



**User manual**  
**ESII - vertical banner**

**1.20.10 002B**

# **Legal notices**

**ESII - vertical banner 1.20.10 (002B\_en)**

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## **Product Information**

Product design and specifications are subject to change at any time, and INNES reserves the right to change them without notice. This includes hardware, embedded software and this manual, which should be considered a general guide to the product. The accessories supplied with the product may differ slightly from those described in this manual, depending on the developments of the different suppliers.

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## 1.1 Compatibilities

Here are the compatibilities of the `ESII - Vertical banner` HTML widget:

- INNES Screen Composer V4.10.11 (or higher)
  - App SignCom V1.10.10 (or higher)
- PlugnCast Server V3.12.16 (or higher)
  - App Playzilla V3.10.10,
  - App Playzilla V4.13.12 (or higher)
- Qeedji media players
  - Gekota OS G3 ,
  - Gekkota OS G4 .
- ESII/eSyrius OR ESII/eGestat<sup>1</sup> releases between 2005 and 2022:
  - EDS protocol / UDP unicast :
    - format of the UDP message: `string of parameters`<sup>1</sup>

<sup>1</sup>The ESII/eSyrius OR ESII/eGestat queue management solutions must support the EDS / UDP unicast protocol, whose parameter string format has not changed since the released versions in 2005 until recent versions of 2022. The ESII - Vertical banner widget has been tested with the ESII/eSyrius version 14.2.0.0 with the `string of parameters` format.

<sup>2</sup> Even if the other XML format value remains present in the form of the ESII - Vertical banner widget, for messages embedded in UDP frames, it is no longer supported on recent versions of the ESII/eSyrius server . For more information, contact your ESII support.

To consult the message format, refer to the chapter § [UDP frame message format](#).

## 1.2 Presentation

The ESII - vertical banner content model allows you to create an HTML widget to display in a dedicated area of the screen of your media player, one or more ticket numbers followed by the visitor call desk name, intended for visitors seated in the waiting room, and called upon to present themselves according to their ticket number assigned to the visitor call desk name indicated.

The ESII - vertical banner HTML widget is based on the ESII/eSirius solution. On each call:

- a temporary horizontal banner, for example lasting thirty seconds, displays the ticket number of a visitor as well as the calling visitor call desk name indicating that the visitor with this ticket number is called to get to this visitor call desk name,
- at a minimum, the last ticket number of a visitor as well as the visitor call desk name calling remains present for each service in a table displayed on the screen until the next visitor call for this service.

The dedicated areas indicated above are called displays and are associated with services. The ESII - vertical banner HTML widget can manage up to six displays divided between four services.

*☞ The association of displays with services is already pre-configured in the ESII/eSirius server. You need to find this association by connecting to your ESII/eSirius server in order to present the different displays in the right services.*

The format of UDP message in the EDS / UDP unicast protocol being the same whether on ESII/eSirius OR ESII/eGestat, the ESII - vertical banner HTML widget can be based on either one or the other solution.

*☞ In the appendix, the document refers to screenshots taken from the ESII/eSirius solution.*

### 1.3 Notions

The ESII/eSirius solution is a visitor queue management solution based on visitor call desk name, also called posts at the level of the ESII/eSirius server, asking visitors to present there thanks to displays displaying a ticket number as well as the visitor call desk name.

In the context of the ESII - vertical banner HTML widget, a display is an area in a secondary screen of a media player allowing the display of a ticket number with the associated visitor call desk name. To display several ticket numbers at the same time or to display the history of the last ticket numbers, you therefore need as many displays as there is a depth of ticket number history to display.

■ Visitor visitor call desks and their names are created and configured in the ESII/eSirius server. There can be several visitor visitor call desk name (ex: Desk n°1, Desk n°2). Indications are given in [appendix](#) to consult the configuration of the visitor call desk (called posts).

■ For example, for a administrative center, the different services would be: Passport, Driving licence, vehicle registrartion certificate and Identity card; for a hospital, the different services would be: Cardiology, Radiology, Surgery, Emergency). The services are created and configured in the ESII/eSirius server. The association of display identities to services with their display order is configured in the ESII/eSirius server as well. A display identity can be shared between two services. Indications are given in [appendix](#) to consult the configuration of services and displays.

Each time a visitor is called, a dedicated message is sent to the ESII/eSirius server via a UDP frame on your organization's local network to an IP address of a media player and a UDP port defined. The configuration of the EDS protocol / UDP/unicast must therefore have as many UDP/unicast instances as there are media players having to use the widget ESII - vertical banner dealing with ticket numbers in calls.

Here is a summary example of five media players playing the ESII - vertical banner widget, all on UDP port value 14280.

Media player hostname	Media player IP address	UDP port
SMA300-H1	192.168.1.12	14280
SMA300-H2	192.168.1.15	14280
DMB400-H1	192.168.1.42	14280
DMB400-H1	192.168.1.140	14280
DMC200-H1	192.168.1.85	14280

■ The configuration of the EDS protocol and its UDP/unicast configuration is carried out in the ESII/eSirius server. Indications are given in [appendix](#) to consult and modify this configuration. The ESII - vertical banner HTML widget does not support UDP multicast.

The ticket number may or may not consist of a short label (eg: A, B, C, D) and of a numbering from 0 to 999. It is configurable for each service :

- 001-999,
- A001-A999,
- B001-B999,
- C001-C999,
- D001-D999.

■ The configuration of the naming of ticket numbers by service is done in the ESII/eSirius server. Indications are given in [appendix](#) to consult and modify this configuration.

## 1.4 Description

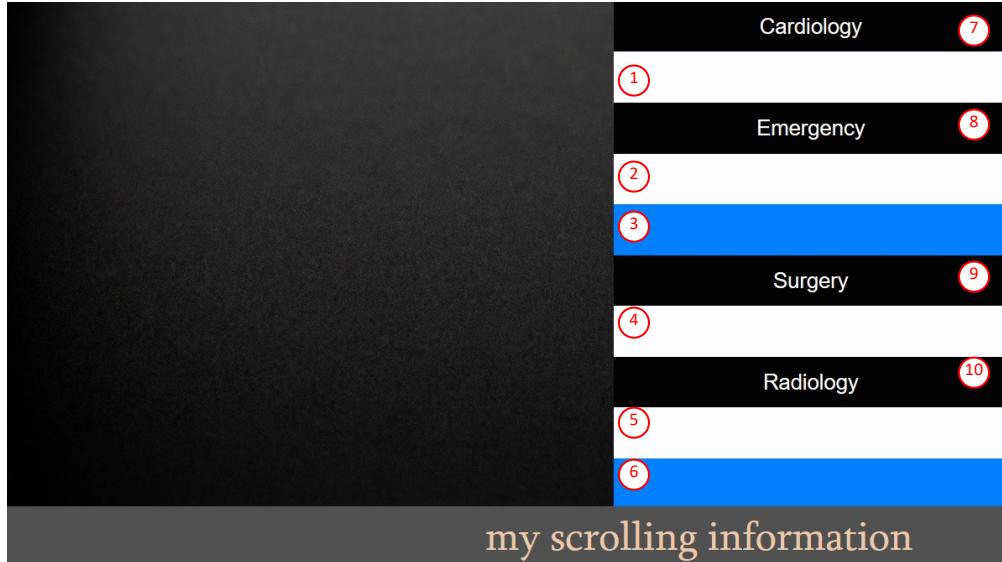
The ESII - vertical banner HTML widget can manage:

- from one to four services maximum,
- from one to six displays maximum.

In the manual, the case of an hospital which has the following different services will be dealt with:

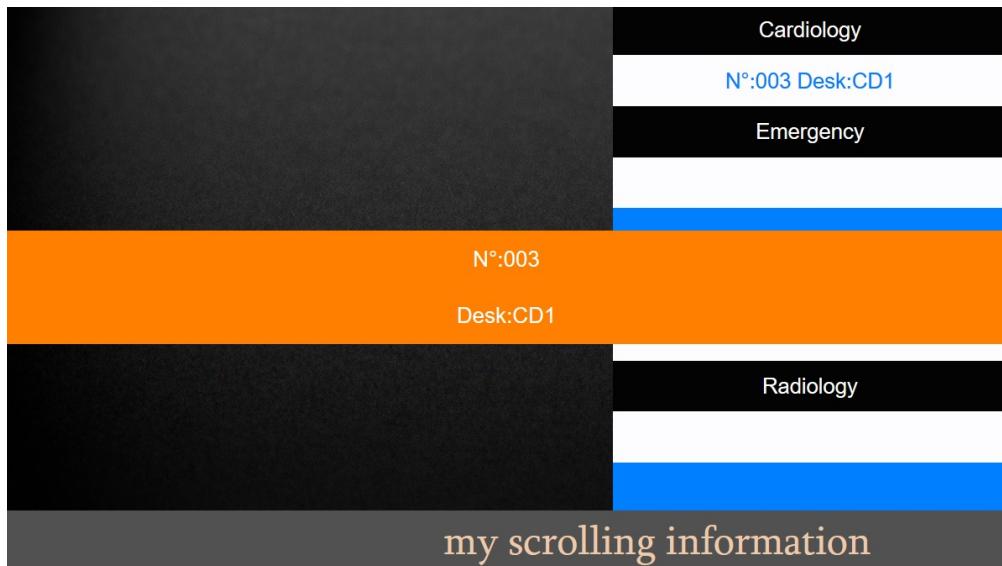
- *Cardiology* (1),
- *Emergency* (2),
- *Surgery* (3),
- *Radiology* (4).

In the example below, the widget has six displays from (1) to (6) divided into four departments from (7) to (10).

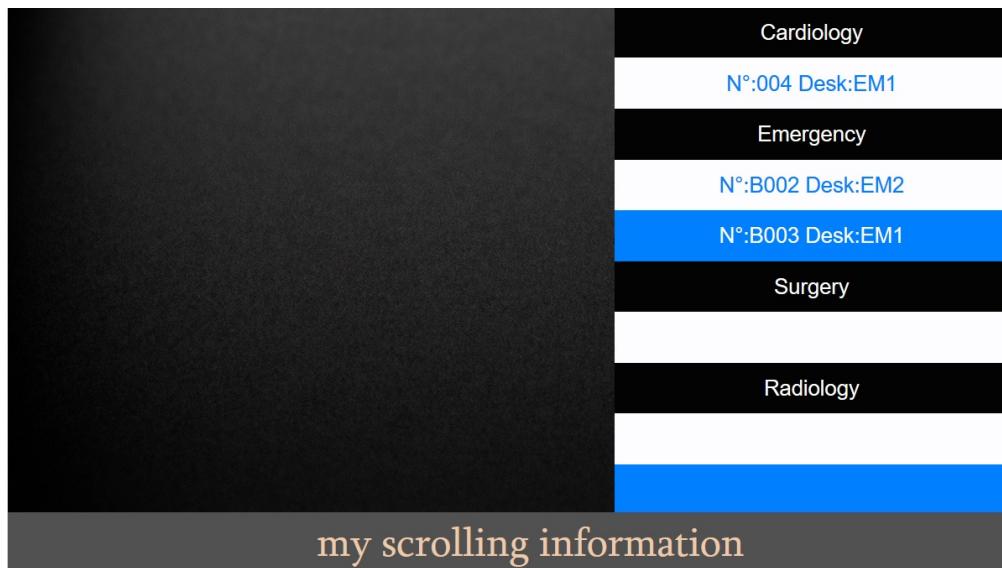


The ESII - vertical banner HTML widget form allows you to arrange the different display identities under the different services .

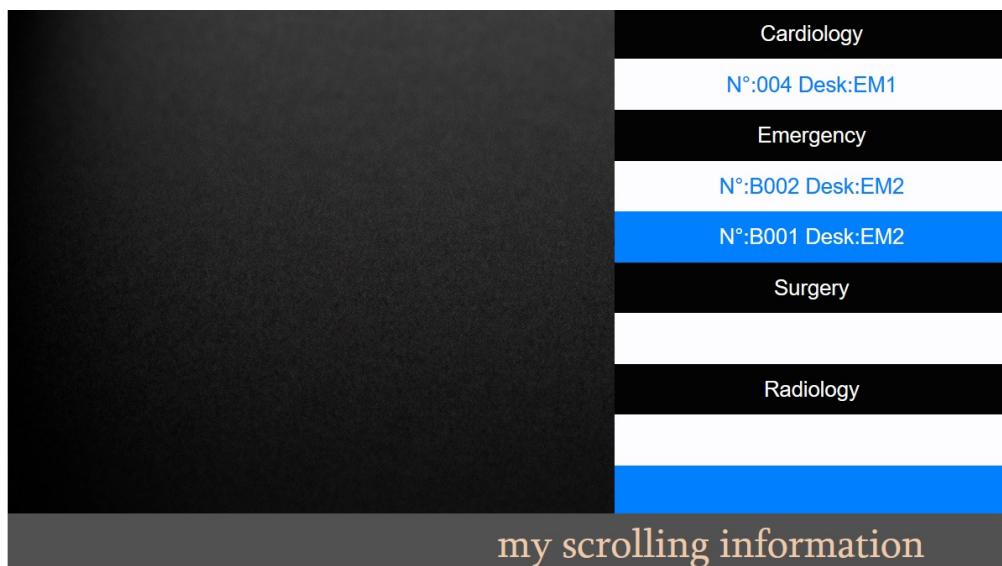
It can then like any other HTML widget be played alongside other media.



If the service manages several displays, the ESII - vertical banner HTML widget can manage concurrent calls for the same service coming from two different visitor call desks .

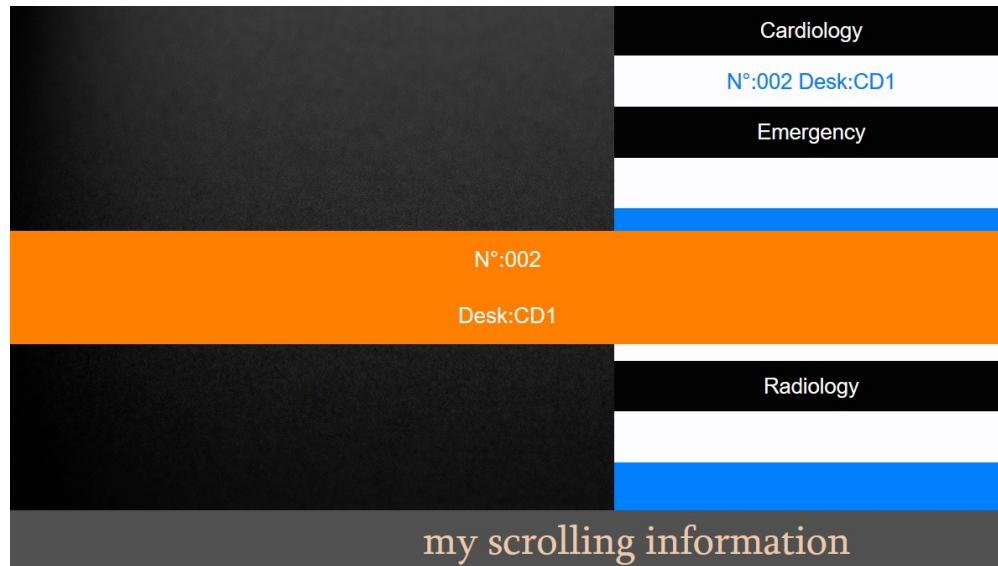


It is also possible with this configuration to keep visible on previous call ticket numbers .



During a call, in addition to appearing in one of the service displays, the ticket number is displayed as an overlay across the width of the screen for a few seconds indicating to people seated in the waiting for a new call to be made.

