



User Manual

LG SuperSign Q Manager

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LG SuperSign Q-Manager

LG SuperSign Q-Manager is software that manages queues registered in the LG SuperSign CMS's queue system. LG SuperSign Q-Manager can be used to issue, call, recall, and reset queues.

System Requirements

Please check the system requirements to smoothly use the system.

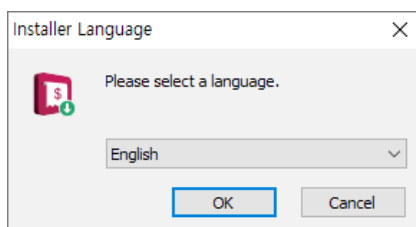
Item	Requirements
CPU (Central Processing Unit)	Intel Celeron J1900 (1.99 GHz) or above
Memory	2GB or higher
HDD	32GB or more of free space
Resolution	1280 x 720
Operating System	Windows 10 – Net Framework v4.6 or newer

Installing and Uninstalling LG SuperSign Q-Manager

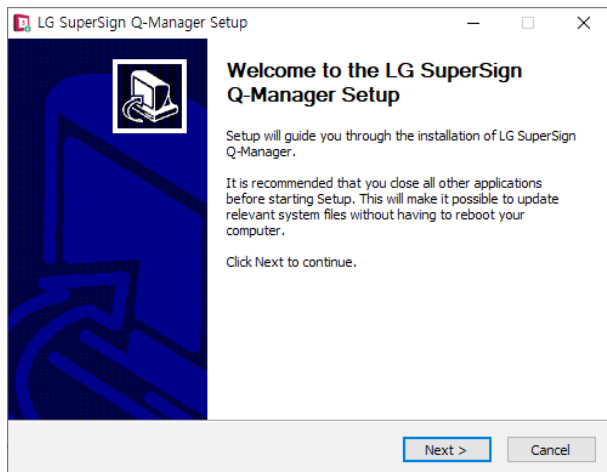
How to Install

Double-click the installation file: LG SuperSign Q-Manager_Setup.exe.

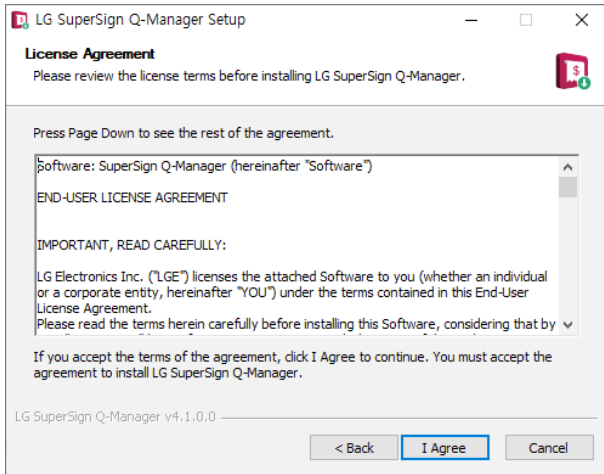
- 1 Select the installation language.



- 2 Read the contents, and click the [Next] button.



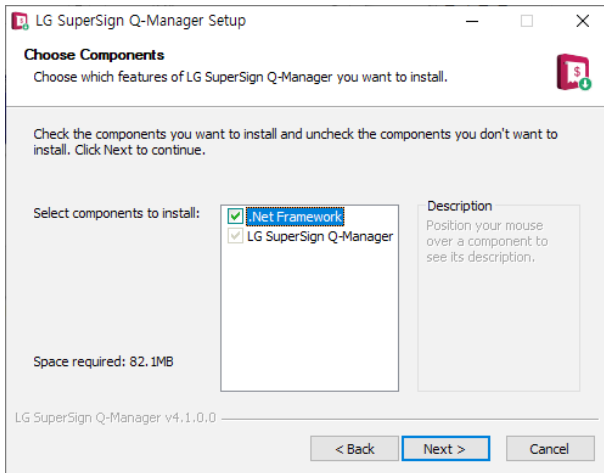
- 3 Read the Licence Agreement, and click the [I Agree] button.



