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MICROPRINT

Queue management system up to 6 services

User guide for device management

MICROPRINT

Multimedia queue system up to 6 services

User manual for Device management

Overview

Description and context of the product

MICROPRINT is a smart solution for managing a discrete user stream. This device can handle up to 6 different queues and 20 call stations and has a thermal nozzle with a touch screen of 8".

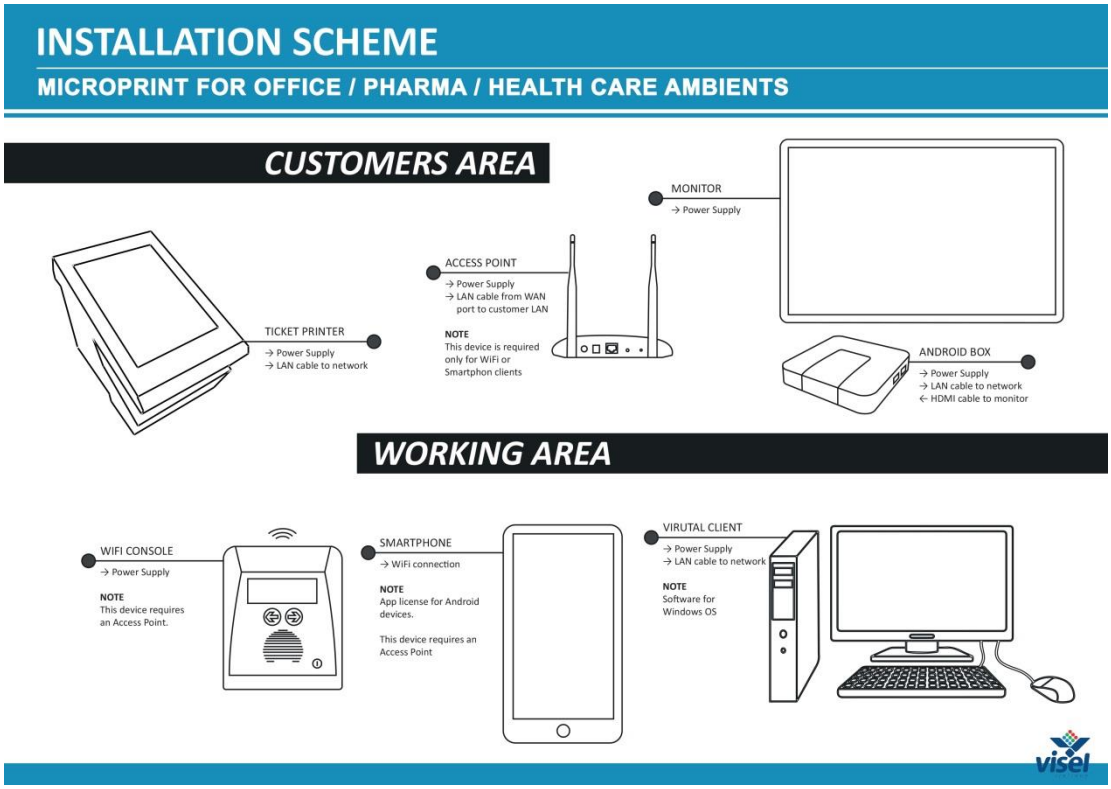


Figure 1 – Microprint System Example

Operation

MICROPRINT is compatible with QS-LCDBOX (main display – shown in Figure 1), QS-SUMMARYBOX and other models. The communication between the server and the client is via the LAN, so it is appropriate to configure the box with a static IP address. To manage the numbering you can use The Classic Microtouch Console (virtual CLIENT for PC), The serial consoles or WiFi.

First Installation

Unpackaging

The installation of MICROPRINT consists of a few simple steps:

- Unpackage device and connect the power supply
- Hold power button to switch on
- Connect the network cable
- Wait for the system to boot

Setting up the System

Q-Discovery

Q-Discovery is the Universal Visel tool for configuring LAN devices. It consists of a PC compatible application with Windows 7 or higher operating system. Visel recommends installing Q-Discovery only on the ADMINISTRATOR's PC, in such a way as to prevent non-workers from tampering with the system configuration.

- Download Q-Discovery from Download section of www.visel.it
- Install and launch the application
- Click on "Search for Devices" to start the configuration

MICROPRINT

MICROPRINT must work with a STATIC IP address.

To configure a static IP follow these steps:

- Connect a USB mouse to the device
- Click on the mouse right button to exit from the app
- Go to the system settings and the Other->Ethernet section and set the network parameters for Static IP.
- Exit the settings and go to the main menu and wait the launch of the MicroTouch Application

If MICROPRINT is configured correctly, it will be possible to manage its settings through the Q-Discovery application.

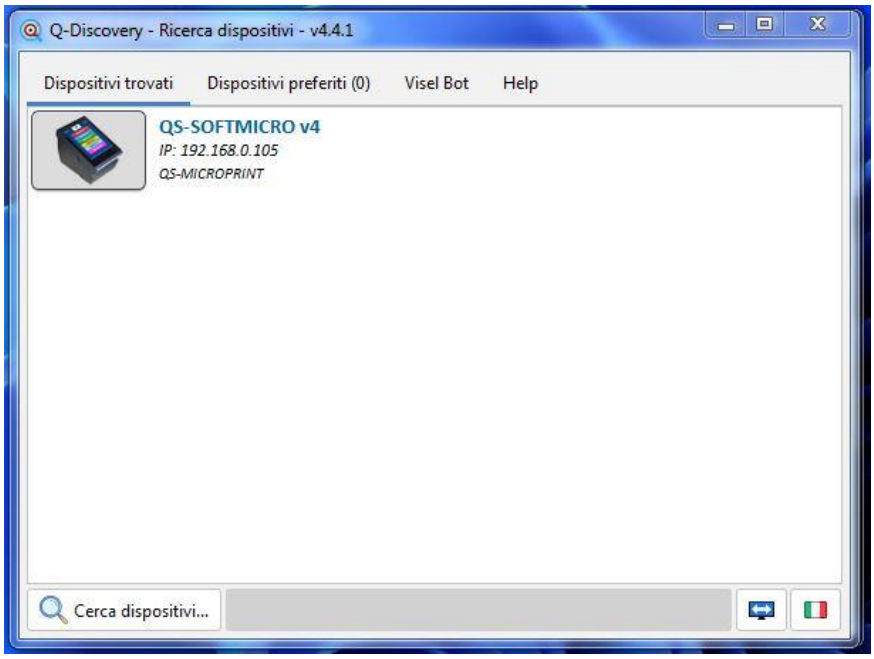
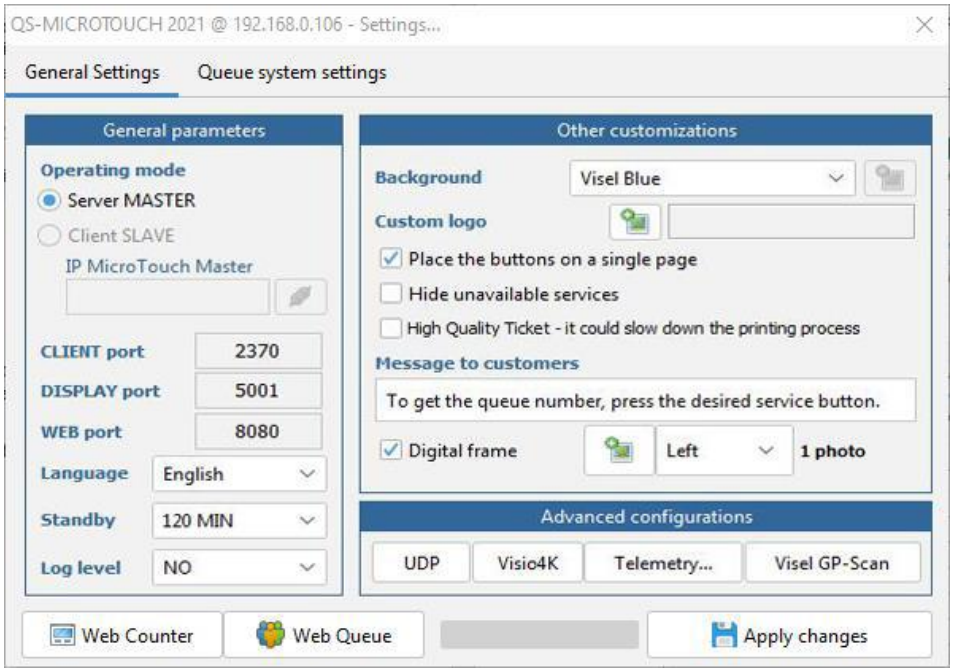


Figure 2 – Q-Discovery: search device

Select QS-MICROPRINT and press "settings". The secondary screen will appear:



This panel contains all the configurations useful for the correct functioning of the queue management server. Let's examine all accessible properties except for those that are disabled.

