Oracle® Hospitality Cruise Shipboard Property Management System

Mobile Mustering User Guide

Release 20.1
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ORACLE

Oracle Hospitality Cruise Shipboard Property Management System Mobile Mustering User Guide, Release 20.1

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Preface

The Mobile Mustering is an add-on application for Oracle Hospitality Cruise Shipboard Property Management System (SPMS) running 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.

Audience

This document is intended for project managers, application specialists and 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
- Screenshots 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 1 Revision History

Date	Description of Change
September 2020	Initial Publication
January 2022	Reworded the magnetic card reader function to use swipe instead of scan

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
- Complete set up of Mobile Mustering and Gangway Security Application Server and requirement listed in Mobile Mustering and Gangway Security Installation Guide for more information

Supported Operating System/Technology

- See Compatibility Matrix at http://docs.oracle.com/en/industries/hospitality/.
- Does not support Barcode/RFID scanning

Supported Hardware

- Oracle MICROS 721 Tablet
- Windows Mobile device with a camera

Compatibility

SPMS version 20.1 or later. For customers operating on version 20.1 and below, database upgrade to the recommended or latest version is required

1

Mobile Mustering Device

The Mobile Mustering is an add-on application to SPMS that simplifies the ship's access to passenger and crew movements. It provides an accurate head count and real-time passenger, crew and visitor status, and is ideal for crowd handling in a muster drill.

Using the Device

Once the device is set up and connected to the **OHCruiseWebService**, you can login by swiping your crew board card through the magnetic card reader, or manually enter 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 at the search bar and then swipe board card through the card reader.
3. Select the **Mustering Mode** and **Muster Station** from the drop-down list and tap on **OK**.

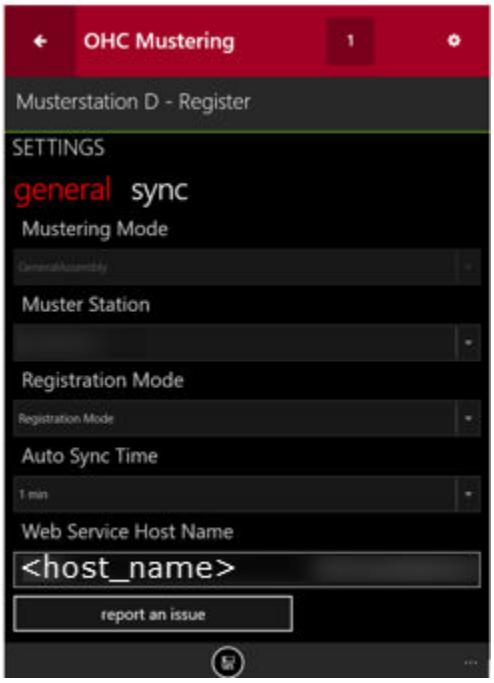
Device Settings

The Settings page is where you configure the host name, assign a Muster Station, set the Mustering and Registration Mode, and perform the database synchronization. You can access the Settings page, comprise of **General** and **Sync** tab from the home screen. This function is disabled for crew or users without Administrator privilege:

The options in the General tab are:

- **Change Mustering Mode:** The mode is always displayed in the Menu page and is read-only page. You can only change the mustering mode in WPFDash module.
- **Mustering Station:** Assign/select 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 1-1 Mobile Mustering General Settings Tab

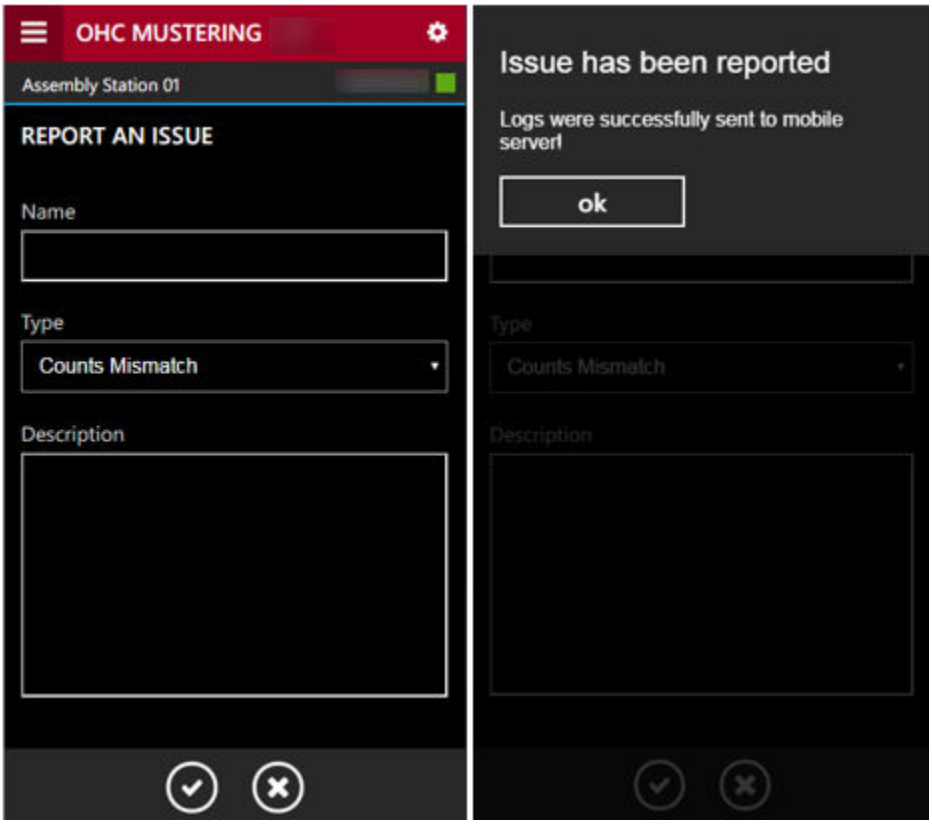


1. At the application landing page , tap on the **gear icon**.
2. At the **Settings** page, tap the **General** tab, and choose the **Mustering Mode, Muster Station** and **Registration Mode** from the drop-down list.
3. Enter the host name in the **Web Service Host Name**.
4. Tap the **Home** button to save, and then tap **OK** to return to the Settings page.

