

## DayBegins – GuestNet EZ FAQs

### General

1. Who can use GuestNet EZ (Network Usage Billing) to get Internet access?

The guest can use NUB from the room or any where in the hotel.  
Business centre users can use NUB to access Internet  
Banquet hall users.

2. What are the different user types available in the system?

There are 4 types of users.

- a. Administrator
- b. Guest.
- c. Business
- d. Banquet.
- e. Café Manager

Each user type has different process in the system to access the Internet.

3. How does it start?

Each user is provided with a user name and password. With out a valid user name and password, no one can login to the system.

### Administrator

4. What all administrators can do?

Administrator user has full access and control of the application.

He can perform the following

- a. Configuration of network parameters (LAN, WAN, DHCP etc).
- b. Fire wall configuration
- c. Customisation of NUB features.
- d. Report Generation.
- e. Trouble Shoot

5. What types Reports available in the system and what does each mean?

Reports can be classified in to two.

- a. Network Related Logs and Reports
- b. Net usage related Reports
  - Guest Report  
This gives a report from of net usage of Guest users and total revenue between selected from and to dates.
  - Business Report  
This gives a report from of net usage of Business users and total revenue between selected from and to dates.

- Banquet Report  
This gives a report from of net usage of Business users and total revenue between selected from and to dates.

6. What all tools are available for troubleshooting?
  - a. Connection Status  
Connection status can be seen from this option. Enter the user name and IP address of the PC. The status of the firewall rules will be displayed. If needed a connection can be reset.
  - b. Reset card  
Admin can see the existing list of valid connections. On selecting on connection it will display the status of firewall rules. If needed a connection can be reset
7. What is PMS?  
PMS is Procure management system implemented in hotel manage Front Office & Back Office Activities. Fidelio is an Example of such system
8. How NUB & PMS communicate?  
There is a serial interface connected between these systems. They can transfer guest details and bill details.
9. How will I control communication with PMS?  
System provides two Options named “Link Start” & “Link End” to start and stop communication with PMS respectively.
10. What is page redirection?  
Consider a system does not have valid connection. On typing a URL in the browser, the page will get redirected to the Login page.
11. How connection is granted and revoked.  
Fire wall rules plays the major rule in granting and revoking Internet connection.

### **Guest Users**

1. How user Name and password are generated for Guest Users.  
Guest user name and Password are generated in two ways automatically or manually.

#### Automatic Generation of User Name and Password

NUB is tightly integrated with the hotel PMS. So whenever a guest check in happens the information is passed to NUB. On receiving the above details NUB will create user name and password. User Name is same as the reservation number in PMS while password is generated randomly.

## Manual Generation of User Name and Password

The administrator can generate a guest user manually. This will be used in places where no PMS is available or conditions in which there are problems in communication with PMS. The admin can create a user name and password for a guest user. Apart from user name and password the room no information is also required to create a guest user.

Note:- Use the reservation number of guest as user name.

2. How can I get user name and password for a Guest?  
User name and password can be produced in two ways.
  - a. Automatic Welcome Note  
Its possible to configure NUB to give a printed out put when a user name and password is generated, which can be passed to the guest while check in time itself.
  - b. On Demand  
User name and password print out can be taken manually when guest demand for the same.
3. How a guest can log in to the system?  
Select user type as Guest and produce user name and password in the respective filed. Click Login Button.  
Note:- User Name and Password are Case sensitive.
4. How can a guest Purchase connection?  
After logging in Guest gets a screen where the details of Connection packages are displayed. He can select his preferences and click purchase button.
5. How can I get my connection details?  
On purchasing a connection the details are displayed in the right side of purchase screen (Refer User Manual). Duration of Current Session, Time left and Bill amount are displayed.
6. How my Internet bills are accounted?  
The moment a connection is purchased the bill information is posted to Hotel PMS so that the Internet usage bills are accounted as any other bill item in hotel.
7. When I get access to Internet?  
  
The moment the connection is purchased, access to the Internet will be given for the duration of package selected.
8. Can I shutdown my system while I have a valid connection?  
Yes.
9. Do I need to login again to access the Internet?  
No.  
Note: - If you want to get your connection status you have to login again.
10. Will I get any indication before my connection expires?

If your connection status display screen is available you will get an alert message before 5 Min. of expiry. On expiry the status will be again displayed asking you to either renew the connection or stop the session.

11. Can I renew a connection while already a connection exists?

Yes.

12. Do I have any option to reset my connection before expiry?

No. Only administrator has that privilege.

### **Business User.**

1. How user Name and password are generated for Business Users?

The administrator creates business user name and password Manually.

2. How business centre PC's are separated from Guest PC?

All business centres PC's are given fixed leases. NUB configuration accepts these parameters as Café configuration parameters and accordingly has implication in the system. Business User Type will be available only in those PC's.

3. What is the significance of Café manager?

Café systems are assigned to a café manager. The system provides a café control panel in which the status of each system assigned to a café manager is displayed so that the manager can control them effectively from any where in the network.

4. What are all the details available in café control panel?

The user name which is logged in, the status of connection, Duration of usage, Current session Bill and a button to disconnect current connection if any.

5. Can I get print out of Bill for business centre usage?

Yes, The system can be configured to give a print out of bill if required in business centre. Bill is printed on purchasing a connection (For Fixed Tariff). Or while logging out (For Flexible tariff).

6. Can I disconnect the business centre access if required?

Yes. Disconnecting current access is available in Business Centre PC.

7. How Bills are accounted in Business Centre?

NUB can be configured to post business centre Bills to Fidelio or can be configured with out posting. The administrator can do the selection.

## **Banquet Users**

1. How user Name and password are generated for Banquet Users?

The administrator creates banquet user name and password Manually.

2. How banquet users access Internet?

Banquet users can login by selecting banquet user type and by providing user name & password. There will not be any purchase screen. On logging in access is granted till shutting down the system?

3. Do a banquet user has to login to access the net again?

Yes

4. How Bills are accounted in Banquet Usage?

NUB can be configured to post banquet usage Bills to Fidelio or can be configured with out posting. The administrator can do the selection.

### **For more information, please contact**

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