

User Manual

ZKBio CVSecurity (Hotel Module)

Software Version: 5.3.0_R-HLMS_3.1.1_R

Date: February 2024

Doc Version: 1.1

English

Thank you for choosing our product. Please read the instructions carefully before operation. Follow these instructions to ensure that the product is functioning properly. The images shown in this manual are for illustrative purposes only.



For further details, please visit our Company's website
www.zkteco.com.

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If there is any issue related to the product, please contact us.

About the Company

ZKTeco is one of the world's largest manufacturer of RFID and Biometric (Fingerprint, Facial, Finger-vein) readers. Product offerings include Access Control readers and panels, Near & Far-range Facial Recognition Cameras, Elevator/floor access controllers, Turnstiles, License Plate Recognition (LPR) gate controllers and Consumer products including battery-operated fingerprint and face-reader Door Locks. Our security solutions are multi-lingual and localized in over 18 different languages. At the ZKTeco state-of-the-art 700,000 square foot ISO9001-certified manufacturing facility, we control manufacturing, product design, component assembly, and logistics/shipping, all under one roof.

The founders of ZKTeco have been determined for independent research and development of biometric verification procedures and the productization of biometric verification SDK, which was initially widely applied in PC security and identity authentication fields. With the continuous enhancement of the development and plenty of market applications, the team has gradually constructed an identity authentication ecosystem and smart security ecosystem, which are based on biometric verification techniques. With years of experience in the industrialization of biometric verifications, ZKTeco was officially established in 2007 and now has been one of the globally leading enterprises in the biometric verification industry owning various patents and being selected as the National High-tech Enterprise for 6 consecutive years. Its products are protected by intellectual property rights.

About the Manual

This manual introduces the operations of **ZKBio CVSecurity (Hotel Module)**.

All figures displayed are for illustration purposes only. Figures in this manual may not be exactly consistent with the actual products.

Features and parameters with ★ are not available in all devices.

Document Conventions

Conventions used in this manual are listed below:

GUI Conventions

For Software	
Convention	Description
Bold font	Used to identify software interface names e.g. OK, Confirm, Cancel.
>	Multi-level menus are separated by these brackets. For example, File > Create > Folder.
For Device	
Convention	Description
< >	Button or key names for devices. For example, press <OK>.
[]	Window names, menu items, data table, and field names are inside square brackets. For example, pop up the [New User] window.
/	Multi-level menus are separated by forwarding slashes. For example, File/Create/Folder.

Symbols






Convention	Description
	This represents a note that needs to pay more attention to.
	The general information which helps in performing the operations faster.
	The information which is significant.
	Care taken to avoid danger or mistakes.
	The statement or event that warns of something or that serves as a cautionary example.

Table of Contents

1	STATISTIC	7
1.1	STATISTIC.....	7
1.1.1	STATISTIC INTERFACE DESCRIPTION.....	7
2	DEVICE MANAGEMENT	9
2.1	DEVICE INTERFACE DESCRIPTION.....	9
2.1.1	GATEWAY.....	9
2.1.2	LOCK LIST OF THE GATEWAY.....	12
3	HOTEL MANAGEMENT	18
3.1	ROOM MONITOR.....	18
3.1.1	SEARCH.....	18
3.1.2	ROOM STATUS.....	23
3.1.3	MAIN STATUS CHANGE PROCESS OF ROOMS.....	24
3.1.4	OTHER STATUS CHANGE PROCESS OF ROOMS.....	24
3.1.5	ROOM STATUS AND CHECK-IN RESERVATION.....	25
3.1.6	ROOM INFORMATION.....	26
3.1.7	PRINTER AND READER DRIVER.....	27
3.1.8	READ, CLEAR AND REISSUE CARD.....	28
3.1.9	RESERVATION.....	31
3.1.10	INDIVIDUAL BUSINESS.....	33
3.1.11	GROUP BUSINESS.....	49
3.2	RESERVATION LIST.....	64
3.2.1	SEARCH.....	65
3.2.2	EDIT, CHECK-IN AND DELETE.....	66
4	CARD MANAGEMENT	68
4.1	CARD MANAGEMENT INTERFACE.....	68
4.2	READ CARD AND CANCEL CARD.....	68
4.2.1	READ CARD.....	68
4.2.2	CANCEL CARD.....	69
4.3	SETTING CARD.....	69
4.3.1	EMERGENCY CARD.....	69
4.3.2	HOUSEKEEPER CARD.....	69

4.3.3	MAINTENANCE CARD	70
4.3.4	ROOM AREA CARD	71
5	ROOM MANAGEMENT	72
5.1	HOTEL SETTINGS.....	72
5.1.1	HOTEL INFORMATION.....	72
5.1.2	HOTEL OPTION SETTINGS	72
5.2	ROOM TYPE.....	76
5.2.1	ADD ROOM TYPE.....	76
5.2.2	EDIT ROOM TYPE.....	77
5.2.3	DELETE ROOM TYPE	78
5.3	ROOM	78
5.3.1	ADD ROOM	78
5.3.2	EDIT ROOM.....	79
5.3.3	DELETE ROOM.....	80
5.4	HOTEL FACILITY.....	81
5.5	BOOKING METHOD	81
5.6	EMAIL TEMPLATE.....	82
5.6.1	SEND EMAIL TEMPLATE	83
5.7	SMS TEMPLATE.....	84
5.7.1	SEND WHATSAPP TEMPLATE.....	85
5.7.2	SEND AWS TEMPLATE.....	86
6	REPORT MANAGEMENT	88
6.1	GUEST CHECK-IN REPORT	88
6.2	ROOM OCCUPANCY REPORT	88
6.3	ROOM CHARGES REPORT	89
6.4	ISSUED CARD REPORT	90
6.5	WRITE CARD RECORD REMOTELY	90
6.6	UNLOCK LOG REPORT	91
6.7	DEVICE COMMAND LIST.....	91
6.8	LOST CARD LIST.....	92

1 Statistic

1.1 Statistic

1.1.1 Statistic Interface Description

The interface is divided into four statistics charts, as shown in Figure 1.1-1.

The statistical charts have three dimensions: Week, Month, and Year.

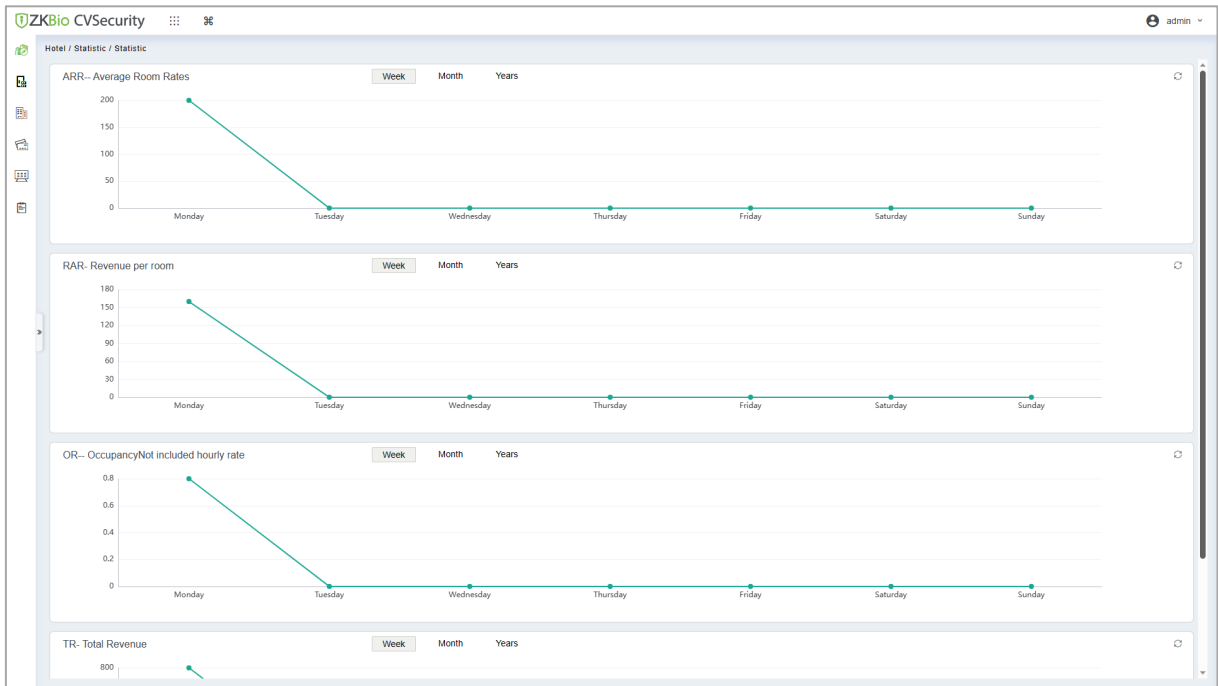


Figure 1.1-1

1.1.1.1 ARR-Average Room Rates

- ARR-Average Room Rates only measure the average of the charges incurred during daily non-hourly check-out.
- The statistical period for a Week runs from Monday to Sunday, a Month starts from the 1st day and ends on the last day of the month, and Years span from January to December.
- Click the icon in the upper right corner of the chart will refresh the current chart.

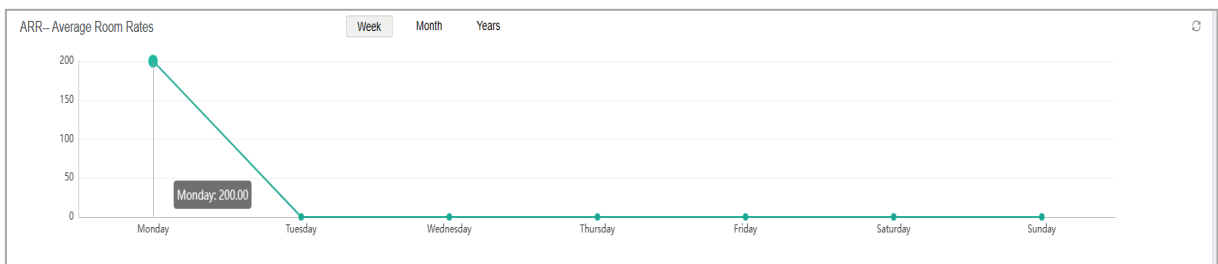


Figure 1.1-2

1.1.1.2 RAR-Revenue Per Room

- RAR-Revenue per room is the non-hourly check-out fee/total number of rooms for the day.
- The statistical period for a Week runs from Monday to Sunday, a Month starts from the 1st day and ends on the last day of the month, and Years span from January to December.
- Click the icon in the upper right corner of the chart will refresh the current chart.

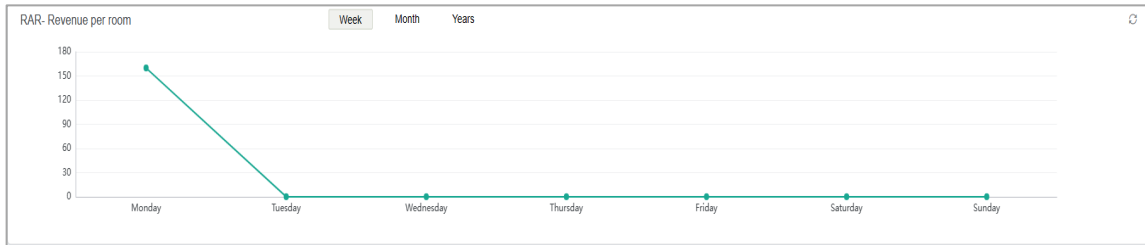


Figure 1.1-3

1.1.1.3 Occupancy Not Included Hourly Rate

- Occupancy rate, excluding hourly rates, is calculated by dividing the number of non-hourly room stays by the total number of rooms for the day.
- The statistical period for a Week runs from Monday to Sunday, a Month starts from the 1st day and ends on the last day of the month, and Years span from January to December.
- Click the icon in the upper right corner of the chart will refresh the current chart.

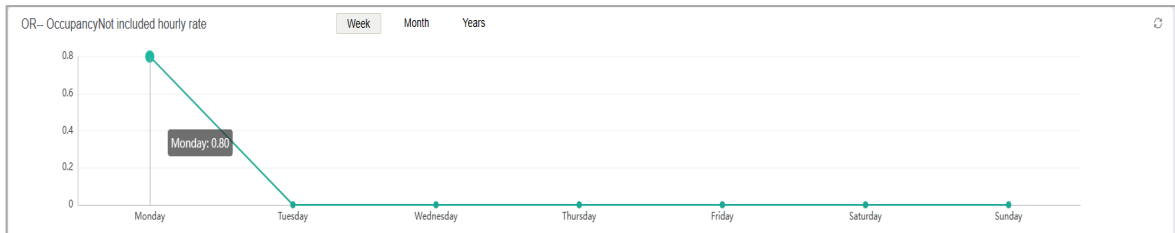


Figure 1.1-4

1.1.1.4 Total Revenue

- Total Revenue is the sum of all check-outs generated for the day.
- The statistical period for a Week runs from Monday to Sunday, a Month starts from the 1st day and ends on the last day of the month, and Years span from January to December.
- Click the icon in the upper right corner of the chart will refresh the current chart.

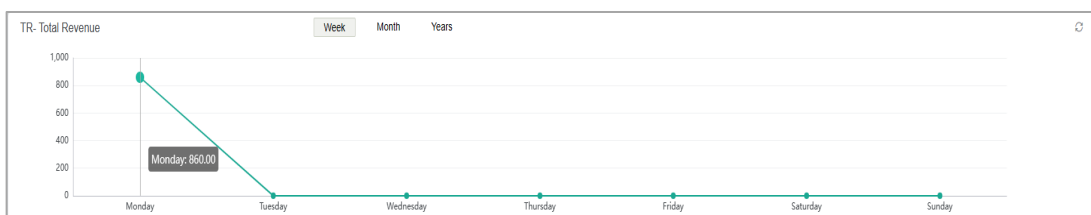


Figure 1.1-5

2 Device Management

2.1 Device Interface Description

Device management is the interface for managing the hotel lock and its gateway. The following explains how to add a gateway and a hotel lock to the system.

- As shown in Figure 2.1-1, the interface is divided into the gateway device list on the left and the lock list of the gateway device on the right.
- You can resize the display area by dragging the divider in the middle.

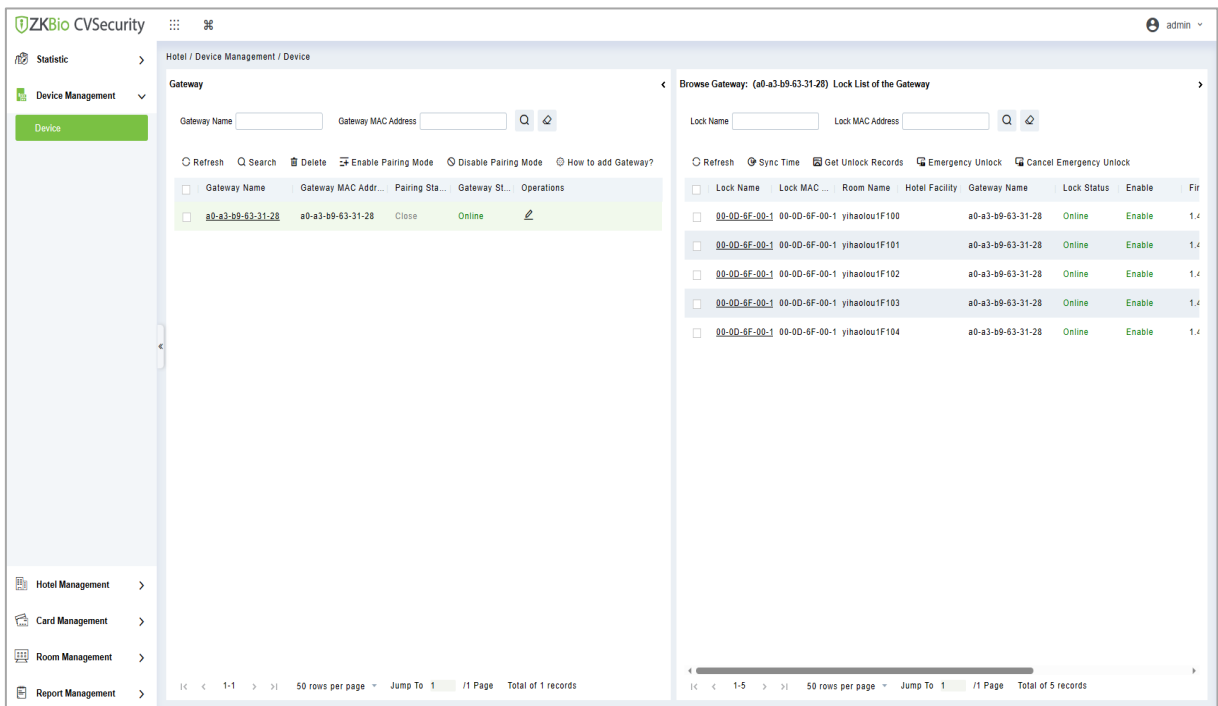


Figure 2.1-1

2.1.1 Gateway

2.1.1.1 Add A Gateway by Searching

1. Using a mobile device, connect to the Wi-Fi network using the information provided on the back of the gateway, log in, configure the Remote Server address, and save the settings, as shown in Figure 2.1-2.

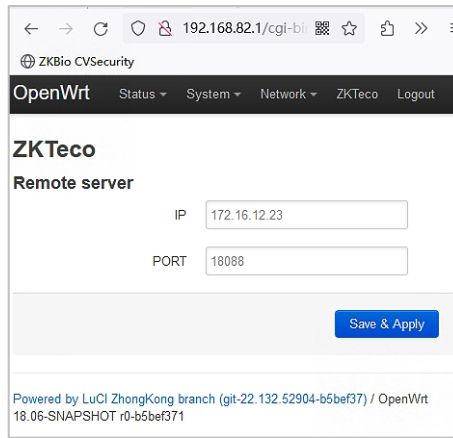


Figure 2.1-2

- In **Hotel > Device Management > Device** module, click **Search**, find the gateway information, and click **Add** to complete the gateway addition, as shown in Figure 2.1-3.

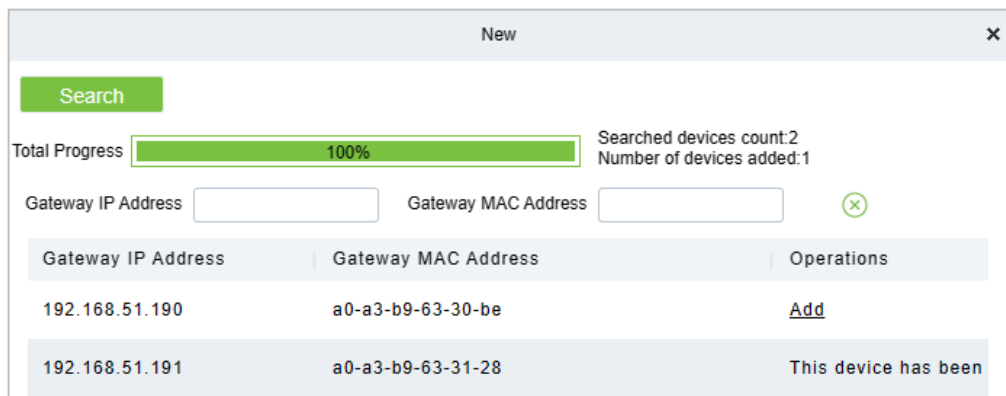


Figure 2.1-3

2.1.1.2 Other Function Description

- In the upper search bar, you can search for a Gateway device by Gateway Name and Gateway MAC Address, as shown in Figure 2.1-4.

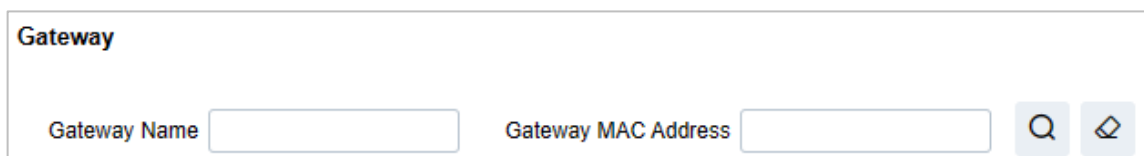


Figure 2.1-4

- The middle row is the operation bar. To Delete, Enable Pairing Mode, or Disable Pairing Mode, select the desired gateway first, as shown in Figure 2.1-5.

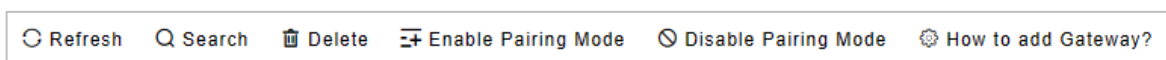


Figure 2.1-5

- Refresh** button is used to refresh the gateway device list when the data in the gateway device list is not synchronized.
- Search** button is used to search for a new gateway device and add it to the gateway device list.

- Users can click the **Edit** icon or gateway name at the end of the Gateway device list to enter the gateway editing window, and you can modify the gateway name for easy identification. In addition, the gateway MAC address cannot be edited. As shown in Figure 2.1-6.

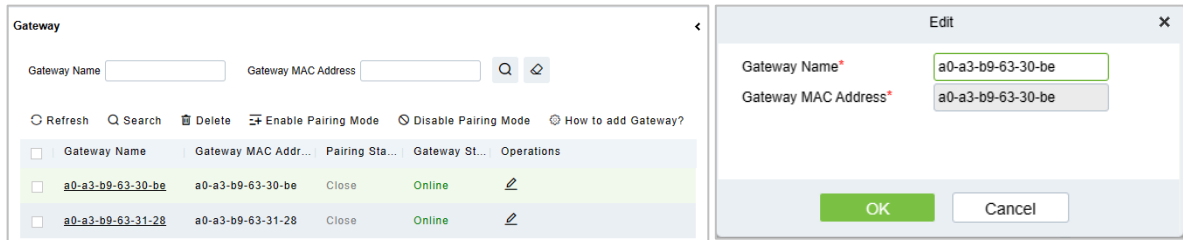


Figure 2.1-6

- After selecting the gateway and clicking the **Delete** button, the system will confirm whether to delete the gateway device again. (Are you want to perform the Delete operation?) In addition, if the gateway is connected and the lock device is in use, the gateway cannot be deleted, users must delete the lock device first, as shown in Figure 2.1-7.

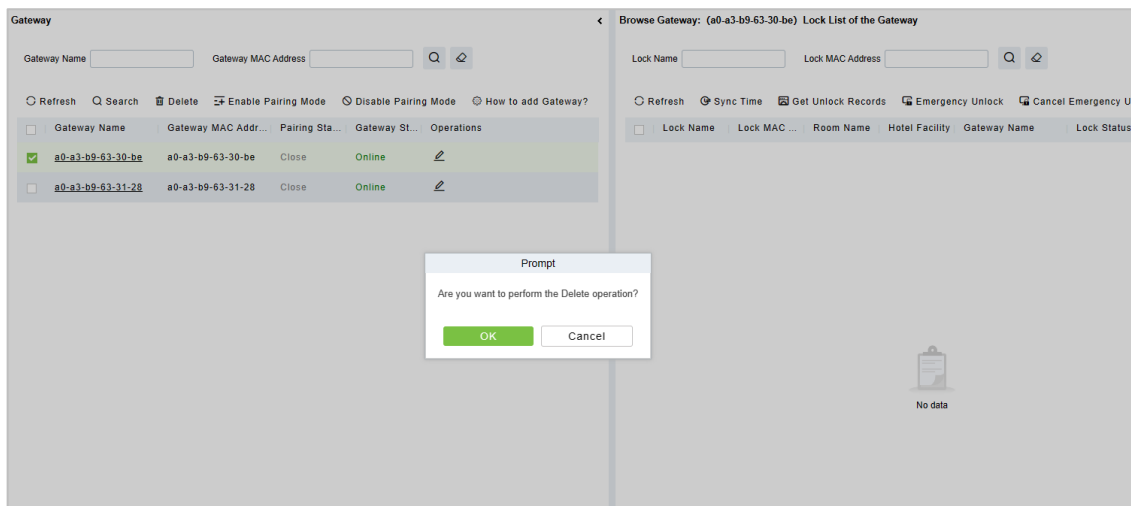


Figure 2.1-7

- After selecting the gateway and clicking the **Enable Pairing Mode** button, the gateway will enable the pairing mode. In the list, the **Pairing Status** will display as **Open** after refresh. This mode automatically closes after 1 hour, as shown in Figure 2.1-8.

<input type="checkbox"/>	Gateway Name	Gateway MAC Addr...	Pairing Status	Gateway Status	Operations
<input type="checkbox"/>	a0-a3-b9-63-30-be	a0-a3-b9-63-30-be	Open	Online	
<input type="checkbox"/>	a0-a3-b9-63-31-28	a0-a3-b9-63-31-28	Close	Online	

Figure 2.1-8

- **Pairing Status** displaying as **Open** indicates that the gateway allows the addition of hotel lock devices via the Default Net Card currently; **Close** indicates that the gateway does not allow the addition of hotel lock devices through the Default Net Card currently.

- Check whether the network status of the gateway is normal by **Gateway Status**. **Online** indicates that the network status of the gateway is normal. **Offline** indicates that the gateway is offline, as shown in Figure 2.1-9.

Gateway Name	Gateway MAC Address	Pairing Status	Gateway Status	Operations
a0-a3-b9-63-31-28	a0-a3-b9-63-31-28	Open	Online	
a0-a3-b9-63-30-be	a0-a3-b9-63-30-be	Close	Offline	

Figure 2.1-9

Note: Pairing Status simply indicates whether the gateway allows new hotel locks to join. Normal communication between the gateway and the added hotel lock is not affected.

- Click **How to add Gateway?** to open a description document, users can view how to configure the gateway local IP, server IP, and port.

2.1.2 Lock List of the Gateway

2.1.2.1 Hotel Lock Binding Gateway

1. Connect to the card reader and register a Default Net Card in **Room Management > Hotel Settings** module, as shown in Figure 2.1-10.

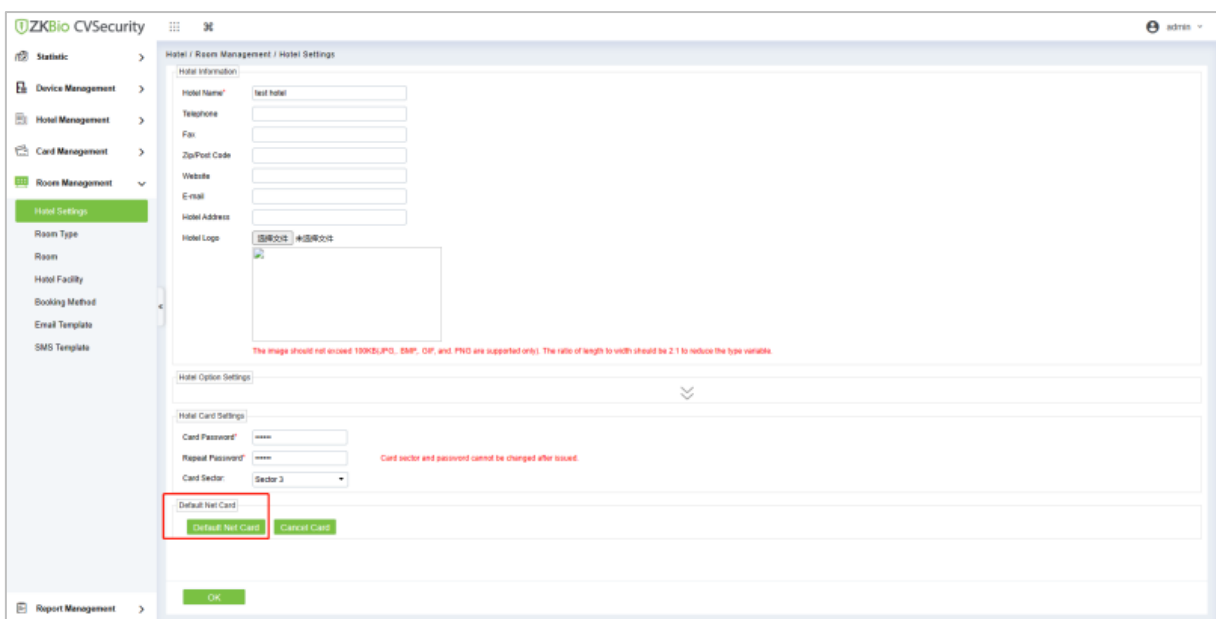


Figure 2.1-10

2. Enable the **Enable Pairing Mode** on the gateway side and swipe the Default Net Card in the card reading area of the hotel lock. After hearing two prompts and hearing the same prompt again, the addition is successful, as shown in Figure 2.1-11.

Lock Name	Lock MAC ...	Room Name	Hotel Facility	Gateway Name	Lock Status	Enable	Firmware V...	Last Sync Time	Operations
00-0D-6F-00-1	00-0D-6F-00-1	Add Room		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-15 04:31:00	

Figure 2.1-11

2.1.2.2 Hotel Lock Binding Room

1. After the hotel lock is added, click the lock name, click the **Edit** icon in Operation, or click the room name to add room, and the lock editing interface will pop up, as shown in Figure 2.1-12.

