

Oracle® Hospitality Suite8
Mobile Key User Manual
Release 8.10.2 and higher
E99823-01

August 2018

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Audience

This user guide is intended for system administrators, support and users familiar with the Suite8 and Interface modules.

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 and any associated log files
- 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/>

Revision History

Date	Description of Change
April 2017	<ul style="list-style-type: none">• Initial documentation
November 2017	<ul style="list-style-type: none">• Update of title to be valid for 8.10.2 and higher versions
February 2018	<ul style="list-style-type: none">• Release 8.12.0.0
August 2018	<ul style="list-style-type: none">• Release 8.13.0.0

1 Mobile Key Installation & User Guide

Introduction

This document outlines the configuration and describes the functionality of the Mobile key available from Version 8.10.2.0 on.

Feature Availability

The functionality is only available if the global setting **Enable Mobile Room Keys** is set under **Configuration > Global Settings > Interfaces > 2 Interfaces (IFC8)**.

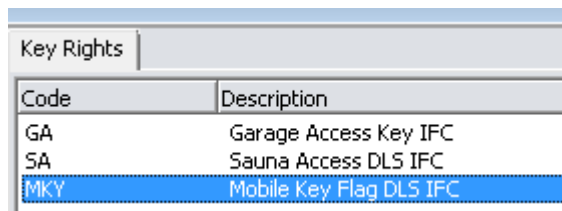
Prerequisites

- Suite8 Version 8.10.2 or higher

2 Configuration Suite8 & Interface

Suite8 Setup

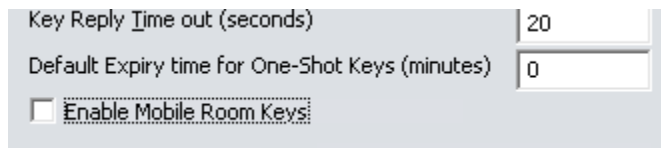
1. Create a **Mobile Key Access Right** under **Configuration > Miscellaneous > Interface Attributes > Key Rights**. The description is free definable but you should enter a proper name that every user knows what it is about. This key right will be sent out to the vendor indicating a mobile key request.



Code	Description
GA	Garage Access Key IFC
SA	Sauna Access DLS IFC
MKY	Mobile Key Flag DLS IFC

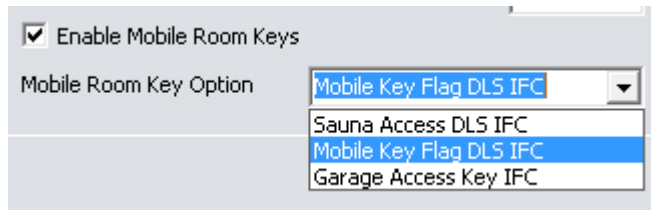
Global Settings

1. Activate the setting **Enable Mobile Room Keys** under **Configuration > Global Settings > Interfaces > 2 Interfaces (IFC8)**.



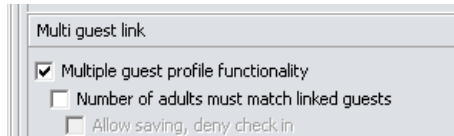
Key Reply Time out (seconds) | 20
Default Expiry time for One-Shot Keys (minutes) | 0
 Enable Mobile Room Keys

2. Once activated, you can select the mobile key right in **Mobile Room Key Option**. When you select this key right in **Make Key Menu**, you will get the option to select a communication method or the membership number.

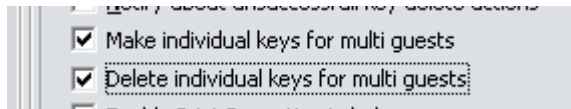


Enable Mobile Room Keys
Mobile Room Key Option | Mobile Key Flag DLS IFC
Sauna Access DLS IFC
Mobile Key Flag DLS IFC
Garage Access Key IFC

3. Activate the setting **Multiple guest profile functionality** under **Configuration > Global Settings > Reservations > 2 Reservations**.



4. Activate the setting Make individual keys for multi guests and Delete individual keys for multi guests under **Global Settings > Interfaces > 2 Interfaces (IFC8) > Room Key Interface**. The first setting is required in order to enable the sending of the selected communication method or membership number from each person’s profile separately. The second setting is required in order to enable the sending of Delete Key command to vendor from each person’s profile separately.



Interface

IDLR setup

1. Configure the **Key rights** and Options for Mobile Key in **IFC IDLR** setup based on the required setup as per vendor supporting the Mobile Key Option.

