



QS-RETAILBOX

Entry level main server box for queue management and digital signage

User guide

QS-RETAILBOX

Entry level QMS with digital signage

User guide for device management

Overview

Product description and context

QS-RETAILBOX is a client box with Android operating system that allows you to view, appropriately connected in HDMI to a monitor, the history of the turn numbering along with a schedule of user-configurable multimedia content. The product home screen looks like the following photo:



Errore. Il segnalibro non è definito. – Home screen

How the system works

This product requires a monitor, a TV, or a device that has an HDMI input, and possibly speakers to play audio. QS-RETAILBOX also has code management software within it that allows the management of up to 2 separate services with two- or three-digit numbering. If you have an Internet connection, you can show your last-minute weather and/or news forecast through FEED RSS.

First Installation

Unpackaging

Installing QS-RETAILBOX 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 each QS-RETAILBOX installed.

System configuration

Q-Discovery

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

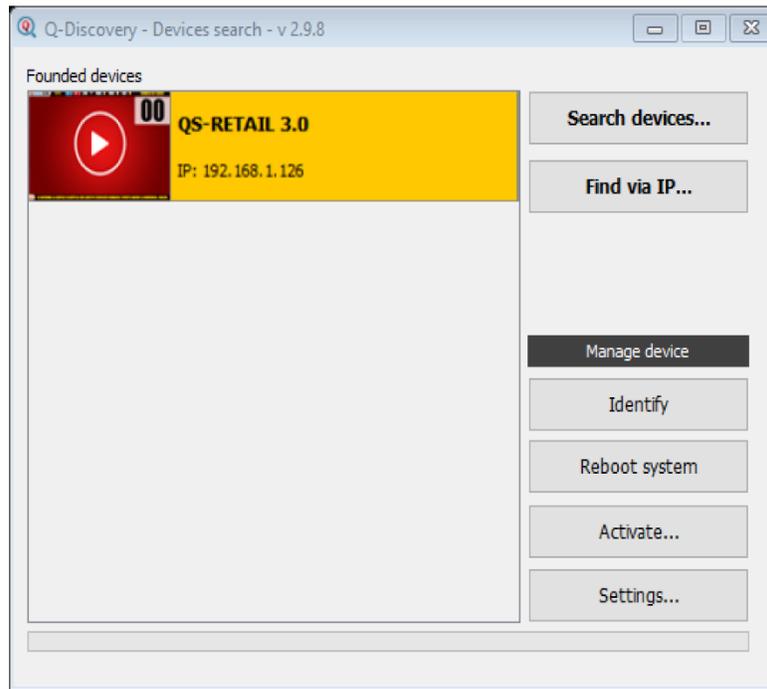
QS-RETAILBOX

As the QS-RETAILBOX a server, you must configure a static IP address to ensure system connection stability.

To configure a static IP, follow these steps:

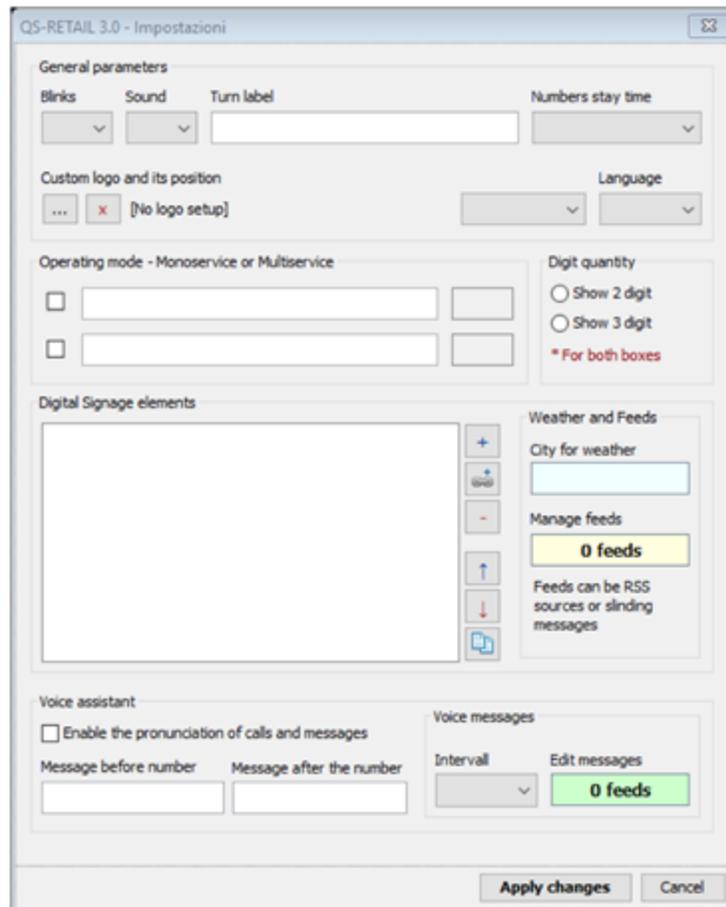
- Use the supplied remote control or connect a USB mouse to the box
- Press the "return" button on the remote control or the right mouse button to exit the Q-RETAIL application
- Go to the system settings and the "Cable" section and set the network parameters.
- Exit the settings and e-click into the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

