



## visel QS-FOODBOX Standalone Server Box for Arbitrary Queue Management User Manual

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## QS-FOODBOX

Standalone server for arbitrary queue management with Visel Cloud Digital Signage Device Management User's Guide

## Overview

### Product description and context

QS-FOOD BOX is a box with the Android operating system that allows you to view, suitably connected in HDMI to a monitor, the history of the arbitrary turn numbering. In addition to queue management, you can view a media playlist, enriched by RSS news headlines.



Figure 1 – QS-FOODBOX main screen.

### Operation

This product requires a monitor, TV or device that has an HDMI input and possibly speakers to play audio and, if the internet is available, it is able to show the news at the last hour via FEED RSS. This product has been designed for realities where there is a need to manage the flow of users according to priorities other than the one of arrival.

### First Installation

#### Unpackaging

The installation of the QS-FOOD BOX consists of a few simple steps:

- Remove the box from the package and insert the batteries into the supplied remote control
- Connect the box to the power supply
- Connect the network cable
- Connect the monitor's HDMI cable
- Tune the monitor to your chosen HDMI source
- Wait for the system to load

After initialization, the main screen shown in Figure 1 will appear on the monitor. These operations are common for every QS-FOOD BOX installed.

### System configuration

#### Visel Sync (Configurator)

Visel Sync is the tool needed to configure this product. It consists of a PC-compatible application with a Windows XP operating system or higher. Visel recommends that you install Visel Sync only on your administrator's PC to prevent non-professionals from tampering with your system configuration.

- Download Visel Sync from this link: <http://www.visel.it/it/download>

- Install and launch the application
- Click on the magnifying glass to start searching

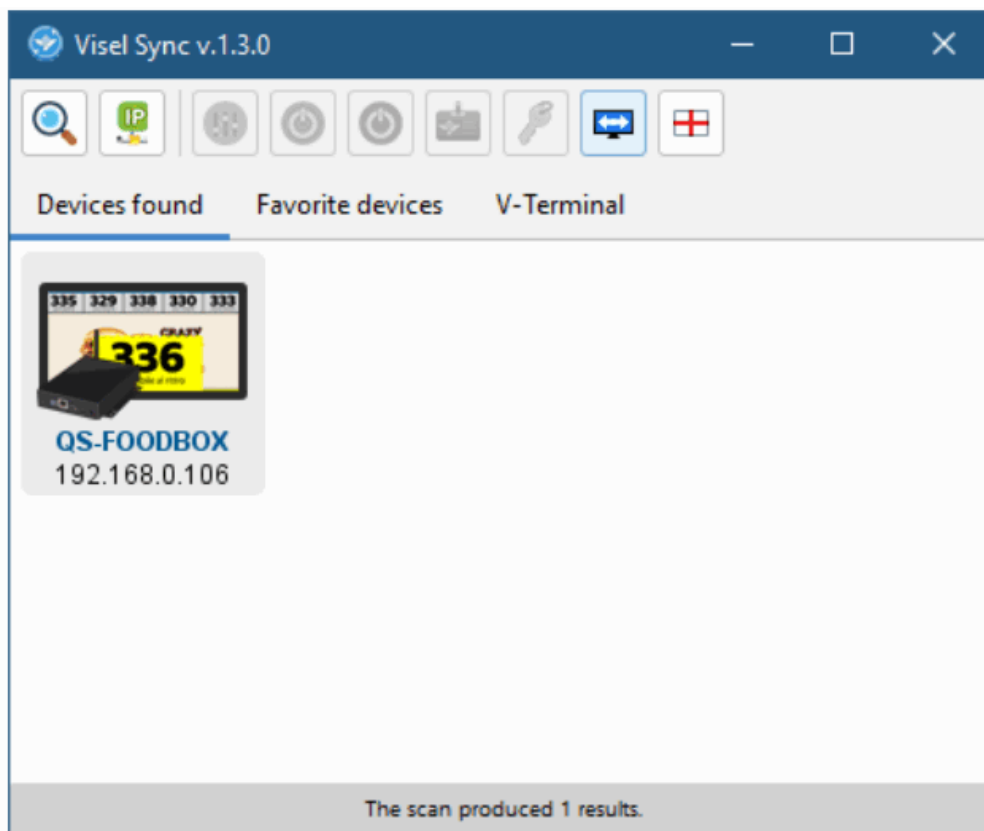
### QS-FOODBOX

QS-FOOD BOX needs a static IP address on the network.

