

SURE SAFE HOTEL LOCKING SYSTEM V9.27

User Manual

1. Overview

Features:

- **Professional USB:** With advanced non-driver USB technology, it can be used easily and conveniently without installing driver file in your PC under Windows operating systems with the USB function, Win 8 system is compatible.
- **Easy Configuration:** When setup the Room No. and Clock into the door lock, no need many different cards like conventional card lock setup. Only read System Card (Authorized Card) three times over the Lock induction area and use the corresponding Guest Card to open the door, Room No. and Clock info will be written into Door Lock automatically.
- **An Innovation Of System:** Theoretically, it can make the Lock's clock almost the same as the computer's time / real time, which can eliminate the cumulative error. General speaking, the Time Difference between the lock and computer could be kept within 5 minutes. And the lock's clock can be adjusted each time when new guests check in by new guest cards automatically .
- **Personalized Functions:** Such as Close Door Alarm, Do-Not-Disturb When Inside Lock etc.
- **More Humanity Advantages :** Almost every setup accompanies with an indication. All kind of reports could be exported as excel files, which is very convenient to match up the users' different requirements.
- **Various Room Status:** With a clear information in the aspects of Reservation, Hourly Use Room and Group Reservation, etc.
- **Various System Indications:** The system will display the operation manual or function description automatically when put the mouse to a certain position for a while. For example, when you lost your password, just put the mouse on the "stars" for a while, it will show you the manual "Press F1 For Help" to find back the password.



2. Installation

2.1. Preparation:

PC with Windows Operational System (XP, VISTA, Win2000, Win7 or Win8), alone with at least one USB port, and the screen resolution will be required at least 1024 x 768.

2.2. RF Card Encoder Installation:

Connect the RF card encoder with computer's USB port, when green LED light is on after two beeps, installation succeed.



