



QS-RETAILBOX PRO

Standalone server box for Queue Management up to two services with
Visel Cloud Digital Signage

**User Manual for
device
management**

QS-RETAILBOX PRO

Standalone server box for shift numbering up to two services with Visel Cloud Digital Signage

Device Management User's Guide

Overview

Product description and context

QS-RETAILBOX PRO is a box with Android operating system that allows you to view, suitably connected in HDMI to a monitor, the history of the shift numbering related to each existing service. In addition to queue management, you can view a media playlist, enriched by weather forecasts and RSS news headlines.



Figure 1 – Qs-RETAILBOX PRO main screen.

Operation

This product requires a monitor, TV or device that has an HDMI input and possibly speakers to play audio and if the Internet is available it is able to show weather forecasts and/or news of the last hour via RSS FEED. This product represents the evolution of the classic Q-Retail and comes in a totally redesigned guise with interesting new features aimed at capturing the attention of waiting customers.

Main features

QS-RETAILBOX PRO differs from the previous model (Q-Retail) in many aspects that concern not only graphic layout but also operation. In the table below, you can compare the differences between the two models:

Features	Q-Retail PRO	Q-Retail
<i>Device name</i>	✓	
<i>Customer logo</i>	✓	✓
<i>Visel Cloud Compatibility</i>	✓	
<i>Count up to two services</i>	✓	✓
<i>MASTER / SLAVE mode</i>	✓	
<i>Sound and flashes last call</i>	✓	✓
<i>Last call zoom</i>	✓	
<i>Customize shift label color</i>	✓	
<i>Local media playlist</i>	✓	
<i>Geolocation of the weather with extended forecasts</i>	✓	
<i>Feed bar</i>	✓	✓
<i>Narrator</i>	✓	✓
<i>List and audio-message range</i>	✓	✓
<i>Pre-locution of the shift number</i>		✓
<i>Post-locution of shift number</i>		✓
<i>Vocal Composer</i>	✓	

First Installation

Unpackaging

The installation of QS-RETAILBOX PRO consists of a few simple steps:

- Remove the box from the package and insert the batteries into 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 your chosen HDMI source
- Wait for the system to load

After initialization, the main screen shown in Figure 1 will appear on the monitor.

These operations are common for every QS-RETAILBOX PRO installed.

System configuration

Visel Sync (Configurator)

Visel Sync is the tool needed to configure this product. It consists of a PC-compatible application with a Windows XP operating system or higher. Visel recommends that you install Visel Sync only on your administrator's PC to prevent non-professionals from tampering with your system configuration.

- Download Visel Sync from this link: <http://www.visel.it/it/download>
- Install and launch the application
- Click on the magnifying glass to start searching

