

*Solitaire*  
LODGING ACCESS CONTROL SYSTEM



FRONT DESK QUICK REFERENCE

**ILCO**  
*UNICAN*

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# **Solitaire Lodging Access Control System Quick Reference Guide**

This publication is the current edition of the  
Quick Reference Guide for the Front Desk Unit version 6.4

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## **CE American User's information – FCC compliance statement**

### **Warning**

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

### **Note**

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The user may find the following booklet prepared by the federal Communications Commission helpful: "How to Identify and Resolve Radio-TV Interference Problems." This booklet is available from the Government Printing Office, Washington, DC, 20402.  
Stock # 004-000-00345-4.









### **European user's information – Declaration of Conformity**

This device complies with the EMC Directive 89/336/EEC (amended by 92/31/EEC and 93/68/EEC) for a class A digital device. It has been tested and found to comply with EN50081-2: 1993 (EN55011:1991) and EN50082-2:1995 (EN61000-4-2:1995 & ENV50140:1993).

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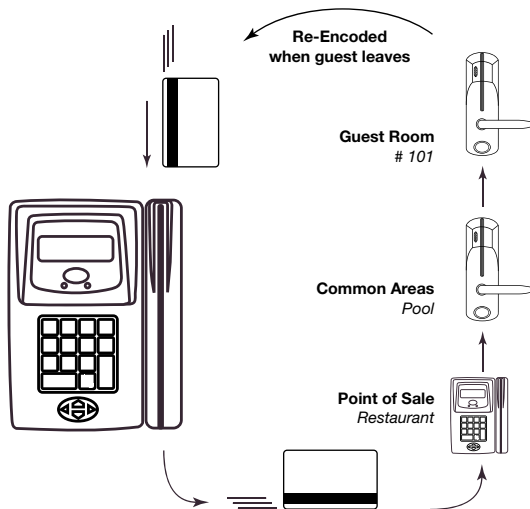
# Introduction

## 1.1 Principles of the Solitaire System

The Solitaire Lodging Access Control uses electronic locks that work with keycards instead of keys. Front desk staff use the Front Desk Unit (FDU), a dedicated computer console, to make keycards for guests when they register. The guest's keycard gives them access to their room and any common areas that apply to their registration, and

can be used at a point-of-sale to post charges to the guest's room.

- ! For security reasons, both the Solitaire lock and the FDU
- maintain an audit trail that records the date and time, the identity of the user, the identity of the issuer of their keycard, and the operations that are performed or attempted.





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## **1.2 The Front Desk User's Guide**

This guide is designed to provide clear explanations and easy to follow, step-by-step instructions for all functions of the Solitaire system that are carried out by front desk staff.

This guide is meant to complement our on-site training program and the Solitaire Lodging Access Control Reference Manual. We hope you find it helpful and easy to use. Your comments are welcome.

## **1.3 Scope and Conventions**

*The abbreviation for "Front Desk Unit" used in this guide is FDU.*

Symbols shown inside < > represent keys on the FDU keypad. For example, < ↵ > represents the enter key at the bottom right of the keypad.

This guide covers version 6.4 of the FDU software. Some functions or menu choices may differ on older systems.

# The Front Desk Unit

## 2.1 Overview

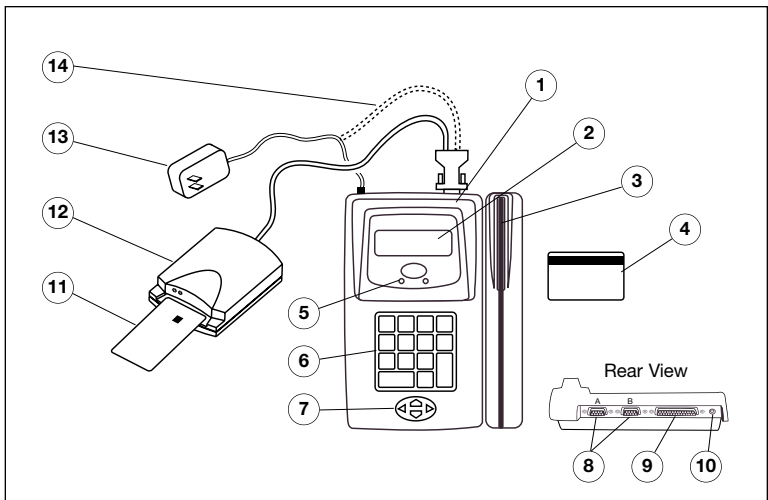
The FDU (Front Desk Unit) is a self-contained computer designed specifically to run the Solitaire system. The FDU console includes an LCD screen, a keypad, and a magnetic stripe card encoder. For use with Solitaire SMART locks, an external Smart Technology encoder can be attached to the serial port marked "A" at the back of the FDU. The FDU operates on 9VDC supplied by the power pack provided by Ilco Unican.

The menus available to the user are displayed on the FDU screen. To scroll through the menus, press the cursor keys (arrow keys) at the bottom of the keypad. To make a menu selection or enter information in the FDU, use the numerical keys and the enter key <↵>. The <C> key is used to cancel an operation or move backward through the menus, and the <F> key is used to access special functions.

There may be more than one FDU in a hotel, in which case all FDUs are equivalent, and front desk staff may use any FDU to register a guest.

The FDU can operate in Manual

Mode, in PMS (Property Management System) Interface Mode, or in POS (Point of Sale) Reader Mode. With the exception of Section 7 dealing with PMS Interface Mode, the instructions in this guide refer to the FDU's Manual Mode.




**Figure 2.1 – The Solitaire FDU 780 and Accessories**

- |                            |                                      |
|----------------------------|--------------------------------------|
| 1. FDU - Front Desk Unit   | 8. Serial Ports                      |
| 2. LCD Screen              | 9. Parallel Port                     |
| 3. Magnetic Stripe Encoder | 10. 9 VDC Jack                       |
| 4. Magnetic Stripe Keycard | 11. SMARTKeycard                     |
| 5. Status LEDs             | 12. External SMART Encoder and Stand |
| 6. Keypad                  | 13. Power Supply for FDU             |
| 7. Cursor Keys             | 14. Power Supply for SMART Encoder   |

---

## 2.2 Battery Back-up



The FDU can operate for up to 8 hours without external power, using its internal rechargeable battery back-up. The FDU switches to the battery back-up automatically when external power is interrupted. When the battery back-up is low, an alarm sounds to alert you that the FDU will shut itself off. The alarm continues to sound once every minute, until the FDU shuts off.

 **When the battery back-up alarm sounds, stop using the FDU and connect the FDU to its external power supply immediately.**

When running on external power, the green indicator LED on the FDU display will be lit. When running on internal batteries, the red LED will be lit.

## 2.3 Front Desk Authorization Keycard



The FDU will not operate until an Authorization keycard is swiped through the magnetic stripe encoder. The FDU will then offer menu choices for making keycards, etc. Using their Front Desk Authorization keycard, front desk staff can make a guest's keycard or carry out the other procedures in this guide, on any FDU in the facility.

  **IMPORTANT:** For security purposes, all transactions performed by the FDU are audited, showing the authorization keycard used, the transaction details, date and time.

**DO NOT** lend your Authorization keycard to anyone.

**DO NOT** leave your Authorization keycard unattended anywhere.

**DO NOT** leave the FDU unattended or allow another person to use it, without first logging off your authorization by pressing <C> until you see the message "Insert Authorization".

