

QMATIC

REFERENCE MANUAL

INTRO 17 G2

210.02F

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

WARNING!

The power supply in the unit contains components with hazardous voltage. Always disconnect the power cord before the cover is removed.

This unit is a pluggable class I equipment. It must be connected to a main socket outlet with a protective earthing connection. The unit must be placed in close vicinity of the outlet.

Battery

A lithium battery of type CR2032 is mounted inside the Ticket Printer. If replaced, exactly the same type must be used. There is a risk of explosion if it is replaced by an incorrect type.

The battery must never be in contact with water or warmed to a temperature above 100° C (212° F).

Never try to recharge or in any way repair the battery.

The battery must be disposed in a way that prevents contamination of the environment; follow the local regulations.

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1. Presentation

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Qmatic Intro 17 Generation 2 is a component of a Qmatic system for customer journey management with which visitors select a specific service and from which they receive a ticket with information.

Intro 17 Generation 2 is a customer service point with a touch screen and LCD. The service point is connected to a system server, a computer running Orchestra or Solo. The service point is connected to the server system with a TCP/IP network cable.

Intro 17 Generation 2 is built on the powerful and flexible Hub platform, which means that in excess of the standard printer functionality, you get the same functionality as in Hub.

Intro 17 Generation 2 and Accessories

Table 1: Intro 17 Generation 2

Name	Art. No.	Description	Package contains
Intro 17 Generation 2	10216110	 Customer service point. Ticket roll. Printed Quick Guide (inside printer).	1 of each.
Ticket roll	10900084 10900084A 10900085 10900085A	Ticket roll for Qmatic printers. The paper has a special perforation (patent pending) that makes the tickets easy to tear off.	24 rolls.

Table 2: Intro 17 Generation 2 Accessories

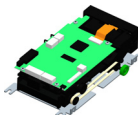
Name	Art. No.	Description	Package contains
Card reader kit. ISO12+JIS ISO123	10214190 10214191	 Complete kit with screws and label.	1

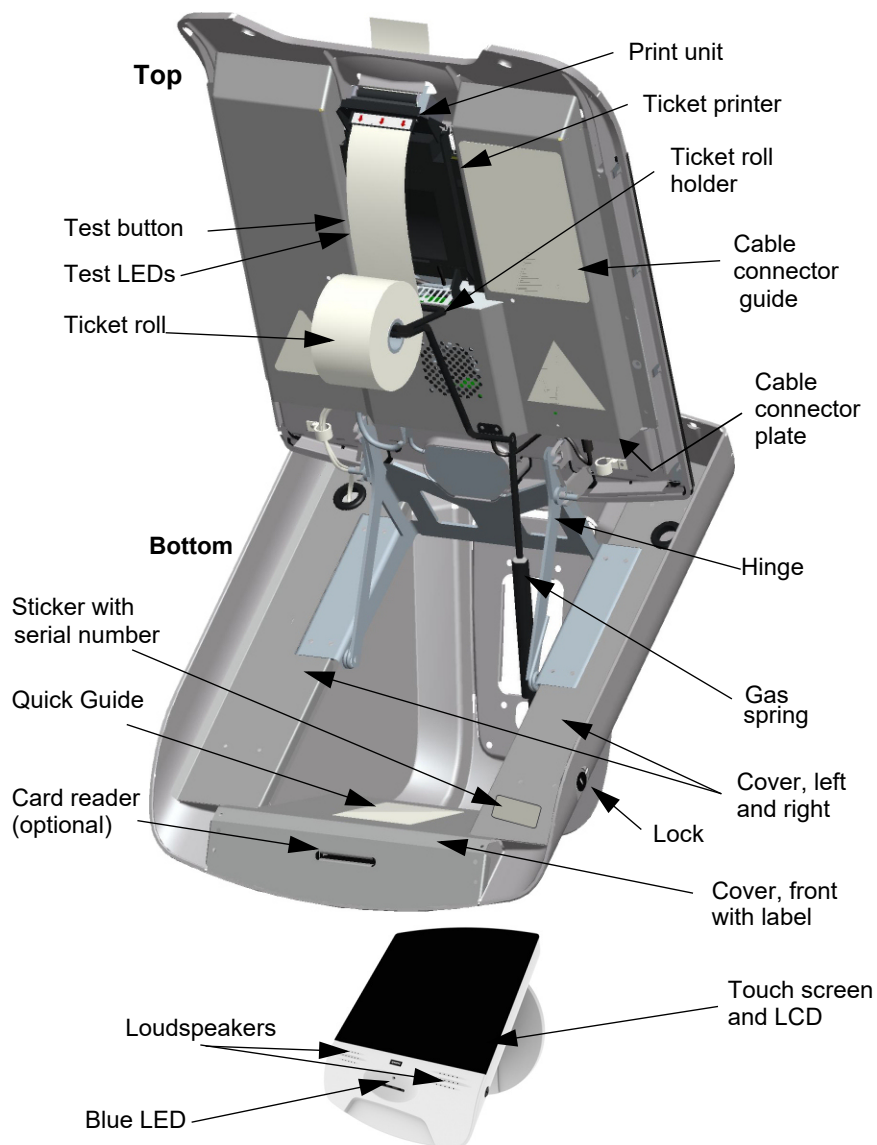
Table 3: Intro 17 Generation 2 Stands with accessories

Name	Art. No.	Description	Package contains
Stand table / wall kit.	10214201		Stand / bracket X 1. Cover label X 2. Misc. hardware.
Pedestal kit.	10214251		Foot X 1. Tubes X 2. Cover lid X 1. Signboard clamp X 4. Misc. hardware.
Signboard lower. - Plain glass - Frosted glass - Plexiglass	14107321 14107323 14107325	 Placed between the tubes on the pedestal.	1
Lighting kit.	10214180	Used with Plexiglass signboard.	1
Upper column. 1100 mm	10213208	 Ø 25 mm. Used with Ceiling connection kit.	Tube X 1. Cover strip 1100 mm X 1.
Extension Bracket Upper Column.	10213225	Bracket used to attach two columns to each other, to increase the length of the column.	

Table 3: Intro 17 Generation 2 Stands with accessories

Name	Art. No.	Description	Package contains
Signboard.	10930401	 Signboard for upper column. With fastening hardware.	1

The main parts of Intro 17 Generation 2



The main parts of Intro 17 Generation 2

Top

The top of Intro 17 Generation 2 contains all electric and mechanical parts of the unit except for the optional card reader. The main parts of the top are touch screen and LCD, several circuit boards (among them the internal computer) and ticket printer with ticket roll. On the edge are the cable connector plate. There are also two loudspeakers in the top.

Bottom

In the bottom are four sets of mounting holes. One is used when standing the unit on a table, one for hanging the unit on a wall, and two are used when mounting the unit on a floor pedestal. In the bottom is the place for the optional card reader.

Hinge and gas spring

The hinge holds the top and bottom together, making it possible to open Intro 17 Generation 2. The opening and closing movement is dampened by the gas spring.

Lock

In the bottom is a key lock that locks the top to the bottom.

Touch screen and LCD

Intro 17 Generation 2 has a 17" touch screen and LCD.

Ticket roll and holder

The ticket roll is placed on a holder on the top of the unit. The roll can be replaced without any tools. The paper has a special perforation (patent pending) that makes the tickets easy to tear off. Intro 17 Generation 2 uses the same tickets as the Qmatic TP31XX ticket printers.

Ticket printer

The ticket printer has a thermal print head. It is integrated with the paper feed mechanism.

Test button and test LEDs

A short press of the test button prints a ticket with information about the printer settings. A long press of the button generates a factory reset of the ticket printer. See “Resetting the ticket printer” on page 78.

Blue LED at the front

When the blue LED at the front of the printer glows steadily, it indicates that the printer is working properly. When the LED is blinking, it has lost contact with the system server.

Sticker with MAC address

On the ticket printer there is a sticker on the circuit board (under the lid) with the MAC address of the board.

Sticker with serial number

In the bottom, on the right hand cover, at the lower end, there is a sticker with Intro 17 Generation 2s serial number.

Utility programs

There are two special programs to use with the ticket printer in Intro 17 Generation 2:

the *TP31xx_Configurator_109_xx.exe* and

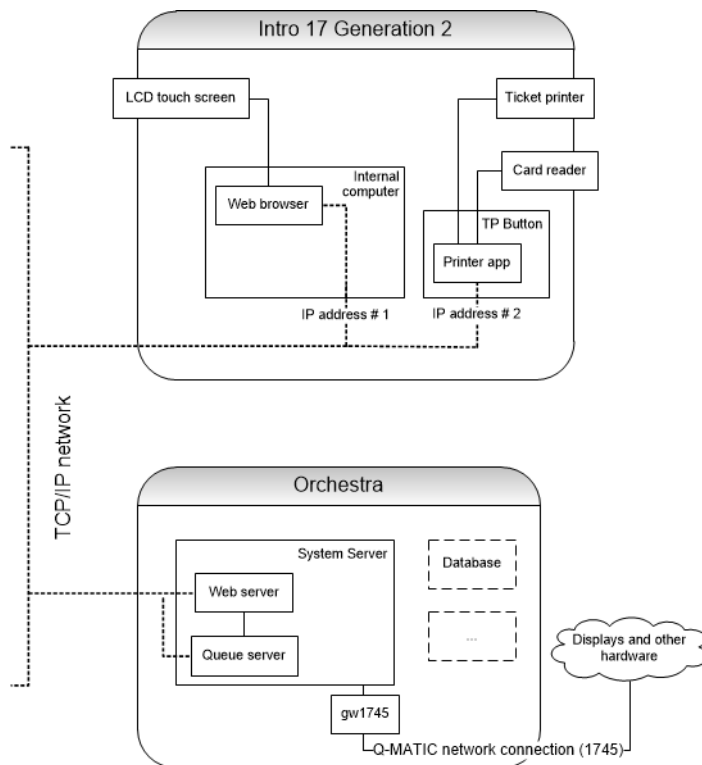
the firmware loader: *Firmware_124_Loader.exe*.

These programs can be downloaded from Qmatic World.

The Configurator is used when accessing the settings page using the MAC address. The firmware loader is used when updating the printer's firmware, see “Updating the firmware of the ticket printer” on page 78.

How Intro 17 Generation 2 Works

The main parts of Intro 17 Generation 2 are the internal computer with touch screen and LCD, and the ticket printer. The Linux based computer runs a web browser that communicates with the system server. The ticket printer in Intro 17 Generation 2 is a ticket printer of the TP Button type and it communicates with the system server in the same way as an ordinary TP Button. The computer and ticket printer of Intro 17 Generation 2 do not communicate directly, only via the system server:



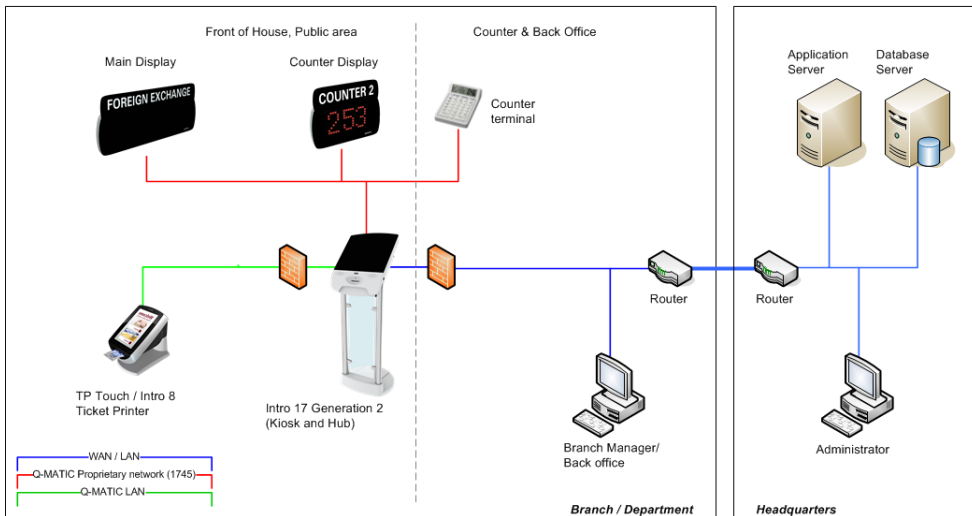
Example of a set up in Orchestra

The web server contains all the HTML pages needed for Intro 17 Generation 2. The computer in Intro 17 Generation 2 only stores the address of the start page.