Reporting an Issue Using Issue Tracker

The application has an issue reporting function that allow you to report an issue whilst using the application, and this feature is available to all users accounts.

Figure 1-2 General Settings, Report An Issue Tab



You can access the Issue Tracker from **Settings** tab, then tap the **Report an Issue** and fill in the required information.

- **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.

Mobile Synchronization

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 download the latest database; all photos will be re-downloaded from the server. The Full Sync button is disabled when downloading the photos.
- This function is executed manually and is use for troubleshooting only.
- You cannot use the device in the event of an emergency.
- You will receive notification prompts when you launch this function. Read and understand the notification prompt and proceed with caution.
- Once the synchronization completes successfully, it navigate back to the Login page.

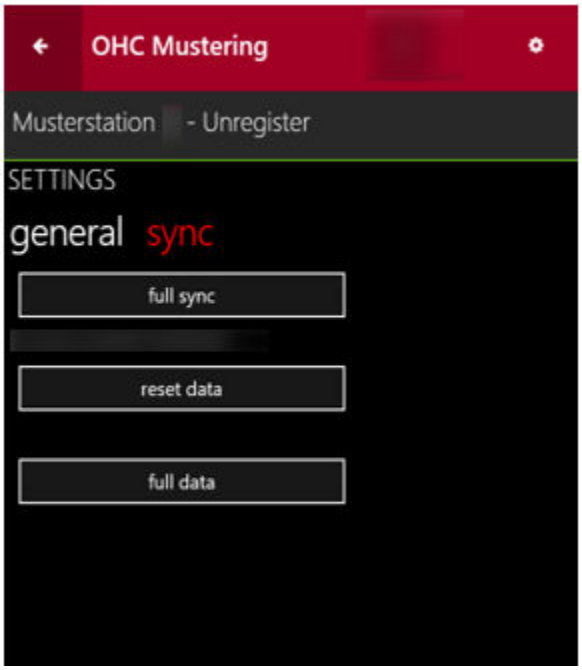
Full Data: Only perform database synchronization on the device.

- The process deletes the existing database from the device and re-download the latest.
- This function is launch manually.
- Once the synchronization completes successfully, it navigate back to the Login page.

Reset Data: Performs Data Cleaning on the device.

- Deletes all the data rows from the tables and downloaded the latest to the device.

Figure 1-3 Mobile Synchronization Mode



2

Guest Account Search

Figure 2-1 Guest Account Search Page

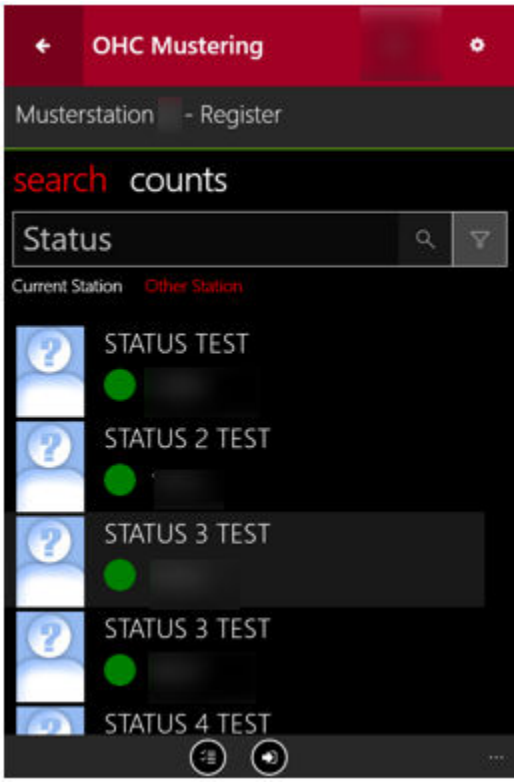


Table 2-1 Mobile Mustering Account Status

Indicators	Status Shown
Green icon	Passenger that can be registered
Green icon with left arrow	Registered on current Muster Station
Blue Icon with left arrow	Registered at another Muster Station
Orange icon with left arrow	Not expected on current Muster Station
[RBS]	Other Muster Station Details
Toggle icon	To select or deselect all of passenger available for registration.
Grey icon with left arrow	To register the selected guest

