



QS-NEXTBOX

Main server box for check-in / check-out summary

**User manual for
device
management**

QS-NEXTBOX

Server main box for check-in/check-out scenarios

User guide for device management

Overview

Product description and context

QS-NEXTBOX is the main unit of an electronic check-in/check-out system. This product can be used in areas such as airports, supermarkets or for all those realities that need to show customers what the next available operator is.



Figures 1 – QS-NEXTBOX home screen

How it works

This product requires a monitor, TV, or device that has an HDMI input and possibly speakers to play audio. QS-NEXTBOX also requires a LAN connection for the management of call lines (virtual or physical) and if an Internet connection is also available it can show the weather and/or news of the last hour via FEED RSS.

Preliminary logic

The Server

The server consists of the QS-NEXTBOX, which accepts incoming LAN connections from clients and processes requests for them.

The Client

Clients in this system are the operator consoles, be they virtual or physical. Clients, connected to the network via LAN cable or WiFi connection, will communicate with the server by sending the necessary commands to manage visual information. You can also install more than one QS-NEXTBOX and configure it as a slave, which will also be treated as a client.



Figure 2 – WiFi consol



Figure 3 – Virtual Consol

First Installation

QS-NEXTBOX

Installing QS-NEXTBOX consists of a few simple steps:

- Take the box out of the box and put the batteries in the supplied remote control
- Connect the box to the power supply
- Connect the network cable
- Connect the monitor's HDMI cable
- Tune the monitor to the chosen HDMI source
- Wait for the system to load

When initialization has occurred, the main screen shown in [Figure 1](#) will appear on the monitor.

These operations are common for every QS-NEXTBOX installed, be it server or slave.

WiFi consul (QS-WCONS)

If you have one or more WiFi soothes, surely an Access Point is also provided. Visel provides two Access Point models, one BASIC to cover distances of up to 80 meters and one PRO that allows you to cover a radius of more than 200 meters.



Figures 4 – Access Point Basic



Figures 5 – Access Point Pro

Regardless of the type of Access Point you purchase, the installation is the same for everyone:

- Remove the Access Point from the box
- Connecting power
- Connect a LAN cable from your network to the WAN port of the Access Point
- Wait for initialization

Warning: All of our Access Points generate a WiFi network with SSID "**visel_air**" and password "**visel489553**"

After the installation of the Access Point, we can continue with the installation of the WiFi soother by following these steps:

- Remove the shell from the box
- Connecting power
- Wait for initialization

WiFi so-called WiFi so-called for automatic connection to the WiFi network generated by the Access Point.

Virtual Consol (Q-Next Consolle)

The Q-Next Virtual Consol consists of a PC-compatible application running Windows XP or higher. Download and install the application from this link:

<http://www.visel.it/assets/software/visel-next-virtual-client.msi>

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/software/QDiscovery.exe>
- Install and launch the application
- Click "Search for devices" to start setting up

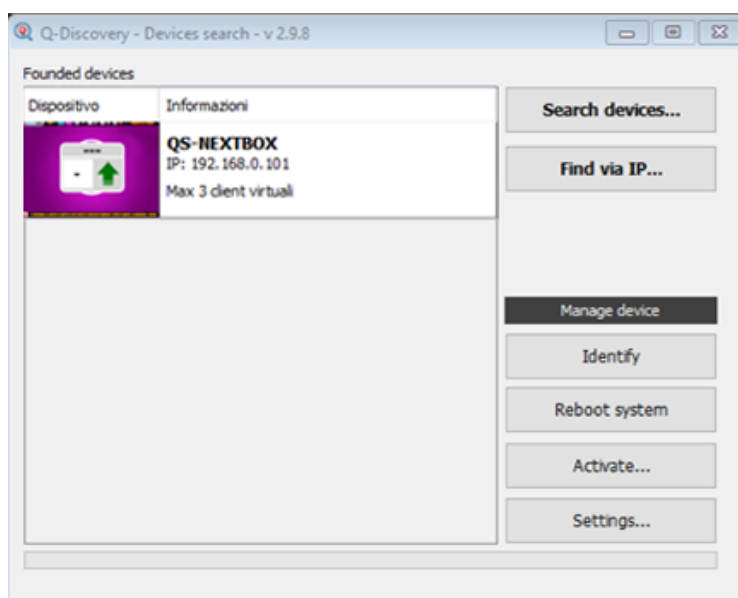
QS-NEXTBOX

As QS-NEXTBOX is generally a server, you must configure a static IP address for this device. This step is required to outline the system's parent configuration and allow all clients to always connect to the same IP address. Differently, using a DHCP configuration (automatic IP release), there may be a very common problem: QS-NEXTBOX may change its IP address as a result of a blackout or update of the arp table by the router and prevent clients from finding the server.