  **All magnetic stripe keycards, including Guest Entry keycards and Authorization keycards, can be erased by strong magnetic fields.**

---

## 2.4 Adjusting the Screen and Volume

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### ***Adjusting the Contrast***

1. Press any key to activate the Front Desk Unit.
2. To adjust the contrast, press <⏏ \* >, then repeatedly press <▲ > or <▼ > within 5 second intervals until you reach the contrast you want.
3. To end the contrast adjustment, press <↵ > or wait 5 seconds.
5. To set the contrast to its default, press <⏏ \* >, then press <2> within 5 seconds.

---

### ***Turning the Backlight ON/OFF***

1. Press any key to activate the Front Desk Unit.
2. To turn the backlight ON, press <⏏ \* >, then press <1> within 5 seconds.
3. To turn the backlight OFF, press <⏏ \* >, then press <0> within 5 seconds.

---

### ***Turning the Sound ON/OFF***

1. Press any key to activate the Front Desk Unit.
2. To turn the sound ON, press <F>, followed by <⏏ \* >, then press <1> within 5 seconds.
3. To turn the sound OFF, press <F>, followed by <⏏ \* >, then press <0> within 5 seconds.

### ***Adjusting the Volume***

1. Ensure the sound has been turned on.
2. Press any key to activate the Front Desk Unit.
3. To adjust the volume, press <F>, followed by <⏏ \* >, then repeatedly press <▲ > or <▼ > within 5 second intervals until you reach the volume you want.
4. To end the volume adjustment, press <↵ > or wait 5 seconds.

## 2.5 FDU Identification

The F1 function displays the number of the FDU, the version of the FDU software, the authorization keycard currently in use, the current date and the current time.

### ***Viewing the FDU Identification***

1. Press any key to activate the Front Desk Unit.
2. Swipe any Authorization keycard.

**Main Menu**  
**1=Keycard**  
**2=Reset**  
**?**

3. Press <F>, then press <1> within 5 seconds. (This function is available from any menu.)

**FDU #2 V6.4**  
**Authorization: 200**  
**Date: 11/04/2001**  
**Time: 08:54\***

*An asterisk (\*) indicates Daylight Saving time.*

## 2.6 Software Version

The FDU has built-in software which determines the menu functions. The current version of the FDU software is 6.4, which supports SolitaireSMART locks and the external Smart Technology reader. Previous software versions did not allow front desk personnel to pre-register guests.

Version 6.4 software is available in three releases that determine the operation modes available:

<b>Version</b>	<b>FDU Operation Modes</b>
6.4	Manual, POS
6.4P	Manual, POS, PMS Interface
6.4R	Manual, POS, PMS Interface, RoomWatch Interface

---

## 2.7 Care and Maintenance

The FDU is a sealed, self-contained unit that should require little or no servicing. To clean the FDU or the external Smart Technology encoder, wipe with a slightly moist (not wet) soft cloth. Do not use any harsh cleaners, or spray or pour any liquid on the FDU or the Smart Technology encoder.

Both types of encoder should be cleaned once per week with approved Ilco Unican cleaning cards to maintain performance. Swipe or insert the cleaning card several times to remove any dirt from the reader.



**Do not place the FDU in direct sunlight, or near sources of excessive humidity, oil vapor, dust, or extreme heat or cold.**

The FDU has no user serviceable parts inside. Do not attempt to open the FDU. Refer servicing to your Ilco Unican dealer.

# Keycard Technology

## 3.1 Keycards and Guest Security

Guests who are curious about the security of the Solitaire system should be informed of the following security principles:

- **The information on the keycard is encrypted** in such a way that their room number cannot be determined from their card. A would-be intruder would have no reason to associate their card with their room, unless the keycard is left in the lock or dropped in an obvious location.
- **Guests should treat their keycard as they would any key, keeping it secure at all times.**
- **When a new Guest Entry keycard is used in the guest room lock, all previous Guest Entry keycards are automatically cancelled.** In other words, as soon as a new guest checks in and opens the door to their room, previous guests cannot return to the room, and the new guest holds the only circulating Guest Entry keycard. The keycard is date and time stamped to make this possible.



**If a guest room or suite has more than one door, new guests MUST swipe**

**their keycard in each lock that leads to their room, to cancel the previous keycard in all locks.**

The electronic Solitaire locks cannot be "picked" in the traditional sense, and offer the highest quality of locking hardware, providing guests with added security from unauthorized entry to their room.



### 3.2 Keycards are Reusable

Both magnetic stripe and Smart Technology keycards are designed to be used over and over again. Wear and tear on a keycard from a single guest's stay should be minimal.

Both types of keycard should be cleaned if dirty with approved Ilco Unican cleaning supplies, and re-used.

Badly damaged or bent keycards which may not insert smoothly in the lock, or whose information carrying system (magnetic stripe or Smart Technology contacts) is too worn, should be discarded.



Always destroy discarded keycards to prevent unauthorized use.

### 3.3 Magnetic Stripe Keycards

Solitaire magnetic stripe keycards are similar to a credit or bank card. To read or encode a magnetic stripe keycard, insert the keycard in the top end of the encoder slot, with the magnetic stripe along the bottom edge of the keycard, and facing away from the LCD screen. Swipe the keycard through the slot at an even speed, and remove it from the bottom end of the slot. The FDU display will indicate whether the keycard was read or encoded properly.

Magnetic stripe keycards work in all Solitaire locks and readers.



**All magnetic stripe keycards, including Guest Entry keycards and**

**Authorization keycards, can be erased by strong magnetic fields.**

**Figure 3.3: How to swipe a magnetic stripe keycard**



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### 3.4 Smart Technology Keycards

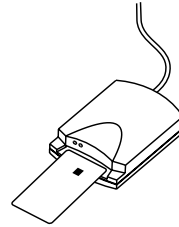
Solitaire Smart Technology keycards (or "SMARTKeycards") contain a memory chip, which is read and written by the external Smart Technology encoder, or a SolitaireSMART lock. SMARTKeycards are a very secure technology, which is virtually impossible to tamper or duplicate, and provide the added potential to carry customer payment information or other data when the appropriate equipment becomes available in the future.

Version 6.4 of the FDU software is required to encode SMARTKeycards. An FDU with version 6.4 software automatically detects the presence of the external Smart Technology encoder, and will only prompt the user to insert the SMARTKeycard if the encoder is connected. (The encoder must be connected before attempting to make a SMARTKeycard or dual technology keycard.)

SMARTKeycards have the same applications, Authorization keycard requirements, expiry and options as described for the corresponding magnetic stripe keycards. SMARTKeycards are encoded similarly to the procedures for magnetic stripe keycards, with only minor differences.

To read or encode a SMARTKeycard, insert it in the external Smart Technology encoder, with the

contacts facing up. The card will snap gently in place. Remove the card when prompted by the FDU.



**Figure 3.3: How to insert a SMARTKeycard**

**SMARTKeycards work in SolitaireSMART locks and readers only.**

---

### **3.5 Dual Technology Keycards**

If the hotel is equipped with a combination of Ilco Unican System 700, Solitaire 710 or 710-II magnetic stripe keycard locks, and SolitaireSMART locks, then guests may require a dual technology keycard, with both a Smart Technology chip, and a magnetic stripe. For example, the magnetic stripe could be for access to a parking area or other services, while the Smart Technology chip could be used for their room in an executive or high security suite, equipped with a SolitaireSMART lock, and for services that make use of the Smart Technology chip on their card.

With the external Smart Technology encoder connected to the FDU, a keycard can be encoded as "dual technology", by both swiping the magnetic stripe in the FDU encoder, and inserting the Smart Technology contacts in the external encoder, as prompted by the messages on the FDU screen.