General Settings

General/Network Parameters

Proprietà	Descrizione
Operating mode	MicroTouch Master/Slave to install more than on ticket pickup point
Master Server IP Address	If Operating Mode is SLAVE, setup the Master Server IP address
Sync Button	Syncs the SLAVE with the MASTER, importing all services configuration.
TCP/IP Client Port	Communication port for virtual clients (MicroTouch Counter, MicroTouch Reception, QS-WCONS, QS-SMARTKEY)
TCP/IP Display port	Communication port for display (QS-LCDBOX, QS-LCD10A, etc.)
Language	Select the user interface language
Standby	Select a timeout before a screen saver appears

Impostazioni generali di gestione code

Proprietà	Descrizione
Daily queue reset	If enabled, MICROPRINT must reset the numbering on all services upon detection of the date change.
Show queued users on service button	If enabled, MICROPRINT show the current number of queued users on the service buttons on the touch display
Disable ticket dispensing	If enabled, MICROPRINT disable ticket distribution temporarily. An information message will be shown on the touch display that the system is out of order.

Other Settings

Standby settings
Indicates the maximum inactivity time beyond which to preserve the screen with a black and white animation.

Theme
Indicates the background image to be applied to the home screen according to your needs.

Welcome message
Allows you to enter and customize a welcome message.

Custom Logo
Allows you to choose a logo that will be shown on the home screen header in the center. The same logo will be automatically converted to black and white and used for printing.

“Summary” monitor options
It allows, in monitors such as QS-SUMMARYBOX, to classify the latest calls by service or by counter.

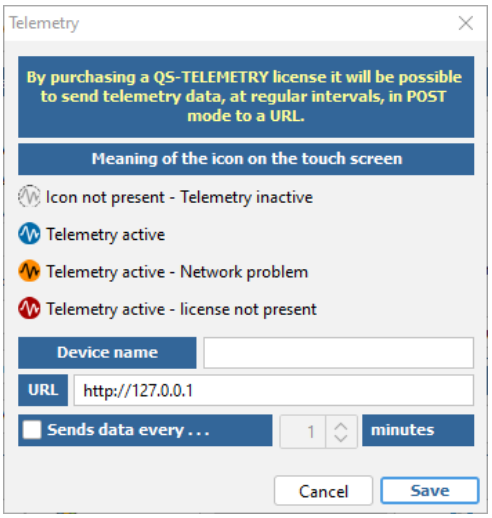
Integration Panel

Delfi

Allows you to configure summary displays of the VISIO4K type. For more information on these products, contact your Delfi supplier.

Telemetry

It allows you to activate, upon purchase and activation of a QS-TELEMETRY license, the sending of real-time data on the services. By clicking this button, you access a secondary screen where you can configure a data target URL and a cyclical time interval.



QS-TELEMETRY working

At regular time intervals, MicroPrint will make an http request by posting a JSON string containing a list of objects with this information:

- **service_name:** Service's name
- **queue_count**: Amount of users on hold
- **waiting_time_avg**: Average of waiting time in seconds
- **color:** Service color
- **id:** Service ID
- **last_ticket:** Last served ticket

The list will contain as many objects as there are active services and will be encrypted with a default Base64 algorithm. The name of the POST variable in which the data is located is **data**.

QS-TELEMETRY is compatible from QS-SOFTMICRO version 4.3.0. To activate this functionality on previous models it will be necessary to update QS-SOFTMICRO to at least version 4.3.0 and Q-Discovery to at least version 4.1.6. To activate QS-TELEMETRY it will be necessary to purchase a license and activate it by contacting our customer assistance.

Serial Device Management (counter display and tabletop console)

MICROPRINT is compatible with two types of serial devices: the counter Display (QS-CDS3) and the table Operator console (QS-CONS). To allow the use of this hardware on your MicroPrint system you must have also purchased the RS485-RS232 signal Converter, the CONVERTER (Figure 2a). The latter must be connected via a standard 9-pin serial cable included in the package to the serial connector on the bottom of the MICROPRINT.

Figure 4a – RS485-RS232 (CONVERTER)

To include serial devices during MICROPRINT installation, check the **enable Serial device support** box and press the button that depicts a wrench:

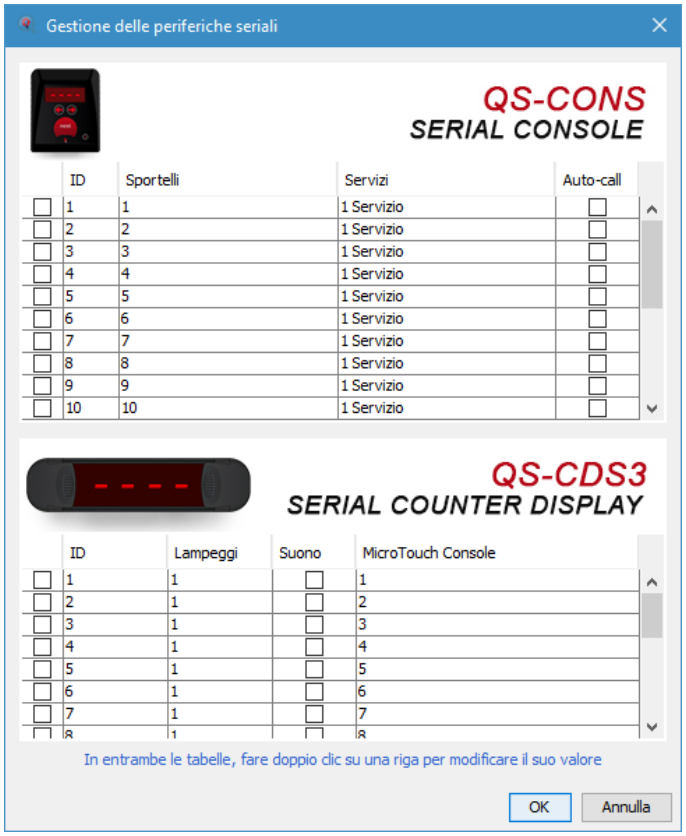


Figure 5B – Managing Serial Devices

To add a serial console, from the first table, double-click the row for the keyboard ID you want to add. The Logic Bindings window for the console will be displayed:

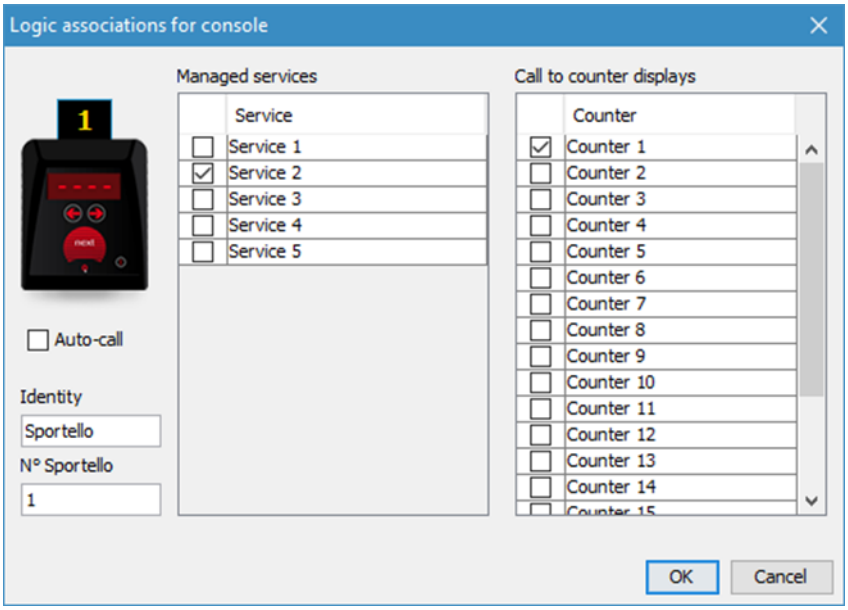


Figure 6D – Logic bindings for the console

Configuring logic bindings for the console

Property	Description
Managed Services	Indicates on which services the console will operate
Call on the counter display	Indicates on which serial counter display the call from this console should be displayed. In the absence of a counter display it is a good idea not to select anything from this table.
Auto-Call	Indicates whether the console must make the automatic call on all selected services.
Identity	The name of the location on which the console is installed.
N° Identity	Number of the station on which the console is installed.

