

**Oracle® Hospitality Cruise Shipboard Property  
Management System**

Mobile Mustering User Guide

Release 8.0.2

**E89049-02**

January 2022

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# Preface

The Mobile Mustering is an add-on Oracle Hospitality Cruise Shipboard Property Management System (SPMS) application that runs on a Windows 10 IoT platform. Its core function is to register passenger and crew to the Muster station or lifeboat using a Windows 10 Mobile /Tablet.

This document explains the functionality and usage of Mobile Mustering and WPFDash.

## Audience

This document is intended for application specialist and end-users of Oracle Hospitality Cruise Shipboard Property Management System.

## 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 (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

## Revision History

Date	Description of Change
August 2017	<ul style="list-style-type: none"><li>• Initial publication.</li></ul>
January 2022	<ul style="list-style-type: none"><li>• Reworded the magnetic card reader function to use swipe instead of scan.</li></ul>

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# Prerequisites, Supported Systems, and Compatibility

This section describes the minimum requirements for the Mobile Mustering module.

## Prerequisites

- Mobile Mustering.exe version 8.0.6
- WPFDash.exe

## Supported Operating Systems/Technology

- Microsoft Windows 10 IoT
- Does not support Barcode/RFID scanning

## Supported Hardware

- Oracle MICROS 721 Tablet
- Mobile Device with Camera

## Compatibility

SPMS version 8.0.6 or later. For customers operating on version below 8.0.6, database upgrade to the recommended or latest version is required.



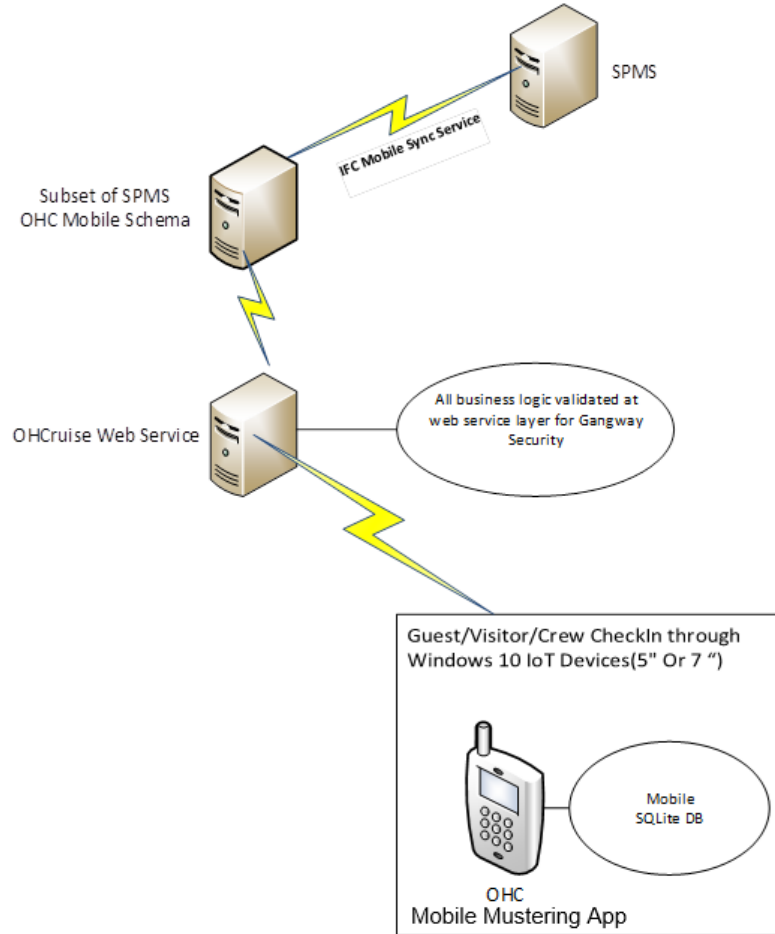
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# 1

# System Schematic

The Mobile Mustering application consists of several components, and these components are responsible for transmitting information between the mobile device and the SPMS database. Below diagram further illustrate the schematic flow between these components.



**Figure 1-1 - Mobile Check-In System Schematic**

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## 2 Mobile Mustering Device

The Mobile Mustering is an add-on application to SPMS which simplifies the ship's access to passenger and crew movements. It provides an accurate headcount and real-time passenger, crew and visitor status, and is ideal for crowd handling in a muster drill. The following section describes the setup and usage of the Mobile Mustering application on mobile devices.

### Connecting Mobile Devices to PC

At the first launch of the application on the mobile device, the Device Server Setting Screen is shown. In this screen, the Administrator must set the correct Mobile Web Service Hostname and Port, and then tap on **Connect**.

Once the connection to the Mobile Server is established, the system then prompts a Device registration screen.

1. On the Device Registration screen, choose the correct **MAC ID** from the drop-down list.
2. Enter the **Device Name** and click the **Activate & Register** button to activate and register the device in MOB table.
3. The application loads the database if the registration is successful, by creating an SQLite DB file and download the required tables and data from Mobile Schema to the SQLite DB.
  - Application binaries are installed to folder  
C:\Users\xxx\AppData\Local\Packages\af9e2835-d828-441e-acef-3b74d389fb04\_ygkypzx4b378t\LocalState
  - Application logs are located in folder  
C:\Users\xxx\AppData\Local\Packages\af9e2835-d828-441e-acef-3b74d389fb04\_ygkypzx4b378t\LocalState\Log - ddmmyyyy.txt
  - All photos are load into folder  
C:\Users\xxx\AppData\Local\Packages\af9e2835-d828-441e-acef-3b74d389fb04\_ygkypzx4b378t\LocalState\ProfilePhotoFolder
  - Database is located in folder  
C:\Users\xxx\AppData\Local\Packages\af9e2835-d828-441e-acef-3b74d389fb04\_ygkypzx4b378t\LocalState\MusteringDB.sqlite

### Using the Device

Once the device is set up and connected to the OHCruiseWebService, you can login by swiping the crew board card or manually input the login credential at the login page. The selected page or tab is highlighted in red.

#### Login to the Device

1. At the device log in page, tap the '**Please use your Card to Login**' to swipe the crew board card or select **Login Manually** then to enter the login ID and password.

