

Intelligent Queue Management System



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Queue Management System Package Details

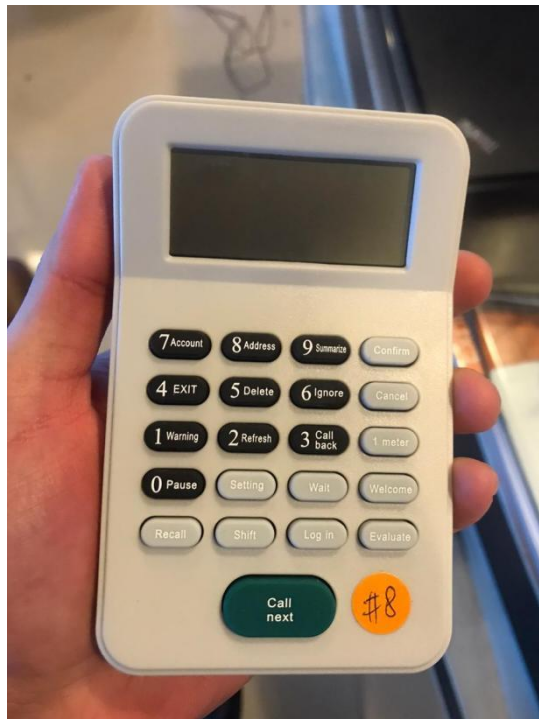
- 1). 17-inch Touch Screen Display Kiosk with thermal printer
 - a). 17" Touch Screen Display
 - b). Intel i7 Processor
 - c). 4GB RAM
 - d). 120GB Hard Disk
 - e). Custom Thermal Printer
 - f). Wifi Card with Antenna

