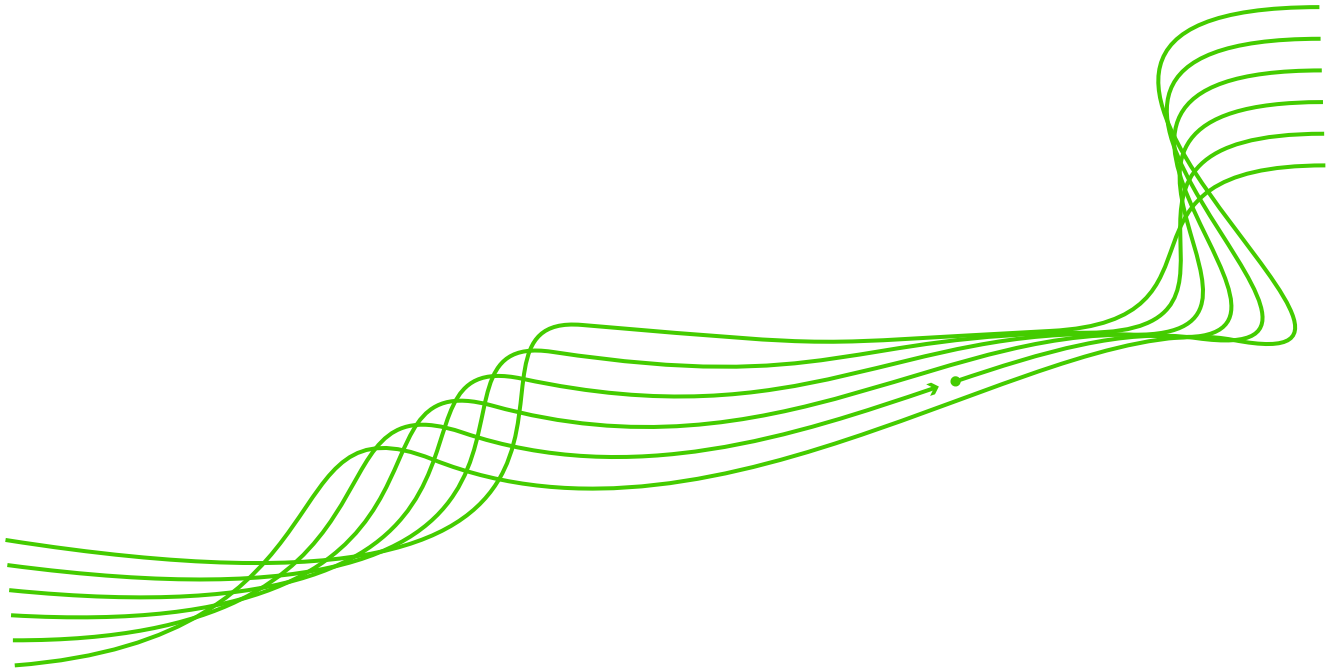


QMATIC



QMATIC DISPLAY (ANDROID)

MANUAL

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NOTE

Please send any feedback or questions about this manual to documentation@qmatic.com.

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What's new

Table 1. Android version history

Version	Chapter	Change
01.A	General	Create manual for Qmatic Display.
02.A	General	Update manual to new standard formatting.
	Using Qmatic Display	Add section about voice announcements.
03.A	General	Change name to Qmatic Display.
03.B	Using Qmatic Display	Note about what happens the first time you open the app.
03.C	Introduction	Update sections about required hardware devices.
03.D	Introduction	Introduce new unit type template.
	Configuration	• Update images to match new layout. • Add note about export functionality not working with Philips TV. • Add note about some languages requiring internet connection.
03.E	Configuration	Add section about caching of media content.
03.F	Installation & Upgrade	Add section about installing and updating with QR code.
	Configuration	Add section about kiosk mode.
03.G	Installation & Upgrade	Add section about disabling idle mode.
03.H	Configuration	Add information about setting up voice announcements for more than two languages.
03.I	Installation & Upgrade	Add section about installing Qmatic Display on Elo Backpack with some Kiosk Mode features.
03.J	Installation & Upgrade	• Add section about connecting to Web-CFU surface. • Add required firmware versions for Philips displays when using voice announcements.
03.K	Configuration	Update the options for the "Customer preferred language" setting.
	Preparations	Update required firmware versions for Philips displays.
03.L	Configuration	Clarify "Only preferred" option in unit type.
	Installation	• Add instructions for how to install in kiosk mode when device is offline. • Remove option to install with QR code. • Remove option to install from Play Store.
03.M	Configuration	Add instructions for how to upload sound files for voice announcements.
03.N	Configuration	• Add note about setting to enable access to navigation bar. • Add note about exporting logs when using MDM tool.
03.O	Configuration	Add section about using regex in voice announcement strings.
03.P	Configuration	Clarify which parameter to use when extracting phone numbers with regex in announcements.
03.Q	Introduction	Added information related to Android 14.
	Prerequisites and setup requirements	
	Installation and upgrade	
	Configuration	

Introduction

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Overview



Qmatic Display is a media player app. It can be used together with either waiting area displays or counter displays. You can use it to show:

- fixed images
- videos
- image and video playlists
- customer journey information
- context marketing messages

You can also play voice announcements using text-to-speech technology.

Main features

- Automatically starts in full screen mode when the device starts.
- Error log repository
- Portrait or Landscape orientation

- Auto-reconnection after connectivity issues
- Text-to-speech voice announcements
- Can be connected with either Ethernet or Wifi.
- Password-protected access to settings.

Kiosk mode

Kiosk mode can be enabled on Qmatic Kiosk devices. When kiosk mode is active, the Qmatic Kiosk app automatically launches at startup and stays in the foreground, preventing users from switching to other apps. The status bar is removed, and system notifications and pop-ups are hidden. Access to other Android apps and device settings is restricted.