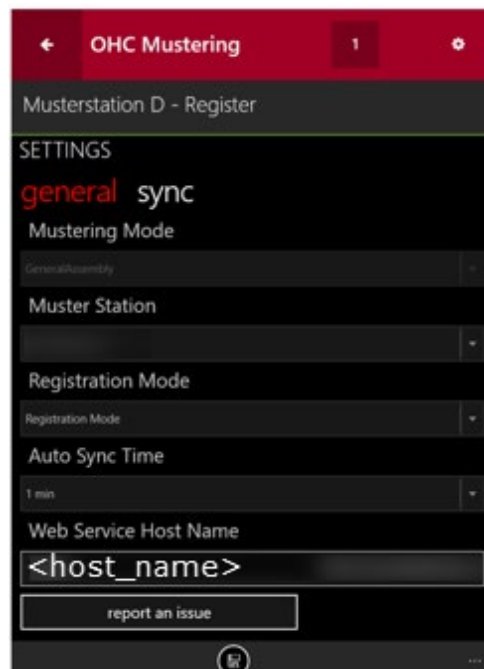
2. If the selected option is by swiping a crew card, place the cursor on the search bar and then swipe the crew board card through the magnetic reader.
3. Select the **Mustering Mode** and **Muster Station** from the drop-down list and then tap on **OK**.

## Device Settings

The Settings page allow you to configure the hostname, assign a Muster Station, set the Mustering and Registration Mode, and perform database synchronization. It consists of two tabs - **General** and **Sync**. You can access the page from the top right corner of the screen. This function is limited to user with administrator privilege.

The options in the General tab are:

- **Change Mustering Mode:** This is a read-only option. You can only change the mustering mode from WPFDash module. The mode is always shown at the top panel of the Menu page.
- **Mustering Station:** Allow you to select/assign the muster station/lifeboat depending on the mustering mode.
- **Registration Mode:** Sets the type of registration mode (Register/Unregister).
- **Auto Sync Time:** Define the minute(s) for the next sync to occur.
- **Web Service Host Name:** Allows you to set the web service hostname.
- **Report an Issue:** Allow issues that occurred to be reported.



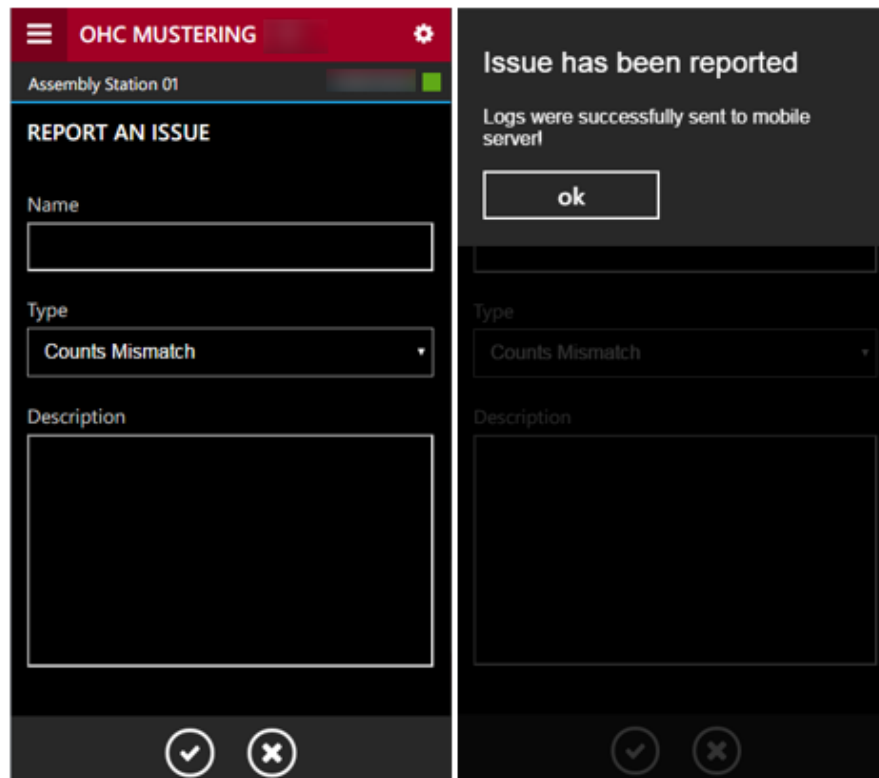
**Figure 2-1 - Settings**

1. At the landing page of the application, tap on the **gear icon** at the top right corner of the page.

2. In the **Settings** page, tap on the **General** tab, and choose the **Mustering Mode**, **Muster Station**, and **Registration Mode** from the drop-down list.
3. Enter the hostname in the **Web Service Host Name**.
4. Tap the **Home** button located at the bottom of the page to save.
5. Tap **OK** to return to the Settings page.

## Report an Issue (Issue Tracker)

An Issue Tracker is embedded in the application that enables you to report any issues encountered whilst using the application. The Issue Tracker is accessible from the **Settings** page and is available to all users.



**Figure 2-2 - Settings Screen General (Report and Issue)**

The Issue Tracker function has an intuitive Graphic User Interface (GUI), allowing the issue to be added directly from the device. The page contains the following:

- **Name:** Reported issue name. Issue name should consist of 2-3 words describing the nature of the issue.
- **Type:** Issue type. Select from the drop-down list the relevant issue type.
  - **Bug:** Some error or incorrect behavior.
  - **Crash:** Application crashed, closed for an unknown reason, or showing an exception error.
  - **Improvement:** Areas requiring improvement.
  - **Counts Mismatch:** Use when there is a mismatch in numbers.
  - **Photos Issue:** Use when the passenger does not have a profile photo.

- 
- **Description:** Description of the issue. For example, “I did some action and got an error...”, “App. crashed when performing ...”, “App. closed when I try to swipe a card” and others. If possible, add as much information as possible.

To launch the Issue Tracker application, tap the “**Report an Issue**” from **Settings** and enter the required information.

## Sync

The Sync function obtains the newest database from the Mobile Server through a preset synchronization process, and the device operating mode must be in an *Online* mode. The Sync tab contains the following buttons:

- **Full Sync:** Performs Full Synchronization on the device. The process deletes the existing database from the device and downloads the newest database, including all photos from the server. The function is performed manually.
- **Full Data:** Only perform database Synchronization on the device. The process deletes the existing database from the device and re-download the newest database. The function is performed manually.
- **Reset Data:** Performs Data Cleaning on the device. This function deletes *all* data rows from the tables and re-download the newest to the device.

The system prompts an appropriate message when you run the Full Sync or Reset Data. These functions are performed only for troubleshooting purposes and *not to be used* in real emergencies situations. Do proceed with caution.



**Figure 2-3 - Setting - Sync Mode**

In the event a Full Sync or Full Data is run and completes successfully, the login screen will be shown. The Full Sync button is *disabled* when the device downloads the photos.

## Guest Account Search

At the top left of the landing page, tap the **Menu** button to launch the Search page. The registered muster station is shown above the **Search** and **Count** tab.

1. Tap on the **Search tab**, enter the guest name in the **Search bar**, and then tap the **Search** button.
2. The returned search results are based on the station currently login. To search for guests registered at another station, tap **Other Station**.
3. To narrow down the search criteria, tap the **Filter** button next to the **Search bar**, select the options by checking the respective checkboxes and tap **Apply**.

