

# QMS250i

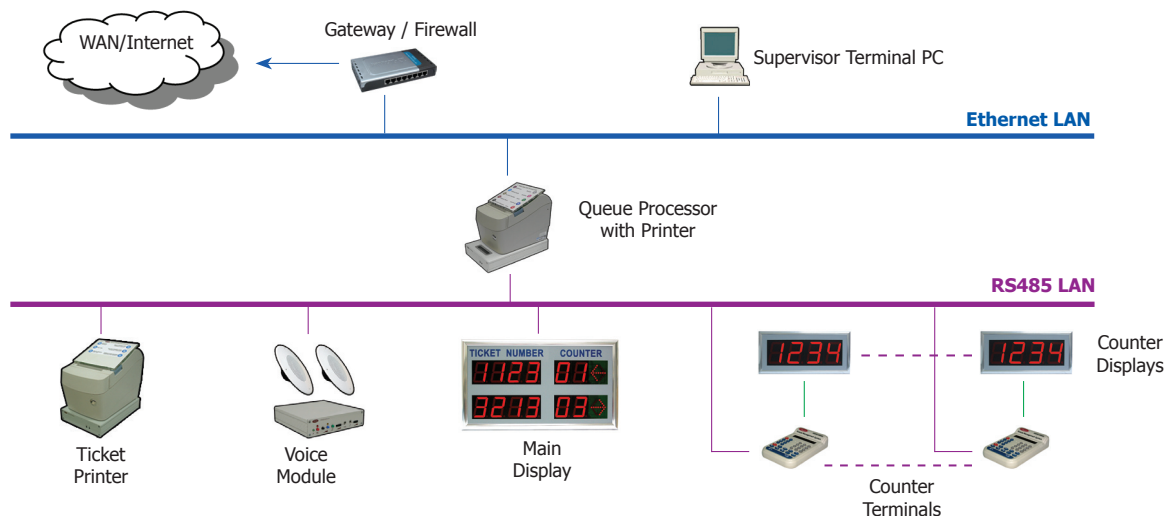
## Advanced Queue Management System

QMS250i is an advanced queue management system incorporating new embedded system technologies. Its powerful queue engine handles all requirements – both straightforward and complex ones – of customer queues at service counters or service rooms. Data are captured and stored in flash memories making QMS250i a better fault tolerant system. Wireless technology is used to minimize cabling requirement – a desirable feature especially for existing sites where additional cabling is difficult.

Reports are generated on the ticket printer whenever required or at the end of a session. Queue data and system log may be transferred to a PC for further analysis, elaborate branch reporting or corporate statistical reporting.



QMS250i features a web server making the system accessible not only to supervisors and managers at a branch, but also to authorized personnel at headquarters or other remote Internet sites.



### Main Features

- Embedded system design with integrated ticket printer
- Web based technology
- Multiple services
- Configurable counter services
- Primary & secondary services
- Programmable session time
- Daily and monthly reports
- Branch report generator & corporate report generator
- Supervisor terminal PC
- Fast thermal ticket printer (200 mm/s)
- Low running cost with non-proprietary thermal paper that supports multi-part tickets
- Sophisticated counter terminals
- 7-segment & dot-matrix counter and main displays supporting multiple languages
- Voice module with MP3 quality for announcement
- Modular & scalable design
- Automatic recall of stored numbers
- Battery backup for real time clock and queue data
- Transfer ticket to other service or counter
- **Queue functions:-**  
NEXT, CALL, TRANSFER, STORE, RECALL, DONE, USER ID, CHIME, ALERTS, PROGRAMMABLE FUNCTIONS



### QMS250i Components

- QP250 Queue Processor with Printer
- TP400 Thermal Ticket Printer (additional)
- CT250 Counter Terminal
- CD423/440 Counter Display
- SCD423/440 Shared Counter Display
- RCD423/440 Remote Counter Display
- RCDM425/440 Remote Counter Display Matrix
- MD1423/2423/3423 Main Display
- MD1440/2440/3440 Main Display
- AD1425/2425/3425 Advanced Display
- AD1440/2440/3440 Advanced Display
- VM400 Voice Module
- RD100 Recall Display
- PS8/16 Power Supply Hub
- Report Manager Software
- Supervisor Terminal PC
- WT24 Wireless Transceiver



## QMS250i Technical Specifications

### Queue Processor

<b>Controller</b>	Microcontroller with embedded web server
<b>Display</b>	1 line, 16-character, 5x7 dot matrix LCD
<b>Memory</b>	512 KB Flash, 512 KB SRAM (battery backup)
<b>Data Interface</b>	10 Base-T Ethernet and RS485 (surge protected)
<b>Real Time Clock</b>	Integrated, CR2032 lithium battery

### Ticket Printer

<b>Model</b>	TP400
<b>Type</b>	Line thermal printer with auto cutter and paper end detector
<b>Service Buttons</b>	Up to 10
<b>Ticket Format</b>	Large number font, variable length, multi-language, programmable logo, multi-line messages and 2-part option
<b>Thermal Paper</b>	80 mm width, low cost, non-proprietary, 2-colour (optional)
<b>Paper Loading</b>	Drop-in style
<b>Paper Roll</b>	Ø 103 mm (max.)
<b>Print Speed</b>	200 mm/s
<b>Auto Cutter Life</b>	1.2 million cuts
<b>Print Head Life</b>	Wear resistance of 150 km or pulse resistance of 1.5 x 10 <sup>8</sup> pulses

### Counter Terminal

<b>Display</b>	1 line, 16-character, 5x7 dot matrix LCD
<b>Keys</b>	Numeric (0 – 9) and 19 function keys
<b>Data Interface</b>	RS485 (surge protected)
<b>Display Port</b>	Yes

### Counter Displays

<b>Types</b>	7-segment LED, 4-digit	Dot-matrix LED, 16x64 dots
<b>Models</b>	2.3" LED CD423, RCD423, SCD423 4.0" LED CD440, RCD440, SCD440	2.5" LED RCDM425 4.7" LED RCDM440
<b>Languages</b>	N.A.	English, Chinese, Arabic, Farsi
<b>Chime</b>	Integrated, electronic type	
<b>Data Interface</b>	RS485 (surge protected)	

### Main Displays

<b>Types</b>	7-segment LED	Dot-matrix LED, 16x128 dots
<b>Models</b>	2.3" LED MD1423, MD2423, MD3423 4.0" LED MD1440, MD2440, MD3440	2.5" LED AD1425, AD2425, AD3425 4.7" LED AD1440, AD2440, AD3440
<b>Text Messages</b>	No	Yes
<b>Languages</b>	N.A.	English, Chinese, Vietnamese, Arabic, Farsi
<b>Chime</b>	Integrated, electronic type	
<b>Data Interface</b>	RS485 (surge protected)	

### Voice Module

<b>Model</b>	VM400
<b>Types</b>	WAV, MP3
<b>Peak Output Power</b>	2 X 10 W, 8 Ohm speakers
<b>Languages</b>	Malay, English, Chinese, Vietnamese, Arabic, Farsi
<b>Data Interface</b>	RS485 (surge protected)

### Power Supply Hubs

<b>Models</b>	PS8	PS16
<b>Type</b>	Switching power supply	
<b>Ratings</b>	12 V/2.5 A	12 V/8.5 A
<b>Ports</b>	8 x RJ45 sockets	16 x RJ45 sockets
<b>Surge Protection</b>	Yes	
<b>Input Voltage</b>	AC 100 V or 240 V	

