

## Queue Management System



- Call Forward or Ticket
- Best Speech & Chimes
- Wire Free Radio buttons
- Easy self install



### DigiQ - Our latest Queue Management System

Introducing DigiQ our very latest Queue Management System with superb sound and unique, brilliant, eye catching, Ultra Blue LED display. The light, contemporary look of our new display blends exceptionally well with modern surroundings.

DigiQ can be configured to run Call Forward or Ticket controller Queues with up to 30 serving positions with up to 3 Queues. Quick and easy to set up with a comprehensive manual which explains in detail how to configure a system.

The ultra slim display, with a depth of just 39mm accepts a standard VESA mount making installation quick and easy.

With a wide range of compatible peripherals to choose from including

Counter displays, Keypads, Ticket Printers and Wire Free buttons, building a comprehensive Queue management System is easy.

DigiQ comes wide selection of chimes and speech phrases in both a male and female voice. The speakers, with their Rare Earth Neodymium Iron Boron magnets, produce superb, high quality, stereo sound.

A moving message and direction arrows are optionally available to further inform customers.

For large waiting areas link multiple DigiQ displays together. For back office feedback use remote information displays to show Queue Length or Average Waiting time.



# DigiQ Call Forward



## DigiQ Call Forward Kit

Part no. DQCF-K5

A complete kit for a DigiQ Call Forward System. Everything you need to get up and running quickly. DigiQ is supplied pre-configured and ready to run a Call Forward Queue Management System. Mount the display, attach the Counter Position numbers, mount the Wire Free push buttons and plug in the power. It's that simple.

Kit contains the following items:

- DigiQ Display
- Vesa Wall Mount
- 36 Watt PSU
- Mains Power Lead
- Set of self adhesive Counter Position numbers
- 5 Wire Free Push Buttons



## Call Forward System

DigiQ is the perfect choice when you need to run a Call Forward system where Customers wait in line and the customer at the front of the Queue is directed to the next available position.

Call Forward systems work best where customers will only wait a few minutes at most and there is space available to form the customers into a line. Retractable Queue Barriers are commonly used with Call Forward systems.

Identify Counter positions with fixed numbers or use our Counter Displays at each position. Counter Displays Flash the position number when actively calling a customer for service to help guide the customer.

To further enhance the system select the DigiQ Moving Message plus Direction Arrows option. The moving message is programmed using a System16 keypad and provides valuable feedback to direct and inform your customers.

# DigiQ Ticket System



## DigiQ Ticket System Kit

Part no. DQTS-K1

A complete kit for a DigiQ Ticket System. Everything you need to get up and running quickly. DigiQ is supplied pre-configured and ready to go. Mount the display, ticket dispenser and plug in the power. It's that simple.

Kit contains the following items:

- DigiQ Display
- Vesa Wall Mount
- 36 Watt PSU
- Mains Power Lead
- Ticket Dispenser and Mounting Bracket
- 10,000 Pre-Printed Tickets
- 1 Wire Free Push Buttons



## Ticket System

DigiQ excels as a ticket system. Use either pre-printed tickets supplied on a roll or tickets printed on demand. Pre-printed tickets are the most cost effective option and in most situations the best choice.

With a ticket system Customer don't need to wait in line and are free to browse or find a seat and wait in comfort. Where customers need to wait more than a few minutes a ticket system is the better choice.

Counter Displays for positions can be used and programmed to Flash either the Ticket number of Position number when actively calling a customer for service.

Use a ticket printer with DigiQ if you want the System16 keypads to be able to show the Queue Length, Average Waiting time and Issue time for tickets.

For remote information display in a back office use a Counter display which can be set to show the Queue Length or Average Waiting time.

