



contacta 




Q-Control

Provide effective audio and visual directions to customers
in queues to guide them to available service positions



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Note: Contacta has a policy of continuous product development. Therefore, small specification changes may not be reflected in this catalogue. Images, labels, packaging, accessories and product colours are subject to change without notice.

Confident staff and informed, relaxed customers promote satisfaction and loyalty

Why should you manage your queues?

Frustrated and confused customers, along with stressed staff, are not uncommon in environments with no queue management in place. Studies have shown that this can **lead to people choosing to go elsewhere**, with 89% of people having left a shop or business as a result of excessive queuing.*



*Visa Europe 2014

How does the queue management system work?

Our system enables **optimum management** of single line queues for over 40 service positions.

The system provides both visual and audible direction to the customer, featuring a main display and a position indicator module. The positions are managed by staff with a mouse control unit that is situated at each till.

Our system is flexible, providing you with multiple options for display and announcements.

Find out the benefits of our Q-Control system

- Customers are served quickly for improved **efficiency** and **satisfaction**
- Increases **throughput** and **reduces confusion**
- Your staff are confident and in control
- Simple click operation
- Easy installation
- Multiple options for display and announcements
- Audio-visual system for efficient queue management



Q-Control Starter Kit

Our Q-Control enables efficient management of queues, so customers are served quickly and staff can operate efficiently. It is simple to add extra positions to fit your requirements.

Orderly queuing maximises throughput and promotes customer satisfaction by providing customers with both audio and visual direction to the next available position. This ensures customers with visual impairment and/or hearing loss can receive clear instructions and are not excluded.

The modular system is simple to install and extremely easy for staff to use. Cabling can be concealed within counter frames for a neat appearance.

Applications:

For use in any situation where queues need to form:

- Post Offices
- Banks
- Shops
- Airports
- Ticket Offices

What's Included:

- Control Hub (see page 7)
- Main Display (see page 8)
- Mouse Controller (see page 9)
- Service Display (see page 8)
- Power Supply
- Junction Box (required in systems for more than 2 cashier positions) (see page 10)

Features:

- 2 position standard base model, expandable to over 40 positions
- Cat6 cable communication between units
- Inbuilt male and female voice options for individual service positions
- Self-monitoring system – the Control Hub/Junction Boxes automatically detect faults

Optional Components:

- Ceiling Mount for Displays (see page 11)

Physical Data:

Dimensions	Control Hub: Height – 40mm (1.57") Width – 116mm (4.57") Depth – 116mm (4.57")
	Main Display: Height – 250mm (9.84") Width – 286mm (11.26") Depth – 66mm (2.60")
	Mouse Controller: Height – 92mm (3.62") Width – 66.5mm (2.62") Depth – 20.9mm (0.82")
	Service Display: Height – 152.2mm (5.99") Width – 111.2mm (4.38") Depth – 16mm (0.63")
Junction Box: Height – 26mm (1.02") Width – 80mm (3.14") Depth – 89mm (3.50")	
Total Weight	13kg (28.66lbs)
Installation Requirements	Standard UK mains socket of 230V at 3A must be in close proximity to control hub.*

*Contact us for installation requirements outside of the UK.

Technical Data:

Power Requirement	24V / 4.13A	--
Interconnections	RJ45	Connection to Main Display
	RJ11	Connection to Junction Boxes
	Phoenix Connectors 2 Pin	Connection to Mouse Controllers
		Connection to Service Displays

Product Codes:

2 Position Q-Control	QC-2POS-G
3 Position Q-Control	QC-3POS-G
4 Position Q-Control	QC-4POS-G
5 Position Q-Control	QC-5POS-G
6 Position Q-Control	QC-6POS-G
Additional 1 Position Q-C	QC-ADD1-G
Additional 2 Position Q-C	QC-ADD2-G

3 Metre RJ45 Cable	CABLE-RJ45-3M
5 Metre RJ45 Cable	CABLE-RJ45-5M
10 Metre RJ45 Cable	CABLE-RJ45-10M
15 Metre RJ45 Cable	CABLE-RJ45-15M
20 Metre RJ45 Cable	CABLE-RJ45-20M

Note: Contact us for other position options.



