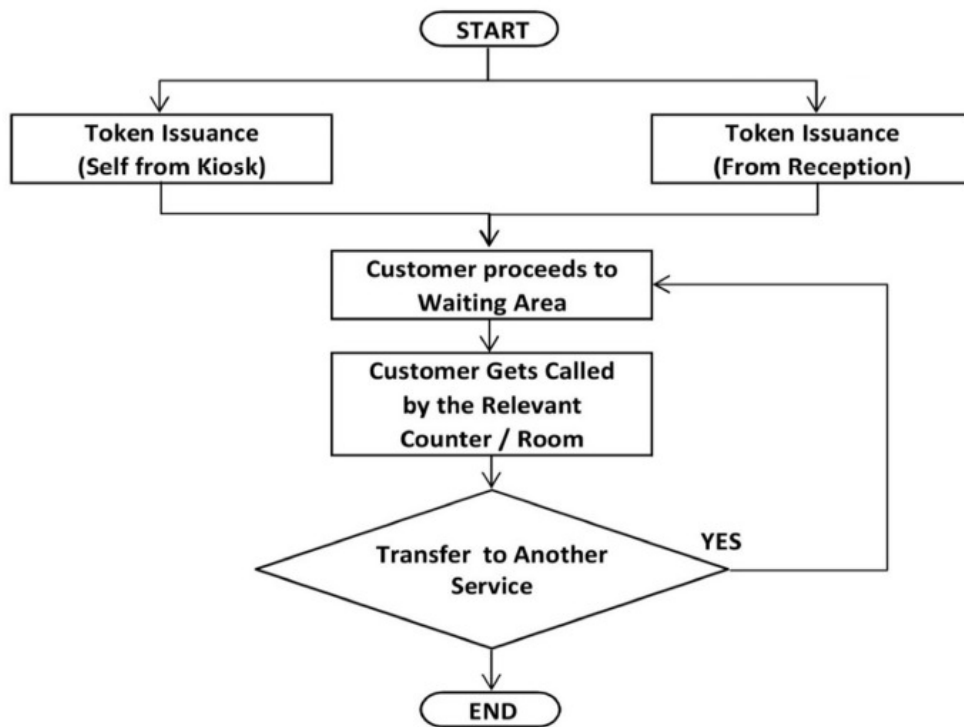# TECHNICAL SPECIFICATION

EQ103 QUEUE MANAGEMENT SYSTEM

System Work Flow:

SPECIFICATIONS FOR QUEUE MANAGEMENT SYSTEM

1- **Floor Mount Token Dispenser (Touch Screen) EQ203:** A Touch screen token dispenser is an advanced print on demand token issuing unit that caters for single and multi-service queue systems. It supports minimum (but not limited to) the following functions:
    a. 15" LCD Touch panel.
    b. Painted metal body housing (Body Color can match with the site Interior)
    c. Branding of Company Name & Logo on the Kiosk can also be provided
    d. Built-in High Speed Thermal Printer Mechanism with minimum 250 mm/s speed
    e. Support Token Printing Width from 37mm to 80 mm and Token Length can be from 20 mm to 150 mm (as required)
    f. Built-in Auto-Cutter.
    g. Support both - Numeric and Alpha-Numeric Token Number sequences
    h. Built-in PC with minimum configuration of QuadeCore J1900 with Fanless feature
    i. Communication Interface: Wi-Fi / Cabled-Ethernet /HDMI for TV
    j. Kiosk Dimensions: Height =1100 mm / Width = 360 mm
    k. Operating Temperature: 5˚ to 40˚C

2- **Virtual Calling Terminals:** This is a windows based applications that a user would use from any authorized PC on the local network to
    a. Call Next in Queue
    b. Recall the last called number
    c. Finish the currently serving token (without calling the next one)
    d. Manual Transfer the current Token any Service
    e. Inquire number of customers currently Waiting

3- **Smart Media Players:** Windows Application Players Madia with MP4 Format and display in LCD screen, Can also display signal from Audio Video and display TV channels on main LCD screen