

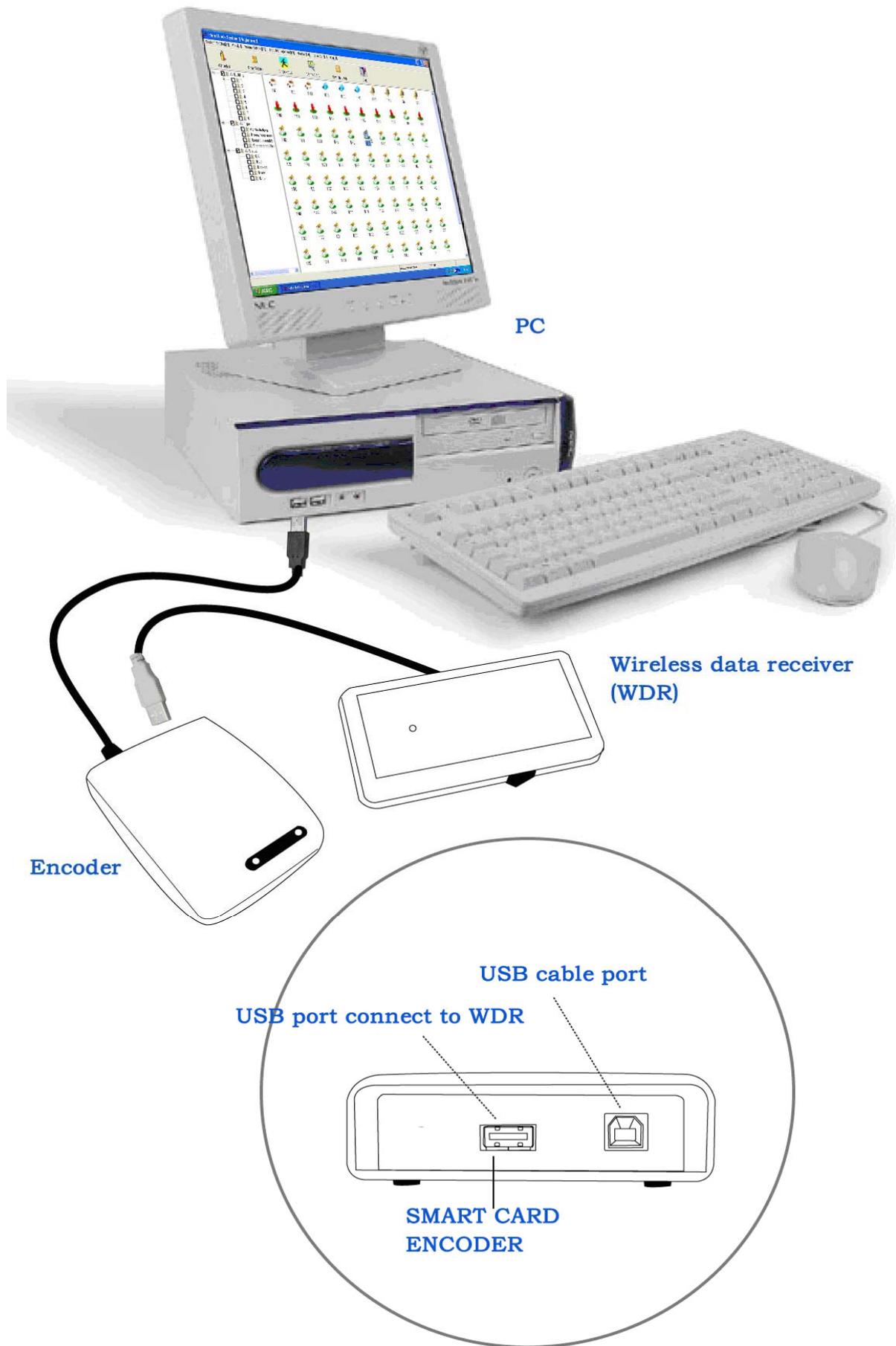
# **EPORDO HOTEL LOCK SYSTEM**

*Full Guide*

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# Chapter 1. System Hardware link



## Chapter 2. EPORDO Hotel lock system info

### 2.0 Hardware

- CPU: Pentium II or above、 64M above RAM  
Operating System: Win98/Me/2000/2003/XP/Vista
- Encoders: M1 card encoder(MA118-M1), IC Card encoder(MA118-IC)
- Card Type: MF 1K S50, SLE4442 card、 AT24c64 card (Data card)
- Epordo Electronic Lock  
Unlocking time: Auto locking in 5.8sec  
Unlocking method: read card, shake handle, open door.  
Static current:<30uA  
Working current:<150mA  
Alarming voltage: 4.8V  
Voltage: 6V  
RFID frequency: 13.56MHz  
Storage temperature: -2~185°F (-20~85°C)  
storage Humidity: 10~85%RH  
working temperature: 32~140°F (0~60°C)  
working humidity: 15~85%RH

### Software

- Configuration
  - Os: Microsoft Windows 2K/2K3/XP/VISTA
  - Pentium 150MHz or higher processor
  - 200MB Hard Drive Space or more
  - CD-ROM Driver
  - Mouse and Keyboard
  - USB port 1.1/2.0
  - Soft size: 7.80MB
- Features
  - 10sec search rooms.10 finish issue card
  - Keyboard operate speed
  - Multi users with different rights
  - Guest records search and print able
  - Card issued records search and print able
  - Compatible epordo RFID and IC hotel lock
  - Common door
  - Easy to update
  - Easy to recover database
  - Friendly interface

## 2.1 Equipment required

	Name	Remark
	<p>At least 1pc personal computer</p>	<p>Several pc workable in one system</p>
	<p>SLE4442(IC) or Mifare-1(M1)</p>	<p>Key card</p>
	<p>IC Card encoder or Mifare-1(M1) card encoder</p>	<p>It is used for programming cards</p>
	<p>Lock Management Assistant(LMA) ( Optional accessories)</p>	<p>A Mobile device to:</p> <ol style="list-style-type: none"> <li>1.Initialize locks</li> <li>2.Collect lock events</li> <li>3.Verify cards</li> </ol>

## 2.2 Cards

### **Authorized card**

Set the hotel's code. One hotel has only one Authorized card which has a sole hotel code inside.

### **Time card**

Activate clock of locks. Initialization required.

### **Setting card**

Set rooms' ID. Initialization required.

### **Check out card**

Force revoking the current guest card on the room.

### **Data startup card**

It is used for IC lock or RFID lock to boot the Wireless Data Receiver (WDR) and Lock Management Assistant (LMA).

### **Loss-report card**

Revoke keycards which lost by chance.

### **Guest card**

Access the guest's room or the common door which included in.

### **Master card**

This kind of card can open all locks in a certain period; even the deadbolt is used.

### **Area card**

Unlock locks in a same customized area during a certain period. Max 4 random floors in 1 card (area range required defined when build rooms).

### **Building card**

Unlock all locks in a certain building during a time period. Max 1 building 1 card.

### **Floor card**

Unlock all locks in a certain floor during a time period. Max 4 random floors in 1 card.

### **Passage card**

Make all locks into passage mode which allows access without cards.

### **Emergency card**

Make all locks into passage mode which allows access without cards; even the deadbolt is used.

## Chapter 3. Initialize System & locks

Why need to initialize hotel lock system when the software had been installed?

-Epordo Hotel Lock System should be registered and set all locks by manually for normal daily operation.

### 3.0 Register

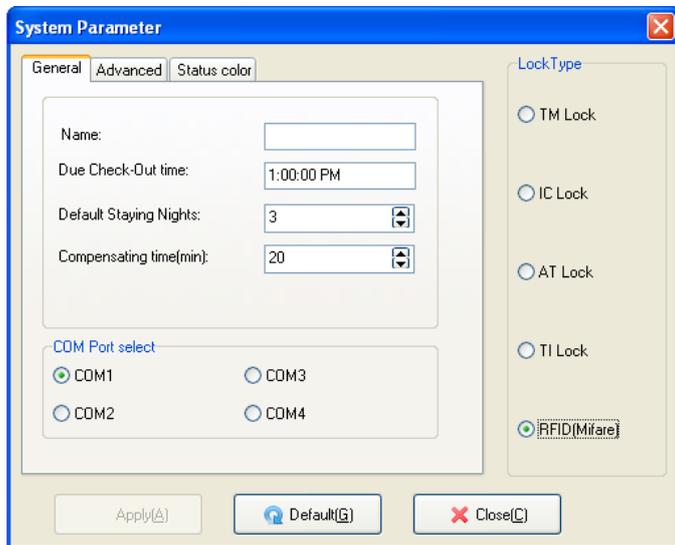
#### 3.01 Login



Double click--> 

Operator: SYSTEM  
 Password: The default password is 0 (zero)  
 Note: all existed users name will be in the list

#### 3.02 System Setting->System Parameter



**TM lock** - use TM card  
**IC lock** - use SLE4442 card  
**AT lock** - use T5557 RFID card  
**TI lock** - use TI card  
**RFID (Mifare)** - use Mifare 1K card.  
 Note: It requires restart software for switch to another lock type.  
 For USB port encoder, skip Port selection  
 Click **Apply** to exit and the above setting effect in next running.

#### Setting Parameter-> General

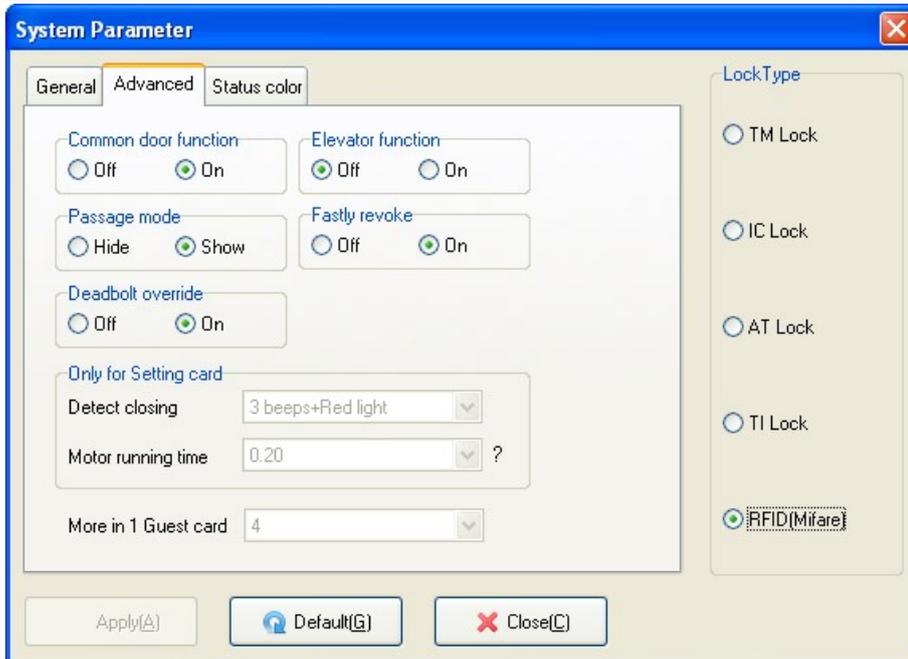
**Name** - fill your hotel name.

**Default check out time** - your hotel's rule of check out time.

**Default staying Nights** -a default days that when issue card window open.

**Compensating time (min)** -default is 20, this is a time that makes guest card's validity much longer range than the real.

E.g. here is 20, when guest check in 12:00 to next day 13:00, the real rang in his card will be 11:40 to next day 13:20.



**Setting Parameter->Advanced**

**Common door function-** switch of common door function, if “Off”, there is no related menu showed.

**Elevator function-** switch of elevator function (hardware support required)

**Passage mode-** when it is “show”, the passage option will appear when issue guest card. If selected passage On, it will make the door in open status after reading .

**Fastly revoke (guest card)-**when it is “Off”, if you issue a un-blank guest card, the soft will warn you firstly.

**Deadbolt override-**If Selected, this option will be auto selected when issue guest card and all function cards.

**Only for setting card-**

**3 beeps in 3 sec plus red light-** there are 3 beeps in a break if door latch hasn’t closed properly.

**Always beeps plus red light-** there are continuous beeps

**Red light only-** there is red light flash only,

**No alarm-** Nothing happen when door is not closed properly.

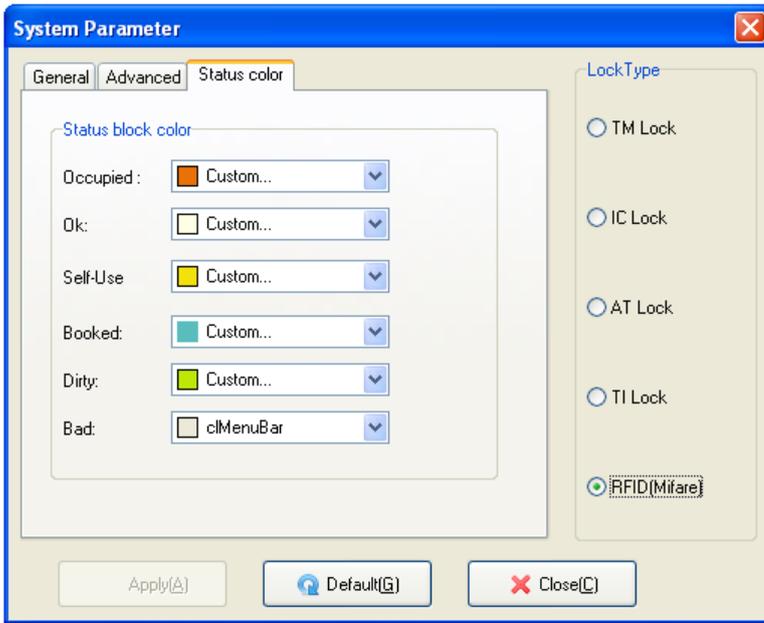
**Note:** even set the mode for setting card in this window except ‘No alarm’, the system user still has the rights to modify when when issue setting card(cancel selection or re-selection). Once it has been saved in setting card, the lock will start this mode after reading setting card.

**Motor running time-** 0.20sec to 12.60sec, default 0.20sec.

Note: we do not suggest you modify it to over 0.40sec, it may cause motor damaging.

**More in 1 Guest card-** Max quantity rooms in 1 card, default is 4.

Please note, this is only for guest card rooms, for hotel staff, you can use area cards or other function cards to manage no limit quantity rooms.



**System Parameter-Status color**  
 The status colors for occupied /ok/self-use/booked/dirty/bad can be customized, you can select the one as you want

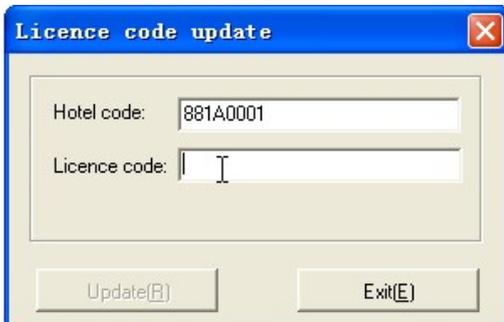
**3.03 System Setting->Register**



Put Authorized card on encoder and click **OK**.



Hotel code was read out. Here is 881A0001, Click **OK** to go on.



Fill in licence code and click **'Update'**.



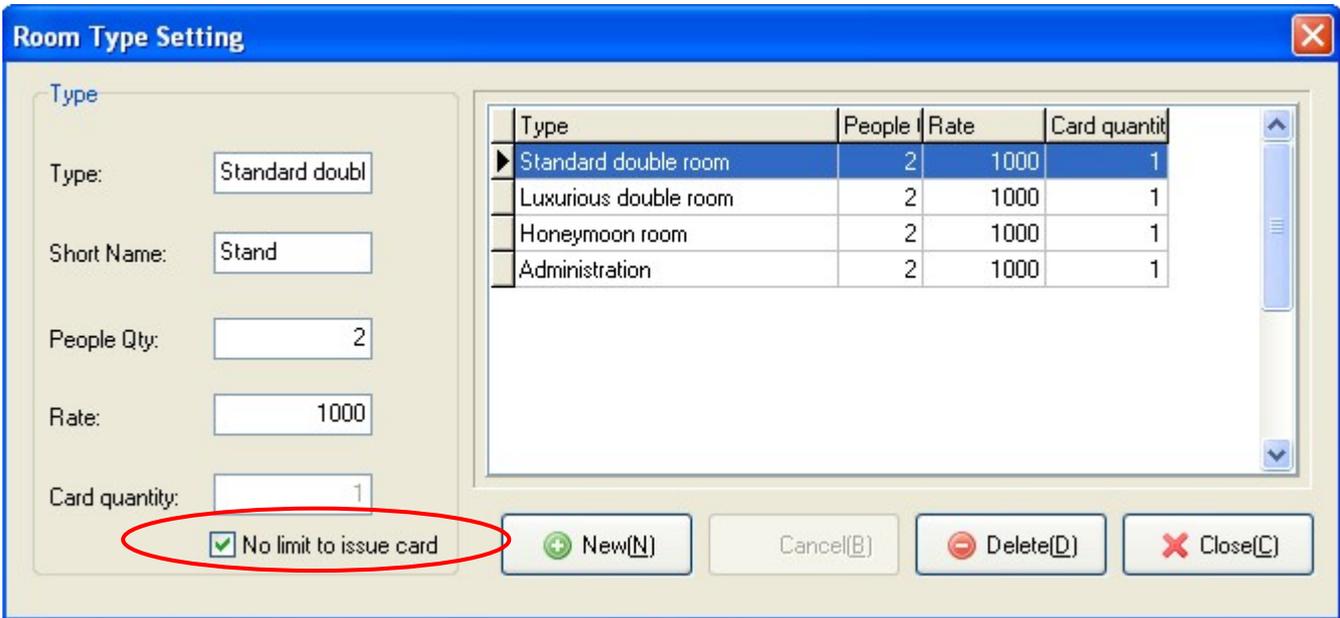


If your licence code is correct it will say '**Register Successfully!**'.  
Click '**OK**' to exit and restart the software to enjoy the registered version.