To save the changes, click **OK**, otherwise click **Cancel**.

To add a counter Display, from the second table, double-click the row for the display ID you want to add. The logical Bindings window for the display will be displayed:

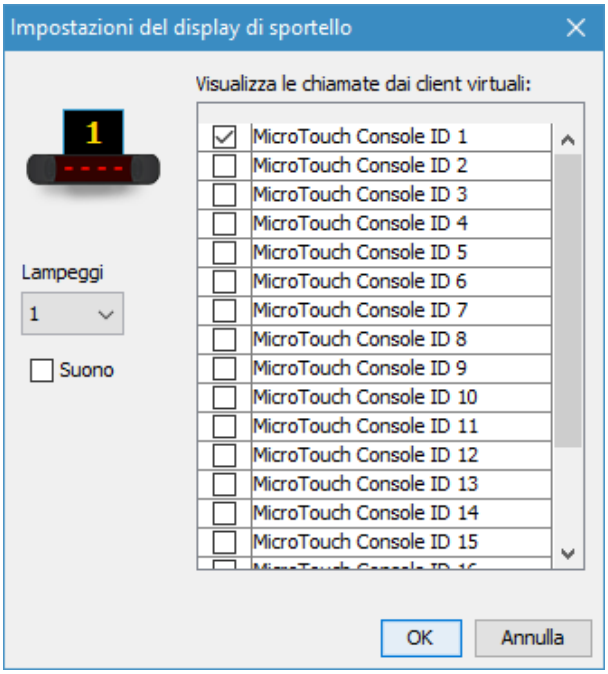


Figure 7e – Logical associations for door displays

Configuring logical bindings for the counter Display

Property	Description
Flashes	Indicates how many flashes the display will have when the new call arrives.
Sound	Indicates whether a beep should be played when the call arrives
View calls from virtual clients	Indicates whether the display should show calls from the selected MicroTouch consoles from the list.

Service Management

In This panel you can configure up to 12 different queues, the relative numbering and the color that will appear on the slave displays.

- To enable a service, select the checkbox for the service you want to enable
- To change name to a service double click on the box containing the name
- To change the letter double click on the box containing the letter
- To change the count interval double click on the box containing the number
- To change the color double click on the Colored box

Service Menu

Selecting a service from the list and clicking on it with the right mouse button will have access to a menu for advanced management, as shown in the following figure:

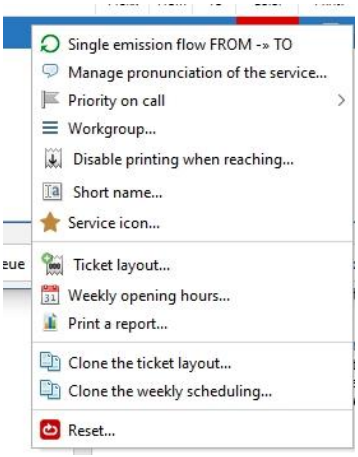


Figure 3 – Service Menu

Single emission flow FROM-> to

This option indicates that the service will issue a daily ticket of a limited number of tickets. A number of tickets will be printed equal to the difference between the value in column A and that in column FROM, + 1. For example, we need the butcher service to dispense only 50 tickets every day: we will set up a single emission stream on the butcher service and in the field to enter a value of 1, in the To field we will insert the value 50.

Perpetual emission Stream FROM <-> to

This option indicates that the service will perform a cyclic daily ticket issue. The consecutive number of tickets will start from the value in the FROM column. When the counter reaches the value set in column A, the numbering will restart from the value set in the FROM column.

Manage the pronunciation of the service

It may happen that the narrator does not pronounce well the name of a service, such as the acronym CUP (Single Reservation center). Narrator tends to internationalise English terms of common use and, in this case, the pronunciation will be "cap" (Cup/Trophy in English). The solution to this drawback will be to select this item from the menu and type the text "kupp" to correct the pronunciation.

Priority on call

If we need to create one or more files that have a different call priority, we must set a service priority. Placing your mouse on the "Call priority" entry will open a sub-menu with the entries:

- Low priority
- Standard
- High priority
- Graduated Priority

Let's analyze the three priorities in blue, momentarily taking part in the Graduated Priority.

If for example we are configuring the system in a pharmacy and we need to create a priority queue for pregnant women, just enable a service from the list, rename it "pregnant women" and set a "high priority". After the changes are applied, MICROPRINT will call the "pregnant women" service users until the ticket is exhausted, without taking into account the arrival time.

In summary, the **priority** in MICROPRINT Systems is handled in this way:

- The tickets belonging to the services with different level priorities will be escaped until queue is exhausted in priority order: high priority, then Standard and finally low priority.
- Tickets belonging to the services with sibling priorities will be escaped chronologically.

Graduated Priority

The last type of priority assignable to services is the Graduated Priority. This particular condition allows to make calls according to a specific directive and helps to regularize the user flows where one or more services tend to accumulate more users queued than the others. Using the Graduated Priority, however, implies these limitations: all MICROPRINT-enabled services must be configured with a Graduated Priority, because this type of priority cannot coexist in the presence of other types (high, Standard, or low priority). The Operator console must be configured in auto-call on all active services.

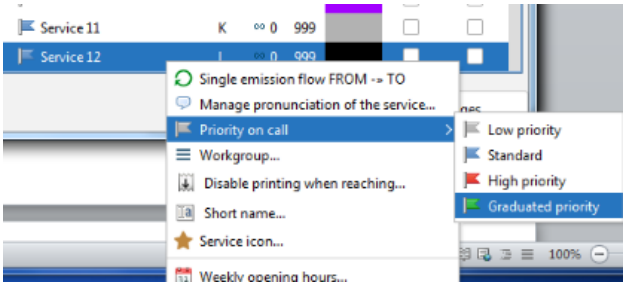


Figure 3rd – Association of scalar Priorities

Immediately after selecting Graduated Priority from the service menu, a second screen will appear from which you can configure theA Call properties:

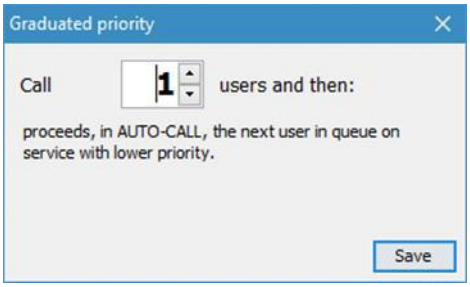


Figure 3b – Scalar Priority Properties

As can be seen from the window in Figure 3b, with this configuration we tell MICROPRINT that it will have to call 1 ticket of this service and then proceed with the call of other tickets on the next service on which the Graduated Priority is set.

In short, this particular type of priority makes it possible to make calls according to a predetermined ladder, to help dispose of irregular but constant flows over time. In this way we can call 3 tickets of the first service, 2 tickets of the second, 3 of the third and 1 of the fourth. When MICROPRINT completes the call list will be cyclically returned to call 3 first service tickets and so on. If there are no conditions to comply with this ladder, the system will proceed in chronological priority.

Workgroup

Allows to associate a string label to the service for showing its calls only on specific displays.

Disable printing when reaching...

Allows to stop the ticket emission when the ticket count reach the a limit. The limit is daily.

Clone the ticket layout

Copy and paste the selected service's ticket layout on another service.

Clone the weekly scheduling

Copy and paste the selected service's weekly scheduling on another service.

