



# Hotel manager quick guide

V1 - UK



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## 1. Introduction

The manager account will be the user with all the permissions on the system and is responsible primarily for creating, managing and deleting cards and users. Although this task can be delegated to other users it is strongly recommended that the manager account is never deleted and the password is kept safe and is not forgotten. It may be advisable to create a deputy manager account with the manage users permission so that the original manager password can be reset if it is forgotten.

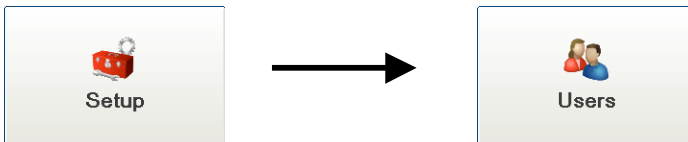
To access the system select the 'Manager' username and enter the correct password.

Once the manager has finished the management tasks we recommend that you log off so that the account is not used accidentally.

Remember: During an audit if you leave yourself logged on all actions are logged against your username!

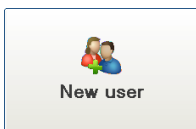
## 2. Users Menu

This is the sequence to enter the user menu:

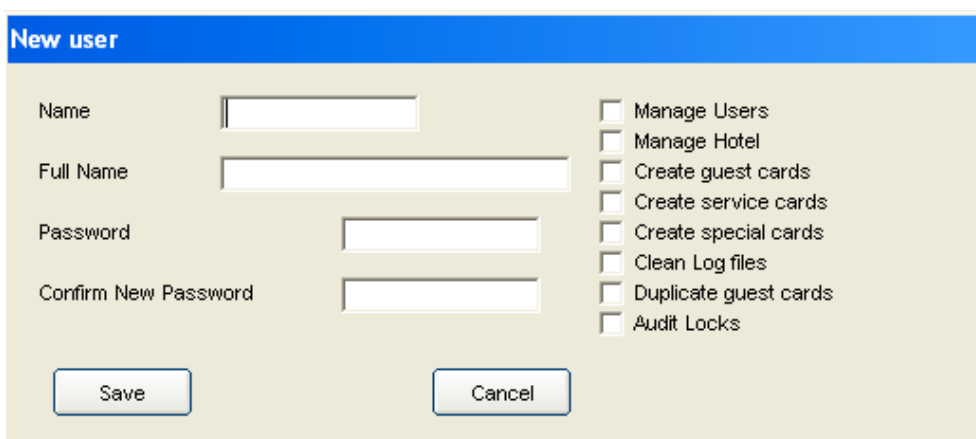


### 2.1 Create a new user

Click the button as seen below:



Enter the name of the account, the full name of the person using it, (e.g. Deputy Manager – Steven Smith it is possible to use the same name in both fields if that is how you wish to set it up e.g. Steven – Steven Smith). Then enter a generic password which the user can change after they login. On the right side, are all the privileges that you can grant the user. Check to grant, clear to remove. (See below).



**New user**

Name

Full Name

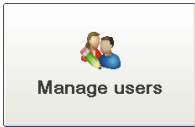
Password

Confirm New Password

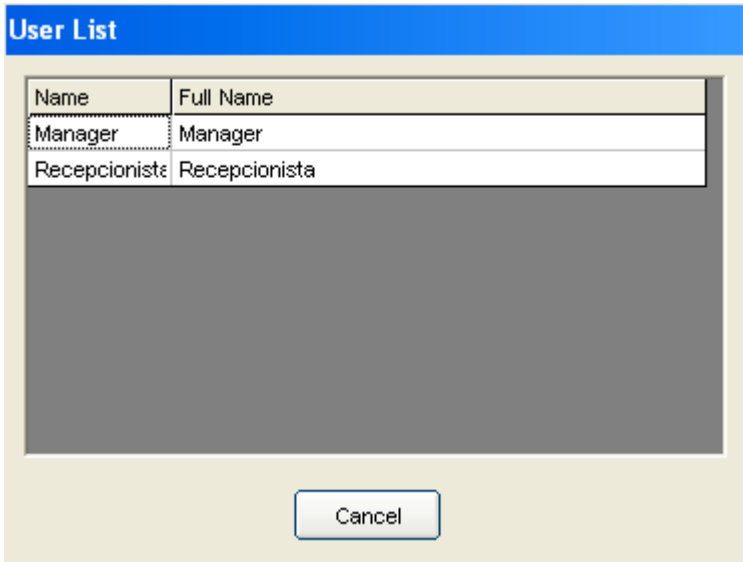
Manage Users  
 Manage Hotel  
 Create guest cards  
 Create service cards  
 Create special cards  
 Clean Log files  
 Duplicate guest cards  
 Audit Locks

