

## LMR-HOTSOS-PR Software Interface

The LMR-HOTSOS-PR software interface allows the Lutron myRoom plus guest room control system to post room status updates to the hotel's HotSOS/REX environment for each room's physical occupancy state, do-not-disturb state (DND), and make-up-room state (MUR). This interface also enables the creation of service order tickets for certain predefined services in the HotSOS system. The HotSOS and REX systems utilize this room status information to optimize staff responses to guest requests.

HotSOS and REX are hotel service optimization and housekeeping management software systems available from Newmarket International Inc. and are purchased separately by the hotel.

### Features

The following scenarios will cause the Lutron system to update the hotel's HotSOS/REX environment:

	Scenario	Lutron myRoom plus server message to HotSOS/REX system**
1	Someone enters the room	GuestInRoom = TRUE
2	Everyone leaves the room and no motion or button presses are detected for X* minutes	GuestInRoom = FALSE
3	Do-Not-Disturb turned on at in-room keypad	DND = TRUE
4	Do-Not-Disturb turned off at in-room keypad	DND = FALSE
5	Do-Not-Disturb turned on by Property Management System	DND = TRUE
6	Do-Not-Disturb turned off by Property Management System	DND = FALSE
7	Make-Up-Room turned on at in-room keypad	MakeUp = TRUE
8	Make-Up-Room turned off at in-room keypad	MakeUp = FALSE
9	Valet box turned on at in-room keypad	Create new "valet box ON" service ticket
10	Valet box turned off at in-room keypad	Create new "valet box OFF" service ticket
11	Butler telephone turned on at in-room keypad	Create new "butler telephone ON" service ticket
12	Butler telephone turned off at in-room keypad	Create new "butler telephone OFF" service ticket
13	Butler come to room turned on at in-room keypad	Create new "butler come to room ON" service ticket
14	Butler come to room turned off at in-room keypad	Create new "butler come to room OFF" service ticket

\* X is configurable, typically 30 minutes

\*\* All updates are HTTPS POSTs to the HotSOS/REX system, on the /room and/or /serviceorder objects

**Purchase of this product indicates acceptance of the terms of the End User License Agreement (EULA) found at:**

[www.lutron.com/myRoomEULA](http://www.lutron.com/myRoomEULA)