Control Hub

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

Physical Data:

Dimensions	Height – 40mm (1.57") Width – 116mm (4.57") Depth – 116.2mm (4.57")
Weight	100g (0.22lbs)
Construction	ABS Plastic
Finish	Black

Technical Data:

Power Requirement	24V	--
Connections	RJ45 x3	Connection to Main Display
		Connection to Junction Boxes
	RJ11 x2	Connection to Mouse Controllers
	Phoenix Connectors 2 Pin x2	Connection to Service Displays

Product Code:

Control Hub	QC-HUB
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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.

The device's visual information is displayed in red by default, with text scrolling across the top of the display. It also provides audio guidance selectable in a male or female voice.

Customisation:

- Text displayed can be changed to green for a small additional cost. Contact us for more information.



Physical Data:

Dimensions	Height – 250mm (9.84") Width – 286mm (11.26") Depth – 66mm (2.60")
Weight	3.8kg (8.37lbs)
Construction	Mild Steel
Finish	Grey

Technical Data:

Power Requirement	--	Provided by Control Hub through cable
Connections	RJ45	Connection to Control Hub

Product Code:

Main Display (Grey)	QC-MD-G
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Service Display

The Service Display is installed above every service position connected to a Q-Control system. It should be in clear sight from the head of the queue, as it shows customers the number of the available service position.

The device's visual information is displayed in red by default.

Customisation:

- Text displayed can be changed to green for a small additional cost. Contact us for more information.



Physical Data:

Dimensions	Height – 152.2mm (5.99") Width – 111.2mm (4.38") Depth – 16mm (0.63")
Weight	525g (1.15lbs)
Construction	Mild Steel
Finish	Grey

Technical Data:

Power Requirement	--	Provided by Control Hub through cable
Connections	Phoenix Connectors 2 Pin x2	Connection to Control Hub

Product Code:

Service Display (Grey)	QC-CD-G
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Mouse Controller

The Mouse Controller is the Q-Controls' interface device used by staff at service positions. One Mouse Controller is installed at every service position connected to the Q-Control system.

Staff using the Mouse Controller can select either a male or female voice to alert customers that their service position is available.

Physical Data:

Dimensions	Height – 92mm (3.62") Width – 66.5mm (2.62") Depth – 20.9mm (0.82")
Weight	208g (0.45lbs)
Construction	Mild Steel
Finish	Grey

Technical Data:

Power Requirement	--	Provided by Control Hub through cable
Connections	RJ11	Connection to Control Hub

Product Code:

Mouse Controller	QC-MOUSE-G
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Junction Box

The Junction Box provides additional connections in a Q-Control system when more than two service positions are used.

One Junction Box is required for each extra set of two service positions.

Physical Data:

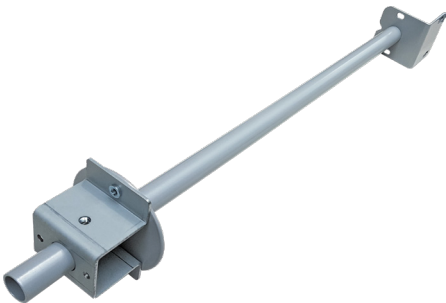
Dimensions	Height – 26mm (1.02") Width – 80mm (3.14") Depth – 89mm (3.50")
Weight	189g (0.41lbs)
Construction	Mild Steel
Finish	Black

Technical Data:

Power Requirement	Provided by Control Hub through cable	
Connections	RJ45 x2	Connection to Control Hub / Junction Boxes
	RJ11 x2	Connection to Mouse Controllers
	Phoenix Connectors 2 Pin x2	Connection to Service Displays

Product Code:

Junction Box	QC-JB-00
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Ceiling Mounts for Main & Service Displays

The Ceiling Mounts allow mounting of the system's Main Display and Service Displays to the ceiling, providing better visibility to your customers.

Physical Data:

Dimensions	Main Display	Height – 550mm (21.6") Width – 77mm (3.03") Depth – 77mm (3.03")
	Service Display	Height – 570mm (22.4") Width – 250mm (5.90") Depth – 120mm (4.72")
Weight	Main Display	256g (0.56lbs)
	Service Display	252g (0.55lbs)
Construction	Mild Steel	

Product Code:

Main Display Ceiling Mount	QC-TUBEHANG-M-G
Service Display Ceiling Mount	QC-TUBEHANG-C-G



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