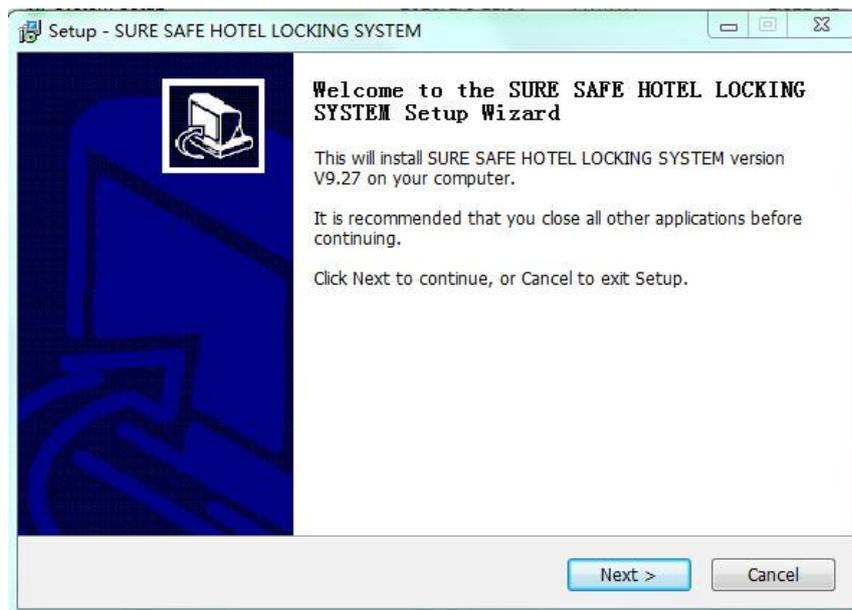
RF Card Encoder

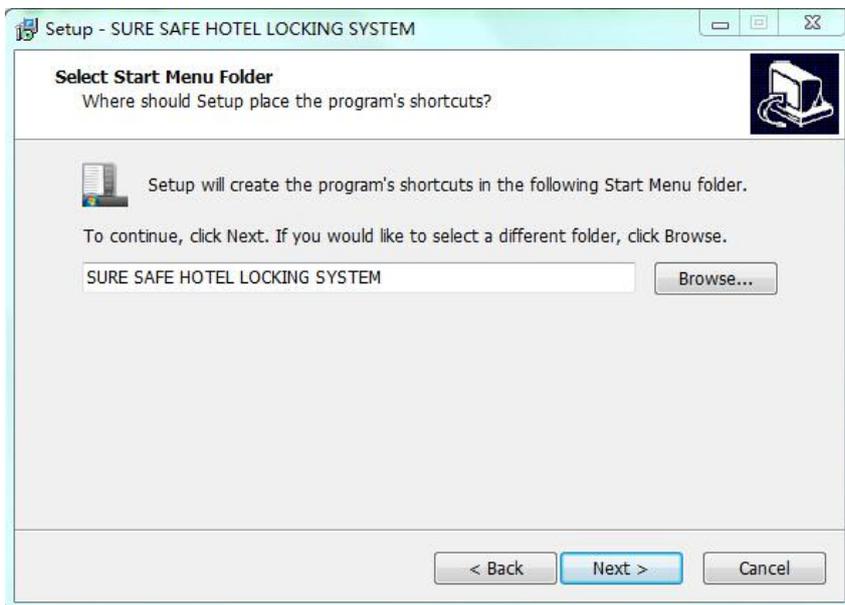
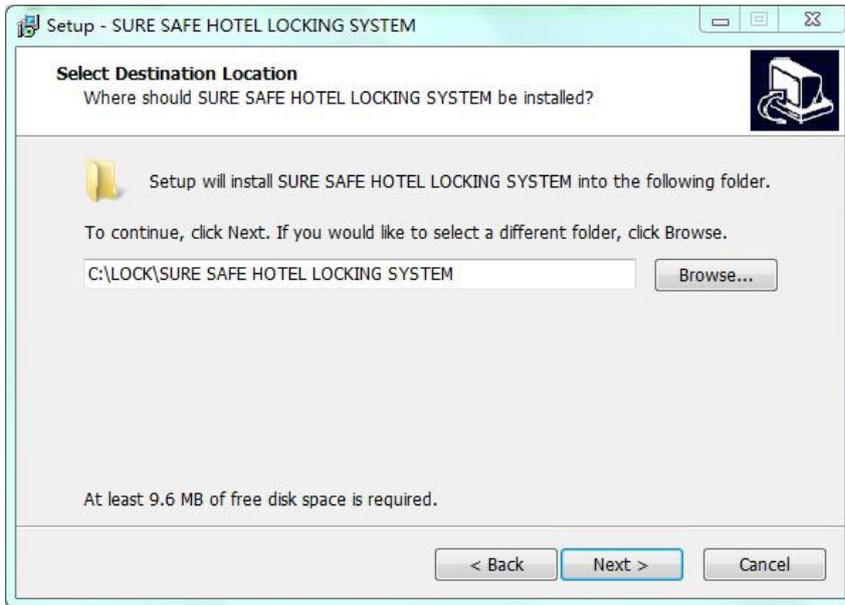


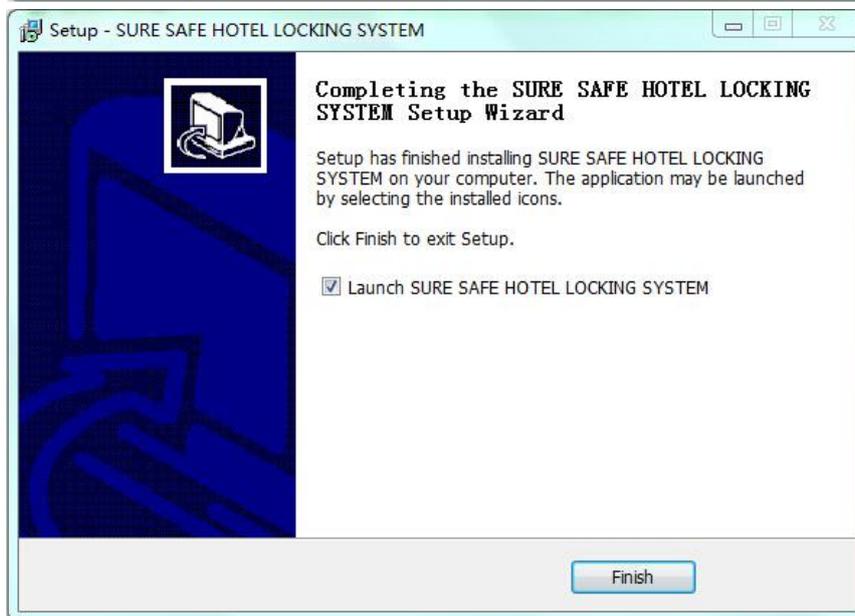
RF Card Lock

2.3. Lock Software Installation:

Double click the exe file " System Setup " and following the indication belows to finish the installation.







When you see this icon  appears on your desktop, congratulations, the lock software has been installed successfully.

2.4. Door Lock Software Operation:



Double click the icon  And choose the defaulted operator "Admin", then click "OK" to login the software. Password is not needed when login with "Admin".



The main window will appear as follows:



3. System Setup

Click  in the main window to access into the System Management

Interface, which has three options: .

3.1. System General Option:

Hotel Name, Default Check-out Time (for normal guests), VIP Check-out Time (for VIP guests), Room Status After Check-out can be set from here. The function that "Guest card can unlock dead

bolt" can be set as well. Click "Save" button after operation.

