



QS-NEXTBOX PRO Standalone Server Box for Counters Management With Visel Cloud Digital Signage User Guide

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QS-NEXTBOX PRO Standalone Server Box for Counters Management With Visel Cloud Digital Signage



Overview

Product Description

QS-NEXTBOX PRO is a box with an Android operating system that allows you to view, properly connected in HDMI to a monitor, and the availability of calling stations in the host structure. In addition to queue management, you can view a multimedia playlist, enriched by weather forecasts and RSS news headlines.

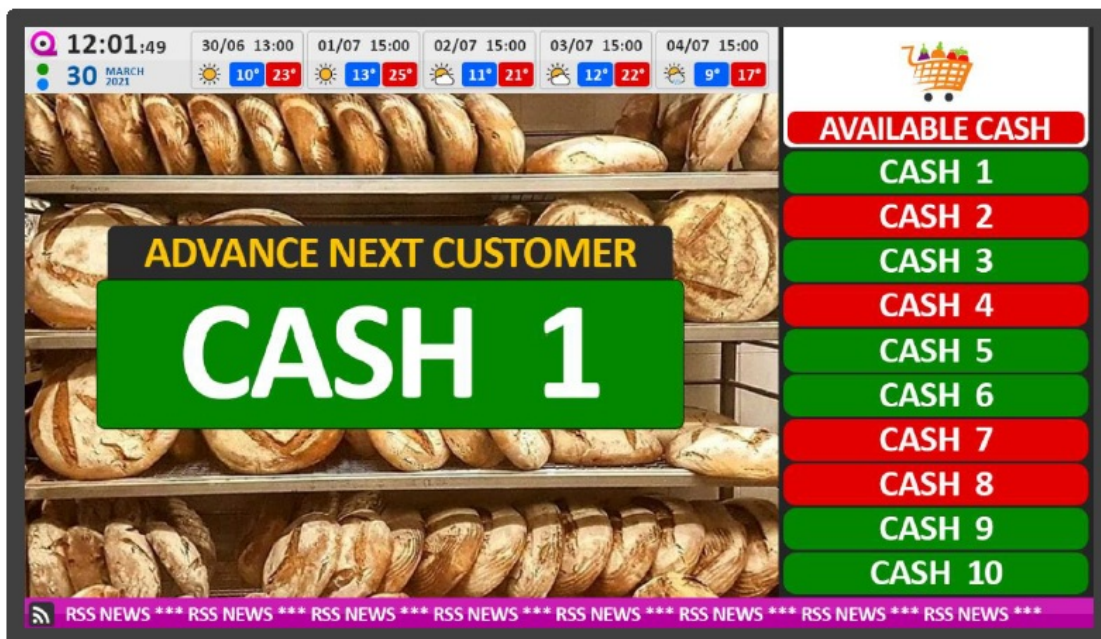


Figure 1 – QS-NEXTBOX PRO home screen

Operation

This product requires a monitor, a TV, or a device that has an HDMI input and possibly speakers to play audio and, if the Internet is available, it is able to show the weather forecast and/or breaking news via RSS FEED. This product represents the evolution of Q-Next and is presented in a totally redesigned guise with new interesting features aimed at capturing the attention of waiting customers.

First installation

Unpackaging

Installing QS-NEXTBOX PRO consists of a few simple steps:

- Remove the box from the package
- Connect the box to the power supply
- Connect the LAN cable
- Connect the box to the monitor via HDMI
- Choose the HDMI source
- Wait the system load

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

System configuration

Visel Sync (Configurator)

Visel Sync is the necessary tool for the configuration of this product. It consists of a compatible application for PCs with Windows XP operating system or higher. Visel recommends installing Visel Sync only on the administrator's PC, so as to prevent non-experts from tampering with the system configuration.

- Download Visel Sync from: <http://www.visel.it/it/download>
- Unzip the file into a folder and run the executable file
- Click on the magnifying glass button to search devices

QS-NEXTBOX PRO

QS-NEXTBOX PRO requires a static IP address on the network.

