

GuestConnect Backoffice Receptionist Manual >

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1. Overview GuestConnect

GuestConnect is a Software Platform that let's you enable the guests with a **Virtual RemoteControl** over the TV and also have them checked-in/checked-out from the TV when a local PMS is not linked with the TV.

GuestConnect shows Overviews of the GuestConnect devices per Locations.

As a receptionist you will have access to the TV/Room overview and depending on the acquired license, be able to perform different operations.

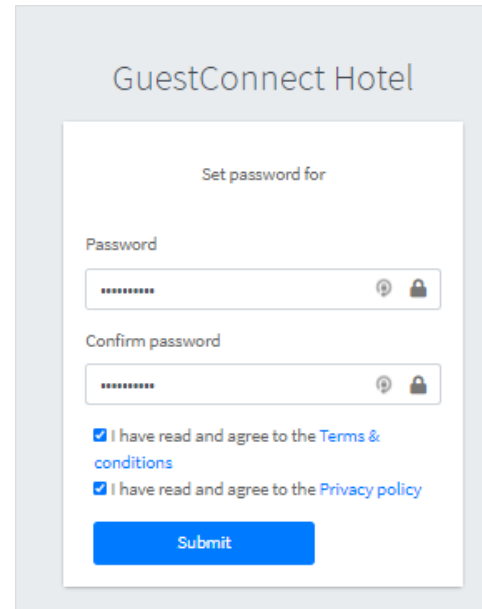
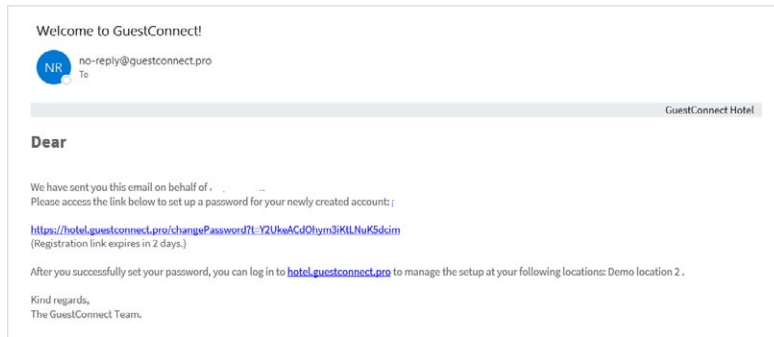
Every location has two license types:

- > **Access:** PMS check-in check-out feature and overview of displays
- > **Control:** Remote Control feature on the guest's mobile device

2. User Sign-Up

As a user you will get a GuestConnect Invite from the Hotel Partner that does the installation.

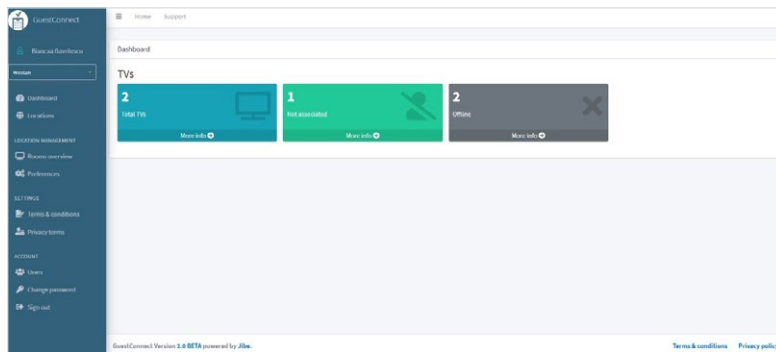
Upon clicking the invitation, you will be able to setup your password.