### **3.6 Cleaning Keycards**

Keycards can be cleaned if dirty with a moist soft cloth, or with approved Ilco Unican cleaning cards. Gently wipe the card surface, magnetic stripe and/or Smart Technology contacts clean. Do not use any harsh or abrasive cleaners.

# Making Guest Entry Keycards

## 4.1 Overview of Options

The information encoded on the keycard includes the room or suite number, the time it was created, the time it will expire, and a variety of options explained below. These options are available when encoding a Guest Entry keycard, except for One Shot keycards (Guest, Adjoining Suite, Common Door Suite and Convention Suite keycards).

Each option must be enabled by the Solitaire system manager, using a Grand Master level Authorization keycard. If the option is not enabled, it will not appear on the FDU screen while keycards are being made, and the default value for that feature as selected by the system administrator will automatically be encoded on the keycard.

### **Keycard Expiry**

The expiry date and time is encoded on each Guest Entry keycard. When the keycard is inserted in the guest room lock, access will not be granted if the card has expired (i.e. if the current lock date and time is later than the expiry date and time on the card.)

### **Selectable Expiry**

As part of the FDU setup, the system manager specifies the default expiry of each type of keycard.

### **Variable Expiry**

If the system manager has enabled the Variable Expiry feature, front desk staff can use the default expiry, or enter a custom expiry.

### **Guest Common Areas**

The system manager can assign up to 8 Guest Common Areas, such as a pool, parking, elevators, etc. These are low security zones that may include services for which the guest has paid an extra fee.



Each Guest Common Area is set to YES, NO or Auto by the system manager. When it is set to YES, the FDU will ask whether to include the common area before making a Guest Entry keycard. For example:

**Common Area #1**  
1=YES  
0=NO  
?

---

### ***Salesman's Lockout***

The Salesman's Lockout feature offers increased protection for the guest's privacy and valuables. When added to the guest's keycard, the guest can control staff access to their room by locking out all but their own keycard and the emergency keycard.

  **To activate the Salesman's lockout function, a guest simply leaves their room and closes the door, then swipes their keycard without turning the handle. (Only if the keycard has the feature on it).**

The Salesman's Lockout is like an electronic deadbolt, and is an example of a feature made possible by using keycards instead of traditional keys.

The Salesman's Lockout feature is set to YES, NO or Auto by the system manager. When it is set to YES, the FDU will give the following prompt before making a Guest Entry keycard:

**Salesman lockout**  
**1=YES**  
**0=NO**  
**?**

---

### ***Guest Folio Number***

Some hotels use a folio number to track guest preferences, or to post charges from Point-of-Sale locations such as restaurants, bars, casinos or

other paying services to the correct guest account. If folio numbers are enabled by the system manager, enter the guest's folio number of up to 9 digits (up to 19 digits for the FDU 780-2) when making each Guest Entry keycard:

**Folio Number**  
**?**

---

## 4.2 New vs. Duplicate Keycards

The FDU can make New or Duplicate keycards. When making a Guest Entry keycard, the following prompt will always appear on the FDU screen after the room or suite number has been chosen:

New Keycard  
1=YES  
0=NO  
?

Select 1 to make New keycards or 0 to make Duplicate keycards.

---

### ***New Keycards***

New keycards cancel all previous Guest Entry keycards when used in the guest room lock. The lock checks the creation date and time of the keycard, and remembers the most recent keycard only.

When a guest registers, the number of keycards needed by the guest's party are encoded together, and they are all identical New keycards (e.g. a family of three staying in a single suite would receive three New keycards made together). As soon as one of the cards is used in the lock, the previous guest's access is cancelled.

If a guest room or suite has more than one door, new guests **MUST** swipe their keycard in each lock

that leads to their room, to cancel the previous keycard in all locks.

---

### ***Duplicate Keycards***

Duplicate keycards are keys made after the guest's initial registration, that will not cancel the currently valid Guest Entry keycard. The lock checks the date and time on the Duplicate card, and opens if the card is valid, but does not remember the creation date and time of the Duplicate keycard.

Duplicate keycards are for situations where you do not wish to cancel other valid copies of the keycard for the guest room, for example when there are two guests staying in a double room, and one of them returns a bent keycard for replacement. Since the keycard is not lost, it can be destroyed and replaced with a duplicate keycard that will not cancel the other guest's access. Similarly, if an additional guest needs to be added to an existing registration for which Guest Entry keycards are already prepared, for example to a Convention Suite, this can be accomplished issuing a duplicate keycard that does not cancel other users' access.

Some of the situations in which New or Duplicate keycards are appropriate are listed in Table 4.2 below.

Situation	Keycards to Issue
Lost keycard*	NEW
Stolen keycard*	NEW
New guest registration	NEW
Replacement keycard	DUPLICATE
Add guests to an existing registration	DUPLICATE

**Table 4.2: When to use New and Duplicate Keycards**

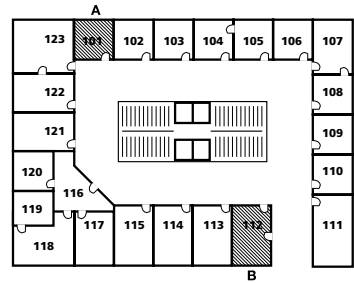
*\* For specific information on lost or stolen keycards, refer to section 6.1*

## 4.3 Guest Keycard

### Application:

Opens the lock on the door or doors that lead to an area that is normally rented as a single room.

### Example:



(A) Single room with a single door

(B) Single room with multiple doors

### Expiry:

From 1 to 2730 nights

### Options:

Variable Expiry, Guest Common Areas, Salesman's Lockout, Folio Number

### Step-by-Step Instructions:

1. Press any key to activate the Front Desk Unit.

2. Swipe a Front Desk Authorization keycard through the Front Desk Unit reader.

**Main Menu:**  
1 = Keycard  
2 = Reset  
?

3. Enter 1 to select the Keycard menu, then press < ↵ >.

**Keycard:**  
1 = Guest  
2 = One Shot  
?

4. Enter 1 to select the Guest option, then press < ↵ >.

**Room number**  
?

5. Enter the room number, then press < ↵ >.

**New keycard**  
1 = YES  
0 = NO  
?

6. Enter 1 to select the New Keycard option.

A series of option menus may appear. Make the changes, if necessary, or press < ↵ > to accept the default.

**How many keycards**  
ENTER = 1

7. Enter 2 (if you want two keycard), then press < ↵ >.

**Guest Key #**  
Insert blank  
Keycard #1

8. Swipe the keycard through the Front Desk Unit reader.

**Guest Key #**  
Insert blank  
Keycard #2

9. Swipe the second keycard through the Front Desk Unit reader.

**ENCODING SUCCESSFUL**

You now have two Guest keycards.



---

## 4.4 One-shot Keycard

---

### ***Application:***

Opens a specific room only once, for use by walk-ins, maintenance by an external contractor, etc.

---

### ***Expiry:***

From 1 to 4 hours, or until the card is used once, whichever is first

---

### ***Options:***

None

---

### ***Step-by-Step Instructions:***

1. Press any key to activate the Front Desk Unit.
2. Swipe a Front Desk Authorization keycard through the Front Desk Unit reader.

