



Deployment Guide

Counter Tablet

Revision history

Version	Date	Author	Remarks
1.0	2022-01-31	Jay Espiritu	First version
5.0.9	2025-09-09	Annette Bollmann	Added other database scripts for Postgres and Oracle

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1. Description

Counter Tablet was specifically created for Samsung Galaxy Tablet for optimal viewing with touch control. The web app was based on the latest Orchestra 7 Counter and no functionality has been removed.

1.1. Components included for the full solution

Name	Description
CounterTablet.utt	UTT component used for backend service to Counter Tablet UI
counter-tablet.war	Module component used for Counter Tablet UI
<i>add_apps_to_qp_central_sql_server.sql</i>	Sql used to add application button to the home page in SQL Server
<i>add_apps_to_qp_central_postgres.sql</i>	Sql used to add application button to the home page in Postgres
<i>add_apps_to_qp_central_oracle.sql</i>	Sql used to add application button to the home page in Oracle

2. Installation and configuration

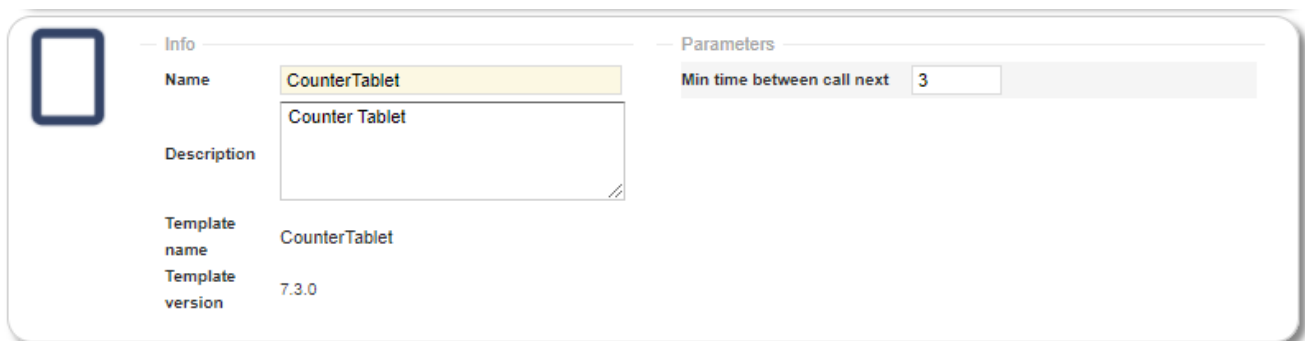
2.1. Database changes

To add an application button to the Orchestra Home page:

Copy and run the appropriate sql from the sql folder in your database management system:
add_apps_to_qp_central_sql_server.sql for Microsoft SQL Server.
add_apps_to_qp_central_postgres.sql for Postgres.
add_apps_to_qp_central_oracle.sql for Oracle.

2.2. Upload Unit Type to Orchestra

1. Open System Administration -> Add Unit Type
2. Click on Choose File.
3. Add CounterTablet.utt.



The screenshot shows the 'Add Unit Type' form in the Orchestra System Administration interface. The form is divided into two tabs: 'Info' and 'Parameters'. The 'Info' tab is active, showing the following fields:

- Name:** CounterTablet
- Description:** Counter Tablet
- Template name:** CounterTablet
- Template version:** 7.3.0

The 'Parameters' tab is also visible, showing the following field:

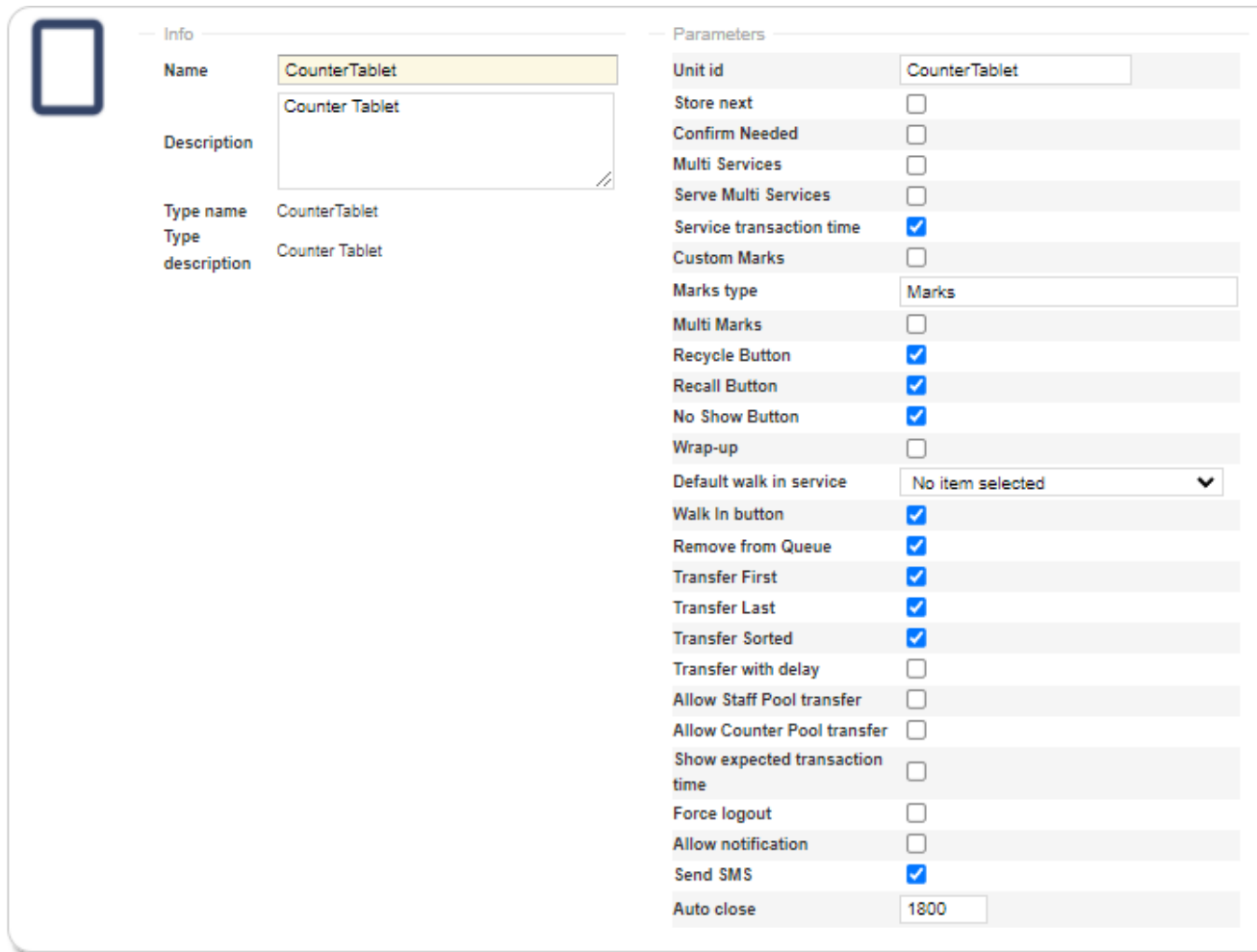
- Min time between call next:** 3

4. Select the newly created **CounterTablet** unit type.

5. Click on **Save** button.

2.3. Add Unit Type to Equipment Profile

1. Open Business Configuration -> Operation Profiles.
2. Select Equipment Profile.



The screenshot displays the configuration interface for the CounterTablet equipment profile. It is divided into two main sections: 'Info' and 'Parameters'.

Info Section:

- Name:** CounterTablet (highlighted in yellow)
- Description:** Counter Tablet
- Type name:** CounterTablet
- Type:** Counter Tablet
- description:** Counter Tablet

Parameters Section:

Parameter	Value
Unit id	CounterTablet
Store next	☐
Confirm Needed	☐
Multi Services	☐
Serve Multi Services	☐
Service transaction time	☒
Custom Marks	☐
Marks type	Marks
Multi Marks	☐
Recycle Button	☒
Recall Button	☒
No Show Button	☒
Wrap-up	☐
Default walk in service	No item selected
Walk In button	☒
Remove from Queue	☒
Transfer First	☒
Transfer Last	☒
Transfer Sorted	☒
Transfer with delay	☐
Allow Staff Pool transfer	☐
Allow Counter Pool transfer	☐
Show expected transaction time	☐
Force logout	☐
Allow notification	☐
Send SMS	☒
Auto close	1800

3. Go to *Business Configuration -> Branches* and select the branch with Counter Tablet utt.
4. Configure the Counter Tablet's branch settings.

