Intelligent Queue Management System

Table of Contents

1) Queue Management System Package Details
2) How to Log-In to the Management Portal
3) How to Configure Digital Kiosk's Front Screen
4) How to Configure Jobs
5) Window Management
6) Staff Management
7) Statistics
8) Ticket Printing Lay-Out

Queue Management System Package Details

1). 17-inch Touch Screen Display Kiosk with thermal printer

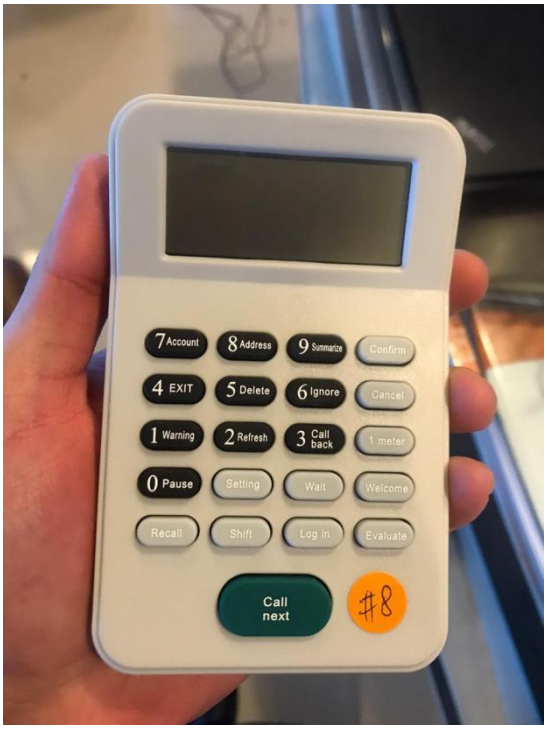
a). 17" Touch Screen Display
b). Intel i7 Processor
c). 4GB RAM
d). 120GB Hard Disk
e). Custom Thermal Printer
f). Wifi Card with Antenna

Software

a). Operating System: Windows 10
b). Data Base: Microsoft SQL Server
c). Operating Environment: .Net Framework 4.0

2). Corridor display and 4 Digits Display with Window Number

3). Calling Unit



4). Built-in Queue Management System Software

How To Login to management background

1). Open the middle cabinet from the back side of Digital kiosk with key provided.

2). Attach the keyboard

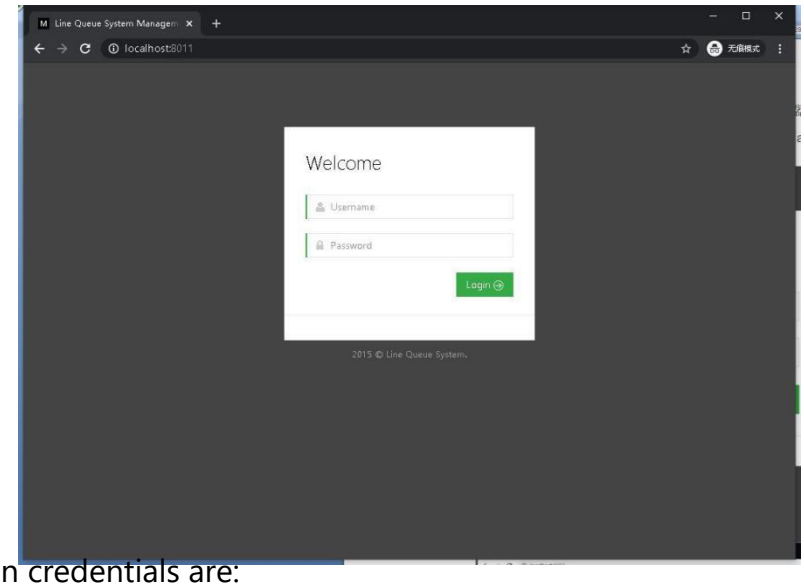
3). Turn on the Digital Kiosk.

