

BASIC



Admin Manual

Last Update:
February 3, 2023

Table of contents.....	p. 2
Introduction	p. 3
Total Queue Main Menu	p. 4
Log In Screen	p. 5
Customer Display Screen	p. 6
Print Number Module	p. 7
Call Next Module	p. 8
System Management Module/Dashboard	p. 9
System Management Module/Configuration	p. 10-15
System Management Module/Manage/Add User	p. 16
System Management Module/Manage/Add Service.....	p. 17
System Management Module/Manage/Add Counter.....	p. 18
Signage	p. 18
Reports	p. 19

INTRODUCTION

The Total Queue Software is developed by Ivant Technologies and Business Solution, a software firm based in the Philippines that specializes in the development of custom business software. The company was established in 2005 and currently works with hundreds of small, medium and big business clients in the Philippines and other countries to develop custom web-based solutions and custom mobile apps.

TOTALQUEUE ACCESS

Using your internet browser (Google Chrome, Mozilla Firefox and IE) you can access the queuing system with this address:

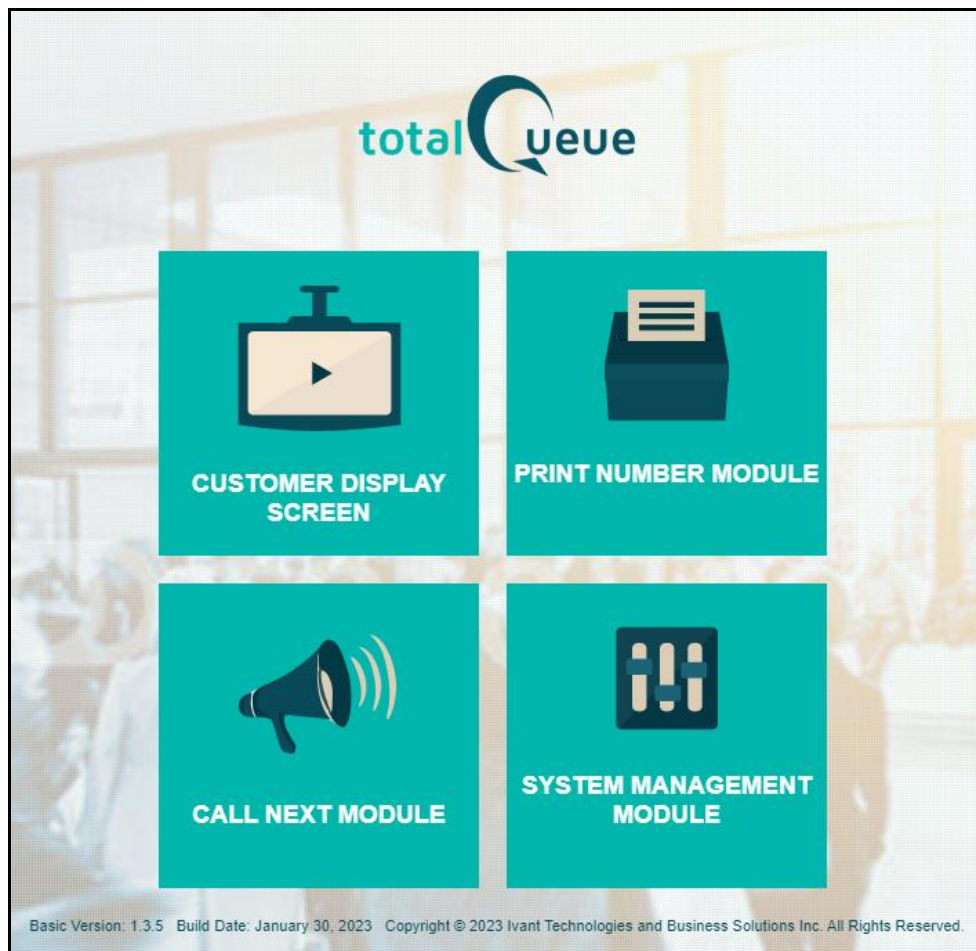
Login URL: <http://<Server IP Address>:8088/totalqueue-basic>

