

# Oracle® Hospitality Cruise Shipboard Property Management System Mobile Mustering User Guide



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Oracle Hospitality Cruise Shipboard Property Management System Mobile Mustering User Guide, Release 20.2

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# Contents

## Preface

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## Prerequisites, Supported Systems and Compatibility

---

### 1 Mobile Mustering Device

---

Using the Device	1-1
Device Settings	1-1
Reporting an Issue Using Issue Tracker	1-2
Mobile Synchronization	1-3

### 2 Guest Account Search

---

### 3 Muster Station Counts

---

### 4 Single Person View

---

### 5 Registration Mode

---

### 6 Unregister Mode

---

### 7 WPF Dashboard

---

Registering DLL on WPF Dashboard Station	7-1
Accessing WPF Dashboard	7-2
Switching Muster Dashboard Modes	7-3
Muster Drill Modes	7-4
Muster Station by Vertical Zone	7-10



# Preface

The Mobile Mustering is an add-on application for Oracle Hospitality Cruise Shipboard Property Management System (SPMS) 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 project managers, application specialists, and end-users of Oracle Hospitality Cruise Shipboard Property Management System.

## Customer Support

To contact Oracle Customer Support, access the Customer Support Portal at the following URL:

<https://iccp.custhelp.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/cruise.html>.

## Revision History

**Table 1 Revision History**

Date	Description of Change
September 2021	Initial publication.
January 2022	Reworded the magnetic card reader function to use swipe instead of scan.
July 2022	Made minor grammatical changes.
October 2022	Updated the document with correct format.
December 2023	Updated new customer portal.

# 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 the Mobile Mustering and Gangway Security Application Server and the requirements listed in the Mobile Mustering and Gangway Security Installation Guide.

## 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 20.2 or later. For customers operating on version 20.2 and below, database upgrade to the recommended or latest version is required.

# 1

## Mobile Mustering Device

The Mobile Mustering simplifies the crew's access and tracking of guests and crew movement. It is ideal for handling large crowd movement during an emergency drill or actual emergency. It provides an accurate head count and real time Passenger, Crew, and Visitor Status.

### Using the Device

Once the device is set up and connected to the **OHCruiseWebService**, you can log in by swiping your crew board card through the magnetic card reader, or manually entering the login credential on the login page. The selected page or tab is highlighted in red.

#### Log in 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 tap on **OK**.

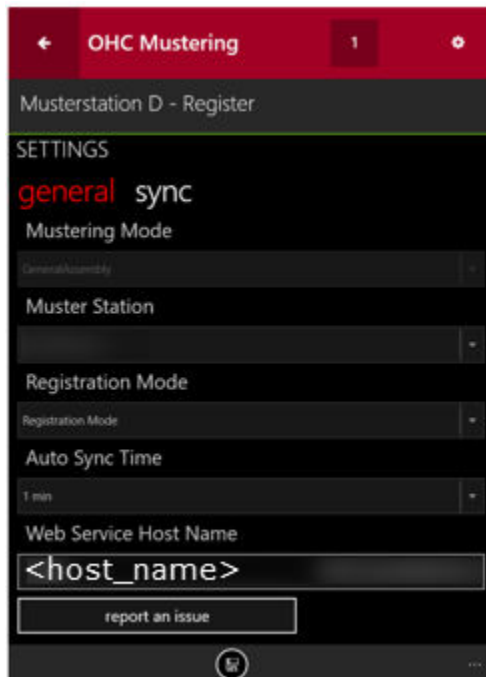
### Device Settings

The Settings page allow you to configure the hostname, assign a Muster Station, set the Mustering and Registration Mode, and perform the 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:** The Menu page always displays the mode read only page. You can only change the mustering mode in the 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:** Enable reporting if an issue occurs.

