

PP
DS

 **CMND**
& RECEPTION

CMND & Reception

User guide >

Version 0.1
December 2021

Contents

- 1 General information..... 3
 - 1.1 Notice..... 3
 - 1.2 Help and support..... 3

- 2 CMND Reception..... 4
 - 2.1 Purpose..... 4
 - 2.2 Installation..... 4
 - 2.3 Licensing..... 5
 - 2.4 Configuration..... 6

- 3 PMS..... 8
 - 3.1 TV Settings..... 8
 - 3.2 CMND Settings..... 9
 - 3.3 Check In/Out..... 10
 - 3.4 Triggers..... 14

1. General information

1.1 Notice

2021 © TP Vision Belgium NV All rights reserved. Specifications are subject to change without notice. Trademarks are the property of Koninklijke Philips Electronics NV or their respective owners. TP Vision Belgium NV reserves the right to change products at any time without being obliged to adjust earlier supplies accordingly.

TP Vision Belgium NV cannot be held responsible for any errors in the content of this document nor any problems as a result of the content in this document. Errors reported to Philips will be adapted and published on the Philips support website as soon as possible.

1.2 Help and support

Visit the Philips support website at www.philips.com/support/ for:

- > Leaflet and product documentation
- > Download a printable PDF version of the user manual
- > Contact details of the helpdesk
- > Download the last available software

Visit the Philips support ticketing system at www.ppds.com selecting support:

- > Will allow you to enter any after sales issue for which you need support
- > For you to easily follow up on any cases submitted
- > A knowledge base that will facilitate you to find answers to questions related to our products (FAQs)
- > An NDA section for specific questions that require an NDA to be in place with your company to get the detailed feedback

Visit the CMND website to find all info about CMND <https://cmd.io/>

2. CMND Reception

2.1 Purpose

CMND Reception aims to be a link between a non-technical profile and the settings driven world of CMND. A link between the installer and the end-user.

CMND Reception is a simplified window with a view of the CMND server. A non-technical profile can make use of different modules in this framework to perform certain tasks without the need to enter the CMND server. This prevents any unwanted tampering with configuration files.

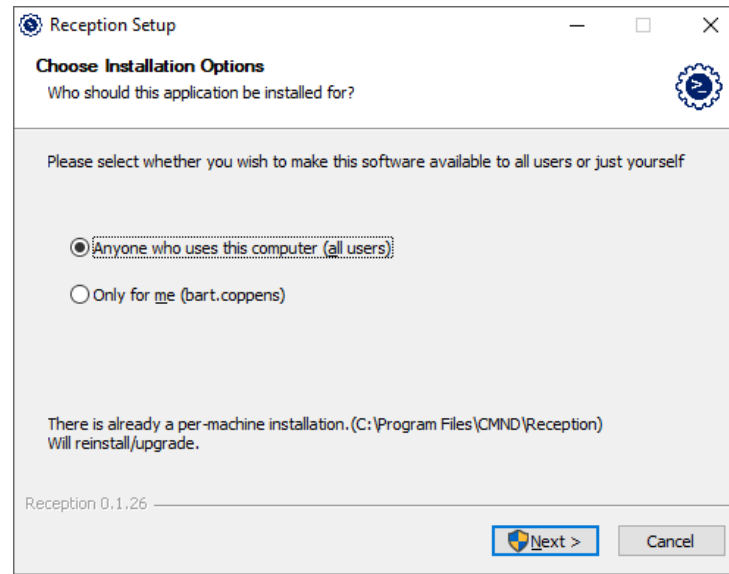
Currently there are 3 modules of which two reside inside of the CMND Reception program and one resides within CMND as an API. These modules will be described in the following chapters.

