

LMR-ALICE-PR Software Interface

The LMR-ALICE-PR software interface allows the Lutron myRoom plus guest room control system to communicate with the hotel's ALICE® environment to open tickets for Make-Up-Room (MUR). The ALICE® system utilizes this information to optimize staff responses to guest requests.

The ALICE® system is a hotel operations platform that improves staff communication, task management, and guest satisfaction. It integrates with the Property Management System (PMS) for reservation information to help facilitate quicker staff entry. ALICE® software is purchased separately by the hotel.

Features

The following scenarios will cause the Lutron system to update the hotel's information in an ALICE® system:

	Scenario	Lutron myRoom plus server message to the ALICE® system
1	Make-Up-Room turned on at in-room keypad	Open Make-Up-Room ticket with immediate priority
2	Make-Up-Room turned off at in-room keypad	Close Make-Up-Room ticket



Purchase of this product indicates acceptance of the terms of the End User License Agreement (EULA) found at:
www.lutron.com/myRoomEULA

Job Name:	Model Numbers:
Job Number:	

Concept of Operation

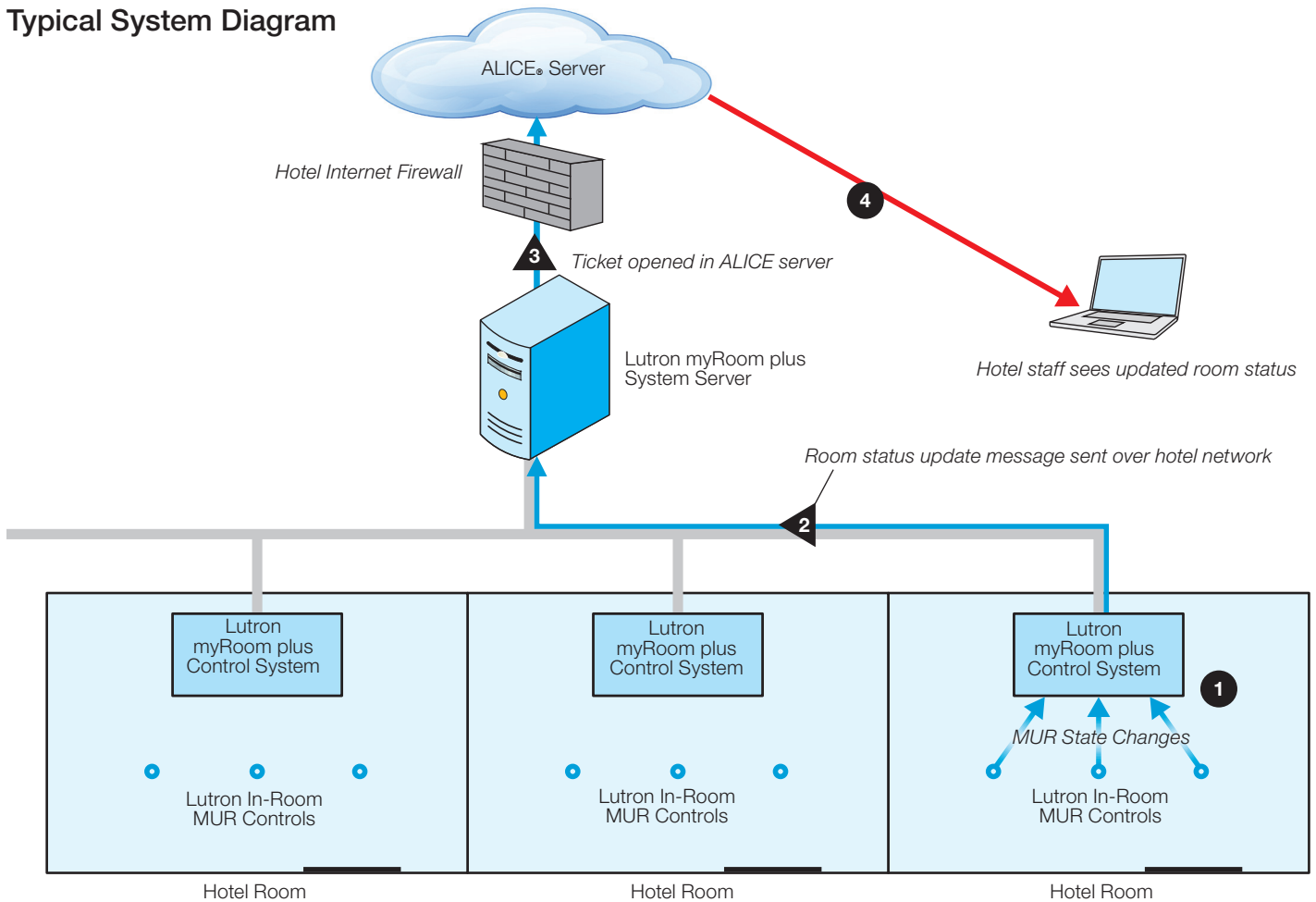
The Lutron myRoom plus control system will update the myRoom plus server status any time MUR state changes. The Lutron hotel integration software posts this room status change to the hotel's ALICE® environment.

- The Lutron interface server will be located on-site at the hotel.
- All communication is initiated by Lutron and accomplished using HTTPS employing a REST endpoint and JSON format message.
- The connection is TCP (transport), TLS (encryption), and HTTP (application).
- The Lutron system will initiate and establish each connection with the ALICE® service.
- The ALICE® system is hosted off-site.

Refer to the following numbered event sequence in the diagram below.

1. The Lutron myRoom plus control system monitors the room's MUR state changes.
2. The Lutron myRoom plus control system updates the myRoom plus server status any time the room's MUR state changes.
3. The Lutron myRoom plus server posts the room's MUR status updates to the hotel's ALICE® off-site environment.
4. The ALICE® system utilizes room MUR status information to optimize staff responses to guest requests.

Typical System Diagram



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ALICE® System Requirements

The Lutron myRoom plus system is compatible with all versions of the ALICE® system.

Lutron System Requirements

The Lutron myRoom plus system BOM must include the following:

- LMR-VSBO: myRoom server by others or Lutron-provided LMR-CMP-R myRoom plus rack-mounted server.
- LMR-ALICE-PR: myRoom plus ALICE® software interface licenses; one license required per guest room.
- LMR-EO: myRoom plus networking requirements.
- One Lutron server can be used to host multiple system software interface providers.

Hotel Network Requirements

- Hotel firewall settings must allow communication to the ALICE REST API server at rest.aliceapp.com
- The Lutron server and all GCU-HOSP units must be on the same subnet on a dedicated VLAN.
- The on-site Lutron server must be able to establish an HTTPS connection to the hotel's ALICE® environment hosted off-site.
- For network security information, see the Total Light Management System IT Implementation Guide (P/N 040423) at www.lutron.com

Mock-Up Demonstrations

If integration with an ALICE® system must be demonstrated for a hotel mock-up room review, it will require close coordination between the local Lutron and ALICE® sales, project management, and start-up teams. Internet access and on-site IT support will be required to ensure that the myRoom plus system can communicate with an off-site ALICE® environment.

Software Interface Configuration and Access

- The software interface has configuration screens that are accessed locally on the Lutron server.
- There is no operating console or system monitoring required.
- Configuration screens require valid user credentials (i.e., username, password and API key) to access.
- Hotel ID, service ticket IDs, and service ticket transition IDs are also required from the ALICE® server for configuration.
- For network security information, see the Total Light Management System IT Implementation Guide (P/N 040423) at www.lutron.com.

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