



MICROTOUCH SOLO

Thermal dispenser with 9.7" touch screen

**User Manual for
Device
management**

Microtouch SOLO

System queue multimedia up to 2 services

User manual for Device management

Overview

Description and context of the product

MicroTouch SOLO is a smart low-budget solution that provides a multimedia thermal printer to distribute the turn. QS-SOFTALONE firmware inside can manage up to 2 services and a digital frame used for digital signage.



Figures 1 – MicroTouch SOLO unit

Working

This version of MicroTouch only allows to print the turn ticket and it isn't compatible with nobody software or hardware used for calling. Is it also possible to configure a playlist of images that will be shown on the home screen.

First installation

Unpackaging

The installation of MICROTOUCH SOLO 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

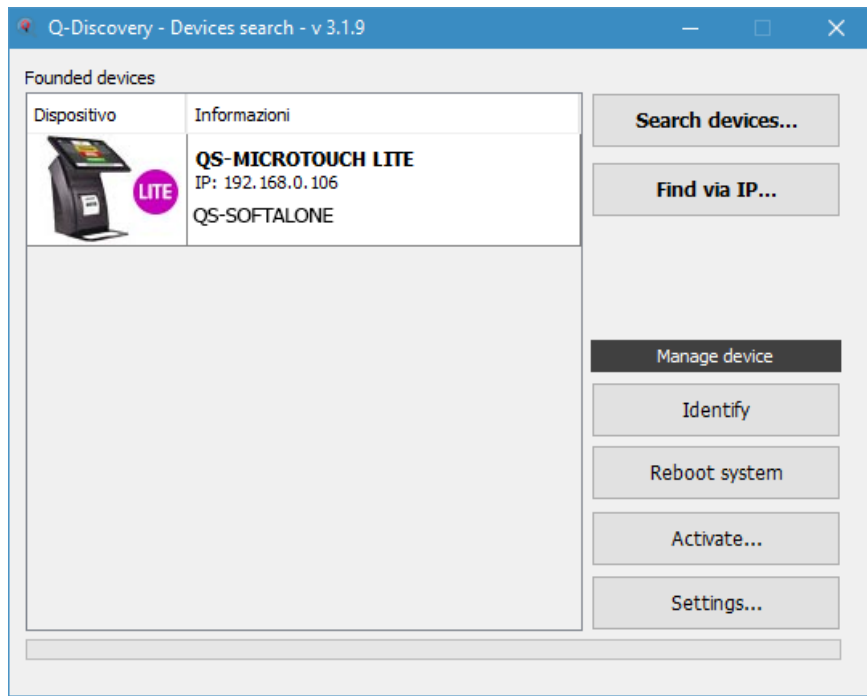
MICROTOUCH SOLO

MICROTOUCH SOLO must work with a STATIC IP address.

To configure a static IP follow these steps:

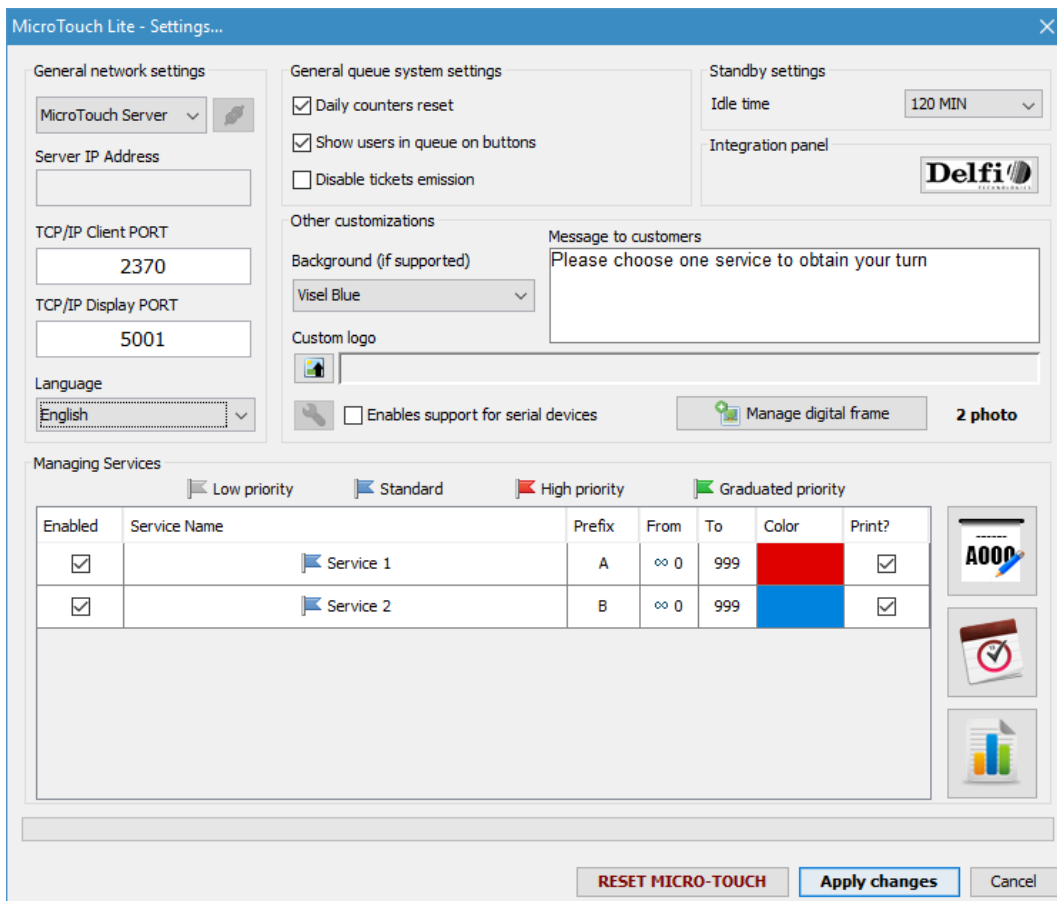
- Connect a USB mouse to the USB ports located inside at the bottom of the device
- Press the "return" key on the remote control or the right mouse button To Exit the Microtouch application
- Go to the system settings and the "Cable" section and set the network parameters.
- Exit the settings and go to the main menu to launch the microtouch Application

If MICROTOUCH SOLO is properly configured it will be possible to manage its settings through the Q-Discovery application.



Figures 2 – Q-Discovery: Searching for Devices

Select MICROTOUCH SOLO 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
Type	MicroTouch Server/Client to install more than one pickup point
Server IP Address	If MicroTouch is configured as a Client, it specifies the IP address of the MicroTouch Server to which to connect
Sync button	The button on the right side of the device type (Client/Server). It is used to synchronize the MicroTouch configured as slave with the master, obtaining all the configurations of the services.
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.)

General Code Management settings

Property	Description
Daily Counter Reset	Indicates whether MicroTouch must reset the numbering on all the services to the date change detection.
Show Users queued on buttons	Indicates whether to show on the service buttons, on the touch display, the current number of users queued
Disable Ticket delivery	Indicates whether to temporarily disable ticket delivery. The touch display will show an informational message that the system is out of service.

Other customizations

Standby settings

indicates the maximum amount of downtime beyond which to preserve the screen with a black and white animation.

Background Theme

indicates the background image to be applied to the home screen to suit your needs.

Courtesy Message

Indicates the maximum amount of downtime beyond which to preserve the screen with a black and white animation.

Custom logo

Lets You choose a logo that will be shown on the home screen header in the center. The same logo will be automatically converted to black and white and used for printing.

