



S-Series Hotel App User Guide

Version 1.2

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Yeastar Information Technology Co. Ltd.

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Introduction

Hotel App empowers Yeastar S-Series users to intuitively manage the booking and check-in and check-out of customers, check status of each room, offer mini-bar service, and run personalized billing reports, and more daily operational tasks in hotels and other hospitality environments. Improve business productivity and enhance guest experience with the powerful and affordable Hotel App.

Hotel App Features

- Room Management
- Guest Management
- Check In
- Check Out
- Booking Rooms
- Room Status
- Room Groups
- Wake-up Calls
- Mini Bar
- Set Call Rate
- Billing Report

About This Guide

In this guide, we introduce all the features on the Hotel App and provide instructions on how to configure the hotel management system and how to use hotel system to manage hotel rooms and customers.

This guide provides 4 chapters. Chapter 1, 2, 3 introduce hotel system settings and room management settings, these chapters are generally for the hotel administrator. In Chapter 4, we provide operation guides including check in, check out, booking etc. for the hotel receptionist.

- Chapter 1 Installing and Activating Hotel App
- Chapter 2 Hotel System Settings
- Chapter 3. Room Management
- Chapter 4. Getting Started to Use Hotel App

Installing and Activating Hotel App

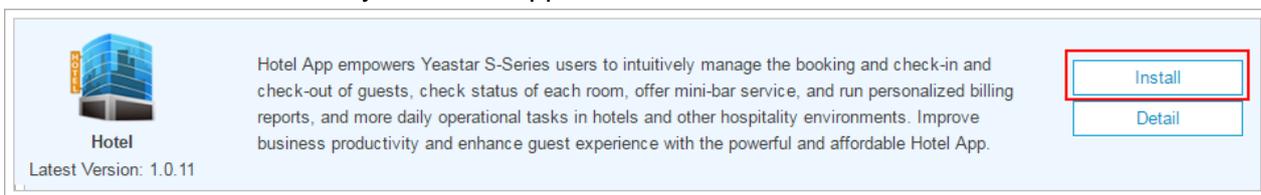
Installing Hotel App

The Hotel App is supported on Yeastar S-Series IPPBX firmware version 30.4.0.6 or later. To install and use the Hotel App, you need to upgrade your S-Series IPPBX first.

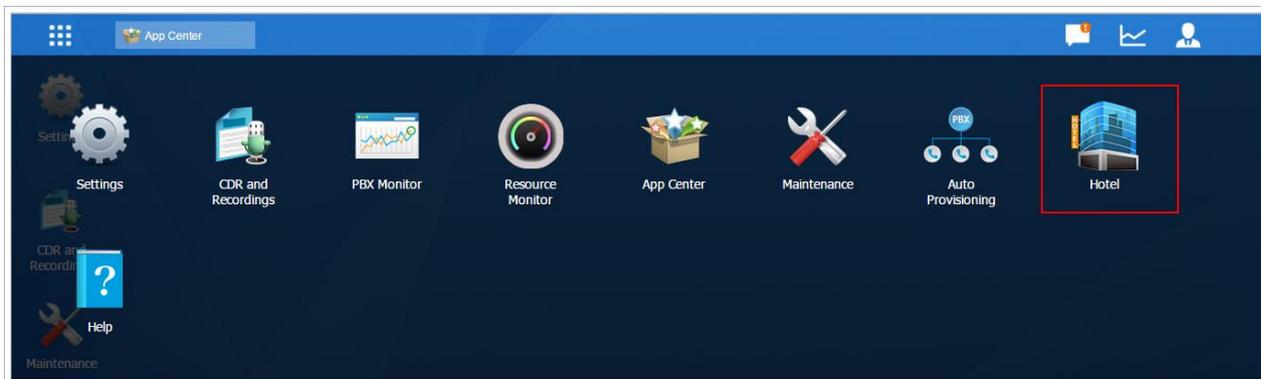
Note: if you uninstall the Hotel App, all of your hotel data will be erased.

Follow the steps below to install Hotel App:

1. After upgrading the S-Series IPPBX, log in the web user interface, click **App Center**, and you will see the Hotel App.
2. Click **Install** to install and try the Hotel App on Yeastar S-Series IPPBX.

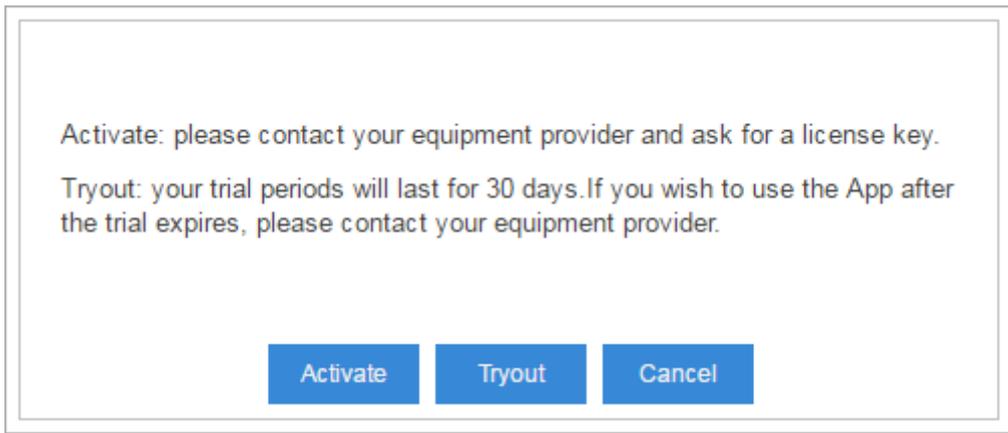


3. Refresh the webpage, and find the Hotel App on the Main Menu.



Activating Hotel App

After installing the Hotel App, navigate to the Hotel App **General Settings** page, check the option **Enable Hotel**, you will see the dialog window as below.



- **Trial**

Click **Tryout** to test the Hotel functions. You have a 30-day trial.