Username: admin

Password: password12345

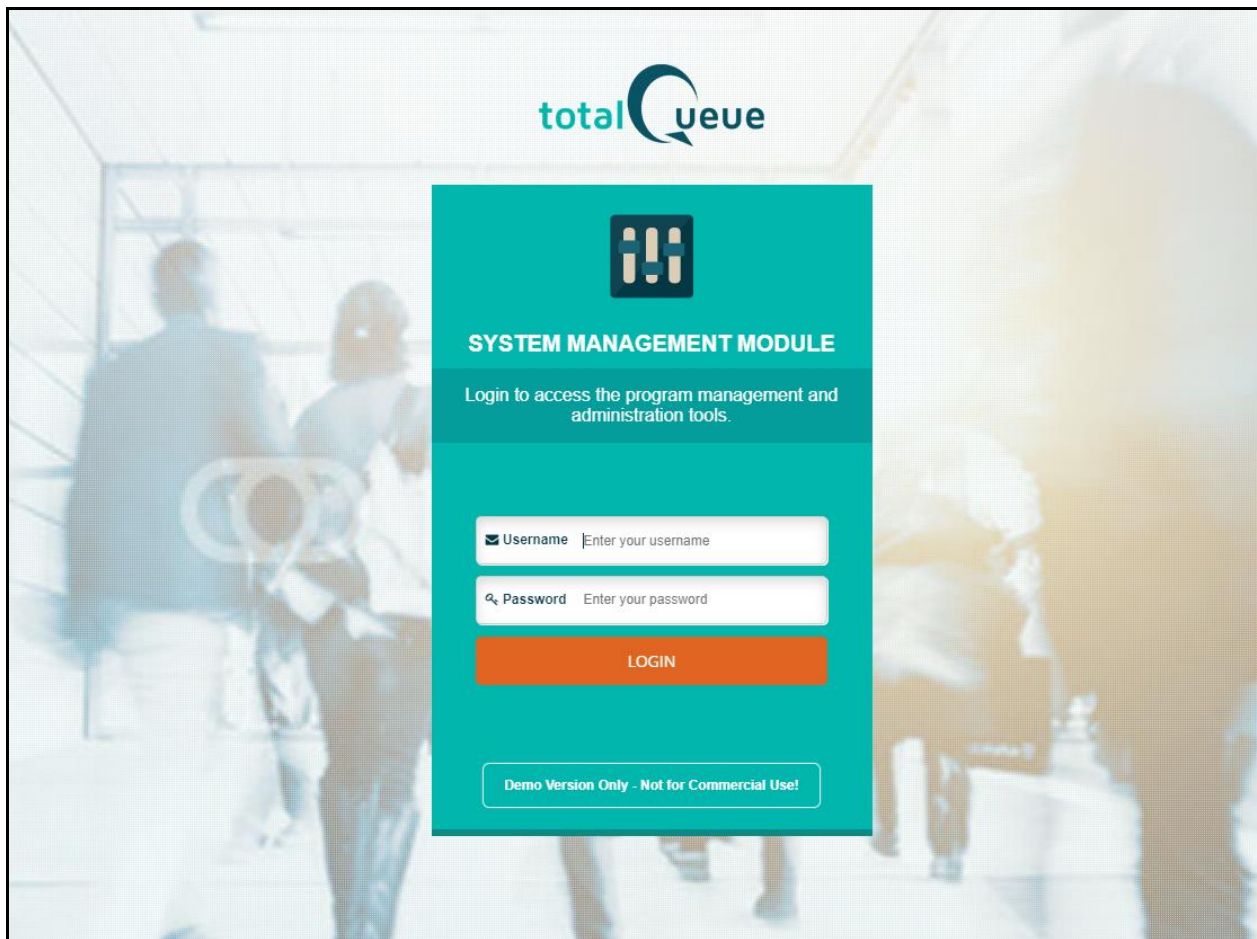
TOTAL QUEUE MAIN MENU

As you access the Total Queue program, the main menu will be displayed on the screen. This screen has **FOUR MAIN MENU**: Customer Display Screen, Print Number Module, Call Next Module and System Management Module.



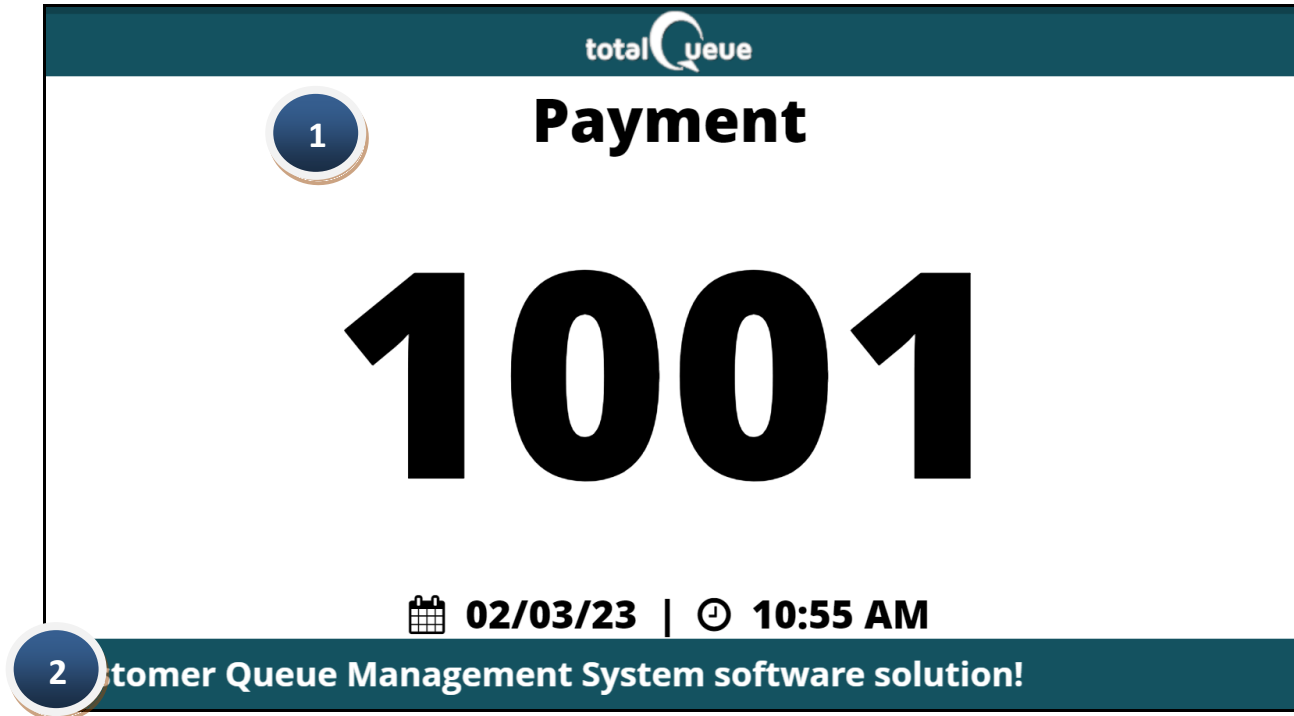
TOTAL QUEUE SYSTEM MANAGEMENT AND CALL NEXT MODULE LOG IN SCREEN

