

EasyQueue App



Introduction.

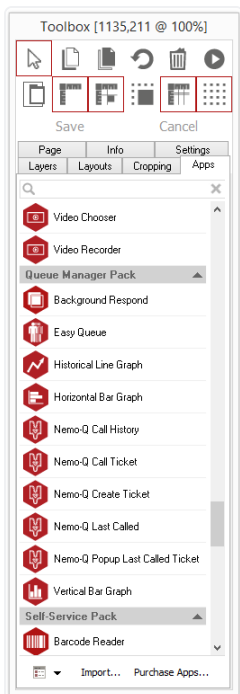
The Easy Queue app allows you to develop a queuing system where tickets are generated by typing numbers on the keypad which are then displayed on nearby screens.

The app is comprised of 2 parts:

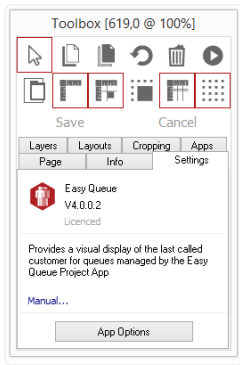
1. EasyQueue page app – displays a list of tickets on a specific page within your project. Use the page app to define the appearance of the numbers appearing on the screen.
2. EasyQueue project app – monitors keystrokes for typed in ticket numbers and displays them on screen.

Using EasyQueue page app

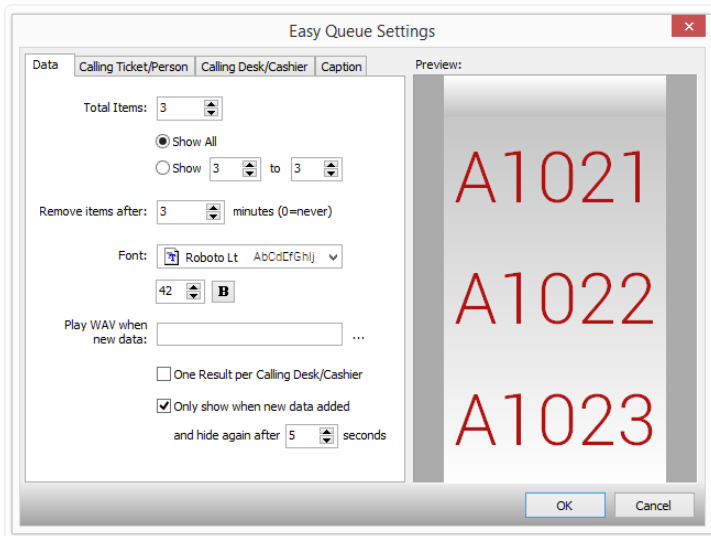
To access the app open an existing or new page and select the **'App'** tab of the page editor **'Toolbox'** (shown). Apps are grouped within the relevant app packs and are displayed red if they have been licensed. For more information about licensing apps go to [Licensing apps](#).



Once you have selected your app draw an area on your page where you would like to use the app. The **'Settings'** tab within the Toolbox will automatically open when the app is added to the page. From here you can set your app up by clicking on the **'App Options'** button.



Data tab.



Use this tab to define how many tickets you want displayed on the screen. There are 3 being shown in this example.

You can choose to display all the ticket numbers or a range. This is useful when you wish to place ticket numbers in 2 separate places on your pages. Then you can specify that numbers 1-4 are displayed on one section of your project page and numbers 5-10 are displayed in a different location.

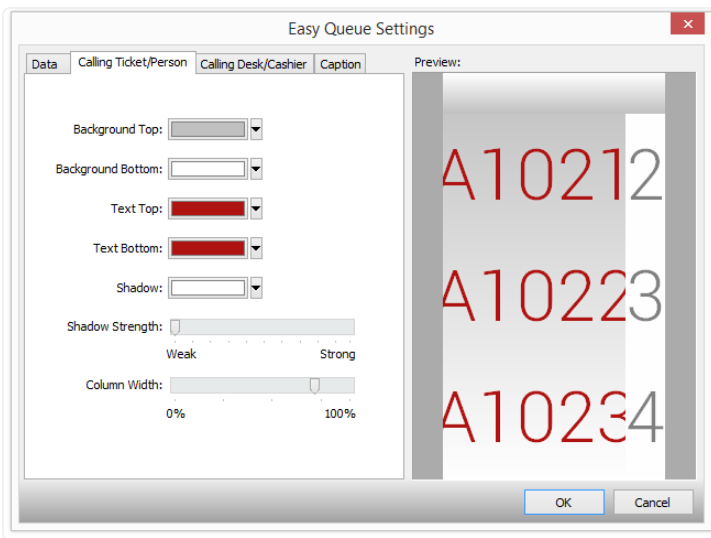
Old ticket numbers can be automatically removed by specifying the number of minutes a ticket should remain on view.

