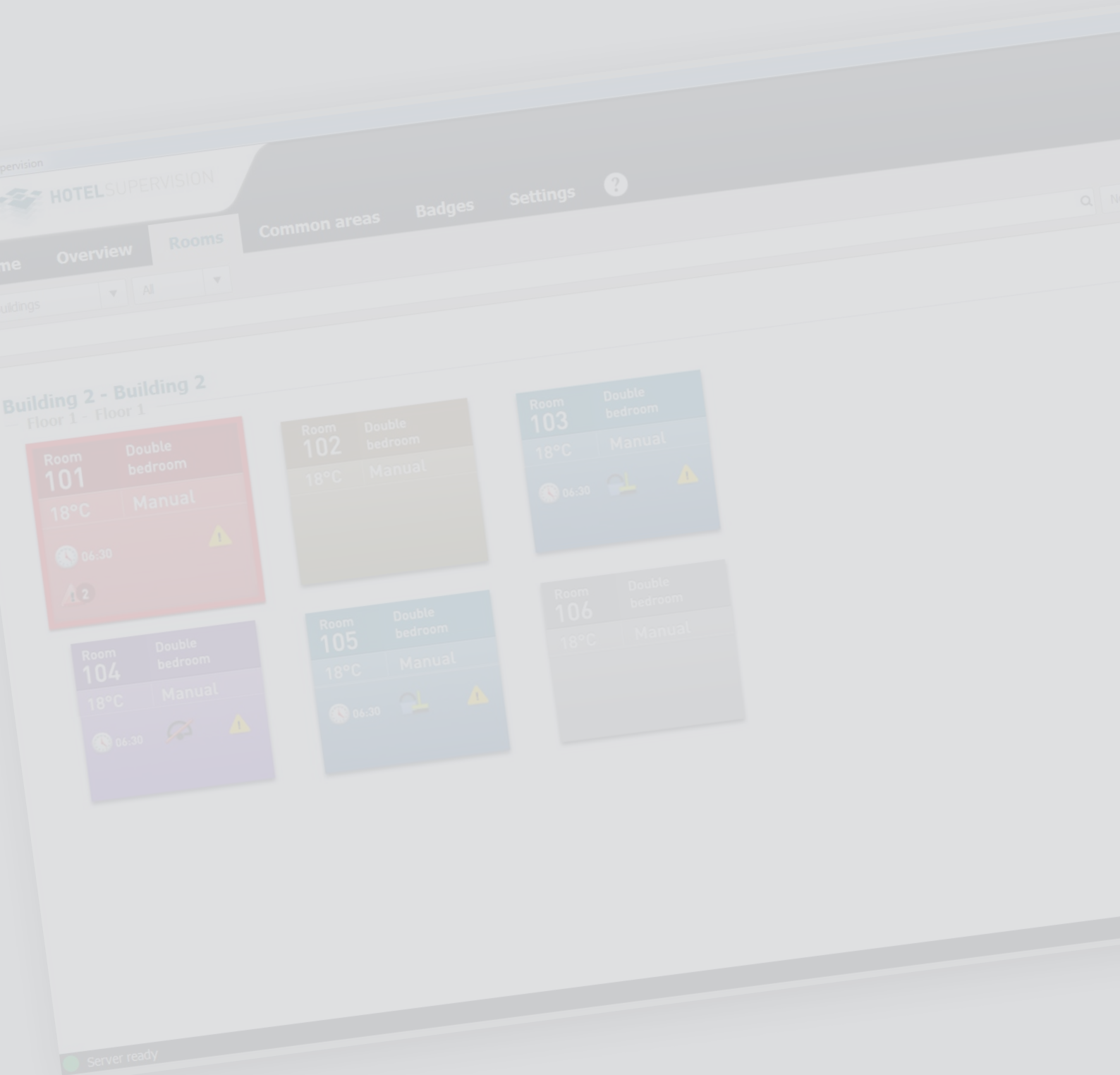




HotelSupervision

Software Manual



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Foreword

The HotelSupervision software has been purposely designed for the management and supervision of the hotels.

The software divides into two modules; the “Supervision Server” (below simply Server) module which acts as a database for the hotel design and supplies the coordination for all the information concerning the bedrooms and common areas in the hotel and the “HotelSupervision” modules (below Client) which consist of one or more stations from which the operators (Staff) manage the functions for which they have been enabled.

It is possible to install only one Server and max. 10 Clients on each system.

Immediate display of the bedroom condition by means of different colours; DND, MUR, guest in the bedroom and any alarm signals; temperature management with direct control of thermostats but letting the guests adjust the temperatures within the limits laid down.

Management of the key cards with possibility of limiting access to particular areas of the hotel and monitoring the movements made by means of each key card.

Management of the wake-up calls and any guest messages; the operator is warned by means of an audible signal that a wake-up call has expired and can thus activate it in the correct times.

The system acquires the information on the time, date and change of winter/summer time from the computer used for the monitoring (Server), it is thus important to check that the computer is correctly set.

Installation

The supervision system is made up of two different installation kits, the Server module and the Client. A Client module can also be installed on the same computer at the same time.

Further Clients can be installed on other computers for management from several points of the hotel (in total max 10 Clients per system); all the information (events, key cards, alarms, etc.) will be centralised on the Server and will be accessible to the system Administrator or the Staff depending on their authorisations.

Hardware and Software Requirements

Supervision Server	
Operating system	Windows 7 32/64 bit, Windows 8.1 32/64bit, Windows 10 32/64bit
.NET framework	4.0 or higher
Processor	Multicore x86 or x64 2.5 GHz; Licence up to 20 rooms: Intel Core i5 or equivalent Unlimited licence (up to 500 rooms): Intel Core i7 or equivalent
RAM	Licence up to 20 rooms: 4 GB Unlimited licence (up to 500 rooms): 8 GB
Hard disk	2 GB available
Display	1024 x768, 1336 x 768 recommended

HotelSupervision	
Operating system	Windows 7 32/64 bit, Windows 8.1 32/64bit, Windows 10 32/64bit
.NET framework	4.0 or higher
Processor	Multicore x86 or x64 2.5 GHz; Licence up to 20 rooms: Intel Core i3 or equivalent Unlimited licence (up to 500 rooms): Intel Core i5 or equivalent
RAM	Licence up to 20 rooms: 2 GB (32 bit), 4 GB (64 bit) Unlimited licence (up to 500 rooms): 4 GB (32 bit), 8 GB (64 bit)
Hard disk	2 GB available
Display	1024 x768, 1336 x 768 recommended

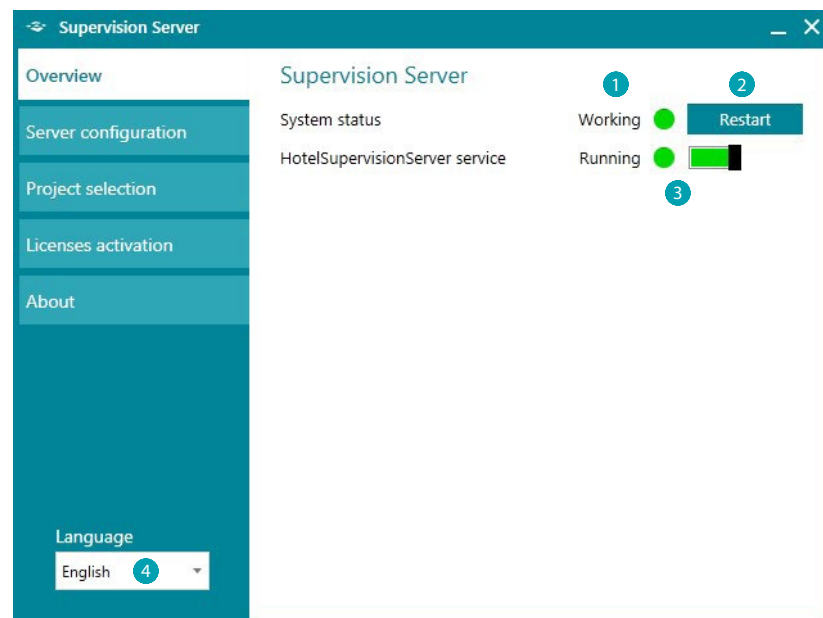
Server module

After the installation the Server module is started when the computer on which it is installed is started; its icon appears in the icon notification area.

The following settings are necessary before use.

Click on the Supervision Server icon twice in the icon notification area.

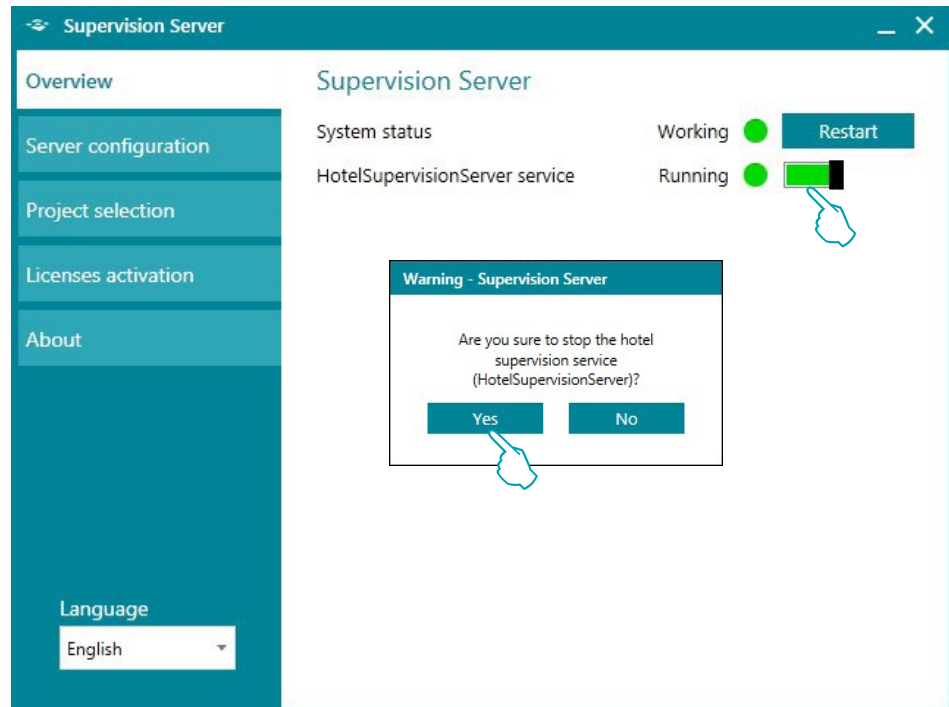
Its screen opens:



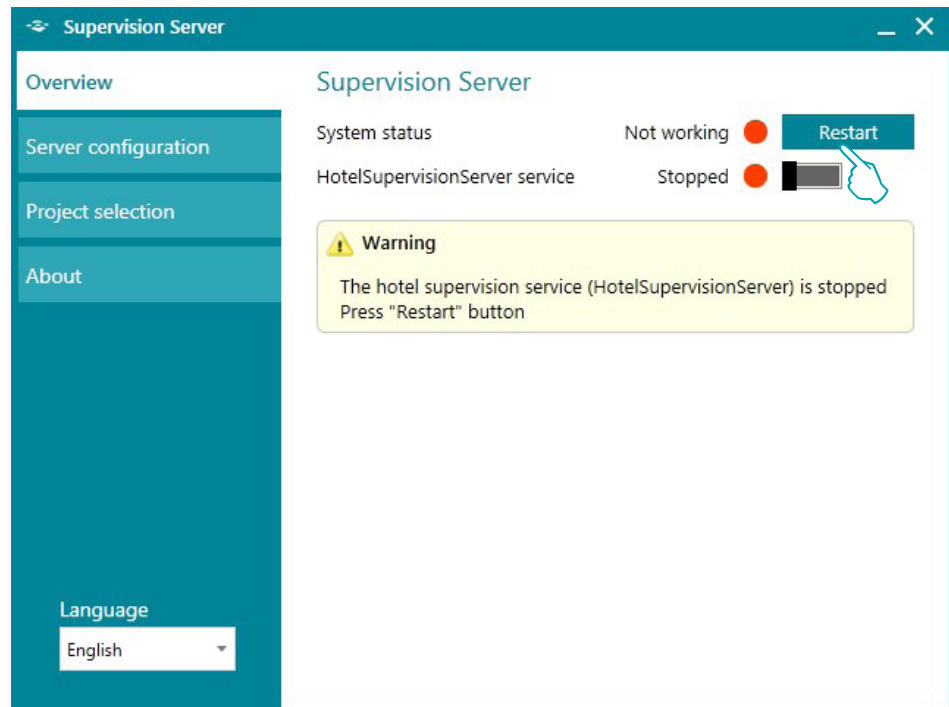
- 1 System status; if there is an error message, click Restart to solve the problem.
- 2 Click Restart if there are problems of operation or connection with the Client.
- 3 Activate/deactivate the hotel supervision using the software (see the next page)
- 4 Selecting the language.

HotelSupervisionServer Service

To deactivate supervision via server, click on the green field of the pushbutton indicated; a confirmation request will appear; if you want to continue click on "Yes".



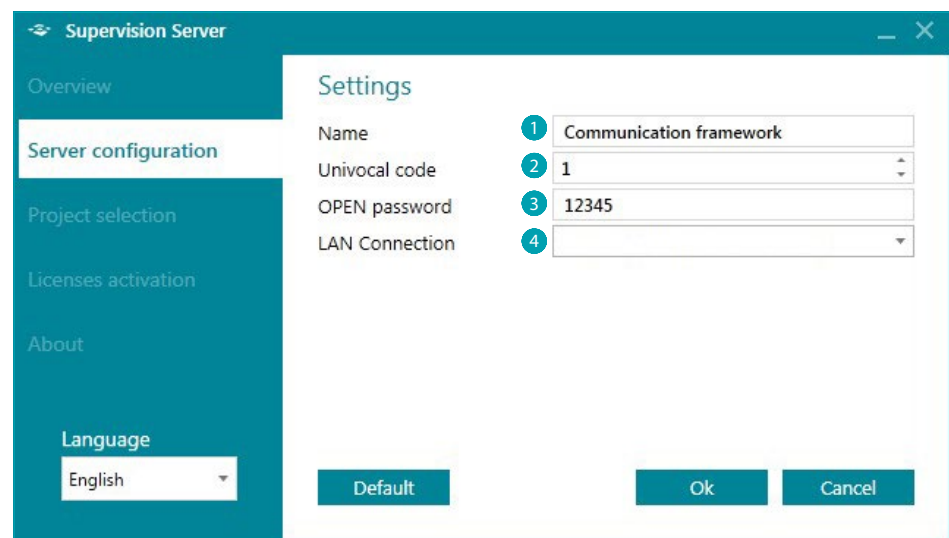
Press the "Restart" pushbutton to reactivate hotel supervision.



Server configuration

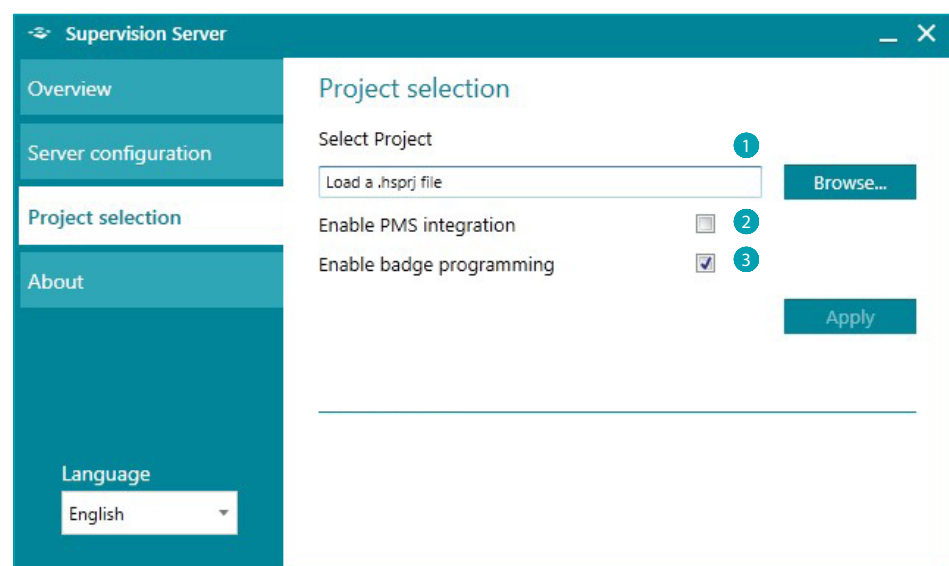
The Server module setting is very easy and concerns:

- 1 Name: Customised name of the installation.
- 2 Unique code: it is always 1 because the system manages only one server.
- 3 OPEN password reserved to the administrator and set by him in the design made with MyHOME_Suite; it is also the same for all the MH201 modules on the system.
- 4 LAN connection (**Note: The computer on which the Server module is installed must be configured with fixed IP**).



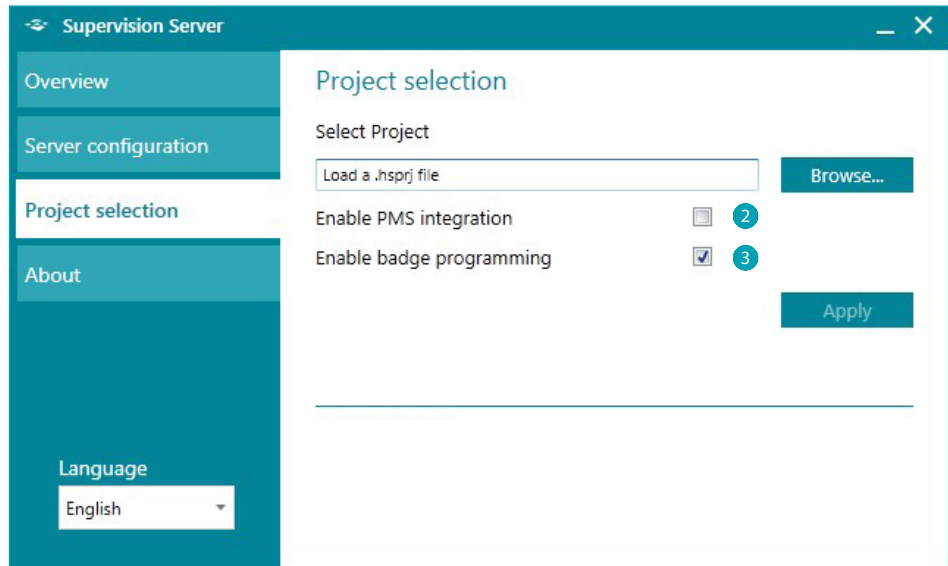
Select a project

This section of the Server module is the section which loads the hotel design which will be managed by the Clients.



