



Datasheet

Qmatic Orchestra 7.3

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1. Qmatic Orchestra introduction

Qmatic Orchestra is an extremely flexible application built upon an integrated Internet architecture.

Key features of Qmatic Orchestra 7.3 include:

- Modular Customer Journey Management system
- Connectivity through standardized connectors (web services) using standard common known technology
- Staff applications built with a high level of usability and accessibility.
- High Availability.
- Centralized user management – Manage all user access, authentication and privileges across a multi-branch network from a central administration point.
- Central data management – All transaction data from across the entire branch network is stored within a central database.
- Central branch configuration – Set up the branch configuration and hierarchy from a central location.
- Distributed Operation – Central Configuration with distributed operation.
- Remote upgrade. Centrally manage software upgrades to distributed installations.
- Combine drop-in visits with booked appointments.
- Business intelligence reporting and analysis.
- Audit trail
- Security
- Personal Data handling
- Connectivity to cloud modules.

2. Supported Qmatic Hardware

The following Qmatic hardware is supported by Qmatic Orchestra Release 7.3:

Group	Qmatic Hardware (Supported)
Kiosks	TP Button TP Touch TP3110 TP3115 Vision Intro 17 Intro 17 Generation 2* Intro 5 Intro 8 for Solo Intro 8 Generation 2*
Displays	Display 832/864/896/8128 Display 911/917/924/948/972/996 Display 1632/1664/1696/16128 Notes display series Notes 2 display series
Media Players	Cinematic Hub Media* Spotlight with Android device 4.3, or later Qmatic Show with Samsung display (SSSP4 or later)
Terminals	KT2243/2595/2695 Connect Agent with Android device 4.4, or later, or iOS device 9, or later.

Branch Hub Basic and Hub	Branch Hub Basic - firmware 126.04, or later, required Hub – firmware 130.4.3.15, or later required.
Others	Interface Card reader CI2477 Interface RS232 SI2477 Interface Multi I/O*8 MI2280 without RF Interface Voice VU2187 unit 3MB Choral

*Supports full SSL communication.

3. Operating Systems

For Central Server and Distributed Queue Agents.

Name	Version	Remarks
Windows Server	2019	
Windows Server	2016 Standard and Datacenter Editions	
CentOS (Linux)	8.0	
CentOS (Linux)	7.0	
Windows	Windows 10 Professional, Enterprise Editions, 64 bit version	Only for distributed Queue Agent and GW1745

4. Orchestra Application Server

Name	Version	Remarks
Wildfly	11.0 Final	Included in installer.

5. Business Intelligence Application Server

Name	Version	Remarks
Apache Tomcat	8.5	Included in BI installer.

6. Databases

Name	Version	Remarks
Oracle	19c	
PostgreSQL	10	
SQL Server	2019	
SQL Server	2017	
SQL Server	2016 SP1	

7. Java Version Included

Name	Version	Remarks
ZuluJDK	8.0.312	

8. Web Browsers

8.1. Users Web Applications

Name	Version
Edge	
Chrome	64, or later
Firefox	52 ESR

8.2. Web Presentation Point Browser

The following browser is supported when running a presentation point:

Name	Version
Chrome	64, or later

9. Software compatibility chart

	Qmatic Orchestra 7.0	Qmatic Orchestra 7.1	Qmatic Orchestra 7.2	Qmatic Orchestra 7.3
Qmatic Orchestra	4.0.0.278	4.1.0.734	4.2.0.937	4.3.0.93
Queue Agent	4.0.0.278	4.1.0.734	4.1.0.937	4.3.0.93
Queue Agent Daemon	4.0.0.278	4.1.0.734	4.1.0.937	4.3.0.93
GW 1745	1.5.4 or later	1.5.4 or later	1.5.4 or later	1.5.4 or later
Business Intelligence			4.0.0.341	4.3.0.88
Cinematic	1.2.8.1 (Cinematic R4) / 1.5.0.1 (Cinematic R5)	1.2.8.1 (Cinematic R4) / 1.5.0.1 (Cinematic R5)	1.2.8.1 (Cinematic R4) / 1.5.0.1 (Cinematic R5)	1.2.8.1 (Cinematic R4) / 1.5.0.1 (Cinematic R5)
Branch Hub Basic	126.07	126.07	126.07	126.07
Hub	130.4.3.15, or later	130.4.3.15, or later	130.4.3.15, or later	130.4.3.15 or later