4). Once the system is ON, Press **ALT-F4.**

5) Open **"Google Chrome"**

6) In the web address bar, type in "localhost" and press Enter

7) The following Log-in screen will appear



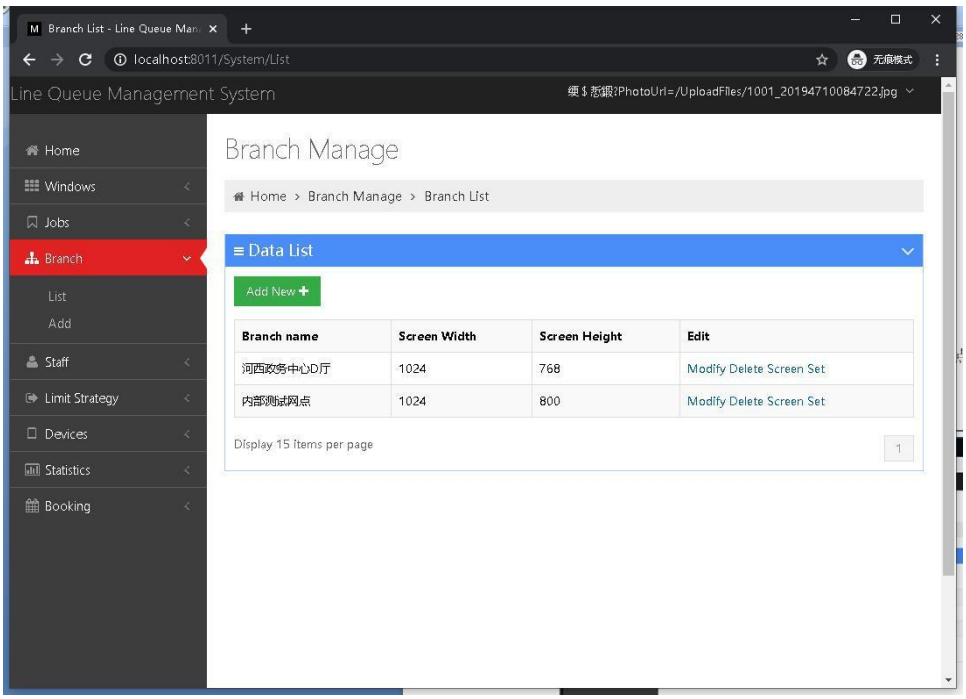
8) Log-in credentials are:

Username: admin
Password: admin

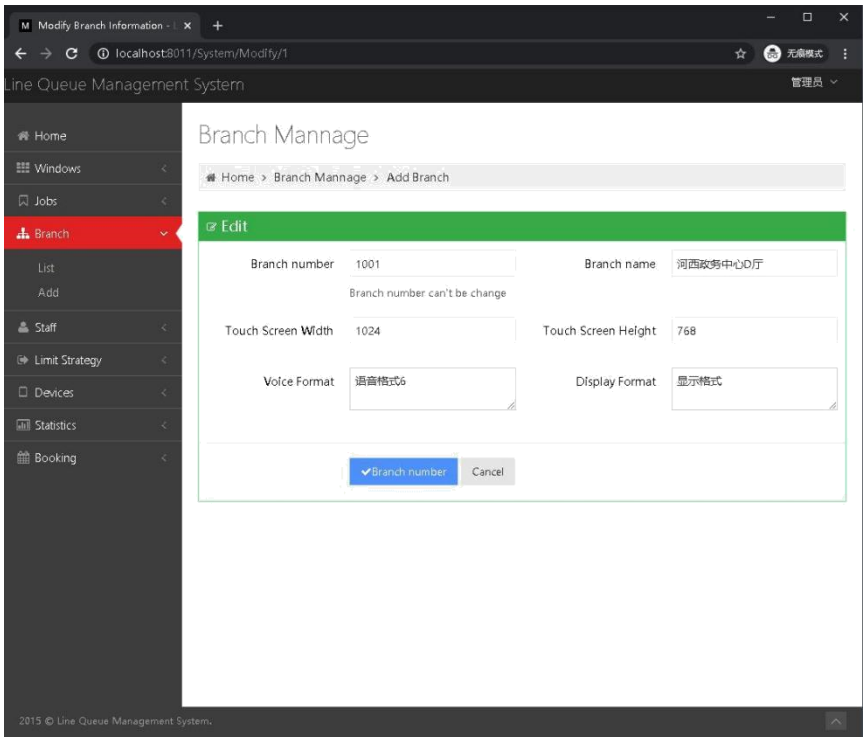
How to Configure Digital Kiosk's Front Screen

How to configure Front Screen's Resolution

1) After logging in, click on **Branch** in the left column.
2) The following screen will appear. (Branch Name will be **Default Branch**)