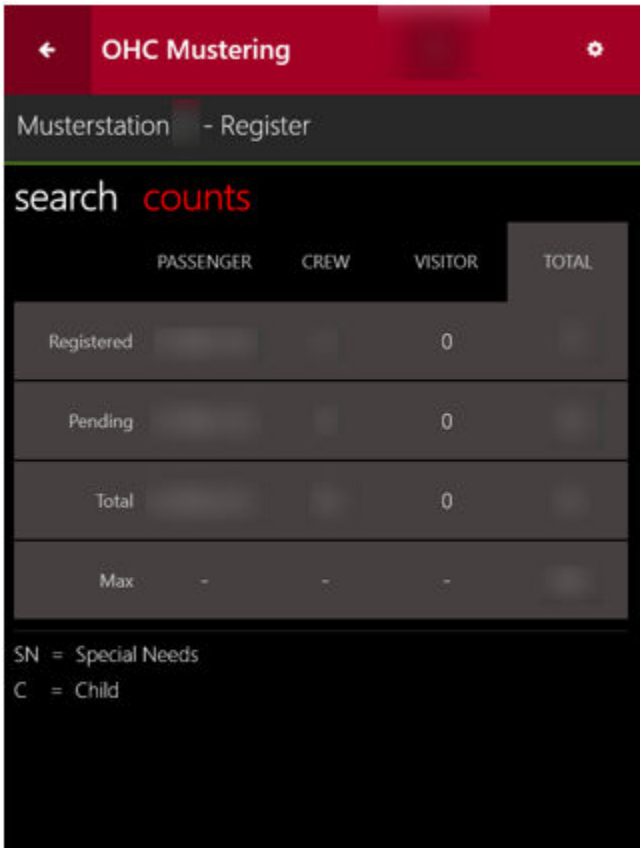
1. At the landing page, tap the **Menu** button to launch the **Search** page. The registered muster station is shown above the **Search** and **Count** tab.

2. Tap on the **Search tab**, enter the guest name in the **Search bar**, and tap the **Search** button.
3. The returned search results are passengers assigned to the station you logged in. To search for guest registered at another station, tap **Other Station**.
4. To narrow down the search criteria, tap the **Filter** button next to the **Search** bar and select the respective check boxes, and tap **Apply**.
5. Click the name to open the profile screen and below information is displayed.
    - Photograph.
    - Passengers name.
    - Cabin number.
    - Passenger status
    - Special needs remark as a second row.
    - Emergency function for crew only.

3
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.

Figure 3-1 Muster Station Counts



4
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 4-1 Person's Profile Pending Registration

Figure 4-2 Person's Profile Screen- Registered Status

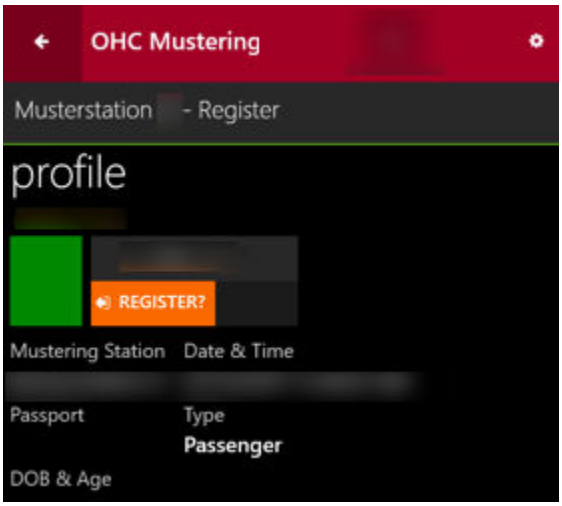


Table 4-1 Single Passenger View Field Description

Field Name	Description
Name	Profile name.
Picture	Profile picture.
Cabin / Gender	Passenger Cabin number and gender.
Status	Registration Status – Registered, Pending Registration.
Pax Class	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	Encrypted passport number of selected passenger . 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	The Emergency function assigned to Crew. Linked to `ORG_FUNCTION` and `ORG_FUNCTION_DESC`.
Special Need Code	The Special Need code(s) assigned to the reservation. Linked to `RES.RES_HANDICAPCODE`.

5
Registration 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, tap the **Register** button.

6
Unregister Mode

The Unregister Mode allows you to deregister a passenger from the current muster station. You must change the Registration mode in **Settings** before you deregister 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 deregister is from Search all results.
- The person is yet registered.

Unregister from Search Function (Passenger View)

1. From the Settings, set the mode to **Unregister mode**.
2. Search for the passenger to unregister.
3. Tap the passenger profile and then the **Unregister** button.
4. Alternatively, swipe passenger board card to unregister.