To configure a static IP, follow these steps:

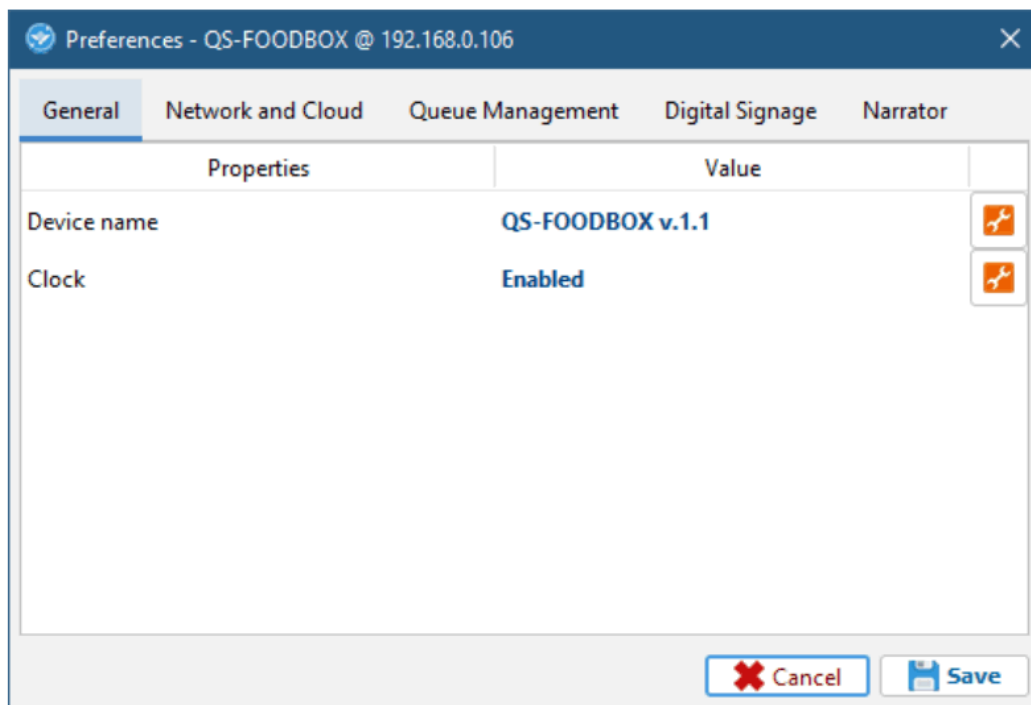
- Connect a USB mouse to the box
- Press the right mouse button to exit the active application
- Go to the system settings and in the " Network " section set network parameters.
- Exit the settings and go to the main menu to launch the Q-LCD application

If QS-FOOD BOX is configured correctly, it will be possible to manage its settings through the Visel Sync application.



