

OTRUM Enterprise

Housekeeping & Maintenance

OTRUM Enterprise 2.6

October 2012

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1. INTRODUCTION

A) ABOUT HOUSEKEEPING AND MAINTENANCE

The OTRUM Enterprise in-room interactive solution includes a hidden staff function to allow for:

- Reporting of guest room status via TV
- Auto listing of vacant rooms (to be cleaned) via TV
- Reporting of in-room technical faults via TV
- Reporting of 'job status' of in-room technical faults via TV



The OTRUM Enterprise Web application (Version 2.6) includes the necessary management tools for setting:

- Staff names
- Staff pin codes
- Staff menu languages
- Preferred background radio channel for employee
- PMS room status codes (i.e. vacant / occupied etc..)
- Maintenance zones in the guest room (i.e. bathroom \ bedroom)
- Maintenance items in the guest room (i.e. lamp \ toilet \ telephone)
- Reporting of 'job status' of in-room technical faults

B) LOGGING IN VIA THE TV

The housekeeping and maintenance tools are available via any guest TV, however they are hidden behind a PIN code login screen.

To access the hidden login screen, the staff can use the standard guest remote provided with the OTRUM Enterprise installation.

STEP 1: Turn on the TV by pressing the POWER BUTTON

STEP 2: Press MENU to put the screen into the MENU mode

STEP 3: Press the WAKE UP key 2 times.



The login screen will then be presented to the staff member.



Once an authentic pin code is entered, the TV will present the housekeeping and maintenance menu in the language of the staff member.

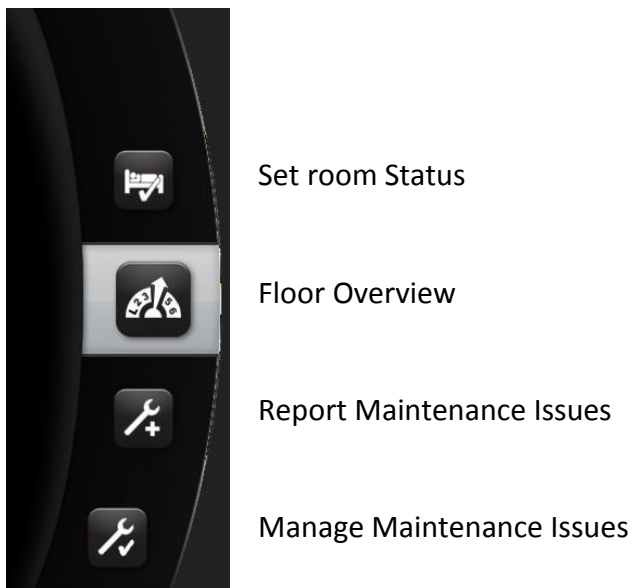


2. THE HOUSEKEEPING AND MAINTENANCE TOOLS (VIA TV)

There are 4 tools available in the Housekeeping and Maintenance Module

- 1) Set Room Status
- 2) Floor Overview
- 3) Report Maintenance Issues
- 4) Manage Maintenance Issues

These are represented by the 4 icons present on the left side of the user interface:



To select one of the tools, just use the UP and DOWN keys on the remote control, and the OK button to select.

A) SET ROOM STATUS

The purpose of this tool is to allow the housekeeper or supervisor to report the status of the room to the PMS. Use the UP and DOWN keys on the remote control, and the OK button to select the current status. The interface on the TV will be presented in the staff member's own language.



The OTRUM Enterprise Web application (Version 2.6) includes the necessary management tools for configuring these options:

Room Status Codes

[+ New Code](#) [Translate](#)

Search

English title	PMS code	Dirty
Vacant, clean	1	No
Vacant, dirty	2	Yes
Vacant, closed	3	Yes
Occupied, clean	4	No
Occupied, dirty	5	Yes

B) FLOOR OVERVIEW

The purpose of this tool is to allow the housekeeper or supervisor to see which rooms are ready for cleaning on any specific floor. The interface on the TV will be presented in the staff member's own language.

This information is loaded live from the PMS.



C) REPORT MAINTENANCE ISSUES

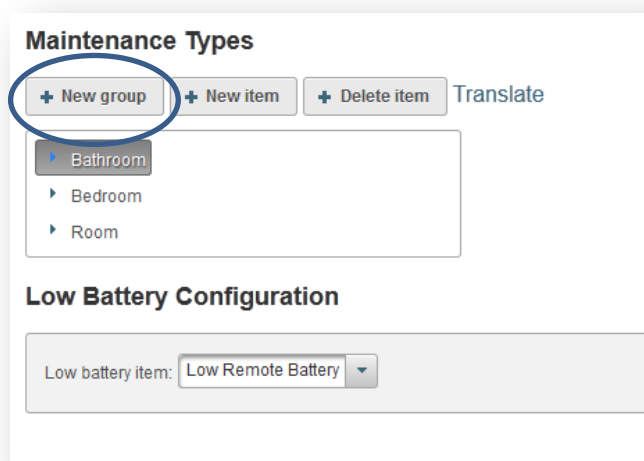
The purpose of this tool, is to allow the housekeeper or supervisor to report broken or damaged items to the maintenance team. The interface on the TV will be presented in the staff member’s own language.

Rooms items are grouped into areas to allow for easy cataloging of the faults, i.e. Bathroom / Bedroom etc.

Use the UP and DOWN keys on the remote control, and the OK button to select the correct group.



