

User Manual

ZKBio CVSecurity (Hotel Module)

Software Version: 5.3.0_R-HLMS_3.1.1_R

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English

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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 \star 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					
Convention	Description				
Convention <>	Description Button or key names for devices. For example, press <ok>.</ok>				
Convention <> []	DescriptionButton 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.</ok>				

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.				
e	Care taken to avoid danger or mistakes.				
	The statement or event that warns of something or that serves as a cautionary example.				

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1 <u>Statistic</u>

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 nonhourly 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.





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.

TZKBio CVSecurity			🕒 admin 👻
1 Statistic >	Hotel / Device Management / Device		
Device Management 🗸	Gateway	Browse Gateway: (a0-a3-b9-63-31-28) Lock List of the Gateway	>
Device	Gateway Name Gateway MAC Address Q	Lock Name Lock MAC Address Q 2	
	◯ Refresh 🔍 Search 📋 Delete 🖙 Enable Pairing Mode 🛇 Disable Pairing Mode 💿 How to add Gateway?	🛇 Refresh 🛛 🕒 Sync Time 🛛 Get Uniock Records 🖓 Emergency Uniock 🧣 Cancel Emergency Un	lock
	Gateway Name Gateway MAC Addr Pairing Sta Gateway St Operations	Lock Name Lock MAC Room Name Hotel Facility Gateway Name Lock Status	Enable Fir
	a0-a3-b9-63-31-28 a0-a3-b9-63-31-28 Close Online 🖉	00-0D-6F-00-1 00-0D-6F-00-1 yihaolou1F100 a0-a3-b9-63-31-28 Online	Enable 1.4
		00-0D-6F-00-1 00-0D-6F-00-1 yihaolou1F101 a0-a3-b9-63-31-28 Online	Enable 1.4
		00-0D-6F-00-1 00-0D-6F-00-1 yihaolou1F102 a0-a3-b9-63-31-28 Online	Enable 1.4
		00-0D-6F-00-1 00-0D-6F-00-1 yihaolou1F103 a0-a3-b9-63-31-28 Online	Enable 1.4
		00-0D-6F-00-1 00-0D-6F-00-1 yihaolou1F104 a0-a3-b9-63-31-28 Online	Enable 1.4
Hotel Management			
Card Management >			
Room Management			
🗄 Report Management 🗲 🗲	IC < 1-1 > >I 50 rows per page ~ Jump To 1 /1 Page Total of 1 records	IC < 1-5 > I 50 rows per page = Jump To 1 /1 Page Total of 5 records	

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.

				Littleto	LUGUU
КТесо					
emote ser	ver				
	IP	172.16	.12.23		
	PORT	18088			

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.

New				
Search				
Total Progress	100%	Searched devices count:2 Number of devices added:1		
Gateway IP Address	Gateway MAC Address	\otimes		
Gateway IP Address	Gateway MAC Address	Operations		
192.168.51.190	a0-a3-b9-63-30-be	Add		
192.168.51.191	a0-a3-b9-63-31-28	This device has been		

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.

Gateway			
Gateway Name	Gateway MAC Address	Q	\Diamond



• 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.

Gateway <	Edit	×
Gateway Name Gateway MAC Address Q	Gateway Name* a0-a3-b9-63-30-be	
	Gateway MAC Address* a0-a3-b9-63-30-be	
◯ Refresh 🔍 Search 📋 Delete ∓ Enable Pairing Mode 🛇 Disable Pairing Mode 💿 How to add Gateway?		
Gateway Name Gateway MAC Addr Pairing Sta Gateway St Operations		
a0-a3-b9-63-30-be a0-a3-b9-63-30-be Close Online 🖉		
a0-a3-b9-63-31-28 a0-a3-b9-63-31-28 Close Online 🖉	OK Cancel	

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.

Gateway	۲	Browse Gateway: (a0-a3-b9-63-30-be) Lock List of the Gateway
Gateway MAC Address	Q &	Lock Name Lock MAC Address Q Q
🛇 Refresh 🔍 Search 💼 Delete 🖙 Enable Pairing Mode 🛇 Disable Pa	iring Mode 🛛 🛇 How to add Gateway?	🔿 Refresh 🛛 🕒 Sync Time 📓 Get Unlock Records 🖓 Emergency Unlock 🧣 Cancel Emergency Ur
Gateway Name Gateway MAC Addr Pairing Sta Gateway S	t Operations	Lock Name Lock MAC Room Name Hotel Facility Gateway Name Lock Status
☑ <u>a0-a3-b9-63-30-be</u> a0-a3-b9-63-30-be Close Online	2	
a0-a3-b9-63-31-28 a0-a3-b9-63-31-28 Close Online	<u>e</u>	
	Prompt	
	Are you want to perform the Delete oper	ation?
	OK Cancel	
		No data

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.

Gateway Name	Gateway MAC Addr	Pairing Status	Gateway Status	Operations
<u>a0-a3-b9-63-30-be</u>	a0-a3-b9-63-30-be	Open	Online	
<u>a0-a3-b9-63-31-28</u>	a0-a3-b9-63-31-28	Close	Online	<u>/</u>



• **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
<u>a0-a3-b9-63-31-28</u>	a0-a3-b9-63-31-28	Open	Online	<u>/</u>
<u>a0-a3-b9-63-30-be</u>	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

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

TKBio CVSecurity		::: 3 6		\varTheta admin v
rl型 Statistic >	,	Hotel / Room Manag	enect / Hotel Settings	
		Hotal Information		
Device Management >		Hotel Name*	last later	
-		Telephone		
Hotel Management		Fax		
🖆 Card Management 💦		Zip/Post Code		
Rose Management		Website		
		E-mail		
Hotel Settings		Hotel Address		
Room Type		Hotel Logo	國際改体	
Ream			2	
Hotol Facility				
Booking Method	e			
Email Template				
SMS Template			The image should not exceed 100/50,PDL RMP, OPL and PHD are supported onto: The rate of length to vidth should be 2.1 to exclude the here variable.	
		Hotel Option Setting	s	
			~	
		Hotel Card Settings		
		Card Password'		
		Repeat Password*	Card sector and password cannot be changed after issued.	
		Card Sector:	Sedar 3 •	
	ſ	Default Net Card		
		Default Net C	ard Cancel Card	
	1			
		OK		
Report Management >		- OK		

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.

O Refresh	h 🕒 Syn	c Time 🖽	Get Unlock Record	ds 🗣 Emerger	ncy Unlock	Gancel	Emergency Unio	ock 💼 Delete	Lock 🗸 Enab	le 🛇 Disable			
Loci	k Name	Lock MAC	. Room Name	Hotel Facility	Gateway Na	ame	Lock Status	Enable	Firmware V	Last Sync Time	Ope	ration	IS
<u>00-0</u>	0D-6F-00-1	00-0D-6F-00	0-1 Add Room		a0-a3-b9-63	3-31-28	Online	Enable	1.4.7	2023-08-15 04:31:00	0	Û	(B)



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.

	Edit >
Lock Name* Lock MAC Address* Room Name* Hotel Facility	00-0D-6F-00-17-60-62-EB 00-0D-6F-00-17-60-62-EB
ОК	Cancel

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.

Sele	ect Room Name	×
Room Name		
Alternative	Selected(1)	
Room Name	Room Name	
yihaolou2F200	yihaolou1F100	
yihaolou2F201		
	>	
	<	
<		
< < 1-2 >> 50 rows per page ▼		
ок	Cancel	

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.



Figure 2.1-15

2.1.2.3 Hotel Lock Unbinding Room

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

OR	efresh 🕒 Sync	: Time 🛛 Get	Unlock Record	s 🖵 Emergen	cy Unlock 🖷 C	Cancel	Emergency Unio	ock 💼 De	lete Lock 🗸 Enat	ole 🛇 Disable			
	Lock Name	Lock MAC	Room Name	Hotel Facility	Gateway Name		Lock Status	Enable	Firmware V	Last Sync Time	Op	eratio	ons
	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	<u>_</u>	Ŵ	P
	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	<u>_</u>	Û	þ
	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	0	Ŵ	þ
	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	<u>0</u>	Û	P
	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	0	Û	þ

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	Оре	ratio	ns
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	0	ŵ	P
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	0	Û	P
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	0	Û	A
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	0	Û	P
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	⊿	Û	P

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.

Gateway <	Browse Gateway: (a0-a3-b9-63-31-28) Lock List of the Gateway	
Gateway Name	Lock Name Lock MAC Address Q Q	
C Refresh Q Search	🗘 Refresh 🕑 Sync Time 🔀 Get Unlock Records 🔓 Emergency Unlock 🧣 Cancel Emergency Unlock 📋 Delete Lock 🗸 Enable 🛇 Disable	
Gateway Name Ga	Lock Name Lock MAC Room Name Hotel Facility Gateway Name Lock Status Enable Firmware V Last Sync Time Operations	
<u>a0-a3-b9-63-31-28</u> a0-	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 Enable 1.4.7 2023-08-14 09:44:57 🖉 🗐 🚇	
	00-0D-6F-00-1 00-0D-6F-00-1 yihaolou1F102 a0-a3-b9-63-31-28 Online Enable 1.4.7 2023-08-14 09:44:59 🖉 🗐	
	00-0D-6F-00-1 00-0D-6F-00-1 yihaolou1F103 a0-a3-b9-63-31-28 Online Enable 1.4.7 2023-08-14 09:45:00 🖉 🗐 🚇	
	00-0D-6F-00-1 00-0D-6F-00-1 yihaolou1F104 a0-a3-b9-63-31-28 Online Enable 1.4.7 2023-08-14 09:45:01 🖉 🗊 🚇	

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.



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

O Refresh	🕒 Sync Time	🛱 Get Unlock Records	🔓 Emergency Unlock	Gancel Emergency Unlock	菌 Delete Lock	✓ Enable	🛇 Disable
-----------	-------------	----------------------	--------------------	-------------------------	---------------	----------	-----------

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.

OF	🗘 Refresh 🞯 Sync Time 🛱 Get Unlock Records 🖷 Emergency Unlock 🖷 Cancel Emergency Unlock 🛍 Delete Lock 🗸 Enable 🛇 Disable											
	Lock Name	Lock MAC	Room Name	Hotel Facility Gat	eway Name	Lock Status	Enable	Firmware V	Last Sync Time	Oper	ations	
	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		<u> </u>	a
	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	ℓ	<u></u>	aj
	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	0	<u></u>	a
	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	ℓ	İ	aj
	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	0	ŵ Ģ	a



- 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.

Vacant	
0	
yihaolou1F100	

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.

Vacant	
vacant	
yihaolou1F100	

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 Fa	cility 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	<u>/</u> <u>ū</u>



• **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.

Lock Name	Lock MAC	Room Name	Hotel Facility	Gateway Name	Lock Status	Enable	Firmware Version	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	2023-08-15 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	2023-08-15 04:31:01	2 û P
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	🖉 🛈 🚇
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	<u>/</u> 🖞 🗭
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	<u>∕</u> û @

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 dropdown 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.





• **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.

Room Type:	-
	shuangren

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.

Room Status:	All	(7)	 Vacant 	(7)	Needs Cleaning	(0)	Checked-In	(0)	Overstayed	(0)	٠	Maintaining	(0)	٠	Stop Use	(0)
More:	Daily Rent	(0)	By Hour	(0)	Double Lock	(0)	Due in	(0)	Due out	(0)						

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.