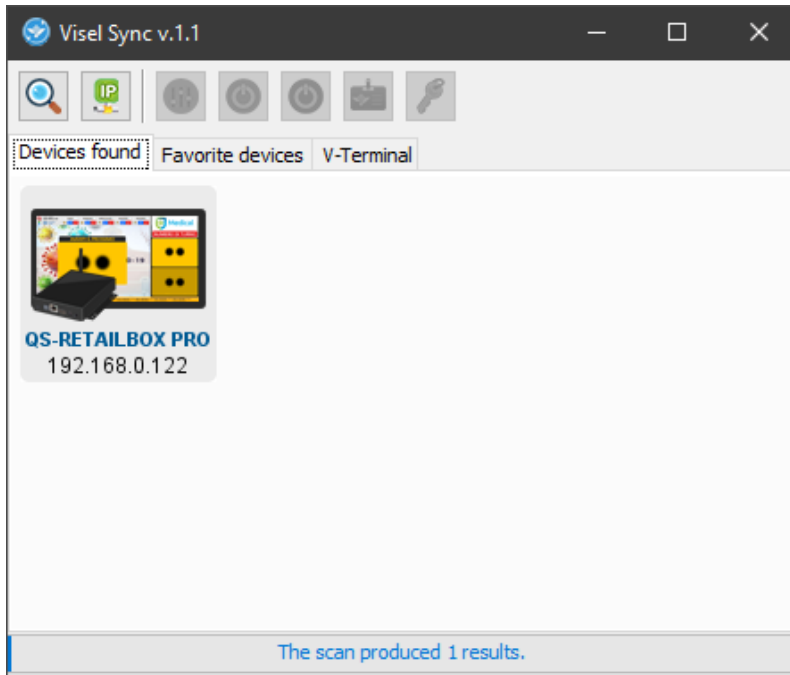
QS-RETAILBOX PRO

QS-RETAILBOX PRO needs a static IP address on the network.

To configure a static IP, follow these steps:

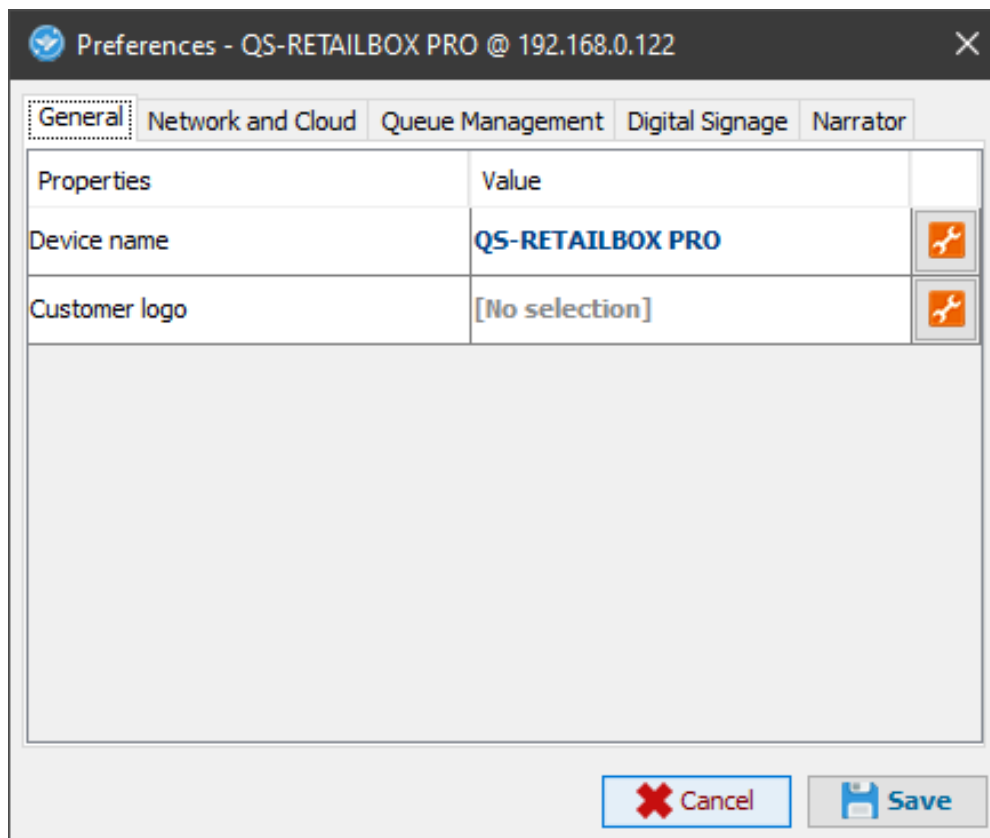
- Connect a USB mouse to the box
- Press the right mouse button to exit the active application
- Go to the system settings and the " Network " section set network parameters.
- Exit the settings and go to the main menu to launch the Q-LCD application

If QS-RETAILBOX PRO is configured correctly, it will be possible to manage its settings through the Visel Sync application.