**Main Menu:**  
1 = Keycard  
2 = Reset  
?

3. Enter 1 to select the Keycard menu, then press < ↵ >.

**Keycard:**  
1 = Guest  
2 = One Shot  
?

4. Enter 2 to select the One-Shot option, then press < ↵ >.

**Room number**  
?

5. Enter the room number, then press < ↵ >.

**One Shot for #1101**  
**Insert blank**  
**Keycard #1**

6. Swipe the keycard through the Front Desk Unit reader.

**ENCODING SUCCESSFUL**

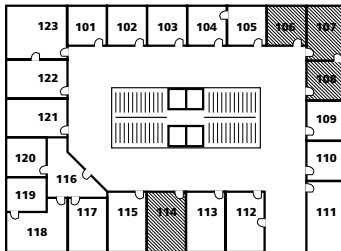
You now have a One-Shot keycard.

## 4.5 Adjoining Suite Keycard

### Application:

Opens each door of Adjoining Suites of up to 15 individual guest rooms, within a 15 room number range. No resetting of the individual door locks is required.

### Example:



Possible	Not Possible*	Not Possible**
106	101	116
107	122	117
108	123	118
114		

\* Rooms not within a 15-room number range. See Section 4.7 "Convention Suite Keycard".

\*\* Door 116 is a common door of a Common Door Suite.

### Expiry:

From 1 to 2730 nights

### Options:

Variable Expiry, Guest Common Areas, Salesman's Lockout, Folio Number

### Step-by-Step Instructions:

1. Press any key to activate the Front Desk Unit.
2. Swipe a Front Desk Authorization keycard through the Front Desk Unit reader.

**Main Menu:**  
1 = Keycard  
2 = Reset  
?

3. Enter 1 to select the Keycard menu, then press < ↵ >.

**Keycard:**  
1 = Guest  
2 = One Shot  
?

4. Enter 3 to select the Adjoining Suite option, then press < ↵ >.

**Starting Room**  
?

5. Enter the first room number (106), then press < ↵ >. (You must start with the lowest room number.)

**Rooms of adj. Suite**  
Next Room  
?

- 
6. Enter the second room number, then press < ↵ >.

**Rooms of adj. Suite  
Next Room  
?**

7. Press < ↵ >.

**New keycard  
1 = YES  
0 = NO  
?**

8. Enter 1 to select the New Keycard option.

A series of option menus may appear. Make the changes, if necessary, or press < ↵ > to accept the default.

**How many keycards  
ENTER = 1  
?**

9. Enter 2 (for 2 keycards), then press < ↵ >.

**Adjoining Suite  
Insert blank  
Keycard #1**

10. Swipe the first keycard through the Front Desk Unit reader.

**Adjoining Suite  
Insert blank  
Keycard #2**

11. Swipe the second keycard through the Front Desk Unit reader.

**ENCODING SUCCESSFUL**

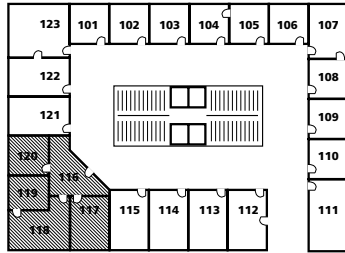
You now have two Adjoining Suite keycards.

## 4.6 Common Door Suite Keycard

### Application:

Opens the common door and the correct inner doors that apply to a guest occupying a Common Door Suite. Access to the inner doors can be configured as desired by the guest(s). (Each guest's keycard can open some or all of the doors inside the suite)

### Example:



Guest 1	Guest 2	All to same Guest
<b>116</b>	<b>116</b>	<b>116</b>
117	120	117
118		118
119		119
		120

### Expiry:

From 1 to 2730 nights

### Options:

Variable Expiry, Guest Common Areas, Salesman's Lockout, Folio Number

### Step-by-Step Instructions:

1. Press any key to activate the Front Desk Unit.
2. Swipe a Front Desk Authorization keycard through the Front Desk Unit reader.

**Main Menu:**  
**1 = Keycard**  
**2 = Reset**  
**?**

3. Enter 1 to select the Keycard menu, then press < ↵ >.

**Keycard:**  
**1 = Guest**  
**2 = One Shot**  
**?**

4. Enter 4 to select the Common Door Suite option, then press < ↵ >.

The Front Desk Unit asks for the suite number or for the inner doors directly, depending on the features you selected (see Section I-13).

**Suite number**  
**?**

5. Enter the suite number, then press < ↵ >.

**Inner Doors**  
**Inner Door #**  
**?**

- 
6. Enter the inner door number, then press < ↵ >.

**Inner Doors**  
**Inner Door #**  
**?**

Since you want a keycard for only one of the inner doors, press < ↵ >.

If you wanted keycards for several of the inner doors, you would enter the door number of each door being assigned on the keycard, then press < ↵ >.

**New keycard**  
**1 = YES**  
**Ø = NO**  
**?**

7. Enter 1 to select the New Keycard option.

A series of option menus may appear. Make the changes, if necessary, or press < ↵ > to accept the default.

**How many**  
**keycards**  
**ENTER = 1**  
**?**

8. Enter 1, then press < ↵ >.

**Common Door Suite**  
**Insert blank**  
**Keycard #1**

9. Swipe the keycard through the Front Desk Unit reader.

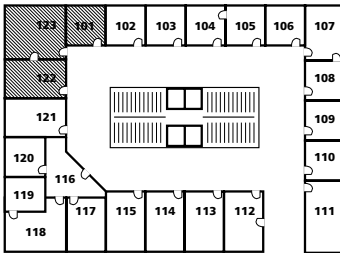
**ENCODING SUCCESSFUL**

You now have a Common Door Suite keycard.

## 4.7 Convention Suite Keycard

**Application:** Opens each door of a Convention Suite. Convention suites are used when the rooms to be keyed alike do not fit within a 15 room number range (see Section 4.5 "Adjoining Suite Keycard"). The lock on each door of the convention suite must be assigned a convention number using a Convention Suite Reset keycard (prepared with a minimum of a Master Authorization keycard). After use of a door as part of a Convention Suite, the next Guest Entry keycard used cancels the convention number in the lock and returns it to normal operation.

**Example:**



### **Expiry:**

From 1 to 2730 nights

### **Options:**

Variable Expiry, Guest Common Areas, Salesman's Lockout, Folio Number

### **Step-by-Step Instructions:**

1. Press any key to activate the Front Desk Unit.
2. Swipe a Front Desk Authorization keycard through the Front Desk Unit reader.

**Main Menu:**  
1 = Keycard  
2 = Reset  
?

3. Enter 1 to select the Keycard menu, then press < ↵ >.

**Keycard:**  
1 = Guest  
2 = One Shot  
?

4. Enter 5 to select the Convention Suite option, then press < ↵ >.

**Convention number**  
?

5. Enter the number assigned to this convention suite (1-1000), then press < ↵ >.

**New keycard**  
1 = YES  
Ø = NO  
?

6. Enter 1 to select the New Keycard option.

A series of option menus may appear. Make the changes, if necessary, or press < ↵ > to accept the default.

How many keycards  
ENTER = 1  
?

7. Enter 2, both keycards will open both doors, then press < ↵ >.

Convention #  
Insert blank  
Keycard #1

8. Swipe the first keycard through the Front Desk Unit reader.

ENCODING SUCCESSFUL

Convention #  
Insert blank  
Keycard #2

9. Swipe the second keycard through the Front Desk Unit reader.

ENCODING SUCCESSFUL

You now have two Convention Suite keycards.


## 4.8 Pre-registered Keycard

Application: Guest, Adjoining Suite or Common Door Suite keycards can be made as Preregistered keycards up to 10 days in advance. This feature is intended to speed check-in during peak periods or for large groups who have booked in advance.

