PRODUCT CATALOGUE | 2018

01 BLOOM

02 V4 DIGITAL SIGNAGE

03 HARDWARE
Bloom is an advanced customer flow management system developed around the service provider’s needs. With outstanding design and effortless usability, its modules allow full customization: from a single line to a complex service’s network. Bloom organizes thousands of services across industries, providing enhanced customers, staff and managers experiences on a daily basis.

Local queuing system

- Counters with QM-PAD and Extender
- Slave player
- Ticket Dispenser
- Table Kiosk
- Switch
- Concierge
- Tablet Kiosk
- Slave player
- HDMI
- TCP/IP
- Master player
- VPN/Internet
- Web access to reports and statistics on local dashboard
Network of local queuing systems

1. Bloom Conciierge
2. Bloom Slave players
3. SMS connector
4. Digital Signage API
5. Ticket Dispenser
6. GM-PAD

Location 1

- Bloom Appointments web plug-in
- Bloom Virtual Ticket mobile app

Location 2

- Active Directory connector
- LED displays
- Bloom Slave player
- Bloom Extender
BLOOM MASTERS

Bloom Master is the fundamental basis of the local queuing system, it will control and manage the queues and all the additional components connected to the system.

| Dashboard with real-time information | Access to statistics and historical data | Automatic reports and notifications | Adaptable configuration | Can be connected to a display to show queuing information and multimedia contents |

Includes QM-PAD, a web-application intended for tellers to call and manage tickets in the assigned queues.

It is provided as an installable Windows software to install on any PC* or as a pre-built system (plug and play).

<table>
<thead>
<tr>
<th>Windows version (software only)</th>
<th>Linux version (Compact Box)</th>
<th>Linux version (Intel NUC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q-QMBL</td>
<td>Q-QMBLP</td>
<td>Q-QMBLU</td>
</tr>
<tr>
<td>Q-HPCB</td>
<td>Q-HPITL</td>
<td>Q-HPITLP</td>
</tr>
</tbody>
</table>

* Check the technical specifications of the Bloom Master for more information.
** Service station. The limit includes either active or inactive counters.
BLOOM SLAVES

To manage the contents of additional displays, it is required a Bloom Slave for each additional display. It has the same configuration possibilities as the Bloom Master, allowing them to be used as waiting area displays or counter displays.

- Queuing information
- Multimedia content
- Text and RSS feeds
- Date and time

* Check the technical specifications of the Bloom Slave for more information.

It is provided as an installable Windows software to install on any PC* or as a pre-built system (plug and play).

<table>
<thead>
<tr>
<th>Windows version (software only)</th>
<th>Linux version (Compact Box)</th>
<th>Linux version (Intel NUC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Q-QMBL</td>
<td>* Q-QMBLP</td>
<td>* Q-QMBLU</td>
</tr>
<tr>
<td>REF.: Q-QMBL</td>
<td>REF.: Q-HPCBS</td>
<td>REF.: Q-HPITLS</td>
</tr>
</tbody>
</table>

* Check the technical specifications of the Bloom Slave for more information.

| Software only (no PC or display included) |
| Software and hardware kit (no display included) |
| Software and hardware kit (no display included) |
| CPU: X5-Z8300 | RAM: 2GB | eMMC: 32GB |
| CPU: i3 | RAM: 2GB | SSD: 32GB |
**BLOOM EXTENDER**

Bloom Extender is a multifunction application for Android tablets, intended to display information and collect customers feedback.

The counter mode is intended to keep customers informed at different ticket handling moments: when a ticket is called, while the customer is being served and after the service.

The autonomous mode is used for tablets on-site to display contents and a general survey for anyone that taps the tablet’s screen.

**BLOOM CONCIERGE**

Bloom Concierge is an application with two versions: web-based or Android. Empowering staff members with this application, habilitates them to approach customers, listen to what they came to do, and help them to enter the queuing process.

It can serve different scenarios, from saving time to customers to boost queues on the busiest times of the day.

