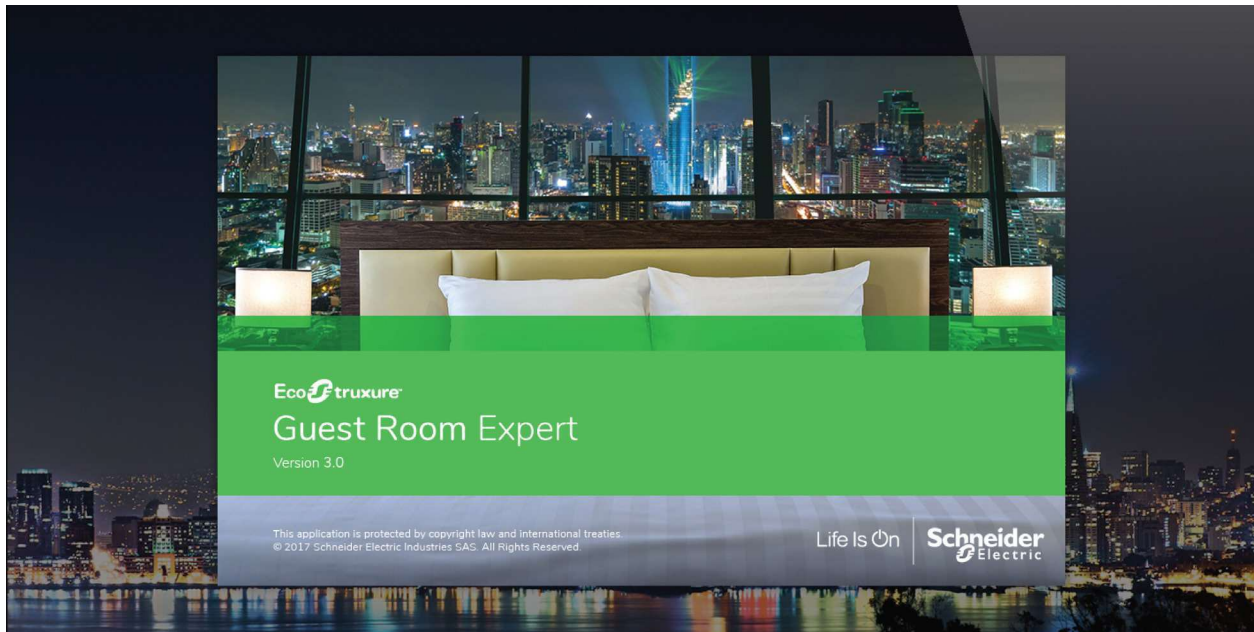


Ecostruxure™

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

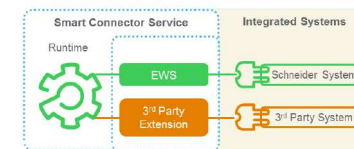
EcoStruxure™ Building Operation



SpaceLogic Automation Server (AS)



Smart Connector



EcoStruxure™ Guest Room Expert



SpaceLogic Hotel Room Controller

micros | FIDELIO
Opera

OnQ

Log on to Guest Room Expert - WorkStation

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

Enter User name and Password

Windows domain name. Keep as "Default"

Select "HTTPS" protocol option for communication with EcoStruxure Server

**Building Operation WorkStation**^{1.9}

User name:

Password:

Domain:

Server:

☒ HTTPS ☐ HTTP

☐ Log on as: DESKTOP-3NKI181schneider

☐ Remember me on this computer

 [Click here to learn more about Building Operation](#)

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.



Enter into the server name or IP address.
If login locally, could use "localhost"

Enable this only when Guest Room Expert is configured to use Windows credential to login

Enable this options will have WorkStation remember your setting.