	IDLR_PRIORITY	IDLR_XPDA_IFC_CODE	IDLR_KEY_CODE_POS	IDLR_KEY_CODE_VAL	IDLR_LONGDESC
ICFG Setup	1	20	1		Garage Access Key IFC
ILAN Setup	2	19	1		Sauna Access DLS IFC
IRMS Setup	3	1	M		Mobile Key Flag DLS IFC

IDLR_PRIORITY:	No entry required
IDLR_XPDA_IFC_CODE:	Enter the IFC Code from the entered Key Right in Setup.
IDLR_KEY_CODE_POS:	Enter a value depending on your vendor’s needs.
IDLR_KEY_CODE_VAL:	Enter a value depending on your vendor’s needs.
IDLR_LONGDESC:	Select the Mobile Key Access Right

Note: The position in IFC KeyOption attribute value is inversed, means if KeyOption value shall be sent at position 20 the IDLR_KEY_CODE_POS value must be = 1. The KeyOption attribute will be sent from the Interfaceto the Vendor.

IDRF Setup

Most vendors request a communication (e.g. phone number or email address) or a membership number within the key request.

1. Configure the DefRef fields to be filled with the communication method requested (email, phone number, membership number) using the **V8_IFC_MOBILEKEYDATA**

view. (e.g. for FIAS based Interfaces supporting A0-A9 fields). Define one DefRef field to send the Communication method and another one to send the membership number.

<input checked="" type="checkbox"/>	IDRF_VIEW_NAME	IDRF_CONDITION	IDRF_LONGDESC
<input type="checkbox"/>	V8_IFC_RESERVATIONSEARCH	LASTNAME " FIRSTNAME " TITLE GuestFormattedname	GuestFormattedname (show all MultiGuests)
<input type="checkbox"/>	V8_IFC_MOBILEKEYDATA	COMMUNICATION_VALUE DefRef1 WHERE	GuestFormattedname (show all MultiGuests)
<input type="checkbox"/>	V8_IFC_MOBILEKEYDATA	MEMBERSHIP_NUMBER DefRef2 WHERE	GuestFormattedname (show all MultiGuests)

Example 1: DefRef1 for phone number or email address

IDRF_ALIAS_ATTR	IDRF_ALIAS_CONDITION
DefRef1	COMMUNICATION_VALUE
	<input type="checkbox"/> V8_IFC_MOBILEKEYDATA.Field = "COMMUNICATION_DESC" <input type="checkbox"/> V8_IFC_MOBILEKEYDATA.Field = "COMMUNICATION_ID" <input type="checkbox"/> V8_IFC_MOBILEKEYDATA.Field = "COMMUNICATION_TYPE" <input checked="" type="checkbox"/> V8_IFC_MOBILEKEYDATA.Field = "COMMUNICATION_VALUE" <input type="checkbox"/> V8_IFC_MOBILEKEYDATA.Field = "GUEST_XCMS_ID"

IDRF_WHERE_CONDITION:

WHERE V8_IFC_RESERVATIONSEARCH.GUESTNUMBER=V8_IFC_MOBILEKEYDA.
GUEST_XCMS_ID(+)

<input checked="" type="checkbox"/>	IDRF_ALIAS_ACTION	IDRF_ALIAS_ATTR	IDRF_ALIAS_CONDITION	IDRF_WHERE_CONDITION
<input type="checkbox"/>	DefRef1	COMMUNICATION_VALUE	WHERE V8_IFC_RESERVATIONSEARCH.GUESTNUMBER=V8_IFC_MOBILEKEYDATA.GUEST_XCMS_ID(+)	

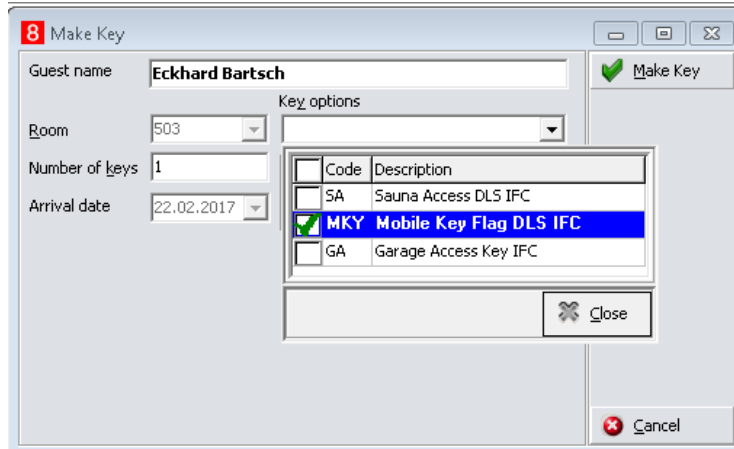
Example 2: DefRef2 for membership number

Note: Suite8 is set up to send **one** communication in **one** DefRef field, it is not designed to send multiple communication methods. It is also not designed to send a communication method **and** a membership number. Nevertheless you must define a communication method **and** a membership number in IDRF Setup.