The system will prompt a username and password to enable the user to access the **SYSTEM MANAGEMENT** and **CALL NEXT MODULE**. The **Customer Display Screen** and the **Print Number Module** will not require any username and password.



CUSTOMER DISPLAY SCREEN

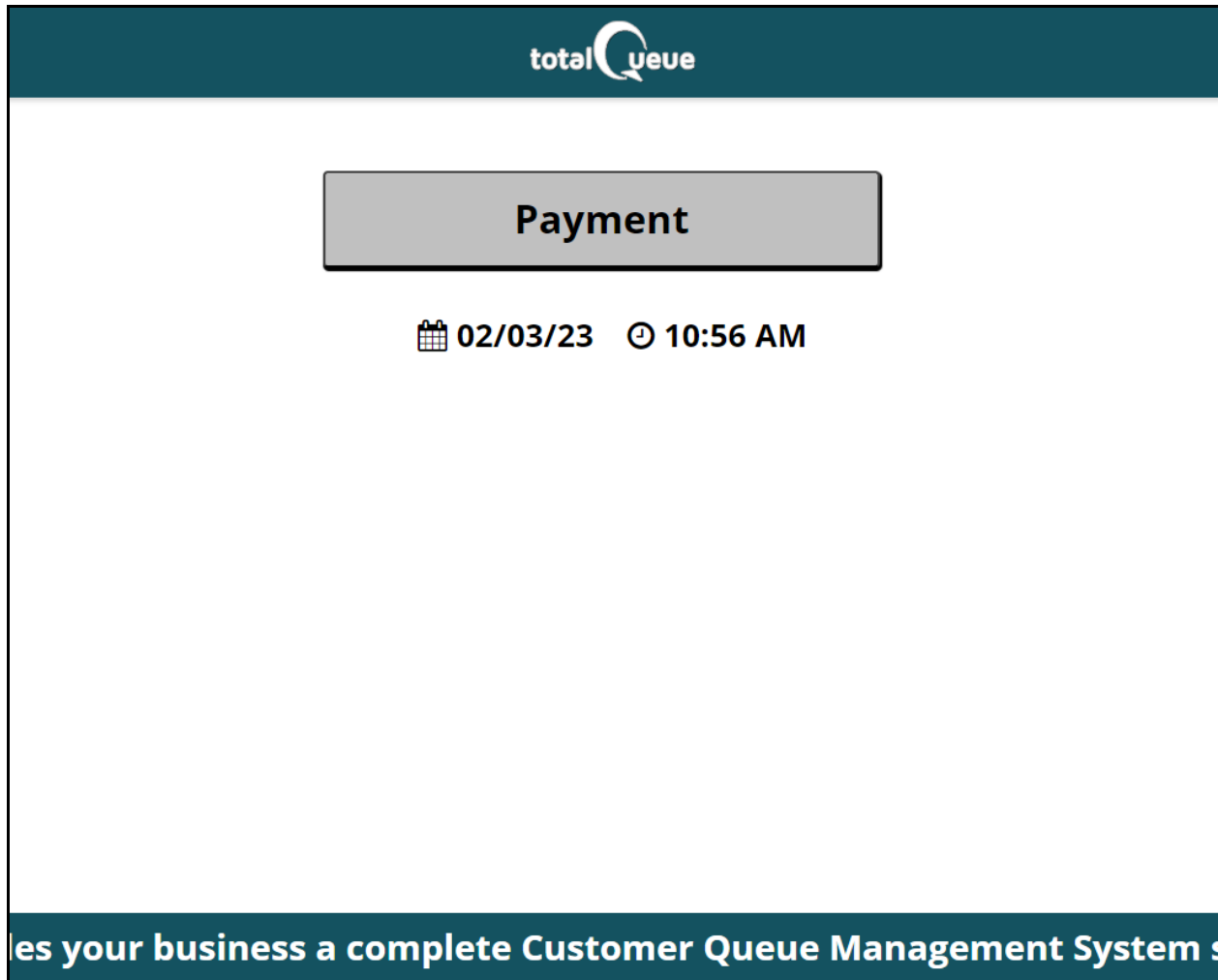
When you click on the Customer Display Screen, your screen will show the layout as seen by the customers on the LCD screen in the reception area.



