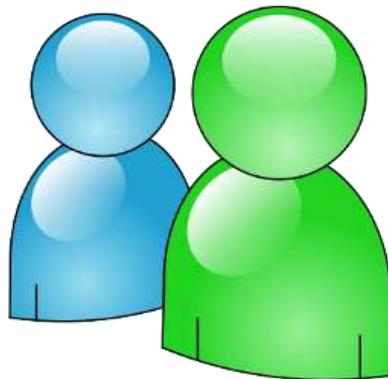# DOMINA

advanced hotel management

Hotel

User guide for Network System

Version 1.0 rev01 May 2012

TABLE OF CONTENTS

1. FOREWORD

This guide has the purpose to instruct the installer to the wiring realization of a hotel automation system and to the related configuration of the essential parameters needed to its correct working.

In the next pages of this document, all the necessary precautions and instructions will be given for the optimal realization of the plant : starting from the constrains of the building works, through the practical wiring , up to the illustration of the meaning of all menus' management software icons and their use, therefore allowing the realization of a complete hotel management system with optimal performances.

2. GENERALITY

The hotel management system of AVE (Domina Hotel) has been designed, tested and approved to comply to the current European Rules and Regulations as regards the realization of electric wiring systems. Besides the respect of the current rules, all the electric wiring arrangements must be respected, starting from suggestions for the realization of the building works until the information about the configuration of the system, that will be described in the following paragraphs.

3. START UP OF THE APPLICATION DHSYS CLIENT

To start the program click on the suitable icon placed on the desktop and await the visualization of the user login's window. At the first start, up to when is created a user with privileges of access to the system, it is possible to use the username and the default password. (Username: administrator – Password: administrator).

For security reasons it is highly recommended, once created the users with the access privileges (see following paragraphs), to remove the default user to avoid accesses to the application DHSys Client from not authorized people.

To make the access it is necessary above all insert the IP address of the computer on which the Server Service resides .
In case both the *Server* and the *Client* were installed on the same computer it is possible inserting as IP address of the server also the value "127.0.0.1" (local host).
If the address of the Server is unknown please contact the network administrator to obtain the information. Once inserted the IP address of the server type the Username and the default Password (administrator) and then click on the button "Connect" .

If the inserted values are correct the *Client* will create the connection with the *Server* and then will visualize the main page of the application.

4. HOME PAGE

The homepage of the hotel management software SFW-ALB0.. is taken back below and contains inside the various representations of the rooms and the common areas present in the plant.
Their visualization is divided into floors.
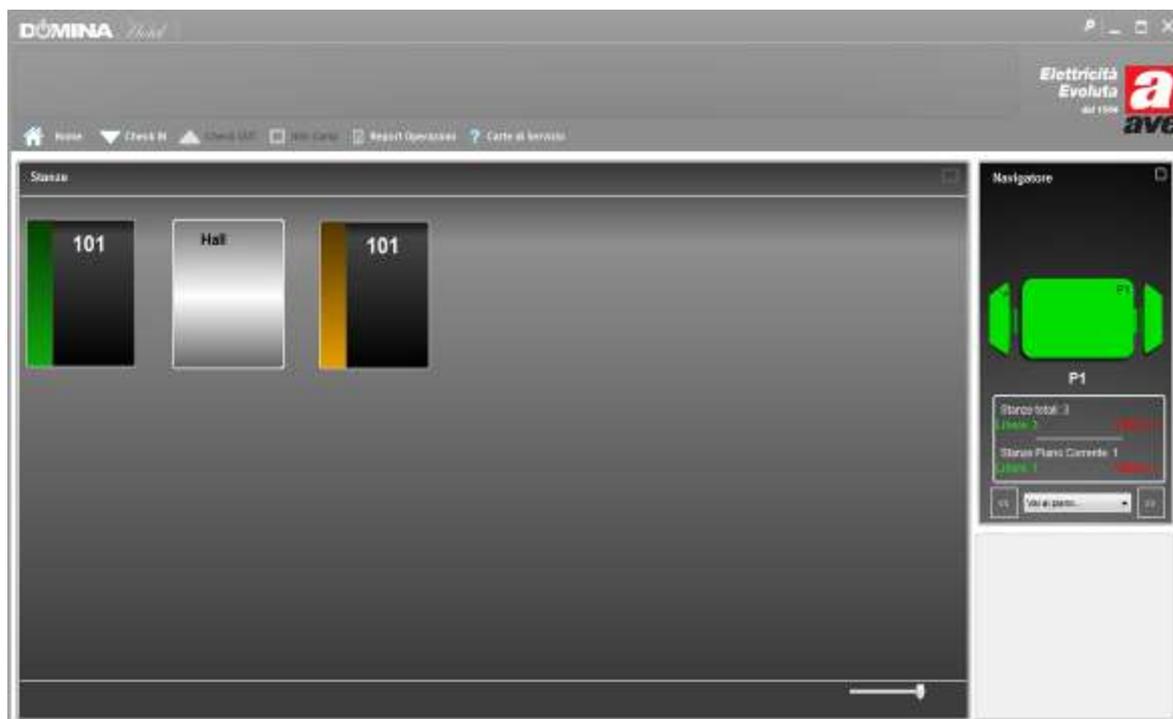
The sideband of the icon concerning the room can take two different colours:
- Green colour: free room
- Amber colour: rented room

The icon concerning the common areas, to the center of the represented above screenshot, is gray.
In all the icons concerning the rooms and the common areas it is shown the name or the "id" number associated in configuration of the plant phase.

By acting on the slider placed at the right of the screenshot there is the chance to shrink the icons that represent the rooms in order to view a larger number for each screenshot. Obviously, reducing the dimension of the icon, the displayed information will assume a layout less specific. Entering, then, the page concerning the room the information regarding any errors will be provided in more detail.
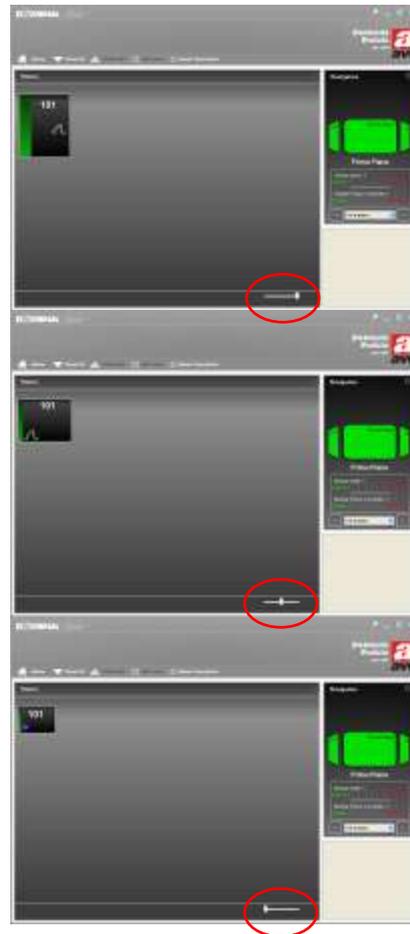
5. FLOORS

The visualization of the floors that compose the plant is taken back in the right part of the screenshot and it is called "Navigator".

