TOCCATA USER'S MANUAL

Table of contents

1 About the document

This document is a user's guide for Toccata desktop application. It contains a brief and concise description of the user's interface and its functionalities.

2   Toccata

Toccata is a Guest Room Management System (GRMS) software intended for usage of the Reception staff and Hotel Management to enable faster and better quality of hotel management. Toccata manages room access control system, hotel rooms status monitoring and energy efficiency of the rooms.

2.1   Toccata System Requirements

2.1.1   Hardware Requrements

CLIENT MINIMUM HARDWARE REQUIREMENTS	
Processor	Dual Core 2.0 GHZ
RAM	8 GB
Storage	256 GB

2.1.2   Software Requirements

CLIENT SOFTWARE REQUIREMENTS	
OS	Windows 10
Software	Java 1.8

2.2   Toccata Installation

Double click on the Toccata 1.12 installation and follow the instructions.

2.3   Starting Toccata

Toccata is launched by double click on the Toccata icon (Figure 2-1 Toccata icon on the desktop).

Figure 2-1 Toccata icon

The login menu appears after Toccata icon is pressed (Figure 2-2 Toccata login). Before login, user need to enter valid server IP address for and verify it by pressing button „Check". After that, succesful login Toccata is available for the user.
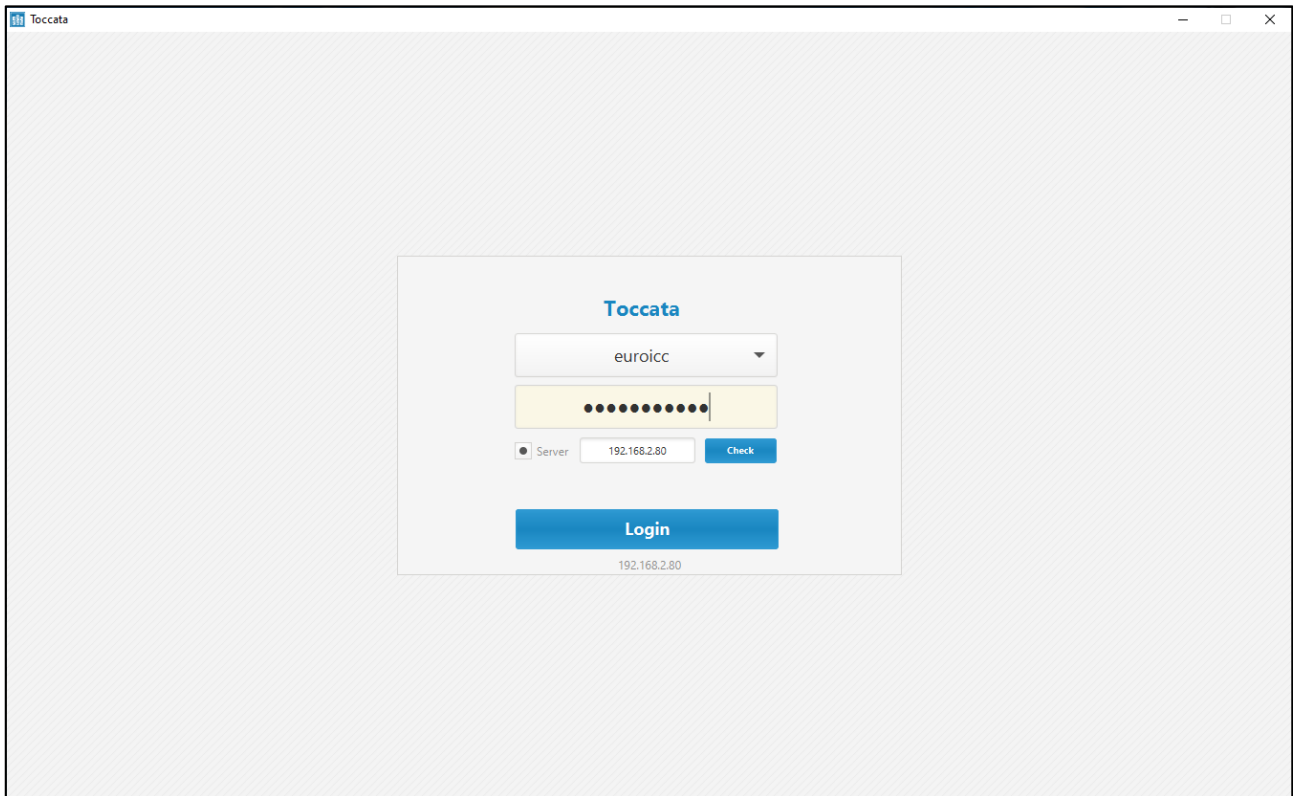
Figure 2-2 Toccata login

The default account is supported by EUROICC. Other accounts can be created with the Toccata application.

2.3.1 Toccata No Server Response

In case the Toccata client cannot establish communication with the Toccata server or Entered IP address is bad, the message ``No server response`` appears, as shown in the picture bellow (Figure 2-3 No server response).

Basic troubleshooting actions are:

- Validate if the Toccata server is running

- Check if the correct IP address is set both for the client and the server

- Check the client PC access to the hotel network

Figure 2-3 No server response

3   Room Control

3.1   Rooms

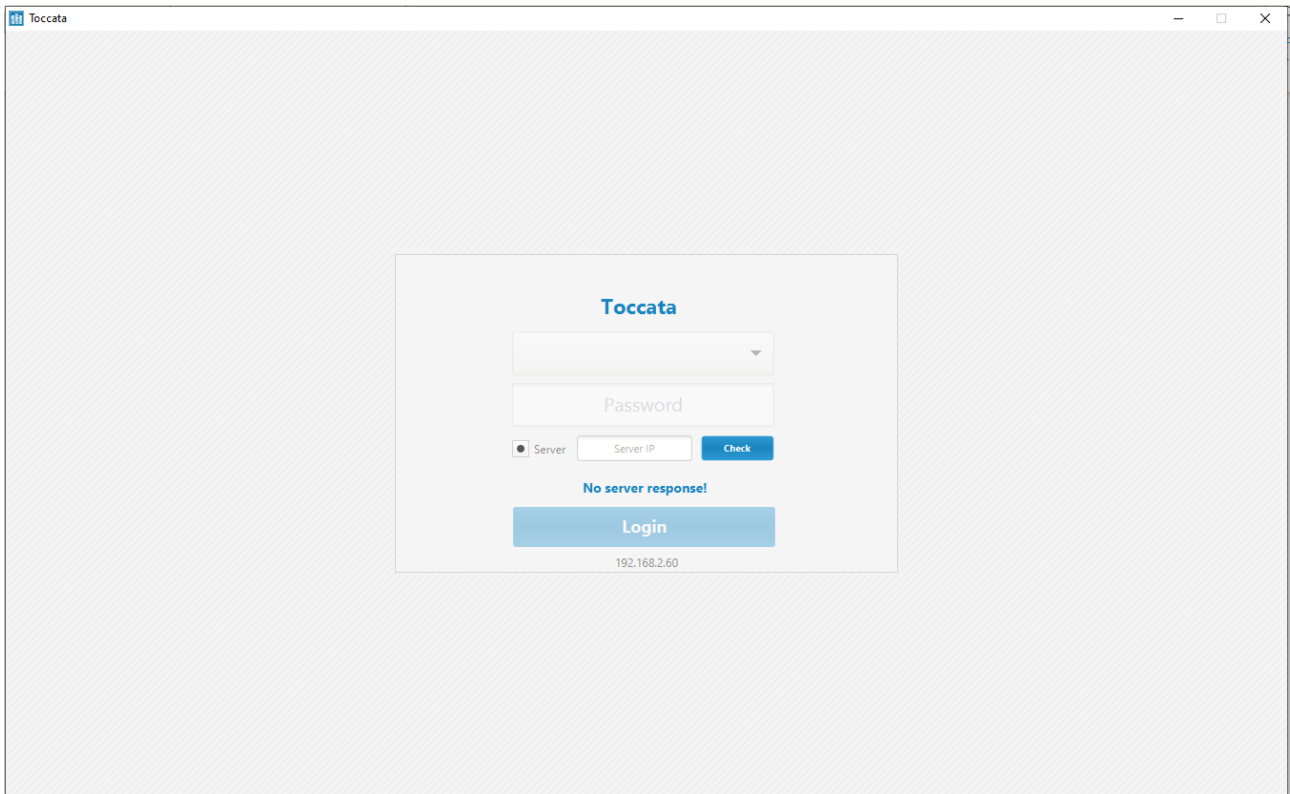The first field in the left upright navigation panel opens the rooms control window. This window shows the current status and condition of all hotel rooms. The Figure 3-1: Rooms monitoring shows the rooms control window. Rooms are devided by floors and displayed with the room number.
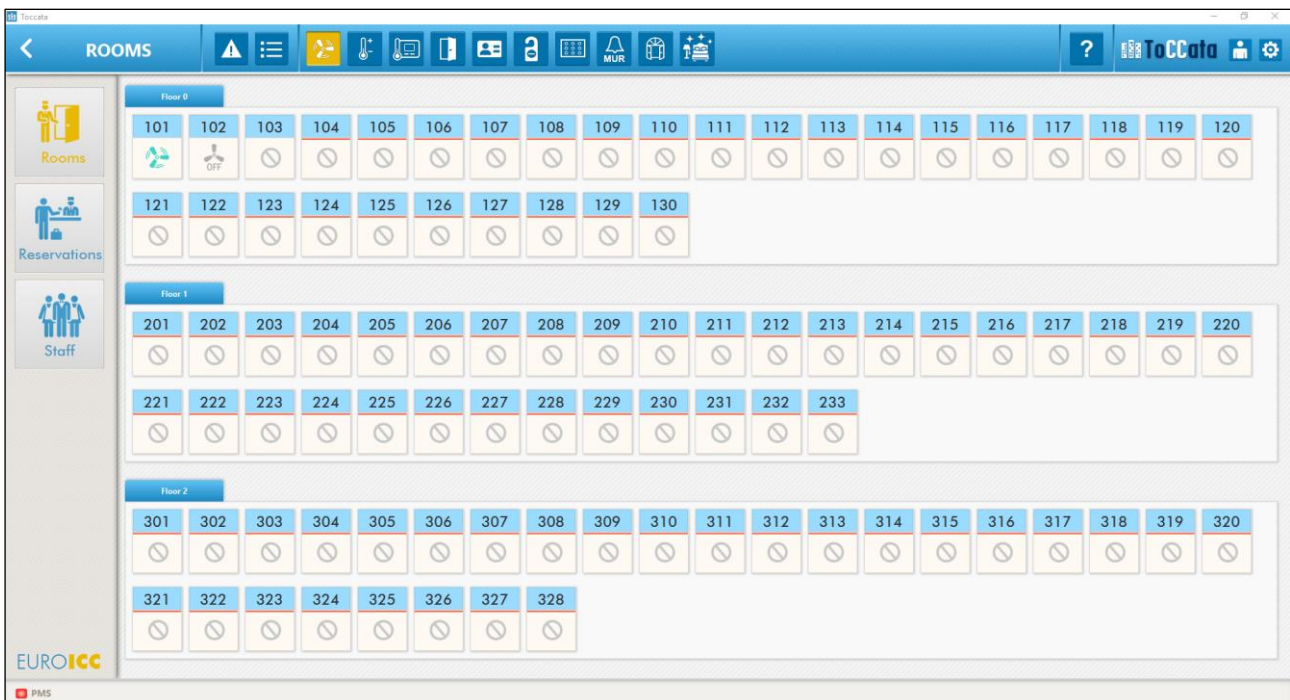

