Lavi Industries

Products for People and the Places They Go®

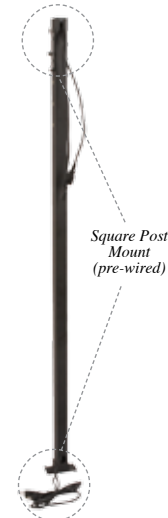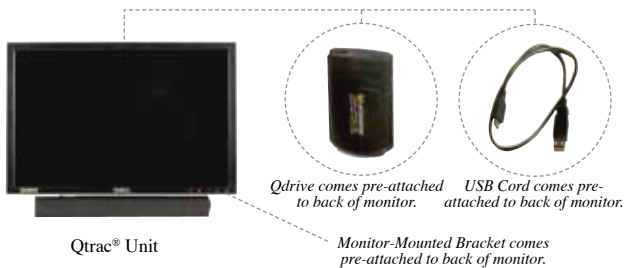# Qtrac CF™ Electronic Queuing System
Installation and Operation Manual

TABLE OF CONTENTS

A1. Stand-alone Square Post Surface Mount

Parts List:

Qtrac® Unit

Qdrive comes pre-attached to back of monitor.

USB Cord comes pre-attached to back of monitor.

Monitor-Mounted Bracket comes pre-attached to back of monitor.

2 Bracket-to-Bracket Mounting Screws

4- Wood Screws

Square Post Mount (pre-wired)

Required Tools

Phillips Head Screwdriver

Adjustable Wrench

1. Using the four Square Post Mounting Screws, secure the Square Post Mount to the counter, making sure that the Monitor Mount faces the queue.

2. Mount the Qtrac Unit onto to the Post Monitor Mount by sliding the Monitor-Mount Assembly onto the Post-Mount Assembly.

3. Secure with 2 Bracket-to-Bracket Mounting Screws. Do NOT connect cables and power cords until the remote controls have been installed.

Stand-alone Square Post Surface Mount

DO NOT PLUG THE QTRAC UNIT INTO A POWER SOURCE UNTIL ALL REMOTES HAVE BEEN INSTALLED.

A2. Post-to-pillar Surface Mount

Parts List:

Monitor w/CPU (Qtrac Unit)

Qdrive comes pre-attached to back of monitor.

USB Cord comes pre-attached to back of monitor.

Monitor-Mounted Bracket comes pre-attached to back of monitor.

U-Bolt Components

2 Bracket-to-Bracket Mounting Screws

4- Wood Screws

Square Post Mount (pre-wired)

Required Tools

Phillips Head Screwdriver

Adjustable Wrench

1. Remove one of the L-brackets from the Square Post Mount. Be sure to remove the one that is on the opposite side of the Post-Mounted Bracket.

2. Position the Square Post Mount flush against the in-store pillar, making sure that the Monitor Mount faces the queue. Secure the post to the counter with 2 Square Post Mounting Screws through the L-bracket into the counter.

3. Secure the mid-section of the Square Post Mount to the in-store pillar with the provided U-Bolt.

4. Mount the Qtrac Unit onto to the Monitor-mount by sliding the Monitor-mount Assembly onto the Post-mount Assembly.

5. Secure with 2 Bracket-to-Bracket Mounting Screws. Do NOT connect cables and power cords until the remote controls have been installed.
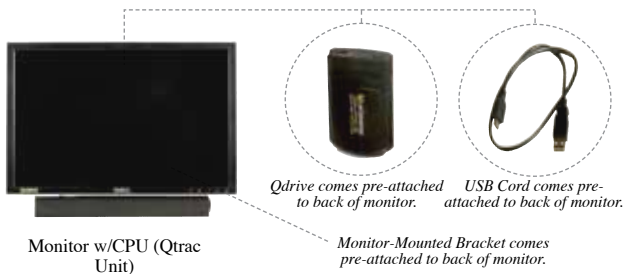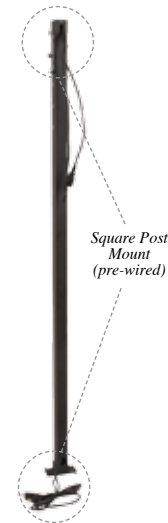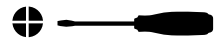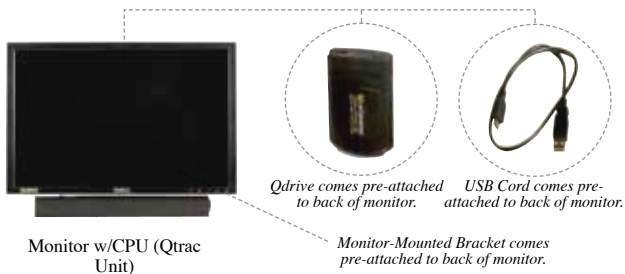

