



CONNECTED ROOM PLATFORM

Hotel Staff Manual

Your day-to-day guide to running the guest-room TVs from the Atrium console — everything the front desk and duty staff need.

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Atrium — Hotel Staff Manual

A practical guide to the Atrium console for front-desk and duty staff running the day at your hotel.

What's in this manual

Introduction — what Atrium is and how your access works

Signing in & the console layout — navigation, search, themes

Overview, Devices, Guests, Billing, Usage — day-to-day running

Homescreen, Menu Config, Live TV — the on-TV experience

Hotel Pages, Restaurant — in-room information

Getting help

Introduction

Atrium is the web console that runs your hotel's in-room TVs. From one browser tab you can see the status of every TV in the building, greet guests by name on their welcome screen, post charges to a room, keep the on-screen menus and live-TV channels tidy, and manage your hotel information and restaurant menus.

This manual is for **front-desk and duty staff**. Your login is scoped to **your hotel** — everything you do here applies to your property, and you don't need to pick a hotel first. Some administrator-only tabs (such as Apps, Guest Casting, and the account-management tools) won't appear for you; that's by design, and you don't need them for the day-to-day work covered here.

Managing more than one property, or provisioning TVs?

Those tasks need an administrator account. Ask your manager or Atrium support — see [Getting help](#).

Signing in & the console layout

Open the portal in any modern browser and sign in with the username and password you were given. Your account is **locked to your hotel**, so there's no hotel selector to worry about — every tab already acts on your property.

The left navigation

Your pages are grouped by what you use them for:

- **Run** — the daily tabs: Overview, Devices, Guests, Billing, Usage.
- **TV Experience** — what guests see on screen: Homescreen, Menu Config, Live TV.
- **Hotel Info** — Hotel Pages and Restaurant.
- **Resources** — Documentation and Manuals (this document).

Fewer tabs than a colleague? That's normal

Administrator accounts see extra tabs (Apps, Guest Casting, and account tools). If you don't see them, your account simply doesn't need them — nothing is broken.

Search settings (command palette)

A "**Search settings...**" box sits at the top of the console. Start typing the name of a page or setting — "guest", "wifi qr", "post charge" — and it jumps straight there. It's the quickest way to find something when you're not sure which tab it's on.

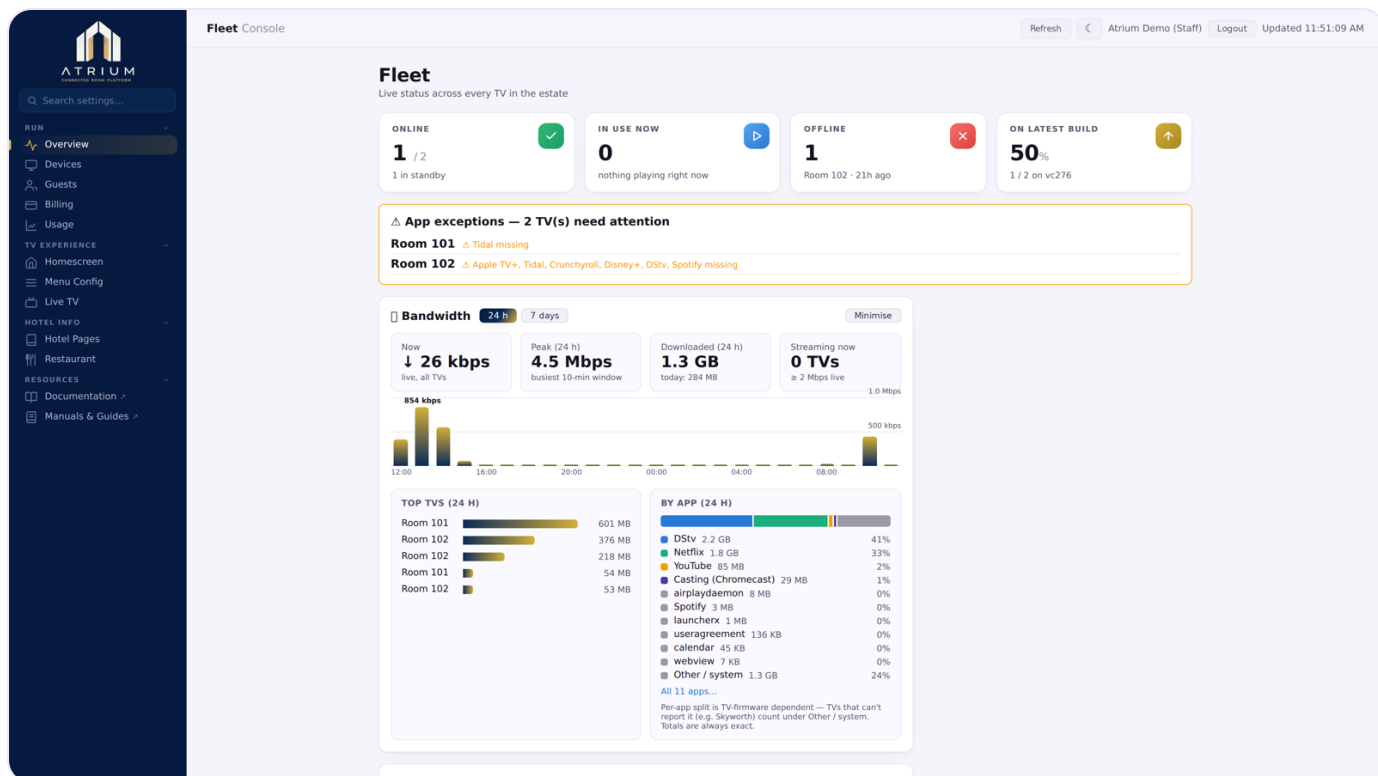
Light & dark, and signing out

The console follows your device's light or dark appearance automatically. To sign out, use the account menu — always sign out on shared or public computers.

