User Manual

LG SuperSign Q Manager

ENGLISH

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LG SuperSign Q-Manager

LG SuperSign Q-Manager is software that manages queues registered in the LG SuperSign CMS's queue system. LG SuperSign Q-Manager can be used to issue, call, recall, and reset queues.

System Requirements

Please check the system requirements to smoothly use the system.

| Item	Requirements
CPU (Central Processing Unit)	Intel Celeron J1900 (1.99 GHz) or above
Memory	2GB or higher
HDD	32GB or more of free space
Resolution	1280 x 720
Operating System	Windows 10 – Net Framework v4.6 or newer

Installing and Uninstalling LG SuperSign Q-Manager

How to Install

Double-click the installation file: LG SuperSign Q-Manager_Setup.exe.

1 Select the installation language.
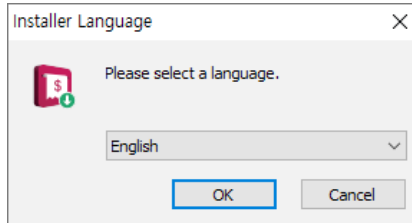
2 Read the contents, and click the [Next] button.
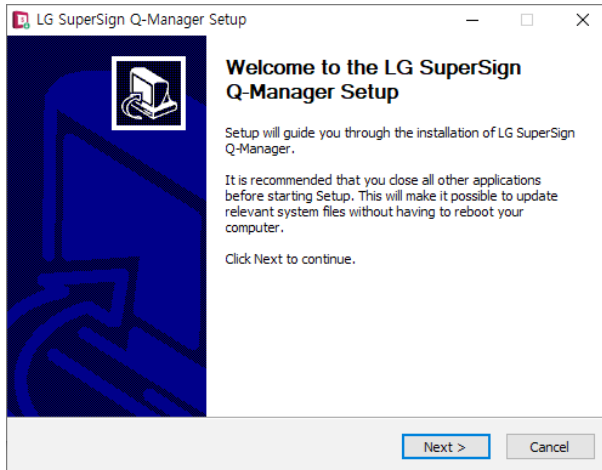
3 Read the Licence Agreement, and click the [I Agree] button.
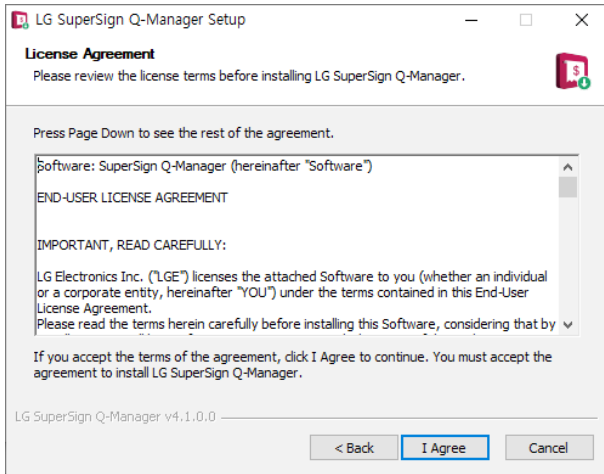
4 Select the configuration of the software installation.
Additional components can be selected to be installed with LG SuperSign Q-Manager.
In order for LG SuperSign Q-Manager to function properly, .Net Framework v4.6 or later must be installed on your system. If it is already installed, you can exclude it from the selection.

