

Ecostruxure™ Guest Room Expert

User Guide



Overview

EcoStruxure™ Guest Room Expert is the guest room management system that provides a centralized platform for integration with other hotel services:

- Building Management System (BMS)
- Property Management System (PMS)

The Guest Room Expert communicates with the SpaceLogic Hotel Room Controller (HRC) for monitoring and control of all connected devices in a guest room. Alarms enable your hotel staff to proactively identify issues and respond faster to events.

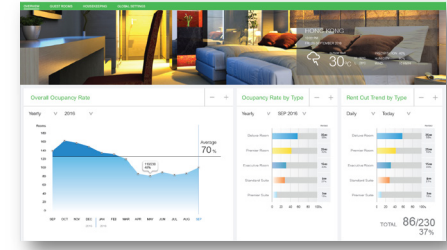
The Guest Room Expert offers key features for hotel operations:

- Hotel occupancy trends (up to 5 years)
- Real-time room status information and alarms
- Remote room diagnostic and control
- Global settings for all rooms

EcoStruxure™ Building Operation



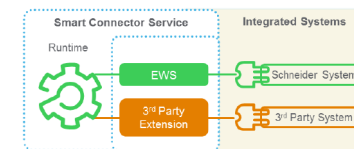
EcoStruxure™ Guest Room Expert



SpaceLogic Automation Server (AS)



Smart Connector



micros | FIDELIO
Opera

OnQ



SpaceLogic Hotel Room Controller

Log on to Guest Room Expert - WorkStation

Open "Building Operation WorkStation" to login to Guest Room Expert.

The screenshot shows the login interface for Building Operation WorkStation 1.9. The interface includes the following fields and options:

- User name:** A text input field.
- Password:** A password input field.
- Domain:** A dropdown menu currently set to "Default".
- Server:** A dropdown menu with radio buttons for "HTTPS" (selected) and "HTTP". The current value is "192.168.8.2".
- Log on as:** A checkbox option currently set to "DESKTOP-3NKI181schneider".
- Remember me on this computer:** An unchecked checkbox.
- Log on:** A button to submit the login information.

Callout boxes provide the following instructions:

- Enter User name and Password:** Points to the User name and Password input fields.
- Windows domain name. Keep as "Default":** Points to the Domain dropdown menu.
- Select "HTTPS" protocol option for communication with EcoStruxure Server:** Points to the HTTPS radio button.
- Enter into the server name or IP address. If login locally, could use "localhost":** Points to the Server dropdown menu.
- Enable this only when Guest Room Expert is configured to use Windows credential to login:** Points to the "Log on as" checkbox.
- Enable this options will have WorkStation remember your setting.** Points to the "Remember me on this computer" checkbox.

At the bottom of the interface, there is a link: [Click here to learn more about Building Operation](#). The footer contains the copyright information: Copyright © 2017 Schneider Electric Buildings LLC. All rights reserved. This product includes functionality that is covered by patents and patents pending. Please contact Schneider Electric for details. The EcoStruxureWare logo is also present.

Log on to Guest Room Expert - Web

Using a web browser to login to Guest Room Expert.
Input the IP of Guest Room Expert Server (https is suggested).

Browser Compatibility

IE: V11+
Chrome: V68+
Firefox: V61+

The screenshot shows the login interface for the Building Operation WebStation. The page features a header with a puzzle piece icon and the title "Building Operation WebStation". Below the header is a login form with the following fields and options:

- User name:** A text input field.
- Password:** A password input field.
- Domain:** A text input field.
- Remember me on this computer
- Log on:** A button to submit the login information.

Callouts from the left side of the page point to the following elements:

- "Enter User name and Password" points to the User name field.
- "Windows domain name. Keep as 'Default'" points to the Domain field.
- "Enable this option to have WorkStation remember your settings" points to the "Remember me on this computer" checkbox.

At the bottom of the page, there is a link: [Click here to learn more about Building Operation](#). The footer contains copyright information for Schneider Electric Buildings AB and the EcoStruxureWare logo.

Monitoring Hotel Occupancy

The EcoStruxure Guest Room Expert home page gives you access to the various features of the system. It also provides an overview of the occupancy level of your property over time. The occupancy level is based on the guest room rental information from the PMS (Micros Fidelio/Opera and OnQ).

The occupancy data can be kept up to 5 years on EcoStruxure Building Operation.

Navigation bar
Quick access to your features

Overall occupancy rate
Trend of the occupancy rate originated from the PMS.
The current year overall occupancy rate is displayed by default. You can select to view the occupancy rate from the previous year.

