



# QS-SOFTSTAT

Optional module for advanced reports on MicroTouch systems.

Product Code: QS-SOFTSTAT

**User Manual**

# MICROTOUCH MANAGER

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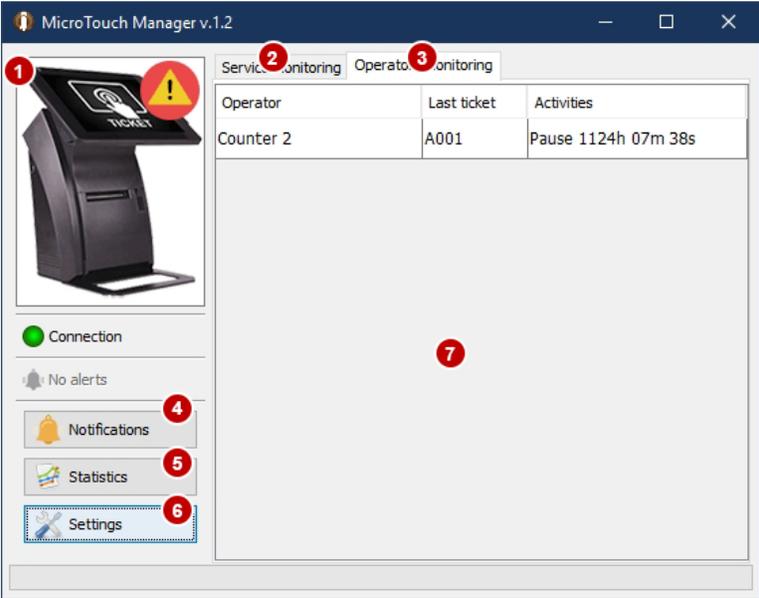
## Product Overview

### Product Description

MicroTouch Manager is a software dedicated to the most advanced needs of statistics and monitoring of the work environment. This software is not included in the basic license of MicroTouch, which still provides an entry level reporting system, but is available to purchase a QS-SOFTSTAT license that can be installed even after purchase.

### Product Specifications

MicroTouch Manager has useful functions both for real-time monitoring of all queues and operators configured on the system, and for the development of detailed and exportable reports as a spreadsheet. This software, generally installed on the administrator's computer, is also able to warn when the ticket roll inside the MicroTouch is finished, thanks to the animated panel positioned at the top. To complete the features of this product, we have an "Alert" section in which it will be possible to set audible warnings when a specific situation occurs (for example, the number of users in the queue increases and another call station must be opened).



Figures 1 – Microtouch Manager'sHome screen

Let's examine in detail the areas of the main screen:

|   | Function           | Description   |
|---|--------------------|---|
| 1 | <b>Status Box</b>  | Shows the Microtouch's status related to the connection and the paper-end info  |
| 2 | <b>Service Box</b> | Real-time data on the status of the queues and the last managed ticket of all the active services. Shows the name of the service, the current ticket in service and how many users are waiting  |
| 3 | <b>Counter Box</b> | Real-time data on the status of all operators, the related tickets and their working time. Shows The station identification, the last number served and the time of activity on the ticket itself. It also shows the idle time if the employee was on break |
| 4 | <b>Alerts</b>      | Access The Notifications Configuration panel  |
| 5 | <b>Reports</b>     | Allows to generate and export reports   |
| 6 | <b>Settings</b>    | Allows to Configure the application settings  |
| 7 | <b>Data Box</b>    | Tabular data area shared between Service boxes and Counter boxes. This area will be populated with values related to real-time monitoring of services and operators   |

## First Installation

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### Purchasing a license

The QS-SOFTSTAT license can be purchased together with the queue elimination system (it will then be installed on the main server unit) or later. It consists of a unique serial code that must be activated through the Q-Discovery application and the management software, MicroTouch Manager, which can be installed on Windows XP or higher systems (the only minimum requirement). Notes that the computer on which the application will be installed must necessarily be connected to the same network as the MicroTouch system.

For further information, please contact our sales department at the references held in the last page of this document.

# Software Configuration

## Activate the license

Q-Discovery is the Universal Visel Configuration tool for LAN devices. It consists of a compatible application for PC with Windows XP or higher operating system. Visel recommends installing Q-Discovery only on the administrator's PC, so as to prevent unauthorized persons from tampering with the system configuration.