Preregistered keycards only become valid at the selected registration time and date, and do not prevent the encoding and use of Guest Entry keycards in the meantime. The expiry of a Preregistered keycard applies starting from the registration time and date.

A New Guest Entry keycard created after a Preregistered keycard becomes valid will cancel the preregistered keycard, just like any normal Guest Entry keycard.



 If a preregistered guest is expected within four hours or less, do not

make any New Guest Entry keycards for the room or suite. If a Guest Entry keycard for the room is needed (for example, if the previous guest who has checked out needs to retrieve a personal item), make a Duplicate keycard, which cannot cancel the Preregistered keycard. The Preregistered keycard will cancel the previous user's keycard when it is inserted in the lock.

---

**Expiry:**

From 1 to 2730 nights

---

**Options:**

Variable Expiry, Guest Common Areas, Salesman's Lockout, Folio Number

---

**Step-by-Step Instructions:**

1. Press any key to activate the Front Desk Unit.
2. Swipe a Master Authorization keycard through the Front Desk Unit reader.

**Main Menu:**  
1 = Keycard  
2 = Reset  
?

3. Enter 1 to select the Keycard menu, then press < ↵ >.

**Keycard:**  
1 = Guest  
2 = One Shot  
?

4. Enter 6 to select the Pre-Registered option, then press < ↵ >.

**Pre-register**  
1 = Guest  
2 = Adjoining Suite  
?

5. Enter 1 to select the Guest option, then press < ↵ >.

**Room number**  
?

6. Enter the room number, then press < ↵ >.

**New keycard**  
1 = YES  
Ø = NO  
?

7. Enter 1 to select the New Keycard option.

**Registration date?**  
MM/DD/YYYY  
02/21/1997

Default registration date is current time +24 hours.

8. Enter the registration date and time, then press < ↵ >.

A series of option menus may appear. Make the changes, if necessary, or press < ↵ > to accept the default.

**How many keycards**  
ENTER = 1  
?

9. Enter 1, then press < ↵ >.

**Guest Key #**  
Insert blank  
Keycard #1



- 
10. Swipe the keycard through the Front Desk Unit reader.

ENCODING SUCCESSFUL

You now have a Pre-Registered keycard.

## 4.9 SMART and Dual Technology Keycards

Making SMARTKeycards or Dual Technology keycards involves the same steps as for magnetic stripe keycards, except that the information is encoded on the SMARTKeycard memory chip, by inserting the keycard into the Smart Technology encoder at the proper time. If the external Smart Technology encoder is connected to the FDU Serial Port A, it will be automatically detected by the FDU, and the menus on the FDU screen will indicate when to insert the keycard in the Smart Technology encoder, and when to insert it into the magnetic stripe encoder built into the FDU.



**NOTE:** To encode a SMARTKeycard only, press <C> when prompted to swipe the magnetic stripe (step 9).

To encode a magnetic stripe only keycard, press <C> when prompted to insert the SMARTKeycard (step 7).

---

### ***Steps to make a Guest SMARTKeycard:***

1. Press any key to activate the FDU

2. Swipe a Front Desk Authorization keycard.

**Main Menu:**  
1=Keycard  
2=Reset  
?

3. Enter 1 to select the Keycard menu, then press < ↵ >.

**Keycard:**  
1 = Guest  
2 = One Shot  
?

4. Enter 1 for Guest, then press < ↵ >.

**Room Number**  
?

5. Enter the room number (eg: 302), and answer any questions concerning the keycard (New Keycard, Expiry, Guest Common Areas, Salesman's Lockout, Folio).

**How Many Keycards**  
ENTER = 1  
?

6. Press < ↵ > to encode a single keycard. **The following prompt will appear only if there is a SMART reader/encoder connected to port "A".**

**Guest Key # 302**  
Insert the smartcard  
in the card reader  
Keycard #1

7. To encode the Smart Technology information, insert the keycard

into the Smart Technology encoder (contacts facing up). **(To make a magnetic stripe only card, press <C> and proceed to step 9).**

**Encoding successful**  
Please, remove card  
from the encoder.

8. Remove the keycard from the Smart Technology encoder.

**Guest Key #302**  
Insert blank  
Keycard #1

9. To encode the magnetic stripe, swipe the same keycard through the magnetic stripe reader/encoder in the FDU. The following message will appear briefly. **(To make a Smart Technology only keycard, press <C>).**

**Encoding successful**

You now have a dual technology Guest Keycard.



# Verifying Guest Entry Keycards

## 5.1 Using Keycards in Solitaire Locks

To enter their room, guests swipe their magnetic stripe keycard through the lock reader, or insert their Smart Technology keycard in the reader (Solitaire SMART only).

### **Swipe Locks:**

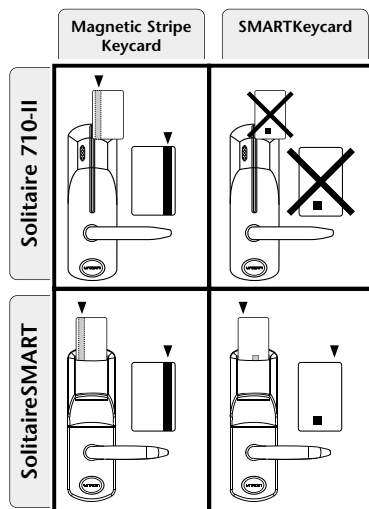
Magnetic stripe keycards should be swiped evenly through the lock. A wide range of speeds is acceptable, but a misread may result from swiping the keycard too slowly or too quickly. (See Figure 5.1 A)

### **SolitaireSMART Locks:**

Smart Technology keycards (or "SMARTKeycards") are compatible only with SolitaireSMART locks, which contain both a magnetic stripe reader, and a Smart Technology reader. When using these locks, the keycard should be inserted as shown in Figure 5.1 B, until it stops, then withdrawn smoothly. When reading magnetic stripe keycards in this way, there is a wide acceptable speed range, but a misread may result from swiping

the keycard too slowly or too quickly. SMARTKeycards should be inserted with the contacts facing outward and toward the bottom as shown. Magnetic stripe keycards should be inserted with the magnetic stripe toward the door and on the left.

Figure 5.1



---

## 5.2 Troubleshooting

### **Lock Responses to Keycards:**

The lock's response to a Guest Entry keycard is indicated by two LEDs. If the lock will not grant access to a guest's card, use the following trouble shooting chart.

Indicator Light	Condition and Action Required
Flashing Green	Access granted... Turn handle to open door.
Single Red	Keycard valid but locked out... <b>Unlock the deadbolt from inside the room, or remove security lockout.*</b>
No light	Invalid keycard or misread... <b>Verify the keycard.**</b>

*\* A single red indicates either that the room is locked for privacy using the inside thumbturn (e.g. by another guest occupying the same room), or that the room has been locked out by hotel management. Consult a supervisor to open a locked-out room.*

*\*\* If the keycard will not work in the lock, the information encoded on the keycard can be verified by following the instructions in section 5.2. Check that the room number and expiry on the keycard are correct. (Note: If the keycard was Preregistered, ensure the current time is after the registration time on the card, at which the keycard becomes valid.) If the keycard can be read by the FDU, but will not work in the lock, it may have been accidentally cancelled by housekeeping staff using a Group Lockout keycard, or by a more*

*recently created Guest Entry keycard. When issuing a copy of a keycard, ensure that the Duplicate option, and not the New Keycard option, is used (see Section 4.2), in order to prevent accidentally cancelling valid Guest Entry keycards.*

---

### **Damaged Keycards:**

If a magnetic stripe keycard is bent or severely scratched, or works inconsistently in the lock, discard it and encode a new one. If a SMARTKeycard is functioning intermittently, it may be possible to restore full performance by cleaning the contacts with the recommended Ilco Unican cleaning supplies. If the problem is not fixed easily by cleaning, or if the SMARTKeycard is severely scratched or bent, discard it and encode a new one.



