

# EcoStruxure™

# Guest Room Expert

User Guide



Version 2

**Schneider**  
**Electric**™

## 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.

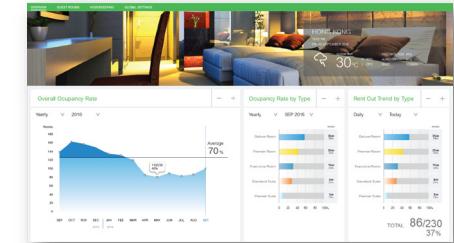
The Guest Room Expert offers key features for hotel operations:

- 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



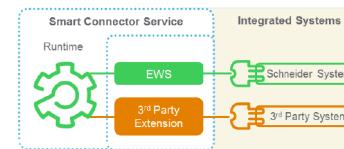
### EcoStruxure™ Guest Room Expert



**SpaceLogic**  
Automation  
Server (AS)



### Smart Connector



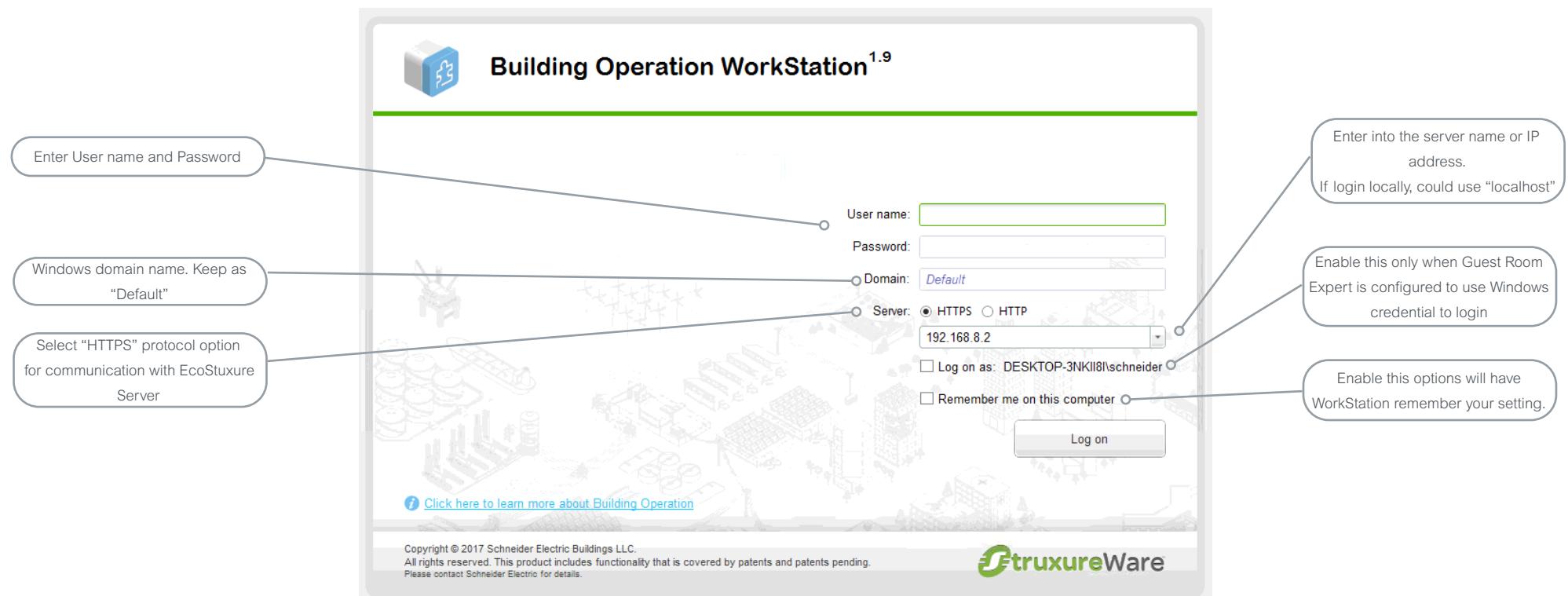
OnQ



**SpaceLogic** Hotel Room Controller

## Log on to Guest Room Expert - WorkStation

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



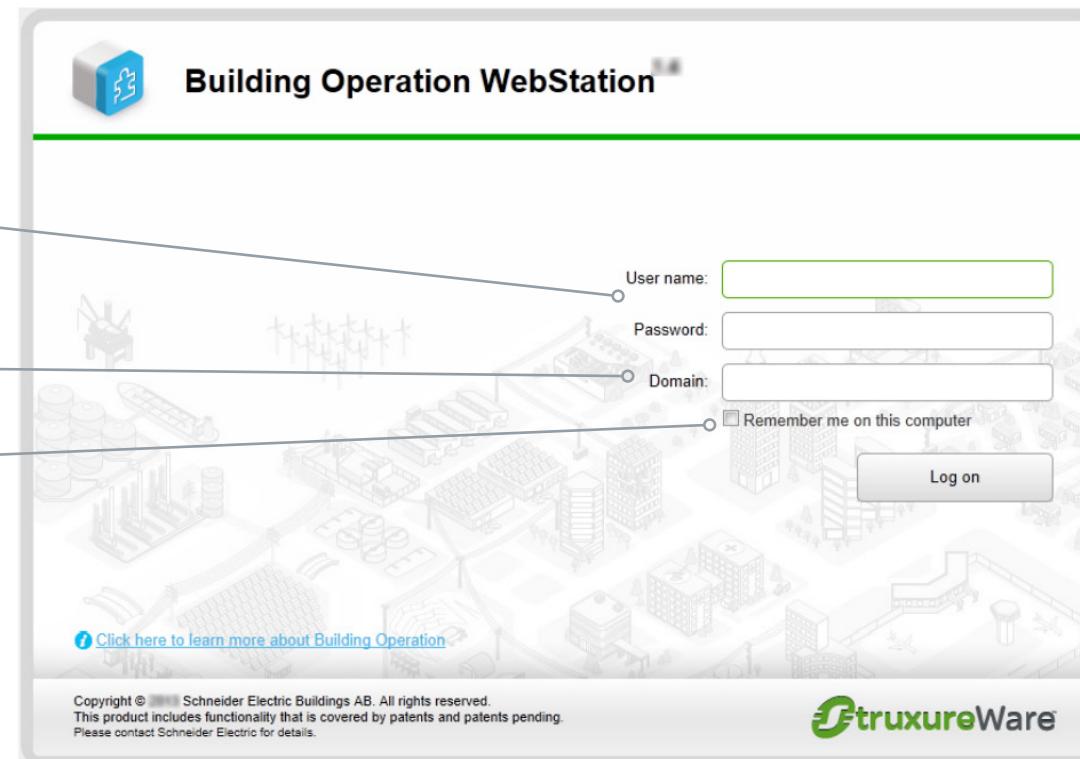
## Log on to Guest Room Expert - Web

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+