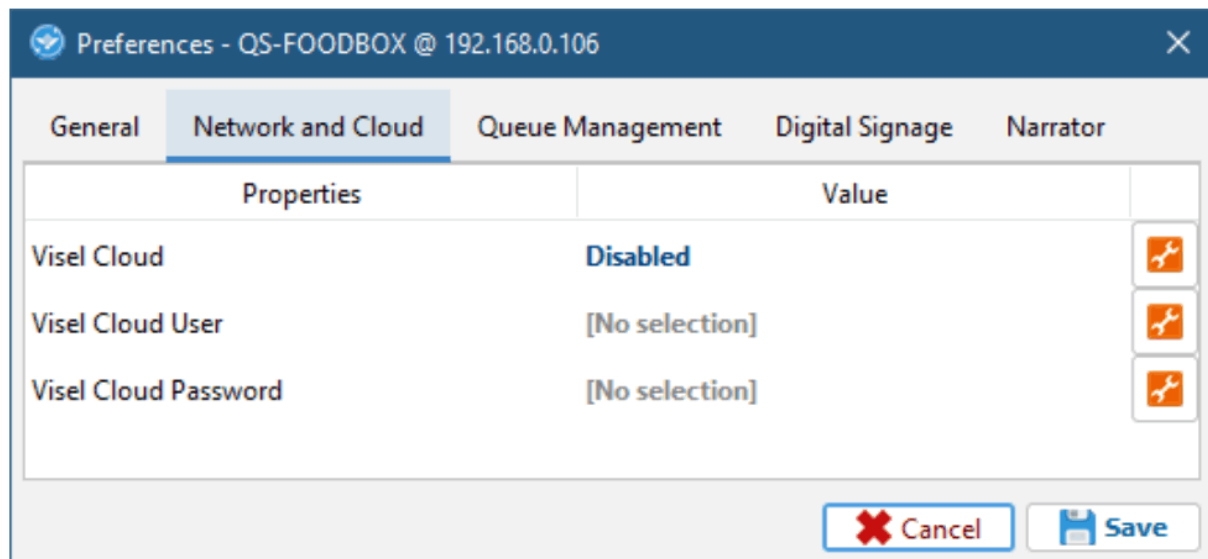
**Figures 2 – Visel Sync: Device Search**

Select QS-FOOD BOX and press the "Settings" button depicted with sliders



## General

Property	Description
Device name	Allows you to name the device so you can quickly recognize it when searching
Customer logo	Inserts a custom logo that will be placed above the media playlist



## Network and Cloud

Property	Description
Visel Cloud	Enables the Visel Cloud platform for remote media management. For information about Visel Cloud contact our sales department.
Visel Cloud User	Set profile username linked to Visel Cloud subscription
Visel CloudPassword	Set the password for the profile linked to the Visel Cloud subscription

Preferences - QS-FOODBOX @ 192.168.0.106

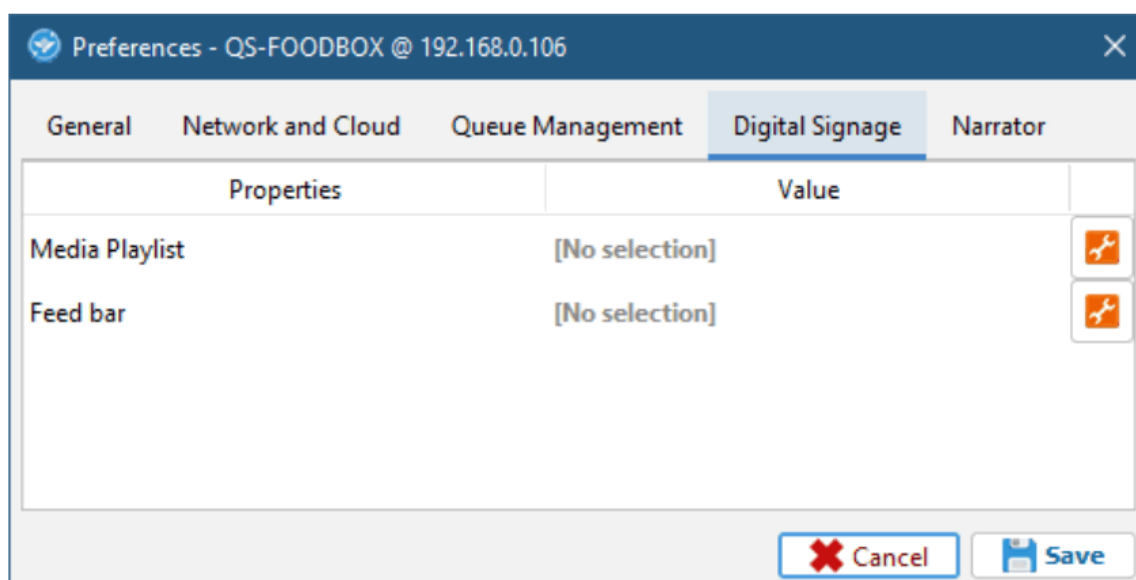
General Network and Cloud Queue Management Digital Signage Narrator