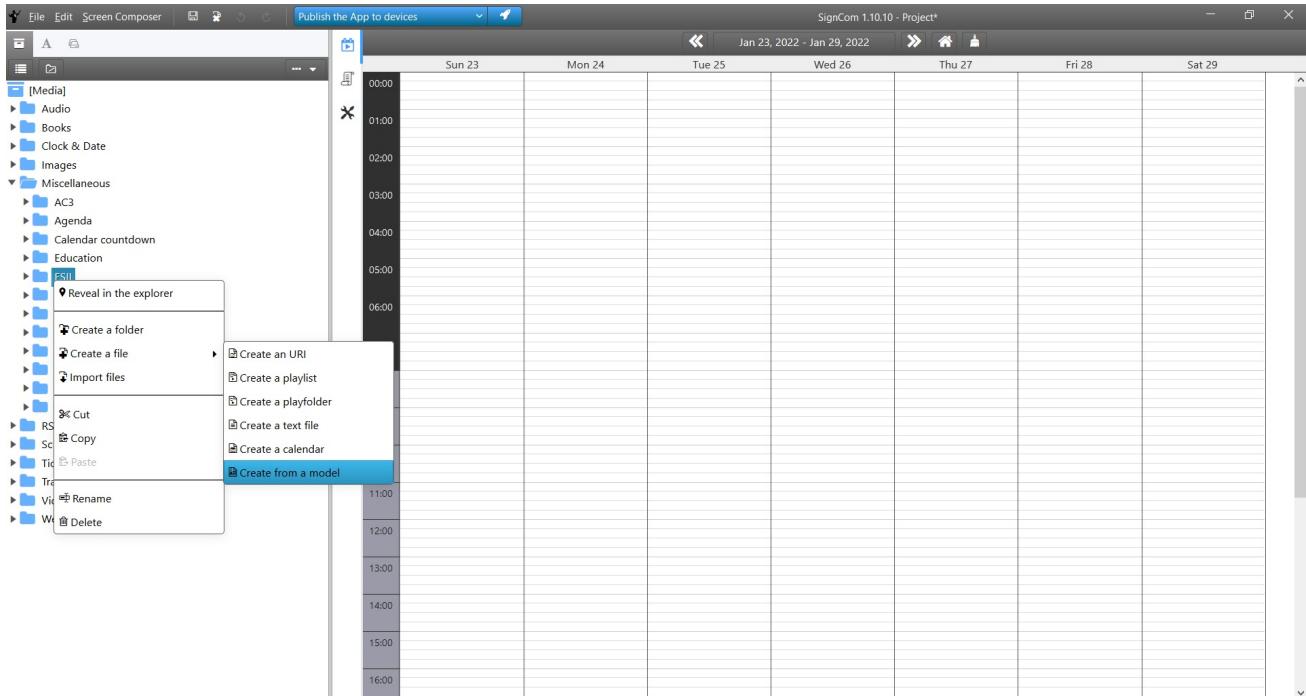
*The duration of the overlay message is configurable in the ESII/eSirius server. Indications are given in appendix to consult and modify this configuration.*



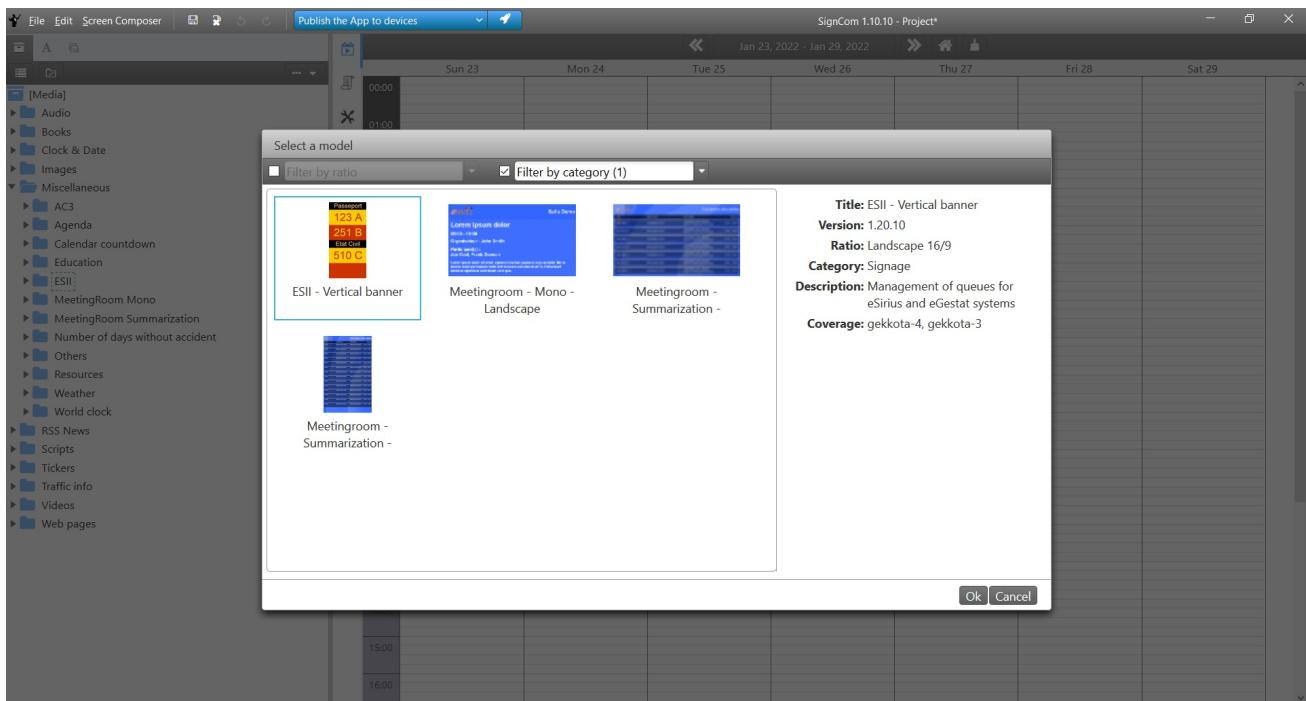
## 1.5 Creating an HTML widget from a content model

### Screen Composer G4

To create an ESII - Vertical banner HTML widget from a content model in Screen Composer G4, in the **Medias** tab, select a directory then in the contextual menu, select the item **Create a file** then select **Create from a model**.



Select the **ESII - Vertical banner** content model and validate.

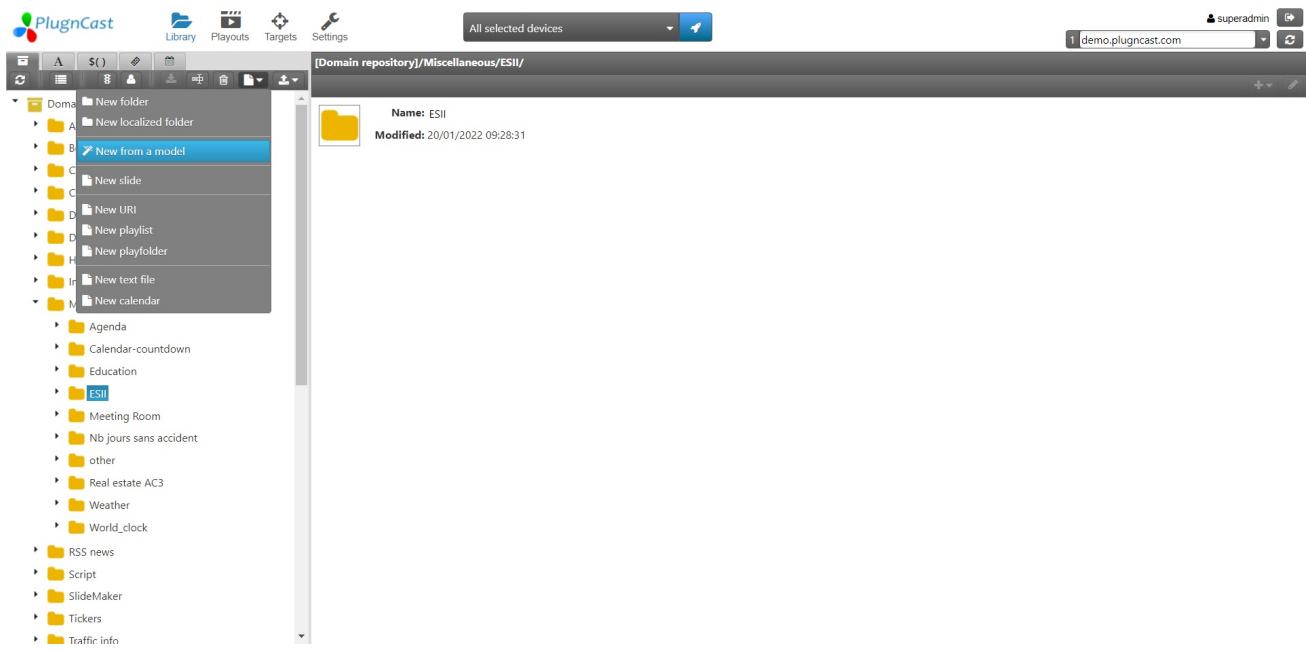


Note: If no **ESII - Vertical Banner** content model is available here, install the latest pack of content models for **Screen Composer G4** from the **Signage** category available on the [INNES site](#).

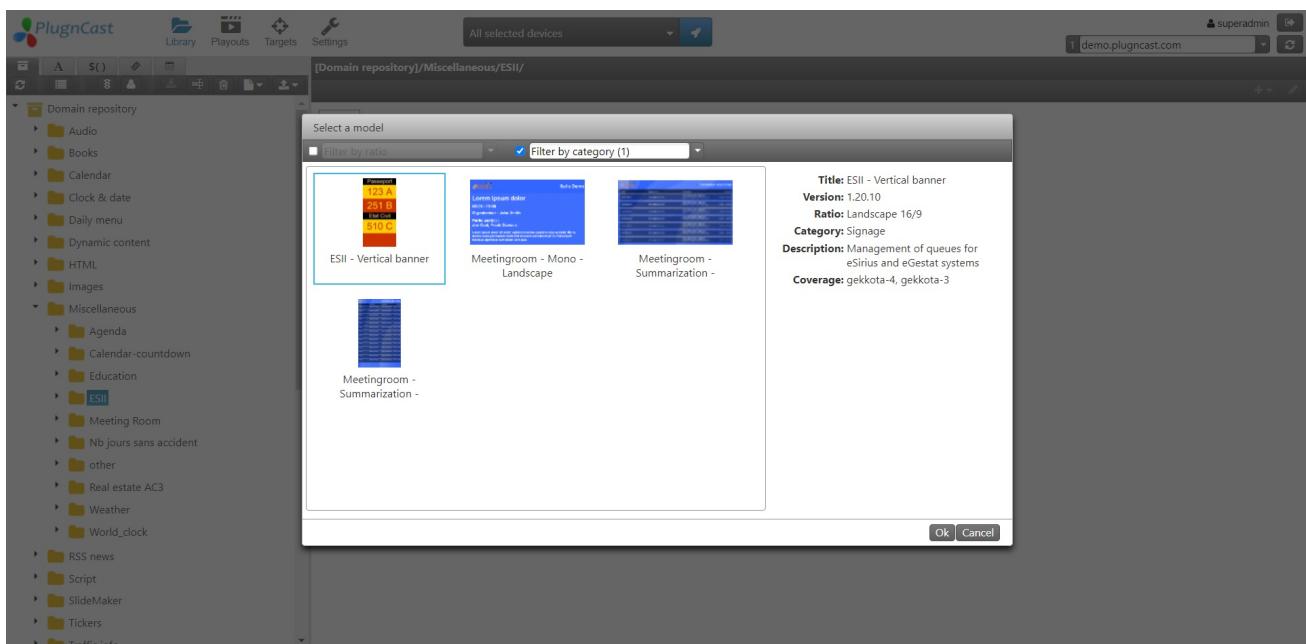
For more information, refer to the **Screen Composer G4** user manual.

## PlugnCast Server G3

To create an instance of the ESII - Vertical banner model in PlugnCast Server G3, in the Library view, select a directory, press the New button then New from a model. In the Signage category, choose the appropriate MeetingRoom content model.



Select the ESII - Vertical banner content model and validate.



For more information, refer to the PlugnCast Server G3 user manual.

Note: If no ESII - Vertical banner content model is available here, install the latest template pack for PlugnCast G3 of content from the Signage category available on the INNES site.

## 1.6 Form

### UDP port and message format

The ESII - Vertical banner HTML widget form allows you to:

- set the UDP port<sup>1</sup> (1) to capture messages from the ESII/eSirius server,
- define the format of messages embedded in UDP frames
  - Parameter string (2) (default value)
  - XML<sup>2</sup>

<sup>1</sup>The value is 12450 by default. It is mentioned as an example. The UDP port to be indicated here must be the same as that defined in the unicast configuration of the EDS protocol of the ESII/eSyirus server for this same media player which has a very specific IP address. The same ESII - Vertical banner HTML widget with the same UDP port value can be broadcast on different media players.

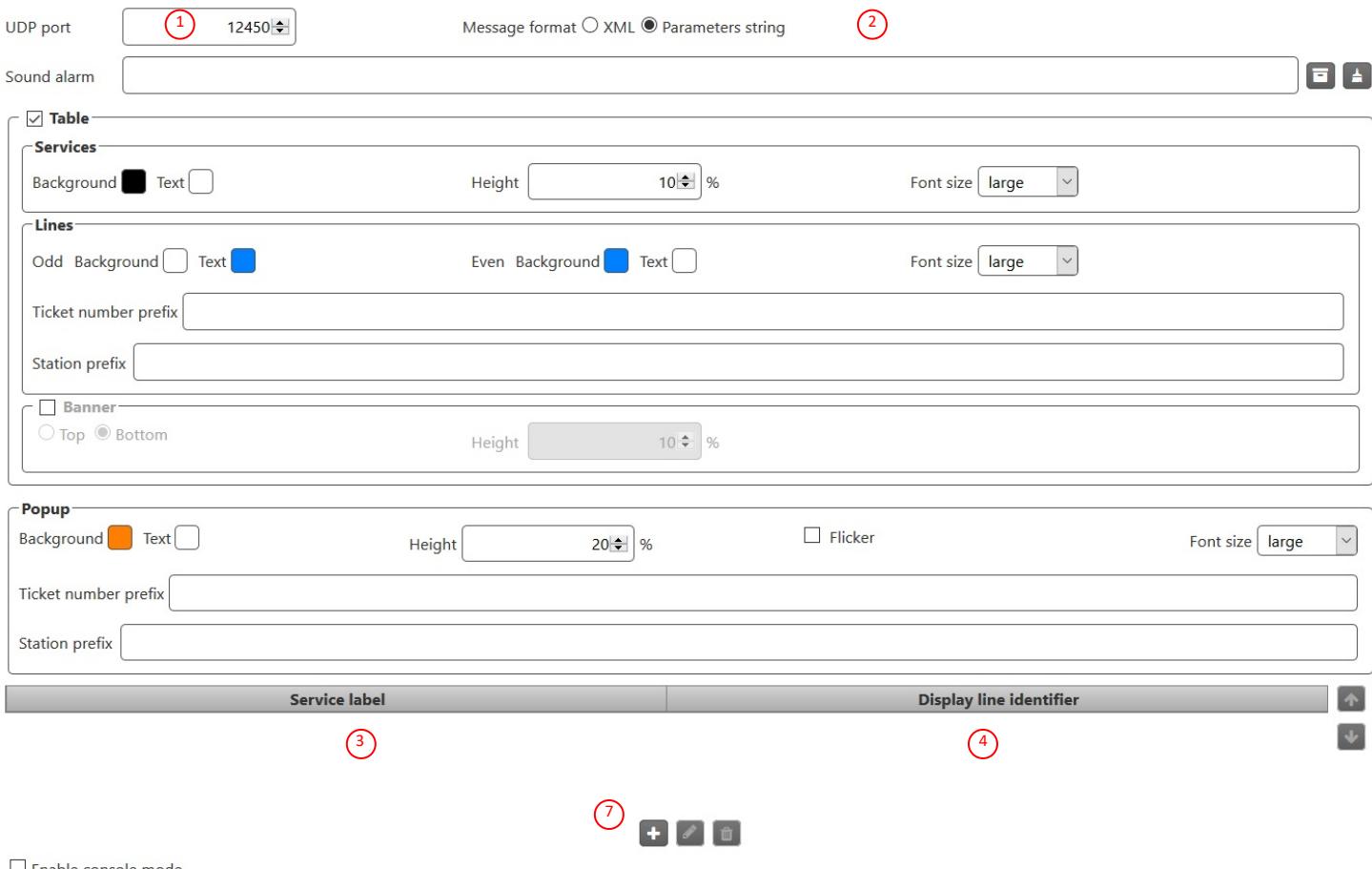
<sup>2</sup>The XML value for the format of messages embedded in UDP frames is no longer supported on recent versions of the ESII/eSyirus server. For more information, see your ESII support.

