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Q-Control Queue Management System



Set-Up Guide

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Product Overview

Q-Control promotes customer satisfaction by providing both audio and visual directions to available positions in queues. It enables efficient management of queues to service positions, making sure customers are served quickly and staff can operate efficiently.

The system has been designed in a modular format to provide maximum flexibility.

Please note:

Q-Controls with **more** than two service positions will be supplied with a Junction Box for every two additional service positions. For example:

- 2 Service Positions = 0 Junction Boxes
- 3 or 4 Service Positions = 1 Junction Box
- 5 or 6 Service Positions = 2 Junction Boxes
- 7 or 8 Service Positions = 3 Junction Boxes
- 9 or 10 Service Positions = 4 Junction Boxes

Safety Precautions

- Ensure that only the supplied Power Supply and IEC Lead are used to power the system. The system contains a specialised Power Supply unit designed to work with the Q-Control system. Do not attempt to install a third-party Power Supply system, or damage may occur.
- Do not attempt to dismantle or modify any parts of the unit. No user serviceable fuses or parts are included.
- Ensure a Mouse Controller is not installed in areas of high ambient temperatures or high levels of humidity or dust. They should not be exposed to direct sunlight or water nor be placed next to vibrating or heat generating equipment.

Components

Two Position Q-Control



- 1. IEC Lead*
- 2. Power Supply
- 3. Mouse Controller x2

- 4. Main Display
- 5. Control Hub
- 6. Service Display x2

Multiple Position Q-Control



- 1. IEC Lead*
- 2. Power Supply
- 3. Mouse Controller [multiple]
- 4. Main Display

- 5. Control Hub
- 6. Junction Box [multiple]
- 7. Service Display [multiple]

- Please note:
- *Plug type varies by country.
- All Q-Control connection leads are included.
- Extra cabling, along with tube hangers for ceiling-mounting, are available as accessories.

Main Display



The Main Display of the Q-Control is located at the head of a queue. It informs customers when a service position becomes available and displays which service position should be approached.

The lead at the back of the unit connects to the Control Hub.

Mouse Controller



- Control switch:
 - Left: Male voice
 - Centred: Off position
 - Right: Female voice
- 2. Call button:
 - Press to alert users to an open position

Mouse Controllers are the interface devices used by staff at service positions. One Mouse Controller is installed at every service position connected to the Q-Control system.

Position 1 & 2

The lead at the back of the unit connects to the Control Hub.

Position 3+

The lead at the back of the unit connects to a Junction Box.

Service Display



A Service Display shows the number of the service position it is installed at. There should be one Service Display installed above every service position connected to a Q-Control, in clear sight from the head of the queue.

Position 1 & 2

The lead at the back of the unit connects to the Control Hub.

Position 3+

The lead at the back of the unit connects to a Junction Box.

Control Hub



The Control Hub is the system interface module. It controls all components of the Q-Control, and is connected to all modules either directly or through a Junction Box.

Front Panel: LED Alerts, Controls, and Connections



- 1. **Power:** LED alert. Displays steady green when the system is powered and in normal operational mode.
- 2. Volume: Dial for increasing and decreasing system volume.
- 3. **Status:** LED alert. Flashes green every half a second if the system is in normal operation mode and connected correctly.
- 4. **Mouse 1:** Mouse Controller port for Service Position 1.
- 5. Mouse 2: Mouse Controller port for Service Position 2.

Rear Panel Connections



- 1. 24V PSU: Power Supply port.
- 2. I/O: Junction Box port.
- 3. Main Disp: Main Display port.
- 4. **Feature:** Upgrades and programming not user serviceable.
- 5. Disp 2: Service Display port for Service Position 2.
- 6. Disp 1: Service Display port for Service Position 1.

Junction Box



The Junction Box provides connections for up to two additional service positions. An additional Junction Box is required for each extra set of two service positions.

Left Side Connections



- 1. **Previous Junction Box or QC-Hub:** Control Hub port. If using more than four service positions, it also connects to a previously positioned Junction Box.
- 2. **Mouse A:** Mouse Controller port for the lower numbered service position connected to this Junction Box.
- 3. **Display A:** Service Display port for the lower numbered service position connected to this Junction Box.

