



Hoteza—content management and delivery system for multi-platform application

Administrator Guide

2016

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Introduction

The management and delivery system for Hoteza multi-platform application (hereinafter referred to as System, Control System) is designed to automate typical operations of information processing in implementation of a task complex for the support of Hoteza multi-platform application, including:

- Creating and editing the application menu structure;
- Filling application screen forms with editable content;
- Publication of content in the multi-platform application;
- Managing the hotel guest list;
- Exchanging messages between hotel guests and hotel staff;
- Managing requests for guests' service support;
- Managing orders for various products to rooms;
- Managing feedback with multi-platform application users;
- Managing the System user list, hotel's authorized employees.

This document describes the System, its operation, and can be used as an administrator guide. Any authorized employee of the hotel can be the System Administrator.



Hoteza Hospitality Software reserves a right to modify the System software and accompanying documentation with no prior notice given to the System users.

1. System launch and administrator authorization

To get access to control over Hoteza multi-platform application, including its content, launch the browser (web-page viewer) on your PC or any mobile device having Internet access and enter <http://admin.hoteza.com> in the address line.



We recommend working with the System in Google Chrome v31 or higher.

Correct operation of some System elements in other browsers is not guaranteed.



The system is optimized for operation with mobile devices as well, so it can be operated from any PC or smart phone, e.g., there is no need to have a computer always at hand.

On the appeared page, enter your personal login (registered operator name) and the password in the authorization form and press **Sign In**:

A screenshot of a web-based sign-in form. At the top is the Hoteza logo. Below it are two input fields: one for 'User' with a small user icon and another for a password with a lock icon. At the bottom is a large blue 'Sign In' button.

Figure 1. Authorization form

The data entered will be then checked, and you will enter the Administration system.



If the password and/or login have been entered incorrectly, a respective warning message appears.

Be careful and enter the credentials once again.

In case of successful authorization, the system's welcome page *Dashboard* will appear as shown in Figure Figure 2.

To learn more about the System user interface, see section User Interface of this guide.

2. User interface

The System interface (the access form for users to use the System functions) is designed so that it ensures maximum user-friendliness.

In case of successful authorization, the *Dashboard* section automatically opens, which looks as follows:

Guests		Shop Orders		Service Requests	
0 PENDING		0 NEW		0 NEW	
5 CHECKED IN		0 IN PROCESS		0 IN PROCESS	
0 CHECKED OUT TODAY		0 COMPLETED TODAY		0 COMPLETED TODAY	
0 CANCELED TODAY		0 CANCELED TODAY		0 CANCELED TODAY	

Figure 2. Dashboard starting page

The top of any web-site page comprises as follows:

- System logo on the left, representing a hyper link to return to the System welcome page from any other page:



Figure 3. System logo

- to the right is the name of the hotel, which multi-platform application is controlled by the System; a button to open a pop-up menu to change the user interface language (temporarily, only English is available); and a pop-up menu containing the name of the current Administrator and a command to exit the System (see section Viewing reports on requests and orders).

The subsections of the *Reports* section are intended to view reports on various requests and orders from customers:

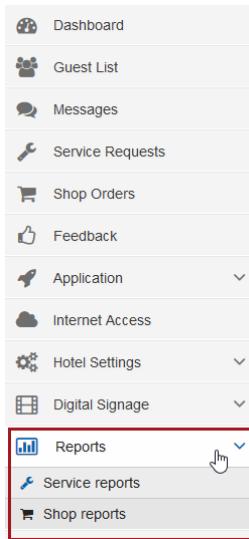


Figure 61. Commands to open the request view subsection

When you select the subsections of the *Reports* section, the following screen forms will appear:

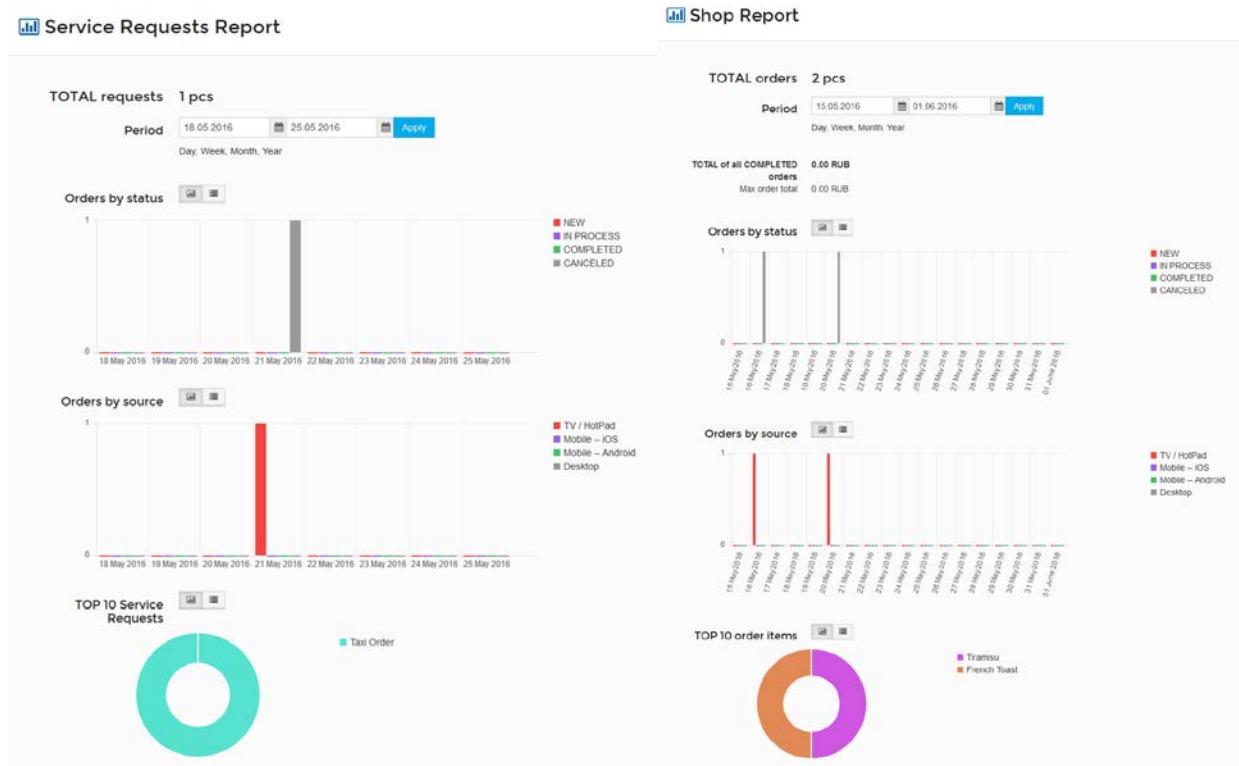


Figure 62. Service Requests Reports and Shop Report pages

In order to select a particular period of the report, use the embedded calendar in the *Period* field and press the *Apply* button there:

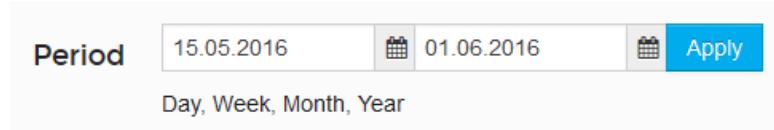


Figure 63. Selecting a reporting period

You can select one of the following display modes:

- Diagram mode, for which the  button should be activated (highlighted).
- Table mode, for which the  button should be activated.

- **9. Exiting the administration mode** (hereof for more details):



Figure 4. Top right corner of any web-site page

System's Main Menu commands are located on the left side of any web-page:

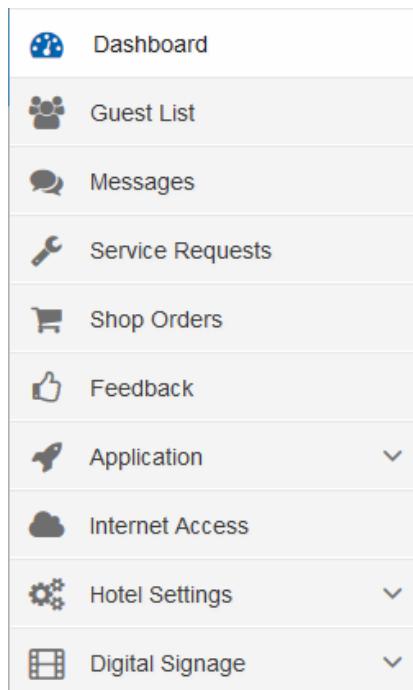


Figure 5. System's Main Menu

Main Menu commands are hyperlinks, which are used to open screen forms to control various elements of the System. See respective sections of this guide to learn more about managing System elements.

The System's main menu can be minimized/maximized by pressing , in order to expand or contract the working area of the window (see below). The minimized version of Main Menu looks as follows:



Figure 6. Main Menu minimized

If you point a mouse cursor on any icon in the minimized Main Menu, a respective command or submenu will open as shown below:

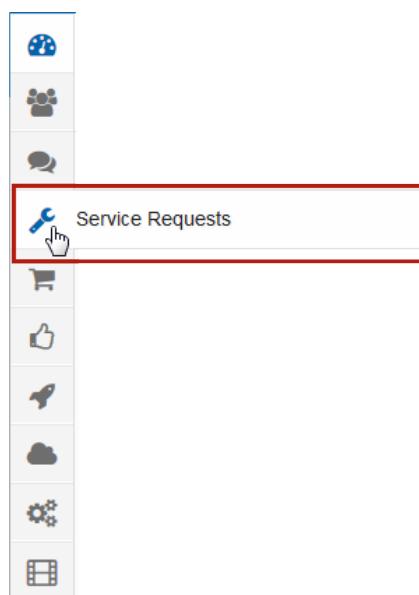


Figure 7. Opening a command in the minimized Main Menu

The central pane of any web-site page is a working area designed to display respective information shown when selecting any command in the Main Menu, etc. In particular, the working area of the System's welcome page (Dashboard section) locates informational hyperlink buttons, which display relevant information on guests of the hotel, room orders, including those from Internet shops, and service requests, including various hotel services:

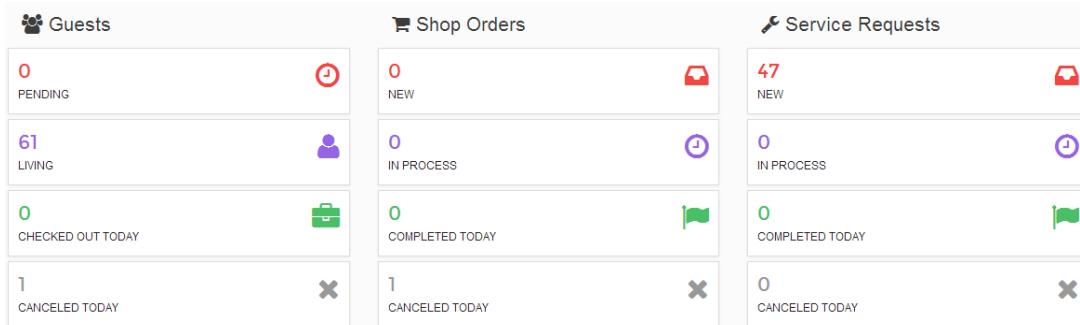


Figure 8. Informational hyperlink buttons on Dashboard page

Pressing any informational button opens up a respective screen form.

For example, after pressing *New* in the *Service Requests* field, the following page opens up:

Hotel Services Requests List							
+ Add New Request <input type="button" value="NEW"/> <input type="button" value="IN PROCESS"/> <input type="button" value="COMPLETED TODAY"/> <input type="button" value="CANCELED TODAY"/>							
<input type="text" value="Filter by Request #, Room #, Surname and Re"/> <input type="button" value="Records per page: 10"/>							
Request #	Surname (Room #)	Request Type	Delivery Time	Create Date	Status	Actions	
140	Obama (555)	Wake-up Call	06.11.2013 20:50	06.11.2013 19:51	New Attention	<input type="button" value="View"/>	
141	Obama (555)	Wake-up Call	06.11.2013 16:50	06.11.2013 19:54	New Attention	<input type="button" value="View"/>	
142	Smith (404)	Minibar Refill	07.11.2013 15:52	07.11.2013 19:52	New Attention	<input type="button" value="View"/>	

Figure 9. Viewing new service requests

To return to the System welcome page from any other page, use the *Dashboard* command in the Main Menu:

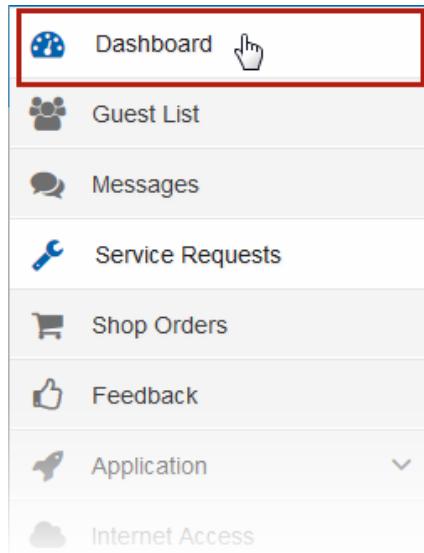


Figure 10. Dashboard command in the Main Menu

3. Hoteza multi-platform application management

3.1. Application content management

To create an unlimited number of application pages, to manage them and to work with the content of these pages, the content editing section is used.

To open the content editing section, select *Application* → *Edit Application Content* in the System's Main Menu:

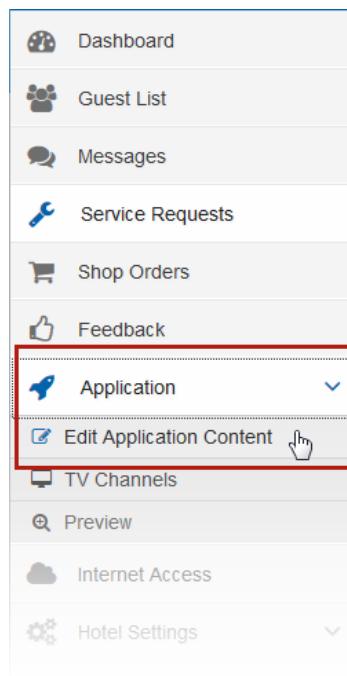


Figure 11. Application → Edit Application Content in the System's Main Menu

The following screen form opens up in the working area:

Application Edit → Main Menu

The screenshot shows a left sidebar with a tree view of menu items under 'Main Menu'. The items include: Restaurants & Bars, Hotel Information, Spa & Fitness, Special Offers, Photogallery, Hotel Services, Taxi Order, Concierge Services, Wake-up Call, Messages, In-room Services, Room Service, In-room Dining, Shopping, Cart, Maps & Directions, Where to Go, Guide, Room Systems, Television, Room Control, TV control, Bill, Feedback, Login, Settings, About Hoteza, Welcome Page, and Hotel Services. To the right of the sidebar is a table with columns for each menu item, labeled 'Add new Main Menu Item', 'Add new Main Menu Delimiter', and 'Add Shop to Application'. Each row contains the menu item name, a status switch ('ON'), and two edit icons. All status switches are set to 'ON'.

	Add new Main Menu Item	Add new Main Menu Delimiter	Add Shop to Application
Restaurants & Bars	ON		
Hotel Information	ON		
Spa & Fitness	ON		
Special Offers	ON		
Photogallery	ON		
Hotel Services	ON		
Taxi Order	ON		
Concierge Services	ON		
Wake-up Call	ON		
Messages	ON		
In-room Services	ON		
Room Service	ON		
In-room Dining	ON		
Shopping	ON		
Cart	ON		
Maps & Directions	ON		
Where to Go	ON		
Guide	ON		
Room Systems	ON		
Television	ON		
Room Control	ON		
TV control	ON		
Bill	ON		
Feedback	ON		
Login	ON		
Settings	ON		
About Hoteza	ON		
Welcome Page	ON		
Hotel Services	ON		

Figure 12. Screen form of content editing section

This page provides management over the application menu structure, as well as pages, services and Internet-shops opened after selecting any menu item.

At the beginning, when the menu structure is not yet developed and application pages are not created, the screen form of the content editing section looks as follows:

The screenshot shows a left sidebar with a tree view of menu items under 'Main Menu'. The items include: Main Menu, Settings, and Welcome Page. To the right of the sidebar are three buttons: 'Add new Main Menu Item', 'Add new Main Menu Delimiter', and 'Add Shop to Application'.

Figure 13. Screen form of content editing section at the beginning

Within the content editing application in the System, the following elements can be managed: menu items, text pages, pages containing links to other pages, image galleries, embedded Internet-shops and services.

In the content editing section, various types of elements are marked with the following icons:

-  – Main Menu,
-  – menu item,
-  – list,
-  – textual page (fully editable),
-  – textual page (partially edited - except for program code that implements any function),
- menu delimiter,
-  – page with Wake-up Call (Alarm clock),
-  – list of recipients of messages from application users,
-  – room control units (light, air conditioner, curtains, etc.) control page,
-  – video list on the customer's demand page;
-  – page to make topping for a product in the Internet-shop,
-  – service fee editing page in the application when ordering from a shop,
-  – page with a map and a list of point categories,
-  – guide page with a tag on the map,
-  – page designed to edit the name of the "TV" menu item,
-  – poll management page—editing questionnaires, questions, etc.
-  – Internet-shop,
-  – hotel service.

Any textual element of the application, such as the menu item name or content of application pages can be translated into various languages in respective tabs of the editing field, for example, into German:

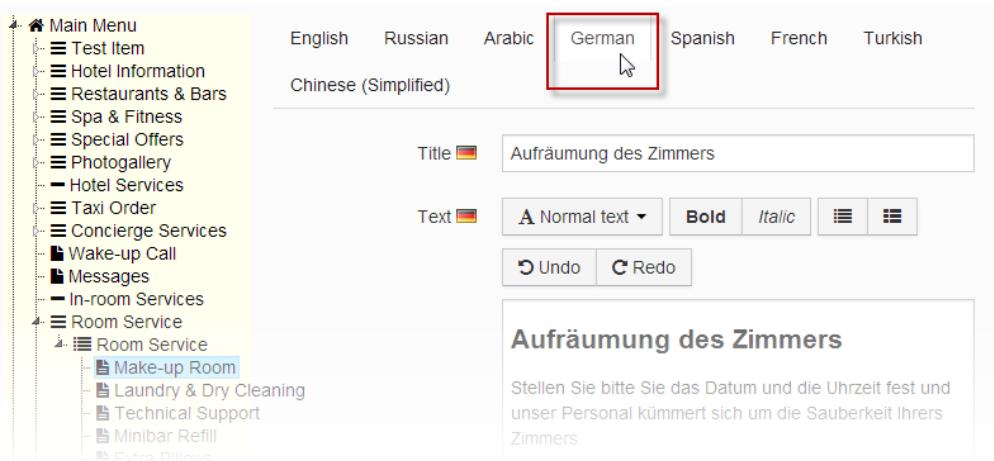


Figure 14. Tab selection to input content in German

If it is required to do the translation in the application, the text will be displayed in the language used in the guest's device OS.

 By default, tabs for the primary language of the application interface are available, such as Russian or English.

3.1.1 Management of application menu structure

The application's menu structure is tree-like-dependent, e.g., each item opens a sub-item or a page having some content. All items are located within the **Main Menu**, for example:



Figure 15. Main Menu item

Selection of any menu item/sub-item or a page with content in it in the Management System tree initiates opening of the editing page of the selected item on the right from the menu; see respective sections of this guide to learn more.

3.1.1.1 Creating a new menu item

To create a new menu item in the working area of the window, click the root catalog of the menu, **Main Menu**, then press **Add new Main Menu Item**:

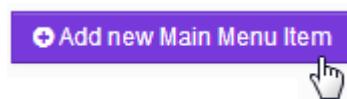


Figure 16. Button to add a new menu item in the application

 If the menu item being created is to be used to open an embedded Internet-shop, press **Add Shop to Application**:

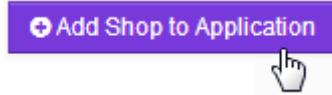


Figure 17. Button to add a command to open an Internet-shop in the application menu

In the application menu, **New Main Menu Item** will appear (in case of the Internet-shop - **Main Menu**; for more details, see the Page management in the application section in this guide), and the view form will open in the editing field to the right from the menu:

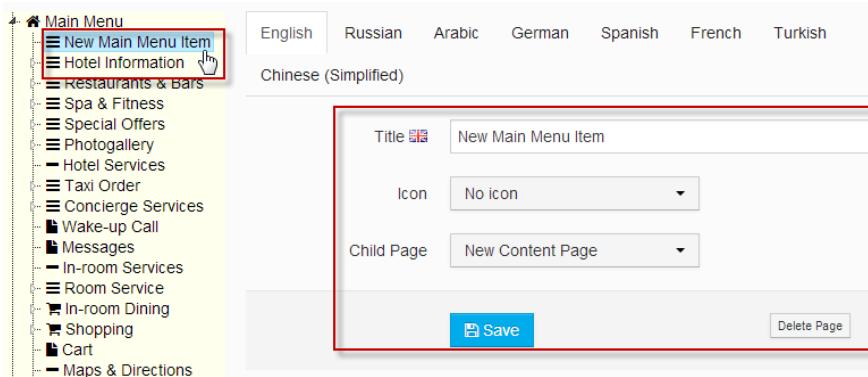


Figure 18. Editing form for menu item properties

Enter the name of the new menu item in the **Title** field.