### Entering display identities

The form of the HTML widget ESII - Vertical banner also allows:

- to indicate the display identities (4) which must be associated with this widget,
- to arrange the displays by service label (3).

 The values of the display identities (4) entered here must be strictly the same than those configured at the level of the ESII/eSirius server.



UDP port  Message format  XML  Parameters string  
Sound alarm

Table

**Services**

Background  Text  Height  % Font size

**Lines**

Odd Background  Text  Even Background  Text  Font size

Ticket number prefix

Station prefix

Banner

Top  Bottom Height  %

**Popup**

Background  Text  Height  % Flicker  Font size

Ticket number prefix

Station prefix

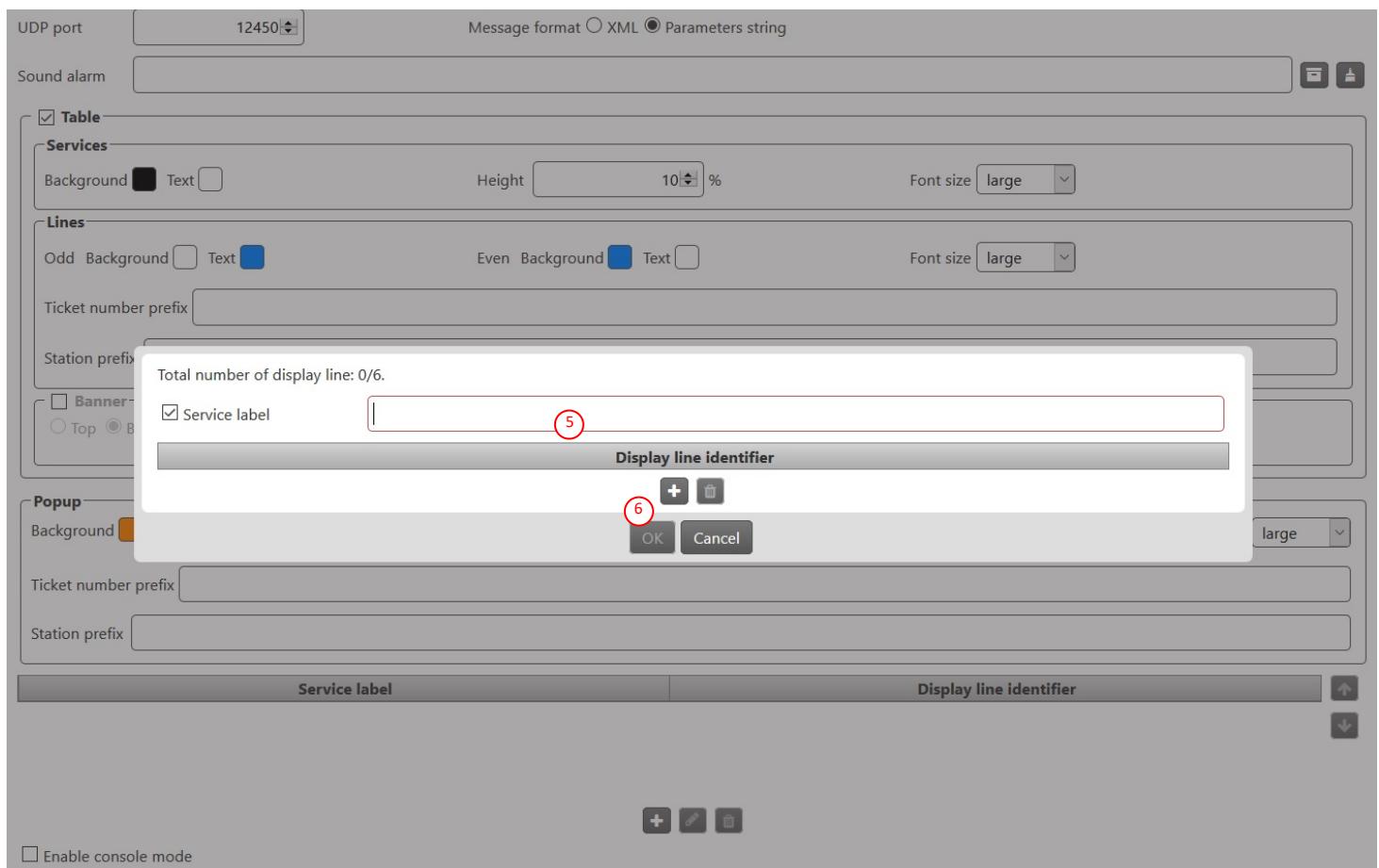
**Service label** **Display line identifier**

(3)    (7)  

Enable console mode

The display identities must be correctly associated with a service in the ESII/eSirius server. It is recommended that this association be made by associating these same display identities with a representative service label in the form. For example, if at the ESII/eSirius server level of an hospital, if the display identities 32 and 34 are associated with the service esii\_eSirius\_cardiology\_srvc, click the + (7) button.

Enter a service label **5**. This service label , visible on the screen, makes it possible to store the display identities by service , and must therefore remain related to the real service associated with the displays in the ESII/eSirius server (ex: *Emergency*).



Then, click on the \*\*\* button **6** and enter the appropriate display identity as many times as there are display identities associated with this service and you want to display.

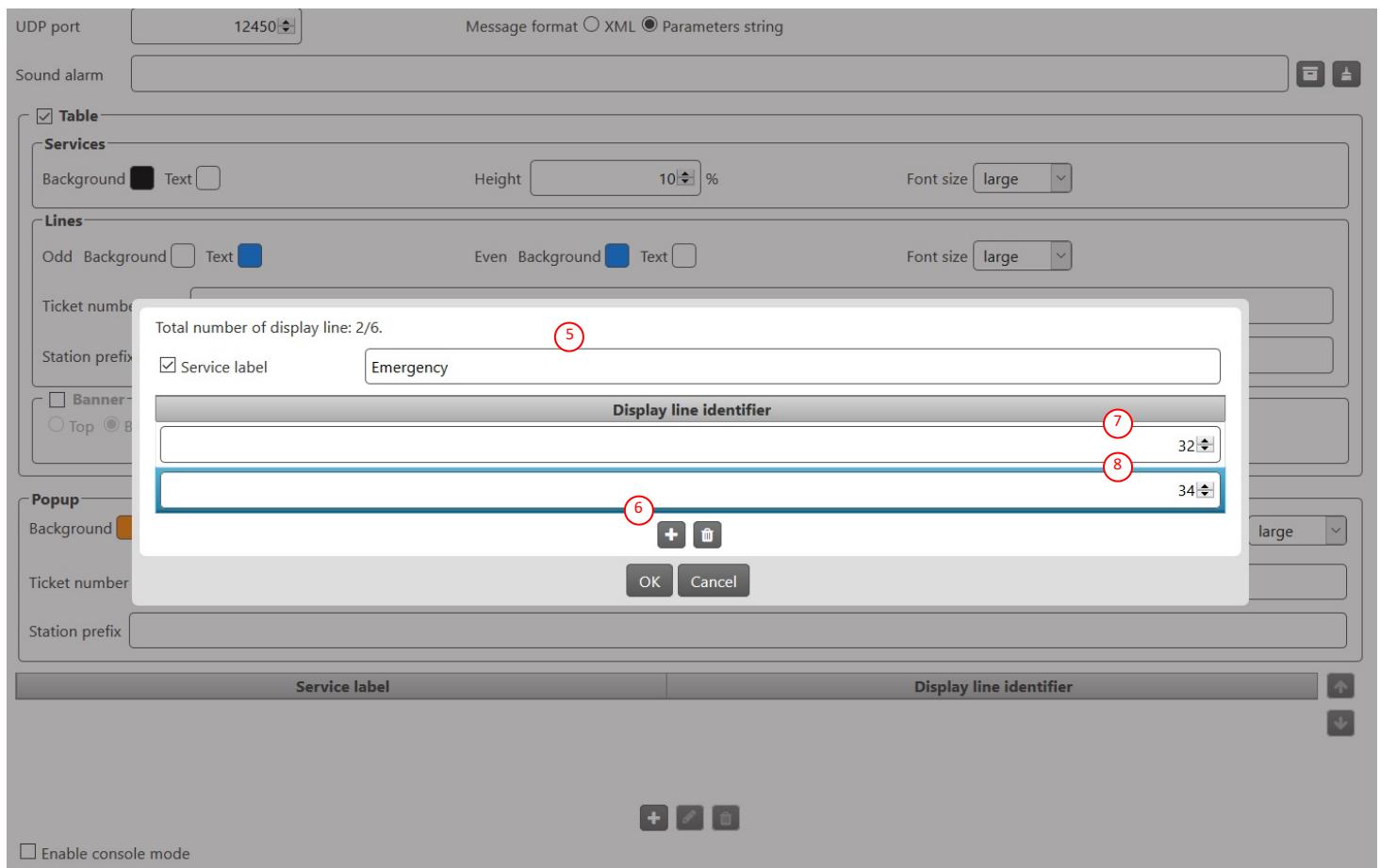
Service label	Identifier of displays assigned to the services
Emergency	32, 34

Repeat operation **7** if you wish to use display identities from other services. Double click on the service label **9** to re-edit it and assign other display identities to this service label .

Each time a new `display identity` (7 then 8) is added to the form, a new line, corresponding to this `display`, is displayed in table.

Each time a new `service label` (5) is added to the form, a new line corresponding to the `service label` is displayed in the table.

In the table, the lines corresponding to the `display identities` are automatically arranged under a line above indicating the `service label`.



⚠️ It is recommended to order the `display identities` as they are called in the `display rules` by `service` configured within the `ESII/eSirius` server regardless of the operand `AND`, `OR`, `THEN` in `Standard mode` or the operand `AND` in `sequential mode`. In the example, we consider that the rule is `Sequential mode: 32 AND 34`. On the contrary, if the `display rule` in the `ESII/eSirius` server was for example `Sequential mode: 34 AND 32` `Or Standard mode: 34 AND 32 OU OR Standard mode: 34 THEN 32`, the `34` display should be located above the `32` display.

In this state, your widget is operational. It is possible to insert it in a time slot and publish it on the appropriate media players.

Then remains for the operator to:

- Direct the visitor to the indicated `service`, then call visitors from a `visitor call desk` to see the `ticket number` displayed on the screen of the media player.

Example #1 using two display identities assigned to a service label (9):

Service Label	Example of display rule for display identities assigned to the service in the ESII/eSirius server
Emergency	Sequential mode : 32 (1) AND 34 (2)

UDP port  Message format  XML  Parameters string

Sound alarm

**Table**

**Services**

Background  Text  Height  % Font size

**Lines**

Odd Background  Text  Even Background  Text  Font size

Ticket number prefix

Station prefix

**Banner**

Top  Bottom Height  %

**Popup**

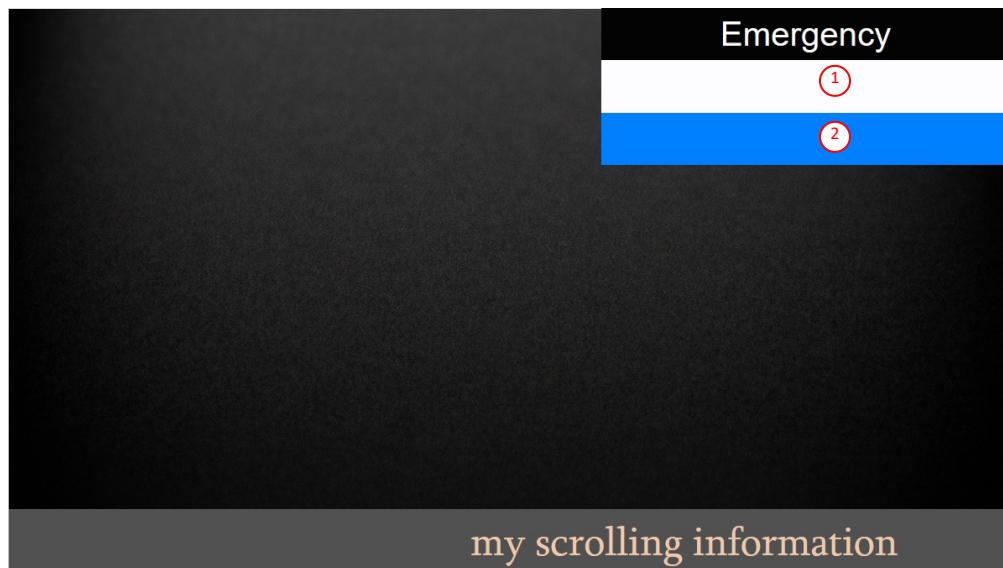
Background  Text  Height  % Flicker  Font size

Ticket number prefix

Station prefix

Service (9) | 1 2 | Display line identifier | 32, 34 | 4 5

Enable console mode



Example n°2 using the maximum six display identities assigned to a service label :

Service Label	Example of display rule for display identities assigned to the service in the ESII/eSirius server
Emergency (7)	Sequential mode : 36 (6) AND 35 (5) AND 34 (4) AND 33 (3) AND 32 (2) AND 31 (1)

⚠ In this example, the rule has been modified in the ESII/eSirius Server. The display rule being Sequential mode: 36 AND 35 AND 34 AND 33 AND 32 AND 31, the display identity 36 is located at the top in the table and the display identity \* 31\* is located downstairs.

