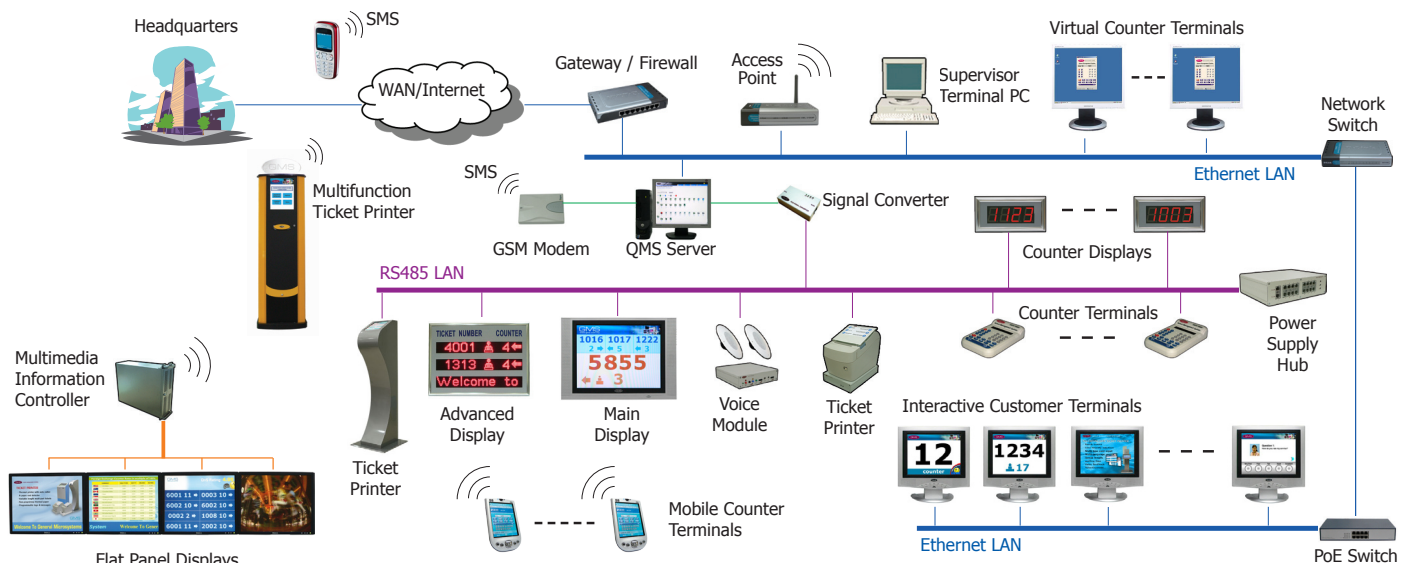# QMS300i
Meeting Every Queue Management Need

QMS300i is a state-of-the-art web-based queue management system that provides total customer service capabilities. It is the choice queue management system for any establishment in finance, healthcare, government and commerce that provides services to waiting customers or clients. The new queue system is even better now with the incorporation of:

- **Enhanced Functions** Many new queue functions are enhanced or added to provide for the ever increasing demand of offering better service to waiting customers.

- **Web Technology** Truly web-based technology with straightforward real-time remote access from the Internet or corporate network is a standard feature.

- **Corporate Reports** Corporate reporting goes beyond accessing the queue systems at various branches. Corporate- or enterprise-wide consolidation and analysis of data provides management an invaluable KPI tool.

- **Wireless Technologies** Wireless technology minimizes cabling requirement, a feature particularly useful on existing sites where additional cabling is troublesome if not impossible. SMS functions in QMS add a new dimension to customer service.

- **Interactive Customer Service** Interactive customer terminals obtain customer feedback in both comprehensive survey and quick QoS formats, provide personalized advertisement to the customer at the counter and direct customer to the calling counter.

Main Features

- QMS server: Windows XP/2000, IIS, ASP
- Device gateways for multi-departmental configuration
- Desktop, mobile & virtual counter terminals
- 7-segment & dot-matrix displays supporting multiple languages
- Ticket printers (desktop & pedestal) & multifunction ticket printers
- Voice modules & virtual voice modules with MP3 quality
- Branch & corporate report generator
- Wireless technology
- Link to Multimedia Information Controller with Flat Panel Displays
- SMS & web-based queue functions
- Low running cost with non-proprietary thermal paper
- Fast thermal ticket printers (up to 250mm/s)
- Support transaction codes

- Supports flexible length & multi-part tickets
- Interactive customer terminals for obtaining customer feedback, providing advertisement and displaying ticket & counter number
- Modular & scalable
- Advanced display with messaging capability
- Transfer ticket to other service or counter
- Multi-level service priority
- **Queue functions:-**
  NEXT, CALL, TRANSFER, STORE, RECALL, DONE, PROGRAMMABLE FUNCTIONS, STATUS, USER ID, PRIORITIES, MESSAGE, CHIME, TRANSACTION CODES, ALERTS
- **Special features:**
  Pre-call, Appointment System, SMS Alert

