

MONSCIERGE®

Hospitality TV Manager App

The Apple TV for Hospitality Manager App is designed as an easy to use, intuitive mobile app that allows Customers to directly install and manage their Apple TV devices. Specifically, the app has two main functions:

- Quickly install an Apple TV for Hospitality device in a specific hotel room
- Once installed, easily perform the most common device management features as needed (such as resynching apps, erase and reset, restart etc.), without the need to be physically near the device or contacting Monscierge Support.

PREREQUISITES

- In order to add Apple TVs to rooms, they must be powered on and connected to a reliable internet source.
- The Apple TV will be erased during this process so a good connection is crucial.
Note: Ethernet is the preferred connection type. If WiFi is the only option we recommend using Wireless Bridges.
- You must also have the box the Apple TV came in, in order to scan the barcode (manual entry is also an option).

CONTENTS

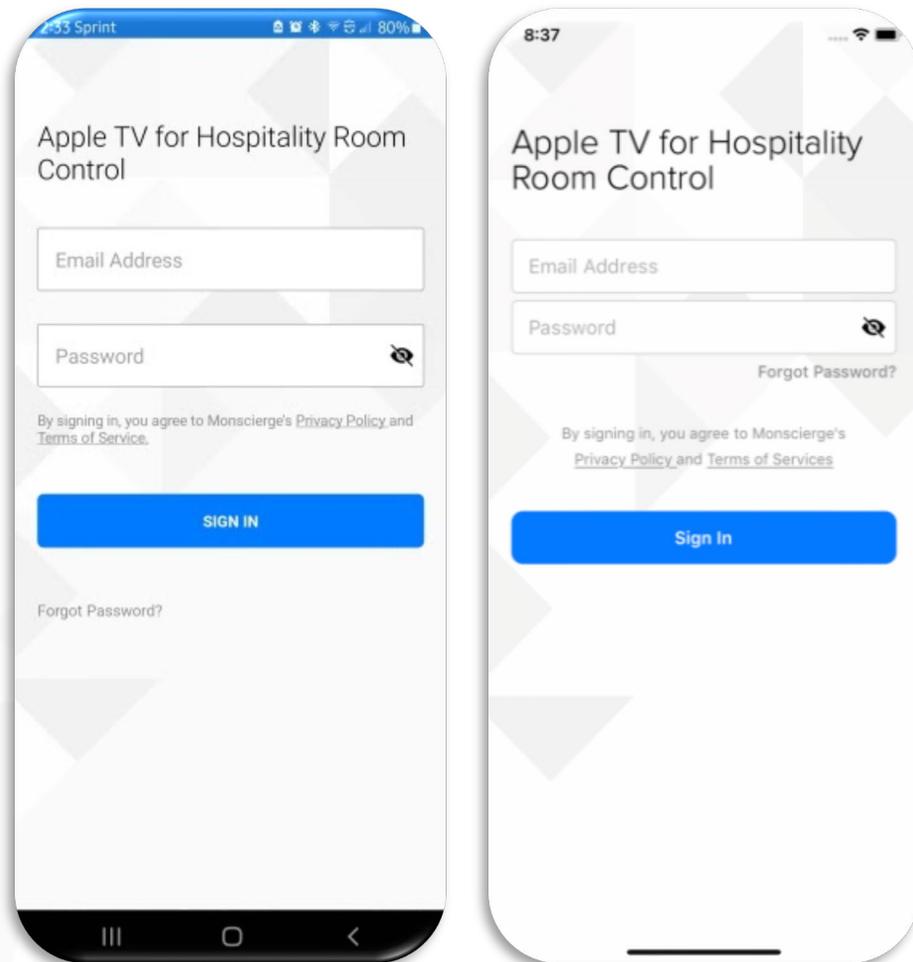
| | | |
|------|---|----|
| I. | SIGNING IN | 2 |
| II. | ACCESSING YOUR PROPERTY | 4 |
| III. | ADDING OR CHANGING YOUR ROOMS [★ Requires Admin permissions]..... | 5 |
| IV. | ADDING AN APPLE TV TO A ROOM | 9 |
| V. | MANAGING YOUR APPLE TV DEVICES | 15 |
| VI. | MANAGING YOUR SETTINGS..... | 21 |

Hospitality TV Manager App

HOW IT WORKS

I. SIGNING IN

- Step 1) Download, install and launch the Hospitality TV Manager app.
The app is available for both iOS and Android devices.
- Step 2) Log in with the same username and password as you currently use to access Monscierge's CMS portal, or the Connect Staff app.

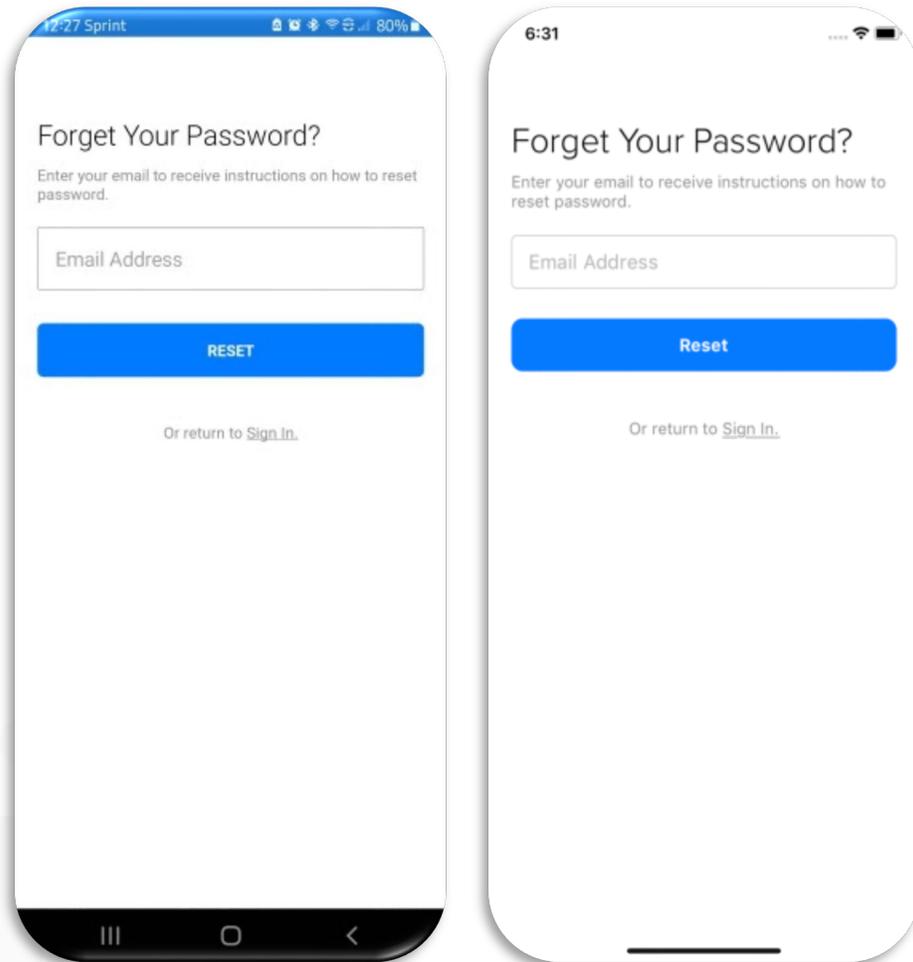


Hospitality TV Manager App

Resetting a Password

If you forget your password or you wish to reset your password, you can reset your email by tapping on the "Forgot Password?" link, then entering your email address and tapping the "Reset" button.