3. License Type Access

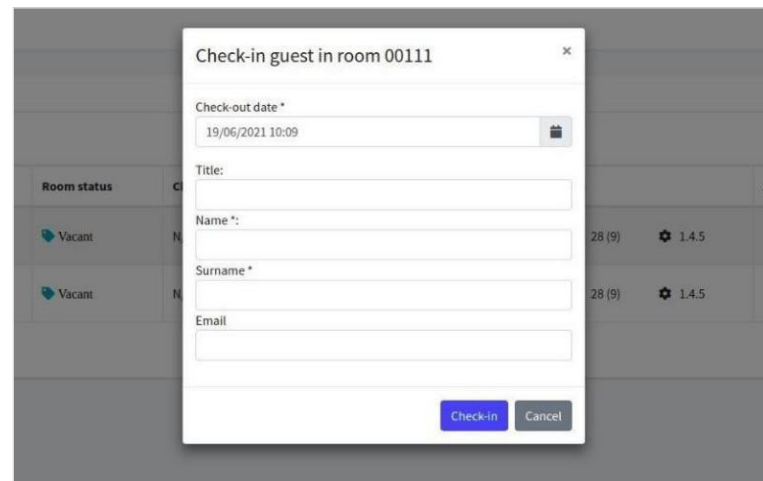
3.1 Overview: How it works

After logging into the BackOffice Website hotel.guestconnect.pro the Receptionist user will see a menu with options to control the setup at the location he was onboarded. The name of the location is visible below the name of the user. There is 1 main option: Room Overview and an additional Preferences section with limited functionality.



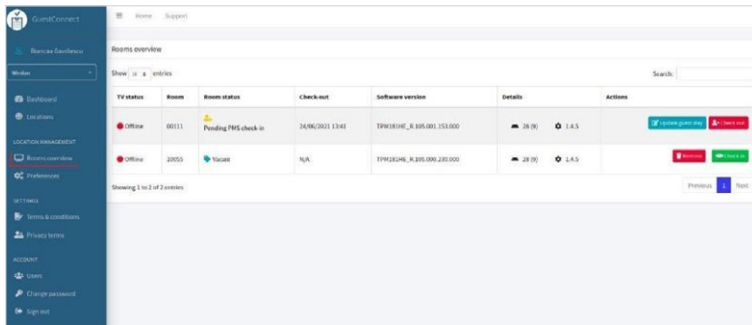
3.2 Typical flow

- > In the BackOffice, for the recently configured TV, Press 'Check-in', choose a date in the future, complete guest data and press 'Check-in'.
- > On the TV you should be able to see the guest data.



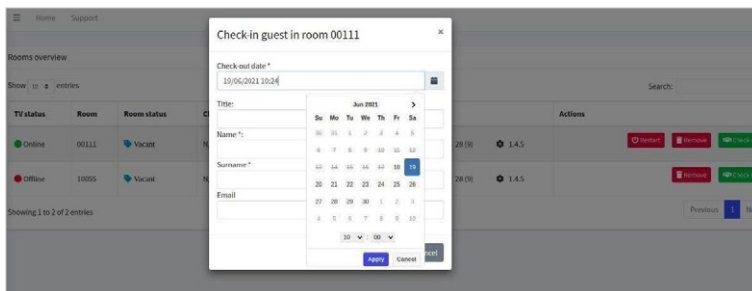
3.3 Rooms overview

In the rooms overview page, the setup will be similar to the screenshot presented below:

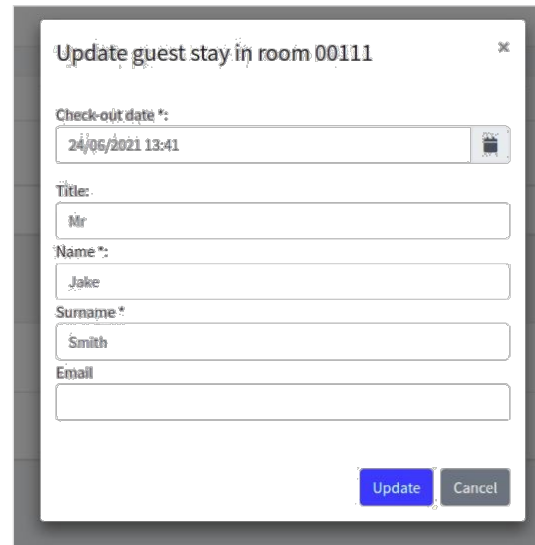


There are several options to interact with the TV:

> **Check-in.** This functionality enables the TV usage by the Guest, including the Netflix app



> **Update guest stay.** This functionality was thought for when the guest decides to leave earlier or stay for some days more.