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 'Building Operation WebStation' login interface. It features a header with a puzzle piece icon and the title 'Building Operation WebStation'. Below the header is a large background image of a city skyline. The login form includes fields for 'User name:', 'Password:', and 'Domain:'. There is a checkbox labeled 'Remember me on this computer' and a 'Log on' button. A callout box points to the 'User name' field with the text 'Enter User name and Password'. Another callout box points to the 'Domain' field with the text 'Windows domain name. Keep as "Default"'. A third callout box points to the 'Remember me on this computer' checkbox with the text 'Enable this option to have WorkStation remember your settings'. At the bottom, there is a link 'Click here to learn more about Building Operation' and a footer with copyright information and the EcoStruxureWare logo.

Building Operation WebStation

User name:

Password:

Domain:

☐ Remember me on this computer

Log on

[Click here to learn more about Building Operation](#)

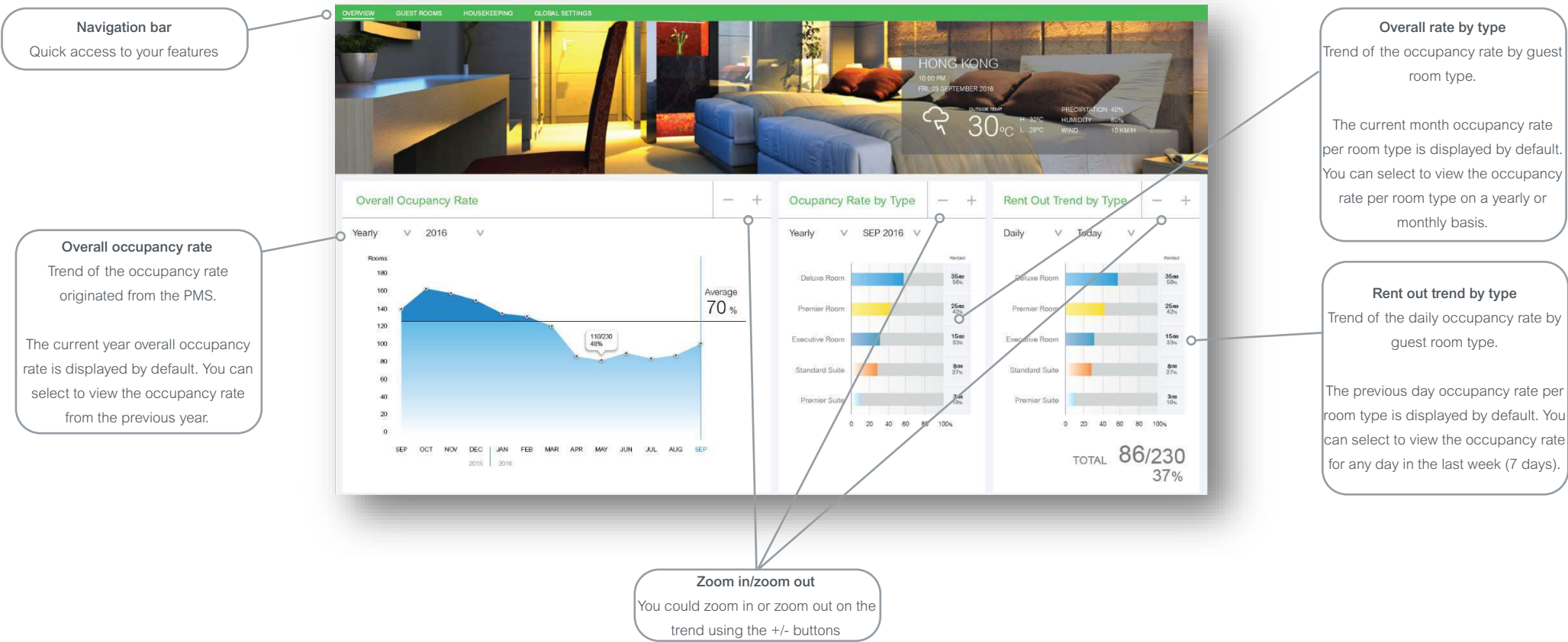
Copyright © Schneider Electric Buildings AB. All rights reserved.
This product includes functionality that is covered by patents and patents pending.
Please contact Schneider Electric for details.

