Products and Systems for Customer Flow Management

2009
About Q-Matic

Q-Matic invented Customer Flow Management (CFM) and are the world’s leading practitioners of it today. Customer Flow Management is the process of managing customer flow and experience from their initial contact with you to final service delivery.

The CFM Process helps organisations increase productivity and profitability whilst improving customer and staff experiences and the data and insights we generate drive further operational improvements. We are active in 110 countries and every year 1.7 billion users pass through one of our 40,000 installations worldwide in banks, retail outlets, healthcare institutions, and the public sector.

More than 25 years experience

With more than 25 years experience in the application of CFM Q-Matic can support our customers through the whole process of analysing current customer flows, identifying opportunities for improvement, creating solutions and leading change management programmes in your organisation. See our Whitepaper on Customer Flow Management for more information.
A solution for every need

Q-Matic today supplies solutions for financial institutions, the public sector, health care and retail. Though our systems look different they all work in exactly the same way; guiding customers and patients, improving customer service by prioritising and segmenting, reducing the perceived waiting time, creating a better working environment and improving work flow throughout the organisation. Our systems also measure steps in the processes and provide companies’ or organisations’ management with the basis for analysing and further improving customer flow processes.

We carry out all development and production ourselves to ensure full control of quality in everything we do. Our systems can be tailored for the unique requirements of every organisation and industry.

Q-MATIC DIRECT

Wireless linear queue system.

Q-MATIC Direct is a wireless linear queue system. Linear queue systems can handle high customer flows when all workstations offer the same services and the transaction time is short. A voice unit can be added for even greater impact.

Q-MATIC NOVA

Ticket system for offices with limited space.

Q-MATIC Nova is a neat solution for small outlets and offices with limited space. Designed for easy installation, easy transporting and easy handling. An off-the-shelf solution means no major investment – the only consumable is tickets that can be purchased from the dealer or locally at any shop.
Q-MATIC SOLO

Stand-alone Customer Flow Management system.

An advanced easy-to-handle system for multiple categories and workstations. As a good, straightforward system Q-MATIC Solo is easy to use and offers statistics and management information in web format in order to organise a fair and effective customer flow. The system has a powerful, built-in processor and works as a stand-alone unit.

Q-MATIC SUITE

The solution that puts you in control of your organisation.

A fully web-based, multi-branch solution covering all essential customer flow management functions such as customer information, a centralized database, customer history and a central calendar.

Q-WIN

Flexible and dynamic solution for customer flows.

A fast and reliable PC controlled system with major flexibility in settings and configuration. Q-WIN is a dynamic software solution that truly improves the entire Customer Flow Management process. Q-WIN provides online information and stores valuable statistics to help you keep track of and optimise your daily business.

Q-MATIC MANAGEMENT PORTAL

The solution that provides all the information you need to know at your fingertips

A fully web-based reporting and analyzing tool that provides functions such as consolidated reporting, scheduling and email, easy benchmarking and ad-hoc reporting.
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Q-MATIC provides a wide range of modular and integrated software products especially designed to optimize your organization’s customer flow and related processes. The software product range covers all essential Customer Flow Management processes from core queue control like Q-WIN to MI solutions as Q-MATIC Management Portal and media solutions such as Q-MATIC Monitor.

Our product range is designed to be extremely modular and configurable. By combining and configuring different modules and applications we provide the necessary scalability and flexibility to create the most optimum customer flow solution for every situation, from small single site to large web-based enterprise solutions.

Our customer flow software record essential milestone data in every step of your customer flow process. With this valuable information we empower and inform decision makers, providing them with live situation overviews, automatic alert functions on e.g. KPI and SLA values, statistical reporting and analytical functionality to e.g. reduce waiting times and optimize staff efficiency.

Our media solutions provide the option of informing and entertaining customers in every step of your customer flow process, resulting in improved efficiency, customer experience and quality of service.
**Q-WIN S (SE)**

Q-WIN S (SE) is the latest version of our most used Customer Flow Management software and is at the heart of most of our systems. The three main functions at the heart of Q-WIN are; controlling and holding the actual queue status, storing statistical data and controlling hardware such as ticket printers and displays. Q-WIN can be adjusted to meet any specific customer requirement due to the high configuration level and internal scripting capability.

In addition to its core functions Q-WIN is applied in several internal applications and options, which are described separately in this product catalogue. Several external applications such as Q-MATIC Monitor are also connected to Q-WIN by means of licensing and communication with Q-WIN.

Q-WIN is therefore an extremely modular and highly scalable product, playing a central role in configuring the most optimum customer flow solutions required.

Q-WIN can be implemented in many different environments such as stand alone, networked or a combination of these. When Q-WIN is used in a network environment, Q-WIN users are required to connect to the Q-WIN system. Alternatives for the standard Q-WIN user include API user, Q-WIN Client and Q-MATIC Web Terminal, which are described in this product catalogue as separate products.

Q-WIN S (SE) is also the version which works together with the TP-series printer range.

**Features**

- Core functions; control actual status, store management information, control hardware
- Can handle up to 100 workstations and 255 different queues
- Runs in stand-alone and/or local/wide area network configurations
- Provides live management information
- Script programming, including advanced script SQL/API commands
- SQL functionality makes it possible to connect to most types of databases
- Encrypted password protection
- User groups can be defined
- 128 bit encrypted network communication
- Embedded web server
- Integrated report function
- Vista compliant

**ARTICLE NUMBER**

<table>
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<th>Software</th>
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<td>SW Q-WIN S</td>
<td>10110600</td>
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<tr>
<td>SW Q-WIN S; USER /U</td>
<td>10110660</td>
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SOFTWARE

Q-WIN Mail
Q-WIN Mail is the Q-WIN option enabling email functionality and works with any standard email system and is easy to configure.

By configuration in Q-WIN, pre-set emails are automatically sent to any pre-defined email address based on any event or circumstance. Q-WIN Mail therefore has a very flexible functionality and can be used for many alerting and information processing purposes. For example Q-WIN Mail can be used to send email alerts to appropriate personnel when service levels peak, when a customer with an appointment arrives, when a customer for a certain service arrives, when the alarm function is used at a counter. Again, in principle an email can be generated on any Q-WIN event or circumstance.

Features
- Using flexible scripting to send email messages for different events or circumstances to any email address.
- Total SMTP mail compatibility

Q-WIN Pager
Q-WIN Pager provides connectivity to real-time wireless messaging tools helping to solve even the toughest on-site communication problems. It is the ideal choice for people needing cost-effective, flexible and complete communications solutions. Q-WIN Pager can send numeric or alphanumeric system information and alert appropriate staff when certain levels are reached. You can also put your own text in messages, personalizing the system and keeping your entire staff connected to your Q-WIN system.

Features
- Works with JTech Master Transmitter (www.jtech.com)*
- UHF operation
- Connection up to 10,000 pagers
- 2 watts of power for the most complete coverage
- Operates in FM mode on UHF (450-470 MHz)
- RS-232 and telephone interconnect options

*) Note: Please check if the JTech Master Transmitter is authorized for use in your country.

Q-WIN Voice
Q-WIN Voice helps people on arrival and when being called to a service point. Q-WIN Voice adds sound to your Q-WIN system, can be customized, programmed and is compatible with every spoken language.

Q-WIN Voice gets customers attention in busy offices and can “speak” using a male or a female voice. It also integrates with displays to call customers vocally and visually and can deliver information on two separate channels.

Features
- Multiple language compatibility
- Male or female voice usage
- Customizable
- Programmable
- Works on two channels

Q-WIN Ticketless
Q-WIN Ticketless allows you to use Q-WIN in a system without a ticket printer. Q-WIN Ticketless makes it easier to use advanced, integrated solutions. In certain service environments, a higher level of personal service and customer identification is required. Q-WIN Ticketless extends the power of Q-WIN into these environments, giving customer service managers the option of identifying and segmenting customers by name.

ARTICLE NUMBER
SW Q-WIN S; MAIL /S 10110643

ARTICLE NUMBER
SW Q-WIN S; Pager /S 10110664

ARTICLE NUMBER
SW Q-WIN S; TICKETLESS /S 10110647

ARTICLE NUMBER
SW Q-WIN S; MAIL /S 10110643
SOFTWARE

Q-WIN Custom Layout
This option extends the functionality of management screens* and Q-WIN reports*.
The option is required when the management screens included in Q-WIN and/or reports need to be adjusted (e.g. for translations), completely new screens/reports need to be designed according to specific customer requirements or when you want to use screens/reports from previous versions of Q-WIN.