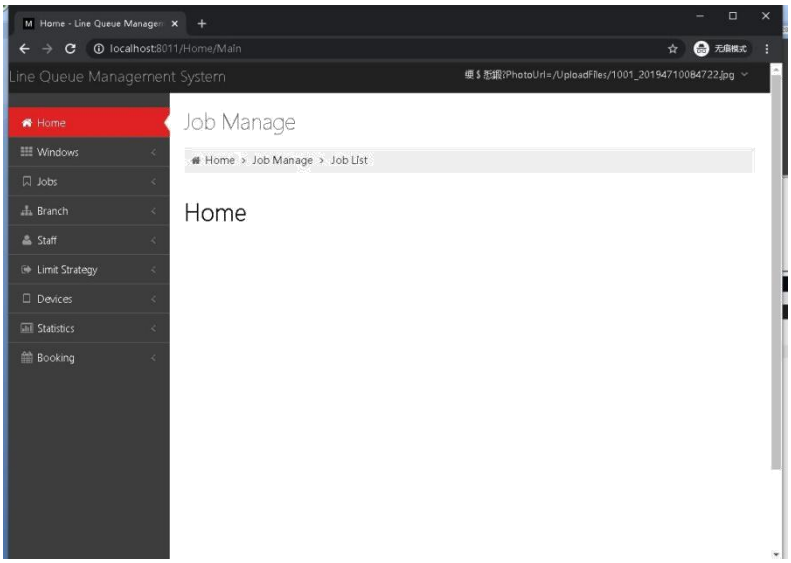
3) Click **"Modify"** under the **Edit** column.
4) The following screen will appear.



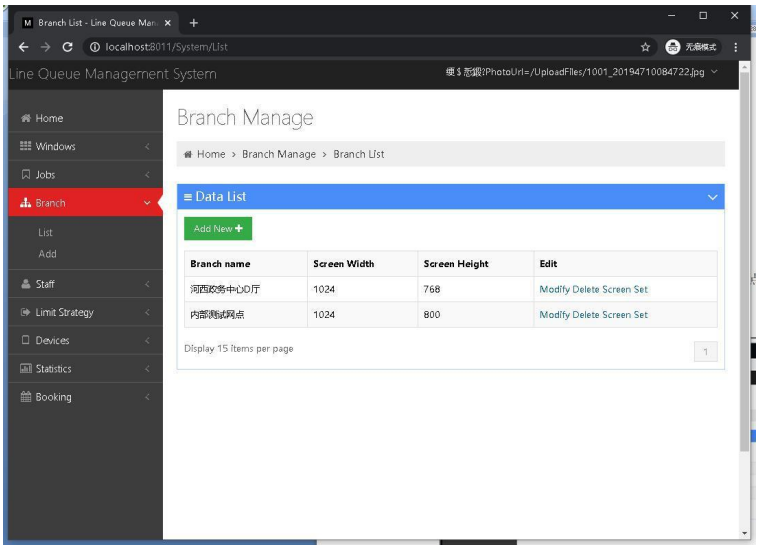
5) Edit the **Screen Width** and **Screen Height** according to your needs

How to change the Kiosk's Background Image:

1). Once the User Name and password is entered. The Following screen will appear.

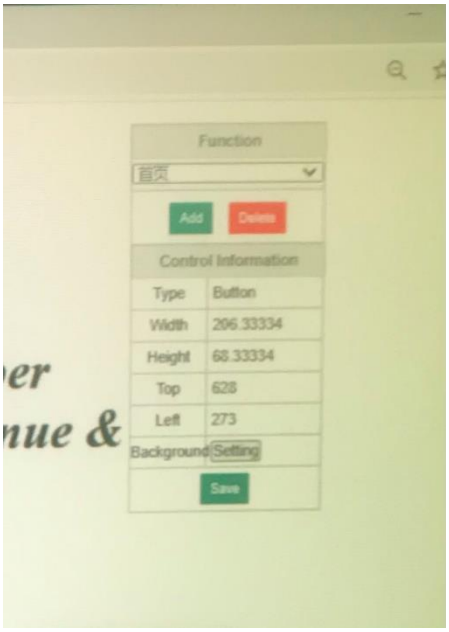


2). To Customize the Digital Kiosk screen as per requirements, Click **Branch** in the left menu column.



3). Click **"Screen Set"** under the **Edit** column corresponding to your required **Branch.**

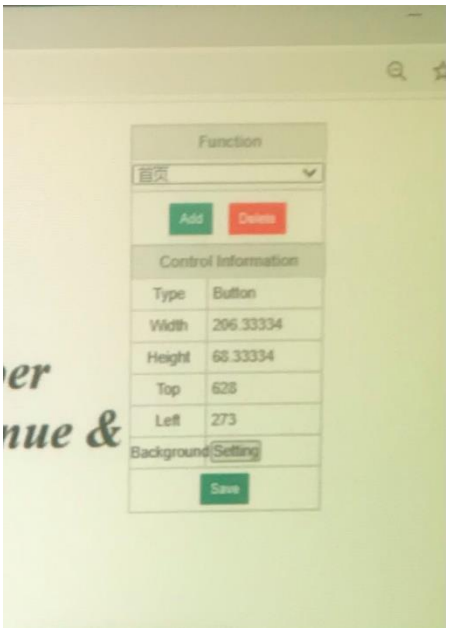
4) The following Window shall appear.