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

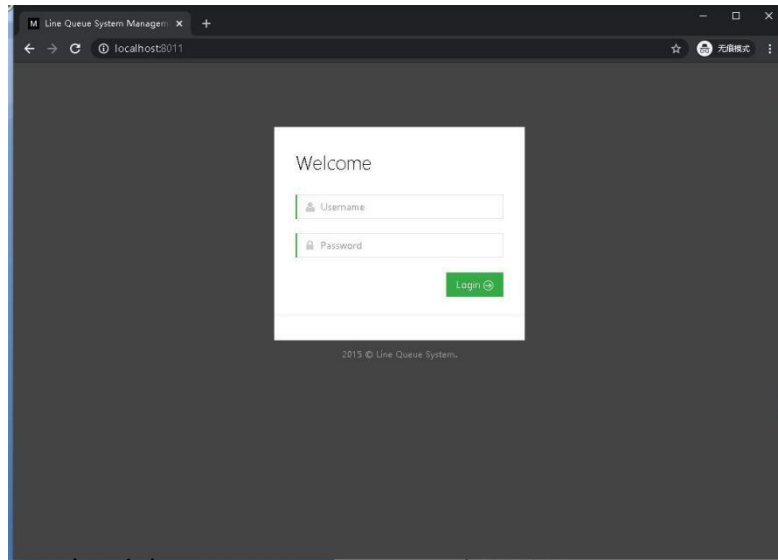


4). Built-in Queue Management System Software

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



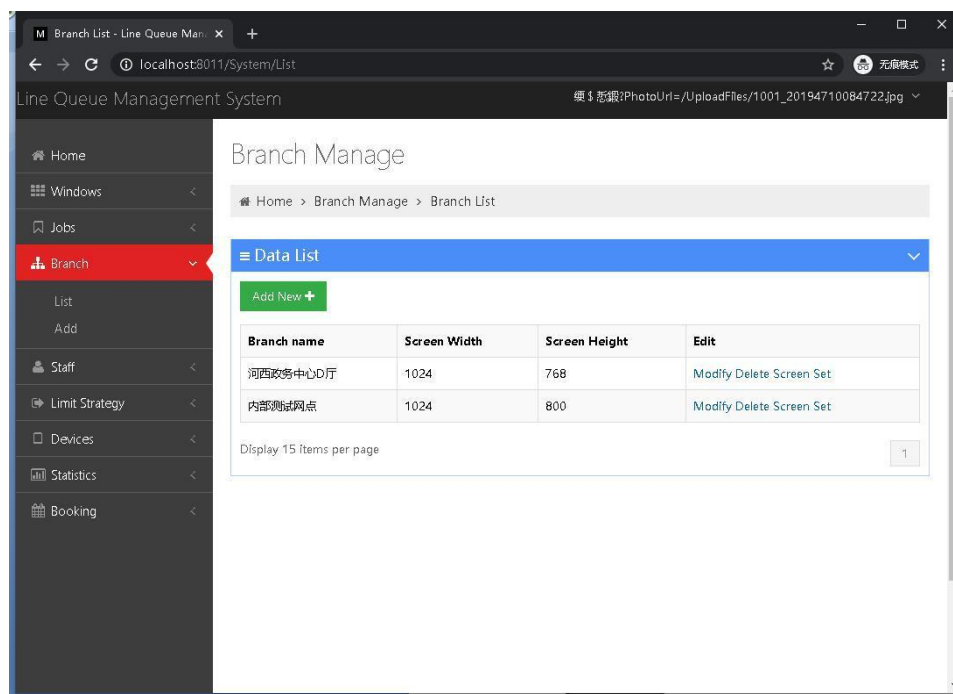
- 8) Log-in credentials are:

Username: admin
Password: admin

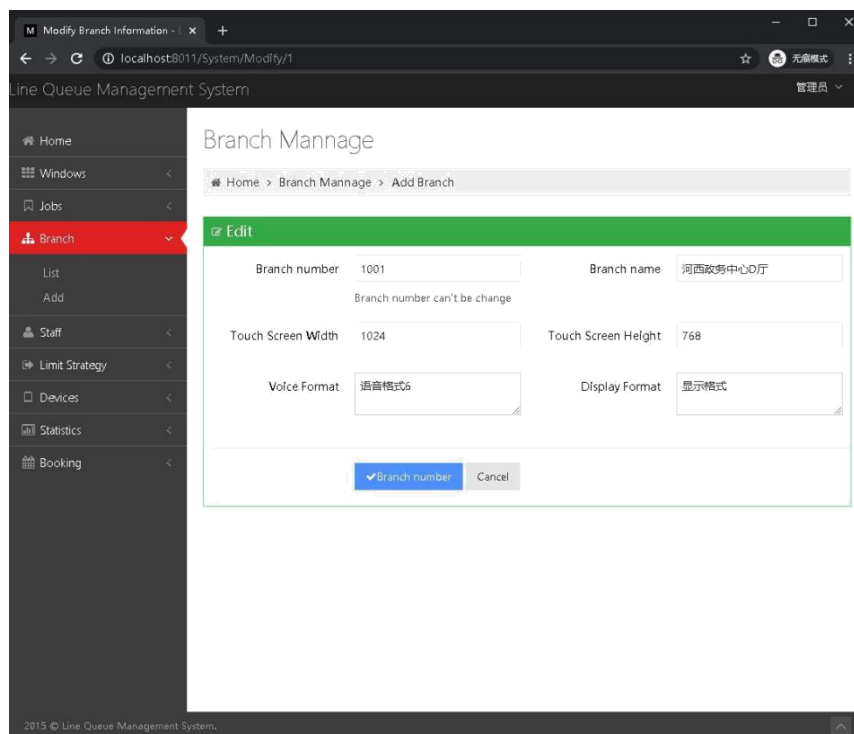
How to Configure Digital Kiosk's Front Screen

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**)