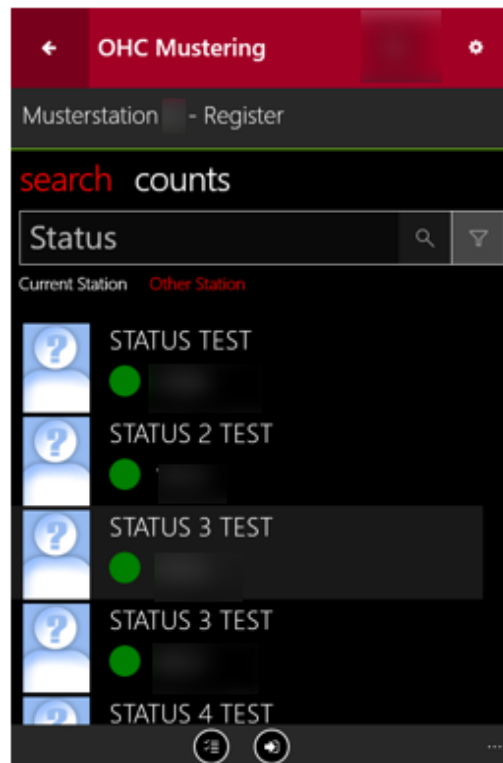


Figure 2-4 - Search List

Table 2-1 - Mobile Mustering Account Status

Indicators	Status
Green icon	Ready for registration
Green icon with left arrow	Registered on current Muster Station
Blue Icon with left arrow	Registered on another Muster Station
Orange icon with left arrow	Not expected on current Muster Station
[RBS]	Other Muster Station Details
Toggle icon	Toggle Icon: To select or deselect all of the passengers ready for registration
Grey icon with left arrow	To register the selected guest

- 
4. Clicking the profile name opens the profile page, and the below information is shown.
    - Photograph
    - Passenger's name
    - Cabin number
    - Passenger status
    - Special needs remark as a second row.
    - Emergency function for crew only

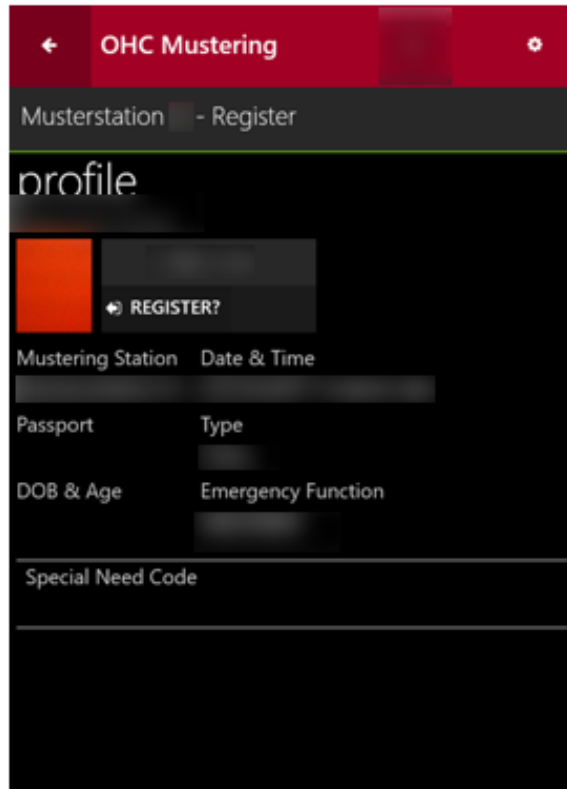


Figure 2-5 - Profile Information

## Muster Station Counts

The Counts page is updated when the passengers' status changes from Pending to Registered, and the Maximum passenger allowed. The count includes the number of passengers with special needs and children.

	PASSENGER	CREW	VISITOR	TOTAL
Registered			0	
Pending			0	
Total			0	
Max	-	-	-	

SN = Special Needs  
C = Child

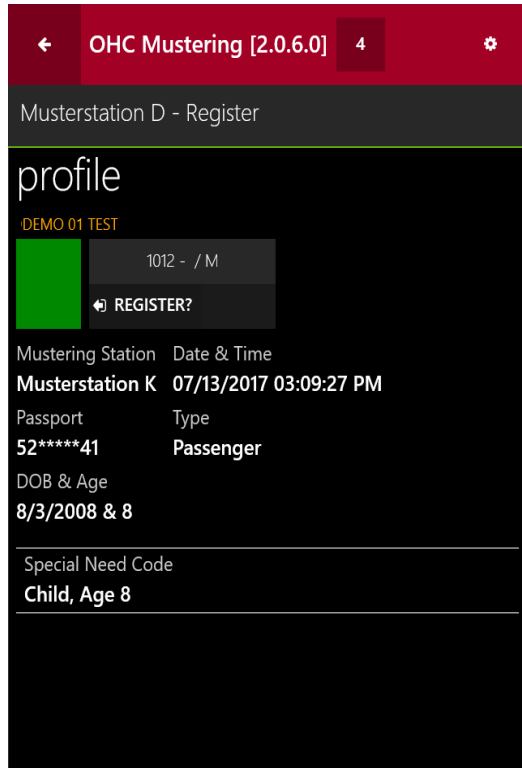
Figure 2-6 – Muster Station Counts

## Single Person View

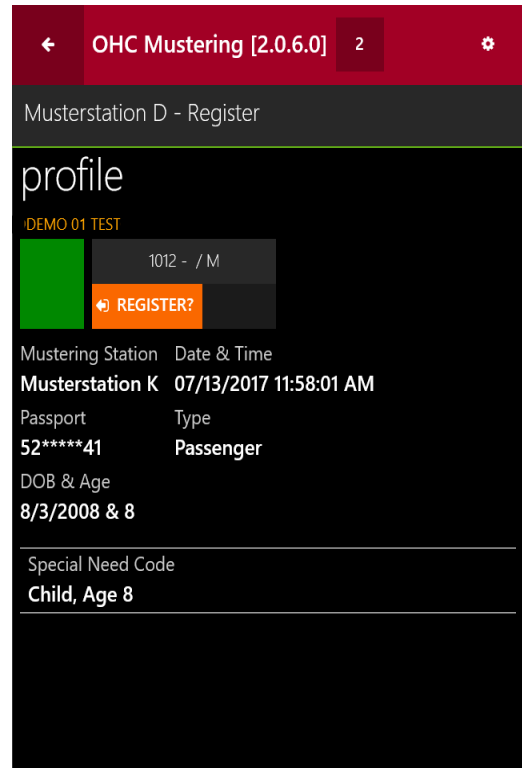
You can perform a registration/un-registration of the passenger by swiping the board card through a card reader, or manually register them by tapping the **REGISTER?/UNREGISTER?** button. Registration of the passenger is only permissible to the muster station you are logged in. If the passenger is for another muster station, you need to manually change the muster station before registering the passenger. However, the registration mode may defer depending on the parameter setting - '**Mobile**', '**Current General Assembly Handling Mode**' with below possibilities.

