









Q-smart Queue Management Systems

Ticket Dispensers Compare Table



REV03 / 14.09.2019

	E2	D2V	D2H	E3 Refleks S	E3 Refleks W	C2	B2 Touch	B2
								
Capacity								
Daily operation capacity	30.000	20.000	20.000	10.000	10.000	10.000	9.000	9000
User interaction	Touch screen	Touch screen	Touch screen	Touch screen	Touch screen	Buttons	Touch screen	Buttons
Queue management capacity	99	99	99	99	99	5	99	5
User capacity	Unlimited	Unlimited	Unlimited	99	99	99	99	99
Counter management capacity	254	254	254	50	50	50	50	50
Ticket role	4500	1000	1000	1000	1000	1000	1000	1000









✓ - Supported
 X - Not supported
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capacity								
Ticket width	58-60mm	58-60mm	58-60mm	58mm	58mm	58mm	58mm	58mm
Hardware Support								
Display size	22inches	19inches	19inches	19inches	19inches		10.1inches	
Voice recording support in counter	✓	✓	✓	✓	✓	✓	✓	✓
Magnetic stripe type card reader support	?	?	?	✗	✗	✗	✗	✗
RFID or Smart card	?	✗	✗	✗	✗	✗	✗	✗









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reader								
Barcode and QR code reader	?	X	X	X	X	X	X	X
Virtual terminal NexT support (JVM)	✓	✓	✓	✓	✓	✓	✓	✓
Smart virtual terminal support	✓	✓	✓	✓	✓	✓	✓	✓
Desktop terminal support	✓	✓	✓	✓	✓	✓	✓	✓









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Cloud display support	✓	✓	✓	✓	✓	✓	✓	✓
Curve WiFi display support	✓	✓	✓	✓	✓	✓	✓	✓
Curve display support	✓	✓	✓	✓	✓	✓	✓	✓
Flex display support	✓	✓	✓	✓	✓	✓	✓	✓
Matrix display support	✓	✓	✓	✓	✓	✓	✓	✓
7 Segment display support	✓	✓	✓	✓	✓	✓	✓	✓









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DSI LCD TV main panel support	✓	✓	✓	✓	✓	✓	✓	✓
Main panel grouping	∞	∞	∞	1	1	1	1	1
USB portable counter display support	✓	✓	✓	✓	✓	✓	✓	✓
Android tablet counter display support	✓	✓	✓	✓	✓	✓	✓	✓
SMS ticket call support	?	?	?	?	?	X	?	X









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Windows OS support	?	?	?	X	X	X	X	X
Q-smart Linux OS support	✓	✓	✓	✓	✓	✓	✓	✓
Pardus OS support	✓	✓	✓	X	X	X	X	X
Color options	White, Red, Blue, Black, Orange	White	White	White, Red, Blue, Black, Orange	White, Red, Blue, Black, Orange	White, Red, Blue, Black, Orange	Black, White, Red, Blue	Black
Corporate logo	?	X	X	?	X	?	X	X
Thermal control unit	✓	✓	✓	✓	X	X	✓	X









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Cooling fan system	✓	✓	✓	✓	✓	✗	✓	✓
Customer survey system support	✓	✓	✓	✓	✓	✓	✓	✓
Ticket print from web browsers	✓	✓	✓	✓	✓	✓	✓	✓
Ticket announcing when take new ticket	✓	✓	✓	✗	✗	✗	✗	✗
Ticket announcing	✓	✓	✓	✗	✗	✗	✗	✗









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when call new ticket								
Customer customizable information print to ticket	✓	✓	✓	✓	✓	✓	✓	✓
Transfer ticket to group	✓	✓	✓	✓	✓	✓	✓	✓
Transfer ticket to user	✓	✓	✓	✗	✗	✗	✗	✗
Park ticket	✓	✓	✓	✗	✗	✗	✗	✗
Postpone ticket	✓	✓	✓	✓	✓	✓	✓	✓









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Reporting								
Queue performance report from web browsers	✓	✓	✓	✓	✓	✓	✓	✓
Employees performance report from web browsers	✓	✓	✓	✓	✓	✓	✓	✓
Reporting period	∞	∞	∞	6 Months	6 Months	6 Months	6 Months	6 Months
Graphical representation of reports	✓	✓	✓	✓	✓	✓	✓	✓









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Export reports to Excel and PDF	✓	✓	✓	✓	✓	✓	✓	✓
Central reporting system	?	?	?	?	?	?	?	?
Central system management	?	?	?	?	?	?	?	?
Responsive web design	✓	✓	✓	✓	✓	✓	✓	✓
Smartphone compatible	✓	✓	✓	✓	✓	✓	✓	✓









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Employee Log-Off reason reporting	✓	✓	✓	✓	✓	✓	✓	✓
Employee working hours reporting	✓	✓	✓	✓	✓	✓	✓	✓
Online hardware monitoring	✓	✓	✓	✓	✓	✓	✓	✓
Management								
HTML5 customer (ticket) screen design	✓	✓	✓	✓	✓	✓	✓	✓









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External web page browsing	✓	✓	✓	✓	✓	✗	✓	✗
Localization of system	✓	✓	✓	✓	✓	✓	✓	✓
Live ticket template management	✓	✓	✓	✓	✓	✓	✓	✓
Live queue management from web browsers	✓	✓	✓	✓	✓	✓	✓	✓
Ticket number prefix support	✓	✓	✓	✗	✗	✗	✗	✗









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Onlive appointment management from web	✓	?	?	?	?	✗	?	✗
Customer card management	✓	?	?	✗	✗	✗	✗	✗
Ticket distribution with identification number	✓	?	?	?	?	✗	?	✗
Ticket distirbution with customer number	✓	?	?	?	?	✗	?	✗









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Working time limitation	✓	✓	✓	✓	✓	✗	✓	✗
Half time limitation	✓	✓	✓	✓	✓	✗	✓	✗
Daily ticket limitation	✓	✓	✓	✓	✓	✗	✓	✗
Mirror Queue, Queue repeat management	✓	✓	✓	✗	✗	✗	✗	✗
Smart Call Management	✓	✓	✓	✗	✗	✗	✗	✗
Advertisement management on ticket	✓	✓	✓	✗	✗	✗	✗	✗









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dispenser screen								
One click system backup	✓	✓	✓	✓	✓	✓	✓	✓
One click system restore	✓	✓	✓	✓	✓	✓	✓	✓
Web services and Integration								
SAP Integration	?	?	?	?	?	?	?	?
Internet appointment management web services	✓	?	?	?	?	X	?	X









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Performance reporting web services	✓	✓	✓	✓	✓	✓	✓	✓
Internet appointment integration	✓	?	?	?	?	✗	?	✗
Identification number integration	?	?	?	?	?	✗	?	✗
System statistics web services	✓	✓	✓	✓	✓	✓	✓	✓
Call management web services	✓	✓	✓	✓	✓	✓	✓	✓









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Call terminal API	✓	✓	✓	✓	✓	✓	✓	✓
Smart building integration	?	?	?	?	?	?	?	?

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