**Figure 1-1 Mobile Mustering General Settings Tab**



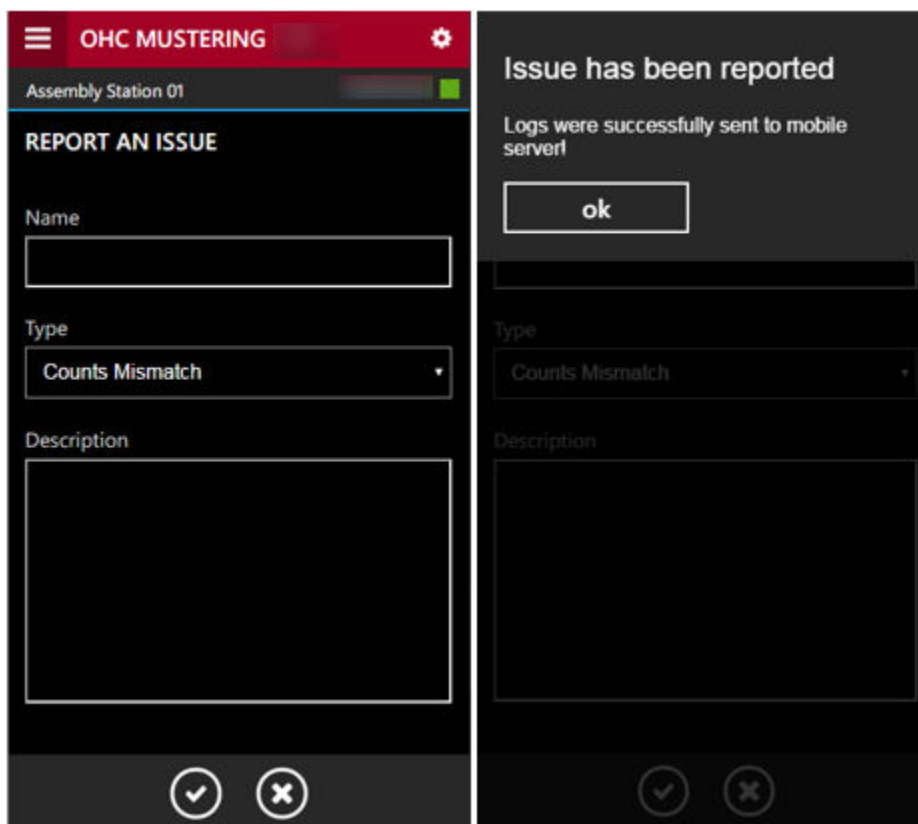
1. At the application landing page, tap on the **gear icon**.
2. At the **Settings** page, tap on the **General** tab, and select the **Mustering Mode**, **Muster Station** and **Registration Mode** from the drop-down list.
3. Enter the hostname in the **Web Service Host Name**.
4. Tap the **Home** button 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 allows you to report an issue whilst using the application.



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 crash that closes for an unknown reason, or displays 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 tried 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. The device must be in **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 latest database. All photos are re-downloaded from the server. The Full Sync button is disabled when downloading the photos.
- This function is executed manually and is used 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.

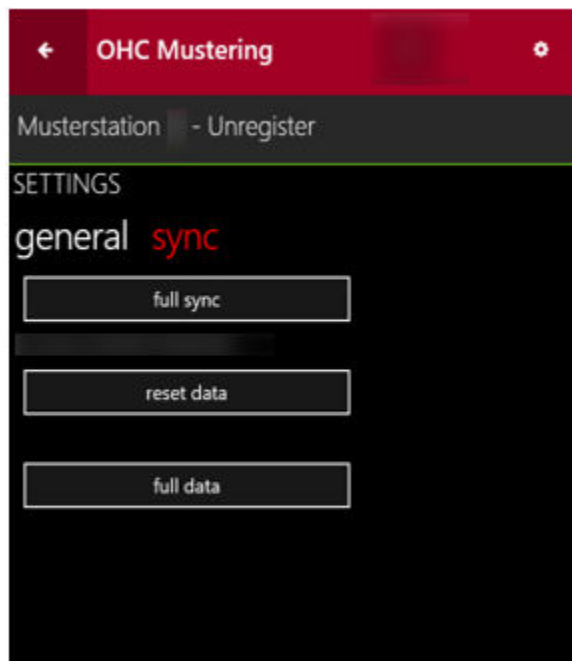
**Full Data:** Only perform database synchronization on the device.

- The process deletes the existing database from the device and re-download the latest.
- This function is launched 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 downloads the latest to the device.