- 1 **Select project:** The project must be made using the MyHOME_Suite software (ver. 3.0 or later) and exported as Hotel file (.hsprj).

Note: the projects made with MyHOME_Suite versions preceding 3.0 must be reopened with the updated software version and the Hotel file (.hsprj) must be reexported.



- 2 **Enable PMS integration***: The PMS services allow customers to make On-Line reservations, manage their key cards etc.. Enable this function if the hotel uses this type of service
- 3 **Enable key card programming**: on disabling this function all the other functions connected to key card use and management will also become inactive.

* **Note**: the HotelSupervision software only supports the PMS Fidelio Micros.

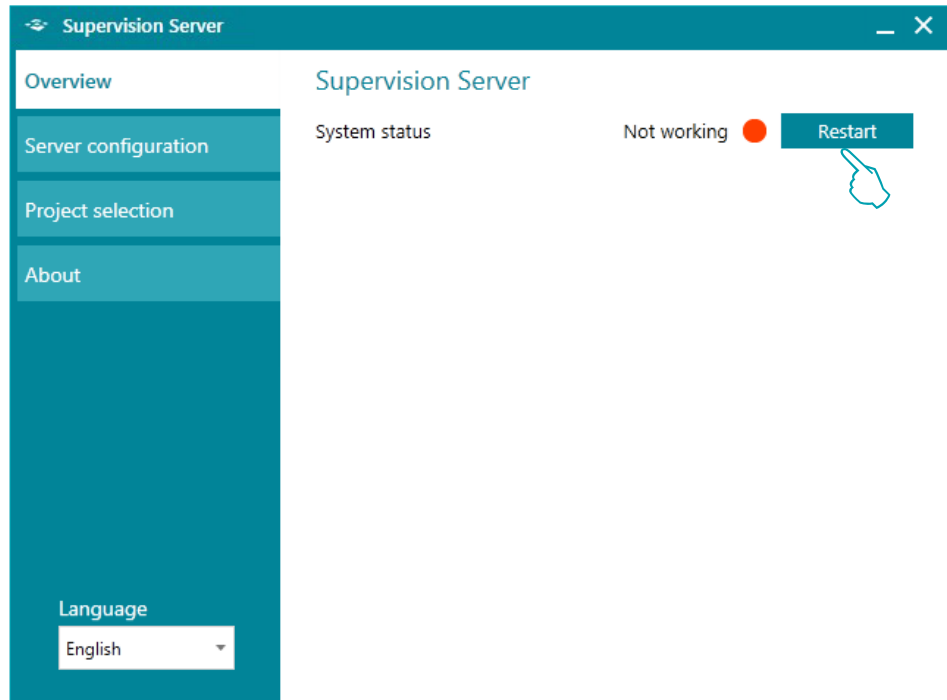
The integrated services are:

- managing and programming the guest key cards
- booked or available room
- management of the "Do Not Disturb" service

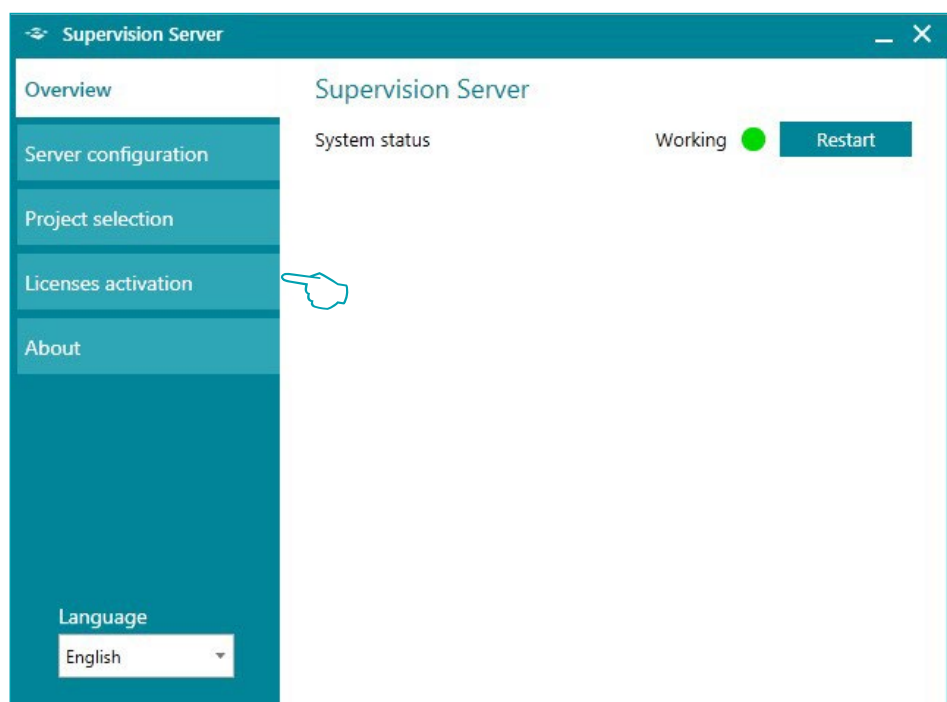
User license

The pushbutton giving access to the page which allows activation of the user licence only appears if the system is correctly installed and working.

If there is a malfunction signal (red dot) click the Restart pushbutton. If the problem continues check that the technical specifications of the computer used correspond to those indicated in this manual and if necessary reinstall SupervisionServer.



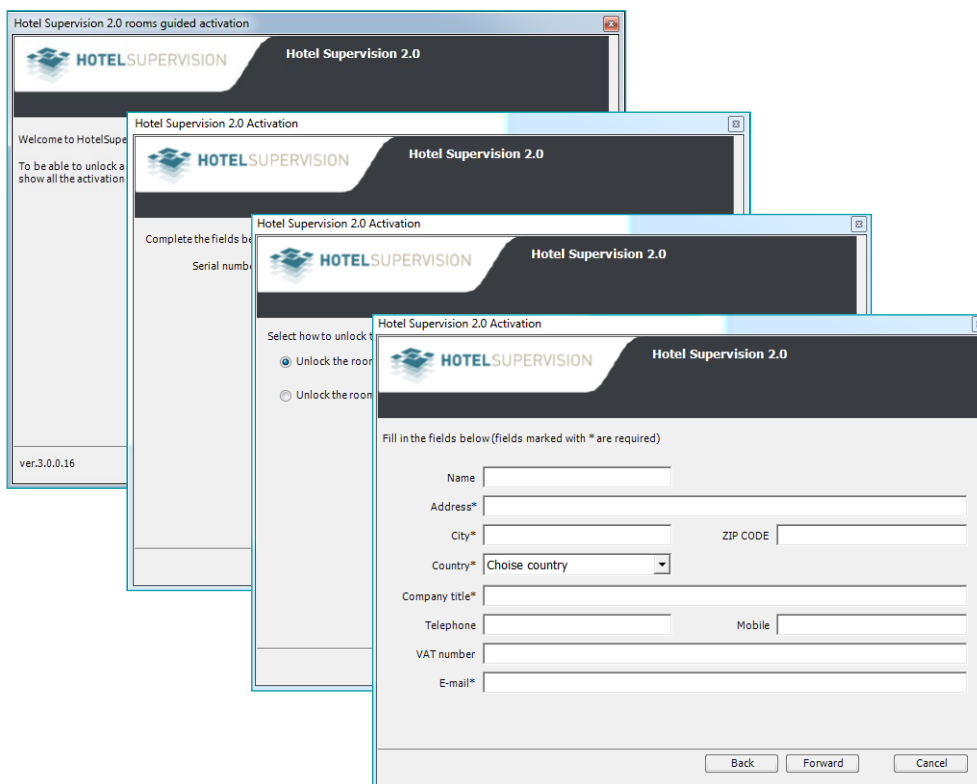
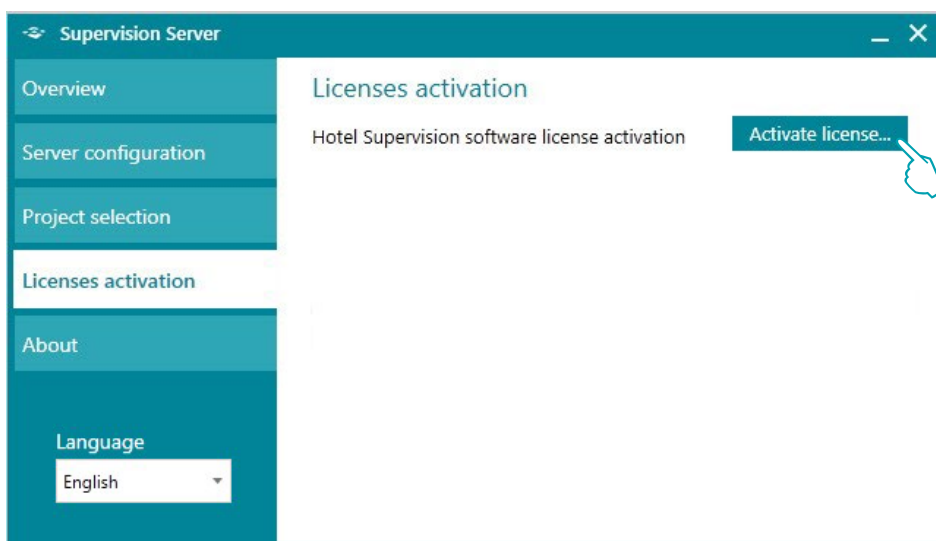
Once the problem is solved (green dot) the missing pushbutton will appear. Click on it to start the licence activation procedure.



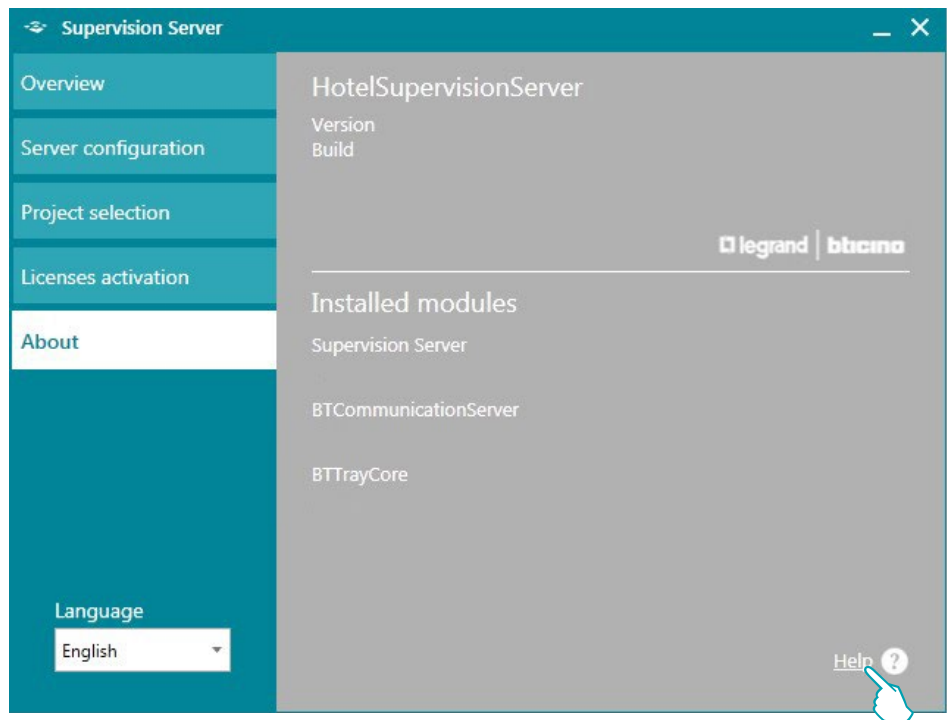
The trial version (without user license) provides supervision of only two rooms; user licenses may be purchased through the BTicino and Legrand commercial network using the following codes:

HotelSupervision User license		
	Licence up to 20 rooms	Unlimited licence (up to 500 rooms)
BTicino	3544SW	3546SW
Legrand	003595	003596

Kilit kaldırma kodunu aldıktan sonra talep edilen bitin verileri girerek adım adım talimatları izleyin, kaydı iki şekilde tamamlayabilirsiniz, internet yolu veya telefon ile.



Info



This screen shows information on the software version installed.
Click on **Help?** to access the online version of this manual.

Operating system settings

Windows 7, Windows 8 and Windows 10

In case of problems during communication with the system, check the following settings on the supervision software:

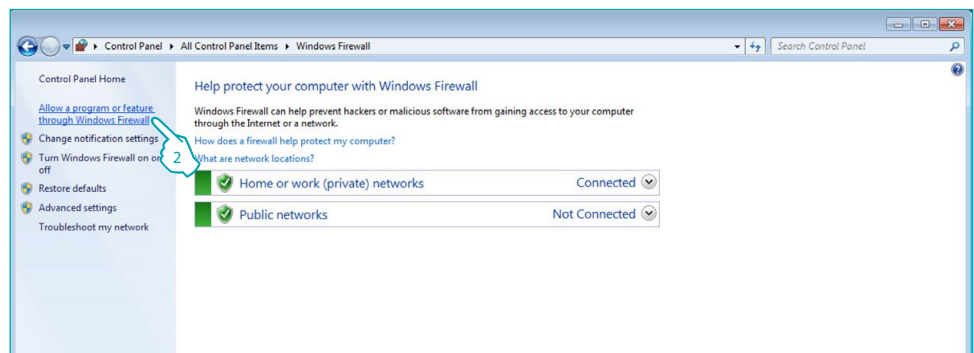
From the menu

Start / Control panel

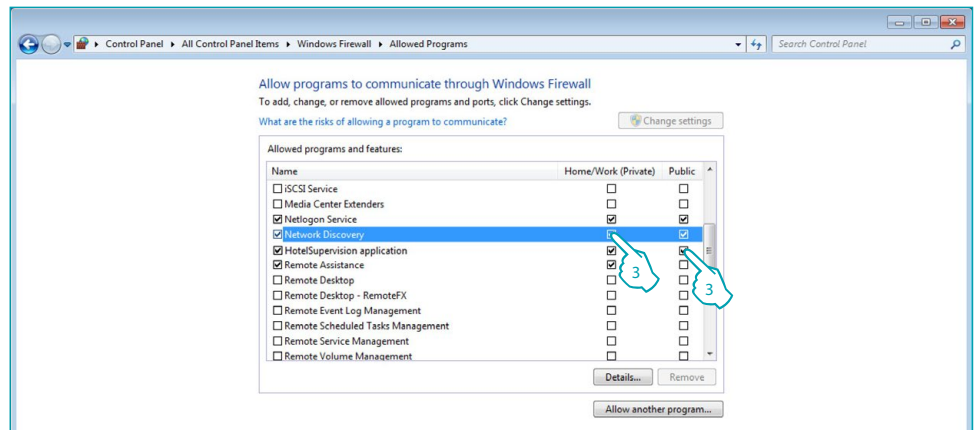
1. Click "Windows Firewall"



2. Click "Allows a program or feature through Windows Firewall"



3. Enable "HotelSupervision application" and "Network Discovery"



If the selection menu does not have HotelSupervisionServer look for it in the path:

C:\Program Files (x86)\Common Files\LegrandGroup\HotelSupervisionServer\HotelSupervisionServer.exe

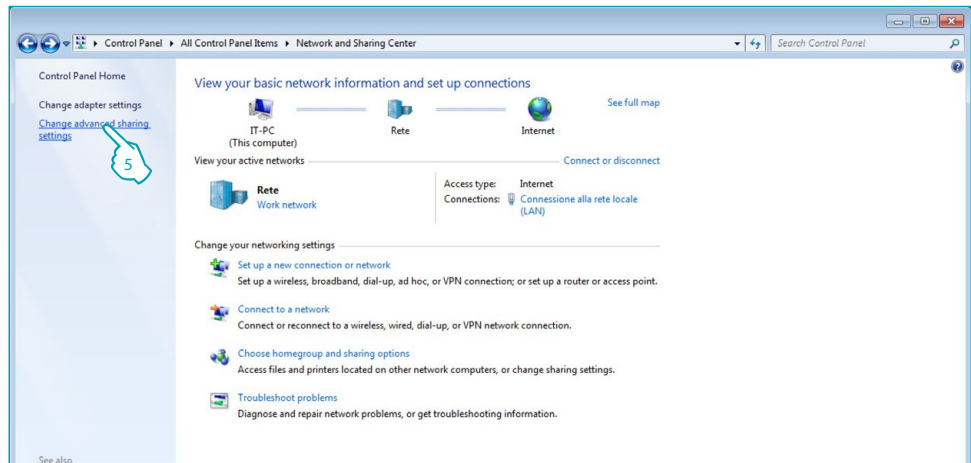
From the menu

Start / Control panel

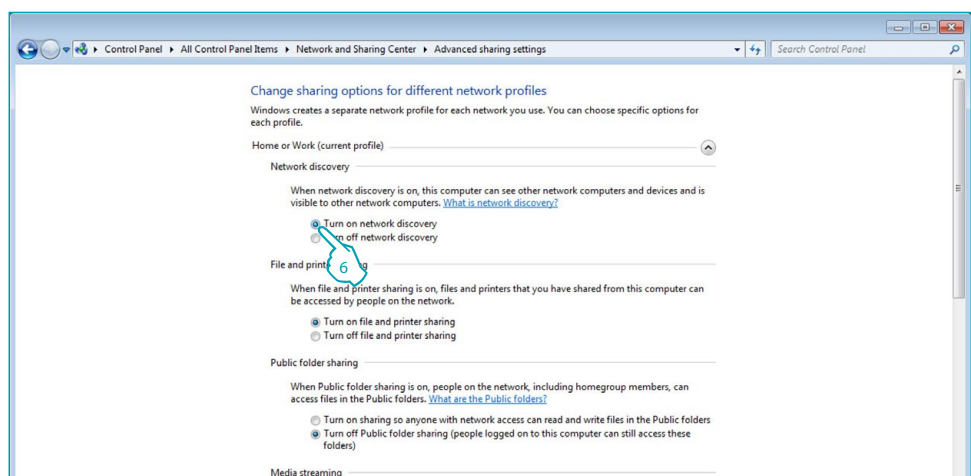
4. Click "Network and Sharing Center"



