



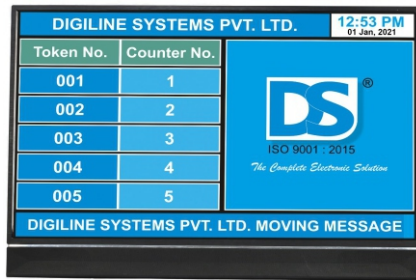
ISO 9001 : 2015

Queue Management System

MODEL AQMS 01



Excellence in quality & performance



DIGILINE



ISO 9001 : 2015

INTRODUCTION

DIGILINE'S Advanced Queue Management System (AQMS-01) is specially designed to bring about order, efficiency and comfort in places such as banks, railway stations, public utility offices, health care and other places where people have to wait in line to get a service. AQMS reduces real & apparent waiting time, speeds up service delivery, improves service quality & increases customer satisfaction. All systems are manufactured with user friendly features and are very easy to install. All systems are fully connectorised so that any ordinary person can install the system within minutes.



ADVANTAGE FOR CUSTOMERS

AQMS offers freedom to move about in lobby, read advertising brochures or simply take a seat, while waiting for their turn to be served.



ADVANTAGE FOR MANAGEMENT

AQMS offer Daily Efficiency Reports that allow management to optimize resource allocation, respond to staff workloads and provide better service to his customers.



ADVANTAGE FOR EMPLOYEES

AQMS offer good working conditions, where they can be efficient yet relaxed without being intimated by the queue of overlooking people awaiting service.

FEATURES

- Simple operation and easy to install.
- Bright 7 segment units to displays token number and the serving Counter.
- Robust, heavy duty, sleek designs in SS cabinets.
- Human voice announcement for called token no.
- Multi-Counter displays and custom designed systems for efficient Q-management.
- Parallel and double sided displays available.
- Largest range of Token Display systems in India. Serving successfully to many Govt. departments, banks, Hospitals, doctors, Restaurants, Canteens etc. in India and abroad.
- Supports up to 20 service types and 16 serving counters. Can be configured onsite according to the company requirements.
- Daily Efficiency Reports" give the number of customers served by each counter and also the inventory of the customer arrival time and wait time to receive service.
- High quality thermal printer to dispense token numbers.
- Token ticket carries branch name, date and time of issue.
- AQMS system can also be configured wireless in existing wired system by adding wireless modules that works on 865 MHz RF Band. This RF band has got free license to work anywhere all across India.

SPECIFICATION

The System usually consists of more than one calling unit and display unit. Token Dispensers are employed to get the token printed and to register service request. All these units are connected to the token dispenser. A separate Key will be there for each services. The Queue Management system comes with following components.

1. TOKEN DISPENSER UNIT

Used to get a Token printed & to register a token no. for a particular service. it consists of thermal printer, services buttons, LCD Display, Power supply.

- Thermal Printer having following specifications

- Print method - Direct Thermal
- Print font - Internal 8x24, External 16x24
- Print modes - Normal, Double Width, Double Highlight
- Interface - RS232-C
- Paper width - 58mm
- Number of columns - 32
- Print Speed - 50mm/sec
- Data buffer - 7k Byte Memories
- Mechanical lifetime - 50km
- Braud rate - 300-115200 bps,
- Power requirement - 12 volts, 3Amps
- Operating temperature - 0-40 c
- Humidity - RS232-C
- Dimensions - 77 x 77 x 44 mm
- Lcd Display - Alphanumeric 16Characters, 2Lines with backlight.
- Enclosure - Sheet Metal with Vinyl / PVC Sticker..
- Interface - Wired Rs485 or Wireless 865 MHz RF.
- Power Supply - 230V AC, 50 Hz

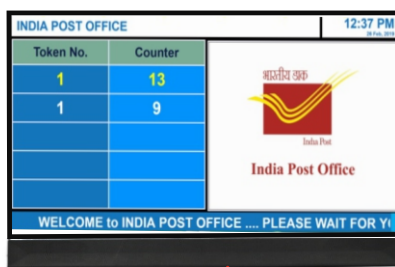
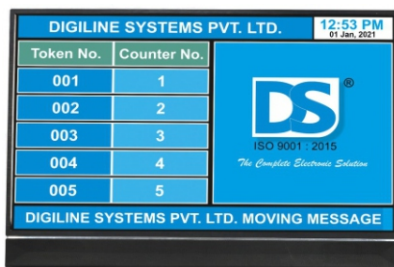


SPECIFICATION



2. MASTER / WAITING DISPLAY UNIT

Used to display called token no., room no. of the services provider



- Display
 - Bright 7 Segment
- Digit Size
 - 2 Inches (4 Inches also available)
- No of Digits
 - Total 4 (3 Digits red color for token and 1 Digit green for counter)
- No of Lines
 - Equals to number of counters of rooms.
- Enclosure
 - Sheet Metal with Vinyl / PVC Sticker.
- Interface
 - Wired Rs485 or Wireless 865 MHz RF.
- Power Supply
 - 230V AC, 50 Hz

3. TOKEN ANNOUNCEMENT UNIT

Used to announce called token no in human voice in two predefined languages English and Hindi.