Room Status:	All (7) • Vacant	(4) • Needs Cleaning (0) Checked-In (1)	Overstayed (0) Maintaining	g (1) • Stop Use (1)
More:	Daily Rent (0) By Hour	(1) Double Lock (1)) Due in (0)	Due out (1)	
Building:	Floor:	Room Type:	-		Clear Search
Read Card	Clear Card Reissue Card	Reservation Reader	Driver:Installed, Version1.0.13 Prin	ter Driver:Installed, Version6.2.2.6	
Building;yihaolou Public Room	u Floor:1F Vacant	test	Maintaining	Not In Use	Room No.: Status: Lock Name :
۵		욘	×	Ø	Check-in Reservation Room
Building;yihaoloi	u_Floor:2E	yinaoiou 1+102	yinaolou 1F 103	yinaolou 1+104	
No Lock	No Lock				
yihaolou2F200	yihaolou2F201				



 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.





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.





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.

Room Status:	All	(7)	 Vacant 	(2)	Needs Cleaning	(1)	Checked	In (1	•	Overstayed	(1)	• Ma	aintaining	(1)	٠	Stop Use	(1)	
More:	Daily Rent	(1)	By Hour	(1)	Double Lock	(1)	Due in	(1)		Due out	(1)							
Building:		Floor:			 Room Type: 	6		•										Clear Search
Read Card	Clear Card		Reissue Card	R	Reservation	ider Driv	er:Installed, Ver	sion1.0.1	3 Printe	er Driver:Installed	, Versior	16.2.2.6						
Building:yihao test yhsoku1F101	iou_Fisor:1E																	Room No.;ylhaolou1F101 Status:Check-in Lock Name: 00-0D-6F-00-17-60-57-91 Check-in Reservation Room First Name: test Reservation Room Fama: glast_able_20x4eo.com Reservation Reservation Card No: 3320407306 Report Card Loss Check-out Time: 08-16 15:25 Check-Out Time: 08-16 15:20 DepsHouts to Staty: 1DaysHouts to Staty: Guest Count: 1



5) **Overstayed:** 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.





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.

Room Status: More: Building: Read Card	All (7) • Vacant (2) • Needs Cleaning (1) • Checked-in (2) • Overstayed (0) • Maintaining (1) • Stop Use (1) Daily Rent (1) By Hour (1) Double Lock (1) Due in (1) Due out (1) • Floor: • • Room Type: • • Clear Cand Reservation Reader DriverInstalled. Version 1:0:13 Printer DriverInstalled. Version 5:2:6	Clear Search
Building:yihaol fest yihaolou1F102	N. Floor1E	Room No.:ylhaolou1F102 Status,Check-in Lock Name: 00-0D-6F-00-17-60-49-B7 Check-in Reservation Room First Name: test Last Name: test Last Name: test Last Name: test Last Name: test Last Name: test Last Name: test Last Name: test Last Name: test Check-in Reservation Room Phone Number: + 68 4001053868 E-mail: page1ableo.coom Card Loss Check-Out Time: 08-15 16.42 DesyN-Houts 5.819: 24 Pour(s) DaysHouts 5.819: 24 Pour(s) Guest Count: 1 Status 2010 Status 2010 Status 2010

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.

Room Status:	All	(7)	 Vacant 	(2) • N	eeds Cleaning	(1) •	Checked-In	(2)	 Overstayed 	(0)	Maintaining	(1)	٠	Stop Use	(1)		
More:	Daily Rent	(1)	By Hour	(1)	Double Lock	(1)	Due in	(1)	Due out	(1)							
Building:		Floor:		- •	Room Type:											Cle	ar Search
Read Card	Clear Card		Reissue Card	Reserva	ation Rea	der Driver:In	stalled, Versio	n1.0.13 Pr	inter Driver:Installe	d, Versione	.2.2.6						
Building;yihaolo	u Floor:1F															Room No.:yihaolou1F100	
Public Room																Lock Name: 00-0D-6F-00-	
																Check-in Reservation	Room
la 🔂																	
ylhaolou1F100																	

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.

Room Status: More: Building: Read Card	All Daily Rent	(7) (1) (1) Floor:	Vacant By Hour Reissue Card	(3) (1) (1) Res	Needs Cleaning Double Lock Room Type: servation Rear	(1) • (1) der Driver:Inst	Checked-In Due in alled, Version1	(2) (1)	Overstayed Due out er Driver:Installed	(0) (1)	Maintaining 2226	(0)	٠	Stop Use	(1)	Clear Search
Building; yihaol test ymaeieu IF 103	ou Floor:1E								~							Room Noythaolou 1F103 Status-Vacant Lock Name: 00-0D-6F-00-17-60-46-47 Check-in Reservation Booking Time: 202-06-15 19-30-13 Scheduled Check-out Time: 202-06-15 12-30-05 Scheduled Check-out Time: 202-06-15 12-30-00 Reservation Range: 10ay(s) First Name: test Last Name: 2005 Phone Number: 400103568 E-mail: jakata zh@zkteo.com

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.

Vacant -			Public Room	test	
vacant	Individual >				
	Group Management>		le 🕞	Individual >	
vibaolou1E1(Room Status >	Vacant	yihaolou1F100	Group Management>	yi yi
yinaolou ii ii		Needs Cleaning	Building vibaolou	Room Status >	Vacant
		Maintain	Dunung.ymaolou	11001.21	Needs Cleaning
		Maintain	No Lock	No Lock	Maintain
		Stop Use			Stop Use
		Relieve still Open			Relieve still Open

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

test yihaolou1F102	\rightarrow	test yihaolou1F102
Call for Room services		Close the call
test 述 yihaolou1F102	\rightarrow	test yihaolou1F102
Door open alarm		Turn off alarm
Public Room 보험 vibaolou1F100	\rightarrow	Public Room
Needs cleaning		Clean up
Maintaining	\rightarrow	Vacant yihaolou1F104
Maintenance		Complete maintenance



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.

Check-in	Reservation	Room
First Name: tes Last Name: bu Phone Number:	st g : +86 18800001111	1
E-mail: jiakai.z Card No.: 3320	ha@zkteco.com)407305 Report C	Card Loss
Check-In Time: Check-Out Time	08-15 15:25	
Days/Hours to S Guest Count: 1	Stay: 1Day(s)	

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 17:23:4	5							
Scheduled Cheo	k-in Time: 2023-08	3-17 12:00:00							
Scheduled Check-out Time: 2023-08-19 12:00:00									
Reservation Rar	nge: 2Day(s)								
First Name: tes	t								
Last Name: bug)								
Phone Number:	4001053868								
E-mail: jiakai.zł	n@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 roo	m	
Device: TV,Sat	fe Box	
Room Type: sh	nuangren	
Room Size: 10)	
Number of Beds	s: 2	
Maximum Num	ber of Guests: 3	
Daily Rate: 200	D	
Hourly Rate: 2	0	
Overstay Hourly	Rate: 40	
Deposit Amount	t: 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, Version6.2.2.6

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, Version1.0.13

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.

	Re	ad Card		>
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	7
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		
		Close		

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	104696834	1104696834	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.

Check-in	Reservation	Room			
Check-In Time:	e: 08-15 15:42				
Check-Out Time	: 08-17 00:42				
Days/Hours to S	o Stay: 33Hour(s)				
Guest Count: 0	: 0				

Figure 3.1-33

Note: The blocklist 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.

		Reissue Card		>
Current Room Check-In Time Number of Cards Issued Number of Guests First Name test	yihaolou1F102 2023-08-15 15:42:32 2 2 ID Type Passport	Room Type Check-Out Time Maximum Number of Cards Maximum Number of Guests ID Number 1122	shuangren 2023-08-17 00:42:32 1 1 Card No. 4004238539	
test	ID	11	1104696834	
Add Guest		First Name* Last Name Phone Number	ι• Q	
	V	Vrite 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.

Add Guest					
Current Roomyihaolou IF102Room TypeshuangrenCheck-In Time2023-08-15 15.42:32Check-Out Time2023-08-17 00.42:32Number of Cards Issued2Maximum Number of Cards1Number of Guests2Maximum Number of Guests1First NameID TypeID NumberCard No.testPassport11224004238539testID111104696834			Reissue Card		>
First Name ID Type ID Number Card No. test Passport 1122 4004238539 test ID 11 1104696834	Current Room Check-In Time Number of Cards Issued Number of Guests	yihaolou1F102 2023-08-15 15:42:32 2 2	Room Type Check-Out Time Maximum Number of Cards Maximum Number of Guests	shuangren 2023-08-17 00:42:32 1 1	
test Passport 1122 4004238539 test ID 11 1104696834 Add Guest Certificate Type*	First Name	ID Type	ID Number	Card No.	
test ID 11 1104696834 Add Guest	test	Passport	1122	4004238539	
Add Guest Certificate Type* First Name* ID Number* Last Name Hotel Facility Phone Number Q E-mail Q	test	ID	11	1104696834	
	Add Guest Certificate Type*		First Name* Last Name Phone Number	- Q	

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.

					Reservation						:
		Building Name	- •	Floor Name		 Room Type 		 Room Nam 	e	Q	Q
Please enter the sear	rch criteria:	Durinities Marrie	First Name	Dece North					0.11.0.11	Hands Bata	
Check-in Type	Daily Rent OBy Hour	Building Name	Floor Name	Room Name	Room Type	Type	Room Capacity	Number of Be	Dally Rate	Hourry Rate	Deposit A
Start time	2023-08-16	yihaolou	1F	yihaolou1F103	shuangren	Room	3	2	200	20	100
End time	2023-08-17	vibeeley	15	with an allow 15 10 4	chucharon	Deem	2	2	200	20	100
Query		ymaolou	16	ymaolou i Pilo4	shuangren	Room	3	2	200	20	100
First Name*											
Last Name											
Certificate Type*											
ID Number*											
Phone Number*	· ·	I< < 1-2	> > 50 r	ows per page 👻	Jump To 1	/1 Page Total	of 2 records				
E-mail											
Booking Method	Booking by Phone -	Building Name	Floor Name	Room Name	Room Type	Type	Room Capacity	Number of Be	Daily Rate	Hourly Rate	Deposit A
Booking Type"	Person •										
Company Name											
Days to Stay	1										
Check-In Time	2023-08-16 12:00:00										
Check-Out Time*	2023-08-17 12:00:00										
Pooms*	0										
Deposit Amount*	0										
Total Charge*	0										
		< < 0	> > 50 r	ows per page 👻	Jump Io 1	/0 Page Total	of 0 records				
				Com	oleted CI	lose					

Figure 3.1-36

 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.

					Reservation						×
		Building Name	- •	Floor Name		- Room Typ	ре	 Room Nam 	e	Q	0
Please enter the sea	rch criteria:										
Check-in Type*	Daily Rent OBy Hour	Building Name	Floor Name	Room Name	Room Type	Туре	Room Capacity	Number of Be	Daily Rate	Hourly Rate	Deposit A
Start time *	2023-08-20	yihaolou	1F	yihaolou1F101	shuangren	Room	3	2	200	20	100
End time *	2023-08-31										
Query		yihaolou	1F	yihaolou1F102	shuangren	Room	3	2	200	20	100
First Name*		yihaolou	1F	yihaolou1F103	shuangren	Room	3	2	200	20	100
Last Name											
Certificate Type*	•	yihaolou	1F	yihaolou1F104	shuangren	Room	3	2	200	20	100
ID Number*											
Phone Number*	-	14 4 1-4	50 m	ws per page 🔻	Jump To 1	/1 Page Tot	tal of 4 records				
E-mail			<i>y y</i>	and per page							
Booking Method*	Booking by Phone 🔻	Building Name	Floor Name	Room Name	Room Type	Туре	Room Capacity	Number of Be	Daily Rate	Hourly Rate	Deposit A
Booking Type*	Person 👻										
Company Name											
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	0										
Rooms"	0										
Total Charge*	0										
Iotal Citalge	÷	I< < 0	> > 50 m	ows per page 🔻	Jump To 1	/0 Page To	tal of 0 records				
				Com	oleted	Close					

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.