Overview

Where Run > Overview

The Overview is your home dashboard — a single glance at how all your TVs are doing. Check it at the start of each shift.



The Overview dashboard — stat tiles, app exceptions, bandwidth, and fleet health.

The dashboard shows:

- **Stat tiles** — *Online, In use now, Offline, and On latest build*: how many TVs are reachable, being watched, unreachable, or still on an older app version.
- **App exceptions** — an alert listing any rooms whose TVs are missing an app they should have. If it's empty, every TV has its full set of apps.
- **Bandwidth** — data usage now, the 24-hour peak, total downloaded, and how many TVs are streaming right now, with a 24-hour and 7-day graph.
- **Top TVs** and **By-app data usage** — which rooms and apps use the most data.
- **Fleet health** — how far the latest app update has rolled out, plus automatic watchdog rescues and reboots.

See a room under App exceptions?

Open Devices, find that room, and use

Check for update

. If it doesn't clear, note the room and let your manager or Atrium support know.

Devices

Where Run > Devices

Devices is the room-by-room view of every TV in your hotel. Use it to see what a TV is doing and to fix a single room.

Fleet Console Refresh Atrium Demo (Staff) Logout Updated 9:55:26 AM

Devices

Every TV in this hotel — status, build and live activity per screen

⚠ App exceptions — 2 TV(s) need attention

Room 101 ⚠ Tidal missing

Room 102 ⚠ Apple TV+, Tidal, Crunchyroll, Disney+, DStv, Spotify missing

ROOM	MODEL	IP	STATUS	VERSION	LAST SEEN	DEVICE ID	APPS	
101	SWTV-22TGS-4K skyworth v7a - API 30	192.168.2.75 7.6 GB free 310 / 2825 MB 19h @ 4 kbps Standard ADB ✓ Cast disabled	Standby	v2.8.5 (276)	Just now	8da1d28d3678...	8/9 apps 1 missing	Save room Wake Stats Remote
102	Smart TV Pro TCL v7a - API 31	192.168.2.232 10.9 GB free 272 / 2406 MB 14m ADB ✓ Cast disabled Update pending (275-276) Get restrictions Done	Off	v2.8.5 (275)	19h ago	52907135ae56...	3/9 apps 6 missing	Save room Wake Stats Remote

The Devices table — one row per room, with a live screen thumbnail.

Each row shows the **room name**, a live **screen thumbnail** of what's playing, the **app status**, the **build / app version**, and when the TV was **last seen**. Click a row to open that TV's actions.

What you can do to a TV

- **Rename room** — set the room name/number for that TV.
- **Wake / Standby** — turn the screen on, or put it to sleep.
- **Stats** — see detailed status for the TV (uptime, network, app health).
- **Remote control** — drive the TV from your browser with an on-screen remote, without walking to the room.
- **Check for update** — make this TV look for and pull the latest app version now.
- **Get logs** — pull recent diagnostic logs if support asks for them.
- **Take screenshot** — capture exactly what's on the screen right now.
- **Restart app** — relaunch the TV app to clear a glitch.
- **Re-lock** — restore guest mode so the TV is locked down for guests again.

HOW TO FIX A TV THAT'S MISBEHAVING

1. Open **Devices** and click the room's row.
2. Use **Take screenshot** to see the current state, and **Stats** to check it's online.
3. Try **Restart app** to relaunch the TV app.
4. If the TV was left unlocked for any reason, finish with **Re-lock** so it's ready for the guest.

Need more than this?

Some actions — installing or removing apps, factory reset, and other advanced tools — are limited to administrators. If a TV needs one of those, contact your manager or Atrium support.

Guests

Where Run > Guests

The Guests tab personalises the in-room welcome screen. When you record who's in a room, that room's TV greets them by name — a simple, warm touch at check-in.

The screenshot shows the Atrium Fleet Console interface. On the left is a dark sidebar with the Atrium logo and a navigation menu including Overview, Devices, **Guests**, Billing, Usage, TV Experience, Hotel Info, and Resources. The main content area is titled 'Fleet Console' and includes a top bar with 'Refresh', 'Atrium Demo (Staff)', 'Logout', and 'Updated 9:55:28 AM'. Below this is a form titled 'Add / Update Guest' with fields for Room (101), Guest Name (S), Title (Mr & Mrs), Check-in, Check-out, and Language (Hotel default), plus a 'Save Guest' button. Below the form is a table titled 'Current Guests' with columns for Room, Guest Name, Title, Check-in, Check-out, Language, and Actions. The table lists six guests with their respective details and 'Edit' and 'Check Out' buttons.