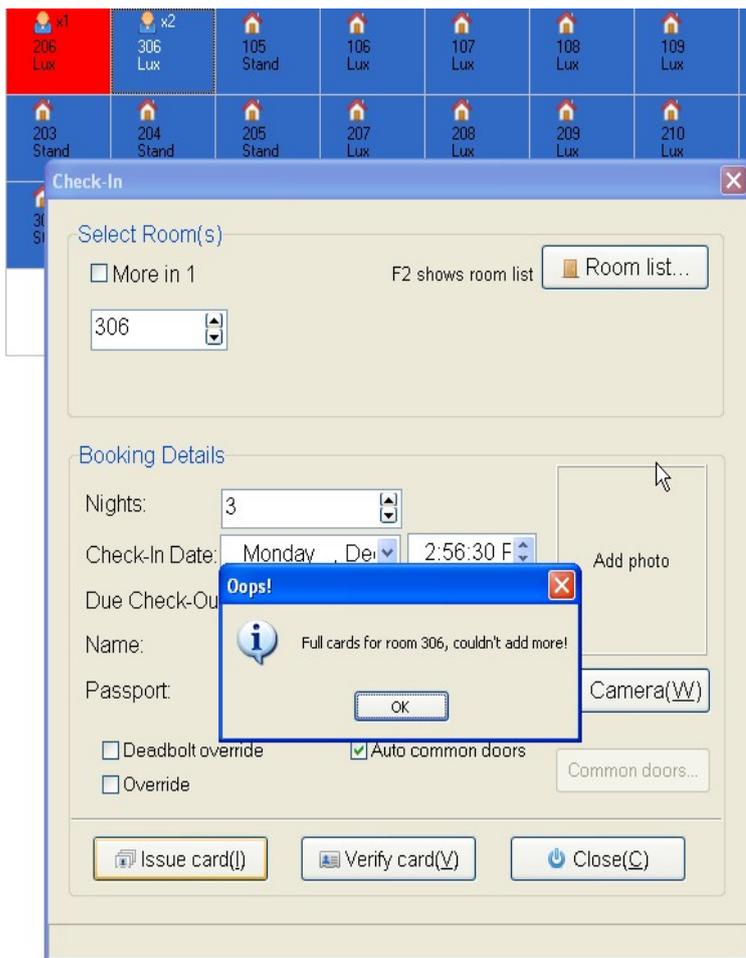
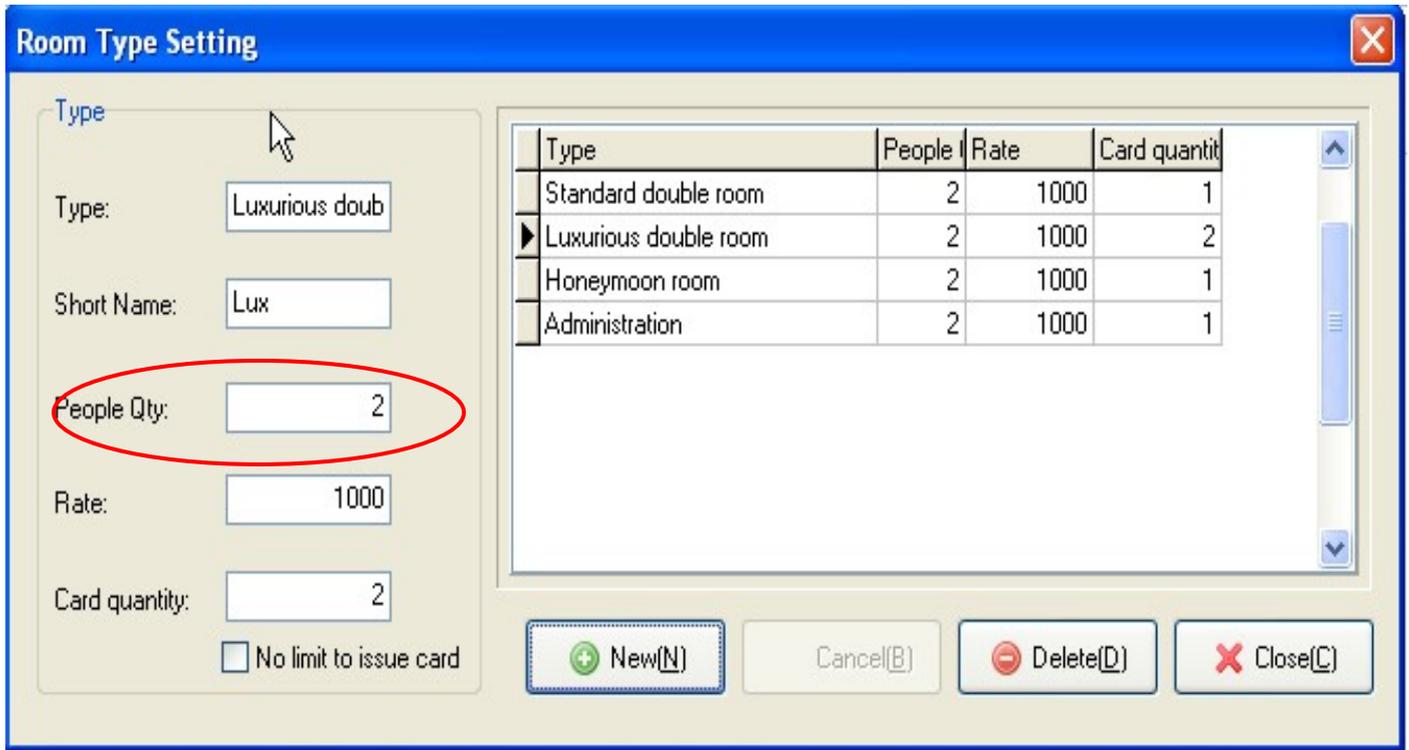
**Warning:**  
Registered version will show 'Registered' on the title of soft. Hotel lock system [Registered]  
If you have not finished registration as the above, you can not go on following setting.  
All your operation will be reported 'Operate not support!'

### 3.1 Build rooms.

#### 3.11 [Room setting>Room type setting]



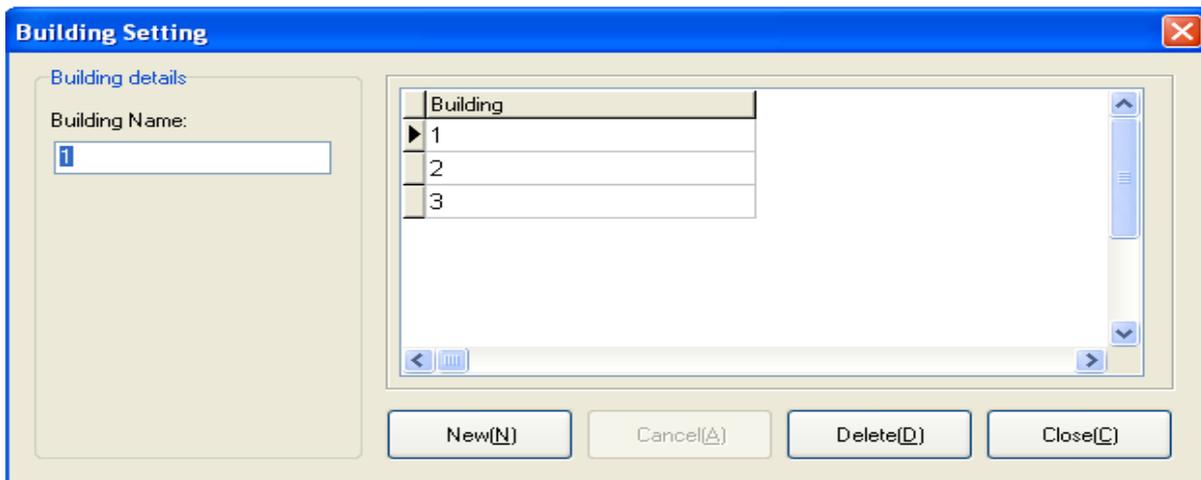
There are default four type in the software: Standard double room/Luxurious double room/Honeymoon room/Administration. When the check box of No limit to issue card is selected, it means this type room can check in without guests limit.  
If it isn't selected and when you input a certain number (random) in the card quantity menu, if the number for check in is full, there will be a tip to inform you that full cards for room XXX, couldn't add more.



For example, we define the card quantity for Luxurious double room is 2 and save the setting, then issue 2 guest cards for room 306( a luxurious room), when we issue the third card, the alert will show: Full cards for room 306, couldn't add more!

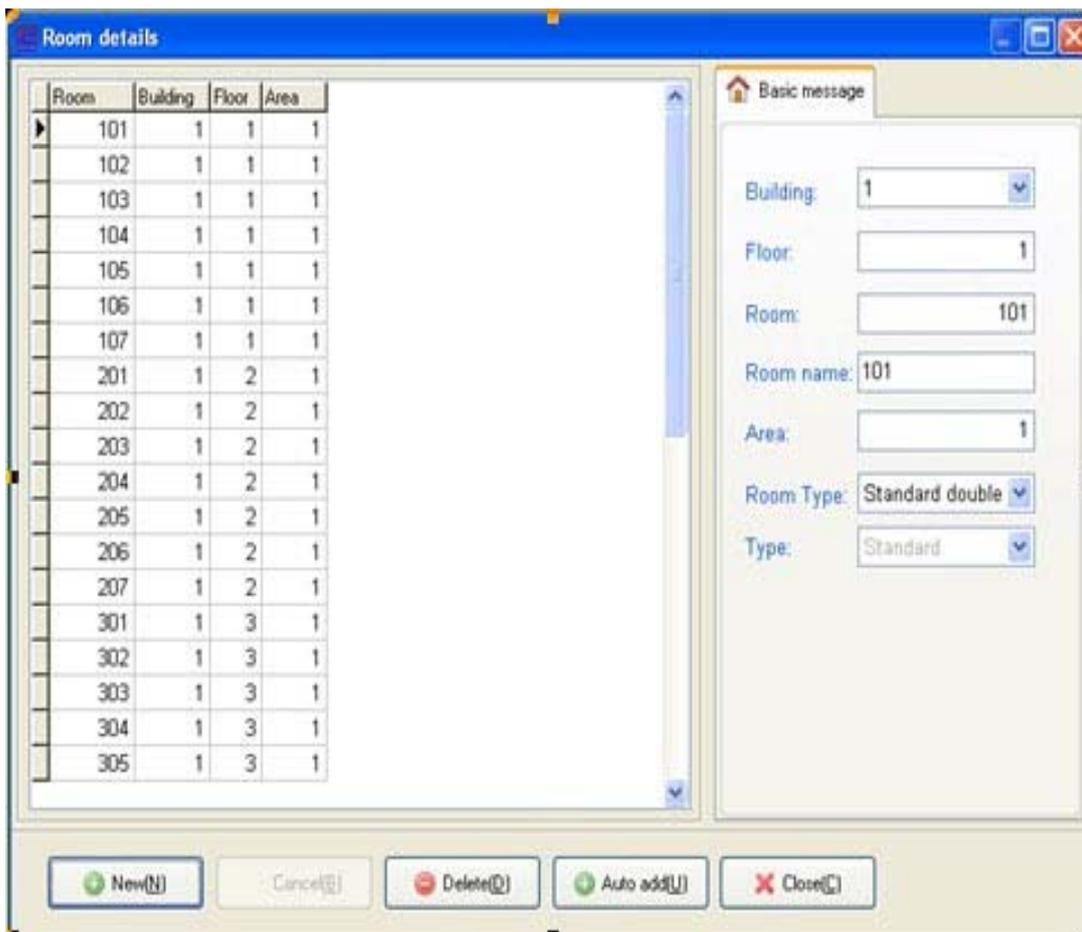
So, you can change the card quantity as your requirement. When all has finished, click the close button to exit.

**3.12 Building setting- build all buildings of hotel. [Room setting>Building setting]**



You can rename the buildings' names if your hotel has several buildings and different names. Select building ID and input name, click **Save**(add) to modify. Cancel to cancel modify, Close to exit.

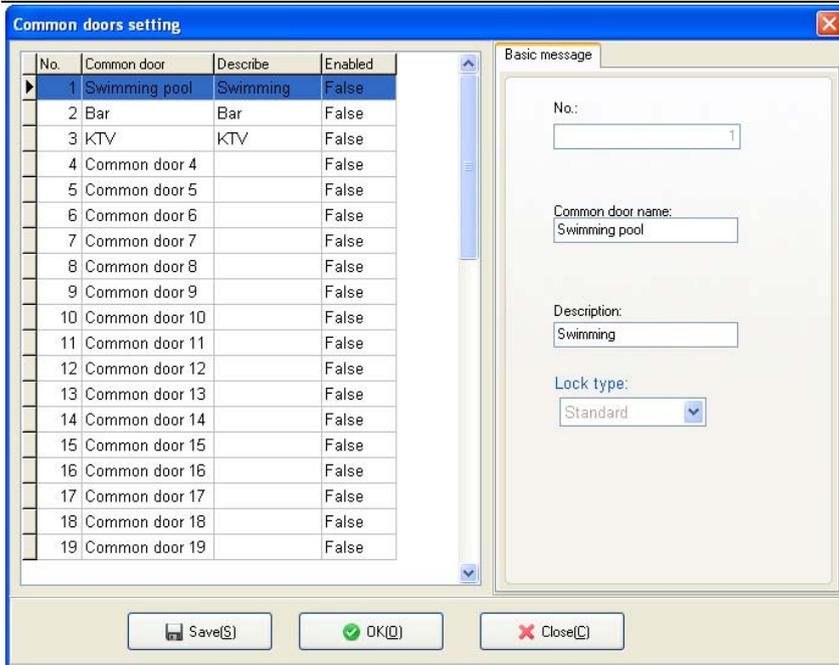
**3.13 Room details-build all rooms here. [Room setting>Room details]**



- New>**
- Select the **building>**
- Select **floor >**
- Fill a **room No. >**
- Input a **Room name**
- Select a **Area** ID. This is used for parting rooms to manage >
- Select room **type >**
- The default **type** of lock is Standard
- Save** (New) to end 1 room edition

Click “close” to exit.

**3.2 Build common doors(Optional)**  
**[Rooms setting>common doors setting]**



If your hotel has public place such as Swimming pool, Bar, KTV etc, only when you installed hotel lock products, the common doors function is available.

Here you should define each common doors name and description so that you can know which door belongs to which place easily .e.g. hotel has 3 type common doors, 1 swimming pool,1 Bar,1 KTV

All of these places had installed hotel lock system hardware, then you can edit their name first in the common doors setting window.

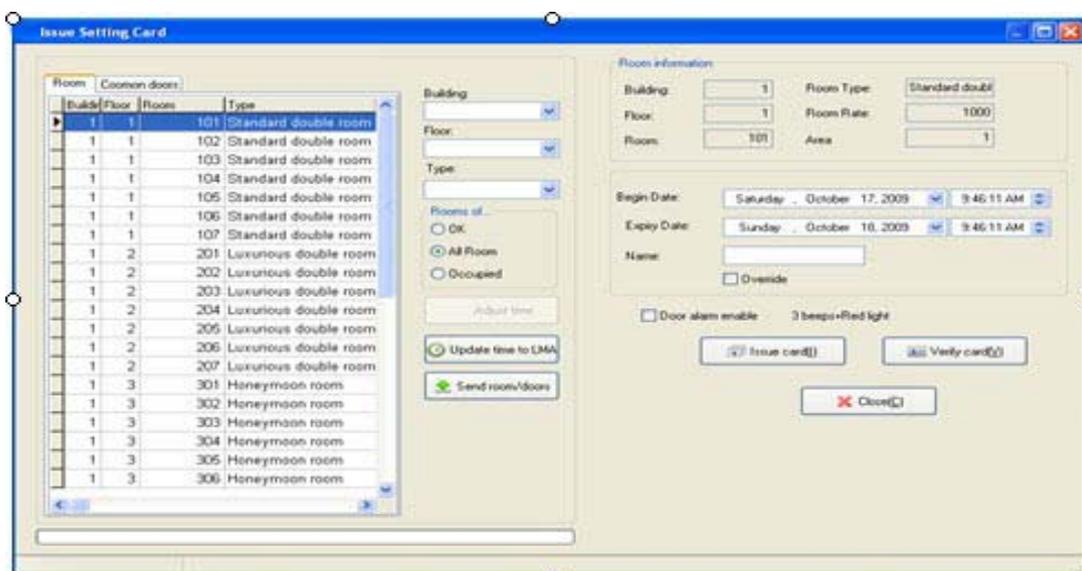
**Note: if your common door (e.g. Bar) has many (e.g. 3) doors to enter, you should issue 1 setting card for them, because the same Setting card makes doors in a same common door ID which can be read as a same common door. Then you can control all access of these 3 doors to Bar place.**

### 3.3 Why need to initialize door?

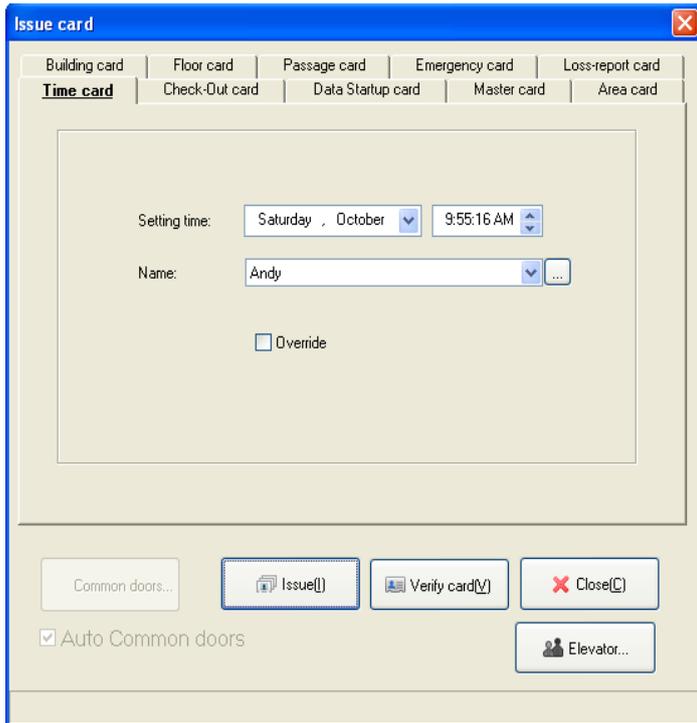
Each lock should have a memory whether card is valid or not. It requires setting door ID and activating clock.