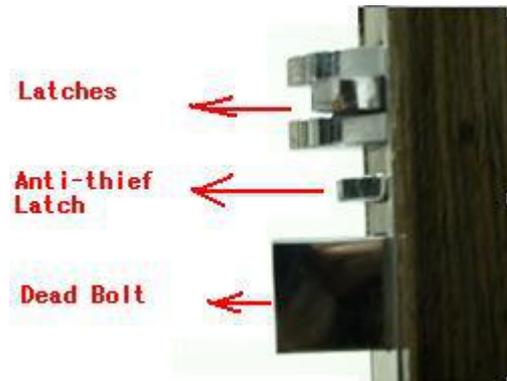
Options			
Hotel Name	Path of DB Backup	Check-Out	VIP Check-Out
<input type="text"/>	D:\proUSB_DBBak	12:00	14:00
<input checked="" type="radio"/> Check-Out to vacancy status		<input type="radio"/> Check-Out to "cleaning in process" status	
<input checked="" type="checkbox"/> Guest card can unlock dead bolt		<input checked="" type="checkbox"/> Save	

System Extending Options:

Press F5 in the "Option" interface, choose the functions based on the user's requirements like below. Then save.

Option	Return to Default
<input type="checkbox"/> Alarm while latches jammed	
<input type="checkbox"/> Remind to close door	
<input type="checkbox"/> Do not Disturb	
<input checked="" type="checkbox"/> Lock After Release Handle	
<input checked="" type="checkbox"/> Music	
<input checked="" type="checkbox"/> Ignore Override Function	

Note: Lock latches for reference: Latches, Anti-thief Latch, and Dead Bolt.



Description of each option:

Alarm Option:

Normally, the latches should enter into the latch hole after door closed. If the latches was maliciously operated or the door is not closed properly (latches are jammed), then the lock would alarm.

Remind to Close Door Option:

If the door still open after using the Guest Card to open it for 6 seconds, door lock will beep three times to remind guests to close their door. and only Guest card have this function.

Do not Disturb Option:

The LED light will dimly flash every 3 seconds to indicate no bother when Dead Bolt is locked.

Release Handle Option:

After swiping card, Mortise Motor will turn clockwise, press down the handle at once to open the door. When release the handle, Mortise Motor will turn counter-clockwise. If omit this option, the

Mortise Motor will turn counter-clockwise at once and the door can't be opened again when press down the handle.

Music Indication Option:

After swiping card, there is a music to indicate user to open the door. If omit this option, the sound will be "Beep" only.

Cover Function Option:

The function of this option is that to allow all cards, except the guest card, covering the previous ones, only the same type of cards can be operated with this function.

If tick the option Ignore Overwrite Function , the Cover Function will be not available.

3.2. System Registration:

Select "System Register" Option under the System Maintenance Interface, there will be a menu as below:

The screenshot shows a window titled "System Management" with three tabs: "Options", "System Register", and "User Management". The "System Register" tab is active. The main content area is titled "Steps Of Register" and contains the following text:

Step1: Get the Device No. and tell it to the vender

5002 8693

Step2: Input the Serial No. and Click Register

Below the text are four empty input fields and a "Register" button with a yellow lightbulb icon. Below the input fields is a checkbox labeled "For Door Lock Installation Only".

A "Note" box contains the following text:

If you have to re-install and register the system again. When you register, please put a master card [which can open doors] on the encoder before click " Register " button. In this way, the cards issued from new system can work on the locks you already programmed.

At the bottom left, the date and time "2013-11-3 10:05:51" are displayed. At the bottom center, there is an "Exit" button with a red 'X' icon.

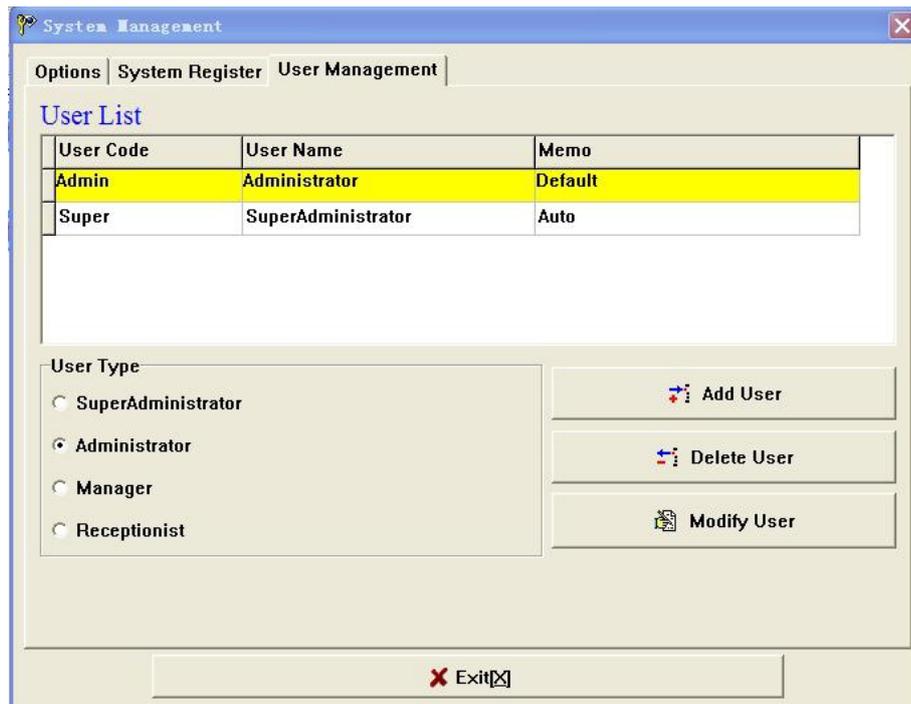
Note:

- 1). Device No.: Unique Serial Number of Card Encoder. Provide this Device No. to your supplier, you will get a Serial No / License Code.
- 2). It should be registered again by using the new Serial No. when change a new Card Encoder.
- 3). If you have to re-install and register the system again. When you register, please put a master card (which can open doors) on the encoder before click " Register " button. In this way, the cards issued from new system can work on the locks you already programmed.
- 4). If Project Contractor installs this Software for lock testing, please choose this item

For Door Lock Installation Only

3.3. User Management:

Select "User Management" Option under the System Management Interface, there will be a menu as follows:



Note:

- 1). "Super" refers to Super Administrator, it can be added automatically after login the system if it was wrongly deleted, means it always exists.
- 2). Difference between "Super" and "Admin": "Super" can modify the Rights of all operators.
- 3). User name of operators can not be the same.
- 4). New added operator is defaulted without password. Operator can modify the password by clicking  at the right side in the login interface after selecting his account.

4. Building Management

Access into “Building / Guestroom Information Settings” Interface by clicking  under the Main Window.

You can easily add (delete and modify) the Building, Floors and Guestrooms according to actual needs of each hotel.



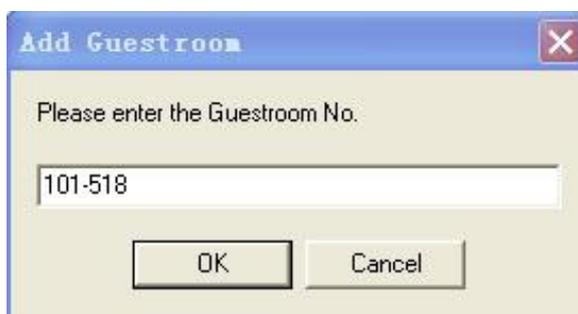
The function of Adding Rooms in Batch Bulk:

Step1. Click 

Step2. Input Floor Number range separated by "-" according to practical need. For example, if 1 to 5 floor, input 1-5.



Step3. If there are 18 rooms in each floor, just input the first room number in first floor and the last room number in last floor, separate them by "-", for example 101-518. If some rooms do not exist, add them all together firstly and then remove them later.



Step4. Input Room Type, Price, and Card Quantity etc. just following the indications to finish add room numbers in batch bulk.

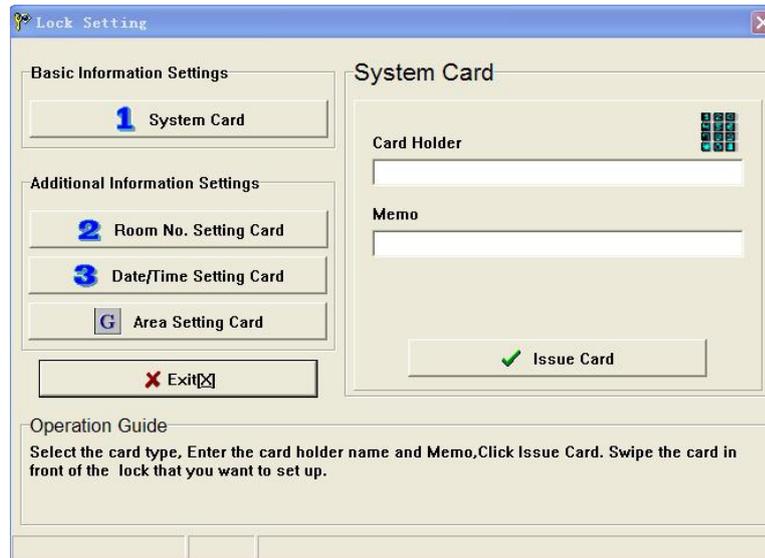
Special Note: For the practical need, some room numbers may be not exist or the details of some rooms are not the same with others, in this case, just add them firstly in batch bulk and then remove or modify them later.

