

# EPORDO

## HOTEL LOCK SYSTEM

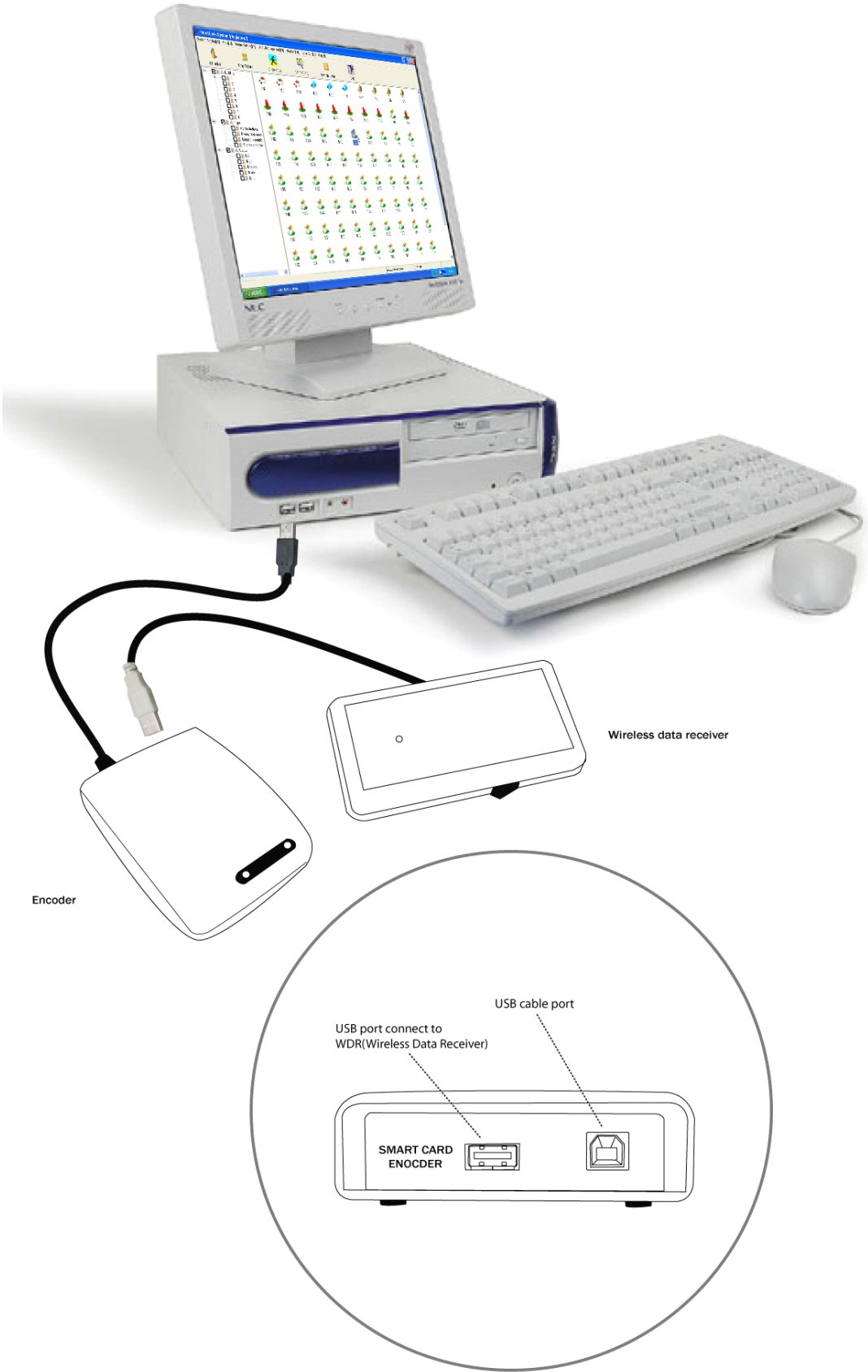
*Full Guide*

# Content

Chapter 1. System Hardware link.....	3
Chapter 2. Hotel lock system info.....	4
2.10 Hardware.....	4
2.20 Equipment required.....	5
Chapter 3. Initialize System & locks.....	7
3.10 Register.....	7
3.11 Login.....	7
3.12 Fill in hotel name/Lock type/check out time.....	8
3.13 Read authorized card.....	10
3.20 Build rooms.....	11
3.21 Room Type setting.....	11
3.22 Building setting.....	11
3.23 Room Details [Rooms setting>Room Details].....	12
3.30 Build common doors.....	12
3.40 Why initialize door(guest room and guest card) required?.....	13
3.42 Initialize common doors.....	14
3.43 Initialize lock 3 steps.....	15
Chapter 4. Interface.....	15
4.10 Menu.....	15
4.20 Shortcut.....	17
4.30 Icon.....	17
4.40 Filter.....	18
4.50 Issue card window.....	18
Chapter 5. Quick start.....	19
5.10a Check-in (Issue cards for guests).....	19
5.10b Group check in.....	20
5.20a Check-out (with cards).....	22
5.30 Loss report.....	23
5.31 <i>Override</i> function.....	23
5.32 Issue ' <i>Loss report</i> ' card and read it on lock.....	24
5.40 Stay extend.....	25
5.50 Lock-Events.....	26
5.60b Entitle users [Operator>Entitle Operators].....	30
5.70 Refresh card.....	31
5.80 Common doors.....	32
Chapter 6. Advanced Skill.....	33
6.10 Change password.[Operator>Modify password].....	33
6.20 Lock the screen.[ <i>Switch user</i> ].....	33
6.30 Limit using time for Floor/Area/Building card.....	34
6.40 Fast operate by keyboard.....	34
6.50 Backup and recover database.....	36

6.60 Statistics Center [Maintain-Statistics center].....	37
6.70 Camera function.....	37
Chapter 7. Message guide.....	38

# Chapter 1. System Hardware link



## Chapter 2. Hotel lock system info

### 2.10 Hardware

CPU: Pentium II or above、 64M above RAM

Operating System: Win98/Me/2000/2003/XP/Vista

- Encoders: M1 card encoder(E1208-M1), IC Card encoder(E1208-IC)
- Card Type: MF 1K S50, SLE4442 card、 AT24c64 card (Data card)
- 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 Drive
  - • Mouse and Keyboard
  - • USB port 1.1/2.0
  - • Soft size: 4.60MB

- Features
  - • 10sec search rooms.10 finish issue card
  - • Keybord operate speedly
  - • Multi users with different rights
  - • Guest records search and print able
  - • Card issued records search and print able
  - • Compatible RFID and IC hotel lock
  - • Common door
  - • Easy to update
  - • Easy to recover database
  - • Friendly interface

## 2.20 Equipment required

	Name	Remark
	<b>More than 1 personal computer</b>	<b>Several pc workable in one system</b>
	<b>SLE4442(IC) or Mifare-1(M1)</b>	<b>Key card</b>
	<b>IC Card encoder or Mifare-1(M1) card encoder</b>	<b>Data card, It is used for retrieving open records from the lock.</b>
	<b>Wireless data receiver ( optional)</b>	<b>Download Lock-Events from locks</b>

	<b>Lock management assistant ( select accessories)</b>	<b>Do initialize lock and download Lock-Events from locks</b>
--	--	---

## 2.30 Cards

**Authorized card**

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

**Time card**

Activate clock of locks. Initialize required.

**Data startup card**

It is only for IC card lock to boot the Data card(Optional select)

**Room Setting card**

Setting doors' ID. Initialize required.

**Guest card**

Operator can assign which room and what common doors can be access within a certain period of time.

**Floor card**

It can open certain floor's doors in certain period. It cannot open the doors when thumb-turn is used.

**Area card**

It can open certain area's doors in certain period. It cannot open the doors when thumb-turn is used.

**Building card**

It can open a certain building's doors in certain period. It cannot open the doors when thumb-turn is used.

**Master card**

This kind of card can open all locks in a certain period; even in inside locking status

**Emergency card**

This kind of card can open all lock in certain period s; even if thumb-turn is used.

## Loss-report card

Loss-report the function card.