NOTE

Starting with Qmatic Kiosk v4.12.0, enabling kiosk mode on supported devices (such as ELO), requires that you use an MDM (Mobile Device Management) tool, for example, EloView.

Licensing

Orchestra 6

- Required: one Counter Display license (included in the Orchestra Essential license) for each connected Qmatic Display application in Orchestra.
- Required: one Counter Display license (included in the Orchestra Essential license) for each connected Qmatic Display application in Orchestra.

Orchestra 7

- Required: Media Display (one per unit)
- Optional: Digital Signage (for playlists) and/or Context Marketing

Prerequisites and setup requirements

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Software components

Using Qmatic Display, requires the following software components:

- Qmatic Display application (Android version)
- Qmatic Display unit type template (when Qmatic Display is used as media display / waiting area display)
- Web Service Point Positional Display / Web Service Point Positional Display
- Web CFU unit type template version 7.0.26 or later (when Qmatic Display is used as positional display / counter display)

Firmware versions for Philips Displays

For voice announcements to work on Philips displays, the following firmware versions are required:

- Philips Display 4550D: FB02.29
- Philips Display 4650D: FB01.11

Hardware

Display devices

We strongly recommend using a display from the Qmatic Certified Hardware assortment. Qmatic Display is tested on Philips 32BDL4550D.

While it is possible to install Qmatic Display on any Android device running Android 8.0 or later, Qmatic cannot guarantee the functionality and will not provide any support for third-party devices.

Media player

Qmatic Display is tested on Elo Backpack Android™ Media Player.

Elo Backpack has a built-in Ethernet connector and an external antenna, which is recommended for a more robust connectivity.

A media player is required if you use a display that is not Android-based.

External keyboard

In cases where you install Qmatic Display on waiting area displays, we recommend that you connect an external keyboard when configuring the device and the app.

When you install Qmatic Display on touch devices, you can use the on-screen keyboard.

Platform (Orchestra / Experience Cloud)

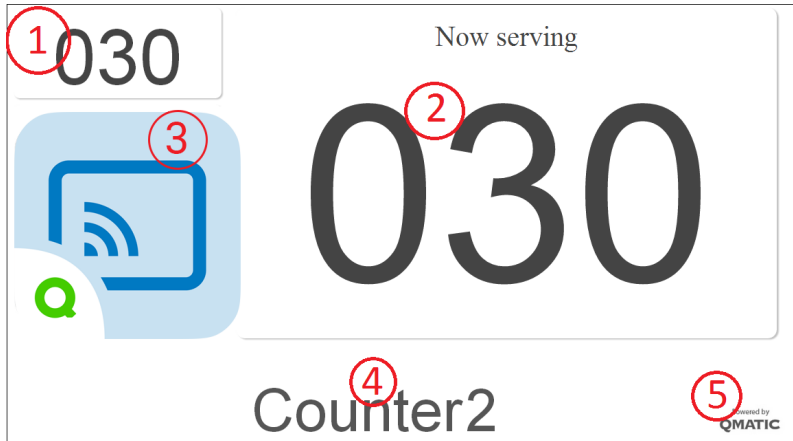
Surface editor

In Orchestra or Experience Cloud, use Surface Editor to define what content is shown on the display. For detailed instructions, refer to the Administrator's Guide.

Start page example media display



1. Ticket Call History Widget
2. Channel Player – playlist with a series of video and images
3. Image
4. Workstation Name Widget
5. Logotype (image)

Call page example media display

1. Ticket Call History Widget
2. Ticket Call Widget
3. Image
4. Workstation Name Widget
5. Logotype (image)

Nightly reset and publish

The following applies to nightly reset and publish:

- Qmatic Display is restarted at nightly reset.
- Qmatic Display is restarted when a branch is published.

Installation and upgrade

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Add unit type

If Qmatic Display is to be used as a media display, you need to add the unit type template for Qmatic Display.

When used as a positional display, use Web Service Point Positional Display or Web Service Point Positional Display Web CFU.

1. Log in to Qmatic Orchestra/Experience Cloud with system administration rights. In the System Administration application, upload and add the Qmatic Display unit type.
On this level you can configure:
 - **Bandwidth limit:** Maximum bandwidth to use when downloading media content to the unit (kbit/sec).
 - **Media update time:** The time interval (minutes) for when Qmatic Display connects to the platform and checks for new content.
2. In Business Configuration, add the Qmatic Display unit type to the equipment profile used by the branch.



NOTE

Note that you need to add one unit type for every display, i.e., if you have five displays, you need to add the unit type to the equipment profile five times (and give them a unique unit id, see below).

On this level you can configure:

- **Unit id:** Every Qmatic Display unit needs a unique unit id.
- **Media Application:** Select the media display surface start page or positional display surface.
- **Queues:** Select which queues the display should show called visit numbers from. If no queues are selected, the display will show information for all queues.

- **Min display time:** The minimum time (seconds) that a visit number is displayed until the next visit can be called.
3. Go to the **Branches** tab and configure the following settings for each branch:
 - **Service Points:** Select which service points the display should show called visit numbers from. If no service points are selected, the display will show called visits from all service points. Note that this setting is connected to the **Queues** setting on equipment profile level.
 - **Service Points to the left/right:** Number of service points located to the left/right of the display. Either specify how many service points are located to the left/right, or specify the numbers of the service points located to the left/right (comma separated, for example 1,3,5).
 - **Voice announcement settings:** See [“Voice announcements” \(page 21\)](#).
 4. Publish branches.