UDP port  Message format  XML  Parameters string

Sound alarm

Table

Services

Background <input type="checkbox"/> Text <input type="checkbox"/>	Height <input type="text" value="16"/> %	Font size <input type="button" value="large"/>
Odd Background <input type="checkbox"/> Text <input type="checkbox"/>	Even Background <input type="checkbox"/> Text <input type="checkbox"/>	Font size <input type="button" value="small"/>
Ticket number prefix N°:		
Station prefix Desk:		

Banner

<input type="radio"/> Top <input checked="" type="radio"/> Bottom	Height <input type="text" value="11"/> %
---	--

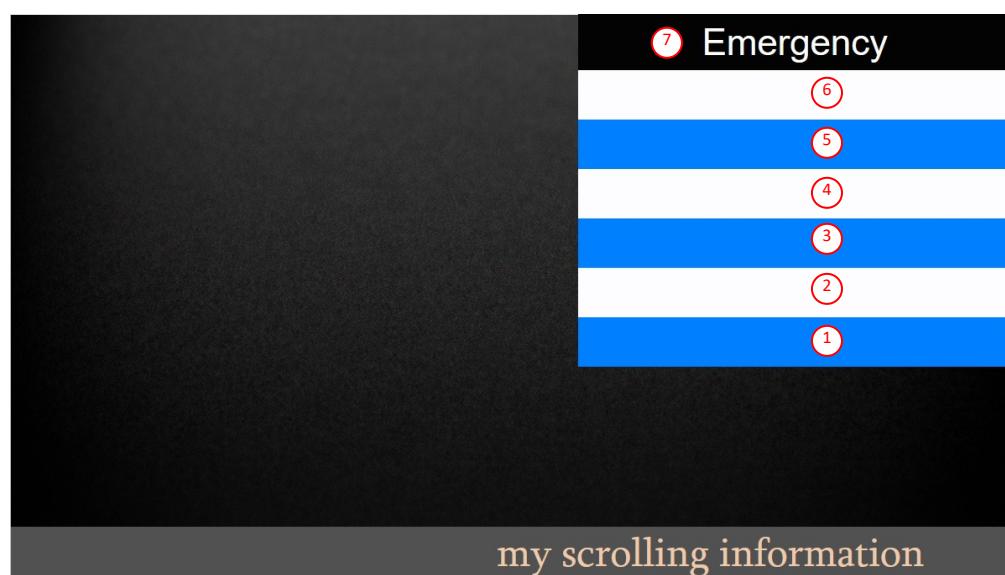
Popup

Background <input type="checkbox"/> Text <input type="checkbox"/>	Height <input type="text" value="20"/> %	<input type="checkbox"/> Flicker	Font size <input type="button" value="large"/>
Ticket number prefix N°:			
Station prefix  Desk:			

Service label  7 6 5 4 3 2 1

Maximum number of displays reached (6 maximum).

Enable console mode



Example n°3 using the maximum six display identities and the maximum four service labels :

Service Label	Example of display rule for display identities assigned to the service in the ESII/eSirius server
⑦ Cardiology	31 ①
⑧ Emergency	Sequential mode : 32 ② AND 34 ③
⑨ Surgery	33 ④
⑩ Radiology	Sequential mode : 35 ⑤ AND 36 ⑥

UDP port  Message format  XML  Parameters string

Sound alarm

Table

**Services**

Background <input type="checkbox"/> Text <input type="text"/>	Height <input type="text" value="10%"/>	Font size <input type="button" value="small"/>
<b>Lines</b>		
Odd Background <input type="checkbox"/> Text <input type="text"/>	Even Background <input type="checkbox"/> Text <input type="text"/>	Font size <input type="button" value="small"/>
Ticket number prefix N°: <input type="text"/>		
Station prefix Desk: <input type="text"/>		
<input checked="" type="checkbox"/> Banner		Height <input type="text" value="10%"/>
<input type="radio"/> Top <input checked="" type="radio"/> Bottom		

**Popup**

Background <input type="checkbox"/> Text <input type="text"/>	Height <input type="text" value="20%"/>	<input type="checkbox"/> Flicker	Font size <input type="button" value="small"/>
Ticket number prefix N°: <input type="text"/>			
Station prefix  Desk: <input type="text"/>			

Service label	Display line identifier
Cardiology	31 ①
Emergency	32, 34 ② ③
Surgery	33 ④
Radiology	35, 36 ⑤ ⑥

Maximum number of displays reached (6 maximum). Maximum number of services reached (4 maximum).

Enable console mode

**! Service labels with no associated display identity are not displayed in the table.**

## Reassignment of new displays and change of the order of presentation of services

Double click on one of the service labels created (7), (8), (9), (10) or press the Edit button (13) to edit it and assign other display identities to this service label.

Rearrange the order of presentation of the service labels from top to bottom on the screen by selecting it then moving it with the move up (11) and move down arrows (12).

The screenshot shows the configuration interface for service labels. At the top, there are fields for 'UDP port' (14280), 'Message format' (XML), and 'Parameters string'. Below these are sections for 'Services' and 'Lines'. Under 'Services', there are settings for 'Background' (black), 'Text' (checkbox), 'Height' (10%), and 'Font size' (small). Under 'Lines', there are settings for 'Odd Background' (checkbox), 'Text' (checkbox), 'Even Background' (checkbox), 'Font size' (small), and ticket number prefixes ('N°' and 'Station prefix'). A 'Banner' section is also present. In the 'Popup' section, there are settings for 'Background' (orange), 'Text' (checkbox), 'Height' (20%), 'Flicker' (checkbox), and 'Font size' (small). Below these sections is a table titled 'Service label' with columns for 'Service label' and 'Display line identifier'. The table contains four rows: Cardiology (31), Emergency (32, 34), Surgery (33), and Radiology (35, 36). At the bottom of the table, a message states: 'Maximum number of displays reached (6 maximum). Maximum number of services reached (4 maximum)'. At the very bottom left is a checkbox for 'Enable console mode'. Several numbers are circled in red: 7, 8, 9, 10, 11, 12, and 13. Arrows indicate movement: 12 points down, 11 points up, and 13 points to the edit icon.

Service label	Display line identifier
Cardiology	31
Emergency	32, 34
Surgery	33
Radiology	35, 36

## Dress up

The form of the HTML widget `ESII - Vertical banner` also allows to configure the skin of the widget for:

- the display of the ticket number currently called and the associated visitor call desk name in a flashing popup (or not flashing),
- the display of ticket numbers and visitor call desk name in the table.

The `services` block (1) allows to configure:

- the color (2) of the background and of the text of the lines displaying service label,
- the height percentage (3) of each Service label line compared to the height of the container.

The `Lines` block (4) allows to configure:

- the background and text color of the even (5) and odd (6) lines of the displays in the table, indicating ticket numbers and the visitor call desk name to which you have to introduce yourself,
- the optional prefix (7) to be displayed in the display in front of each ticket number ,
- the optional prefix (8) to be displayed in the display in front of each visitor call desk name.

*The height percentage of each line for each display identity is calculated automatically.*

The screenshot shows the configuration interface for the `ESII - Vertical banner` HTML widget. It includes the following sections:

- Services:** A section with a checked checkbox labeled "Table". It contains fields for "Background" (red circle 1), "Text" (red circle 2), "Height" (red circle 3, set to 10%), and "Font size" (set to "small").
- Lines:** A section with a checked checkbox labeled "Table". It contains fields for "Odd Background" (red circle 4), "Text" (red circle 5), "Even Background" (red circle 6), and "Font size" (set to "small").
- Banner:** A section with a checked checkbox labeled "Banner". It contains fields for "Top" (radio button red circle 9), "Bottom" (radio button red circle 10), "Height" (red circle 11, set to 10%), and "Font size" (set to "small").
- Popup:** A section with a checked checkbox labeled "Banner". It contains fields for "Background" (red circle 12), "Text" (checkbox), "Height" (red circle 13, set to 20%), "Flicker" (checkbox), and "Font size" (set to "small").
- Table:** A table with columns "Service label" and "Display line identifier". It lists:
  - Cardiology: 31
  - Emergency: 32, 34
  - Surgery: 33
  - Radiology: 35, 36

At the bottom, there is a message: "Maximum number of displays reached (6 maximum). Maximum number of services reached (4 maximum)." and a checkbox for "Enable console mode".

The block `reserve` (9) allows to allocate a free zone at the top (11) or at the bottom (12) of maximum 20% of the container to keep the information in the ESII - Vertical banner widget even when it is crossed by an information banner at the bottom or at the top of the screen.

If the reserve is activated and has a height of the value of 10% (10) of the container, it remains to display the content, ie the array, in the remaining 90%. For example, if the height for a row `service_label` is 10%, if there are ten rows in the table, i.e. four rows for the four `service_labels`, and six rows for the six `display_identities`, defining 10% for the line height of the `service_label` corresponds to allocating them ( $4 \times 10\% = 40\%$ ) of the height of the container. There remains therefore  $(90\% - 40\%) = 50\%$  of the height of the container to be distributed between the six remaining displays, ie  $50\%/6 = 8.33\%$  per line each.

Percentage of container height	Assignment
10%	Reserve
10%	Cardiology
10%	Emergency
10%	Surgery
10%	Radiology
8.33%	Display 31
8.33%	Display 32
8.33%	Display 33
8.33%	Display 34
8.33%	Display 35
8.33%	Display 36
100%	TOTAL

## Popup

The `popup` is a horizontal banner presenting the `ticket number` and the associated calling `visitor call desk name`, which is displayed temporarily.

**☞** The `popup` display duration is configurable in the `ESII/eSirius` server. Indications are given in [appendix](#) to consult and modify this configuration.

The `popup` overlays the full width of the screen on top of all the content played by the `calendar time slot`, when a new visitor is called.

The `popup` block allows to:

- define its background and text color (1),
- define its height in % (2) compared to the size of the screen this time,
- whether or not to `flicker` (3) the `popup` during a visitor call,
- to define an optional `ticket number prefix` (4) to be displayed in the display in front of each `ticket number`,
- to define an optional `station prefix` (5) to be displayed in the display in front of each `visitor call desk name`.

The `sound alarm` input (6) allows to define an audio file which is played as soon as the `popup` appears, so when a new visitor is called. The audible alarm rings again every ten seconds while the `popup` is displayed.

**☞** Adding the character string `<br>` at the beginning of the `station prefix` allows you to make a line break between the `ticket number` and the `visitor call desk name`.

UDP port 14280 Message format XML Parameters string

Sound alarm (6)

Table

**Services**

Background  Text  Height 10% Font size small

**Lines**

Odd Background  Text  Even Background  Text  Font size small

Ticket number prefix N°:

Station prefix Desk:

Banner

Top  Bottom Height 10% Font size small

**Popup**

Background  Text (1) Height 20% Flicker (3) Font size small

Ticket number prefix N°: (4)

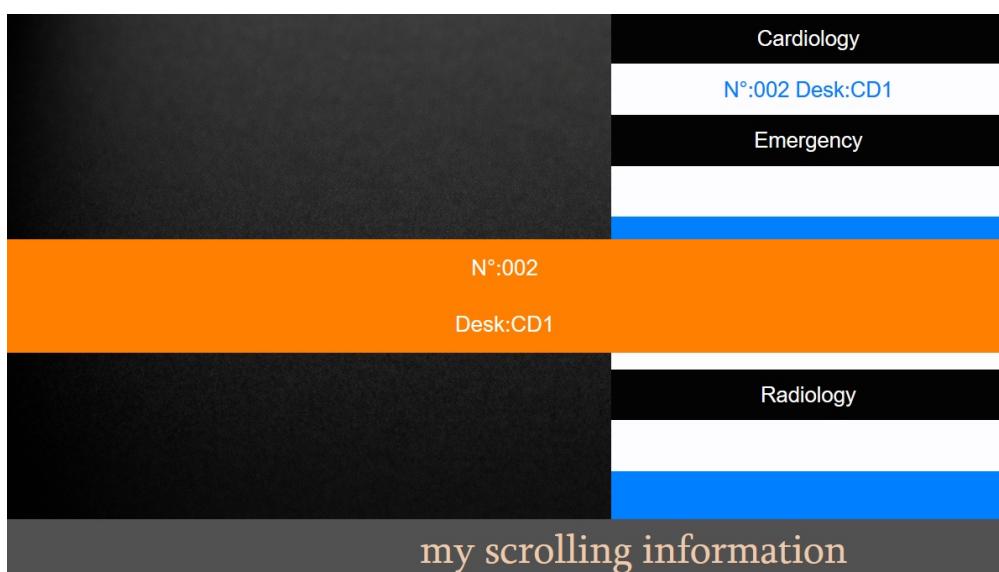
Station prefix <br>Desk: (5)

Service label	Display line identifier
Cardiology	31
Emergency	32, 34
Surgery	33
Radiology	35, 36

Maximum number of displays reached (6 maximum). Maximum number of services reached (4 maximum).

Enable console mode

The `popup` appears temporarily for the duration of the call configured in the `ESII/eSirius` server across the entire width of the screen.



**☞** While displaying the table is optional, displaying the `popup` is mandatory.

## Optional table display

The `Table` check box, activated by default when creating the HTML widget, allows you to display or not the table with the service labels and their displays .

UDP port: 14280

Message format: XML (Parameters string)

Sound alarm:  Table (circled with '1')

Services:  Background:  Text:

Height: 10 %

Font size: small

Lines:

Odd Background:  Text:

Even Background:  Text:

Font size: small

Ticket number prefix: N°:

Station prefix: Desk:

Banner:  Top  Bottom

Height: 10 %

Popup:

Background:  Text:

Height: 20 %

Flicker:

Font size: small

Ticket number prefix: N°:

Station prefix: <br>Desk:

Service label	Display line identifier
Cardiology	31
Emergency	32, 34
Surgery	33
Radiology	35, 36

Maximum number of displays reached (6 maximum). Maximum number of services reached (4 maximum).

Enable console mode

The `popup` appears temporarily, for the duration of the call configured in the `ESII/eSirius` server, over the entire width of the screen.



Once the `popup` is no longer displayed, the HTML widget continues to run in the background but transparently letting the media appear and unfold in the other areas.

## **Languages**

The form is translated into four languages:

- French,
- English,
- German,
- Spanish.

## 2.1 Behaviour

The `ESII - Vertical Banner` HTML widget can be run by any application capable of reading an HTML5 widget, for example `Playzilla`, `SignCom`.

### Model instance duration

The duration of the `ESII - Vertical Banner` HTML widget can be configured by modifying its behavior when played alternately with other media:

- specific duration,
- 1X (if the `ESII - Vertical Banner` HTML widget has an additional `duration` metadata), or
- infinite.

For more information, refer to the `Screen Composer G4` OR `PlugnCast Server G3` user manual.

### Restarting the HTML widget

If the `ESII - vertical banner` HTML widget is restarted, the `displays` are emptied of their content. So it no longer displays `past ticket numbers` with their visitor call desk name. It is necessary to wait for the next calls so that new numbers of tickets are displayed.

## 2.2 Preview

You can check the rendering of the `ESII - Vertical banner` widget before publishing it on media players using:

- unit preview,
- calendar time slot preview .

### Unit preview

Open the `ESII - Vertical banner` widget and launch the unit preview.

The unit preview is made in a portrait area of 614 px by 980 px. It remains relevant if the table contains more than six or seven rows. In general, and especially below six lines, it is advisable to view the rendering of the `ESII - Vertical banner` Widget using the preview of the time range which takes into account the final skin in which it is displayed.

### Calendar time slot preview

When the `ESII - Vertical Banner` widget must be displayed in a lower area, for example, inside a small float area with two or three lines in the table, to preview the final rendering, add in your `calendar time slot` :

- the appropriate grid and
- the `ESII - Vertical banner` widget.

Launch the preview of the calendar time slot containing the `ESII - Vertical banner` widget.

**☞ If the IP address of your computer supporting Screen Composer G4 is declared in the UDP unicast configuration of the EDS protocol of the ESII/esirius server and your firewall authorizes the UDP port indicated in the form of the `ESII - Vertical banner` HTML widget, it is possible to functionally check how the widget behaves during a visitor call. This UDP message receiving function is not supported within the web browser when using PlugnCast Server G3 .**

## 2.3 Multiple widgets played at a time

It is strongly recommended to play only one instance of the `ESII - Vertical Banner` HTML widget at a time.

However, if ticket numbers for more than four services were to be displayed on the screen using several instances of the `ESII - Vertical banner` widget in different areas, a different `UDP port` value must be specified for each of the HTML-widget.

In this case:

- the user must correctly configure the layout of the grid having different floating areas. For more information, consult the `Screen Composer G4` or `PlugnCast Server G3` user manual,
- the user must first create as many `UDP unicast` instances per media player in the `EDS protocol` of the `ESII/eSyirus` server as there are `UDP ports` used in your App.

