



MICROTOUCH RECEPTION

Queue Management System with reception tabletop printer

**User manual for
Device
Management**

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Overview

Description and context of the product

Microtouch Reception is a valid solution for queue management needs that require numbering printing directly from the reception desk. This system inherits the heart of MicroTouch.

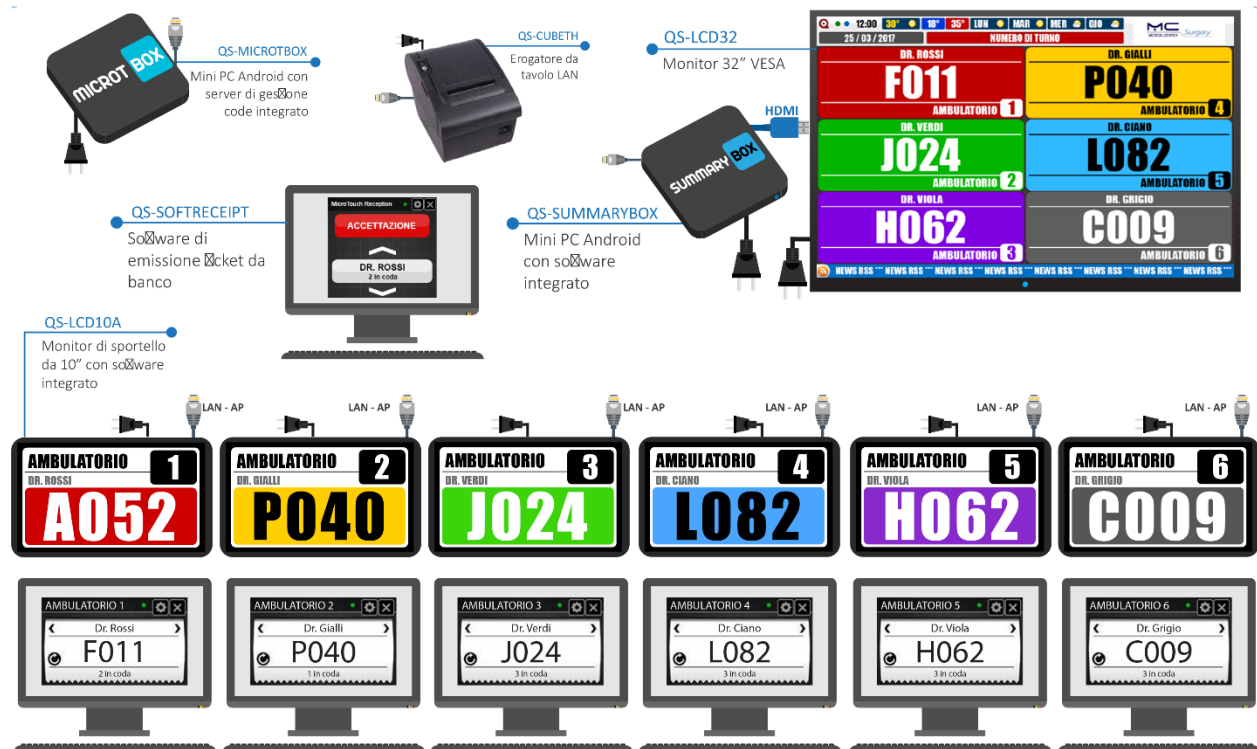


Figure 1 - Example of MicroTouch Reception system

Operation

The diagram in Figure 1 shows a typical MicroTouch Reception application with QS-MICROTBOX server, 6 call stations, QS-SUMMARYBOX summary display and six 10" counter displays. The MicroTouch Reception Console application and the QS-CUBETH thermal printer are installed on the acceptance PC: this will allow the acceptance to issue tickets on the services requested by the user. On the other hand, MicroTouch Console will be installed on the PC of each calling station (in this case clinic) to manage the progress of the numbering.