7

WPF Dashboard

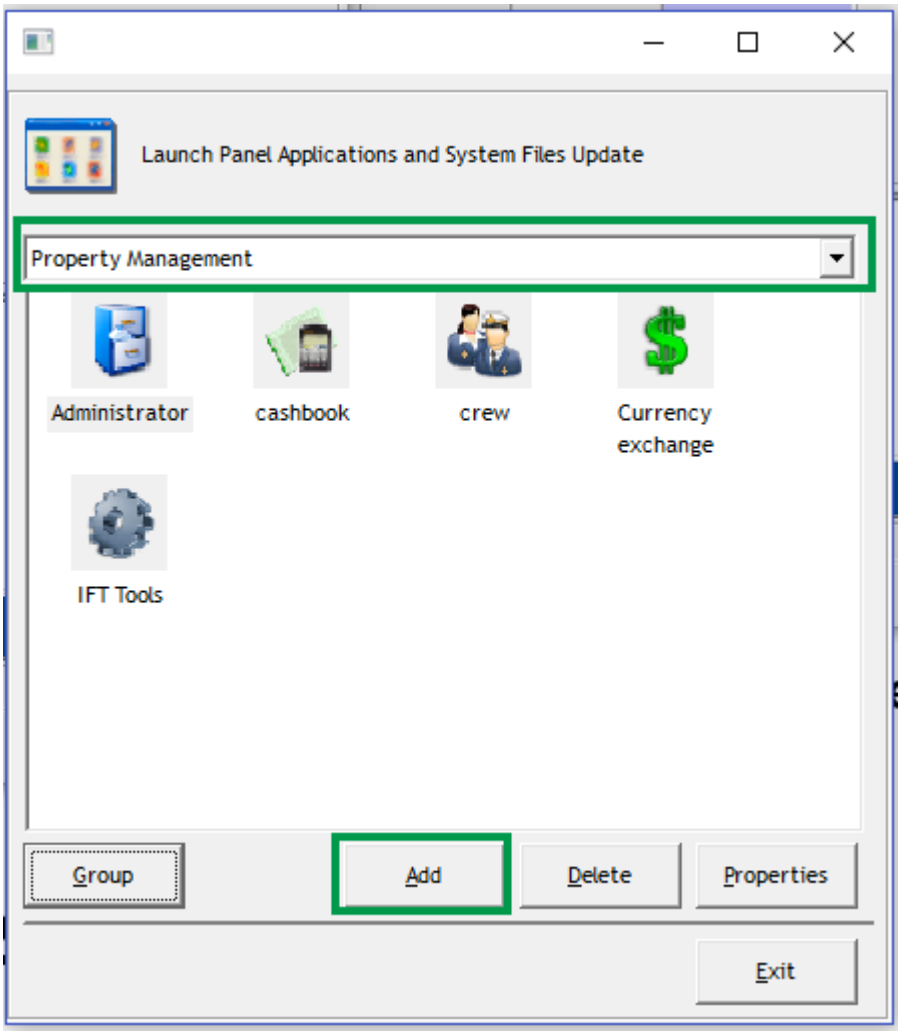
The Muster Dashboard provides a real-time count and progress overview to the bridge, monitors the mustered count for each muster station/lifeboat, and enables the Ship operator to quickly and efficiently account for all passengers and crews onboard in an emergency.

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 requires additional DLL's files and these files must be of the same version with the program.

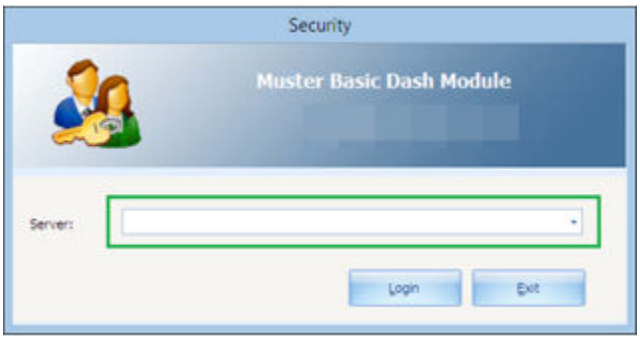
Figure 7-1 Launch Panel Application and System Files Update



1. Run the **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. At 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 executables.
6. Exit the Launch Panel and restart without bypassing the Updater to access the application.

Accessing WPF Dashboard

Figure 7-2 WPF Dashboard Login Option



1. Launch the WPFDash.exe.
2. Select the server name from the drop-down list and click **Login**.
3. The system displays the Dashboard Main Window with drill graphs, device connection status and settings per value saved in parameter **Mustering Mode**.

Figure 7-3 Muster Dashboard Overview

Table 7-1 WPF Muster Dashboard Field Definition

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.
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 Muster Dashboard Modes

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

1. At the Dashboard overview screen, click **Settings**.
2. At 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 7-4 Muster Mode Setup

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.

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

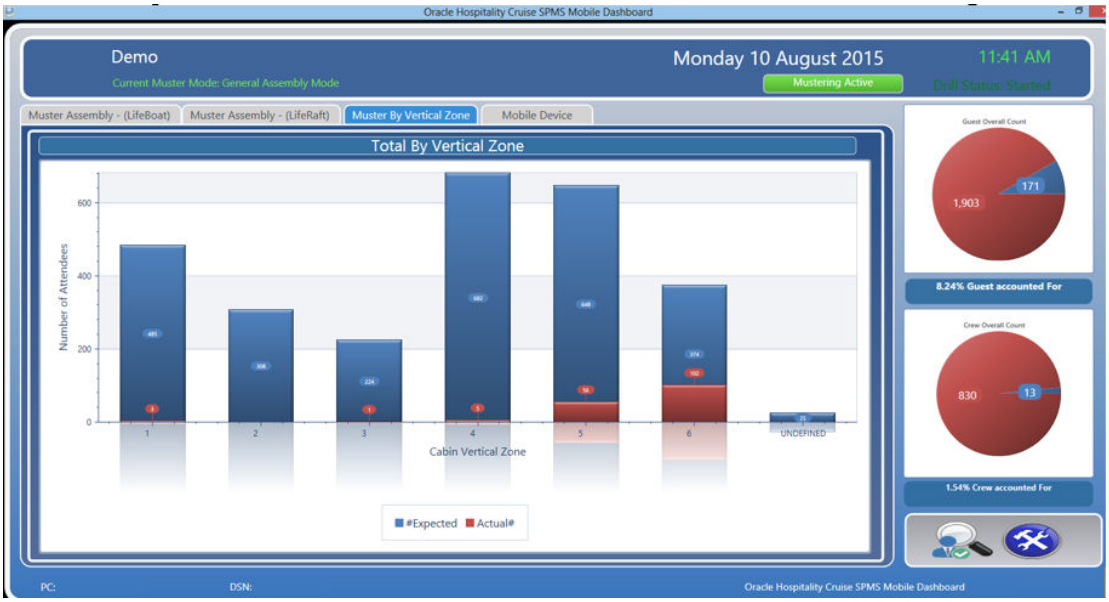
The Muster Dashboard has three Mustering Mode pre-configured, and each of these modes has a different mustering routine. The information projected on the Overview screen for each mode is also different. The pre-configured modes are:

- Emergency Passenger Drill
- General Assembly Drill
- Abandon Ship

Emergency Passenger Drill (EPD)

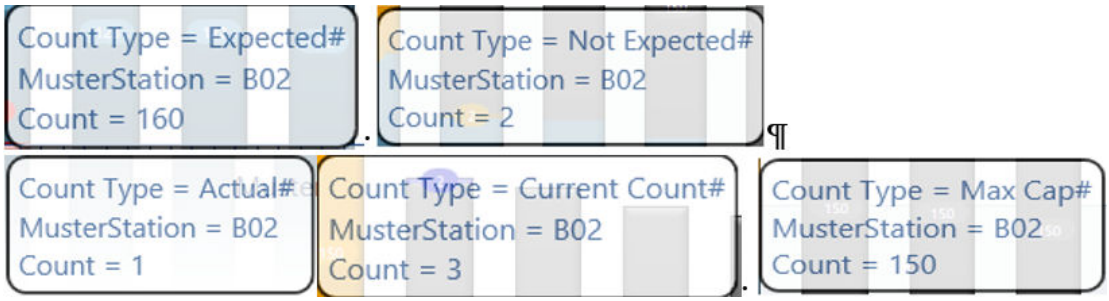
The Emergency Passenger Drill Mode is a routine onboarding muster drill for passengers embarking on the first day of the cruise, and this mode only involves the passengers.

Figure 7-5 Emergency Passenger Drill



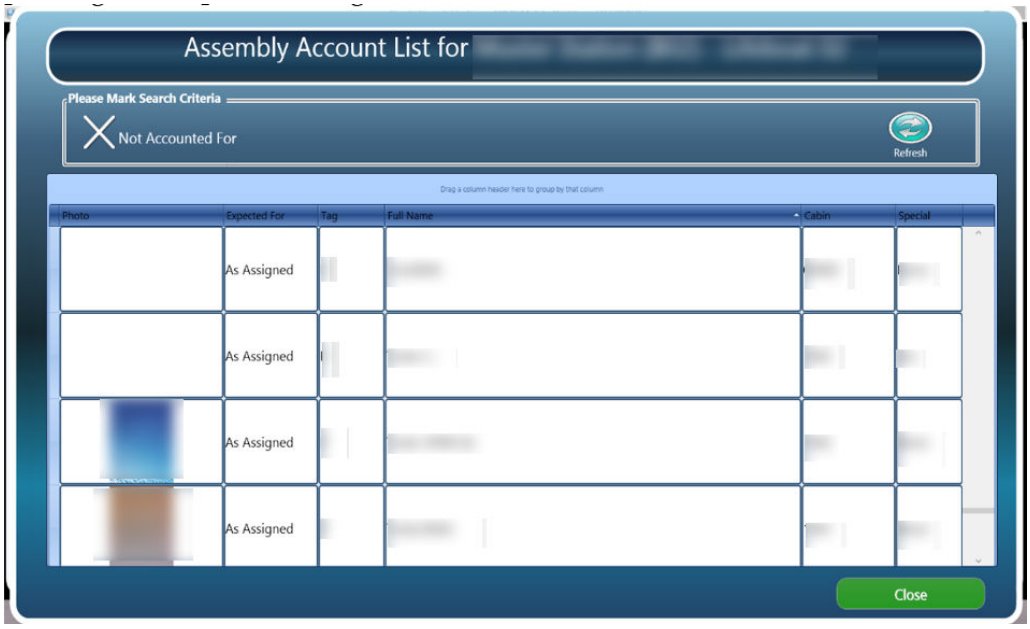
In the **Muster Assembly Drill** tab, a detailed bar graph indicating the total count corresponding to the statuses is shown. Mouse over the bar graph will show the statistical view for that Muster station. For more information, see Figure 7-6.

Figure 7-6 Emergency Passenger Drill Lifeboat Statistic



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

Figure 7-7 Emergency Passenger Drill — Registered/Expected Passenger List



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

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

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 instructions, which may potentially lead to abandoning the ship.

