

MONSCIERGE®

Hospitality TV – Auto Erase and Reset Schedule

Automating the Reset of your Apple TV for Hospitality devices after every guest checks out of your property is now easier than ever! With our new Auto Erase and Reset Schedule feature, you can program ahead of time which rooms will need to be Reset for any given upcoming checkout date. To make it even easier, you can upload a file with your list of departures, and the schedule will be set for you.

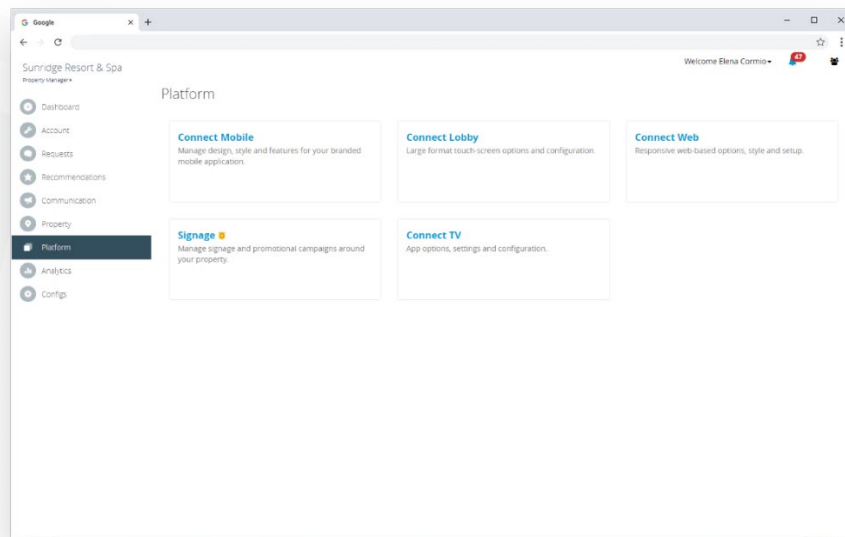
PREREQUISITES

- This functionality requires *Administrator* permission to the Monscierge Experience Engine Content Management System.

HOW IT WORKS

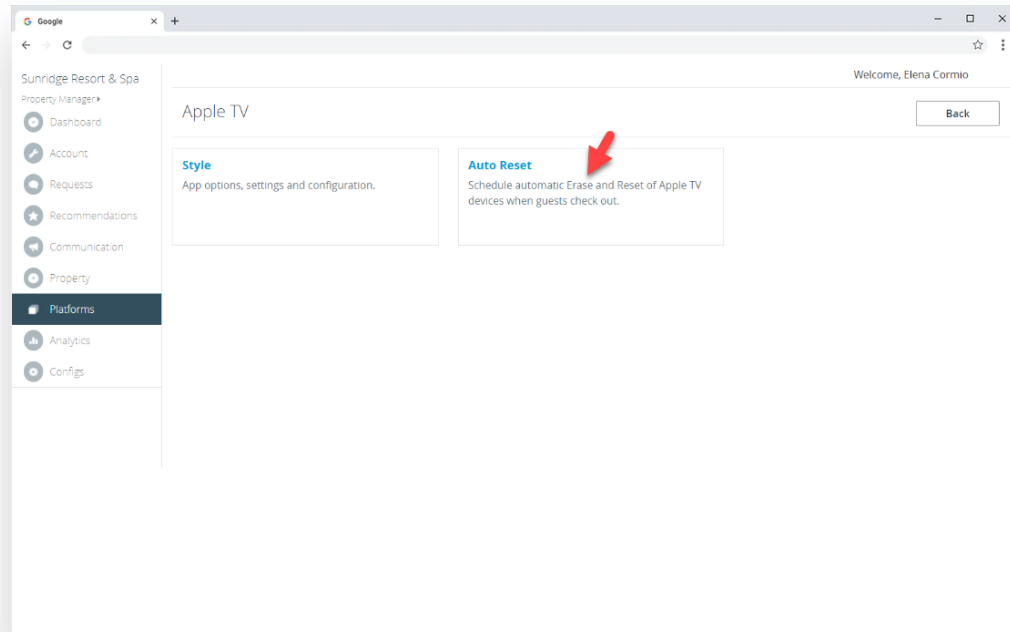
Step 1) Log on to your Monscierge CMS account at cms.monscierge.com

Step 2) On the left-side navigation menu, click on **“Platform”**, then in the center screen click on **“Connect TV”**.

