排队机系统使用说明书

Queuing System Instruction

一．功能介绍 Functions

新排队机系统的主要功能特点如下：Main function and Advantages:

1．新排队机系统设计灵活，适应性强，操作方便。

The design is flexible, adaptable and easy to operate.

2．完全个性化配置，根据用户自己的需求进行配置。

Completely personalized configuration, the configuration can be based on the user's own needs.

3．发布时间轻松配置，可设置播放星期和时间。

It is easy to set the release time, also can set the time and week.

4．支持图片，文本，视频，音频的上传，丰富配置。

Support pictures, text, video, audio upload, rich configuration.

5．排队机叫号界面，自主配置模板。可显示当前排队人数，方便用户计划时间。有需求可启用身份证，用户在排队取号的同时需要刷身份证或输入身份证号码来进行取票。

The queuing system interface can be configured automatically with all kinds of the templates which can display the current number of queuing people, convenient for users to schedule time.

6．取票时可进行人脸识别（人证合一）

Face recognition (person id in one)

7．已凭身份证取号的用户可以通过人脸记忆，下次取票无需刷身份证。

The regular customer can queue and get the number by face only.

8．可根据需求设置票号号码样式，例如：G0001。

You can set the style of the ticket as required, for example: G0001.

9．支持多种业务配置。

Supports multiple business configurations.

10．可设置取票密码。

The ticket password can be set.

11．可设置时间区间的最大取票数。

The quantity of getting tickets can be set.

12．触摸业务按钮，自动打印排队票号。

Touch the button on the screen, the system will print the ticket.

13．票号打印，通过自主配置模板。可显示时间，图片，业务类型，服务窗口，需等待排队人数，票号，姓名，身份证。打印方式简单灵活。

Support the interfaceto display time, picture, business type, service window, waiting queue number, ticket number, name, id card. Printing is simple and flexible.

14．综合屏界面显示，自主配置模板。显示内容多样，可根据需求进行选择，有图片，文本，视频，排队信息，全部呼叫信息，当前呼叫信息或者过期呼叫信息，员工照片，姓名，工号等。

The interface of integrated display can be set.Display content is diversified, which can be selected according to requirements, including picture, text, video, queue information, all call information, current call information or expired call information, employee photo, name, work number, etc.

15．呼叫器模板，自主配置模板。只能创建一个，呼叫器模板是虚拟呼叫器登录后台的主页，可用于虚拟呼叫。

The pager templates can be set, and only one can be created, and the template is the background home page which is the virtual pagercan loginin that can be used for virtual calls.

16．评价器界面，自主配置模板。使用虚拟呼叫器呼叫的时候，需要登录评价器首页进行评价，界面的效果由用户个性化配置。

Evaluator interface can be set. When using the virtual pager calling, it is necessary to log on to the first page of the evaluator for evaluation, and the effect of the interface can customize according to customers such as personalized settings.

17．广告机界面，自主配置模板。根据用户需求展示相关内容。

The advertising interface can be set and display related content according to the customers such as personalized settings.

18．可以根据按钮来设置页面的跳转。

The system can be set the page's jump based on the button.

19．显示屏上文本的显示可设置滚动模式。

Scroll mode can be set for the display of text on the screen.

20．一个服务窗可以办理多种业务，设置优先级。

A service window can handle a variety of services and set priorities.

21．呼叫器具备登录操作和退出操作功能。工作开始之前，输入员工工号进行登录（可以设置员工工号自动登录）；工作结束后，退出排队系统。

The pager has functions of Login and logout.Before starting the work, enter the employee work number for login (you can set the employee work number for automatic login); After work, exit the queue system.

22．呼叫器有登录，呼叫，回呼，重呼，转移，忽略，暂停，确认，清空，评价功能。

The pager can login, call, callback, recall, transfer, ignore, pause, confirm, clear, and evaluate.

23．可以设置强制评价，办理人员不点击评价无法进行下一个呼叫。

The systerm can be set for the mandatory evaluation, only with the evaluation the office worker can call next.

24．后台业务数据的统计，可进行查询。

Thestatistics ofbackground business data can be inquired.

二. 推 荐 配 置 说 明 Recommended configuration instructions

主机：

主板：3337U-I5 ；

CPU: I3 (1.8G,3M 缓存)；

内存：DDR3 4G；

机械硬盘：500G。

1．17 寸液晶显示屏；

2．17 寸电容触摸屏；

3．内置功放及音响；

4．美规双插头；

5．二维码扫描仪:Z100-Q(微光）；

6．有内置刷卡器（1322）；

7．有芯片读卡器：接触非接触一体 IC30U。

Host:

Main board: 3337u-i5;

CPU: I3 (1.8g,3M cache);

Memory: DDR3 4G;

Mechanical hard disk: 500G.