Room	Guest Name	Title	Check-in	Check-out	Language	Actions
101	Khumalo	Mr and Mrs	2026-06-30T00:00:00.000Z	—	English	Edit Check Out
102	Yapp	Mrs	2026-06-08T00:00:00.000Z	—	Hotel default	Edit Check Out
103	Pereth	Mr	2026-06-12T00:00:00.000Z	—	Hotel default	Edit Check Out
104	Mr	Vader	2026-06-09T00:00:00.000Z	—	Hotel default	Edit Check Out
105	Mr	Skywalker	2026-06-09T00:00:00.000Z	—	Hotel default	Edit Check Out
106	Pereth	Mr	2026-06-11T00:00:00.000Z	—	Hotel default	Edit Check Out

Current guests by room, with add/update controls.

HOW TO SET A GUEST FOR A ROOM

1. Open **Guests**.
2. Choose the **room**, then enter the guest's **title** (Mr, Ms, Dr...) and **name**.
3. Save. The room's TV welcome screen updates to greet that guest.
4. At check-out, update or clear the room so the next guest isn't greeted by the previous name.

Remember to clear at check-out

If a room isn't updated between guests, the new guest sees the previous name. Make clearing/updating the guest part of your turnover routine.

Billing

Where Run > Billing

Billing holds each room's **folio** — the running list of charges and payments for the stay. Post in-room charges (room service, movies, minibar) and record payments here.

The screenshot displays the Atrium Fleet Console interface. On the left is a dark blue sidebar with the Atrium logo and a search bar. Below the search bar are navigation links: RUN (Overview, Devices, Guests, Billing, Usage), TV EXPERIENCE (Homescreen, Menu Config, Live TV), HOTEL INFO (Hotel Pages, Restaurant), and RESOURCES (Documentation). The main content area is titled 'Fleet Console' and shows a 'Guest Folios' table with columns for room number, guest name, dates, charges, and balance. The table lists six folios for rooms 101 through 106. To the right of the table are two panels: 'Post Charge' and 'Record Payment'. The 'Post Charge' panel includes a 'Select room...' dropdown, a 'Description' field, and an 'Add Charge' button. The 'Record Payment' panel includes a 'Select room...' dropdown, 'Amount (ZAR)' and 'Card' fields, a 'Reference (optional)' field, and a 'Record Payment' button. The top right of the console shows 'Refresh', 'Atrium Demo (Staff)', 'Logout', and 'Updated 9:55:28 AM'.

Room	Guest	Dates	Charges	Balance
101	Mr and Mrs Khumalo	2025-06-30T00:00:00.000Z - 3 charges		R 600.00
102	Mrs Yapp	2025-06-08T00:00:00.000Z - 0 charges		R 0.00
103	Mr Pereth	2025-06-12T00:00:00.000Z - 3 charges		R 5300.00
104	Vader Mr	2025-06-09T00:00:00.000Z - 0 charges		R 0.00
105	Skywalker Mr	2025-06-09T00:00:00.000Z - 0 charges		R 0.00
106	Mr Pereth	2025-06-11T00:00:00.000Z - 0 charges		R 0.00

A room folio with its charges and payments.

HOW TO POST A CHARGE

1. Open **Billing** and select the room.
2. Choose **Post Charge**, enter a **description** and the **amount in ZAR**.
3. Save — the charge appears on that room's folio straight away.

HOW TO RECORD A PAYMENT

1. Select the room and choose **Record Payment**.
2. Enter the **amount** and a **reference** (receipt or transaction number).
3. Save. The folio total updates.

