



ARROWLOGIC PTE LTD

DOES YOUR CUSTOMER NEED ATTENTION?

We will help you bring out the best with NetQ Queue Management System

ARROWLOGIC PTE LTD
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We pride ourselves with building solutions by taking your vision for your business, and helping it reach its fullest potential.



NETQ PRO SYSTEM

For small medium to
large enterprises

**Professional NetQ System for high
volume queue. Runs on wired or
wireless network setup.**

Simple System that supports up to:

- 8 x 8" Touch Ticket Dispenser
- 22" Touch Screen Kiosk
- 8 x Qdis Basic Media Player
- 32 x Keypad (Web or Physical)
- 12 Report Formats
 - Audit Trail
 - Service Report
 - Waiting Time Report
 - Service Time Report
 - Productivity Report
 - Queue Ticket Report

Visit our website at www.arrowlogic.com.sg for
more information about our company's services.
Email us at sales@arrowlogic.com.sg for
inquiries.



NETQ PRO SYSTEM

For small medium to
large enterprises

**Fully customizable system with
advanced add on feature to suit
organization's operational needs.**

Add On Features

- SMS Alerts
- Email Alerts
- Auto Email Reports
- Appointment Booking
- Facial Recognition
- API for 3rd Party Interface
- Interface with 3rd Party API

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NetQ P1005

NETQ PROFESSIONAL CONTROLLER



The brain of the
system

NetQ Basic Controller is the brain of the system where it will control the process of the queue flow.

Software Specifications:

- Operating System: Windows 10 ENT LTSC 2019/ Windows 10 Pro/ Windows 11 Pro
- Database: Microsoft SQL Express 2019
- NetQ Professional Package:
 - NetQ v5
 - Webadmin v5

Hardware Specifications:

- Intel NUC Core i5
- 8GB Ram
- 256GB SSD
- 1 x HDMI Port
- 4 x USB 3.0 Port
- 1 x Intel Gigabit Lan
- Intel Dual Band Wireless (802.11ac)
- Intel Integrated Graphics 500
- Dimension: 115 x 111 x 51mm
- Weight: 1.2kg



QDIS PRO MEDIA PLAYER



Queue Number Display Media Player

Qdis Media player is additional the media player if users want to have more displays to their setup

Features:

- Configurable design to show Queue Number in desired format.
- Shoe scrolling text and missed queue.
- Able to show free to air TV programs **

Software Specifications:

- Operating System: Windows 10 ENT LTSC
- Qdis v4.1.0.0

Hardware Specifications:

- Intel NUC Core i5
- 8GB Ram
- 256GB SSD
- 1 x HDMI Port
- 4 x USB 3.0 Port
- 1 x Intel Gigabit Lan
- Intel Dual Band Wireless (802.11ac)
- Intel Integrated Graphics 500
- Dimension: 115 x 111 x 51mm
- Weight: 1.2kg



TSD8000

8" TOUCH TICKET DISPENSER



Prints out thermal
Queue Ticket

8" Capacitive Touch Screen thermal ticket dispenser that allows users to add edit or remove buttons easily.

Features:

- Supports up to 6 buttons.
- Add, change or remove buttons easily with publish feature.
- Configure the operation time of each individual button.
- Offline mode that continue from previous number when system is down.

Software Specifications:

- Operating System: Android 4.4.4
- NetQTP v5.0.0.1

Hardware Specifications:

- Processor: Quad Core A9 1.8Ghz 2GB Ram
- Memory: DDR2 1GB
- Storage: 4G
- Monitor: 8" Capacitive Screen
- Touch: Multi Touch
- Printer: 80mm high speed thermal printer with auto cutter
- LAN: 1 x 10/100
- Wifi: 802.11ac
- Dimension: 180(H) x 230(D) x 150(W)mm
- Weight: 2.5kgs



22Kiosk



22" TOUCH SCREEN KIOSK

Prints out thermal Queue Ticket

22" Full Height Touch Screen Kiosk that allows users to add edit or remove buttons easily.

Features:

- Supports up to 24 buttons and 3 layers.
- Add, change or remove buttons easily with publish feature.
- Configure the operation time of each individual button.
- Offline mode that continue from previous number when system is down.

Software Specifications:

- Windows 10 Professional / Windows 11 Professional
- Kiosk v5.0.0.1

Hardware Specifications:

- Processor: Intel Celeron J3455
- Memory: 4GB RAM
- Storage: 64GB SSG
- Monitor: 22" Capacitive Screen
- Touch: Multi Touch
- Printer: 80mm high speed thermal printer with auto cutter
- LAN: 1 x 10/100
- Wifi: 802.11ac
- Dimension: 600mm(W) x 1630mm(H) x 400mm(D)
- Weight: 90Kgs



7" INTELLI-TOUCH KEYPAD



Keypad to call Queue Number

7" Capacitive Touch Screen keypad for users to call forward queue number when they are ready to serve.

Features:

- Full view of waiting queue, saved queue and discarded queue.
- Ease of use with chat functions among keypads.
- Manager call function to call manager for assistance.

