q-ticket q-number q-manager

INSTALLING APPS FOR Q-SYSTEM

These instructions apply to iOS 13.x.x and deviations may occur if you have a different version installed on your iPad. The instructions are available in video format on our YouTube channel, q-channel AB
https://q-channel.com/en/support/

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SET BASIC SETTINGS FOR ALL IPADS

If you are downloading q-manager to a device that is not solely dedicated for operation of the queue system, you can disregard these basic settings.

- Select Swedish or English as language.
- Select Sweden as country or region.
- On the Quick Start page, select "Set up manually."
- Choose a Wi-Fi-network and connect to it.
- On the Touch ID page, select "Set up Touch ID later."
- On the following pop-up window, select "Do not use."

On the Create a password page, select "Passcode options" and choose a 4-digit code. Enter 1020 as the passcode.

On the Apps and data page, select "**Do not transfer apps and data.**"

On the Apple-ID page, select *Have you forgotten your password or do you not have an Apple-ID?*

Then select "Set up later in settings."

On the following pop-up window, select "Do not use."

On the Terms & Conditions page, select "Accept."

On the following page, "Continue" or "Do not share."

Open the App Store. Select "Search." Search for "q-ticket" or "q-number" or "q-manager," depending on which app the device will use and download the app.

q-ticket the app to get a queue ticket on-site

q-number an app to display queue numbers

q-manager an app to manage the queue system

When it asks for Apple id , log in with your Apple id.

Remember to always log out of your Apple ID when you are done with the queue system settings. The queue system should not be logged in to any Apple ID when you have finished installing the apps and you start using the system. If you do not have an Apple ID, you can create one for the queue system and remember to use an email address that you have access to in order to be able to log in if necessary.

For example if you download q-manager on your own device (smartphone or tablet) you will use your own Apple id.

When the app is downloaded, open Settings. Click your name at the top and click Log out.

NAMING THE IPAD

Select General.

Then select About.

Then select Name.

Enter your username as follwos: Company name, location, type of unit, and number them if multiple.

Example: q-channel, demo department, q-ticket, 1

SETTINGS FOR BRIGHTNESS AND DEACTIVATING SLEEP MODE

- Go to Settings.
- Select Display & Brightness.
- Drag brightness 80% to the right and turn off True Tone.
- Select Auto-Lock and choose "Never."
- Select "Accessibility" in the menu on the left side.
- Select "Screen and text size"

- Turn off True Tone.

SETTINGS TO PREVENT UNAUTHORIZED ACCESS

- On the left side, go to "Accessibility."
- Scroll furthest down on the right and find "Guided access" and select this.
- Turn on guided access.
- Select "Passcode settings."
- Select "Set passcode for guided access" The code should be 1020.
- Close settings.
- Open the app.
- Click the home button three times in quick succession. Click on "start" in the right-hand corner.

OPEN THE APP

Click the home button to reach the start screen and start the app that you have downloaded to your device. (It may have ended up on the next page if you have many icons on the home screen).

If you have downloaded the q ticket or q number, you will log in with your qc-code. If you do not have your qc-code, you can contact us on 08-203033. If you have downloaded q-manager then log in with your e-mail address.

Once you open the app, it is important to turn on guided access by clicking the home button three times in quick succession. Click on "start" in the right-hand corner.

OTHER TIPS

The code for the iPad should be 1020.

To make it easier for our staff, you can remove all the icons from the home screen. Select and hold an icon until it starts vibrating. If the icon displays an x on the upper edge, press this to delete the app.

Otherwise, drag the icon and drop it on top of another icon to build a catalogue. Drag and drop all icons that are not to be used into the catalogue. To exit a catalogue, or to finish editing icons, press the home button again.