



# QS-MICROTBOX

Main server box for MicroTouch Entry/Reception queue management systems

**User guide for  
device  
management**

# QS-MICROTBOX

## Main unit for MicroTouch Entry/Reception Systems

### User manual for Device management

## Overview

### Description and context of the product

QS-MICROTBOX is a smart solution for queue management. This small device can handle up to 12 different queues and 20 call stations but, without a thermal printer, it must be associated with manual dispensers (Dispenser or D900).



Figures 1 – Example of a Microtouch Entry system with two services

### Operation

QS-MICROTBOX is compatible with most Visel client devices, such as AS QS-LCDBOX ( digital Signage Summary display – shown in Figure 1), QS-Summarybox, etc. The communication between the server and the client is via the LAN, so it is appropriate to configure the box with a static IP address. To manage the numbering you can use the classic MicroTouch console (virtual Client for PC).

# First installation

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## Unpackaging

The installation of QS-MICROTBOX consists of a few simple steps:

- Remove the box from the package and insert the batteries into the remote control provided
- Connect the box to the power
- Connect the network cable
- Connect the HDMI cable of the monitor
- Tune the Monitor to the HDMI source choice
- Wait for the system to boot

Once initialisation has occurred, the main screen shown in [Figure 1](#) will appear on the monitor.

## Setting up the System

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### Q-Discovery

Q-Discovery is the universal Visel tool for configuring LAN devices. It consists of a PC compatible application with Windows XP or higher operating system. Visel recommends installing Q-Discovery only on the administrator's PC, in such a way as to prevent non-workers from tampering with the system configuration.

- Download Q-Discovery from Downloads section of [www.visel.it](http://www.visel.it)
- Install and launch the application
- Click on "Search for Devices" to start the configuration

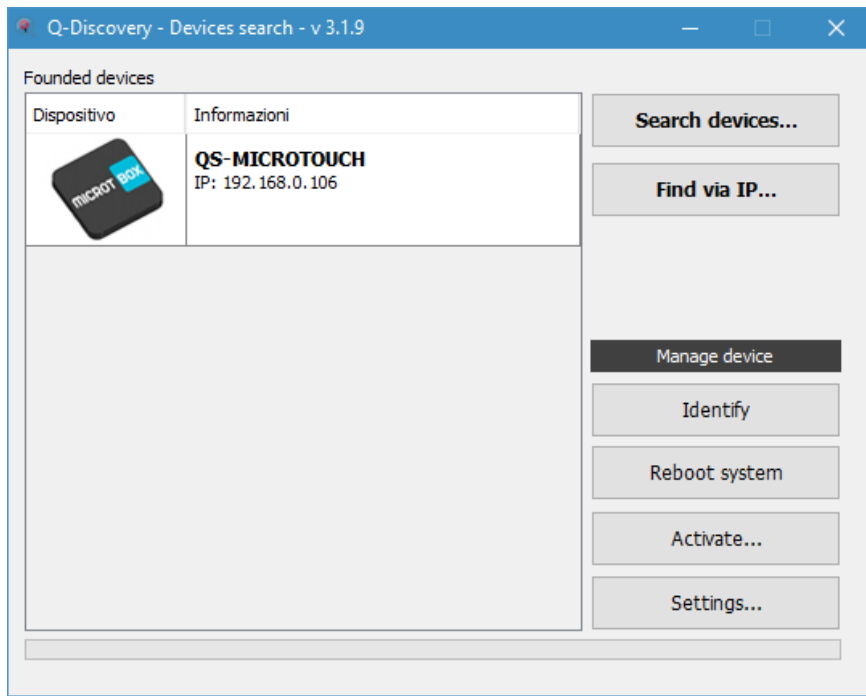
### QS-Microtbox

QS-MICROTBOX must work WITH a static IP address.