Install Qmatic Display app

Qmatic Display is an Android application that is installed by downloading and installing the APK (Android Package Kit) file. You can obtain the APK file from Xtend.

The APK file can be transferred to the device in various ways, for example by copying it to a USB drive and inserting it into the device. Installing via APK does not require an internet connection.



NOTE

We recommend installing Qmatic Display only on factory-reset devices.



NOTE

Starting with Qmatic Kiosk v4.12.0, enabling kiosk mode on supported devices (such as ELO), requires that you use an MDM (Mobile Device Management) tool, for example, EloView.

1. Install the APK file on the ELO device.
2. When the app is installed, open the application.
3. Wait until the device reboots. This may take a few minutes.
4. When the device has restarted, use your MDM tool to enable kiosk mode on the device.

Disable idle mode

By default, automatic idle mode is enabled in Elo Touch devices. This means that the backlight will be turned off between 00.00 and 06.00. Since this may reduce the usability of Qmatic Display, we recommend disabling the automatic idle mode as part of the setup process.

1. In Qmatic Display, go to **Advanced Settings > Access Device Settings**. You will be redirected to the Android device settings.

2. Go to **Display** and find the **Automatic idle mode** setting and disable it.

Connect the display

To show content through Qmatic Display, you need to connect it to a server and define a branch and a unit ID.

1. Open the Qmatic Display app from the Android main menu.



NOTE

When you open Qmatic Display for the first time, you may be presented with a settings screen from the Android system to set the app to display over other apps. If so, please allow it to continue.

Before you have connected the display to a surface, you are automatically referred to the settings pages when the app starts. To go back to the settings when the app is connected to a surface, swipe up and select the **Back** icon.

2. To access the settings page, you need to enter a password. The default password is 8888. You can change the password in **Advanced Settings > Password**.
3. Configure the following settings:
 - **Server IP / Host name:** Host name or IP of the Orchestra or Experience Cloud system.
 - **WebSocket Port:** WebSocket port of the Orchestra or Experience Cloud system.
Default ports:
 - Orchestra central: 8888
 - Secured environment: 8989
 - Distributed qagent: 18888
 - Secured distributed agent: 18989
 - Experience Cloud system: 18989
 - **Branch Prefix:** The three-letter prefix that identifies the branch. Can be found in the branch settings.
 - **Unit Id:** The unit ID that identifies the unit. Can be found in the unit type. Add the unique unit number (no space) if you have configured multiple units for one unit type (in the “Number of units” setting on branch level).
 - **Use SSL:** Select whether the system is secured or not.

Qmatic Display
System Settings

General Settings | Advanced Settings

Server IP/ Host name
192.168.1.100

WebSocket Port
8888

Branch Prefix
BR1

Unit Id
QmaticDisplay1

☐ Use SSL

Powered by **QMATIC**
Version 1.0.1

CONNECT

4. After you have configured the settings, select **Connect**.
5. The Qmatic Display app will validate the information and attempt to initiate communication between the Qmatic Display app and the server. If successful, the surface configured for the display will load.

**NOTE**

If you connect the display and you have added or edited the voice announcement texts since the last connect, you will be sent to the voice announcement settings before the surface loads.

Connect to a Web CFU surface as second surface

If you are using the unit type WebServicePoint Positional Display WebCFU, it's possible to connect to two surfaces: the positional display and the WebCFU (Customer Feedback Unit) display.

When connecting to the second surface (i.e. the WebCFU display), fill in the Unit ID field like this: [Unit ID]:2

Example: WSP_PD_WebCFU:2

Update options

- If Qmatic Display is in kiosk mode, you can update the app from **Advanced settings**.

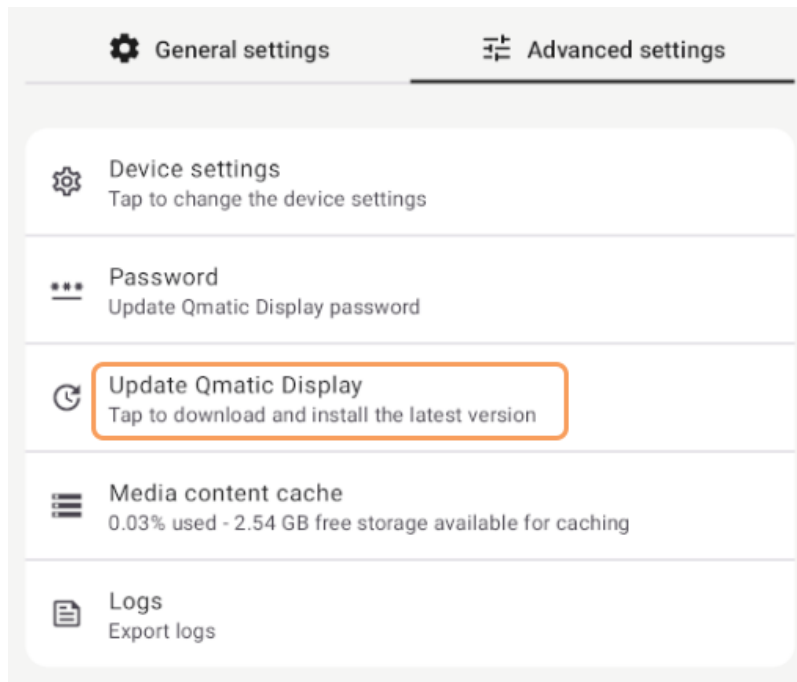
**NOTE**

If `qmaticDisplay.war` is installed on the Qmatic platform, the upgrade can be performed offline. If `qmaticDisplay.war` is not installed on the Qmatic platform, the device needs to be online to be able to fetch the update from a remote location (an S3 bucket).