Ticket layout

For each service you can customize the items that make up the ticket. Select a service from the list and press the **ticket Style composition** button:

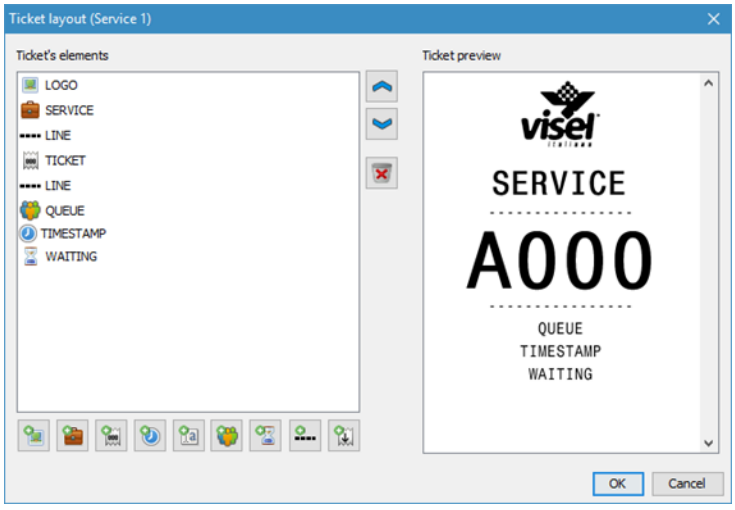


Figure 3c – Composing the ticket

Property	Description
Ticket items	Shows all the items that compose the ticket layout in print order.
Up ARROW	Moves an item to the beginning of the ticket.
Down ARROW	Moves an item toward the end of the ticket.
Trash bin	Delete selected item
Ticket Preview	This pane presents a rough preview of the ticket's composition in real time. The representation of the ticket is purely illustrative. To perform a print test you must send the settings to the Micro Touch and then do a test. To confirm the changes, press the "OK" button.
Horizontal Toolbar	Serie di pulsanti per l'aggiunta di elementi nella lista. A partire dal primo pulsante a sinistra abbiamo: • **LOGO** adds logo printing (inserted in the previous screen) • **SERVICE** adds service name printing • **TICKET** adds the printing of the shift number • **TIMESTAMP** adds the ticket's print date and time • **TEXT** adds custom text printing • **QUEUE** adds the user count print to the queue • **WAITING** adds the estimated wait print • **LINE** adds the printing of a horizontal separating machine • **FEED** adds the print of a vertical Space or

Press **Ok** To save the style of the ticket, otherwise **Cancel**.

Weekly opening hours

For each service is In addition possible Configure one or more periods of activity on a weekly cyclical scale. When the service is unavailable, the button in home will display the item "CLOSED" and, clicking on it, MicroPrint will show a pop-up window with the detail of the hours of activity of that service. To configure the weekly schedule, select the service and press the button on the **Schedule of activities of the Service**:

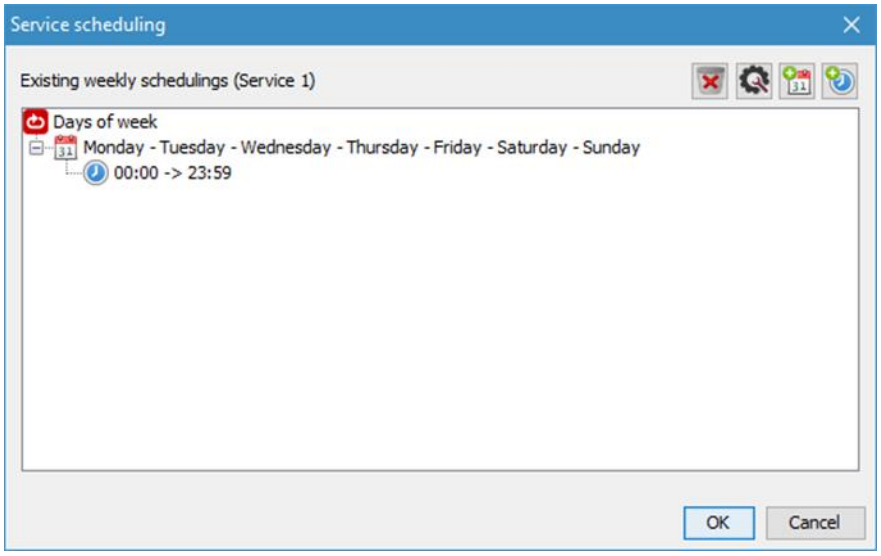


Figure 3d – Weekly Service Schedule

In This example, the "drugs" service is active H24 7 on 7. You can create multiple time bands (always within the week) where medications can be active from Monday to Saturday, from 9:00 to 13:00 and from 15:00 to 20:00. Here is an example:

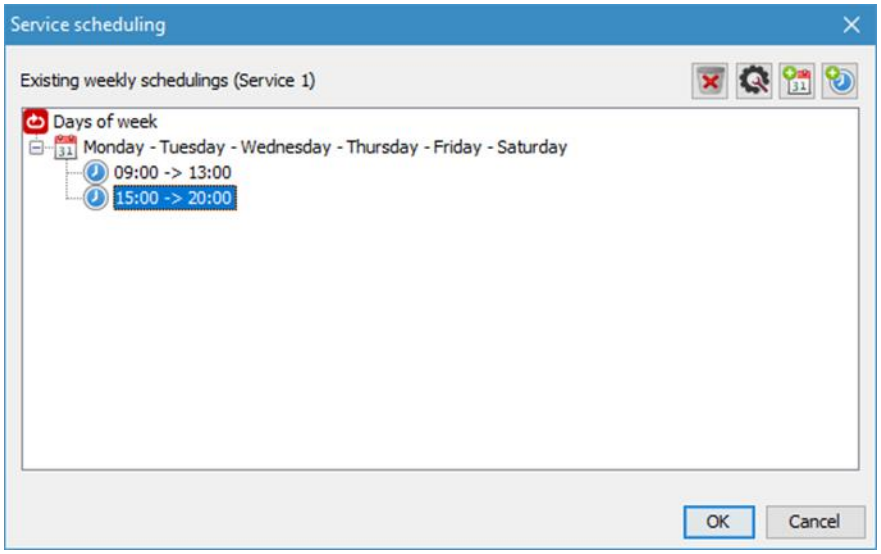


Figure 3e – Example of multiple hourly scheduling

Instead, we put the case in which "drugs" is active only on weekdays in the same time zone and on the weekend on a continuous basis, for example:

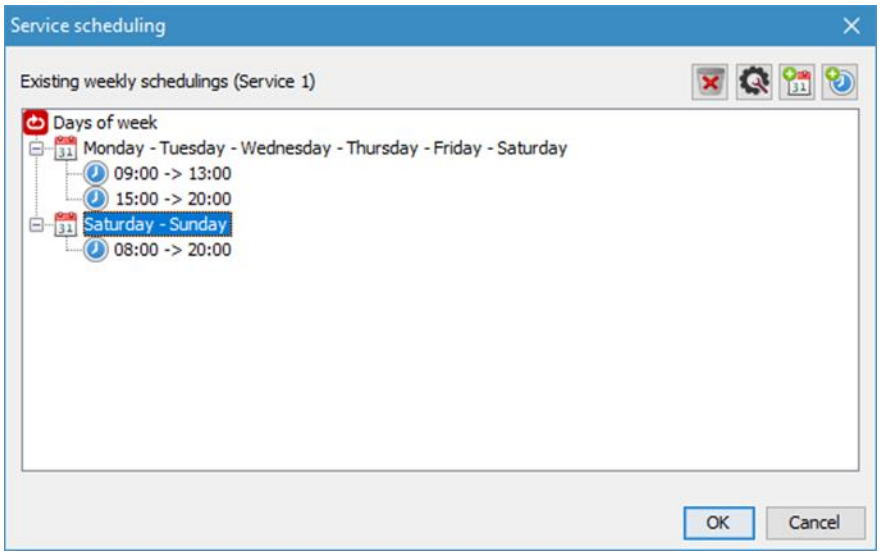


Figure 3f – Example of hourly/daily multiple scheduling

Summarizing:

- **To add a daily rule click**
  the **(+)calendar** button. Then select the days from the pop-up window and press **OK**.

- **To add a time slot**
  , select the daily rule and click the **(+)clock** button. Then set a time interval from the pop-up window and press **OK**.

- **TO CHANGE a DAILY RULE or time BAND**
  , select the daily rule or time slot and press the **gear** button. Make the change from the pop-up window and press **OK**.

