

Multi-Window Service System (MWSS)

System Overview

A Multi-Window Service System is an advanced Take-A-Number system. In a typical MWSS application, there are several clerks at a service counter. All of the clerks are serving a "pool" of customers with sequentially numbered tickets. The system can be best understood by studying the concept drawing on the next page.

There are three types of displays shown in the concept drawing. The 5400 Series displays can be set to any of these types using the programmable options.

Lobby Master

The "Lobby Master" display shows the highest number being served. There can only be one "Lobby Master" per system.

Lobby Slave

The "Lobby Slave" displays show the same number as the "Lobby Master." You can have as many "Lobby Slaves" as you need.

Window Slave

"Window Slave" displays show the number currently being serviced by a clerk. You can have as many "Window Slave" displays as you need. Push buttons are attached to each window slave display.

System Operation

Push buttons are generally connected to the window slave displays. When the clerk pushes the button connected to the window slave, the lobby master and lobby slave displays will increment by one. The window slave, whose button was pushed, will show the same number as the lobby master. Other window slaves will not change. In this way customers in the waiting area will be able to see that their number is being called and see which clerk to go to for service.

Setting Up the System

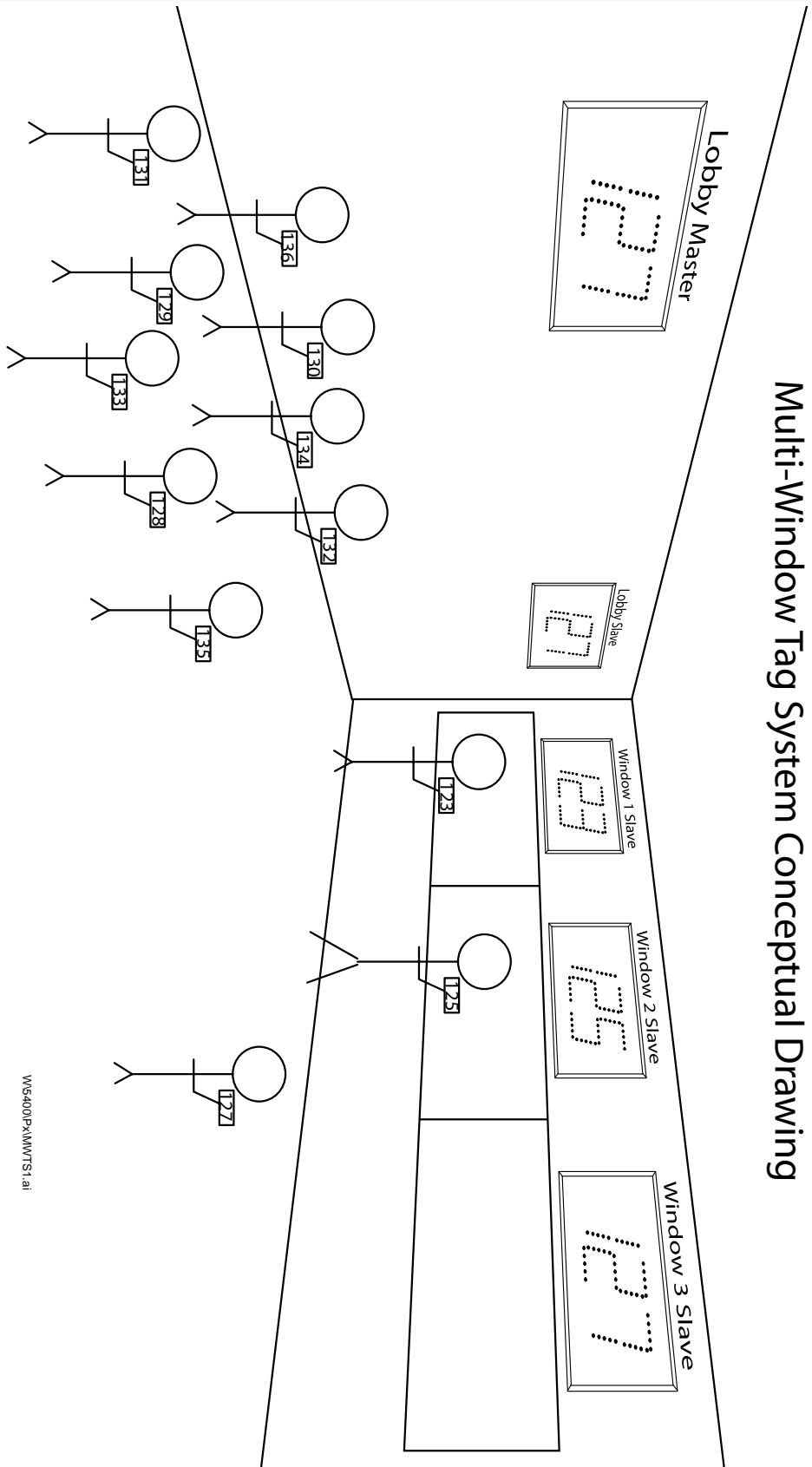
To set up a Take-A-Number System, first wire the system as shown in the "Take-A-Number Wiring Diagram" on page 18. Next, program the display to the appropriate value in Area 1. Setting Area 1 to a 4 will cause the display to be a lobby master; setting Area 1 to a 5 will cause the display to be a lobby slave, and setting Area 1 to a 6 will cause the display to be a window slave. See the "Setting Programmable Options" section for details on how to change these values.

All displays may be hung on the wall like a picture. See the "Mounting Template" section for easy wire cutouts when running wire through the wall.

Special Case MWSS

In some cases, it may be necessary to have two window slave displays showing the same number. For instance, each service had one display facing the customer and another display facing the clerk so that the clerk could see the number they were about to serve. In this case all of the window slave displays will have to be set to "MWSS Clerk Slave Manual Address." This is done by setting Area 1 to a value of 7. In addition, each window slave display will have to be assigned an "address." This is done by setting the values of areas "H" and "I." Window slave displays with the same address will show the same number. For details on setting the values of these areas, see the section "Setting the Programmable Options."

Multi-Window Service System Concept



Multi-Window Tag System Conceptual Drawing

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