## 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

## 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).

**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)

**Rented rooms**

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

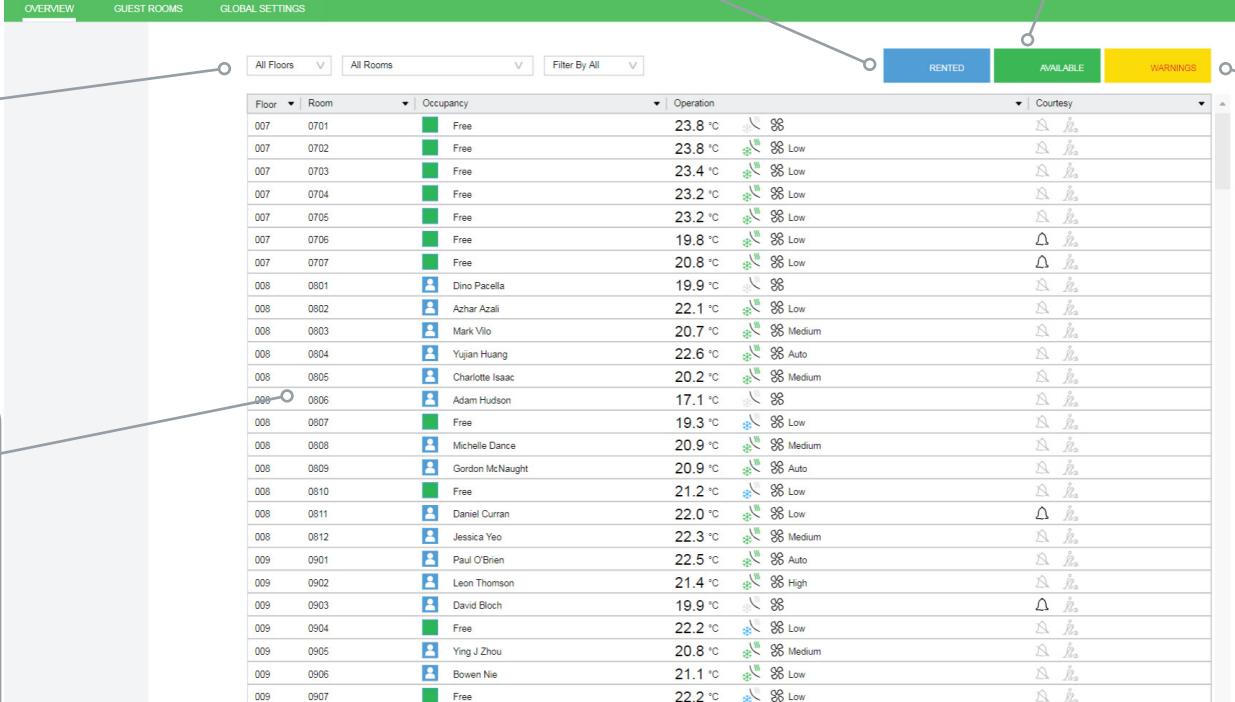
**Available rooms**

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

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

## 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).



## 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.

**Current humidity level**  
Current measured humidity level

**Current room temperature**  
Current measured temperature