**Figure 1-3 Mobile Synchronization Mode**



# 2

## Guest Account Search

Figure 2-1 Guest Account Search Page

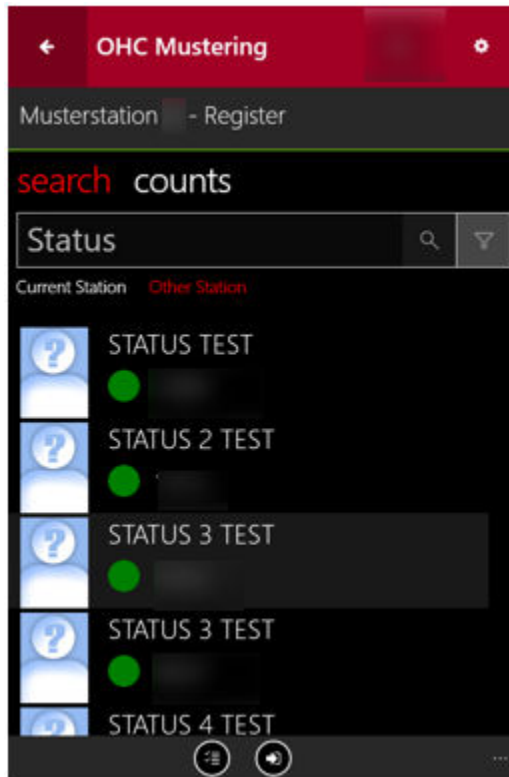


Table 2-1 Mobile Mustering Account Status

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 on other 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 appears 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 **options** by selecting the respective check boxes, and tap **Apply**.
5. Click the name to open the profile screen to view the following information:
  - 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 updates the passenger's 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

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

SN = Special Needs  
C = Child

# 4

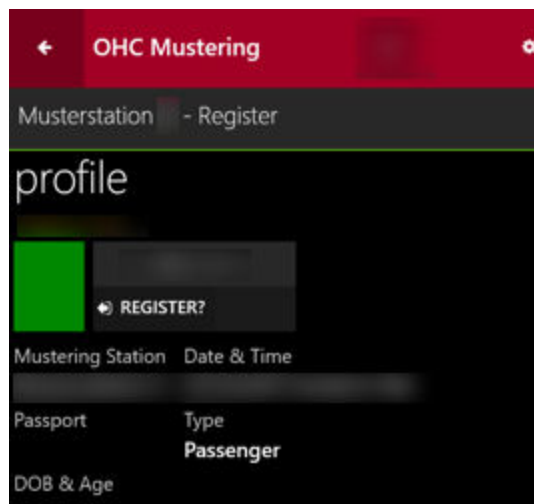
## Single Person View

You can perform a registration/un-registration of the passenger by swiping the board card through a card reader, or by manually registering them by tapping the **REGISTER?/UNREGISTER?** button. Registration of the passenger is only permissible to the muster station you are logged in. Otherwise, you must manually change to the right 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 or not to register the unexpected person on current muster station. The correct muster station/ lifeboat will be shown in red.

Forbid registration of unexpected person on the current muster station. In this case, the commander should not register the unexpected person on current muster station/ lifeboat. The correct muster station/ lifeboat is 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**. This function requires an Administrative login. Once it is changed, the mode appears 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