5. Door Lock Setup

5.1. System Card Setting:

Click  in the Main Interface to access into Lock Setting Interface.

Step 1. Click " 1 System Card" to issue a System Card / Authorization Card for a hotel.



Step 2. Put a card on the Card Encoder, then click the button "Issue Card"; when you see the below information after hear one "beep", the System Card (Authorization Card) was issued successfully.



Notes:

1. Normally, only need one System Card / Authorization Card for a hotel;
 2. **No need to issue the "Room No. Setting Card" & "Data/Time Setting Card". Please ignore them !!**
- Normally, use a System Card to swipe over the lock induction area for 3 times and then open the door directly by the Guest Card, the room number & card issuing date & time for this Guest Card will be set into the door lock automatically.
- 1st time / comes with 2 " beeps " and blue light blinks 2 times.
 - 2nd time / comes with 2 " beeps " and blue light blinks 2 times (same as 1st time).
 - 3rd time / comes with 3 " beeps " and blue light blinks 3 times.

5.2. Area Setting: Make area / group of the Door Locks.

This function will be applied only with the below conditions:

- 1). Use one card for many floors but not the whole floors of the building.
 ** You can settle a Building Card to open the whole floors of the building;
- 2). Use one card for a half floor or some rooms of one floor;
- 3). Use one card for opening any room controlled under this System.

Area Setting Card Option:



Step1. If it's the first time for setting up the Area No. of door locks, please click "Reset All Area No.s" for issuing a card with which you can use to delete all area numbers pre-set by swiping it over these locks' induction area. After hearing two beeps, deletion succeed.

Step2. To setup a area number (0-255) for these door locks , please click "Set an Area No.", input the needed number, click "Issue" to issue one card with which you can use to set up area number for these door locks by swiping it over these locks' induction area. After hearing two beeps, setup successfully.

About Area Numbers:

1).There are 256 areas for one lock which means one lock can accept multiple Area Numbers at the same time.

2).To cancel one certain Area Number of a lock, firstly issue a "Reset an Area No." card, swipe it over these locks' Induction area. After hearing two beeps, deletion succeed.

3). In order to have one certain lock been subjected to all Area Numbers, first of all, issue a "Set All Area No.s" card, use it to swipe over these locks' induction area. After hearing two beeps, Setup finished.

Step3. After finishing Area Numbers Setup, issue one "Area Card" for opening all locks of this area;

Click  in the Main Window and then click , input information about User Name, Date of Validity, Period, Area Numbers, etc. Then click "Issue Card" to get the Area Card.

For example : Input Area Number "5" means that this card can open all the locks which are subjected to Area Number 5.



Area Card

Card Holder

Expiration Date: 2014-11- 3

Avaiable Time: 00:00 -> 23:59

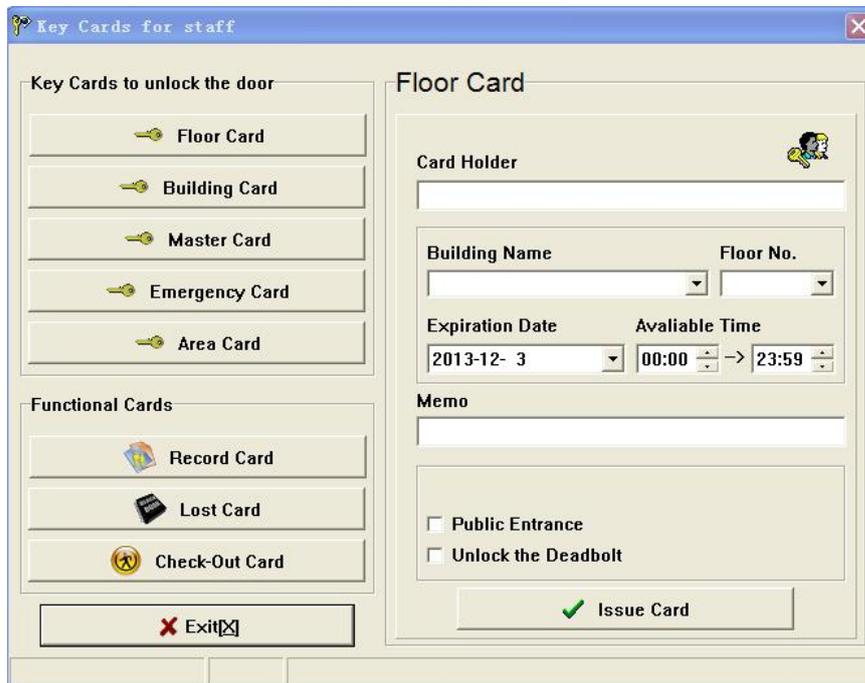
Area No.: 5

Public Entrance

Unlock the Deadbolt

6. Issue Staff Card

Click  in the Main Window, you will see the interface as below:



Click the buttons at the left side in this interface, the corresponding button's info will appear at the right side. Input the information into the blanks according to the actual need and then click "Issue Card" to issue a Staff Card.