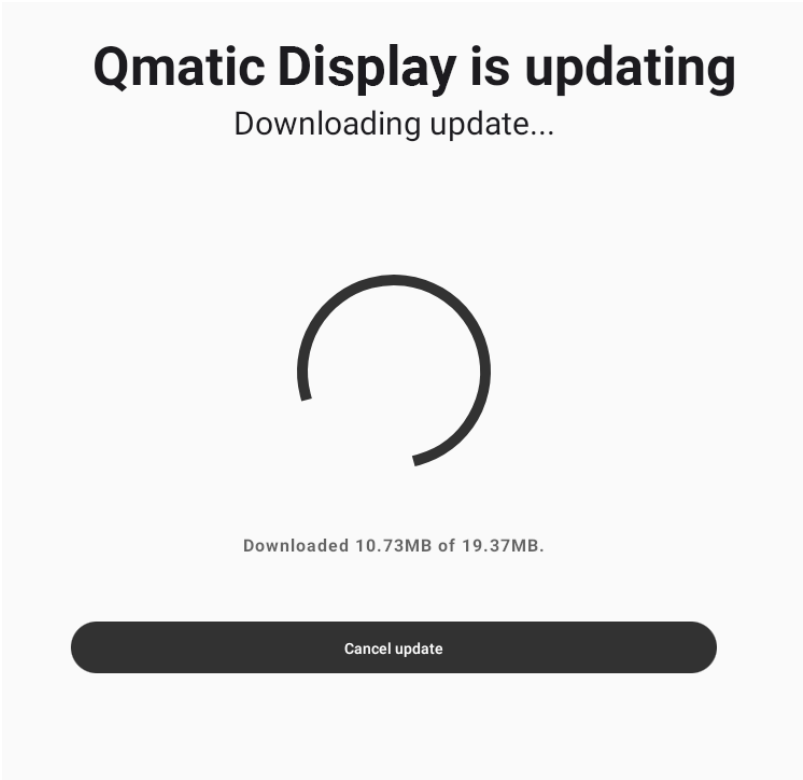
- If Qmatic Display is not in kiosk mode, you can update the app by installing the latest APK file.

Update Qmatic Display from within the app

1. Go to **Advanced settings**.
2. Select **Update Qmatic Display**.



3. The latest version of the app is downloaded and installed. To cancel the update, select **Cancel update**.



Configuration

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Access settings pages

To access the settings when the app is connected to a Surface:

1. Swipe up to show the navigation bar and select the **Back** icon.
2. Enter the password (default: 8888) and select **Done**.



NOTE

In versions 4.9.0 to 4.11.0, the option to access the settings pages via the navigation bar must be enabled in EloView (if used) or in Certified Hardware Admin (if EloView is not used). Otherwise, you cannot access the settings pages on the display device.

Change device settings

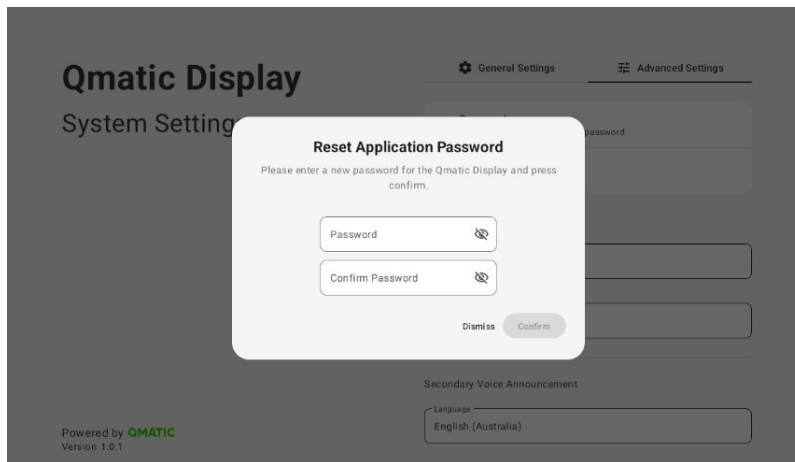
In kiosk mode, you cannot access the device settings in the normal way since the device is locked to the Qmatic Display app.

- To access the device settings, go to **Advanced settings > Access device settings**. You will be directed to the Android device settings. Here you can, for example, configure the network settings.
- To return to the Qmatic Display settings pages, swipe up and select the **Back** icon.

Change password

The default password for accessing the settings pages is 8888.

1. Go to **Advanced settings > Password**.
2. Enter a new password twice. The password needs to be at least 4 characters long.
3. Select **Confirm**

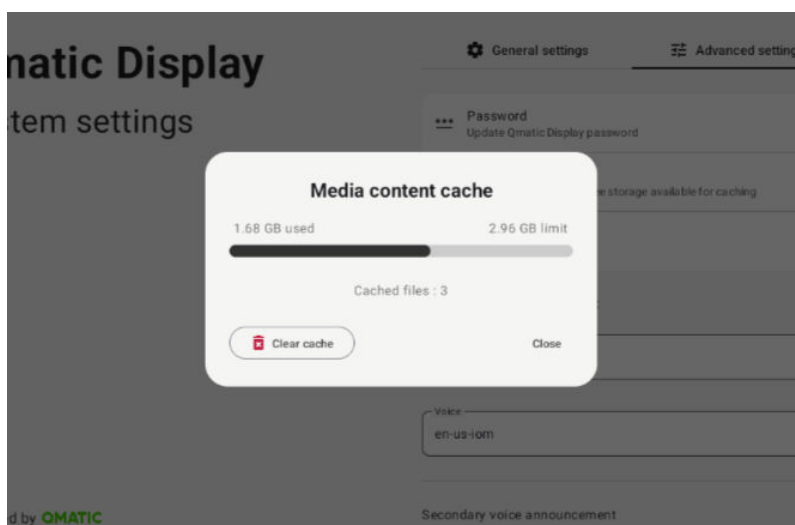


Clear cache

Qmatic Display caches media content in playlists, which reduces the load on the network and ensures faster loading times.