2.2 Installation

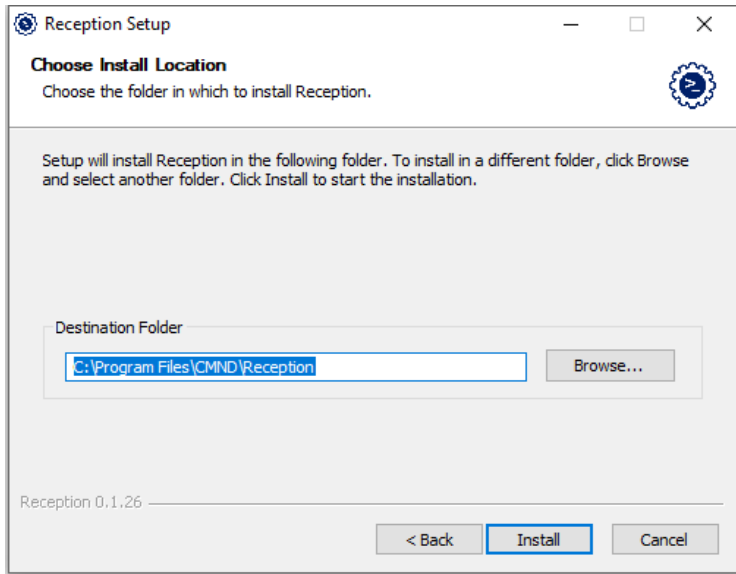
CMND Reception is a separate program that's build to simplify certain tasks and make them accessible outside of the CMND server. The program itself needs to reside on or have access to the same network segment where the CMND server software is installed as it requires a direct connection to work.

The installation is straightforward and doesn't require any dependencies.

- > You can download the CMND Reception from our <https://cmnd.io> website
- > The executable file you've downloaded can be double-clicked to install

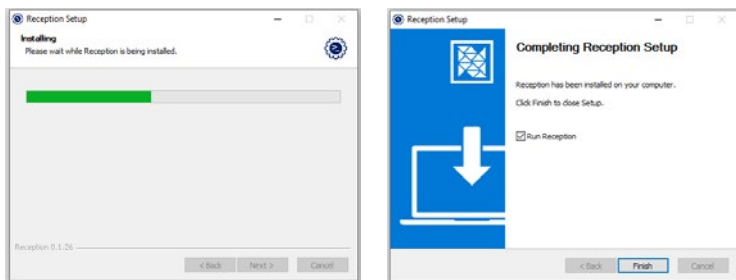
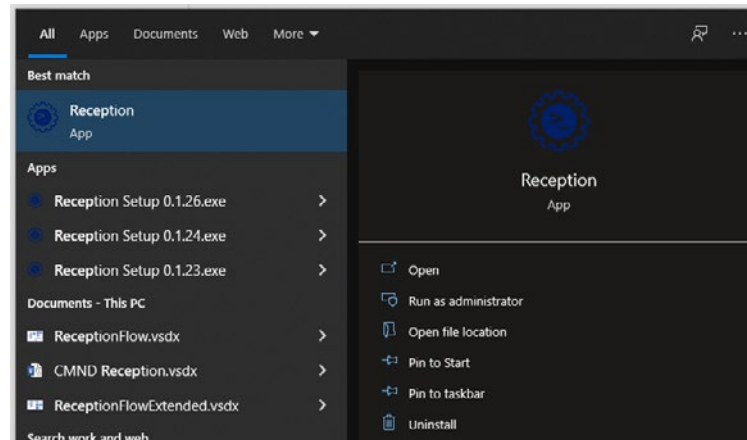


- > In the first step you need to determine who needs access to the program. Is it just the current user or anybody that has access to the PC on which it will be installed.
- > The file location can be overridden if needed



After installation you can decide to immediately run the program. The installer will also automatically place a shortcut to the program on the desktop for ease of use. This could be deleted in case it wouldn't be needed.

Using the windows 10 search using the keyword "Reception" you can easily find it back in the Programs as well.



2.3 Licensing

CMND Reception is a modular framework which allows for each module to be activated for a certain period depending on a license.

These licenses can be purchased through our local sales representatives. Each CMND server can have a combination of licenses attached for different modules depending on what the installer or the end user requires.

These licenses are linked to an activation code that will need to be configured in the CMND server software.

In the newly created “License” tab you’ll find back the CMND servers Serial Number and an (first) empty input box for the activation code as depicted below.