In the normal case, a press of a button on the touch screen is converted to a button press for the queue server to process and the web server sends a new page for display on the LCD. The system server handles the button press, and in the normal case sends a ticket to the ticket printer with a queue number and other information about the selected service.

Intro 17 Generation 2 is built on the powerful and flexible Hub platform, which means that in excess of the standard printer functionality, you get the same functionality as in Hub.

The picture below shows where Intro 17 Generation 2 may be placed in a typical Orchestra system:



Limitation

Intro 17 Generation 2, used as Hub, is optimized for use with a maximum of 25 concurrent counter users.

Technical Specifications

Technical name	Qmatic Intro 17 Generation 2.
Server system	Orchestra Enterprise, Orchestra One, Solo, Q-Win
Size	420 X 447 X 380 mm / 16.5 X 17.6 X 14.9 in (W X H X D).
Weight	18.0 kg / 39.7 lb.
Printing method	Thermal printing.
Paper type	Thermal sensitive. To secure long-term, trouble-free use of the printer, the Q-MATIC ticket rolls are specifically manufactured for Q-MATIC printers.
Power	24 V DC, 5 A. External power supply, 100-240 V AC, 50-60 Hz. Art no 10100937, Meanwell GST120A24 is included.
Power consumption	Stand by: 45 W approximately. Printing: 125 W maximum.
Temperature	Operating: 10-40 °C / 50-104 °F, Storage: 0-40 °C./ 32-104 °F
Relative humidity	Operating: 15-75%, storage: 10-90%.
Network transmission speed	Supported: 10/100 MBit Ethernet, minimum: 10 Mbit/s.
Connectors/cables	RJ45 - CAT5 - FTP / S-FTP or better. The cable must be flexible and withstand bending.
Display	LCD, 17", 16.7 million colours. Resolution: 1280 X 1024 pixels. Contrast ratio: 800:1, luminance: 350 cd/m2. Viewing angles: from left, right, above and below: 80°.
Sound	Supported formats: <i>.opus</i> ; <i>.weba</i> ; <i>.ogg</i> and <i>.wav</i> .
Touch screen	Projective capacitive touch screen; no film or other on top of glass.
Expected life of thermal print head	The thermal print head will print more than 1.65 million standard tickets (60 mm) with a print rate of 12.5%.
Safety and other regulations	CE, RoHS2, WEEE.

MyQmatic and License Handling

Intro 17 Generation 2 functionality requires that you have both a MyQmatic SD card and a license. For more information about the available licenses, please refer to the Data sheet for Intro 17 Generation 2, found on Qmatic World.

The MyQmatic SD card, installed from factory in your Intro 17 Generation 2, serves the following two purposes:

- Storage for Queue Agent's *media* folder.
- Functioning as a license holder card.

This makes it possible to move a MyQmatic SD card from one Intro 17 Generation 2 to another. In this way, all data, including license, and storage in the Queue Agent *media* folder will be transferred with the card.

More information about MyQmatic can be found on Qmatic World.

The MyQmatic SD card is factory installed and formatted and must never be removed or inserted while Intro 17 Generation 2 is powered on.

At power on, the system will ensure that the MyQmatic SD card contains the needed files and folders. If the card is faulty in some way, you will be notified about it.

Manage the License

The license is a license key that, when activated, enables the unit with information about the license number, number of users, options and applications. The license is managed in the License tab. The license can be activated in the following way:

- Internet activation - direct activation in the system. Access to the internet is required.
- Offline activation - with a file that is sent and received.

Security at Hub and Intro 17 Generation 2

Hub and Intro 17 Generation 2 share software, they both run the same software image released from Qmatic.

Our software is locked down and only the required ports to communicate with Orchestra and other Qmatic products are open.

There is no other function to communicate with these units than the above. For example, no SSH or FTP access.

The Hub can be equipped with a physical lock that secures all cables to the unit. Intro 17 Generation 2 always has this function. A key is required in order to gain physical access.

Updates and new software is only provided from Qmatic and all software is delivered in a compressed and signed format.

Ports used by Intro 17 Generation 2

DNS:

- 53 TCP/UDP

NTP:

- 123 UDP

WEB:

- 80 TCP
- 443 TCP

Queue Agent:

- 18080 TCP
- 18443 TCP
- 18888 TCP
- 18989 TCP

Printer:

- 3477 UDP
- 3478 TCP/UDP
- 3479 TCP

2. Installation and configuration

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Preparations

Before starting the installation at the site, take the following points into consideration:

- The layout and function of the HTML and QSP pages to use on the screen of Intro 17 Generation 2.
- The design of the tickets.
- Get two suitable IP addresses from the network administrator on the installation site. One for the ticket printer and one for the internal computer. Only static addressing is supported for the ticket printer. Likewise, sub net and gateway need to be determined with the administrator.
- The ports numbered 3477, 3478 and 3479 are the default ports used for communication between the ticket printer in Intro 17 Generation 2 and gw1745/ Device Controller / Q-Win.
- The ports numbered 5533 and 5678 are used by the *TP31xx_Configurator_109_XX.exe* and the firmware loader, *Firmware_124_XX Loader.exe*. Programs for communication with the ticket printer in Intro 17 Generation 2. Check that they can be used.
- Which network plug should the cable from Intro 17 Generation 2 be connected to and how long will the cable be?
- Which power plug should the cable from the power supply be connected to and is there a need for an extension?

Installation overview

To install Intro 17 Generation 2 on a site you do the following:

- Mount the unit on a stand. see "Mounting Intro 17 Generation 2 on a stand" on page 17.
- Install any accessories. See "Mounting the ceiling tube kit" on page 21, and "Mounting the card reader" on page 23.
- Connect the cables and insert a ticket roll. see "Replace ticket roll" on page 68. and "Connecting the external cables" on page 22.
- Set up the communication with the system server and web server for the internal computer and with the system server for the ticket printer.
- Additional software set-up and creation of tickets and touch screen web pages.

Mounting Intro 17 Generation 2 on a stand

There are two types of stand that can be used with Intro 17 Generation 2:

- a floor pedestal
- a combination table stand / wall bracket

There are several types of signboards for the tubes of the floor pedestal.

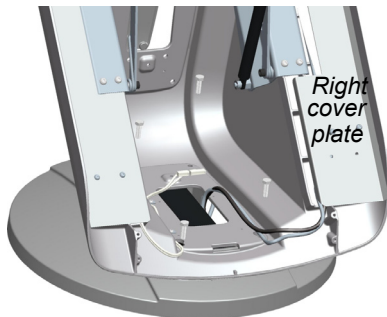
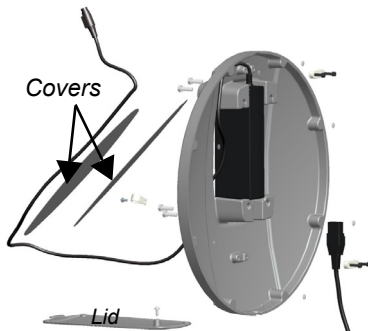
There is also a kit for routing the cables from the ceiling.



⚠ Be careful when moving the top up and down and closing Intro 17 Generation 2, there is a risk of getting fingers squeezed. Be especially careful at the large hinge.

⚠ When in use, there can be hot surfaces inside Intro 17 Generation 2.

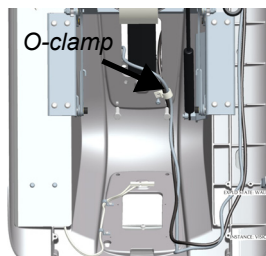
Placing Intro 17 Generation 2 on a table or hanging it on a wall



Standing on a table.

The mounting kit for table and wall is one and the same, it is a combination table stand / wall bracket. The only difference is where it is mounted: on the vertical or horizontal opening in the bottom of Intro 17 Generation 2.

1. Mount the power supply inside the stand / bracket.
2. Mount the covers and the lid: the lid covers the opening not used by the stand / bracket and the covers cover the holes in the side of the bottom that are used for the tubes of the pedestal.
3. For table use: mount the 8 rubber feet on the places designed for them on the stand.
4. Mount Intro 17 Generation 2 on the stand / bracket with the four screws supplied.
5. Route the cables, the power cord and LAN cable, under the right cover plate up through the hole in it, to the connector plate. When mounting on a wall: mount the O-clamp for the cables.
6. The section, "Connecting the external cables" on page 22, describes *where to connect the cables*.



Hanging on a wall.

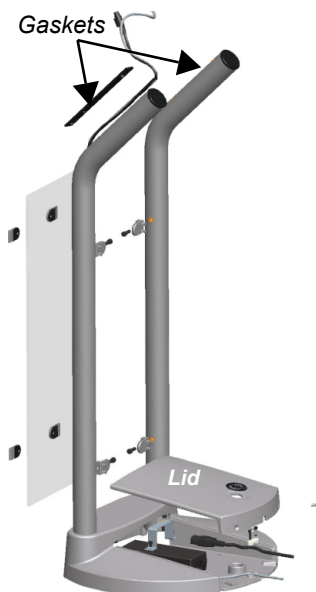
Standing Intro 17 Generation 2 on the floor

ⓘ This procedure is also applicable for mounting the pedestal lighting kit.

To place Intro 17 Generation 2 on a floor, first assemble the floor pedestal and then put the unit on it.

There is a kit for routing cables from a ceiling down to the pedestal. There is a special signboard for mounting on the ceiling tube. There is also a pedestal lighting kit. See the table "Intro 17 Generation 2 and Accessories" on page 3.

Fix the stand on the floor with screws..



To mount Intro 17 Generation 2 on a floor pedestal do the following.

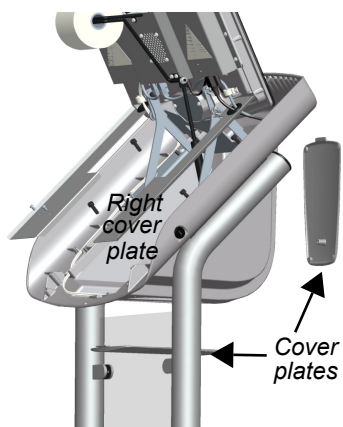
1. First route the power cable, the network cable, and, if applicable the pedestal lighting cable, through the foot and into the right tube (as seen from the front). Use a string or rod to pull/push the cables through the tube.
2. Remove the lid on the foot and fasten the tubes with screws and washers inside the foot.
3. Mount the power supply and power cord in the foot with brace and cable clamp.

Note: make a coil on the power cord, between the clamp and the supply, to prevent the cord plug from accidentally coming loose ever so slightly from the power supply, and in the worst case generating glitches.

