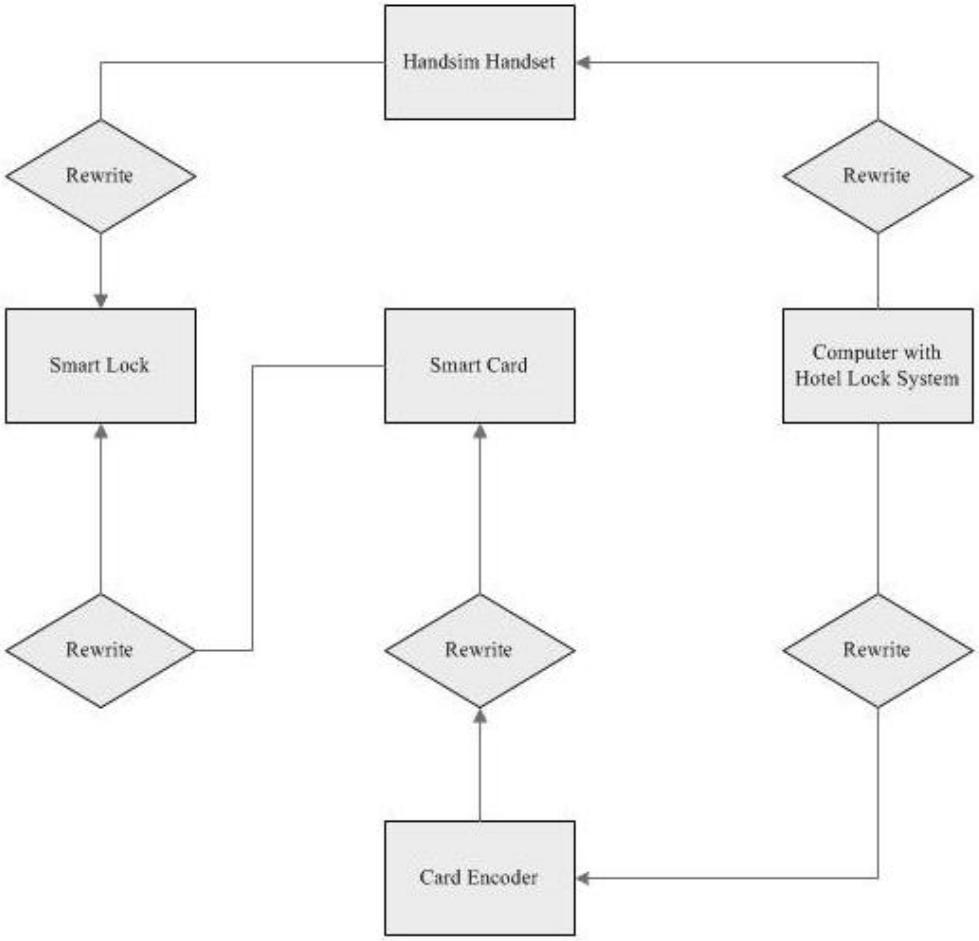
1. Welcome to Use

The smart card door locks of the T5557 card and Mifare card series are high-tech products launched by our company. This smart door lock adopts smart cards (T5557, Mifare) — which feature stable performance and wide application — as the key for unlocking. With an intelligent microcomputer control inside the lock, it is a multi-functional smart card door lock that boasts safety, reliability, advanced technology, flexible and convenient operation, and easy management. It is suitable for hotels, guesthouses, government departments, modern offices, office buildings, residential dwellings, and other venues.

The composition of the entire smart door lock system is as follows:⁚

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- **Smart Door Lock:** It contains an electronic control board compatible with T5557 or Mifare technology, which is used to read and verify cards, and drive the motor to operate；

- **Card:** The system supports T5557 cards or Mifare cards, which serve as data carriers. When illuminated with strong light, a coil and a chip inside the card can be seen. The door lock management system writes information such as room number and time into the card via a card issuer, after which guests can use the card to unlock the door；

- **Card Issuer:** It is a device for reading and writing cards, connected to a computer via a USB cable；

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- **Smart Door Lock Management System:** It manages the status of all door locks and can issue various types of cards；

- **LCD Handheld Device:** It can be used to set room numbers (eliminating the need to make hundreds of installation cards when there are hundreds of locks in the system), calibrate the door lock clock, retrieve door opening records, upgrade the door lock, and perform other operations。

1.1 Main Features of the Product

- No external wiring or computer network is required, making installation and use simple.

- The electronic door lock has a built-in "black box" for door opening records, which can store 200 to 1000 door opening records.

- The lock cylinder adopts an international standard five-bolt structure, ensuring safety and reliability.

- Ultra-low power consumption design. Thanks to the unique low-power technology, all door locks in this system are powered by four AA batteries and can work for more than one year under normal use.

- Leading-edge technology in the industry: All non-contact door locks adopt the most advanced low-power microwave detection technology, enabling card reading even when the card is placed in a black wallet.

- All contact door locks are designed with short-circuit protection to extend battery life.

- Hotel locks are equipped with sound and light prompts for operation, which greatly facilitates on-site diagnosis.

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1.2 Introduction to Smart Cards

The smart cards currently supported by this system are: T5557 Card and Mifare Card。

- T5557 Card Introduction

It is a radio frequency (RF) card manufactured by TEMIC, a subsidiary of ATMEL (U.S.-based). Operating at a frequency of 125KHZ, it has been widely used in the field of hotel smart door locks due to its simplicity, convenience and low cost。

- Mifare Card Introduction

Mifare cards are radio frequency (RF) cards produced by NXP (founded by PHILIPS) and widely used worldwide, operating at a frequency of 13.56M. Due to the various advantages of Mifare cards, smart locks using Mifare cards are now generally preferred in hotels and office settings。

Let's take a look at the advantages of Mifare cards:

- **Extremely wide range of applications:** It is used in public transportation systems (such as buses, subways, taxis, ferries, etc.), urban public utility charging (such as telephone services, electricity meters, gas meters, water meters, etc.), public charging systems, the financial and securities field, and access control & attendance management. Due to its wide application scope and large usage volume, there are numerous supporting card manufacturers, making it highly unlikely to face a card shortage.

- **Support for all-in-one card functionality:** One Mifare S50 card is equivalent to integrating 16 cards into a single chip. Therefore, in hotels, guests can enjoy "all-in-one card" services with just one card, including access control, elevator floor control, power switch control (for room electricity activation), and bathing consumption management.

- **Facilitates multi-system integration:** If it is necessary to integrate with the power switch (for room electricity activation) and elevator controller of the guest room

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control system, T5557 card door locks must open up their data encryption algorithms and storage formats. However, this is a key component of the electronic door lock system, and opening it up will lead to endless troubles! Mifare cards, on the other hand, demonstrate significant advantages in this regard. We can write encrypted data into Sector 1 for the use of electronic door locks; meanwhile, unencrypted data such as room numbers and time can be directly stored in Sector 2 for reading by the power switch and elevator controller. In this way, the integration becomes very easy and secure.

- **Higher security:** High-frequency cards such as Mifare cards cannot be copied currently。

Our company was the first to apply Mifare technology to electronic door locks. Based on years of in-depth research, we have pioneered the launch of the third-generation Mifare door locks, which offer far more powerful functions than traditional Mifare door locks! Its features are as follows:

- **Wide temperature operation:** It has been verified to maintain stable performance within the temperature range of -40℃ to 85℃;

- **Flexible sector selection:** It can use any one of sectors 1 to 15 of a Mifare S50 card, and any one of sectors 1 to 31 of a Mifare S70 card;

- **Online upgrade function:** When door lock functions need to be modified, the upgrade can be completed directly by swiping a card—there is no need to disassemble the lock or circuit board. Through this method, the lock can be switched between hotel lock mode and residential lock mode, and its functions can also be adjusted according to customer requirements. The upgrade process for one door lock takes approximately 30 seconds;

- **Guest card setup function:** In the cleared state, a guest card can be used to set the room number and time. To resolve any operational issues, you can swipe an authorization card three times to clear the room information, after which the guest card can be used to unlock the door;

- **LCD handheld device setup:** All room data can be downloaded to the LCD handheld device at one time, and then the handheld device can set each guest room door lock one by one via

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microwave. This eliminates the trouble of creating numerous setup cards as required in previous methods;

- Flexible suite function;

- **Extremely simple third-party interface:** It adopts a standard WIN32 interface and a highly streamlined LockSDK. Therefore, integration with third-party hotel management software is very straightforward. This makes hotel management software providers more willing to use our interface and recommend our door lock solutions to hotels;

- **Support for multi-door cards and area functions:** One card can unlock up to 236 doors plus 8 areas;

- **Flexible mode settings:** Configurable options include: meeting room door mode, false lock alarm disable, all cards allowed to unlock when the door is double-locked, immediate locking when the handle is pressed, door opening/closing music mute, and restriction of door access for specific card types;

- **Lock information export via S50 card:** Any door-opening card, when configured as a data card, can export lock information (including building number, floor number, room number, internal lock clock, expiration time, etc.), facilitating fault diagnosis;

- **Door opening record export via S70 card:** The latest 380 door opening records can be exported using an S70 card, while all 2000 records can be exported using the LCD handheld device;

- **Full support for LCD handheld devices:** The device can be used for setup, time calibration, check-out, door opening record export, door lock fault diagnosis, and more;



- **Third-Generation Card Detection and Decoding Technology:** It enables more stable and reliable card detection and is compatible with more door lock panels;

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1.3 Quick Start

a) Install the management software;

b) Register the management software;

c) The management software reads the authorization card;

d) Swipe the authorization card on the door lock;

e) At this point, the management software can issue a master card to unlock the door;

f) Add room type, building, area, room information, etc., in the management software;

g) The management software issues: setup card, time calibration card, guest card;

h) Swipe the setup card, time calibration card, and guest card on the door lock, and the door lock will unlock。

Note:

- The authorization card, setup card, and time calibration card only need to be swiped once;
- The authorization card read by the management software must be the same one as the one swiped on the door lock。

1.4 Introduction to Smart Card Functions

Classified by whether they can unlock doors, the smart cards in this system can be divided into two main categories: Management Cards and Access Cards. For the functions of each type of card, please refer to the table below。

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Card Type		Subtype	Operation Instructions
M	Authorization Card	Used to set authorization code information for the management software and door locks	- The management software requires reading the information on the authorization card to run normally for the first time; - The authorization card is also needed to set up the door lock once installation is completed; - The authorization card is provided with the software or door lock, and users can also make their own (please keep it properly); - Since the information on the authorization card varies by hotel, the access cards made for different hotels cannot unlock each other's doors.。
	Setup Card	Sets basic door lock information (e.g., building number, floor number, room number, area, etc.)	If a door lock has already been swiped with a setup card, it must be cleared before the room number can be changed (you can swipe a Clear Card once or an Authorization Card three times to clear the information).
	Time Calibration Card	Used to calibrate the clock inside the door lock	It is recommended to calibrate the door lock clock approximately every three months
	Loss Report	Used to revoke the door-unlocking	If a card is lost, a corresponding Loss Reporting Card can be made. Swipe the Loss

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	ing Card	permission of an access card	Reporting Card on the door lock to mark the loss and disable the original card
	Loss Revocation Card	Used to restore the door-unlocking Permission of a lost-reported card	
	Data Card	Used to retrieve door lock setting information and door opening records	For door lock types with a small number of opening records, this card can be used directly to retrieve records (S70 card); for door lock types with a large number of opening records, please use a handheld device to retrieve the records.
	Check-Out Card	Used for check-out operations	- After swiping the Check-Out Card, all previously used Guest Cards will be invalid and can no longer unlock the door; - The Check-Out Card has an expiration date and cannot be used beyond this date
	Lock Setting Card	Used to set various functions and modes of the door lock	It can: disable specific cards from unlocking (card blocking), lock the lock body to allow only designated card types to unlock, set/cancel passage mode, set/cancel false lock alarm, set/clear a single area, set/clear all areas, allow all cards to unlock double-locked doors, and mute the door opening/closing music, etc.

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	Clear Card	Used to clear the room number from the door lock	
A	Guest Card	Used by checked-in guests	It can unlock designated rooms and rooms in designated areas within a specified time period; by default, it cannot unlock double-locked doors
	Backup Card	Used for emergency door unlocking	It can unlock the door of a designated room, be set to passage mode, unlock double-locked doors, replace previous cards, and has no expiration date
	Floor Card	Used by floor attendants	- It can unlock all doors in designated buildings and floor ranges during 3 specified time periods each day; - By default, it cannot unlock double-locked doors but can be set to passage mode; - It has an expiration date and cannot be used beyond this date
	Building Card	Unlocks all doors in a specific building	- It has an expiration date and cannot be used beyond this date; - By default, it can unlock double-locked doors and can be set to passage mode
	Master	Unlocks all doors in	- It has an expiration date and cannot be used

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	Card	the hotel	beyond this date; - By default, it can unlock double-locked doors and can be set to passage mode
	Multi-Door Card	Unlocks designated rooms and area door locks in the hotel	- It can be set to unlock designated rooms and area door locks during 3 specified time periods; - By default, it cannot unlock double-locked doors but can be set to passage mode; - It has an expiration date and cannot be used beyond this date; - Note: The Multi-Door Card for T5557 card door locks supports 1 room + 2 areas + 1 time period, while that for Mifare card door locks supports up to 236 rooms + 8 areas + 3 time periods.

1.5 Technical Specifications of Smart Door Locks

- Technical Specifications of T5557 Card Door Locks

Card Type Used	T5557
Card Detection Method	Microwave detection (reliable and advanced)

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Features	Non-contact, low cost
Power Supply	DC 4.5V ~ 6.5V, powered by 3~4 pieces of 1.5V "AA" alkaline batteries
Typical Standby Current	< 30 μA (microampere)
Operating Current	< 145 mA (milliampere)
Low Voltage Alarm	Available
Typical Card Reading Distance	> 30 mm (millimeter)
Door Opening Records	200 entries

- Technical Specifications of Mifare Card Door Locks

Card Type Used	Mifare 1 S50 or S70 Card
Card Detection Method	Microwave detection (reliable and advanced)

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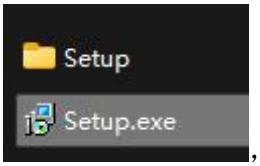
Features	Non-contact, high security, support for all-in-one card functionality, relatively high cost
Power Supply	DC 4.5V ~ 6.5V, powered by 3~4 pieces of 1.5V "AA" alkaline batteries
Typical Standby Current	< 50 μA (microampere)
Operating Current	< 145 mA (milliampere)
Low Voltage Alarm	Available
Typical Card Reading Distance	10 mm ~ 50 mm (millimeter)
Door Opening Records	2000 entries

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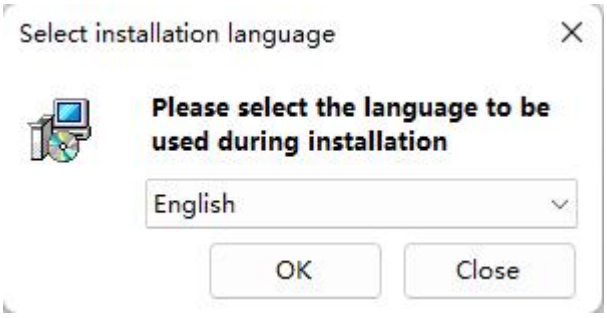
2. System Installation

This section describes the installation of the server and client sides of the smart door lock management system。

2.1 Server Installation

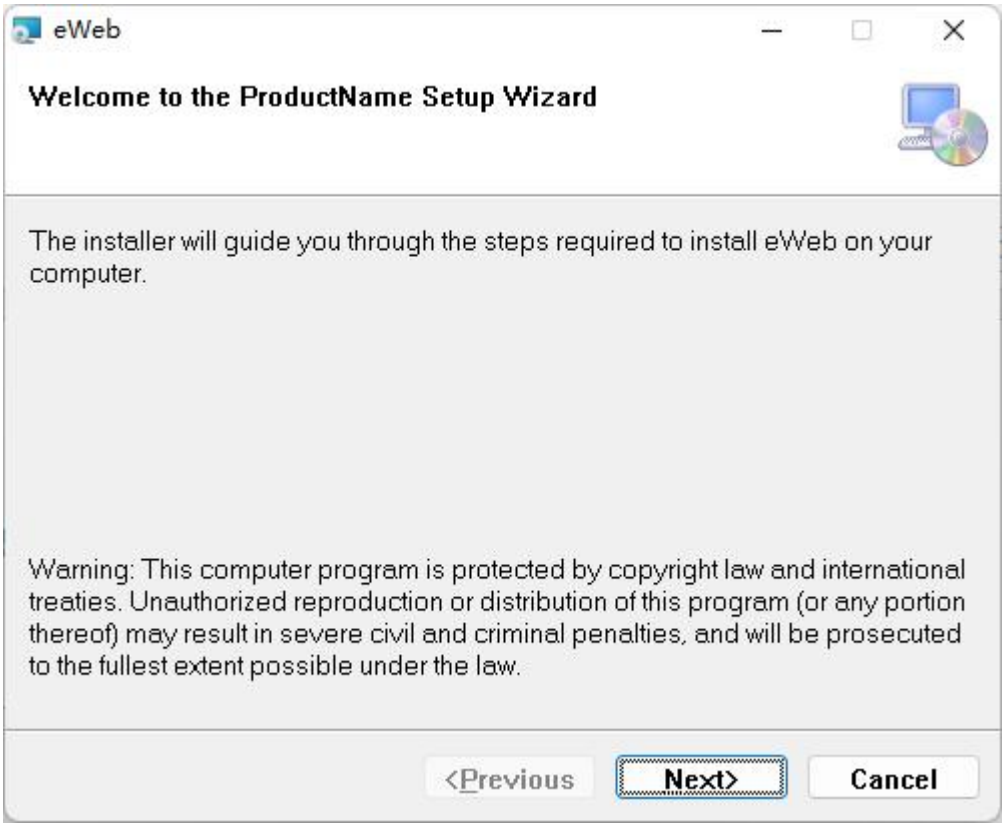
a) Double-click the icon of the installation file "Setup.exe" 

，Launch Installation，The following language selection interface appears：



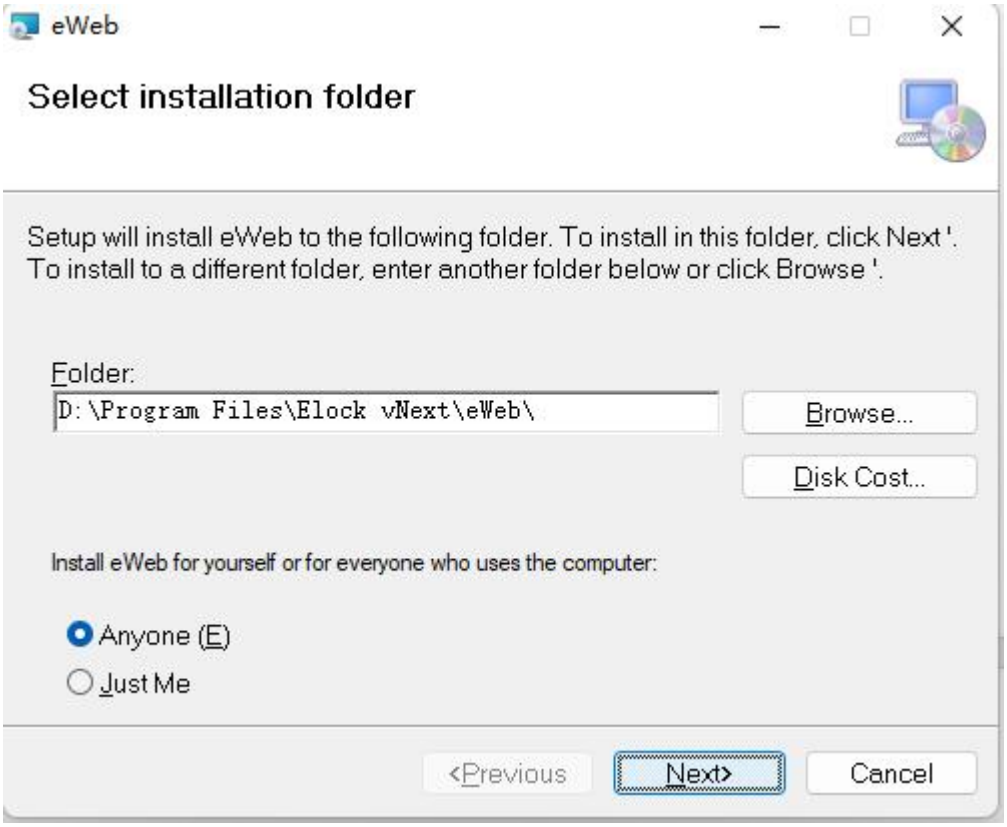
b) After selecting a language, click "OK" to enter the Installation Wizard page, then click "Next"

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c) Enter the installation file path setting screen as shown in the figure below：

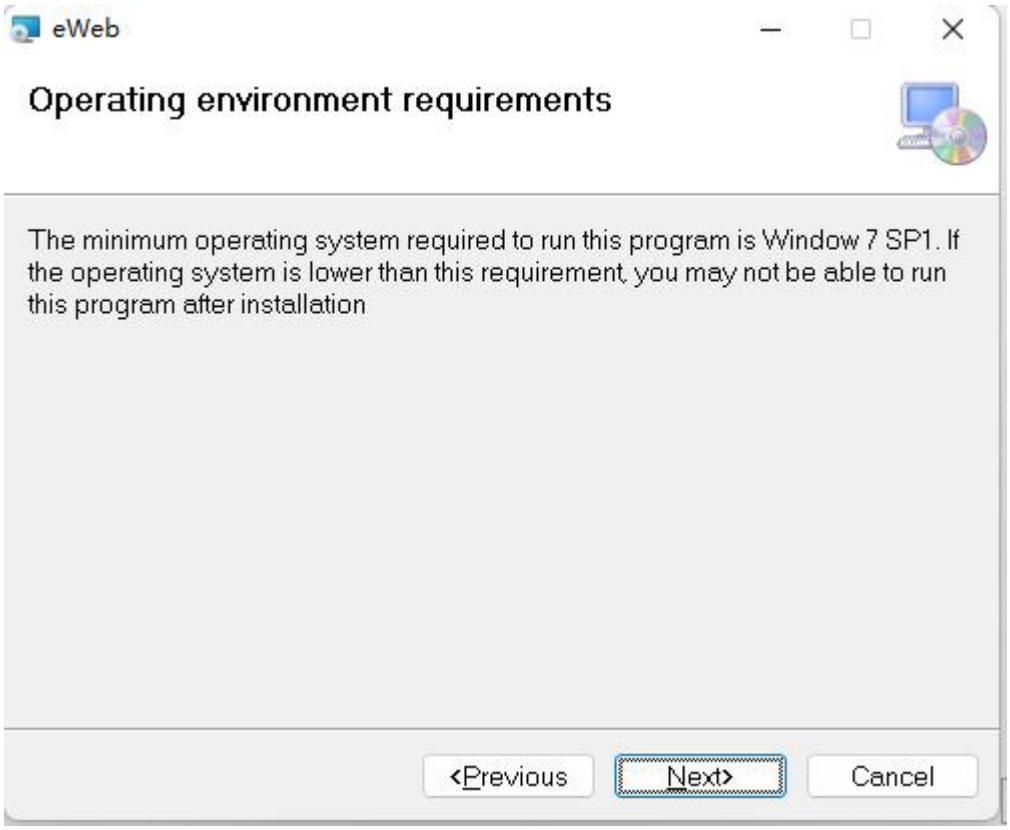
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d) For ease of management and maintenance, it is recommended to install the software in the default path. Alternatively, you can click the "Browse..." button to select a different installation path according to your needs；

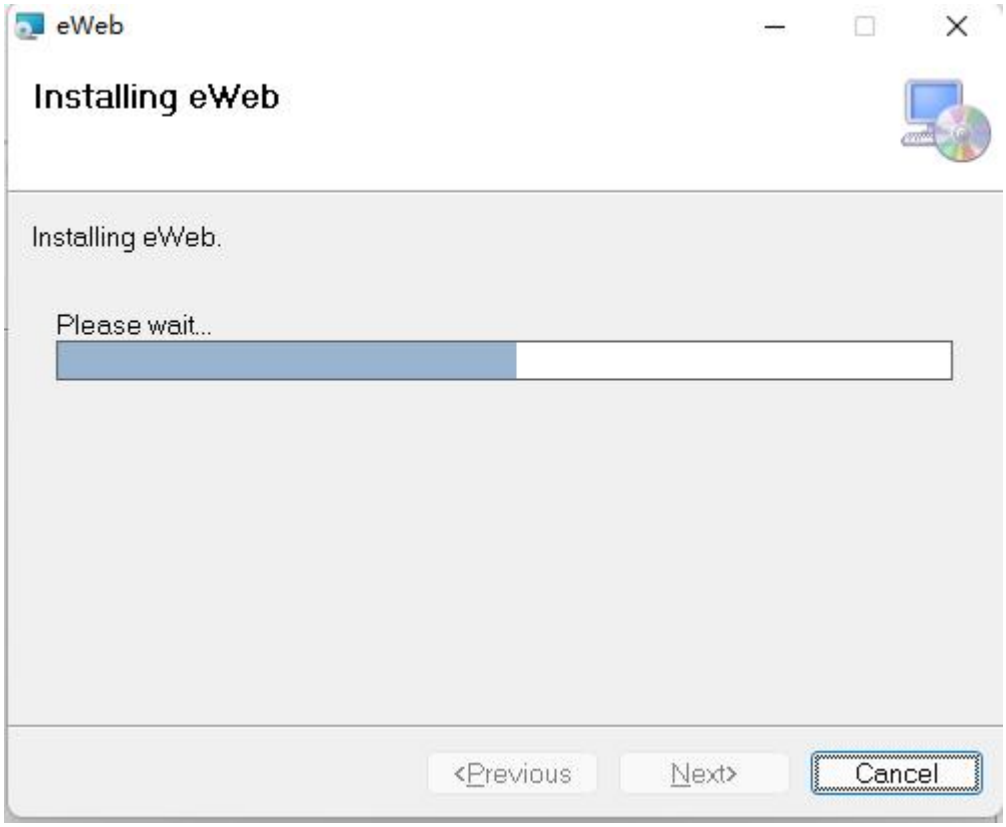
e) Click "Next", and the operating environment will be displayed, as shown in the figure below：

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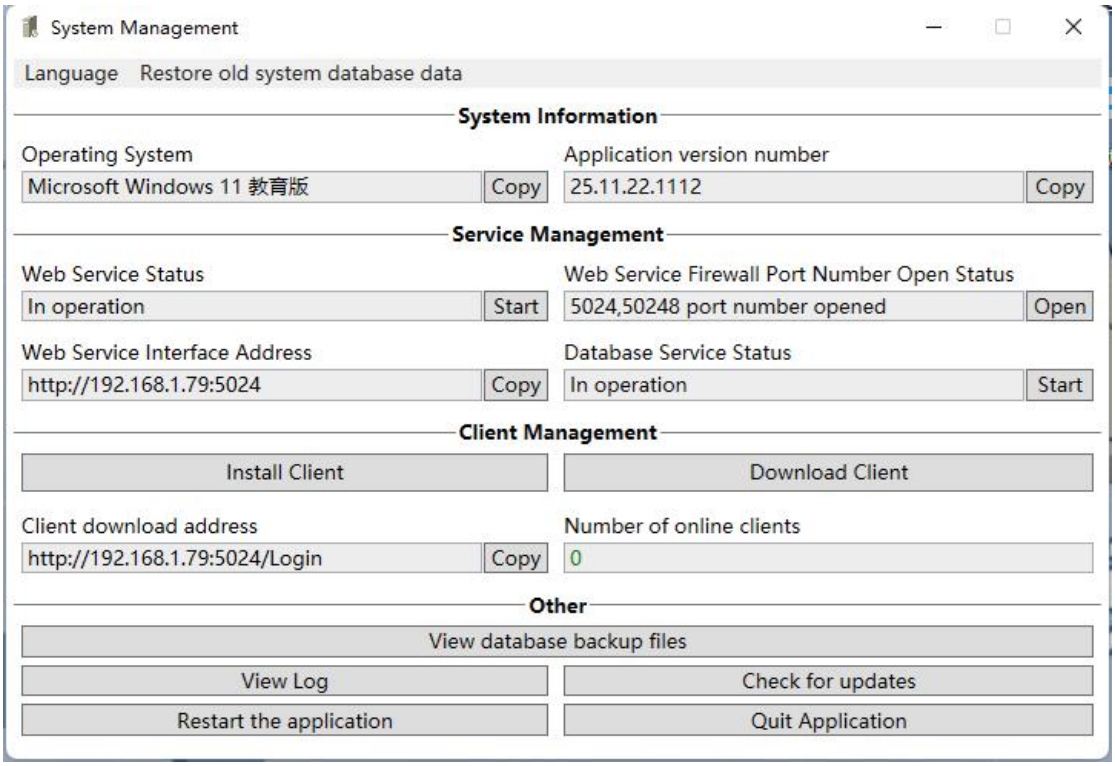
f) Click "Next" to proceed to the "Installing" interface, as shown in the figure below：

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g) After the installation is completed, the "System Management" window will open automatically, as shown in the figure below：

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The entire installation process of the management system has been completed. For this system, whether card issuance is performed on one computer or multiple computers, there is no need to install any additional databases。

- **Operating System:** Displays the operating system version of the current computer**;**
- **Application Version Number:** The version number of the current eWeb server program**;**
- **Web Service Status:** Only when "Running" is displayed does it indicate a normal activated state. If any other status is shown, click the "Start" button**;**
- **Web Service Firewall Port Opening Status:** The service can be used normally only if "Open" is displayed. If any other status is shown, click the "Open" button**;**
- **Web Server Interface Address:** Displays the IP address and port number, facilitating connection configuration on the client side**;**

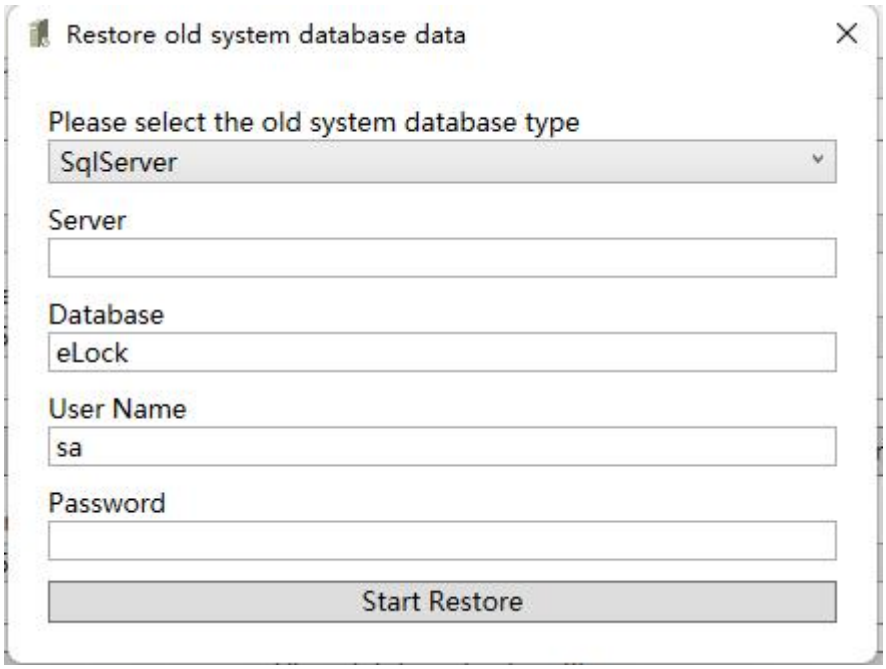
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- **Database Service Status:** If "Running" is not displayed, click the "Start" button**;**
- **Install Client:** If the server and client are on the same computer, you can directly click "Install Client" to proceed with the installation**;**
- **Download Client:** Download the client to a specified directory, then install it or distribute it to other clients**;**
- **Client Download Address:** Copy this address and distribute it to other clients. After downloading and installing the client, no manual settings are required to connect to the web server;
- **View Database Backup Files:** Allows you to check the status of file backups**;**
- **View Logs:** Opens the log directory; open the corresponding log file as needed**;**
- **Check for Updates:** If there is an update in the cloud, you can click to update directly without uninstalling the current version first**;**
- **Restart Application:** Restart the application if an operation exception occurs**;**
- **Exit Application:** Close the system management software；

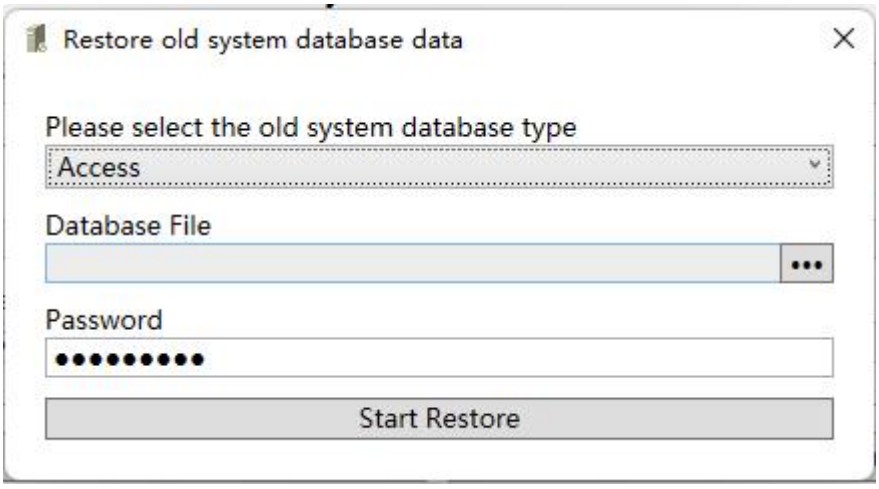
h) Import the old system database: You can import the database of the old door lock software into the new software, enabling a seamless switch between the two

i-1. Click the "Import Old System Database" menu, and the page shown in the figure below will pop up：

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i-2. Select the type of the old database. If it is the **network version**, select **SqlServer**, then enter the server address, database name, username, and password. If it is the **standalone version**, select **"Access"**, and the following page will pop up:



i-3. Select the database file, then enter the password, click "Start Import", and finally complete the process.

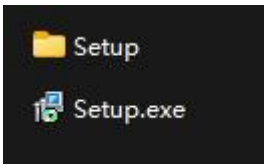
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2.2 Client Installation

a) If one computer is used as the card-issuing terminal, you can directly click "Install Client" to start the installation. For card issuance across multiple computers, click "Copy" to copy the address to the branch computers, paste it into the browser, and press Enter. The page shown in the figure below will then appear：



Click "Download Client". After the download is completed, you will find it in the download location 

， Unzip the file, then click the installer icon 

, Launch the installation； After clicking the SETUP file, the following language selection interface will appear：

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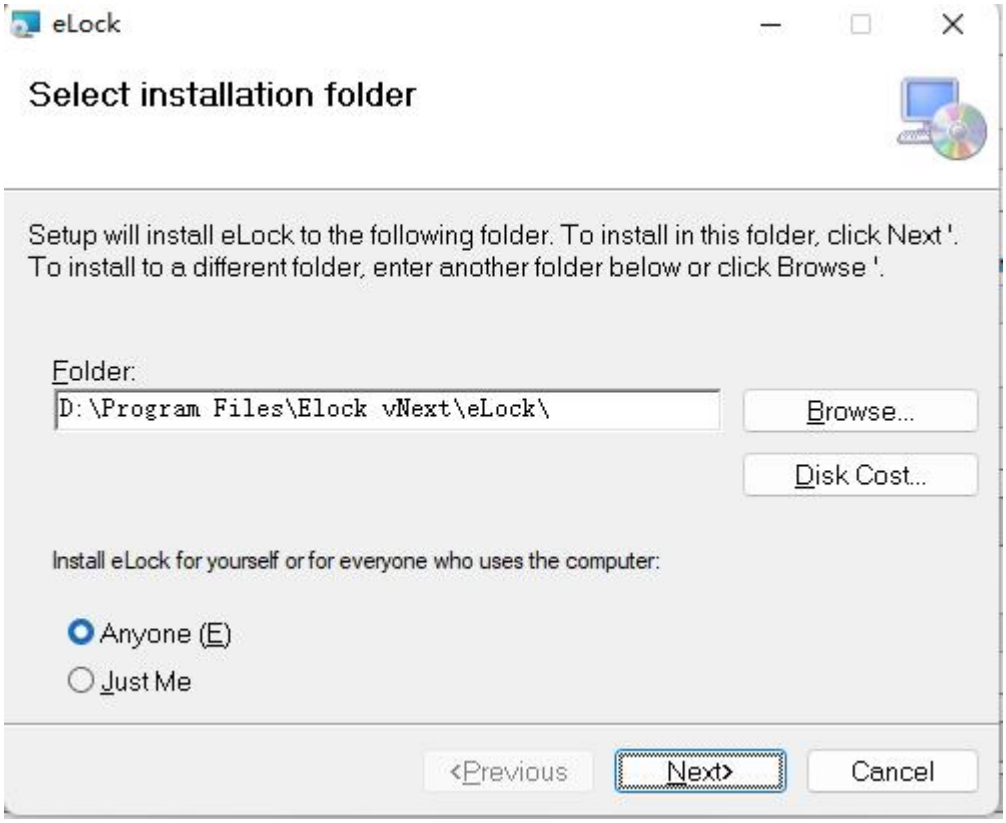


b) After selecting a language, click "OK" to enter the Installation Wizard page, then click "Next" to proceed to the Installation Wizard page, as shown in the figure below：



c) Click "Next" to enter the installation file path setting screen as shown in the figure below：

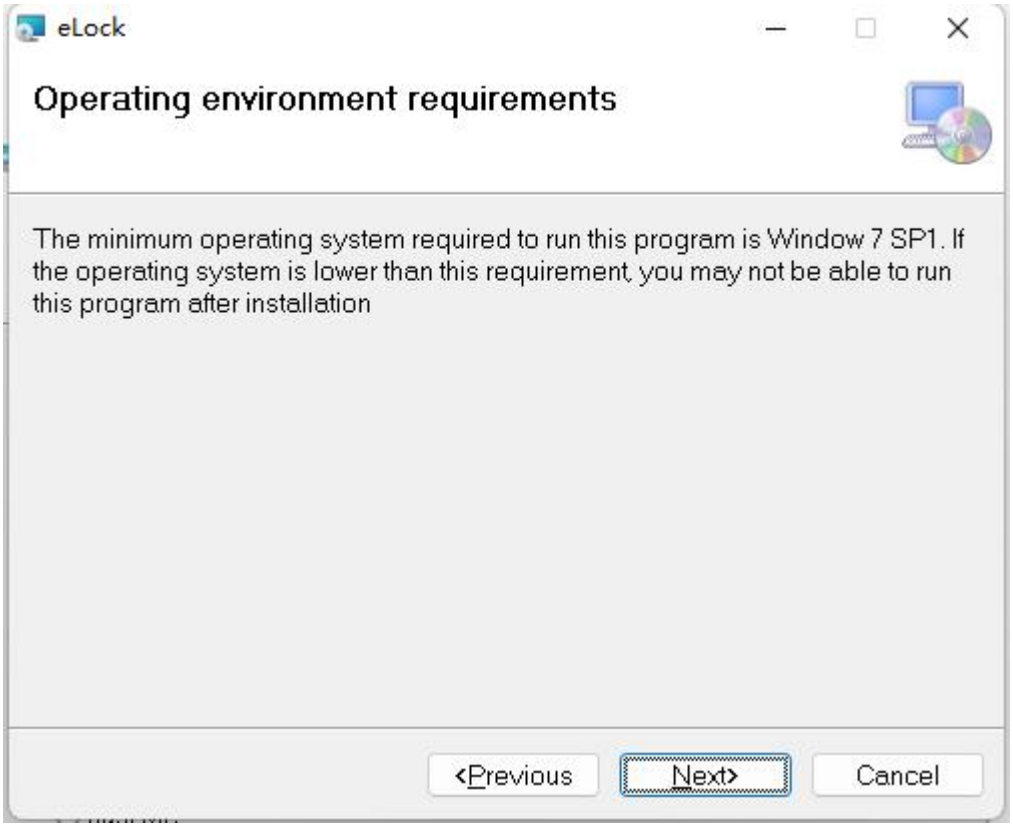
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d) For ease of management and maintenance, it is recommended to install the software in the default path. Alternatively, you can click the "Browse..." button to select a different installation path according to your needs；

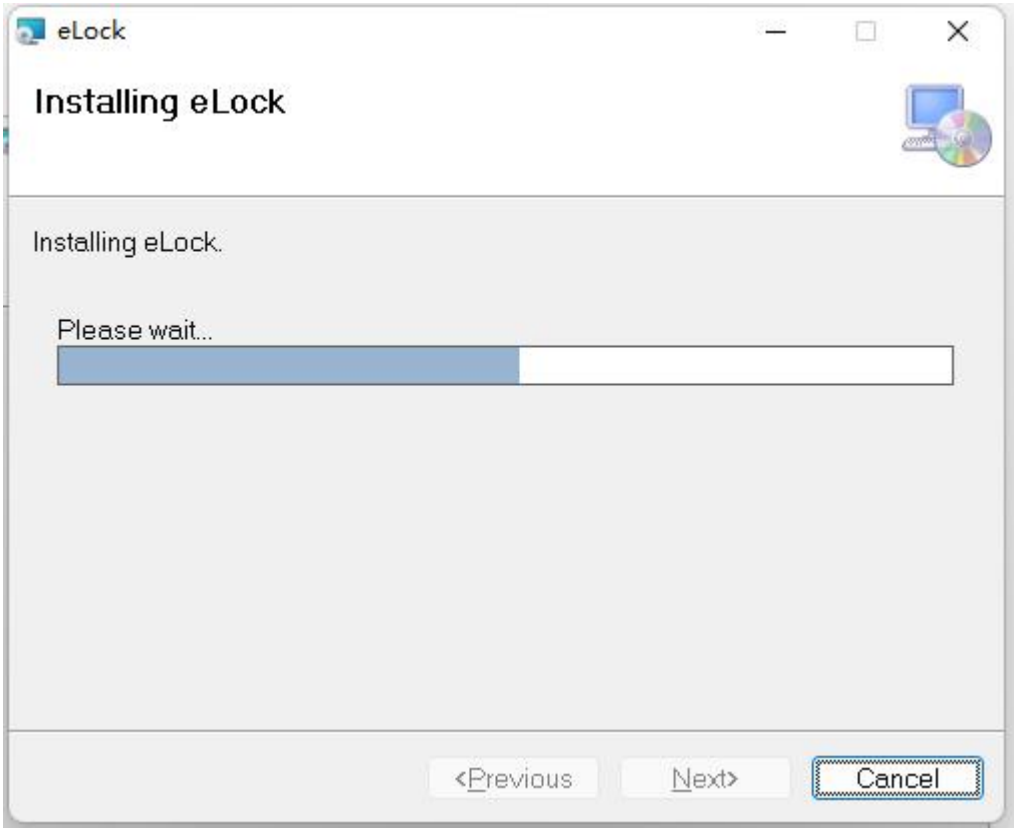
e) Click "Next" to proceed to the Environment Requirements screen：

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f) Click "Next" to start the installation, and the installation will proceed until a prompt indicating "Installation Completed" appears

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After the installation is completed, the client icon will be displayed on the desktop，



，Double-click the icon to access the Door Lock Management System

2.3 Hardware Installation

The card issuer of this system adopts a USB driver-free design, supporting plug-and-play for great convenience.

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When connecting the card issuer to the computer for the first time, Windows will automatically install the driver, and this process takes approximately 1 minute. If the red light of the card issuer is flashing, it indicates that the driver installation has not been completed yet; please wait for a moment. If any installation abnormality occurs (e.g., the card issuer is not recognized), please try plugging it into another USB port

。

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3. Description of the Start Menu



3.1 eLock Door Lock Management System

Click the Start Menu, select "eLock Door Lock Management System → eLock Door Lock Management System", and the eLock Door Lock Management System will launch。

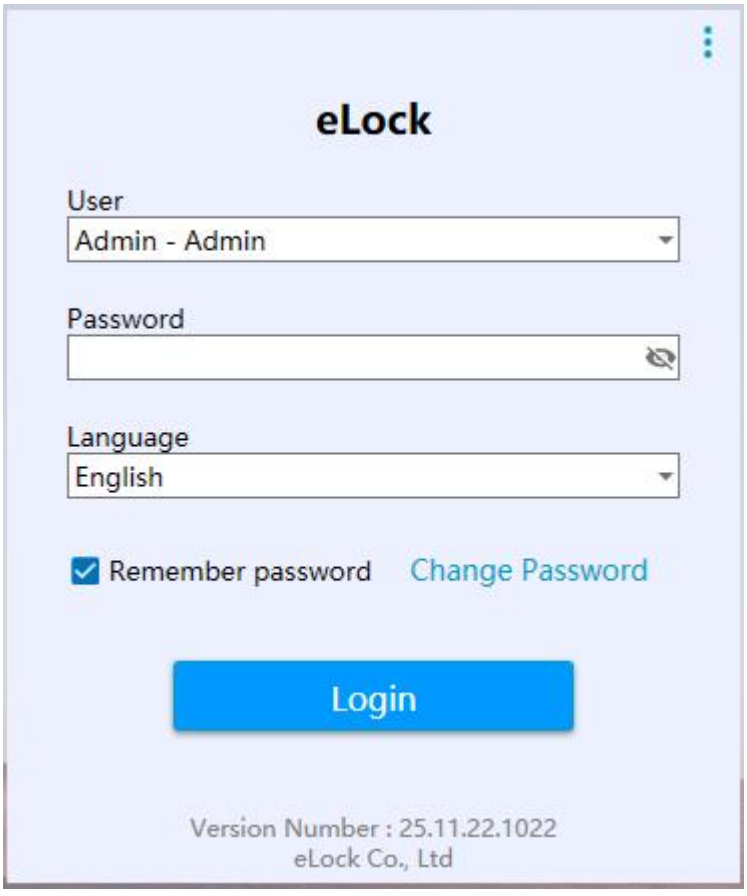
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4. Running the System for the First Time

This section describes some necessary settings that must be configured when running the system for the first time。

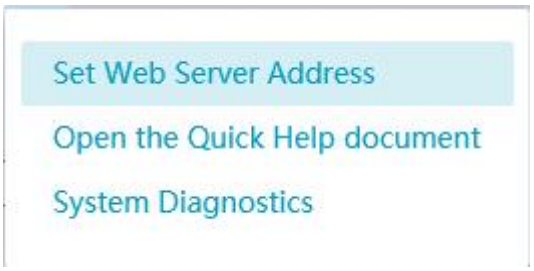
4.1 Login Interface

Click the desktop icon, and the login interface shown in the figure below will pop up：



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You can select the display language by clicking the top-right corner , The following figure will pop up：



- Click "Set Web Server Address", then set the server address in the pop-up window. For the specific address, please refer to section 2.1-h.