5. Click "Change advanced sharing settings"



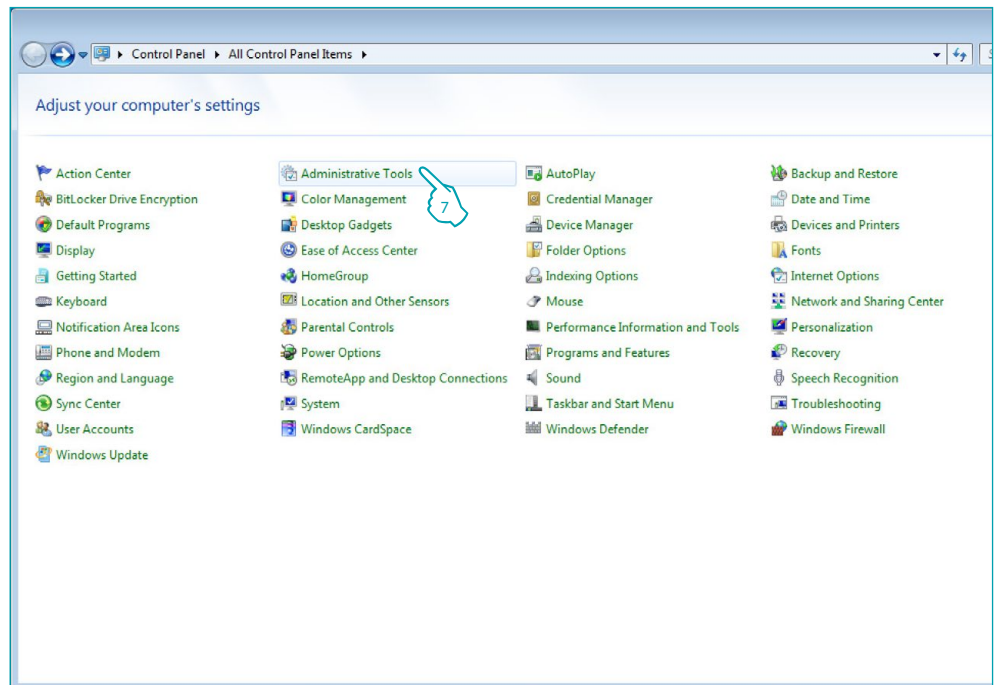
6. Select "Turn on network discovery"



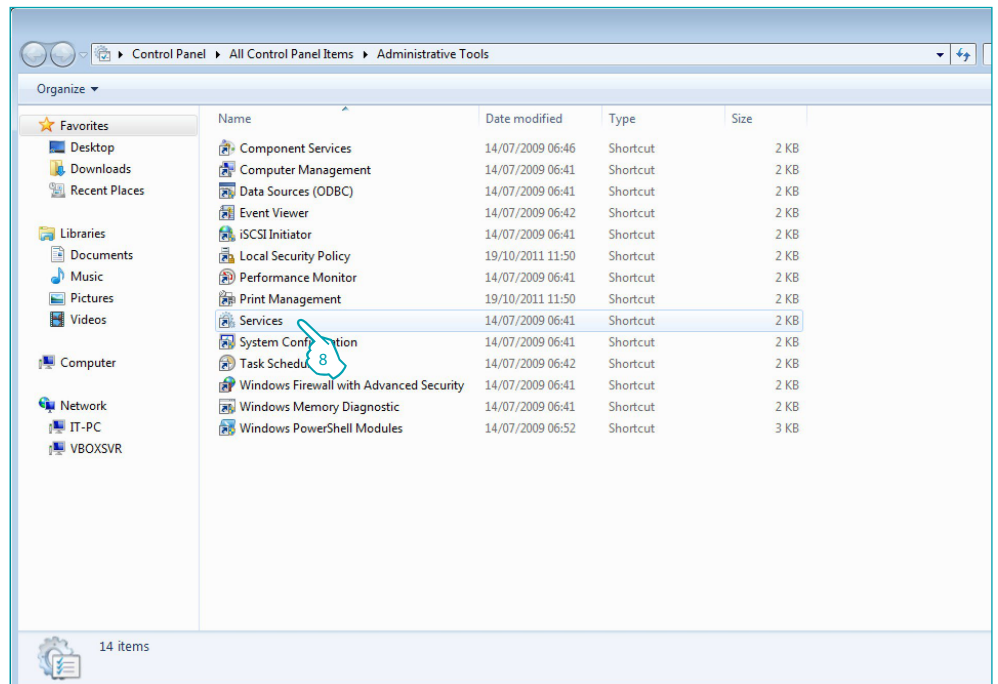
From the menu

Start / Control panel

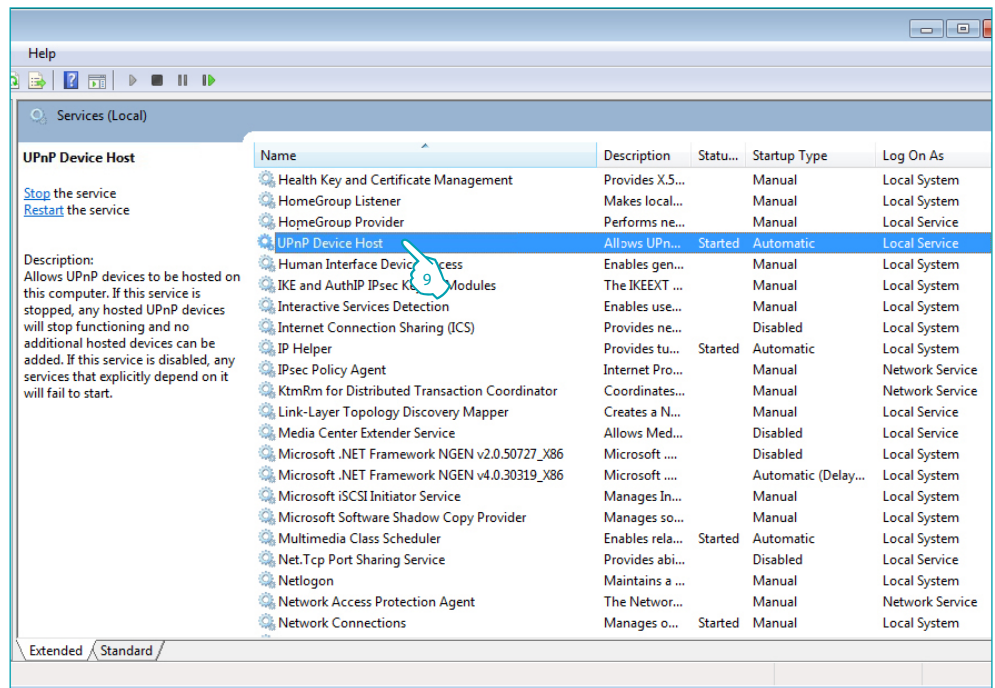
7. Click "Administrative Tools"



8. Click "Services"

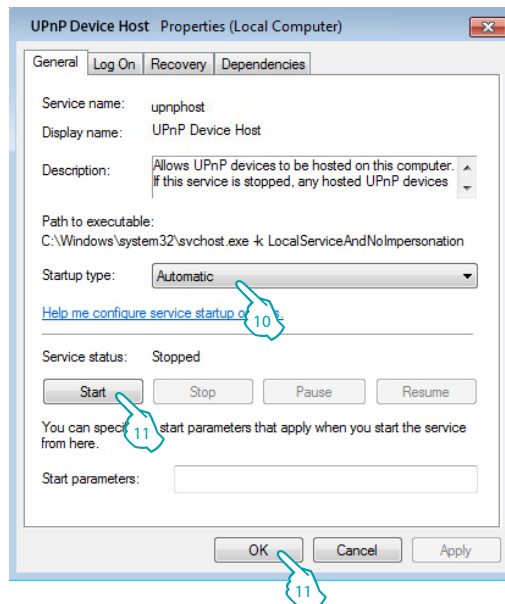


9. Select the "UPnP Device Host" service

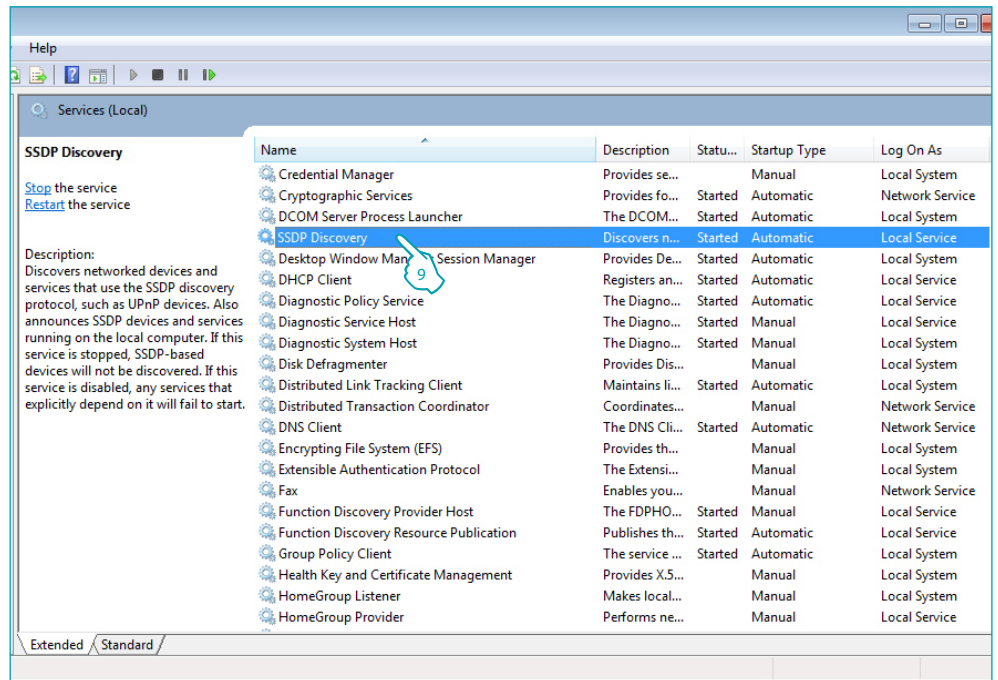


10. Set Startup type to "Automatic"

11. Click "Start" and then "OK" to confirm

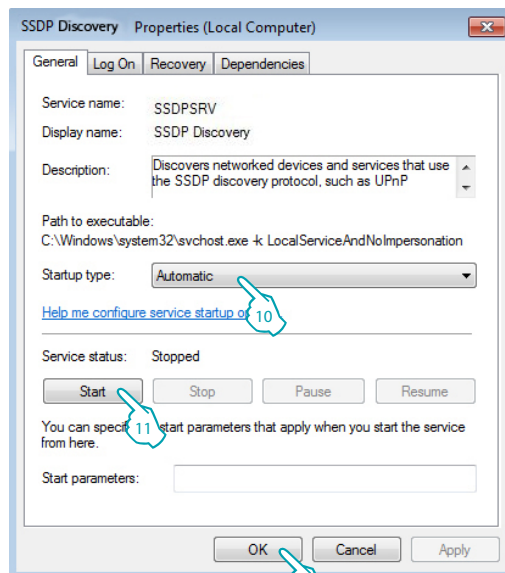


12. Select the "SSDP Discovery" service



13. Set Startup type to "Automatic"

14. Click "Start" and then "OK" to confirm



Client module

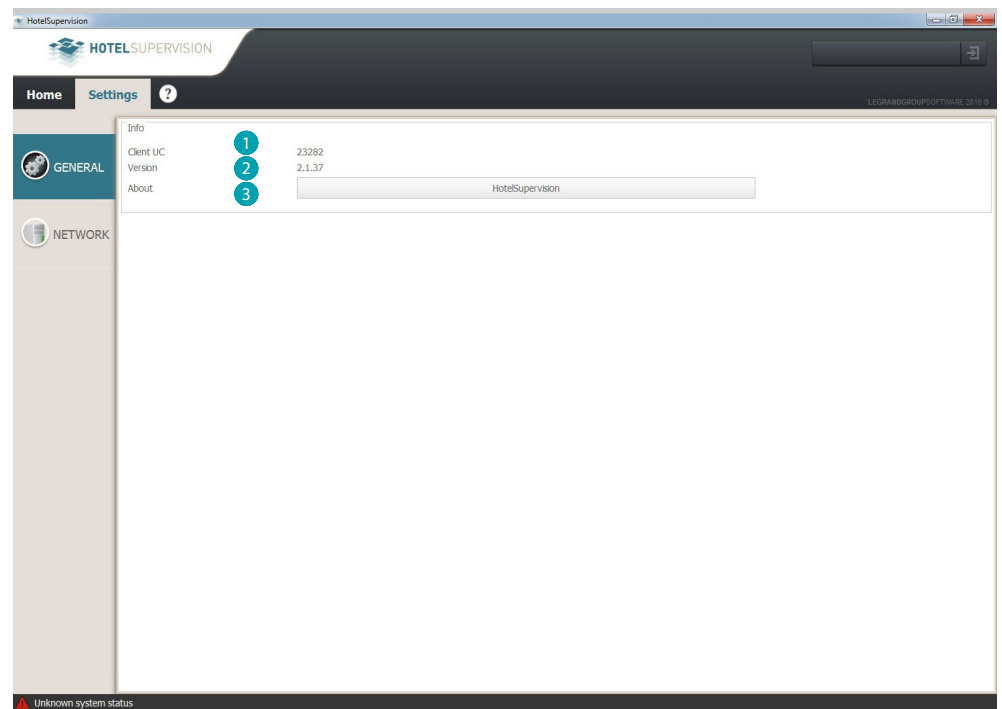
The Client module is the system user interface and thus it allows the administrator and staff to manage the hotel.

After installation the software must be configured so that it can communicate with the Server.

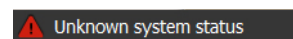
General

This screen gives information on the HotelSupervision version installed on the client in use.

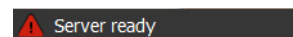
- 1 UC Client: unique client code; it must be different for each client connected to the same server.
- 2 Version: shows the software version installed
- 3 Information: shows the initial HotelSupervision pop-up



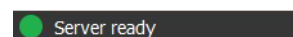
The status of the connection with the Server is shown in the corner at the bottom left.



The Client is not connected to the Server.



The Client is connected to the Server but the access was not made by password.

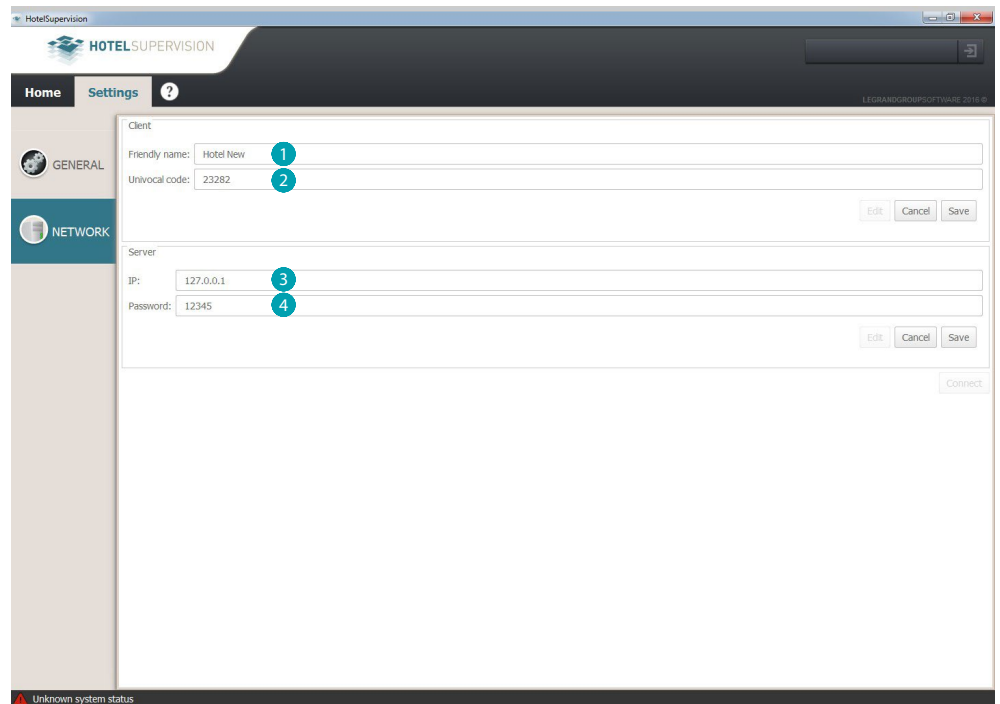


The Client is connected to and communicate with the Server.

Network

This screen gives information on the HotelSupervision version installed on the client in use.

