



# User Manual

*Note that this user manual will not always accurately reproduce what the solution looks like.*

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## 2 How to get started

Congratulations on choosing Layn. To get started with your queue, you need to do the following steps

### 1. Sign up your store on the app. Layn.no / Layn.me

Keep in mind that there is currently a queue per user, so if you're going to have multiple queues you need to log in with different users (emails)

### 2. Confirm the email address in the email that you receive.

In this email you will also get links to some important documents

- a. Queue number is a four-digit number that is unique to your queue
- b. You get the link to download your unique QR code and guidance. Print this and hang it up where you want your customers to see it.
- c. You will also receive a link to this manual as well as our privacy policy and general terms and conditions.

If you delete this first welcome email, you will always find this information in the settings menu.

## 3 How do I sign up?

**Layn**

Create queue

Email  
Email

Merchant name ⓘ  
Merchant name

Capacity ⓘ  
Capacity

Phone number  
🇬🇧 07400 123456

Password  
Password

Confirm password  
Confirm password

I accept the terms of service

Create queue

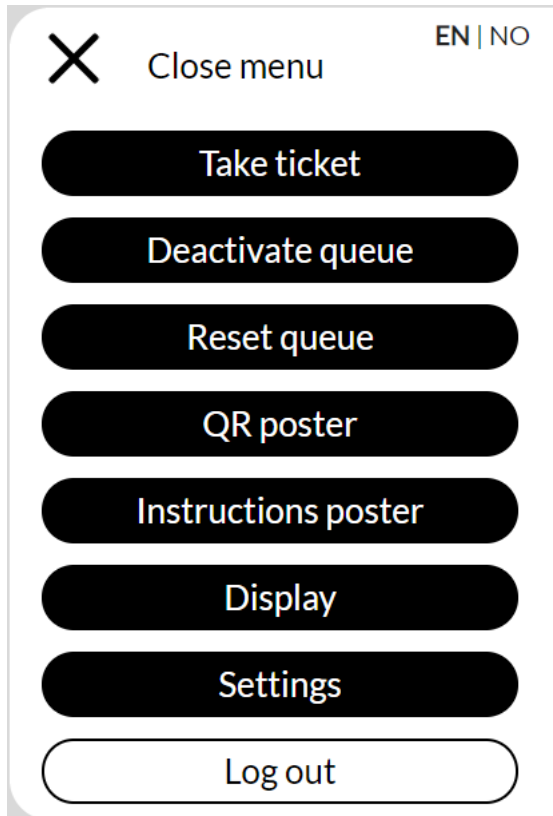
**E-mail:** is preferably the email to the user site administrator. This is used to log in and manage the queue settings.

**Merchant name:** This title appears on customers' screen. (i.e **Joe's Coffee**)

**Capacity:** Covid-19 measures. Describes how many you have capacity for inside the premises. If you have more people in line than this, they'll be told to wait outside, or in another place that you can describe yourself. **See text override**