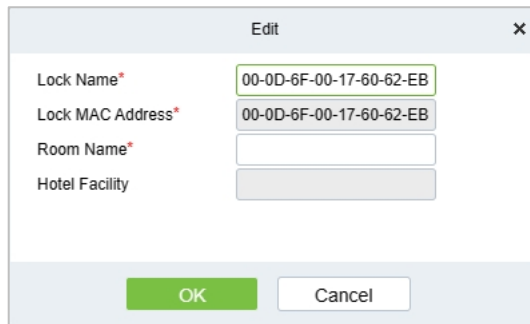


Figure 2.1-12

2. Click room name, select the room to be bound, click > or double click the room name, and click **OK** to finish, as shown in Figure 2.1-13.

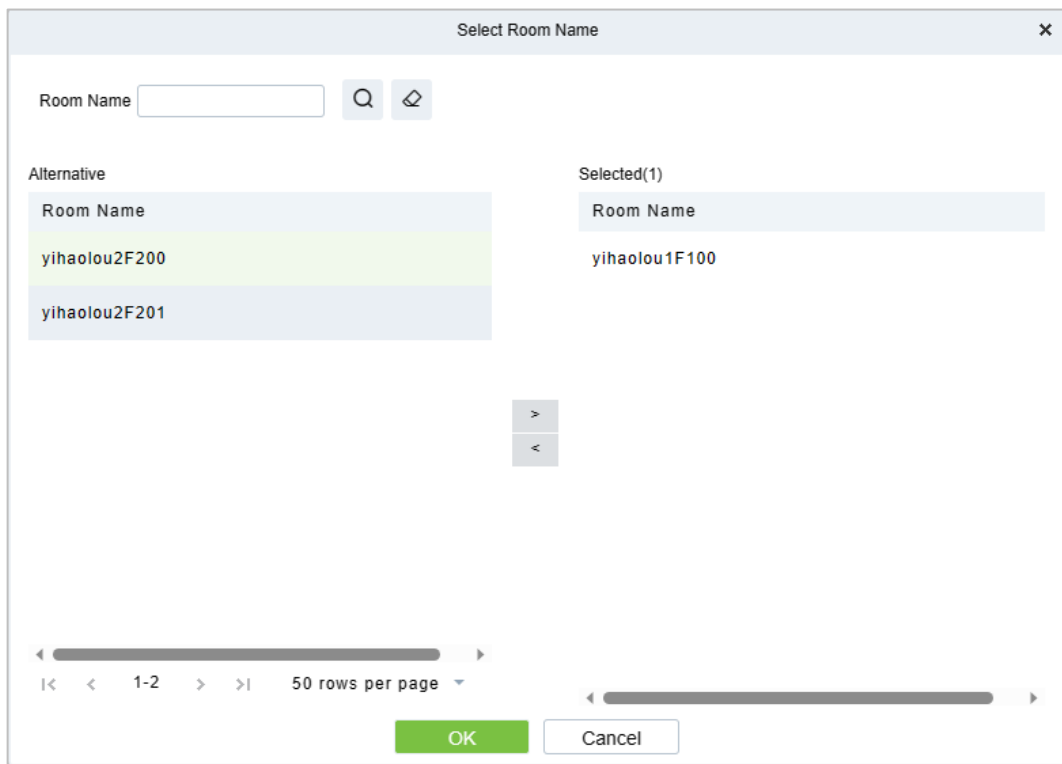


Figure 2.1-13

3. When the selected room is bound to the public room of the hotel, the system will automatically identify the hotel facility to which the room number belongs and display it in the column of **Hotel Facility**, which cannot be edited, as shown in Figure 2.1-14.

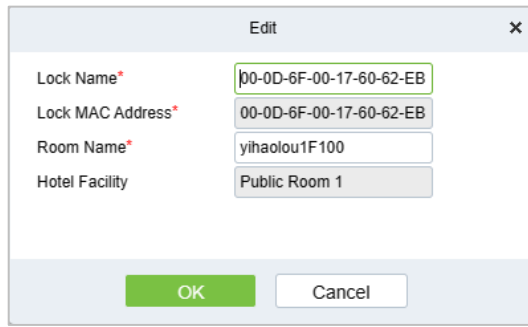


Figure 2.1-14

- 4. Click **OK** again to complete room binding, as shown in Figure 2.1-15.




Lock Name	Lock MAC ...	Room Name	Hotel Facility	Gateway Name	Lock Status	Enable	Firmware V...	Last Sync Time	Operations
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F100	Public Room 1	a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-16 04:31:00	  

Figure 2.1-15

2.1.2.3 Hotel Lock Unbinding Room

- 1. Users can click **Reset** icon in **Operations** module to unbind the room, as shown in Figure 2.1-16.

















Lock Name	Lock MAC ...	Room Name	Hotel Facility	Gateway Name	Lock Status	Enable	Firmware V...	Last Sync Time	Operations
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F100	Public Room 1	a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-16 04:31:00	   
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F101		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-16 04:31:01	  
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F102		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-16 04:31:02	  
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F103		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-16 04:31:03	  
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F104		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-16 04:31:05	  

Figure 2.1-16

- 2. After the processing is complete, the room is unbound and the room status is displayed as unbound, as shown in Figure 2.1-17.
















Lock Name	Lock MAC ...	Room Name	Hotel Facility	Gateway Name	Lock Status	Enable	Firmware V...	Last Sync Time	Operations
00-0D-6F-00-1	00-0D-6F-00-1	Add Room		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-16 04:31:00	  
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F101		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-16 04:31:01	  
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F102		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-16 04:31:02	  
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F103		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-16 04:31:03	  
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F104		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-16 04:31:05	  

Figure 2.1-17

2.1.2.4 Other Functions Description

- The list of hotel lock devices displays all the added hotel locks by default. When you select a gateway on the left, all hotel locks under this gateway will be automatically screened out on the right, as shown in Figure 2.1-18.

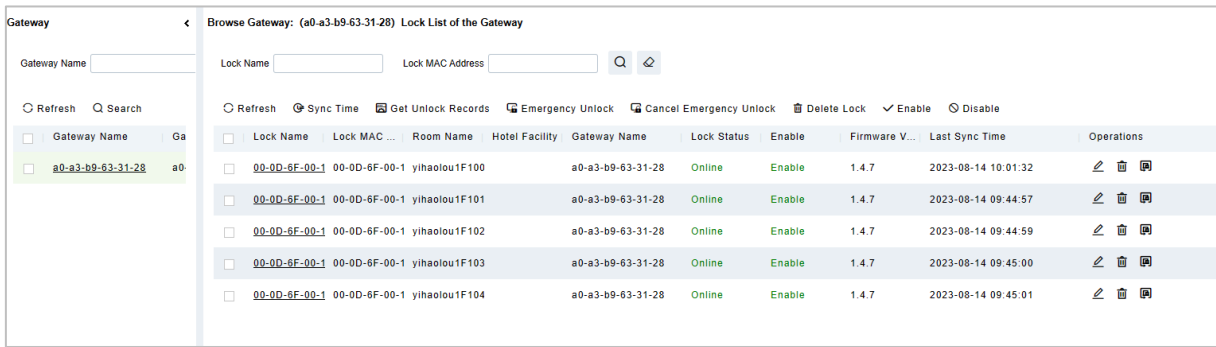


Figure 2.1-18

- In the search bar, users can search for a hotel lock device by lock names and lock MAC address, as shown in Figure 2.1-19.

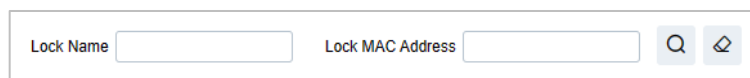


Figure 2.1-19

- The middle row is the operation bar. To perform operations, select the hotel lock to be operated, as shown in Figure 2.1-20.



Figure 2.1-20

- The **Refresh** button can refresh the list of hotel lock devices. When a new hotel lock is added to the network, the interface may not refresh in time. Users can manually click the **Refresh** button to refresh the list and see the newly added hotel lock.
- Clicking **Delete Lock** button can delete the selected lock, click the **Delete** icon behind each lock in the lock list is the same function.

Note: When the hotel lock is deleted, the gateway will remove the hotel lock out of the Zigbee network. If the hotel lock wants to be added again, it is necessary to swipe the **Default Net Card** to enter the network again (the gateway has enabled the **Enable Pairing Mode** firstly). Swipe the Default Net Card directly at the bound hotel lock, the lock can be forcibly deleted, and if the **Enable Pairing Mode** is enabled, it will be added again after deletion.

- **Sync Time** manually synchronize the time. If the last Sync Time of a lock has not been updated for a long time, users can use this button to manually synchronize the time.

Note: Last Sync Time means the point in time when the system was last synchronized with the hotel lock. Under normal circumstances, the system and the hotel lock will automatically synchronize the time at 4:00 am every day, but the actual time after the scheduled task is completed is about 4:30 am every day, as shown in Figure 2.1-21. The hotel will automatically synchronize the time when the power is off and restarted. When the hotel lock is added to the network, it synchronizes the time once.

Lock Name	Lock MAC ...	Room Name	Hotel Facility	Gateway Name	Lock Status	Enable	Firmware V...	Last Sync Time	Operations
<input type="checkbox"/>	00-0D-6F-00-1	00-0D-6F-00-1	Add Room	a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-15 04:31:00	
<input type="checkbox"/>	00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F101	a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-15 04:31:01	
<input type="checkbox"/>	00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F102	a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-15 04:31:02	
<input type="checkbox"/>	00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F103	a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-15 04:31:03	
<input type="checkbox"/>	00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F104	a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-15 04:31:05	

Figure 2.1-21

- Get Unlock Records:** When users find that the unlock records of a hotel lock are not complete, can manually fetch all the unlock records saved by the hotel lock device through **Get Unlock Records** button (the device can save a maximum of 200 unlock records).
- Emergency Unlock:** When requiring an emergency unlock, users can use **Emergency Unlock** button to keep the lock normally open. In normally open state, the hotel lock can directly press down the handle to open the door, without swiping the card. At the same time, on the **Room Monitor** interface, the normally open icon is displayed in the room status corresponding to the hotel lock, as shown in Figure 2.1-22.



Figure 2.1-22

- Cancel Emergency Unlock:** If users need to restore the lock to normal after the emergency is lifted, clicking the **Cancel Emergency Unlock** button to restore the hotel lock to normal state. On the **Room Monitor** interface, the normally open icon corresponding to the room status disappears, as shown in Figure 2.1-23.



Figure 2.1-23

- Disable:** When the hotel lock needs to be disabled for some reasons, users can click **Disable** button to set the hotel lock to the suspended state. In the suspended state, the system will suspend communication with the hotel lock.

- Enable:** If users want to cancel the suspended use of the hotel lock, clicking **Enable** button to re-enable the hotel lock. The system recovers the communication with the hotel lock and sends the synchronization time and basic lock settings to the hotel lock again, as shown in Figure 2.1-24.

Lock Name	Lock MAC ...	Room Name	Hotel Facility	Gateway Name	Lock Status	Enable	Firmware V...	Last Sync Time	Operations
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F100		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-14 10:01:32	
00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F101		a0-a3-b9-63-31-28	Online	Disable	1.4.7	2023-08-14 15:54:31	

Figure 2.1-24

- Firmware Version:** The firmware version of the hotel lock. After the hotel lock is added to the network, the firmware version information will be displayed synchronously. This function is used to provide the firmware version information when the hotel lock requires after-sales support, as shown in Figure 2.1-25.

<input type="checkbox"/>	Lock Name	Lock MAC ...	Room Name	Hotel Facility	Gateway Name	Lock Status	Enable	Firmware Version	Last Sync Time	Operations
<input type="checkbox"/>	00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F100	Public Room 1	a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-15 04:31:00	
<input type="checkbox"/>	00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F101		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-15 04:31:01	
<input type="checkbox"/>	00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F102		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-15 04:31:02	
<input type="checkbox"/>	00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F103		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-15 04:31:03	
<input type="checkbox"/>	00-0D-6F-00-1	00-0D-6F-00-1	yihaolou1F104		a0-a3-b9-63-31-28	Online	Enable	1.4.7	2023-08-15 04:31:05	

Figure 2.1-25

3 Hotel Management

3.1 Room Monitor

On Room Monitor interface allows users to view and change room status, including displaying room details, performing both individual and team check-ins and check-outs, and making room reservations simultaneously., as shown in Figure 3.1-1.

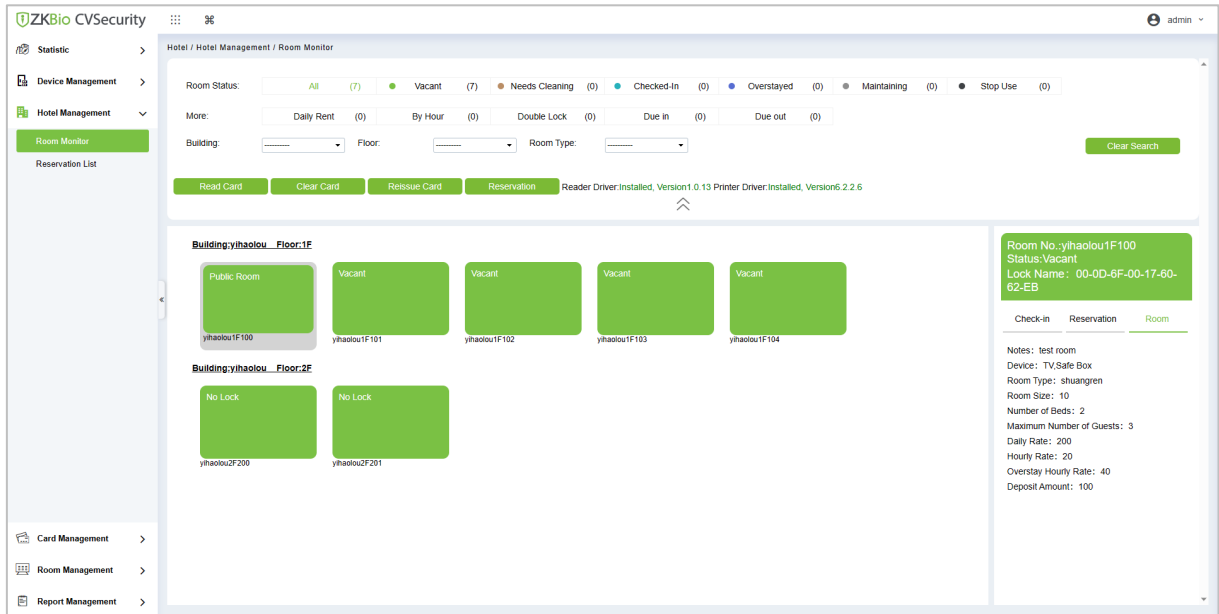


Figure 3.1-1

3.1.1 Search

- **Building and Floor search bar:** Select the name of the building and floor through the drop-down list, and the following room list will be synchronized to screen out eligible rooms. Click the **Clear Search** button to clear the filter criteria.

Note: Users need to select the building first, and then select the floor, as shown in Figure 3.1-2.



Figure 3.1-2

- **Room Type search bar:** Select the room type name through the drop-down list, the following room list will be synchronized to screen out eligible rooms. Click the **Clear Search** button to clear the filter criteria, as shown in Figure 3.1-3.

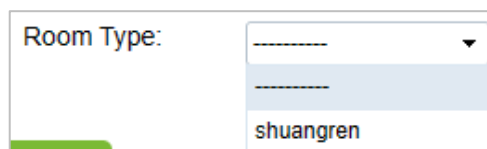


Figure 3.1-3

- **Room Status and More search bar:** Clicking the corresponding room status, eligible rooms will be automatically selected from the following room list, as shown in Figure 3.1-4.

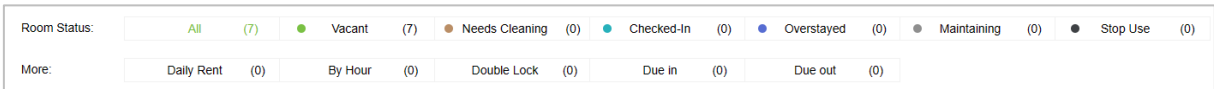


Figure 3.1-4

- 1) **All:** Screen All rooms, click **All** button, the system will screen all rooms. The following brackets represent the number of rooms that match the status of the room, as shown in Figure 3.1-5.

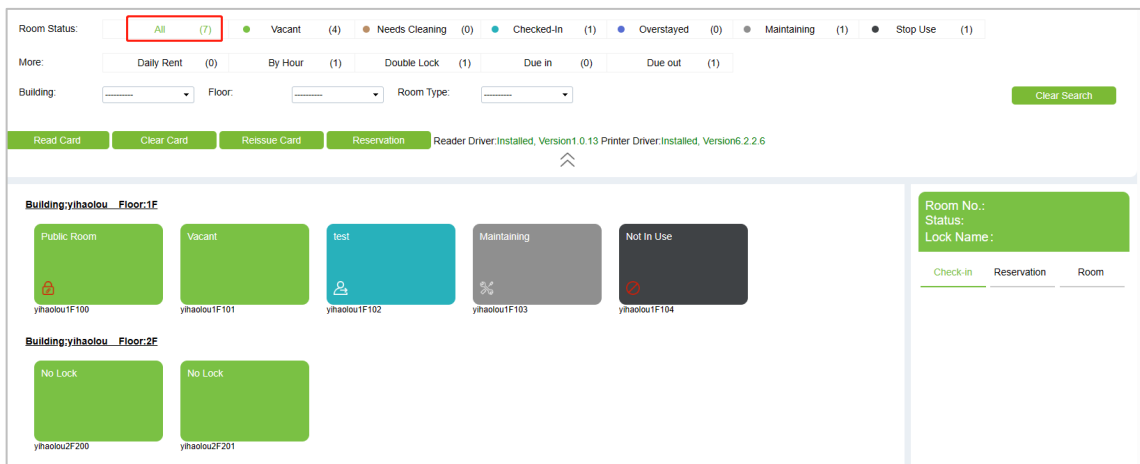


Figure 3.1-5

- 2) **Clean (Vacant):** Click **Vacant** button, the system will screen out all unoccupied rooms. The following brackets represent the number of rooms that match the status of the room. Empty rooms are displayed in green, as shown in Figure 3.1-6.

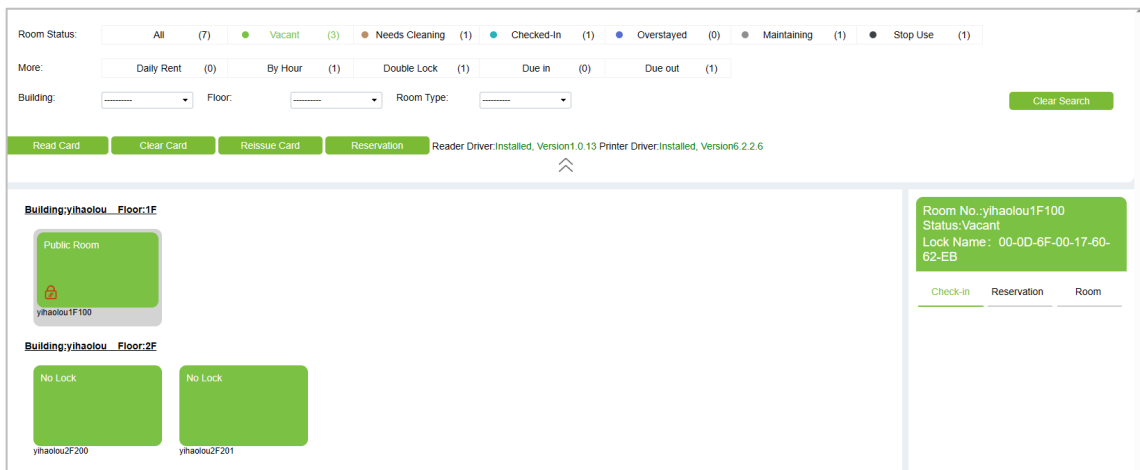


Figure 3.1-6

- 3) **Dirty Room (Need Cleaning):** Click **Need Cleaning** button will filter out rooms that require cleaning. The number in brackets indicates the count of dirty rooms, which are displayed in an earthy yellow color, as shown in Figure 3.1-7.

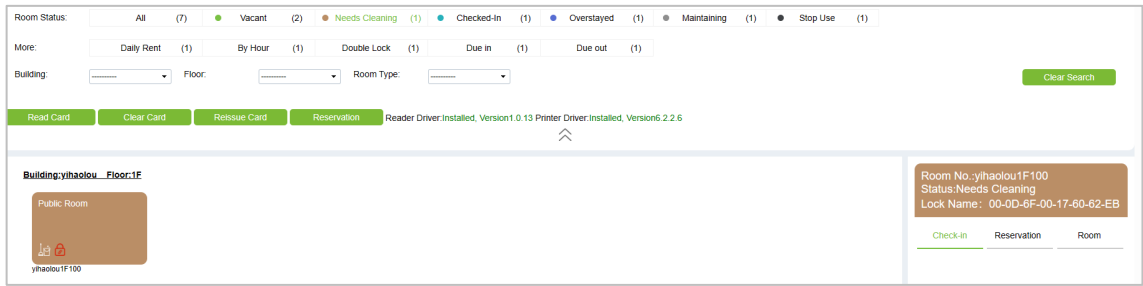


Figure 3.1-7

- 4) **Checked-In:** Click **Checked-in** button, the system will screen out all occupied rooms. The following brackets represent the number of rooms that match the status of the room. The room is displayed in sky blue, as shown in Figure 3.1-8.

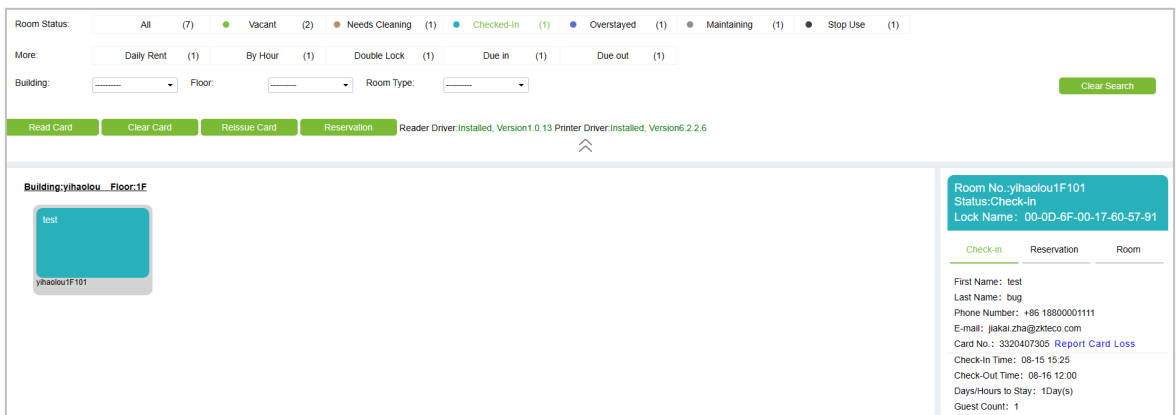


Figure 3.1-8

- 5) **Overstay:** Click this button, the system will screen out all late check-out rooms. The following brackets represent the number of rooms that match the status of the room. Delayed rooms are shown in blue-purple, as shown in Figure 3.1-9.

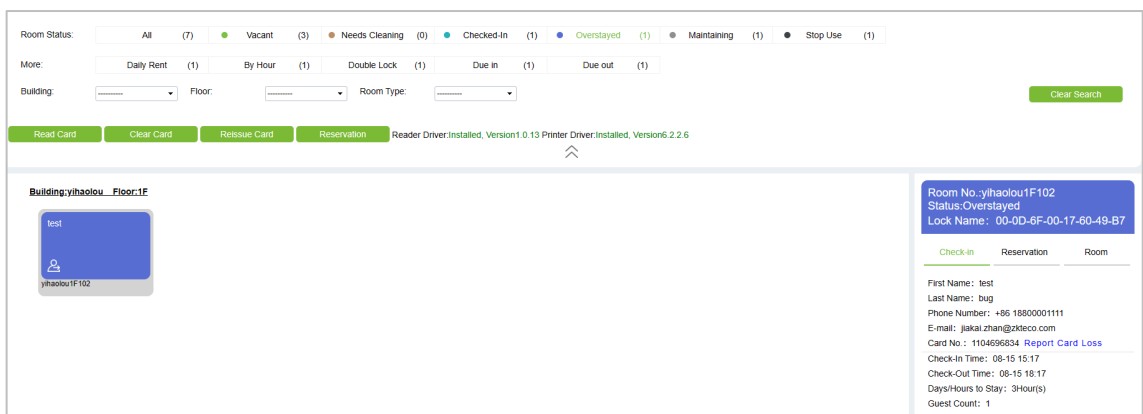


Figure 3.1-9

- 6) **Maintaining:** Click this button, the system will screen out all the rooms to be maintained. The following brackets represent the number of rooms that match the status of the room. The room to be repaired is displayed in gray, as shown in Figure 3.1-10.

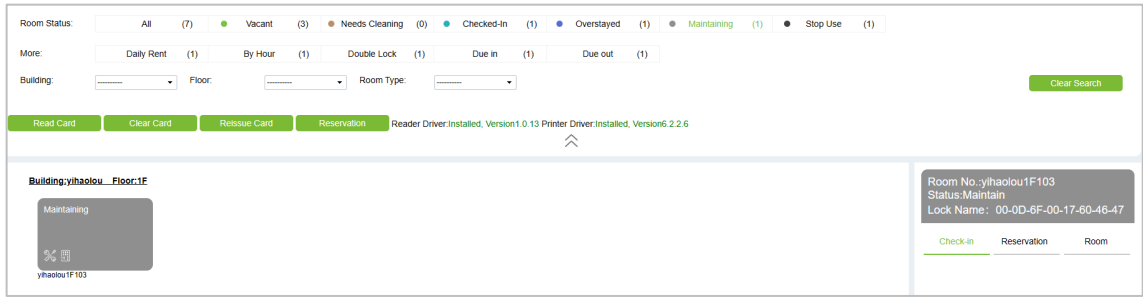


Figure 3.1-10

- 7) **Stop Use:** Click this button, the system will screen out all the suspended rooms. The following brackets represent the number of rooms that match the status of the room. The suspended room is displayed in dark gray, as shown in Figure 3.1-11.

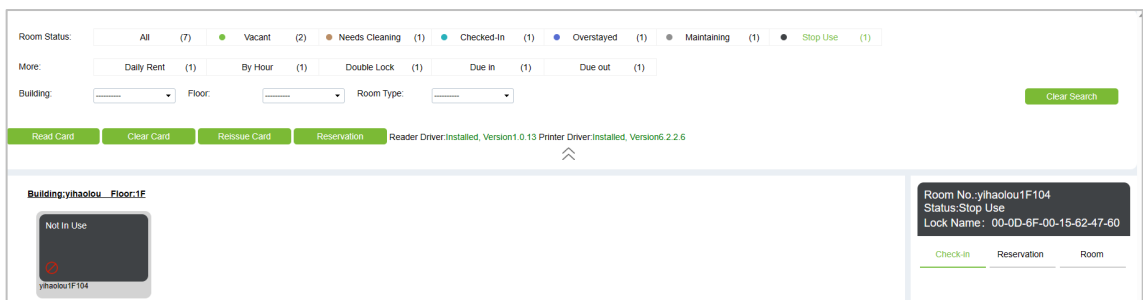


Figure 3.1-11

- 8) **Daily Rent:** Click this button, the system will screen all the rooms rented by the day after clicking. The following brackets represent the number of rooms that match the status of the room, as shown in Figure 3.1-12.

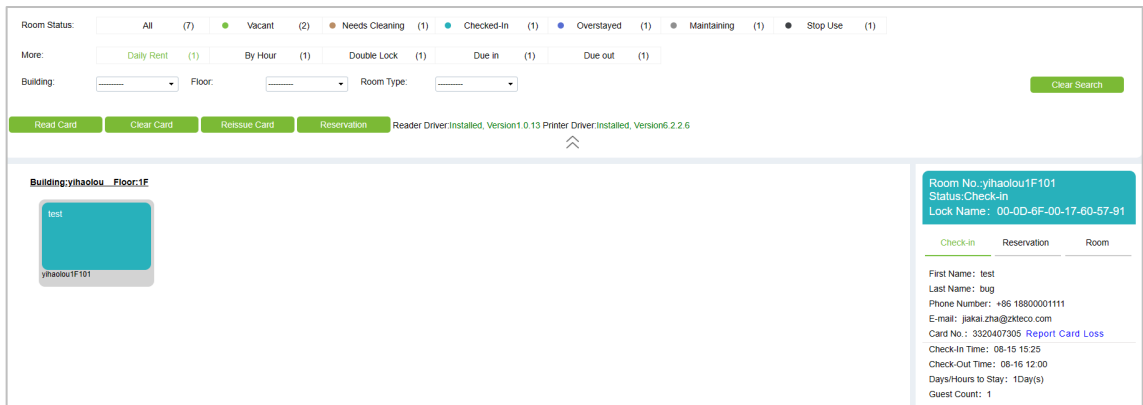


Figure 3.1-12

- 9) **By Hour:** Click this button, the system will screen all rooms rented by the hour. The following brackets represent the number of rooms that match the status of the room, as shown in Figure 3.1-13.