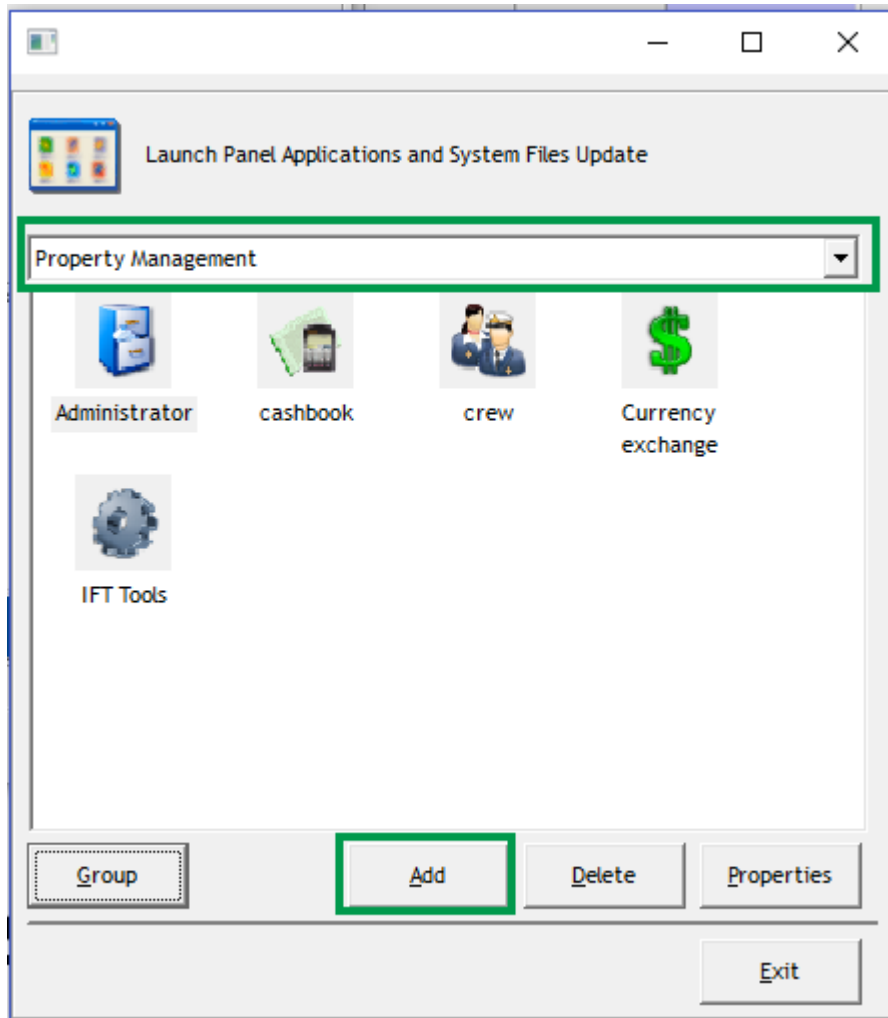
The Muster Dashboard provides a real-time count and progress overview to the bridge, monitors the mustered count for each muster station/lifeboat, and enables the Ship operator to quickly and efficiently account for all passengers and crews onboard in an emergency.

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 files, and these files must be of the same version as the program.

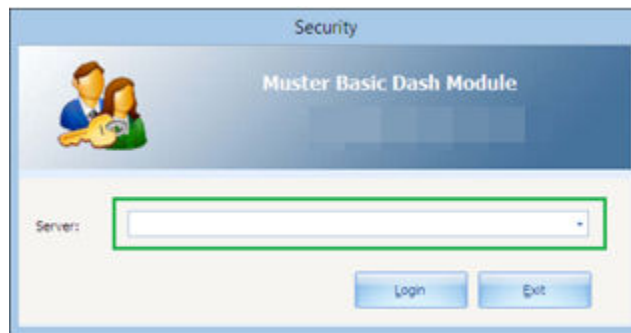
**Figure 7-1 Launch Panel Application and System Files Update**



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 in 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, 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, click **Add**, and browse for the above DLL and executables.
6. Exit the Launch Panel and restart without bypassing the Updater to access the application.

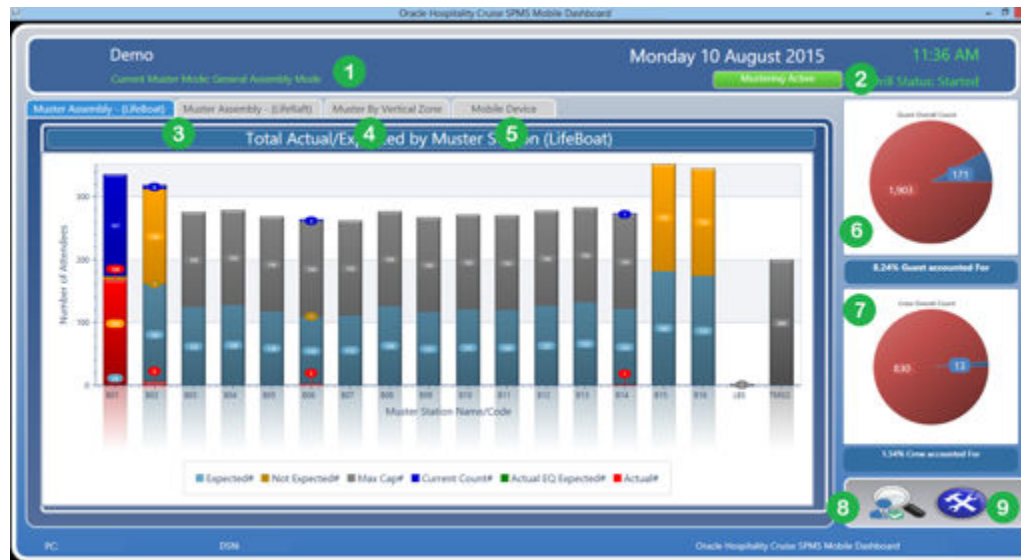
## Accessing WPF Dashboard

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 the **Mustering Mode** parameter.