Example of media player IP addresses	UDP port of UDP unicast configuration in EDS protocol
192.168.1.42	12450
192.168.1.42	12451
192.168.1.42	12452
192.168.1.42	12453
192.168.1.140	12450
192.168.1.140	12451
192.168.1.140	12452
192.168.1.140	12453

## 2.4 Updated content model

To update the version of an `ESII - Vertical banner` content model, download the appropriate content model pack from the official INNES support site, install it, edit and then save all the `content model instances ESII - Vertical banner`.

See also chapter [Creating a content model instance](#).

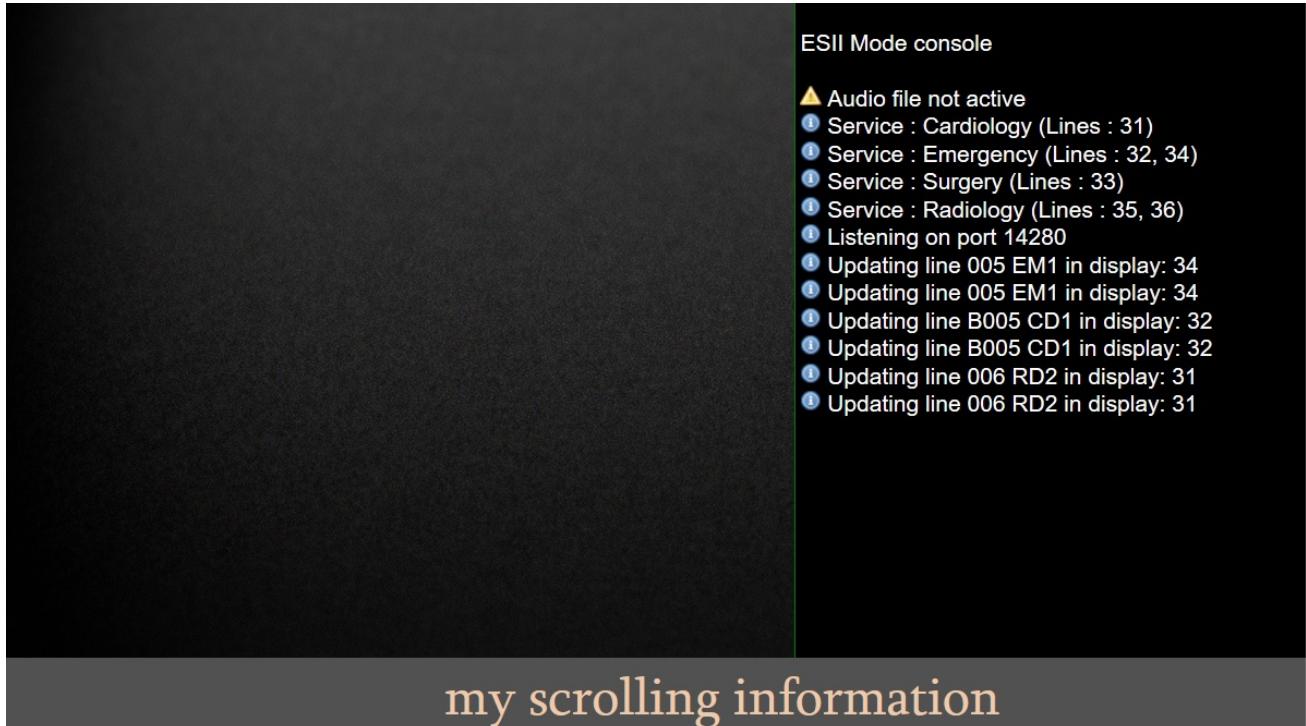
## 2.5 Problem resolution

### Console mode

The `console mode` displays the names of the services as well as the `display identities`. In the example, the line `Service : Carte Grise (Lines: 3)` indicates that a single `display` (the display identity 3) is associated with the `service Carte Grise`.

The `console mode` displays the UDP port on which the media player is listening. In the example, the line `Listening on port 14280` means that the listening UDP port is **14280**.

The `console mode` displays the messages it receives in `UDP/unicast`. In the example, the line `Updating line 005 EM1 in display: 34` indicates that the last ticket number called was **005**, was called at the `visitor call desk EM1` and used the `display identity 34`, associated with the `Emergency` service.



☞ In `console mode`, the widget is no longer played transparently when the `table` checkbox is disabled.

After making visitor calls, if no `Updating line` appears, the media player is probably not receiving any `UDP unicast` frames on this port:

- check that the version of your HTML widget is 1.20.10 (or higher),
- check that no equipment on your network is blocking the `UDP` protocol or the `UDP port` indicated,
- check that the media player is well powered and is clearly visible on the network, and present on the same network as the `ESII/eSirius` server,
- check that the media player is on time,
- check that the media player is listening on the correct port configured in the `ESII/eSyrius` server,
- check that the `display identities` used are indeed those indicated in the `ESII/eSirius` server for the `service` label indicated,
- check that the operator is directing the visitor to the correct `service`,
- check the `UDP unicast` configuration of the `EDS` protocols in the `ESII/eSirius` server,
- check that the `ESII/eSirius` server has restarted once after making changes to the configuration. Indications are given in [appendix](#) to know how to restart the `ESII/eSyrius` server.

### 3.1 Contacts

For any additional information, contact INNES on **\*+ 33 (0)2 23 20 01 62** or by e-mail:

- **Technical support:** [support@innes.pro](mailto:support@innes.pro)
- **Sales department:** [sales@innes.pro](mailto:sales@innes.pro)

FAQ and download at: <https://www.innes.pro/en/>

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Mob : 0175 853 67 81

## 4.1 Appendix 1: ESII/eSirius > Administration

The user manual gives indications here to find the `display identities` which are configured on your `ESII/eSirius` server. The `ESII - vertical banner` `widget form` must only use `display identities` found on the `ESII/eSirius` server. It also gives indications to find your `services`.

 Restart of the `ESII/eSirius` server must be performed for a configuration change to take effect.

### ESII/eSirius > Administration

The `ESII/eSirius` solution is a server solution which has a web interface for configuration and operation.

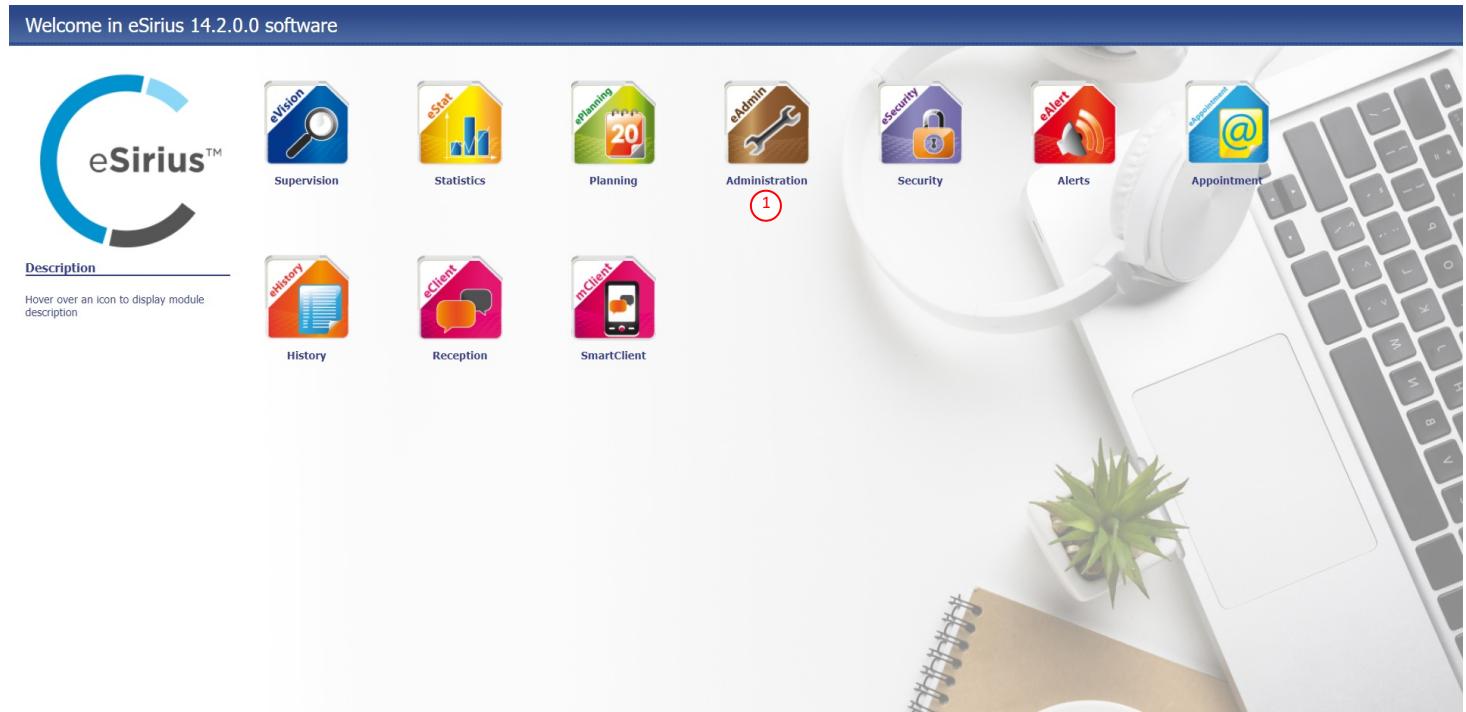
In a recent web browser, enter the following URL, replacing `<addr_ip_serveur_esii_eSirius>` with the IP address of your `ESII/eSirius` server:

- `http://<addr_ip_serveur_esii_eSirius>/eSirius/portal.do`

The `Administration` button (1) opens the configuration web interface for:

- modify the `ESII/eSirius` configuration for the `UDP unicast / EDS` protocols,
- consult the configuration for:
  - `displays`,
  - the `visitor call desk` (called also `station`),
  - `services`,
  - the `display identities` managed by each service, including the `display order rules`.

 The installer of your `ESII` solution has already created, for your organization, `displays` with their `identities`, `visitor call desk`, `services` and has already associated the `displays identifiants` to each `service`, including `display order rules`.



Click on the button `Administration` (1).

## ESII/eSirius > Administration > Peripherals

In the **Peripherals** tab (3), the **displays** are the **displays** type peripherals. The **display identities** are located in the **Identity** column (2).

**! The eVideo type displays are not compatible with the EDS protocol and therefore not compatible with the ESII - vertical banner HTML widget.**

Example of **display identities**: 31, 32, 33, 34, 35, 36, 101, 102. Please consult the web interface of your own **ESII/eSirius** server to note your own **display identities**.

The screenshot shows the eAdmin - Expert Mode interface with the Peripherals tab selected. The left sidebar shows 'Site organization' with 'eSirius' and 'Test d'affichage' selected. The main area has tabs for Site, Peripherals (selected), Display rules, Reasons and answers, Services, Stations, Agents, Strategy, Opening hours, Alarms, Attached documents, Places, and Licences. Under the Peripherals tab, there are buttons for Manage the peripherals drivers, New, and Delete. A search bar is present. The main content area shows a table with columns: Identity, Type, and Wording. The Identity column contains display identities such as 31, 32, 33, 34, 35, 36, 101, 102, etc. The Type column shows 'Displays' for all entries. The Wording column is empty. To the right of the table, detailed information is provided for each display identity, including display type, function, and number of simultaneous calls. The bottom of the screen shows page navigation and a message indicating that INNES does not support creating or modifying displays.

**! INNES does not provide support for creating or modifying displays. For more information, contact your ESII support.**

## ESII/eSirius > Administration > Peripherals > EDS protocol

To make your Gekkota media players work, you need to create a `UDP unicast` instance in the `EDS` protocol for each media player, with as parameter:

- the `IP address` of each media player and,
- the `UDP port` for sending UDP frames.

**☞ Get the `IP addresses` of all your Gekkota media players that must support the `ESII- Vertical Banner` widget.**

**☞ In the case of obtaining an `IP address` from a DHCP server, ensure that the media player always keeps the same `IP address`. Otherwise operate your media player with a static IP address**

To add a configuration of the type `UDP unicast` in the `protocol EDS`, it is necessary to make sure that an `Protocol EDS` exists. In the `Devices tab` (3), click on `Manage the peripherals drivers` (4).

Display ID	Display Type	Function	Number of simultaneous call
31	Displays	Service call	1
32	Displays	Service call	1
33	Displays	Service call	1
34	Displays	Service call	1
35	Displays	Service call	1
36	Displays	Service call	1
101	Displays	Station call	1
102	Displays	Station call	1
103	Displays	Station call	1
104	Displays	Station call	1
105	Displays	Station call	1
106	Displays	Station call	1

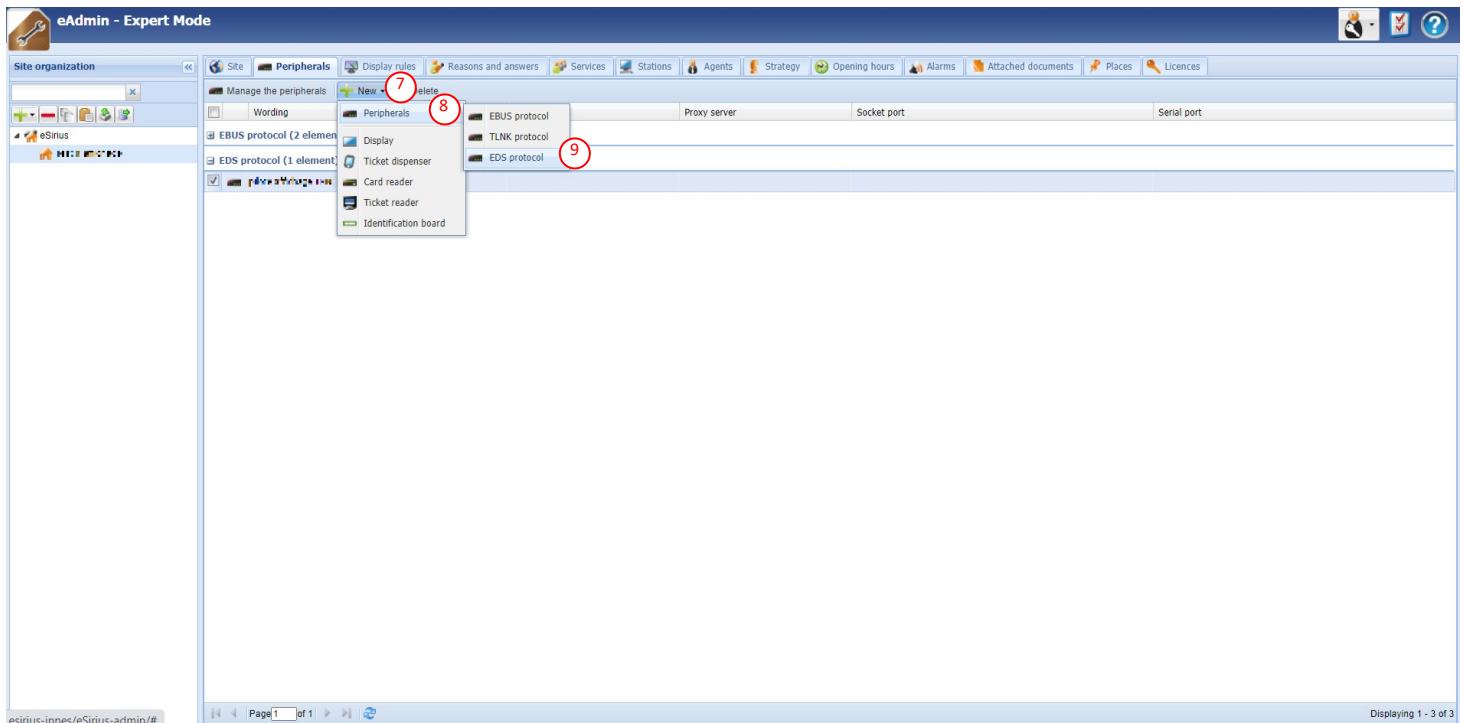
Then if it was created by your `ESII/eSirius` installer, find the type `Protocol EDS` (5) and expand it.