To configure a static IP follow these steps:

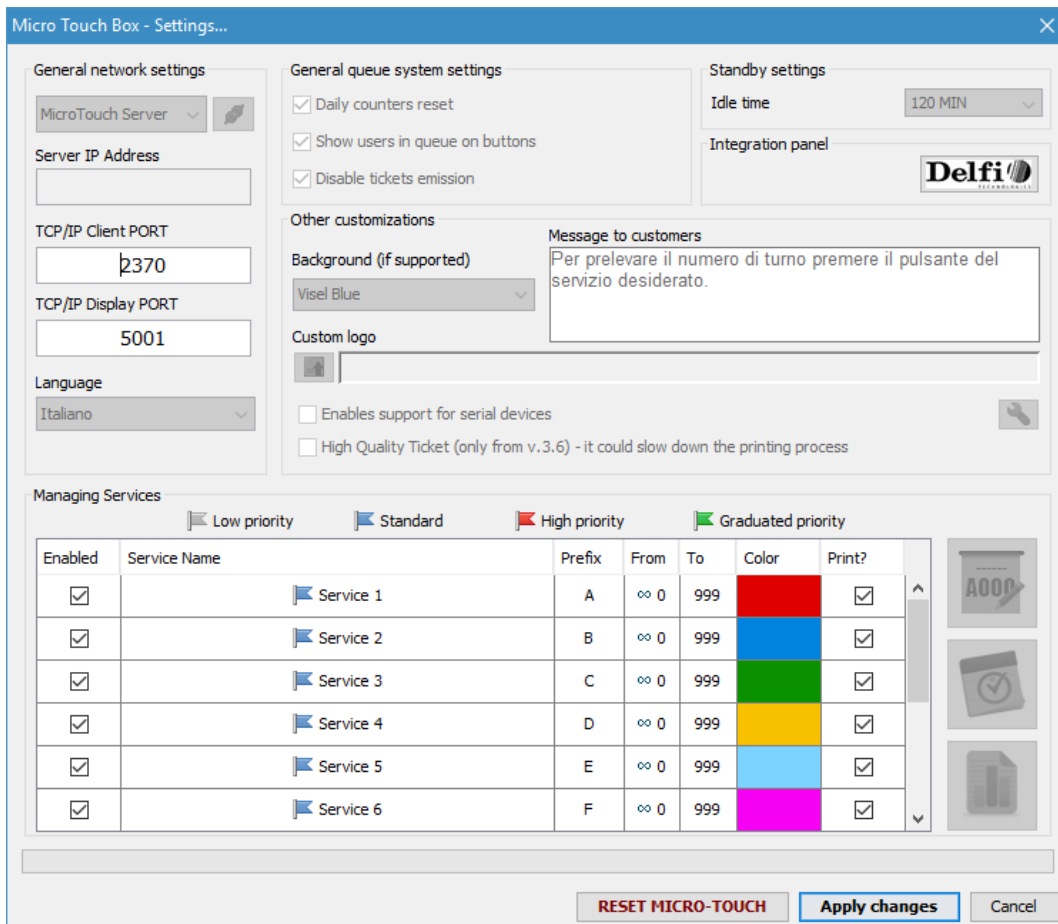
- Use the supplied remote control or connect a USB mouse to the box
- Press the "return" key on the remote control or the right mouse button to exit the MicroTouch application
- Go to the system settings and the "Cable" section and set the network parameters.
- Exit the settings and go to the main menu to launch the microtouch Application

If QS-MICROTBOX is configured correctly, it will be possible to manage its settings using the Q-Discovery application.



Figures 2 – Q-Discovery: Searching for Devices

Select QS-MICROTBX and press "settings". The secondary screen will appear:



This Panel has all the configurations that are useful for the correct operation of the queue Management Server. Let's examine all accessible properties except those disabled.

## General Network Settings

Property	Description
<b>TCP/IP Client Port</b>	Communication port (default 2370) for communication with virtual clients (Microtouch console, Microtouch Reception console)
<b>TCP/IP Display Port</b>	Communication port for slave displays (QS-LCDBOX, QS-LCD10A, etc.)

## Service Management

In This panel you can configure up to 12 different queues, the relative numbering and the color that will appear on the slave displays.

- To enable a service, select the checkbox for the service you want to enable
- To change name to a service double click on the box containing the name
- To change the letter double click on the box containing the letter
- To change the count interval double click on the box containing the number
- To change the color double click on the Colored box

## Counter zeroing

To reset the current sequence number of the service counters simply click on "Reset Micro Touch". QS-MICROTBX is also able to reset in a completely autonomous way the counters of the enabled services and will do it to the data change detection. To prevent, however, the zeroing of the counters of the services associated with a manual dispenser will be necessary to eliminate the letter to make it clear to QS-MICROTBX that, at the time change detection, those counters will not be reset.

# Using the System

## MicroTouch Counter 2020 (Virtual client for Windows)

MicroTouch Counter is the new virtual console version for all MicroTouch core systems. This particular version, released as of April 2020, comes under a completely revamped graphic design and includes some useful features not present in the MicroTouch Console.