Software Specifications:

- Operating System: Android 4.4.
- NetQAKP v2.0.0.0

Hardware Specifications:

- Processor: Intel Z3735 quad core
- Memory: DDR3 2GB
- Storage: 32G
- Monitor: 7" Capacitive Screen (1280x800)
- USB: 4 x Standard USB Port
- LAN: 1 x 10/100 RJ45
- Wifi: 802.11b/g/n
- Dimension: 178x118x50mm
- Weight: 424gm

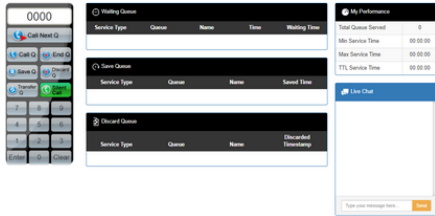
0000		WAITING Q			
SERVICE TYPE	Q-No	Q-TIME	WAIT-TIME		
Without Appointment	2001	11:23:25	16		
Without Appointment	2002	11:23:27	16		
Without Appointment	2003	11:23:29	16		
With Appointment	1003	11:39:35	0		
With Appointment	1004	11:39:43	0		
Without Appointment	2004	11:39:44	0		

0000		CHAT	
CALL NEXT Q	CALL / RECALL Q	SEND A MESSAGE	OK
END Q	TRANSFER Q	johnson	how are you 11:33 AM
SAVE Q	DISCARD Q	johnson	hello 11:32 AM
STATUS MONITOR		johnson	hello 11:26 AM

SERVICE STATUS		COUNTER STATUS			
SERVICE DESCRIPTION	WAITING Q	MAX WAIT TIME(MIN)	COUNTER	LOGIN BY	NOW SERVING
With Appointment	3	181	1	johnson	---
Without Appointment			2		---
Counter 6 activated Manager Call					
			7	user6	---
			8		---
			9		---
			10		---
			Counter 11		---



WEBKEYPAD PROFESSIONAL



Keypad to call Queue Number (Webbased)

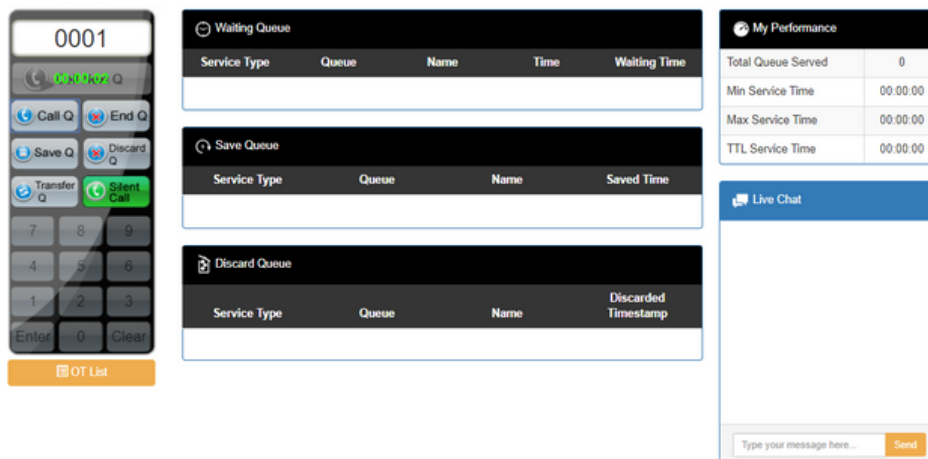
Webbased keypad for users to call forward queue number when they are ready to serve.

Features:

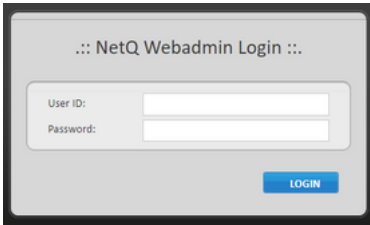
- Full view of waiting queue, saved queue and discarded queue.
- Ease of use with chat functions among keypads.
- Works on most browsers. (IE11, Chrome, Safari, Firefox...)
- Timer starts counting when queue starts to inform staff of the serving time.
- Alert indicator when waiting queue exceeds set limit.

Software Specifications:

- Webkeypad v5.1.0.0.



WEBADMIN PROFESSIONAL



Administrator page for settings and report.

Webadmin page for users to do settings for the queue system and generate report for submission.

Features:

- Dashboard Page for online status monitoring.
- Individual settings page for all components.
 - Service Settings
 - User Settings
 - Alert Settings
 - Ticket Dispenser Settings
 - Qdis Media Player Settings
- Reports
 - Audit Trail
 - Service Report
 - Waiting Time Report
 - Service Time Report
 - Productivity Report
 - Queue Ticket Report

The screenshot displays the NetQ Webadmin interface. At the top, there is a 'Refresh' button and an 'Auto refresh' option. Below this is a table with columns for 'No.', 'Service', 'Current Service ID', 'Current Issue ID', 'Total Pending ID', 'Next Counter', 'Next Queue WaitTime', 'Max WaitTime', 'Total Service ID', 'Waiting Time KPI', and 'Service Time KPI'. The table contains two rows of data. Below the table, there is a 'Counter Status Monitor' section with eight individual counter status cards (Counter ID: 2 to 8). Each card shows the counter ID, the user assigned to it, and the current queue number. Below the counter status monitors, there is a 'Config Ticket' section with a text area containing configuration details, a 'Socket Port' field, and two 'Button' configuration sections (Button 1 and Button 2). Each button section includes an 'Enable' checkbox, a time range (From: 08:00 To: 22:00), a 'Service ID' dropdown, a 'Number Wait Q' field, and a 'Background' image selection button.

Software Specifications:

- Webadmin v5.1.0.0.