Print a report

MICROPRINT has a basic reporting module that allows the printing of statistics directly from the main unit. Then press the button on the **Printing the Report**:

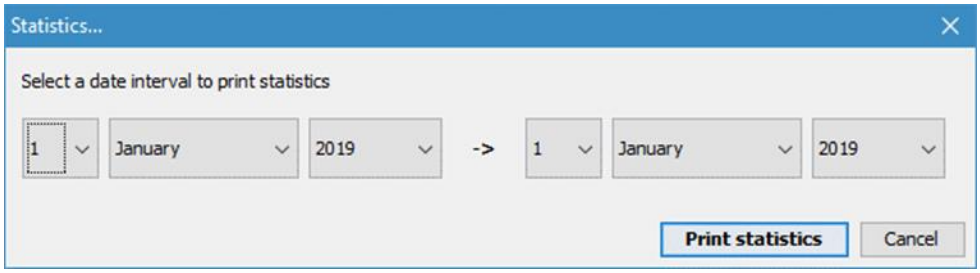


Figure 3g – Issuing a report with time interval

Select the date range and press **The Statistics On Print** and Then a report similar to the one shown in Figure 3h will be printed:

[Date Range selected]

General Report

This report includes the selected time period, the total of the tickets issued, the total of the tickets served and the total of the estimated lost tickets.

Service Report

This report relates to the individual queues (or services) and includes the total of the tickets issued, the total of the tickets served, the total of the estimated lost tickets and the average working time of the operators who handled this service.

Post Report

This report is relative to the individual workstations (or operators) and includes the total of the tickets served, the average waiting time for the users, the average service time of the operators, the total working time of the operators and the time of Work longer than an operator on a user.

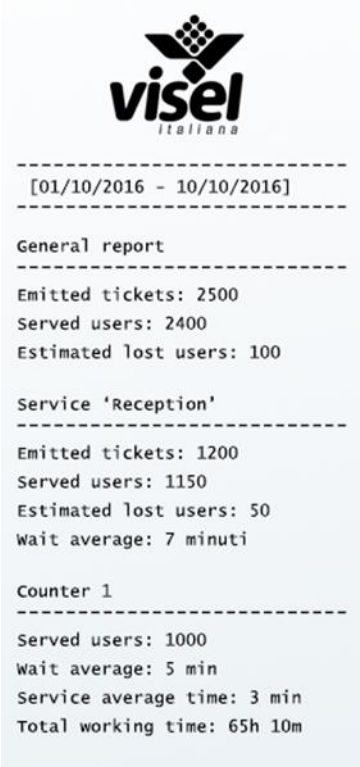


Figure 3h – Report Sample

Report Calculation algorithm

The life of each ticket is marked by three fundamental timing:

The ticket'S date/Time
is the time accurately at the millisecond of the time the user picks a ticket which, by convention, we call $\mathbf{T_E}$.

The ticket'S call Date/Time
is the time accurately at the millisecond of the time the operator calls the ticket which, by convention, we'll call $\mathbf{T_C}$.

The ticket'S closing date/Time
is the time accurately at the millisecond of the time the operator concludes the service on the aforementioned ticket which, by convention, we'll call $\mathbf{T_F}$.

Given that the "average" values correspond to the arithmetic mean of the elements taken into account, let's analyze the calculation algorithm for each individual case report:

Estimated lost users
are taken into account all tickets whose difference between $\mathbf{t_F}$ and $\mathbf{t_C}$ < = 30 sec.

Waiting Time
Difference between$\mathbf{T_F}$and$\mathbf{T_{And}}$of the ticket concerned with the calculation.

Service Time
Difference between$\mathbf{T_F}$and$\mathbf{T_C}$of the ticket concerned with the calculation.

Each ticket (even those estimated lost) is considered for the drafting of the report so it will be appropriate, to get more refined values over time, best use the MICROPRINT console and close the service on the last ticket queued (clicking on the button With the "tick" icon in the lower right corner).

You can optionally activate a license of the Advanced Reporting module for MICROPRINT (cod. prod.**QS-SOFTSTAT**), which allows The MicroTouch Manager software to be installed on the administrator'S PC and has many more features.

For more information ON QS-SOFTSTAT And Microtouch Manager We recommend contacting our sales department.

Reset... (Zeroing counters)

To reset the current sequence number of the service counters simply click on "Reset Micro Touch". MICROPRINT is also able to reset in a completely autonomous way the counters of the enabled services and will do it to the data change detection.

System Usage

MicroTouch Counter 2020 (Client virtuale per PC)

MicroTouch Counter is the new virtual console version for all MicroTouch core systems. This particular version, released as of April 2020, comes under a completely revamped graphic design and includes some useful features not present in the MicroTouch Console.

First installation

- From your PC open a browser window and navigate to www.visel.it and then go to the Downloads section. From here download the MicroTouch Counter application.
- After downloading, locate the file and start the installation
- When installation completes, a shortcut will be created on your desktop, and then you will launch the application.

Configuration and Preferences

After installation, MicroTouch Counter will show the preferences screen, which, in this version, is divided into two parts: **General and Network Parameters** and **Queue management**, as you can see in the two figures below:

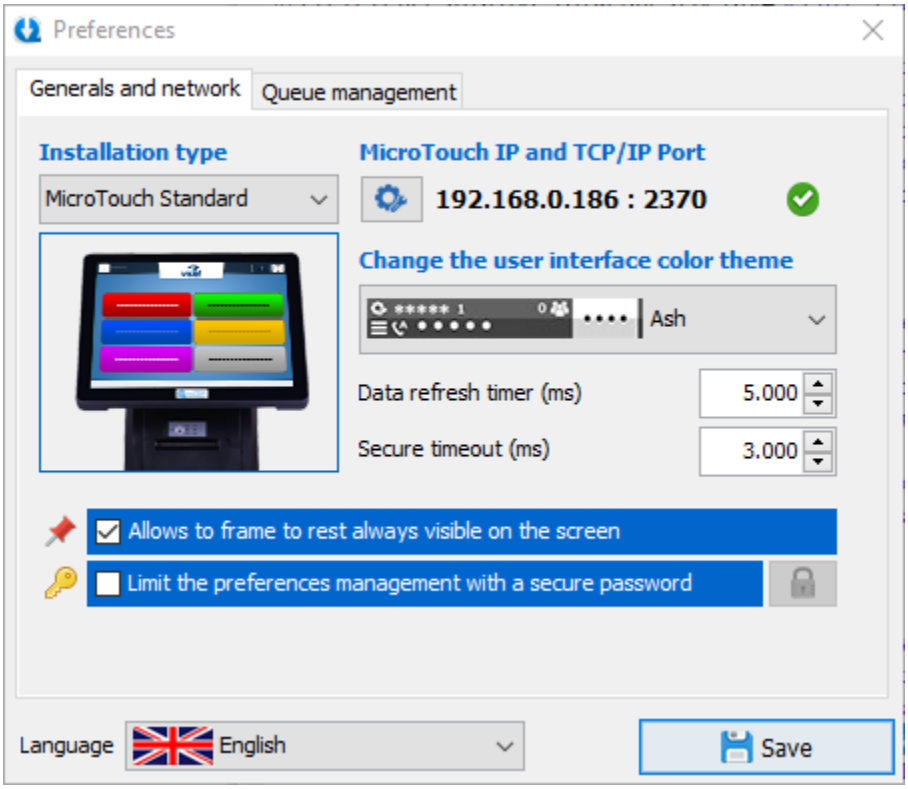


Figure 8.1 – Managing General and Network Parameters

General and network parameters

Property	Description
Installation type	Select the type of server system installed: MicroTouch Standard, MicroTouch Lite or MicroTouch Entry. The console will adjust according to the selected system.
IP address and Port	By clicking on the "gear" button you can set the IP address of MICROPRINT. To set values, follow the instructions in the sub-windows that will open in succession.
User Interface Theme	Changes the color of the work window.
Data Refresh Timer	Changes the service status data refresh timer and its queued users.
Security timeout	Allows you to select a wait time before the next call, to avoid data stacking on room monitors.
Featured Window	Enables or disables the "foreground" mode for the work window.
Security password	Protects seat preferences with a keyword.
Language	Selects the language of the application. You must close and reopen the application for the change to take effect.