### 2.2 Manage user

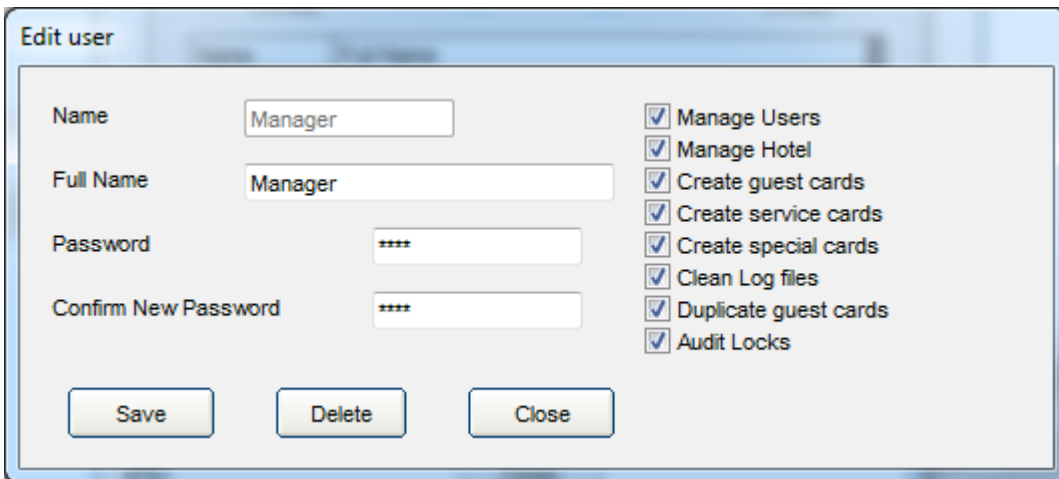
Click the button as seen below:



This will list all users that are registered on the system.

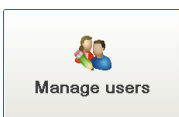


If you double-click a user, you will enter the screen similar to creating a new user, but with all data which belongs to that user. From here you can change their name, password and privileges.



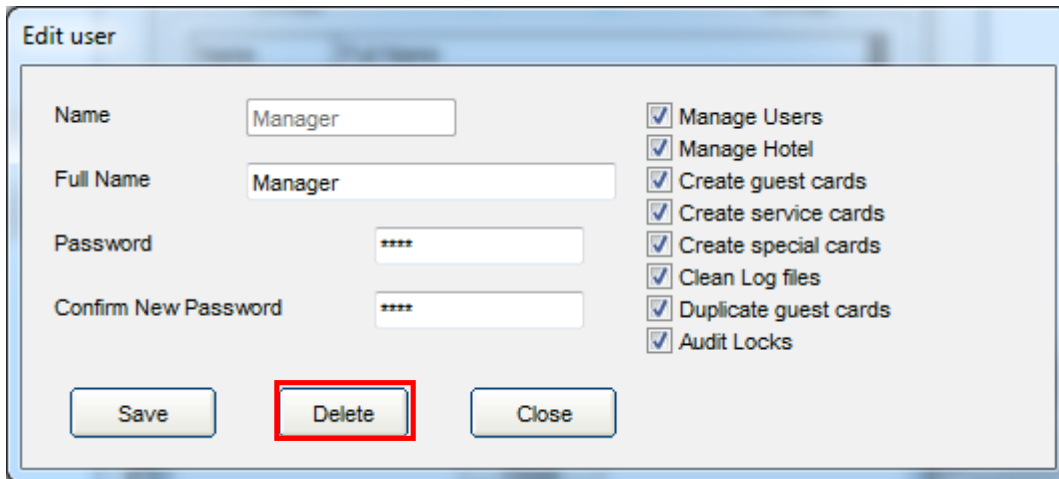
## 2.3 Delete users

Click the button as seen below:



This will list all users that are registered on the system.

If you double-click a user, you will enter the screen similar to creating a new user, but with all data which belongs to that user.