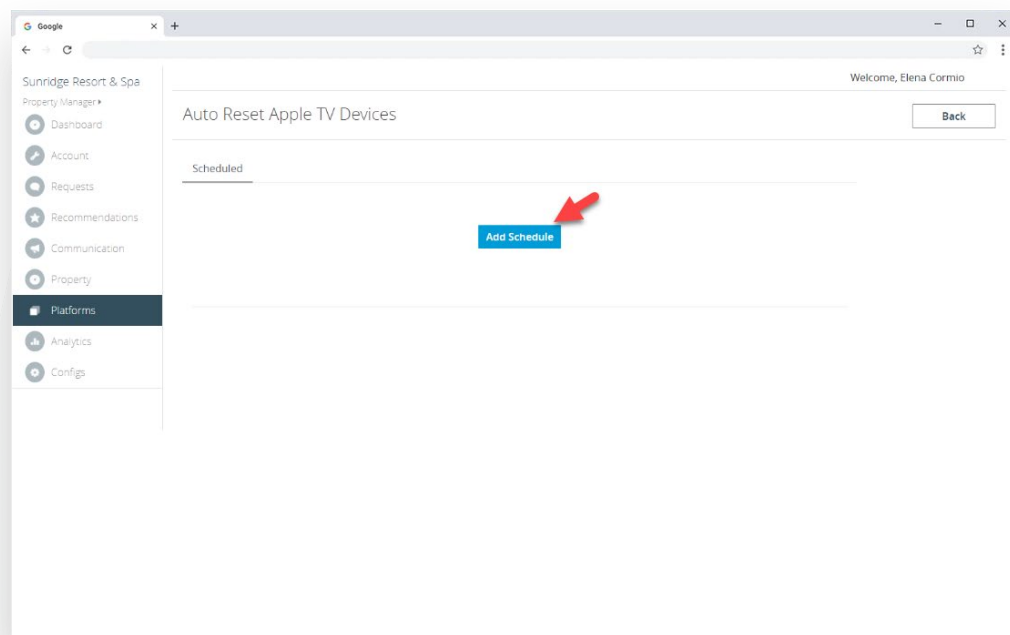


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Step 3) On the Apple TV management menu, click on **“Auto Reset”**.



Step 4) The “Scheduled” screen will display any existing rooms scheduled to be Reset, if any. Click on “Add Schedule” to create a new schedule.



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Step 5) There are currently two options to create a schedule:

- A) See a list of all rooms setup for your property in the Experience Engine, and manually choose which rooms need to have their Apple TV erased on which date.