## 4 Main Menu



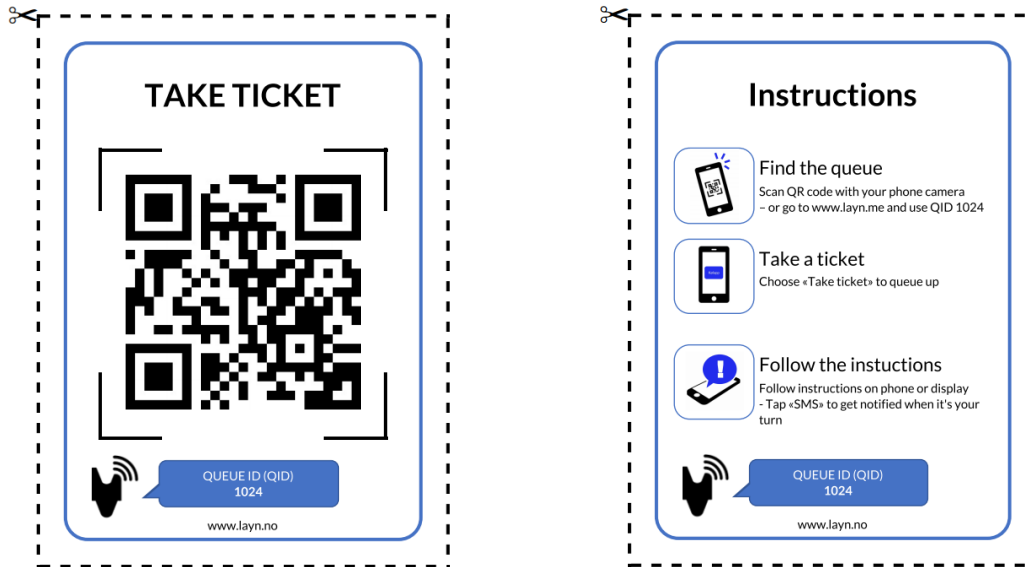
**Pull queue tag/ Take ticket:** Here you can draw a queue tag for users who don't bring their phone or who can't use the solution. Provide the customer with the number or write it down on a post-it.

**Disable/Enable queue:** By pressing the "Deactivate queue" all queue tags will be temporarily paused, while new customers will get the message "There is currently no queue" ... or the text you have selected yourself. If the queue is reactivating, existing queue tags will be re-activated and the queue continues as before.

**Reset queue:** This function will reset the queue and remove all queue tags. You will get a control question of whether you really want to reset.

**QR Poster:** (NOTE: takes some time to load) This is the actual QR code that you use for this queue. Print, cut and hang this in the desired place.

**Instructional poster.** (NOTE: takes some time to load) This is the note with instructions if you want to hang this up next to the QR Poster. Keep in mind that the QR code and the merchant number are unique to this queue. Print and hang it up or use the QR code and place number on a separate poster you create yourself!



## 5 QR Code and Instructional Poster

**Note! These pages currently take some time to load (We are working on the case)**

When you receive your registration, the confirmation email you will also provide 2 links that are a bit useful.

- Link to the instructions as shown in the figure above. This is a simple user-manual for the customer
- Link to QR code that is scanned using a camera on a smart phone.
- It also contains a Layn number (QID) that is the merchant's address. e.g. "1024". By entering the Layn.no -> pull queue tag, the customer will bring up a window where this code is entered and tilts them inside and ready to draw a queue tag. Nice if you have smashed camera or just can't scan the code.

Keep in mind that you always reach these from the main menu.

## 6 Physical setup of the user site

Layn is mainly aimed at one queue at a time. So, think of this setup as a store where there is one queue to be handled. At a minimum, you only need 2 people with a smartphone and a piece of paper with a QR code/ Q ID.

Layn consists of the following components

3. A note with a QR code and/or merchant code
4. A (customer with a) smartphone with internet access
5. An (Employee) with smartphone, tablet or computer with internet access
6. A display (TV, Tablet, PC display) showing the queue for customers (Option)



- 7. A tablet on a tripod etc. at the entrance where those who do not have a phone can pull a queue tag (Option)

### 6.1 Location of the QR code





The QR code should be placed on the front door or places in the premises where the customer easily can see that there is a queue. You print the QR code for your user location in the admin interface. It also comes with a small poster describing how the solution works.

If you want to create your own poster with your own text, then you just copy the QR code (which is an image file) into your own template. Some want to print the notes on adhesive labels, while others laminate and place it on the front door. The most important thing is that the code is visible to customers

## 6.2 Display setup (Option)

The solution works independently without a display, but if you want to have a display that shows who is being served, a solution has been developed that shows which numbers are now being operated. You can find the display in the main menu.

Several variants of the display are now being launched so that this can be adapted to different site needs. Some want to show the whole queue, while others only want to show who is being served now. This should be selectable in the main menu. As of now, only one display is available by default.