3 Mobile key functionality

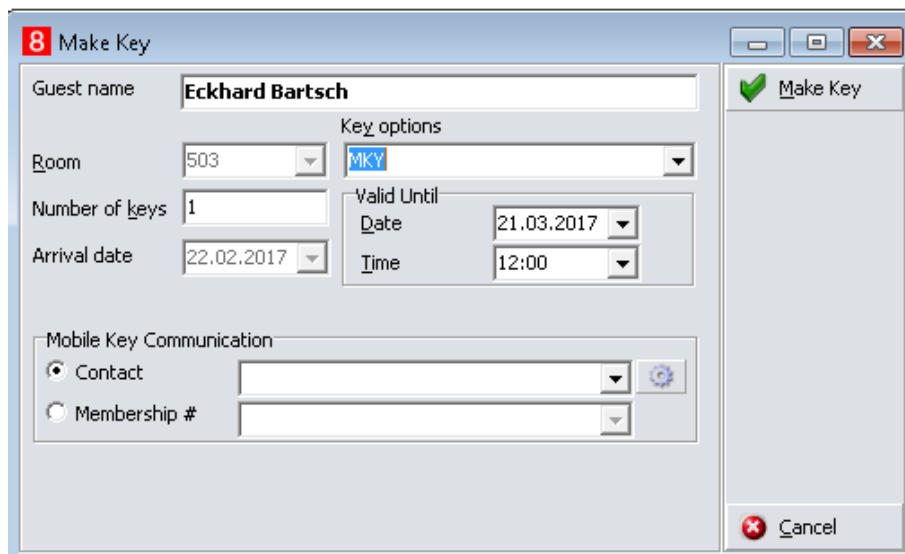
Mobile Key Request

1. Select the **Mobile Key Right** in the field Key options when entering the Make Key screen when the guest wants to receive a mobile key instead of a real key.



The screenshot shows the 'Make Key' dialog box with the following fields: Guest name: Eckhard Bartsch; Room: 503; Number of keys: 1; Arrival date: 22.02.2017. The 'Key options' dropdown menu is open, showing a list of options with checkboxes: SA (Sauna Access DLS IFC), MKY (Mobile Key Flag DLS IFC), and GA (Garage Access Key IFC). The MKY option is selected. A 'Close' button is visible at the bottom of the dropdown menu. A 'Make Key' button with a green checkmark is visible in the top right corner of the dialog box. A 'Cancel' button with a red X is visible in the bottom right corner.

2. Once you selected the Mobile Key Right the option to select the **Mobile Key Communication** gets displayed. Here you have to select either a **Contact** (communication method like phone number, email address) or a **Membership #** which the guest will identify on the Mobile Key server. This depends on which identifier the Mobile Key server requests. Usually it is the value the guest has registered on the Mobile Key server, mobile key app etc.



The screenshot shows the 'Make Key' dialog box with the following fields: Guest name: Eckhard Bartsch; Room: 503; Number of keys: 1; Arrival date: 22.02.2017. The 'Key options' dropdown menu is now set to 'MKY'. The 'Valid Until' section is visible, with Date: 21.03.2017 and Time: 12:00. The 'Mobile Key Communication' section is expanded, showing two radio buttons: 'Contact' (selected) and 'Membership #'. Below each radio button is a dropdown menu for selecting the communication method. A 'Make Key' button with a green checkmark is visible in the top right corner of the dialog box. A 'Cancel' button with a red X is visible in the bottom right corner.

3. Select Contact will show you all phone numbers and email addresses of the guest. Select one and press Make Key to send out the key request to IFC8.

Mobile Key Communication

Contact

Membership #

Mobile - Private -- 01703320865
Email - Private -- test@micros.com

8 Make Key

Guest name: Eckhard Bartsch

Room: 503

Number of keys: 1

Arrival date: 22.02.2017

Key options: MKY

Valid Until Date: 21.03.2017

Valid Until Time: 12:00

Mobile Key Communication

Contact

Membership #

Mobile - Private -- 01703320865

Make Key

Cancel

4. If you select Membership # it will show the existing membership numbers of the guest. Select one and press Make Key to send out the key request to IFC8.

