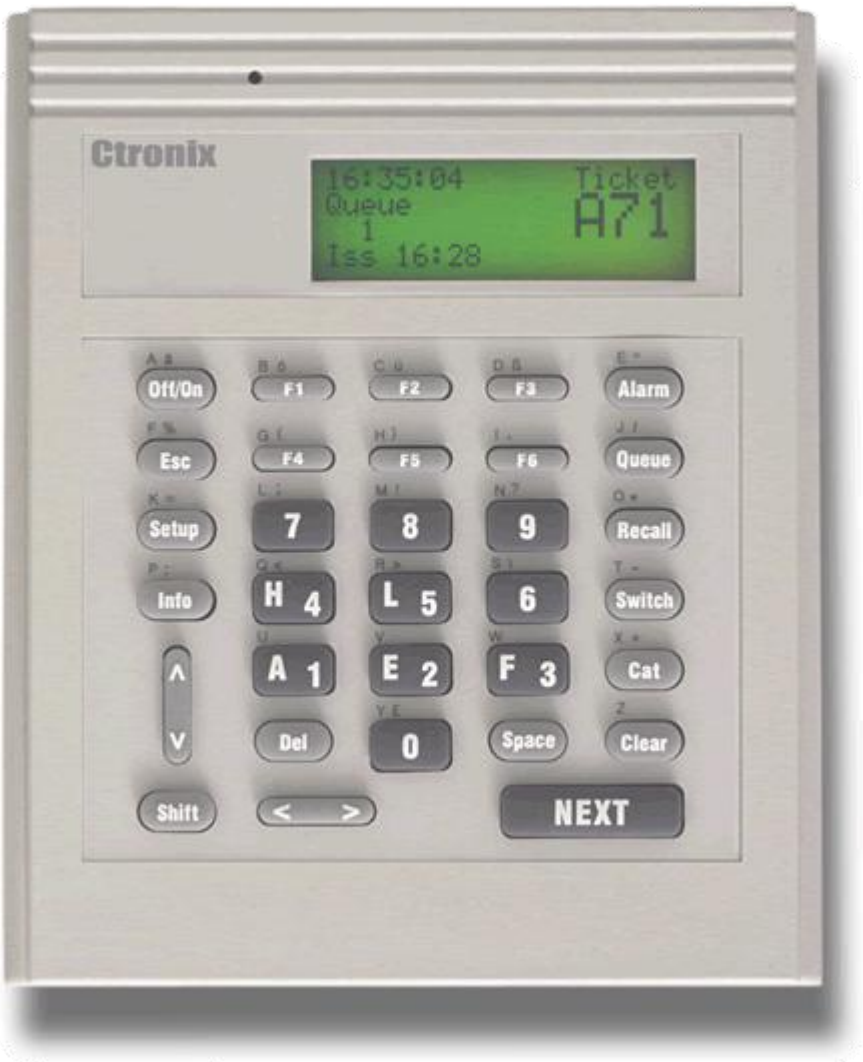
TES key pad

System 16 set up guide



Ctronix

Power Up

On Power Up keypads show a Welcome message, software version and queue name. If **Logon** required the keypad will prompt for a number to be entered otherwise after a few seconds the keypads display the **NEXT/NULL** prompt and are then ready.
Note: Keypads always return to the **NEXT/NULL** prompt if no key is pressed for a couple of minutes.

Setting up the system

To access the menus press the **SETUP** key. The display will show the **Main Menu**. Use the **NEXT** or **UP/DOWN** keys to scroll through the menu. To select an item press the **SETUP** key. To return to the **Main Menu** press **ESC**. Use the left/right cursor keys or number keys to change values.
Hint: Press **F1** at any time for context sensitive help.

Alarm

A panic alarm can be started by pressing the keypad **Alarm** key or by an external normally open or normally closed switch connected between PINS 1 and 2 of the 6 way keypad connector. The alarm can also be started by a wire free button. Once started all normal ticket calling actions are suspended.
Note: An **Alarm** can only be cancelled by the device which initiated the alarm. If the device was a keypad enter **999 Next** to cancel the alarm. If the device was a wire free button entering the no. of clicks used to initiate the alarm will cancel the alarm.

Alarm message
Select Off to disable the alarm function. Otherwise select where the alarm message will be displayed.

Alarm Sound
If the **Alarm** function is enabled, select which devices will sound during an alarm.

Key pads

Address
Keypads must have a unique address in the range 1 - 99. Only keypad no.1 has complete access to all menu items. Use the **Left/Right** or **Number** keys to change the address. Then press **NEXT**, **UP/DOWN** or **ESC**. The controller will "Ping" the new address to see if it is free. If already occupied an error message will be displayed.