5) Select "**Setting**" and upload your desired Background image.

<u>How to add Job Buttons to the Digital Kiosk's Front Screen:</u>

1) Click **"Screen Set"** under the **Edit** column corresponding to your required **Branch.**
2) The following Window shall appear.

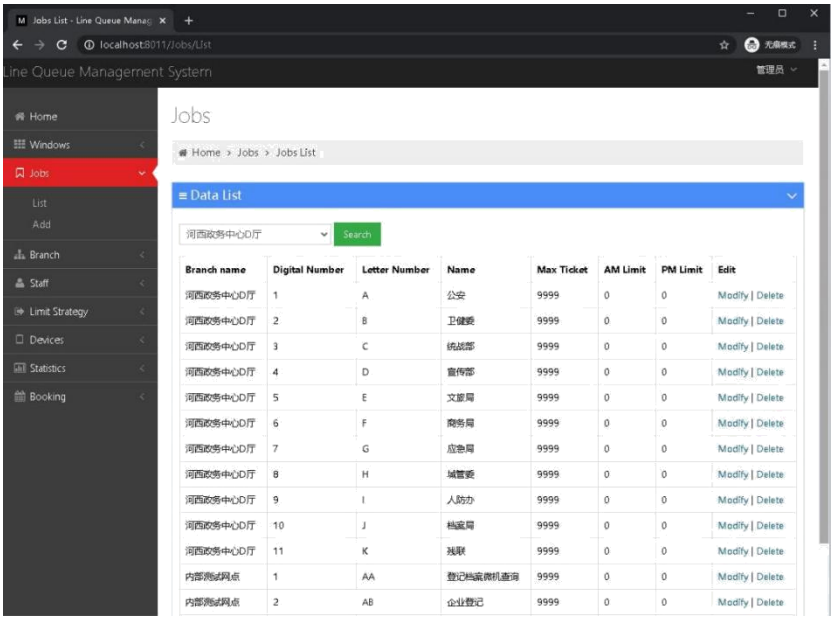


3) Click **“Add”** and a drop-down menu shall appear.
4) Select the required Job from the drop down menu.
5) The selected job shall appear on the screen, adjust its width and height according your needs.

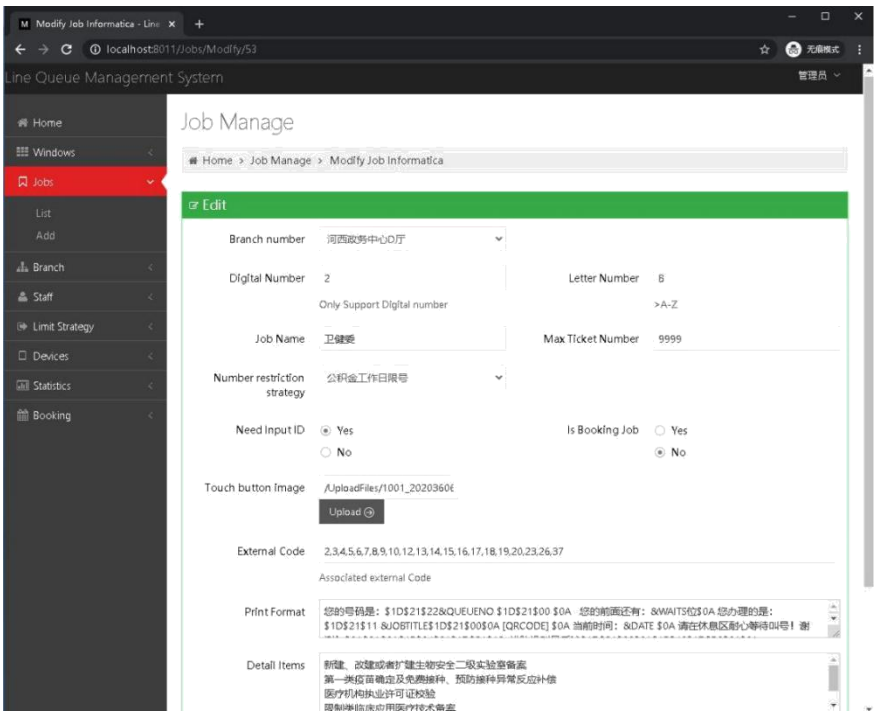
Jobs Configuration

How to edit, delete, and add Jobs

1) Click **"Jobs"** in the left column.
2) The following Window shall appear.