### First installation

- From your PC open a browser window and navigate to [www.visel.it](http://www.visel.it) and then go to the Downloads section. From here download the MicroTouch Counter application.
- After downloading, locate the file and start the installation
- When installation completes, a shortcut will be created on your desktop, and then you will launch the application.

### Configuration and Preferences

After installation, MicroTouch Counter will show the preferences screen, which, in this version, is divided into two parts: **General and Network Parameters** and **Queue management**, as you can see in the two figures below:

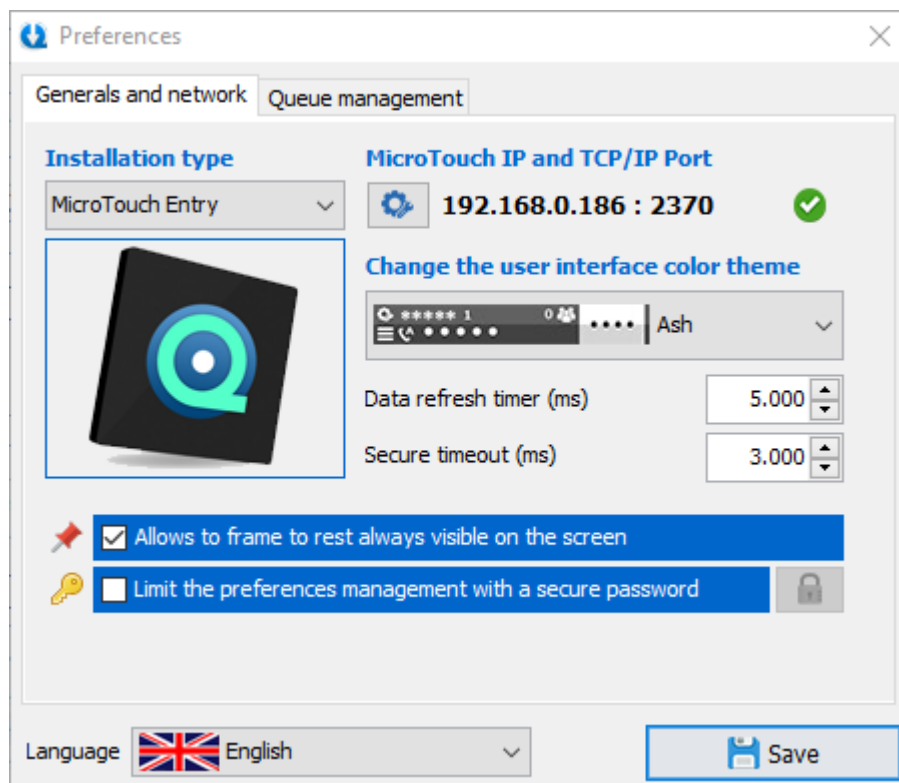


Figure 8.1 – Managing General and Network Parameters

## General and network parameters

Property	Description
<b>Installation type</b>	Select the type of server system installed: MicroTouch Standard, MicroTouch Lite, or MicroTouch Entry. The console will adjust according to the selected system.
<b>IP address and Port</b>	By clicking on the "gear" button you can set the IP address of MicroTouch. To set values, follow the instructions in the sub-windows that will open in succession.
<b>User Interface Theme</b>	Changes the color of the work window.
<b>Data Refresh Timer</b>	Changes the service status data refresh timer and its queued users.
<b>Security timeout</b>	Allows you to select a wait time before the next call, to avoid data stacking on room monitors.
<b>Featured Window</b>	Enables or disables the "foreground" mode for the work window.
<b>Security password</b>	Protects seat preferences with a keyword.
<b>Language</b>	Selects the language of the application. You must close and reopen the application for the change to take effect.