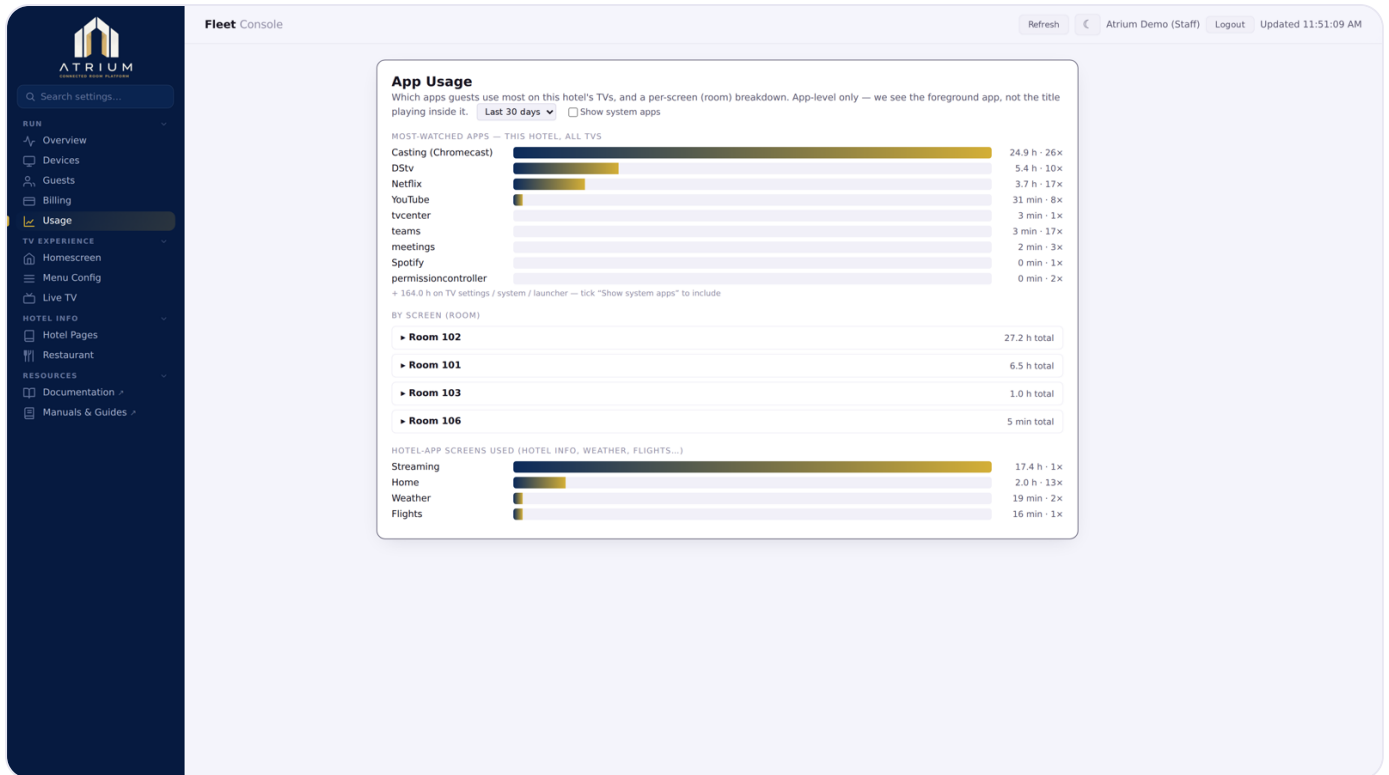
Works with your PMS

Billing connects to your property management system. If your PMS is the main record, use this tab to review a folio and post the occasional in-room charge.

Usage

Where Run > Usage

Usage shows which apps and on-screen destinations guests actually use across your hotel. It's a handy read on what your guests value.



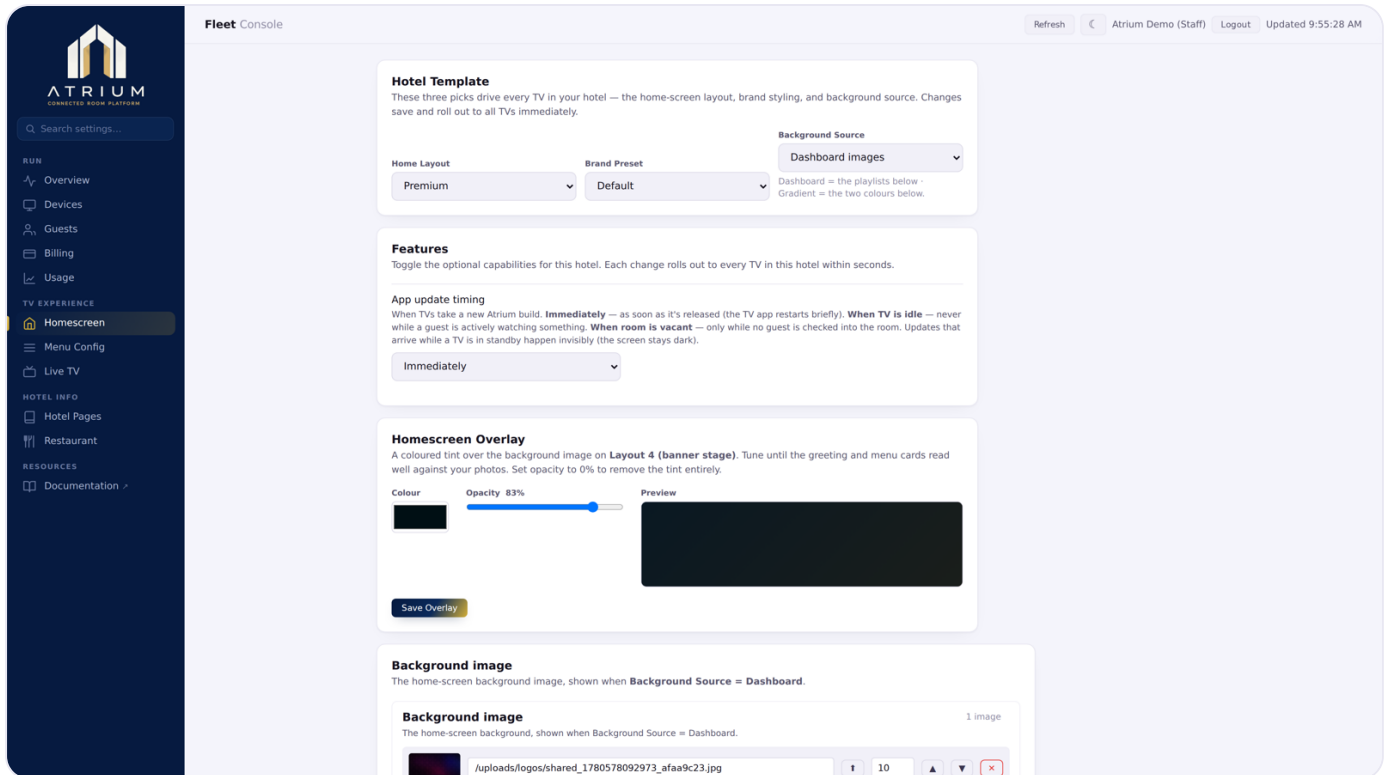
App-usage analytics — time spent per app and per screen.