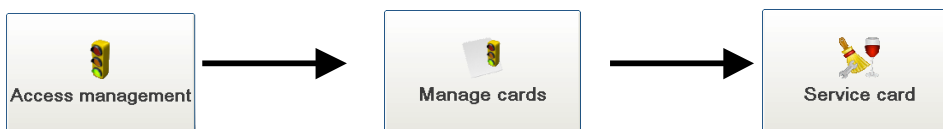


To delete this user click delete.

### 3. Service cards

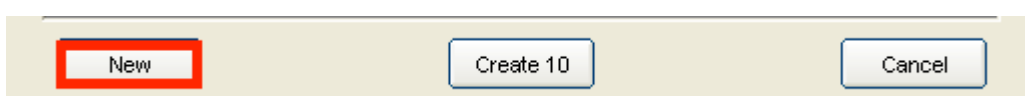
Service cards are all those cards that will be used by cleaning staff or hotel service staff. These cards DO NOT grant access to the rooms if the privacy bolt is on.

To access the service cards menu use the following sequence:



#### 3.1 Create a service card

Click the New button to create a new service card.

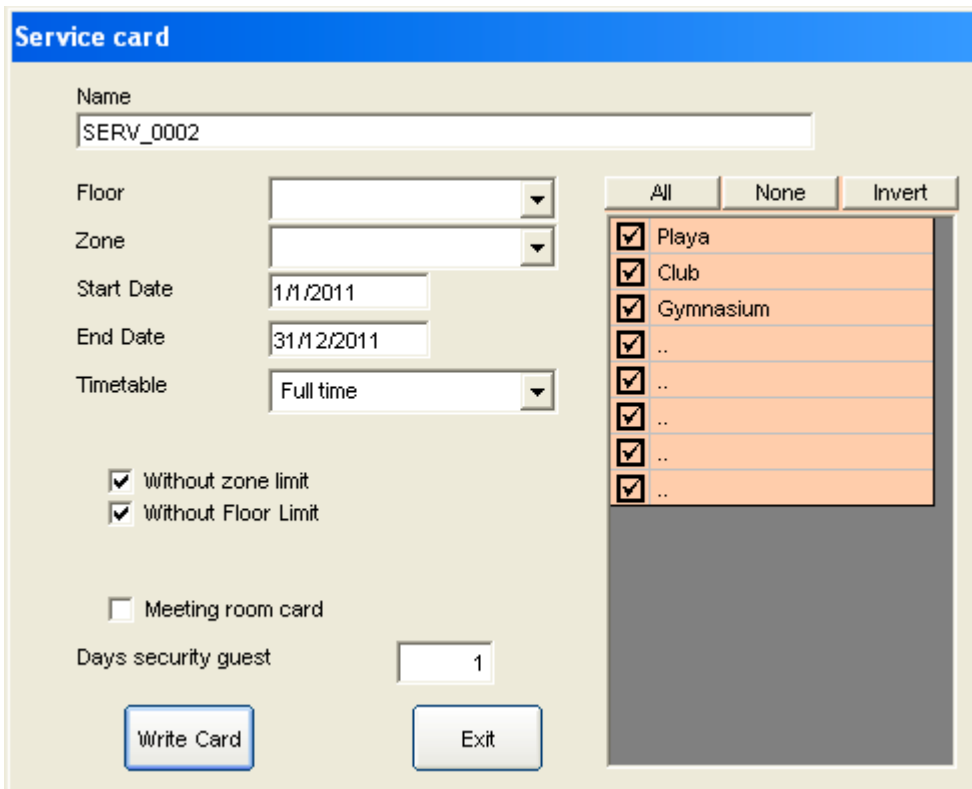


On the next screen we can put the name of the user, the areas to which they will have access, the date from which the card starts working and ends working (expires). You can

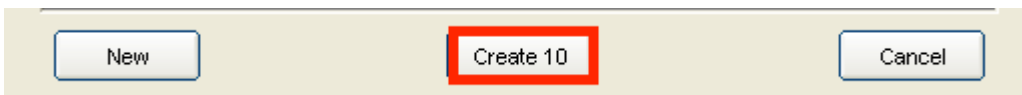
select the times which the card will be valid from the timetable list and can select the common areas to which the user can access.

If the user is to be able to access all rooms in the building, then without zone limit and without floor limit should be checked.. (see below)

If you tick meeting room card, the card will activate the doors as if they were meeting rooms, i.e. the first swipe of the card will unlock the door and the door will now remain open until the user swipes the card again. This will then lock the door. It's not recommended for cleaners cards because they may forget to lock the door after use.