- Register all unexpected persons to the current muster station.
- Prompt and allow the commander to decide whether to register the unexpected person on current muster station or not. The correct muster station/ lifeboat will be shown in red.
- Forbid registration of unexpected person on current muster station. In this case, the commander should not register the unexpected person on current muster station/ lifeboat. The correct muster station/ lifeboat will be shown in red.





**Figure 2-7 - Person's Profile Screen (Pending Registration)**



**Figure 2-8 - Person's Profile Screen (Registered)**

**Table 2-2 - Single Person's View Field description**

Field	Description
Name	Person's Name
Picture	Person's Picture
Cabin / Gender	Cabin number and gender of the passenger
Status	Registration Status – Registered, Pending Registration.
Pax Class	Display the passenger classification linked to RES.RES_PAXCLASS. For example: S - Senior, A - Adult, C - Child, I - Infant, J - Junior
Muster Station	The Muster Station assigned.
Date/Time	The Date/Time of the registration.
Passport	Display the passenger passport number in an encrypted form. Linked to UXP.UXP_H_PASSNO.
Type	The passenger type linked to RES.RES_TAG, for example P= Passenger, C=Crew and V = Visitor
DOB & Age	Date of Birth and age of the selected profile. Linked to UXP.UXP_H_BIRTH.
Emergency Function	Display Emergency function assigned to Crew. Linked to ORG_FUNCTION and ORG_FUNCTION_DESC.

---

Field	Description
Special Need Code	Displays the Special Need code assigned to the reservation. Linked to RES.RES_HANDICAPCODE.

---

## Register Mode

There are two modes in the Mobile Mustering application: **Register** and **Unregister**. The Register mode allows the registration of the person assigned to the current muster station. Change the mode to Unregister when the need arises.

To register a person,

1. Swipe the board card through the card reader or manually search for the person.
2. At the profile page, click the **Register** button.

## Unregister Mode

The Unregister Mode allows you to unregister the wrongly registered passenger from the current muster station. You must change the Registration mode in **Settings** before unregistering a person and this function requires an Administrative login. Once changed, the mode is shown on the upper status bar.

The system does not allow you to unregister when:

- A person that is already registered at another muster station
- The person to unregister is from Search all results.
- The person is yet registered.

### Unregister from Search (Person's view)

1. Set the mode to **Unregister mode** from Settings
2. Search for the person to unregister.
3. Tap on the person's profile and tap the **Unregister?** button.
4. Alternatively, swipe the person's board card to unregister.

The Muster Dashboard provides a real-time count and progress overview to the bridge, monitors the mustered count for each muster station/lifeboat, and enables the Ship operator to quickly and efficiently account for all passengers and crews onboard in an emergency.

The program has three preset modes: Emergency Passenger Drill mode, General Assembly mode and Abandon Ship mode.

## Registering DLL on WPF Dashboard station

The client PC dedicated to run the WPFDash program would require additional DLL's files and they must be of the same version as the program.

1. Run **FC Database Installer.exe** to restore all custom changes made to the database objects. For example, Index, View to the actual SPMS database requirement.
2. Copy the following files to the *Oracle Hospitality Cruise* folder of the Client PC that runs the Muster Dashboard.
  - OHC WPFDash.exe
  - OHCSPMSBusiness.dll
  - OHCSPMSData.dll
  - OHCSPMSDB.dll
3. Run the **Launch Panel** program by pressing the **ALT** key and clicking the female icon to log in.
4. In the Launch Panel window, press the **F12** function key to open the **Launch Panel Applications and System Files Update** window.
5. Select the **System File** category from the drop-down list, then click **Add** and browse for the above DLL's and .exe.

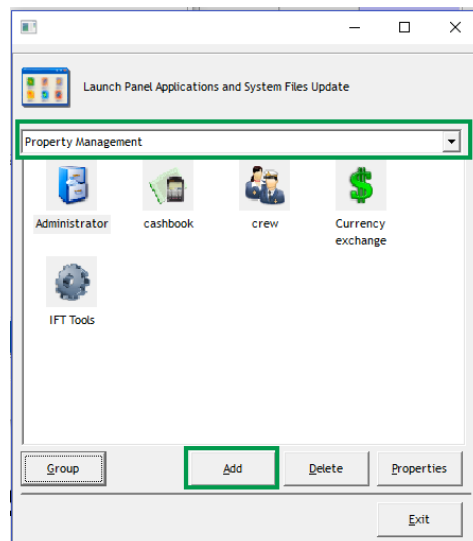


Figure 3-1 – Launch Panel Application

- Exit the Launch Panel and relaunch it without selecting the bypass Updater to access the application.

## Accessing WPF Dashboard

- Launch the **WPFDash.exe** and select the Server name from the drop-down list when prompt.

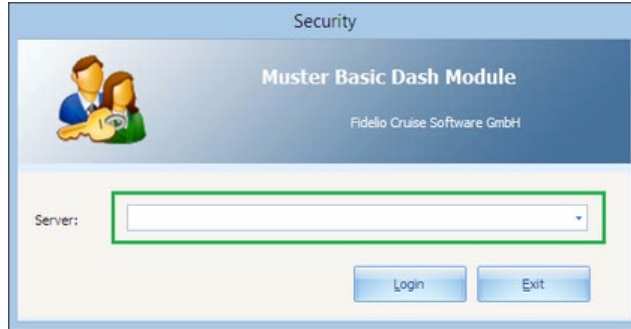


Figure 3-2 - WPF Dash Server selection

- The system displays the **Dashboard Main Window** with drill graphs, device connection status and settings per value saved in parameter **Mustering Mode**.