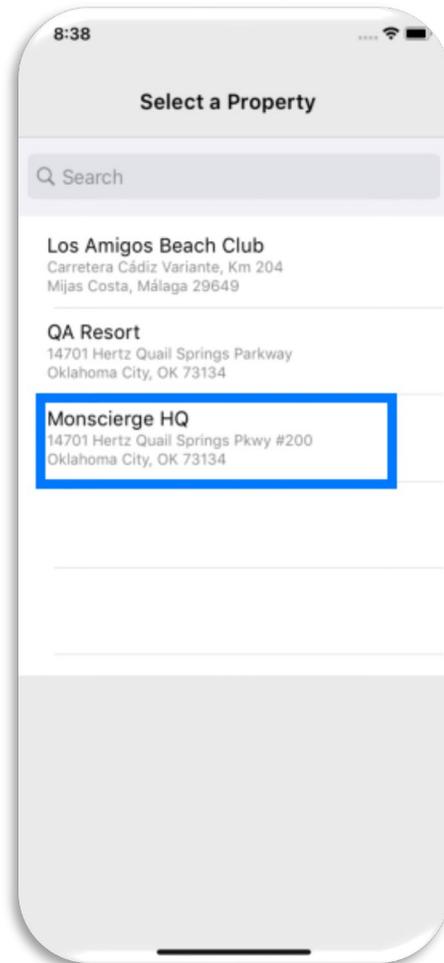
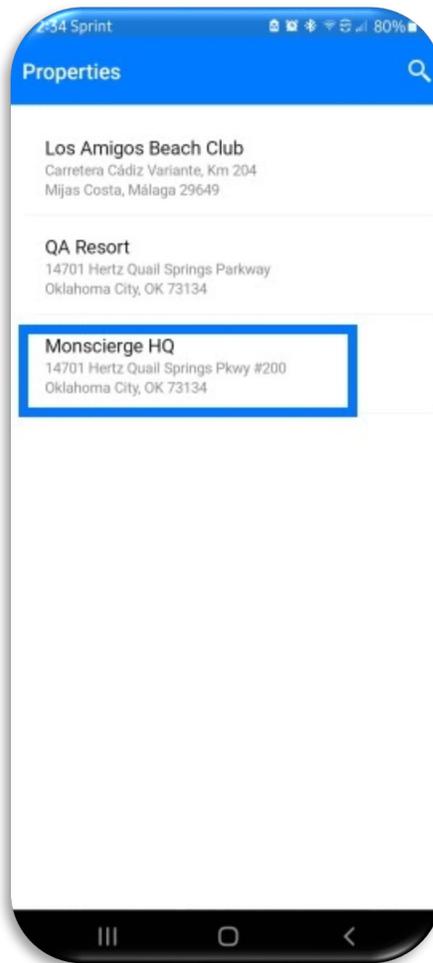
You will then receive an email with instructions on how to reset your password.



Hospitality TV Manager App

II. ACCESSING YOUR PROPERTY

- Step 1) Once logged in the app will load a list of all available properties your credentials have access to. From there you can select the Property for which you'll be working on at the time, by tapping on the name.



Hospitality TV Manager App

III. ADDING OR CHANGING YOUR ROOMS [★ Requires Admin permissions]

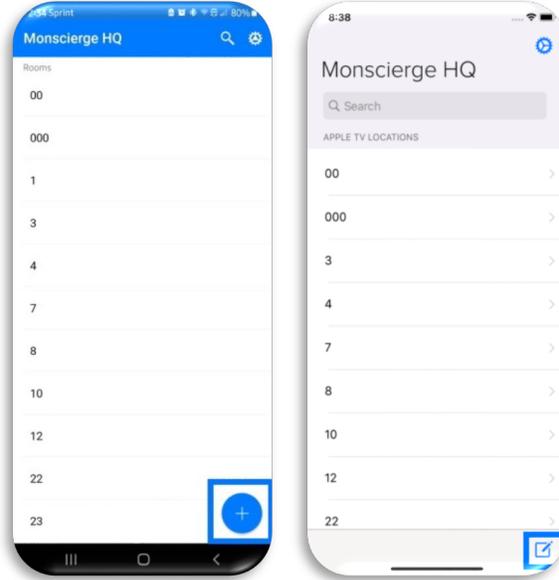
Step 1) After you have selected your property, you will then be taken into the rooms list. This is where Admins can edit room names and even create new rooms.

⚠ Accounts with Staff-only permissions are only able to manage the existing Apple TVs, so if you are a Staff member feel free to skip to section V.

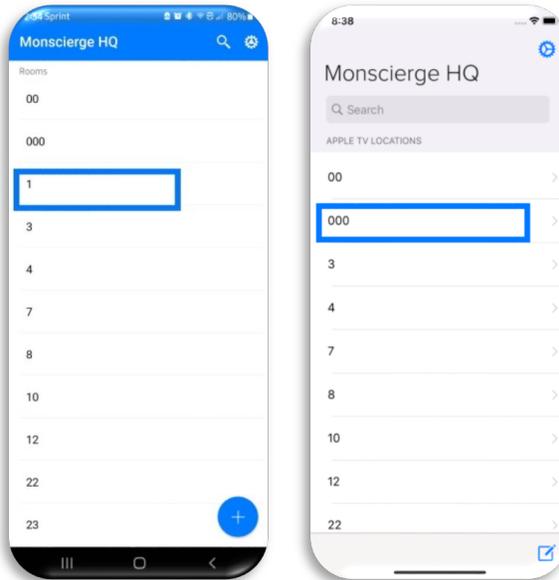


Hospitality TV Manager App

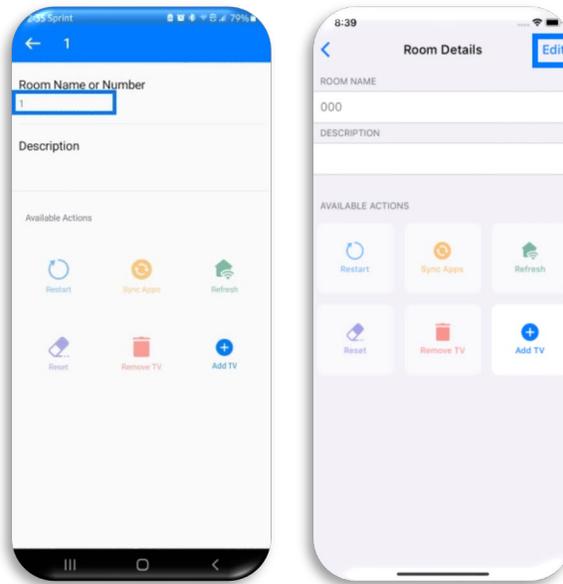
Step 2) A To create a new room, select the icon in the bottom right corner of the app.



