

# QUEUE MANAGEMENT SYSTEM DATA SHEET

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TimeTech

# TIMETECH QUEUE MANAGEMENT SYSTEM

The TimeTech Queue Management System is a smart, centralized solution designed to streamline customer service operations and improve client flow in waiting areas. This innovative system combines hardware and software components into a cohesive platform that enhances operational efficiency, reduces waiting time, and increases customer satisfaction. With robust performance, sleek design, and a flexible communication infrastructure, TimeTech offers a scalable solution suitable for a wide range of industries, including government offices, hospitals, banks, and service centers.

## Key Features

- Centralized KIOSK Server
- High Reliability
- Flexible Connectivity (Wireless / Ethernet)
- User-Friendly 15" Touchscreen Interface
- Integrated Thermal Printer
- Audio Announcement System
- Advanced Display Features:
  - Current and Previous Ticket Display
  - Queue Status View
  - Video Playback
  - Ticker Text Display
- Counter Calling Pad (PC/Tablet-Based)
- Real-Time Reporting & Analytics
- Remote Management Access



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TOUCH SCREEN KIOSK (BUILT-IN SYSTEM SERVER)

The Touch Screen KIOSK is the main unit of the queue system, combining a multimedia display, thermal ticket printer, and control system in one device. It features a 15” touch screen, supports multi-lingual use, and handles up to 10 service categories. With both wired and wireless connectivity, it ensures smooth operation and easy integration.

KIOSK SPECIFICATIONS:

Feature	Details
Display Type	15” Portrait High-Resolution Touch Screen
Graphics Support	Multimedia display with vibrant, stunning visuals
Language Support	Multi-lingual ticket interface and printing
Ticket Categories	Supports up to 10 customizable service categories
Printer Type	Built-in 80mm Thermal Printer with Auto Cutter
Body Design	Compact, robust, and sleek enclosure
System Control	Built-in PC Controller with pre-installed Queue Management Software
Connectivity Options	LAN (Ethernet) and Wireless (Wi-Fi)
Network Compatibility	Supports wired or wireless configuration based on infrastructure
Integrated Components	All-in-one unit: Display, Printer, Controller, and Power Supply
Operating System	Windows-based OS
Database	SQL Server for secure data handling and reporting



## COUNTER CALLING PAD

The Counter Calling Pad allows staff to manage customer flow directly from their desks using either a PC or tablet. It supports essential queue functions such as calling, recall, transfer, and viewing total waiting status, providing seamless control over service operations.

### CALLING PAD SPECIFICATIONS:

Feature	Details
Device Type	PC-Based or Tablet-Based Application
Core Functions	Call, Recall, Transfer, Optional Call
Status Display	Shows Total Waiting Customers
Call Modes	Random Call, Direct Call
User Interface	Simple, Interactive, Multi-Language Ready
Connectivity	Wireless / LAN via Network Connection

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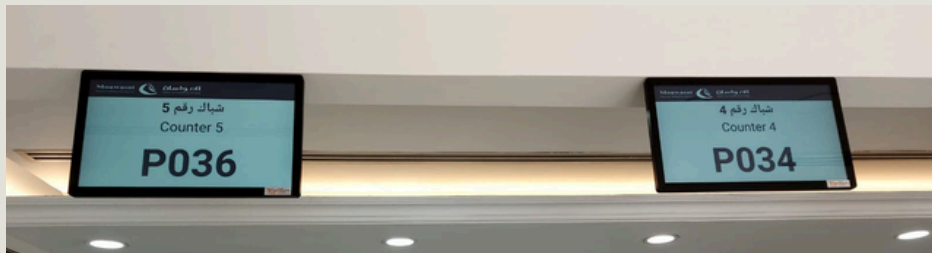
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## COUNTER DISPLAY - LCD (ANDROID)

TimeTech supports an advanced 18.5" LCD elevator screen for counter display, available in both portrait and landscape orientations. With a Full HD resolution of 1080×1920, 350 cd/m<sup>2</sup> brightness, and a wide 178° viewing angle, this Android-based display offers crisp visuals and smooth performance. It comes with 2GB RAM, 16GB storage, and connectivity options including USB, HDMI, LAN, Wi-Fi, and microphone input—making it ideal for dynamic, modern service environments.