Note: This option is required for Q-Matic touch screens where management screens are used as page flow systems.

*) Management screens being .sup files, report files being .srp files.

ARTICLE NUMBER
SW Q-WIN S; CUSTOM LAYOUT /S 10110649

Q-WIN Distributed Management
Q-WIN Distributed Management enables the functionality to collect statistics and view live management information from several branches. In a multi branch (multi Q-WIN) environment only one of the Q-WIN systems needs to be provided with this option.

Users connected to this Q-WIN system can connect to the other branches in the branch selector list.

Note: Although Q-WIN Distributed Management is still an existing option for centralized reporting and live management views a new alternative is the Q-MATIC Management Portal.

ARTICLE NUMBER
SW Q-WIN S; DISTRIBUTED MANAGEMENT /S 10110648

Q-WIN Database Statistics
Q-WIN Database Statistics allows you to store statistics directly in the Q-WIN database. The database formats supported by Q-WIN are Microsoft Access, SQL server and Oracle. Direct storage of statistical information in a database offers the possibility of using the information in third party applications such as Microsoft Excel.

Note: Although Q-WIN Database Statistics is an existing Q-WIN option we refer to the Q-MATIC Management Portal when storing Q-WIN statistics in a performance optimized relational data warehouse providing web-based reports and analytical tools at the same time.

ARTICLE NUMBER
SW Q-WIN S; DATABASE STATISTICS /S 10110640

Q-WIN API
The Q-WIN API releases the power of Q-WIN to other systems. The Q-WIN API allows you to exchange commands and information between Q-WIN and other Windows programs. The Q-WIN API is programmable from almost any Windows programming language. The API Server option opens your Q-WIN for this function.

The Q-WIN API user option determines the number of users that can use the API function at the same time. Using Q-WIN API means you can control Q-WIN from custom-built, integrated consoles and communicate with Q-WIN from other systems in real time.

Features
- Covers a broad range of commands
- Integrates Q-WIN with other systems
- Simple to install and maintain

ARTICLE NUMBER
SW Q-WIN S; API SERVER /S 10110645
SW Q-WIN S; API CLIENT /U 10110667

Q-WIN Advanced Scripts
Q-WIN Advanced Scripts extend the standard scripting capability in Q-WIN with SQL and API commands.
Q-MATIC Client Terminal

The Q-MATIC Client Terminal allows you to serve, call and identify customers in one easy-to-use interface. The Q-MATIC Client Terminal has all the functions and features you need to provide good customer service at the click of a mouse. With this terminal you can do all standard Customer Flow.

Management functions like call, recall, and transfer, create tickets, add matter codes and send alarms. It also offers the possibility of viewing customer appointments and history as well as integrated management views.

Note: Although the Q-MATIC Client Terminal is an existing option in Q-WIN we refer to the Q-MATIC Suite for a web-based modular solution providing extended functionality.

Features

• Customer appointment and history lists
• Integration with Q-MATIC Calendar
• Add notes to customer entries
• Customer recall
• Matter code integration
Q-MATIC Calendar

Appointments are an essential part of Customer Flow Management benefitting both customers and their organizations. Customers can make appointments at their convenience offering them the ability to fit in the visit with their own agenda. On arrival they are called at the appointed time, significantly reducing their, and the organization’s overall waiting times.

The Q-MATIC Calendar provides two main overviews, the first is an overview of several appointment lists per day and the second is an overview of one appointment list for several days (configurable). Different colours (configurable) in the calendar show the different statuses of appointment customers and provide easy to read day status regarding appointment customers, and it becomes clear at a glance which customers are due to arrive, have arrived and waiting, being served or already served and left.

The Q-MATIC Calendar can be set-up for booking appointments for specific staff members or for specific services. Appointment bookings are done on a customer basis where either a new customer can be created or an existing customer can be selected from the existing customer’s base (customer database). Additional notes relating to the appointments can be added when an appointment is booked.

A valuable extra function in Q-MATIC Calendar is the side planner, which allows you to add extra information next to a booked appointment in a side bar.

An important added value of the Q-MATIC Calendar is the seamless integration with the Q-WIN software by which we not only offer an appointment schedule system but also an appointment customer handling system. Arriving appointments are identified as such at either a reception or self-service kiosk. Automatic identification is possible using electronic cards or using appointment confirmation e.g. pre printed with bar codes. After an appointment arrives Q-WIN can generate automatic alerts for the appropriate staff, also alerts can be generated when appointment times are exceeded.

Note: Q-MATIC Calendar is an internal application of Q-WIN and is licensed per user only.

Note: For a web-based central calendar function we refer to the Q-MATIC Suite Calendar

Features

- Customer appointment booking for staff or service
- Handling of customer with appointment after arrival through seamless integration with Customer Flow Management system (Q-WIN)
- Automatic on arrival of customer
- Automatic alerts when appointed time is exceeded
- Side planner for additional information
- Special reception list view with search and sort functions for setting appointed customer easily
- Different colours for different appointments
- Side planner for extra information
- Quick appointment booking through customer selection

ARTICLE NUMBER
SW Q-WIN S; Q-MATIC CALENDAR /U 10110662
SOFTWARE

**Q-MATIC Internet Calendar**

The Q-MATIC Internet Calendar is an extension to the Q-MATIC Calendar allowing customers to book appointments via the internet 24 hours a day and provides an automatic email confirmation for each appointment made. Customers can select what service they wish to make an appointment for, on what date and choose from available appointment times to book an appointment.

Note: The Q-MATIC Internet Calendar requires the Q-MATIC Calendar for operation and is therefore not a stand alone appointment system.

**Q-MATIC Staff Basic**

Q-MATIC Staff Basic allows you to quickly and simply compare staff allocations to service targets to determine how many staff members you should have up front, and when.

**Features**
- Easy to use
- Break and lunch planning
- Variable service targets

**ARTICLE NUMBER**

Sw Q-Win S; Q-MATIC INTERNET CALENDAR /S 10110666

Sw Q-Win S; Q-MATIC STAFF BASIC /U 10110664

Sw Q-Win S; Q-MATIC INTERNET CALENDAR /S 10110666
Q-MATIC Staff Advanced

Q-MATIC Staff Advanced allows you to determine the most optimum counter occupation by selecting statistics and then changing the number of open service points. Q-MATIC Staff Advanced recalculates and shows graphically what the influence of your actions are on waiting times. In addition Q-MATIC Staff Advanced offers the option of changing values in statistics such as the number of customers arriving or the average transaction time resulting in a recalculating of the waiting time.

Features
- Advanced, detailed reports
- Staff schedule templates
- Activity creation and management
- Weekly and monthly overtime controls
- Data manipulation tools

ARTICLE NUMBER
SW Q-WIN S, Q-MATIC STAFF ADVANCED /U 10110663

Q-MATIC Web Terminal

The Q-MATIC Web Terminal is a software counter terminal allowing you to manage the standard customer flow processes. Login, call, close, transfer, recall and related functions as well as queue status and waiting time information are all available in the clean and modern designed, easy to use Q-MATIC Web Terminal.

The Q-MATIC Web Terminal is available in a compact version that can be set to be always on top. Thanks to this feature, the user can always see the Terminal on their screen, even when other applications are running.

Features
- Optional compact always on top window
- Multi terminal mode
- Standard CRM functions, Call, Recall, Transfer, Remove, Recycle customers, Change priority
- Print tickets
- Log on and log off
- Display a queue overview
- Displays live information; customers waiting and waiting time information
- Multi-terminal mode.

ARTICLE NUMBER
SW Q-WIN S, Q-MATIC WEB TERMINAL /U 10110665
Q-MATIC Monitor
The Q-MATIC Monitor is a digital signage solution providing a combination of showing Customer Flow Management related information, combined with any other type of media such as Microsoft PowerPoint, AVI, MPEG and DVD. It gives you complete control over what your customers see in the waiting area, at the entrance and can also be used as information and an alert system for your own staff in the back office.

The Q-MATIC Monitor offers a flexible layout existing in four main areas, including the information window showing Q-WIN information, a presentation window showing any content, top and bottom ticker lines and a pop up screen alerting customers when a new call is placed.

The Targeted Media Distribution option makes it possible to show commercials or other information and information targeted at the specific type of waiting customers.

Note: The Q-MATIC Monitor is an external application to Q-WIN and therefore requires Q-WIN for licensing and information purposes.