First Installation

Unpackaging

Remove all devices from the packaging and connect the relative power supply and set up a network socket for communication for each element that makes up the system. Be careful not to interchange the power supplies: each has different voltages and polarity for each product. In 90% of cases the reference server will be QS-MICROTBOX, alternatively we have the classic QS-MICROTOUCH device which has a 9.7" touch monitor. Connect all the devices with a network cable, the transformer and wait for the OS to load. For summary displays you will also need to plug the HDMI cable into a monitor / TV input.

System configuration

Q-Discovery

Q-Discovery is the universal Visel tool for configuring LAN devices. It consists of a compatible application for PC with Windows 7 or higher operating system. Visel recommends installing Q-Discovery only on the administrator's PC, in order to prevent non-experts from tampering with the system configuration.

- Download Q-Discovery from the "Download" section of the website: www.visel.it
- Install and launch the application
- Click on "Search for devices" to start the configuration

QS-MICROTBOX

QS-MICROTBOX must be configured with static IP address. You will need to temporarily connect the HDMI cable to a monitor / TV to complete the operations.

To configure a static IP follow these steps:

- Use the supplied remote control or connect a USB mouse to the Android box
- Press the "return" button 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 through the Q-Discovery application.

QS-CUBETH

QS-CUBETH, the benchtop thermal printer, also requires a static IP address. To configure the IP address, download the software from this link:

<https://www.visel.it/software/cubeth-utils.zip>

Extract the contents of the ZIP to a folder and run the software..

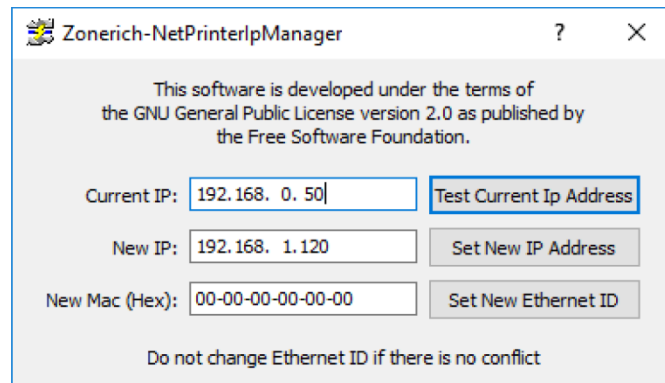


Figure 2 - QS-CUBETH Utility

For the first configuration only, connect the power supply and a direct network cable from the printer to a PC. Hold down the FEED button (paper advance) and turn on the printer: the last stored configuration will be printed automatically. The printed report also shows the IP address configured on the printer and to set a new IP just follow these steps:

- Configure the PC on the same network class as the IP address shown on the ticket
- Set the new IP for the printer in the "New IP" field of the software
- Wait for the confirmation message, if this doesn't happen repeat the procedure
- Turn off the printer and disconnect the PC side network cable to connect it to the LAN.

At this point the PC that will use QS-CUBETH needs to install the printer drivers and then perform the classic procedure for installing a network printer, using the drivers provided in the ZIP package. If you encounter problems during the installation of the drivers due to the digital signature, you can consult the guide at this link for resolution:

<https://www.howtogeek.com/167723/how-to-disable-driver-signature-verification-on-64-bit-windows-8.1-so-that-you-can-install-unsigned-drivers/>

Once the installation is complete, QS-CUBETH will be ready for use.

Server and slave display (summary and counter)

As regards the first installation of the Server device (QS-MICROTOUCH, QS-MICROTOUCH LITE or QS-MICROTBOX) and the summary and counter displays, please refer to the additional manuals included in the packaging. Alternatively, you can download all the manuals from our website: <https://www.visel.it/>, Download -> User Manual section.

MicroTouch Reception Console

The software that allows ticket issuance is the MicroTouch Reception Console. This software requires the purchase of a license for each PC on which it will be installed. The download of this software can be done from the Download section of the website <https://www.visel.it/>.

Once the installation is complete, a link will be created on the Desktop and the final step will be the activation of the same through an activation code provided at the time of installation. It will therefore be the customer's concern to contact our customer service to proceed with the activation.