The app connects to the server at the time interval defined in the unit type to check if there is new content. In the unit type, you can also set the maximum bandwidth that the app should use when downloading media content to the device.

1. Go to **Advanced settings > Media content cache** to see how much storage is used. How much you can cache depends on the storage available in the device.



2. Select **Clear cache** to remove cached media content.

Export logs

You can export logs containing log entries and device information. The log will be exported as a .txt file.

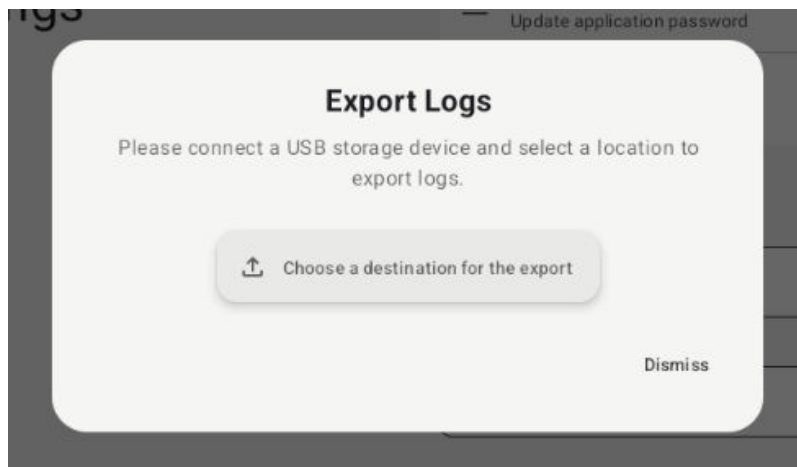


NOTE

In the following cases you cannot export logs from the device:

- If you are using Philips TV displays (permission limitation in Philips displays).
- If the device is running in kiosk mode and connected to an MDM tool like EloView. In this case, retrieve the logs via the Hardware Admin application.

1. Go to **Advanced settings > Logs**.



2. Select **Select an export location**.
3. Choose a location where the logs should be exported. If you have inserted a USB device or other external memory device, you can select that as the location. Select **Save** when you have chosen a location.

Voice announcements

Voice announcements in Qmatic Display are used for announcing which ticket number has been called and to which counter the customer should go. It is possible to have voice announcements in more than one language.

There are two ways to set up voice announcements in Qmatic Display:

- **Option 1:** Use the text-to-speech service Speech Recognition & Synthesis by Google. The Google TTS Engine needs to be installed on the device for voice announcements to work.

**NOTE**

Some languages require internet connection to download the voice for the first time.

- **Option 2:** Use sound files that you add to the unit type template and upload. This is useful for languages that are not available in the Google TTS engine.

The options can be combined.

Set up voice announcements

1. If you are going to use sound files for voice announcements, prepare the sound files and package them with the UTT. See [“Voice announcements with sound files” \(page 23\)](#).
2. Go to **Business Configuration > Branches** and select a branch.
3. Find the Qmatic Display unit type (or unit types) and change the following settings:
 - **Voice announcement:** Check this checkbox to enable voice announcements.
 - **Use service point name:** Check this box if you want the Service Point name to be used for the {{Counter}} variable. If unchecked, Counter Id is used.
 - **Customer preferred language:**
 - **Disabled:** The announcement is first read in the primary language followed by language 2 (if enabled).
 - **Only preferred:** Read only in the customer language. If no customer language exists on the visit, the primary language is used.
 - **Both primary and preferred:** Read first in the primary language, then in the customer language.

See [“Voice announcements in more than two languages” \(page 26\)](#).

 - **Voice Announcement primary language:** Enter the voice announcement text for the primary language. Variables you can use: {{TicketNumber}}, {{Counter}}.
Default text: {{TicketNumber}}, please go to Counter {{Counter}}.
For instructions when using sound files, see [“Voice announcement string in UTT settings” \(page 24\)](#).
 - **Language X:** Check this checkbox to enable additional languages, then enter the announcement text for each additional language.
 - **Voice announcement Language X:** Enter the announcement text for any additional languages.
4. In the Qmatic Display app, go to **Advanced Settings > Voice Announcements** and select **Edit**.
5. Select a primary language.
6. Select a voice. Only voices available for the selected language are shown. When you select a voice in the list, a sample announcement is played. Tap **Select Voice** when you have chosen a voice.
7. If you have additional languages, select a language and a voice for each additional language.

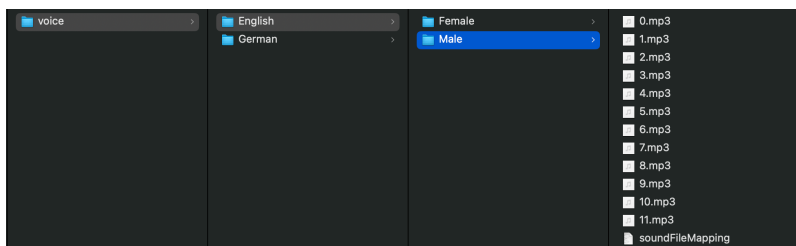
Voice announcements with sound files

If you need a language that is not available via Google TTS, you can use sound files uploaded with the Qmatic Display unit type template. Complete these additional steps (in addition to the steps in [“Set up voice announcements” \(page 22\)](#)):

1. Prepare the sound files and the folder structure. See [“Sound files structure” \(page 23\)](#)
2. Place the voice folder in the unit type template and change the version number of the UTT. See [“Preparing the UTT with sound files” \(page 24\)](#).
3. Configure the voice announcement string in the unit type according to the defined structure. See [“Voice announcement string in UTT settings” \(page 24\)](#).