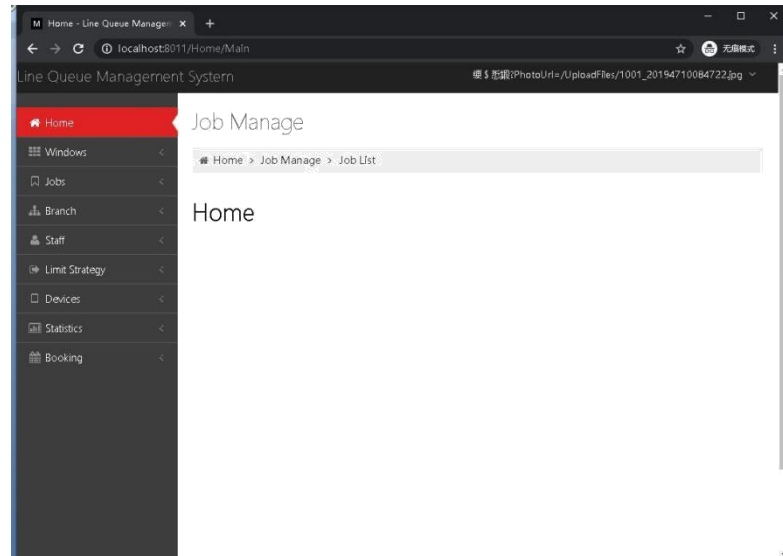
- 3) Click **“Modify”** under the **Edit** column.
- 4) **The following screen will appear.**



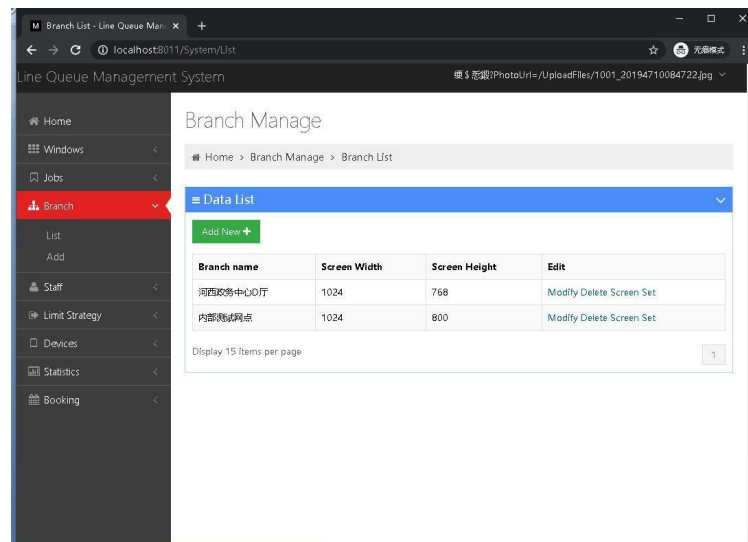
5) Edit the **Screen Width** and **Screen Height** according to your needs

How to change the Kiosk's Background Image:

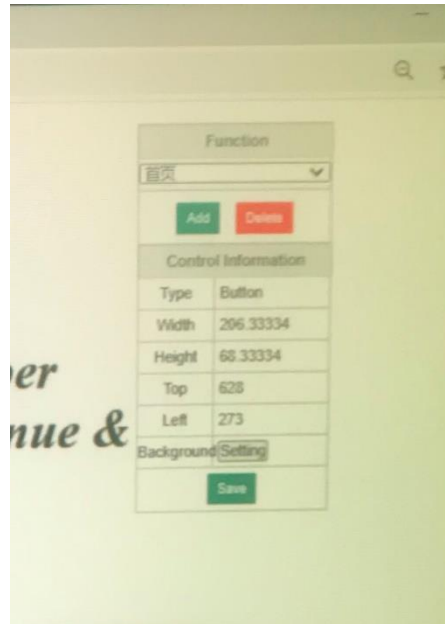
1). Once the User Name and password is entered. The Following screen will appear.



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



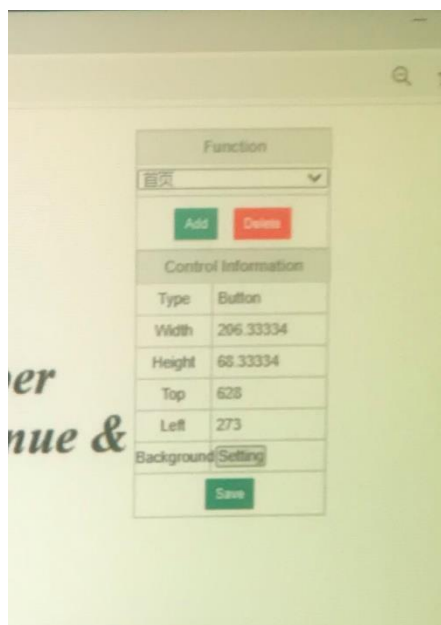
- 3). Click **"Screen Set"** under the **Edit** column corresponding to your required **Branch**.
- 4) The following Window shall appear.