The menu item being created can have its own icon (small graphic element), which can be selected from the **Icon** drop-down list:

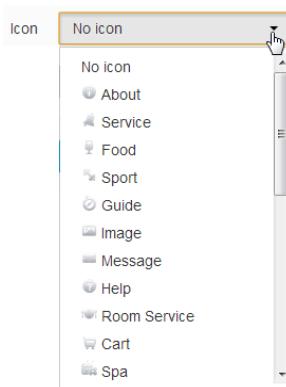


Figure 19. Selection of an icon for the menu item

 The list of icons for the menu item is preset.

If you want to modify the list of icons, contact developers of the System.

From the **Child Page** list, select the type of the page which will open when selecting this menu item.

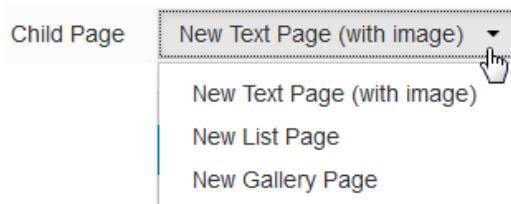


Figure 20. Selection of the type of the page, which will open when selecting the menu item

 Later you will be unable to change the type of the page which will open when selecting the menu item.

Upon completion, press **Save** to save the created menu item.

Automatically, the form of the page, which will open when selecting the menu item, appears. Editing forms will vary depending on the selected type of the page; more detailed information can be found in the Page management in the application section of this guide.

3.1.1.2 Editing the application menu item

To edit the menu item, its name and/or its icon, click the name in the application menu tree. In the editing field, change the name and/or the icon, for example:

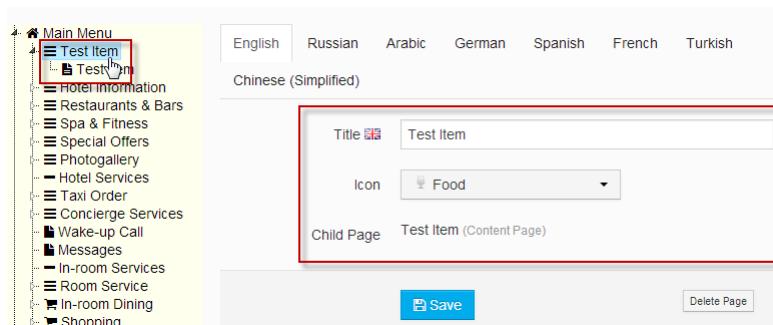


Figure 21. Selection of the menu item in the tree for editing

To save changes, press **Save**.

3.1.1.3 Management of delimiters in the application menu

To separate menu items, delimiters can be used that can sometimes be named such as:



Figure 22. Delimiters in the application menu

To add a delimiter in the menu, click the root catalog of the menu, *Main Menu*, in the working area of the window, then press **Add new Main Menu Delimiter**:

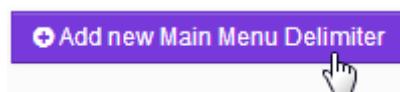


Figure 23. Button to add a new delimiter in the application menu

A new delimiter will appear in the application menu and the editing field to the right will show the following form:

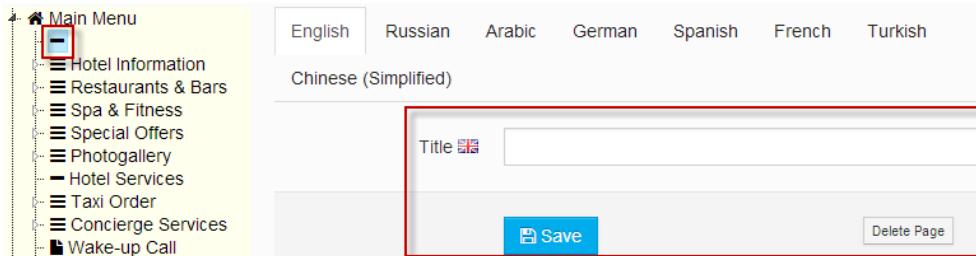


Figure 24. Form to edit delimiter title

You may optionally enter the delimiter title in the **Title** field, then press Save to save the new title.

The delimiter position is adjusted manually by means of drag&drop: left-click the delimiter icon in the menu tree, and holding the button, drag the icon to a new place.

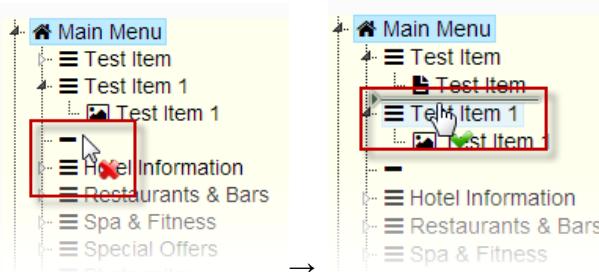


Figure 25. Repositioning of the delimiter in the application menu

To remove a delimiter, select it in the menu tree as follows:



Figure 26. Delimiter selection in the menu tree

In the editing field, press Delete Page:

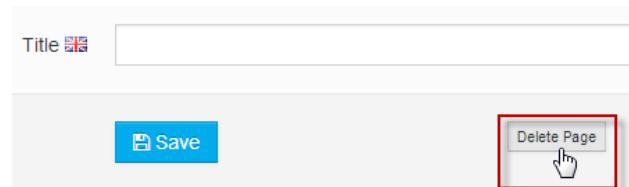


Figure 27. Button to delete a delimiter in the application menu

In case of successful removal, the following notification appears on the screen:



Figure 28. Notification on successful removal

3.1.1.4 Activation/deactivation of menu items

To manage the activity of menu items, click the root menu item, **Main Menu**, then set the switch on the right of the selected menu item to **ON** position in order to activate (display) this item in the application:

Menu Item	Action	Status
Test Item	<input type="button" value="ON"/> <input type="button" value="OFF"/>	OFF
Hotel Information	<input type="button" value="ON"/> <input type="button" value="OFF"/>	ON
Test Item	<input type="button" value="ON"/> <input type="button" value="OFF"/>	ON
Restaurants & Bars	<input type="button" value="ON"/> <input type="button" value="OFF"/>	OFF
Test Item 1	<input type="button" value="ON"/> <input type="button" value="OFF"/>	OFF
Spa & Fitness	<input type="button" value="ON"/> <input type="button" value="OFF"/>	ON
Special Offers	<input type="button" value="ON"/> <input type="button" value="OFF"/>	ON
Photogallery	<input type="button" value="ON"/> <input type="button" value="OFF"/>	ON

Figure 29. Activation/deactivation of menu items

To deactivate (hide) a menu item in the application, set the switch on the right from the menu item to **OFF** position.

3.1.1.5 Deleting an application menu item

To delete a menu item, select it in the menu tree as follows:



Figure 30. Selection of the menu item in the tree

In the editing field, press **Delete Page**:

Title	New Main Menu Item
Icon	No icon
Child Page	New Content Page
<input type="button" value="Save"/> <input type="button" value="Delete Page"/>	

Figure 31. Button to delete a menu item

In case of successful removal, the following notification will appear on the screen:

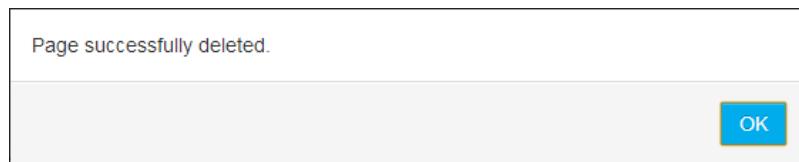


Figure 32. Notification on successful deletion of menu item

3.1.2 Page management in the application

3.1.2.1 Creating various types of pages

Creating a new menu item is always completed by opening of the editing form of the page where users will get to when selecting this menu item. Editing forms vary depending on the selected page type. It is possible to divide content on groups for the majority of the editing pages. While creating or adding a new object (for example a TV-channel, video category, etc.) you should select a group in the drop-down list of the Display Group field, where you want this new object to be put in.

This section contains detailed information on how to create and edit pages of various types.

3.1.2.1.1 Creating a text page

If you have selected the *New Text Page (with image)* type when creating a menu item, the page editing form will look as follows:

Application Edit → Edit Text Page

- Main Menu
- TestPage
- TestPage
- Restaurants & Bars
- Hotel Information
- Spa & Fitness
- Special Offers
- Photogallery
- Hotel Services
- Taxi Order
- Concierge Services
- Wake-up Call
- Messages
- In-room Services
- Room Service
- In-room Dining
- Shopping
- Cart
- Maps & Directions
- Where to Go
- Guide
- Room Systems
- Television
- Room Control
- TV control
- Bill
- Feedback
- Login
- Settings
- About Hoteza
- Welcome Page
- Hotel Services

English	Russian	Arabic	German	Spanish	French	Turkish
Chinese (Simplified)						
Title <input type="text" value="TestPage"/>						
Text <input type="button" value="Normal text"/> <input type="button" value="Bold"/> <input type="button" value="Italic"/> <input type="button" value="List"/> <input type="button" value="Table"/> <input type="button" value="Image"/>						
Undo <input type="button" value=""/> Redo <input type="button" value=""/>						
Parent Page <input checked="" type="radio"/> TestPage (Main Menu Item)						
Image <input type="button" value="Select file..."/>						
Hotel Service request <input type="button" value="None"/>						
<input type="button" value="Save"/> <input type="button" value="Delete Page"/>						

Figure 33. Text page editing form

Enter name for the new page in the **Title** field.

Enter the textual content of the new page in the **Text** field. When editing you can use the following buttons on the Tool bar of the embedded visual editor:

 – to set format of the selected text. Select the necessary text and select its format from the drop-down list:

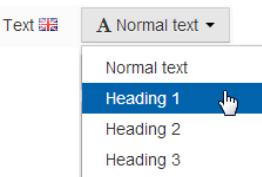


Figure 34. Selecting the format for selected text

 – to make the selected text semi-bold (you can also apply **Ctrl + B**). If the selected text is already semi-bold, press this button to remove formatting.

 – to make the selected text in italics (**Ctrl + I**). If the selected text is already in italics, press this button to remove formatting.

 – to transform the selected text into a bullet list;

 – to transform the selected text into a numbered list;

 – to create (edit) a hyper link on the page. Select the text (or an existing link) by using a mouse and press this button in the Tool bar. The **Insert link** window will open:

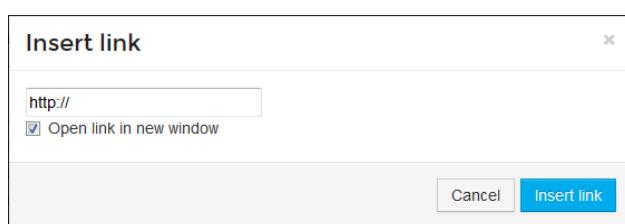


Figure 35. Insert link dialog window

Enter the URL address in the editable field. If the resource needs to be opened in a new window, check the **Open link in new window** box. Upon completion, press **Insert link**.

 – to cancel the last action (or use **Ctrl + Z**);

 – to repeat the canceled action (or use **Ctrl + Y**);

One graphic file can be located on the textual page as an image.

To upload the image file, press **Select file...** in the **Image** field, then select the location of the image on the hard drive or a removable media and press **Open**.



Requirements to images are given in Annex 1. Requirements for images in the System of this guide.

If it is required to associate any hotel service with the newly created page, select the service from the **Hotel Service request** drop-down list:

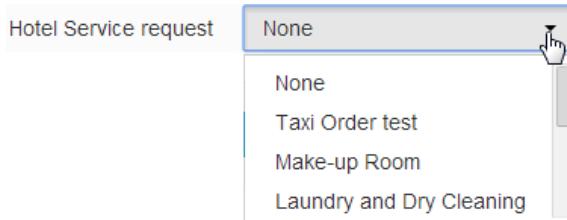


Figure 36. Selection of a hotel service from the list



Management of the hotel service list is described in section **Management of service list in the application** of this guide.

To complete the page creating process, press **Save**.

3.1.2.1.2 Creating a page containing a list of links to other pages

If you have selected the **New List Page** type when creating a menu item, the page editing form will look as follows:

Application Edit → Edit List Page

Figure 37. Editing form for a page containing a list of links to other pages

Enter a title of a new page in the **Title** field.

Depending on the type of the page which link should be located in the new page, press the respective button:

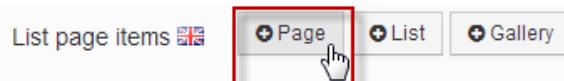


Figure 38. Selecting the type of the page which link should be located in the new page

Automatically, the form of the page, which will open when selecting the new link, appears. Editing forms will vary depending on the selected type of the page⁴; more detailed information can be found in the **Page management in the application** section of this guide.

The list of new links in the editing form will look as follows:

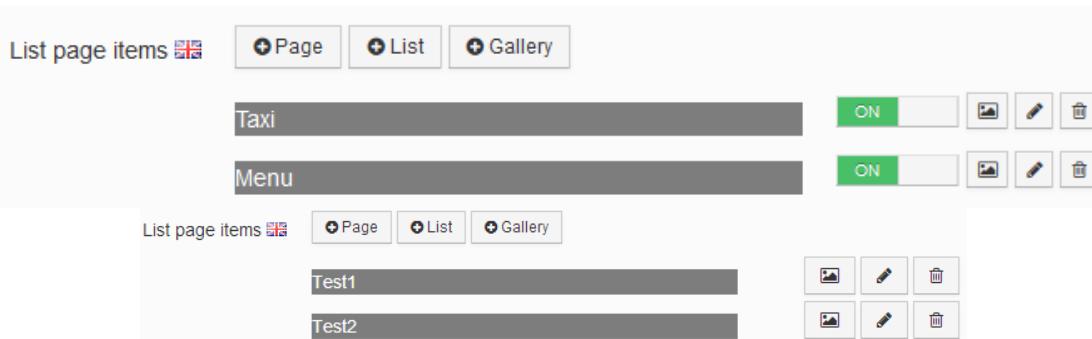


Figure 39. The list of newly created links in the editing form

In order to display a link in the application, set the switch on the right from the link to ON position, and in order to hide the link, set it to OFF position.

One graphic file can be located for each link as an image. For this purpose, press button in the line corresponding to the selected link, then select the location of the image on the hard drive or a removable media and press *Open*.



Requirements to images are given in **Annex 1. Requirements for images in the System** of this guide.

To open the editing form for a previously created link, use .

In order to delete a previously created link, press . In case of successful removal, the following notification appears on the screen:



Figure 40. Notification on successful removal of the link

3.1.2.1.3 Management of image galleries

If you have selected the *New Gallery Page* type when creating a menu item, the page editing form will look as follows:

Application Edit → Edit Gallery Page

Figure 41. Image gallery editing form

Enter a title for a new page in the **Title** field.

You can locate an unlimited number of graphic files on the gallery image page.

To upload the image file, press **Select file...** in the Image field, then select the location of the image on the hard drive or a removable media and press **Open**.



Requirements to images are given in Annex 1. Requirements for images in the System of this guide.

Repeat this procedure for all images that need to be added to the page.

Press Save to complete the process of page creation.

3.1.2.1.4 Management of the list of recipients of messages from application users

The System provides message exchange between registered clients of the application (guests) and hotel staff (System Administrators). In order to make a list of recipients of messages from guests, select the **Messages** item in the tree menu:

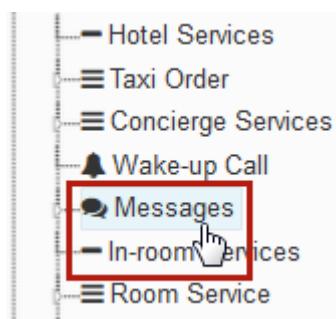


Figure 42. Messages item

The following list opens in the working area:

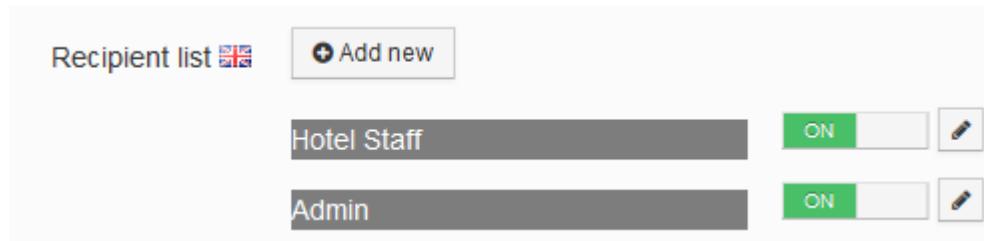


Figure 43. Page for editing the list of recipients of messages from guests

In order to activate the selected recipient, set the switch on the right from its name to **ON** position, and in order to block the recipient, set it to **OFF** position.

To add a new recipient in the list, press **Add new**. The following screen form will open:

This is a modal dialog box for adding a new recipient. It contains three main sections: 'Title' with a UK flag icon and the value 'Hotel Staff'; 'Image' with a 'Select file...' button; and 'Role' with a dropdown menu currently set to 'Reception'. At the bottom are two buttons: a blue 'Save' button with a disk icon and a white 'Cancel' button.

Figure 44. Form for adding a new recipient of messages from guests

Set the recipient title in the **Title** field.

To upload the image file, press **Select file...** in the Image field, then select the location of the image on the hard drive or a removable media and press **Open**.



Requirements to images are given in **Annex 1. Requirements for images in the System** of this guide.

Select a role of the new recipient of messages in the **Role** drop-down list (from the hotel staff).

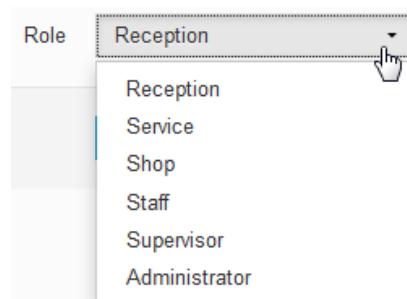


Figure 45. Selecting a role for a hotel employee

To complete, press **Save**.

You can edit the recipient information by pressing  to the right from the recipient name in the list. A form similar to the form for adding a recipient to the list will appear. Make changes and save by pressing **Save**.

3.1.2.1.5 Editing a service fee when ordering in a shop

A service fee is a fixed price that is charged for order delivery to the room. A delivery fee is automatically added in the order price. To edit the service fee name and amount, select **Cart** in the menu tree:

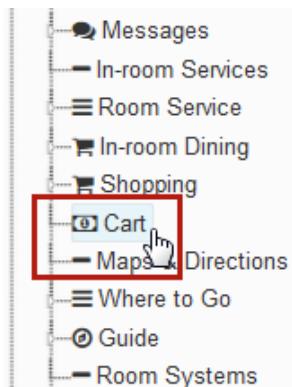


Figure 46. Cart item

The following fields will appear in the working area:

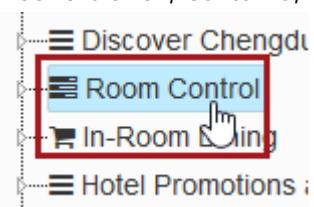
The screenshot shows a user interface for editing a service fee. At the top, there is a field labeled "Service fee text" with a small UK flag icon, followed by a larger input field labeled "Service fee". Below this, there is a field labeled "The Fee" containing the number "10" and a euro symbol (€). At the bottom of the form is a blue button labeled "Save".

Figure 47. Page for editing a service fee when ordering in a shop

You can change the service fee title in the **Service fee text** field, and its amount in **The Fee** field. As soon as editing is completed, press **Save**.