Features
- Flexible layout of monitor view with 4 presentation windows, Q-WIN information, Presentation, Pop up window and Ticker lines
- Information window can show any Q-WIN information, numbers called, waiting times, customers waiting etc.
- Multiple formats can be shown in presentation window, (Microsoft PowerPoint, MPEG, DVD, TV etc)
- Automatic import and conversion of Microsoft PowerPoint files
- Top and bottom ticker lines with adjustable speed
- Pop up customer call window
- Instant emergency messages
- Create story boards providing scheduled changes of information, presentations and commercials
- Control of monitors from central headquarters and/or local branches
- Different monitors can be grouped for easy administration of content

Optional
- Targeted Media Distribution – with this option you can target information, presentations and commercials at the audience waiting to be served
- Q-MATIC Monitor TV enables the showing of TV programs in the Q-MATIC Monitor information frame. A TV Card (e.g. Hauppauge) needs to be available in the Q-MATIC Monitor Player

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<td>SW S,Q-MATIC MONITOR 3 TARGET MEDIA</td>
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SOFTWARE

Q-MATIC Management Portal
Our Customer Flow Management solutions record essential milestone data for every transaction performed within the system. This data only becomes information when it is presented in an understandable manner. The Q-MATIC Management Portal is the right tool to transform this data into true information and therefore gets a true 360° view of a customer-facing activities.

The Q-MATIC Management Portal is a complete, web-based solution mainly for handling Customer Flow Management data but also offers possibilities for including other external third party data. The technical design of the portal is especially suited for central reporting.

The statistical data from the Q-Matic systems is automatically imported into a central database where the data is matched, optimized and indexed. Statistical reporting and analyzing can be done on every client PC. Local installation of software is not necessary, only a browser and user access rights to the management portal have to be available.

The two available statistical user modules are Q-MATIC Report and Q-MATIC Analysis. The report module includes several standard reports which can be scheduled and automatically distributed by email or Intranet. The analyzing module allows the option of working interactively with your data, based on OLAP technology.

In addition to the reporting modules, the Dashboard module provides the ability to view live information for all connected branches.

Features
- 100% web-based clients
- Centralized reporting in multi-branch situations
- Automatic scheduled import of statistical data from all branches
- Handling and correcting of setting differences between branches
- Handling and correcting settings changes in branches
- Access rights on applications, reports and branches
- Supports UNICODE
- Supports databases; SQL 2000, 2005 (including the Express version), Oracle 10g, 11g (including the Express edition).
- Supports Q-MATIC systems; Q-WIN Q, S (SE), Q-MATIC Solo and Q-MATIC Suite
- Supports browsers on client; Microsoft Internet Explorer 6.0, 7.0 and Mozilla Firefox
- Supports server operating systems Windows XP, Vista, 2000 Server, 2003 Server
SOFTWARE

Q-MATIC Report
The Q-MATIC Report focuses mainly on automatic executive, overview and other standard reporting. Therefore the necessary save, schedule and email functionality is implemented. Standard reports are included in the application but customized reports can be easily designed.

Features
• Able to copy report setting
• Saving report settings to be used later
• Export to Microsoft Excel and PDF
• Automatic reporting using schedule and email functionality, with selection of output format (PDF, XLS, CSV)

Q-MATIC Analysis
The Q-MATIC Analysis has been developed to focus on interactively working with your Customer Flow Management data, based on OLAP functions as select, drill down, sorting and moving. This makes Q-MATIC Analysis a very powerful tool to perform e.g. trend, performance (KPI, SLA), resource optimization, ad-hoc reporting and benchmark analysis.

• Interactively view your statistical data using drill down, sort (A–Z, 1–1000) and move functions
• Flexible use of statistical data
• Create reports views yourself
• Saving analyzed views for reuse
• Export to Excel and PDF format
• Different graph options for easier analyzing
Q-MATIC Dashboard

The latest addition in the Q-MATIC Management Portal is the Dashboard module. The Dashboard is especially designed to show live information from multiple branches and provides the option of viewing individual branch details with one mouse click.

The Dashboard shows the main overall measures graphically, such as the number of customers waiting and how many of them have been waiting longer than the defined waiting time service level and the number of customers waiting per open counter. In the individual branch rows it shows per branch measures such as customers served, number of open counters and if the branch is connected or not.

When clicked into branch details the dashboard shows similar measures, but broken down into individual queues.

Features
- Fixed Dashboard showing live information
- Overview of all branches for most important measures
- Sort function on all parameters, to sort on e.g. longest waiting time or branch name
- Break down in branches
- Web-cam integration

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Q-MATIC Suite

Q-MATIC Suite is a highly flexible web-based application platform designed for single branch up to multi branch enterprise solutions.

Q-MATIC Suite exists in several seamless integrated modules and user roles such as counter, reception, appointment booking and customer history, offering the option of configuring specific Customer Flow Management solutions.

Q-MATIC Suite provides several built in management information views showing the current status of the operation. These views are used to keep an overview of the current waiting status and staffing situation at all times. Based on this information, managers can proactively make informed decisions on staffing and planning.

The integrated workflow modules allow the automation of actions based on events or specific circumstances. Through the workflow module e.g. emails can be sent or staff can be alerted when service levels are exceeded.

With the Q-MATIC Suite solution all data is collected and archived in a central relational database supporting Microsoft SQL and Oracle.

Note: Q-MATIC Suite is fully compatible with Q-WIN for essential functions such as hardware control and holding queue statuses.

Note: For statistical management information we refer to the Q-MATIC Management Portal.

Features

• Web-based technology, no installation on client pc's resulting in lower total cost of ownership, TCO
• Enterprise solution, control from one to many Customer Flow Management systems
• Support for Q-WIN Q and Q-WIN S SE
• Central administration for customer, staff members, permissions and several other important settings
• A customer history module
• Adding information to customer visits, enquiry and outcome types, notes, wrap up time registration
• Alert functions
• Calendar module
• Live management views
• Questionnaire module
• Supports UNICODE
• Supports server operating systems Windows XP, Vista, 2000 Server, 2003 Server
• Supports databases Microsoft SQL Server 2000, Microsoft SQL Server 2005 (including the Express edition), Oracle 9i, Oracle 10g (including the Express version)

Q-MATIC Suite Counter

Naturally, standard functions such as Login, Call, Transfer, Close etc. are available in the Q-MATIC Suite Counter, but also additional new functions are available such as adding notes to customer visits (both free format and pre defined notes), add enquiry type to customer visits (enquiry types can be defined in several levels), add outcome of visits, (e.g. “successful transaction”, or reason why transaction was not successful), wrap up time registration (the reason time is spend on transaction when customer left).

Before calling customers, the counter users have the relevant waiting times, number of customers waiting and also customer history instantly available on their screen, making the transaction times quicker and the service more efficient.

Since the system is highly flexible it enables the user to select each queue to see relevant waiting times, number of customers waiting for each specific service, calculated waiting times, and transaction times.
SOFTWARE

Q-MATIC Suite Reception
The receptionist can provide customers with a ticket automatically adding them to the appropriate queue, or directing them to a relevant advisor. The receptionist can also see the number of customers waiting at all times, whilst having immediate access to the customer history.

Q-MATIC Suite Floorwalker
The floorwalker role is a specially designed ‘meet and greet’ role used together with handheld (tablet) wireless units. The floorwalker can meet customers at the door, log visitors and/or issue tickets and add the customers to the correct queue. A silent alarm function can be added to enable the user to alert colleagues if necessary.

Q-MATIC Suite Customer History
Customer History is an additional module to Q-MATIC Suite, offering the option of recording visits on customer basis. All customer-related visit and appointment information is stored centrally and offers a very valuable source of information for customers organizations. Customer history information is available for all Q-MATIC Suite roles (e.g. Counter, Reception and Calendar).

Customers never have to repeat themselves when they see different advisors as the customer history can be called up at any service point.
SOFTWARE

Q-MATIC Suite Calendar

Appointments are an essential part of Customer Flow Management benefitting both customers and their organizations. Customers can make appointments at their convenience offering them the ability to fit in the visit with their own agenda. On arrival they are called at the appointed time, significantly reducing their, and the organization’s overall waiting times.

The Q-MATIC Suite Calendar offers extended functionality compared to the Q-MATIC Calendar modules. The Q-MATIC Suite Calendar is a complete web-based solution and due to its flexibility and scalability it can be used on a small scale with only a few users; or throughout a network of branches with hundreds of users. The appointment planner enables staff to book and view appointments for different people, branches or services. Users can easily see the number of available slots per day, week or month, for each branch in a network.