1. 17 inch LCD display;

2. 17-inch capacitive touch screen;

3. Built-in amplifier and audio;

4. American standard double plug;

5. Two-dimensional code scanner: z100-q (weiguang);

6. There is a built-in card reader (1322);

7. Chip card reader: contact non-contact integral IC30U.

（一） 多媒体发布系统后台 Multimedia Publishing SystemBackground

概述

第一步：使用排队系统前，需要设置业务，将单位需要办理的业务内容输入到系统内。
Step 1: before using the queueing system, you need to set up business and input the business content that the unit needs to handle into the system.

第二步：设置界面显示的内容（模板设置）
Step 2: set the content displayed in the interface (template setting)

第三步：对排队系统的外设进行设置（窗口屏，打印机等）
Step 3: set the peripheral Settings of the queuing system (window screen, printer, etc.)

下面进行概要功能说明：main function instruction

首先，安装好排队系统后，我们要登录发布系统的后台去进行一系列的配置，做好准备工作。First, after the queuing system is installed, we need to log into the background of the distribution system to make a series of configuration and get ready.

在浏览器中输入中意恒信多媒体发布系统的网址 enter the URL：http://localhost:8080/mmpublish-web/login.shtml，输入用户名和密码进行登录。Enter a user name and password to log in

用户名：admin the user name :admin

密码：zyhx8888　　the password:zyhx8888

进入主界面如下图所示：Enter the main interface as shown below

系统主页面

业务设置 business settings 模板设置 template settings 系统设置 system settings
用户管理 user management 评价统计 Evaluation and statistics

1. 业务设置 Business Settings

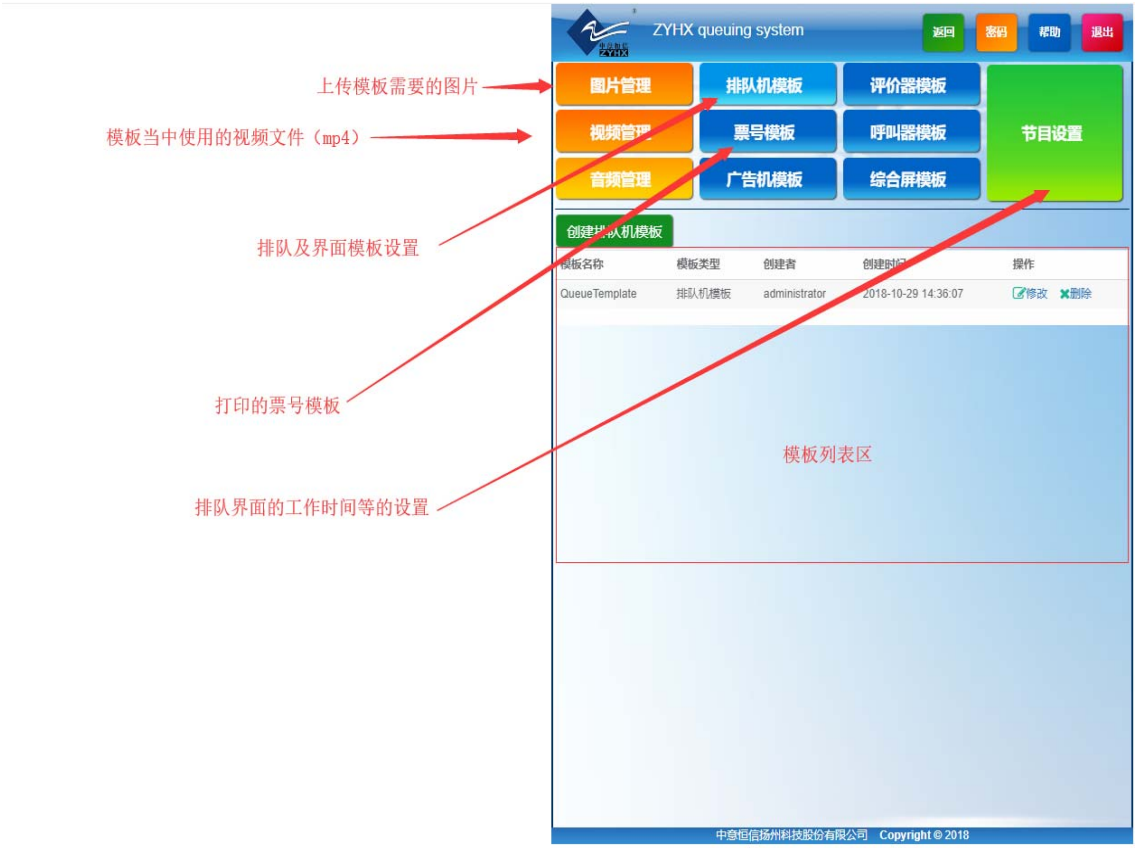
新增业务 Add business 号码前缀 number Prefix 取票号段 ticketslimit