<b>Job Name:</b>	<b>Model Numbers:</b>
<b>Job Number:</b>	

### Concept of Operation

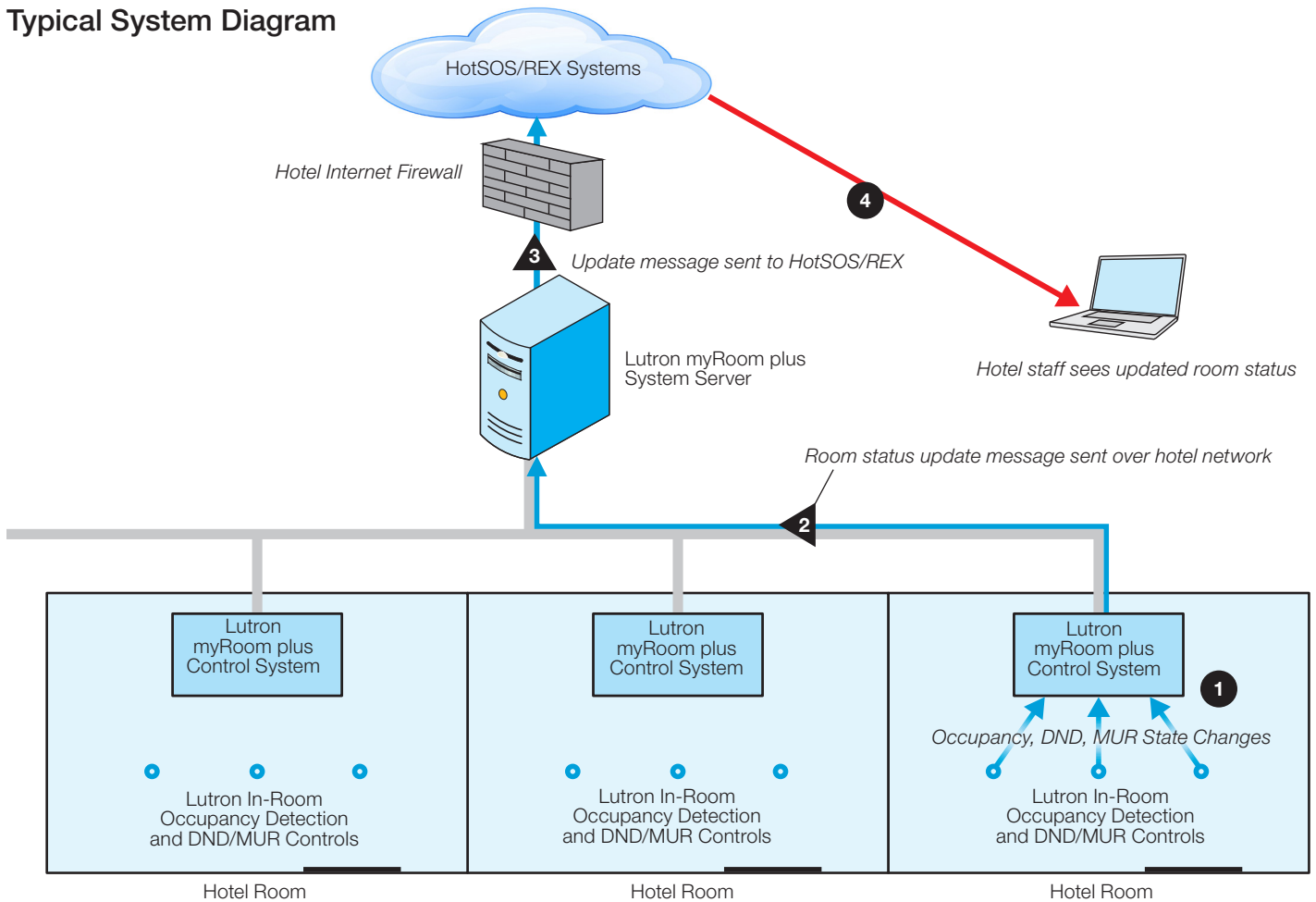
The Lutron myRoom plus control systems update the myRoom plus server status any time the room's physical occupancy, DND, or MUR state changes. The Lutron Hotel integration software posts this room status change to the hotel's HotSOS/REX environment.

- 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 XML syntax.
- The connection is TCP (transport), TLS (encryption), and HTTP (application).
- The Lutron system will initiate and establish each connection with the HotSOS service.
- The HotSOS system is hosted off-site by Newmarket International.

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

1. The Lutron myRoom plus control system monitors the room's physical occupancy, DND, and MUR state changes.
2. The Lutron myRoom plus control system updates the myRoom plus server status any time the room's state changes.
3. The Lutron myRoom plus server posts room status updates to the hotel's HotSOS/REX off-site environment.
4. The HotSOS and REX systems utilize room status information to optimize staff responses to guest requests.

### Typical System Diagram



<p><b>Job Name:</b></p>	<p><b>Model Numbers:</b></p>
<p><b>Job Number:</b></p>	

### Newmarket HotSOS/REX Requirements

The Lutron myRoom plus system is compatible with all versions of HotSOS and REX.

### 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-HOTSOS-PR: myRoom plus HotSOS/REX 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

- 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 HotSOS/REX environment hosted off-site.

### Mock-Up Demonstrations

If integration with HotSOS/REX must be demonstrated for a hotel mock-up room review, it will require close coordination between the local Lutron and Newmarket 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 Newmarket hosted HotSOS/REX 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 and password) to access.

<p><b>Job Name:</b></p> <p><b>Job Number:</b></p>	<p><b>Model Numbers:</b></p>
------------------------------------------------------	------------------------------

## Butler and Valet Box Functionality

Lutron's myRoom plus system now includes software to accommodate a valet box and a butler service call.\* The sequence of operation for this integration is defined below.

