



QS-VERTICALBOX PRO

Summary queue management monitor with historical call and digital frame in cloud

**User Guide for
device
management**

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Overview

Product description and context

QS-VERTICALBOX PRO is a client box with Android operating system that allows you to view, suitably connected in HDMI to a monitor, the history or summary of the shift numbering related to each existing service. In addition to queue management, you can view an image playlist enriched by weather forecasts and RSS news headlines. The product is compatible with Visel Cloud.



Figure 1 – QS-VERTICALBOX splash screen

How it works

This product requires a monitor, TV or device that has an HDMI input and possibly speakers to play audio. QS-VERTICALBOX PRO also needs to be connected to the same network (LAN or WiFi) as a queue management server (such as Q-System or MicroTouch) the display of calls and if internet is available it can show weather forecasts and/or breaking news via RSS FEED.

First Installation

Unpackaging

Installing QS-VERTICALBOX 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 HDMI cable to the monitor
- Setup the HDMI source to the monitor
- Wait for the system loading

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

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

System configuration

Visel Sync (Configurator)

Visel Sync is the necessary tool for configuring 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 run the application
- Click on the find icon to start the devices searching

QS-VERTICALBOX PRO

QS-VERTICALBOX PRO can work in DHCP or static IP address.

To configure a static IP please follow these steps:

- Use the remote included in the package or connect an USB mouse
- Press "return" button of the remote or do a right click with mouse to exit from Q-Vertical application
- Go to Android network settings and setup the network parameters.
- Came back to App menu and run Q-Vertical application

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

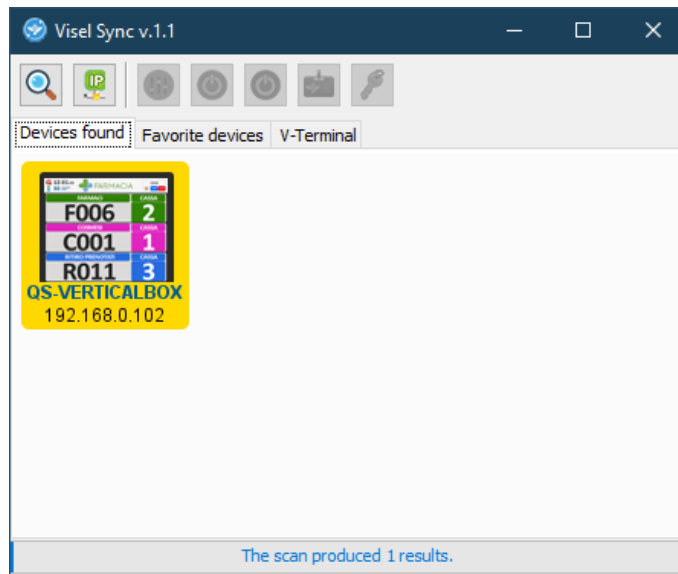
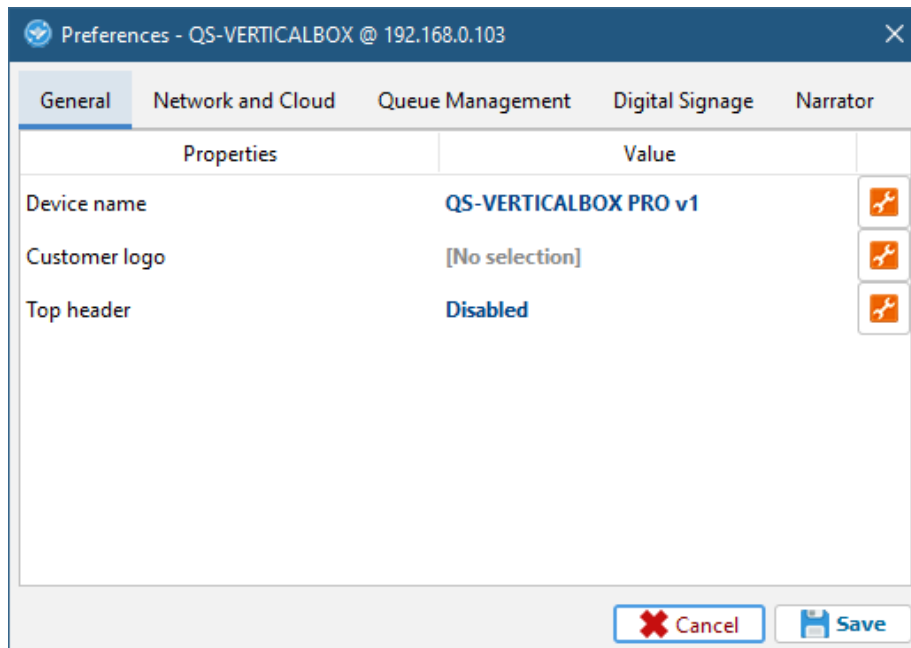