3.1.2.1.6 RCU objects control

To add/edit/delete RCU (Room Control Unit) objects (light, air conditioner, curtains, etc.) buttons,



select the **Room Control** item in the menu tree:

Figure 48. Room Control item

A list of RCU objects appears in the working area:

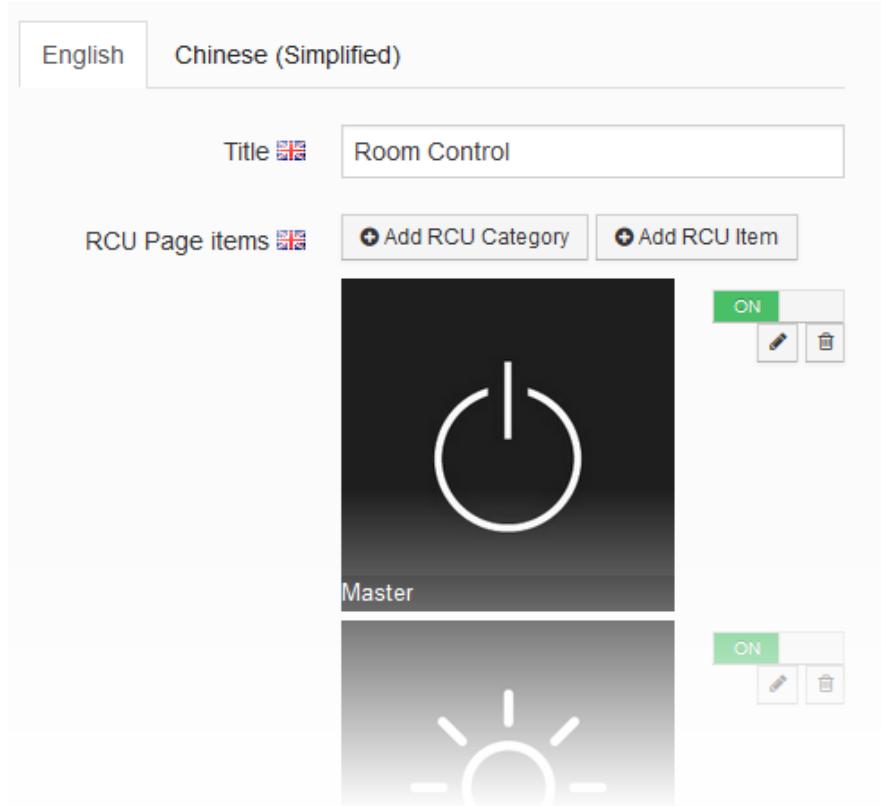


Figure 49. A list of RCU objects

In order to activate the selected object and make its control button available for guests, set the switch to the right from its title to ON position , in order to deactivate it , set the switch to OFF position.

To add a new button to the list press **RCU Item**. The following screen form to add objects appears:

The screenshot shows a form for adding a new RCU object. At the top, there are two tabs: "English" (selected) and "Chinese (Simplified)". The form fields are as follows:

- Title**: A text input field.
- Display Groups**: A dropdown menu showing "Nothing selected".
- Image**: A file selection input with a "Select file..." button and a note: "Minimal dimension requirements 260x260 px".
- RCU Type**: A dropdown menu showing "Light".
- HEX Command**: An empty text input field.
- Box Number**: An empty text input field.
- Card Number**: An empty text input field.
- Channel Number**: An empty text input field.

At the bottom is a blue "Save" button with a disk icon.

Figure 50. Form to add a new RCU object to the list

Enter a new name in the *Title* field. Select a group to put the new button in from the *Display Groups* drop-down list.

To upload the button image file, press *Select file...* in the *Image* field, then select the location of the image on the hard drive or a removable media and press *Open*.



Requirements to images are given in Annex 1. Requirements for images in the System of this guide.

Select an RCU object type from the *RCU Type* drop-down list.



Information to fill technical features in the other fields of the form can be received by technical support representatives of the Hoteza Hospitality Solutions company.

To complete press **Save**.

In order to structure the list, create various categories to the buttons. Press **Add RCU Category** button to add a new category.

The following screen form appears:

Figure 51. Add RCU category form

Enter a new name in the *Title* field. Select a group to put the new category in from the *Display Groups* drop-down list.

To upload the category image file, press *Select file...* in the *Image* field, then select the location of the image on the hard drive or a removable media and press *Open*.



Requirements to images are given in Annex 1. Requirements for images in the System of this guide.

To save category and its content, press **Save**.

In order to edit RCU object information, press button to the right from its title in the list. A form appears, it is similar to the Form to add a new RCU object to the list. Make changes and to save the changes press **Save**. If it is required to delete an object from the list in the editing form, press **Delete Page**.

3.1.2.1.7 POI management

To add/delete POI (point of interest) and create a category, select the *Guide* item in the menu tree:

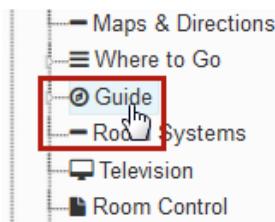
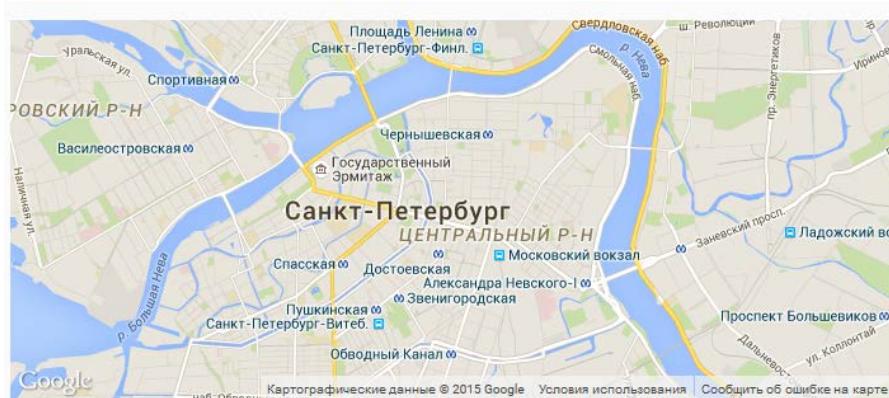


Figure 49. Guide item

The *Guide page name* screen form appears in the working area:



Guide page name

English Russian Arabic German Spanish French Turkish
Chinese (Simplified)

Title	Guide
<input type="button" value="Save"/>	

Guide page categories & points

+ Add Guide Category + Add Guide Point

ATM ON

Figure53. Guide page name screen form

To rename this section, enter a new value in the **Title** field and press **Save**.

To add a new category of points on the map, press **Add Guide Category**

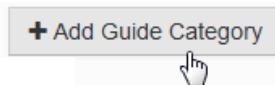
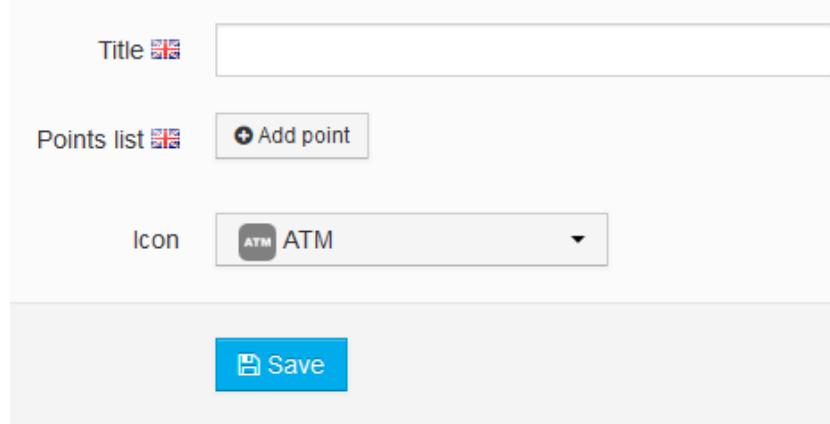


Figure 54. Button to add a new point category

The following screen form appears:



The form consists of several input fields and a save button. At the top is a 'Title' field with a small flag icon. Below it is a 'Points list' section with a 'Add point' button. Underneath is an 'Icon' dropdown menu showing 'ATM ATM'. At the bottom is a large blue 'Save' button.

Figure 55. Form to add a new point category

Enter a title for the category page in the **Title** field.

Select an icon for the new category from the **Icon** drop-down list:

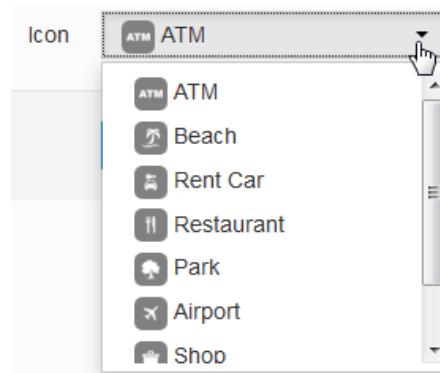


Figure 56. Selecting an icon for the point category

To create a point in the category, press Add point:

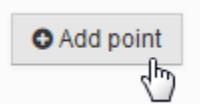


Figure 57. Add point button

The following page appears:

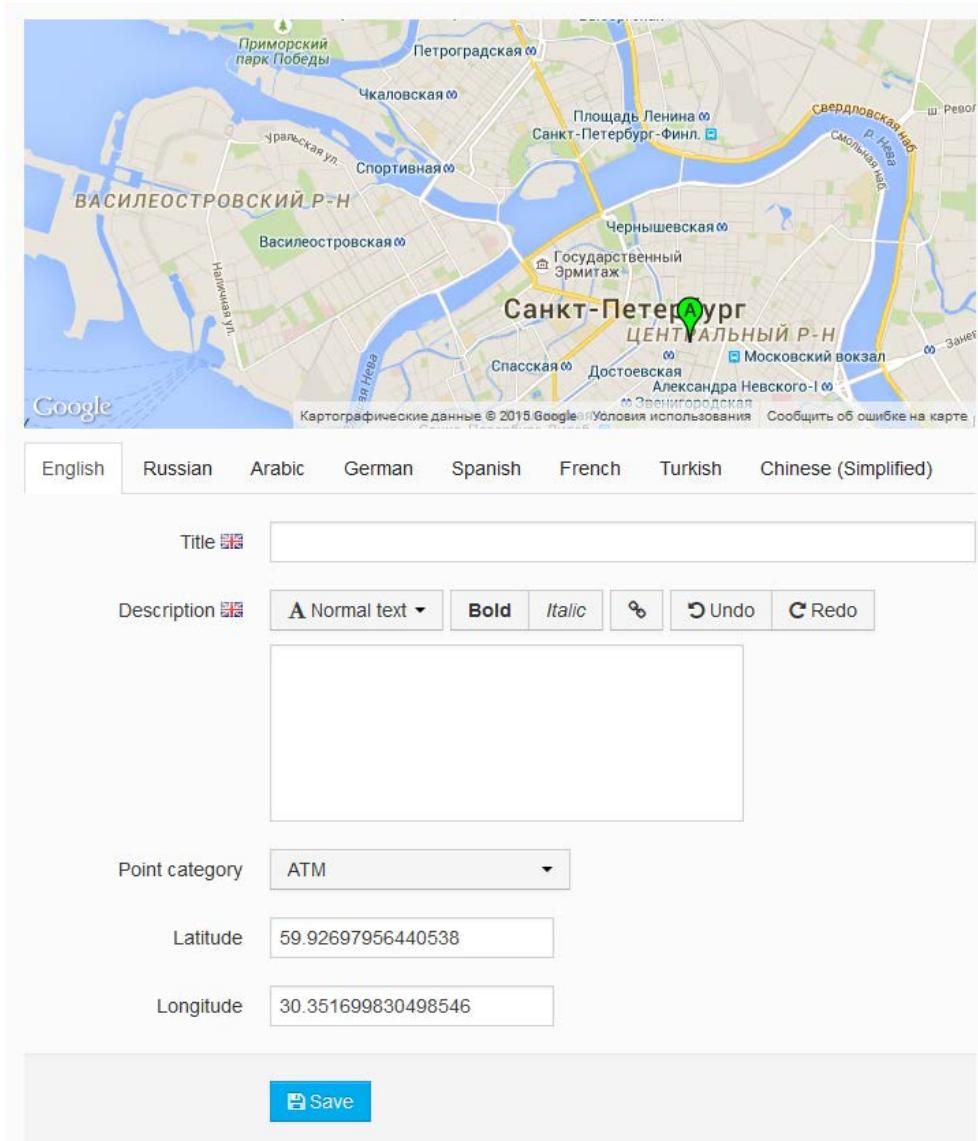


Figure58. Page to create a point on the map

Enter the point title in the **Title** field.

Enter textual description of the added point in the **Description** field (optional). When editing the text, you can use buttons in the Tool bar of the embedded visual editor (button assignment can be found in the description of the text page creating process in **Ошибка! Источник ссылки не найден.** of the present document).

Values of latitude and longitude for a point on the map are set manually in the Latitude and Longitude field, or by clicking on the map in the desired spot.

Repeat the adding procedure for all points that were planned to be mapped.

To save the category and its content, press **Save**.

In order to display a category in the application, set the switch on the right from its name to ON position, and in order to hide the category, switch it to OFF position.



Figure 59. Tools to manage categories of points on the map

Previously created categories can be edited and deleted. For this purpose, use  and  buttons, respectively:

To see the list of points on the map in the category, select the category name in the menu tree. The list of points looks as follows:

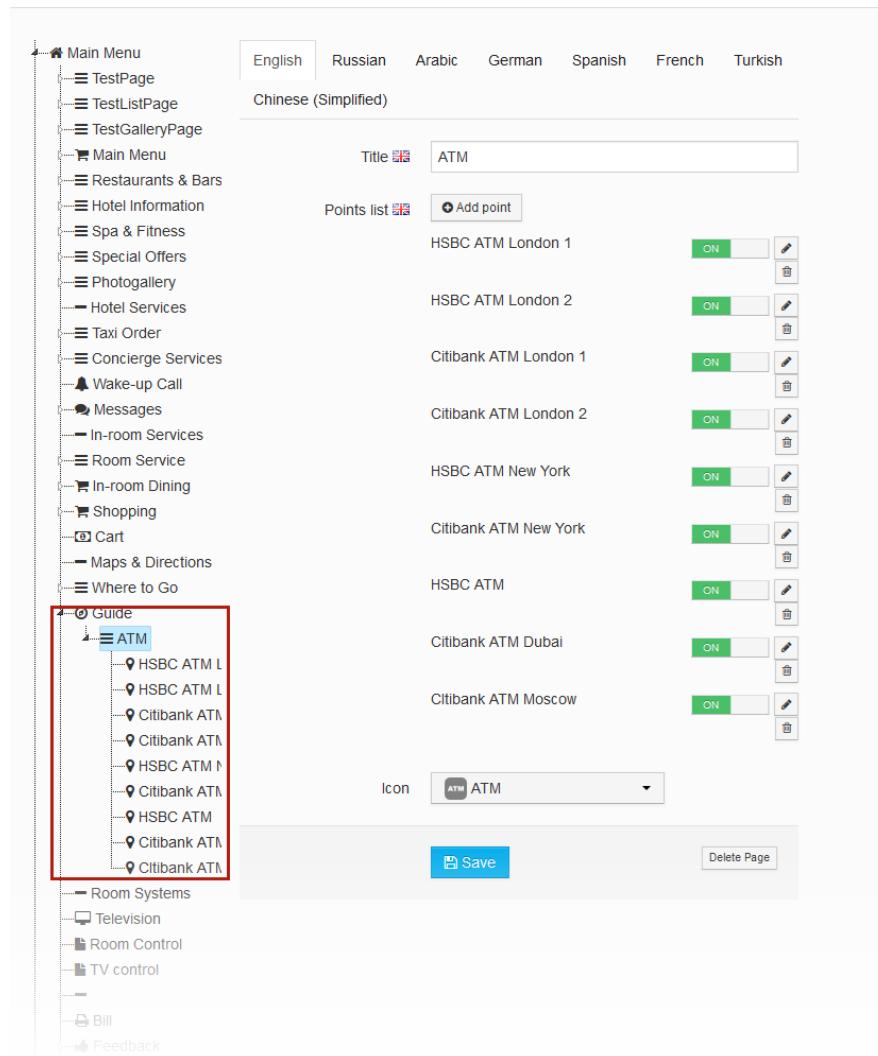


Figure 60. List of points in the category

In order to display a point in the application, set the switch on the right from its name to ON position, and in order to hide the point, switch it to OFF position.

Previously created points can be edited and deleted. For this purpose, use  and  buttons, respectively:

3.1.2.1.8 Renaming the Television menu item

If TV application is enabled in the System, you can rename the respective item in Hoteza by selecting the *Television* item in the menu tree:

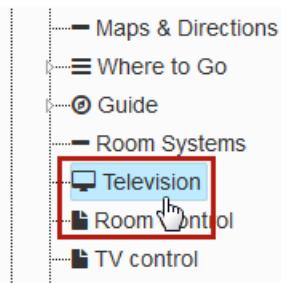


Figure 61. Television item

The Title field opens in the working area, in which you should make the following changes:

A screenshot of a dialog box. The title bar says 'Title'. The input field contains 'Television'. Below the input field is a blue 'Save' button with a white icon.

Figure 62. Field to rename the Television menu item

As soon as editing is completed, press Save.

3.1.2.1.9 Management of inquiries for feedback with application users

To manage inquiries (questionnaires) for feedback from application users, select the Feedback item in the menu tree:

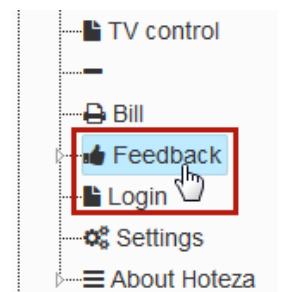


Figure 63. Feedback item

The following screen form opens in the working area:

Create new Inquiry Form

When you click on "Create new Inquiry Form" button, it switch off current inquiry and create a new one.

Name of inquiry: Test inquiry

Form questions

★ Add question with Stars

─ Add question with List of answers

★ How you like our app?

Save

Figure64. Inquiry editing form

To create a new inquiry, press **Create new Inquiry Form**:



Figure 65. Button to add a new questionnaire

The following screen form will open:

Create new Inquiry Form

When you click on "Create new Inquiry Form" button, it switch off current inquiry and create a new one.

Name of inquiry:

Form questions

★ Add question with Stars

─ Add question with List of answers

Save

Figure 66. Questionnaire editing form

Set the name of the new questionnaire in the **Name of inquiry** field.

Now select the type of question to be created. To do so, press:

- **Add question with Stars** - to enable users to vote and rate (by a number of stars):



Figure 67. Add question with Stars button

A screen form appears, where in **Title** field you should enter a question or a statement which should be voted for by users; then press **Save**:

The screenshot shows a web-based form for creating a new inquiry item. At the top, there's a 'Title' field containing 'Inquiry item' and an 'Item type' field set to '★ Stars'. Below these are two buttons: a blue 'Save' button and a grey 'Delete Page' button. In the top-left corner, there's a green circular icon with a white letter 'i' and a small underline.

Figure 68. Field to enter a question that needs to be voted for

You can delete the question by pressing **Delete page** in the editing form.

- **Add question with List of answers**—to create an inquiry (list of questions) with an option to select among various answers:

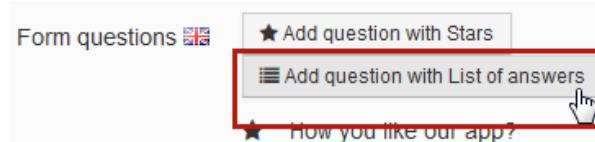


Figure 69. Add question with List of answers button

A screen form appears, where in **Title** field you should enter the question for users:

The screenshot shows a web-based form for creating a new inquiry item. It includes a 'Title' field ('Inquiry item'), an 'Item type' field ('List'), and a 'List' section with an 'Add list item' button and a text input field ('Type here...'). At the bottom, there are 'Save' and 'Delete Page' buttons. A green info icon is in the top-left corner.

Figure 70. Field to enter a question with a list of answers

Now enter the first answer in the **1** field.

To add a field for another answer, press **Add list item**, then enter the answer in the **2** field. Repeat this procedure for the entire list of answers.

If it is required to delete any of the previously entered answers, press **X**.

To save the questionnaire, press **Save** in the lower part of the form.

You can delete the answer by pressing **Delete page** in the editing form.

Previously created questionnaires can be edited and deleted. For this purpose, use  and  buttons, respectively:

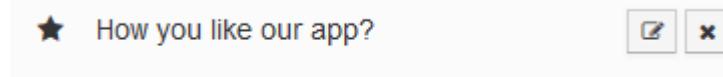


Figure 71. Previously created questionnaire

Attention!

-  If an application user has answered any of the questions of the created questionnaire, editing or removal of the questions is not available any more.

3.1.2.1.10 Shop management (In-room Dining)

To implement a service desk via the multi-platform application, it is necessary to create an embedded shop. For this purpose, click the root catalog of the menu, *Main Menu*, in the working area of the window, then press **Add Shop to Application**:

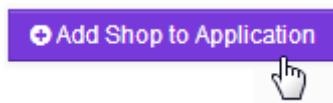


Figure 72. Button to add a shop in the application

A form for page editing appears:

Application Edit → Edit Shop

Language	English	Russian	Arabic	German	Spanish	French	Turkish	
Chinese (Simplified)								
Title 	Main Menu							
Items list 	<input type="button" value="Category"/>	<input type="button" value="Product"/>						
Icon	<input type="button" value="No icon"/>							
Bulk upload	<input type="button" value="Upload"/>	<input type="button" value="Download XLS structure"/>						
<input type="button" value="Save"/>								

Figure 73. Form to edit the shop page

Enter a title of the shop in the *Title* field.

