Hotel Locking Software

Version HLS V3.5

Date 2016.12

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PHASE 1 Introduction

HLS v3.5 software is specially designed to manage the lock system in the hotel/apartment application, please follow our guide to install the software.

Before you are ready to install the HLS V3.5 software, the system administrator should confirm the following details before this system is installed and debugged:

1) All the locks have been installed properly, the room numbers have been confirmed, the doorplates have been equipped, and all the places have been cleaned;
2) All the computers are prepared as required. The network edition user should also confirm the network is completed;
3) The guest room areas, such as meeting area, maid area and floor area are defined;
4 The sequence number for the buildings (if the hotel has more than one building), the floor sequence number and the guest room sequence number, as well as the floor area, maid area and type for every guest room (including beds number), have been set;
5) The number of every kind of function card to be issued is confirmed;
6) According to the default setting, the lock information will be stored in sector 1 of the Mifare card. If you need sector 1 for multi-function card application, you can select any sector from sector 2 to sector 15 as the lock information storage sector. Please inform us of the sector designated so that we can initialize the sector;
7) The encoder, lock software CD and all the necessary debug cards have been prepared.

System Requirement
1) Internet Explorer 6.0 or above;
2) Operation System: WINDOWS XP/WINDOWS 7/WINDOWS 8/WINDOWS 10;
3) Database software: SQL SERVER 2008 individual edition;
4)256MB RAM or above;
5) 2G or above hard disk space available;

Software Version:
1) Stand alone version, work with Microsoft ACCESS database.
2) Network version, work with Microsoft SQLSERVER 2008/2012/2016, please purchase the official SQLSERVER if you are ready to use the network version software.

PHASE 2 SOFTWARE INSTALLATION STEPS

Please double click the HLS V3.5 file in the CD or the USB flash disk we prepared for you,
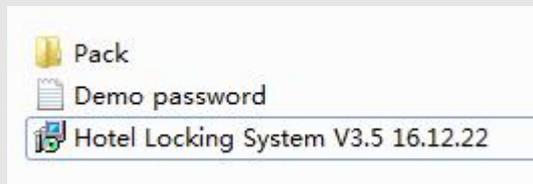

Please choose the English version for the software, and click OK for next step.
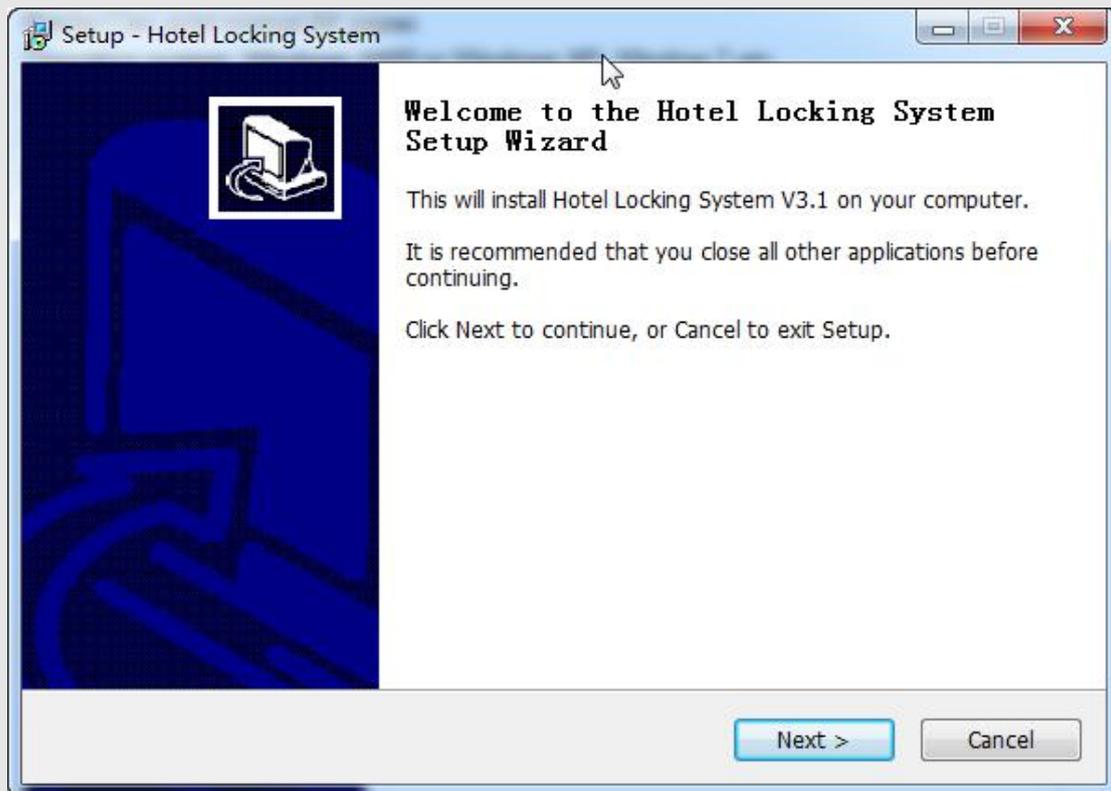

Click Next> for next step.
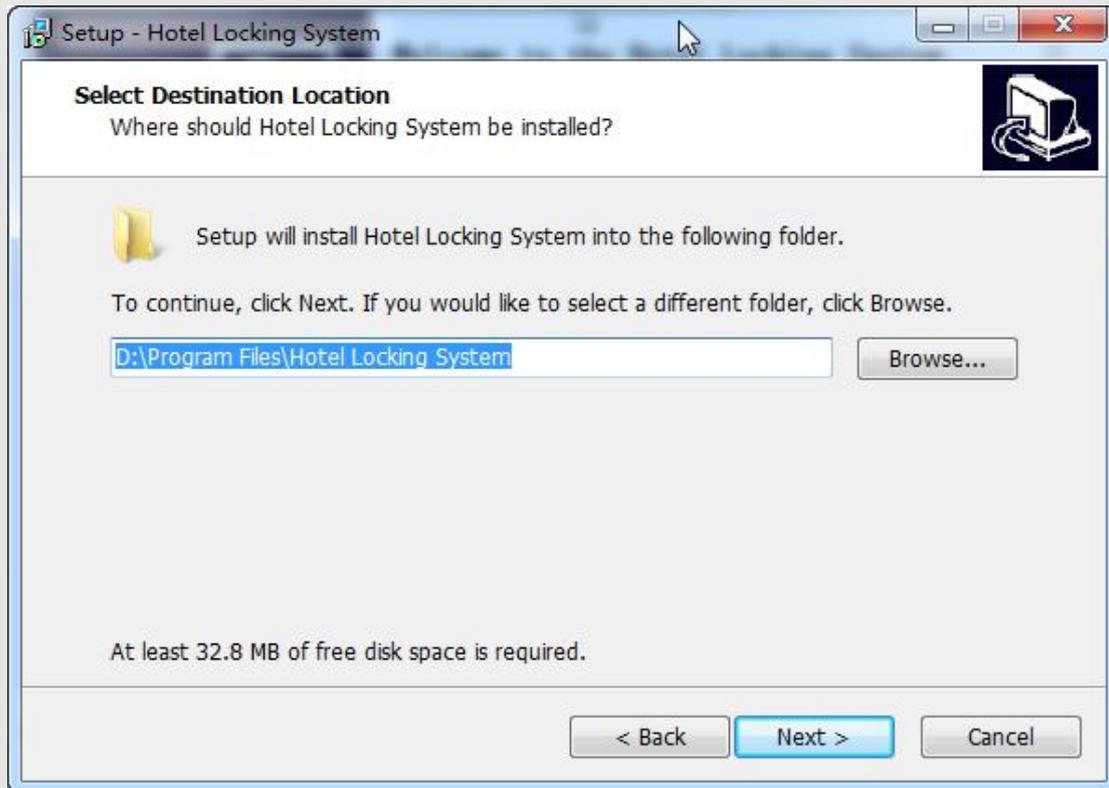
You can choose the folder position by clicking the browse.

We suggest installing the software under the D:\ disk, in case of some issue or the administrator permission from the C:\ system disk.

Click Next> for next step:

Click Install for next step
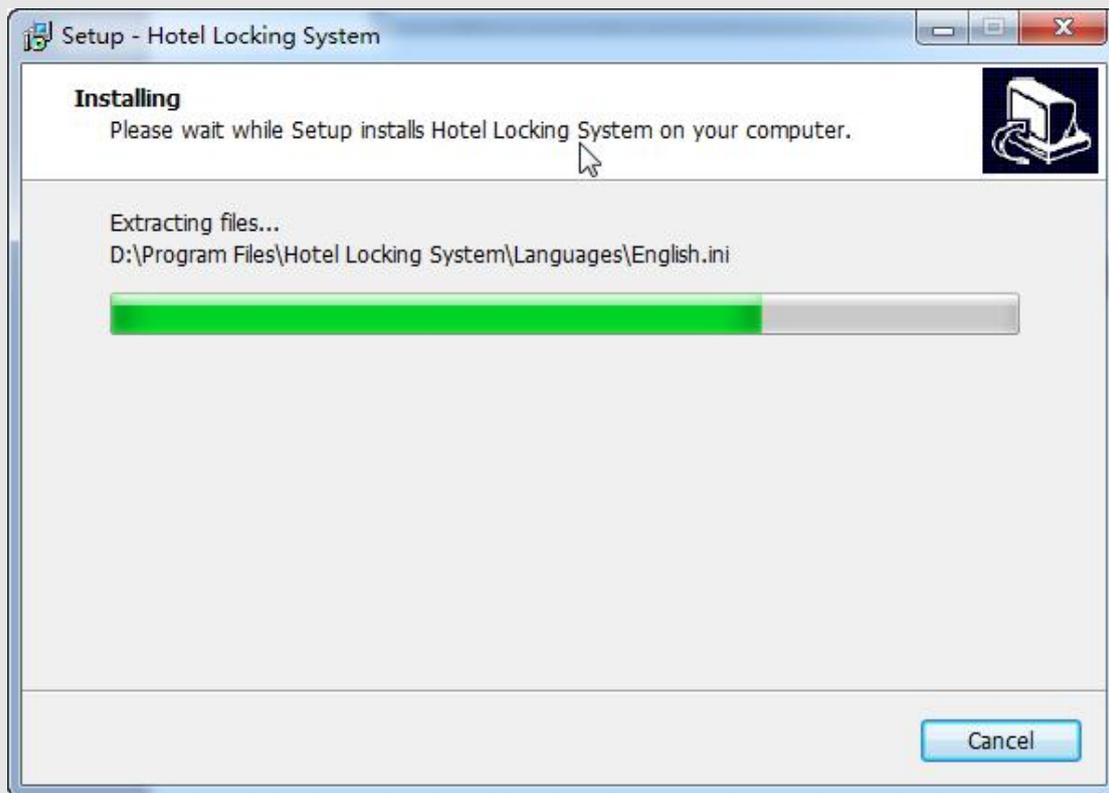
After installing the software, there is one small window to guide you to choose the version.
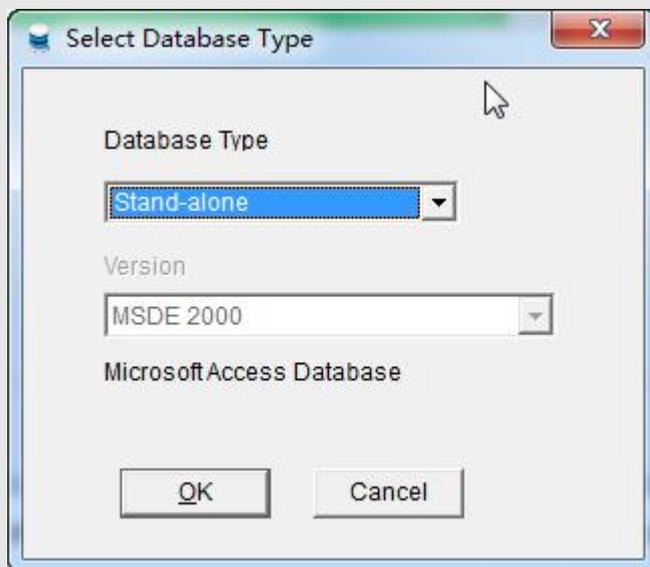
Default setting is stand alone that work with Microsoft ACCESS database, which you do not need to install the database as the Microsoft ACCESS is pre-installed under the windows system.
It is not workable to use the IOS system as there is no Microsoft ACESS installed.
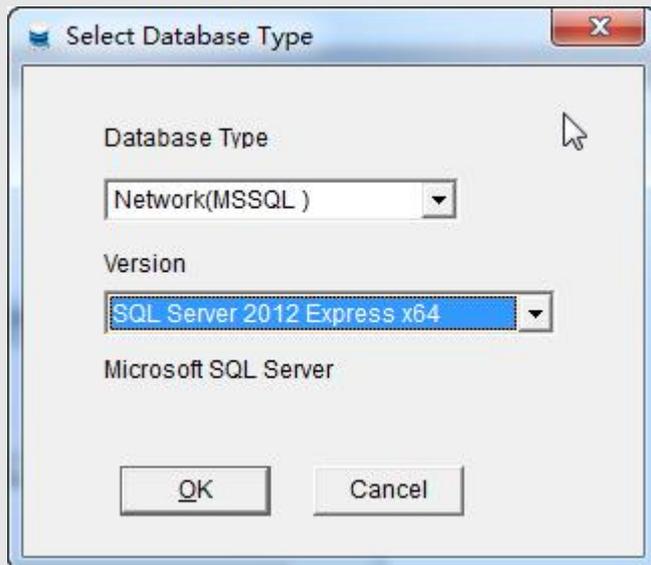
You can also choose the Network version, which works with the Microsoft SQLSERVER.
It is workable to use the Microsoft SQLSERVER 2008/2012/2016.
For small/medium hotel, we suggest downloading the professional version database via
MICROSOFT official website and get their free support.

You shall install the database when you try to connect the software with the database.
With this database, the computers will share the same computer; each computer can
check the real-time state for the guest rooms.

And you can try to connect the database or the server as below:
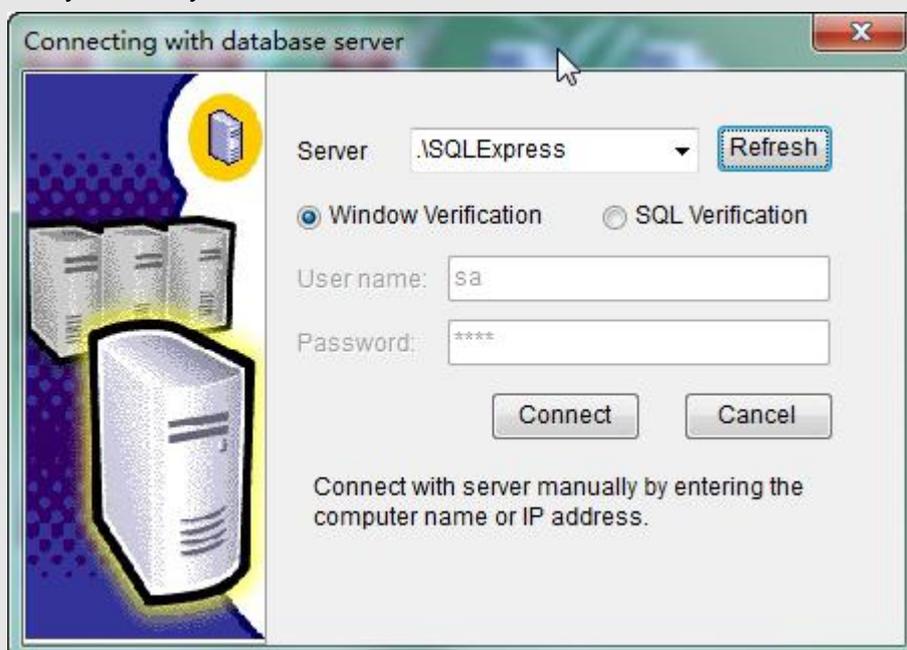
.\SQLExpress: This is to use the SQL database under the server computer.
You can also find server computer name or the IP address in the same group under the
same LAN.

But to ensure you can connect the database with another computer. Please write the user name and password for the database if you choose the SQL verification:

User name: sa

Password: 1234

Here now we will introduce the stand alone version software for whole operations.

Please turn to us for the network software installation if you need more support.

Please double click the software icon and there is the window as below:

Please connect the card reader and click the OK to enter the software directly.
If you do not have the card reader in hand, then there is tip "Reader unconnected".
Please click No(N) and there is one window to ask for demo password: 0159456852753.
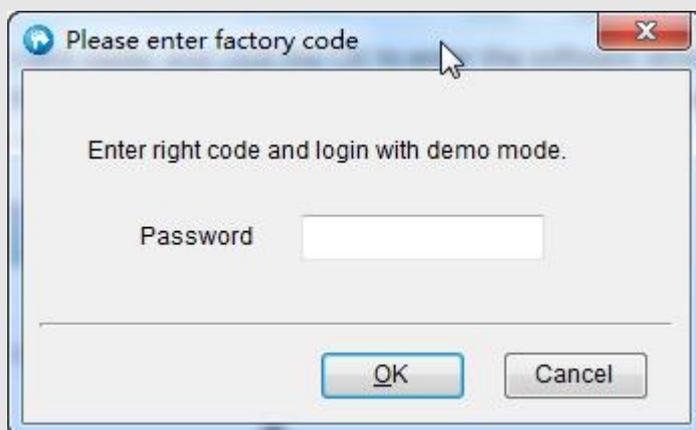
There is tip to ask you to put the Authorization card on the card reader.
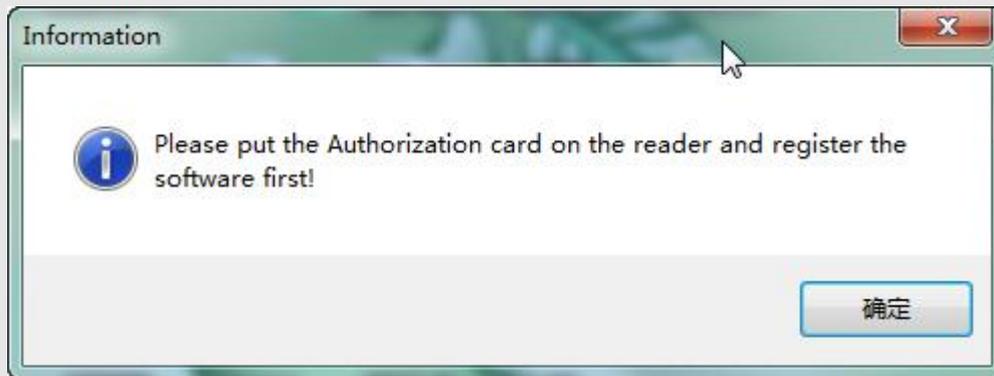
Please put the Authorization card on the reader and click OK.