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

How to add Job Buttons to the Digital Kiosk's Front Screen:

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

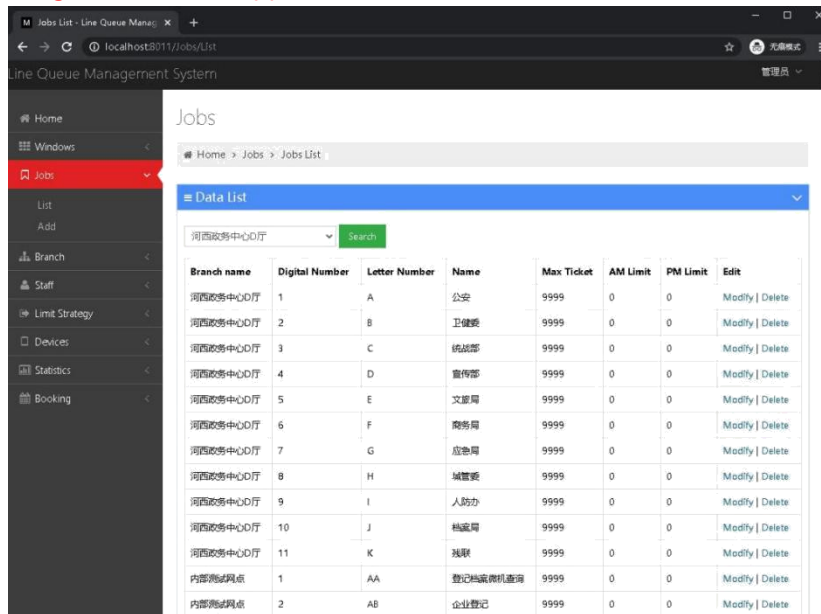


- 3) Click "**Add**" and a drop-down menu shall appear.
- 4) Select the required Job from the drop down menu.
- 5) The selected job shall appear on the screen, adjust its width and height according your needs.