## Wire Free Button

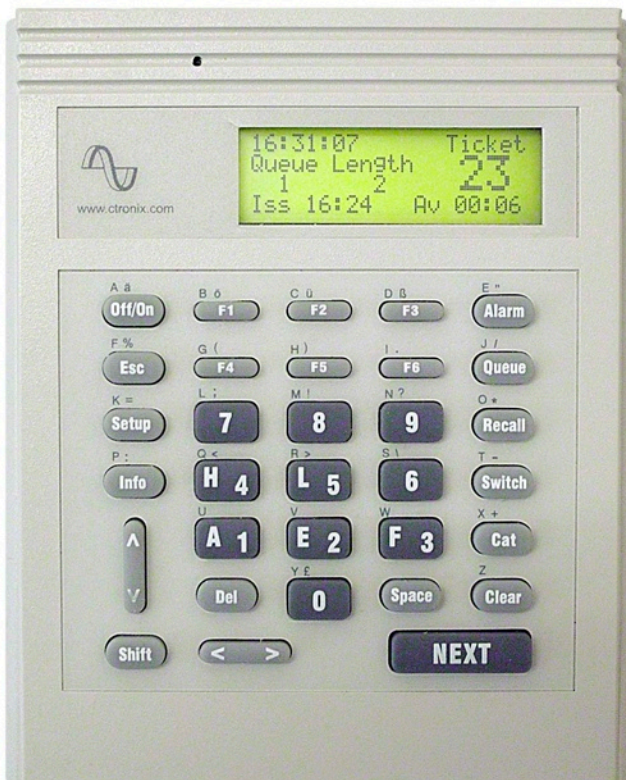
DigiQ can be operated by Wire Free Button or the System16 keypad. During programming you allocate Counter/ Position numbers to the devices so that when they are used to call a customer for service the customer is directed to the calling location. A system can have up to 30 positions.

Wire Free Buttons are supplied with a two part self adhesive mounting pad so that they can be semi-permanently fixed to any flat surface. The Wire Free Button has a typical range of 10 metres though the actual range may be more or less depending on the environment in which the system is used.

The Wire Free button has a single button that recognises three click states, Single Click, Double Click and

Treble Click. You assign the action you want the button to perform to one of the Click states. Typically Single click is used to Call Next Ticket and Double Click to Switch between Female and Male Voice. The available actions are: Next Ticket, Switch Voice, Fast Increment, Print Ticket, Sound Alarm. Fast Increment is used when you need to set the Next Ticket number to match the number on a roll of pre-printed Tickets. Print Ticket is used with POS and CXL-TPS ticket printers to Print a Ticket on demand. Sound Alarm sounds the DigiQ Panic Alarm.

The battery is good for over 300,000 key presses. When the voltage starts to drop the LED will no longer flash when the button is pressed although a message will still be transmitted. This signals that the battery needs replacing.



## System16 Keypad

The System16 keypad is the right choice when you need to call ticket numbers out of sequence, recall tickets for a second time, transfer tickets between Queues etc. The display shows real time Queueing information. When used with a ticket printer you see the Queue Length, the time the current ticket was issued and the average waiting time.

You can mix and match keypads and Wire Free buttons. Use Wire Free buttons for positions where you only need to call the next customer/ticket number for service. Use keypads where you need to do more. For larger systems we always recommend that you include at least one System16 keypad.

The keypad allows you to fully configure the system in an easy and intuitive way. One press of

the Setup key brings up the Programming Menus. You don't always want to refer to the manual to verify a setting that's why we've added comprehensive help. At any point press key F1 to access the context sensitive help.

If enabled during the system configuration the Alarm function is initiated by pressing the Alarm key twice. All connected keypads will then display a message showing the location that initiated the Alarm. An Alarm, once started, can only be cancelled from the initiating location.

The Info button allows you to track the number of customers served. It shows the daily and weekly total and the total for the previous week for each Queue.

## DigiQ Setup

DigiQ is supplied pre-configured to run a Call Forward or Tickets Queue. You can easily change this, altering a Call Forward System into a Ticket System or vice versa. You do this by entering the DigiQ Programming Mode and selecting the required Queue type. In the programming mode you can also alter the Flash Time, Power Off Time, Chime, Speech and Volume. You don't need a System16 keypad to make these changes.

DigiQ is very flexible. A large system can have multiple DigiQ displays, Counter displays, Keypads etc all linked together via their System16 interface. In fact any device that implements the System16 interface can be added. System16 allows up to 100 devices to be interconnected.