You can see the reader will recognize he Authorization card.
Click Read button and register the authorization card information into the card reader.
This is important step, which will save the valid time/factory code/authorization information into the card reader.
If the reader is from other company or supplier, the software will recognize the information inside the reader and reject the communication.
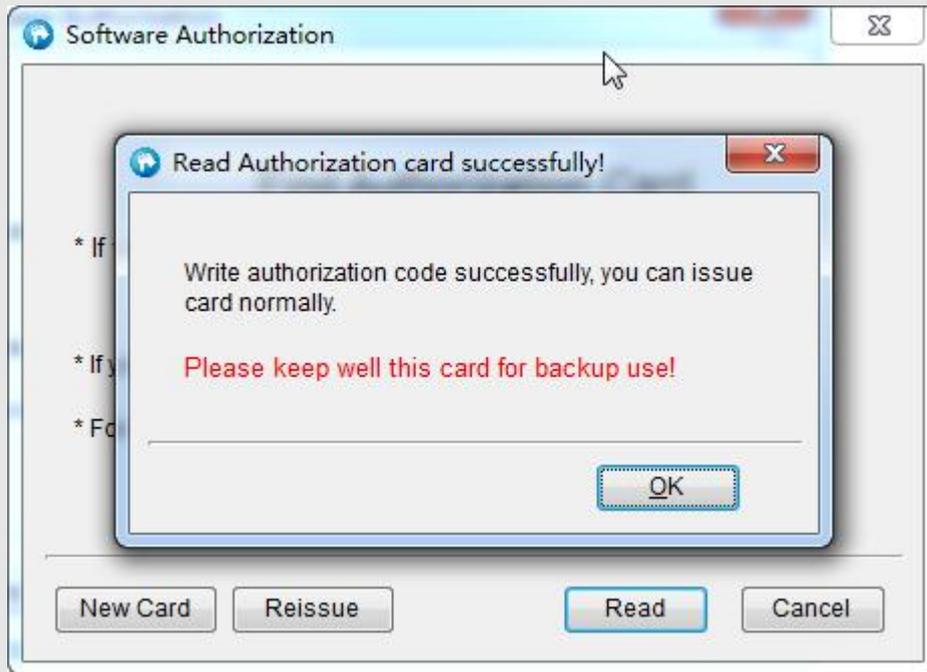
After registration, you can use the software and setup the basic information like hotel name, floor number, guest room number etc.
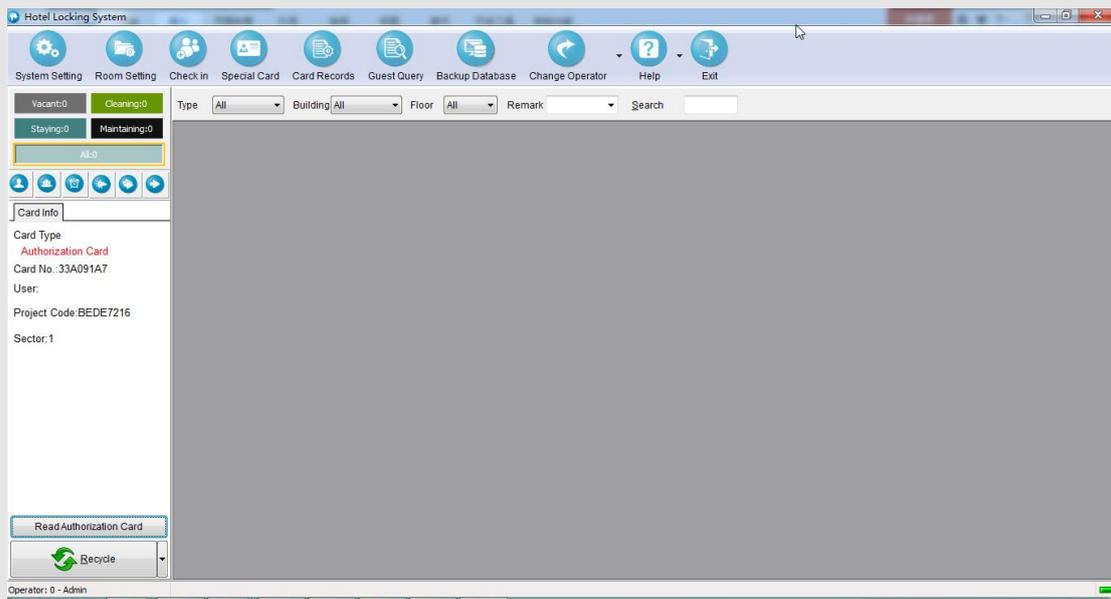
There are only 11 buttons for all function settings.

Please follow next chapter for the detail settings.

PHASE 2. SOFTWARE PARAMETER SETTING

1.System setting: Include property name/vacant room time/software name/checkout time,guest card opinion/area function/elevator floor card and multi-door cards.
You can choose the function or modify the setting in the daily use.

2.Room Setting: Include room type/Building/Floor/Area/guest room information etc. It is the necessary information for the system, all the data are original from the basic data, usually you need to set the basic data before starting to use the system. We suggest maintaining well the basic data in daily use.

2.1 Room Type

Room Type: usually you can define as standard single, standard double, deluxe single and deluxe double etc. Find as below:
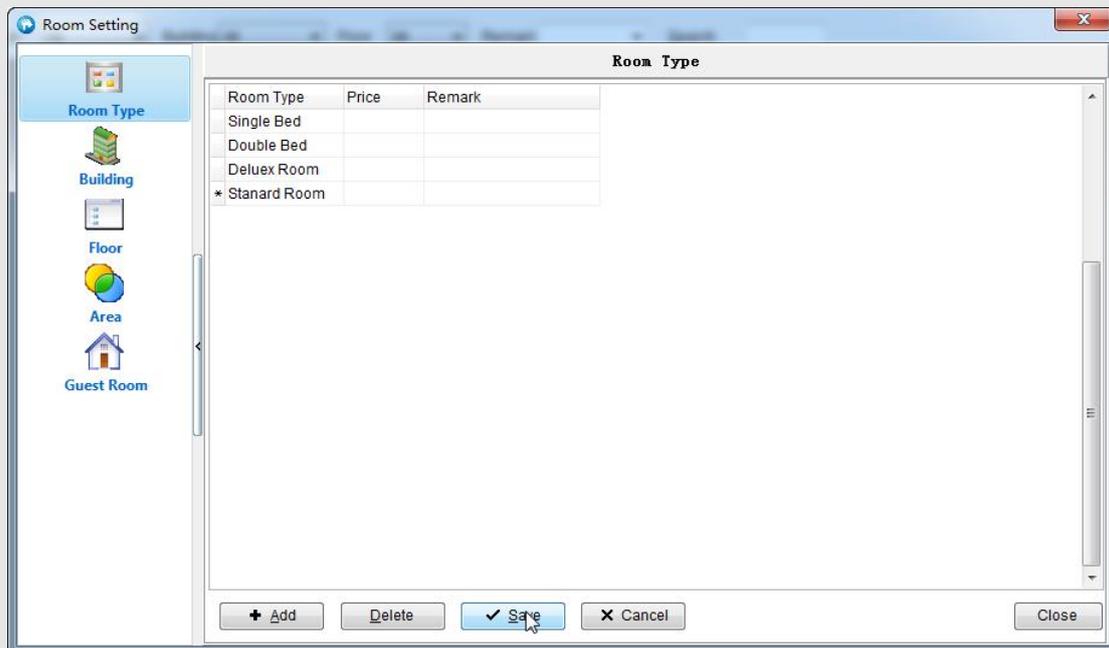
2.2 Building information

You can add the building information according to the real condition.
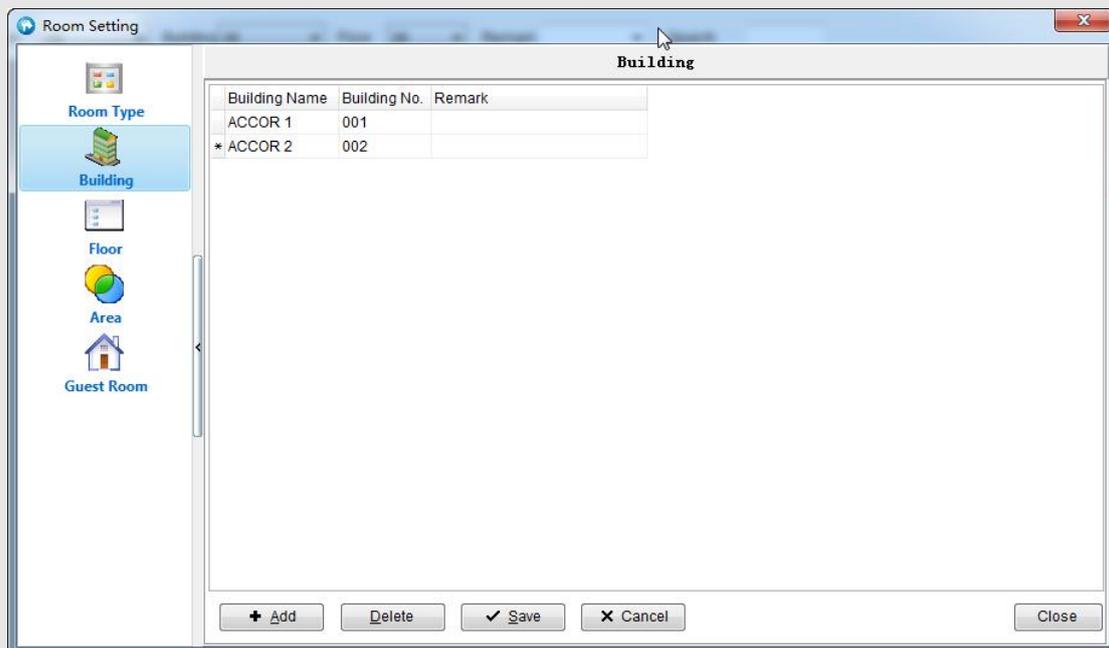
2.3 Floor information

You can add the floor information with floor number or the name as you like, refer below photo:
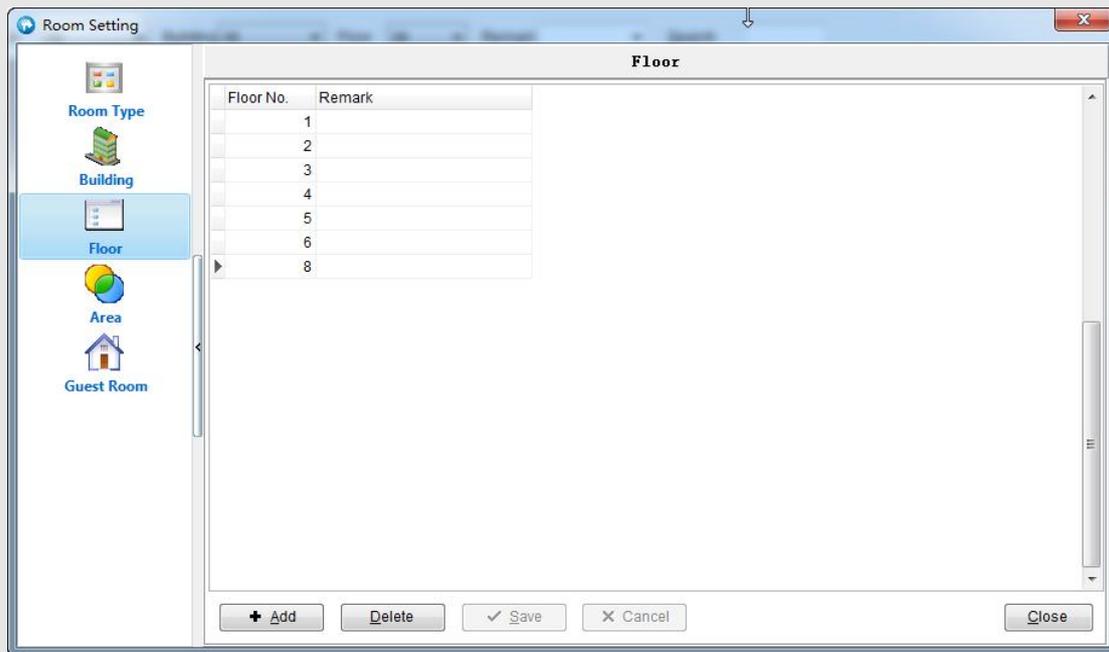
2.4 Guest Room