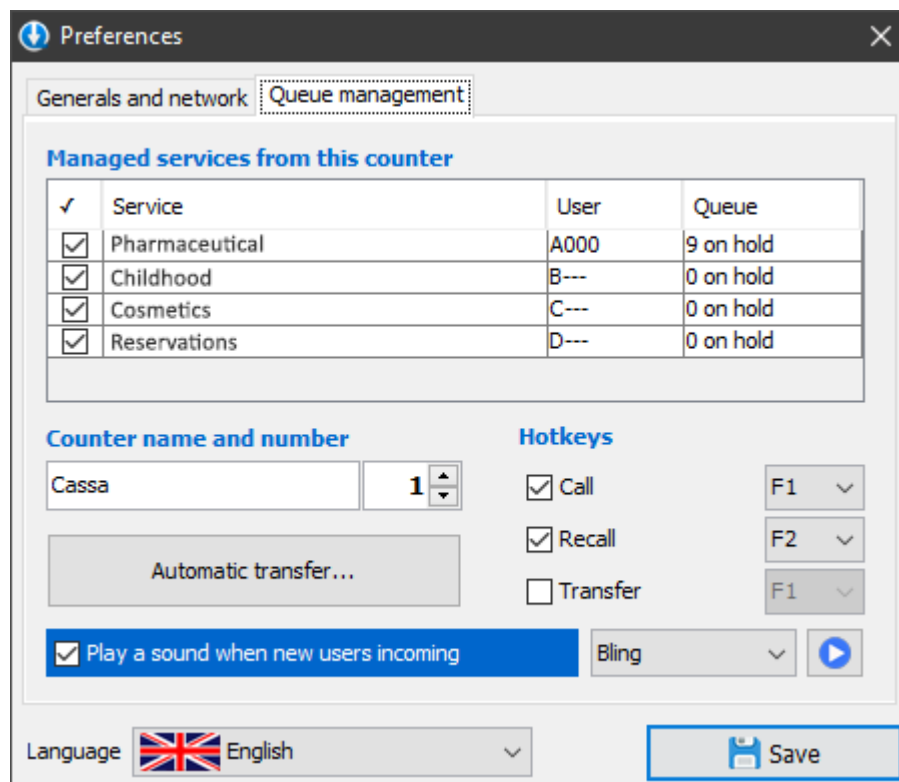


Figure 8.2 – Queue and seat management

## Queue Management Parameters

Property	Description
<b>Managed services</b>	Select the services managed by the station. Check at least one of the listed services.
<b>Name and seat number</b>	Choose a name and a station for the station. For example, "Counter" 1
<b>Keyboard shortcuts</b>	Sets the Call, Recall, and Transfer operations on the function keys (F1 – F12).
<b>Automatic transfer</b>	Applies automatic transfer logic to one or more services when a user is processed.
<b>Notification sound</b>	Sets a notification sound when the console detects the entry of new users (who pick up a ticket).

Click the "floppy" Save button for the configuration changes to take effect. Click the close window button instead to undo the changes.

## Using the Console - Work Window

At the end of the first configuration, the work window will be shown:



Figure 8.3 – Main Window of work

Let's look at the main sections of the new user interface:

1. **Connection LED.** Blinks on a regular basis and by color it notifies you of your connection status to the server.
2. **Counter identity.** Shows the name and number chosen for the station.
3. **Preferences.** Opens the seat preferences.
4. **Service closure.** It closes the service on the current ticket and marks it as fulfilled.
5. **Ticket area.** Shows the currently managed ticket.
6. **Service area.** Shows the service on which you are operating.
7. **Autocall.** Enables or disables automatic calling on all services managed by the station.

## Welcome next user (Call)

When the console is connected to MicroTouch, it is ready to perform operations on customers on hold. The first thing to do is **to welcome the next user waiting** by making a "Call". Hover over



the **Ticket Area** and click with the left mouse button. If the service on which you are placed has users on hold, a small animation will be shown and you can accept the new ticket. The Ticket Area will then be red until the **Security Timeout** has expired. You can then do the next thing you can do.



Figure 8.4 – Next User's Call

## Call on other services and change of active service

As mentioned earlier, the station can be configured to handle more than one service. To change the active service, left-click on the **Service Area** and the list of managed services will appear with the number of users waiting:

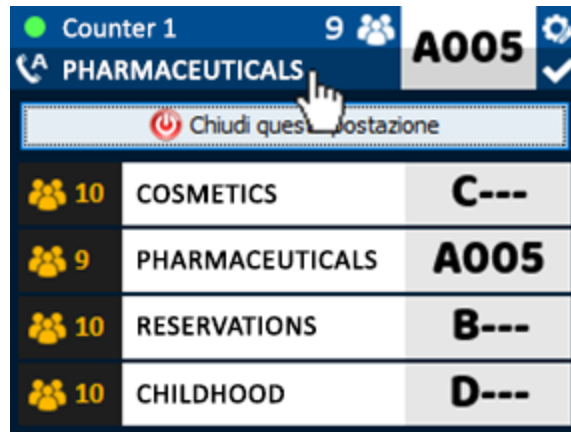


Figure 8.5 – Managed Services Panel

To make a call on a service other than the active one, hover over the ticket area of the service you want and click with the left mouse button. After the call, the selected service will become active and you can continue with the selected service unless automatic calling is active.