The Application of Staff Card:

- 1). Floor Card: Open all the locks in a certain floor of a building;
- 2). Building Card: Open all the locks of the whole building;
- 3). Master Card: Open all the locks of this lock system;
(If your hotel has one building, then Building Card = Master Card.)
- 4). Emergency Card: Can open all the locks of this lock system and all the locks will stay unlock status. Means you can press handle to open door at anytime.
There are two solutions to disable the opening status:
 - A). Press down the handle and swipe the Emergency Card immediately;
 - B). Use the ordinary Cards - Master Card or Floor Card etc, to open the door one time, the lock will be locked from opening status.
- 5). Area Card: Open the area locks. For details, please refer to “ **5.2. Area Setting: Make area / group of the Door Locks.** ”.
- 6). Record Card: when download the unlocking records, use a Record Card to swipe over the lock first, then use the Data Receiver to download the records.
- 7). Lost Card: If a card was lost, please input or select Card Number of the lost card to issue a Loss-Report Card. Use it to swipe on the corresponding Door Lock.
- 8). Terminate Card: Also called Check-out Card which for staffs use only. Normally, the attendants will take two cards. One is Floor Card using for opening doors. Another is Terminate Card, which is used to disable the unlock function of the previous Guest Card, but will not take affects of the new issued Guest Card.

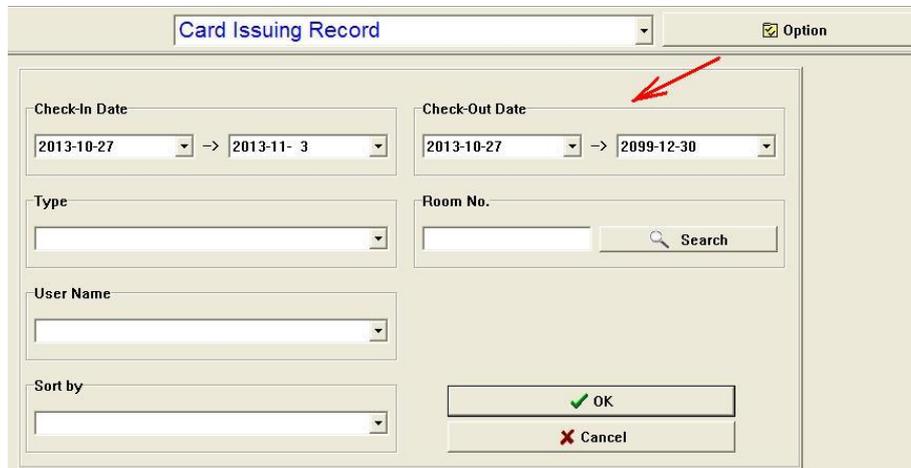
7. Lock Reports

7.1. Check Records:

Click  on the Main Window, there will be an interface as follows:



Choose the Record which you want to check by clicking the upper-middle sheet, which include: Card Issuing Record, Guests' Record, and Unlocking Record. Select  for Report Scope at the upper-right side.



Note:

- (1). All records can be exported as Excel File, it can be typed, saved or printed depend on your request.
- (2). Under the default condition, when click the "Delete" button, can only delete the Canceled Card, Expired Card and the Checked out Card. If want to delete other cards except the above mentioned types, just put the mouse to the appointed record and press the button "Del" on keyboard. You will see the icon  at the left side of the record, then click  to delete it.
- (3). The last 32 lines in the unlocking record is system records which was left by factory engineer when testing the locks for you.
- (4). The last-uploaded Unlocking Records will be saved in the Database. It will also shows the Last-uploaded Unlocking Record when clicking "Unlocking Record". If you want to check the new opening record, please follow the below steps.

7.2. Steps for Unlocking Record Checking

Step1. Record Card issuing:

Click  in the main interface → Click  → Put a

blank/new card on the Card Encoder induction area → Click



Step2. Record downloading:

Download the Unlocking Records into Data Receiver .

1), Show the record card to lock's reader, you will hear 1 " beep " with blue light on.

2), When the blue light is on, press the power switch of data receiver (red light on inside data receiver), put the data receiver in front of lock's reader within 2 CM. you will see lock blinks blue light and data receiver blinks red light (please refer to the picture below).

3), After about 30 seconds (or more), you will hear a beep from both lock and data receiver. That means downloading is finished.

