Oracle® Hospitality Cruise SilverWhere

SilverServer User Guide

ORACLE®

Oracle Hospitality Cruise SilverWhere SilverServer User Guide Release 8.0.80

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Contents

Preface

This document describes the usage and functionalities of the SilverServer application. The SilverServer application is for the servers in a restaurant. The application displays the table seating arrangements and information of the guests seated in the server station, such as birthday, special requirements or diet preferences.

Audience

This document is intended for application specialists and users of the Oracle Hospitality Cruise SilverWhere application suite.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

https://support.oracle.com

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (including business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at

http://docs.oracle.com/en/industries/hospitality/cruise.html

Table 1-1 Revision History

Date	Description
October, 2016	• Initial publication
April, 2018	• Rebrand to Oracle Standard.
September, 2022	• Added new information to the Availability Type function in SWAvail and SWAvailMultipleDays

1
SilverServer – Start And Login

Start The SilverServer Application

To log in to the application, click the SilverServer shortcut icon.

For the first use, at the keyboard prompt, enter the Web Service address and confirm with **Done**, and wait until the page loading completes.

> ✏**NOTE:**
>
> Consult your System Administrator for the Web Service address if you do not have it

Login To SilverServer

To log in to the application, enter the User ID and the password in the respective field and tap on the **Login** icon.

RFID Crew Card Login

To log in to the application with the crew RFID card, scan the card with the reader on your device. Once the card is scanned and valid, it logs you in without requiring a password.

Validating The User ID

To validate a User ID, enter the **User ID** without the password, and tap the **Login** button. Once validated, the crew picture is displayed.

2
SilverServer – Functionality Overview

After entering the login credentials, each user will be logged in to the designated location(s) and station(s) as shown on the Main screen.

Figure 2-1 Main screen
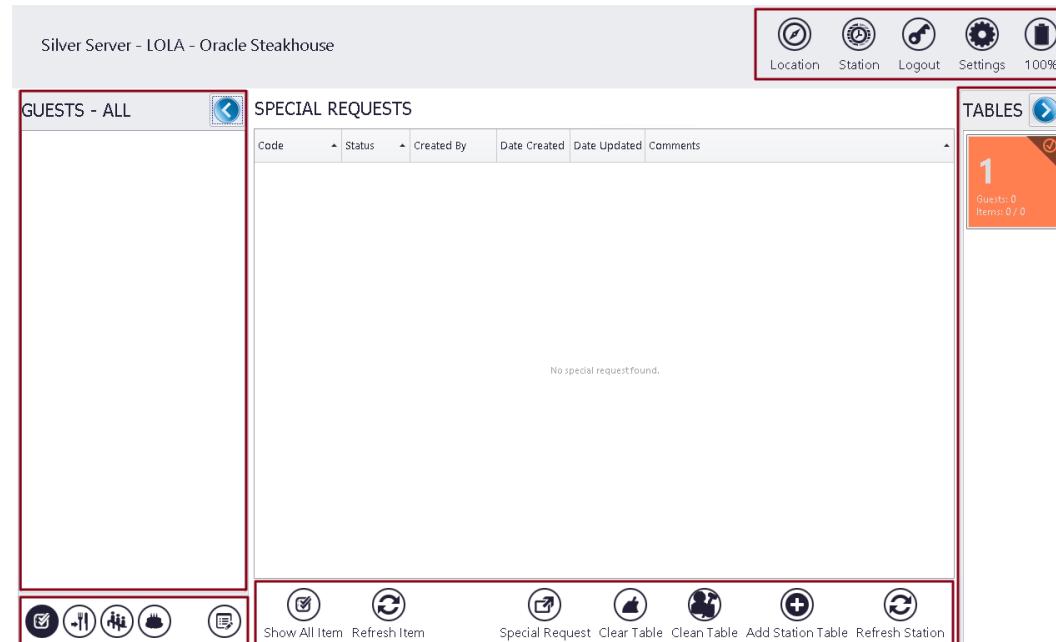
The icons and their functionalities on the main screen are explained in the overview below:

Table 2-1 Button functionality description

Button	Function/ Description
Location	Location selection: Enables the user to switch between different locations
Station	Station selection: Enables the user to switch between different stations
Logout	Logout: Enables the user to logout from the application