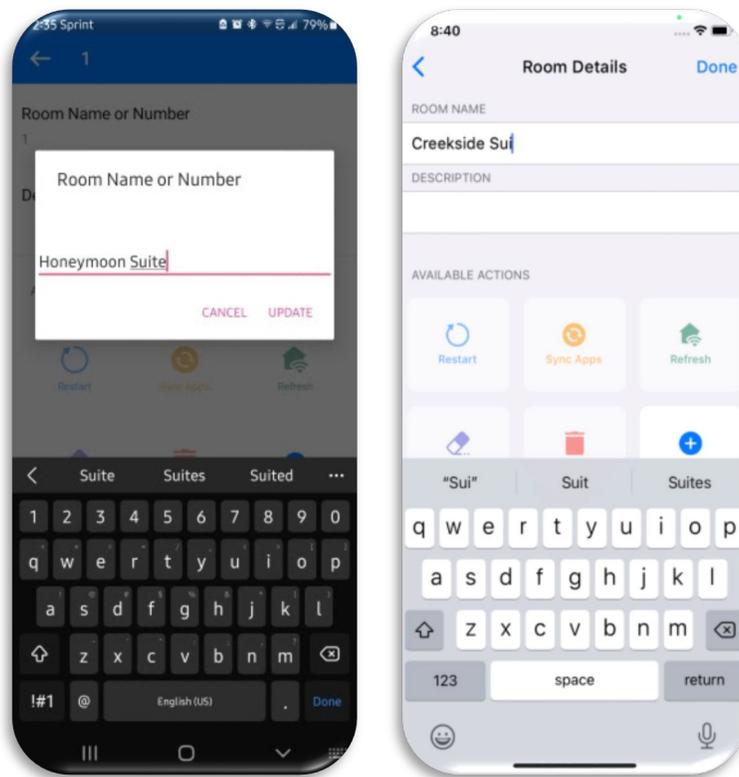
Step 2) B To change a room name, tap on the room you'd like to change. Then, on the next screen click on the room name to edit for Android, or click "edit" for iOS.



Hospitality TV Manager App

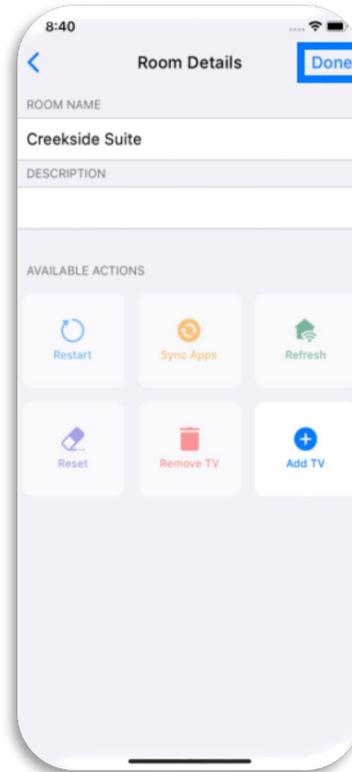
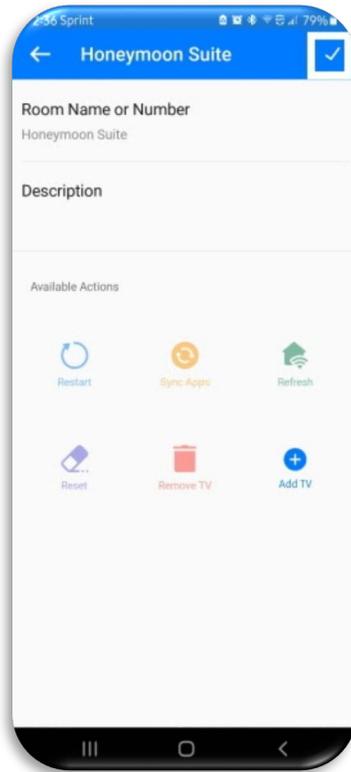


Step 3) Type in the new room name as needed.



Hospitality TV Manager App

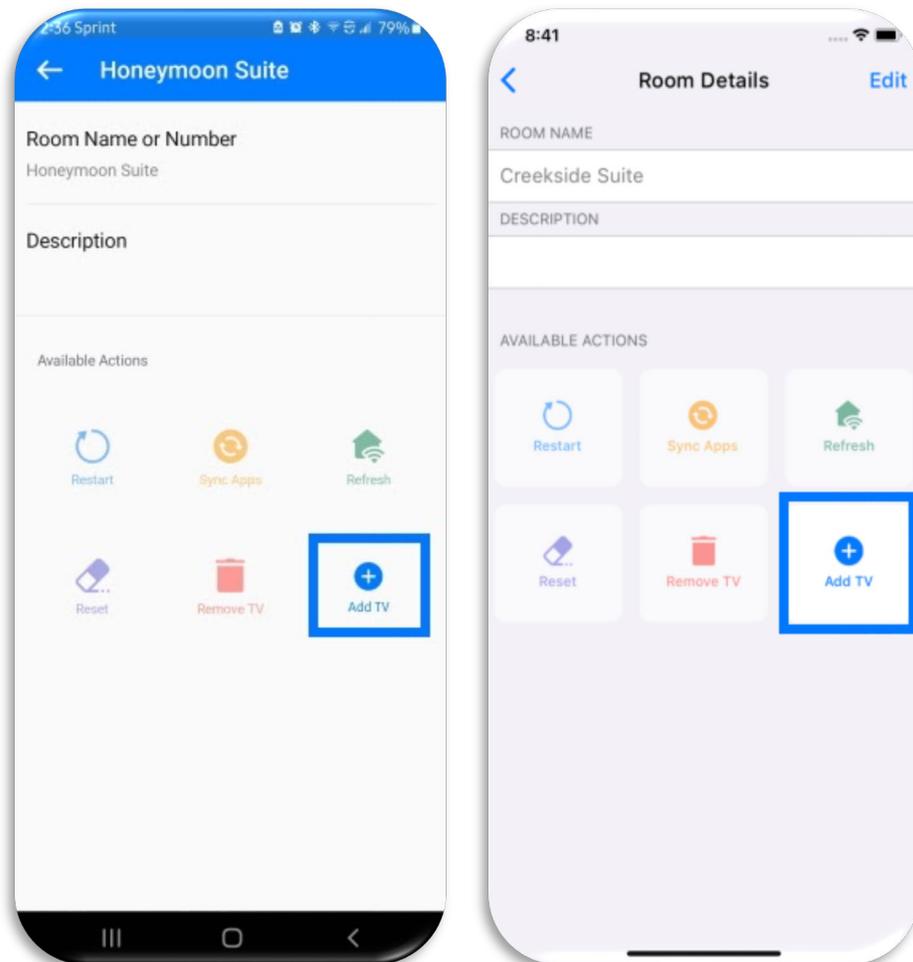
Step 4) After you've entered the new name, click the check mark in the upper right for Android or the "Done" button for iOS.