Figure 3-1: Rooms monitoring

3.2   Status Filters

In order to monitor different room parameters and status the user can change filters to select the type of information to be displayed. In the main room window the selected filter is highlighted in yellow (Figure 3-2: Menu of filters to be shown). The number and type of filters depend on functionalites selected for the room controller. They are defined during the planning phase of the project and at instalation of Toccata server. The filter types are described in Table 3-1: Filters.

Table 3-1: Filters

Filters – Description	Icon
Actual room temperature	
Set Point room temperature	
Fan status	
Do Not Disturb Status	
Clean up my room Status	
Door open status	
Window open status	
Cleanliness room status	
Room panels status	

Room occupacy status	
Floor heat temperature	
Floor heat status or Radiator status	
Temperature probe status	
Ventilation status	

*Customised filters which are available to select during Project planning stage.

Figure 3-2: Menu of filters to be shown

Pressing the button ``?`` (*Figure 3-3: Legend icon*), activates the window which describes the selected filter and its status as shown bellow (*Figure 3-4: Legend window*).

Figure 3-3: Legend icon
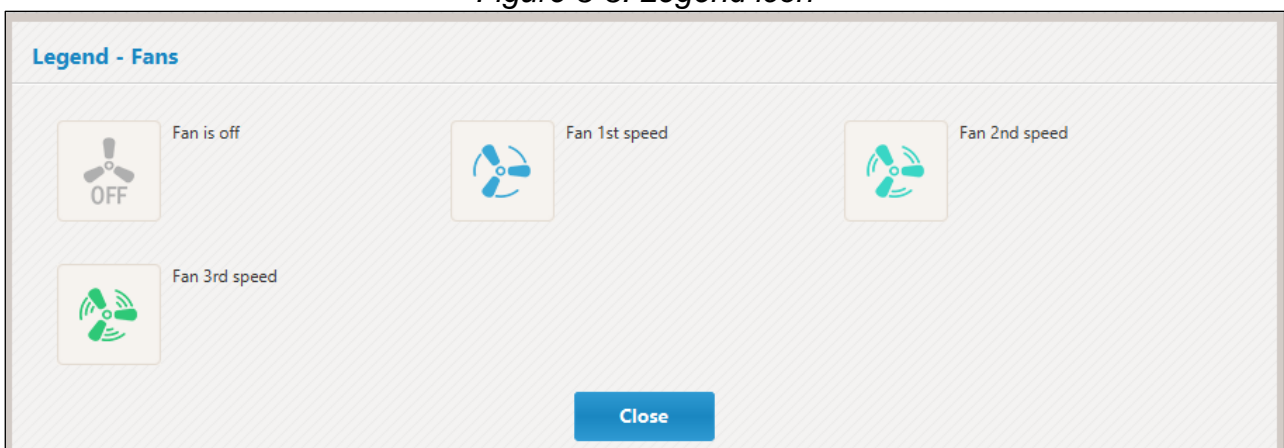
Figure 3-4: Legend window

3.3   Room Status

Toccata has three defined room availability status. The background colour of the room number shows the current status of the room. Room availability status is changed automatically if the PMS is integrated or manually by the user in the room settings menu.

Room status plays an important role in room energy saving management as the room temperature regulation depends on room vacancy.

Room availability status are:

1. Room assigned – marked in yellow (Figure 3-7: Assigned room)

2. Room unassigned – marked in blue (Figure 3-5: Unassigned room)

3. Room out of order – marked in grey (Figure 3-8: Room out of order)

In case of malfunction in communication between „Toccata" and the room controller, the red line appears below the room number (Figure 3-6: Unassigned room without communication). The malfunction is casued by power supply shortage or malfunction of the network .

Figure 3-5: Unassigned room

Figure 3-6: Unassigned room without communication

Figure 3-7: Assigned room

Figure 3-8: Room out of order

3.4   Room Cleanliness Status

Toccata supports information about the room cleanliness status. It is displayed as a filter on the rooms window. Room cleanliness has 5 different types depending on the assigned status of the room and maid's activity.

There are two types when the room is assigned to a guest:

1. Room dirty - Room requires daily maintenance by the housekeeping.

2. Room clean - Room is cleaned

Other three types are shown when the room is unassigned:

3. Room Check Out Cleaning - After the guest checks out of the room, room cleanness is marked as Check Out Cleaning which means it requires total cleaning.

4. Room Clean and Not Ready - Room is cleaned and prepared for next guest but it is not checked by hotel management.

5. Room Clean and Ready - Room is clean, prepared and confirmed by hotel management. Room is ready to be assigned.

Room cleanliness status can be changed either through Toccata or on the display unit inside the room.

3.4.1   Room Cleanliness Status Reception

Hotel stuff can change room cleanness status from Toccata software. The room cleanliness status may be changed by pressing buttons ''-'' i ''+'' in the room settings menu shown on Figure 3-11 Room settings.

3.4.2   Room Cleanliness Status Inside the Room

The room cleanliness status can be changed from inside the room. Hotel stuff can notify that the room had been cleaned by pressing the button on the display unit. Cleanliness status will be changed and displayed as on Figure 3-9: Room Display .
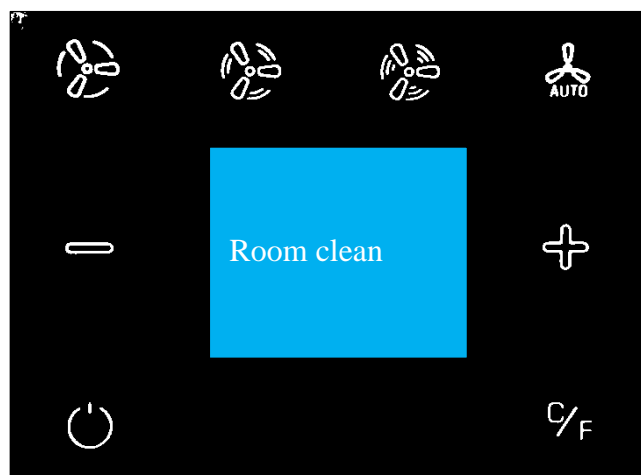
Figure 3-9: Room Display Unit – ``Clean room message``