Room number
Each keypad has a room number which can appear on the **Customer** and **Counter** displays and also in **Speech** announcements.

Counter address
This is the address of the counter display associated with the keypad. Keypads can each have their own counter display or groups of keypads can share a display.

Sound address
This is the address of the sounder associated with the keypad. When a customer is called a sound message is sent to this address. A sound message is also sent to the **Customer** sounder address for the queue and to the **All Queue** sounder address.

Arrow
If the **Customer** display has direction arrows, this is the arrow that lights up.

Voice
This selects the voice for ticket announcements.

Next Delay
The time in seconds between ticket calls. This gives customers time to see their ticket number on the display. The time should be set long enough to ensure that the chime or speech announcements complete before the next call.

Power off
This shows the time in hours and minutes before an unused keypad logs off. When the time expires the keypad will **Beep** and display the logging off message.

Displays

Counter Display
Select what is to be displayed on the counter display. Ticket no., Room no., or both Ticket and Room no.

Counter Flash
Time in seconds the display will flash when updated.

Counter Power off
Time in hours and minutes before the display powers down.

Customer Display
Customer displays show ticket and room numbers. Maximum no. of lines per queue is 10 and queues can share lines.

For example:
Queues 1 - 4 Display on lines 1 - 8
Queues 5 - 9 Display on lines 9 - 16

The total no. of lines available for Customer displays is 50.

Customer Flash
Time in seconds the display will flash when updated.

Customer Power off
Time in hours and minutes before the display powers down.

Select Display Address
Select the display type, **Counter**, **Customer**, **Information**, and the display no. To program a display to respond to this address press the small round switch on the rear of the display. The display will show the address in Hexadecimal and the keypad will beep. The keypad then increments to the next address. When programming **Counter** displays the sequence is **Counter 1**, **Counter 2** etc. When programming **Customer** displays the sequence is **Customer Line 1**, **Customer Room 1**, **Customer Line 2**, **Customer Room 2** etc.

To test a display, select the address and press **NEXT**. The keypad will show information about the display and the display will show a test sequence of digits. Press **NEXT** again to quit the test or **ESC** to exit.

Sound

Select the type of sound associated with each queue. Queues can be assigned one of three chimes or a spoken message. For spoken messages the sounder must be speech enabled.

When a customer is called sound messages are sent to three addresses. Sounders can be set to respond to any one of the messages. Most systems will use the **All Queue** address so that any **Next** number call will sound. The **Customer Display** address should be used if each queue has a separate sounder. The **Key Sound** address is used if a keypad or a group of keypads requires their own sounder.

If the queue length exceeds a programmed value sound messages are sent to two addresses. Sounders can be set to respond to either of these messages. To sound on a specific queue set the sounder address to the **Information Display** address for the queue. To sound when any queue exceeds the programmed value set the sounder address to the **All Information Sound** address.

Options

Option Queue change
If enabled, users are allowed to change from one queue to another by pressing the **Queue** key and selecting a new queue. Select disable to prevent users from changing queues.

Option Queue transfer
If enabled, users are prompted to transfer service to another queue when logging off. Service is automatically restored when a user logs back on to or changes to the queue. Queue transfer can only be used with **Queue types** Single Queue or Multi-Queue.

Option Logon required
If selected after the welcome message, users will be prompted to enter a log on number before they can use the system.

Option F2 room change
If enabled, users can change the key pad room number by pressing function key **F2**. Room numbers entered by **F2** will not overwrite the original room number entered in the **Keypad** setup menu. On power up the original number will be restored.

Option Key Ticket Info
Set to **ON** to show the Issue Time and Ticket waiting time on the bottom line of the keypad display. After one minute the display will switch to show a serving time counter and the average waiting time of the 5 oldest tickets in the queue.

Options Display Info
Each queue can have an information display which will show either the queue length or the average waiting time of the 5 oldest tickets in the queue. It is also possible to show both the queue length and the waiting time together on two display lines. In this case only queues 1 - 10 can have information displays.

Options Sound Info
Select the type of chime that will sound when a queue exceeds a programmed length.

Options Sound Enable Info
Program the length of queue required to enable **Sound Info** messages to be sent to the sounders.

Option Ticket number reset
You can opt for no reset or to reset ticket numbers to the start number at midnight for queues which use a ticket printer only or for all queues.

Note: When a queue is reset the **Customers served** counter is also reset. Use this feature if you require a daily running total of customers served.