# Chapter 3. Initialize System & locks

**Why initialize hotel lock system when installation finished?**

**- Hotel Lock System should be register for a normal use. Also it need set all doors by manually for daily operation.**

## 3.10 Register

### 3.11 Login



Double click>



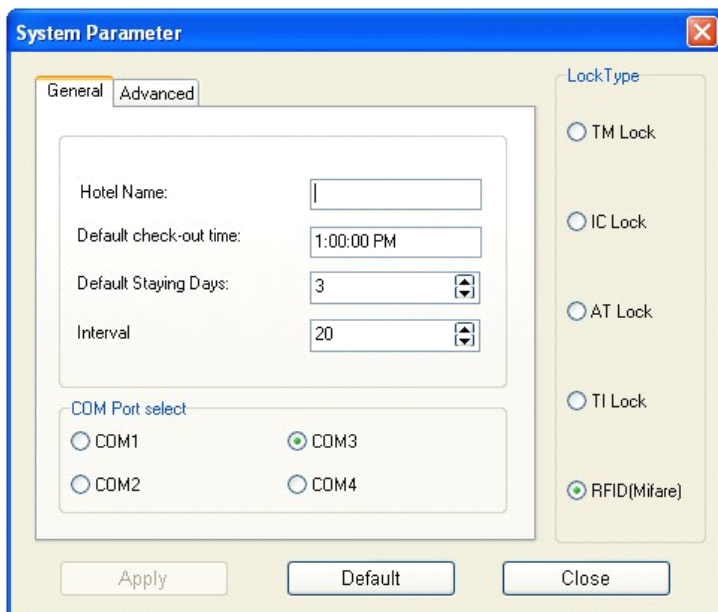
ILockSoft

User: SYSTEM

Password: 0 (zero)

Note: all existed users name will be in the list

### 3.12 Fill in hotel name/Lock type/check out time



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 select

Click **Save** to exit and next running the above setting effect.

### **General- general setting are both here including**

Hotel Name- fill your hotel name.

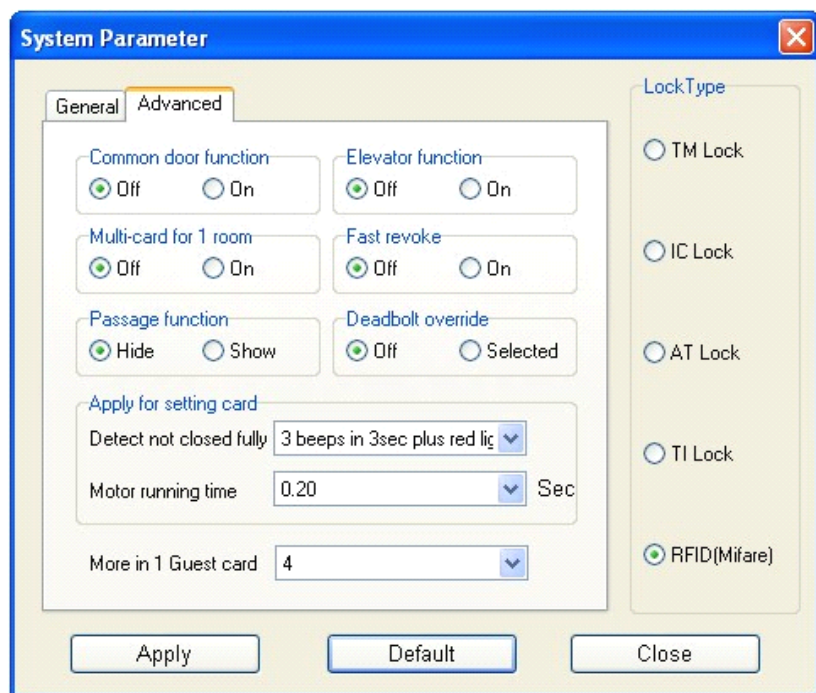
Default check out time- your hotel's rule of check out time.

Default staying days- a default days that when issue card window opened.

Interval- default is 20, this is a number that makes guest card little bigger range than the real to confirm guest can pass in his living term.

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





### ***Setting>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)

***Multi-card for 1 room-***switch of several cards for 1 room

***Fast revoke (guest card)-***when it is no, when you issue a unblank guest card, the soft will warn you firstly.

***Passage function-*** when it is show the passage option will appear when issue guest card. If guest card was seleted passage On, it will make the door in always open status after reading .

***Deadbolt override-***If Selected, this option will be auto selected when issue guest card and all other function cards.Still user can cancel select it to off this function for a card.

### ***Detect not closed fully warning-***

***3 beeps in 3 secc plus red light-***there are 3 beeps in a break if door latch not 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 select the mode except 'No alarm', the system user still have the rights select it(warning) or not when issue setting card. Once it be 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 adjust it to over 0.40sec, it may cause moter damaged.

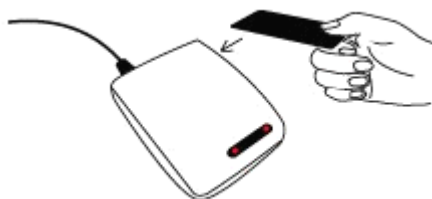
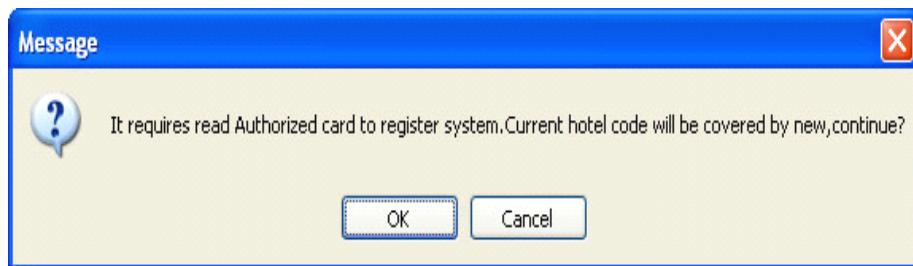
***More in 1 Guest card-*** Max quantity rooms in 1 card, default is 4.

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



### 3.13 Read authorized card

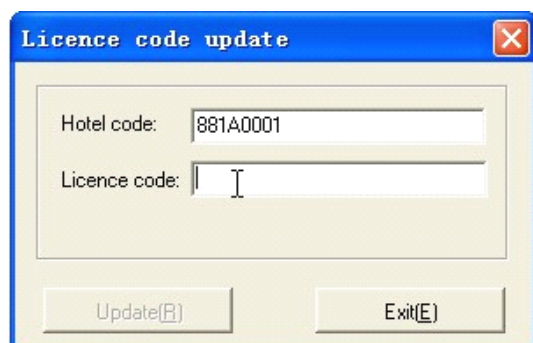
↓ **System Setting->Register**



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



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



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



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



RESTART SOFT

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

### 3.20 Build rooms.

#### 3.21 Room Type setting

Room Type Setting

Type

Type:

Short Name:

People Qty:

Rate:

Card quantity:

☒ No limit to issue card

Type	People	Rate	Card quantity
▶ Standard double room	2	500	1
Luxurious double room	2	1000	1
Honeymoon room	2	1000	1
Administration	2	1000	1

New(N)

Cancel(B)

Delete(D)

Close(C)

**[Room setting>Room type setting]**

You can rename all rooms type name, and the rate, people allowed to live in, and defined how many cards is allowed to issue for this type room. **No limit to issue card** means you can issue cards for the room unrestrainedly, If you don't select it but define **card quantity** as 1, so the receptionist can issue 1 card for the room at most and can not issue more cards. Close to end and exit.

#### 3.22 Building setting

Building Setting

Building details

Building Name:

Building
1
2
3

Save(S)

Cancel(B)

Delete(D)

Close(C)

**[Room setting>Building setting]**

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

### 3.23 Room Details [Rooms setting>Room Details]

**Room details**

Room	Building	Floor	Area
101	1	1	1
102	1	1	1
103	1	1	1
104	1	1	1
105	1	1	1
106	1	1	1
107	1	1	1
108	1	1	1
109	1	1	1
110	1	1	1
111	1	1	1
112	1	1	1
113	1	1	1
114	1	1	1
115	1	1	1
116	1	1	1
117	1	1	1
118	1	1	1
119	1	1	1

**Basic message**

Building: 1

Floor: 1

Room: 101

Room name: 101

Area: 1

Room Type: Standard double

Type: Off Online

Buttons: New(N), Cancel(B), Delete(D), Auto add(U), Close(C)

**New>**

Select the **building>**

Select **floor >**

Fill a **room No. >**

Select a **Area** ID. This is used for part rooms to manage >

Select room **type >**

The lock type is Standard

**Save**(New) to end one room's edit

### 3.30 Build common doors

[Rooms setting>Common Door Setting]

**Common doors setting**

No.	Common door	Description	Enabled
1	Club		False
2	Common door 2		False
3	Common door 3		False
4	Common door 4		False
5	Common door 5		False
6	Common door 6		False
7	Common door 7		False
8	Common door 8		False
9	Common door 9		False
10	Common door 10		False
11	Common door 11		False
12	Common door 12		False
13	Common door 13		False
14	Common door 14		False
15	Common door 15		False
16	Common door 16		False
17	Common door 17		False
18	Common door 18		False
19	Common door 19		False

**Basic message**

No.: 2

Common door name: Swimming Pool

Description:

Lock type: Off Online

Buttons: Save(S), OK(O), Close(C)

If your hotel has public place such as Club, swimming pool etc, only when you installed hotel lock products, the common doors function is use able.

