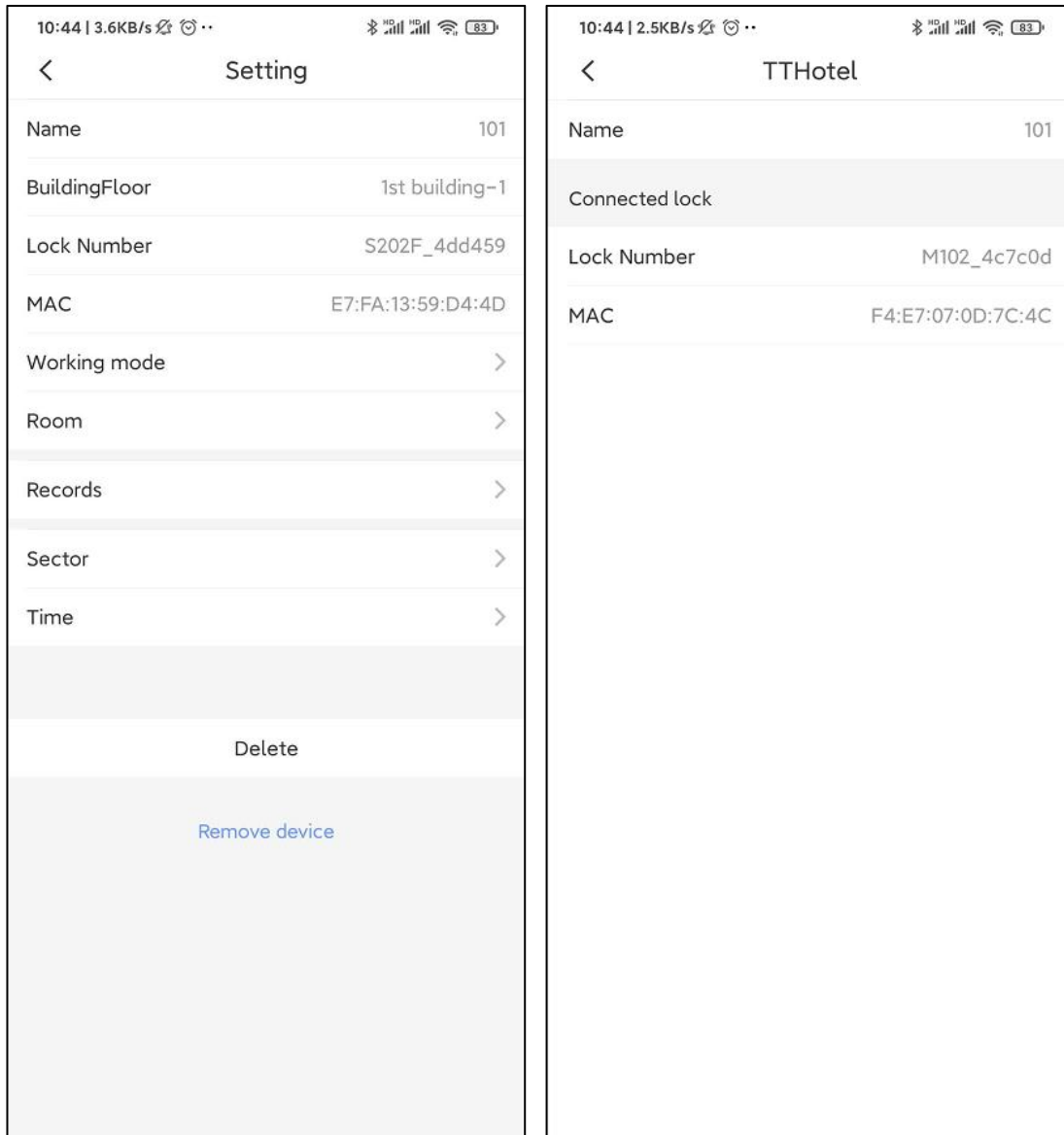
### 3.3.4. Power saver

#### 3.3.4.1. Add



Insert a card to activate the power saver, then add it with app.