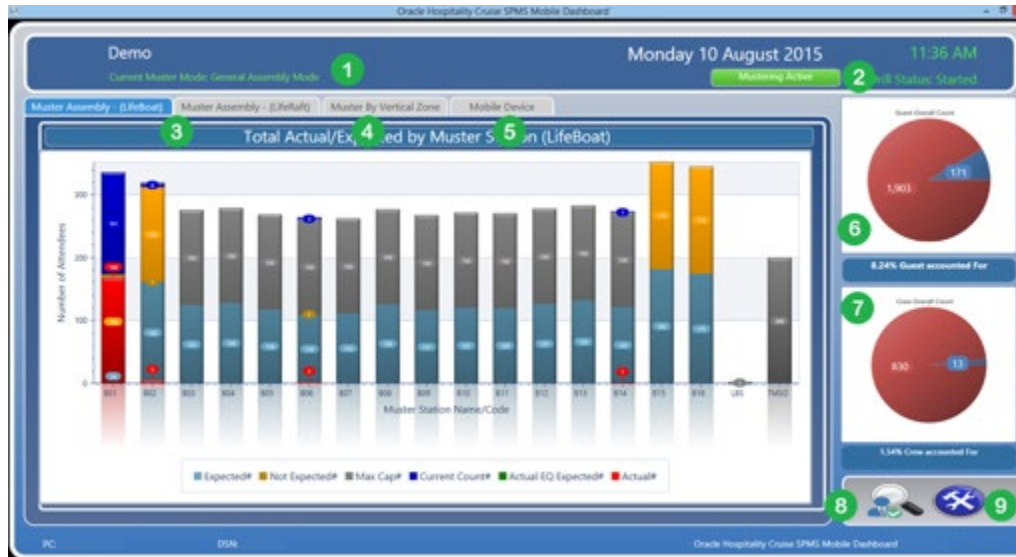


Figure 3-3 – Overview of Muster Dashboard screen

Table 3-1 - Definition of Muster Dashboard screen

Field Name	Definitions
1. Mode displayed	Displays the current muster mode.
2. Muster Status	Displays the Mustering / Drill Status.
3. Muster Assembly Drill tab.	Displays the graphical view of Muster Drill/Muster Assembly.
4. Muster by Vertical Zone tab	Displays the graphical view of Vertical Zone.

Field Name	Definitions
5. Mobile Device tab	Displays the Mobile Devices status, whether it is Online/Offline, Battery Mode and device serial number.
6. Guest Pie Chart view	Displays the Overall Guest Count in Pie Chart.
7. Crew Pie Chart view	Displays the Overall Crew Count in Pie Chart.
8. Search function	Passenger Look Up button.
9. Settings	Muster Mode Setup.

## Switching of Muster Dashboard Mode

The Muster Mode Setup allow you to change the muster mode, resets the device mode, and start/stop the Passenger Drill Mode.

1. In the Dashboard overview screen, click **Settings**.
2. In the Muster Mode Setup screen, select the Muster mode.
3. Change the **Refresh Seconds** if necessary. The default refresh value is five seconds.
4. Click **Save** to confirm. This initiate and transmits the selected mode to the mobile devices.
5. Click the **Reset** button beside the mode name to reset the **Total Count** in the Dashboard.



**Figure 3-4 - Muster Mode Setup Screen**

Additionally, below options are enabled in the Muster Mode setup when you select the **Emergency Passenger Drill Mode**.

- Stop or Start a drill.
- Display Drill for Today Only.



Figure 3-5 – Function to stop current drill



Figure 3-6 - Function to start a drill

If you choose the 'Display Drill for Today Only', the total mustered count in the graph presentation will change from 'Previous date until current' to 'Current Date' only, and the current date is the system date.

## Muster Drill Modes

The Muster Dashboard has three Mustering Mode preconfigured, and each of these modes has a different mustering routine. The information projected on the Overview screen for each mode is also different. The preconfigured modes are:

- Emergency Passenger Drill
- General Assembly Drill
- Abandon Ship

## Emergency Passenger Drill

The Emergency Passenger Drill Mode is a routine mustering drill for passengers embarking on the first day of the cruise, and this mode only involves the passengers.

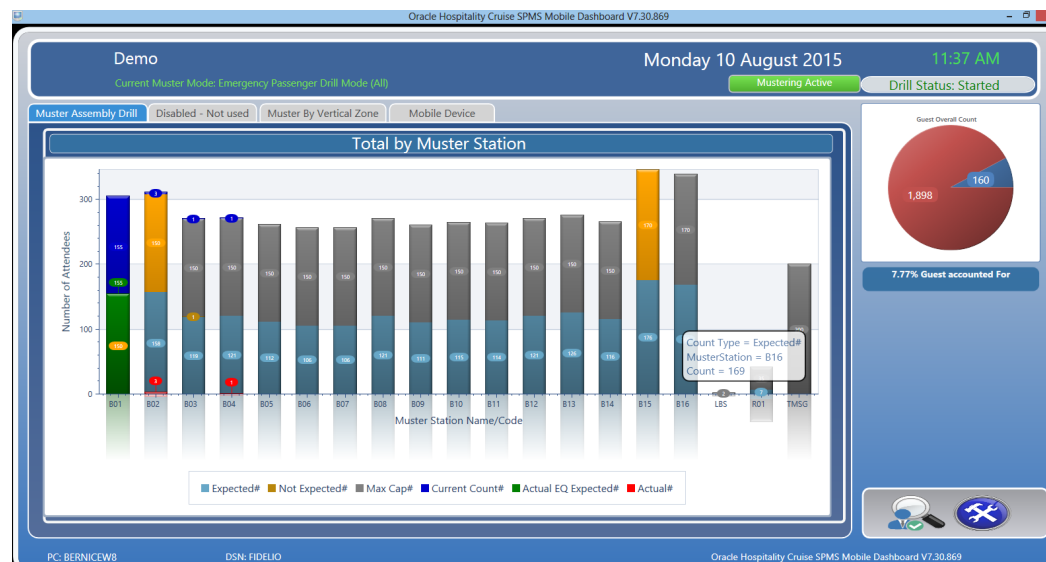
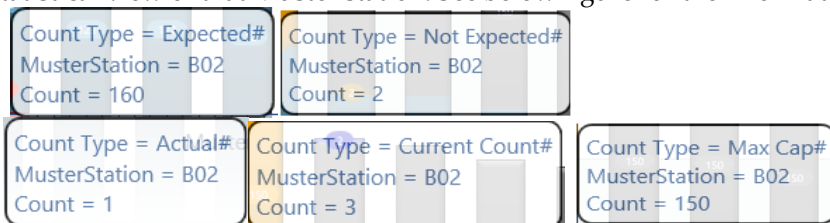


Figure 3-7 - Emergency Passenger Drill screen

In the **Muster Assembly Drill** tab, a detailed bar graph indicating the total count corresponding to the statuses is shown. Placing the mouse over the bar graph gives you a statistical view of that Muster station. See below figure for the information shown.



**Figure 3-8 - Emergency Passenger Drill Lifeboat statistic**

Double-clicking the bar graph will list the registered or expected to register passengers for that muster station.



**Figure 3-9 - Emergency Passenger Drill Registered/Expected Passenger screen**

To view the expected passengers, click the “X Mark here to Show Missing Person only”, and then click the **Refresh** button.

To view the registered passengers, **uncheck** the 'Not Accounted For', and click the **Refresh** button on the right.