**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

**Room selector and filter box**  
Select another room.

**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

OVERVIEW GUEST ROOMS GLOBAL SETTINGS

Floor 001 Room 0101

Unrented 40.0% 21.9°C

Device Status

Temp. Trend Humidity Trend HVAC Guest Room Control

Room 0101

Current Setpoint 23.7°C

Device Status

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

Current Ventilation Value Low

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

## View Individual Room's Temperature Trend

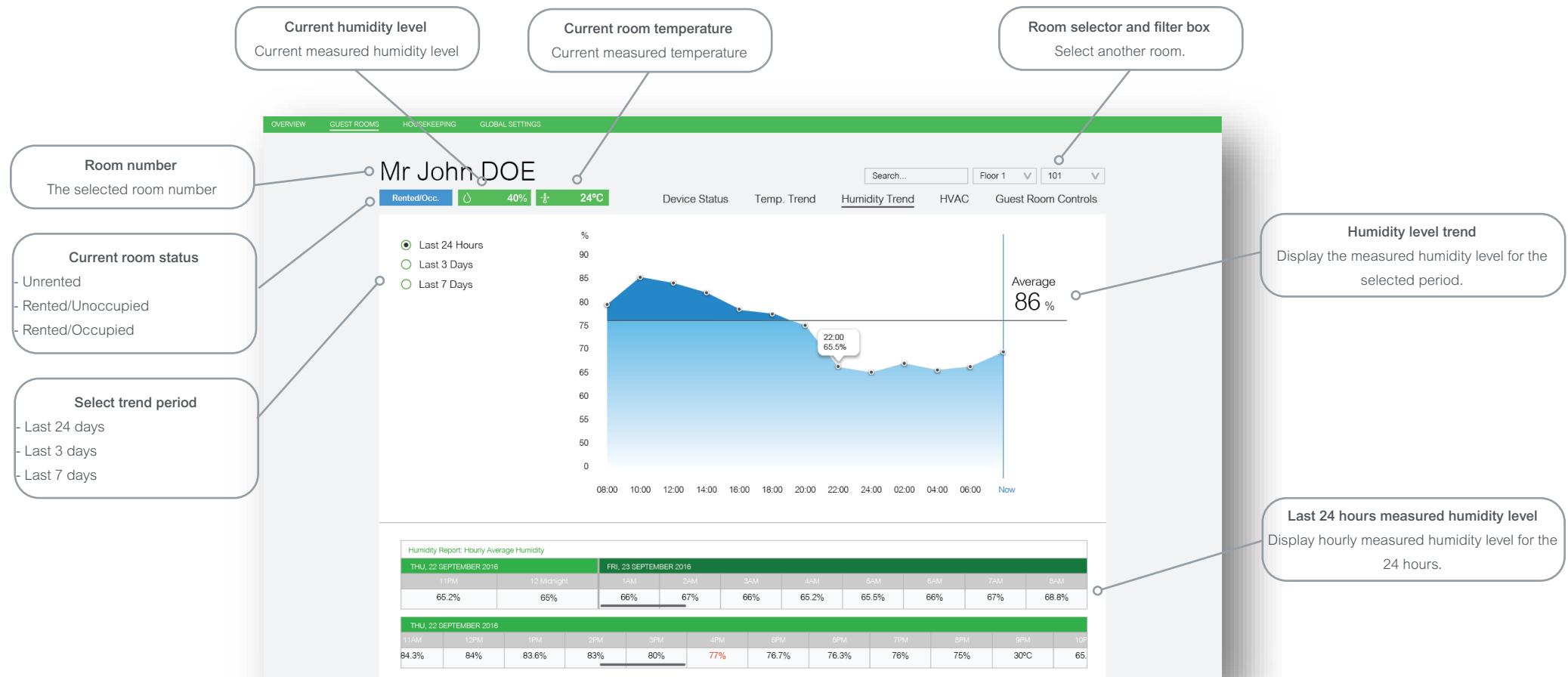
From the individual detailed guest room page, you could view individual room's temperature trend to ensure the temperature control equipment works properly to ensure guest comfort.