Hospitality TV Manager App

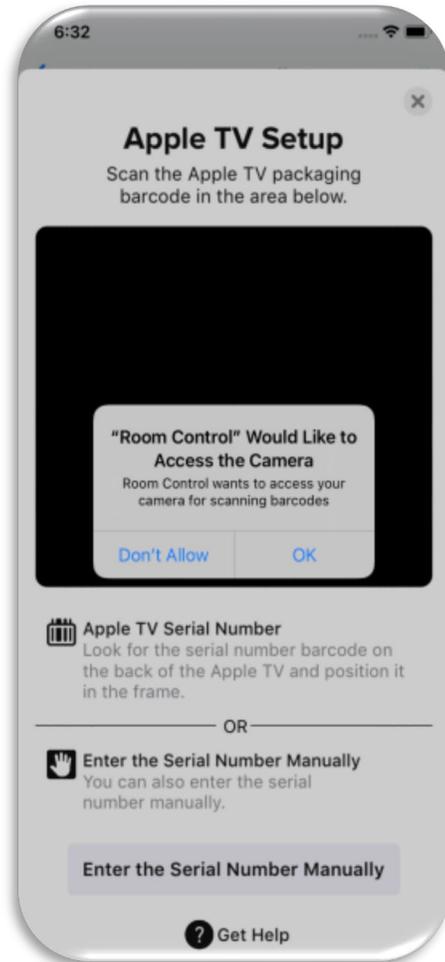
IV. ADDING AN APPLE TV TO A ROOM

- Step 1) To add an Apple TV to your newly created room, or edited room, select the “Add TV” button.



Hospitality TV Manager App

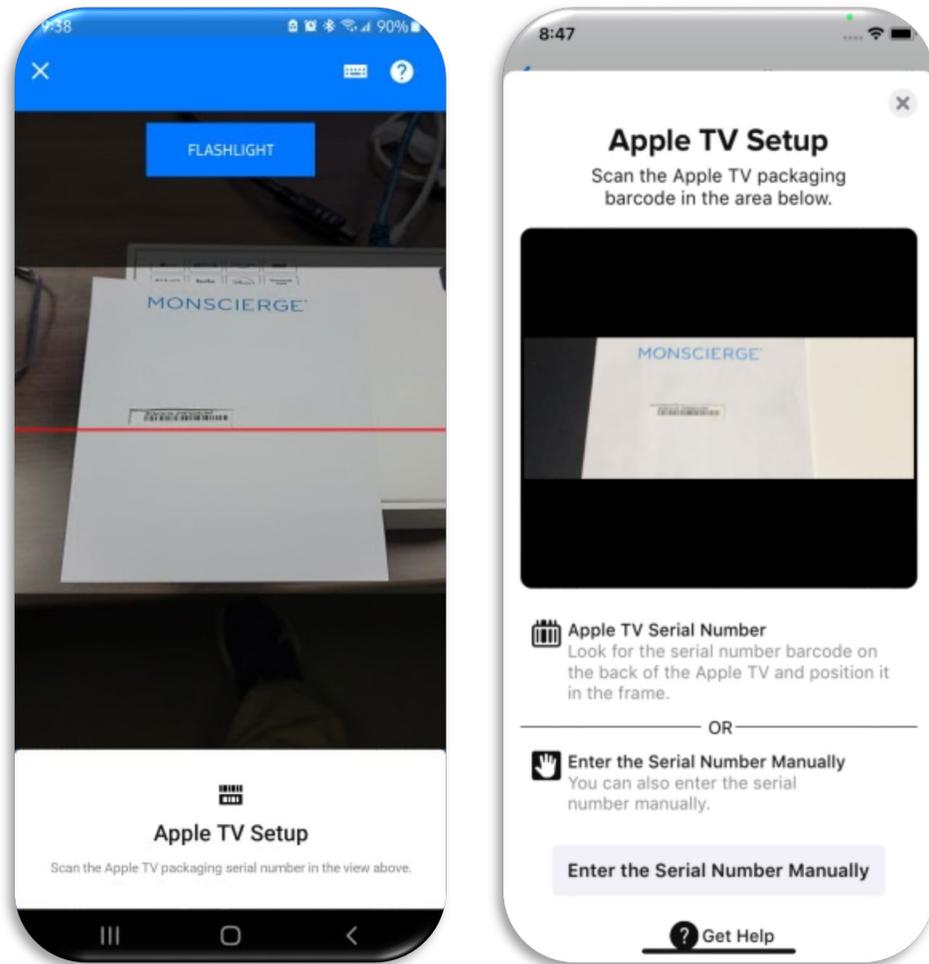
Step 2) Accept permissions to allow the app to access the camera.



Hospitality TV Manager App

Step 3) Once you have accepted permissions the scanning camera should be active. Point the scanner at the back of the box your Apple TV came in.

Tip: Try to focus on the very last barcode labeled "Serial Number". We recommend using a piece of paper to cover up the other barcodes before scanning.



