Glossary of Terms

Last Updated: Aug 04, 2016

Ambient Temperature

The air temperature of an environment, like the recorded temperature in a guest room. This is commonly mistaken for the setpoint, which is untrue.

Example: 70 degrees

Comfort Temperature (Setpoint)

When the guest room transitions into the occupied state by the guest having just entered an unoccupied room, the thermostat automatically sets to the predefined comfort temperature.

Example: 72 degrees.

Heating Setback Temperature

The setback temperature during the winter time (heating season). When the room enters the unoccupied state, the thermostat will automatically set back to the hotel's pre-configured temperature to conserve energy. The heating setback temperature is the warmest temperature the guest room will reach prior to engaging the cooling system.

Example: 68 degrees.

Cooling Setback Temperature

The setback temperature during the summer time (cooling season). When the room enters the unoccupied state, the thermostat will automatically set back to the hotel's pre-configured temperature to conserve energy. The cooling setback temperature is the coolest temperature the guest room will reach prior to engaging the heating system.

Example: 76 degrees.

Minimum Cooling Setpoint Visible to Guest

The guest has access to change the setpoint no lower than this temperature on the thermostat. The hotel predefines the highest and lowest temperatures a guest is allowed to change the thermostat settings to in any given guest room.

Example: 50 degrees.

Maximum Heating Setpoint Visible to Guest

The guest has access to change the setpoint no higher than this temperature on the thermostat. The hotel predefines the highest and lowest temperatures a guest is allowed to change the thermostat settings to in any given guest room.

Example: 85 degrees.

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Standard Settings

These are the most commonly used occupancy setback and comfort settings for the in-room thermostat(s). When the room is in the unoccupied state, the thermostat will automatically change to the predefined heating and cooling setback temperatures to conserve energy. Please see Out of Order for deeper setbacks. To change these temperature settings, please log into ROC and visit the Property-Wide Settings page.

Example: Your heating setback temperature may be 68 degrees in the winter and your cooling setback may be 76 degrees in the summer. Your comfort temperature may be 72 degrees.

Out of Order Settings

The purpose of this setting is to conserve energy by enabling very deep thermostat setback temperatures for rooms that are undergoing maintenance or will not be occupied by a guest for an extended period of time. This is a manual setting and requires the user to log into ROC and enable or disable Out of Order via the Room Details or Bulk Actions pages. When enabling, you have the ability to set an expiration date for when the guest room should automatically return to Standard Settings.

Example: Your Out of Order heating setback temperature may be 55 degrees in the winter and your Out of Order cooling setback may be 85 degrees in the summer.

Disable Setbacks

Also known as VIP Mode, this feature disables automatic thermostat setbacks, including Standard and Out of Order Settings, giving the guest full control over their in-room thermostat. This is a manual setting and requires the user to login into ROC to enable or disable via the Room Details or Bulk Actions pages. When enabling, you have the ability to set an expiration date for when the guest room should automatically return to Standard Settings.

Example: By selecting "Yes", the guest will have complete control over their thermostat and the temperature in the room will not change unless the guest manually makes an adjustment. By selecting "No", the room will automatically return to Standard Settings.

Non-Communicating Device

Represents a device that has not reported its latest status to the ROC platform. It could indicate that the device is failed, out of range, unpowered, or not included within the proper room's Z-Wave network.

Example: Plug-in Module (LPM-15) unplugged from an outlet.

Occupancy System Alert

Represents rooms where the occupancy system has not transitioned state (from occupied to unoccupied, or vice versa) in the past 7 days. This could represent either a configuration issue in the guest room, the absence of a necessary sensor, battery issues with sensors, or another issue that could require troubleshooting.