3.5   Room Monitoring

In Toccata rooms window by pressing a room icon user activates a room monitoring window where the detailed status of the filters is shown and updated in almost real time. Example is depicted on Figure 3-10: Room monitoring window.
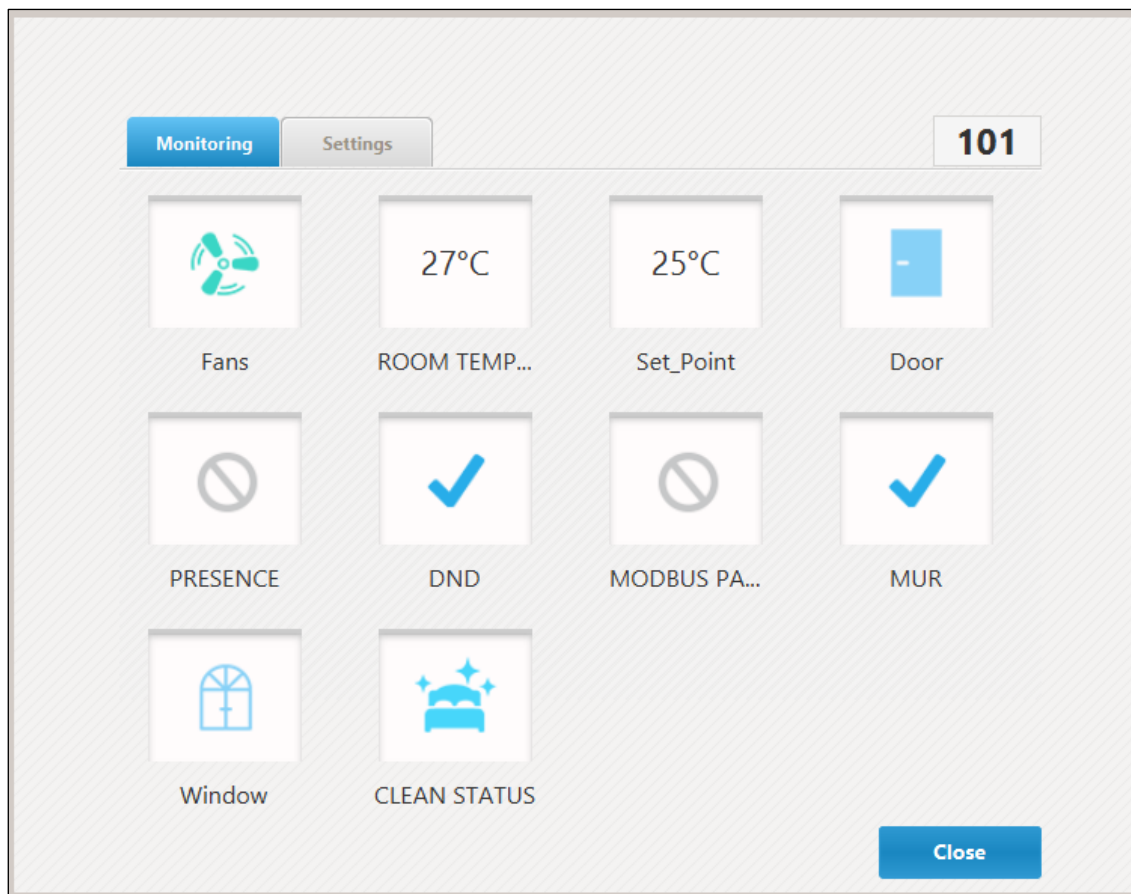
Figure 3-10: Room monitoring window

3.6 Room Settings

Room settings tab is selected from the room monitoring window. It enables manual change of room assigned status, room cleanliness status and room parameters.

In Toccata the availability status is changed by selecting the status of the room from the drop-down menu and pressing the ``Force`` button.

Room cleanliness status is changed as described in Room Cleanliness Status Reception.

Configutable parameters setting. User can set idividual parameters for each room in the Room Settings window.

Figure 3-11 Room settings

Room settings are more explained in the chapter 4.4 Parameters.

3.7   Alarms

Alarms are special events that are used to draw attention of the hotel stuff such as SOS signals or flood signals. During the instalation process any of the defined filters can be set to be an alarm signal.

The Alarms button is located on the horizontal panel at the top of the application window. When alarm is activated, the red notification appears in the upper right corner of the icon showing the number of the event as on the Figure 3-12: Alarm button with notification.

Figure 3-12: Alarm button with notification

Pressing the Alarm button reveals the window with the list of the alarming events which call for attention as on the Figure 3-13: List of alarms. The alarm events are logged in the list once the alarm is activated and will remain there as long as the alarm signal is active and uncomfirmed by a hotel staff. To confirm that alarm was taken care of press the button for the alarm status confirmation. The pop up window will apear as on Figure 3-14: Pop Up window for the description of alarm confirmation where user can describe the alarm event. Description of alarm can be changed also later in the Additional Description of Event Log List. By pressing button „OK" (confirmring the alarm notification), the alarm status will automatically change its status to „checked" and the notification will disappear if the cause of the alarm managed.

Type	Start time	Room	Status
Flood Sensor	21-02-2022 10:54	501	Checked
SOS	21-02-2022 10:52	501	Unchecked
Fire Detector	21-02-2022 10:54	501	Checked

Figure 3-13: List of alarms

Figure 3-14: Pop Up window for the description of alarm confirmation

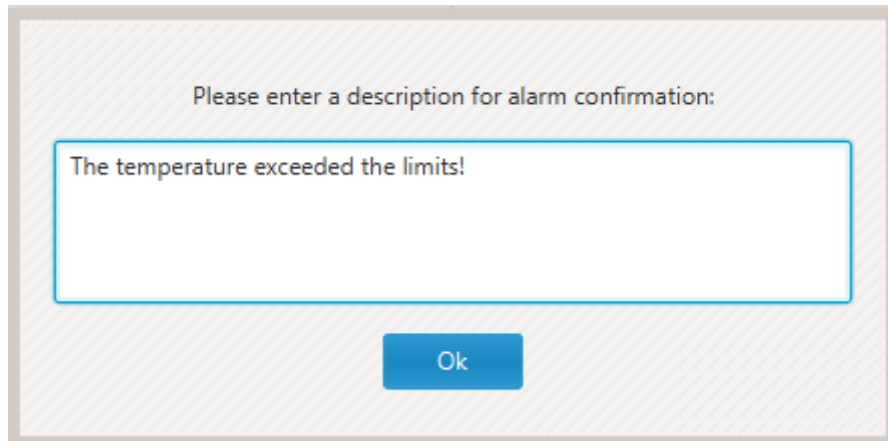The alarm log list shows the type of the alarm, the time it went off, the room number and the status of the alarm. More information about the checked alarms is logged in the Event log.

3.8   Event log

Toccata logs the following events: Check-in, Check-out, Card issuing, Card cancelation, Alarm activation, Alarm confirmation, Alarm deactivation and other events set by the hotel.

The events are logged by the time of activation, the number of the room, the type of the event, the automatically generated description and the additional description for the user to add. User can see the whole event list by pressing the Event log button

Figure 3-14: Event icon. It is the second one on the upper menu, next to the icon for the alarm.

Figure 3-14: Event icon

The event list can be filtered by the date and time range and has three options: one day ago events, last seven days events and the custom range events. Third option leaves the possibility for user to choose start and end date for the event list. Another type of event list filter is via the check list as shown in Figure 3-15 Event log list. The event log can be saved either in csv format by clicking the "Export in csv" button or in PDF format by click-ing the "Export in PDF". After clicking the ``Export`` button in the dialog box select the folder to save the file. The filename format is: Toccata log - <date> <hour> - <minute>.

Figure 3-15 Event log list

4   Settings

In order to access the settings menu user needs to be logged in Toccata as administrator.

In the upper right corner is a settings button (icon resembling a gear) as on the picture Figure 4-1: Settings icon. When selected, the Settings window opens. The settings menu contains four submenus:

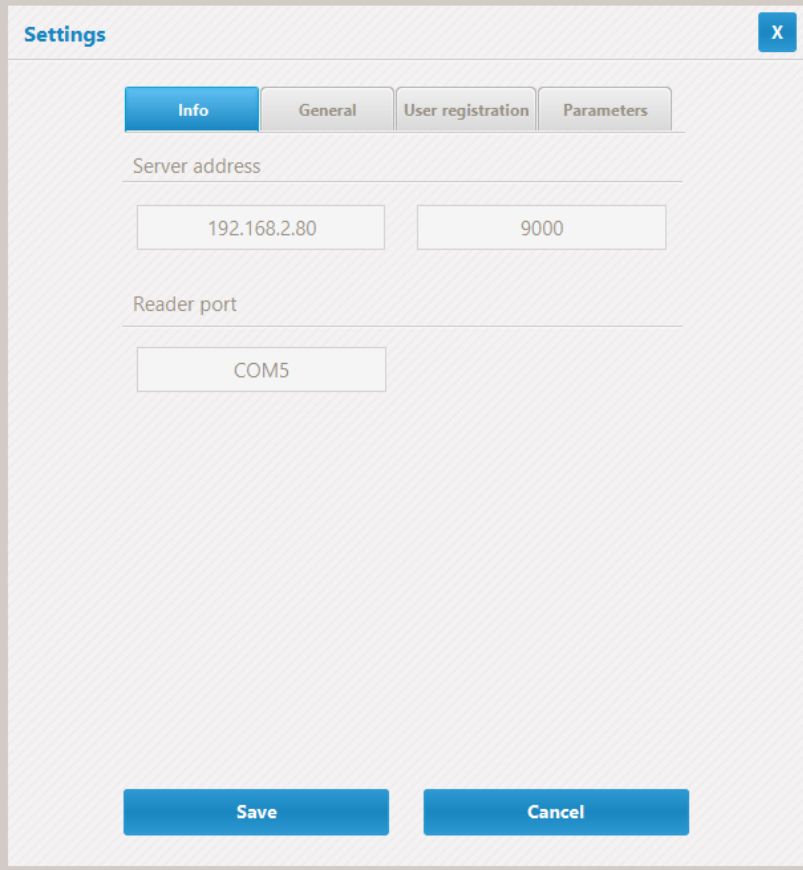1. System
2. General
3. New User
4. Parameters

Figure 4-1: Settings icon

4.1   Info

Info tab contains information about Server IP address and port and Card Station connection port. Server IP is set during the installation process. After connecting or reconnecting the card station USB, COM port for the card station is found automatically - Figure 4-2: Info tab.