Square Post mounted to in-store pillar

DO NOT PLUG THE QTRAC UNIT INTO A POWER SOURCE UNTIL ALL REMOTES HAVE BEEN INSTALLED.

A3. Cantilever Over-the-Counter Mount

Parts List:

Monitor w/CPU (Qtrac Unit)

Qdrive comes pre-attached to back of monitor.

USB Cord comes pre-attached to back of monitor.

Monitor-Mounted Bracket comes pre-attached to back of monitor.

Cantilever Over-the-Counter Mount

Required Tools

Phillips Head Screwdriver

Adjustable Wrench

Power Drill

1. Attach the Cantilever Mount to the back of the counter using the c-clamp or by permanently screwing the base of the mount into the counter.

2. Mount the Qtrac Unit to the Cantilever Mount by securing the back of the unit to the Vesa mounting plate on the Cantilever Mount.

3. Fully extend the Cantilever Mount arm so that the Qtrac Unit is positioned appropriately and is viewable from the queue.

Hide the Qtrac Unit's power cords within the Cantilever Mount's wire management system.

Do NOT connect cables and power cords until the remote controls have been installed.

Qtrac Monitor with over-the-counter cantilever mount

DO NOT PLUG THE QTRAC UNIT INTO A POWER SOURCE UNTIL ALL REMOTES HAVE BEEN INSTALLED.

A3. Cantilever Surface Mount *(generally used in front of bullet-proof glass)*

Parts List:

Monitor w/CPU (Qtrac Unit)

Qdrive comes pre-attached to back of monitor.

USB Cord comes pre-attached to back of monitor.

Monitor-Mounted Bracket comes pre-attached to back of monitor.

Cantilever
Over-the-Counter Mount

Required Tools

Phillips Head Screwdriver

Adjustable Wrench

Power Drill

1. Attach the Cantilever Mount to the *front* of the counter using the c-clamp or by permanently screwing the base of the mount into the counter.

2. Mount the Qtrac Unit to the Cantilever Mount by securing the back of the unit to the Vesa mounting plate on the Cantilever Mount.
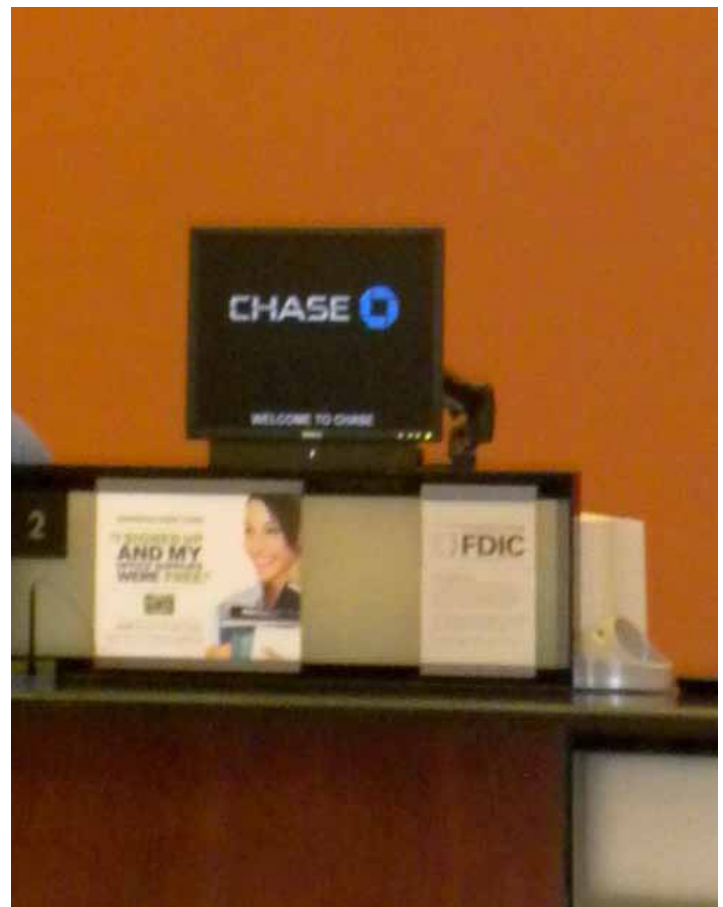
3. Fully collapse the Cantilever Mount arm so that the Qtrac Unit is compact and viewable from the queue.