- 1 Description: enter a description which identifies the station (Reception).
- 2 Unique code: this code allows the server to recognise the client in the network. Each client must thus be identified by a code different from all the others.
- 3 IP: IP address of the computer on which the Server module is installed.
- 4 Password: is the OPEN password set by the administrator in the design made with MyHOME_Suite



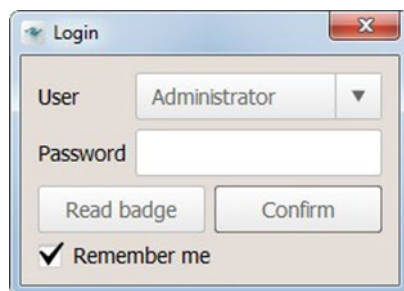
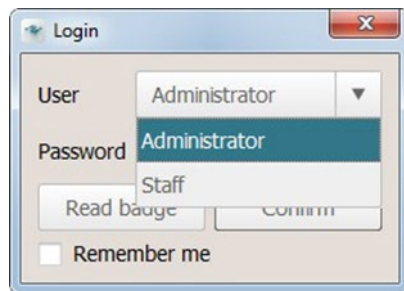
Connection to the Server

The possibility of connecting to the Server is reserved to authorised people, who have a password or a valid key card.

When the Client software starts the authorisation request appears. The possible levels are Administrator and Staff, select yours then type the password or bring your key card close to the reader after clicking on the Read key card box.

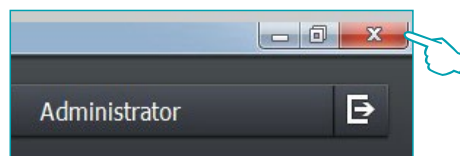
The default password for the administrator is "admin".

Only the administrator can define and assign the staff passwords. He can also edit or cancel them as necessary.

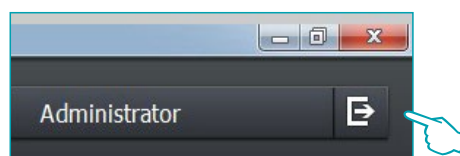


On selecting the Remember me box the software saves the password entered for the next accesses as follows:

On quitting the program by means of the X key the password **will not be requested** on the next access



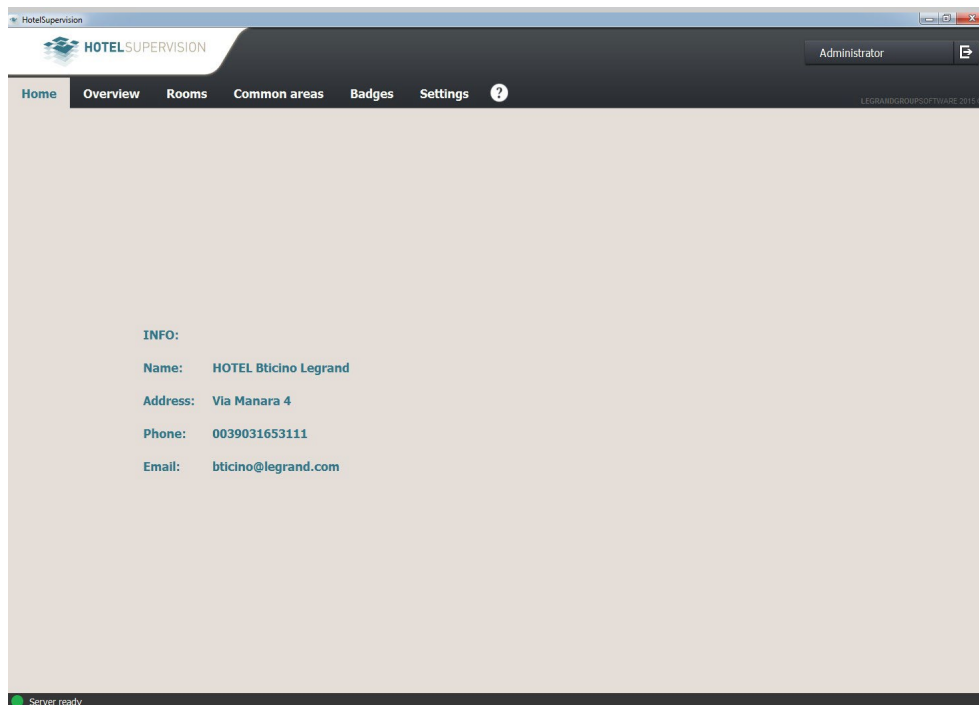
The software interprets the **Logout** by the pushbutton as a change user operation (e.g. end of operator shift); on the next **Login** the system will ask for the new user (e.g. the password of the operator who replaces the previous one).



HotelSupervision

Software Manual

After connecting with the Server the initial monitoring software screen appears. This screen shows the main information concerning the design loaded on the Server.

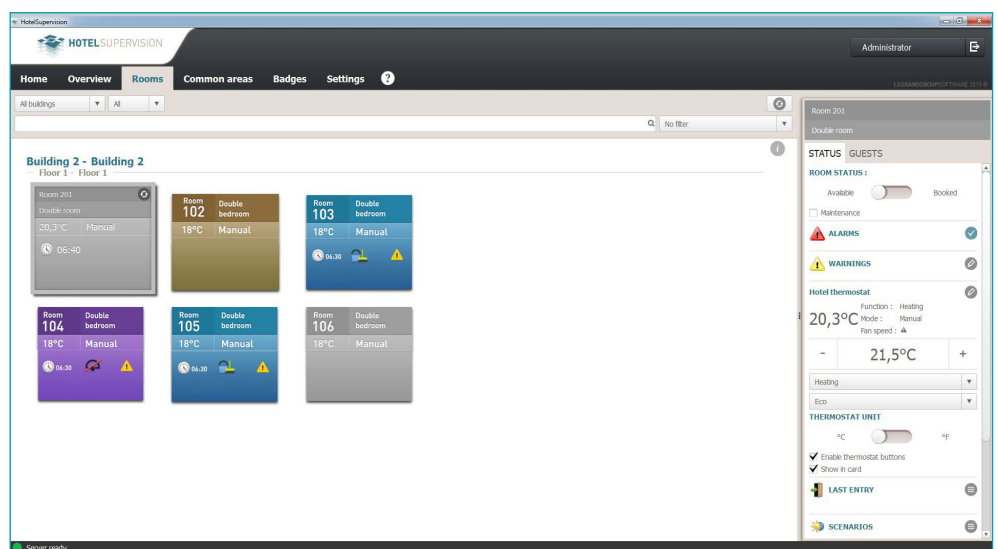
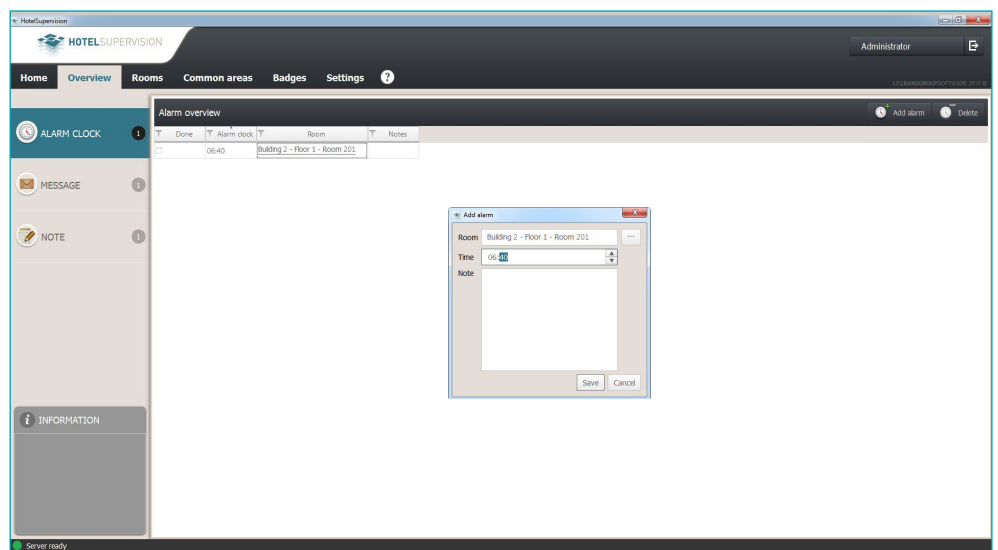


Client management

Depending on the authorisations assigned to him by the system administrator, the operator can manage the registration of the guests, the assigning of the key cards for access to the assigned bedrooms and common areas with any limitations of dates and times.

The operator can also see any alarms of various types coming from the bedrooms or common areas and check DND or MUR signals and whether the guests are in the bedroom.

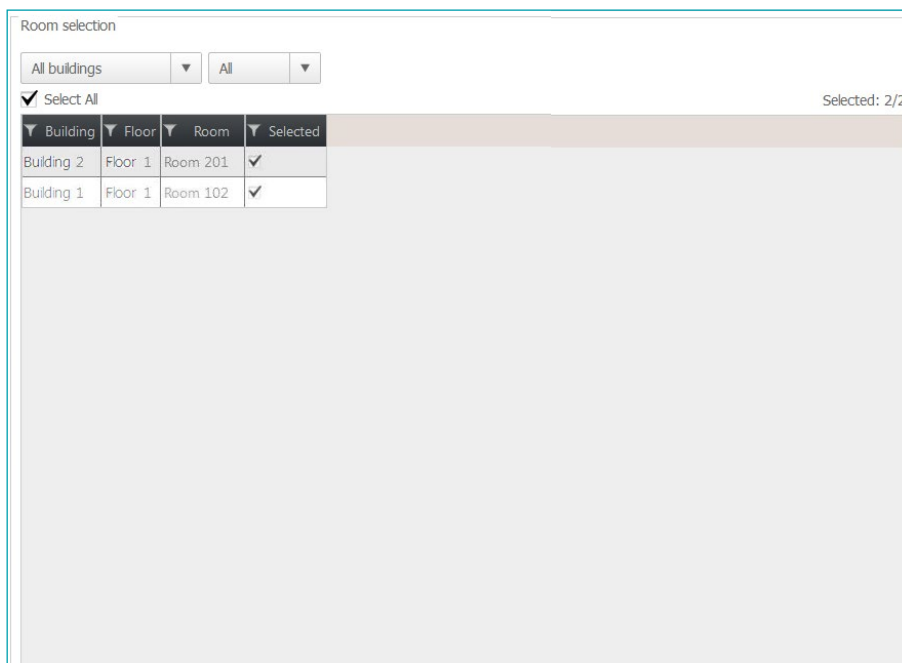
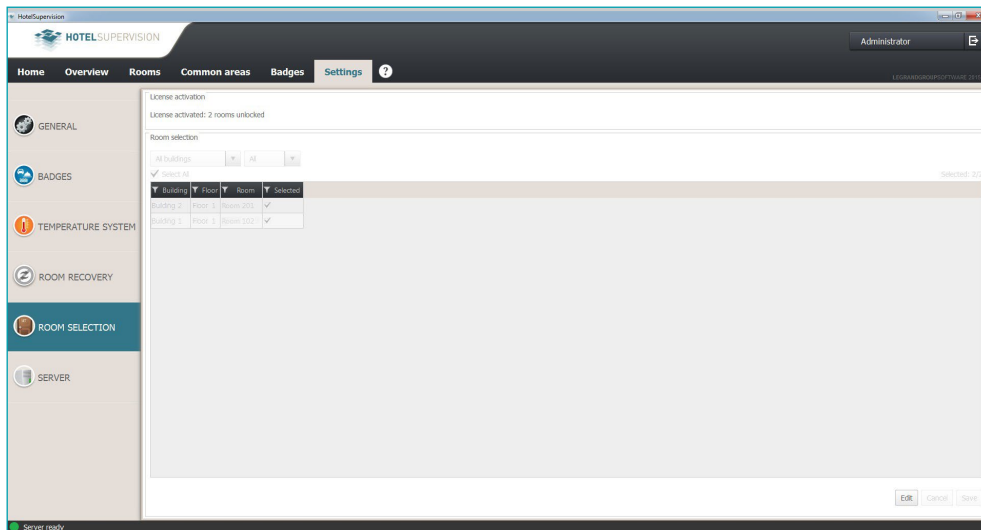
The use of icons and different colours helps the operator in immediately identifying the status of the bedrooms (see [Meaning of the colourings and icons sect.](#)).



Settings - Room selection

A set number of bedrooms can be monitored, depending on the type of licence acquired and registered with SupervisionServer. In this menu, after activating the licence, one can choose for which bedrooms the monitoring function should be activated.

The test version (without licence) allows monitoring of two bedrooms only.



Working area

General view (must be activated in the [Setting](#) page)

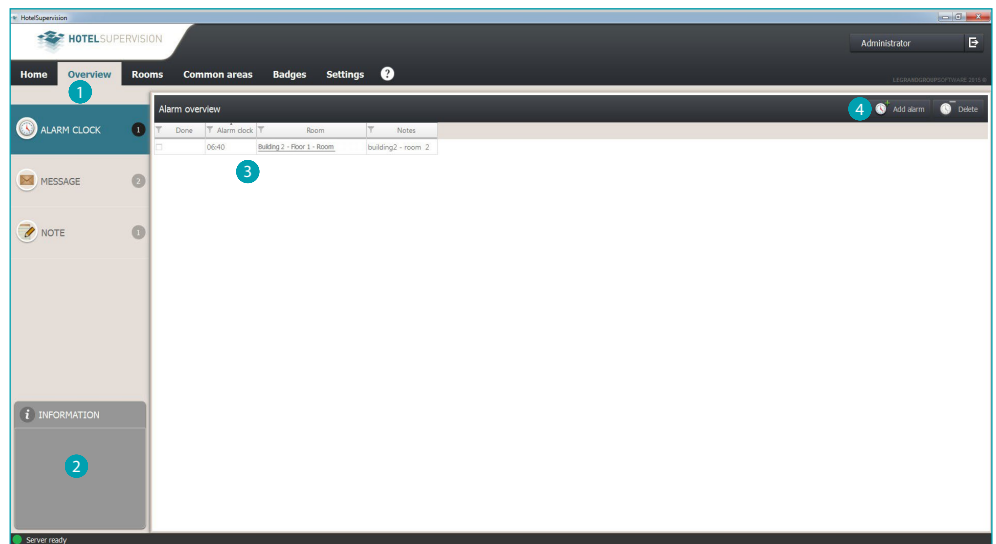
The wake-up calls for the guests and the internal communications for the hotel staff divided into three menus are managed in this page.

Wake-up calls: manages the guest wake-up calls;

Messages: or internal communications, for example between an operator and the colleague of the next shift;

Notes: internal communications with a time expiry.

Note: This page belongs to the individual Client, the Server therefore does not share it with other Clients.

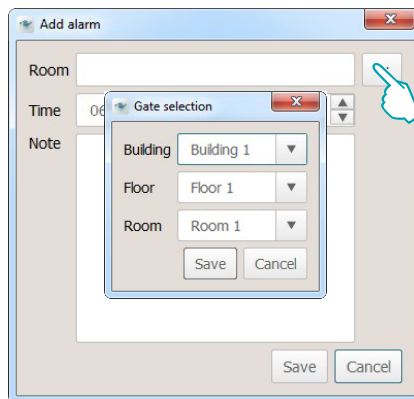


- 1 Functions.
- 2 Information zone, shows the wake-up calls and the notes in the list in chronological order, showing any delays in their performance.
- 3 List of Wake-up calls, Messages or Inserted notes.
- 4 Add an element to the list (wake-up call, message or note).

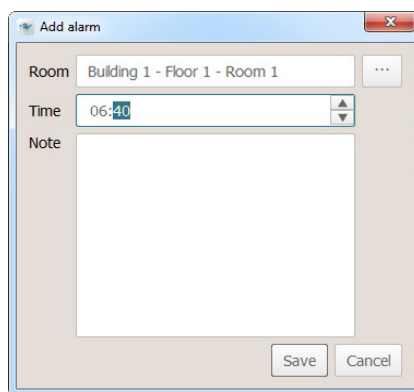
Add Alarm clock

To add a new alarm clock click the appropriate pushbutton and proceed as follows:

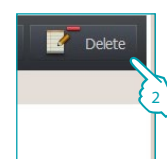
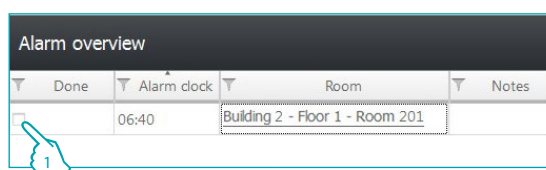
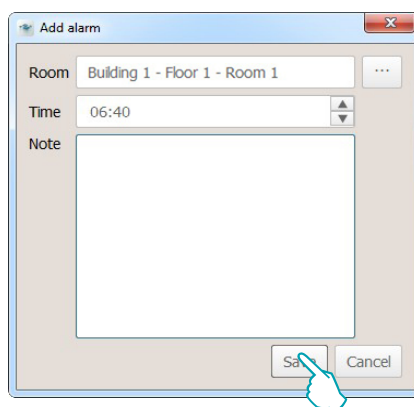
Select the room.



Set the alarm clock time.



Enter any notes and then click *Save*.



After a wake-up call has been given, cross the *Done* box (1) or click on *Cancel* (2) to cancel it from the list.

Add Message

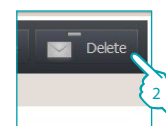
To add a new message click *Add Message* and proceed as follows:

Enter the sender and the recipient of the message.

Enter the message text and click *Save*.

After viewing the message tick *Done* (1) or click *Delete* (2) to remove the entry from the list.

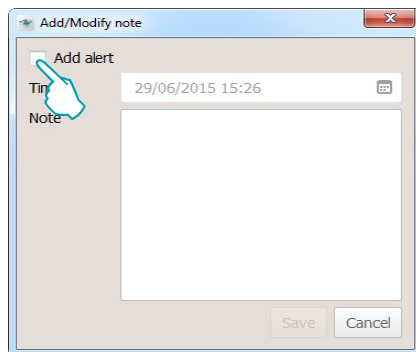
Messages overview				
Done	From	To	Message	
<input type="checkbox"/>	aaaa	bbbb	Send an ele...	