4. Put the gaskets over the openings on the top of the tubes.



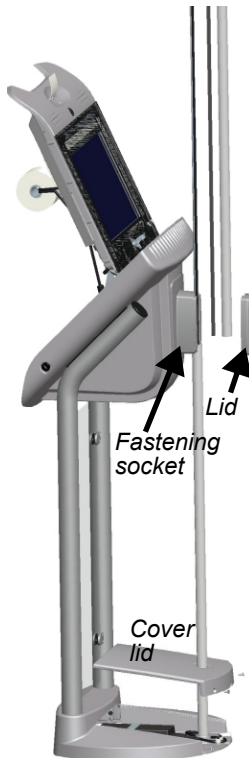
5. Mount Intro 17 Generation 2 on the two tubes. The mounting holes are under the left and right cover plates. First mount the upper screws to the tubes, then hang Intro 17 Generation 2 on the screws. Next, mount the lower screws and tighten all four screws.



6. Route the cables under the right cover plate up through the hole in it, to the connector plate.
7. The section, "Connecting the external cables" on page 22, describes where to connect the cables.
8. Mount the cover plates on the wall and table openings in the bottom of Intro 17 Generation 2.
9. Mount the lid on the foot over the power supply and cables.
10. Mount a signboard between the tubes.

Mounting the ceiling tube kit

To mount the ceiling tube kit,



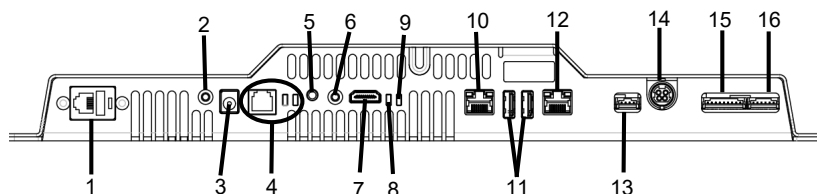
1. Mount the fastening socket on the back of Intro 17 Generation 2. Remove the cover lid for the opening first, if already mounted.
2. Open the cover lid on the foot to get access to the power supply and place the lower tube through the hole in the lid. Remove the covering logotype brick if already mounted.
3. Route the long power cord from the ceiling down all the way through both the upper and lower tube to the power supply in the foot. The cord from the power supply into Intro 17 Generation 2 is routed in the same way as with the pedestal without ceiling tube: up through the right tube; see "Standing Intro 17 Generation 2 on the floor" on page 19.
4. Route the network cable from the ceiling down through the upper tube to the opening in the fastening socket where it goes into Intro 17 Generation 2. From here on the cable is routed in the same way as with the wall stand.
5. Cut the covering strips to the appropriate length and mount them on the tubes.
6. Mount the cover lid on the foot.
7. Mount the lid on the fastening socket.

Connecting the external cables

There are two external cables that connect to Intro 17 Generation 2: the power cord and the network cable.

The cables come in from three directions depending on the way the unit is mounted: wall, table or pedestal, see previous sections. In all three cases, once in, the cables are routed under the right cover plate, up through the hole in the plate. Route the network cable through the O-clamp and under the other cables on the connector plate; it goes towards the left end of the plate.

The connectors are placed as follows:



- | | |
|----|--|
| 1 | Solo connection (1745 cable). |
| 2 | Power button |
| 3 | Power IN - do not use! |
| 4 | Qmatic Hub 1745 network connection, with status LEDs. |
| 5 | Audio OUT. |
| 6 | Status button. For more information, see "Status Button" on page 23 |
| 7 | HDMI OUT |
| 8 | Power status LED. |
| 9 | System status LED. |
| 10 | WAN connection. |
| 11 | USB 1 and USB 2 connections. |
| 12 | LAN connection. |
| 13 | Power to pedestal lighting. |
| 14 | Power IN. 24 V  5A from power supply. |
| 15 | RS 232 for Card reader.  |
| 16 | Power for Card reader. |

Status Button

Pressing this button and holding it down during power on will start Intro 17 Generation 2 in rescue mode. Rescue mode can be used for example if firmware upgrade failed, due to power outage. After you have rebooted Intro 17 Generation 2 in rescue mode, you can initiate a new upload of firmware. See “Firmware Upgrade” on page 43.

Pressing this button shortly during normal operation takes you back to the setup page on the touch screen. See “Configuration - Touch screen” on page 55.

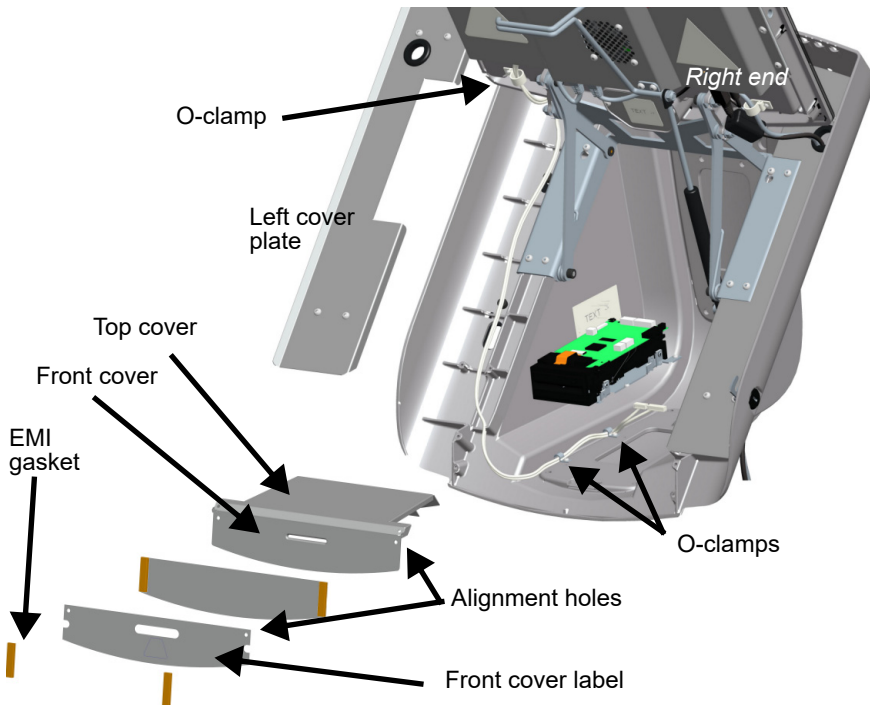
Pressing and holding this button for 20 seconds during normal operation will reset the configuration. See “Reset configuration” on page 25.

Insert ticket roll

Now is the best opportunity to insert a ticket roll. see “Replace ticket roll” on page 68.

Mounting the card reader

To mount the card reader:



1. Remove the top cover with attached front cover.
2. Remove the label (with EMI gaskets) covering the card slit and clean the front cover from any left-over glue.
3. Mount the label with slit on the front cover. To align it properly, use, for example, two M5 screws in the two holes.
4. Mount the two supplied EMI gaskets on the front cover in the same place as on the removed label.
5. Mount the card reader in the bottom of Intro 17 Generation 2 using the four screws supplied.
6. Route and connect the cable: the power cord and RS-232 cable run in it. Use the three O-clamps supplied and route the cable as the picture shows.
7. Mount the top cover with attached front cover back again.

Software set-up overview

After all the hardware is in place, set up the software of an Intro 17 Generation 2 system. There are several things to do to enable Intro 17 Generation 2 to work properly:

- Setting network parameters of the ticket printer.
- Setting up the internal computer.
- Calibrating the touch screen and setting the volume, if needed.
- Setting up your system server and creating web pages for the touch screen.

Reset configuration

It's possible to reset the configuration of Intro 17 G2 to the default settings as for a new unit (or same after USB upgrade). This can be used for example

- if you want to re-configure the unit and want to start from scratch
- if the unit does not work properly and you suspect a misconfiguration
- if the password is lost.

To reset the configuration:

1. Press and hold the status button for 20 seconds until the unit beeps 3 times.
2. Once the configuration is reset, the unit restarts automatically.

The following applies when you reset the configuration:

- Any installed queue agent is removed, including database, media and log files.
- Any license is not affected.
- Web cache is cleared.
- The network configuration is reset and the WAN IP address will be 192.168.0.17
- Log files are not removed (except for the queue agent log files).
- Any installed patches are not removed.
- The settings for touch activation and deactivation levels are not reset.

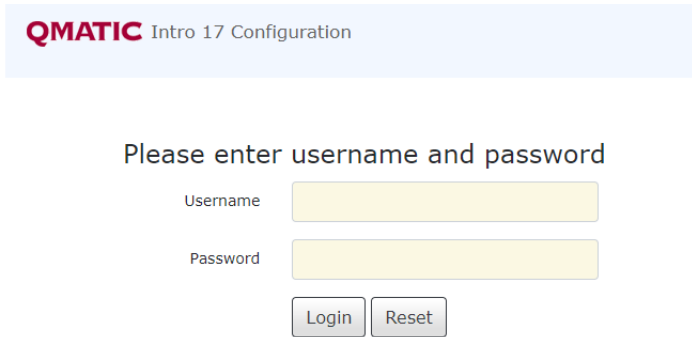
- Bridged mode is not enabled in the network settings after reset. If you use the touchscreen menu to set a new IP address, bridged mode will be enabled implicitly.

Configuration - Browser

Opening the configuration pages in a browser

The configuration pages of Intro 17 Generation 2 are, basically, the same as in Hub. They are accessed, via a web browser, at `http://<ip>/admin`, where `<ip>` should be replaced by the IP address of Intro 17 Generation 2. The factory installed IP address is: 192.168.0.17.

The following log in page is opened:



The screenshot shows a web browser window with a light blue header bar. On the left of the header is the 'QMATIC' logo in red, and on the right is the text 'Intro 17 Configuration'. Below the header, the text 'Please enter username and password' is centered. Underneath this text are two input fields: 'Username' and 'Password'. Below the 'Password' field are two buttons: 'Login' and 'Reset'.

- Username: InstallAdmin,
- Password: ulan

To log out, click *Logout* in the upper right corner.

Changing your password

We strongly recommend to change the default password to a more secure password. This is done in the Basic tab. For more information, see “Change Password” on page 37.

Tabs

The configuration, via the web browser, is split into the following tabs, all described below:

- Status - with the sub tabs Overview, Backup and Log Files
- Basic - with the sub tabs License, Date and Time, Change Password, Fonts. HW Update Agent and Reboot
- Network - with the sub tabs Network, Firewall, Certificates, 802.1X Authentication, Port Scan.
- Firmware Upgrade
- Queue Agent
- Device Controller
- Kiosk -with the sub tabs Server, Sound, Touch Controller, Identity Tools, Printer.

Status

The Status tab contains three sub tabs:

- Overview
- Backup
- Log Files

Overview

In the Status > Overview tab, there are three sections: System status, Versions and System commands.

In the System status section, you see the system status

In the Versions section, you can find the following version numbers:

- The Installed Firmware.
- Rescue image.
- Device Controller.
- Queue Agent.
- Queue Agent Daemon
- Bootloader
- Hardware Module
- Carrier board

In the System commands section you can *Reboot* the system

Backup

In Status > *Backup* tab, you can download a configuration to use as backup. This may be useful if you either are a support technician, or if you want to reuse the same configuration in many units.

- Download backup without Queue Agent - downloads a backup file containing all settings, but without Queue Agent and Java binaries.
- Download backup including Queue Agent - downloads a backup file containing all settings as well as Queue Agent and Java binaries.
- Restore backup - upload a configuration to the unit.

Read more about the process below.

Recommended Deployment Process

⚠ This procedure is recommended as of firmware version 130.4.4.0, and with the following license:

- 10115402 SW HUB DISTRIBUTED LOGIC NODE

Support has all versions of patches and those can be downloaded from <https://files.qmatic.com/index.php/s/kVKE7VPUIpQ0AIf>

Follow these steps:

1. Start up the Intro 17 Generation 2 in your office.
2. Apply all required licenses.
3. If using 10115402 Distributed Node license, apply patch with Java and Queue Agent of correct version.
4. Shut down, repack and ship to site.