Hide the Qtrac Unit's power cords within the Cantilever Mount's wire management system.

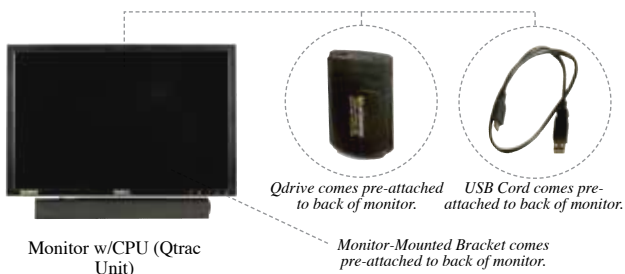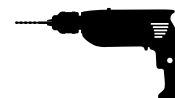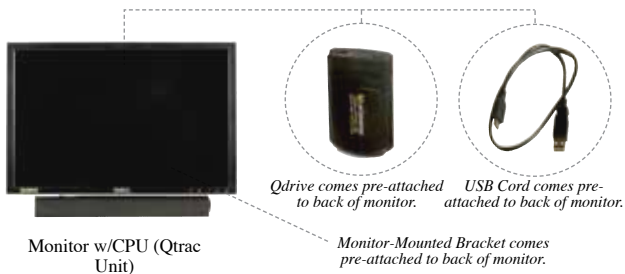Do NOT connect cables and power cords until the remote controls have been installed.

DO NOT PLUG THE QTRAC UNIT INTO A POWER SOURCE UNTIL ALL REMOTES HAVE BEEN INSTALLED.

A4. Existing Pillar Mount

Parts List:

Monitor w/CPU (Qtrac Unit)

Qdrive comes pre-attached to back of monitor.

USB Cord comes pre-attached to back of monitor.

Monitor-Mounted Bracket comes pre-attached to back of monitor.

1- Monitor-to-Post Mounting Bracket

2- Monitor Bracket Mounting Screws

Required Tools

Phillips Head Screwdriver

Adjustable Wrench

1. Attach the Monitor-to-Post Mounting Bracket to the desired post using an adjustable wrench (not included), making sure that the monitor attachment faces forward.

Front   *Back*

2. Slide the Qtrac Unit onto the Monitor-to-Post Mounting Bracket until both pieces of the bracket are firmly in place.

3. Insert Monitor Bracket Mounting Screws on either side of the Monitor-to-Post Mounting Bracket and screw into place to secure Qtrac Unit to post. Do NOT connect cables and power cords until the remote controls have been installed.
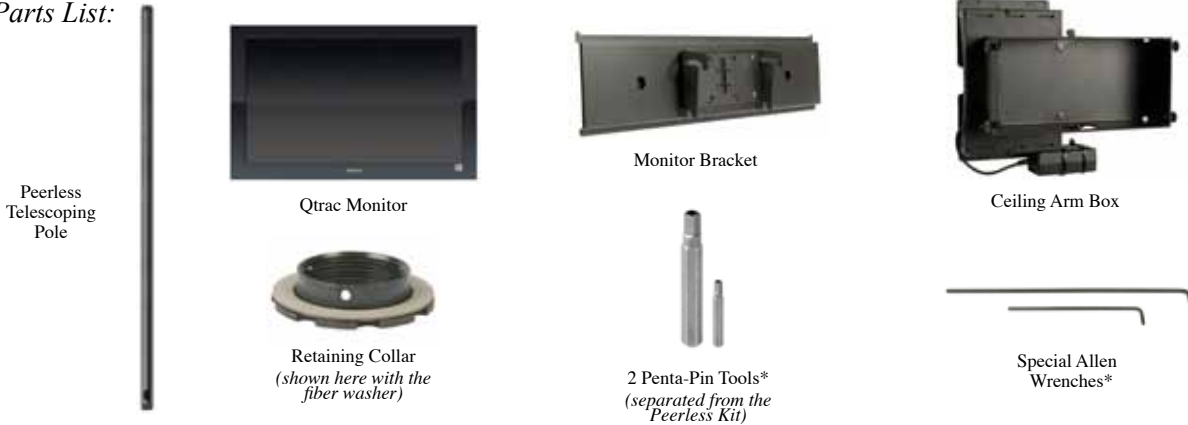