### 3.3.4.2. Settings

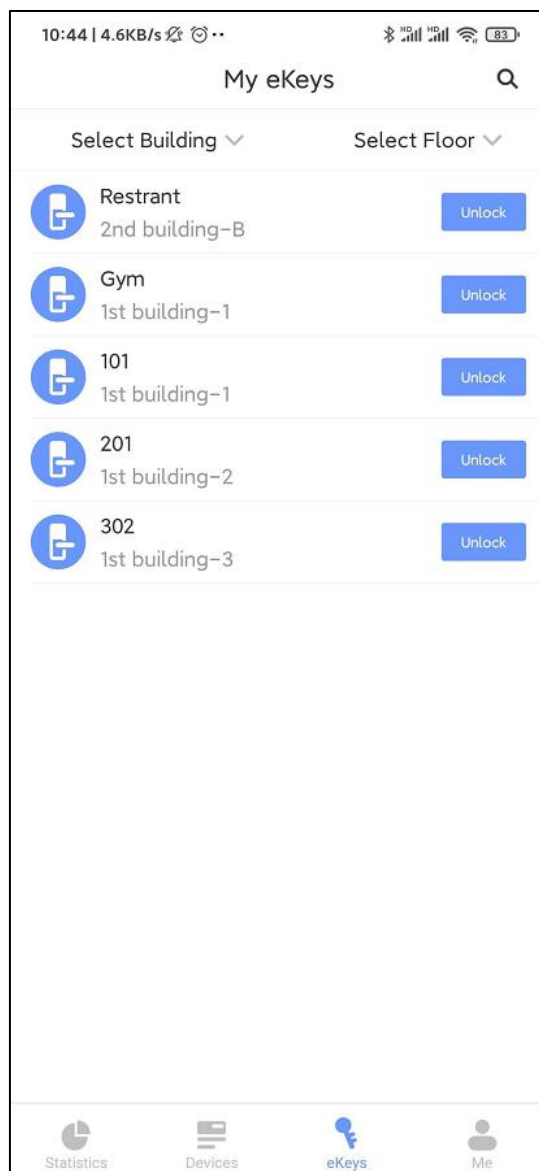


Staff with permission can configure the lift controller here.

### 3.3.4.3. Delete

Delete it via phone Bluetooth near to it.

### 3.4. My ekeys



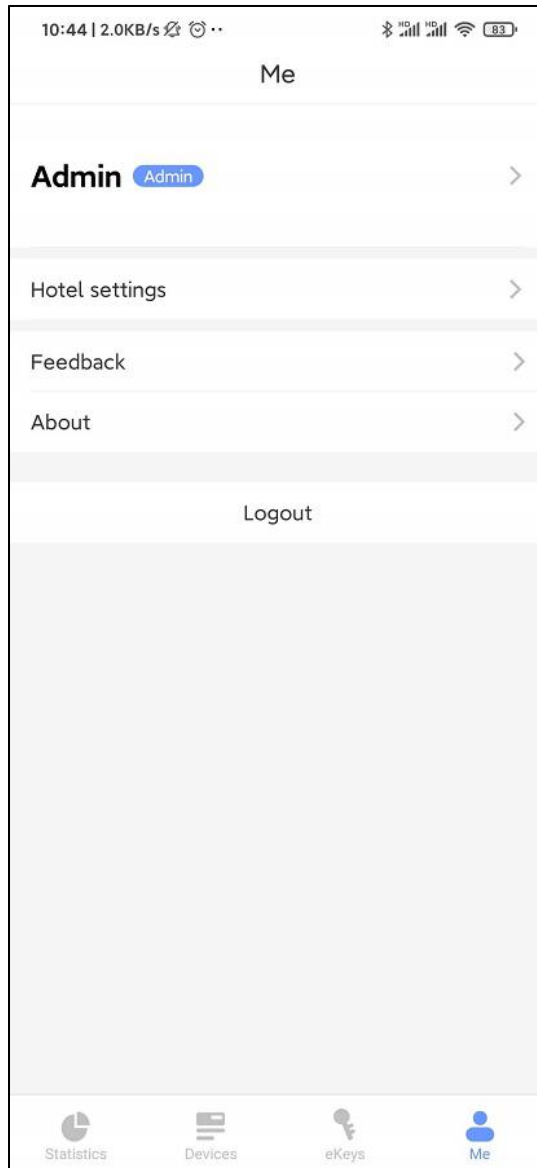
Administrator has ekeys for all locks in hotel