A DigiQ System is powered by a single low voltage power supply and unlike a PC, there is no special shutdown procedure. Just turn the power off. When you power up DigiQ again and call a ticket it will continue with the next number in the sequence. If you are running Queues with a ticket printer and customers are waiting in the Queues DigiQ will remember all the waiting tickets and they will be called in sequence as normal.



## DigiQ Sound

DigiQ has excellent sound. For most installations the high quality internal speakers are more than adequate. For large installations that have a PA system DigiQ also has a standard 3.5mm Stereo Line Output Socket which you can connect to a Line Input channel on the PA amplifier. The Line Out can also be used to drive active speakers. These are speakers that include an amplifier. Commonly used to add sound to a PC, there is a wide choice of computer speakers available.

You can also add your own speech to DigiQ. You need to be able to record in MP3 format. Adding your own speech for a Call Forward system is easy as you only need to record a single phrase for each counter along the lines of "Next customer Counter 1 Please". Adding speech for Ticket Queues requires considerably more work. The manual describes in detail how to accomplish this.

## Printing Tickets on Demand

If you want to personalise your tickets or to print tickets with the time and date on them then you will need to use a ticket printer.

Similarly, if you want to run a Collection Queue or a Reception Queue, see description of Queue Types later, you will find using a Ticket printer a big help. Although you can use pre-printed tickets with these Queue types you will find that tickets printed on demand are a better option.

With pre-printed tickets DigiQ has no way of knowing how many customers are waiting. Tickets printed on demand don't have this problem. DigiQ knows how many customers are waiting to be served because it issued the print commands so can provide valuable feedback via System16 keypads which show the Queue Length and Average Waiting time.

This same information can also be fed to a back office where a 2 digit Counter display can be used to show the Queue Length, Average Waiting time or both.

Additionally the System16 keypad will also display messages showing any problem

with the printer such as 'Printer Low on Paper'.

Using the System16 keypad you can edit the message printed on the ticket as well as add replacement fields for Time, Date and Queue Length. You can also select to print single or duplicate tickets. If you select duplicate tickets you can choose between a short duplicate where one ticket of the pair only contains the ticket number and a full duplicate where two identical tickets are printed.

To print a ticket you simply press Function key F3 on a System16 keypad. That's it. Multiple keypads can share the same printer.

The ticket printer connects to the DigiQ system via Smart232. This small device has an RS232 Serial Port on one end that connects to the printer and a System16 connector on the other end. It is powered via the System16 interface as are all System16 devices.

The recommended Desktop POS ticket printer for use with DigiQ is the Epson TM-T88IV.

## Smart232



## TM-T88IV Thermal Ticket Printer



DigiQ



PSU



Wire Free Button



System16 Keypad



## Description of Queue Types

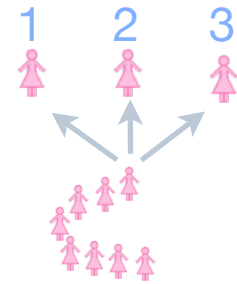
DigiQ comes ready to control a range of different Queue types. Queues fall into two basic styles. Queues that use tickets are referred to as Ticket Queues. Queues that run without tickets are referred to as Call Forward or Head of Queue.

### Call Forward Queue

Customers in a Call Forward/Head of Queue wait in line and the customer at the front of the queue is directed to the next available position. This type of Queue is suitable where customers will only wait a few minutes at most and there is space available to form the customers into a line. Retractable Queue Barriers are commonly used to form the Queue into a snake.

Typical use: Bank, Building Society, Post Office

Call Forward Queue

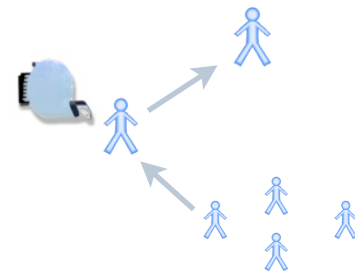


### Ticket Queue

Ticket Queues work with either pre-printed tickets supplied on a roll or tickets printed on demand. Pre-printed tickets are the most cost effective option and in most situations the best choice. Customer don't need to wait in line and are free to browse. For Queues where the average waiting time is more than a few minutes a Ticket Controlled Queue is the best solution. When printing tickets on demand the Queue Management System provides additional feedback via the System16 keypads. The keypad display shows, in real time, the Queue Length, Time ticket was Issued, Time Customer Waited and Average Waiting Time.