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

Figure 7-8 General Assembly Mode-Lifeboat

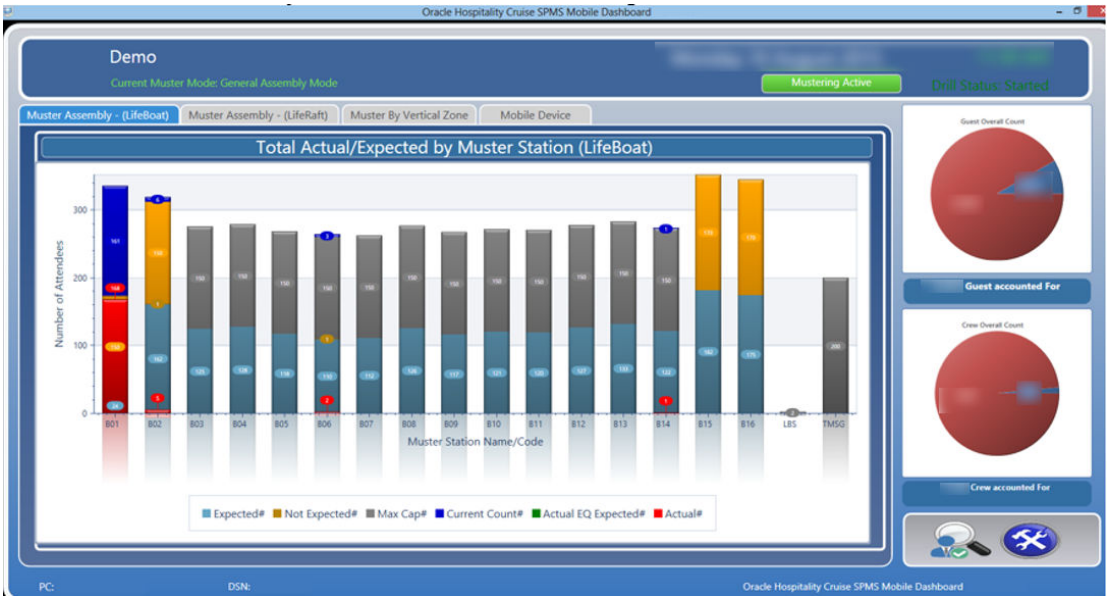
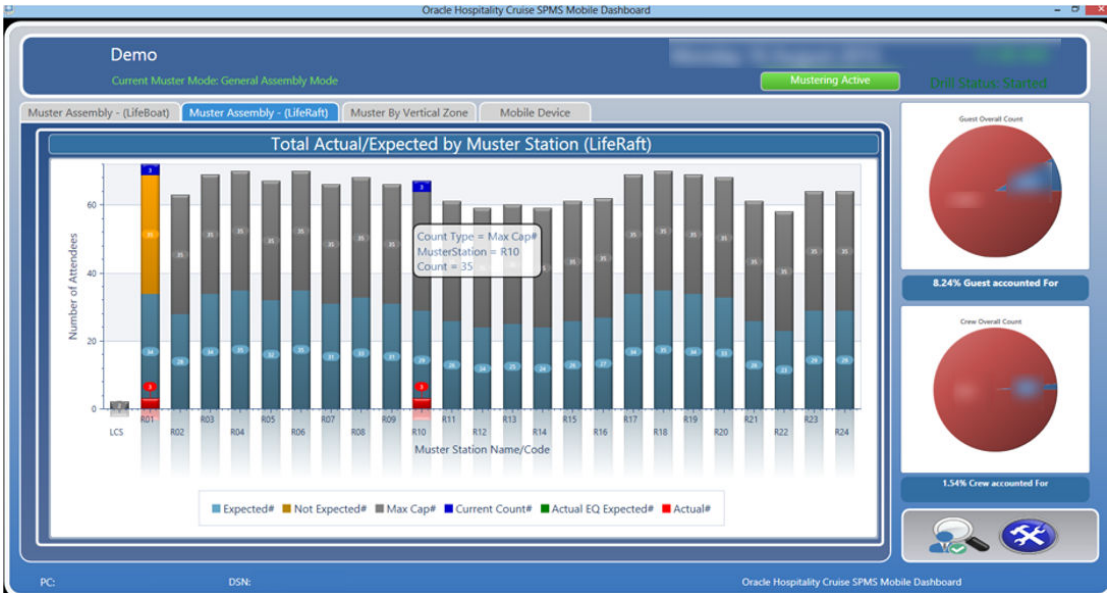


Figure 7-9 General Assembly Mode — Liferaft



The General Assembly Drill tab shows a detailed bar graph containing the total count for each status. Mouse over the bar graph will display the statistical view of the Muster station, as shown in the diagram below.

Figure 7-10 General Assembly Lifeboat Statistic

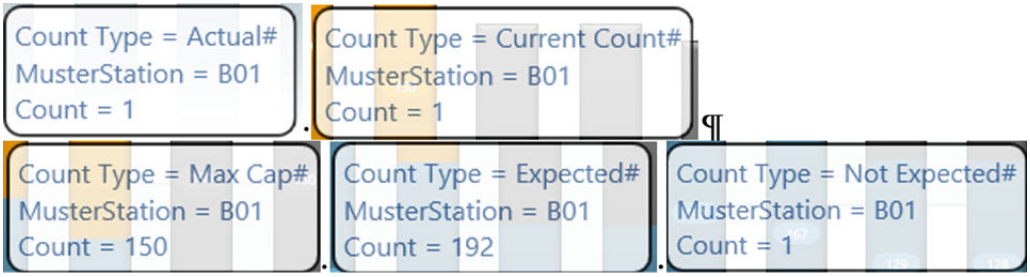
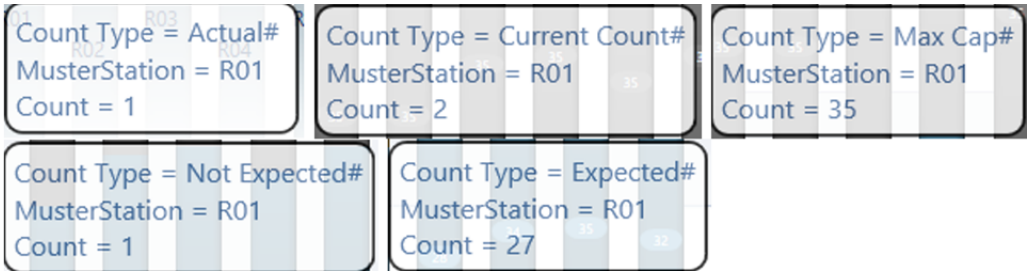
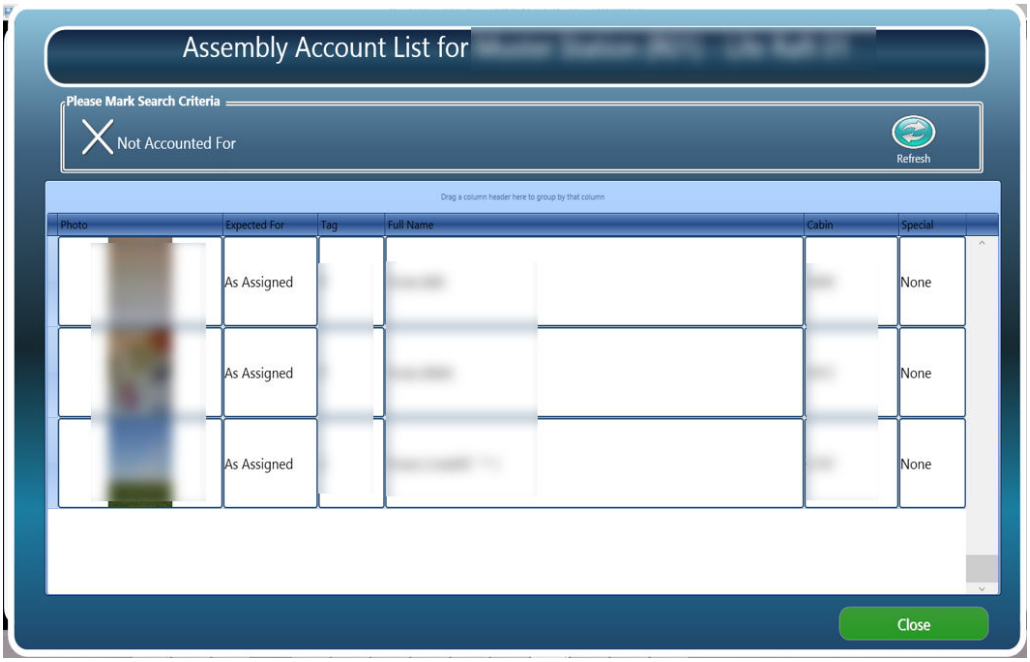