1. This part is for the counter and number currently being served.
2. Moving text for the announcement. You can manage the announcement at the **SYSTEM MANAGEMENT MODULE**.

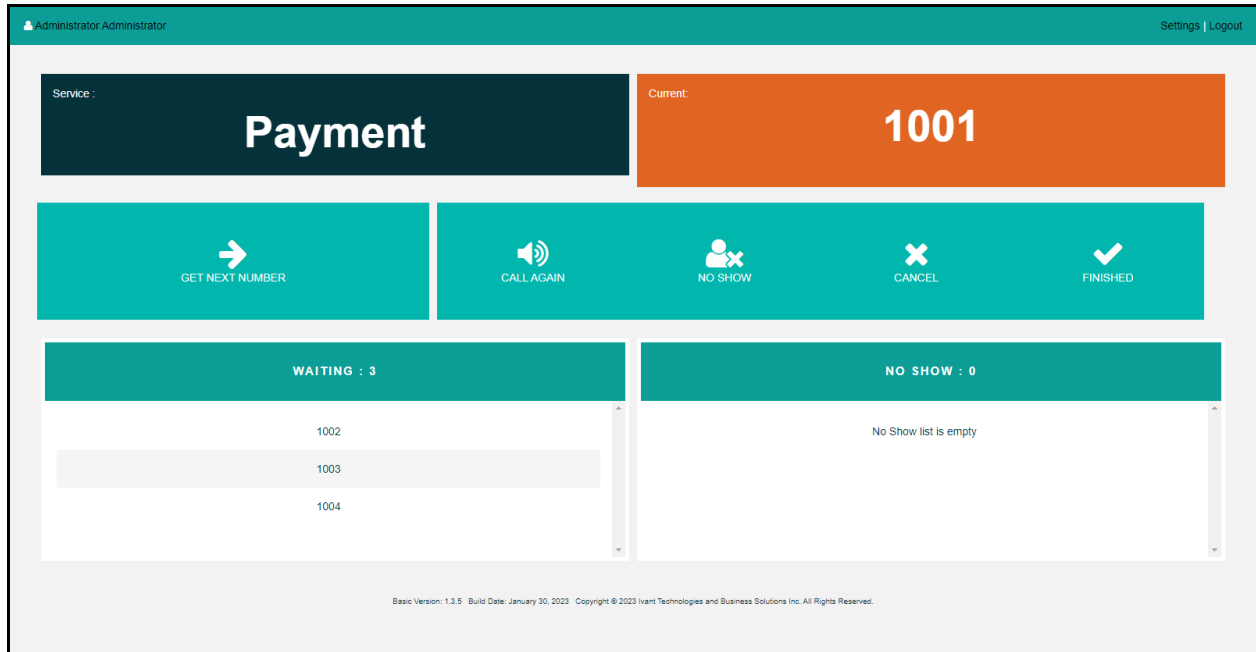
PRINT NUMBER MODULE

The print number module is the screen display on the kiosk where the customers will get their numbers. The display window will provide an option for the customer as to which service he or she will be lining up for. The customer will choose by either tapping the screen or using a mouse and clicking on one of the boxes. The queued number will then be printed.



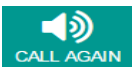
CALL NEXT MODULE

This module is for the representative behind the counters. It requires a username and a password.



Button Functions:

To call the next customer, choose 

To call the customer again, click on 

For customers that are not at the counters even with repeated calls, click the 

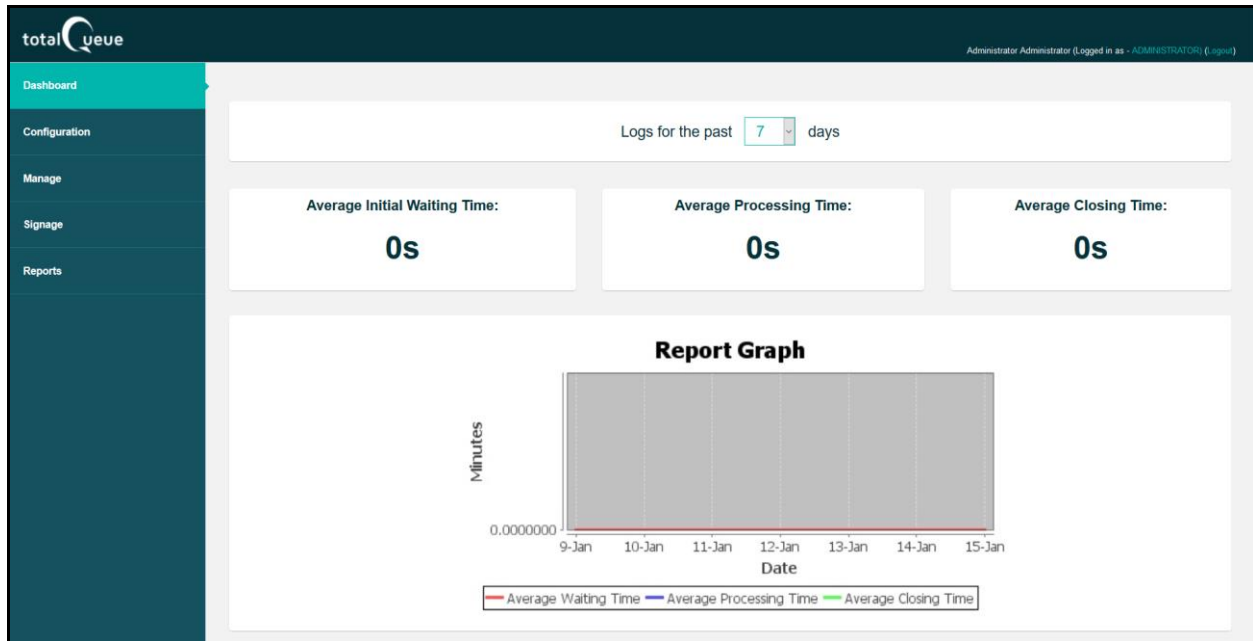
For a finished transaction, click on the 