To configure a static IP address

- Connect a mouse to the box
- Right click to close the application
- Go to settings -> network -> ethernet and enter the IP configuration
- Exit from settings and run Q-Next application

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

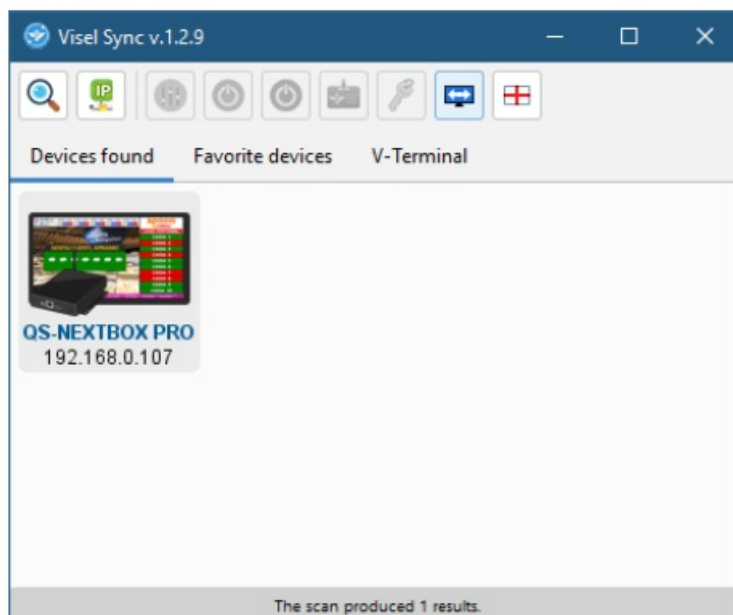
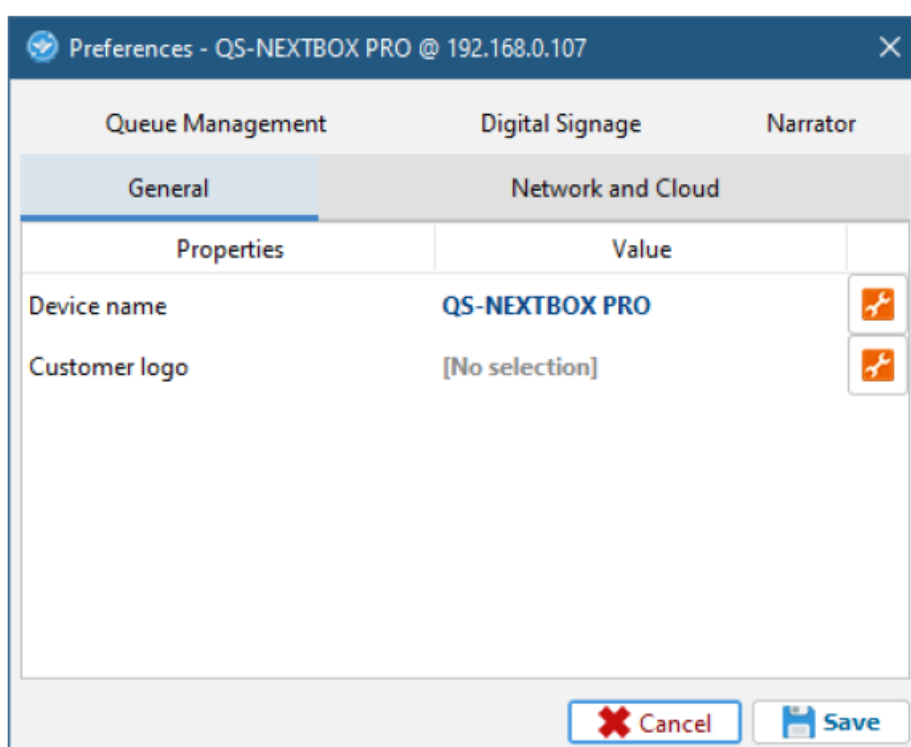


