User Manual

ZKBioHLMS

Date: April 2021

Doc Version: 1.0

English

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

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

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About the Company

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

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

About the Manual

This manual introduces the operations of the ZKBioHLMS software.

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

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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.

Symbols

Convention	Description
	This implies about the notice or pays attention to, in the manual.
	The general information which helps in performing the operations faster.
	The information which is significant.
	Care taken to avoid danger or mistakes.
	The statement or event that warns of something or that serves as a cautionary example.

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1 Overview

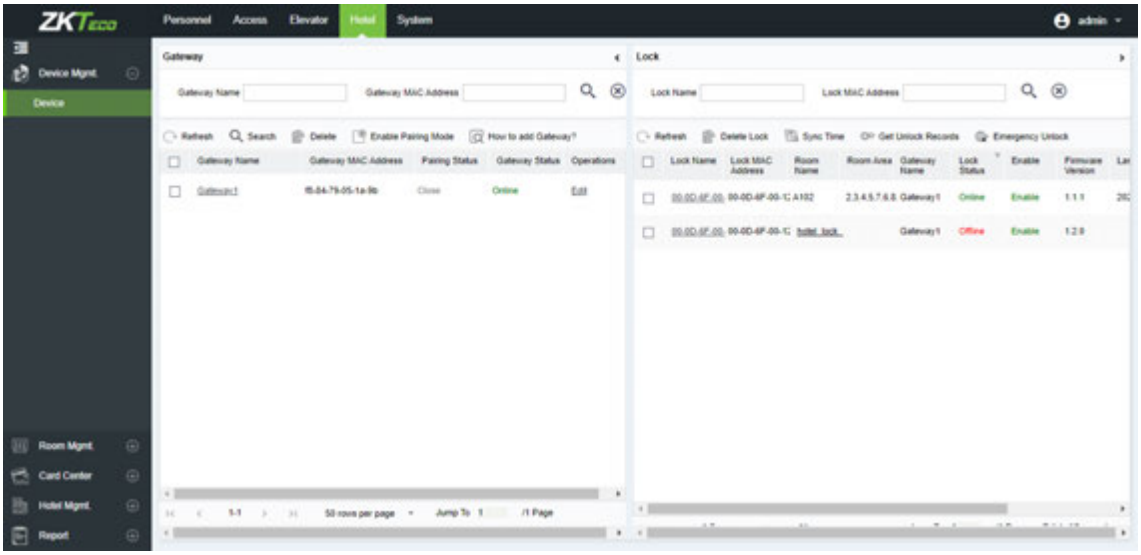
ZKBioHLMS is an app-less wireless smart hotel platform developed by ZKTeco. Without the need to download or register for an app, hotel guests could check-in and request room services through an HTML5 web interface by clicking on a hyperlink provided in an SMS or email automatically sent from ZKTeco' s cloud server before their stay. ZKBioHLMS is considered a version of ZKBioSecurity. It contains multiple integrated modules: Hotel, Access control, Elevator control, Personnel, and other modules from ZKBioSecurity V6000, truly achieving smart deployment, smart operation, and smart check-in.

2 Device Management

The Device Management interface displays the details of the Gateways and locks associated with hotel management.

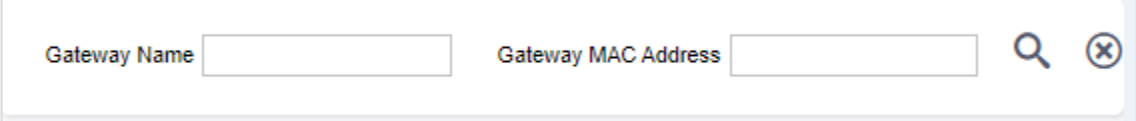
2.1 Device List

The Device list shows the list of Gateways and Locks.



2.1.1 Gateway

1. The user can search the corresponding gateway by entering the "Gateway Name" and "Gateway MAC Address" on the search bar.



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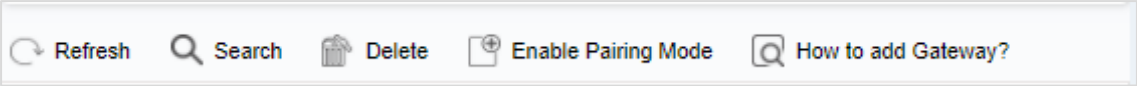
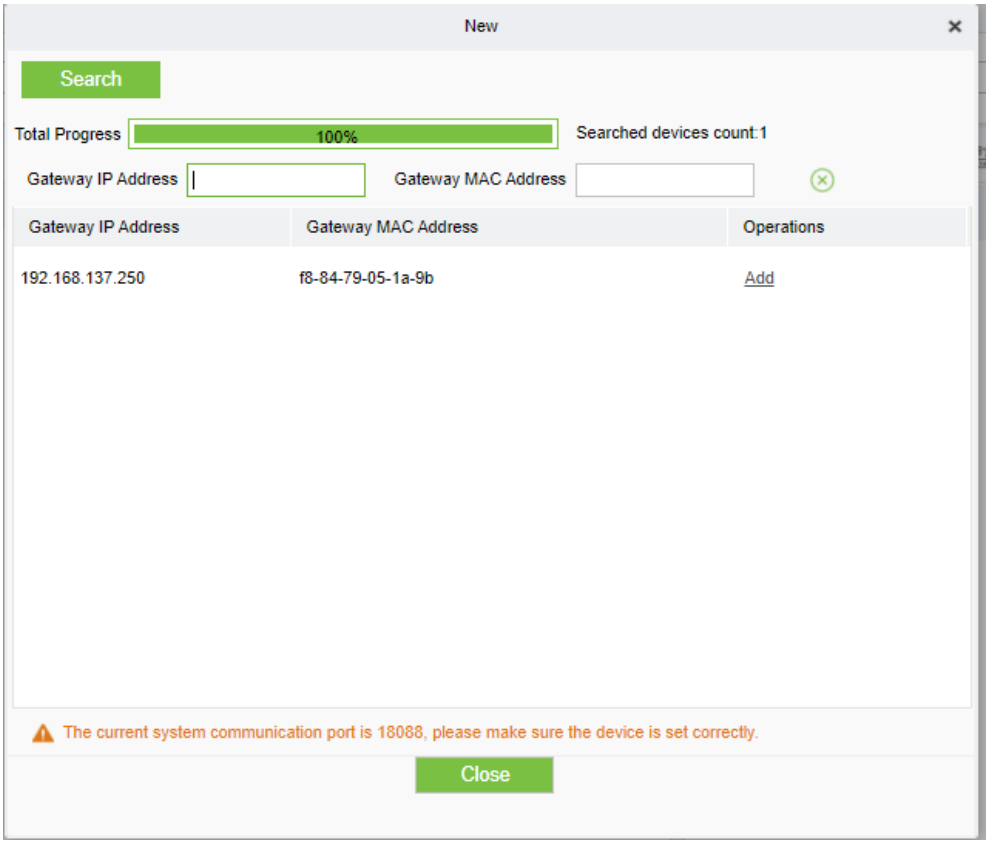
2. The user can also select the required gateway and perform operations such as "Delete" and "Enable Pairing Mode".



3. **Refresh**: The **Refresh** button refreshes the Gateway list if it is not synchronized properly.

4. **Search:** The **Search** button searches the new gateway devices and adds them to the Gateway list.

5. Click the **Search** button and the following window will pop-up. Click the **Search** button again in the pop-up window. The list of gateway devices that can be added will be searched and displayed as shown below:



6. Select the gateway to be added by using the Getaway IP or Getaway MAC. Click the **Add** button to add the gateway. Close the window and refresh the Gateway list to view the newly added Gateway.

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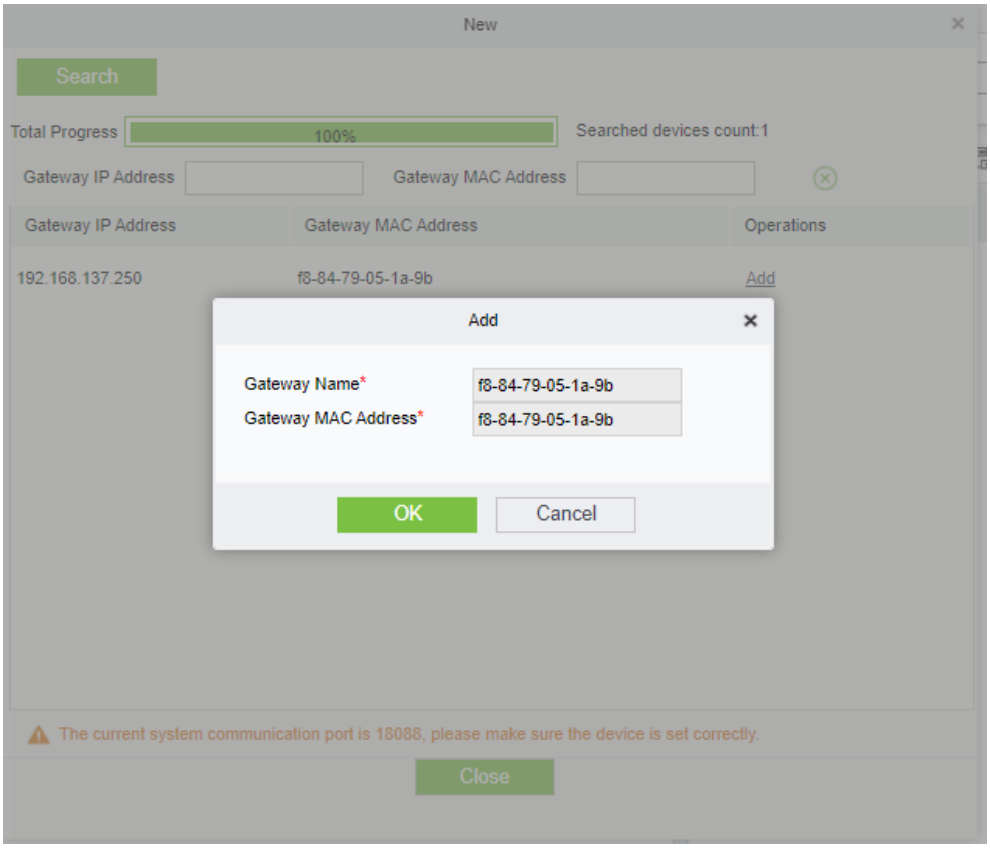

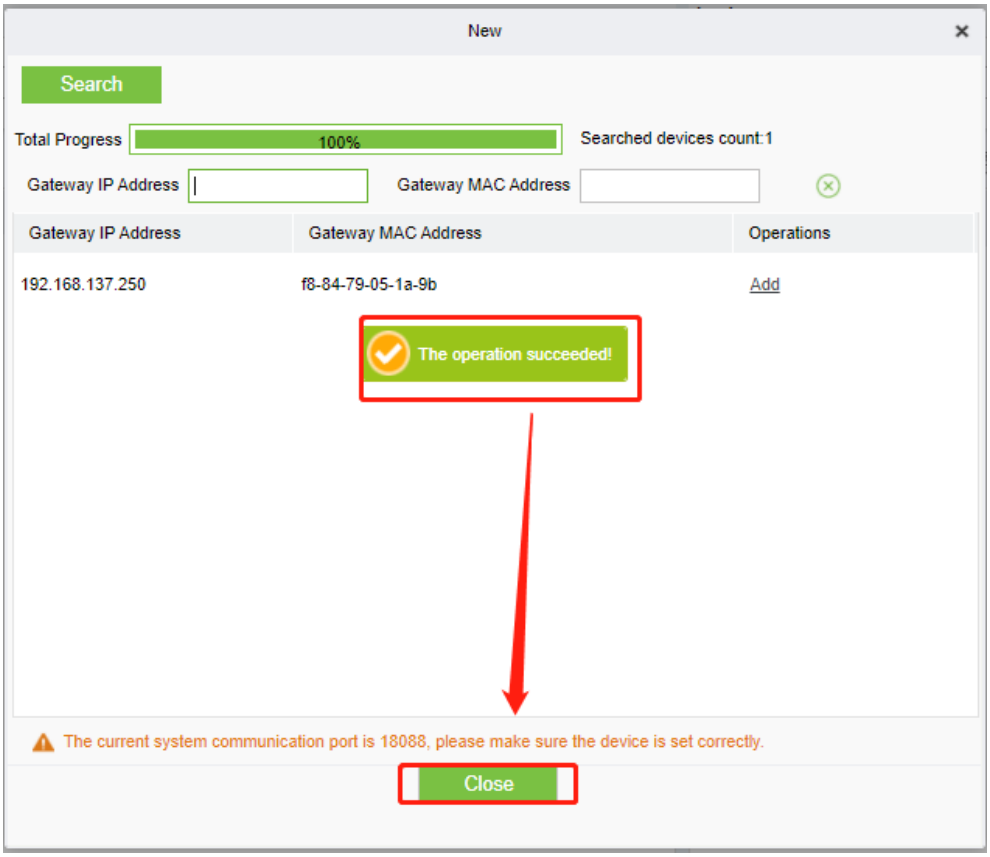

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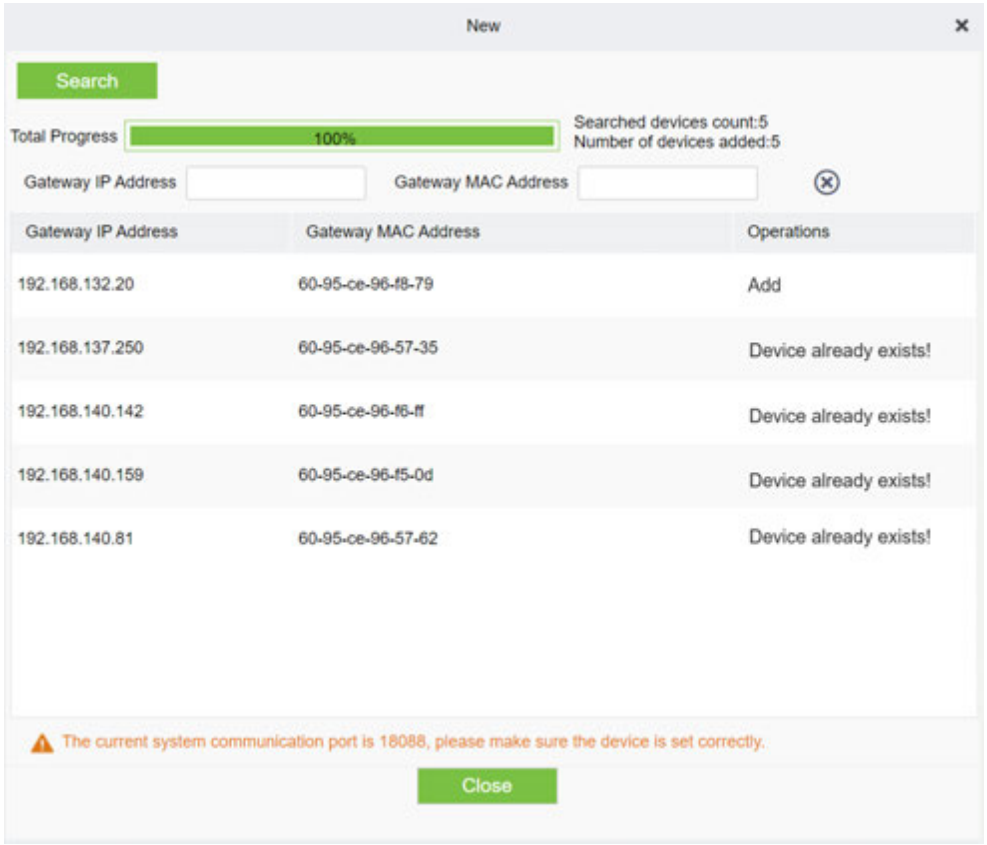
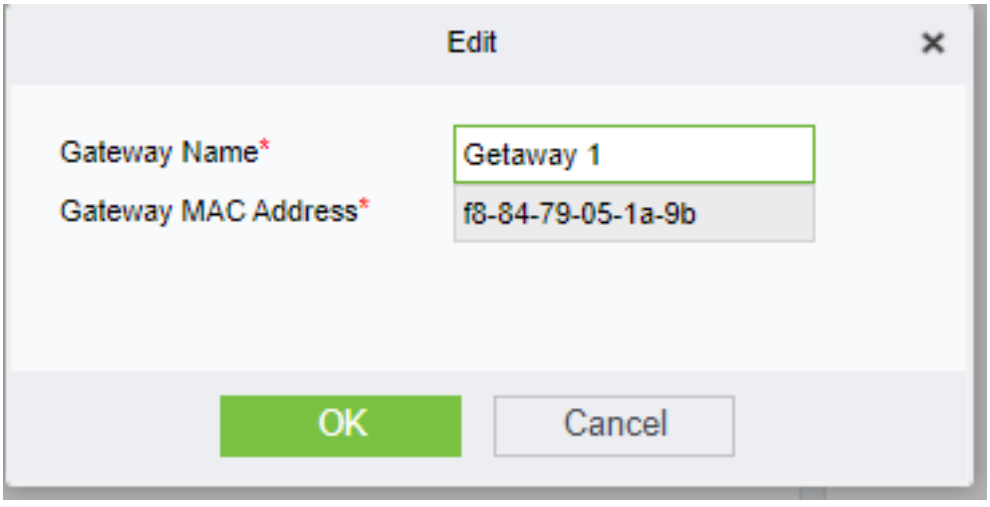
7. If the gateway has been added already, it will display " Device already exists".



8. Click **Edit** or the **Gateway Name** to edit the Gateway details. The Gateway name can be modified for easy identification. The Gateway MAC Address cannot be edited.



9. **Delete:** Select the Gateway and click **Delete**. The system will prompt whether to delete the Gateway or not. Click **OK** to delete the Gateway. If the Gateway is connected to a lock device that is currently being used, the gateway cannot be deleted. The lock device must be removed first.

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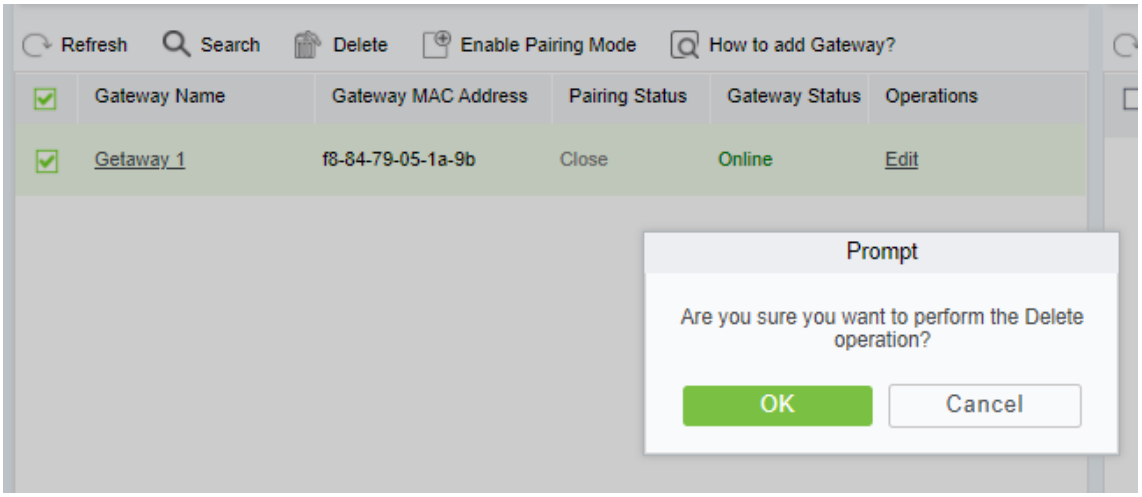


10. **Enable Pairing Mode:** Select the Gateway and click the **Enable Pairing Mode** button. The Gateway will turn on the network pairing mode. The Mode will be closed automatically after 1 hour.

    The status of network pairing mode can be viewed from the Pairing Status of the Gateway list. If the status is "Open", then the Gateway allows accessing the hotel locks, and "Close" indicates that the hotel lock is currently being accessed.

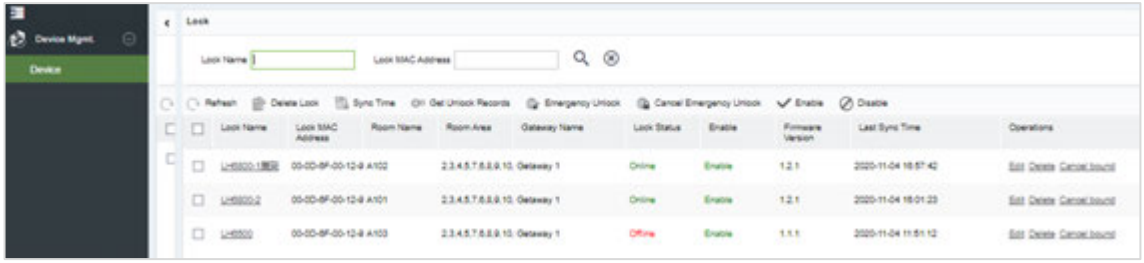
    The Gateway network status can be identified in two ways: "Online" means the network status of the Gateway is normal. "Offline" refers that the Gateway network status is abnormal.

    Note: The Pairing Status only indicates whether the Gateway allows the addition of new hotel locks. It does not affect the normal communication between Gateway and the added hotel locks.

11. **How to Add Gateway:** For the details, please refer the "Quick Start Guide" at http://121.12.144.226:18082/hotel/device/hotelHelpManual.html.

2.1.2 Hotel Lock list

1. The Hotel Lock list shows all the added hotel locks by default. When a Gateway is selected on the left side of the interface, the right side will automatically display the list of locks associated with the Gateway.



2. The hotel locks can be searched by Lock Name and Lock MAC Address.
3. Batch operation is applicable for multiple locks under the same Gateway.

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4. **Refresh:** The **Refresh** button refreshes the list of hotel locks. When new hotel locks are added to the network, the page may not refresh automatically sometimes.

5. **Delete:** The **Delete** button deletes the selected lock. When a hotel lock is deleted, the Gateway will remove the lock from the Zigbee network. If the user needs to add the hotel lock again, it must be swiped into the network again if the Gateway is enabled.