The different floors are shown schematically with the icon of a card of green colour. Inside of the icon of every floor, in the top right corner is shown the name of the floor. Under the icon of the floor is taken back the name assigned to the floor shown.

To move from a floor to another it is sufficient clicking on the left button of the mouse on the icon that precedes or that follows the one currently shown or select the floor wished on the voice "Go to the floor". Clicking on the icon $\boxed{<<}$ the software will show the floor associated with the number 1 during configuration of the plant. Clicking on the icon $\boxed{>>}$ the software will show the last floor of the plant.

In the central part of the "Navigator" menu are shown the data concerning the number of free and occupied rooms of all the plant and of the floor that is currently visualized.
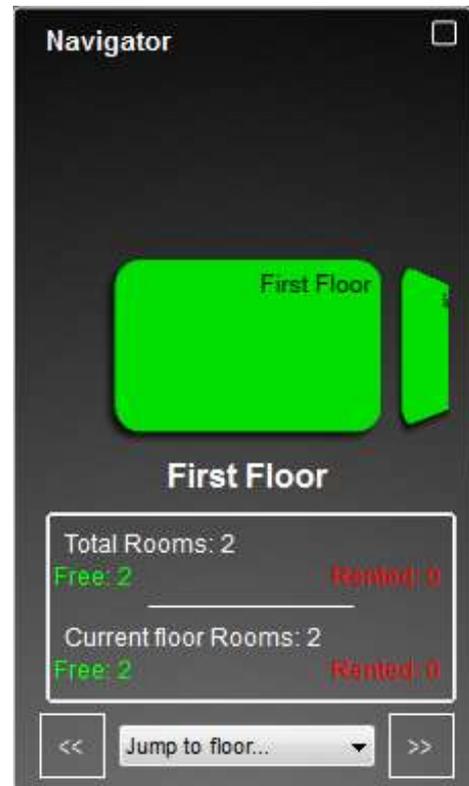
6. ROOMS

To access the various parameters belonging to a room is necessary to press twice the left mouse button on the icon representing the room. By doing so it will appear the window below that contains all the information concerning the selected room.

Fig. 1 example of a room not rented, and without the presence of the guest

Below will be illustrated the meaning and functions of the various icons present in the screenshot "Room".

- Room status: It shows whether the room is not rented (green) or rented (amber). In case of rented and occupied room, the icon will also show the feed-back of the presence FEM (plug icon) and the type of card present in the indoor reader. In the case the room is occupied but there is not the feed-back of the FEM rather than the icon of the plug it will be shown the icon OFF. This means that the user is inside the room but the enabling of the load did not take place, causing disruption to the normal operations inside the room (or the room relay was manually bypassed).

  Note: FEM is an acronym that means "main supply to the loads".

- Room number: "id" number or name of the room.

6

- Room type: identifies the typology of the room (single, double, etc ...). The room typology is selected during the configuration phase of the system.
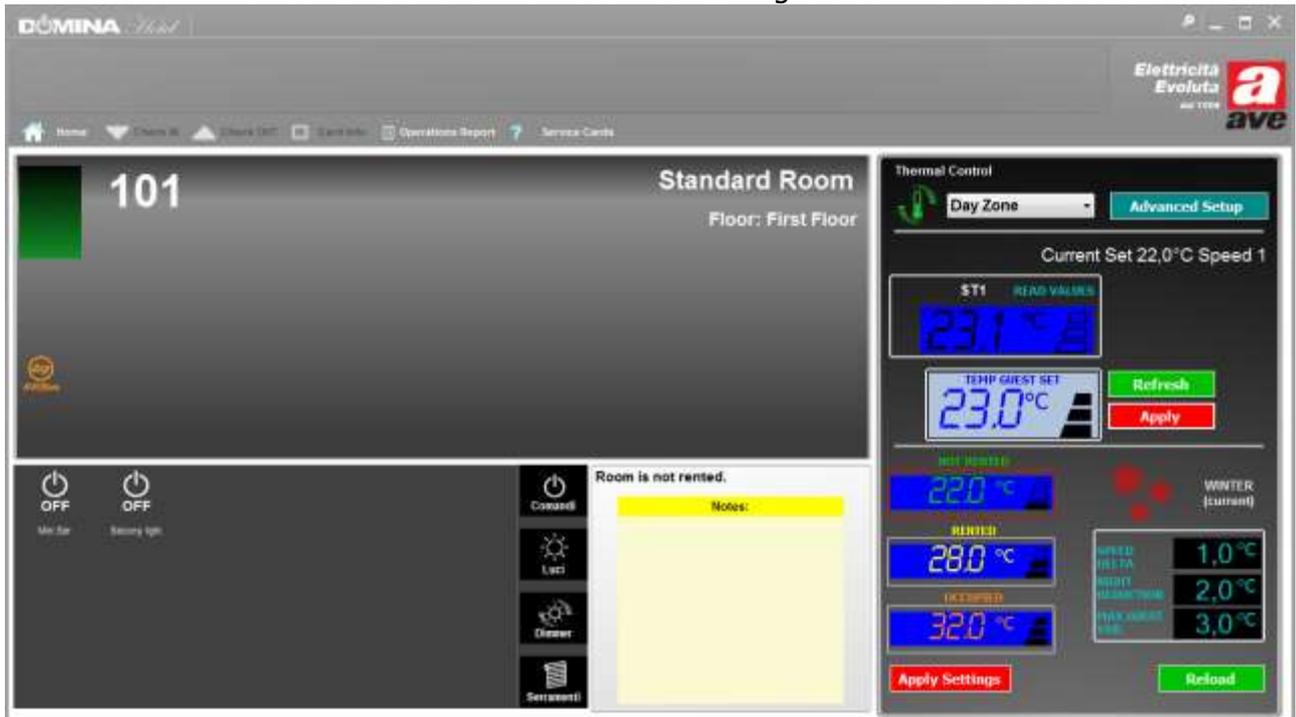
- Floor: room location.

Standard Room

Floor: First Floor

7. COMMON AREAS

To access the various parameters belonging to a common area just press twice with the left mouse button on the icon representing the common area. In doing so it will appear the window below which contains all the information concerning the common area selected.

The visualization of the various information belonging to a common area is presented with a graphic interface slightly different than that of a room.

The part inherent the thermoregulation, the "Advanced Setup" and their use are comparable in everything to those of the rooms.

The name and the location floor of the common area are also in the same graphic design used for the rooms.

In the central part of the screenshot are shown the information concerning the inputs and the set up outputs (the configuration of the inputs, of the outputs and the respective names are inserted during the configuration phase of the plant).