- Interface
 - Wired Rs485 or Wireless 865 MHz RF.
- Power Supply
 - 12V DC



SPECIFICATION

4. COUNTER DISPLAY

Used to call a registered Token no.

- Display - Bright 7 Segment
- Digit Size - 2 Inches
- No of Digits - Total 4 (3 Digits red color for token and 1 Digit green for counter)
- Enclosure - Sheet Metal with Vinyl / PVC Sticker.
- Interface - Wired Rs485 or Wireless 865 Mhz RF.
- Power Supply - 12V DC

4 Inch Display

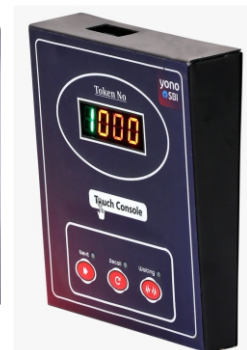


2 Inch Display



5. TOUCH CONSOLE

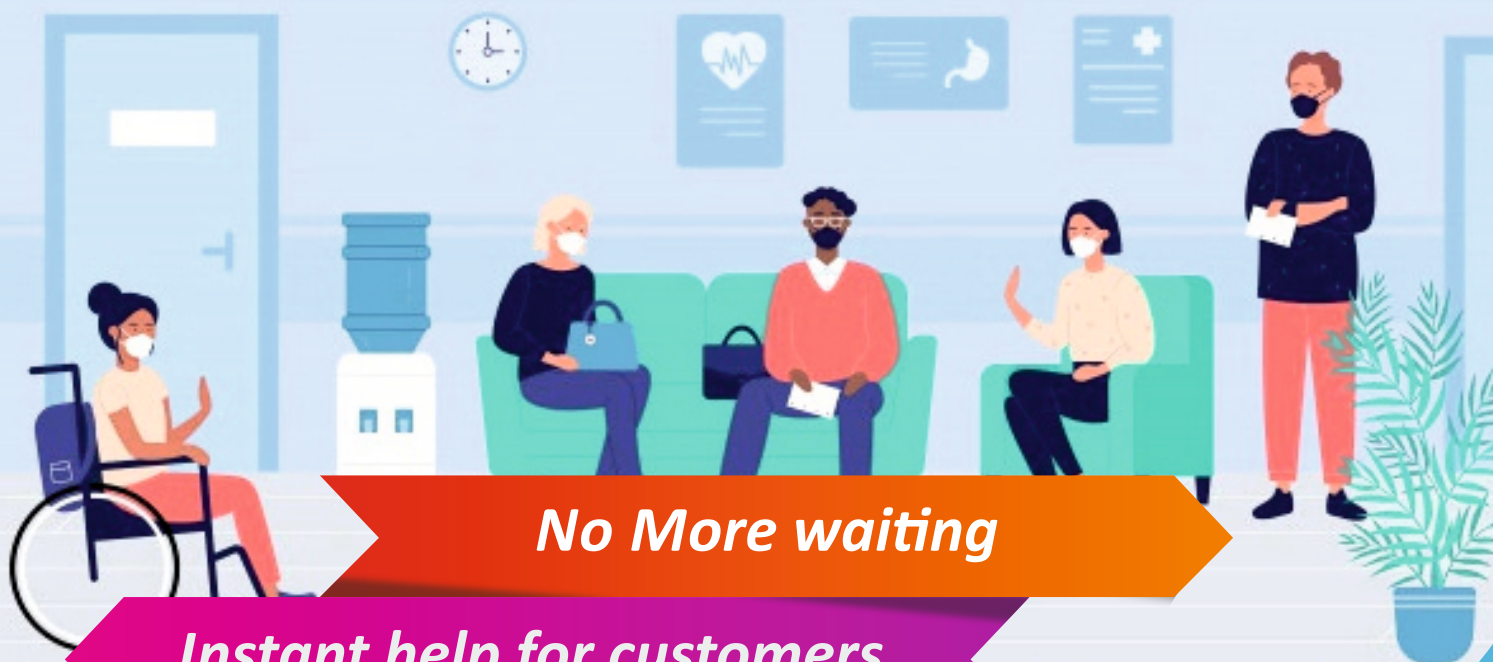
- Number at each counter with following features as reqd.
- Display bright 7 segment single side.
- Display size 1"inch.
- No. of digit total 4 digit red color for token no.
- Enclosure sheet metal with vinyl / PVC sticker.
- Interfase wireless 865 Mhz RF.
- Power supply 12VDC.



6. MEDIA CONVERTER

- All counters shown on LED tv screen with current token no.
- Connectivity :- 1x full size HDMI , 4x USB 2.0 , LAN
- Screen Size LED SMART TV 24"inch - 65"inch.
- Wireless RF /Rs485 connection interface.
- Input voltage - 230 AC, 50Hz





No More waiting

Instant help for customers

Excellent customer services



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