					Reservation						
		Building Name	- •	Floor Name		Room Type		 Room Name 	B	Q	Q
Please enter the sea	rch criteria:	Durindra a Marca	First Mana	December 1						. Handa Bata	
Check-in Type	Daily Rent OBy Hour	Building Name	Floor Name	Room Name	Room Type	Type	Room Capacity	Number of Be	Daily Rate	Hourly Rate	Deposit A
Start time	2023-08-20	yihaolou	1F	yihaolou1F102	shuangren	Room	3	2	200	20	100
End time	2023-08-31	vibeslav	15	with a play 15 102	abuanaran	Deem	2	2	200	20	100
Query		ymaolou	16	yinaolou1F103	snuangren	Room	3	2	200	20	100
First Name*	test										
Last Name	bug										
Certificate Type*	ID 💌										
ID Number*	333444555										
Phone Number*					lumo To 1	(1 Bogo Toto	L of 2 records				
E-mail	jiakai.zh@zkteco.com	14 4 1*2	> > 5010	iws per page .	Sump to 1	/Trage Tota	r or 2 records				
Booking Method*	Booking by Phone 🔹	Building Name	Floor Name	Room Name	Room Type	Type	Room Capacity	Number of Be	Daily Rate	Hourly Rate	Deposit A
Booking Type*	Person 👻										
Company Name	ZKTeco	yihaolou	1F	yihaolou1F101	shuangren	Room	3	2	200	20	100
Days to Stay *	11	yihaolou	1F	yihaolou1F104	shuangren	Room	3	2	200	20	100
Check-In Time*	2023-08-20 12:00:00										
Check-Out Time*	2023-08-31 12:00:00										
Total Number of	2										
Rooms*											
Deposit Amount*	200										
Total Charge*	4600	< < 1-2	> > 50 ro	wsperpage 👻	Jump To 1	/1 Page Tota	I of 2 records				
				Com	pleted C	lose					

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.

	Hotel	Hotel Management / Res	ervation List												
	Firs	t Name	Mobile Nu	umber	E-m:	li	More -	Q @							
	0	Refresh 🔋 Delete													
		Booking number	First Name	Last Name	Mobile Number	E-mail	Check-in Type	Booking Method	Booking Time	Scheduled Check-in Time	Scheduled Check-out Ti	Reservatio	Booking Type	Reservation Room Num	Reserva
L		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	yihaolou1F101,yihaolou1F1	shuangr

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.

	Check-In Registr	ration		×	:
Room Name*	yihaolou1F101 -				
Certificate Type*	ID 🔻	Phone Number		Q	
ID Number*	2233	E-mail	jiakai.zh@zkteco.com	Q	
First Name*	test	Emergency Contact Phone	4001053868		
Last Name	bug	Check-in Type*	Daily Rent By Hour		
Gender	Male 👻	Guest Count*	1 -	·	
Home Address	zkteco	Check-In Time*	2023-08-17 10:26:56		
Days to Stay*	1	Check-Out Time*	2023-08-17 12:00:00		
Discount(%)	1	Daily Rate*	200.00		
Deposit Amount*	100.00	Payable Amount*	298.00		
2023-08-20 12:00:00The room has been booked.					
	Check-In Registration	Close			

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% to100%.
- **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.
- 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 Number*		112233	
First Name*		test	
Last Name		bug	
Phone Number		4001053868	Q
E-mail		jiakai.zh@zkteco.com	Q
Access Level(s)			
Elevator Control			
Hotel Facility			
Number of Cards Issued:	0 Number of Available Gu	uests: 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.

Room No.:yi Status:Checl Lock Name:	haolou1F101 k-in 00-0D-6F-00-1	17-60-57-91
Check-in	Reservation	Room
First Name: tes Last Name: bug Phone Number: E-mail: jiakai.zt Card No.: 3700	t +86 4001053868 i@zkteco.com 054240 Report C	ard Loss
Check-In Time: Check-Out Time Days/Hours to S Guest Count: 1	08-17 11:00 : 08-17 12:00 tay: 1Day(s)	

Figure 3.1-44

3.1.10.2 Reservation Check-in

 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.

TKBio CVSecurity		¥											🕒 admin ~
1 Statistic >	Hotel / H	tel Manage	ement / Reservatio	on List									
Device Management >	First N	me		Mobile Number	E-mail	More *	Q @						
📕 Hotel Management 🗸 🗸	O Re	resh 📋	Delete										
Room Monitor	heck-in	Type B	ooking Method	Booking Time	Scheduled Check-in Time	Scheduled Check-out Ti	Reservatio	Booking Type	Reservation Room Num	Reservation Type	Reservation Status	Company Name	Operations
Reservation List	aily Ren	в	ooking by Phone	2023-08-17 11:19:10	2023-08-17 12:00:00	2023-08-19 12:00:00	2	Person	yihaolou1F103	shuangren	Valid	ZKTeco	<u>e</u> 1:
	ally Rer	в	ooking by Phone	2023-08-16 17:06:49	2023-08-20 12:00:00	2023-08-31 12:00:00	11	Person	yihaolou1F101,yihaolou1F1	shuangren, shuangren	Valid	ZKTeco	2 📭

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.

	Check-In Registr	ration		×
Room Name*	yihaolou1F101 -			
Certificate Type*	ID 🔻	Phone Number		Q
ID Number*	2233	E-mail	jiakai.zh@zkteco.com	Q
First Name*	test	Emergency Contact Phone	4001053868	
Last Name	bug	Check-in Type*	Daily Rent By Hour	
Gender	Male 👻	Guest Count*	1 -	·
Home Address	zkteco	Check-In Time*	2023-08-17 10:26:56	
Days to Stay*	1	Check-Out Time*	2023-08-17 12:00:00	
Discount(%)	1	Daily Rate*	200.00	
Deposit Amount*	100.00	Payable Amount*	298.00	
2023-08-20 12:00:00The room has been booked.				
	Check-In Registration	Close		

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% to100%.
- **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.
- 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*		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	Q	
E-mail		jiakai.zh@zkteco.com	Q	
Access Level(s)				
Elevator Control				
Hotel Facility				
Number of Cards Issued: 0	Number of Available Gu	ests: 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.:yi Status:Checl Lock Name:	haolou1F101 k-in 00-0D-6F-00-1	17-60-57-91
Check-in	Reservation	Room
First Name: tes Last Name: bug Phone Number: E-mail: jiakai.zt Card No.: 3700	t +86 4001053868 i@zkteco.com 054240 Report C	ard Loss
Check-In Time: Check-Out Time Days/Hours to S Guest Count: 1	08-17 11:00 : 08-17 12:00 tay: 1Day(s)	

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	yihaolou1F101			
First Name	ID Type	ID Number	Card No.	
test	ID	2233	3700054240	
Overstay Days*	1	Days to Stay	1	
Check-In Time	2023-08-17 11:42:46	Check-Out Time	2023-08-19 12:00:00	
Discount(%)	0	Overstay Charge	200.00	
	O	verstay Cancel		

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% to100%.
- **Overstay Charge**: Automatically calculated according to the daily rate multiplied by the number of days of overstay.
- 3. Click **Overstay** and pup 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

Room Name* yhaolou1F101 shuangren Check-In Time* 2023-08-17 11:42:46 Check-Out Time* 2023-08-17 11:42:46 2023-08-19 12:00:0 Write Card Remotely □ Write Card Remotely □ Write Card Remotely □ Write Card Remotely □ First Name ID Type ID Number Card No. Issuing Status test ID 2233 3700054240 o			Issued for Overstay	,		
Room Type*	Room Name*		yihaolou1F101			
Check-In Time* 2023-08-17 11:42:46 Check-Out Time* 2023-08-19 12:00:00 Write Card Remotely □ Number of Cards Issued: 1Number of Available Guests: □ First Name ID Type ID Number Card No. test ID 2233 3700054240	Room Type*		shuangren			
Check-Out Time* 2023-08-19 12:00:00 Write Card Remotely □ Number of Cards Issued: 1Number of Available Guests: □ First Name ID Type ID Number Card No. Issuing Status test ID 2233 3700054240 ●	Check-In Time*		2023-08-17 11:42	2:46		
Write Card Remotely □ Number of Cards Issued: 1Number of Available Guests: ID Type ID Number Card No. Issuing Status test ID 2233 3700054240 ID	Check-Out Time*		2023-08-19 12:00	0:00		
Number of Cards Issued: 1Number of Available Guests: First Name ID Type ID Number Card No. Issuing Status test ID 2233 3700054240 Image: Card No. Image: Card	Write Card Remotely					
First Name ID Type ID Number Card No. Issuing Status test ID 2233 3700054240 Image: Card No.	Number of Cards Iss	ued:1Number of Available	Guests:0			
test ID 2233 3700054240 ©	First Name	ID Type	ID Number	Card No.	Issuing Status	
< >	test	ID	2233	3700054240	0	
			Write Card Con	npleted		

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 automatedly, as shown in Figure 3.1-52.

Room No.:yih Status:Check- Lock Name: 57-91	aolou1F10 .in 00-0D-6F-0	1 00-17-60-
Check-in R	eservation	Room
First Name: test		
Last Name: bug		
Phone Number:	+86 40010538	368
E-mail: jiakai.zh@	gzkteco.com	
Card No.: 37000	54240 Repo	rt Card Loss
Check-In Time: 0	8-17 11:42	
Check-Out Time:	08-19 12:00]
Days/Hours to Sta	y: 2Day(s)	
Guest Count: 1		

Figure 3.1-52

3.1.10.4 Change Room

 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.





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.

		Change Room				
urrent Room	yihaolou1F101	New Room		yih	aolou1F104	
coom Type	shuangren	Room Type		sh	uangren	
uest Count	1	Guest Coun	t	1		
ays Left	2	Days to Stay	/	2		
iscount(%)	0	Discount(%)		0		
aily Rate	200	Daily Rate		20	0	
eposit Amount	100	Additional D	eposit Amount	0.0	00	
repaid Room	400	Pay Balance	9	0.0	00	
Duilding Name	The New				0	A
Building Name	FIDOLINAITH	R0	orn Name		Q	~
Room Capa Numb	er of B Daily Rate	Hourly Rate Deposit Amo	Building Name	Floor Name	Room Type	Room Na
3 2	200	20 100	vihaolou	1F	shuangren	vihaolou1F1
	60	luma To de di Baso	Talal of 4 records			
ic ← 1-1 →	>) 50 rows per page 👻	Jump To 1 /1 Page	Total of 1 records			
I< < 1-1 → First Name	>i 50 rows per page ❤ ID Type	Jump To 1 /1 Page	Total of 1 records Imber		Card No.	
i∢ ∢ 1-1 → First Name	>) 50 rows per page ❤ ID Type	Jump To 1 /1 Page	Total of 1 records		Card No.	
I< < 1-1 > First Name test	> 50 rows per page ~ ID Type ID	Jump To 1 /1 Page ID Nu 2233	Total of 1 records		Card No. 3700054240	
IC C 1-1 > First Name test	>) 50 rows per page ID Type ID ID 2023-08-17 11:42:45	Jump To 1 /1 Page ID Nu 2233 Check-Out 1	Total of 1 records Imber Time	20	Card No. 3700054240 23-08-19 12:00:00	

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% to100%.
- **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.