#### 3.31 Initialize guest room

Step 1 Issue Setting card. *[Maintain>Setting card>Room]*



**Step 2 Issue Time card. [Maintain>Time card]**



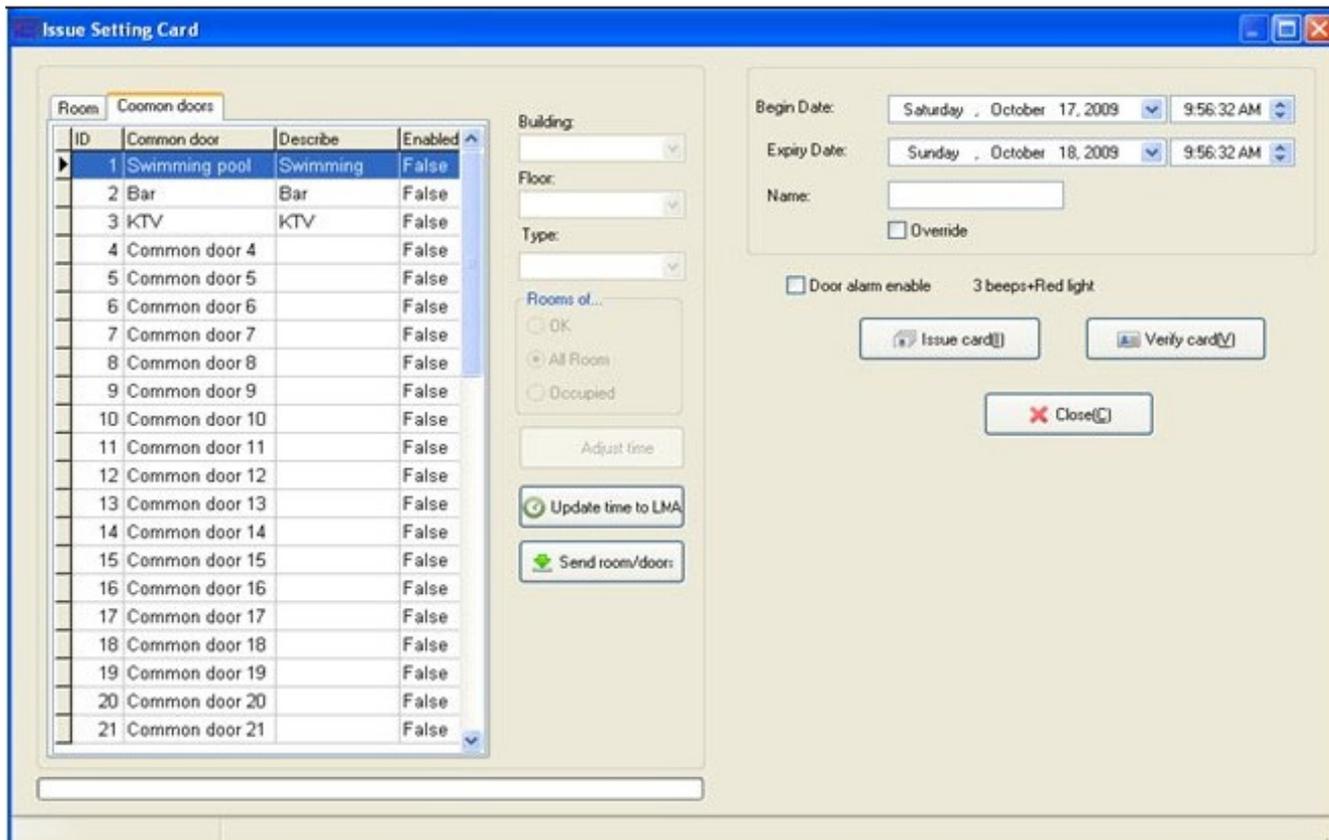
Fill in **holder** name and click **Issue** to get a Time card with fresh time (same as current Computer time) It must be in fresh time which same as the current real time .You can not use a yesterday issued Time card or even many minutes ago because the clock of lock should be activated from the time same or near as the real time.

After activate the clock, it start run from the point. To reduce the error between clock of lock and the real, we suggest 1 fresh Time card do set 1 floor room only, after finish 1 floor you should issue another fresh. Or you can adjust the **Setting time** at a number several minutes ahead of the real when you issue it in Hotel Lock System. Then you can do floor by floor by changing a fresh Time card.

**Setting card should be used at 1 piece for 1 room.**  
**Each Setting card issued saves a room ID and it should be read at the lock installed on the correct door.**  
**We suggest you issue all rooms at one time and mark room ID on each card.**

**3.32 Initialize common doors(Optional)**

**Step 1 Issue Setting card (for common doors). [Maintain>Setting card>Common doors]**



Step 2 Issue Time card(as the above)

Step 3 [Initialize 3 STEPS](#)

Setting card for common doors also should be used at 1 piece for 1 door

Step-

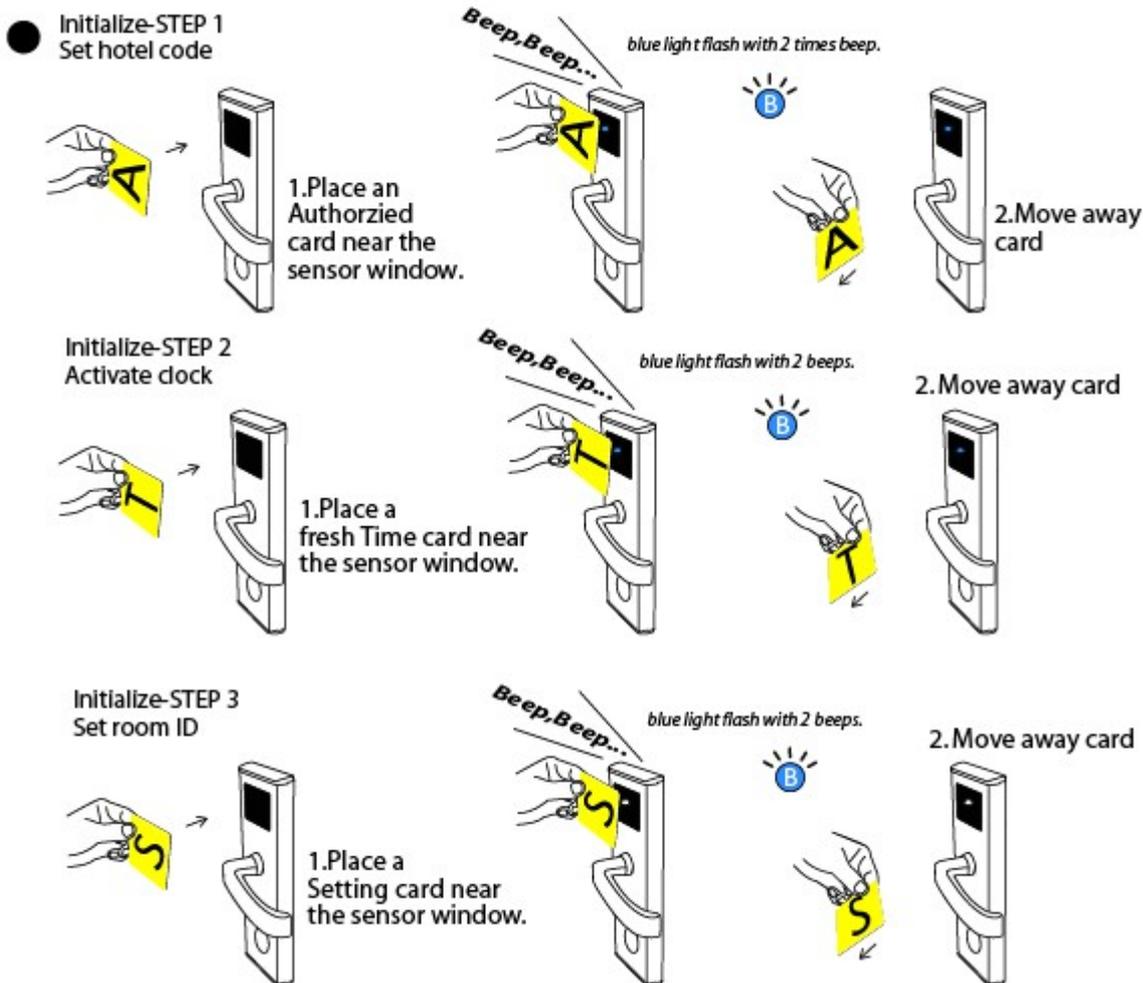
1. Select one common door
2. Place a blank card and click Issue card button.
3. Read this card on the common door, you will see blue light, it means set ok.

Note: the default using term for setting card is 1 day. If you can not finish set doors in 1 day, please do adjust it little longer.

Common doors required read Time card also.

[Initialize 3 steps](#)

3.33 Initialize 3 STEPS



The above action is universal for different models of epordo hotel lock, wall reader products and energy saving switch advanced models.

It is same procedure for set guest rooms and common doors.

When you finished all above you will see it like this. Now you finished initialize setting EPORDO Hotel Lock System. You can start enjoy it!

## Chapter 4. Interface

### 4.0 Menu



#### System setting-



**System parameter-** set hotel name/ default check out time/default staying days/interval/lock type  
**Register-** register soft path.  
**Licence code update-** for limited user (not permanent) to update licence to continue use.  
**Import database-** for multi-terminals (encoders) in one hotel, they use a public database .Import public database from here  
**Languages-**switch to different languages  
**Database Backup-**Back up a original database  
**Database recover-** recover from a backup database

#### Rooms setting-



**Room type setting-**For [set room types](#)  
**Building setting-**For [set building's name](#)  
**Room details -**For [build rooms](#) with ID, floor, building, area ID, type and status.  
**Common doors setting-** Rename the common doors' name and description.  
**Default common doors-** Select which is(are) auto selected when issue a Guest card.  
**Group details-** Register group info

#### Operator



**Department -**Edit the hotel's different department.  
**Staffs-**the detail info of staffs, include name, gender ,employment, position and so on  
**Entitle Operators-**Add users and edit each user's rights, login name and password  
**Grade Edit-**This is a customize function for the operator grade. It allows the supervisor to edit different level operators which have the different rights of certain menu or button.  
**Switch Operator-**Switch to another user  
**Modify Password-**To change a new password

**Maintain**

- Time Card
  - Setting Card
  - Check-Out Card
  - Data Startup Card
  - Loss-report Card
- 
- Guest Search...
  - Room Search...
- 
- Lock Events...
  - Statistics Center

**Time card**- issue time card to activate (modify) locks' clock.  
**Setting card**- issue setting cards to set doors (common doors) ID  
**Check out card**- issue a Check out card to force check out a room  
**Data Startup card**- Data startup card is used to boot-in Wireless data receiver or Lock management assistant  
**Loss-report**- issue a card to report the lost card on the lock  
**Guest Search**- Inquiry guest  
**Room Search**- Inquiry room  
**Lock Events**- Download the lock event collected in the WDR or LMA.  
**Statistics Center**- Statistics Center includes 3 parts data of system- the current room occupancy rate、 different type of room occupancy rate and VIP Guest.

**Issue card**

- Guest Card
  - Group Check-In
  - Stay Extend
  - Check-Out
- 
- Refresh Card(M)
  - Verify/Revoke
  - Card Search...
- 
- Master Card
  - Area Card
  - Building Card
  - Floor Card
  - Passage Card
  - Emergency Card

**Guest card**- Enter to issue Guest card, same effect than double click room icon or shortcut  
**Group Check in**- Start group issue cards from here  
**Stay Extend**- modify staying days longer for guest card  
**Check out**- Read guest card to check out  
  
**Refresh Card**-Refresh card allows operator to update a staff's card without needing to re-issue it.  
**Verify/Revoke**- Check the card's content or empty card content  
**Card Search**- tracking the cards operate records  
  
**Master card**- Issue Master card, Master card can open all locks even deadbolt  
**Area card**- Issue Area card, It can open all locks fall in a same area ID. But firstly you should set ok when building rooms  
**Building card**- Building card can open one whole building's all rooms but not deadbolt  
**Floor card**- It can open all rooms in one floor but not deadbolt.  
**Passage card**- It can open all doors even deadbolt and after read this card, the door becomes passage mode which means can open without any card including deadbolt.  
**Emergency card**- open all doors in emergency case including deadbolt.

**Help**

- Hotel lock Help
- About... (Z)

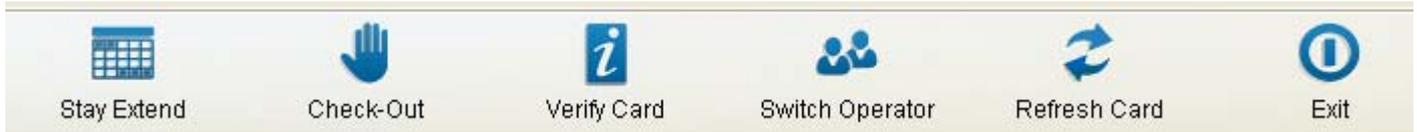
**Hotel lock help**-open the help file  
**About**- Check the soft version and hotel code

**Mouse**

- Refresh F5
- 
- Check-In
  - Group Check-In
- 
- Check-Out
  - Change Status
- 
- ✓ Arrange by Room No.
  - Arrange by Room Status

**Refresh**-refresh current viewing window  
**Check in**-Check in a room the help file  
**Group Check in**- Check in for group guest  
**Check out**- Do check out a room  
**Change status**- Change a room' status including  
**Arrange by Room No.**-Show in Room NO. list  
**Arrange by Room Status**-Show in Room Status list

## 4.1 Shortcut



**Stay Extend-** For guest extend their staying days. It requires submit guest card and re-issue.

**Check out-** For check out by submitting card, in this way will requires submitting guest card.

Check out in room box and revoke card will be done in 1 step.

**Verify card-** For operator to check what the card content.

E.g. the picture left is the content of a setting card, others function cards have different content as setting card.

**Switch Operator-** This system support multi-users in different grade, the Grade Edit function mentioned above allow you to edit different level operators which have the different rights of certain menu or button, the supervisor is the top grade which can lock the screen to ask login once again when you click it. If you have no login password software will be closed.

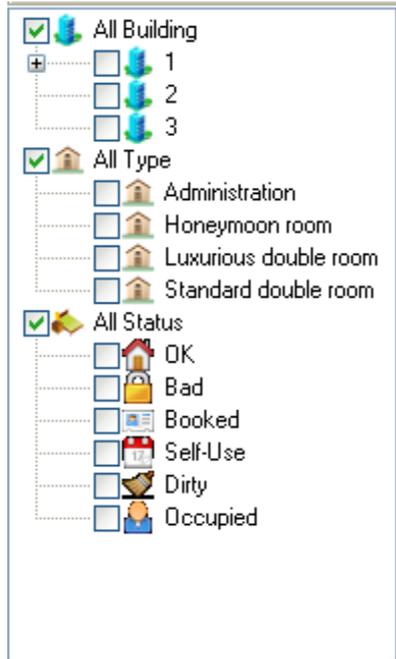
**Refresh card-** Refresh card allows operator to update a staff's card without needing to re-issue it. The early info saved in card will be showed and could be modify such as cancel a building NO. for building card or add a new floor NO. in a floor card.

**Exit-** Close software.

## 4.2 Icon

- Empty house-Room is ready to live. [Status-OK]
- A person- Room is occupied (had been checked in) [Status-Occupied]
- Passport-This room had been booked by a guest [Status-Booked]
- Broom- This room is waiting to clean [Status-Dirty]
- Bracket- Hotel leave it for self-use. [Status-Self use]
- Lock- This room has been locked and stop using for some reason[Status-Bad]

### 4.3 Filter

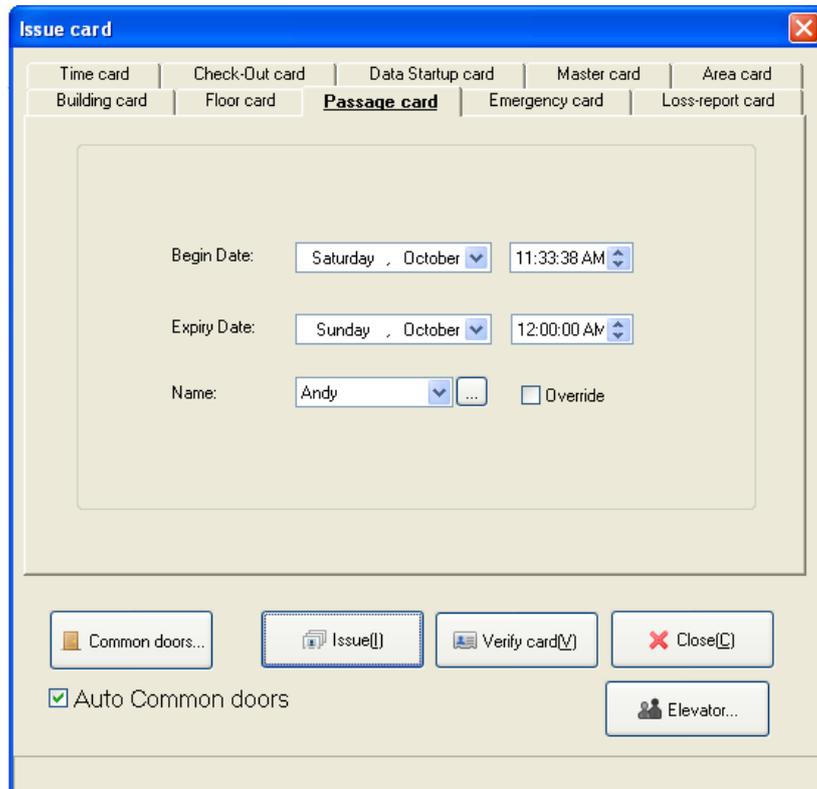


**This is a filter to help user find rooms he wants quickly. 80% rooms come from this filter search.**

**Use way-**

1. Select room **type** firstly because guest usually have an idea what rooms they want firstly.  
(Default is **All type**). Then all rooms of the selected room type comes out (**E.g. Standard room**).
2. Select **room status**, Usually you should find a 'OK' room for the new come guest.  
**Click OK, here you will find all rooms of free Standard room**
3. Building select required in case hotel is made up of several different building.