### 3.2 Create 10 service cards

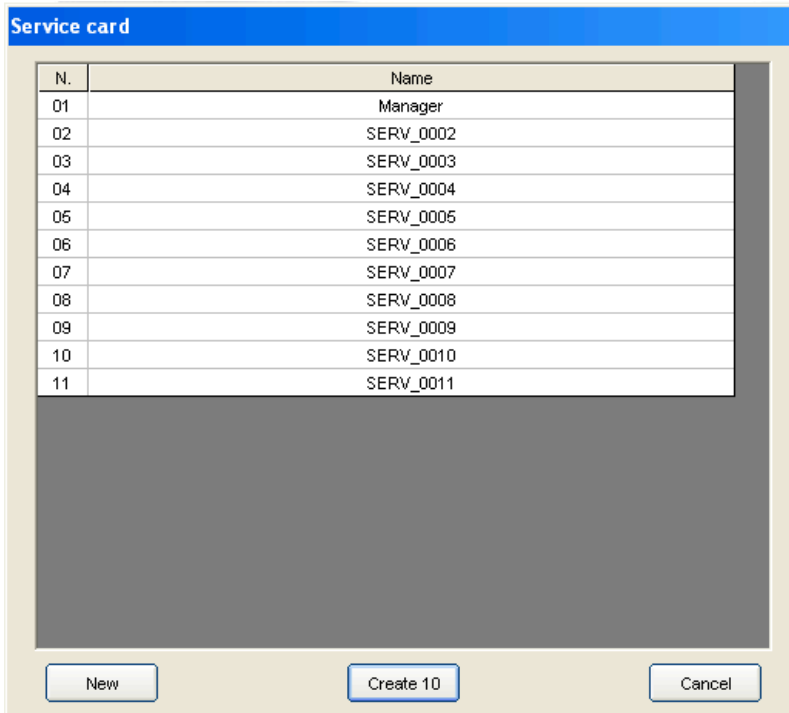


With this option would create 10 service cards.

This is useful if you only wish to use maybe 5 but would like the doors to be aware of the other 5 in case you needed to use them. The reason for this is, after setting up the program, the locks get programmed with the hotel configuration. If the locks only know about 5 cards, then when you decide to add another card you would need to go and authorise that card on all the doors for it to work. By creating 10 cards initially means that when the locks get programmed they already know about these 10 cards and therefore you do not need to authorise them and they will work immediately.

### 3.3 Edit service cards

To edit the service cards, double click on the card from the list



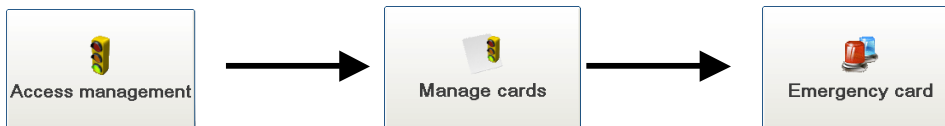
N.	Name
01	Manager
02	SERV_0002
03	SERV_0003
04	SERV_0004
05	SERV_0005
06	SERV_0006
07	SERV_0007
08	SERV_0008
09	SERV_0009
10	SERV_0010
11	SERV_0011

You can now edit the card using the window, which is similar to the create service card screen (see below)



#### 4. Emergency cards

Emergency cards are very similar to service cards except the WILL open a door if the privacy bolt is on. They are access using the following sequence.



##### 4.1 Create an emergency card

Click the New button to create a new emergency card.

On the next screen we can put the name of the user, the date from which the card starts working and ends working (expires). You can select the times which the card will be valid from the timetable list and can select the common areas to which the user can access.

Note that you cannot select where an emergency cards will work. It works in the whole of the building; the only option you have for access is the common areas on the right.

If you tick meeting room card, the card will activate the doors as if they were meeting rooms, i.e. the first swipe of the card will unlock the door and the door will now remain open until the user swipes the card again. This will then lock the door.

## 4.2 Creating 10 emergency cards

With this option would create 10 emergency cards.

Like with the service cards, this is useful if you only wish to use maybe 5 but would like the doors to be aware of the other 5 in case you needed to use them. The reason for this is, after setting up the program, the locks get programmed with the hotel configuration. If the locks only know about 5 cards, then when you decide to add another card you would need to go and authorise that card on all the doors for it to work. By creating 10 cards initially means that when the locks get programmed they already know about these 10 cards and therefore you do not need to authorise them and they will work immediately.