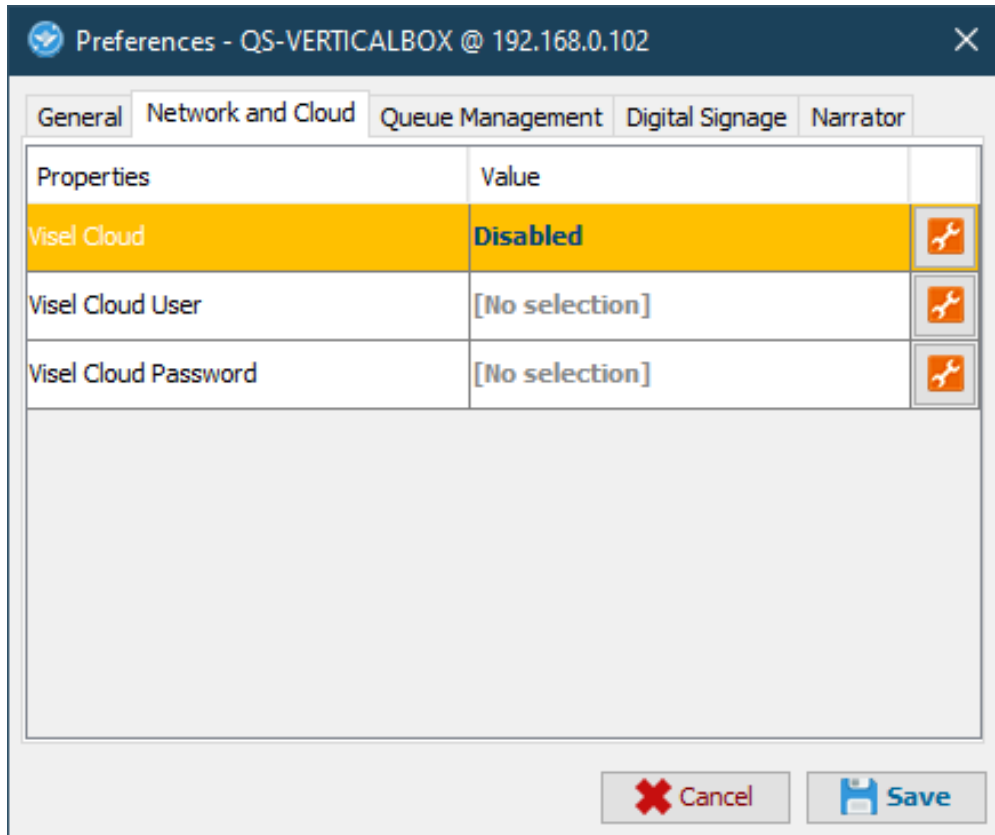
Figure 2 – Visel Sync: searching devices

select QS-VERTICALBOX PRO and press the "settings" button that appears with “cursors”