- See which apps and screens are most used over a period.
- Spot features guests love (worth promoting on the menu) and ones nobody opens.
- Share what you notice with your manager when reviewing the on-TV experience.

Homescreen

Where TV Experience > Homescreen

Homescreen controls what guests see when they turn on the TV — the branding, background, welcome ticker, weather, and guest Wi-Fi. Changes apply to your whole hotel.



Homescreen configuration — branding, background, ticker, weather and guest Wi-Fi.

The settings you'll use most:

- **Hotel Template** — the overall look of the home screen.
- **Branding** — the brand colour and how the logo is shown.
- **Background image** — the home-screen background, with an overlay and gradient to keep the menu tiles readable over it.
- **Home-screen ticker** — the scrolling line: a welcome message, currency rates, and reception / emergency text.
- **Location & weather** — the hotel address, so the TV can show a live weather card.
- **Guest Wi-Fi** — the guest network name (SSID) and password; the TV turns these into a Wi-Fi QR code guests can scan to join.

HOW TO UPDATE THE GUEST WI-FI QR

1. Open **Homescreen** and find **Guest Wi-Fi**.
2. Enter the current **SSID** and **password** exactly (they're case-sensitive).
3. Save. The TVs regenerate the on-screen QR so guests can scan to connect.

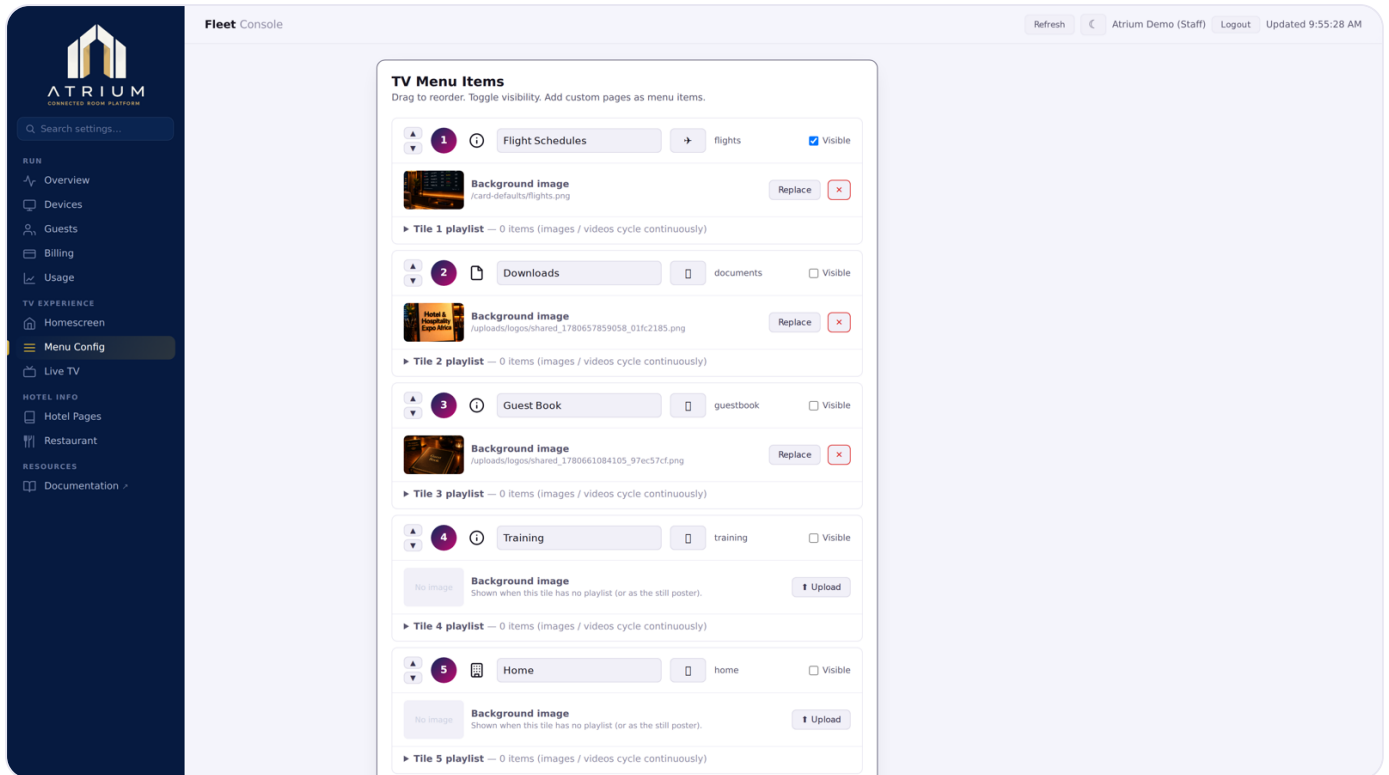
Keep the Wi-Fi details current

If the guest network password changes, update it here right away — otherwise the on-screen QR won't connect guests.

Menu Config

Where TV Experience > Menu Config

Menu Config controls the tiles (cards) on the TV home screen — the buttons guests tap to reach Live TV, apps, hotel information, room service, and more. It also holds the Flight schedule board.



Arrange the home-screen menu tiles and set the flight board.

