



QS-LCD10/19A

Door / station LAN display for multi-service systems

**User manual for
device
management**

QS-LCD10/19A

Door/seat LAN Display for multi-service QMS

User guide for device management

Overview

Product description and context

QS-LCD10/19A is a client display with Android operating system that allows you to view, appropriately connected to the same LAN of the system, the last call made by the corresponding station.



Screenshot of QS-LCD10/19A after calling the next number

How it works

This product needs to be connected to the same network (LAN or WiFi) as a queue management server (such as Q-System or MicroTouch) and will be able to view all calls made from the location where it is installed, showing shift identification, service name, name and caller number. The call is introduced by a customizable alert sound.

Available models

This product is available in two models: 10 and 19 inches. The related product codes are QS-LCD10A e QS-LCD19A. Following a short comparison table:



QS-LCD10A (10")



QS-LCD19A (19")

Display size	10inch
Cabinet size	190x270x43 mm
Weight	1580gr
Photo slideshow	YES
Calling sound	YES
Voice Assistant	NO

Dimensione Display	19inch
Dimensioni esterne	450x300x45 mm
Weight	4000gr
Photo slideshow	YES
Calling sound	YES
Voice Assistant	YES

First Installation

Unpackaging

Installing QS-LCD10/19A consists of a few simple steps:

- Take the display out of the box
- Connect the display to the power supply
- Connect the network cable
- Wait for the system to load

When initialization has taken place, the main screen will appear on the monitor.

These operations are common for each QS-LCD10/19A installed.

System configuration

Q-Discovery, Western

Q-Discovery is the universal Visel tool for configuring LAN devices. It consists of a PC-compatible application running Windows XP or higher. Visel recommends installing Q-Discovery only on the administrator's PC, which prevents non-workers from tampering with the system configuration.

- Download Q-Discovery from this link: <http://www.visel.it/en/download>
- Install and launch the application
- Click "Search for devices" to start setting up

QS-LCD10/19A

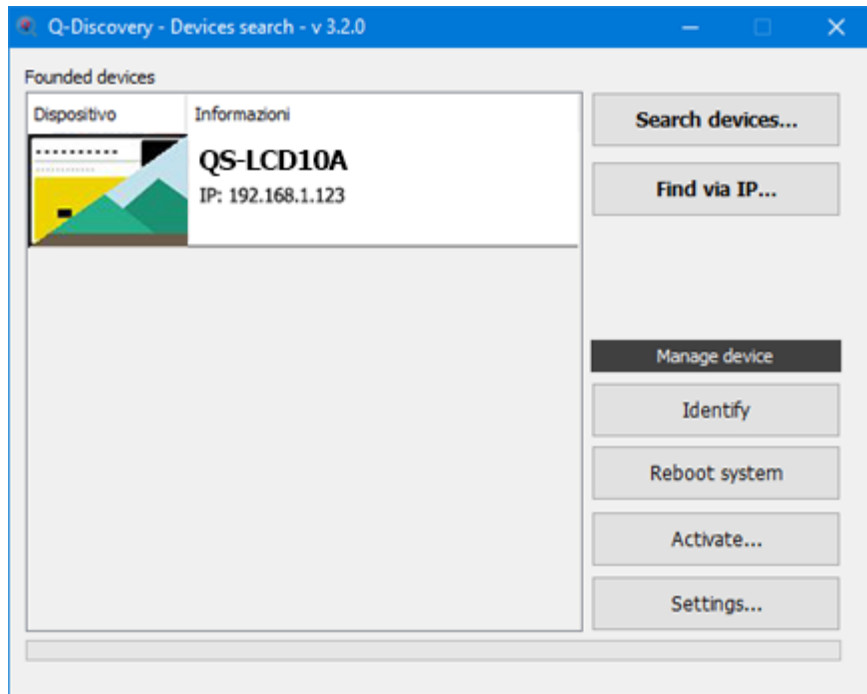
QS-LCD10/19A can work in both DHCP and with a static IP address.

To configure a static IP, follow these steps:

Connect a USB mouse to the display, opening the door that hides the connectors.