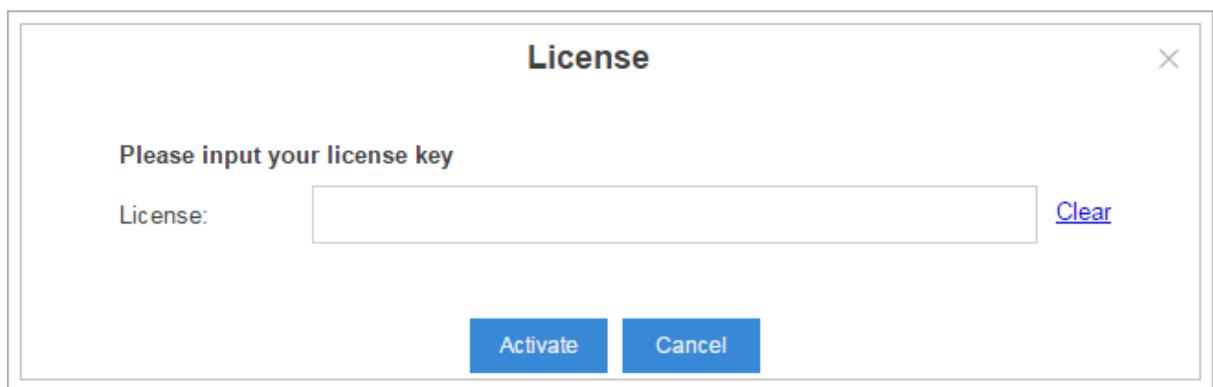
- **Activate**

You can click **Activate** to activate the Hotel App directly without trial. To buy a Hotel license, you need to provide the following information:

- The S-Series IPPBX model
- S-Series IPPBX Serial Number (SN)

After your trial expires, your Hotel App will not work. You can buy license and follow the steps below to activate Hotel App:

1. Log in the S-Series IPPBX web user interface, go to **App Center**.
2. Choose Hotel App, and click **License**.
3. Enter the license, and click **Activate**. If the license is correct, the system will prompt you "Activate Success."



Hotel System Settings

Before you start using Hotel App, you need to check the option **Enable Hotel** on **General Settings** page. The next, you should set the hotel information, hotel staff settings, mini bar settings, call rate settings.

Hotel Your trial period ends on: 2017-04-20

Room Operations General

- Room List
- Room Group
- Booking List
- Guest List

Room Management Room Settings

- Room Setup
- Enable Hotel
- Locked When Check-out ⓘ
- Calling Between Rooms ⓘ

Hotel General Settings

Step1. Set the hotel information.

Go to **Hotel General Settings > Company**, enter your hotel name, address, contact and upload the hotel logo. The hotel information will be displayed on the billing report.

Company

Company Name:

Company Address:

Contact:

Logo ⓘ:

Step2. Set the currency unit and Value Added Tax (VAT).

Go to **Hotel General Settings > Currency Unit and VAT**, set the hotel currency unit and VAT. The currency unit and the name of Tax will be displayed on the billing report.

Currency Unit and VAT

Currency Unit ⓘ: Name of Tax ⓘ:

VAT 1: % VAT 2: %

Hotel Staff Settings

Hotel Receptionist Settings

Step1. Set the reception desk phone number.

Go to **Hotel > Settings > General > Feature Code**, choose the extension number of the reception desk phone. Users could always call the receptionist phone number from room phone whether the room is checked in or not.

The screenshot shows the 'Feature Codes' configuration page. It contains two columns of feature codes, each with a label and a text input field. The 'Reception' feature code is highlighted with a red box and is set to '8888 - Vivian'.

Feature Code	Value
Add Mini Bar Items	#01
Delete Mini Bar Items	#02
Room Clean	#03
Room Unclean	#04
Reception	8888 - Vivian
Set Alarm	#11
Cancel Alarm	#12
Cancel All Alarms	#13
Read Alarms	#14

Step2. Add Hotel management permission for the receptionist.

- 1) Go to **Settings > System > User permission**, click **Add** to add permission for the receptionist.
- 2) Set the **User** to the receptionist.
- 3) Select **Set Privilege As to Custom**.
- 4) Click **Application** tab, enable **Hotel**.
- 5) Click **Save** and **Apply**.

The screenshot shows the 'Grant Privilege' dialog box. The 'User' field is set to '8888 - Vivian' and the 'Set Privilege As' field is set to 'Custom'. The 'Application' tab is selected, and the 'Hotel' checkbox is checked.

Grant Privilege

User: 8888 - Vivian Set Privilege As: Custom

Settings CDR and Recordings Monitor **Application** Others

All

Auto Provisioning

Hotel

char utile h+ Integration

Hotel Cleaner Settings

The hotel cleaner can dial the relevant feature codes on the room phone to change the room status and record the mini bar consumption situation.

Note:

- The hotel cleaners should confirm the mini bar consumption before the guests check out.
- The room status is unclean; the room will be blocked for the guest.

Go to **Hotel > Settings > General > Feature Code** to check and edit the default feature codes for hotel cleaners.

- **Room Clean (#03)**
Dial #03 on the room phone to change the room status to “Clean”.
- **Room Unclean (#04)**
Dial #04 on the room phone to change the room status to “Dirty”.
- **Add Mini Bar Items (#01)**
Dial #01 and the mini bar item ID. For example, dial #0111222 to indicate that the guest purchased 2 pieces of item No.1 and 3 pieces of item No.2.
- **Delete Mini Bar Items (#02)**
If the cleaner made a wrong record of the mini bar consumption, he/she can dial #02 to delete the mini bar items. For example, dial #0212 to indicate that on the basis of the previous purchase, subtract 1 piece of item No.1 and 1 piece of item No.2.

Call Rate Settings

Call rate is used to charge the external calls made on the room phones. Adjust the rate sequence by clicking these buttons    .

Call Rate										
Add		Delete								
<input type="checkbox"/>	Prefix	Initial Cost	Initial Time(s)	Rate	Billable Unit (s)	Rooms	Edit	Delete	Priority	
<input type="checkbox"/>	1	5	5	10	60	All				
<input type="checkbox"/>	9	0	60	2	60	All				

Call Costs

If a match is found then the cost is calculated as follows:

- Total Cost = Initial Cost + Billable Unit Number * Rate
- If the talking time is less than the “Initial Time”, the Total Cost = Initial Cost.

Below is an example billing rate setting, please check call cost details for different calls.

Rate Settings		
Initial Time: 120 seconds Initial Cost: 0.2\$ Rate: 0.3\$ Billable Unit: 60 seconds		
Talk Time (s)	Total Cost (\$)	Call Cost Details
68	0.2	Talk Time(68) < Initial Time(120) Total Cost = Initial Cost
125	0.5	Talk Time: 125=120+5 Total Cost: 0.2+0.3*1=0.5
180	0.5	Talk Time: 180=120+60*1 Total Cost: 0.2+0.3*1=0.5
190	0.8	Talk Time: 190=120+60*1+10 Total Cost: 0.2+0.3*2=0.8
380	1.7	Talk Time: 380=120+4*60+20 Total Cost: 0.2+0.3*5=1.7

Adding a Call Rate

1. Click **Add**.
2. Set the call rate:

Add Rate ×

Prefix

Initial Cost \$

Initial Time(s) S

Rate

Billable Unit (s) S

Days of Week All Sunday Monday Tuesday Wednesday
 Thursday Friday Saturday

Start and End Time : -- :

Apply to Rooms All Rooms Selected Rooms

- **Prefix:** it's the prefix of the called number. This setting must match the dial pattern of the outbound routes in your S-Series IPPBX. Leave it blank, the rate will apply to all numbers.
- **Initial Time & Initial Cost:** if the "Initial Cost" is \$0.2 and the "Initial Time" is 60 seconds, it means the first 60 seconds of this call will cost \$0.2.
- **Rate:** after the initial time, each billable unit will be charged with this rate.
- **Billable Unit:** set the billable unit after initial time. If the rate is \$0.2 and billable unit is 60

seconds, the call you make will cost \$0.2 per 60 seconds (less than one billing unit will be regarded as one billing unit).