Right Side Connections



- 1. **Display B:** Service Display port for the higher numbered service position connected to this Junction Box.
- 2. **Mouse B:** Mouse Controller port for the higher numbered service position connected to this Junction Box.
- 3. **Next Junction Box:** Junction Box port for if there are more than four service positions.

Position Changes: Control Hub

A Control Hub's assigned Service Display positions can be set to anywhere in a Q-Control system's chain to allow for maximum flexibility during installation.

Use the following steps to set the assigned Service Display positions (i.e. 1/2, 2/3, etc.) of a Control Hub:

1. Open the Control Hub by loosening two screws on the unit's casing.



2. Inside the Control Hub is a dial. The arrow on this dial determines the Control Hub's assigned Service Display positions.



- 3. Move the dial arrow to the digit which corresponds to the required Service Displays (consult Table #1 on page 11).
- 4. Refit the unit's casing and the previously loosened screws.

Position Changes: Junction Box

Use the following steps to set the assigned Service Display positions (e.g. 1/2, 2/3, etc.) of a Junction Box:

1. Open the Junction Box by lightly pressing a screwdriver into the unit's opening slot.



2. Inside the Junction Box is a dial. This arrow on this dial determines the Junction Box's assigned Service Display positions.



- 3. Move the dial arrow to the digit which corresponds to the required Service Displays (consult Table #1 on page 11).
- 4. Refit the unit's casing.

Table #1 - Position Dial Number

	Out	puts
Position Dial Number	Cashier Position A	Cashier Position B
0	1	2
1	2	3
2	3	4
3	4	5
4	5	6
5	6	7
6	7	8
7	8	9
8	9	10
9	10	11
A	11	12
В	12	13
С	13	14
D	14	15
E	15	16
F	16	17

Set-Up Instructions

Two Position Set-Up

In this scenario there are two service positions.

- A Main Display
- B. Service Display
- C. Mouse Controller
- D. Control Hub



Make sure all Q-Control connections match the above diagram. To ensure that all connections are made into the correct ports, see pages 5-9.

- 1. Install the Main Display at the head of the queue.
- 2. Install a Service Display at every service position.
- 3. Install a Mouse Controller at every service position. They should be placed within easy reach of staff on the counter.
- 4. Install the Control Hub in a convenient location, ensuring connection leads from the Main Display, Service Display, and Mouse Controllers reach this unit.

5. Connect the Main Display's connection lead to the Control Hub's "Main Disp" port.

6. Service Position 1:

- a) Connect the Service Display's connection lead to the Control Hub's "Disp 1" port.
- b) Connect the Mouse Controller's connection lead to the Control Hub's "Mouse 1" port.

7. Service Position 2:

- a) Connect the Service Display's connection lead to the Control Hub's "Disp 2" port.
- b) Connect the Mouse Controller's connection lead to the Control Hub's "Mouse 2" port.
- 8. Ensure all cables are fixed or mounted securely before operation. Do not leave any trailing leads.
- 9. Plug the Power Supply into a wall outlet and connect it to the Control Hub.
- 10. Q-Control is now ready to use.

Multiple Position Set-Up

In this scenario there are three or more service positions.

- A. Main Display
- B. Service Display
- C. Mouse Controller
- D. Control Hub
- E. Junction Box



Make sure all Q-Control connections match the above diagram. To ensure that all connections are made into the correct ports, see pages 5-9.

Q-Controls with **more** than two service positions will be supplied with a Junction Box for every two additional service positions. For example:

- 2 Service Positions = 0 Junction Boxes
- 3 or 4 Service Positions = 1 Junction Box
- 5 or 6 Service Positions = 2 Junction Boxes
- 7 or 8 Service Positions = 3 Junction Boxes
- 9 or 10 Service Positions = 4 Junction Boxes

Please note: Each Junction Box will be labelled and programmed for designated service positions, and are therefore not interchangeable. The Junction Box provided for Service Point 3 and 4 will not work if used for Service Point 5 and 6, and so on.

- 1. Install the Main Display at the head of the queue.
- 2. Install a Service Display at every service position.
- 3. Install a Mouse Controller at every service position. They should be placed within easy reach of staff on the counter.
- 4. Install the Control Hub in a convenient location, ensuring connection leads reach this unit from the Main Display and all components installed at Service Position 1 and 2.
- 5. Connect the Main Display's connection lead to the Control Hub's "Main Disp" port.