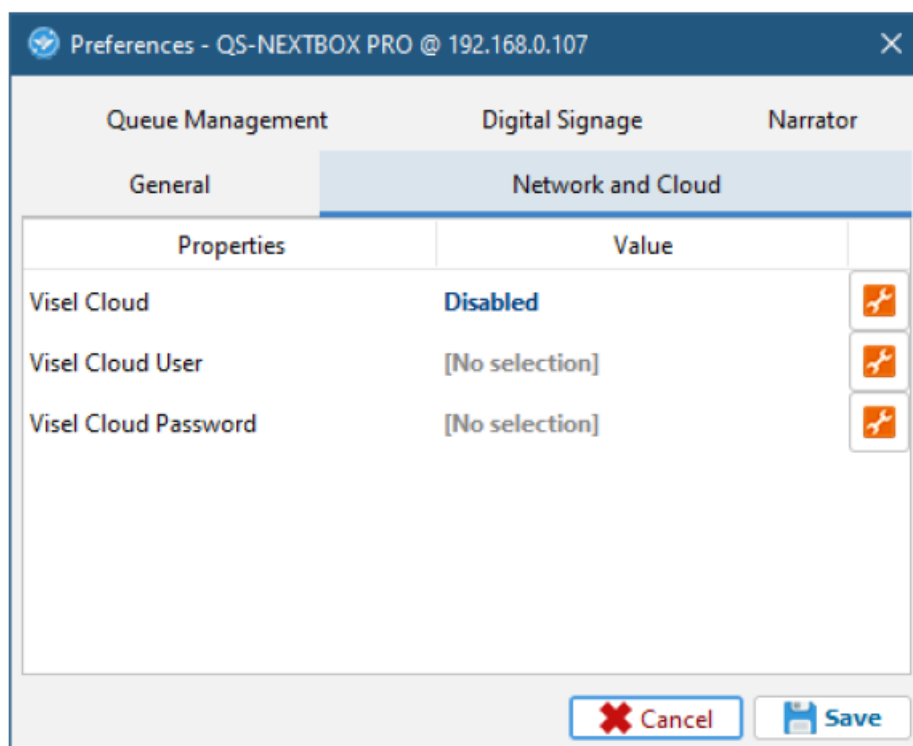
Figure 2 – Visel Sync: search for devices

- Select QS-NEXTBOX PRO and press the “Settings” button depicted with sliders



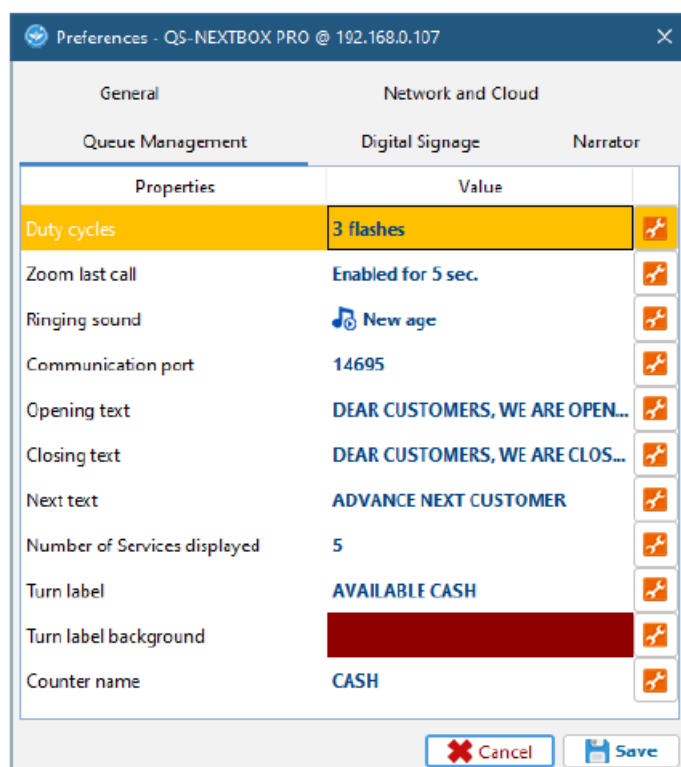
Generals

Proprietà	Descrizione
Device name	Allows you to name your device, so you can quickly recognize it when you search
Customer logo	A custom logo that will be placed on the top right corner