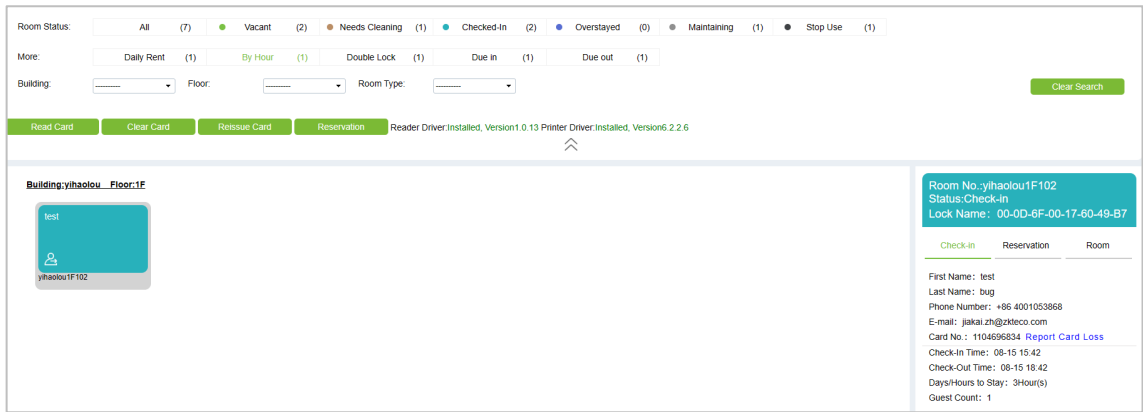


Figure 3.1-13

10) **Double Lock:** Click this button, the system will screen out all the unlocked rooms. The following brackets represent the number of rooms that match the status of the room, as shown in Figure 3.1-14.

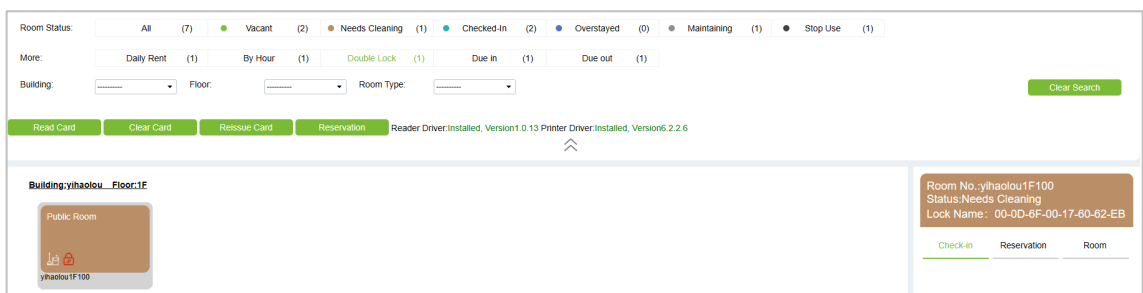


Figure 3.1-14

11) **Due in:** Click this button, the system will screen out all the rooms booked for today. The following brackets represent the number of rooms that match the status of the room, as shown in Figure 3.1-15.

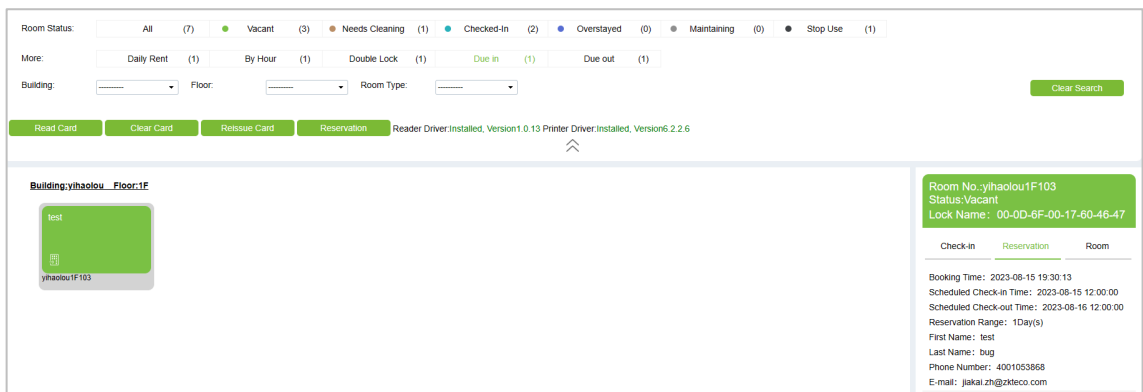


Figure 3.1-15

12) **Due out:** Click this button, the system will screen out all the rooms that are expected to check out today. The following brackets represent the number of rooms that match the status of the room, as shown in Figure 3.1-16.

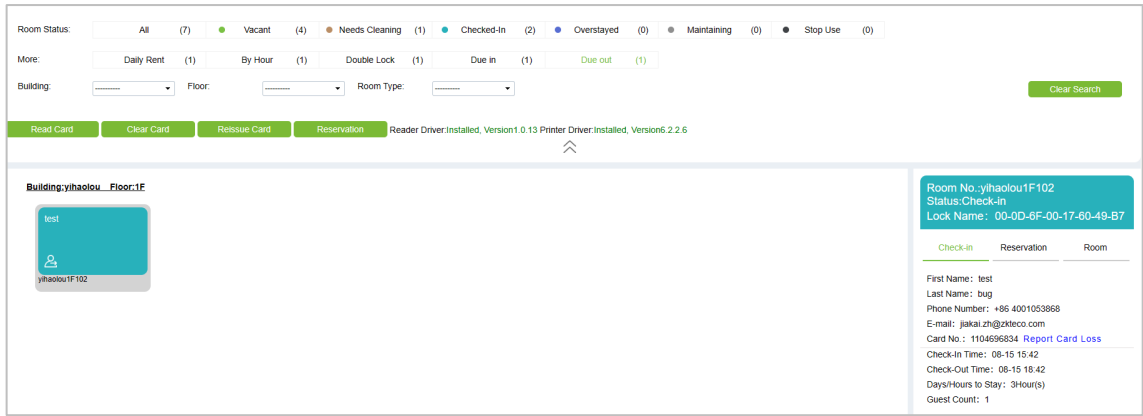


Figure 3.1-16

3.1.2 Room Status

The **Room Status** button pops up by clicking the room icon with the right mouse button. The operable options are shown in Figure 3.1-17.

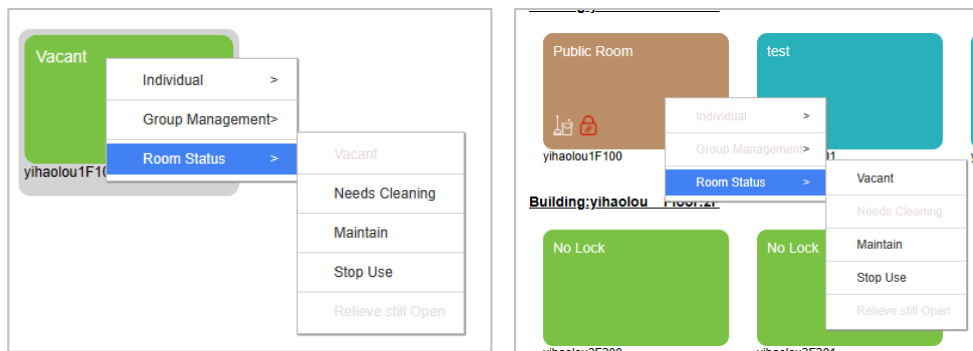


Figure 3.1-17

- **Vacant:** Restore the normal use of the room, when the room is set to a special room status (to be cleaned, to be repaired, suspended), users can use this function to restore the room status.
- **Needs Cleaning:** The room needs to be cleaned.
- **Maintain:** The room need to be maintained.
- **Stop Use:** The room is not in use.
- **Relieve still Open:** When the door is opened by swiping the card and the door is not closed for more than 1 minute, the alarm will be triggered (10 buzzer sounds), and the alarm icon will be displayed in the room list. Hotel personnel can only close the alarm icon of the unlocked door through this function. As shown in Figure 3.1-18.

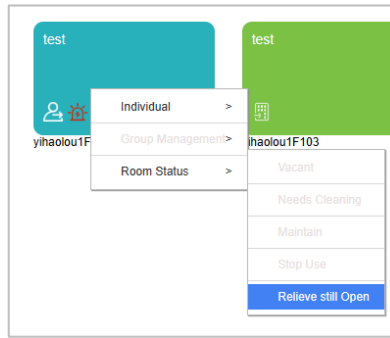
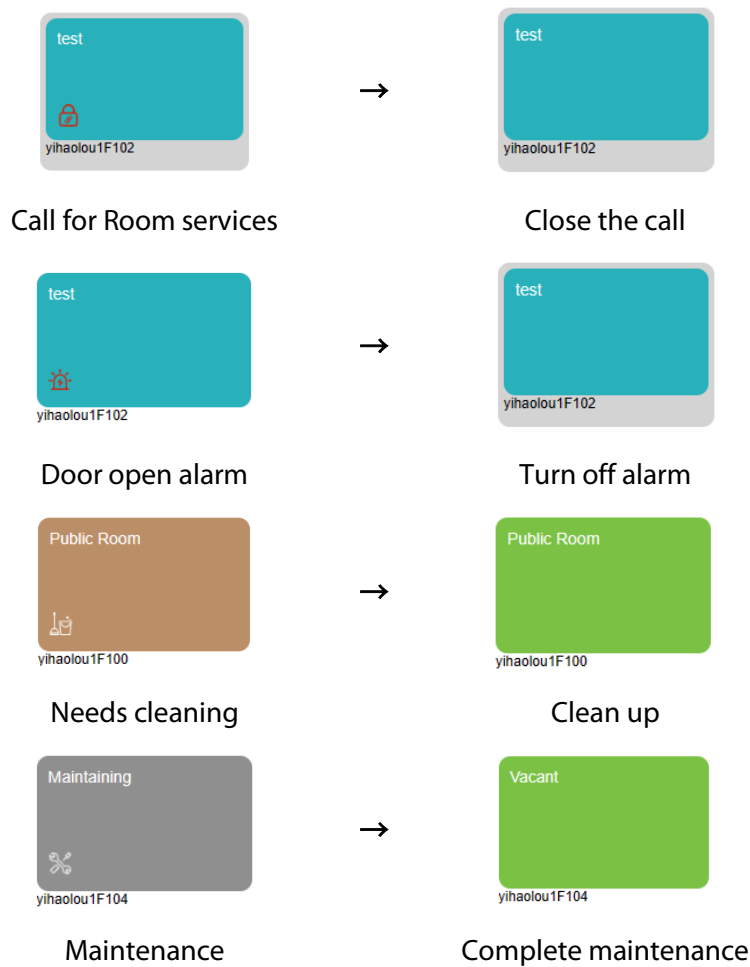


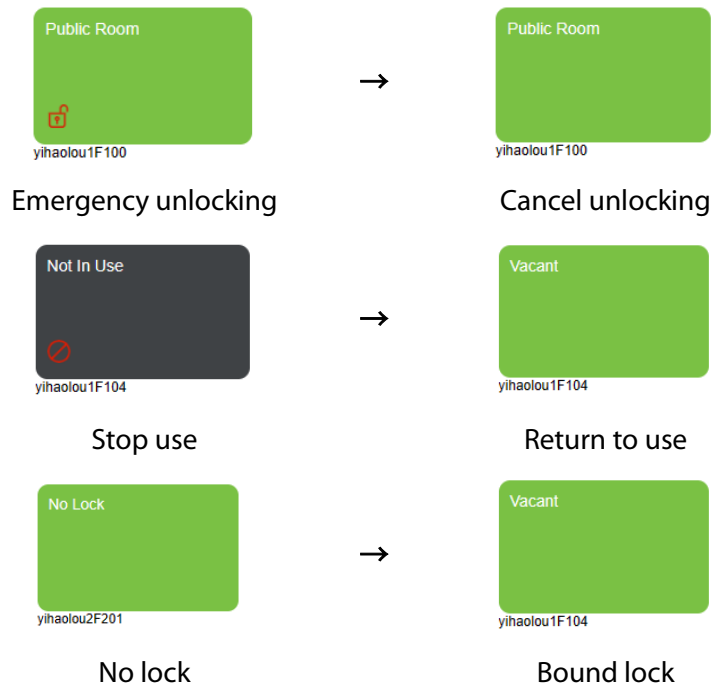
Figure 3.1-18

3.1.3 Main Status Change Process of Rooms

- Vacant > Due in > Checked-in > Due out > Overstayed > Needs Cleaning.
- Vacant > Individual > Checked-in > Due out > Overstayed > Needs Cleaning.
- Vacant > Group Management > Checked-in > Due out > Overstayed > Needs Cleaning.

3.1.4 Other Status Change Process of Rooms





3.1.5 Room Status and Check-in Reservation

When the room is in a "Stop Use" or "No Lock" state, it cannot be booked and checked in. Similarly, the room will not appear in the **Room Monitor** interface. If in the "Maintaining" state, room cannot be checked in, but can be booked.

When you right-click these types of room in the real-time room list, it will be found that the **Individual** and **Group Management** services in the menu are gray and not optional, as shown in Figure 3.1-19.

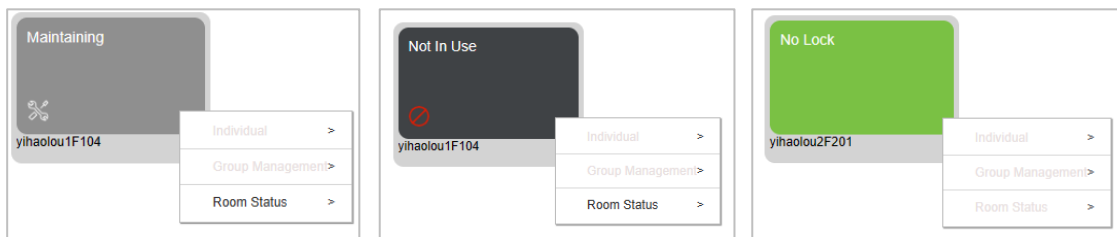


Figure 3.1-19

The room may be reserved while it is in the state of "Uncleaned", but not cleaned. The room will still appear in the reservation management list, as shown in Figure 3.1-20.

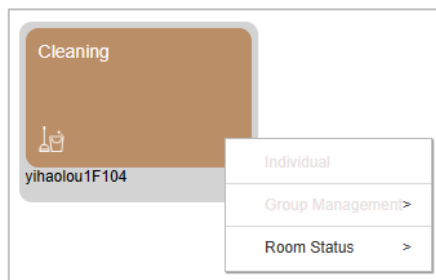


Figure 3.1-20

3.1.6 Room Information

In the Room list, on the right side of the room page, select any room to display the current room information, including Room No., Status and Lock Name in the header. The tabs are Check-in information, Reservation information, and Room information, as shown in Figure 3.1-21.

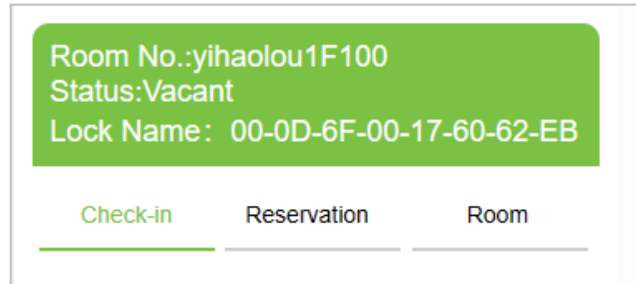


Figure 3.1-21

- When one of the rooms in the list is selected, the room information bar will be refreshed according to the latest information.
- It contains basic information such as Room Number, Room State, and the name of the hotel lock, as shown in Figure 3.1-22.

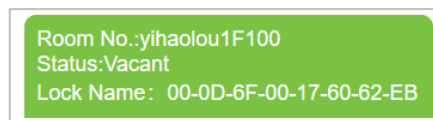


Figure 3.1-22

- Also, it shows the room reservation information or the room check-in information, as shown in Figure 3.1-23.



Figure 3.1-23

- In the room check-in information, users can see the name, contact number, check-in time, expected check-out time, the number of days (hours), and the number of people who have checked-in already, as shown in Figure 3.1-24.

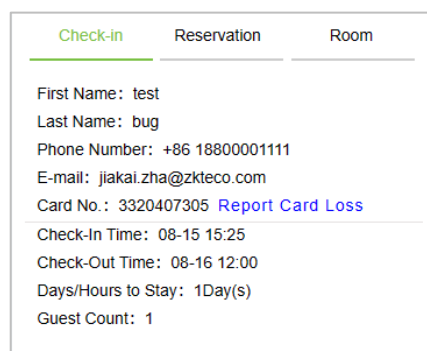


Figure 3.1-24

In the room check-in information, the user can also see how many room cards have been issued to the current room. There is a **Report Card Loss** button on the back of each room, click this button to Report the Lost Card immediately. After reporting the loss, click the **Clear Lost Card Report** button to cancel the loss report of this room card.

- In the room reservation information, users can see the booked guest name, contact number, scheduled check-in time, scheduled check-out time, number of days (hours), and number of guests, as shown in Figure 3.1-25.

Check-in	Reservation	Room
Booking Time: 2023-08-15 17:23:45		
Scheduled Check-in Time: 2023-08-17 12:00:00		
Scheduled Check-out Time: 2023-08-19 12:00:00		
Reservation Range: 2Day(s)		
First Name: test		
Last Name: bug		
Phone Number: 4001053868		
E-mail: jiakai.zh@zkteco.com		

Figure 3.1-25

- In the room information, users can see the room type name, room size, the number of beds, maximum occupancy, daily room rate, and the furniture and facilities, as shown in Figure 3.1-26.

Check-in	Reservation	Room
Notes: test room		
Device: TV, Safe Box		
Room Type: shuangren		
Room Size: 10		
Number of Beds: 2		
Maximum Number of Guests: 3		
Daily Rate: 200		
Hourly Rate: 20		
Overstay Hourly Rate: 40		
Deposit Amount: 100		

Figure 3.1-26

3.1.7 Printer and Reader Driver

3.1.7.1 Printer Driver

The status bar of the printer driver makes it easy for users to know whether the printer driver is installed on the current system and whether the version of the printer driver is up to date.

When the status of the printer driver is displayed as shown in Figure 3.1-27, it represents that the printer driver is installed and is the latest version, the version number is Ver 6.2.2.6.

Printer Driver: Installed, Version 6.2.2.6

Figure 3.1-27

3.1.7.2 Reader Driver

The status bar of the reader driver makes it easy for users to know whether the reader driver has been installed on the current system and whether the version of the reader driver is the latest.

When the status of Reader's Driver is displayed as shown in Figure 3.1-28, it means the reader's driver is installed and is the latest version, version number: Ver 1.0.13.

Reader Driver: Installed, Version 1.0.13

Figure 3.1-28

3.1.8 Read, Clear and Reissue Card

3.1.8.1 Read Card

After installing the driver and plugging the reader into the system, click the **Read Card** button, and the card information display window will pop up, as shown in Figure 3.1-29.

The screenshot shows a 'Read Card' window with the following data:

Physical Card Number	1104696834	Card No.	104696834
Issued Date	2023-08-15 15:42:32	Card Expiration Time	2023-08-17 00:42:32
Cardholder Name	test	Card Type	Room Card
Hotel Name	test hotel	Building Name	yihaolou
Floor Name	1F	Room Name	yihaolou1F102
Facility 1		Facility 2	
Facility 3		Facility 4	
Facility 5		Facility 6	
Facility 7		Facility 8	
Facility 9		Facility 10	
Facility 11		Facility 12	

At the bottom center of the window is a green 'Close' button.

Figure 3.1-29

Note: If the latest driver is not installed, or the reader is not plugged in, or there is no card on the reader, click the **Read Card** button and the system will report "The Operation Failed!" as shown in Figure 3.1-30.

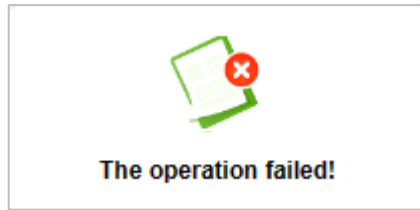


Figure 3.1-30

3.1.8.2 Cancel Card

The **Cancel Card** button is used to clear the card data. When clicked, the system will confirm again, as shown in Figure 3.1-31.

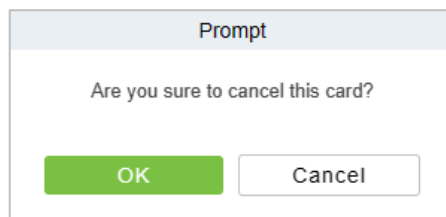


Figure 3.1-31

After clicking the **OK** button, the card data will be cleared, and the card status will become invalid in the card-issuing table, as shown in Figure 3.1-32.

Card Status	Card Type	Room Name	Card No.	Physical Card Num...	Name	Last Name	ID Type	ID Number	Card Issued Date	Card Expiration Date	Issued Time
Invalid	Room Card	yihaolou1F102	104698834	1104698834	test	bug	ID	2	2023-08-15 15:42:54	2023-08-16 10:02:07	2023-08-15 15:42:54
Valid	Room Card	yihaolou1F101	320407305	3320407305	test	bug	ID	2233	2023-08-15 15:26:37	2023-08-16 12:00:00	2023-08-15 15:26:37

Figure 3.1-32

The user information is deleted from the check-in information, as shown in Figure 3.1-33.

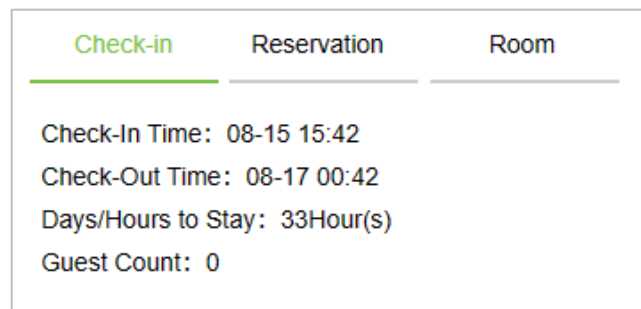


Figure 3.1-33

Note: The blacklist card cannot clear the card.

3.1.8.3 Reissue Card

It is used when the user's room card is cancelled abnormally or the room card is reported lost or the peer reissues it.

1. Select the room where the room card needs to be reissued, click **Reissue Card**, and the reissue room card window will pop up, as shown in Figure 3.1-34.

The screenshot shows a 'Reissue Card' window with the following fields and data:

Current Room	yihailou1F102	Room Type	shuangren
Check-In Time	2023-08-15 15:42:32	Check-Out Time	2023-08-17 00:42:32
Number of Cards Issued	2	Maximum Number of Cards	1
Number of Guests	2	Maximum Number of Guests	1

First Name	ID Type	ID Number	Card No.
test	Passport	1122	4004238539
test	ID	11	1104696834

Add Guest

Certificate Type*

ID Number*

Hotel Facility

E-mail

First Name*

Last Name

Phone Number

Buttons: Write Card, Close

Figure 3.1-34

- 2. Check **Add Guest**, fill in the guest information, and click **Write Card**, as shown in Figure 3.1-35.

This screenshot is identical to Figure 3.1-34, showing the 'Reissue Card' form with the 'Add Guest' section visible. The form contains the same room and guest information as the previous figure.

Figure 3.1-35

3.1.9 Reservation

Make individual or group hotel reservations.

1. Click the **Reservation** button on the Room Monitor interface, and a reservation window pops up, as shown in Figure 3.1-36.

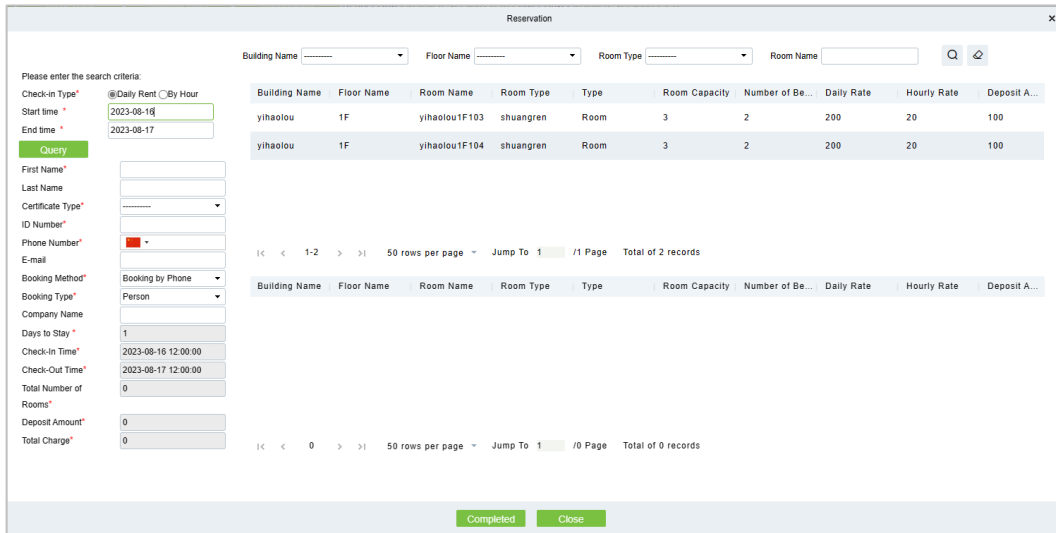


Figure 3.1-36

2. Select the booking type "Daily Rent" or "By Hour", select the start time and end time, click **Query**, and the available rooms within the time range of the current query conditions will be displayed in the list on the top right. As shown in Figure 3.1-37.

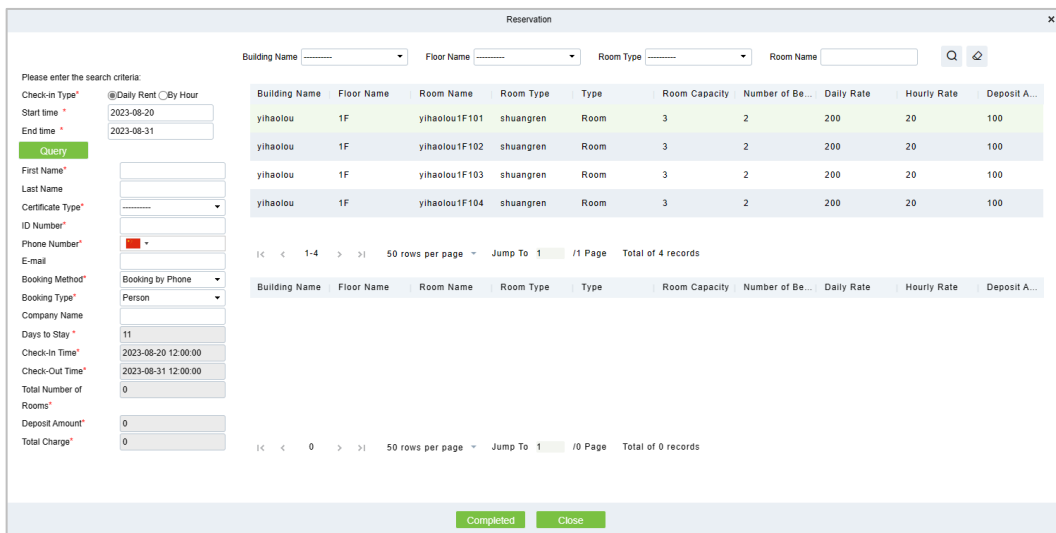


Figure 3.1-37

3. Select building name, floor name, room type and room name, and fill in the required items. Click **Completed**, as shown in Figure 3.1-38.

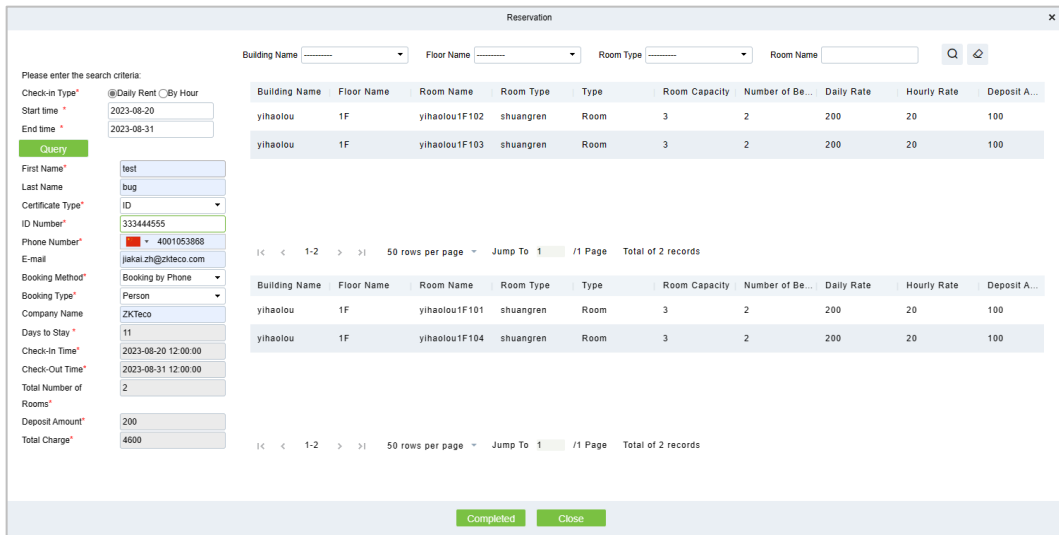


Figure 3.1-38

- 4. After a Reservation is made, users can view the reservation record in the **Reservation List**, as shown in Figure 3.1-39.