Jobs Configuration

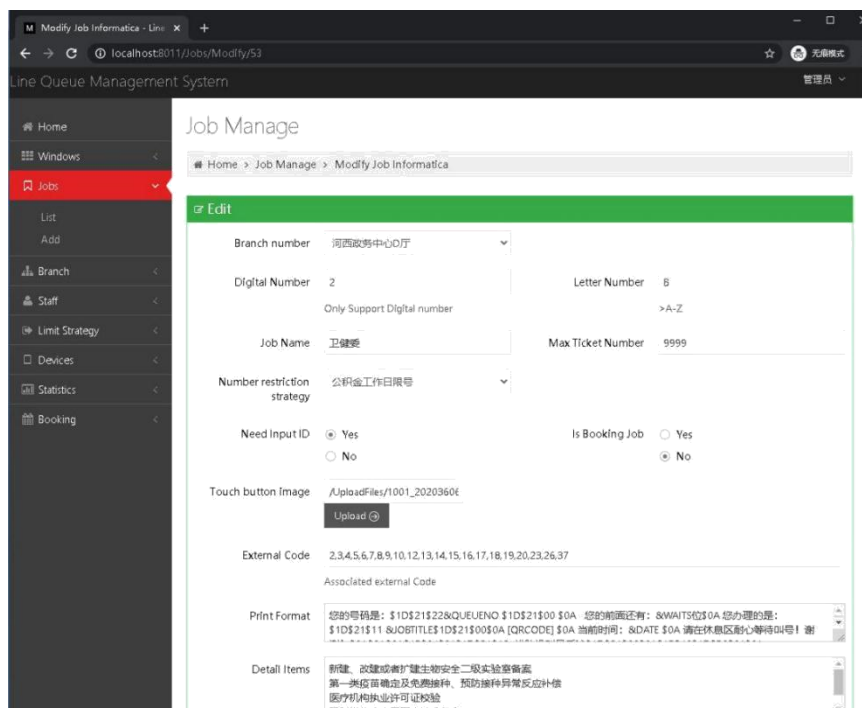
How to edit, delete, and add Jobs

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



Branch name	Digital Number	Letter Number	Name	Max Ticket	AM Limit	PM Limit	Edit
河西政务中心00厅	1	A	公安	9999	0	0	Modify Delete
河西政务中心00厅	2	B	卫健委	9999	0	0	Modify Delete
河西政务中心00厅	3	C	统战部	9999	0	0	Modify Delete
河西政务中心00厅	4	D	宣传部	9999	0	0	Modify Delete
河西政务中心00厅	5	E	文保局	9999	0	0	Modify Delete
河西政务中心00厅	6	F	商务局	9999	0	0	Modify Delete
河西政务中心00厅	7	G	应急局	9999	0	0	Modify Delete
河西政务中心00厅	8	H	城管委	9999	0	0	Modify Delete
河西政务中心00厅	9	I	人防办	9999	0	0	Modify Delete
河西政务中心00厅	10	J	档案馆	9999	0	0	Modify Delete
河西政务中心00厅	11	K	残联	9999	0	0	Modify Delete
内部测试网点	1	AA	登记档案微机查询	9999	0	0	Modify Delete
内部测试网点	2	AB	企业登记	9999	0	0	Modify Delete

- 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.



Job Manage

Home > Job Manage > Modify Job Informatica

Edit

Branch number: 河西政务中心00厅

Digital Number: 2 (Only Support Digital number)

Letter Number: B (>A-Z)

Job Name: 卫健委

Max Ticket Number: 9999

Number restriction strategy: 公积金工作日限号

Need Input ID: ☒ Yes ☐ No

Is Booking Job: ☐ Yes ☒ No

Touch button Image: /UploadFiles/1001_20203606

Upload

External Code: 2,3,4,5,6,7,8,9,10,12,13,14,15,16,17,18,19,20,23,26,37

Associated external Code

Print Format: 您的号码是: \$1D\$21\$22&QUEUENO \$1D\$21\$00 \$0A 您的前面还有: &WAITS\$0A 您办理的是: \$1D\$21\$11 &JOBTITLE\$1D\$21\$00\$0A [QRCODE] \$0A 当前时间: &DATE \$0A 请在休息区耐心等候! 谢谢!

Detail Items: 新建、改建或者扩建生物安全二级实验室备案
第一类疫苗确定及免费接种、预防接种异常反应补偿
医疗机构执业许可证校验
预防接种异常反应补偿

- 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.**

Branch	Area	Address	Title	Job List	Current Call	Last Oper Time	Staff	Status	Window Code	Edit
内部测试网点	A厅	1	登记结婚窗口	1,2,3,4,5,6,7,8,9	AA006	2020/1/3 10:24		0		Modify Delete
河西政务中心D厅	D厅	1	1号综合窗口	1,2,3,4,5,6,7,8,9,10,11	A005	2019/12/29 10:38	00102	1	1d57b2e3b9bb47b5a3188aeb4729f6e0	Modify Delete
河西政务中心D厅	D厅	2	2号综合窗口	1,2,3,4,5,6,7,8,9,10,11	A004	2019/12/27 16:47		0		Modify Delete
内部测试网点	A厅	2	企业登记	1,2,3,4,5,6,7,8,9	AA005	2019/12/28 10:34	101	1		Modify Delete
内部测试网点	A厅	3	企业登记	1,2,3,4,5,6,7,8,9	AI008	2019/12/28 10:33	102	1		Modify Delete
河西政务中心D厅	D厅	3	3号综合窗口	1,2,3,4,5,6,7,8,9,10,11	E002	2019/12/27 10:13	00102	1		Modify Delete
河西政务中心D厅	D厅	4	4号综合窗口	1,2,3,4,5,6,7,8,9,10,11	A006	2019/12/25 9:29	00187	1		Modify Delete
内部测试网点	A厅	4	企业登记	1,2,3,4,5,6,7,8,9	AA017	2019/12/28 10:31	103	1		Modify Delete
内部测试网点	A厅	5	企业登记	1,2,3,4,5,6,7,8,9	AI012	2019/12/28 10:30	104	1		Modify Delete
河西政务中心D厅	D厅	5	5号综合窗口	1,2,3,4,5,6,7,8,9,10,11	I001	2019/12/25 9:12	00185	1		Modify Delete
内部测试网点	A厅	6	外溢登记	1,2,3,4,5,6,7,8,9	AA007	2019/12/28 10:28	105	1		Modify Delete
内部测试网点	A厅	7	税务事宜	1,2,3,4,5,6,7,8,9	AA014	2019/12/28 10:27	106	1		Modify Delete
内部测试网点	A厅	8	税务事宜	1,2,3,4,5,6,7,8,9	AA015	2019/12/28 10:27	107	1		Modify Delete
内部测试网点	A厅	9	税控	1,2,3,4,5,6,7,8,9	AA011	2019/12/28 10:25	108	1		Modify Delete
内部测试网点	A厅	10	公章备案事宜	1,2,3,4,5,6,7,8,9	AI001	2019/12/28 11:14	109	1		Modify Delete