Overall rate by type
Trend of the occupancy rate by guest room type.
The current month occupancy rate per room type is displayed by default. You can select to view the occupancy rate per room type on a yearly or monthly basis.

Rent out trend by type
Trend of the daily occupancy rate by guest room type.
The previous day occupancy rate per room type is displayed by default. You can select to view the occupancy rate for any day in the last week (7 days).

Zoom in/zoom out
You could zoom in or zoom out on the trend using the +/- buttons

Dashboard Data:

Weather: HONG KONG, 10:00 PM, FRI, 23 SEPTEMBER 2016. Outside Temp: 30°C (H: 32°C, L: 28°C). Precipitation: 40%, Humidity: 80%, Wind: 10 KM/H.

Overall Occupancy Rate (Yearly 2016): Average 70%. Current rate: 110/230 (48%).

Room Type	Occupied	Total	Rate
Deluxe Room	35	55	64%
Premier Room	25	50	50%
Executive Room	15	45	33%
Standard Suite	8	30	27%
Premier Suite	3	10	30%

Rent Out Trend by Type (Today):

Room Type	Occupied	Total	Rate
Deluxe Room	35	55	64%
Premier Room	25	50	50%
Executive Room	15	45	33%
Standard Suite	8	30	27%
Premier Suite	3	10	30%

TOTAL: 86/230 (37%)

Monitoring the Guest Rooms

The Guest Rooms page provides the status of all the rooms on the selected floor including: the rental and occupancy status, the current temperature control setting and courtesy status: do not disturb (DND) and make-up room (MUR).

Rented rooms
The number of rented rooms, this number is populated with the PMS integration.

Available rooms
The number of available rooms, this number is populated with the PMS integration.

Select a floor or a room
You could select to view all rooms on the property or on the selected floor or view a single room.

Rooms information table
The table displays the following room information:
 - Floor number from the PMS
 - Room number from the PMS
 - Occupancy/rental state from the PMS
 - Guest name from the PMS
 - Current temperature control settings
 - Courtesy status (DND and MUR)

Number of warnings
The number of rooms in warning condition. A warning is raised for the following conditions:
 - Room controller is offline
 - Humidity alarm. When the room humidity stays above the acceptable humidity for a specific period (hours or days)
 - Temperature alarm. When the room temperature is outside of the defined range.
 - Motion sensor is offline or disconnected
 - Motion sensor never reports motion
 - Occupancy error. When the room is never rented
 - Sensor battery is low
 - Door ajar. When the door is opened more than the defined period (minutes)

Floor	Room	Occupancy	Operation	Courtesy
007	0701	Free	23.8 °C	
007	0702	Free	23.8 °C	
007	0703	Free	23.4 °C	
007	0704	Free	23.2 °C	
007	0705	Free	23.2 °C	
007	0706	Free	19.8 °C	
007	0707	Free	20.8 °C	
008	0801	Dino Pacella	19.9 °C	
008	0802	Azhar Azali	22.1 °C	
008	0803	Mark Vilo	20.7 °C	
008	0804	Yujian Huang	22.6 °C	
008	0805	Charlotte Isaac	20.2 °C	
008	0806	Adam Hudson	17.1 °C	
008	0807	Free	19.3 °C	
008	0808	Michelle Dance	20.9 °C	
008	0809	Gordon McNaught	20.9 °C	
008	0810	Free	21.2 °C	
008	0811	Daniel Curran	22.0 °C	
008	0812	Jessica Yeo	22.3 °C	
009	0901	Paul O'Brien	22.5 °C	
009	0902	Leon Thomson	21.4 °C	
009	0903	David Bloch	19.9 °C	
009	0904	Free	22.2 °C	
009	0905	Ying J Zhou	20.8 °C	
009	0906	Bowen Nie	21.1 °C	
009	0907	Free	22.2 °C	

Guest Room Status Entry

The Guest Rooms page provides the status of all the rooms in the selected floor including: the rental and occupancy status, the current temperature control setting, the cleaning status and courtesy status: do not disturb (DND) and make-up room (MUR).

Floor and room number
The floor and room number are extracted from the PMS. They indicate on which floor the room is located and the actual room number.




Cleaning
The cleaning state is extracted from the housekeeping system to indicate the current housekeeping state.

Courtesy
The courtesy information are real-time from the HRC showing the DND and MUR states.