## 4.3 Edit an emergency card.

To edit the service cards, double click on the card from the list.

**Emergency card**

N.	Name
01	John Smith
02	EMER_0002
03	EMER_0003
04	EMER_0004
05	EMER_0005
06	EMER_0006
07	EMER_0007
08	EMER_0008
09	EMER_0009
10	EMER_0010

New      Create 10      Cancel

You can now edit the card using the window, which is similar to the create emergency card screen (see below)

**Emergency card**

Name:

- Reception
- ..
- ..
- ..
- ..
- ..
- ..
- ..
- ..
- ..
- ..
- ..
- ..
- ..
- ..
- ..
- ..
- ..

Start Date:

End Date:

Timetable:

Meeting room card

Days security guest:

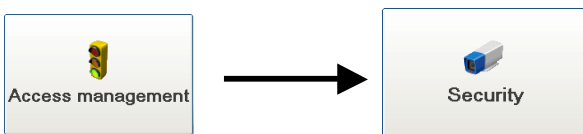
## 5. Audits

The audits are useful if you wish to know who has entered or attempted to enter a room. An audit can be performed using the hand held programmer or by using audit cards.

To perform an audit, you will need to create 3 audit cards and hold each card to the lock until it beeps. This beep will indicate that the door has finished writing to the card, you do the same with the second and then the third.

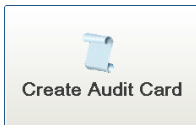
Audit cards can only be created with the configuration cards that came with the encoder, not by using regular guest cards.

To get to the audit section of the program follow this sequence:



### 5.1 Create audit cards

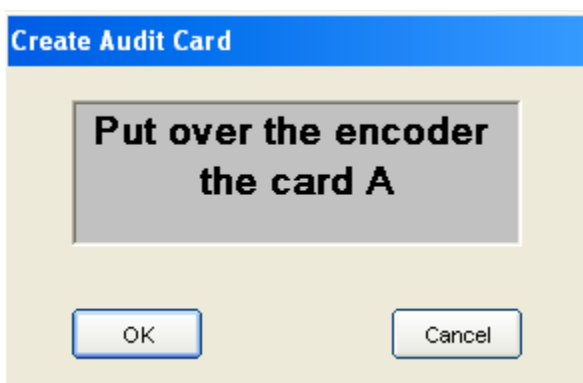
The first click on the button 'Create Audit Card'



Remember: Auditing can only be done on the 3 cards that came with the encoder!

You will then be prompted to place card A on the encoder, then card B and finally card C.

(Any of the 3 cards can be A, B or C. Just remember which is which)



## 5.2 Obtaining the audit information from the lock.

Once you have created you 3 audit cards to must take them to the lock and pass them across the lock IN THE ORDER THEY WERE CREATED.

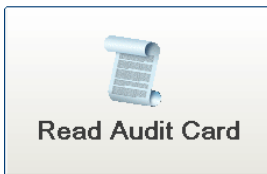
You then wait until the light turns green and the lock begins to transmit information to the card, at the end of the process you hear a beep, then repeat the process with card B and C.

Card A  'beep' → Card B  'beep' → Card C  'beep'

