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› KOQICALL Wireless Queue Calling System Q13+O1-N+K-T 1+2+1 Instruction Manual

KOQICALL Q13+O1-N+K-T 1+2+1

KOQICALL Wireless Queue Calling System Instruction Manual

Model: Q13+O1-N+K-T 1+2+1

1. INTRODUCTION

This instruction manual provides detailed guidance for the setup, operation, and maintenance of your KOQICALL Wireless Queue Calling System. This system is designed to streamline customer flow and improve service efficiency in various environments such as restaurants, hospitals, clinics, banks, and other service centers. It operates without internet access, offering a reliable and easy-to-use solution for queue management.

2. PACKAGE CONTENTS

Please verify that all components listed below are included in your package:

- 1 x Number Display Receiver
- 2 x NEXT Call Button
- 1 x Red Ticket Dispenser
- 1 x 3-Digit Ticket Roll (2,000 tickets)
- 1 x Power Adapter
- 1 x User Manual (this document)

3. SYSTEM OVERVIEW AND SETUP

The KOQICALL Wireless Queue Calling System is designed for plug-and-play functionality, requiring no complex wiring. Simply connect the components to their respective power sources, and the system is ready for use.

Wireless Calling System

No need any internet access

1. Take a number ticket from ticket dispenser.



2. The worker will press "NEXT" key to call.

The indicator will light up when press



3. The screen will show calling number with broadcast voice.

[DingDong]
+
Number XXX



4. The client goes to service place.



Figure 3.1: System Workflow

This image illustrates the simple four-step process of the wireless calling system: a customer takes a ticket, a worker presses the 'NEXT' button, the display shows the calling number with an audible announcement, and the customer proceeds to the service area.

3.1 Initial Setup Steps

1. **Connect the Number Display Receiver:** Place the display receiver in a visible location, either mounted on a wall or placed on a desktop. Connect the provided power adapter to the display and plug it into an electrical outlet.
2. **Position the NEXT Call Buttons:** Distribute the NEXT call buttons to service personnel. These buttons are waterproof and transmit signals wirelessly.
3. **Install the Ticket Dispenser:** Mount the red ticket dispenser in an accessible area for customers. Ensure the 3-digit ticket roll is correctly loaded. The dispenser can be fastened using screws (refer to Figure 3.2 for details).
4. **Power On:** Once all components are connected, power on the display. The system is now ready for operation.



Figure 3.2: Ticket Dispenser Details

This image provides a close-up of the red ticket dispenser, highlighting its design, the mechanism for dispensing tickets, and the maximum paper width it accommodates.

4. OPERATING INSTRUCTIONS

4.1 Calling the Next Number

- To call the next customer, press the **NEXT** button on the call transmitter. The indicator light on the button will illuminate upon pressing.
- The number display will automatically advance to the next sequential number and broadcast it audibly.

4.2 Adjusting Volume and Voice Mode

- While the display is in standby mode, use the **UP** or **DOWN** keys on the display receiver to adjust the volume level.
- The display offers various voice modes, including a simple 'Ding-Dong' sound or an English reminder. Refer to the display's specific settings menu for voice mode selection. To mute, operate the lower right knob on the display.

Various voice types optionals Meets your Multiple Need

Please number XXX go to

- ☒ **Counter** ☒ **Window** ☒ **Room** ☒ **Teller**
☒ **Doctor Room** ☒ **Consulting Room**
☒ **Reception** ☒ **Booth**

Other types:

- Number XXX
- DingDong
- Music

Voice adjustment: 1-20

To mute, operate the lower right knob



Figure 4.1: Voice Type Options

This image illustrates the various customizable voice types available for the number display, allowing for specific location announcements or general alerts, along with volume adjustment options.

4.3 Resetting the Number Sequence

- To quickly reset the number display to 000, press the **UP** and **DOWN** keys simultaneously for approximately 3 seconds.
- Alternatively, you can press **LAST+NEXT** or **RECALL+NEXT** buttons on the display to reset the number to zero.

4.4 Setting Start and End Numbers

- The system allows you to customize the starting number (e.g., from 001 or A01) and the ending number for the queue sequence.
- Refer to the detailed instructions in the full user manual for specific steps on how to program the desired start and end numbers.