To create a new product category, press **Category** in the *Items List* field.

A form for editing opens:

The screenshot shows a form for editing a product category. At the top left is a 'Title' field with a small flag icon, containing the text 'Main Menu'. Below it is a 'Child Items list' field with a flag icon, showing two options: 'Category' (selected) and 'Product'. Underneath these is a 'Parent Page' field with the value 'Main Menu (Shop)'. On the left is an 'Image' field with a 'Select file...' button. At the bottom right is a blue 'Save' button with a disk icon.

Figure 74. Form for editing a product category

Set the category name in the **Title** field.

The newly added product category will be displayed in the menu tree as a menu sub-item that opens this shop.

You can add a lower category in the newly created category. To do so, press **Category** in the *Child Items List* field.

You can also locate a single graphic file as an image for this product category.

To upload the image file, press **Select file...** in the Image field, then select the location of the image on the hard drive or a removable media and press **Open**.



Requirements to images are given in Annex 1. Requirements for images in the System of this guide.

In order to add a new product, press **Product** in the *Child Items List* field.

A form for editing a product page opens:

Application Edit → Edit Shop Product

The screenshot shows the 'Edit Shop Product' form. On the left is a sidebar with a tree view of menu items. The 'Main Menu' node is expanded, showing 'TestPage', 'TestListPage', 'TestGalleryPage', and another 'Main Menu' node which is also expanded, showing 'Main Menu' again. Other nodes include 'Restaurants & Bars', 'Hotel Information', 'Spa & Fitness', 'Special Offers', 'Photogallery', 'Hotel Services', 'Taxi Order', 'Concierge Services', 'Wake-up Call', 'Messages', 'In-room Services', 'Room Service', 'In-room Dining', 'Shopping', 'Cart', 'Maps & Directions', 'Where to Go', 'Guide', 'Room Systems', 'Television', 'Room Control', 'TV control', and 'Bill'. The main panel has tabs for English, Russian, Arabic, German, Spanish, French, and Turkish, with Chinese (Simplified) also listed. The 'Title' field contains 'Main Menu'. The 'Description' field has a toolbar with 'Normal text', 'Bold', 'Italic', and other icons. Below it are 'Undo' and 'Redo' buttons. The 'Toppings' field has a button to 'Add Topping List'. The 'Cost' field is set to 'EUR'. The 'Parent Page' field is set to 'Main Menu (Shop Category)'. The 'Image' field has a 'Select file...' button. At the bottom is a large 'Save' button.

Figure 75. Form for editing a product page

Set the product title in the **Title** field.

Enter textual description of the added product in the **Description** field. When editing the text, you can use buttons in the Tool bar of the embedded visual editor (button assignment can be found in the description of the text page creating process in 3.1.2.1.1 of the present document).

The **Toppings** field specifies additional features of the product, such as toppings to various products (chocolate/jam, etc., for ice cream, lemon for tea, etc.). To make a list of toppings, press **Add Topping List**. The following screen form appears:

The screenshot shows a web-based administrative interface. At the top left is a 'Title' field with a UK flag icon, containing the text 'Main Menu'. Below it is a 'Child Items list' field with a UK flag icon, containing a link to 'Add Product Topping'. To the left of these is a 'Parent Page' field showing 'Main Menu (Shop Product)'. At the bottom right is a blue 'Save' button with a white icon.

Figure 76. Form to add a list of product toppings

Enter a title for the list of toppings in the **Title** field and press Save. To add a topping, press Add Product Topping. Enter a title of the topping in the following form and press Save.

This screenshot shows a similar web-based administrative interface. It has a 'Title' field with a UK flag icon ('Main Menu'), a 'Parent Page' field ('Main Menu (Shop Topping List)'), and a blue 'Save' button at the bottom right.

Figure77 . Form to add a topping into the list

Return to the page for editing product features and specify its price in the **Cost** field.

Add a product image as an illustration. To load the image file, press **Select file...** in the **Image** field, then select the location of the image on the hard drive or a removable media and press **Open**.



Requirements to images are given in Annex 1. Requirements for images in the System of this guide.

You can also upload new products as a list from already completed xls-file or zip-archive. To do so, press **Upload** in the shop editing form in the field **Bulk upload**.

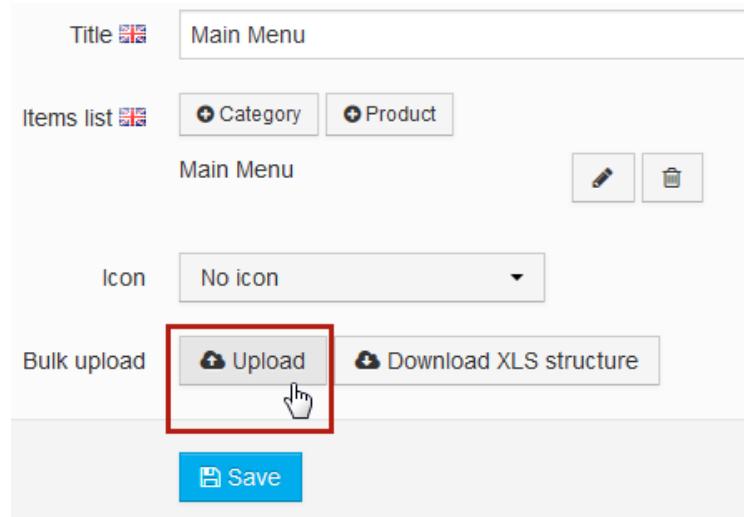


Figure 78. Upload button

In the opening dialog window, specify the location of the xls-file or zip-archive on the hard drive or in a removable media, then press **Open**.

To download the xls-file structure for the selected shop, use the Download XLS structure button. A dialog window to save the file will open, which is standard for the browser and OS used. Specify a path on the hard drive or a removable media to save the file.

Info In the file structure, mandatory columns are **ID** and **Price**; any others are not mandatory.

If the XLS-file is filled with new products, **ID** fields in respective lines are left empty.

A	B	C	D	E	F	G	H	I
1	id	price	image	en_title	en_text			
2	302	12	pic302.png	Toothpaste	T heodent has recently hit the market, and it promises to stren			
3	303	32	pic23.png	Doltz Pocket	With Panasonic's Doltz Pocket Sonic Toothbrush, you'			
4	305	42.00	pic_teleadp.png	Teleadapt	W orld Wide Plug Adapter Kit by Teleadapt includes plugs for us			
5	306	135	pic1.png	iDAPT	i4 Mul iDAPT i4 is an innovative charging solution that can charge up			
6	395	12.00	apple8pin.png	Apple 8-Pin	t Forgot your charger for iPhone 5 or cannot connect to iHome d			
7	308	615.00		iPhone 5S	64 A new Apple product needs no introduction.			
8	309	760		The New iPad	The new iPad. Model with Wi-Fi, cellular, 64Gb			
9								
10								

Figure 79. Example of XLS-file

There is an option to download a catalog update in the shop along with images. To do so:

- fill in the downloaded shop structure file with all data, and specify file

names of uploaded images in the *Image* field;

- add all files (images and XLS-file) into a ZIP-archive, which should have no folders or nesting, e.g., the XLS-file and images shall be located at the same level in the archive;
- upload the archive to the server by using the **Upload** button.

To complete the page creating process, press **Save**.

The list of created categories in the Internet-shop will look as follows in the editing form:

The screenshot shows a user interface for managing categories. At the top, there are three buttons: 'Items list' with a UK flag icon, 'Category' (selected), and 'Product'. Below these, the word 'Category' is followed by 'Category1' and 'Category2'. To the right of each category name are two icons: a pencil for editing and a trash can for deleting.

Figure 80. List of newly created categories in the editing form

To open the editing form for a previously created categories, use .

In order to delete a previously created categories, press . In case of successful removal, the following notification will appear on the screen:

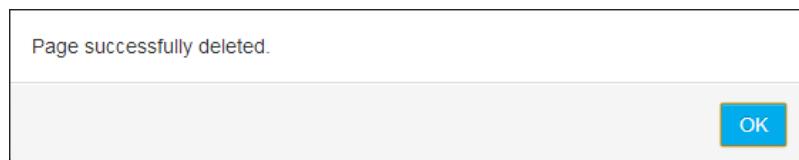


Figure 81. Notification on successful removal of the category

3.1.2.2 Editing of application pages

To edit any application page, select its name in the tree menu. For example, to edit the *Wake-up Call* page, select this item in the menu tree:



Figure 82. Wake-up Call item

In the working area, a form for editing the page will appear which is usually identical to the page creation form. In the above example, the page will look as follows:

The form has a toolbar at the top with buttons for Text, Normal text, Bold, Italic, Undo, and Redo. The main content area contains the title 'Wake-up Call' and a text editor with the following text: 'Select time below and instead of calling you in the morning we will send a bellboy to your room. No worries, he will not come in and kiss you, he will bring you a cup of fresh coffee!'. Below the text editor is an 'Image' section with a 'Select file...' button and a preview area showing a close-up of an alarm clock face. At the bottom is a 'Save' button.

Figure 83 . Page editing form

Make all required changes and save by pressing **Save**.

3.1.2.3 Deleting of application pages

To delete a page, select it in the menu tree as follows:



Figure 84. Page selection in the menu tree

In the editing field, press Delete Page:

The screenshot shows the editing interface for a page named 'thing1'. It includes fields for Title ((thing1)), Description, Cost (2.00 EUR), Parent Page (Shop1 (Shop)), and Image (Select file...). At the bottom, there are 'Save' and 'Delete Page' buttons, with the 'Delete Page' button highlighted by a red box.

Figure 85 . Button to delete a page

In case of successful removal, the following notification will appear on the screen:



Figure 86. Notification on successful removal of the page

3.1.3 Management of service list in the application

To manage the list of hotel services, click the Hotel Services item in the working area.

A list of services will appear in the editing field:

Application Edit → Hotel Service List

Main Menu	+ Add Hotel Service
Welcome Page	Taxi Order
Hotel Services	Wake-up Call
Taxi Order	Make-up Room
Wake-up Call	Laundry and Dry Cleaning
Make-up Room	Technical Support
Laundry and Dry Clea	Minibar Refill
Technical Support	Extra Pillows
Minibar Refill	Hotel Services
Extra Pillows	Restaurants Booking
Hotel Services	Concierge Services
Restaurants Booking	helicopter
Concierge Services	helicopter
helicopter	helicopter

Figure 87 . List of services

To display the service in the application, set the switch to the right from the name of the selected service to **ON** position. To hide the service in the application, set the switch to the right from the name of the selected service to **OFF** position.

To open the editing form for the selected service, use (description of editing form can be found below).

To add a new hotel service in the list, press **Add Hotel Service**:

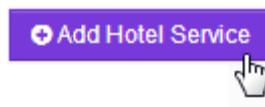


Figure 88. Button to add a new hotel service in the list

A form for page editing appears:

Figure 89. Form to edit the hotel service title

Enter the title for a new hotel service in the **Title** field, then press **Save**.

3.1.4 Management of video and video categories list on demand

3.1.4.1 Management of video categories list

To manage video categories list, which is provided to customers on their demand, click VOD Categories in the working area.

A list of video categories appears in the application editing field as follows:

The screenshot shows the 'Application Edit' interface with the title 'Application Edit → VOD Categories'. On the left, there is a tree view of the application structure: Main Menu, Welcome Page, Hotel Services, and VOD Categories. 'VOD Categories' is selected and highlighted with a red border. Under 'VOD Categories', there are two items: 'VOD Category #1' and 'VOD Category #2'. To the right of the tree view is a purple button labeled '+ Add Category'. Below the tree view, there is a table-like structure with three rows. The first row contains 'VOD Category #1' with an 'ON' switch (green) and an edit icon. The second row contains 'VOD Category #2' with an 'ON' switch (green) and an edit icon. The third row contains 'Pron' with an 'OFF' switch (red) and an edit icon. The entire interface has a light gray background with blue and purple accents for buttons and icons.

Figure 50. Video categories list

In order to display the video category in the application, set the switch to the right from its name to ON position. To hide the video category in the application, set the switch to the right from its name to OFF position.

To open the editing form for the selected category, use button (description of editing form can be found below).

To add a new video category to the list, press *Add Category* button.

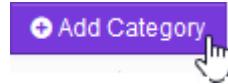


Figure 51. Add Category button

An editing form appears as follows:

The screenshot shows a user interface for editing a video category. At the top left is a 'Title' field with a small UK flag icon. To its right is a white input box. Below this is a 'Display Groups' section with a dropdown menu set to 'Nothing selected'. At the bottom right is a large blue button with a white 'Save' icon and the word 'Save'.

Figure 92. Video category title editing form

Enter a title for a new category in the **Title** field. If it is required, select a group to put the new category in from the Display Groups drop-down list, press **Save** to save it. To delete a created category open its editing form and press **Delete Item** button in it.

3.1.4.2 Management of video list

To manage a video list, select **Video on demand** item in the tree menu:

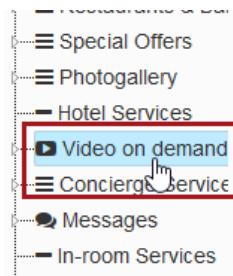


Figure 52. Video on demand item

A screen form Application Edit → VOD containing a list of videos will appear in the working area.

Application Edit → VOD

- Main Menu
- New Main Menu It...
- Room Control
- Guide test
- Spa & Fitness
- Taxi Order
- Restaurants & Bai...
- Special Offers
- Photogallery
- Hotel Services
- Video on demand
- Concierge Service
- Messages
- In-room Services
- Wake-up Call
- Room Service
- In-room Dining
- Shopping
- Cart
- Maps & Directions
- Where to Go
-
- Bill
- Feedback
- Login
- Settings
- About Hoteza
- Welcome Page
- Hotel Services
- VOD Categories

English
Russian
Arabic
German
Spanish
French

Turkish
Chinese (Simplified)

Title

VOD Films

Terminator 2: Judgment Day
FROM THE DIRECTOR OF TERMINATOR 2 AND TITANIC

ON

Avatar

ON

Transformers

ON

Moulin Rouge!

ON

Display Groups

Icon

Image

Minimal dimension

requirements 260x260 px

Save

(H)
HOTEZA
hospitality software

Figure 53. List of videos

In order to make the selected video active and available for customers, set the switch to the right from the video title to ON position. To deactivate the selected video, set the switch to the right from the video to OFF position.

Press **Add Category** for screen form to add a new category (see p. 3.1.4.1. of the present document).

You can change the list name in the **Title** field and if it is required, you can select a group in **Display Groups** drop-down list to put the list in.

The video list can have its icon (a small graphic item), which can be selected from the **Icon** drop-down list:

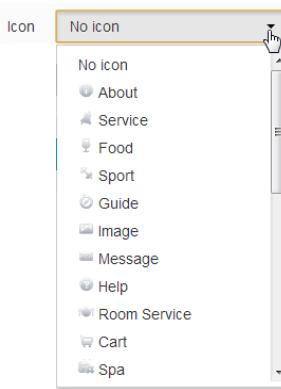


Figure 54. Icon selection for the video list

 A list of icons is pre-installed. If you want to change the list of icons, please contact the System developers.

To upload the video list image file, press **Select file...** in the **Image** field, then select the location of the image on the hard drive or a removable media and press **Open**.

 Requirements to images are given in Annex 1. Requirements for images in the System of this guide.

To complete press **Save**.

To edit the video information, press  button to the right from its name in the list. A form similar to the form to add video to the list will appear (see below). Make changes and then press **Save** button to save them. If it is required to delete a video from the list, press  button in the editing form.

To delete the whole list, press **Delete Page** button at the bottom of the screen form with the list.

To add a new video to the list, press **Add Film** button at the top of the screen form:



Figure 55. Add new video button

The following screen form to add a new video will appear:

Title	<input type="text"/>
Genre	<input type="text"/>
File url	<input type="text"/>
Get info from	<input type="button" value="IMDB"/>
Image	
Type	<input type="button" value="Movie"/>
Year	<input type="text"/>
Categories	<input type="button" value="Nothing selected"/>
<input type="button" value="Save"/>	

Figure 56. A form to add new TV-channel to the list

Enter a title for the new video in the **Title** field, enter its genre in the **Genre** field, enter URL address of the video in the **File url** field. You can fill some of the fields of the form automatically, if you press the **IMDB** button in the field **Get into form**. For example, you can mention a film to add, and the cover image, video type and release year will be added automatically:

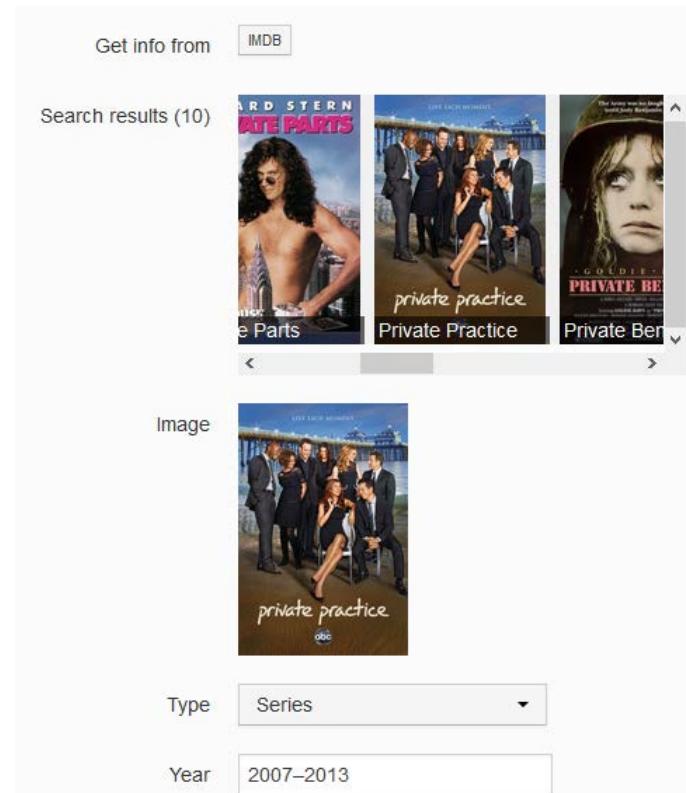


Figure 57. The result of pressing *IMDB* button

Select a category from the Categories drop-down list to put the new video in it.

3.2 To complete press **Save button** Preview and publication of content

To preview the added/edited content in the application, select the *Application* → *Preview* in the System's Main Menu:

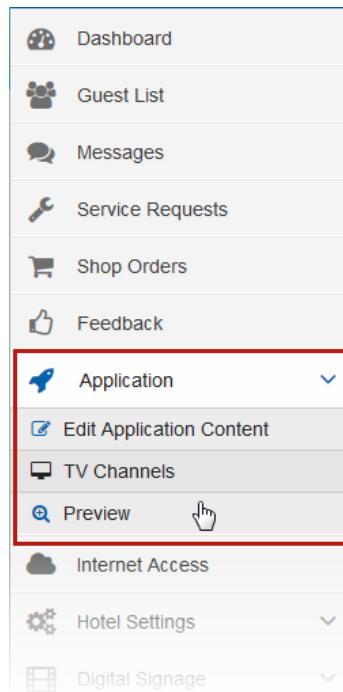


Figure 99. Application → Preview command in the System's Main Menu

The following page appears:

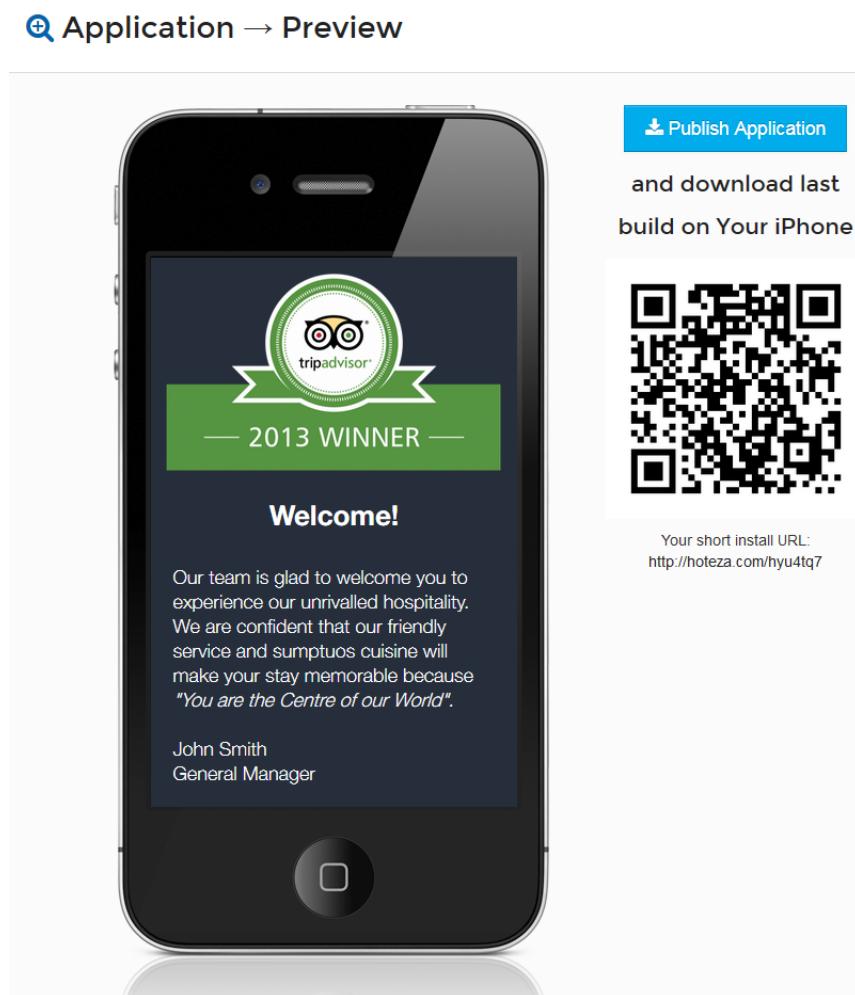


Figure 100. Mobile device emulator and QR-code to download the application

In the mobile device emulator, you can preview the content and functions.