To configure a static IP on QS-NEXTBOX, follow these steps:

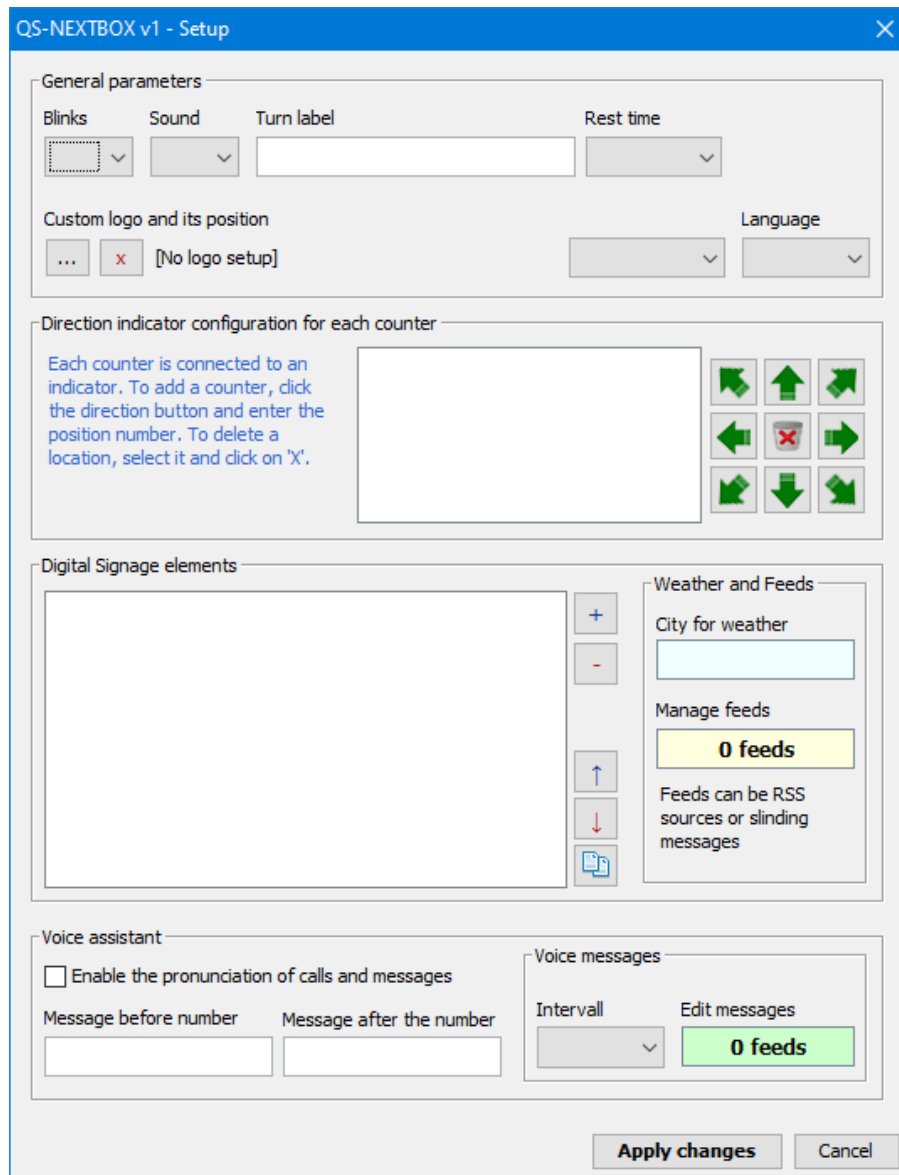
- Use the supplied remote control or connect a USB mouse to the box
- Press the "return" button on the remote control or the right mouse button to exit the Q-Next application
- Go to the system settings and the "Cable" section and set the network parameters.
- Exit the settings and go to the main menu to launch the Q-Next application

If QS-NEXTBOX is configured correctly, you can manage its settings using the Q-Discovery application.