Figure 4-2: Info tab

4.2 General parameters

General settings tab is depicted on Figure 4-3: General settings. General settings are:

- Network Devices – When the search button is pressed, Toccata initiates a broadcast (network search) for missing devices(rooms).

- Sync with PMS - Pressing the button "Sync" synchronizes communication with the PMS system.

- Time Settings – Different types of the time configuration. For each type, there are two drop-down menus for defining the desired time. The first one defines hours and the other minutes. Minutes can be set only quarterly.

    o Start of the reservations' validity.

    o End of the reservations' validity.

    o Daily Cleanup - „Dirty status" can automatically be set for all rooms at the pre-defined time.

    o Default time for the temporary key.

- Language - In the drop-down menu, user can choose between the supported languages. To save changes, click the Save button.

- Alarm sound ON/OFF – Choosing ON in the check list means that when some of the alarm occurs, sound will be played for the specified set time. OFF disables alarm sound.
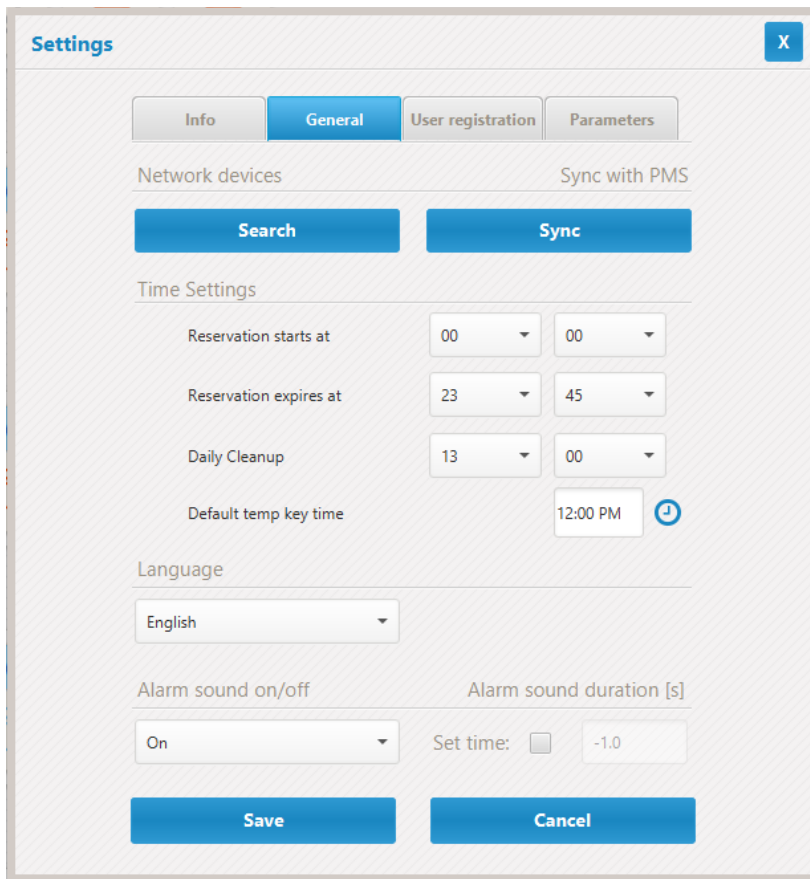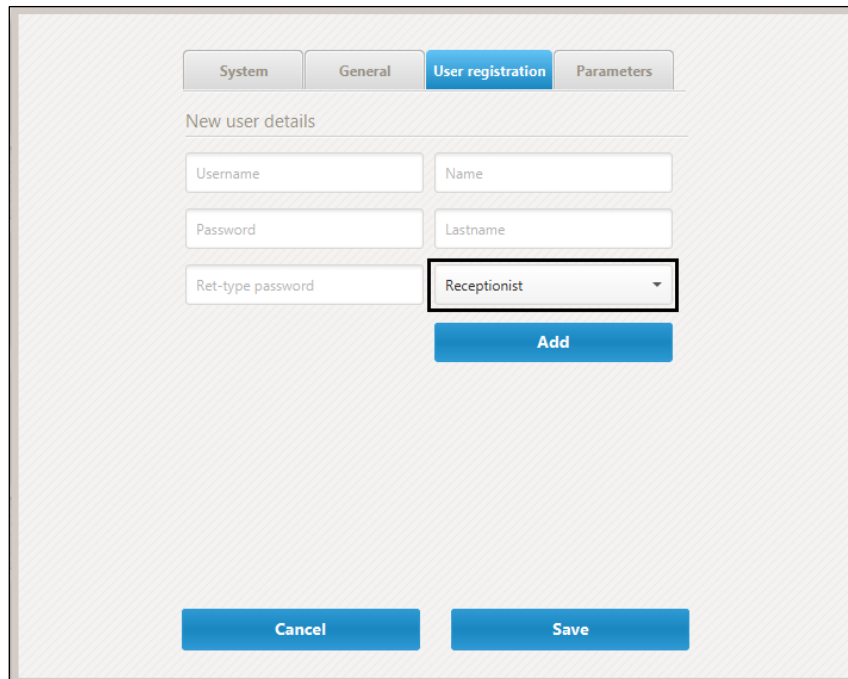
Figure 4-3: General settings

4.3   User registration

In user registration tab hotel management can create a new user's account. The user registration window is shown on Figure 4-4: User account.

Figure 4-4: User account

Field description:

- Username – The name to be used when logging in. It is not possible to enter any characters other than letters, and the first letter must be in the upper-case. This is a mandatory field.
- Password – The password that will be entered when logging in. A combination of all characters is possible. This is a mandatory field.
- Repeat password – Retype the password. This is a mandatory field.
- Name – The name of the account owner. This is not a mandatory field.
- Last Name - The last name of the account owner. This is not a mandatory field.
- User type – There are two user types: receptionist and administrator. This filed has to be defined since it is permanently visible. This menu is shown in black on Figure 4-4: User account.

Once all fields are filled in correctly, click on "Add" to add the new user to the Toccata database.

4.4   Parameters

4.4.1   Parameters Description

Parameters are used to configure certain parts of the system, such as time settings, seasonal setting, deafult values set in a specific scenario etc. Also, there are registers used for enabling/disabling functions, deactivating alarms and forcing real-time values for Set Point and Fans Speed.

The example of configurable room parameters are listed in **Error! Reference source not found.**. Each hotel has its own unique list of parameters.

Table 4-1 Editable parameters List

No.	Parameter name	Range	Description
1.	DEACT CURTWIND ALARM	0 - 1	Set 1 for curtains-window alarm status off. Alarm occurs when curtains try to move automatically, but the window is open.
2.	DEACTIVATE SOS	0 - 1	Set 1 for SOS alarm status off, after alarm is physically turned off.
3.	DEACTIVATE TMER ALARM	0 - 1	Set 1 for Measured Temperature alarm status off, after measured temperature is in the limits again.
4.	Enable Ventilation Fnc	0 - 1	Set 1 for enabling automatically function for ventilation.
5.	FAN FORCE	0 - 4	Value 0 – No function Value 1 – Auto regulation Value 2 – Set Fan Speed 1 Value 3 – Set Fan Speed 2 Value 4 – Set Fan Speed 3
6.	FORCE OFF	0 – 10	Set 1 for off status of FCU/radiator.
7.	FORCE ON	0 - 1	Set 1 for on status of FCU/radiator.
8.	Force Presence	0 - 1	PIR Bypass – when 0, info from digital input is valid, when 1, forced guest presence.
9.	Force Window Close	0 - 1	Window Magnet Bypass – when 0, info from digital input is valid, when 1, forced window closed.
10.	MASTER LIGHT TIME	0 - 30	The time for button press which set Master On/Off Light Function.
11.	MODBUS RESET	0 - 1	Set 1 for software reset of MODBUS communication, in case of Modbus fault on the line.
12.	SEASON	1 - 2	Value 1 – Cooling Season. Value 2 – Heating Season.
13.	SP ECO COOL	16.0 – 30.0	Set Point Value set at the time of the change to ECO in cooling mode.
14.	SP ECO HEAT	16.0 – 30.0	Set Point Value set an the time of the change to ECO in heating mode.
15.	SP FORCE	16.0 – 30.0	Value for forcing Set Point directly on the thermostat.
16.	SP GUEST COOL	16.0 – 30.0	Set Point Value set an the time of the change to NORMAL in cooling mode.

