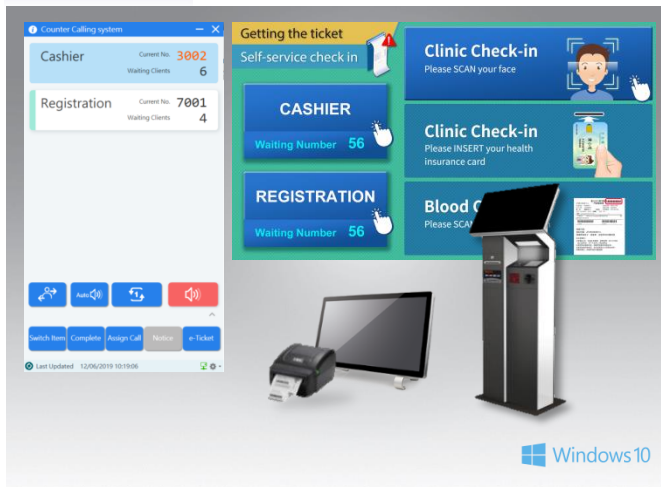


Interactive Queuing Terminal

Integrated Services with Hospital Queuing Management (HQM)



Features

- Integrated with WISE-PaaS / SignageCMS Digital Signage Management Software
- Using interactive API to interact with SignageCMS program
- Supports Text-To-Speech(TTS)
- Provide a calling app to allocate digital queue to available counters
- Supports multifunctional counter processes
- Provide ticket collection service
- Queue transfers with a single ticket number



Introduction

Interactive Queuing Terminal is a solution composed of a counter calling app and interactive display. All terminals pre-installed with SignageCMS client software to deliver information like the service items, call progress and ticket dispensing. And also pre-installed HQM client software receives all required data from HQM server through AMQP protocol. The calling app offers systematic management for outpatient rerouting and improves counter service satisfaction.

Key Functions

Provide Interactive API for Integration

WISE-PaaS/SignageCMS Client provide RESTful API to get and control the program arranged from Server for interactive application integration, such as RFID, Beacon and customer facial recognition to display the audience relative content.

Provide Interactive Queuing and Calling Service

- Supports multifunctional counter processes
- Queue transfers with a single ticket number
- Provide a calling app to allocate digital queue to available counters

Specifications

Software Functions

	Content	Audio and Video Output	SD, HD, Full HD, 4K (*depend on device performance)
WISE-PaaS / SignageCMS Client	Playback Engine	Displays Control	Displays Control Portrait, Landscape display
		Multi-Screen Display	Unlimited
		Remote Software Update	Apply the new version update from server side
		Client status Report	Heartbeat, System and Performance information report
		Rich Media Format Support	Image: JPG, PNG, BMP, GIF; Video: MP4, AVI, WMV, MOV, MPG, MKV (*depends on Codec); Text: Text, Scrolling Text, Bulletin, TimeAudio: MP3, WMA, WAV; File: PPT*, PPS*, PDF, SWF (Flash); Text: Interfacing TXT, EXCEL, RSS (1.0) Others: Web URL, HTML, YouTube, RTSP*3rd-party plug-in are required for content playback
Hospital Queuing Management Client	Data Linker	Connection	Connecting to HQM Server and receive data push
		Data Display	Use interactive API to interact with SignageCMS client to display data
		Check-in Management	Patients can check-in in many ways, like card insertion, barcode scanning, or input ID / medical record number.
Hospital Queuing Management Calling Software	Clinic calling App	Calling Mode	Sequential call / Repeated call / Assigned call
		Patient List	Integrated patient & clinic data from HIS
		Status Filtering	Reserved / Sorted / Waiting / Passed / Completed
		Calling History	Logs all local calling records
	Clinics Number Limit	Up to 9 clinic services at once	
	Counter Calling App	Calling Mode	Sequential call / Auto call / Repeated call / Assigned call
		Client Transfer	Queue transfers with a single ticket number
Task switching		Supports multifunctional counter services	
	Calling History	Logs all local calling records	
	Services Number Limit	Up to 5 service items at once	