6. **Sync Time:** The **Sync Time** button allows the user to manually sync the lock time if the time of the lock has not been updated for a long time.

   Note: The Last Sync Time is the point at which the system was synced with the hotel lock. Under normal circumstances, the system will automatically synchronize with the hotel lock at 4 AM every day. The hotel lock will automatically synchronize the time when the power is off and resumes. The hotel lock will synchronize once when it is added to the network.

7. **Get Unlock Records Manually:** When the user finds that the Unlock Records of a hotel lock are incomplete, the user can use this option to manually obtain all the Unlock Records saved by the hotel lock (the lock can save up to 200 unlock records).

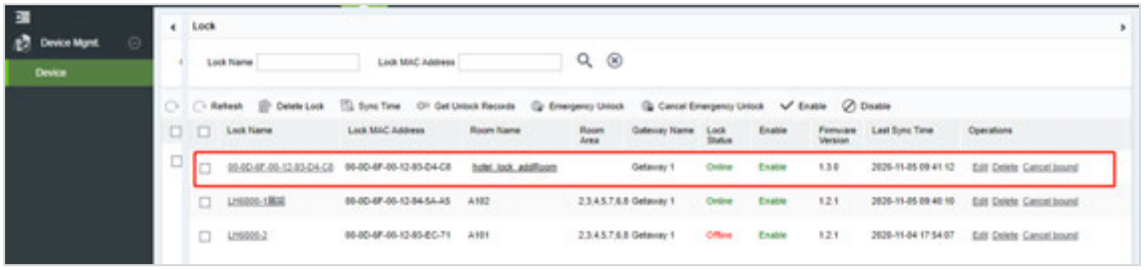
8. **Emergency Unlock:** This option allows the user to keep the lock open in case of an emergency. In the Normally open state, turn the handle to directly open the door without swiping a card. In the Room View interface, a normally open icon will be displayed in the Room State corresponding to the hotel lock.

9. **Cancel Emergency Unlock:** After the situation becomes normal, it is necessary to restore the lock to normal status. The user can use this option to restore the hotel lock to the normal state. Meanwhile, in the Room View interface, the normally open icon corresponding to the room state will disappear.

10. **Disable:** When a lock is disabled, the system will suspend the communication with the hotel lock.

11. **Enable:** When the lock is enabled, the system will resume communication with the hotel lock, and re-issues the synchronization time, and lock basic settings information to the hotel lock.

12. **How to add hotel locks:** After the hotel lock is connected to the network successfully, it will be automatically added to the list of hotel lock devices. The lock name defaults to the MAC address and is not bound to any room. The interface is shown below:



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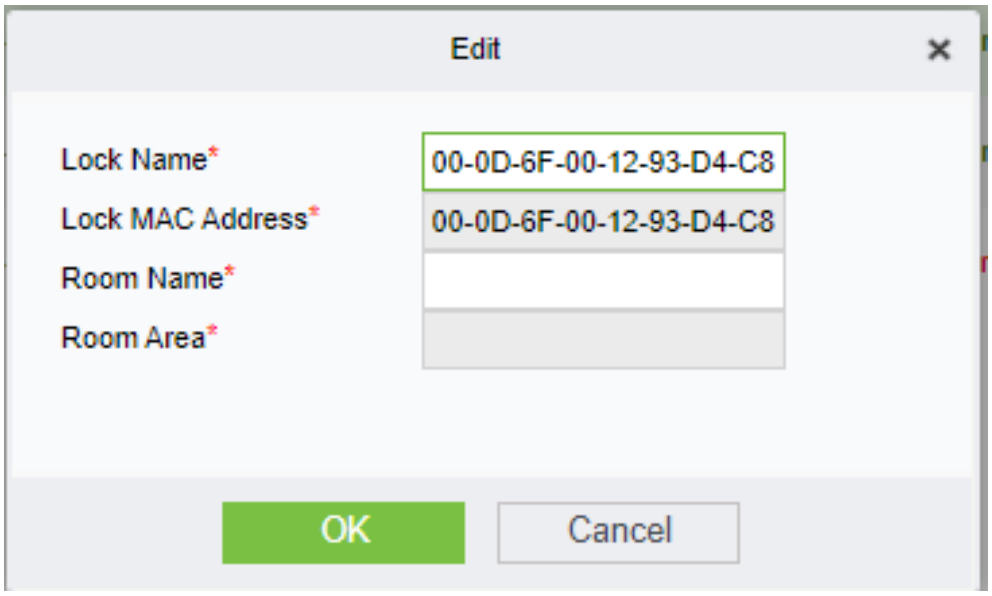
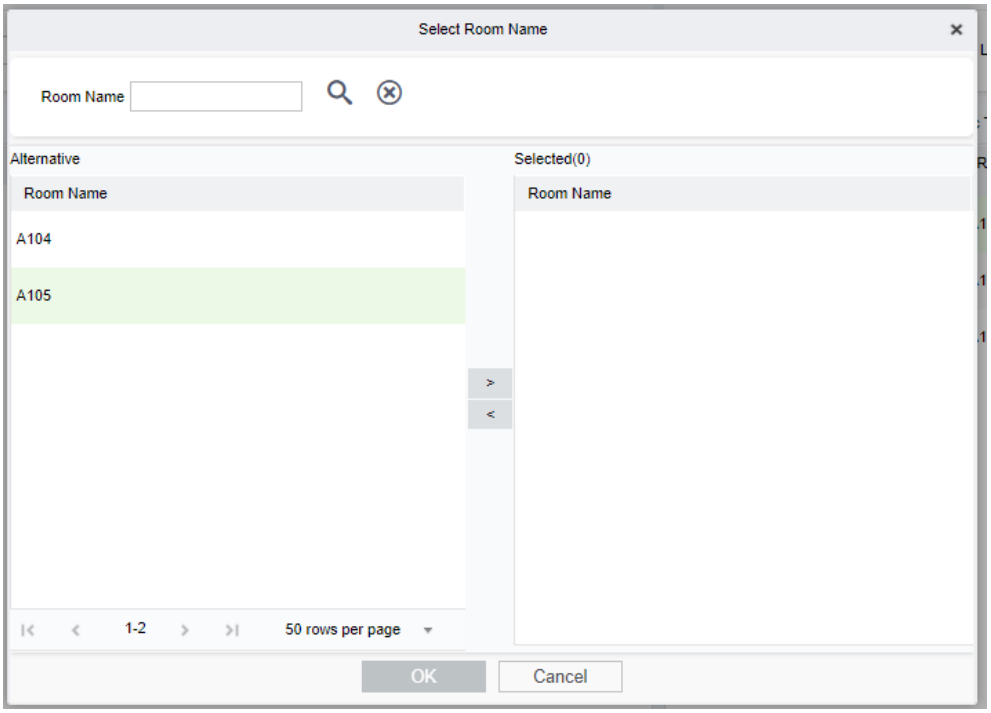
13. **How to lock and bind hotel rooms:** Click the lock name/room name and then click **Edit**. The user can modify the lock name but the lock MAC address cannot be modified.



Click the Room Name field to select a room. Double-click the room number to select the required room or click the room number, and then the">" arrow in the middle to move the room to the selected list, and then click **OK** to complete the operation.



The Room Area cannot be edited. When the Room number is selected, the system will automatically identify the Room Area to which the Room number belongs and display it in the column of Room Area.

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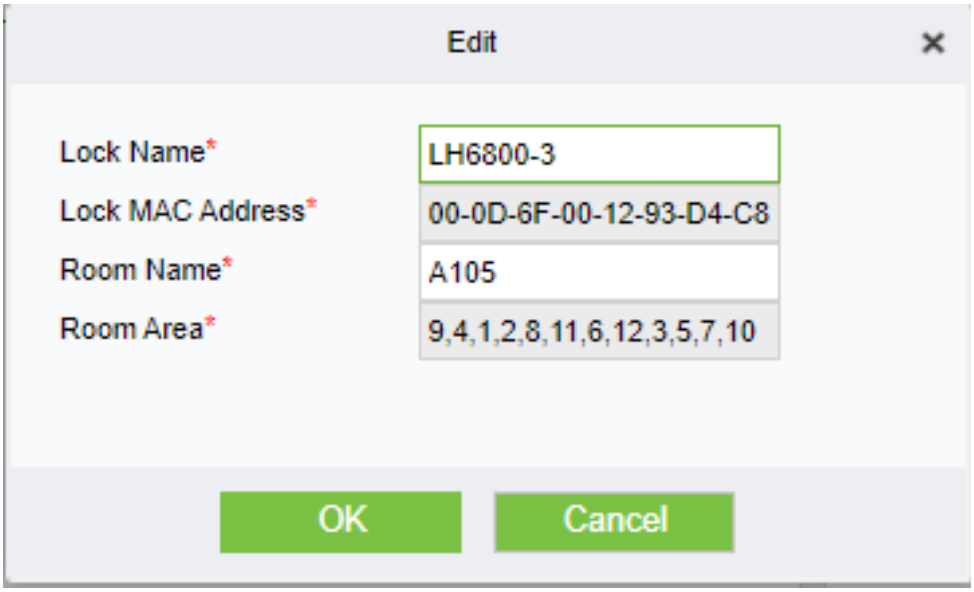
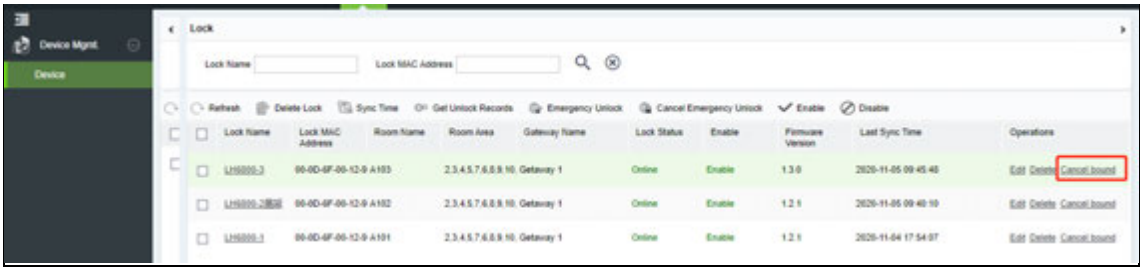


Click the **OK** button again to complete the operation. The system will send the edited information to the hotel lock.

Note: If the hotel lock is not online or the communication is abnormal, the editing operation will fail. It is necessary to check and troubleshoot the hotel lock or the network exception of the gateway first.

14. **How to unbind the hotel lock and hotel room:** Click the **Cancel Bound** button to unbind the hotel lock and the hotel room. The system will send the unbinding information to the hotel lock. After unbinding, the room card cannot unlock the lock.

    Note: If the hotel lock is not online or the communication is abnormal, the editing operation will fail. It is necessary to check and troubleshoot the hotel lock or the network exception of the gateway first.



15. **Firmware Version:** After the hotel lock is added to the network, the Firmware Version information will be displayed synchronously. It is mainly used for the convenience of providing firmware version information when the hotel locks work abnormally and need after-sales support.

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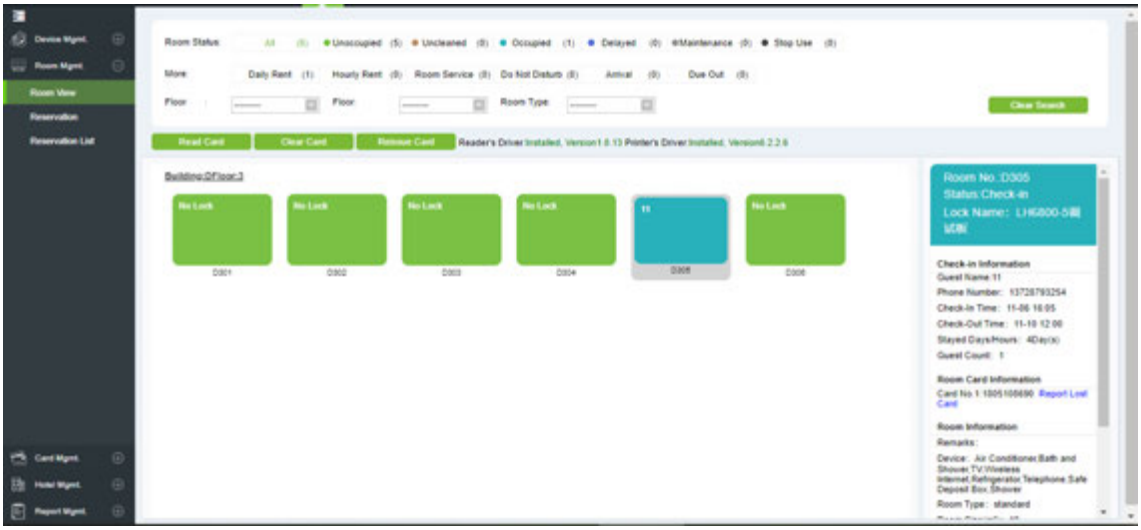
3 Room Management

3.1 Room View

The Room View interface will be displayed as shown below:



1. Buildings, floors, and room types can be selected from the drop-down lists. The corresponding rooms will be displayed on the interface. Click the **Clear Search** button to clear the filter criteria.

   Note: Select the Building first, and then the floor.

   Room Status

   - The **All option** will screen out all the rooms.
   - The Unoccupied option will display the vacant rooms.

   - The dirty option will display the list of unclean rooms.

   - The Occupied option will display all the occupied rooms.

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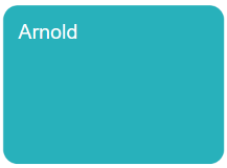


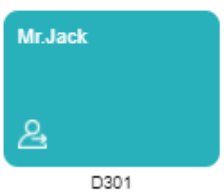
- The Delayed option will display the rooms with delayed check-out.

- The Maintenance option will display the rooms that require maintenance.

- The Stop Use option will Screen out all the unused rooms.

- The Daily Rent option will screen out all the rooms rented daily.
- The Hourly Rent option will screen out all the rooms rented on an hourly basis.
- The Room Service option will display the rooms that require room service.
- The Do Not Disturb option will screen out all the rooms with the **Do Not Disturb** feature enabled.
- The Arrival option displays the rooms that will be checked-in today.

- The Due Out option displays all the rooms which are expected to check out today.



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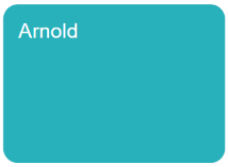
2. The main status flow of the guest room is as follows:

Vacant Room

Check-in Today



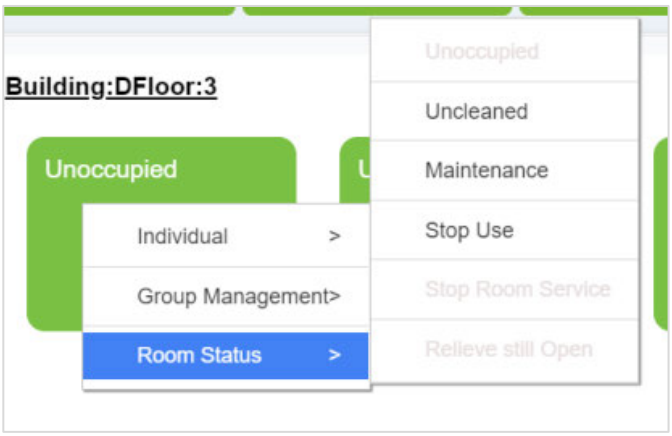
Checked-in

Check out Today

Checked Out

Clean after check-out

3. The Room Status will pop after right clicking the room icon. The available options are as follows:



1) The Unoccupied option means that when the room is set as special guest room status through 2,3,4, the function can be used to restore the room status.

2) The Uncleaned option is to set that the room has not been cleaned.

3) The Maintenance option is to set that the room is under maintenance.

4) The Stop Use option is to set that the room cannot be used further.

5) The Stop Room Service option means that when a guest calls for room services on the smartphone through the HTML5 web, a reminder icon will be displayed in the Room list. The hotel staff can only turn off the reminder icon for calling room service through this function.

6) The Relieve Still Open option is that when the guest room is not closed, the alarm icon will be displayed in the room list, and hotel staff can only turn off the notification through this function.

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4. The flow is given below:

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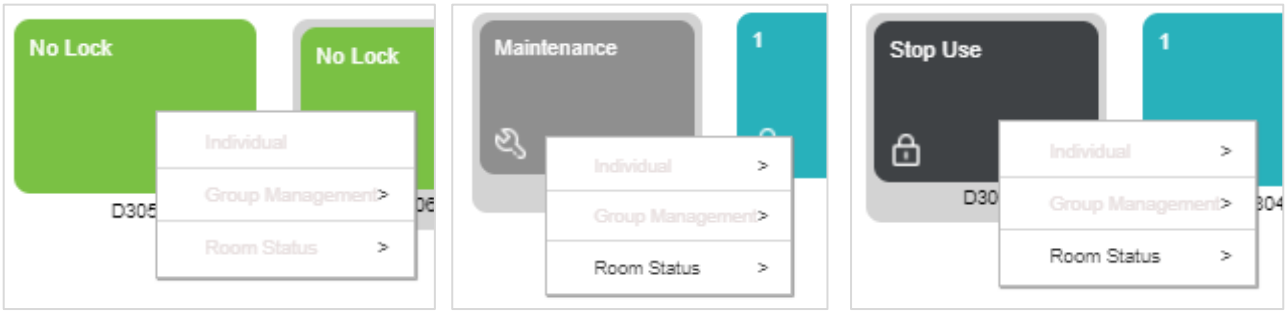
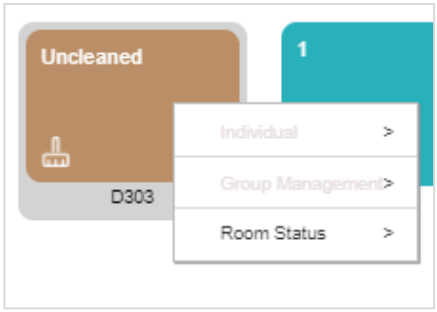
5. When the guest room is in the state of "Stop Use", "No Lock" and "Maintenance", it cannot be booked and checked-in. Similarly, this room will not appear in the list of reservation management.

   When the user right-clicks those rooms, both individual check-in and group check-in will be disabled.



6. 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.



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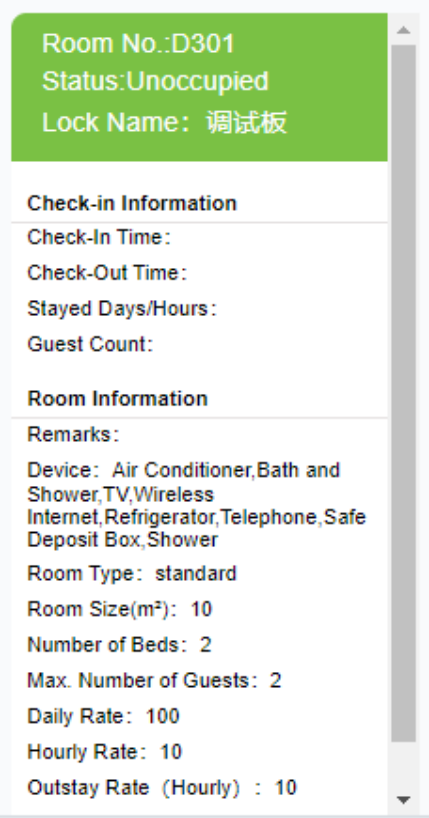
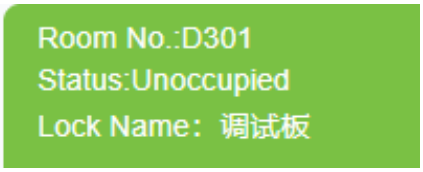
7. The Room Status list will be displayed as shown below:



1) When one of the rooms in the list is selected, the room information bar will be refreshed according to the latest information.

2) It contains basic information such as Room Number, Room State, and the name of the hotel lock.



3) Also, it shows the room reservation information or the room check-in information.

In the room reservation information, the user can see the booked guest name, contact number, scheduled check-in time, scheduled check-out time, number of days (hours), and number of guests.

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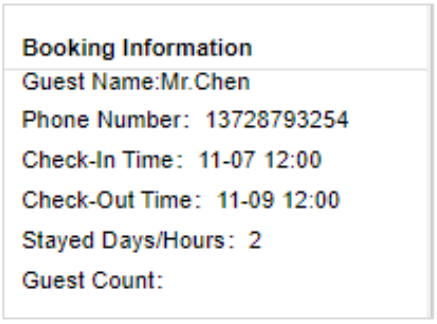
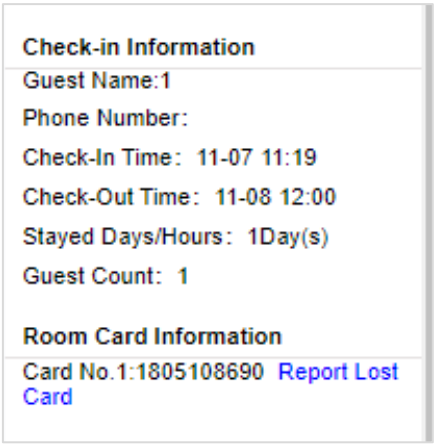
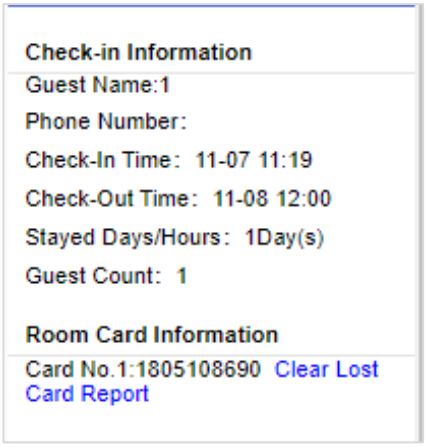


In the room check-in information, the user can see the name, contact number, check-in time, expected check-out time, the number of days (hours), and the number of people who have checked-in already.





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 button on the back of each room Card to report the Lost Card. Click the button to Report the Lost Card immediately. After reporting the loss, the card details will be displayed in the Card Lost report. Click the **Clear Lost Card** button to cancel the loss report of this room card.

4) It also shows the room type information of the room, including the room type name, room size, the number of beds, maximum occupancy, daily room rate, and the furniture and facilities.