7.1 Inputs

The inputs that can be associated to a common area are up to 7 and the names associated are established in configuration phase of the plant. The visualization of the inputs is shown below.

Each icon can assume three different meanings:
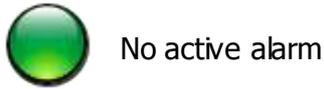
 No active alarm

 Active alarm
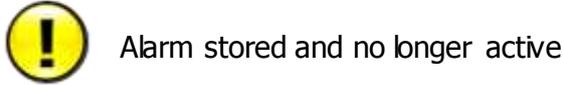
 Alarm stored and no longer active

7.2 Outputs

Each common area manages a maximum of six outputs.
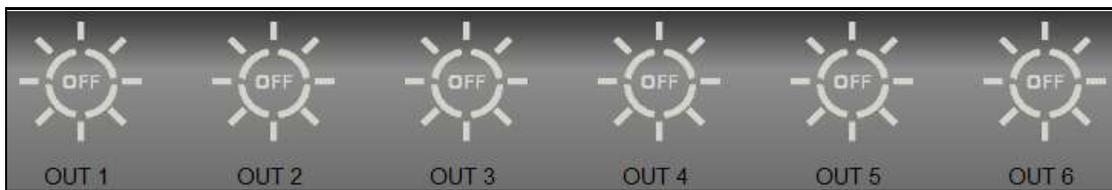
Visualization of the 6 common area inputs

Each output is characterized by a name (associated during the plant configuration phase) and can assume two status: ON or OFF status. The icon displayed will change if the output is ON or OFF as shown in the figure:

OUTPUT OFF (OFF)

OUTPUT ON (ON)

At the change of status of the icon corresponds the actual opening / closing of the contact of interface with the load connected to the output.

8. ALARMS

8.1 Alarms related to the rooms

The management system of Domina Hotel foresees, for every single room, the possibility of showing the several alarms coming from the devices installed in every single room. The room's alarms are visualized with a red window (pop-up). If the PC, where the management software is installed, is associated to some loudspeakers, along with the alarm pop-up a sound alarm starts.

The alarm pop-up provides the following information:
1. Room number from which comes the alarm
2. Type of alarm

Below is shown an example of alarm.
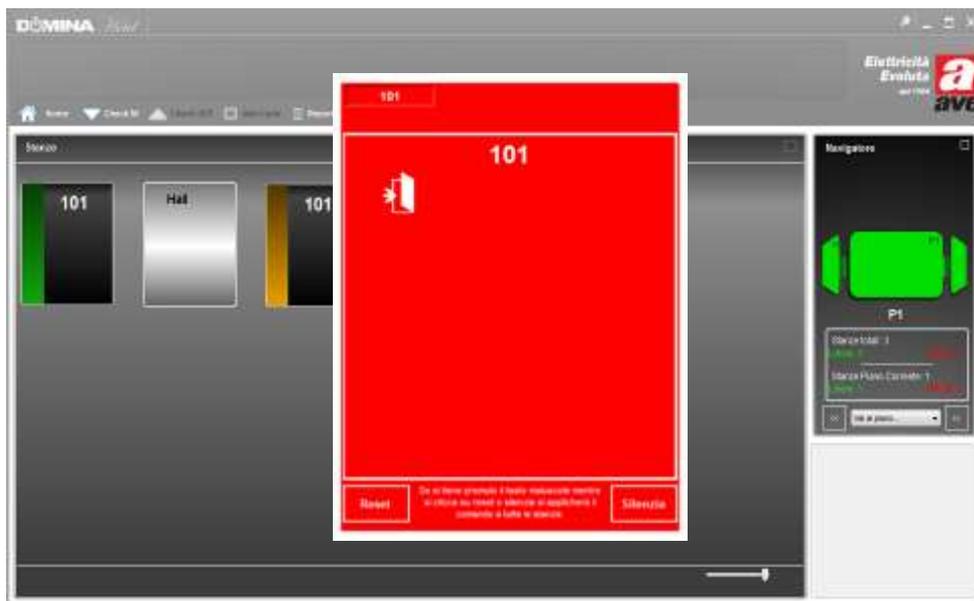
Visualization of pop-up alarm "Open door" for room 101.

If simultaneously several rooms would produce some alarms, inside the alarm pop-up, above shown, would be reported the "id" number (or name) of every room with running alarms. Selecting it would appear only and exclusively the alarms coming from it.

8.2 Alarms related to the common areas

The alarms related to the common areas can be notified or displayed with a red window and associated with a sound alarm. The choice of the type of the alarm signal must be done during the plant configuration phase.

If it is chosen the visualization via pop-up, in alarm case, it will appear a red window showing the name of the common area and the type of alarm. Furthermore, within the display window of the common area, the icon concerning the input on alarm status will change its colour and will display an exclamation mark.
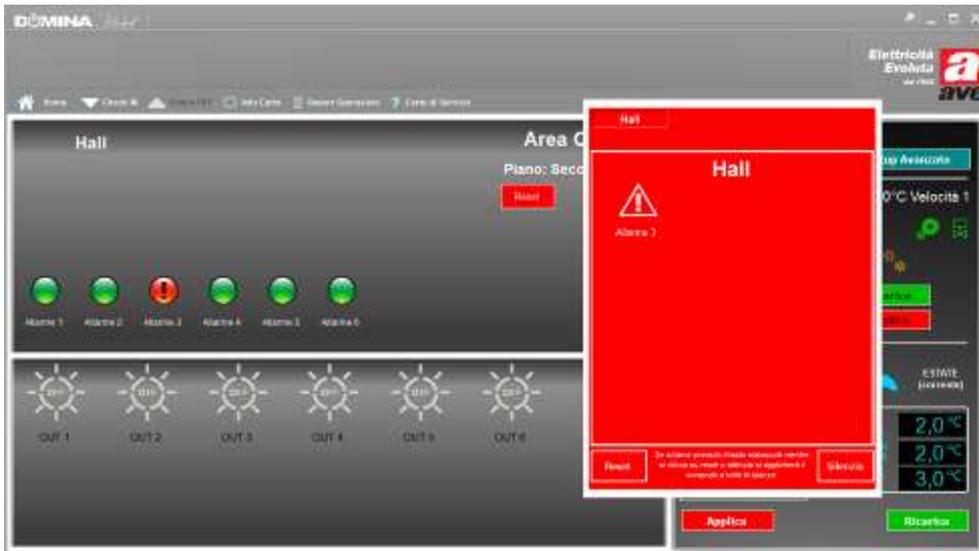
Visualization pop-up alarm "Open door" for the common area.

If the alarm stops, the icon concerning the input would become yellow

Alarm display stored for the common area.