## Call the same ticket again

You can also call the user you just welcomed again. Right-click the main **Ticket area** to open the operations menu. Now click **Recall**.

## Complete the service on the called ticket

To refine the calculation of MicroTouch statistics, it is a good idea to conclude the service on the accepted user. This is done automatically if:

- proceeds with the call of the next ticket
- transferred the accepted ticket to another service
- closes the station

To manually complete the service on the called ticket you will simply press on the white check mark that will appear under the "Preferences" button after the call.

## Transferring a user

In some realities there is a need to welcome a user and then transfer them to another service. In order to transfer the called ticket to another service, right-click the Main **Ticket Area** and choose **Transfer** from the operations menu. The ticket transfer options will then appear:

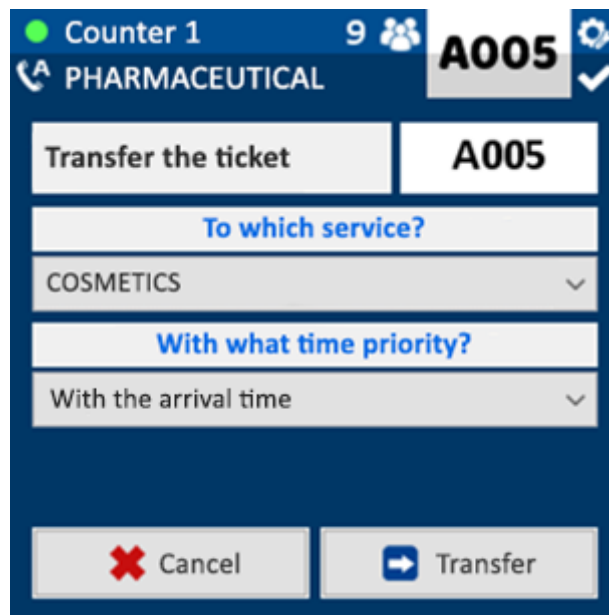


Figure 8.7 – Transfer to another service

Then select the recipient service from the choice box and transfer mode by choosing from:

- **With the arrival time:** The ticket will be added to the recipient service queue with the same time it was picked up by the user.
- **With the current time:** The ticket will be added to the recipient service queue with the time recorded at the time of the transfer confirmation.
- **With a specific time:** The ticket will be added to the recipient service queue with a specific time (within the day) and will not be visible at the destination service stations until the specified time is reached.

To complete the transfer click **Transfer**, otherwise press **Cancel** to close the transfer options.

The transfer of the number to another service with MicroTouch Entry is restricted due to the use of a manual ticket distributor. In this scenario, only top-level operators can transfer a ticket to a second subservice. Second-level workstations will in turn be able to transfer the number to other services, but never to the first-level operators in charge of calling the physical ticket collected from the manual ticket distributor.

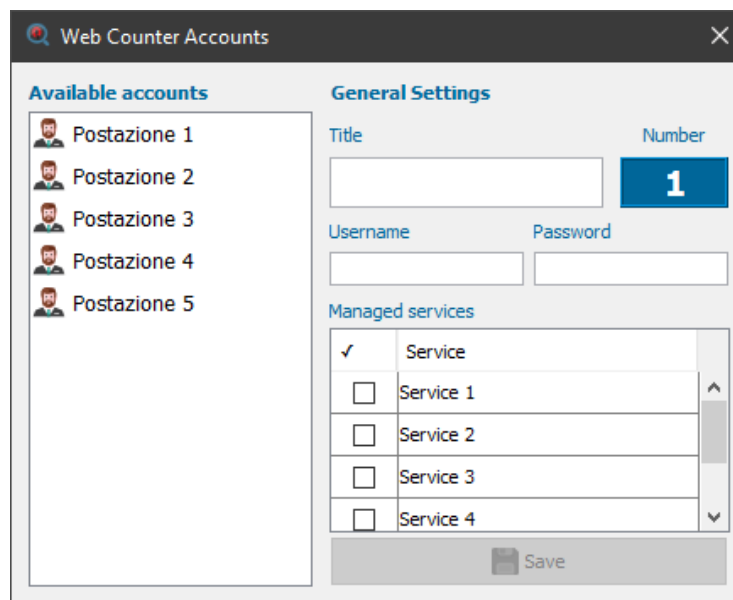
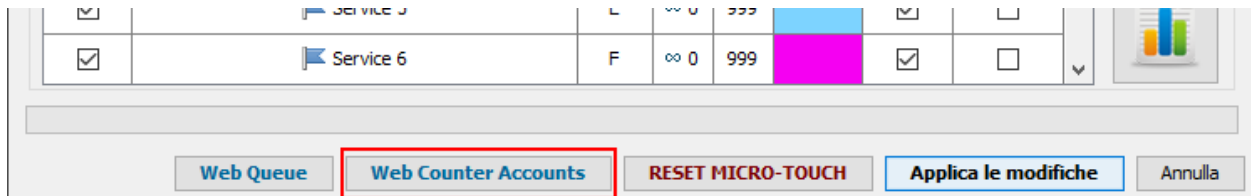
That said, all top-level call locations will have to select **MicroTouch Entry** in the "**Installation Type**" option (see **Figure 8.1 on page 5**), while second-level stations (which will handle "cross-reference" subservices) will have to select **MicroTouch Standard** in the **Installation Type** option (see **Figure 8.1 on page 5**).