- System Diagnosis: After clicking this button, you can view the Admin password as well as information related to the card issuer and authorization card in the cloud backend

To change the login password for the "admin" user, click "Change Password", and the window shown in the figure below will pop up：



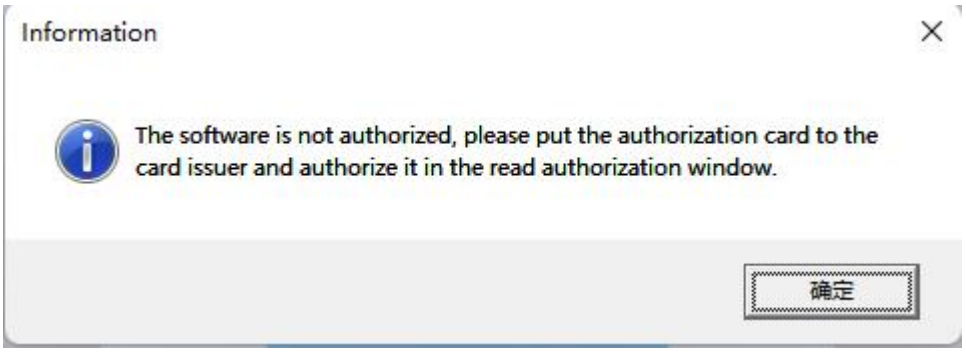
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Enter the old password, new password, and confirm the new password, then click "Confirm" to complete the password change

4.2 Setting Authorization Card Information

4.2.1 Reading Existing Authorization Cards

a) Enter the operator name and password in the login window, then click "Confirm". If you are using a newly installed system for the first time, the following window will pop up：



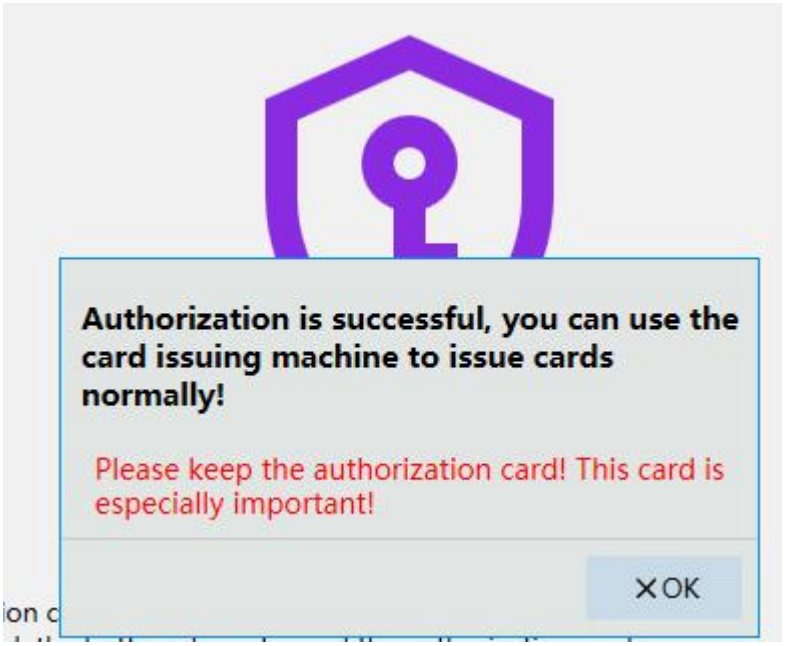
b) Click "Confirm", and the following window will pop up：

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c) At this point, place the authorization card on the card issuer, then click "Read"—the following window will pop up：

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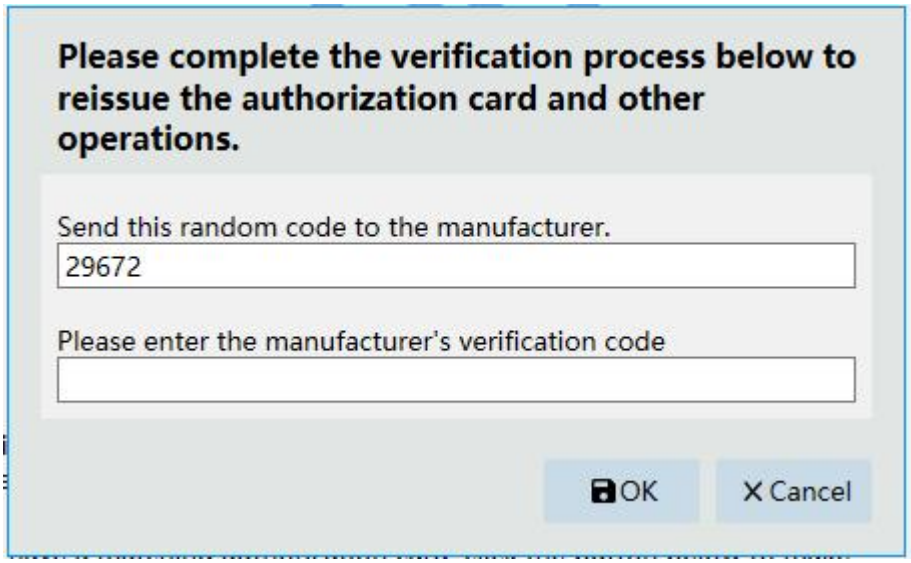


d) Click "Confirm" to access the system's default window；

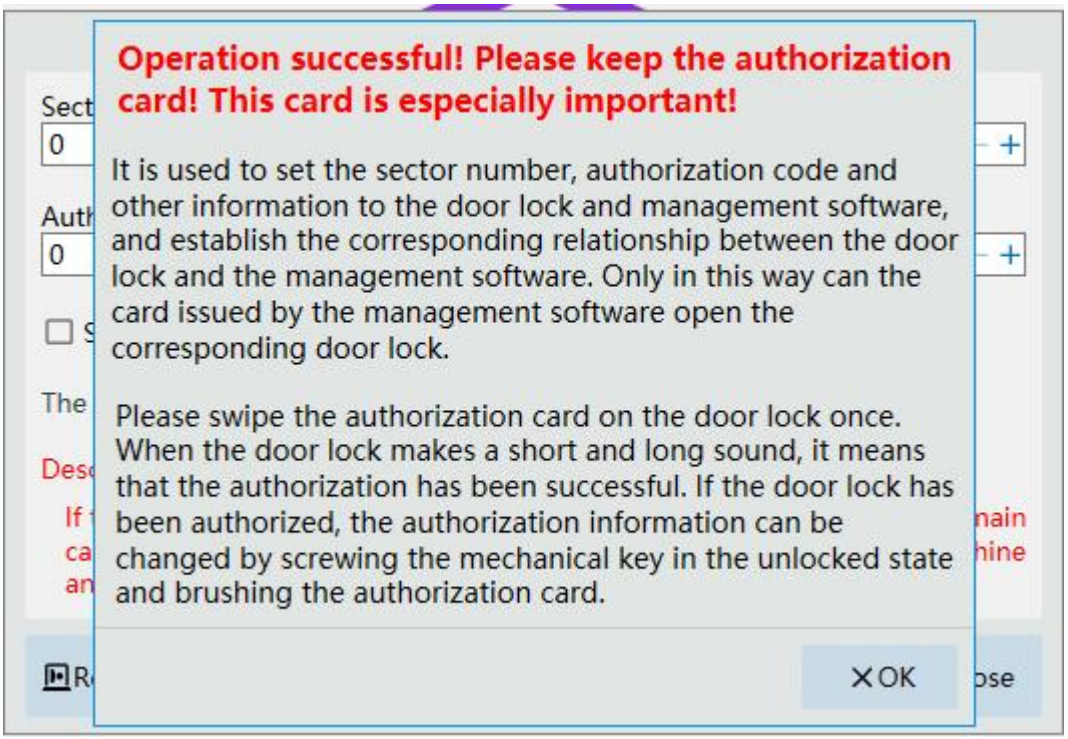
4.2.2 Creating a New Authorization Card (V5 Encoder Reader)

a) If there is no authorization card, you need to create a new one. Click the "Create New Authorization Card" button, and the following window will pop up：

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b) Send the random code to the manufacturer. The manufacturer will generate a verification code. Enter the verification code, place the card as prompted, and click "Confirm"—the following window will pop up：

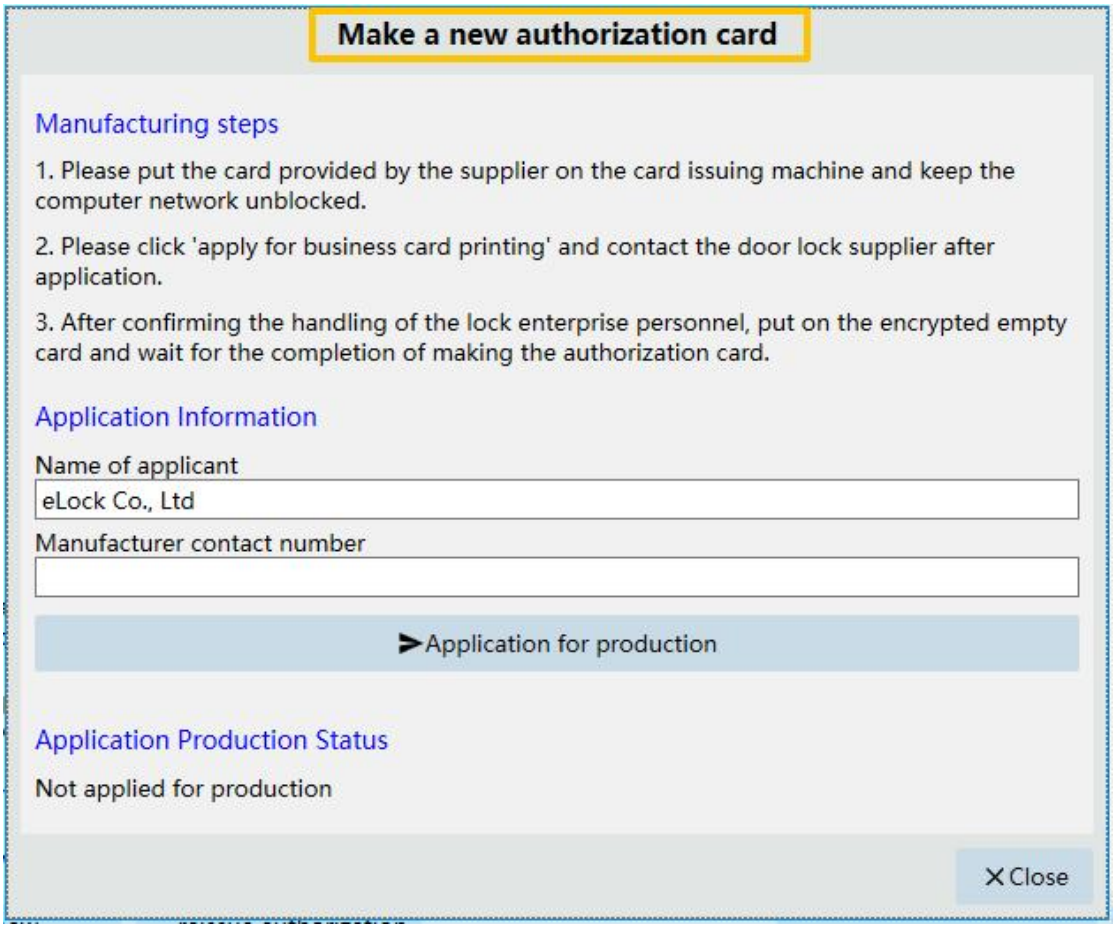


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c) Click "Confirm" to exit the authorization card creation window. Then click the "Read Authorization Card" button again—after a successful reading, you will be able to access the system's default window。

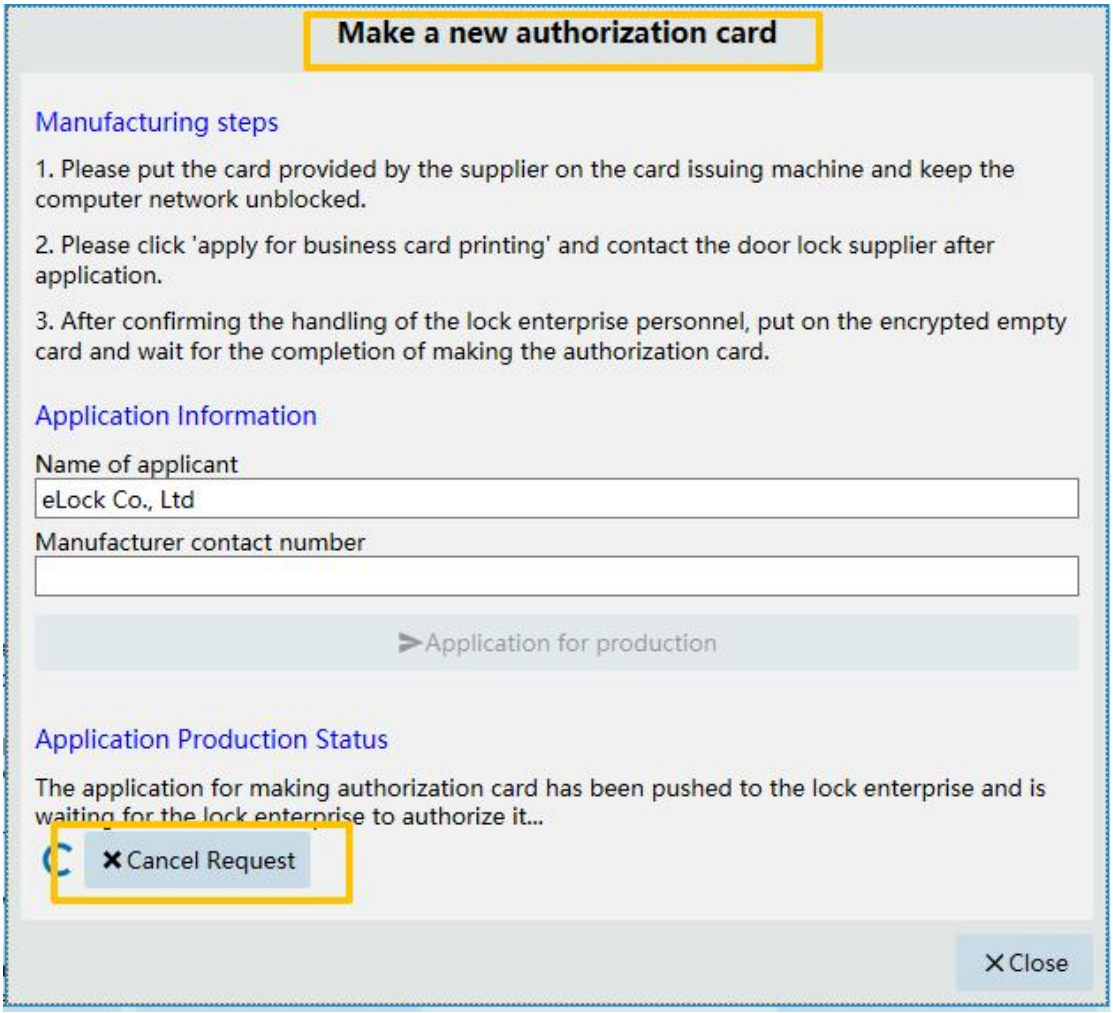
4.2.3 Creating a New Authorization Card (V8 Card Issuer)

a) If there is no authorization card, you need to create a new one. Click the "Create New Authorization Card" button, and the window shown below will pop up：



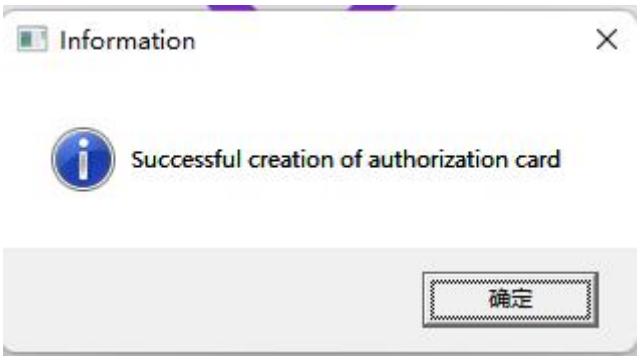
b) Click "Apply for Creation"—the status display of the application for creation will change, as shown in the figure below：

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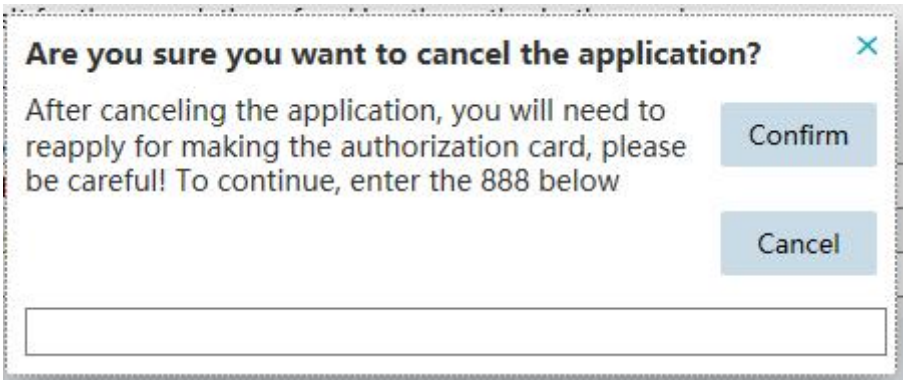


c) Wait for the lock enterprise to complete the authorization. At this time, place the encrypted card on the card issuer. After the lock enterprise successfully authorizes the card, the card issuer will beep once, then a prompt indicating successful card creation will appear, and the system will automatically jump to the authorization card reading page, as shown in the figure below：

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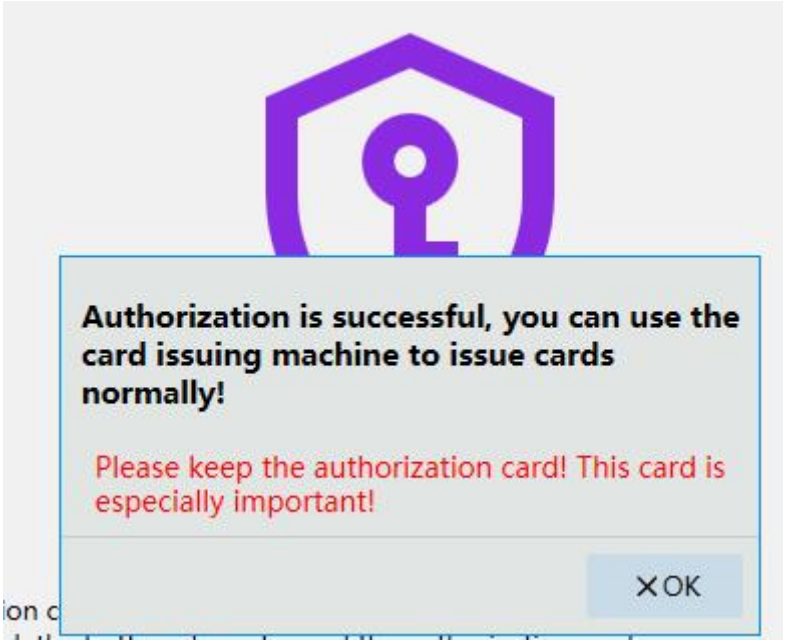
d) If you want to cancel the application at this point, you can directly click "Cancel Application", and the following window will pop up：



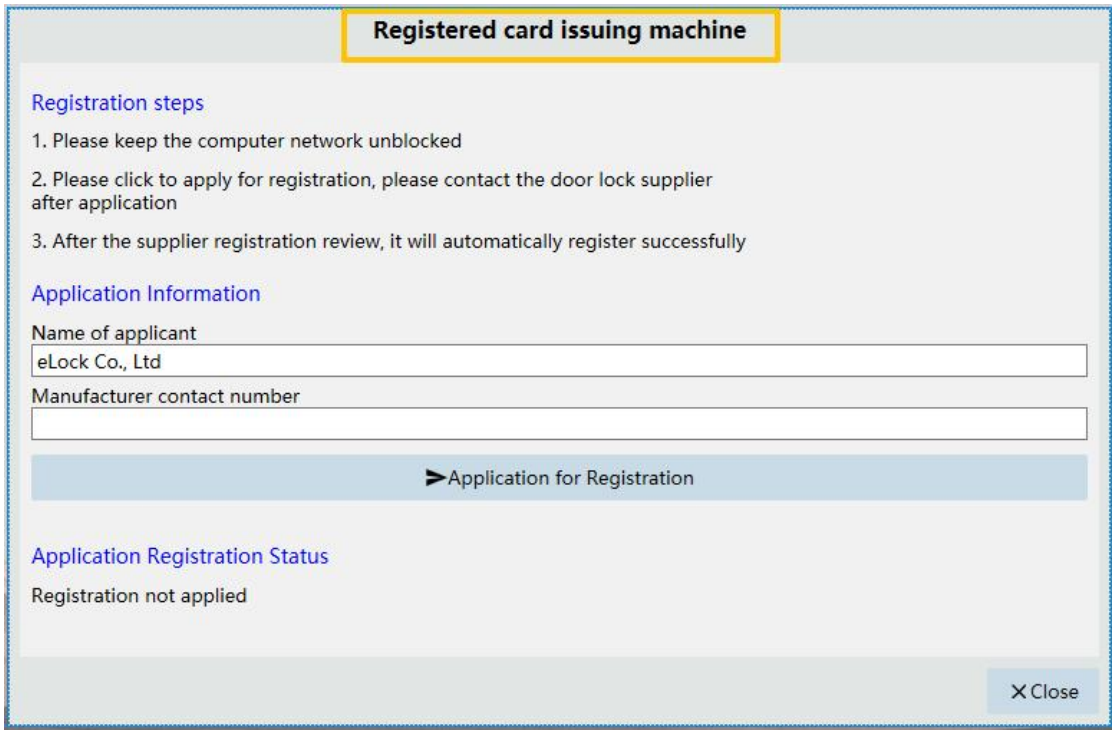
Enter "888" in the text box, then click "Confirm"—this will cancel the application for creating a new authorization card。

e) Click "Read Authorization Card" to enter; the prompt is shown in the figure below：

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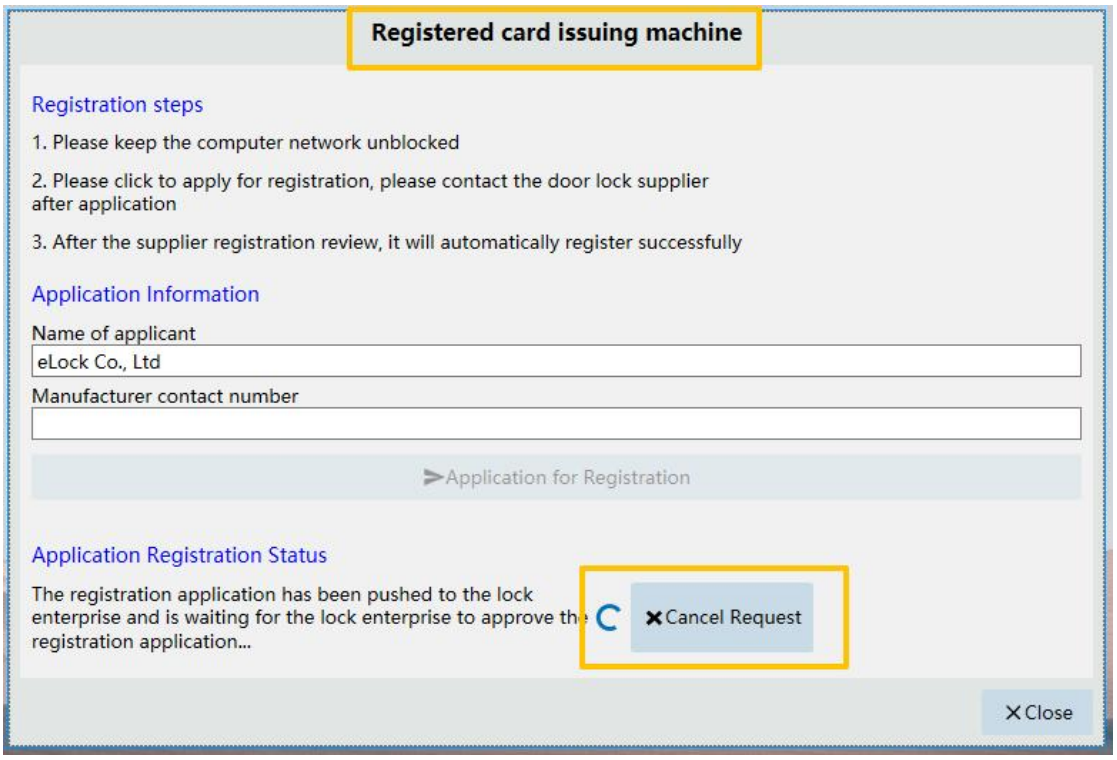


f) Click "Confirm" to enter the Card Issuer Registration window, as shown in the figure below：



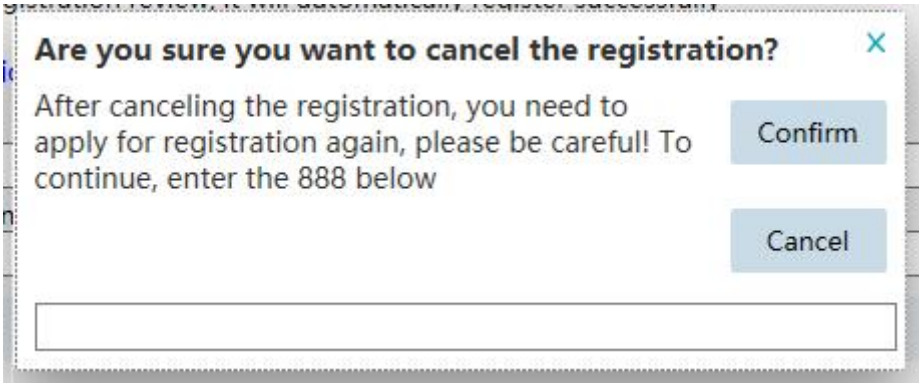
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g) Click "Registration Application", and the registration status will display the registration progress, as shown in the figure below：



h) Wait for the lock enterprise to approve the registration. After the registration is successful, the system will automatically jump to the main interface

i) If you need to cancel the application at this point, click "Cancel Application" and the following (window/prompt) will pop up：



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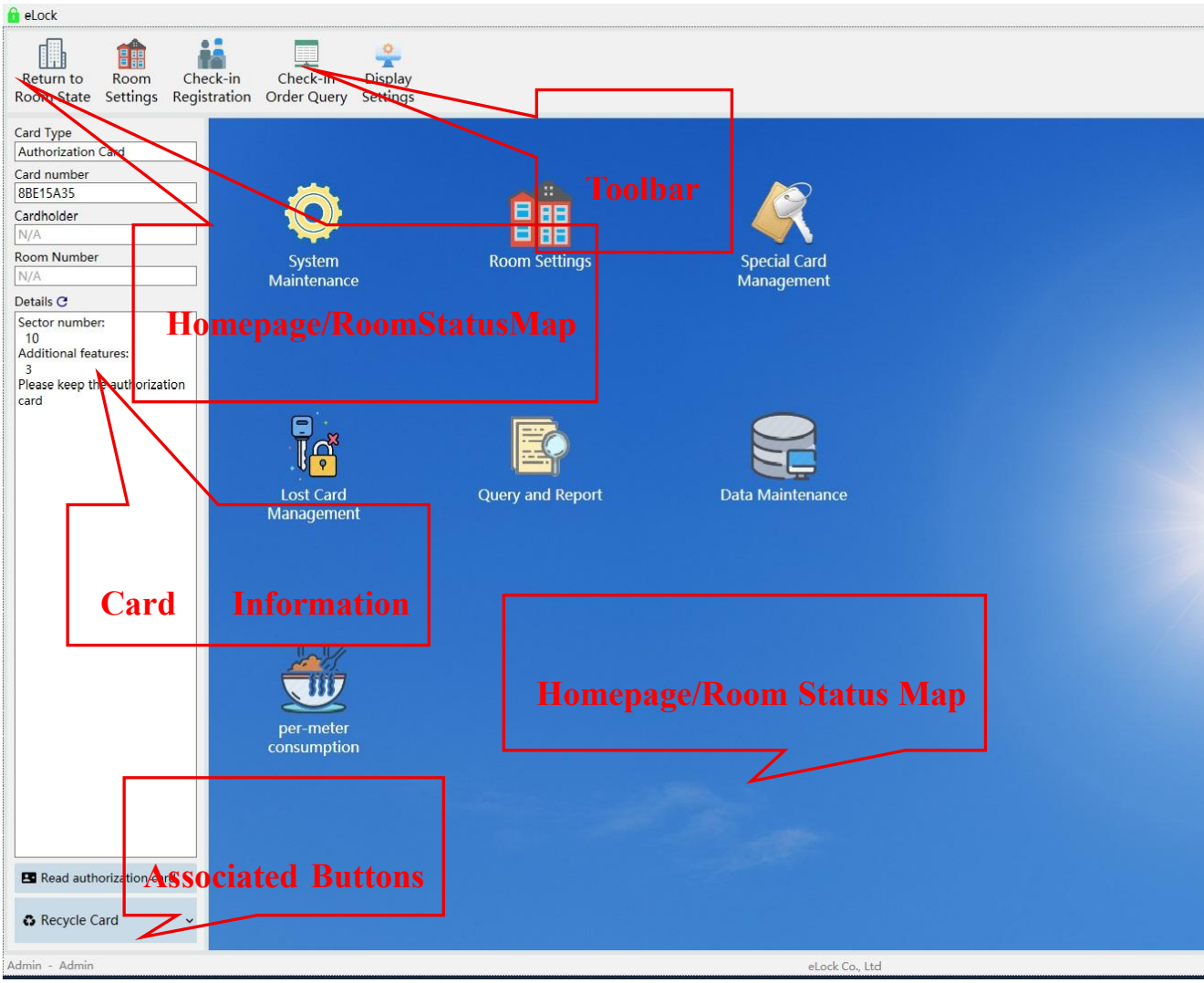
Enter "888" in the text box and click "Confirm"—this will cancel the registration；

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5. System Interface Description

The management software adopts a user-friendly design, and the window layout is optimized to enable efficient and quick room management and card issuance operations。

5.1 Homepage Interface



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【Description】

- **Toolbar**: Contains the most frequently used buttons, including the "Change Operator" button, etc.

- **Homepage/Room Status Map Switch Button**: Used to switch directly between the homepage view and the room status map view.

- **Homepage/Room Status Map Area**: eLock eliminates traditional menus; instead, it groups various functions on the homepage, allowing operations to be performed based on needs and permissions. The other view displays a concise room status map, which is used for front desk reception operations.

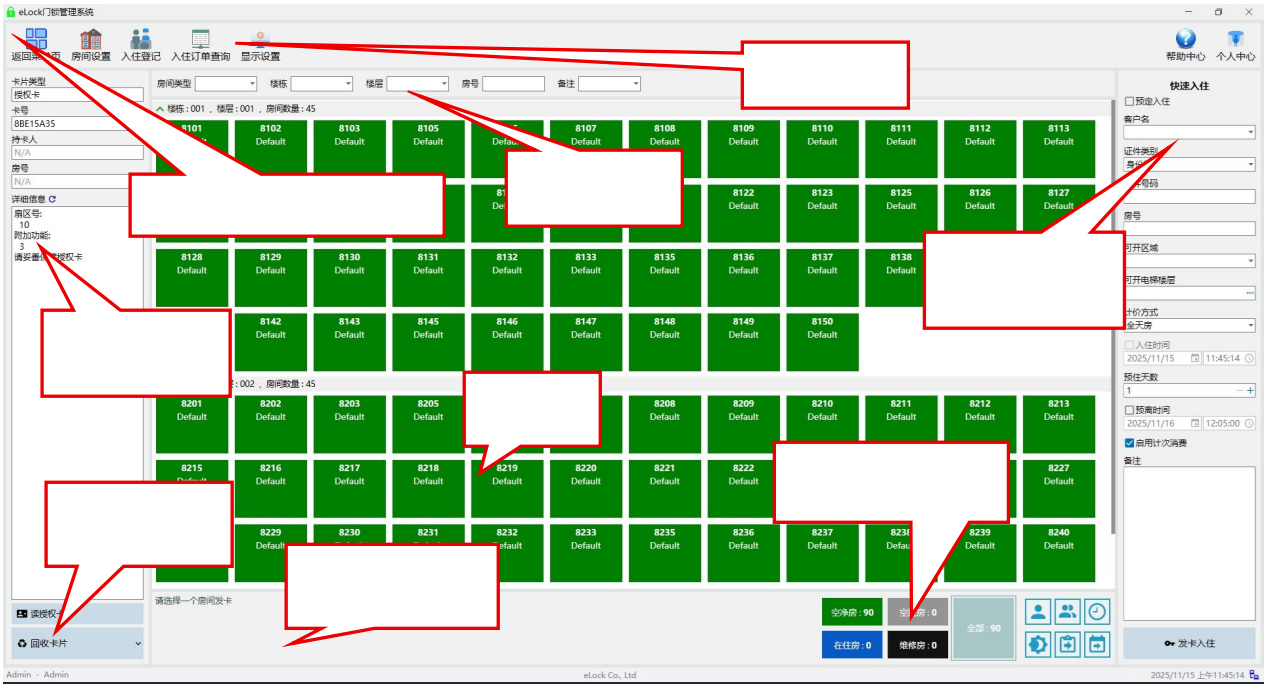
- **Card Information Area**: When a card is placed on the card issuer, various types of card information will be displayed here.

- **Associated Buttons Area**: Normally, only a "Recycle Card" button is available in this area. However, when a card is placed on the card issuer or a liquid crystal (LCD) handheld device is connected, various relevant operation buttons will appear here.；

5.2 Room Status Map Interface

As shown in the figure below：

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5.2.1 Toolbar Description

The toolbar mainly includes the following buttons: Homepage/Room Status Map Switch Button, Room Settings, Check-in Registration, Check-in Information Query, Display Settings, Help Button, etc。

5.2.1.1Homepage/Room Status Map Switch Button

Used to switch back and forth between the Homepage and the Room Status Map。

5.2.1.2 Room Setting

【Function】

Room Type, Building, Area, Room Information Settings。

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【Operation】

a) Click "Room Settings" on the toolbar; for details, please refer to the relevant chapter of "Room Settings"

【Description】

Nothing。

5.2.1.3Check-in

Clicking the "Check-in" button has the same effect as double-clicking the icon of an "Available & Clean Room"; for details, please refer to the relevant chapter of "Front Desk Reception Operations"。

5.2.1.4Check-in Information Inquiry

It is used to inquire about various guest information, including check-in time, expected check-out time, actual check-out time, etc. For details, please refer to the relevant chapter of "Inquiry and Reports"。

5.2.1.5Display Settings

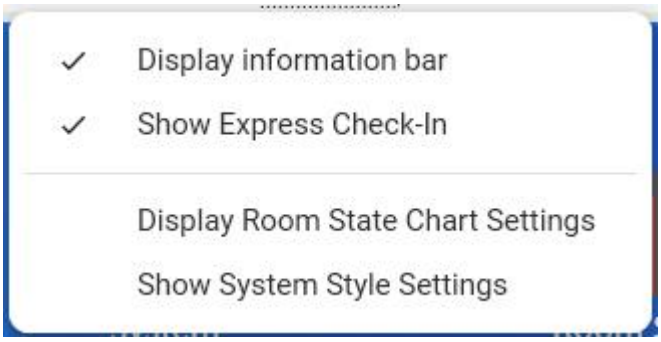
【Function】

Set various display options。

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【Operation】

a) Click "Display Settings" on the toolbar, and the following menu will pop up：

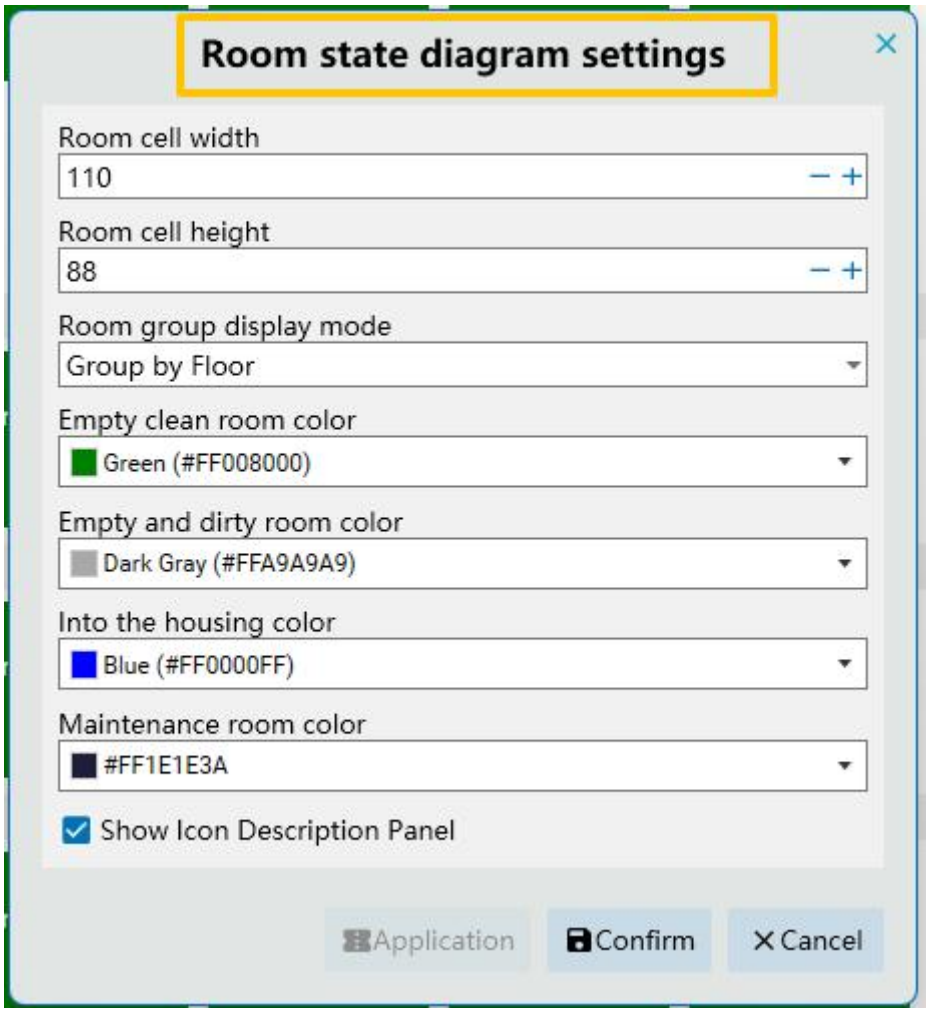


b) The "Information Prompt Bar" controls whether the "Operation Instruction Window" and "Icon Explanation Panel" below the room status map are displayed；

c) "Quick Check-in" controls whether the quick check-in window on the right side is displayed；

d) Click "Room Status Map Settings", and the following settings window will pop up：

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Please test the impact of each option on the Room Status Map by yourself. Pay special attention to the following points：

- The size of room status icons can be customized；
- The font and font size on the Room Status Map can be customized；
- The Room Status Map can be displayed by floor or by building. If there are a large number of rooms on each floor, it is recommended to display by floor; otherwise, display by building；

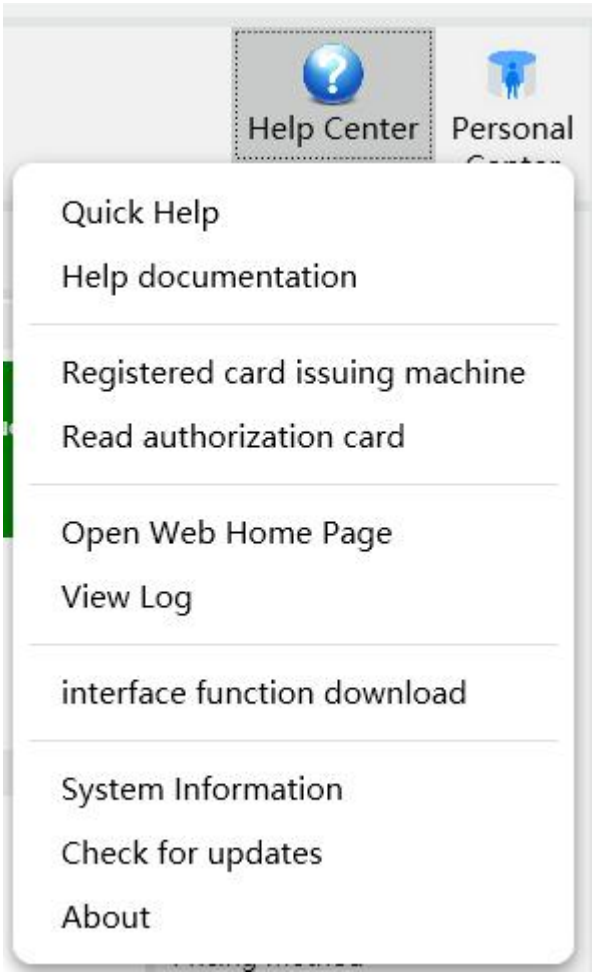
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【Description】

Nothing。

5.2.1.6 Help

The Help button is located on the far right of the toolbar. Clicking the "Help" button allows you to access a range of related functions; while clicking "Quick Help" opens a quick help document. Anyone who is using the system for the first time should read this document to reduce questions during use。



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5.2.2 Filter Criteria

【Function】

Display the room icons that meet the filter criteria。



【Operation】

a) All room statuses are displayed by default；

b) Select the type, building, floor, and remarks, and only the rooms that meet the filter criteria will be displayed in the room status map area；

c) Enter a room number in the "Find Room" window and press the Enter key—the system will automatically locate the first room that meets the criteria and perform the same operation as double-clicking the room icon (e.g., opening the check-in window). Fuzzy search is supported; for example, entering "102" will automatically locate "8102"；

【Description】

Nothing。

5.2.3 Description of Associated Buttons

When a card is placed on the card issuer, the associated button area will automatically display operation buttons related to the card type; the same function is available after connecting a handheld device. This greatly facilitates daily operations—by dynamically

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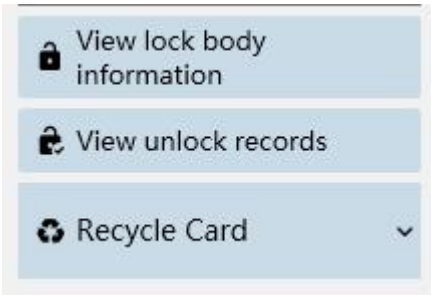
displaying these shortcut operation buttons, there is no need to manually search for function buttons。

- LCD Handheld Device Associated Buttons



For specific operation instructions, please refer to "LCD Handheld Device Operation"。

- Data Card Associated Buttons

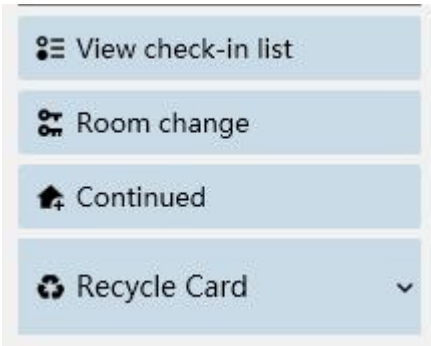


- Note that only the data cards for M1 card door locks have associated buttons, while the data cards for T5557 card door locks do not (this means the lock body information and door opening records of T5557 card door locks must be viewed using a handheld device)。

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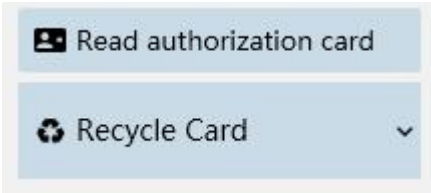
- Note that only Mifare S70 cards can be used to view door opening records (up to 380 latest records), while ordinary S50 cards can only view lock body information and cannot view door opening records。