9. ALARMS RESET

An alarm signal can be reset or silenced. In "Reset" case of the message, the alarm pop-up disappears and also all the information concerning the previously shown alarm disappears with it. It is obvious that if the alarm signal persists, after few seconds it will be shown again. If the alarm is silenced, the signal will stay active; the alarm window will be closed and the acoustic signal will be off.

On the icon of the room it will keep on being shown the status of alarm and inside the page concerning the room it will be shown what type of alarm is active. Clicking on "Reset" the alarms will be reset.

Alarm visualization "Open door" in the page of the room 101.

In case of alarms concerning more than one room/common area it is possible applying the key "Reset" or "Silenzia" to all the mistakes shown by clicking at the same time on the buttons previously.

10. DIRECT COMMANDS

The direct commands are supervision outputs that can be enabled manually by the PC by simply selecting or not an icon.

To the clicking of the button concerning the output to turn on/off, it will take place a status change (from turned on to turned off and vice versa) of the output contact.

The direct commands can, besides, be associated to some time slots. In this case the output will change the status in concomitance of the input in the configured time slot.

The configuration of the time slots is made in configuration phase of the plant. The creation of a new time slot and its association to an output is always possible by accessing the configurator. The procedure must be done by an expert as a wrong configuration could compromise the correct working of the system.

11. CREATION/ERASING OF USER AND SERVICE CARDS

The cards 44339CHU-M can be used both for the creation of "customer" cards and the creation of "service" cards. The system offers the possibility to generate the following models of access cards, each of which has a different meaning and distinct functionalities.

The cards that can be generated for the system are:

- GUEST: accesses card valid only on the reader in which was produced, it allows the access and the switching on of the courtesy light. It is, besides, enabled (only with authorization in release phase) for the access to the common areas;

- MAIDSERVANT: accesses card valid on all the installed devices having the same Hotel code (set up with the same MASTER card), only in the condition of room not occupied by the customer. Inserted in the indoor reader, it allows to reset the "room cleaning" signal by clicking on the button "do not disturb".

- MAINTAINER: accesses card valid on all the installed devices having the same Hotel code (set up with the same MASTER card), only in the condition of room not occupied by the customer.

- PASSEPARTOUT-SECURITY: accesses card valid on all the installed devices having the same Hotel code (set up with the same MASTER card), in any condition of the room (both in the condition of occupied room and in the condition of room not occupied). Inserted in the indoor reader, it allows to reset the request for help alarm.

- SUPER-GUEST: emergency accesses card valid only on the reader in which was generated, in any condition of the room (both in condition of occupied room and in the condition of room not occupied) with unlimited expiration date.

- HOUSEKEEPER: accesses card valid on all the installed devices having the same Hotel code (set up with the same MASTER card), only in the condition of room not occupied by the customer. Inserted in the indoor reader, it allows to declare the room inspected by clicking on the button "do not disturb".

11.1 User cards generation (check-in)

To generate the user cards it is necessary to put a card (art. 44339CHU-M) on the programmer SCR-ALBM1 and await the recognition of the card and the automatic opening of the programming window (the recognition of the card procedure requires about two seconds).

The generation of the cards screenshot is shown alongside.

Clicking on the "Card Type" menu will be shown the various types of programmable cards. It is possible associating to every card the name and surname of the user for whom was created the card.
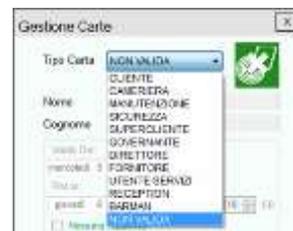
Subsequently it is necessary selecting the period of validity of the card. By clicking on the icon of the calendar shown alongside it is possible giving a date and a time of expiry of the card. The time of expiry proposed for the card's expiry is inserted in configuration of the plant phase; in any case it is modifiable by going and acting with the arrows placed on the right of the time of expiry insertion window.
By selecting the "No Expiration" the card will have unlimited duration.

Clicking on the "Room" menu will be shown all the rooms of the plant. At this point one will have to select one of them and associate it to the card in creation phase. Besides, in the below part, one has the possibility of associating the card to some common areas present in the plant. If the card is associated to a common area (e.g. the entrance gate), this will allow the access not only to the room for which was created but also to the common area selected up to expiry of the card.
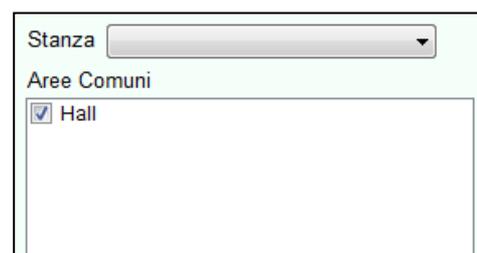
Finally, clicking on the "Check-In" key, is started the programming of the card.

![!] Do not remove the card till it is advised by the system. In case of advance removal of the card, the programming will not succeed and it will not allow its correct use on the plant.

11.2 Generation of multiple user cards for the same room

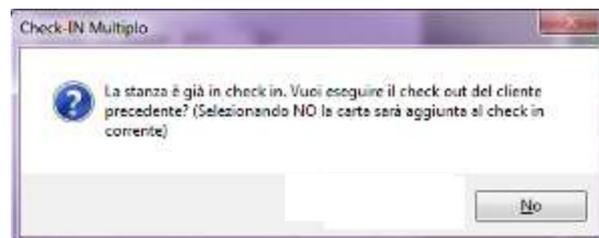The system allows the creation of several user cards enabled to the access of the same room (multiple check-in). For the creation of these cards it is sufficient repeating the creation of a card procedure answering "No" to the request for erasing of the cards previously issued for the same room.

11.3 Service cards generation

To generate some service cards it is necessary to put a card (cod. 44339CHU-M) on the programmer SCR-ALBM1 and await the recognition of the card and the automatic opening of the programming window (the recognition of the card procedure requires about two seconds).

The procedure is identical to that of the generation of cards for the user up to part regarding the association of the card. The "Service" cards can be enabled for the access to several rooms simultaneously. To do so it is necessary enabling the card in creation phase for the floors that one wishes. The association of the service card to the whole floor will besides be proposed.

Finally, clicking on the "Check-in" key, is started the programming of the card.

![!] **Do not remove the card till he is signaled it by the system. In case of advance removal of the card, the programming will not succeed and it will not allow its correct use on the plant.**

11.4 Reading/editing of an already validated card

Leaning a card against the reader SCR-ALBM01 it will appear, automatically, the "Management of the cards" window and the information contained in the previously created card will be shown. To modify the data contained in it, it will be enough to modify the shown information and click on the "modification" icon. The window can be opened by clicking on the "Card Info" icon present on the superior bar of the software after leaning the card that has to be modified on the SCR-ALBM01.

11.5 Check out customer

To make the Check out of a room just position on the programmer of cards SCR-ALBM01 the card/s previously issued and for the room involved. It will appear the following window:

Clicking on the "Check out" icon the system will turn the room free again (green sideband on the icon of the room) and contextually will erase the card making it virgin and ready for a new programming.