6. Service Position 1:

- a) Connect the Service Display's connection lead to the Control Hub's "Disp 1" port.
- b) Connect the Mouse Controller's connection lead to the Control Hub's "Mouse 1" port.

7. Service Position 2:

- a) Connect the Service Display's connection lead to the Control Hub's "Disp 2" port.
- b) Connect the Mouse Controller's connection lead to the Control Hub's "Mouse 2" port.
- 8. Install all Junction Boxes to a wall or counter adjacent to the positions they are servicing. Ensure leads from components located at these positions can reach their designated Junction Box.

9. Service Position 3:

- a. Connect the Service Display's connection lead to its designated Junction Box's "Display A" port.
- b. Connect the Mouse Controller's connection lead to its designated Junction Box's "Mouse A" port.

10. Service Position 4:

a. Connect the service display's connection lead to its designated Junction Box's "Display B" port.

- b. Connect the Mouse Controller to its designated Junction Box's "Mouse B" port.
- 11. Repeat steps 10 and 11 with the following changes:
 - a. "Service Position 3" will be replaced by "Service Position 5"
 - b. "Service Position 4" will be replaced by "Service Position 6"
 - c. Continue in this manner at all service positions, until every Service Display and Mouse Controller is connected to its Junction Box.
- 12. Connect the Control Hub's I/O port to Service Position 3 and 4's Junction Box "Previous Junction Box or QC-Hub" port.
- 13. Connect the "Next Junction Box" port of Position 3 and 4's Junction Box to the "Previous Junction Box or QC-Hub" port of Position 5 and 6's Junction Box.
- 14. Continue making connections between adjacent Junction Boxes as per step 13 until all Junction Boxes in the Q-Control are connected.
- 15. Ensure all cables are fixed or mounted securely before operation. Do not leave any trailing leads.
- 16. Plug the Power Supply into a wall outlet and connect it to the Control Hub.
- 17. Q-Control is now ready to use.

Using the System

Service Positions - Mouse Controller

- Press the top switch on a Mouse Controller to the left for a male voice and to the right for a female voice. Centre the switch to turn the Mouse Controller off.
- Press the call button on a Mouse Controller to display and announce the service position number.

Volume Adjustment

If the system volume is too high or low, adjust it using the Volume dial located on the Control Hub's front panel. Volume cannot be adjusted while a Mouse Controller is announcing a service position number.



- 1. **Volume Increase:** Turn the dial left to increase volume.
- 2. Volume Decrease: Turn the dial right to decrease volume.

Test the volume of the system and continue making adjustments until it is at a suitable level.

Maintenance

The following procedures should be carried out on a regular basis to keep the system at its peak performance.

- Ensure all connectors are firmly inserted into their sockets.
- Do not stretch cables.
- Clean the unit components with a dry soft cloth/cleansing wipes. Do not use solvent based cleaners.
- Do not allow cleaning fluids to enter the back ports/vents of any Q-Control device.

Troubleshooting

Symptom	Possible Fault	Action
The Control Hub's Power LED alert	1) Power Supply not plugged in.	1) Check Power Supply is firmly plugged in.
green (and there is power at the socket).	2) Power Supply's plug fuse has blown.	2) Replace fuse. If it blows again contact your dealer.
	3) Power Supply or the Control Hub has a fault.	3) Contact your local dealer.
Status LED on the Control Hub is flashing green.	1) Connection leads are disconnected or input incorrectly.	1) Ensure installation instructions from earlier in this guide have been followed carefully.
	2) A connection lead has a fault.	2) Contact your local dealer.
Service positions are not illuminating on the Main Display or Service Displays.	1) Main Display, Service Displays, Mouse Controllers, Control Hub or Junction Boxes are disconnected.	1) Ensure installation instructions from earlier in this guide have been followed carefully.
	2) One of the Q-Control modules has a fault.	2) Contact your local dealer.
No audio is heard from the Q-Control.	1) Volume is too low.	1) Adjust the volume on the Control Hub.
	2) Connection leads are disconnected or input incorrectly.	2) Ensure installation instructions from earlier in this guide have been followed carefully.
	3) The Main Display has a fault.	3) Contact your local dealer.

If you are still experiencing problems, please contact your local dealer.

Local dealer:

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