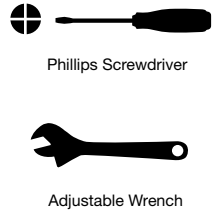*Qtrac Monitor mounted to existing in-store pillar*

DO NOT PLUG THE QTRAC UNIT INTO A POWER SOURCE UNTIL ALL REMOTES HAVE BEEN INSTALLED.

A5. Ceiling Mount

Required Tools

Parts List:

Peerless Telescoping Pole

Qtrac Monitor

Monitor Bracket

Ceiling Arm Box

Phillips Screwdriver

Adjustable Wrench

Retaining Collar
(shown here with the fiber washer)

2 Penta-Pin Tools*
(separated from the Peerless Kit)

Special Allen Wrenches*

Before Getting Started: Be sure your Peerless Ceiling Mount has been installed according to the instructions that come with that product. These instructions assume that the Telescoping Pole has been properly installed and wiring is available to continue with this installation.

ASSEMBLE AND INSTALL THE LARGE HARDWARE

1. Attach the Ceiling Arm Box to the Telescoping Pole that has been installed per the product instructions. The holes in the Ceiling Arm Box are specially sized to accommodate the pole. Follow with the fiber washer and then the Retaining Collar to secure the Ceiling Arm Box to the Pole.

2. Connect the Monitor Bracket to the back of the Monitor by sliding the upper lip of the bracket into the slots of the receiving channels on the back of the Monitor. Slide up at an angle, then in and down so the bracket nests square and parallel to the back of the Monitor. Use the Special Allen Wrenches to tighten the screws.

3. Attach the Monitor/Bracket Assembly to the Ceiling Arm Box by sliding the monitor's bracket slots onto the large bolts on the outer sides of the Box. Then adjust the angle and tighten all four bolts with the large Penta-pin Tool.

* The smaller versions of both the Penta-Pin Tool and the Special Allen Wrench have been provided in the event that you wish to tighten a pre-assembled part. There may be no need to use either of them.

MAKE ALL POWER CONNECTIONS

4. Connect the CPU's double-plug (male end) into the available power source that has been threaded through the Pole, then plug the Monitor's AC plug into the CPU's double-plug (female side).

AC Power Source, threaded through the Pole.
CPU Double-Plug
Monitor AC Plug
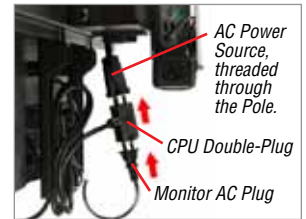
5. The QDrive is pre-attached to the CPU. Connect the QDrive's USB plug to the CPU's USB port.

QDrive

6. Connect the Video and Audio Cables from the Monitor into the back of the CPU.

CPU-Back | CPU-Front

Video Port
QDrive
Audio Port

Monitor-Back
The ports will be clearly marked on the back of your Monitor.

Video Port
Audio Port

DO NOT TURN THE QTRAC UNIT ON UNTIL ALL REMOTES HAVE BEEN INSTALLED.

B1. Installing Qtrac Station Lights

Parts List:

Station Light AC Adapter
(1 for each light)

Pre-wired Station Lights
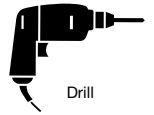(quantity varies per order/location)

4- Wood Screws

Wireless Light
Controller
(1 for each light)

Required Tools

Phillips Head Screwdriver

Drill

1. Verify parts for this segment of Installation. Verify position of lights and place each Station Light at corresponding station along with their AC Adapters, Wireless Light Controllers and Mounting Screws.
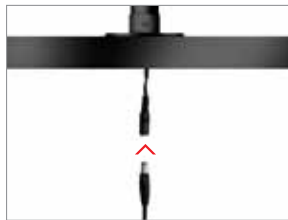
2. Drill a ½" hole in the designated counter-tops in order to route power cable for light.