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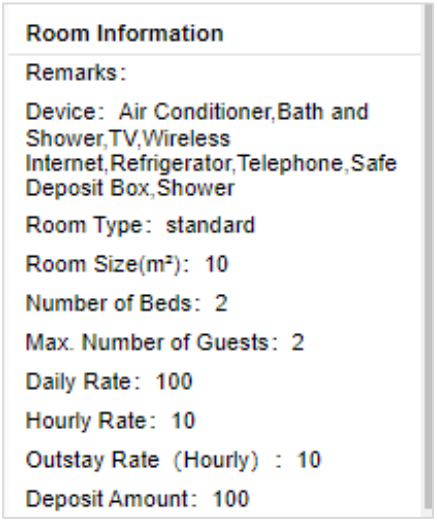
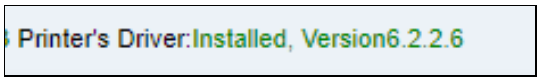
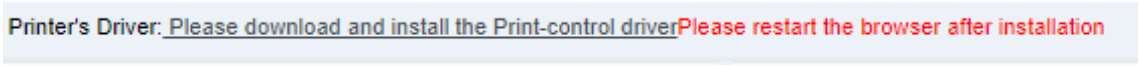


8. **Printer's Driver:** The status bar of the printer driver makes it easy for users to know whether the printer driver is installed on the current system and whether the version of the printer driver is up to date.

   When the status of the Printer's Driver is displayed as below, it represents that the printer driver is installed and is the latest version, the version number is Ver 6.2.2.6.

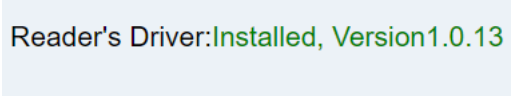
   When the status of the Printer's Driver is shown as below:

   It represents that the device driver is not installed. Click **Please download and install the Print-control driver** to download and install the printer's Driver. Please restart the browser after installing the driver.

9. **Reader's Driver:** The status bar of the reader's driver makes it easy for users to know whether the reader's driver has been installed on the current system and whether the version of the reader's driver is the latest.

   When the status of Reader's Driver is displayed as **Installed, Version1.0.13**, it means the reader's driver is installed and is the latest version, version number: Ver 1.0.13.

   When the status is shown as **Detected driver is not installed: Driver Download**, it means that the system has detected that the reader's driver is not installed. Click the Driver Download to download and install the reader's driver. Please refresh the page, after installing the driver.

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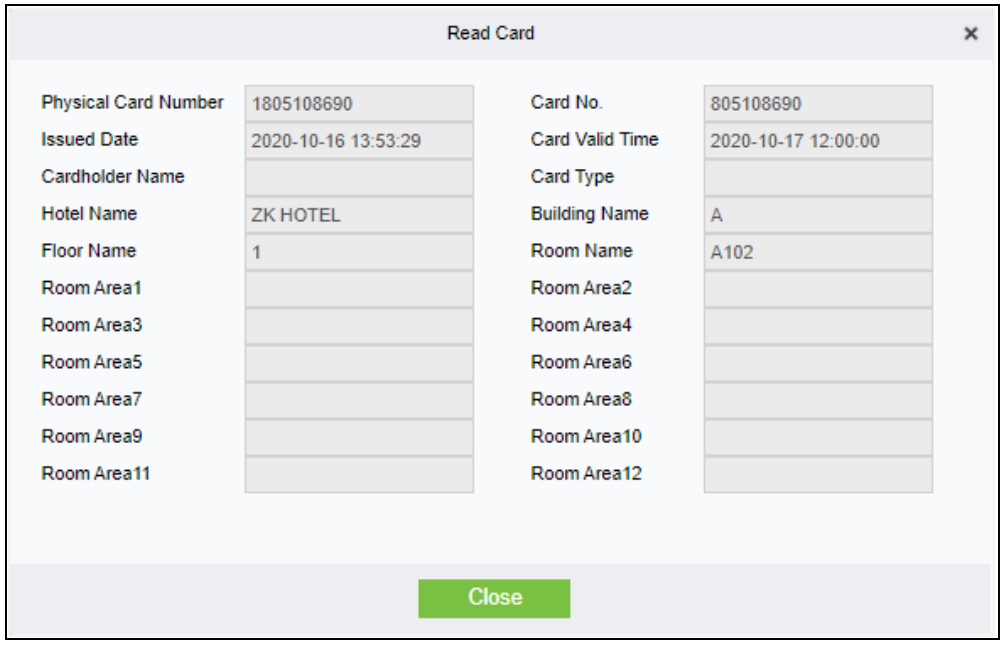
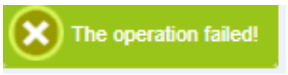
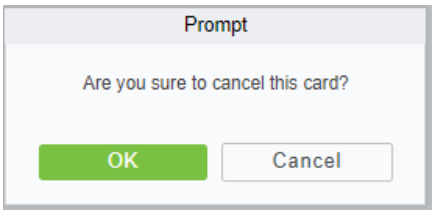
10. **Read Card button:** After installing the driver and plugging the reader into the system, click the **Read Card** button, and the card information display window will pop up, as shown in the figure below:



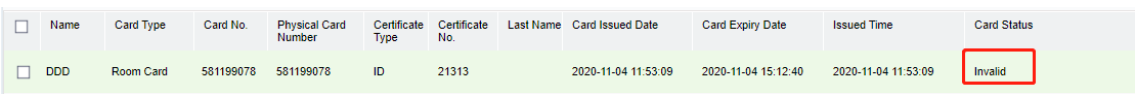
Note: If the latest driver is not installed, or the reader is not plugged in, or there is no card on the reader, click the **Read Card** button and the system will report "The Operation Failed!".



11. The **Cancel Card** button is used to clear the card data. When clicked, the system will confirm again, as shown in the figure below:



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



12. **Individual check-in process description**

1) The first way for individual check-in is to right-click the available rooms and select **Individual-> Individual check-in** function from the pop-up menu to check-in as shown in the figure below:

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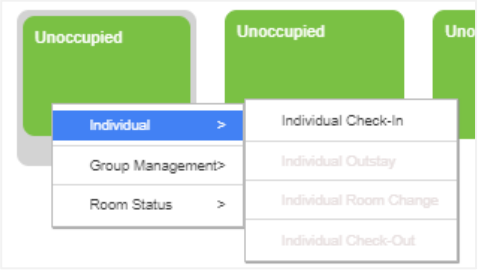
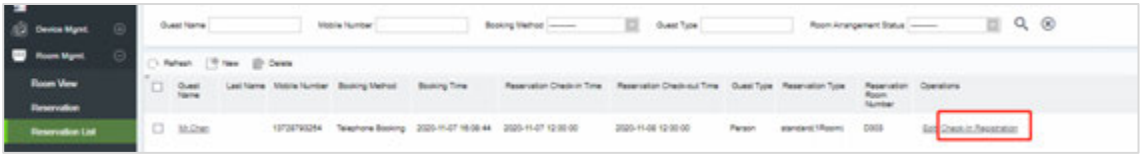
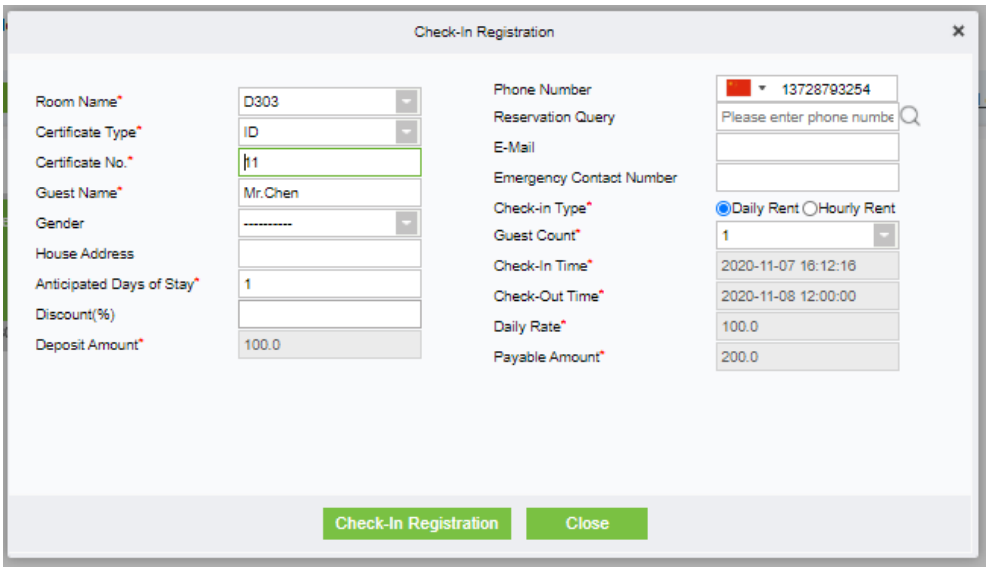


2) The second way for individual check-in is through the **Check-In** Registration button in the check-in registration window at the end of the reservation list.



3) The individual check-in window will be displayed as shown in the figure below:



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.

Certificate No: 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.

Guest Name: Enter the full name of the guest.

Gender: Select the gender from the drop-down list.

House Address: Not required.

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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.

Reservation Query: Enter the mobile phone number entered on the reservation list, and quickly fill in the information.

E-Mail: The email address of guests is not required, but can be used to send consumption bills.

Emergency Contact Number: 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.

Anticipated 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%.

Daily Rate: Automatically calculates the rate according to the estimated number of days and the room fee set on Room Type.

Deposit Amount: Automatically fills according to the rental deposit 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.

4) To cancel check-in, click the **Close** button, or click **X** in the upper right corner.

5) After filling in the required information above, click the **Check-in Registration** button to move to the next step, and register or issue a card window will pop up, as shown in the picture below:

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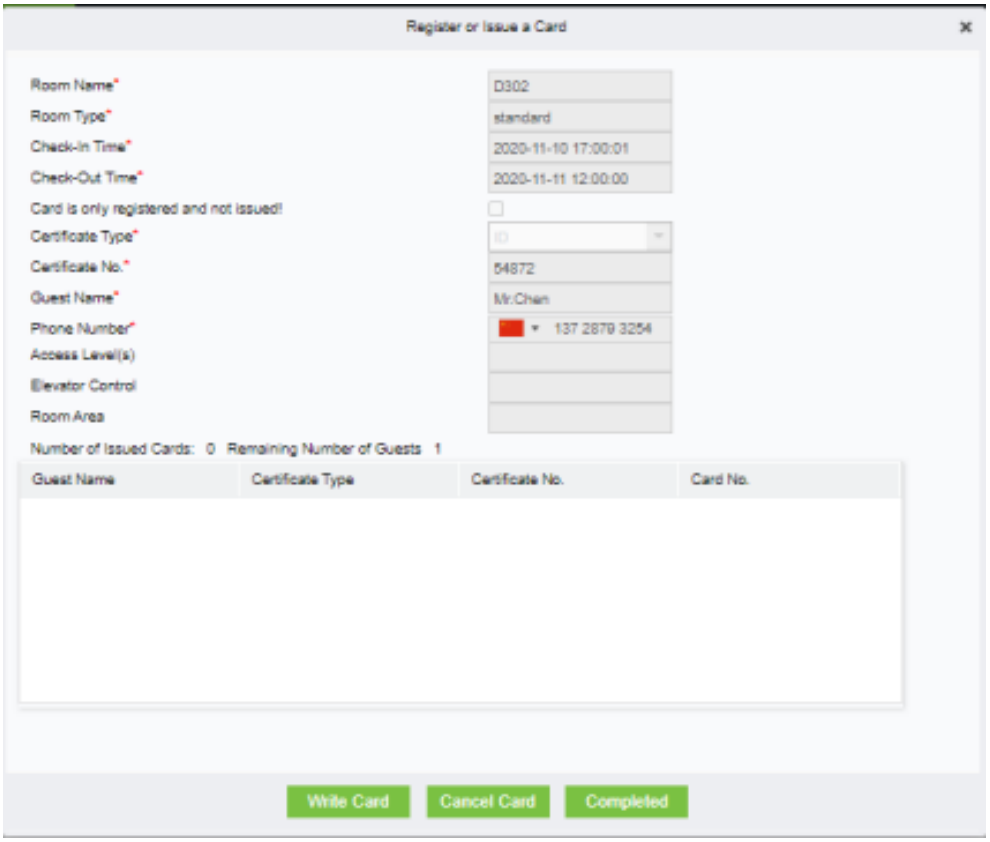

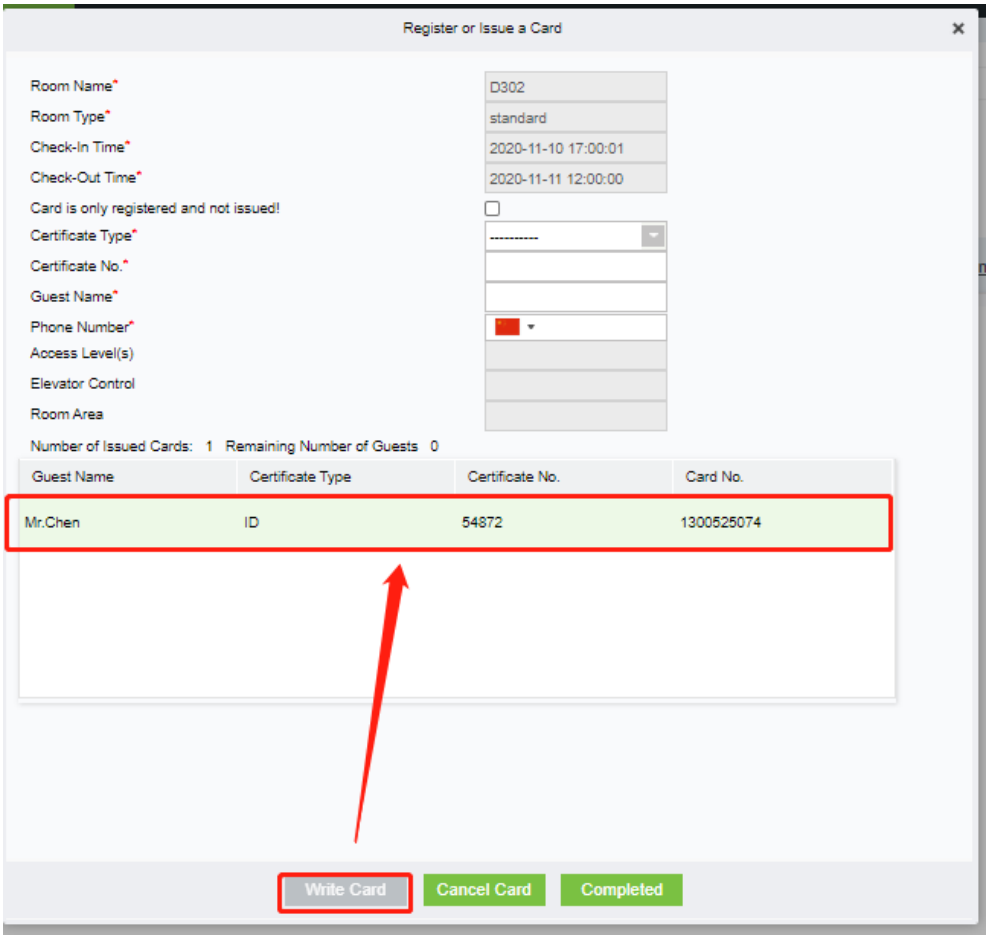

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Room Name: The room number to be checked in, after the previous reservation is selected, will only be displayed here, and cannot be modified.

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.

Card is the only register and not issued: 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.

Certificate No.: 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.

Guest 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.
Note: The same guest (using the same mobile phone number) cannot check-in two rooms at the same time on the same date and period.

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.

Room Area: 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 Issued Cards: "0" represents 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.

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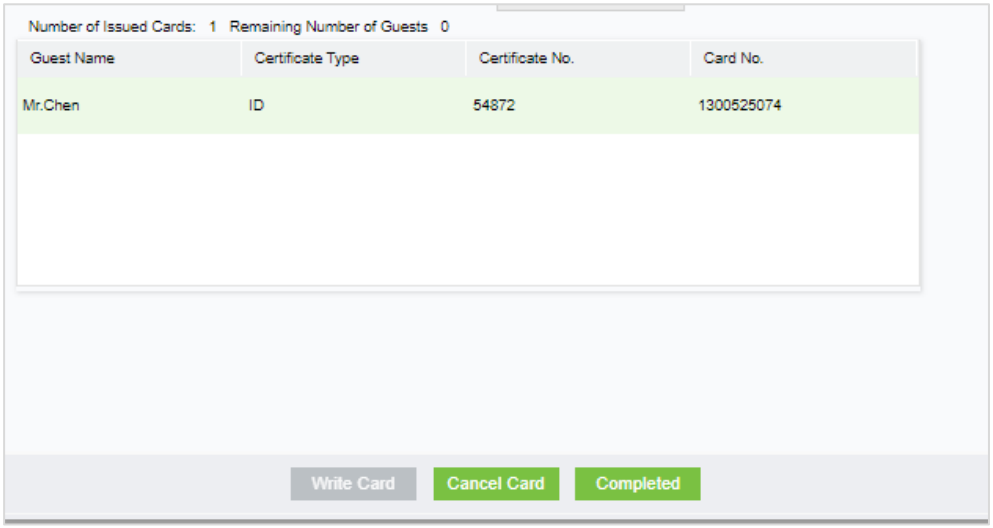
Remaining Number of Guests: "1" represents the number of guests, depending on the maximum number of occupants of the room settings.



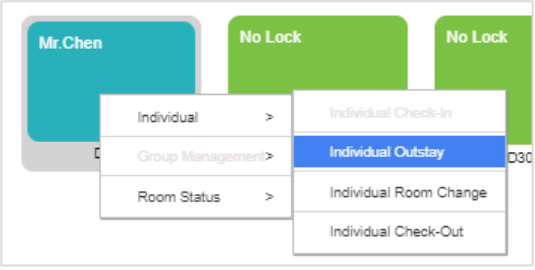
Operational steps of issuing a room Card: Place the card on the card reader, click **Write Card** to finish, and then click **Complete** to complete the check-in and card issuing process. At this time, the status of the room will change to the status of checked in.

At this time, if the guests change their mind and do not want to stay or want to change rooms, staff must first click **Cancel Card** to cancel the room card and then click the **Close** button in the upper right corner to exit the window of check-in and card issuance. At this time, the guest room status will change back to the state of the empty room can be checked in again.

Note: The same guest (using the same mobile phone number) cannot check-in two rooms at the same time on the same date and period.

13. **Individuals overstay processes**

1) Right-click the room in the guest room status list and select **Individual-> Individual Overstay** in the pop-up window.



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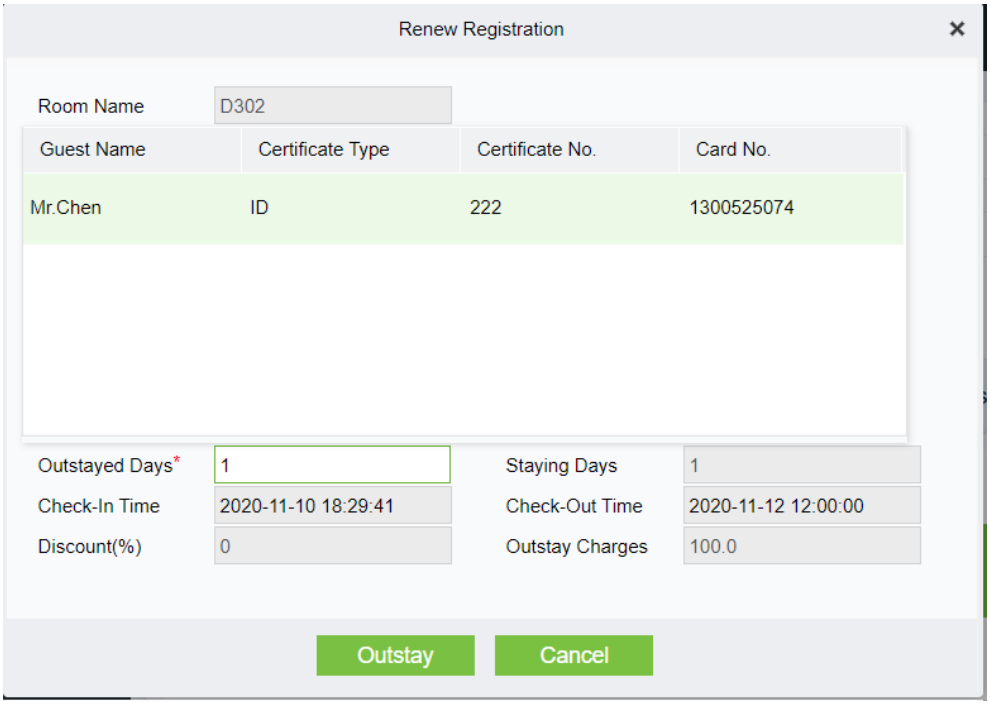

2) The system will retrieve the check-in information of this room and display it in the window, which contains the room number, guest information who already checked in, and room card number.

3) Enter the extended number of days for staying in this room.

4) According to the number of days entered in outstay days, the expected check-out time, the number of days in, and the room fee generated by the continued stay will be updated simultaneously.

5) Discount (%) refers to the discount rate when checking in, and the discount can still be utilized if the days are extended.

6) Click **Outstay** to open the window of the room reissuing card after filling in the "Outstay Days". Click "Cancel" to cancel the outstay and close the window.