17.	SP GUEST DE-FAULT[0.1C]	16.0 – 30.0	Default Value for Set Point – the midpoint for setting limits.
18.	SP GUEST HEAT	16.0 – 30.0	Set Point Value set an the time of the change to NORMAL in heating mode.
19.	SP GUEST LIMITS [0.1C]	0.0-7.0	Limits for Set Point – in terms of SP GUEST DEFAULT ± SP GUEST LIMITS.
20.	SP TEH MIN COOL	16.0 – 30.0	Set Point Value set an the time of the change to TEH MIN in cooling mode.
21.	SP THE MIN HEAT	16.0 – 30.0	Set Point Value set an the time of the change to TEH MIN in heating mode.
22.	VENT PERCENT-AGE [%]	0 - 100	Maximum value for ventilation output where 0-100% is translated to 0-10V.
23.	VENT TIME OFF[min]	0-300	The time when ventilation output value is 0, in auto cycle function.
24.	VENT TIME ON[min]	0-300	The time when ventilation output value is VENT PERCENTAGE, in ventilation auto cycle function.
25.	TEMP CORREC-TION [0.1]C	0.0-7.0	The temperature correction value for the embedded probe on the thermostat.

Note: The parameters are not to be changed without previously consulting with EUROICC support team. Changing parameters without advising with EUROICC could cause the malfunctioning of the system.

4.4.2   Manage Groups

Parameters can be changed globally for all rooms or by selecting the group of rooms. Rooms group selection is done by pressing "Manage groups" button where user can make a new group, rename it, delete it or change the existing group. Rooms can be added to the group one by one (">") or all at once (">>"). In the same way, they can be excluded from the group ("<" or "<<") as shown in the Figure 4-5 Grouping rooms.
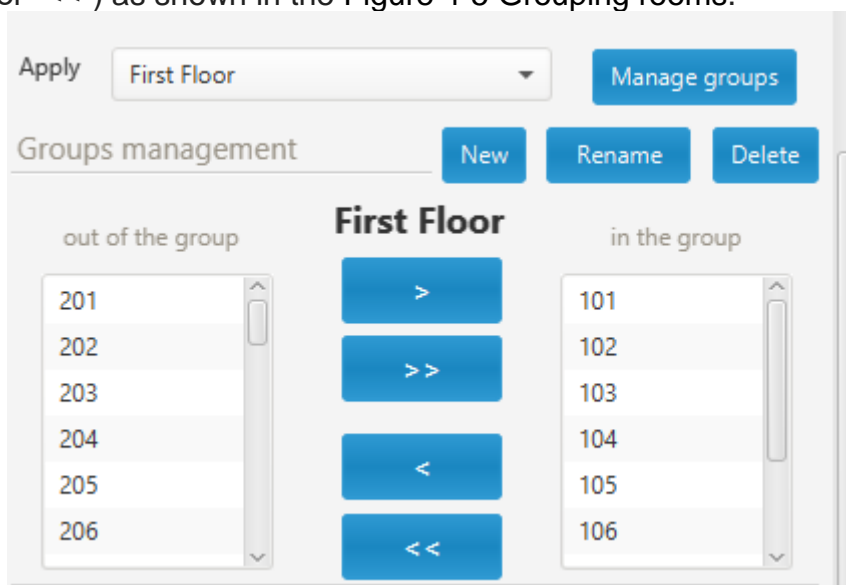
Figure 4-5 Grouping rooms

4.4.3   Activation and Scheduler

Parameters can be set for each room separately (Figure 3-11 Room settings) by selecting parameter from the list and setting a new value. In general settings, parameters can be set for a group or for all the rooms. This action is explained in a few steps:

1. Choose parameter from the drop-down list
2. Set value into blank box
3. Choose group/all rooms-globally in every room
4. Choose between:
    a. Immediately check box – value is sent when the "Set" button is pressed
    b. At set time and date – schedule value sending by choosing time, date and value. Scheduled value sending can be also canceled

An example is shown on Figure 4-6: Parameters.
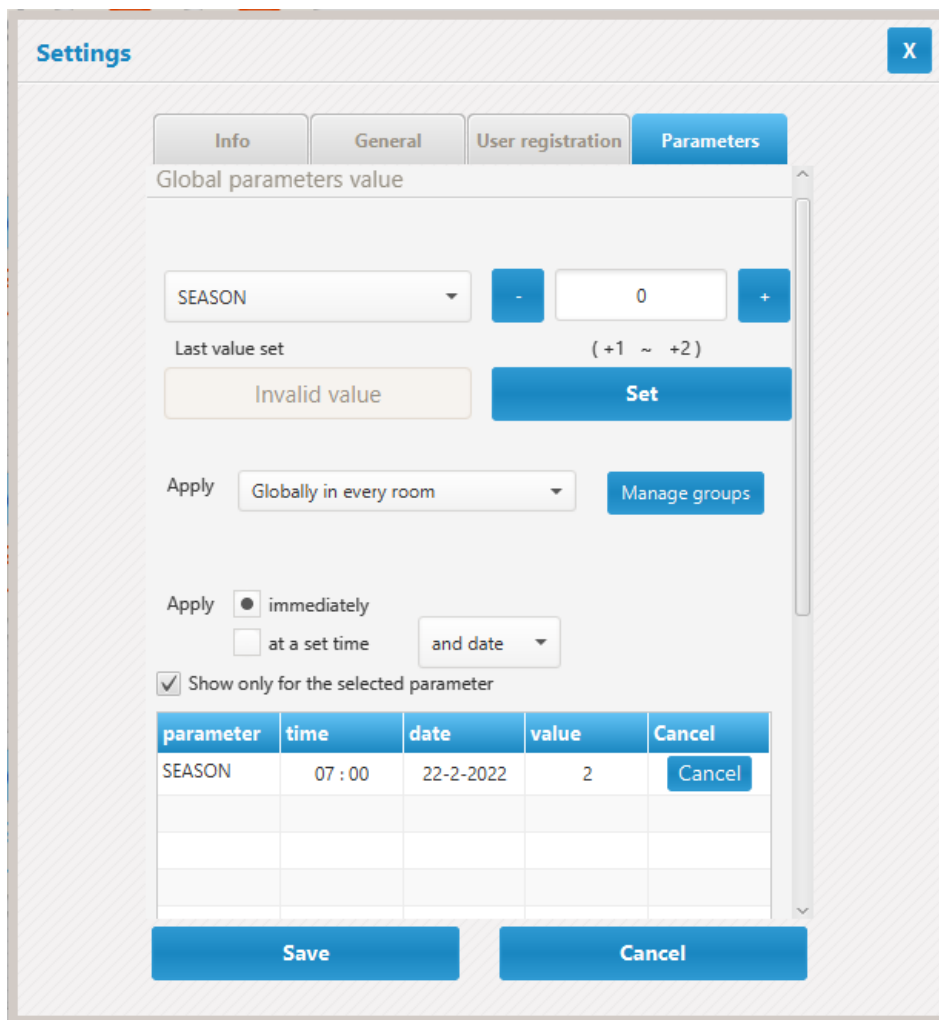
Figure 4-6: Parameters

5   Reservations

Reservation's window allows user to track reservations issued by Property management systems (PMS) such as Oracle Hospitality Suite8. In the reservation window user issues ID card keys according to the made reservations. Card keys are automatically updated as the reservation list is updated. Supported actions are room check in, check out, room sharing and room move. The reservations are listed by the guest's name, room number, dates and type of the reservation. The reservation tab is presented on the figures below Figure 5-1 Reservations tab and Figure 5-2 Reservations by rooms.