The same procedure can be executed without positioning the customer paper on the programmer, by simply clicking on the alongside icon represented and present inside the visualization of every single room screenshot .
In the case of loss of one or more cards associated to the room, it is possible executing the procedure of erasing of the previously created cards by clicking on the same button.

ATTENTION: Through the procedure of lost cards erasing, all the cards previously created for the room will be disabled.

After executing the Check out, in the "Home Page" on the icon of the just cleared room it will appear the "room cleaning" symbol alongside represented. For the reset of this signalization it is necessary that a valid "maidservant" card is inserted in the indoor reader of the room concerned and kept pressed the button "Do not disturb" of the indoor reader for at least 3 seconds (when the operation is executed, the indoor reader of the room will emit an acoustic signal of confirmation).
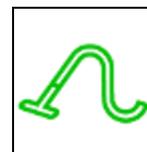
ATTENTION: the validity of the cards created for the plant will expire with the date and time set up in creation of the card phase both for a "customer card" or a "service card".

11.6 Erasing of a customer card

A customer card can be erased at any time. To execute the operation it is necessary leaning the card against the programmer SCR-ALBM1 and clicking on the button "Cancel" in the programming window. The card will go back immediately at disposal for a new programming. The cards 44339CHU-M, if kept in optimal conditions, are rewriteable for about 100.000 cycles.
This card must be preserved with care far from electromagnetic fields and must not be folded or drilled.

11.7 Erasing of a service card

The erasing of a "Service" card (maidservant, maintainer, etc...) is possible by accessing the "Service cards" menu placed in the operations menu of the "Home" page. By accessing the menu will be shown all the service cards created for the plant and currently in use. To erase a card will be sufficient selecting it and click on the button "Put in blacklist". The card will immediately loose every access privilege previously conferred.
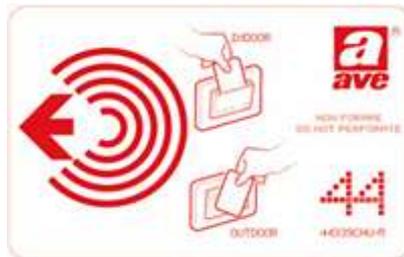
12. THERMOREGULATION MANAGEMENT

The management of the thermoregulation in a hotel system on-line, may take place either from the supervisor PC or directly on the thermostat inside the room/common area.

12.1 Management from Thermostat 44..GA52-T

In the hotel management system SFW-ALB.., the management of the thermoregulation can take place directly from the thermostat 441..GA52-T. From the supervisor PC one can control and restrict the operations executed directly on the thermostat. Every operation executed on the thermostat will also be displayed by the supervisor software. The display of the thermostat, during the normal working of the device, allows to take back to the user a few background information as afterwards illustrated.

❄	(FROST): it signals that the antifrost function is active because the temperature detected from the thermostat is lower than the set up temperature (default= +7°C).
MIN	(FROST): this icon lights (jointed the previous one) when the antifrost function is active.
MAX	(OVERTEMP): it signals that the overheating function is active because the temperature detected from the thermostat is higher than the set up temperature (default= +45°C).
▣	(ARMBUS): it means that the thermostat is polled correctly by the network control unit (cod.53AR01-485 or cod.53AR02-485).
✹	(SUMMER): it signals that the working regime "summer" is active. If the icon flashes it means that the window turns out to be open and that the thermoregulation is poised up (default condition) till the reclosing of the window.
)))	(WINTER): it signals that the working regime "winter" is active. If the icon flashes it means that the window turns out to be open and that the thermoregulation is poised up (default condition)
✹)))	(HALF): If the icons simultaneously lit, it means that the working regime "intermediate seasons" is active. If the icons flash it means that the window turns out to be open and that the thermoregulation is poised up till the reclosing of the window.
🔒	(LOCK): it signals that the keys of the thermostat were locked to avoid possible modifications that were not wished to the working parameters. It can be activated both locally and remotely (see paragraph "keypad") by SFW-ALB software .
(	(ADDRESS): Used only in the menu of configuration, parameter 9, it means that the thermostat is viewing its address and, by means this information, it will be indentified on ARMBus.
☽	(SAVE): it means that the function of "night energy saving" is active. With this function active, the value of set on view remains anyway the active one, and is not corrected with the value of saving.
🕐	(CRONO): it means that the thermostat is in communication with another device provided with a clock (control unit cod.53AR01-485 or cod.53AR02-485) for which is

active the management of night energy saving slot. If this icon flashes shows that the device with clock does not work correctly (e.g. unloaded or absent battery).

In this condition (blinking icon) the thermostat continues on keeping active the management of night energy saving using its internal timers to simulate a clock but, after a week from the breakdown (if not restored) or in consequence of the thermostat switching off, the management of night energy saving is disabled.

(FANCOIL): Subdivided in four distinct icons. The little fan means that the fan's coil valve is open. The vertical bar (composed by three bars) means what the fan's coil present speed is, from one (shorter bar) to three (longer bar).

OFF (OFF): it means that the thermoregulation was varied-off manually. Even in this condition the antifreeze and over-heating functions however remain active, and if there are notice of anomalies in the temperature of the room, they could force the activation of the valve and the first speed.

EXT not in use in standalone systems, and therefore is never shown if not during lamp-test phase of the LCD module in switch-on phase (power-on) of the device.

INT (WATERFAIL) : this icon shows that the temperature of the delivery water is included of the invalid range (neither hot nor cold) and thus it is not possible to fix automatically the season. In this particular condition the thermostat keeps on working with the parameters used before this event. The range of invalidity is set up by default between 19°C and 36°C.

a) <u>User interface</u>

The thermostat is not fitted with LEDs, but only with a backlight activated by pressing a key and turned off automatically after a period of keyboard inactivity of about 5 seconds.

b) <u>Keypad</u>

The room thermostat is provided with four frontal keys for the local management of the thermoregulation. The function of every keys is the following:

(OFF): key that cut off the thermoregulation of the room (OFF icon) independently from the temperature settings. Press it again to rehabilitate the thermoregulation.

(INC): increase of the set of temperature to 0,1°C steps, inside the set up values (function active only with occupied room)

(DEC): decrement of the temperature set to 0,1°C steps, inside the set up values (function active only with occupied room)

(SPEED): this key allows to modify the maximum speed, inside the set up values, that can be used from the fan coil (function active only if the room is occupied)

(LOCK): keys that, when pressed simultaneously, activate/deactivate the block of the keys (padlock icon).

(CONF): keys that, if pressed simultaneously for 5", allow the access to the configuration menu of the technical parameters of the thermostat.

12.2 Management from PC

The management of the thermoregulation from the software is afterwards described. All the parameters related to the management/regulation of the part of thermoregulation of the plant can be modified directly by the PC supervisor without having to go directly where the thermostat is installed.