## View Individual Room's Humidity Level Trend

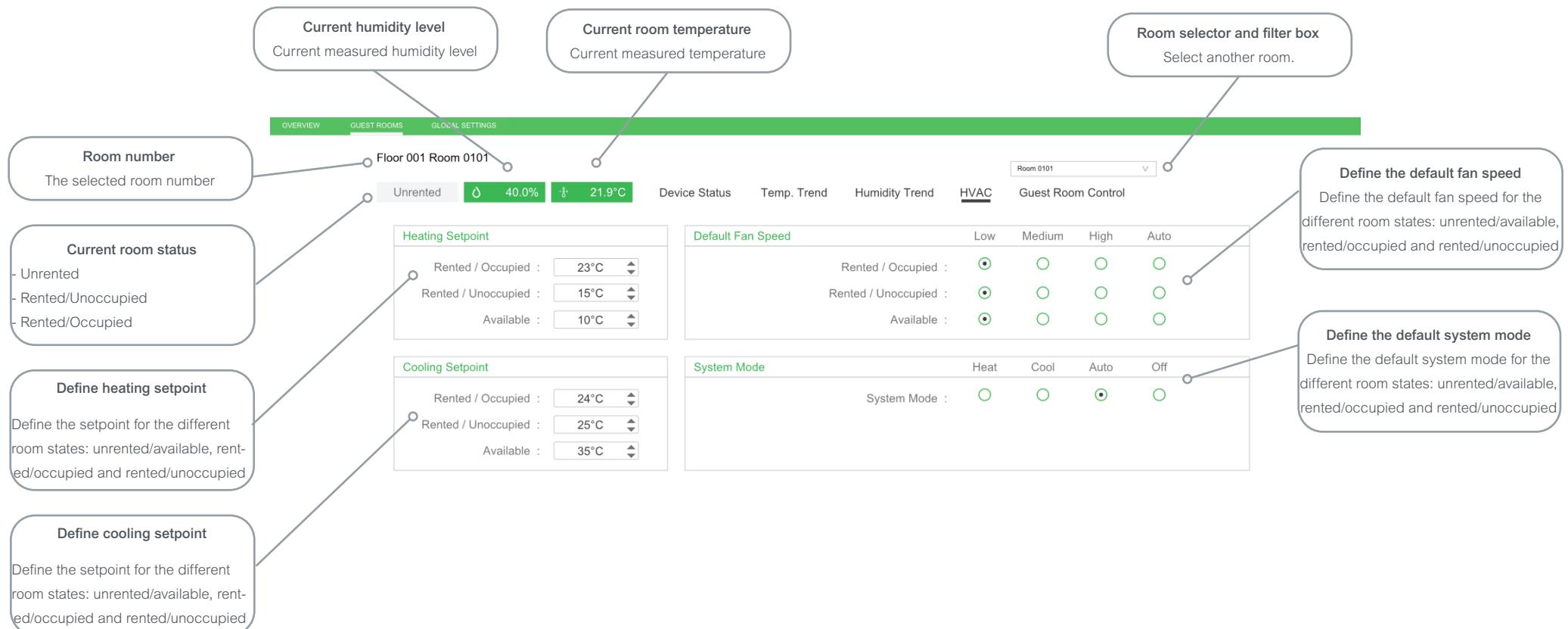
From the individual detailed guest room page, you could view individual room's humidity level trend to ensure guest comfort. In addition, when the room is unoccupied and in a location with high humidity, this