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visel QS-LCD10A Station LAN Display for Multi-Service Systems User Manual

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Contents

Overview

Product description and context
QS-LCD10A is a client display with Android operating system that allows you to view, appropriately connected to

the same LAN ofthe system, the last call made by the corresponding station.

Screenshot of QS-LCD10A after calling the next number

How it works

This product needs to be connected to the same network (LAN or WiFi) as a queue management server (such as Q-System or MicroTouch) and will be able to view all calls made from the location where it is installed, showing shift identification, service name, name and caller number. The call is introduced by a customizable alert sound.

System configuration

Q-Discovery, Western

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
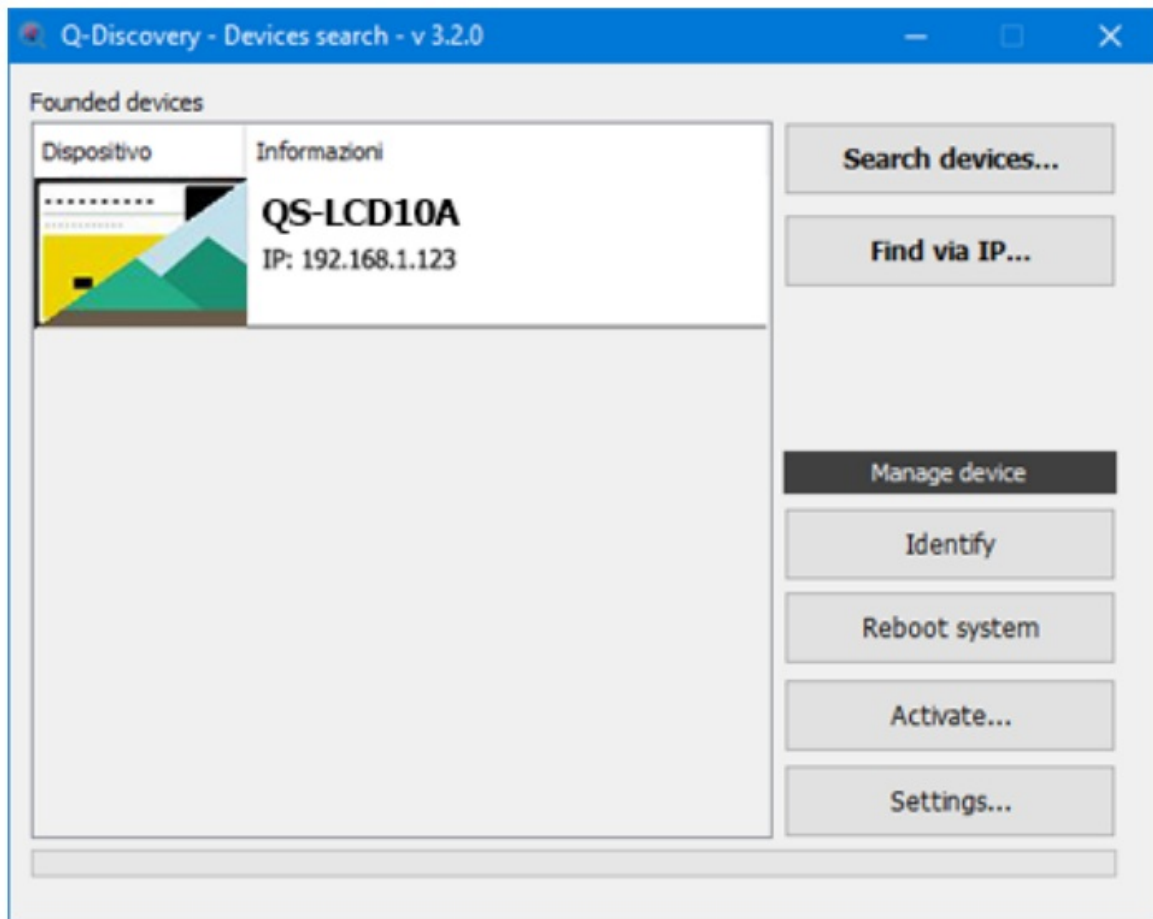- Click "Search for devices" to start setting up