Thermostat seleceted to be shown

Temperature detected

Temperature guest set

Temperature set in function of the room status

Key to open the thermoregulation parameters

Current season display

Advanced parameters display

- SELECTION OF THERMOSTAT: Clicking on the pull-down menu of the thermostat, are highlighted the devices present in the room. To modify the parameters of the requested device it will be necessary selecting it before, inside the pull-down menu, (Fig.1) and then enter the Advanced Setup (Fig.2).

- TEMPERATURE SET : They are the temperature values assigned to the room in the three different situations of use: not rented room, rented room (but without customer - card inserted in the reader), occupied room (with customer - card inserted in the reader). The values present in this window can be modified by the user.

- CURRENT SEASON DISPLAY: it shows the current set up season and the temperature associated to it set. Clicking on the icon are shown the predefined settings of the temperatures associated with the various seasons.

  To make the change of the season it is necessary entering the "Advanced Setup" menu subsequently described. Only from that menu it is possible making real the season change.

Visualization of "Current Season" icons

ADVANCED PARAMETERS DISPLAY :

- DELTA SPEED : it indicates the value (in °C or °F) of the deviation from the temperature set up required to perform an increase/decrease of the speed of the fan-coil.
- "NIGHT" REDUCTION : it indicates the change of temperature set up in the night time slots to allow an energy saving (if associated to a time slot inserted in the parameters of the "Advanced Setup")
- MAX.VAR.CUSTOMER : it indicates the maximum change of temperature allowed to the customer, expressed in °C or °F, compared to the set up temperature.

All the parameters previously described are directly modifiable from these windows and to make the changes effective one will need to send the modified data by clicking on the key "Apply".
With the click on this key the following menu will appear:
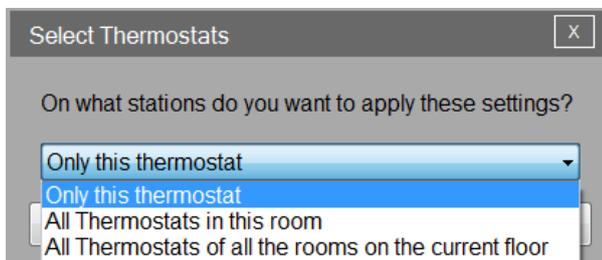
through which it will be possible deciding to which thermostats send the modified parameters.

ADVANCED SETUP : by clicking on "Advanced Thermostat Setup" key one accesses the following page.

Key to click to change the season

Setup "night" reduction

Temperature setup

Offset parameters management for temperature, hysteresis, fan speed

Delays setup

Configuration menu of the all room settings

Advanced Thermostat Setup (Thermostat: 1 - Room: 101)   [X]

❄ Local Season

❄❄❄
❄❄   WINTER
❄

🕐 Night reduction

Starts at   22 : 00
Ends at   07 : 00

⚙ Configuration

FORCE RENTED SET ☐
TEMP. IN FAHRENHEIT ☐
KEEP GUEST SET UNTIL CHECK OUT ☑
KEYBOARD LOCK ☐
GUEST CAN CHANGE SPEED ☑
GUEST CAN CHANGE TEMP ☑
USE THERMOREGULATION ☑
STOP WITH WINDOW OPEN ☑
ENABLE COOLING ☑
ENABLE HEATING ☑
VALVE OPEN ON SET REACHED ☐
USE ONLY GUEST SET ON INTERM SEASONS ☐
(USE LOCAL SEASON (PC ☐
SHOW SET ON DISPLAY ☐
SMART THERMOREGULATION   1

Water Temperatures

Summer Validation   21 ,0 °C
Winter Validation   23 ,0 °C

Temperature Alarms

Antifrost   6,0 °C
Over Temp.   35,0 °C

Setup Parameters

Offset   0,0 °C
Hysteresis   0,2 °C
Managed Speeds

Delays (sec)

AC Stop upon open window   30
AC Stop upon guest exit   10

Reload Params   **Send New Params**

In this screenshot it is possible to interact with the various configuration parameters of the room thermoregulation. More precisely:

- "LOCAL SEASON" KEY: it indicates the current season for the thermostat. Clicking on the relative icon it takes place the commutation between winter, intermediate (usable only on 4 pipes plants!), summer.
- WATER TEMPERATURES : With the presence of a probe cod.53GA91-T placed on the water delivery pipe, it is possible the automatic management of the season change. If T-detected > T-winter validation, the thermostat switches in winter season; if T-detected < T- summer validation the thermostat switches to summer. In the gap between the two temperatures, the system will use the last associated season before going to a new threshold.
- SETUP PARAMETERS : Offset – automatic correction of the temperature detected by thermostat; hysteresis – zone of "no intervention" of the thermostat expressed as a difference by the set up temperature (e.g. avoid continuous switching on/off of the thermostat).
- NIGHT REDUCTION : It indicates the time of start and end of the time slot inside of which the change of the temperature is applied (associated to the "night reduction" parameter previously illustrated).

- TEMPERATURE ALARMS : it indicates the threshold minimum and maximum of temperature above which starts the alarm signalization.

DELAYS :

- CLIMATE INTERRUPTION TO THE WINDOW OPENING : it indicates how many seconds must pass before making switch off the air conditioning after receiving an alarm "open window".
- ENERGY SAVING TO THE EXIT : it indicates how many seconds must pass before the interruption of the functions of air conditioning when exiting the room (customer card no more inserted).

CONFIGURATION : Variables that can be modified depending on the demands of the room:

- FORCE RENTED SET : forcing of the room when rented.
- TEMPERATURE IN ° FAHRENHEIT : change of the visualization of the temperature on the thermostat from °C to °F .
- KEEP GUEST SET UNTIL THE CHECK OUT : maintenance of the set decided by the customer until the moment of the check out. Function with customer present in the room.
- KEYBOARD LOCK : block of the keys of the room thermostat.
- GUEST CAN CHANGE SPEED : enabling for the customer of the management of the fan coil speed change.
- GUEST CAN CHANGE THE TEMPERATURE : enabling for the customer of the change management for the room's temperature.
- USE THERMOREGULATION : enabling of the thermoregulation in the room. If not enabled, the thermostat only signals the temperature present in the room, without go and interact with the fan coils.
- STOP WITH WINDOW OPEN : enabling of the control of the input "Open window". The open input inhibits the thermoregulation.
- ENABLING COOLING : enabling of the cooling of the room. It only acts on the function "refresh".
- ENABLING HEATING : enabling of the room heating. It only acts on the heating function.
- VALVE OPENED ON SET REACHED : associated to the presence of the temperature probe cod.53GA91-T, it allows to keep the incoming valve of the fan coil open also to the reaching of the set up temperature set.
- USE ONLY GUEST SET ON INTERMEDIATE : enabling of the set of customer temperature only on the intermediate season.
- USE LOCAL SEASON: associated to a temperature probe 53GA91-T, it allows the automatic change of the current season.
- **SMART THERMOREGULATION :xxxxxxxxxxxxxxxx**

13. ICONS MEANING

The software SFW-ALB.. allows the visualization of a few icons associated to different meanings.
The various icons and their meanings are afterwards shown:

- **Cards**: they are the several cards (customer or service cards) generated for the plant.