- **Days of Week:** set which days the rate will be applied to.
- **Start and End Time:** set when the rate will be applied to.
- **Apply to Rooms:** choose which room phones will use the call rate.

3. Click **Save** and **Apply**.

Editing and Deleting Call Rate

- **Editing Call Rates**

Click  to edit a rate.

- **Deleting Call Rates**

Click  to delete a rate or select multiple rates, and click **Delete** to delete rates in bulk.

Mini Bar Settings

Go to **Hotel > Settings > Mini Bar** to set the mini bar items and price. The **Digit** represents the item ID. The hotel cleaner will use the item ID to record the mini bar consumption.

- **Global VAT:** if the VAT of mini bar items has not been set, the global VAT will apply to the items.
- **Digit Mode**
 - **1 Digit Mode:** you can set 10 mini bar items.
 - **2 Digit Mode:** if you have more than 10 items, choose this mode, and set more items. Each item will have a 2-digit ID.

How to Check Mini Bar Consumption

The hotel cleaner can check the mini bar consumption and record the consumption on the room phone. Assume that mini bar is set as the following figure shows, and the room guest consumed 2 apples, 3 bottle of beer, and 1 cup of instant noodle.

The hotel cleaner should dial #01001115 on the room phone. #01 is the default feature code to add Mini bar item.

Mini Bar

Global VAT ⓘ:

Digit Mode ⓘ:

Digit	Name	Price	VAT
0	<input type="text" value="Apple"/>	<input type="text" value="10"/>	<input type="text" value="0"/>
1	<input type="text" value="Beer"/>	<input type="text" value="20"/>	<input type="text" value="0"/>
2	<input type="text" value="coco-cola"/>	<input type="text" value="10"/>	<input type="text" value="0"/>
3	<input type="text" value="Ice Cream"/>	<input type="text" value="35"/>	<input type="text" value="0"/>
4	<input type="text" value="Red Tea"/>	<input type="text" value="15"/>	<input type="text" value="0"/>
5	<input type="text" value="Instant Noodles"/>	<input type="text" value="30"/>	<input type="text" value="0"/>
6	<input type="text" value="Washcloth"/>	<input type="text" value="50"/>	<input type="text" value="0"/>

Holiday Settings

Go to **Hotel > Settings > Holiday**, click **Add** to add a holiday. The room price will automatically change to **Holiday Price** when the holiday comes. The hotel system supports to add holiday by date, by month or by week.

Add Holiday ✕

Name ⓘ:

Type ⓘ: By Date By Month By Week

Start Date:

End Date:

Adding Holiday by Date/Month

Holidays such as National Day, which always fall on the same calendar date, can be set by date/month. Choose the start day and end day of the month.

The screenshot shows the 'Add Holiday' dialog box with the following fields and options:

- Name:** LabourDay
- Type:** By Date, By Month, By Week
- Start Date:** 2017-05-01
- End Date:** 2017-05-03
- Buttons:** Save, Cancel

Adding Holiday by Week

Floating holidays - those that do not always fall on the same calendar date. For example, the Thanksgiving is the 4th Thursday of November. For this case, you need to set holiday by week.

The screenshot shows the 'Add Holiday' dialog box with the following fields and options:

- Name:** ThanksGivingDay
- Type:** By Date, By Month, By Week
- Date:**
 - Month: November
 - Order: Fourth
 - Day: Thursday

Email Template Settings

After the receptionist successfully book a room for a guest, the receptionist can send an email notification to the guest. If the booking is canceled, the receptionist can also send an email notification to the guest.

Go to **Hotel > Settings > Email Template** to configure the email template for booking notification and cancel booking notification.

Booking Template	Cancel Booking Template
	Room Price: \${roomprice} Room VAT: \${roomvat} Name of VAT: \${VATname} VAT Cost: \${vatcost} Room Total Price: \${roomtotalprice} Booking Time: \${bookingtime} Company name: \${companyname} Company Address: \${company address} Company Contact : \${company contact}
Subject ⓘ:	<input type="text" value="Booking Confirmation for \${companyname}"/>
Email Content ⓘ:	<div style="border: 1px solid #ccc; padding: 5px;"> Dear \${NAME}, Thanks, your booking is now confirmed! Your booking information are : Room Type: \${roomtype} Check-in Time: \${checkintime} Check-out Time: \${checkouttime} The Cost is: \${roomtotalprice} Room Price: \${roomprice} \${roomvat} % \${VATname} is included: \${vatcost} Total Price: \${roomtotalprice} </div>

Room Management

Room Types

You can classify and price the hotel rooms according to the type of bed, number of occupants, number of bed, decor, specific furnishings or features.

Adding Room Types

Go to **Hotel > Room Management > Room Type**, click **Add** to create a room type.

Edit Room Type ✕

Room Type ⓘ:

VAT ⓘ:

As General Room:

Weekday

Monday

Tuesday

Wednesday

Thursday

Friday

Weekend

Sunday

Saturday

>>
>
<
<<

<
^
v
v

Weekday Price: \$

Weekend Price: \$

Holiday Price: \$ [Holiday Settings](#)

Table 1 Description of Room Type Settings

Option	Description
Room Type	Set a name for the room type.
VAT	Set the Value Added Tax (VAT). For example, if a room price is 200\$, and the VAT is 10%, the customer should pay 220\$ (200+200*10%) for the room per day.
Set as General Room	
Weekday/Weekend	Set the week days and weekend days. Generally, the weekday rate and weekend rate will be different.
Weekday Price	Set weekday price.
Weekend Price	Set weekend price.
Holiday Price	Set holiday price.
Set as Hourly Room	
Allow Hourly Stay	Enable this option, and the room type can be used as an hourly room.
Available Time	Set when the room can be used as hourly room. Customers can only use this room as hourly room in the period of time.
Initial Time	Set a period of time used to bill initial price.
Initial Price	Set the cost of the room in the initial time.
Hourly Price	<p>If the customer stays in the hourly room over the "Initial Time", the price will be charged by hour.</p> <p>Example:</p> <p>If the hourly room set as below:</p> <ul style="list-style-type: none"> Initial Time: 3 hours

	<ul style="list-style-type: none"> • Initial Price: 88 \$ • Hourly Price: 35 \$ <p>The customer stays in the room for 4 hours and 20 minutes, he should pay 158 \$ (88+35*2).</p>
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Editing/Deleting/Searching Room Types

- Click  to edit a room type.
- Click  to delete a room type, or select multiple room types, and click **Delete** to delete room types in batch.
- Enter room type name in the search bar, the page will show the matched records automatically.