The recommended procedure for handling several units is to:

1. First add the wanted patch to one unit.
2. Download the backup file from the first unit, selecting one of the download options below.
3. Restore the other units, using the backup file that was downloaded in step 2. This way you will get a good starting point for all the units.

You have the following download options:

- Download backup without Queue Agent - download a backup file containing all settings, but without Queue Agent and Java binaries. It may take up to a minute before all data is collected and the download starts.
- Download backup including Queue Agent - download a backup file containing all settings as well as Queue Agent and Java binaries. It may take up to a minute before all data is collected and the download starts.

It may take up to a minute before all data is collected and the download starts.

A file named `qep_backup<date_time>.tgz` will be downloaded.

For Windows users, if you want to modify the backup file before the restoration, please follow these steps:

❗ We recommend that you use a tool such as 7-zip for this procedure.

1. Start by extracting the downloaded .tgz backup file into its own folder.
2. Open that folder. Here, you should find a single file without extension. Right click on this file, and select Extract here... from the 7-zip menu.

The data and opt folders, as well as a version.json file should now have appeared. Delete the temp file you just extracted.

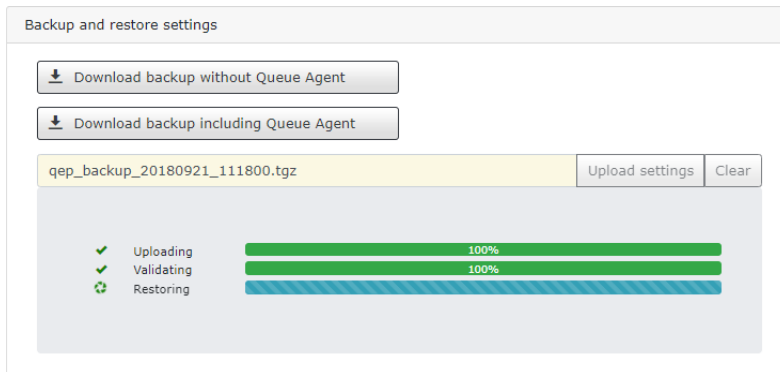
3. After the necessary modifications have been made, right click the folder and select Add to archive... from the 7-zip menu.

⚠ It is important to not select the .7z or .zip options, because that will create an incompatible restore file. Instead, select tar from the archive format selector and click OK. No other compression details should need to be changed here.

4. When a .tar file has been created, you will need to repeat the process, by right clicking on the .tar-file and selecting *Add to archive...* from the 7-zip menu. This time choose .gzip as the archive format and change the suggested file extension of the output file to .tgz.

After clicking OK, you should now have a restore file that you will be able to apply to your Hub, as described below.

If you want to upload a backed up configuration to the unit, click Restore backup, select the wanted file and click Upload settings to upload it. This procedure may take a while, but the progress can be monitored in the GUI:



⚠ The file that you upload must have file extension .tgz.

Log Files

[Overview](#)
[Backup](#)
[Log Files](#)

View Logfiles

Logfile to view System log

```

2021-11-25T08:07:42.168664+01:00 localhost [/opt/qmatic/connection-manager/connection_manager.py] ERROR: Received
2021-11-25T08:07:42.175157+01:00 localhost [/opt/qmatic/connection-manager/connection_manager.py] INFO: WebSocket
2021-11-25T08:07:42.177268+01:00 localhost [/opt/qmatic/connection-manager/connection_manager.py] WARNING: Lost ci
2021-11-25T08:15:01.593860+01:00 localhost CROND[14076]: (root) CMD (bash -c "sleep $[RANDOM%900]s"; /opt/qmatic
2021-11-25T08:20:07.929390+01:00 localhost rsyslogd: -- MARK --
2021-11-25T08:23:18.455229+01:00 localhost [/opt/qmatic/connection-manager/connection_manager.py] INFO: Trying to cc
2021-11-25T08:23:18.477216+01:00 localhost [/opt/qmatic/remote-config/qrest.py] INFO: exec_args("cat /sys/class/graphic
2021-11-25T08:23:18.714025+01:00 localhost [/opt/qmatic/connection-manager/connection_manager.py] INFO: Server con
2021-11-25T08:23:18.767346+01:00 localhost [/opt/qmatic/connection-manager/connection_manager.py] ERROR: Received
2021-11-25T08:23:18.772457+01:00 localhost [/opt/qmatic/connection-manager/connection_manager.py] INFO: WebSocket
2021-11-25T08:23:18.774464+01:00 localhost [/opt/qmatic/connection-manager/connection_manager.py] WARNING: Lost ci
2021-11-25T08:25:50.046043+01:00 localhost [/opt/qmatic/remote-config/qrest.py] INFO: exec_args("sudo /opt/qmatic/qlic
2021-11-25T08:25:50.099694+01:00 localhost [/opt/qmatic/remote-config/qrest.py] INFO: exec_args("get-product.sh")
2021-11-25T08:25:50.341262+01:00 localhost [/opt/qmatic/remote-config/qrest.py] WARNING: Failed to get manifest entry:
2021-11-25T08:25:50.424315+01:00 localhost [/opt/qmatic/remote-config/qrest.py] WARNING: Failed to get manifest entry:
2021-11-25T08:25:50.430858+01:00 localhost [/opt/qmatic/remote-config/qrest.py] INFO: exec_args("get-module.sh")
2021-11-25T08:25:50.537522+01:00 localhost [/opt/qmatic/remote-config/qrest.py] INFO: exec_args("get-product-id.sh")
2021-11-25T08:25:50.595523+01:00 localhost [/opt/qmatic/remote-config/qrest.py] INFO: exec_args("get-product-rev.sh")
2021-11-25T08:25:50.794224+01:00 localhost [/opt/qmatic/remote-config/qrest.py] INFO: exec_args("cat /sys/class/graphic

```

Copy to Clipboard

Download Logfiles

Download Logfiles

To view a log file, select a log file in the drop-down. The following log files can be viewed:

- System log
- System log from last bootup
- Device Controller
- Browser
- Agent Daemon
- Queue Agent

The last 1000 lines of the log files are displayed. If there are new log lines, they are fetched and appended every 10 seconds (does not apply to Last bootup log).

If you want to copy the log, click *Copy to Clipboard*. It can then be pasted into any text editor.

To download log files, click *Download logfiles*. It may take a while before the download starts. The downloaded package also contains the configuration files and some system status output (active processes and emmc wear status).

Basic

The Basic tab contains six sub tabs:

- License
- Date and Time
- Change Password
- Fonts
- HW Update Agent
- Reboot

License

For more information about License handling, see “MyQmatic and License Handling” on page 12.

This tab shows a License list of which applications that are currently licensed:

The screenshot shows the QMATIC Intro 17 Configuration web interface. The top navigation bar includes a 'Logout' button. Below it, a series of tabs are visible: Status, Basic, Firmware Upgrade, Queue Agent, Device Controller, and Kiosk. The 'License' tab is selected, showing a sub-navigation bar with links: License, Network, Firewall, Date and Time, Change Password, Fonts, and Certificates. The main content area displays the 'License Key' section with a text field containing 'AAAA-BBBB-CCCC-DDDD-EEEE-FFFF-GGGG' and two buttons: 'Update' and 'Update offline'. Below this is a table with license details:

License ID	27e1feb31683cab3		
Licensed product	HUB		
Licensed to	Test Bergin 4		

Below the table is the 'License List' section, which contains a table of active licenses:

✓	Network Gateway	(Activates Device Controller)	Active
✓	Media Player	(Activates Media Player)	Active
✓	Distributed Logic Node	(Activates Queue Agent)	Active

Other information found on this tab is License Key information:

- License ID - number taken from the MyQmatic SD-card.
- Licensed product - name of the licensed product.
- Licensed to - name of end customer.

If, for example, the Queue Agent is not licensed, then the text “Not licensed” will be displayed at the top of that tab. Also, a “no entry” icon will be displayed when hovering over a tab for a not licensed application.

ⓘ The Network Gateway license is always enabled, even before you enter your License Key. However, you can enable/disable the Device Controller in the Device Controller tab.

It is possible to update your license (for example to add more applications), by clicking the Update, or Update offline button, to the right of the License Key field.

Before a license is activated, the tab looks like this:

QMATIC Intro 17 Configuration Logout

Status
Basic
Firmware Upgrade
Queue Agent
Device Controller
Kiosk

License
Network
Firewall
Date and Time
Change Password
Fonts
Certificates

License Key		Activate	Discard changes
	XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX		
License ID	705dad91b3c8aa71		
Licensed product	HUB		
Licensed to			

License list			
✖	Network Gateway	(Activates Device Controller)	-
✖	Media Player	(Activates Media Player)	-
✖	Distributed Logic Node	(Activates Queue Agent)	-

❗ If you want to activate your license online, make sure that Intro 17 Generation 2 has access to the internet and that a Primary DNS is configured, before you start the procedure. This is needed for Intro 17 Generation 2 to have access to the Qmatic license server. You can use Google's DNS, which is received by entering 8.8.8.8 or 8.8.4.4 in the DNS field. For more information, see "Date and Time" on page 36

To activate/update your license, enter your License Key in the yellow field and click **Activate**.

❗ When proxy is used, online license activation is not possible. Use offline activation instead.

It is also possible to activate the license offline:

Enter your License Key, then click the *Activate offline* button. A file will be downloaded. Email this file to Qmatic and when you get a license file (*.sli) in return, place that file in a suitable directory. Click *Select file*, browse to and select the license file. Click *Upload*, the license will be activated.

Date and Time

It is important to set the time and date, for the application to run correctly.

Date and Time

Date	2021-11-24
Time	10:12
Timezone	Europe/Amsterdam
Sync Type	HTP
Server 1	https://support.example.clou
Server 2	address
Server 3	address

Note that enabling time synchronization against a server might log you out when the time is synchronized.

1. Start by selecting Sync type:

- Manual
- NTP (Network Time Protocol)
- HTP (HTTP Time Protocol)

If you select NTP or HTP, Intro 17 G2 will synchronize its clock with that of the specified servers. You can add up to 3 servers. For example, use an NTP server provided by your IT department or use HTP against any available web server. We recommend that you use your Orchestra server that you connect your unit to. Use server hostname or ip address.

If you select Manual, manually enter the date and time.

2. Set a timezone.

3. When done, click Apply to save the settings. If you use NTP/HTP, it may take a while before the settings are applied. Time sync is updated continuously. When time is synchronized, you might be logged out.

Change Password

Here you can change the password of Intro 17 Generation 2. Enter the new password twice.

ⓘ The password must contain a minimum of 8 and a maximum of 64 characters. When done, click *Apply* to save the settings.

Fonts

If, for example, you want to use a specific font on your tickets, the Queue Agent requires that the font is installed in Intro 17 Generation 2.

In this tab, the font can be browsed for and uploaded, by clicking on Upload font.

You can also see a list of already installed fonts, and it is possible to delete installed fonts, by clicking on the trash can icon.

ⓘ Only true type fonts (with file extension.ttf) can be uploaded.

❗ If you try to upload a font that already exists, or, for example, try to upload a font with a file name in upper case, when there is already one with a file name in lower case, you will be prompted about this.

❗ When one or several fonts have been uploaded, you will need to manually restart the Queue Agent and/or Kiosk. This can, for example, be done on the Queue Agent tab.

HW Update Agent

❗ Note that HW Update Agent has not been released yet.

To enable HW Update Agent, go to Basic > HW Update Agent and check Enable. Enter the other settings and press Apply.