If necessary, return to **Edit Application Content** and edit the application content. If you're satisfied with the result, press **Publish Application** in the **Application → Preview** page to publish the content in guest devices. In case of successful publication, the relevant notification will appear on the screen.

In user devices, a notification will appear to update the content, and after user confirmation, added/edited content will be refreshed (provided the device is connected to the Internet).

The QR-code located under the **Publish Application** button is used to download the application and to locate it on administrator posts in hotels and stands with various printed products, to be downloaded by guests. To obtain a high definition QR-code image, click on it using the mouse and it will appear in the new window.

Furthermore, a short URL address is displayed under the QR-code to download and install the application.

3.3 Managing the hotel guest list

To manage the hotel guest list within the Hoteza multi-platform application, the **Guest List** section is provided that can be opened by selecting the corresponding command in the Main Menu:

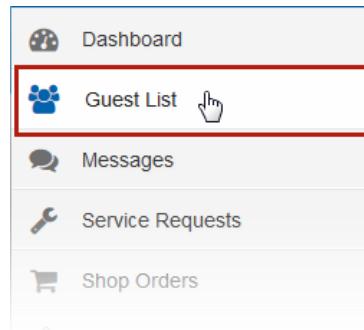


Figure 101. Guest List command in the System's Main Menu

The following screen form opens:

A screenshot of the 'Guest List' page. At the top, there is a purple button labeled '+ Check In Guest'. Below it are four tabs: 'PENDING' (red), 'CHECKED IN' (purple, selected), 'CHECKED OUT' (green), and 'CANCELED' (black). There is also a 'Filter' input field with placeholder 'by Room #, Surname or Checkout Date' and a 'Records per page:' dropdown set to 10. The main area contains a table with columns: Room #, Surname, Checkout Date, Status, and Actions. A message 'No entries to show' is displayed below the table. At the bottom right are 'Previous' and 'Next' navigation buttons.

Figure 102. Page to control the list of guests

The list of guests using the application will be displayed by default (**CHECKED IN** tab).

To view the list of guests with other statuses, i.e. those who wait for check-in (*PENDING* tab), checked out guests (*CHECKED OUT* tab) or those whose check-in was canceled (*CANCELED* tab), click the respective icons:



Figure 103. Tabs on the page with guest lists

For example, to view the list of guests who use Hoteza application, go to the *CHECKED IN* tab by clicking the respective button:

Guest List				
+ Check In Guest ○ PENDING 👤 CHECKED IN กระเป๋า CHECKED OUT ✗ CANCELED				
Filter by Room #, Surname or Checkout Date (🔍) Records per page: 10				
Room #	Surname	Checkout Date	Status	Actions
101	Koehler	31.12.2025 16:00	Checked In	_MESSAGES _UPDATE REGISTRATION _CHECKOUT GUEST
79153026833	763717	06.03.2015 11:16	← CHECKOUT DATE →	_CHECKOUT GUEST _MESSAGES UPDATE REGISTRATION
1920	Yaroslav	15.05.2015 12:00	← CHECKOUT DATE →	_CHECKOUT GUEST _MESSAGES UPDATE REGISTRATION
1177	Ivanov	31.05.2015 12:00	Checked In	_MESSAGES UPDATE REGISTRATION CHECKOUT GUEST
12345	Test	15.05.2015 15:00	← CHECKOUT DATE →	CHECKOUT GUEST _MESSAGES UPDATE REGISTRATION

Showing 1 to 5 of 5 entries

← Previous 1 Next →

Figure 104. List of guests using Hoteza application

There are two options for the guest check-in:

1. Via the hotel management System through integration with PMS (Property Management System);
2. Manually in the management and content delivery System for the Hoteza multi-platform application.

In case the customer was checked in with the first method, an image of a pin will appear near his name in the management and content delivery System as follows:

303	Granzer	25.06.2016 12:00	Checked In	_MESSAGES UPDATE REGISTRATION CHECKOUT GUEST
101	Surname	18.11.2016 15:00	Checked In	_MESSAGES UPDATE REGISTRATION CHECKOUT GUEST

Showing 1 to 5 of 5 entries

← Previous 1 Next →

Figure 58. A customer who was checked in the hotel with PMS

To determine the number of records displayed simultaneously on the screen, select the number from the **Records per page** drop-down list:

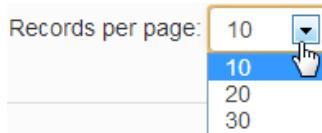


Figure 106. Setting the number of records displayed simultaneously on the screen

To keep the records that meet some specific conditions on the screen, enter a condition in the **Filter** field for example:

Room #	Surname	Checkout Date	Status	Actions		
1177	Ivanov	31.05.2015 12:00	Checked In	Messages	Update Registration	Checkout Guest

Showing 1 to 1 of 1 entries (filtered from 5 total entries) [← Previous](#) [1](#) [Next →](#)

Figure 107. Record filtering on the screen

Record filtration will be processed automatically as you enter a condition in the filter field.

In **CHECKED OUT** and **CANCELED** tabs, guest records can be filtered by date; specify the time interval by using an embedded calendar (press) and press **Search**, for example:

Figure 108. Record filtration by date

3.3.1 Registration of a new application user

Registration of guests is necessary to grant them access (after authentication) to such application functions as the shop, service requests, communication, etc.

Guest authentication in a mobile application is achieved by entering the Room number and the Surname in the special window of the application followed by sending a query to server by the application for guest authentication. Guest authentication in the TV occurs automatically with no guest involvement. After checking the correctness of data input, the server sends a message with authentication confirmation and the application grants an access to the user to additional functions available.

There are 3 options for guest check-in:

1. Automatic check-in via the hotel management system (PMS).

In this case, the list of guests in the *Guest List* section is supplemented automatically, as well as guests are deleted from this list automatically when they check out from the hotel.



Automatic check-in and check-out of guest occurs only if the hotel management system (PMS) is connected to the Hoteza Control System.

2. Check-in via the Control System.

For manual check-in of a new guest, press **Check in Guest** button located in the top left corner of the *Guest List* section working area:

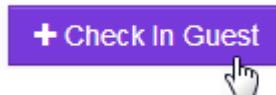


Figure 109. Button for a new guest check-in

The following form for guest check-in appears:

The form is titled "Check In Guest" and contains the following fields:

- Room # (text input field)
- Surname (text input field)
- Mobile phone (text input field with "+" and question mark icons)
- Checkout Date (text input field with calendar icon)
- Save (blue button)
- Cancel (button)

Figure 110. Guest check-in form

Fill out the following fields:

- Room # — number of the room the guest is accommodated in;
- Surname — guest's last name;
- Mobile phone — guest's mobile phone number;



Mobile phone number must be entered in international format. e.g., + [country code] [area code] [phone number].

- Checkout Date – specify the check-out date by using an embedded calendar (press):

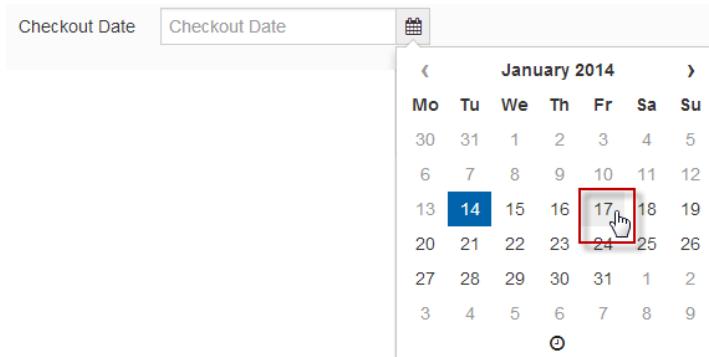


Figure 111. Date setting in embedded calendar

To specify the checkout time, press the clock-like icon in the lower part of the calendar and select hours and minutes by using up and down arrows.

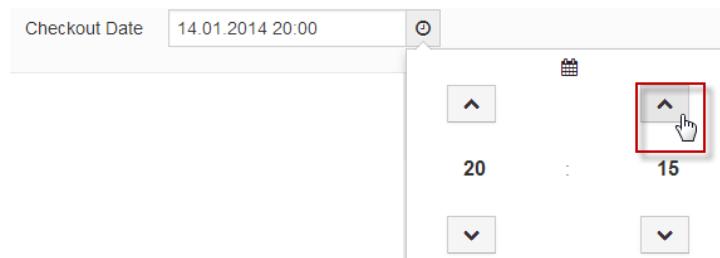


Figure 112. Time setting

To save the data entered, press **Save** in the lower part of the check-in form. In case of successful completion, the following notification appears on the screen:



Figure 113. Notification on successful guest check-in

3. Registration of mobile application user.

When a user tries to authorize for the first time, the query sent for guest authentication will be accompanied by a sound signal in the Control System and a pop-up warning in the bottom left corner:

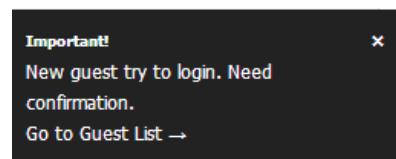


Figure 114. Guest query from application

Go to hyperlink **Go to Guest List**:

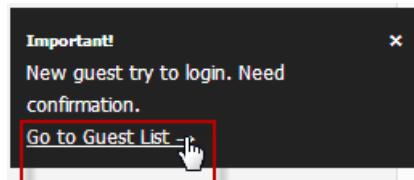


Figure 115. Using the hyperlink to go to guest management

The following list of guests waiting for check-in opens in the working area:

Room #	Surname	Checkout Date	Status	Actions
26	Soldini		Pending	Auth pending <input checked="" type="button"/> Confirm <input type="button"/> Dismiss

Showing 1 to 1 of 1 entries

Figure 116. Guests waiting for check-in

To confirm check-in of a new guest, press **Confirm** in the line corresponding to the guest in the *Actions* column:

Room #	Surname	Checkout Date	Status	Actions
26	Soldini		Pending	Auth pending <input checked="" type="button"/> Confirm <input type="button"/> Dismiss

Figure 117. Button to confirm new guest check-in

A form for guest editing opens:

👤 Confirm Guest Registration

Room #	26
Surname	Soldini
Mobile phone	+ <input type="text"/> Mobile phone <input type="button"/>
Checkout Date	31.05.2015 15:00 <input type="button"/>
<input type="button"/> Save <input type="button"/> Cancel	

Figure 118. Guest check-in form

If necessary, edit the form fields.

 You can only edit the guest's mobile phone number and the checkout date/time.

To save the information, press **Save** in the lower part of the check-in form. In case of successful completion, the following notification appears on the screen:

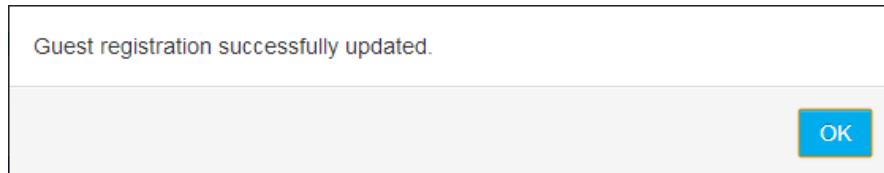


Figure 119. Notification on successful guest check-in

If a query must be rejected for any reason, press **Dismiss** in the line corresponding to the guest in the **Actions** column:

Room #	Surname	Checkout Date	Status	Actions
2045	gaiduk		Pending	Auth pending ✓ Confirm ✗ Dismiss

Figure 120. Button to reject a registration query

 In this case, the guest will not be registered, the access to additional functions of the multi-platform application will not be granted and the registration refusal record will be displayed in the Control System in the **CANCELED** tab:

PENDING	CHECKED IN	CHECKED OUT	CANCELED
Search by date	21.05.2015	22.05.2015	
Search			
Filter	by Room #, Surname or Checkout Date		Records per page: 10
Room #	Surname	Checkout Date	Status
26	Soldini		Canceled

Figure 121. List of guests on the CANCELED tab

3.3.2 Editing guest information

After check-in, a guest obtains the **Checked In** status in the Control System, and its record is located in the respective tab.

You can edit guest information. To do so, press **Update Registration** in the line corresponding to the guest in the **Actions** column:

Room #	Surname	Checkout Date	Status	Actions		
101	Koehler	31.12.2025 16:00	Checked In			
79153026833	763717	06.03.2015 11:16	← CHECKOUT DATE →			

Figure 122. Button to edit guest information

A form for guest information editing opens:

Update Guest Registration

Room #	101
Surname	Koehler
Mobile phone	+ <input type="text"/> Mobile phone
Checkout Date	31.12.2025 16:00
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Figure 123. Form for editing guest information

Make necessary changes and save by pressing **Save**.



You can only edit the guest's mobile phone number and the checkout date/time.

3.3.3 Guest check-out

When a guest is checked out, it must be rejected the access to application additional functions.



In case of connecting of the hotel management system (PMS) to the Hoteza Control system, guests are checked out automatically.

To do so, press **Check Out Guest** in the line corresponding to the guest in the *Actions* column:

1177	Ivanov	31.05.2015 12:00	Checked In			
12345	Test	15.05.2015 15:00	← CHECKOUT DATE →			

Figure 124. Guest check-out button

Upon the completion of the accommodation period specified at the check-in in the *LIVING* tab, the guest status is changed to **CHECKOUT DATE** and the Check Out Guest button changes to red.



Figure 125. Guest check-out button

Upon successful checkout, a respective notification appears:

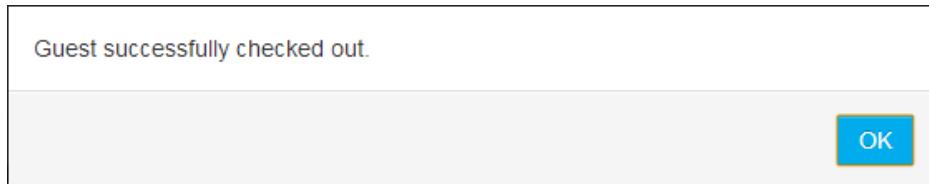


Figure 126. Notification on successful guest checkout

Guest access to additional functions of the multi-platform application will be closed, and a check-out record will be displayed in the Control System in the **CHECKED OUT** tab:

PENDING	CHECKED IN	CHECKED OUT	CANCELED										
Search by date	21.05.2015	22.05.2015											
Search													
Filter by Room #, Surname or Checkout Date ()													
Records per page: 10													
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; padding: 2px;">Room #</th> <th style="text-align: left; padding: 2px;">Surname</th> <th style="text-align: left; padding: 2px;">Checkout Date</th> <th style="text-align: left; padding: 2px;">Status</th> <th style="text-align: left; padding: 2px;">Actions</th> </tr> </thead> <tbody> <tr> <td style="padding: 2px;">12345</td><td style="padding: 2px;">Test</td><td style="padding: 2px;">21.05.2015 15:33</td><td style="padding: 2px;">Checked Out</td><td style="padding: 2px;"></td></tr> </tbody> </table>				Room #	Surname	Checkout Date	Status	Actions	12345	Test	21.05.2015 15:33	Checked Out	
Room #	Surname	Checkout Date	Status	Actions									
12345	Test	21.05.2015 15:33	Checked Out										
Showing 1 to 1 of 1 entries													
← Previous 1 Next →													

Figure 127. List of checked out guests in the CHECKED OUT tab

3.3.4 Sending messages to guests

You can send messages to registered and authorized guests directly from the *Guest List* section; these will be obtained after opening the Hoteza application.

To send a message to a specific guest, press **Messages** in the line corresponding to the guest in the *Actions* column:

Room #	Surname	Checkout Date	Status	Actions
101	Koehler	31.12.2025 16:00	Checked In	 Messages Update Registration Checkout Guest

Figure 128. Button to send a message to a guest

The following form opens:

← Back to Guest Messages List

Default Guest language:
Russian ▾

Send Send & translate to Russian ▾

Figure 129. Message sending form

In the top right corner, the guest's OS language used in the mobile device will be displayed (language by default). We recommend using this default language to send messages to guests.

Enter the message text in the form central field:

Bine ați venit în hotelul nostru!

Figure 130. Message input field

To send a message to the guest, press **Send**.

If desired, you can translate the entered text into another language by selecting it in the **Default guest language** drop-down list:

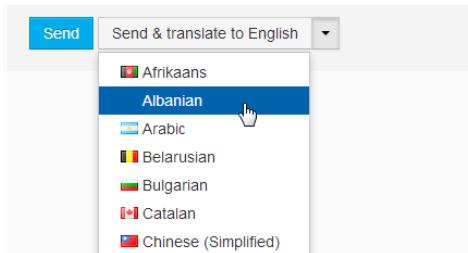


Figure 131. Selection of a language to translate the message into

3.4 Exchanging messages between hotel guests and hotel staff

To exchange messages between registered guests and hotel staff (System Administrator), enter the **Messages** section, by selecting the respective command in the Main Menu:

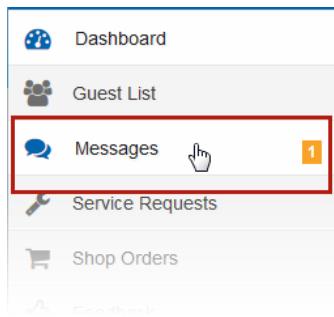


Figure 132. Messages command in the System's Main Menu

The number located to the right from the command name is the number of new (unread) messages received from the guest:



Figure 133. Notification on the number of new messages

The following screen form opens in the working area:

Guest Messages

Soldini (Room # 26)	Test	●
Koehler (Room # 101)	qwe	
Ivanov (Room # 1177)	Please time for filing a taxi and your contact phone number	
Yaroslav (Room # 1920)	OK!	

Figure 134. Page containing room message forms

To show messages received from a specific room only, enter the room number in the **Filter** field:

Figure 135. Room search form

To view previous messages, or if it is necessary to send a new message, click the field with any message from this guest:

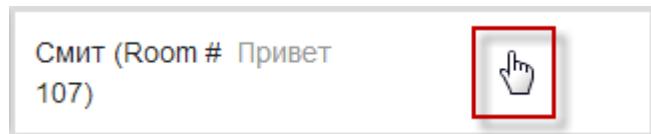


Figure 136. Field with messages from the selected room

The following screen form opens:

← Back to Guest Messages
List

Default Guest language:
Russian ▾

Soldini (Room # 26) to Reception 21.05.2015
15:48:51

Test

Send Send & translate to Russian ▾

Figure 137. Form to send a message to a guest

In the top right corner, the guest's OS language used in the mobile device will be displayed (language by default). We recommend using this default language to send messages to guests.

Enter the message text in the central field of the form and send it to the guest by pressing Send:

Hello!

Send Send & translate to Russian ▾

Figure 138. Field for text input and button for message sending

If desired, you can translate the entered text into another language by selecting it in the Send & translate to ... drop-down list and pressing the following button:

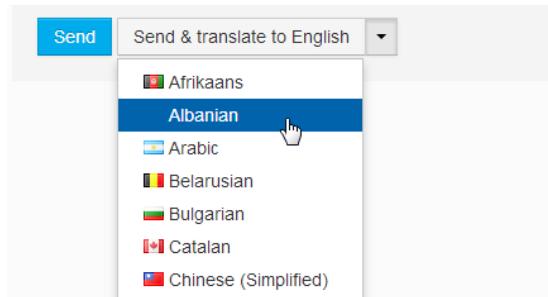


Figure 139. Selection of a language to translate the message into

The message will be sent in the selected language with the possibility to watch the original text. It will appear as follows in the System:

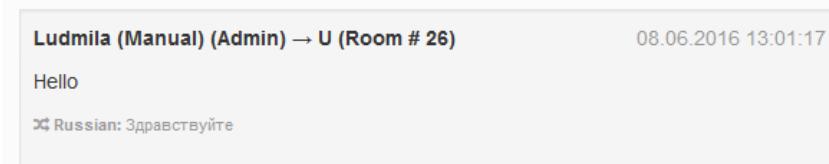


Figure 59. A message translated into the selected language

If several application users are registered in the same room, the message will be sent to all users in the room. In order to send a message to a particular user, open the *Guest List* section and press *Messages* button in the line corresponding to the selected user (see "Sending messages to guests" section of the present document).

