User Manual

For

Token Generation PC Application

An Application Program that helps to generate Token Number for Queue Management

Client Application used with EQM for Token Generation

Client application for token generation is dependent on parameters set during Admin application. So it is advised to first set parameters at Admin application and close it. Once parameters are set, user may login in client application. Name of client application is DM_Main.exe. Any error occurs during execution of application, reason to error is saved in LogError.txt file with date and time of occurrence at the end of error message.

Requirements to run this application in PC (System Machine/Computer on which application is installed and will be running):

1. Dot net framework 3.5
2. Virtual(USB to Serial) or physical Serial COM port should be there
3. Microsoft SQL Server 2005 should be installed on PC. Database named **testSQL** should be attached to SQL server available on PC.
4. Set Number of services on Admin application before using this application.
5. Select Services you want to make available for your customers from Admin application. Refer to Show Operations window settings from Admin panel user manual.

- **First Screen:** As user run DM_Main.exe application, it prompts user name and password. Default user name is **user (in small alphabet, it is case sensitive).** Password is **user(case sensitive).**
- **Second Screen (Serial Settings):** It is compulsory to set serial port and connect application to serial port otherwise it will malfunction. Select available COM Port on PC, then choose baud rate **19200**(**It is fixed baud rate**). Press Connect Port AND test COMPORT. This button will connect to selected COM port and send service details to Master board (Hardware). It is mandatory to send service details to master display board. If user does not send service list to master board it will use default service list from factory settings. User may read detailed text sent to hardware board in Transmit window. Receive window will show text received from hardware board. Refer to figure 1 to get clear view of screen. There is one more button with which user can send list of services to hardware device(This is applicable only for multiple service mode).

If in case needed to send service list again to master display user may use Send Service list button for that. This button will resend data to Master display board.
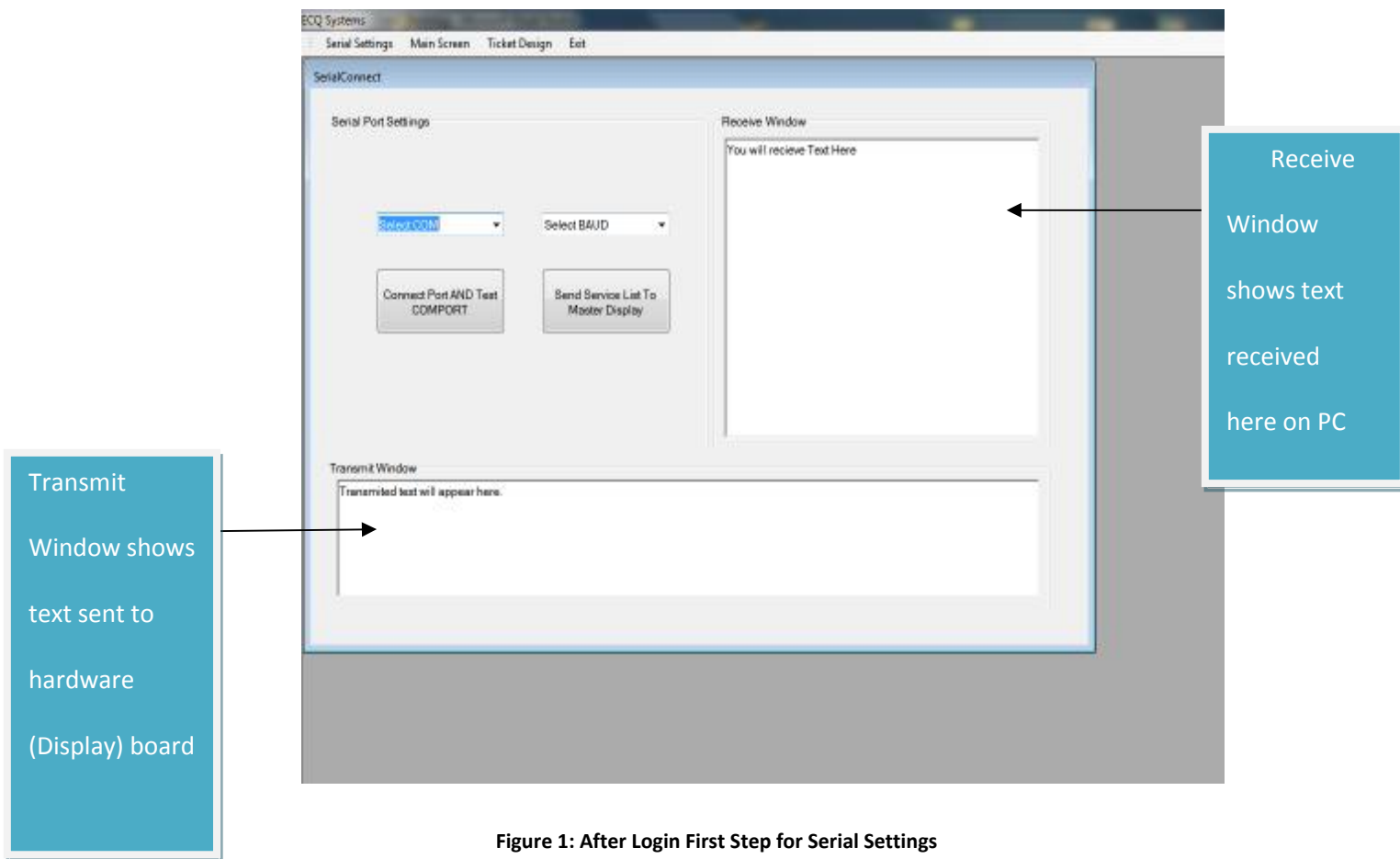