3) This window shows all the listed jobs which can be edited by clicking **"Modify"** under the Edit column.
4) If you wish to delete a certain job, locate it in the list and click on "**Delete**" under the Edit column.
5) To **add a job**, click **"Add"** under **"Jobs"**
6) The following Window shall appear.

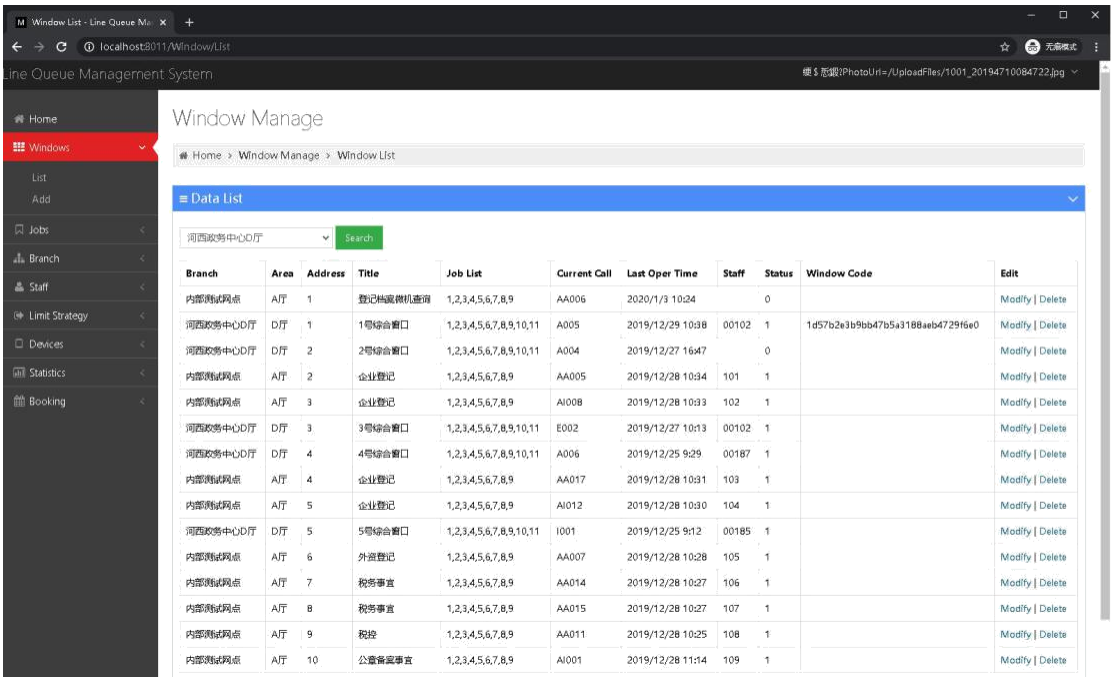


7) Enter your desired name for the Job in **"Job Name"**
8) To add an image for the Job button, click "**Upload"** under "**Touch Button Image**" and select your desired image.
9) For printing purposes, edit "**Letter Number"** and enter a letter to be printed when a user touches on a Job Button in the front screen.
10) To set a maximum ticket number, edit "**Max ticket number"** as according to your needs.

Window Management

This section of the User Manual will deal with how to edit and add Windows into the Queuing system.

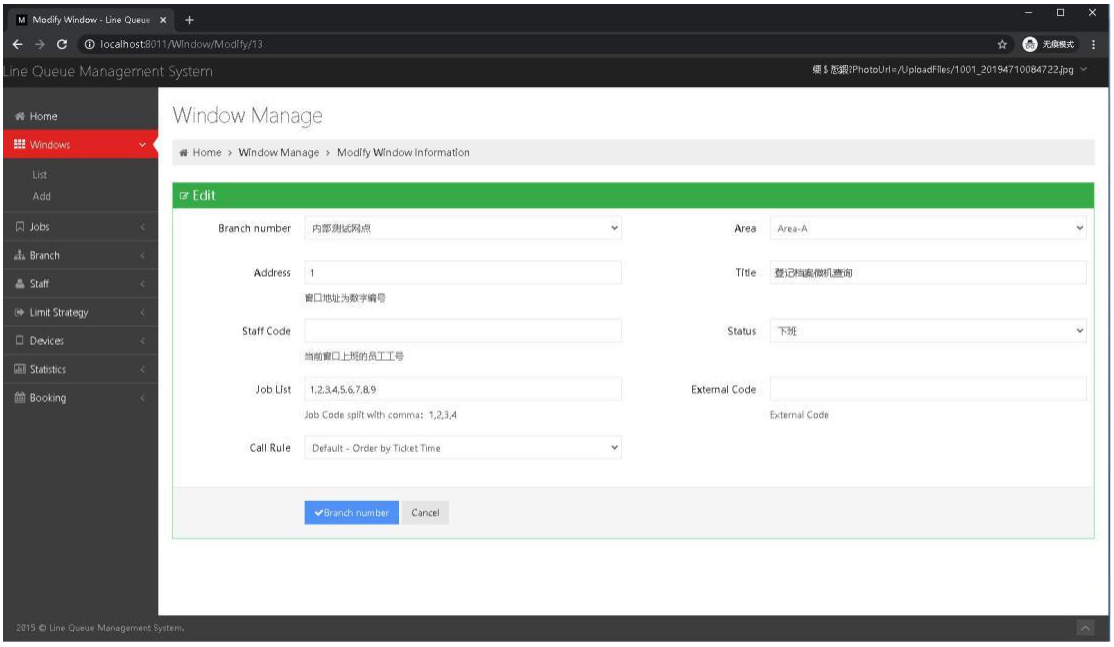
1) Click on "**Windows**" in the left column.
2) The following screen shall appear.