5. KEY FEATURES

- **Take a Number Display:** Can be mounted on a wall or placed on a desktop. Features adjustable voice mode, volume, and number of reminders.
- **Power-off Memory:** When activated, the system automatically stores the last called number. Upon reconnection of power, the calling sequence will resume from 'last number +1'.
- **Customizable Number Range:** Set desired starting numbers (e.g., 001 or A01) and ending numbers for flexible queue management.
- **Mass Storage:** The system can manage up to 999 numbers. The included ticket dispenser uses a 3-digit ticket roll with 2,000 tickets.
- **NEXT Call Button:** A waterproof signal transmitter for service personnel. Pressing 'NEXT' automatically advances the queue number.
- **Wireless Operation:** No internet access or complex wiring required.
- **Wide Application:** Suitable for various settings including food trucks, banks, hospitals, and restaurants.

Product features



 **IP55 waterproof**

 **Indicator light**

 **Quick response**

 **Far away**

 **No need wifi**

 **Plug and play**

 **Volume knob**

Figure 5.1: Product Features and Dimensions

This image highlights the key features of the system, including its IP55 waterproof rating for the call button, wireless operation, and plug-and-play setup. It also provides dimensional information for both the call button and the number display.

100-150m in the open air(No obstacles)
Receiving distance up to **30-50m** indoor



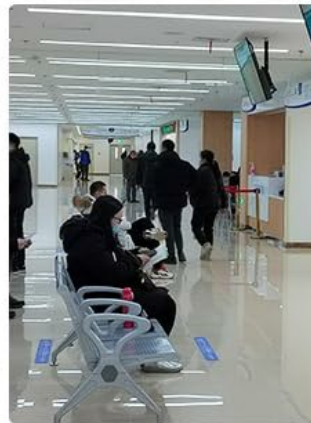
No Need Internet



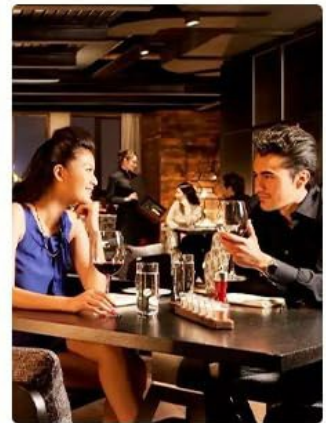
Food truck



Bank



Hospital



Restaurant

Figure 5.2: Wireless Range and Applications

This image illustrates the effective wireless range of the system, both outdoors and indoors, and showcases diverse environments where the system can be effectively utilized.

6. MAINTENANCE

- **Cleaning:** Use a soft, dry cloth to clean the display and call buttons. Avoid abrasive cleaners or solvents.
- **Ticket Roll Replacement:** When the ticket roll in the dispenser runs out, replace it with a new 3-digit ticket roll. Replacement rolls can be purchased separately.
- **Power Adapter:** Ensure the power adapter is always connected securely and is free from damage.

7. TROUBLESHOOTING

If you encounter any issues with your KOQICALL Wireless Queue Calling System, please refer to the following common troubleshooting steps:

- **No Display/Power:** Ensure the power adapter is correctly plugged into both the display unit and a working electrical outlet. Check for any loose connections.
- **Call Button Not Responding:** Verify that the call button is within the effective wireless range of the display unit (30-50m indoors, 100-150m outdoors). Ensure there are no significant obstacles blocking the signal.
- **Incorrect Number Sequence:** If the numbers are not advancing correctly or are out of sequence, try resetting the number display to 000 as described in Section 4.3.
- **No Sound/Low Volume:** Adjust the volume using the UP/DOWN keys on the display unit (Section 4.2). Ensure the display is not muted.

If the problem persists after attempting these steps, please contact KOQICALL customer support for further assistance.

8. SPECIFICATIONS

Feature	Specification
Brand	KOQICALL
Model Number	Q13+O1-N+K-T 1+2+1
Manufacturer	quanzhou koqi electronic co., ltd
Item Weight	1.4 Kilograms (Total Package)
Display Dimensions (LxHxD)	29 x 15.5 x 4 Centimeters (approx. 11.4 x 6.1 x 1.6 inches)
Call Button Dimensions (Diameter x Height)	6 x 2 Centimeters (approx. 2.4 x 0.8 inches)
Wireless Receiving Distance	100-150m (open air), 30-50m (indoor)
Number Storage Capacity	Up to 999 numbers
Ticket Roll Capacity	3-digit, 2,000 tickets
Call Button Waterproof Rating	IP55
Connectivity	Wireless (No internet required)

9. WARRANTY AND SUPPORT

For warranty information or technical support, please refer to the contact details provided with your purchase documentation or visit the official KOQICALL website. Please retain your proof of purchase for any warranty claims.

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Details

Model number, symptoms, what you tried, or the section of the manual you are using.

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