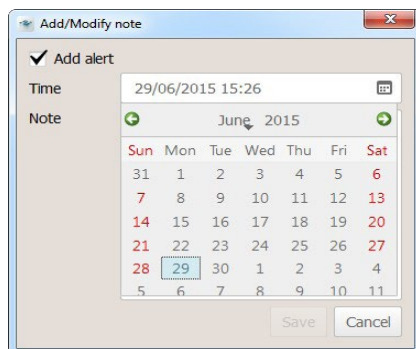
Add Note

To add a new note, click *Add Note* and proceed as follows:

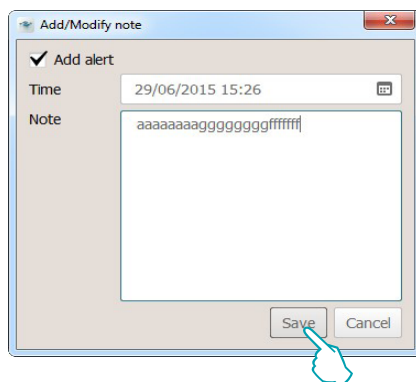
If the note has a precise expiry, click *Add alert* and set the date and time of expiry; you will be notified at the appropriate time by an audible signal (if set).



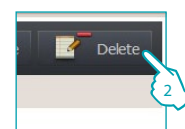
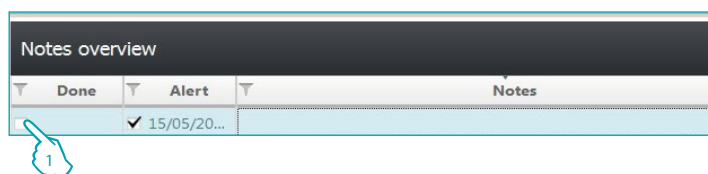
Set the date and time. The software will notify you at the time of expiry with the appropriate audible signal (if set).



Enter the text of the note and then click *Save*.



After the necessary actions relating to the note have been completed, tick *Done* (1) or *Delete*(2) to remove the entry from the list.



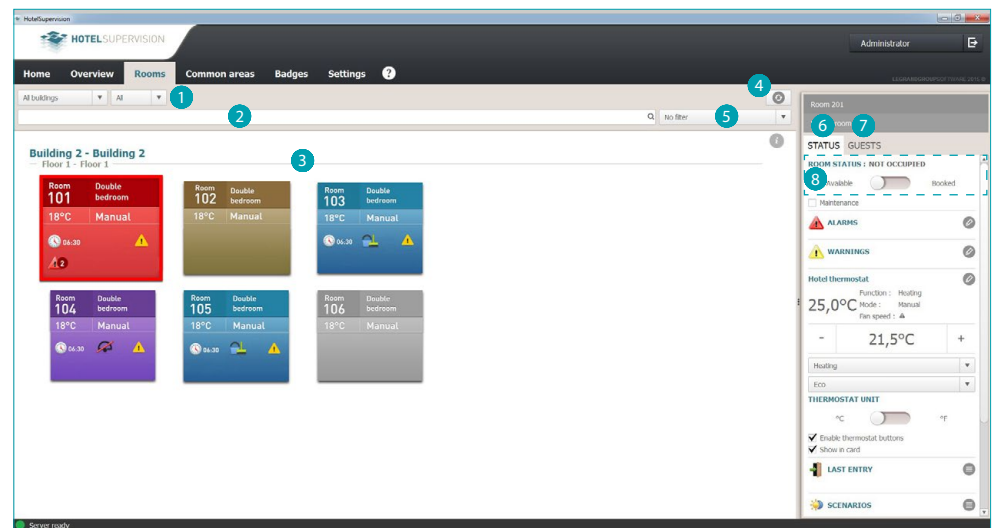
Rooms

The Rooms section gives the possibility of checking the status of each room. HotelSupervision receives the notifications from the rooms and shows them in an immediately identifiable manner, using icons and colours that have specific meanings, to enable the operator to take the necessary actions, both through the software - for example for the adjustment of the temperature -, or by instructing service personnel as required.

It is possible to customise the room cards, splitting them into buildings, floors, etc., and sorting them using selection filters (e.g. rooms available, booked, occupied, etc.).

This chapter shows in details the possibilities provided by HotelSupervision for the management of the rooms.

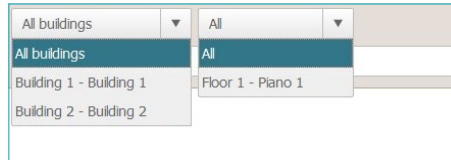
Working area



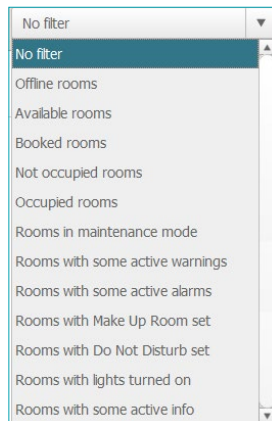
- 1 Room subdivision.
- 2 Text search field.
- 3 Room display.
- 4 General room reset pushbutton.
- 5 Room display filters.
- 6 Room status and control tools.
- 7 Guests and management of their key cards.
- 8 Room status: this area is not enabled if the PMS Management and/or Key card programming are selected (see sect. Server module)
 - PMS management: the PMS software manages the room "Reserved" condition via its logic and settings.
 - Key card programming: if at least one guest key card is active in the time range, the room "Reserved" status is indicated.


Display of rooms

Using the following filters it is possible to display a room sub-group.



A further selection is possible using the filters found in the appropriate menu. The use of the filters makes searching the rooms very easy, for example, if the *Available rooms* filter is selected, you will immediately have available the updated situation of the rooms that can be allocated.



 The search tool also gives the possibility of text search using the Building, Floor, and Name fields.

Meaning of colours and icons



Available room



Alert notification



Occupied room



Room not to be disturbed



Make up room



Room refresh pushbutton



Alarm clock set to 8:30



Make up room

27.0°C

Measured temperature



Do not disturb

Comfort

Thermostat operating mode



Info



Light on indication



Notifications



Room in maintenance



Alarms



Key card in the key card switch



Room powered

Status

When a room is selected, the left window of the software shows the description of the current status. You can view this window and make modifications as indicated below.

Room status

The first box relates to the room status; simply move the cursor accordingly to change the setting.



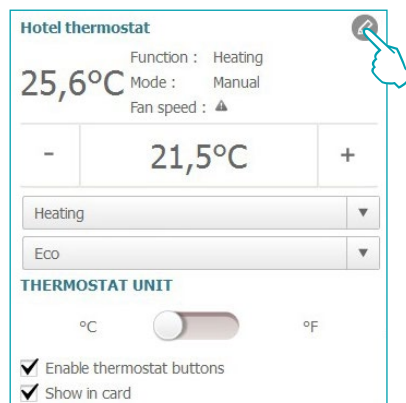
If the room is undergoing maintenance, or if maintenance works are planned, this can be indicated by ticking the relevant box; the room card will show the appropriate icon.


The allocation of the *Maintenance* status can be combined with the activation of a scenario, e.g. the switching off of the temperature control system of the room.

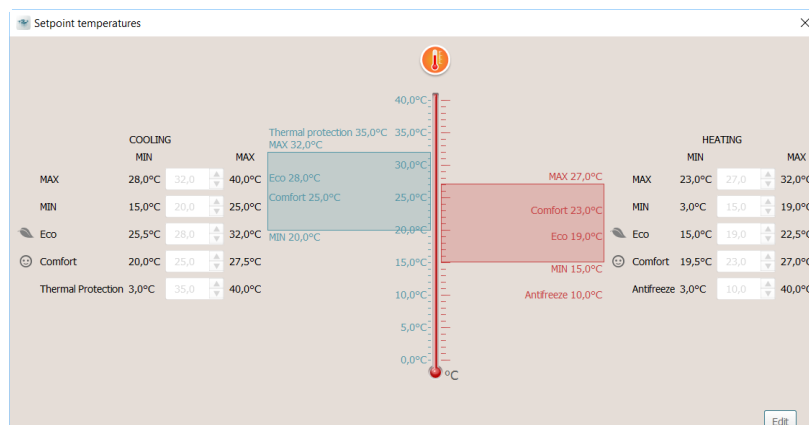
Thermostat

The thermostat box shows the current status. The tools available can be used to change the thermostat parameters and settings, enable or disable the keys that can be used by guests; the *Show in card* box enables to display the temperature measured directly on the room card.

If more thermostats are present in the same room, it will be possible to display the temperature measured by only one of them, by enabling the box *Show in card*.



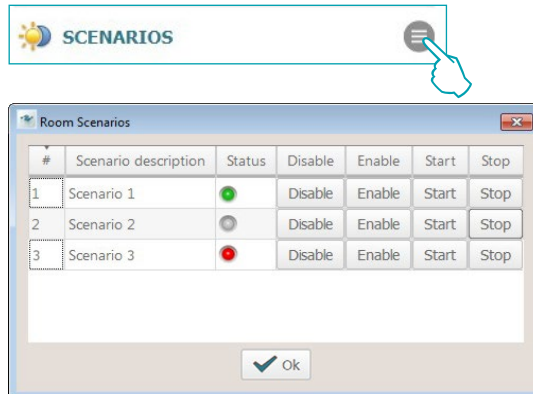
Click  to access the advanced settings.



To change the set values enable the *Edit* function and then click *Save* to apply the changes made.

Scenarios

Click  to access the scenario management window.



Status



Scenario enabled and currently active



Scenario disabled



Scenario enabled but currently not active

The window shows the scenarios available for the rooms; the possible controls are:

Disable: the scenario cannot be executed.


Enable: the scenario can be executed.

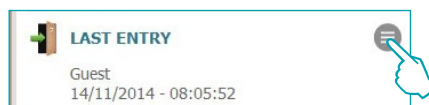
Start: execute the scenario remotely.

Stop: if being executed, the scenario is stopped remotely.

Click **OK** to confirm.

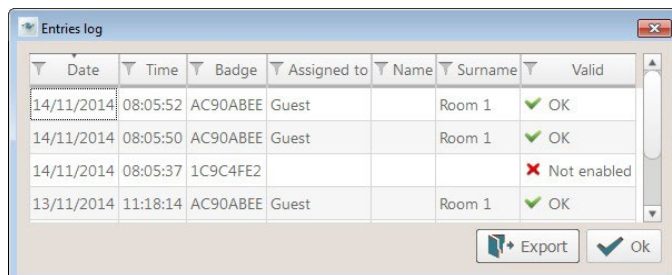
Last entry

Click  to display the list of accesses to the room.



The list shows the details of the key cards used to access the room.

You can export this list into a .csv file.



Room activity

You can export all the data for all the room events in a .csv file.



Alarm clock

Click  to enable the alarm clock function. The setting will appear on the room card.

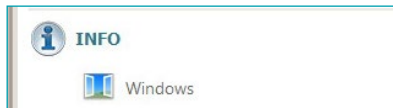


Set the alarm clock time or click the bin to delete the alarm clock.



Info


This box shows the information relating to the contacts the activation of which should not be considered an alarm, but for which monitoring is however useful, like for example a window or a door left open.



Warnings

Depending on the configuration, the notification:

- can disappear when the reset condition occurs (e.g. closing of the refrigerator door), or
- can be reset using the software (e.g. the event indicates the opening of the strongbox, the software reset can be performed during check-out).

Click the  icon to authorise the operator to remove the notification through the software. This event is logged in the event log.




Alarms


The notification of an alarm occurs with the appearing of a message on the screen, together with an audible signal; in the [Settings](#) area it is possible to select the audio sound to associate with the notification, or if desired the sound can be disabled.

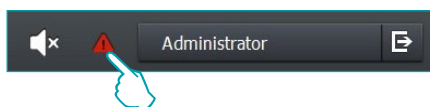
Depending on the configuration, the notification:

- can disappear when the reset condition occurs (e.g. closing of the refrigerator door), or
- can be reset using the software (e.g. the event indicates the opening of the strongbox, the software reset can be performed during check-out).

Click the  icon to authorise the operator to remove the alarm using the software. This event is logged in the event log.



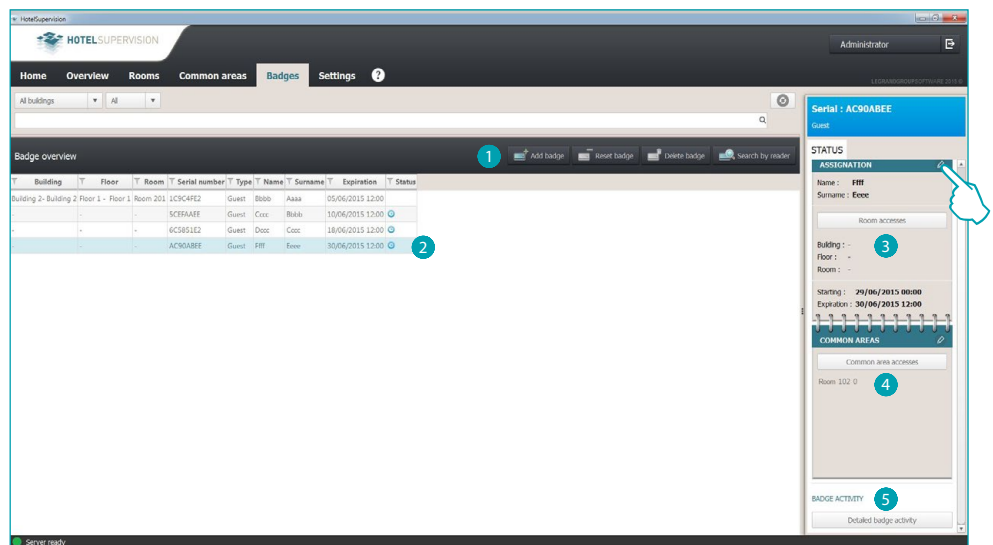
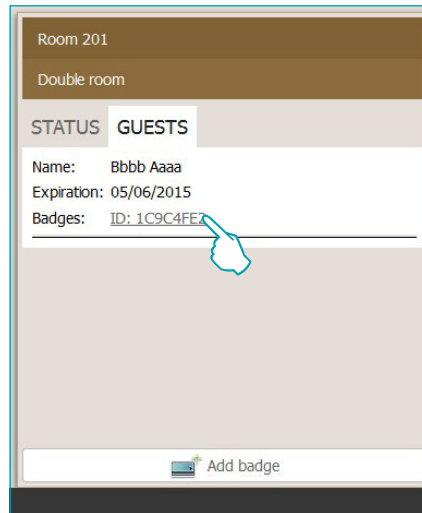
the presence of alarms is also indicated on the top bar of the software; click the  icon to display the room where the alarm originates from.



Guests


This menu contains the details of the room guests, the assigned key cards, and the corresponding expiry dates.

In order to display the detailed activity of a certain key card and change the settings: Click the key card code to access the dedicated software section.



Key card section.

- 1 Key card management tools (if the selected key card has been assigned even to only one *Offline* area, the *Reset* ed *Delete* pushbuttons remain disabled).
- 2 Key card selected.
- 3 Assignment details.
- 4 Common areas to which access is granted.
- 5 Display of activities.

To change the settings of a key card click .

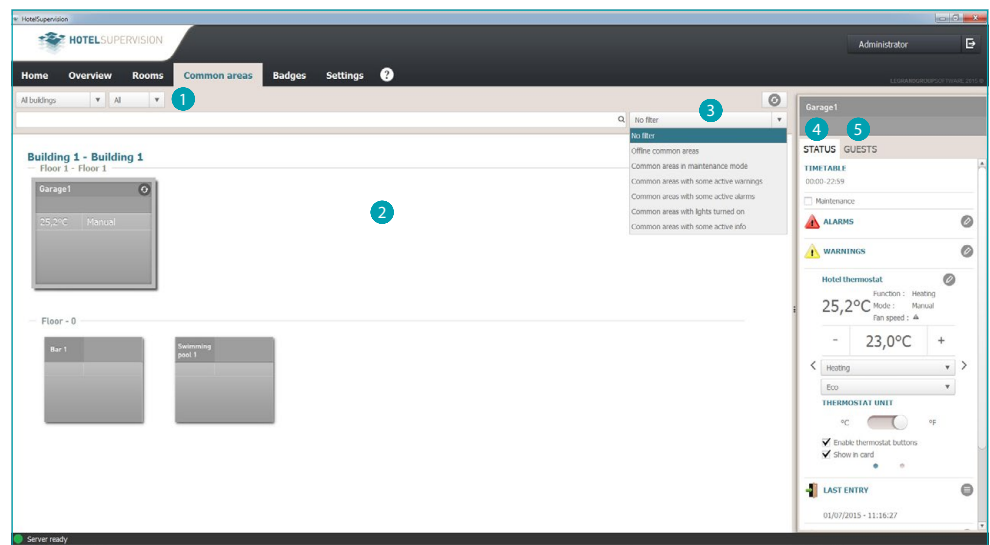
For more detailed information on the management of the key cards refer to the [dedicated section](#).

This function is active only if the option Key card programming has been enabled on the server.

Common areas

This section can be used for the supervision and management of common areas. The operator is notified the data relating to temperature, any warning or alarm notifications, and any movements within the individual areas, detected through the reading of the key cards. If the area is undergoing maintenance, or if maintenance works are planned, this can be indicated by ticking the relevant box; the area card will show the appropriate icon. The allocation of the *Maintenance* status can be combined with the activation of a scenario, e.g. the switching off of the temperature control system.

Working area



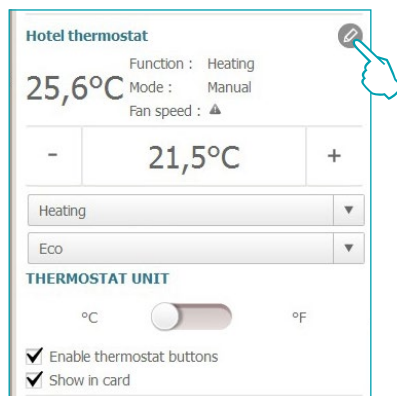
- 1 Subdivision of the areas by building and floor.
- 2 Display of common areas.
- 3 Sorting filters.
- 4 Room status and control tools.
- 5 Guests and management of the corresponding key cards.