### 4.4 Card issue window.



**This is a multi issue card window**

It includes all kinds of cards in hotel lock system except guest card, because guest card requires select room firstly but these cards needn't.

It including

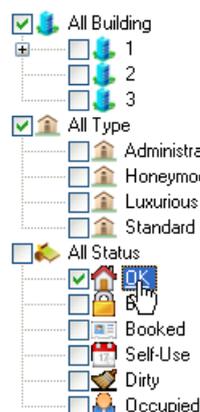
- Time card
- Check out card
- Data startup card
- Master card
- Area card
- Building card
- Floor card
- Passage card
- Emergency card
- Loss-report card

**Software support Administrator/Manager/Operator level user.**  
**All level user will be able enter this window to view all cards but they have different limit to operate it.**

## Chapter 5. Quick start

### 5.0 Check-in (Issue cards for guests)

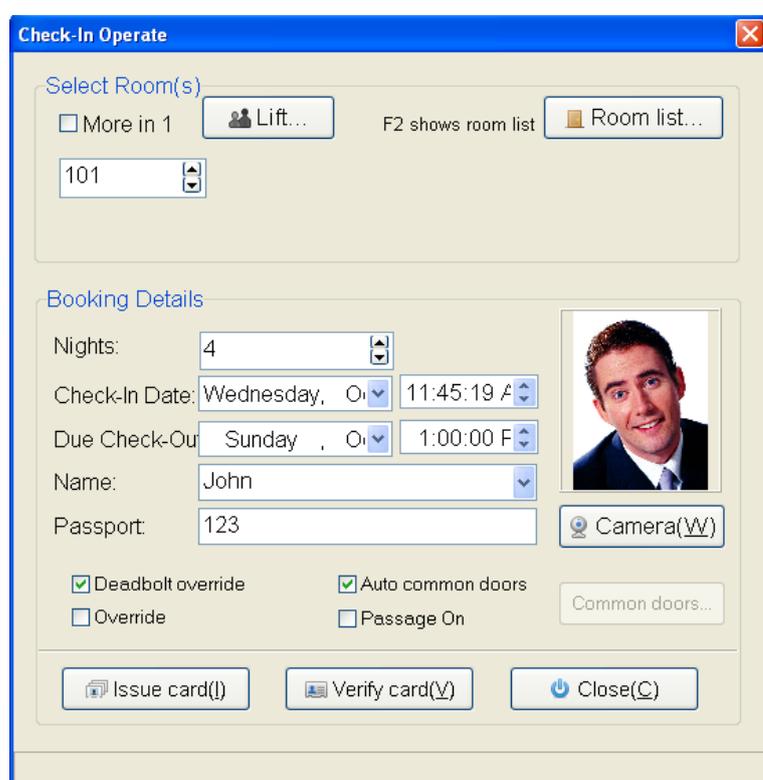
Step1-Ask and find rooms which guest wants.



↓

Search proper room by **Filter-**  
 Double click  to enter **Check in operate** window as follows

Step2-Fill check in info (Check in Operate window)



**101** is the room that you double clicked. You can change it by click '**Room list...**'

If guest asks more than 1 room, select '**More in 1**' [Advanced setting](#).

**Nights**-Default is 3 days, you can change it by the up and down button or modify in 'Default staying days' in menu system parameter-> [General setting](#).

**Check in Date**-This is the date of current real time(same as your computer's time). You can adjust it ahead of real for pre-issue a card when necessary.

**Due Check out on**-It is a end time that auto changes on the basis of stay nights.

**Guest name & Passport**-it requires fill in guest name and passport number. You can go on even

**Deadbolt override**-This is a new function (hardware support required) that allow guest card unlock deadbolt able or not. If you select it, this guest card will be able to unlock the deadbolt of inside.

Modify in system parameter-> [Advanced setting](#).

**Override**-E.g. 192 rooms' guest card lost , to cover the lost, select 'Override', then issue a new one once this new being read on 192 door, the previous will be invalid.

**Auto common doors**- default common doors will be selected if you do not cancel this selection here. If you want to modify common doors manually, cancel it and the upside 'Common doors...' will become use able. You can select common doors especially for this guest card.

Modify in [Advanced setting](#).

**Passage On**- this is a function that once the guest card read on the lock it will switch to passage mode which can be opened without any cards, during the passage mode status, read any normal guest card will make door back to previous status.

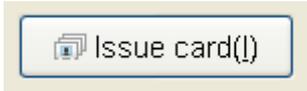
Modify in [Advanced setting](#).



**Step3- place card.**



**Step4- Click 'Issue card' button.**



**Step5- Handing card to Guest.**

### 5.1a Check-out (with cards)

In the [Entitle operator](#) window which described in 5.6, there is a function of definite whether the operators need cards for check out or not.

Department	Operator	Staff
	SYSTEM	SYSTEM
	1 nancy	nancy
	2 cody	cody

Entitle Operators

Department: receptionist

Staff's name: nancy

Operator: nancy

Password: xxx

Grade: normal

Guest card is required for Check-out

Buttons: Add, Delete, Camera(W)

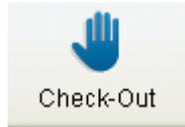
Bottom Buttons: New(N), Cancel(B), Delete(D), Close(C)

The check box has been selected, it means this operator need the guests' cards to check out. The check box are all selected in default, you can modify it as your requirement.

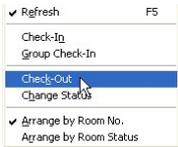
First of all, switch operator to nancy, the specific operating go to see the chapter of [Entitle operator](#)

**Step1-Get the card submitted by guest and put it on the encoder.**

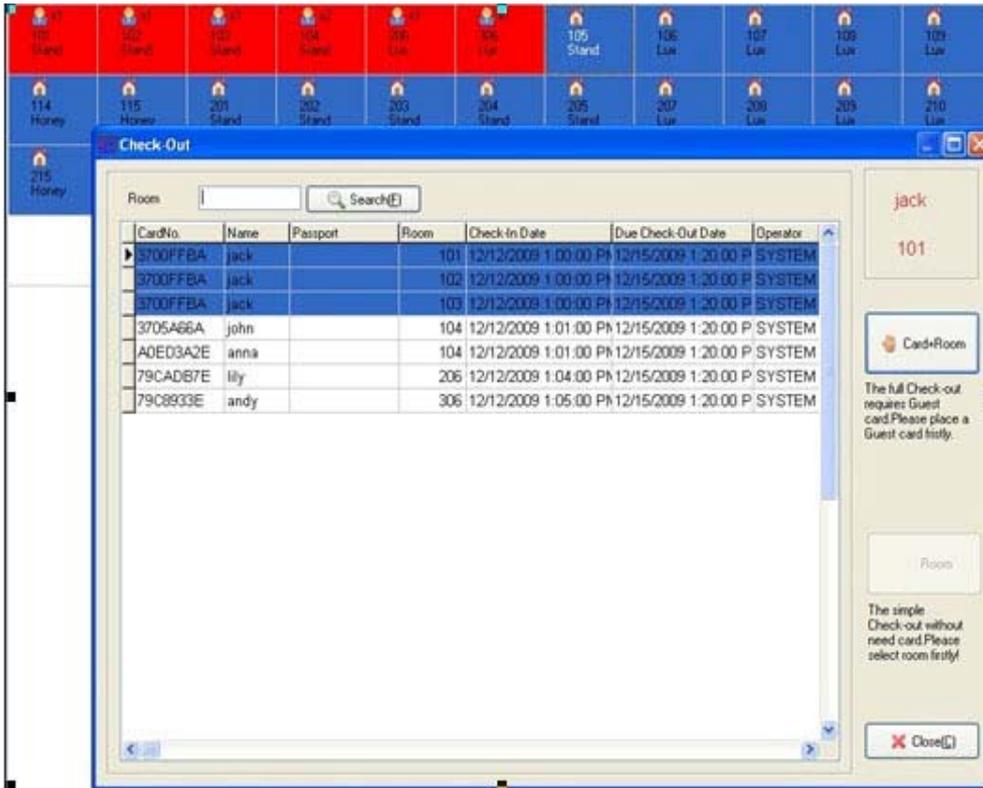




**Step2-Click Check out button or right click the mouse to select the check out menu**



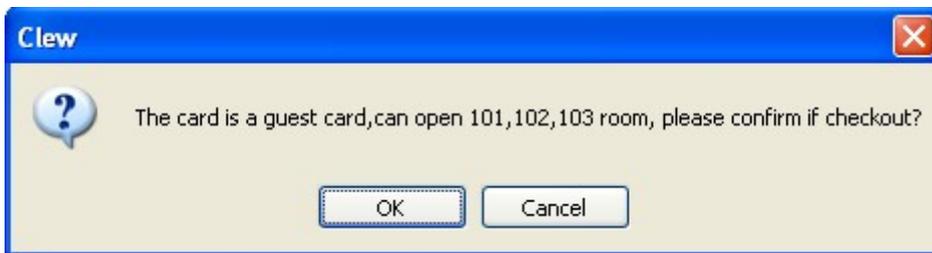
**to open the Check-Out Operate window**



When this guest card put on the encoder and click the check out menu in the main window, software will auto verify the card's info and show it with the blue background in check out window, it is very convenient and clear for you to check out. E.g. this guest can access to rooms 101,102,103 and his name is jack.  
 Note: the Room menu is in grey, it means that this operator only can check out with cards

↓ This is a window that list all guest cards issued already

**Step3-Click Card + Room menu in Check out operate window**



**Step4- Click 'OK' button to check out(soft will do checkout and revoke card in 1 step)**

**Step5-There will be a tip to ask you if you print the check out paper or not, when you click "Yes" button, print preview will show here.**

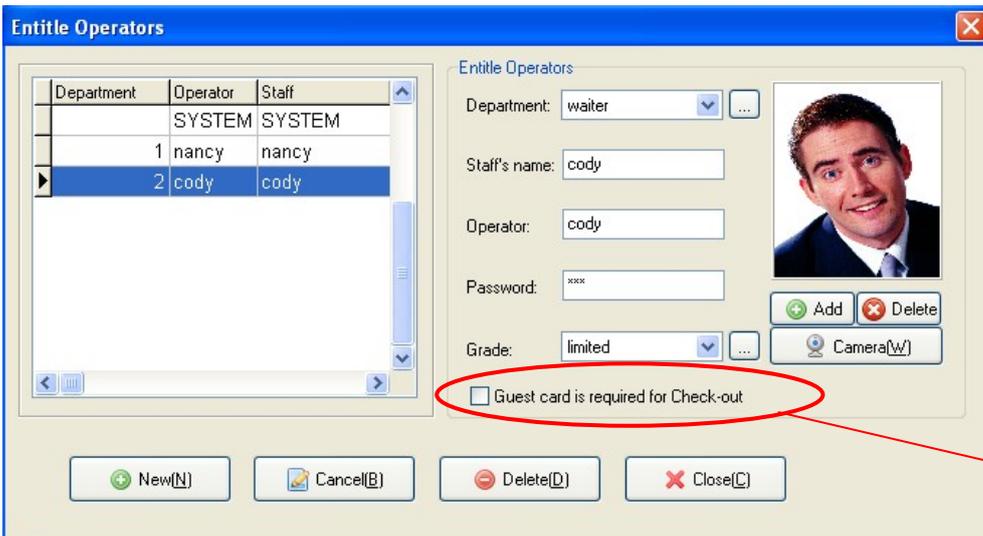
**Guests check-out forms**

Name:	jack	Room NO.:	101,102,103
Check-in date:	12/14/2009 11:17:00 AM		
Check-out date:	2009-12-14 11:38:02		
Operator: nancy		Printing date: 2009-12-14 11:38:02	



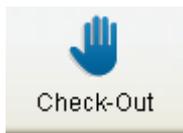
In case the guest did not submit cards or he find he lost the cards, please do checkout by without need cards operate.

**5.1b Check-out (without needing cards)**



The check box hasn't been selected, it means cody can do check out without needing card.

First of all, switch operator to cody, the specific operating go to see the chapter of [Entitle operator](#)



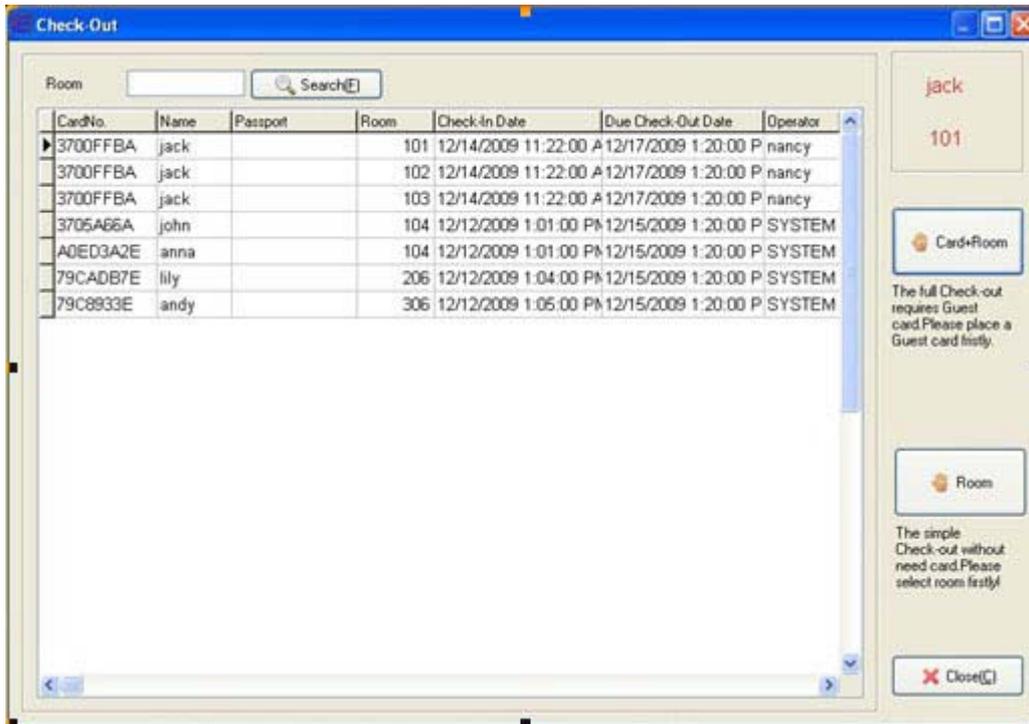
**Step1-Click Check out button** or right click the mouse to select the check out menu



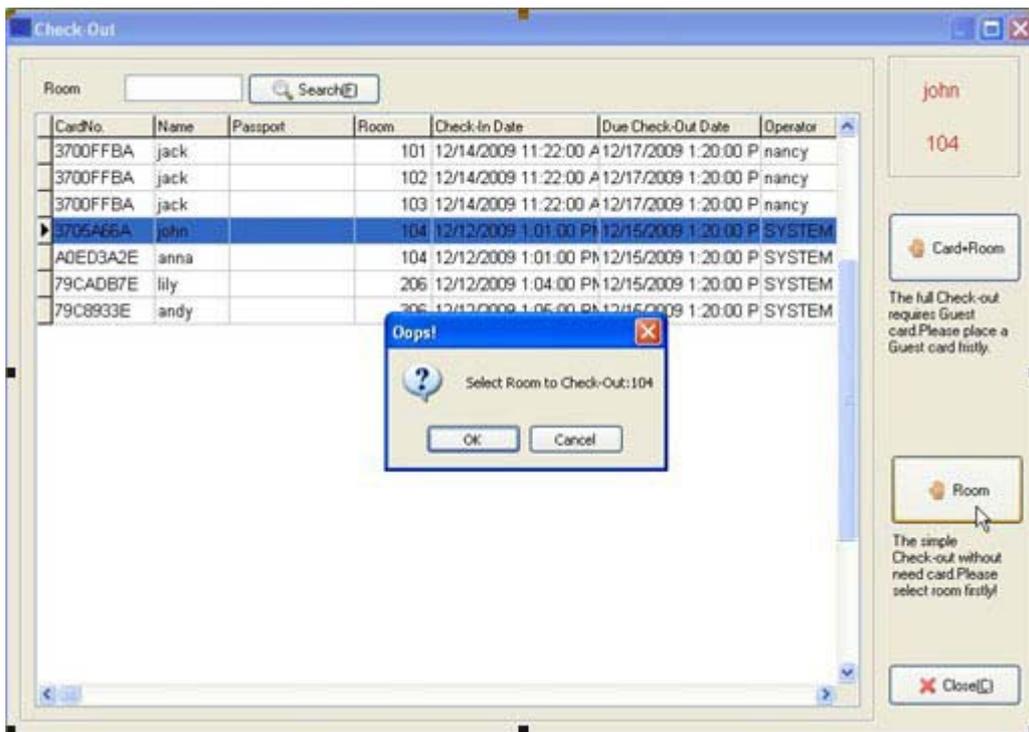
**to open the Check-Out Operate window**



**Step2-Select the room to check out**



In this check out window, the Card + Room and Room menu are all available, this means the operator not only can do check out with cards but also without cards.



