QS-MICROTBOX

Server box principale di gestione code per sistemi MicroTouch Entry/Reception

Manuale Utente per la gestione del dispositivo

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 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

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

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
- Install and launch the application
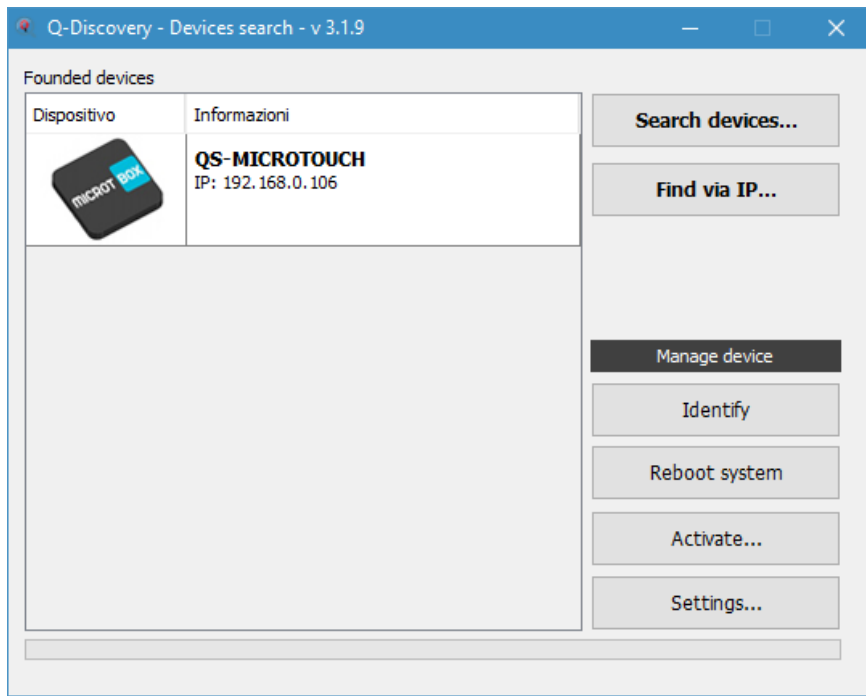- Click on "Search for Devices" to start the configuration

QS-Microtbox

QS-MICROTBOX must work WITH a static IP address.
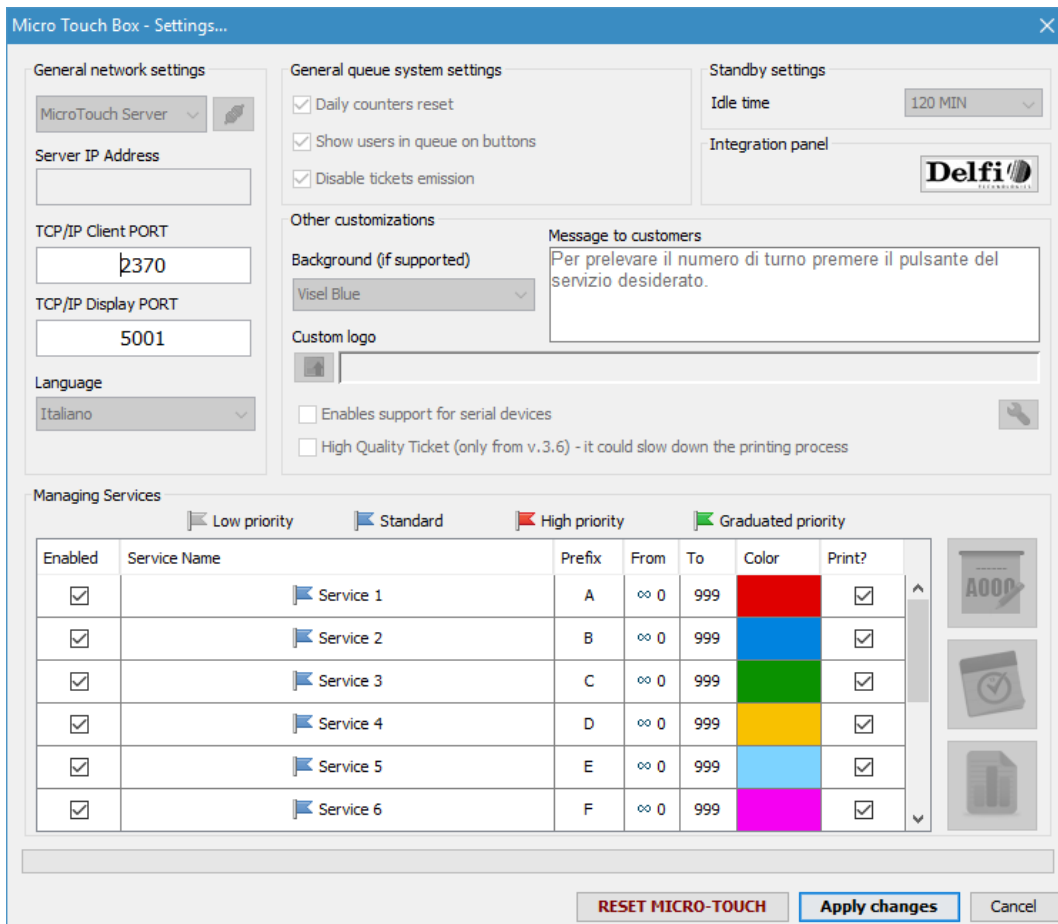
To configure a static IP follow these steps:

- 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-MICROTBOX 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
TCP/IP Client Port	Communication port (default 2370) for communication with virtual clients (Microtouch console, Microtouch Reception console)
TCP/IP Display Port	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-MICROTBOX 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-MICROTBOX that, at the time change detection, those counters will not be reset.
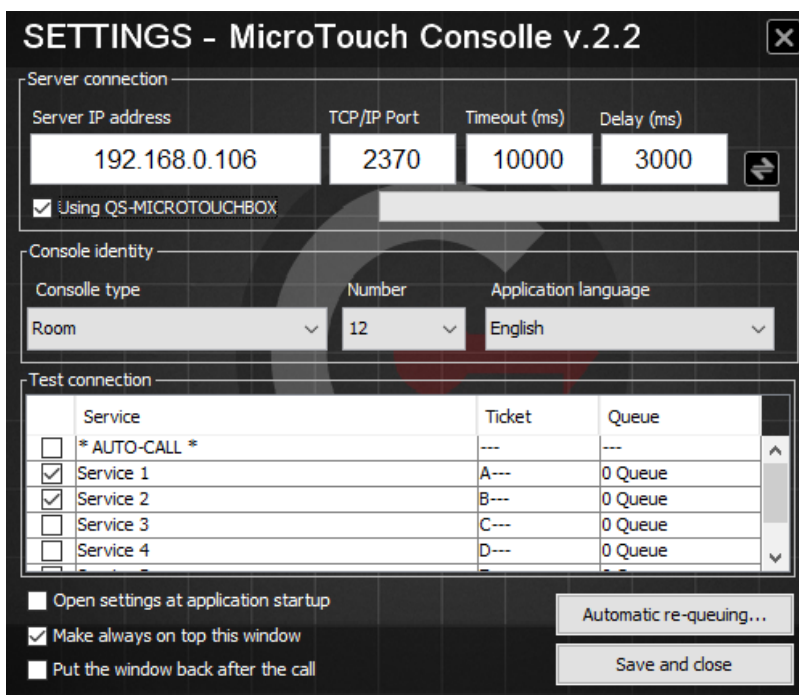
Using the System

MicroTouch Console (virtual Client for PC)

The tool to manage the advancement of the numbering is MicroTouch console. This software must be installed on each PC delegated to the call of the progressive shift.

