

# Oracle® Hospitality Suite8 Mobile Key User Manual



Release 8.10.2 and higher  
F17634-02  
May 2020



Oracle Hospitality Suite8 Mobile Key User Manual Release 8.10.2 and higher

F17634-02

Copyright © 2002, 2020 Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this software or related documentation is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

# Contents

Contents	3
<hr/>	
Preface	4
<hr/>	
<b>1 Mobile Key Installation and User Guide Introduction</b>	<b>1-1</b>
<hr/>	
Feature Availability	1-1
Prerequisites	1-1
<b>2 Configuration Suite8 and Interface</b>	<b>2-1</b>
<hr/>	
Suite8 Setup	2-1
Interface	2-2
<b>3 Mobile Key Functionality</b>	<b>3-1</b>
<hr/>	
Mobile Key Request	3-1
Number of Keys	3-3
Create a New Contact Communication Method via Make Key Screen	3-3

# 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

Date	Description of Change
April 2017	<ul style="list-style-type: none"><li>• Initial documentation</li></ul>
November 2017	<ul style="list-style-type: none"><li>• Update of title to be valid for 8.10.2 and higher versions</li></ul>
February 2018	<ul style="list-style-type: none"><li>• Release 8.12.0.0</li></ul>
August 2018	<ul style="list-style-type: none"><li>• Release 8.13.0.0</li></ul>
March 2019	<ul style="list-style-type: none"><li>• Release 8.14.0.0</li></ul>
July 2019	<ul style="list-style-type: none"><li>• Updated for terminology changes</li></ul>

# 1

# Mobile Key Installation and 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

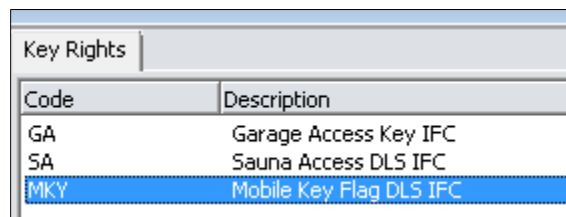
- Suite8 Version 8.10.2 or higher

# 2

## Configuration Suite8 and Interface

### Suite8 Setup

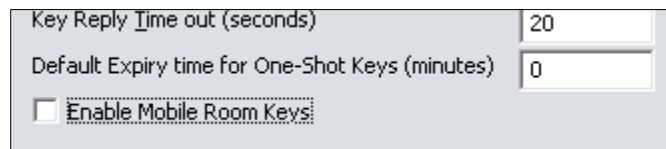
- Create a **Mobile Key Access Right** under Configuration > Miscellaneous > Interface Attributes > Key Rights. The description is free definable but you should enter a proper name that every user knows what it is about. This key right will be sent out to the vendor indicating a mobile key request.



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)**.

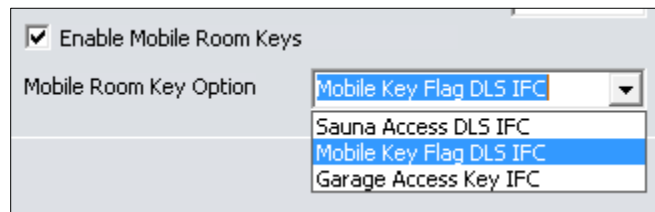


Key Reply Time out (seconds)

Default Expiry time for One-Shot Keys (minutes)

Enable Mobile Room Keys

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.

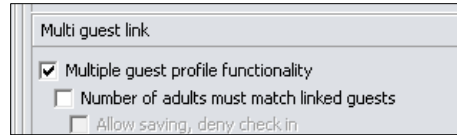


Enable Mobile Room Keys

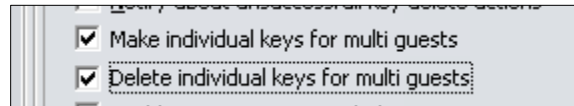
Mobile Room Key Option

- 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

- 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	<input checked="" type="checkbox"/>	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
IDRV Setup					
IERR Setup					
IDMP Setup					
IDLR Setup					
IDRF Setup					

- 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 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.

- 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)

**Figure 1 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 = "REQUEST_VOUCHER_ID"

IDRF\_WHERE\_CONDITION:  
 WHERE V8\_IFC\_RESERVATIONSEARCH.GUESTNUMBER=V8\_IFC\_MOBILEKEYDATA.  
 GUEST\_XCMS\_ID (+)

**Figure 2 Example 2: DefRef2 for membership number**

<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(+)

### 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 a 'Make Key' dialog box with the following fields and options:

- Guest name: [Empty text field]
- Room: 503
- Number of keys: 1
- Arrival date: 22.02.2017
- Key options: [Dropdown menu]

The 'Key options' dropdown menu is open, showing a table with the following data:

Code	Description
<input type="checkbox"/> SA	Sauna Access DLS IFC
<input checked="" type="checkbox"/> MKY	Mobile Key Flag DLS IFC
<input type="checkbox"/> GA	Garage Access Key IFC

Buttons: 'Make Key' (green checkmark), 'Close' (X icon), and 'Cancel' (red X icon).