**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 allows you to change the muster mode, resets the device mode, and starts/stops 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 is five seconds.
4. Click **Save** to confirm. This initiate and transmits the selected mode to the mobile devices.
5. Click the **Reset** button next to 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 select 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

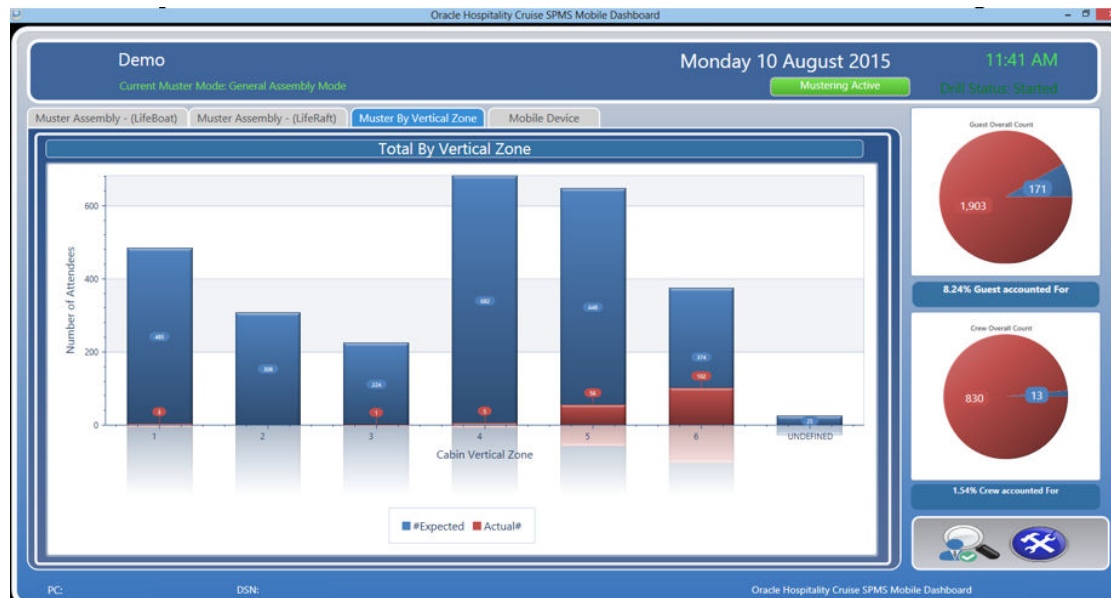
The Muster Dashboard has three Mustering Mode pre-configured, and each of these modes has a different mustering routine. The information projected on the Overview screen for each mode is also different. The pre-configured modes are:

- Emergency Passenger Drill.
- General Assembly Drill.
- Abandon Ship.

### Emergency Passenger Drill (EPD)

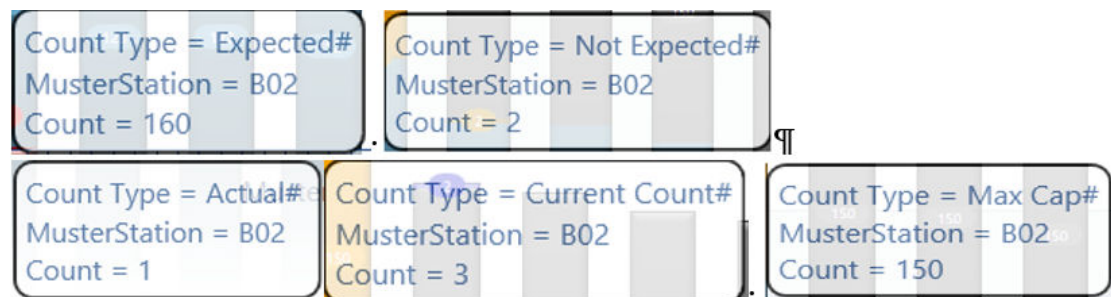
The Emergency Passenger Drill Mode is a routine onboarding muster drill for passengers embarking on the first day of the cruise, and this mode only involves the passengers.