Ask the guest's info and select the room 104 to check out, when you click the Room button, a tip will show here to confirm if you want to select room 104 to check out, if yes, click OK button. If no, click the cancel button.



**Step3-Click OK button.**

In this case, you also can do check out with cards. As the operation in check out with cards, when you put a card on the encoder and click Card + Room to check out, software will verify the card's content and show it in blue background in this check out window, then you can decide whether check out or not.

**Check out without card requires make the card unable work any longer.**

**To make the previous card invalid anymore on lock, you have 2 ways.**

**1. Use *Override* function.**

**Issue a new card by select 'Override' function. After the guest read this new card on door (e.g. 101), the previous 101 card will be invalid which show 1 blue + 4 red light.**

**2. Read the *loss report card*, (This is especially for the lost card)**

**Go to next to see how to make loss report on lock**

## 5.2 Loss report

**Why we need the loss report?**

**-Guests need those rooms which not only comfortable but also safety, how can you image that if anyone can enter the room when the keycard had lost? Who will respond for the loss? So, make the lost card invalid is necessary and very important.**

### 5.21 *Override* function

If the theft occur from time to time, it is wise for you to select the "Override" function when you issue a guest card.



How it works?

The key is that card's issue date is different between the early and the new.

Software will make a note when you issue a new card which has been selected "**Override**".

For example, room 101 card was taken away by the guest lived in 101 ago. Today (e.g. Nov 03 11:00) there is a new guest needs to live in 101, when issue card for him, select 'Override'.

When the new guest reads this card on the door, the lock will make the cards invalid which issued earlier than Nov03 11:00).The previous 101 card will show 1 blue + 4 red light.

### 5.22 Issue '*Loss report*' card and read it on lock. [*Maintain>loss report*]

#### STEP1-Select loss report type

There are 2 ways to make loss report- By card type/By card No.

**Issue card**

Time card | Check-Out card | Data Startup card | Master card | Area card  
 Building card | Floor card | Passage card | Emergency card | **Loss-report card**

Begin Date: Monday, October 11:40:00 AM  
 Expiry Date: Tuesday, October 12:00:00 AM  
 Name: Andy [Override]

**Loss-report condition**

0:By Card Type  
 1:By Card No.

Target Card Type: [Dropdown menu open]

Authorized card  
 Time card  
 Emergency card  
 Guest card  
 Floor card  
 Area card  
 Building card  
 Passage card  
 Master card  
 Setting card  
 Loss-report card  
 Data startup card  
 Check-out card

Common doors... [Issue(I)] [Verify card(V)] [Close(C)]  
 Auto Common doors [Elevator...]

**By card type**

Once you select by type, the other cards of this type you issued earlier than the time when you read this loss report card on the lock will be invalid. Begin Date and Expiry Date is the using term for this loss report card.

**Issue card**

Time card | Check-Out card | Data Startup card | Master card | Area card  
 Building card | Floor card | Passage card | Emergency card | **Loss-report card**

Begin Date: Monday, October 11:45:21 AM  
 Expiry Date: Tuesday, October 12:00:00 AM  
 Name: Andy [Override]

**Loss-report condition**

0:By Card Type  
 1:By Card No.

**Target Card**

Card No.: [Text field]  
 [Select...]  
 0:Invalidate it  
 1:Recover it

Common doors... [Issue(I)] [Verify card(V)] [Close(C)]  
 Auto Common doors [Elevator...]

**By card No.**

If you select by card No. You should find the exact No. of the lost card. Click 'Select' you will come to window of Card Operating Record Inquire. See the all card issued records including room No. Guest name, Card type etc which will help you find the exact one lost.

**Note:**

Invalidate- make the lost unable work  
 Recover-make the lost valid again.

**Card Operating Record Inquire**

Card Type: All Type  
 Issued on: Monday, Octo >> Monday, Octo

Print(P) Close(C)

Card type	Card NO.	Name	Operator	Room	Operating Time	Begin/Check-In	Expiry/Due Check-Out	Summary
Guest car	3700FDDA	John	SYSTEM	101	10/19/2009 10:23:35 AM	10/19/2009 10:03:00 AM	10/22/2009 1:20:00 PM	OK
Guest car	3705B93A	lucy	SYSTEM	206	10/19/2009 10:24:15 AM	10/19/2009 10:03:00 AM	10/23/2009 1:20:00 PM	OK
Guest car	3701097A	jack	SYSTEM	302	10/19/2009 10:24:57 AM	10/19/2009 10:04:00 AM	10/24/2009 1:20:00 PM	Revoke time:10/19/2009 10:41:43 AM
Guest car	3701097A	empty	SYSTEM	302	10/19/2009 10:43:28 AM	10/19/2009 10:23:00 AM	10/22/2009 1:20:00 PM	Revoke time:10/19/2009 10:43:38 AM
Guest car	3701097A	jack	SYSTEM	302	10/19/2009 10:43:52 AM	10/19/2009 10:23:00 AM	10/22/2009 1:20:00 PM	Revoke time:10/19/2009 10:44:00 AM
Guest car	3701097A	jack	SYSTEM	302	10/19/2009 10:44:21 AM	10/19/2009 10:24:00 AM	10/22/2009 1:20:00 PM	OK

Record: 1/6

**STEP2- Issue loss report card.**

**STEP3- Read it on the correct door.**

**Warning**

**In case Master card, Emergency card or Passage card was lost, you should read loss report card on all of the doors so that it will invalid to any locks.**

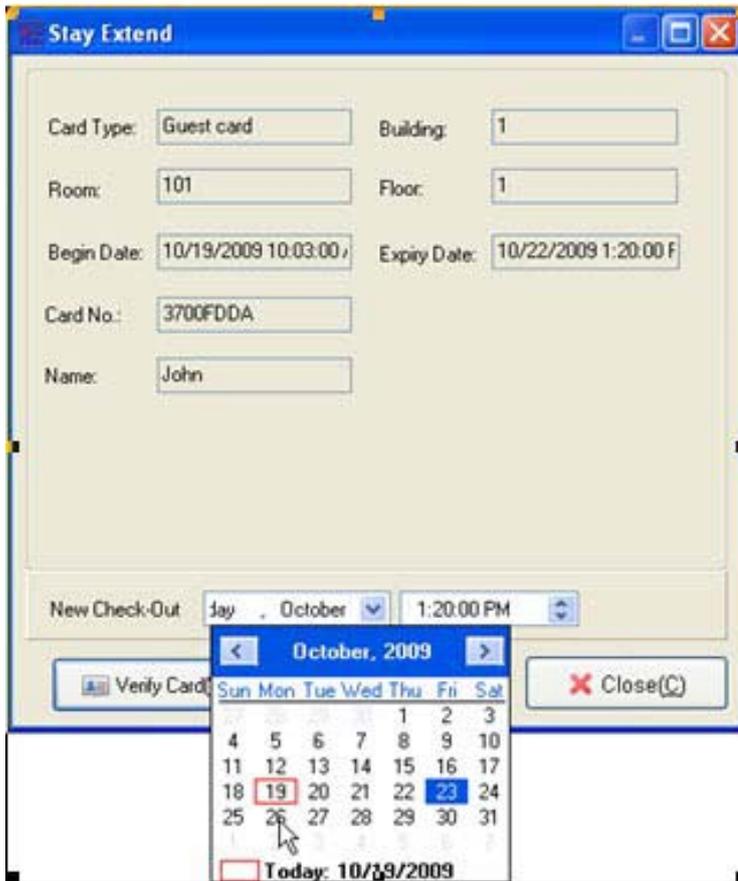
**5.3 Stay extend**

**Step1- Ask how many days extend and get the card from guest**

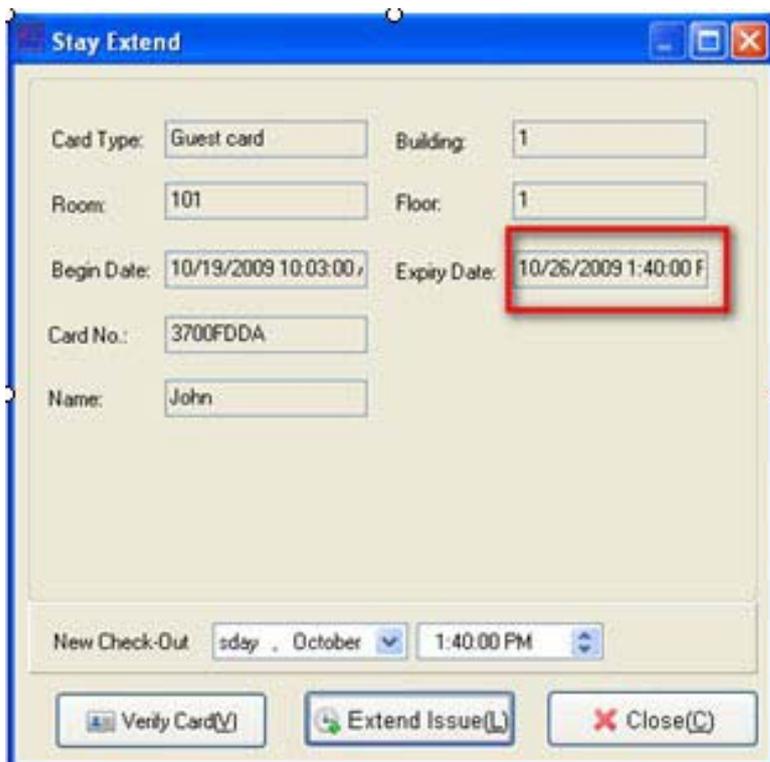
**Step2- Place card on the encoder.**



**Step3- Click the button Stay Extend to open the Stay Extend window.**



E.g. Today is 19<sup>th</sup> Oct, 2009. (Red cycle)  
 101 guest John come to reception and ask extend 3 days (Origin is 10/123).  
 So the due check out date should be 26<sup>th</sup> Oct (10/26)  
 Select 26 on the calendar and click **Extend Issue**



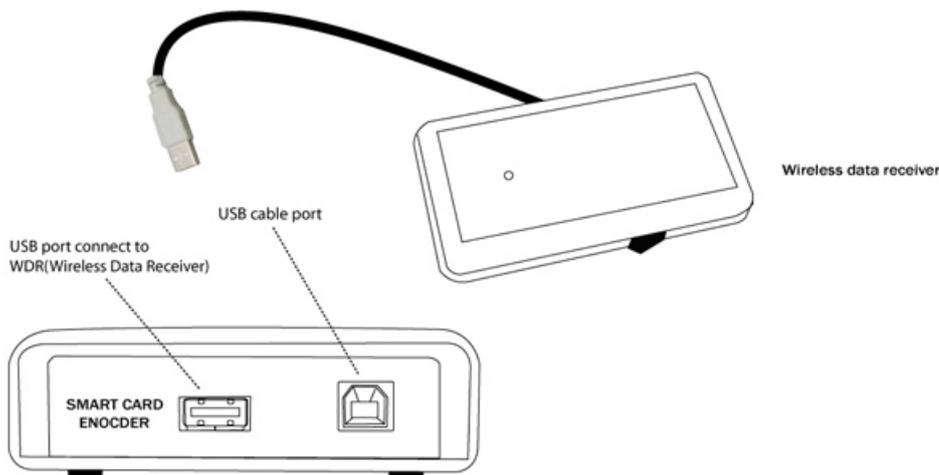
The new Expiry Date of this guest card will be modified once you finish issuing.

Step4- handing card to Guest.

## 5.4 Lock Events

Why we need lock events?

-Once the theft happens, the lock events will help you a lot. It will tell you which card (card type/ card No.) and when had opened the door.



**Step1-** Turn On Wireless Data Receiver/Lock Management Assistant, use the USB connect the WDR or the LMA to the computer.

**Step2-** [System setting>Lock Events], click read to view the lock-events which collected in the LMA, the default date term is the real date, you can search the previous events by choose the date term on the calendar.

**Step3-** [Read], after you click the read button, the lock events which be shown here.

Room	Card Type	Card No.	Unlocking Time
301	Guest card	370CBDDA	1/1/2006
301	Guest card	370CBDDA	1/1/2006
301	Guest card	3700FD5A	7/11/2000 11:32:00 AM
301	Guest card	3700FD5A	7/11/2009 12:25:00 PM
301	Guest card	3700FD5A	7/11/2009 3:44:00 PM
301	Key open	00000000	7/11/2009 3:46:00 PM
301	Guest card	3700FD00	7/11/2009 3:46:00 PM
301	Guest card	3700FD5A	7/11/2009 3:46:00 PM
301	Guest card	3700FD5A	7/11/2009 3:46:00 PM
301	Key open	00000000	7/11/2009 4:01:00 PM
301	Key open	00000000	7/11/2009 4:09:00 PM
301	Guest card	3700FD5A	7/11/2009 4:10:00 PM
301	Passage card	3700005A	7/13/2009 10:18:00 AM
301	Passage card	3700FD5A	7/13/2009 10:19:00 AM

**Erase Memory-** empty the memory of WDR/LMA if you do not want to save events save in WDR. Normally, new lock events will cover the previous automatically.

**Empty-** clean the all downloaded events

**Search-** firstly choose the date term, click search to find the events.

**Lock events record**

Room	Unlocking time	Card type	Card No.
301	1/1/2006	Guest card	370CBDDA
301	1/1/2006	Guest card	370CBDDA
301	7/11/2000 11:32:00 AM	Guest card	3700FD5A
301	7/11/2009 12:25:00 PM	Guest card	3700FD5A
301	7/11/2009 3:44:00 PM	Guest card	3700FD5A
301	7/11/2009 3:46:00 PM	Key open	00000000
301	7/11/2009 3:46:00 PM	Guest card	3700FD00
301	7/11/2009 3:46:00 PM	Guest card	3700FD5A
301	7/11/2009 3:46:00 PM	Guest card	3700FD5A
301	7/11/2009 4:01:00 PM	Key open	00000000
301	7/11/2009 4:09:00 PM	Key open	00000000
301	7/11/2009 4:10:00 PM	Guest card	3700FD5A
301	7/13/2009 10:18:00 AM	Passage card	3700005A
301	7/13/2009 10:19:00 AM	Passage card	3700FD5A
301	7/13/2009 10:22:00 AM	Guest card	370B2FCA
301	7/13/2009 10:22:00 AM	Key open	00000000
301	7/13/2009 10:22:00 AM	Guest card	370B2FCA
301	7/13/2009 10:22:00 AM	Guest card	370B2FCA
301	7/13/2009 10:22:00 AM	Guest card	37002FCA
301	7/13/2009 10:22:00 AM	Guest card	370B2FCA
301	7/13/2009 10:22:00 AM	Key open	00000000
301	7/13/2009 12:25:00 AM	Guest card	3700FD5A
301	7/13/2009 10:25:00 AM	Key open	00000000
301	7/13/2009 10:25:00 AM	Guest card	3700FD5A
301	7/13/2009 10:25:00 AM	Guest card	3700FD5A
301	7/13/2009 10:29:00 AM	Guest card	0000FD5A
301	7/13/2009 10:29:00 AM	Guest card	3700FD5A
301	7/13/2009 10:29:00 AM	Key open	00000000
301	7/13/2009 10:00:00 AM	Guest card	3700FD5A
301	7/13/2009 10:42:00 AM	Key open	00000000
301	7/13/2009 10:50:00 AM	Guest card	370B2FCA
301	7/13/2009 10:50:00 AM	Key open	00000000
301	7/13/2000 10:50:00 AM	Key open	00000000
301	7/13/2009 11:04:00 AM	Guest card	3700FD5A

