Oracle® Hospitality Suite8
Mobile Key User Manual
Release 8.10.2 and higher
F17634-02

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Preface

**Audience**

Mobile Key Installation & 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**

<table>
<thead>
<tr>
<th>Date</th>
<th>Description of Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 2017</td>
<td>Initial documentation</td>
</tr>
<tr>
<td>November 2017</td>
<td>Update of title to be valid for 8.10.2 and higher versions</td>
</tr>
<tr>
<td>February 2018</td>
<td>Release 8.12.0.0</td>
</tr>
<tr>
<td>August 2018</td>
<td>Release 8.13.0.0</td>
</tr>
<tr>
<td>March 2019</td>
<td>Release 8.14.0.0</td>
</tr>
<tr>
<td>July 2019</td>
<td>Updated for terminology changes</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>GA</td>
<td>Garage Access Key IFC</td>
</tr>
<tr>
<td>SA</td>
<td>Sauna Access DLS IFC</td>
</tr>
<tr>
<td>MKY</td>
<td>Mobile Key Flag DLS IFC</td>
</tr>
</tbody>
</table>

Global Settings

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

<table>
<thead>
<tr>
<th>Key Reply Time out (seconds)</th>
<th>20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Default Expiry time for One-Shot Keys (minutes)</td>
<td>0</td>
</tr>
<tr>
<td>Enable Mobile Room Keys</td>
<td></td>
</tr>
</tbody>
</table>

2. When 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.

<table>
<thead>
<tr>
<th>Mobile Room Key Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile Key Flag DLS IFC</td>
</tr>
<tr>
<td>Sauna Access DLS IFC</td>
</tr>
<tr>
<td>Mobile Key Flag DLS IFC</td>
</tr>
<tr>
<td>Garage Access Key IFC</td>
</tr>
</tbody>
</table>

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.

   - **IDL_PRIORITY:** No entry required
   - **IDL XPDA IFC CODE:** Enter the IFC Code from the entered Key Right in Setup.
   - **IDL KEY CODE POS:** Enter a value depending on your vendor’s needs.
   - **IDL KEY CODE VAL:** Enter a value depending on your vendor’s needs.
   - **IDL 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 Interface to 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.

<table>
<thead>
<tr>
<th>DefRef VIEW NAME</th>
<th>IDRF_CONDITION</th>
<th>IDRF_LONGDESC</th>
</tr>
</thead>
<tbody>
<tr>
<td>V8_IFC_RESERVATIONSEARCH</td>
<td>LASTNAME, FIRSTNAME, TITLE, GuestFormattedname</td>
<td>GuestFormattedname (show all MultiGuests)</td>
</tr>
<tr>
<td>V8_IFC_MOBILEKEYDATA</td>
<td>COMMUNICATION_VALUE DefRef WHERE</td>
<td>GuestFormattedname (show all MultiGuests)</td>
</tr>
<tr>
<td>V8_IFC_MOBILEKEYDATA</td>
<td>MEMBERID DefRef WHERE</td>
<td>GuestFormattedname (show all MultiGuests)</td>
</tr>
</tbody>
</table>

**Example 1:** DefRef1 for phone number or email address

<table>
<thead>
<tr>
<th>DefRef Alias Attr</th>
<th>DefRef Alias Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>DefRef</td>
<td>COMMUNICATION_VALUE</td>
</tr>
<tr>
<td>V8_IFC_MOBILEKEYDATA.Field = &quot;COMMUNICATION_DESC&quot;</td>
<td></td>
</tr>
<tr>
<td>V8_IFC_MOBILEKEYDATA.Field = &quot;COMMUNICATION_ID&quot;</td>
<td></td>
</tr>
<tr>
<td>V8_IFC_MOBILEKEYDATA.Field = &quot;COMMUNICATION_TYPE&quot;</td>
<td></td>
</tr>
</tbody>
</table>

**IDRF WHERE CONDITION:**
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.

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.

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.
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.

**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.

2. Press New

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

Example: Phone number
Example: Email address

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