The  button is for those customers with terminated transactions. By clicking on the cancel tab, the teller is ending the customer's transaction for that counter due to errors or incomplete requirements on the customer's end.

SYSTEM MANAGEMENT MODULE

The system management module allows you to access, upload and change the settings in the dashboard, videos, ads, counters, configurations, services, sections and reports. It requires a username and a password. Upon logging in, you will be directed to the dashboard.

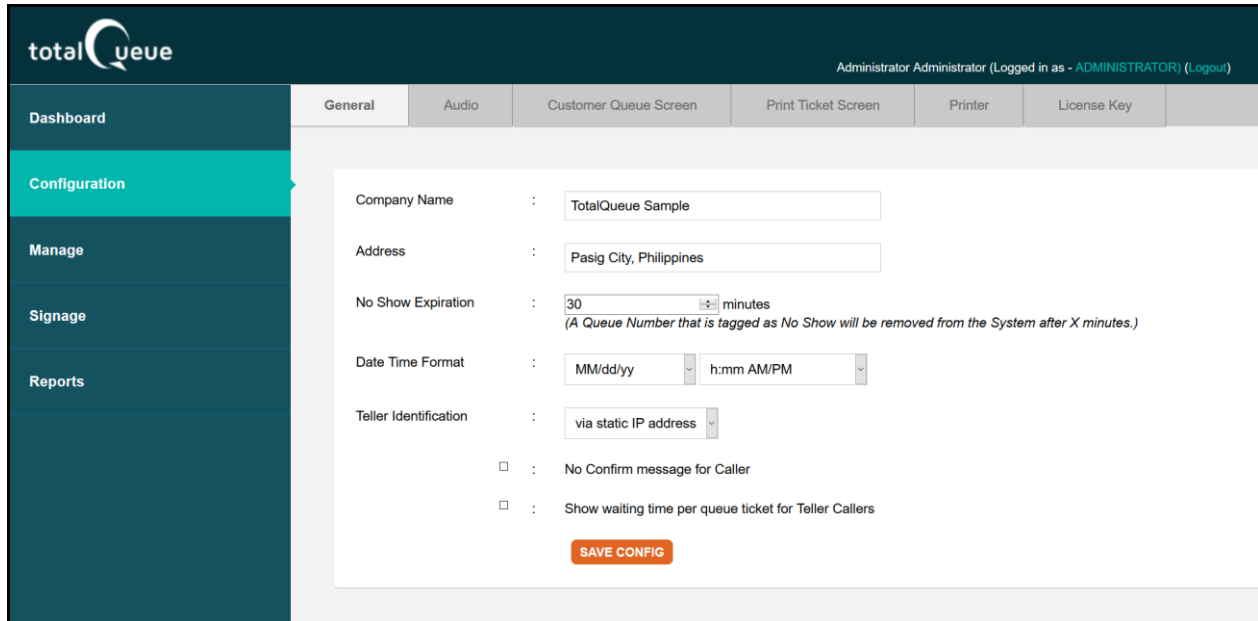
DASHBOARD



At the topmost part of the dashboard, you have the option to choose how many days' worth of statistics you want the system to generate. The dashboard section shows statistics where you can check the total number of queue tickets, the average initial waiting time, the average processing time and the average closing time. Below these statistics is a graphical representation of the figures reported.

GENERAL CONFIGURATION

To make the necessary adjustments, choose configuration and type in the required information.



The screenshot shows the 'General Configuration' page of the totalQueue system. The interface includes a sidebar with navigation options: Dashboard, Configuration (highlighted), Manage, Signage, and Reports. The main content area is titled 'General' and contains the following configuration fields:

- Company Name**: Text input field containing 'TotalQueue Sample'.
- Address**: Text input field containing 'Pasig City, Philippines'.
- No Show Expiration**: A numeric input field set to '30' with a unit dropdown set to 'minutes'. Below the field is a note: '(A Queue Number that is tagged as No Show will be removed from the System after X minutes.)'.
- Date Time Format**: Two dropdown menus, the first set to 'MM/dd/yy' and the second set to 'h:mm AM/PM'.
- Teller Identification**: A dropdown menu set to 'via static IP address'.
- Options**: Two checkboxes:
 - ☐ : No Confirm message for Caller
 - ☐ : Show waiting time per queue ticket for Teller Callers

A 'SAVE CONFIG' button is located at the bottom of the configuration area.