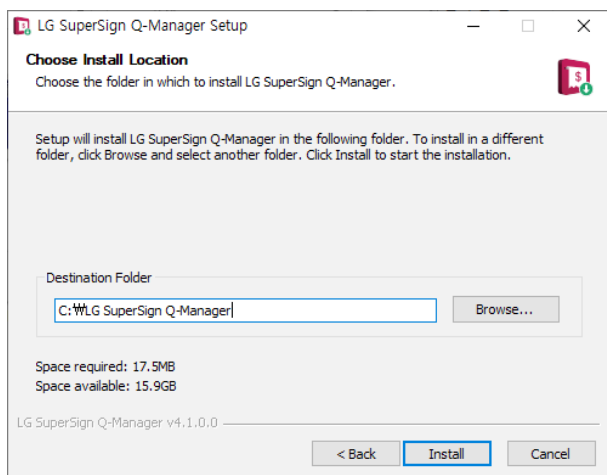
- 4 Select the configuration of the software installation.

Additional components can be selected to be installed with LG SuperSign Q-Manager.

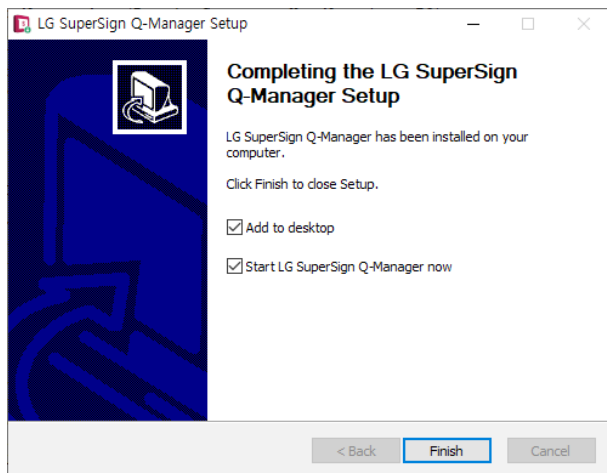
In order for LG SuperSign Q-Manager to function properly, .Net Framework v4.6 or later must be installed on your system. If it is already installed, you can exclude it from the selection.



- 5 Select the folder where you want to install LG SuperSign Q-Manager, then click the [Install] button.



- 6 Once the installation is complete, click the [Finish] button to finish the setup.



! NOTE

- Microsoft Windows .Net Framework 4.6 or later is required for LG SuperSign Q-Manager to function properly.
- When LG SuperSign Q-Manager is being installed, it checks the environment and installs the framework together if necessary.

How to Delete

- To uninstall LG SuperSign Q-Manager from your computer, select Start → Control Panel → Install/Uninstall a Program → [LG SuperSign Q-Manager].



WARNING

- In order to uninstall LG SuperSign Q-Manager, please use the uninstaller provided by LG SuperSign Q-Manager.

Launching LG SuperSign Q-Manager

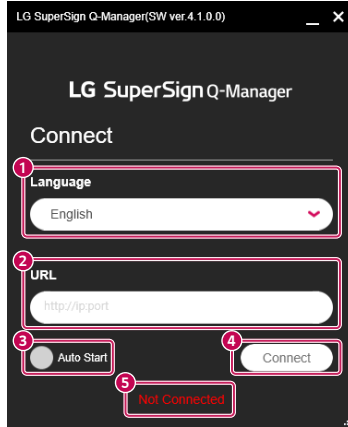
To launch LG SuperSign Q-Manager, double-click the LG SuperSign Q-Manager icon on your computer's desktop.

Getting Started with LG SuperSign Q-Manager

LG SuperSign Q-Manager's connection feature is described below.

- 1 Double-click the LG SuperSign Q-Manager icon to run the program.
 - The screen program connection screen appears.

Screen Layout and Features



No.	Classification	Description
①	[Language]	The language selected will be used in the program.
②	[URL]	Enter the URL of the LG SuperSign CMS server.
③	[Auto Start]	Select whether to start LG SuperSign Q-Manager automatically.
④	[Connect]	Connect to the LG SuperSign CMS server.
⑤	Connection Status	Connection status will be displayed. [Not Connected]: Your system is not connected to the LG SuperSign CMS server.

