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› KOQICALL Electronic Queue Calling System Q13+O3-N+K-TP1 1+3+1 User Manual

KOQICALL Q13+O3-N+K-TP1 1+3+1

KOQICALL Electronic Queue Calling System User Manual

Model: Q13+O3-N+K-TP1 1+3+1

INTRODUCTION

This manual provides detailed instructions for the setup, operation, maintenance, and troubleshooting of your KOQICALL Electronic Queue Calling System. This system is designed to streamline customer flow in various environments such as restaurants, coffee shops, service centers, clinics, and banks, ensuring fair and efficient service. The system includes a "Now Serving" number display, "Next Call" buttons, a ticket dispenser printer, and a remote control.

SETUP

1. System Overview and Basic Operation

The KOQICALL Wireless Calling System operates without internet access, providing a simple and efficient way to manage queues.

Wireless Calling System

No need any internet access

1. Take a number ticket from ticket printer.



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 1: Overview of the Wireless Calling System's operational flow. Customers take a ticket, staff call the next number, the display shows the number with voice announcement, and the customer proceeds to service.

2. Ticket Dispenser Printer Setup

Proper loading of the thermal receipt roll is crucial for the ticket dispenser to function correctly. Ensure the paper is inserted in the correct orientation.

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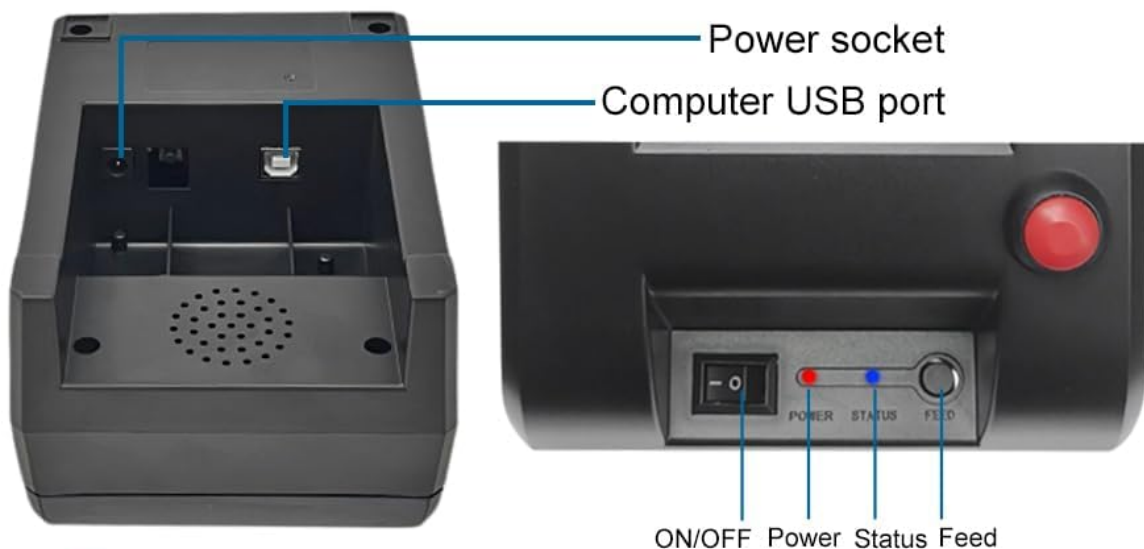
Video 1: This official seller video demonstrates the correct paper loading direction for the queue ticket printer. Incorrect paper placement will result in blank tickets.

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Video 2: This official seller video shows how to take a number from the red ticket dispenser when mounted on a stand.

The ticket printer features a power socket and a computer USB port. For editing print content or changing settings, specialized software is required. Please contact the seller for assistance with obtaining this software.

- The number can **automatically** return to the starting number "1" at 0:00am each night. Please contact us if you want to turn this function on, or you can zero it manually.
- You can set the starting number as desired, e.g. you want to print from number 100.
- The default number is 001-999. Any number up to 4 digits can be set.
- You can set any print style, such as adding a store name, phone number, address and other information.