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 2 type common doors, 1 swimming pool, 1 Bar.

All of these places had installed hotel lock system hardware, then you can edit its 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 3 same 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 limit all access of these 3 doors to Bar place.*

### 3.40 Why initialize door(guest room and guest card) required?

**-Each lock should be have a memory whether the card is valid or not. It needs to set door ID and activate clock**

#### 3.41 Initialize guest room

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

Click **Issue card**, then read the setting card on the lock.

**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 rooms only. after finish 1 floor you should issue another fresh.

Or you scan do 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.



**Step 3** [Initialize 3 STEPS](#)

**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. After finished all setting cards for doors. Hold it and read it one by one, set ID finished.**

**3.42 Initialize common doors**

**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-**

**Select one common door**

**Place a blank card and click Issue card button.**

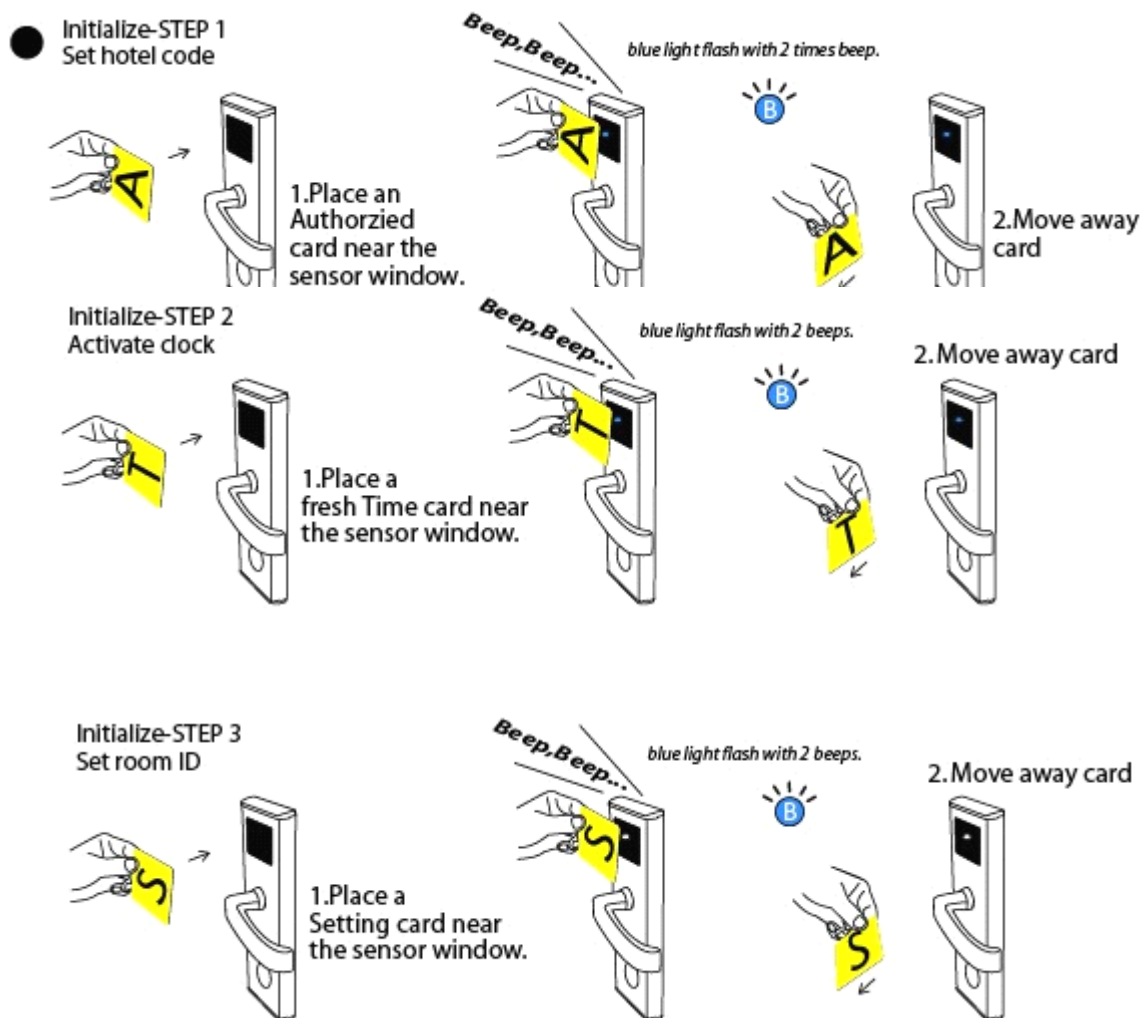
**3.Read this card on the common door, you will see blue light, it means set ok.**

**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](#)**

### 3.43 Initialize lock 3 steps

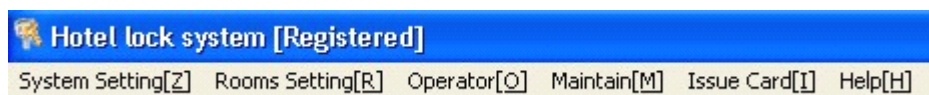


The above action is universal for different models of hotel lock, wall reader products and energy saving switch advanced models. It is same procedure for set guest rooms and common doors

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

## Chapter 4. Interface

### 4.10 Menu



System setting-



**System parameter-** set hotel name/ default check out time/default staying days/interval/lock type

**Register-** register soft path.

**License code update-** for limited user(not permanent) to update license to continue use.

**Import database-** for multi-terminals(encoders) in one hotel, they use a public database.import public database from here

**Database recover-** recover from a backup database.

## Rooms setting-

<a href="#">Room Type Setting</a>
<a href="#">Building Setting</a>
<a href="#">Room Details</a>
<a href="#">Common Doors Setting</a>
<a href="#">Default Common Doors</a>
<a href="#">Group Details</a>

**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**-Build group information when a company or a traveling team check in.

## Users management

<a href="#">Departments</a>
<a href="#">Staffs</a>
<a href="#">Entitle Operators</a>
<a href="#">Grade Edit(P)</a>
<a href="#">Switch Operator</a>
<a href="#">Modify Password</a>

**Departments**-Build you hotel departments information

**Staffs**-Add staff personal information and issue staff card for them

**Entitle Operatorss**-Add users and edit each user's rights, login name and password

**Grade edit** Add operator grade and authorize different operating right for different grade

**Switch User**-Switch to another user

**Modify Password**-To modify a new password, old password required

## Maintain

<a href="#">Time Card</a>
<a href="#">Setting Card</a>
<a href="#">Check-Out Card</a>
<a href="#">Data Startup Card</a>
<a href="#">Loss-report Card</a>
<a href="#">Guest Search...</a>
<a href="#">Room Search...</a>
<a href="#">Lock Events...</a>
<a href="#">Statistics Center</a>

**Time card**-issue time card to activate(modify) locks' clock.

**Setting card**-issue setting card 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 card**- issue a card to report the lost card on the lock

**Guest search...**-search the guests

**Room search...**-search the rooms

**Lock Events...**-download the audit trail of the lock

## Issue card

<a href="#">Guest Card</a>
<a href="#">Group Check-In</a>
<a href="#">Stay Extend</a>
<a href="#">Check-Out</a>
<a href="#">Refresh Card(M)</a>
<a href="#">Verify/Revoke</a>
<a href="#">Card Search...</a>
<a href="#">Master Card</a>
<a href="#">Area Card</a>
<a href="#">Building Card</a>
<a href="#">Floor Card</a>
<a href="#">Passage Card</a>
<a href="#">Emergency Card</a>

**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

Group Check-In- Issue card for a team when a company or a travel team check in

**Stay Extend**-modify staying days longer for guest card

**Check out**-Read guest card to check out

**Verify/Revoke**- Check the card's content or empty card content

**Card Search**-Track the cards issued records

**Master card**- Issue Master card, Master card can open all lock 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 room but not deadbolt

**Floor card**- It can open one floors all room 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.



## Help

About... (Z)







**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 groups guest**Check out**- Do check out a room**Change status**- Change a room' status including  
OK/Bad/Booked/Hotel self use/Dirty**Arrange by Room No.**-All rooms are listed by Room No.**Arrange by Status**-All rooms are listed by Status.