Button	Function/ Description
Settings	Settings: Enables the user to enter the settings and modify them
100%	Battery Status: Enables the user to verify the status of the battery
	Guest List: A list of all guests with reservations for this day
	Expected/ Due List: A list of all guests with reservations that are expected or due
	Seated List: A list of all guests who are already seated in the restaurant
	Birthday List: A list of all guests with reservation which celebrate their birthday
	Guest Details List: Enables the user to review guest details
Show All Item	Special Request List: A list of all special request items linked to the guests
Refresh Item	Refresh Item: Enables the user to refresh and/or reload all special requests
Special Request	Special Request: Enables the user to add a new special request to a guest
Clear Table	Clear Table: Enables the user to set the table status to 'Clear'
Clean Table	Clean Table: Enables the user to set the table status to 'Clean'

Button	Function/ Description
Add Station Table	Add Station Table: Enables the user to add a table to the station
Refresh Station	Refresh Station: Enables the user to refresh the logged in station

Location Selection

To change and access another location, tap the **Location** button on the main screen. All available locations will be shown. Select the desired location tile to initialize the loading process.

Station Selection

To access the station selection, tap on the **Station** button on the main screen. Tap on the desired tile to view the station. Confirm your choice by tapping on the station or the **Select** button to log in to the station.

Table Section

Each table of a station is classified by the below mentioned colors, which include table number, number of guests, and items ordered.

Table 2-2 Table colors
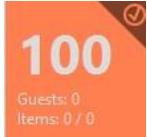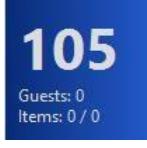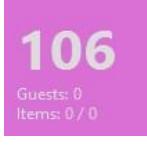
Table Tiles	Description
	Orange table tile: Defines the currently selected table
	Red table tile: Seated guests with special request(s)

Table Tiles	Description
104 Guests: 4 Items: 0 / 0	Green table tile: Seated guests without special request(s)
105 Guests: 0 Items: 0 / 0	Blue table tile: No guests assigned - the table is open to new guests
106 Guests: 0 Items: 0 / 0	Purple table tile: The table status is set to 'Clear'. Selecting the 'Clean Table' function will mark the table as available

To select a table, tap on the **Table** tile. The table details are visible when double-tapping on the **Table** tile as shown below.

Guest section

To easily identify passengers with special requests or birthdays, the below icons will be shown on the guest tiles.

Table 2-3 Icon Description

Icon	Description
	Special Request: Guest has a special request for this day
	VIP: Guest is recognized as a VIP
	Wheelchair: Guest requiring a wheelchair or has a disability
	Cake with flag: Guest has a birthday today (information based on a special request)
	Cake with candles: Guest has a birthday today (information based on passengers date of birth)

To select a guest, tap on the guest tile. The guest details are shown when you double-tap on the guest tile. To collapse or expand the table tile list, tap on the bottom right **blue arrow**.

Figure 2-2 Guest Details screen
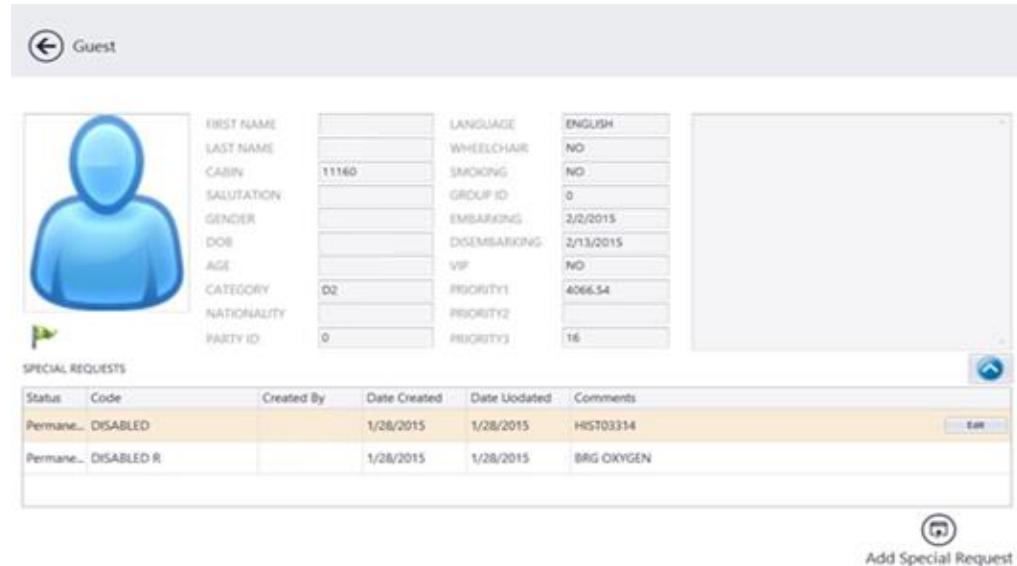
Special Requests