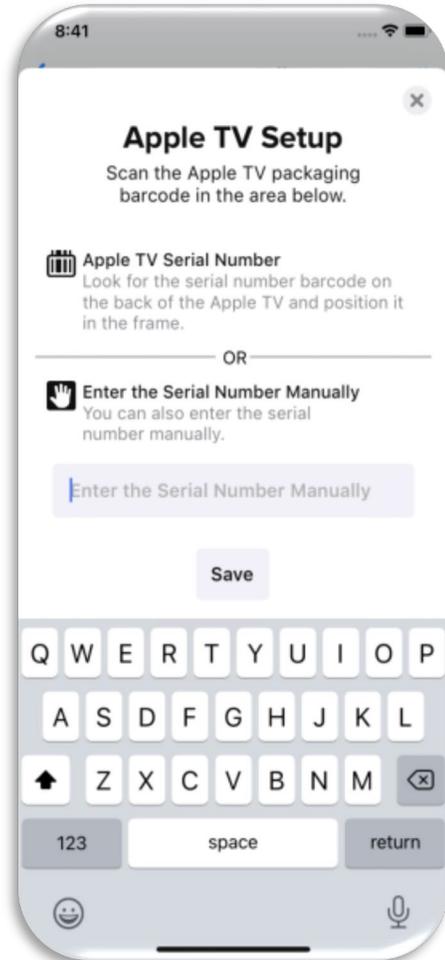
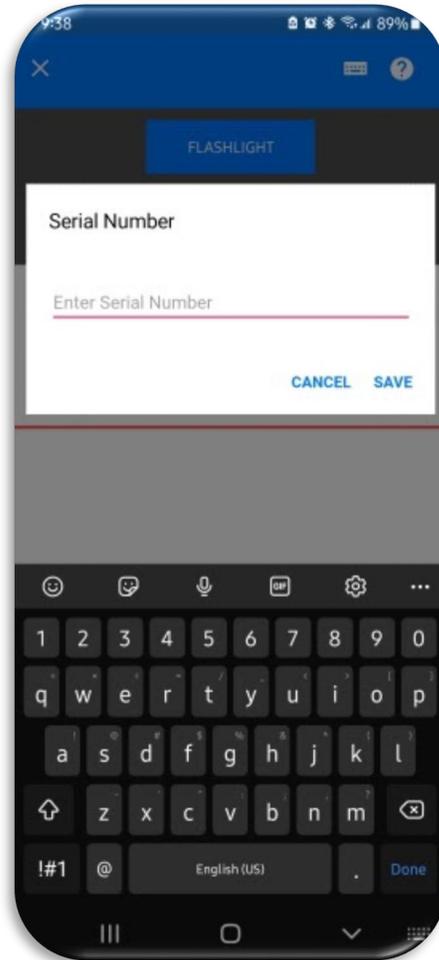
Hospitality TV Manager App

Step 4)

If you do not have the box your Apple TV came in, or if you are having trouble scanning the barcode, you can always choose to manually type it in.

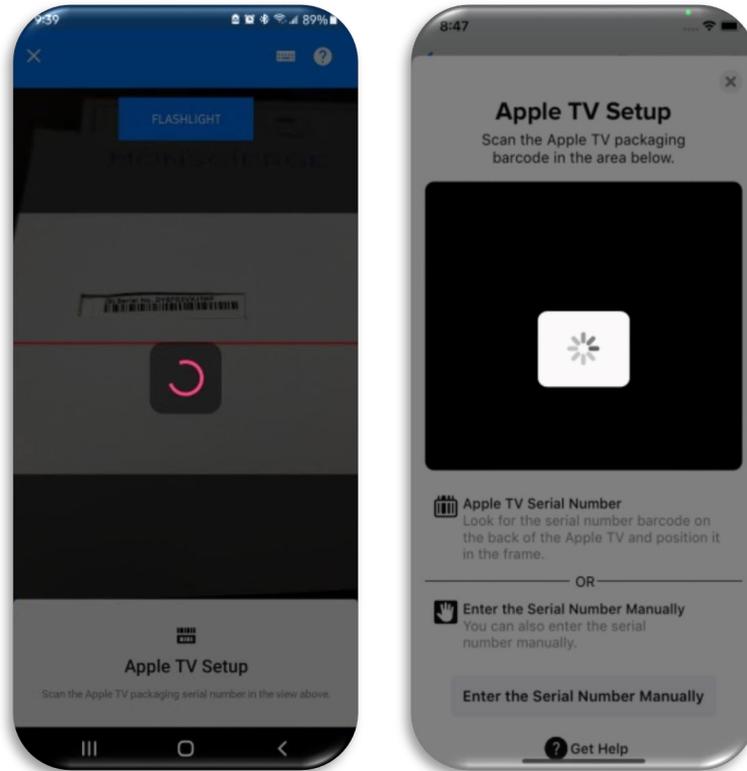
For Android select the keyboard icon in the upper right.

For iOS select the “enter serial number manually” box just below the scanning window.



Hospitality TV Manager App

- Step 5) A Once the barcode scan has been picked up, or manual entry has been saved, you will see a success wheel loading on the screen. You will then be brought to the Apple TV management screen.

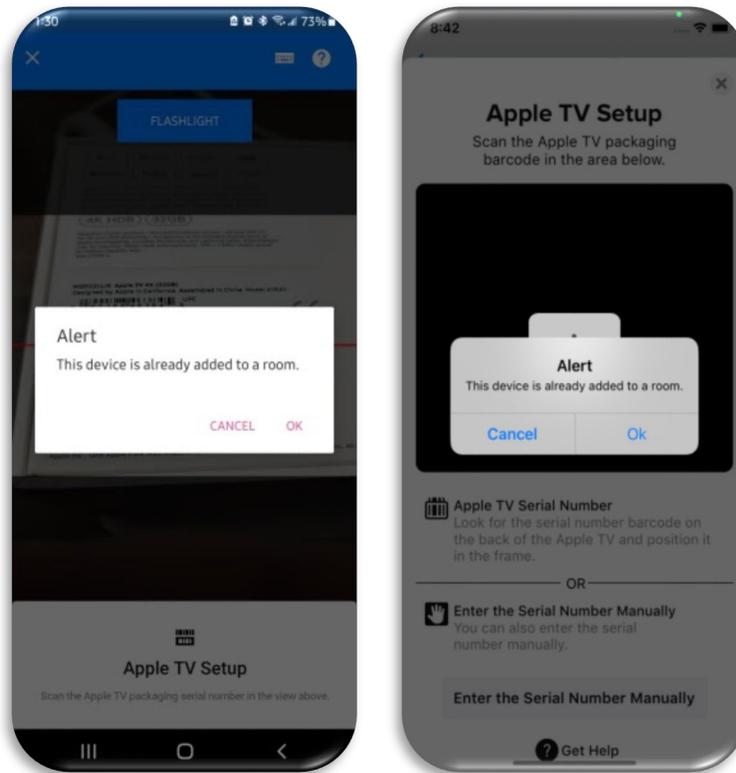


- Step 5) B If the Apple TV has already been assigned to a different room, you will receive an error after successfully scanning or manually entering the serial number.

Tip:

- If this error occurs, you will need to go back out to the rooms list, and try to locate the room to which the device is currently assigned.
- Tap on that room to select it.
- Once on that screen you can remove the Apple TV from that room, so you can then add it to the current room you are in. Steps on how to do this will be covered in section V.