## 4.20 Shortcut

					
Stay Extend	Check-Out	Verify Card	Switch Operator	Refresh Card	Exit

**Stay Extend**-For guest extend their staying days. It requires submit guest card and re-issue.**Check out**-For check out by submit card, this way will requires submit guest card.

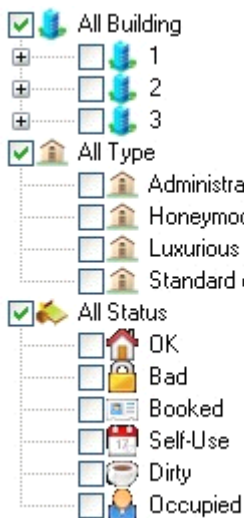
Check out in room box and revoke card will be done in 1 step.

**Verify card**-For user check card content place it on the encoder.**Switch Operator**- Switch to another operator**Refresh card**- Modify card content to reissue.**Exit**-Exit the system

## 4.30 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**]Coffee- This room is not ready because waiting to clean or other reasons.[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**]

## 4.40 Filter



***This is a filter to help user find rooms he want quickly. room comes from this filter search.***

### ***Usage -***

**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 double room** ).

**2.**Select **room status**, Usually you should find a **'OK'** room for the new come guest.

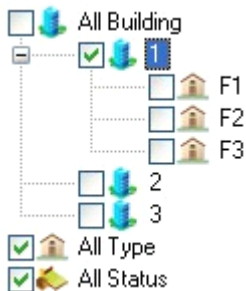
**Click OK, here you will find all rooms of free Standard double room**

**3.**Building select required in case hotel is made up of several different building.

You can enter different floor by click the '+' besides the building 1.

'+' means some content exist in.

Here in building 1 there are floors(at least 1 floor exist)



## 4.50 Issue card window.

### ***This is a multi issue card window***

It collect all windows of cards issued able in hotel lock system except guest card

Because guest card requires select room firstly but these cards not.

It including

- Time card
- Check out card
- Data startup card
- Master card
- Area card
- Building card
- Floor 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.**

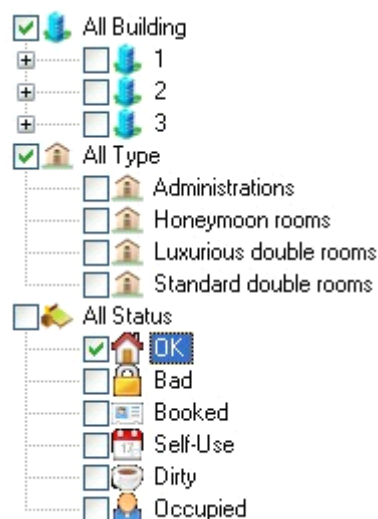
## 5.10a Check-in (Issue cards for guests)

### Step1-Ask and find rooms which guest want.



Search proper room by **Filter-**

Double click  to enter **Check in operate** window as follows



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

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

If guest ask more than 1 room, select '**More in 1**'. You will see 4 or 8 grid to fill rooms. 4 and 8 rooms switch is in **More In 1 Guest card** in menu [Advanced setting](#).

**Staying days**-it is 3 day, you can modify in 'Default staying days' in menu [General setting](#).

#### **Check in on-**

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 take count of how many staying days.

Modify in menu [General setting](#).

**Guest name & Passport**-it requires fill in guest name and passport number. You can go on even blank guest name and passport but we still suggest you complete all info.

**Deadbolt override**-This is a new function (hardware support required) that allow guest card select unlock deadbolt able or not.

***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 (guest lived in 192 room)  
Modify in [Advanced setting](#).

### Step3- place card.



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



### Step5- Handing card to Guest.

## 5.10b Group check in

**Step1:** *[Room setting- Group details]* Add the group information, such as group name, Phone etc.

**All Groups**

Group Details

Group Name:

Contact:

Phone:

Group ID	Group name	Contact	Phone
1	SONY	Peter	123

Save(S) Cancel(B) Delete(D) Close(C)

## Step2: [Issue card -Group check in]

**Group Check-In**

Group booked List

Book ID	Group ID	Group name	Check-In Date	Check-Out Date

>Select Rooms  
>>>Save Booking  
Check-Out(G)

Rooms selected

Building	Floor	Room	Type

New(N) Delete(D)

Booking details of a Group

>>Select a Group...

>>>Issue(I)

Close(C) Friday, November 27, 20 3:57:46 PM

New(N) Tuesday, December 29, 20 1:00:00 PM

Delete(D)

>Select Rooms  >>Select a Group...

☐ Override

>>>Issue(I) Close(C)

Here there are several steps. **Select a group - Select room - Save booking- Issue**

**A Select the group want to check in which you have edit the information before Such as SONY.**

**B Select the rooms for them. Click New to add room.**

**C Save these booking information**

**D Place card on the encoder to issue one by one.**



**Group Check-In**

Group booked List

Book ID	Group ID	Group name	Check-In Date	Check-Out Date
▶	2	1 SONY	11/27/2009 5:35:22 PM	12/29/2009 1:00:00 PM

>Select Rooms

>>>Save Booking

Check-Out(G)

Rooms selected

Building	Floor	Room	Type
▶	1	101	Standard double room
1	1	105	Standard double room
1	1	109	Standard double room
1	1	112	Standard double room
1	1	114	Standard double room
1	1	116	Standard double room

New(N) Delete(D)

Booking details of a Group

>>Select a Group... 101

>>>Issue(I) Standard double room

Close(C) Friday, November 27, 20 5:35:22 PM

New(N) Tuesday, December 29, 20 1:00:00 PM

Delete(D)

>Select Rooms

>>Select a Group...

☐ Override

>>>Issue(I) Close(C)

## 5.20a Check-out (with cards)

**Step1-Get the card submitted by guest and place it onto encoder.**



**Step2-Click Check out to open the check out operate window**  
**This is a window that list all guest cards issued already**

**Check-Out Operate**

Room  Search(S)

CardNo.	Name	Passport	Room	Check-In Date	Due Check-Out Date	Check-Out D
▶ 3700FDD	Lucy	123	103	8/28/2009 1:47:57 PM	8/31/2009 1:20:00 PM	
370B2E3	John	123	104	8/28/2009 1:48:29 PM	8/31/2009 1:20:00 PM	

Lucy  
103

Card+Room

The full Check-out requires Guest card. Please place a Guest card firstly.

### Step3-Click *Read card* in menu Check out operate window



**Step4- check against room if match ( e.g.103 , if yes click 'yes' button to check out(sof will do checkout and revoke card in 1 step)**

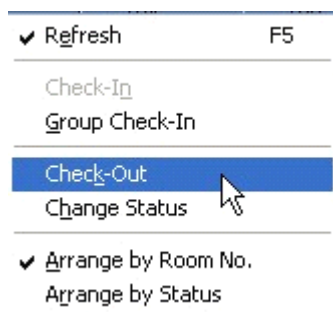
### Step5- Tell guest and ask payment.

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

## 5.20b Check-out (without need cards)

**Step1-Find rooms by guest name or check in record**

**Step2-Select room icon and click right button mouse**



### Step3-Click Check out.

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

**To make the previous card not working anymore on lock. You have 2 way.**

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

**Issue new card by select 'Override'.After the new guest read this card on door(e.g. 103), the previous 103 card will not unlock anymore by show 1 blue + 4 red light.**

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



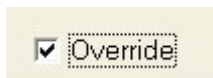
## 5.30 Loss report

### Why loss report?

**-Hotel should offer safe room for guest. The card lost usually happens everyday. Make the lost card unable work is necessary and very important.**

### 5.31 *Override* function

In case lost card usually happens in your hotel, everytime issue card please select 'Override'.



How it works?