To return to the *Conversation List* section, select the respective hyperlink:



Figure 141. Hyperlink to go to Guest Messages

If a message is received from a multi-platform application user, the Control System issues a sound alarm and opens pop-up notifications:

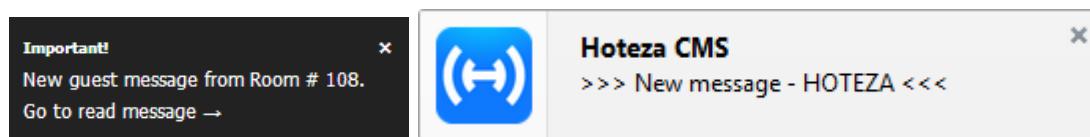


Figure 142. Notification on a new message from a guest

To read the received message, go to Go to read message:

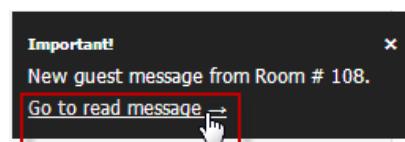


Figure 143. Hyperlink for Guest Messages

In the working area, a list of messages from this guest appears, and the last message will be below all others above the field for responding:

The screenshot shows a list of messages from Mr. Smith (Room # 108) to Reception. The messages are as follows:

- Mr. Smith (Room # 108) to Reception 10.01.2014 17:11:02
test sound
- Mr. Smith (Room # 108) to Reception 10.01.2014 18:02:24
test sound
- Mr. Smith (Room # 108) to Reception 10.01.2014 18:22:12
Привет
- Mr. Smith (Room # 108) to Reception 10.01.2014 18:31:30
Тест
- Mr. Smith (Room # 108) to Reception 10.01.2014 18:31:36
Тест

Below the messages is a large empty text area for responding. At the bottom are two buttons: 'Send' and 'Send & translate to English ▾'.

Figure 144. List of messages from the guest

3.5 Managing requests for service support

To create requests for service support (such as taxi ordering, wake-up call, cleaning, etc.), to control them and to track their status, you should use the *Service requests* section that can be opened by selecting the respective command in the System's Main menu:

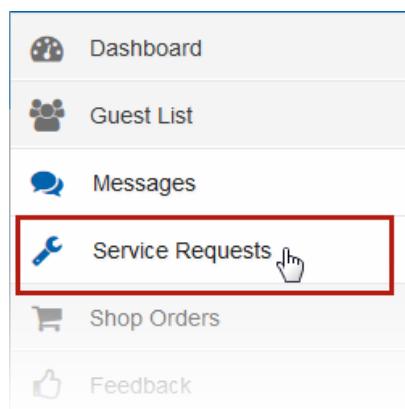


Figure 145. Service requests command in the System's Main Menu

The following screen form opens:

Hotel Services List

Filter by Request #, Room #, Surname and Re

Records per page: 10

Request #	Surname (Room #)	Request Type	Delivery Time	Create Date	Status	Actions
1819	Soldini (26)	Make-up Room	21.05.2015 16:20	21.05.2015 16:09	New	
1820	Soldini (26)	Extra Pillows	21.05.2015 16:09	21.05.2015 16:09	New	

Showing 1 to 2 of 2 entries

← Previous | 1 | Next →

Figure 146. List of service requests

The list of new requests will be displayed by default (*NEW* tab).

To view lists of requests with other statuses, e.g. being processed (*IN PROCESS* tab), completed today (*COMPLETED TODAY* tab) or canceled today (*CANCELED TODAY* tab), press respective buttons:

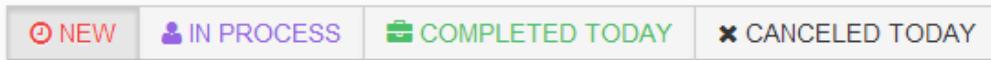


Figure 147. Button to go to lists of requests having various statuses

To determine the number of records displayed simultaneously on the screen, select the number from the *Records per page* drop-down list

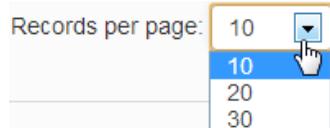


Figure 148. Setting the number of records displayed simultaneously on the screen

To keep the records that meet some specific conditions on the screen, enter a condition in the *Filter* field, for example:

Filter

Request #	Surname (Room #)	Request Type	Delivery Time	Create Date	Status	Actions
185	Smith (404)	Concierge Services	01.01.1970 03:00	05.12.2013 02:27	New	

Figure 149. Record filtration

Record filtration will be processed automatically as you enter a condition in the filter field.

In *COMPLETED TODAY* and *CANCELED TODAY* tabs, records can be filtered by date; specify the time interval by using an embedded calendar (press) and press **Search**, for example:

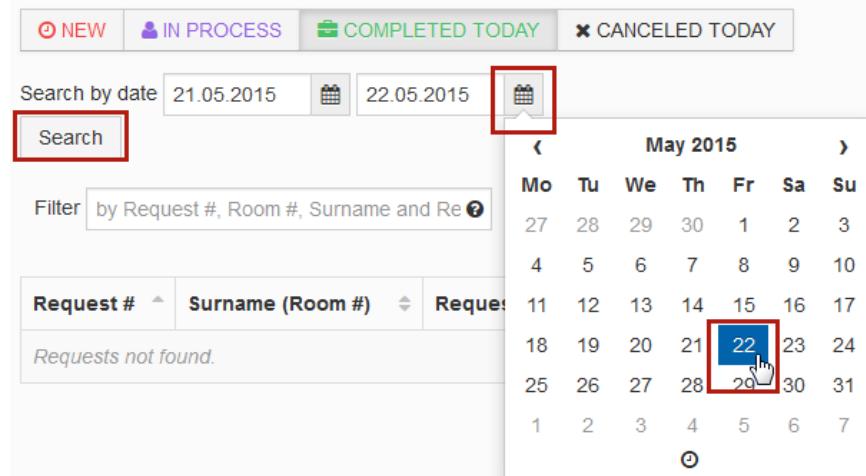


Figure 150. Record filtration by date

When a guest creates a service request by using application, the requests will be accompanied by a sound alarm and following notifications:

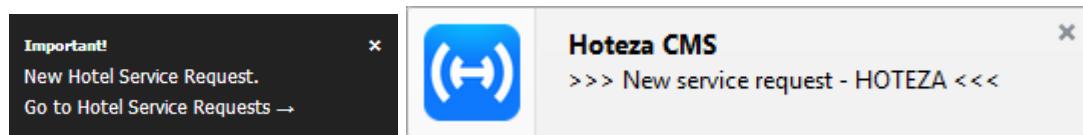


Figure 151. Notification of creating a service request by a guest

Go to hyperlink *Go to Hotel Service Requests*:

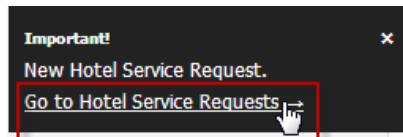


Figure 152. Hyperlink for Hotel Services Requests

In the working area, a list of new requests appears, where latest requests will be displayed last in the list.

3.5.1 Changing the request status and status monitoring

To view information of any request, press View in the list of requests in the line corresponding to the request in the *Actions* column:

Request #	Surname (Room #)	Request Type	Delivery Time	Create Date	Status	Actions
310	Begench (777)	Restaurants Booking	19.01.2014 10:28	19.01.2014 10:28	New Attention	

Figure 153. Button to view request information

The following screen form opens in the working area:

Guest details
Room # 777
Surname Begench

Request details
Request Type Restaurants Booking
Delivery Time 19.01.2014 10:28
Create date 19.01.2014 10:28
Status New
Comment

← Back to Hotel Services Requests List

Activities

Comments All history

Set status to: In Process

Message for guest

Save Send & translate to Russian

Figure 154. Form to change and monitor the status

The top part of the form will show guest and request information.

In the **Activities** field in the lower part of the form on the **Set status to:** tab select a new status from a drop-down list **In Process**, **Complete** or **Canceled**:

Set status to: In Process

In Process
Complete
Canceled

Save Send & translate to Russian

Figure 155. Selecting a new request status

If necessary, enter a comment for the guest in the **Message for guest** field.

If the request status has not changed during 20 minutes, the list of requests in the Status column in the respective line shows Attention, and a message on the request pending for receiving/processing will be sent to the System Administrator's e-mail.



If the request status has not changed during 40 minutes, the list of request in the Status column in the respective line shows Warning, and a message on the request pending for receiving/processing will be sent again to the System

Administrator's e-mail.

To save information, press **Save**.

If desired, you can translate the entered text into another language by selecting it in the **Send & translate to ...** drop-down list and pressing the following button:

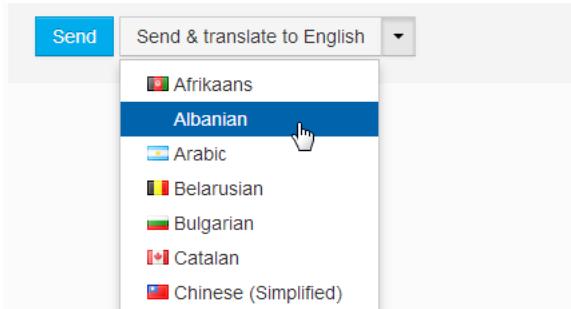


Figure 156. Selection of a language to translate the comment into

To view activity history for a specific request, go to the Activities field in the **All history** tab:

Figure 157. Viewing activity history for the selected request

3.6 Managing orders of various products to rooms

The Internet-shop integrated system allows to locate various products sold by the hotel in the application via the Control System. To control orders to rooms, the **Shop Orders** section is used, which can be opened by selecting the respective command in the System's Main menu:

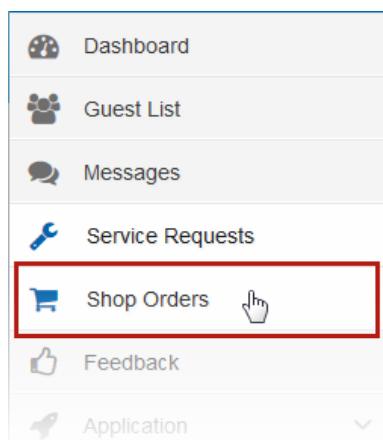


Figure 158. Shop Orders command in the System's Main Menu

The following screen form opens:

Figure 159. Shop Orders section page

The list of new orders will be displayed by default (*NEW* tab).

To view lists of orders with other statuses, e.g. being processed (*IN PROCESS* tab), completed today (*COMPLETED TODAY* tab) or canceled today (*CANCELED TODAY* tab), press respective buttons:

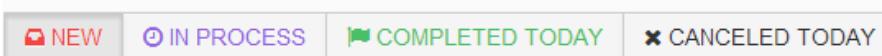


Figure 160. Button to go to lists of orders having various statuses

For example, to view the list of orders completed on the present day, go to the *COMPLETED TODAY* tab by clicking the respective button:

Figure 161. List of orders completed today

To determine the number of records displayed simultaneously on the screen, select the number from the *Records per page* drop-down list:

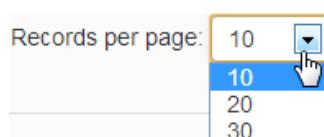
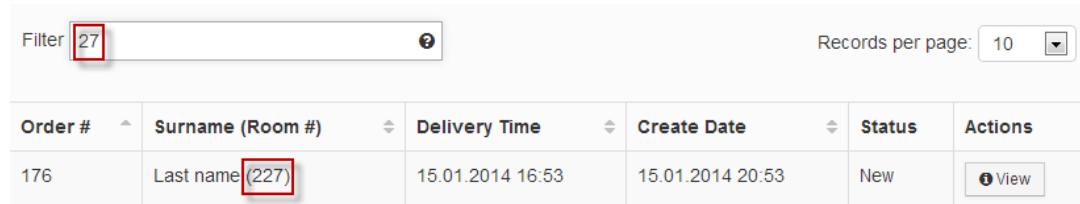


Figure 162. Setting the number of records displayed simultaneously on the screen

To keep the records that meet some specific conditions on the screen, enter a condition in the **Filter** field:



Order #	Surname (Room #)	Delivery Time	Create Date	Status	Actions
176	Last name (227)	15.01.2014 16:53	15.01.2014 20:53	New	View

Figure 163. Record filtration

Record filtration will be processed automatically as you enter a condition in the filter field.

In **COMPLETED TODAY** and **CANCELED TODAY** tabs, records can be filtered by date; specify the time interval by using the embedded calendar (press ) and press **Search**, for example:

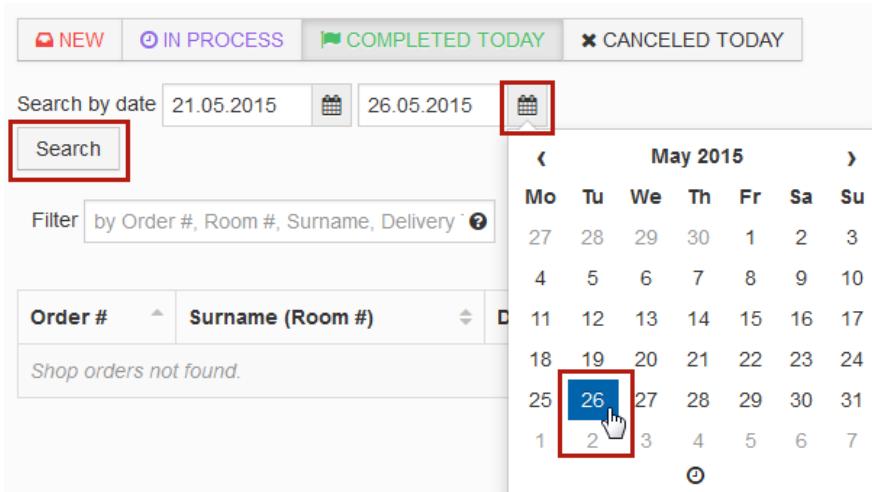


Figure 164. Record filtration by date

3.6.1 Creating a new order of products to the room

In the application, a guest selects items he/she needs, adds them to the Cart, forms an order, and then presses Send Order, and the order information is sent to the Control System. A request sent by the guest will be accompanied by a sound alarm and the following notification in the bottom left corner:

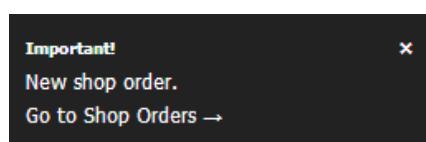


Figure 165. Notification on a new order

Go to hyperlink **Go to Shop Orders**:



Figure 166. Hyperlink for Shop Orders

In the working area, a list of new orders will appear where latest orders will be displayed last in the list.

NEW	IN PROCESS	COMPLETED TODAY	CANCELED TODAY				
Filter by Order #, Room #, Surname, Delivery			Records per page: 10				
Order #	Surname (Room #)	Delivery Time	Create Date	Status	Actions		
874	Soldini (26)	21.05.2015 21:17	21.05.2015 21:17	New			

Showing 1 to 1 of 1 entries

← Previous | 1 | Next →

Figure 167. List of new orders

3.6.2 Changing the order status and status monitoring

To view information of any order, press View in the list of orders in the line corresponding to the order in the *Actions* column:

Order #	Surname (Room #)	Delivery Time	Create Date	Status	Actions
874	Soldini (26)	21.05.2015 21:17	21.05.2015 21:17	New	

Showing 1 to 1 of 1 entries

← Previous | 1 | Next →

Figure 168. Button to view order information

The following screen form opens in the working area:

 Order 874 → Room # 26  Print

 Customer details	Room # 26 Surname Soldini	
 Order details	Order # 874 Delivery time 21.05.2015 21:17 Create date 21.05.2015 21:17 Status New Comment	
Item	Qty	Price
Bruschetta with Tomato & Basil In-room Dining > Starters	1	€ 7.00
Seafood Cocktail In-room Dining > Starters	1	€ 18.00
Total: € 25.00		

[← Back to Shop Orders List](#)

Activities

 Comments
 All history

Set status to: In Process

Message for guest:

 Save
Send & translate to Russian ▼

Figure 169. Order information

The top part of the form will show guest and order information.

To print the order receipt, press Print button located in the top right corner of the order information page:



Figure 170. Button to print the order receipt

In the **Activities** field in the lower part of the form on the **Set status to: tab** select a new status for the order from a drop-down list: **In Process**, **Complete** or **Canceled**:

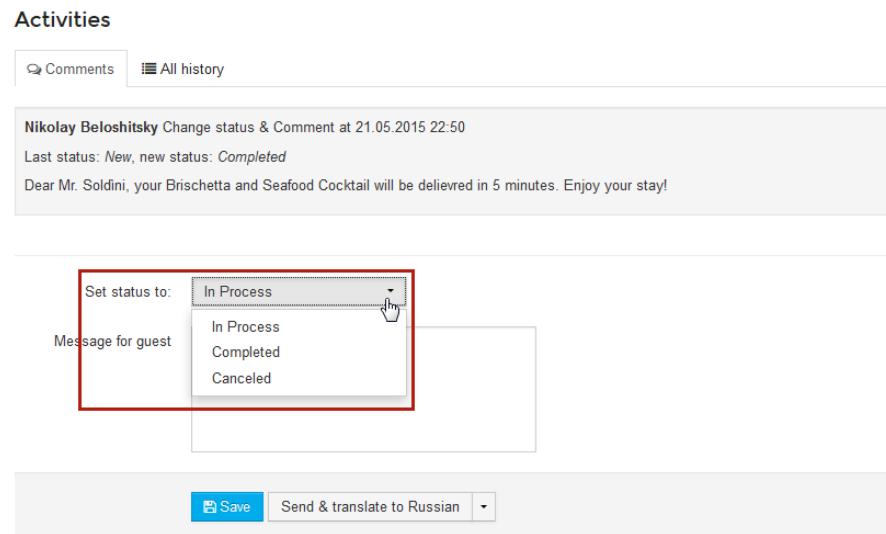


Figure 171. Selecting a new order status

If necessary, enter a comment for the guest in the **Message for guest** field.

If the order status has not changed during 20 minutes, the list of orders in the Status column in the respective line shows Attention, and a message on the order pending for receiving/processing will be sent to the System Administrator's e-mail.



If the order status has not changed during 40 minutes, the list of orders in the Status column in the respective line shows Warning, and a message on the order pending for receiving/processing will be sent again to the System Administrator's e-mail.

To save information, press **Save**.

If desired, you can translate the entered text into another language by selecting it in the **Send & translate to ...** drop-down list and pressing the following button:

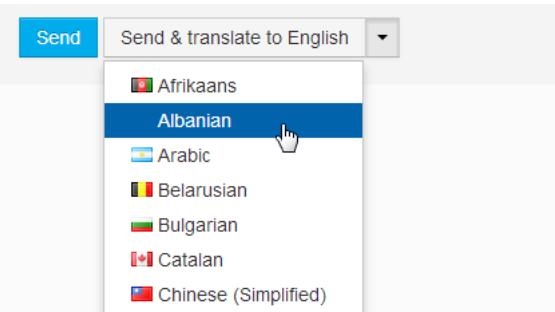


Figure 172. Selection of a language to translate the comment into

To view activity history for a specific order, go to the **Activities** field in the **All history** tab:

Activities

Comments All history

Ludmila View at 21.05.2015 21:19

Nikolay View at 21.05.2015 22:49

Nikolay Change status & Comment at 21.05.2015 22:50
Last status: New, new status: Completed
Dear Mr. Soldini, your Brischetta and Seafood Cocktail will be delivered in 5 minutes. Enjoy your stay!