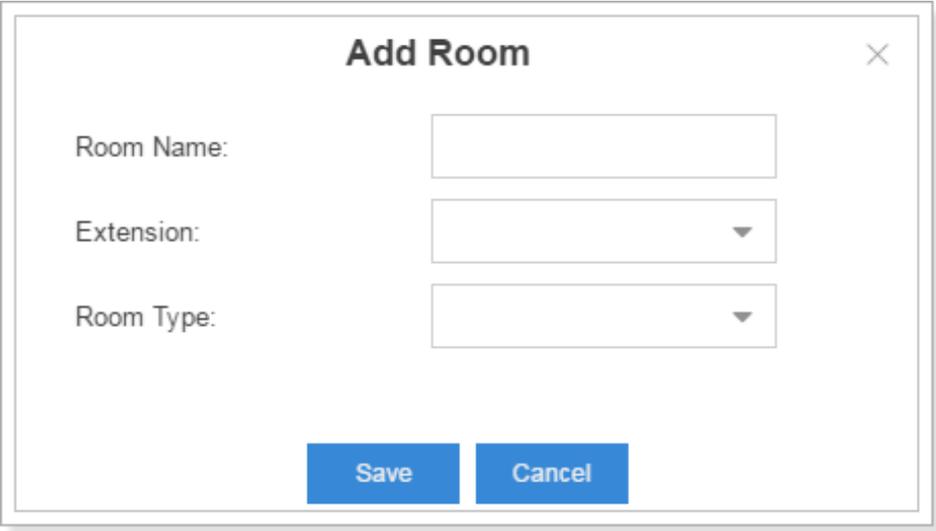
Room Setup

When the room types are set up, the next, you need to set up rooms according to the room types.

Go to **Hotel > Room Management > Room Setup**, to add rooms.

Adding a Room

1. Click **Add** to create a room.



2. Set the **Room Name**.
3. Select the room phone's **Extension** number.
4. Set the **Room Type**.
5. Click **Save** and **Apply**.

Adding Bulk Rooms

1. Click **Bulk Add** to create rooms in bulk.

The screenshot shows a modal window titled "Add Bulk Rooms" with a close button in the top right corner. The form inside has the following fields:

- Create Amount**: A text input field with an information icon (i) to its left.
- Rooms Starting From**: Two text input fields separated by a plus sign (+), with an information icon (i) to the left of the first field.
- Extensions Starting From**: A dropdown menu with an information icon (i) to its left.
- Room Type**: A dropdown menu with an information icon (i) to its left.

At the bottom of the dialog are two blue buttons: "Save" and "Cancel".

2. Set **Create Amount**, decide how many rooms to create.
3. Set **Room Starting From**, this setting is for the room name. Generally, we can have room name as "Room" + "Extension Number", the room number will then increase following the extension number. For example, add 3 rooms in batch, and the **Room Starting From** as "Room + 1000", the room names for the 3 rooms will be "Room1000", "Room1001", and "Room1002".
4. Select **Extension Starting From** which extension.
5. Select the **Room Type**.
6. Click **Save** and **Apply**.

Editing/Deleting/Searching Rooms

- Click  to edit a room, or select multiple rooms, and click **Edit** to edit rooms in batch.
- Click  to delete a room, or select multiple rooms, and click **Delete** to delete rooms in batch.
- Enter room type, room name or room extension number in the search bar, the page will show the matched records automatically.

Room Settings

Go to **Hotel > Settings > General > Room Settings** to set the room phones and room status.

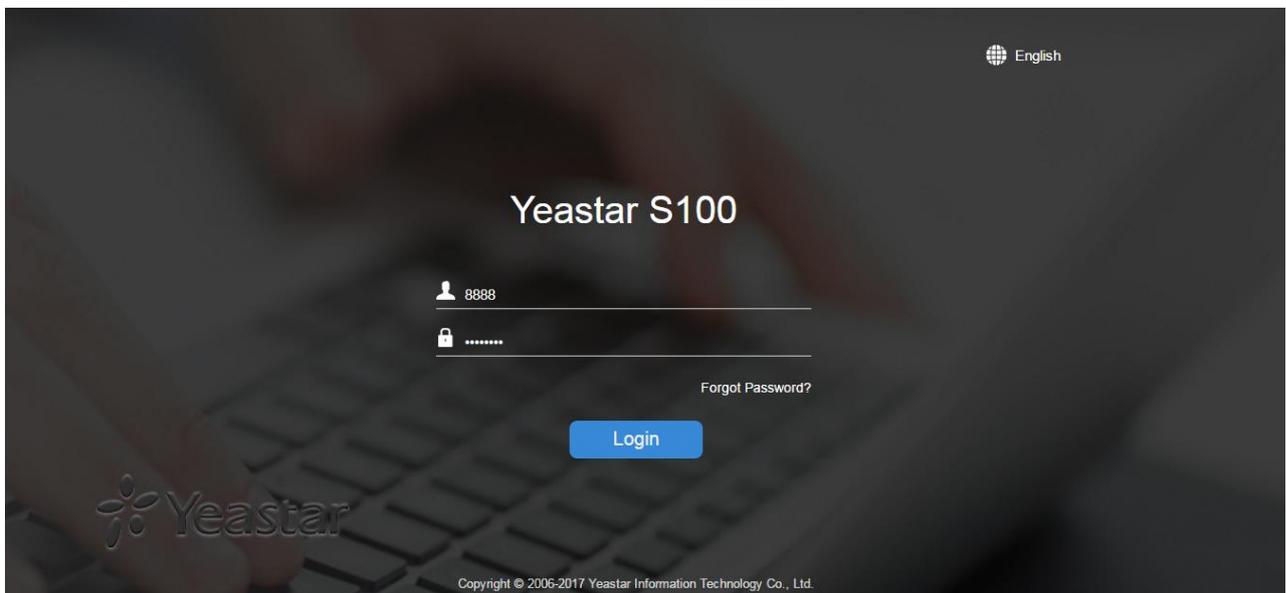
Option	Description
Locked When Check-out	The room phone will be locked automatically if the guest checked out the room.
Calling Between Rooms	Guests in different rooms could call each other using the room phones.
Room Must Be Clean	The room status must be clean, or you cannot check in the guest with this room.
Display Room Number	If the RoomA guest makes calls to RoomB guest using the room phone, the room number will be displayed as caller ID.
Default Check-out Time	Set the default check-out time.