Properties	Value	
Duty cycles	3 flashes	
Zoom last call	Enabled for 3 sec.	
Ringling sound	New age	
Communication port	5001	
Services	[1 element]	
Slave devices	[No selection]	
Order Pickup Message	è pronto	
Order pickup color	#62e300	
Order in process message	In lavorazione	
Order in process color	#ffff00	
Order notification message	Problema in corso	
Order notification color	#ff999c	
Calls history mode	Orders only	
Turn label	[No selection]	

Cancel Save

## Queue management

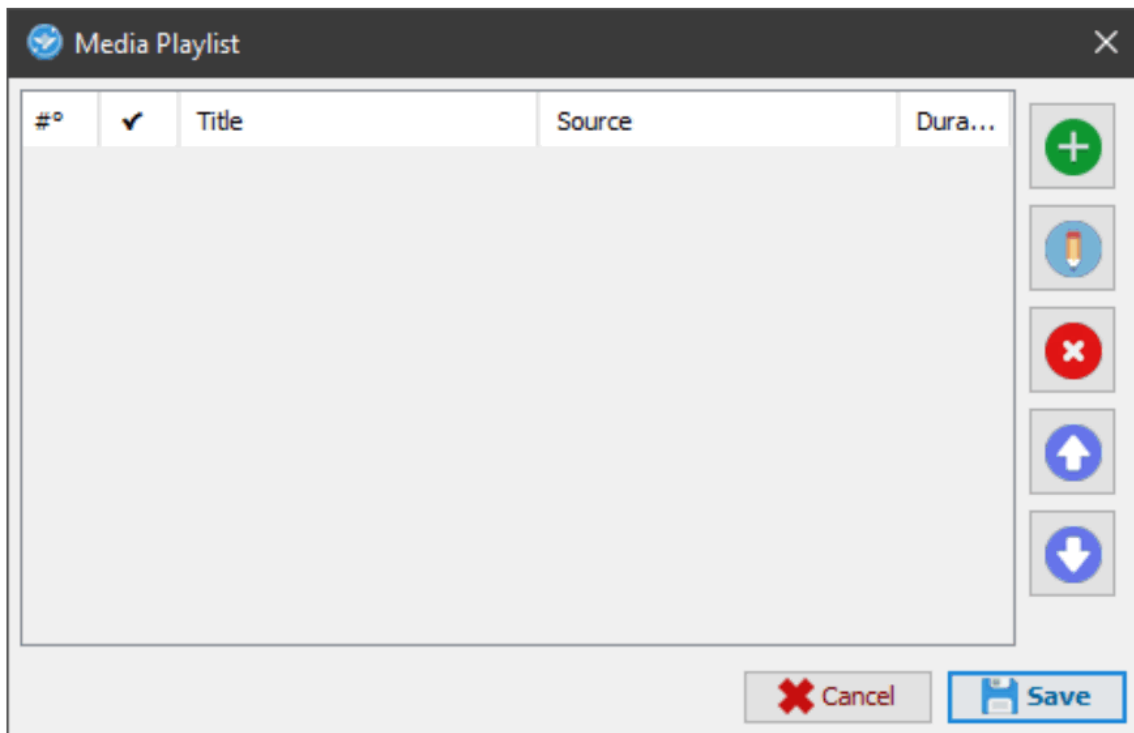
Property	Description
Duty cycles	Allows to change the repeat count of the blink animation for the last call
Zoom the last call	Let's you present the latest zoomed-in call to get the attention of waiting users better
Ringing sound	Sets the sound type for the shift number call. Press the wrench to change the value.
Communication port	Allows to change the communication UDP port for other QS-FOOD BOX slaves
Order pickup message	Allows you to change the accompanying message for the order pickup call
Services	Allows you to enable the turn services using a manual ticket dispenser
Call History Mode	Allows you to show in the calls history only the orders or even the turn numbering
Order pickup color	Allows you to change the background color for the order pickup call
Order in process message	Allows you to change the accompanying message for the order in progress call
Order in process color	Allows you to change the background color for the order in progress call
Order notification message	Allows you to change the accompanying message for a notification call
Order notification color	Allows you to change the background color for an alert call
Turn label	Inserts text that will appear in the right history in each call, above the shift number.