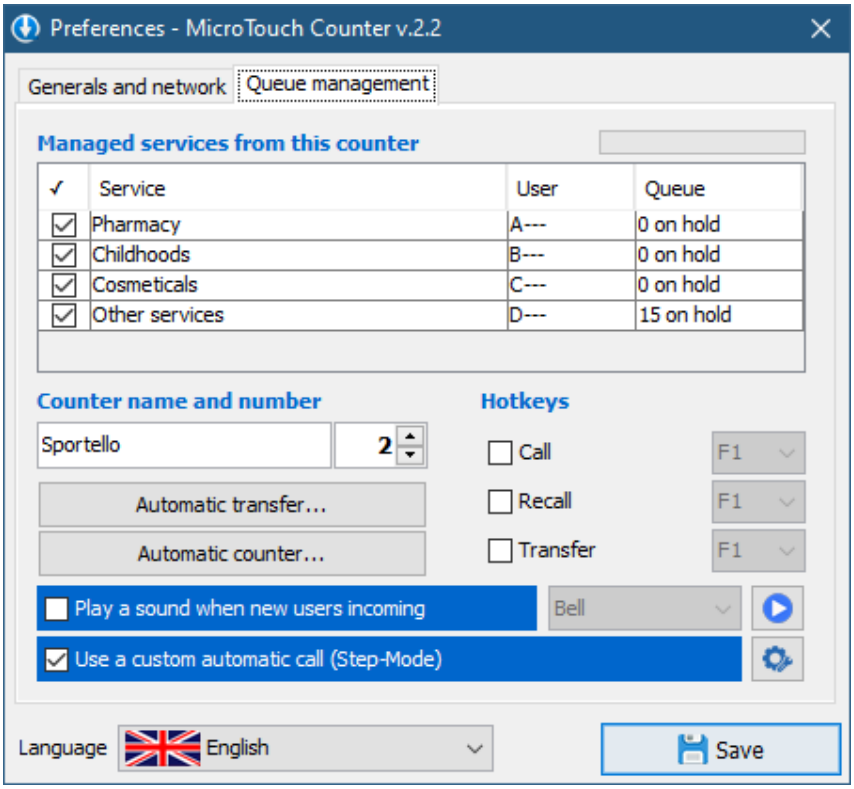


Figure 8.2 – Queue and seat management

Queue Management Parameters

Property	Description
Managed services	Select the services managed by the station. Check at least one of the listed services.
Name and seat number	Choose a name and a station for the station. For example, "Counter" 1
Keyboard shortcuts	Sets the Call, Recall, and Transfer operations on the function keys (F1 – F12).
Automatic transfer	Applies automatic transfer logic to one or more services when a user is processed.
Notification sound	Sets a notification sound when the console detects the entry of new users (who pick up a ticket).

Click to Save button for the configuration changes to take effect. Click the close window button instead to undo the changes.

Using the Console - Work Window

At the end of the first configuration, the work window will be shown:

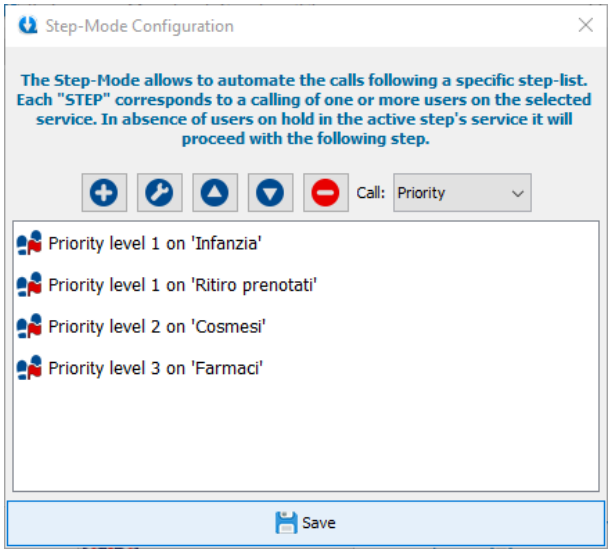
Figure 8.3 – Main Window of work

Let's look at the main sections of the new user interface:

1. **Connection LED**. Blinks on a regular basis and by color it notifies you of your connection status to the server.
2. **Counter identity.** Shows the name and number chosen for the station.
3. **Queue.** Shows the number of users waiting. If auto-calling (AUTOCALL) is active, it will show the total number of users waiting on all services managed by the station.
4. **Manual call.** Lets you review the list of pending users and call one outside of each priority.
5. **Preferences.** Opens the seat preferences.
6. **Service closure.** It closes the service on the current ticket and marks it as fulfilled.
7. **Ticket area.** Shows the currently managed ticket.
8. **Service area.** Shows the service on which you are operating.
9. **Autocall.** Enables or disables automatic calling on all services managed by the station.

Custom Call Automation (Step-Mode)

It may happen to have special needs for the disposal of the flow of users, that is, to want to organize, based on the average turnout on the various services, the mechanics of the calls. A certainly interesting tool is the Step-Mode, which allows you to create a cyclical lineup of calls. To configure the Step-Mode simply enable the "Step-Mode" checkbox and click on the "gear" button to create a step-list.



Property	Description
"+" button	Add a Call Step
Button "wrench"	Allows you to change the selected Call Step
"Up" button	Moves the selected Call Step to the beginning
"Down" button	Moves the selected Call Step to the end
"-" button	Deletes the selected Call Step
Call	Set all step with Unitary or Priority call mode.

To work in Step-Mode it will be sufficient to enable the Auto-Call on the console and call from the ticket area by clicking with the left mouse button inside it.

The Step-Mode algorithm in Unitary mode will continue until there are enough users queuing on the services selected in the call steps, otherwise an error message will be shown and you will have to proceed in manual call.

In Priority mode instead, the algorithm makes calls in the Priority level order (1 is the highest level). If two or more services have the same Priority level, the system advances next in time priority.

The Step-Mode is available from version 2.2 of MicroTouch Counter and is compatible with all versions of QS-SOFTOUCH, QS-SOFTLITE and QS-SOFTMICRO.

Welcome next user (Call)

When the console is connected to MICROPRINT, it is ready to perform operations on customers on hold. The first thing to do is **to welcome the next user waiting** by making a "Call". Hover over the**Ticket Area** and click with the left mouse button. If the service on which you are placed has users on hold, a small animation will be shown and you can accept the new ticket. The Ticket Area will then be red until the **Security Timeout** has expired. You can then do the next thing you can do.

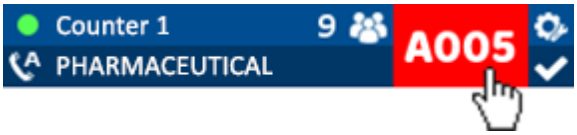


Figure 8.4 – Next User's Call

Call on other services and change of active service

As mentioned earlier, the station can be configured to handle more than one service. To change the active service, left-click on the **Service Area** and the list of managed services will appear with the number of users waiting:

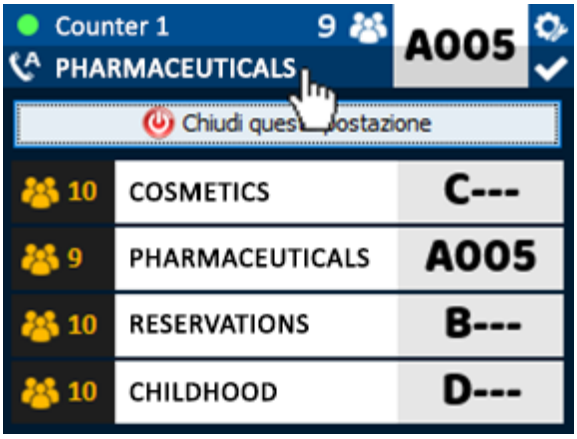


Figure 8.5 – Managed Services Panel

To make a call on a service other than the active one, hover over the ticket area of the service you want and click with the left mouse button. After the call, the selected service will become active and you can continue with the selected service unless automatic calling is active.

Manual call

If you need to call a ticket outside of any priority, you can use the **Manual Call** tool. Hover over the "Users" button and click with the left mouse button, so the list of waiting users will appear.

Figure 8.6 – List of Pending Users

To proceed with the call, select a ticket from the list and press **Call**. Alternatively, to cancel the process and close the list, press **Cancel**.

Call the same ticket again

You can also call the user you just welcomed again. Right-click the main **Ticket area** to open the operations menu. Now click **Recall**.

Complete the service on the called ticket

To refine the calculation of MICROPRINT statistics, it is a good idea to conclude the service on the accepted user. This is done automatically if:

- proceeds with the call of the next ticket
- transferred the accepted ticket to another service
- closes the station

To manually complete the service on the called ticket you will simply press on the white check mark that will appear under the "Preferences" button after the call.