HOW TO ARRANGE THE HOME-SCREEN TILES

1. Open **Menu Config**.
2. Show, hide, and reorder the tiles so the most useful ones come first.
3. Save, then check a real TV (or use **Devices > Take screenshot**) to confirm the layout.

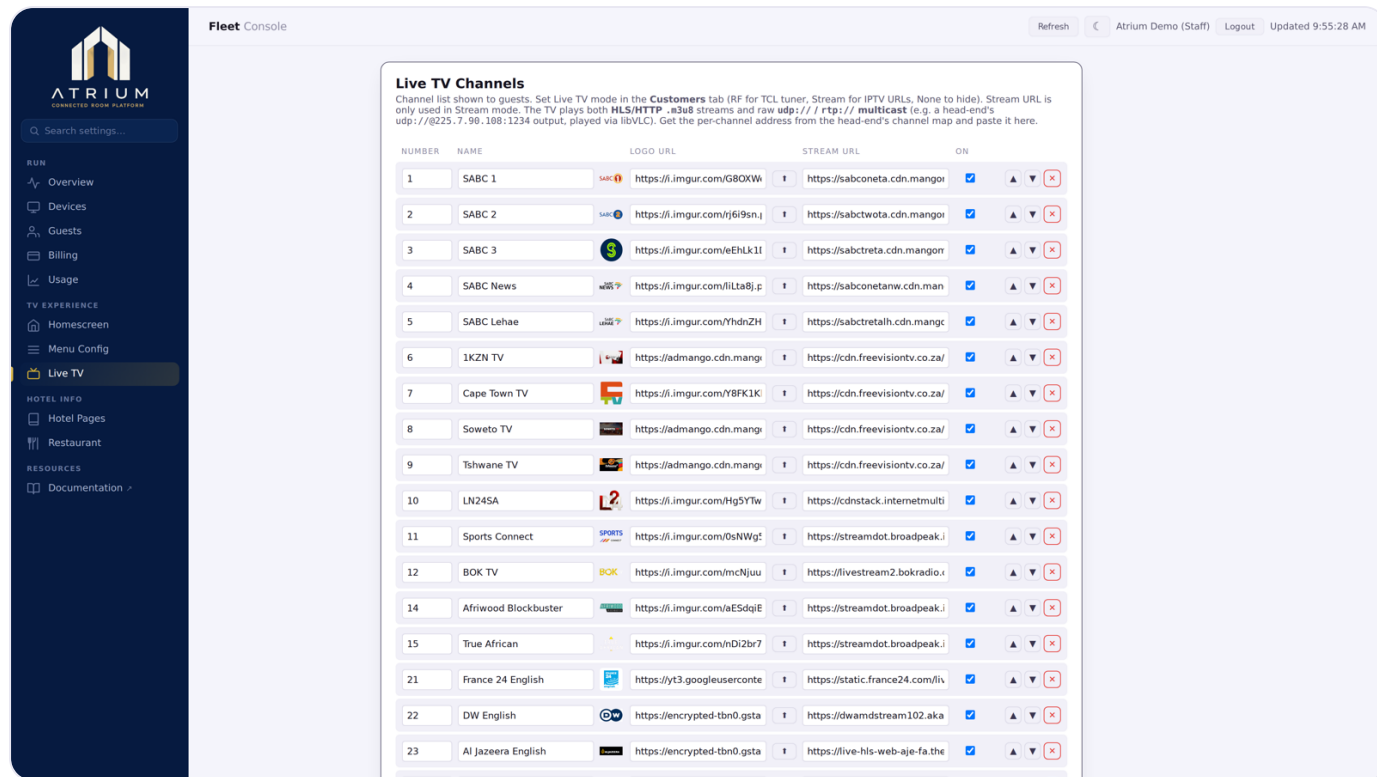
HOW TO SET UP THE FLIGHT BOARD

1. In **Menu Config**, open the **Flight schedule** (✈️) settings.
2. Add the airport(s) your guests use — usually the nearest airport.
3. Save. The flight board tile then shows live departures and arrivals.

Live TV

Where TV Experience > Live TV

Live TV manages the channel line-up guests scroll through. Each channel has a number, a name, a logo, and a stream source.



Live TV Channels

Channel list shown to guests. Set Live TV mode in the **Customers** tab (RF for TCL tuner, Stream for IPTV URLs, None to hide). Stream URL is only used in Stream mode. The TV plays both **HLS/HTTP .m3u8** streams and raw **udp://rtsp://multicast** (e.g. a head-end's **udp://@225.7.7.90:1234** output, played via libVLC). Get the per-channel address from the head-end's channel map and paste it here.