- Download Q-Discovery from Downloads section of [www.visel.it](http://www.visel.it)
- Install and run the application
- Click on "Search devices" to find the target microtouch to activate the QS-softstat module
- Select the MicroTouch and click on "Activate": In the text field of the secondary window type or paste the provided activation code. If The latter is correct, an information message will appear to confirm the activation of the module. Wait for the indicated time before using the product.

## How to use MicroTouch Manager

The MicroTouch Manager application is compatible on Windows XP or higher systems and requires a disk space of approximately 70 megabytes. It can be delivered to the customer via email (containing the download link) or directly via a help desk, in zip or self-installing format.

A window similar to the following will appear on the first start:

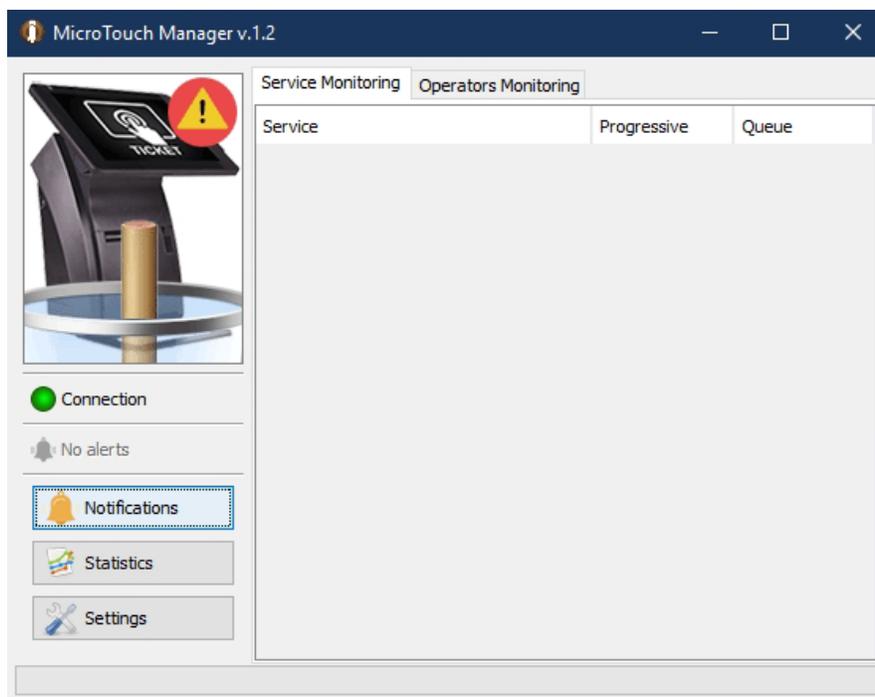


Figure 2 – First start of Microtouch Manager

The Status Box animation shows the absence of connection to the main unit, as well as the red "connection" led. The first step is to click on the "Settings" button and enter the correct parameters to connect to the server:

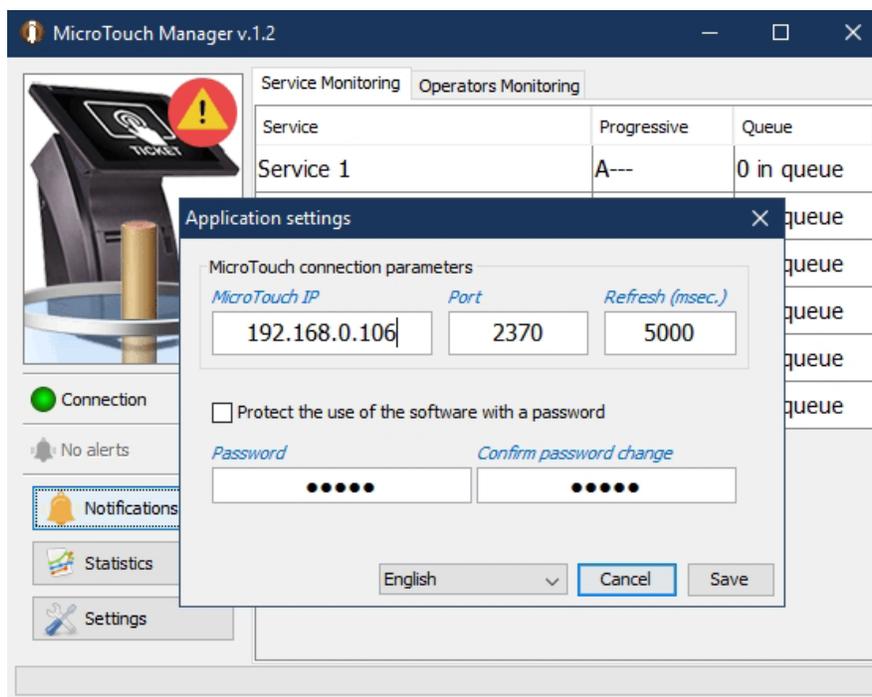


Figure 3 – "Settings" window

Let's examine in detail the areas of the screen:

| Property                 | Description  |
|--------------------------|--|
| <b>MicroTouch IP</b>     | Indicates the static IP address assigned to the main unit  |
| <b>Port</b>              | TCP/IP Data communication port (default 2370)  |
| <b>Refresh (msec.)</b>   | Time to refresh tabellated values in milliseconds  |
| <b>CheckBox</b>          | Allows you to set up a password to access the software. If enabled, MicroTouch Manager will take into account the password entered and, at the next reboot, will show a login window with only the "Password" field. |
| <b>Password properly</b> | Text box in which to type the chosen password  |
| <b>Confirm Password</b>  | Text box in which you type the same password that you have chosen to confirm before continuing   |

Let's examine in detail the two views, **Service box** and **Counter box**:

## Service Box-Services monitoring

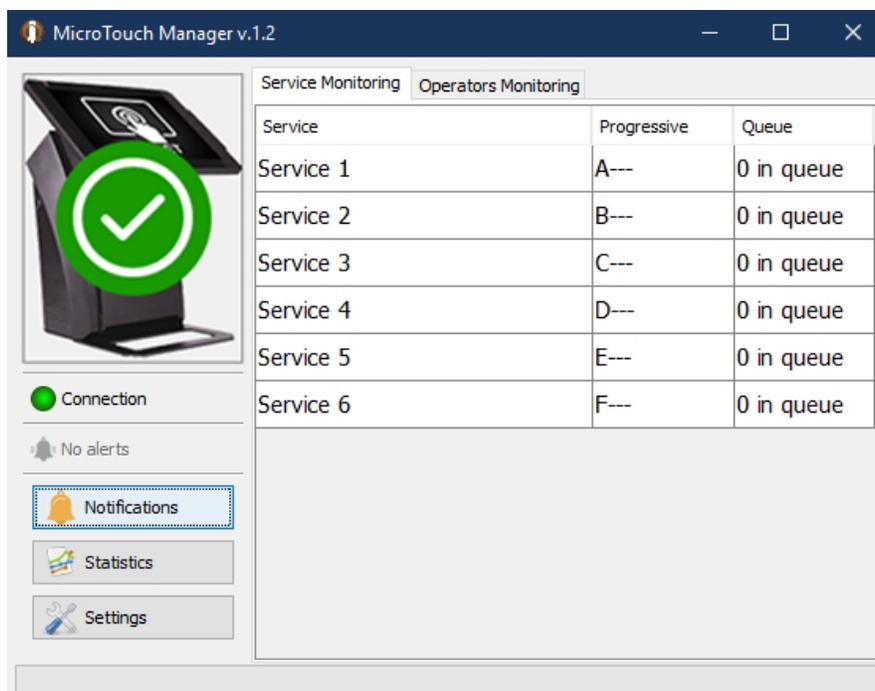
The Service Box provides summary information of all services that are active and available for the withdrawal of the duty number.

The first column shows the name assigned to the service (for example, "acceptance").

The second column shows the last consecutive shift accepted by an operator that managed or manages its service.

The third and last column shows the actual number of waiting users who have taken a turn number for their service.