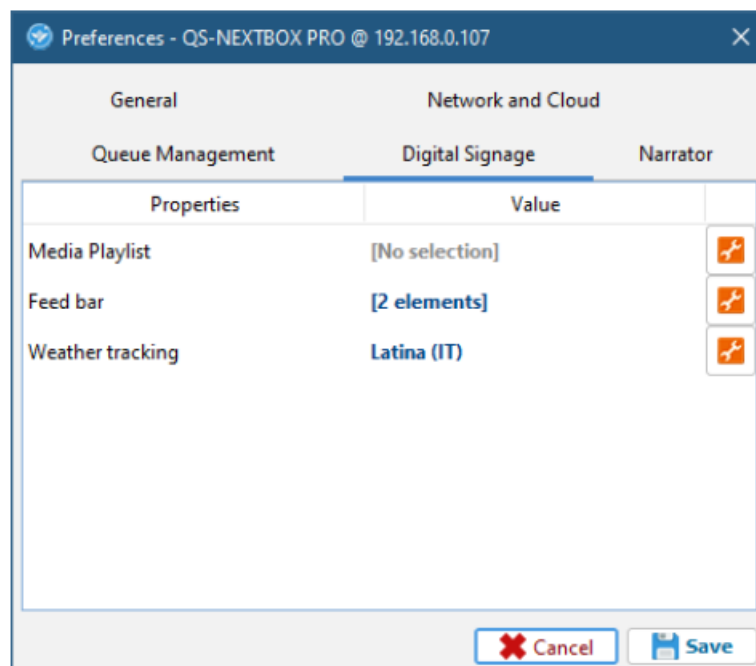
Network and Cloud

Proprietà	Descrizione
Visel Cloud	Enables the Visel Cloud platform for remote management of multimedia content. For information about Visel Cloud please contact our sales department.
Visel Cloud User	Enter the username of Visel Cloud subscription account
Visel Cloud Password	Enter the password of Visel Cloud subscription account



Queue management

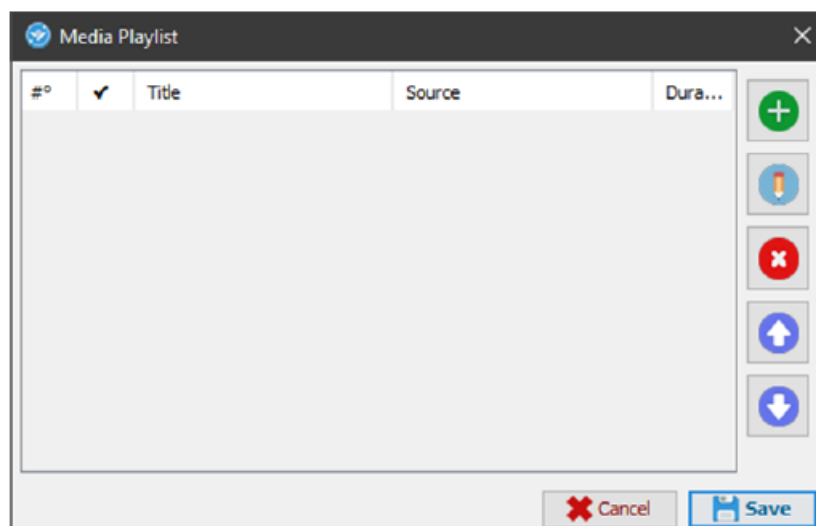
Proprietà	Descrizione
Blinks	Allows to setup the blinks count of the last call animation
Zoom last call	Allows to enlarge the last call over the media area
Call sound	Allows to choose the last call sound
Communication port	Allows to choose the communication port for client data. By default, it's 14695, we suggest to don't change this value if not necessary
Opening message	Allows to setup a voice message associated to the counter opening call
Closing message	Allows to setup a voice message associated to the counter closing call
Advance message	Allows to setup a voice message associated to the advance next customer call
Number of service	Allows to setup the amount of present counters
Turn label	Allows to setup a custom text under the logo
Turn label color	Allows to setup a background color for the turn label
Counter name	Allows to setup the default counter name, used for all calls