Floor	Room	Occupancy	Operation	Courtesy
033	3301	Free	22.7 °C Low	DND MUR
033	3302	Free	22.3 °C Low	DND MUR
033	3303	Free	22.4 °C High	DND MUR
033	3304	Free	20.9 °C High	DND MUR
033	3305	Free	22.4 °C Low	DND MUR
033	3306	Free	23.4 °C Low	DND MUR
033	3307	Free	22.9 °C Auto	DND MUR
033	3308	Free	22.9 °C High	DND MUR
032	3201	Free	24.6 °C High	DND MUR
032	3202	Free	22.7 °C Medium	DND MUR
032	3203	Free	24.0 °C Low	DND MUR

Room occupancy information
The room rental state and guest name are extracted from the PMS.

The room occupancy state is illustrated as below:

-  Unrented:
The room is available to new guests
-  Rented/Occupied:
The room is rented and there is motion detected or keycard is inserted
-  Rented/Unoccupied:
The room is rented and there is no motion or keycard not inserted

Room operation
The room operation information are real-time data from the HRC showing the current room's temperature control:

The guest setpoint if the room is rented and occupied or the default setpoint when the room is unrented or rented and unoccupied.

The system mode (Off/Auto/Cool/Heat) set by the guest if the room is rented and occupied or the default system mode when the room is unrented or rented and unoccupied

The fan speed (Low/Medium/High) set by the guest if the room is rented and occupied or the default fan speed when the room is unrented or rented and unoccupied

View Individual Room Status And Alarms

From the Guest Rooms page, you could view individual room for deeper analysis allowing you to monitor, view trends and control the room.

The screenshot shows the interface for Room 0101. At the top, there are navigation tabs: OVERVIEW, GUEST ROOMS, and GLOBAL SETTINGS. Below this, the room number 'Floor 001 Room 0101' is displayed. A status bar shows 'Unrented', '40.0%' humidity, and '21.9°C' temperature. A 'Device Status' section is active, showing a 'Current Setpoint' of 23.7°C and a 'Current Ventilation Value' of Low. Below these are two tables: 'Device Status' and 'Maintenance'. Callouts provide detailed explanations for these elements.

Current humidity level
Current measured humidity level

Current room temperature
Current measured temperature

Room selector and filter box
Select another room.

Room number
The selected room number

Current room status
- Unrented
- Rented/Unoccupied
- Rented/Occupied

Current setpoint
The guest setpoint if the room is rented and occupied or the default setpoint when the room is unrented or rented and unoccupied

Current fan speed
The fan speed (Low/Medium/High) set by the guest if the room is rented and occupied or the default fan speed when the room is unrented or rented and unoccupied

Device status
Display the current devices' state:
- DND (Do not disturb): On or Off
- MUR (Make-up room): On or Off
- Window status: Opened/Closed
- Door status: Opened/Closed
- Motion sensor: On/Off
- Curtain: Opened/Closed
- Sensor battery level: Good/Replace

Maintenance
Display the current room's alarms:
- Controller connectivity: Online/Offline
- Thermostat connectivity (not available yet)
- No motion: Normal/Error
- Window: Normal/Error
- Door: Normal/Error

Item	Status
DND	Off
MUR	Off
Window Status	Close
Door Status	Close
Motion Sensor	No Motion
Lighting	False
Curtains	False
Sensor Battery Level	Off

Item	Status
Controller	False
Temperature	False
Humidity	False
Motion Sensor	False
Window Sensor	False
Door Sensor	False

View Individual Room's Temperature Trend

From the individual detailed guest room page, you could view individual room's temperature trend to ensure the temperature control equipment works properly to ensure guest comfort.



View Individual Room's Humidity Level Trend

From the individual detailed guest room page, you could view individual room's humidity level trend to ensure guest comfort. In addition, when the room is unoccupied and in a location with high humidity, this feature allows the hotel's operation team to maximize energy savings by controlling humidity levels and avoid damages due to humidity side effect (such as mold).

NOTE: Humidity Trend Logs available only on thermostats with humidity sensors.

Current humidity level
Current measured humidity level

Current room temperature
Current measured temperature

Room selector and filter box
Select another room.

Room number
The selected room number

Current room status
- Unrented
- Rented/Unoccupied
- Rented/Occupied

Select trend period
- Last 24 days
- Last 3 days
- Last 7 days

Humidity level trend
Display the measured humidity level for the selected period.

Last 24 hours measured humidity level
Display hourly measured humidity level for the 24 hours.