Staff has ekeys granted to him

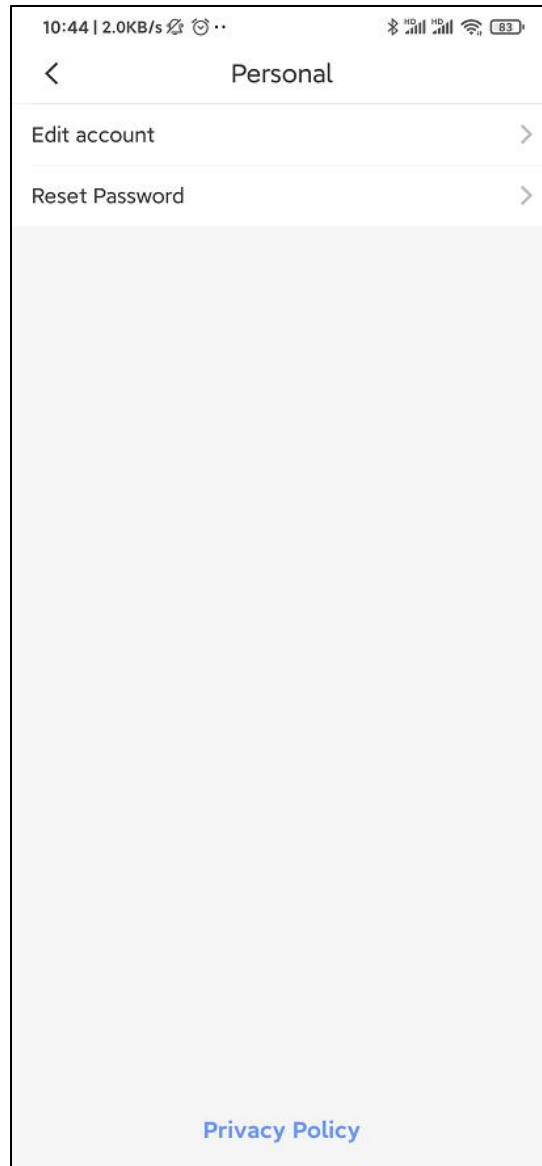
Ekey is used to unlock with phone



### 3.5.Me



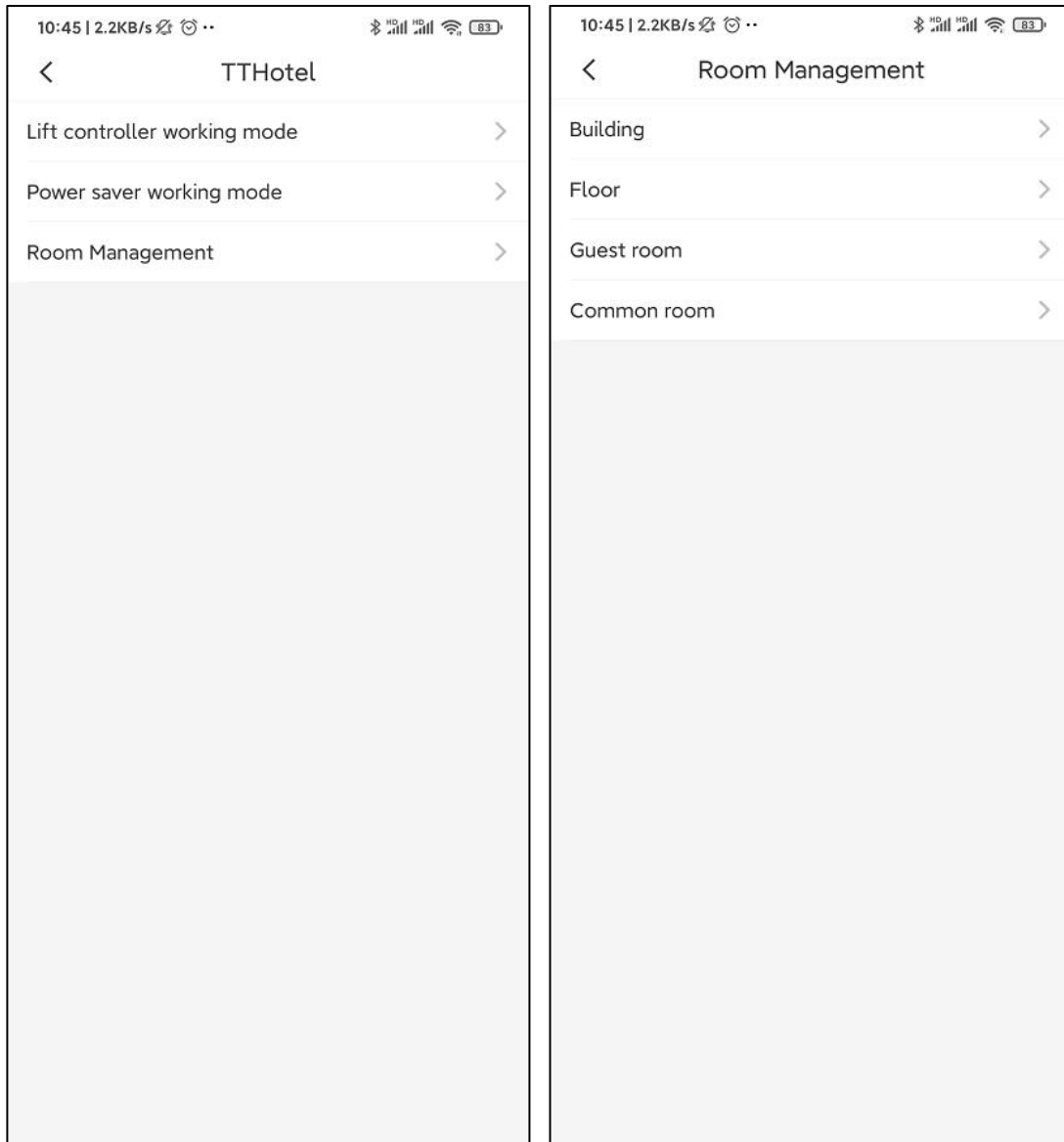
## 3.5.1. Personal



### 3.5.1.1. Edit account

Replace current account with a new one