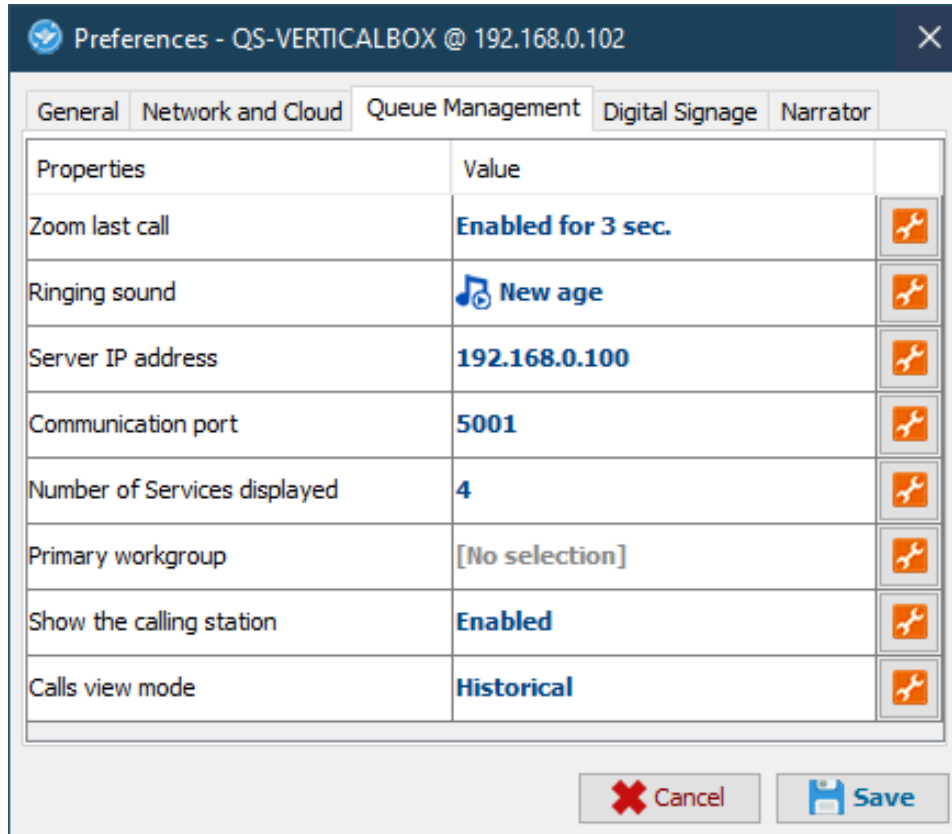
General

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
Top header	Allows to hide or show the top bar, contains information for date and time, customer logo and weather forecasts.