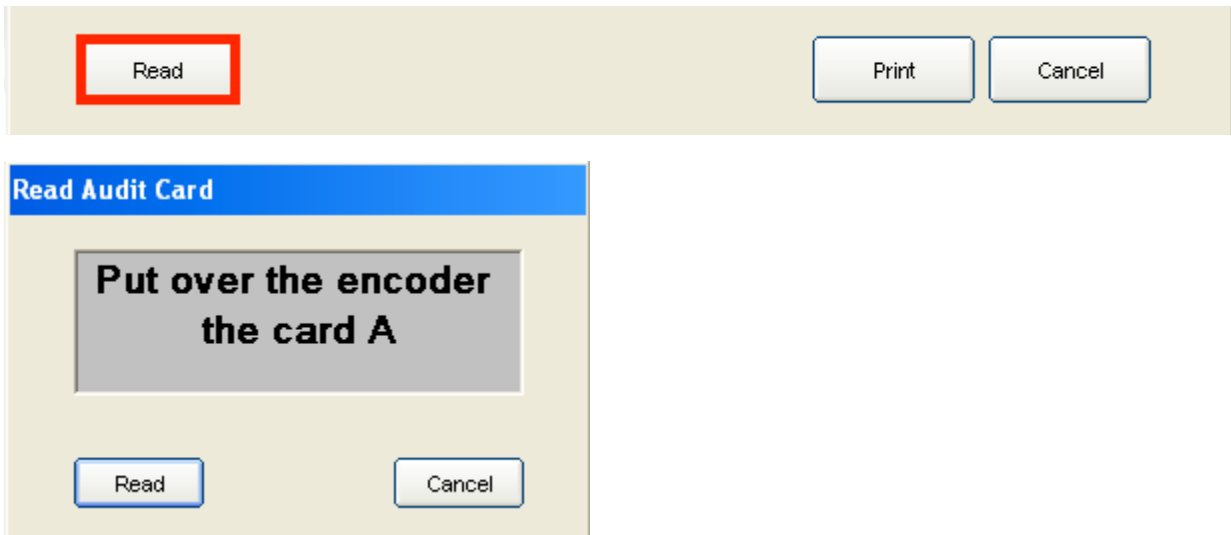
The audit information is now on the cards.

## 5.3 Read audit card

To read the audit cards click on the 'Read audit card' button as shown below:



On the next screen click the 'read' button to begin the process.



You will now be prompted to put each card back on the encoder (in the correct order) and the audit information will be read and displayed.

## 5.4 Audit using the hand held programmer

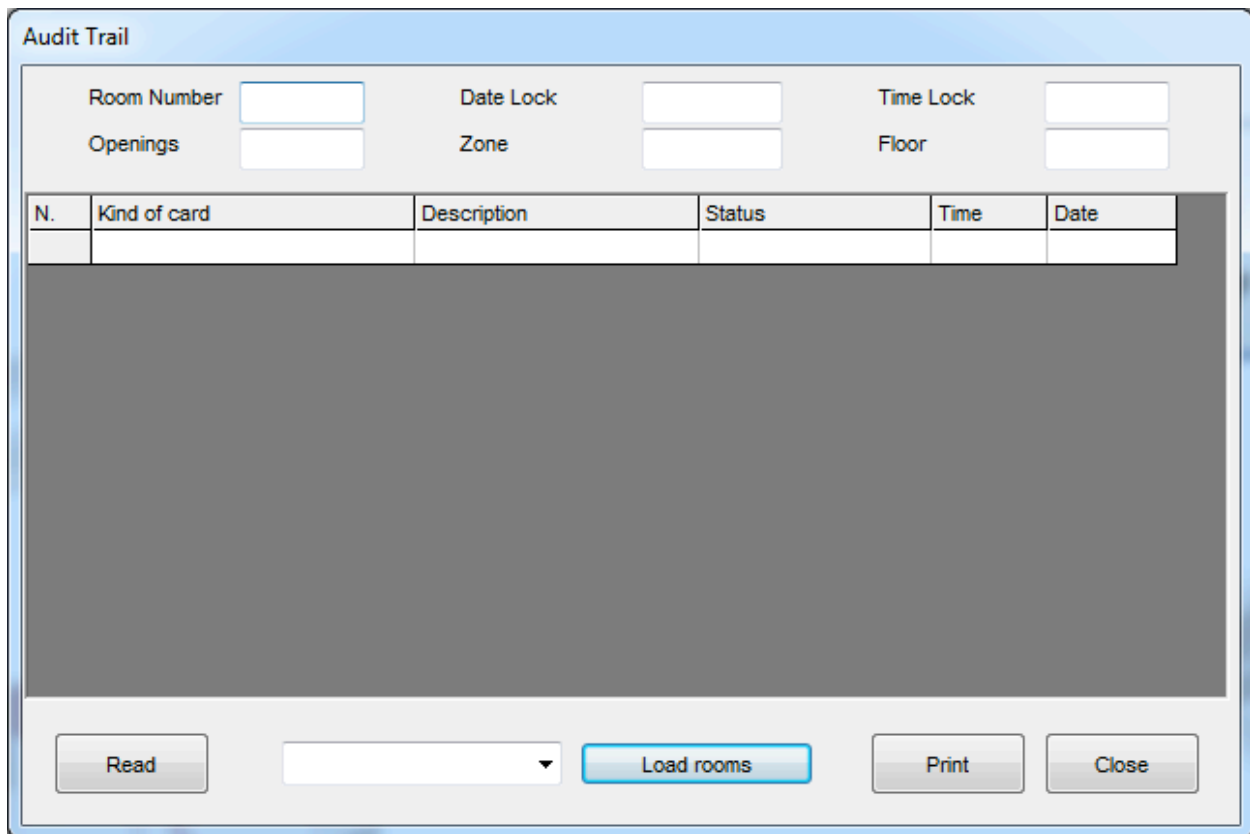
Connect the USB cable from the handheld programmer to the lock and from the handheld programmer menu select.