**Always destroy discarded keycards to prevent unauthorized use.**

---

### **Intermittent Lock Operation:**

A lock that works inconsistently or not at all with a new keycard, or any other problem relating to lock operation, should be reported immediately to maintenance staff.

---

## 5.3 Reading a Guest Entry Keycard

The F2 function is used to verify or to read the information on a Guest Entry keycard, except for One-Shot keycards.

---

### ***Verifying a Guest or Adjoining Suite Keycard:***

The Verify function works with Guest or Adjoining Suite keycards, and requires the user to enter the room number.

1. Press any key to activate the Front Desk Unit.
2. Swipe any Authorization keycard.

**Main Menu:**  
1=Keycard  
2=Reset  
?

3. Press <F>, then press <2> within 5 seconds. (This function is available from the main menu only.)

**Room Number**  
?

4. Enter the guest room number (or the starting room number of an Adjoining Suite) of the keycard to be verified (either a Guest, then press <↓>.

**Ready to verify  
Guest key #XXX  
Insert keycard**

5. Swipe the guest's keycard. There are four possible messages:

*For a new keycard:*

**NEW KEY EXPIRING  
04/24/2001 12:33  
ENC. BY AUTH=100  
ON FDU #2**

*For a duplicate keycard:*

**DUP KEY EXPIRING  
04/24/2001 12:33  
ENC. BY AUTH=100  
ON FDU #2**

*If the keycard does not match the room number entered:*

**WRONG ROOM NUMBER  
Press any key  
to quit**

*If the keycard is not a Guest Entry keycard:*

**INVALID GUEST KEY  
Press any key  
to quit**

6. Press any key to clear the screen.

---

### ***Reading a Guest, Adjoining Suite, Common Door Suite or Convention Suite Keycard:***

In order for front desk staff to read a guest's keycard without knowing their room number, the Read Card option must be enabled by the system manager.

1. Press any key to activate the Front Desk Unit.

- 
2. Swipe any Authorization keycard.

**Main Menu**  
**1=Keycard**  
**2=Reset**  
**?**

3. Press <F>, then press <2> within 5 seconds. (This function is available from the main menu only.)

**Ready to verify**  
**Guest Keycard**  
**Insert keycard**

4. Swipe the Guest Entry keycard (Guest, Adjoining Suite, Common Door Suite, or Convention Suite). If the card is readable, the FDU will display the keycard type, room number, whether the keycard was encoded as New or a Duplicate, the authorization keycard used, the expiry and the folio number. Example:

**GUEST**  
**#201 NEW AUT #100**  
**KEY EXP. 04/24/2001**  
**No Folio on card**

5. Press any key to clear the screen.

---

## 5.4 Guest Folio Check

The F3 function is used to check the folio number encoded on a keycard. (Available from the main menu only.)

---

### ***Checking the Folio Number on a Guest's Keycard***

1. Press any key to activate the Front Desk Unit.
2. Swipe any Authorization keycard.

**Main Menu**  
**1=Keycard**  
**2=Reset**  
**?**

3. Press <F>, then press <3> within 5 seconds. (This function is available from the main menu only.)

**Ready to verify**  
**Folio Number**  
**Insert keycard**

4. Swipe the Guest Entry keycard (Guest, Adjoining Suite, Common Door Suite, or Convention Suite). There are two possible messages.

*If the keycard has a folio number:*

**Folio Number =**  
**000999999**

*If the keycard does not have a folio number:*

**No Folio on card**

5. Press any key to clear the screen.





# Cancelling Guest Entry Keycards

## 6.1 Lost or Stolen Keycards

! If a guest's keycard has been lost or stolen, you should act immediately to cancel the lost keycard and provide all guests staying in the room or suite with a new keycard.

### **If the guest needs to return to their room or suite:**

Issue NEW Guest Entry keycards for the room or suite, and ensure that one is inserted in ALL the locks that lead to the room or suite, including multiple doors to the same room, all doors of an adjoining suite and all applicable inner doors as well as the outer door of a common door suite, cancelling any previous keycards (Guest, Adjoining Suite, Common Door Suite, Convention Suite).

### **If the guest is absent (for example, on a day trip), or is checking out, or if the keycard to be cancelled is a One-Shot keycard:**

In this situation, there should not be a circulating Guest Entry keycard that can give access to the room. Issue a Reset keycard for the room or suite (Guest Reset, One-

Shot Reset, Adjoining Suite Reset, or Common Door Suite Reset), and ensure it is inserted in ALL the locks that lead to the room or suite, including multiple doors to the same room, all doors of an adjoining suite and all applicable inner doors as well as the outer door of a common door suite. When the guests return or new guests register, issue NEW Guest Entry keycards.

### **If the lost keycard is a Convention Suite keycard, and the convention is over:**

A door that has been included in a Convention Suite will return to normal operation the next time a Guest Entry keycard (other than a Convention Suite keycard) is inserted in the lock. All previous Guest Entry keycards, including the lost Convention Suite keycard, will be cancelled.

---

## 6.2 Guest Reset Keycards

### ***Application:***

Reset keycards invalidate circulating keycards for specific room or suite, when inserted in the lock or locks affected. Personnel with a Front Desk Authorization keycard have the authority to cancel Guest, One-Shot, Adjoining Suite, or Common Door Suite keycards by making the corresponding Reset keycard, and ensuring it is swiped in all affected locks. Making a Reset keycard is similar to making an Entry keycard.

### ***Expiry:***

From 1 to 24 hours, set by the system administrator

### ***Options:***

None

### ***Making Guest Reset and One-Shot Reset Keycards:***

1. Press any key to activate the Front Desk Unit.
2. Swipe a Front Desk Authorization keycard.

**Main Menu**  
1=Keycard  
2=Reset  
?

3. Enter 2 to select the Reset menu, then press < ↵ >.

**Reset:**  
1=Guest  
2=One-Shot  
?

4. Enter 1 for Guest or 2 for One-Shot, then press < ↵ >.

**Room Number**  
?

5. Enter the room number (e.g. 1101), then press < ↵ >.

**How many keycards**  
**ENTER = 1**  
?

6. Press < ↵ >.

**Guest Reset**  
**Insert blank**  
**Keycard #1**

**One-Shot Reset**  
**Insert blank**  
**Keycard #1**

7. Swipe a blank keycard through the FDU encoder

**ENCODING SUCCESSFUL**

You now have a Guest Reset or One-Shot Reset keycard for room 1101. Swipe the Reset keycard immediately in all locks leading to the room.

---

### ***Making Adjoining Suite Reset keycards:***

1. Press any key to activate the Front Desk Unit.
2. Swipe a Front Desk Authorization keycard.

**Main Menu**  
**1=Keycard**  
**2=Reset**  
**?**

3. Enter 2 to select the Reset menu, then press < ↵ >.

**Reset:**  
**1=Guest**  
**2=One-Shot**  
**?**

4. Enter 3 for Adjoining Suite, then press < ↵ >.

**Starting Room**  
**?**

5. Enter the first room number (e.g. 1121), then press < ↵ >.

**Rooms of adj. suite**  
**Next Room**  
**?**

6. Enter the remaining room numbers of the adjoining suite (e.g. 1122, 1123), pressing < ↵ > after each one.

**Rooms of adj. suite**  
**Next Room**  
**?**

7. Press < ↵ >.

**How many keycards**  
**ENTER = 1**  
**?**

8. Press < ↵ >.

**Adj. Suite Reset**  
**Insert blank**  
**Keycard #1**

9. Swipe a blank keycard through the FDU encoder

**ENCODING SUCCESSFUL**

You now have an Adjoining Suite Reset keycard for rooms 1121, 1122, and 1123. Swipe the Reset keycard immediately in all locks leading to those rooms.