> **Check-out** - This functionality checks the guest Out (clearing personal Data from the TV)

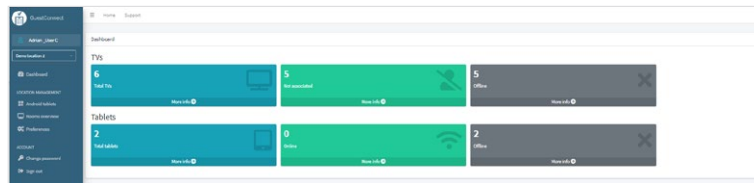
3.4 Preferences

The Preference section will provide access for downloading the user manuals.

4. License Type Control

4.1 Overview: How it works

After logging into the BackOffice Website hotel.guestconnect.pro the Receptionist user will see a menu with options to control the setup at the location he was onboarded. The name of the location is visible below the name of the user. There are 2 main options: Android Tablets and Room Overview and an additional Preferences section with limited functionality.



4.2 Android tablets

In this overview, all the Android devices (except for the TV's) that have been installed with the GuestConnect QrCode app will be show. The reason for this functionality is to show the QrCode at reception. The below screenshot is representative for what a reception might see in the overview.

Name	Status	Displayed content	Actions
ANDROID_TABLET_TEST	Online		Set displayed content Revoke
xiaomi_emilia_123	Offline		Revoke
emilia_tablet	Offline		Revoke
afa02050-3a04-4352-8b81-4c34162d31e	Offline		Revoke

4.2.1 Device Identification flow

Initially, the identification of the Displays will be a unique string of the following form:



The GuestConnect QR Code app will show this ID on the bottom left side of the Android screen:

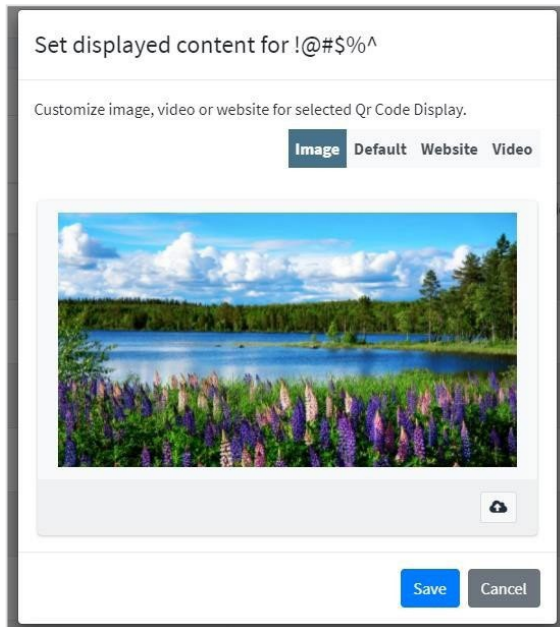


Once the Display is identified by the ID, The ID can be changed in a more Human Readable Form- Such as [Hotel Reception 1] or any other name the Installer together with the Hotel Reception finds it useful. This is important for the ease of use of the Display coupled with the feature to set a default Qr Code Display for the current User.

4.2.2 Other options

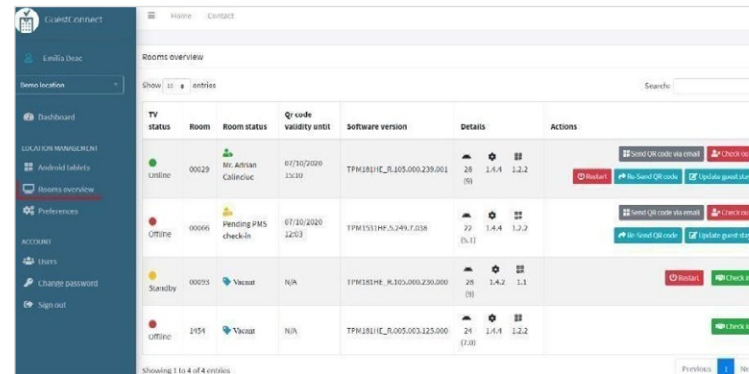
For each and every Android tablets there can be configured one of the 4 content options available:

1. Showing the content of a website
2. Showing an image
3. Showing a video
4. (NONE) Showing the location's default if any. If there is no location content setup, then the APP will show a default GuestConnectScreen

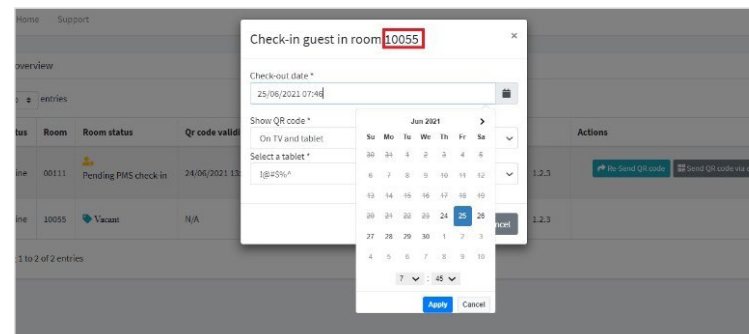


4.3 Rooms overview

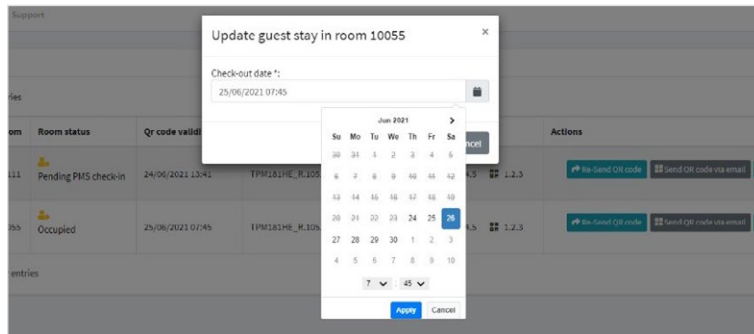
The overview in the Rooms Overview menu will be similar to below screenshot:



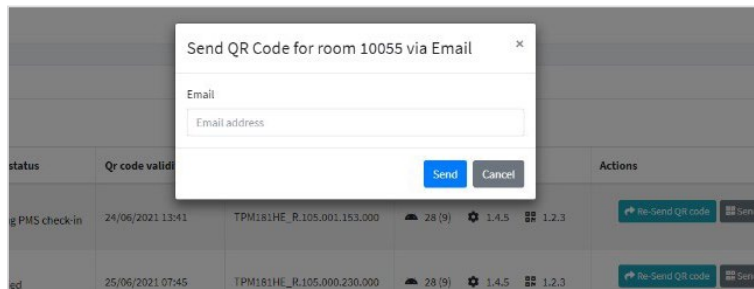
> **Check-in.** This functionality associates the TV control with the guest → enable a QR code to be shown on the Qr code Display, and the guest is able to scan it. When checking in, the QR Code can be displayed on the TV, on the QRCode Display, or both.



- > **Update guests stay** This functionality was thought for when the guest decides to leave earlier or stay for some days more. The Qr code is not shown and only the control token is adjusted.



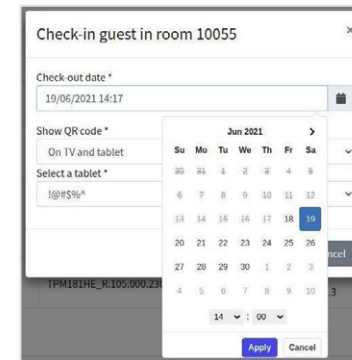
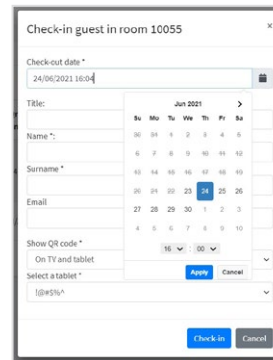
- > **Check-out** - This functionality invalidates/deletes the link to control a specific TV
- > **Send the Qr code to an email:** address indicated by the guest



- > **NOTE:** If the Hotel has an active PMS which is linked to the TV, then the TV will pick up this flow and the Qr code will be shown in the room automatically. This feature is only active if the TV is a **MediaSuite Android N+ platform**.