Getting Started to Use Hotel App

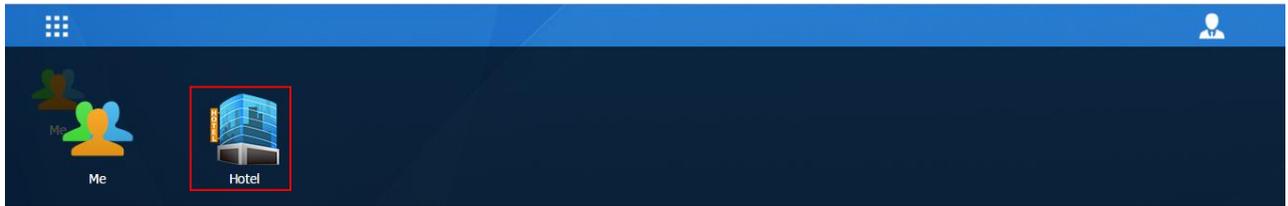
The receptionist who has the Hotel App permission could log in the Hotel Management system to check in or check out guests and manage other hotel settings.

Accessing the Hotel App

- Log in Yeastar S-Series Web interface using the receptionist's extension account.
 - User Name:** the receptionist's extension number or the extension's email address.
*Note: to log in using extension's email address, you need to enable **Email Login Mode** in **Settings > System > Security > Service** page.*
 - Password:** the password is the extension's **User Password**.



- Click **Main Menu**, and click **Hotel** to enter the Hotel App.



3. After accessing the Hotel system, you can see all the room status on the **Room List** page. On this page, you can check the room status, check the room guest's information, and also perform multiple operations:

- **Check in**
- **Check out**
- **Change room's Clean status:** if the status is incorrect, you can double click the status icon to change the status.
- **Move guest room**
- **Edit guest's information**
- **Search room or guest**

Room List														
Group Check-out												Edit	🔍	
<input type="checkbox"/>	Guest Name	Room N...	Free	Clean	D...	Group	Extens...	Room Ty...	Check-in Time	Check-out Ti...	Check-in/...	Room Move	...	Del...
<input type="checkbox"/>	Yang Hana	Single1000	✓	✓	DND	Yeastar	1000	Single	2017-03-27 ...	2017-03-28 ...	Check out	Move	✎	🗑️
<input type="checkbox"/>	Wang Mandy	Single1001	✓	✓	DND		1001	Single	2017-03-27 ...	2017-03-28 ...	Check out	Move	✎	🗑️
<input type="checkbox"/>	Dai David	Single1002	✓	✓	DND	Yeastar	1002	Single	2017-03-27 ...	2017-03-28 ...	Check out	Move	✎	🗑️
<input type="checkbox"/>	Huang Lucia	Single1003	✓	✓	DND	Yeastar	1003	Single	2017-03-27 ...	2017-03-28 ...	Check out	Move	✎	🗑️
<input type="checkbox"/>		Single1004	✓	✓	DND		1004	Single			Check in		✎	🗑️

Booking Rooms

You have two ways to booking rooms for guests; choose one of the following methods to book rooms.

Booking Rooms for New Guests

If it is the first the guest come to the hotel, you can book a room for the guest on the **Booking List** page.

1. On the **Hotel > Room Operations > Booking List** page, click **Add**.
2. Select a room, and set the check-in time and check-out time.
3. Enter the guest information. The **First Name** and **Last Name** are required fields.
4. Check the option **Send Email** on the bottom of the edit page, the system will send a booking notification to the guest's email address.
5. Click **Save**.

Booking Rooms for Old Guests

If the guest has stayed in the hotel before, the guest information will be kept in the hotel system. Next time, when the guest wants to book a room, you can operate the booking on **Guest List** page.

1. On the **Hotel > Guest List** page, select the guest, click **Book**.

<input type="checkbox"/>	Guest Name	Gender	Mobile Phone	Email	Book	Check in	Edit	Delete
<input type="checkbox"/>	Huang Lucia	female	12122385124	luciahuang1@sina.cn	Book			
<input type="checkbox"/>	Lin Amy	female	2225551012	amylin98@sina.cn	Book			
<input type="checkbox"/>	Dai David	male	1552452351	daviedqi@gmail.com	Book	Check in		

2. Select the desired room, set the check-in time and check-out time.
3. Click **Save**.
4. You will see the room is booked with the guest on the **Book List** page.

<input type="checkbox"/>	Guest Name	Room Type	Check-in Time	Check-out Time	Booking Time	Check in	Edit	Cancel
<input type="checkbox"/>	Lin Amy	Single	2017-03-21 22:21	2017-03-22 13:00	2017-03-21 22:22	Check in		
<input type="checkbox"/>	Huang Lucia	Double	2017-03-27 18:49	2017-03-28 13:00	2017-03-27 18:49	Check in		
<input type="checkbox"/>	Dai David	Double	2017-03-27 18:53	2017-03-28 13:00	2017-03-27 18:53	Check in		

Editing/Canceling Booking

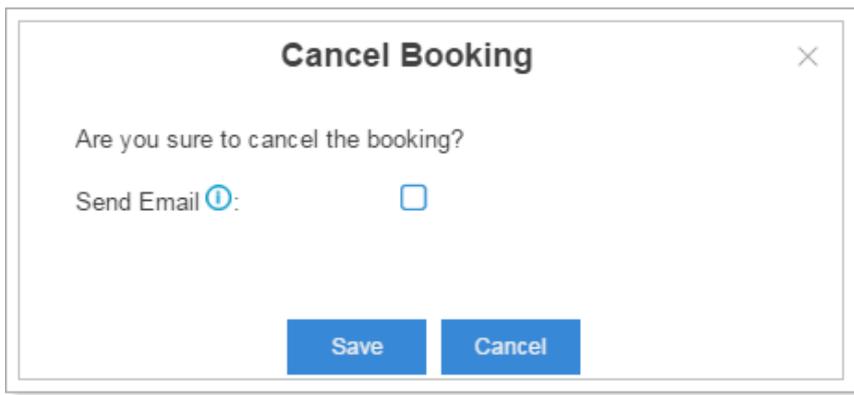
You can edit or cancel bookings on the **Booking List** page.

- **Editing Booking**

Click to edit a booking.

- **Canceling Booking**

1. Click to cancel a booking, or select multiple bookings and click **Delete** to delete bookings in bulk.
2. A pop-up page will prompt you to send notification email to the guest. Enable **Send Email**, and click **Save**. The booking will be canceled and the guest will receive a notification email.



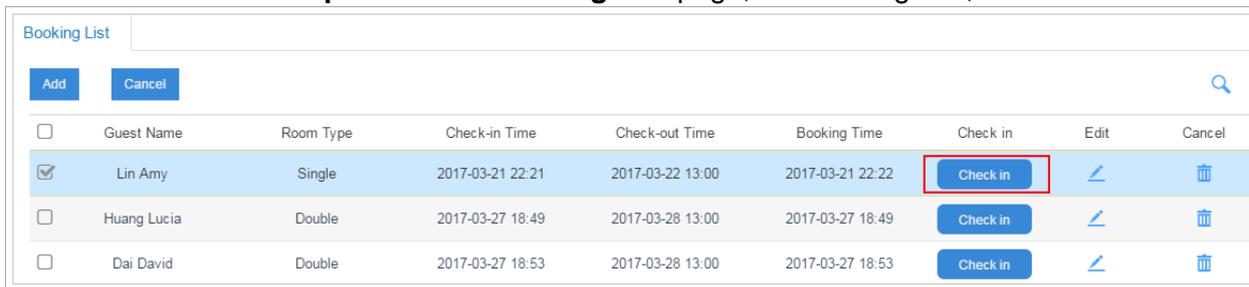
Checking In

You have 3 ways to check in guests; choose one of the following methods to check in guests.