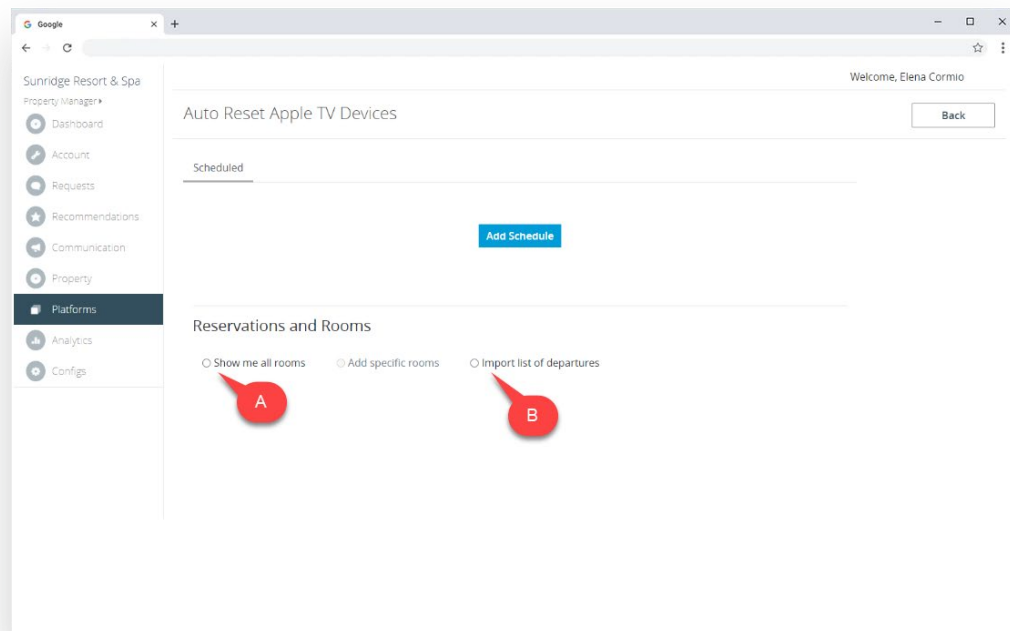


This is a useful method for Vacation Rental properties or Hotels with a small amount of rooms.

- B) Import a list of departures from a file.



This is a useful method for properties with a greater amount of rooms, where the PMS system can generate checkout/departure reports.



Step 6) A **“Show Me All Rooms” method**

When you click on the “Show Me All Rooms” option, the screen will present a list of all rooms configured for your property in the Monscierge Experience Engine.

You can then find the room number(s) that are due to check out for any given future date:

1. Type in the reservation number
2. Choose the departure date, and
3. Click on “Add” to create a Reset schedule for that room and date.

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Repeat the process for any other room as needed.



You can schedule a Reset at any time for multiple dates in the future. For example, depending on the circumstances at your property, you may choose to schedule “tomorrow’s” departures every day, or you may choose to schedule all your departures for the upcoming week once a week, etc.

You can also edit the schedule as often as needed prior to checkout time on the Departure Date.

Room Number	Reservation Number	Departure Date	
001		mm/dd/yyyy	Add
002		mm/dd/yyyy	Add
15		mm/dd/yyyy	Add
25		mm/dd/yyyy	Add
33		mm/dd/yyyy	Add

Step 6) B “Import List of Departures” method

When you click on the “Import List of Departures” option, the screen will be ready to accept the upload of a .csv file containing a list of departures.



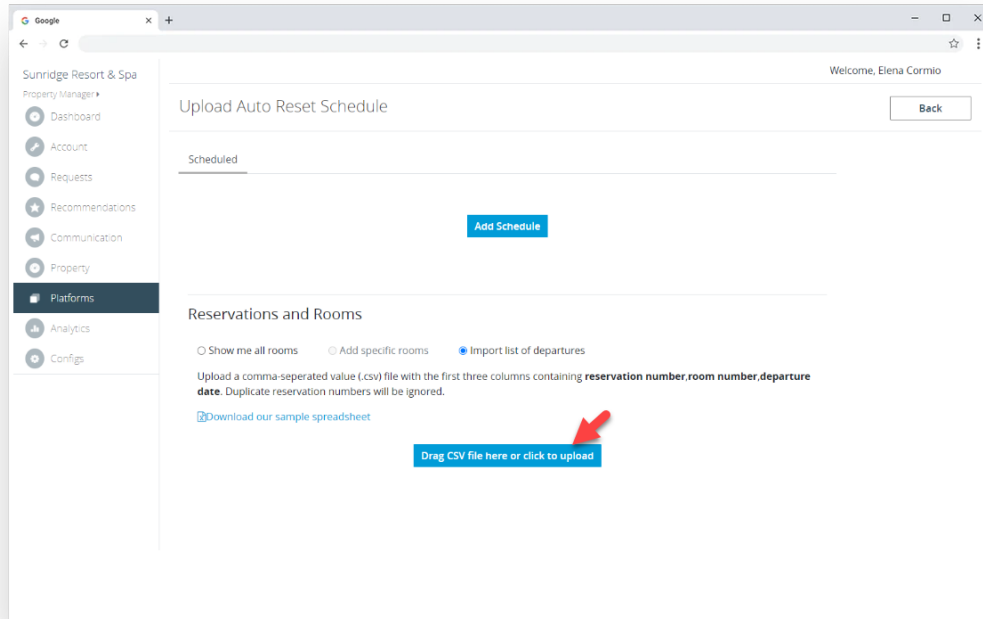
The file must be formatted so that the first three columns have the following information:

- Reservation number
- Room Number
- Departure Date

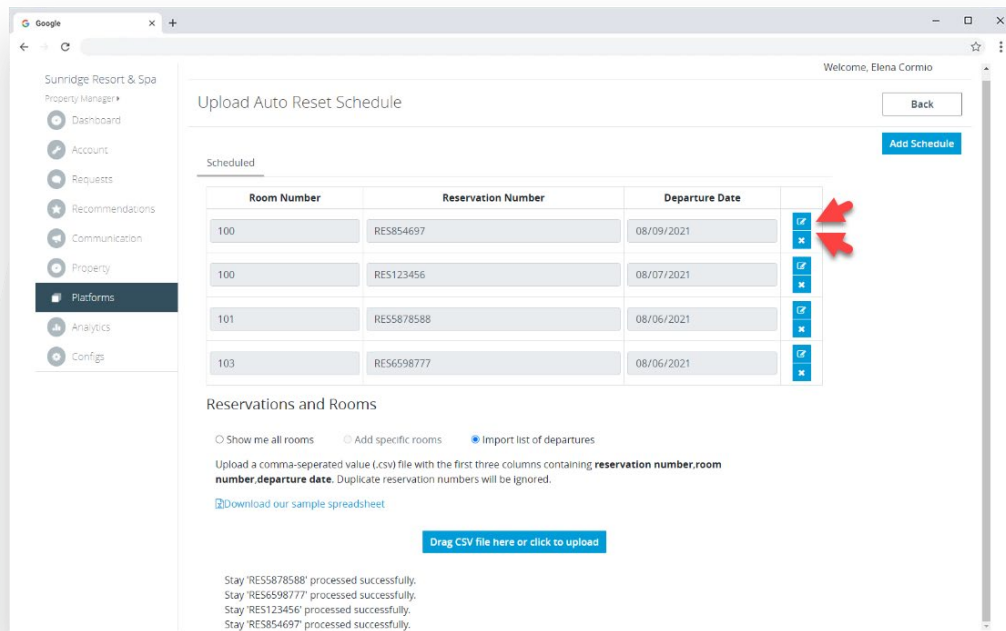
For ease of reference, you may also download a preformatted example file directly from the screen.

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Click on the upload button to choose the file and upload it. (You can also drag and drop onto the screen).



Step 7) Once the schedule has been created via either of the methods described above, you will see it on the top section of the screen.



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You may edit or remove a scheduled Erase at any time prior to your property's checkout time on date of departure by using the "edit" or "delete" button next to any row.

Auto Reset Process

The system checks daily every 15 minutes for a room that is scheduled to have its Apple TV device(s) Erased on that day, starting on the checkout time configured for your Property.

For example, if your property is configured with a checkout time of 11:00am, the system will start checking for Erase scheduled every day at 11am, and send an Erase command to any room that is scheduled to checkout that day.

For additional questions or support please reach us at:

Chat [Monscierge.com/support](https://monscierge.com/support)

Email support@monscierge.com

Phone 1-888-426-5730, opt. 2