Feature	License Status	License Expire Date
PhS	valid	2022-10-05
MyChoice	valid	2025-10-04
ENAP	invalid	-

Once the activation code is received and entered in CMND you can press the “Request License” button to activate the attached licenses. These licenses are hosted on a central cloud platform and will be periodically checked for their validity. This periodical check requires the CMND server to be connected to the Internet.

This is also reflected in the license overview that you see below. For each module you can see if this CMND server has a valid license and when it expires.

2.4 Configuration

The configuration of CMND Reception itself is limited. There are more possibilities for customizing and setup per module but these will be discussed in their respective chapters.

The one absolute configuration that is required for CMND Reception to function properly is a valid connection to the CMND server.

This is comprised in two steps. The first step is a configuration within CMND, the second within CMND Reception.

2.4.1 User Creation

To support the functionality of CMND Reception a new role was created that would be able to get access to the CMND server when connecting from CMND Reception but without the permissions to log in directly to the CMND UI.

This allows an installer to outsource certain periodical tasks to a receptionist without the need to allow them access to the complete CMND server.

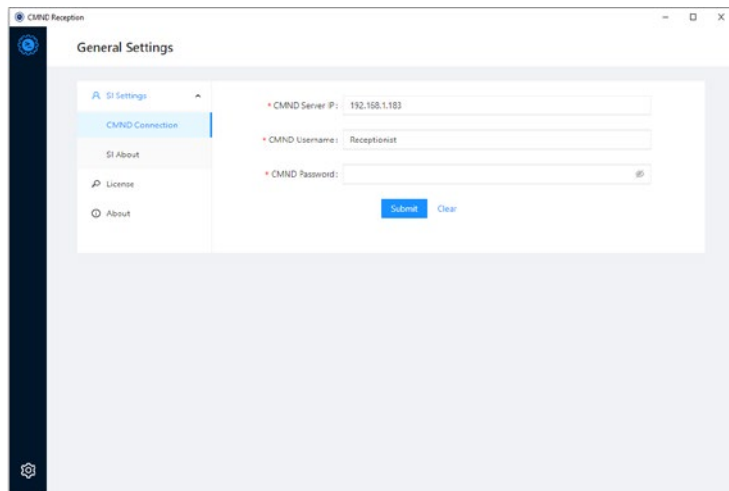
To create a user with the “Reception” role, you can navigate to the user tab in the admin section and press the “Add” button. This will pop up the user window you might already be acquainted with. The additional configuration lies in the changing of the role from Administrator or User to Reception.

Once all required information is entered you can press the save button and that’s one part of the connection setup done.

2.4.2 Reception link

With the user created in the previous chapter we can now make the move to the CMND Reception instance running at the receptionist desk for example.

After starting up without any licenses you'll only have access to the "Settings" tab as shown below.



To be able to establish a good connection the Reception needs to be located on the same network as the CMND server. Following items are required to setup the connection

- > **CMND Server IP:** This is the IP address of the computer where the CMND software is running. It's easier to make this a static IP address to avoid the need to frequently update this in CMND Reception.
- > **CMND Username:** This can be any username which has the Reception role as permission level
- > **CMND Password:** This is the password for the above user

Once all required information is filled in you can press the Save button. The program will test the connection. Once settings are valid these will be saved. It's also at this point if CMND Reception detects active licenses it will unlock the respective modules.

In the example on the right this is the PMS and MyChoice module. Once the connection is set up correctly we can dive into the different modules that you can unlock. To start with the PMS module.



3. PMS

For those unaware of what PMS is, the acronym stands for Property Management System. Generally, you can see this as the back-office software where all bookings, bills, reservations are managed and stored for a certain location.

Now some institutions might not have access to this kind of software as they don't require this information to be stored or they use independent software that can't interact with the TV ecosystem.

For this purpose, we created a lightweight but fully featured replacement which allows you to perform certain actions so that a customized guest experience will still be possible. For example, checking in a guest will allow for Netflix to be available on our Mediasuite TV's, granted that all other requirements for Netflix are met.