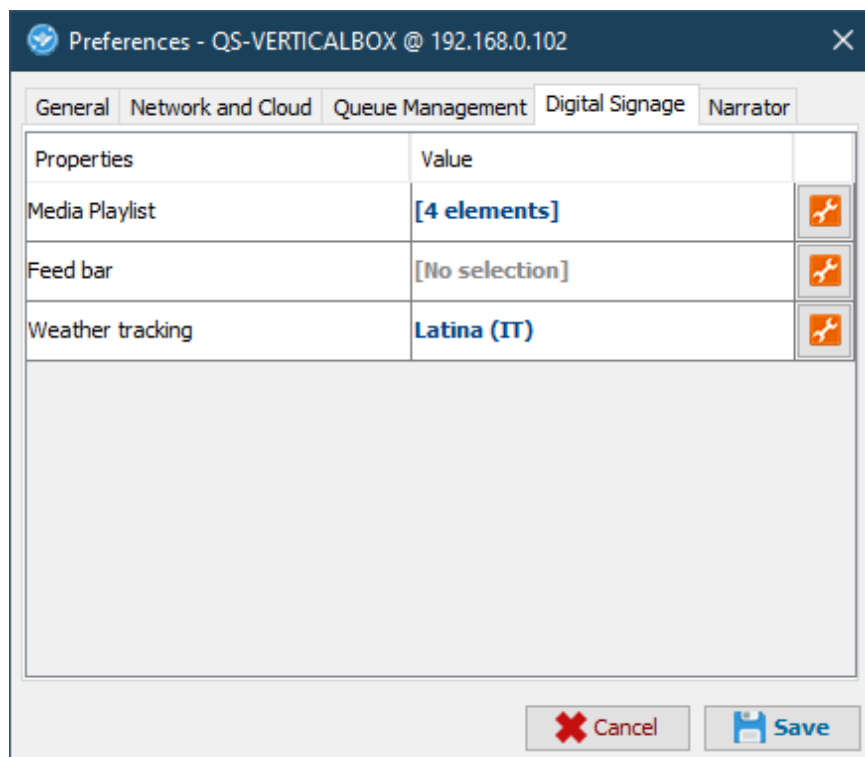
Network and Cloud

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

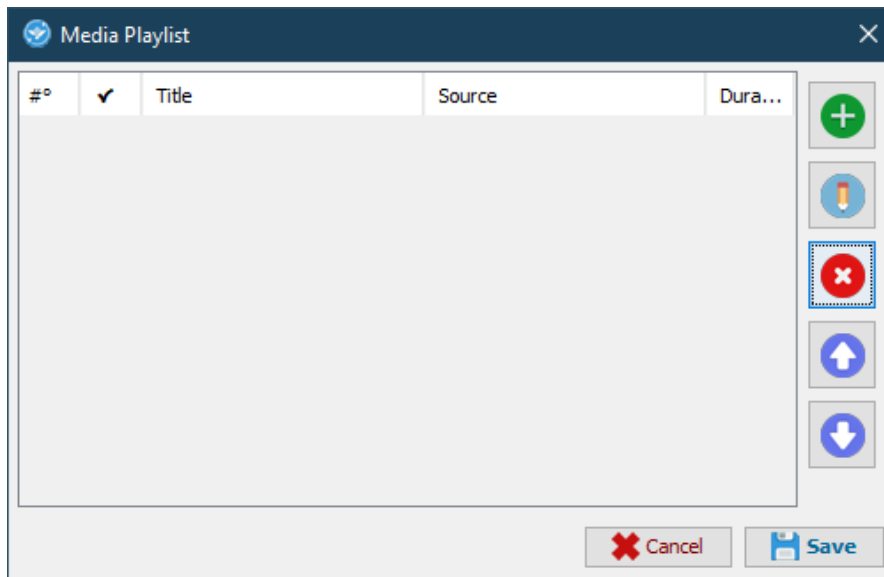
Property	Description
Last call zoom	Lets you present the latest zoomed-in call to get the attention of waiting users better
Call sound	Sets the sound type for the shift number call. Press the wrench to change the value.
Server IP address	Specifies the IP address of the Queue Management Server (E.g. MicroTouch). Press on the wrench to access the IP selector.
Communication port	Specifies the communication port (by default 5001). Press on the wrench to access the port selector.
Number of services displayed	Choose the number of services displayed in the shift numbering history. Press the wrench to change the numeric value.
Main working group	Allows you to specify a workgroup that will allow you to sort calls on different displays (e.g. the display placed on the first floor will show different calls from the second floor)
Show location	Displays the station that made the call (example "door 3")
Call Summary	Change how the latest calls are displayed. If selected on "History" the last calls will be shown in chronological order, alternately if you select "Summary" the last call for each active service will be shown.



Digital Signage

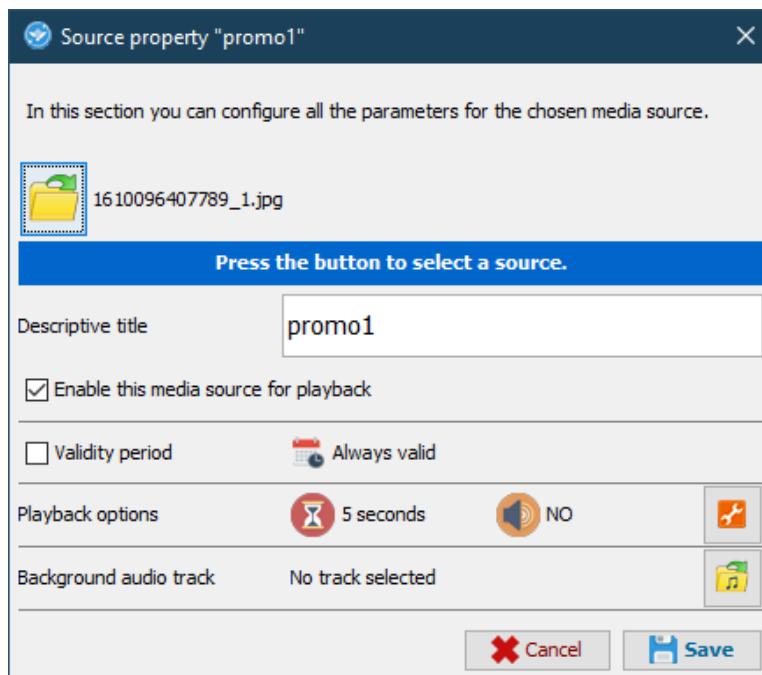
Property	Description
Media playlist	Allows you to program an image playlist. By clicking on the wrench you can access the configuration panel of the digital frame.
Feed bar	Sets the list of RSS sources or custom texts to show in the bottom bar of the display. Press the wrench to access the secondary 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.