feature allows the hotel's operation team to maximize energy savings by controlling humidity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

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



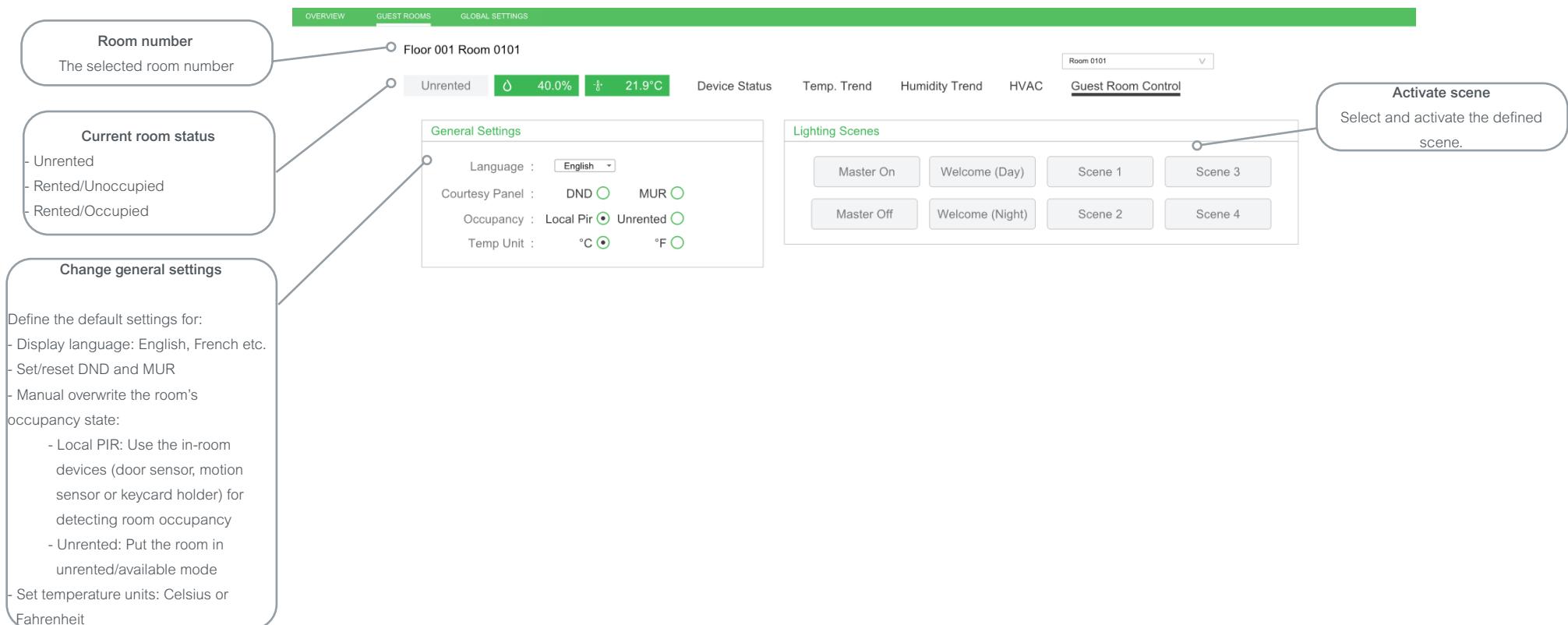
## Define Room's Default Temperature Settings