Notre: Please refer to the WISE-PaaS/SignageCMS datasheet for more details



Hardware Platform

		UTC-520HPQW-I1E-C	UTC-752HPKW-I1E-C
H/W Model	Part Number	UTC-520D-PE	UTC-752FP-DFR0E
Operation System	Operation System	Win 10 IoT Enterprise	Win 10 IoT Enterprise
Processor	CPU	Intel® Celeron® J1900	Intel® Core™ i5-6300U
Memory	Technology	1 x SO-DIMM DDR3L 1333 MHz	2 x SO DIMM DDR3L 1600MHz
	Capacity	4 GB	4 GB
Display	Size/Type	21.5" TFT LCD with LED backlight	21.5" TFT LCD with LED backlight
	Resolution	1920 x 1080	1920 x 1080
	Output	1 x VGA & 1 x HDMI	1 x VGA & 1 x HDMI
Storage	Type	HDD	SSD
	Capacity	500GB	128 GB
I/O	Serial Port	2 x RS-232 COM	2 x RS-232 COM
	USB	3 x USB2.0 / 1 x USB3.0	2 x USB2.0 / 2 x USB3.0
	Audio	Line-out x 1, Mic-in x 1	Line-out x 1, Mic-in x 1
Ethernet	Connection	2 x RJ-45	2 x RJ-45
Power Requirement	Power	12 V/5 A	12 V/7A(Input) / 24V/3A(for Printer)
Physical Characteristics	Mounting	VESA/Stand	VESA/Stand
	Dimension	517.64 x 313.51 x 43.50 (mm)	517.64 x 313.51 x 43.50(mm)
	Weight	8 kg (17.6 lb)	8 kg (17.6 lb) (AIO system)
Environment	Operating Temperature	0 ~ 40° C (32 ~ 104° F)	0 ~ 40° C (32 ~ 104° F)
	Relative Humidity	10 ~ 95% @ 40° C non-condensing	10 ~ 95% @ 40° C non-condensing
Certifications	Certifications	CE, FCC, UL, CB, CCC, BSMI	CE, FCC
Peripherals	NFC	RFID Reader For UTC-5XX (USB connection)	RFID/NFC module(Jotek ADT-007A-33)
	Smart Card Reader	Smart Card Reader For UTC-5XX (USB connection)	Smart card reader with USB connection
	MSR	Magnet Strip Reader For UTC-5XX (USB connection)	--(Optional)
	Thermal printer	--(Optional)	Thermal printer with USB connection
	Camera	5M Camera Module For UTC-5XX (USB connection)	--(Optional)
	Barcode scanner	1D/2D Barcode Reader For UTC-5XX (USB Connection)	Honeywell 2D barcode scanner

Hospital Queuing Management

Web browser that supports

- Google Chrome
- MicrosoftInternetExplorer 11

HQM Server Minimum Requirement

- OS: Windows 7 64 bits or above, Windows Server 2012 or above
 - CPU: Intel Core i7
 - RAM: 8GB or above
 - Hard Disk: 500GB or above
 - Port: 8080 (HTTP), 5672(AMQP), 15672(Web AMQP)
 - IP Address: Static IP Address is required
- * HQM and SignageCMS can be installed on the same server or not.

HQM Client Minimum Requirement

- OS: Windows 7 64 bits or above/ Android 6.0 or above
- No specific hardware requirements

Calling App Minimum Requirement

- Windows 7 64 bits or above
- No specific hardware requirements

Ordering Information

Hospital Queuing Management Software

Product Name	Part Number	Description
HQM Software	32ASHQMSUXLT00	HQM Server for 100 clients
	32ASHQMSUXSD00	HQM Server for 250 clients
	32ASHQMSUXPR00	HQM Server for 500 clients
	32ASCNCSMSSD00	ClinicCall APP License
	32ASCTCSMSSD00	CounterCall APP License

Interactive Queuing Terminal

Product Name	Part Number	Description
Interactive Queuing Terminal	UTC-520HPQW-I1E-C	All-in-one computing system (flexible peripheral installation)
	UTC-752HPKW-I1E-C	All in one interactive Kiosk