Status

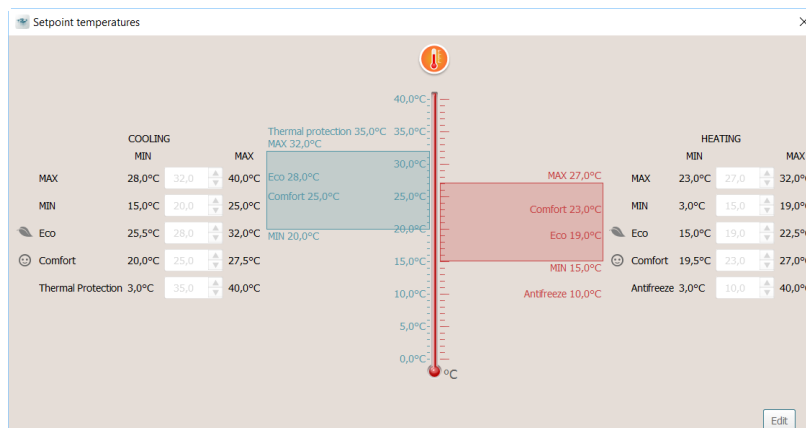
When a room is selected, the left window of the software shows the description of the current status. You can view this window and make modifications as indicated below.

Thermostat

The thermostat box shows the current status. The tools available can be used to change the thermostat parameters and settings, enable or disable the keys that can be used by guests; the *Show in card* box enables to display the temperature measured directly on the room card. If more thermostats are present in the same room, it will be possible to display the temperature measured by only one of them, by enabling the box *Show in card*.



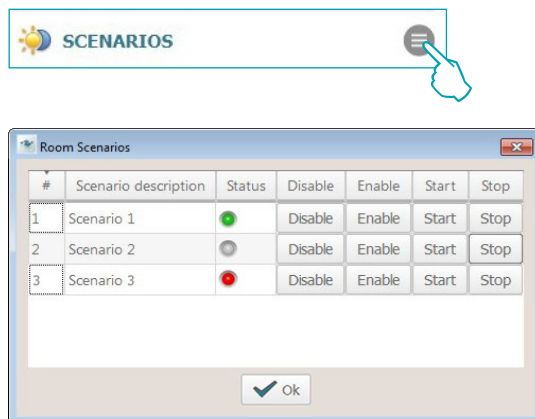
Click  to access the advanced settings (**Administrator only**).



To change the set values enable the *Edit* function and then click *Save* to apply the changes made.

Scenarios

Click  to access the scenario management window.



Status



Scenario enabled and currently active



Scenario disabled



Scenario enabled but currently not active

The window shows the scenarios available for the area; The possible controls are:

Disable: the scenario cannot be executed.


Enable: the scenario can be executed.

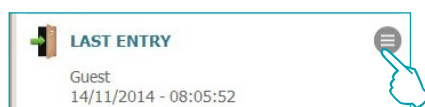
Start: execute the scenario remotely.

Stop: if being executed, the scenario is stopped remotely.

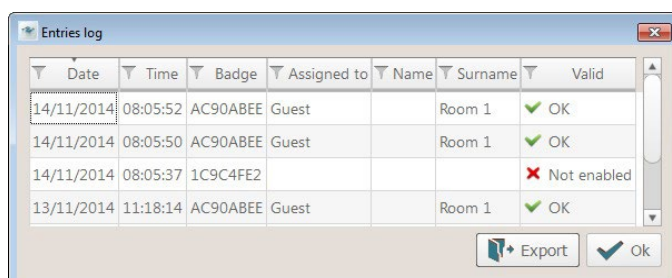
Click **OK** to confirm.

Last entry

Click  to display the list of accesses to the area.



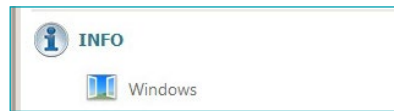
The list shows the data relating to the key cards used to access the area. You can export this list into a .csv file.



This function is active only if the option Key card programming has been enabled on the server.

Info


This box shows the information relating to the contacts the activation of which should not be considered an alarm, but for which monitoring is however useful, like for example a window or a door left open.



Warnings

Depending on the configuration, the notification:

- can disappear when the reset condition occurs. (e.g. closing of the refrigerator door) or
- can be reset using the software (e.g. the event indicates the opening of the strongbox, the software reset can be performed during check-out).

Click the  icon to authorise the operator to remove the notification through the software. This event is logged in the event log.




Alarms


The notification of an alarm occurs with the appearing of a message on the screen, together with an audible signal; in the [Settings](#) area it is possible to select the audio sound to associate with the notification, or if desired the sound can be disabled.

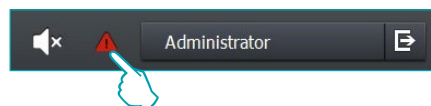
Depending on the configuration, the notification:

- can disappear when the reset condition occurs (e.g. closing of the refrigerator door), or
- can be reset using the software (e.g. the event indicates the opening of the strongbox, the software reset can be performed during check-out).

Click the  icon to authorise the operator to remove the alarm using the software. This event is logged in the event log.

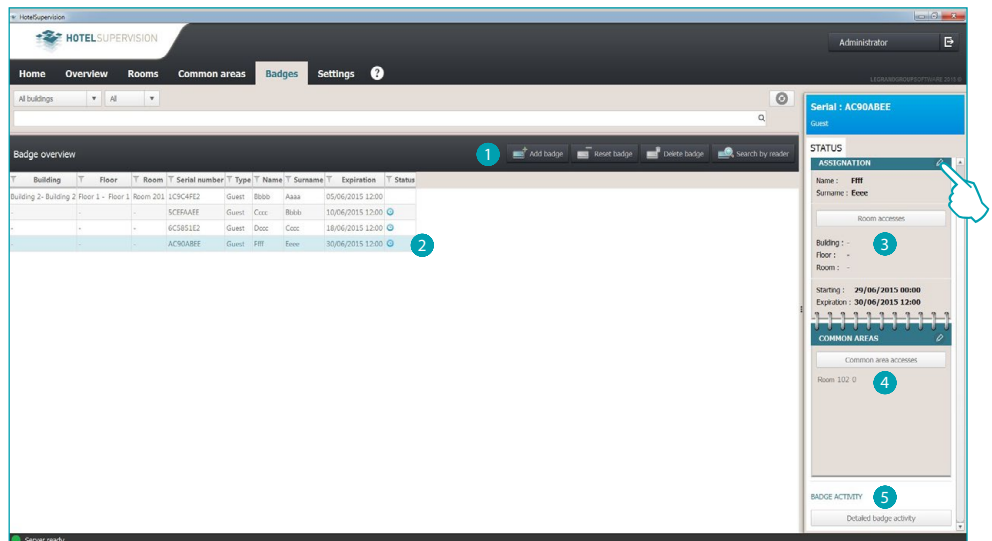
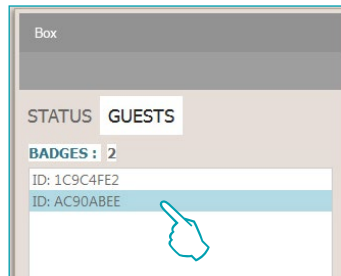


the presence of alarms is also indicated on the top bar of the software; click the  icon to display the area where the alarm originates from.





Guests

This menu contains the list of key cards enabled for access to the selected common area. To display the detailed activity of a certain key card and change the settings click the key card code to access the dedicated section.



Key card section.

- 1 Key card management tools (if the selected key card has been assigned even to only one **Offline**  area, the *Reset* and *Delete* pushbuttons remain disabled).
- 2 Key card selected.
- 3 Assignment details.
- 4 Common areas to which access is granted.
- 5 Display of activities.

To change the settings of a key card click .

For more detailed information on the management of the key cards refer to the [dedicated section](#).

This function is active only if the option **Key card programming** has been enabled on the server.

Key card

The *Key card* section provides a general view of all the key cards assigned and that can be assigned. Three types of assignments are possible:

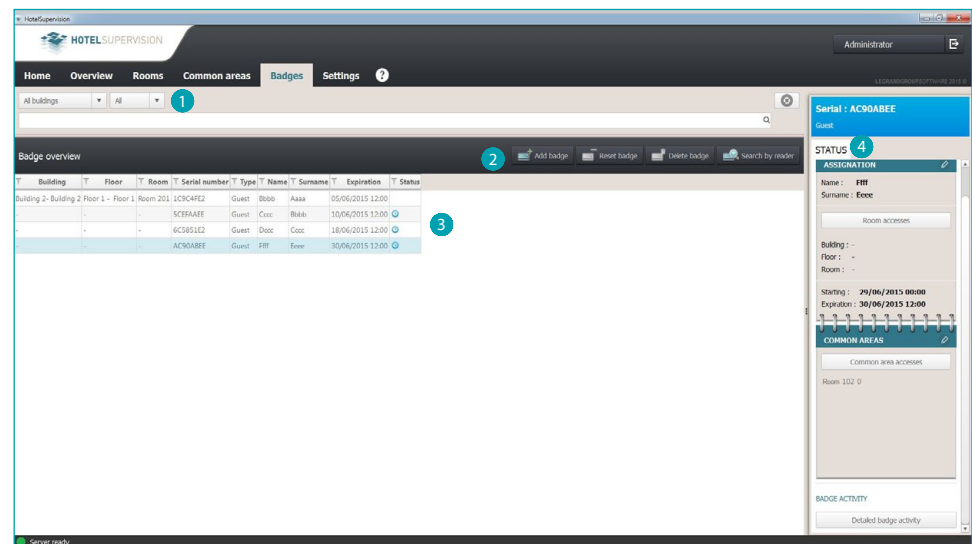
Administrator: the main characteristic of this type of key card is that it grants access without limitations to all the supervision software functions, as well as to the set entrances, without time expiry.

Staff: for hotel personnel and service suppliers, this key card provides access to set entrances, and access to the software, as far as the operating section is concerned; it has no time expiry.

Guest: it provides access to the entrances set during check-in, without access to the software; the expiry can be set by the operator and can be changed also during the period of stay of the guest.

This function is active only if the option **Key card programming** has been enabled on the server.

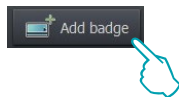
Working area



- 1 Subdivision of the key cards for allocation to building and floor.
- 2 Key card management tools (if the selected key card has been assigned even to only one *Offline* area, the *Reset* and *Delete* pushbuttons remain disabled).
- 3 Key card list.
- 4 Selected key card status.

Add a key card

To add a new key card to the HotelSupervision database click the corresponding pushbutton.

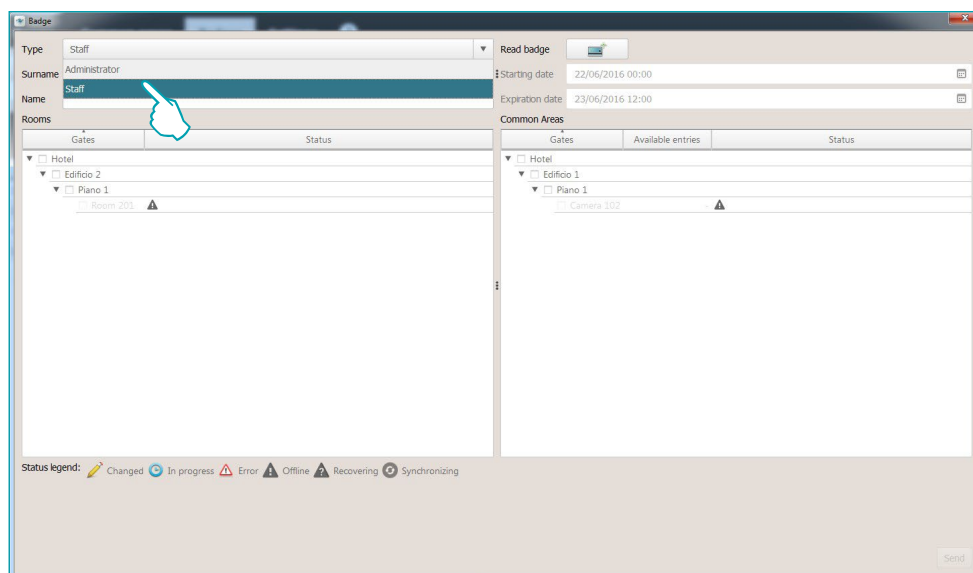


The window appears which allows key card management. The options and functions available will vary on the basis of the configuration (with or without PMS management) set with Supervision Server for this hotel.

With PMS management

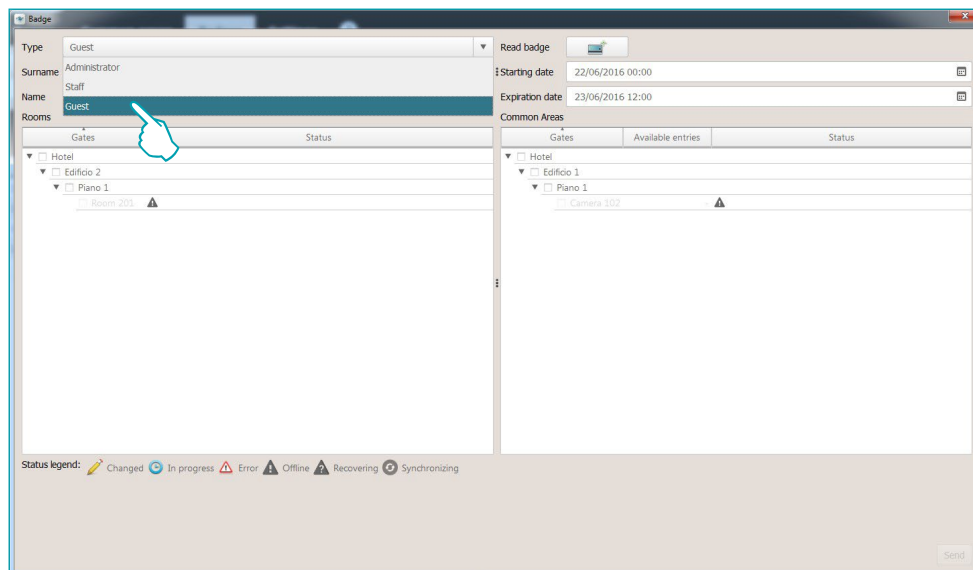
If the PMS management is enabled you can only manage (add, edit, cancel etc.) the Administrator and Staff key cards.

The guest key cards can only be displayed but they are managed via PMS.

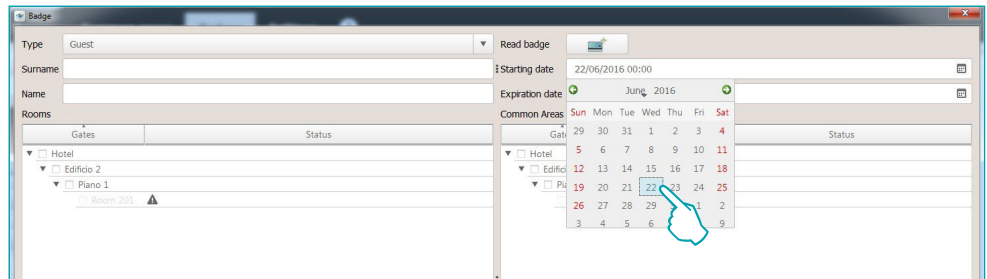


Without PMS management

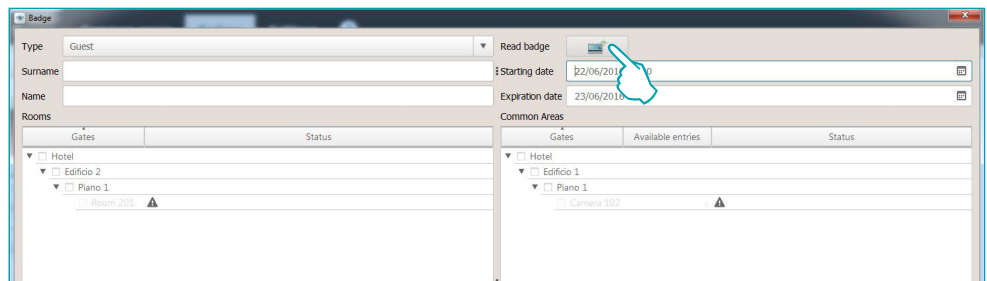
With this configuration you can manage all types of key card, including Guest key cards.



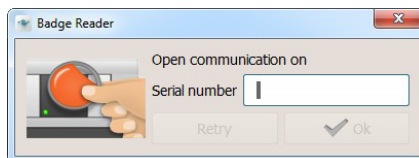
For Guest key cards use the calendar to set the period of validity for the key card.