## Digital Signage

Property	Description
Media playlist	Allows you to program a media playlist. By clicking on the wrench you will be able to access the multimedia content configuration panel.
Feed bar	Sets the list of RSS sources or custom texts to show in the bottom bar of the display. Press the wrench to access the secondary feeds window.


Warning: In the presence of the active Visel Cloud account, the local media playlist will be disabled and the media files of the remote playlist will be played. For more information about Visel Cloud, we recommend that you contact our sales department. If you have a Visel Cloud license, please consult the platform's technical manual.




### Managing your local media playlist

Property	Description
"+" button	Adds a new media source using local files.
"Pencil" button	Edits a source that is already in the list and its playback properties.
"X" button	Deletes a source from the list.
"Up Arrow" button	Moves a source to the beginning of playback
"Down Arrow" button	Moves a source towards the end of playback.




Source property ""
✕

In this section you can configure all the parameters for the chosen media source.



C:\Users\Sviluppo\Documents\l.bmp

This new file will be sent to the device.


Descriptive title


☒ Enable this media source for playback


☐ Validity period
 


Always valid

Playback options



10 seconds



NO




Background audio track

No track selected



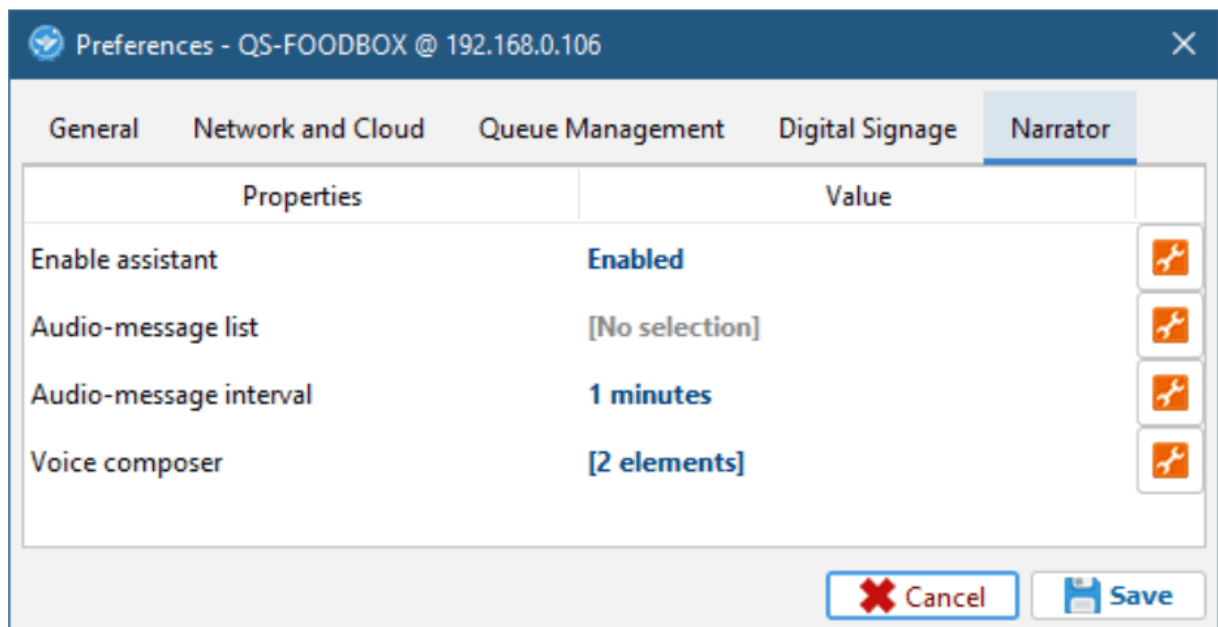

Cancel


Save

## Source properties

Property	Description
file	Chooses the location of the file that will be transferred to the device.
Descriptive title	Choose a title for the source to make it easier to identify within the playlist.
Enabling	Enables or disables source playback.
Period of activity	Enables source playback within a period of time.
Playback options	Allows you to change, what was allowed, the time of stay, and the volume of the source.
Background audio track	Specifies a background audio track if the source is an image.