### LCD DISPLAY SPECIFICATIONS:

Feature	Details
Screen Size	18.5"
Orientation	Landscape or Portrait
Resolution	1080 × 1920
Aspect Ratio	9:16
Brightness	350 cd/m <sup>2</sup>
Contrast Ratio	2000:1
Viewing Angle	178°
Response Time	6 ms
Color Depth	16.7M (8-bit)
Operating System	Android (2GB RAM + 16GB Storage)
Ports	USB × 2, HDMI × 1, LAN × 1, Wi-Fi, MIC

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## WIRELESS COUNTER DISPLAY - LED (RF)

The wireless LED counter display is a compact unit featuring an 8-digit bright light tube, designed to show 4 digits for the counter number and 4 digits for the ticket number. Built with an F3.75 LED module and measuring 35.4 × 12.6 × 5 cm, it delivers clear numeric visuals, making it perfect for straightforward and high-visibility queuing setups.

## LED DISPLAY SPECIFICATIONS:

Feature	Details
Display Type	F3.75 LED Display
Digits Displayed	4 digits for Counter No. + 4 digits for Ticket No.
Total Digits	8 Digits
Communication	Wireless
Size	35.4 cm (L) × 12.6 cm (W) × 5 cm (D)
Visibility	Bright Light Tube LED

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## MEDIA PLAYER BOX

The Media Player Box connects to display TVs to show real-time queue updates, promotional videos, and ticker messages. It also delivers audio announcements, improving customer engagement and ensuring a clear, informative waiting experience.

## MEDIA PLAYER SPECIFICATIONS:

Feature	Details
Display Output	HDMI to TV
Visual Content	Current & Previous Ticket Numbers
Multimedia Support	Video Playback, Ticker Text Display
Audio Output	Via TV Speakers or External (e.g., Ceiling)
Function	Real-Time Queue Display & Audio Announcements
Use Case	Enhances Waiting Area Experience

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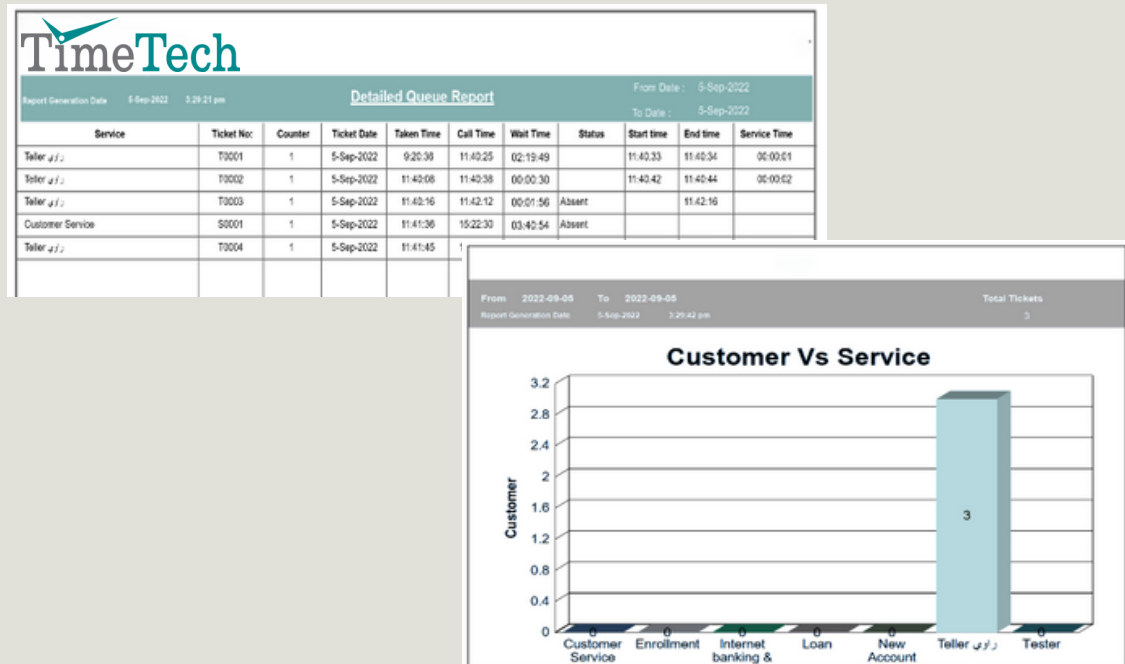
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## REPORTING APPLICATION

The Reporting Application provides essential data insights to monitor and improve queue performance. It supports both real-time display and detailed analysis for informed decision-making.