- Download MicroTouch Console from Downloads section of www.visel.it
- Install and launch the application

When you first start you will be shown the settings screen:

Figures 3 – Microtouch Settings Console

Connecting to the server

Property	Description
Server IP Address	IP address of the MicroTouch server, in this case QS-MICROTBOX
TCP/IP Port	Communication port (default 2370)
Timeout (ms)	Time interval for data synchronization
Delay (Ms)	Waiting time between one call and another
Usa QS-MICROTOUCHBOX	This box must be selected to allow the console to function with QS-MICROTBOX
Sync button *(two arrows)*	This button allows the connection test with the network parameters entered. If the outcome is positive, the list of services will appear in the table below

Console identity

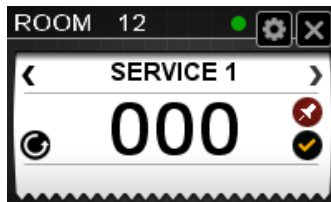| Property	Description
Type of console	Naming the calling station
Number	Caller Location Identification number
Language	User interface language

Auto-pick options are NOT supported IN QS-microtbox mode.

Clicking the "Save and Close" button will display the console user interface:

Figures 4 – Console interface

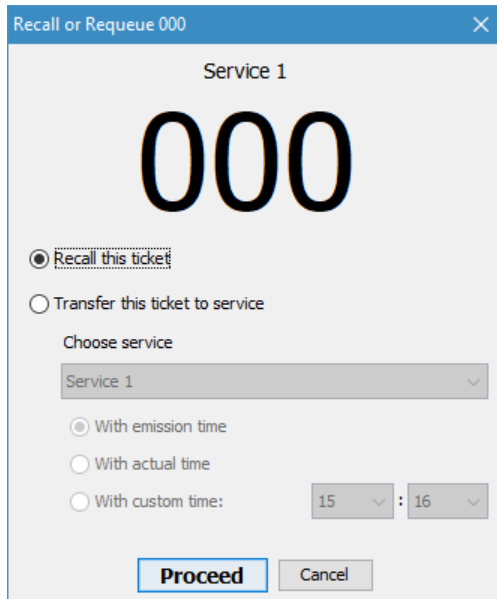To call the next user click on the center space:

Figures 5 – Ticket Call

After the taking of a ticket (Figure 5) Two more buttons will appear:
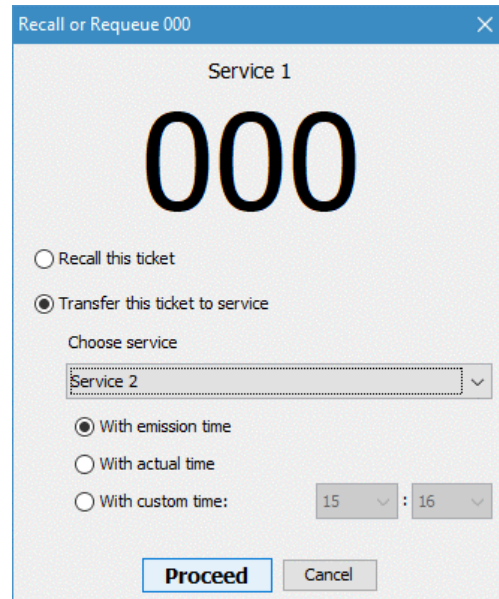
- Callback/Ticket Transfer (left – White circular arrow)
- Closing Ticket (right – yellow check symbol)

Callback/Ticket Transfer

This button allows you to make a callback or transfer, to another service, of the ticket taken in charge. By clicking on the White circular arrow icon you will get the following screen:

Figures 6 – Ticket callback

Figures 7 – Ticket Transfer

Figure 6 and Figure 7, actually, are the same screen. We wanted to separate it to better explain how it works.

By selecting the option "Call this Ticket" and clicking on "Proceed", the console will send to the server a call repeat request on ticket 000.

