# QS-SUMMARY19
# QS-SUMMARY22HL

User guide

Client display for turn numbering

# QS-SUMMARY19/22HL

## Client display for turn summary

**User guide for device management**

## Overview

### Product description and context

QS-SUMMARY19/22HL is a client monitor with Android operating system that allows you to view the summary of the last managed numbering for each present service. To enrich the screen we have the weather forecast, the customer logo and the news rss. The product home screen looks like the following photo:



Errore. Il segnalibro non è definito.**QS-SUMMARY19/22HL  home screen**

### How it works

QS-SUMMARY19/22HL also needs to be connected to the same network (LAN or WiFi) as a queue management server (such as Q-System or MicroTouch) viewing calls and if the Internet is available it can show weather forecasts and/or last-minute news via FEED RSS.

# First Installation

## Unpackaging

Installing QS-SUMMARY19/22HL consists of a few simple steps:

- Take the monitor out of the box and put the batteries in the supplied remote control
- Connect the box to the power supply
- Open the connectors compartment using the supplied key
- Connect the network cable
- Close the connectors compartment
- Tune the monitor by clicking the switch
- Wait for the system to load

When initialization has occurred, the main screen shown in Figure 1 will appear on the monitor.

These operations are common for each QS-SUMMARY19/22HL installed.

# System configuration

## Q-Discovery

Q-Discovery is the universal Visel tool for configuring LAN devices. It consists of a PC-compatible application running Windows XP or higher. Visel recommends installing Q-Discovery only on the administrator's PC, which prevents non-workers from tampering with the system configuration.

- Download Q-Discovery from this link: http://www.visel.it/en/download
- Install and launch the application
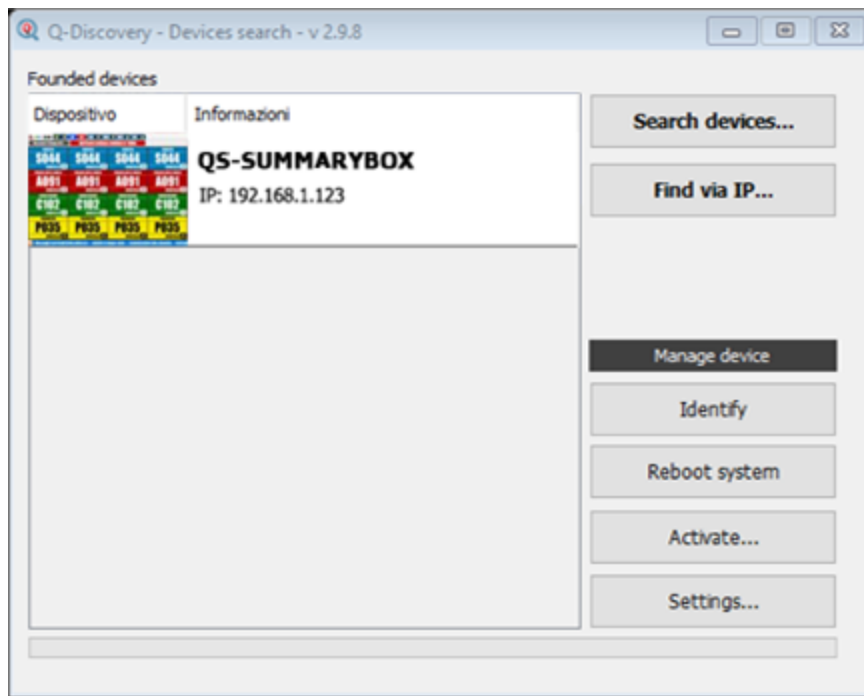- Click "Search for devices" to start setting up

## QS-SUMMARY19/22HL

QS-SUMMARY19/22HL can work in both DHCP and with a static IP address.

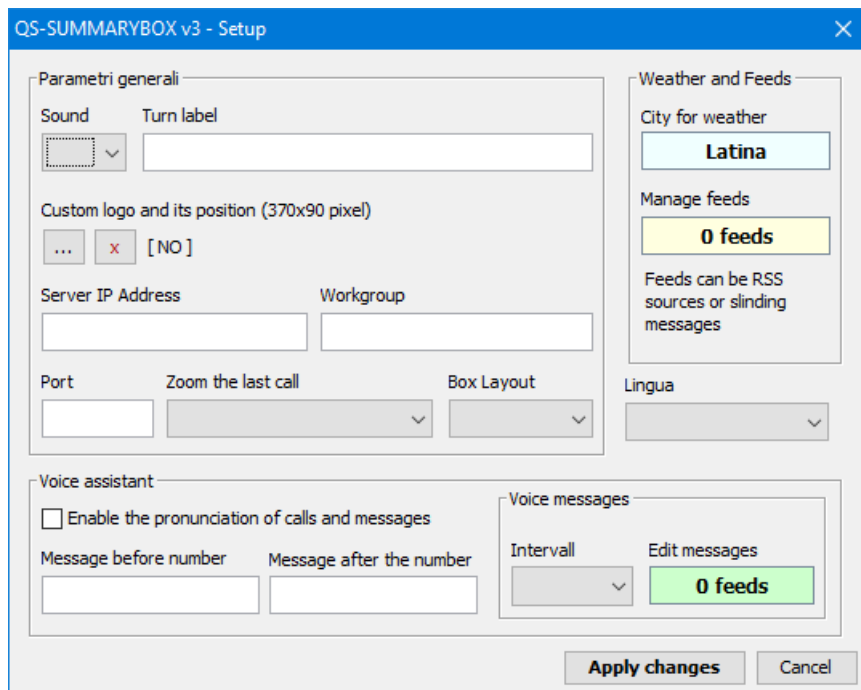To configure a static IP, follow these steps:

- Connect a USB mouse to the monitor
- Right mouse button to exit the Q-SUMMARY application
- Go to the system settings, choose "Network" -> "Ethernet" and set the network parameters.
- Exit the settings and go to the main menu to launch the Q-SUMMARY application

If QS-SUMMARY19/22HL is configured correctly, you can manage its settings using the Q-Discovery application.