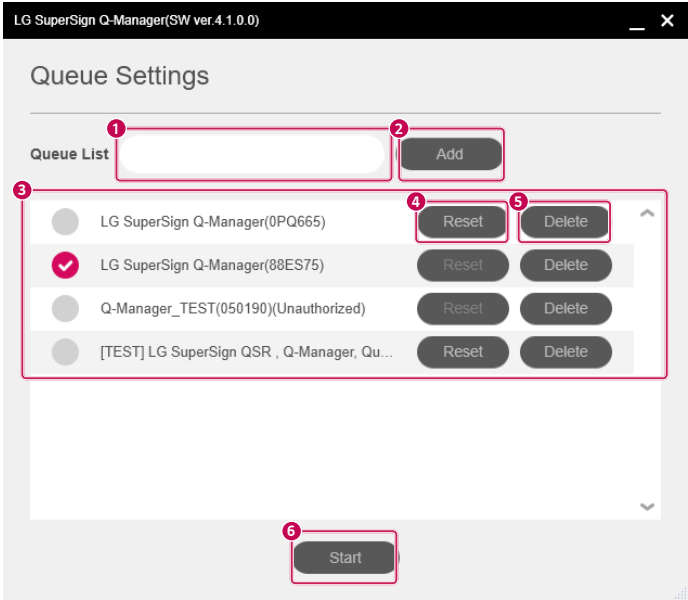
Connecting to the Server

- 1 Enter the URL of the LG SuperSign CMS server.
 - General connection: http://ip:port
 - Encrypted connection: https://ip:port
- 2 Select whether to start automatically.
 - When this option is selected, it switches to the main screen.
- 3 Click the [Connect] button.

Configuring the Queue

You can configure settings to register/delete/reset/set default queues in LG SuperSign Q-Manager.

Screen Layout and Features



No.	Classification	Description
1	Code	Enter the queue code registered in LG SuperSign CMS.
2	[Add]	Enter the queue code, and click the [Add] button.
3	[Queue List]	Select the queue you wish to set as default.
4	[Reset]	Reset the queue.
5	[Delete]	Clear the queue.
6	[Start] or [Close]	Redirect to the Queue Main screen.

Adding a Queue

- 1 Please enter a valid queue code registered in LG SuperSign CMS.
- 2 Click the [Add] button.
- 3 The list will be updated when the addition is complete.

Resetting a Queue

- 1 Click the Reset button to reset the queue.
- 2 Click the Reset button in the pop-up to confirm reset.
- 3 The queue is reset.

Deleting a Queue

- 1 Click the Delete button to delete the queue.
- 2 Click the Delete button in the pop-up to confirm.
- 3 The list will be updated when the deletion is complete.

Setting a Queue as Default

- 1 Select the queue you want to set as the default.
- 2 Click the [Start] or [Close] button.



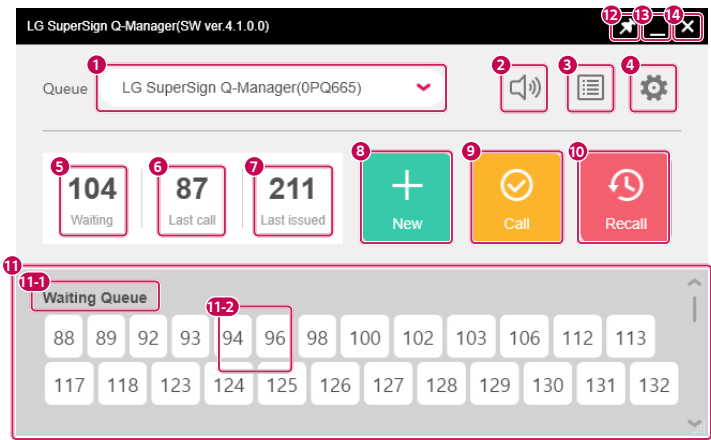
NOTE

- Queue code
 - Indicates the code of the queue registered in the queue system of LG SuperSign CMS.
 - Each queue has three permission codes: Issue, Call, Call/Issue.
- If permission for a queue is not granted, the queue is marked (Unauthorised) and cannot be selected as the default.
- The Reset button is only enabled for queues for which the Issue permission is granted.