---

**Bloom Extender application**

**Q-EXTENDER**

- Software only (no tablet included)
- Compatible with Android 4.4.2 or above

**Bloom Concierge application**

**Q-CONCIERGE**

- Software only (no tablet included)
- Compatible with Android 4.4.2 or above
Bloom Tablet Kiosk is a simple application for Android tablets that is a paperless alternative to ticket dispensers. It allows customers to generate a virtual ticket, schedule an appointment by themselves, or check in previously scheduled appointments.

It is possible to simulate or create a ticket dispenser by using a small software called Q-Touch. To do so it is necessary a Windows PC, a touchscreen, and a 57 mm thermal printer.

It does not allow to add a logo/image to the paper ticket.

**Bloom Tablet Kiosk**

**Bloom Q-Touch**

Windows PC with Q-Touch + Touchscreen + 57 mm thermal printer

**REF.**:

- Software only (no tablet included)
- Compatible with Android 4.4.2 or above

- Software only (no PC, touchscreen or printer included)
- Windows-based software
Bloom Enterprise Server (BES) is a solution to centrally manage a network of local systems, allowing to set up and configure systems from a central point, while gathering data to compile powerful statistics and reports.

- Dashboard with real-time information
- Access to statistics and historical data
- Automatic reports and notifications
- Common resources management
- Users management and roles assignment

Currently, it is composed by three modules - queue management, virtual ticket, and appointments - that are activated by inserting a pack of licences of each type.

The Queue Management module allows to manage the Masters and all its configurations and devices.

- Quick overview of the connection and synchronization status of each Master
- Access each Master individually to perform configurations
- Access local backoffice of each Master
- Replicate data and configurations between Masters

---

**BLOOM ENTERPRISE SERVER**

**Q-BETTER PRODUCT CATALOGUE**

**BES software**

**Q-BESINST**

- Software only
- Includes remote installation support
- No module licences included

**REF.**

- License pack for 1 Master
  - Q-BES1
  - To host in customer’s own server
  - Lifetime licences

- License pack for 5 Masters
  - Q-BES5

- License pack for 10 Masters
  - Q-BES10

- License pack for 25 Masters
  - Q-BES25

- License pack for 50 Masters
  - Q-BES50

- Server rental
  - Q-BESSAAS
  - Hosted in Q-Better’s cloud server

* Check the technical specifications of the Bloom Enterprise Server for more information.
The Appointments module allows to manage appointments and give customers autonomy through self-service scheduling.

- Quick overview of the appointments status in each location
- Schedule and manage appointments for each location
- Design a scheduling flow for each service
- Configure the widget that will be incorporated in the provider’s webpage
- Send confirmation emails and reminders to customers

This system can be integrated with Bloom’s queue management system, seamlessly conciliating both unexpected and expected customers.

**BLOOM ENTERPRISE SERVER**

**APPOINTMENTS MODULE**

**REF.**:

- Licence pack for 1 location: Q-APP1
- Licence pack for 5 locations: Q-APP5
- Licence pack for 10 locations: Q-APP10
- Licence pack for 25 locations: Q-APP25
- Licence pack for 50 locations: Q-APP50
- Server rental: Q-APPSAAS

- To host in customer’s own server
- Lifetime licences
- Hosted in Q-Better’s cloud server
BLOOM ENTERPRISE SERVER

VIRTUAL TICKET MODULE

Bloom Virtual Ticket is a mobile application that allows customers to take a ticket before they arrive at the site and it keeps them informed about the queue status.

- Information about number of people waiting and estimated waiting time for each location by service
- In-app notifications to keep customer informed
- Customers can cancel their tickets at any time

<table>
<thead>
<tr>
<th>REF.</th>
<th>Application submission at official app stores</th>
<th>Q-VTACT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Licence pack for up to 10 Masters</td>
<td>Q-VT10</td>
</tr>
<tr>
<td></td>
<td>Licence pack for more than 10 Masters</td>
<td>Q-VT10+</td>
</tr>
<tr>
<td></td>
<td>Server rental</td>
<td>Q-VTSAAS</td>
</tr>
</tbody>
</table>

- Optional
- To host in customer’s own server
- Includes application and server software
- Lifetime licences
- Hosted in Q-Better’s cloud server

Q-BETTER PRODUCT CATALOGUE
Q-DS is a simple and powerful tool that allows to create, schedule and display campaigns and information. This system is a tool of high utility in any place where there is information to be displayed or products to be sold.