		Issued for Room Change	3		×
Room Name*		yihaolou1F104			
Room Type*		shuangren			
Check-In Time*		2023-08-17 15:53:5	7		
Check-Out Time*		2023-08-19 12:00:0	0		
Access Level(s)					
Elevator Control					
Hotel Facility					
Write Card Remotely					
Number of Cards Issued:1	Number of Available Guests	:0			
First Name	ID Type	ID Number	Card No.	Issuing Status	
test	ID	2233	3700054240	0	
				,	

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.

		Check	Out		×
Room Name Building Name Room Type Days to Stay Check-In Time	yihaolou 1F104 yihaolou shuangren 2 2023-08-17 11:42:46		Floor Name Guest Count Number of Days Check-Out Time	1F 1 1 2023-08-17 16:02:43	
First Name	♥ ID Type	ID Number	Card No.	Issuing Status	
test 4	ID	2233	370005424	0	,
	Са	incel Card	ОК		

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.

Invoice Preview Guest Information test hotel Booking number: 1692/437737207130 Telephone: First Name: test bug Fax: Check-in Time: 2023-08-17 11:42:46 Website: Check-in Time: 2023-08-17 11:42:46 Website: Check-Nut Time: 2023-08-17 11:42:46 Mohal Address: Check-Nut Time: 2023-08-17 11:42:46 Yubaokul F104 (Daily R 1.00 0.00 USD 200.00 0 USD 200.00 ert Vibaokul F101 (Daily R 0.00 USD 200.00 0 USD 200.00 ert Total Charge: Total Charge: USD 200.00 USD 200.00 Tax Rate (%): USD 200.00 Subtotal: Daily rent => days*umit price*(100-discount)/100+estended rent (half of one day/day/N days) By hour=>hours*unit price*(100-discount)/100 USD 200.00 Tax Rate (%): USD 200.00 Tax Rate (%): USD 200.00 USD 200.00 Tax Rate (%): USD 200.00 Tax Rate (%): USD 200.00 USD 200.00 Tax Rate (%): USD 200.00 Tax Rate (%): USD 200.00 Tax Rate (%): USD 200.00 Tax Rate (%): USD 200.00 T					Bill at Check-Out			
tet hotel Booking number: 16922437737207130 Telephone: Farx: Farx: Farx: Farx: Farx: Check-In Time: 2023-08-17 11-62-245 Check-In Time: 2023-08-17 11-62-245 Webrite: Check-Out Time: 2023-08-17 11-62-245 Check-Out Time: 2023-08-17 11-62-245 Check-Out Time: 2023-08-17 11-62-245 Mola Address: Check-Out Time: 2023-08-17 11-62-245 Check-Out Time: 2023-08-17 16:02-43 Mahaboul F104(Daily R Days/Hours Extended days/hours Vinit Price Subtotal Subtotal mahaboul F101(Daily R 0.00 OUSD 200.00 O USD 200.00 VISD 200.00 ent) Total Charge: USD 200.00 O USD 200.00 VISD 200.00 ent) Total Charge: USD 200.00 O USD 200.00 VISD 200.00 stated drivers'(hours'extended rent'(hours'extended rent'			Invoice Pr	eview			Guest Information	
Telephone:Furst Name:test bugFirst Name:test bugFax:Check-In Time: $2023-08-17 11.42.46$ Check-In Time: $2023-08-17 11.42.46$ Website:Check-Out Time: $2023-08-17 11.62.243$ Check-In Time: $2023-08-17 11.62.243$ Hotel Address:Cashier:adminKoon NameDay/Hour Kreeded day/hourUnit PriceDiscourtSubtonalynholoul F104(Daily R1.000.00USD 200.000USD 200.00ent)	test hotel	Booking num	ber:	16922437737207130			Check-in Type:	Daily Rent
Far: Check-ln Time: $2023-08-17 \ 11:42.46$ Check-ln Time: $2023-08-17 \ 11:42.46$ Check-ln Time: $2023-08-17 \ 11:42.46$ Website: Cashier: admin Acode And Genes Cashier: admin Nanolou JF104(Daily R 1.00 0.00 USD 200.00 0 USD 200.00 VISD 200.00 ent)	Telephone:			First Name:	test bug		First Name:	test bug
Website: Check-Out Time: 2023-08-17 16:02:43 Hotel Address: Cashier: admin Room Name Day /Hours Extended day/hours Unit Price Discount Subtoral yihaoloulF104(Daily R 1.00 0.00 USD 200.00 0 USD 200.00 ent)	Fax:			Check-In Time:	2023-08-17 11:42	:46	Check-In Time:	2023-08-17 11:42:46
Hotel Address: Cankier: admin Room Name Days/Hours Extended days/hours Tait Price Subtoal Subtoal yhaloolul F104(Daily R 1.00 0.00 USD 200.00 0 USD 200.00 Yihaolout F104 USD 200.00 ent)	Website:			Check-Out Time:	2023-08-17 16:02	:43	Check-Out Time:	2023-08-17 16:02:43
Room Name Days/Hours Extended days/hours Unit Price Discount Subtoal yhaoloulF104(Daily R 1.00 0.00 USD 200.00 0 USD 200.00 yhaoloul F104 USD 200.00 yhaoloul F104 USD 200.00 yhaoloul F101 USD 200.00 Tax Rate (%): <usd 200.00<="" td=""> Tax Rate (%):<usd 200.00<="" td=""> Yhaole Annount:<usd 200.00<="" td=""> Yhaole Ann</usd></usd></usd></usd></usd></usd></usd></usd></usd></usd></usd></usd></usd></usd>	Hotel Address:			Cashier:	admin			
yhaoloulF104(Daily R 1.00 0.00 USD 200.00 0 USD 200.00 yihaoloulF104 USD 200.00 ent) yihaoloulF101(Daily R 0.00 0 USD 200.00 0 USD 200.00 ent) Total Charge: USD 200.00 0 USD 200.00 Total Charge USD 200.00 Subtal: Daily rent => days*unit price*(100-discount)/100+extended rent (hall of one day/days) By hour=>hours*unit price*(100-discount)/100 Total Charge USD 200.00 *extended rent*(hours*extended rent) USD 200.00 Tax Rate (%): USD 0.00 Tax Rate (%): USD 200.00 Tax Rate (%): USD 0.00 Other Charge Rate (%): USD 200.00 Amount: USD 200.00 Total Charge: USD 200.00 Tax Rate (%): USD 0.00 Other Charge Rate (%): USD 200.00 Amount: USD 200.00 Total Charge: USD 200.00 Tax Rate (%): USD 200.00 Tax Rate (%): USD 200.00 Amount: USD 200.00 Amount Chaduing Tax): USD 200.00 Tax Rate (%): USD 200.00 Balance: USD 300.00 USD 300.00	Room Name	Days/Hours	Extended days/hours	Unit Price	Discount	Subtotal	Room list	
eet.) yhaalou 1F01 (Daily R 0.00 0.00 USD 200.00 0 USD 200.00 Payment Information eet. Total Charge: USD 200.00 0 USD 200.00 Total Charge Total Charge: USD 200.00 *extended rent*(hours*extended rent+(hours*extended rent+(hours*extended rent*(hours*extended rent*(hou	yihaolou1F104(Daily R	1.00	0.00	USD 200.00	0	USD 200.00	yihaolou1F104	USD 200.00
yhholoul Fl01(Daily R 0.00 0.00 USD 200.00 0 USD 200.00 ent) Total Charge: USD 200.00 Total Charge USD 200.00 Subtotal: Daily rent => days*unit price*(100-discount)/100+extended rent (half of one day/day/N days) By hour=>hours*unit price*(100-discount)/100 Tax Rate (%): USD 200.00 Total Charge: USD 200.00 Tax Rate (%): USD 200.00 Tax Rate (%): USD 200.00 Other Charge Rate (%): USD 200.00 Charge Rate (%): USD 200.00 Amount Paidie: USD 200.00 Total Amount(Including Tax): USD 200.00 Amount Paidie: USD 300.00 Thank your or visiting!	ent)						yihaolou1F101	USD 0.00
ent) Payment Information Total Charge: USD 200.00 Total Charge USD 200.00 Subtotal: Daily rent => days*unit price*(100-discount)/100+extended rent (half of one day/day/N days) By hour=>hours*unit price*(100-discount)/100 Tax Rate (%): USD 200.00 *extended rent*(hours*extended rent) USD 200.00 Tax Rate (%): USD 0.00 Tax Rate (%): USD 200.00 Tax Rate (%): USD 0.00 Tax Rate (%): USD 200.00 Payable Amount: USD 200.00 Other Charge Rate (%): USD 200.00 Amount Paid: USD 200.00 Total Amount(Including Tax): USD 200.00 Homes Homes	yihaolou1F101(Daily R	0.00	0.00	USD 200.00	0	USD 0.00		
Total Charge: USD 200.00 Total Charge USD 200.00 Subtotal: Daily rent => days*umit price*(100-discount)/100+extended rent (half of one day/day:N days) By hour=>hours*umit price*(100-discount)/100 Tax Rate (%): USD 0.00 +extended rent*(hours*extended rent) Charge Aus (%): USD 0.00 Total Charge USD 0.00 Payable Amount: USD 0.00 Tax Rate (%): USD 0.00 Payable Amount: USD 0.00 Tax Rate (%): USD 0.00 Payable Amount: USD 0.00 Other Charge Rate (%): USD 0.00 Amount Paid: USD 0.00 Total Amount(Including Tax): USD 0.00 Subto 0.00 Amount Paid: USD 0.00 Thank you for visiting! USD 0.00 Amount Paid: USD 0.00 Balance: USD 0.00	ent)						Payment Information	n
Subtotal: Daily rent => days*unit price*(100-discount)/100+extended rent (half of one day/day)N days) By hou=>hours*unit price*(100-discount)/100 Tax Rate (%): USD 0.00 +extended rent*(hours*extended rent) USD 200.00 Tax Rate (%): USD 0.00 Tax Rate (%): USD 0.00 Payable Amount: USD 0.00 Tax Rate (%): USD 0.00 Mount Paid: USD 0.00 Other Charge Rate (%): USD 0.00 Mount Paid: USD 0.00 Other Charge Rate (%): USD 0.00 Mount Paid: USD 0.00 Total Amount(Including Tax): USD 0.00 Balance: USD 0.00			Total Charge:		USD 200.00		Total Charge	USD 200.00
+extended rent*(hours*extended rent) Other Charge Rate (%): USD 0.00 Total Charge: USD 200.00 Tax Rate (%): USD 000.00 Other Charge Rate (%): USD 000.00 Other Charge Rate (%): USD 000.00 Other Charge Rate (%): USD 000.00 Total Amount(Including Tax): USD 200.00	Subtotal: Daily rent = > days*ur	uit price*(100-discour	nt)/100+extended rent (ha	lf of one day/day/N days) By l	hour= >hours*unit price*(100 -discount)/100	Tax Rate (%):	USD 0.00
Total Charge: USD 200.00 Payable Amount: USD 200.00 Tax Rate (%): USD 00.00 Amount Paid: USD 00.00 Other Charge Rate (%): USD 00.00 Amount Paid: USD 00.00 Total Amount(Including Tax): USD 200.00 Balance: USD 300.00	+extended rent*(hours*extended	l rent)					Other Charge Rate ((%): USD 0.00
Tax Rate (%): USD 0.00 Amount Paid: USD 500.00 Other Charge Rate (%): USD 0.00 Balance: USD 300.00 Total Amount(Including Tax): USD 100.00 Balance: USD 300.00	Total Charge:		_			USD 200.00	Payable Amount:	USD 200.00
Other Charge Rate (%): USD 0.00 Total Amount(Including Tax): USD 200.00	Tax Rate (%):		_			USD 0.00	Amount Paid:	USD 500.00
Total Amount(Including Tax): USD 200.00 Thank you for visiting!	Other Charge Rate (%):					USD 0.00	Balance:	USD 300.00
Thank you for visiting!	Total Amount(Including Tax):		_			USD 200.00		
a nank you to visiting.			Thank you fo					
			1 nank you 10	r visiung:			1	

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.