- 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.

Line Queue Management System

Window Manage

Home > Window Manage > Modify Window Information

Edit

Branch number: 内部测试网点 Area: Area-A

Address: 1 Title: 登记列队自助机查询

Staff Code: 窗口地址为数字编号 Status: 下班

Job List: 1,2,3,4,5,6,7,8,9 External Code:

Job Code split with comma: 1,2,3,4

Call Rule: Default - Order by Ticket Time

Branch number Cancel

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- 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.

Staff Manage

Home > Staff Manage > Staff List

Data List

河西省政务中心D厅 Search

Branch	Code	Password	Name	Header Picture	Type	Window	Edit
河西省政务中心D厅	00102	123456	周建慧	/UploadFiles/1001_20194709044747.jpg	user		Modify Delete
河西省政务中心D厅	00105	123456	王婷	/UploadFiles/1001_20190709050745.jpg	user		Modify Delete
河西省政务中心D厅	admin	admin	管理员	/UploadFiles/1001_20194710084722.jpg	admin		Modify Delete
内部测试网点	100	123	陆佳	/UploadFiles/1001_20190624090648.jpg	user		Modify Delete
河西省政务中心D厅	00187	123456	屈小惠	/UploadFiles/1001_20190809050820.jpg	user		Modify Delete
河西省政务中心D厅	00127	123456	魏增	/UploadFiles/1001_20190809050849.jpg	user		Modify Delete
河西省政务中心D厅	00185	123456	李思慕	/UploadFiles/1001_20190909050916.jpg	user		Modify Delete
内部测试网点	101	123	张萌萌	/UploadFiles/1001_20190426100442.jpg	user		Modify Delete
内部测试网点	102	123	弓长	/UploadFiles/1001_20191626051647.jpg	user		Modify Delete
内部测试网点	103	123	张三	/UploadFiles/1001_20191926051900.jpg	user		Modify Delete
内部测试网点	104	123	李四	/UploadFiles/1001_20191926051929.jpg	user		Modify Delete
内部测试网点	105	123	周五	/UploadFiles/1001_20192026052000.jpg	user		Modify Delete
内部测试网点	106	123	包清	/UploadFiles/1001_20192026052037.jpg	user		Modify Delete
内部测试网点	107	123	张飞	/UploadFiles/1001_20192126052114.jpg	user		Modify Delete

- 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.