➢ Guest Card Associated Buttons



These buttons can be used for room changes, extended stays, card retrieval (check-out), viewing guest order information, and more. If you click the "View Guest Order Information" button, a guest order viewing window will pop up; additional operations such as adding a room and reissuing a card can be performed in this window. For detailed information, please refer to the "Front Desk Reception Operations" chapter。

➢ Authorization Card Associated Buttons



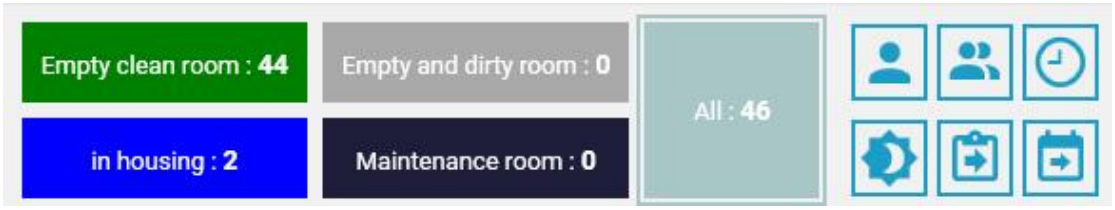
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5.2.4 Operation Instruction Window



This window describes certain information about the currently selected room and specifies the operations that can be performed。

5.2.5 Icon Explanation Panel



- The Icon Explanation Panel provides explanations for various icons and colors in the Room Status Map and can also function as room filtering buttons。
- Click an icon on the panel, and only rooms of the selected type will be displayed in the Room Status Map. Click the "All" button again to resume displaying all rooms。
- Move the mouse cursor over an icon on the panel and hover for a moment—relevant prompts will pop up, as shown in the figure below：

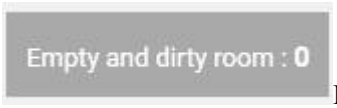


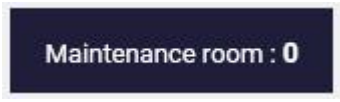
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The explanations of each icon are as follows：

- 

Available & Clean Room: Click to display only available & clean rooms；
- 

Occupied Room: Click to display only occupied rooms；
- 

Room to Be Cleaned: Click to display only rooms to be cleaned；
- 

Out-of-Service Room: Click to display only out-of-service rooms；
- 

All Rooms: Click to display all rooms；
- 
Individual Guest Room: Click to display only rooms occupied by individual guests；
- 
Group Guest Room: Click to display only rooms occupied by group guests；

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-  Hourly Room: Click to display only hourly rooms；
-  Midnight Room: Click to display only midnight rooms；
-  Scheduled to Check Out Tomorrow: Click to display only rooms scheduled to check out tomorrow；
-  Scheduled to Check Out Today: Click to display only rooms scheduled to check out today。

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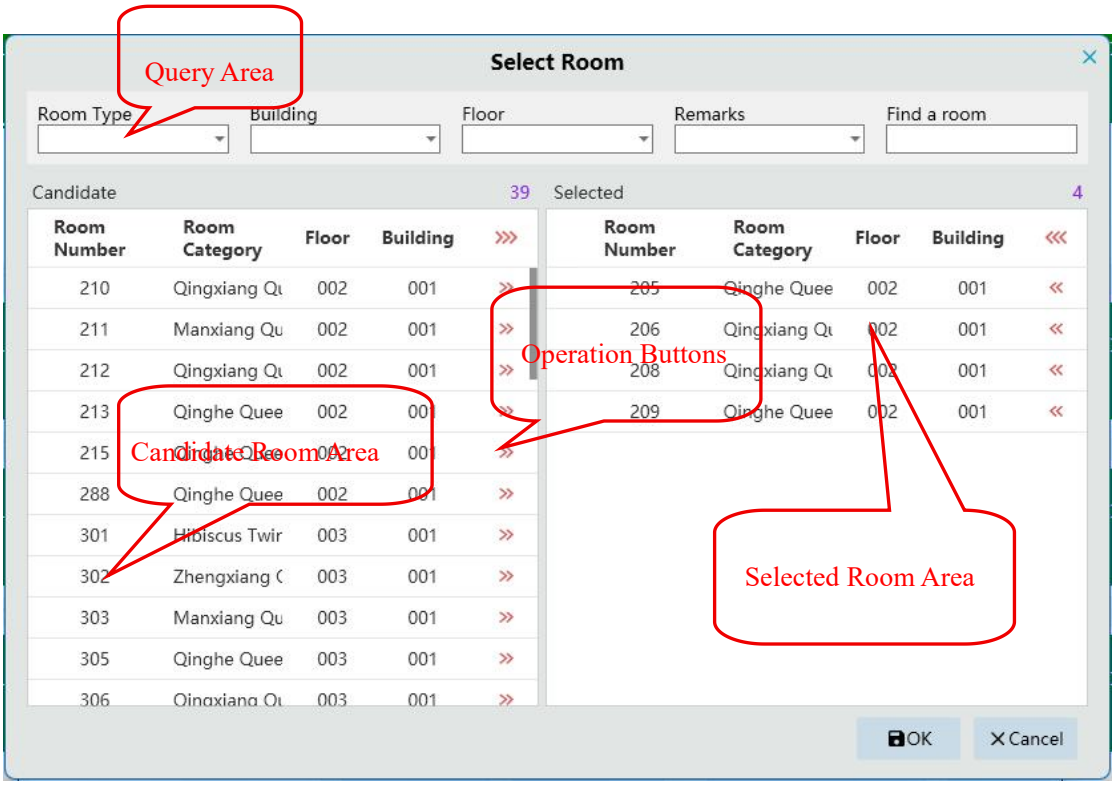
6. Common Operations and Frequently Used Terms

This section introduces some common operations and frequently used terms of the system, with unified explanations provided herein. Similar interfaces described in other chapters will not be repeated。

6.1 Explanation of the Room Selection Interface

Room selection is required in many parts of the system, such as adding a room, issuing multi-door cards, and extending stays. These room selection interfaces share a consistent style and are therefore explained uniformly herein. For similar selection interfaces encountered elsewhere, please refer to the instructions in this chapter。

The room selection interface is shown in the figure below：



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The selection interface is divided into the following areas：

- **Query Area**: Provides search criteria to find records in the Candidate Room Area, and matching results will be displayed in the candidate room list. You can directly enter a room number in the "Find Room Number" text box and press the Enter key to move the first matching candidate room to the Selected Room Area。

- **Candidate Room Area**: Displays rooms that meet the search criteria. If a room meeting the criteria is already in the Selected Room Area, it will not be displayed repeatedly。

- **Selected Room Area**: Displays rooms that have been selected. If you have finished selecting rooms, click the "Confirm" button to complete the operation。

- **Operation Buttons：**

：Move the selected room(s) from the left to the right；

：Move the selected room(s) from the right to the left；

：Move all rooms from the left to the right；

：Move all rooms from the right to the left；

Notes：

1. Each move will add the room(s) to the end of the list；

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2. The Candidate Room Area generally only lists available & clean rooms—occupied rooms, out-of-service rooms, and rooms to be cleaned will not be included。

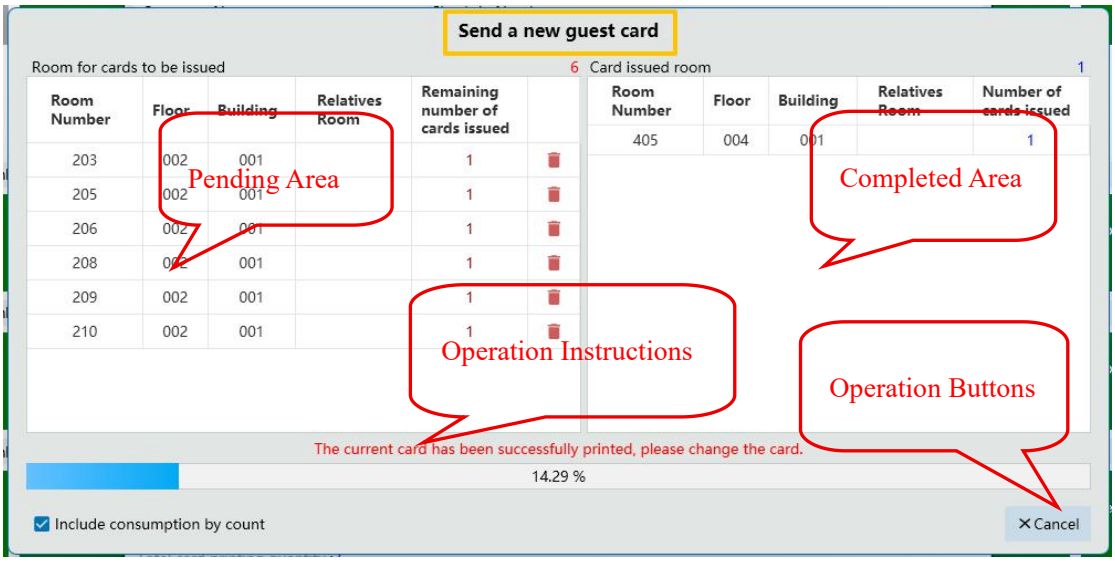
6.2 Explanation of the Automatic Card Writing Interface

The system supports automatic card writing operations, such as issuing guest cards, creating installation cards, checking out, extending stays, and so on。

When performing these operations, if a guest order requires writing data to multiple cards, the automatic card writing interface (as shown in the figure below) will be launched. If only one card needs to be written, the automatic card writing interface will not be activated. These interfaces share a consistent style and are therefore explained uniformly herein。



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The card writing interface is divided into several areas：

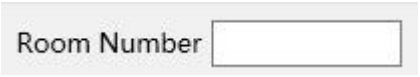
- **Pending Area**: Lists records waiting for card writing. The interface will automatically close when this list is cleared；
- **Completed Area**: Lists records for which card writing has been successfully completed just now。
- **Operation Instructions**: Follow the prompts here to perform operations；
- **Operation Buttons**: These buttons generally target the highlighted blue records in the "Pending Area". You can first click to select a record in the Pending Area, then click the corresponding button to perform the operation。

6.3 Explanation of Operation Methods

This section introduces the commonly used operation methods of the system. Mastering these methods will enable you to use the management system more efficiently and effortlessly。

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6.3.1 Fuzzy Search

In many places of the system where a room number needs to be entered, fuzzy search is generally supported。For example 

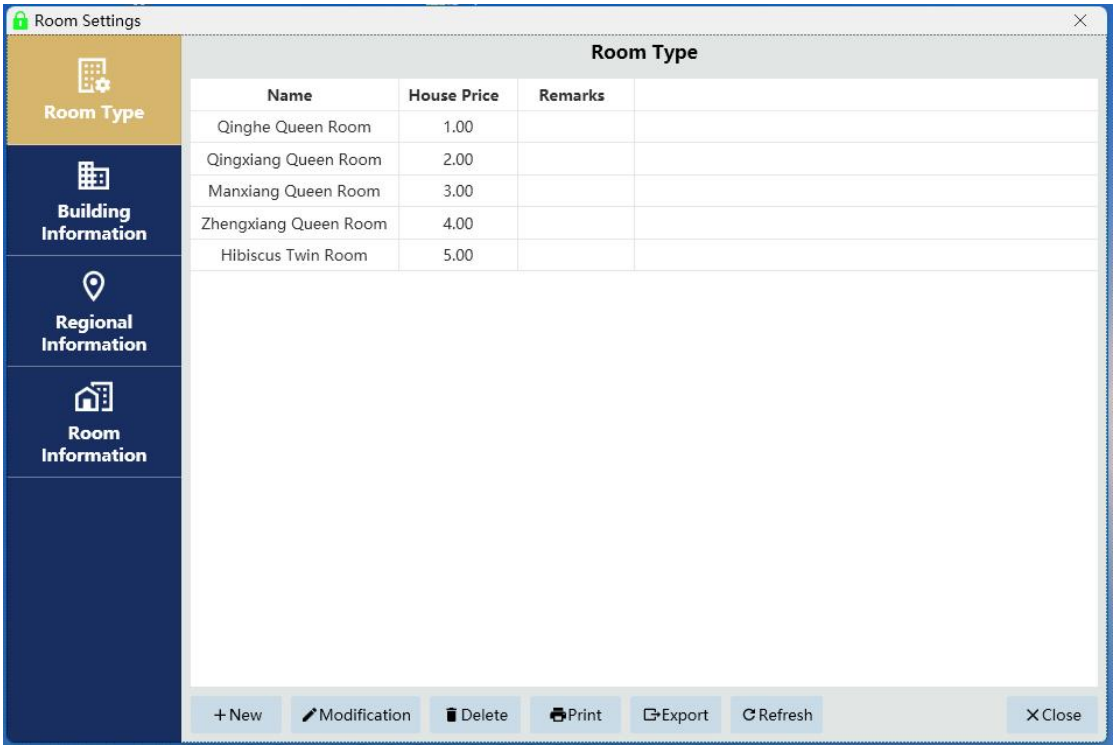
，To find Room 8102, you just need to enter "102" and press the Enter key, and Room 8102 will be automatically selected and located。

6.3.2 Table Editing

In this system, clicking the buttons for adding, modifying, or deleting will trigger corresponding pop-up windows to facilitate saving. For similar table windows, please try clicking directly with the mouse to edit.。

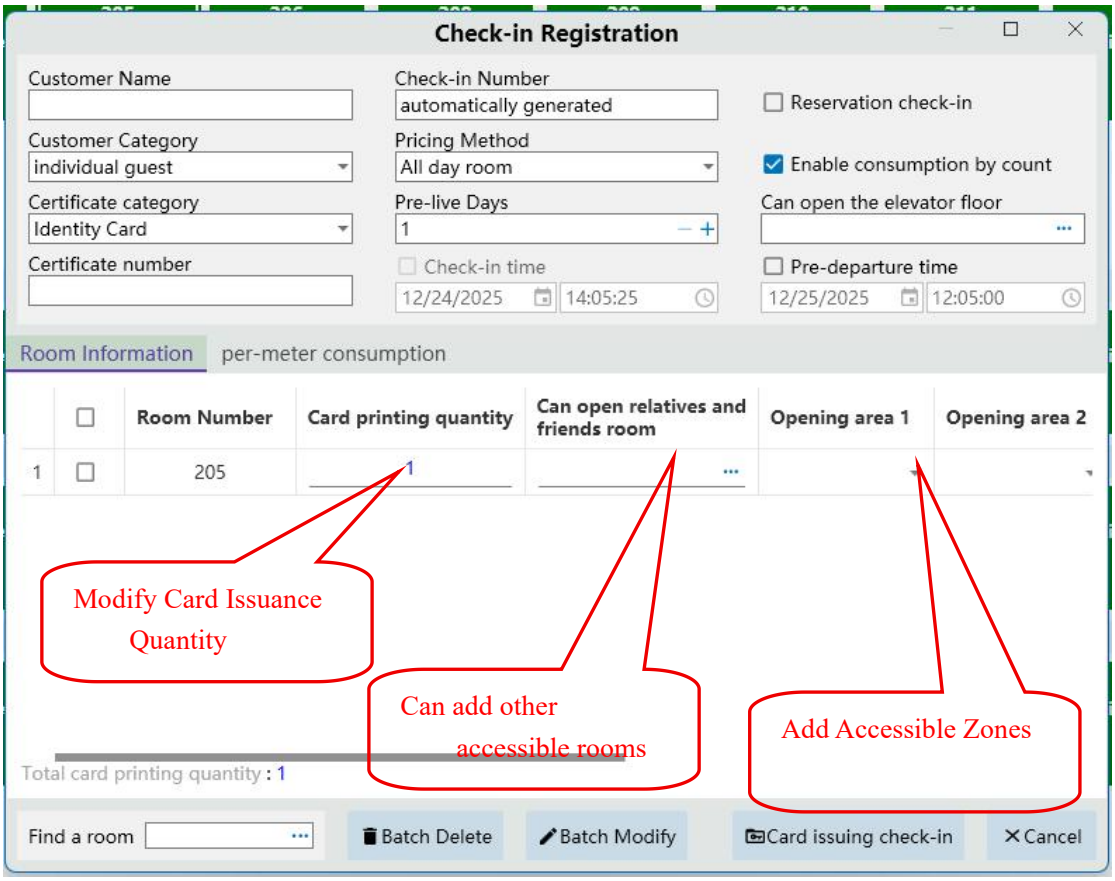
The figure below shows the Room Type Settings interface：

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The figure below shows the Check-in Registration interface：

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6.4 Frequently Used Terms

- **Room Number**: Displayed on the Room Status Map as an identifier, which can consist of numbers, letters, or Chinese characters (e.g., 8102, 20105A)；

- **Lock ID**: The unique identification number of the door lock, which will be written into the access card and configured in the lock. In other words, the interaction between the card and the lock is based on the Lock ID, not the Room Number。

- **Meeting Room (Passage Mode)**: After the door lock or card is set to this mode, the door will not automatically lock after being unlocked by swiping the card. Instead, one swipe unlocks the door, and another swipe locks it；

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7. Front Desk Reception Operations

This chapter details the daily operations for front desk reception staff, focusing on core workflows such as check-in, check-out, and card management—all closely integrated with the smart lock system's access control logic. The operations are designed to be efficient, standardized, and aligned with hotel service standards。

7.1 Room Status Map Operations

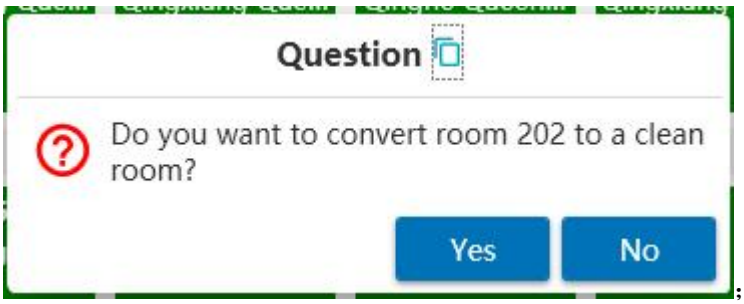
The Room Status Map supports double-click and right-click mouse operations, designed to streamline front desk workflows by providing quick access to core functions without navigating through multiple menus.。

- Double-click operations for various room statuses are as follows：

Available & Clean: Double-click to pop up the Check-in Registration window (see the Check-in Registration chapter for details)。

Occupied: Double-click to pop up the Guest Order View window (see the Guest Order View chapter for details)；

Room to Be Cleaned / Out of Service: Double-click to pop up the Operation Prompt window

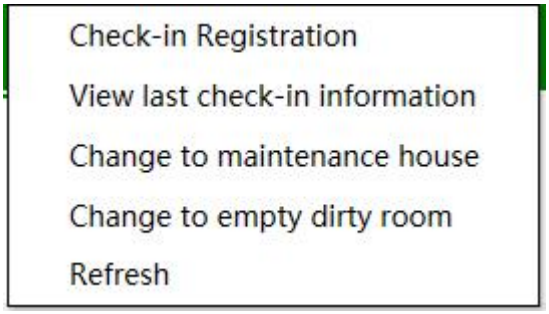


;

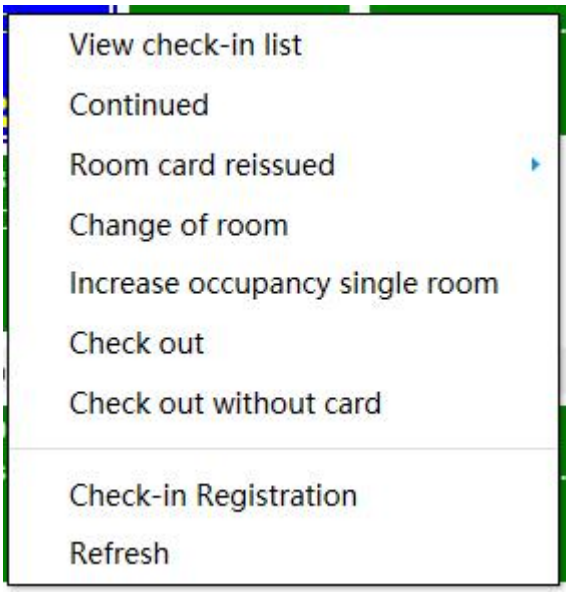
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- The right-click menus for various room statuses are as follows：

The Right-Click Menu for "Clean and Available Rooms"：

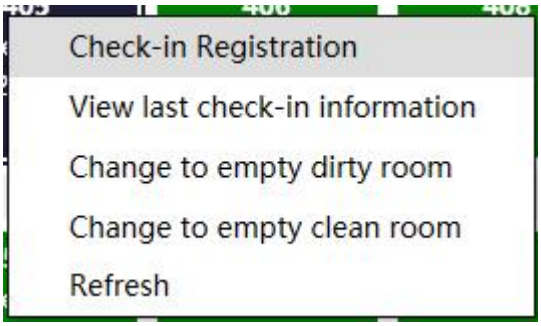


The Right-Click Menu for "Occupied Rooms"：

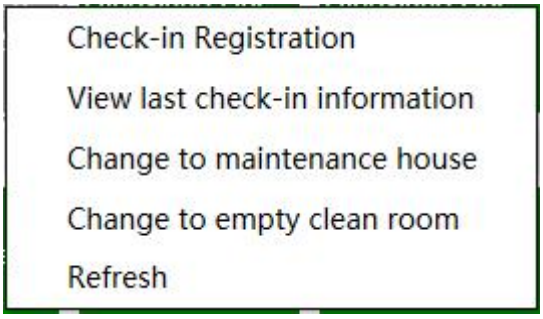


The Right-Click Menu for "Out-of-Service Rooms"：

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The Right-Click Menu for "Rooms to Be Cleaned"：



7.2 Check-In Registration

There are several methods to perform check-in registration, as follows：

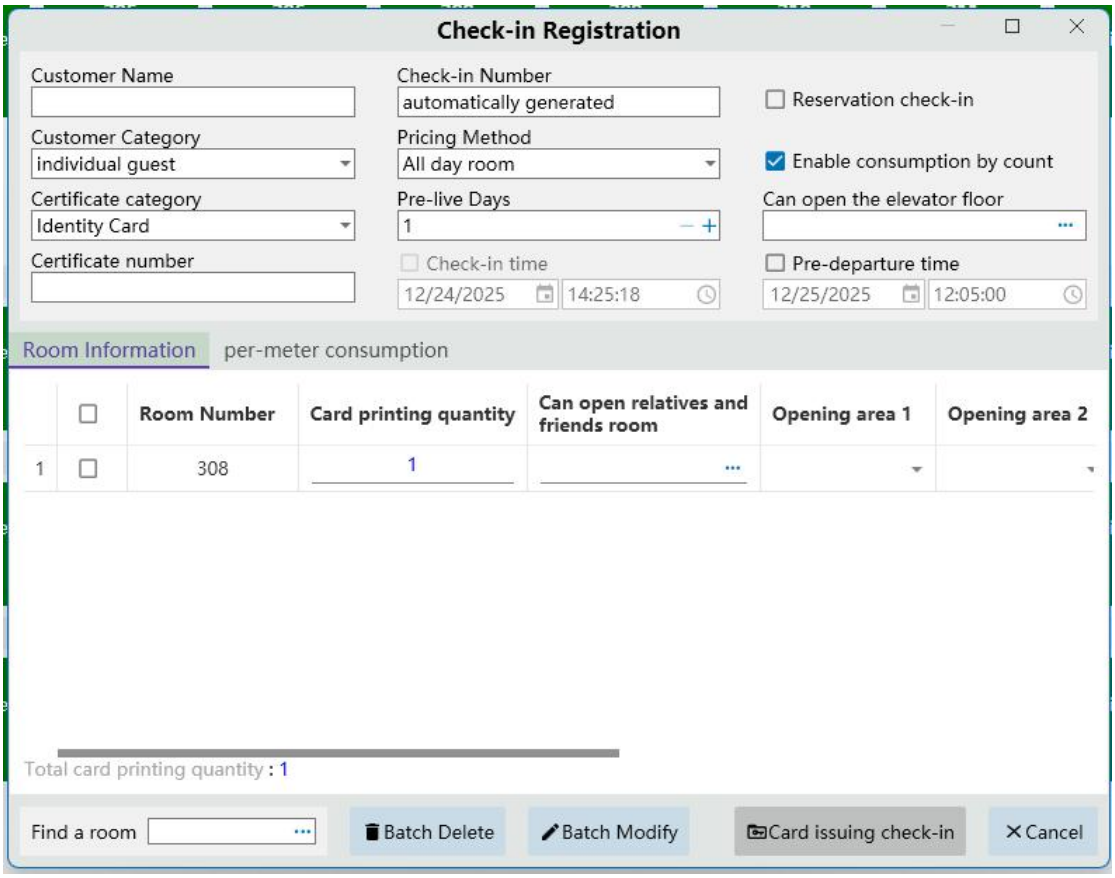
1. Use the mouse to click on a "Clean and Available Room", then click the "Check-In Registration" button in the toolbar；

2. Double-click on a "Clean and Available Room"；

3. Enter the room number in the "Find Room" bar at the top of the room status map, then press the Enter key。

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All three methods mentioned above will bring up the Check-In Registration window as shown below：



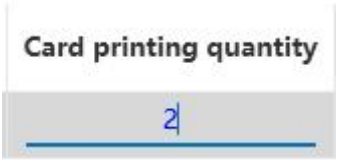
a) Please enter the customer's name, ID number, and length of stay, and select the customer category, pricing method, etc.；

b) Please enter the number of days of intended stay or hours of intended stay (when the pricing method is "Hourly Rate Room"); you can also directly modify the expected check-out time；

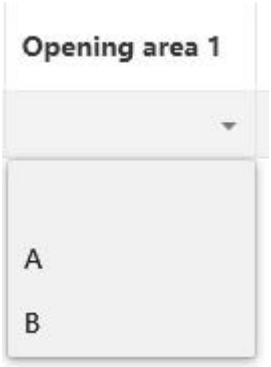
c) If multiple rooms are needed, please click the "..." button next to "Find Room"—you can add multiple rooms at one time；

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d) If you need to modify the number of cards to be issued for a specific room, please make the modification directly in the room information list, as shown in the figure below：

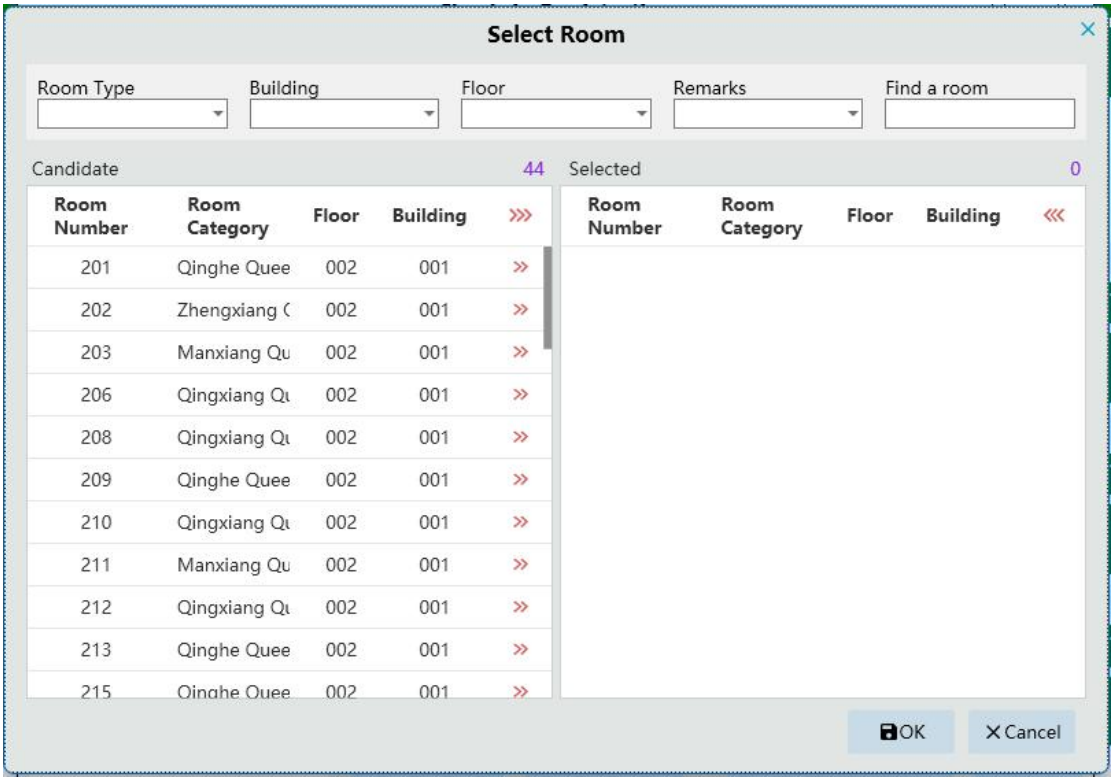


e) If you need to modify the accessible areas for a specific room card, please also make the modification directly in the room information list (Note: The area access function for guest cards needs to be enabled in the following path: Home Page → System Maintenance → System Settings → Advanced Settings), as shown in the figure below：



f) If one card needs to unlock multiple rooms simultaneously, click the "Accessible Guest Rooms" (...) button in the table to select up to three additional rooms, as shown in the figure below：

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g) Finally, click the "Issue Card & Check-In" button to issue the card. If multiple cards need to be issued, an automatic batch card writing interface will pop up; if only one card needs to be issued, the automatic card writing interface will not pop up, and the "Check-In Registration" window will close automatically after the card writing is completed。

h) Description of Buttons in the Automatic Card Writing Interface：



：Cancel the currently selected room in the unfinished area and remove the room from the unfinished area；

7.3 Express Check-In

【Function】

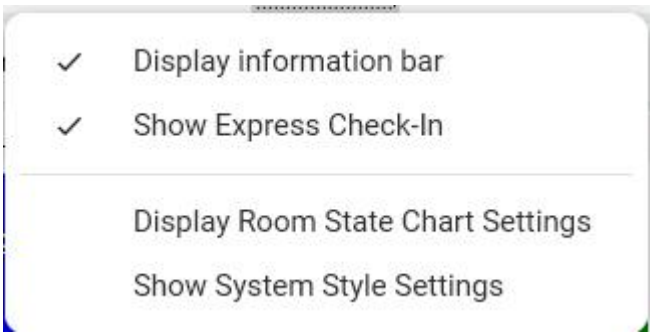
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Express Check-In allows direct card issuance through the sidebar of the main window without using a pop-up window. Its advantage is faster card issuance, while the disadvantage is that it lacks the more flexible and detailed functions of the "Check-In Registration" interface—for example, the most notable difference is that it does not support automatic batch card issuance。

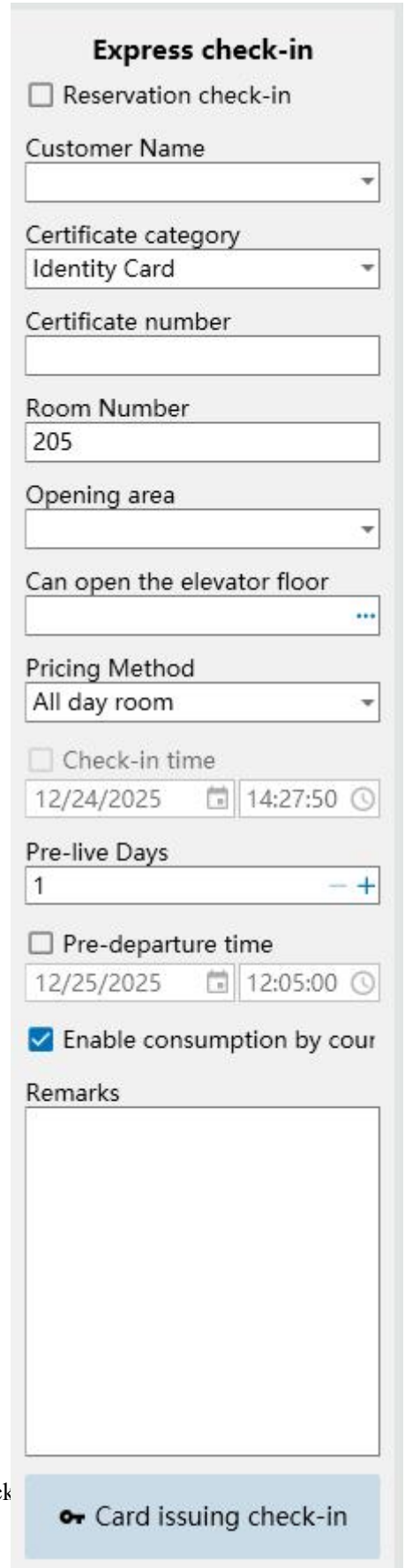
【Operations】

a) Click the "Display Settings" button in the toolbar and check "Express Check-In"; at this time, an Express Check-In sidebar will appear on the right side of the room status map。

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b) Select a room on the room status map interface, or directly enter the room number in the sidebar (supports fuzzy search; press the Enter key after entering the room number)；

c) Enter the pricing method, ID number, expected check-out time, etc., in the sidebar, then click the "Issue Room Card" button to complete the process。

【Description】

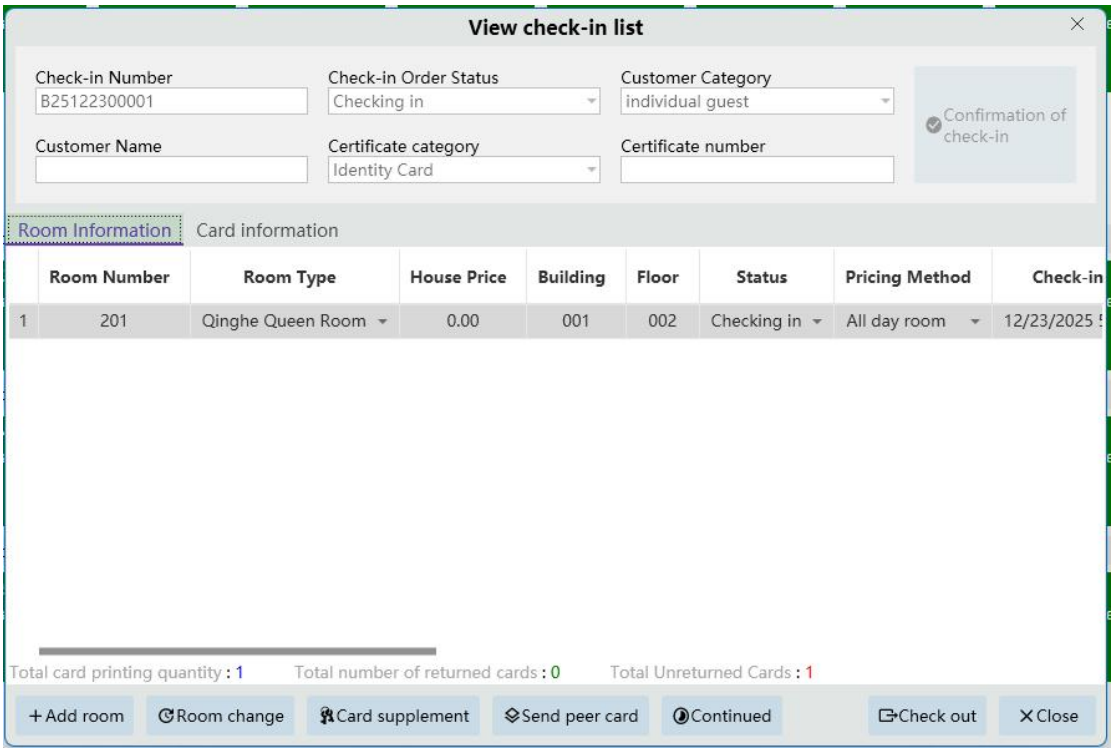
Nothing。

7.4 Check-In Receipt Inquiry

【Function】

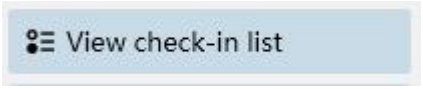
View the information on the check-in receipt and perform operations on the guest reservation such as additional room booking, room card replacement, room change, stay extension, issuing accompanying guest cards, and check-out；

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【Operations】

There are several methods to view guest reservation information, as follows：

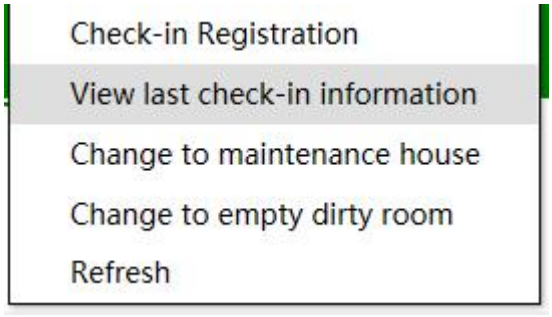
- Place the guest card on the card issuer and click the Associate button 

;

- Double-click the room status icon of an "Occupied Room"；

- For "Rooms to Be Cleaned", "Clean and Available Rooms", and "Out-of-Service Rooms", right-click the room status icon and then click "View Last Check-In Information" in the right-click menu

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【Description】

For operations related to guest reservations (such as additional room booking, room card replacement, etc.), please refer to the relevant chapters。

7.5 Extra Bed Service

【Function】

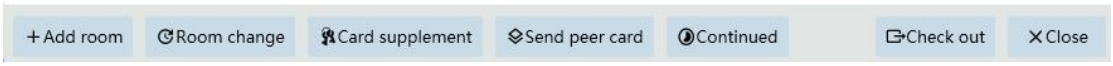
If the guest needs to add an additional room, room addition processing is required. There are two methods：1.Handle it directly as a new guest reservation and issue a new guest card. This method is simple but inconvenient for statistics, check-out processing, etc.； 2.Add the room to the guest's existing reservation, treating it as part of the same reservation as the previously issued card(s). This method facilitates inquiry and statistics, among other operations 。 The first method will not be elaborated on here; only the second method is introduced below。

【Operations】

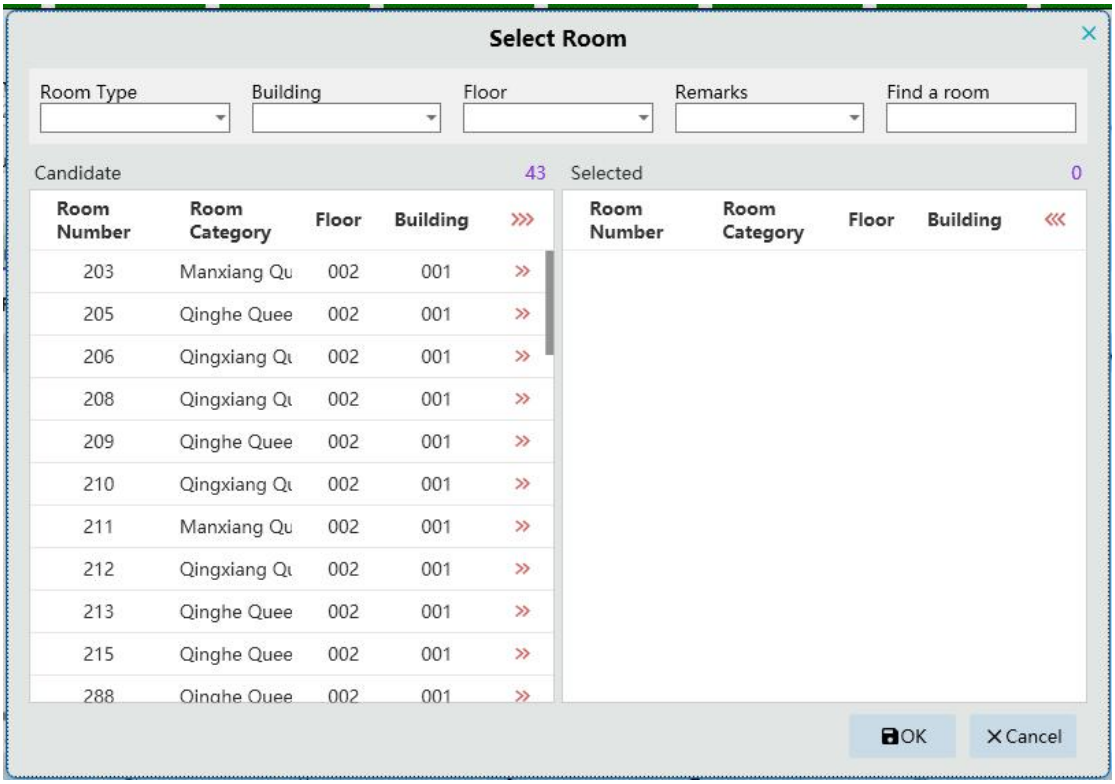
a) Open the "Check-In Receipt Inquiry" interface; refer to the relevant chapter for the method;

b) Click the "Add Room" button

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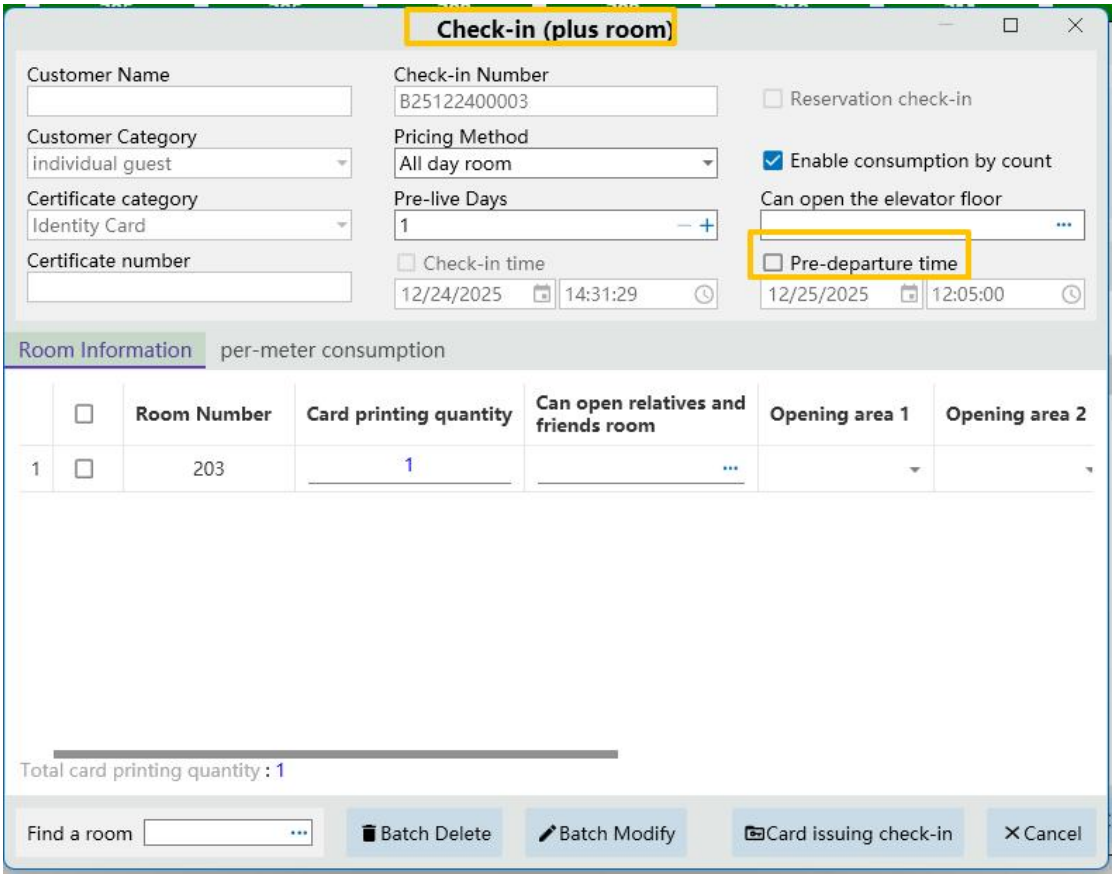


c) A room selection window will pop up, as shown in the figure below。



d) Select one or more rooms, then click the "Confirm" button—an "Check-In Registration (Room Addition)" window will pop up

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e) Note that only the expected check-out time, etc., can be modified at this time; customer information cannot be changed. After confirmation, click the "Issue Card & Check-In" button to complete the process。

【Description】

Nothing。

7.6 Room Change

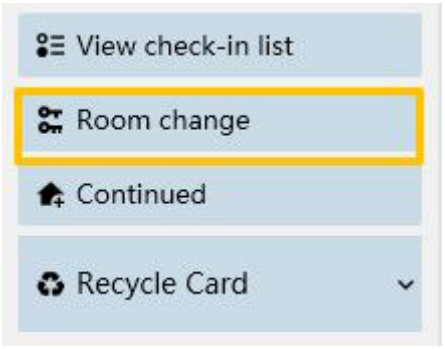
【Function】

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To change a room for a guest, the simplest method is to process the check-out for the original room card and then issue a new guest card. The system also provides a dedicated "Room Change" operation button, which greatly facilitates the room change process. Additionally, the guest reservation record will document the room change information for easy inquiry。

【Operations】

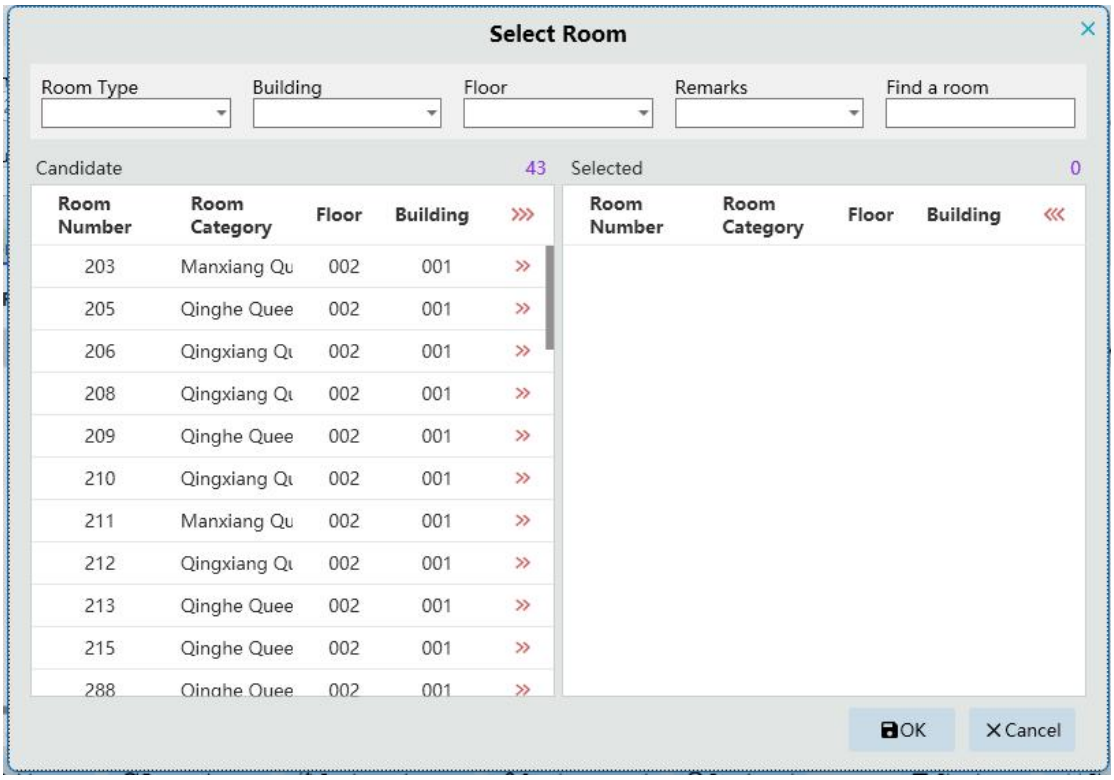
a) Place the guest card for the room change on the card issuer—at this time, an Associate button will appear in the lower left corner of the window



b) Click the "Room Change" button within the Associate button；

c) A room change selection window will pop up, as shown in the figure below：

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d) Select the new room and click the "Confirm" button to complete the room change operation。

【Description】

Nothing。

7.7 Check-Out

【Function】

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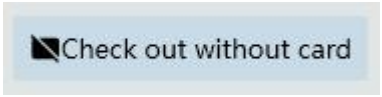
When the guest is leaving the hotel, check-out processing is required. On one hand, the room status on the room status map should be updated to "Room to Be Cleaned"; on the other hand, the room card needs to be processed for recycling。

【Operations】

a) Place the guest card for check-out on the card issuer；

b) Click the "Recycle Card" button—this will erase the card (rendering it blank), and the room status will be automatically updated to "Room to Be Cleaned"；

c) If there are multiple guest cards linked to the same reservation, an automatic card writing interface will pop up after clicking the "Recycle Card" button. Explanations for the buttons on this interface are as follows：



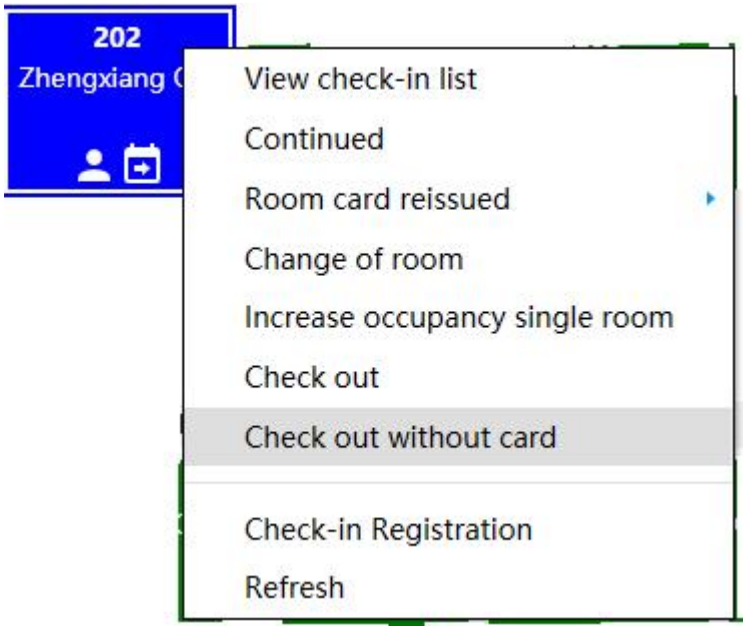
：For scenarios where a guest card is lost. The room status will be updated to "Room to Be Cleaned, but since the card is not physically returned for recycling, it can still be used to unlock the door；



：Cancel the check-out process for the currently selected room and remove the room from the unfinished area；

d) If the guest checks out without settling the bill (skipped check-out) or loses the guest card, a cardless check-out must be performed for the room (otherwise, the room will remain marked as "Occupied" permanently, which is inconvenient for management). To do this：

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e) After completing a cardless check-out, the original guest card is not recycled and can still unlock the door (if within its validity period). To invalidate the original card, you need to either swipe a check-out card on the corresponding door lock or issue a new guest card and swipe it on the lock—this will deactivate the previous guest card's access。

【Description】

Important Note: After a cardless check-out, the original guest card remains functional for unlocking the door. You must take measures to disable it, such as。

- Swiping a check-out card on the door lock;
- Issuing a new guest card and swiping it on the lock;
- Reporting the card as lost (not recommended).