Figure 5-1 Reservations tab
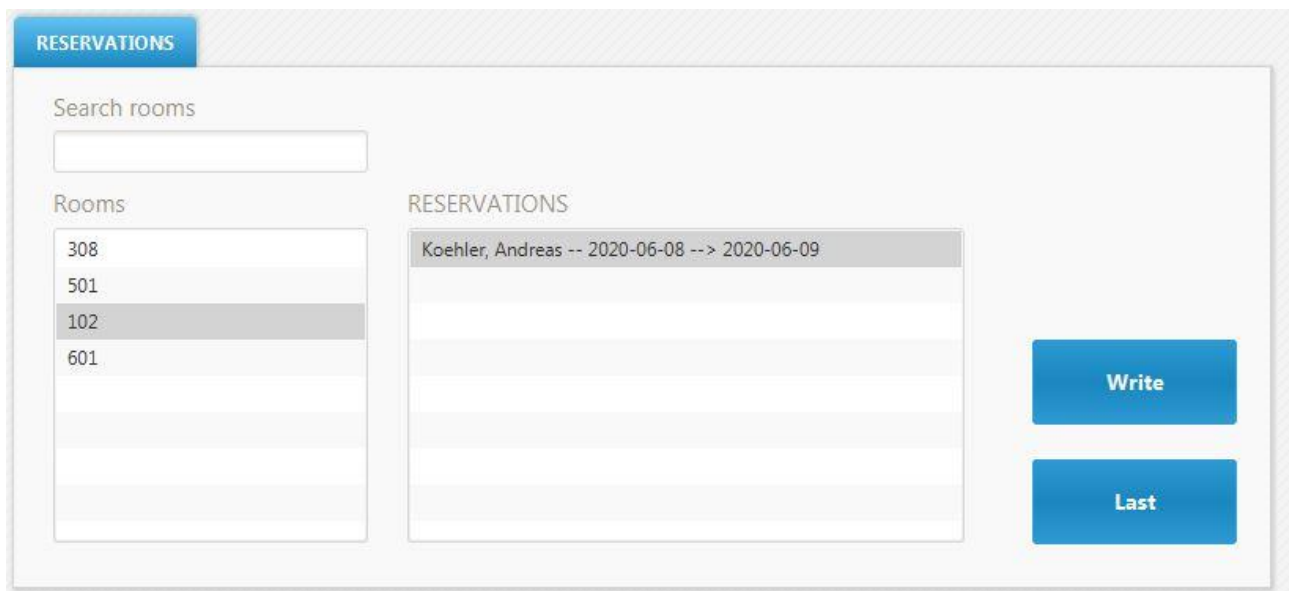
Figure 5-2 Reservations by rooms

ID card actions:

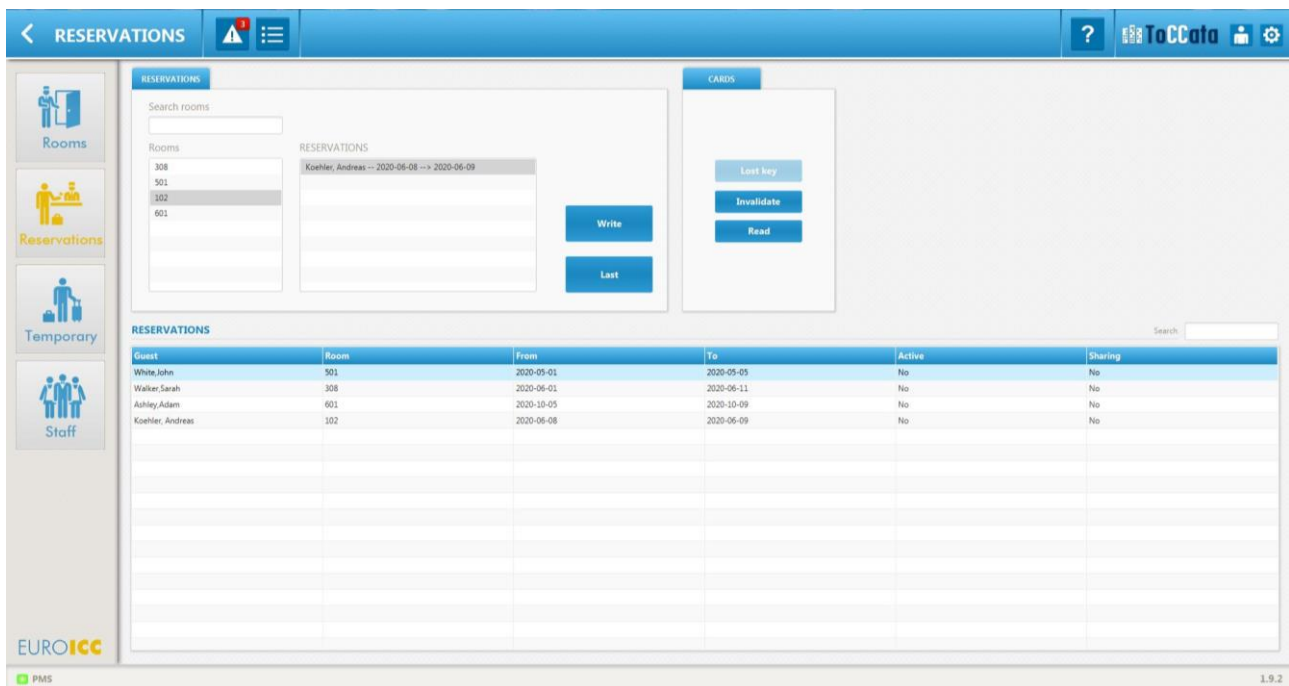- ``Write`` - To issue an ID card for the selected reservation, user needs to select a reservation and click ``write`` button afterwards the Card issuing window displays with instructions as described in the chapter 7.3 Cards.
- ``Last`` - This button selects the last reservation added to the Toccata which helps in case of vast number of reservations
- ``Lost card`` - In case of the lost ID card Toccata user can remove that card from the system by clicking ``Lost card``
- ``Invalidate`` - In case the ID card should no longer be active it can be deactivated from the system by pressing ``Invalidate`` button and putting the card on the card encoder
- Card data - Button ``read`` enables user to see card data and determine its reservation like on Figure 5-3 Card data
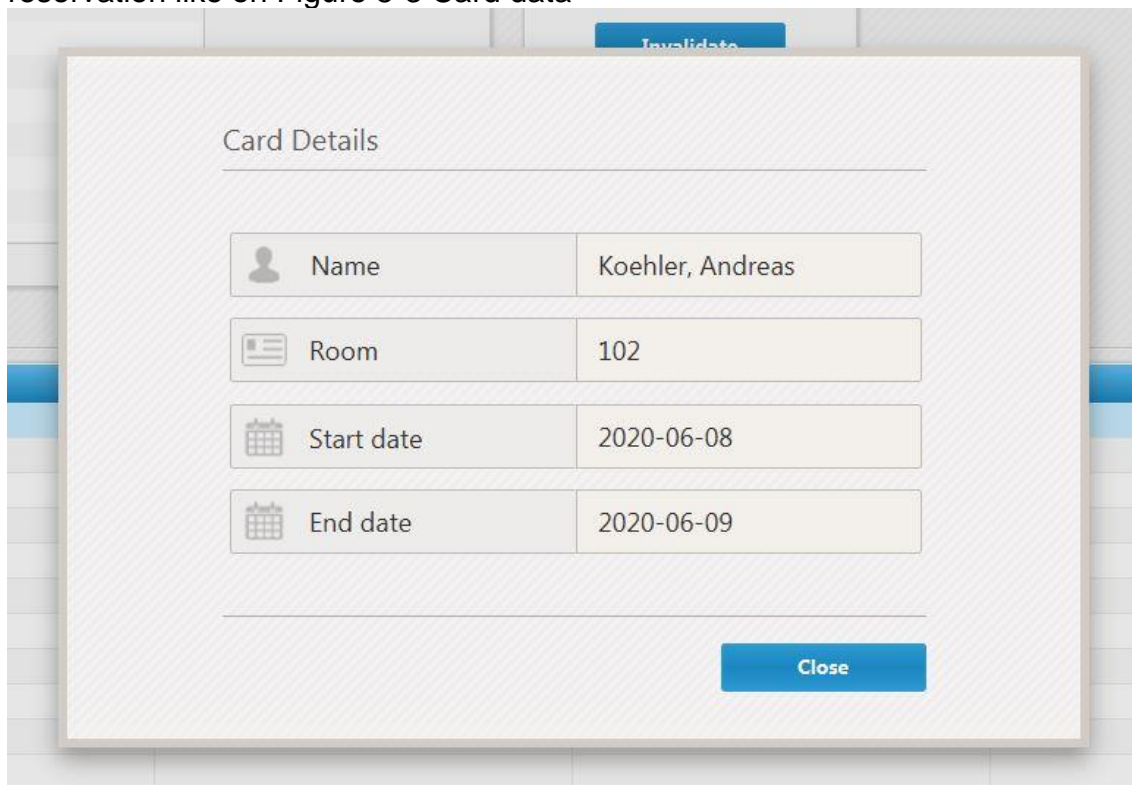
Figure 5-3 Card data