EcoStruxureWare

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.



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	
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 Vito	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	
033	3302	Free	22.3 °C Low	
033	3303	Free	22.4 °C High	
033	3304	Free	20.9 °C High	
033	3305	Free	22.4 °C Low	
033	3306	Free	23.4 °C Low	
033	3307	Free	22.9 °C Auto	
033	3308	Free	22.9 °C High	
032	3201	Free	24.6 °C High	
032	3202	Free	22.7 °C Medium	
032	3203	Free	24.0 °C Low	

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.

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

Current humidity level
Current measured humidity level

Current room temperature
Current measured temperature

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

Interface Elements:

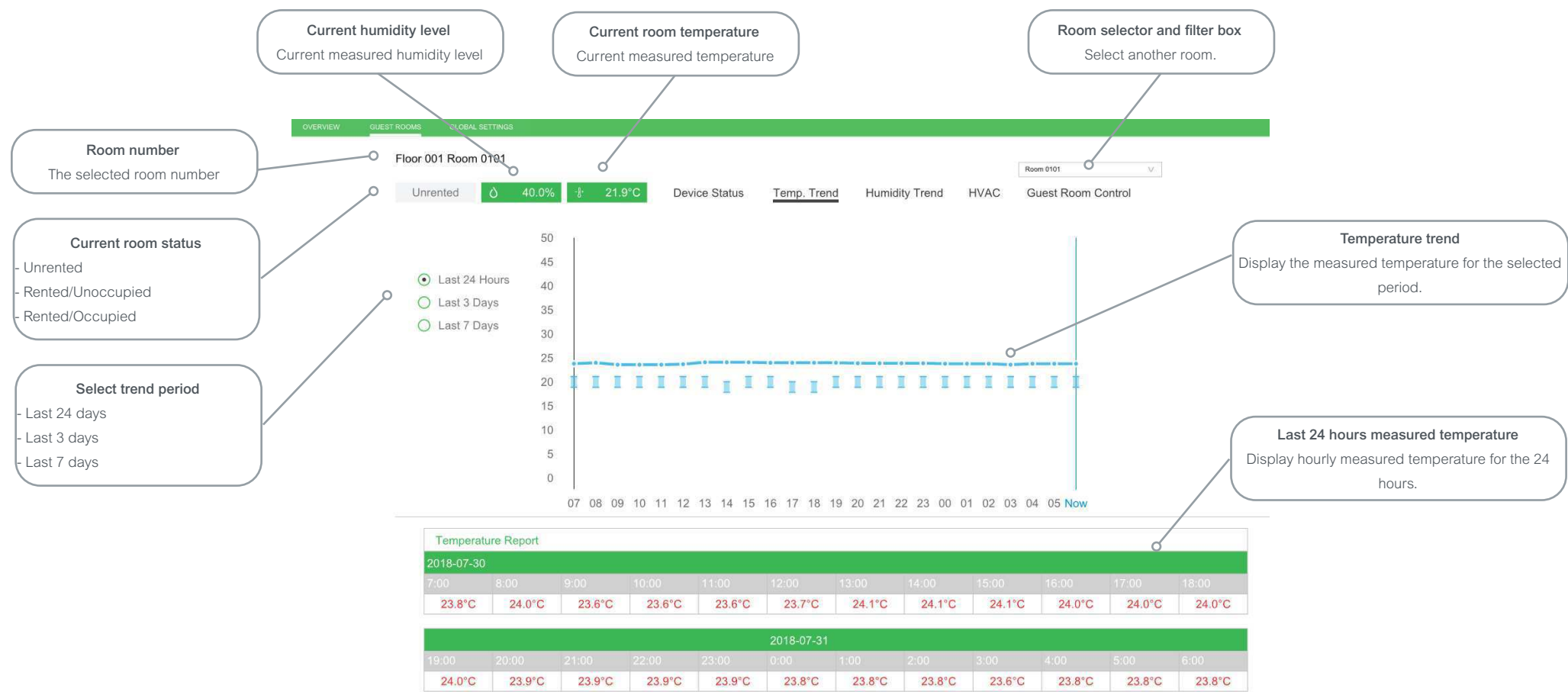
- Navigation: OVERVIEW, GUEST ROOMS, GLOBAL SETTINGS
- Room: Floor 001 Room 0101
- Status: Unrented, 40.0%, 21.9°C
- Current Setpoint: 23.7°C
- Current Ventilation Value: Low
- Device Status Table:
- Maintenance Table:

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

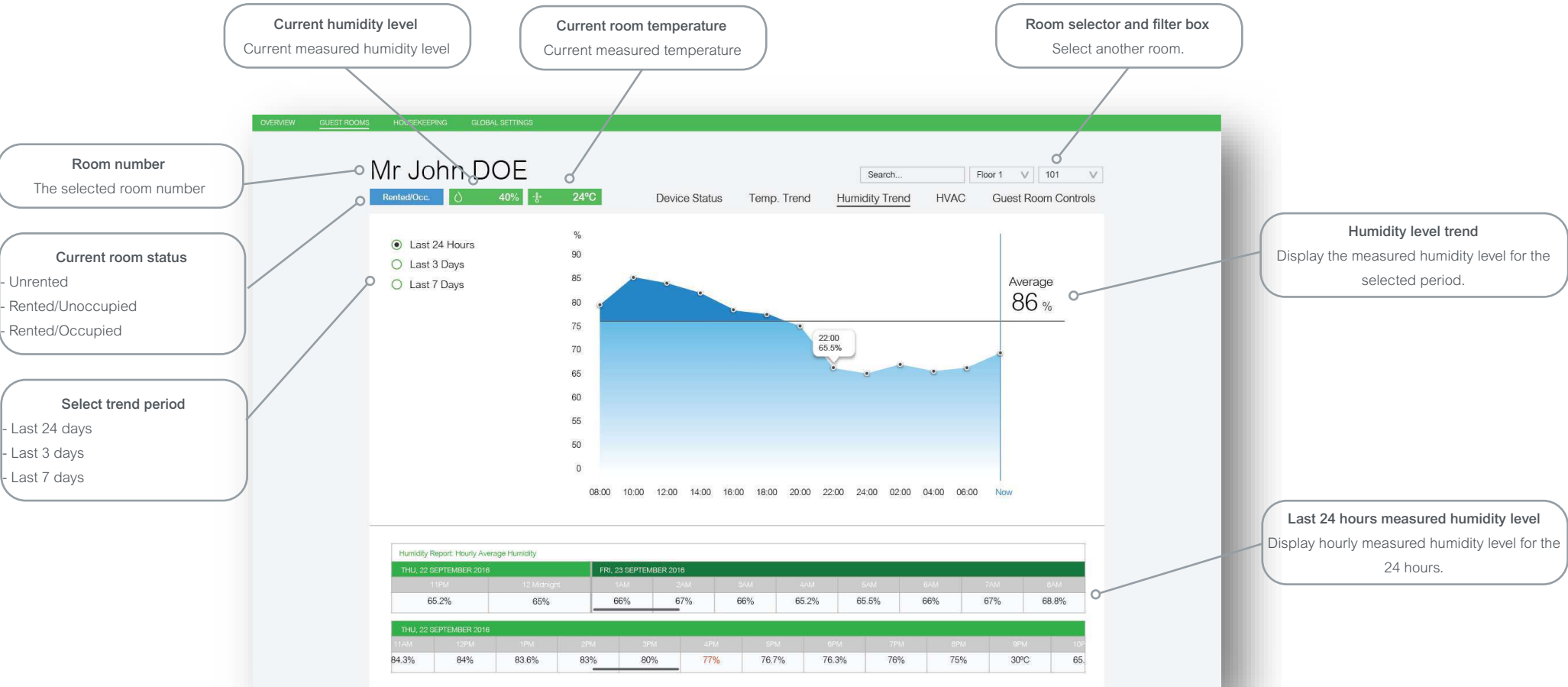
From the individual detailed guest room page, you could view individual room's temperature trend to ensure the temperature control equipment works properly to ensure guest comfort.