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



Errore. Il segnalibro non è definito. – **Q-Discovery:**
Searching for Devices

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



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	Specifies how long the turn numbering will remain beyond which the boxes will be minimized and placed under the turn label
Logo pers.	Allows you to choose an institutional logo and its location on the monitor
Language	User interface language for strings used on the monitor

How it works

Property	Description
Mono-Multi	You can set one or two services in queue mode. Disabling both services, Q-Retail will turn into an advertising tool, showing only media content.
Digit Number	Sets the numbering from 00 to 99 or from 000 to 999

Digital signage elements

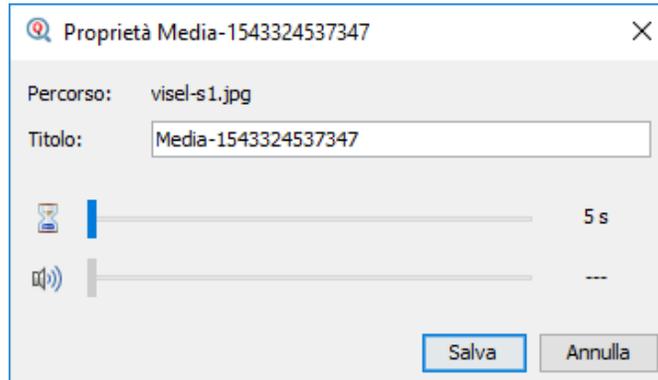
You can configure a schedule of multimedia sources that will be published on the monitor in the appropriate area. Here is the list of file types supported by this device:

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:



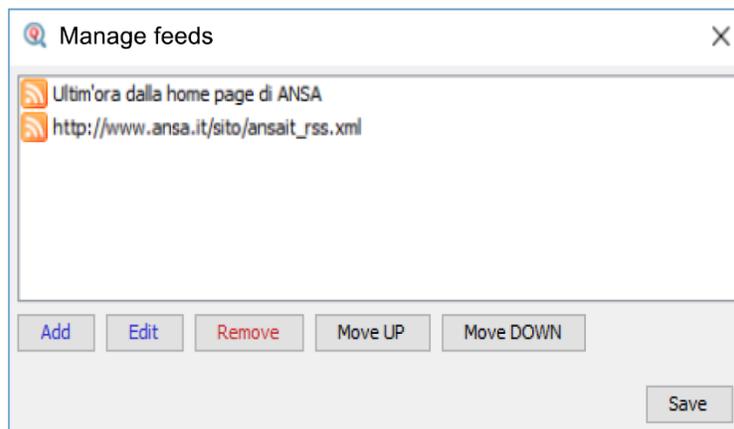
Errore. Il segnalibro non è definito. **Media Source Property Customization**

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:



Errore. Il segnalibro non è definito. - **Managing FEED**

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

Voice Assistant

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".

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

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).

QS-KEYRETAIL (Virtual Console 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.

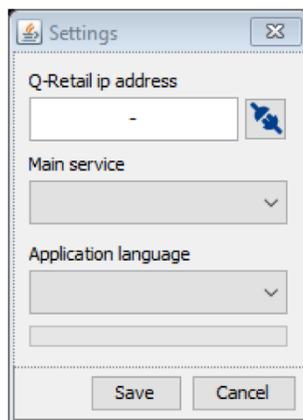


Figure 6 – Retail Console Settings



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-KEYPAD2 (Bluetooth Numeric Keypad)

It consists of a numeric radio frequency keypad including USB receiver to be connected to one of the two USB ports on the QS-RETAILBOX. Here is the explanation of the keys present:



Figure 8 – QS-KEYPAD layout

Fn

Not used

S1/S2

Change active service if Q-Retail is configured to two queues

C1/C2

Resets the counter of the respective service

Left Arrow

Call the previous one by decrementing a unit

Right Arrow

Call the next advancing one unit

0-9 + V

Set and call a specific number

R + V

Recall the active number

QS-SMARTRETAIL (Virtual Console for Android)

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

QS-WPAD, allows you to modify your configuration through Q-Discovery.

These consoles are Pre-configured To connect To the default WiFi network Visel which mirrors this identity:

SSID: visel_air

Password: visel489553

After turning on the console and making sure it is connected under the same network as the PC running Q-Discovery, you can do the search for the devices.

Troubleshooting

I can't find QS-RETAILBOX with Q-Discovery

Verify that QS-RETAILBOX 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

QS-RETAILBOX does not show weather forecasts or news

RSS

Verify that QS-RETAILBOX is connected to the internet.

QS-RETAILBOX has only one functioning USB port

Despite the presence of 2 USB ports, the device has only one USB port available for external use as the other is used by Visel staff as a service port. However, it is possible to activate the second port by requesting Visel Italiana technical assistance.

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
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