The data contained in the table update automatically and, showing in real time an overview of all the active services, are useful to the administrator of the structure to examine the moment of maximum turnout and eventually open to the public other Operator positions.



| Service   | Progressive | Queue      |
|-----------|-------------|------------|
| Service 1 | A---        | 0 in queue |
| Service 2 | B---        | 0 in queue |
| Service 3 | C---        | 0 in queue |
| Service 4 | D---        | 0 in queue |
| Service 5 | E---        | 0 in queue |
| Service 6 | F---        | 0 in queue |

Figure 4 – Service Box

## Counter Box-Operators monitoring

The Counter Box provides summary information of all operators configured in the Elimacode system.

The first column shows the location ID.

The second column shows the last consecutive shift accepted by that operator.

The third and last column shows the actual status of that operator. The data contained in this column can take two values:

- **Work from < hours, minutes, seconds >** -Indicates that the operator is active on that ticket
- **Paused by <hours, minutes, seconds>** -Indicates that the operator is not present

The data contained in the table update automatically and, showing in real time an overview of all the active services, are useful to the administrator of the structure to examine the moment of maximum turnout and eventually open to the public other Operator positions.

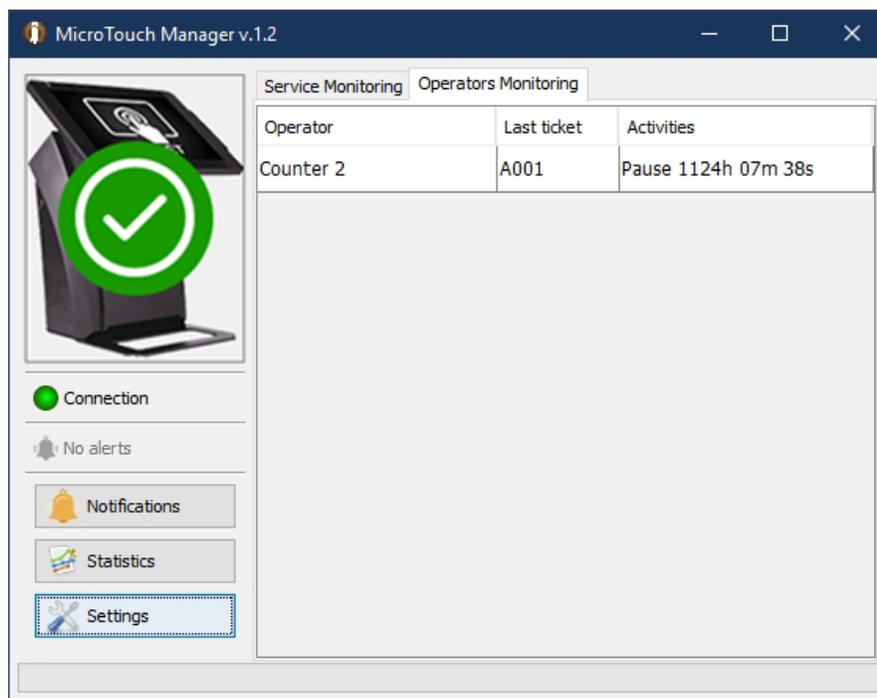


Figure 5 – Counter Box

## Alerts-Event-based notifications

Another useful feature of MicroTouch Manager is Alerts, notifications that can be set on a per-event basis. You can configure this tool based on one or more specific events, which will notify the Administrator with a beep when certain situations occur. A practical example would be the achievement of 50 users waiting on a single queue that will involve opening a new door to the public to split the job.

Looking at the Alerts screen you can see how intuitive it is:

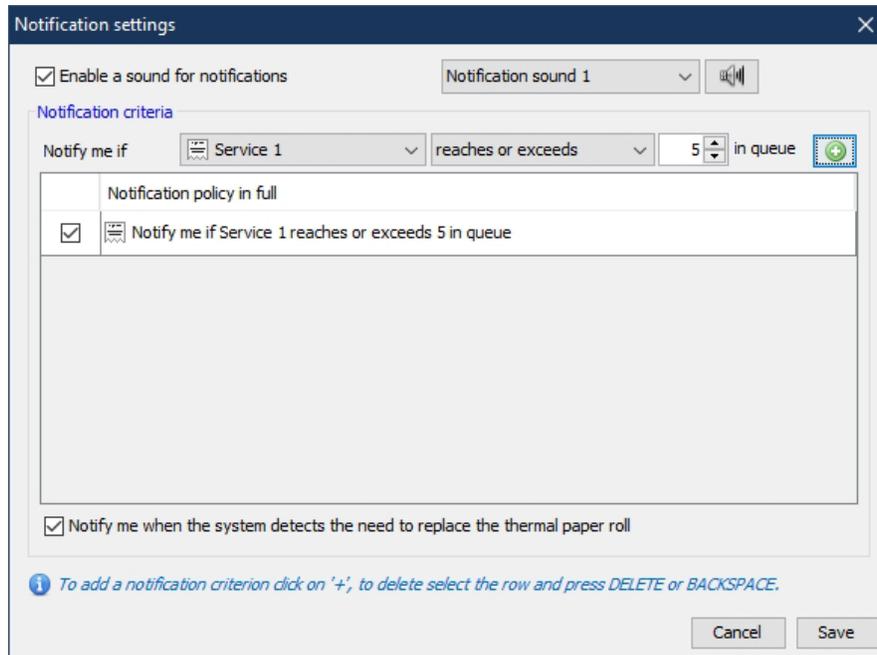


Figure 6 – Alerts Setup

In the case shown in Figure 6, MicroTouch Manager will notify the administrator, with the Beep 1, when Service 1 reaches or exceeds 50 users in the queue. The notification continues to continue until the condition set is no longer true. Clearly you can set one or more notification criteria. To create a notification:

- Select the subject of the policy (service or location) from the first box
- Select from the second box the action (reaches or exceeds, is inactive for more than, works by more than)
- Select the notification limit from the third box (users if it is a service, minutes if it is a workstation)
- Click (+) to add

The checkbox on each row of the table indicates whether the relevant policy should be considered in the notification mechanism. Finally, you can specify a beep between those available.

## Statistics

Finally, we are talking about the generation of statistical reports. By clicking on the "Stats" button you can access a selection panel like this:

Figure 6 – Period Selection panel

To get the report, select the date range and press the "Generate Report" button. Then the summary screen of statistics for the selected period will appear:

| PERIOD 01-01-2014 -> 01-01-2014       |        |        |        |           |
|---------------------------------------|--------|--------|--------|-----------|
| <b>TOT. TICKETS ISSUED: 0</b>         |        |        |        |           |
| <b>TOT. TICKETS SERVED: 0</b>         |        |        |        |           |
| <b>TOT. ESTIMATED TICKETS LOST: 0</b> |        |        |        |           |
| Detailed report per workstation       |        |        |        |           |
| Name                                  | Issued | Served | Waived | Work (x̄) |
| Service 1                             | 0      | 0      | 0      | 0 m       |
| Service 2                             | 0      | 0      | 0      | 0 m       |
| Service 3                             | 0      | 0      | 0      | 0 m       |
| Service 4                             | 0      | 0      | 0      | 0 m       |
| Service 5                             | 0      | 0      | 0      | 0 m       |
| Service 6                             | 0      | 0      | 0      | 0 m       |

| PERIOD 01-01-2014 -> 01-12-2021        |        |              |           |          |          |
|--|--------|--------------|-----------|----------|----------|
| <b>TOT. TICKETS ISSUED: 77</b>         |        |              |           |          |          |
| <b>TOT. TICKETS SERVED: 4</b>          |        |              |           |          |          |
| <b>TOT. ESTIMATED TICKETS LOST: 34</b> |        |              |           |          |          |
| Detailed report per workstation        |        |              |           |          |          |
| Operator                               | Served | Waiting (x̄) | Work (x̄) | Tot Time | Max time |
| 1                                      | 38     | 7 m          | 0 m       | 0 h 24 m | 21 m     |

Figure 7 – Summary Panel of statistical data

In This screen you will be able to examine the detailed report for service and Per seat, navigating between the two top tabs . You will also be able to export the data to Excel files.

# Troubleshooting

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## **I can't find the main unit with Q-Discovery**

Verify that the main unit and THE PC You are running Q-Discovery are connected to the same network. If this is the case, check for firewalls on the network.

## **Q-Discovery does not apply changes**

Try to start Q-Discovery with administrator rights

## **MicroTouch Manager connects but does not show data**

Verify that the QS-SOFTSTAT license has been activated on the main unit. If this has already been done, repeat the operation by checking the validity of the activation code.

If other types of problems arise, we advise you to contact our telephone support.

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