NUMBER	NAME	LOGO URL	STREAM URL	ON	
1	SABC 1		https://imgur.com/G8OXW	https://sabconeta.cdn.mangoi	☒
2	SABC 2		https://imgur.com/h6i9snj	https://sabctwota.cdn.mangoi	☒
3	SABC 3		https://imgur.com/eEhLk1I	https://sabctreta.cdn.mangoi	☒
4	SABC News		https://imgur.com/llLta8jg	https://sabconetanw.cdn.man	☒
5	SABC Lehae		https://imgur.com/YhdnZH	https://sabctretalh.cdn.mangc	☒
6	IKZN TV		https://admango.cdn.mangi	https://cdn.freevisiontv.co.za/	☒
7	Cape Town TV		https://imgur.com/Y8FKIK	https://cdn.freevisiontv.co.za/	☒
8	Soweto TV		https://admango.cdn.mangi	https://cdn.freevisiontv.co.za/	☒
9	Tshwane TV		https://admango.cdn.mangi	https://cdn.freevisiontv.co.za/	☒
10	LN24SA		https://imgur.com/Hg5Yfw	https://cdnstack.internetmulti	☒
11	Sports Connect		https://imgur.com/0sNWg	https://streamdot.broadpeak.i	☒
12	BOK TV		https://imgur.com/mcNjuu	https://livestream2.bokradio.i	☒
14	Afriwood Blockbuster		https://imgur.com/aE5dqE	https://streamdot.broadpeak.i	☒
15	True African		https://imgur.com/nDi2br7	https://streamdot.broadpeak.i	☒
21	France 24 English		https://yt3.googleusercontente	https://static.france24.com/liv	☒
22	DW English		https://encrypted-tbn0.gsta	https://dwamdstream102.aka	☒
23	Al Jazeera English		https://encrypted-tbn0.gsta	https://live-hls-web-aje-fa.the	☒

The Live TV channel line-up — number, name, logo and source per channel.

HOW TO ADD OR FIX A CHANNEL

1. Open **Live TV** and add a channel (or click an existing one to edit it).
2. Set the **channel number, name, and logo**.
3. Enter the **stream URL / source** as supplied for your property.
4. Save, and reorder channels into the number order guests should see.

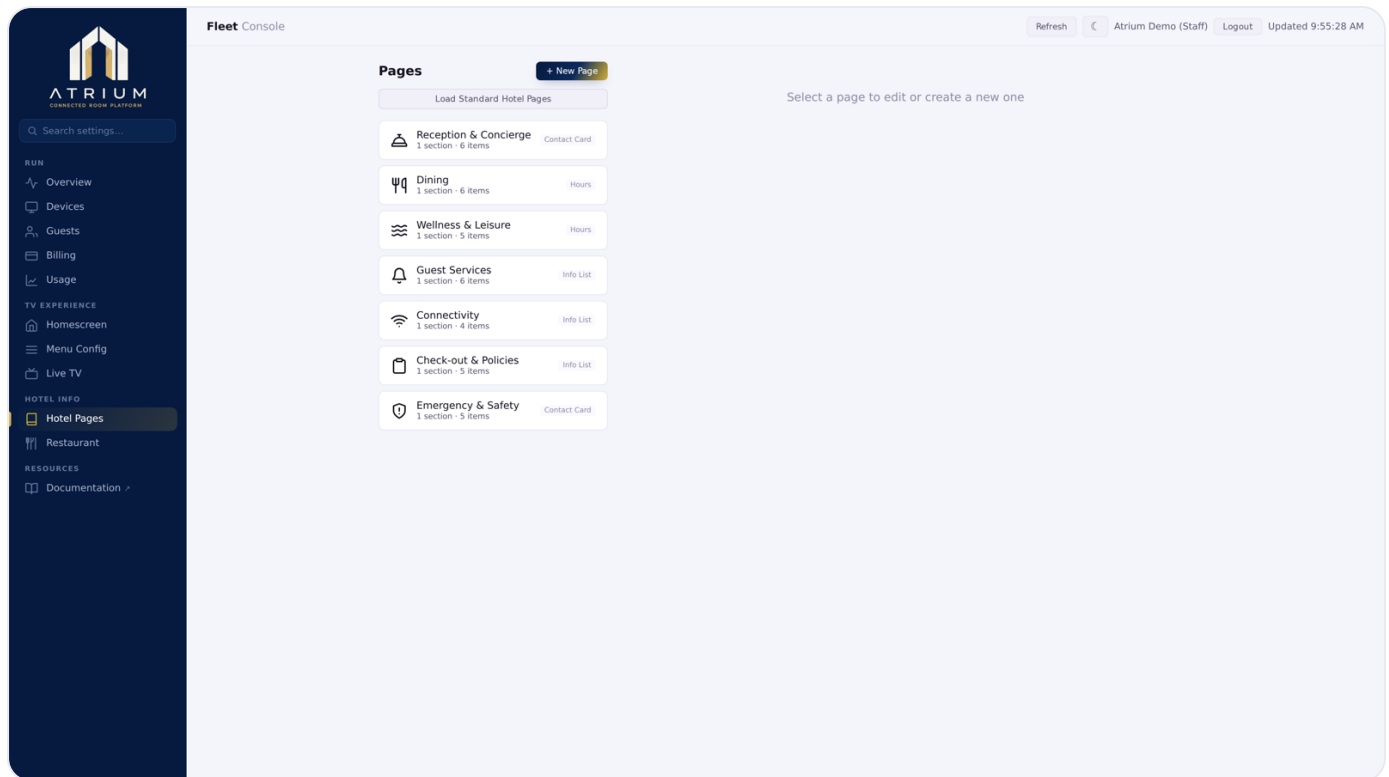
Not sure of a stream address?

Channel sources are set up for your property when it goes live. If a channel isn't playing and you don't have the correct source details, contact your manager or Atrium support rather than guessing.

Hotel Pages

Where Hotel Info > Hotel Pages

Hotel Pages are the in-room information screens guests browse on the TV — check-out times, spa and pool hours, directions, house rules, local tips. Each page has a title and one or more sections.