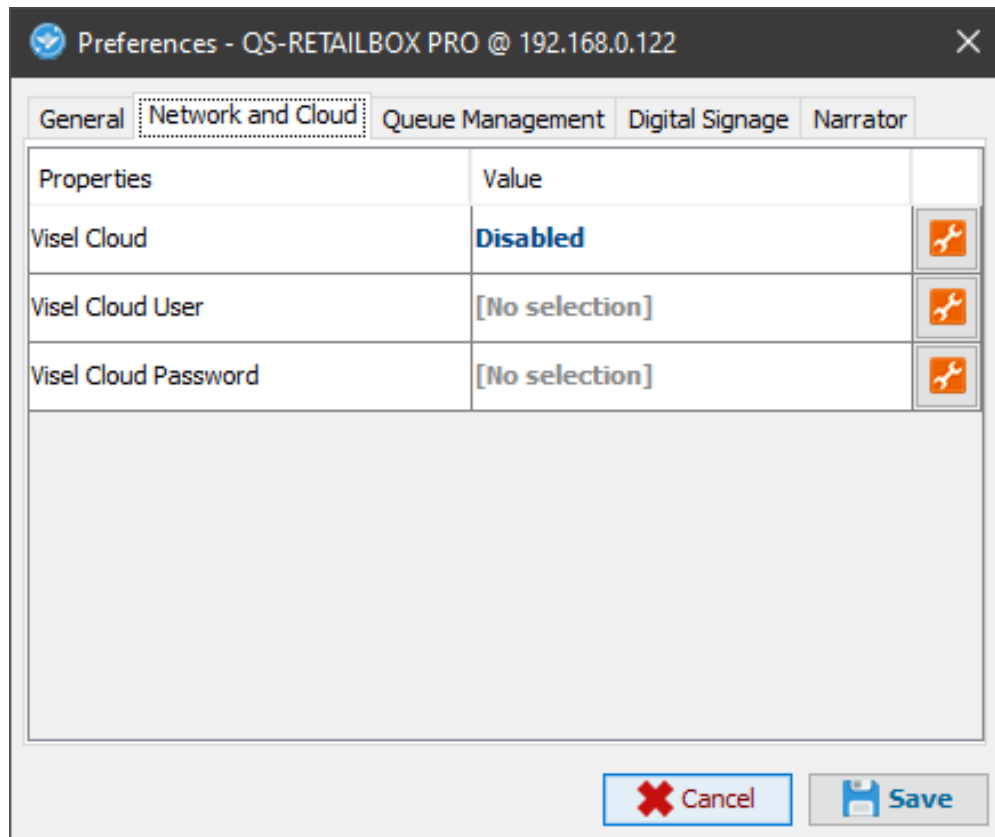
Figures 2 – Visel Sync: Device Search

Select QS-RETAILBOX PRO and press the "Settings" button depicted with sliders



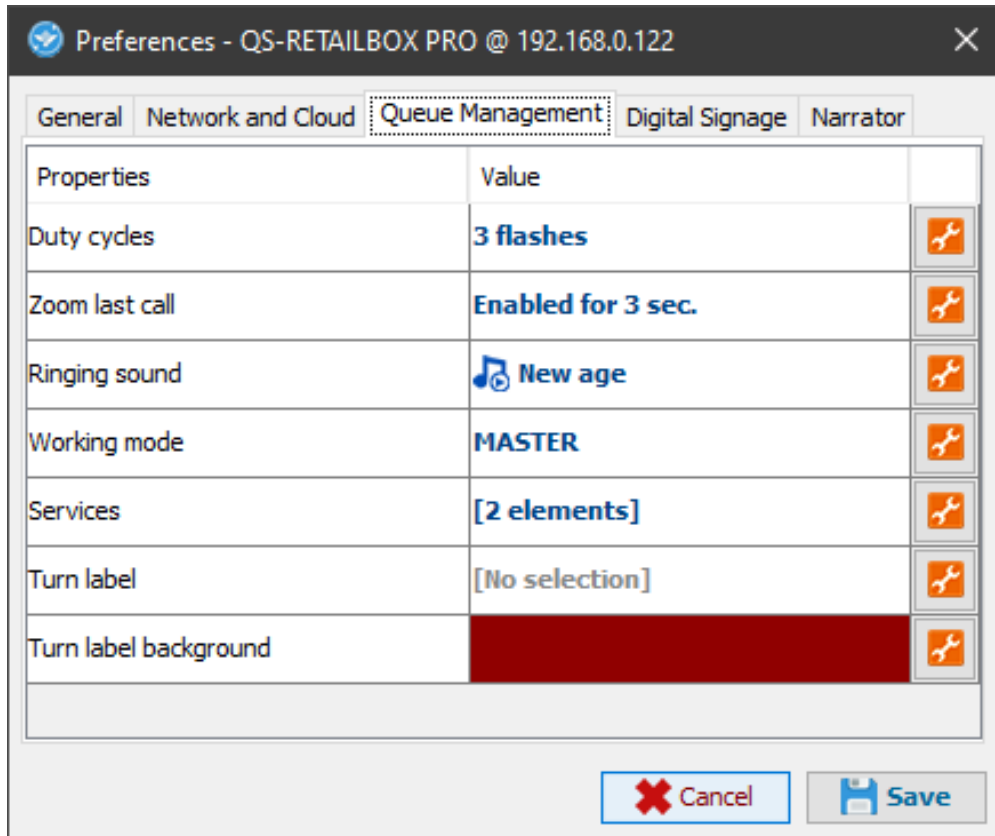
General

Property	Description
Device name	Allows you to name the device so you can quickly recognize it when searching
Customer logo	Inserts a custom logo that will be placed above the media playlist