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

Software will make a note in new card by the time new issued by selecting ***Override***

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

When the new guest read this card on the door, the lock give up working for all guest cards which issued early than Nov03 11:00).The previous 101 card will not unlock anymore by show 1 blue + 4 red light

### 5.32 Issue '***Loss report***' card and read it on lock.

***[Maintain>loss report]***

### STEP1-Select loss report type

***There are 2 way make loss report- By card type/By card No.***

***By card type***

Once you select by type, the type you selected issued early than the time read this card, will be invalid.

Begin time and End time is the using term for this loss report card.

***By card No.***

If you select by card no. You should find the exact No. of the lost card.

Click 'Card No....' you will come to window Card issued record see the all card issued records including room No.,Guest name, Card type etc which will help you find the exact one lost.

***Recover-make the lost able work again.***

***If a card has been reported lost, but later you find out it, then you can place it on the encoder and enter this window, select "Recover it", issue again, the lost card will open the room again.***

**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 not able work for anyone.**

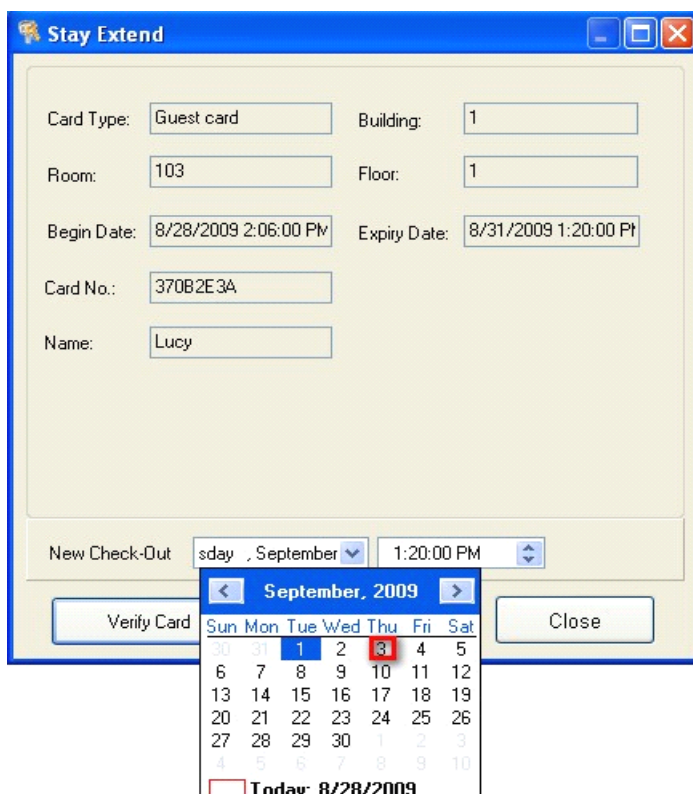
## 5.40 Stay extend

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

**Step2-Place card onto encoder.**



**Step3-[Read card] in menu Stay Extend operate window**



E.g. Today is 28<sup>th</sup>, Aug,2008.

103 guest Lucy come to reception and ask extend 3 days(Origin Expired Date is 31<sup>st</sup>,Aug ).

So the new check out date should be 3<sup>rd</sup> ,Sep(9/3)

Select 3 on the calendar and click ***Extend Issue***

**Stay Extend**

Card Type:  Building:

Room:  Floor:

Begin Date:  Expiry Date:

Card No.:

Name:

New Check-Out:

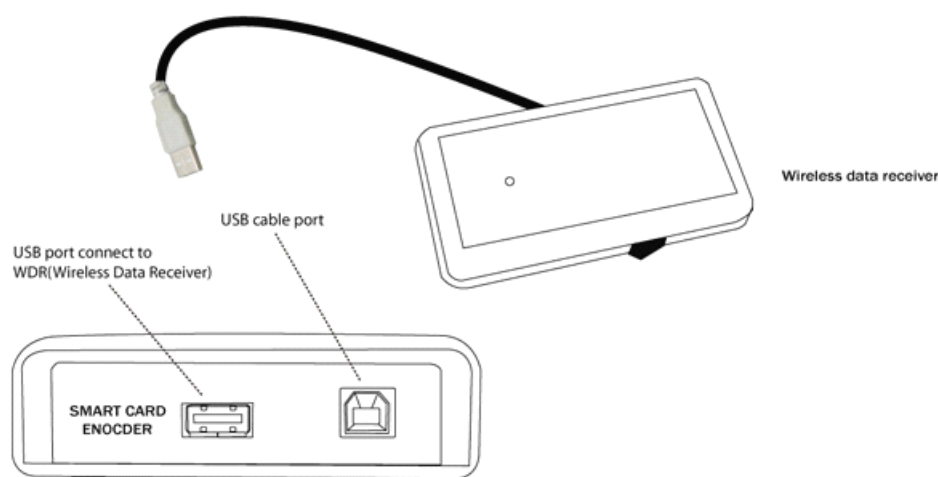
After click the Extend Issue button, the Expired Date will be modified to the new check-out date.

**Step4- handing card to Guest.**

## 5.50 Lock-Events

### Why do Lock-Events?

**-Hotel should offer safe room for guest. The card lost usually happens everyday. Make the lost card unable work is necessary and very important.**



**Step1- Turn On Wireless data receiver/**

**Step2- [Maintain>Lock Events...]**

**Step3- [Read]**

**WDR/LMA Lock events**

☐ From  To

Room	Card Type	Card No.	Unlocking Time
301	Guest card	370CBDDA	1/1/2006
301	Guest card	370CBDDA	1/1/2006

**Erase Memory**-empty Flash of Wireless data receiver if you do not want to events saved in WDR.

Normally, new lock events will cover the previous automatically.

Step4- [Print]

Lock events record

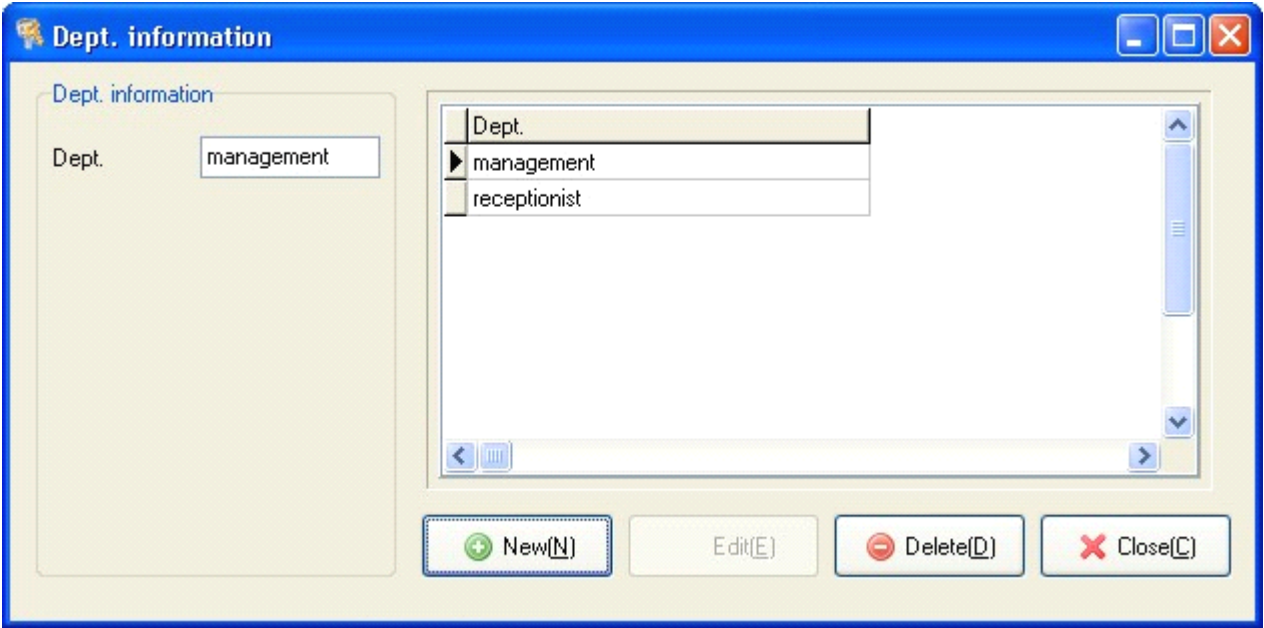
Room	Unlocking time	Card type	Card No.
301	1/1/2006	Guest card	370CBDDA
301	1/1/2006	Guest card	370CBDDA
301	7/11/2000 11:32:00 AM	Guest card	3700FD5A
301	7/11/2009 12:25:00 PM	Guest card	3700FD5A
301	7/11/2009 3:44:00 PM	Guest card	3700FD5A
301	7/11/2009 3:46:00 PM	Key open	00000000
301	7/11/2009 3:46:00 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	0000FDDA
301	7/13/2009 10:29:00 AM	Guest card	3700FDDA
301	7/13/2009 10:29:00 AM	Key open	00000000
301	7/13/2009 10:00:00 AM	Guest card	3700FDDA
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