5 Select the folder where you want to install LG SuperSign Q-Manager, then click the [Install] button.

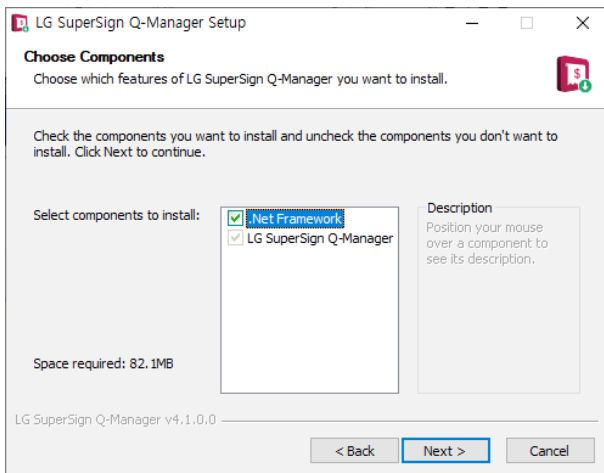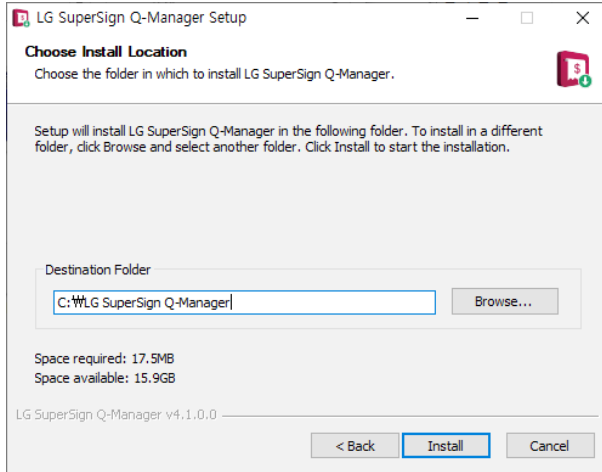6 Once the installation is complete, click the [Finish] button to finish the setup.
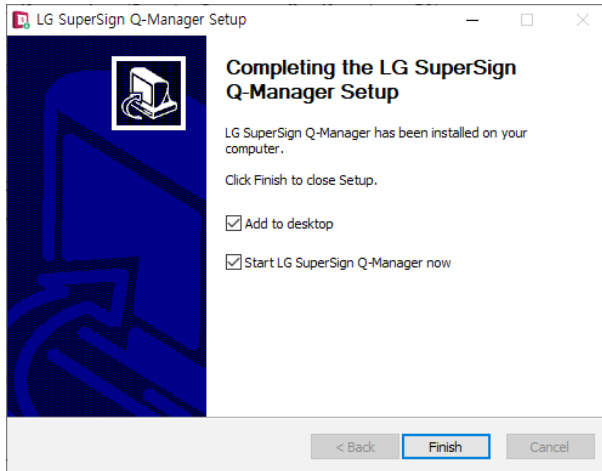
⚠ NOTE

• Microsoft Windows .Net Framework 4.6 or later is required for LG SuperSign Q-Manager to function properly.
• When LG SuperSign Q-Manager is being installed, it checks the environment and installs the framework together if necessary.

How to Delete

• To uninstall LG SuperSign Q-Manager from your computer, select Start → Control Panel → Install/Uninstall a Program → [LG SuperSign Q-Manager].

⚠ **WARNING**

• In order to uninstall LG SuperSign Q-Manager, please use the uninstaller provided by LG SuperSign Q-Manager.

Launching LG SuperSign Q-Manager
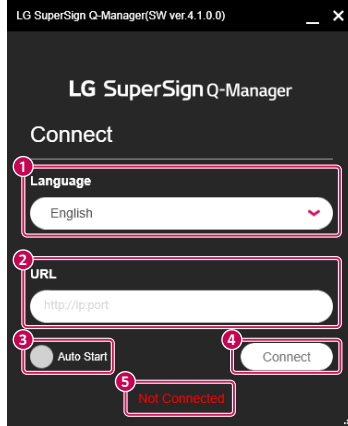
To launch LG SuperSign Q-Manager, double-click the LG SuperSign Q-Manager icon on your computer's desktop.

Getting Started with LG SuperSign Q-Manager

LG SuperSign Q-Manager's connection feature is described below.

1   Double-click the LG SuperSign Q-Manager icon to run the program.
   • The screen program connection screen appears.

Screen Layout and Features

No.	Classification	Description
❶	[Language]	The language selected will be used in the program.
❷	[URL]	Enter the URL of the LG SuperSign CMS server.
❸	[Auto Start]	Select whether to start LG SuperSign Q-Manager automatically.
❹	[Connect]	Connect to the LG SuperSign CMS server.
❺	Connection Status	Connection status will be displayed. [Not Connected]: Your system is not connected to the LG SuperSign CMS server.