You shall add the room number with room type/floor/subroom information here directly.
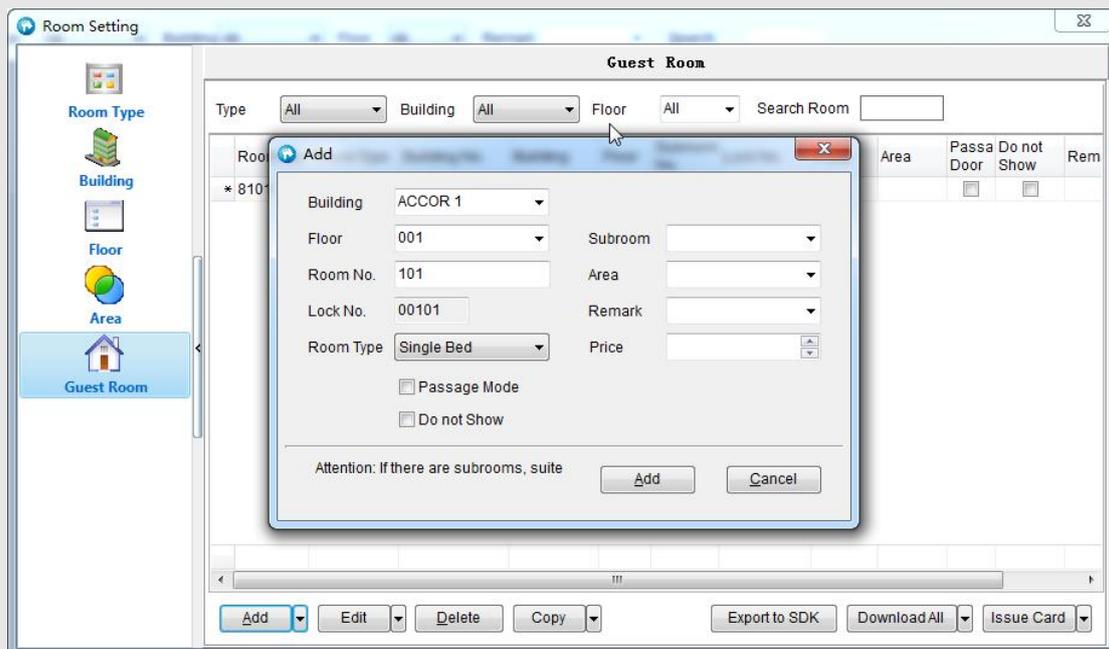
And you can click the Add button to add the same type room like 102/103/104/105.

3.Operator Management

You can add the operator information and assign them them the right permission for the operations, for sample, you can just let the operator to make checkout but without permission to issue SPECIAL CARD, you can tick the function according to the requirement. Please refer the below photos:

System Maintenance

Operator Management

No.	Name	Remark
* 1	JOHNSON	

System Setting

Register Encoder

Read Authorization Card

Operator Management

Voucher Type

Language Package Editor

Add

ID	1
Name	JOHNSON
Remark	
Password	**** Enter password
Copy from	▼

OK   Cancel

Add   Delete   Edit   Operator Right   Close

Operator Authorization

Code	Permission Name	Available
⊟ **1 - System Maintenance**		
73	Language Editor	☑
62	System Maintenance Window	☐
4	System Setting	☐
2	Department	☑
1	Special Card	☐
3	Operator	☑
55	Voucher Type	☐
⊟ **2 - Lock Setting**		
8	Room Type	☐
9	Building	☐
54	Floor Information	☑
10	Area	☑
11	Room Information	☐
⊟ **3 - Check in Management**		
44	Room State Setting	☑
12	Check in	☐
14	Overstay	☐
15	Change Room	☑
43	Add Room	☐
42	Reissue	☑
39	Checkout	☑
13	Checkout without Card	☐

Operator: **JOHNSON**   OK   Close

PHASE 3 FRONT OPERATION

Front operation is the most important part for the user. Every operator shall know well for these steps. Please find the below detail introduction, please read this introduction carefully before starting to work on the front reception.

3.1 Check In

Double click the room you want to issue card for the new guest, there is one window for you to enter the guest information:
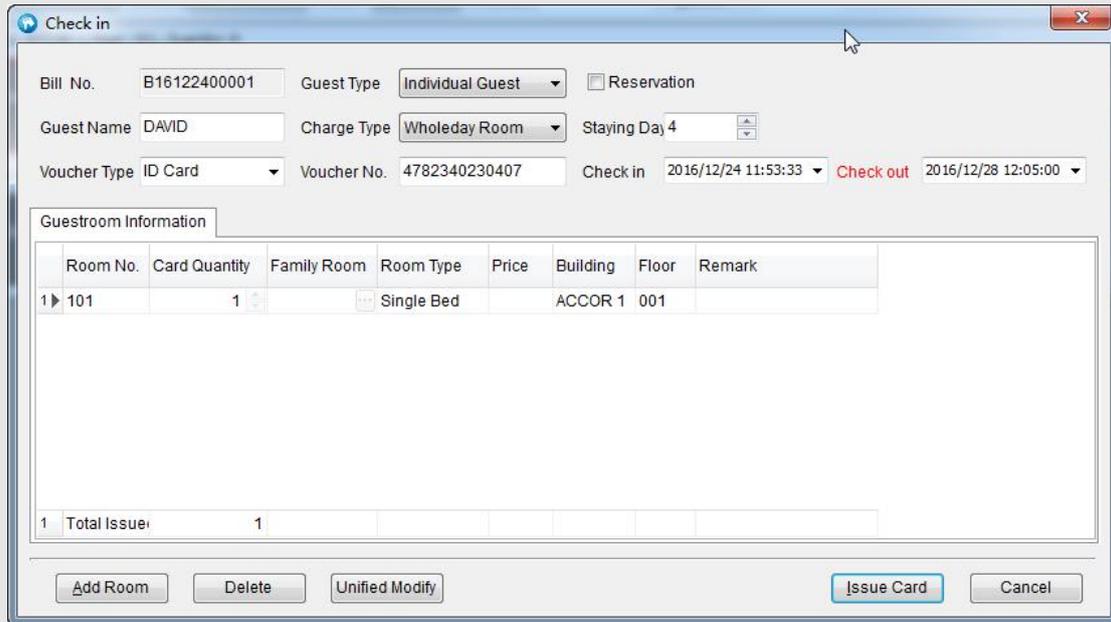
You can see the guest card information in the left window as the below photo:

Include the check in time, room number, departure time etc.
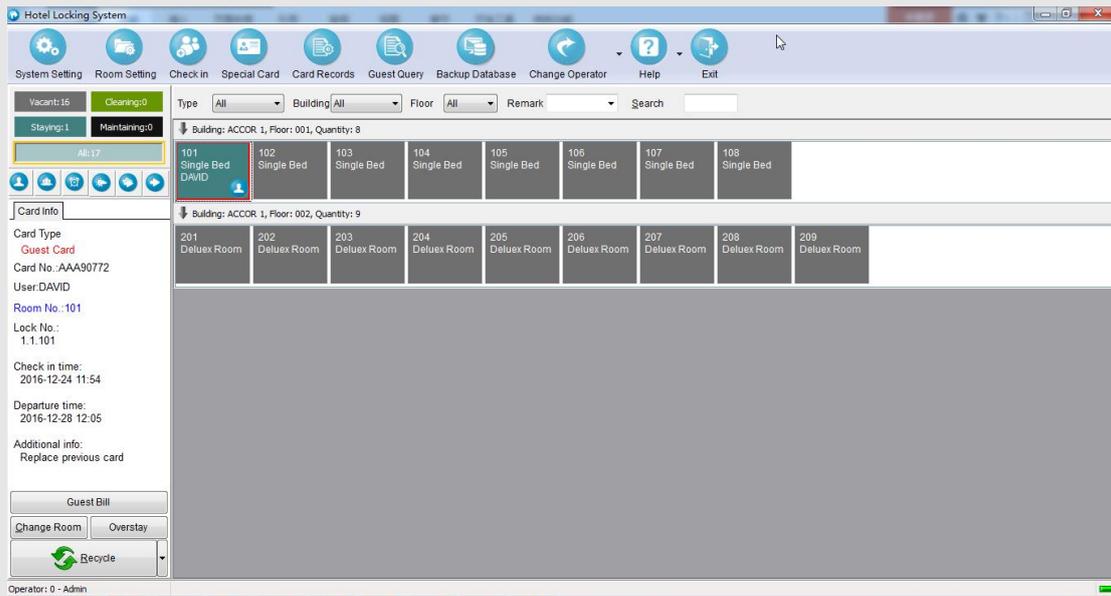
3.2 Overstay