Sound files structure

- The top archive must be called `voice.zip`.
- Inside, create one folder per language (the folder name is shown as the language in Qmatic Display).
- Inside each language folder, create one folder per voice (the folder name is shown as the voice in Qmatic Display).
- Place the sound files and a file named `soundFileMapping.json` inside the voice folder.



About soundFileMapping.json

The default structure contains:

```
"languageCode" : "en",
"digitByDigit" : false,
"files" : {
  "0" : "...zero",
  "1" : "...one",
  "2" : "...two",
  "3" : "...three",
  ...
}
```

- `languageCode` – language code for the set of voice files. The language code must match the one used in the General Admin for the specified language to ensure it is used for voice announcements in the customer's preferred language.
- `digitByDigit`– If set to 'true', numbers are announced digit by digit (e.g., "121" is announced as "one two one"). If set to false, numbers are converted to a string and announced as a whole (e.g., "121" will be announced as "one hundred twentyone"). To announce numbers as a string, appropriate voice files must be available in the correct format. If the required files are not found, Qmatic Display will default to announcing the number in a digit-by-digit format.

- **files** – Mapping of file names and content of the voice file (key is file name and the value is the content).

For a full description of the default sound file mapping, see [Appendix A: Default sound file structure \(page 32\)](#).

Preparing the UTT with sound files

1. Download the latest Qmatic Display UTT and unzip it.
2. Create a folder named **voice** inside the UTT and add **voice.zip** to it.
3. Open **unit.xml** and increase the fourth digit of **unitVersion**.
4. Zip the UTT again, rename to **.utt**, and upload it to the platform.

Voice announcement string in UTT settings

- Enclose variables with `{{ }}`.
- For words or phrases corresponding to voice files, use the voice file name.
- Separate variables and voice file names with a vertical bar (`|`).

Example: `{{TicketNumber}}|164|166|155|{{Counter}}` produces “A001 please go to counter 5” using the default mapping.

Voice announcement	☒
Use service point name	☐
Customer preferred language	Disabled
Voice announcement primary language	<code>{{TicketNumber}}, please go to Counter {{</code>
Language 2	☒
Voice announcement language 2	<code>{{TicketNumber}} 164 166 155 {{Counter}}</code>
Language 3	☒
Voice announcement language 3	<code>{{TicketNumber}} 147 166 {{Counter}}</code>
Language 4	☒
Voice announcement language 4	<code>{{TicketNumber}}, please go to Counter {{</code>
Language 5	☒
Voice announcement language 5	<code>{{TicketNumber}}, please go to Counter {{</code>
Language 6	☐
Voice announcement language 6	<code>{{TicketNumber}}, please go to Counter {{</code>

Using regex in parameter placeholders

You can apply regular expressions inline in parameter placeholders to extract or modify part of a value before it is used.

Syntax: `{{parameterName:regex}}`

- `parameterName`: Name of the parameter from the VISIT_CALL event parameter map.
- `regex`: Regular expression applied to the parameter value before replacement.

Example 1 – Extract last 4 digits of a phone number

Voice announcement string:

Customer with phone number ending with `{{phoneNumber:(\d{4})$}}`, please go to Counter `{{Counter}}`.

If `phoneNumber = +94754875258` and `Counter = 4`, the announcement will be:

“Customer with phone number ending with 5258, please go to Counter 4.”

Example 2 – Extract name part of an email address

Voice announcement string:

Customer `{{email:^(^[^@]+)?}}`, please go to Counter `{{Counter}}`.

If `email = john@example.com` and `Counter = 1`, the announcement will be:

“Customer John, please go to Counter 1.”

Notes

- If no regex is provided, `{{parameterName}}` is used as-is.
- If regex does not match, the full parameter value is used.
- If the parameter value is absent, the voice announcement will not play.
- If the final value is only numbers, it will be announced digit by digit.



NOTE

The `digitByDigit` configuration (when using sound files) does not apply to parameters that use the extended placeholder syntax. It only affects other parts of the voice announcement string and the `{{TicketNumber}}` and `{{Counter}}` variables when used without regex.

- If the value contains both text and numbers, it will be announced as-is.
- Ensure you have the necessary sound files available for text-to-speech. Variables like `customer1` will not play unless the exact sound file exists.
- `{{TicketNumber}}` and `{{Counter}}` continue to follow their existing rules.
- When announcing a customer's phone number, use the `{{phoneNumber}}` parameter rather than `{{primaryCustomerPhoneNumber}}`.
 - In unscheduled visits created in Concierge, `primaryCustomerPhoneNumber` may be empty, which results in no announcement. Only use `{{primaryCustomerPhoneNumber}}` if your flow guarantees it's populated (e.g., appointment bookings).

Voice announcements in more than two languages

To provide voice announcements in more than two languages, set **Customer preferred language** to "Only preferred" or "Both primary and preferred" in the unit type.

We recommend connecting Qmatic Display to a server and a branch after you have defined the voice announcement texts, but before you configure the languages in the app. This way, you will see the texts from the unit type and it will be easier to identify which language is language 2, language 3, etc.

Recommendations for text-to-speech voice announcements

When setting up voice announcements with text-to-speech and specifically choosing a voice, there are some things you need to consider.

Ticket number text

- Always use a comma after the ticket number to ensure a natural pause and clear pronunciation.
- For German, add a full stop (.) at the end of the announcement to make the flow more natural.

