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User Guide

NEXTAB

Virtual semaphore for restricted access management

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User Guide

Overview

Product description and context

NEXTAB is the new Visel solution for managing user flow in the presence of restricted access and consists of a virtual semaphore that integrates the possibility of a single queue. NEXTAB is available in three variants:

QS-NEXTAB10   QS-NEXTAB19   QS-NEXTAB BOX   QS-NEXTAB22VK   QS-NEXTAB10SANIQ

Features

NEXTAB allows to manage, through a connection to the local LAN or WiFi network, situations in which access is restricted. Using an operator console, you can advance the user flow one unit at a time with the ability to display the turn number. The main screen will show the current date and time, a customer logo in the middle, a red waiting screen or green progress screen, and a bottom bar containing news headlines from RSS streams (if the device is connected to the internet or via an RSS feed on a local server). NEXTAB also has a voice assistant that can speak any configured text, turn numbering, and instant messages from virtual clients. You can also install more than one NEXTAB within a structure for repeating the call or to differentiate more than one entrance.

First Installation

QS-NEXTAB10 / QS-NEXTAB19 (Version 10" and 19")

Installing NEXTAB consists of a few simple steps:

- Remove the display from the box
- Connect the box to the power supply and wait for the system loading
- Connect the network cable / Connect it to a WiFi network

When initialization is successful, the main red screen will appear on themonitor.
All NEXTAB devices must be configured with a static IP address.

To configure a static IP:

- Open the compartment connections with the supplied key and connect a usb mouse.
- Right-click and go to Settings
- Select the Ethernet or WiFi option and set the required network parameters

QS-NEXTAB BOX (Versione TV-BOX)

Installing NEXTAB consists of a few simple steps:

- Take the TV-BOX out of the box
- Connect the HDMI cable from the TV-BOX to the Monitor and select the HDMI source
- Connect the box to the power supply and wait for the system loading
- Connect the network cable / Connect it to a WiFi network
- Wait for the system to load

When initialization is successful, the main red screen will appear on the monitor.
All NEXTAB devices must be configured with a static IP address.

To configure a static IP:

- Open the compartment connections with the supplied key and connect a usb mouse.
- Right-click and go to Settings
- Select the Ethernet or WiFi option and set the required network parameters

System configuration

Visel Sync

To set up NEXTAB, you must install the Visel Sync for Windows systems application on a PC that is connected to the same network as the device you purchased.

- Download Visel Sync from the Downloads section of the site: www.visel.it
- Install and launch the application
- Click themagnifying glass to find NEXTAB
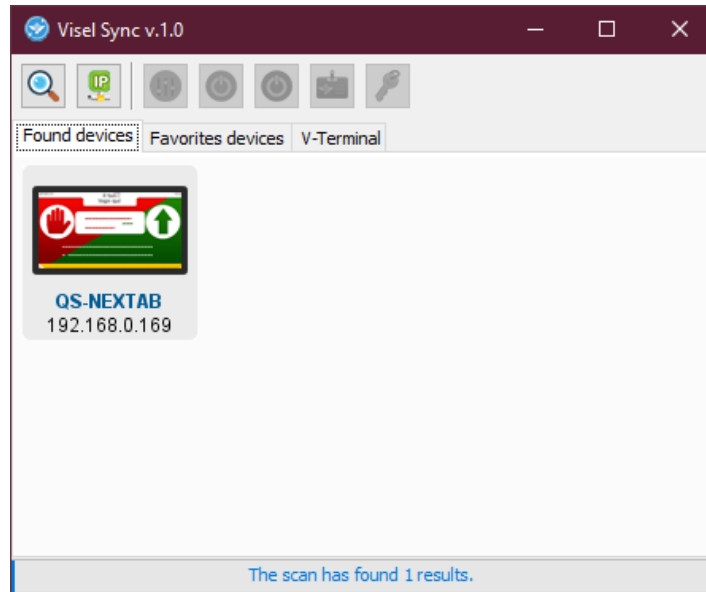
- Click the "Settings" button to access the product parameters. A subwindow appears with a series of table values divided into categories. To change a value, simply click the "wrench" button in the row of the parameter you want to change.

General

Property	Description
Device name	Allows you to name the device so that you can better recognize it
Customer logo	Choose a logo that will appear at the top of the screen

Queue management

Property	Description
Call sound	Listen to and choose a notification sound for the incoming call
Communication port	Specifies a port for communication. We recommend that you leave this value unchanged if you do not have special needs
Shift numbering	Enables or disables shift numbering
Title for RED signal	Allows you to choose a short title that will appear in the center of the red stop screen
RED signal message	Choose a message that will appear at the bottom of the red stop screen
Title for GREEN signal	Allows you to choose a short title that will appear in the center of the green input screen
GREEN signal message	Choose a message that will appear at the bottom of the green input screen
Last Call Permanence	Allows you to choose a time in seconds for the green input screen.
Show caller station	Enables or disables the display of the calling station that will be replaced by the TITLE FOR GREEN SEGNAL

Digital Signage

Property	Description
Feed bar	Inserts one or more sources for the bottom bar. If no source is inserted, the bottom bar will disappear from the screen.
Media playlist	Allows to add one or more pictures that will be shown in the logo area. For each image it's possible to activate it and setup the rest time.