Q-MATIC Suite Calendar provides several overviews such as daily and monthly views where different colours (configurable) show the different statuses of appointed customers and the free time slot indication, providing quick appointment booking.

Q-MATIC Suite Calendar can be set-up for different appointment scenarios such as customer to staff, customer to service bookings and also provide the opportunity of booking additional resources. When an appointment is booked either a new customer can be created or an existing customer can be selected from the existing customer’s base (customer database). Additional notes relating to the appointments can be added when an appointment is booked.

An important added value of the Q-MATIC Suite Calendar is the seamless integration with the total Customer Flow Management solution by which we not only offer an appointment schedule system but also an appointment customer handling system. Arriving appointments are identified as such at either a reception or self service kiosk. Automatic identification is possible using electronic cards or using appointment confirmations e.g. pre printed with bar codes. After an appointment arrives

Q-WIN can generate automatic alerts for the appropriate staff, also alerts can be generated when appointment times are exceeded.

Note: The Q-MATIC Suite Calendar can also be used as a stand-alone appointment booking system.

Q-MATIC Suite Call Centre User

By using this function, call centre agents can make bookings directly with real time access to availability. Users can limit the parameters accessible to call centre agents for appointment bookings, such as time period, resources and services.
Q-MATIC Suite Web Service Module
The Web Service module offers the ability to integrate with 3rd party applications. Reception, Counter, Management information and Calendar functions are all supported.

For example the web service package allows the creation of an internet appointment booking facility within Q-MATIC Suite Calendar.

lists and check boxes. A questionnaire can be created and edited by an administrator defining questions and answer types.

The outcome of a questionnaire is stored related to the customer’s details and can therefore be reviewed through the customer history module.

The Questionnaire module is licensed as a module only, for access to the module Q-MATIC Suite Counter users are required though.

Important to understand is the Questionnaire module does not contain standard packages for customer enquiries or customer feedback systems in situations where the customer themselves define answers on a touch screen or similar device.

Q-MATIC Suite LDAP Module
The Q-MATIC Suite LDAP Module is necessary for integration with LDAP servers – like Microsoft Active Directory – to allow simple user management from a single location (single sign on).

Q-MATIC Suite Development KIT
Q-Matic delivers the Q-MATIC Suite for standard operation covering most Customer Flow Management situations. With the included Q-MATIC Suite Development KIT it is possible to create additional functions in the Q-MATIC Suite in order to customize the solution to specific customer needs. Several examples are distributed through your Partner Portal.

Note: The separately described Reception and Floorwalker both require a counter user for operation.

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The most fundamental function of a customer flow system is to provide a customer with a queue number.

Q-Matic’s ticket printers are well designed, easy to use and they print tickets with variable layout. It might contain for example a welcome message, a logo, information about waiting times or an advertising message. Depending on what service category the customer chooses he is given a queue number in the right queue. Using our products and systems it is possible to identify and process customers for more effective, quicker customer flows.

Using our pedestals and wall brackets it is possible to locate ticket printers where it is easy for customers to find them.

Self-service products, such as card readers and touchscreens can be used to make it easier for customers to choose the right service or to prioritise certain customers in certain service categories.
TICKET PRINTERS

Q-MATIC Nova
Q-MATIC Nova is an innovative wireless take-a-ticket-system for small outlets and offices. The contemporary design of the ticket printer attracts the visitor’s attention. The ticket is exposed and illuminated by a lamp. With Q-MATIC Nova ticket printer you can print advertising on the tickets and measure service efficiency in-store. Q-MATIC Nova is also easy to move.

Features
• Advertising on tickets
• Easy editing of ticket texts
• Single customer category
• Easy installation – wireless
• Various stands for wall, desk and floor mounting
• Stand-alone system

Optional
• Statistics
• Multiple wireless terminals
• Multiple displays (both 911 and 917), read more on display 917 Nova at page 42
• Voice
• Weights for floor pedestal

ARTICLE NUMBER
Q-MATIC Nova 10211301

Q-MATIC BP 2884
Q-MATIC BP 2884 is a reliable, silent printer for ticket dispensing and can be connected to Q-WIN systems. With the Q-MATIC BP 2884 you can print tickets with different messages and logos, waiting time information and inform customers about the services available.

Features
• Thermal print head
• 1-10 ticket buttons
• Lockable hood

ARTICLE NUMBER
Q-MATIC BP 2884-62 Slave 256 KB 230 V 10202821
Q-MATIC BP 2884-62 Slave Buzz 230 V 10202821A
Q-MATIC BP 2884-62 Ext. Button 230 V 10202821B
Q-MATIC BP 2884-62 Slave 256 KB 115 V 10202822
Q-MATIC BP 2884-62 Ext. Button 115 V 1 0202822B
TICKET PRINTERS

Q-MATIC BP 2882
The Q-MATIC BP 2882 is a powerful and easy to use printer for tickets. It is a stand-alone system and can be used with devices like multi interfaces, displays and the Q-MATIC BP 2884 ticket printers. With the Q-MATIC BP 2882 you can generate reports to assist your cost control efforts.

Features
• Stand-alone system
• Thermal print head
• 1-10 ticket buttons
• Lockable hood
• Daily, weekly and monthly statistics reports

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Q-MATIC TP 3110
The Q-MATIC TP 3110 is a network ticket printer for Q-WIN and the Q-MATIC Solo systems. The printer has large tactile buttons making it easy for visitors to select a service. With Q-MATIC TP 3110 you can print tickets in any language.

Features
• Ethernet connection
• Thermal print head
• 0–5 ticket buttons
• Supports all Windows fonts
• Tactile buttons

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TICKET PRINTERS

Q-MATIC TP 3115

The Q-MATIC TP 3115 is a network printer for Q-WIN and Q-MATIC Solo systems. The printer has a 7-inch colour LCD touchscreen and a built-in web browser that makes it possible to display HTML pages. These pages can be used as ticket buttons as well as presenting information and communicating with the visitor. Q-MATIC TP 3115 can print tickets and display information in any language.

**Features**
- Ethernet connection
- Thermal print head
- Flexible number of ticket buttons
- Support all Windows fonts
- 7-inch colour LCD touchscreen

**ARTICLE NUMBER**

| Q-MATIC TP 3115 | 10213041 |

Q-MATIC TP 3150 / TP 3155

The servers in a Q-MATIC Solo system are the Q-MATIC TP 3150 or Q-MATIC TP 3155 ticket printers. The Q-MATIC TP 3150 is a ticket printer with tactile ticket buttons. The Q-MATIC TP 3155 is a ticket printer with a 7-inch colour LCD touchscreen and a built-in web browser. Both printers have a built-in web server that gives the user access to all information from any PC with a web browser.

**Features**
- Stand-alone system (no PC server)
- Built-in web server
- Ethernet connection
- Web-based workstation terminal is included
- Built in web browser (TP3155)
- 7-inch colour LCD touchscreen (TP3155)
- Supports all languages
- Five reports in PDF format
- On-line information on one management screen

**ARTICLE NUMBER**

| Q-MATIC TP 3150 | 10213051 |
| Q-MATIC TP 3155 | 10213061 |
TICKET PRINTERS

ACCESSORIES Q-MATIC BP 28 SERIES

A Front panels
Front panels are available with 1–10 and 16 ticket buttons.

B Interface external keyboard matrix
The keyboard matrix makes it easy to connect external tickets to a BP 28 series ticket printer. Note that the ticket printer must be prepared for external ticket buttons.

ACCESSORIES Q-MATIC TP 31 SERIES

C Button plate
Required when you want to increase the number of buttons when less than five buttons have been used.

D Cushion pad
Required when you want to increase the number of buttons, when less than five buttons have been used.

E Button cover
Cover the hole when a ticket button is removed.

F Label cover
The transparent cover for the labels.

G Labels
The paper label indicating the service. A4 or letter.

H Signboard
Used together with the floor pedestal to have a signboard above the ticket printer.

I Magnetic Card Reader Swipe TP31xx
The Card Reader Swipe TP31xx is an accessory for the Q-MATIC TP31xx series printers. Mounting the card reader on a printer is easy, everything needed is included. With the card reader it is possible to use magnetic cards for the identification of customers.