Transferring a user

In some realities there is a need to welcome a user and then transfer them to another service. In order to transfer the called ticket to another service, right-click the Main **Ticket Area** and choose **Transfer** from the operations menu. The ticket transfer options will then appear:

Figure 8.7 – Transfer to another service

Then select the recipient service from the choice box and transfer mode by choosing from:

- **With the arrival time:** The ticket will be added to the recipient service queue with the same time it was picked up by the user.
- **With the current time:** The ticket will be added to the recipient service queue with the time recorded at the time of the transfer confirmation.
- **With a specific time:** The ticket will be added to the recipient service queue with a specific time (within the day) and will not be visible at the destination service stations until the specified time is reached.

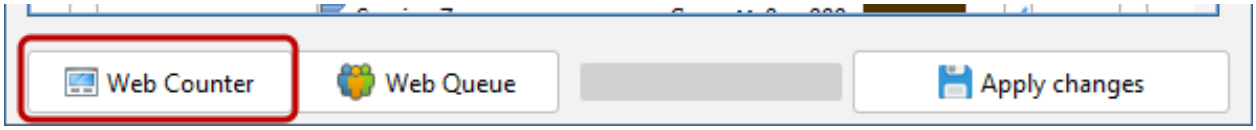
To complete the transfer click **Transfer**, otherwise press **Cancel** to close the transfer options.

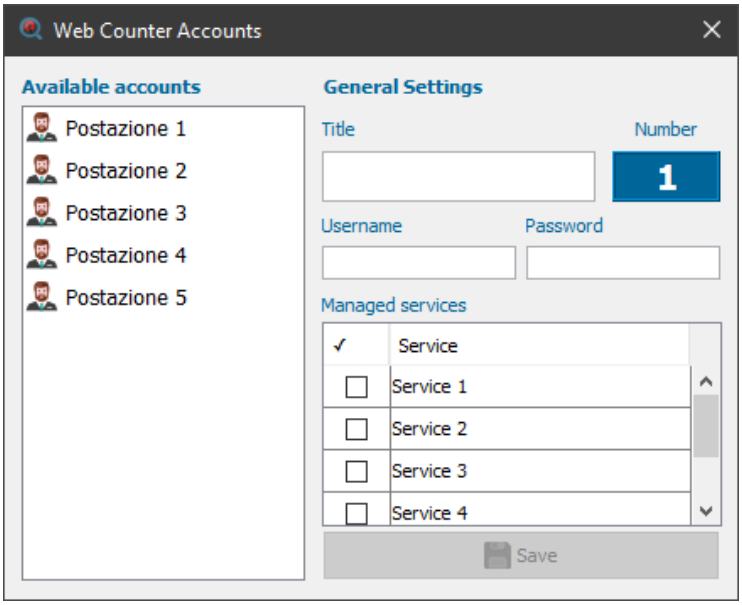
Closing the counter

At the end of the working hours, to close the station click on the **Service Area** and click Close **this station**. The application will finish after the final steps have been completed.

Web Counter (optional license QS-WEBKEY)

MicroTouch version 4.0 introduces a new feature for operator seats, the web console. It is a revolutionary calling method that allows operators to manage the queue comfortably through any Browser (Google Chrome, Internet Explorer/Edge, Firefox...). This optional package is constrained to activate a number of licenses equal to each operator within the facility. After activating one or more QS-WEBKEY licenses, the "Web Counter Accounts" button will appear in the MICROPRINT settings window in Q-Discovery, which will allow you to manage the call station accounts:





To configure a seat, simply select one from the list of available accounts, specify its title (e.g. Counter), login credentials, and finally managed services by checking the boxes. When you are finished configuring each station, press the "Save" button.

Installation

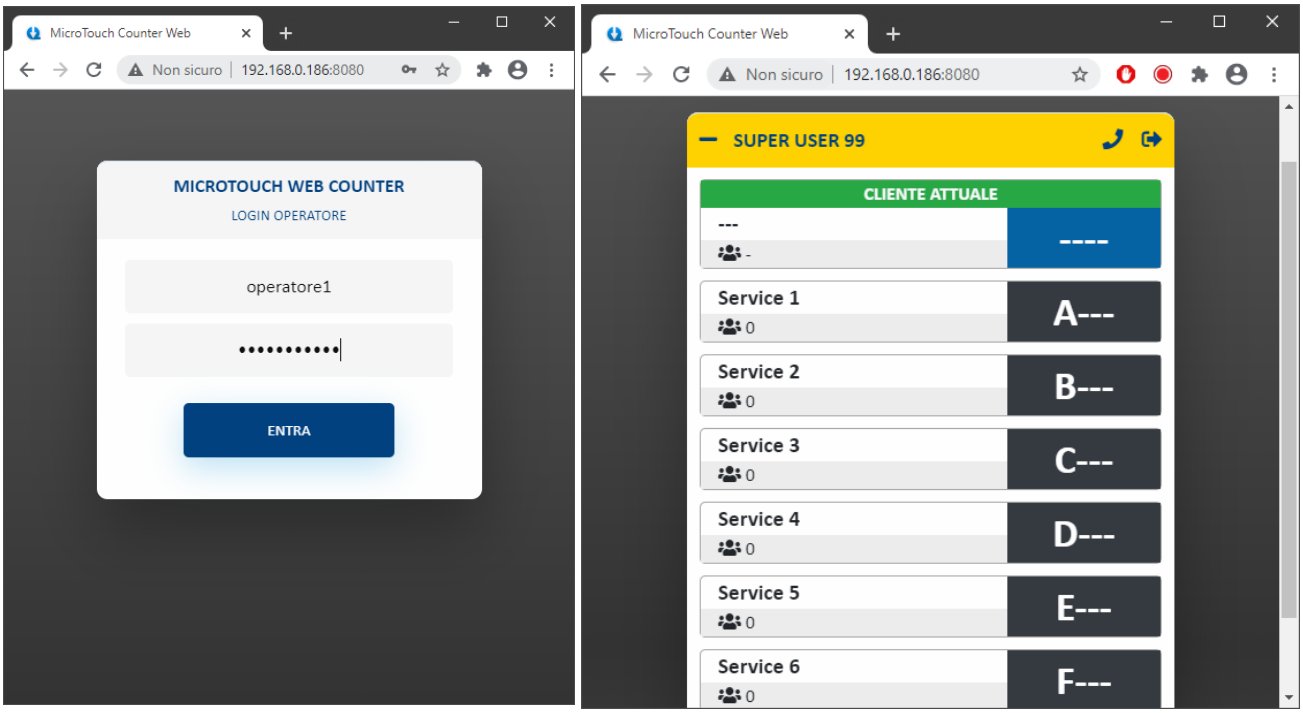
QS-WEBKEY does not require any operator-side installation, just create a Desktop shortcut to this address:

http://IP_MICROPRINT:8080

replacing IP_MICROPRINT the real IP address of the central unit.

Usage

After opening the login page, enter your credentials in the appropriate text fields and click "Enter":



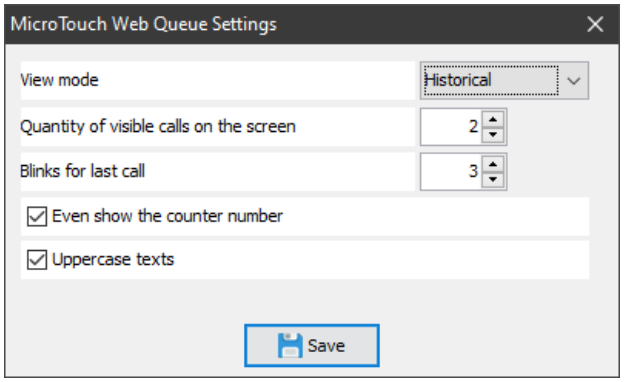
Controls list

Button/Icon/Area	Description
Menu (to the left of the station name)	Opens/closes the list of services managed by the operator
Phone cornet	Enables/disables automatic calling
Current Customer – Blue Area	Makes the call of the next user on hold
Current customer – Users icon	Calls a specific user from the list of pending tickets
Current customer – right arrow	This button appears only after you make a call and allows you to transfer the ticket to another service
Current customer – circular arrows	This button appears only after you make a call and allows you to call the same ticket again
Current customer – check mark	This button appears only after you make a call and allows you to mark the ticket as fulfilled

To make a call from another of the managed services, simply click on the dark gray box for the service you want to advance. The new ticket you call will appear in the "Current Customer" section.