Voice assistant

Property	Description
Enable Assistant	Enables or disables the vocal assistant
Sentence before ticket	Specifies a phrase to be spoken before turn numbering
Sentence after ticket	Specifies a phrase to be spoken after turn numbering
Audio-message list	Allows you to choose a list of phrases that will be spoken at regular time
Audio-message interval	Choose how long to wait for the next message in the lineup to be sent

Voice Alternatives

This product takes advantage of the capabilities of Google's preinstalled text-to-speech engine. If the voice you use is not to your liking you can install a different text-to-speech engine directly from Google Play (the Android digital store) after adding a Google account on the BOX. To add a Google Account, enter a mouse (or use the included remote control) and navigate to Settings -> Accounts and then add your Google Account. Among the text-to-speech engines on the market, Visel recommends **Vocalizer TTS,** which provides voices in many more languages than the basic one. Each item can be purchased directly from the store or within the app itself for the price of about € 4.00 each one. To enable an alternative text-to-speech engine, simply go to Settings -> Language -> Text-to-Speech Output and enable the alternate engine.

For more information about Vocalizer TTS, visit this link:

https://play.google.com/store/apps/details?id=es.codefactory.vocalizertts&hl=en_US

System usage

One or more NEXTAB devices cannot work without the virtual client, which is software that can send commands. Here's a guide to using NEXTAB-compatible client types.

Windows Virtual Client – NEXTAB Counter (QS-KEYNEXT)

This Windows application is constrained to activate a license for each PC on which it is installed. Before you begin, you should check whether there are also one or more license keys in the purchased material to activate one or more seats. Activating the license key must be completed after sale by contacting your reseller's customer support.

- Download and install NEXTAB Counter from the Downloads section of www.visel.it
- Start the application that will show the license activation screen
- Contact your reseller to communicate the HARDWARE ID displayed and obtain the serial code to complete the activation
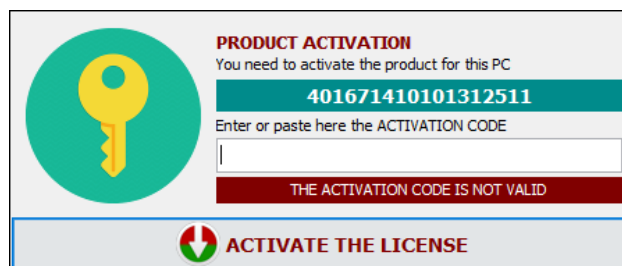
- Later, only when the application is started, the settings screen will appear
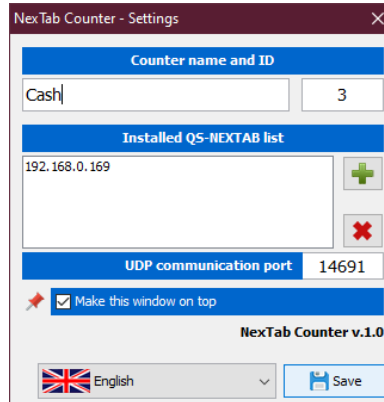
Property	Description
Station Name and Identifier	Choose a name and code for the station in question. The seat identifier is optional, while the name is required
NexTAB list installed	Adds one or more installed NEXTABs that will receive commands from the location in question
UDP communication port	Specifies the port through which the station will communicate with the configured displays. We recommend that you leave the default value if there is no special need to change it
Window always visible on the screen	Fixes the application window in the foreground of all other
Language	Choose the language of the user interface

Clicking "Save" will record your changes and the main screen willappear.

Main window and its comands

Depending on the configuration of the installed NEXTAB, the virtual client will show different controls:

1. NEXTAB without uno t numberingurno

2. NEXTAB with uno tnumbering

1. Call without numbering of urno turno

2. Call with one t numberingurno

In the first case we are in a NEXTAB configuration without the use of shift numbering. The virtual client will only show:

- Title bar containing counter name and identifier
- Large call button
- Shutdown button
- Settings
- Voicemail

In the second case we have NEXTAB configured with the queue mode. Therefore, the virtual client will show the elements described shortly and in addition:

- Previous number
- Numeric keypad for selecting a non-sequential number
- Repeat the last number

Advance the next user on hold

To command the progress of the next waiting customer, simply click on the red button on the right. This button will change color to green for a few seconds and then return to the service position taking on the red color. If you use a shift numbering, the current number incremented by one unit will be shown.

Decrement the number

To call the previous number you just need to click on the "minus" button and wait for the color change described in the progress procedure.