Queue Main Screen

You can issue/call/recall queues registered in LG SuperSign Q-Manager.

Screen Layout and Features



No.	Classification	Description
1	[Queue] List	Select one of the registered queues to use.
2	🔊 (Notification Sound)	Turn the notification sound on/off.
3	📋 (Waiting List)	Check the waiting list.
4	⚙️ (Settings)	[General]: Configure general settings. [Queue]: Set up the queue. [Printer]: Set up the printer. [Information]: Check the information of your LG SuperSign Q-Manager. [Disconnect]: Disconnect from the currently connected CMS server.
5	[Waiting]	Displays the number of items waiting in the selected queue.
6	[Last call]	Displays the last called value in the selected queue.
7	[Last issued]	Displays the last issued value in the selected queue.
8	[New]	Issue a new item.
9	[Call]	An item is called if the selected queue is a single queue. For multiple queues, the queue is shown in 11-1 as a waiting queue, and waiting items are displayed in 11. Call an item 11-2 by clicking it.
10	[Recall]	The queue is shown in 11-1 as a recall queue, and called items are displayed in 11. Recall an item 11-2 by clicking it.

No.	Classification	Description
11	Queue Item	Queue items are displayed when calling multiple queues and recalling single/ multiple queues.
12	 (Pin)	Set whether to pin the Q-Manager window on the top.
13	 (Minimise)	Minimise the Q-Manager window.
14	 (Close)	Close the Q-Manager window.

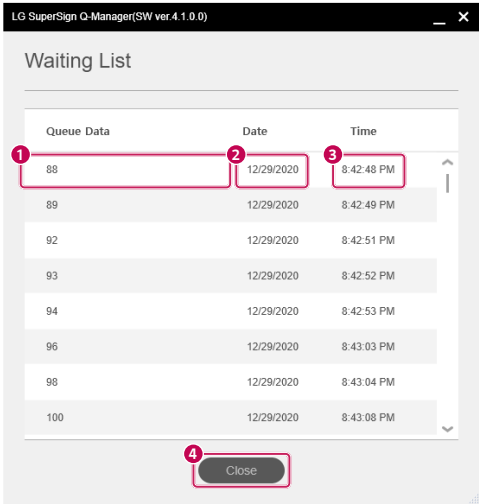
 NOTE

- Queue Type
 - In a single queue, a queue item can be called in the order in which it was issued.
 - In multiple queues, queue items can be called randomly, regardless of the order in which they were issued.
- The New button is only enabled for queues for which the Issue permission is granted.
- The Call button is only enabled for queues for which the Call permission is granted.
- When there is no item waiting, the Call button is disabled.

Waiting List

This menu is used to show the waiting list of the queue selected in LG SuperSign Q-Manager.

Screen Layout and Features

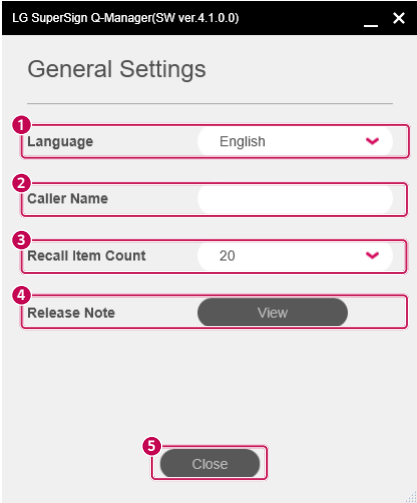


No.	Classification	Description
①	[Queue Data]	Displays the queue item data.
②	[Date]	Displays the date when the queue item was issued.
③	[Time]	Displays the time when the queue item was issued.
④	[Close]	Closes the waiting list window.

Settings → General

This menu is used to configure general settings in LG SuperSign Q-Manager.