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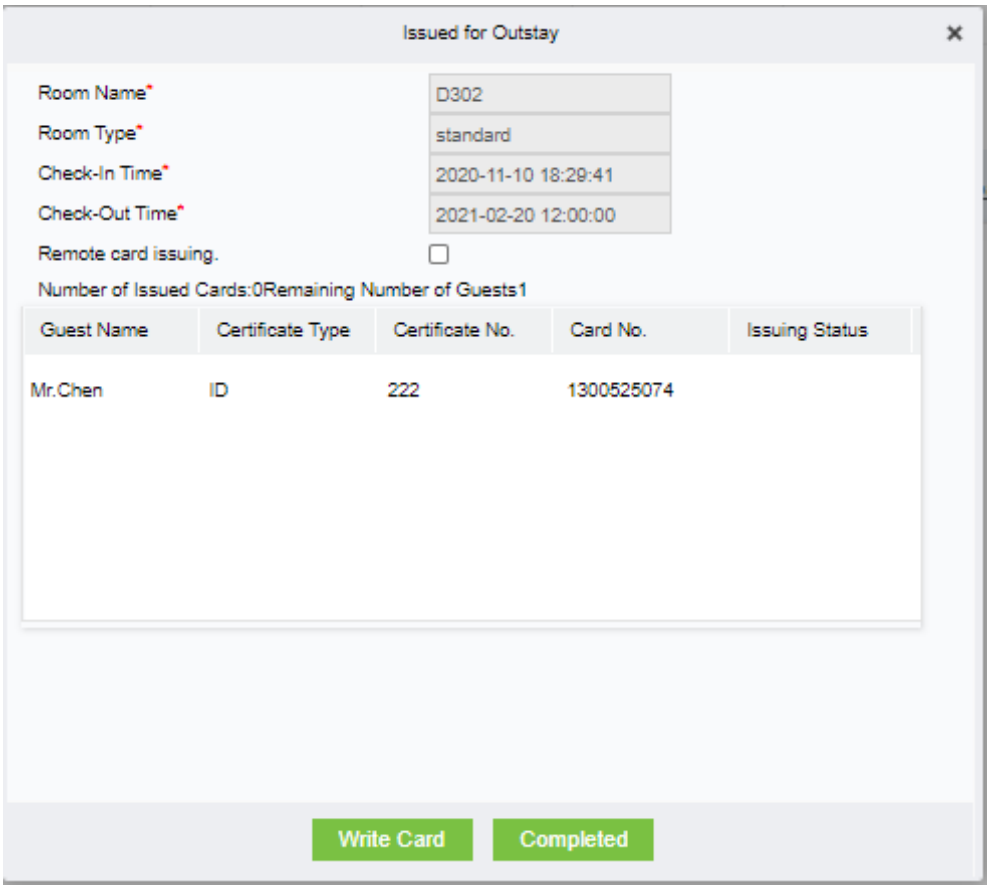

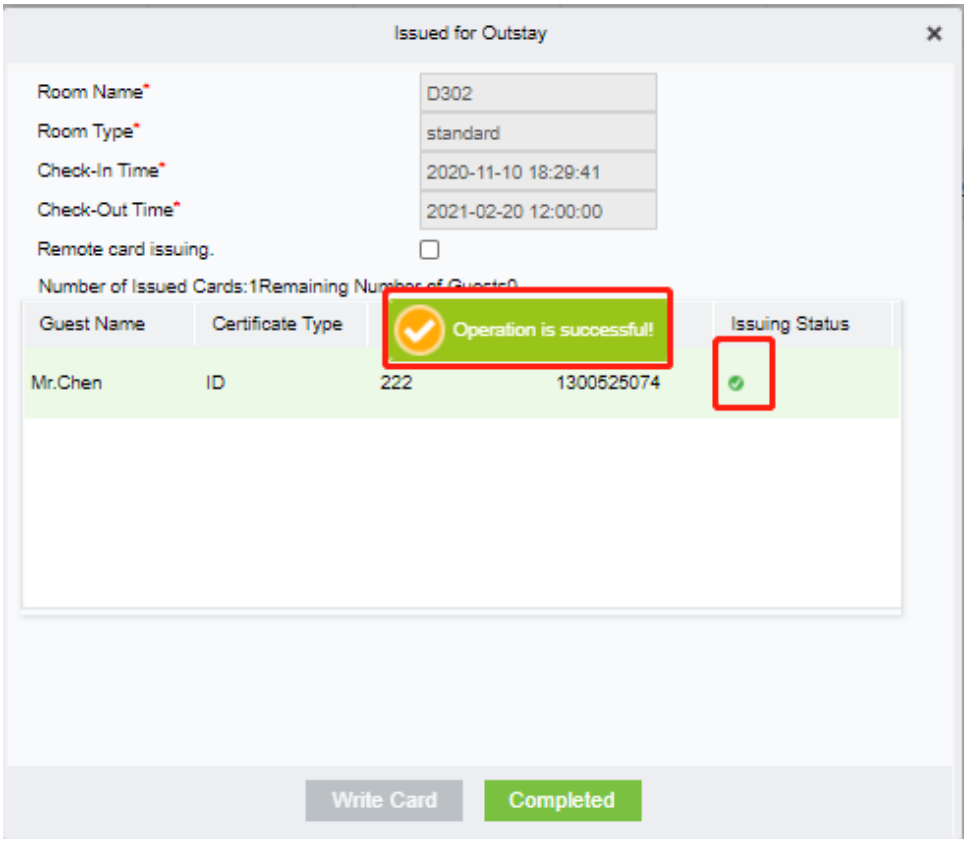

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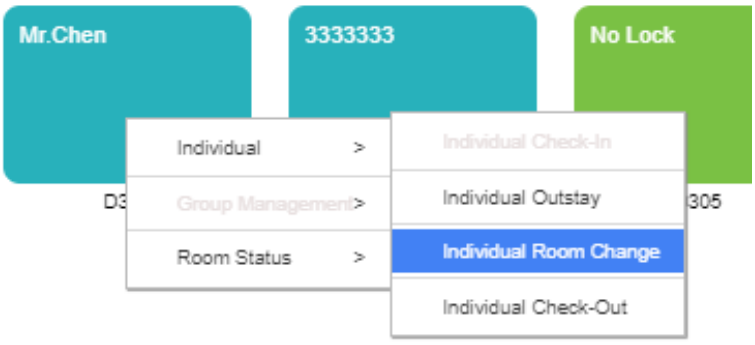
7) In the window of Reissue Card, make sure the Room Name, Room Type, Check-in Time, and guest information table, and the updated Check - out Time are correct.

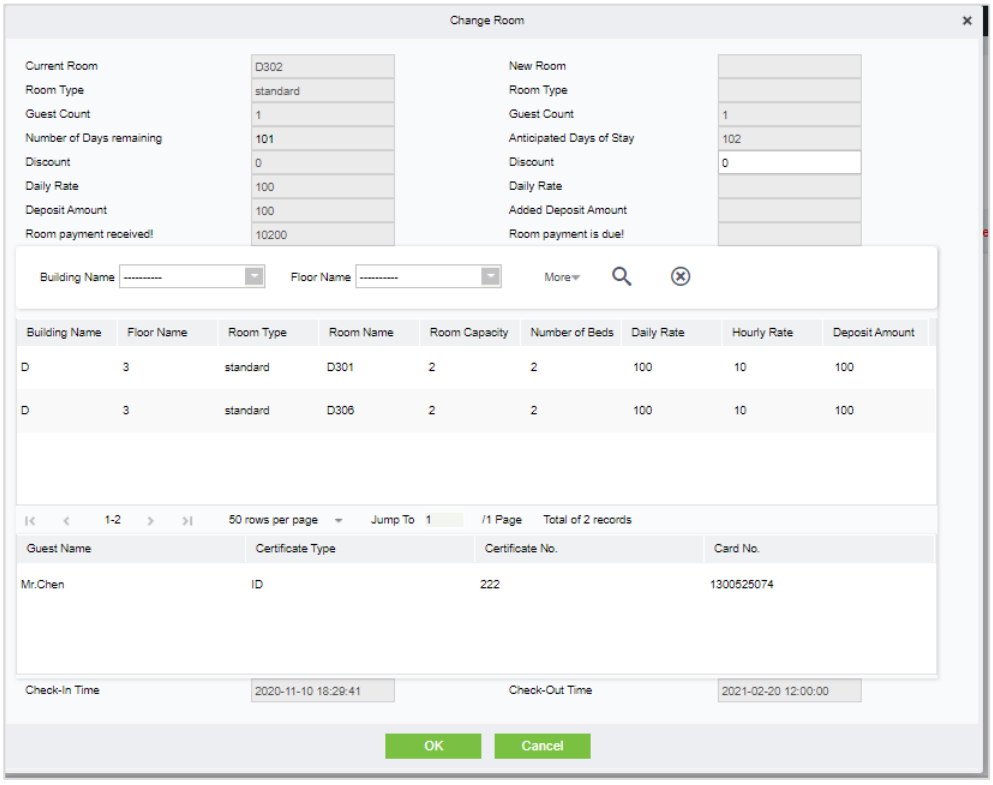
8) Then click the **Write Card** button. When the "Issue Status" in the cardholder list is changed to ✓, it means that this room card has been rewritten successfully.

9) Click **Complete** again to complete the operation and close the window.

10) The **Read Card** button can confirm whether the room card information is correct.

14. **Individual room change process:** Right-click the Room in the Room status list and select **Individual-> Individual Room Change** on the pop-up window to register the Individual Room Change process. The image is as below:





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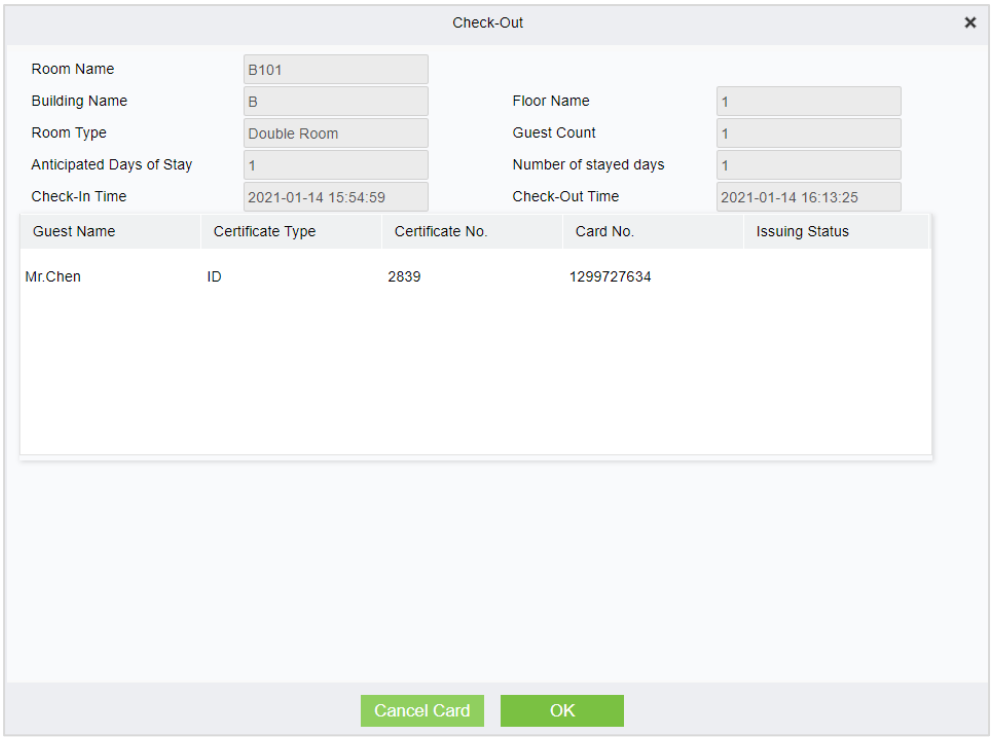
15. **Individual Check-Out:** Right-click the Room in the Room status list and select **Individual-> Individual Check Out** on the pop-up window to check out. The image is as below:



16. **Group Check-In:** Right-click the Room in the Room status list, and select **Group Management-> Group Check-In** on the pop-up window to check-in. The image is as below:

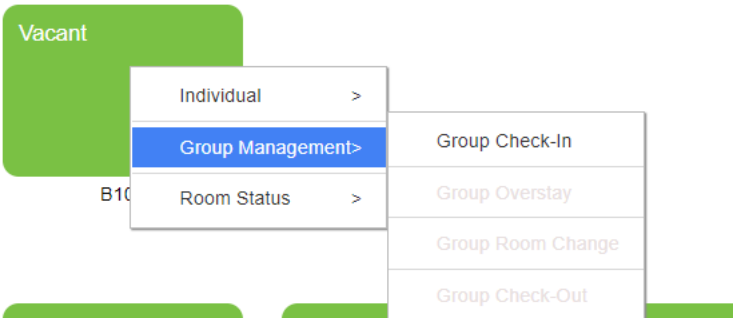
1) Fill out the team information on 1st menu.

2) The user can choose the options to search room types on the sub-menu 2.

3) Double-click to choose the rooms to check in on the sub-menu 3.

4) The selected room will appear in sub-menu 4.

5) Click the **Check-in** button, the pop-up window to issue the card will appear. Please fill in the Certificate Type, Certificate No., and Guest Name, then click the **Write Card** button.



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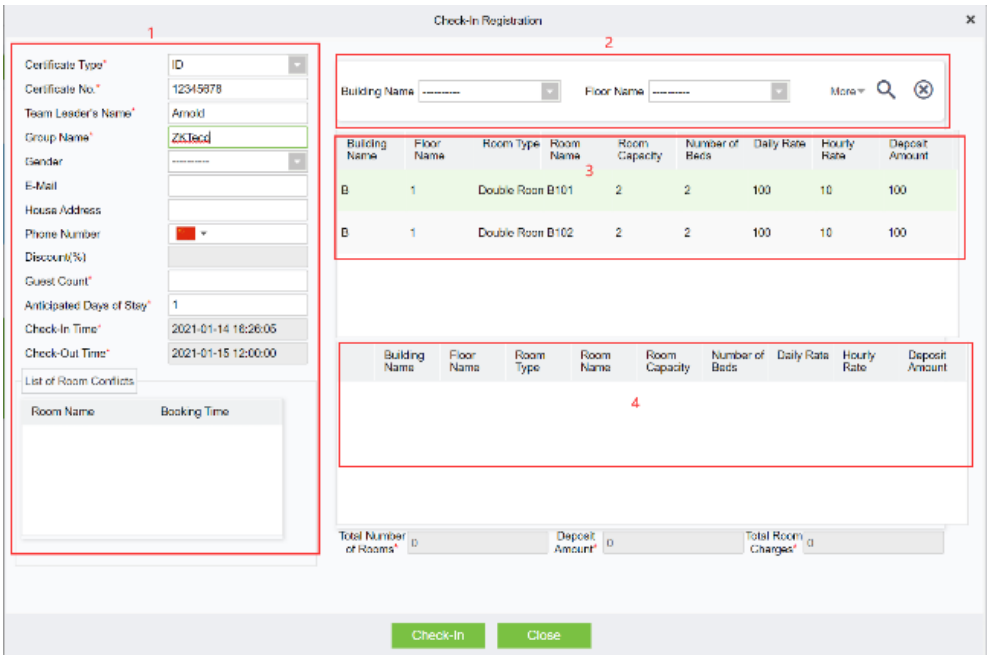

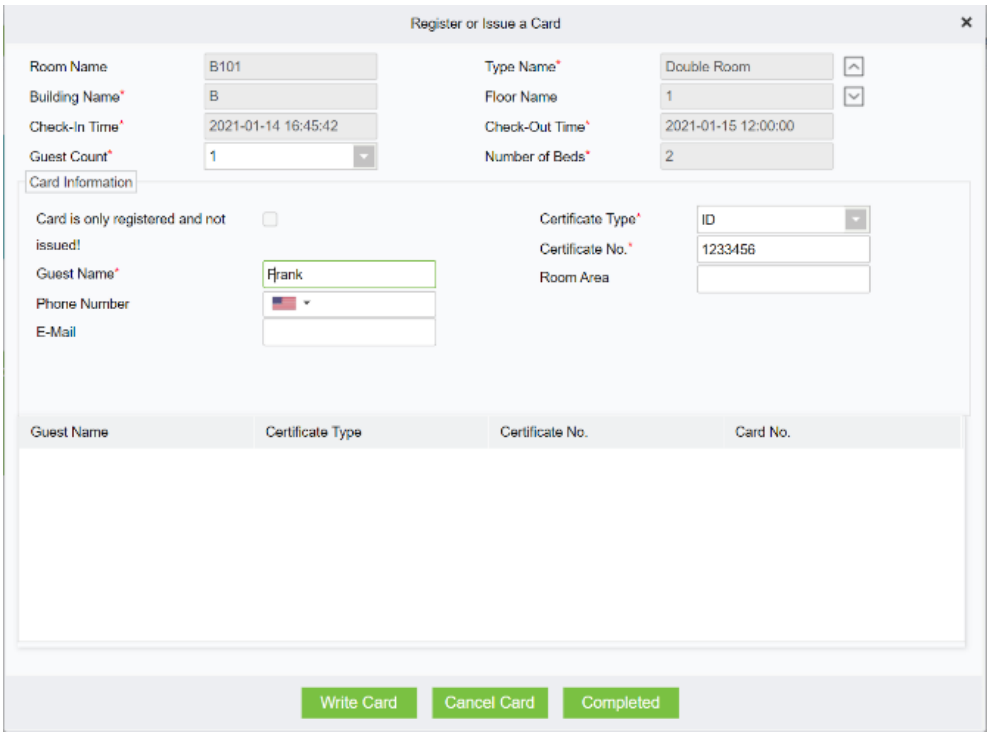

17. **Group Room Change:** Right-click the Room in the Room status list and select **Group Management-> Group Room Change** on the pop-up window to change. The image is as below:

    1) Select a room to change the name, then click the **OK** button.

    2) Click the **Write Card** button.

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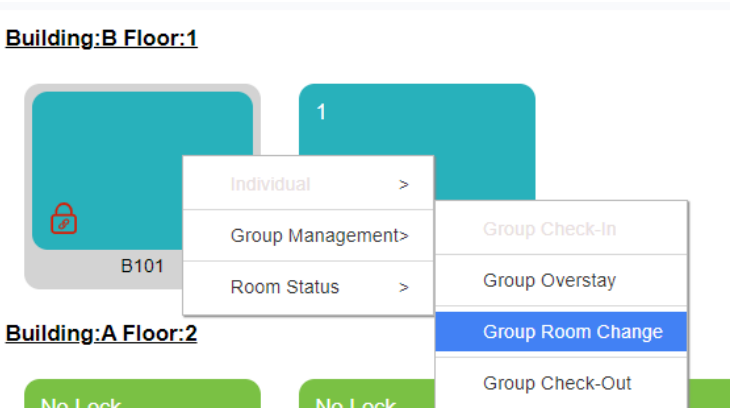

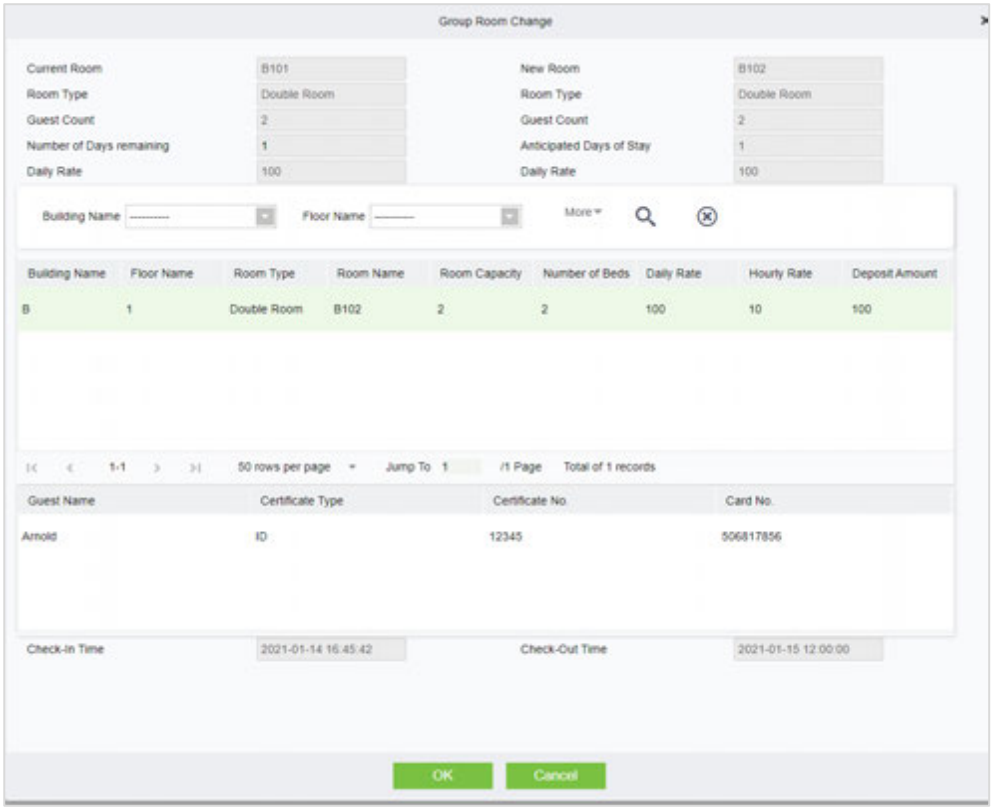

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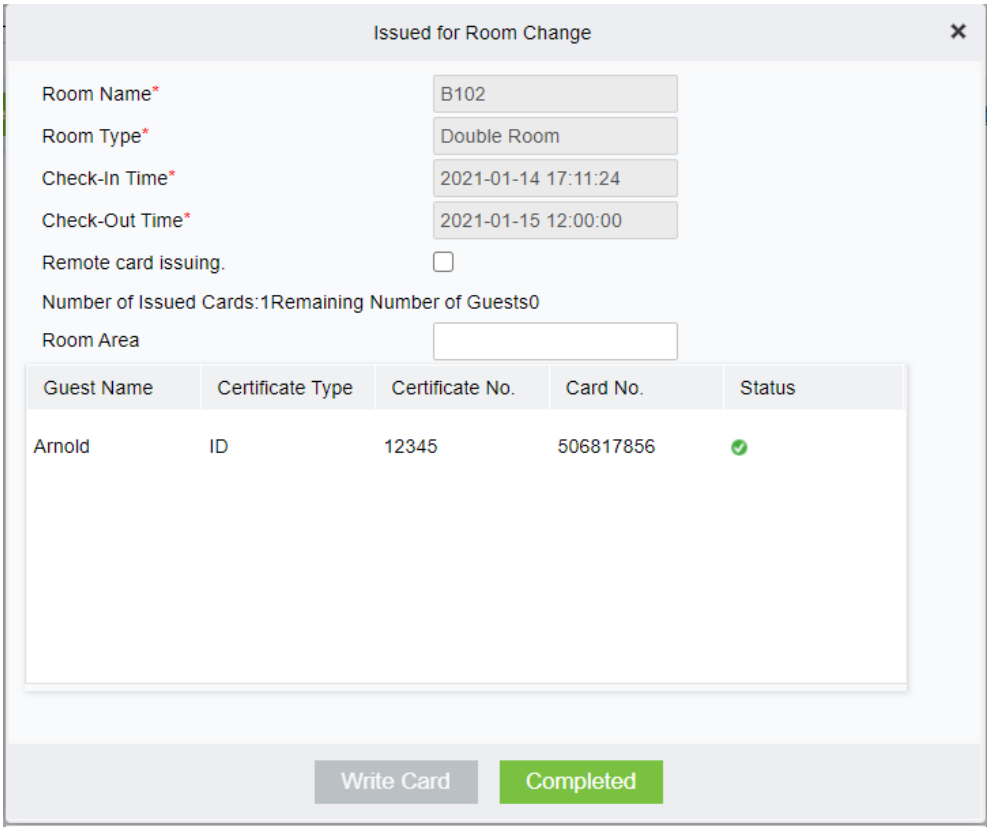
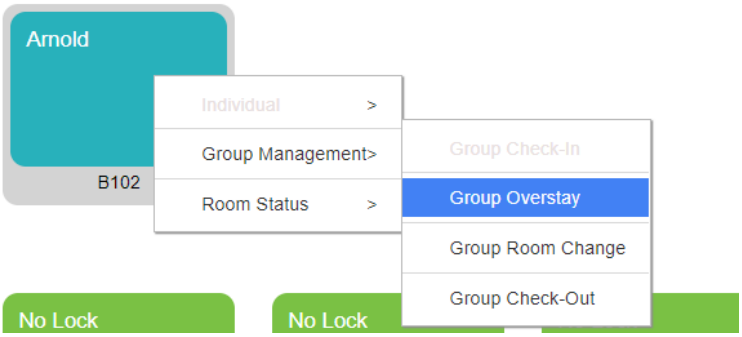


18. **Group Overstay:** Right-click the Room in the Room status list and select **Group Management-> Group Overstay** on the pop-up window to overstay. The image is as below:

    1) Please enter the number of overstay days, then click the **Overstay** button, the window will change.