Mobile Key Communication

Contact

Membership #

Miles & More -- 123456789

8 Make Key

Guest name: Eckhard Bartsch

Room: 503

Number of keys: 1

Arrival date: 22.02.2017

Key options: MKY

Valid Until Date: 21.03.2017

Valid Until Time: 12:00

Mobile Key Communication

Contact

Membership #

Miles & More -- 123456789

Make Key

Cancel

Number of Keys

As soon as you select the key option for **Mobile Key Right**, only **one** key request will be sent out to the vendor, even the **Number of keys** value is > 1.

Create a new Contact Communication Method via Make Key Screen

1. Press the setup button.

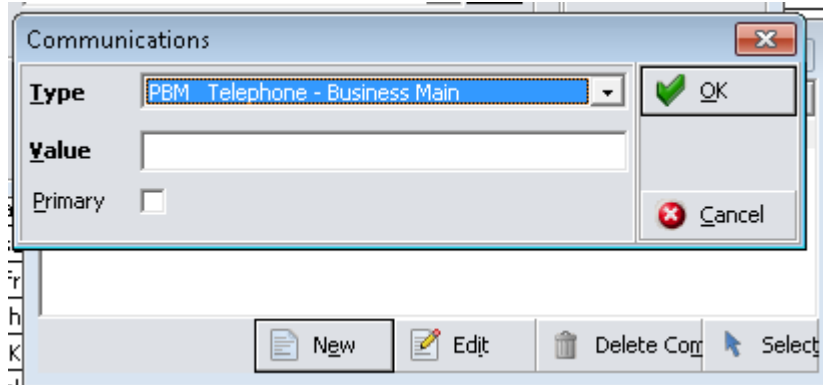


Mobile Key Communication

Contact: Mobile - Private -- 01703320865

Membership #

2. Press New



Communications

Type: PBM Telephone - Business Main

Value:

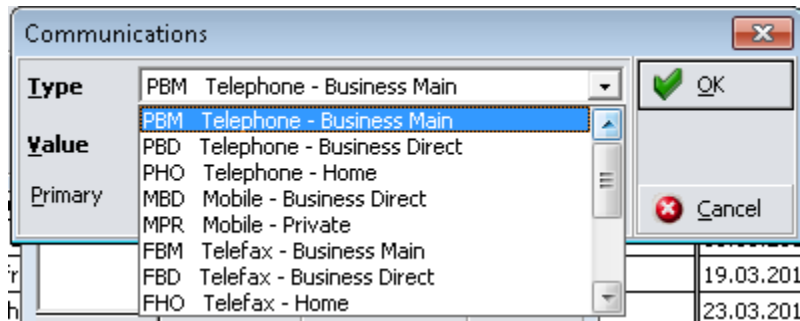
Primary:

OK

Cancel

New Edit Delete Con Select

3. Select the **Type** and enter the according **Value**. You can define the new entry as **Primary** communication.



Communications

Type: PBM Telephone - Business Main

Value:

Primary:

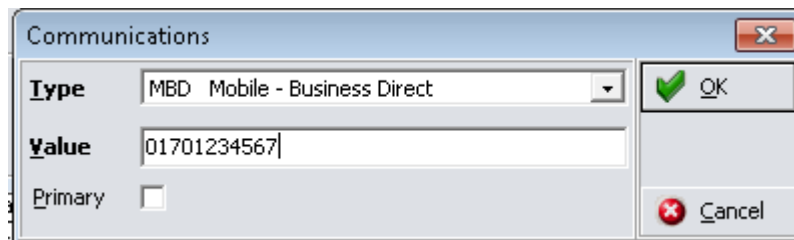
OK

Cancel

19.03.201

23.03.201

Example: Phone number



Communications

Type: MBD Mobile - Business Direct

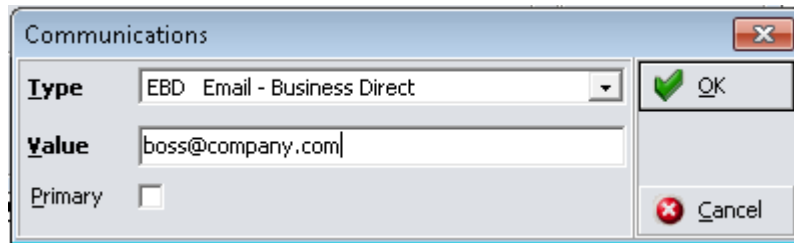
Value: 01701234567

Primary:

OK

Cancel

Example: Email address



The image shows a dialog box titled "Communications" with a close button (X) in the top right corner. It contains three main fields: a "Type" dropdown menu currently showing "EBD Email - Business Direct", a "Value" text input field containing "boss@company.com", and a "Primary" checkbox which is currently unchecked. On the right side of the dialog, there are two buttons: "OK" with a green checkmark icon and "Cancel" with a red X icon.

4. Click **OK** and select one of the entered values.