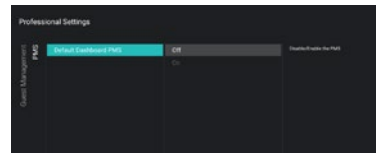
Before we dive into each specific action below you can find a short overview of what you can expect:

- > Checking in/out guests (even in the future)
- > Messaging
- > Moving people across rooms
- > Guest Name integration on TV
- > Guest language integration for optimal guest experience
- > Room Type selection to hook into Triggers
- > Overview of current, outgoing, incoming guests
- > Certain functions can be performed even for a group of people

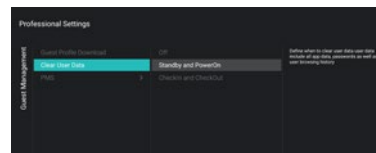
3.1 TV Settings

Before we begin with explaining all the different features we can use there is still a dependency on the TV as well for PMS.

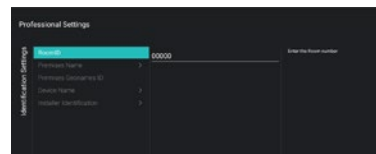
For the full PMS integration to work properly you'll need to make sure that the setting "Default Dashboard PMS" is set to on in the professional menu. The item can be found back under Guest Management and PMS.



While we are in this menu it's also useful to switch the clearing of the personal data from Standby/Power On to Checkin/Checkout so that the personal data remains during the guest stay but is removed when they check out.



One last setting that will be required is to give each TV in the installation a unique RoomID. As the PMS integration uses RoomID as the sole identifier to determine to send out information this needs to be configured.



3.2 CMND Settings

Inside CMND there a couple of settings to tweak as well. To make sure the PMS works you'll need to switch it ON and make sure the type is set to CMND.

If you are using RF connected TV's it will be required to create RF dummies for each RoomID available on the premise.

To create an RF dummy you can press the "Add" button on the TV overview page. Rather than selecting IP in the top dropdown box, you'll now select RF.

Then you can make a choice of RoomID or even sequential groups of RoomID's and the platform the TV's are based on.

After pressing "Add", CMND will create visual representations for every RoomID you've entered in the add wizard. These are what we call RF dummies and will allow you to follow a similar visual process of assigning content, firmware and so on as one would do in an IP setup. CMND Reception will also first take a look at how a TV is connected and will then play out the RF stream or immediately communicate over IP.

3.3 Check In/Out

The essence of a PMS is of course that you can check in or out people to a certain room. The TV will allow you to make use of some of the information that the PMS system will make available to benefit both the guest and the end user.

- > Checking in a guest will allow for customized guest experience like native language menu's
- > Checking in a guest will unlock certain features like Netflix
- > Checking out a guest will allow you to tidy up all personal data that a guest otherwise would leave behind on the TV

The screenshot shows a web interface titled 'CMND CHECK-IN'. It features a dark sidebar on the left with a gear icon and a user profile icon. The main content area contains a form with the following fields:

- Room Number:** A dropdown menu with a red asterisk indicating it is required.
- Guest Name:** A text input field with a red asterisk.
- Guest language:** A dropdown menu currently set to 'English' with a red asterisk.
- Room Type:** A dropdown menu with a red asterisk.
- Check-in Time:** A button labeled 'select check-in time' with a red asterisk.
- Checkout Time:** A date and time selector currently showing '10:00' with a red asterisk.

 A blue 'Check-In' button is positioned at the bottom center of the form.

Room Number

The room number dropdown will be populated with the same roomID's that are shown in the TV overview list inside of CMND.

Guest Name

The name to be used by the TV to display inside of the dashboard or in the welcome message.

Guest Language

Changing this will adapt the TV menu to this language. This allows for a better guest experience.

Room Type

A room type could be used to allow for even more granular preparation of the TV. For example, you could have a standard room with a certain number of channels while a VIP room would have additional movie channels installed. This parameter hooks into the Triggers functionality inside of CMND.

Check-In Time

Check-in time is optional and can be disabled as a feature inside of CMND. If enabled this allows for creating scheduled check-ins and allows the premises owner to prepare busy periods.