room at  
herwise



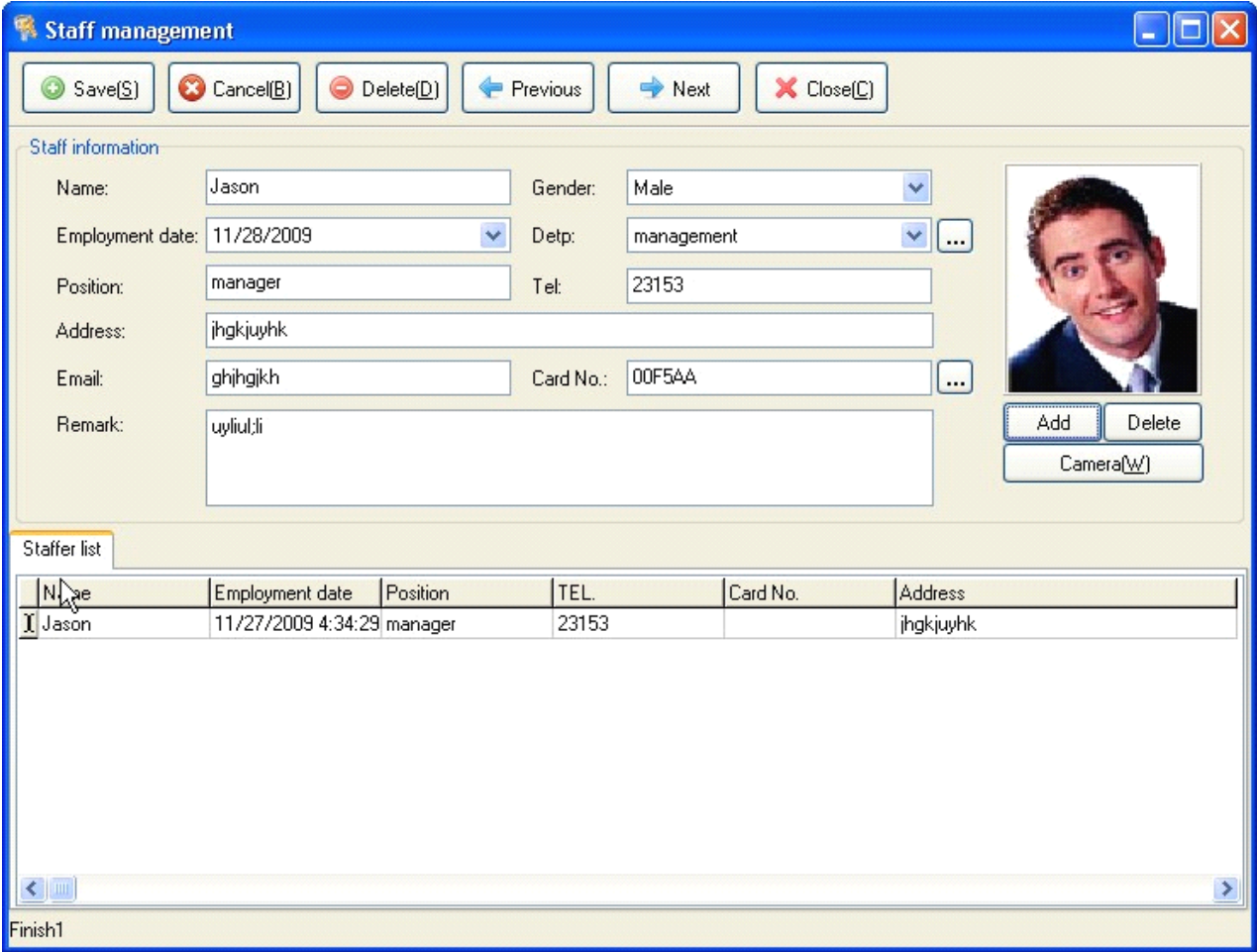
5.60a Staffs

Step1: Edit departments information. [*Operator> Departments*]



Step2: Edit staff personal information. Fill in the staff information such as the name , position, them place a card on the encoder to read the card No. and save it in system, that is to say, each staff you can distribute one card for them, just saved the card No. here, after issued the staff card, they has their own card for duty, and you can easily find out which card the staff has owned from here.

E.g. Jason is the hotel manager, now you give a card with the related right to open door, read the card No. is 00F5AA, save it, then issue this card to him. That's ok.



Step3: Edit the operation grade.

Operator Grade Edit

Grade Name	Description
Supervisor	
management	

Grade Name: management

Description:

New(N)Delete(D)Cancel(B)Close(C)

Operation PermissionsRoom Permissions

SaveCancelAll

☐ System Settings

☐ Register

☐ Licence Code Update

☐ Import Database

☐ Data Backup

☐ Data Recover

☐ Room Type Setting

☐ Building Setting

☐ Room Details

☐ Common Doors Setting

☐ Default Common Door

☐ Groups Setting

☐ Reset lock

☐ Entitle Operators

☐ Grade Edit

☐ Departments

☐ Staffs

☐ Time Card

☐ Setting Card

☐ Check-out Card

☐ Data Startup Card

☐ Loss-report Card

☐ Collects Events

☐ Lock Events

☐ Guest Card

☐ Group Check-in

☐ Stay Extend

☐ Check Out

☐ Verify/Revoke

☐ Master Card

☐ Aera Card

☐ Building Card

☐ Floor Card

☐ Passage Card

☐ Emergency Card

☐ Failed Issued

☐ Guest Search

☐ Room Search

☐ Card Search

☐ Refresh Card

☐ Statistics Center

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.

It not only helps the hotels owners to maintain the daily management, but also prevent the staffs from abusing authority.

**Click New to build grade name, such as management, save it. Edit the operation permissions. Give the grade some operation rights. Select rooms in room permissions which operator in this grade can operate.**

Operator Grade Edit

Grade Name	Description
Supervisor	
management	

Grade Name: management

Description:

New(N)Delete(D)Cancel(B)Close(C)

Operation PermissionsRoom Permissions

SaveCancelAll

☐ 101

☐ 102

☒ 103

☐ 104

☐ 105

☒ 106

☐ 107

☐ 108

☒ 109

☐ 110

☐ 111

☒ 112

☒ 113

☐ 114

☐ 115

☐ 116

☐ 117

☐ 118

☐ 119

☐ 120



## 5.60b Entitle users [Operator>Entitle Operators]

Department	Operator	Staff
	SYSTEM	SYSTEM
*	1 Jason	Jason

Entitle Operators

Department: management

Staff's name: Jason

Operator: Jason

Password: xxxx

Grade: management

☒ Guest card is required for Check-out

Buttons: Add, Delete, Camera(W), Save(S), Cancel(B), Delete(D), Close(C)

Select department and grade, input password.

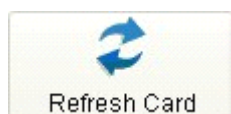
**Note:** "Guest card required for check-out" is used to limit some operator that when this staff login system to do check-out for guests, it must need guest card, otherwise can not check out. Because now in the system can do check out by right click the room. This function can prevent staff cheating.

**E.g.** Here if you select this option, then Jason do check-out in system, have to place the guest card on the encoder, but can not use the right-click menu.

Use the menu[ Operator> Switch Operator] to log in other users.

Also, can modify password.

## 5.70 Refresh card.



Refresh Card

Card Type: Guest card

Building: 1

Floor: 1

Room: 102

Begin Date: 11/28/2009 9:31:00 A

Expiry Date: 11/29/2009 1:20:00 PM

Card NO.: 3700F5AA

Card holder: Lucy

Buttons: Verify(V), Issue Card(M), Close(C)

**It is used to modify card but no need to revoke it if the operator issue wrong card by mistake, You can modify the expiry date and room No. for the card.**

**E.g. this guest card expiry date is 29, November. Modify it as 30, November. Click Issue.**

**Refresh Card**

Card Type:

Building:

Floor:

Room:

Begin Date:

Expiry Date:

Card NO.:

Card holder:

**Information1**

Ok!