    2) Click the **Write Card** button.



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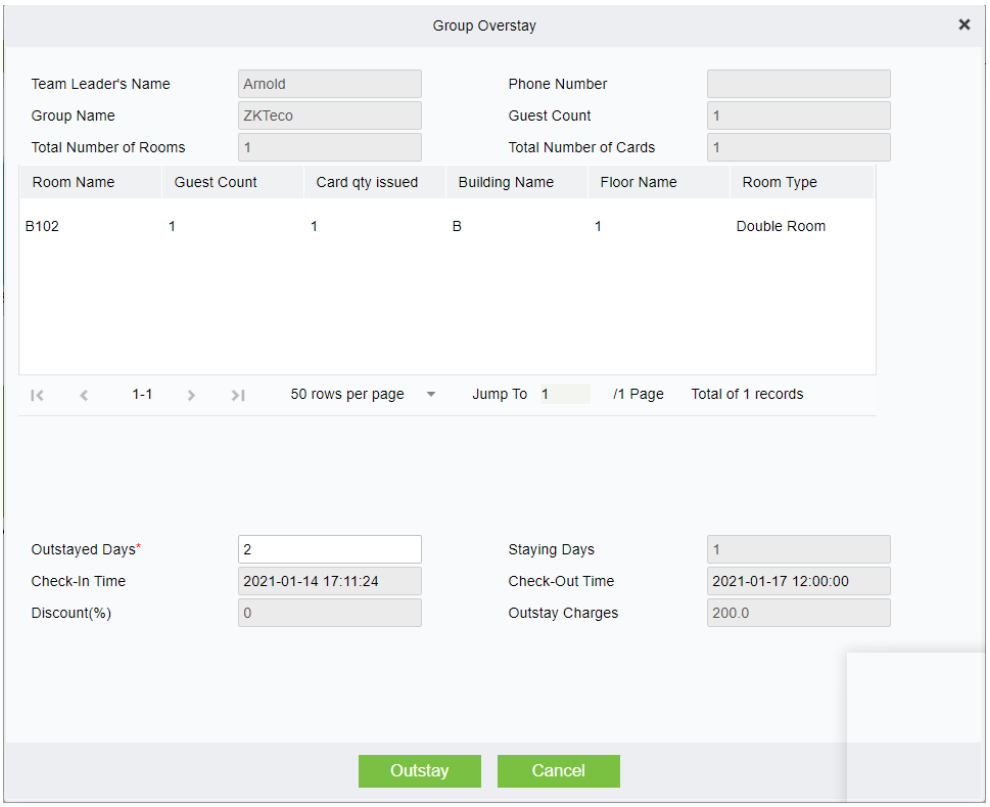

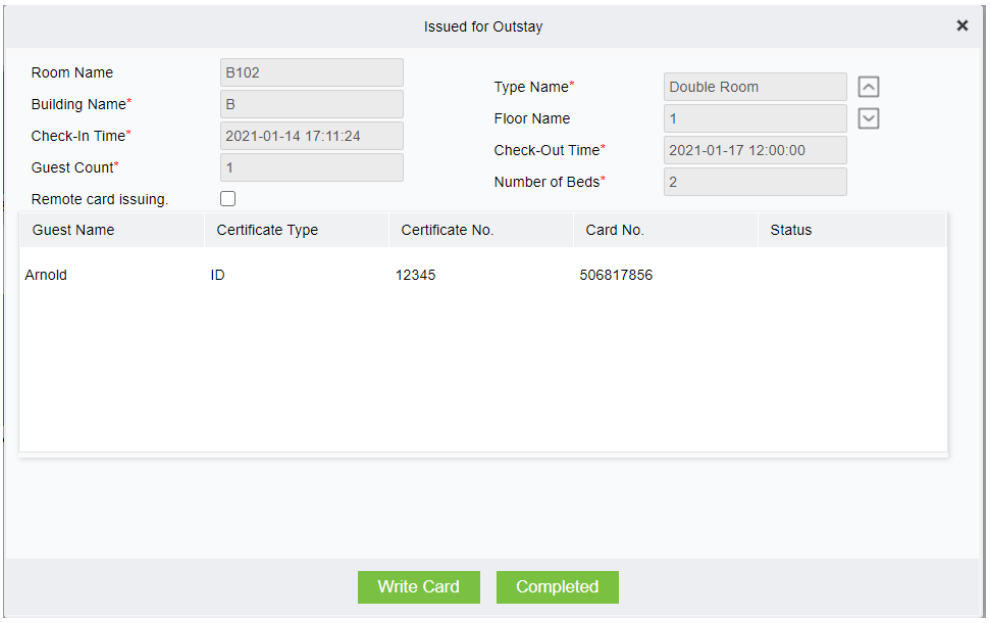

19. **Group Check-out:** Right-click the Room in the Room status list and select **Group Management-> Group Check-Out** on the pop-up window to check-out. Click the **Cancel Card** button to cancel the cards. Click the **OK** button to close the window. After closing the window, the invoice printing window will pop up, if the client needs the invoice, please click the **Print Invoice** button. If not required, click the **OK** button to close the window.

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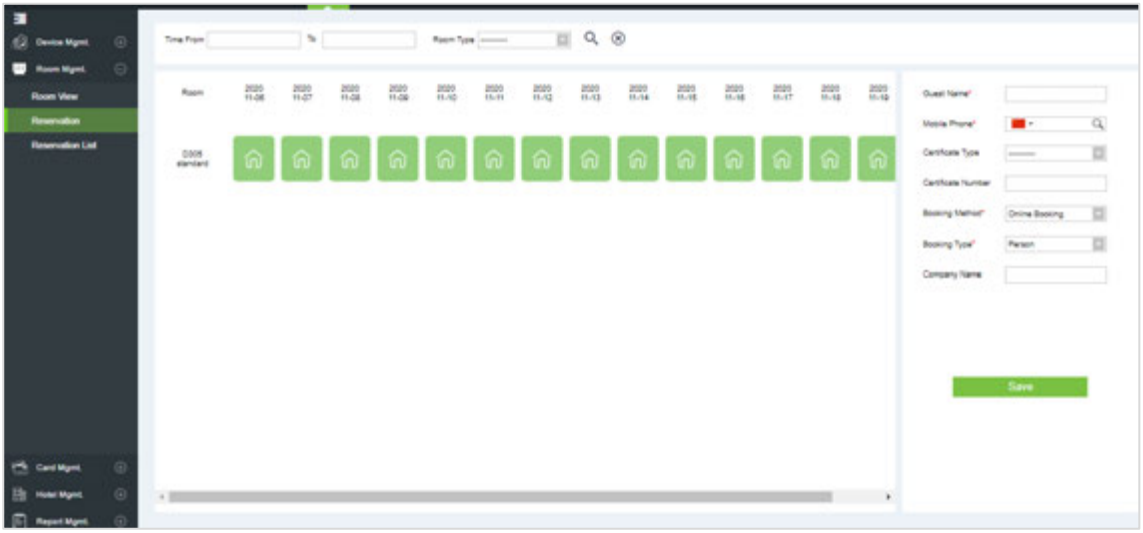
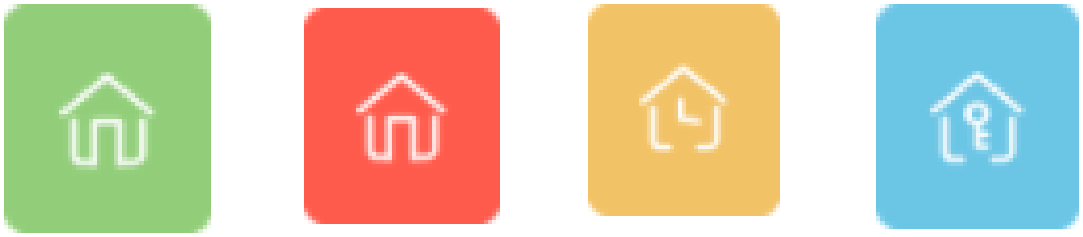
3.2 Reservation

The guest room reservation interface will be displayed as shown below:

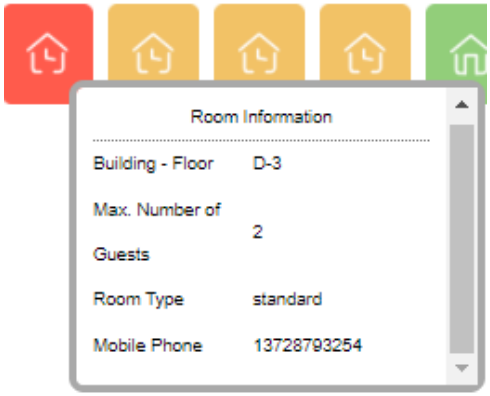


1. The user can search the Room Type, Time, and other information to view the available rooms.
2. The room status is divided into Available, Reserved, Occupied and Selected.



Available Selected Reserved Occupied

3. When a room is selected from the list, a small window will pop up to display the specific booking status of the room at the selected time as shown below:



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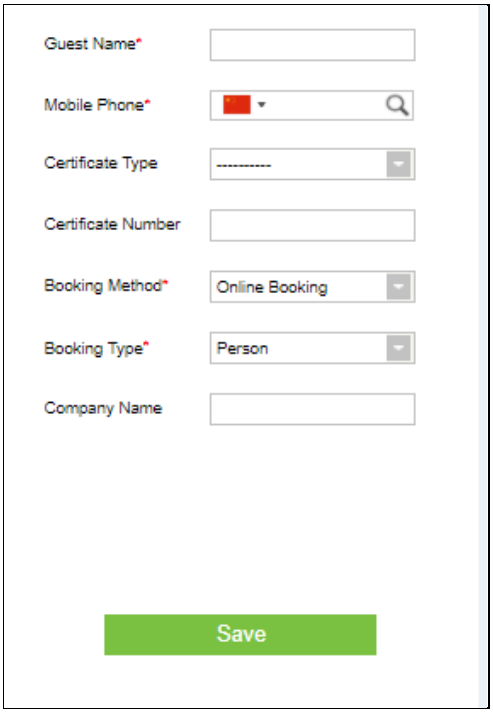
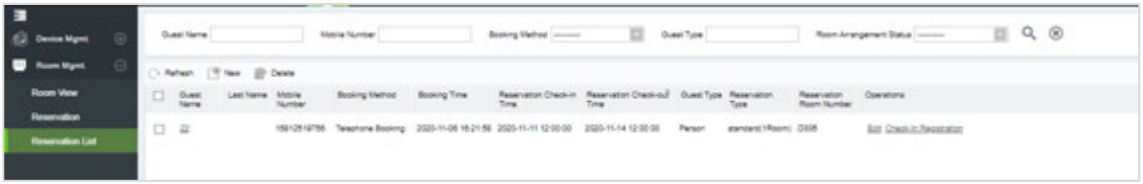
4. After selecting the room and due date, enter the required information on the right side as shown below:



5. Click **Save** to save the reservation, and it can be queried in the reservation list.

3.3 Reservation List

The Reservation list interface will be displayed as shown below:



1. Enter the Guest Name, Mobile Number, Booking Method, Guest Type, Room Arrangement Status, and other information to quickly search for the reservation order.
2. Click the **Refresh** button to refresh the list.
3. Click the **New** button to reserve a room.
4. Click the **Delete** button to delete the reservation order. After deleting, the system will automatically send a text message to the guest, informing that the reservation has been canceled.
5. Click the Edit button or Guest Name to modify the reservation information and date of reservation.
6. **Guest Name:** Enter the Guest Name for the reservation.

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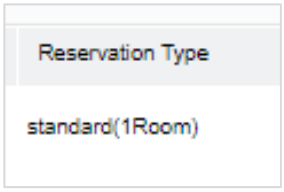
7. **Mobile Number:** Enter the Mobile Number of the person who is reserving the room, not necessarily the guest registered for check-in.
8. **Booking Method:** The Booking Method includes Front Desk Booking, Telephone Booking, Third-party website Booking, or other Booking methods.
9. The reservation check-in time is the default check-in time for the guests.
10. The reservation check -out time is the default check out time for the guests.
11. **Guest Type:** The Guest Type is divided into individual and group. The Reservation Type can be set on Room Type.



12. **Reservation Room Number**

    Note: The same person who is reserving (using the same mobile phone number), can reserve more than one room, and different rooms can be reserved on different dates, but the same room reserving date must be continuous. The person who reserves is not necessarily the guest who checks-in. On the same date, the guest (same mobile phone number) can only check-in in one room.

13. **Import instructions to third-party OTA platform**

    The third-party OTA platform can import the reservation order according to the API interface provided by us. The imported reservation order will be automatically saved in the reservation order list, and the Booking method is **Online Booking,** and it cannot be edited or modified.

    Note: While importing, the system will automatically detect the current state of all the room types and is in line with the scheduled orders on demand. If they do not match, the OTA platform will send an import failure reply to the third party. If the room is available, we will reply to the third-party OTA platform to import successfully and save it in the reservation order list.

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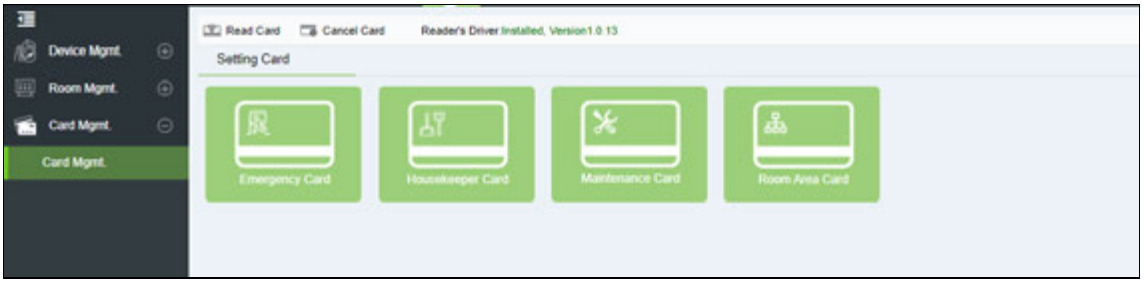
4 Card Management

The Card Management menu is used to set the card parameters and issue different types of hotel cards.

4.1 Card Center

The Card Center interface will be displayed as shown below:



1. **Reader's Driver:** The status bar of the printer driver makes it easy for the 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 Reader's Driver is displayed as Reader's Driver:Installed, Version1.0.13, it represents that the printer driver is installed and is the latest version. The version number is Ver 1.0.13.

   When the status of Reader's Driver is shown as shown above, it represents that the device driver is not installed. Click **Driver Download** to download and install the driver. Please restart the browser, after installing the driver.

2. **Read Card:** After installing the driver and plugging the reader into the system, click the **Read Card** button. The card information display window will pop up, as shown in the figure below:

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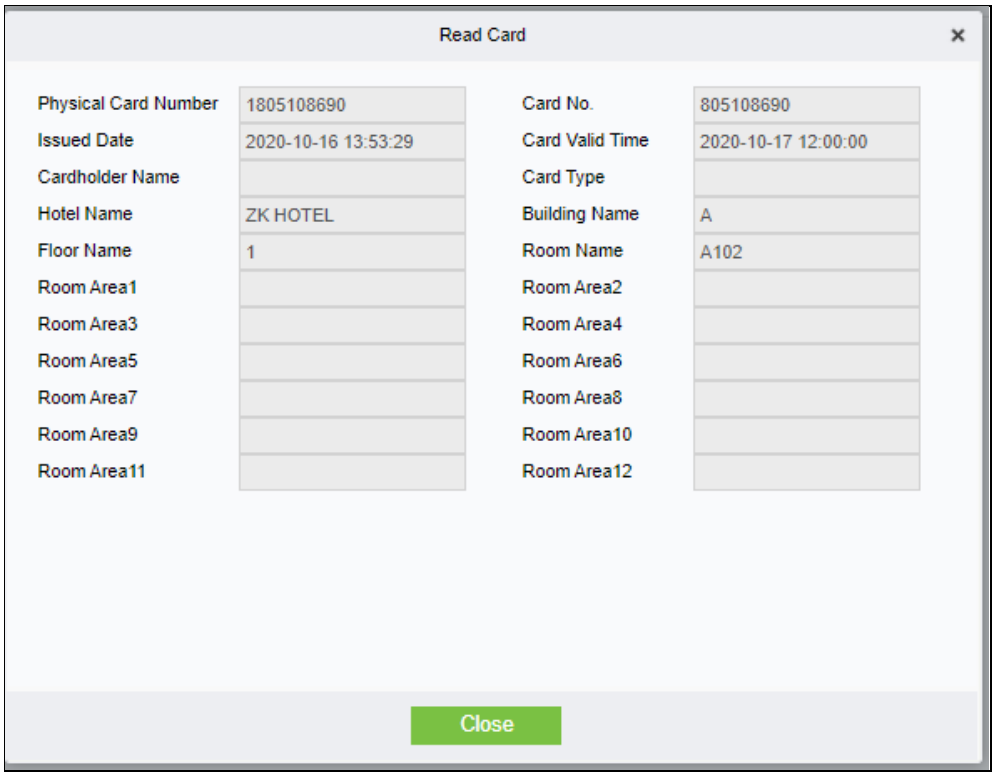
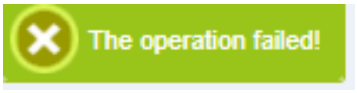
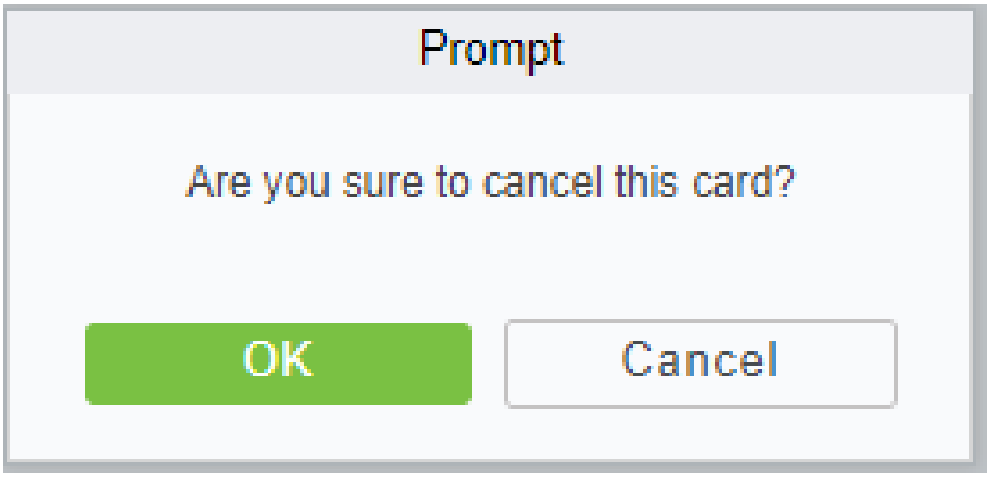


Note: If The latest driver is not installed, or the reader is not plugged in, or there is no card on the reader, and if the user clicks the Read Card button, the system will report "The Operation Failed!".



3. Cancel Card: The **Cancel Card** button is used to clear the card data. When clicked, the system will confirm again, as shown in the figure below:



After clicking the **OK** button, the card data will be cleared, and the card status will become invalid in the card-issuing record.