Hospitality TV Manager App



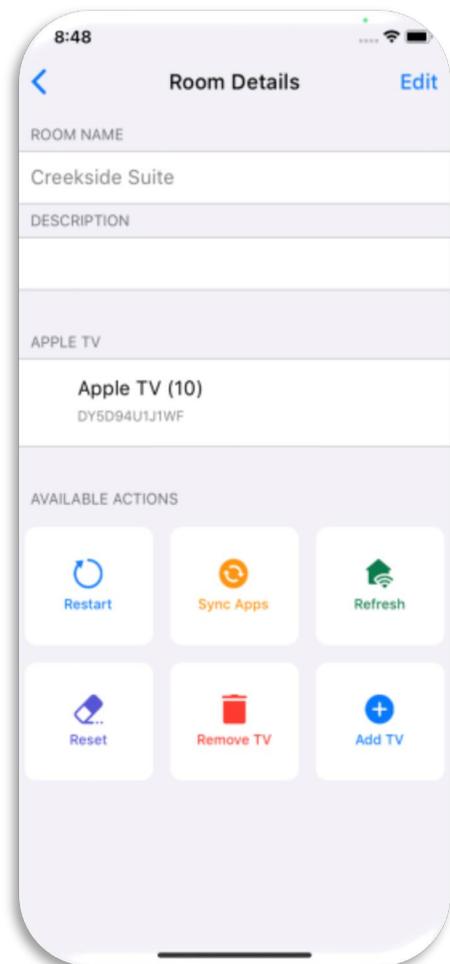
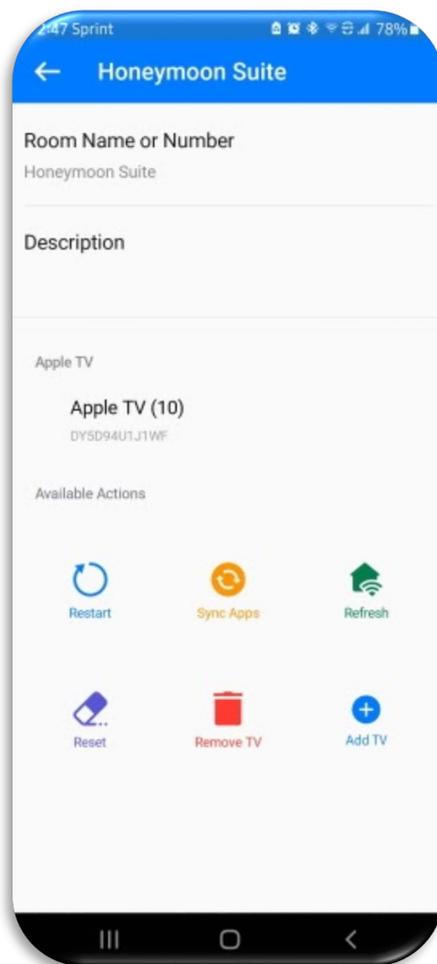
Hospitality TV Manager App

V. MANAGING YOUR APPLE TV DEVICES

Step 1) The Hospitality TV Manager app offers several management commands that were not previously available from the CMS portal.

To access the Apple TV management commands, you will first need to select the room you'd like to work on from the Room List screen.

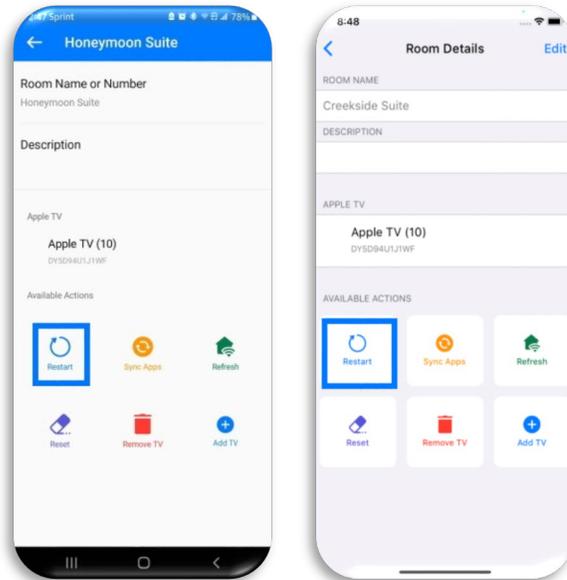
Once there, you will see several options available, as long as there is already an Apple TV assigned.



Hospitality TV Manager App

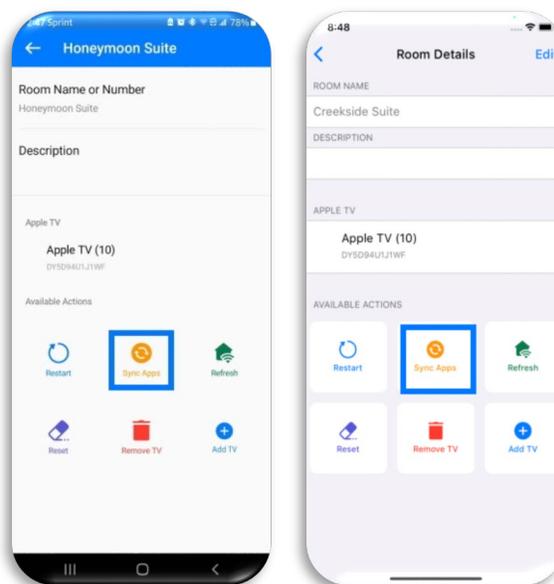
RESTART Restart will restart the Apple TV.

Tip: This is helpful if the TV is not picking up the video or sound from the Apple TV.



SYNC APPS

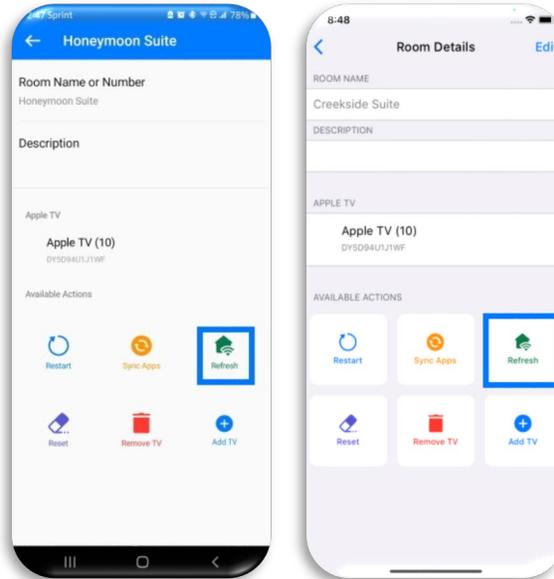
Sync Apps will run a command to ensure all apps are up to date, while also checking if the device is online.



