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› KOQICALL Wireless Queue Management System User Manual (Model ES-B31+O1-N 1+15)

KOQICALL ES-B31+O1-N 1+15

KOQICALL Wireless Queue Management System User Manual

Model: ES-B31+O1-N 1+15

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1. OVERVIEW

The KOQICALL Wireless Queue Management System is designed to streamline customer flow in various service environments such as banks, supermarkets, clinics, and offices. This system displays and broadcasts the next number to be served in real-time, allowing customers to track their turn and estimated waiting times efficiently. Please note that the default voice broadcast language for this system is Spanish.

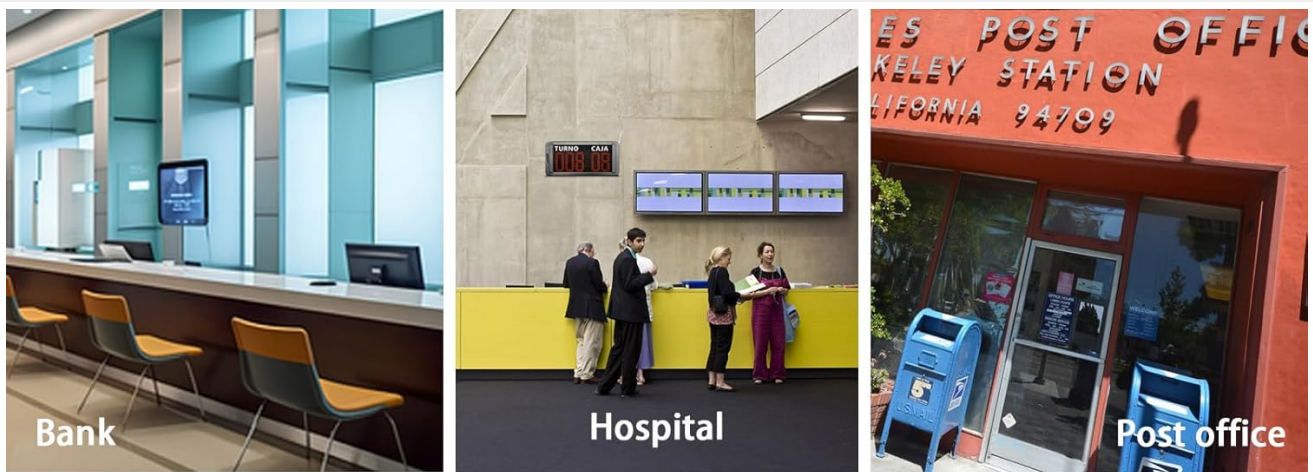


Figure 1.1: System Operation Overview. This image illustrates how the queue system functions, from a staff member pressing the 'NEXT' button to the display showing the current number and the customer proceeding to the counter.

2. SYSTEM COMPONENTS

The system typically includes the following main components:

- **LED Display Receiver:** Shows the current serving number and counter number.
- **Wireless NEXT Call Buttons:** Waterproof transmitters for staff to call the next customer.
- **Power Adapters:** For the display and call buttons.
- **Remote Control:** For system configuration and basic operations.



Counter 1



Counter 2

Counter 1 press NEXT → Please No.1 go to counter 1
 Counter 2 press NEXT → Please No.2 go to counter 2
 Counter 2 press NEXT → Please No.3 go to counter 2
 Counter 1 press NEXT → Please No.4 go to counter 1

Different counters can call customers in turn

Figure 2.1: System Components and Application Examples. This image displays the 'NEXT' call buttons and illustrates typical environments where the system can be utilized, such as banks, hospitals, and post offices.

3. SETUP INSTRUCTIONS

1. **Unpack Components:** Carefully remove all items from the packaging.
2. **Position the Display:** The LED display receiver can be mounted on a wall or placed on a desktop. Choose a location visible to all waiting customers.
3. **Connect Power:** Plug the power adapter into the LED display receiver and then into a standard electrical outlet.
4. **Place Call Buttons:** Distribute the wireless 'NEXT' call buttons to each service counter or staff member. Ensure they are within operational range of the display.
5. **Initial Power On:** The system will power on automatically once connected.

4. OPERATING INSTRUCTIONS

4.1. NEXT Call Button Function

Each waterproof 'NEXT' call button is assigned to a specific counter. When a staff member presses the 'NEXT' button, the

display will automatically advance to the next customer number and broadcast it. This ensures a smooth and efficient customer flow.