Digital Signage

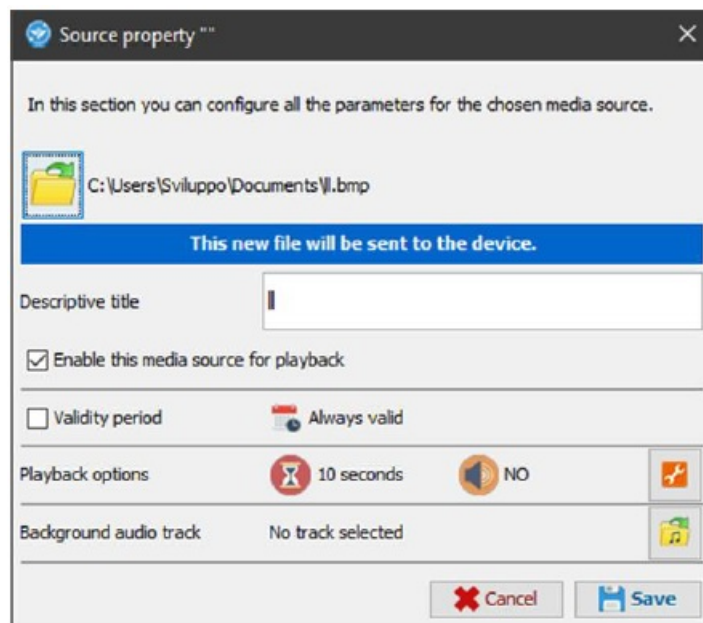
Proprietà	Descrizione
Media playlist	Allows to program a media playlist. Click on wrench to open the media list panel
Feeds	Allows to setup one or more RSS sources or custom texts that will be shown on the bottom bar.
Forecasts city	Allows to geolocalize the box to get the weather forecasts.

Warning: if you have the Visel Cloud account active, 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 technical manual of the platform.




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\11.bmp


This new file will be sent to the device.



Descriptive title

☒ Enable this media source for playback

☐ Validity period  Always valid

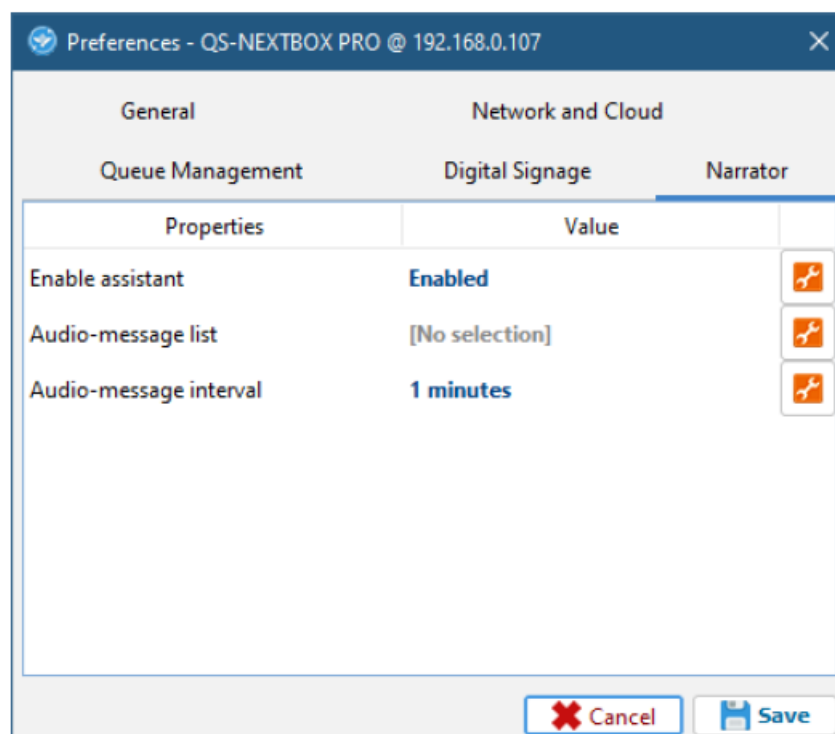
Playback options  10 seconds  NO 

Background audio track No track selected 

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, where 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.

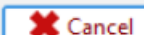



Preferences - QS-NEXTBOX PRO @ 192.168.0.107

General Network and Cloud

Queue Management Digital Signage Narrator

Properties	Value	
Enable assistant	Enabled	
Audio-message list	[No selection]	
Audio-message interval	1 minutes	

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.