Protocol Type	Address	Proxy server	Socket port	Serial port
EBUS protocol				
EDS protocol				

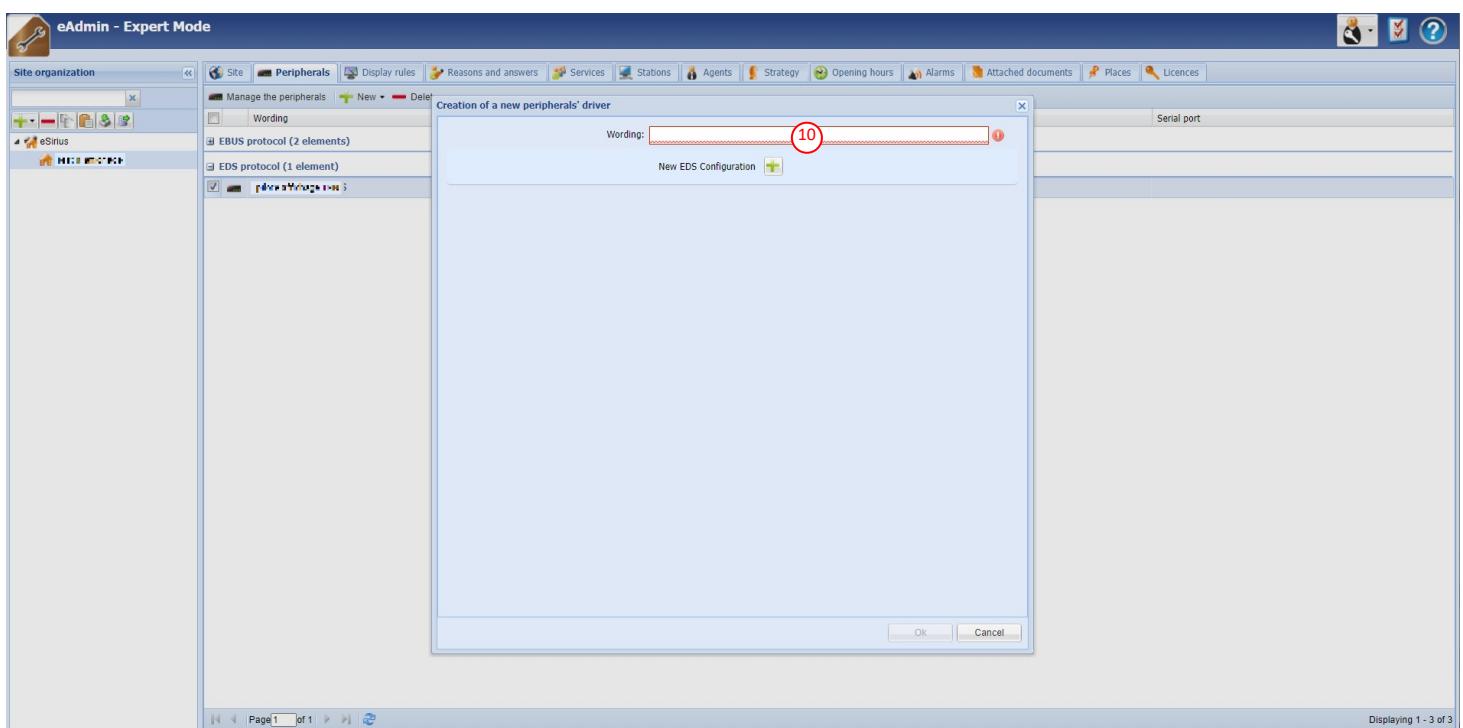
If the `EDS protocol` has already been created by your `ESII/eSirius` installer, double click on the existing `EDS protocol` (6) then go to the next paragraph [ESII/eSirius > Administration > Peripherals > EDS protocol > UDP unicast](#).

If the `EDS protocol` was not created by your `ESII` installer, it means that none of your currently deployed media players can still work in `UDP unicast`.

It must therefore be created with the button New (7) then Peripherals (8) then Protocol EDS (9).

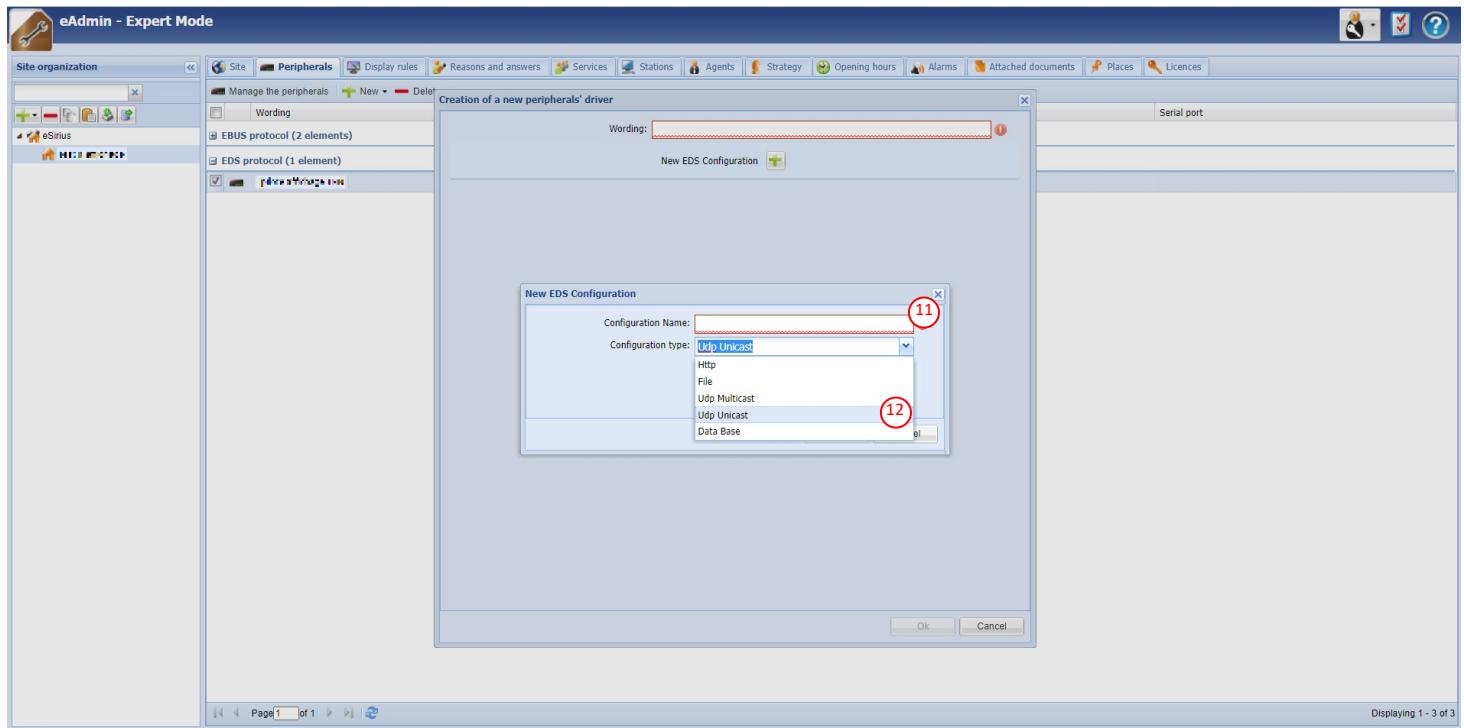


Give a label for your new EDS protocol then click on the + New EDS configuration button (10).



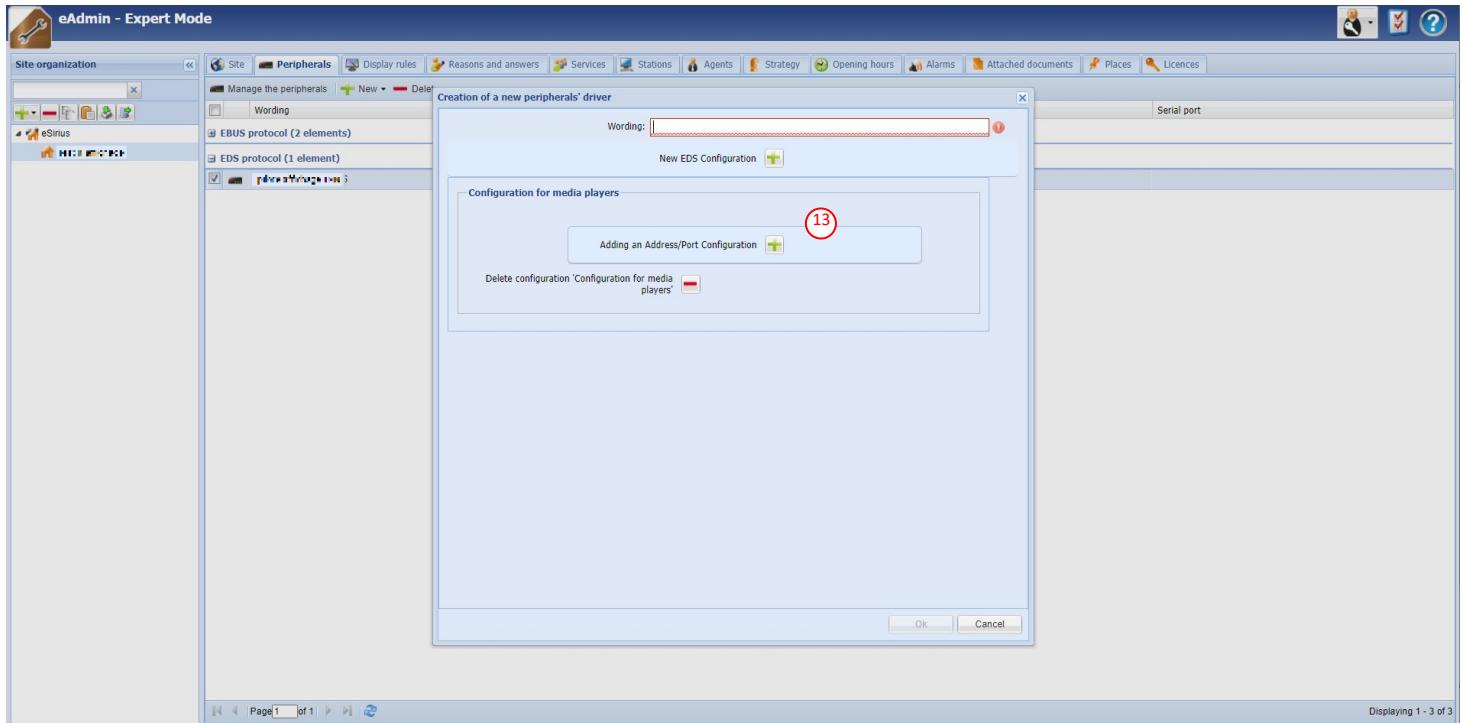
Add a name (11) for your unique UDP unicast configuration allowing to process all your Gekkota media players and choose the UDP unicast configuration type (12).

**⚠** The ESII- vertical banner HTML widget form does not support the UDP multicast configuration (239.XX.XX.XX, 224.XX.XX.XX). There is therefore no need to create a UDP multicast configuration in the EDS protocol.



## ESII/eSirius > Administration > Peripherals > EDS protocol > UDP unicast

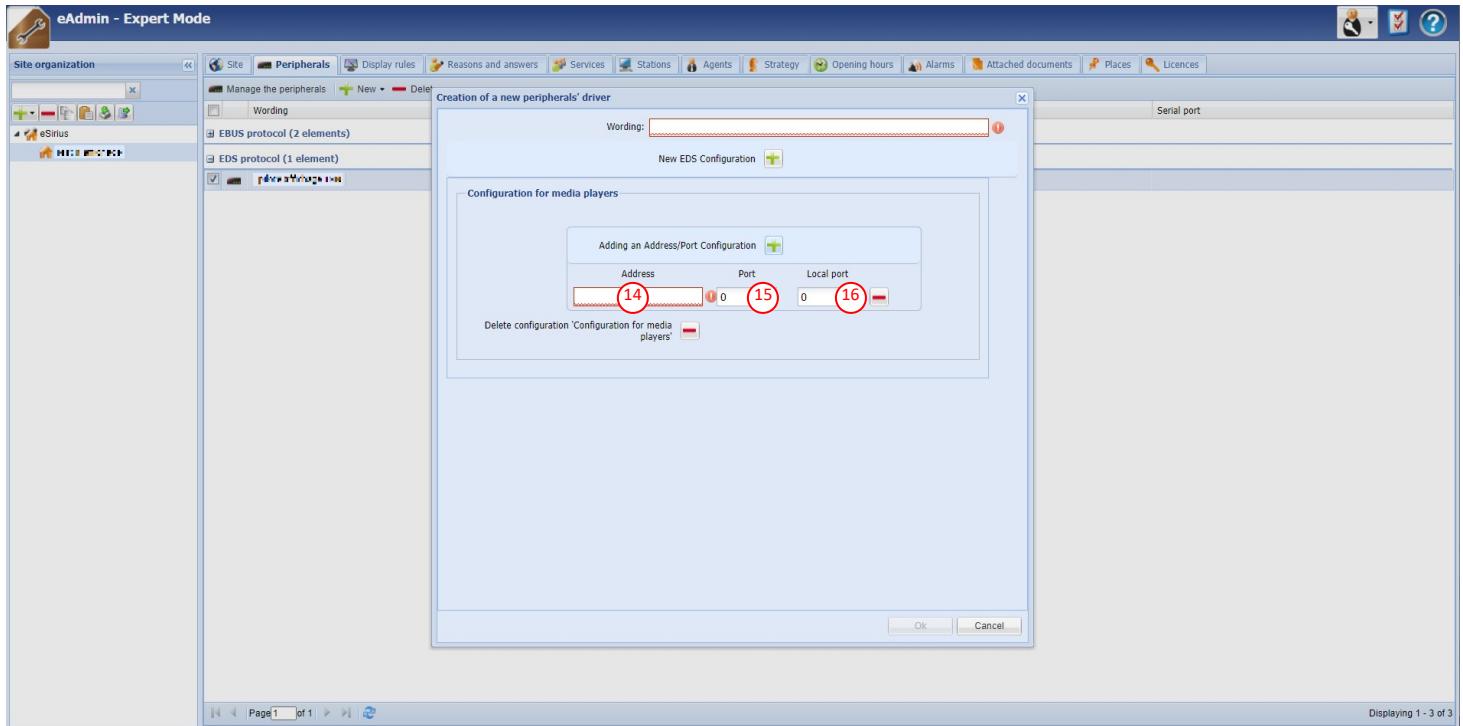
Once the `UDP unicast` configuration has been initialized, to add support for a new media player, click on `Adding an Address/Port configuration` (13).