3) This screen shows the list of windows, the jobs assigned to each window, and the current call number for each window.
4) The window address is the unique identification number of a window in a branch. **(There can't be more than one window with the same address in a same branch).**

How to Edit a Window.

1) In the list of Windows, click on "**Modify**" under the **Edit** column corresponding to your required Window.
2) The following screen shall appear.

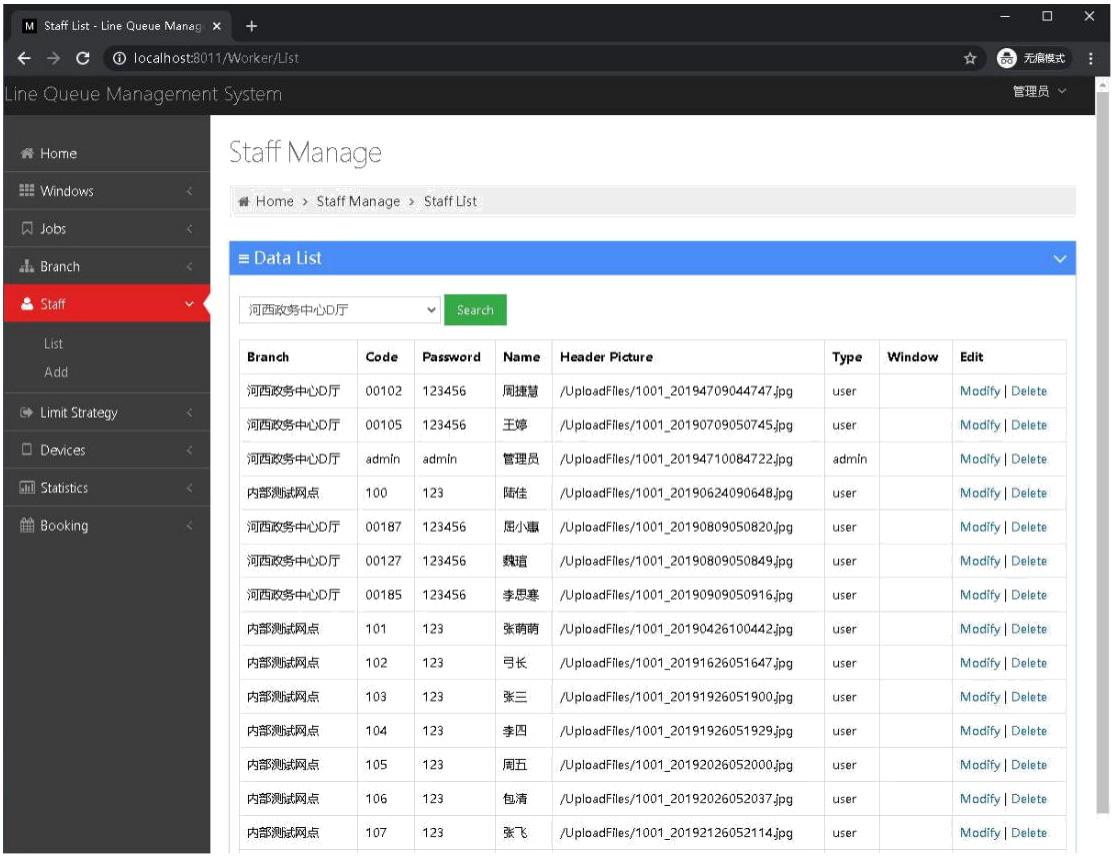


3) To sync a list of Jobs with the Window, edit "**Jobs List**" and enter the number of Job. If you wish to have multiple Jobs corresponding to a single window, separate the number of Job with a comma – **",".**