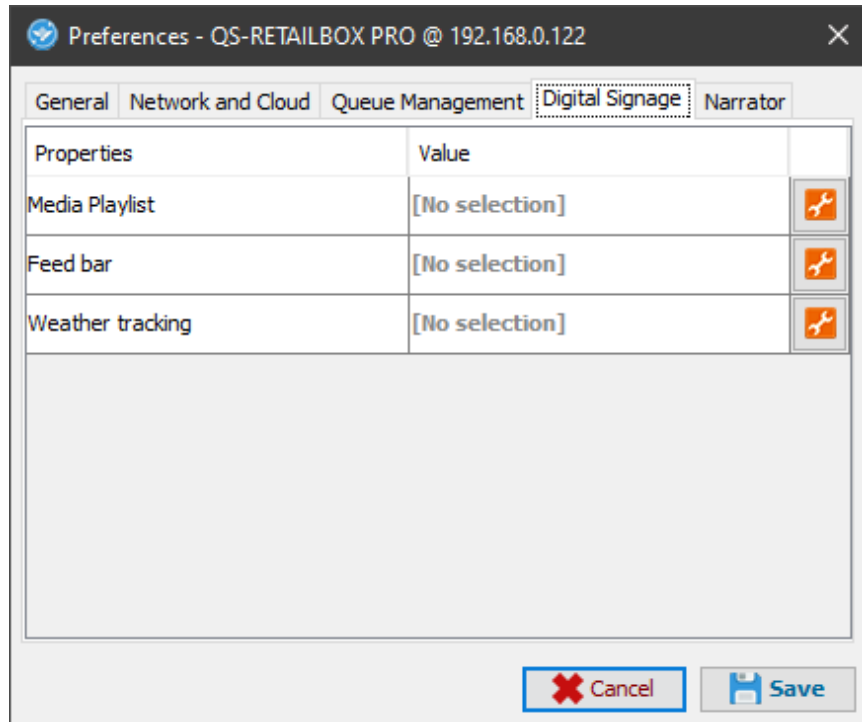
Network and Cloud

Property	Description
Visel Cloud	Enables the Visel Cloud platform for remote media management. For information about Visel Cloud contact our sales department.
Visel Cloud User	Set profile username linked to Visel Cloud subscription
Visel Cloud Password	Set the password for the profile linked to the Visel Cloud subscription