Every card has its meaning and allows different actions.

The symbol of the cards is shown in several situations:

1. In the Home Page to highlight the presence of a card in the indoor reader of a room;
2. Inside the screenshot of every room to show who is occupying the room;
3. In the programming phase of a card as a distinction of the several models of card icon.

	Customer Card
	Maidservant Card
	Safety Card
	Maintainer Card
	Director Card
	Barman Card
	Supplier Card
	Supercustomer Card
	Housekeeper Card
	Not recognized /not valid Card

- **Memorized alarms**: They are signals of alarm that happened during the normal working of the system and that at present could not work any more. They are shown through pop-up of alarm that appear indifferently from the position of the software in which it is. They are shown with red icons.

((•))	Memorized alarm. An alarm has occurred and may no longer be active.
H2O	Flood alarm. The input associated to the alarm anti-flooding results to have been activated and could no longer be active.
(fire icon)	Fire alarm. The input associated to the fire alarm turns out to have been activated and could no longer be in progress.
GAS	Escape GAS alarm. The input associated to the detector of gas escape turns out to have been activated and could no longer be in progress.
WC	Bathroom pull cord button. The input associated to the detector of request for assistance of the pull cord button turns out to have been activated and could no longer be in progress.
OFF	FEM absence. Inside the room where it is detected the alarm has not been activated the electromotive force.
(window icon)	Open window alarm. The input connected to the sensor of the window detected an opening without any valid card being inserted in the indoor reader. The alarm could no longer be in progress.
(door icon)	Open door alarm. The input connected to the sensor of the door detected an opening without any valid card being recognized by the outdoor reader. The alarm could no longer be in progress.
(fan icon)	Exhaust fan alarm. The input associated to the alarm of the functioning of the exhaust fan is being activated. The alarm could no longer be in progress.
(cross icon)	Request for rescue assistance in progress.

• **Alarm signalizations**: They are signalizations of alarm that are currently in progress inside the system. They are shown in the Home Page and inside the screenshot of every room to highlight the presence of a working alarm. They are shown with amber-yellow icons except the alarm NETBus.

((•))	Alarm in progress. An alarm is currently in progress.
ARMBus	Alarm ARMBus. A device belonging to the ARMBus (readers/thermostats) is not answering to the system.
⊞	Open window alarm. The input connected to the sensor of the window detects an opening without any valid card being inserted in the indoor reader.
▯	Open door alarm. The input connected to the sensor of the door detects an opening without any valid card being recognized by the outdoor reader.
WC	Bathroom pull cord button. The input associated to the detector of request for assistance of the pull cord button turns out to be currently in progress.
≡	Exhaust fan alarm. The input associated to the alarm of the functioning of the exhaust fan is currently in progress.
GAS	Escape GAS alarm. The input associated to the detector of gas escape turns out to be currently in progress.
⌇	Fire alarm. It is currently in progress a signal of fire alarm from the room.
H2O	Flood alarm. It is currently in progress an anti-flooding alarm from the room.
NETBus	NETBus alarm. The room/common area where appears the icon does not turns out to be connected to the NETBus.

- **Various**: They are signalizations that do not affect the correct working of the system

|	
	Presence FEM inside of the room.
DND	Signalization Not to Disturb inserted by the customer.
	Signalization Room to be cleaned.
	Direct output off.
	Direct output on.

14. OPERATIONS REPORT

Selecting the icon "Operations Report" it will appear a menu through which is possible viewing all the operations made with cards belonging to the plant. Inside the menu are present filters by which it is possible doing a selection of the shown information. It will be enough selecting the necessary information and click on the icon "Apply". This menu is also printable (by the icon "Print") and exportable on file (by the icon "Exports").
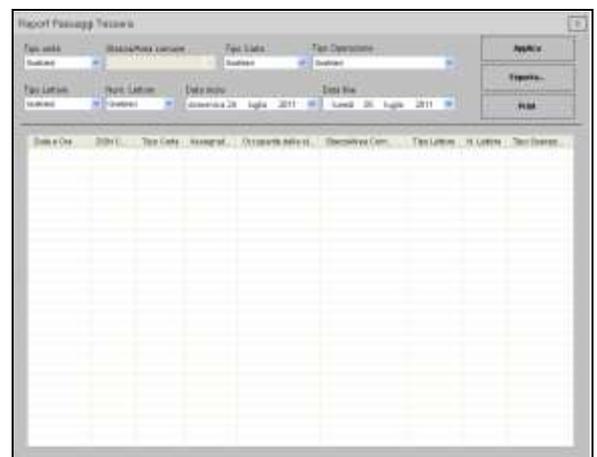
15. SERVICE CARDS MENU

Selecting the "Service cards" icon it will appear a menu through which is possible the erasing of the service cards created for the employees (useful in case of loss of a card).
A service card can allow the opening of the rooms with consequent access, in case of loss of the card, to the various rooms of the guests of the structure.
To erase the card it is sufficient to selecting it and click on the key "Put in Black List".
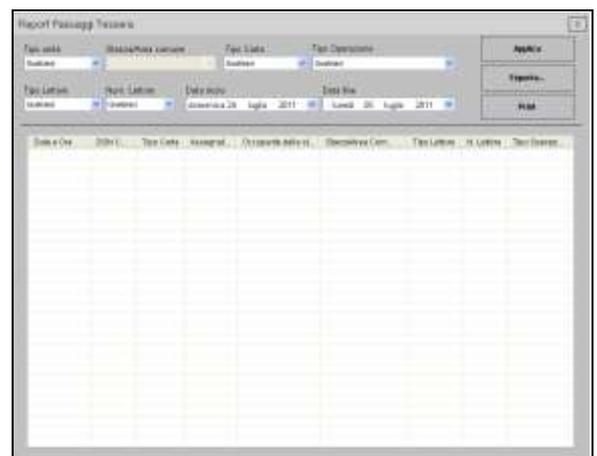
16. VISUALIZATION "V.I.P." ROOM

It is possible viewing some rooms of particular interest in a space dedicated and always visible in the foreground independently from which is the screenshot in which one is browsing.
To visualized the "V.I.P." rooms it is sufficient to drag the icon of the room that one wants to view on the top bar "logo AVE" on the left .
To remove the V.I.P. rooms it is sufficient clicking on the X of the room icon that one wants to remove.