6 Temporary Keys

Toccata user can issue temporary key cards defined by expiring date and daytime. The cards are used for guests, maintenance and visitors. Temporary keys section is shown in Figure 6-1: Temporary keys section.
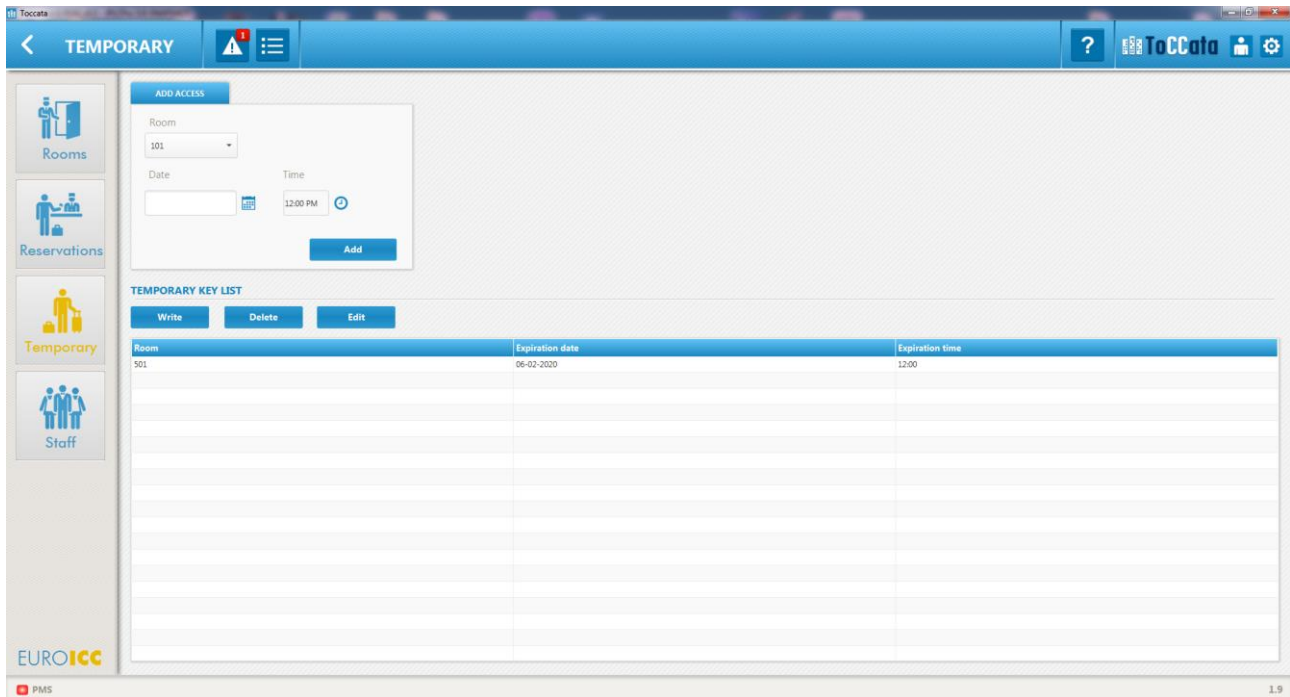
Figure 6-1: Temporary keys section

6.1 Add Temporary ID Card

The tab for temporary key creation is displayed on the Figure 6-3 Add Temporary Key and the procedure is presented in the following steps:

1. From the drop down menu select a room number
2. Select expiration date and time
3. Press „Add" button

The „Room feedback" window shows up and once added the room will show up in the list as on the Figure 6-2 Temporary Card List.

Figure 6-2 Temporary Card List

Figure 6-3 Add Temporary Key

6.2 Write Temporary Key

Temporary key write procedure is presented in following steps:

1. Select a temporary key from the „Temporary Keys" list
2. Press the „Write" button

The pop up status window will show up with the feedback on card write status.

6.3   Delete Temporary Key

Temporary key delete procedure is presented in the following steps:

1. Select a temporary key from the „Temporary Keys" list
2. Press „Delete" button

The feedback window shows up. If deleting process is successful the room number is removed from table.

6.4   Edit Temporary key

User can change the exipreing date of the temporary card. The procedure for editing is presented in following steps:

1. Select the temporary key form the list
2. Press the ``edit`` button
3. Chose new expireing date and time
4. Press ``save`` button to confirm the changes or ``cancel`` button to give up form changes

The new date will be updated in the temporary key list.

7   Staff

In the staff menu of Toccata the user can manage hotel staff access permission and issue ID cards for them.

Staff menu is located as the third field in the left upright navigation panel as on the Figure 7-1: Staff window. It consists of four different tabs:

- Add new staff
- Cards
- Access
- Staff

Figure 7-1: Staff window

7.1   Add New Staff Member

New staff member can be added to Toccata using the tab shown on Figure 7-2: Add new staff.

Figure 7-2: Add new staff

Within the Add new staff tab there are following fields:

- Name – Required information.

- Last name – Required information.

- Phone – Non required information.

- Email – Non required information.

- Drop down list – Within this drop down list staff type can be selected. There are 2 types of staff: Maid and Administrator

After filling in all necessary fields by pressing the Add button a new staff member is created. Created member is shown in the staff table. Staff table is shown in Figure 7-3: Staff table.
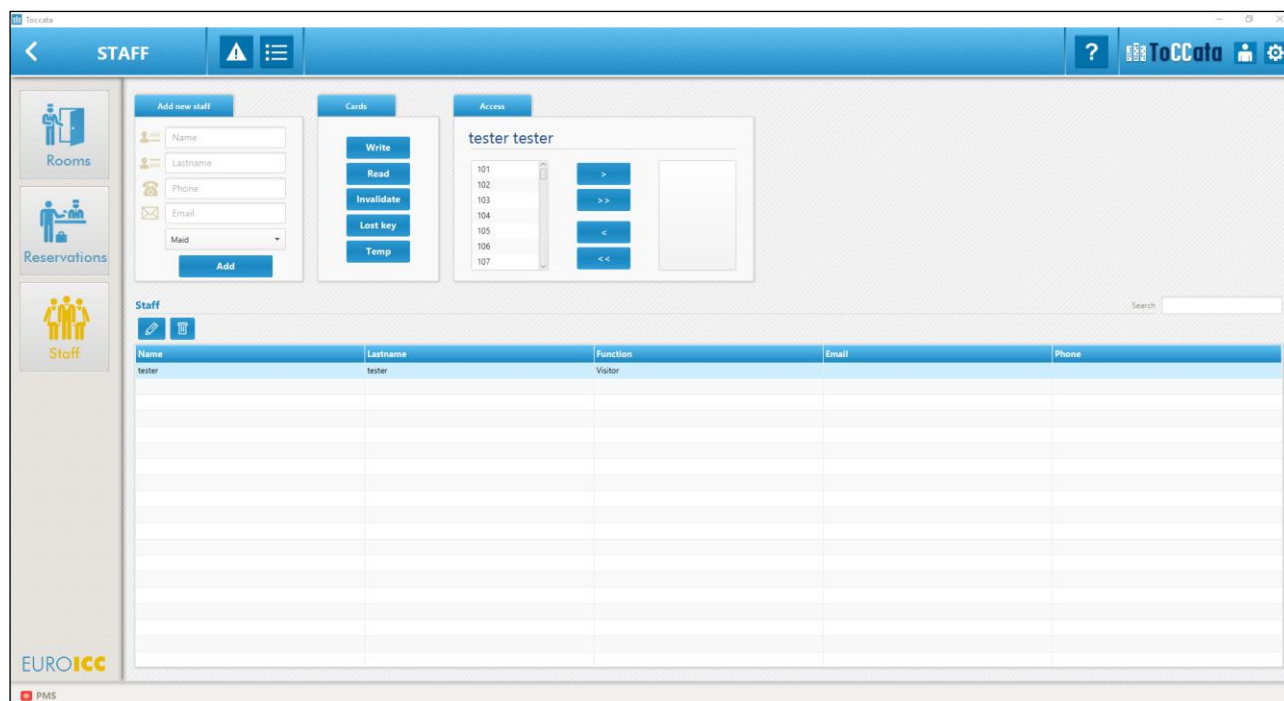

Figure 7-3: Staff table

7.1.1 Staff Member Edit

Staff member information can be edited by selecting a desired member from the staff table and by clicking on the edit icon (Figure 7-4: Edit icon). By clicking the Save button changes are saved.

Figure 7-4: Edit icon

7.1.2 Staff Member Delete

Staff member can be deleted from the list by selecting a member in the staff table and clicking on white delete icon (Figure 7-5: Delete icon).

Figure 7-5: Delete icon

7.2   Staff Member Access Control

In access tab user can grant or remove access to a staff member. The access tab is depicted in Figure 7-6 Access section.

Figure 7-6 Access section

Access section is defined by two columns. Column on the left represents a list of all hotel rooms. Column on the right represents a list of rooms which selected staff member has access to. When access is granted or denied the Room Feedback window appears with notification „successful" in green or „unsuccessful" in red. (Figure 7-7 Room feedback).

Figure 7-7 Room feedback

7.2.1 Grant Access

In order to grant access to a room, select a member from the staff list then select the room in the left column and click „>" button.

To grant stuff member access to all rooms user can click „>>" button.

If access is granted successfully, the room number will appear in the right column.

7.2.2 Remove Access

In order to remove access to a room, select a staff member from the staff list then select the room in the right column and click „<" button.

To remove stuff member access from all rooms user can click „<<" button.

If access is removed successfully, the room number should move to the left column..