OK

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

## 5.80 Common doors

Common door function is a important function in Hotel lock system™ which is the soft of programming keycards. Hotel owner can select if open the valued service place likes 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]**

**Common doors setting**

No.	Common door	Describe	Enabled
1	Swimming pool	Swimming	True
2	Bar	Bar	True
3	KTV	KTV	True
4	SPA	SPA	False
5	Tennis	Tennis	False
6	Sauna	Sauna	False
7	Common door 7		False
8	Common door 8		False
9	Common door 9		False
10	Common door 10		False
11	Common door 11		False
12	Common door 12		False
13	Common door 13		False
14	Common door 14		False
15	Common door 15		False
16	Common door 16		False
17	Common door 17		False
18	Common door 18		False
19	Common door 19		False

**Basic message**

No.:

Common door name:

Description:

Lock type:

☒ Enabled

Please select default(auto) common doors

Save Ok Exit

All doors you want to filter guest can install 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 them will become 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 them

## 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.



## b.select a un-default 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.



# Chapter 6. Advanced Skill

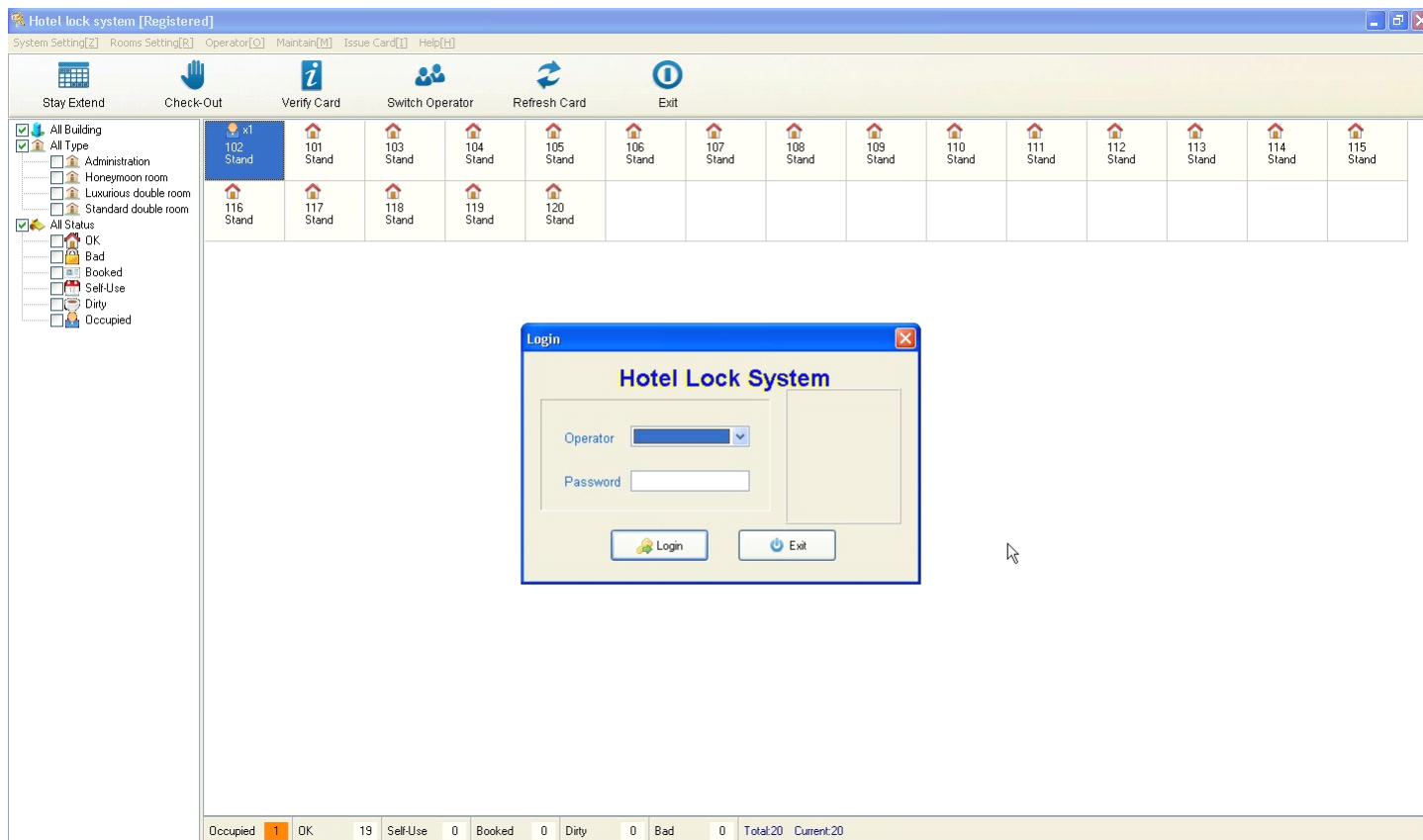
## 6.10 Change password.[Operator>Modify password]



**All user can change their own password.**

## 6.20 Lock the screen.[Switch user]

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



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

It protect soft will not be used by other guys when user is absent.

## 6.30 Limit using time for Floor/Area/Building card.

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

In the window of issue Floor/Area/Building card user can limit a Period.

E.g. From 9:00 to 12:00

It is useful to manage the card holder(hotel staff)'s unlocking rights.

## 6.40 Fast operate by keyboard.

**Status**

Search Option

Type:

Building:

Floor:

Rooms of...

☐ 0:OK

☒ 1:All

☐ 2:Occupied

Search

Close

Details

Building<sup>1</sup> Floor: 1 Room 101 Status: Checked

Room	Buildi	Floor	Area	Type	People Qty
101	1	1	1	Standard double rooms	
102	1	1	1	Standard double rooms	
103	1	1	1	Standard double rooms	
104	1	1	1	Standard double rooms	
105	1	1	1	Standard double rooms	
201	1	2	1	Luxurious double rooms	
202	1	2	1	Luxurious double rooms	
203	1	2	1	Luxurious double rooms	
204	1	2	1	Luxurious double rooms	
205	1	2	1	Luxurious double rooms	
301	1	3	1	Honeymoon rooms	
302	1	3	1	Honeymoon rooms	
303	1	3	1	Honeymoon rooms	
304	1	3	1	Honeymoon rooms	
305	1	3	1	Honeymoon rooms	
106	2	1	2	Standard double rooms	
107	2	1	2	Standard double rooms	
108	2	1	2	Standard double rooms	
109	2	1	2	Standard double rooms	

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)

**Status**

Search Option

Type:

Building: 1

Floor:

Rooms of...

☐ 0:OK

☒ 1:All

☐ 2:Occupied

Search

Close

Details

Building<sup>1</sup> Floor: 1 Room 101 Status: Checked

Room	Buildi	Floor	Area	Type	People Qty
101	1	1	1	Standard double rooms	
102	1	1	1	Standard double rooms	
103	1	1	1	Standard double rooms	
104	1	1	1	Standard double rooms	
105	1	1	1	Standard double rooms	
201	1	2	1	Luxurious double rooms	
202	1	2	1	Luxurious double rooms	
203	1	2	1	Luxurious double rooms	
204	1	2	1	Luxurious double rooms	
205	1	2	1	Luxurious double rooms	
301	1	3	1	Honeymoon rooms	
302	1	3	1	Honeymoon rooms	
303	1	3	1	Honeymoon rooms	
304	1	3	1	Honeymoon rooms	
305	1	3	1	Honeymoon rooms	

**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).

**Check-In Operate**

Select Room(s)

☐ More in 1

F2 shows room list

Room list...