此处直接填写要添加的业务信息，设置好使用条件，点击保存，即可添加新业务。
Directly fill in the business information, set the conditions of use, and click save to add new business

业务设置的时候可以启用附加条件，勾选后，点击按钮，可以设置该功能的使用约束条件。
When setting the business,click the box to enable additional conditions,then click the button to set the constraints of the function.

已有的业务列表
Existing business listings

2. 模板设置 Template Settings



- 该界面主要通过列表显示各种模板的信息，并且提供资源上传和模板工作时间设置的按钮。
  The interface displays various information of the templatemainly through the list, meantime provide the button to uploadresources and set templates work time.
- 橙色按钮为资源上传按钮，这里的资源主要用于模板设置时，所需要的背景图片、视频、音频等。
  The orange button means uploadingresources, the resources here are mainly used for template Settings, like background images, video, audio, etc.
- 呼叫器和评价器模板用于设置虚拟呼叫器和评价器的界面。
  Pager and template is used to set the virtual pager and the interface on the evaluates.
- “节目设置”用于设置该模板的工作时间，例如当需要设置上下午使用不同的取号界面时，可通过此项进行设置
  "item set" is used to set the template of working time, for example, when you need to set the queuing interface in the morning and change in the afternoon, it can be set through this button.

2.1 排队及模板设置 Queuing and Template Settings

- 横屏竖屏选择，指要显示的界面，是横向还是竖向的，使用横屏的选项时，下方界面有所拉伸，但实际显示的时候为正常，默认竖屏。

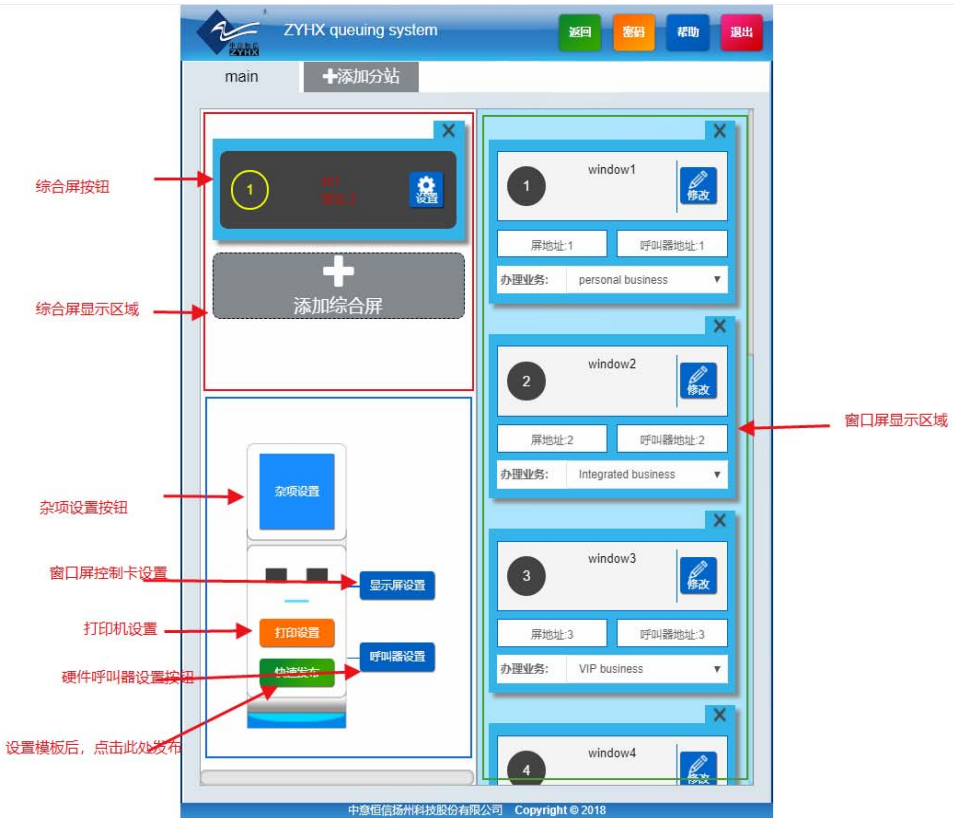
Landscape vertical screen option, refers to display interface, it is horizontal or vertical, using landscape option, below the interface tension, but the actual display is normal, vertical screen by default.