Figure 3 - MicroTouch Reception Console waiting for activation

The green box highlights the hardware code of the PC on which the software has been installed. To proceed with activation, contact our telephone support service who will provide you with a unique activation code to type or paste in the white text field. A message below this text field will indicate the validity of the activation code. To continue using it, press the "ACTIVATE THE PRODUCT ON THIS PC" button.

Once activated, the MicroTouch Reception Console will show the settings screen. From here it will be possible to configure the operation of the reception:

Figure 4 - MicroTouch Reception Console settings

General Queue Management Settings

Property	Description
IP MicroTouch	The IP address of the device
TCP/IP Port	Communication port (default 2370)
Sync	By clicking on this button it will be possible to test the connection with the server

Reception settings

Property	Description
Reception service	Selezionare dalla casella il servizio di reception (se si vuole disporre di una coda iniziale per la scrematura dei clienti in ingresso). In presenza di un dispenser di ticket a strappo è necessario abilitare la casella "Il servizio selezionato è associato un erogatore manuale"
Counter Name	Insert the name of the reception desk (Reception, Desk, etc.)
Counter Number	Indicates the identification number of the station called

Services selected for table printing

To manage the services for which to print the shift number, simply tick those delegated at the reception from the table. It is also possible to build the style of the ticket printed for each service by double clicking on the line relating to the same:

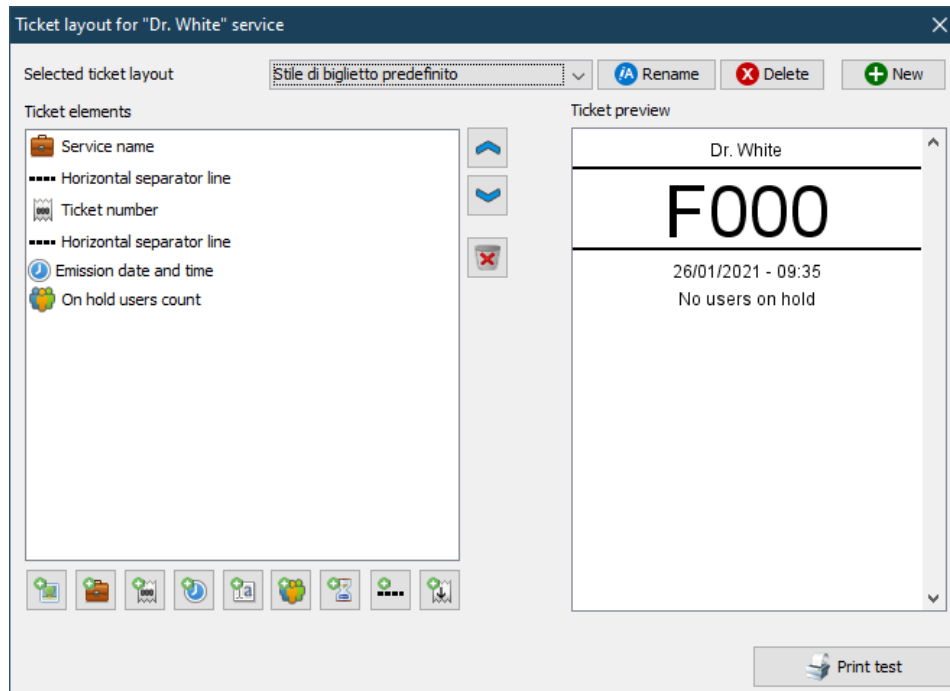


Figure 5 - Design of the ticket style

You can create more than one style by inserting elements from the toolbar below.

Starting with the first button on the left, the functions of each key are:

- Custom image
- Counter Name
- Counter Number
- Date and time of printing
- Custom text field
- Number of users waiting at the time of printing
- Estimated waiting time
- Horizontal separating line
- Vertical space

For some of these elements it is possible to define some **properties such as font, size, alignment, etc.** To manage these properties, double click on the desired element in the "Ticket elements" list. In the "Ticket Preview" view, you will be able to examine the layout of the ticket being created. Finally, using the "Print test" button it will be possible to simulate a ticket with the style just created. To save the style, simply close the window by pressing the X.