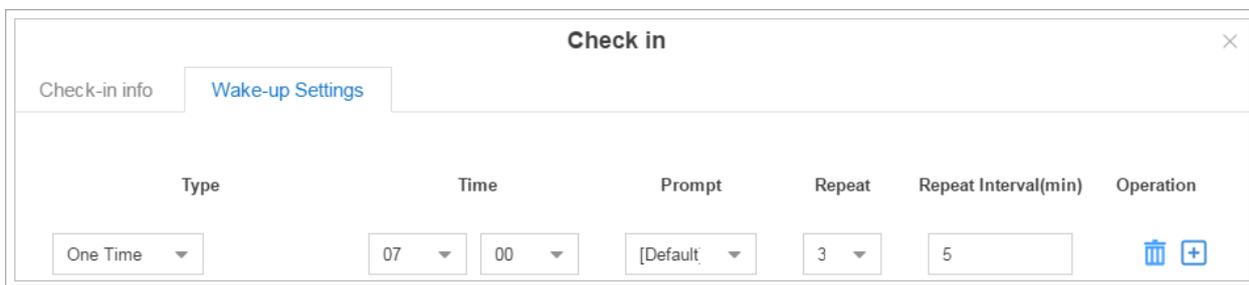
Checking In Booked Rooms

If the guest has booked a room, you can check in the guest on the **Booking List** page.

1. On the **Hotel > Room Operations > Booking List** page, select the guest, click **Check In**.



2. Select a room, and set the check-in time and check-out time.
3. Click **Wake-up Settings** tab, click to add an alarm for the room phone.



4. Click **Save**.
5. You can see the guest is checked in on **Room List** page.

Checking In New Guests

If it is the first time the guest comes to the hotel, you can check in the guest on the **Room List** page.

1. On the **Hotel > Room List** page, choose a free and clean room, click **Check In**. **Note: The guest cannot be checked in with a dirty room.**

<input type="checkbox"/>	Guest Name	Room N...	Free	Clean	D...	Group	Extens...	Room Ty...	Check-in Time	Check-out Ti...	Check-in/...	Room Move	...	Del...
<input type="checkbox"/>		Single1000	✓	✓	DND		1000	Single			Check in			
<input type="checkbox"/>		Single1001	✓	✓	DND		1001	Single			Check in			
<input type="checkbox"/>		Single1002	✓	✓	DND		1002	Single			Check in			

2. Enter the check in information.
3. Enter the guest information. The **First Name** and **Last Name** are required fields.
4. Click **Wake-up Settings** tab, click  to add an alarm for the room phone.

Check in ×

Check-in info Wake-up Settings

Type	Time	Prompt	Repeat	Repeat Interval(min)	Operation
One Time ▼	07 ▼ 00 ▼	[Default] ▼	3 ▼	5	 

5. Click **Save**.
6. After checking in, the room is occupied and the status is unfree.

<input type="checkbox"/>	Guest Name	Room N...	Free	Clean	D...	Group	Extens...	Room Ty...	Check-in Time	Check-out Ti...	Check-in/...	Room Move	...	Del...
<input checked="" type="checkbox"/>	Huang Lucia	Single1000	✓	✓	DND		1000	Single	2017-03-27 ...	2017-03-28 ...	Check out	Move		
<input type="checkbox"/>		Single1001	✓	✓	DND		1001	Single			Check in			
<input type="checkbox"/>		Single1002	✓	✓	DND		1002	Single			Check in			

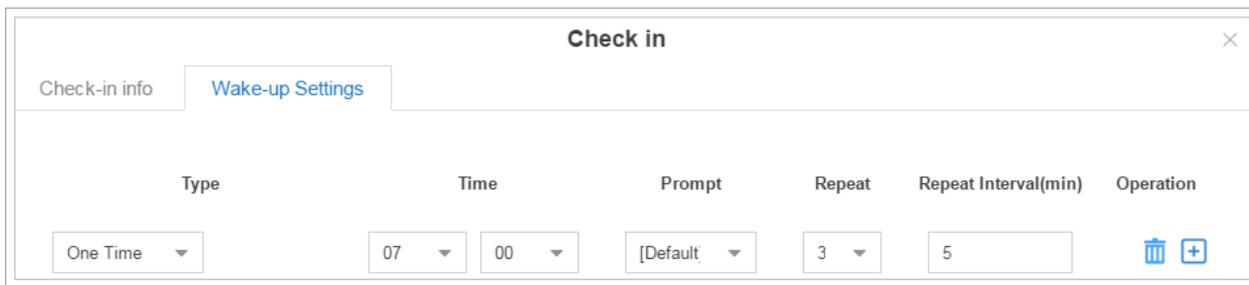
Checking In Old Guests

If the guest has stayed in the hotel before, the guest information will be kept in the hotel system. Next time, when the guest comes, you can check in the guest on **Guest List** page.

1. On the **Hotel > Guest List** page, choose a free and

<input type="checkbox"/>	Guest Name	Gender	Mobile Phone	Email	Book	Check in	Edit	Delete
<input type="checkbox"/>	Huang Lucia	female	12122385124	luciahuang1@sina.cn	Book			
<input type="checkbox"/>	Lin Amy	female	2225551012	amylin98@sina.cn	Book	Check in		
<input type="checkbox"/>	Dai David	male	1552452351	daviedqi@gmail.com	Book	Check in		

2. Select the desired room, set the check-in time and check-out time.
3. Click **Wake-up Settings** tab, click  to add an alarm for the room phone.