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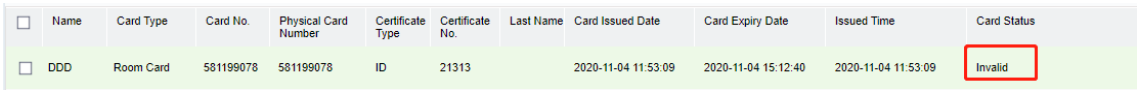
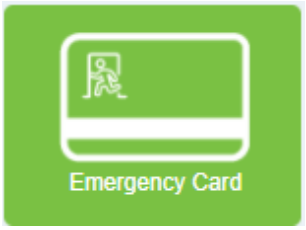
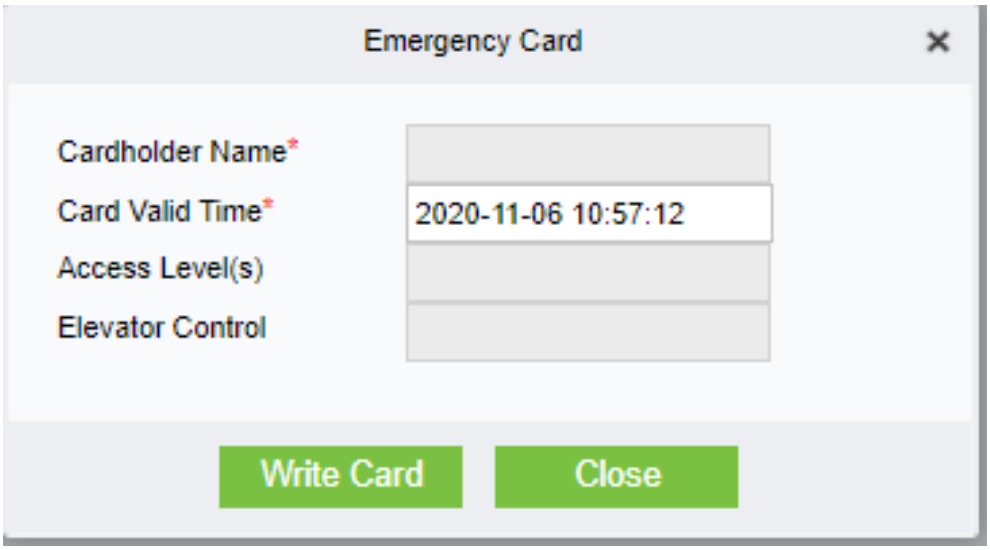
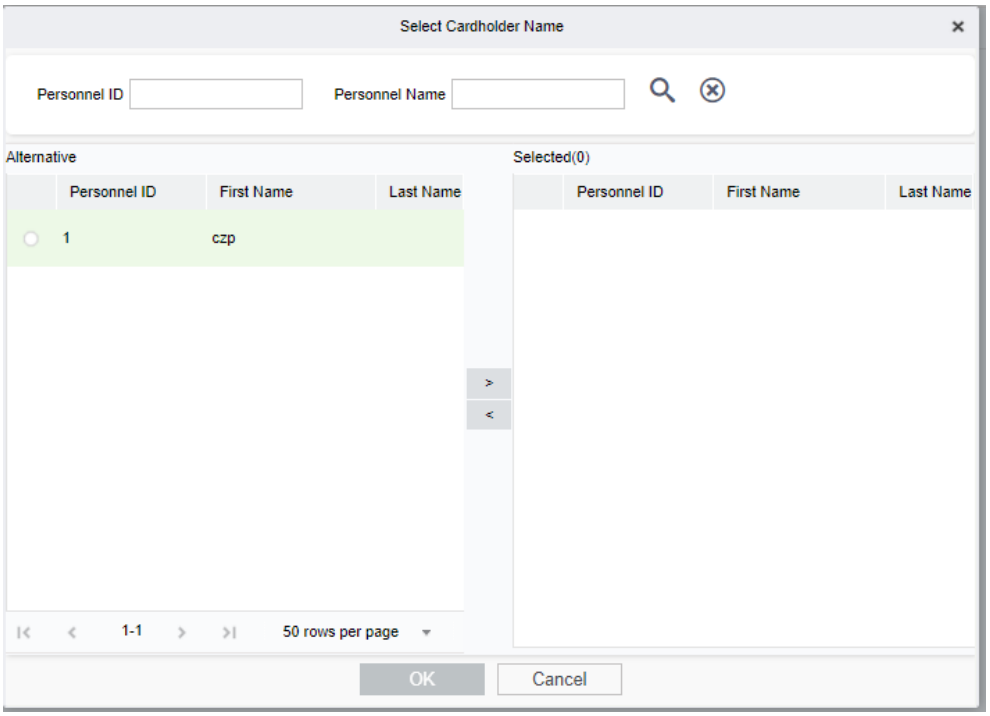


Name	Card Type	Card No.	Physical Card Number	Certificate Type	Certificate No.	Last Name	Card Issued Date	Card Expiry Date	Issued Time	Card Status
DDD	Room Card	581199078	581199078	ID	21313		2020-11-04 11:53:09	2020-11-04 15:12:40	2020-11-04 11:53:09	Invalid

4. **Emergency Card:** The Emergency Card has the highest authority and can open all the hotel locks of the hotel, including manual locks and always closed locks. The card issuing window will be displayed as shown below:







Click the Cardholder field to select the Cardholder and click **OK** to save.

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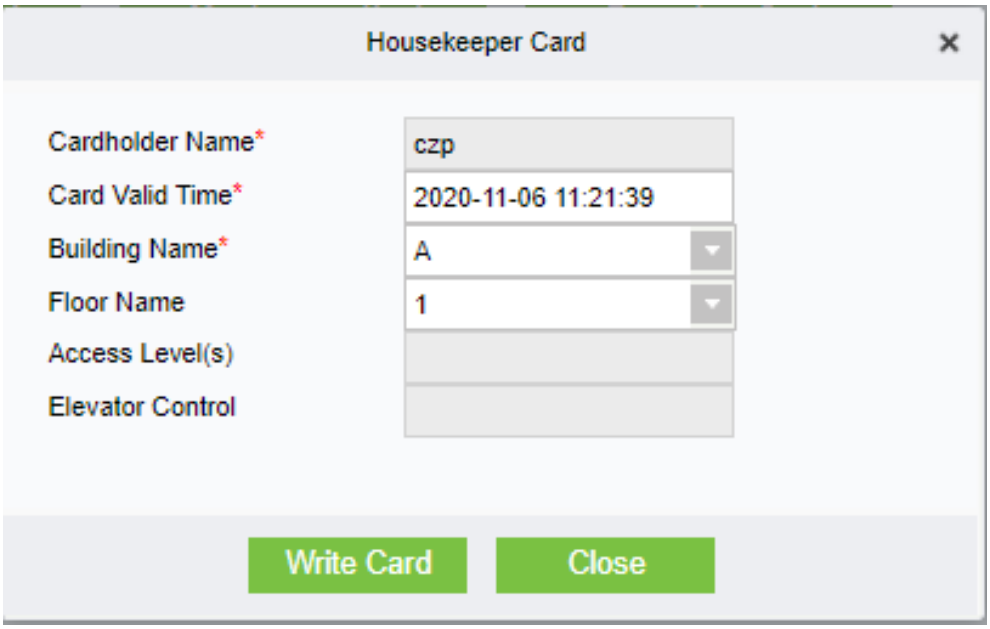
Set the Card validity. The validity starting time is the time of issuing the card by default. Click the **Write Card** button again to issue the card. After the card is issued, the card can be read to confirm whether the card information is accurate.

5. **Housekeeper Card:** The Housekeeper Card is issued according to the authorities of building and floor, but the housekeeper card cannot open override manual locks and always closed locks. Click the icon and the card-issuing window will pop up as shown as below:



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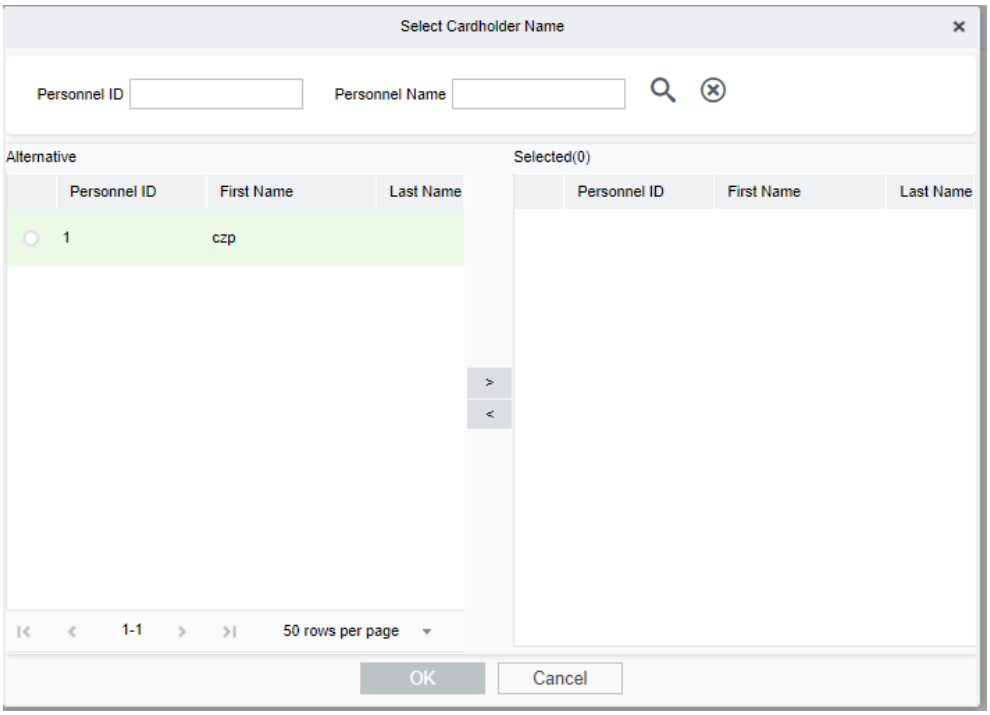


Click the Cardholder Name field to select the Cardholder and click **OK** to save.

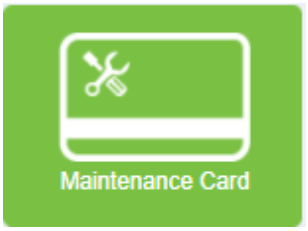
Set the card validity. The validity starting time is the time of issuing the Card by default.

Select the Building and Floor and the corresponding access levels.

Click **Write Card** again to issue the card. After the card is issued, the card can be read to confirm whether the card information is accurate.

Note: If the building permission is set, then floor permission is not required, and the cleaning staff card can open all the hotel locks in the corresponding building.

6. **Maintenance Staff Card:** The Maintenance Staff Card is issued according to the authorities of the building and floor, but the card cannot open override manual locks and always closed locks. Click the icon and the card-issuing window will pop up as shown below:



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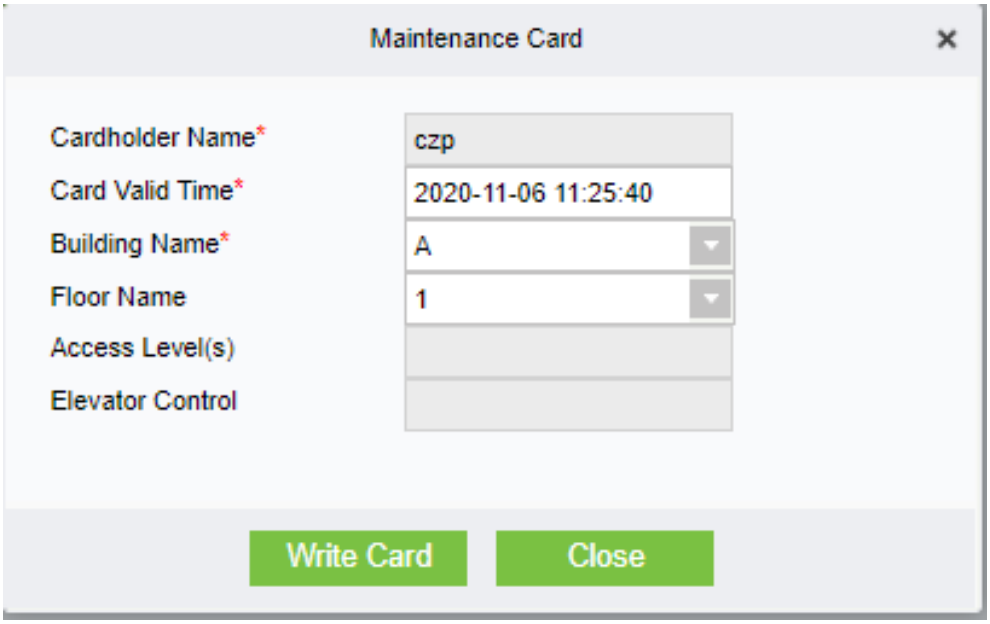

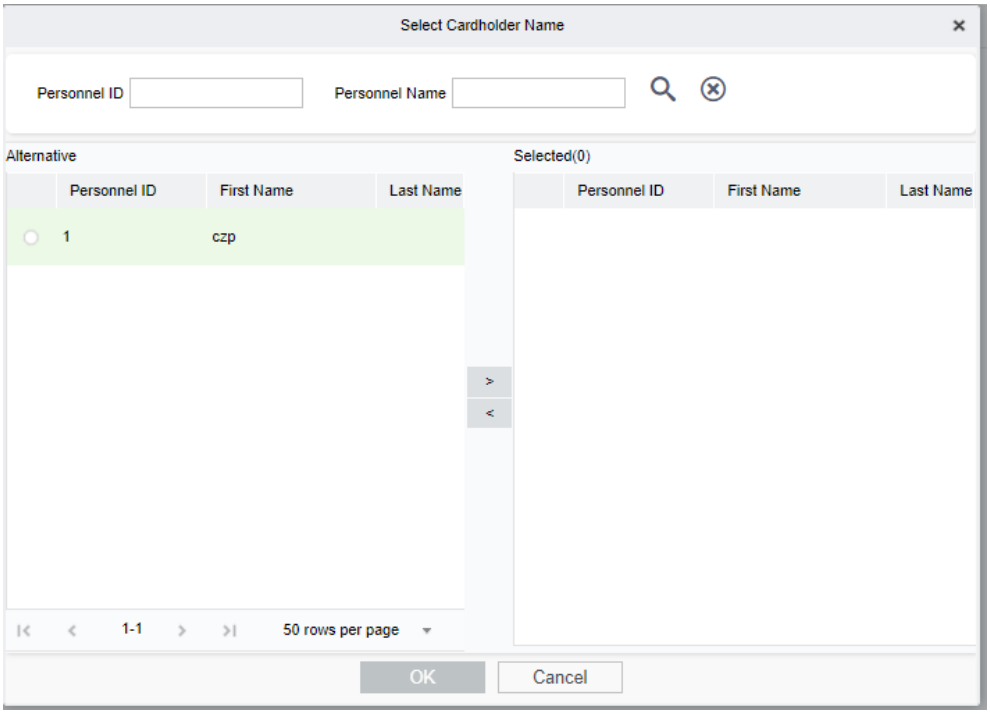

Click the Cardholder Name field to select the Cardholder and click OK to save.

Set the card validity. The validity starting time is the time of issuing the Card by default.

Select the Building and Floor and the corresponding access levels.

Click **Write Card** again to issue the card. After the card is issued, the card can be read to confirm whether the card information is accurate.

7. **Room Area Card:** The Room Area Card allocates the authority of the Room Area according to the setting. It can open the hotel lock of the corresponding Room Area but cannot open the lock when it is locked from inside. Click the icon and the window pops-up as shown below:

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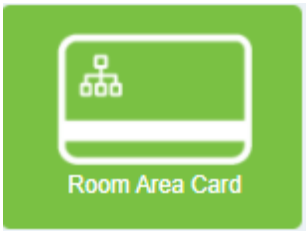

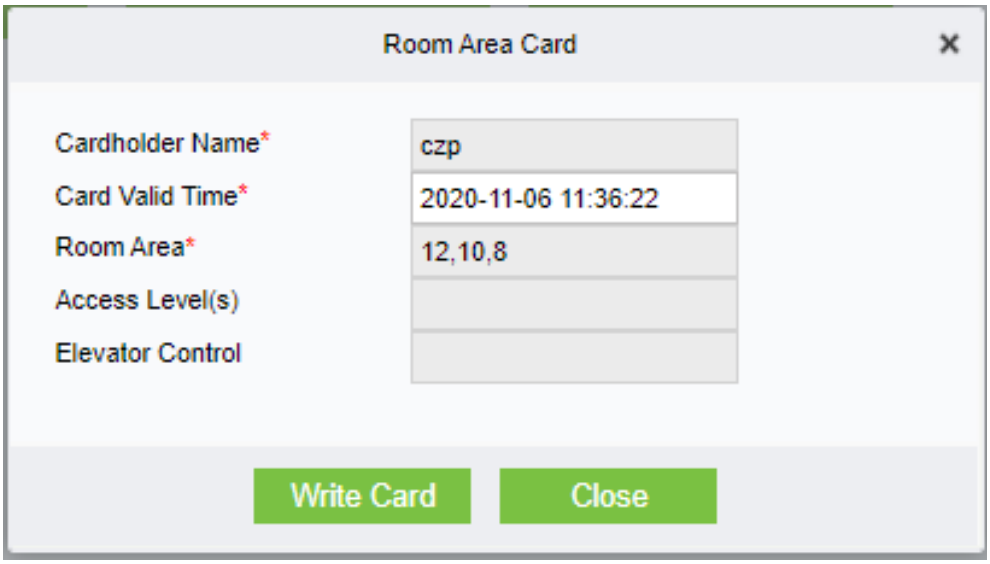

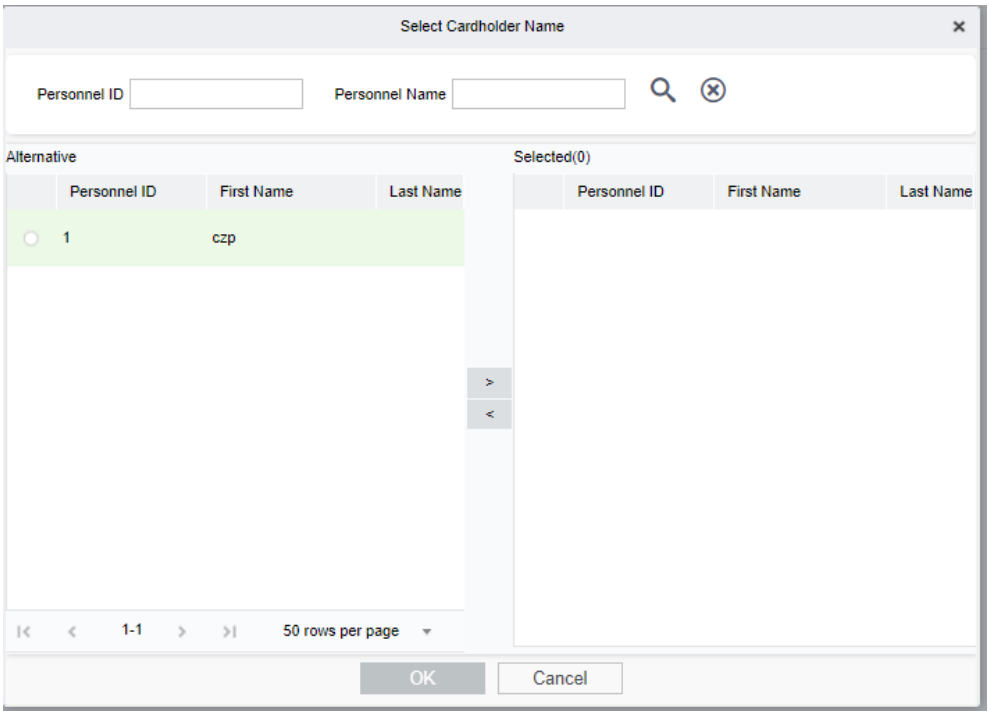

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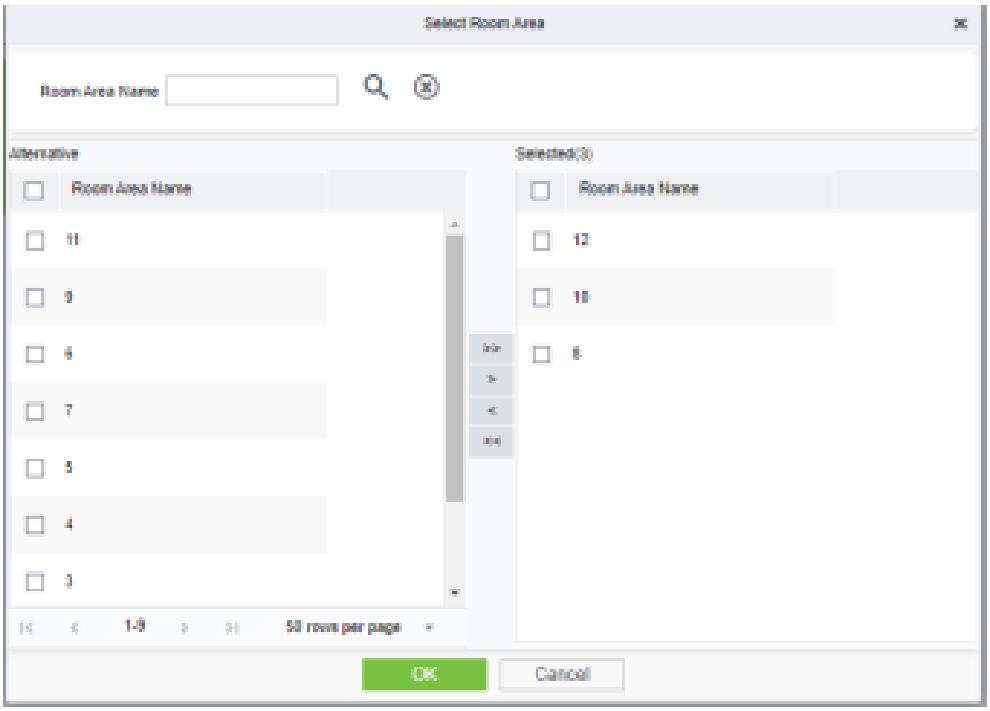

Click the Cardholder Name field to select the Cardholder and click OK to save.

Set the card validity. The validity starting time is the time of issuing the Card by default.

Select the Room Area and the corresponding access levels.

Click **Write Card** again to issue the card. After the card is issued, the card can be read to confirm whether the card information is accurate.

Special Note: For a card, only 12 room areas can be set at the same time.