**Figure 7-5 Emergency Passenger Drill**



In the **Muster Assembly Drill** tab, a detailed bar graph indicates the total count corresponding to the statuses is shown. Roll your mouse over the bar graph to display the statistics 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 registered 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**, followed by the **Refresh** button.

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

### General Assembly Drill

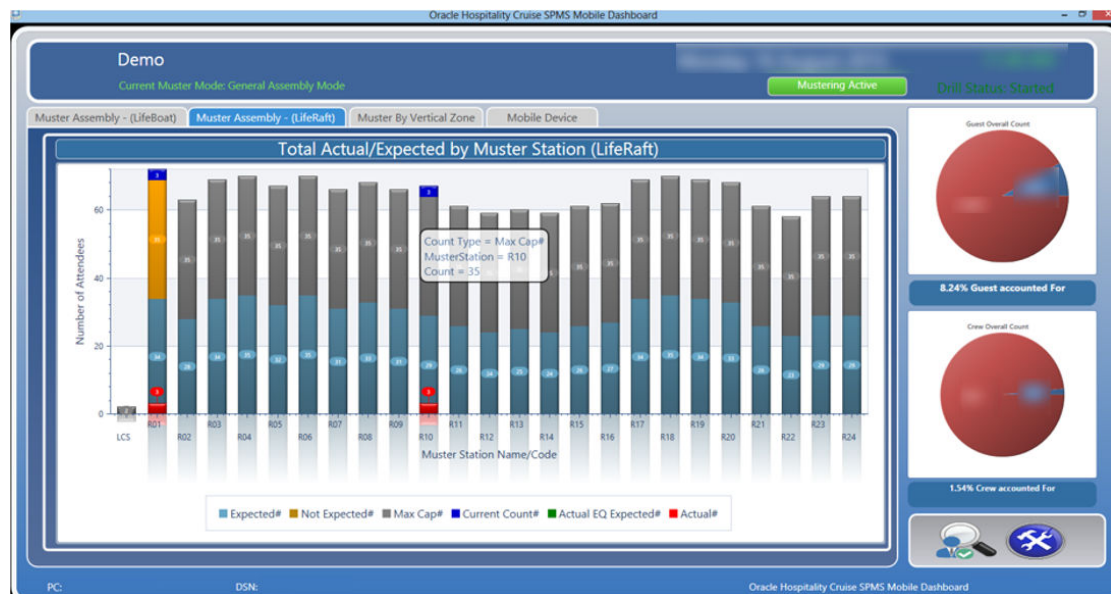
The General Assembly Mode is an Emergency Mustering Check-In to the muster station, that does not necessarily prompt for a full evacuation. All passengers mustered at the muster station are required to wait for further instructions, which can lead to abandoning the ship.

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

Figure 7-8 General Assembly Mode-Lifeboat



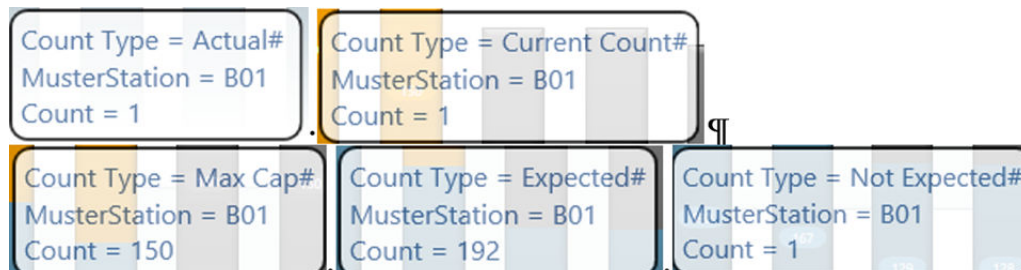
Figure 7-9 General Assembly Mode — Liferaft



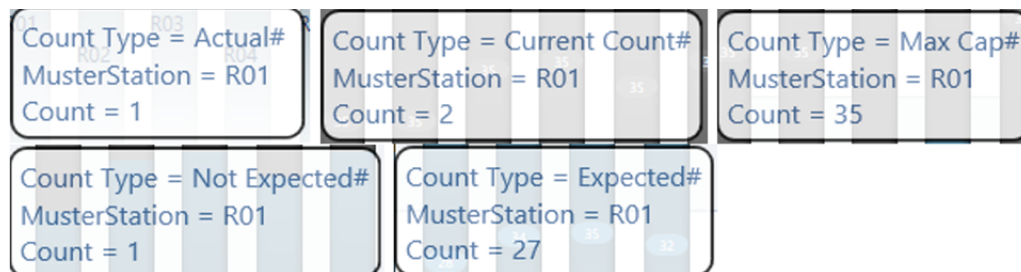
The General Assembly Drill tab displays a detailed bar graph containing the total count for each status. Roll your mouse over the bar graph to display the statistics of the Muster station, as shown in the diagram below.