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



## 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 shows the 'GUEST ROOMS' tab selected in the top navigation bar. The room details are displayed as follows:

- Room number:** Floor 001 Room 0101
- Current room status:** Unrented (highlighted), 40.0% Occupancy, 21.9°C Temperature
- Device Status:** Temp. Trend, Humidity Trend, HVAC
- Guest Room Control:** Room 0101 dropdown, Guest Room Control tab selected.

**General Settings:**

- Language: English (selected)
- Courtesy Panel: DND (selected), MUR (unselected)
- Occupancy: Local PIR (selected), Unrented (unselected)
- Temp Unit: °C (selected), °F (unselected)

**Lighting Scenes:**

- Master On, Welcome (Day), Scene 1, Scene 3
- Master Off, Welcome (Night), Scene 2, Scene 4

**Activate scene:** Select and activate the defined scene.

**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

## 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 (selected) °F

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

**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

**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"/>
Temperature Alarm	<input type="radio"/>	<input checked="" type="radio"/>
Motion Sensor Alarm	<input type="radio"/>	<input checked="" type="radio"/>
Window Sensor Alarm	<input type="radio"/>	<input checked="" type="radio"/>
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"/>
Occupancy Alarm	<input type="radio"/>	<input checked="" type="radio"/>

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

**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	
Controller Alarm :	<input type="radio"/>	<input checked="" type="radio"/>		
Humidity Alarm :	<input type="radio"/>	<input checked="" type="radio"/>	10%	1 Day
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"/>		
Door Sensor Alarm :	<input type="radio"/>	<input checked="" type="radio"/>	1	Hour
Occupancy Alarm :	<input type="radio"/>	<input checked="" type="radio"/>	7	Day

Alarm will be raised if room controller is offline

Alarm will be raised if room humidity is exceed the pre-defined threshold for setting time range

Alarm will be raised if room temperature is out of range of dead band for setting time range

Alarm will be raised if there is a curtain malfunction. (Need to have light sensor on SpaceLogic SE8000 to enable this feature)

Alarm will be raised if there's no motion detected for pre-defined time range

Alarm will be raised if window is open for pre-defined time range

Alarm will be raised if there's a battery alarm for wireless sensors.

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](mailto:productsupport.NAM-BMS@schneider-electric.com)  
Field Devices: [productsupport.NAM-HVAC@schneider-electric.com](mailto:productsupport.NAM-HVAC@schneider-electric.com)

## Global Product Support

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

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