Staff Management

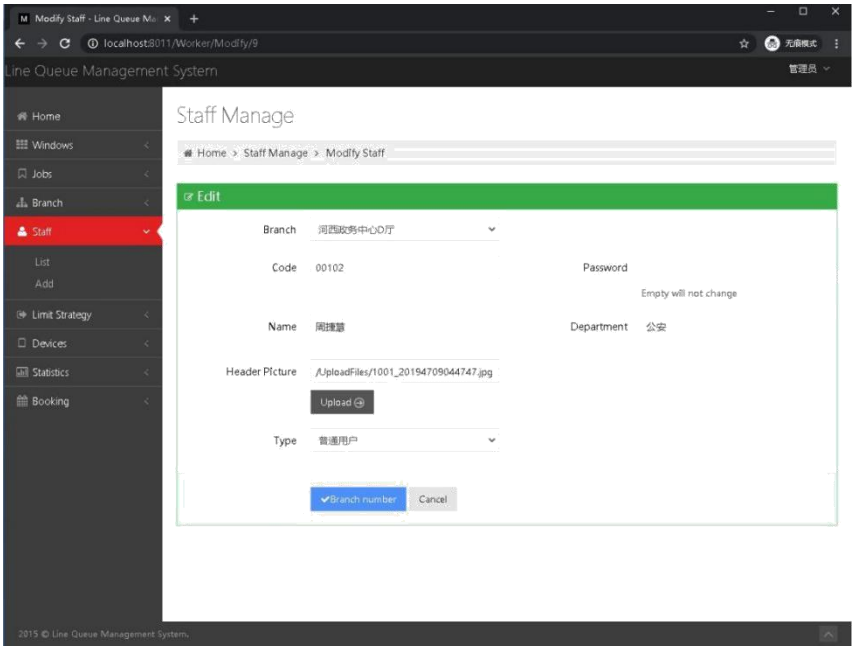
This section of the User Manual will deal with how to configure the system for the employees.

1) Click on "**Staff**" in the left column.
2) The following screen shall appear.



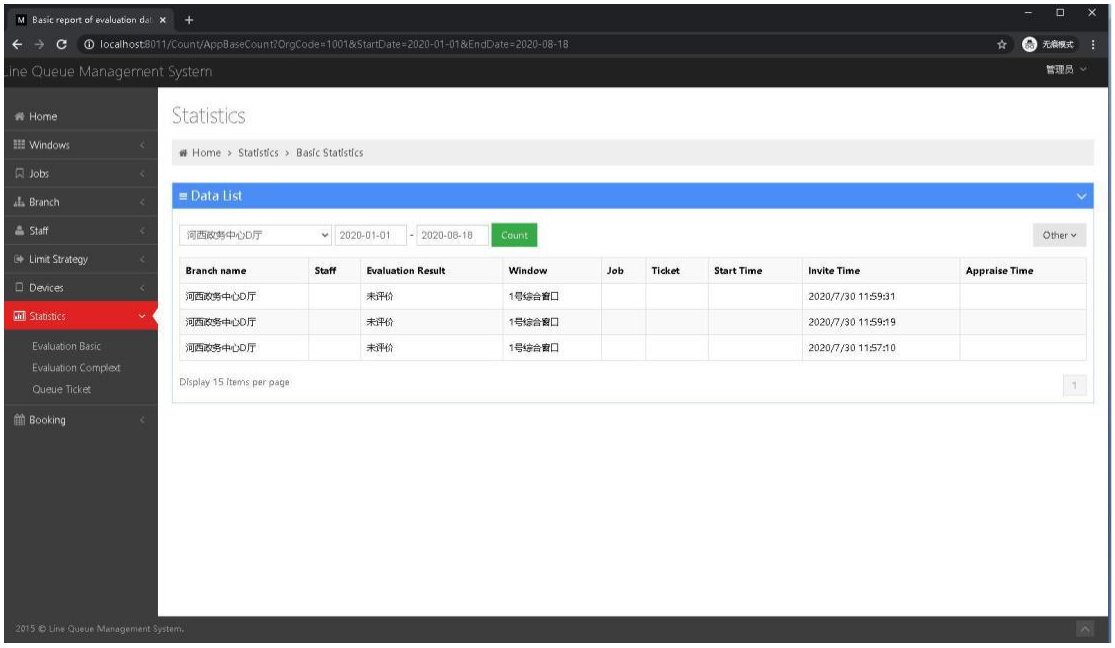
3) This screen shows the list of staff corresponding to different branches.
4) The code column refers to a unique identification number for an employee.
5) Click on "**Add**" in the left menu column to add a new employee into the system.