Option Ticket request message
When a customer tries to take a ticket from a ticket printer that is **Off** the controller can send a **Customer Waiting** message only to keypads on the same queue or to all keypads.

Option IO speed
Select the speed of the IO interface between the controller and keypads, displays etc. As a rule select the fastest IO speed. The controller monitors the IO line and dynamically adjusts the IO speed up to the selected speed.

Queues

Queue name
Each queue can be assigned a name. The name will be displayed at log on and when changing **Queue** or **Switching** tickets to another queue.

Queue type
Queues types are **Null**, **Head of Queue**, **Initial Reception**, **Single Queue** or **Multi-Queue**.

Null queues. Set all unused queues to null.

Head of Queue is for queues that do not use tickets. Customers stand in line and a display directs the customer at the head of the queue to the next available counter.

Initial Reception Queues run with printed or pre-printed tickets. Customers take a ticket and are called in turn to the initial reception point. Here the customer can be switched to another queue if required. The destination queue type must be either a **Single Queue** or a **Multi-Queue**.

Single Queues work with printed or pre-printed tickets. Queues can call tickets out of sequence. Tickets can be **Switched** into a single queue from an initial reception or a multi-queue. Tickets cannot be **Switched** out of a single queue.

Multi-Queues have the same features as single queues with the addition that tickets can be **Switched** to another queue. The destination queue must be either a **Single Queue** or a **Multi-Queue**.

Queue ticket numbers
Set the **First**, **Last** and **Next** ticket number for the queue. Ticket numbers are 1 - 4 digits in length and the **MSD** can be an alpha character **A, E, F, H or I**.

Queue Category
Set to **Required** if a category code must be entered for each ticket number. If **Optional** is selected a category code can still be entered by pressing the **Cat** key.

Queue Display Colour
Select the display flash, second and third colour for the queue. These settings only apply to **TRI-Colour** displays and have no effect on single colour displays.

Queue printer
Set **Yes** if the queue uses a ticket printer.

Queue On / Off
For queues using a printer to issue tickets set the **On** and **Off** times for the printer. If a ticket is requested when the printer is **Off** a message will be displayed on the keypads. The queue can be manually switched **On** / **Off** by pressing the Queue key and using the **Up** / **Down** cursor keys.

Queue text
For queues using a printer edit the text message that will be printed on the tickets. The shift key status is displayed at the top right of the screen. Double click shift to select alternate character sets. In the ticket edit mode the **Next** key changes the text size. To exit the edit mode scroll to the top or bottom of the screen.
Note: In the **Queues** menu certain selection might be hidden. For example if you select queue type **Head of Queue** the **Queue ticket numbers**, **category** and **printer** menu items will be hidden as they are not required.

Save and Restore

Changes made to menu items are automatically saved to **EEPROM**. It is also possible to save the entire Setup so that it can be restored at some future date. To do this select save as **Installation Setup**. A warning message will be displayed and you will be prompted to enter an access code for this action. This is to prevent the end user from inadvertently overwriting the **Installation Setup**.

Wire Free

Wire free devices may be used to call the next ticket number for service, to switch between male and female voice and initiate the panic alarm. Each wire free device is recognised by an unique serial no. which must be programmed into the system before the device can be used. A maximum of 99 devices can be programmed into the system.

Serial number
To program in a new device select a **Free** location then press the right cursor key. The display will show "Program no.". Now press the device button. The system will capture and display the serial no. Scroll down to set the device parameters.
Hint: Press the **Next** key to increment the device number.

Queue number
Select the queue number that the wire free device will be using.

Room number
Each Wire free device has a room number which can appear on the **Customer** and **Counter** displays and also in **Speech** announcements.

Click
Select the function performed for **Single**, **Double** and **Treble** key click. Functions available are **Call Next Ticket**, **Switch Voice**, **Panic Alarm**, **No Action**.

Counter address
This is the address of the counter display associated with the Wire free device. Wire free devices can have their own counter display or groups of devices can share a display.

Sound address
This is the address of the sounder associated with the Wire free device. When a customer is called a sound message is sent to this address. A sound message is also sent to the **Customer** sounder address for the queue and to the **All Queue** sounder address.

Arrow
If the **Customer** display has direction arrows, this is the arrow that lights up.

Voice
This selects the voice for ticket announcements.

Serial ports

The system has two serial ports. Port 1 used for computer access, Port 2 currently free. The settings for Ports **1** and **2** are **9600** baud, **8** bit data, **no** parity, **1** stop bit.