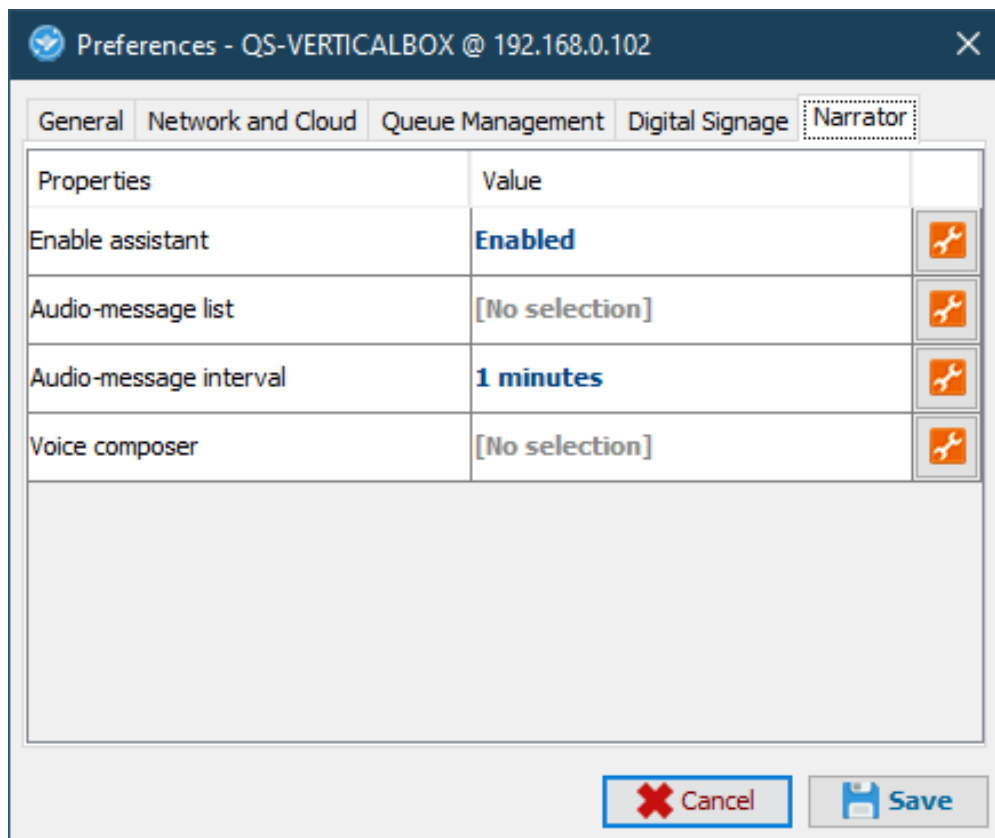
Managing your local media playlist

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, if 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.



Narrator

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.

Voice Alternatives

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. To enable an alternative text-to-speech engine, simply go to Settings -> Language and Immision -> 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

Troubleshooting

I can't find QS-VERTICALBOX PRO with Visel Sync

Verify that QS-VERTICALBOX 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 the preferences

Try starting Visel Sync with Administrator rights

QS-VERTICALBOX PRO does not display calls

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

QS-VERTICALBOX PRO is not oriented correctly

This product is designed to work on vertically installed monitors. Before physically installing the monitor, it is recommended that you perform a display test. If the monitor has been installed correctly but the image is deformed you will need to contact our technical support.

QS-VERTICALBOX PRO does not show weather forecasts or rss news

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

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

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Document drawn up on 11/01/2021