Of course, if the guest card has already been retrieved, you can still perform a cardless check-out to reduce workload—you may even enable the "Automatic Cardless Check-Out" function.

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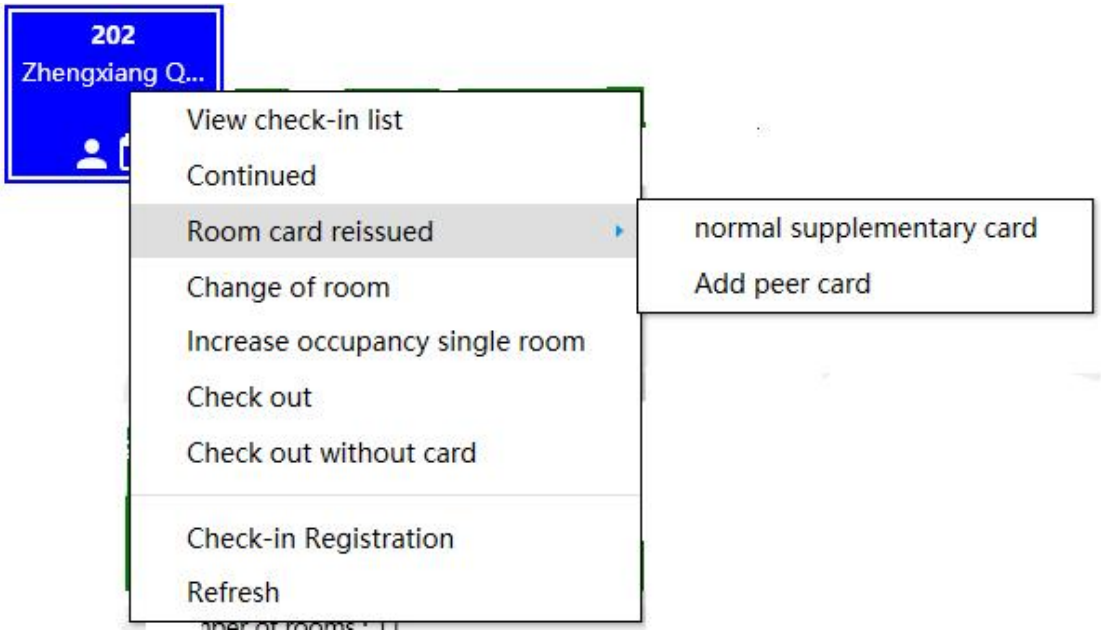
7.8 Room Card Replacement

【Function】

If a guest loses their guest card or needs an additional guest card, a room card replacement operation can be performed。

【Operations】

a) Right-click the icon of the room requiring a card replacement—this will bring up the following right-click menu：



b) Click the "Reissue Room Card → Normal Replacement" button in the right-click menu; a Room Card Reissue interface will pop up：

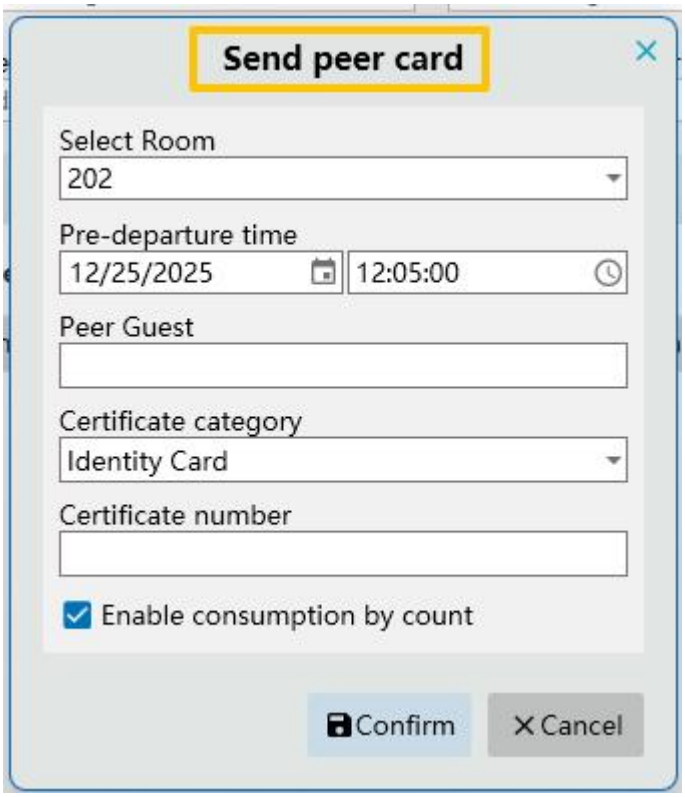
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c) Here, you can also select other rooms under the same reservation for card replacement and set the number of cards to issue. Click the "Confirm" button to complete the replacement operation。

d) Click the "Reissue Room Card → Add Accompanying Guest Card" option in the right-click menu; an Accompanying Guest Card Issuance interface will pop up：

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e) Click the "Confirm" button to complete the accompanying guest card issuance. This card can unlock the door simultaneously with other guest cards for the same room。

【Description】

Important Note: Pay special attention to the "Deactivate Previous Cards" checkbox.

- If checked: The check-in time of the reissued guest card will be set to the current time. After swiping the new card on the door lock, all previous guest cards will be deactivated (unable to unlock the door).

- If unchecked: Previous guest cards will not be deactivated, enabling the "one room with multiple cards" function。

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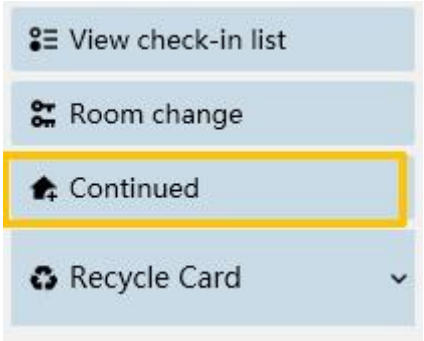
7.9 Stay Extension

【Function】

Update the expected check-out time of the guest card。

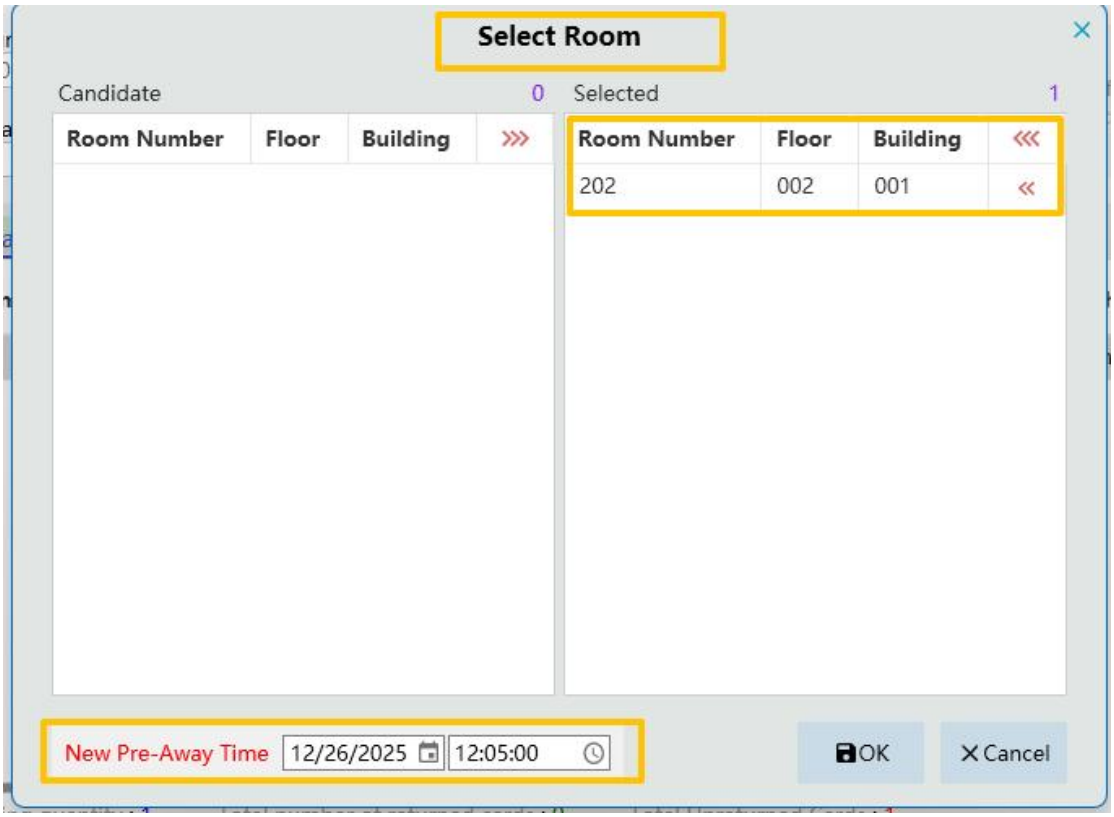
【Operations】

a) Place the guest card for stay extension on the card issuer—this will display the following Associate button：



b) Click the "Stay Extension" button within the Associate button; the following Stay Extension interface will pop up：

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c) Set the new expected check-out time (by default, the card's current expected check-out time is extended by one day). If there are multiple rooms under the same reservation, you can process their stay extensions simultaneously。

d) Click the "Confirm" button—an automatic card writing interface for stay extension will pop up to complete the stay extension operation；

e) Explanation for the button on the automatic card writing interface：



：Do not process the stay extension for the currently selected room and remove the room from the unfinished area；

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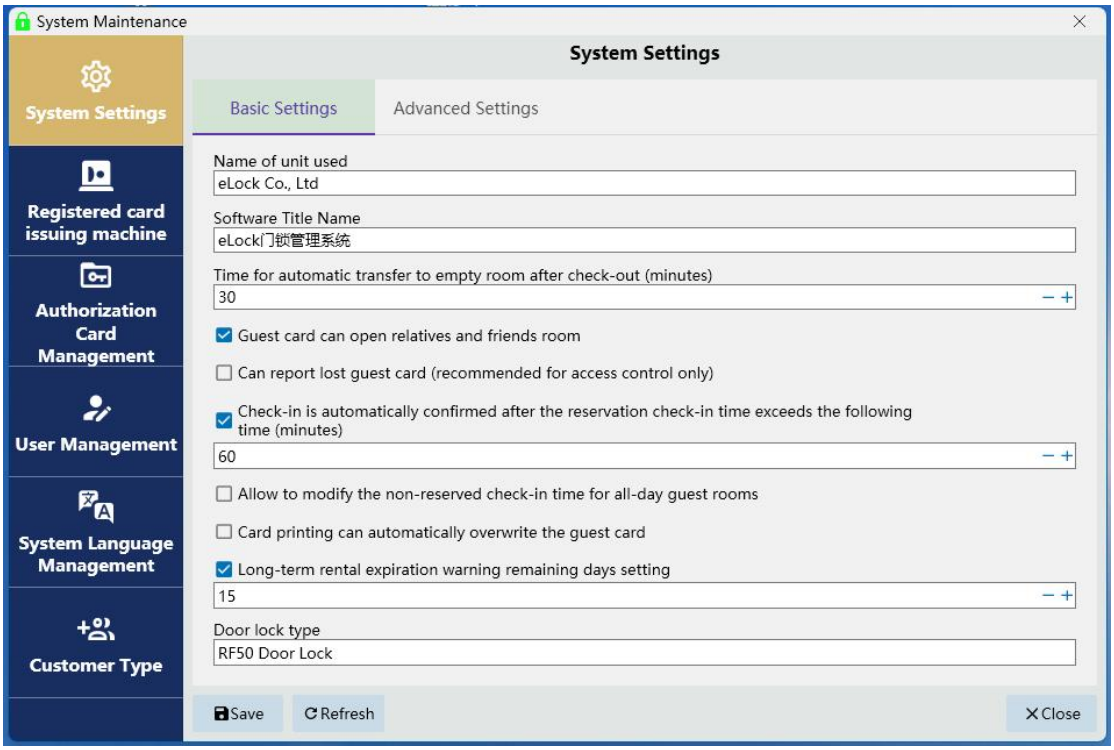
【Description】

Nothing。

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8. System Maintenance

This section covers operations such as system settings, card issuer registration, authorization card management, operator management, and system language management. The main window of System Maintenance is shown in the figure below：



8.1 System Setting

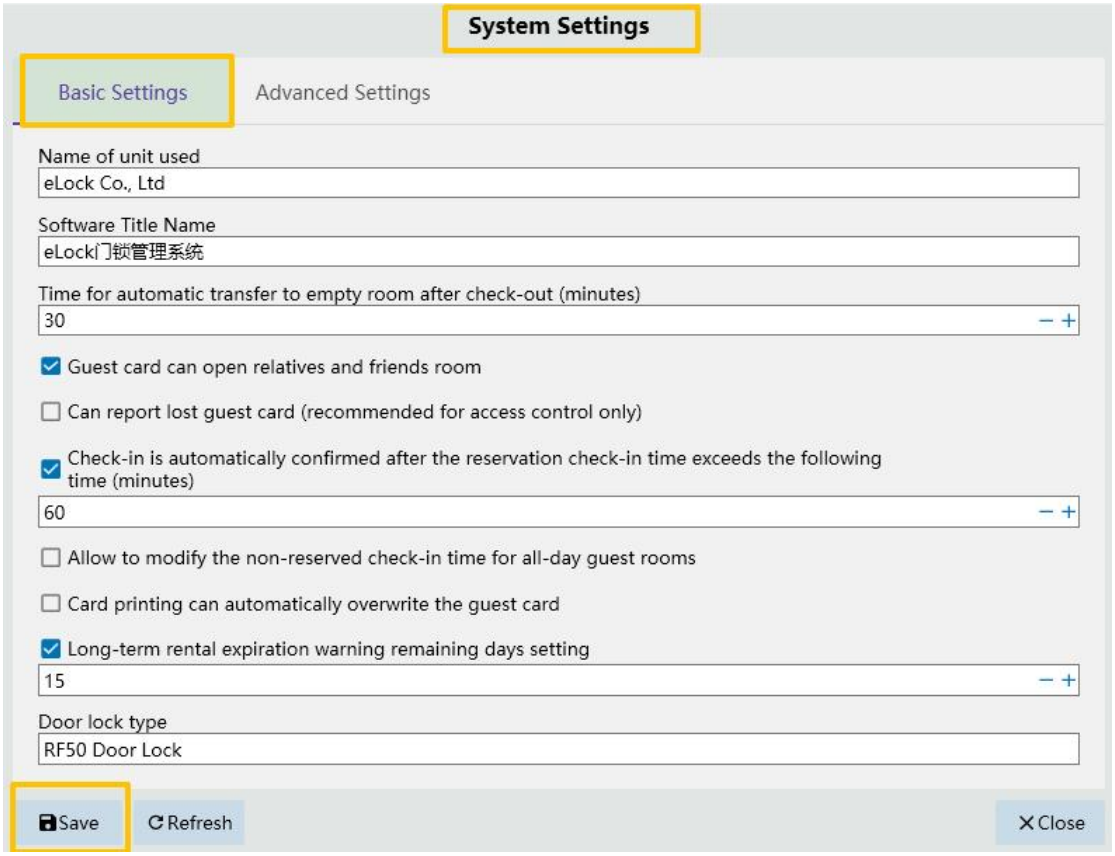
【Function】

This section involves configuring basic system parameters for the operation of the system。

【Operations】

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a) Click "System Settings" to open the following window. As shown, the System Settings are divided into two tabs: "Basic Settings" and "Advanced Settings". The "Basic Settings" interface is mainly used to configure parameters such as the automatic conversion time to "Vacant Clean" status, and it also displays the current system language and lock type。



Configure the settings as needed. Key notes are as follows：

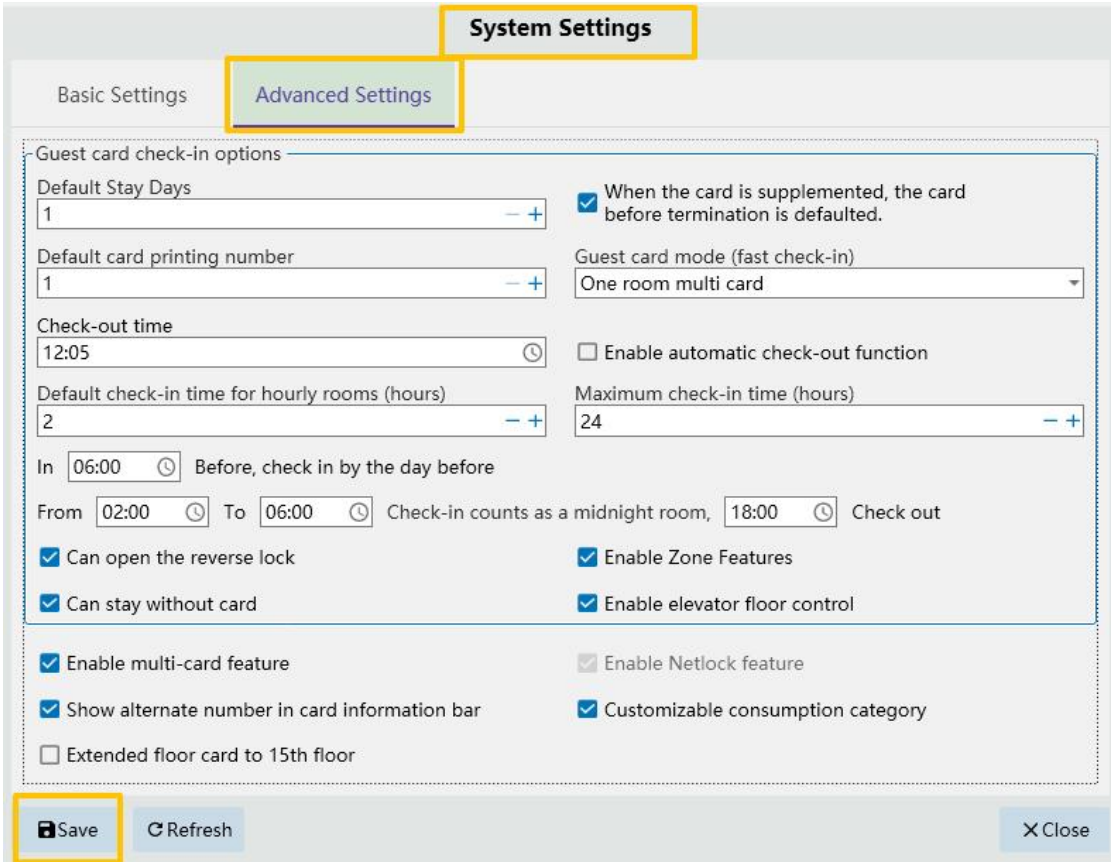
- Unit Name: Enter the hotel name, which will be correctly displayed on the cloud when submitting registration；
- Automatic Conversion Time to "Vacant Clean" After Check-Out: If set to 0, the room status will immediately switch to "Vacant Clean" after the card is recycled；
- Guest Card Can Access Family/Friend Rooms: Only available for high-frequency locks. When checked, the option to select family/friend rooms will be available in the guest card issuance form；

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- Guest Card Loss Reporting Enabled: Applicable for access control systems. Guests can use a check-out card or a newly issued guest card as a replacement；
- Auto-Confirm Check-In for Overdue Reservations: When the reserved check-in time arrives, the room status will automatically switch to "Occupied", and the reservation icon will disappear；
- Allow Modification of Check-In Time: Check-in time can be modified for individual guests, all-day rooms, and non-reserved rooms；
- Auto-Overwrite Guest Cards During Card Production: When checked, an existing room card can be directly reissued as another type of card without prior recycling；
- Early Warning Days for Long-Term Room Expiry: When the remaining days are less than or equal to the set value, a long-term room query window will automatically pop up；
- Lock Type: High-frequency locks are displayed as RF50, and low-frequency locks as RF57。

b) Click the "Advanced Settings" tab to open the following window：

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Configure the settings as needed. Key notes are as follows：

- Guest Card Function Setting: Can be set to "One Room, One Card" or "One Room, Multiple Cards" (system default). After the lock software issues the first guest card during express check-in, subsequent cards will not deactivate the first one. This default is set because guest cards are typically issued by third-party management software; using "One Room, Multiple Cards" avoids conflicts where cards issued by this system might deactivate those from other systems；

- Guest Card Can Unlock Deadbolts: By default, guest cards cannot unlock deadbolts. Checking this option will allow all subsequently issued guest cards to unlock deadbolts；

- Guest Card Zone Access Function: Disabled by default. When enabled, during guest card production, in addition to accessing the assigned room, two zones can be selected (allowing access to all rooms with matching zone numbers)；

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- Cardless Check-In Enabled: Disabled by default. When checked, cardless check-in operations can be performed；
- Multi-Room Card Function Enabled: When enabled, multi-room cards can be produced in the "Produce Special Cards" interface；
- Elevator Floor Control Enabled: During check-in, you can set the elevator floors that the guest can access using their guest card；
- Customizable Count-Based Consumption Categories: Disabled by default (the system automatically generates a "Breakfast" category, which cannot be added or modified). When checked, users can customize consumption categories for count-based services；
- Display Replacement Number in Card Information Bar: Disabled by default. When checked, the replacement number will be displayed in the card information bar。

8.2 Registration of Encoder

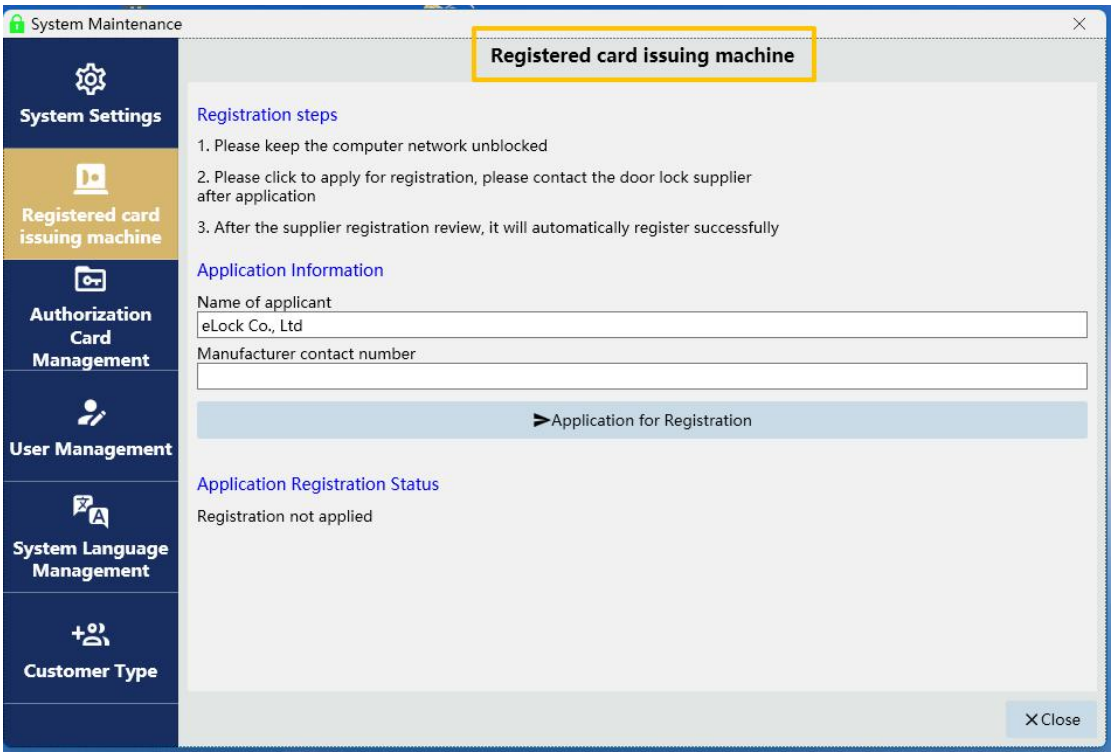
【Function】

Perform System Registration。

【Operation】

a) Click "Register Card Issuer" and the following figure will appear：

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b) Refer to the specific operation parameter "4.2.3-g"。

【Description】

Nothing。

8.3 Read Authorization Card

【Function】

Read the authorization card, and only then can all types of access cards configured in this system perform door unlocking operations。

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【Operation】

a) Refer to the specific operation parameter “4.2.2-a”。

【Description】

Nothing。

8.4 User Management

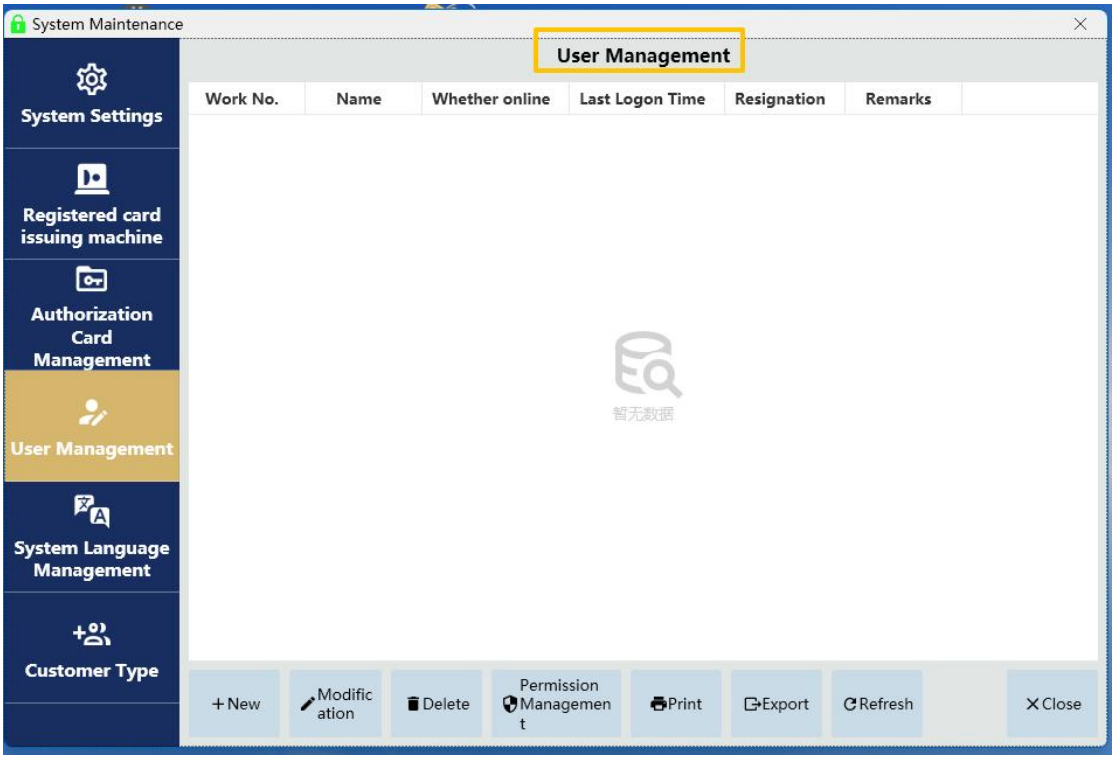
【Function】

Add, delete, and modify operator information, and assign corresponding operation permissions to operators。

【Operation】

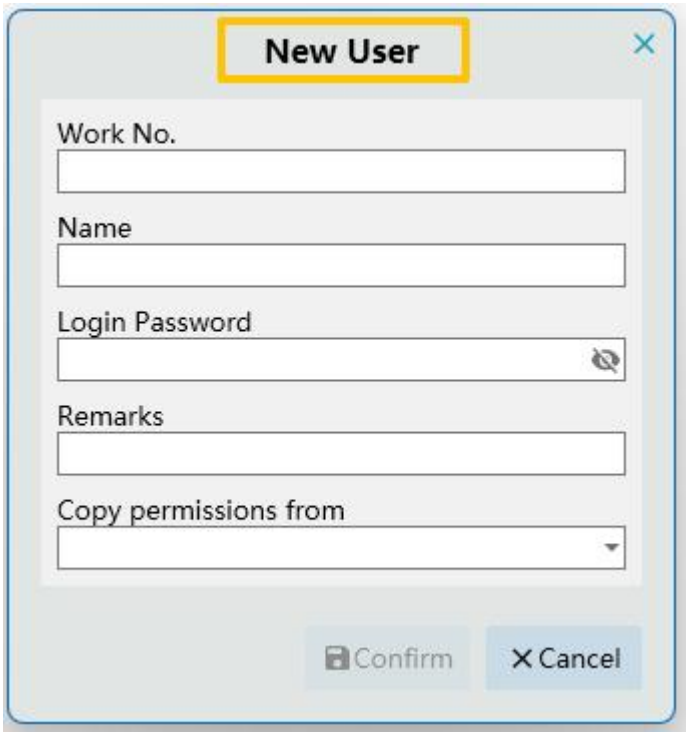
a) Click "User Management" and the following window will appear：

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b) Add Operator: Click the "Add" button, and the following figure will pop up：

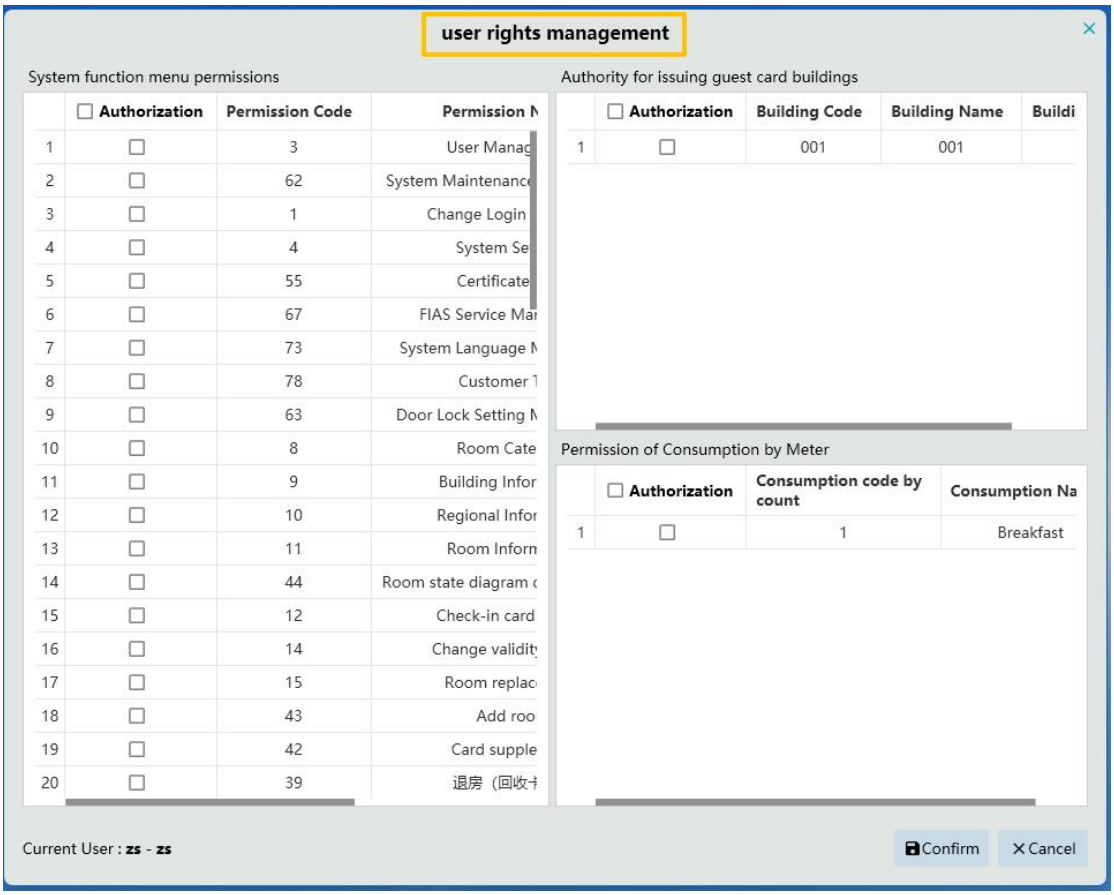
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c) Enter the employee ID, name, login password, and remarks, then click the "Confirm" button. If this operator's permissions are the same as those of another operator, you can copy the latter's operation permissions。

d) Permission Settings: Select an operator from the operator list, click the "Permission Management" button, and the authorization interface will be displayed as shown in the following figure：

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【Description】

- Copy Permissions From: Set the current user's permissions to be the same as those of an existing operator；
- After adding the "Building Permission for Guest Card Issuance" permission, you must specify the permission for at least one building；
- The relevant permission list will only be displayed if the "Counted Consumption" function is enabled during software registration. After setting the "Counted Consumption" permission, you must also check the corresponding counted consumption category permissions to allow the operator to perform normal operations。

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9. Room Setting

Perform operations such as adding, modifying, and deleting information related to room types, buildings, areas, and rooms。

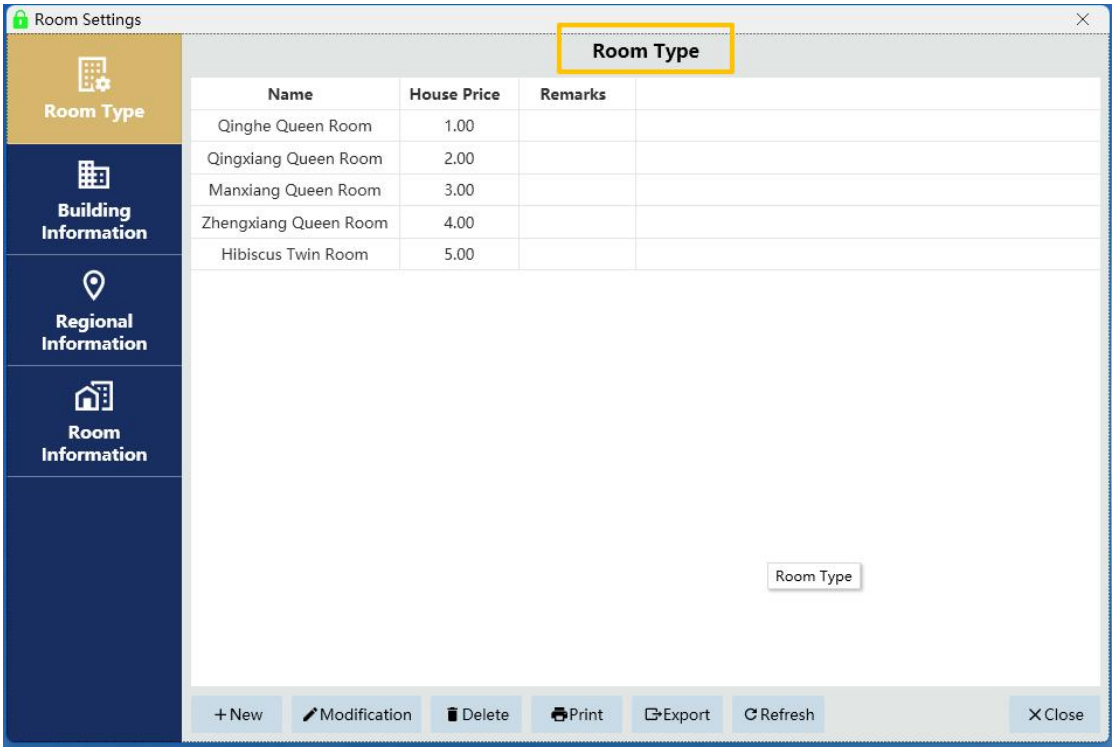
9.1 Room Types

【Function】

Perform operations such as adding, modifying, and deleting room types。

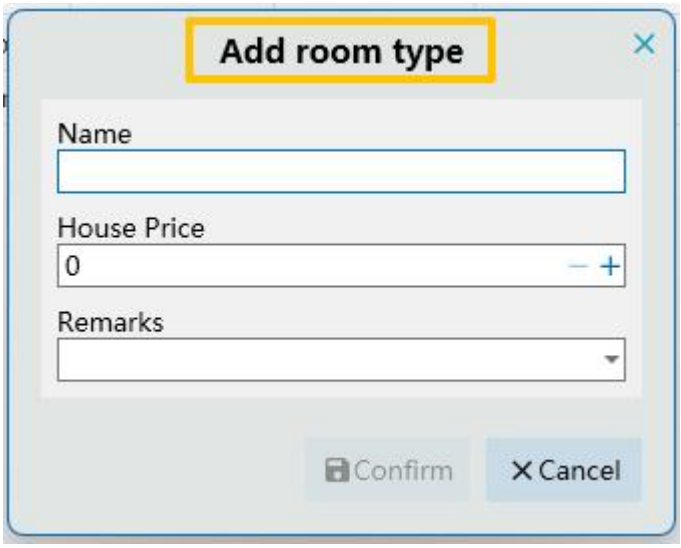
【Operation】

a) Click "Room Settings → Room Type" and the following figure will pop up：



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b) Add: Click the "Add" button and the following figure will pop up：



c) Enter the name, room rate, and remarks, then click the "Confirm" button to complete the addition；

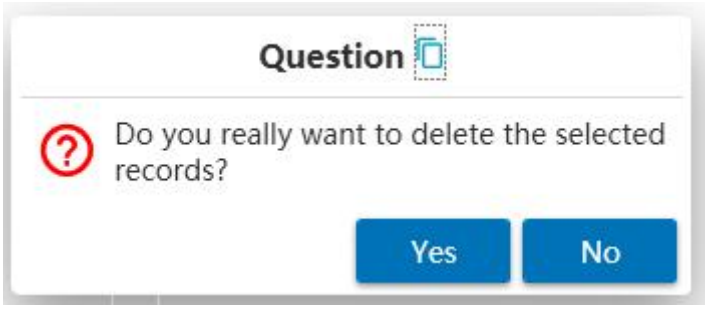
d) Modify: Select the room type to be modified in the table, then click the "Modify" button and the following window will pop up：



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e) Enter the name, room rate, and remarks, then click the "Confirm" button to complete the modification；

f) Delete: Select the room type to be deleted in the table, then click the "Delete" button and the following confirmation window will pop up：



Click "Yes" to confirm the deletion, or "No" to cancel;；

【Description】

Note: If there are already rooms of a certain type, that room type cannot be deleted. You must first delete all relevant room information before deleting the type。