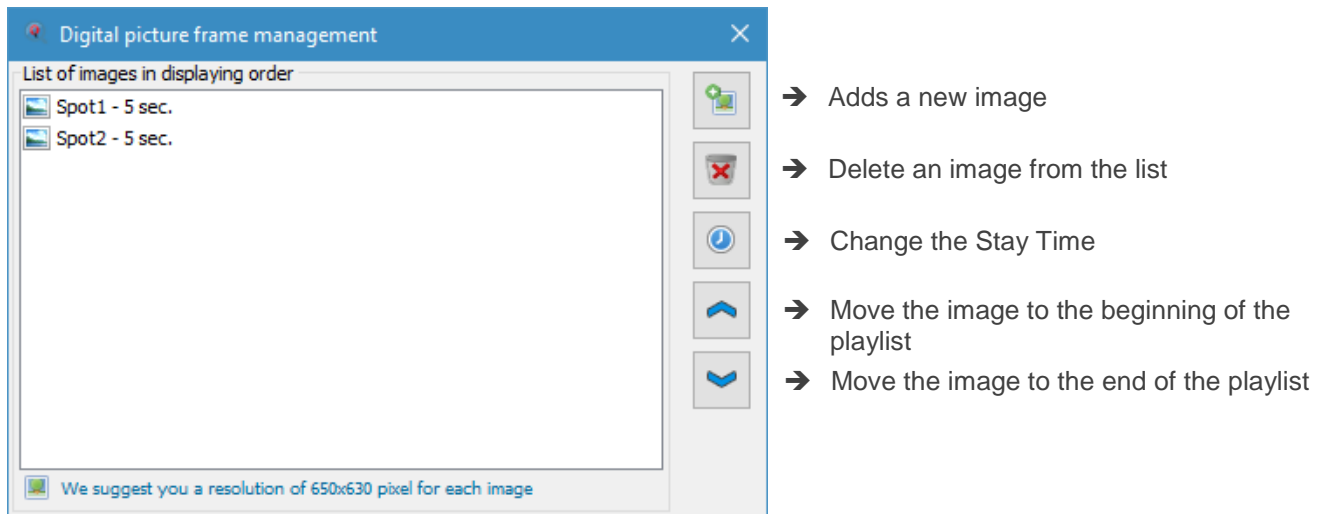
Digital Frame Management

In this version of MicroTouch is allowed to manage a schedule of images that can be inserted in the home screen, just as shown in the following figure:



Figures 4F – Digital Frame Example

The digital frame can also be expressed as a marketing tool, in fact in the example shown above is depicted the image of a product on offer. To manage the digital frame playlist, click the **digital Frame Manager** Button and this sub-window will be shown:



Figures 5g – Configuring the digital frame

Service Management

In This panel you can configure up to 5 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

Service Menu

Selecting a service from the list and clicking on it with the right mouse button will have access to a menu for advanced management, as shown in the following figure.

Service Name	Prefix	From	To	Co
Service 1	A	0	999	
Service 2				
Service 3				
Service 4				
Service 5	L	0	999	

Figures 3 – Service Menu

Single emission flow FROM-> to

This option indicates that the service will issue a daily ticket of a limited number of tickets. A number of tickets will be printed equal to the difference between the value in column A and that in column FROM, + 1. For example, we need the butcher service to dispense only 50 tickets every day: we will set up a single emission stream on the butcher service and in the field to enter a value of 1, in the To field we will insert the value 50.

Perpetual emission Stream FROM <-> to

This option indicates that the service will perform a cyclic daily ticket issue. The consecutive number of tickets will start from the value in the FROM column. When the counter reaches the value set in column A, the numbering will restart from the value set in the FROM column.

Vertical buttons

On the right side of the service table there are 3 large buttons:



Composition of the
ticket style



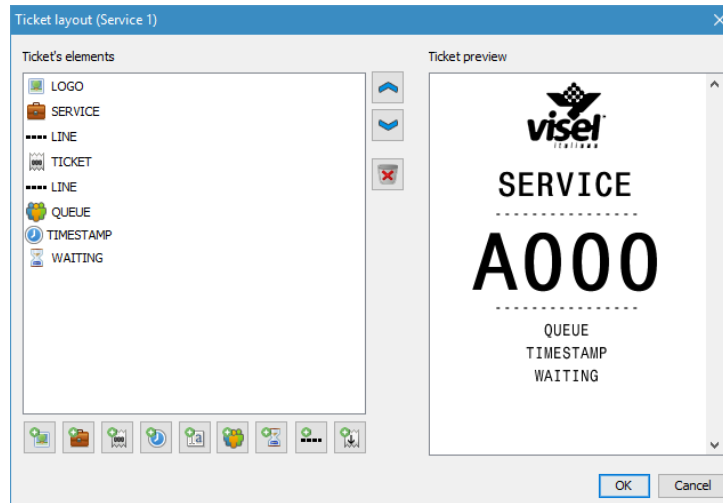
Schedule
of service activities



Print the report

Composition of the ticket style

For each service you can customize the items that make up the ticket. Select a service from the list and press the **ticket Style composition** button:



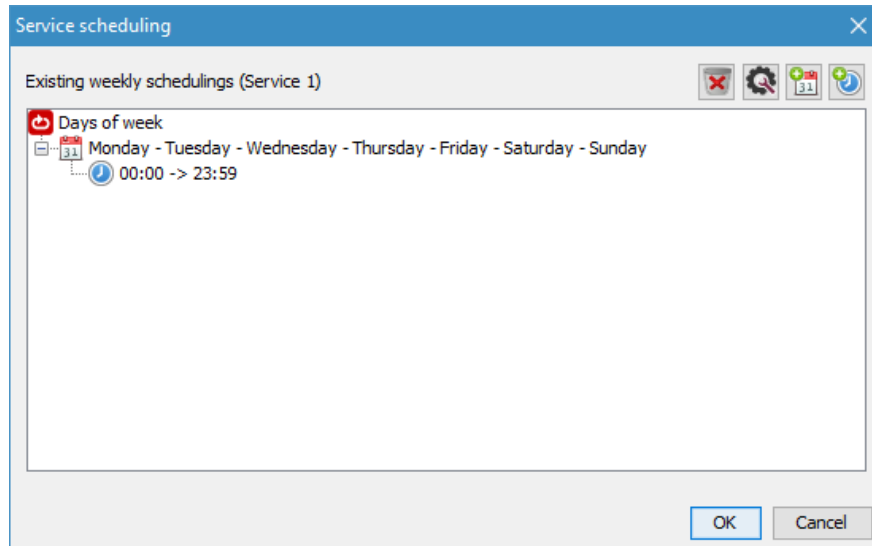
Figures 3c – Composing the ticket

Property	Description
<i>Ticket items</i>	Shows all the items that compose the ticket layout in print order.
<i>Up ARROW</i>	Moves an item to the beginning of the ticket.
<i>Down ARROW</i>	Moves an item toward the end of the ticket.
<i>basket</i>	Delete selected item
<i>Ticket Preview</i>	This pane presents a rough preview of the ticket's composition in real time. The representation of the ticket is purely illustrative. To perform a print test you must send the settings to the Micro Touch and then do a test. To confirm the changes, press the "OK" button.
<i>Horizontal Toolbar</i>	<p>Set of buttons for adding items to the list. Starting from the first button on the left we have:</p> <ul style="list-style-type: none"> • LOGO adds logo printing (inserted in the previous screen) • SERVICE adds service name printing • TICKET adds the printing of the shift number • TIMESTAMPadds the ticket's print date and time • TEXTadds custom text printing • QUEUEadds the user count print to the queue • WAITINGadds the estimated wait print • LINEadds the printing of a horizontal separating machine • FEEDadds the print of a vertical Space or

Press **Ok** To save the style of the ticket, otherwise **Cancel**.