Connecting to the Server

1   Enter the URL of the LG SuperSign CMS server.
   • General connection: http://ip:port
   • Encrypted connection: https://ip:port
2   Select whether to start automatically.
   • When this option is selected, it switches to the main screen.
3   Click the [Connect] button.

Configuring the Queue

You can configure settings to register/delete/reset/set default queues in LG SuperSign Q-Manager.

Screen Layout and Features
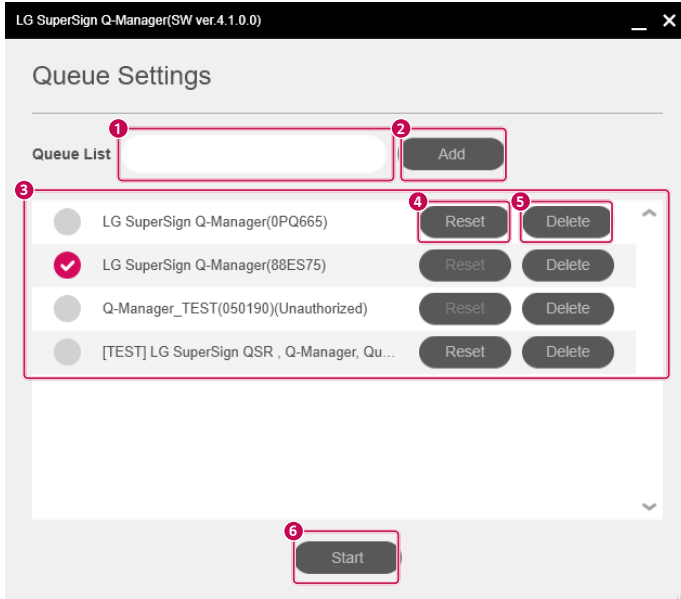
No.	Classification	Description
❶	Code	Enter the queue code registered in LG SuperSign CMS.
❷	[Add]	Enter the queue code, and click the [Add] button.
❸	[Queue List]	Select the queue you wish to set as default.
❹	[Reset]	Reset the queue.
❺	[Delete]	Clear the queue.
❻	[Start] or [Close]	Redirect to the Queue Main screen.

Adding a Queue

1 Please enter a valid queue code registered in LG SuperSign CMS.
2 Click the [Add] button.
3 The list will be updated when the addition is complete.

Resetting a Queue

1 Click the Reset button to reset the queue.
2 Click the Reset button in the pop-up to confirm reset.
3 The queue is reset.

Deleting a Queue

1 Click the Delete button to delete the queue.
2 Click the Delete button in the pop-up to confirm.
3 The list will be updated when the deletion is complete.

Setting a Queue as Default

1 Select the queue you want to set as the default.
2 Click the [Start] or [Close] button.
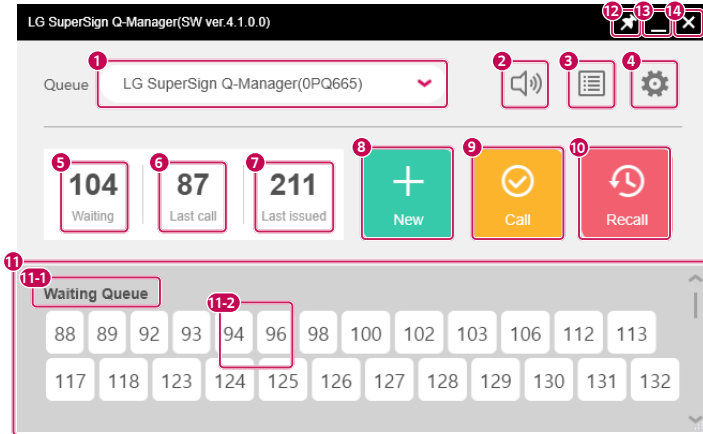
🛈 NOTE

• Queue code
  - Indicates the code of the queue registered in the queue system of LG SuperSign CMS.
  - Each queue has three permission codes: Issue, Call, Call/Issue.
• If permission for a queue is not granted, the queue is marked (Unauthorised) and cannot be selected as the default.
• The Reset button is only enabled for queues for which the Issue permission is granted.