landscape

- 其他控件均可以拖拉到下方白色的界面预览区域内，单击控件，对控件的属性进行设置。
- The other controls can put in the white area, click the controls, to set the properties of the controls.
- 该界面可以划分一部分区域作为综合屏使用

The interface can be divided into a part of the area as a comprehensive screen

2.2 排队系统设置 SystemSettings



- 系统设置界面主要分为三个区域，分别是综合屏列表区域（左上），窗口屏列表区与（右侧），排队机设置区域（左下）。

  System Settings interface is mainly divided into three regions:integrated screenscreen list area (upper left), window screen list area (right),andqueuing system set area (lower left).

- 综合屏区域主要显示已有的综合屏，和实际使用的综合屏一一对应，点击下方“添加综合屏”按钮，可以添加一块综合屏，点击综合屏图示上的“修改”按钮，可以对既有的综合屏进行修改。

  Integrated screen area mainly shows the existing integrated screen which is corresponding to theusing integrated screen, click "add integrated screen" button below, you can add a composite screen, then click "modify" button on the integrated screen, to modify the existing integrated screen.

- 窗口屏区域用于罗列出要设置的窗口屏，最下方有添加按钮，点击“修改”键可以添加一块窗口屏，此处需要仔细设置，包括需要办理的业务，呼叫器的地址和评价器是否为虚拟评价器，呼叫器是否自动登陆。每一个窗口可以设置独立的显示格式和呼叫语音。

  Window screen area is used to list the window screen to be set. There is an add button at the bottom. Click "modify" to add a window screen. Each window can set a separate display format and call voice.

- 排队系统设置区域：Queuing system setup area
  - 杂项设置：用于外设的设置，本机的 IP 设置，自动开关机和部分设备的自检功能。

    Miscellaneous Settings: used for peripheral Settings, IP Settings of the machine,

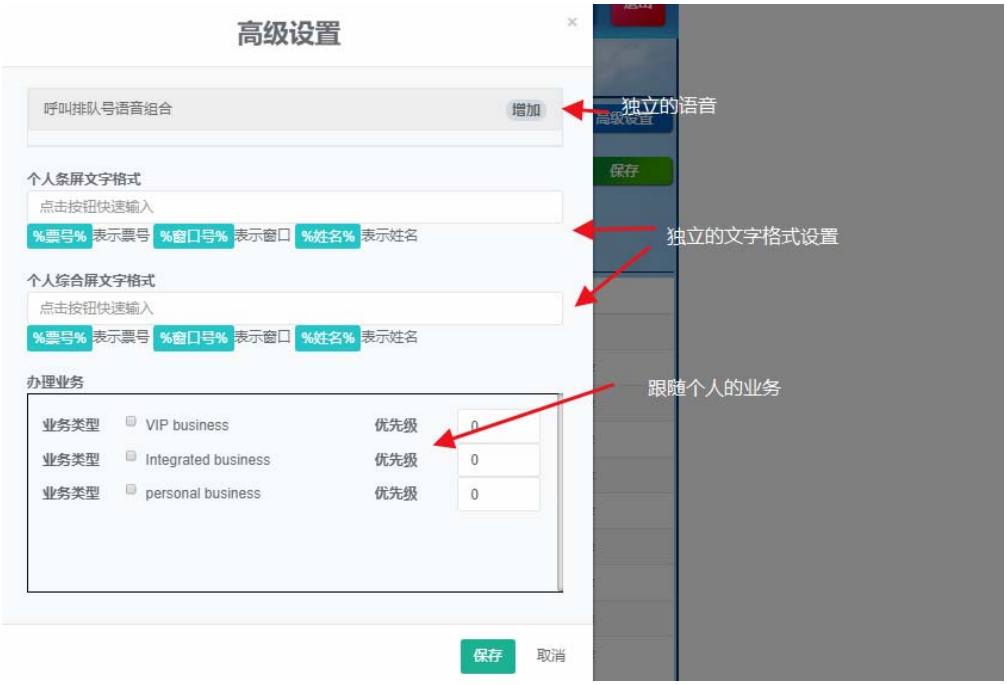
automatic switching machine and self-check function of some devices.