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.

**8 Make Key**

Guest name: [Text Field]

Room: 503 [Dropdown] Key options: MKY [Dropdown]

Number of keys: 1 [Text Field] Valid Until: Date: 21.03.2017 [Dropdown] Time: 12:00 [Dropdown]

Arrival date: 22.02.2017 [Dropdown]

Mobile Key Communication:

- Contact [Dropdown] [Gear Icon]
- Membership # [Text Field]

Make Key [Green Checkmark]

Cancel [Red X]

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 [Dropdown] [Gear Icon]
- Membership # [Text Field]

**8 Make Key**

Guest name: [Text Field]

Room: 503 [Dropdown] Key options: MKY [Dropdown]

Number of keys: 1 [Text Field] Valid Until: Date: 21.03.2017 [Dropdown] Time: 12:00 [Dropdown]

Arrival date: 22.02.2017 [Dropdown]

Mobile Key Communication:

- Contact: Mobile - Private -- [Dropdown] [Gear Icon]
- Membership # [Text Field]

Make Key [Green Checkmark]

Cancel [Red X]

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 #

8 Make Key

Guest name

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 --

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.

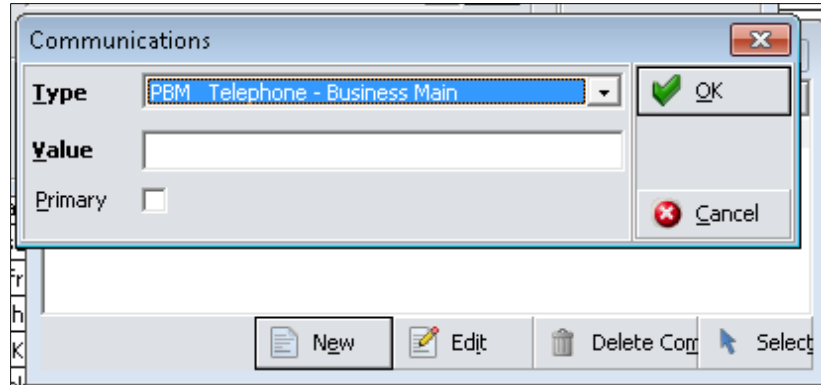
Mobile Key Communication

Contact

Membership #

Mobile - Private --

2. Press New



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

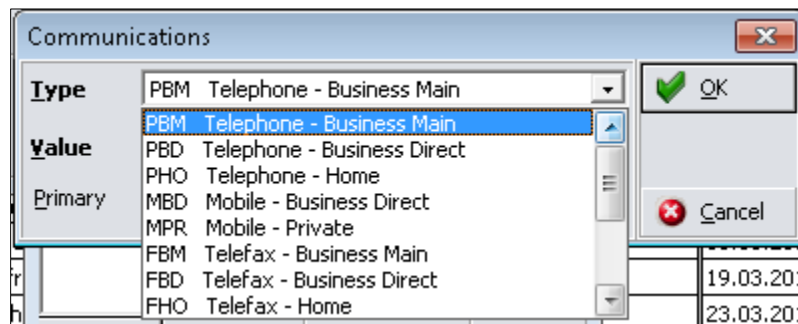


Figure 3 Example: Phone number

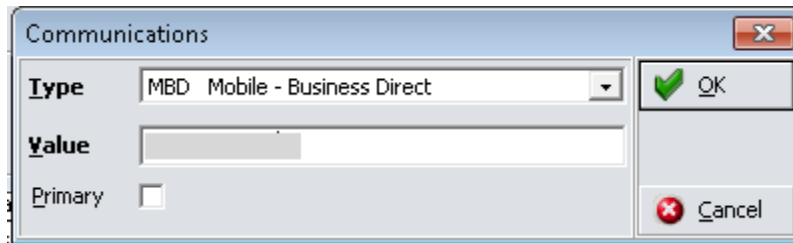
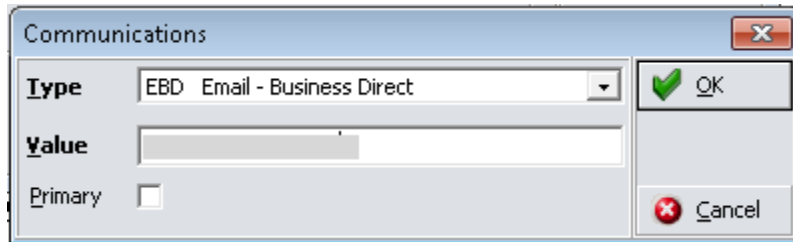


Figure 4 Example: Email address



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