Queue Main Screen

You can issue/call/recall queues registered in LG SuperSign Q-Manager.

Screen Layout and Features

No.	Classification	Description
1	[Queue] List	Select one of the registered queues to use.
2	◁ᵈ (Notification Sound)	Turn the notification sound on/off.
3	📋 (Waiting List)	Check the waiting list.
4	⚙ (Settings)	[General]: Configure general settings. [Queue]: Set up the queue. [Printer]: Set up the printer. [Information]: Check the information of your LG SuperSign Q-Manager. [Disconnect]: Disconnect from the currently connected CMS server.
5	[Waiting]	Displays the number of items waiting in the selected queue.
6	[Last call]	Displays the last called value in the selected queue.
7	[Last issued]	Displays the last issued value in the selected queue.
8	[New]	Issue a new item.
9	[Call]	An item is called if the selected queue is a single queue. For multiple queues, the queue is shown in 11-1 as a waiting queue, and waiting items are displayed in 11. Call an item 11-2 by clicking it.
10	[Recall]	The queue is shown in 11-1 as a recall queue, and called items are displayed in 11. Recall an item 11-2 by clicking it.

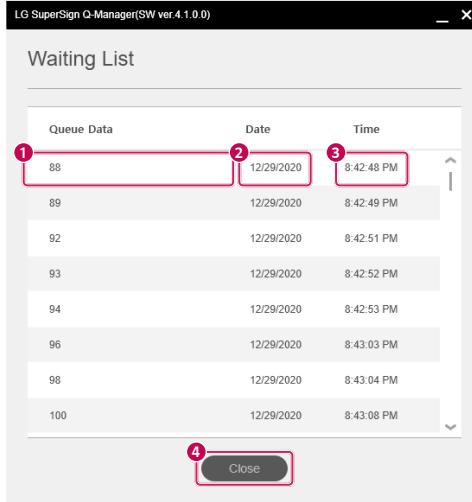| No.	Classification	Description
11	Queue Item	Queue items are displayed when calling multiple queues and recalling single/multiple queues.
12	📌 (Pin)	Set whether to pin the Q-Manager window on the top.
13	— (Minimise)	Minimise the Q-Manager window.
14	✕ (Close)	Close the Q-Manager window.

🛈 NOTE

• Queue Type
  - In a single queue, a queue item can be called in the order in which it was issued.
  - In multiple queues, queue items can be called randomly, regardless of the order in which they were issued.
• The New button is only enabled for queues for which the Issue permission is granted.
• The Call button is only enabled for queues for which the Call permission is granted.
• When there is no item waiting, the Call button is disabled.

Waiting List

This menu is used to show the waiting list of the queue selected in LG SuperSign Q-Manager.
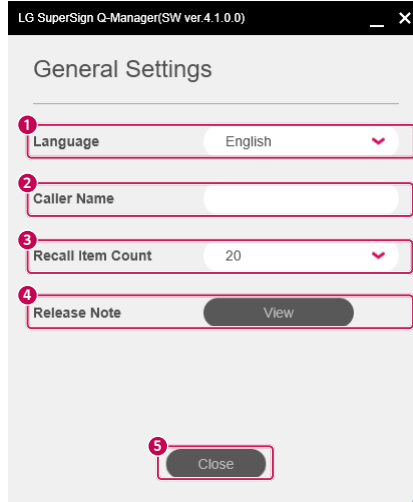
Screen Layout and Features

No.	Classification	Description
❶	[Queue Data]	Displays the queue item data.
❷	[Date]	Displays the date when the queue item was issued.
❸	[Time]	Displays the time when the queue item was issued.
❹	[Close]	Closes the waiting list window.

Settings → General

This menu is used to configure general settings in LG SuperSign Q-Manager.