The suggested resolution for each media is 1270×500 pixels. The maximum supported resolution is 1920×1080 pixels.



## Voice assistant

Property	Description
Narrator	Enables/disables narrator. Click the wrench to enable/disable.
Audio-message list	Inserts a playlist of voice messages, spoken at regular intervals of time. Click on the wrench to access the audio-message panel.
Audio-message interval	Customizes the time frame for audio messages. Click on the wrench to change this time.
Vocal composer	Composes the phrase by inserting the elements that make up the ticket. Press the wrench to change the phrase items.

## Alternative voices

This product takes advantage of the features of Google's pre-installed text-to-speech engine. If the voice used is not to your liking you can install a different text-to-speech engine directly from Google Play (the Android digital store) upon the addition of a Google account on the BOX. To add a Google account, insert a mouse (or use the supplied 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 at the price of about € 4.00 each. To enable an alternative text-to-speech engine, simply go to Settings -> Language and Input -> Text-to-speech output and enable the alternative engine.

**For more information about TTS Vocalizers, visit this link:**

[https://play.google.com/store/apps/details?id=es.codefactory.vocalizertts&hl=en\\_US](https://play.google.com/store/apps/details?id=es.codefactory.vocalizertts&hl=en_US)

## Product usage

### Usage with QS-KEYPAD2

QS-KEYPAD2 is the wireless pad used to manage the turn numbering on QS-FOOD BOX. Following is the function list for each button:



**Figura 8 – QS-KEYPAD layout**

FN	Not used.
0-9 + S1	“Order in progress” call
0-9 + S2	“Order notification” call
C1 + V	Clear the number selection
C2 + V	Clear the number queue
Left arrow	Call the previous turn number decreasing a unit
Right arrow	Call the next turn number incrementing a unit
0-9 + V	“Order pickup” call
R + V	Repeat the calling of the last order number
R + Right arrow	Repeat the last turn number call
0-9 + Right arrow	Set and call a new turn number

#### **Usage with QS-FOOD KEY**

QS-FOOD KEY is a virtual pad for Android devices that allows the user to manage the numbering on QS-FOOD BOX. To use this product is necessary to activate a paid software license.



**Figura 8 – QS-FOODKEY layout**

0-9 + ...	“Order in progress” call
0-9 + $\triangle$	“Order notification” call
C1	Clear the number selection
C2	Clear the number queue
-1	Call the previous turn number decreasing a unit
+1	Call the next turn number incrementing a unit
0-9 + $\checkmark$	“Order pickup” call
R	Repeat the calling of the last order number
Long press on R	Repeat the calling of the last turn number

The gear icon, on the top right corner, is used to change the master QS-FOOD BOX IP address and the UDP communication port.

## Troubleshooting

### I cannot find QS-FOOD BOX with Visel Sync

Verify that QS-FOOD BOX and the PC on which you are running Visel Sync are connected to the same network. If so, check your network for firewalls.

### Visel Sync does not apply changes

Try starting Visel Sync with Administrator rights

### QS-FOOD BOX does not display calls

Verify that you have entered the correct IP address of the Queue Manager in the QS-FOOD BOX configuration panel in Visel Sync.

### QS-FOOD BOX does not show RSS news

Verify that QS-FOOD BOX is connected to the internet.

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

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**Visel, QS-FOOD BOX | User's Guide**

## Documents / Resources

	<p><a href="#">visel QS-FOODBOX Standalone Server Box for Arbitrary Queue Management</a> [pdf] User Manual</p> <p>QS-FOODBOX, Standalone Server Box for Arbitrary Queue Management, QS-FOODBOX Standalone Server Box, Standalone Server Box, Server Box, Box, QS-FOODBOX Standalone Server Box for Arbitrary Queue Management, Server Box for Arbitrary Queue Management, Box for Arbitrary Queue Management, Arbitrary Queue Management, Queue Management, Management</p>
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## References

-  [Download - Visel Italiana s.r.l.](#)