You can right click the room for the guest, there is Overstay on the window.
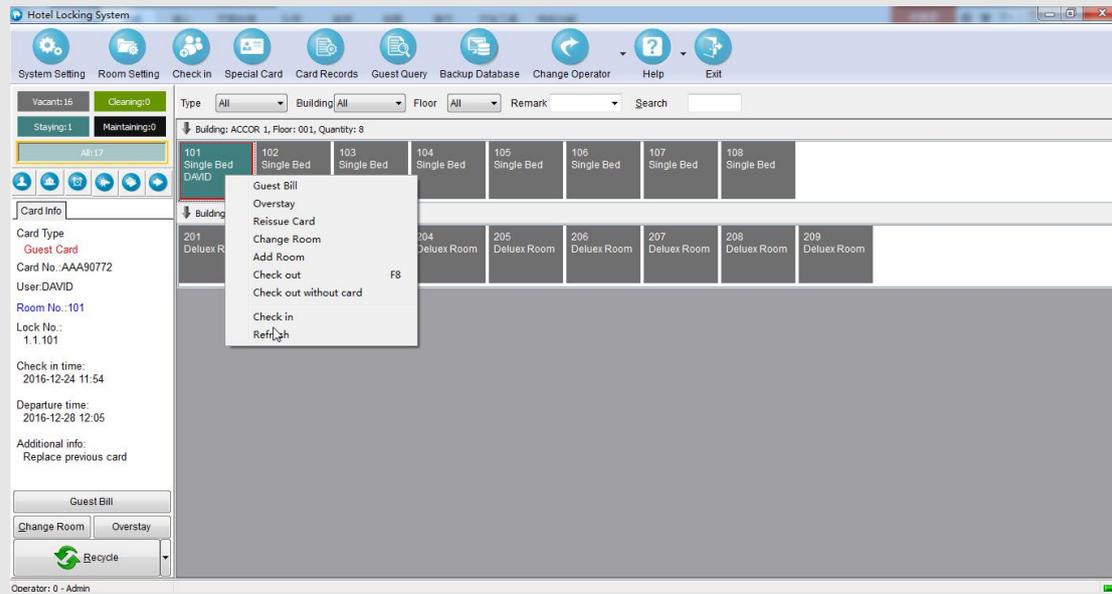
And change the time as the guest requires and click OK to reissue the guest card.
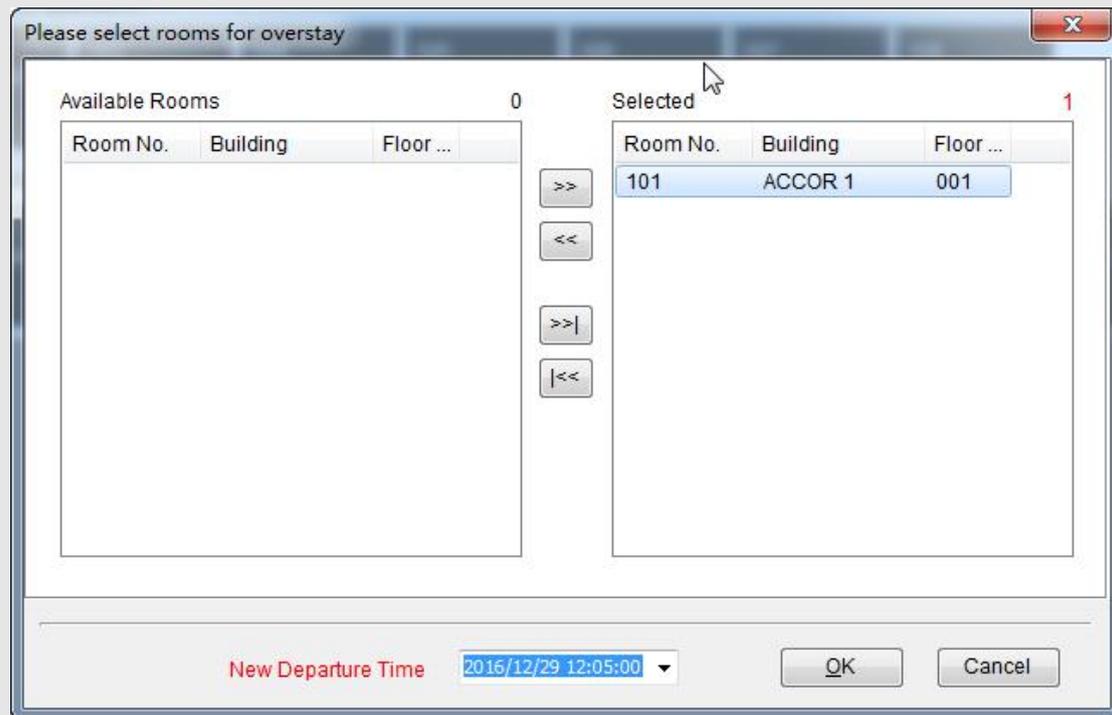
3.3 Reissue Card

If there is guest who lost the card for their staying room, the front reception can reissue one new guest card for them, right click the room number:

You can tick the function"cancel the old card" and then the lost guest card will not work to open the door any more.

3.4 Change Room
You can change the room for some guest with below window:
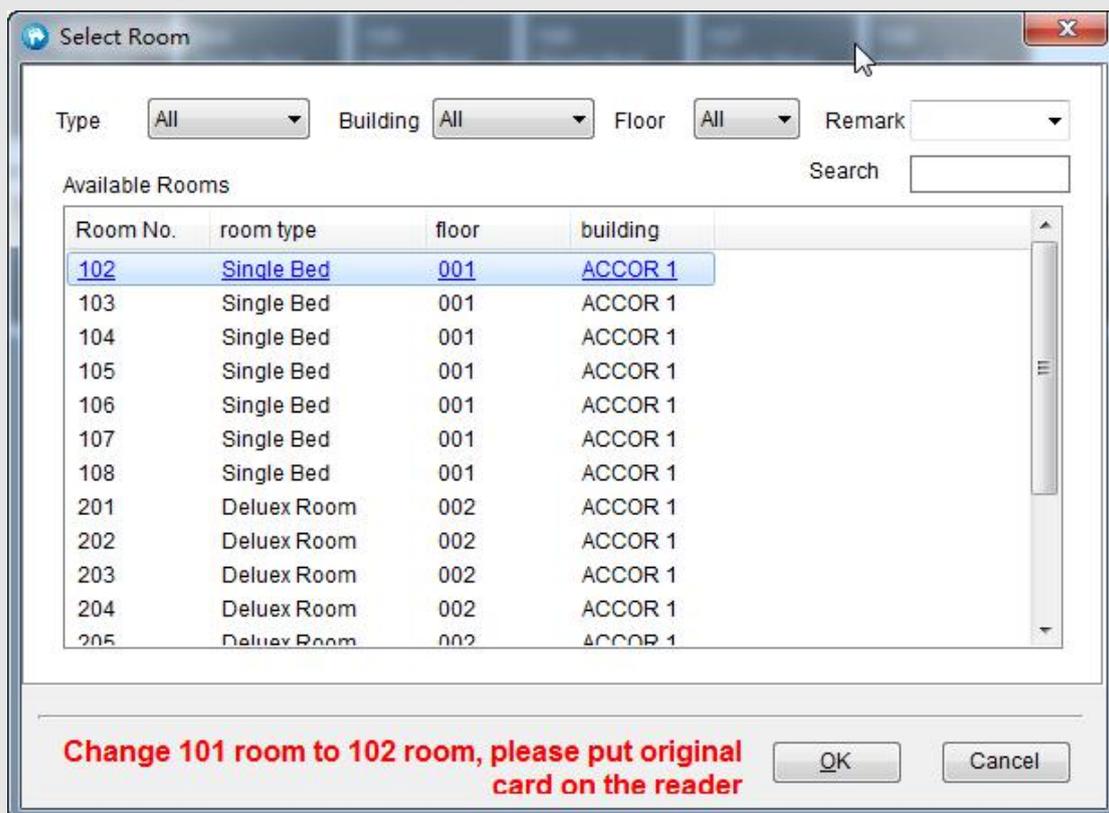
3.5 Checkout
You can right click the room number and choose Checkout, then the card will be recycled and the room will change to green state like below:

3.6 Family Room Function

You can issue 4 cards for one guest if they are family check in.

Double click the room number and click the Family room button, you can add 3 more rooms for the guest.

With this function, one card for 103 room can still open 104/105/106 rooms.
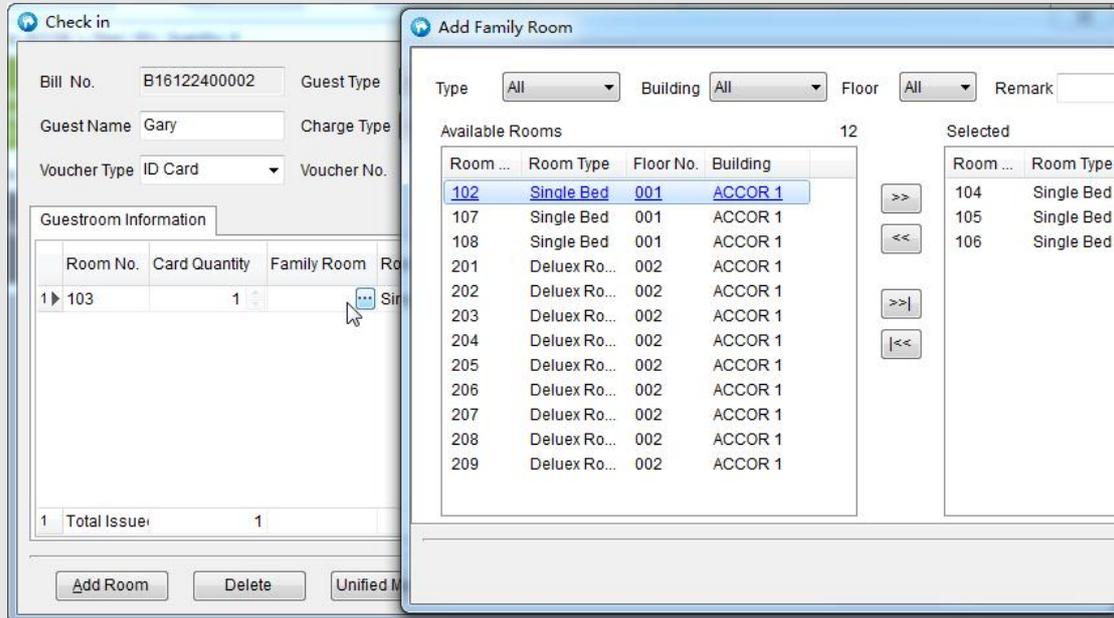
Phase 4 Special Card

This phase is to introduce the main cards on daily use, operators are suggested testing the functions with these cards in advance.
There are two type cards:

Unlock Card: include master card/Building card/Emergency card/Floor Card/Backup Guest card and Multi-door Card.

Function Card: include Room Setting Card/Clear Room Setting Card/Data Card/Lost Card/Area Card/Adjust Time Card/Mortise Setting Card/Guest Stop Card/Cancel Lost Card and Cancel Area Card.