8/29/2009 11:24:26 AM

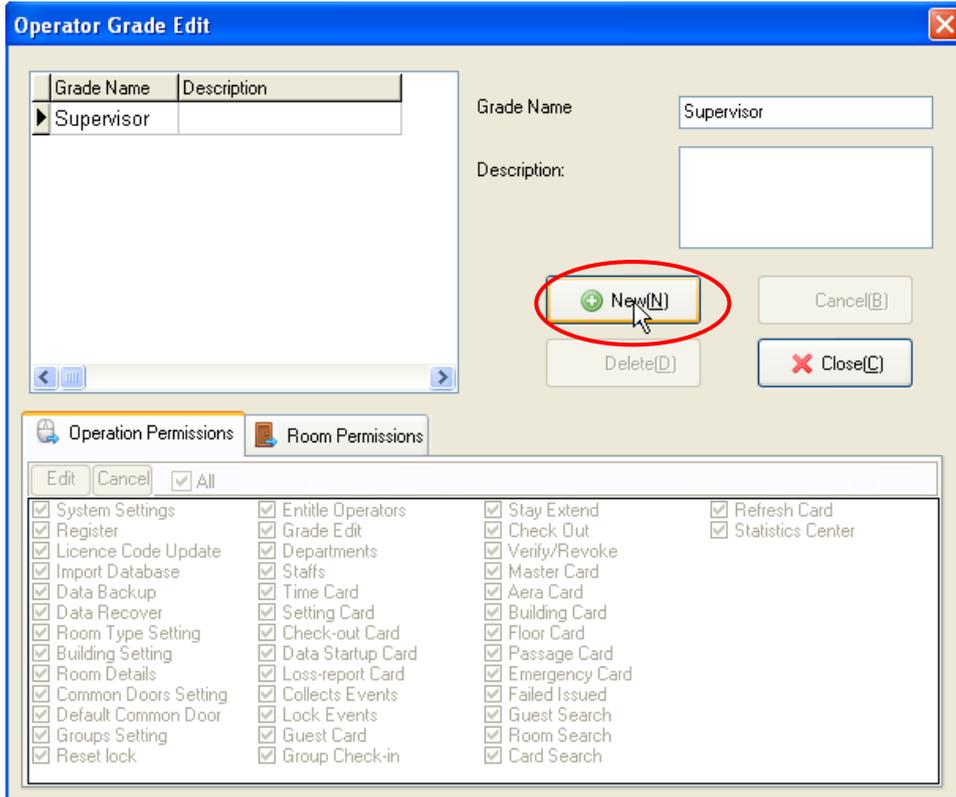
1

**Warning**

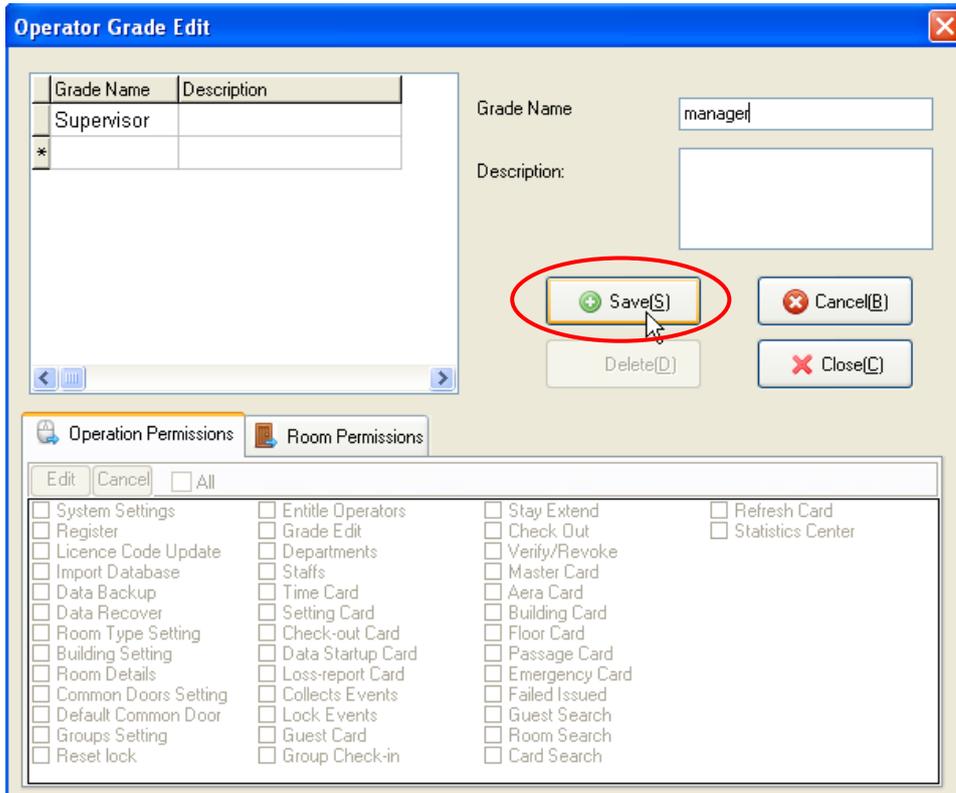
**Wireless data receiver allows download lock events for 1 room at one time. After 1 room, you should download it to PC otherwise the new events will cover the previous. The LMA can collect 10 rooms' event one time, when it is full, the new lock event will cover the latest which stored in the LMA.**

## 5.5 Grade Edit

Step 1 In the menu Operator->Grade Edit, open the function window.

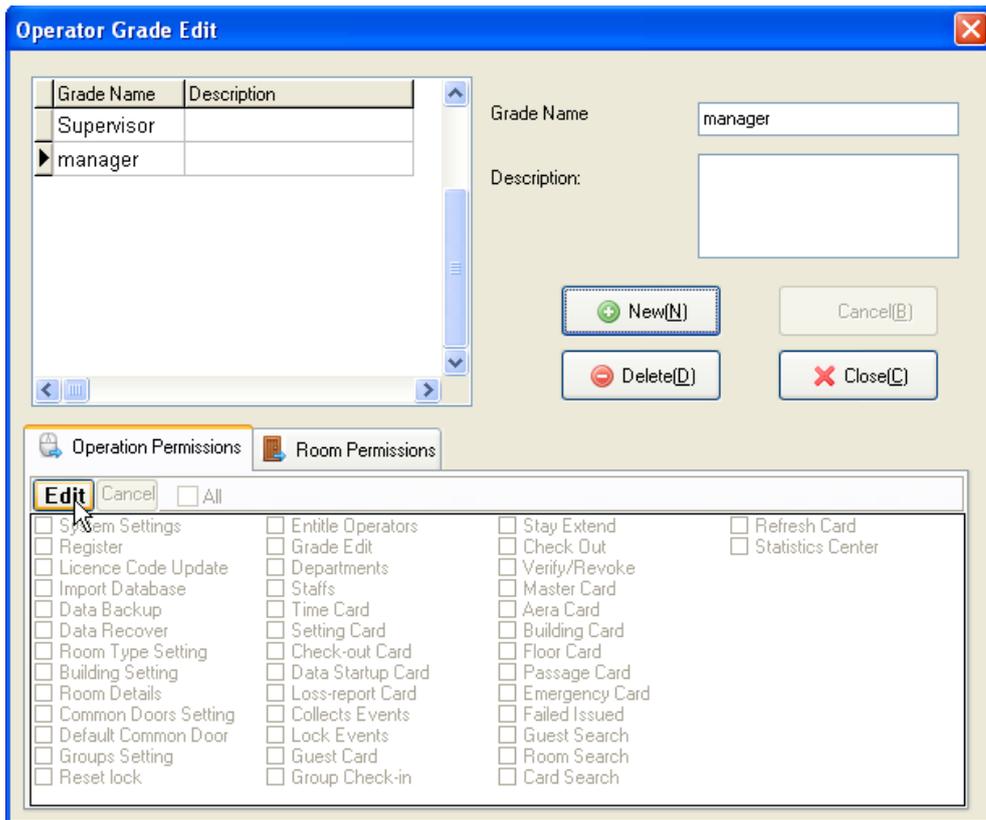


The Supervisor grade is the top grade which can access to all the menus in the software, we can see that all menus has been selected in default which means this grade has the authority to go to all the related operation. Click the new button to add a new operator grade.

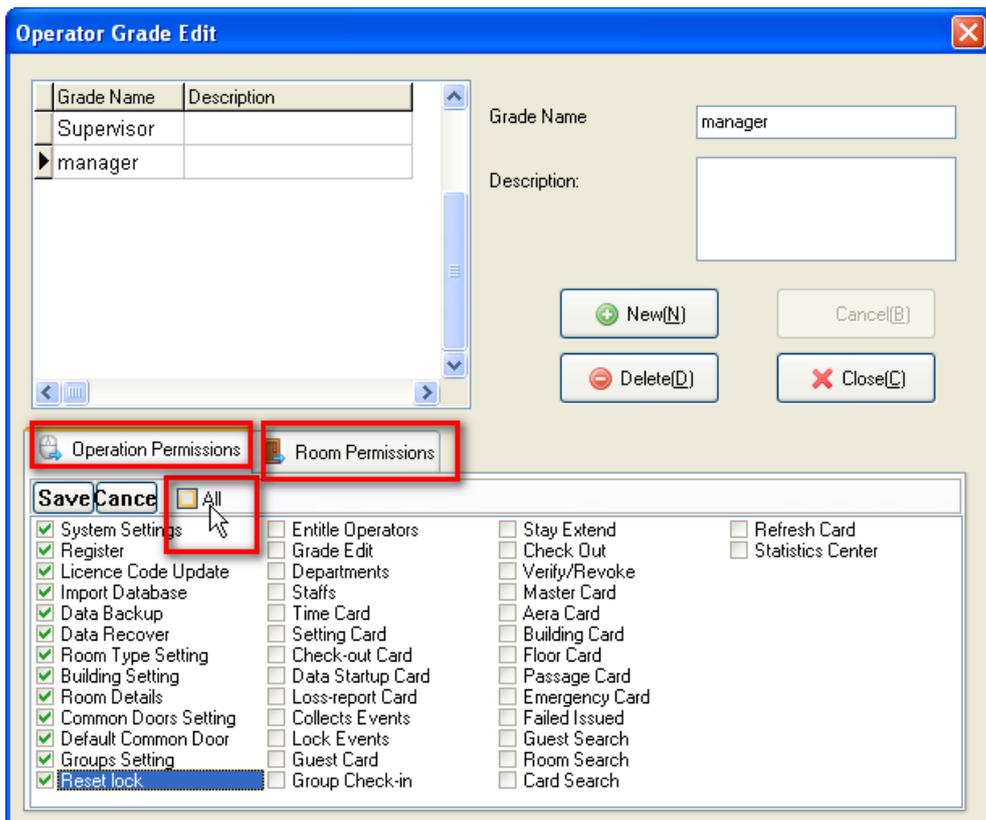


Input the name of this grade, E.g. input manager here, also you can give a simple description to it, then click the Save button.

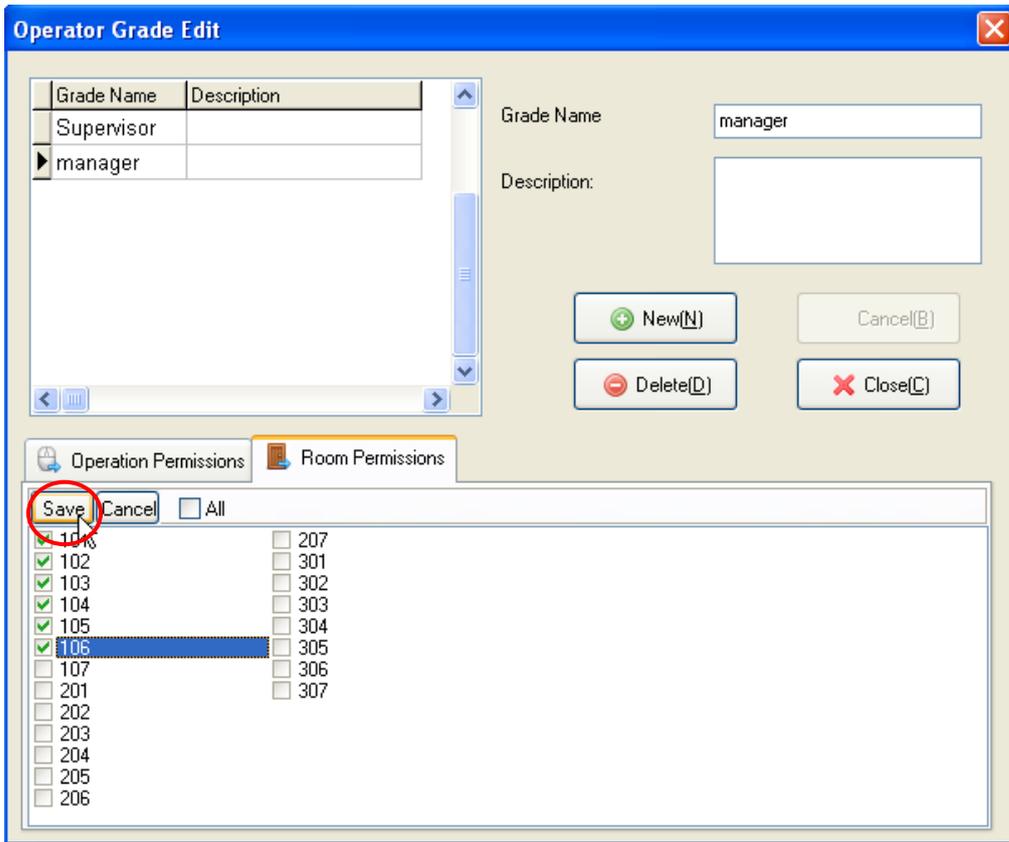
**Step 2 Edit the rights for the new grade and save.**



None of menu has been selected, it allow the supervisor to edit different level operators which have the different rights of certain menu or button. Click the Edit button to start.

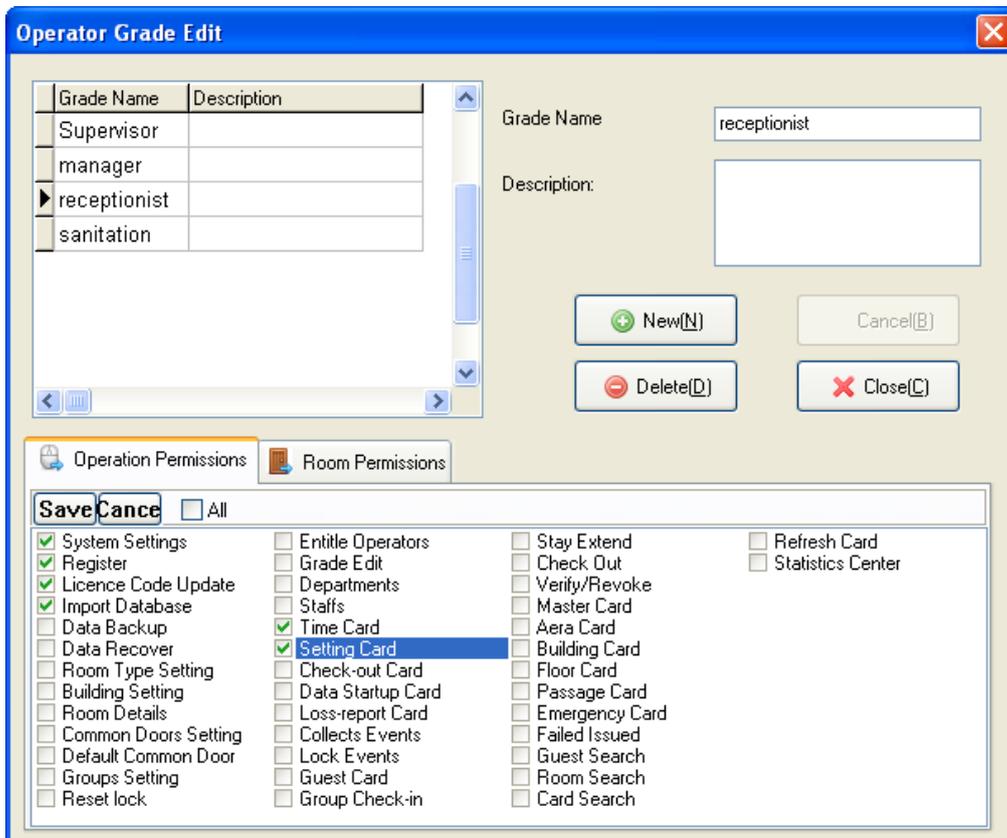


The table-key of Operation Permissions includes all the menus in the software, you can edit the rights for manager by selecting the related menus or not, then save it. For example, select the first column menus for the grade of manager, it means that this grade can access to those menus but others will not be allowed. If he try to access to those the software will indicate this grade doesn't has the permission to do it. Cancel-To cancel your latest edition. All-The hot key to select all the menus

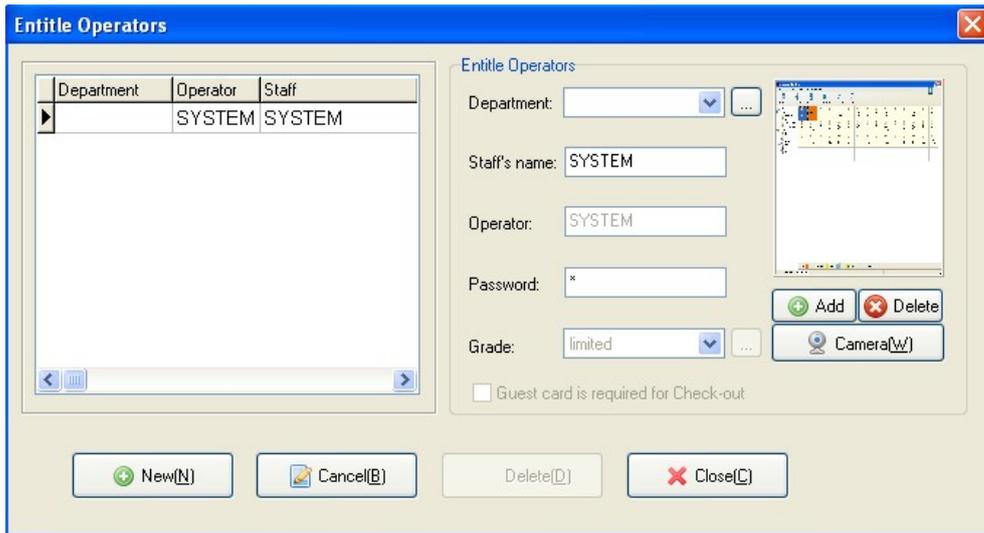


When you finish the edition of operation permissions for manager, then go to room permission, the same steps as the above, first, click the edit button, here we select room 101 to 106, it means that the manager grade has the rights to doing the related operation of these rooms, but those which hasn't been selected, if he try to operate, the software will also indicate. When you finished the edition, please save it.