		Check-In Registration	×
Certificate Type* ID Number*	Passport	Building Name V Floor Name V More V Q &	
First Name (for primary contact)*	test	Room Capacity Number of B Daily Rate Hourly Rate Deposit Amo Building Name Floor Name Room Type	Room Na
Last Name	bug	3 2 200 20 100 yihaolou 1F shuangren	yihaolou1F1
Group Name*	ZKTeco		
Gender	Male 👻		
E-mail	jiakai.zh@zkteco.com		
Home Address	zkteco		
Phone Number	₩ 4001053868 Q	l	
Discount(%)	10		
Guest Count*	1	I< < 1-1 > >I 50 rows per page ♥ Jump To 1 /1 Page Total of 1 records	
Days to Stay*	4	Deem Cenesity Number of D. J. Delly Dete. J. Haudy Dete. J. Depeak Ame. J. Duilding Name. J. Deem Type	Deem No.
Check-In Time*	2023-08-17 16:53:06	Room capacity Rumber of b Dany Rate Roomy Rate Deposit Amo Building Rame Proof Rame Room Type	Room Na
Check-Out Time*	2023-08-21 12:00:00	3 2 200 20 100 yihaolou 1F shuangren	yihaolou1F1
List of Room Conflicts			
Room Name	Booking Time		
yihaolou1F101	2023-08-20 12:01		
		1/ / 1-1 > >1 50 rows per page - Jump To 1 /1 Page Total of 1 records	
		······································	
		Total Number of Rooms* 1 Deposit Amount* 100	
The selected room has been b	booked.	Total Charge" 820	
		Check-In Close	

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% to100%.
- **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 checkin time of the day, the conflicting room is indicated on this interface.
- 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.

		Register or	Issue a Card		×
Room Name Building Name* Check-In Time* Guest Count*	yihaolou1F101 yihaolou 2023-08-17 17:11:52 1 ~		Type Name [*] Floor Name Check-Out Time [*] Number of Beds [*]	shuangren 1F 2023-08-18 12:00:00 2	
Check in without card First Name* Last Name Phone Number E-mail	•	0 0	Certificate Type* ID Number* Access Level(s) Elevator Control Hotel Facility		
First Name	ID Type	ID Number	Card No.		
	Write C	ard Canc	el Card Complete	ed	

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.
- In 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.

Room No.:yi Status:Chec Lock Name:	haolou1F104 k-in 00-0D-6F-00-	15-62-47-60
Check-in	Reservation	Room
First Name: tes Last Name: bu Phone Number: E-mail: jiakai.zi Card No.: 3700 Check-In Time: Check-Out Time Days/Hours to S Guest Count: 1	ttH gL +1 4001053868 h@zkteco.com 0054240 Report C 08-17 17:42 :: 08-18 12:00 stay: 1Day(s)	ard Loss

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.

Hotel / H	iotel Management / F	Reservation List											
First f	lame	Mobile Nu	mber	E-mail	More *	Q @							
OR	efresh 🔋 Delete												
mber	E-mail	Check-in Type	Booking Method	Booking Time	Scheduled Check-in Time	Scheduled Check-out Ti	Reservatio	Booking Type	Reservation Room Num	Reservation Type	Reservation Status	Company Name	Operations
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	Valid	ZKTeco	∠ F
68	jiakai.zh@zkteco.	Daily Rent	Booking by Phone	2023-08-16 17:05:49	2023-08-20 12:00:00	2023-08-31 12:00:00	11	Person	yihaolou1F101,yihaolou1F1	shuangren,shuangren	Valid	ZKTeco	<u>e</u> p

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.

				Check-In Regist	ration					*
Certificate Type*		Building Name		Floor Name		 More - 	Q &			
ID Number*	2233									
First Name (for primary	test	Room Capacity	Number of B	Daily Rate	Hourly Rate	Deposit Amo	Building Name	Floor Name	Room Type	Room Na
contact)*	1001	2	2	200	20	400		45		with a set of the first
Last Name	bug	3	2	200	20	100	yinaolou	16	snuangren	ymaolouTFT
Group Name*	ZKTeco1	3	2	200	20	100	yihaolou	1F	shuangren	yihaolou1F1
Gender	-									
E-mail	jiakai.zh@zkteco.com Q									
Home Address										
Phone Number	• 4001053868 Q									
Discount(%)		14 4 1-2	> > 50 1	ows per page 👻	Jump To 1	/1 Page Tota	I of 2 records			
Guest Count*			2 21 001	one per page						
Days to Stay*	1	Room Capacity	Number of B	Daily Rate	Hourly Rate	Deposit Amo	Building Name	Floor Name	Room Type	Room Na
Check-In Time*	2023-08-18 11:21:06	2	2	200	20	100	vibaalou	16	chuangran	vibaolou1E1
Check-Out Time*	2023-08-19 12:00:00	5	2	200	20	100	yillaolou	1r	siluangren	ymaolou i P i
List of Room Conflicts		3	2	200	20	100	yihaolou	1F	shuangren	yihaolou1F1
Room Name	Booking Time									
-0	-									
No data	3	< < 1-2	> > 50 i	ows per page 🔻	Jump To 1	/1 Page Tota	I of 2 records			
		Total Numi	er of Rooms*	2			Deposit Amount*	200		
		Total	Charge*	600						
			-							
				Check-In	Close					

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% to100%.
- **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 checkin time of the day, the conflicting room is indicated on this interface.
- 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.

		Register o	r Issue a Card		×
Room Name Building Name* Check-In Time* Guest Count*	yihaolou1F101 yihaolou 2023-08-18 11:21:06 1]]]	Type Name [*] Floor Name Check-Out Time [*] Number of Beds [*]	shuangren 1F 2023-08-19 12:00:00 2	
Card Information Check in without card First Name* Last Name Phone Number E-mail]] Q] Q	Certificate Type* ID Number* Access Level(s) Elevator Control Hotel Facility		
First Name	ID Type	ID Number	Card No.		
	Write C	ard Can	cel Card Complet	ed	

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.
- Interior 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.:yi Status:Chec Lock Name:	haolou1F102 k-in 00-0D-6F-00-	17-60-49-B7				
Check-in	Reservation	Room				
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: Check-Out Time Days/Hours to S Guest Count: 1	08-18 11:21 : 08-19 12:00 :tay: 1Day(s)					

Figure 3.1-67

3.1.11.3 Overstay

 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			
First Name (for primar	y contact)	test	Ph	one Number	4001053868	
Group Name		ZKTeco	Gu	est Count	2	
Total Count of Rooms		2	Tot	al Number of Cards	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
i∢ ∢ 1-2 Overstay Days*	> > 50	rows per page 👻 Jur	np To 1 /1 Da	Page Total of 2 rec ys to Stay	ords	
i∢ ∢ 1-2 Overstay Days* Check-In Time	> > 50	rows per page - Jur 0 2023-08-17 17 Please ent	np To 1 /1 Da Da er a value greater tha	Page Total of 2 rec ys to Stay an or equal to	2 2023-08-19 12	00:00
I < < 1-2 Overstay Days* Check-In Time Discount(%)	> >⊨ 50	ows per page - Jun 2023-08-17 17 10	np To 1 /1 Da er a value greater tha	Page Total of 2 rec ys to Stay an or equal to erstay Charge	2 2023-08-19 12 0.0	00:00
IC C 1-2 Overstay Days* Check-In Time Discount(%)	> >I 50	rows per page ~ Jur 0 2023-08-17 17 10 1.	np To 1 /1 Da ar a value greater tha Ov	Page Total of 2 rec ys to Stay an or equal to erstay Charge	2 2023-08-19 12 0.0	00.00

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% to100%.
- **Overstay Charge**: Automatically calculated according to the daily rate multiplied by the number of days of overstay.
- 3. Click **Overstay** and pup 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.

		Issued for Overst	ау			
Room Name Building Name [*] Check-In Time [*] Guest Count [*] Write Card Remotely	yihaolou1F101 yihaolou 2023-08-17 17:48:35 1	Floor Check	Name* Name -Out Time* er of Beds*	shuangren 1F 2023-08-2 2	0 12:00:00	\leq
First Name	ID Type	ID Number	Card	No.	Status	
TestH	U	3344	37000	154240		
		Write Card Co	ompleted			

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 automatedly, 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.

		Group Room Change		
Current Room	yihaolou1F101	New Room	yihaolou1F102	
Room Type	shuangren	Room Type	shuangren	
Guest Count	2	Guest Count	2	
Days Left	3	Days to Stay	3	
Discount(%)	10	Discount(%)	10	
Daily Rate	200	Daily Rate	200	
Building Name	Floor Name	- Room Name	Q	\bigcirc
Room Capa Number	of Daily Rate Hourly R	ate Deposit Am Building Na	Floor Name Room Type	Room N
3 2	200 20	100 yihaolou	1F shuangren	yihaolou1F1
3 2	200 20	100 yihaolou	1F shuangren	yihaolou1F1
< < 1-2 > >	50 rows per page 👻 Jump	To 1 /1 Page Total of 2 recor	ds	
First Name	ID Type	ID Number	Card No.	
testH	ID	3344	3700054240	
Check-In Time	2023-08-17 17:48:35	Check-Out Time	2023-08-20 12:00:00	
		OK Cancol		

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% to100%.
- **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.

toom Name" toom Type" toom Type toom	Room Name* yihaolou TF 102 Room Type* shuangren Check-In Time* 2023-08-18 10:40:04 Check-Cut Time* 2023-08-20 12:00:00 Write Card Remotely				
toom Name" yihaolou IF 102 shuangren theck-In Time" 2023-08-18 10:40:04 theck-Out Time" 2023-08-20 12:00:00 Vitie Card Remotely totel Facility taccess Level(s) levator Control thumber of Cards Issued: 0 Number of Available Guests: - First Name ID Type ID Number Card No. Status testH ID 10 3344 3700054240	Noom Name" yihaolou 1F 102 Noom Type" shuangren Shoom Type" 2023-08-18 10:40:04 Shook-Out Time" 2023-08-20 12:00:00 Write Card Remotely			Issued for Room Change	
oom Type* shuangren	oom Type" shuangren 2023-08-18 10:40:04 heck-0u Time" 2023-08-20 12:00:00 ///////////////////////////////	oom Name*		yihaolou1F102	
check-in Time* 2023-08-18 10:40:04 check-Out Time* 2023-08-20 12:00:00 Wite Card Remotely - totel Facility - totel Facility - totel Facility - uccess Level(s) - totel Cards Issued:0 Number of Available Guests: first Name ID ID 3344 3700054240	check-In Time* 2023-08-18 10:40:04 check-Out Time* 2023-08-20 12:00:00 Wite Card Remotely - hotel Facility - kccess Level(s) - Gevator Control - Number of Cards Issued:0 Number of Available Guests:1 First Name ID Type ID Number Card No. testH ID 3344 3700054240	Room Type*		shuangren	
check-Out Time*	check-Out Time*	Check-In Time*		2023-08-18 10:40:04	
Write Card Remotely Iotel Facility ideel Facility ideed Facility	Write Card Remotely Iotel Facility Access Level(s) Elevator Control Number of Cards Issued: 0 Number of Cards Issued: 0 ID Type ID Type ID 3344 arrows a status b a status arrows a status b a status arrows a status b a status arrows a status <	Check-Out Time*		2023-08-20 12:00:00	
idel Facility Eacles Level(s) Eacles Level(s) Eacles Level(s) Eacles Level(s) Eacles E	Idel Facility Idel Facility Idecess Level(s) Ideces	Vrite Card Remotely			
Increase Level(s) Image: I	idevator Control Imper of Cards issued:0 Number of Available Guests:1 First Name ID Type ID Number Card No. Status testH ID 3344 3700054240	lotel Facility			
Identified of Control Number of Cards Issued:0 Number of Available Guests:1 First Name ID Type ID Number Card No. Status testH ID 3344 3700054240	idevator Control Number of Available Guests: First Name ID Type ID Number Card No. Status testH ID 3344 3700054240	ccess Level(s)			
Iumber of Cards Issued:0 Number of Available Guests:1 First Name ID Type ID Number Card No. Status testH ID 3344 3700054240	Iumber of Cards Issued:0 Number of Available Guests:1 First Name ID Type ID Number Card No. Status testH ID 3344 3700054240	levator Control			
First Name ID Type ID Number Card No. Status testH ID 3344 3700054240	First Name ID Type ID Number Card No. Status testH ID 3344 3700054240	lumber of Cards Issued:	:0 Number of Availab	le Guests:1	
testH ID 3344 3700054240	testH ID 3344 3700054240	First Name	ID Type	ID Number Card No.	Status
		testH	ID	3344 3700054240	
					,

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 ⁴ 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

 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.