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

Usage

QS-NEXTBOX PRO is manageable with two solutions

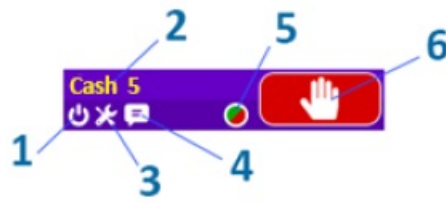
- Virtual client for Windows (QS-KEYNEXT)
- Virtual client for Android (QS-SMARTNEXT)

Virtual client for Windows (QS-KEYNEXT)

This product is subject to the activation of a paid software license for each individual PC on which it is installed. By starting the application (downloadable from the Download->Software section of the www.visel.it website) the product activation screen will appear:



the activation code in the text field and click on "Activate the license" to verify and validate the purchased license. After that the main screen of the application will appear:



1. Shutdown button
2. Counter name and number
3. Application settings
4. Sends a voice message
5. Opening/Closing counter
6. Advance next customer

Application settings

By clicking on the icon indicated you can configure the application according to your needs:

 A screenshot of the 'Next Counter - Settings' window. The window has a blue title bar with the text 'Next Counter - Settings' and a close button. The main content area is divided into several sections:

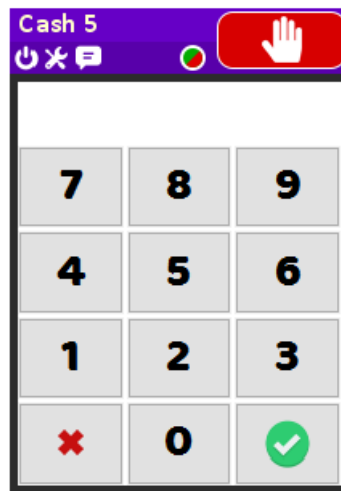
- Counter name and ID:** A text field containing 'Cash' and a small box containing the number '5'.
- Installed QS-NEXTBOX PRO list:** A list box containing the IP address '192.168.0.112'. To the right of the list are a green plus icon and a red minus icon.
- UDP communication port:** A text field containing the number '14695'.
- Make this window on top:** A checkbox that is checked, with a red pin icon to its left.
- Next Counter v.1.0:** Text indicating the version of the software.
- Language:** A dropdown menu showing 'English' with a British flag icon.
- Save:** A button with a floppy disk icon and the text 'Save'.

Sending a voice message

By clicking on the indicated icon it will be possible to type a text that will be pronounced by all the QS-NEXTBOX PRO installed.

Opening/Closing counter

By clicking on the indicated icon it will be possible to send a command to open or close a particular station. Type the station number and click (X) to send a closing message or (✓) for an opening message.



Advance next customer

By clicking on the indicated icon it will be possible to send a call to the next customer's progress to the calling station.

Virtual client for Android (QS-SMARTNEXT)

This product is subject to the activation of a paid software license for each individual device on which it is installed.