Figures 6 – Q-Discovery: Searching for Devices

Select QS-NEXTBOX and press "Settings". The secondary screen will appear:



Figures 7 – Q-Discovery: QS-NEXTBOX configuration

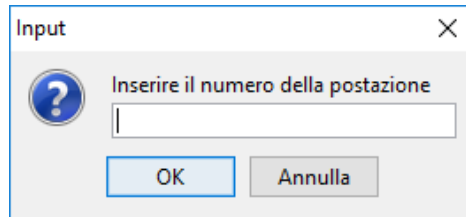
General Parameters

Property	Description
Flashes	Number of screen flashes while animating the last call
Sound	Sound effect when the call arrives
Turn label	Customizable text shown at the top right of the monitor
Stay time	-not used-
Custom logo	Allows you to choose an institutional logo and its location on the monitor
Language	User interface language for strings used on the monitor

Configuring the direction indicator for each station

You must tell QS-NEXTBOX which direction indicator to show when a station calls you. The direction of this indicator is relative to where the monitor is installed. For example, if case 1 is to the left of the monitor, QS-NEXTBOX must show "CASSA 1 / Left" at the time of the call.

To configure a direction association, click on one direction and enter the station number in the secondary window that appears:



Figures 8 – Direction-counter association

To delete an association, select a station from the list and press








Digital signage elements

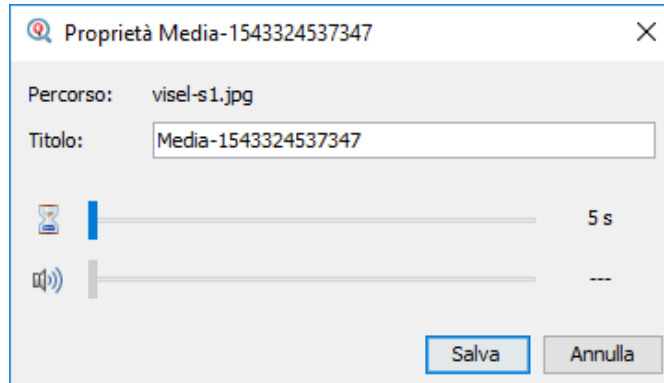
You can configure a schedule of multimedia sources that will be published on the monitor in the appropriate area. Here is the list of file types supported by this device:

File type	Recommended resolution in pixels
JPG, GIF (non-animated), PNG, BMP, MP4 (video)	1440x900 full screen, considering 96 pixels in height engaged by the two horizontal header and footer bands

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
	Clone a source

By double-clicking a source in the list, you can customize its properties:



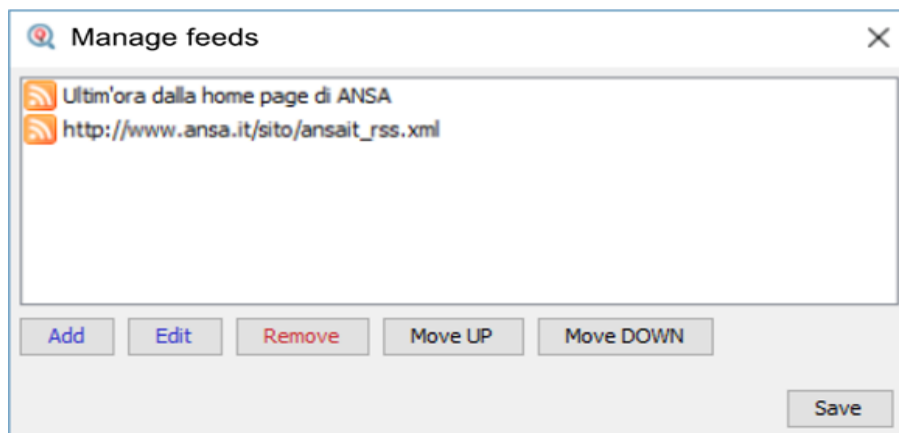
Figures 9 - Customizing Media Source Properties

Property	Description
Path	The location of the remote file uploaded to the device
Title	Explanatory title of the media source
Stay	Screen time spent
Volume	Volume being played (video sources only)

Weather and Feeds

By clicking on the box containing the name of the city you will be able to set the current city for which to get the weather forecast.