AUDIO CONFIGURATION

totalQueue

Administrator Administrator (Logged in as - ADMINISTRATOR) (Logout)

Dashboard

Configuration

Manage

Signage

Reports

General

Audio

Customer Queue Screen

Print Ticket Screen

Printer

License Key

			Start				Start
☒	1.	Chime 1(Default):		☐	7.	Chime 7:	
☐	2.	Chime 2:		☐	8.	Chime 8:	
☐	3.	Chime 3:		☐	9.	Chime 9:	
☐	4.	Chime 4:		☐	10.	Chime 10:	
☐	5.	Chime 5:		☐	11.	Chime 11:	
☐	6.	Chime 6:		☐	12.	Chime 12:	

SAVE CONFIG

CUSTOMER QUEUE SCREEN CONFIGURATION

totalQueue

Dashboard
Configuration
Manage
Signage
Reports

GeneralAudioCustomer Queue ScreenPrint Ticket ScreenPrinterLicense Key

Logo Display

totalQueue

[Delete this logo]

Choose file | No file chosen

NOTE: accepted file types (jpg, jpeg, bmp, png, gif)

UPLOAD

Customer Queue Display Template

Template 1

A basic design that shows the Queue Number and the Service Name.

001

REGISTRATION

Check out our services

NOTE: If modified and saved please refresh (F5) the browser showing the Customer Display Screen.

Display Screen Resolution

1280 x 720

16:9

NOTE: If modified and saved please refresh (F5) the browser showing the Customer Display Screen.

Customer Queue Announcement

TotalQueue provides your business a complete Customer Queue Management System software solution!

Font Color

Announcement Text Color

Header Color

Footer Color

SAVE CONFIG

Basic Version: 1.3.5 Build Date: January 30, 2023 Copyright © 2023 Ivant Technologies and Business Solutions Inc. All Rights Reserved.

localhost:8080/totalqueue-basic/dashboard.do

PRINT TICKET SCREEN CONFIGURATION

totalQueue

Dashboard
Configuration
Manage
Signage
Reports

GeneralAudioCustomer Queue ScreenPrint Ticket ScreenPrinterLicense Key

Logo Display

totalQueue

[Delete this logo]

Choose file

No file chosen

UPLOAD

NOTE: accepted file types (jpg, jpeg, bmp, png, gif)

Print Ticket Display Template

Template 1

This design comes with 30 buttons for Customers to select the Service needed.

Transmitter

Printer Screen

NOTE: If modified and saved please refresh (F5) the browser showing the Customer Display Screen.

Printer Ticket Announcement

TotalQueue provides your business a complete Customer Queue Management System software solution!

Header Color

Announcement Color

Footer Color

SAVE CONFIG

Basic Version: 1.3.5 Build Date: January 30, 2023 Copyright © 2023 Iwant Technologies and Business Solutions Inc. All Rights Reserved.

PRINTER CONFIGURATION

Printer Set-up

1. Make sure the printer is turned on and installed.
2. Select the printer to be used in PRINTER SERVICE dropdown list.
3. Click “Save” button to saves changes.

The screenshot displays the 'Printer' configuration page within the totalQueue application. The interface includes a sidebar with navigation options: Dashboard, Configuration (selected), Manage, Signage, and Reports. The main content area features a tabbed interface with tabs for General, Audio, Customer Queue Screen, Print Ticket Screen, Printer (active), and License Key. The 'Printer' tab contains the following configuration fields:

- Computer Name:** A text input field.
- Print Service:** A dropdown menu currently showing '-- Select Print Service --'. A note below states: 'NOTE: The queue ticket printer that will be used must be a shared printer for it to appear in the Print Service dropdown list.'
- Queue Ticket Logo Display:** A file selection area with a 'Choose file' button, 'No file chosen' text, and an 'UPLOAD' button. A note specifies: 'NOTE: accepted file types (jpg, jpeg, bmp, png, gif)'.
- Queue Ticket Message:** A text input field.
- Margin:** A text input field.

A 'SAVE CONFIG' button is located at the bottom of the configuration area. The footer of the application indicates 'Basic Version: 1.3.6 Build Date: January 30, 2023 Copyright © 2023 Iwant Technologies and Business Solutions Inc. All Rights Reserved.'

LICENSE KEY CONFIGURATION

totalQueue

Administrator Administrator (Logged in as - ADMINISTRATOR) (Logout)

Dashboard

Configuration

Manage

Signage

Reports

General

Audio

Customer Queue Screen

Print Ticket Screen

Printer

License Key

Passcode:

:

Key:

:

MAC Address

:

5C-E0-C5-9F-86-9D

SAVE CONFIG

License Key Not Valid - Demo Version Only

Basic Version: 1.3.5 Build Date: January 30, 2023 Copyright © 2023 Ivant Technologies and Business Solutions Inc. All Rights Reserved.

