

# Emse Queueing System

## Professional Queue Management

Fundamental contributions and benefits of queuing system:

- To guide people (customers) directly to appropriate desk.
- To avoid disorder and chaos between individuals.
- To set priority for certain services or VIP customers (privilege through banking cards etc.).
- To guide people for successive operations in right-sequence.
- To minimize waiting course (delay) and time loss.
- To provide a disciplined and comfortable working media for personnel.
- To measure the success and efficiency of each personnel, the office or the whole enterprise.
- To create data comparatively for inter-branch optimization of personnel planning.
- To preserve the secrets of individuals wrt third parties (avoiding watch of others by calling alone).
- To avoid disturbance while standing in queue (molestation, pickpocket, leer, odour).
- To present a comfortable and charming media in office for the sake of positive company image.



## Sunny Kiosk

- Slim design but still spacious inner dimensions.
- Convex front surface to display logo or advertorial theme.
- Reinforced body with aluminum protective profiles.
- Monitor embedded into main body.
- Vertically positioned 17" or 19" LCD monitor.
- Resistive or SAW (surface acoustic wave) touch screen.
- 2" thermal printer, 20 cm/sec print speed.
- Up-to-date desktop PC hardware.
- Powder paint coated metal body (thickness: 1,5 mm).
- Color options upon order, due corporate identity.
- Windows OS (XP or higher).

Height	144 cm
Footprint	34x40 cm <sup>2</sup>
Weight	38-41 kg
Body Material	1,5 mm metal sheet
Power Input	220 Vac
Monitor	17"-19" TFT LCD
Touch Screen	4 wire resistive or SAW
Print Speed	20 cm/sec
Paper Width	57 mm
Max Roll Diameter	124 mm (App. 4200 tickets)



Optional extras: Magnetic Card Reader, Barcode Reader.



# Ticket Printer QP'623-HS

## Desktop Queue Ticket Dispenser

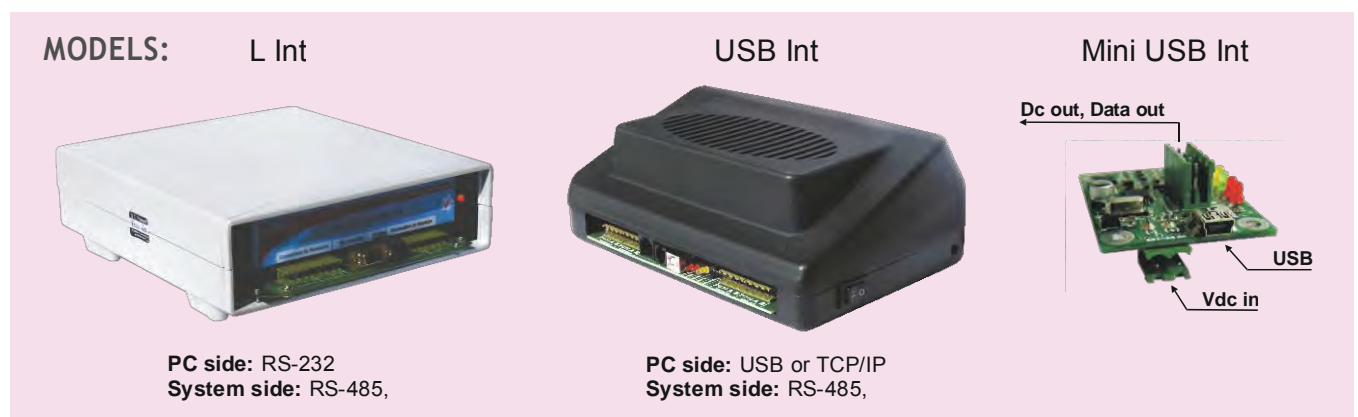
- A desktop, robust and heavy duty Queue Ticket Printer.
- Ergonomic top buttons provides one-action ticket print.
- Easy paper load and one-action ticket print.
- Integrated paper cutter enables use of unperforated flat rolls.
- RS-485, USB or TCP/IP interface version available.
- Up to 8 printers on the same system (with QVista software).
- **Graphical print at Windows quality and fonts.**



Printing Method	Thermal	Operating Temperature	0-70°C
Number of Dots per Line	384	Temperature Detection	Thermistor
Resolution	8 dots / inch	Operating Humidity	85% Rel
Printing Width	48 mm	Character Set	Resident Custom Font
Paper Width	57 mm	Ticket Buttons	5 (more optionally)
Paper Thickness (max)	0.15 mm	Cover Lock	Optional
Paper Loading	Auto	Material	ABS Resin
Printing Speed (max)	200 mm / sec	Supply Voltage	220 V AC / 24 DC
Paper Detection	Opto Sensor	Outer Dimensions	140 x 180 x 290 mm
Life of Thermal Head	100 km	Weight (without roll)	1240 gr

## System Interface

- Manages optimal data communication between computer and system hardware (displays+terminals).
- In stand-alone systems(No computer) it is responsible to provide all system control.
- Connection to PC is through comm port RS-232 while system side may be RS-485, USB or TCP/IP.
- The full enclosure carries also a power supply unit (100W SMPS) for system hardware.
- Discrete output connectors for printer, display and terminals.
- Open frame version can directly be placed in kiosk housing optionally.