For example, I can check in guest Ms Rosita into room 103 4 days from now while currently room 103 is still being used by Mr Rodriguez.

When the Check-in time is disabled all check-ins from CMND Reception will be executed immediately have a corresponding effect on the Tv's.

3.3.1 Checking In

To check-in a guest you need to fill in all the required information (indicated by the red star) according to your enabled features. Once all information is accurate and CMND Reception doesn't find an overlapping booking then the booking will be stored once you press the Check-In button.

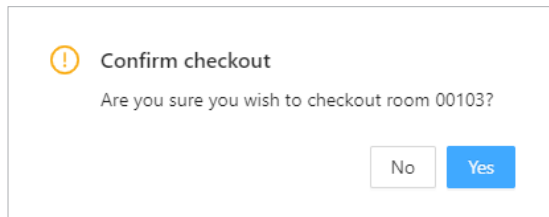
Depending on any other settings or Triggers you might have set up the CMND server will act accordingly and make sure the Tv in the room is prepared for the guest.

3.3.2 Checking Out

Depending on when the Check-In occurs the booking entry will be logged and can be revealed using the corresponding filter view (more on this later). The booking entry when found in the overview will have a number of actions next to the item that can be executed. One of these will be to perform a check-out.

<input type="checkbox"/>	Room	Guest Name	Checkin Time	Checkout Time	Action
<input type="checkbox"/>	00102	Mr Coppens	-	2021-12-06 10:00	Checkout Move Message

When the Checkout action is clicked the booking entry will be removed from after confirmation of the action. On the Tv (when the clear user data is set to Check-Out) the guest session will be deleted.



This includes all guest name references, personal data that the guest might have left on the Tv like log in information or even the installed applications will all be removed.

3.3.3 Guest Management

Keeping an overview of all incoming and outgoing guests can be a difficult task, therefore we've added a couple of filter views which will allow you to have a better understanding what is going on at your location.

We have a couple of views which will show a subsection of the bookings available in the system:

- > **Current Guests:** This overview shows you the checked-in guests that are currently staying at your location
- > **Future Guests:** These guests haven't arrived yet at the location
- > **Incoming Guests:** These guests are a subsection of the "Future Guests"; these guests will actually arrive today. This allows you to keep an eye on how many guests are still expected to arrive that day.
- > **Outgoing Guests:** Similar to the "Incoming Guests" this will show a list of guests that are expected to be vacating their room on that day (today).
- > **All:** The last view "All" shows all entries stored in CMND Reception

Switching between these views will help you with keeping the overview on all guests at your location.

3.3.4 Actions

For each entry that's available in CMND Reception certain actions will be available to manipulate the data or execute certain triggers.

3.3.4.1 Modify

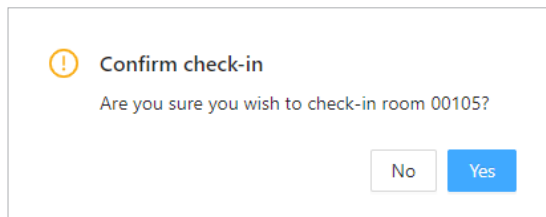
In case there would be a problem with the entered data in the database then you simply double-click certain fields to edit them. Guest name, Check-in time and checkout time can all still be altered in case that would be required.

<input type="checkbox"/>	Room	Guest Name	Checkin Time	Checkout Time	Action
<input type="checkbox"/>	00103	Mr Minerva	2021-12-08 14:55	2021-12-14 10:00	Check-in Move Delete

Pressing enter after editing the Guestname is required to save the new data. Data and time selection will be saved automatically.

3.3.4.2 Check-In

The Check-In action will allow you to override any timings that may have been set and check-in a guest immediately providing there is no conflicting booking to that room.



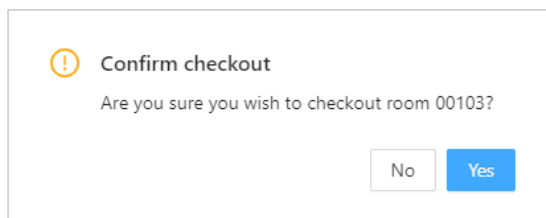
Confirm check-in

Are you sure you wish to check-in room 00105?