Download lock info

Once that has completed you will hear a beep and see a confirmation message on the handheld device.

Now connect the handheld device to the PC, using the other USB cable and select 'communicate with PC' from the handheld device menu. Then, from the audit menu on the PC select 'RF Handset Audit'

You should then see this screen.



Select 'load rooms' to read the room information from the handheld programmer.

Once the rooms have been loaded, select the room you wish to audit from the drop down list and press 'read'. This will display the audit information.

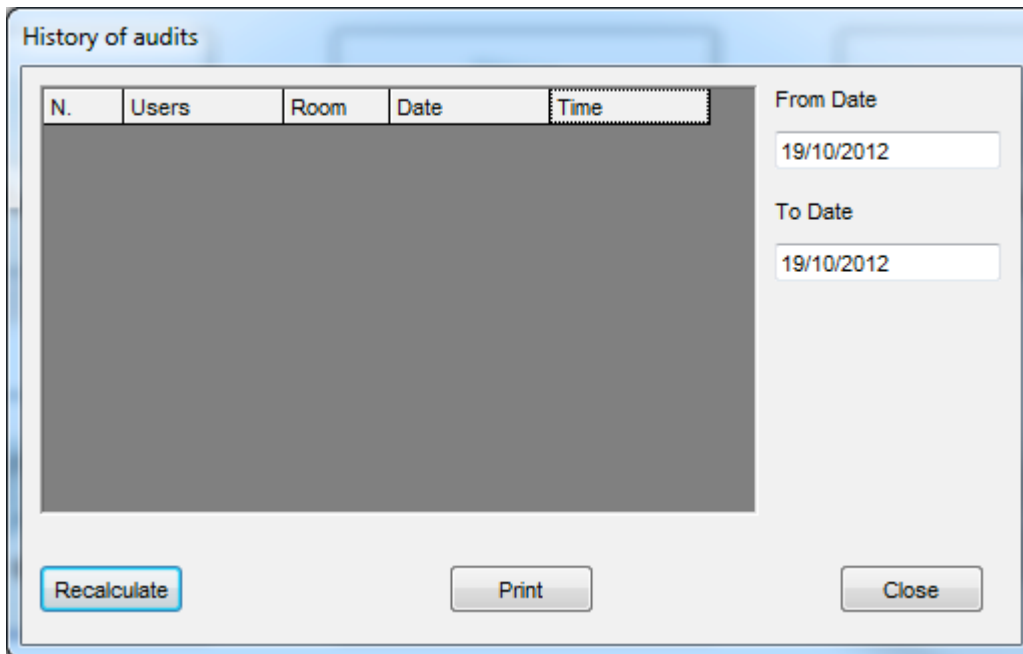
All audit information can be printed if required by pressing the 'print' button.

## 5.5 History of audits

In this menu we can see a list with all the audits that have been done from the different locks. (Currently none in the image below)

If there was audit information available you would see a numbered list with the user who took the audit, the room, date and time. These events can be filtered using the 'from' and 'to' dates on the right.

To filter the search, fill in the dates and click 'recalculate'



N.	Users	Room	Date	Time
----	-------	------	------	------

From Date: 19/10/2012  
To Date: 19/10/2012

Buttons: Recalculate, Print, Close

To access to one of the audits simply double click it in the list.

To print the audit, click the 'print' button.

## 6. *Hole punching the cards.*

Although we do not recommend making holes in the cards, we understand that some sites wish to attach the cards to a lanyard.

We recommend using the type of lanyard that allows the card to be slid into a holder or a pouch, however if you wish to put a hole in the card please use the diagram below to place your hole on such a way that neither the chip nor the antenna is damaged.

To view where the chip is on the card, just hold the card up to a light. The chip is clearly seen in one of the corners.

Neither Omnitec or Portero GH Security accept any responsibility for damage caused to the card or related equipment in the process of punching the cards.