# Hardware Terminal: TN

Terminal: where calls are initiated from and terminates to...

- Standard RS-485 serial interface.
- Programmable 16 button full numeric keyboard.
- Ergonomic plastic (ABS) case and robust buttons.
- Transfer to other "service" or other "terminal".
- Can be used in parallel to "Virtual terminal" software.
- Number of currently waiting people can be followed.
- 5 digit LED display ensures the current queue no.
- Up to 32 devices on one loop (cascadable for more).
- Easy cabling (via standard 4-wire phone cable).



Overall Dimensions	112 x 100 x 38 mm
LED Display	5 digit 7-segment
Current Consumption	0.5 A
Operating Voltage	8-12 Vdc
Communication protocol	RS-485
Baud Rate	9600 bps

# STTouch Wireless Desktop Terminal

- 4,3" TFT LCD panel with capacitive touch screen.
- TCP/IP protocol in wireless or wired communication.
- Operating system: Android 4.2 or above.
- Reliable 2.4 Ghz Wi-fi efficient in wide ranges.
- Low energy consumption and light weight.
- Fully portable and slim handy design.
- No cabling needed, just plug and play.
- Regular call or special call in queue.
- Monitoring # current waiting clients.



- Monitoring states of other terminals.
- Sleep, Park, Recall transactions.
- Transfer to other terminals or services.

# Virtual (software) Terminal: ST (Terminal simulation)

Terminal simulation software running on windows computers on counters providing new queue no call function via pc keyboard.

- Regular call or priority call in queue.
- Calling any special number instantly.
- Monitoring all waiting people in all services.
- Monitoring current states of other counters.
- Sleep (rest) mode is attainable at any stage.
- "No show" attribute (No response in a preset time).
- Recalling any number if parked for a repetitive call.
- Transferring to any other service or counter.



Short Menu

- Assigning new "Queue No" for later operations.
- Chatting between counters is possible.

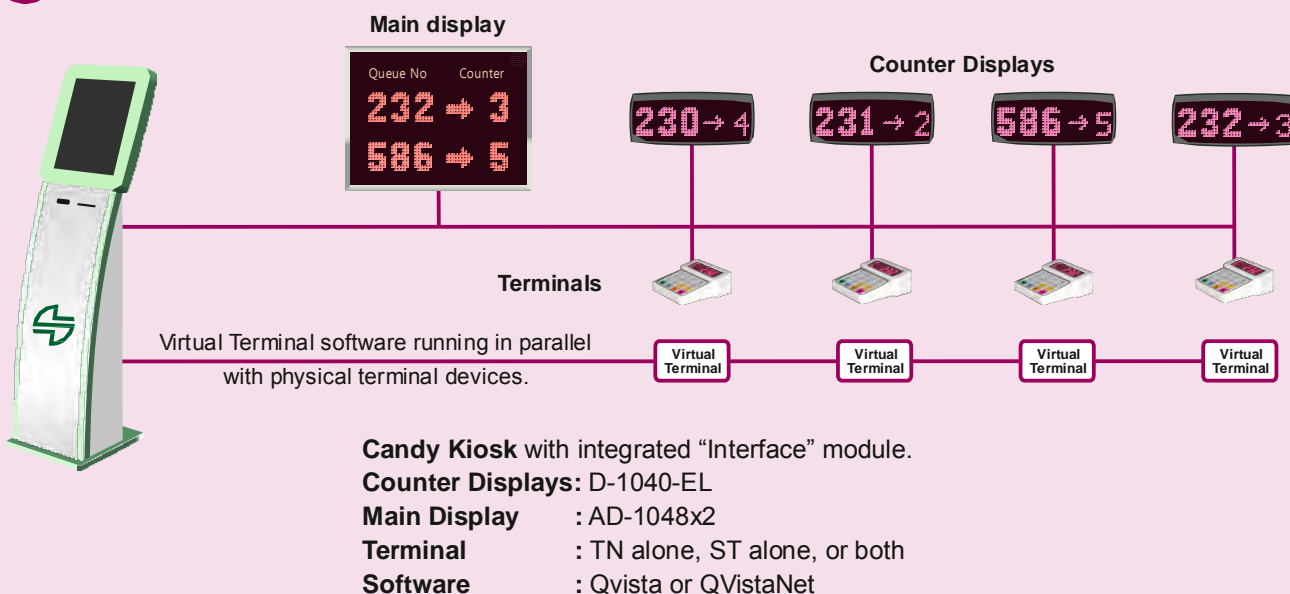


# Which model should you choose?

Among so many alternatives...

We offer different solutions for different applications for different requirements. You can compose your own system on-line using “system composer engine” on our web site also. Moreover, here are some “menu packs” though you can browse and achieve different combinations. Thanks to our r-d team, merely all system components are compatible to each other, and, you can cross all models to obtain a satisfactory pack.

## 1 Q-STANDARD-1: Kiosk + Dot-matrix Displays Professional Model



## 2 Q-STANDARD-2: Kiosk + Dual Color Segment Displays Professional Model