Call the same number

To make a repeating call, click the "R" button and wait for the color change described in the progress procedure.

Call a specific number

To make the call for a specific number outside sequencing, click the "Numeric Keypad" button to open the numeric keypad:
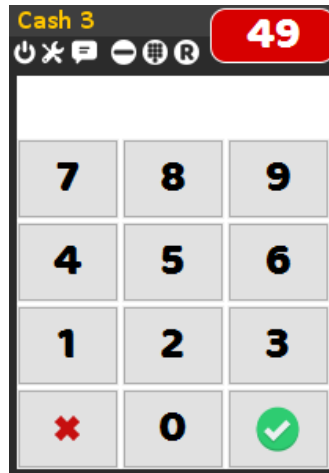
Dial the number by clicking the buttons of the digits that compose it and to confirm press the green button. To reset the composition, press the red key "X"

Play a voice message

To send a voice message click the "balloon" button and type the text of the message. The locution will be started soon from the displays.

Lock display on Green

It's possible to lock display on Green signal by long press the call button for at least 1 second. At release, the button will became green and will appear a "lock" symbol on the left bottom corner in the button area. To unlock the display and back to Red signal, just click on the lock symbol.

Android Client – NEXTAB Smart Counter (QS-SMARTNEXT)

This application for Android tablets and smartphones is constrained to activate a license for each device on which it is installed. Before you begin, you should check whether there are also one or more license keys in the purchased material to activate one or more devices. Activating the license key must be completed after sale by contacting your reseller's customer support.

- Contact Visel or your reseller to get the application
- Start the application that will show the license activation screen

Contact your reseller to communicate the HARDWARE ID displayed and obtain the serial code to complete the activation

After you type the activation code correctly, the controls screen will be displayed. The first step is to click the settings button and configure the application.

| Property	Description
Seat name and ID	Choose a name and code for the location. The seat identifier is optional, while the name is required
UDP communication port	Specifies the port through which the station will communicate with the configured displays. We recommend that you leave the default value if there is no special need to change it
NextAB list installed	Adds one or more installed NEXTABs that will receive commands from the location in question

Main window and its commands

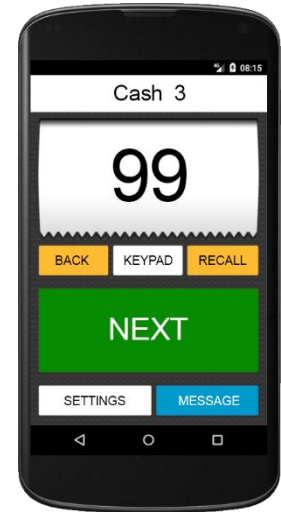Depending on the configuration of the installed NEXTAB, the virtual client will show different controls:

1. Default view with NEXTAB without queue mode

1. Call view with NEXTAB without queue mode
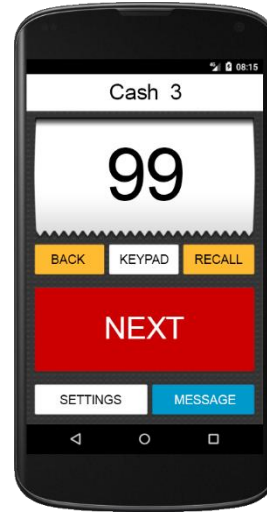
2. Default view with NEXTAB in queue mode

2. Call view with NEXTAB in queue mode

In the first case we are in a NEXTAB configuration without the queue mode. The virtual client will only show:

- Title bar containing station name and identifier
- Large call button
- Settings
- Voicemail

In the second case we have NEXTAB configured with the queue mode. Therefore, the virtual client will show the elements described shortly and in addition:

- Tickets with turn number
- Decrement number
- Numeric keypad for selecting a non-sequential number
- Repeat

Advance the next user on hold

To command the progress of the next waiting customer, simply click on the red button. This button will change color to green for a few seconds and then return to the service position taking on the red color.

Previous number

To decrease the number you just need to click on the "Back" button and wait for the color change described in the progress procedure.

Call the same number

To make a repeat, click the "Recall" button and wait for the color change described in the progress procedure.

Call a specific number

To call a specific number outside of sequencing, click the "Keyboard" button to open the numeric keypad:

Dial the number by clicking the buttons of the digits that compose it and to confirm press the green button. To reset the composition, press the red "X" key, to go back, press the "X" key or the Android back button again.

Play a voice message

To send a voice message, click the "Message" button and type the text of the message. The locution will be started by/from the displays in a matter of seconds.

Troubleshooting

I can't find any devices on Visel Sync

Verify that your PC is connected under the same network as your system and that the NEXTAB application is active on the device you want to find.

Commands sent by one or more NEXTAB Counters have no effect on any displays installed

Check that the installed displays are connected to the same network as the PCs running the virtual client on. Also, check that the IP addresses of installed NEXTABs have been included in the settings for non-functioning virtual clients.

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

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