4. Click **Save**.
5. You will see the guest is checked in on the **Room List** page.



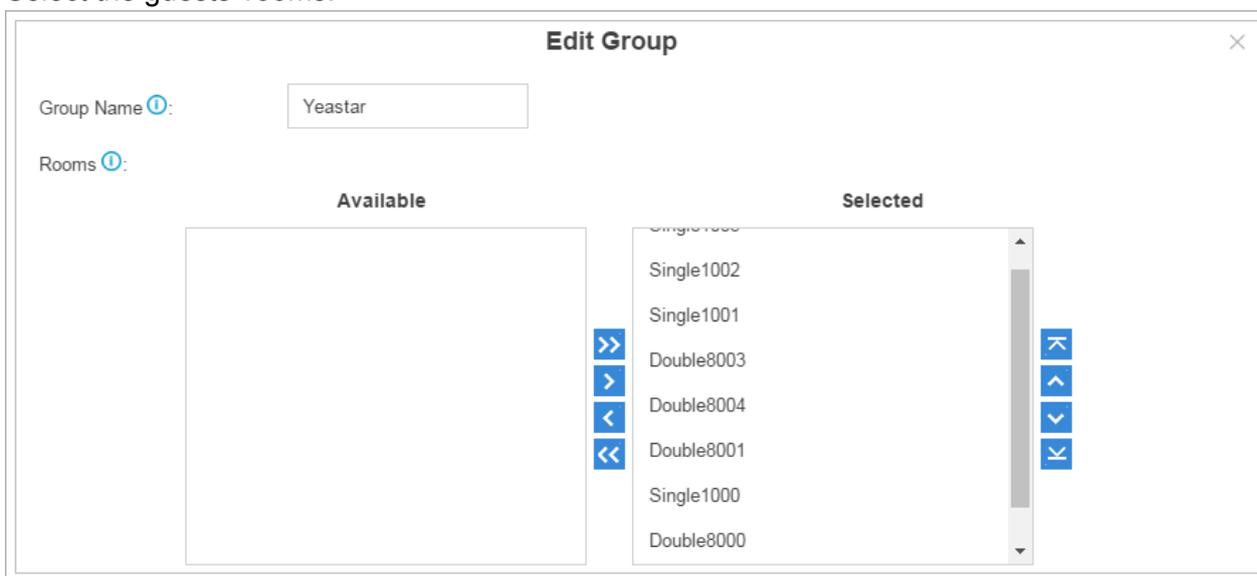
Deleting Check-in Information

If you have checked in a guest by mistake, and the guest is not staying in the room, you can click  to delete all the check-in information of the room.

Grouping Rooms

After checking in the guests, you can group the guest's rooms if they are a team group or tour group.

1. Go to **Hotel > Room Operations > Room Group**, click **Add** to add a new group.
2. Set a name for the group.
3. Select the guests' rooms.



4. Click **Save**.

5. You can see the group information on the **Room List** page.

<input type="checkbox"/>	Guest Name	Room Name	Free	Cl...	...	Group	Exten...	Room T...	Check-in Time	Check-out T...	Check-in/...	Room Move	...	De...
<input type="checkbox"/>	Liu Jack	Double8000	✓	✓	DND	Yeastar	8000	Double	2017-03-27 ...	2017-03-28 ...	Check out	Move	↵	🗑️
<input type="checkbox"/>	Chan Jenny	Double8001	✓	✓	DND	Yeastar	8001	Double	2017-03-27 ...	2017-03-28 ...	Check out	Move	↵	🗑️
<input type="checkbox"/>	Li Vicky	Double8002	✓	✓	DND	Yeastar	8002	Double	2017-03-27 ...	2017-03-28 ...	Check out	Move	↵	🗑️
<input type="checkbox"/>	Wang Mandy	Double8003	✓	✓	DND	Yeastar	8003	Double	2017-03-27 ...	2017-03-28 ...	Check out	Move	↵	🗑️

Changing Guest Room

You can change guest room with any free/vacant room. If the guest had made outbound calls or consumed mini bar items in the previous room, the system will automatically add the charges into the bill.

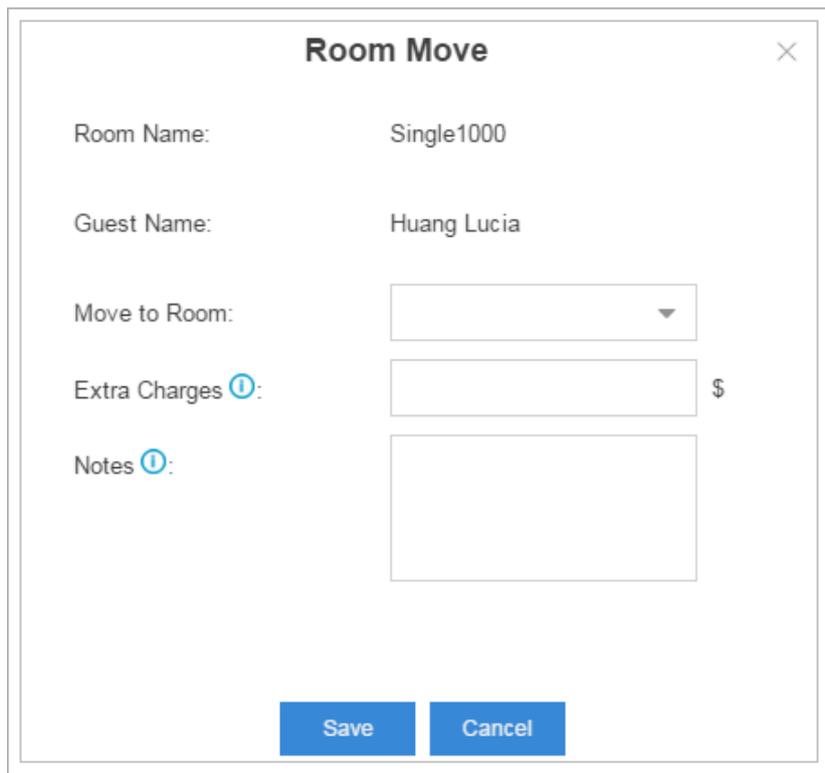
Note:

- The guest can move room only once.

1. On the **Hotel > Room List** page, select the guest, click **Move**.

<input checked="" type="checkbox"/>	Huang Lucia	Single1000	✓	✓	DND	1000	Single	2017-03-27 ...	2017-03-28 ...	Check out	Move	↵	🗑️
<input type="checkbox"/>	Lin Amy	Single1001	✓	✓	DND	1001	Single	2017-03-27 ...	2017-03-28 ...	Check out	Move	↵	🗑️
<input type="checkbox"/>		Single1002	✓	✓	DND	1002	Single			Check in	↵	🗑️	

2. Select a desired room from the drop down menu of **Move to Room**.
3. Input **Extra Charges** if the guest has damaged things in the room or others.
4. Make a note of extra charges information or why the guest would change room in the **Notes** field.



The image shows a 'Room Move' dialog box with the following fields and controls:

- Room Name:** Single1000
- Guest Name:** Huang Lucia
- Move to Room:** A dropdown menu.
- Extra Charges ⓘ:** A text input field followed by a dollar sign (\$) symbol.
- Notes ⓘ:** A larger text input area.
- Buttons:** 'Save' and 'Cancel' buttons at the bottom.

5. Click **Save**, the guest will be moved to the selected room.

Checking Out

You can check out a guest or group check out guests.