Typical use: Supermarket Delicatessen, Credit Union, Hospital

Ticket Queue

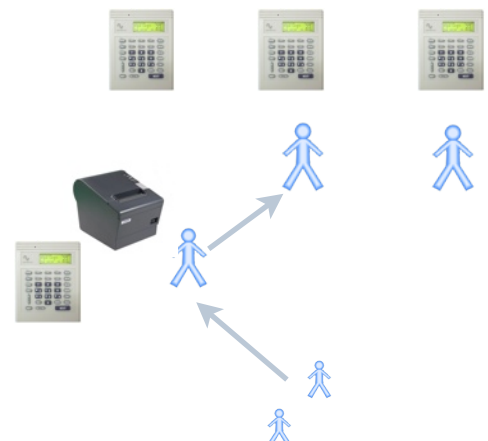


### Reception Queue

The customers first point of contact is a receptionist who having ascertained the nature of the visit assigns the customer to the appropriate Queue. DigiQ can run up to 3 Queues at once. You use the System16 keypads to call customers for service. The keypads can be programmed to beep when a customer is first added to a Queue to alert you that a customer is waiting. The keypads also show the length of the each Queue and when you call a ticket, the time the ticket was issued and how long the customer has waited.

Typical use: Government Office, Embassy, Doctors Surgery

Reception Queue



### Collection Queue

The customer presents their order and a duplicate ticket is printed. One ticket is given to the customer the other remains with the order. When the order is ready for collection you enter the number and call the ticket. If the customer does not immediately collect the order it can be switched to awaiting collection status. The programmable moving message is used to keep customers informed. It can show all the order numbers currently being prepared and also all order numbers that are ready for collection.

Typical use: Food order ready, Goods ready for collection, Pharmacy.



## DigiQ System

DigiQ is very versatile. The specification list the available features. Putting together a system from a single Display controlled by a Wire Free RF button to multi counter position systems with System16 keypads, ticket printer and back office remote information display is easy.



Just choose the components you need. For larger systems we recommend you always include a System16 keypad. The simple intuitive setup menus with context sensitive help make configuring the system a breeze.

Why not choose one of our kits. They contain everything you need to get up and running quickly.



## DigiQ System Specification

Display	100mm, Ultra Bright Blue 465nm Luminous Intensity 88mcd/segment
No. of Positions	30 Wire Free RF buttons or System16 Keypads
Counter Display	Shows Ticket number, Position number or both
No. of Queues	3
Queue types	Call Forward, Reception, Single Queue Ticket, Multi-Queue Ticket, Collection
Remote Information Display	Shows Queue length or Waiting Time. Remote sounder when preset Queue length exceeded
Sound	3 + 3 Watts RMS, 0.1% distortion, Speaker Rare Earth Neodymium Iron Boron
Chimes & Speech	Selection of chimes plus Male and Female Voice with a wide selection of phrases. See manual for complete list.
Audio Line Out	3.5mm Left + Right
Dot Matrix display (option <sup>1</sup> )	30mm, Wavelength 465nm 40 * 7 Dots Luminous Intensity 10mcd/dot
Dot Matrix Message	8 Messages, 80 character per message with system information replacement fields
Direction Arrows (option <sup>1</sup> )	White
Ticket Printer	80mm POS Desktop or CXL-TPS Wall Mount ticket printer. Requires Smart232 Interface
System16 Interface	Maximum 100 devices SWITCH IN, +, Data, Clock, 0
Memory Card	1Gb MMC plus Card
Processor	32 bit 80 MIPS + 16 bit DSP
Real Time Clock	Clock with Calendar. Automatic Temperature compensation +/- 5ppm Accuracy
RF Transceiver	433.92 MHz 10mW TX, -104dBm RX sensitivity
DC Power	12-17V DC, 10 Watts Max, 0.6 Watt Standby Connector 2.5mm, Centre Positive
Dimensions and Weight	350mm * 265mm * 39mm 0.75Kg
Mount	VESA 100 * 100

1. Select the Dot Matrix option when ordering.

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