ARTICLE NUMBER

| Q-MATIC BP 28 series Front panels | 122001XX |
| Q-MATIC BP 28 series Interface external keyboard matrix | 10117002 |
| Q-MATIC TP 31 series Button plate | 14110409E |
| Q-MATIC TP 31 series Cushion pad | 14110411E |
| Q-MATIC TP 31 series Button cover | 14110403C |
| Q-MATIC TP 31 series Label cover | 14110402C |
| Q-MATIC TP 31 series Labels A4 | 14110055A |
| Q-MATIC TP 31 series Labels Letter | 14110056A |
| Signboard to pedestal | 10930401 |
| Magnetic Card Reader Swipe TP31xx | 11340110 |
Q-MATIC Vision

Q-MATIC Vision is a ticket kiosk for Q-WIN systems. It can be used to communicate with visitors to improve both the service level and effectiveness. The included ticket printer is a network printer that can print tickets in any language. Q-MATIC Vision has a built-in web browser and can show all kinds of information. A card reader can be added to identify visitors. It is also possible to add a web camera to improve the identification. Q-MATIC Vision can be placed on a floor pedestal, on a table or on a wall.

Features

• Ethernet connection
• Built-in web browser
• Loudspeakers are included
• Supports all languages
• 15-inch colour LCD touchscreen
• Various stands for wall, desk and floor mounting
• Possible to customise colours
• Floor pedestal with a large glass signboard where it is possible to have a logotype, text, etc.
• Optional magnetic card reader for identification
• Optional web camera for better customer identification

ACCESSORIES Q-MATIC VISION

A Floor pedestal
When the Q-MATIC Vision is placed on the floor.

B Table/wall stand
When the Q-MATIC Vision is placed on a table or a wall.

C Signboard, frosted glass
A frosted glass plate for the floor pedestal.

D Signboard, glass
A clear glass plate for the floor pedestal.

E Card reader kit
The card reader can be used together with both the floor pedestal and the table/wall stand.

F Camera kit
The camera is usually used together with the floor pedestal.

G Ceiling connection kit
This is used together with the floor pedestal when the power is coming from the ceiling.

PEDESTALS, STANDS AND BRACKETS

Q-MATIC P 2201 Aluminium

Q-MATIC P 2201 is made of light aluminium plates and can be folded for economical transport. It is an economical alternative to more expensive pedestal solutions. A tube for the power cable can be attached to the back of the pedestal when power is supplied from the ceiling. Using the pedestal means you can place the ticket printer where it is easy for customers to find.

Features
- Light and easy to transport
- Can be folded
- Available in three different colours

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Q-MATIC P 2204 Tube stand

The pedestal is a steel tubular construction that can be easily dismantled for transportation. A top extension can be added. Using a pedestal means you can place the ticket printer where it is easy for customers to find.

Features
- Easy to dismantle and transport
- Possible to add a top extension

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<tr>
<td>Q-MATIC P 2204 Tube stand with top extension</td>
<td>14103015</td>
<td></td>
</tr>
<tr>
<td>Q-MATIC P 2204 Tube stand without top extension</td>
<td>14103016</td>
<td></td>
</tr>
</tbody>
</table>
Q-MATIC P 2207 Wood

The ticket printer is placed on top of the wood pedestal. A tube for the power cable can be attached to the back of the pedestal when power is supplied from the ceiling. Using the pedestal means you can place the ticket printer where it is easy for customers to find.

Features

• Available in beech, oak or birch
• Simple yet elegant design

<table>
<thead>
<tr>
<th>ARTICLE NUMBER</th>
<th>Q-MATIC P 2207 Beech</th>
<th>14103900</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q-MATIC P 2207 Oak</td>
<td>14103901</td>
</tr>
<tr>
<td></td>
<td>Q-MATIC P 2207 Birch</td>
<td>14103903</td>
</tr>
</tbody>
</table>

Q-MATIC P 2202 Iron

The pedestal is made of steel plates for use in exposed environments. The ticket printer is placed inside the pedestal. Using the pedestal means you can place the ticket printer where it is easy for customers to find.

Features

• Designed for exposed environments
• Available in any choice of colour (RAL)

<table>
<thead>
<tr>
<th>ARTICLE NUMBER</th>
<th>Q-MATIC P 2202 Iron Gray (RAL 9018)</th>
<th>14103013</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q-MATIC P 2202 Iron Gray (RAL 7016)</td>
<td>14103017</td>
</tr>
<tr>
<td></td>
<td>Q-MATIC P 2202 Iron Any colour</td>
<td>14103018</td>
</tr>
<tr>
<td></td>
<td>Q-MATIC P 2202 Iron Stainless steel</td>
<td>14103019</td>
</tr>
</tbody>
</table>
PEDESTALS, STANDS AND BRACKETS

Q-MATIC Shelf for BP 28 series
This is a shelf designed for the BP 2884 and BP 2882 ticket printers. The shelf can be attached to any firm surface, for example walls, pillars, etc. Using the shelf means you can place the ticket printer where it is easy for customers to find.

Features
• Designed for the BP 28 series ticket printers
• Available in two different colours
• Quickly and easily fasten to both wall and printer

ARTICLE NUMBER
Q-MATIC Shelf for BP 28 series 14103007

Q-MATIC Table Stand TP 31xx/Nova
The table stand is one of three options for mounting Q-MATIC TP 31 series printers. Use the table stand to place the printer on a table or other horizontal surface. Use the fastening bracket with screws or double-sided tape to fix the ticket printer to the surface.

ARTICLE NUMBER
Q-MATIC Table Stand TP 31xx/Nova 10213204

Q-MATIC Wall Bracket TP 31xx/Nova
The Wall bracket is one of three options for mounting a Q-MATIC TP 31 series printer. Use the wall bracket to mount a printer on a wall or other vertical surface.

ARTICLE NUMBER
Q-MATIC Wall Bracket TP 31xx/Nova 10213205

Q-MATIC Floor Pedestal TP 31xx/Nova
The floor pedestal is one of three options of mounting a Q-MATIC TP 31 series printer. Use a floor pedestal to place a printer on the floor. Cables can be routed from the floor or, with upper columns, from the ceiling. The power supply can be placed inside the foot. Use a signboard on an upper column to direct the visitors to the ticket printer. Pedestal weights can be placed inside the foot when fixing the foot to the floor is not feasible.

ARTICLE NUMBER
Q-MATIC Floor Pedestal TP 31xx/Nova 10213206
Column upper 1500 mm TP31xx 10213202
Column upper 3000 mm TP31xx 10213203
Weights for floor pedestal 10211029
Q-MATIC Floor Pedestal P3311
The P3311 is a pedestal for a Q-MATIC TP31xx printer and a Q-MATIC Nova.
• The pedestal can be mounted standing straight up or leaning 5°.
• There is an extension available to lengthen the pedestal.
• Cables can be routed from the floor or, with a tube, from the ceiling.
• Use a sign on a signboard on the tube to direct visitors to the printer, or put the sign on the extension.

<table>
<thead>
<tr>
<th>ARTICLE NUMBER</th>
<th>Q-MATIC Floor Pedestal P3311</th>
<th>10213210</th>
</tr>
</thead>
</table>

Extension pedestal P3311
The extension is an accessory for the P3311. It lengthens the pedestal 60 cm. The same bracket for attaching a tube on top of the P3311 is also used for the extension.

<table>
<thead>
<tr>
<th>ARTICLE NUMBER</th>
<th>Q-MATIC Extension Pedestal P3311</th>
<th>10213220</th>
</tr>
</thead>
</table>

Tube bracket Pedestal P3311
The tube bracket is an accessory for the P3311. Use it to attach a tube on top of the pedestal or the extension. It is now possible to route cables from above down to the printer in a neat way. The tube can also be used for a signboard or a display.

<table>
<thead>
<tr>
<th>ARTICLE NUMBER</th>
<th>Q-MATIC Tube Bracket Pedestal P3311</th>
<th>10213230</th>
</tr>
</thead>
</table>
**Q-MATIC Tickets**

Q-MATIC Tickets are made from thermo paper to achieve a fast, superior print. The quality of thermo paper, used in the Q-Matic printers, is specifically developed and manufactured for Q-Matic. The right paper quality and correct heat release at the right temperature are important factors for quality printing and a long lasting print head. Using thermo paper, other than supplied by Q-Matic, may jeopardize the proper function of the ticket printers.