Step	Guest Action	Housekeeping Notification/ Action	Plate Inside Entry Vestibule	Plate Inside Valet Box	Remark
1	Guest deposits a garment or shoes for service inside the valet box				
2	Guest presses the Valet button on the entry keypad	Lutron will send a message to HotSOS via integration (details to be determined)	Valet button LED turns <b>ON</b>	Valet button LED turns <b>ON</b>	Guest may cancel the request by pressing the same Valet button; the LED would turn off
3		For item pick-up, housekeeping opens the valet box from the corridor side, presses the valet pick-up button on the plate inside the valet box, removes the item and closes the door	Valet button LED turns <b>OFF</b>	Valet button LED turns <b>OFF</b>	Provides feedback to the guest that the items have been picked-up
4		For item return, housekeeping opens the valet box from the corridor side, deposits the item, presses the valet delivery button on the plate inside the valet box and closes the door	Valet button LED starts to <b>slowly blink ON-OFF</b> every 5 seconds (configurable)	Valet button LED starts to <b>slowly blink ON-OFF</b> every 5 seconds (configurable)	Provides feedback to the guest that the item has been returned
5	Guest removes the item from the valet box	Door contact provides automatic operation; i.e., no other guest action	Valet button LED turns <b>OFF</b>	Valet button LED turns <b>OFF</b>	Valet box operation is reset

\* Lutron's Hotel Integration platform version v0.32 and database revision v116 or later.

Job Name:	Model Numbers:
Job Number:	

## Butler Visit Room Operation

The Butler button connected to the Lutron myRoom plus system is used by the guest to call a butler to the room for attention. When the guest presses the Palladium keypad button, the button LED will flash once to let the guest know that the Butler service has been requested. The LED will not remain on. This will also open a workorder ticket in HotSOS/REX software via the interface. If the room is currently in Do Not Disturb mode - where typically the door chime would be disabled - turning on the Butler service will enable the door chime so the butler can ring the chime when they arrive to the room. Once the butler arrives to the room and attends to the guest's needs, they will close the ticket in HotSOS/REX and the process will start again.

Step	Guest Action	Housekeeping Notification/Action	Plate In Room	Do Not Disturb	Door Chime	Remark
1	Guest requires attention in the room from butler					
2	Guest presses the Butler button on the appropriate keypad	Lutron will open an ASAP ticket in HotSOS/REX via integration for <b>Butler Visit Room ON</b>	Butler button <b>LED FLASHES ONCE</b>	Unaffected	Door Chime <b>Enabled</b>	
3		Butler arrives at the room and rings the door chime via the corridor signage	Unaffected	Unaffected	Door Chime <b>rings</b> to inform guest that butler is at entry door	
4		Guest allows butler entry to the room; Butler attends to guest's needs	Unaffected	Unaffected	Door Chime is put back in sync with Do Not Disturb (DND) status.	If DND is enabled, door chime is disabled. If DND is disabled, door chime will remain enabled.

## Butler Call Room Operation

Step	Guest Action	Housekeeping Notification/Action	Plate In Room	Do Not Disturb	Door Chime	Remark
1	Guest requires butler to call the room					
2	Guest presses the butler call room button on the appropriate keypad	Lutron will open an ASAP ticket in HotSOS/REX via integration for <b>Butler Call Room On</b>	Butler button <b>LED FLASHES ONCE</b>	Unaffected	Unaffected	
3		Butler calls the room	Unaffected	Unaffected	Unaffected	
4		Butler/Hotel staff closes the HotSOS ticket	Unaffected	Unaffected	Unaffected	

☼ Lutron, myRoom and Lutron are trademarks or registered trademarks of Lutron Electronics Co., Inc. in the US and/or other countries. All other product names, logos, and brands are property of their respective owners.

Job Name:	Model Numbers:
Job Number:	