QS-LCD10A

QS-LCD10A can work in both DHCP and with a static IP address.
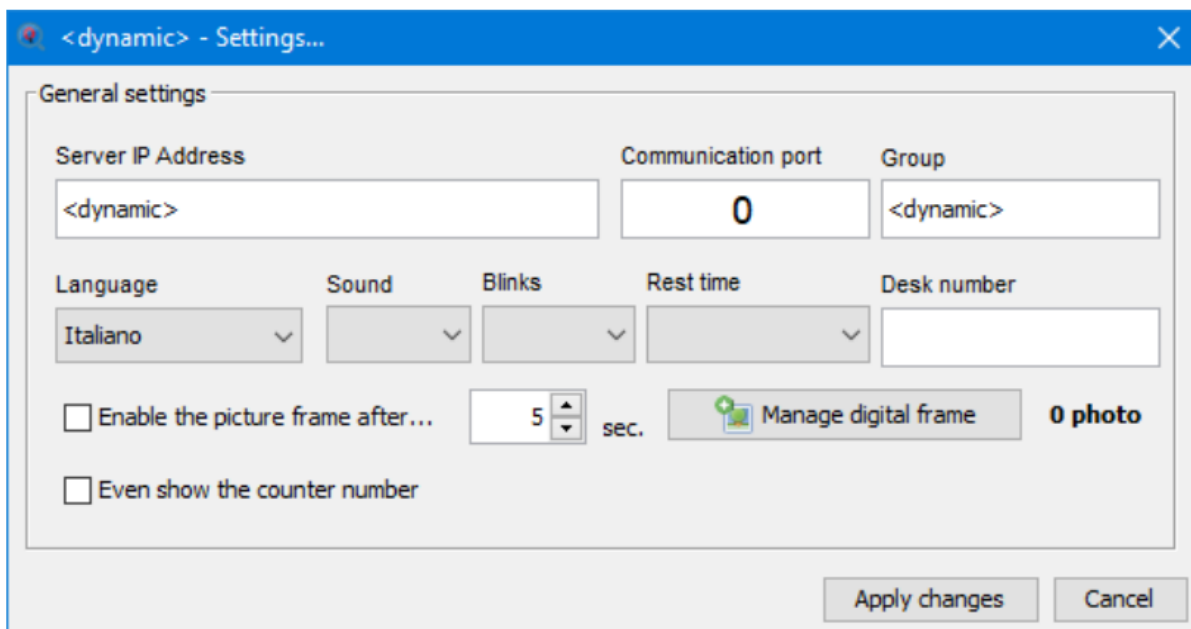
To configure a static IP, follow these steps:

- Connect a USB mouse to the display, opening the door that hides the connectors.
- Right-click to exit the Q-DESK application
- Go to the system settings and the More – Ethernet section and set the network parameters.
- Exit the settings and go to the main menu to launch the Q-DESK application

If QS-LCD10A is configured correctly, you can manage its settings using the Q-Discovery application.

Q-Discovery: Searching for Devices

Select QS-LCD10A and press "Settings". The secondary screen will appear:

General Parameters

Property	Description
Flashes	Number of screen flashes while animating the last call
Sound	Sound effect when the call arrives
Stay	Specifies how long the progressive will remain on the screen.
Desk number	Allows you to configure the display to show calls from one or more locations. Enter numeric values 1 through N, if multiples separated by commas.
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	Call Target Workgroup
Even show the	DErisroprlea.yIsl ,saelgonnaglibwriothnothneèpdroegfinreitsos. iv–eQs-hDifits, cthoevenruym: QbeSr-NoEf tXhTeBcOaXlling seat.
counter number	configuration
Enable the digita l frame after..	Activates an image slideshow after X seconds since the last call was made. To create or e dit the slideshow, press the "Digital Frame Management" button

Digital frame management

You can configure a schedule of multimedia sources that will be published on the monitor in the appropriate area. Here is the list of file types supported by this device.

File type	Recommended resolution in pixels
JPG Images	1280×720

Possible actions with the list of media sources

Button	Description
	Adds a source to the list using the file picker
	Remove a source from the list
	Move source to the beginning of the playback order
	Move source to the end of playback order
	Allows you to change the time a source stays

To submit changes to the display, click "Apply Changes".

Troubleshooting

I can't find QS-LCD10A with Q-Discovery

Verify that QS-LCD10A 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 and possibly restart QS-LCD10A as well

QS-LCD10A does not display calls
Verify that the correct QUEUE management server IP address has been entered in the QS-LCD10A configuration panel in Q-Discovery.

QS-LCD10A does not show weather forecasts or RSS news
Verify that QS-LCD10A is connected to the internet.

Support

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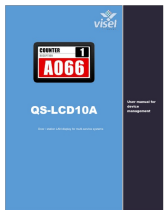
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Documents / Resources

visel QS-LCD10A Station LAN Display for Multi-Service Systems [pdf] User Manual
QS-LCD10A Station LAN Display for Multi-Service Systems, QS-LCD10A, Station LAN Display for Multi-Service Systems

References

- **Software Download | Visel Italiana**