No Yes

3.3.4.3 Checkout

The checkout action will override any set timing for check-out and will perform a check-out for that specific room after confirmation.



Confirm checkout

Are you sure you wish to checkout room 00103?

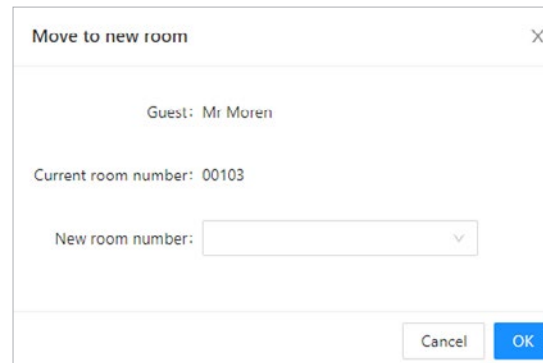
No Yes

3.3.4.4 Move

Sometimes it might be required to move a person from one room to another, for example, in case they lengthen their stay but their current room is already booked to another name.

To move a person there are two options.

- > You can double-click the room number column and update the current RoomID to another one. Make sure the room number exists otherwise an error message will be shown
- > The second way is to use the move action which will popup a dialogue requesting the new room to move the guest to.



Move to new room

Guest: Mr Moren

Current room number: 00103

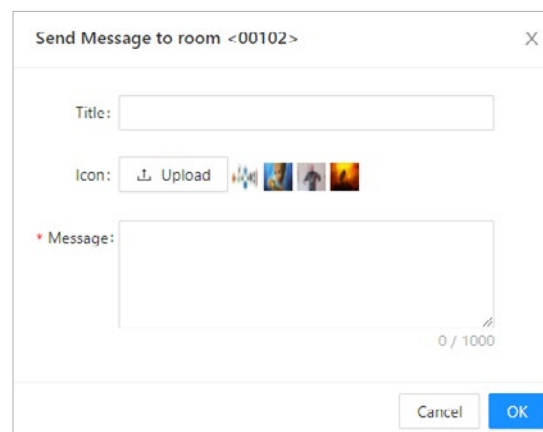
New room number:

Cancel OK

An important thing to keep in mind, although the guest and room may change, the data that was stored on the TV in the first room will not transfer with the guest to the second room. It will however be cleared so there are no traces left behind for the guest coming into the first room.





3.3.4.5 Message

Using the "Message" action a message can be sent from the reception towards the rooms. These messages will be stored on the Tv until the guest has been able to read them.



Send Message to room <00102>

Title:

Icon:    

* Message:

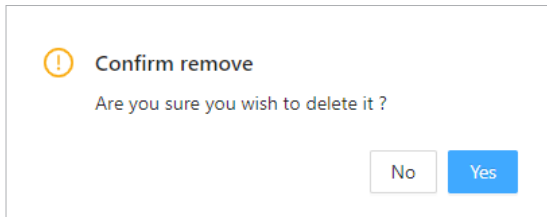
0 / 1000

Cancel OK

The messaging mechanism is copied from CMND so there is a title that can be set. An icon can be uploaded that will be accompanying the message and the body of the message itself that contains the text you wish to transfer. Pressing OK will send the message to the room.

3.3.4.6 Delete

In case a booking is cancelled or no longer valid a future guest can be deleted using the "Delete" action



3.3.5 Group Actions

Certain actions will only be available for usage in case you have selected multiple rooms. And the actions possible will depend on the filter view you are navigating.

Multiple rooms can be selected by putting a checkbox in the first column in front of the entries you desire to address.