Local digital signage system

Q-DS has a multiview version that allows to connect up to three screens to the same player, displaying different contents.
Q-DS is composed by two applications: Composer and Player. The Composer is the interface where the user can create the contents through intuitive tools. After creating a Project, it must be sent to a Player, and it will display the projects generated by the Composer.

| Text | Video |
| DVD | Webcam |
| Text and RSS feeds | Flash |
| Images | TV |
| CCTV | Tables |
| HTML | Widgets |

*Check the technical specifications of V4 Digital Signage for more information.*
**V4 ENTERPRISE SERVER**

This solution allows to centrally manage a network of Q-DS players, where all the settings of the system are managed via a web browser.

<table>
<thead>
<tr>
<th>REF.</th>
<th>Software only</th>
<th>To manage up to 25 remote Q-DS players</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q-ES25</td>
<td>Software only</td>
<td>To manage up to 25 remote Q-DS players</td>
</tr>
<tr>
<td>Q-ES50</td>
<td>Software only</td>
<td>To manage up to 50 remote Q-DS players</td>
</tr>
<tr>
<td>Q-ES100</td>
<td>Software only</td>
<td>To manage up to 100 remote Q-DS players</td>
</tr>
<tr>
<td>Q-PLA10</td>
<td>Software only</td>
<td>To manage 10 additional Q-DS players</td>
</tr>
</tbody>
</table>

* Check the technical specifications of the V4 Enterprise Server for more information.
HARDWARE
The ticket dispensers are an active part of this system by providing a simple self-service solution for customers to enter the queuing process.

- Robust hardware appliances
- Possible to display all the information in different languages
- TCP/IP connection with Bloom Master

<table>
<thead>
<tr>
<th>Thermal paper roll</th>
</tr>
</thead>
<tbody>
<tr>
<td>Width of 57 mm, diameter of up to 80 mm and core of 11 mm.</td>
</tr>
</tbody>
</table>
**LED DISPLAYS**

The LED displays will **highlight the last called ticket** in the counter to which the customer must go to.

![Image of LED display]

**COMPONENTS**

- Ceiling support: Q-CSVESAS
- Power supply: AU-VD-P12H

**REF.:**

- Q-LED-4-75-R
  - 4 digits - 7x5 matrix
  - PoE* or power supply **
  - VESA mountable (75 mm)

* Power over Ethernet.

**WIRELESS BUTTONS**

The wireless call buttons are ideal to be used in counters without a PC. It is necessary a radio receiver connected to the Bloom Master player and a wireless button per counter.

![Image of wireless call button]

**REF.:**

- Q-A82K
  - Radio receiver at 868MHz to register up to 50 Q-A88
- Q-A88
  - Radio call button at 868MHz

**Wireless Call Button**

**Radio Receiver**

**Q-BETTER PRODUCT CATALOGUE**
TABLETS

Android professional tablets with WiFi and LAN connection.

8" Android smart display

10" Android smart display

15.6" Android smart display

<table>
<thead>
<tr>
<th>REF.</th>
<th>8&quot; Android smart display</th>
<th>10&quot; Android smart display</th>
<th>15.6&quot; Android smart display</th>
</tr>
</thead>
<tbody>
<tr>
<td>SH8280WF</td>
<td>8&quot;</td>
<td>1280 x 800 px</td>
<td>WiFi and LAN connection</td>
</tr>
<tr>
<td>SH1012WF</td>
<td>10&quot;</td>
<td>1280 x 800 px</td>
<td>WiFi and LAN connection</td>
</tr>
<tr>
<td>SH1561WF</td>
<td>15.6&quot;</td>
<td>1920 x 1080 px</td>
<td>WiFi and LAN connection</td>
</tr>
</tbody>
</table>