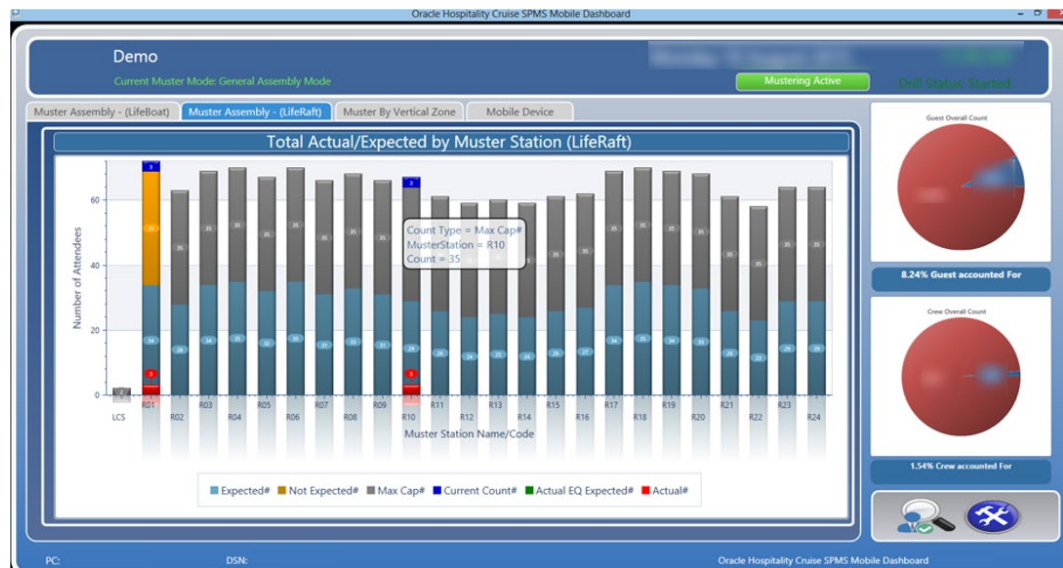
## General Assembly Drill

The General Assembly Mode is an Emergency Mustering Check-In to the muster station, and this does not necessarily prompt for a full evacuation. All passengers mustered at the muster station are required to wait for further orders, which may potentially lead to abandoning the ship.

The General Assembly Mode consists of two separate tabs: **Life Boat** or **Life Raft**.

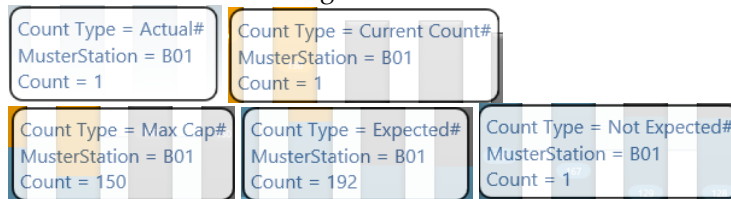


**Figure 3-10 - General Assembly Mode Lifeboat**



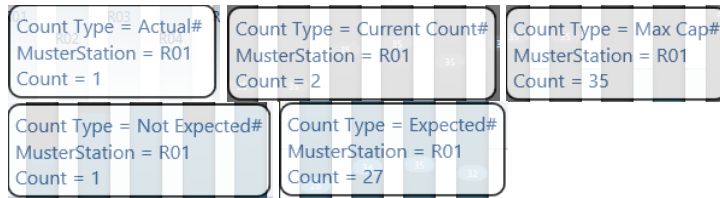
**Figure 3-11 - General Assembly Mode Life raft**

The General Assembly Drill tab shows a detailed bar graph containing the total count for each status. Placing the mouse over the bar graph gives you a statistical view of that Muster station. See below figure for more information.



**Figure 3-12 - General Assembly Life Boat statistic**





**Figure 3-13 - General Assembly Life Raft statistic**

Double-clicking the bar graph will list the expected to register passenger or crew of that muster station.

Assembly Account List for [Redacted]

Please Mark Search Criteria  Not Accounted For Refresh

Photo	Expected For	Tag	Full Name	Cabin	Special
[Image]	As Assigned		[Redacted]		None
[Image]	As Assigned		[Redacted]		None
[Image]	As Assigned		[Redacted]		None

Close

**Figure 3-14 - General Assembly Drill Assembly Registered Account List**

To view the register passengers and crew, **uncheck** the “X Not Accounted For”, and then click the **Refresh** button on the right.

## Abandon Ship

The Abandon Ship Mode displays an overview of the lifeboat and liferaft with a detailed count of total expected, mustered-so-far, and muster-still-pending on each tab. This mode activates the lifeboat capacity checking on the handheld devices when a full evacuation arises.

In the Abandon Ship Mode, the view splits into two separate tabs: **Life Boat** or **Life Raft** view.