Mr John DOE
Rented/Occ. 40% 24°C
Device Status Temp. Trend Humidity Trend HVAC Guest Room Controls

Humidity Report: Hourly Average Humidity

THU, 22 SEPTEMBER 2016		FRI, 23 SEPTEMBER 2016							
11PM	12 Midnight	1AM	2AM	3AM	4AM	5AM	6AM	7AM	8AM
65.2%	65%	66%	67%	66%	65.2%	65.5%	66%	67%	68.8%

THU, 22 SEPTEMBER 2016											
11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10P
84.3%	84%	83.6%	83%	80%	77%	76.7%	76.3%	76%	75%	30°C	65

Define Room's Default Temperature Settings

From the individual detailed guest room page, you could define the room's default temperature settings.

The screenshot displays the 'Guest Room Control' interface for 'Room 0101'. The interface includes a navigation bar with 'OVERVIEW', 'GUEST ROOMS', and 'GLOBAL SETTINGS'. The main content area shows the current room status as 'Unrented', with a humidity level of 40.0% and a temperature of 21.9°C. Below this, there are four main configuration panels: 'Heating Setpoint', 'Cooling Setpoint', 'Default Fan Speed', and 'System Mode'. Each panel has callouts explaining how to define default settings for different room states: 'Unrented/available', 'rented/occupied', and 'rented/unoccupied'.

Room number
The selected room number

Current humidity level
Current measured humidity level

Current room temperature
Current measured temperature

Room selector and filter box
Select another room.

Room number
Floor 001 Room 0101

Current room status
- Unrented
- Rented/Unoccupied
- Rented/Occupied

Define heating setpoint
Define the setpoint for the different room states: unrented/available, rented/occupied and rented/unoccupied

Define cooling setpoint
Define the setpoint for the different room states: unrented/available, rented/occupied and rented/unoccupied

Define the default fan speed
Define the default fan speed for the different room states: unrented/available, rented/occupied and rented/unoccupied

Define the default system mode
Define the default system mode for the different room states: unrented/available, rented/occupied and rented/unoccupied

Heating Setpoint	Cooling Setpoint	Default Fan Speed	System Mode
Rented / Occupied : 23°C	Rented / Occupied : 24°C	Rented / Occupied : <input checked="" type="radio"/> Low	System Mode : <input type="radio"/> Heat
Rented / Unoccupied : 15°C	Rented / Unoccupied : 25°C	Rented / Unoccupied : <input type="radio"/> Medium	System Mode : <input type="radio"/> Cool
Available : 10°C	Available : 35°C	Available : <input type="radio"/> High	System Mode : <input checked="" type="radio"/> Auto
			System Mode : <input type="radio"/> Off

Define Room's Language, Temperature Unit and Troubleshooting

From the individual detailed guest room page, you could define the room display language and temperature unit, control the courtesy (DND, MUR), set the room's occupancy and activate a specific scene.

The screenshot displays the 'Guest Room Control' interface for 'Floor 001 Room 0101'. The interface includes a navigation bar with 'OVERVIEW', 'GUEST ROOMS', and 'GLOBAL SETTINGS'. The main content area shows room status (Unrented), occupancy (40.0%), and temperature (21.9°C). Below this, there are two panels: 'General Settings' and 'Lighting Scenes'.

Room number
The selected room number

Current room status
- Unrented
- Rented/Unoccupied
- Rented/Occupied

Change general settings
Define the default settings for:
- Display language: English, French etc.
- Set/reset DND and MUR
- Manual overwrite the room's occupancy state:
- Local PIR: Use the in-room devices (door sensor, motion sensor or keycard holder) for detecting room occupancy
- Unrented: Put the room in unrented/available mode
- Set temperature units: Celsius or Fahrenheit

Activate scene
Select and activate the defined scene.

General Settings
Language : English
Courtesy Panel : DND MUR
Occupancy : Local PIR Unrented
Temp Unit : °C °F

Lighting Scenes
Master On Welcome (Day) Scene 1 Scene 3
Master Off Welcome (Night) Scene 2 Scene 4

Define settings for all rooms

The Global Settings page allows you to define the settings such as the default language, default temperature units, default temperature setpoint, default fan speed, system mode and enable/disable alarms for all rooms on your property.