Reboot

The screenshot shows the 'Reboot' sub-tab within the 'Basic' configuration section. The main heading is 'Daily Reboot Settings'. Below this, there is an 'Enable' checkbox which is currently unchecked. To the right of the checkbox is a 'Time' label followed by a text input field containing the word 'Time'. At the bottom of the settings area, there are two buttons: 'Apply' and 'Discard changes'.

In this tab, you can configure a daily reboot for Intro 17 G3. Check the Enable checkbox, enter a time in HH:MM format and press Apply, and the kiosk will reboot at this time every day.

Network

The Network tab contains the following sub tabs:

- Network
- Firewall
- Certificates
- 802.1X Authentication

- Port Scan

Network

Network
Firewall
Certificates
802.1X Authentication
Port Scan

DNS

Hostname
qep-media-cgt

Primary DNS
192.168.10.201

Secondary DNS
192.168.10.210

WAN Interface

DHCP
☐

IP Address
192.168.104.191

Netmask
255.255.255.0

Gateway
192.168.104.1

MAC
00:15:3e:00:00:13

Link Mode
automatic

LAN Interface

Enable
☒

Bridge with WAN
☒

MAC
00:15:3e:00:00:13

Link Mode
automatic

Apply
Discard changes

The settings of the Network sub tab are:

- DNS:
 - Hostname - if the Intro 17 Generation 2 is used in dynamic host configuration (DHCP) mode, the Hostname is reported to the DHCP server.
 - Primary DNS - enter a name server IP address.
 - Secondary DNS - enter a name server IP address.

- WAN Interface:
 - DHCP - It is possible to use either a static IP address, or obtain an IP address automatically (DHCP). Check this check box to use Intro 17 Generation 2 in DHCP mode. The following settings are not applicable for DHCP mode.
 - IP Address - enter the static IP address of Intro 17 Generation 2 here.
 - Netmask - enter the netmask.
 - Gateway - enter the IP address of the Gateway here.
 - MAC - interface MAC address.
 - Link Mode - Select a network speed
- LAN Interface:
 - Enable - Check the check box to enable the LAN interface.
 - Bridge with WAN - This is by default enabled for Intro 17 Generation 2. Since this is enabled, the settings on the Firewall tab will not be available.
 - MAC - interface MAC address.
 - Link Mode - Select a network speed
- Proxy:
 - Enable - Check the check box to enable proxy.
 - HTTP/HTTPS proxy - Host address for the HTTP/HTTPS proxy server
 - Port - Port for the HTTP/HTTPS proxy server

When done, please click Apply to save the settings.

Firewall

ⓘ Since the default setting on the Network tab is that Bridge with WAN is enabled, the settings of the Firewall tab will not be described here. For a complete description of the fields on the Firewall tab, please see the Hub manual, found on Qmatic World.

Certificates

The screenshot shows the 'Certificates' sub-tab selected in a navigation bar. Below the navigation bar, there are two main sections. The first section is titled 'Installed trusted certificates' and contains the text 'No custom trusted certificates have been uploaded' followed by an 'Upload certificate...' button with an upward arrow icon. The second section is titled 'Installed server certificate' and contains the text 'No custom server certificate has been uploaded' followed by another 'Upload certificate...' button with an upward arrow icon.

In this sub tab, you can upload a new trusted/server certificate, remove an already installed certificate, and see if a certificate is installed.

A trusted certificate is a certificate from a trusted Certificate Authority (CA) whereas a server certificate can be a private key or an own identity certificate.

Click the Upload certificate button to upload a certificate. The certificate file format needs to be *.pem. After you have uploaded a certificate, you need to save and restart Intro 17 Generation 2.

802.1X Authentication

[Network](#) [Firewall](#) [Certificates](#) [802.1X Authentication](#) [Port Scan](#)

802.1X Authentication Settings

Enable ☐

EAP Type TLS ▼

Identity Identity

CA certificate Choose file... No file chosen

User certificate Choose file... No file chosen

Private key Choose file... No file chosen

Private key password Private key password

Apply Discard changes

802.1X is a standard for port-based network access control. It means that all devices that want to access a network needs a certificate to authenticate.

To configure 802.1X Authentication:

1. Go to Network > 802.1X Authentication
2. Check 'Enable'.
3. Select EAP Type.
4. Depending on which EAP Type you select, enter the required setting and upload the required files.

ⓘ Only .pem file type is accepted.

5. Click Apply. Please wait a few moments while the settings are processed and applied.

Port Scan

By scanning ports, you can check if the ports required to connect to Orchestra are open or closed.

To scan ports:

1. Go to Network > Port Scan
2. Enter the following settings:
 - Target Host: IP address or hostname of the Orchestra agent.
 - Ports: The ports you want to scan. The field is pre-filled with the standard ports, but you can remove or add ports.

Firmware Upgrade

This tab is used for performing Firmware Upgrade.

- ⓘ All configuration of the unit is kept and still in use after the upgrade.
- ⓘ A power outage during upgrade is recoverable, i.e. the next reboot should restart the upgrade. However, if possible, please keep your browser open during the whole upgrade process!

The process is as follows:

1. Click on the Choose file button and select the wanted Firmware file. The only valid file type is .tar.
2. Click Upgrade to start the upgrade process. The following stages will be gone through: Uploading, Validating, Extracting, Rebooting, Installing, and Rebooting. When all stages have reached 100%, the upgrade is complete. The upgrade process normally takes 5-10 minutes.

Updating from a QURU version not supporting SSL (130.4.3.5 and earlier)

When upgrading the firmware to a version with SSL support and you are running a version which is not supporting SSL you will run into one of the two cases described below, depending on if it is your first or consecutive upgrade to a SSL supported version. If the version supports SSL you will not see any of these cases.

First Upgrade

The installing step will never finish in the GUI, so you will not know when the installation is done.

The installation step takes approximately 4-5 minutes. As soon as the installation step has started, it is safe to try to reload the browser. When you get a warning about a self-signed certificate, you will know that the installation is done.

Second or Consecutive Upgrade

Everything will work here as well, however you will not see any progress for the installation step or the last rebooting stage, but suddenly everything will show up as completed and the page will be automatically reloaded.

Firmware upgrade using a USB memory stick

You can also upgrade the firmware using a USB memory stick.

ⓘ For Intro 17 Generation 2, art. no. 10216110, the instructions below are applicable starting from the serial number 35768239.

ⓘ With this procedure, your firmware is reset to factory settings. However, any information stored on the SD card, e.g. license information, will be intact.

ⓘ Before you upgrade the firmware with a USB memory stick, make sure that the firmware file has the name *hub-usb-image* and is located the root older of a FAT32 formatted USB memory stick. Remove any existing extensions, such as *<version number>*, from the file name.

To upgrade the firmware:

1. Insert the USB memory stick into the Intro 17 Generation 2.
2. While pressing and holding the status button:
 - Disconnect and reconnect the power cable.
 - When the system status LED goes off, release the status button.
3. Wait for the LED to start blinking. This takes approximately 10-15 seconds.

ⓘ The system status LED will keep blinking during the whole upgrade process, which takes approximately 5 minutes. While the new firmware is being booted on Hub, the system status LED will have a steady light.

4. When the upgrade is completed, log in to your Intro 17 Generation 2, using the default factory IP address, *192.168.0.17/admin*, and make sure that you have the correct firmware version on the Status tab.

Queue Agent

Qmatic Intro 17 Configuration Logout

[Status](#)
[Basic](#)
[Firmware Upgrade](#)
[Queue Agent](#)
[Device Controller](#)
[Kiosk](#)

Queue Agent Settings

Enable ☒

Name

Central Orchestra Host

Central Orchestra Web Socket Port

SSL ☐

Central orchestra secure web socket port

Please note that restarting the Queue Agent may take up to 5 minutes.
 During that time no customers can be called or tickets issued.

The following settings are available for the Queue Agent:

- Enable - This check box marks whether the Queue Agent is enabled or not.

- Name - The name of the Queue Agent. This name must be unique.
- Central Orchestra Host - The IP address of the central Orchestra host.
- Central Orchestra Web Socket Port - The web socket port number used for communication with central Orchestra server.

It is possible to Save the settings and restart the Queue Agent. It is also possible to remove the Queue Agent database and then restart the Queue Agent.

ⓘ Please note that a restart of the Queue Agent may take up to 4-5 minutes!

Device Controller

The screenshot shows the 'Device Controller Settings' page. At the top, there is a navigation bar with tabs: Status, Basic, Network, Firmware Upgrade, Queue Agent, Device Controller (selected), and Kiosk. The settings form includes:

- Enable:** A checked checkbox.
- Branch Prefix:** A text input field containing 'AAA'.
- Unit id:** A text input field containing 'GW1745'.
- Server:** A text input field containing '127.0.0.1'.
- Port:** A text input field containing '18888'.
- Debug:** An unchecked checkbox.
- SSL:** An unchecked checkbox.

At the bottom of the form are two buttons: 'Save and Restart Device Controller' and 'Discard changes'.

The Device Controller settings are the following:

- Enable - This check box marks whether the Device Controller is enabled or not.
- Branch Prefix - this is the Branch Prefix of the Device Controller in Intro 17 Generation 2. It must be the same Branch Prefix as set in Orchestra, on the Branch settings, and from there it is pushed out to Queue Agent. Valid format is: [A-Z][A-Z][A-Z,0-9], for example AAA, or AA1.
- Id - Device Controller id, unique within the Branch.

- **Server** - the IP address of the Queue Agent/QueueLogic this Intro 17 Generation 2 communicates with. Should be set to 127.0.0.1 when the Device Controller should connect to the Queue Agent in Intro 17 Generation 2.
- **Port** - the port number to use for communication with the Queue Agent.
- **Debug** - check this box to enable debug logging to file.
- **SSL** - check this check box to connect to the Queue Agent using a secure connection.

ⓘ For this to work properly, the Queue Agent must be configured so that a port has been opened for web socket.

When you have entered all your settings, please click the Save and Restart Device Controller button.

Kiosk

The Kiosk tab contains four sub tabs: Server, Screenshot, Sound, Touch Controller, and Card Reader.

Server

Depending on which Connection mode you select to run Intro 17 Generation 2 in (Browser mode / Orchestra R5, and later / Orchestra R4 / Solo/Q-Win), different settings are available.

From this sub tab it is also possible to Save settings and restart browser.

You can also choose to hide configuration details such as IP address on startup screen by checking this checkbox. If you want to retrieve this information from the kiosk without accessing the configuration pages, you can insert a USB stick to any of the USB ports. This will create a text file with system info, network status and server settings.

Browser mode:

Server settings

Connection mode: Browser mode ▼

Start URL: http://192.168.0.201:80/login/login.act

Embedded browser restart

Enable restart: ☐

Time: Time

Save settings and restart browser Discard changes

The following settings are available:

- Start URL - The complete URL of the start page to use.

Example: `http://192.168.2.230:8080/touchScreen?unitId=CEN:Intro17`

Embedded browser restart:

- Enable - enables a browser restart. When this check box is checked, the Time field (below) will be enabled.
- Time - enter the wanted time for the restart here. Format is HH:MM.

Orchestra R5, and later:

Server settings

Connection mode

Orchestra R5, or later

Server

192.168.0.201

Port

80

Branch Prefix

Branch Prefix

Id

Id

SSL

☐

Embedded browser restart

Enable restart

☐

Time

Time

Save settings and restart browser

Discard changes

The following settings are available:

- Server - IP address of the Queue Agent server.
- Port - The Websocket port number to use for communication with the Queue Agent server.
- Branch Prefix - The Branch Prefix (configured in Orchestra), for example GBG.
- Id - Unit id of device (configured in Orchestra)

ⓘ Note that the start URL used by the browser in Intro 17 Generation 2 is fetched from the Orchestra server.