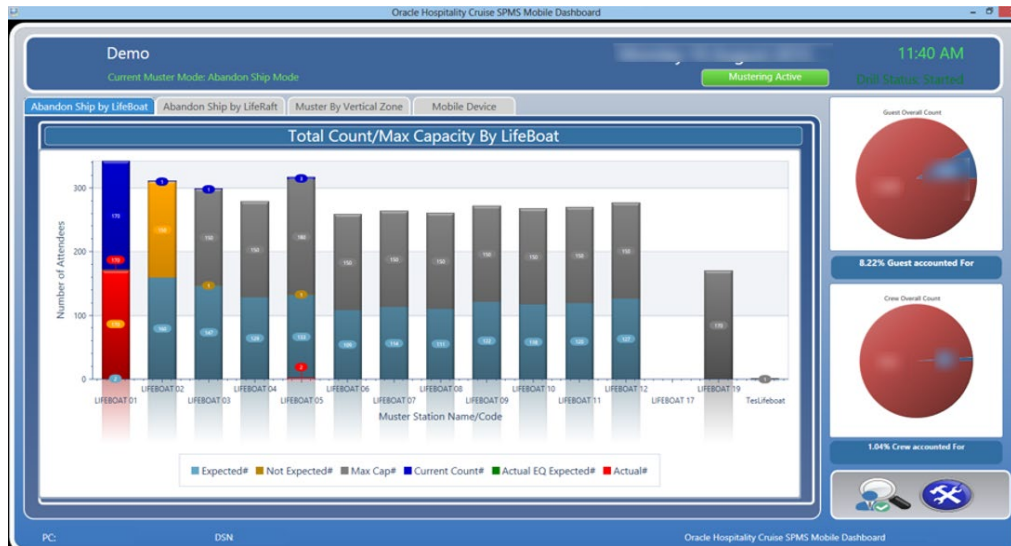


Figure 3-15 - Abandon Ship by LifeBoat view

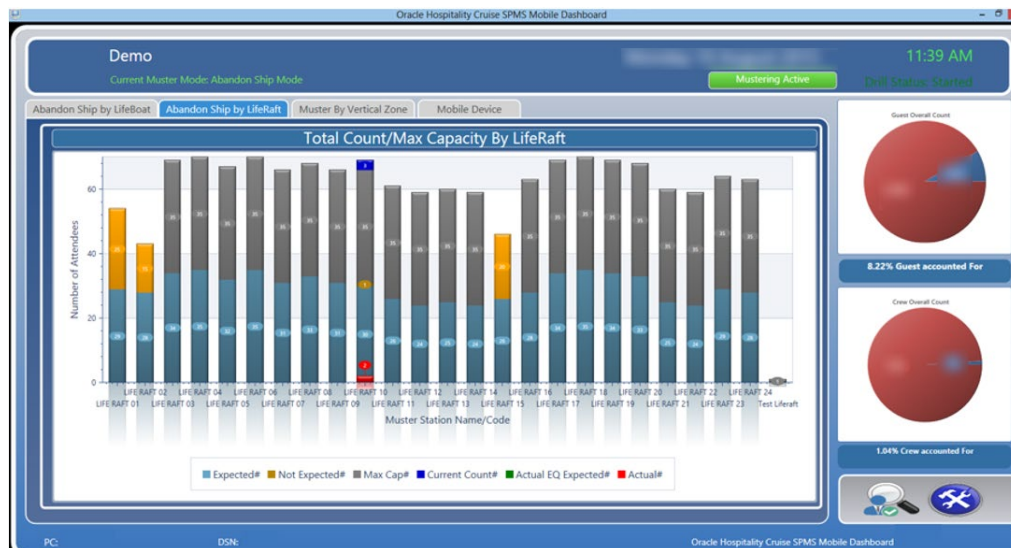


Figure 3-16 - Abandon Ship by Liferaft view

Similar to the Muster Assembly Drill tab, a detailed bar graph indicating the total count corresponding to the status is shown. Placing the mouse over the bar graph gives you a statistical view of that Muster station. See below figure for information displayed.

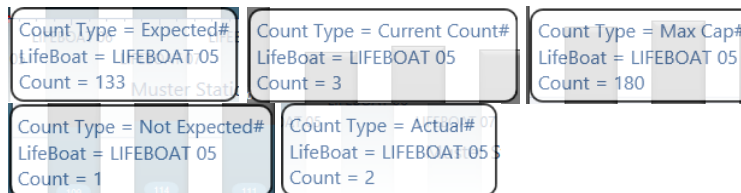
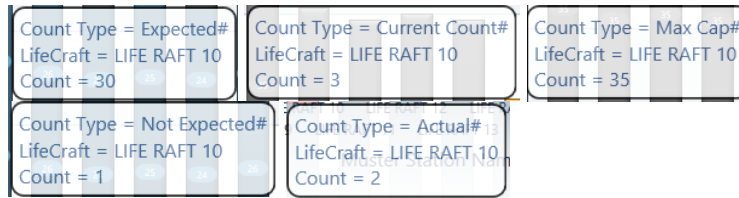
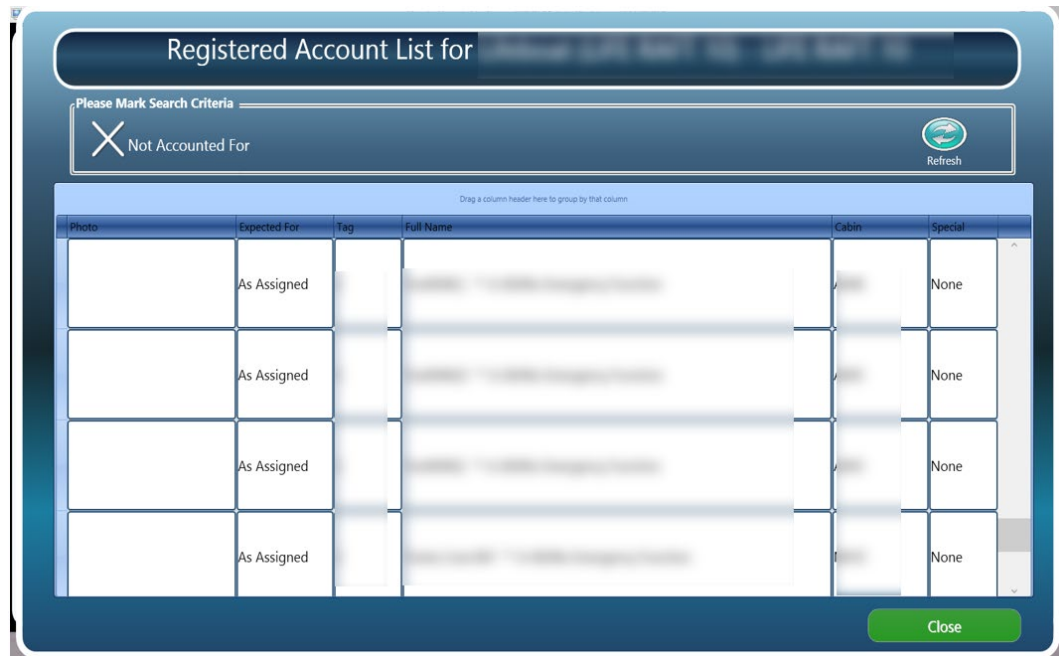


Figure 3-17 - Muster Assembly Life Boat statistic



**Figure 3-18 - Muster Assembly Life Raft statistic**

Double-clicking the bar graph will list the **passenger or crew due to register** for that muster station.

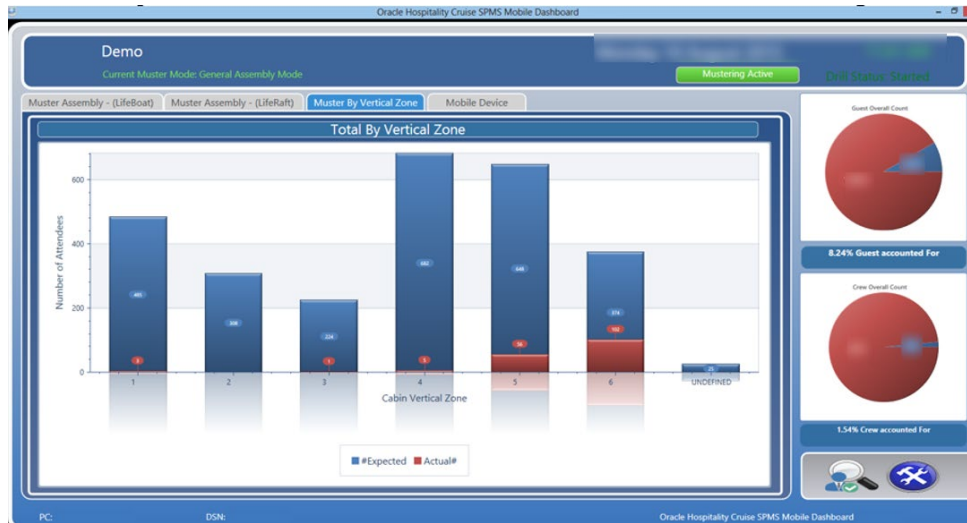


**Figure 3-19 - Abandon Ship Registered Account List**

To view the expected to register passengers, select the “X 'Not Accounted For’”, and then click the **Refresh** button.