Please refer to below window:
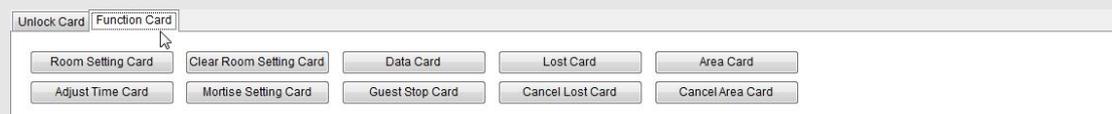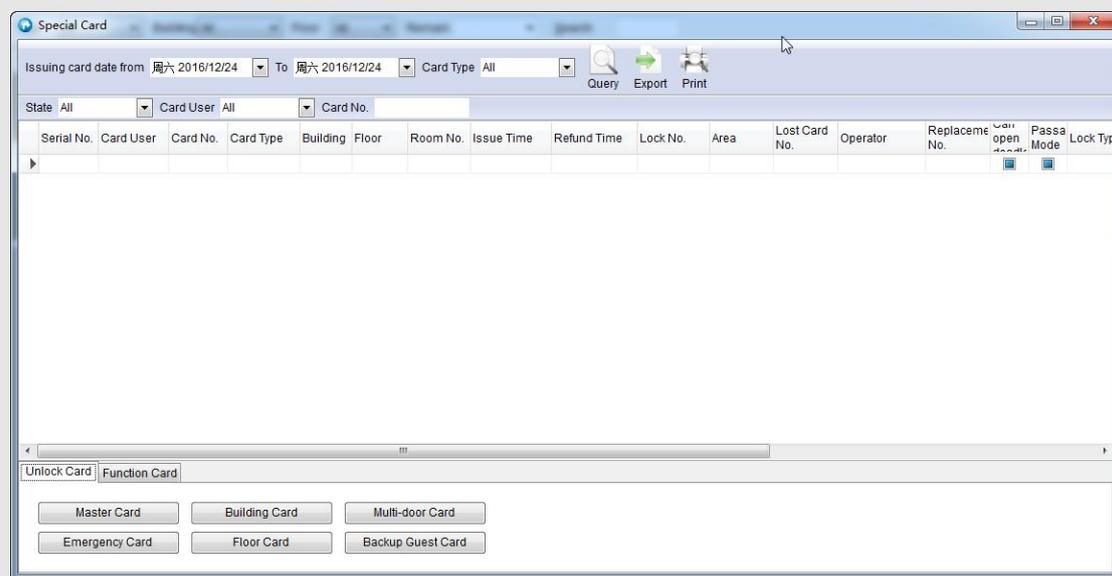
4.1 Master Card

This card is usually for manager use, it have full right for the management, you can open all the doors with this card even the deadlocking one.

4.2 Building Card

This card is issued to open all the door that belong to one building.

You can set the valid time or the passage mode

4.3 Multi-Door Card

This card is issued to use under special condition,you can choose more than 250 rooms and 8 areas for this card, and you can also set the valid time or passage mode.

4.4 Emergency Card

Usually this card is issued for exit door use, when you touch this card to the lock, the lock will be under always open state(press handle to open directly), if you want to cancel the setting, please just touch the emergency card to the lock one more time.

4.5 Floor Card

This card is issued for floor service maid,you can choose maximum 5 floors and set the valid time range for the service maid, default setting is floor card can not open dead locking door.

4.6 Backup Guest Card

This card is usually issued for some door locks in advance to avoid the power failure or computer crash issue.

4.7 Room Setting Card

This card is for for first time use to configure the lock with room number.
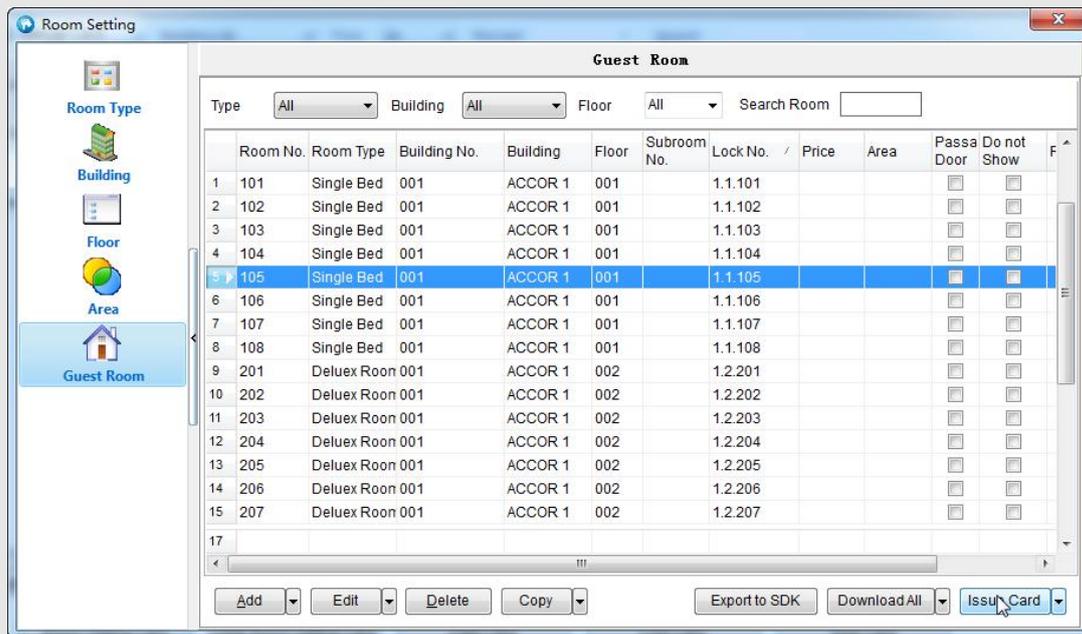
4.8 Adjust Time Card

This card is to set the lock time to be same with the computer.

Notice there is time delay during issuing card and take to touch to the lock.

So usually there is compensation time upon the time difference.
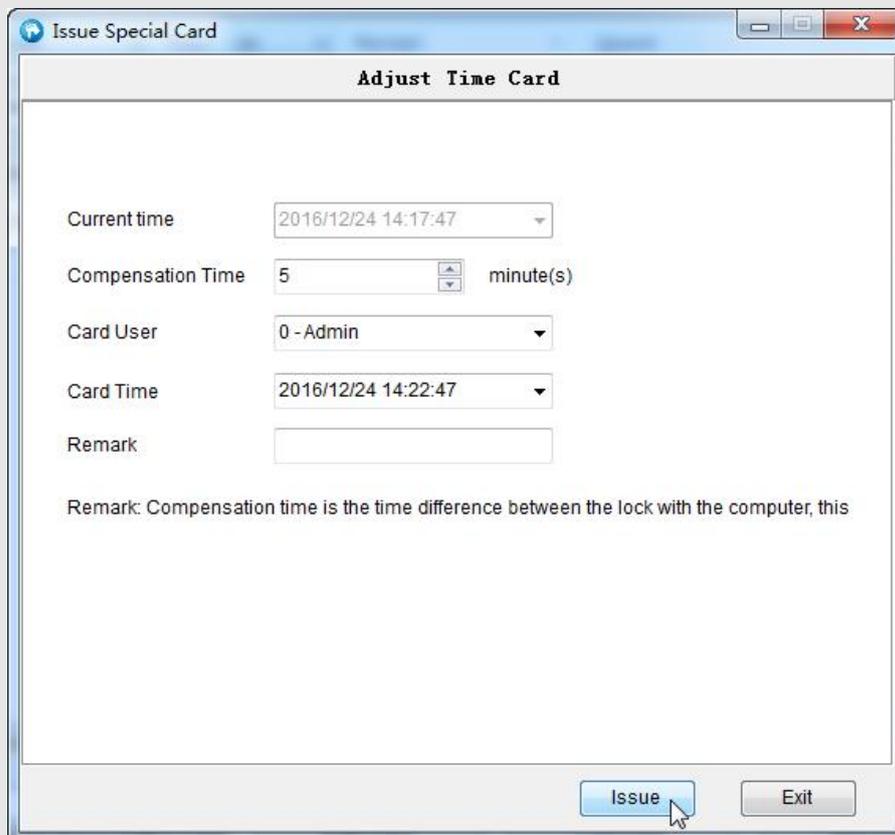
Configure the locks with Authorization card,Room Setting Card and Adjust Time Card.

4.9 Clear Room Setting Card

This card is to clear the room number information from the lock, usually it is to clear the room number information in one lock.
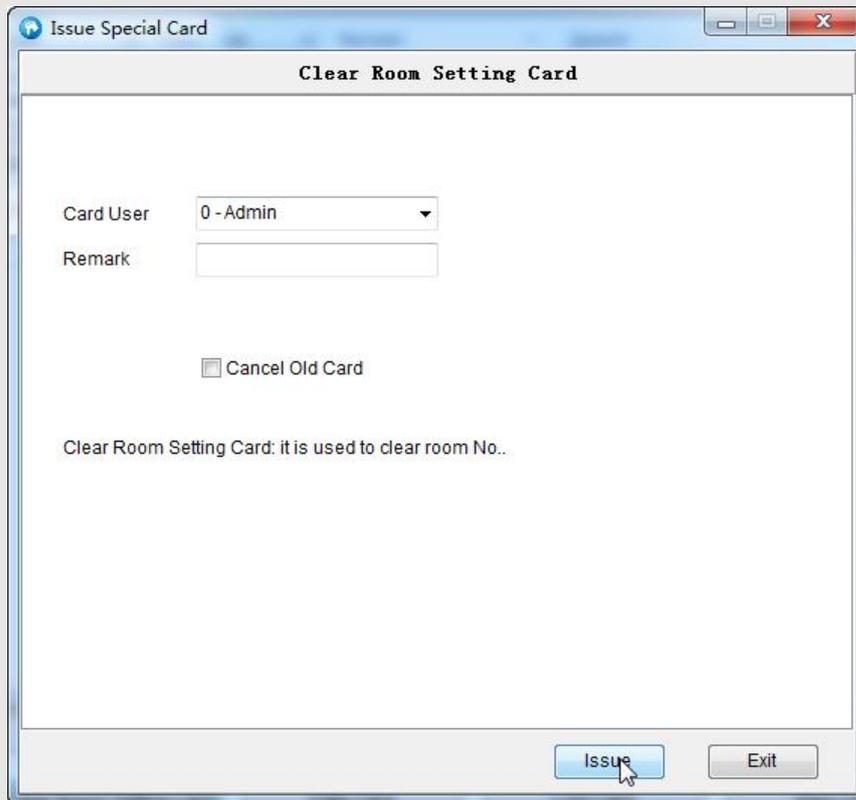
4.10 Mortise Setting Card

This card is issued for special condition for passage door or no alarm setting etc.

4.11 Data Card

This card is issued to read the opening records which is stored in the lock memory and then you can read the records from the card in the software.