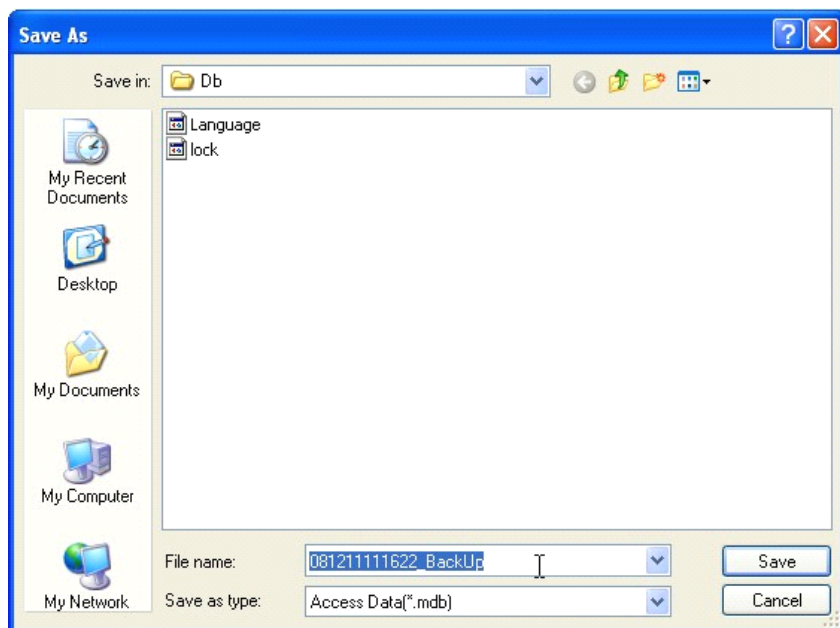
## Procedure

**Number**(find room)...  
↓ **Double click**(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.**

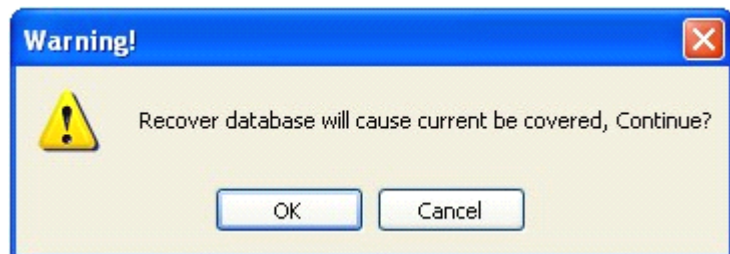
## 6.50 Backup and recover database.

A Backup [***System setting>Database Backup***]

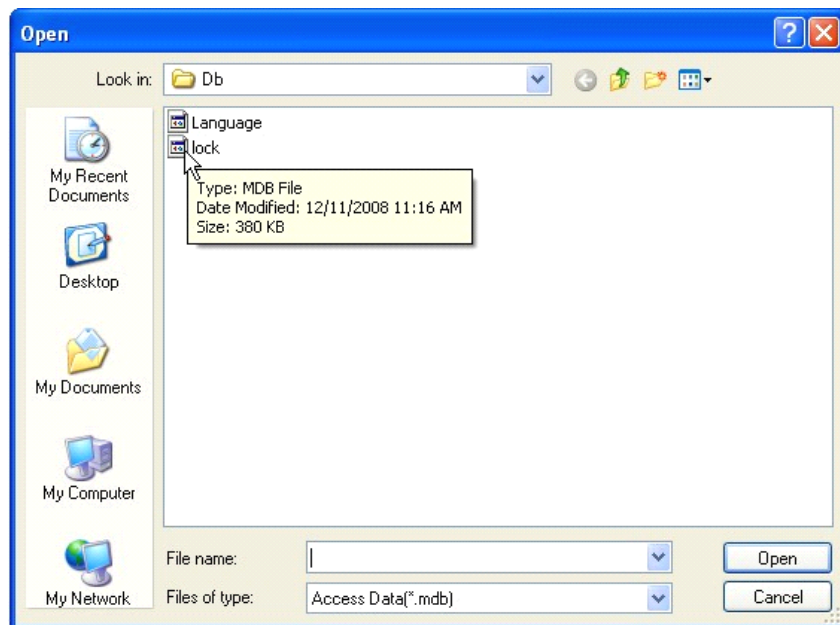


Notice: Backup database is in mdb file.  
Its name will be auto marked today's date.  
E.g. 08121111622, in this group number, 08-2008  
11-November  
11-Date  
Click Save to save it.

## B Recover [System setting>Database Recover]



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



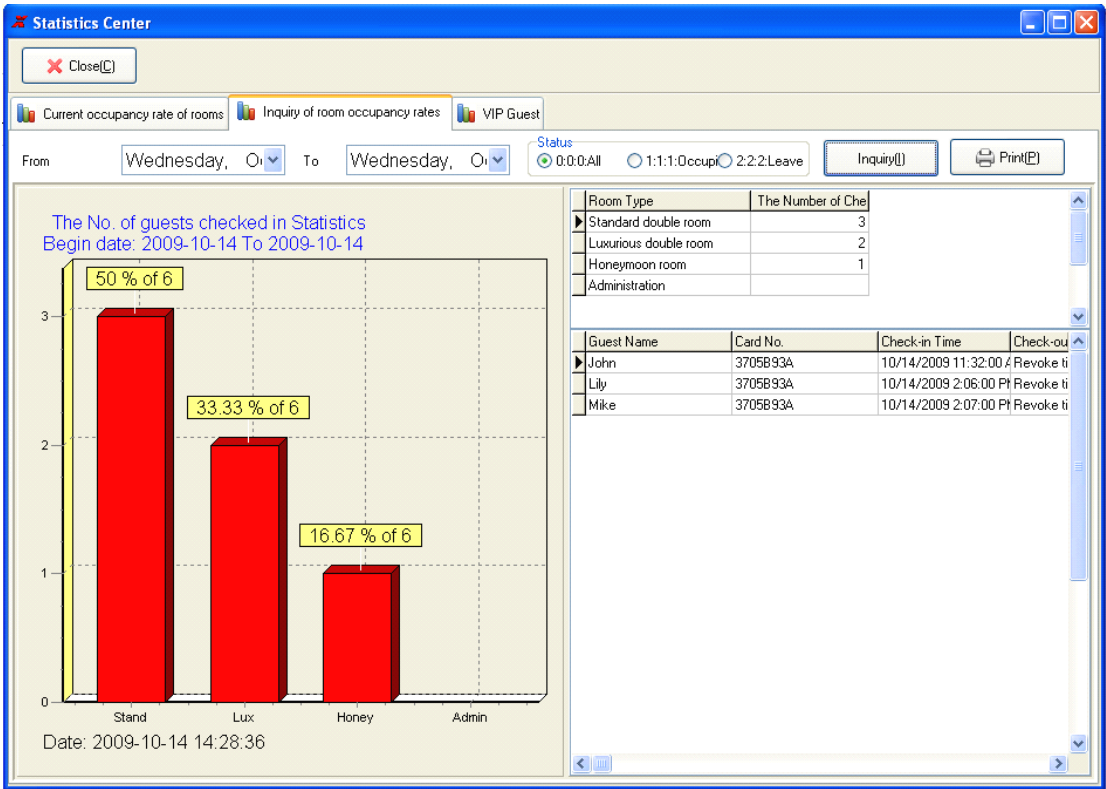
To recover database, you should find the backup \*.mdb file.  
Here current database is **lock.mdb**.  
The backup database is **XXXXXXXXXX\_BackUp.mdb**



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.



## 6.60 Statistics Center [Maintain-Statistics center]



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

No doubt that it can help hotels owners to know the hotel management situation better, What's more, through the VIP guest function, you can inquiry those guests who frequently check in, then provide more discount and better service to them to maintain the mutual relationship and attract more guests.

## 6.70 Camera function

Select Room(s)  
☐ More in 1  F2 shows room list   
101

Booking Details  
Nights: 4  
Check-In Date: Wednesday, 11:45:19 A  
Due Check-Out: Sunday, 1:00:00 F  
Name: John  
Passport: 123  
☒ Deadbolt override ☒ Auto common doors  
☐ Override ☐ Passage On

The new added Camera window allows you add photo of the guests and staffs. You can download photos from your local computer directly or use the camera function to capture by live time. Obviously, it can reduce the probability of mix-used of the cards and staffs cheat.

## 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 probably is comes from 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,
Unknow error!	<p>You select a wrong lock typ(TM/IC/AT/TI/RFID(Mifare)).</p> <p>It is different between software lock type and your encoder type(TM/IC/AT/TI/RFID(Mifare)).</p>

Thank you for your selecting to use our professional hotel lock system to manage your hotels!!!

E-Focus Industrial Co.,LTD

Engineer Tech Support :

Skype: epordo\_sales

whatsapp: 0086 15815501089

Email: barry@securitcn.com

Mobile: 0086 15815501089

[www.epordo.com](http://www.epordo.com)