**Figure 7-10 General Assembly Lifeboat Statistic**



**Figure 7-11 General Assembly Liferaft Statistic**



Double-clicking the bar graph displays 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

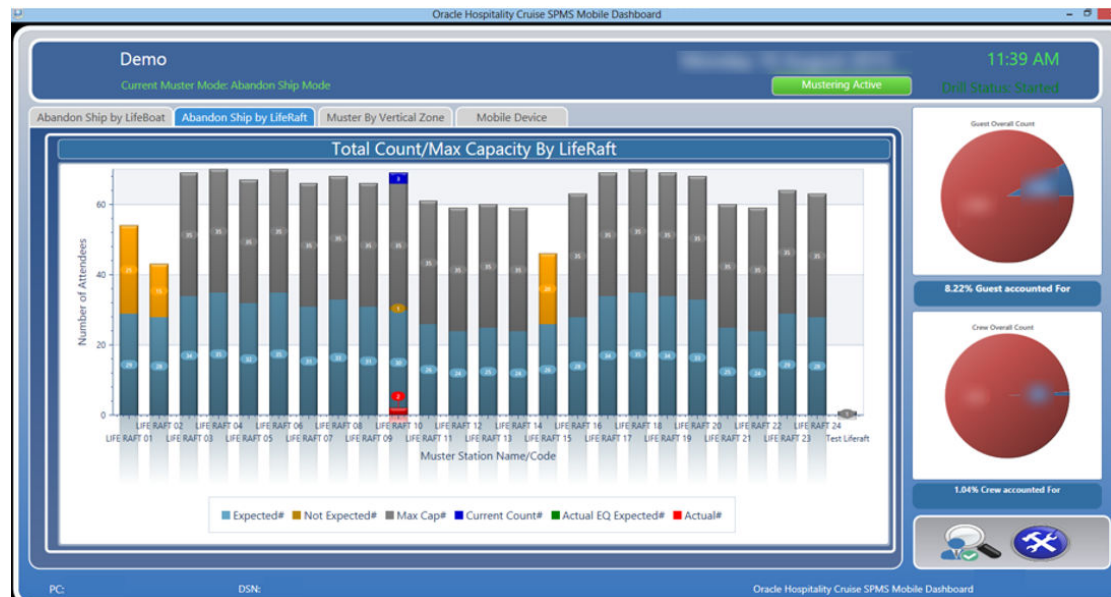
The Abandon Ship mode displays an overview of the lifeboat and liferaft with a detailed count of total expected, mustered-so-far, and muster-still-pending in each tab. This mode activates the lifeboat capacity checking on the handheld devices when a full evacuation arises.

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**



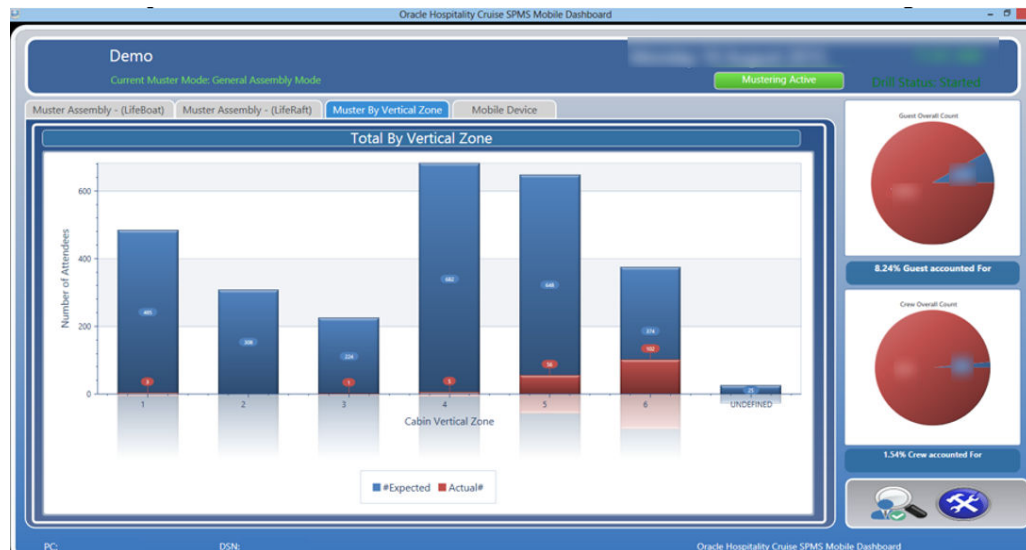
Similar to the **Muster Assembly Drill** tab, you will see a detailed bar graph indicating the total count corresponding to the status.