### ARTICLE NUMBER

<table>
<thead>
<tr>
<th>Description</th>
<th>Article Number</th>
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<tbody>
<tr>
<td>Q-MATIC Nova; Ticket roll black Q-NOVA 100m</td>
<td>10900080</td>
</tr>
<tr>
<td>Q-MATIC BP 28 series; Ticket roll blue 72 g, 62 mm, 3000 tickets</td>
<td>10900013</td>
</tr>
<tr>
<td>Ticket roll blue 58 g, 62 mm, 4200 tickets</td>
<td>10900015</td>
</tr>
<tr>
<td>Ticket roll black 58 g, 62 mm, 3000 tickets</td>
<td>10900023</td>
</tr>
<tr>
<td>Ticket roll black 58 g, 3000, no logo</td>
<td>10900023A</td>
</tr>
<tr>
<td>Q-MATIC TP 31xx and Vision; Ticket roll black HS TP31, 2000 tick</td>
<td>10900085</td>
</tr>
<tr>
<td>Ticket roll black HS TP31xx w/o logo 2000</td>
<td>10900085A</td>
</tr>
<tr>
<td>Ticket roll blue TP31xx, 2000 tick</td>
<td>10900084</td>
</tr>
<tr>
<td>Ticket roll blue TP31xx w/o logo 2000</td>
<td>10900084A</td>
</tr>
</tbody>
</table>

**Interface Card Reader**

Q-MATIC Cl 2477

The card reader interface Cl 2477 makes it possible to connect card readers to a Q-WIN or a Q-MATIC Solo system. The information received from the card can be used to find a customer in the Q-WIN database. In Q-MATIC Solo the validation of a card can be identified.

Using the card reader interface means you can identify customers, carry out a security check, print tickets with the customer’s name, check if the customer has booked an appointment and document a customer's history.

### Features

- Swipe readers ISO track 1, 2 or 3
- Swipe readers JIS II
- Motor driven ISO readers track 1, 2 and 3 (OMRON 3S4YR-MCR)
- Motor driven JIS II readers (OMRON 3S4YR-MMW2)
- Manual smart card readers
- Relay output

### ARTICLE NUMBER

<table>
<thead>
<tr>
<th>Description</th>
<th>Article Number</th>
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</thead>
<tbody>
<tr>
<td>Q-MATIC Cl 2477</td>
<td>10112040</td>
</tr>
</tbody>
</table>
Information units – displays, digital signage and audio messaging

Q-Matic’s Matrix displays are designed modularly making it simple to install in various combinations, without wires and cables showing. The displays can be programmed to show text in different languages, in different fonts and different colours – e.g. blue, red, green or amber. The displays can show fixed or running messages. It is possible to alternate an advertising text with a queue number, or just show the number of people waiting for a certain individual.

The audio interface works on all Q-Matic systems, making it possible to play a message to call customers to the right counter. It can also be used to announce the name of the member of staff that will be serving the customer. The message can be read out in many different languages and it’s simple to change the content of the message when necessary.
Q-MATIC Display 911

The Q-MATIC Display 911 is the smallest display in the display concept. It can show two characters and is used as a small information display for waiting time or the number of waiting customers.

Features
- LED matrix that can show two characters
- LED available in red and green colours
- Useable with the 911 signboard
- Connectable to an external or internal buzzer
- Size: 229 x 152 mm
- LED area: 97 x 91 mm

ARTICLE NUMBER
Q-MATIC DISPLAY 911 Red  10370401
Q-MATIC DISPLAY 911 Green  10370421

Q-MATIC Display 917

The Q-MATIC Display 917 can show three characters and is perfect as a workstation display or an information display. Using the Q-MATIC Display 917 means you can flash the displayed information and show information such as, ticket number, waiting time or number of waiting customers.

Features
- LED matrix that can show three characters
- LED available in red, white and green colours
- Useable with the 917 signboard
- Connectable to an external or internal buzzer
- Size: 283 x 152 mm
- LED area: 151 x 91 mm

ARTICLE NUMBER
Q-MATIC DISPLAY 917 Red  10370301
Q-MATIC DISPLAY 917 White  10370311
Q-MATIC DISPLAY 917 Green  10370321
INFORMATION UNITS

Q-MATIC Display 832
The Q-MATIC Display 832 is the smallest display in the 8 series. It can show about five characters depending on the font. Suitable for use as an information display or a workstation display in smaller areas. With the Q-MATIC Display 832 you can display fixed text messages and show rolling text messages.

Features
• 8×32 pixels LED Matrix
• Different fonts
• LED available in three colours (red, green or three-colour)
• Stackable with 832 displays and signboards
• Scroll text in any direction
• High resolution
• Size: 343 x 152 mm
• LED area: 214 x 54 mm

ARTICLE NUMBER
Q-MATIC DISPLAY 832 Red  10360301
Q-MATIC DISPLAY 832 Green  10360321
Q-MATIC DISPLAY 832 Red-Green  10360341

Q-MATIC Display 864
The Q-MATIC Display 864 can show about ten characters depending on the font. The display is used as an information display or as a main display. Using the Q-MATIC Display 864 means you can display called ticket numbers, workstation numbers and a directional arrow towards indicated workstation. You can also display short text messages and show rolling text.

Features
• 8×64 pixels LED Matrix
• Different fonts
• LED available in three colours (red, green or three-colour)
• Stackable with 864 displays and signboards
• Scroll text in any direction
• High resolution
• Size: 556 x 152 mm
• LED area: 427 x 54 mm

ARTICLE NUMBER
Q-MATIC DISPLAY 864 Red  10360401
Q-MATIC DISPLAY 864 Green  10360421
Q-MATIC DISPLAY 864 Red-Green  10360441
INFORMATION UNITS

Q-MATIC Display 896
The Q-MATIC Display 896 can show about 15 characters depending on the font. It is useful as an information display as well as a main display. Using the Q-MATIC Display 896 means you can display called ticket numbers, workstation numbers and a directional arrow towards indicated workstation. You can also display short or fixed text messages and show running text.

Features
• 8×96 pixels LED Matrix
• Different fonts
• LED available in three colours (red, green or three-colour)
• Stackable with 896 displays and signboards
• Scroll text in any direction
• High resolution
• Size: 770 x 152 mm
• LED area: 641 x 54 mm

ARTICLE NUMBER
Q-MATIC DISPLAY 896 Red 10360501
Q-MATIC DISPLAY 896 Green 10360521
Q-MATIC DISPLAY 896 Red-Green 10360541

Q-MATIC Display 8128
The Q-MATIC Display 8128 is the largest display in the 8 series. It can show about 20 characters depending on the font. The display is perfect as an information display. Using the Q-MATIC Display 8128 means you can display long text messages and show running information texts or advertisements.

Features
• 8×128 pixels LED Matrix
• Different fonts
• LED available in three colours (red, green or three-colour)
• Stackable with 8128 displays and signboards
• Scroll text in any direction
• High resolution
• Size: 983 x 152 mm
• LED area: 855 x 54 mm

ARTICLE NUMBER
Q-MATIC DISPLAY 8128 Red 10360601
Q-MATIC DISPLAY 8128 Green 10360621
Q-MATIC DISPLAY 8128 Red-Green 10360641
Q-MATIC Display 924
The Q-MATIC Display 924 can show up to four characters depending on the font. Perfect as a workstation display or as a small information display. Stack two displays for use as one main display. Using the Q-MATIC Display 924 means you can show ticket numbers above the workstation and show numeric information such as waiting time and number of customers in line. You can also display called ticket numbers, workstation numbers and direction of the workstation.

Features
- 9x24 pixels LED Matrix
- Different fonts
- LED available in five colours (red, green, blue, white or red/green)
- Stackable with 924 displays and signboards
- Scroll text in any direction
- Size: 343 x 152 mm
- LED area: 214 x 91 mm

ARTICLE NUMBER
| Q-MATIC DISPLAY 924 Red          | 10340301 |
| Q-MATIC DISPLAY 924 White       | 10340311 |
| Q-MATIC DISPLAY 924 Green       | 10340321 |
| Q-MATIC DISPLAY 924 Red-Green   | 10340341 |
| Q-MATIC DISPLAY 924 Blue        | 10340361 |

Q-MATIC Display 948
The Q-MATIC Display 948 can show up to eight characters depending on the font. It can be used as a small main display. The display has the ability to show short fixed text messages or rolling texts. Using Q-MATIC Display 948 means you can show messages and ticket numbers above workstations and indicate called ticket numbers and workstation numbers.