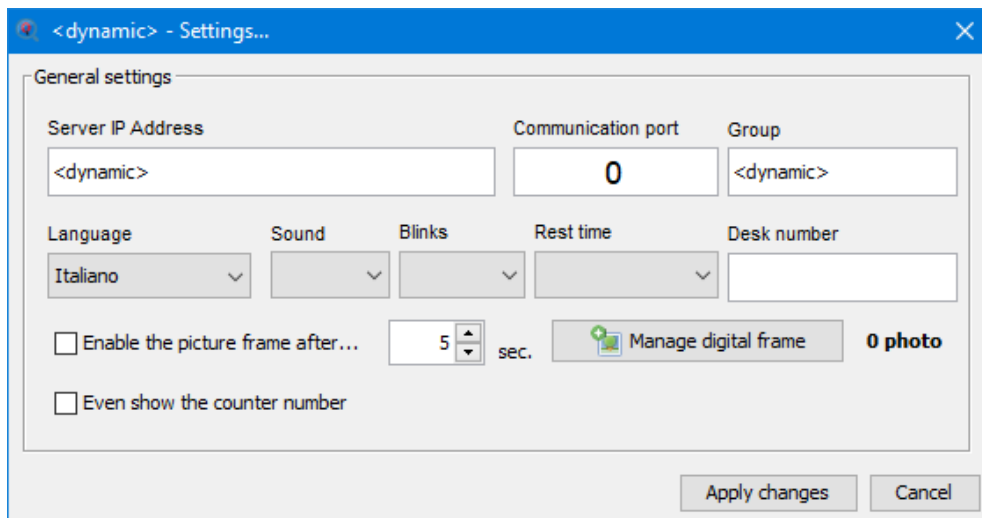
- Right-click to exit the Q-DESK application
- Go to the system settings and the More – Ethernet section and set the network parameters.
- Exit the settings and go to the main menu to launch the Q-DESK application

If QS-LCD10/19A is configured correctly, you can manage its settings using the Q-Discovery application.



Q-Discovery: Searching for Devices

Select QS-LCD10/19A and press "Settings". The secondary screen will appear:



Assistente Vocale (QS-LCD19A)

Only for the 19 inch version is available the Voice Assistant that will be able to speak the turn. The speech is always enabled and so far as in the display configuration is enabled also the counter number, its locution will be added to the ticket pronunciation.

General Parameters






Property	Description
Flashes	Number of screen flashes while animating the last call
Sound	Sound effect when the call arrives
Stay	Specifies how long the progressive will remain on the screen.
Desk number	Allows you to configure the display to show calls from one or more locations. Enter numeric values 1 through N, if multiples separated by commas.
Language	User interface language for strings used on the monitor
IP Server	The IP address of the queue management server
Port	Communication port (default 5001)
Group	Call Target Workgroup
Even show the counter number	Displays, along with the progressive shift, the number of the calling seat.
Enable the digital frame after..	Activates an image slideshow after X seconds since the last call was made. To create or edit the slideshow, press the "Digital Frame Management" button

Digital frame management

You can configure a schedule of multimedia sources that will be published on the monitor in the appropriate area. Here is the list of file types supported by this device:

File type	Recommended resolution in pixels
JPG Images	1280x720

Possible actions with the list of media sources

Button	Description
	Adds a source to the list using the file picker
	Remove a source from the list
	Move source to the beginning of the playback order
	Move source to the end of playback order
	Allows you to change the time a source stays

To submit changes to the display, click "Apply Changes".

Troubleshooting

I can't find QS-LCD10/19A with Q-Discovery

Verify that QS-LCD10/19A and the PC on which you are running Q-Discovery are connected to the same network. If so, check your network for firewalls.

Q-Discovery does not apply changes

Try to start Q-Discovery with Administrator rights and possibly restart QS-LCD10/19A as well

QS-LCD10/19A does not display calls

Verify that the correct QUEUE management server IP address has been entered in the QS-LCD10/19A configuration panel in Q-Discovery.

QS-LCD10/19A does not show weather forecasts or RSS news

Verify that QS-LCD10/19A is connected to the internet.

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

Visel Italiana Srl
Via Maira snc
04100 Latina (LT)
Tel: : 39 0773 416058
Email: sviluppo@visel.it
Document drawn up on 11/12/2018