Notice: Card type is 4K memory card only.
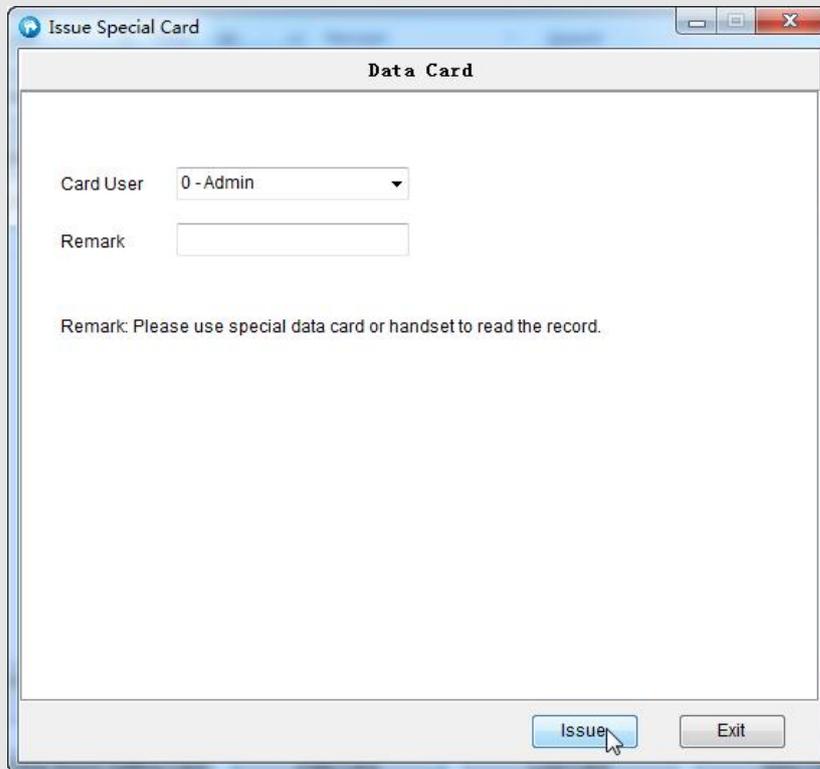
4.12 Guest Stop Card

This is to stop some lost guest card that issued before the time inside current card.
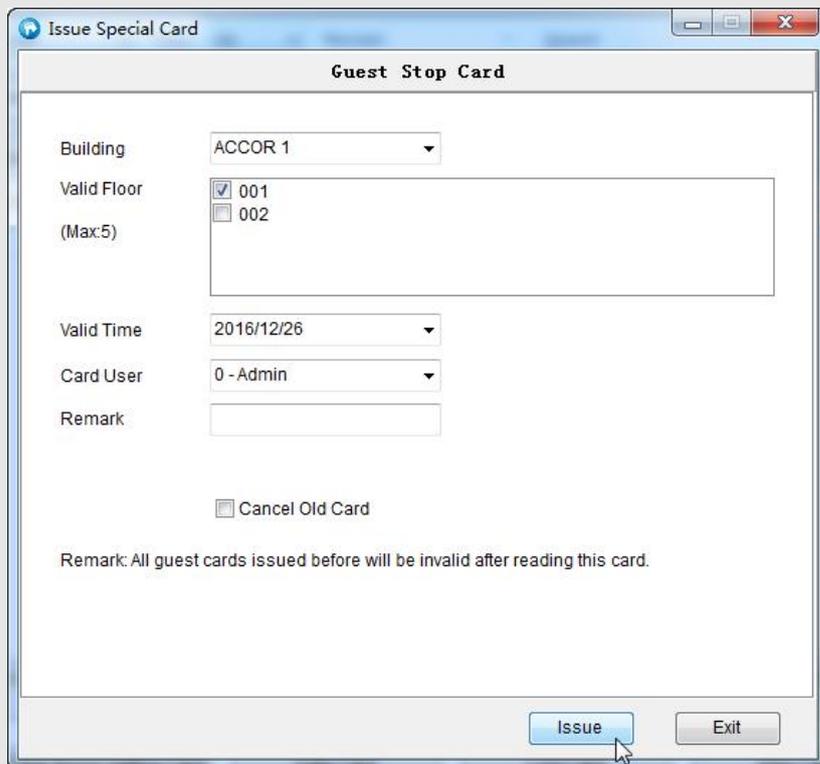
4.13 Lost Card

This card is issued to cancel the lost cards, please find the lost card number in the issuing card records and enter the card No. in the below window, put one empty card on the reader and issue one "Lost Card", touch to the lock, then the lost card with the entered card number can not open the door any more.
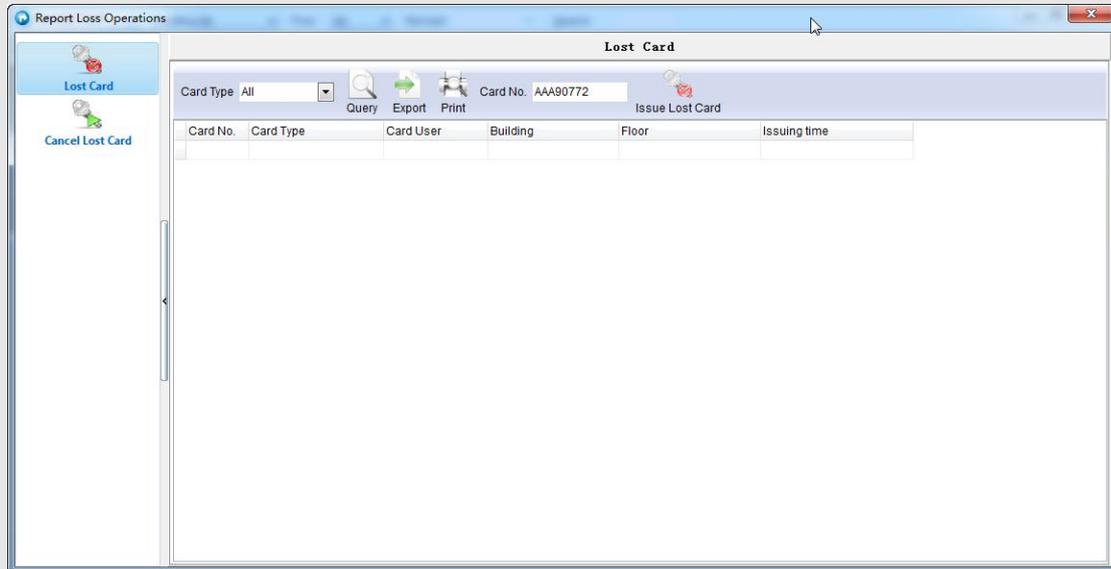
4.14 Cancel Lost Card

This card is issued to enable the lost cards which is disabled before, it is same operation like the "Lost Card", after you touch the "Cancel Lost Card" to the lock, the old lost card will open the door again.
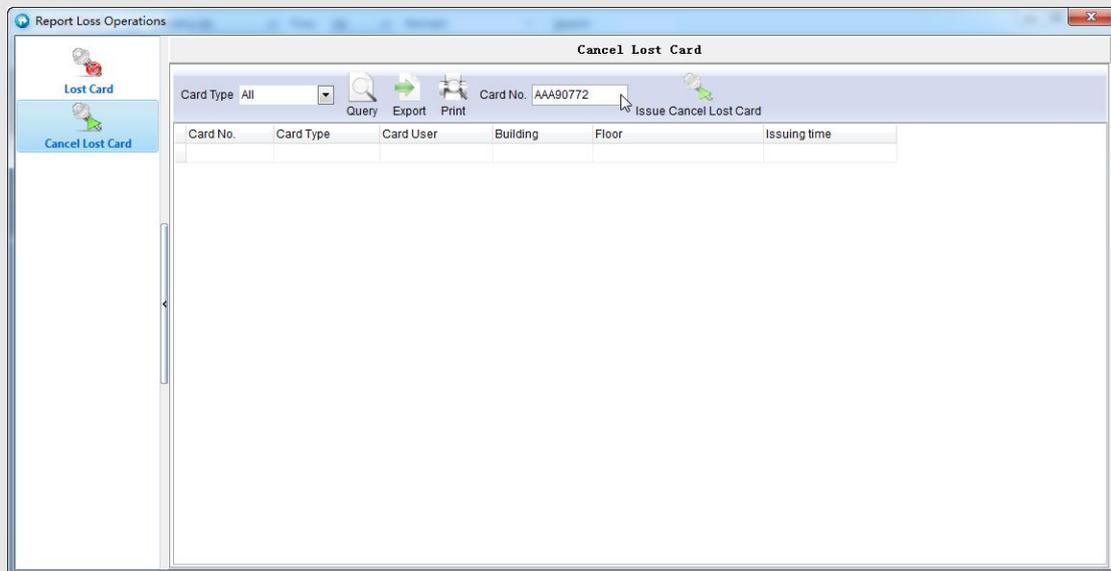
4.15 Area Card

This is to set some locks to be with some area. Then when the front operator choose the area for the guest card, the guest card can open all the door that belong to this area.

4.16 Clear Area Card

This is to clear the area information in one lock.
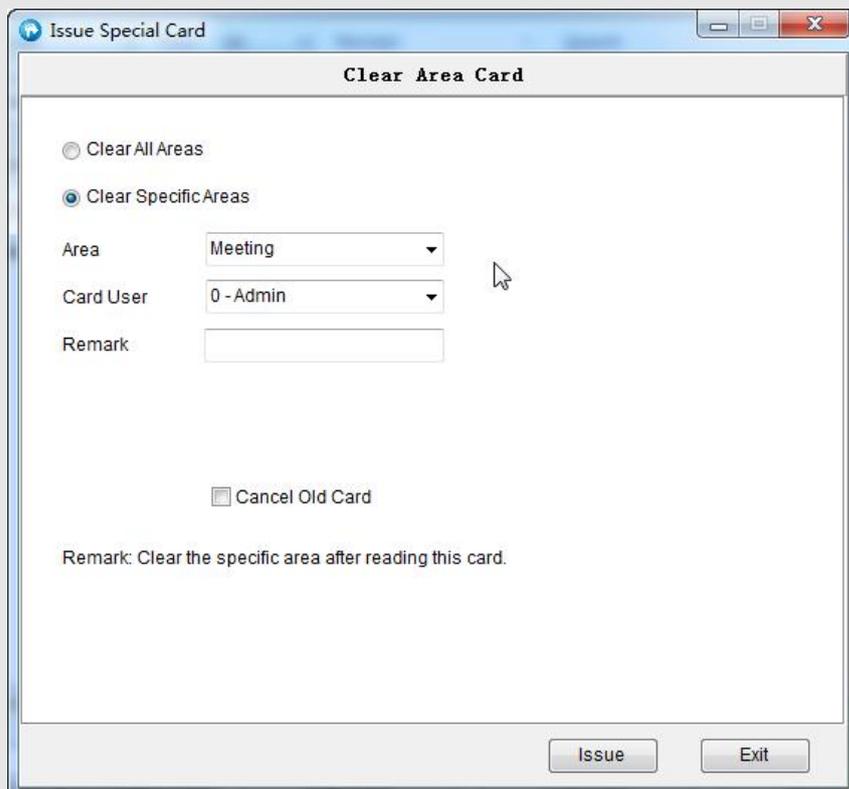
Phase 5 Card Records &Guest Query

This phase is to check the issuing card records, you can find the guest name/check in time/checkout time etc.