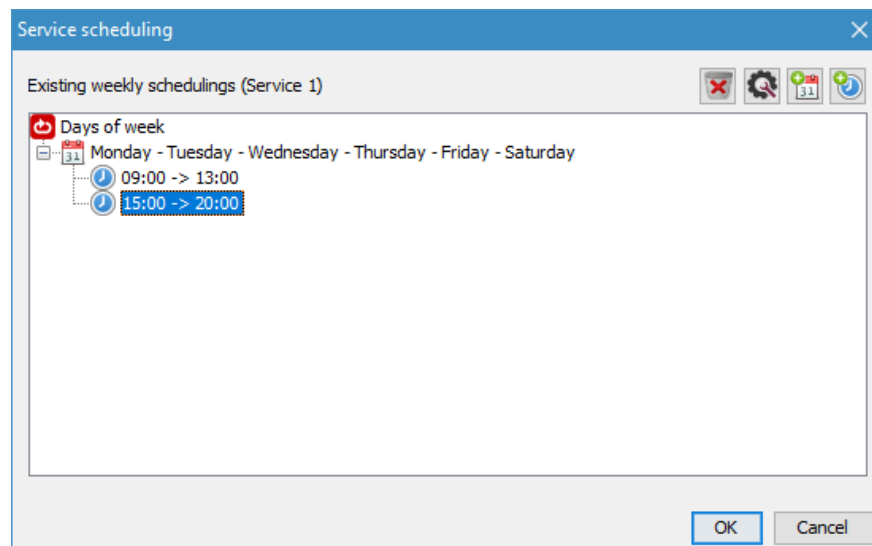
Schedule of Service activities

For each service is In addition possible Configure one or more periods of activity on a weekly cyclical scale. When the service is unavailable, the button in home will display the item "CLOSED" and, clicking on it, MicroTouch will show a pop-up window with the detail of the hours of activity of that service. To configure the weekly schedule, select the service and press the button on the **Schedule of activities of the Service:**



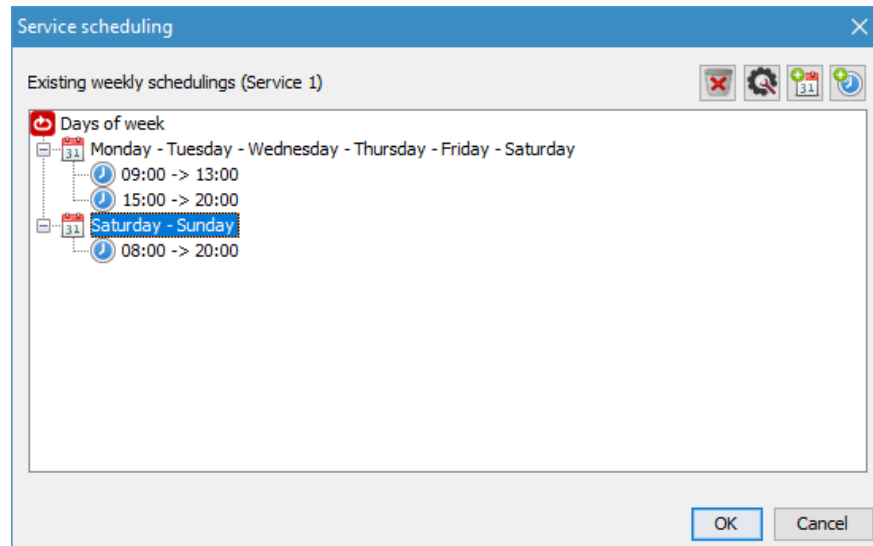
Figures 3d – Weekly Service Schedule

In This example, the "drugs" service is active H24 7 on 7. You can create multiple time bands (always within the week) where medications can be active from Monday to Saturday, from 9:00 to 13:00 and from 15:00 to 20:00. Here is an example:



Figures 3e – Example of multiple hourly scheduling

Instead, we put the case in which "drugs" is active only on weekdays in the same time zone and on the weekend on a continuous basis, for example:



Figures 3f – Example of hourly/daily multiple scheduling

Summarizing:

- **To add a daily rule click** the ⁽⁺⁾**calendar** button. Then select the days from the pop-up window and press **OK**.
- **To add a time slot**, select the daily rule and click the ⁽⁺⁾**clock** button. Then set a time interval from the pop-up window and press **OK**.
- **TO CHANGE a DAILY RULE or time BAND**, select the daily rule or time slot and press the **gear** button. Make the change from the pop-up window and press **OK**.

Troubleshooting

I can't find MICROTOUCH SOLO with Q-Discovery

Verify that the MICROTOUCH SOLO 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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