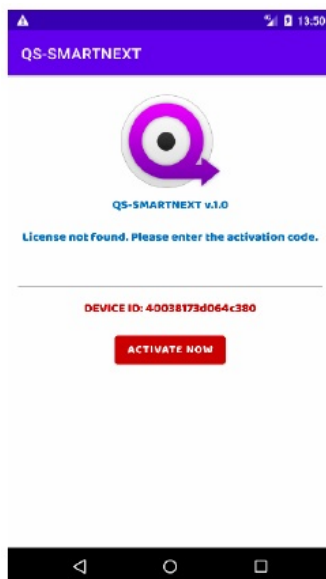


Figura 1

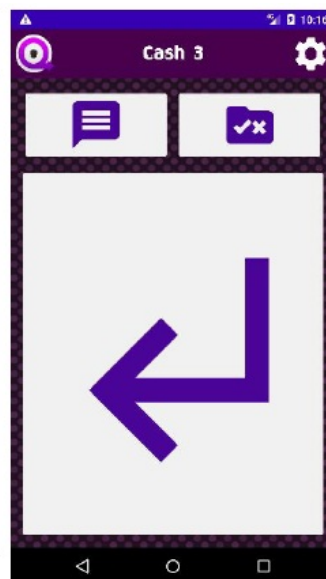


Figura 2

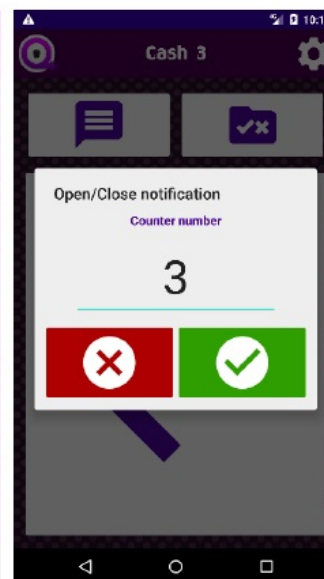


Figura 3

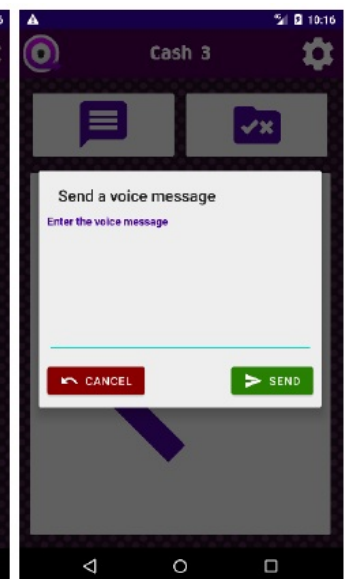


Figura 4

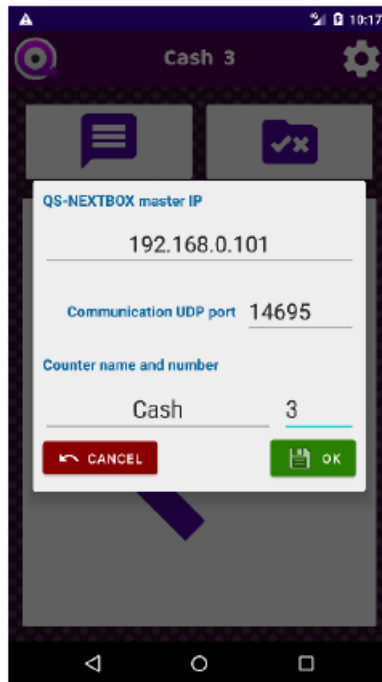


Figura 5

- **Figure 1:** License Activation
- **Figure 2:** Main interface. Starting from the left the keys “voice message”, “opening/closing station”, “next customer progress”. At the top right the preferences button.
- **Figure 3:** Workstation opening interface. Select the seat number and press (x) to close or (v) to open.
- **Figure 4:** Voice message sending interface. Type the text of the message and press “Send”.
- **Figure 5:** Configuration interface. Access the application’s preferences.

Troubleshooting

I cannot find QS-NEXTBOX PRO with Visel Sync

- Verify that QS-NEXTBOX PRO 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-NEXTBOX PRO does not display calls

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


QS-NEXTBOX PRO does not show RSS news

- Verify that QS-NEXTBOX PRO is connected to the internet.



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

- **Address:** Visel Italiana Srl Via Maira snc 04100 Latina (LT)
- **Tel:** +39 0773 416058
- **Email:** sviluppo@visel.it
- Document drawn up on 12/10/2021

Documents / Resources

	<p>visel QS-NEXTBOX PRO Standalone Server Box for Counters Management With Visel Cloud Digital Signage [pdf] User Guide</p> <p>QS-NEXTBOX PRO Standalone Server Box for Counters Management With Visel Cloud Digital Signage, QS-NEXTBOX PRO, Standalone Server Box for Counters Management With Visel Cloud Digital Signage, Cloud Digital Signage, Digital Signage, Signage</p>
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References

-  [**Visel Italiana s.r.l. - Soluzioni elettroniche Eliminacode, Digital Signage e accessi contingentati Covid-19**](#)
-  [**Download - Visel Italiana s.r.l.**](#)