Checking Out a Guest

1. On the **Room List** page, select the guest, click  to check all the information of the guest and the room.

Edit

Check-in info | Mini Bar | Call Info | Room Info | Room Move Info | Wake-up Settings

Check-in Info

Room Name: Single1004 (Single)
 Check-in Time: 2017-03-27 20:26
 Clean:
 Hourly Stay:
 Check-out Time: 2017-03-28 13:00
 DND:

Guest Information

First Name: Jack
 Gender: Male
 Certificate Type: ID Card
 Mobile Phone: 15854126633
 Phone:
 Last Name: Liu
 Certificate ID: 158638633366
 Email: jackliu@yeastar.com
 Fax:

2. Click **Check Out** if you have confirmed all the information.

Room List

Group Check-out | Edit

<input type="checkbox"/>	Guest Name	Room Name	Free	Cl...	...	Group	Exten...	Room T...	Check-in Time	Check-out T...	Check-in/...	Room Move	...	De...
<input checked="" type="checkbox"/>	Liu Jack	Double8000	✓	✓	DND	Yeastar	8000	Double	2017-03-27 ...	2017-03-28 ...	Check out	Move	↶	🗑
<input type="checkbox"/>	Chan Jenny	Double8001	✓	✓	DND	Yeastar	8001	Double	2017-03-27 ...	2017-03-28 ...	Check out	Move	↶	🗑
<input type="checkbox"/>	Li Vicky	Double8002	✓	✓	DND	Yeastar	8002	Double	2017-03-27 ...	2017-03-28 ...	Check out	Move	↶	🗑

3. Select the **Check-out Time**.
4. Input **Extra Charges** if the guest has damaged things in the room or others.
5. Make a note of the extra charges information or others in the **Note** field.
6. Enable **Send Email**, the system will send a billing report to the guest's email address.
7. Click **Save**.

Check out

Room Name: Double8000

Guest Name: Liu Jack

Check-out Time: 2017-03-27 19:56

Extra Charges: \$

Notes:

Send Email:

Save Cancel

Checking Out a Guest Group

1. On the **Room List** page, select the guest, click  to check all the information of each guest and room.

Edit

Check-in info Mini Bar Call Info Room Info Room Move Info Wake-up Settings

Check-in Info

Room Name: Single1004 (Single)

Check-in Time: 2017-03-27 20:26

Clean:

Hourly Stay:

Check-out Time: 2017-03-28 13:00

DND:

Guest Information

First Name: Jack

Gender: Male

Certificate Type: ID Card

Mobile Phone: 15854126633

Phone:

Last Name: Liu

Certificate ID: 158638633366

Email: jackliu@yeastar.com

Fax:

2. Click **Group Check-out** after you have confirmed all the guests' information.
3. Select a group and check-out time.

4. Enable **Send Email**, and enter the guest's **Email Address**, the group billing report will send to the email address.
5. Click **Save**.

The screenshot shows a 'Group Check-out' dialog box with the following fields and controls:

- Group Name:** A dropdown menu currently displaying 'Yeastar'.
- Check-out Time:** A date and time picker showing '2017-03-27 21:30'.
- Send Email:** A checkbox that is currently unchecked.
- Email Address:** An empty text input field.

At the bottom of the dialog are two buttons: 'Save' and 'Cancel'.

Billing Report

Each time after you checked out a guest or a guest group, the system will automatically generate a billing report. Go to **Hotel > Billing > Billing Report** to check the billing report.

- **Viewing a Report**

Click  to view a report.

- **Deleting Reports**

Click  to delete a report, or click **Delete** to delete all the billing reports.

- **Downloading Reports**

Click **Download** to download all the billing reports.

Guest Management

The system will keep the guest information if the guest has stayed in the hotel before; these guests will be treated as the hotel's **Old Guest**.

Go to **Hotel > Room Operations > Guest List** to manage the guests.

Guest List								
<input type="button" value="Add"/> <input type="button" value="Delete"/> <input type="button" value="Import"/> <input type="button" value="Export"/> Guest Name, Mobile Phon <input type="text"/>								
<input type="checkbox"/>	Guest Name	Gender	Mobile Phone	Email	Book	Check in	Edit	Delete
<input type="checkbox"/>	Huang Lucia	female	12122385124	luciahuang1@sina.cn	<input type="button" value="Book"/>	<input type="button" value="Check in"/>	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
<input type="checkbox"/>	Lin Amy	female	2225551012	amylin98@sina.cn	<input type="button" value="Book"/>	<input type="button" value="Check in"/>	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
<input type="checkbox"/>	Dai David	male	1552452351	daviedqi@gmail.com	<input type="button" value="Book"/>	<input type="button" value="Check in"/>	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
<input type="checkbox"/>	Yang Hana	female	554145555	hana@yeastar.com	<input type="button" value="Book"/>	<input type="button" value="Check in"/>	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
<input type="checkbox"/>	Ge Gary	male	555412665	gary989@128.com	<input type="button" value="Book"/>	<input type="button" value="Check in"/>	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
<input type="checkbox"/>	Wang Mandy	female	23121251555	mandy9999@hotmail.com	<input type="button" value="Book"/>	<input type="button" value="Check in"/>	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

- **Editing a Guest**

Click  to edit a guest's information.

- **Adding a New Guest**

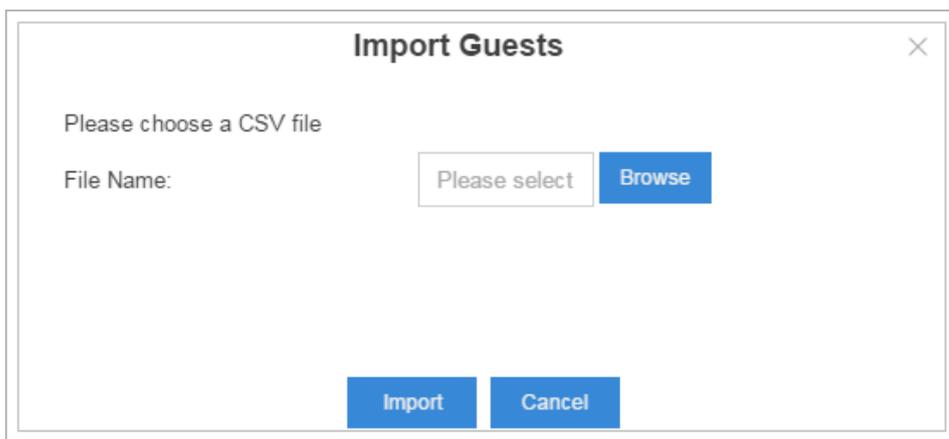
Click **Add** to add a guest, enter the guest's information, and click **Save**, the guest will be listed on the page.

- **Deleting Guests**

Click  to delete a guest, or select multiple guests and click **Delete** to delete the guests.

- **Importing Guests**

1. Click **Import**, you will see a dialog window shown as below.



2. Click **Browse**, choose a csv file from your local PC. You can export a guest file from PBX and use it as a sample to start with.

3. Click **Import**.

- **Exporting Guests**

Click **Export** to export all the guests' information into a csv file.