3. Position the Station Light over the drilled counter-top hole, feeding the cord through the hole. Be sure the Station Light faces the queuing area. Secure with 4 Light Station Mounting Screws.

4. Connect the pre-wired Station Light Cord to the Station Light AC Adapter.

5. Plug the power double-pronged end of the Station Light AC Adapter cord into the side of the Wireless Light Controller with the "Z-Wave" symbol (see inset). Plug the Wireless Light Controller into the power outlet.

6. Repeat steps 2–5 for all remaining Station Lights. Do NOT connect cables and power cords until the remote controls have been installed.

Qtrac Station Lights

DO NOT PLUG THE QTRAC UNIT INTO A POWER SOURCE UNTIL ALL REMOTES HAVE BEEN INSTALLED.

B2. Connecting Existing Station Lights

Parts List:

Wireless Light Controller
(1 for each register/light)

1. Verify position of registers/lights and distribute the Wireless Light Controllers to their respective stations. Each Wireless Light Controller is numbered to correspond to a specific light number.

2. Plug the power cord for the existing station light into the side of the Wireless Light Controller with the "Z-Wave" symbol (see inset). Plug the Wireless Light Controller into the power outlet.

3. Repeat steps 1–3 for all remaining registers/lights. Do NOT connect cables and power cords on the Qtrac Unit until the remote controls have been installed.

DO NOT PLUG THE QTRAC UNIT INTO A POWER SOURCE UNTIL ALL REMOTES HAVE BEEN INSTALLED.

C. Installing Remote Controls

Parts List:

OR

OR

Remote Controls

Remote Control
AC Adapters
(1 per Remote)

Velcro Fasteners
(1 set per Remote)

1. Each Remote is marked to correspond to a specific station. Determine the correct location for each Remote Control and distribute all Remotes with their AC Adapters to their corresponding stations.

2. Plug the AC Adapter into an AC wall outlet or power strip.

3. Route the Remote Control AC Adapter through counter-top.

4. Connect the AC Adapter to the Remote Control. The Remote Control is now "ON".

5. We recommend that you use the supplied Velcro fasteners to secure your Remote Control in place.

6. Repeat Steps 2–5 for each remaining Remote Control.

7. The Qtrac Unit is now ready for power-up, see section D, Page 11.

THE QTRAC UNIT IS NOW READY FOR POWER-UP: SEE SECTION D, PAGE 11.

D. Power-up and Basic Operation

1. After all Remotes have been plugged in, turn the Qtrac Unit "ON" by connecting the power cables.

2. Then, turn the Monitor "ON" by pressing the power button on the front of the LCD panel.

Please wait up to 3 minutes while the Qtrac Unit boots up and discovers each wireless device.

Your Qtrac System is now ready to use.

3. Test the Qtrac Unit by pressing the "NEXT" button on each Remote Control. Watch the screen to confirm the appropriate queuing message.

4. Adjust the volume by turning the knob on the right side of the speaker.

5. In between queuing messages, the Monitor will display the default media.

Pushing the "NEXT" button on any of the Remotes interrupts the default media with the appropriate queuing message.

6. If different remote buttons are pressed simultaneously, the arrow messages will queue-up and play one after the other until the sequence is complete.

The system can remain powered up at all times. There is no need to ever shut it down.

FOR TROUBLESHOOTING, PLEASE SEE PAGE 13 OF THIS GUIDE.

E. Qtrac Media Replacement

Changing or updating Qtrac informational media is simple and easy.
By following the simple step-by-step guidelines below, your
Qtrac system can be updated in just a few minutes.

Overview:
Qtrac informational media can be changed by simply inserting a USB drive with new media on it
into the Qtrac main computer which is normally located on the back of the Qtrac LCD display (monitor).

The new media on the USB drive will override the existing informational media that was pre-configured
on your Qtrac system and will start to play within seconds of inserting the new USB drive.

The new media will continue to play as long as the USB drive is inserted into the Qtrac computer. If the USB drive is removed, Qtrac will revert to playing
the informational media that was originally programmed onto the Qtrac system.

STEP 1:   FORMATTING new media to play on the Qtrac system

Qtrac can play a still image slide show or a single video file between queuing messages, but it can't play both. Please decide whether you will be
displaying still images or a single video file.