- 显示屏设置：用于设置通用的文字显示（窗口屏和综合屏）和 COM 口号。
  Screen Settings: set the general text display (window screen and integrated screen) and COM number.
- 打印设置：配置打印机的票据模板和使用的通讯端口。
  Print Settings: configure the printer's ticket template and the communication port.
- 呼叫器设置：呼叫器的属性设置。
  Pager Setting:Property setting of the pager.

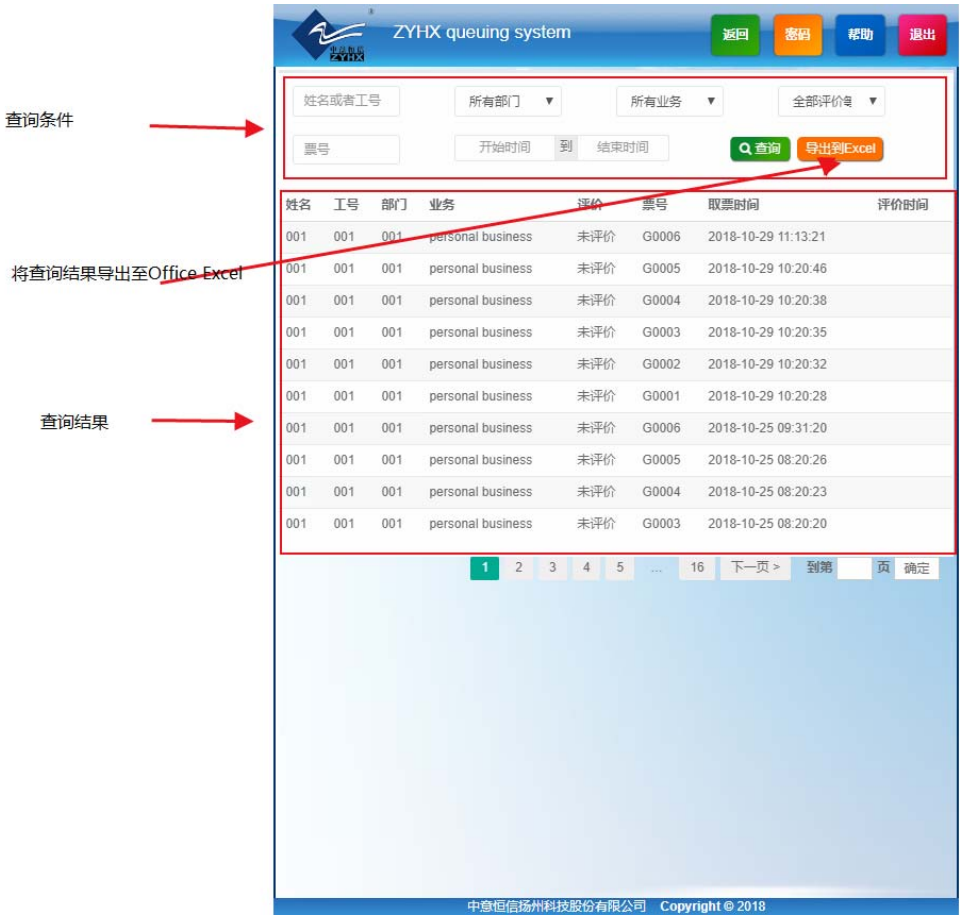
2.3 用户设置 User Settings

- 该界面用于录入员工信息。
  The interface is used for inputting employee information.
- “高级设置”用于设置业务跟随固定的人员，而不是在固定的窗口办理，员工在任意窗口登陆，该窗口即办理该员工绑定的业务，并可设置独立的显示格式和语音。

"advanced Settings" is used forthe fixed staff to his business, the staff can login in any window to deal with his business instead of fixed window. And the "advanced Settings" can be set up independent display format and voice.



2.4 评价统计 Evaluation and Statistics



- 该界面可查询所有的票号评价结果，并可按条件进行查询。
  The interface can check all the evaluation results, and also can check by some condition.

- 点击“导出至 Excel”可以将结果另存为 excel 格式的文件。
  Click "export to Excel" the result can be save as Excel format file.

FCC Warning Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.