<input checked="" type="checkbox"/>	Room	Guest Name	Checkin Time	Checkout Time	Action
<input checked="" type="checkbox"/>	00102	Mr Coppens	-	2021-12-06 10:00	Checkout Move Message
<input checked="" type="checkbox"/>	00103	Mr Laramie	-	2021-12-06 15:00	Checkout Move Message
<input checked="" type="checkbox"/>	00105	Ms Sanchez	-	2021-12-02 20:00	Checkout Move Message

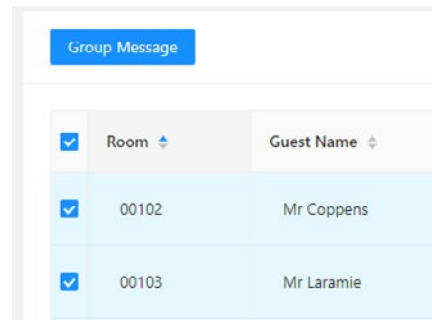
3.3.5.1 Group message

When selecting multiple rooms in the "Current Guests" filter view on the left a new functionality will become available "Group Message".

When pressing the "Group Message" button a similar popup to the "Message" action will pop up.

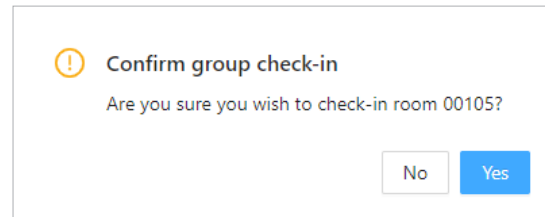
The dialogue will simply address multiple targets at the same time with the same message.

This can come in handy in case you need to alert a travelling group of an itinerary change for example.



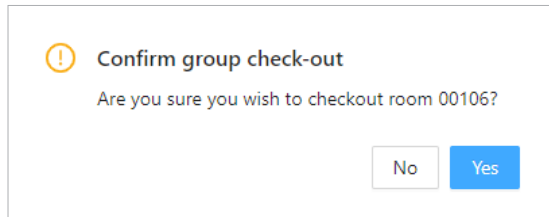
3.3.5.2 Group Check-In

When guests arrive for multiple rooms at the same time you can select the "Incoming Guests" view, make your room selection and press "Group Check-In".



3.3.5.3 Group Check-Out

When multiple guests are leaving at the same time you can perform a check-out for multiple rooms by selecting multiple rooms from the "Outgoing Guests" filter view you can check-out a number of rooms at the same time.



3.4 Triggers

As mentioned a couple times throughout the chapter on PMS, the main purpose of integrating a PMS system into the TV ecosystem allows you to elevate the customer experience at your location by providing a customized setup for the guest. Things can range from automatically adapting the language of the TV to his/her native tongue, adapting the TV's channel list to show channels from their own country first, ... The way this kind of customization can be achieved is twofold. There is a setup part that needs to happen within CMND. This configuration part will leverage the already existing framework "Triggers". And the second part is checking in guests with the appropriate parameters like Guest Language or Room Type to make sure the guest gets an experience to their profile.

Let's start with the setup of the Triggers as this is key for making this granularity possible. For those of you who don't know Triggers yet, briefly explained this is an IFTTT mechanism that's build into CMND. An "If This Then That". When a certain event is triggered then CMND will pick up on that and execute a configured action to follow up on the Trigger.

A small example of the existing functionality



The above Trigger is set to be executed at a certain "Time" in this case 03:00 at night. The target device is "ALL" which means all connected devices. And the action that will be executed is a new clone file will be assigned. This is an easy way to schedule updates while most people aren't using the TV.

To enable some additional scenario's a couple of Triggers are available for the CMND Reception scenario

- > **Guest Language:** as with all PMS integrations the language set in CMND Reception will immediately affect the TV menu language. In case the SmartInfo page also has this language, available this will also be adapted.
- > **PMS Check-in/out:** With PMS check-in/out you can execute certain actions as well like returning a default channel list to a room where previously a VIP had access to VOD channels
- > **Room Type:** A new and additional Trigger that was added is the Room Type. The room types can be defined in the admin section of CMND and can trigger a number of changes in the TV. This trigger will be executed when a guest is checked-In



The above Trigger will be executed on Check-In of a guest and will update all MediaSuite Tv's with new SmartInfo content.



© 2021 PPDS. All rights reserved.

PPDS is a part of TPV Technology Brand licensee of Royal Philips

ppds.com