Ludmila View at 22.05.2015 12:06

Ludmila Change status at 22.05.2015 12:07
Last status: Completed, new status: In Process

Figure 173. Viewing activity history for the selected order

3.7 Guest questioning (feedback)

The System implements a questioning service for users of the multi-platform application. To view questioning results, select the **Feedback** command in the Main menu:

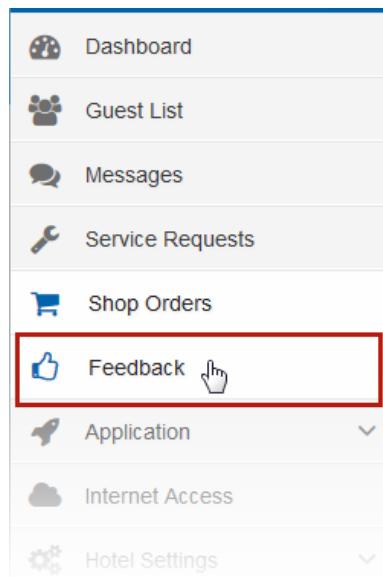
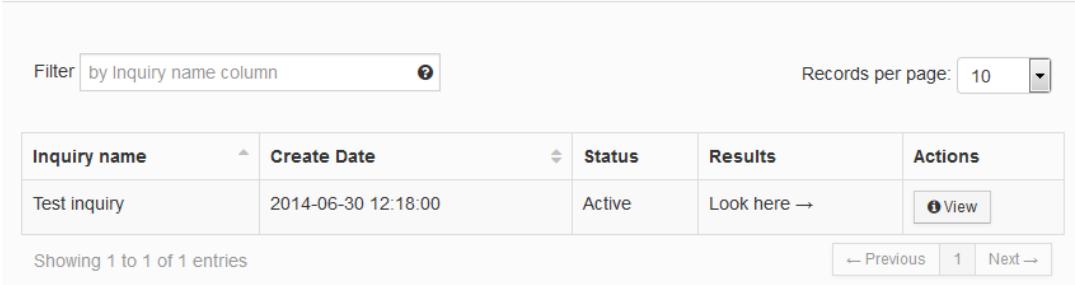


Figure 174. Feedback command in the System's Main Menu

In the working area, a screen form appears, containing a list of existing questionnaires for guests:

List of inquiry forms



The screenshot shows a table with columns: Inquiry name, Create Date, Status, Results, and Actions. The first row contains the data: 'Test inquiry', '2014-06-30 12:18:00', 'Active', 'Look here →', and a 'View' button. At the top left is a 'Filter' field with the placeholder 'by Inquiry name column'. At the top right is a 'Records per page:' dropdown set to '10'. Below the table, it says 'Showing 1 to 1 of 1 entries'.

Inquiry name	Create Date	Status	Results	Actions
Test inquiry	2014-06-30 12:18:00	Active	Look here →	 View

Showing 1 to 1 of 1 entries

← Previous 1 Next →

Figure 175. List of questionnaires

To determine the number of records displayed simultaneously on the screen, select the number from the *Records per page* drop-down list:

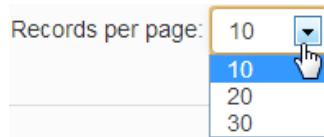
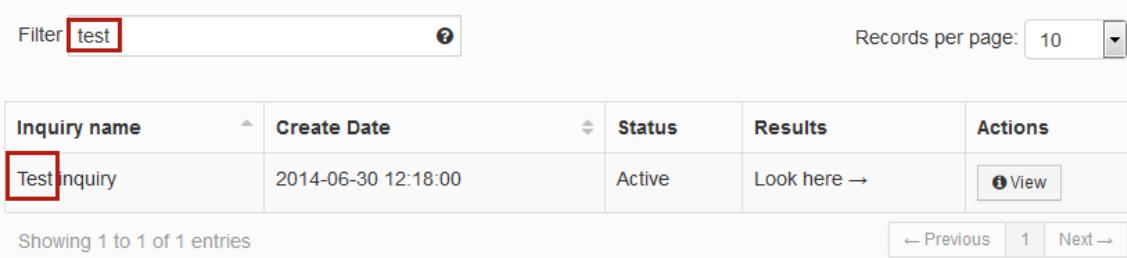


Figure 176. Setting the number of records displayed simultaneously on the screen

To keep the records that meet some specific conditions on the screen, enter a condition in the *Filter* field:



The screenshot shows a table with columns: Inquiry name, Create Date, Status, Results, and Actions. The first row contains the data: 'Test inquiry', '2014-06-30 12:18:00', 'Active', 'Look here →', and a 'View' button. At the top left is a 'Filter' field with the value 'test'. At the top right is a 'Records per page:' dropdown set to '10'. Below the table, it says 'Showing 1 to 1 of 1 entries'.

Inquiry name	Create Date	Status	Results	Actions
Test inquiry	2014-06-30 12:18:00	Active	Look here →	 View

Showing 1 to 1 of 1 entries

← Previous 1 Next →

Figure 177. Record filtration

Record filtration will be processed automatically as you enter a condition in the filter field.

To view statistics on previously prepared questionnaire, press **View** in the list of orders in the line corresponding to the order in the *Actions* column:



The screenshot shows a table with columns: Inquiry name, Create Date, Status, Results, and Actions. The first row contains the data: 'Test inquiry', '2014-06-30 12:18:00', 'Active', 'Look here →', and a 'View' button. The 'View' button is highlighted with a red box and a cursor arrow pointing to it. At the top left is a 'Filter' field with the value 'test'. At the top right is a 'Records per page:' dropdown set to '10'. Below the table, it says 'Showing 1 to 1 of 1 entries'.

Inquiry name	Create Date	Status	Results	Actions
Test inquiry	2014-06-30 12:18:00	Active	Look here →	 View

Showing 1 to 1 of 1 entries

← Previous 1 Next →

Figure 178. Button to view questionnaire stats

A screen form appears, containing information on the selected questionnaire:

View inquiry results

← Back to List of inquiry forms
Name Test inquiry
Amount of answers 3
Create Date 30.06.2014 12:18
Status Active

Inquiry results

Questions	Score
<i>How you like our app?</i>	4

Figure 179. Questionnaire information

4. Management of System users

To control the list of System users and hotel's authorized employees, the *Staff List* section is used.

To open the *Staff List* section, select *Hotel Settings* → *Staff List* in the Main Menu:

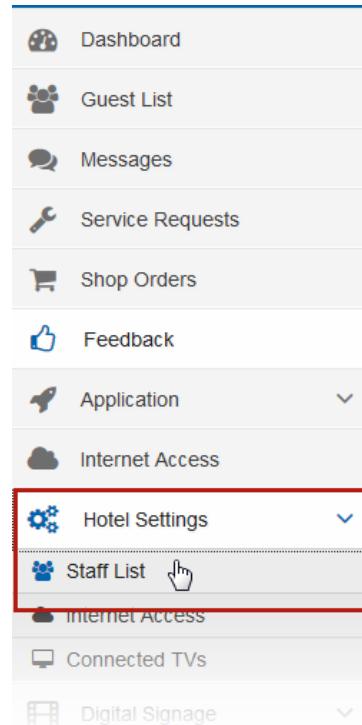


Figure 180. Hotel Settings → Staff List commands in System's Main Menu

The following screen form opens:

The image shows a table titled 'Staff List' with a header row containing 'Name', 'Login (as e-mail)', 'Role', 'Status', and 'Actions'. There are seven rows of data, each representing a user. The first column shows names like 'Hotel Manager', 'Hotel', 'Hotel Assistant', etc. The second column shows email addresses. The third column shows roles: Supervisor or Administrator. The fourth column shows status: Active. The fifth column contains 'Edit' buttons. At the bottom of the table, there are navigation links for 'Hotel Staff', 'User', 'Supervisor', and 'Active', followed by a 'Page' link.

Name	Login (as e-mail)	Role	Status	Actions
Hotel Manager	[REDACTED]	Supervisor	Active	
Hotel	[REDACTED]	Supervisor	Active	
Hotel Assistant	[REDACTED]	Administrator	Active	
Hotel	[REDACTED]	Supervisor	Active	
Hotel	[REDACTED]	Administrator	Active	
Hotel Assistant	[REDACTED]	Administrator	Active	
Hotel Assistant	[REDACTED]	Administrator	Active	

Figure 181. Control page of System's user list

To determine the number of records displayed simultaneously on the screen, select the number from the *Records per page* drop-down list:

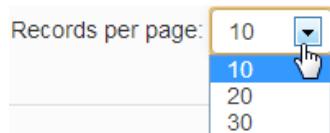


Figure 182. Setting the number of records displayed simultaneously on the screen

To keep the records that meet some specific conditions on the screen, enter a condition in the *Filter* field:

Filter <input type="text" value="User"/>		Records per page: 10			
Name	Login (as e-mail)	Role	Status	Actions	
Hotel Staff	<input type="text" value="User"/>	Supervisor	Active		

Figure 183. Record filtering on the screen

Record filtration will be processed automatically as you enter a condition in the filter field.

4.1.1 Adding a new System's user

To add a new System's user, press **Add User** button located in the top left corner of the *Staff List* section working area:

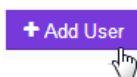


Figure 184. Button to add a new user

The following form for user adding appears:

👤

New Staff

Name

Email

Password

Role

Save
Cancel

Roles description

What user will see when has some role:

Reception	Guest List Messages
Service	Messages Hotel Service Requests
Shop	Messages Shop Orders
Staff	Guest List Messages Hotel Service Requests Shop Orders
Supervisor	Guest List Messages Hotel Service Requests Shop Orders Questionnaires Mobile Application
Administrator	Guest List Messages Hotel Service Requests Shop Orders Questionnaires Mobile Application Hotel Settings

HOTEZA
hospitality software

Figure 185. User adding form

Fill out the following fields:

- Name: user name;
- Email: user's e-mail (will be used as a login to enter the System);
- Password: password used by the user to get access to the System;
- Role: select a title of a new System's user from the list:

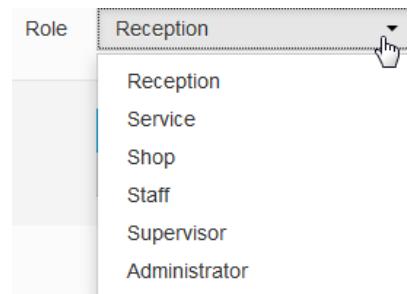


Figure 186. Selecting a role for a hotel employee

The list of System sections, which will be available to the user of any role, is given in the right part of the page.

To save the data entered, press **Save** in the lower part of the user adding form. In case of successful completion, the following notification appears on the screen:



Figure 187. Notification of successful adding of a user into the System

4.1.2 Editing user information

You can edit System user information. To do so, press **Edit** in the line corresponding to the guest in the **Actions** column:

Name	Login (as e-mail)	Role	Status	Actions
Alexey [REDACTED]	[REDACTED]	Supervisor	Active	

Figure 188. Button to edit guest information

A form for System user information editing opens:

Edit Staff Profile

The form consists of five input fields: Name (Andrey), Email (@), Password (redacted), Role (Supervisor), and Status (Active). Below the fields are two buttons: a blue 'Save' button and a white 'Cancel' button.

Figure 189. Form for System user information editing

Make necessary changes and save by pressing **Save**.

You can also enable/disable user activity in the System by selecting a respective status from a drop-down list:



Figure 190. Enabling/disabling System user

5 Management of TV channels list

If the television application is enabled in the System, select Application → TV Channels in the Main Menu to manage the list of available TV channels:

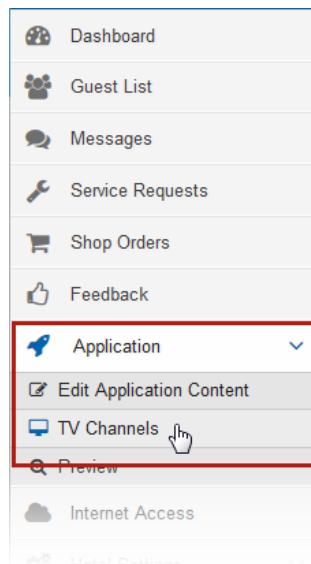


Figure 191. Application → TV Channels commands in the System's Main Menu

The following list of TV channels opens in the working area:

The screenshot shows a management interface for TV channels. On the left is a sidebar with a tree view under 'TV Channels'. The tree includes categories like 'TV Channel', 'TV Category', and specific channels like 'NTV', '1TV Channel', and 'Russia 1'. To the right of the sidebar are two buttons: 'Add Channel' and 'Add Category'. Below the sidebar is a list of 11 items, each representing a TV channel or category, numbered 1 through 11. To the right of each item is a column of three buttons: a green 'ON' button, a white 'OFF' button, and a blue edit/cancel button. The 'ON' buttons for all items are currently green, indicating they are active.

Index	Item	Status
1	1. TV Channel	ON
2	2. TV Channel	ON
3	3. TV Channel	ON
4	4. TV Channel	ON
5	5. TV Channel	ON
6	6. TV Channel	ON
7	7. TV Channel	ON
8	8. TV Channel	ON
9	9. TV Category	ON
10	10. TV Channel	ON
11	11. NTV	ON

Figure 192. List of TV channels

In order to enable the selected channel, set the switch on the right from its name to ON position, and in order to disable the channel, set it to OFF position.

To download a playlist in m3u format, press *Download m3u* button, to download a file in xls format, press *Download XLS structure* button.

In order to import a TV-channels list into the System, use ***Upload*** button, then select the location of the image on the hard drive or a removable media and press ***Open***.

To add a new channel into the list, press **Add Channel** button located in the top left corner of the window's working area:

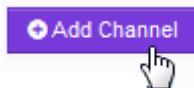


Figure 193. Button to add a new TV channel

The following screen form for channel adding appears:

Title	TV Channel
Logo	<input type="button" value="Select file..."/>
Type	IP
Broadcast Type	ANALOG_NTSC
IP/Frequency	127.0.0.1
Port	<input type="text"/>
Language	English
<input type="button" value="Save"/> <input type="button" value="Delete item"/>	

Figure 194. Form to add a TV channel into the list

Enter a title of the new channel in the ***Title*** field.

To load the channel's logo file, press **Select file...** in the ***Logo*** field, then select the location of the image on the hard drive or a removable media and press ***Open***.



Requirements to images are given in Annex 1. Requirements for images in the System of this guide.

Select the channel type, TV-signal and the language from the respective drop-down lists.

Enter values corresponding to the channel into the IP/Frequency and Port fields.

To complete, press ***Save***.

You can structure the list by creating various categories for TV-channels. To create a new category, press **Add Category**:

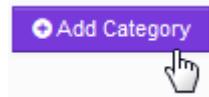


Figure 195. Button to add a new TV-channel category

The following screen form appears:

Title	TV Category
Channels List	+ Add Channel
Save Delete item	

Figure 196. Form to add a TV-channel category

Enter the category name in the **Title** field.

To add a TV channel into the category, press **Add Channel**. The channel adding form is described above.

To save the category and its content, press **Save**. If necessary, delete the category in the editing form by pressing **Delete Item**.

A particular order of the TV-channels in the menu tree is adjusted manually by means of drag&drop: left-click the TV-channel name in the menu tree, and holding the button, drag the TV-channel to a new place as follows:

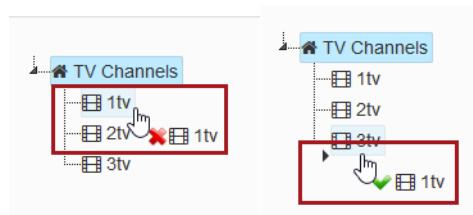


Figure 60. Change of TV-channels order in the list

You can also edit the TV channel information by pressing to the right from its name in the list. A form similar to the form for adding a channel to the list appears. Make changes and save by pressing **Save**. If necessary, delete the channel in the editing form by pressing **Delete Item**.

5.1 Viewing the list of connected channels

If the TV application is enabled in the System, select **Hotel Settings → Connected TVs** in the Main Menu to view the list of connected TV sets:

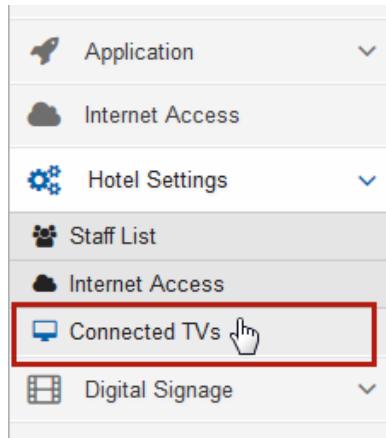


Figure 198. Hotel Settings → Connected TVs commands in System's Main Menu

The appeared page shows a list of rooms and respective MAC-addresses of connected TV sets, for example:

List of connected TVs

List of connected TVs	
Room Number	TV MAC address
100	5c:f6:dc:ad:a7:87
101	1c:5a:3e:3b:0d:54 cc:2d:8c:86:b7:54 50:85:69:cd:8b:65 50:56:bf:de:d4:15 fe:f1:80:13:d2:64 3c:cd:93:0c:8a:e7 3c:cd:93:0c:8a:da b4:75:0e:3e:1c:2f cc:2d:8c:15:bc:9b d4:be:d9:34:d1:2a b8:88:e3:c0:5f:55 e0:4a:00:df:ff:ff

Figure 199. The list of rooms and MAC-addresses of connected TVs

To determine the number of records displayed simultaneously on the screen, select the number from the *Records per page* drop-down list:

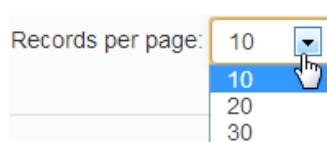


Figure 200. Setting the number of records displayed simultaneously on the screen

To keep the records that meet some specific conditions on the screen, enter a condition in the *Filter* field:

Filter <input type="text" value="102"/> 		Records per page: <input type="text" value="10"/> 
Room Number		TV MAC address
102		b8:88:e3:c0:5f:55
0102		

Figure 201. Record filtering on the screen

6 Managing the Internet access (HSIA)

If the Hoteza Internet-gate is enabled in the hotel, the *Internet Access* command appears in the Main Menu to control Internet access for guests:

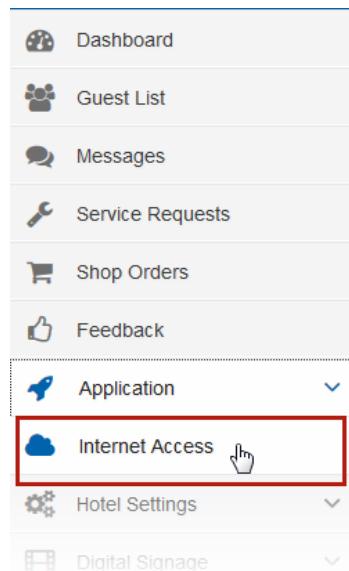


Figure 202. Internet Access commands in the Main Menu

The following list of codes opens in the working area:

The screenshot shows a table titled "Internet Access" with a blue cloud icon. The table has columns: Code, Validity (from — to), Plan, Description, Status, and Actions. A purple button labeled "+ Add code" is at the top left. Below the table are buttons for "CODE" and "GUEST". There is a "Filter by Code column" input field and a "Records per page: 10" dropdown. At the bottom, there are "Previous" and "Next" navigation buttons.

Figure 203. List of Internet access codes

To keep the records that meet some specific conditions on the screen, enter a condition in the *Filter* field. You can also use CODE and GUEST buttons to show either the list of codes or the list of guests.



Figure 204. Filtration of records on the screen by Codes/Guests

To create a new code, press **Add code** button located in the top left corner of the window's working area:

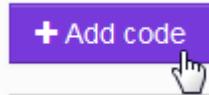


Figure 205. Button to add a new Internet access code

The following screen form to add a new Internet access code appears:

Internet Access NEW CODE	
Code	iafrq
Plan	conf_5
Valid from	28.05.2015 14:13
Valid to	Valid to
Concurrent users	2
Description	Description (max 255 chars)
Save Cancel	

Figure 206. Form to add a new Internet access code

Fill in the form's fields. To specify the access code validity term, use the embedded calendar. To save the changes press **Save**.