4), Power off the data receiver, use the USB cable to connect it with PC.



The way to download unlocking records into the Data Receiver

7.3. Record uploading:

Keep the Data Receiver powered off.

Click



→ Select " Unlocking Record " → Click

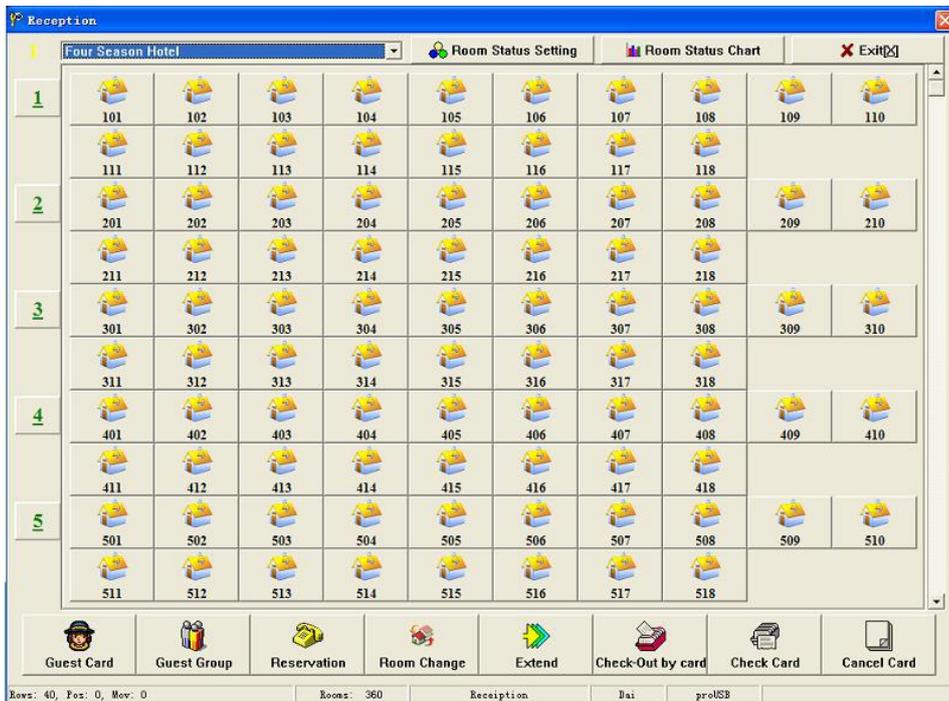


8. Reception

Click



on the Main Window, then you will see the Reception Menu:



8.1. Single Guest Reception.

Click the designated room or input the room number directly, also you can use the room "Search" in the below interface for room selection. Normally, the system will default current building without input the building Number.

[F3] Guestroom No. Guest Card

1-206 Search

Standard Room

Vacancy

New Check-in

Hourly Use

Days

1 Guest Info >>

Expiration Date

2013-11- 4 12:00 **VIP**

Cards Number: 0

🔑 **[F5] Issue Card**

🚶 **Check-Out without Card**

✖ **Exit**

8.2. Group Reception.

Step1: Input information of Team Leader with Name and Credential Number, etc.

Step2: Input Estimated Check-in or Check-out Date.

Step3: Appoint rooms.

Step4: Issue card for each room.

Group Check-out: Click "Group Reception" → Group Browser → Choose Team Leader's Name,

Then Click



8.3. Reservation:

Step1: Input Information of Team Leader with Name and Credential Number, etc;

Step2: Input Estimated Check-in Time, Estimated Check-out Time;

Step3: Click "Search" to show all the available rooms in this period.

Step4: Appoint room

Step5: Click "Make Reservation". After the Reservation Setting successfully, Room Status will show



Reservation Cancellation: Click "Reservation" → Make Reservation → Select Name of Team

Leader → click



to cancel the Appointed rooms. If client just want to cancel

some of the rooms, then follow the below steps:

Remove do-not-want-to-canceled rooms from the sheet of designated rooms by double-click. The

rest of rooms in this sheet will be canceled.

Reservation Check-in: Click "Reservation" → Reservation Check-in → Select the Name of Team Leader → Issue Card for each room.

8.4. Modify Room Status

Following the Room Status Setting "Guide" at the end of the interface.

The screenshot shows the 'Reception' software interface for 'Four Season Hotel'. It features a table of room statuses and a control panel on the right.