**Q-Discovery: Searching for Devices**

Select QS-SUMMARY19/22HL and press "Settings". The secondary screen will appear:
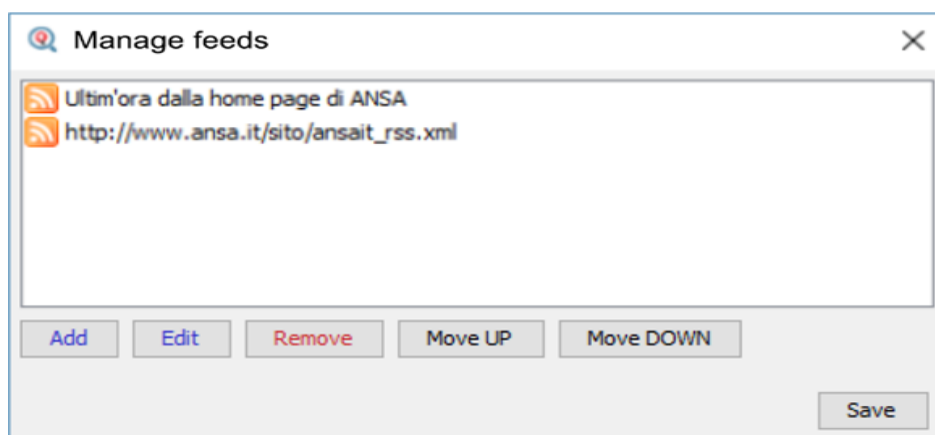
## General Parameters

| Property | Description |
|---|---|
| **Box Layout** | The number of boxes equivalent to the number of services set on the queue management system. |
| **Sound** | Sound effect when the call arrives |
| **Turn label** | Customizable text shown at the top right of the monitor |
| **Zoom** | If enabled, displays the last call with increased size |
| **Custom logo** | Allows you to choose an institutional logo |
| **Language** | User interface language for strings used on the monitor |
| **IP Server** | The IP address of the queue management server |
| **Port** | Communication port (default 5001) |
| **Group** | Workgroup for incoming calls |

## Weather and Feeds

By clicking on the box containing the name of the city you will be able to set the current city for which to get the weather forecast.

By clicking on the box containing the number of feeds you will be able to configure a list of RSS sources or custom texts to be queued in the serpent that scrolls down:



**Managing FEEDS**

Then use the action keys to add, edit, delete, or move sources for feeds. To apply the changes, click "Save".

## Narrator

The device is equipped with a smart voice assistant that gives voice to everything the user writes. It can also reproduce the name and number of the calling seat.

| Property | Description |
|---|---|
| *Enable* | By enhancing the checkbox, you can enable/disable the voice assistant. |
| *Message before number* | Text to play before the call is spoken |
| *Message after number* | Text to play after the call is spoken |

## Voice messages

The voice assistant can play a schedule of user-set phrases at regular deadlines.

| Property | Description |
|---|---|
| *Range* | Defines the time interval before the next sentence is spoken |
| *Message management* | By clicking on the box you will be able to manage the schedule of the sentences similar to what happens with the Feed Management shown in Figure 10. |

For changes to the overall device configuration to take effect, press "Apply Changes".

## Voice Alternatives

This product takes advantage of the capabilities of Google's preinstalled text-to-speech engine. If the voice you use is not to your liking you can install a different text-to-speech engine directly from Google Play (the Android digital store) after adding a Google account on the BOX. To add a Google Account, enter a mouse (or use the included remote control) and navigate to Settings -> Accounts and then add your Google Account. Among the text-to-speech engines on the market, Visel recommends **Vocalizer TTS,** which provides voices in many more languages than the basic one. Each item can be purchased directly from the store or within the app itself for the price of about € 4.00 each one. To enable an alternative text-to-speech engine, simply go to Settings -> Language -> Text-to-Speech Output and enable the alternate engine.

For more information about Vocalizer TTS, visit this link:

https://play.google.com/store/apps/details?id=es.codefactory.vocalizertts&hl=en_US

# Troubleshooting

## I can't find QS-SUMMARY19/22HL using Q-Discovery

Verify that QS-SUMMARY19/22HL and the PC on which you are running Q-Discovery are connected to the same network. If so, check your network for firewalls.

## Q-Discovery does not apply changes

Try to start Q-Discovery with Administrator rights

## QS-SUMMARY19/22HL does not display calls

Verify that the correct QUEUE management server IP address has been entered in the QS-SUMMARY19/22HL configuration panel in Q-Discovery.

## QS-SUMMARY19/22HL does not show weather forecasts or news RSS

Verify that QS-SUMMARY19/22HL is connected to the internet.

If other types of problems arise, we recommend that you contact our telephone support.