Hospitality TV Manager App

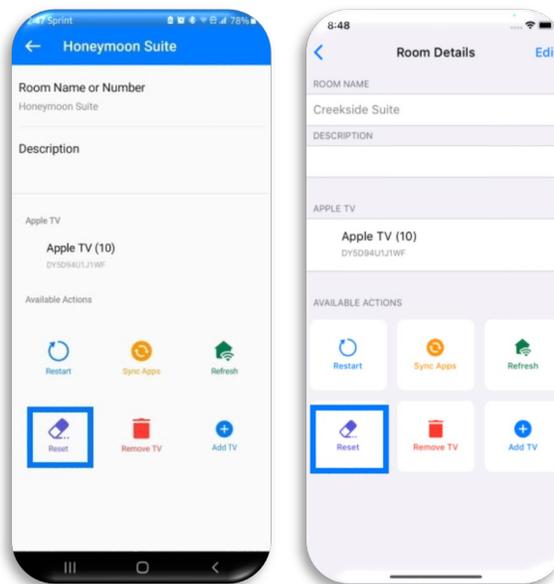
REFRESH Refresh will send a command to refresh the device.

Tip: this is helpful if an app is failing to install or is taking too long.



RESET Reset will send an erase command to the Apple TV. This will erase the device back to factory settings, clearing any and all guest credentials.

After the reset, the Apple TV will begin to install the profile and apps automatically.



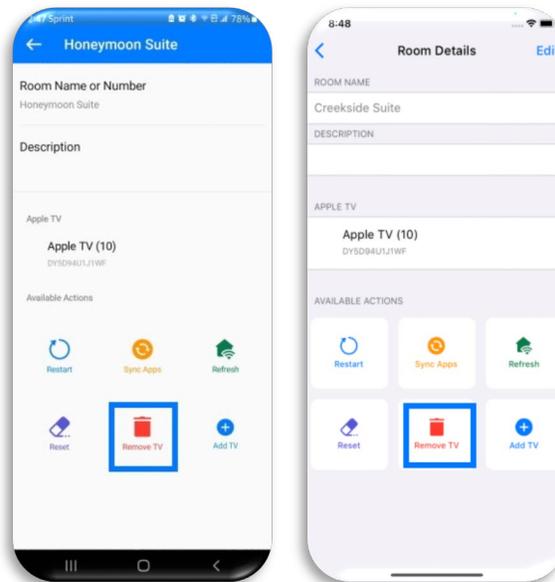
Hospitality TV Manager App

REMOVE

Remove will remove the Apple TV from that room number in the system. This will also allow you to move the Apple TV to a different room



This option is only available for Admin accounts.



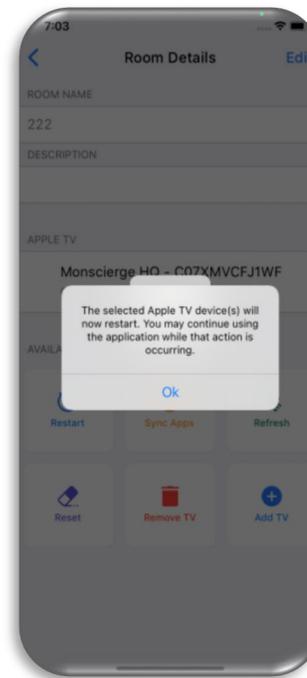
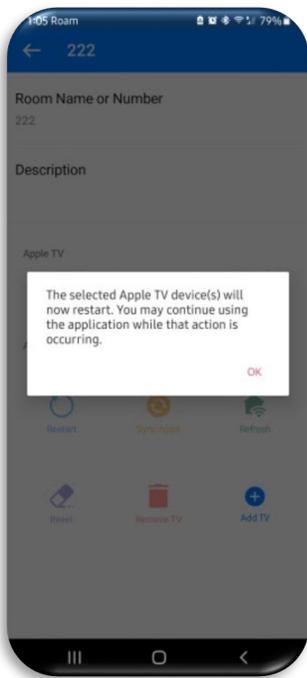
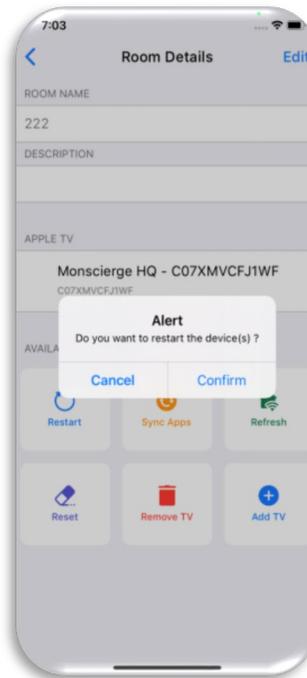
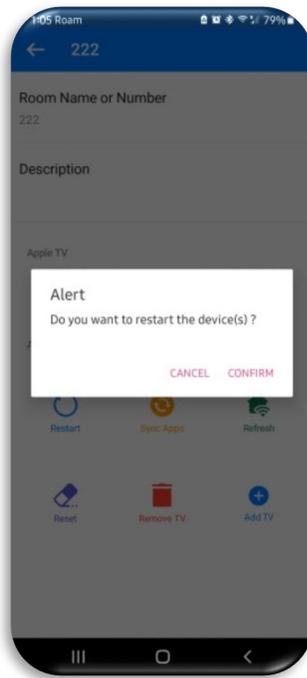
Step 2)

After you select any command, you will receive a confirmation prompt. You may choose to cancel that command at this time.