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.

			Group Check-Out				×
Group Name Guest Count Days to Stay Check-In Time	ZKTeco 2 3 2023-08-18	10:40:04	First Name (fo Total Number Number of Da Check-Out Tii	or primary contact) of Cards ys ne	test 2 1 2023-08-18 10:	52:39	
Room Name	Guest Count	Issued Quantity	Building Name	Floor Name	Room Type	Daily Rate	
yihaolou1F102	1	1	yihaolou	1F	shuangren	200	
yihaolou1F104	1	1	yihaolou	1F	shuangren	200	
< < 1-2	> >∣ 50 ro	wsperpage ≠ Jui	mp To 1 /1	Page Total of 2	records		
		Canc	el Card (ж			

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.

			F	Print Group Chec	k-Out Invoice	
			Guest Information			
test hotel	Booking number:	Booking number: 16922657353984825				First Name (for primary test bug
Telephone:		First N	lame (for primary contact):	test bug		contact):
Fax:		Check	-In Time:	2023-08-17	17:48:35	Group Name: ZKTeco
Website:		Check	-Out Time:	2023-08-18	10:52:39	Check-In Time: 2023-08-17 17:48:35
Hotel Address:		Cashie	r:	admin		Check-Out Time: 2023-08-18 10:52:39
Room Name	Days/Hours Extended	days/hours	Unit Price	Discount	Subtotal	
yihaolou1F102(Daily	1.00	0.00	USD 200.00	10	USD 180.00	Room list
Rent)						yihaolou1F102 USD 180.00
yihaolou1F104(Daily	1.00	0.00	USD 200.00	10	USD 180.00	yihaolou1F104 USD 180.00
Rent)						yihaolou1F101 USD 0.00
yihaolou1F101(Daily	0.00	0.00	USD 200.00	10	USD 0.00	
Rent)						Payment Information
	Tot	al Charge:		USD 360.00		Total Charge USD 360.00
Subtotal: Daily rent = >	days*unit price*(100-discount)/10	0+extended rent	(half of one day/day/N days)) By hour= >hours*	'unit price*(100 -d	Tax Rate (%): USD 0.00
iscount)/100+extended r	rent*(hours*extended rent)					Other Charge Rate (%): USD 0.00
Total Charge :					USD 360.00	Payable Amount: USD 360.00
Tax Rate (%):					USD 0.00	Amount Paid: USD 1280.00
Other Charge Rate (%):					USD 0.00	Balance: USD 920.00
Total Amount(Including	Tax):				USD 360.00	
			Print Detail	s Print Inv	voice O	Ж

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.

0	71/1	D:	CV/C														
		BIG	S CVS	ecurity	X											9	admin ~
n®	н	lote	I / Hotel	Management / Re:	servation List												
ß		Fi	rst Name		Mobile N	lumber	E	nail	More -	Q 🖉							
B		¢	Refres	n 🍵 Delete													
E			Boo	king number	First Name	Last Name	Mobile Number	E-mail	Check-in Type	Booking Method	Booking Time	Scheduled Check-in Time	Scheduled Check-out Ti	Reservatio	Booking Type	Reservation Room Num	Reserva
			169	23283472937580	test	bug	4001053868	jiakai.zh@zkteco	Daily Rent	Booking by Phon	e 2023-08-18 11:12:27	2023-08-18 12:00:00	2023-08-19 12:00:00	1	Group	yihaolou1F101,yihaolou1F	1 shuangr
一里			169	21768098145540	test	bug	4001053868	jiakai.zh@zkteco	Daily Rent	Booking by Phon	€ 2023-08-16 17:06:49	2023-08-20 12:00:00	2023-08-31 12:00:00	11	Person	yihaolou1F101,yihaolou1F	1 shuangr
E																	
	1																
		4	_														Þ
		14	<	1-2 > >	50 rows per p	age - Jump	10 1 /1 Pag	a lotal of 2 record	15								

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.

		First Name	Mobile Number	E-mail	More *	Q	\Diamond
--	--	------------	---------------	--------	--------	---	------------

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.

Reservation Status	~
:	Valid
	Checked-In

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.

mber	E-mail	Check-in Type	Booking Method	Booking Time	Scheduled Check-in Time	Scheduled Check-out Ti	Reservatio	Booking Type	Reservation Room Num	Reservation Type	Reservation Status	Company Name	Operations
68	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	yihaolou1F101,yihaolou1F1	shuangren,shuangren	Valid	ZKTeco	2
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 \checkmark icon to enter the **Reservation** interface, and the contents of the reservation will be automatically filled in, as shown in Figure 3.2-6.

					Reservation						×
		Building Name	- •	Floor Name		 Room Type 	pe	▼ Room Nam	e	Q	Q
Please enter the sear	ch criteria:										
Check-in Type*	Daily Rent OBy Hour	Building Name	Floor Name	Room Name	Room Type	Type	Room Capacity	Number of Be	Daily Rate	Hourly Rate	Deposit A
Start time *	2023-08-20	yihaolou	1F	yihaolou1F102	shuangren	Room	3	2	200	20	100
End time *	2023-08-31										
Query		yihaolou	1F	yihaolou1F103	shuangren	Room	3	2	200	20	100
First Name*	test										
Last Name	bug										
Certificate Type*	ID 🔻										
ID Number*	333444555										
Phone Number*		1/ / 1-2	50 r	ws per page 💌	Jump To 1	/1 Page To	tal of 2 records				
E-mail	jiakai.zh@zkteco.com		<i>y y</i> ₁ 501	ono per page							
Booking Method*	Booking by Phone 🔻	Building Name	Floor Name	Room Name	Room Type	Type	Room Capacity	Number of Be	Daily Rate	Hourly Rate	Deposit A
Booking Type*	Person -	vibaolou	15	wibaolou 1E101	chuangran	Room	2	2	200	20	100
Company Name	ZKTeco	ymaolou	11	ymaolou ir io i	sinualigien	Room	5	2	200	20	100
Days to Stay *	11	yihaolou	1F	yihaolou1F104	shuangren	Room	3	2	200	20	100
Check-In Time*	2023-08-20 12:00:00										
Check-Out Time*	2023-08-31 12:00:00										
Total Number of	2										
Deposit Amount*	200										
Total Charge*	600										
iour charge	000	< < 1-2	> > 50 r	ows per page 🔻	Jump To 1	/1 Page To	tal of 2 records				
				Com	pleted	Close					

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.

	Prompt	
lt's too ea	ly to check-in, please try later.	
	ок	

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 Registr	ration	×
Room Name*	yihaolou1F101 -		
Certificate Type*	ID 👻	Phone Number	₩ 4001053868 Q
ID Number*	2233	E-mail	jiakai.zh@zkteco.com Q
First Name*	test	Emergency Contact Phone	4001053868
Last Name	bug	Check-in Type*	●Daily Rent OBy Hour
Gender	Male 👻	Guest Count*	1 🔹
Home Address	zkteco	Check-In Time*	2023-08-17 10:26:56
Days to Stay*	1	Check-Out Time*	2023-08-17 12:00:00
Discount(%)	1	Daily Rate*	200.00
Deposit Amount*	100.00	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.

C	Refresh 🗃 Delete													
2	Booking number	First Name	Last Name	Mobile Number	E-mail	Check-In Type	Booking Method	Booking Time	Scheduled Check-in Time	Scheduled Check-out Ti	Reservatio	Booking Type	Reservation Room Num	Reserva
2	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	yihaolou1F101	shuangr
2	16923283472937580	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	yihaolou1F101,yihaolou1F1	l shuangr
2	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	yihaolou1F101,yihaolou1F1	l shuangr
							F	rompt						
							Are you sure you w op	ant to perform the delete eration?						
							ок	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.

TKBio CVSecurity	::: ¥
r	Hotel / Card Management / Card Management
Device Management	✓ Read Card Scancel Card Reader Driver:Installed, Version1.0.13
	Setting Card
Hotel Management >	
📹 Card Management 🗸	IN I
Card Management	Emergency Card Housekeeper Card Maintenance Card Room Area Card

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.

	Re	ad Card		×
Physical Card Number	3320407305	Card No.	320407305	
Issued Date	2023-08-18 19:17:47	Card Expiration Time	2023-08-19 19:17:08	
Cardholder Name	Head	Card Type	Emergency Card	
Hotel Name	test hotel	Building Name		
Floor Name		Room Name		
Facility 1		Facility 2		
Facility 3		Facility 4		
Facility 5		Facility 6		
Facility 7		Facility 8		
Facility 9		Facility 10		
Facility 11		Facility 12		
		Close		

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.

Pro	Prompt							
Are you sure to cancel this card?								
ок	Cancel							



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.



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.

Hous	ekeeper Card X	
Cardholder Name*	Head	
Last Name	Master	
Card Expiration Time*	2023-08-19 15:42:57	
Building Name*	yihaolou 👻	
Floor Name	2F 🗸	
Access Level(s)	General	
Elevator Control	1	
Write Card 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.

Maintenance Card		×
Cardholder Name*	Head	
Last Name	Master	
Card Expiration Time*	2023-08-19 15:48:58	
Building Name*	yihaolou 👻	
Floor Name	1F 🔹	
Access Level(s)	General	
Elevator Control	1	
	_	
Write Card 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 Roor	
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.

Hotel Information	
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
	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.

Earliest check-in time*	06	♥: (00 🗸	(hh : mm)
Default Check-In Time*	12	♥: (00 🗸	(hh : mm)
Latest check-in time*	23	•: 0	• 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.





- 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.

	Check-In Regist	ration		×
Room Name*	yihaolou1F101 👻			
Certificate Type*	ID 👻	Phone Number		Q
ID Number*	2233	E-mail	jiakai.zh@zkteco.com	Q
First Name*	test	Emergency Contact Phone	4001053868) I
Last Name	bug	Check-in Type*	Daily Rent By Hour	
Gender	Male -	Guest Count*	1 -	
Home Address	zkteco	Check-In Time*	2023-08-17 10:26:56	
Days to Stay*	1	Check-Out Time*	2023-08-17 12:00:00	
Discount(%)	1	Daily Rate*	200.00	
Deposit Amount*	100.00	Payable Amount*	298.00	
2023-08-20 12:00:00The room has been booked.		-		
	Check-In Registration	Close		

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.