Queue management

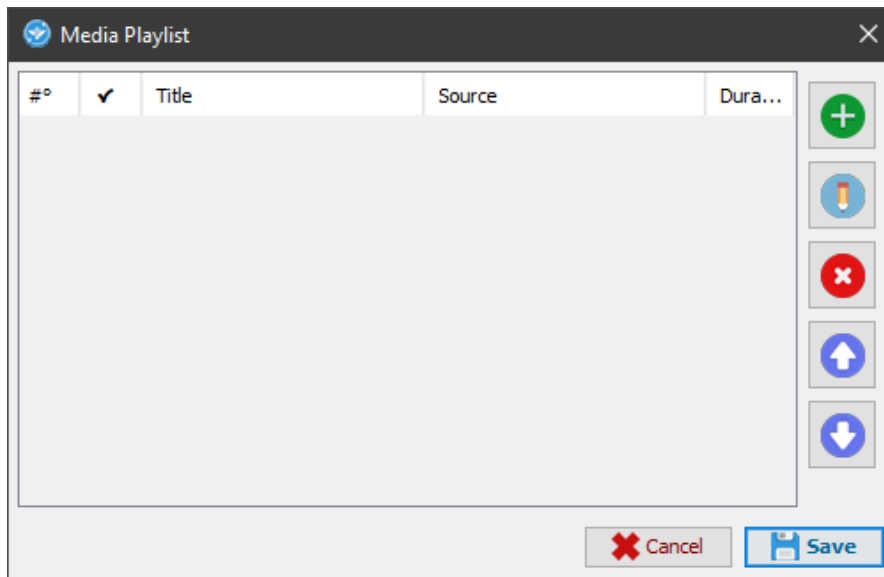
Property	Description
Last call zoom	Let's you present the latest zoomed-in call to get the attention of waiting users better
Call sound	Sets the sound type for the shift number call. Press the wrench to change the value.
Intermittency cycles	Sets the number of animated flashes for the shift number call
How it works	Specifies how MASTER or SLAVE works. With SLAVE mode it will be possible to clone the numbering of the MASTER display.
Services	Configures services to manage shift numbering, enable, name, color and count from-to. In the presence of only one service, the display will act as the history of the last two calls.
Shift label	Inserts text that will appear in the right history in each call, above the shift number.
Turn label color	Specifies the background color of the shift label



Digital Signage

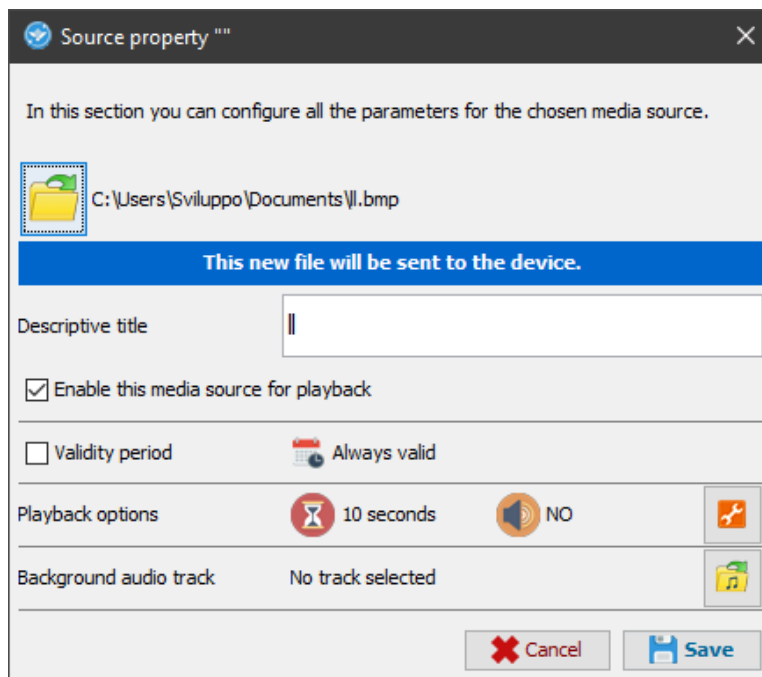
Property	Description
Media playlist	Allows you to program a media playlist. By clicking on the wrench you will be able to access the multimedia content configuration panel.
Feed bar	Sets the list of RSS sources or custom texts to show in the bottom bar of the display. Press the wrench to access the secondary feeds window.
City of Weather	Specifies a location for the weather forecast. Click on the wrench to search for your city and set it up.