Web display (optional license QS-QUEUEWEB)

MicroTouch version 4.0 also introduces a summary display version compatible with major browsers and allows you to view a history or summary of the latest calls within a web page (obviously under the system's local LAN network). This optional package can be used after license activation for each MICROPRINT server installed in the facility. After activating the license, the "Web Queue" button will appear in the MICROPRINT settings window in Q-Discovery, which will allow you to manage the display settings of the web display:



Queue Management Parameters

Property	Description
Display mode	Choose how numbers appear in History mode (last calls in chronological order) or In Summary mode (last calls for each service)
Number of visible calls	Choose the number of boxes containing the tickets that are called from a minimum of 1 to a maximum of 4
Flashes last call	Sets the number of flashes to animate the input of the last call
It also shows the number of the station	Show or hide information from the calling station (e.g. SPORT 1)
Uppercase texts	Makes it easier to read by turning all text to uppercase

Installation

QS-QUEUEWEB can be reached at this address:

http://IP_MICROPRINT:8080/display.html

replacing IP_MICROPRINT the real IP address of the central drive.

WiFi Console (QS-WCONS)

An alternative tool to manage the numbering progress is the WiFi console (COD. prod. QS-WCONS). This device looks like the traditional flush console but with the addition of a WiFi module to connect to a router or access point. However, each MICROPRINT system that includes the installation of a WiFi console is also equipped with a pre-configuredAccess Point.

Figure 9 – QS-WCONS

QS-WCONS, thanks to its advanced firmware, allows you to modify your configuration through Q-Discovery.

These consoles are Pre-configured To connect To the default WiFi network Visel Which mirrors this identity:

SSID: visel_air

PASSWORD: visel489553

After turning on the console and making sure it is connected under the same network as the PC running Q-Discovery, you can do the search for the devices:

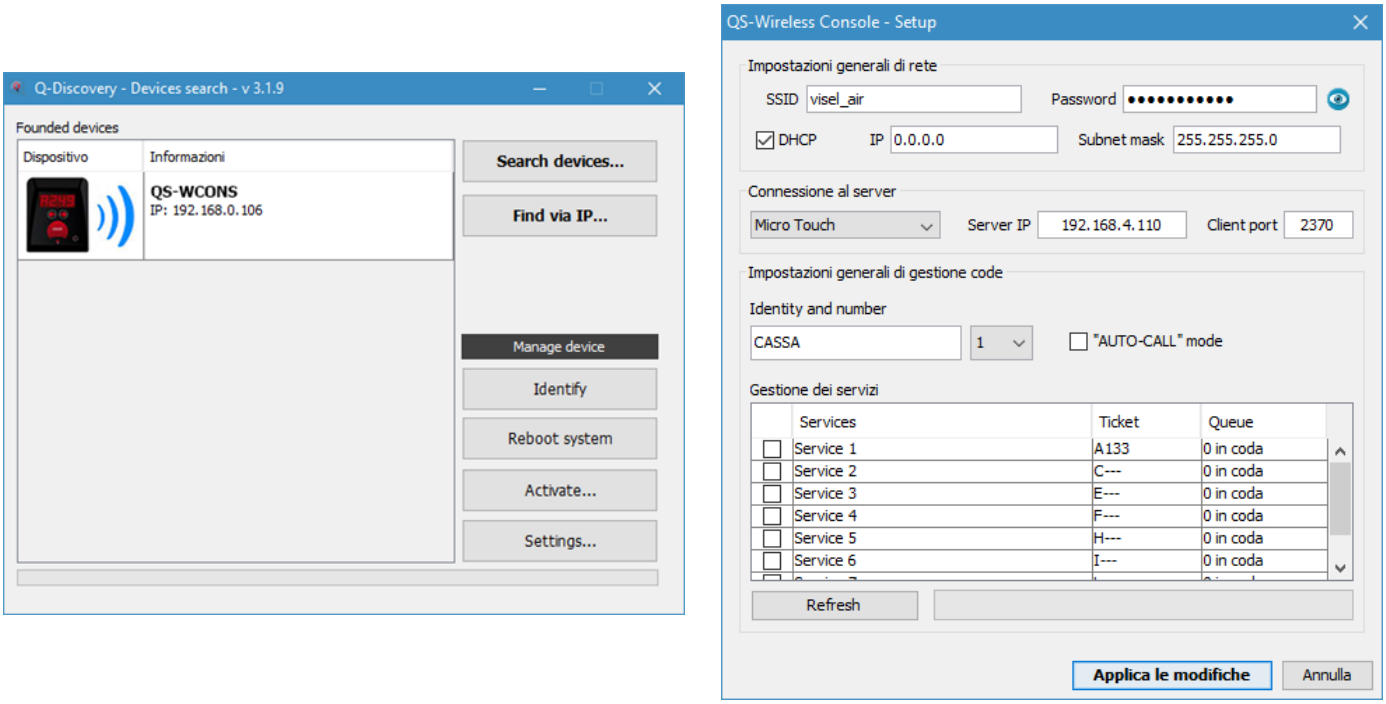


Figure 9a – Configuring a QS-WCONS

Select the WiFi console from the list of devices and click on **settings** to access the configuration window. As you can see from the second screen, the configuration is very similar to that of MICROPRINT consoles. Then set the IP address of the MICROPRINT and press **Refresh** to get the list of services, then select the services managed by this console and Click **Apply Changes**.

MicroTouch Smart Controller

The latest news regarding the MicroTouch range is undoubtedly the MicroTouch Smart Controller (Cod. Prod. QS-SMARTKEY), which consists of an Android smartphone or tablet application capable of managing the shift numbering. MicroTouch Smart Controller is an optional product and requires the purchase of a license for any smartphone or tablet on which the software will be installed. After installing the software on the device the main screen will be shown. You will need to configure the MICROPRINT shortcut by opening the settings (top right button).

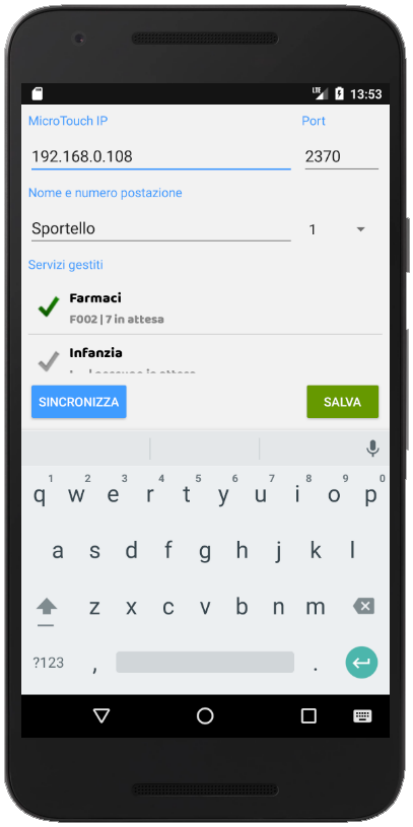


Figure 10a – QS-SMARTKEY Configuration

Figure 10b – QS-SMARTKEY properly configured

Figure 10c – Calling the next user

After the connection, the app will present itself as in Figure 10b, ready to handle the numbering:

Button	Action
***Automatic* Ch**	Sets the operation of the console in AUTO-CALL
Service	Move management to another service
Call ticket	Allows you to arbitrarily call a ticket waiting on that service
Right Arrow	Allows you to call the next user waiting
Circular arrows	Allows you to call the ticket already taken in charge
Check mark	Signals to MICROPRINT that the ticket operations taken are terminated
Small arrow	Allows you to transfer to another service the ticket taken in charge

Slave Display, summary and counter

MICROPRINT is compatible with range box slave devices and more, such as: QS-LITEBOX, QS-LCDBOX, QS-LCD10A etc.. As regards their configuration, it is advisable to refer to the relative user manuals on our website www .visel.it, in the section: Download -> User Manuals.

Troubleshooting

I can't find MICROPRINT with Q-Discovery

Verify that the MICROPRINT and THE PC You are running Q-Discovery are connected to the same network. If this is the case, check for firewalls on the network.

Q-Discovery does not read or apply settings

It's most probable that there's a problem with the bundled FTP server on port 2121 of MICROPRINT. Please contact the customer care

The printer performs a continuous beep

In the event that the printer emits a continuous intermittent beep, the causes may be:

- Dirty paper sensor. Wipe with an antistatic cloth slightly moistened with alcohol.
- Paper compartment not closed properly.
- Hardware problem in the print logic.

If other types of problems arise, we advise you to contact our telephone support before performing any type of intervention that could create further anomalies.

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