Then fill in the fields:

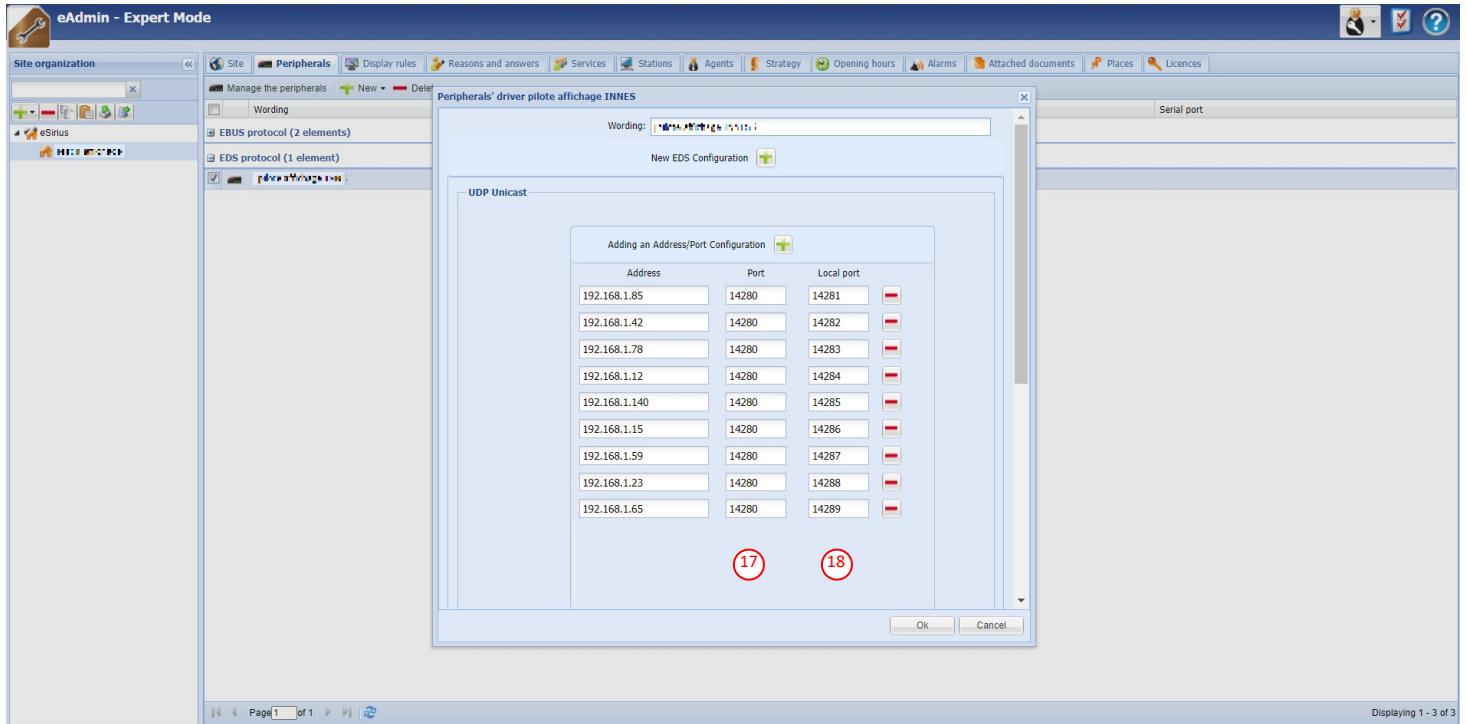
- IP address (14) of your media player playing the ESII - Vertical banner widget,
- the value of the operating UDP port (15) (on the left, the UDP port to report the HTML widget form ESII - Vertical banner ),
- the value of the local UDP port (16).

**⚠** The value of local port (16) must always be different from the value of port (15) listed to its left).



Repeat the operation as many times as you have Gekkota media players.

⚠ The value of the port **(17)** may be the same between all media players but the value of the local port **(18)** must be different between each of them.



## ESII/eSirius > Administration > Services

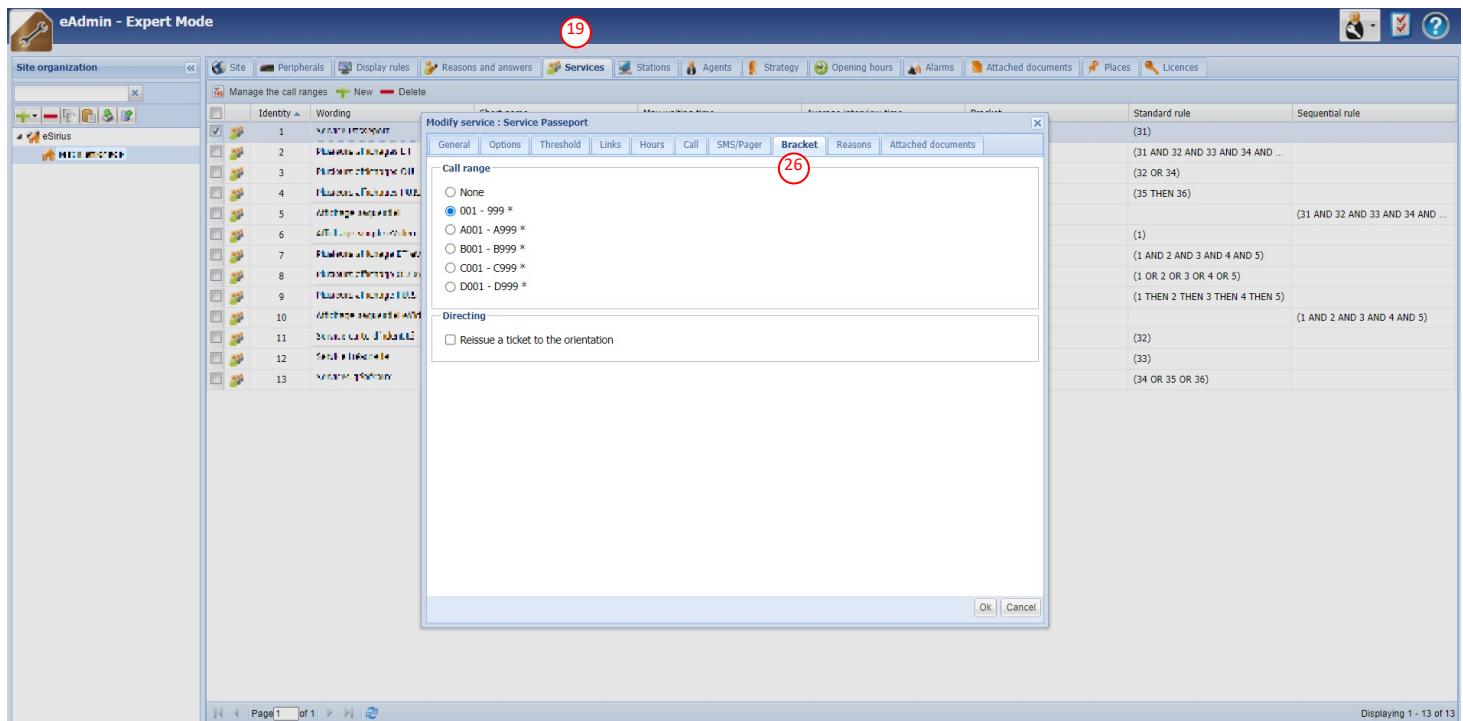
The identifier, the label and the abbreviations of the services are indicated in the Services tab (19).

Identity	Wording	Short name	Max waiting time	Average interview time	Bracket	Standard rule	Sequential rule
1		SC1	00:20:00	00:20:00	001 - 999	(31)	
2		SC2	00:20:00	00:20:00	A001 - A999	(31 AND 32 AND 33 AND 34 AND ...)	
3		SC3	00:20:00	00:20:00	B001 - B999	(32 OR 34)	
4		SC4	00:20:00	00:20:00	C001 - C999	(35 THEN 36)	
5		SC5	00:20:00	00:20:00	D001 - D999		(31 AND 32 AND 33 AND 34 AND ...)
6		SC6	00:20:00	00:20:00	001 - 999	(1)	
7		SC7	00:20:00	00:20:00	A001 - A999	(1 AND 2 AND 3 AND 4 AND 5)	
8		SC8	00:20:00	00:20:00	B001 - B999	(1 OR 2 OR 3 OR 4 OR 5)	
9		SC9	00:20:00	00:20:00	C001 - C999	(1 THEN 2 THEN 3 THEN 4 THEN 5)	
10		S10	00:20:00	00:20:00	D001 - D999		(1 AND 2 AND 3 AND 4 AND 5)
11		S11	00:20:00	00:20:00	001 - 999	(32)	
12		S12	00:20:00	00:20:00	001 - 999	(33)	
13		S13	00:20:00	00:20:00	B001 - B999	(34 OR 35 OR 36)	

To adjust the call time defining the display time of the banner overlay of the HTML ESII - Vertical banner widget, double click on one of the services and go to the call tab (20).

Standard rule	Sequential rule
(31)	
(31 AND 32 AND 33 AND 34 AND ...)	
(32 OR 34)	
(35 THEN 36)	
	(31 AND 32 AND 33 AND 34 AND ...)
	(1)
	(1 AND 2 AND 3 AND 4 AND 5)
	(1 OR 2 OR 3 OR 4 OR 5)
	(1 THEN 2 THEN 3 THEN 4 THEN 5)
	(1 AND 2 AND 3 AND 4 AND 5)
(32)	
(33)	
(34 OR 35 OR 36)	

To adjust the automatic naming of tickets, double click on one of the services and go to the Bracket tab (26). Select the ticket number naming rule for your service .



**INNES** does not provide support for creating or modifying services. For more information, contact your **ESII** support.

## ESII/eSirius > Administration > Display rules

The displays associated with your services and the rules for displaying ticket numbers on the different displays are defined in the **Display rules** tab (21) which use operands and display identities :

- Standard rule :
  - operand **AND** : general call of a visitor by displaying his ticket number on all the displays associated with the service . This mode is useful for calling a visitor who has gotten lost or is in the wrong waiting room,
  - operand **OR** : call of a visitor by displaying his ticket number on one of the displays available from the service , useful if there is only one visitor call desk and only one display per service,
  - operand **THEN** : concurrent calls from several visitors by displaying several ticket numbers on several displays of the service , useful if several desks can call several visitors for the same service,
- Sequential rule :
  - operand **AND** : call of a visitor by displaying his ticket number on the first display of the service . The old ticket numbers are automatically shifted to the other displays of the service . This mode is useful if there are several displays per service .

Name	Description
Display 31	(Display 31)
Display 32 OR Display 34	(Display 32 OR Display 34)
Display 35 THEN Display 36	(Display 35 THEN Display 36)
Display 31 AND Display 32 AND Display 33 AND Display 34 AND Display 35 AND Display 36	(Display 31 AND Display 32 AND Display 33 AND Display 34 AND Display 35 AND Display 36)
Display 1	(Display 1)
Display 1 AND Display 2 AND Display 3 AND Display 4 AND Display 5	(Display 1 AND Display 2 AND Display 3 AND Display 4 AND Display 5)
Display 1 OR Display 2 OR Display 3 OR Display 4 OR Display 5	(Display 1 OR Display 2 OR Display 3 OR Display 4 OR Display 5)
Display 1 AND Display 2 AND Display 3 AND Display 4 AND Display 5	(Display 1 AND Display 2 AND Display 3 AND Display 4 AND Display 5)
Display 1 THEN Display 2 THEN Display 3 THEN Display 4 THEN Display 5	(Display 1 THEN Display 2 THEN Display 3 THEN Display 4 THEN Display 5)
Display 32	(Display 32)
Display 33	(Display 33)
Display 34	(Display 34)
Display 35	(Display 35)
Display 36	(Display 36)
Display 34 OR Display 35 OR Display 36	(Display 34 OR Display 35 OR Display 36)

**INNES** does not provide support for creating or modifying display rules. For more information, contact your **ESII** support.

## ESII/eSirius > Administration > Stations

The stations created by your ESII/eSirius installer are available in the Stations tab (22). A station corresponds to a visitor call desk.

	Identity	Name	Code	Attached peripherals	Stations group
3	CD1			Distributeur n°1 Beacon n° 200	
1	EM1			Distributeur n°1 Display 101	
6	EM2			Distributeur n°1 Display 106	
5	RD1			Distributeur n°1 Display 105	
2	RD2			Distributeur n°1 Display 102	
4	SG1			Distributeur n°1 Display 104	

Double-click on one of the available stations (22) to consult its strategy of station (24), corresponding to the rights of each station, and this for each display represented by column, with the header of column the abbreviation of the service (in the example SC1, SC2, SC3, ...).

**! Insufficient rights can prevent an extension from being able to call visitors, for example. Exclusive rights are the highest level rights.**

Services	SC1	SC2	SC3	SC4	SC5	SC6	SC7	SC8
Exclusive								
Main								
Very high								
High								
Average								
Low								
Very low								
Back-up level 1								
Back-up level 2								
Unmanned service								
Able								
Unable								

**! INNES does not provide support for creating posts or modifying rights on posts. For more information, contact your ESII support.**

## ESII/eSirius > Administration > Site

The working hours of ESII/eSirius can be consulted in the Site tab (25).

The screenshot shows the eAdmin - Expert Mode interface with the Site tab selected. The top navigation bar includes Site, Peripherals, Display rules, Reasons and answers, Services, Stations, Agents, Strategy, Opening hours, Alarms, Attached documents, Places, and Licences. A toolbar with various icons is also visible.

**Overall** section:

- Name of site: **Site 1**
- Code: **site1**
- Reception mode active: default
- Updating [button]

**Services** section:

Wording	Max waiting time	Average interview time
SC1	00:20:00	00:20:00
SC2	00:20:00	00:20:00
SC3	00:20:00	00:20:00
SC4	00:20:00	00:20:00
SC5	00:20:00	00:20:00
SC6	00:20:00	00:20:00
SC7	00:20:00	00:20:00
SC8	00:20:00	00:20:00
SC9	00:20:00	00:20:00
S10	00:20:00	00:20:00
S11	00:20:00	00:20:00
S12	00:20:00	00:20:00
S13	00:20:00	00:20:00

Hours section:

- Sunday : Closed
- Monday : 08:00 - 12:00, 12:00 - 20:00
- Tuesday : 08:00 - 12:00, 12:00 - 20:00
- Wednesday : 08:00 - 12:00, 12:00 - 20:00
- Thursday : 08:00 - 12:00, 12:00 - 20:00
- Friday : 08:00 - 12:00, 12:00 - 20:00
- Saturday : Closed