QMS300i Technical Specifications

QMS Server

CPU	Pentium, Celeron or compatible, 2 GHz or above
OS	Windows XP / 2000
Memory	512 MB (min.)
Drives	HDD 40 GB or above, CD/DVD drive
I/O	1 COM, 1 LPT, 2 USB, Ethernet
Video	XGA (1024 x 768)

Signal Converters

Types	RS232 to RS485	Ethernet to RS485
Models	SC24	DGW300
Usage	Small and medium systems	Multi-floors or multi-departments
Opto Isolation	Yes	No

Ticket Printers

	Desktop	Pedestal	Kiosk
Types	Desktop	Pedestal	Kiosk
Models	TP400	TPP5100	MTP500/2000/5000
Printers	Line thermal printer with auto cutter and paper end detector		
Service Buttons	Up to 40		Unlimited
Reader Options	Barcode, magstripe, smart card, proximity, biometric		
Ticket Format	Large number fonts, variable ticket length, multi-language, programmable logo, multi-line messages and multiple parts		
Thermal Paper	80-mm width, low cost non-proprietary		
Paper Loading	Drop-in style		
Paper Roll Size	Up to 103mm Ø		
Print Speed	200 - 250mm/s		
Print Head Life	Wear resistance of 100 km or pulse resistance of 10^8 pulses		
Auto Cutter Life	1.0 - 1.2 million cuts		
Data Interface	RS485 (surge protected)		Ethernet

Counter Terminals

	Desktop	PC Software	Pocket PC
Types	Desktop	PC Software	Pocket PC
Models	CT300	VCT300	MCT100
Display	One line, 16-character	Graphical screen	
Input	Keypad	Mouse & keyboard	Touch screen
Data Interface	RS485 (surge protected)	Ethernet	WiFi

Counter Displays

	7-segment LED, 4 digits	Dot-matrix LED, 16x64 dots		LCD
Types	7-segment LED, 4 digits	Dot-matrix LED, 16x64 dots		LCD
Models	2.3" LED: RCD423, SCD423 4.0" LED: RCD440, SCD440	2.5" LED: RCDM425 4.7" LED: RCDM440	2.5" LED: CMD425 4.7" LED: CMD440	CD10L
Messages	No		Text	Images
Languages	Nil	English, Chinese, Vietnamese, Arabic, Farsi, etc.		
Chime	Electronic			
Data Interface	RS485 (surge protected)			Ethernet

Waiting Area Displays

	7-segment LED	Dot-matrix LED 16x128 dots	LCD	
Types	7-segment LED	Dot-matrix LED 16x128 dots	LCD	
Models	2.3" LED: MD1423/2423/3423 4.0" LED: MD1440/2440/3440	2.5" LED: AD1425/2425/3425 4.7" LED: AD1440/2440/3440	MD20L	MIC300
Messages	No	Text	Images	PowerPoint, HTML, images, AV streams
Languages	Nil	English, Chinese, Vietnamese, Arabic, Farsi, etc.		
Chime	Electronic			
Data Interface	RS485 (surge protected)		RS485/ Ethernet	Ethernet/ WiFi

Voice Modules

	Desktop	PC Software
Types	Desktop	PC Software
Models	VM400	VVM300
Audio Amplifier	Class D, 2 x 10W, integrated	External amplifier
Data Interface	RS485 (surge protected)	Ethernet
Voice Quality	MP3	
Languages	Malay, English, Chinese, Vietnamese, Arabic, Farsi, etc.	

Power Supply Hubs

	DC 12V	PoE Switch (DC 48V)
Type	DC 12V	PoE Switch (DC 48V)
Models	PS16	PoE8
Ports	16 + 2 (uplink)	8
Data Interface	RS485 (surge protected)	Ethernet
Input Voltage	AC 110V or 240V, selectable	AC 100-240V

QMS300i Components

- QMS Server PC
- QMS Backup Server PC
- Supervisor Terminal PC
- SC24 Signal Converter
- DGW300 Device Gateway
- TP400 Thermal Ticket Printer
- TP400R Thermal Ticket Printer with Card Reader
- TPP5100 Thermal Ticket Printer
- MTP500/2000/5000 Multifunction Ticket Printer
- CT300 Counter Terminal
- VCT300 Virtual Counter Terminal
- MCT100 Mobile Counter Terminal
- CD10L Counter Display
- SCD423/440 Shared Counter Display
- RCD423/440 Remote Counter Display
- RCDM425/440 Remote Counter Display Matrix
- CMD425/440 Counter Message Display
- MD20L Main Display
- MD1423/2423/3423 Main Display
- MD1440/2440/3440 Main Display
- AD1425/2425/3425 Advanced Display
- AD1440/2440/3440 Advanced Display
- MIC300 Multimedia Information Controller
- QLD2308/3308/4308 Queue Length Display
- RD100 Recall Display
- PS16/PoE8 Power Supply Hub
- QoS100 Rating Terminal
- ICT100 Interactive Customer Terminal
- VM400 Voice Module
- VVM300 Virtual Voice Module
- SMS300 SMS Gateway
- GM100 GSM Modem