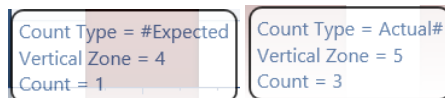
## Muster By Vertical Zone

The graph in Muster by Vertical Zone tab indicates the number of evacuations by vertical zones based on the cabin assigned. This view depends on the setup of the Main Vertical Zone (MVZ) in each cabin in **Administration module, Stateroom Setup**.



**Figure 3-20 - Muster by Vertical Zone screen**

Similar to the **Muster Assembly Drill** tab, a detailed bar graph indicating the total count corresponding to the statuses is shown. Placing the mouse over the bar graph will display the statistical view of the Vertical Zone. See below figure for more information.



**Figure 3-21 - Summary Information of Muster by Vertical Zone**

Double-clicking the bar graph will list the passengers or crew **registered** at the muster station.

Photo	Expected For	Tag	Full Name	Cabin	Special
		C	T		None

**Figure 3-22 - Muster by VMZ Assembly Registered Account List**

To view the expected to register passengers, **uncheck** the “X Not Accounted For”, and then click the **Refresh** button on the right of screen.

# Mobile Device Dashboard

The Mobile Device tab provides an overview of each mobile device used in Mobile Mustering.

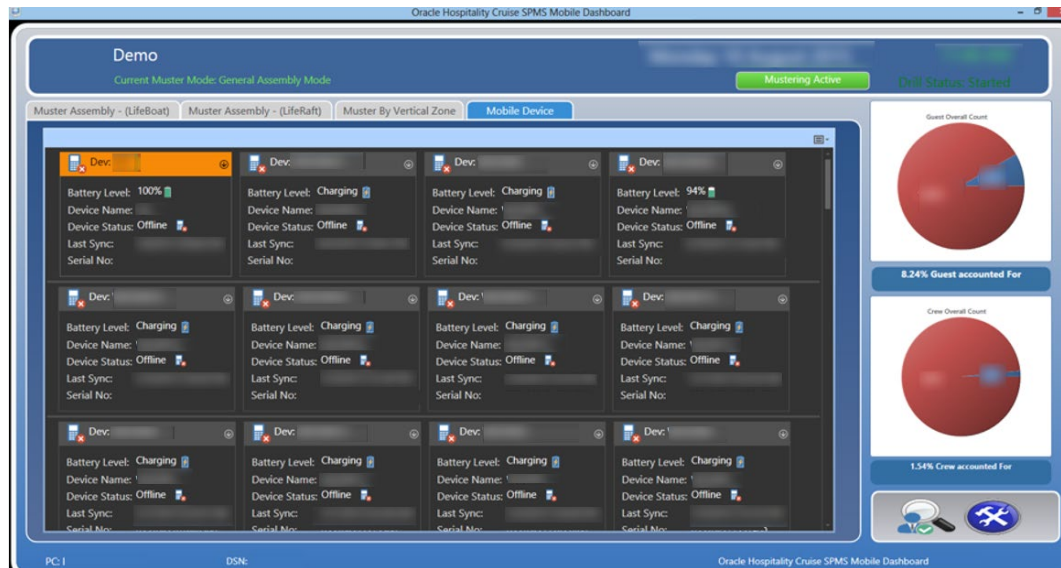


Figure 3-23 - Mobile Device Dashboard view

## Resetting Mobile Device Dashboard

The Reset mode in Mobile Dashboard resets the previous drill counts before performing the next drill.

1. In the Dashboard overview screen, click **Settings**.
2. In the Muster Mode Setup screen, click the **Reset** button next to the drill name to reset the count.
3. Click **Save** to confirm.

The system writes a log into MUSTERLOG table for each reset performed. This triggers an update during data synchronization when a 'Reset' event is found and writes the following statement into MUSTERLOG table

```
"UPDATE musterlog SET musterlog_syncdate = SYSDATE WHERE  
musterlog_syncdate is NULL"
```

The Mobile Dashboard will compare the Last Reset Sync Date (MUSTERLOG\_SYSDATE) with the device last sync date (MOB\_LAST\_SYNC), and the duration set in Parameter '**Group Muster**', '**Mobile Device Reset Duration Threshold**'. If the duration is *more than* the threshold specified, devices that are currently in use will populate in Mobile Device tab, as illustrated in *Figure 3-23 - Mobile Device Dashboard view*.

## Navigating the Passenger Search function

The Passenger Search function enables you to look up a passenger by account name, cabin number, or simply by swiping the board card through the card reader. You can also register a passenger with this function.



Figure 3-24 - Passenger Search Screen

Table 3-2 - Definition of Passenger Search screen

Field Name	Definitions
1. Search Bar	A search bar that supports search by name, cabin number or swiping of board card through the magnetic card reader.
2. Passenger Registration Status	Displays the Passenger registration status: X = Yet to register ✓ = Registered Orange header color = selected account.
3. Passenger's Details	Displays the status and muster station registration.
4. Select of Muster station	Defines the Muster station to register the guest to.
5. Cancel or Register	A confirmation button to register the passenger or cancel the registration.
6. Additional menu options	Additional options are available for passenger search.

---

## Searching for an Account

1. At the bottom right of the Main Muster Dashboard screen, click the **Search** icon.
2. Enter the account in the search bar and click **Find**.
3. The return result is displayed in alphabetical order by default.
4. Click the **Additional** menu options button on the top right of the screen to change the display order.

## Manually Register a Passenger

1. Enter the account in the search bar.
2. Select the passenger that is yet to register. The header color of the selected account is orange, and multiple selections are permissible.
3. To register, choose the muster station from the **Muster station** drop-down list.
4. Click **Register** to confirm. The system prompts a confirmation as you register the passenger. Select **Yes** to proceed.
5. The system prompts another confirmation once the passenger is registered successfully, and the muster station is shown in the passenger's detail screen under **Expected/(Actual)**.
6. Click **OK** to exit.

## Unregister an Account

1. Look up for an account in the search bar.
2. Select the passenger that is registered. The header color of the selected account is orange, and multiple selections are permissible.
3. Click **UnRegister** at the bottom left of the screen to confirm.
4. Select **Yes** to proceed with un-registration when prompt.
5. Once the un-registration is successful, click **OK** to exit.