7.3   Cards

Toccata Guest Management System operates with MIFARE Classic 1K RFID cards. Operations with RFID cards are listed in Cards menu shown in Figure 7-8: Cards tab.
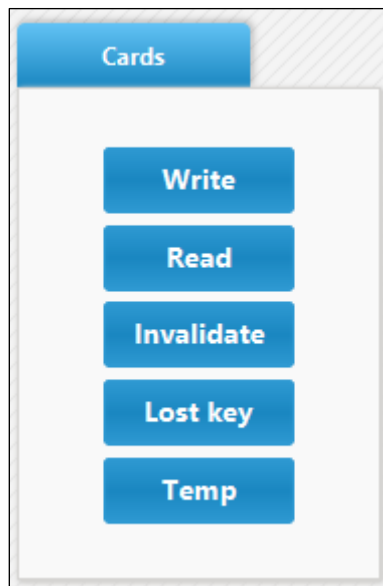

Figure 7-8: Cards tab

7.3.1   Write

User can manually issue a card for a staff member or a visitor.

Card issuing procedure is presented in following steps:

1. Select staff member from the staff table
2. Press „Write" button in Cards section
3. Follow instructions in the pop up window (Figure 7-9 Valid card write)

If the card issuing process is successful the card will have access to the rooms which are selected from the ''Access'' tab of the chosen staff member. If not successful (i.e. the card is missing on the card station) the message will be displayed in the pop up window as on Figure 7-10 Invalid card write.
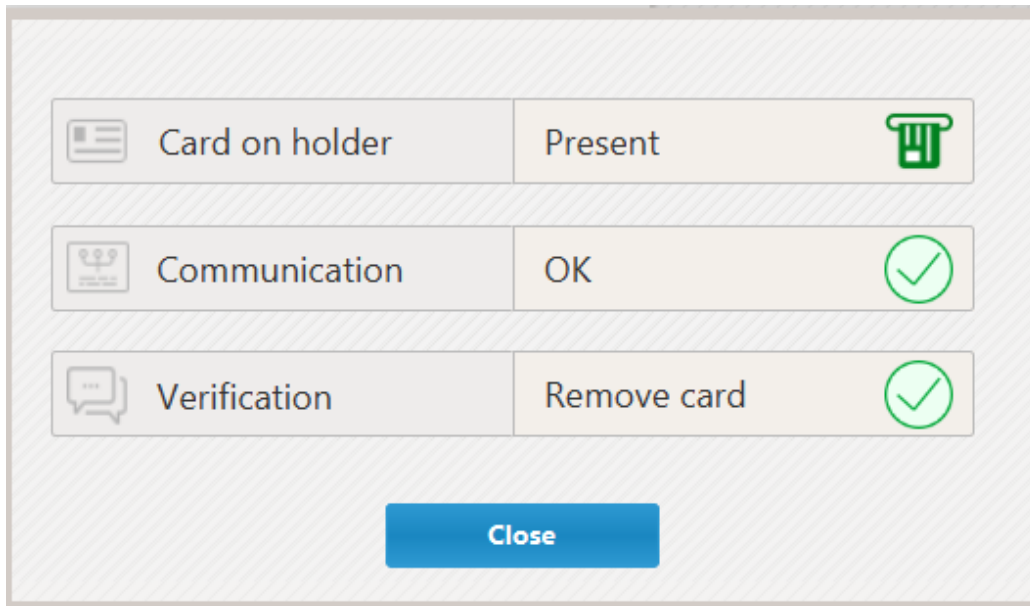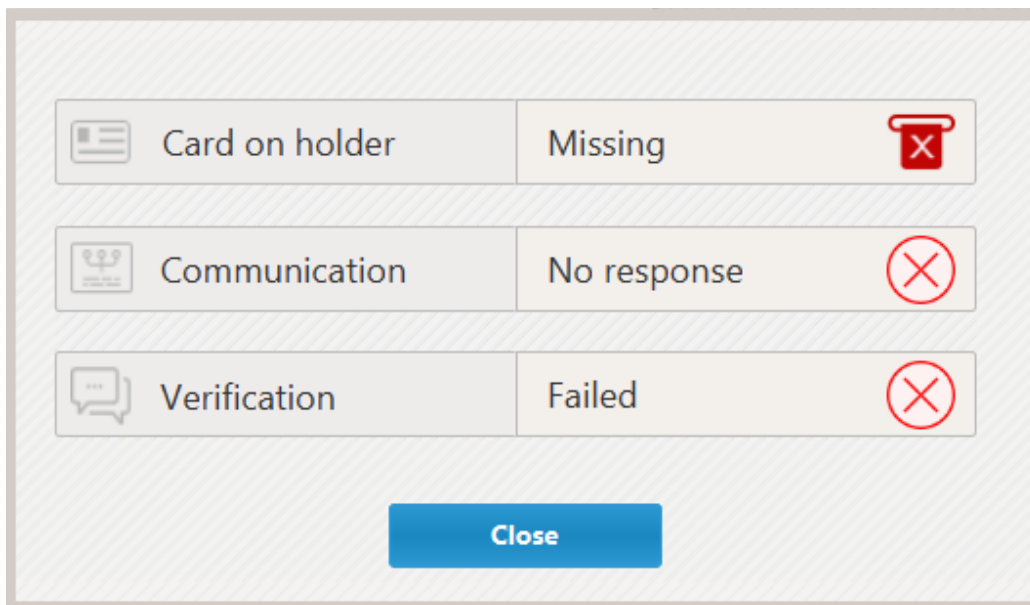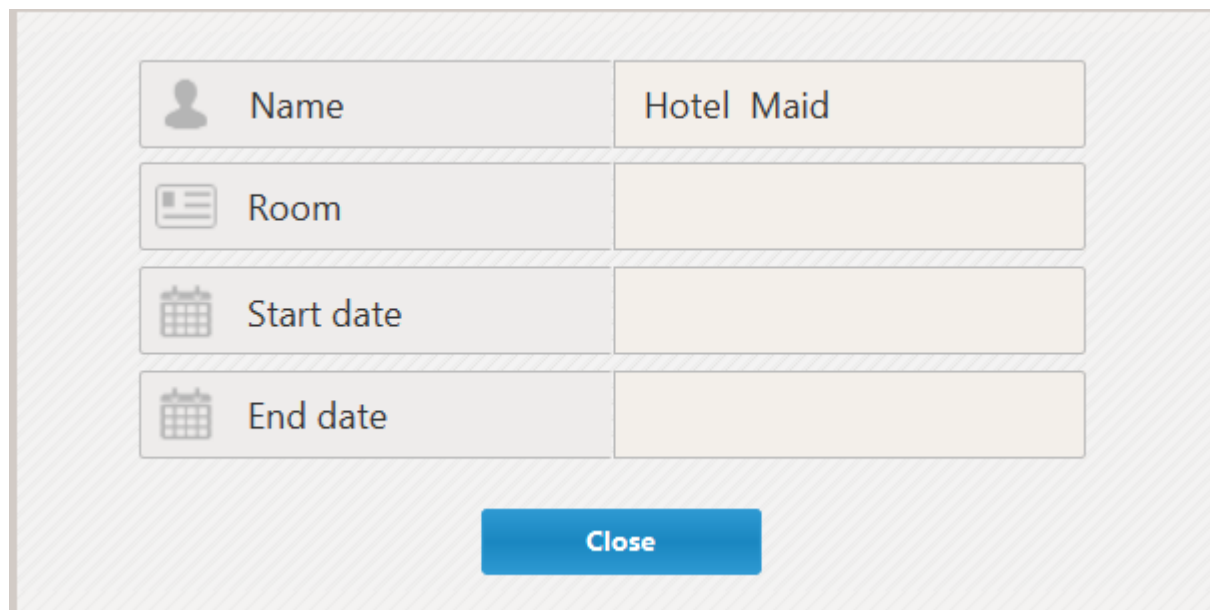
Figure 7-9 Valid card write

Figure 7-10 Invalid card write

7.3.2   Read

User can read and check the status of any issued card. Card reading procedure is done through following steps:

1. Place card on the card station
2. Press „Read" button

The information about the card is presented in the pop up window as on Figure 7-11Card read.

Figure 7-11Card read

7.3.3   Invalidate

User can make a card invalid and delete all ID information on an issued card. To invalidate a card take the following steps:

1. Place card on the card station
2. Press „Invalidate" button

The card is empty and can be used again.

7.3.4   Lost key

In case the staff member loses his/hers ID card access for that ID card can be removed manually in the ``access`` tab. To remove access take the following steps:

1. Select the staff member with lost the ID card
2. Press ``Lost key``

The ``access`` tab for the staff member is emptied.

8   Contacts & Support

In a situation which requires further assistance, please use the following means to reach us:

- Standard support contact, which you have been in touch during the purchasing process
- Standard sales contact, which you have been in touch during the purchasing process
- Generic support contact, available via email: support@euroicc.com

Our support and sales personnel are available from 8am to 4pm during weekdays.

9   Appendix

GRMS	Guest Room Management System
PMS	Property Management System
BMS	Building Management System
DND	Do Not Disturb
MUR	Make Up Room
RFID	Radio frequency identification