- Embedded browser restart:
 - Enable - enables a browser restart. When this check box is checked, the Time field (below) will be enabled.
 - Time - enter the wanted time for the restart here. Format is HH:MM.

Orchestra R4:

Server settings

Connection mode Orchestra R4 ▼

Server 192.168.0.201

Port 80

Id Id

Embedded browser restart

Enable restart ☐

Time Time

Save settings and restart browser Discard changes

- The following settings are available:
- Server- Server host name or IP address, default is localhost.
- Port - Server port number.
- Id - Unit id of device (configured in Orchestra).
- Embedded browser restart:
 - Enable - enables a browser restart. When this check box is checked, the Time field (below) will be enabled.
 - Time - enter the wanted time for the restart here. Format is HH:MM.

Solo/Q-Win:

Server settings

Connection mode: Solo/Q-Win

Server: 192.168.0.201

Port: 80

Unit Number: 1

Start Page: /touchscreens/index.html

Username: Administrator

Password: Password

Embedded browser restart

Enable restart: ☐

Time: Time

Save settings and restart browser | Discard changes

The following settings are available:

- Server - Server host name or IP address, default is localhost.
- Port - the port number to use for communication with the system server.
- Unit Number - The number used of the device in question, for example 1 as in "Printer 1"
- Start Page - The page on the server that Intro 17 Generation 2 should load. default is index.html.
- Username - Username to use for log in to Solo/Q-Win.
- Password - Password used to log in to Solo/Q-Win (optional).
- Embedded browser restart:
 - Enable - enables a browser restart. When this check box is checked, the Time field (below) will be enabled.
 - oTime - enter the wanted time for the restart here. Format is HH:MM.

Screenshot

In this sub tab you can see what is displayed on the media player at the moment. The screenshot auto refreshes every 5 seconds.

You can also click the button to download the current screenshot.

Sound

In this sub tab, you can change the sound settings of your Intro 17 Generation 2 unit. In the Volume field, enter a number between 0 and 100 (percent). The default value is 75. When done, click *Apply*. It is also possible to play a test sound, to test the volume, by clicking the button *Play test sound*.

The following sound formats are supported for the Intro 17 Generation 2 browser:

- Opus Audio (opus)
- WebM Audio (.weba)
- Ogg Vorbis (.ogg)
- Wave (.wav)

Touch Controller

The following settings are available:

- Touch activation - this is the threshold level to exceed for the touchscreen to detect a touch. Must be a number in the range of 10 to 64 and higher than, or equal to, the deactivation number.
- Touch deactivation - this is the deactivation level. The touch is active until the value falls below this level. Must be a number in the range of 10 to 64 and lower than, or equal to, the activation number.
- Touch sound volume - set the volume of the sound generated when touching the screen.

Click *Apply*, when done, to save the settings.

Backlight

In this tab, you can set a backlight level and also schedule another backlight level, for example if you want to lower the backlight during non-business hours.

The default backlight level is 7.

The screenshot shows the 'Backlight' settings tab within a configuration interface. At the top, there is a navigation bar with tabs: Status, Basic, Network, Firmware Upgrade, Queue Agent, Device Controller, and Kiosk (which is selected). Below this, a secondary navigation bar shows: Server, Screenshot, Touch Controller, Backlight (selected), Identity Tools, and Printer. The main content area is titled 'Backlight settings' and contains the following controls:

- 'Default backlight level': A dropdown menu currently set to '7'.
- 'Enable schedule': A checkbox that is checked.
- 'From': A time input field set to '18:00'.
- 'To': A time input field set to '07:00'.
- 'Schedule backlight level': A dropdown menu currently set to '0'.
- At the bottom right, there are two buttons: 'Apply' and 'Discard changes'.

The following settings are available:

- Default backlight level - Set the backlight level during normal operation mode.
- Enable schedule - Select if you want another backlight level during the scheduled time period. Use this to set the screen in sleep mode during non-business hours.
- From - Set the start time of the backlight schedule
- End - Set the end time of the backlight schedule
- Schedule backlight level - Set the backlight level during the scheduled period. Set to 0 if you want the screen to appear black. Note that the touch screen is still activated.

Identity Tools

Card reader

Sankyo reader

☐

PCSC reader

☐

Save and Restart/Stop Card Readers

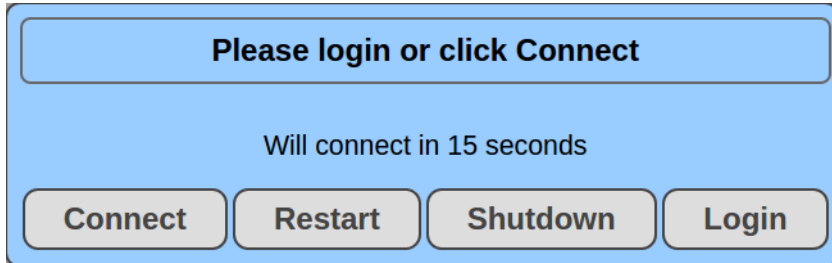
Discard changes

In this sub tab, select the card reader(s) that you are using, then click Save and Restart/Stop Card Readers. This is typically done when the card reader has just been installed.

Configuration - Touch screen

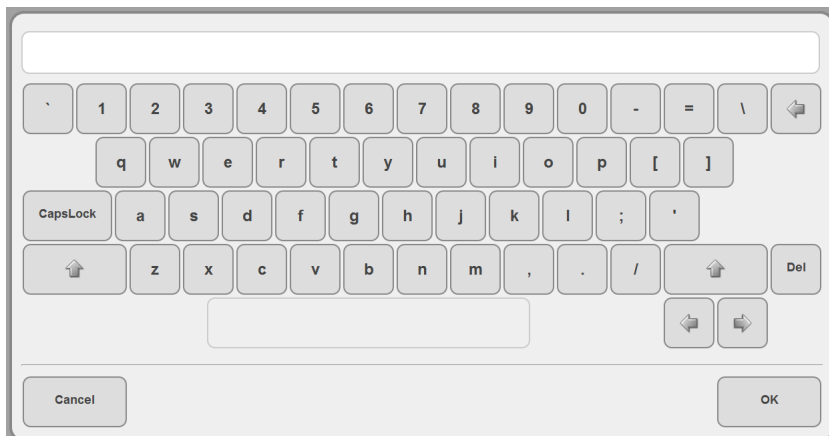
Opening the set up page on the touch screen

To get access to the internal computer's set up page you must log in. This is done by pressing the Login button and then entering the password on the log in (keyboard) page:



The Login and Connect buttons are only displayed for a short while, after the unit is powered on. When that period has passed and no Login button was pressed and password was entered, the start page on the web server is loaded and ordinary operation is started. The default password is ulan.

Use the on screen keyboard to enter numbers and text.



The set up page, containing a number of tabs, is displayed.

Press the question mark for help. Press Save to save the settings. From each tab, it is also possible to restart the computer, by pressing the Restart button, or shut it down by pressing *Shutdown*.

The configuration, via the touch screen, is split into the following tabs, all described below:

- Network
- Server
- Hardware
- Date and Time
- Change Password

Network

Network

Use DHCP ☐

IP Address 192.168.104.191

Netmask 255.255.255.0

Gateway 192.168.104.1

Primary DNS

Secondary DNS

Hostname qep-media-cgt

☒ Auto ☐ 10/Half ☐ 10/Full ☐ 100/Half ☐ 100/Full

Connect Restart Shutdown Cancel Save

QMATIC

Intro 17 - Version 130.6.1.0

The settings of the Network tab are:

- Use DHCP - If you want to use a dynamic IP-address, enable this option. When this option is enabled, as in the picture above, the fields IP Address, Netmask, and Gateway are greyed out and thus not available.

ⓘ A DHCP server must be available in the network, to be able to use this option.

- IP Address - enter the static IP address of Intro 17 Generation 2 here. Example: If this unit is connected to a local network, this address could look something like: 192.168.1.234.
- Netmask - This is the netmask for the unit. Example: If this unit is connected to a local network, this address could look something like: 255.255.255.0.
- Gateway - This is the gateway for the unit. Example: If this unit is connected to a local network and the IP-address is 192.168.1.234, the gateway could look something like: 192.168.1.1.
- Primary DNS - This is the nameserver (DNS) to use when resolving names into static IP-addresses.
- Secondary DNS - enter a name server IP address.
- Hostname - This is the unit's hostname. The hostname is reported to the DHCP server, if DHCP mode is selected, above. A valid name has 1-63 characters and includes [a-z], [0-9], or '-'.
Note: The hostname must be unique on the network.
- Auto / 10/Half / 10/Full etc - Select a network speed.

When done, please click Save to save the settings.

Server

In the Server tab, you decide in which mode to run the printer: Orchestra R5, or later; Solo / Q-Win; or Browser Mode.

Orchestra R5, or later

Network Server Hardware Date and Time Change Password

Server

☒ Orchestra R5, or later ☐ Orchestra R4 ☐ Solo/Q-Win ☐ Browser mode

Server ?

Port ?

Branch Prefix ?

Id ?

Connect Restart Shutdown Cancel Save

QMATIC

Intro 17 - Version 130.3.0.0

Here, you configure the following:

- Server - Server host name or IP address, default is localhost.

ⓘ Note that the start URL used by the browser in Intro 17 Generation 2 is fetched from the Orchestra server.

- Port - The Websocket port number to use for communication with the Queue Agent server.
- Branch Prefix - The Branch Prefix (configured in Orchestra), for example GBG, or AB1.
- Id - Unit id of device (configured in Orchestra)

Orchestra R4

The screenshot shows the 'Server' configuration window in the Qmatic software. At the top, there are five tabs: 'Network', 'Server' (selected), 'Hardware', 'Date and Time', and 'Change Password'. The 'Server' tab contains a sub-window titled 'Server' with four radio buttons: 'Orchestra R5, or later' (unselected), 'Orchestra R4' (selected), 'Solo/Q-Win' (unselected), and 'Browser mode' (unselected). Below the radio buttons are three input fields: 'Server' with the value 'localhost', 'Port' with the value '21', and 'Id' with the value 'Idaa'. Each input field has a blue question mark icon to its right. At the bottom of the window are five buttons: 'Connect', 'Restart', 'Shutdown', 'Cancel', and 'Save'. The 'QMATIC' logo is displayed in red at the bottom left, and a version string 'Intro 17 - Version 130.3.0.0' is shown in a small box at the bottom right.