### KEY FEATURES:

- **Statistic Multimedia Display:**
  - Queue statistics
  - Customer evaluation statistics
  - Overtime tracking
- **Data Analysis Tools:**
  - Queue traffic analysis
  - Customer satisfaction evaluation
  - Average processing time
  - Average waiting time
  - Timeout traffic reports
- **Access:**
  - Viewable from the KIOSK or remotely by the supervisor/admin PC

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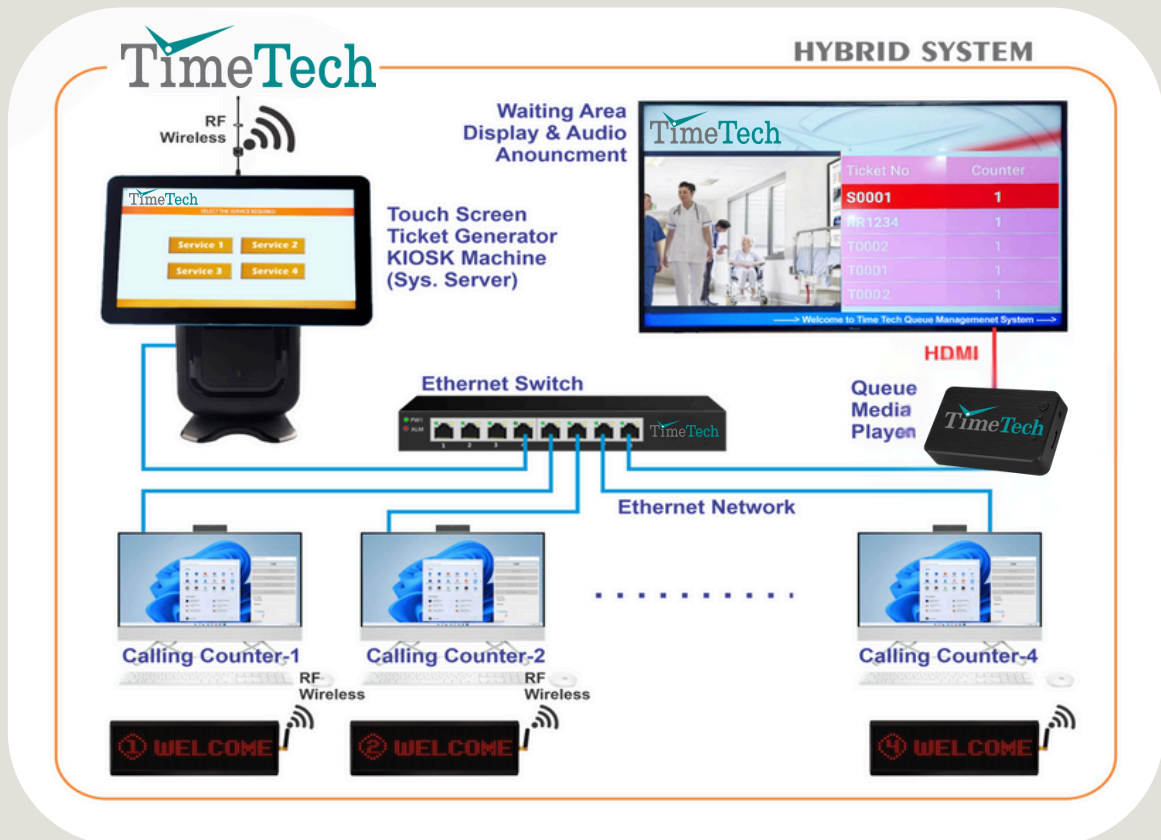
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## DESIGN & LAYOUT:



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