MANAGE

Manage User

To add a user, put the user's first and last name on the fields provided, select user type, and fill in the username, password and email fields. Then click on save.

Note: Max of 3 users for the basic version

totalQueue

Demo Version Only - Not for Commercial Use!

Administrator Administrator (logged in as - ADMINISTRATOR) (Logout)

Users Service Counter

Username	Last Name	First Name	Email	User Type	Action
admin	Administrator	Administrator		Administrator	Edit Delete
staff1	Sample	Staff		Administrator	Edit Delete

Add New User

User Type : -- Select User Type --

First Name :

Last Name :

Username :

Password :

Repeat Password :

Email :

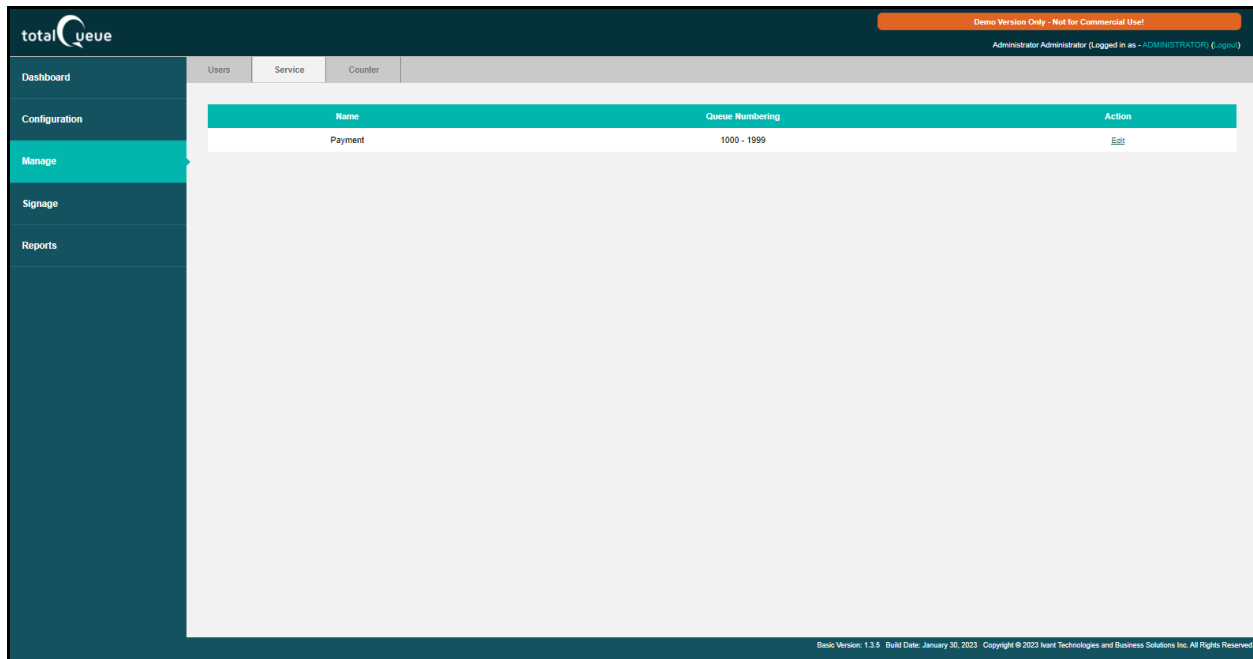
SAVE

Basic Version: 1.3.5 Build Date: January 30, 2023 Copyright © 2023 Ivant Technologies and Business Solutions Inc. All Rights Reserved.

Manage Service

You may update the service name and description by clicking the edit button alongside the service, then save the changes that you made.

Note: Basic version is designed for 1 service.



Name	Queue Numbering	Action
Payment	1000 - 1999	Edit

Manage Counter

You may update the teller IP address and number by clicking the edit button alongside the service, then save the changes that you made. This is needed for the counter registration, to allow a teller to call a queue.

Note: Basic version is designed for 1 teller

The screenshot displays the totalQueue web application interface. On the left is a dark teal sidebar with a vertical menu containing 'Dashboard', 'Configuration', 'Manage' (highlighted with a teal bar), 'Signage', and 'Reports'. The top header is dark teal with the totalQueue logo on the left and 'Administrator Administrator (Logged in as - ADMINISTRATOR) (Logout)' on the right. Below the header, there are three tabs: 'Users', 'Service', and 'Counter', with 'Counter' being the active tab. The main content area features a table with the following data:

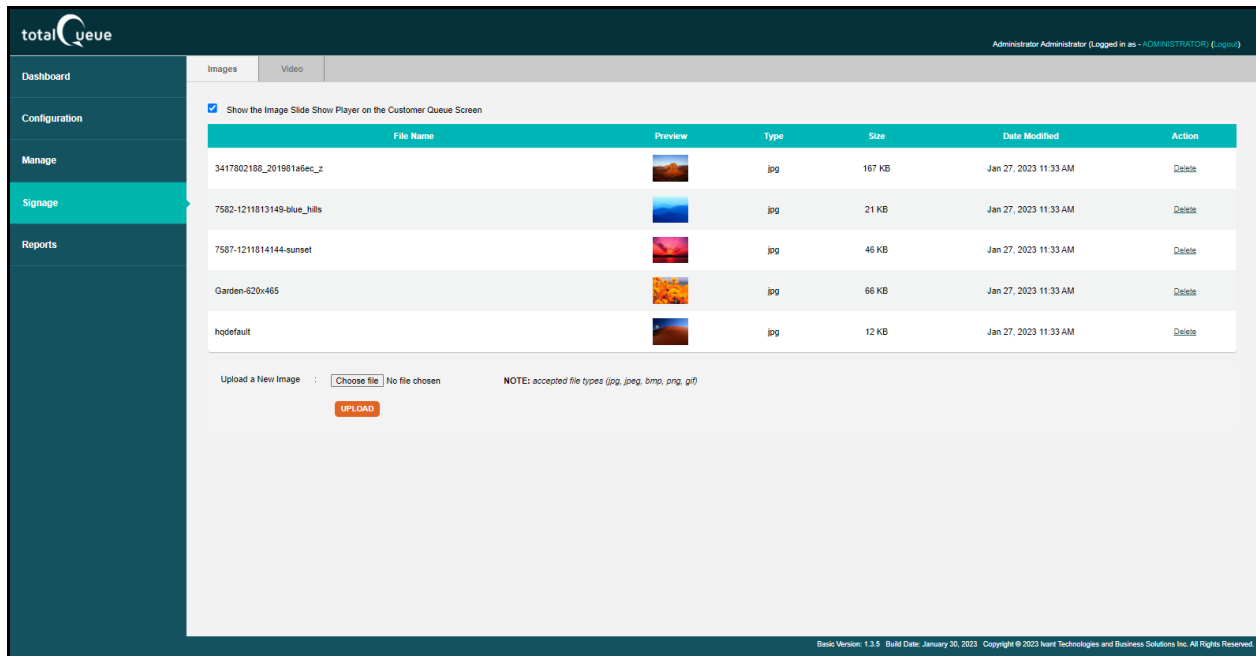
Service	IP Address	Counter Number	Action
Payment	0.0.0.0.0.0.1	1	Edit

Below the table is a large, empty light gray rectangular area. At the bottom right of the application, a small footer reads: 'Basic Version: 1.3.6 Build Date: January 30, 2023 Copyright © 2023 Ivant Technologies and Business Solutions Inc. All Rights Reserved.'

SIGNAGE

To upload an ad, choose between images or videos. Then, click on browse, choose a file from your computer, then choose upload.

You can opt to display images or videos.



File Name	Preview	Type	Size	Date Modified	Action
3417802188_201981afes_z		jpg	167 KB	Jan 27, 2023 11:33 AM	Delete
7582-1211813149-blue_hills		jpg	21 KB	Jan 27, 2023 11:33 AM	Delete
7587-1211814144-sunset		jpg	46 KB	Jan 27, 2023 11:33 AM	Delete
Garden-620x465		jpg	66 KB	Jan 27, 2023 11:33 AM	Delete
hqdefault		jpg	12 KB	Jan 27, 2023 11:33 AM	Delete

Upload a New Image : No file chosen **NOTE:** accepted file types (jpg, jpeg, bmp, png, gif)

Basic Version: 1.3.5 Build Date: January 30, 2023 Copyright © 2023 Ivant Technologies and Business Solutions Inc. All Rights Reserved.

REPORTS

To generate a USER LOG REPORT, enter the date of the queuing transaction that you want to check and choose a user, then click on generate.

To generate a SECTION LOG REPORT, enter the date of the queuing transaction that you want to check and choose a section, then click on generate.

To generate a QUEUE ACTIVITY, enter the date of the queuing transaction that you want to check, then click on generate.

The screenshot shows the 'totalQueue' web application interface. On the left is a dark teal sidebar with a menu containing 'Dashboard', 'Configuration', 'Manage', 'Signage', and 'Reports' (which is highlighted). The main content area has a top navigation bar with 'User Log Report', 'Service Log Report', and 'Queue Activity'. Below this, there are filters for 'User' (set to 'All'), 'Report Type' (set to 'All'), and 'Exclude data' (set to 'mins. processing time'). Date filters show 'From: 01-03-2023' and 'To: 02-03-2023', with a 'GENERATE' button. A table with the following headers is displayed: 'User', 'Total Tickets', 'Ave Tickets Per Day', 'Ave Waiting', 'Ave Processing', and 'Longest Idle'. The table body is currently empty. At the top right of the interface, a banner reads 'Demo Version Only - Not for Commercial Use!'. Below the navigation bar, it says 'Administrator Administrator (Logged in as - ADMINISTRATOR) (Logout)'. At the bottom right, small text indicates 'Basic Version: 1.3.5 Build Date: January 30, 2023 Copyright © 2023 Iwant Technologies and Business Solutions Inc. All Rights Reserved.'

To log out, click on the logout option at the topmost right corner of the screen.