Here, you configure the following:

- Server- Server host name or IP address, default is localhost.
- Port - Server port number.
- Id - Unit id of device (configured in Orchestra)

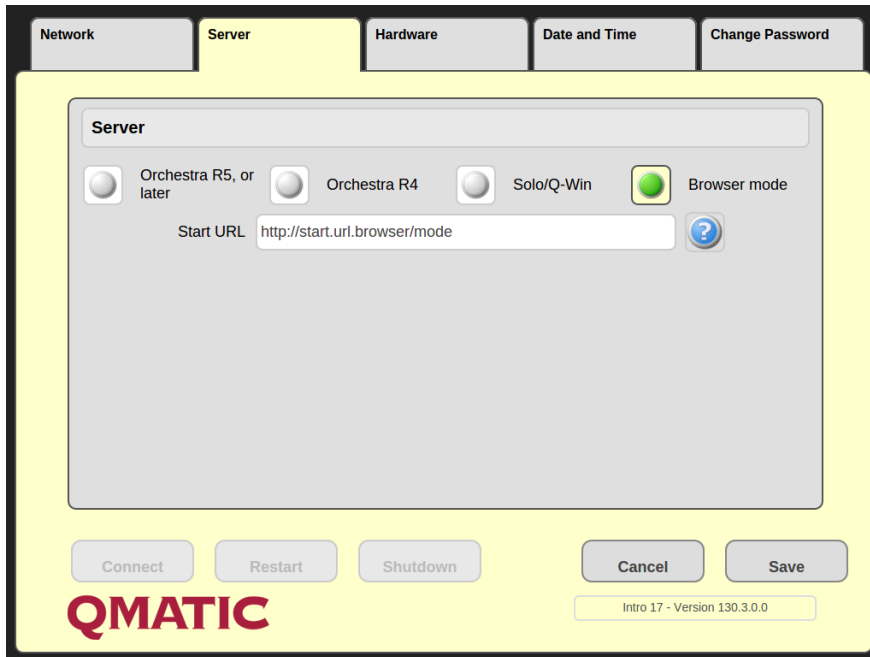
Solo / Q-Win

The screenshot shows the Qmatic configuration interface with the 'Server' tab selected. The interface has a top navigation bar with tabs: Network, Server, Hardware, Date and Time, and Change Password. The 'Server' tab is highlighted in yellow. Below the tabs is a 'Server' configuration window. Inside this window, there are four radio buttons: 'Orchestra R5, or later', 'Orchestra R4', 'Solo/Q-Win' (which is selected and highlighted with a green circle), and 'Browser mode'. Below the radio buttons are six text input fields, each with a blue question mark icon to its right: 'Server' (containing 'localhost'), 'Port' (containing '21'), 'Unit Number' (containing '32'), 'Start Page' (containing 'a/b/c.htmlbb'), 'Username' (containing 'acc'), and 'Password' (containing 'bdd'). At the bottom of the configuration window are five buttons: 'Connect', 'Restart', 'Shutdown', 'Cancel', and 'Save'. Below the configuration window is the 'QMATIC' logo in red. At the bottom right of the interface is a small yellow box containing the text 'Intro 17 - Version 130.3.0.0'.

Here, you configure the following:

- Server - Server host name or IP address, default is localhost.
- Port - the port number to use for communication with the system server
- Unit Number - The number used of the device in question, for example 1 as in "Printer 1"
- Start Page - The page on the server that Intro 17 Generation 2 should load. default is index.html.
- Username - Username to use for log in to Solo/Q-Win.
- Password - Password (optional) used to log in to Solo/Q-Win.

Browser mode



Here, you configure the following:

Start URL - The complete URL of the start page to use

Example: <http://192.168.2.230:8080/touchScreen?unitId=CEN:Intro17>

Hardware

The screenshot shows the 'Hardware' tab of a configuration interface. At the top, there are five tabs: 'Network', 'Server', 'Hardware' (selected), 'Date and Time', and 'Change Password'. The 'Hardware' tab contains a sub-panel titled 'Hardware' with the following controls:

- Volume:** A text input field with the value '73' and a blue question mark icon to its right.
- Test sound:** A button with the text 'Test sound' and a blue question mark icon to its right.
- Touch activation:** A text input field with the value '15' and a blue question mark icon to its right.
- Touch deactivation:** A text input field with the value '13' and a blue question mark icon to its right.

At the bottom of the interface, there are five buttons: 'Connect', 'Restart', 'Shutdown', 'Cancel', and 'Save'. The 'QMATIC' logo is displayed in red on the left, and a version string 'Intro 17 - Version 130.3.0.0' is shown in a small box on the right.

Here you can adjust the volume on the internal loudspeakers by entering a number between 0 - 100 (default is 73).

After saving the changed volume, you can test the sound level by clicking the Test sound button. The phrase "Please take your ticket and have a seat" will be played.

- **Touch activation** - this is the threshold level to exceed for the touchscreen to detect a touch. Must be a number in the range of 10 to 64 and higher than, or equal to, the deactivation number.
- **Touch deactivation** - this is the deactivation level. The touch is active until the value falls below this level. Must be a number in the range of 10 to 64 and lower than, or equal to, the activation number.

Date and Time

The screenshot shows the 'Date and Time' configuration tab in the Qmatic interface. The 'Manual' radio button is selected. The 'Timezone' is set to 'Europe/Amsterdam', the 'Date' is '2021-11-19', and the 'Time' is '11:21'. There are help icons (question marks) next to each of these fields. At the bottom, there are buttons for 'Connect', 'Restart', 'Shutdown', 'Cancel', and 'Save'. The Qmatic logo is visible in the bottom left corner, and the version 'Intro 17 - Version 130.6.2.0' is in the bottom right corner.

Here, if NTP/HTP is enabled, Hub will synchronize its clock with the specified servers.

If NTP/HTP is not enabled, it is possible to manually set the Date and Time.

In this tab, the following settings are available:

- **Timezone.** When using the unit in the mode “Orchestra R5, or later”, this value will automatically be set from the Server settings.
- **Server 1-3** - Ip address of the server that shall be used if NTP/HTP is enabled.
- **Date** - Valid format is YYYY-MM-DD.
- **Time** - Valid format is HH:MM:SS.

Change Password

The screenshot displays the Qmatic web interface with the 'Change Password' tab selected. The interface features a top navigation bar with tabs for 'Network', 'Server', 'Hardware', 'Date and Time', and 'Change Password'. The 'Change Password' tab is active, showing a form with two input fields: 'Old Password' and 'New Password'. Each field has a blue question mark icon to its right. Below the form, there are five buttons: 'Connect', 'Restart', 'Shutdown', 'Cancel', and 'Save'. The 'QMATIC' logo is visible in the bottom left corner, and a version string 'Intro 17 - Version 130.3.0.0' is displayed in the bottom right corner.

This tab is where you can change your password. Enter the Old Password, then the New Password and click Save.

Setting up Orchestra

Orchestra R5, and later

In the System Administration application, add the Intro17 and/or Intro17_Card Unit Type(s).

In the Business Configuration application, add the unit types to your Equipment Profile and make any wanted changes to its settings:

The screenshot shows the configuration interface for the 'Intro17' unit type. On the left, there is a small icon of a touch screen device. The main area is divided into two columns. The left column contains the following fields: 'Name' (Intro17), 'Description' (Intro 17 Touch Screen with a Ticket Printer), 'Type name' (Intro17), and 'Type description' (Intro 17 Touch Screen with a Ticket Printer). The right column contains the following fields: 'Touch Application' (Intro17), 'Unit id' (GBG:Intro17), 'Widgets enabled' (checked), 'Tickets on roll' (3000), 'Low ticket alarm' (150), 'Button delay' (2), 'Date format on ticket' (2012-09-28), 'Time format on ticket' (13:37), and 'Device Controller' (GW1745). A trash icon is visible on the right side of the configuration area.

Notice the field Touch Application, in the upper right corner. This is where Intro 17 Generation 2 is linked to the surface application, created in the Surface Editor.

Then, make sure that your Branch is connected to the Equipment Profile where you added the Unit and update the settings for the Unit in the Branch:

The screenshot shows the configuration interface for the 'Intro17' unit type in a branch. It is divided into two main sections: 'Info' and 'Parameters'. The 'Info' section contains the following fields: 'Name' (Intro17), 'Description' (Intro 17 Touch Screen with a Ticket Printer), and 'Printer'. The 'Parameters' section contains the following fields: 'Unit id' (Intro17), 'Touch Application' (I17), 'Widgets enabled' (checked), 'Ticket Printer IP address' (192.168.2.227), 'Low ticket alarm' (150), 'Button delay' (2), and 'Device Controller' (GW1745).

For example, you enter the IP address of the Ticket Printer here.

For more information, see the Orchestra documentation on Qmatic World.

Orchestra R4

ⓘ Note that the ticket printer in Intro 17 Generation 2 is a TP Button.

On the Queue Logic and Hardware tab, in the Branch Types sub tree, click the *Printers* arrow and then the *Types* link to open the *Printer Types* page:

PRINTER TYPES

Search

Name	Printer Type	Description	
Printer 1	TP		
Printer 2	TP		

Either update an existing, or add a new Printer Type.

PRINTER TYPE

Name	Intro 17	Description	
Printer Type	TP	Tickets Per Roll	2000
Low Tickets Alarm	200	Button Delay	00:03 (mm:ss)
Access to Button Number	0	Paper Jam Detection	☒
Ticketless	☐	Button Available Time	00:00 (mm:ss)
Button Program			
Card accepted program			
Card rejected program			

When the correct Printer Type has been added, click the *Printers* link, to update the settings for your Intro 17 Generation 2 printer:

PRINTERS

New

No	Name	Printer Type	Voice Unit	ID	Disable
1	Main entrance	Intro 17		192.168.3.167	☐
2	Side door	Printer 2		90	☐

Next, click the Touch Screens link to connect the correct Touch Screen Application (created in the Surface Editor) to your printer, as in the following picture:

TOUCH SCREENS

New

Name	Touch Screen Application	Printer	Std Prms	Parameters	Disable
main entrance scree	Intro 17	1 Main entrance	☒		☐

For more information, see the Orchestra R4 documentation, on Qmatic World.

3. Basic Service and Maintenance

Topics in this chapter

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Clearing a paper jam	69
Printer check-up	70
Cleaning the print unit	71
Configuration, using the Setup Menu Button	72
Replace battery	71
Troubleshooting guide	73

Replace ticket roll

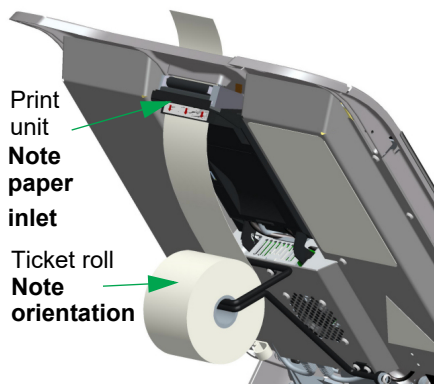
There are two ways a user can get informed about when it is time to replace the ticket roll.

- The tickets at the end of the roll have red stripes on both sides.
- It is possible to set up a ticket counter in the system server. The system server gets a signal when the ticket is fed into the printer unit indicating that a new roll has been inserted. The system server can send an alarm when the number of remaining tickets falls below a specified limit. See the manual for the system server.

⚠ There can be hot surfaces inside Intro 17 Generation 2.

⚠ Be careful when moving the top up and down and closing Intro 17 Generation 2, there is a risk of getting fingers squeezed. Be especially careful at the large hinge.

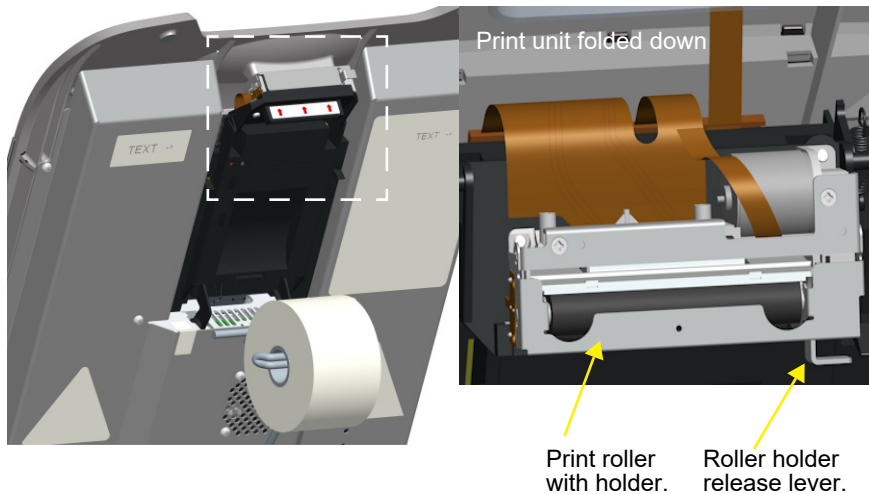
Procedure for replacing the ticket roll:



1. Open Intro 17 Generation 2.
2. Tear off the remaining tickets going into the print unit.
3. Remove the ticket remaining in the print unit by pressing a ticket button.
4. Remove the remains of the old roll from the roll holder.
5. Make sure that the tip of the first ticket on the new roll is clean and straight. If necessary, tear off the damaged tickets.
6. Place the ticket roll on the holder in the correct orientation. The tickets should feed from the back of the roll when placed properly on the holder.
7. Insert the ticket into the paper inlet marked with arrows. When enough of the ticket has been inserted, the mechanism will grasp the ticket and start feeding it through.
8. Close Intro 17 Generation 2 to finish the roll replacement.