9.2 Building Information

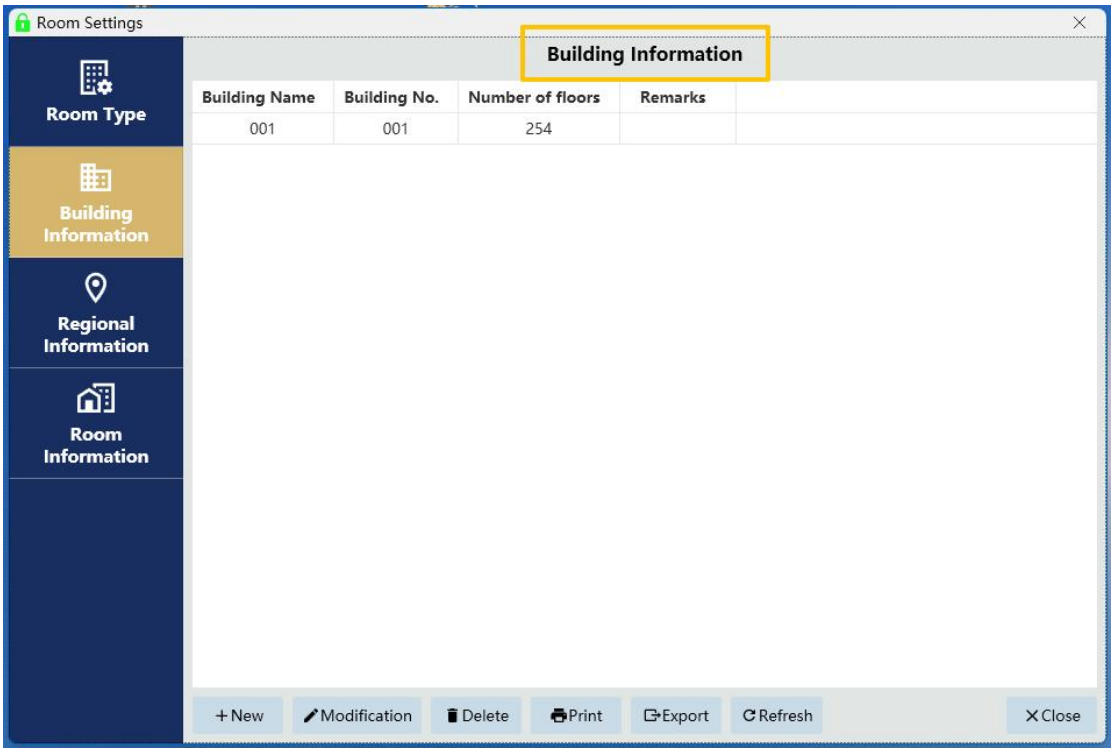
【Function】

Operations for Adding, Deleting, and Modifying Building Floors。

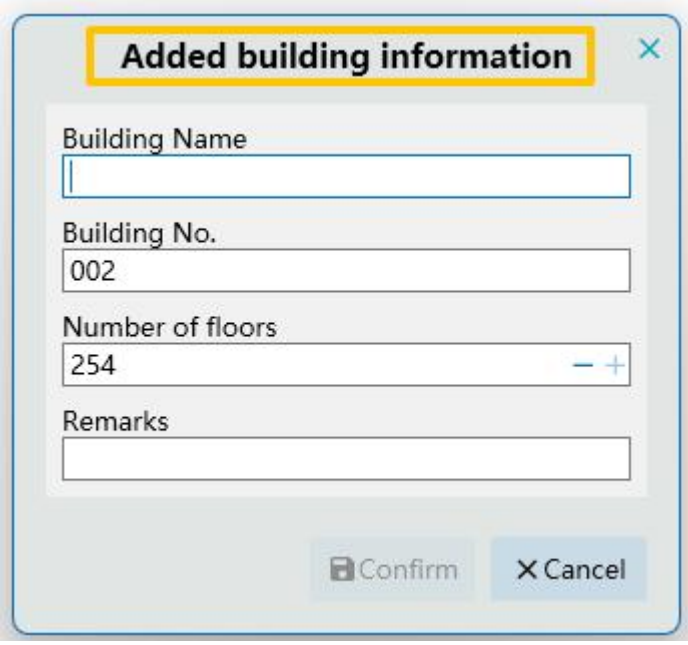
【Operation】

a) Click "Room Settings → Building Information" and the following window will appear：

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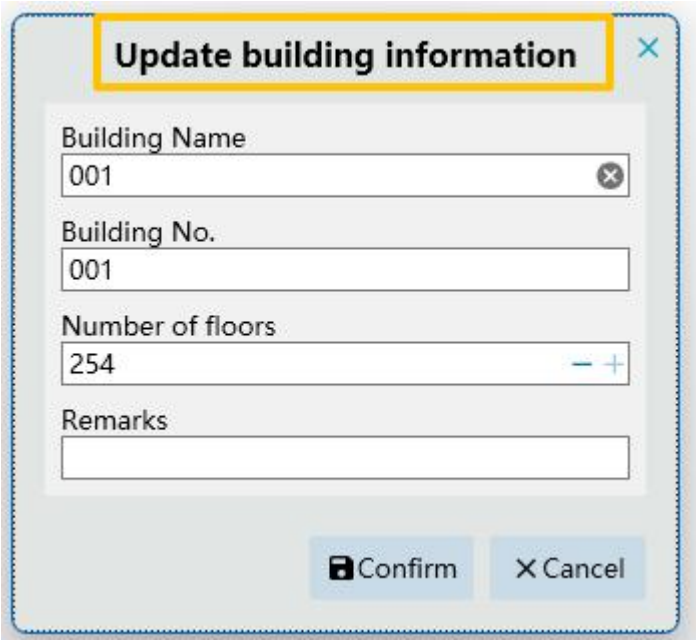
b) Add: Click the "Add" button and the following window will pop up：



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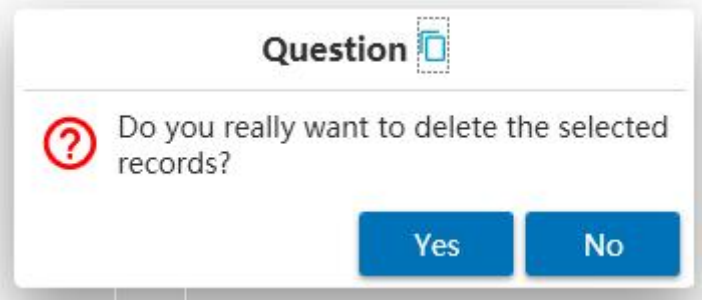
c) Enter the building name, building number, number of floors, and remarks, then click the "Confirm" button to complete the addition；

d) Modify: Select the building information to be modified from the list, click the "Modify" button, and the following figure will pop up：



Enter the building name, building number, number of floors, and remarks, then click the "Confirm" button to complete the modification；

e) Delete: Select the building information to be deleted from the list, click the "Delete" button, and the following confirmation window will pop up：



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Click "Yes" to confirm the deletion, or "No" to cancel；

【Description】

- Building Number: A numeric value that is automatically set by default；
- Number of Floors: The total number of floors in the building, with a default value of 254；
- Note: If a building already has associated room information, it cannot be deleted。

9.3 Area Information

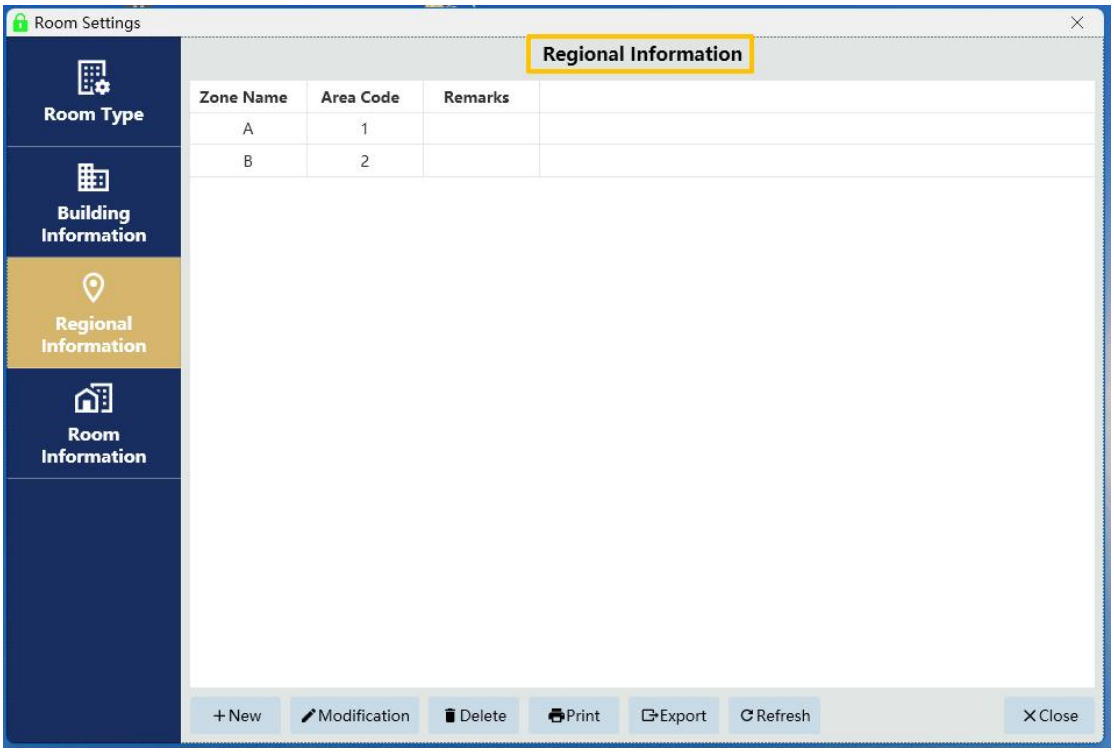
【Function】

Perform operations such as adding, modifying, and deleting areas。

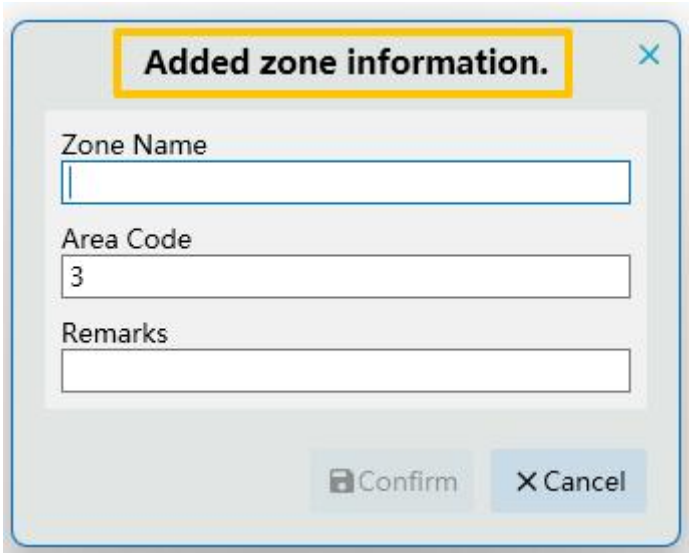
【Operation】

a) Click "Room Settings → Area Information" and the following window will appear：

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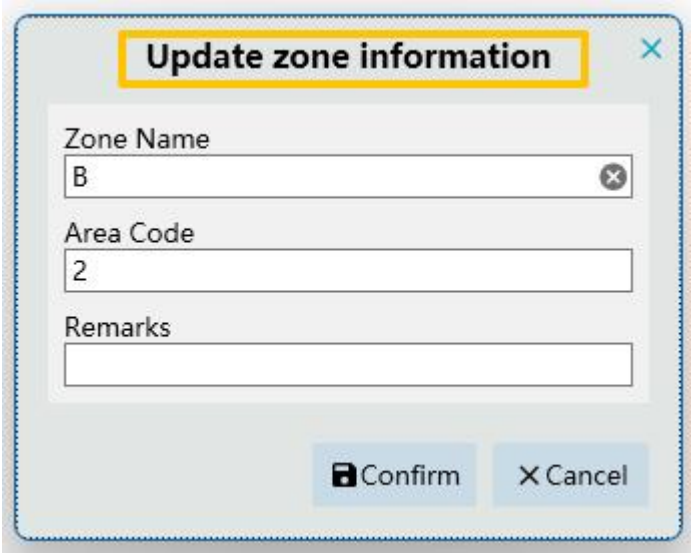
b) Add: Click the "Add" button and the following window will pop up：



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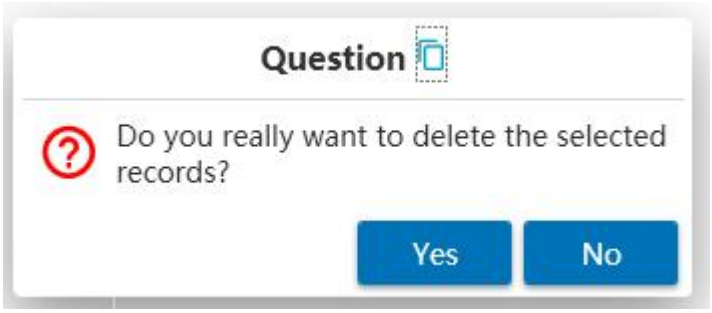
c) Enter the area name, area number, and remarks, then click the "Confirm" button to complete the addition；

d) Modify: Select the area information to be modified from the list, click the "Modify" button, and the following figure will pop up：



Enter the area name, area number, and remarks, then click the "Confirm" button to complete the modification；

e) Delete: Select the area information to be deleted from the list, click the "Delete" button, and the following confirmation window will pop up：



Click "Yes" to confirm the deletion, or "No" to cancel；

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【Description】

Nothing。

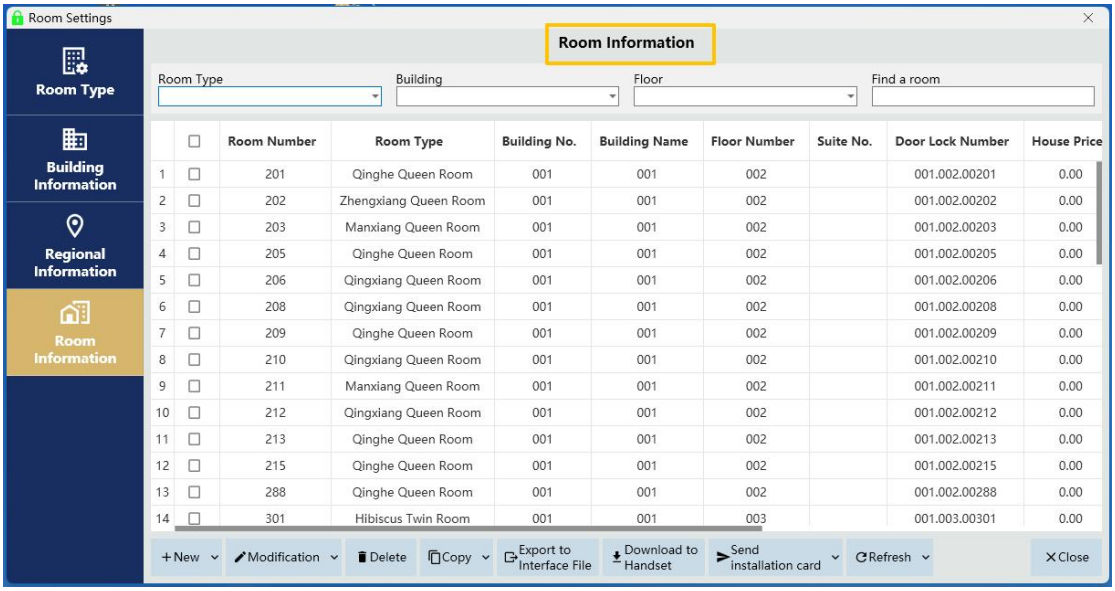
9.4 Room Information

【Function】

Perform operations such as adding, modifying, and deleting room information。

【Operation】

a) Click "Room Settings → Room Information" and the following window will appear:



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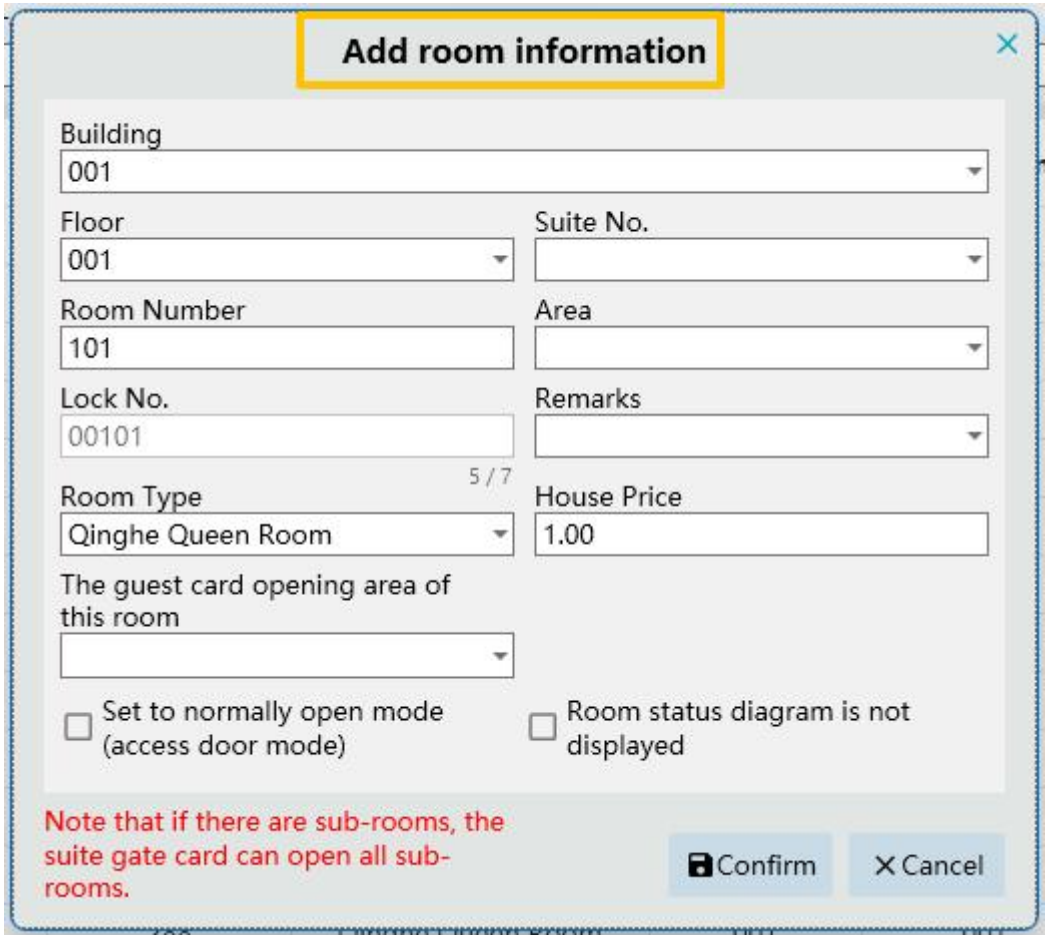
9.4.1 Add

【Function】

Add new room information。

【Operation】

a) Click the "Add" button, and the following window will pop up：



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b) Select the building and floor；

c) Select the room type. If it is a suite, you also need to select a suite number；

d) Select the area, whether to enable the normally open mode, etc.；

e) Set the room number. The room number can be entered manually or generated automatically (automatic generation is recommended). Automatic generation follows specific rules: Prefix (customizable) + Floor Number + Room Sequence Number (2 digits). Example: If the room number is 8201, "8" is the prefix, "2" is the floor number, and "01" is the room sequence number. After successful addition, the prefix and floor number remain unchanged, and the room sequence number automatically increments by 1 (e.g., the next full room number will be 8202)；

f) Lock number: By default, it is automatically generated based on the room number. Extract up to 4 digits from the end of the room number (which contains one or more digits) as the lock number. Example: If the room number is 8201, the lock number will be 08201. Customization is also supported: Press the F9 key, check the "Custom" checkbox, and then you can edit the lock number；

g) The lock number supports a maximum of 7 digits and a minimum of 5 digits. If the number of digits is insufficient, the system will automatically pad with leading zeros。

【Description】

- The lock number will be configured to the door lock and written into the card. It consists of Building Number + Floor Number + Lock Number (e.g., "1.2.8201"). For junior suites, the sub-room number is added (e.g., "1.2.8201.A")；

- The room number is displayed on the room status map. It can be entered manually by the user or automatically generated according to the room number rules；

- Room rate: The room rate changes based on the room type but can also be set manually. Subsequent modifications to the room rate in "Room Type" will not be synced to individual rooms。

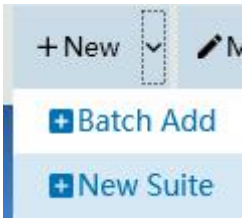
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- Passage mode: If the door lock is set to passage mode, any card can unlock the door with one swipe and lock it with another swipe (no automatic locking)。

- Do not display on the room status map: If checked, the room will not be displayed on the room status map in the main window, and guest cards for this room cannot be created；

- Note: Before adding room information, you must first add room type, building, and area data。

9.4.2 Add Suite

First select a room from the list, then click 

the "Add Sub-Room" button, and a sub-room will be added to the selected room。

9.4.3 Batch Add

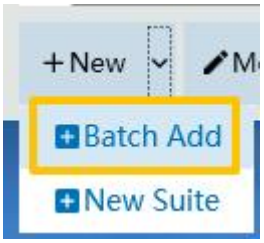
【Function】

Batch add room information。

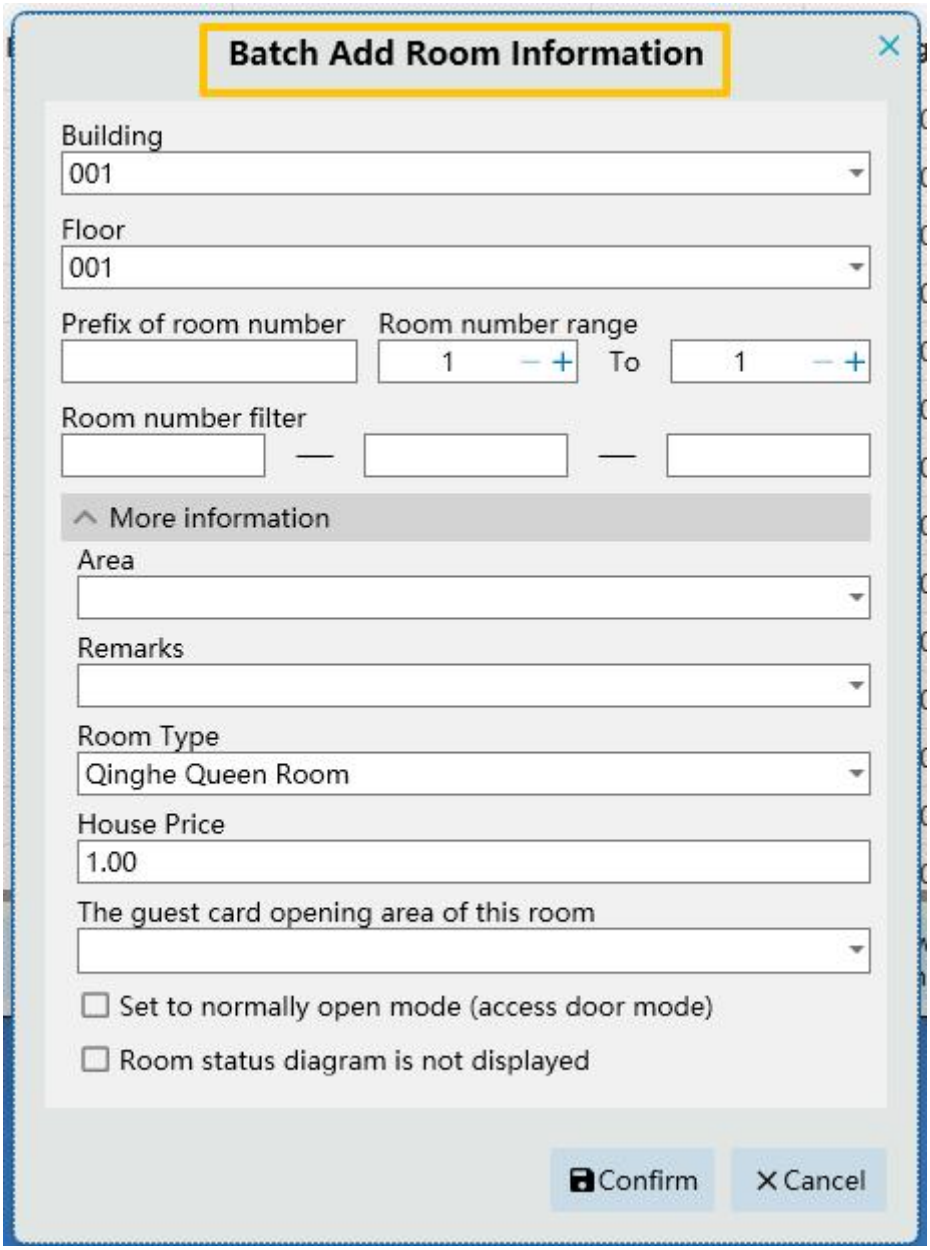
【Operation】

a) Click "Add → Batch Add" as shown in the following figure：

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b) The batch addition window will pop up as shown in the following figure：



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c) Enter the building, floor, room number prefix, room number range, room number filter, area, remarks, room type, accessible areas, whether to enable passage mode, and whether to display on the room status map. Then click "Confirm" to add multiple pieces of room information at one time

【Description】

- Room Number Prefix: For example, if you enter "B", the first digit of all generated room numbers will be "B" (e.g., Bxxx)
- Room Number Range: Entering "1-100" will directly generate 99 pieces of room information
- Room Number Filter: You can set up to 3 numbers. When generating room numbers sequentially, any room number containing these three numbers will not be generated；

9.4.4 Copy

【Function】

Used to quickly generate similar room information。

【Operation】

Click "Copy", and the system will automatically create the next room based on the currently selected room. The copied room will only differ in lock number and room number; all other attributes will be the same as the original room。

【Description】

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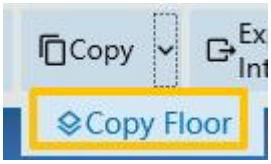
Nothing。

9.4.5 Copy Floor

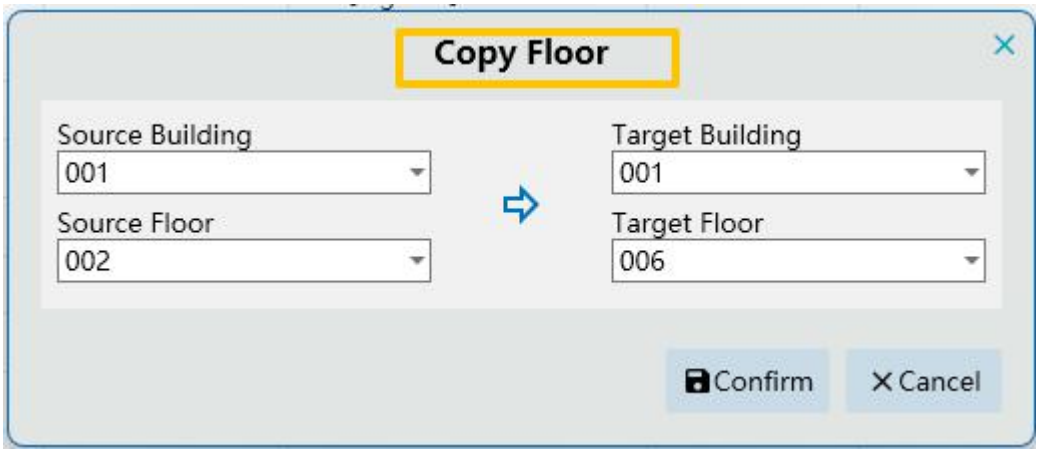
【Function】

Used to quickly set up room information for one floor based on the room information of another floor。

【Operation】

a) Click the 

"Copy Floor" button, and the following window will pop up：

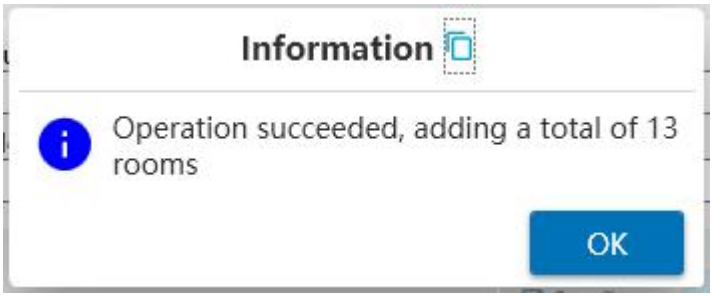


b) Select the source building and floor. Only floors with existing room information will be displayed for the source floor；

c) Select the target building and floor；

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d) Click the "Confirm" button. After completing the copy operation, the following dialog box will pop up：



【Description】

Rooms on the newly copied floor differ from the original copied rooms only in building number, floor number, lock number, room number, and door lock number; all other information remains the same。

9.4.6 Modify

Select the room to be modified from the list, click the "Modify" button, and then make the necessary changes。

9.4.7 Batch Modify

a) Check the multiple rooms that need to be modified, click the 

"Batch Modify" button, and the following window will pop up：

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b) Check the items to be modified, set the corresponding values, and then click "Confirm" to complete the operation。

9.4.8 Delete

Check the multiple rooms to be deleted, then click the "Delete" button to complete the operation. Note: Rooms that are already occupied cannot be deleted。

9.4.9 Download to Handheld Device

【Function】

Download the door lock data in the system to the handheld device。

【Operation】

Refer to the relevant chapters on LCD handheld device operations for details；

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【Description】

- Depending on the number of rooms, the download time is approximately 1 to 30 seconds。

9.4.10 Issue Installation Card

【Function】

Swiping the installation card can set the building number, floor number, and door lock number into the door lock。

【Operation】

Select the room for which the card needs to be issued, place a blank card on the card issuer, and click "Issue Installation Card" to complete the operation。

【Description】

- For the first time, you can directly swipe the installation card on the door lock. If the installation card has already been swiped on the door lock and you need to change the room number, you must first swipe a clear card to clear the existing data, or use an authorization card for guidance (swipe the authorization card first, then immediately swipe the installation card)；

- When there is a large number of door locks, it is recommended to use an LCD handheld device for installation. This eliminates the need to make many installation cards, reduces the risk of errors, and can automatically set the door lock clock while configuring the room number。

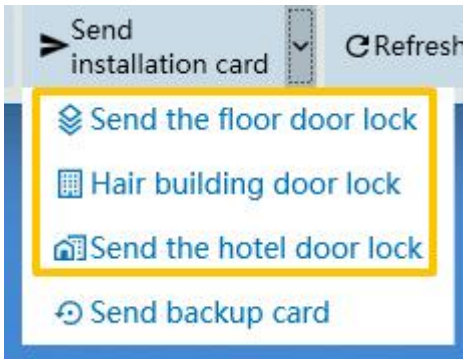
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9.4.11 Issue Main Door Lock Installation Card

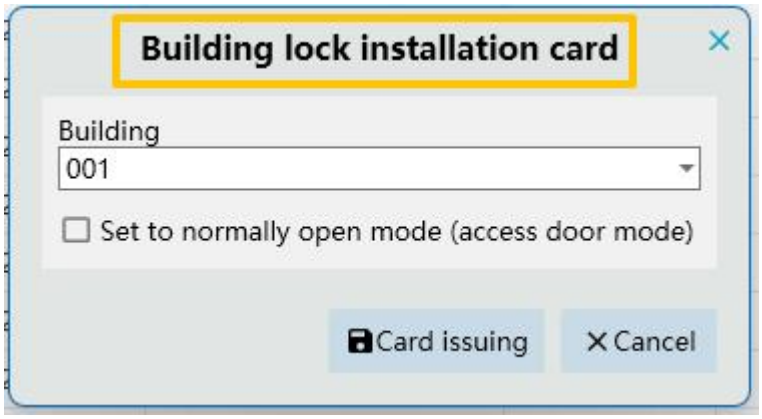
【Function】

It is used to configure and install the hotel's main door lock, building main door lock, or floor main door lock. The following takes issuing a building main door lock installation card as an example。

【Operation】

a) Click the 

"Issue Building Main Door Lock Installation Card" button, and the following window will pop up：



b) Place the card on the card issuer, select a building, check whether to enable the normally open mode, then click "Issue Card" to complete the operation。

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c) Issue Backup Card: Select the room information for which a backup card needs to be issued, then click "Backup Card"—the card issuance will be successful；

【Description】

- Building Main Door Lock: Also known as the building passage lock. All building cards, floor cards, and guest cards of the building can unlock the door by swiping；
- Floor Main Door Lock: Also known as the floor passage lock. All floor cards and guest cards of the floor can unlock the door by swiping, while cards from other floors cannot；
- Hotel Main Door Lock: All cards in the hotel can unlock the door。
- Backup Card: A card that does not check the time and only verifies the room number. It can be used to unlock doors and supply power in special scenarios such as when the hotel computer is unable to issue cards or in the event of a power outage；

9.4.12 Export to Interface File

【Description】

- Export Interface File: Used for third-party hotel management software. The export result is shown in the following figure. Note that the room number is displayed on the room status map, while the door lock number is the one actually configured in the door lock and written into the card. Therefore, when calling the interface to make a guest card, please enter the door lock number for the room_no parameter。

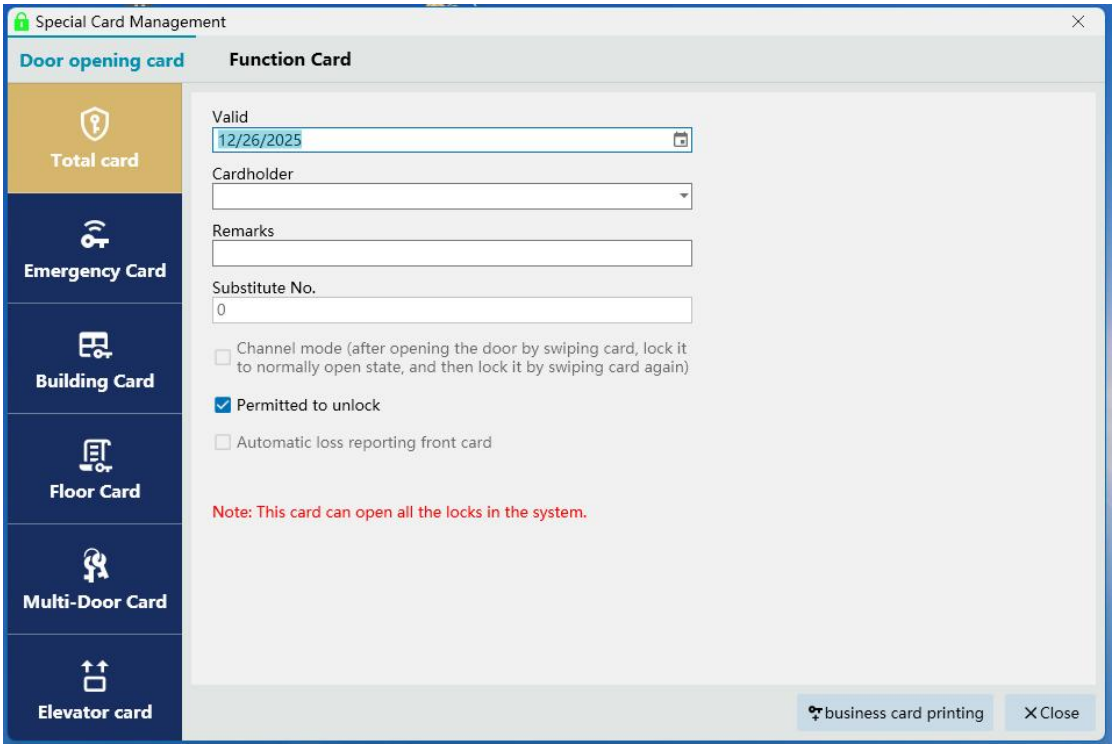
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10.Special Card Management

The Special Card Creation window allows the creation of all cards except guest cards, displayed in two tabs as shown in the following figure：



10.1 Master Card

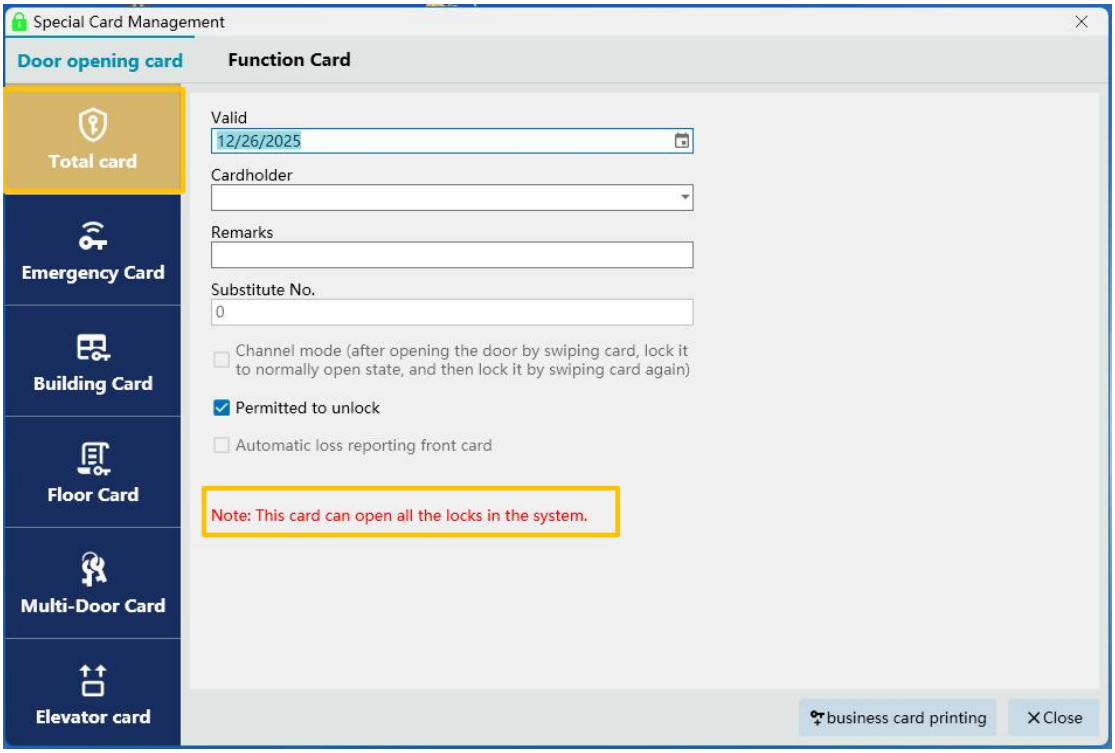
【Function】

Create a Master Card。

【Operation】

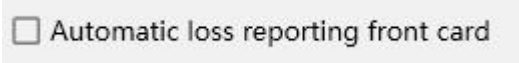
a) Click "Create Special Card → Door Access Card → Master Card", and the following window will pop up：

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b) Set the validity period, select the cardholder, and click "Card Creation" to complete the operation。

c) If a Master Card was lost previously and you do not know which one was lost (thus unable to report it as lost), check the



,"Invalidate Previous Master Cards" option and proceed with card creation. After this card is swiped on a door lock, all previous Master Cards will be completely invalidated on that lock (this function applies to other card types as well)。

【Description】

- If the “ 

”, "Invalidate Previous Master Cards" option is checked, since Master Cards can unlock all locks, you must swipe the

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new card on every door lock for the invalidation to take effect. This principle applies to other card types: swipe the card on the locks within its accessible range. For example, a Building Card needs to be swiped on all door locks of the corresponding building。

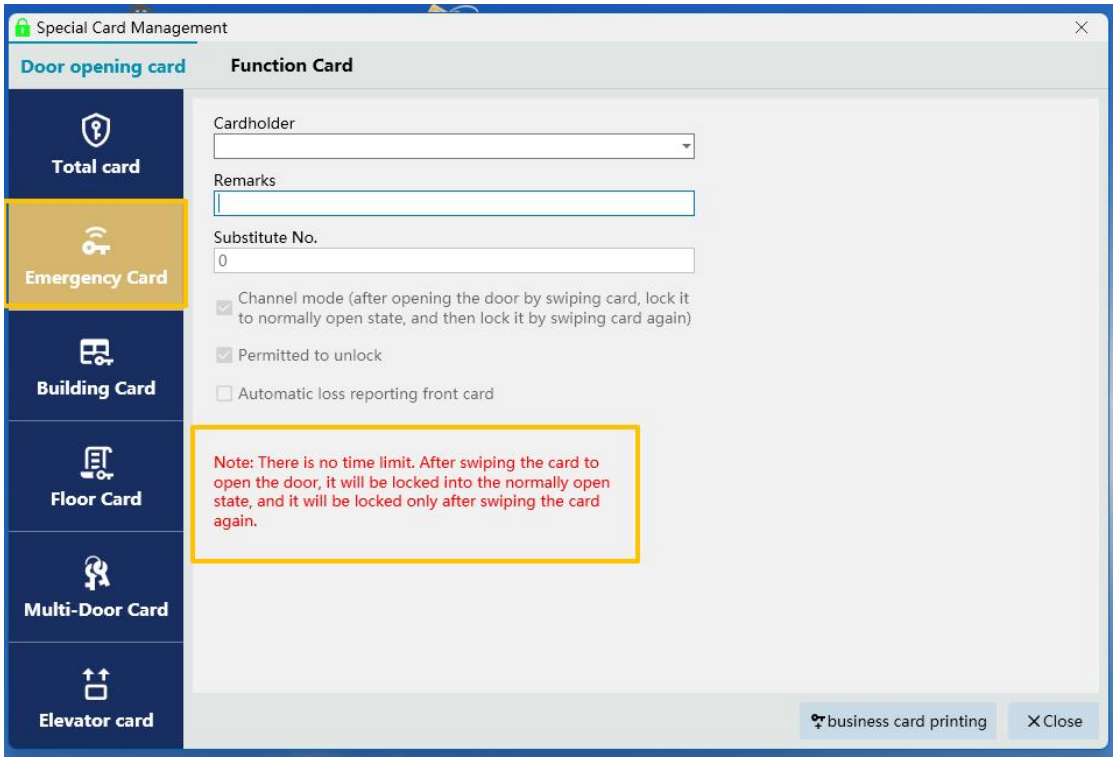
10.2 Emergency Card

【Function】

Create an Emergency Card。

【Operation】

a) Click "Special Card Management → Door Access Card → Emergency Card", and the interface shown in the following figure will appear：



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b) Select the cardholder, enter remarks, and click the "Card Creation" button to complete the operation；

【Description】

It has no time limit. After swiping the card, the door will remain in the normally open state; it will lock again only after swiping the card a second time。

10.3 Building Card

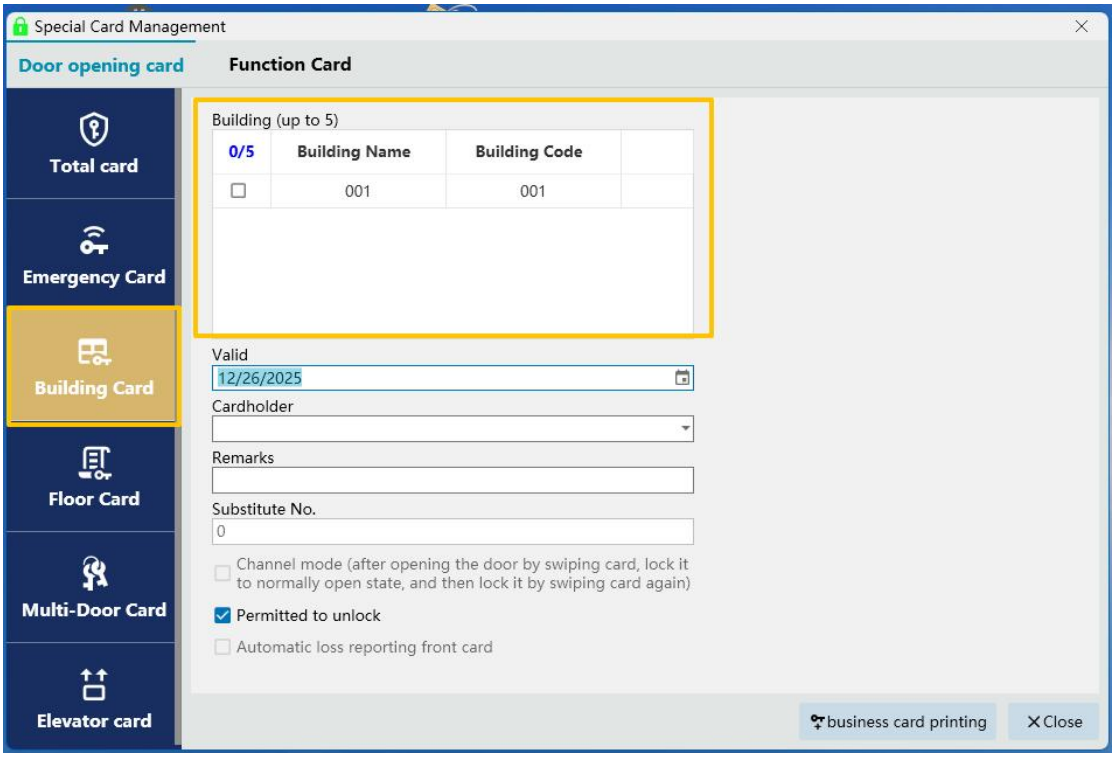
【Function】

Create a Building Card。

【Operation】

a) Click "Special Card Management → Door Access Card → Building Card", and the interface shown in the following figure will appear：

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b) Select the building(s) to be accessed, set the validity period, and click "Card Creation" to complete the operation。

【Description】

- Similar to the Master Card, it can replace previous Building Cards；
- A single card can select up to 5 buildings。

10.4 Floor Card

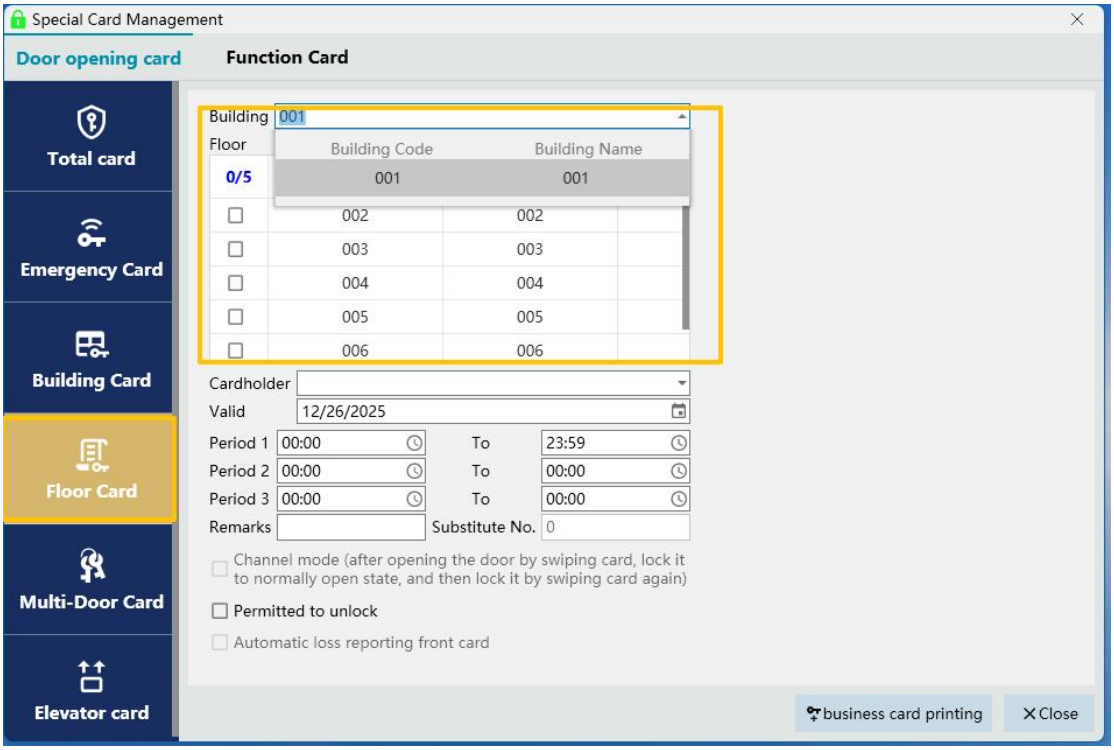
【Function】

Create a Floor Card。

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【Operation】

a) Click "Special Card Management → Door Access Card → Floor Card", and the interface shown in the following figure will appear：



b) Set the validity period, time slot(s), and select the floor(s) from the floor list, then click "Card Creation" to complete the operation。