Use of the system

After configuring the MicroTouch Reception Console, the main interface for reception operations will be shown:

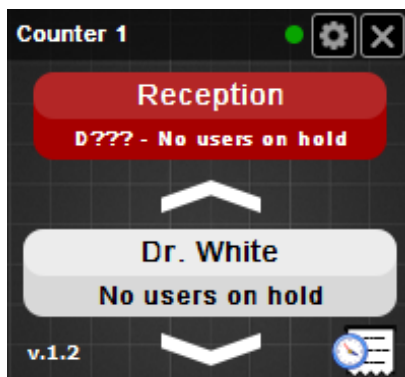


Figure 6 - MicroTouch Reception Console main interface

The title bar of the window shows the name and number of the counter, followed by a LED that notifies the connection status to the server. The "Gear" button allows you to access the settings screen and the "X" button closes the program.

The red button (in this case "Reception") makes the call to the next user.

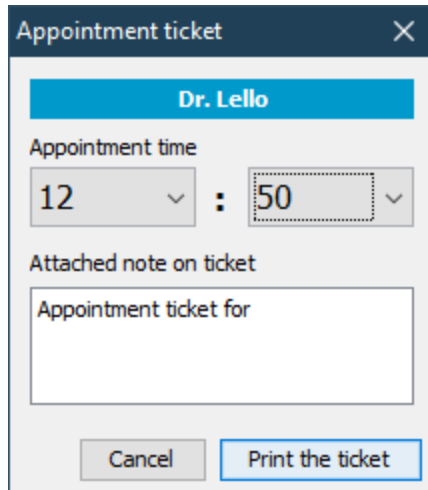
The white button (in this case "Dr. White") allows the printing of a new number for that service. To print tickets on other services, simply use the up / down arrows.

At the exact moment the ticket is printed, the competent counter will have the notification on the MicroTouch Console installed on your PC.

For more information on the operation of MicroTouch Console, consult the MicroTouch system user manual, available on our website: <https://www.visel.it/> in Download section -> User Manuals.

Printing an appointment ticket

There's the possibility to print an appointment ticket by clicking on the bottom right button, a secondary window will appear where you can select the appointment time and optional note. The appointment ticket will be visible to the target service only when the appointment time has reached.



The screenshot shows a dialog box titled "Appointment ticket" with a close button (X) in the top right corner. The dialog has a blue header bar with the text "Dr. Lello". Below the header, there is a section labeled "Appointment time" with two dropdown menus: the first shows "12" and the second shows "50", separated by a colon. Below this is a section labeled "Attached note on ticket" with a text input field containing the text "Appointment ticket for". At the bottom of the dialog are two buttons: "Cancel" and "Print the ticket".



The screenshot shows a printed appointment ticket with a black border. The ticket is divided into three horizontal sections. The top section contains the text "Dr. Lello". The middle section contains the large text "F001". The bottom section contains the text "Appointment ticket for 10/02/2021 - 12:50" and "2 on hold".

Troubleshooting

I can't find QS-LCDBOX with Q-Discovery

Check that the QS-LCDBOX and the PC you are running Q-Discovery on are connected to the same network. If so, check for firewalls on the network.

Q-Discovery doesn't apply the changes

Try starting Q-Discovery with Administrator rights

QS-LCDBOX doesn't display calls

Verify that the correct IP address of the queue management server has been entered in the QS-LCDBOX configuration panel in Q-Discovery App.

QS-LCDBOX does not show weather forecast or RSS news

Check that QS-LCDBOX is connected to the internet.

If other types of problems occur, we recommend that you contact our telephone support.

Visel Italiana Srl
Via Maira snc
04100 Latina (LT)
Phone: +39 0773 416058
Email: sviluppo@visel.it
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