---

### ***Making Common Door Suite Reset keycards:***

1. Press any key to activate the Front Desk Unit.
2. Swipe a Front Desk Authorization keycard.

**Main Menu**  
**1=Keycard**  
**2=Reset**  
**?**

- 
3. Enter 2 to select the Reset menu, then press < ↵ >.

**Reset:**  
**1=Guest**  
**2=One-Shot**  
**?**

8. Swipe a blank keycard through the FDU encoder.

**ENCODING SUCCESSFUL**

4. Enter 4 for Common Door Suite, then press < ↵ >.

**Suite number**  
**?**

You now have an Common Door Suite Reset keycard for suite 151 and inner doors 152 and 154. Swipe the Reset keycard immediately in all locks leading to those rooms.

5. Enter the suite number (e.g. 151), then press < ↵ >.

**Inner Doors**  
**Inner Door #**  
**?**

6. Enter the room numbers of each inner door that needs to be reset (e.g. 152, 154), pressing < ↵ > after each one.

**Inner Doors**  
**Inner Door #**  
**?**

9. Press < ↵ >.

**How many keycards**  
**ENTER = 1**  
**?**

7. Press < ↵ >.

**Common Suite Reset**  
**Insert blank**  
**Keycard #1**

# Special Keycards

## 7.1 Bellman's Master Keycard

A bellman with a Bellman's Authorization keycard can make his or her own Bellman's Master keycard using the FDU.

---

### ***Application:***

Opens any guest room (except when deadbolted or when the Salesman's Lockout is activated) as many times as required. Intended for use by bellmen and valets.

---

### ***Expiry:***

From 1 to 24 hours.

---

### ***Options:***

None

---

### ***Step-by-Step Instructions:***

1. Press any key to activate the Front Desk Unit.
2. Swipe a Bellman's Master Authorization keycard.

**Bellman's Access**  
**Insert blank**  
**Keycard #1**

3. Swipe a blank keycard through the FDU encoder

**ENCODING SUCCESSFUL**

! A full audit trail is retained in the FDU of each Bellman's Master keycard made, and the Bellman's Authorization keycard used.

---

## 7.2 Passage Reset Keycard

Passage keycards are used to turn Passage Mode ON or OFF for specific doors such as doors to Guest Common Areas, storage areas or conference rooms. In Passage Mode, no keycard is required for access to the room. The lock opens whenever the handle is turned.

---

### **Application:**

The Passage Reset keycard is used to invalidate any circulating Passage keycards for a specific door. The Passage setting is not changed by the use of the Passage Reset keycard.

---

### **Expiry:**

From 1 to 2730 nights

---

### **Options:**

None

---

### **Step-by-Step Instructions:**

1. Press any key to activate the Front Desk Unit.
2. Swipe a Front Desk Authorization keycard.

**Main Menu**  
1=Keycard  
2=Reset  
?

3. Enter 2 to select the Reset menu, then press < ↵ >.

*Reset:*

1=Guest  
2=One-Shot  
?

4. Enter 25 for Passage, then press < ↵ >.

*Passage mode for:*

1=Door  
2=Guest Common Area  
3=Staff Common Area  
4=Restricted Area  
?

5. Enter a digit from 1 to 4 to select the type of room (e.g. 1 for a Guest Common Area), then press < ↵ >.

Guest Common Area #  
?

6. Enter the Room, Common Area or Restricted Area number (e.g. 2), then press < ↵ >.

How many keycards  
ENTER = 1  
?

7. Press < ↵ >.

Reset Area Pass.  
Insert blank  
Keycard #1

- 
8. Swipe a blank keycard through the FDU encoder

**ENCODING SUCCESSFUL**



---

## 7.3 Lock Battery Test Keycard

---

### ***Application:***

Used for checking the battery life in any Solitaire lock in the hotel. When the Battery Test keycard is inserted in a lock, the low battery condition is indicated by both red and green LEDs flashing together. A single green flash indicates an acceptable battery.

---

### ***Expiry:***

From 1 to 2730 nights

---

### ***Options:***

None

---

### ***Step-by-Step Instructions:***

1. Press any key to activate the Front Desk Unit.
2. Swipe a Front Desk Authorization keycard.

**Main Menu**  
1=Keycard  
2=Reset  
?

3. Enter 1 to select the Keycard menu, then press < ↵ >.

**Keycard:**  
1=Guest  
2=One-Shot  
?

4. Enter 23 for Battery Test, then press < ↵ >.

**How many keycards**  
ENTER = 1  
?

5. Press < ↵ >.

**Test Batteries**  
Insert blank  
Keycard #1

6. Swipe a blank keycard through the FDU encoder

**ENCODING SUCCESSFUL**

# Property Management System Interface

## 8.1 Overview

In PMS mode, the hotel's Property Management System feeds information on the guest's keycard requirements directly to the FDU. PMS mode requires FDU software release 6.4P or 6.4R.

The operator first uses the PMS computer to register the guest. By using the PMS, the operator is assured that the rooms requested are available, and is able to make use of all the functions such as billing and record keeping that are part of the PMS.

When all information is entered in the PMS, the operator simply swipes their Authorization keycard in the FDU, and follows the instructions on the screen to make the requested number of keycards. There is no data entry on the FDU keypad in PMS mode, which prevents human error and saves time.

The PMS should be connected to the FDU using Serial Port B.

Information Provided to the FDU by the PMS
• Guest Name*
• Room Number**
• New Keycard or Duplicate Keycard
• Expiry
• Guest Common Areas***
• Salesman's Lockout***
• Folio Number***
• Number of Keycards
• Authorization Number ****



**Table 8.1**

*\* If supported by the PMS software. The guest name is especially useful when an FDU is shared by more than one PMS terminal, avoiding any confusion as to which keycard is being encoded.*

*\*\* Including all necessary doors for Adjoining Suites or Common Door Suites, if supported.*

*\*\*\* If supported by the PMS software and also if enabled by the Solitaire system manager in the FDU features.*

*\*\*\*\* If supported by the PMS software.*

---

## 8.2 Entering and Exiting the PMS Interface

When the FDU is in Manual Mode, the welcome screen that is displayed when a key is pressed is:

SOLITAIRE  
Insert  
Authorization

---

### **To enter PMS Mode:**

1. Press any key to activate the Front Desk Unit.
2. Swipe a Front Desk Authorization keycard.

Main Menu  
1=Keycard  
2=Reset  
?

3. Enter 7 for PMS Interface, then press < ↵ >.

PMS INTERFACE MODE  
Insert Authorization

The FDU is now in PMS mode, and will accept data from the hotel's PMS software.

---

### **Giving an Authorization While in PMS Interface Mode:**

Before a keycard can be encoded, a Front Desk Authorization keycard or higher must be swiped. (The

Authorization can be given before or after sending data to the FDU from the PMS, but must be given before blank keycards can be encoded.) When an Authorization keycard has been swiped, the welcome screen will change to the following:

PMS INTERFACE MODE  
Strike <C>  
to quit interface

! No need to swipe the Authorization keycard if the authorization number is supported by the PMS software

This screen indicates that the last authorization swiped is still valid. The authorization can be cancelled by logging off, or by waiting for the time out period to expire.