By adding a WAV file the sound file will be played when a new ticket is added to the list.

One result per Calling Desk: when selected the cashier/calling desk will only be allowed to send one ticket at a time and therefore replaces the last item from the same person, rather than being put at the top of the list.

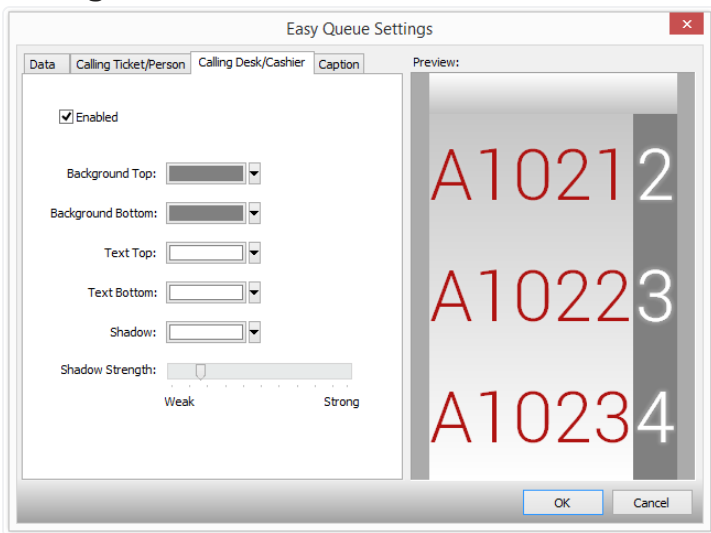
Only show when new data added: when selected the app and the list will be hidden until a new ticket is added and will only remain on the screen for the number of seconds set.

Calling Ticket/Person tab.



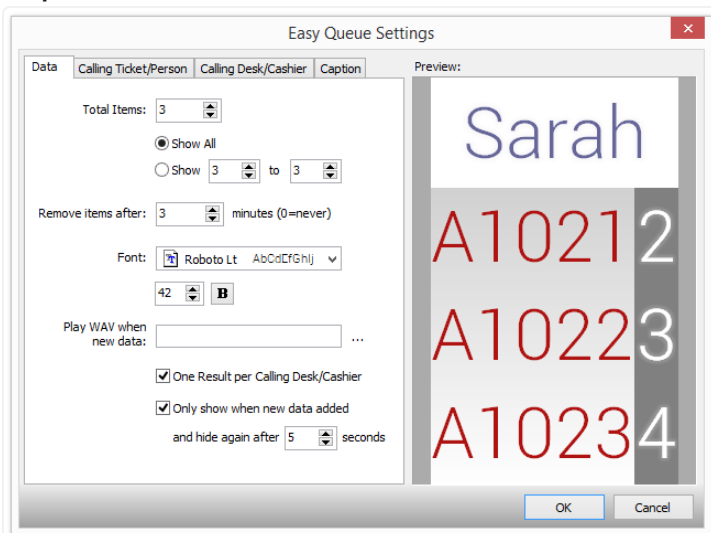
Use this tab to define the appearance of the ticket numbers (first column).

Calling Desk/Cashier tab.



Use this tab to define the appearance of cashier/checkout desk number (second column). You can turn this column on or off by checking the **'Enabled'** box.

Caption tab.



Use this tab to define the appearance of the optional caption. You can either display the name of the cashier or insert another message.

Using the Easy Queue Project app.

Add the Project app to your project to monitor keystrokes entered by cashiers to call customers forward. Here is an outline of the process and the following key commands that are monitored by the app.

Enter: cashier types in a ticket number (an alpha-numeric key sequence) and presses enter. This sends the number to the Easy Queue page app to be displayed on the page.

If the same number is sent twice the app will remove it again so that no two numbers are ever displayed at the same time.

Escape or Delete: Clear the typed key sequence.

Backspace: Clear the last typed character from the typed sequence.

Add (+): Instructs the page app to automatically increase their previous ticket number. This will only occur if the previous ticket is numerical.

Tip: Tickets can be sent from a number of different cashier units providing they are all on a local network. They can all be linked to the one display unit.