Line Queue Management System

Staff Manage

Home > Staff Manage > Modify Staff

Edit

Branch: 河西政务中心0厅

Code: 00102

Password: Empty will not change

Name: 周建雄

Department: 公安

Header Picture: /UploadFiles/1001_20194709044747.jpg

Upload

Type: 普通用户

Branch number Cancel

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- 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

Line Queue Management System

Statistics

Home > Statistics > Basic Statistics

Data List

河西政务中心0厅 2020-01-01 - 2020-08-18 Count Other

Branch name	Staff	Evaluation Result	Window	Job	Ticket	Start Time	Invite Time	Appraise Time
河西政务中心0厅		未评价	1号综合窗口				2020/7/30 11:59:31	
河西政务中心0厅		未评价	1号综合窗口				2020/7/30 11:59:19	
河西政务中心0厅		未评价	1号综合窗口				2020/7/30 11:57:10	

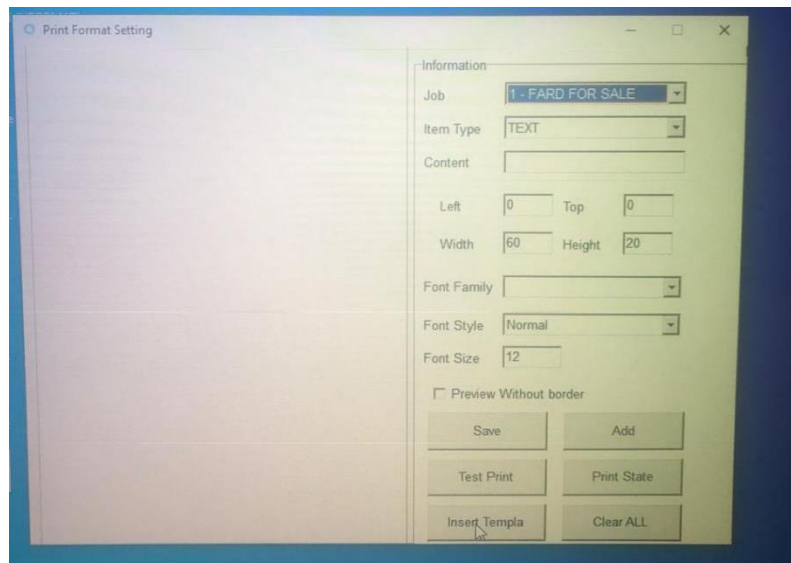
Display 15 items per page 1

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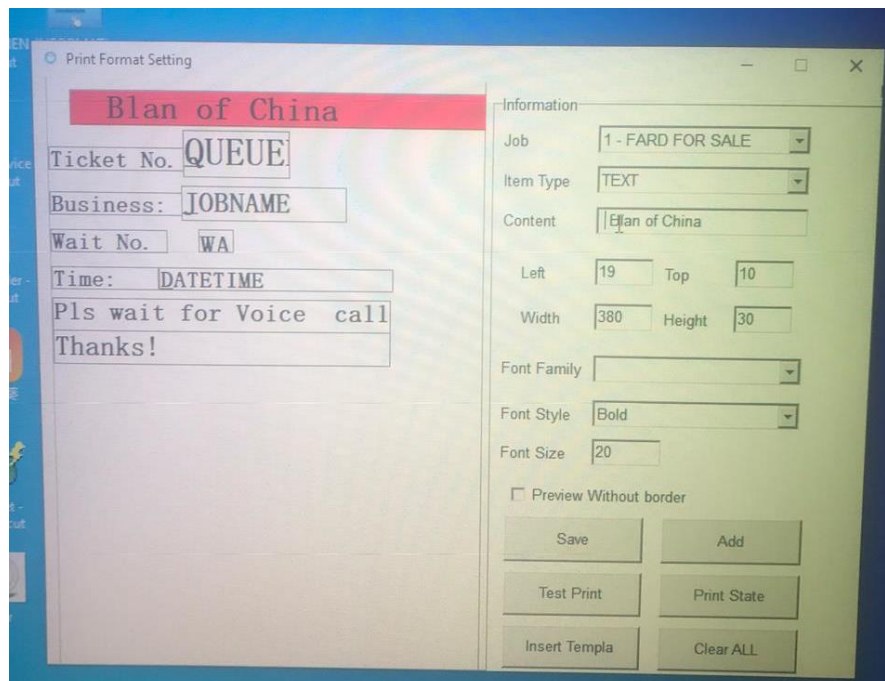
The Statistics tab in the menu on the left column shows a detailed analysis of a branch's performance which can be useful to determine where further improvement is needed.

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.