17. NOTES

Inside the menu of visualization of every room was obtained a box for possible annotations regarding the room. This box can be particularly useful to signal information to the service personnel or information concerning the customers that occupy the room.
Simply by positioning the cursor on the yellow background it is possible writing and memorize the desired message.
To delete the message, simply select the characters to delete and click on the key "Delete" on the keyboard.
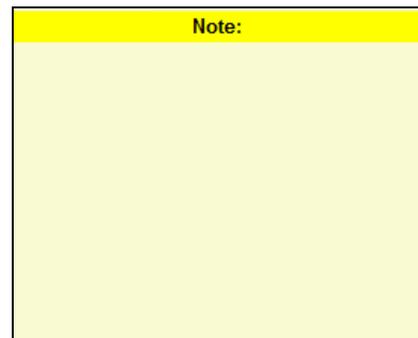
18. EMERGENCY PROCEDURE

In case of damage or block of the supervisor PC or a damage to the card's programmer SCR-ALBM1, your plant of hotel automation will be however able to keep on working in modality "degraded" up to intervention of an authorized person (technical assistance AVE in case of programmer's damage) for the solution of the problem.

The working during the breakdown period it is guaranteed by the "Super Customer" cards (to be created and stored in a safe place) and it can be managed in two different ways:

Already created cards: (cfr. par. 9.1) If the "Super Customer" cards had been previously created, it is sufficient delivering them to the new customers in order for them to be able to access to the room (these cards work always and in a independent way from the status of the room and the customer's progressive number).

Cards to be created : If the "Super Customer" cards had not been create, it is possible, through the "Master" card of the plant, to create them using temporarily as cards "programmer" the reader of the room for which one wants to realize the card. The procedure to program a "Super Customer" card from the reader is the following:

1. Bring the "Master" card and a card that has to be programmed and go to the room for which is necessary create the access card.
2. Lean the "Master" card to the outdoor reader of the room until one can hear a beep of confirmation. Remove the "Master" card verifying that the green LED of the reader (key icon) is on to fixed light (it must not flash).
3. After removing the "Master" card, click on the doorbell button of the reader for 4 times. At this point both the LED "key" (fixed light) and the LED to "Not Disturb" (flashing) must be on.
4. Lean the card to program on the reader and await the beep of confirmation of the programming (keeping the card near the reader for at least one second is necessary) and then remove it from the reader.
5. Move again closer the "Master" card to the outdoor reader up to hear a further beep as a confirmation of the exit the programming. The key LED must again start flashing.
6. Remove the "Master" card from the outdoor reader. From this moment the card is enabled to access the room.

! *Remember to put back the Master card used in a safe place after using it.*

18.1 Preventive Super Customer cards creation by SCR-ALBM1

The preventive creation of the Super Customer cards through *DHSys Client* is useful when there are damages of the PC and/or of the cards programmer SCR-ALBM1. This precaution allows the hotel structure to be able to overcome the above-mentioned damage and therefore give the possibility of keeping on "selling" the rooms. The procedure for the creation of these Super Customer cards is the following:

1. Position a not used card on the programmer SCR-ALBM1 and await the visualization of the window taken back in figure.
2. Select from the list "Card Type" at the top, the voice SUPERCUSTOMER.
3. Select from the list "Room" at the bottom, the number or the name of the room for which on wants to create the card (it is advised to insert the check mark on "No expiry" to be able to have an always valid card).
4. From the "Common Areas" list insert the check mark on possible Common Areas to which the card must have access.
5. Click on the button "Create" and wait for the program to show the message of confirmation of creation of the card in a correct way.
6. Label the card with the number of the enabled room and then put it back in a safe place.
7. Repeat the procedure for every room of the hotel structure (if any).

18.2 TROUBLESHOOTING

PROBLEM	PROBABLE CAUSES	REMEDIAL ACTIONS
The computer does not start	Absence 230Vac Feeding cable disconnected	Verify that the plugs of the PC are connected and that the 230 Vac voltage is present.
The computer is on but nothing appears on the monitor	Monitor off Monitor cable disconnected Supply of monitor off	Verify that the plugs of the monitor are connected, that the 230 Vac voltage is present and that the switch is in ON.
The application DHSys Client does not connect to the *Server*	Not started server or not activated license	Open the application *Service Configuration* and verify that the license was activated. Verify the *Server* service is active.
The application DHSys Client is not shown	The Client was disconnected or the Server was closed	Verify that the Server service is active. Verify that the net cable (Ethernet) is connected to the PC, that the net card is working and that a firewall that blocks the communication from and toward the *Server* service is not installed.
The application DHSys Client does not show any room	Plant configuration not executed	Enter the configurator and set up all the parameters of the plant.
All the rooms are disconnect (NETBus icon present on all the rooms)	System switched off or disconnected AR-NET01 off or disconnected Wrong IP Address AR-NET01 Incorrect firewall rules	Verify that the feeding of the plant and the AR-NET01 is present. Verify that the NETBus cable and the Ethernet cable are connected. Verify that the gateway address is same shown on AR-NET01. Verify that the firewall allows the passage of the data on the IP address AR-NET01 and the address of the Server (*info not managed by AVE*).
Some rooms are disconnected (NETBus icon present)	Room control unit off NETBus not connected wrong NETBus address	Verify that for the rooms that do not answer is present the feeding of the relevant control unit 53AR01-485 and that the cable NETBus is connected. Besides verify that the address NETBus shown by the control unit is the correct one.
One is not able to create the new cards	Programmer SCR-ALBM1 not connected/not configured	Verify that the programmer is connected to the computer (USB) and that in the configurator menu it appears "Online"
I've created a card for the room but this does not allow the opening of the door	Card created for another room or wrong date of expiry	Verify that the card was created for the correct room and is valid; verify besides that the readers are fed and programmed (green LED blinking)
The customer card no longer opens the door	Card expired or inserted in the blacklist	Check the expiry date and the validity of the card through the programmer. Verify that the card has not been inserted in the blacklist
Impossible to modify the temperature setting on the room thermostat	Not enabled card Changes to the set disabled	Verify that the card inserted in the reader is the card of the room customer. Verify from software that the modifications to the temperature set are allowed.
The thermostat of room/common area is not detected by the software	ID thermostat modified by the customer	Verify that the parameter N° 9 of the thermostat is set up correctly, otherwise contact the Service Center.

18.3   WARNING AND DISCLAIMER

This guide is designed to provide information about SFW-ALB..software.Every efforts has been made to make the information complete ed accurate, however, no warranty or fitness is implied. Some minor variations in the appearance of program screenshot may exist because of changes made to SFW-ALB.. software after this guide was written.

The information is provided on "as-is" basis. Ave spa shall have neither liability nor responsibility to any person or entity with respect to any loss or damages in connection with or rising from the information contained in this guide.

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The products should be sold in original packaging, in case adverse the retailer and/or installer must apply and transmit to the user the instructions that accompany the product and/or published on www.ave.it and the current commercial catalogue.

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