【Description】

- A maximum of 5 floors can be selected；
- A maximum of 3 time slots can be set, and the card can only unlock doors during these time slots. If time slot control is not required, keep the system's default setting of 00:00~23:59, which means the card can unlock doors 24 hours a day。

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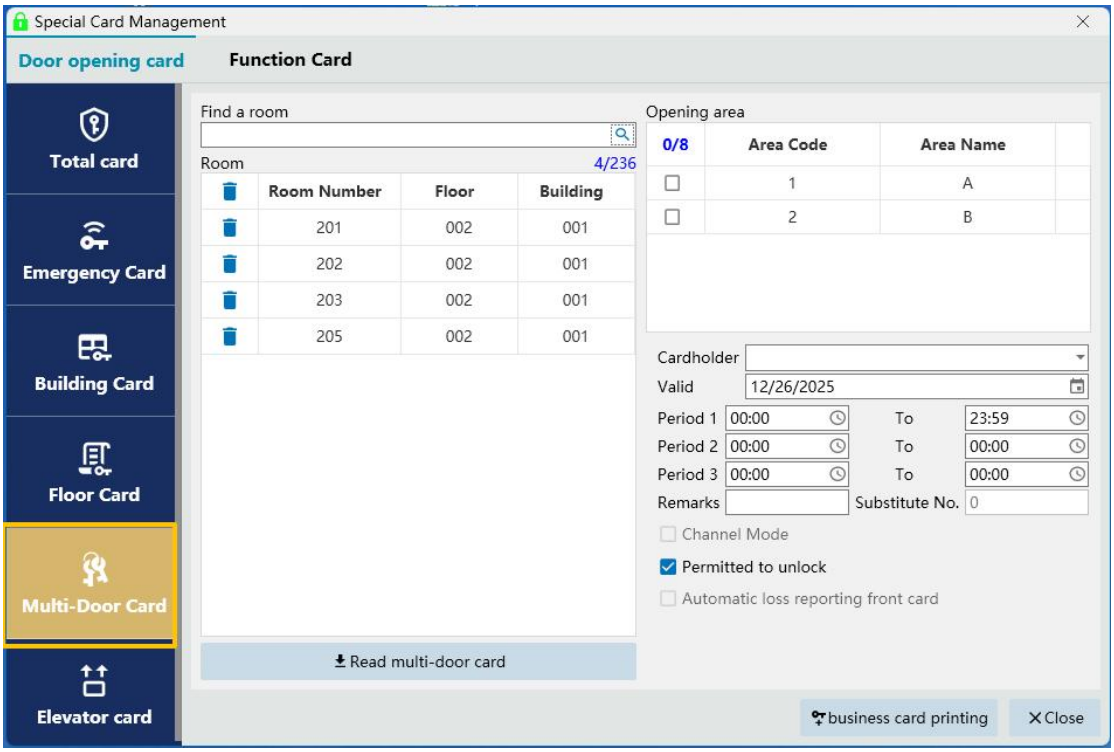
10.5 Multi-Door Card

【Function】

Issue a Multi-Door Card。

【Operation】

a) Click "Special Card Management → Door Access Card → Multi-Door Card", and the following window will pop up：



b) Add rooms: A maximum of 236 rooms are supported for Mifare door locks, while only 1 room is supported for T5557 door locks；

c) Select areas: Up to 8 areas are supported for Mifare door locks, whereas only 2 areas are supported for T5557 door locks；

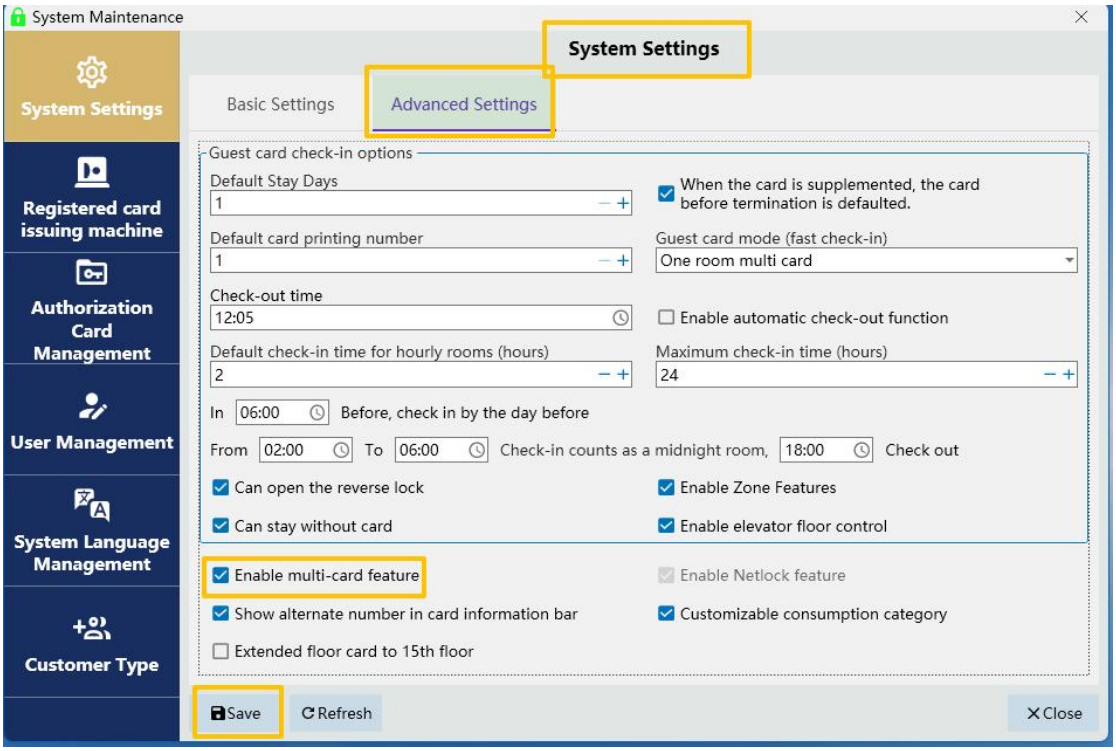
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d) Set time slots: Mifare door locks support up to 3 time slots, while T5557 door locks only support 1 time slot；

e) Select whether to unlock the deadbolt, enable passage mode, and/or automatically report the previous card as lost, then click "Card Creation" to complete the operation。

【Description】

- The "Enable Multi-Door Card Function" option must be checked in "System Maintenance → System Settings → Advanced Settings"；



- It can unlock all rooms in the area list and the room number list；

- Due to the large data volume of Multi-Door Cards, security is particularly important. Therefore, the system specially provides a function to read the Multi-Door Card and display its permission values on the current interface, facilitating users to modify the permissions of existing cards。

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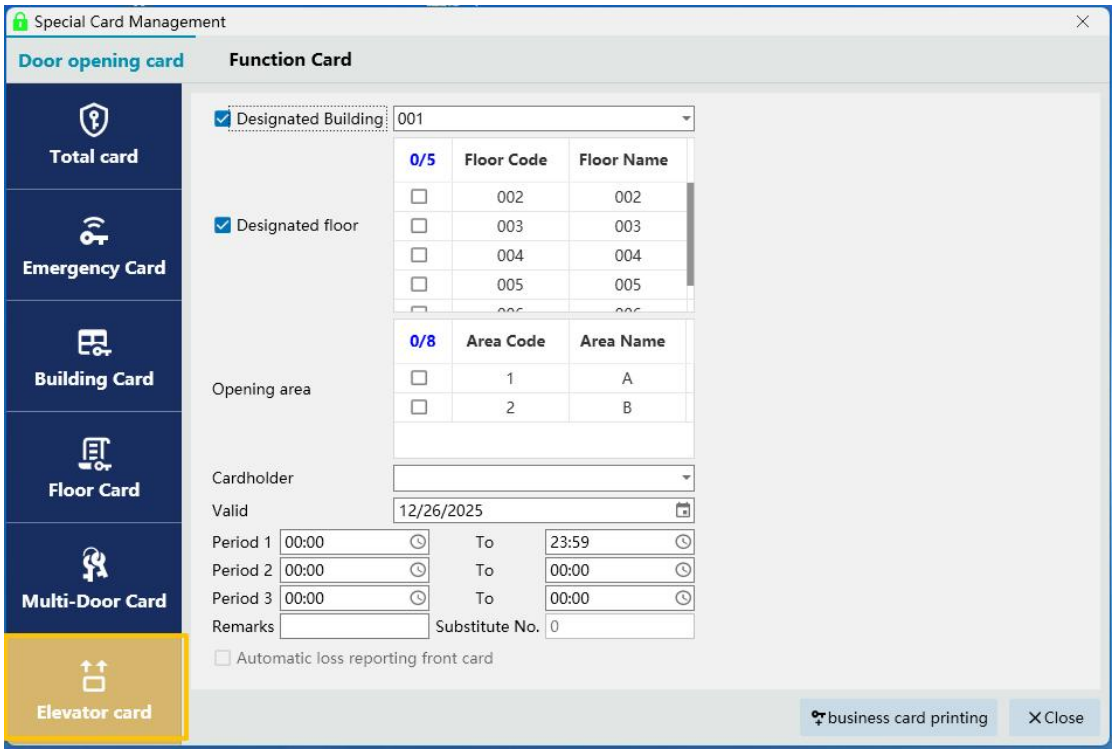
10.6 Elevator Card

【Function】

Issue an Elevator Card。

【Operation】

a) Click "Special Card Management → Door Access Card → Elevator Card", and the following window will pop up：



【Description】

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- This card can only be used to unlock elevator doors and must be used in conjunction with the company's elevator controller。

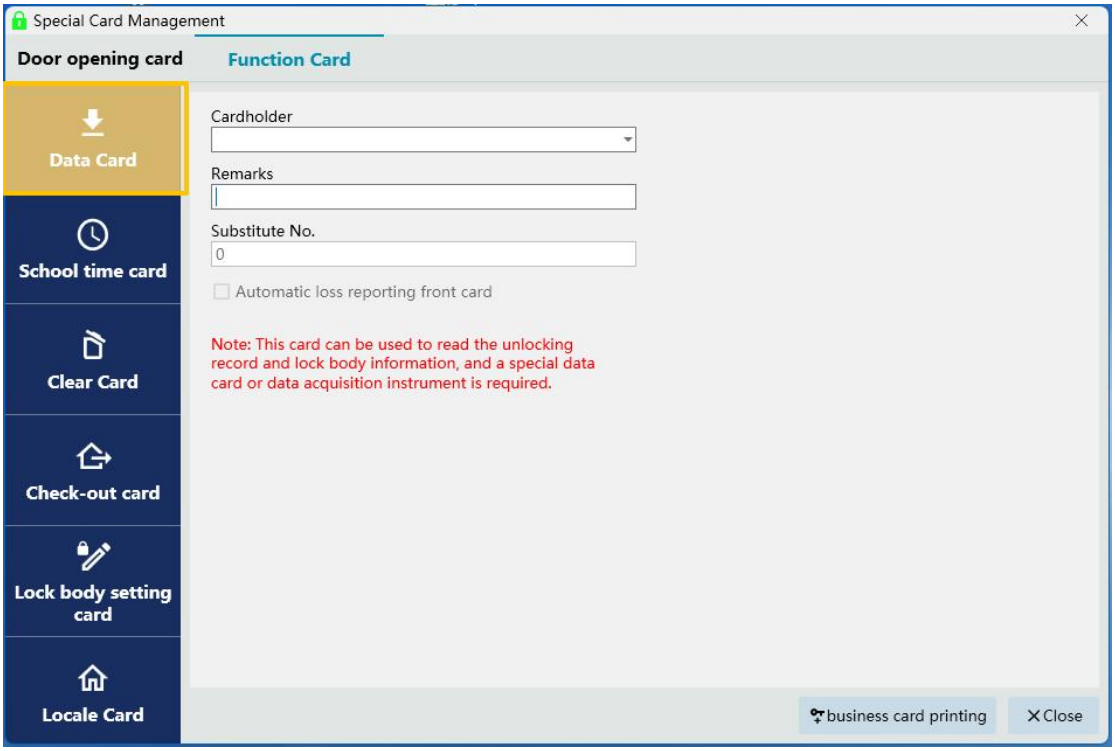
10.7 Data Card

【Function】

Issue a Data Card。

【Operation】

a) Click "Special Card Management → Function Card → Data Card", and the following window will pop up：



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b) Place a blank card on the card issuer and click "Card Creation" to complete the operation。

【Description】

- This card can be used to read door access records and lock body information. Only M1 cards are fully functional: S50 cards can only read lock body information, while S70 cards support both functions。

10.8 Time Card

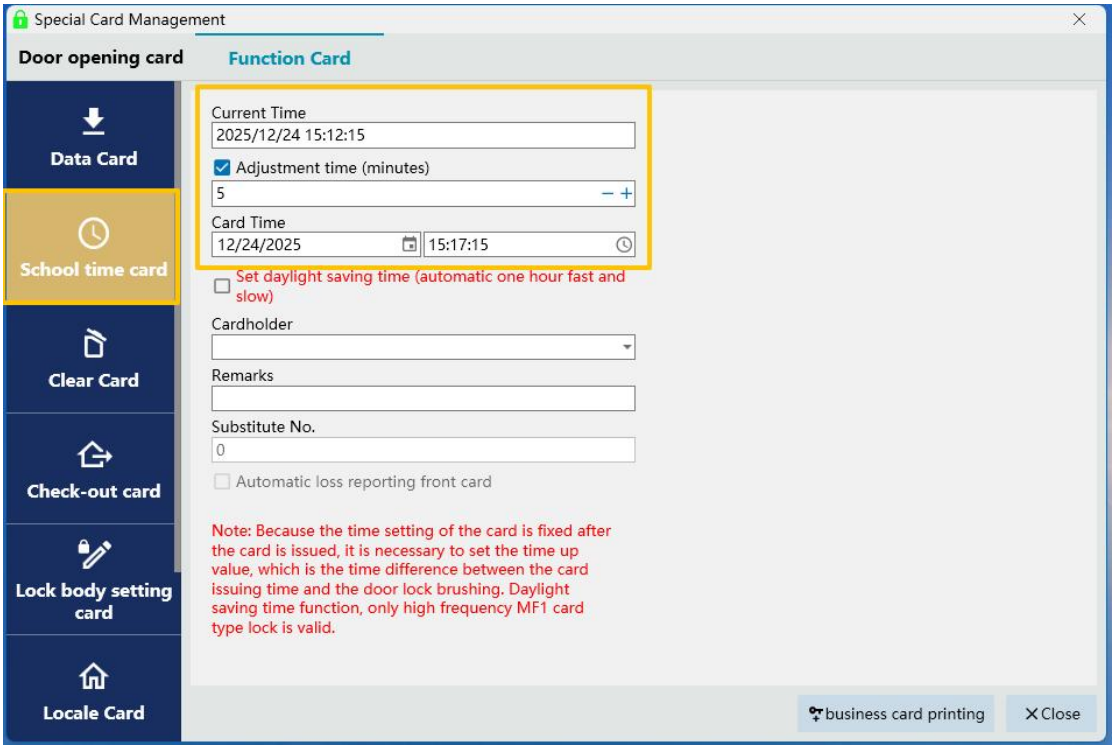
【Function】

Issue a Time Synchronization Card。

【Operation】

a) Click "Special Card Management → Function Card → Time Synchronization Card", and the following window will pop up：

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b) Place a blank card on the card issuer and click "Create" to complete the operation；

【Description】

- The time is set slightly ahead to allow for the operator's travel time from the card-issuing computer to the room. Since the time stored in the card is fixed, please complete the door lock time synchronization as soon as possible as scheduled to avoid significant time discrepancies；

- Do not use an "outdated" Time Synchronization Card to swipe on door locks (e.g., using a card created yesterday today), otherwise, it will have the opposite effect。

10.9 Clear Card

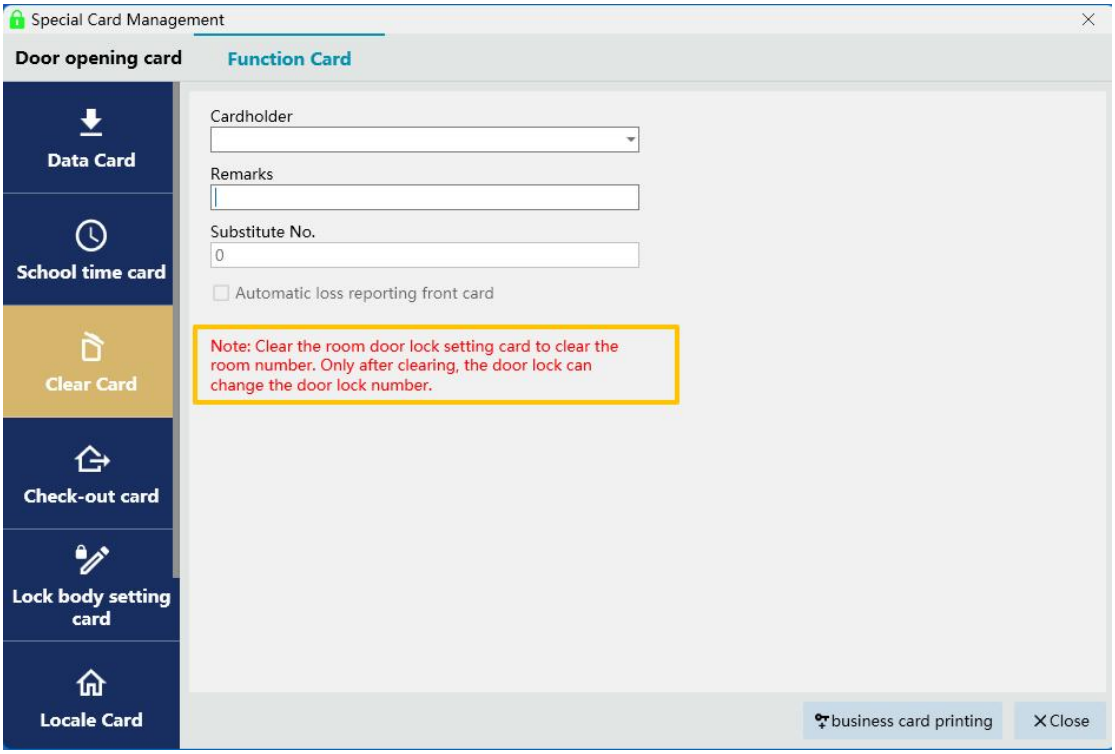
【Function】

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Issue a Clear Card。

【Operation】

a) Click "Special Card Management → Function Card → Clear Card", and the following window will pop up：



b) Place a blank card on the card issuer and click "Card Creation" to complete the operation。

【Description】

- It is used to clear the room number. Only after the room number is cleared can the door lock number be modified。

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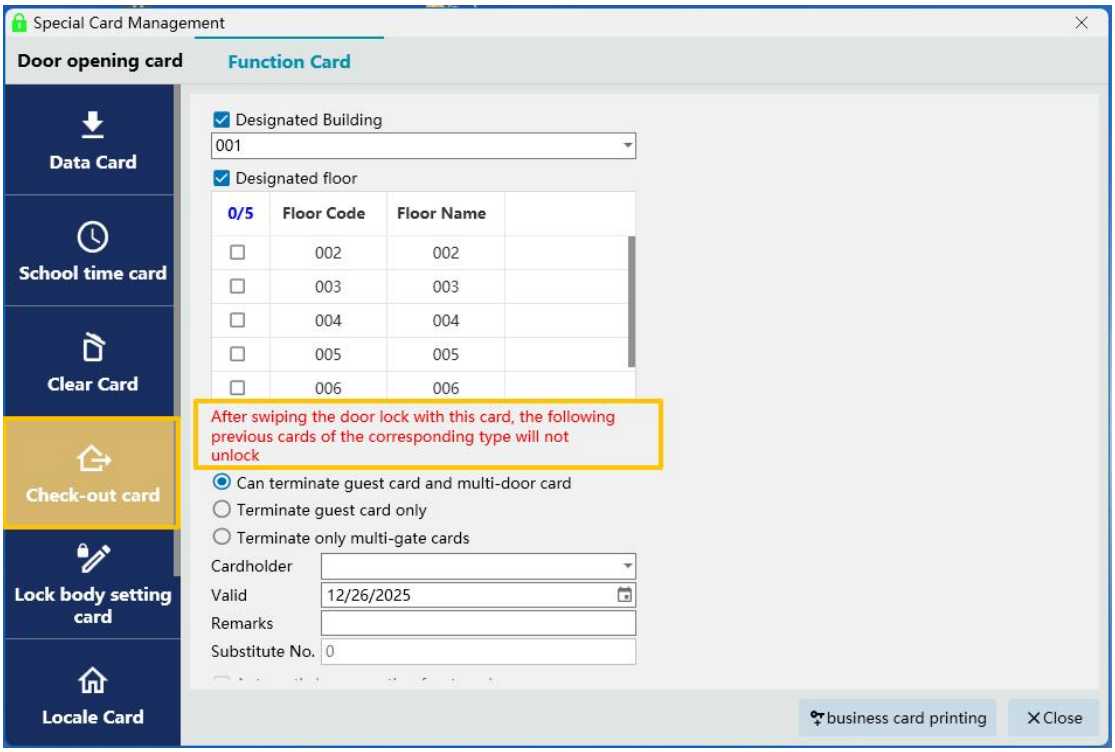
10.10 Check-Out Card

【Function】

Issue a Check-Out Card。

【Operation】

a) Click "Special Card Management → Function Card → Check-Out Card", and the following window will pop up：



b) Select the building, check the corresponding floor(s), set the validity period, place a blank card on the card issuer, and click "Card Creation" to complete the operation。

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【Description】

- Valid Floors: Only floor numbers with guest rooms are displayed here；
- A maximum of 5 floors can be selected, and check-out operations can be performed for rooms on the specified floors；
- After swiping this card on a door lock, all previous guest cards for that room will no longer be able to unlock the door。

10.11 Lock Body Setting Card

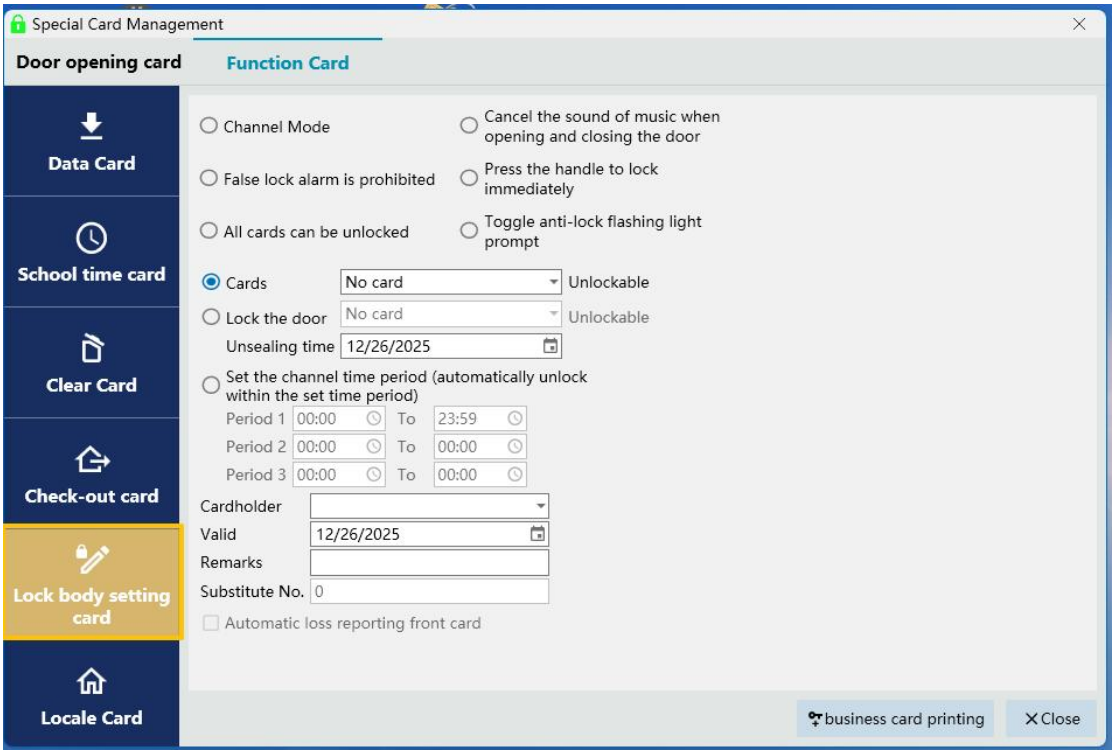
【Function】

Create a Lock Body Setting Card。

【Operation】

a) Click "Special Card Management → Function Card → Lock Body Setting Card", and the following window will pop up：

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b) Select the required setting type(s), place a blank card on the card issuer, and click "Card Creation" to complete the operation。

【Description】

- Swipe the Lock Body Setting Card once on the door lock: the lock will emit a "beep-beep—" sound (one short beep followed by one long beep), indicating that the setting has been successfully applied to the door lock. Swipe the card a second time: after the "beep-beep—" (one short + one long beep), the lock will emit an additional "beep—" (one long beep), indicating that the setting has been canceled。

- Only one setting can be applied or canceled on a door lock at a time；

- After swiping the Installation Card, all these lock body settings will be cleared；

- Meeting Room Door: All cards can unlock the door with one swipe and lock it with another swipe—automatic locking is disabled；

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- Disable Door Open/Close Music: The music played when opening or closing the door may disturb other guests, so it can be turned off. Initially, this function only supported T5557 card door locks; boards produced after 2018 also added support for Mifare 1 card locks；

- Disable False Lock Alarm: The door lock will not emit an alarm if the door is not properly closed or the handle is held down continuously；

- All Cards Unlock Deadbolt: Equivalent to disabling deadbolt detection for all cards (all cards can unlock even if the deadbolt is engaged)；

- Card Blocking: After swiping this card on a door lock, specified types of cards will be prohibited from unlocking the door；

- Door Lock Blocking: After swiping this card on a door lock, only specified types of cards will be allowed to unlock the door；

- Unblock Date: When the set unblock time is reached, the Card Blocking and Door Lock Blocking functions will be automatically canceled；

10.12 Set Area

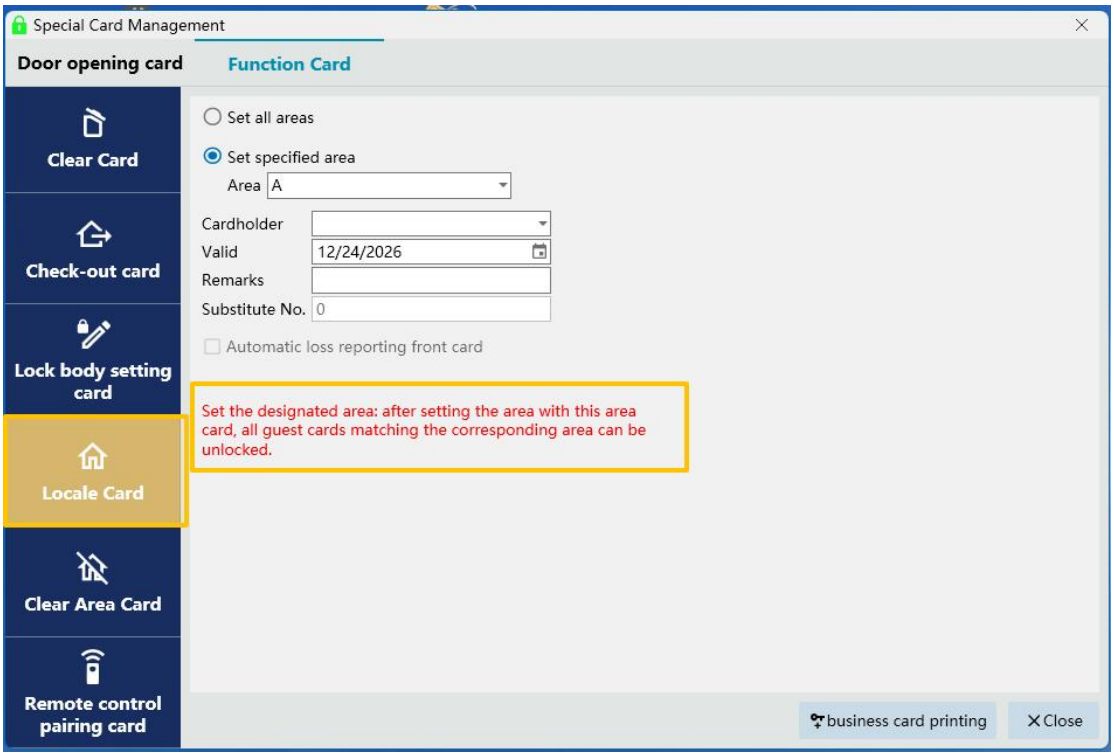
【Function】

Create a Lock Body Setting Card to assign one area or all areas to a door lock。

【Operation】

a) Click "Special Card Management → Function Card → Set Area", and the following window will pop up：

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b) Set one or all areas, configure the validity period, place a blank card on the card issuer, and click "Card Creation" to complete the operation。

【Description】

- After swiping this setting card on a door lock, any Guest Card or Multi-Door Card created with the same area selected will be able to unlock the door (the room number does not need to match)；
- Set All Areas: Guest Cards and Multi-Door Cards with any area number assigned will be able to unlock the door；

10.13 Clear Area

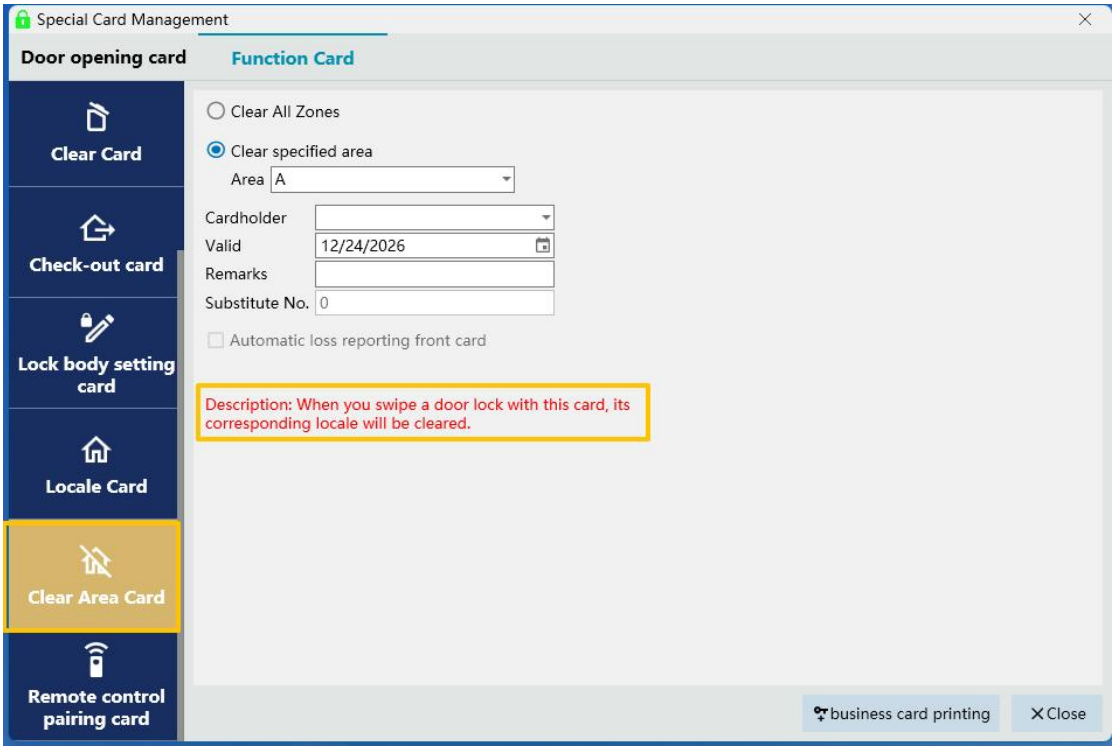
【Function】

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Create a lock body setting card to clear one zone or all zones in the door lock。

【Operation】

a) Click "Special Card Management → Function Cards → Clear Zone(s)", and the following window will appear：



b) Select to clear one zone or all zones, set the validity period, place a blank card on the card issuer, and click "Card Issuance" to complete the process。

【Description】

Nothing。

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10.14 Remote Control Pairing Card

【Function】

Refer to the "Remote Control Pairing Document"

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11.Report Loss and Cancel Report Loss

Realize the operations of card report loss and card unblocking。

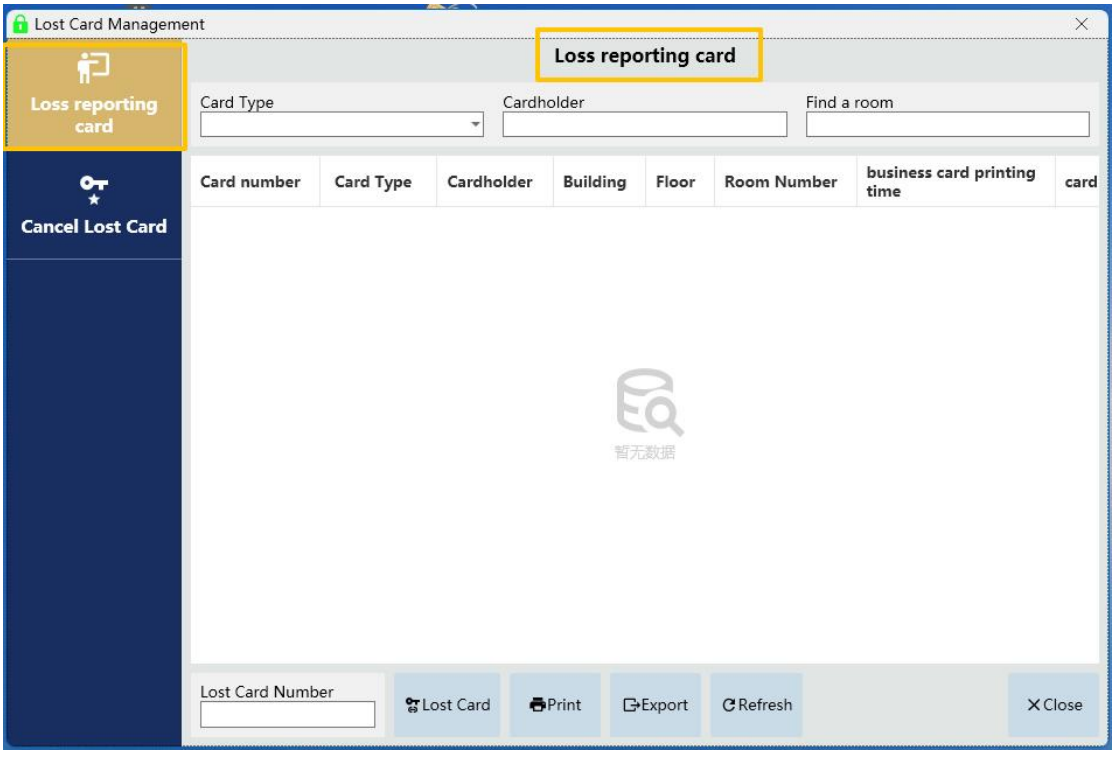
11.1 Report Loss of a Card

【Function】

Add the card to the door lock's blacklist to prohibit its use。

【Operation】

a) Click "Report Loss and Cancel Report Loss → Report Loss of a Card", and the following window will pop up：



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b) Enter the search criteria and click the "Search" button to list the card records that meet the criteria；

c) Click to select the card to be reported lost, or manually enter the card number in the "Card Number" input box；

d) Place a blank card on the card issuer, then click the "Issue Loss Report Card" button to issue the loss report card；

e) Swipe the loss report card on the door lock, and the reported lost card will no longer be usable on that door lock；

f) Perform the same operation of swiping the loss report card on other door locks where the card needs to be prohibited。

【Description】

- Issuing a loss report card essentially writes the card number of the card to be reported lost into the loss report card; swiping the loss report card on a door lock saves the card number of the reported lost card to the door lock's blacklist；
- When a guest card is lost, it is recommended not to use the loss reporting method—simply swipe the check-out card on the door lock。

11.2 Cancel Report Loss

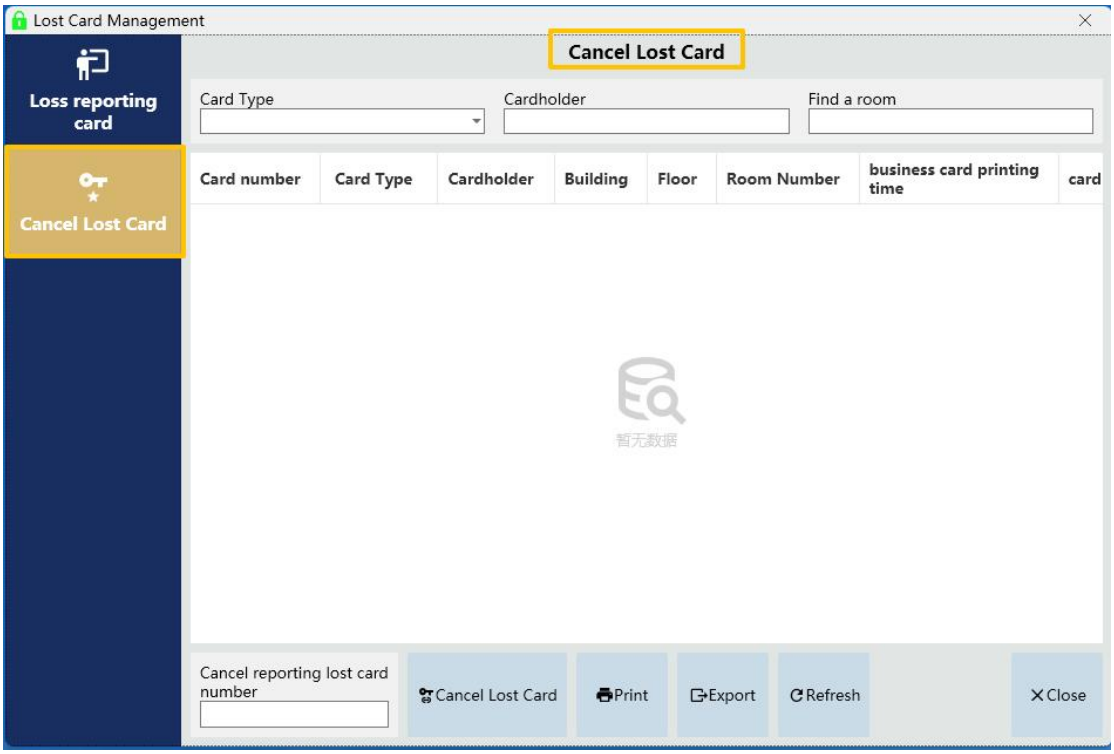
【Function】

Restore the reported lost card by removing it from the door lock's blacklist to allow the original card to be used continuously。

【Operation】

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a) Click "Report Loss and Cancel Report Loss → Cancel Report Loss", and the following window will appear：



b) Enter the search criteria and click the "Search" button to list the reported lost cards that meet the criteria；

c) Click to select the card for which you want to cancel the loss report, or manually enter the card number in the "Card Number" input box；

d) Place a blank card on the card issuer, click the "Issue Loss Report Cancellation Card" button, and issue the loss report cancellation card；

e) Swipe the loss report cancellation card on the door lock to restore the use of the reported lost card。

【Description】

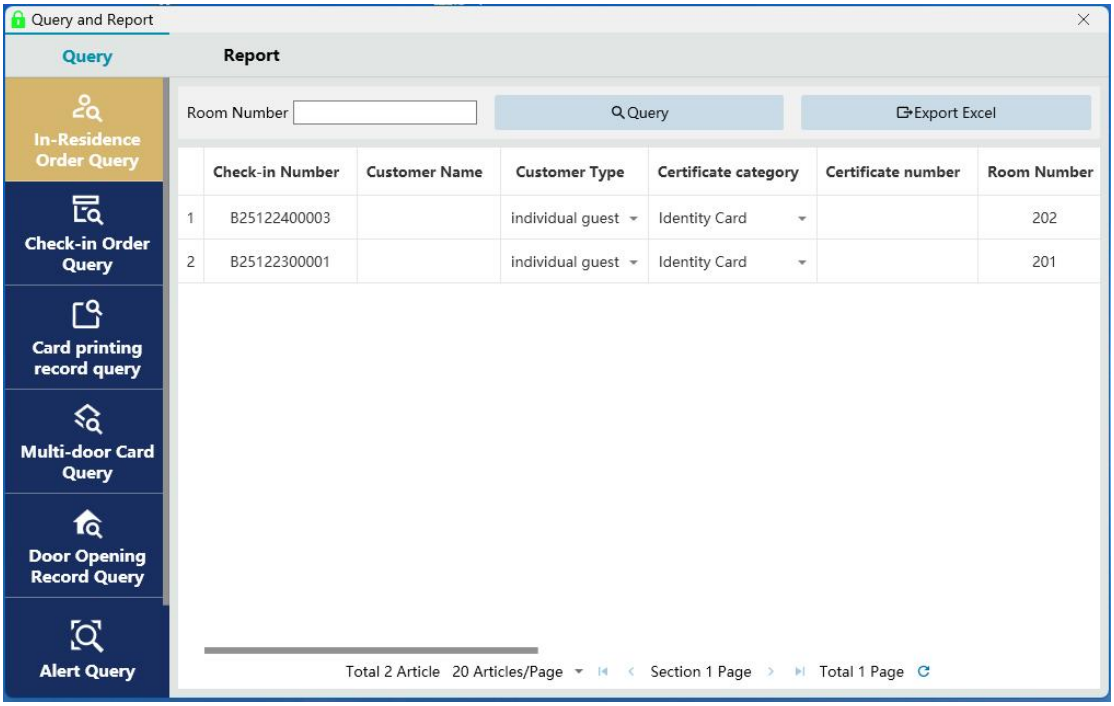
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- The loss report cancellation card must be swiped on the same door locks where the loss report card was used to report the loss. For example, to cancel the loss report of a master card, you should swipe the loss report cancellation card on all door locks to restore the use of this master card。

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12.Query and Reports

The Query and Reports module enables operations such as in-house guest query, guest information query, card usage query, card issuance records, and multi-door card issuance records, which are displayed in two tabs: Query and Reports。



12.1 In-House Order Query

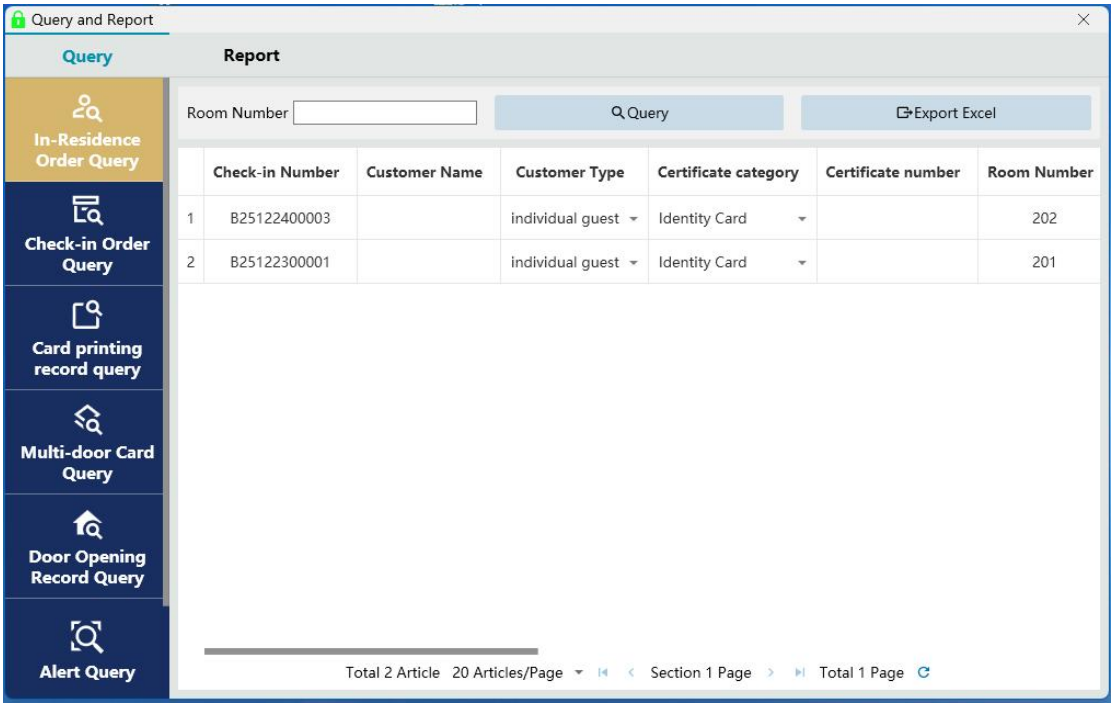
【Function】

Query the status of guests currently staying at the hotel。

【Operation】

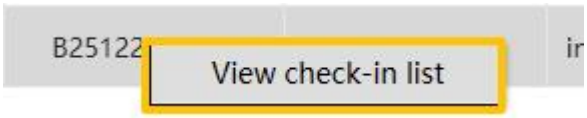
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a) Click "Query and Reports → In-House Guest Query", and the following window will appear：



b) Click the "Search" button to list the information of all in-house guests；

c) Right-click Function: Right-click in the list area, and the following menu will pop up：