Selecting the "Transfer this ticket to a service" option will enable the underlying controls to select the target service and the Requeue mode:

- **With arrive time**
  transfer 000 to Service 1 at the same time as the ticket was taken, so as to respect the order of arrival of the user.

- **With current time,**
  transfer 000 to Service 1 with the time taken when submitting the request (press the "proceed" button).

- **With specific time,**
  transfer 000 to service 1 with a specific timetable (within today's day) and 000 will not be visible to the console that manages Service 1 until this time is reached. You can think of this option as some sort of booking for the same day.

Slave Display, summary and counter

QS-MICROTBOX is compatible with these slave devices: QS-LCDBOX, QS-SUMMARYBOX, QS-MULTIBOX, QS-PHARMABOX, QS-LCD10A. As far as the configuration of the same is recommended to refer to the dedicated guides present on our site, in the section Download-> Catalogues and manuals.

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-configuredAccess Point.
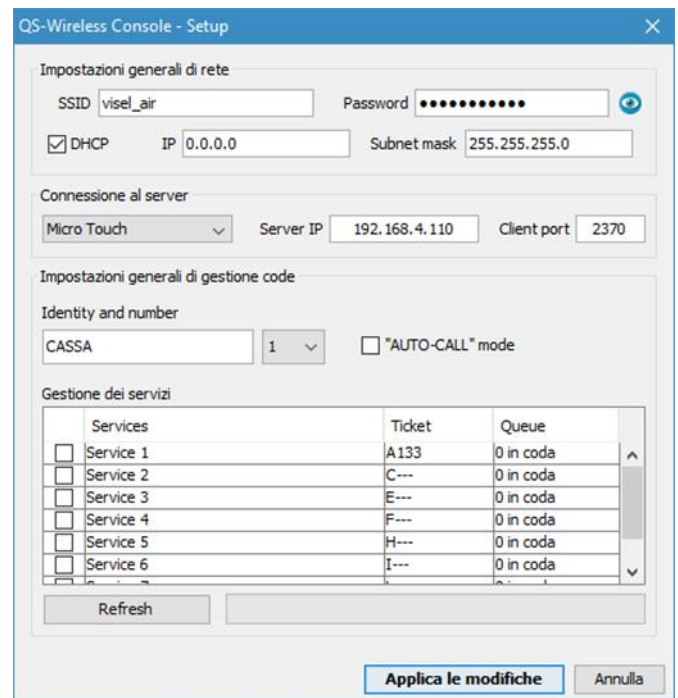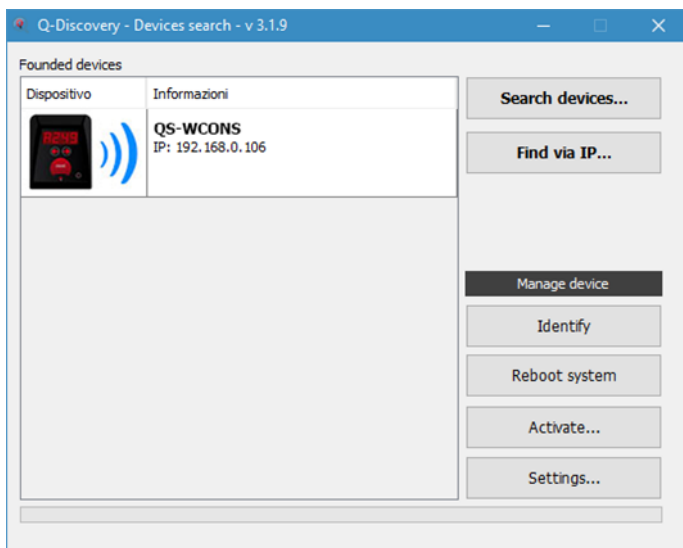

QS-WCONS, thanks to its advanced firmware, allows you to modify your configuration through Q-Discovery.

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 9 – QS-Wcons

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

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.

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