Warning: In the presence of the active Visel Cloud account, the local media playlist will be disabled and the media files of the remote playlist will be played. For more information about Visel Cloud, we recommend that you contact our sales department. If you have a Visel Cloud license, please consult the platform's technical manual.



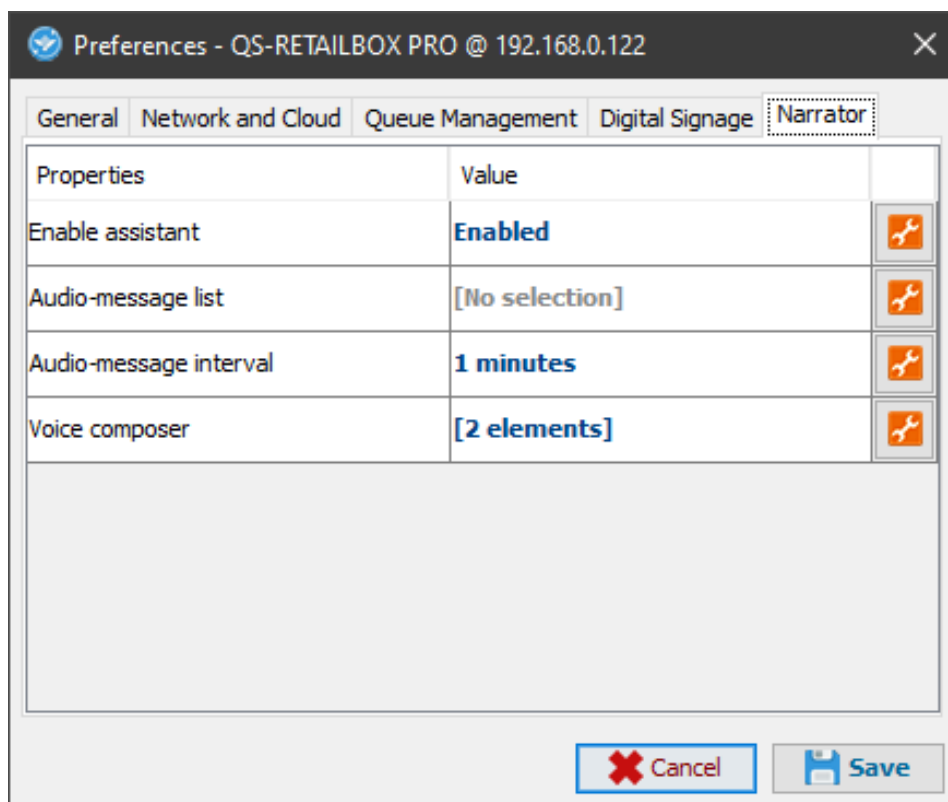
Managing your local media playlist

Property	Description
"+" button	Adds a new media source using local files.
"Pencil" button	Edits a source that is already in the list and its playback properties.
"X" button	Deletes a source from the list.
"Up Arrow" button	Moves a source to the beginning of playback
"Down Arrow" button	Moves a source towards the end of playback.



Source properties

Property	Description
file	Chooses the location of the file that will be transferred to the device.
Descriptive title	Choose a title for the source to make it easier to identify within the playlist.
Enabling	Enables or disables source playback.
Period of activity	Enables source playback within a period of time.
Playback options	Allows you to change, where allowed, the time of stay and the volume of the source.
Background audio track	Specifies a background audio track if the source is an image.