Receive Window shows text received here on PC

Transmit Window shows text sent to hardware (Display) board

Figure 1: After Login First Step for Serial Settings

- **Ticket Design:** It is advised to do ticket design before starting of ticket generation process. Refer to Figure 2 to get clear picture of screen. Enter Optional text or you may leave it empty if you do not want to add any advertisement text there. Add Company logo, by default these will be Olympics Logo. Logo maximum size is 250x120. Add URL of company. Add any additional text like thank you visit again! Then press Preview token template button, this will generate a sample token on right side pane of window. User may get print of this sample token to verify final view of token. There is Print sample token button to get print of sample token. Remember to connect printer before going for print.
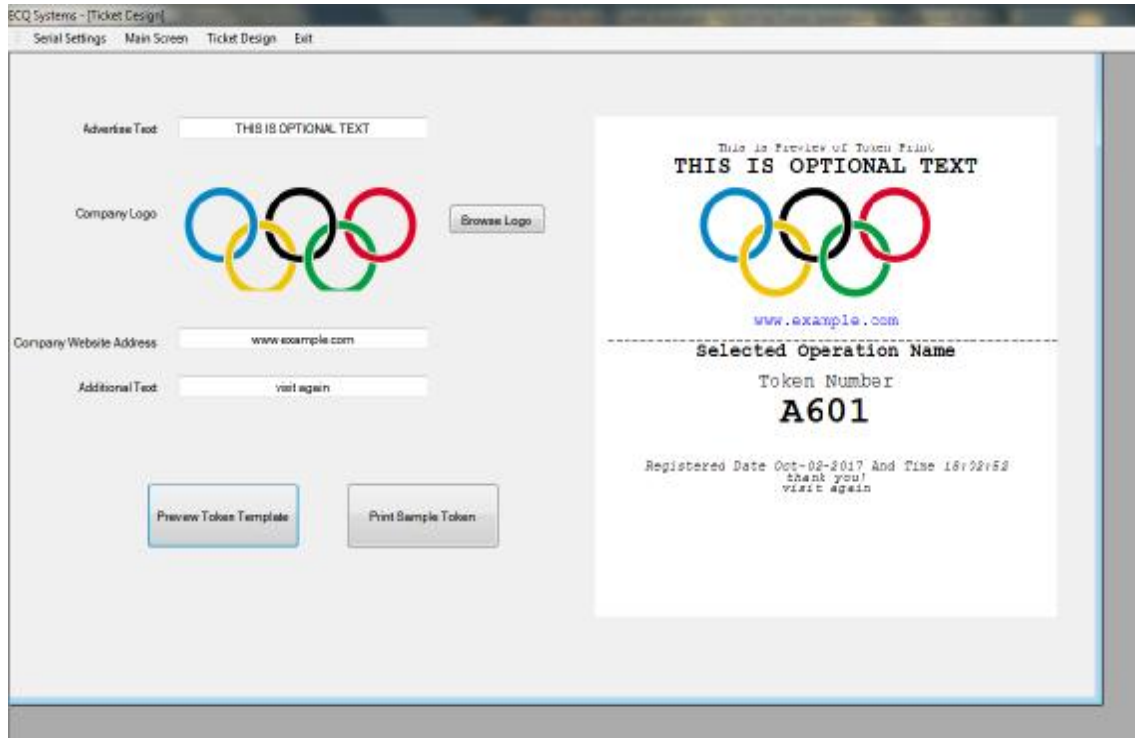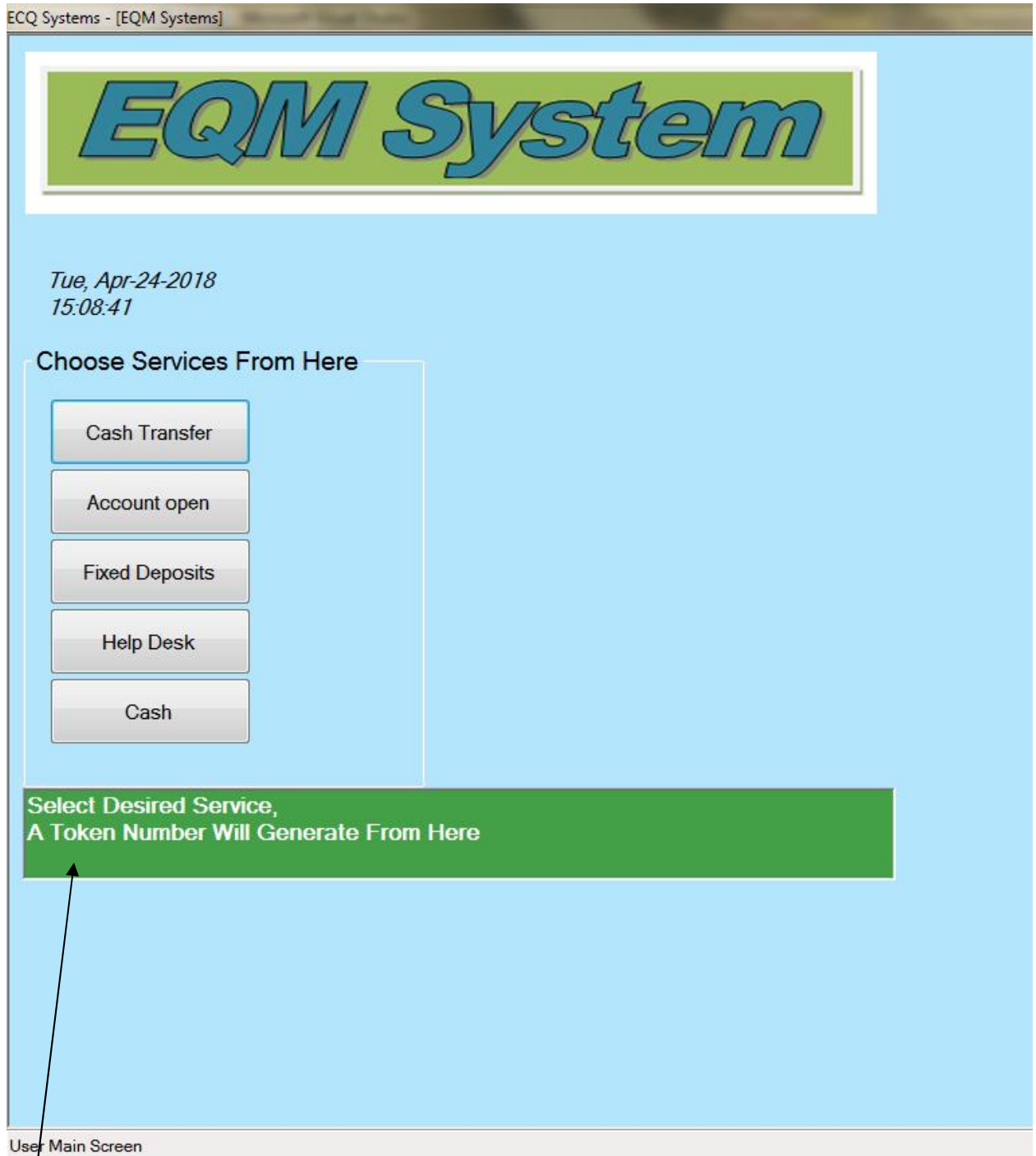
Figure 2: Ticket Design window

- Main Screen (Token Generation Screen): Application is ready to be used by customers to generate token for different services made available by service provider (Owner of system). To Generate Token, Choose desired service, press Generate Ticket button, you token number will be shown in an instruction box on lower side of screen, and token will get printed. If token is not printed due to any reason user may press button Print Ticket Again, this will only print last ticket generated. Refer Figure 3 on next page.

ECQ Systems - [EQM Systems]

EQM System

Tue, Apr-24-2018
15:08:41

Choose Services From Here

Cash Transfer

Account open

Fixed Deposits

Help Desk

Cash

Select Desired Service,
A Token Number Will Generate From Here

User Main Screen

Instruction Box, it instructs user to generate token number for desired service.

Figure 3: Main User Screen for Ticket Generation

Troubleshooting this application:

1. Check if serial port is working. Do a quick loop back test. For loop back test inter connect Tx pin of serial connector with Rx pin, now send some data. In loop back you will receive same data as you sent. If this works well this means serial hardware seems OK. Once loop back test is done remove Tx and Rx inter connections.

2. Check if baud rate set is 19200, if baud rate is not proper, application will not function properly.