! Do not leave the FDU unattended while your authorization is still valid, as the FDU can be used to make keycards.

---

### ***Logging off Your Authorization Without Exiting from the PMS Interface:***

1. Press <C>.

**Do you want to exit  
the Interface Mode?  
1=YES 2=LogOff  
0=NO?**

2. Enter 2 to log off your authorization without exiting the PMS interface, then press <↵>.

**PMS INTERFACE MODE  
Insert  
Authorization**

---

### ***Returning to Manual Mode:***

If you need to perform other operations, such as making Reset keycards, or if the PMS link is not functioning, then enter 1 in step 2 above to exit the PMS interface and log off your authorization at the same time. You will see the following message briefly, then the FDU will return to the Manual Mode welcome screen:

**END COMMUNICATION  
FDU <-> PMS!**

**SOLITAIRE  
Insert  
Authorization**

## **8.3 Making Guest Entry Keycards Using the PMS Interface**

1. Complete the guest's registration using the PMS. The PMS will transmit the data to the FDU for making keycards.

**PMS INTERFACE MODE  
COMMAND RECEIVED  
Insert  
Authorization**

2. Swipe a Front Desk Authorization keycard.

**Guest Key #123  
Tim Jones  
Insert blank  
Keycard #1**

3. Swipe a blank keycard through the encoder.

**ENCODING SUCCESSFUL**

The FDU will prompt you to insert blank keycards until the number of keycards requested using the PMS has been encoded.

After a delay of more than 15 seconds when waiting to swipe a blank keycard, the following message will appear:

**Card not-inserted  
Strike a key  
to retry,  
or <C> to quit**

If you wish to complete the registration, press any key (except <C>) when ready, and swipe a blank keycard through the encoder. If you wish to cancel the registration, press <C>. If you press <C>, the registration will have to be re-entered using the PMS in order to create the guest's keycard in PMS mode.

## 8.4 RoomWatch Interface

The RoomWatch Interface is an optional feature available with release 6.4R of the FDU software. The RoomWatch feature provides a way to monitor the availability of rooms during the PMS night audit (or any time the PMS is down). To use RoomWatch, the Ilco PC must be connected to Serial Port B of the FDU.

RoomWatch constantly monitors the making of keycards, and maintains a list of the rooms which are not available. When the PMS is down, RoomWatch checks each keycard making attempt to determine whether the room is likely to be available and provides a message to the operator.

### **Making Guest Entry Keycards Using the RoomWatch Interface:**

#### ***Step-by-Step Instructions:***

1. Press any key to activate the Front Desk Unit.
2. Swipe a Front Desk Authorization keycard.

**Main Menu  
1=Keycard  
2=Reset  
?**

3. Enter 1 to select the Keycard menu, then press <↵>.

**Reset:  
1=Guest  
2=One-Shot  
?**

4. Proceed as you normally would to make a Guest, Adjoining Suite, or Common Door Suite keycard in Manual Mode (e.g. 1 for Guest, followed by room number 1101). As you enter

each room number and press < ↵ >, the FDU will verify the room with RoomWatch, and respond with one of the following messages:

Message	Operator Response
The room #1101 is FREE	The room can be sold with no risk of double-selling. <i>Proceed.</i>
Room sold in last 24 hours by FDU# X Press a key to cont. or <C> to exit	There is a circulating Guest Entry keycard for the room that has not expired. The room is probably occupied since the keycard was made the same day.  If registering a new guest, exit and select a different room.  If making a duplicate keycard or replacing a defective, lost or stolen keycard, <i>proceed.</i>
Room occupied until XXXXXXXXXX Press a key to cont. or <C> to exit	There is a circulating Guest Entry keycard for the room that expires at the indicated time, and/or there is a preregistered keycard in circulation that becomes valid at the time indicated.  If registering a new guest, proceed only if the previous guest has checked out, and the new guest's registration will end before the preregistered keycard becomes valid. If not, exit and select a different room.  If making a duplicate keycard or replacing a defective, lost or stolen keycard, <i>proceed.</i>
Room occupied from XXXXXXXXXX Press a key to cont. or <C> to exit	
Free from XXXXXXXX until XXXXXXXX Press a key to cont. or <C> to exit.	
Room is reserved by FDU #X Press any key to quit	Another operator is already selling the same room. Quit and select another room.

5. If there is a communication failure with the PC, the operator will see the following message:

**PC LINK FAILURE!**  
**Press any key to**  
**retry or <C> to**  
**continue (OFF-LINE)**

The cable is disconnected, the PC is not ON, or there is another problem. The operator can attempt to correct the problem and press any key to try again, or press <C> to proceed fully manually. If the keycard is made without the PC link, RoomWatch will be unable to prevent double selling of the room during this transaction, or during the next transaction involving this room.

6. New keycard

**1=YES**  
**2=NO**  
**?**

7. Enter 1 to select the New Keycard option. A series of option menus will appear (if enabled) to select the Expiry, Guest Common Areas, Salesman's Lockout and Folio Number. Answer all questions. You will see the following prompt:

**How many keycards**  
**ENTER=1**  
**?**

8. Press <J>.

**Guest Key #1101**  
**Insert blank**  
**Keycard #1**

9. Swipe a blank keycard through the encoder. One of the following 3 screens will be displayed:

**ENCODING SUCCESSFUL**

The keycard was properly encoded and recorded by RoomWatch so that it will not be double sold during the remainder of the night audit.

**Room occupancy is**  
**not checked.**  
**Press any key**  
**to quit**

The delay between entering the room number and encoding the keycard was longer than 5 minutes, making it possible that the room was sold at the same time on another FDU. Quit and try again.

**PC LINK FAILURE!**  
**Press any key to**  
**retry or <C> to**  
**continue (OFF-LINE)**

The cable is disconnected, the PC is not ON, or there is another problem. The operator can attempt to correct the problem and press any key to try again, or press <C> to proceed fully manually. If the keycard is made without the PC link, RoomWatch

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will be unable to prevent double selling of the room during this transaction, or during the next transaction involving this room.

Performing Other Operations While Using the RoomWatch Interface:

The RoomWatch Interface is part of the manual mode of the FDU. There is no need to exit the RoomWatch Interface to make Reset keycards or perform other tasks. Simply follow the normal menus on the FDU screen.



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## Solitaire FDU Menu Chart Version 6.4

### 1 - Keycard

- ◆■▲ 1 - Guest
- ◆■▲ 2 - One Shot
- ◆■▲ 3 - Adjoining Suite
- ◆■▲ 4 - Common Door Suite
- ◆■▲ 5 - Convention Suite
- ▲ 6 - Pre-Registered
- ★▲ 13 - Bellman's Masters
- ◆■▲ 23 - Battery Test

This chart is a visual representation of the FDU functions. The functions are hierarchical. The Front Desk Authorization keycard can do only the FDA functions. The Bellman's Authorization keycard can do only the BA function.

### 2 - Reset

- ◆■▲ 1 - Guest
- ◆■▲ 2 - One Shot
- ◆■▲ 3 - Adjoining Suite
- ◆■▲ 4 - Common Door Suite
- ◆■▲ 25 - Passage Keycard
- ◆■▲ 30 - POS Authorization

### 7 - PMS Interface\*

- Front Desk Authorization (1-100)
- ★ Bellman's Master Authorization (121-160)

**NOTE:** If the Programming Authorization level is not enabled, then addresses 1-120 are available for Front Desk Authorization keycards.

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