Housekeeping Window Hours	(minutes)

```
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.

Currency Type*	USD -
Unit of Room Acreage	ft² •

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.

Тах Туре		Tax Rate	%
Other Charge Type		Other Charge Rate	%

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.

Hidden the search criteria



• After this function is selected, the search criteria are hidden by default in **Room Monitor**, and user need to click \checkmark 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.

Elevator/Access Control (If checked, guest has access to the specified Elevator/Access Control facilities.)

```
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. Usera can select sectors 1 to 15, as shown in Figure 5.1-11.

Card Password*		
Repeat Password*		Card sector and password cannot be changed after issued.
Card Sector:	Sector 3 🗸	

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 <u>Unit of Room</u> <u>Acreage</u>, 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.

koom Type" Jumber of Beds" Daily Rate" Overstay Hourly Rate" Overtstay Rate (half day)" Jotes		Room Size(ft ^a) [*] Maximum Number of Gu Hourly Rate [*] Deposit Amount [*] Overstay Rate (full day) [*]	Jests*
Air Conditioner	 Bath and Shower Telephone 	TV Safe Box	Wireless Internet Shower
	Save and New	OK Cance	el

Figure 5.2-1

5.2.2 Edit Room Type

- Click the room type name or icon \mathbb{Z} 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.

		Edit		>
Room Type*	shuangren	Room Size(ft ²)*	10	
Number of Beds*	2	Maximum Number of Guest	is* 3	
Daily Rate*	200	Hourly Rate*	20	
Overstay Hourly Rate*	40			
Overtstay Rate (half day)*	400			
Notes	test notes			
Amenities	Ro	om type cannot be changed once	e it is checked -in.	
Air Conditioner	Bath and Shower	▼ TV	Wireless Internet	
Refrigerator	Telephone	Safe Box	Shower	
	ОК	Cancel		

Figure 5.2-2

5.2.3 Delete Room Type

Select the room type need to be deleted and click the **i** 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 <u>5.2 Room Type</u> 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.

	New	×
Building Name*	y1 -	
Floor Name*	2F 💌	
Room Type*		
Starting Room Number*		
Room Count*	0	
Remarks		
Room name Cration rule: I	Building No. + Floor No. + Room	No.
Room name Cration rule: I	Building No. + Floor No. + Room	No.
Room name Cration rule: I	Building No. + Floor No. + Room	No.
Room name Cration rule: I	Building No. + Floor No. + Room	No.
Room name Cration rule: I	Building No. + Floor No. + Room	No.
Room name Cration rule: I	Building No. + Floor No. + Room	No.
Room name Cration rule: I	Building No. + Floor No. + Room	No.
Room name Cration rule: I	Building No. + Floor No. + Room	No.

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.

O Refresh	🖅 New 🖉 Edit 💼 Delete Building and Floor	O Refresh ∓ N	ew 🖉 Edit 💼 Delete Building and Floo	f
и ^л л ^и	Edit X	⊿ੋ ਸ ^ਦ ∡ test hotel	⊖ Refresh 💼 Deleta Edit	× E
✓ test notel ✓ ▲ y1	Building Name* 1/1 y1	⊿ <u>∲</u> y1 <i>J</i> 2F <i>J</i> 1F	Floor Name* 2F],
<i>)</i> /° 1F	ОК Сапсеі у1 у <u>11F102</u> у1		OK Cancel	y

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.

	Edi	t		×
Building Name*	y1		-	
Floor Name*	2F		-	
Room Type*	shuar	ngren	-	
Room No.*	200			
Remarks				
	_		_	
	ЭК	Cancel		

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 i 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 \checkmark icon to edit the name and remarks.
- Click + icon on the left to add a public room, as shown in Figure 5.4-1.

				New (Publi	ic Room 1) F	Room				×
Build	ing Name	•	Floor Name	•	• More	- Q	\Diamond			
Alterna	ative				Se	elected(0)				
	Room Name	Building Name	Floor Name	Room Type		Ro	om Name	Building Name	Floor Name	Room Type
	y11F101	y 1	1F	shuangren						
	y11F103	y1	1F	shuangren						
	y11F104	y1	1F	shuangren						
	y12F200	y1	2F	shuangren	>>			<u> </u>		
	y12F201	у 1	2F	shuangren	<					
								No data		
K	< 1-5 >	> 50 rows p	erpage 🔻							
				ОК	С	ancel				

Figure 5.4-1

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

SelectedRoom:Public Room 1			
Building Name	Floor Name	▼ More ▼ Q &	
🔾 Refresh 🛛 📋 Delete Room			
Room Name	Building Name	Floor Name	Room Type
y11F100	y1	1F	shuangren

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	<u>/</u>
Booking by receptionist	2023-08-14 09:31:44	2023-08-14 09:31:44	<u>/</u>
Booking by Phone	2023-08-14 09:31:44	2023-08-14 09:31:44	<u>/</u>

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
<u>test</u>	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
check-Out	EmailCheckOut	No	
Check-In	EmailCheckIn	No	<u>@</u>
Cancel	EmailBookingCancel	No	2
Success	EmailBookingSuccess	No	2

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.

۶Z	KBio CVSecuri	ty III ¥					
e	System / System Mana	agement / E-mail Manageme	ent				
(9)	Sender	Recipient		Q &			
<u>®</u>	🔾 Refresh 🛙 🖬 D	elete 🖸 Outgoing Mail S	erver Settings	↑ Export			
ക	Sender	Recipient	Subject	Submit Time	Send Time	Status	Error Message
	>	C Outgoing Mail Server Settin Email Sending Server* Port* Email Account* Password* Sender Name Test Connection M Please complete the email	gs [25	cancel	x 15		

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.

							Edit								×
Name" Code" Enable"	Check-In EmailCh Yes	n neckin		•											
Text*	H 66	B	Ti	Ŧ	<i>I</i> Ⅲ	⊻ >_	ŝ	⊡ •	≡• (~	Ø	1	θ	I	E	
	Dea	<pre></pre>													
		pri		• 14								{hot {offi {we	elNar cePh bsite}	ne}, one},	
					O	<		Canc	el						

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	5.0,	
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	Туре	Enable	Operations
check-Out	SmsCheckOut			No	2
Check-In	SmsCheckIn	Dear {name} {lastName} : order: {order}, checkInTime: {checkInTime}, roomName: {roomName		Yes	2
Cancel	SmsBookingCancel			No	2
Success	SmsBookingSuccess			No	2



- 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.

System / Third Party Integration / WhatsApp	
Connection Paran	neter Setting
	Solution Provider
	O RAPIWHA () Twilio
	SID
	ACdeb90c26e40e51265e6b126226e693bb
	Token
	1acbbcb8b8adc999372724f525e1ca67
	From
*	14155238886
	Please click here to set up your webhook

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.

	Edit	×
Name*	Check-In	
Code*	SmsCheckIn	
Enable*	Yes 👻	
Enable*	aws what sapp	
Text*	Dear {name} {lastName}	
	OK Cancel	

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.

Modem-SMS ● AWS-SMS SMS Parameter Settings Accesskey* Accesskey* K/AVWCFSOJRMHPNYPFB SecretKey* itydMXIBiKIEh9y0UpSat2Ai ✓ Enable Test Send rest scode 123456 Content test code 123456 Test Send Successful
SMS Parameter Settings Accesskey* K/AVWGFSOJRMHPNYPFB SecretKey* tydMXIBiKIEh8y0UpSaf2Aj Image: secretKey* tenable Test Send Receiver +8615942628560 Content Test Send Image: secretKey Test Send Successful
Test Send Receiver +8615942628560 Content test code 123456 Test Send Successful
OK Cancel

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

3. 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 M	totel / Report Management / Guest Check-In Report													
Booking numbe	er N	Aobile Number		First Name		More - Q	l 🖉							
O Refresh	↑ Export													
Status	Booking number Check	-in T Room Ty	pe 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 F	Rent shuangre	n 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 F	Rent shuangre	n 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 F	Rent shuangre	n 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	16923283472937! Daily F	Rent shuangre	n y11F102	testH	bugL	3700054240	2023-08-18 11:21:06	2023-08-18 11:39:42	1	4001053868	ID	333		jiakai.zh@zkte
Invalid	16923283472937! Daily F	Rent shuangre	n y11F101	test	bug	3320407305	2023-08-18 11:21:06	2023-08-18 11:39:42	1	4001053868	ID	3322		jiakai.zh@zkte
Invalid	16922657353984! Daily F	Rent shuangre	n 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 F	Rent shuangre	n y11F102	testH	bugL	3700054240	2023-08-18 10:40:04	2023-08-18 10:52:39	1	4001053868	ID	3344		jiakai.zh@zkte
Invalid	16922653940215! Daily F	Rent shuangre	n 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 F	Rent shuangre	n 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	16922412258065(Daily F	Rent shuangre	n 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	16922406149258(Daily F	Rent shuangre	n 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	16920853725595(By Hot	ur shuangre	n y11F102	test	bug	4004238539	2023-08-15 15:42:32	2023-08-17 17:49:57	86	4001053868	Passport	1122		jiakai.zh@zkte
Invalid	16920853725595(By Hot	ur shuangre	n 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	16920853725595(By Hot	ur shuangre	n y11F102	test	bug	1104696834	2023-08-15 15:42:32	2023-08-17 17:49:57	86	4001053868	ID	2		jiakai.zh@zkte
Invalid	16920843604937(Daily F	Rent shuangre	n y11F101	test	bug	3320407305	2023-08-15 15:25:27	2023-08-16 17:52:18	86	18800001111	ID	2233	12321	jiakai.zha@zkt_zkteco
Invalid	16920838705237- By Hou	ur shuangre	n y11F102	test	bug	1104696834	2023-08-15 15:17:05	2023-08-15 15:42:08	86	18800001111	ID	1122	18800001111	jiakai.zhan@zl

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.

_											
Hot	el / Report Ma	nagement / Room Occup	pancy Report								
	Building Name	-	Floor Name	Room Name	 More * 	Q &					
	O Refresh	↑ Export									
	Status	Check-in Type	Room Type	Room Name	Building Name	Floor Name	First Name	Last Name	Check-In Time	Check-Out Time	
Н	Valid	Daily Rent	shuangren	y11F102	y1	1F	test	bug	2023-08-18 22:24:45	2023-08-19 12:00:00	î
	Invalid	Daily Rent	shuangren	y11F103	y1	1F	test	bug	2023-08-18 22:24:10	2023-08-19 13:52:53	l
	Invalid	Daily Rent	shuangren	y11F102	y1	1F	test	bug	2023-08-18 15:40:20	2023-08-18 15:40:56	I
	Invalid	Daily Rent	shuangren	y11F102	y1	1F	testH	bugL	2023-08-18 11:21:06	2023-08-18 11:39:42	L
	Invalid	Daily Rent	shuangren	y11F101	y1	1F	test	bug	2023-08-18 11:21:06	2023-08-18 11:39:42	I
	Invalid	Daily Rent	shuangren	y11F102	y1	1F	testH	bugL	2023-08-18 10:40:04	2023-08-18 10:52:39	L
	Invalid	Daily Rent	shuangren	y11F104	y1	1F	testH	bugL	2023-08-17 17:48:35	2023-08-18 10:52:39	I
	Invalid	Daily Rent	shuangren	y11F104	y1	1F	testH	bugL	2023-08-17 17:42:57	2023-08-17 17:45:22	l
	Invalid	Daily Rent	shuangren	y11F104	y1	1F	test	bug	2023-08-17 15:53:57	2023-08-17 16:02:43	I
	Invalid	Daily Rent	shuangren	y11F101	y1	1F	test	bug	2023-08-17 11:00:16	2023-08-17 11:42:39	l
	Invalid	Daily Rent	shuangren	y11F101	y1	1F	test	bug	2023-08-17 10:50:02	2023-08-17 10:54:38	I
	Invalid	By Hour	shuangren	y11F102	y1	1F	test	bug	2023-08-15 15:42:32	2023-08-17 17:49:57	
	Invalid	By Hour	shuangren	y11F102	y 1	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.