By clicking on the box containing the number of feeds you will be able to configure a list of RSS sources or custom texts to be queued in the serpent that scrolls down:



Figures 10 - Manage FEED

Then use the action keys to add, edit, delete, or move sources for feeds. To apply the changes, click "Save".

Narrator

The device is equipped with a smart voice assistant that gives voice to everything the user writes. It can also reproduce the name and number of the calling seat.

Property	Description
Enable	By enhancing the checkbox, you can enable/disable the voice assistant.
Message before number	Text to play before the call is spoken
Message after number	Text to play after the call is spoken

Voice messages

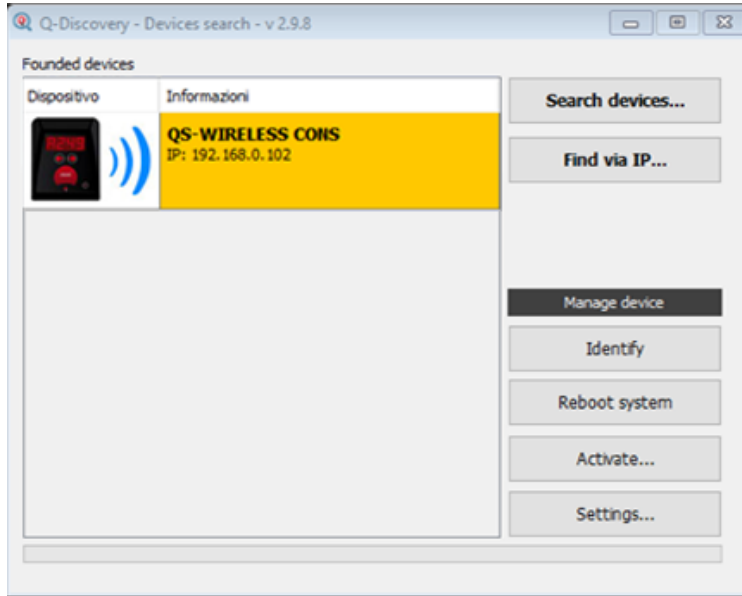
The voice assistant can play a schedule of user-set phrases at regular deadlines.

Property	Description
Range	Defines the time interval before the next sentence is spoken
Message management	By clicking on the box you will be able to manage the schedule of the sentences similar to what happens with the Feed Management shown in Figure 10 .

For changes to the overall device configuration to take effect, press "Apply Changes".

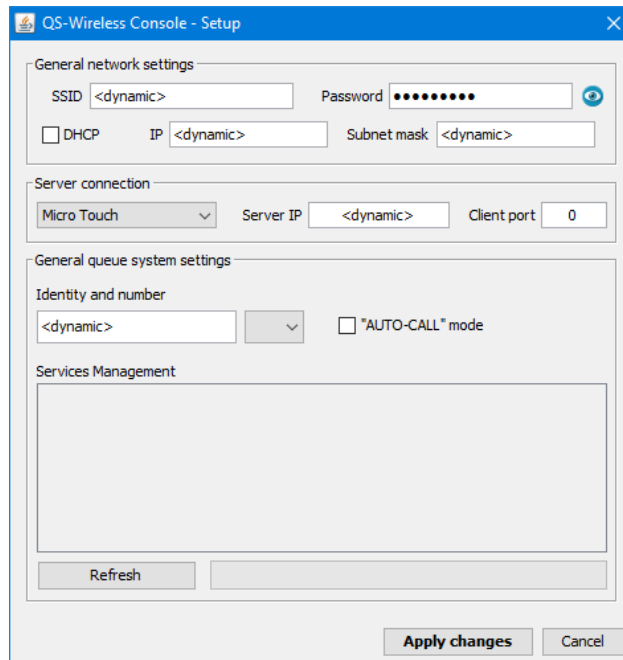
WiFi consul (QS-WCONS)

Setting up WiFi so-called WiFi can be just as simple, but one thing you need to take into account is that WiFi devices are connected to the system via Access Point, so the only way to set up Wi-Fi or LAN to connect to the Access Point network. Therefore, if you start Q-Discovery and search for devices, you should display a screen like the following:



Figures 11 - QS-WCONS Search

As per script, select the device and press "Settings" to access the WiFi shell control panel:



Figures 12 QS-WCONS Configuration Panel

General network settings

Property	Description
Ssid	The name of the WiFi network to connect to (default "Visel Air")
Password	WiFi password (beware: QS-WCONS does not accept open networks)
Dhcp	If selected, QS-WCONS will get an IP address automatically
Ip	If DHCP is cleared, specify the static IP address.
Subnet mask	Network class

Connecting to the server

Property	Description
Model	The system model associated with the consol (in this case Q-Next)
Server IP	Server IP address (in this case the IP address of the QS-NEXTBOX server)
Client port	Communication port (default 2370)

General Queue Management Settings

Property	Description
ID - Number	Name and number of the consol (example: CASSA - 1)
Autocall property	Not used on this system, disabled.

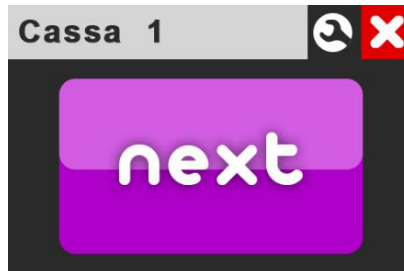
Service management

In Q-Next systems, service management is not considered, as is the functionality of the "Refresh" key.

For the changes to take effect on the comfort of the document, press "Apply changes".

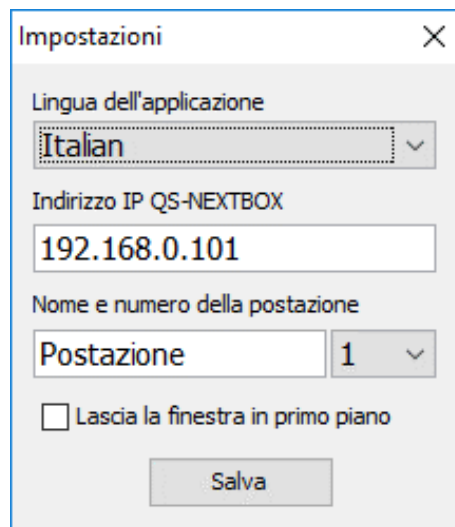
Virtual Console (Q-Next Console)

After you install the application on your PC as described in the [First Installation – Virtual Console chapter](#), open the application using the link you created on your Desktop. A screen like this will appear:



Figures 13 - Home Q-Next Console

The consol will most likely not be connected to the QS-NEXTBOX, which is why you will need to click on the "english key" icon and start configuring network parameters:



Figures 14 - Configuring Q-Next Console

Property	Description
Language	User interface language
IP NEXTBOX	QS-NEXTBOX IP address
Counter name	The name of the station (example: CASSA or SPORTELLO)
Counter num	The seat number (example: on case 2 will be 2)
Foreground	If enabled, the console window will always be in the foreground of the others.

Use

WiFi Consul Usage (QS-WCONS)

After you have successfully connected and configured the WiFi so-be with the WiFi, wait for it to be initialized:



Figures 16 - QS-WCONS Initialization



Figures 17 - QS-WCONS connected



Figures 15 - QS-WCONS on call

Pressing the "next" key will make the call.

Here are other messages that the WiFi Consul could show on the LED display:



Figures 18 – QS-WCONS Ping error property



Figures 19 - QS-WCONS call error



Figures 20 - QS-WCONS server unreachable (Message "no HoSt" scrollable)

If for some reason the shell does not react to pressing the "next" button, disconnect and reconnect the power supply and wait about 15 seconds before reusing it.

Use with Virtual Consul (Q-Next Console)

After installing and configuring the application correctly on your PC, press the "next" key to call.

Troubleshooting

I can't find any devices on Q-Discovery

Make sure your PC is connected under the same network as your system.

Q-Discovery does not apply changes

Try to start Q-Discovery with Administrator rights

One or more Wi-Fi console (QS-WCONS) does not work

Check the error message on the display. If the error message is not among those mentioned in the Usage – [WiFi Consul \(QS-WCONS\)](#) section, disconnect and reconnect the shell feeder.

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

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