You can add Special Requests through SilverServer by selecting the guest, then click the **Special Request** button. Alternatively, you can add by double-clicking the guest tile and select the **Add Special Request** button. Special request items with high priority are displayed in red, as shown in the below figure.

Adding Station Table

You can add the tables manually, without affecting the current assignment of the server station.

1. Tap on the **Add Station Table** button.

2. At the Station Table, select the desired table number from the Available Table list and click the right arrow to add this table to the Station Table list.

3. To remove a table from the Station Table list, click on the table then the arrow left to move it to the Available Table list.

Clear And Clean Table

This option allows you to update the table status from dirty to clean or vice versa, and present the table status by color coding as described in Table section.

To change the status of a table to dirty, select the table from the Table Tile List and tap the **Clear Table** button, and then confirm with **Yes**.

Similarly, you can change the status of a table to clean, by selecting a dirty table from the Table list and tapping on the **Clean Table** button, and confirming with **Yes**.

The table color will change from 'pink' to 'blue', indicating that the table is ready to seat new guests.

3
SilverServer – Settings

The **Settings** tile allows you to configure the application according to user preferences and operational needs.

Web Service Settings

Under the Web Service Settings tab, you can configure the web service settings, enable the logging for support purposes and change the user password.

RFID Settings

The application allows you to define and configure the RFID Reader, be it inbuilt or external, Card Delay Frequency (how fast the cards can be read) and the Card Read Method (e.g. Universal, Mifare Classic). Each one of them can be changed using the **Change** button.

The below screen pops up when the user selects the RFID icon on the login screen.

Figure 3-1 RFID settings screen
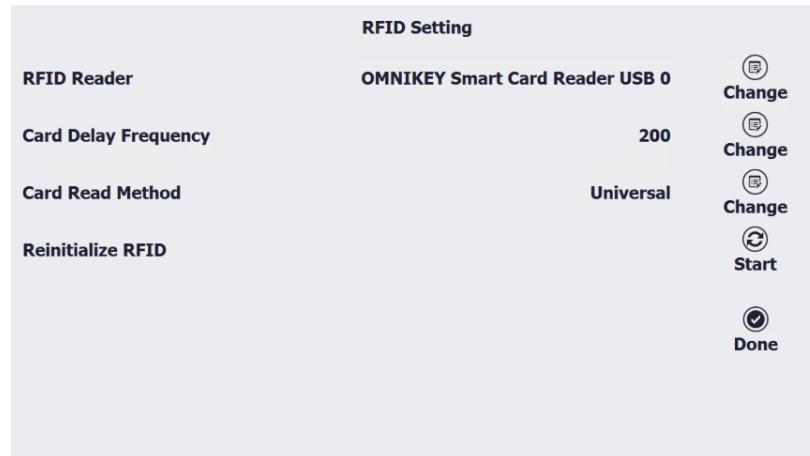
You must run the **Reinitialize RFID** function by tapping the **Start** button, and then **Done** to close the screen.

In addition, the RFID Settings is added to the login screen of SilverServer, allowing you to adjust the settings before the initial login. See above for steps to update the RFID settings.

Figure 3-2 RFID settings button on SilverServer Login screen

Data Management

In the **Data Management** tab, you can reset the local database of the SilverServer client, reload the changes if data is missing on the device, and compact the database size. The local database information can be found in this tab as well.