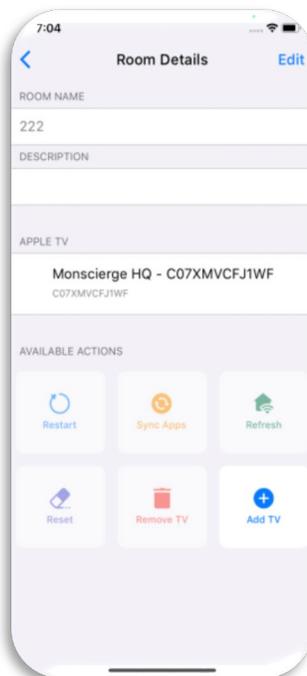
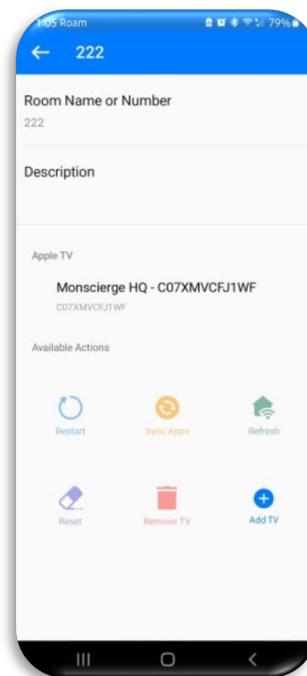
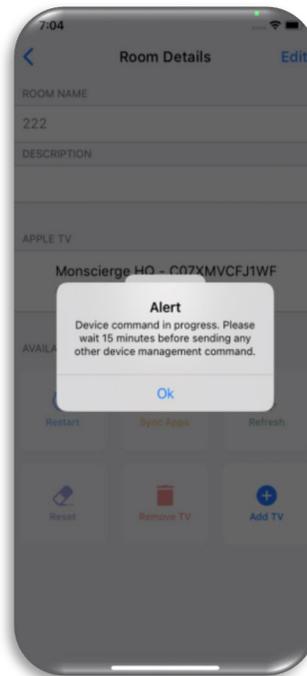
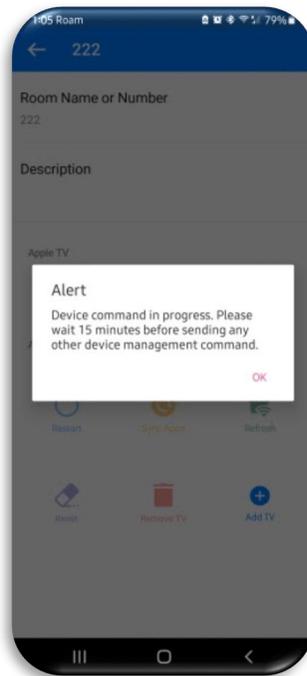


Once the command has been sent, all other commands for that Apple TV will be disabled for 15 minutes to allow the System to fully refresh.

Hospitality TV Manager App



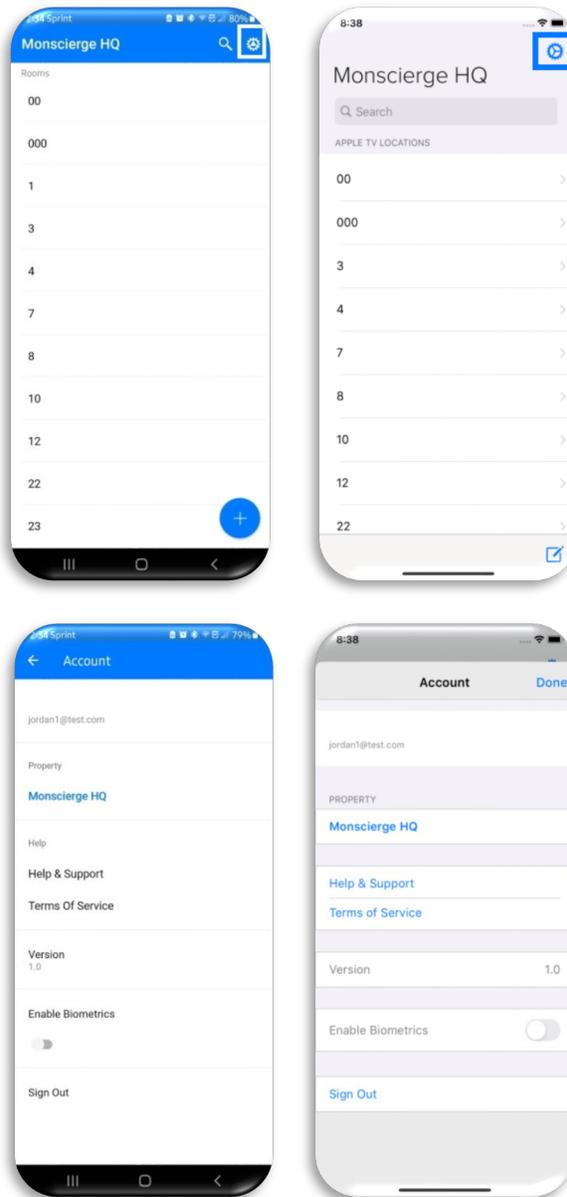
Hospitality TV Manager App



Hospitality TV Manager App

VI. MANAGING YOUR SETTINGS

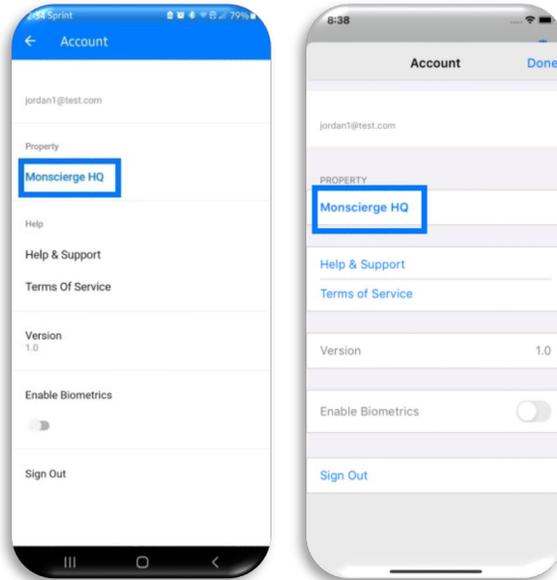
- Step 1) The Settings screen gives you access to sign out, view our Terms of Service, get Help & Support, and more.
To access settings, on the rooms list, click the gear icon in the upper right corner of the app.



Hospitality TV Manager App

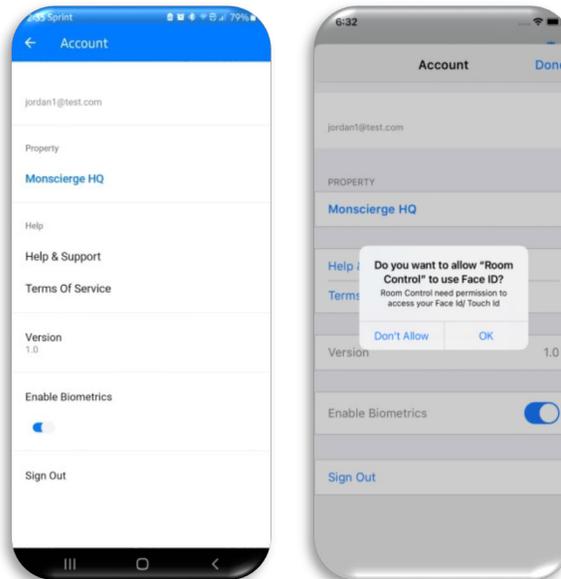
CHANGE PROPERTY

If you have access to multiple properties you can switch between them by selecting your current property name, then selecting the new property you wish to work with.



BIOMETRICS

You can also enable Biometrics (if your device supports it). This will allow you to sign back into the app next time with an easy and secured method.



For additional support please reach us at:

support@monscierge.com

1-888-426-5730, opt. 2