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.



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 'Floor 001 Room 0101'. The interface includes a navigation bar with 'OVERVIEW', 'GUEST ROOMS', and 'GLOBAL SETTINGS'. The main content area shows various room parameters and controls, with callouts explaining their functions:

- Room number:** The selected 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.
- Current humidity level:** Current measured humidity level (40.0%).
- Current room temperature:** Current measured temperature (21.9°C).
- Room selector and filter box:** Select another room.
- 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.

The interface also shows tabs for 'Device Status', 'Temp. Trend', 'Humidity Trend', and 'HVAC'. The 'HVAC' tab is active, displaying 'Heating Setpoint', 'Cooling Setpoint', 'Default Fan Speed', and 'System Mode' settings.

Room Number	Room Status	Current Humidity	Current Temp	Heating Setpoint (R/O)	Heating Setpoint (R/U)	Heating Setpoint (A)	Cooling Setpoint (R/O)	Cooling Setpoint (R/U)	Cooling Setpoint (A)	Default Fan Speed (R/O)	Default Fan Speed (R/U)	Default Fan Speed (A)	System Mode
Floor 001 Room 0101	Unrented	40.0%	21.9°C	23°C	15°C	10°C	24°C	25°C	35°C	Low	Medium	High	Auto

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 top navigation bar with 'OVERVIEW', 'GUEST ROOMS', and 'GLOBAL SETTINGS'. Below the navigation bar, the room's current status is shown: 'Unrented', '40.0%', and '21.9°C'. The 'Device Status' section includes 'Temp. Trend', 'Humidity Trend', and 'HVAC'. The 'Guest Room Control' section is divided into '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

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

Activate scene
Select and activate the defined scene.

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

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 :	☐	☐	☐	☒
Rented / Unoccupied :	☒	☐	☐	☐
Available :	☒	☐	☐	☐

System Mode

	Heat	Cool	Auto	Off
System Mode :	☐	☐	☒	☐

Maintenance Configuration

	On	Off			
Controller Alarm :	☐	☒			
Humidity Alarm :	☐	☒	10%	1	Day
Temperature Alarm :	☐	☒	+/- 5°C	1	Day
Motion Sensor Alarm :	☐	☒		7	Day
Window Sensor Alarm :	☐	☒		1	Hour
Sensor Battery Alarm :	☐	☒			
Curtain Alarm :	☐	☒			
Door Sensor Alarm :	☐	☒		1	Hour
Occupancy Alarm :	☐	☒		7	Day

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

The screenshot shows the 'Maintenance Configuration' section of the alarm settings. It includes a table for enabling or disabling various alarms, and configuration options for temperature, humidity, and motion sensors. Callouts provide detailed explanations for each setting.

Maintenance Configuration	On	Off	
Controller Alarm :	☐	☒	
Humidity Alarm :	☐	☒	10% 1 Day
Temperature Alarm :	☐	☒	+/- 5°C 1 Day
Motion Sensor Alarm :	☐	☒	7 Day
Window Sensor Alarm :	☐	☒	1 Hour
Sensor Battery Alarm :	☐	☒	
Curtain Alarm :	☐	☒	
Door Sensor Alarm :	☐	☒	1 Hour
Occupancy Alarm :	☐	☒	7 Day

Callouts:

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