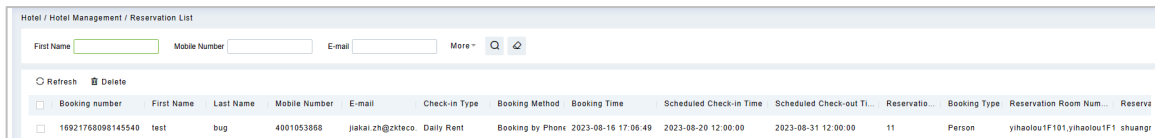


Figure 3.1-39

- 5. The reservation information is displayed in the room information, as shown in Figure 3.1-40.

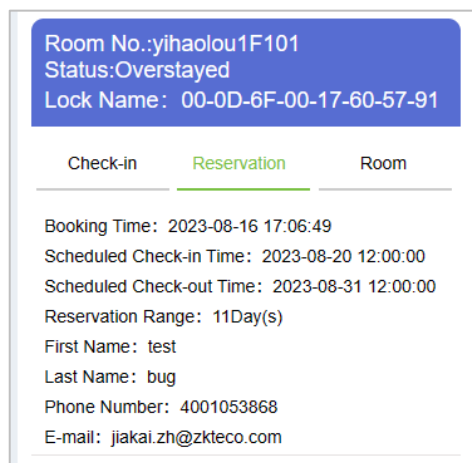


Figure 3.1-40

3.1.10 Individual Business

3.1.10.1 Check-in

1. Right-click the available rooms and select **Individual-> Individual check-in** function from the pop-up menu to check-in as shown in Figure 3.1-41.

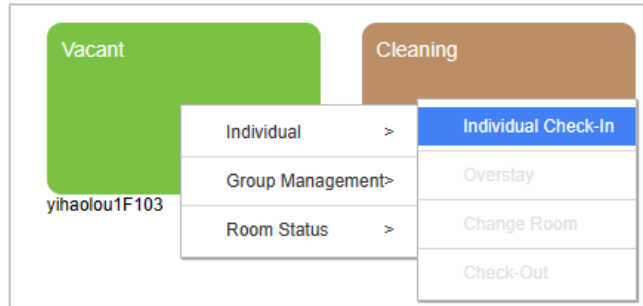


Figure 3.1-41

2. The individual check-in window will be displayed, after filling in the check-in information, as shown in Figure 3.1-42.

Room Name*	yihaolou1F101	Phone Number	4001053868
Certificate Type*	ID	E-mail	jiakai.zh@zkteco.com
ID Number*	2233	Emergency Contact Phone	4001053868
First Name*	test	Check-in Type*	<input checked="" type="radio"/> Daily Rent <input type="radio"/> By Hour
Last Name	bug	Guest Count*	1
Gender	Male	Check-in Time*	2023-08-17 10:26:56
Home Address	zkteco	Check-Out Time*	2023-08-17 12:00:00
Days to Stay*	1	Daily Rate*	200.00
Discount(%)	1	Payable Amount*	298.00
Deposit Amount*	100.00		

2023-08-20 12:00:00The room has been booked.

Figure 3.1-42

- **Room Name:** The default Room Name is the previously selected or booked Room number. The Room number cannot be changed when registering.
- **Certificate Type:** The Certificate Type can be selected from the drop-down list such as ID, Passport, Driver's License, Others.
- **ID Number:** The system will obtain the information of the guests who have checked in. When the same ID number is entered for the next time, the other information of the guests will be automatically filled in.
- **First Name:** Enter the first name of the guest, required fields.
- **Last Name:** Enter the last name of the guest, non-required fields.
- **Gender:** Select the gender from the drop-down list.
- **Home Address:** Not required.

- **Phone Number:** If the customer needs to use the mobile phone HTML5 function, he/she must fill in the mobile phone number which can receive the successful check-in SMS and the mobile phone HTML5 link. Remember to select the country before entering the guest's phone number. It will be automatically saved as the default number.
 - **E-Mail:** The email address of guests is not required, but can be used to send consumption bills.
 - **Emergency Contact Phone:** Enter the Emergency Contact Number.
 - **Check-in Type:** The options are Daily Rent and Hourly Rent.
 - **Guest Count:** The Guest count must be within the limits of room regulations.
 - **Days of Stay:** The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
 - **Check-in Time:** Automatically fills according to the actual check-in time.
 - **Check-out Time:** The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.
 - **Discount (%):** Select the discount percentage as per the norms and the range is 0% to 100%.
 - **Deposit Amount:** Automatically fills according to the rental deposit set on Room Type.
 - **Daily Rate:** Automatically calculates the rate according to the estimated number of days and the room fee set on Room Type.
 - **Payable Amount:** Rental cost + deposit. Guests should pay the room fee in advance including the total deposit. **Note:** This system is only responsible for the auxiliary calculation of rents according to preset rules and does not involve POS business of cash collection.
3. After filling in the required information above, click the **Check-in Registration** button to enter **Register or Issue a Card** interface, set the ladder control (optional), access control (optional), and hotel facility, as shown in Figure 3.1-43.

Register or Issue a Card

Room Name* yihaolou1F101

Room Type* shuangren

Check-in Time* 2023-08-17 11:00:16

Check-Out Time* 2023-08-17 12:00:00

Check in without card

Certificate Type* ID

ID Number* 112233

First Name* test

Last Name bug

Phone Number 4001053868

E-mail jiakai.zh@zkteco.com

Access Level(s)

Elevator Control

Hotel Facility

Number of Cards Issued: 0 Number of Available Guests: 1

First Name	ID Type	ID Number	Card No.
------------	---------	-----------	----------

Write Card Cancel Card Completed

Figure 3.1-43

- **Room Name:** The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Room Type:** The Room Type will be automatically displayed according to the selected guest room, and cannot be modified.
- **Check-in Time:** The system fills the current time by default and cannot be modified.
- **Check-out Time:** The time will be filled automatically and cannot be modified.
- **Check in without card:** The first guest must be issued a room card, and the second guest can only check-in without a room card during group check-in.
- **Certificate Type:** The information of the first guest will be automatically filled in according to the previous order without manual input. But the second guest needs to enter the registration manually.
- **ID Number:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **First Name:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.

- **Last Name:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
 - **Phone Number:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
 - **Access Level(s):** Click to add the room card to the Access Level that can be accessed, such as hotel lobby access control, swimming pool access control, chess room access control, etc. After selecting the corresponding access level here, the room card has both the guestroom unlock access and these access control rights.
 - **Elevator Control:** Click to add the room card to the Elevator Control. For example, the guest room is on the 3rd floor, after selecting the elevator control on the 3rd floor, the room card has both the guestroom unlock and the elevator rights on the 3rd floor.
 - **Hotel Facility:** Click to add the room card to the room area, such as VIP entertainment room, private hot spring, etc. After selecting the corresponding room area, the room card has both the unlocking guestroom and the unlocking the special room permissions.
 - **Number of Cards Issued:** Indicates the current number of room cards issued, and the room card information will be displayed in the list. It includes the guest name of the cardholder, ID card number, and room card number.
 - **Number of Available Guests:** Indicates the number of fellow guests who can still check in, depending on the maximum number of occupants of the room settings.
4. Place the card on the card reader, click **Write Card**, complete the card issuance. Click **Complete**, the pop-up window will close, and the check-in information can be viewed in the room information on the right side, as shown in Figure 3.1-44.

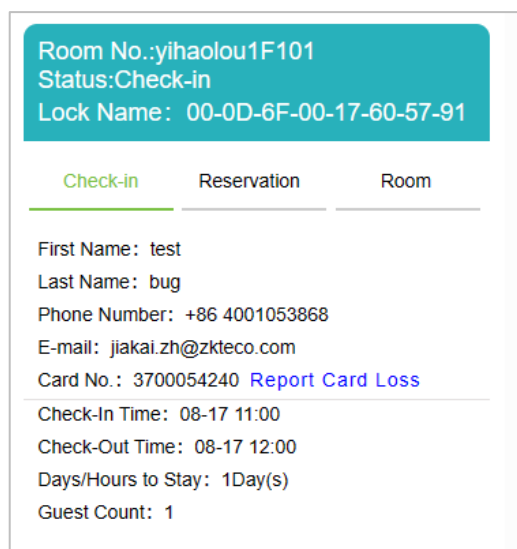


Figure 3.1-44

3.1.10.2 Reservation Check-in

1. In the **Reservation List**, locate the person who is checking in today, and click **Check-In Registration** after the earliest check-in time is met, as shown in Figure 3.1-45. Or right-click the reservation room in the **Room Monitor** interface and click the **Individual** button.

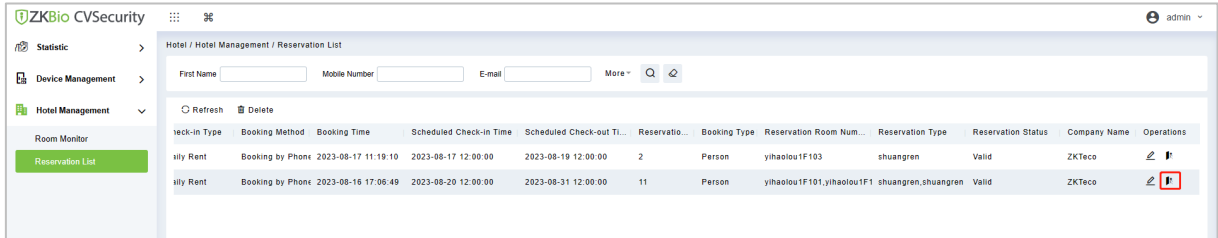


Figure 3.1-45

2. In the Check-In pop-up window, the corresponding information will be automatically filled in according to the reservation information, as shown in Figure 3.1-46.

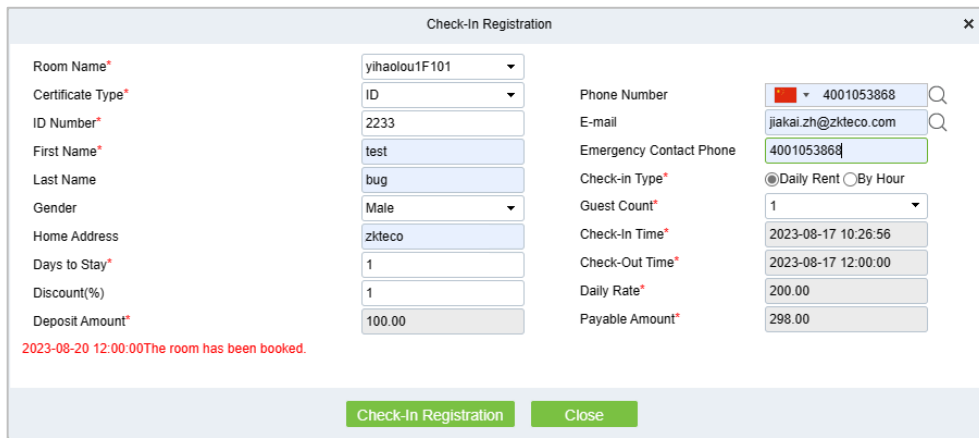


Figure 3.1-46

- **Room Name:** The default Room Name is the previously selected or booked Room number. The Room number cannot be changed when registering.
- **Certificate Type:** The Certificate Type can be selected from the drop-down list such as ID, Passport, Driver's License, Others.
- **ID Number:** The system will obtain the information of the guests who have checked in. When the same ID number is entered for the next time, the other information of the guests will be automatically filled in.
- **First Name:** Enter the first name of the guest, required fields.
- **Last Name:** Enter the last name of the guest, non-required fields.
- **Gender:** Select the gender from the drop-down list.
- **Home Address:** Not required.
- **Phone Number:** If the customer needs to use the mobile phone HTML5 function, he/she must fill in the mobile phone number which can receive the successful check-in SMS and

the mobile phone HTML5 link. Remember to select the country before entering the guest's phone number. It will be automatically saved as the default number.

- **E-Mail:** The email address of guests is not required, but can be used to send consumption bills.
 - **Emergency Contact Phone:** Enter the Emergency Contact Number.
 - **Check-in Type:** The options are Daily Rent and Hourly Rent.
 - **Guest Count:** The Guest count must be within the limits of room regulations.
 - **Days of Stay:** The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
 - **Check-in Time:** Automatically fills according to the actual check-in time.
 - **Check-out Time:** The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.
 - **Discount (%):** Select the discount percentage as per the norms and the range is 0% to 100%.
 - **Deposit Amount:** Automatically fills according to the rental deposit set on Room Type.
 - **Daily Rate:** Automatically calculates the rate according to the estimated number of days and the room fee set on Room Type.
 - **Payable Amount:** Rental cost + deposit. Guests should pay the room fee in advance including the total deposit. **Note:** This system is only responsible for the auxiliary calculation of rents according to preset rules and does not involve POS business of cash collection.
3. After filling in the required information above, click the **Check-in Registration** button to enter **Register or Issue a Card** interface, set the ladder control (optional), access control (optional), and hotel facility, as shown in Figure 3.1-47.

Register or Issue a Card

Room Name* yihailou1F101

Room Type* shuangren

Check-In Time* 2023-08-17 11:00:16

Check-Out Time* 2023-08-17 12:00:00

Check in without card

Certificate Type* ID

ID Number* 112233

First Name* test

Last Name bug

Phone Number 4001053868

E-mail jiakai.zh@zkteco.com

Access Level(s)

Elevator Control

Hotel Facility

Number of Cards Issued: 0 Number of Available Guests: 1

First Name	ID Type	ID Number	Card No.
------------	---------	-----------	----------

Write Card Cancel Card Completed

Figure 3.1-47

- **Room Name:** The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Room Type:** The Room Type will be automatically displayed according to the selected guest room, and cannot be modified.
- **Check-in Time:** The system fills the current time by default and cannot be modified.
- **Check-out Time:** The time will be filled automatically and cannot be modified.
- **Check in without card:** The first guest must be issued a room card, and the second guest can only check-in without a room card during group check-in.
- **Certificate Type:** The information of the first guest will be automatically filled in according to the previous order without manual input. But the second guest needs to enter the registration manually.
- **ID Number:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
- **First Name:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.

- **Last Name:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
 - **Phone Number:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
 - **Access Level(s):** Click to add the room card to the Access Level that can be accessed, such as hotel lobby access control, swimming pool access control, chess room access control, etc. After selecting the corresponding access level here, the room card has both the guestroom unlock access and these access control rights.
 - **Elevator Control:** Click to add the room card to the Elevator Control. For example, the guest room is on the 3rd floor, after selecting the elevator control on the 3rd floor, the room card has both the guestroom unlock and the elevator rights on the 3rd floor.
 - **Hotel Facility:** Click to add the room card to the room area, such as VIP entertainment room, private hot spring, etc. After selecting the corresponding room area, the room card has both the unlocking guestroom and the unlocking the special room permissions.
 - **Number of Cards Issued:** Indicates the current number of room cards issued, and the room card information will be displayed in the list. It includes the guest name of the cardholder, ID card number, and room card number.
 - **Number of Available Guests:** Indicates the number of fellow guests who can still check in, depending on the maximum number of occupants of the room settings.
4. Place the card on the card reader, click **Write Card**, complete the card issuance. Click **Complete**, the pop-up window will close, and the check-in information can be viewed in the room information on the right side, as shown in Figure 3.1-48.

Room No.:yihaolou1F101
 Status:Check-in
 Lock Name: 00-0D-6F-00-17-60-57-91

Check-in	Reservation	Room
First Name: test		
Last Name: bug		
Phone Number: +86 4001053868		
E-mail: jiakai.zh@zkteco.com		
Card No.: 3700054240	Report Card Loss	
Check-In Time: 08-17 11:00		
Check-Out Time: 08-17 12:00		
Days/Hours to Stay: 1Day(s)		
Guest Count: 1		

Figure 3.1-48

3.1.10.3 Overstay

1. Right-click the room in the **Room Monitor** interface and select **Individual > Overstay** in the pop-up window, as shown in Figure 3.1-49.

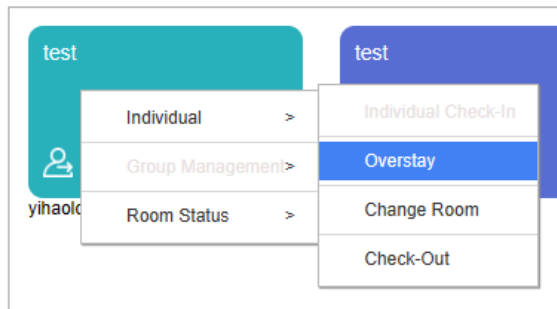


Figure 3.1-49

2. In the pop-up window of overstay registration, users can view the name of the person staying in the current room, registration certificate and card number, as shown in Figure 3.1-50.

Overstay Registration ✕

Room Name

First Name	ID Type	ID Number	Card No.
test	ID	2233	3700054240

Overstay Days*

Check-In Time

Discount(%)

Days to Stay

Check-Out Time

Overstay Charge

Figure 3.1-50

- **Overstay Days:** The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
- **Days of Stay:** The default value is displayed according to the hotel parameter settings, which cannot be changed.
- **Check-in Time:** Automatically fills according to the actual check-in time.
- **Check-out Time:** The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.

- **Discount (%)**: Select the discount percentage as per the norms and the range is 0% to 100%.
 - **Overstay Charge**: Automatically calculated according to the daily rate multiplied by the number of days of overstay.
3. Click **Overstay** and pop up the **issued for Overstay** interface. Remote card writing and card reader can be used to issue cards, as shown in Figure 3.1-51

First Name	ID Type	ID Number	Card No.	Issuing Status
test	ID	2233	3700054240	✔

Figure 3.1-51

- **Room Name**: The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Room Type**: The Room Type will be automatically displayed according to the selected guest room, and cannot be modified.
- **Check-in Time**: The system fills the current time by default and cannot be modified.
- **Check-out Time**: The time will be filled automatically and cannot be modified.
- **Write Card Remotely**: After **Write Card Remotely** is checked, the **Write Card** button is set to ashes. After completion, the customer needs to use the room card to swipe the card directly in the hotel lock. The first swipe will give the warning tone of card failure, and the second swipe can open the door normally. If **Write Card Remotely** is not checked, users need to place the card on the card reader, click **Write Card**, and issuing status will be displayed ✔ after writing the card successfully.
- **Number of Cards Issued**: Indicates the current number of room cards issued, and the room card information will be displayed in the list. It includes the guest name of the cardholder, ID card number, and room card number.

- **Number of Available Guests:** Indicates the number of fellow guests who can still check in, depending on the maximum number of occupants of the room settings.
4. After the overstay, close the overstay interface and the check-out date in the room information will update automatically, as shown in Figure 3.1-52.

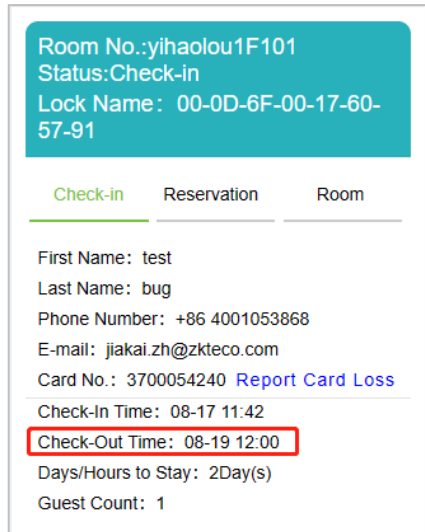


Figure 3.1-52

3.1.10.4 Change Room

1. Right-click the room in the **Room Monitor** interface and select **Individual > Change Room** in the pop-up window, as shown in Figure 3.1-53.

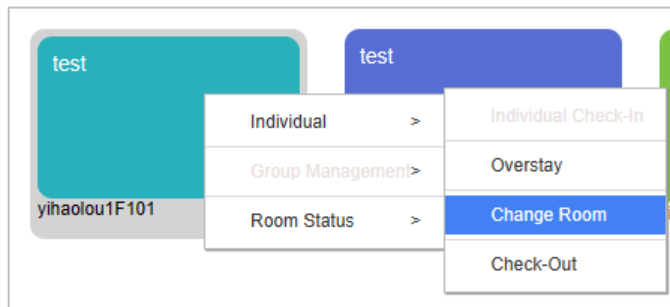


Figure 3.1-53

2. In the pop-up window of change registration, users can view the room information of the current staff and the room information after changing rooms, as shown in Figure 3.1-54.

The screenshot shows a 'Change Room' dialog box with the following details:

- Current Room:** yihailou1F101
- Room Type:** shuangren
- Guest Count:** 1
- Days Left:** 2
- Discount(%):** 0
- Daily Rate:** 200
- Deposit Amount:** 100
- Prepaid Room:** 400
- New Room:** yihailou1F104
- Room Type:** shuangren
- Guest Count:** 1
- Days to Stay:** 2
- Discount(%):** 0
- Daily Rate:** 200
- Additional Deposit Amount:** 0.00
- Pay Balance:** 0.00

Below the form fields is a table with the following data:

Room Capa...	Number of B...	Daily Rate	Hourly Rate	Deposit Amo...	Building Name	Floor Name	Room Type	Room Na...
3	2	200	20	100	yihailou	1F	shuangren	yihailou1F11

At the bottom of the dialog, there is a table for guest information:

First Name	ID Type	ID Number	Card No.
test	ID	2233	3700054240

Additional fields include 'Check-In Time' (2023-08-17 11:42:46) and 'Check-Out Time' (2023-08-19 12:00:00). The dialog has 'OK' and 'Cancel' buttons at the bottom.

Figure 3.1-54

- **Current Room:** The current room name will only be displayed here, and cannot be modified.
- **Room Type:** The current room type will be automatically displayed according to the selected guest room, and cannot be modified.
- **Guest Count:** The current total number of guest. The guest count must be within the limits of room regulations.
- **Days Left:** Remaining stay days for current occupant. The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
- **Discount (%):** Discount for current occupancy. Select the discount percentage as per the norms and the range is 0% to 100%.
- **Daily Rate:** Current room rate per day. Automatically calculates the rate according to the estimated number of days and the room fee set on room type.
- **Deposit Amount:** Deposit fee for the current room. Automatically fills according to the rental deposit set on room type.
- **Prepaid Room:** Automatically calculated according to the daily rate multiplied by the number of days of checked-in.
- **New Room:** The new room name is displayed after the room is selected, and it is empty if it is not selected.

- **Room Type:** The new room type is displayed after the room is selected, and it is empty if it is not selected.
- **Guest Count:** The number of guests shown is consistent with the data on the left.
- **Days of Stay:** The number of days shown is consistent with the data on the left.
- **Discount (%):** The discount shown is consistent with the data on the left.
- **Daily Rate:** New room rate per day. Automatically calculates the rate according to the estimated number of days and the room fee set on room type.
- **Additional Deposit Amount:** Automatically calculated the difference of deposit according to different rooms, more refund less make up, and it is empty if it is not selected new room.
- **Pay Balance:** Automatically calculated the difference of rate according to different rooms, more refund less make up, and it is empty if it is not selected new room.

Note:

- Users can query by building and floor, and need to select the building in turn before you can select the floor.
 - Users can search by room name.
 - Users can select a room directly with the left mouse button in the result list.
3. Click **OK** and pup up the **issued for Room Change** interface. Remote card writing and card reader can be used to issue cards, as shown in Figure 3.1-55.

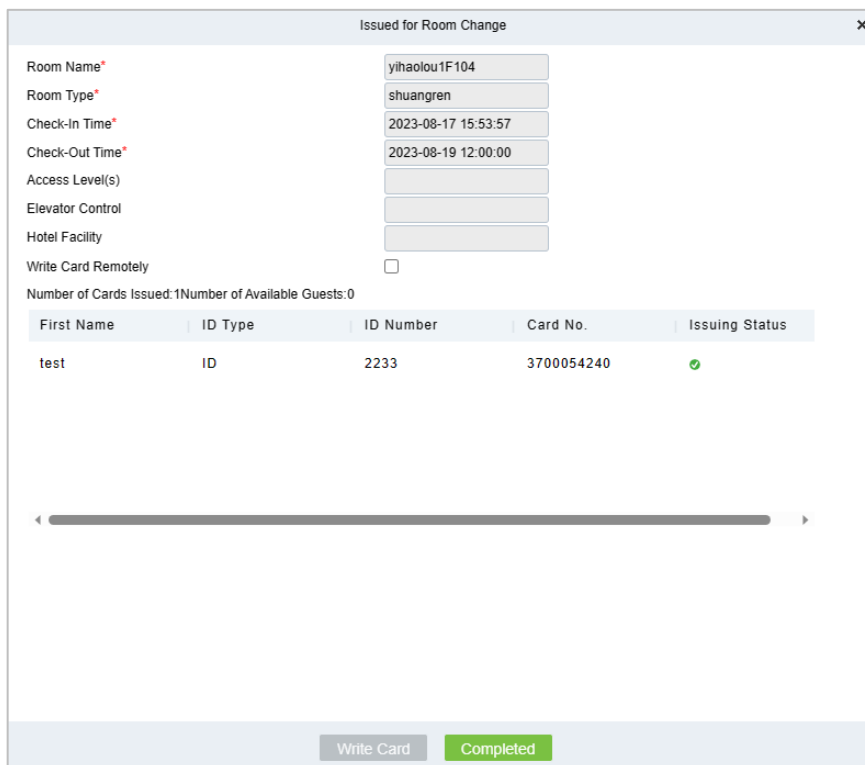


Figure 3.1-55


- **Room Name:** The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
 - **Room Type:** The Room Type will be automatically displayed according to the selected guest room, and cannot be modified.
 - **Check-in Time:** The system fills the current time by default and cannot be modified.
 - **Check-out Time:** The time will be filled automatically and cannot be modified.
 - **Write Card Remotely:** After **Write Card Remotely** is checked, the **Write Card** button is set to ashes. After completion, the customer needs to use the room card to swipe the card directly in the hotel lock. The first swipe will give the warning tone of card failure, and the second swipe can open the door normally. If **Write Card Remotely** is not checked, users need to place the card on the card reader, click **Write Card**, and issuing status will be displayed  after writing the card successfully.
 - **Number of Cards Issued:** Indicates the current number of room cards issued, and the room card information will be displayed in the list. It includes the guest name of the cardholder, ID card number, and room card number.
 - **Number of Available Guests:** Indicates the number of fellow guests who can still check in, depending on the maximum number of occupants of the room settings.
4. After the room change is completed, close the room change interface, and the old room becomes "Cleaning" and the target room becomes "check-in", as shown in Figure 3.1-56. The check-in information is the same as before the room change.



Figure 3.1-56

3.1.10.5 Check-out

1. Right-click the room in the **Room Monitor** interface and select **Individual > Check-Out** in the pop-up window, as shown in Figure 3.1-57.

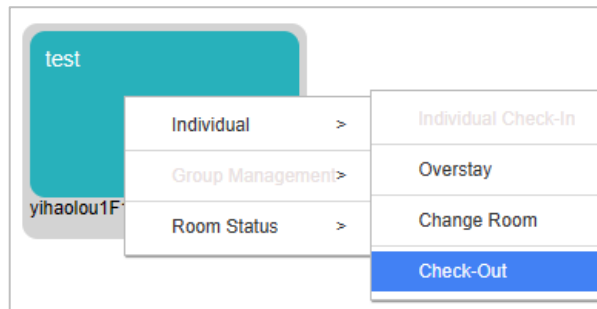


Figure 3.1-57

2. In the pop-up window of check-out, users can view the information of current room, after card cleaned, check-out can be completed, as shown in Figure 3.1-58.

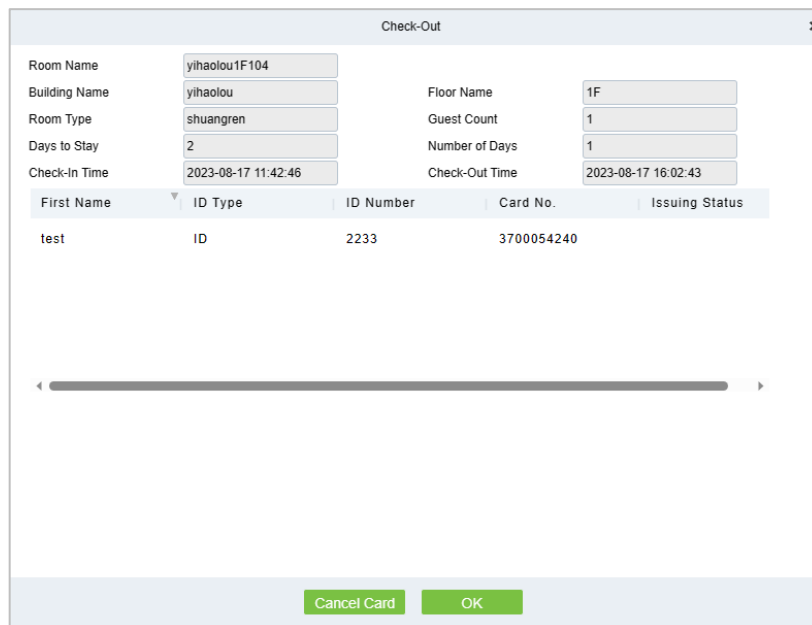


Figure 3.1-58

- **Room Name:** The current room name, will only be displayed here, and cannot be modified.
- **Building Name:** The building will be automatically displayed according to the selected guest room, and cannot be modified.
- **Floor Name:** The floor will be automatically displayed according to the selected guest room, and cannot be modified.
- **Room Type:** The room type will be automatically displayed according to the selected guest room, and cannot be modified.