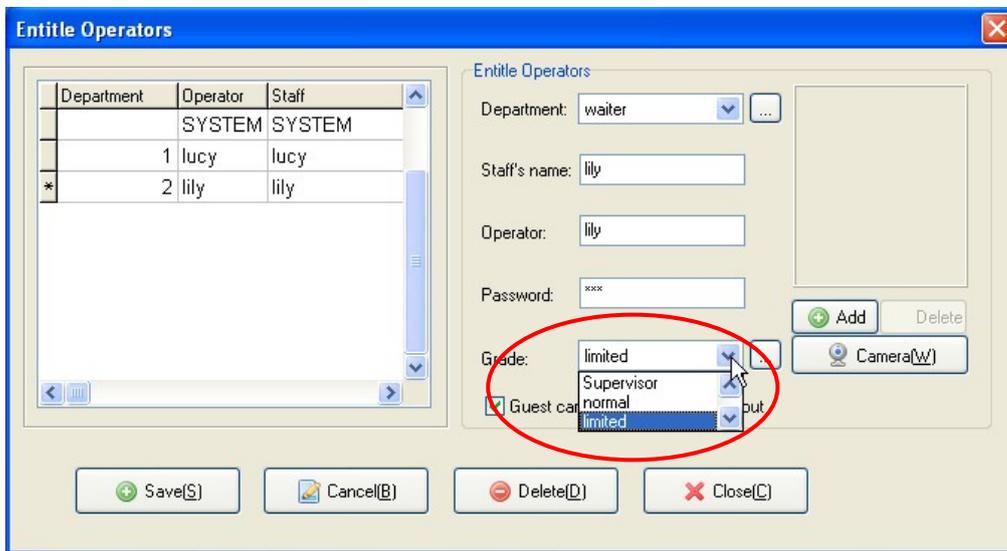
**Step 3 Add more operator grades as you want and edit the rights for them.**



## 5.6 Entitle Operator [Operator]



### Step1- [New]



### Step2- fill user info

**Department-** this staff's department

**Staff-** His(Her) name

**User Name-** Login name

**Password-** without length limit password for login

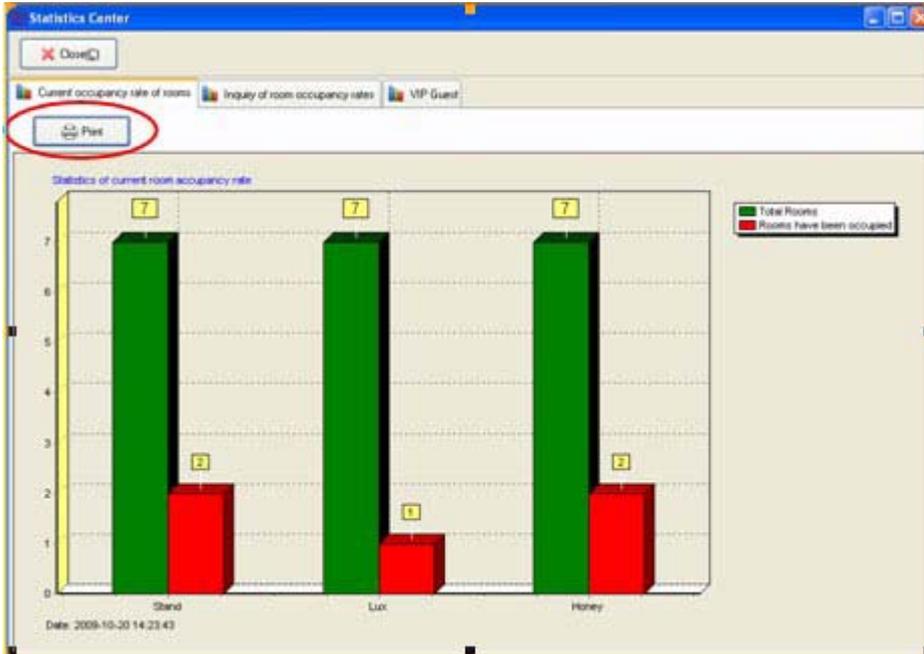
**Grade-** The operator grades which had been edited in the last chapter.



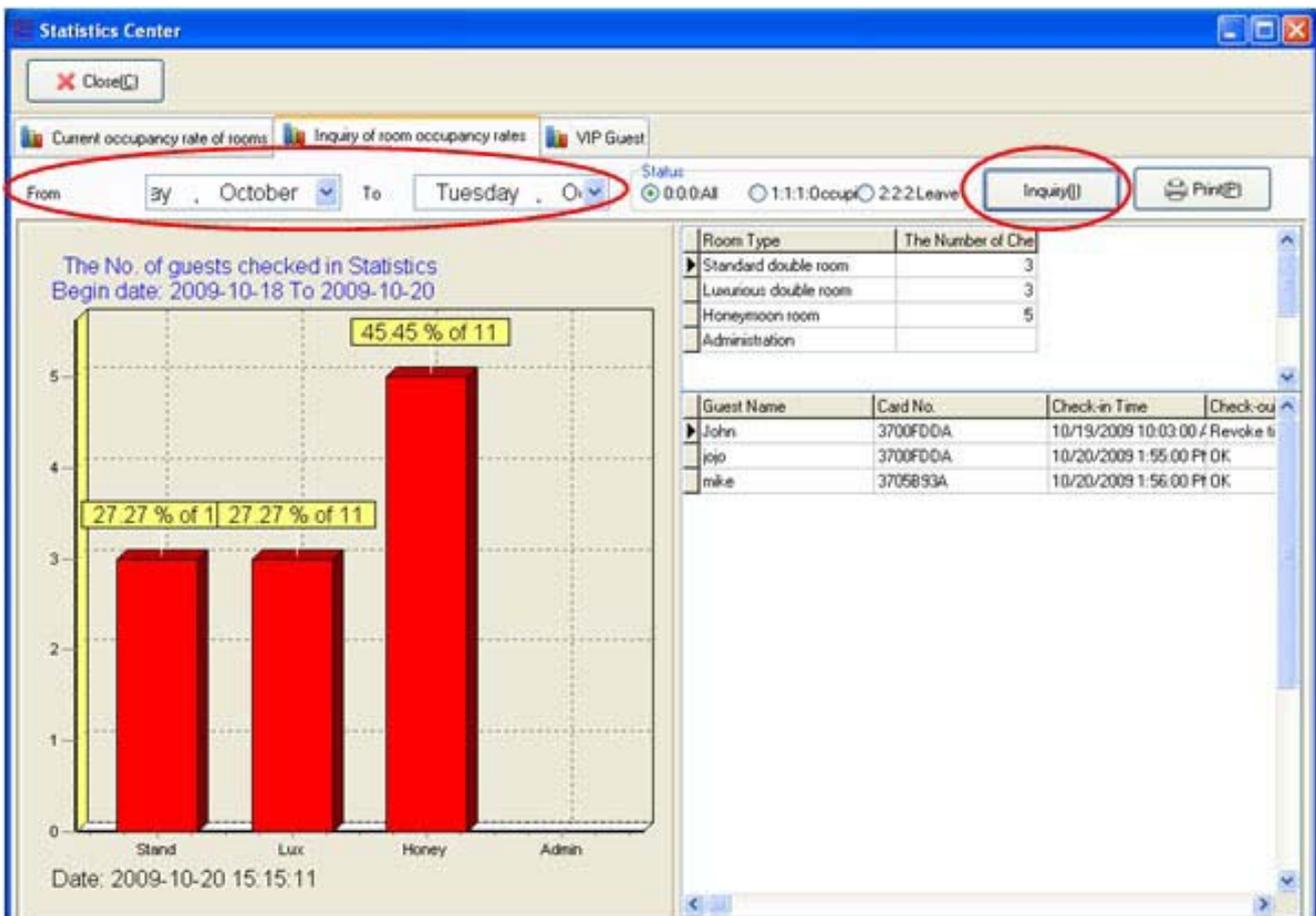
All users login name will in the list when login window opened.

## 5.7 Statistics Center

Statistics Center includes 3 parts data of system- the current room occupancy rate, different type of room occupancy rate and VIP Guest.

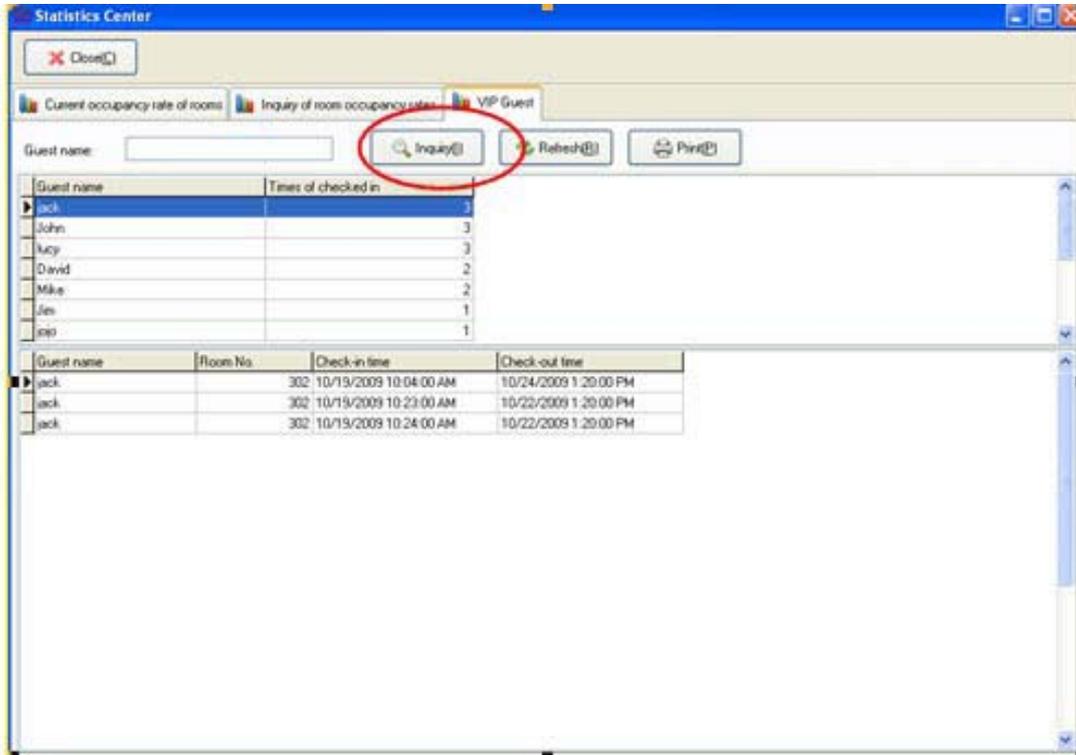


Current room occupancy rate indicates how many rooms has been occupied in each kind of room currently, that equivalent to say how many guests has been checked in at present. In this histogram, green column is the total rooms of every kind, red column is the rooms which has been occupied. Click Print button to print it out.

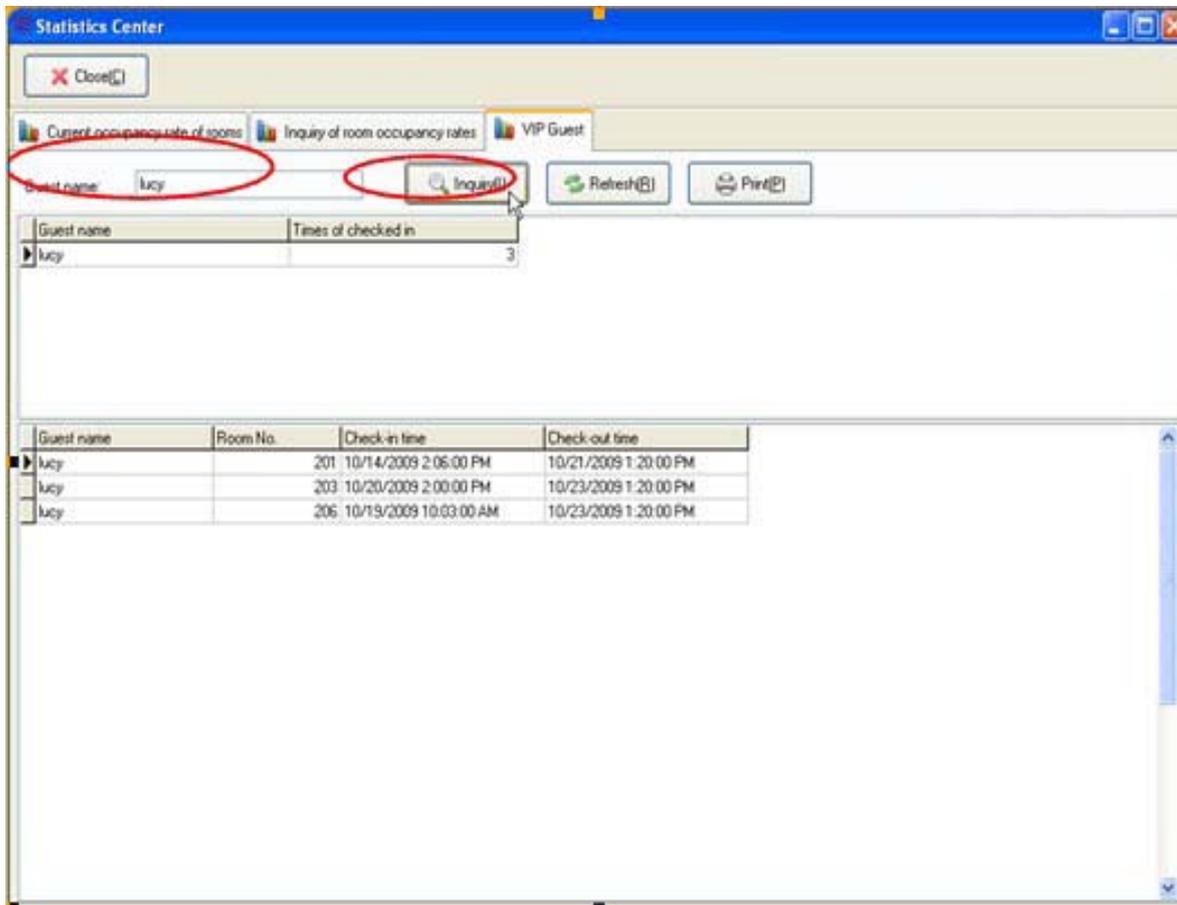


You can inquiry the room occupancy rate in a time term in this function but not the current room occupancy rate. First, select a time term you want to inquiry, then click the Inquiry button.

For example, the picture above tell you from 10/18 to 10/20, there are eleven guests has checked in , three for Standard room, three for Luxurious room and five for Honeymoon room, the guest's name, card NO., check in time and the check out or revoke card time all has been shown on the list.



Through the VIP guest function, you can inquiry those guests who frequently check in, the order of the guest name is arranged by the times he/she check in, the more the times, the forward he/she is.



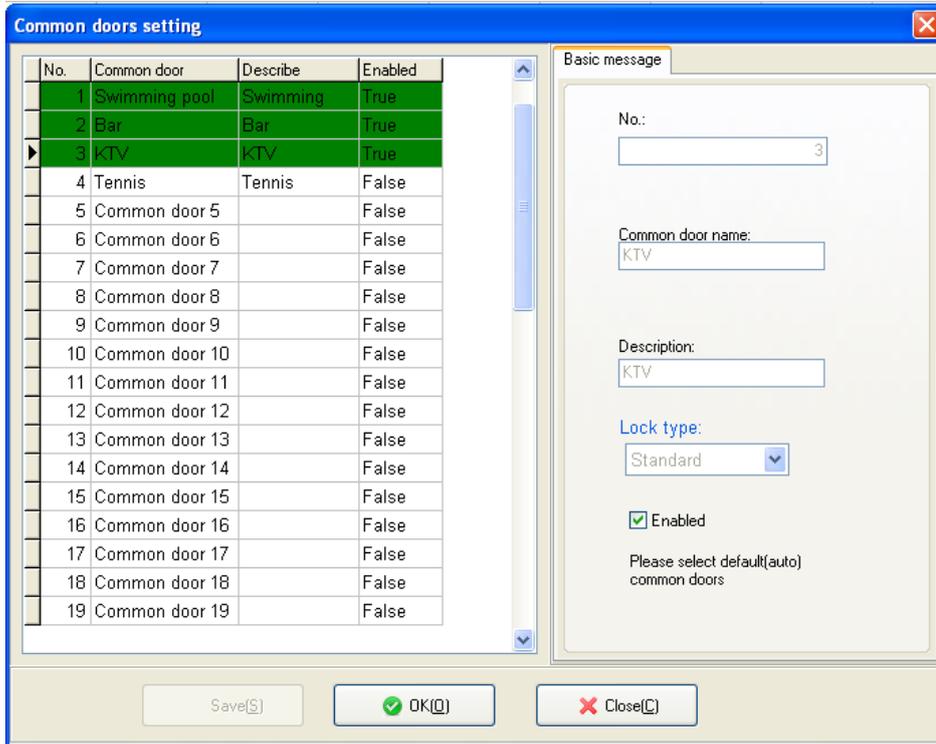
If there are a lot of guests and it is difficult for you to find the info of a specified guest, input he/her name, then click Inquiry button, the result will be shown as left.

## 5.8 Common doors

Common door function is an important function in Epordo Hotel lock system™ which is the software of programming keycards. Hotel owner can select if open the valued service place like spa, swimming pool, vip club, Sauna room etc when they check in on the reception. Card will be written in data to let the common door unlock for it.

To use common doors for guest card, you should do [initialize common doors](#) firstly.

Then, you select several default common doors. **[Rooms setting>Default common doors]**



All common doors showed here is the list you finished when [build common doors](#)

All doors you want to filter guests can install epordo hotel lock or wall reader to let it become a common door

These public place maybe include free open place and valued service place.

The selected common doors will show green back color which means it will become a auto common door when issue guest card. In this example, swimming pool,bar,KTV had been selected as auto common doors. Guest can pass them by read their own guest(room) card.

But other place likes Tennis is not be selected and guest can not pass it.

### a. Use default common doors

You should do nothing for use default common doors because each time when you issue a new guest card you will find the **Auto common doors** already been selected, That's the common doors you chose in step select default common doors.

Auto common doors

### b. Select customize common doors.

You can adjust common doors for a guest who has a special request.

Cancel the selection of 'Auto common doors' you will find the big button of '**Common doors...**' become press able.

Common doors...