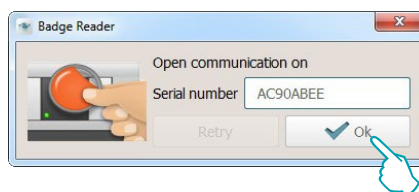
Enter the personal data of the key card recipient (Surname, Name)
Click on Read key card to continue

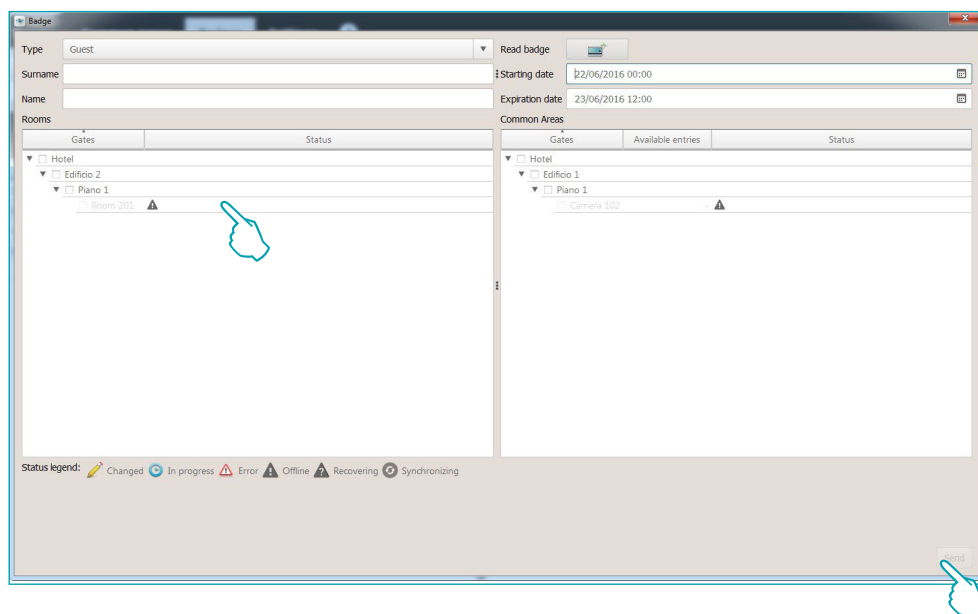


the following window appears:



move the key card near the reader, or manually enter the key card alphanumeric code (the possibility of this manual insertion procedure is only guaranteed with BTicino and/or Legrand key cards, following a commercial agreement for the supply of the same).





Select the room/s and common area/s to which the key card will give access to. For some of them it will also be possible to set the number of accesses permitted.

Click *Send* to finish.

The key card will be saved permanently in the Server database.

In the list of key cards, those allocated to one room only will show the exact indication, while those allocated to several room will show a range of points.

Y	Building	Floor	Room	Serial number	Y Type	Y Name	Y Surname	Y Expiration	Y Status
	Building 2 - Building 2	Floor 1 - Floor 1	Room 201	1C9C4FE2	Guest	Bbbb	Aaaa	05/06/2015 12:00	
-	-	-	-	5CEFAAEE	Guest	Cc	Bbbb	10/06/2015 12:00	
-	-	-	-	6C5851E2	Guest	Dd	Cccc	18/06/2015 12:00	
-	-	-	-	AC90ABEE	Guest	Ffff	Eeee	30/06/2015 12:00	

The previously described settings may be modified at any time.

The icons which appear in the Status column have the following meanings:



Setting of the key card being edited but not yet sent to the system.



Sending the new setting in progress.



Key card, bedroom or common area programming error.



Bedroom or common meeting area OFF Line.



Reset the programming of the bedroom or common meeting area.



Synchronisation of the bedroom with the system.

Duplicate key card

This function allows you to make a duplicate of an existing key card with the same settings and enablings.

Select the key card to be duplicated with a double click

Building	Floor	Room	Serial number	Type	Name	Surname	Expiration	Status
Building 2 - Edificio 2	Floor 1 - Piano 1	Room 201	1C9C4FE2	Guest	Bbbb	Aaaa	05/06/2015 12:00	⚠
Building 2 - Edificio 2	Floor 1 - Piano 1	Room 201	6C5851E2	Guest	Dccc	Cccc	18/06/2015 12:00	⚠
Building 2 - Edificio 2	Floor 1 - Piano 1	Room 201	5CEFAAEE	Guest	Cccc	Bbbb	10/06/2015 12:00	⚠
Building 2 - Edificio 2	Floor 1 - Piano 1	Room 201	AC90ABEE	Guest	bbbbbb	aaaaaa	15/07/2015 12:00	⚠
-	-	-	5CFFAAEE	Guest	bbbbbb	aaaaaa	01/07/2015 12:00	

The key card customisation screen appears.

Click on Read key card to continue

Badge AC90ABEE

Type: Guest

Surname: aaaaaa

Name: bbbbbb

Rooms:

- Hotel
 - Edificio 2
 - Piano 1
 - Room 201

Common Areas:

- Hotel
 - Edificio 1
 - Piano 1
 - Camera 102

Buttons: Read badge, Starting date: 08/05/2015, Expiration date: 15/07/2015

the following window appears:

Badge Reader

Open communication on

Serial number

Buttons: Retry, Ok

move the key card near the reader, or manually enter the key card alphanumeric code (the possibility of this manual insertion procedure is only guaranteed with BTicino and/or Legrand key cards, following a commercial agreement for the supply of the same).

Badge Reader

Open communication on

Serial number: AC90ABEE

Buttons: Retry, Ok

The new key card will be created keeping the same settings as the original key card. If the key card is already present a warning will appear.

HotelSupervision

Impossible to add this badge.
It is already present in badge list.

OK

Reset key card

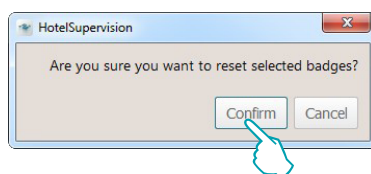
Use this function to delete all the selected key card settings, so that the key card may be used in full safety.

Badge overview								
Building	Floor	Room	Serial number	Type	Name	Surname	Expiration	Status
Building 2-Building 2	Floor 1 - Floor 1	Room 201	1C9C4FE2	Guest	Bbbb	Aaaa	05/06/2015 12:00	
-	-	-	5CEFAAEE	Guest	Cccc	Bbbb	10/06/2015 12:00	🔒
-	-	-	6C5851E2	Guest	Dddd	Cccc	18/06/2015 12:00	🔒
-	-	-	AC90ABEE	Guest	Ffff	Eeee	30/06/2015 12:00	🔒

After selecting the key card to initialise, click the dedicated pushbutton.



In order to avoid unwanted initialisations, a confirmation request will appear.

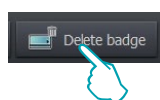


Delete key card

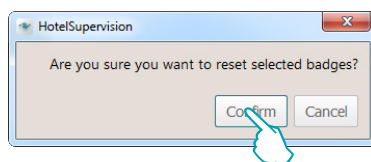
This function gives the possibility of definitively removing a key card from the Server database.

Badge overview								
Building	Floor	Room	Serial number	Type	Name	Surname	Expiration	Status
Building 2-Building 2	Floor 1 - Floor 1	Room 201	1C9C4FE2	Guest	Bbbb	Aaaa	05/06/2015 12:00	
-	-	-	5CEFAAEE	Guest	Cccc	Bbbb	10/06/2015 12:00	🔒
-	-	-	6C5851E2	Guest	Dddd	Cccc	18/06/2015 12:00	🔒
-	-	-	AC90ABEE	Guest	Ffff	Eeee	30/06/2015 12:00	🔒

After selecting the key card to delete, click the dedicated pushbutton.

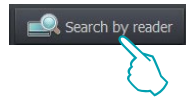


In order to avoid unwanted deletions, a confirmation request will appear.

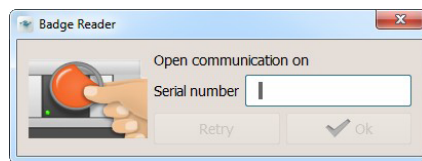


Search by reader

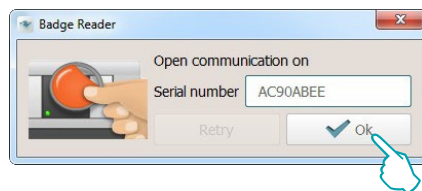
This function gives the possibility of knowing which information is present on the key card; click the pushbutton.



the following window appears:



move the key card close to the reader; if the key card is read correctly, the OK pushbutton becomes active. Click OK to continue.



If listed in the database, the key card is immediately highlighted; click the key card to display all the information in details.

Badge overview

Building	Floor	Room	Serial number	Type	Name	Surname	Expiration	Status
Building 2 - Building 2	Floor 1 - Floor 1	Room 201	1C9C4FE2	Guest	Bbbb	Aaaa	05/06/2015 12:00	
-	-	-	5CEFAAEE	Guest	Cccc	Bbbb	10/06/2015 12:00	
-	-	-	6C5851E2	Guest	Dccc	Cccc	18/06/2015 12:00	
-	-	-	AC90ABEE	Guest	Eeee	Eeee	30/06/2015 12:00	

Search tool

Having a database which can contain hundreds of key cards gives the system an advanced search tool which allows immediate identification of a key card and all the information can be learnt just as rapidly.

If you know the name or even the initial of the owner, or the floor or building the owner is staying at, simply enter the information in the search field: a search will be performed and the results will be displayed.

All buildings ▾ All ▾

Badge overview Add badge Reset badge Delete badge

Building	Floor	Room	Serial number	Type	Name	Surname
Building 1 - Building 1	Floor 1 - Floor 1	Room 101	1C9C4FE2	Guest	aab	aab
Building 1 - Building 1	Floor 1 - Floor 1	Room 101	7C5EA8EE	Guest	bbb	bbb
Building 1 - Building 1	Floor 2 - Floor 2	Room 201	DAAE8F25	Guest		aaa
...	AC90ABEE	Staff	acc	acc
-	-	-	B1AFF05C	Guest	fff	fff

a

All buildings ▾ All ▾

Badge overview

Building	Floor	Room	Serial number	Type	Name	Surname
Building 1 - Building 1	Floor 1 - Floor 1	Room 101	1C9C4FE2	Guest	<u>aab</u>	<u>aab</u>
Building 1 - Building 1	Floor 1 - Floor 1	Room 101	7C5EA8EE	Guest	bbb	bbb
Building 1 - Building 1	Floor 2 - Floor 2	Room 201	<u>DAAE8F25</u>	Guest		<u>aaa</u>

aa

All buildings ▾ All ▾

Badge overview Add badge

Building	Floor	Room	Serial number	Type	Name	Surname	Expiration
Building 1 - Building 1	Floor 1 - Floor 1	Room 101	1C9C4FE2	Guest	<u>aab</u>	<u>aab</u>	30/10/2014 12:00
Building 1 - Building 1	Floor 2 - Floor 2	Room 201	DAAE8F25	Guest		<u>aaa</u>	30/11/2014 12:00

aaa

All buildings ▾ All ▾

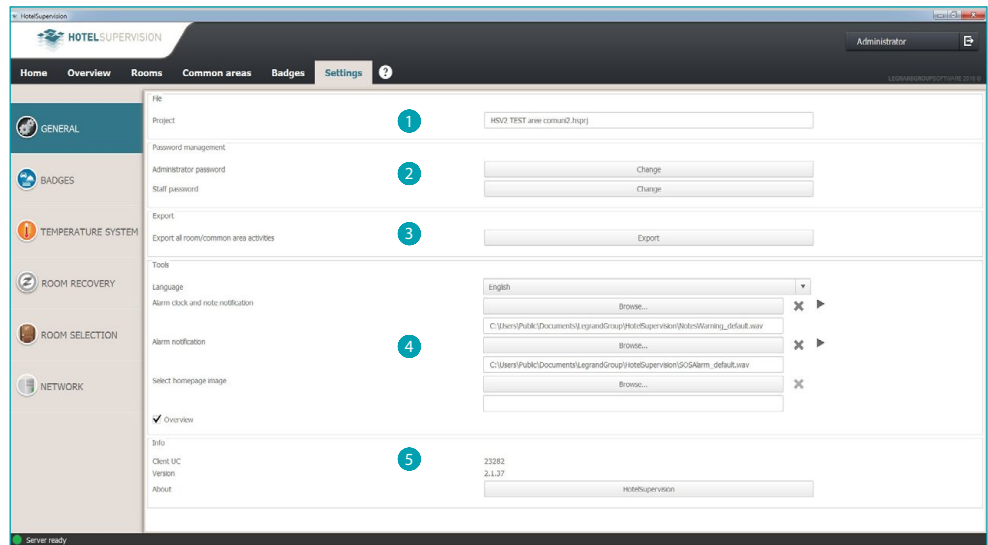
Badge overview Add badge

Building	Floor	Room	Serial number	Type	Name	Surname	Expiration
Building 1 - Building 1	Floor 2 - Floor 2	Room 201	DAAE8F25	Guest		<u>aaa</u>	30/11/2014 12:00

Settings

The Setting page is reserved to the possessors of a password or an Administrator key card. To access this section type the password or use a Client start Administrator key card. This section is used to define the general settings, the passwords, the management of common areas, the basic settings of the temperature control system, and for the selection of the rooms that can be displayed in the specific section. The paragraphs that follows describe these functions in details.

General



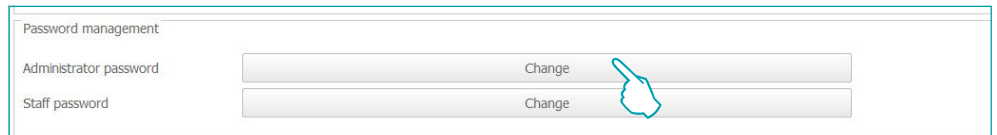
- 1 Select project.
- 2 Password management.
- 3 Export.
- 4 Tools.
- 5 Info.

Password management

Administrator Password

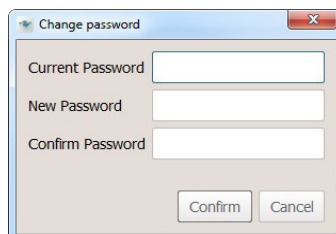
The system is supplied with a default password. For safety reasons, we recommend that this is changed when accessing the system for the first time.

Click *Change*.

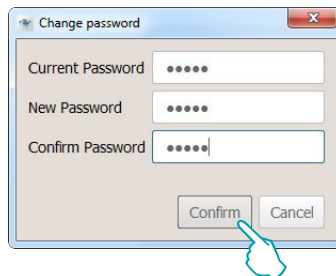


Enter the current password (default **admin**).

Enter the new password and then confirm it in the confirm password box.



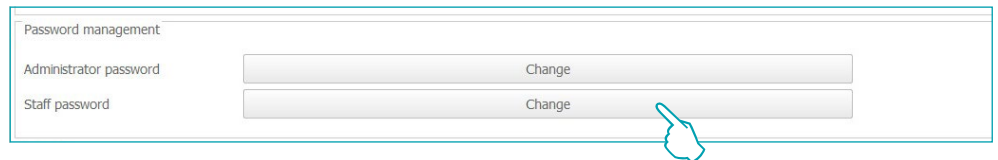
Press *Confirm* to complete the operation. The new password will be automatically saved.



Staff password

In the basic system configuration there are no preset Staff passwords; to prevent unauthorised individuals to make changes to the software, we recommend that passwords are set and only given to the appropriate individuals.

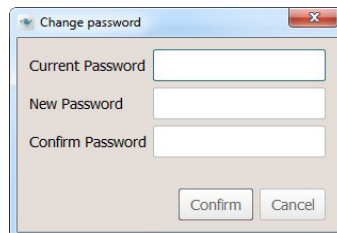
Click on *Change* in the *Staff Password* field.



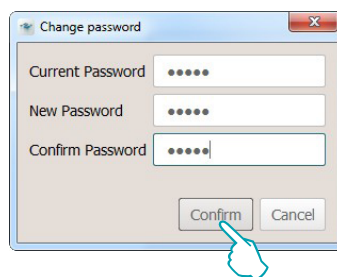
The following window appears:

enter the Administrator password again.

Enter the *Staff password* and then confirm it in the confirm Staff password box.



Press *Confirm* to complete the operation. The new password will be automatically saved.

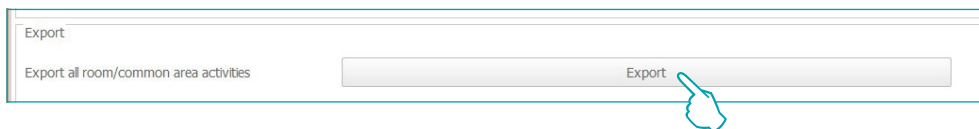


Follow the same procedure to change an already existing Staff password.

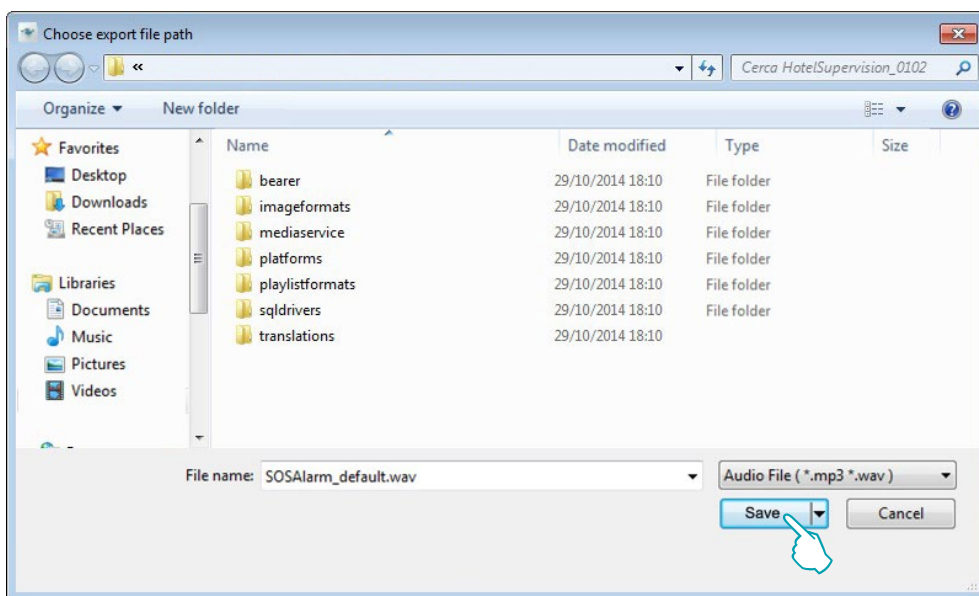
Export

The activities of all the rooms and common areas can be exported in a .csv file.

Click *Export* to export the file *containing the data relating the room and common areas activities*.