- **Guest Count:** The current total number of guest. The guest count must be within the limits of room regulations.
- **Days of Stay:** Total number of days of stay booked. The default value is displayed according to the hotel parameter settings.
- **Number of Days:** Number of days already stayed. The default value is displayed according to the hotel parameter settings.
- **Check-in Time:** Automatically fills according to the actual check-in time.
- **Check-out Time:** The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.

Note: If users check-out directly without cancelling the card, the room card will be added to the blocklist.

3. After the card is cancelled, the bill interface pops up, under which users can print invoices or bills, as shown in Figure 3.1-59.

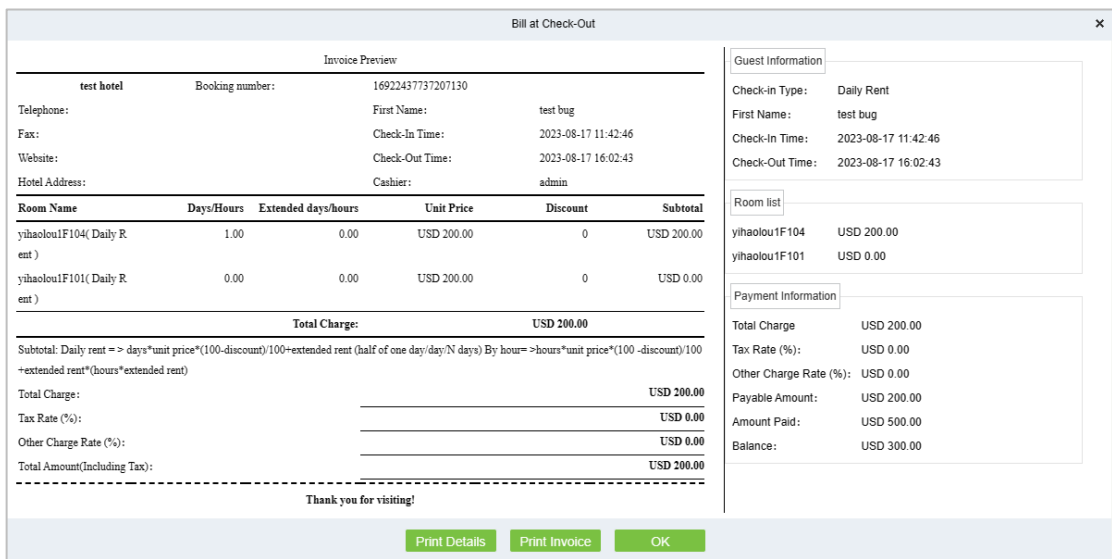


Figure 3.1-59

Note: The hotel information section is filled out in **Hotel Setting**, including tax rates.

3.1.11 Group Business

3.1.11.1 Check-in

1. Right-click the available rooms and select **Group Management > Group check-in** function from the pop-up menu to check-in as shown in Figure 3.1-60.

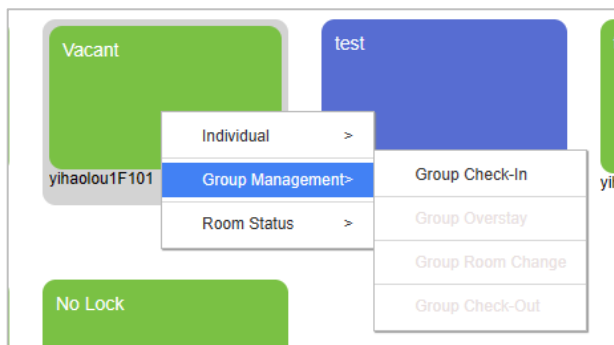


Figure 3.1-60

2. The individual check-in window will be displayed, after filling in the Check-In information, as shown in Figure 3.1-61.

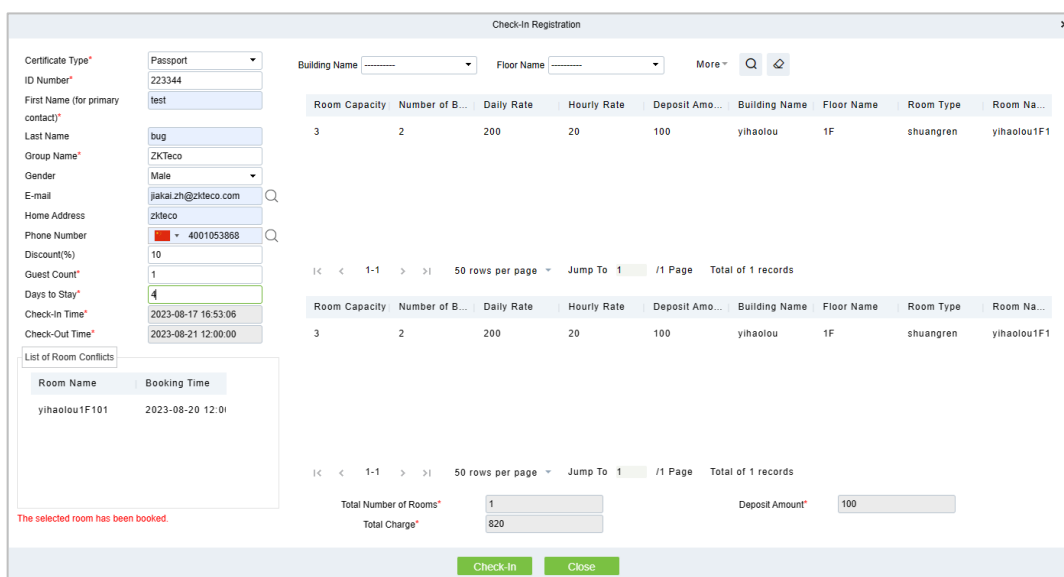



Figure 3.1-61

- **Certificate Type:** The Certificate Type can be selected from the drop-down list such as ID, Passport, Driver's License, Others.
- **ID Number:** The system will obtain the information of the guests who have checked in. When the same ID number is entered for the next time, the other information of the guests will be automatically filled in.
- **First Name (for primary contact):** Enter the first name of the primary contact guest, required fields.
- **Group Name:** Enter the name of the group, non-required fields.

- **Gender:** Select the gender from the drop-down list.
 - **E-Mail:** The email address of guests is not required, but can be used to send consumption bills.
 - **Home Address:** Not required.
 - **Phone Number:** If the customer needs to use the mobile phone HTML5 function, he/she must fill in the mobile phone number which can receive the successful check-in SMS and the mobile phone HTML5 link. Remember to select the country before entering the guest's phone number. It will be automatically saved as the default number.
 - **Discount (%):** Select the discount percentage as per the norms and the range is 0% to 100%.
 - **Guest Count:** The Guest count must be within the limits of room regulations.
 - **Days of Stay:** The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
 - **Check-in Time:** Automatically fills according to the actual check-in time.
 - **Check-out Time:** The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.
 - **Total Number of Rooms:** The total number of rooms the group stays in.
 - **Deposit Amount:** Automatically fills according to the rental deposit set on room type.
 - **Total Charge:** Automatically calculates the rate according to the estimated number of days and the room fee set on room type.
 - **List of Room Conflicts:** When the reservation room time conflicts with the group check-in time of the day, the conflicting room is indicated on this interface.
3. After filling in the required information above, click the **Check-in** button to enter **Register or Issue a Card** interface, set the ladder control (optional), access control (optional), and hotel facility, as shown in Figure 3.1-62.

Figure 3.1-62

- **Room Name:** The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Type Name:** The room type will be automatically displayed according to the selected guest room, and cannot be modified.
- **Building Name:** The building will be automatically displayed according to the selected guest room, and cannot be modified.
- **Floor Name:** The floor will be automatically displayed according to the selected guest room, and cannot be modified.
- **Check-in Time:** The system fills the current time by default and cannot be modified.
- **Check-out Time:** The time will be filled automatically and cannot be modified.
- **Guest Count:** Set the total number of guest staying in the current room The guest count must be within the limits of room regulations.
- **Number of Beds:** The number will be automatically displayed according to the selected guest room, and cannot be modified.
-  : The room can be switched to facilitate the arrangement of group members.
- **Check in without card:** The first guest must be issued a room card, and the second guest can only check-in without a room card during group check-in.
- **Certificate Type:** The information of the first guest will be automatically filled in according to the previous order without manual input. But the second guest needs to enter the registration manually.

- **ID Number:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
 - **First Name:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
 - **Last Name:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
 - **Phone Number:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
 - **E-Mail:** The email address of guests is not required, but can be used to send consumption bills. The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
 - **Access Level(s):** Click to add the room card to the Access Level that can be accessed, such as hotel lobby access control, swimming pool access control, chess room access control, etc. After selecting the corresponding access level here, the room card has both the guestroom unlock access and these access control rights.
 - **Elevator Control:** Click to add the room card to the Elevator Control. For example, the guest room is on the 3rd floor, after selecting the elevator control on the 3rd floor, the room card has both the guestroom unlock and the elevator rights on the 3rd floor.
 - **Hotel Facility:** Click to add the room card to the room area, such as VIP entertainment room, private hot spring, etc. After selecting the corresponding room area, the room card has both the unlocking guestroom and the unlocking the special room permissions.
4. Place the card on the card reader, click **Write Card**, complete the card issuance. Click **Complete**, the pop-up window will close, and the check-in information can be viewed in the room information on the right side, as shown in Figure 3.1-63.

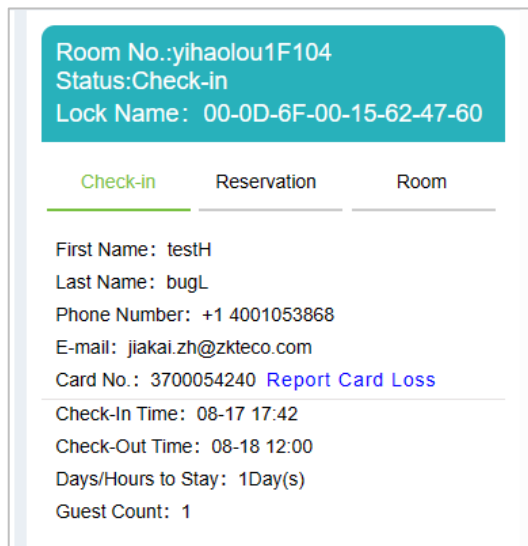


Figure 3.1-63

3.1.11.2 Reservation Check-in

1. In the **Reservation List**, locate the person who is checking in today, and click **Check-In Registration** after the earliest check-in time is met, as shown in Figure 3.1-64. Or right-click the reservation room in the **Room Monitor** interface and click the **Group Management** button.

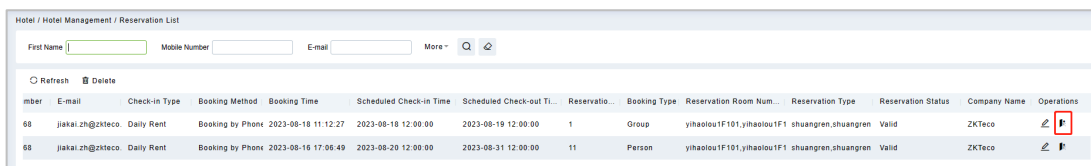


Figure 3.1-64

2. In the Check-In pop-up window, the corresponding information will be automatically filled in according to the reservation information, as shown in Figure 3.1-65.

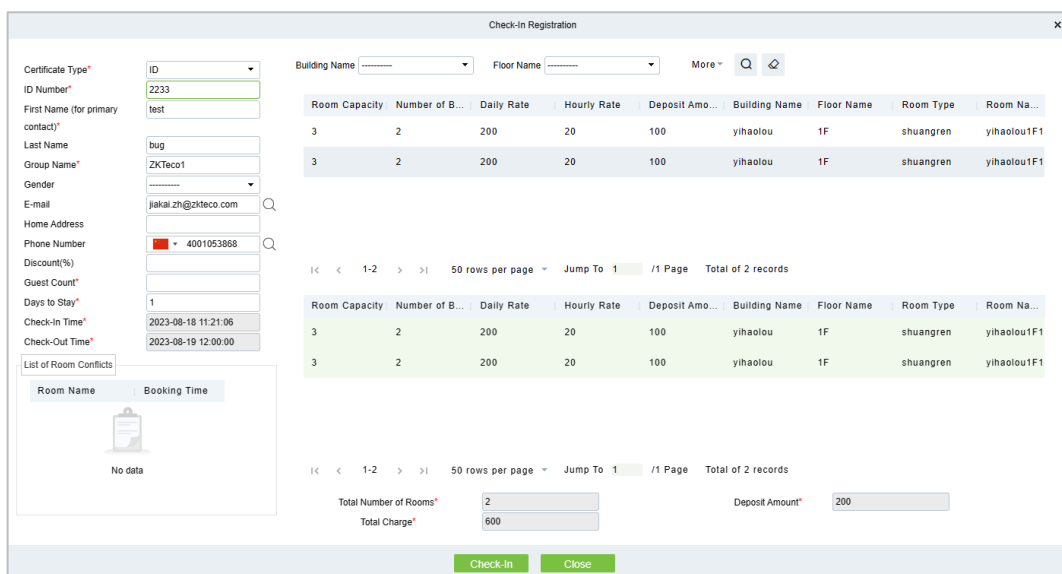



Figure 3.1-65

- **Certificate Type:** The Certificate Type can be selected from the drop-down list such as ID, Passport, Driver's License, Others.
 - **ID Number:** The system will obtain the information of the guests who have checked in. When the same ID number is entered for the next time, the other information of the guests will be automatically filled in.
 - **First Name (for primary contact):** Enter the first name of the primary contact guest, required fields.
 - **Group Name:** Enter the name of the group, non-required fields.
 - **Gender:** Select the gender from the drop-down list.
 - **E-Mail:** The email address of guests is not required, but can be used to send consumption bills.
 - **Home Address:** Not required.
 - **Phone Number:** If the customer needs to use the mobile phone HTML5 function, he/she must fill in the mobile phone number which can receive the successful check-in SMS and the mobile phone HTML5 link. Remember to select the country before entering the guest's phone number. It will be automatically saved as the default number.
 - **Discount (%):** Select the discount percentage as per the norms and the range is 0% to 100%.
 - **Guest Count:** The Guest count must be within the limits of room regulations.
 - **Days of Stay:** The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
 - **Check-in Time:** Automatically fills according to the actual check-in time.
 - **Check-out Time:** The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.
 - **Total Number of Rooms:** The total number of rooms the group stays in.
 - **Deposit Amount:** Automatically fills according to the rental deposit set on room type.
 - **Total Charge:** Automatically calculates the rate according to the estimated number of days and the room fee set on room type.
 - **List of Room Conflicts:** When the reservation room time conflicts with the group check-in time of the day, the conflicting room is indicated on this interface.
5. After filling in the required information above, click the **Check-in Registration** button to enter **Register or Issue a Card** interface, set the ladder control (optional), access control (optional), and hotel facility, as shown in Figure 3.1-66.

Figure 3.1-66

- **Room Name:** The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Type Name:** The room type will be automatically displayed according to the selected guest room, and cannot be modified.
- **Building Name:** The building will be automatically displayed according to the selected guest room, and cannot be modified.
- **Floor Name:** The floor will be automatically displayed according to the selected guest room, and cannot be modified.
- **Check-in Time:** The system fills the current time by default and cannot be modified.
- **Check-out Time:** The time will be filled automatically and cannot be modified.
- **Guest Count:** Set the total number of guest staying in the current room. The guest count must be within the limits of room regulations.
- **Number of Beds:** The number will be automatically displayed according to the selected guest room, and cannot be modified.
-  : The room can be switched to facilitate the arrangement of group members.
- **Check in without card:** The first guest must be issued a room card, and the second guest can only check-in without a room card during group check-in.

- **Certificate Type:** The information of the first guest will be automatically filled in according to the previous order without manual input. But the second guest needs to enter the registration manually.
 - **ID Number:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
 - **First Name:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
 - **Last Name:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
 - **Phone Number:** The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
 - **E-Mail:** The email address of guests is not required, but can be used to send consumption bills. The information of the first guest will be automatically filled in according to the previous reservation list without manual input. But the second guest needs to enter the registration manually.
 - **Access Level(s):** Click to add the room card to the Access Level that can be accessed, such as hotel lobby access control, swimming pool access control, chess room access control, etc. After selecting the corresponding access level here, the room card has both the guestroom unlock access and these access control rights.
 - **Elevator Control:** Click to add the room card to the Elevator Control. For example, the guest room is on the 3rd floor, after selecting the elevator control on the 3rd floor, the room card has both the guestroom unlock and the elevator rights on the 3rd floor.
 - **Hotel Facility:** Click to add the room card to the room area, such as VIP entertainment room, private hot spring, etc. After selecting the corresponding room area, the room card has both the unlocking guestroom and the unlocking the special room permissions.
6. Place the card on the card reader, click **Write Card**, complete the card issuance. Click **Complete**, the pop-up window will close, and the check-in information can be viewed in the room information on the right side, as shown in Figure 3.1-67.

Room No.: yihaolou1F102
Status: Check-in
Lock Name: 00-0D-6F-00-17-60-49-B7

Check-inReservationRoom

First Name: testH
Last Name: bugL
Phone Number: +1 4001053868
E-mail: jiakai.zh@zkteco.com
Card No.: 3700054240 [Report Card Loss](#)

Check-In Time: 08-18 11:21
Check-Out Time: 08-19 12:00
Days/Hours to Stay: 1Day(s)
Guest Count: 1

Figure 3.1-67

3.1.11.3 Overstay

1. Right-click the room in the **Room Monitor** interface and select **Group Management > Group Overstay** in the pop-up window, as shown in Figure 3.1-68.

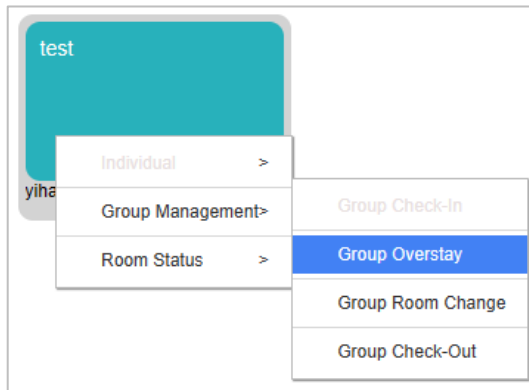


Figure 3.1-68

2. In the pop-up window of overstay registration, users can check the check-in information of all the group members and overstay the room together, as shown in Figure 3.1-69.

Group Overstay x

First Name (for primary contact)	<input type="text" value="test"/>	Phone Number	<input type="text" value="4001053868"/>
Group Name	<input type="text" value="ZKTeco"/>	Guest Count	<input type="text" value="2"/>
Total Count of Rooms	<input type="text" value="2"/>	Total Number of Cards	<input type="text" value="2"/>

Room Name	Guest Count	Issued Quantity	Building Name	Floor Name	Room Type	Daily Rate
yihaolou1F104	1	1	yihaolou	1F	shuangren	200
yihaolou1F101	1	1	yihaolou	1F	shuangren	200

50 rows per page | Jump To 1 / 1 Page | Total of 2 records

Overstay Days* Days to Stay

Check-in Time Please enter a value greater than or equal to 1.

Discount(%) Overstay Charge

OverstayCancel


Figure 3.1-69

- **Overstay Days:** The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
 - **Days of Stay:** The default value is displayed according to the hotel parameter settings, which cannot be changed.
 - **Check-in Time:** Automatically fills according to the actual check-in time.
 - **Check-out Time:** The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.
 - **Discount (%):** Select the discount percentage as per the norms and the range is 0% to 100%.
 - **Overstay Charge:** Automatically calculated according to the daily rate multiplied by the number of days of overstay.
3. Click **Overstay** and pop up the **issued for Overstay** interface. Remote card writing and card reader can be used to issue cards, as shown in Figure 3.1-70.

First Name	ID Type	ID Number	Card No.	Status
testH	ID	3344	3700054240	

Figure 3.1-70

- **Room Name:** The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Building Name:** The building will be automatically displayed according to the selected guest room, and cannot be modified.
- **Floor Name:** The floor will be automatically displayed according to the selected guest room, and cannot be modified.
- **Type Name:** The room type will be automatically displayed according to the selected guest room, and cannot be modified.
- **Check-in Time:** The system fills the current time by default and cannot be modified.

- **Check-out Time:** The time will be filled automatically and cannot be modified.
 - **Guest Count:** Set the total number of guest staying in the current room The guest count must be within the limits of room regulations.
 - **Number of Beds:** The number will be automatically displayed according to the selected guest room, and cannot be modified.
 - **Write Card Remotely:** After **Write Card Remotely** is checked, the **Write Card** button is set to ashes. After completion, the customer needs to use the room card to swipe the card directly in the hotel lock. The first swipe will give the warning tone of card failure, and the second swipe can open the door normally. If **Write Card Remotely** is not checked, users need to place the card on the card reader, click **Write Card**, and issuing status will be displayed  after writing the card successfully.
4. After the overstay, close the overstay interface and the check-out date in the room information will update automatically, as shown in Figure 3.1-71.

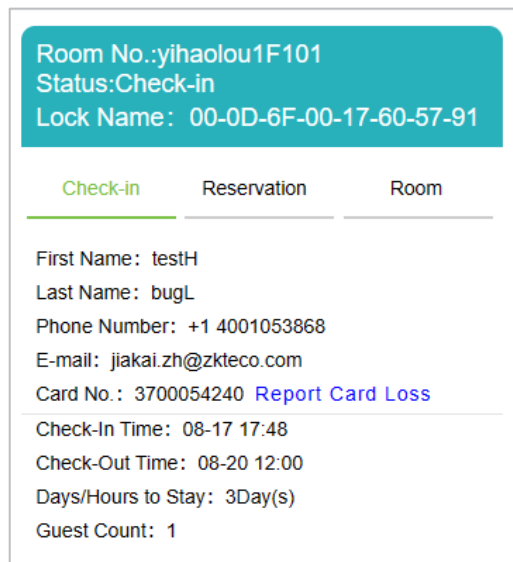


Figure 3.1-71

3.1.11.4 Change Room

1. Right-click the room in the **Room Monitor** interface and select **Group Management > Group Change Room** in the pop-up window, as shown in Figure 3.1-72.

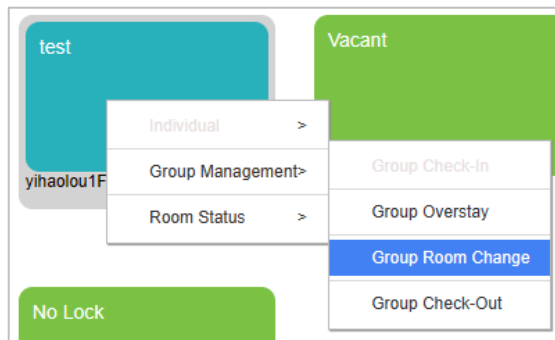


Figure 3.1-72

2. In the pop-up window of change registration, users can view the room information of the current staff and the room information after changing rooms, as shown in Figure 3.1-73.

Room Capa...	Number of ...	Daily Rate	Hourly Rate	Deposit Am...	Building Na...	Floor Name	Room Type	Room N...
3	2	200	20	100	yihailou	1F	shuangren	yihailou1F1
3	2	200	20	100	yihailou	1F	shuangren	yihailou1F1

First Name	ID Type	ID Number	Card No.
testH	ID	3344	3700054240

Figure 3.1-73

- **Current Room:** The current room name, will only be displayed here, and cannot be modified.
- **Room Type:** The current room type will be automatically displayed according to the selected guest room, and cannot be modified.
- **Guest Count:** The current total number of guest. The guest count must be within the limits of room regulations.
- **Days Left:** Remaining stay days for current occupant. The default value is displayed according to the hotel parameter settings, which can be changed, and the maximum value is 99 days.
- **Discount (%):** Discount for current occupancy. Select the discount percentage as per the norms and the range is 0% to 100%.
- **Daily Rate:** Current room rate per day. Automatically calculates the rate according to the estimated number of days and the room fee set on room type.
- **New Room:** The new room name is displayed after the room is selected, and it is empty if it is not selected.
- **Room Type:** The new room type is displayed after the room is selected, and it is empty if it is not selected.
- **Guest Count:** The number of guests shown is consistent with the data on the left.
- **Days of Stay:** The number of days shown is consistent with the data on the left.

- **Discount (%)**: The discount shown is consistent with the data on the left.
- **Daily Rate**: New room rate per day. Automatically calculates the rate according to the estimated number of days and the room fee set on room type.

Note:

- Users can query by building and floor, and need to select the building in turn before you can select the floor.
 - Users can search by room name.
 - Users can select a room directly with the left mouse button in the result list.
 - Group room change, only the same type of room can be replaced.
3. Click **OK** and pup up the **issued for Room Change** interface. Remote card writing and card reader can be used to issue cards, as shown in Figure 3.1-74.

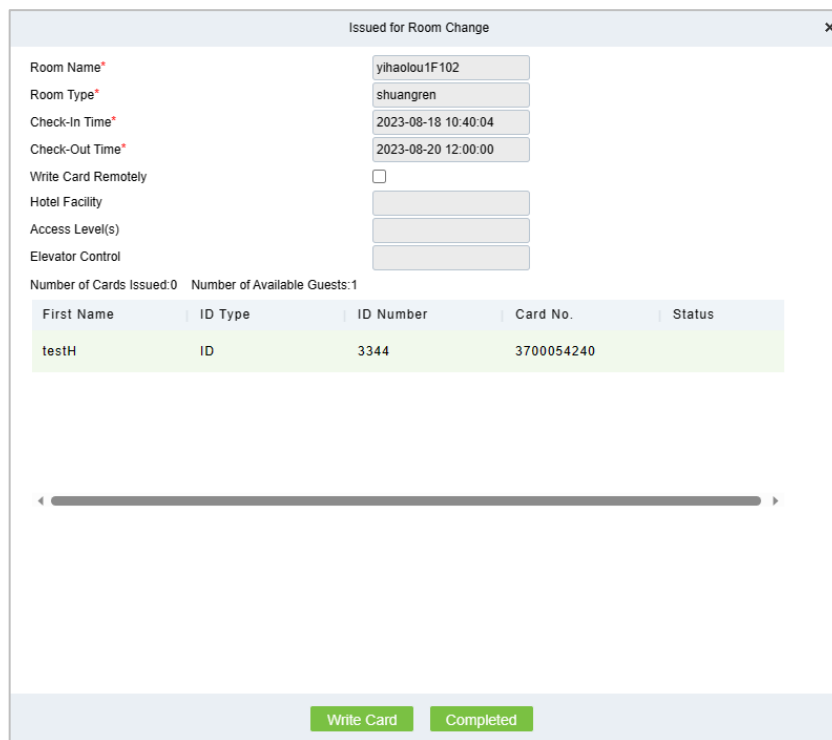



Figure 3.1-74

- **Room Name**: The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.
- **Room Type**: The Room Type will be automatically displayed according to the selected guest room, and cannot be modified.
- **Check-in Time**: The system fills the current time by default and cannot be modified.
- **Check-out Time**: The time will be filled automatically and cannot be modified.
- **Write Card Remotely**: After **Write Card Remotely** is checked, the **Write Card** button is set to ashes. After completion, the customer needs to use the room card to swipe the card

directly in the hotel lock. The first swipe will give the warning tone of card failure, and the second swipe can open the door normally. If **Write Card Remotely** is not checked, users need to place the card on the card reader, click **Write Card**, and issuing status will be displayed  after writing the card successfully.

- **Hotel Facility:** Click to add the room card to the room area, such as VIP entertainment room, private hot spring, etc. After selecting the corresponding room area, the room card has both the unlocking guestroom and the unlocking the special room permissions.
 - **Access Level(s):** Click to add the room card to the Access Level that can be accessed, such as hotel lobby access control, swimming pool access control, chess room access control, etc. After selecting the corresponding access level here, the room card has both the guestroom unlock access and these access control rights.
 - **Elevator Control:** Click to add the room card to the Elevator Control. For example, the guest room is on the 3rd floor, after selecting the elevator control on the 3rd floor, the room card has both the guestroom unlock and the elevator rights on the 3rd floor.
 - **Number of Cards Issued:** Indicates the current number of room cards issued, and the room card information will be displayed in the list. It includes the guest name of the cardholder, ID card number, and room card number.
 - **Number of Available Guests:** Indicates the number of fellow guests who can still check in, depending on the maximum number of occupants of the room settings.
4. After the room change is completed, close the room change interface, and the old room becomes "Cleaning" and the target room becomes "check-in", as shown in Figure 3.1-75. The check-in information is the same as before the room change.



Figure 3.1-75

3.1.11.5 Check-out

1. Right-click the room in the **Room Monitor** interface and select **Group Management > Group Check-Out** in the pop-up window, as shown in Figure 3.1-76.