Guest Query

This window is to check the guest state, card state and the unlock records.

Important: Please use the S70 card (Mifare 4K card) to issue as Data Card.

Then you can touch this data card to the lock, there is beep with blue light flashes.

When there is one long beep, the data card will read the latest 388 records.

You can find the   on the window above.

Click "Query " and there are opening records listed after 3-5 seconds.

Phase 6 Database Backup

This part is important to backup the database for future use. We suggest backup the database every day or auto backup directly.
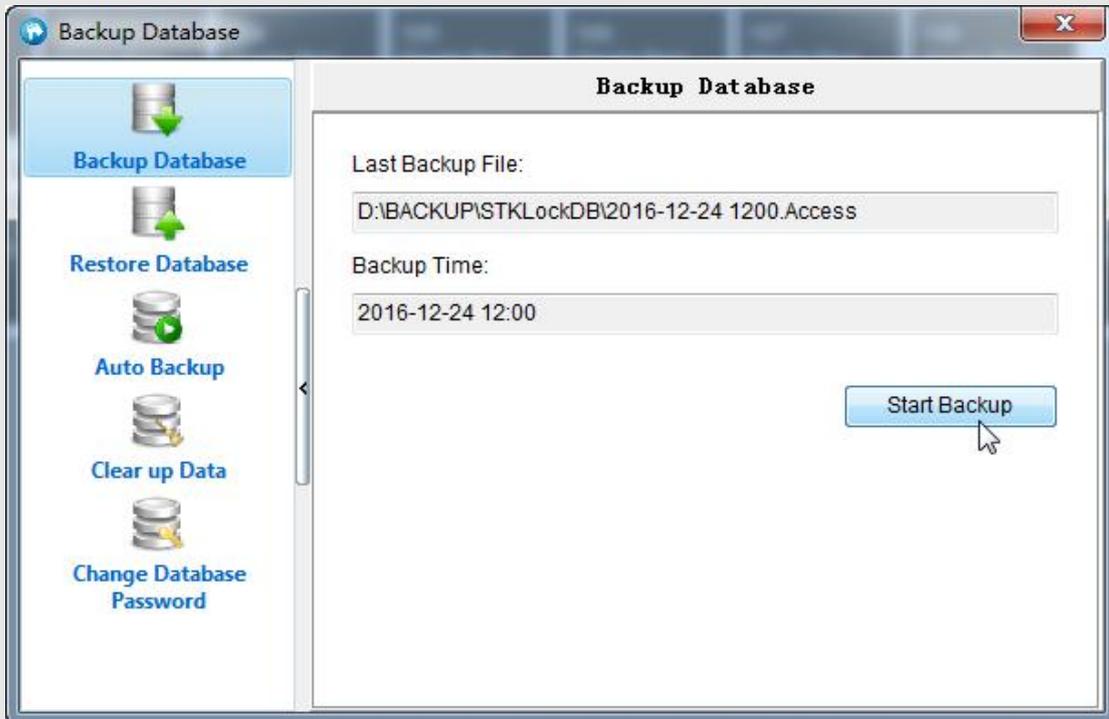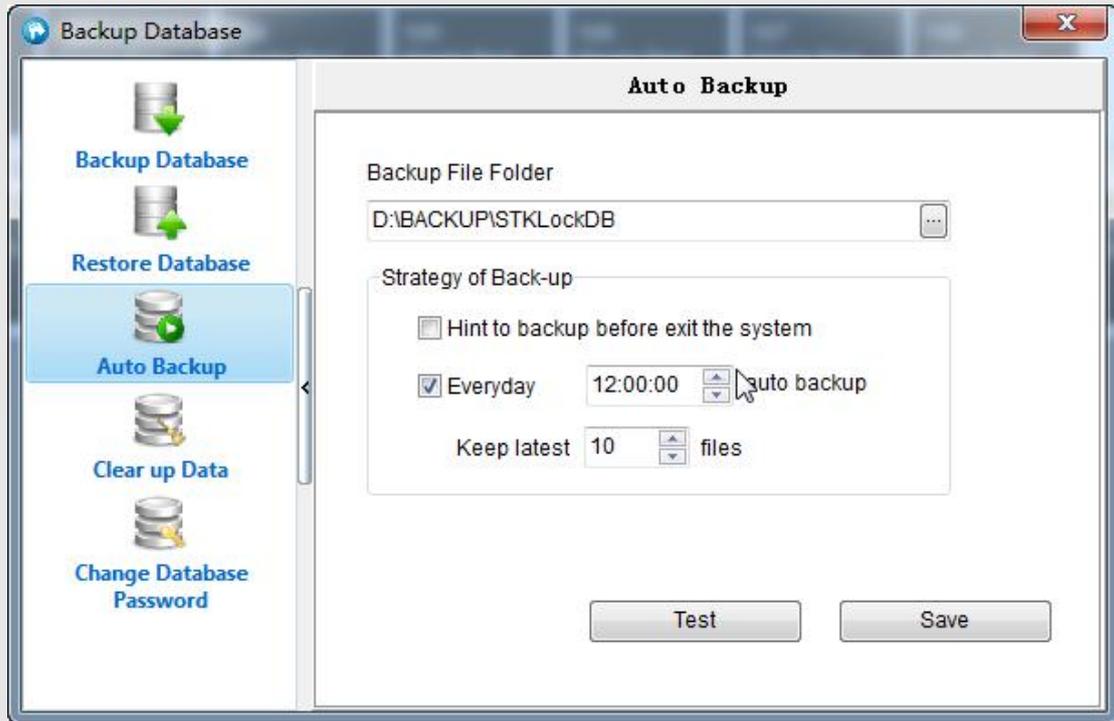
When there is computer crash issue, you can reinstall the lock software and then restore the old database, then you can keep the old settings for the software and solve the worry or reset all locks.

When you reinstall the new version software, please update the old database via below steps:

Click"Update Database" in the "Hotel Locking System"
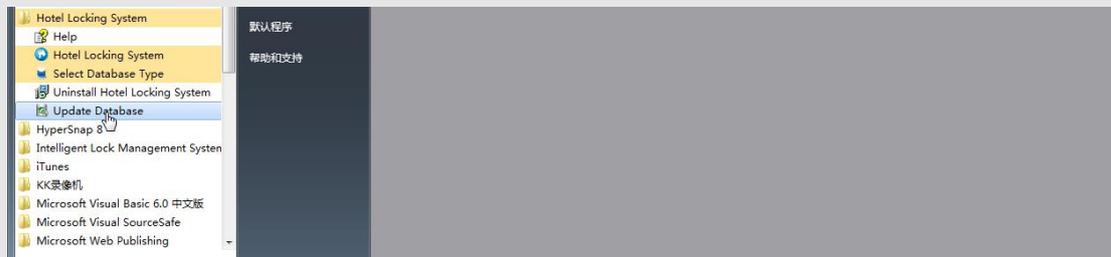
And there is one window as below to guide you to update the old database to the new version software.

This work will solve the issue of the database difference.

Click Next and choose the old database in the folder you saved.
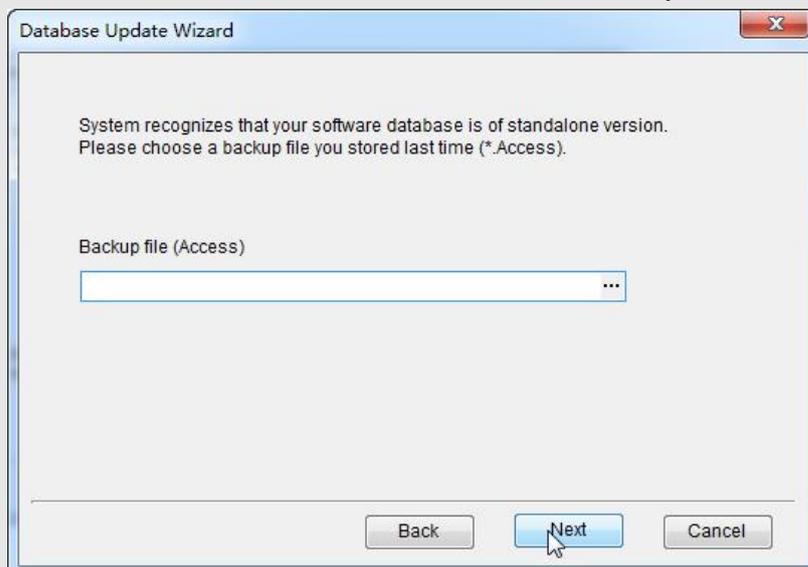
And enter the password for old lock software and admin password.

Phase 7.Configure Room Information

1. Issue"Room Setting Card"and touch to the lock(First is to touch the Authorization card and then touch the Room Setting Card).
2. Issue "Adjust Time Card" and touch to the lock.
3. Issue "Guest Card" and touch to the lock for test(when there is one beep and blue light flashes, you can depress the handle to open the door).
Remark: please configure the lock by sequence with "Authorization card"+"Room Setting Card'+"Adjust Time Card", or you can use the portable LCD handset to set the locks quickly.

Phase 8.Sound Tip for Wrong Operation

There are sounds for tip when in operation, there are for different tip. Please find the following description for sound.

Sound Tip for Wrong Opening	Error Reason
one short beep	Time error
Two short beep	Deadlock inside
Three short beep	Room No./Floor No./Building No. Is not right
Four short beep	Card is reported lost
Five short beep	Card encryption error
Six short beep	Authorization information is not right
Seven short beep	Room was set already
Eight short beep	Card is forbidden by "Mortise Setting Card"
Ten short beep	Card is replaced
One short and one long beep	Operation successful
didi-didi-didi beep	Low power