Voice selection

Qmatic has evaluated voices offered in Google TTS for several languages, including US English, UK English, German, Dutch, French, Italian, Spanish US, Spanish ES, and Arabic. Preferences vary by listener and environment. If there was a clearly preferred voice (or least preferred voice), it is specified in the table below.

We recommend testing the available voices for your language and choosing the one that works best for your location.

Table 2. Preferred voices in Google TTS

Language	Preferred voice	Least preferred voice	Comment
UK English		en-gb-gbd	
US English		en-us-sfg	
German	de-de-x-deb	de-de-dea	A full stop (.) at the end of the message makes the announcement more natural.
US Spanish	es-us-x-esf-local	es-us-esc	

Supported languages for TTS

Languages supported for text-to-speech voice announcements depend on the version of the Speech Recognition & Synthesis engine and what updates are installed on it. A test performed in July 2023 showed that languages listed in the table below were available.

Device: 10in-I-Series-4-Value ELOonents

Android version: 10

Build: 5.000.013.0093+v

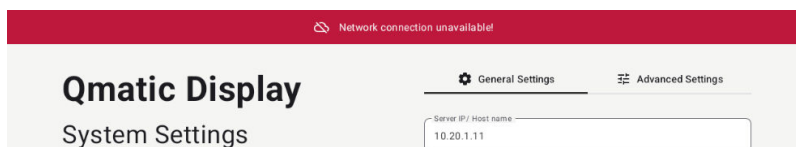
Supported languages in test

- sq-AL Albanian Albania
- ar Arabic
- bn-BD Bangla Bangladesh
- bn-IN Bangla India
- bs-BA Bosnian Bosnia & Herzegovina
- bg-BG Bulgarian Bulgaria
- yue-HK Cantonese Hong Kong
- zh-CN Chinese China
- zh-TW Chinese Taiwan
- hr-HR Croatian Croatia
- cs-CZ Czech Czechia
- da-DK Danish Denmark
- nl-BE Dutch Belgium
- nl-NL Dutch Netherlands
- en-AU English Australia
- en-IN English India
- en-NG English Nigeria
- en-GB English United Kingdom
- en-US English United States
- et-EE Estonian Estonia
- fil-PH Filipino Philippines
- fi-FI Finnish Finland
- fr-CA French Canada
- fr-FR French France
- de-DE German Germany
- el-GR Greek Greece
- gu-IN Gujarati India
- he-IL Hebrew Israel
- hi-IN Hindi India
- hu-HU Hungarian Hungary
- is-IS Icelandic Iceland
- id-ID Indonesian Indonesia
- it-IT Italian Italy
- ja-JP Japanese Japan
- jv-ID Javanese Indonesia
- kn-IN Kannada India
- km-KH Khmer Cambodia
- ko-KR Korean South Korea

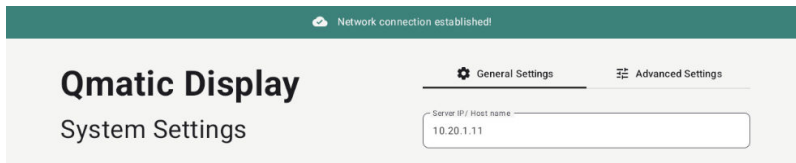
- lv-LV Latvian Latvia
- lt-LT Lithuanian Lithuania
- ms-MY Malay Malaysia
- ml-IN Malayalam India
- mr-IN Marathi India
- ne-NP Nepali Nepal
- nb-NO Norwegian Bokmål Norway
- pl-PL Polish Poland
- pt-BR Portuguese Brazil
- pt-PT Portuguese Portugal
- pa-IN Punjabi India
- ro-RO Romanian Romania
- ru-RU Russian Russia
- si-LK Sinhala Sri Lanka
- sk-SK Slovak Slovakia
- es-ES Spanish Spain
- es-US Spanish United States
- su-ID Sundanese Indonesia
- sw-KE Swahili Kenya
- sv-SE Swedish Sweden
- ta-IN Tamil India
- te-IN Telugu India
- th-TH Thai Thailand
- tr-TR Turkish Turkey
- uk-UA Ukrainian Ukraine
- ur-PK Urdu Pakistan
- vi-VN Vietnamese Vietnam

Monitor connectivity status

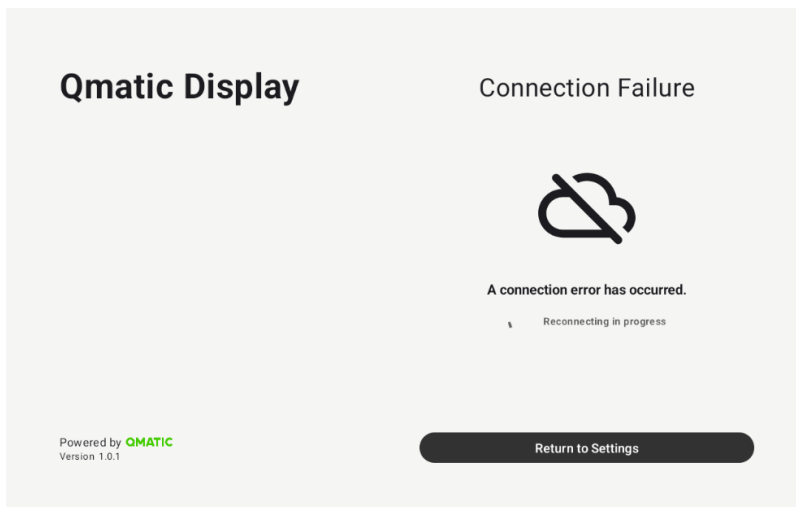
If the network connection is not available when you are on the Settings pages, you will see a red banner at the top:



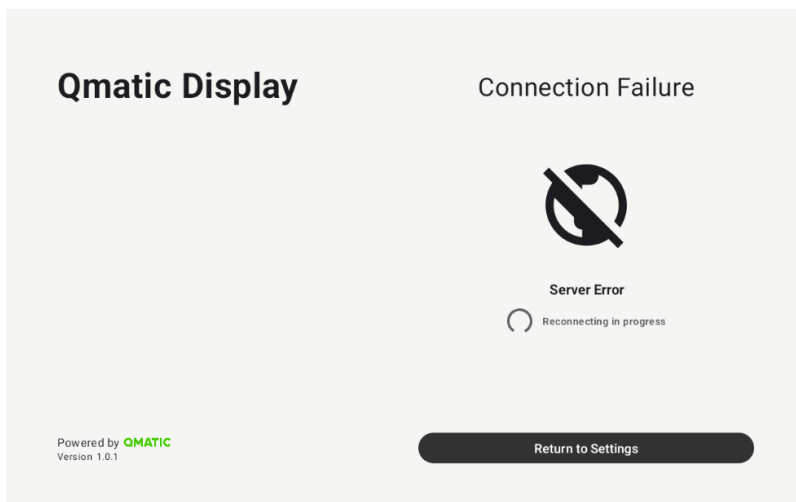
When the network connection is established again, you will see the following banner:



If Qmatic Display is connected to a surface when the network connection fails, the app will try to reconnect, and you can also choose to return to the Settings page.



If the server is unavailable when the app is connected to a surface, the error page below is displayed. The app will try to reconnect, and you can also choose to return to the Settings page.



Hot keys if keyboard is used

Hot keys can be used when the application is running.

- F1 - Access Settings pages
- Tab - Go to next configuration field

Basic troubleshooting

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Common issues

Zoom/scaling issues

Problem: The display does not zoom or scale properly.

Solution: Check the zoom/scale setting in Android.

Intermittent network connection issues

Problem: Intermittent network connection issues

Solution:

- Check that only WLAN or Ethernet is enabled in the Android settings. If both are enabled, there might be a conflict. Disable Bluetooth. Check Wi-Fi signal strength, and if necessary use a Wi-Fi profiler app to diagnose issues.
- Check that multiple devices are not using the same Unit ID. If more than one counter is used, the Unit ID must be followed with a unique number for each counter. Otherwise, events may not reach the correct Qmatic Display device.

Error messages

Table 3. Error messages

Error message	Solution
1030: Unit not found for composite id [<i>branch prefix:Unit ID</i>]	The surface application cannot be found. Check that the unit ID is configured correctly.
Unable to establish the connection. Verify the entered data and try to reconnect.	The server cannot be found. Check that the Server IP / Host name and WebSocket port is configured correctly.

Appendix A. Default sound file structure

The default structure of the file `soundFileMapping.json` is as follows:

```
{
  "languageCode": "en",
  "digitByDigit": false,
  "files": {
    "0": "...zero",
    "1": "...one",
    "2": "...two",
    "3": "...three",
    "4": "...four",
    "5": "...five",
    "6": "...six",
    "7": "...seven",
    "8": "...eight",
    "9": "...nine",
    "10": "ten",
    "11": "eleven",
    "12": "twelve",
    "13": "thirteen",
    "14": "fourteen",
    "15": "fifteen",
    "16": "sixteen",
    "17": "seventeen",
    "18": "eighteen",
    "19": "nineteen",
    "20": "twenty...",
    "21": "twenty",
    "22": "one",
    "23": "two",
    "24": "three",
    "25": "four",
    "26": "five",
    "27": "six",
    "28": "seven",
    "29": "eight",
    "30": "thirty...",
    "31": "thirty",
    "32": "nine",
    "40": "forty...",
    "41": "forty",
  }
}
```

```
"50": "fifty...",  
"51": "fifty",  
"60": "sixty...",  
"61": "sixty",  
"70": "seventy...",  
"71": "seventy",  
"80": "eighty...",  
"81": "eighty",  
"82": "one hundred",  
"83": "two hundred",  
"84": "three hundred",  
"85": "four hundred",  
"86": "five hundred",  
"87": "six hundred",  
"88": "seven hundred",  
"89": "eight hundred",  
"90": "ninety...",  
"91": "ninety",  
"92": "nine hundred",  
"101": "one hundred and",  
"102": "two hundred and",  
"103": "three hundred and",  
"104": "four hundred and",  
"105": "five hundred and",  
"106": "six hundred and",  
"107": "seven hundred and",  
"108": "eight hundred and",  
"109": "nine hundred and",  
"134": "Qmatic",  
"141": "ticket",  
"142": "office",  
"143": "information",  
"144": "service",  
"153": "position",  
"154": "desk",  
"155": "counter",  
"156": "teller",  
"157": "room",  
"159": "number",  
"162": "your number",  
"163": "is",  
"164": "please",  
"166": "go to",  
"175": "now serving",  
"176": "category",  
"180": "and",  
"182": "at",  
"183": "in",
```

```
"184": "on",  
"185": "the",  
"186": "on the",  
"187": "requested",  
"189": "waiting time",  
"191": "estimated",  
"192": "minute",  
"193": "minutes",  
"194": "hour",  
"195": "hours",  
"196": "there are",  
"197": "customers",  
"198": "before you",  
"199": "people",  
"200": "waiting",  
"202": "floor",  
"203": "ground",  
"204": "first",  
"205": "second",  
"206": "third",  
"207": "fourth",  
"208": "fifth",  
"209": "sixth",  
"210": "seventh",  
"211": "eighth",  
"212": "ninth",  
"213": "tenth",  
"214": "A",  
"215": "B",  
"216": "C",  
"217": "D",  
"218": "E",  
"219": "F"  
}  
}
```




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