Figure 7-11 General Assembly Liferaft Statistic



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

Figure 7-12 General Assembly Drill — Registered Account List.



To view the registered passengers and crew, **deselect** the **'X Not Accounted For'**, and click the **Refresh** button.

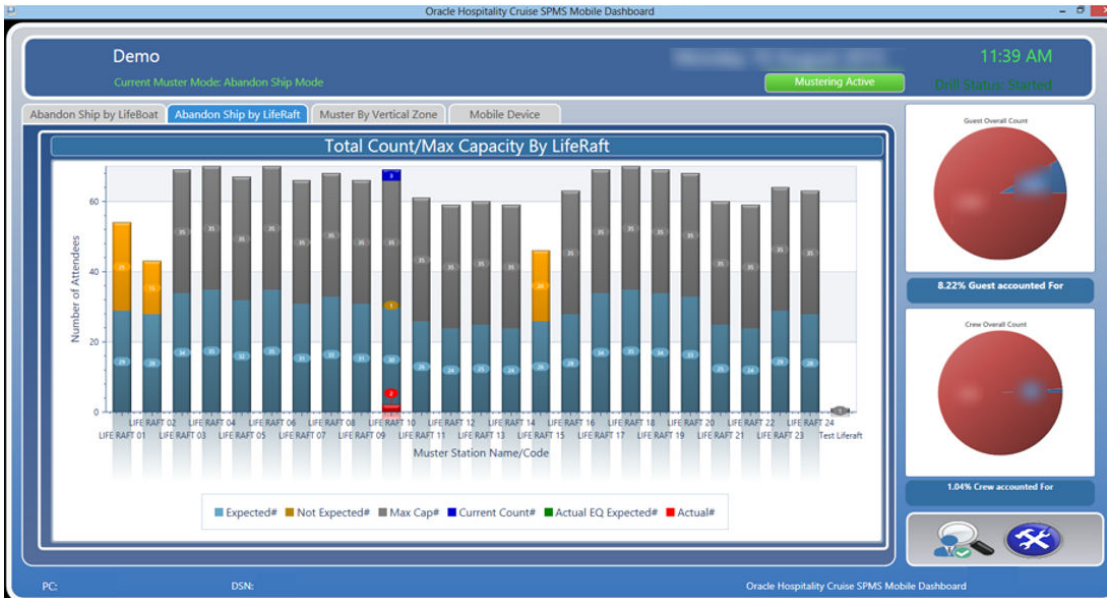
Abandon Ship Mode

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 in 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 are splits into two separate tabs: **Life Boat** or **Life Raft** view.

Figure 7-13 Abandon Ship Lifeboat View

Figure 7-14 Abandon Ship Liferaft View



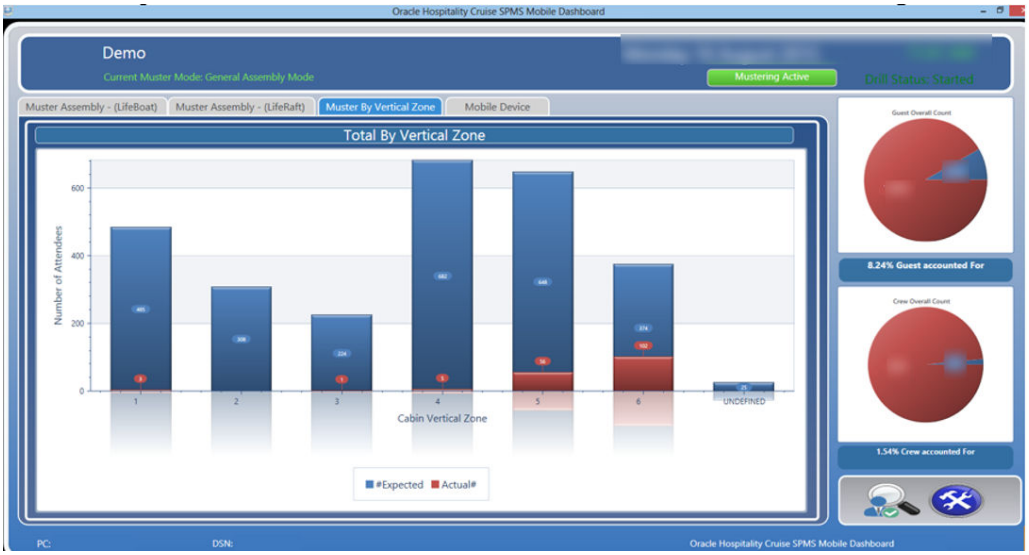
Similar to the **Muster Assembly Drill** tab, a detailed bar graph indicating the total count corresponding to the status is shown.