### 3.5.2. Hotel management



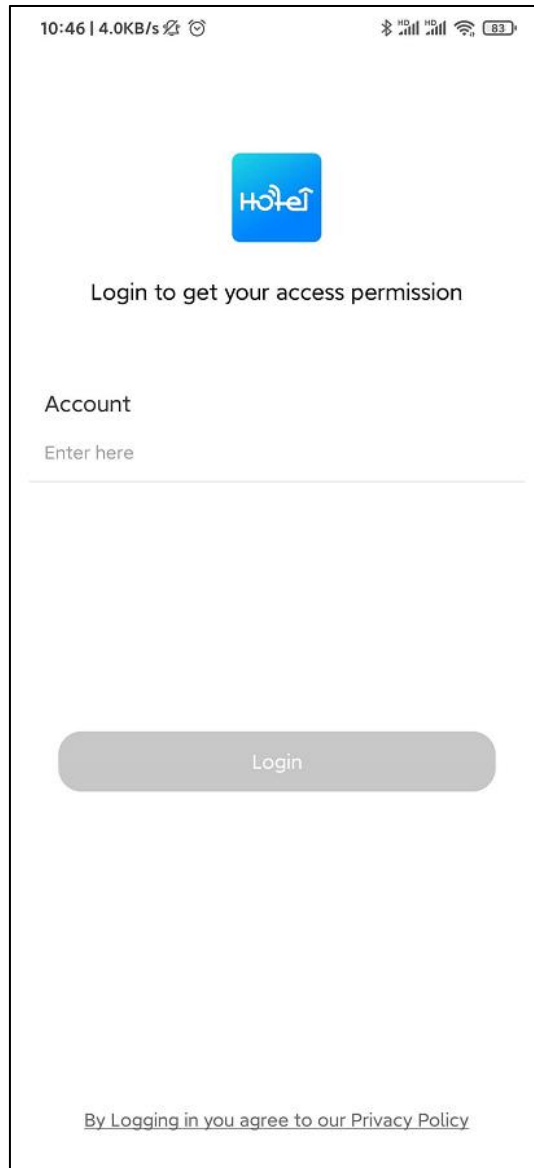
Staff with permission can manage hotel information here.

## 4. Guest APP



Scan QR code to install Guest APP

## 4.1. Login



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

## 4.2. Operate on lock/lift/power saver