## **Closing the counter**

At the end of the working hours, to close the station click on the **Service Area** and click **Close this station**. The application will finish after the final steps have been completed.

## Web Counter (optional license QS-WEBKEY)

MicroTouch version 4.0 introduces a new feature for operator seats, the web console. It is a revolutionary calling method that allows operators to manage the queue comfortably through any Browser (Google Chrome, Internet Explorer/Edge, Firefox...). This optional package is constrained to activate a number of licenses equal to each operator within the facility. After activating one or more QS-WEBKEY licenses, the "Web Counter Accounts" button will appear in the MicroTouch settings window in Q-Discovery, which will allow you to manage the call station accounts:



To configure a seat, simply select one from the list of available accounts, specify its title (e.g. Counter), login credentials, and finally managed services by checking the boxes. When you are finished configuring each station, press the "Save" button.

## Installation

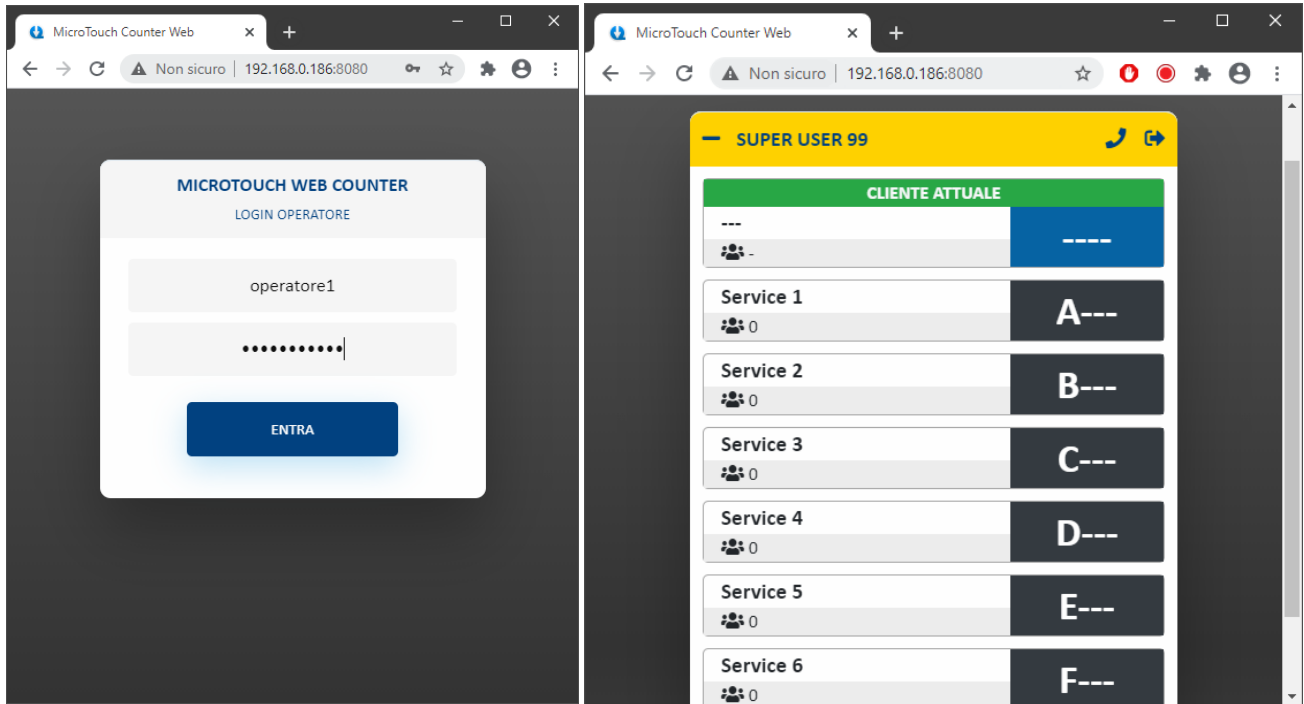
QS-WEBKEY does not require any operator-side installation, just create a Desktop shortcut to this address:

**[http://IP\\_MICROTOUCH:8080](http://IP_MICROTOUCH:8080)**

replacing IP\_MICROTOUCH the real IP address of the central unit.

## Usage

After opening the login page, enter your credentials in the appropriate text fields and click "Enter":



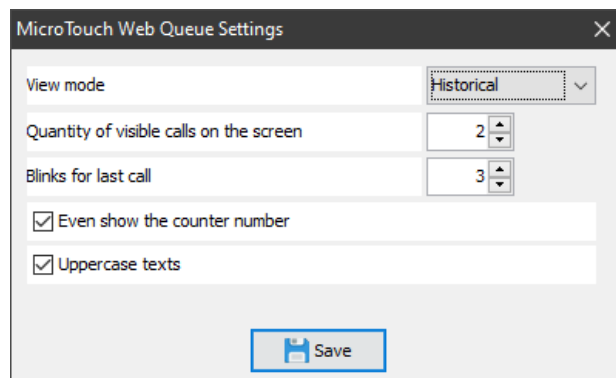
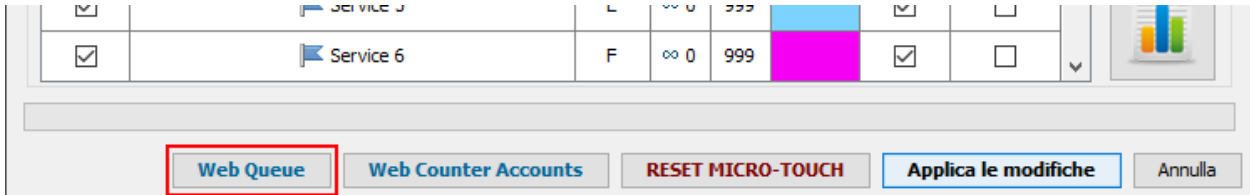
## Controls list

Button/Icon/Area	Description
<b>Menu (to the left of the station name)</b>	Opens/closes the list of services managed by the operator
<b>Phone cornet</b>	Enables/disables automatic calling
<b>Current Customer – Blue Area</b>	Makes the call of the next user on hold
<b>Current customer – Users icon</b>	Calls a specific user from the list of pending tickets
<b>Current customer – right arrow</b>	This button appears only after you make a call and allows you to transfer the ticket to another service
<b>Current customer – circular arrows</b>	This button appears only after you make a call and allows you to call the same ticket again
<b>Current customer – check mark</b>	This button appears only after you make a call and allows you to mark the ticket as fulfilled

To make a call from another of the managed services, simply click on the dark gray box for the service you want to advance. The new ticket you call will appear in the "Current Customer" section.

## Web display (optional license QS-QUEUEWEB)

MicroTouch version 4.0 also introduces a summary display version compatible with major browsers and allows you to view a history or summary of the latest calls within a web page (obviously under the system's local LAN network). This optional package can be used after license activation for each MicroTouch server installed in the facility. After activating the license, the "Web Queue" button will appear in the MicroTouch settings window in Q-Discovery, which will allow you to manage the display settings of the web display:



## Queue Management Parameters

Property	Description
<b>Display mode</b>	Choose how numbers appear in History mode (last calls in chronological order) or In Summary mode (last calls for each service)
<b>Number of visible calls</b>	Choose the number of boxes containing the tickets that are called from a minimum of 1 to a maximum of 4
<b>Flashes last call</b>	Sets the number of flashes to animate the input of the last call
<b>It also shows the number of the station</b>	Show or hide information from the calling station (e.g. SPORT 1)
<b>Uppercase texts</b>	Makes it easier to read by turning all text to uppercase

## Installation

QS-QUEUEWEB can be reached at this address:

**[http://IP\\_MICROTOUCH:8080/display.html](http://IP_MICROTOUCH:8080/display.html)**

replacing IP\_MICROTOUCH the real IP address of the central drive.