Hotel /	otel / Report Management / Room Charges Report										
Time	From 2023-05-19 00:00:	00 To 2023-08-1	9 23:59:59 Fir	st Name	More	~ Q &					
OF	Refresh 🛧 Export	↑ Re-print Invoice									
	Booking number	Check-in Type	Room Type	Room Name	First Name	Last Name	Check-In Time Check-Out Time Stay Time				
	1692352932350725	2 Daily Rent	shuangren	yihaolou1F103	test	bug	2023-08-18 22:24 2023-08-19 13:52 2				
	1692344428091673	9 Daily Rent	shuangren	yihaolou1F102	test	bug	2023-08-18 15:40 2023-08-18 15:40 1				
	1692328347293758	0 Daily Rent	shuangren	yihaolou1F102	test	bug	2023-08-18 11:21 2023-08-18 11:39 1				
	1692328347293758	0 Daily Rent	shuangren	yihaolou1F101	test	bug	2023-08-18 11:21 2023-08-18 11:39 1				
	1692265735398482	5 Daily Rent	shuangren	yihaolou1F104	test	bug	2023-08-17 17:48 2023-08-18 10:52 1				
	1692265735398482	5 Daily Rent	shuangren	yihaolou1F102	test	bug	2023-08-17 17:48 2023-08-18 10:52 1				
	1692085372559562	8 By Hour	shuangren	yihaolou1F102	test	bug	2023-08-15 15:42 2023-08-17 17:49 51				
	1692265394021559	4 Daily Rent	shuangren	yihaolou1F104	test	bug	2023-08-17 17:42 2023-08-17 17:45 1				
	1692243773720713	Daily Rent	shuangren	yihaolou1F104	test	bug	2023-08-17 11:42 2023-08-17 16:02 1				
	1692241225806567	0 Daily Rent	shuangren	yihaolou1F101	test	bug	2023-08-17 11:00 2023-08-17 11:42 1				
	1692240614925867	3 Daily Rent	shuangren	yihaolou1F101	test	bug	2023-08-17 10:50 2023-08-17 10:54 1				
	1692084360493769	3 Daily Rent	shuangren	yihaolou1F101	test	bug	2023-08-15 15:25 2023-08-16 17:52 2				
	1692083870523740	1 By Hour	shuangren	yihaolou1F102	test	bug	2023-08-15 15:17 2023-08-15 15:42 3				
	1691991415237930	4 By Hour	shuangren	yihaolou1F100	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.

Refresh ⊥ Export ⊥ Re-print I	voice								
Booking number Check-in T	pe			Re-print Invoice				×	
16923529323507252 Daily Rent		Inv	tice Preview			Guest Information			
16923444280916739 Daily Rent	test hotel	Booking number: 11223344	16923529323507252	test bug		Check-in Type:	Daily Rent		
16923283472937580 Daily Rent	Fax:	888-88888888	Check-In Time:	2023-08-18 22:2	4:10	Check-In Time:	2023-08-18 22:24:10		
16923283472937580 Daily Rent	Website: Hotel Address:	www.zkteco.com zkteco	Check-Out Time : Cashier :	2023-08-19 13:5 admin	2:53	Check-Out Time:	2023-08-19 13:52:53		
16922657353984825 Daily Rent	-	1				Room list			
16922657353984825 Daily Rent	Room Name	Days/Hours Extended days/h	urs Unit Price	Discount	Subtotal CNV 200.00	y11F103	CNY 200.00		
16920853725595628 By Hour	· · · · · · · · · · · · · · · · · · ·	Total Cha	ge:	CNY 200.00		Payment Information			
16922653940215594 Daily Rent	Subtotal: Daily rent => days +extended rent*(hours*exten	*unit price*(100-discount)/100+extended r ded rent)	nt (half of one day/day/N days) By l	our=>hours*unit price*()	100 -discount)/100	Total Charge Tax Rate (%):	CNY 200.00 CNY 0.00		
16922437737207130 Daily Rent	Total Charge :				CNY 200.00	Other Charge Rate (6): CNY 0.00		
16922412258065670 Daily Rent	Other Charge Rate (%):				CNY 0.00	Amount Paid:	CNY 300.00		
16922406149258673 Daily Rent	Total Amount(Including Tax)	:			CNY 200.00	Balance:	CNY 100.00		
16920843604937693 Daily Rent		Thank	ou for visiting!						
16920838705237401 By Hour									
16919914152379304 By Hour			Print D	Details Print Inv	oice				
1001070000001775 D-1% D			hua 2022	09 14 10 22 2022 0	9 14 10 27 1				

Figure 6.3-2

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.

tel / Report Manager	ment / Issued Card	Report									
Issued Date 2023-05-	19 00:00:00 To 2	023-08-19 23:59:59	More - Q	\$							
O Refresh ↑ Ex	port 🛱 Clear Ca	rd Loss Report	Report Card Loss								
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	1	320407305	3320407305	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	1	320407305	3320407305	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	3320407305	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	3320407305	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



- 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.

Hotel / Report Management	Write Card Record Remot	ely										
Issued Date 2023-05-19 00:00:00 To 2023-08-19 23 59 59 Q Q												
○ Refresh												
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	5 2023-08-18 10:40:04	y1	1F	y11F101	testH	bugL	ID	3344	1	4001053868		
2023-08-17 17:48:	5 2023-08-18 10:52:39	у1	1F	y11F104	testH	bugL	ID	44555	1	4001053867	320407305	3320407305
2023-08-17 17:48:	5 2023-08-18 10:40:04	y1	1F	y11F101	testH	bugL	ID	3344	1	4001053868		
2023-08-17 17:48:	5 2023-08-18 10:52:39	y1	1F	y11F104	testH	bugL	ID	44555	1	4001053867	320407305	3320407305
2023-08-15 15:42:	2 2023-08-17 17:49:57	y1	1F	y11F102	test	bug	ID	2	86	4001053868	104696834	1104696834
2023-08-14 10:24:	6 2023-08-14 10:26:17	y1	1F	y11F103	test	bug	ID	1	86			
2023-08-14 10:24	6 2023-08-14 10:26:17	y1	1F	y11F103	test	bug	ID	1	86			
2023-08-14 10:22:	4 2023-08-14 10:23:00	y1	1F	y11F101	test	bug	ID	11223344	86			
2023-08-14 10:22	4 2023-08-14 10:23:00	y1	1F	y11F101	test	bug	ID	11223344	86			
2023-08-14 10:05:	2 2023-08-14 10:06:21	y1	1F	y11F101	test	bug	ID	11223344	86			
2023-08-14 10:05:	2 2023-08-14 10:06:21	y1	1F	y11F101	test	bug	ID	11223344	86			
2023-08-14 09:55:	1 2023-08-14 09:56:55	у1	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.

ŪΖ	K <mark>Bio</mark> CVSecu	rity 💠 🕷											\rm e admin ~
n®	Hotel / Report Mana	gement / Unlock Log Report											
6	Building Name	• Floor f	kame	 Room Name 		More - Q	Q						
	⊖ Refresh 🛧	Export											
R	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			î
<u> </u>	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	
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					1
	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.

Hotel / Report Management / Device Command List			
Lock Mac Address Time From 2023-07-19 00:00:00	To 2023-08-19 23:59:59 Q		
C Refresh 🖀 Clear All Commands			
Sequential Number Lock Mac Address Command Descrip	i Command Body	Command Status Submission Time	
00-0D-6F-00-17-60-49-87:00-0D-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	Î
00-0D-6F-00-17-60-49-87:0 00-0D-6F-00-17-60-49 setLockStatus	{"lockMac":"00-0D-6F-00-17-80-49-B7","command":"6"}	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-00-15-62-47-60:7 00-0D-6F-00-15-62-47 syncTime	{"sysTime":"1692304265","lockMac":"00-0D-6F-00-15-62-47-60"}	Operation Successfull 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-00-17-60-49-87:7 00-0D-6F-00-17-60-49 syncTime	{"sysTime":"1692304262","lockMac":"00-0D-6F-00-17-60-49-B7"}	Operation Successfull 2023-08-18 04:31:02	
00-0D-6F-00-17-60-57-91:7 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 Successfull 2023-08-18 04:31:00	
00-0D-6F-00-15-62-47-60:7 00-0D-6F-00-15-62-47 syncTime	{"sysTime":"1692302405","lockMac":"00-0D-6F-00-15-62-47-60"}	Operation Successfull 2023-08-18 04:00:05	
00-0D-6F-00-17-60-46-47:7 00-0D-6F-00-17-60-46 syncTime	{"sysTime":"1692302404","lockMac":"00-0D-6F-00-17-60-46-47"}	Operation Successful! 2023-08-18 04:00:04	
00-0D-6F-00-17-60-49-87:7 00-0D-6F-00-17-60-49 syncTime	{"sysTime":"1692302403","lockMac":"00-0D-6F-00-17-60-49-B7"}	Operation Successfull 2023-08-18 04:00:03	
00-0D-6F-00-17-60-57-91:6 00-0D-6F-00-17-60-57 syncTime	{"sysTime":"1692302402","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:0 00-0D-6F-00-17-60-62 syncTime	{"sysTime":"1692302400","lockMac":"00-0D-6F-00-17-60-62-EB"}	Operation Successfull 2023-08-18 04:00:00	



• 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.

ŪZ	KBio CVSecurity	::: ¥								\rm e admin v
n®	Hotel / Report Management	/ Lost Card List								
ß	Card No.	Sequential Number	Q @							
Ð	🔾 Refresh 🛭 📋 Clear ti	ne record of loss card report.								
6	Sequential Number	Sequential Number Card Status	Card Type	Name	Last Name	Room Name	Physical Card Num	Issued Time	Card Issued Date	Card Expiration Date
	16924441004595120	00-0D-6F-00-17-60-49-B7:5	Emergency Card	Head	Master		3320407305	2023-08-18 15:37:56	2023-08-18 15:37:56	2023-08-31 15:37:00
-	16924441004595120	00-0D-6F-00-17-60-62-EB:5	Emergency Card	Head	Master		3320407305	2023-08-18 15:37:56	2023-08-18 15:37:56	2023-08-31 15:37:00
	16924441004595120	00-0D-6F-00-15-62-47-60:8	Emergency Card	Head	Master		3320407305	2023-08-18 15:37:56	2023-08-18 15:37:56	2023-08-31 15:37:00
	16924441004595120	00-0D-6F-00-17-60-46-47:8	Emergency Card	Head	Master		3320407305	2023-08-18 15:37:56	2023-08-18 15:37:56	2023-08-31 15:37:00
	16924441004595120	00-0D-6F-00-17-60-57-91:8	Emergency Card	Head	Master		3320407305	2023-08-18 15:37:56	2023-08-18 15:37:56	2023-08-31 15:37:00
	16924440770878530	00-0D-6F-00-17-60-49-87:8	Room Card	test	bug	y11F102	4004238539	2023-08-18 22:25:00	2023-08-18 22:25:00	2023-08-22 12:00:00
>	16924440571438210	00-0D-6F-00-17-60-49-B7:8	Room Card	test	bug	y11F102	4004238539	2023-08-18 22:25:00	2023-08-18 22:25:00	2023-08-22 12:00:00
	< < 1-7 > >	50 rows per page 👻 Jump To 1	/1 Page Total of 7 records							

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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