4.2. Power-off Memory

This system features a power-off memory function. If the system loses power, the last called number (e.g., 005) is automatically stored. Upon reconnection of power, the system will resume calling from the next sequential number (e.g., 006), preventing loss of queue progress.

4.3. Setting Start and End Numbers

The queue system supports up to 999 numbers, defaulting to a sequential display from 001 to 999. Users can customize the call range. For example, you can set the system to call numbers only within the range of 50-100. This feature provides flexibility for different operational needs.

4.4. Quickly Resetting the Number

To quickly reset the current number to the preset starting value (e.g., 001), simultaneously press the **Up** and **Down** keys on the display unit. This function can also be performed using the remote control. This is useful for starting a new queue cycle.

4.5. Display and Voice Settings

The display receiver offers adjustable settings for voice mode, volume, number of prompts, and LED number color. The default voice prompt is "Ding-dong + Por favor número XXX ir al mostrador XX". An option to select a voice reminder with only a ding-dong sound (without broadcasting the number) is also available.

4 Types of Selectable Alert Tones

① Dingdong~

② Please Number XXX go to **Counter** X

Counter Room Reception Window

Doctor Room Consulting Room.....

③ Number XXX go to X

④ Music

Enter F6-E1 function to set

Default Tone:

"DingDong~"

"Por favor número 8
ir al mostrador 8"



Note: If you need to modify the voice, please consult us before placing your order.

Figure 4.1: Selectable Alert Tones. This image details the various alert tone options available, including different voice prompts and a music option, configurable via the F6-E1 function.

4.6. Remote Control Functions

The included remote control allows for convenient management of the system:

- **ON/OFF:** Aim at the infrared sensing area at the top right of the screen within 5 meters. Press the ON key to turn on. Press the OFF key five times consecutively to turn off.
- **Volume Adjustment:** In standby mode, press the +/- keys to adjust the volume.
- **Reset:** Press the RESET key three times consecutively to quickly return the number to zero.

ON/OFF within 5 Meter



Figure 4.2: Remote Control Operation. This image illustrates how to use the remote control for basic functions like turning the display on/off, adjusting volume, and resetting the queue number.

5. MAINTENANCE

To ensure the longevity and optimal performance of your KOQICALL Wireless Queue Management System, follow these maintenance guidelines:

- **Cleaning:** Use a soft, dry cloth to clean the display and call buttons. Avoid abrasive cleaners or solvents that could damage the surfaces.
- **Power Supply:** Always use the original power adapters provided with the system.
- **Environment:** Keep the system away from extreme temperatures, direct sunlight, and high humidity.
- **Battery Replacement:** If the wireless call buttons or remote control use batteries, replace them as needed with the specified type.

6. TROUBLESHOOTING

If you encounter issues with your queue management system, refer to the following common problems and solutions:

- **Display Not Turning On:**

Solution: Check if the power adapter is securely connected to both the display and the electrical outlet. Ensure the outlet is functional.

- **Call Button Not Responding:**

Solution: Verify that the call button is within range of the display. If battery-operated, check and replace batteries if necessary. Ensure the button is properly paired with the display (refer to pairing instructions if available, though not detailed in this manual).

- **No Voice Broadcast:**

Solution: Check the volume settings using the remote control or display unit. Ensure the voice mode is enabled and not set to 'ding-dong only'.

- **Incorrect Number Display:**

Solution: Use the reset function to return to the starting number. Verify the start and end number settings if a custom range is configured.

For issues not covered here, please contact customer support.

7. SPECIFICATIONS

Model Number	ES-B31+O1-N 1+15
Package Dimensions	14.96 x 10.24 x 2.36 inches
Item Weight	3.3 pounds
Manufacturer	quanzhou koqi electronic co., ltd
ASIN	B0FP4MBVD4
First Available	August 29, 2025

8. WARRANTY & SUPPORT

8.1. Warranty Information

Specific warranty details for the KOQICALL Wireless Queue Management System are typically provided at the point of purchase or included with the product packaging. Please retain your proof of purchase for warranty claims. For detailed warranty terms and conditions, please contact the seller or manufacturer directly.

8.2. Customer Support

If you require further assistance, technical support, or have questions regarding your product, please contact the KOQICALL customer service team or the authorized reseller from whom you purchased the system. Contact information can usually be found on the product packaging or the seller's website.