Features
- 9x48 pixels LED Matrix
- Different fonts
- LED available in five colours (red, green, blue, white or red/green)
- Stackable with 948 displays and signboards
- Scroll text in any direction
- Size: 556 x 152 mm
- LED area: 427 x 91 mm

ARTICLE NUMBER
| Q-MATIC DISPLAY 948 Red          | 10340401 |
| Q-MATIC DISPLAY 948 White        | 10340411 |
| Q-MATIC DISPLAY 948 Green        | 10340421 |
| Q-MATIC DISPLAY 948 Red-Green    | 10340441 |
| Q-MATIC DISPLAY 948 Blue         | 10340461 |
INFORMATION UNITS

Q-MATIC Display 972
The Q-MATIC Display 972 can show about 12 characters depending on the font. Perfect as main display or information display with fixed or scrolling text messages. With the Q-MATIC Display 972 you can show fixed text messages, show scrolling text and show called ticket number, workstation number and a directional arrow towards indicated workstation.

Features
• 9×72 pixels LED Matrix
• Different fonts
• LED available in four colours (red, green, blue or three-colour)
• Stackable with 972 displays and signboards
• Scroll text in any direction
• Size: 770 x 152 mm
• LED area: 641 x 91 mm

ARTICLE NUMBER
Q-MATIC DISPLAY 972 Red 10340501
Q-MATIC DISPLAY 972 Green 10340521
Q-MATIC DISPLAY 972 Red-Green 10340541
Q-MATIC DISPLAY 972 Blue 10340561

Q-MATIC Display 996
The Q-MATIC Display 996 is the largest display in the 9 series. It can show about 16 characters depending on the font and is usually used as an information display. With the Q-MATIC Display 996 you can show fixed text messages and rolling text and show called ticket numbers, workstation numbers, a short text message and a directional arrow towards indicated workstation.

Features
• 9×96 pixels LED Matrix
• Different fonts
• LED available in four colours (red, green, blue or three-colour)
• Stackable with 996 displays and signboards
• Scroll text in any direction
• Size: 983 x 152 mm
• LED area: 855 x 91 mm

ARTICLE NUMBER
Q-MATIC DISPLAY 996 Red 10340601
Q-MATIC DISPLAY 996 Green 10340621
Q-MATIC DISPLAY 996 Red-Green 10340641
Q-MATIC DISPLAY 996 Blue 10340661
Q-MATIC Display 1632
The Q-MATIC Display 1632 is the smallest display of the 16 series. It can show one line with three characters or two lines with five characters on each line. The exact number of characters depends on the font. The Q-MATIC Display 1632 is used as an information display, main display or workstation display.

Q-MATIC Display 1664
The Q-MATIC Display 1664 can show all kinds of characters and alphabets. The number of characters depends on the font. The display can show two lines of text if a small font is used. It can also show ticket numbers and workstation numbers on a main display and scrolling text.
Q-MATIC Display 1696
The Q-MATIC Display 1696 can show all kinds of characters and alphabets. The number of characters depends on the font. The display can show two lines of text if a small font is used. The Q-MATIC Display 1696 is often used as information display or main display and shows ticket numbers, workstation numbers and scrolling text.

Features
- 16x96 pixels LED Matrix
- All kinds of alphabets (European, Arabic, Chinese, Japanese, Thai) and characters
- Different fonts
- LED available in four colours (red, green, red/green or blue)
- Stackable with 1696 displays and signboards
- Scroll text in any direction
- Size: 770 x 152 mm
- LED area: 641 x 107 mm

ARTICLE NUMBER
| Q-MATIC DISPLAY 1696 Red       | 10350501 |
| Q-MATIC DISPLAY 1696 Green    | 10350521 |
| Q-MATIC DISPLAY 1696 Red-Green| 10350541 |
| Q-MATIC DISPLAY 1696 Blue     | 10350561 |

Q-MATIC Display 16128
The Q-MATIC Display 16128 is the largest display in the 16 series. It can show all kinds of characters and alphabets. It is perfect for long messages in languages with complex alphabets. It can also scroll text in all languages or show two lines with text in European languages. The Q-MATIC Display 16128 is often used as an information display or main display.

Features
- 16x128 pixels LED Matrix
- All kinds of alphabets (European, Arabic, Chinese, Japanese, Thai) and characters
- Different fonts
- LED available in four colours (red, green, red/green or blue)
- Stackable with 16128 displays and signboards
- Scroll text in any direction
- Size: 983 x 152 mm
- LED area: 855 x 107 mm

ARTICLE NUMBER
| Q-MATIC DISPLAY 16125 Red       | 10350601 |
| Q-MATIC DISPLAY 16125 Green    | 10350621 |
| Q-MATIC DISPLAY 16125 Red-Green| 10350641 |
| Q-MATIC DISPLAY 16125 Blue     | 10350661 |
Q-MATIC Display 917 Direct
The Q-MATIC Display 917 Direct is the central unit in the Q-MATIC Direct system.

Features
• LED matrix with three characters
• Red or green LEDs
• Useable with the 917 signboard
• Wireless communication with the wireless terminal

ARTICLE NUMBER
Q-MATIC DISPLAY 917 Direct Red  10370302
Q-MATIC DISPLAY 917 Direct Green  10370322

Q-MATIC Display 917 Nova
The Q-MATIC Display 917 Nova is a 917-display with a radio receiver. It is used in Q-MATIC Nova systems to display the ticket number called. The display can use either radio signals or cable to communicate with the Q-MATIC Nova printer.

Features
• LED matrix that can show three characters
• Red or green LED
• Useable with the 917 signboard
• Wireless communication with the Q-MATIC Nova printer

ARTICLE NUMBER
Q-MATIC DISPLAY 917 Nova Red  10370303
Q-MATIC DISPLAY 917 Nova Green  10370323
INFORMATION UNITS

Q-MATIC Signboard 8/9/16 series
A display text can be difficult to understand when it is a mixture of numbers and letters. A signboard with explanatory text removes all uncertainties and readers can easily assimilate the shown information.

Features
• Can be added to all 8/9/16 series displays
• Elegant design that fits perfectly to the displays
• Easy to read with white text on grey background

<table>
<thead>
<tr>
<th>ARTICLE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q-MATIC Signboard to display 924 / 1632 / 832</td>
</tr>
<tr>
<td>Q-MATIC Signboard to display 948 / 1664 / 864</td>
</tr>
<tr>
<td>Q-MATIC Signboard to display 972 / 1696 / 896 / 1PC</td>
</tr>
<tr>
<td>Q-MATIC Signboard to display 996 / 16128 / 8128 / 1PC</td>
</tr>
<tr>
<td>Q-MATIC Signboard to display 911</td>
</tr>
<tr>
<td>Q-MATIC Signboard to display 917</td>
</tr>
</tbody>
</table>
DISPLAY ACCESSORIES

A Tubes

<table>
<thead>
<tr>
<th>ARTICLE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tube 10×25×500 mm</td>
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<tr>
<td>Tube 10×25×1250 mm</td>
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<tr>
<td>Tube 10×25×5000 mm</td>
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</table>

B Cover plate for tube

<table>
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</tr>
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<tbody>
<tr>
<td>Cover plate for tube 10×25</td>
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C Ceiling fastener

<table>
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<td>Ceiling fastener</td>
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D Acoustic roof hanging system

<table>
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<td>Acoustic roof hanging system</td>
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E Backside groove cover

<table>
<thead>
<tr>
<th>ARTICLE NUMBER</th>
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<tbody>
<tr>
<td>Backside groove cover</td>
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</table>

F Cable clip

<table>
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<th>ARTICLE NUMBER</th>
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<tbody>
<tr>
<td>Cable clip</td>
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G Display connector

<table>
<thead>
<tr>
<th>ARTICLE NUMBER</th>
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<tbody>
<tr>
<td>Display connector</td>
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</table>
### DISPLAY ACCESSORIES

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<table>
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<td>Triangular hanging system 924/832/1632</td>
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<td>Triangular hanging system 948/864/1664</td>
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<tr>
<td>Back to back bracket</td>
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<tr>
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<td>Display clamp contrahold, stop screw</td>
<td>ARTICLE NUMBER</td>
<td>Display clamp contrahold, stop screw</td>
<td>12350352A</td>
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<td>Mounting lock display</td>
<td>ARTICLE NUMBER</td>
<td>Mounting lock display 9xx/16xx/8xx</td>
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</tbody>
</table>
Interface

Q-MATIC Voice Unit VU 2187

Hearing a message in combination with seeing it on a display or a monitor increases the impact of the message. It adds a human dimension to the system and helps to make sure the message is understood. Staff members without visibility of the displays or monitors can be notified or informed by a voice message.