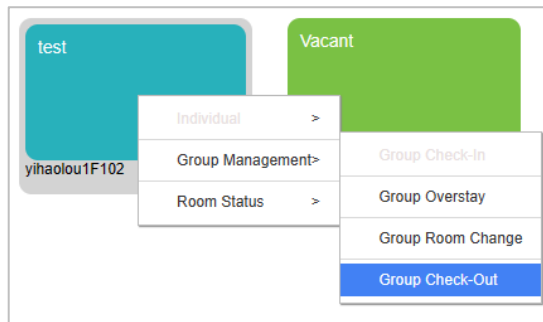


Figure 3.1-76

2. In the pop-up window of check-out, users can view all rooms information of group, after card cleaned, check-out can be completed, as shown in Figure 3.1-77.

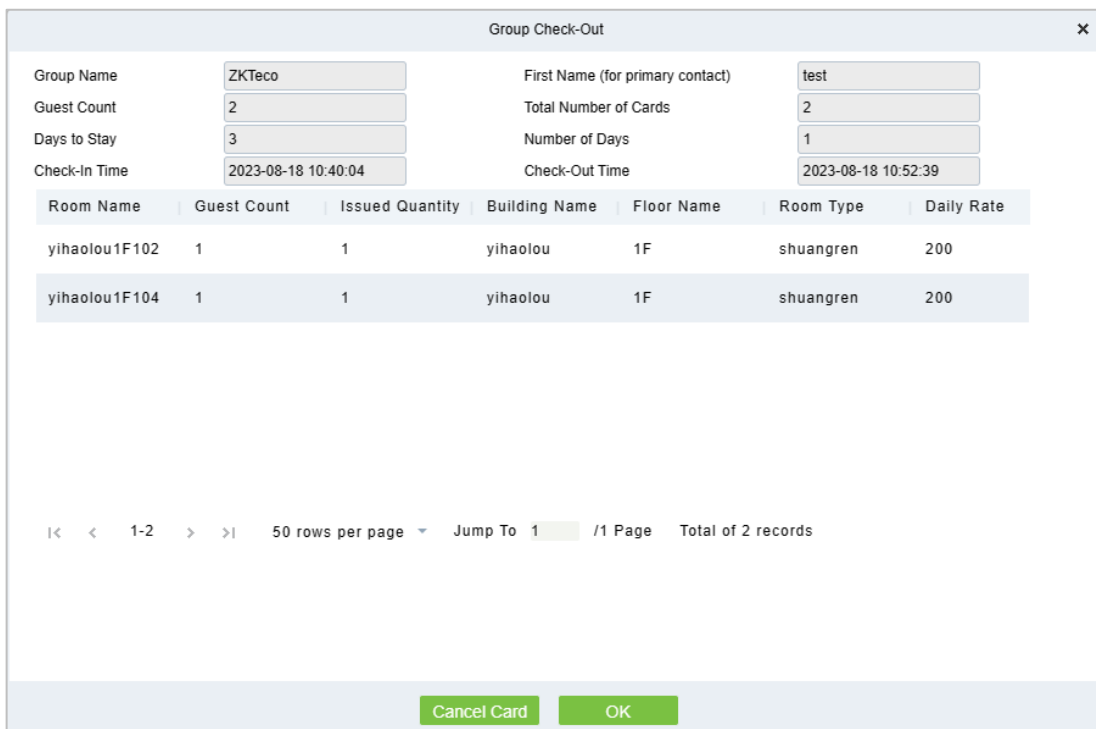


Figure 3.1-77

- **Group Name:** Enter the name of the group, non-required fields.
- **First Name (for primary contact):** Enter the first name of the primary contact guest, required fields.
- **Guest Count:** The current total number of guest. The guest count must be within the limits of room regulations.
- **Total Number of Cards:** The total number of cards registered by the group at check-in.
- **Days of Stay:** Total number of days of stay booked. The default value is displayed according to the hotel parameter settings.

- **Number of Days:** Number of days already stayed. The default value is displayed according to the hotel parameter settings.
- **Check-in Time:** Automatically fills according to the actual check-in time.
- **Check-out Time:** The date is automatically calculated according to the estimated number of days of stay, and the check-out time is automatically filled according to the default check-out time set on the hotel parameters.

Note:

- If check-out directly without cancelling the card, the room card will be added to the blocklist.
 - Group check-out is all check-out, no single room will be checked out.
3. After the card is cancelled, the bill interface pops up, under which users can print invoices or bills, as shown in Figure 3.1-78.

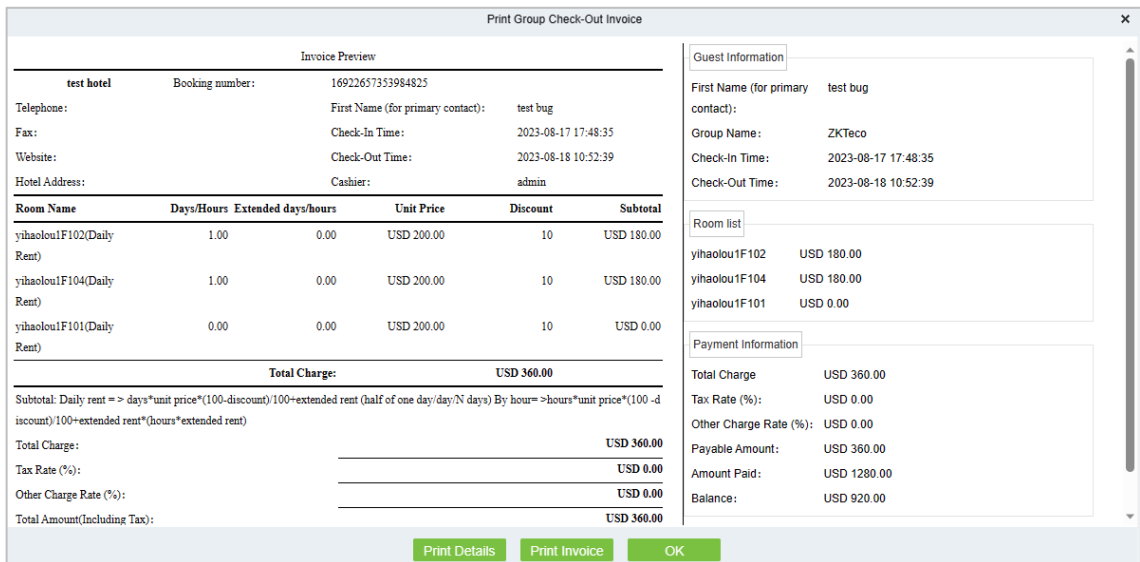


Figure 3.1-78

Note:

- The hotel information section is filled out in **Hotel Management**, including tax rates.
- After group check-out, the bill shows all room charges for the group.

3.2 Reservation List

All reservation records are displayed in the **Reservation List**, and the missed reservation records can be modified according to needs. After arriving at the check-in time, users can directly check in through the reservation record, and invalid reservation records can be deleted, as shown in Figure 3.2-1.

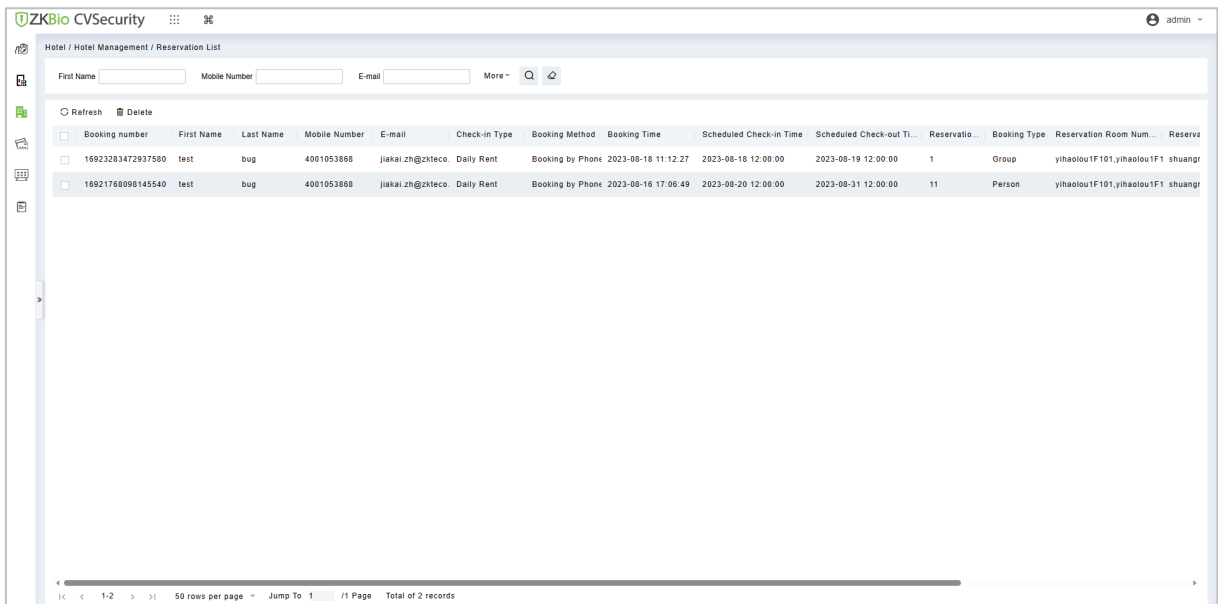


Figure 3.2-1

3.2.1 Search

The basic search criteria are divided into guest name, mobile number, and email, as shown in Figure 3.2-2.



Figure 3.2-2

Booking Method is displayed in the configured booking method. By default, three booking methods are displayed, as shown in Figure 3.2-3.

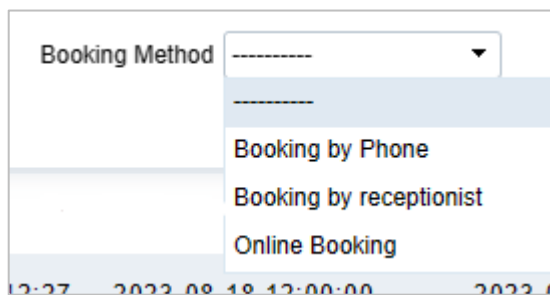


Figure 3.2-3

Reservation Status includes Valid, Invalid, and Checked-In, as shown in Figure 3.2-4.

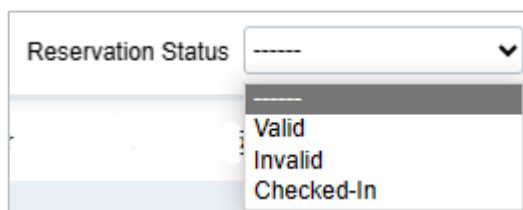


Figure 3.2-4

3.2.2 Edit, Check-in and Delete

3.2.2.1 Edit

The editing function can only edit records whose Reservation Status is Valid, as shown in Figure 3.2-5.

Member	E-mail	Check-in Type	Booking Method	Booking Time	Scheduled Check-in Time	Scheduled Check-out Time	Reservations	Booking Type	Reservation Room Num...	Reservation Type	Reservation Status	Company Name	Operations
68	jiakai.zh@zkteco	Daily Rent	Booking by Phone	2023-08-18 17:06:49	2023-08-20 12:00:00	2023-08-31 12:00:00	11	Person	yihaolou1F101,yihaolou1F1	shuangren,shuangren	Valid	ZKTECO	
68	jiakai.zh@zkteco	Hourly	Booking by Phone	2023-08-18 14:18:35	2023-08-18 15:00:00	2023-08-18 18:00:00	3	Person	yihaolou1F101	shuangren	Invalid	ZKTECO	
68	jiakai.zh@zkteco	Daily Rent	Booking by Phone	2023-08-18 11:12:27	2023-08-18 12:00:00	2023-08-19 12:00:00	1	Group	yihaolou1F101,yihaolou1F1	shuangren,shuangren	Checked-in	ZKTECO	

Figure 3.2-5

Click icon to enter the **Reservation** interface, and the contents of the reservation will be automatically filled in, as shown in Figure 3.2-6.

The screenshot shows the 'Reservation' interface. On the left, there is a search criteria form with fields for 'Check-in Type' (radio buttons for 'Daily Rent' and 'By Hour'), 'Start time' (2023-08-20), 'End time' (2023-08-31), and a 'Query' button. Below this are fields for 'First Name' (test), 'Last Name' (bug), 'Certificate Type' (ID), 'ID Number' (333444555), 'Phone Number' (4001053868), and 'E-mail' (jiakai.zh@zkteco.com). Further down are 'Booking Method' (Booking by Phone), 'Booking Type' (Person), 'Company Name' (ZKTECO), 'Days to Stay' (11), 'Check-in Time' (2023-08-20 12:00:00), 'Check-out Time' (2023-08-31 12:00:00), 'Total Number of Rooms' (2), 'Deposit Amount' (200), and 'Total Charge' (600). The main area contains a table of reservations with columns: Building Name, Floor Name, Room Name, Room Type, Type, Room Capacity, Number of Be..., Daily Rate, Hourly Rate, and Deposit A... The table shows two records for 'yihaolou' on '1F' with room numbers '102' and '103'. Below the table is a pagination control showing '50 rows per page' and 'Total of 2 records'. At the bottom of the interface are 'Completed' and 'Close' buttons.

Figure 3.2-6

3.2.2.2 Check-in Registration

The check-in time cannot be earlier than the earliest check-in time set by the hotel, otherwise the prompt "It's too early to check-in, please try later." will be displayed, as shown in Figure 3.2-7.

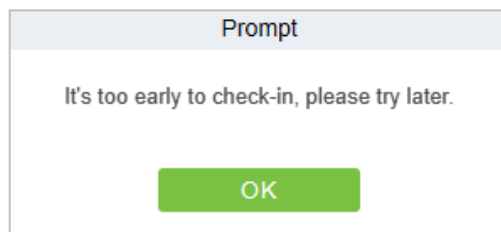


Figure 3.2-7

After the check-in time meets the hotel requirements, click **Check-in Registration** to check-in, as shown in Figure 3.2-8.

Check-In Registration

Room Name* yihoulou1F101

Certificate Type* ID

ID Number* 2233

First Name* test

Last Name bug

Gender Male

Home Address zkteco

Days to Stay* 1

Discount(%) 1

Deposit Amount* 100.00

Phone Number 4001053868

E-mail jiakai.zh@zkteco.com

Emergency Contact Phone 4001053868

Check-in Type* Daily Rent By Hour

Guest Count* 1

Check-In Time* 2023-08-17 10:26:56

Check-Out Time* 2023-08-17 12:00:00

Daily Rate* 200.00

Payable Amount* 298.00

2023-08-20 12:00:00The room has been booked.

Check-In Registration Close

Figure 3.2-8

3.2.2.3 Delete

Select the reservation record to be deleted and click **Delete**, no matter whether the record is valid or not, as shown in Figure 3.2-9.

Booking number	First Name	Last Name	Mobile Number	E-mail	Check-in Type	Booking Method	Booking Time	Scheduled Check-in Time	Scheduled Check-out Time	Reservatio...	Booking Type	Reservation Room Num...	Reserve
16923394521091320	test	bug	4001053868	jiakai.zh@zkteco	Hourly	Booking by Phone	2023-08-18 14:18:35	2023-08-18 15:00:00	2023-08-18 18:00:00	3	Person	yihoulou1F101	shuangr
16923283472937500	test	bug	4001053868	jiakai.zh@zkteco	Daily Rent	Booking by Phone	2023-08-18 11:12:27	2023-08-18 12:00:00	2023-08-19 12:00:00	1	Group	yihoulou1F101,yihoulou1F1	shuangr
16921768098145540	test	bug	4001053868	jiakai.zh@zkteco	Daily Rent	Booking by Phone	2023-08-16 17:06:49	2023-08-20 12:00:00	2023-08-31 12:00:00	11	Person	yihoulou1F101,yihoulou1F1	shuangr

Prompt

Are you sure you want to perform the delete operation?

OK Cancel

Figure 3.2-9

3.2.2.4 Scheduled Task

The scheduled task is executed once every minute. The scheduled task changes the status of expired reservations to invalid.

Note: When the reservation status is invalid, this reservation record cannot be edited and checked in.

4 Card Management

4.1 Card Management Interface

Card Management is the management center of Emergency Card, Housekeeper Card, Maintenance Card, Room Area Card, users can make card printing for the above 4 cards on this interface, as shown in Figure 4.1-1.

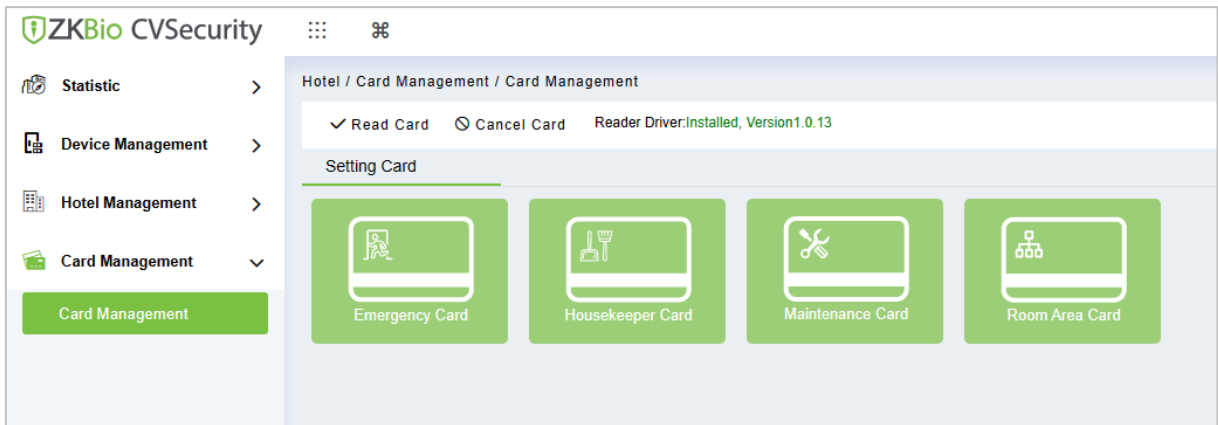


Figure 4.1-1

4.2 Read Card and Cancel Card

4.2.1 Read Card

Place the card on the card reader and click **Read Card** to read the information of the card, as shown in Figure 4.2-1.

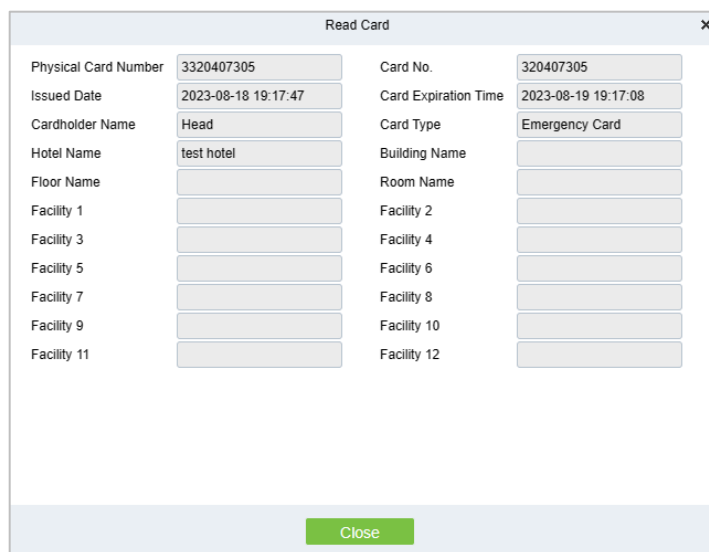


Figure 4.2-1

4.2.2 Cancel Card

Place the card on the card reader, click **Cancel Card**, and the card information will be cleared after the second confirmation, as shown in Figure 4.2-2.

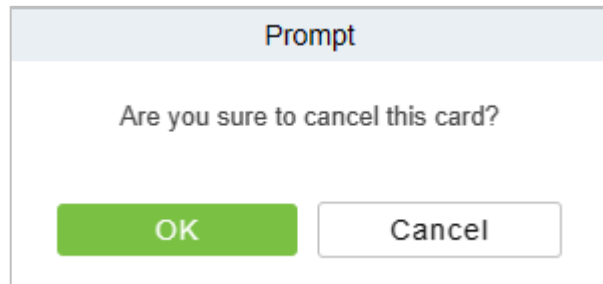


Figure 4.2-2

4.3 Setting Card

4.3.1 Emergency Card

- Emergency Card has the highest authority and can open all the hotel locks of the hotel, including manual locks and always closed locks.
- Emergency Card needs to be associated with personnel.
- Emergency Card can be set a validity period. During the validity period, all hotel locks of the hotel can be opened. After the expiration, the locks cannot be opened, as shown in Figure 4.3-1.
- After the hotel opens the access control and ladder control parameters, the emergency card can be added the access control and ladder control area rights.

Cardholder Name*	Head
Last Name	Master
Card Expiration Time*	2023-08-19 19:22:28
Access Level(s)	General
Elevator Control	1

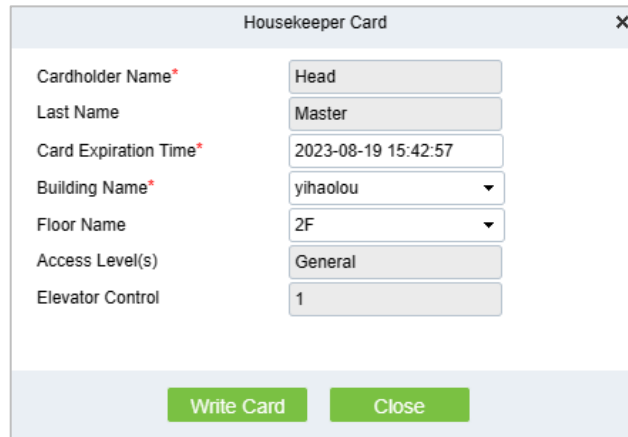
Write Card Close

Figure 4.3-1

4.3.2 Housekeeper Card

- Housekeeper Card assigns permissions to buildings and floors according to the settings, and can open all hotel locks on the corresponding buildings and floors.
- Housekeeper Card cannot open internal locked and often-closed rooms.

- The validity period of the Housekeeper Card can be set. During the validity period, all hotel locks in the corresponding building or floor can be opened. After the expiration, the locks cannot be opened, as shown in Figure 4.3-2.
- After the hotel opens access control and ladder control parameters, the Housekeeper Card can be added access control ladder control area rights.



The screenshot shows a dialog box titled "Housekeeper Card" with a close button (X) in the top right corner. The dialog contains the following fields:

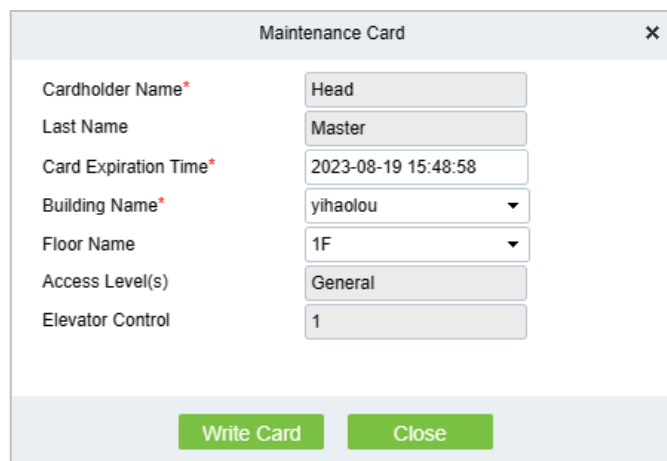
Cardholder Name*	Head
Last Name	Master
Card Expiration Time*	2023-08-19 15:42:57
Building Name*	yihoulou
Floor Name	2F
Access Level(s)	General
Elevator Control	1

At the bottom of the dialog, there are two green buttons: "Write Card" and "Close".

Figure 4.3-2

4.3.3 Maintenance Card

- Maintenance Card assigns permissions to buildings and floors according to the settings, and can open all hotel locks on the corresponding buildings and floors.
- Maintenance Card cannot open internal locked and often-closed rooms.
- The validity period of the Maintenance Card can be set. During the validity period, all hotel locks in the corresponding building or floor can be opened. After the expiration, the locks cannot be opened, as shown in Figure 4.3-3.
- After the hotel opens access control and ladder control parameters, the Maintenance Card can be added access control ladder control area rights.



The screenshot shows a dialog box titled "Maintenance Card" with a close button (X) in the top right corner. The dialog contains the following fields:

Cardholder Name*	Head
Last Name	Master
Card Expiration Time*	2023-08-19 15:48:58
Building Name*	yihoulou
Floor Name	1F
Access Level(s)	General
Elevator Control	1

At the bottom of the dialog, there are two green buttons: "Write Card" and "Close".

Figure 4.3-3

4.3.4 Room Area Card

- Room Area Card assigns permissions to buildings and floors according to the settings, and can open all hotel locks on the corresponding buildings and floors.
- Room Area Card cannot open internal locked and often-closed rooms.
- The validity period of the Room Area Card can be set. During the validity period, all hotel locks in the corresponding building or floor can be opened. After the expiration, the locks cannot be opened, as shown in Figure 4.3-4.
- After the hotel opens access control and ladder control parameters, the Room Area Card can be added access control ladder control area rights.
- A maximum of 12 room areas are allocated to one card.

Room Area Card	
Cardholder Name*	Head
Last Name	Master
Card Expiration Time*	2023-08-19 15:55:11
Hotel Facility*	Public Room 1, Public Room
Access Level(s)	General
Elevator Control	1

Write Card Close

Figure 4.3-4

5 Room Management

5.1 Hotel Settings

5.1.1 Hotel Information

- The name of the hotel is mandatory. Other information is optional, as shown in Figure 5.1-1.
- The hotel's name, telephone, fax, website, address and zip code will be displayed on the check-out bill.
- The hotel's name, phone number and website address will be used for email and SMS notifications.

The screenshot shows a web form titled "Hotel Information". It contains the following fields and values:

Hotel Name*	test hotel1
Telephone	40010538681
Fax	888-88888888
Zip/Post Code	116021
Website	www.zkteco.com
E-mail	jiakai.zh@zkteco1.com
Hotel Address	zkteco
Hotel Logo	选择文件 未选择文件

Below the fields is a QR code. At the bottom of the form, there is a red note: "The image should not exceed 100KB(JPG, BMP, GIF, and PNG are supported only). The ratio of length to width should be 2:1 to reduce the type variable."

Figure 5.1-1

5.1.2 Hotel Option Settings

5.1.2.1 Check-in Time

Check-in Time is divided into 3 times, Earliest Check-in Time, Default Check-in Time, and Latest Check-in Time, as shown in Figure 5.1-2.

The screenshot shows a form for setting check-in times. It has three rows, each with a label, a time selection (hour and minute dropdowns), and a unit indicator "(hh : mm)".

Earliest check-in time*	06	:	00	(hh : mm)
Default Check-In Time*	12	:	00	(hh : mm)
Latest check-in time*	23	:	00	(hh : mm)

Figure 5.1-2

- Check-in Time is only used for reservation check-in and not limit for the check-in directly.

5.1.2.2 Check-out Time

Check-out Time is divided into 3 periods, Default Check-out Time, Half-day Overstay Check-out Time, Full-day Overstay Check-out Time, as shown in Figure 5.1-3.

Default Check-Out Time*	12	:	00	(hh : mm)
Half-day Overstay Check-Out Time	14	:	00	(hh : mm) (Half-day room rate will be added.)
Full-day Overstay Check-Out Time	18	:	00	(hh : mm) (Overstay will be charged on day rate.)

Figure 5.1-3

- The default check-out time cannot be modified.
- If the guest does not check out beyond the default check-out time and date, it will be counted as overstay check-out, and the system will mark the overstay check-out room on the interface.
- In case of overstay check-out, an additional room fee will be charged according to the rules set by the room type.
- Overstay check-out for guests who exceed the half-day check-out period will be charged according to the half-day overstay fee set by room type.
- Overstay check-out for guests who exceed the full day check-out period will be charged according to the full day rate set by room type.

5.1.2.3 Maximum Booking Days

The maximum booking days of the same guest in the same reservation and the same room cannot exceed the maximum booking days, as shown in Figure 5.1-4.

Maximum Booking Days*	1	(Day)
-----------------------	---	-------

Figure 5.1-4

- The maximum value is 99 days, minimum value is 1 day.

5.1.2.4 Days to Stay by Default

Days to Stay by Default only affects express check-in room (daily rental). The default number of days can be modified during the check-in process according to the situation, as shown in Figure 5.1-5.

Figure 5.1-5

- The maximum value is 99 days, minimum value is 1 day.

5.1.2.5 Housekeeping Window Hours

Housekeeping Window Hours are blank by default, as shown in Figure 5.1-6.

Figure 5.1-6

- When this time is set, the “Cleaning” status room will become “vacant” after the setting time. If it is empty, the “Cleaning” status will not change except manual change.
- Room cleaning time can be set from 1 to 59 minutes.

5.1.2.6 Currency Type and Unit of Room Acreage

The default currency type is US dollars and the default unit of room acreage is inch, as shown in Figure 5.1-7.

Figure 5.1-7

Currency type is used to settle the room rate, and unit of room acreage is used for room dimensions in Room Type.