- Mouse over the bar graph gives you the statistical view of the Muster station.
- Double-clicking the bar graph will list the passenger or crew due to register for that muster station.
- To view the expected registered passenger, select the **'X Not Accounted For'** and click the **Refresh** button.

Muster Station 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 graph view depends on the setup of the Main Vertical Zone (MVZ) in each cabin in **Administration module, Stateroom Setup**.

Figure 7-15 Muster by Vertical Zone



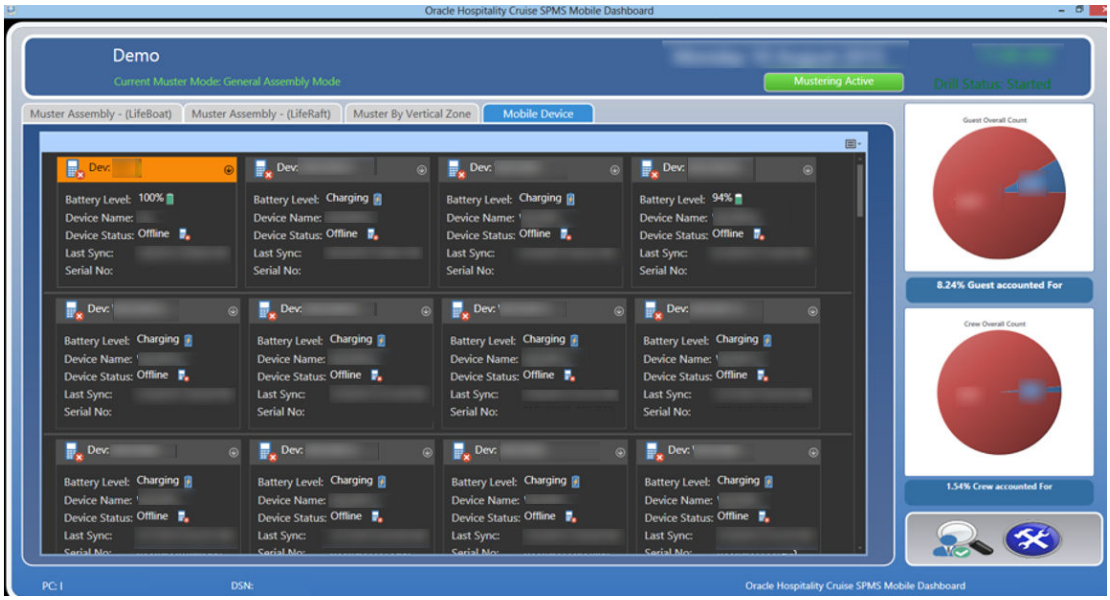
This tab is similar to Muster Assembly Drill tab.

- Mouse over the bar graph to display the statistics of the Vertical Zone.
- Double-clicking the bar graph displays the passengers or crew list registered at the muster station.
- To view the expected to register passengers, **deselect** the **'X Not Accounted For'**, and click the **Refresh** button.

Mobile Device Dashboard

The Mobile Device tab provides an overview of the mobile devices used in Mobile Mustering.

Figure 7-16 Mobile Device Dashboard View



Resetting Mobile Device Dashboard

The Reset mode in Mobile Dashboard allow you to reset the previous drill counts before performing the next drill

1. At the **Dashboard overview** window, click the **Settings**.
2. At the **Muster Mode Setup** window, 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 updated during data synchronization when a 'Reset' event is found and write an SQL statement into the MUSTERLOG table

The Mobile Dashboard will compare the program and the device Last Reset Sync Date, and the duration set in parameter**'Group Muster', 'Mobile Device Reset Duration Threshold'**. If the duration is *above* the threshold specified, devices that are currently in use will populate in Mobile Device tab, as shown in Figure 7-16.

Navigating the Passenger Search Function

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

Figure 7-17 Passenger Search Screen

Table 7-2 Field Definition of Passenger Search Function

Field Name	Description
1. Search Bar	Manual search by name, cabin number or swiping of board card through the card reader.
2. Passenger Registration Status	Displays the Passenger registration status: X = Yet to register ü= 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.
5. Cancel or Register	A confirmation button to register the passenger or cancel the registration.
6. Additional menu options	Additional options available to passenger search

Searching for an Account

1. At the Main Muster Dashboard window, click the **Search** icon.
2. Enter the account name or cabin number in the Search Bar and click **Find**.
3. The return search result is shown in alphabetical order by default.
4. Click the **Additional menu options** button 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 selection is 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 selection is permissible.
3. Click the **UnRegister** to confirm.
4. Select **Yes** to proceed with un-registration when prompt.
5. Once the un-registration is successful, click **OK** to exit.