8. **Access Levels:** Access Levels can be set in the card-issuing window. When the Access Level is set in the card, the Access control devices of the corresponding levels authorize the user with the same hotel card.

   Special Note: On the ZKBioHLMS platform, the same cardholder can only hold one access control permission card, and the last card issued will overwrite the card issued before.

9. **Elevator Control group:** The Elevator Control group can be set in the card-issuing window of the above four card types. When the Elevator Control group is set, the access control machine of the corresponding Elevator Control group can be opened to realize the hotel lock and access Control machine ONE Card Through.

   Special Note: On the ZKBioHLMS platform, the same cardholder can only hold one access control permission card, and the last card issued will overwrite the card issued before.

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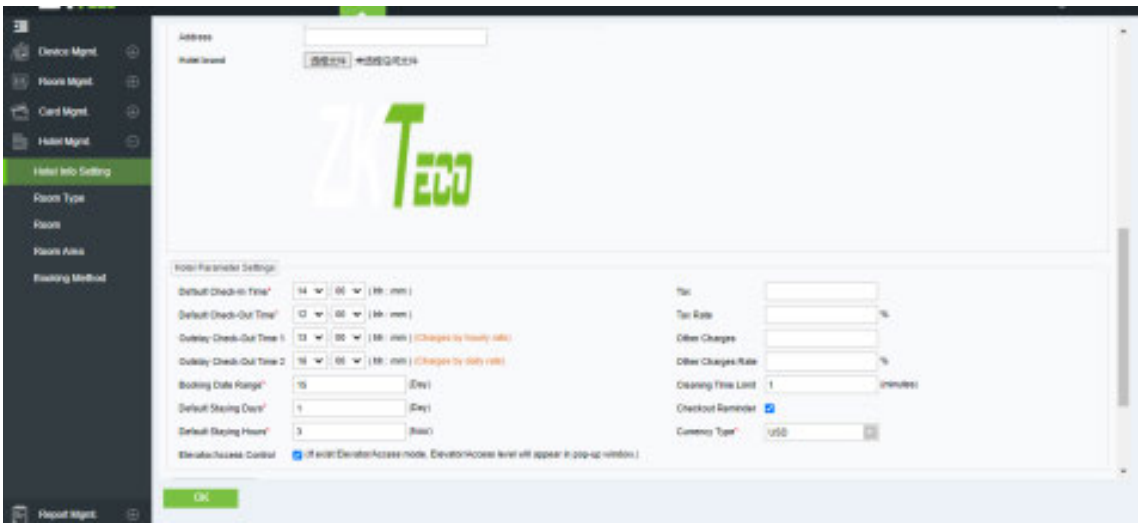
5 Hotel Management

The Hotel Management menu consists of options to set the Hotel information, Room Type, Room Area and, Room Booking procedures.

5.1 Hotel Info Settings

The Hotel Info Setting interface will be displayed as shown below:



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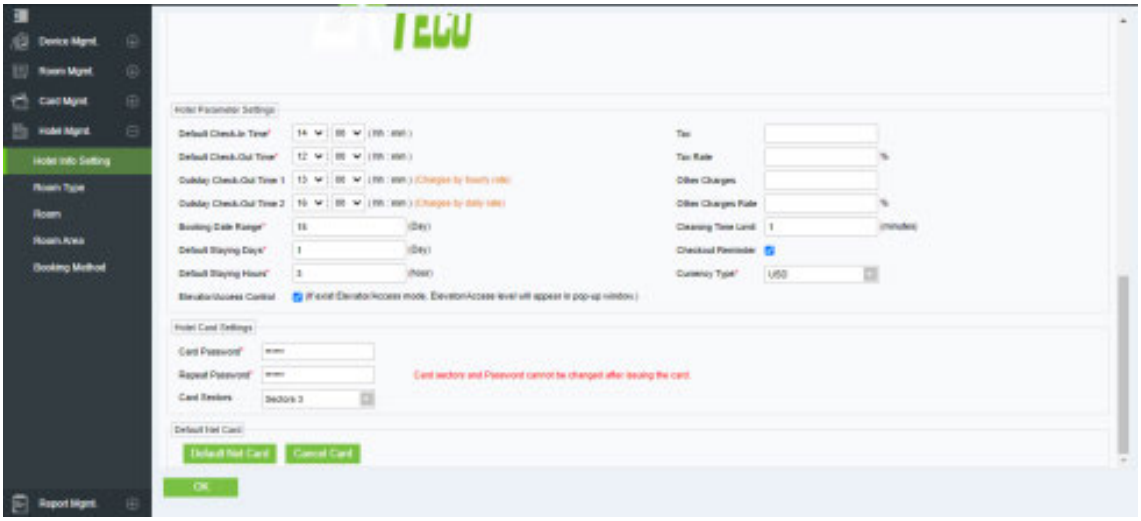

1. Hotel information settings

Hotel Name: Enter the name of the hotel and it will be synchronized to the HTML5 web interface.

Effective Unlocking Distance: When the guests use the remote unlocking through HTML5 web interface, they can only use it if their mobile phone is located within a certain range of the hotel. This option is used to set the maximum range for unlocking the lock. The default distance is 500m, and the range is 100m to 2,000m.

Telephone: Set the hotel's telephone number. The hotel's phone number will be printed on the check- out receipt, and the phone number will be synchronized to the HTML5 web interface client of the mobile phone. The guests can easily dial the hotel phone number through the dialing function in the HTML5 client service through the mobile phone.
Special Note: The format of the telephone number is international code - telephone number - extension number.

Fax: The Fax number is only available on the check-out receipt.

Post Code: The Post Code will be printed on the check-out receipt.

Website: Set the official website of the hotel. The official Website of the hotel will be printed on the check-out receipt, and it will also be synchronized to the HTML5 web interface of the guests' mobile phone. The guests can easily access the official website of the hotel.

E-Mail: The E-mail of the hotel will be printed on the check-out receipt.

Address: The address will be synchronized to the HTML5 web interface of the mobile phone. Guests can navigate to the hotel address by opening the default navigation software of the mobile phone.
Setting Method: Find the location of the hotel through Google map plug-in, click the location, and a red thumbtack mark appears on the map, which means the address is set.

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Hotel Brand: Hotel Brand will be synchronized to the HTML5 web interface of the mobile phone, and the login page of HTML5 web interface will show the Hotel Brand.
Set method: Click **Select file**, upload the hotel logo picture.

2. **Hotel Parameter Settings**

Default Check-In Time: When booking a room, the user does need to choose the check-in time, just needs to choose the date, and the system will automatically generate the reservation order according to the default check-in time. The actual check-in time is based on the check-in time after the guests arrive at the hotel.

Default Check-Out Time: When the user books a room, there is no need to choose the time to check-out, just need to choose the date, and the system will automatically generate the reservation order according to the default check-out time. The actual check-out time is based on the guest's check-out time at the front desk.

Special Note:

- Under normal circumstances, the default check-in time should be later than the default check-out time, such as the default to 12:00 PM check-out, default 13:00 PM check-in.
- If the guest does not still check out after the default check-out time and date, it will be considered as delayed check-out, and the system will mark the delayed check-out room in the Room View interface. In the case of late check-out, guests will have to pay an extra room charge according to the rules set by the room type.

Outstay Check-Out Time 1: If the guest delays check-out and the time exceeds the Check-Out Time 1, it will be rounded up by converting to hours. According to the rules set by the room type, guests will have to pay an extra room fee.
For example, the default check-out time is 12:00 PM, delay check-out time 1 is 13:00 PM, and the actual check-out time: 15:40 PM, guests will need to pay for an additional half of the daily room rate.

Outstay Check-Out Time 2: If the guest's late check-out time exceeds the late check-out time 2, it will be converted into days according to the exceeded date. According to the rules set by the room type, guests will have to pay an extra room fee.
For example, the default check-out time is 12:00 PM, the late check-out time 2 is 18:00, and the actual check-out time is 18:40 PM, guests will need to pay an extra 1-day room rate.

Booking Date Range: The maximum number of days reserved for the same guest in the same booking order and the maximum number of days reserved for the same room cannot exceed the set maximum number of days reserved. The default is 15 days, and the range is 1 day to 99 days**.**

Default Staying Days: The Default Staying Days only affects the number of days entered when clicking the Room View page to check in quickly (Daily Room), which can be changed

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during the check-in process according to the situation. The default is 1 day, and the range is 1 day to 99 days**.**

Default Staying hours: This affects the number of hours entered when clicking on Room View for quick Check-in (Room by Hour), which can be changed during the check-in process according to the situation. The default 3 hours, and the range is 1 hour to 23 hours.

Currency Type: Select from the drop-down list.

Tax: The type of tax that guests need to pay extra when settling the room charges.

Tax Rate: Set the ratio of the extra tax to be paid when the guests settle the room charges.

Other Charges: Guests need to pay extra charges when settling the room charges.

Other Charges Rate: Set the ratio of extra charges which the guests need to pay when settling the room charges.

Cleaning Time Limit: The room status will change from Dirty to Vacant after check-out.

Elevator/Access Control: After the linkage of Elevator/Access Control, the option of Elevator/Access Control authorization will appear in all the card-issuing interfaces.

Hotel Card Settings

Card Password: Set a specific password for the hotel room cards. The default password is 123456.

Repeat Password: The Repeat Password option is to double confirm in case of incorrect input.

Card Sectors: The Card sector is used to set up the hotel room card. Sector 3 is the default. The user can select sectors from2 to 15.

Note:

- Once the hotel system starts issuing the card, the system will lock the card sector and sector password, which cannot be changed.
- When setting the card sector, please pay attention to distinguish it from the issuing sector of other modules such as Elevator/Access Control/Consumption.

3. Default Net Card

1) The **Default Net Card** is only to write the Net Card of hotel locks, which cannot write any other Card types. Sector 1 is the default, and the default password is FF FF FF FF FF FF. When a net card is lost, the hotel can reissue a net card here, and the net card cannot be written as a room card or another card type.

2) The **Cancel Card** button is only used to cancel the Default Net Card and cannot Cancel other Card types.

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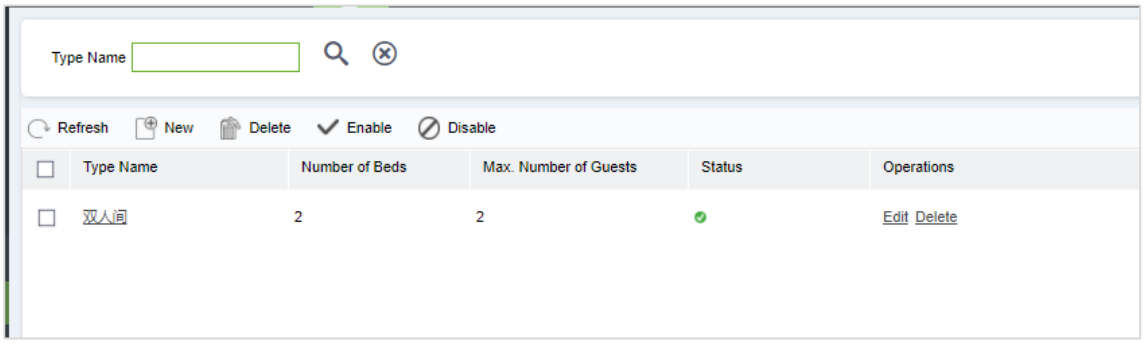
5.2 Room Type

The Room type interface will be displayed as shown below:



1. Enter the Room Type Name in the search bar to search a specific room type.
2. **Refresh**: The **Refresh** button is used to refresh the list.
3. **Delete:** The **Delete** button is used to delete the selected room type in the list. When this room type is already in use, it cannot be deleted. The room number that currently uses this room type needs to be deleted first.
4. **Enable:** The **Enable** button is used to enable the room type, the new room type is enabled by default. When enabled, the room type can be only selected when a room number is added. The status bar will update the enabled/disabled status synchronously.
5. **Disable:** The **Disable** button is used to disable a room type and cannot be selected when a room number is added. The room type cannot be disabled when it is already in use. The status bar will update the enabled/disabled status synchronously.
6. **Edit:** The **Edit** button opens the edit window and the user can modify all the information about the room type. Click the Room Type Name to open the editing window.
7. **New:** The **New** button is used to add a new room type. Click **New** and the window will pop up as shown below:

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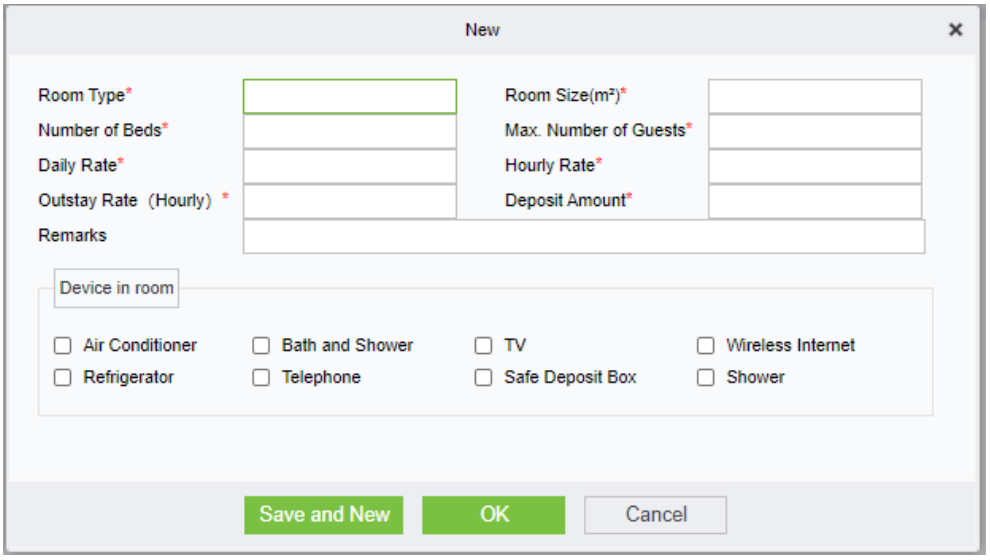
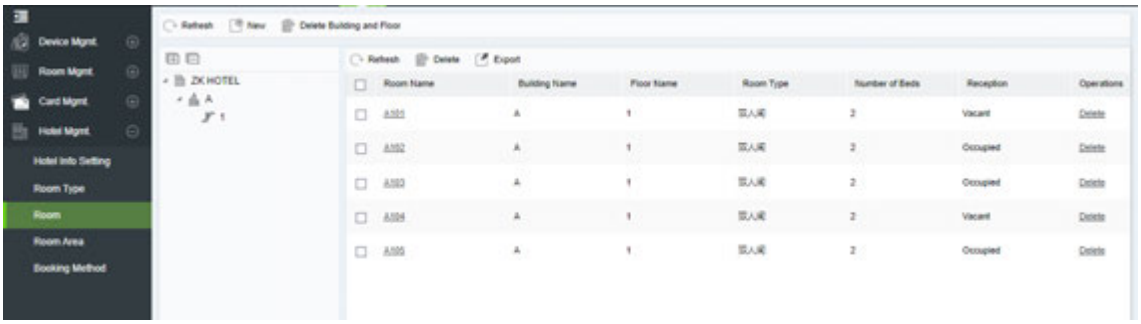


- **Outstay Rate (Hourly):** Hourly Outstay rate is used to stipulate how much the guest needs to pay for extra hours.
- **Device in Room:** Select the available amenities in the guest room.
- Click the **Save and New** button to save the current settings and then add other room types.
- Click the **OK** button to save the current settings and exit the window.
- Click the **Cancel** button to clear the current settings and exit the window.

8. The public door will not appear in the real-time room status interface, also it will not appear in the center of the reservation list, cannot be checked-in, but can be added to the Room Area. It can be bound to the hotel lock.

5.3 Room

The room setting interface will be displayed as shown below:



1. Click the New button to add new rooms. During the process of adding new rooms, new buildings and floors can be added.

   1) After clicking "New", a window appears as shown below:

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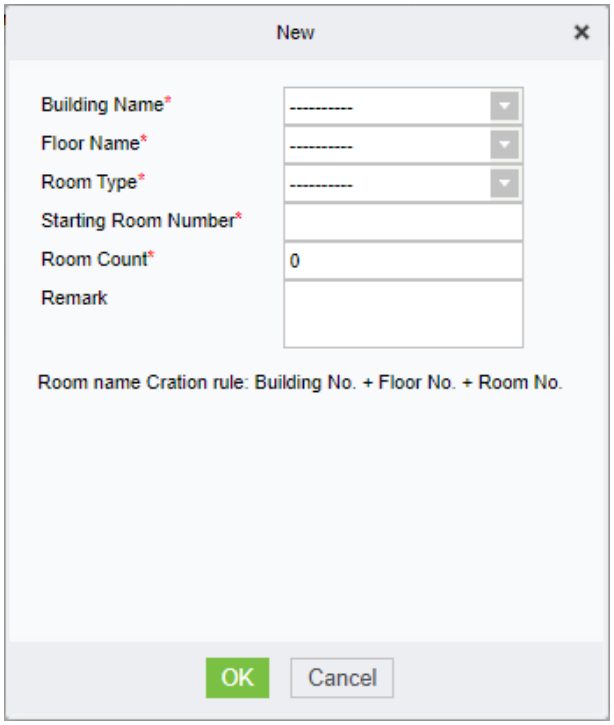

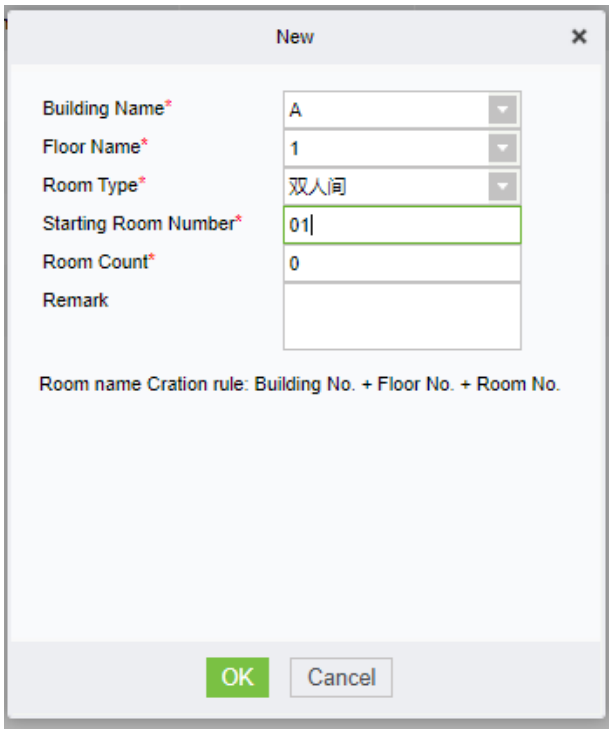

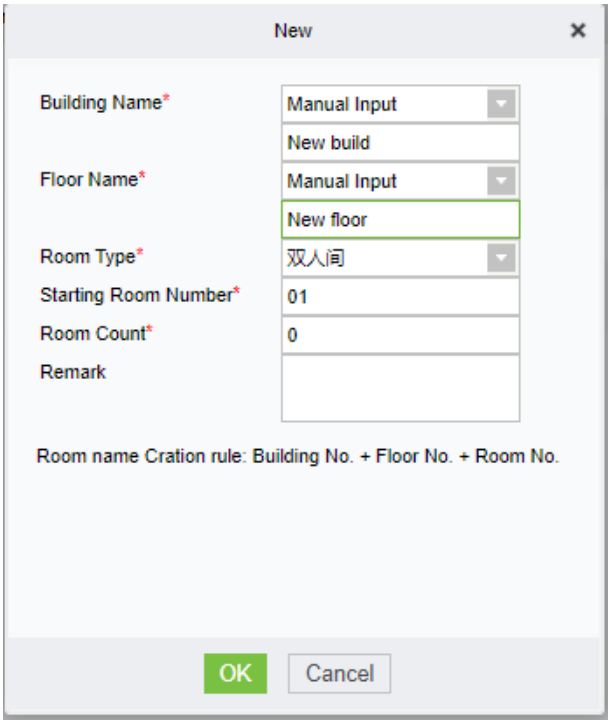

2) The Building Name and Floor Name options can be selected from an existing Building Name or Floor. If the user does not have a matching Building Name or Floor Name, the user can also manually enter the new Building Name or Floor Name.

3) **Room Type:** The Room Type option can only be selected from the existing room types. The user needs to set a room type in the Room Type page first.

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4) **Starting Room Number:** Starting Room Number indicates the starting series of the room number.

Note: The room numbers can be added in batch. For example, if the Starting Room Number = 01, Room Count = 5, then the room numbers added in a batch are 01, 02, 03, 04, 05. The final room name is automatically preceded by Building and Floor. If Building = A, Floor = 1, the resulting room numbers are A101, A102, A103, A104, A105.

2. **Delete:** The **Delete** room button is only used to delete the rooms selected in the list.

Note: The selected room cannot be deleted when someone has occupied the room.

3. **Delete Building or Floor:** The **Delete Building or Floor** button is only used to delete the selected Building or Floor in the list on the left.

Note: The corresponding rooms need to be deleted first before deleting the floor and building.

4. **Export:** Export room list function can Export the current list of all rooms into Excel.