- View Reservation Form: Equivalent to double-clicking the left mouse button on the room status map to open the guest order viewing interface；

【Description】

Nothing。

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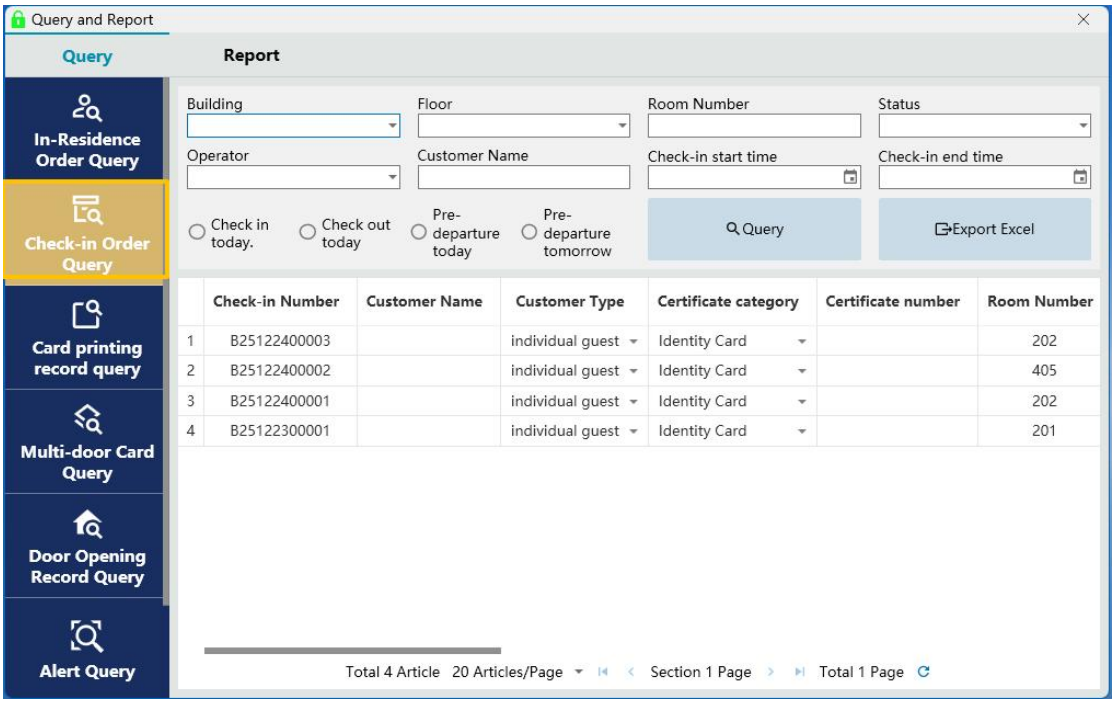
12.2 Reservation Order Query

【Function】

Query guests' check-in records。

【Operation】

a) Click "Query and Reports → Reservation Order Query", and the following window will appear：



b) Enter the search criteria and click the "Custom Query" button to list the data that meets the criteria；

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c) When clicking the "Check-in Today" button, the data with the check-in date as today will be retrieved. You can modify the time period and then click the "Custom Query" button；

d) When clicking the "Check-out Today" button, the data with the actual check-out date as today will be retrieved。

e) When clicking the "Scheduled Departure Today" button, the data with the scheduled departure date as today will be retrieved。

f) When clicking the "Scheduled Departure Tomorrow" button, the data with the scheduled departure date as tomorrow will be retrieved；

【Description】

Nothing。

12.3 Card Issuance Records

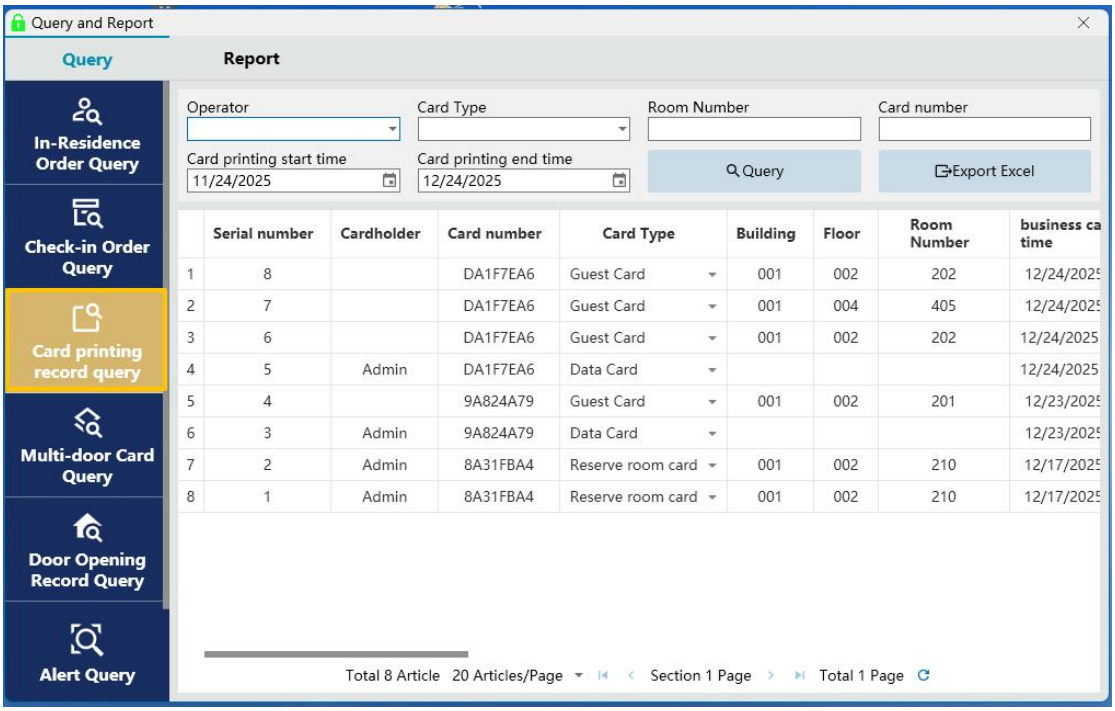
【Function】

Query the card issuance and recovery records of all cards except multi-door cards。

【Operation】

a) Click "Query and Reports → Card Issuance Records", and the following window will appear：

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b) Select the search criteria and click the "Search" button to list the data that meets the criteria;

【Description】

Nothing。

12.4 Query of Multi - door Card Issuance

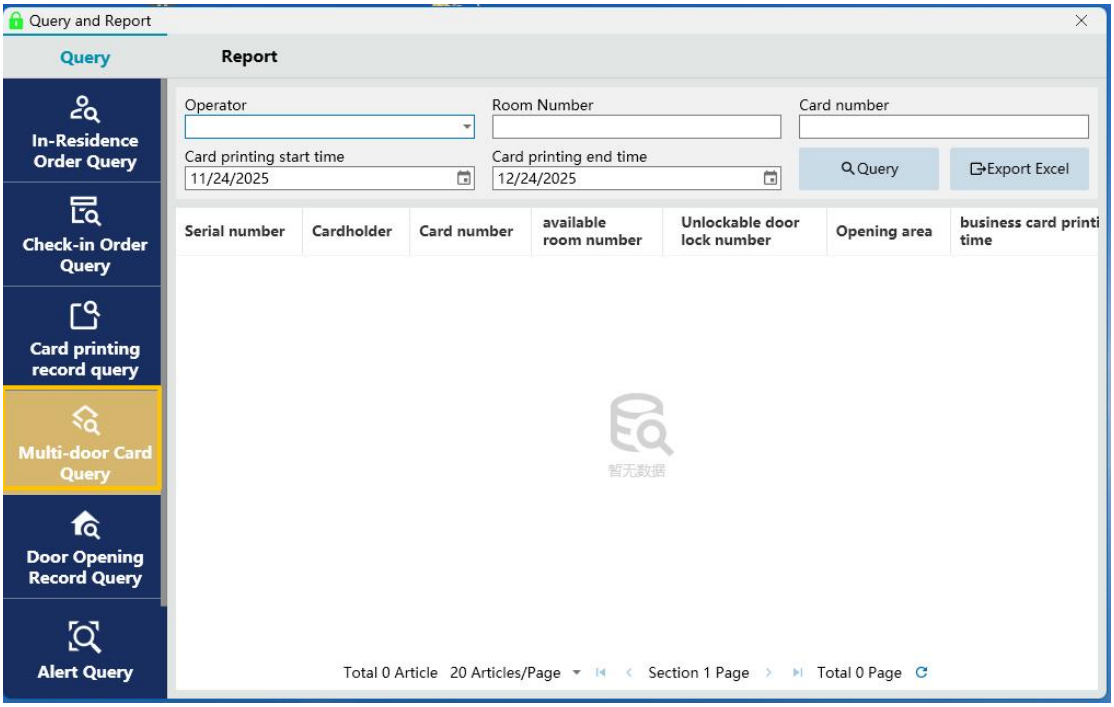
【Function】

Query the production and recovery records of multi-door cards。

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【Operation】

a) Click "Query and Reports → Query of Multi-door Card Issuance", and the following window will appear：



b) Select the search criteria, click the "Search" button, and the data that meets the criteria will be displayed in the list；

【Description】

Nothing。

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12.5 View Door Opening Records

【Function】

Query the door opening records stored in the lock for traceability and diagnosis purposes。

【Operation】

a) If the door lock model is RF50, an S70 card can be used to export door opening records：

- First, create the S70 card as a data card (via "Create Special Card → Data Card"). Note: An S70 card can only initialize one sector!!!；
- Bring the data card close to the door lock. After a few seconds, the door lock's light will flash, indicating that door opening records are being transmitted from the door lock to the data card；
- After approximately tens of seconds, the light will stop flashing, and a "beep..." sound will be heard from the door lock, indicating successful operation. If no beep is heard, the operation has failed. Please re-swipe the data card to extract records following the aforementioned steps；

b) If the door lock model is RF57, records can only be extracted directly using a handheld device (RF50 also supports this method, with the same operation steps)：

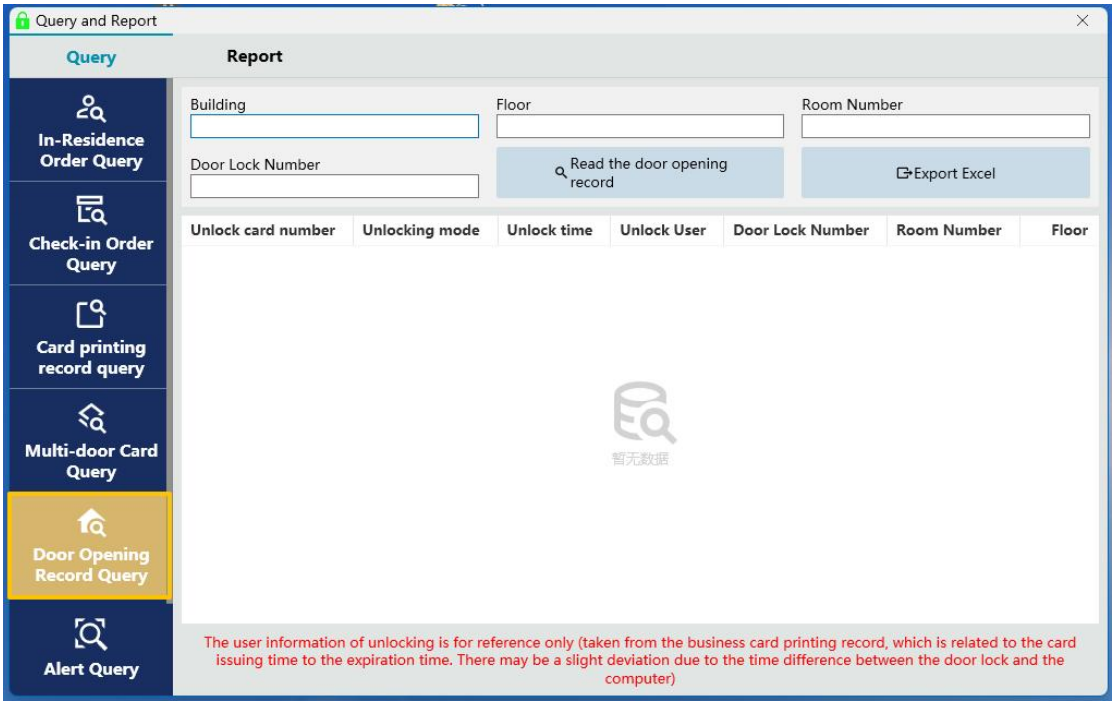
- Navigate to the handheld device menu: "Door Lock Maintenance → Extract Door Opening Records → RF Data Extraction" ；
- Bring the handheld device close to the door lock. After a few seconds, the lights on both the door lock and the handheld device will start flashing, indicating that door opening records are being transmitted from the door lock to the handheld device；
- After approximately tens of seconds, the lights will stop flashing, and the green light on the data extractor will turn on, indicating successful operation. If a red light is

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displayed, the operation has failed. Please re-swipe the data card to extract records following the aforementioned steps；

- After successfully extracting the door opening records, connect the handheld device to the computer via a USB cable；

c) Click the menu "Query and Reports → View Door Opening Records" to display the following window：



d) Click the "Search" button to read the door opening records from the handheld device or S70 card and display them in the list。

【Description】

- For RF50 door locks, door opening records can be extracted using an S70 card or a handheld device；

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- For RF57 door locks, door opening records can only be extracted using a handheld device；

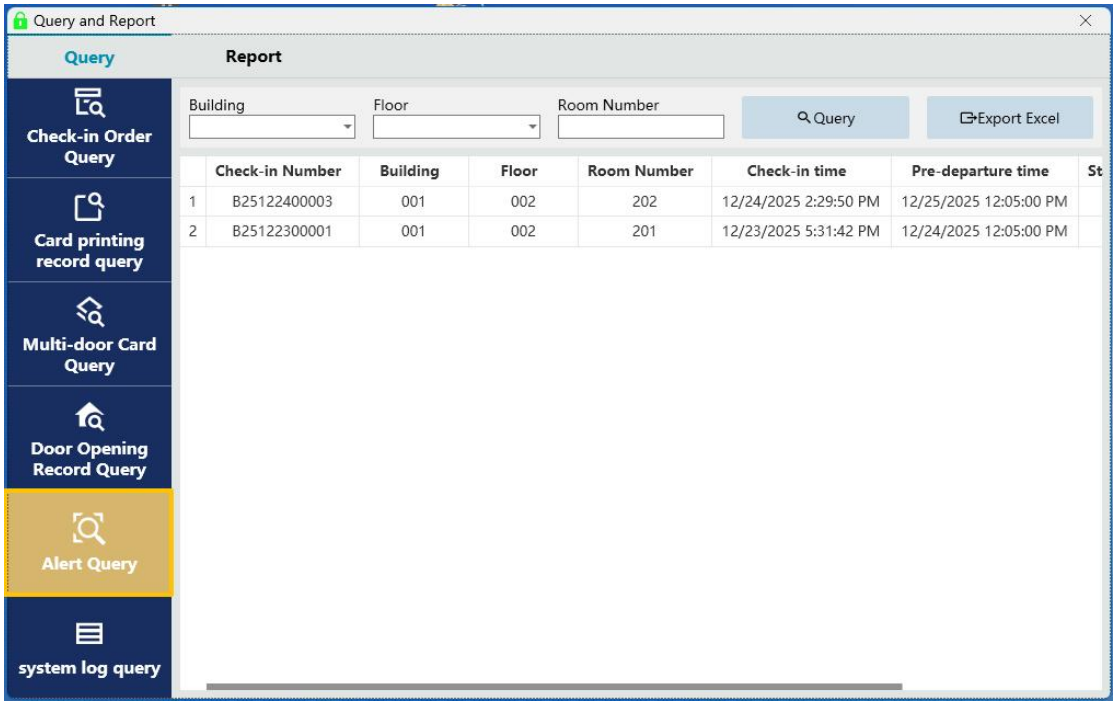
12.6 Alert Query

【Function】

Query the early warning information about the impending expiration of long-term rental housing recorded in the current operating system。

【Operation】

a) Click "Query and Reports → Alert Query" and the window as shown below will pop up：



b) Click the "Query" button to display all information that meets the criteria；

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c) Click "Export to Excel" to export the information to an Excel spreadsheet；

【Description】

Nothing。

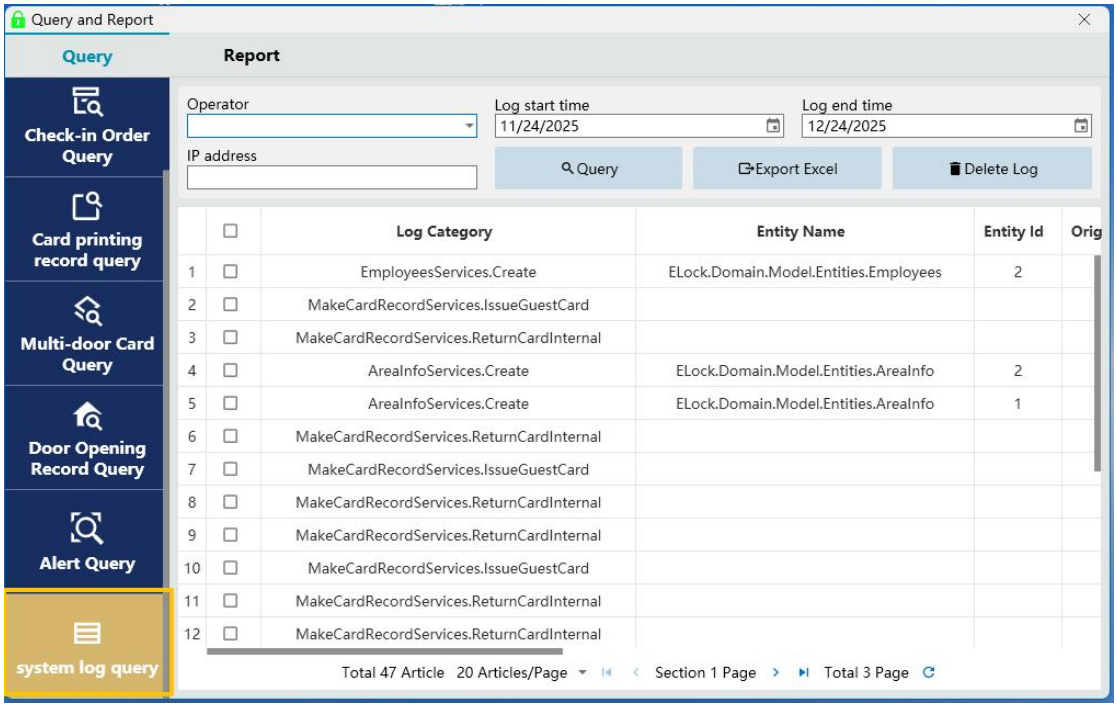
12.7 System Log Query

【Function】

Query all operation logs.

【Operation】

a) Click "Query and Reports → System Log Query" to display the window as shown below：



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b) Click "Query" to retrieve all information that meets the criteria。

c) Click "Delete Logs" to remove the relevant operations; please proceed with caution。

【Description】

Nothing。

12.8 Card Status Report

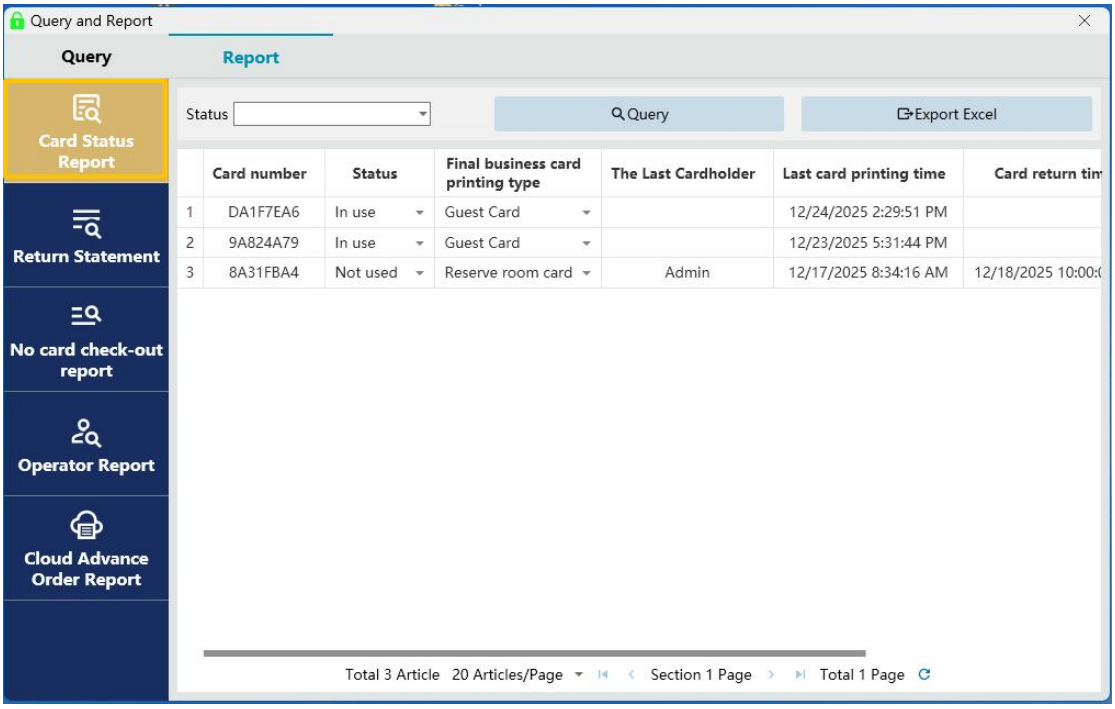
【Function】

Query the current usage status of the cards that have been operated on in the current system。

【Operation】

a) Click "Query and Reports → Card Status Report" to display the window as shown below：

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b) Click the "Query" button to generate statistics on the card usage；

【Description】

Nothing。

12.9 Check-out Due Report

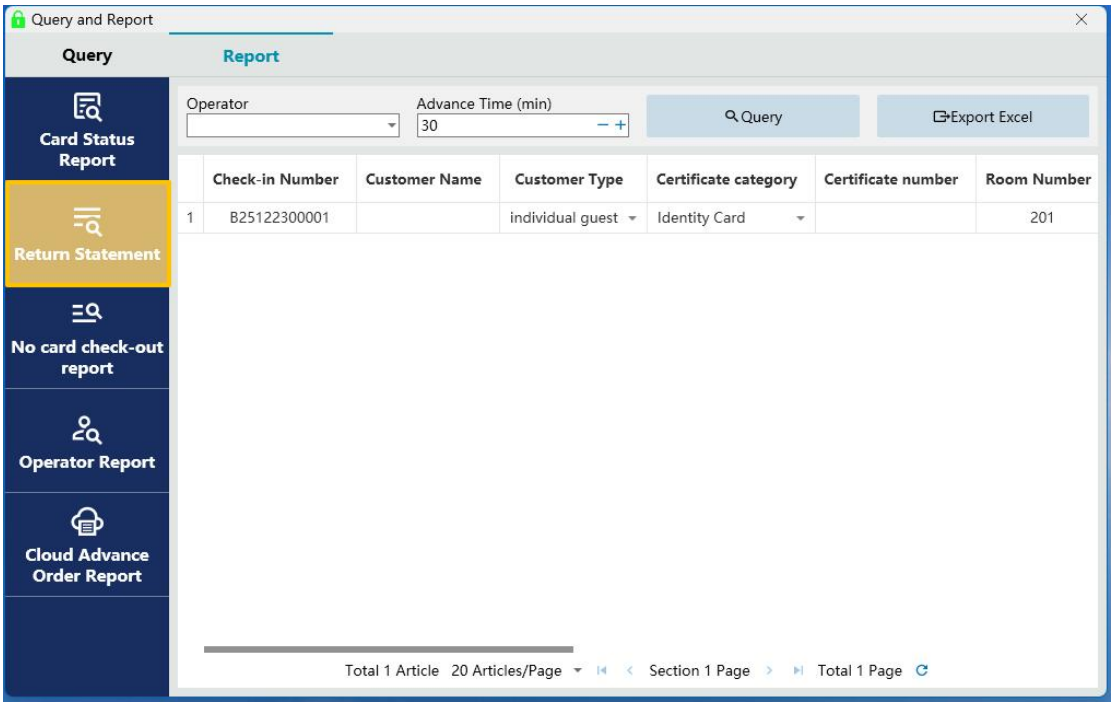
【Function】

Query the information of guests in the system who have reached the check-out time but not yet checked out。

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【Operation】

a) Click "Query and Reports → Check-out Due Report" to pop up the window as shown below：



b) Click "Query", and all information that meets the criteria will be displayed in the table。

【Description】

Nothing。

12.10 Cardless Check-out Report

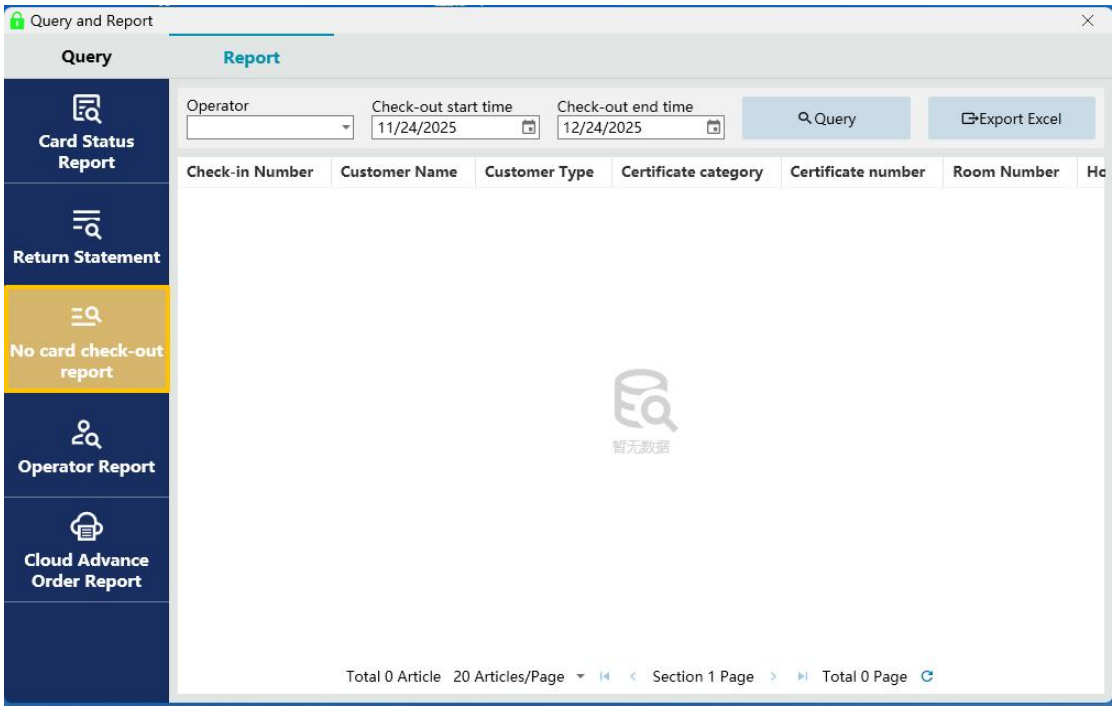
【Function】

Query all information of cardless check-out that meets the criteria。

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【Operation】

a) Click "Query and Reports → Cardless Check-out Report" to display the figure as shown below：



b) Click "Query", and all information that meets the criteria will be displayed in the table。

【Description】

Nothing。

12.11 Operator Report

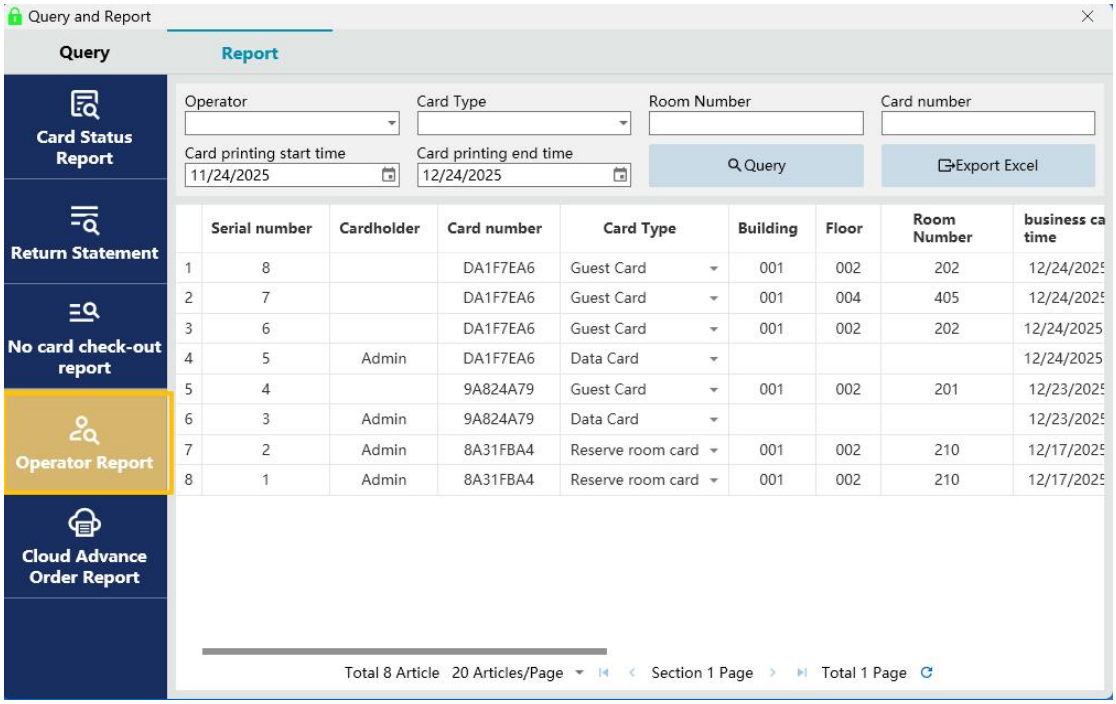
【Function】

Query the card-making records of operators。

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【Operation】

a) Click "Query and Reports → Operator Report" to pop up the window as shown below：



b) Click "Query", and all information that meets the criteria will be displayed in the table。

【Description】

Nothing。

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13.Data Maintenance

It enables operations such as database backup, restoration, automatic backup settings, data cleaning, and database password modification。

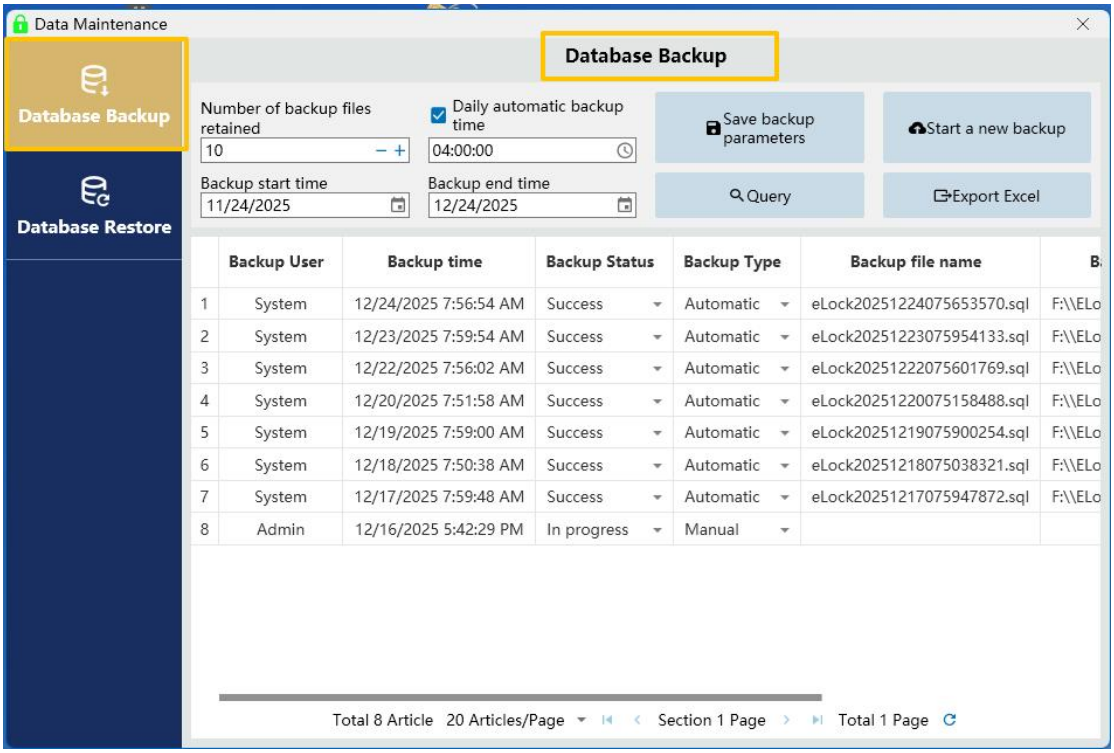
13.1 Data Backup

【Function】

Data backup is used to back up and store all data in the database for future restoration. The file name format is as follows： eLockyyyyMMddHHmmssxxx.sql。

【Operation】

a) Click "Data Maintenance → Data Backup" to display the window as shown below：



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b) The file name and backup time of the last backup will be displayed here. Click the "Start New Backup" button to pop up the save window as shown below, then click the "Save" button to complete the process;

【Description】

- Note: Backup can only be performed on the server。

13.2 Data Restoration

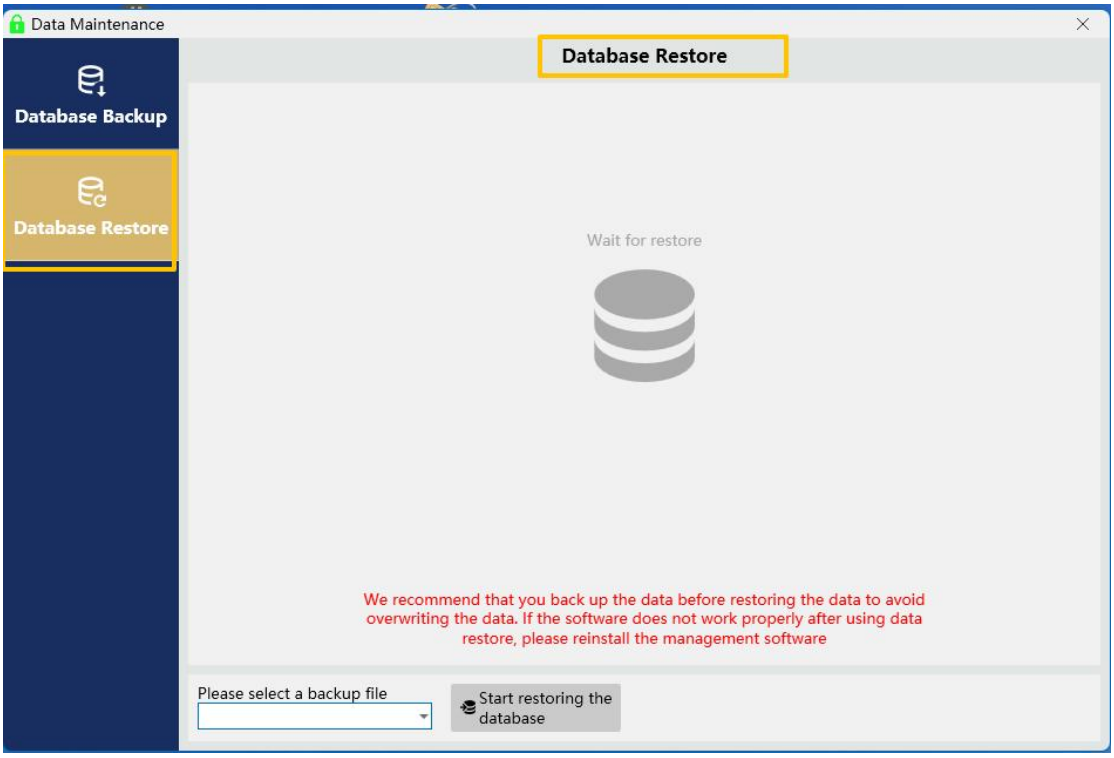
【Function】

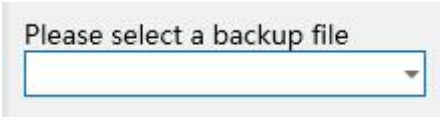
Restore the system using previously backed-up data。

【Operation】

a) Click "Data Maintenance → Data Restoration" to display the window as shown below：

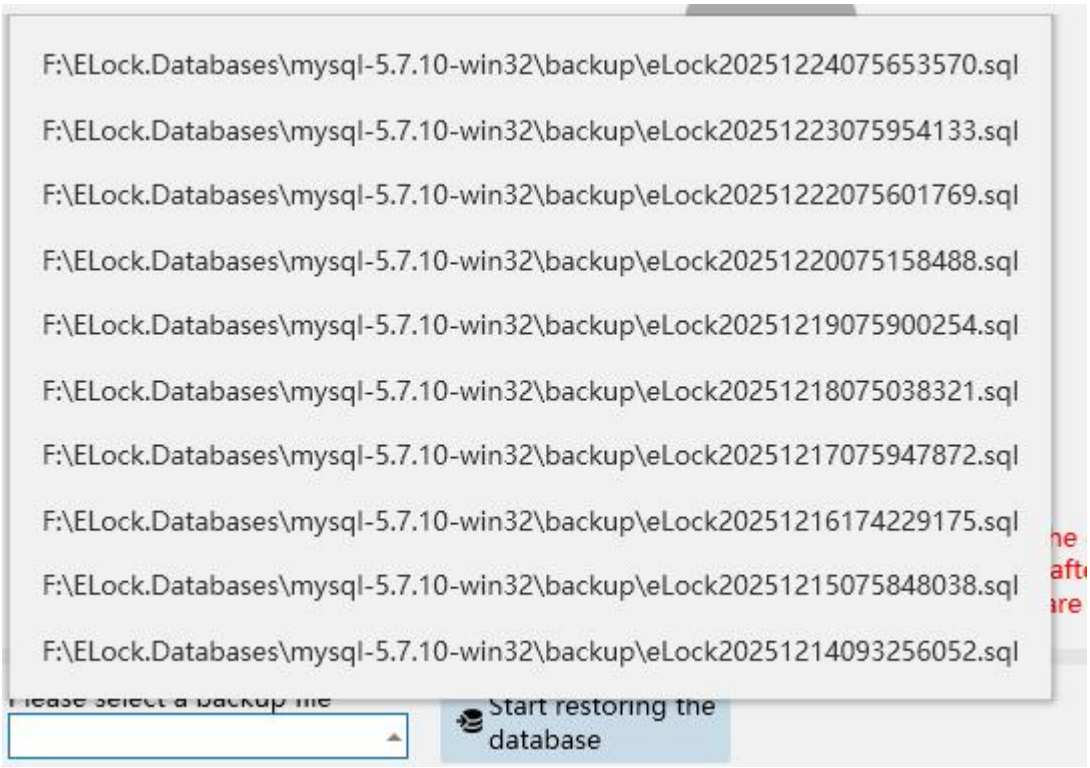
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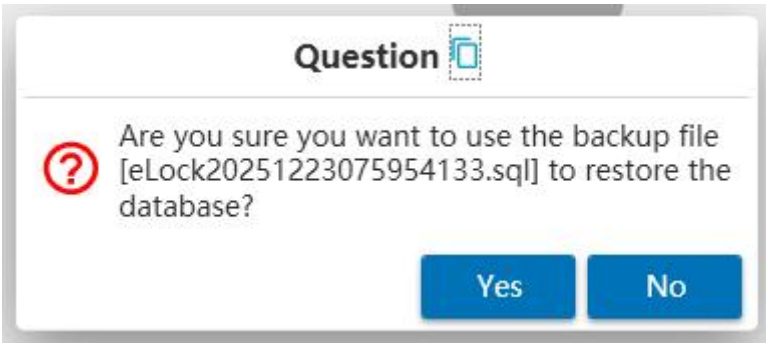
b) Click 

, Select the backed-up file as shown in the figure below：

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c) Click "Start Restoring Database" to pop up the confirmation message as shown in the figure below：



d) Click "Yes" to start restoring the data。

【Description】

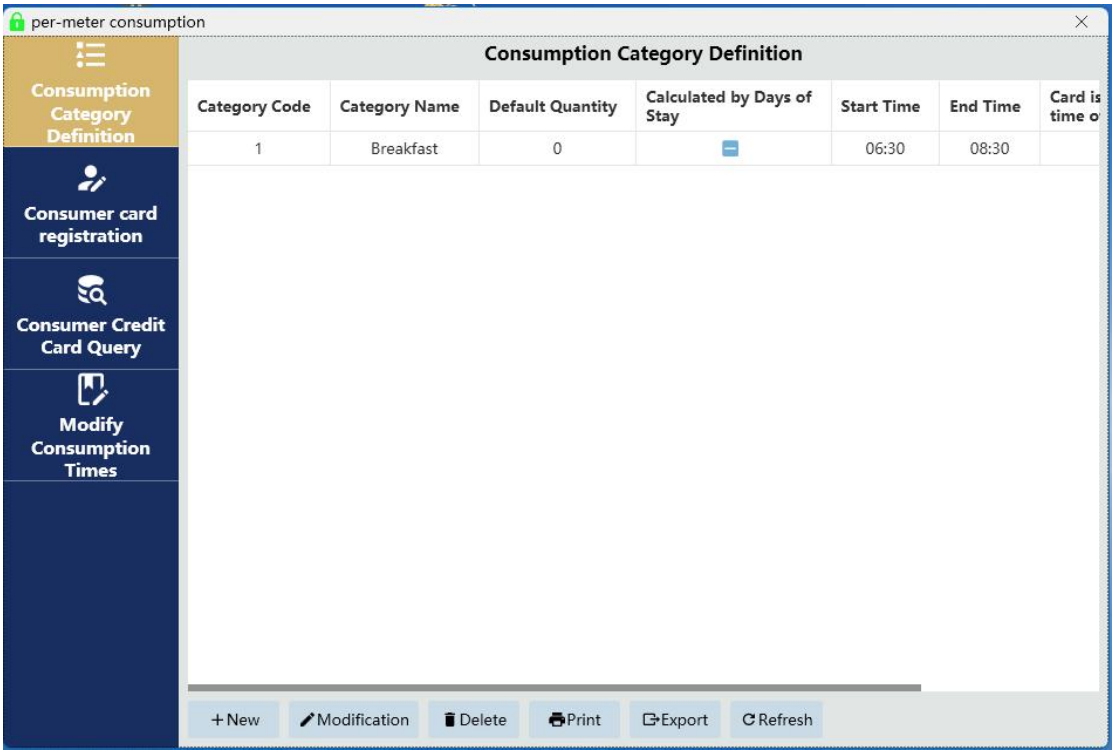
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- It is recommended to back up the current database first before using this function; otherwise, data loss may occur。

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14.Count-Based Consumption

Guests can enjoy the hotel's count-based consumption services, which are mainly used for functions such as breakfast. Note: This function requires customization。