Screen Layout and Features

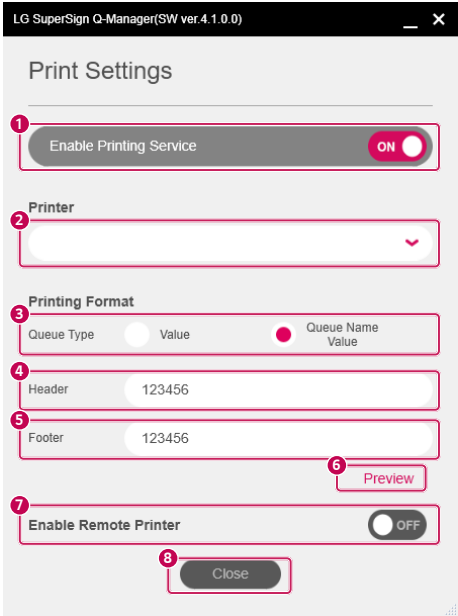


No.	Classification	Description
1	[Language]	The language selected will be used in the program.
2	[Caller Name]	Set the caller name in LG SuperSign Q-Manager.
3	[Recall Item Count]	Set the recall item count shown in the Queue Main screen.
4	[Release Note]	Check LG SuperSign Q-Manager's release notes.
5	[Close]	Close the General Settings window.

Settings → Printer

This menu is used to set up the printer for LG SuperSign Q-Manager.

Screen Layout and Features



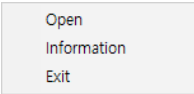
No.	Classification	Description
1	[Enable Printing Service]	Set whether to enable a printer.
2	[Printer] List	Select one of the connected printers to use.
3	[Queue Type]	Set whether to include the queue name or to show values only.
4	[Header]	Set the header of the printed page.
5	[Footer]	Set the footer of the printed page.
6	[Preview]	Preview the printed page.
7	[Enable Remote Printer]	Use the printer when issuing the queue to another Q-Manager, KDS Manager, or API.
8	[Close]	Close the Printer Settings window.

Setting up a Printer

- 1 Enable the printer.
- 2 Select the printer you wish to use from the list of printers.
- 3 Select and set the print format.
- 4 Select whether to allow a remote printer.

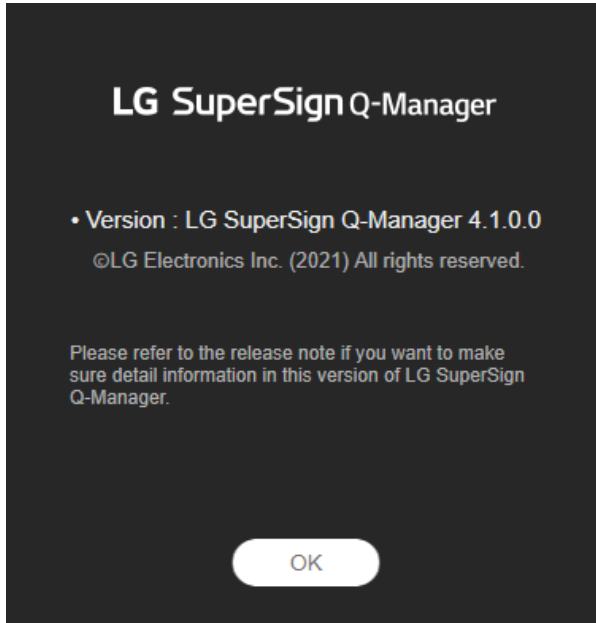
Tray Icon

The tray icon () can be used to set up your LG SuperSign Q-Manager.



Classification	Description
[Open]	Open LG SuperSign Q-Manager.
[Information]	Display your LG SuperSign Q-Manager's licence, version information, and more.
[Exit]	Shut down LG SuperSign Q-Manager completely.

Checking the Version



- 1 Click [Information] on the tray icon.
- 2 Check the information of your LG SuperSign Q-Manager.

! NOTE

- Clicking the Close button in the LG SuperSign Q-Manager window only closes the screen and does not shut down the program completely. To shut down the program completely, click the [Exit] button on the tray icon.



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