9. Press a ticket button to print a test ticket and tear it off as a check that the printer is working as it should.

Clearing a paper jam



Procedure for clearing a ticket jam:

1. Open Intro 17 Generation 2.
2. Tear off the ticket going into the print unit.
3. Fold the print unit down. Now you have access to the ticket path.
4. Remove any paper obstructing the ticket path. Be careful and do not use any sharp objects; it is easy to damage parts of the print unit.
5. Press a ticket button to remove any remaining paper in the print unit. If necessary, move the print roller away from the print head by pressing the holder release lever and swinging the holder with roller upwards. Put the print roller back by just pressing the holder down into position.
6. Return the print unit to its original position.
7. Insert the ticket into the paper inlet marked with arrows. When enough of the ticket has been inserted, the mechanism will grasp the ticket and start feeding it through.

8. Close Intro 17 Generation 2 to finish the procedure.
9. Press a ticket button to print a ticket and tear it off as a check that the printer is working as it should.

Printer check-up

This is the check-up that the end user is expected to perform.

Paper dust in printer

To prevent paper dust inside the ticket printer from clogging the mechanism and lowering the print quality, keep the interior as clean as possible. At a minimum, pay attention to this during every fifth replacement of the ticket roll.

Look especially at these places for dust:

- The print mechanism: the print roller, the print head below the print roller and the sensor inside the mechanism, see “Cleaning the print unit” on page 71.
- The opening for the tickets.
- The fan and its surroundings.

A good way to remove dust is to use a can of pressurized air.

Ticket feeding and ticket tear off

Press a ticket button and pull the dispensed ticket. The ticket in the print unit should hold against your pulling and not slide. The pulled ticket should tear off easily with very little force. Problems in this area can be the result of paper dust inside the print unit.

Print unit

Check the print quality of the tickets. Lower print quality can be the result of paper dust inside the print unit.

Printer top

Clean the top of Intro 17 Generation 2 with a piece of clean cloth dampened with a mild detergent (not spirit) dissolved in water. Be careful not to leave any drops of water on the screen, they can interfere with the positioning circuits.

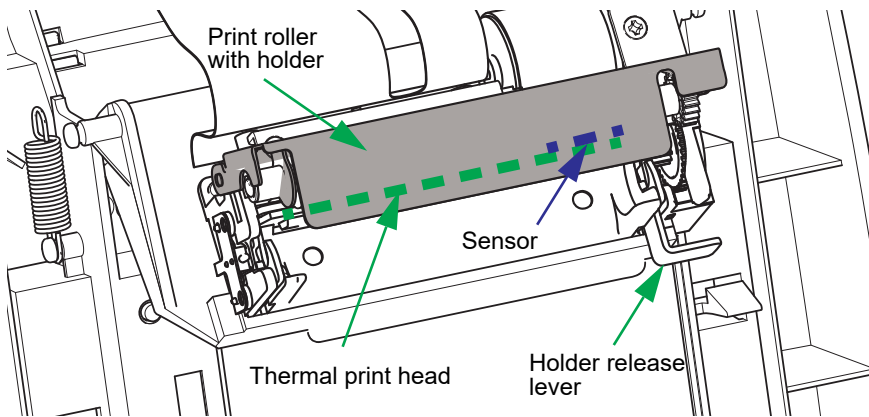
Picture on the touch screen

Check that the picture on the screen is properly located, sharp and easy to read. To realign the touch screen, see “Hardware” on page 62.

Cleaning the print unit

Procedure for cleaning the print unit:

1. Fold the print unit down.
2. Move the print roller away from the print head by pressing the holder release lever and swinging the holder with roller upwards. This will reveal the thermal print head: the narrow black strip below the print roller, going the complete length of the print mechanism, see picture below.



3. Use pressurized air and spirit on a cotton swab to clean both the print head and print roller as necessary.
4. To clean the sensor inside the print unit, you must use pressurized air, it is not possible to access it mechanically. The sensor is at the right end of the print head.
5. Put the print roller back by just pressing the holder down into position.
6. Use pressurized air and spirit on a cotton swab to clean the sensor inside the clear plastic opening where the tickets leave the printer.

Replace battery

A lithium battery of type CR2032 is mounted inside the Ticket Printer. If replaced, exactly the same type must be used. There is a risk of explosion if it is replaced by an incorrect type.

The battery must never be in contact with water or warmed to a temperature above 100° C (212° F).

Never try to recharge or in any way repair the battery.

The battery must be disposed in a way that prevents contamination of the environment; follow the local regulations.

Troubleshooting guide

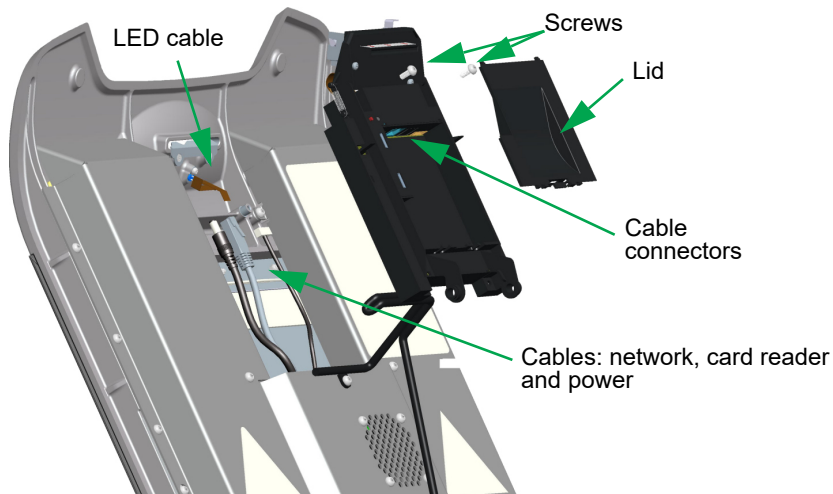
Condition	Possible cause
The browser is not able to connect to the web server.	No connection with the system server: • Network not working. • Wrong IP address in internal computer and/or in server. • System server not running. • Incorrect Username and/or password.
The blue LED is not on.	No power.
The blue LED is blinking.	No connection with system server: • Network not working. • Wrong IP address in ticket printer and/or system server. • System server not running.
No ticket when button pressed and the blue LED is on.	No tickets in print unit.
Ticket does not come out fully.	Ticket jam: see “Clearing a paper jam” on page 69. Paper dust in printer: see previous section, Cleaning the print head.
Printing over ticket edge.	Incorrect type of tickets.
All tickets are blank.	Ticket roll inserted backwards.
Low print quality.	Incorrect type of tickets. Paper dust in printer: see previous section, Cleaning the print head.

4. Advanced Service and Maintenance

Topics in this chapter

Replacing the ticket printer	76
Replacing the print unit	77
Resetting the ticket printer	78
Updating the firmware of the ticket printer	78

Replacing the ticket printer

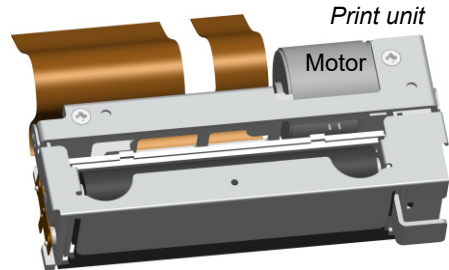


To replace the ticket printer of Intro 17 Generation 2, follow this procedure. Put the new ticket printer in place by following the procedure in reverse, modified as necessary.

1. Remove the ticket roll.
2. Remove the lid on the ticket printer by pressing the latch at the bottom of the lid.
3. Pull out the three cables going into the ticket printer; network cable, cable to card reader (via connection card) and power cord.
4. Remove the two screws at the top end holding the ticket printer. Be careful with this step: the flat LED cable is still connecting the ticket printer and the ticket opening of Intro 17 Generation 2.
5. Remove the LED cable from the ticket printer by carefully lifting its friction lock on the ticket printer circuit board.

Replacing the print unit

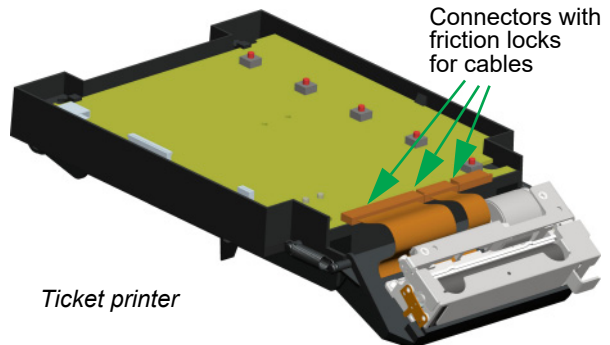
Be observant and check carefully the way the cables are routed, especially around the motor. The cable coming from the top of the motor has a fold and it is tucked in under the motor. This is done to prevent the cable from blocking the ticket going into the guide.



Procedure for removing the print unit:

1. Remove the ticket printer from Intro 17 Generation 2. See the previous section.

2. On the circuit board: lift the friction locks on the connectors and pull the two cables out of the connectors.



3. Remove the print unit:

Unscrew the 2 screws holding the unit. Press on the printer unit to loosen it from the small hooks that hold it, one on each side.

Procedure for inserting a print unit:

Do the above procedure in the reverse order, modifying each step as required. The flat cable coming from the top of the motor must be tucked in under the motor. Make a fold on the cable and tuck it in.

Resetting the ticket printer

Reset the ticket printer to using factory settings by pressing and holding the test button for 20 seconds. (The usual settings ticket will print when you press the button). When ready, the unit will beep and the blue LED will blink three times. The network settings and password are reset.

The *default IP address* is: **192.168.0.11**.

The *default password for InstallAdmin* is: **ulan**.

Print a ticket with the current settings by giving the *test button* a short press. These settings are also shown on the ticket printer's web page.

The following information is printed on the ticket:

- **Version**

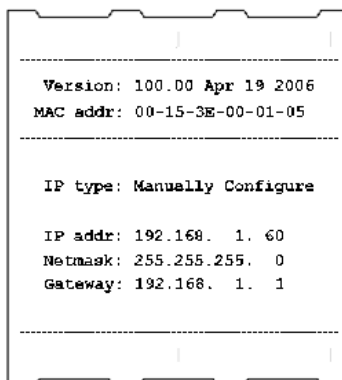
The version of the firmware in the unit.

- **The MAC address**

This address uniquely identifies the ticket printer in Intro 17 Generation 2. It is not possible to change this number. Also printed on a sticker on the circuit board.

- **IP information**

IP type, IP address, net mask and gateway.



Updating the firmware of the ticket printer

By using a program called *Firmware_124_XX_Loader.exe* it is possible to update the firmware of the ticket printer. The Firmware Loader uses ports 5533 and 5678 for communication. The program is available on Qmatic World.

In the program window, enter the ticket printer's MAC address and it will establish contact with the printer. The new firmware comes with the program so click *Update* to perform the upgrade.

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