14.1 Category Definition

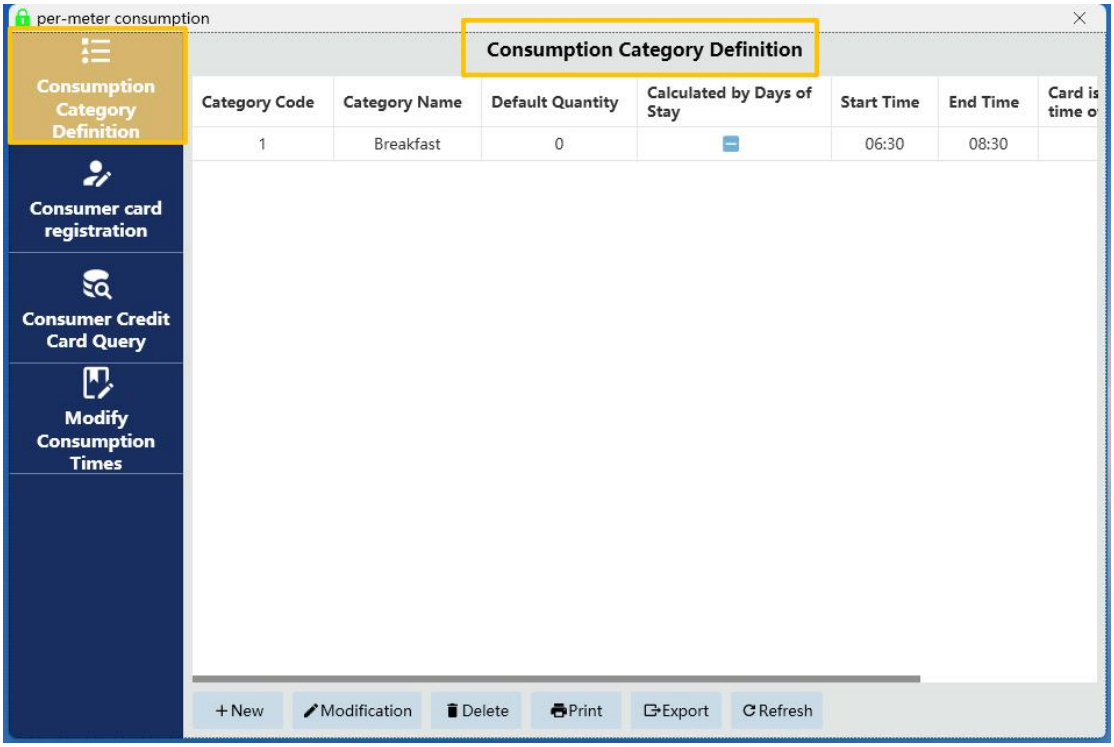
【Function】

Operations such as adding, modifying, and deleting count-based consumption categories。

【Operation】

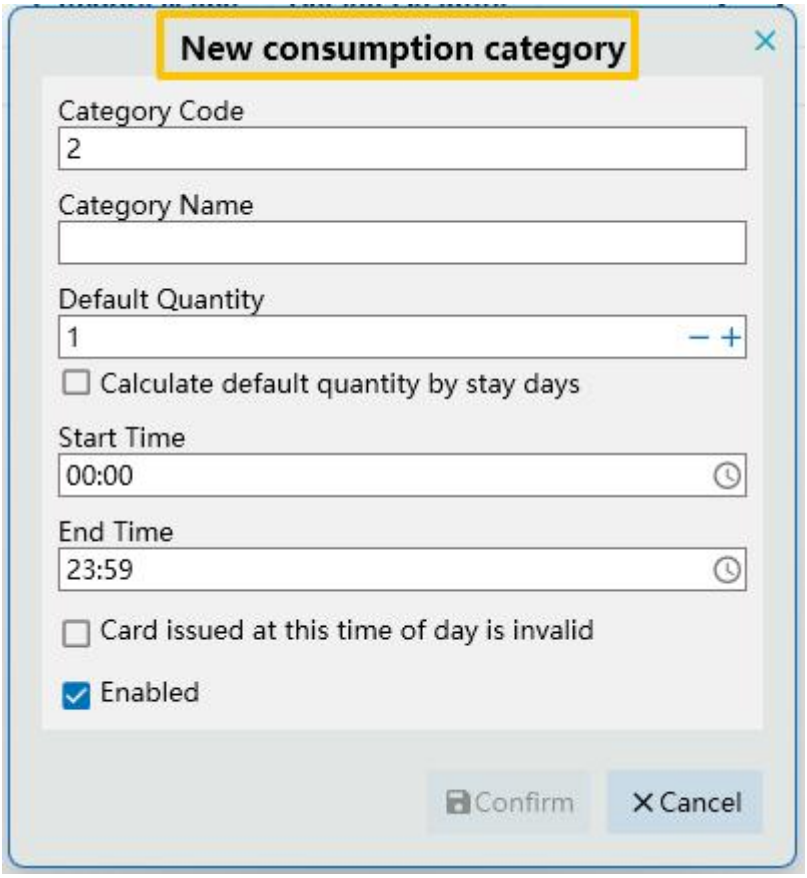
a) Click "Count-Based Consumption → Category Definition" to pop up the window as shown below：

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b) Click "Count-Based Consumption → Category Definition → Add New" to pop up the window as shown below：

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c) Enter the consumption name, default quantity, and service time period, then click "Confirm" to complete the process。

【Description】

- Default Quantity: Automatically calculated based on the number of check-in days；
- Cards issued during this time period on the same day are invalid: If enabled, count-based consumption of this category cannot be used on the day the card is issued；
- Enable: This count-based consumption category can only be used after checking the corresponding option in System Maintenance → System Settings → Advanced Settings；
- Consumption Name: Cannot be left blank。

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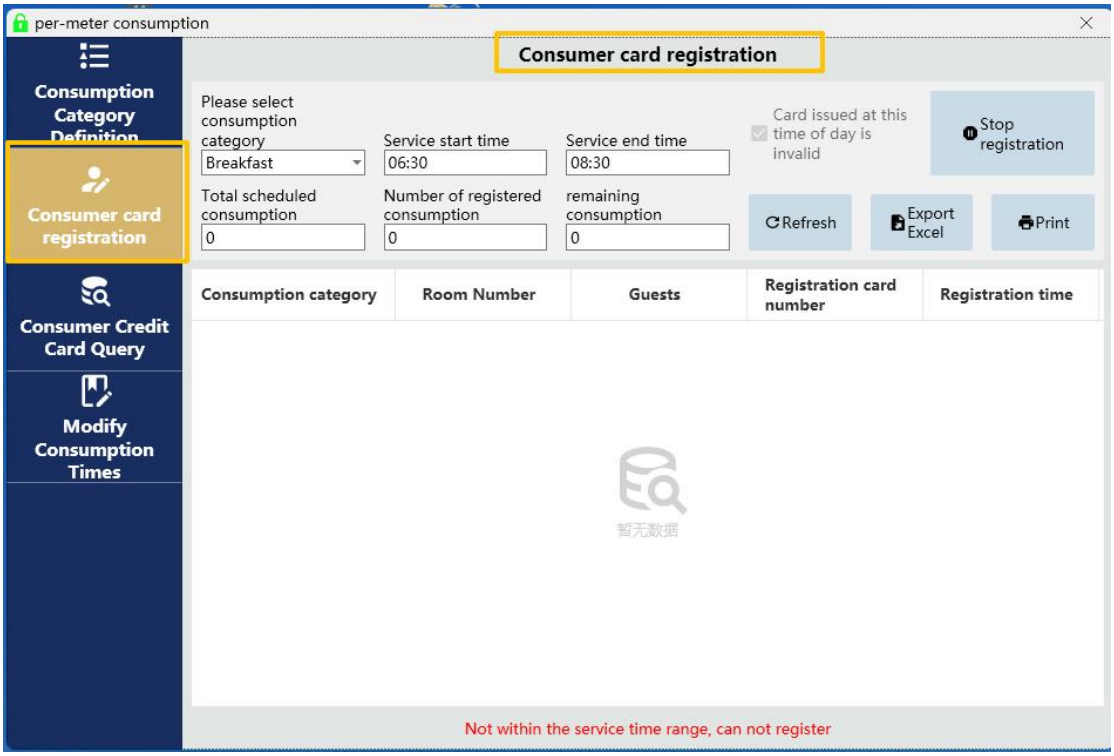
14.2 Card Swipe Registration

【Function】

Register the pre-booked consumption categories in the guest's card。

【Operation】

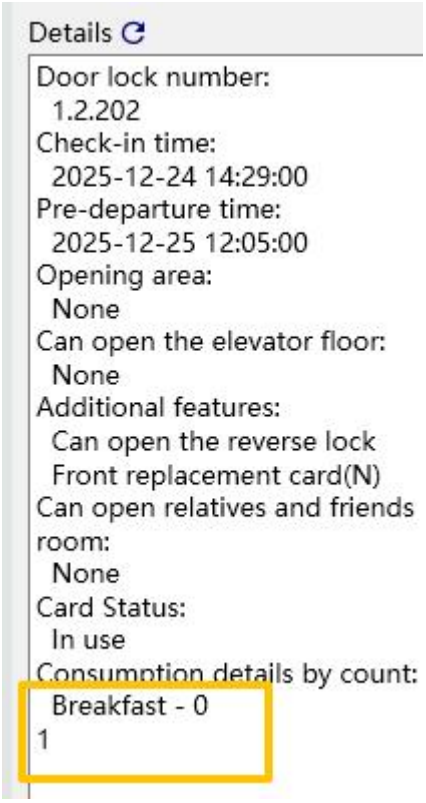
a) Click "Count-Based Consumption → Card Swipe Registration" to display the window as shown below：



b) Select the consumption category (it is in the registered state by default), place the guest's card on the card reader, and the count of the corresponding consumption category will be automatically deducted once；

c) The remaining count corresponding to the pre-booked count-based consumption categories of this guest's card can be viewed in the card information display area, as shown in the figure below：

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【Description】

- Registration can only be performed if the current time is within the service time period；
- Registration can only be performed if there are pre-booked count-based consumption categories；
- Registration can only be performed if the remaining count is greater than 0；

14.3 Modify Count

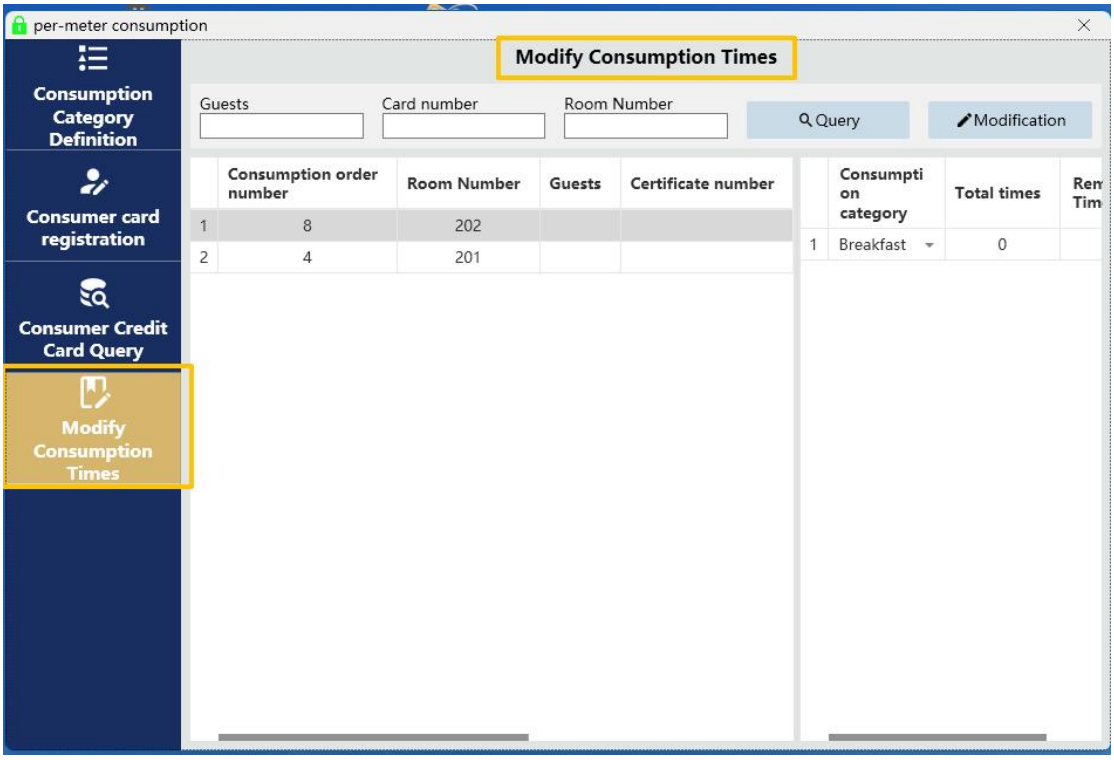
【Function】

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Manage the count-based consumption on the guest's card。

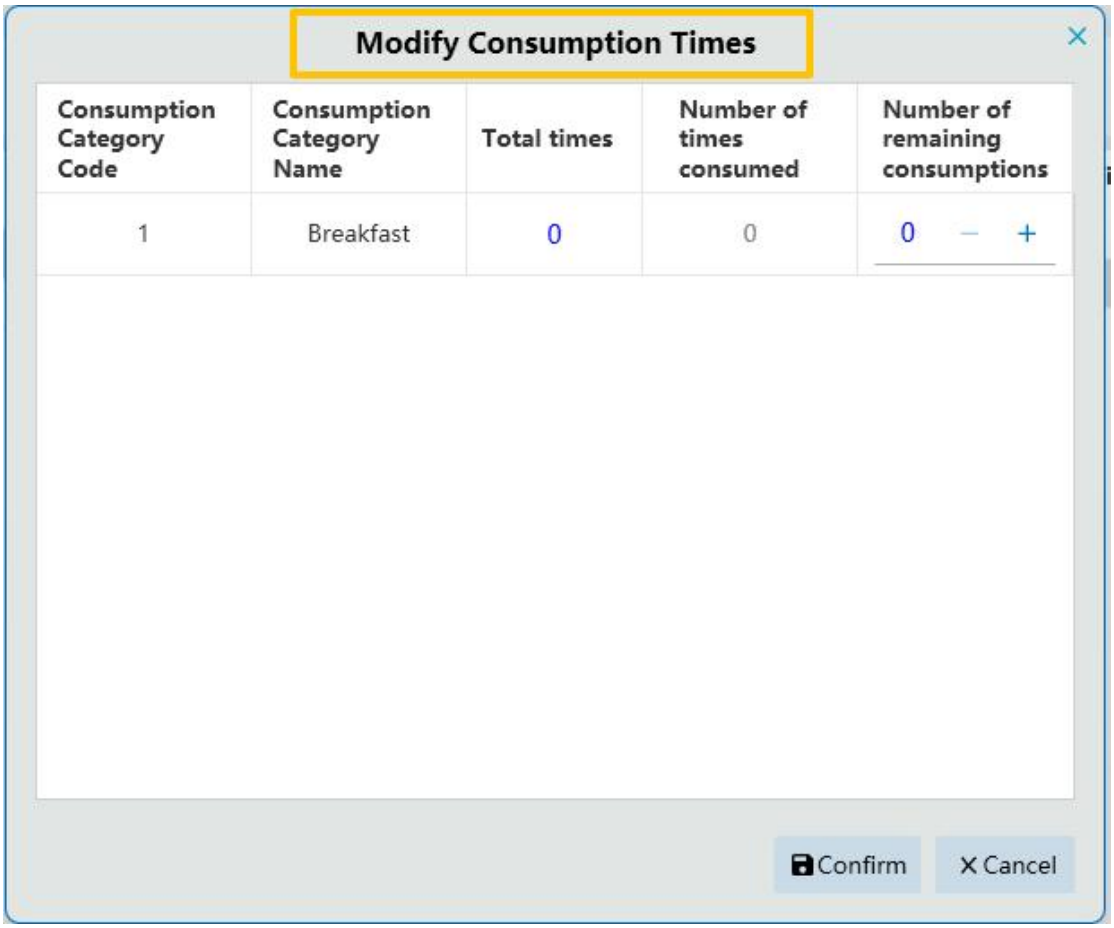
【Operation】

a) Click "Count-Based Consumption → Modify Count" to pop up the window as shown below：



b) Click "Modify" to display the information of in-house guests in the list, as shown in the figure below：

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c) Increase the remaining count；

d) Modify the remaining count of consumption categories for all guest cards, then click "Confirm" to complete the process。

【Description】

Nothing。

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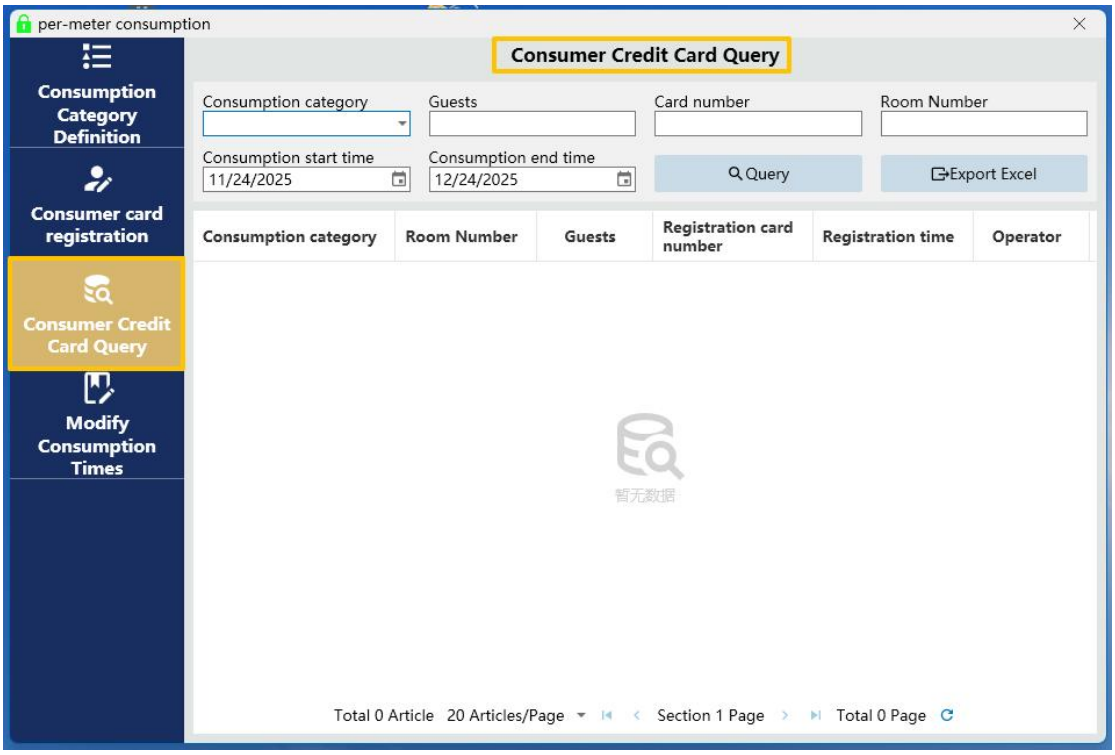
14.4 Card Swipe Record Inquiry

【Function】

Inquire about all data of card swipe registrations。

【Operation】

a) Click "Count-Based Consumption → Card Swipe Record Inquiry" to pop up the window as shown below：



b) Enter the query criteria, click the "Inquire" button, and the data that meets the query criteria will be displayed。

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【Description】

Nothing。

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15.LCD Handheld Device Operation

The LCD handheld device supports operations such as room setup, time synchronization, check-out, exporting door opening records, and door lock fault diagnosis, greatly facilitating system maintenance。



Notes：

- Before using the handheld device to operate the door locks, you must first connect the handheld device to the computer via a USB cable and download the room data to the handheld device。
- The interaction between the handheld device and the computer is via a USB cable, while the interaction with the door locks is through microwave communication；

15.1 Computer-Side Operation of the Handheld Device

Connect the handheld device to the computer via a USB cable, then turn on the handheld device and enter the "PC Synchronization" interface. Wait for a moment (the first time will take longer), and the handheld device will prompt "Device connected successfully"。

Open the Door Lock Management System, and the associated buttons as shown below will appear in the lower left corner. The following chapters will explain them respectively：

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15.1.1 View Lock Body Information

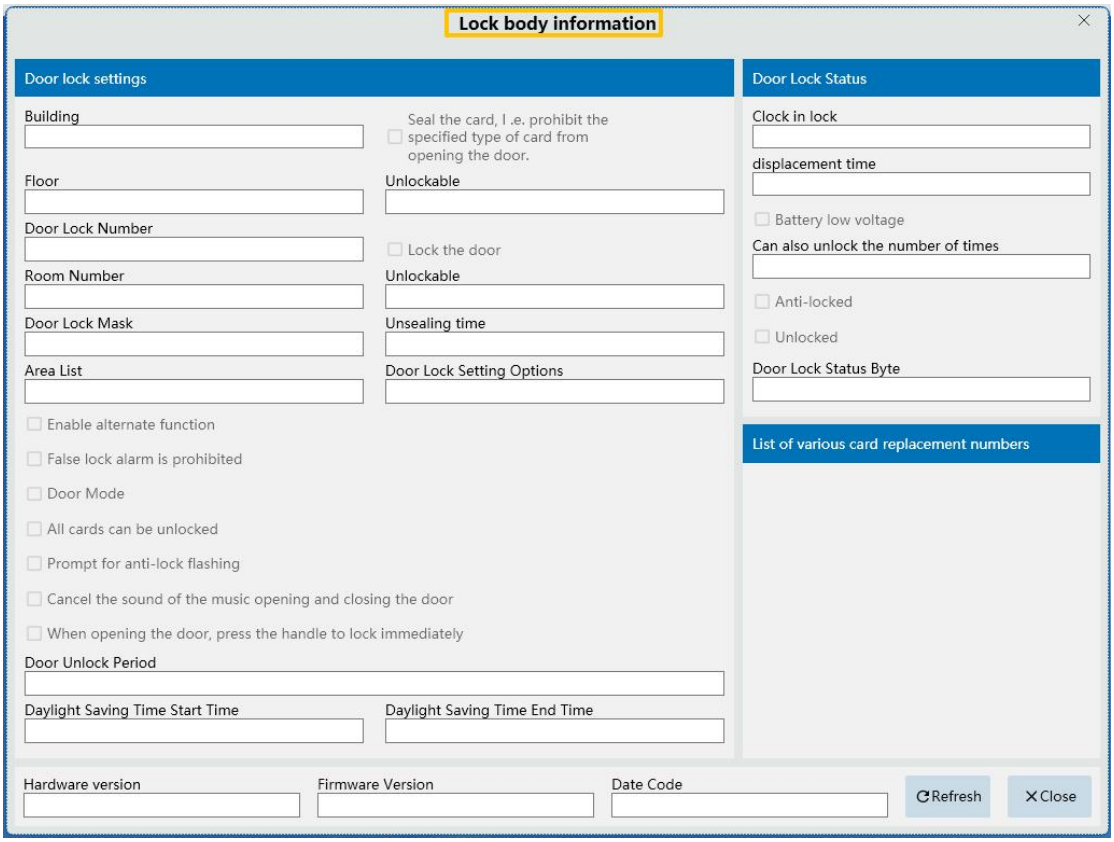
【Function】

The "View Lock Body Information" button allows you to view the basic information of the lock body, including building number, floor number, room number, etc.。

【Operation】

Click the "View Lock Body Information" button, and a window as shown below will pop up, displaying some basic information of the door lock：

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- Building: The building to which the door lock belongs;
- Floor: The floor to which the door lock belongs;
- Door Lock Number: The complete serial number of the door lock;
- Block Cards: Prohibit specified types of cards from unlocking the door lock;
- Block Door Lock: Prohibit all cards from unlocking the door, except for specified types of cards;
- Unblock Date: The function of unblocking cards and unblocking the door lock will be automatically activated on the specified date;
- Area List: The area to which the door lock belongs, with a maximum of 8 areas allowed;

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- Enable Replacement Function: Indicates whether the guest card replacement function is enabled. Generally, this function is enabled for room door locks, but disabled for building access doors, floor access doors, etc.；

- Disable False Lock Alarm: If checked, long-pressing the handle will not trigger an alarm;

- Passage Mode: Swipe a card once to unlock the door and swipe again to lock it—automatic locking is disabled;

- All Cards Can Unlock When Deadbolted: Equivalent to all cards bypassing deadbolt detection;

- Mute Door Opening/Closing Sounds: Initially only applicable to T5557 card door locks; configurable for all door locks produced after 2018. Contact the manufacturer or distributor for details;

- Instant Locking When Handle Is Pressed (During Unlocking): The door locks immediately when the handle is pressed during unlocking, without waiting for the handle to be released. This applies to self-eject lock bodies;

- Lock Internal Clock: The built-in clock of the door lock, similar to a computer's system time. The door lock uses this as the standard to verify the validity period of various cards;

- Expiration Time: The check-in time of the last swiped guest card. If a guest card's check-in time is earlier than the expiration time, door unlocking is not allowed;

- Deadbolted: If checked, indicates the door is deadbolted;

- Unlocked: If checked, indicates the locking mechanism is released;

- Replacement Number List for Various Card Types: Displays the replacement number values for different card types. If the replacement number on a card is less than the corresponding card type's replacement number in the door lock, door unlocking is not allowed；

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【Description】

Note: Before viewing the lock body information on a computer, you must first extract the door opening records from the door lock using a handheld device, or view the door lock system information via the expert diagnosis system. For specific methods, please refer to the relevant chapters。

15.1.2 View Door Opening Records

【Function】

The "View Door Opening Records" button allows you to view the door opening records of various types of cards。

【Operation】

a) Click the "View Door Opening Records" button, and a window as shown below will pop up；

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b) Click the "Inquire" button to start reading door opening records from the handheld device. It will take approximately one minute to complete the reading, and the records will then be displayed in the list。

【Description】

Note: Before viewing door opening records on a computer, you must first extract the door opening records from the door lock using the handheld device。

15.1.3 Download Room Settings

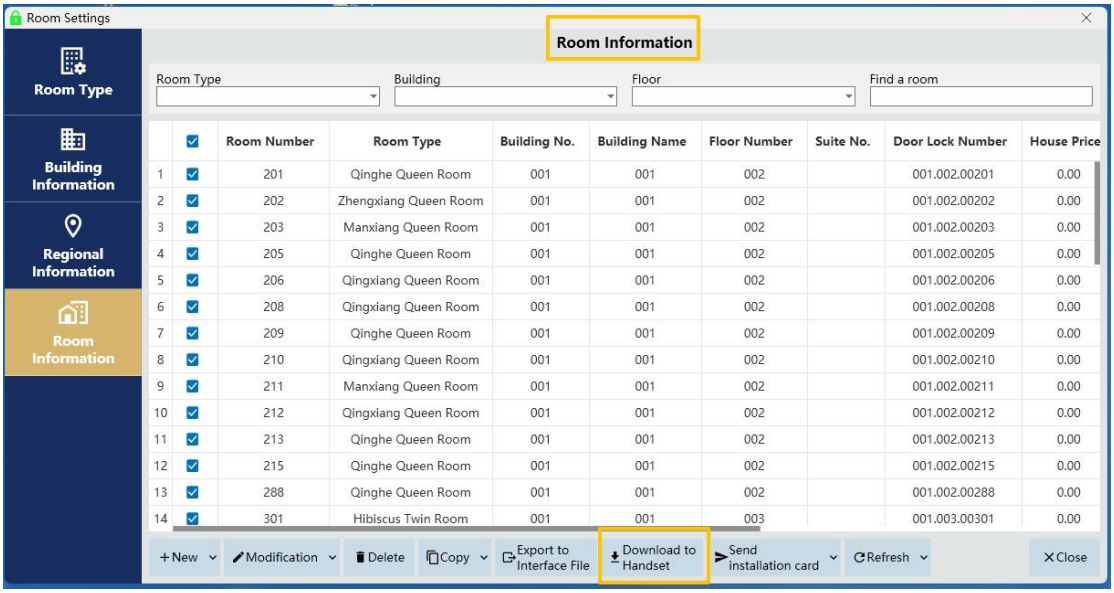
【Function】

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The "Download Room Settings" button is used to download room data to the handheld device, and automatically set the authorization code information and system clock to the handheld device。

【Operation】

a) Click the "Download Room Settings" button, and the room settings window as shown below will pop up：



b) Click the "Download All Rooms to Handheld Device" button, and the window as shown below will pop up：

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c) Simply click the "Download" button to complete the process。

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【Description】

- When downloading room data, the authorization code information and clock will be automatically set to the handheld device;
- The handheld device can download a maximum of 800 or 3000 rooms at one time;
- The card issuer must be connected during the download process；

15.2 Door Lock-Side Operation of the Handheld Device

Turn on the handheld device, and the main menu will be displayed as follows：

1. Expert Diagnosis System
2. Door Lock Maintenance - (Room Setup, Door Lock Clock Calibration, Check-Out Operation, Extract Door Opening Records)
3. Card Reading & Writing
4. System Settings
5. PC Synchronization

15.2.1 PC Synchronization

【Function】

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"PC Synchronization" is used to establish a connection between the handheld device and the computer for downloading room data, viewing lock body information, checking door opening records, etc.。

【Operation】

a) Connect the handheld device to the computer via a USB cable;

b) Turn on the handheld device and enter the "PC Synchronization" page;

c) After a few seconds, the handheld device will prompt "Device connected successfully". At this point, you can perform upload and download operations for room data and door opening records。

【Description】

The first connection will take longer because the computer needs to automatically install the driver program。

15.2.2 Expert Diagnosis System

【Function】

It is used to view the basic information of the door lock and then compare it with the card information, so as to judge and solve some operational problems。

【Operation】

a) Turn on the handheld device and enter the "Expert Diagnosis System" page;

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b) Bring the reading/writing area of the handheld device close to the induction area of the door lock. The door lock will emit a "beep" sound and start sending data to the handheld device;

c) After a few seconds, the data transmission will be completed, and some current basic information of the door lock will be displayed on the handheld device. If there is a large amount of information, you can use the up and down keys to turn the pages。

【Description】

Nothing。

15.2.3 Door Lock Installation

【Function】

Set basic information such as building number, floor number, and room number to the door lock, and complete door lock time synchronization simultaneously。

【Operation】

a) Download room data from the computer to the handheld device;

b) Turn on the handheld device and navigate to the "Door Lock Maintenance → Room Setup" menu. All room data downloaded to the handheld device is listed here. You can use the four directional keys (up, down, left, right) for selection and page turning;

c) Select a room and press the "OK" key to enter the installation and setting interface, where the handheld device's red light will flash;

d) Bring the reading/writing area of the handheld device close to the induction area of the door lock. The door lock will emit a "beep-beep---" sound (one short and one long) to indicate successful operation;

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e) Proceed with the installation and setting of the next room；

【Description】

- If the door lock emits 7 short beeps during setup, it indicates that a room number has already been stored in the door lock. You must clear the existing room number first before setting a new one;
- While setting the room number, the door lock's time will be automatically synchronized;
- The handheld device can store a maximum of 800 door lock information entries, and the latest version can be expanded to a maximum of 3000 entries。

15.2.4 Calibrate Door Lock Clock

【Function】

Calibrate the door lock clock using the clock in the handheld device。

【Operation】

a) First, check if the handheld device's clock is correct. If not, set it correctly first;

b) Turn on the handheld device and navigate to the "Door Lock Maintenance → Calibrate Door Lock Clock" page;

c) Bring the reading/writing area of the handheld device close to the induction area of the door lock. The door lock will emit a "beep-beep---" sound (one short and one long) to indicate successful operation;

d) Proceed with the calibration for the next room；

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【Description】

- Note:
- It is recommended to calibrate the door lock clock regularly every three months;
- Ensure the handheld device's time is correct first. If not, you can download room data from the computer once, and the handheld device's time will be synchronized with the computer。

15.2.5 Check-Out Operation

【Function】

Perform the check-out operation on the door lock using the handheld device, which achieves the same function as a check-out card。

【Operation】

a) Turn on the handheld device and navigate to the "Door Lock Maintenance → Check-Out Operation" page;

b) Bring the reading/writing area of the handheld device close to the induction area of the door lock. The door lock will emit a "beep-beep---" sound (one short and one long) to indicate successful operation；

【Description】

The check-out operation performs the same function as swiping a check-out card. Please refer to the relevant chapters on check-out cards。

15.2.6 Extract Door Opening Records

【Function】

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Extract card records from the door lock to the handheld device, facilitating subsequent viewing of lock body information and door opening records on a computer. Two extraction methods are supported: infrared extraction and RF extraction. The infrared method is compatible with early-generation door locks, and only RF data extraction is introduced here。

【Operation】

a) Turn on the handheld device and navigate to the "Door Lock Maintenance → Extract Door Opening Records → RF Data Extraction" page. At this point, the red light will flash, indicating that the device is ready to receive data;

b) Bring the reading/writing area of the handheld device close to the induction area of the door lock and do not move it away. The door lock will emit a "beep--" sound as a prompt, then the green light will flash and start sending door opening records. The green light of the handheld device will also flash simultaneously;

c) The extraction will be completed after approximately one minute。

【Description】

- Lock body information and door opening records will be extracted to the handheld device together.
- The handheld device can store up to 2000 unlocking records。

15.2.7 Door Lock Firmware Upgrade

【Function】

It enables online upgrading of the door lock program without the need to disassemble the lock or its circuit board. It can be used to modify the functions of the door lock, convert a hotel lock to a residential lock, or convert a residential lock to a hotel lock, etc.。

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【Operation】

For specific operation methods, please refer to the document specifically introducing online upgrades。

【Description】

Only T5557 cards require a liquid crystal handheld device for upgrading, while Mifare card door locks can have their firmware upgraded using two S70 cards。

15.2.8 Read & Write Cards

【Function】

It is used to read card information or write data to cards. Currently, only card information reading is supported。

【Operation】

a) Turn on the handheld device and navigate to the "Card Reading & Writing → Read Card Information" interface;

b) Bring the card close to the reading/writing area of the handheld device. The handheld device will emit a "beep" sound to indicate successful reading, and then display the card information。

【Description】

Only Mifare card door locks support card information reading。

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15.2.9 System Settings

It allows adjusting the door lock's clock and selecting the door lock type.。

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16.External Interfaces

The door lock SDK of this system is open to the public. It provides traditional DLL file mode for third-party software to call card-issuing functions, and also supports calling via TCP/IP communication mode。

16.1 DLL Interfaces

If third-party developed software needs to use the door lock interface, the SDK file can be requested from the door lock manufacturer or local distributor。

16.2 Fidelio Interfaces

For interface support programs and detailed operation documents, please contact the door lock manufacturer。

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17.FAQ

Here answer frequent problems uncounted by user.

17.1 What is guide and how to operate?

During the use of the door lock, we have found that accidental swiping of the installation card often occurs, which will cause the door lock to fail to operate normally. For example, if the installation card for Room A0102 is swiped on the door lock of Room A0105 by mistake, Room A0105 will be set to A0102, resulting in the guest card being unable to unlock the door。

In order to avoid issues arising when user swipes a wrong card at lock, we create a guide function into lock. After you swipe authorized card at lock, you must swipe installation card within 8 seconds to continue. First swiping of installation does not have guide. You may use deletion card to clear up room no. in lock before swiping installation card。

17.2 How to invalidate guest card?

Methods:

1: Issue loss card, and swipe it at lock. This method is not recommenced.

2: Re-issue room card (check to invalidate previous card) and setting become valid after swiping new card.

3: Issue check-out card and swipe it at lock

17.3 Why cannot I unlock door with card?

Generally speaking, the main reasons why the door cannot be unlocked are as follows：

- Incorrect time;

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- The door is deadlocked from the inside;
- Mismatched building number, floor number, or room number. For example, if the door lock is configured as Room 1102 via an installation card, the guest card for Room 1202 will naturally fail to unlock it. Hotels may lose some installation cards, and such a situation may occur after accidental swiping;
- The card has been reported lost. Sometimes, all information on the card is correct, but it still cannot unlock the door—this card is most likely reported lost。

There are also some less common reasons：

- Wrong authorization card (the authorization card used in the management software is not the same as the one swiped on the door lock);
- Motor damage;
- Dead battery;
- Card swiping not detected: Try swiping the card closer to the door lock;
- Card not readable: Try swiping the card closer to the door lock;
- The card has been replaced by another card using a substitute number。

17.4 What is the beep when I cannot unlock door？

To simplify troubleshooting, please refer to the following chart。

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Failure	Beeper	Indicator	Motor	Suitable card type	Solution
No failure, unlocking card	Unlock after 1 short beep and 1 long beep	Red indicator flashes and green indicator turns on	Unlock, turn handle to lock	All unlocking cards	
No failure, management card	After 1 short beep and 1 long beep	Red indicator flashes and green indicator turns on	-	All management cards	
Wrong time	1 short beep	Red indicator flashes	-	Guest card, floor card, multi-door card, building card, master card, check-out card	Correct lock clock time, re-issue unlocking card. Or swipe authorized card three times and swipe installation card to re-issue unlocking card.
Turn security lock	2 short beeps	Red indicator flashes	-	All unlocking cards	Use master card to unlock security lock and check if red indicator flashes every 3-5

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					seconds.
Wrong building, floor or room	3 short beeps	Red indicator flashes	-	Building card, floor card, guest card, multi-door card	Re-swipe installation card and re-issue card.
Card is reported as lost.	4 short beeps	Red indicator flashes	-	All cards	Swipe card to cancel lost and recover card authority.
Wrong password of card	5 short beeps	Red indicator flashes		All cards	For Mifare card lock only. It may not be initialized.
Authorized card error	Short beeps	Red indicator flashes		All cards	Management system and lock may not read the same authorized card.
No guide	Short beeps	Red indicator flashes		Installation card, update	Swipe authorized card and then swipe installation card.
Card is locked.	8 short beeps	Red indicator flashes		Master card, building card, floor card, guest card, multi-door card and	Swipe corresponding setting card

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				alternate card.	
Card is replaced.	10 short beeps	Red indicator flashes		Mater card, building card, floor card, guest card, multi-door card, alternate card	When you issue corresponding card, check replace previous card.
Low battery voltage	Three separate groups of beep	Red indicator flashes		Various unlocking cards	Change battery
Cannot detect swiped card	N/A	N/A	-	All cards	Check if card sensor is well connected, especially its coil.
Cannot read card	N/A	Red indicator flashes	-	All cards	Swipe card closely
Authorized card error	N/A	Red indicator flashes	-	All cards	Turn key and re-swipe card which match management system
Motor broken	1 short beep	Red indicator flashes and green indicator turns on	-	All cards	Remove door lock and replace with a new one

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No battery	N/A	N/A	-	All cards	Long press lock to see if alarm is overtime and etc.
Encryption Mode Error	1 Long Beep and 1 Short Beep	Flashing Red Light	-	All Card	Use cards encrypted with the method corresponding to the system — the new system adopts the new encryption method, while the old system uses the old one
Card Key Error	1 Long Beep and 2 Short Beep	Flashing Red Light	-	All Card	The lock cylinder may be incompatible. Use a card matching the correct lock cylinder or re-encrypt the card
Authorization Card Error	1 Long Beep and 3 Short Beep	Flashing Red Light	-	Authorization Card	Swipe an authorization card incompatible with the lock cylinder
System Reset	None	Flashes Red Light 4	-	All Card	Battery Voltage Too Low, Replace with a New

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		Times			Battery
Crystal Oscillation Abnormality	2 Short Beep 3-2-1Tone Sequence	Flashing Red Light	-	All Card	Crystal oscillator abnormality detected; the latch bolt, key cylinder, and deadbolt button are unresponsive. Returning the device to the factory for repair is recommended

17.5 Error Prompt Comparison Table for Card Issuance

Error Code	Error Description	Causes and Solutions
8009	Room Number Data Abnormality. Please Contact the Manufacturer for Resolution!	When room cards have been issued for all rooms, if room information is modified or additional rooms are added subsequently, the number of rooms will exceed the quantity applied for during registration, and error code **8009** will be prompted
8010	Card Number Data Abnormality. Please Contact the Manufacturer for	The number of cards in use exceeds the quantity set during registration. You may submit a new registration application and set a higher card

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	Resolution!	quantity during cloud registration
8011	Operation Type Mismatch	This usually occurs when using the **new authorization card creation function**. You can click **Cancel** and resubmit the card creation application
8012	Data CRC check error	The card dispenser is not initialized when shipped from the factory.
8016	Card type error	Place the authorization card when reading it; do not place the authorization card when issuing cards
8019	No card detected	The card is not encrypted; the encryption sector of the card is inconsistent with that of the authorization card; poor card contact;
8020	Card key verification failed	The card is not encrypted, or its sector or manufacturer does not match those of the authorization card
8025	Card encryption mode error	The encryption method of both new and old guest cards must be consistent with that of the authorization card

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8046	The device is currently an encryption machine; this operation is not permitted	The encryption machine cannot issue cards on the hotel side; card encryption can only be performed at the manufacturer's premises. A correct hotel card dispenser needs to be replaced
8047	Home Mode Card (or Legacy Encryption Card)	Card encryption error. Return it to the manufacturer for re-encryption
8058	The version of the door lock software/PMS dynamic library is too low (the old version does not support the anti-copy function), but the card issuer has enabled the anti-copy function. You need to update the dynamic library。	Interface incompatibility. Please use the latest version of the software or interface file
8036	发卡器过期了	需要申请注册
8043	当前发卡器不支持制作授权卡功能	当前发卡机只能发客人卡不能制作授权卡
-5	读写错误	需要查看左侧卡片信息区是否有显示卡片的信息，检查卡片加密模式是否与授权卡一样

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-11	端口已被占用	需要重启电脑
-21	被挂失了	卡片被挂失了不能在此系统中使用，需要制作一张取消挂失卡在门锁上刷一下，然后这张卡可重新使用了
-22	时间无效	选择正确的时间，预离日期要与入住日期大，或修改电脑日期格式：yyyy-MM-dd HH:mm:ss
-29	未注册	发卡机需要注册了
-30	无授权卡信息	需要重新读授权卡

17.6 What are the troubleshooting steps when the card fails to unlock the door?

First, if the buzzer emits 1 to 10 short beeps, identify the fault cause directly based on the fault list above and take corresponding measures.

If the sound and light prompts are normal, the motor may be damaged.

If a guest card fails to unlock, try using a floor card. If the floor card works, it indicates the following: no deadlock, normal motor, normal battery, and correct building/floor information of the door lock. In this case, the failure to unlock with the guest card may be due to incorrect time on the guest card/door lock, or a mismatch between the room number on the guest card and the door lock.

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If the floor card also fails to unlock, try using a master card and identify the problem step by step。

17.7 Why can't the guest card unlock the door？

The most likely reasons are as follows:

- The time of the door lock is incorrect.
- The building, floor, and room number information of the door lock is wrong.
- The time of the guest card is incorrect.
- The building, floor, and room number information of the guest card is wrong.
- The door is deadlocked.
- The card has been reported lost.；

17.8 Why can't the building card unlock the door？

The most likely reasons are as follows:

- The building information of the door lock is incorrect.
- The building information of the building card is incorrect.
- The time of the door lock is wrong.
- The building card has expired.
- The card has been reported lost.

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- The battery has given a low-voltage alarm and continued to alarm three times。

17.9 Why can't the floor card unlock the door?

The most likely reasons are as follows:

- The building and floor information of the door lock is incorrect.
- The time of the door lock is wrong.
- The floor card has expired.
- The door is deadlocked.
- The card has been reported lost.
- The building and floor number of the floor card is incorrect.
- The time information of the floor card is wrong.
- The battery has given a low-voltage alarm and continued to alarm three times。

17.10 The door lock indicates the card is reported lost, but it cannot be found in the management software?

When swiping the card, the door lock emits 4 short beeps to indicate the card has been reported lost. However, when you try to issue an unblock card in the management software to restore the card's function, you cannot find the reported lost card. What is the reason for this?

This may be because after the card was reported lost, the management software was reinstalled, but the database was not restored to the previous version. As a result, the management software naturally has no information about the reported lost card。

The solution is as follows:

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- Re-issue a block card and report the card (that the lock indicates is lost) as lost again. There is no need to swipe this card on the door lock.

- Then issue an unblock card. At this point, you should be able to find the card number of the reported lost card.

- Swipe the unblock card on the door lock to restore the function of the reported lost card.

- In this system, you can also manually enter the card number to create a block card directly。

17.11 What is the replacement function?

The replacement function of a guest card works as follows: a guest card issued one minute later automatically replaces the guest card issued earlier. In other words, after the guest card issued one minute later is used to swipe and unlock the door at the door lock, all previously issued guest cards will be "replaced" and can no longer unlock the door. If you need to issue multiple guest cards for simultaneous use, please refer to the section on reissuing room cards。

The automatic replacement function is achievable because all guest cards contain check-in start time information. The door lock can remember the check-in time of the latest guest card, and any guest card with an earlier check-in time will not be allowed to unlock the door。

Replacement function for other cards: When creating various access cards, there is an " [ ] " option. If this option is checked and the card is successfully created, after swiping this card at the door lock, all previous cards of the same type will no longer be able to unlock the door. If you need to issue multiple access cards of the same type, do not check the “ 自动挂失前卡 ” option。

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17.12 How does a check-out card realize the check-out function?

Swiping a check-out card will invalidate all previously used guest cards. The implementation mechanism is as follows: the door lock always remembers the check-in time of the latest guest card and does not allow earlier guest cards to unlock the door. When a check-out card is swiped, the door lock automatically moves the check-in time of the latest guest card forward by 1 minute. For example, if the check-in time of the latest guest card is 8:30, the door lock will adjust this latest check-in time to 8:31 when the check-out card is swiped. As a result, the guest card with the 8:30 check-in time can no longer unlock the door, and this completes the check-out operation。

17.13 Is there any indication for the deadlock state?

In the deadlock state, the red light will flash once every 3 to 5 seconds. At this time, guest cards, floor cards, and multi-door cards cannot unlock the door.。

17.14 Is there any indication for low battery?

After the battery is low, swiping a guest card will not trigger an alarm prompt to avoid startling the guest.

When an access card is swiped and the door is locked, an alarm prompt will be activated. After three consecutive low-battery alarms during door unlocking, the door can no longer be unlocked, and the battery must be replaced。

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17.15 Why does the lock still beep once and fail to unlock after swiping the time-setting card？

When swiping a guest card or access card, if the lock beeps once, it may be due to a time error. However, even after swiping the time-setting card and reissuing the guest card, the lock still beeps once. What is the reason for this？

This may be because the guest card has been deactivated. Usually, swiping the time-setting card or an authorization card once can resolve this issue. If the problem persists, try swiping the authorization card three times (each swipe will trigger a "beep-beep" prompt), then swipe the installation card and time-setting card to check if the issue is fixed。

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