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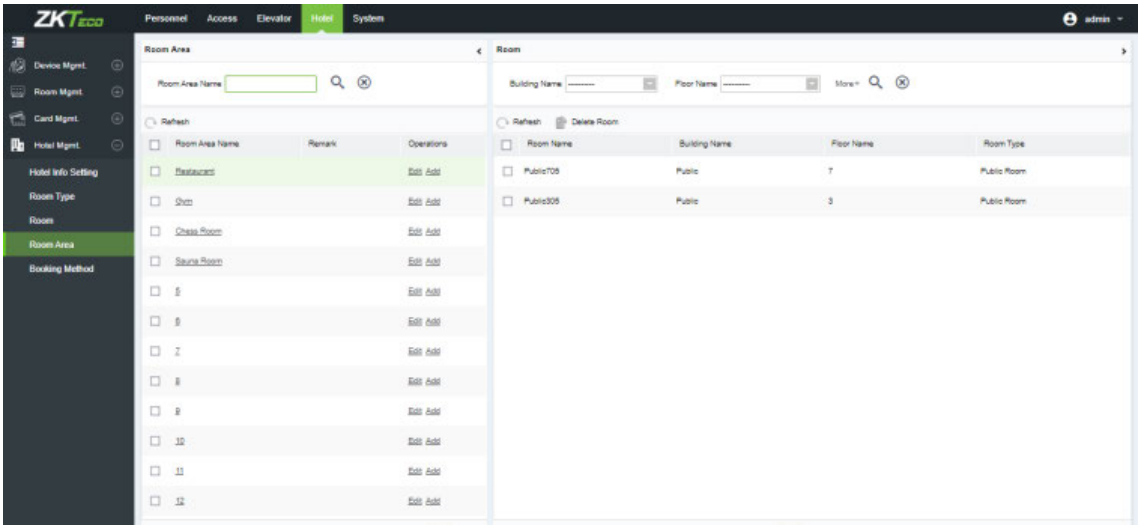
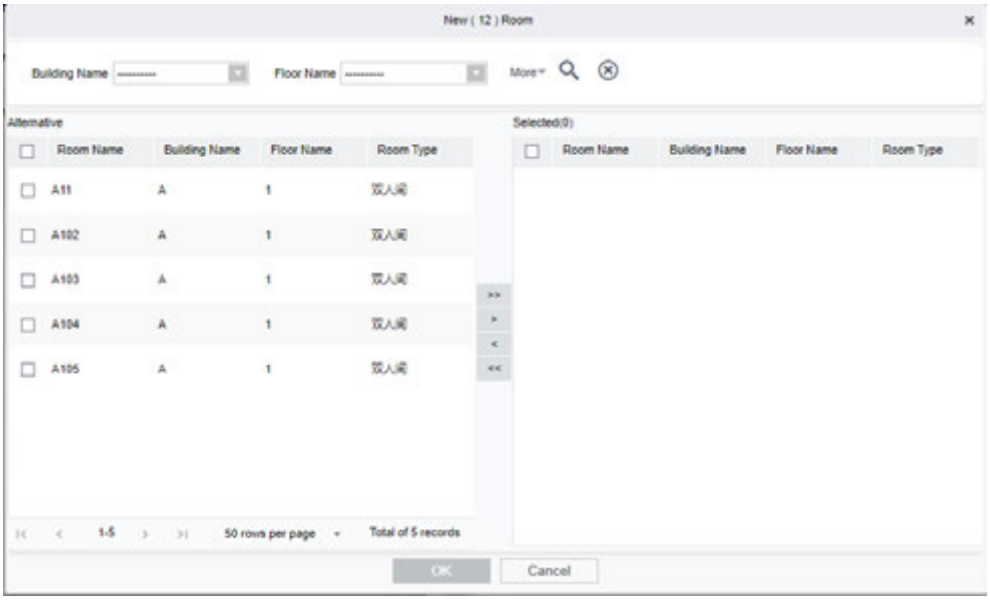
5.4 Room Area

The Guest Room Area Settings interface will be displayed as shown below:



1. Enter the Room Area Name to search the room areas effectively.
2. The **Refresh** button is used to refresh the list.
3. The list on the left side shows the room areas with 12 preset rooms. The users can modify the name of room areas manually but cannot delete them.
4. Click the **Add** button to add a new room to the room area, as shown in the picture below:



5. Click the **Delete Room** button to remove the room from the room area.
6. When adding or removing rooms from the room area, if the room is operated with a binding hotel lock, the system will send the latest room area setting information to the hotel lock. This

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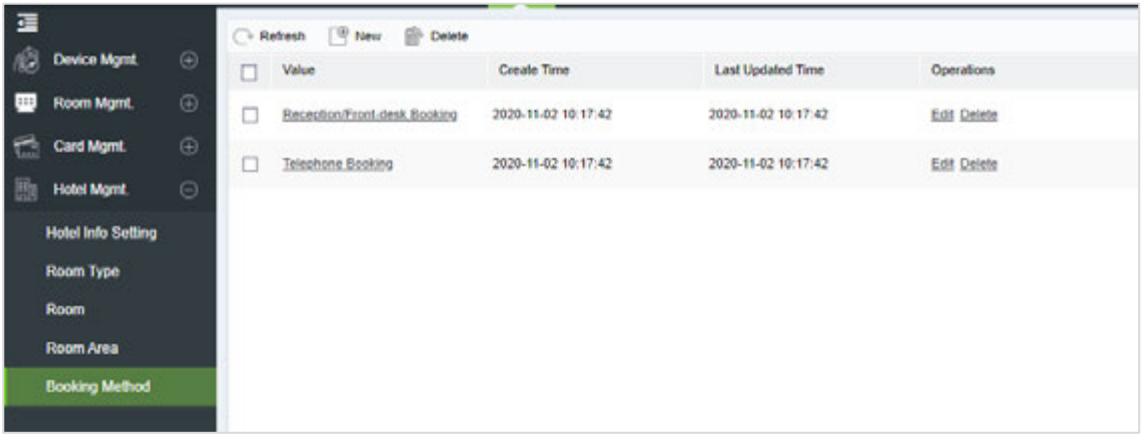
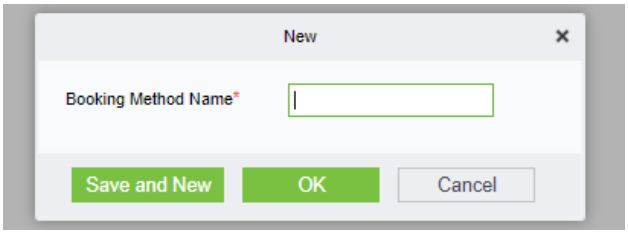
operation will fail if the hotel lock network anomaly causes communication failure. When operating in batch, a separate prompt will appear for the guest room name. If the operating room is not bound to a hotel lock, the operation will be successful.

5.5 Booking Method

The Booking method interface appears as shown below:



1. Click the **Refresh** button to Refresh the list.
2. Click the **New** button to create a new booking method. Enter the Booking Method Name, click **OK** to save it, and exit. If the user wants to add in a batch, click Save and New to save and continue adding.



3. Click the **Delete** button to delete the selected way.

Special Note: The preset Booking methods of the system, "Reception/ front-desk Booking", "Telephone Booking" and "Online Booking", cannot be deleted.

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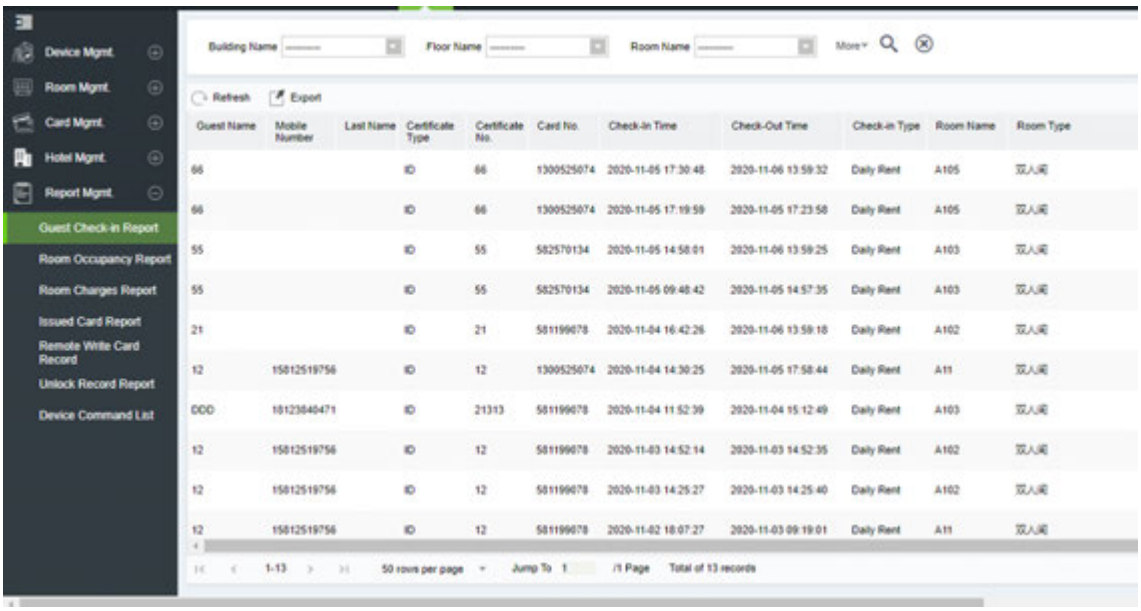
6 Report Management

The report includes Guest Check-in report, Room Occupancy Report, Room Charges Report, Issued Card Report, Remote Write Card Report, Unlock Record, and Device Command List.

6.1 Guest Check-in Report

The Guest Check-in report appears as shown below:



1. This report includes searching by Building Name, Floor Name, Room Name, Check-in, and Check-out time.
2. The Export option exports the report in Excel format.

6.2 Room Occupancy Report

The Room Occupancy report appears as shown below:

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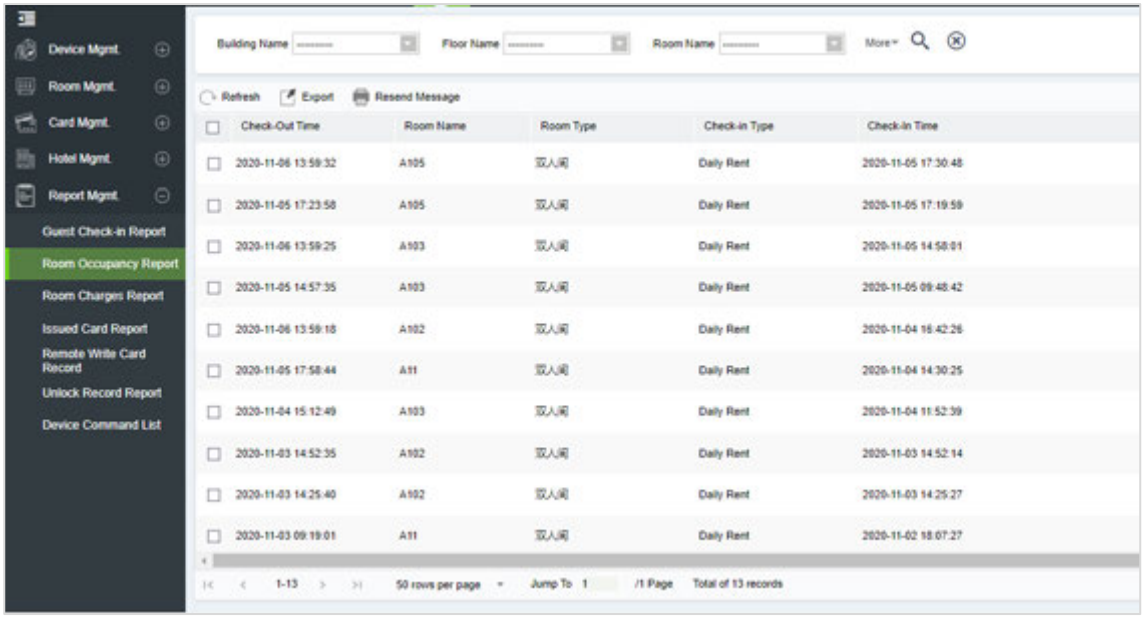
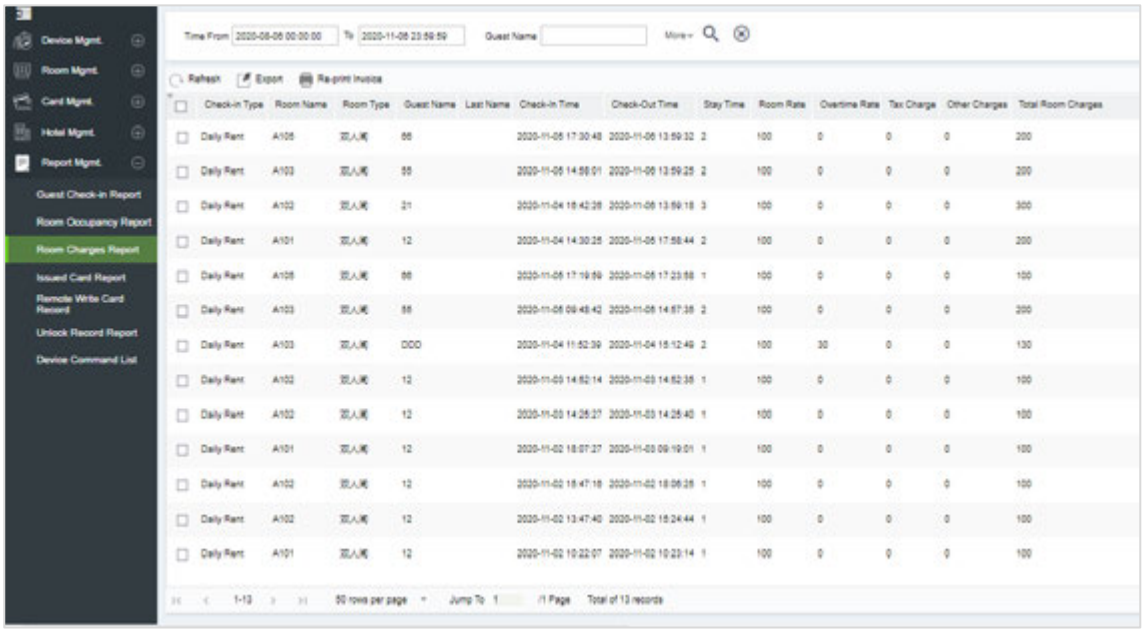


1. This report includes searching by Building Name, Floor Name, Room Name, Check-in, and Check-out time.
2. The Refresh button refreshes the list.
3. The Export option exports the report in Excel format.
4. The Resend Message button resends the successful check-in message if the guest has not received it previously. The text message contains the link to connect to the HTML5 webpage.

6.3 Room Charges Report

The Room Charges report appears as shown below:



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1. This report includes searching by Guest Name, Room Name, Room Type, Check-in, and Check-out time.
2. The Refresh button refreshes the list.
3. The Export option exports the report in Excel format.
4. The Re-print invoice function is mainly used to re-print the receipt if the guest had lost the original receipt.

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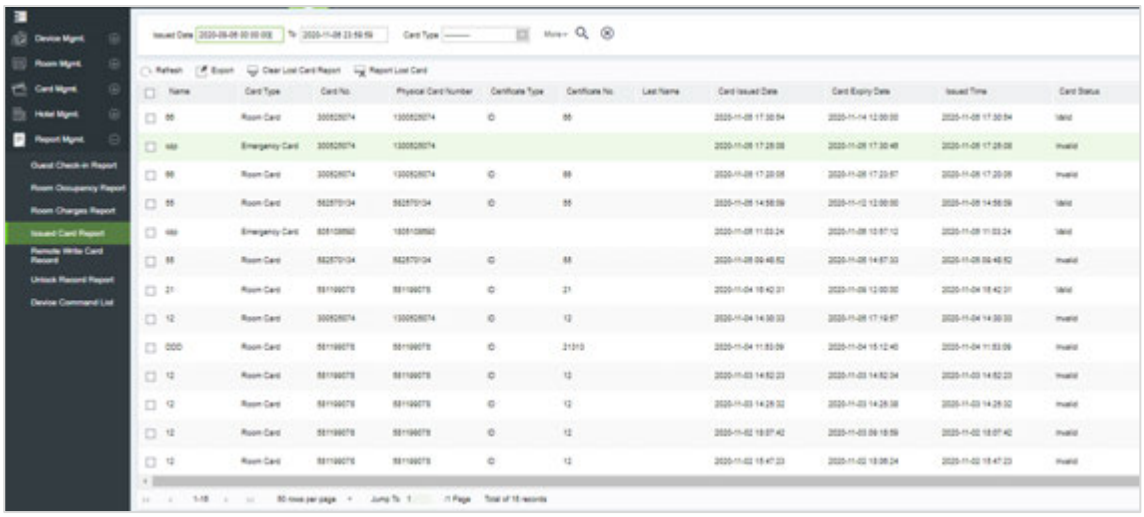
6.4 Issued Card Report

The Issued Card Report appears as shown below:



1. This report includes searching by Card Number, Card Issued Date, Card Expiry Date, etc.
2. The Refresh button refreshes the list.
3. The Export option exports the report in Excel format.
4. The Report Lost Card button is used to block a card from the list of issued cards. When a card is reported as a lost card, it cannot be used normally.
5. The Clear Lost Card button serves the purpose of using the card normally which was reported as a lost card earlier.
6. The information and validity of each card can be seen in the Issued Card report.

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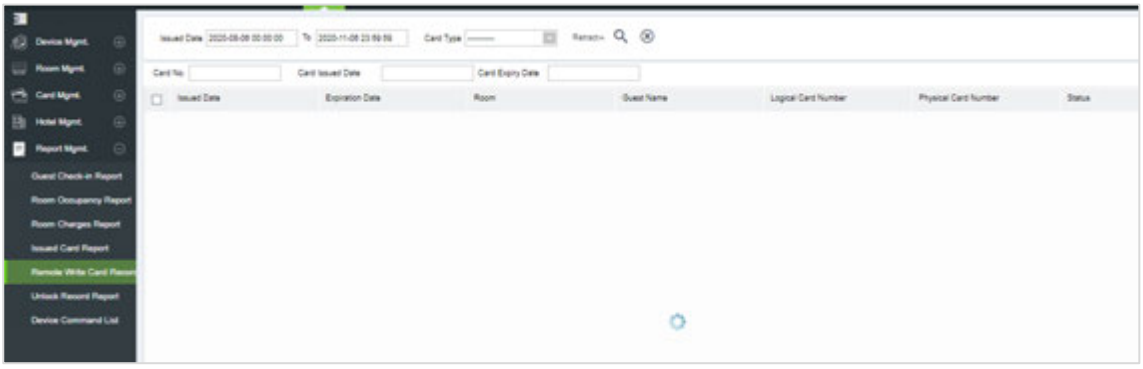
6.5 Remote Write Card

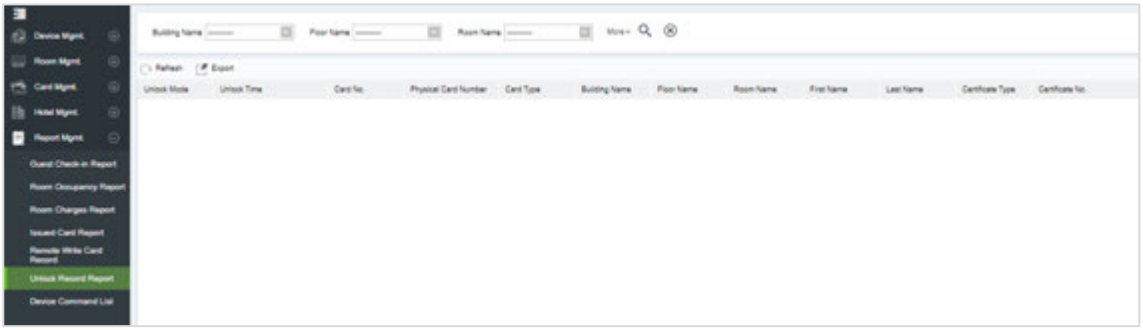
The Remote Write Card report appears as shown below:



1. This report includes searching by Card Number, Card Issued Date, Card Expiry Date, etc.
2. The Refresh button refreshes the list.
3. The Export option exports the report in Excel format.
4. Rewrite Card is used to rewriting a card if an instruction is lost or failed.
5. The information of each remote card written instructions and the status of remote card writing results are displayed here.

6.6 Unlock Record Report

The Unlock Report will be displayed as shown below:



1. This report includes searching by Building Name, Floor Name, Room Name, etc.
2. The Refresh button refreshes the list.
3. The Export option exports the report in Excel format.

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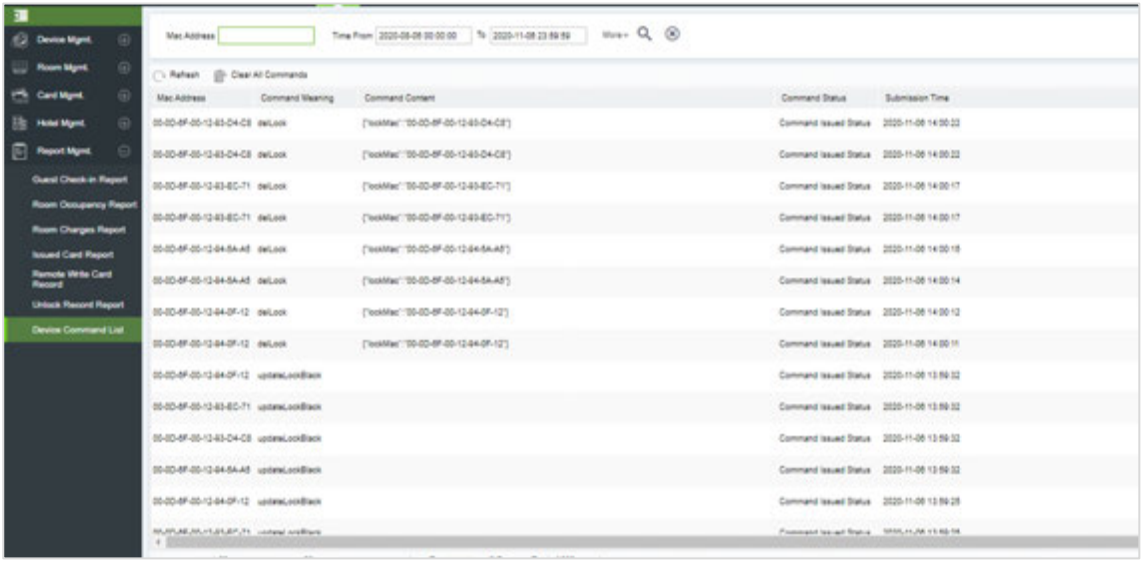
6.7 Device Command List

The device communication logs are displayed as shown below:



1. The device commands can be filtered by lock MAC address, Unlock Time, Content, etc.
2. The Refresh button refreshes the list.
3. Clear All Commands Option is used for clearing all the device communication log with one click.
4. The Device communication log is mainly used for the technical personnel to check the gateway/hotel lock communication status.

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