Floor No.	Guestroom No.	Type	Status	Lock No.
1	101	Standard Room	Vacancy	01010199
1	102	Standard Room	Vacancy	01010299
1	103	Standard Room	Vacancy	01010399
1	104	Standard Room	Vacancy	01010499
1	105	Standard Room	Vacancy	01010599
1	106	Standard Room	Vacancy	01010699
1	107	Standard Room	Vacancy	01010799
1	108	Standard Room	Vacancy	01010899
1	109	Standard Room	Vacancy	01010999
1	110	Standard Room	Vacancy	01011099
1	111	Standard Room	Vacancy	01011199
1	112	Standard Room	Vacancy	01011299
1	113	Standard Room	Vacancy	01011399
1	114	Standard Room	Vacancy	01011499
1	115	Standard Room	Vacancy	01011599
1	116	Standard Room	Vacancy	01011699

The control panel on the right includes buttons for: Vacancy [A], Hourly Use [B], Payment Remind [C], Cleaning in Process [D], Maintenance [E], Guest [F], Guest Group [G], and Exit.

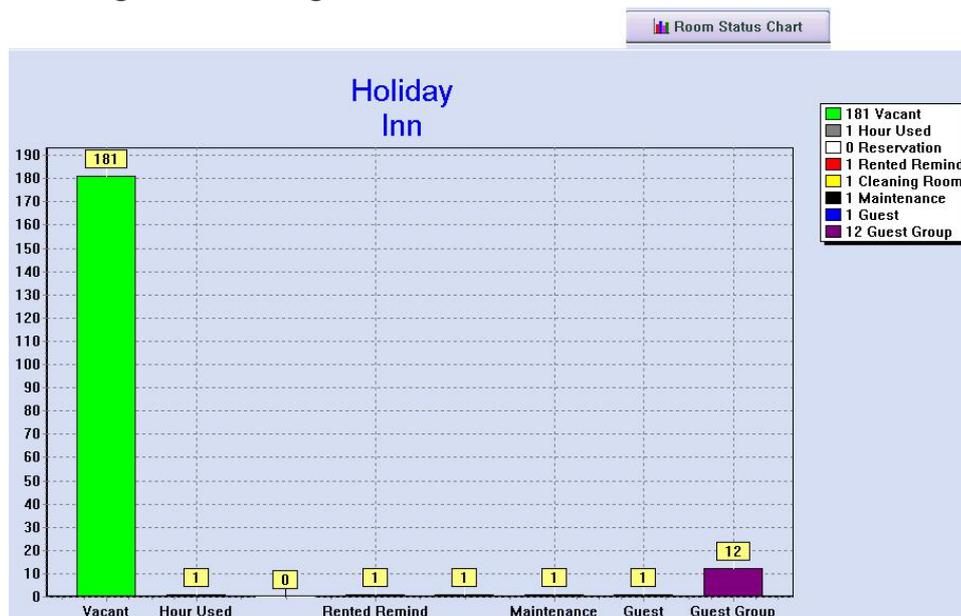
Guide:
 1. Double click the rooms which you want to change their status. with "? " means you have selected the rooms successfully. if you double click this rooms again, you could release them to normal status.
 2. Choose the room status from the right-hand side and change it. with "->" means you have changed the room status successfully.

At the bottom, there are icons for: Guest Card, Guest Group, Reservation, Room Change, Extend, Check-Out by card, Check Card, and Cancel Card. The status bar shows: Rooms: 360, Room Status Setting, Dai: 0, proUSB.

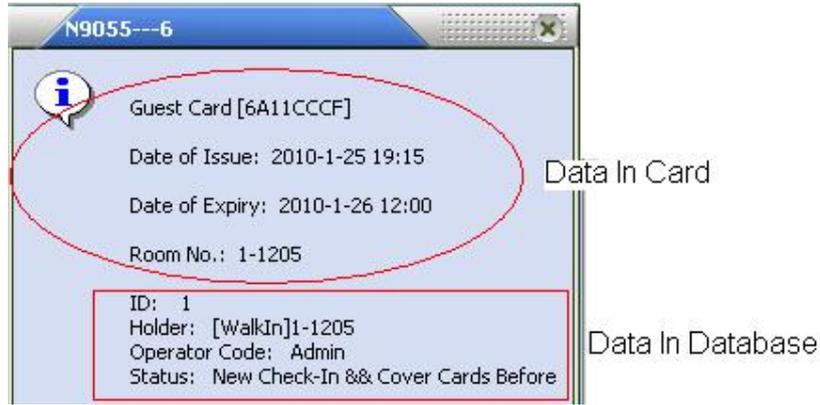
Note: If Check-out Time of one room has exceed the computer's current time, "Payment Remind"

Icon  will automatically display when refreshing Room Status.

8.5. Room Status Diagram Checking:



8.6. Check Card:



8.7 Room Changing, Postpone, and Check-out With Card.

Put the Guest Card on Card Encoder, click the relevant button and make the process according to the indications.



8.8. Cancel Card

Put the card on the Card Encoder and click  to revoke the card information.

9. System Support

Please click "" at main interface, you will see the supplier's contact info as below :