6) The following screen shall appear.



7) Enter the unique code for an employee in "**Code**"
8) Enter the password for an employee in "**Password**"
9) Finally, enter the employee's name in "**Name**".

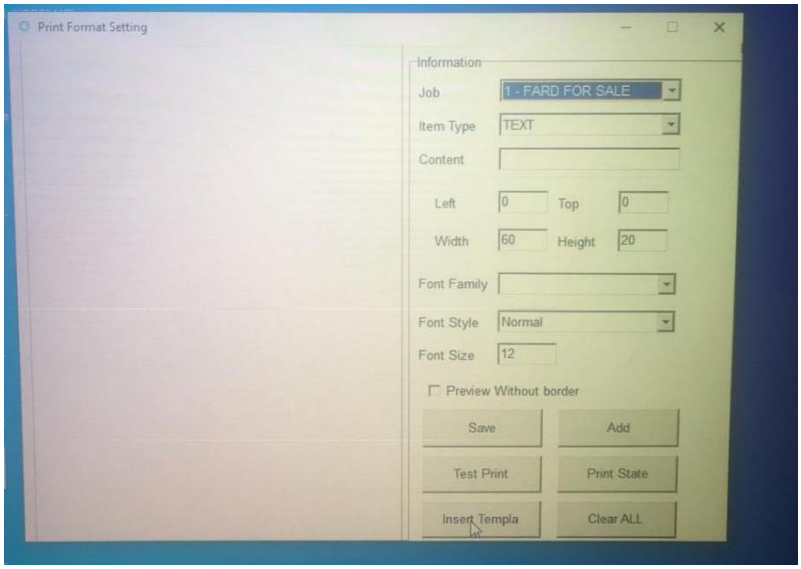
Statistics



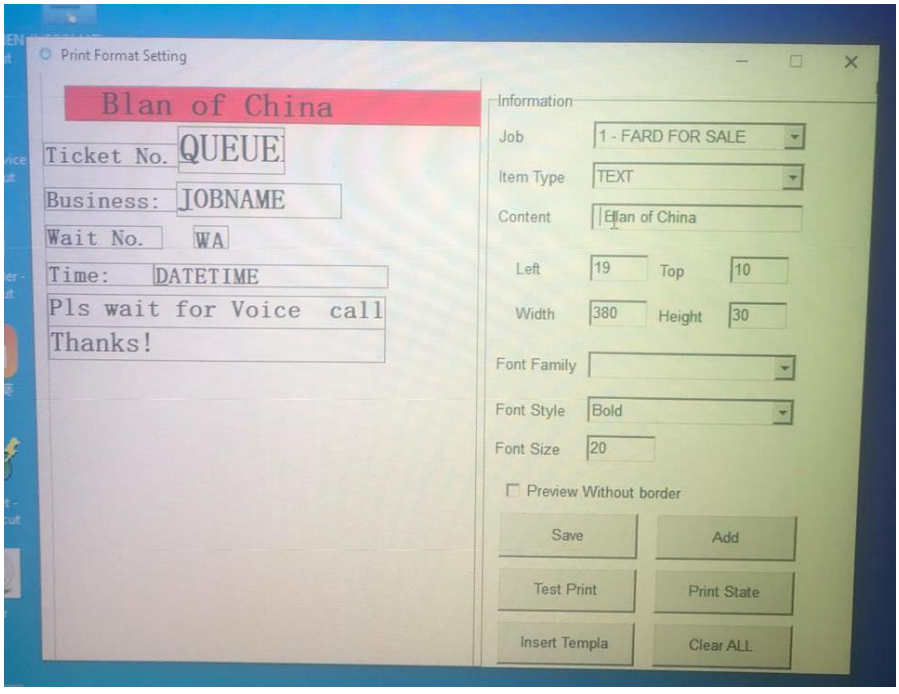
The Statistics tab in the menu on the left column shows a detailed analysis of a branch's performance which can be useful to determine where further improvement is needed.

Ticket Printing Lay-Out

1) Go to Desktop by pressing ALT + F4
2) Click and Open "PrintModal – Shortcut"
3) The following screen shall appear.



4) In order to edit the template, select a Job from the drop down menu.
5) Click on **"Insert Template"**
6) The following template will appear.



7) Click on the template wherever changes are required. Your selection will be highlighted in red. Proceed to make changes by editing the **Content Tab** in the right menu.
8) Once all the required changes have been made, click the "**Save**" button.

NOTE:

The manufacturer can provide online remote services through dedicated software as and when required.