⚠ Please contact us for USB software if you want to edit the printing content or change settings

Figure 2: Rear view of the ticket printer highlighting the power socket and USB port for connectivity and configuration.

OPERATING INSTRUCTIONS

1. Calling Numbers

The system allows for sequential calling of numbers using the "NEXT" button. The display will show the current number being served, accompanied by a voice announcement.

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Video 3: This official seller video demonstrates how to register and use the "NEXT" call system to sequentially call queue numbers.

2. Voice Modes and Volume Adjustment

The display offers various voice modes and adjustable volume settings. You can choose between a simple "Ding-Dong"

sound or English voice prompts. Volume can be adjusted using the "UP" or "DOWN" keys on the display or the remote control.

Various Voice Modes Optionals Meets Your Multiple Need

Please number XXX go to

- ☒ **Counter (default)** ☒ **Window** ☒ **Room**
☒ **Doctor Room** ☒ **Consulting Room**
☒ **Reception** ☒ **Booth**

More modes:

- Number XXX
- DingDong
- Music

Voice adjustment: 0-20



Figure 3: Available voice modes and volume adjustment options for the "Now Serving" display.

3. Remote Control Functions

The remote control provides convenient access to various functions, including calling the last or next number, recalling a missed number, and adjusting volume. It also allows for temporary number calls in standby mode.

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Video 4: This official seller video demonstrates the various functions of the remote control, including calling next/last numbers and recalling numbers.

4. Setting Start and End Numbers

The system allows you to customize the starting and ending numbers for the queue. By default, the range is 000-999. This can be adjusted to suit specific operational needs, for example, setting the range from 100-300.

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Video 5: This official seller video explains how to change the content displayed on the standby page, which may include setting the start number.

5. Changing the Zone

The system supports changing the operational zone between the keypad and the receiver. This feature is useful in environments with multiple queue systems or distinct service areas.

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Video 6: This official seller video demonstrates how to change the zone setting on the system.

MAINTENANCE

1. Next Call Button Battery Replacement

The "Next Call" buttons are powered by 12V 23A Alkaline batteries. These batteries typically last 6-8 months. Replace them promptly when the indicator light becomes weak to ensure consistent performance.



IP55 Waterproof



Available: **6-8** months



Indicator light



One-second transmit

Promptly replace the batteries when the indicator light becomes weak

Figure 4: Details of the "Next Call" button, including battery life and replacement reminder.

TROUBLESHOOTING

1. Printer Issues: Blank Tickets

If the ticket dispenser prints blank tickets, it is likely due to incorrect paper loading direction. Refer to the "Ticket Dispenser Printer Setup" section and Video 1 for correct paper placement.

2. Display Issues: Shaking Numbers

A slight shaking of the digital tube display is normal and not indicative of a product problem. This can be influenced by lighting or shooting angle.

3. Resetting the Queue Number to Zero

To reset the queue number to zero, press the "UP" and "DOWN" keys on the LED Number Display simultaneously until "RESET" appears on the screen. Alternatively, the system can be configured to automatically return to the starting number "1" at 0:00 AM each night. Contact the seller if you wish to enable this automatic reset function.

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Video 7: This official seller video demonstrates how to manually return the queue number to zero on the display.

SPECIFICATIONS

Feature	Detail
Model Number	Q13+O3-N+K-TP1 1+3+1
Brand	KOQICALL
Item Weight	3.96 pounds
Package Dimensions	16.54 x 8.66 x 3.54 inches
Batteries	3 x 12V 23A batteries (included)
Pre-printed Tickets	Numbers
Transmission Distance	Up to 100-150 meters (open space), 30-50 meters (indoors with obstacles)
Power-off Memory	Retains last called number; next call starts from last number +1.

WARRANTY AND SUPPORT

For any questions regarding product operation, troubleshooting, or to obtain editing software for the ticket printer, please contact KOQICALL customer support via Amazon. We are committed to providing assistance and ensuring your satisfaction with the product.

The product is covered by standard return and replacement policies. Please refer to your purchase details for specific warranty information.