Site reset time : 00:00

Library of messages

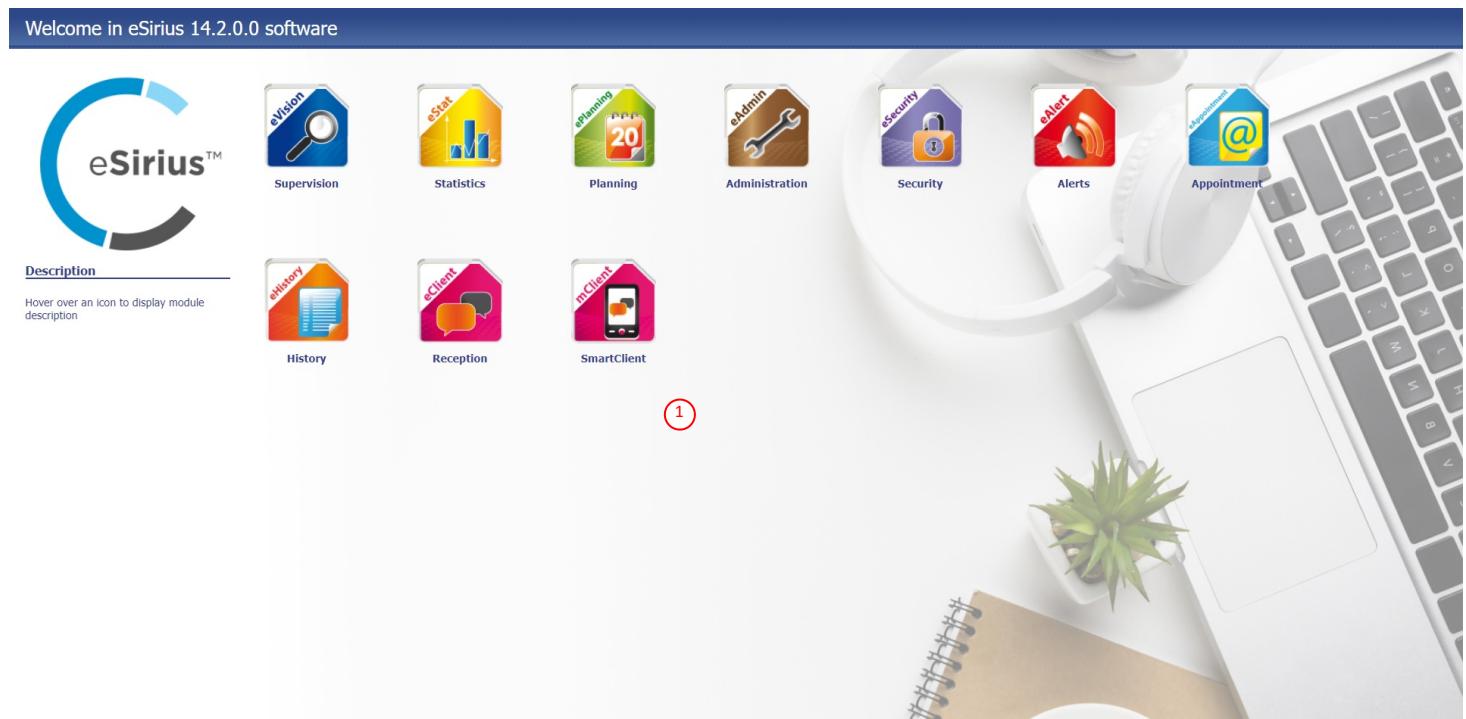
Updating [button]

Save  
The station has been saved

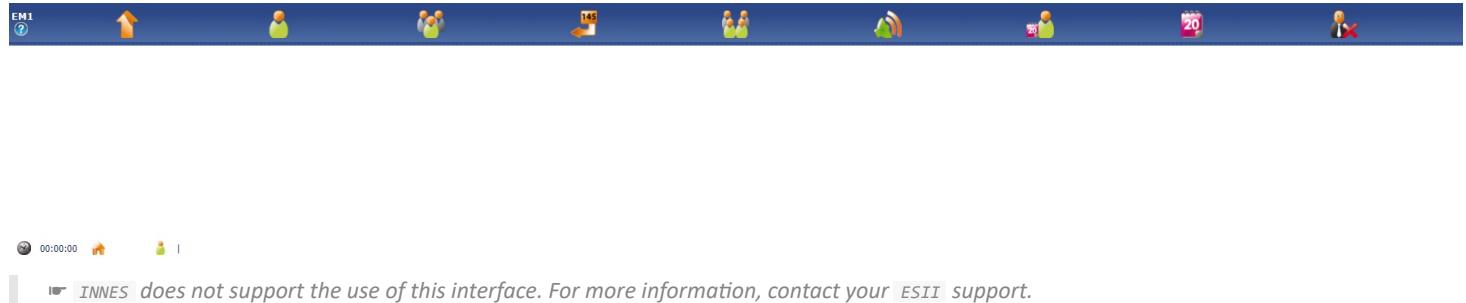
## 4.2 Appendix 2: ESII/eSirius > Reception

In a recent Web browser, enter the following URL, replacing `<addr_ip_serveur_esii_eSirius>` with the IP address of your `ESII/eSirius` server:

- [http://<addr\\_ip\\_serveur\\_esii\\_eSirius>/eSirius/portal.do](http://<addr_ip_serveur_esii_eSirius>/eSirius/portal.do)



The Reception **①** button allows an operator in your organization to open the web configuration interface to connect to a particular visitor call desk and use the `ESII/eSirius` solution for orientation and the call of visitors.

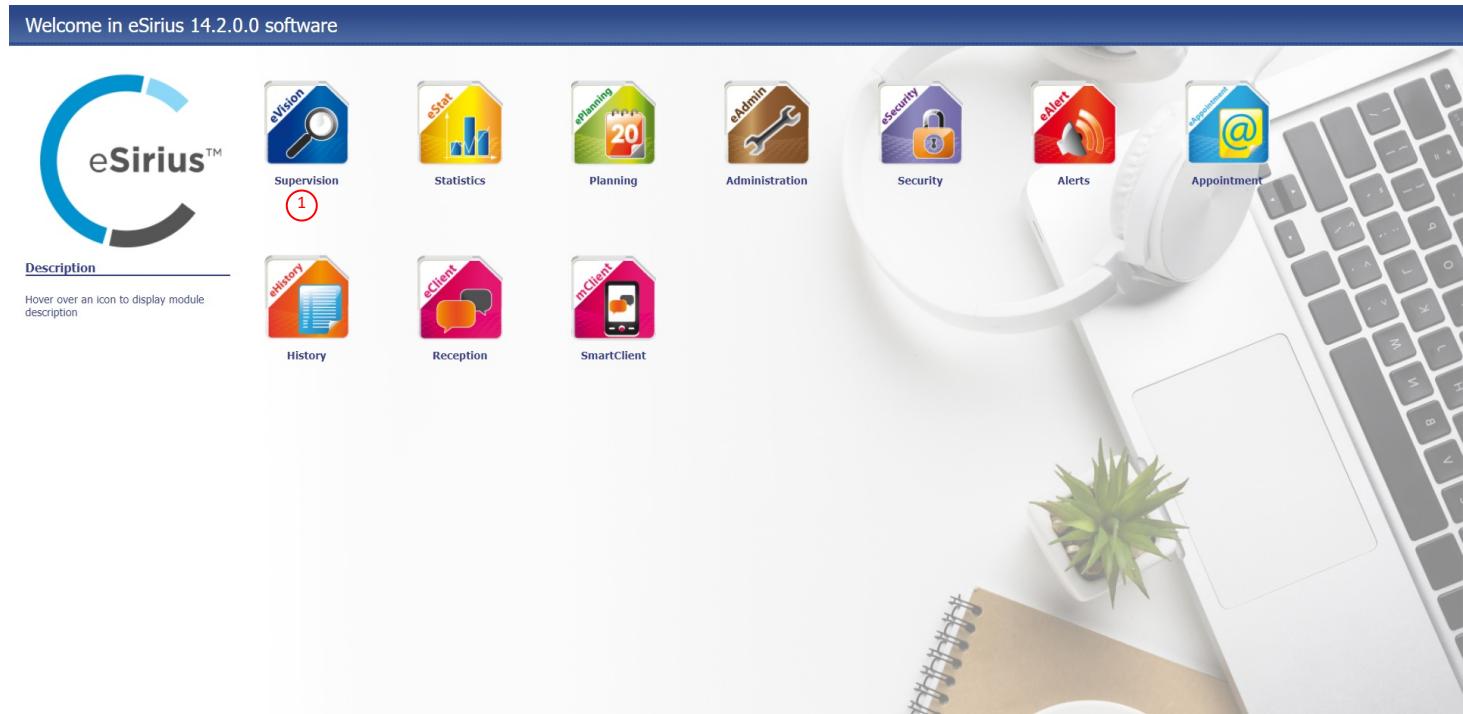


### 4.3 Appendix 3: ESII/eSirius > Monitoring

The `ESII/eSirius` server is usually scheduled to restart every day at midnight.

In a recent Web browser, enter the following URL, replacing `<addr_ip_serveur_esii_eSirius>` with the IP address of your `ESII/eSirius` server:

- `http://<addr_ip_serveur_esii_eSirius>/eSirius/portal.do`

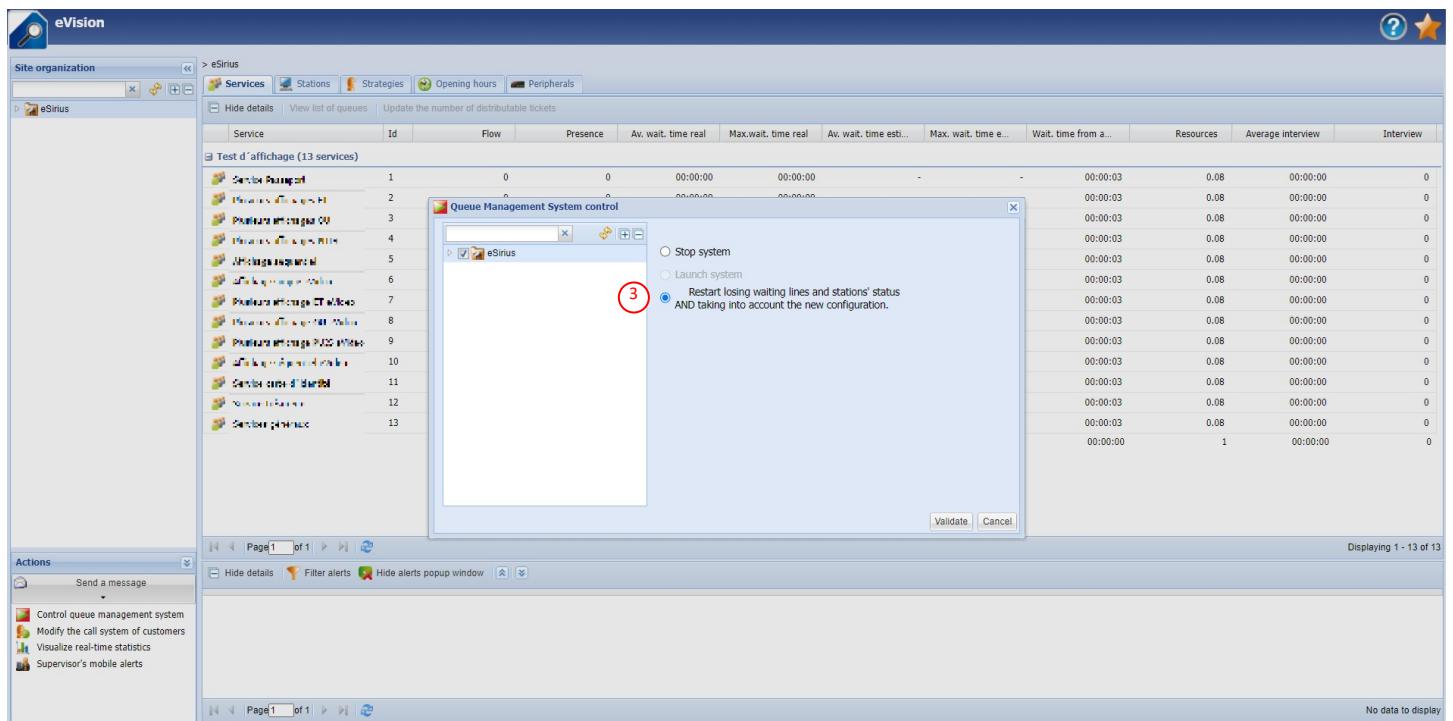


The `Supervision` button (1) allows you to open the configuration web interface to notably restart the `ESII/eSirius` server so that it takes into account any configuration change.

Click on control queue management system (2).

Service	Id	Flow	Presence	Av. wait. time real	Max.wait. time real	Av. wait. time esti...	Max. wait. time e...	Wait. time from a...	Resources	Average interview	Interview
Test d'affichage (13 services)	1	0	0	00:00:00	00:00:00	-	-	00:00:03	0.08	00:00:00	0
Fabriqué à la main	2	0	0	00:00:00	00:00:00	-	-	00:00:03	0.08	00:00:00	0
Fabriqué en ligne	3	0	0	00:00:00	00:00:00	-	-	00:00:03	0.08	00:00:00	0
Fabrication artisanale	4	0	0	00:00:00	00:00:00	-	-	00:00:03	0.08	00:00:00	0
Artisanat traditionnel	5	0	0	00:00:00	00:00:00	-	-	00:00:03	0.08	00:00:00	0
Artisanat contemporain	6	0	0	00:00:00	00:00:00	-	-	00:00:03	0.08	00:00:00	0
Fabrication artisanale	7	0	0	00:00:00	00:00:00	-	-	00:00:03	0.08	00:00:00	0
Fabrication artisanale traditionnelle	8	0	0	00:00:00	00:00:00	-	-	00:00:03	0.08	00:00:00	0
Fabrication artisanale contemporaine	9	0	0	00:00:00	00:00:00	-	-	00:00:03	0.08	00:00:00	0
Artisanat contemporain	10	0	0	00:00:00	00:00:00	-	-	00:00:03	0.08	00:00:00	0
Artisanat traditionnel	11	0	0	00:00:00	00:00:00	-	-	00:00:03	0.08	00:00:00	0
Artisanat contemporain	12	0	0	00:00:00	00:00:00	-	-	00:00:03	0.08	00:00:00	0
Artisanat traditionnel	13	0	0	00:00:00	00:00:00	-	-	00:00:03	0.08	00:00:00	0
		0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	1	00:00:00	0

Then select on Restart losing waiting lines and stations' status (3) then validate.



⚠ When the ESII/eSirius server restarts, all ticket number passives in the ESII/ eSirius is erased. You must obtain authorization from your organization's ESII/eSirius operations manager before performing such an operation.

#### **4.4 Appendix 4: ESII/eSirius > Terminal for generating ticket number and orientation**

If there is not a station dedicated to welcoming visitors to register them, a welcome and orientation terminal connected to the ESII/eSirius server often allows visitors to be welcomed automatically. They identify themselves with their personal QR code (or any other personal identifier). The welcome and orientation terminal then automatically generates and assigns a ticket number that the visitor can thus possess. The welcome and orientation terminal then invites the visitor to go to the waiting room of the various services registered in the ESII/eSirius server.

## 4.5 Appendix 5: ESII/eSirius > UDP frame message format

To process tickets for calls, the `ESII` - vertical banner HTML widget therefore receives, on a `port` defined in the form, the messages contained in the UDP frames which are therefore intended for it through your organization's local network.

Messages in UDP frames usually have this format:

```
display={peripherals_identity}
&state={NOR | MAX | MIN}
&ticket={ticket_number}
&station={station_name}
&loc=
&service={service_wording}
&visitorinfo={visitor_name}
&visitoridentifier={visitor_identification}
&lang=fr
&agent={agent_name}
```

Here is the description of the settings at the `ESII/eSirius` server level:

- `peripherals_identity` : Display type peripheral identity (= `display identity`),
- `ticket_number` : ticket number with automatic incremental naming, configured according to the `service`,
- `station_name` : visitor call desk name,
- `service_wording` : service wording ,
- `visitor_name` : first name/surname of the visitor entered by an operator or retrieved automatically through a QR code and orientation badge terminal,
- `visitor_identification` : visitor number entered by an operator or retrieved automatically through a QR code badge and orientation terminal,
- `agent_name` : name of the operator at the `visitor call desk` ,
- `state` : message type `NOR, MAX, MIN`.

For example for updating the display with the `identity 3` of the `service Cardiology` with the ticket number `A001` of the visitor `John Smith` from the `visitor call desk CD1`, this message is received:

```
display=3
&state=NOR
&ticket=A001
&station=CD1
&loc=
&service=Cardiology
&visitorinfo=John Smith
&visitoridentifier=129
&lang=fr
&agent=hospitalLDN_ID125
```

For the display of the temporary banner displayed across the width of the screen, a second UDP frame with `state =MAX` is received:

```
display=3
&state=MAX
&ticket=A001
&station=CD1
&loc=
&service=Cardiology
&visitorinfo=John Smith
&visitoridentifier=129
&lang=fr
&agent=hospitalLDN_ID125
```