## WiFi Console (QS-WCONS)

An alternative tool to manage the numbering progress is the WiFi console (COD. prod. QS-WCONS). This device looks like the traditional flush console but with the addition of a WiFi module to connect to a router or access point. However, each MicroTouch system that includes the installation of a WiFi console is also equipped with a pre-configured Access Point.



Figures 9 – QS-Wcons

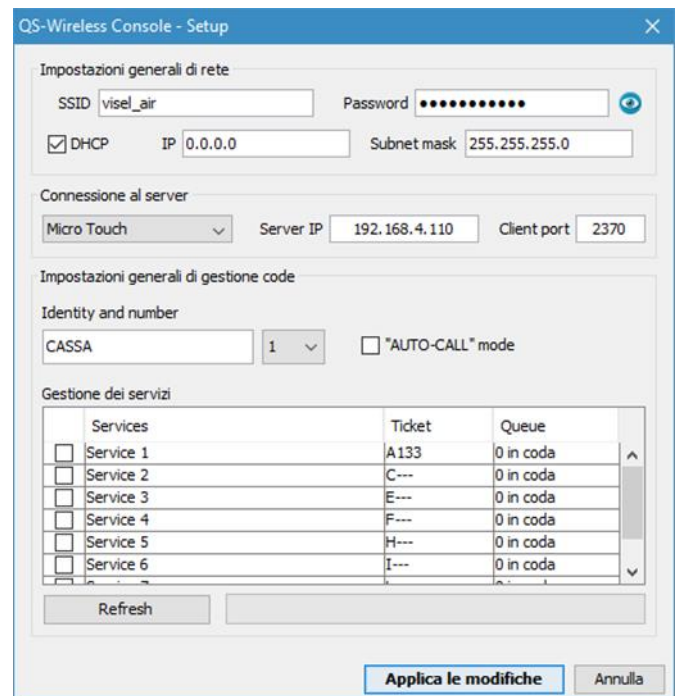
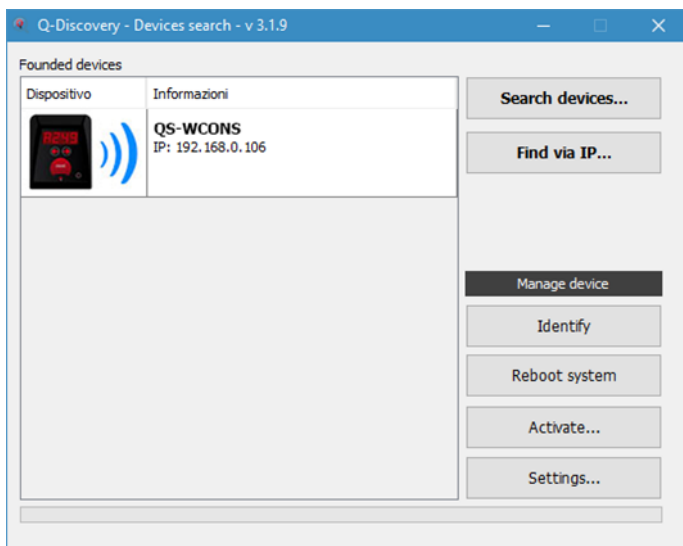
QS-WCONS, thanks to its advanced firmware, allows you to modify your configuration through Q-Discovery.

These consoles are Pre-configured To connect To the default WiFi network Visel Which mirrors this identity:

**Ssid:** Visel\_air

**Password:** visel489553

After turning on the console and making sure it is connected under the same network as the PC running Q-Discovery, you can do the search for the devices:



Figures 9a – Configuring a QS-wcons

Select the WiFi console from the list of devices and click on **settings** to access the configuration window. As you can see from the second screen, the configuration is very similar to that of MicroTouch consoles. Then set the IP address of the MicroTouch and press **Refresh** to get the list of services, then select the services managed by this console and Click **Apply Changes**.

## Troubleshooting

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### **I can't find QS-Microtbox with Q-Discovery**

Verify that QS-Microtbox 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

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

Visel Italiana Srl  
Via Maira SNC  
04100 Latina (LT)  
Tel: + 39 0773 416058  
Email: [sviluppo@visel.it](mailto:sviluppo@visel.it) document written on 05/03/2019