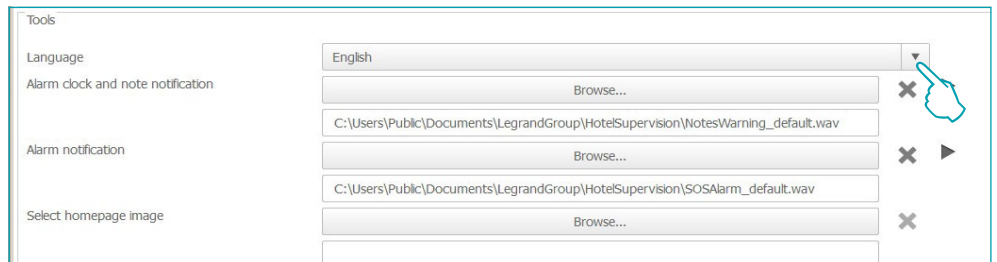
Select the path and enter the file name, then click *Save*.



Tools

Language

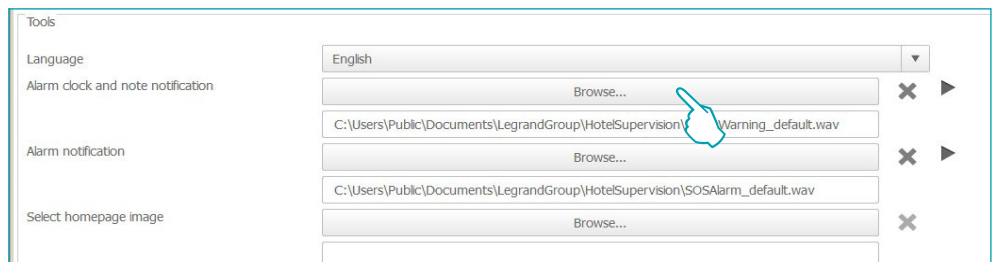
To change the application language click the corresponding box and select the desired language from the list.



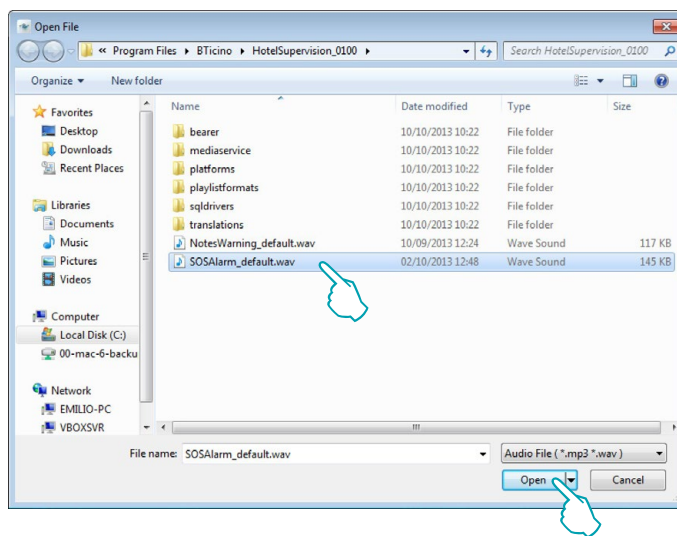
Notifications

In the system the operator is notified of the expiries of alarm calls and notes and the alarm signals both visually and audibly. There are two basic audible signals which can be changed with other audio files as long as they are of wav or mp3 type.

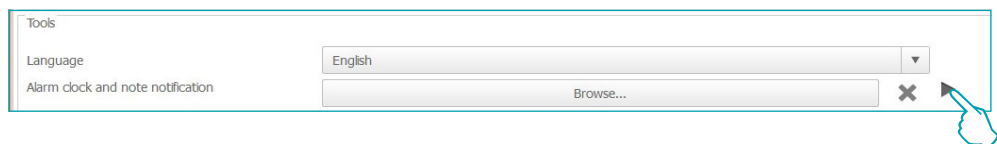
Click *Browse*.



Select the audio file you want (with wav or mp3 extension) then click on *Open* to use it on the Client.



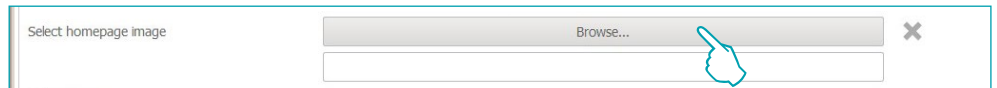
To listen to the audio file click *Play*.



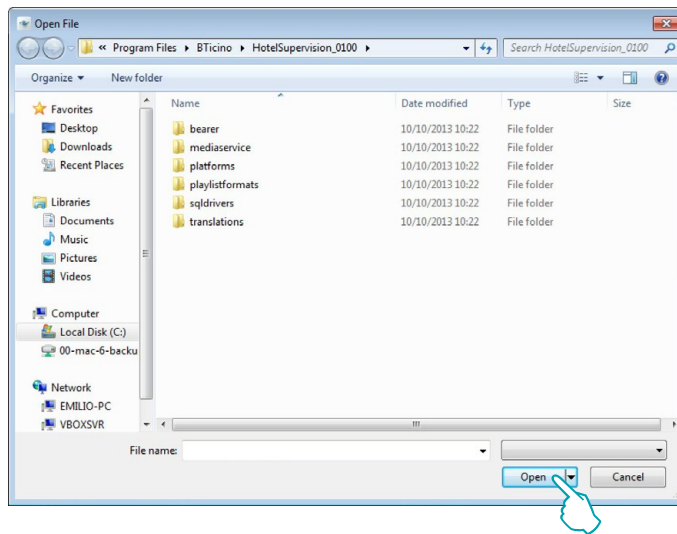
Select the home page image

The Client's background can be customised with a picture, typically the hotel logo or a picture which identifies him.

Click *Browse*.



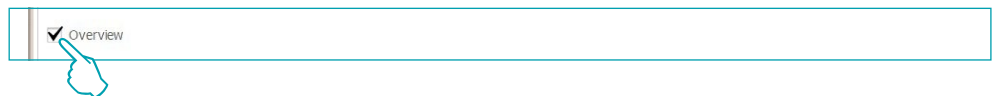
Select the picture you want then click on Open to use it as background for the initial Client page.



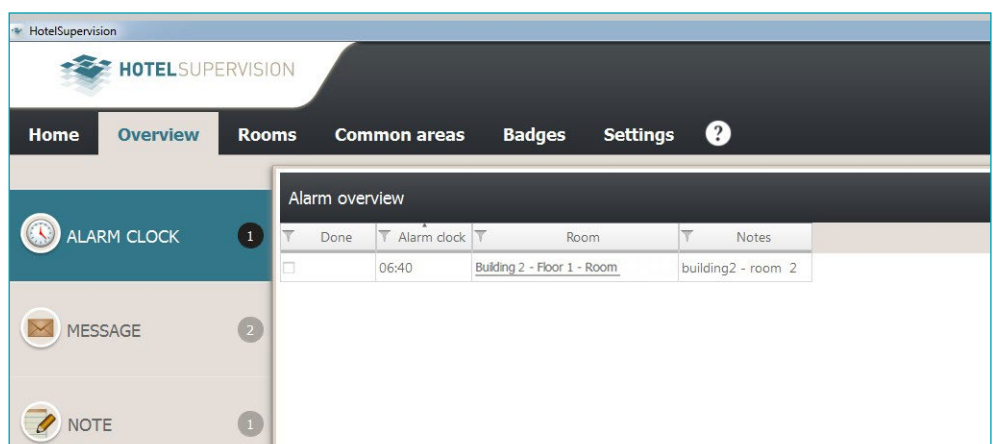
General view

The display of this Client page must be enabled in Settings.

Tick the box to activate the page.



This page can set the wake-up calls for the guests, messages for the staff and any notes (see [Working area chapter](#)); the page belongs exclusively to the individual Client and cannot be shared with the other users or by Server.

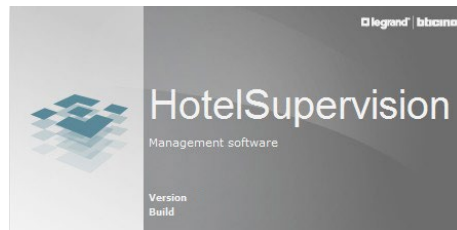
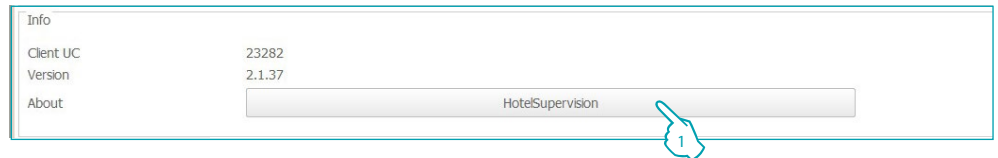


Info

Information

This section of the screen shows the unique code (UC Client) which allows the server to identify the client and the HotelSupervision Version being used.

On clicking on the pushbutton (1) the software warning pop-up appears with the detailed indication (Version and Build) of the software being used.



Key cards

Default validità

It is possible to set the key card default validity period. This period always refers to the day of creation of the key card and can be modified when the individual key card is programmed.

Default validity

Default start validity: Current day + days, at

Current default value: 03/11/2014 at 00:00

Default expiration: Current day + days, at

Current default value: 04/11/2014 at 12:00

This function is active only if the option Key card programming has been enabled on the server.

Common areas timetable

This menu gives the possibility of setting time limitations for access to common areas by guests. By default, all common areas can be accessed the whole day (from 00:00 to 23:59). For each area, it is possible to set up to three time bands during which access will be granted to guests, and denied at any other time.

To set a time band click *Edit*.

Common areas timetable

Common area	From	To	From	To	From	To
Box	00:00	23:59				

Set the new start and end time.

Common areas timetable

Common area	From	To	From	To	From	To
Box	00:00	23:59				

Click *Save* to save the new settings.

Common areas timetable

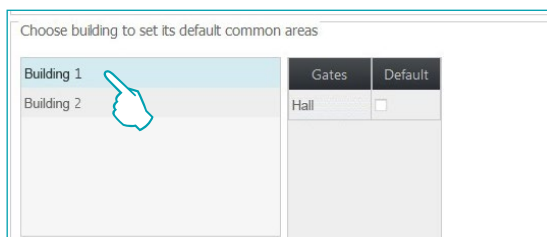
Common area	From	To	From	To	From	To
Box	00:00	14:00				

This function is active only if the option Key card programming has been enabled on the server.

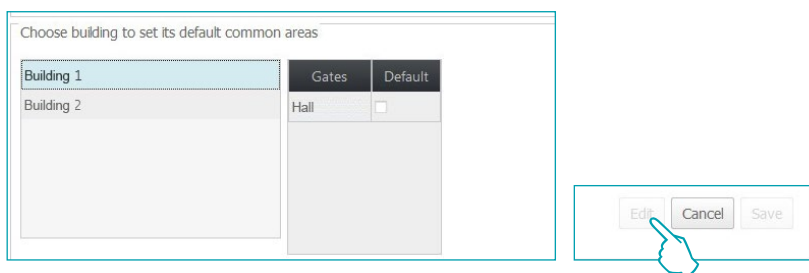
Default common areas

system can individually differentiate the enabling of the guests to access the common areas. In this menu it is possible to set the common areas to which access will be granted for all guests subsequently registered.

Common areas are split by building; select the building.

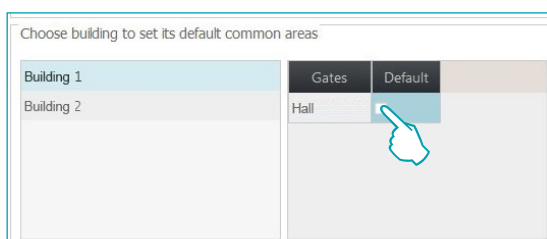


The common areas for the building selected are displayed.



Click *Modify* to activate the function.

Select the ones to be assigned by default to all guests.



The settings are automatically saved.

This function is active only if the option Key card programming has been enabled on the server.

Temperature control

The system allows excellent temperature management because the settings can be made at various levels:

General setup: this is the setup completed in this menu, and is valid for all the rooms and common areas of the hotel.

Setup by individual thermostat: for each room or common area it is possible to customise the settings based on the use of the area, exposure to the sun, etc.

Local setup: for each room it is possible to enable the guest to use the thermostat to adjust the temperature, obviously within set limits.

Below are the settings that can be selected:

Software temperature unit of measurement.

Software settings	
Temperature unit	Celsius ▼ Fahrenheit
Thermostat settings	
Temperature unit	Celsius
Function	Heating
Enable thermostat buttons	Yes

Thermostat temperature unit of measure.

Software settings	
Temperature unit	Celsius ▼
Thermostat settings	
Temperature unit	Celsius
Function	Fahrenheit
Enable thermostat buttons	Celsius Yes

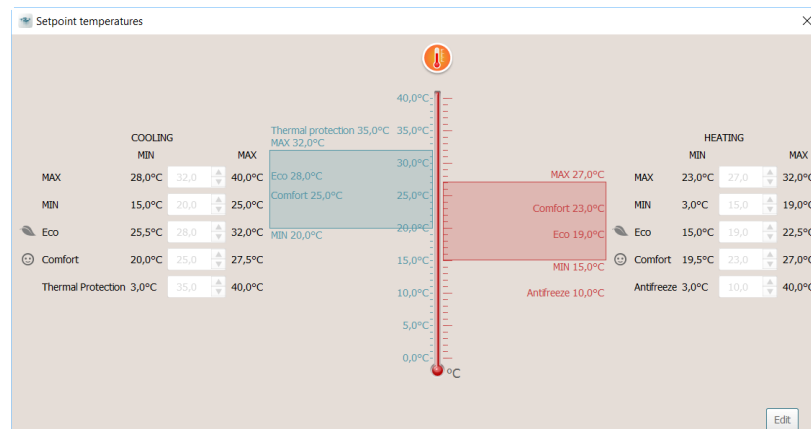
Function.

Software settings	
Temperature unit	Celsius ▼
Thermostat settings	
Temperature unit	Celsius
Function	Heating
Enable thermostat buttons	Heating Cooling
Thermostats setpoint temperatures	Automatic Changeover

Enabling of thermostat keys (enabling of local setup performed by guests).

Software settings	
Temperature unit	Celsius ▼
Thermostat settings	
Temperature unit	Celsius
Function	Heating
Enable thermostat buttons	Yes Yes
Thermostats setpoint temperatures	No

Thermostat setpoint temperatures




To change the set values enable the *Edit* function and then click *Save* to apply the changes made.

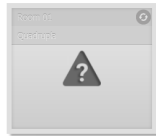
Room reset

This menu is reserved for the administrator and enables reinstating the original settings of one or more rooms.

In case of inconsistencies between the project and the configuration of one or more MH201 gateways, communication with the software will not be possible.

This condition is notified to the administrator, who will then be able to decide if they want to reset the configurations of the gateways based on the current project; this reset may be performed individually or for all the gateways indicated.

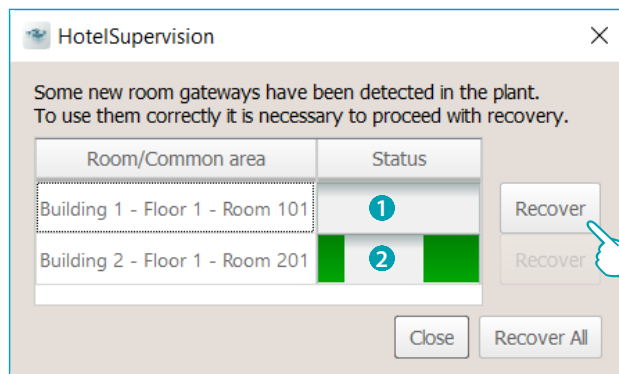
If the notification window is closed by a member of staff, the administrator can reopen it by clicking the appropriate  icon of the control bar.



Room with inconsistencies when compared with the project.



Reset inconsistencies procedure in progress



- 1 Room with inconsistencies waiting for reset.
Click on the "Reset" pushbutton to start the procedure.
- 2 Room with reset procedure in progress.

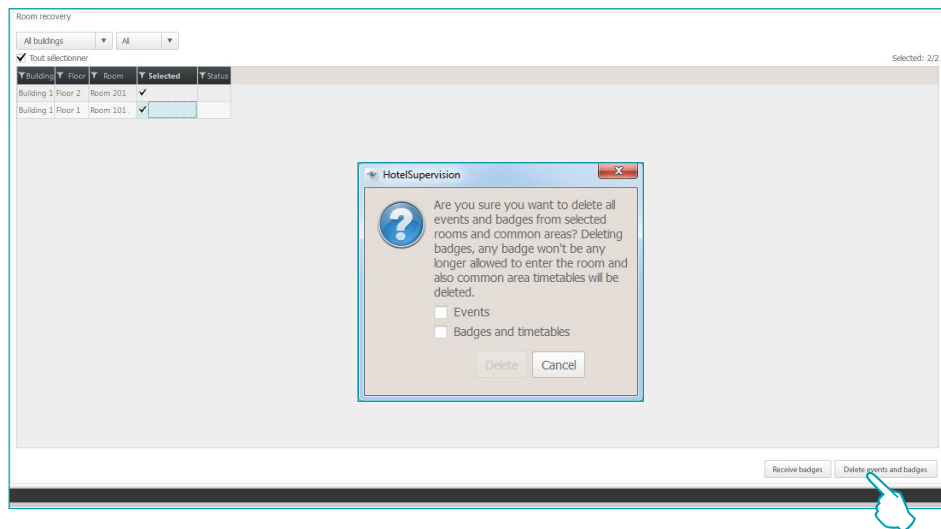
Receive key cards

In case of key cards saved in the MH201 scenario programmer of the room, but not shown in the HotelSupervision database, this function can be used to acquire and save them.

This function is active only if the option Key card programming has been enabled on the server.

Delete events and key cards

This function gives the possibility of resetting all the events saved and the key cards previously allocated to the selected room/s.



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