- Toll your mouse over the bar graph to display the statistics 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 view depends on the Main Vertical Zone (MVZ) set up in each cabin in **Administration module, Stateroom Setup**.

**Figure 7-15 Muster by Vertical Zone**



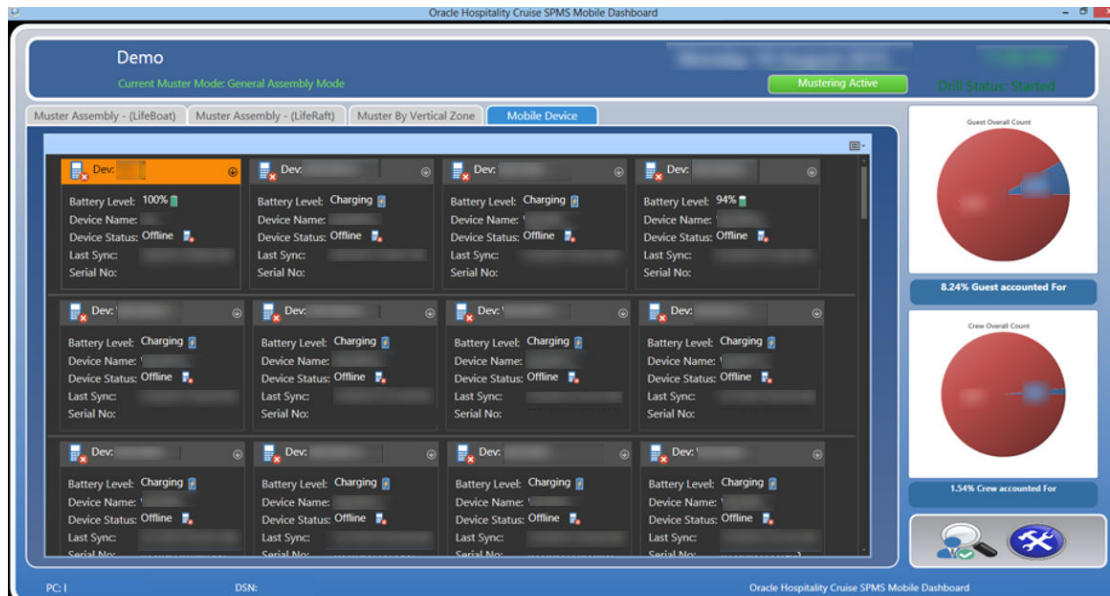
This tab is similar to the Muster Assembly Drill tab.

- Roll you 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 for of the each mobile devices used in Mobile Mustering.

Figure 7-16 Mobile Device Dashboard View



### Resetting Mobile Device Dashboard

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

1. In the **Dashboard overview** window, click the **Settings**.
2. In 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 the MUSTERLOG table for every reset performed. This triggers an updated during data synchronization when a Reset event is found and writes an SQL statement into the MUSTERLOG table.

The Mobile Dashboard will compare the program and the device Last Reset Sync Date date, and the duration set in the **Group Muster, Mobile Device Reset Duration Threshold** parameter. 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 by swiping the passenger's 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 card reader.
2. Passenger Registration Status	Displays the Passenger registration status: X = Yet to register ü= Registered
3. Passenger’s Details	Orange header color = selected account. 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 screen, click the **Search** icon.
2. In the Search Bar, enter the account and click **Find**.
3. The default search result appears in alphabetical order.
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, select 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 an account in the Search Bar.
2. Select the **Passengers** that are already registered. The header color of the selected account is orange, and multiple selection is permissible.
3. Click **UnRegister** to confirm.
4. Select **Yes** to proceed with un-registration when prompted.
5. Once the un-registration is successful, click **OK** to exit.