Building in-room information pages with titles and sections.

HOW TO CREATE AN INFORMATION PAGE

1. Open **Hotel Pages** and click **+ New Page**.
2. Give the page a **title** and add one or more **sections** of content.
3. Save. The page becomes available to guests from the hotel-information tile on the TV.

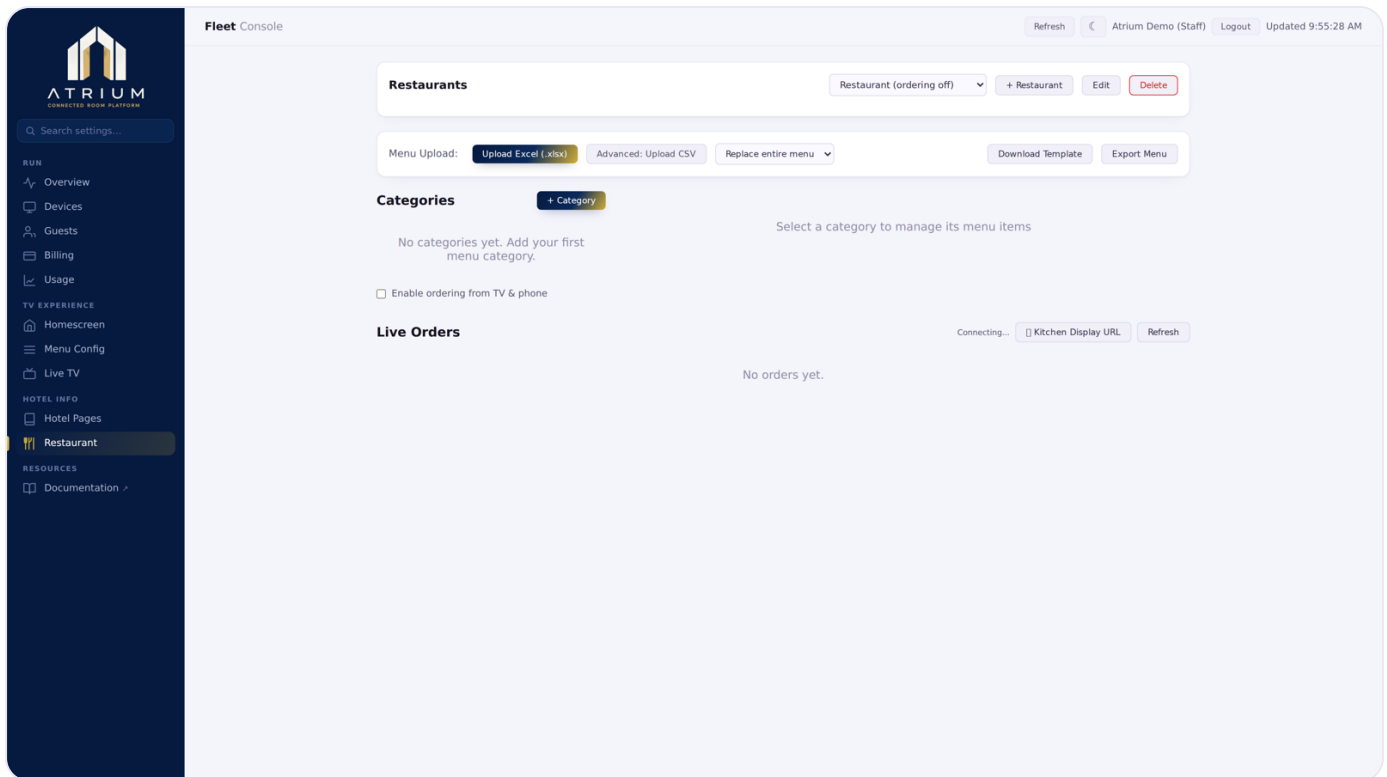
Keep it current

Update times and details when they change (holiday hours, temporary closures) so guests always see accurate information.

Restaurant

Where Hotel Info > Restaurant

Restaurant manages your on-TV dining: the restaurants, their menu categories and items, a live board of incoming orders, and the kitchen display screen.



Menu categories and items, the live-orders board, and the kitchen display URL.

- **Restaurants** — the dining outlets you manage.
- **Menu categories** — each with a name and an emoji (e.g. 🍔 Burgers, 🥗 Salads).
- **Items** — name, description, price in ZAR, and dietary tags (vegetarian, halal, gluten-free...).
- **Live Orders** — a real-time board of orders placed from guest TVs.
- **Kitchen Display URL** — a link you open on a kitchen screen so orders appear as they come in.

HOW TO ADD OR UPDATE A MENU ITEM

1. Open **Restaurant** and select the restaurant.
2. Pick the right **category** (or create one with a name + emoji).
3. Add or edit the **item**: name, description, ZAR price, and any dietary tags.
4. Save. The change shows on the guest TV menu, and the **Kitchen Display** keeps showing orders live.

Getting help

If something isn't behaving as this manual describes, or a task needs administrator access you don't have, reach out — your manager first for account and property matters, or Atrium support directly.

Support

Email support@mnsa.co.za. Include your hotel name, the room/TV involved (if any), and a screenshot — from the console or via [Devices > Take screenshot](#) — so we can help quickly.