OVERVIEW
GUEST ROOMS
GLOBAL SETTINGS

Note: Changes below would reset all guest rooms

Set the default settings
Define the default display language and temperature units

General Settings

Language : English ▼

Temp Unit : °C °F

Heating Setpoint

Rented / Occupied : 0.0°C ▼

Rented / Unoccupied : 0.0°C ▼

Unrented : 0.0°C ▼

Cooling Setpoint

Rented / Occupied : 0.0°C ▼

Rented / Unoccupied : 0.0°C ▼

Unrented : 0.0°C ▼

Define the default fan speed
Define the default fan speed for the different room states: unrented/available, rented/occupied and rented/unoccupied

Set temperature control settings
Define the default temperature setpoint, fan speed and unit

Default Fan Speed

	Low	Medium	High	Auto
Rented / Occupied :	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Rented / Unoccupied :	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Available :	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

System Mode

	Heat	Cool	Auto	Off
System Mode :	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Maintenance Configuration

	On	Off		
Controller Alarm :	<input type="radio"/>	<input checked="" type="radio"/>		
Humidity Alarm :	<input type="radio"/>	<input checked="" type="radio"/>	10%	1
Temperature Alarm :	<input type="radio"/>	<input checked="" type="radio"/>	+/- 5°C	1
Motion Sensor Alarm :	<input type="radio"/>	<input checked="" type="radio"/>	7	Day
Window Sensor Alarm :	<input type="radio"/>	<input checked="" type="radio"/>	1	Hour
Sensor Battery Alarm :	<input type="radio"/>	<input checked="" type="radio"/>		
Curtain Alarm :	<input type="radio"/>	<input checked="" type="radio"/>		
Door Sensor Alarm :	<input type="radio"/>	<input checked="" type="radio"/>	1	Hour
Occupancy Alarm :	<input type="radio"/>	<input checked="" type="radio"/>	7	Day

Define system mode
Set the default system mode

Configure alarms
Enable/disable and configure alarms:

- Controller connectivity
- Room humidity
- Room temperature
- Motion sensor
- Door sensor
- Window sensor
- Sensor battery
- Occupancy

Define settings for all rooms - Alarms

Alarm Configuration in details

	Maintenance Configuration	On	Off			
<p>Alarm will be raised if room controller is offline</p>	Controller Alarm :	<input type="radio"/>	<input checked="" type="radio"/>			
<p>Alarm will be raised if room humidity is exceed the pre-defined threshold for setting time range</p>	Humidity Alarm :	<input type="radio"/>	<input checked="" type="radio"/>	10%	1	Day
<p>Alarm will be raised if room temperature is out of range of dead band for setting time range</p>	Temperature Alarm :	<input type="radio"/>	<input checked="" type="radio"/>	+/- 5°C	1	Day
	Motion Sensor Alarm :	<input type="radio"/>	<input checked="" type="radio"/>		7	Day
	Window Sensor Alarm :	<input type="radio"/>	<input checked="" type="radio"/>		1	Hour
	Sensor Battery Alarm :	<input type="radio"/>	<input checked="" type="radio"/>			
	Curtain Alarm :	<input type="radio"/>	<input checked="" type="radio"/>			
<p>Alarm will be raised if there is a curtain malfunction. (Need to have light sensor on SpaceLogic SE8000 to enable this feature)</p>	Door Sensor Alarm :	<input type="radio"/>	<input checked="" type="radio"/>		1	Hour
	Occupancy Alarm :	<input type="radio"/>	<input checked="" type="radio"/>		7	Day

Set temperature control settings
Define the default temperature setpoint,
fan speed and unit

Alarm will be raised if door is open for
pre-defined time range (23 hour here)

Technical Support



For any issues with SmartStruxure Solution or SmartStruxure Lite, contact Schneider Electric Technical Support according to your region.

North America (NAM) Product Support

Building Management Systems (BMS): productsupport.NAM-BMS@schneider-electric.com
Field Devices: productsupport.NAM-HVAC@schneider-electric.com

Global Product Support

Building Management Systems (BMS): productsupport.NAM-BMS@schneider-electric.com
Field Devices: productsupport.NAM-HVAC@schneider-electric.com

<https://ecobuilding.schneider-electric.com/support>

About Schneider Electric

Schneider Electric is leading the Digital Transformation of Energy Management and Automation in Homes, Buildings, Data Centers, Infrastructure and Industries.

With global presence in over 100 countries, Schneider is the undisputable leader in Power Management – Medium Voltage, Low Voltage and Secure Power, and in Automation Systems. We provide integrated efficiency solutions, combining energy, automation and software.

In our global Ecosystem, we collaborate with the largest Partner, Integrator and Developer Community on our Open Platform to deliver real-time control and operational efficiency.

We believe that great people and partners make Schneider a great company and that our commitment to Innovation, Diversity and Sustainability ensures that Life Is On everywhere, for everyone and at every moment.

www.schneider-electric.com