5.1.2.7 Tax Type and Tax Rate

Tax Type, Tax Rate, Other Charge Type and Other Charge Rate are blank by default, as shown in Figure 5.1-8.

Figure 5.1-8

- After setting the content of this field, guests will pay the corresponding percentage of taxes when they settle the room rate.

5.1.2.8 Hidden the Search Criteria

Hidden the search criteria is not selected by default and can be used to hide search criteria in **Room Monitor**, as shown in Figure 5.1-9.

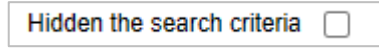



Figure 5.1-9

- After this function is selected, the search criteria are hidden by default in **Room Monitor**, and user need to click  icon to expand the display. If this function is not checked, the search criteria will be displayed by default.

5.1.2.9 Elevator and Access Control

Elevator/Access Control is not selected by default, and is used to determine whether to display elevator and access control options, as shown in Figure 5.1-10.

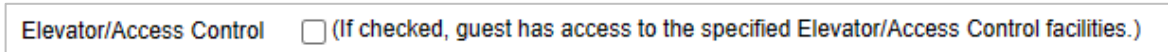


Figure 5.1-10

- After this function is selected, the elevator and access control options are displayed on all card issuing interfaces.

5.1.2.10 Hotel Card Setting

Card Password: Set the sector password for the dedicated sector of the hotel room card. The default password is ciphertext 123456.

Repeat Password: Repeat input the above card sector password for a second confirmation, in case of input errors.

Card Sector: Set the dedicated sector of the hotel's hotel room card. The default is 3 sectors. Users can select sectors 1 to 15, as shown in Figure 5.1-11.

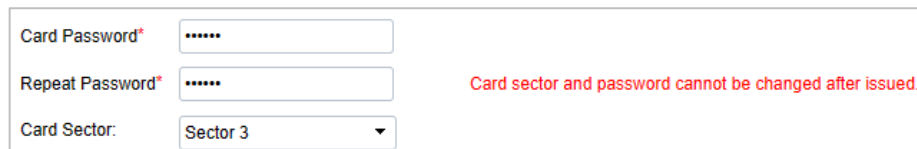


Figure 5.1-11

Note:

- Once the card issuing function is used in the hotel system, the system will lock the card sector and the sector password, which cannot be modified.

- When setting the card sector, pay attention to distinguish it from the card issuing sector of other modules such as access control, elevator control, consumption and so on, to avoid repetition.

5.1.2.11 Default Net Card

- Default Net Card function is only used for issuing default net cards. Room cards or other type of card cannot be written after issuing default net card.
- Click **Default Net Card** to issue default net card.
- Click **Cancel Card** to cancel the default net card. This function can only be used to cancel the default net card, as shown in Figure 5.1-12.

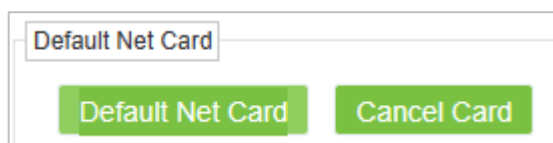


Figure 5.1-12

- Once everything is set, click **OK** to save the parameter settings.

5.2 Room Type

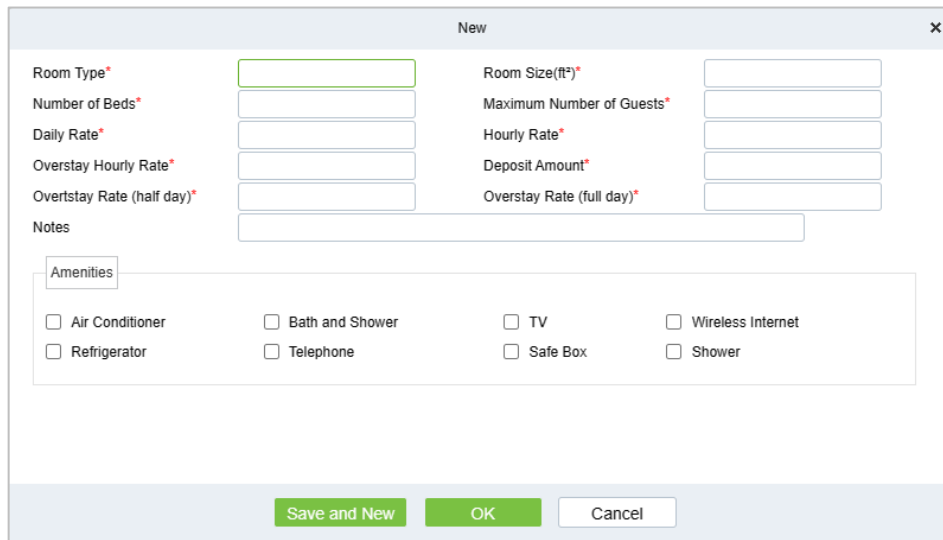
5.2.1 Add Room Type

Add a room type, enter the details in required fields and save. Room type is used to bind rooms and provide different room types for guests. The parameter description is referred to as follows.

- **Room Type:** Customize the room type for subsequent binding.
- **Room Size:** Customize the room size, and the units are displayed according to [Unit of Room Acreage](#), which is convenient for subsequent binding use.
- **Number of Beds:** The total number of beds in room, can be displayed upon check-in.
- **Maximum Number of Guest:** The maximum number of guests in a room, which is limited to the number of guests at check-in.
- **Daily Rate:** Customize the daily room rate for a room to be settled at check-out.
- **Hourly Rate:** Customize the hourly room rate for a room to be settled at check-out.
- **Overstay Hourly Rate:** Customize the overstay hourly room rate for a room to be settled at check-out.
- **Deposit Amount:** Customize the security amount for a room to be settled at check-in and check-out.
- **Overstay Rate (Half Day):** Customize the overstay half-day room rate for a room to be settled at check-out.

- **Overstay Rate (Full Day):** Customize the overstay full day room rate for a room to be settled at check-out.
- **Amenities:** Includes Air Conditioner, Bath and Shower, TV, Wireless Internet, Refrigerator, Telephone, and Safe Box and Shower are optional and can be displayed in the room information after being selected.

Click **New** to add a room type, enter the details in the required items. Click **Save and New** to continue adding, click **OK** to save and close, click **Cancel** to not save and close, as shown in Figure 5.2-1.




The screenshot shows a 'New' dialog box for creating a room type. It contains the following fields and sections:

- Room Type***: Text input field.
- Room Size(ft²)***: Text input field.
- Number of Beds***: Text input field.
- Maximum Number of Guests***: Text input field.
- Daily Rate***: Text input field.
- Hourly Rate***: Text input field.
- Overstay Hourly Rate***: Text input field.
- Deposit Amount***: Text input field.
- Overstay Rate (half day)***: Text input field.
- Overstay Rate (full day)***: Text input field.
- Notes**: Text area.
- Amenities**: A section with a title and a list of checkboxes:
 - Air Conditioner
 - Bath and Shower
 - TV
 - Wireless Internet
 - Refrigerator
 - Telephone
 - Safe Box
 - Shower

At the bottom of the dialog are three buttons: **Save and New** (green), **OK** (green), and **Cancel** (white).

Figure 5.2-1

5.2.2 Edit Room Type

- Click the room type name or icon  in the action list to enter the editing interface.
- The edit interface content is the latest edited interface content.
- All content can be edited normally.
- When the room type is in use, it cannot be saved after editing, click the save page will give a prompt, as shown in Figure 5.2-2.

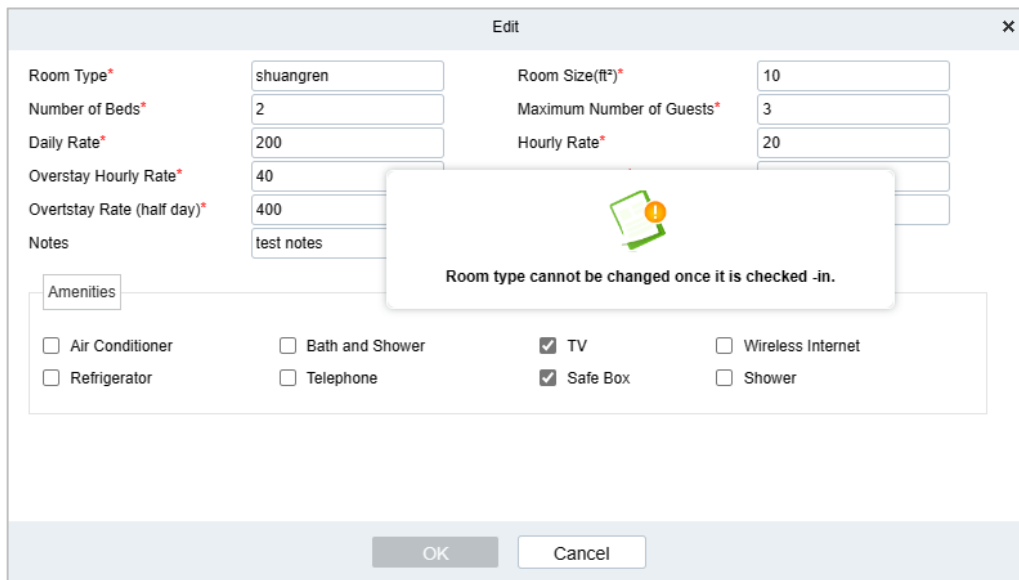



Figure 5.2-2

5.2.3 Delete Room Type

Select the room type need to be deleted and click the  icon in the Operations list or the **Delete** button to delete it.

When the room type is in use, it cannot be deleted. Clicking **Delete** will give a prompt, as shown in Figure 5.2-3.

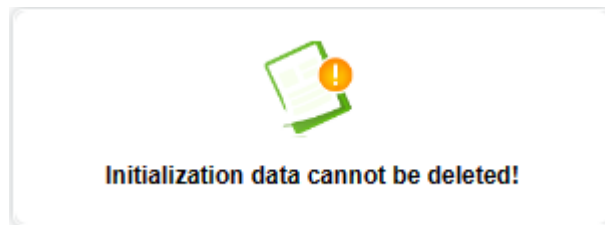


Figure 5.2-3

5.3 Room

5.3.1 Add Room

Add a room, fill in the required fields, and save. Then users can create a building, floor, and room. The parameter description is referred to as follows.

- **Building Name:** Customize the building name, which will be displayed in the **Room Monitor**, used to splice room name.
- **Floor Name:** Customize the floor name, which will be displayed in the **Room Monitor**, used to splice room name.
- **Room Type:** Bind the room type in [5.2 Room Type](#) to the room.

- **Room Count:** The total number of rooms to be created.
- **Remarks:** Remark notes.

After selecting the building and floor in the New node, the name of the building and floor will be automatically filled in, as shown in Figure 5.3-1. If in the hotel node, it will be empty by default.

Figure 5.3-1

5.3.2 Edit Room

- To edit the name of the building and floor, select the corresponding node and click **Edit** button, as shown in Figure 5.3-2.

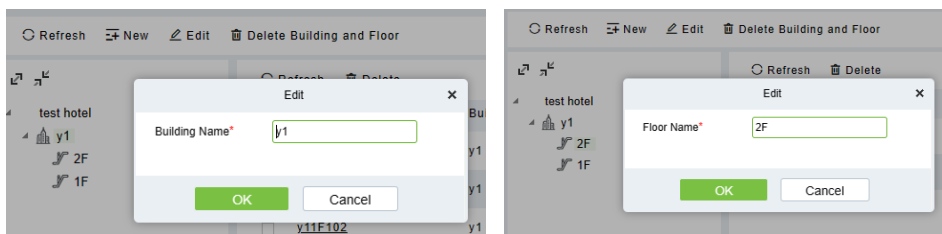



Figure 5.3-2

- To edit the room name, select the corresponding room and click the room name. The remarks in the current field are the remarks of the room information in the **Room Monitor** interface, as shown in Figure 5.3-3.

Figure 5.3-3

- If the room is in use, it cannot be edited, and click **Edit** will give a failure pop-up.

5.3.3 Delete Room

- Select the room to be deleted, and click  icon in the Operations list or **Delete** button, as shown in Figure 5.3-2.
- If the room is in use, it cannot be deleted, and click **Delete** will give a failure pop-up, as shown in Figure 5.3-4.

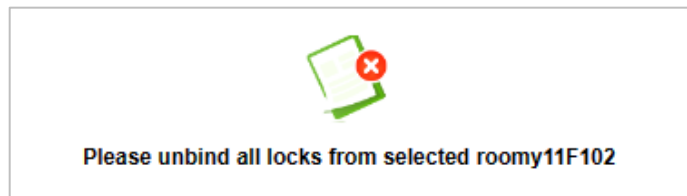


Figure 5.3-4

- Delete buildings and floors use the **Delete Building and Floor** button.
- If users want to delete the floor, they need to delete the room under the floor first, otherwise it will fail and give a failure pop-up. Similarly, users need to delete the floor before deleting the building, as shown in Figure 5.3-5.

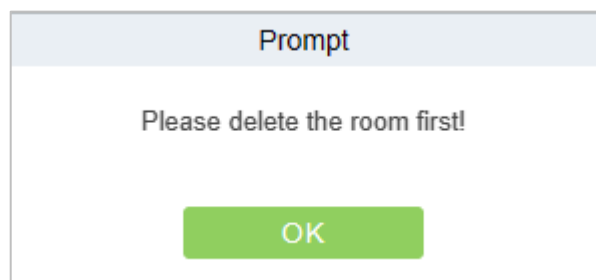




Figure 5.3-5

5.4 Hotel Facility

- The room area is divided into two parts, and the left side provides editing for a preset 50 public areas.
- Click Public Room on the left or click  icon to edit the name and remarks.
- Click  icon on the left to add a public room, as shown in Figure 5.4-1.

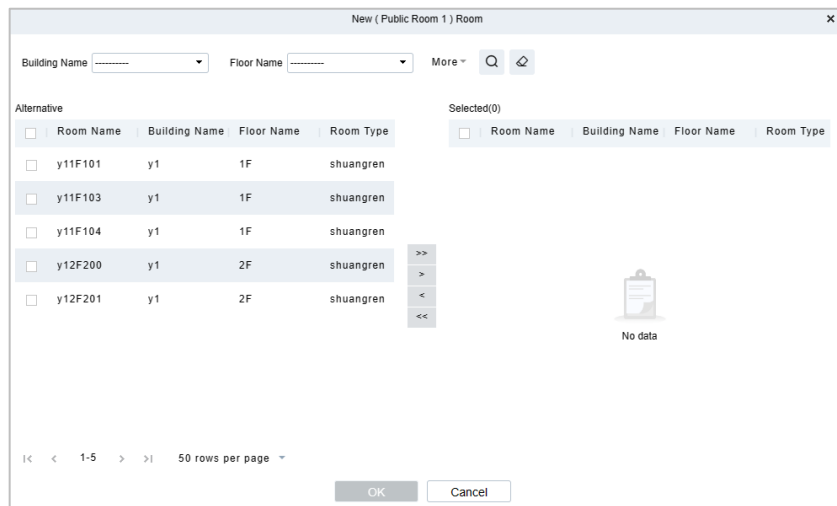


Figure 5.4-1

- Users can only view and delete the public rooms, as shown in Figure 5.4-2.

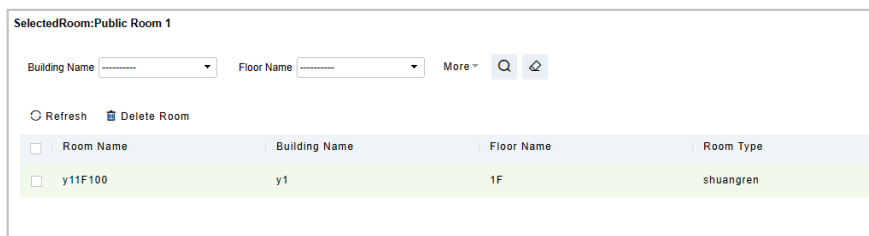


Figure 5.4-2

5.5 Booking Method

- By default, there are three options: Online Booking, Booking by receptionist, and Booking by Phone, as shown in Figure 5.5-1.




Booking method	Create Time	Last Updated Time	Operations
Online Booking	2023-08-14 09:31:44	2023-08-14 09:31:44	
Booking by receptionist	2023-08-14 09:31:44	2023-08-14 09:31:44	
Booking by Phone	2023-08-14 09:31:44	2023-08-14 09:31:44	

Figure 5.5-1

- The preset reservation method can only be edited and cannot be deleted.

- The new reservation method can be edited and deleted normally, as shown in Figure 5.5-2.



Booking method	Create Time	Last Updated Time	Operations
test	2023-08-19 17:45:47	2023-08-19 17:45:52	 

Figure 5.5-2

5.6 Email Template

- Email template is used for sending emails, including check-in, check-out, reservation success, and reservation cancellation templates, as shown in Figure 5.6-1.





Name	Code	Text	Enable	Operations
<u>check-Out</u>	EmailCheckOut		No	
<u>Check-In</u>	EmailCheckIn		No	
<u>Cancel</u>	EmailBookingCancel		No	
<u>Success</u>	EmailBookingSuccess		No	

Figure 5.6-1

- The default template can only be edited and cannot be deleted.
- Table 5.6-1 lists the key fields of an email template.

Parameter	Description
{name}	Name of check-in personnel or reservation personnel, obtained from the input data.
{lastName}	The last name of the check-in or reservation personnel, obtained from the input data, is empty if it is empty.
{order}	The order number generated by the hotel is obtained from the data generated after entry.
{checkInTime}	Check-in time, obtained from the input data.
{roomName}	Room name, obtained from the input data.
{checkOutTime}	Check-out time, obtained from the input data.
{roomType}	Room type, obtained from input data.
{phone}	Guest phone numbers, obtained from the input data.
{address}	Address information, obtained from the input data.
{hotelName}	Hotel name, obtained from hotel settings.
{officePhone}	Hotel phone, obtained from hotel settings.
{website}	Hotel URL, obtained from hotel settings.

Table 5.6-1

5.6.1 Send Email Template

1. To send emails, set the email server in **System Management**, as shown in Figure 5.6-2.

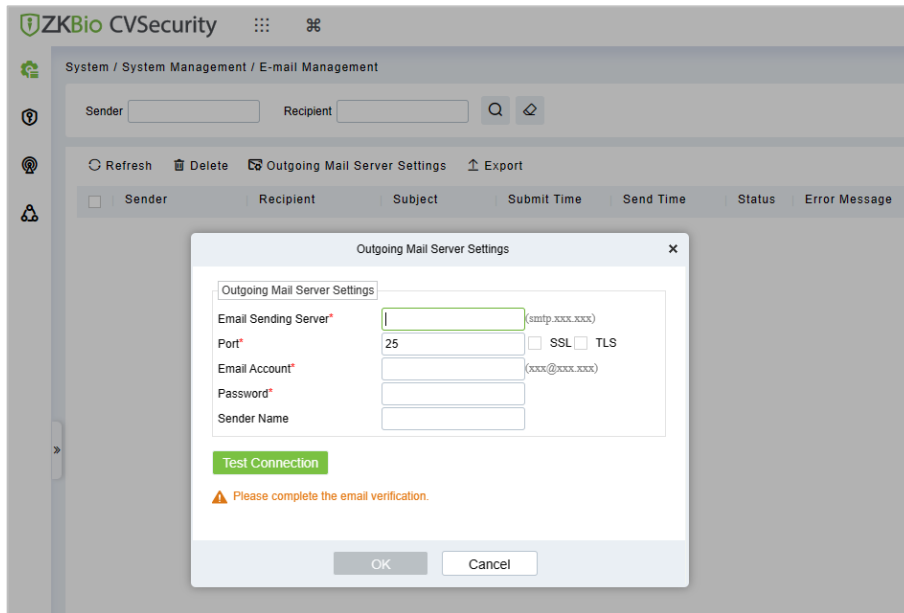


Figure 5.6-2

2. After the configuration is complete, enable the template, configure related fields, and text content, as shown in Figure 5.6-3.

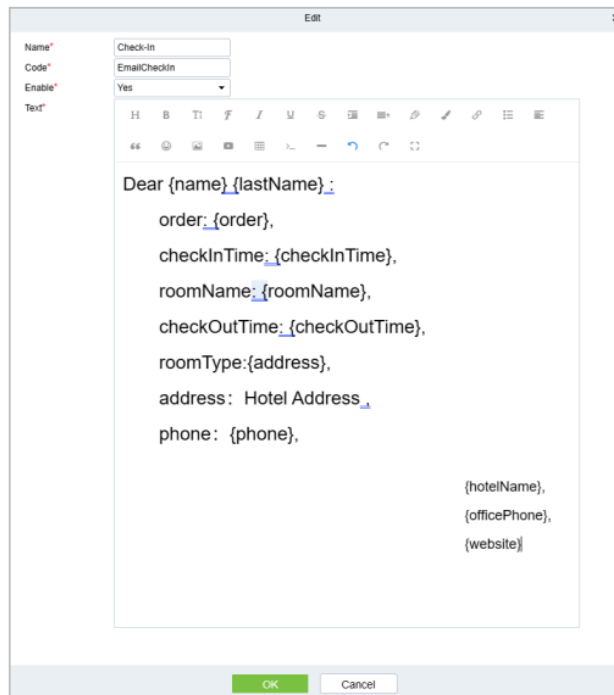


Figure 5.6-3

3. Then complete the corresponding operations and receive the corresponding template email, as shown in Figure 5.6-4.

```

Dear duosuan yitian:
order: 16757116438747379,
checkInTime: 2023-02-07 03:25:56.0,
roomName: 1112,
checkOutTime: 2023-02-07 12:00:00.0,
roomType: danren,
address: Hotel Address ,
phone: 15944444444,

test-hotel
123456789
http://www.baidu.com
    
```

Figure 5.6-4

5.7 SMS Template

- SMS template is used for sending emails, including check-in, check-out, reservation success, and reservation cancellation templates, as shown in Figure 5.7-1.

Name	Code	Text	Type	Enable	Operations
check-Out	SmsCheckOut			No	
Check-In	SmsCheckIn	Dear {name} {lastName} : order: {order}, checkInTime: {checkInTime}, roomName: {roomName}		Yes	
Cancel	SmsBookingCancel			No	
Success	SmsBookingSuccess			No	

Figure 5.7-1

- The default template can only be edited and cannot be deleted.
- Table 5.7-1 lists the key fields of an SMS template.

Parameter	Description
{name}	Name of check-in personnel or reservation personnel, obtained from the input data.
{lastName}	The last name of the check-in or reservation personnel, obtained from the input data, is empty if it is empty.
{order}	The order number generated by the hotel is obtained from the data generated after entry.
{checkInTime}	Check-in time, obtained from the input data.
{roomName}	Room name, obtained from the input data.
{checkOutTime}	Check-out time, obtained from the input data.
{roomType}	Room type, obtained from input data.
{phone}	Guest phone numbers, obtained from the input data.
{address}	Address information, obtained from the input data.
{hotelName}	Hotel name, obtained from hotel settings.
{officePhone}	Hotel phone, obtained from hotel settings.
{website}	Hotel URL, obtained from hotel settings.

Table 5.7-1

5.7.1 Send WhatsApp Template

1. Select third-party integration in the system, and fill in the corresponding parameters of WhatsApp, as shown in Figure 5.7-2.

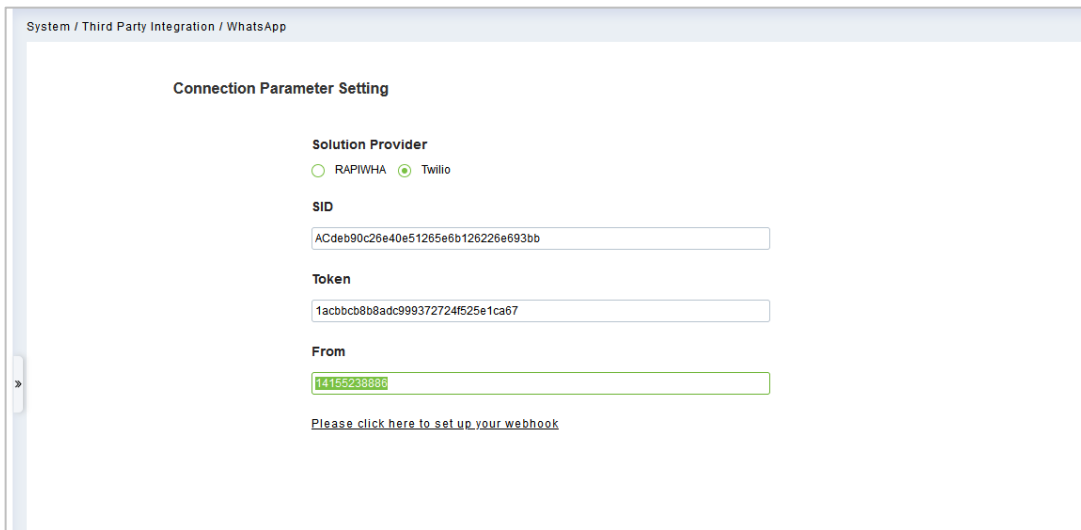


Figure 5.7-2

2. After the configuration is complete, enable the template, configure related fields, and text content, and select WhatsApp as shown in Figure 5.7-3.

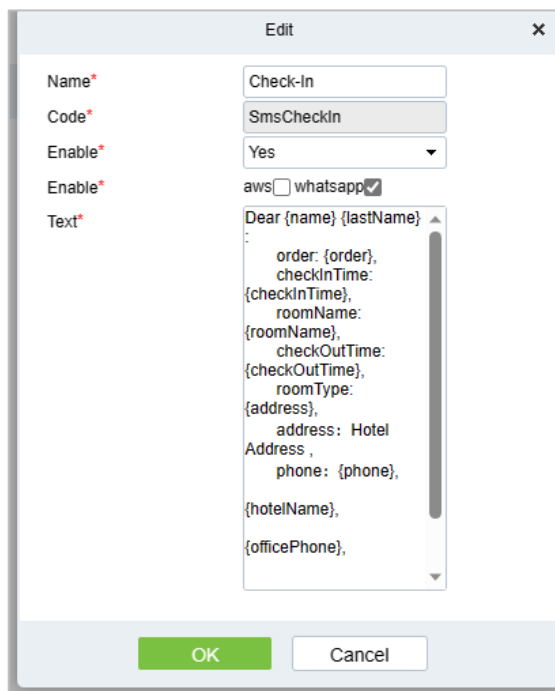


Figure 5.7-3

3. Then complete the corresponding operations and receive the corresponding template message, as shown in Figure 5.7-4.

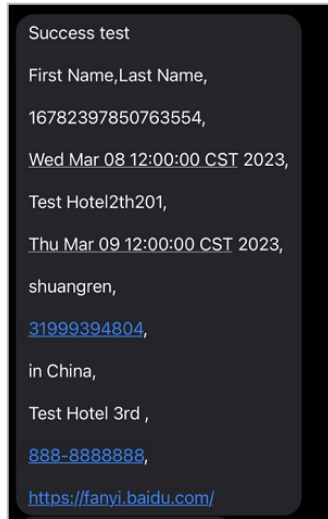


Figure 5.7-4

5.7.2 Send AWS Template

1. Select third-party integration in the system, and fill in the corresponding parameters of SMS, as shown in Figure 5.7-5.

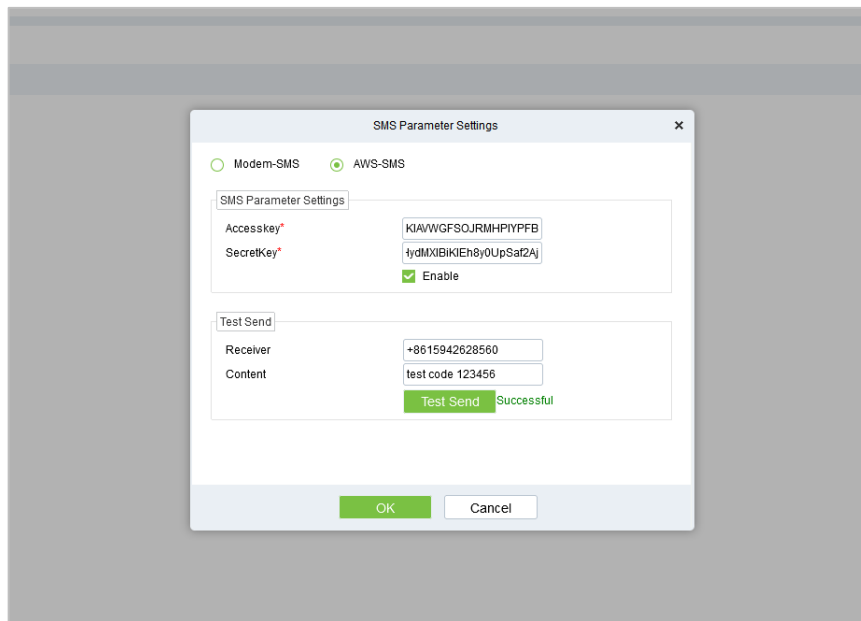


Figure 5.7-5

2. After the configuration is complete, enable the template, configure related fields, and text content, and select AWS as shown in Figure 5.7-6.