## Chapter 6. Advanced Skill

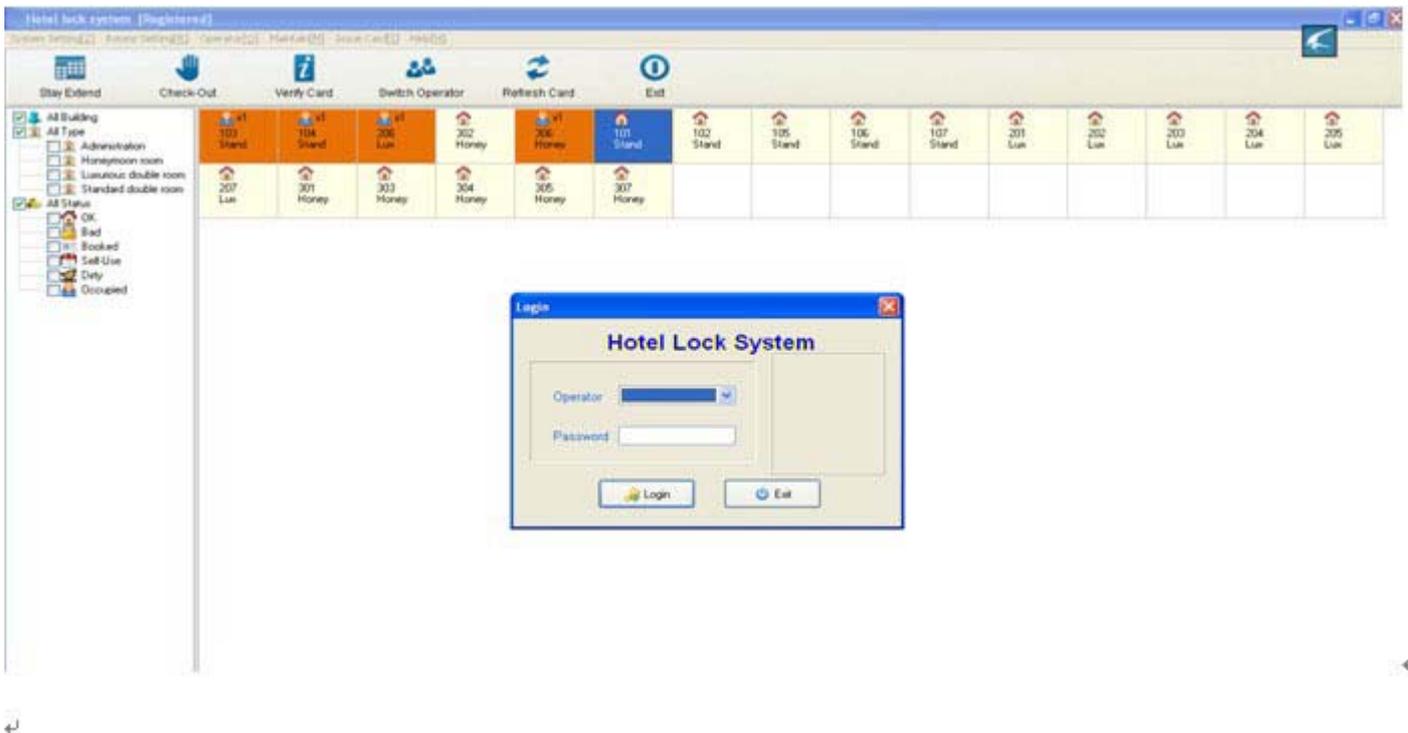
### 6.0 Change password

Operator->modify password, All user can change their own password.



### 6.1 Lock the screen.

Switch user is not only for using change a user but also has the function lock the screen.



In this window, select correct User and fill in Password can recover soft, it will make soft exit whether click **Exit**.

It protects soft from using by other guys when user is absent.

## 6.2 Refresh card

Refresh card allows operator to update a staff's card (include all the cards issued in the software) without needing to revoke it firstly. The early info saved in card will be showed and could be modified. Here we take guest card and building card as an example.

### 6.2.1 Guest card

The screenshot shows the 'Refresh Card' dialog box with the following fields:

- Card Type: Guest card
- Building: 1
- Floor: 1
- Room: 101
- Begin Date: 10/19/2009 10:03:00
- Expiry Date: 10/26/2009 (highlighted with a red circle)
- Card NO.: 3700FDDA
- Card holder: John

Buttons at the bottom: Verify(V), Issue Card(M), Close(C).

This is a guest card for 101 room. If the guest wants to extend stay, modify the expiry date directly to the due check out date then issue would be ok.

For example, the guest wants to stay 2 days more and the original check out date is 10/26, modify the date on the calendar to 10/28, then click the issue card button to refresh card. The new expiry date will be showed right now.

The left screenshot shows the 'Refresh Card' dialog box with a calendar overlay for October 2009. The date 10/28 is selected. The 'Expiry Date' field is 10/26/2009.

The right screenshot shows the 'Refresh Card' dialog box with the 'Expiry Date' field updated to 10/28/2009 and the time set to 2:00:00 PM.

6.22 Building card

Refresh Card

Card Type: Building card

Building: 1 2 3 0

Floor:

Room:

Begin Date: 10/20/2009 10:56:00,

Expiry Date: 10/20/2010 12:20:00 AM

Card NO.: 3700FDDA

Card holder: David

From: 12:00:00 AM to 11:59:00 PM

Verify(V) Issue Card(M) Close(C)

The original card's info as has been shown left, this building card can access to building 1,2,3.

As to refresh this card, in the drop-down menu, you can cancel a building NO. ( by selecting 0) /add a NO./ modify to a new building NO. directly , in addition, the expiry date(default is one year) and the using time term( just for building / area /floor card) of a can also be modified. day (default is from 12:00AM to 11:59PM)

After you finish the edition, click Issue card to update the card, then this card can access to different buildings from before.

Refresh Card

Card Type: Building card

Building: 1 2 3 0

Floor:

Room:

Begin Date: 10/20/2009 10:56:00,

Expiry Date: 10/20/2010 12:20:00 AM

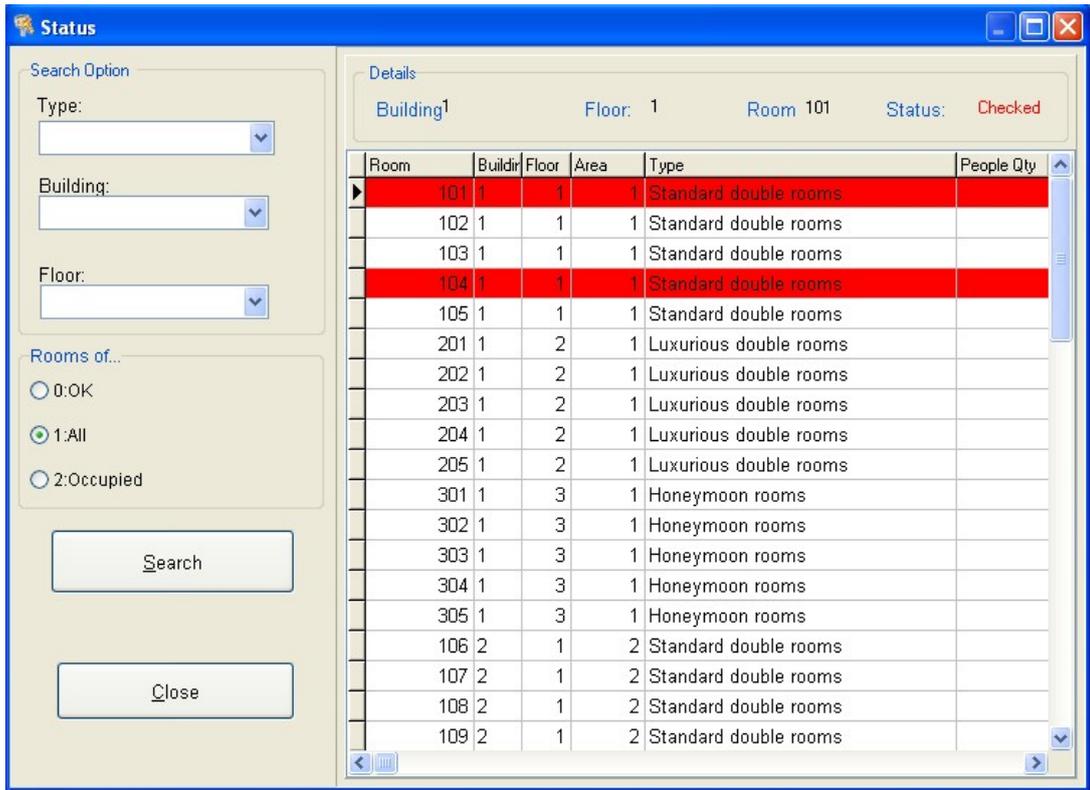
Card NO.: 3700FDDA

Card holder: David

From: 12:00:00 AM to 11:59:00 PM

Verify(V) Issue Card(M) Close(C)

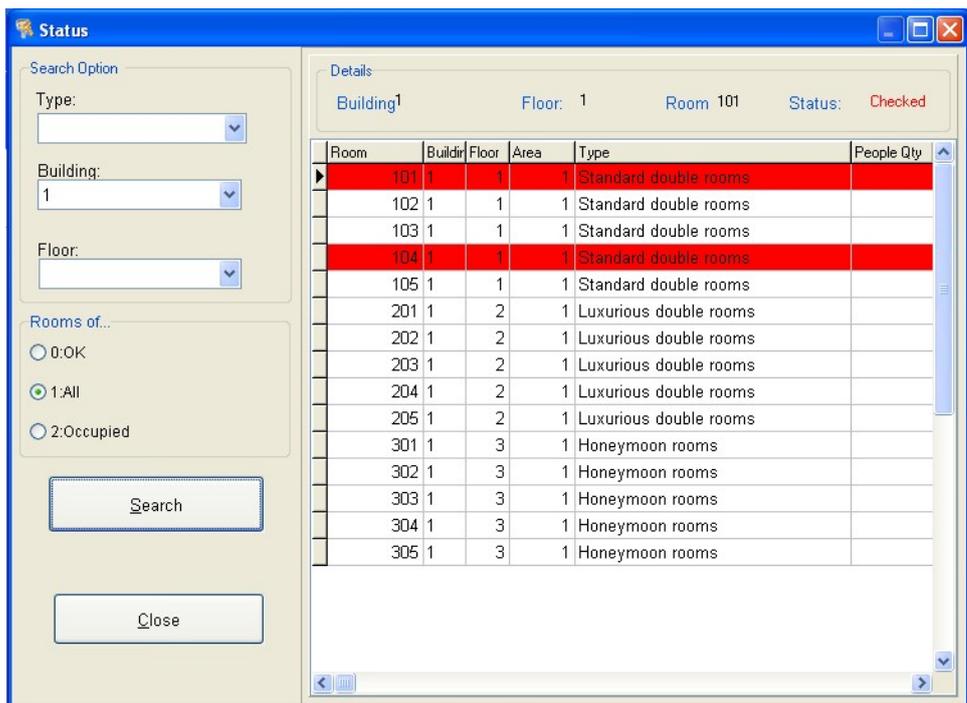
### 6.3 Fast operate by keyboard.



System allows user do fast operating for cards when it is busy time.

In Maintain->Room search...You can use the Search Option function to select the rooms you wanted. For example

**Step 1 Select '1' in the Building drop-down menu to switch all rooms in building 1(from 101 to 305), all the rooms will be listed here.(The rooms in red background means their status are occupied)**



**Step 2 Double click one room to open [Check in Operate window.](#)**

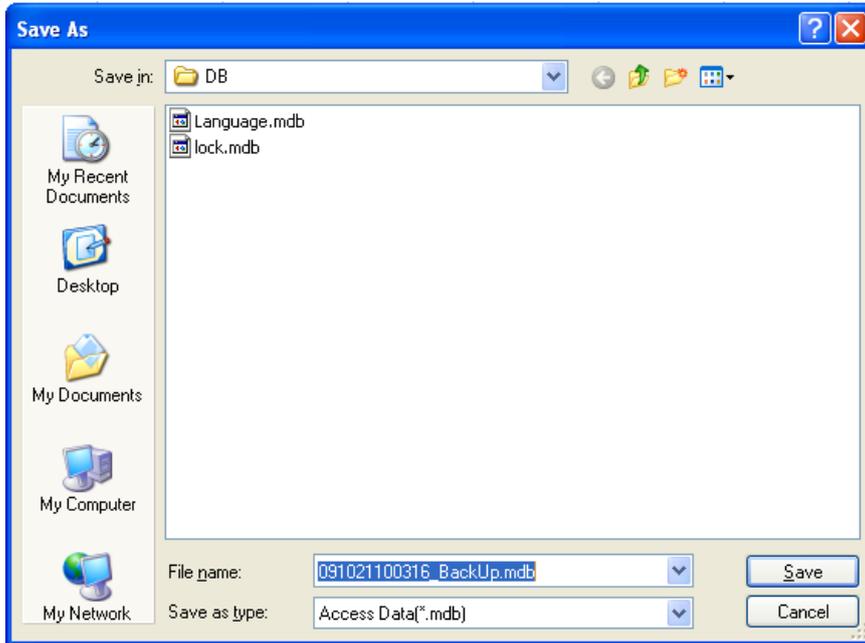
**Step 3 Fast go to next title by press 'Enter'**

(Except More in 1/Deadbolt/Override/Auto common doors requires operate by mouse).

- ↓ **Enter**(go to check in)
- ↓ **Number**(fill days)
- ↓ **Enter**(go to Guest name)
- ↓ **Letters**(fill name)
- ↓ **Enter**(go to Passport)
- ↓ **Numbers**(passport number)
- ↓ **Enter** (ready to issue card)
- ↓ **Place card**
- Enter**(Issue card) ↓
- Handing cards to guest**
- Esc- exit card issue window.**

## 6.4 Backup and recover database.

### A. Backup [System setting>Database Backup]

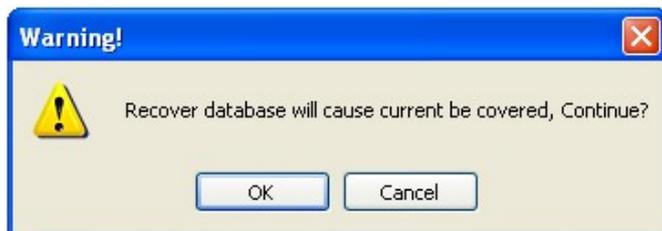


Notice: Backup database is in mdb file.  
Its name will be auto marked today's date.  
E.g. 091021100316, in this group number,  
09-10-21.  
10-October  
21-Date  
Click Save to save it.

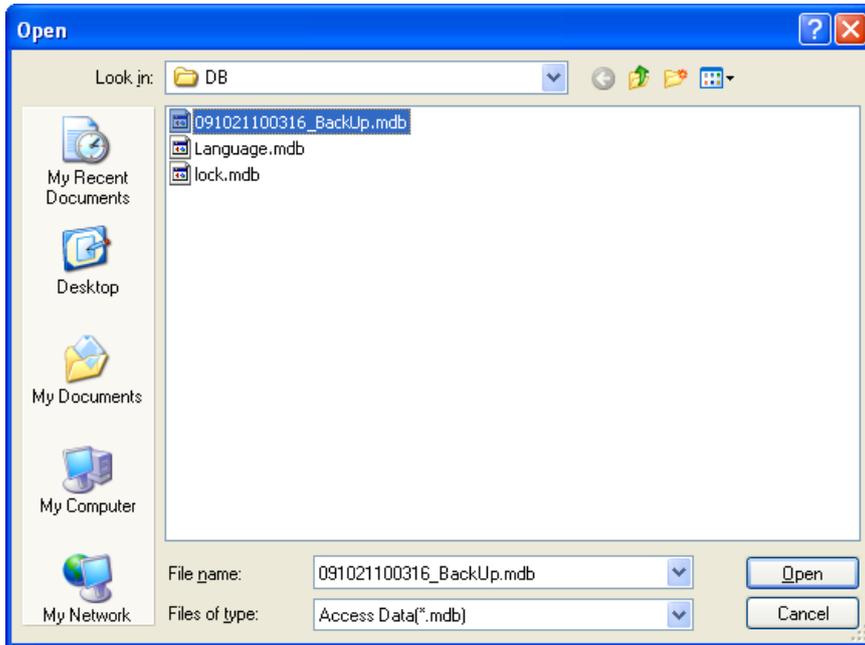


Once you finish, the system will inform you the operation is succeed.

### B. Recover [System setting>Database Recover]



Notice: Once you recover from a history database, all current info will be covered by the new.



To recover database, you should find the backup \*.mdb file.

Here current database is

***lock.mdb.***

The backup database is

091021100316\_***BackUp.mdb***

Click open to recover the database.



Folder 'Db' will leave by soft to ensure next installation at the same folder will keeps all data continue use able.  
To clear it please delete by manually.

## Chapter 7. Message guide

Message	Cause
No encoder found!	<ul style="list-style-type: none"> <li>-Encoder driver not installed</li> <li>-Lock type select wrong by mistake</li> <li>-Encoder hardware malfunction</li> <li>-Encoder not connected to PC</li> </ul>
Operating not support!	-You forgot register software
Failed! Card's Encryption is unknown!	<p>-This is a correct card (chip) type which can be read by encoder but it already encrypted by software.</p> <p>It comes from epordo hotel lock system but beyond region (encrypted by different hotel code).</p>
Invalid parameter!	The numbers you input is not match the rule, it is unreal or illogical
No card or card can't be identified!	<ul style="list-style-type: none"> <li>-There is no card on encoder.</li> <li>-The card's spec is not match the encoder. It means in physically this card can not identified by encoder</li> <li>-Card is not placed well. It was placed not in center or wrong direction(IC card requires)</li> </ul>
This is not a blank card, revoke it firstly!	·This is a important card (Master card or emergency card) and the software refuse issue it to new. Please verify it firstly. If you are sure it is no use please revoke it and than issue to a new.
Ok!	Current operating is finished successfully,
Unknown error!	<p>You select a wrong lock type(TM/IC/AT/TI/RFID (Mifare).</p> <p>It is different between software lock type and your encoder type(TM/IC/ /RFID (Mifare).</p>

***If you want to know more, click our website:<http://www.epordo.com>***