Voice assistant

Property	Description
Narrator	Enables/disables narrator. Click the wrench to enable/disable.
Audio-message list	Inserts a playlist of voice messages, spoken at regular intervals of time. Click on the wrench to access the audio-message panel.
Audio-message interval	Customizes the time frame for audio messages. Click on the wrench to change this time.
Vocal composer	Composes the phrase by inserting the elements that make up the ticket. Press the wrench to change the phrase items.

Alternative voices

This product takes advantage of the features of Google's pre-installed text-to-speech engine. If the voice used is not to your liking you can install a different text-to-speech engine directly from Google Play (the Android digital store) upon the addition of a Google account on the BOX. To add a Google account, insert a mouse (or use the supplied 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 at the price of about € 4.00 each. To enable an alternative text-to-speech engine, simply go to Settings -> Language and Input -> Text-to-speech output and enable the alternative engine.

For more information about TTS Vocalizers, visit this link:

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

Using the system

A Q-Retail system is generally associated with one or two tear dispensers, useful to the customer for picking up the number. You must use one of these tools to manage numbering (advance, decrement, invoke, or set a number).

Q-Retail Console (Virtual Client for PC)

It consists of software that can be installed on Windows systems (Windows XP or higher) by purchasing a regular license of use that consists of a serial code delivered at installation time. The customer, after making the purchase, will call our customer service and exhibiting the proof of purchase one of our technicians will personally install and activate the number of licenses purchased for each computer.

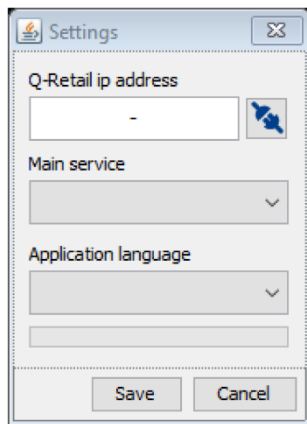


Figure 6 – Retail Console Settings



Figure 7 – Retail Console Controls

Following the activation of the software, it will show its settings. Enter the IP address assigned to the QS-RETAILBOX, select the service to manage and its language for the GRAPHICAL interface. Clicking "Save" will take you to the following screen with the action buttons.

Button	Description of the action
"S" inside two circular arrows	Switch: Moves the console to the other active service (if Q-Retail is configured in two queues)
"000"	Set: Manually set and call a number
Gear	Settings: Opens the previously viewed settings screen (Figure 6)
Left arrow	Back: Decrements the current number of a unit and makes a call
Right arrow	Next: Increments the current number of a unit and makes a call
Circular arrow	Recall: Recalls the current number

QS-KEYRETAIL (Q-Retail Controller)

It consists of an application for Android smartphones or tablets that can be purchased directly from the Google Play Store. Once the purchase is complete, you can use your smartphone or tablet as a virtual call screen. The intuitive interface allows for quick configuration and easy use. To use this product you will need a WiFi connection to which QS-RETAILBOX will also be connected.

QS-WPAD (WiFi Numeric Keypad)

It consists of a physical numeric keypad that can be connected in WiFi to the network to which the QS-RETAILBOX was previously connected. When you purchase this product, there is usually an Access Point already configured in the offer that allows the use of QS-WPAD. You can configure your device using Q-Discovery.



Figure 9 – Layout of QS-WPAD

Troubleshooting

I cannot find QS-RETAILBOX PRO with Visel Sync

Verify that QS-RETAILBOX PRO and the PC on which you are running Visel Sync are connected to the same network. If so, check your network for firewalls.

Visel Sync does not apply changes

Try starting Visel Sync with Administrator rights

QS-RETAILBOX PRO does not display calls

Verify that you have entered the correct IP address of the Queue Manager in the QS-RETAILBOX PRO configuration panel in Visel Sync.

QS-RETAILBOX PRO does not show weather forecasts or RSS news

Verify that QS-RETAILBOX PRO is connected to the internet.

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

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