

# EWQ-8T Wireless Queue Management System

**Can be utilized without the help of a service engineer**

The new EWQ-8T Wireless Queue Management System from Eurosec represents a completely new way of thinking in queue management. Old systems require cables between the ticket unit and the display panels. This in turn means a lot of measuring and planning of cable ducts. And the ticket unit and the display panels have to be mounted in fixed positions. Any repositioning requires a lot of work, loss of time and money.

EWQ-8T uses the latest in micro processor and radio techniques and it is a completely wireless system. This means that its use does not require any preparations for cables and alike. The system is normally delivered pre-programmed, which means that it is ready for use immediately. The use is very simple both for the customer and for the users personnel.

With EWQ-8T the management of customer streams reaches new dimensions. The Ticket Units can freely be placed in positions, where they serve customers in the best way, usually close to any entrance.

EWQ-8T can serve up to eight individual groups.

The installation of EWQ-8T does not require any electrical designing and expertise - it can be installed by anyone. This results in almost no assembly cost. Relocating parts of the system is no problem and does not impose any costs.

#### Advantages

- No installation expertise needed, anyone can install the system
- Easy to move and expand
- Big and clear numbers (100 mm) in the Main Displays
- Light weight and small (120 x 65 x 20 mm) wireless Service Point Terminals, no wires on the working desk
- RS-232 serial port connection for downloading statistics (EWQ SW needed)



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**Ticket unit**

- The Ticket Unit is based on a thermal printer with thermal paper and the communication is wireless between all displays and Service Point Terminals
- The unit can handle up to 8 individual groups
- One to four Ticket Units can be freely placed close to any entrance
- The paper roll is easy to replace – just open the lid and replace the old one with a new



**Main Display**

- The Main Displays are large and easy to read. The displays comes as standard in two colors, aluminum or black.
- The volume level of the Main Displays can be adjusted to fit the space of the service location.
- Additional displays can easily be added to give more visibility for the customers and the service personnel.



**Customer service point displays**

- The customer Service Point Displays blinks synchronously with the Main Displays when a customer is called.
- After that the displays will show the service point number.
- By pressing "Quit" on the Service Point Terminal, the Service Point Display will power down, indicating that the service point has been closed.
- A Service Point Display can also be programmed so that it shows the length of the queues in defined groups.
  - The displays can be installed on a pedestal or on a wall.



**Queue Display**

Queue display / queue display with waiting time.

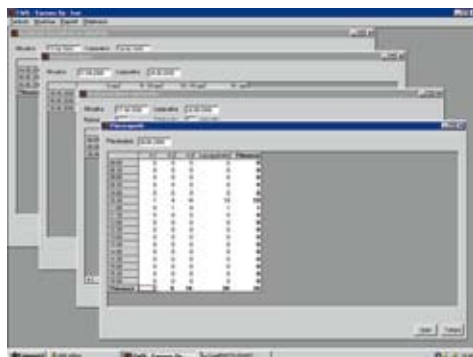


**Service point terminal**

- The battery driven radio operated Service Point Terminal can be kept on the work desk or even in the pocket.
- One Service Point Terminal can be used to call customers to three different pre-defined service groups
- Additional Service Point Terminals can easily be added to the system.
- The Service Point Terminal also has a recalling function.

**Multi-function terminal**

- The wireless multi-function terminal runs a rechargeable battery
- Shows the called customer and queue situation
- Possibility to call any number
- Serves up to eight service groups



**Reports**

The EWQ Main Display can store up to 4000 events. By connecting a PC to the Main Display it is possible to download and analyze these events. With this program it is possible to analyze waiting times, customer calls, etc..

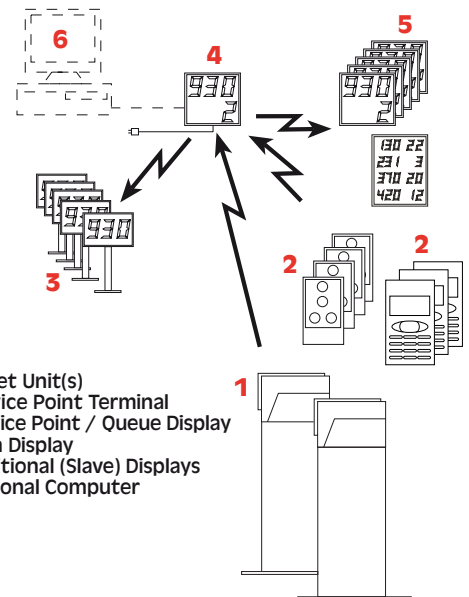
**Calling a customer**

When the service point clerk is ready to receive the next customer he/she pushes the button of the group which is to be served. A radio signal is received by the Main Display, which recognizes the group and the service point. This activates the defined displays (the displays start to blink and gives a sound) and guides the customer to the right service point.



**Operation**

The EWQ-8T has an automatic power down – power up function. If the system hasn't been used for an hour, the displays will power down. The system will automatically power up when a customer takes a ticket.



- 1 Ticket Unit(s)
- 2 Service Point Terminal
- 3 Service Point / Queue Display
- 4 Main Display
- 5 Additional (Slave) Displays
- 6 Personal Computer