Features

- Memory with capacity to store hundreds of messages
- Output with two channels to manage two pre-recorded voice messages at the same time
- Voice messages can easily be changed or edited
- Voice messages can be played back in different languages to different groups of people in bilingual areas
- Voice messages can be played wherever they are needed; either at the ticket printer or over a public announcement system
- Melodies can be sampled for ding-dong functions

ARTICLE NUMBER

Q-MATIC Voice Unit VU 2187  10117020
Workstation terminals

Workstation terminals are used to call the next customer, to show the current queue number, number of customers waiting or the actual waiting time. They can also be used to redirect customers to other tellers, to choose and prioritise various service categories and to send and receive messages. The range also includes hardware and software-based terminals depending on customer requirements.
Q-MATIC Wireless Terminal
433 MHz CE-HP / 433 MHz FCC-LP

The Q-MATIC Wireless Terminal is used as a workstation terminal in the Q-MATIC Nova and Q-MATIC Direct systems. It is a handheld device and can be worn with the built-in belt clip and/or a neck ribbon. It is also used together with the Q-MATIC Multi Interface MI2280 radio. In this case the wireless terminal can be used to remote control any function in a Q-MATIC Solo or a Q-WIN system (close workstations, send alarms and more).

Features
- Easy to install – no hardwiring
- Three switches
- Power saving and auto shut off
- Ergonomic and contemporary design

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<tr>
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<td>Q-MATIC Wireless Terminal 433 MHz FCC-LP</td>
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Q-MATIC KT 2695 5 buttons / KT 2695 5 buttons barcode

The Q-MATIC KT 2695 is an easy-to-use workstation terminal with basic functions: call customers, select priority and send alarm. The Q-MATIC KT 2695’s display gives information about waiting times and number of waiting customers.

Features
- Reprogrammable keys
- Customisable display
- Two priority keys – change service modes as required
- Usable with Q-WIN and Q-MATIC Solo systems
- External connectivity (Q-MATIC KT 2695 with serial connector) – can be connected to barcode scanners and other devices

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Q-MATIC KT 2595 33 buttons / KT 2595 33 buttons barcode

The KT 2595 is a sophisticated workstation terminal that allows the users to manage customer flows more efficiently. Using the KT 2595 customers can easily be called and transferred between workstations. Priorities can be set and the display of

the KT 2595 gives useful system information. With the KT 2595 you can also change priorities, send alarms to supervisor, assign matter codes to transactions and call a customer with a specific ticket number.

Features
• Reprogrammable keys
• Customisable display
• Five priority keys – change service modes as required
• Usable with Q-WIN and Q-MATIC Solo systems
• Track staff performance with unique login IDs
• External connectivity (KT 2595 with serial connector) – can be connected to barcode scanners and other devices

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<tr>
<td>Q-MATIC KT 2595 33 buttons barcode</td>
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Q-Matic’s option of interfaces makes it possible to connect third-party devices such as sensors, alarm and security systems. It makes the Q-Matic solution even more flexible.

Interface Q-MATIC RS 232
Q-MATIC RS 232 is a well-known and widely used standard in communication between different kinds of equipment. Using the Q-MATIC RS 232 Interface means it is possible to connect a wide range of devices to Q-WIN or Q-MATIC Solo. It can be used both as a card reader interface and as a general multi interface. A relay makes it possible to control external equipment, like a door lock.

Features
- Send and receive data through Q-MATIC RS 232 serial communication
- Card reader interface
- Multi Interface
- LED and buzzer indicate correct connection to the system
- Two script program controlled Light Emitting Diodes (LED)
- Script program controlled buzzer
- Script program controlled relay

ARTICLE NUMBER
Interface Q-MATIC RS 232  10112042

Multi-interface
Q-MATIC I/O*8 MI2280
The Q-MATIC Multi interface MI2280 makes it possible to connect up to eight external third-party devices to a Q-WIN system. With the Q-MATIC Multi interface MI2280 devices such as electronic sensors, alarms, lights or bells can be connected. Each input/output can send/receive two types of signals that allows flexible solutions.

Features
- Connectable to other devices
- Process eight inputs and eight outputs
- Versatile, protocol-free connectivity
- Surge protection – protects the systems even when Q-WIN is not running

ARTICLE NUMBER
Multi-interface Q-MATIC I/O*8 MI2280  10112043

Multi-interface
Q-MATIC MI2280 Radio
The Multi-Interface MI2280 Radio is a Multi-Interface with a radio receiver. It is used together with the wireless terminal. You can use it wherever you want a wireless solution, as a remote control for ticket printers, door locks and other types of equipment.

The Multi-Interface MI2280 Radio is available either on its own or as a part of a kit including three wireless terminals.

Features
- Connectable to other devices
- Processes 8 inputs and 8 outputs
- Easy to connect
- Versatile, protocol-free connectivity
- 433.92 MHz radio receiver

ARTICLE NUMBER
Interface Q-MATIC MI2280 Radio  10112044
Linear queue systems offers the simplest solution when it does not matter which cashier you see (because they all offer the same service). Consumers are directed to the next available service point by a digital voice and visual display. So customers are served in the order they arrive. That’s fair and reassuring for your customers and shows them that you value their time – a very positive brand message. With a linear queue system, you will optimise customer throughput and maintain the most efficient level of service, despite variable transaction times.
**LINEAR QUEUE SYSTEMS**

**Q-MATIC Direct**

Q-MATIC Direct is a wireless linear queuing system. The use of wireless terminals makes it very easy to install a Q-MATIC Direct system. 911 or 917 displays can be added as workstation displays. A voice unit can be added for even greater impact.

**Features**

- 1-10 workstations
- Ten systems can be used together to serve up to 99 workstations
- Possible to add workstation displays
- A voice unit can be added to the system

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<td>Q-DIRECT SYSTEMS W/5 TERM.RED-LED, UK CON</td>
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<td>Q-DIRECT SYSTEM W/5 TERM, RLED, FCC 433MHZ</td>
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<td>Q-DIRECT SYSTEMS W/5 TERM, GREEN-LED, INT</td>
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<td>Q-DIRECT SYSTEMS W/5 TERM, GREEN-LED, UK</td>
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<tr>
<td>Q-DIRECT SYSTEM W/5 TERM, GLED, FCC 433MHZ</td>
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**Guideline20**

Guideline20 is the great value, entry level product. This free-standing post system features a 2.3 metre retractable tape cartridge with a patented retraction control mechanism. The innovative locking tape end is designed to interconnect with most leading manufacturers’ posts so it will easily integrate into the other systems. Tough Upvc posts are finished in red or yellow.

**Features**

- 2.3 metre Guideline tape cartridge with four track connective.
- Retractable tape cartridge with patented Guideline retraction control system, slowing tape return to prolong cartridge life and minimising risk of accidents.
- Special, locking tape end improves safety and security.
- Compatible with most leading retractable tape barrier systems.
- Cast iron base weight of 8.5 kilograms.
LINEAR QUEUE SYSTEMS

Guideline25
Rugged yet stylish appearance – a design based on two years research and development including independent testing. Innovative tape end design allows Guideline posts to interface with posts supplied by most leading manufacturers.

Tubes are manufactured from extruded, self-coloured upvc and are available in red or yellow. Tubes are designed to "snap fit" into the base weight and can be assembled rapidly without tools.

Where budgets are under pressure, Guideline25’s 4 metre retractable tape cuts the cost per metre of purchasing a system.

Features
- 4 metre Guideline tape cartridge with four track connective.
- Retractable tape cartridge with patented Guideline retraction control system, slowing tape return to prolong cartridge life and minimising risk of accidents.
- Special, locking tape end improves safety and security.
- Compatible with most leading retractable tape barrier systems.
- The 6.5 kilograms black moulded base is manufactured from 100% recycled rubber and composites.

Guideline45
Guideline45 consists of a steel tube and base weight cover, cast base weight and a 2.3 metre retractable tape.

Guideline45 combines the highest standards of engineering excellence in a tough yet stylish design with many features designed to make the product easier and more practical to use whilst ensuring it looks good for many years to come.

Steel posts and base weight covers are finished in hard-wearing epoxy powder coat.

Features
- 2.3 metre Guideline tape cartridge with four track connective.
- Retractable tape cartridge with patented Guideline retraction control system, slowing tape return to prolong cartridge life and minimising risk of accidents.
- Special, locking tape end improves safety and security.
- Compatible with most leading retractable tape barrier systems.
- Designed to maximise stability with an extremely low centre of gravity.

Accessories
- 5m Wall unit
- A4 Portrait Sign holder.