The following represents a **typical flow** this type of license.

1. In the BackOffice, Room Overview menu, for the recently configured TV, Press 'Check-in', choose a date in the future, choose 'Only on TV', and press 'Check-in'. Also, if **Check-in Feature** is enabled, you will be able to complete the guest data.

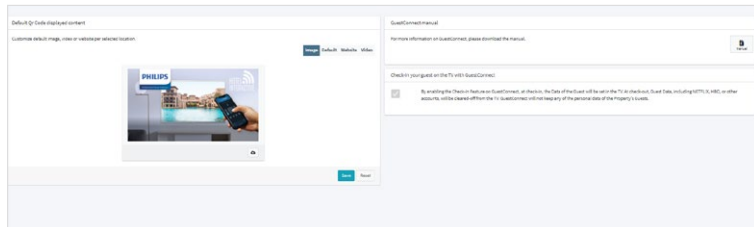


Check-in Feature enabled Check-in Feature disabled

2. On the TV, the QR code app will start and show the QR code. This may take a couple of seconds.
3. The guest will Scan the QR code from the TV. As consequence the QR code app will close.
4. On The mobile phone The Guest should now be able to control the TV

4.4 Preferences

In the Preferences Area the Receptionist can download the manual and setup the content that is displayed on the QRCode APP on the TV's. The content will be visible for the Guest when he is checking in and being assigned a QRCode.



4.4.1 Guest Connect Check-in

If the Check-in Feature of GuestConnect is checked, than, at check-in, the Data of the Guest will be set in the TV. At check-out, Guest Data, including NETFLIX, HBO, or other accounts, will be cleared-off from the TV. GuestConnect will not keep any of the personal data of the Property's Guests.

This feature works properly if there is no link at the property between the TV and the PMS.

The data of the guest is cleared up from the Tv, but also from GuestConnect.

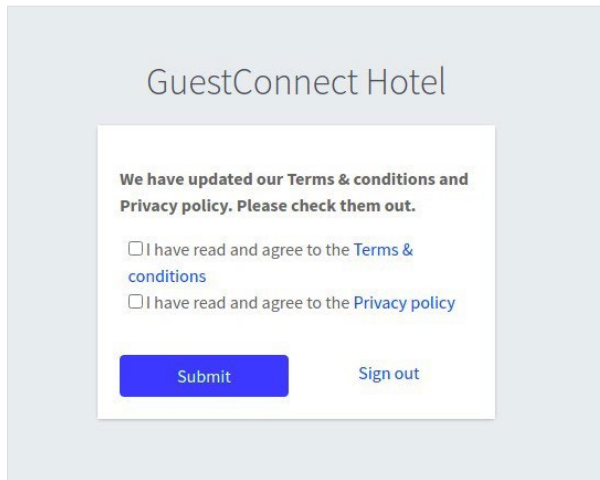
When this Check-in feature is enabled Guest related inputs will appear at check-in and in the UpdateGuest stay option.

<p>Check-out date *:</p> <input type="text" value="09/10/2020 18:34"/>
<p>Title:</p> <input type="text"/>
<p>Name *:</p> <input type="text"/>
<p>Surname *:</p> <input type="text"/>
<p>Email:</p> <input type="text"/>

The Guest will be automatically checked out at the time of leave unless manual action is taken to check him out earlier or prolong the stay

Terms & Conditions and Privacy terms

Each time the Terms&Conditions or Privacy terms changes, the user will be notified. The user can access and read them by clicking on the appropriate links.



The screenshot shows a notification modal for 'GuestConnect Hotel'. The modal has a white background and is centered on a light gray background. At the top, it says 'GuestConnect Hotel'. Below that, it states: 'We have updated our Terms & conditions and Privacy policy. Please check them out.' There are two checkboxes: the first is 'I have read and agree to the Terms & conditions' and the second is 'I have read and agree to the Privacy policy'. At the bottom, there are two buttons: a blue 'Submit' button and a 'Sign out' link.



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