The OTRUM Enterprise Web application (Version 2.6) includes the necessary management tools for configuring these options:

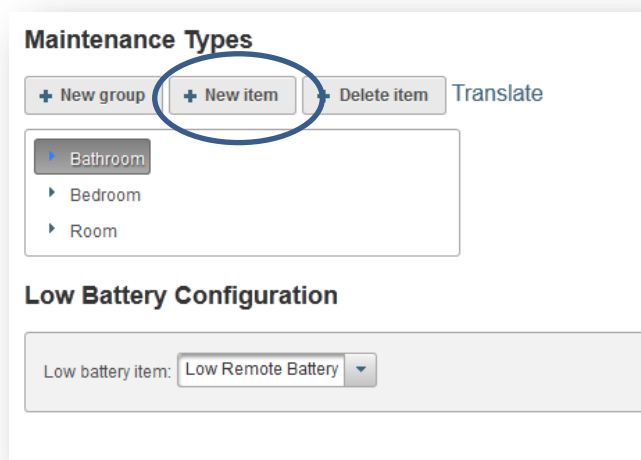


Once the correct group/area is selected, the item which is broken/damaged can then be highlighted from the available list. Use the UP and DOWN keys on the remote control, and the OK button to select the correct item.



The interface on the TV will be presented in the staff member's own language.

The OTRUM Enterprise Web application (Version 2.6) includes the necessary management tools for configuring these options:

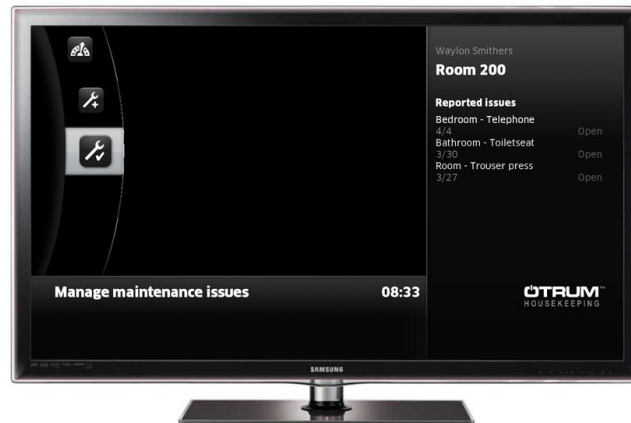


NOTE: When the battery level in the remote control begins to show a low level, the TV will automatically add the 'Low Remote Battery' maintenance item.

D) MANAGE MAINTENANCE ISSUES

The purpose of this tool, is to allow the maintenance team to login to the TV to see the open maintenance items in the room, and to report the status update for each item before leaving the room.

Upon logging in with their pin code, the user will automatically see a list of open items on the right side of the screen.

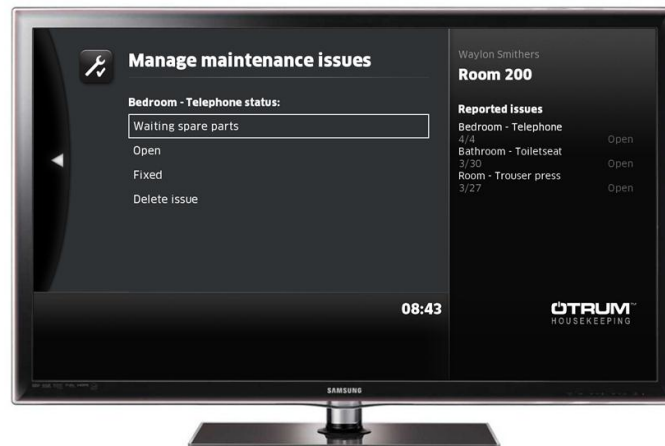


The interface on the TV will be presented in the staff member's own language.



To select the appropriate item, use the UP and DOWN keys on the remote control, and the OK button to confirm.


The status can then be reported using the options available.



To select the appropriate status, use the UP and DOWN keys on the remote control, and the OK button to confirm.

The OTRUM Enterprise Web application (Version 2.6) includes the necessary management tools for configuring these options:

Maintenance Status Types

+ New Status
 Translate

Search

Name
Open
Fixed

⏪
⏴
1
⏵
⏩
10 ▾

Default Actions

Default 'New' action

Default 'Done' action

To log out from the Housekeeping and Maintenance Module – the user shall just press the “Menu” button on the guest remote.

3. THE HOUSEKEEPING AND MAINTENANCE TOOLS (VIA WEB)

An intuitive 'Housekeeping and Maintenance' web application can be accessed from any web enabled device connected on the same network as the OTRUM Enterprise server. (This is part of the OTRUM Enterprise Web 2.6 application)

Alternatively, if your OTRUM Enterprise server is available via a public IP address, then you can access the web application from any internet connection, either fixed or mobile.

In some circumstances you will need to use the browser on the OTRUM Enterprise server. The web address for your web application will be provided at setup.

Rooms

Only show rooms with maintenance issues

Search

Room	Status	Blocking	Issues
Guest room 200	Occupied	Allow all	Telephone, Open Trouser press, Open
Guest room 666	Occupied	Allow all	Toiletseat, Open

Navigation: << 1 >> 10

This interface will present all open items at property level, which can easily be edited.

Guest room 200

Mr Darcy
Uses Room number

Content policy: Allow all

Room status: Vacant, clean

Maintenance issues

Telephone (Delete): Open

Trouser press (Delete): Open

- Waiting spare parts
- Open
- Fixed