Screen Layout and Features

No.	Classification	Description
❶	[Language]	The language selected will be used in the program.
❷	[Caller Name]	Set the caller name in LG SuperSign Q-Manager.
❸	[Recall Item Count]	Set the recall item count shown in the Queue Main screen.
❹	[Release Note]	Check LG SuperSign Q-Manager's release notes.
❺	[Close]	Close the General Settings window.

Settings → Printer

This menu is used to set up the printer for LG SuperSign Q-Manager.

Screen Layout and Features
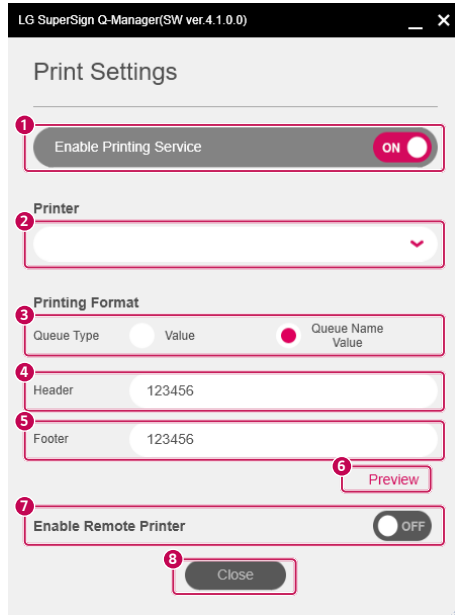
No.	Classification	Description
❶	[Enable Printing Service]	Set whether to enable a printer.
❷	[Printer] List	Select one of the connected printers to use.
❸	[Queue Type]	Set whether to include the queue name or to show values only.
❹	[Header]	Set the header of the printed page.
❺	[Footer]	Set the footer of the printed page.
❻	[Preview]	Preview the printed page.
❼	[Enable Remote Printer]	Use the printer when issuing the queue to another Q-Manager, KDS Manager, or API.
❽	[Close]	Close the Printer Settings window.

Setting up a Printer

1 Enable the printer.
2 Select the printer you wish to use from the list of printers.
3 Select and set the print format.
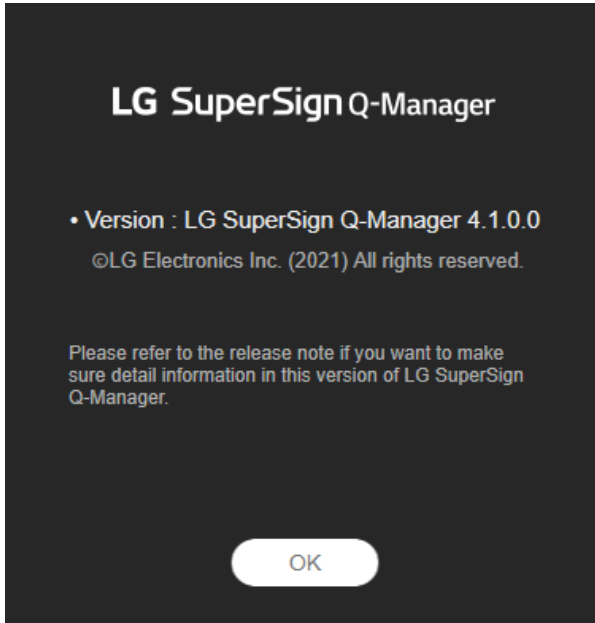4 Select whether to allow a remote printer.

Tray Icon

The tray icon ( ) can be used to set up your LG SuperSign Q-Manager.

Open
Information
Exit
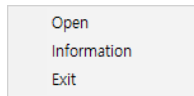
Classification	Description
[Open]	Open LG SuperSign Q-Manager.
[Information]	Display your LG SuperSign Q-Manager's licence, version information, and more.
[Exit]	Shut down LG SuperSign Q-Manager completely.

Checking the Version

1 Click [Information] on the tray icon.
2 Check the information of your LG SuperSign Q-Manager.

🛈 **NOTE**

• Clicking the Close button in the LG SuperSign Q-Manager window only closes the screen and does not shut down the program completely. To shut down the program completely, click the [Exit] button on the tray icon.

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