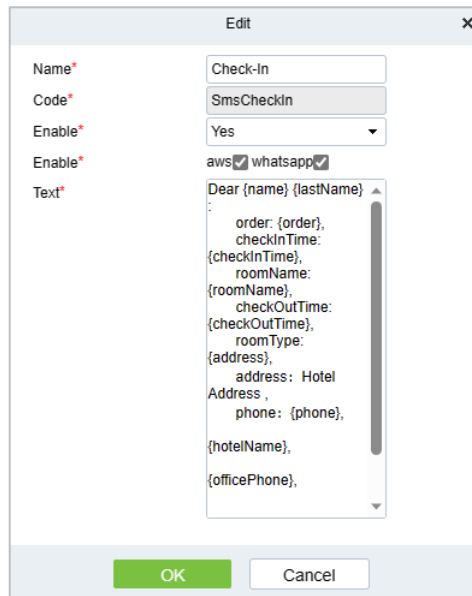


Figure 5.7-6

- Then complete the corresponding operations and receive the corresponding template message, as shown in Figure 5.7-7.

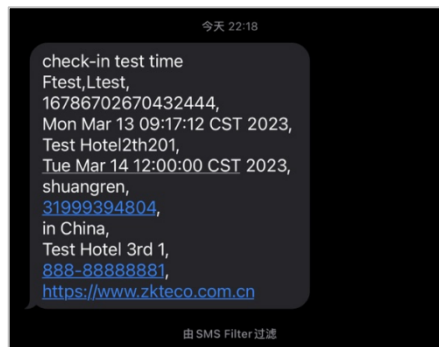


Figure 5.7-7

6 Report Management

6.1 Guest Check-in Report

In the search bar, users can choose the order number, mobile phone number, guest name, or other criteria to perform a quick search for guest check-in records, as shown in Figure 6.1-1.

Hotel / Report Management / Guest Check-in Report

Booking number Mobile Number First Name More

Status	Booking number	Check-in T...	Room Type	Room Name	First Name	Last Name	Card No.	Check-in Time	Check-Out Time	Country code	Mobile Nu...	ID Type	ID Number	Emergency...	E-mail	Home A...
Valid	16923686919512	Daily Rent	shuangren	y11F102	test	bug	4004238539	2023-08-18 22:24:45	2023-08-19 12:00:00	86	4001053868	ID	333		jiakai.zh@zkte	zkteco
Invalid	16923529323507	Daily Rent	shuangren	y11F103	test	bug	3700054240	2023-08-18 22:24:10	2023-08-19 13:52:53	86	4001053868	ID	1		jiakai.zh@zkte	
Invalid	16923444280916	Daily Rent	shuangren	y11F102	test	bug	3700054240	2023-08-18 15:40:20	2023-08-18 15:40:56	86	4001053868	Passport	111		jiakai.zh@zkte	zkteco
Invalid	169232834729371	Daily Rent	shuangren	y11F102	testH	bugL	3700054240	2023-08-18 11:21:06	2023-08-18 11:39:42	1	4001053868	ID	333		jiakai.zh@zkte	
Invalid	169232834729371	Daily Rent	shuangren	y11F101	test	bug	3320407305	2023-08-18 11:21:06	2023-08-18 11:39:42	1	4001053868	ID	3322		jiakai.zh@zkte	
Invalid	169226573539841	Daily Rent	shuangren	y11F104	testH	bugL	3320407305	2023-08-17 17:48:35	2023-08-18 10:52:39	1	4001053867	ID	44555		jiakai.zh@zkte	
Invalid	169226573539841	Daily Rent	shuangren	y11F102	testH	bugL	3700054240	2023-08-18 10:40:04	2023-08-18 10:52:39	1	4001053868	ID	3344		jiakai.zh@zkte	
Invalid	169226539402151	Daily Rent	shuangren	y11F104	testH	bugL	3700054240	2023-08-17 17:42:57	2023-08-17 17:45:22	1	4001053868	ID	22333		jiakai.zh@zkte	
Invalid	16922437737207	Daily Rent	shuangren	y11F104	test	bug	3700054240	2023-08-17 15:53:57	2023-08-17 16:02:43	86	4001053868	ID	2233		jiakai.zh@zkte	zkteco
Invalid	169224122580651	Daily Rent	shuangren	y11F101	test	bug	3700054240	2023-08-17 11:00:16	2023-08-17 11:42:39	86	4001053868	ID	112233	4001053868	jiakai.zh@zkte	
Invalid	169224061492581	Daily Rent	shuangren	y11F101	test	bug	3700054240	2023-08-17 10:50:02	2023-08-17 10:54:38	86	4001053868	ID	112233	4001053868	jiakai.zh@zkte	zkteco
Invalid	169208537255951	By Hour	shuangren	y11F102	test	bug	4004238539	2023-08-15 15:42:32	2023-08-17 17:49:57	86	4001053868	Passport	1122		jiakai.zh@zkte	
Invalid	169208537255951	By Hour	shuangren	y11F102	test	bug	1104696834	2023-08-15 15:42:32	2023-08-17 17:49:57	86	4001053868	ID	11		jiakai.zh@zkte	zkteco
Invalid	169208537255951	By Hour	shuangren	y11F102	test	bug	1104696834	2023-08-15 15:42:32	2023-08-17 17:49:57	86	4001053868	ID	2		jiakai.zh@zkte	
Invalid	16920849049371	Daily Rent	shuangren	y11F101	test	bug	3320407305	2023-08-15 15:25:27	2023-08-16 17:52:18	86	18800001111	ID	2233	12321	jiakai.zhan@zkt	zkteco
Invalid	16920838705237	By Hour	shuangren	y11F102	test	bug	1104696834	2023-08-15 15:17:05	2023-08-15 15:42:08	86	18800001111	ID	1122	18800001111	jiakai.zhan@zkt	

Figure 6.1-1

- Reports can be exported.
- All the information in the report is derived from the guest who checked in.
- If the status is valid, the guest is still checking in. If the status is invalid, the guest has checked out.

6.2 Room Occupancy Report

In the search bar, users can choose the building, floor, room name, check-in time, check-out time, or other criteria to perform a quick search for guest check-in records, as shown in Figure 6.2-1.

Hotel / Report Management / Room Occupancy Report

Building Name Floor Name Room Name More

Status	Check-in Type	Room Type	Room Name	Building Name	Floor Name	First Name	Last Name	Check-In Time	Check-Out Time
<input type="checkbox"/> Valid	Daily Rent	shuangren	y11F102	y1	1F	test	bug	2023-08-18 22:24:45	2023-08-19 12:00:00
<input type="checkbox"/> Invalid	Daily Rent	shuangren	y11F103	y1	1F	test	bug	2023-08-18 22:24:10	2023-08-19 13:52:53
<input type="checkbox"/> Invalid	Daily Rent	shuangren	y11F102	y1	1F	test	bug	2023-08-18 15:40:20	2023-08-18 15:40:56
<input type="checkbox"/> Invalid	Daily Rent	shuangren	y11F102	y1	1F	testH	bugL	2023-08-18 11:21:06	2023-08-18 11:39:42
<input type="checkbox"/> Invalid	Daily Rent	shuangren	y11F101	y1	1F	test	bug	2023-08-18 11:21:06	2023-08-18 11:39:42
<input type="checkbox"/> Invalid	Daily Rent	shuangren	y11F102	y1	1F	testH	bugL	2023-08-18 10:40:04	2023-08-18 10:52:39
<input type="checkbox"/> Invalid	Daily Rent	shuangren	y11F104	y1	1F	testH	bugL	2023-08-17 17:48:35	2023-08-18 10:52:39
<input type="checkbox"/> Invalid	Daily Rent	shuangren	y11F104	y1	1F	testH	bugL	2023-08-17 17:42:57	2023-08-17 17:45:22
<input type="checkbox"/> Invalid	Daily Rent	shuangren	y11F104	y1	1F	test	bug	2023-08-17 15:53:57	2023-08-17 16:02:43
<input type="checkbox"/> Invalid	Daily Rent	shuangren	y11F101	y1	1F	test	bug	2023-08-17 11:00:16	2023-08-17 11:42:39
<input type="checkbox"/> Invalid	Daily Rent	shuangren	y11F101	y1	1F	test	bug	2023-08-17 10:50:02	2023-08-17 10:54:38
<input type="checkbox"/> Invalid	By Hour	shuangren	y11F102	y1	1F	test	bug	2023-08-15 15:42:32	2023-08-17 17:49:57
<input type="checkbox"/> Invalid	By Hour	shuangren	y11F102	y1	1F	test	bug	2023-08-15 15:42:32	2023-08-17 17:49:57

Figure 6.2-1

- Reports can be exported.
- All the information in the report is derived from the guest who checked in.
- If the status is valid, the guest is still checking in. If the status is invalid, the guest has checked out.

6.3 Room Charges Report

In the search bar, user can select the time, guest name, room name, room type or other criteria to search for room charge records, as shown in Figure 6.3-1.

Booking number	Check-in Type	Room Type	Room Name	First Name	Last Name	Check-in Time	Check-out Time	Stay Time
1692352923507252	Daily Rent	shuangren	yihailou1F103	test	bug	2023-08-18 22:24	2023-08-19 13:52	2
16923444280916739	Daily Rent	shuangren	yihailou1F102	test	bug	2023-08-18 15:40	2023-08-18 15:40	1
16923283472937580	Daily Rent	shuangren	yihailou1F102	test	bug	2023-08-18 11:21	2023-08-18 11:39	1
16923283472937580	Daily Rent	shuangren	yihailou1F101	test	bug	2023-08-18 11:21	2023-08-18 11:39	1
16922657353984825	Daily Rent	shuangren	yihailou1F104	test	bug	2023-08-17 17:48	2023-08-18 10:52	1
16922657353984825	Daily Rent	shuangren	yihailou1F102	test	bug	2023-08-17 17:48	2023-08-18 10:52	1
16920853725595628	By Hour	shuangren	yihailou1F102	test	bug	2023-08-15 15:42	2023-08-17 17:49	51
16922653940215594	Daily Rent	shuangren	yihailou1F104	test	bug	2023-08-17 17:42	2023-08-17 17:45	1
16922437737207130	Daily Rent	shuangren	yihailou1F104	test	bug	2023-08-17 11:42	2023-08-17 16:02	1
16922412258065670	Daily Rent	shuangren	yihailou1F101	test	bug	2023-08-17 11:00	2023-08-17 11:42	1
16922406149258673	Daily Rent	shuangren	yihailou1F101	test	bug	2023-08-17 10:50	2023-08-17 10:54	1
16920843604937693	Daily Rent	shuangren	yihailou1F101	test	bug	2023-08-15 15:25	2023-08-16 17:52	2
16920838705237401	By Hour	shuangren	yihailou1F102	test	bug	2023-08-15 15:17	2023-08-15 15:42	3
16919914152379304	By Hour	shuangren	yihailou1F100	test	bug	2023-08-14 13:36	2023-08-14 13:37	3

Figure 6.3-1

- Reports can be exported.
- All the information in the report is derived from the guest who checked in.
- Re-print Invoice is primarily used when a guest loses their invoice. Users can locate the record for which they need to reprint the invoice, select it, and then click the **Re-print Invoice** option, as shown in Figure 6.3-2.

Hotel / Report Management / Room Charges Report

Time From 2023-05-19 00:00:00 To 2023-08-19 23:59:59 First Name More

Booking number	Check-in Type	Room Type	Room Name	First Name	Last Name	Check-in Time	Check-out Time	Stay Time
1692352923507252	Daily Rent	shuangren	yihailou1F103	test	bug	2023-08-18 22:24	2023-08-19 13:52	2
16923444280916739	Daily Rent	shuangren	yihailou1F102	test	bug	2023-08-18 15:40	2023-08-18 15:40	1
16923283472937580	Daily Rent	shuangren	yihailou1F102	test	bug	2023-08-18 11:21	2023-08-18 11:39	1
16923283472937580	Daily Rent	shuangren	yihailou1F101	test	bug	2023-08-18 11:21	2023-08-18 11:39	1
16922657353984825	Daily Rent	shuangren	yihailou1F104	test	bug	2023-08-17 17:48	2023-08-18 10:52	1
16922657353984825	Daily Rent	shuangren	yihailou1F102	test	bug	2023-08-17 17:48	2023-08-18 10:52	1
16920853725595628	By Hour	shuangren	yihailou1F102	test	bug	2023-08-15 15:42	2023-08-17 17:49	51
16922653940215594	Daily Rent	shuangren	yihailou1F104	test	bug	2023-08-17 17:42	2023-08-17 17:45	1
16922437737207130	Daily Rent	shuangren	yihailou1F104	test	bug	2023-08-17 11:42	2023-08-17 16:02	1
16922412258065670	Daily Rent	shuangren	yihailou1F101	test	bug	2023-08-17 11:00	2023-08-17 11:42	1
16922406149258673	Daily Rent	shuangren	yihailou1F101	test	bug	2023-08-17 10:50	2023-08-17 10:54	1
16920843604937693	Daily Rent	shuangren	yihailou1F101	test	bug	2023-08-15 15:25	2023-08-16 17:52	2
16920838705237401	By Hour	shuangren	yihailou1F102	test	bug	2023-08-15 15:17	2023-08-15 15:42	3
16919914152379304	By Hour	shuangren	yihailou1F100	test	bug	2023-08-14 13:36	2023-08-14 13:37	3
16919798336304775	Daily Rent	shuangren	yihailou1F102	test	bug	2023-08-14 10:23	2023-08-14 10:27	1

Figure 6.3-2

Page | 89

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6.4 Issued Card Report

In the search bar, users can select the card issuance time, card number, effective start time or other criteria to search for the card issuance record, as shown in Figure 6.4-1.

Card Status	Card Type	Room Name	Card No.	Physical Card Num...	Name	Last Name	ID Type	ID Number	Card Issued Date	Card Expiration Date	Issued Time
Valid	Room Card	y11F102	4238539	4004238539	test	bug	ID	333	2023-08-18 22:25:00	2023-08-20 12:00:00	2023-08-18 22:25:00
Invalid	Room Card	y11F103	700054240	3700054240	test	bug	ID	1	2023-08-18 22:24:22	2023-08-19 13:53:10	2023-08-18 22:24:22
Invalid	Emergency Card		320407305	320407305	Head	Master			2023-08-18 19:17:47	2023-08-18 19:20:15	2023-08-18 19:17:47
Invalid	Room Card	y11F102	700054240	3700054240	test	bug	Passport	111	2023-08-18 15:40:32	2023-08-18 15:40:58	2023-08-18 15:40:32
Valid	Emergency Card		320407305	320407305	Head	Master			2023-08-18 15:37:56	2023-08-31 15:37:00	2023-08-18 15:37:56
Invalid	Room Card	y11F102	700054240	3700054240	testH	bugL	ID	333	2023-08-18 11:38:54	2023-08-18 11:39:44	2023-08-18 11:38:54
Invalid	Room Card	y11F101	320407305	320407305	test	bug	ID	3322	2023-08-18 11:38:37	2023-08-18 11:39:52	2023-08-18 11:38:37
Invalid	Room Card	y11F104	320407305	320407305	testH	bugL	ID	44555	2023-08-17 17:49:40	2023-08-18 11:10:21	2023-08-17 17:49:40
Invalid	Room Card	y11F102	700054240	3700054240	testH	bugL	ID	3344	2023-08-17 17:49:03	2023-08-18 11:09:59	2023-08-17 17:49:03
Invalid	Room Card	y11F104	700054240	3700054240	testH	bugL	ID	22333	2023-08-17 17:43:23	2023-08-17 17:45:45	2023-08-17 17:43:23
Invalid	Room Card	y11F104	700054240	3700054240	test	bug	ID	2233	2023-08-17 11:42:55	2023-08-17 16:42:47	2023-08-17 11:42:55
Invalid	Room Card	y11F101	700054240	3700054240	test	bug	ID	112233	2023-08-17 11:10:58	2023-08-17 11:42:41	2023-08-17 11:10:58
Invalid	Room Card	y11F101	700054240	3700054240	test	bug	ID	112233	2023-08-17 10:54:15	2023-08-17 10:54:40	2023-08-17 10:54:15
Invalid	Room Card	y11F102	4238539	4004238539	test	bug	Passport	1122	2023-08-16 11:46:00	2023-08-17 17:50:36	2023-08-16 11:46:00

Figure 6.4-1

- Reports can be exported.
- All data in the report derived from the card issuing operation of the hotel, including the administrator, housekeeping card, maintenance card, and room area card.
- The report supports **Report Card Loss** or **Clear Card Loss Report** for all cards.
- After the card is reported loss, the card information will be synchronized to the blocklist of all locks, and the card will not be swiped to open any door.
- After the card loss report is cleared, the card information will be deleted from the blocklist of all locks, and the registered room can be opened normally.

6.5 Write Card Record Remotely

In the search bar, users can select the time, card number, card validity period or other criteria to search for remote card write records, as shown in Figure 6.5-1.

Issued Date	Expiration Date	Building	Floor	Room	First Name	Last Name	ID Type	ID Number	Co.	Mobile Nu...	Logical Card Number	Physical Card Number
2023-08-17 17:48:35	2023-08-18 10:40:04	y1	1F	y11F101	testH	bugL	ID	3344	1	4001053868		
2023-08-17 17:48:35	2023-08-18 10:52:39	y1	1F	y11F104	testH	bugL	ID	44555	1	4001053867	320407305	3320407305
2023-08-17 17:48:35	2023-08-18 10:40:04	y1	1F	y11F101	testH	bugL	ID	3344	1	4001053868		
2023-08-17 17:48:35	2023-08-18 10:52:39	y1	1F	y11F104	testH	bugL	ID	44555	1	4001053867	320407305	3320407305
2023-08-15 15:42:32	2023-08-17 17:49:57	y1	1F	y11F102	test	bug	ID	2	86	4001053868	104696834	1104696834
2023-08-14 10:24:46	2023-08-14 10:26:17	y1	1F	y11F103	test	bug	ID	1	86			
2023-08-14 10:24:46	2023-08-14 10:26:17	y1	1F	y11F103	test	bug	ID	1	86			
2023-08-14 10:22:34	2023-08-14 10:23:00	y1	1F	y11F101	test	bug	ID	11223344	86			
2023-08-14 10:22:34	2023-08-14 10:23:00	y1	1F	y11F101	test	bug	ID	11223344	86			
2023-08-14 10:05:42	2023-08-14 10:06:21	y1	1F	y11F101	test	bug	ID	11223344	86			
2023-08-14 10:05:42	2023-08-14 10:06:21	y1	1F	y11F101	test	bug	ID	11223344	86			
2023-08-14 09:55:31	2023-08-14 09:56:55	y1	1F	y11F101	test	bug	ID	1122334455	86			

Figure 6.5-1

- Reports can be exported.
- All data in the report is derived from the remote card writing operation of the hotel during card issuance.
- Rewrite Card function is used if the remote write card command fails to be delivered or is lost.

6.6 Unlock Log Report

In the search bar, users can select building name, floor name or other criteria to search for hotel unlock records, as shown in Figure 6.6-1.

Unlock Mode	Unlock Time	Card No.	Physical Card Num.	Card Type	Building Name	Floor Name	Room Name	First Name	Last Name	ID Type	ID Number
Unlock by card	2023-08-18 15:42:30	320407305	3320407305	Emergency Card	yihaolou	1F	yihaolou1F102	Head	Master		
Unlock by card	2023-08-18 15:40:20	320407305	3320407305	Emergency Card	yihaolou	1F	yihaolou1F102	Head	Master		
Unlock by card	2023-08-15 16:31:49	104696834	1104696834	Room Card	yihaolou	1F	yihaolou1F102	test	bug	ID	2
Unlock by card	2023-08-15 16:30:05	104696834	1104696834	Room Card	yihaolou	1F	yihaolou1F102	test	bug	ID	2
Unlock by card	2023-08-15 16:27:22	104696834	1104696834	Room Card	yihaolou	1F	yihaolou1F102	test	bug	ID	2
Unlock by card	2023-08-15 16:25:28	104696834	1104696834	Room Card	yihaolou	1F	yihaolou1F102	test	bug	ID	2
Unlock by card	2023-08-15 16:25:07	104696834	1104696834	Room Card	yihaolou	1F	yihaolou1F102	test	bug	ID	2
Unlock by card	2023-08-15 16:17:06	104696834	1104696834	Room Card	yihaolou	1F	yihaolou1F102	test	bug	ID	2
Unlock by key	2023-08-15 16:11:07				yihaolou	1F	yihaolou1F100				
Unlock by key	2023-08-15 16:11:05				yihaolou	1F	yihaolou1F100				
Unlock by card	2023-08-15 16:08:14	104696834	1104696834	Room Card	yihaolou	1F	yihaolou1F102	test	bug	ID	2
Unlock by card	2023-08-15 16:05:42	104696834	1104696834	Room Card	yihaolou	1F	yihaolou1F102	test	bug	ID	2
Unlock by key	2023-08-15 15:19:02				yihaolou	1F	yihaolou1F100				
Unlock by card	2023-08-14 10:26:52	104696834	1104696834	Room Card	yihaolou	1F	yihaolou1F103	test	bug	ID	1

Figure 6.6-1

- Reports can be exported.
- All data in the report is derived from opening door.

6.7 Device Command List

In the search bar, users can select the lock MAC address, time or other criteria to search for communication logs of the gateway or hotel lock, as shown in Figure 6.7-1.

Sequential Number	Lock Mac Address	Command Descripti...	Command Body	Command Status	Submission Time
00-0D-6F-00-17-60-49-B7:E	00-0D-6F-00-17-60-49	setLockStatus	["lockMac":"00-0D-6F-00-17-60-49-B7","command":"5"]	Command Issued Stati	2023-08-18 15:42:24
00-0D-6F-00-17-60-49-B7:E	00-0D-6F-00-17-60-49	setLockStatus	["lockMac":"00-0D-6F-00-17-60-49-B7","command":"9"]	Command Issued Stati	2023-08-18 15:42:06
00-0D-6F-00-17-60-62-EB:	00-0D-6F-00-17-60-62	setLockStatus	["lockMac":"00-0D-6F-00-17-60-62-EB","command":"5"]	Command Issued Stati	2023-08-18 15:39:37
00-0D-6F-00-17-60-62-EB:	00-0D-6F-00-17-60-62	setLockStatus	["lockMac":"00-0D-6F-00-17-60-62-EB","command":"4"]	Command Issued Stati	2023-08-18 15:38:32
00-0D-6F-00-15-62-47-60:1	00-0D-6F-00-15-62-47	syncTime	["sysTime":"1692304265","lockMac":"00-0D-6F-00-15-62-47-60"]	Operation Successful	2023-08-18 04:31:05
00-0D-6F-00-17-60-46-47:7	00-0D-6F-00-17-60-46	syncTime	["sysTime":"1692304263","lockMac":"00-0D-6F-00-17-60-46-47"]	Operation Successful	2023-08-18 04:31:03
00-0D-6F-00-17-60-49-B7:1	00-0D-6F-00-17-60-49	syncTime	["sysTime":"1692304262","lockMac":"00-0D-6F-00-17-60-49-B7"]	Operation Successful	2023-08-18 04:31:02
00-0D-6F-00-17-60-57-91:1	00-0D-6F-00-17-60-57	syncTime	["sysTime":"1692304261","lockMac":"00-0D-6F-00-17-60-57-91"]	Operation Successful	2023-08-18 04:31:01
00-0D-6F-00-17-60-62-EB:	00-0D-6F-00-17-60-62	syncTime	["sysTime":"1692304260","lockMac":"00-0D-6F-00-17-60-62-EB"]	Operation Successful	2023-08-18 04:31:00
00-0D-6F-00-15-62-47-60:7	00-0D-6F-00-15-62-47	syncTime	["sysTime":"1692302495","lockMac":"00-0D-6F-00-15-62-47-60"]	Operation Successful	2023-08-18 04:00:05
00-0D-6F-00-17-60-46-47:7	00-0D-6F-00-17-60-46	syncTime	["sysTime":"1692302494","lockMac":"00-0D-6F-00-17-60-46-47"]	Operation Successful	2023-08-18 04:00:04
00-0D-6F-00-17-60-49-B7:1	00-0D-6F-00-17-60-49	syncTime	["sysTime":"1692302493","lockMac":"00-0D-6F-00-17-60-49-B7"]	Operation Successful	2023-08-18 04:00:03
00-0D-6F-00-17-60-57-91:E	00-0D-6F-00-17-60-57	syncTime	["sysTime":"1692302492","lockMac":"00-0D-6F-00-17-60-57-91"]	Operation Successful	2023-08-18 04:00:02
00-0D-6F-00-17-60-62-EB:1	00-0D-6F-00-17-60-62	syncTime	["sysTime":"1692302490","lockMac":"00-0D-6F-00-17-60-62-EB"]	Operation Successful	2023-08-18 04:00:00

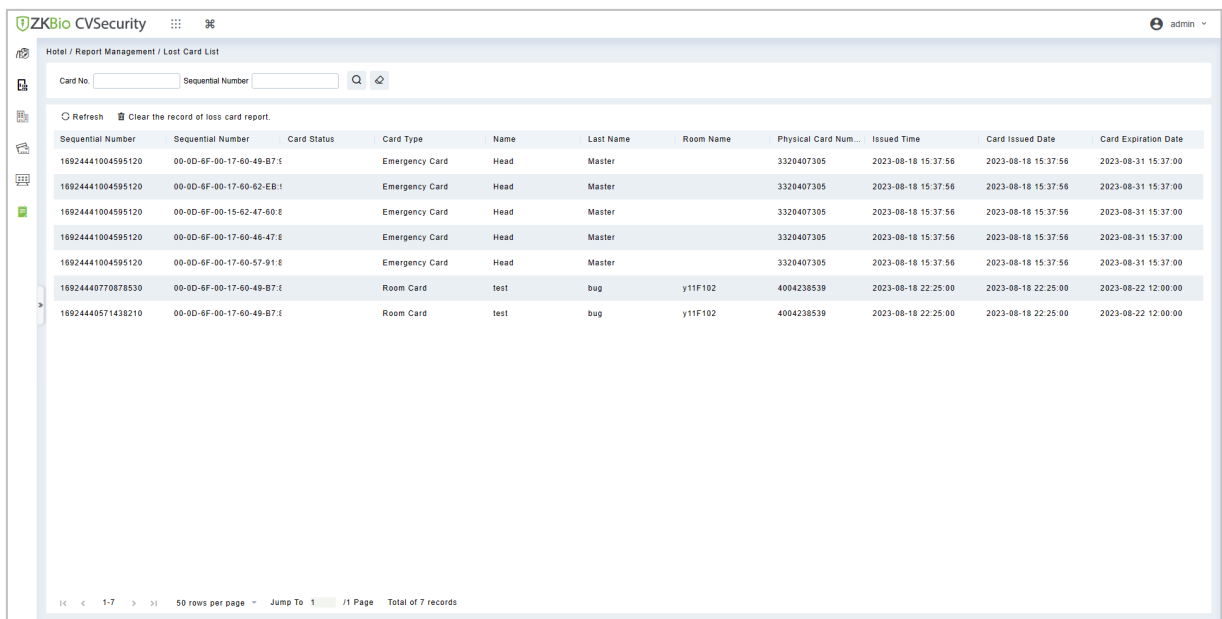
Figure 6.7-1

- All data in the report is derived from the communication between devices and software.

- Technical personnel use communication log records to check the communication status between the gateway and hotel lock.
- Clicking **Clear All Commands** can clear all communication commands.
- The communication command automatically deletes data older than one month.

6.8 Lost Card List

In the search bar, users can select the card number, serial number or other criteria to quickly search for lost card information, as shown in Figure 6.8-1.



Sequential Number	Sequential Number	Card Status	Card Type	Name	Last Name	Room Name	Physical Card Num...	Issued Time	Card Issued Date	Card Expiration Date
18924441004595120	00-0D-6F-00-17-60-49-B7.F		Emergency Card	Head	Master		3320407305	2023-08-18 15:37:56	2023-08-18 15:37:56	2023-08-31 15:37:00
18924441004595120	00-0D-6F-00-17-60-62-EB.1		Emergency Card	Head	Master		3320407305	2023-08-18 15:37:56	2023-08-18 15:37:56	2023-08-31 15:37:00
18924441004595120	00-0D-6F-00-15-92-47-60.E		Emergency Card	Head	Master		3320407305	2023-08-18 15:37:56	2023-08-18 15:37:56	2023-08-31 15:37:00
18924441004595120	00-0D-6F-00-17-60-46-47.E		Emergency Card	Head	Master		3320407305	2023-08-18 15:37:56	2023-08-18 15:37:56	2023-08-31 15:37:00
18924441004595120	00-0D-6F-00-17-60-57-91.E		Emergency Card	Head	Master		3320407305	2023-08-18 15:37:56	2023-08-18 15:37:56	2023-08-31 15:37:00
18924440770878530	00-0D-6F-00-17-60-49-B7.F		Room Card	test	bug	y11F102	4004238539	2023-08-18 22:25:00	2023-08-18 22:25:00	2023-08-22 12:00:00
18924440571438210	00-0D-6F-00-17-60-49-B7.F		Room Card	test	bug	y11F102	4004238539	2023-08-18 22:25:00	2023-08-18 22:25:00	2023-08-22 12:00:00

Figure 6.8-1

- All data in the report is derived from the lost card.
- Click **Clear the record of loss card report** can clear all records.

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