STILL IMAGES: Save as a JPEG or BMP and optimize to 60 using a software program that manipulates raster art such as
      Adobe Photoshop, ImageReady, or Fireworks. Use the following pixel dimensions for the corresponding displays:
           — Qtrac standard 22" monitor: 1680 x 945
           — 32" TV: 1360 x 692

VIDEO: Create a video at 800 x 450 pixels, saving it as a WMV file (Windows Media Video) with a bit rate
      of 2 mbps. If desired, you may also include an audio track in your video.

STEP 2:   NAMING new media to play on the Qtrac system

Qtrac requires specific names for media files in order to recognize and play the files.

      STILL IMAGES (JPEG or BMP):   **VIDEO (WMV):**
        InfoDsp001.jpg or .bmp   Media0.wmv
        InfoDsp002.jpg or .bmp   (Only 1 video file will be
        InfoDsp003.jpg or .bmp   recognized)
        (as many as needed)

STEP 3:   COPYING new media to a USB drive

Once created and named properly, new informational media files are ready to be added to your Qtrac system.
     • Copy your new files to a blank USB drive.
     • Files need to be loose and not contained within any folders.

*Insert a USB drive into the Qtrac to
immediately start playing new media.*

STEP 4:   INSERTING the USB drive into the Qtrac CPU

You are now ready to update your informational media. Just insert the USB drive into any of the available USB ports on the Qtrac computer, which
is normally located on the back of the Qtrac LCD display (monitor). Qtrac should start playing the media immediately. To revert back to the originally
programmed media, simply remove the USB drive from the system.

E. Troubleshooting

System is down due to power outage:
- If Qtrac does not automatically restart, turn on the CPU by pressing the blue button on the top of the CPU.

Blank monitor:
- Verify that both the monitor and the CPU are connected to power and turned on.
- Verify that the DVI/VGA cable from the CPU is firmly connected to the monitor.
- Verify that the monitor input is set to "auto detect".
- Push ☷ button on the monitor to select menu.
- Use ◪ and ◩ to select Input Source option.
- Push ➡ to activate the Input Source option.
- Use ◪ and ◩ to select VGA (if blue cable is connected) or DVI-D (if white cable is connected).
- Push ➡ to confirm the selection.

No sound:
- Verify that the sound cable (cable with green connectors) is plugged into the audio jack on the CPU.
- Verify that the soundbar power cord (short cable with black connector) is plugged into the monitor.
- Turn the volume knob on the right side of the soundbar clockwise to turn on the speaker (solid white light should be visible on the soundbar) and to adjust the volume.

Remote control is not responding:
- Verify that the remote control is plugged into the AC adapter.
- Verify that the AC adapter is plugged into power socket or power strip and that the power strip is plugged in and that the AC cord has not been pulled loose.
- Verify that the remote control has a solid green light.
- Press "Next" button to test the remote control, if the problem persists, press the in-set 'Learn' button on the left side of the remote control to reset the device.
- If the Qdrive is not plugged in, plug in the qdrive into a USB port on the CPU (ignore the windows pop-up screen) and turn the computer off by pressing and holding the blue button on the top of the CPU.
- Turn the CPU on by pressing the blue button on the top of the CPU.
- Allow the CPU to boot and perform network discovery, and test the remote control.

Arrows do not correspond to the remote control locations:
Please contact Qtrac Specialist (Patti Miller) at:
Main Line: 800-624-6225 ext. 146
Direct Line: 661-219-3146

. . . .

Systems Equipped with Station Lights

Station light does not blink:
- Verify that the station light is plugged in to the appliance module's socket marked by z-wave logo.

Station light is not on:
- Verify that the appliance module is plugged into the AC outlet.
- Verify that the station light is plugged in to the appliance module's socket marked by z-wave logo.

If the issue is not resolved after the items above have been addressed, please contact Customer Service:

During weekday business hours 8:00 am – 5 pm PST, contact our Qtrac Specialist, Patti Miller:
Toll Free: 888-528-4872 • Direct Line: 661-219-3146 • Email: pattim@lavi.com

. . . .

If you need assistance after business hours or on the weekend, please contact our On-Call staff: 800-545-4866
NOTE: Please specify that you have a Lavi Industries' Qtrac system.

Lavi Industries
Products for People and the Places They Go®

27810 Avenue Hopkins | Valencia, CA 91355
800.624.6225 | 877.ASK.LAVI | 661.257.7800
sales@lavi.com | www.lavi.com