Info

Default name CounterTablet

Description Counter Tablet

Number of units (max 127)

Unit Identifiers

	Name	Logic Id
Unit 1	Tablet 1	2
Unit 2	Tablet 2	8
Unit 3	Tablet 3	9

Parameters

Unit id CounterTablet

Customer information ☒

Counter Pool view ☒

Staff Pool view ☒

Queues view ☒

Show All Queues ☐

Queue transfer controls ☒

Staff Pool transfer controls ☒

Counter Pool transfer controls ☒

Transfer Button ☒

Notes Button ☐

Park Button ☐

Transfer from Queue ☒

Call from Queue ☒

- Publish branch.

2.4. Installation on Central

- Copy **counter-tablet.war** into **lcustdeploy** folder of Orchestra Central.
- Copy **workstationTerminalMessages.properties** into the **conflang** folder of Orchestra Central.
- Restart Orchestra

2.5. Installation on distributed

Installation on distributed is done by deploying a new profile through the Queue Agents feature under System Administration.

2.6. Add new role

- Go to **User Management -> Roles**.
- Click on **New Role** button.
- Enter the following configuration and save:

Edit role

Save

Discard changes

Information

Name

Counter Tablet

Description

Counter Tablet

[Show users assigned to this role](#)

Access Modules (mandatory)

☐ Counter

☐ Counter

☐ Reception

☐ Concierge

☐ Xtend

☐ Business Configuration

☐ Appointment Blocking

☐ Surface Editor

☐ Context Marketing

☐ Appointment

☐ Content Management System

☐ Analysis

☐ Business Intelligence

☐ Cloud Bridge

☐ Dashboard

☐ Default reports

☐ Hardware Monitoring

☐ Interactive

☐ Statistics

☐ Appointment Booking

☐ Appointment Booking Administration

☐ Appointment reception

☐ Calendar Admin

☐ Calendar

☐ Personal Data

☐ Personal Data Administration

☐ Connect

☒ Counter Tablet

☐ Operations Panel

☐ Notification Admin

☐ Connector Notification

☐ Connector Administration

☐ Connector Customer

☐ Connector EntryPoint

☐ Connector ManagementInformation

☐ Connector PresentationPoint

☒ Connector ServicePoint

2.7. Add role to counter user

1. Go to User Management -> Users
2. Click on the user being granted access.
3. Select Counter Tablet role.

Create user

Save

Discard changes

Log in

Username

qtest

Password

Repeat password

Login code

Generate login code

Account status

☒ Active

Password never expires

☐

Profile

First name

qtest

Last name

user

Language

Use Default (English) ▼

Email

Phone

Roles (mandatory)

☐ Appointment Booking

☐ Appointment Terminal

☐ AppointmentUser

☐ BIReports

☐ BIUser

☐ Calendar Admin

☐ Calendar Client

☐ Cloud Bridge

☐ ConciergeAppointmentUser

☐ ConciergeVisitUser

☐ ConnectUser

☒ Counter Tablet

☐ CounterUser

☐ HardwareMonitoringUser

☐ MarketingAdministration

☐ NotificationConnectorUser

☐ NotificationRestClient

☐ Personal Data

☐ ReceptionUser

Branches (mandatory)

Note: Deselect all current branches to change grouping unit.

Give access by

REGIONS ▼

☒ Branch hierarchy

☒ REGIONS (Groups: 0 / Branches: 5)

4. Save
5. Publish branches

2.8. Save CounterTablet app on tablet device

1. Open browser on Samsung Galaxy Tab.
2. Go to http://ORCHESTRA_SERVER:8080/counter-tablet
3. Log in as any user with **Counter Tablet** role
4. Save as a shortcut.