7 Managing digital screens in the hotel

If there are digital screens in the hotel to demonstrate guests/visitors some information, use the *Digital Signage* section to manage this information:

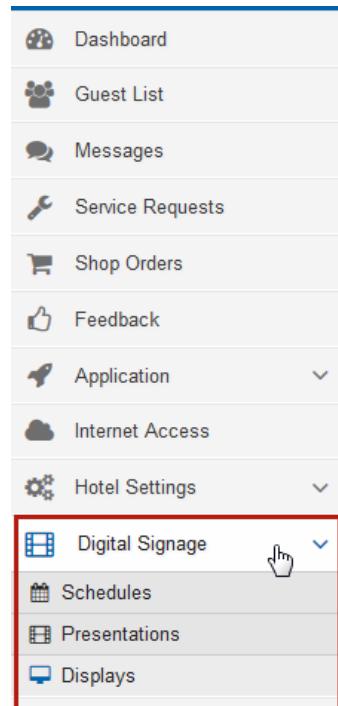


Figure 207. Commands to open sections for digital screen management

7.1 Schedule management

To manage schedules for using digital screens in the hotel, the System provides the *Schedules* section, which is opened by using the *Digital Signage* → *Schedules* command in the Main Menu:

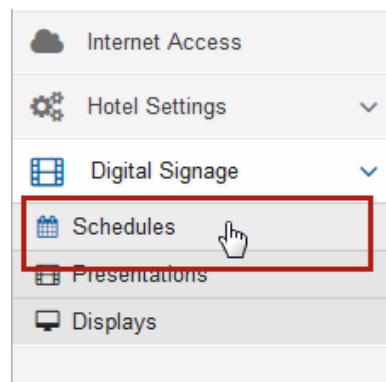


Figure 208. Digital Signage → Schedules commands in the System's Main Menu

A page with a schedule for the current date appears:

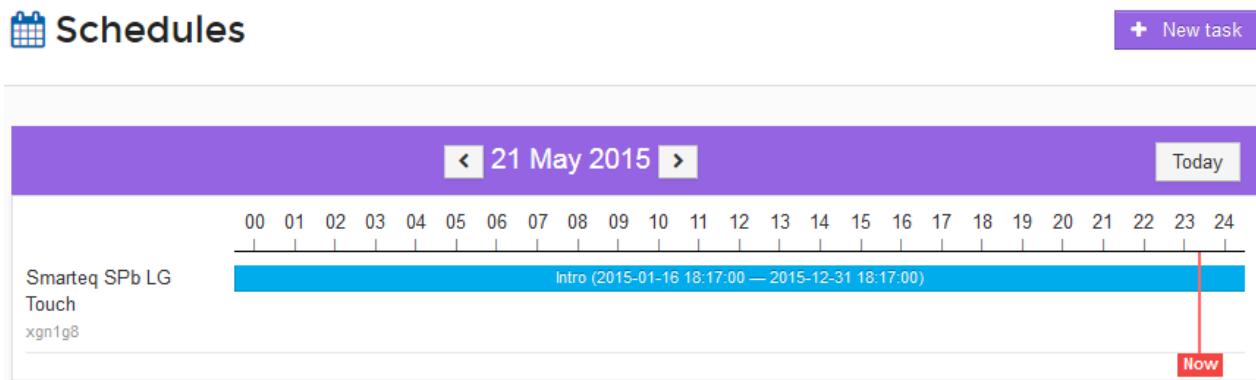


Figure 209. User adding form

To add a new task (schedule item), press **New task**.

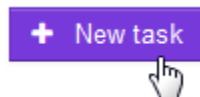


Figure 210. Button to add a new item in the schedule

The following screen form opens:

Schedule task

Start Time	<input type="text"/>
End Time	<input type="text"/>
Display	Smarterq SPb LG Touch (19)
Presentation	Intro (1920x1080)
Priority	Low
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Figure 211. Form to add a new item in the schedule

By using the embedded calendar, fill in the Start Time and End Time fields to set the time interval for a new task. Select an electronic screen where the information must be displayed, from the **Display** drop-down list (see the procedure to create a list of electronic screens in 7.3 of the present document); select the created presentation template from the **Presentation** list (see the procedure to create presentation templates in 7.2 of the present document), and the task priority from the Priority list.

Press **Save** upon completion.

In case of successful creation of a task, the following notification appears on the screen:



Figure 212. Notification on successful creation of a task

To edit any previously created task, click its indicator in the schedule, for example:

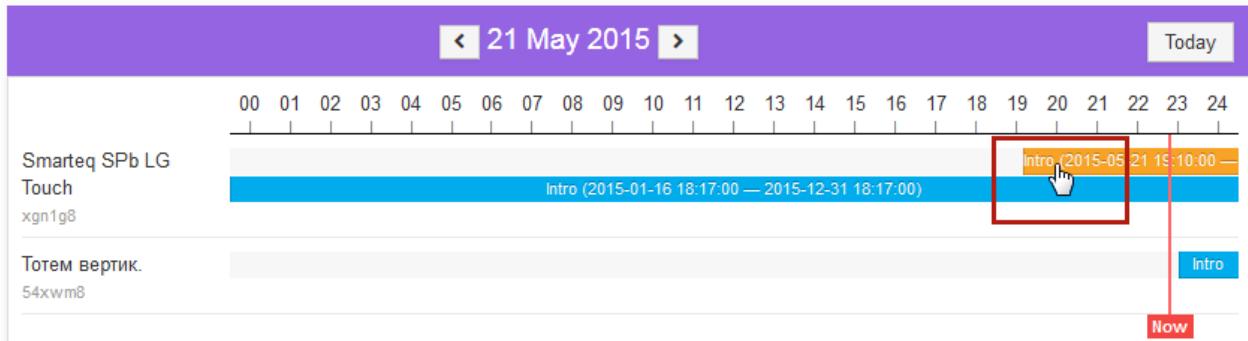


Figure 213. Selecting a task for editing

In the working area, a task editing form appears, similar to the creation form:

Start Time	21.05.2015 19:10	<input type="button" value=""/>
End Time	28.05.2015 23:11	<input type="button" value=""/>
Display	Smarteq SPb LG Touch (19)	<input type="button" value=""/>
Presentation	Intro (1920x1080)	<input type="button" value=""/>
Priority	High	<input type="button" value=""/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/> <input type="button" value="Delete"/>		

Figure 214. Task editing form

Make all required changes and save by pressing **Save**.

You can delete the task by pressing **Delete** in the editing form.

Start Time	21.05.2015 19:10	<input type="button" value=""/>
End Time	28.05.2015 23:11	<input type="button" value=""/>
Display	Smarteq SPb LG Touch (19)	<input type="button" value=""/>
Presentation	Intro (1920x1080)	<input type="button" value=""/>
Priority	High	<input type="button" value=""/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/> <input type="button" value="Delete"/>		

Figure 215. Task deletion button

In case of successful removal, the following notification appears on the screen:



Figure 216. Notification on successful task deletion

7.2 Presentation management

To manage the list of presentations that will be shown in digital screens in the hotel, select *Digital Signage* → *Presentations* in the System's Main Menu:

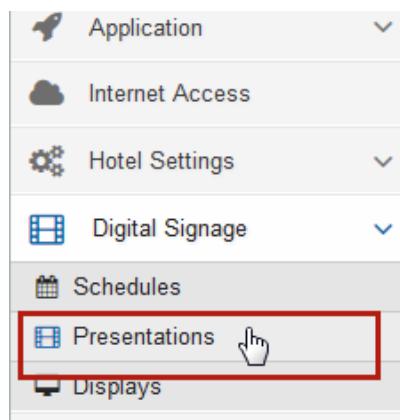


Figure 217. Digital Signage → Presentations commands in the System's Main Menu

The following list of presentations previously uploaded to the System opens in the working area:

Presentation List							+ New Presentation
ACTIVE		INACTIVE					
Filter by Presentation #, Name or Group column					Records per page: 10		
#	Name	Type	Resolution	Status	Actions		
6	Fullscreen Video	Fullscreen Video Template	1920x1080	Active	Edit		
1	Intro	Fullscreen Image Slideshow Template	1920x1080	Active	Edit		
2	Video Intro	Video+Text Template	1920x1080	Active	Edit		

Showing 1 to 3 of 3 entries

← Previous | 1 | Next →

Figure 218. List of presentations

To keep the records that meet some specific conditions on the screen, enter a condition in the *Filter* field:

The screenshot shows a table of presentation records. At the top left are two buttons: a green one labeled 'ACTIVE' and a red one labeled 'INACTIVE'. Below them is a search bar containing the text 'test' with a magnifying glass icon. To the right is a dropdown menu for 'Records per page' set to 10. The table has columns for '#', 'Name', 'Type', 'Resolution', 'Status', and 'Actions'. A row is selected, highlighted with a red border, showing the details: #20, Name 'Test', Type 'Fullscreen Image Slideshow Template', Resolution '1920x1080', Status 'Active', and Actions (an edit button).

#	Name	Type	Resolution	Status	Actions
20	Test	Fullscreen Image Slideshow Template	1920x1080	Active	

Figure 219. Record filtering on the screen

You can also use ACTIVE and INACTIVE buttons to show either the list of active or inactive presentations on the screen (change of presentation status is described below):



Figure 220. Filtration of records in the list by Active/Inactive

To add a new presentation in the list, press New Presentation:

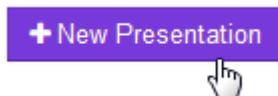


Figure 221. Button to add a new presentation

The following screen form for presentation adding appears:

Presentation

Name: Presentation Name

Status: Active

Resolution: 1920 x 1080 (wide)

Template Type: Conference Template

Language Selection:

- English
- Russian
- Arabic
- German
- Spanish
- French
- Turkish
- Chinese (Simplified)

Image: Select file...

Title: [Text input field]

Text:

- Normal text
- Bold
- Italic
- Horizontal line
- Vertical line

Buttons: Undo, Redo

Save, Cancel

The screenshot shows a web-based form titled 'Presentation'. At the top, there are four dropdown menus: 'Name' (set to 'Presentation Name'), 'Status' (set to 'Active'), 'Resolution' (set to '1920 x 1080 (wide)'), and 'Template Type' (set to 'Conference Template'). Below these are language selection buttons for English, Russian, Arabic, German, Spanish, French, Turkish, and Chinese (Simplified). There is a 'Select file...' button for an image. A text input field for 'Title' is followed by a toolbar with buttons for 'Normal text', 'Bold', 'Italic', and horizontal/vertical lines. Below the toolbar are 'Undo' and 'Redo' buttons. A large empty text area is provided for content entry. At the bottom are 'Save' and 'Cancel' buttons.

Figure 222. Form to add a new presentation

Enter the presentation name in the *Name* field.

Select the presentation status from the Status drop-down list:



Figure 223. Field for presentation status selection

Select the image resolution and orientation from the Resolution drop-down list:

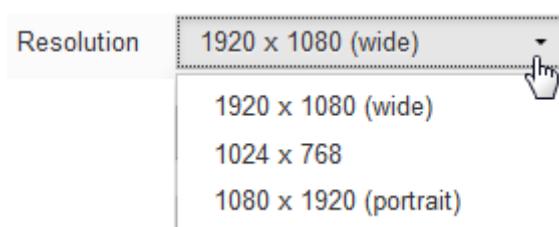


Figure 224. Field to select image resolution and orientation

In the Template Type field, select the presentation template: text, video or slideshow:

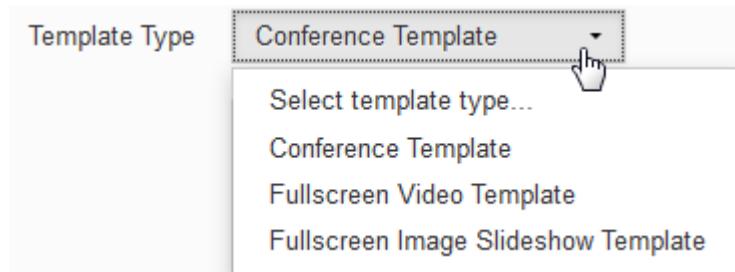


Figure 225. Selection of presentation template type

Depending on the selected template, the lower field of the presentation adding form will look as follows:

- for text presentation:

A screenshot of the "Conference Template" presentation adding form. At the top left is a "Image" field with a "Select file..." button. Below it is a "Title" field with a small language switcher icon. Underneath is a "Text" field with a toolbar containing "Normal text" (with a dropdown arrow), "Bold", "Italic", and alignment icons. Below the toolbar are "Undo" and "Redo" buttons. At the bottom is a large, empty text input area.

Figure 226. Conference Template presentation field

When selecting this type of presentation, upload the image field for the presentation cover page. To do so, press **Select file...** in the *Image* field, then select the location of the image on the hard drive or a removable media and press **Open**.



Requirements to images are given in Annex 1. Requirements for images in the System of this guide.

Specify the presentation name in the *Title* field.

Enter the textual content of the presentation in the *Text* field.

- for video presentation:

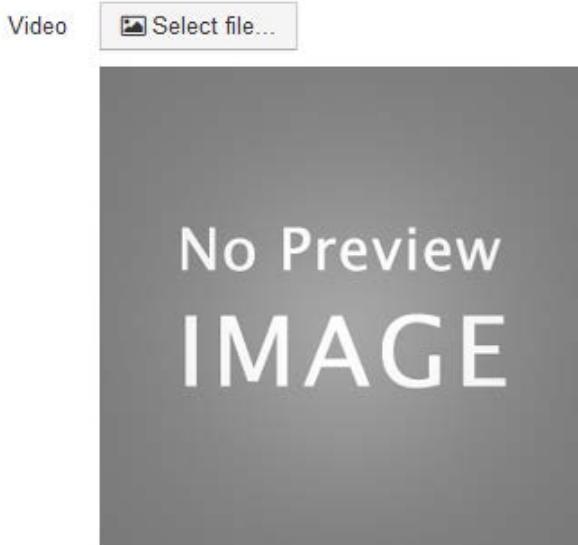


Figure 227. Fullscreen Video Template presentation field

Press **Select file...** in the **Video** field, then select the location of the image on the hard drive or a removable media and press **Open**.

- for slideshow

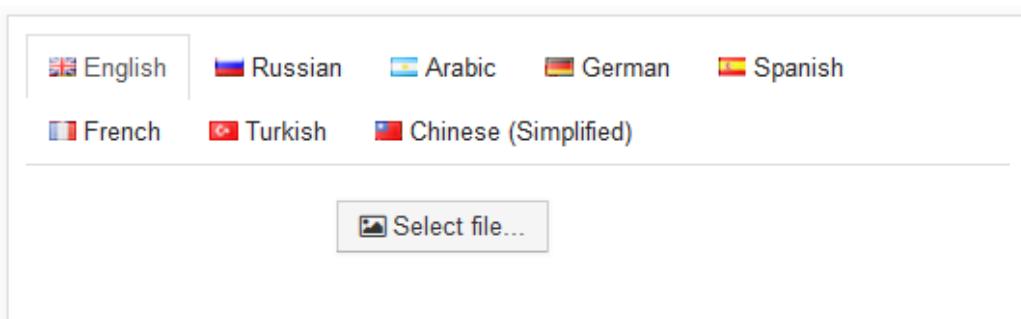


Figure 228. Fullscreen Image Slideshow presentation field

When selecting this type of presentation, press **Select file...**, then select the location of the image on the hard drive or a removable media and press **Open**.



Requirements to images are given in Annex 1. Requirements for images in the System of this guide.

To complete, press **Save**.

In case of successful completion, the following notification appears on the screen:

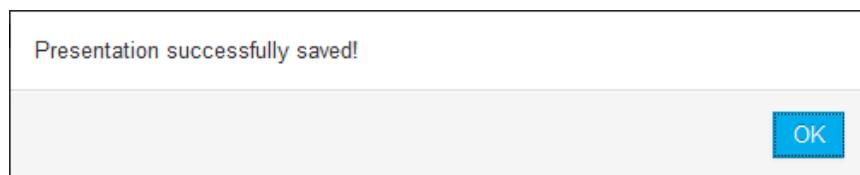


Figure 229. Notification on successful presentation adding

You can edit presentation properties by pressing **Edit** in the **Actions** column in the list:

#	Name	Type	Resolution	Status	Actions
6	Fullscreen Video	Fullscreen Video Template	1920x1080	Active	
1	Intro	Fullscreen Image Slideshow Template	1920x1080	Active	
20	Test	Fullscreen Image Slideshow Template	1920x1080	Active	

Figure 230. Button to edit presentation properties

A form similar to the form for adding a presentation appears. Make changes and save by pressing **Save**.

7.3 Management of screen list

To manage the list of digital screens used in the hotel, select Digital Signage → Displays in the System's Main Menu:

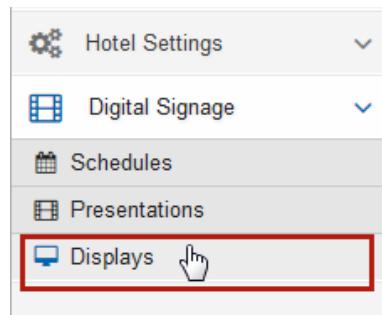


Figure 231. Digital Signage → Displays commands in the System's Main Menu

The following list opens in the working area:

Display List						
 ACTIVE		 INACTIVE				
Filter	by Display #, Name or Group columns	Records per page: 10				
#	Name	Group	Resolution	Status	Actions	
xgn1g8	Smarterq SPB LG Touch	Main Display group	1920x1080	Active		
54xwm8	Тотем вертик.	Main Display group	1080x1920	Active		

Figure 232. List of digital screens

To keep the records that meet some specific conditions on the screen, enter a condition in the **Filter** field:

#	Name	Group	Resolution	Status	Actions
2bd2s8	Test	Test	1920x1080	Active	Edit

Figure 233. Record filtering on the screen

You can also use ACTIVE and INACTIVE buttons to show either the list of active or inactive displays on the screen:

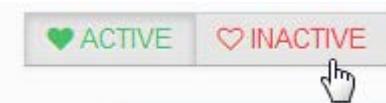


Figure 234. Filtration of records in the list by Active/Inactive

To add a new screen in the list, press the + button located in the top left corner of the working area, then select New Display in the drop-down menu:

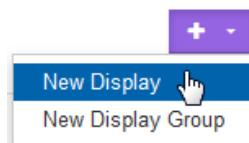


Figure 235. Button to add a new screen

The following screen form for screen adding appears:

Display

Name	<input type="text" value="Display Name"/>
Status	<input type="button" value="Inactive"/>
Group	<input type="button" value="Main Display group"/>
Resolution	<input type="button" value="1920 x 1080 (wide)"/>
Description	<input type="text"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Figure 236. Form to add a TV channel into the list

Enter a name for the screen in the **Name** field.

Select the activity status and a group which the screen belongs to (screen groups are described below) and screen resolution from respective drop-down lists.

Optionally, you may enter additional information about the screen in the **Description** field.

To complete, press **Save**.

You can structure the list of screens by creating various categories (groups) for them. To add a new screen group, press the + button located in the top left corner of the working area, then select **New Display Group** in the drop-down menu:

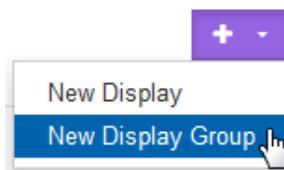


Figure 237. Button to add a new screen group

The following screen form appears:

A screenshot of a "Display Group" form. The form has two input fields: "Group Name" and "Description". Below the fields are two buttons: "Save" (highlighted with a blue background) and "Cancel".

Group Name	<input type="text"/>
Description	<input type="text"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Figure 238. Form to add a screen group

Enter the group name in the **Group Name** field and its description in the **Description** field (optional).

To save the group, press **Save**.

A form for adding a new display opens (see above).

You can edit information on the selected display by pressing **Edit** in the **Actions** column in the list:

#	Name	Group	Resolution	Status	Actions
xgn1g8	Smarterq SPb LG Touch	Main Display group	1920x1080	Active	 Edit  Delete
54xwm8	Тотем вертик.	Main Display group	1080x1920	Active	 Edit  Delete

Figure 239. Button to edit screen properties

A form similar to the form for adding a screen to the list appears. Make changes and save by pressing **Save**.

8 Viewing reports on requests and orders.

The subsections of the *Reports* section are intended to view reports on various requests and orders from customers:

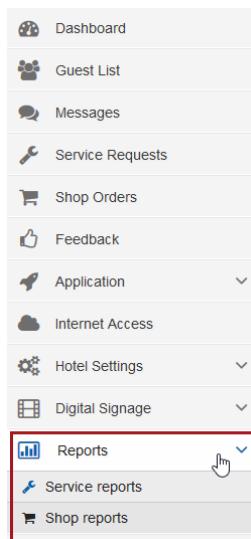


Figure 61. Commands to open the request view subsection

When you select the subsections of the *Reports* section, the following screen forms will appear:



Figure 62. Service Requests Reports and Shop Report pages

In order to select a particular period of the report, use the embedded calendar in the *Period* field and press the *Apply* button there:

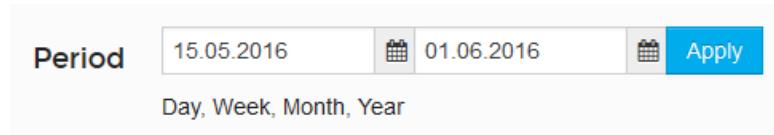


Figure 63. Selecting a reporting period

You can select one of the following display modes:

- Diagram mode, for which the  button should be activated (highlighted).
- Table mode, for which the  button should be activated.

9. Exiting the administration mode

To exit the administration mode, press anywhere in the top right corner of a web-site page containing the name of the current Administrator, for example:

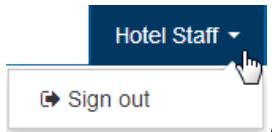


Figure 243. Opening a command to exit the System

Select the **Sign out** command in the drop-down menu.

If you do not plan to work with the System, you can close the browser window.

Annex 1. Requirements for images in the System

The System supports the following image formats: PNG and JPG.

Recommended resolutions in pixels for various sections of the application are as follows:

- Welcome page - 320x275 px;
- List page - 640x260 px;
- List page items - 640x260 px;
- Text page - 640x480 px
- Gallery - 640x800 px;
- Shop page items - 640x260 px;
- Product Items - 640x480 px;
- TV channels logo - 200x120 px;
- Recipient - 76x76 px.

It is recommended not to use large-size files in order to minimize time required to load images.