You can get to this display by clicking DISPLAY in the administration menu or going to the [app.layn.no/Display/XXXX](http://app.layn.no/Display/XXXX) (where xxxx is your queue-number). You will be prompted to log in and then the display will appear.

Some choose to buy an affordable tablet and place it on the wall or at the top of the counter easily visible to customers. Some choose to buy a network-connected TV with a built-in browser. This usually works fine, but test out your TV in advance before installing it on the wall.

If you wish to use a TV/PC monitor without internet connection, consider using one of the following

- Chromecast (recommended with Chrome browser)
- Apple TV (Recommended with Mac)
- Microsoft Wireless Display Adapter (We've had stability issues with this solution)
- Cable connection to PC / Tablet or

Connect a PC or tablet to this screen by sending the signal wirelessly to your device.

**Nb! Be sure to turn off all screensaver functionality and make sure there is sufficient power on your device**



### 6.3 Pull queue tag display (coming soon)

If you would like to have an opportunity to draw a queue tag for those who do not have a mobile phone/ tablet, this can be placed e.g. at the entrance or where the queue starts. It is recommended to place a tablet on a floor stand/wall stand that is sturdy and lockable. You select this display from the administration menu in the same way as the display.

## 7 Changing default settings

The screenshot shows the Layn Settings interface. At the top is the Layn logo. Below it is the 'Settings' section. The settings are as follows:

- Merchant name:** A text input field containing 'Merchant name' with an information icon (i) to its right.
- Capacity:** A text input field containing 'capacity-at-merchant' with an information icon (i) to its right.
- Expected serving time per customer (seconds):** A text input field containing 'Expected serving time per customer (' with an information icon (i) to its right.
- Automate expected serving time:** A checkbox that is checked, with an information icon (i) to its right.
- Register code:** A text input field containing 'Register code' with an information icon (i) to its right.
- Overriding texts:** A section header with a downward arrow.
- Subscription:** A section containing 'Expires 2020-12-31' and a 'Renew' button.
- Buttons:** A large blue 'Save' button and a white 'Cancel' button.
- QR code:** A section with links for 'Image' and 'Poster', and a note: 'Generated by click, can take up to 10 seconds'.

**Merchant Name:** Here you can change the name of the merchant created during registration.

**Capacity:** Covid-19 measures. Here you can change how many you have the capacity to inside the premises. If you have more people in line than this, they'll be told to wait outside, or in another place that you can describe yourself. See text override

**Expected processing time:** This is the estimated operation time in a normal queue. From the time you press a new customer until you press forward the next customer. If you put on the automated expected processing time, the system calculates the average operation time and calculates the waiting time based on this.

**Register code:** This is a 6-digit pin code. Used for login if you have more employees and more people need to log in as employees.

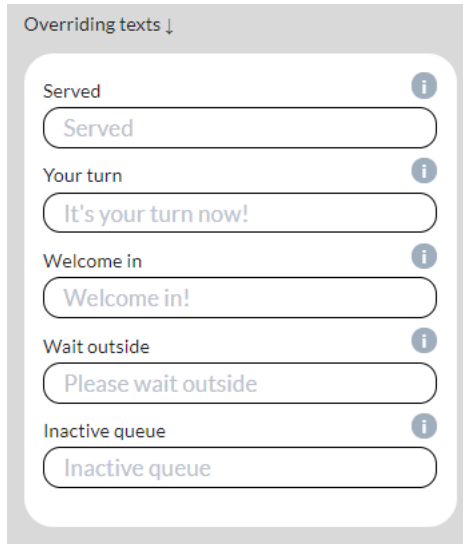
**Override texts:** See separate chapter

**Subscription:** This is a status message that describes which subscription you have and when this expires.

**QR code:** Here you get your unique QR code that you can use on a separate poster if you wish, Or you can download a ready-made poster you print and cut.



## 8 Settings: Overriding texts

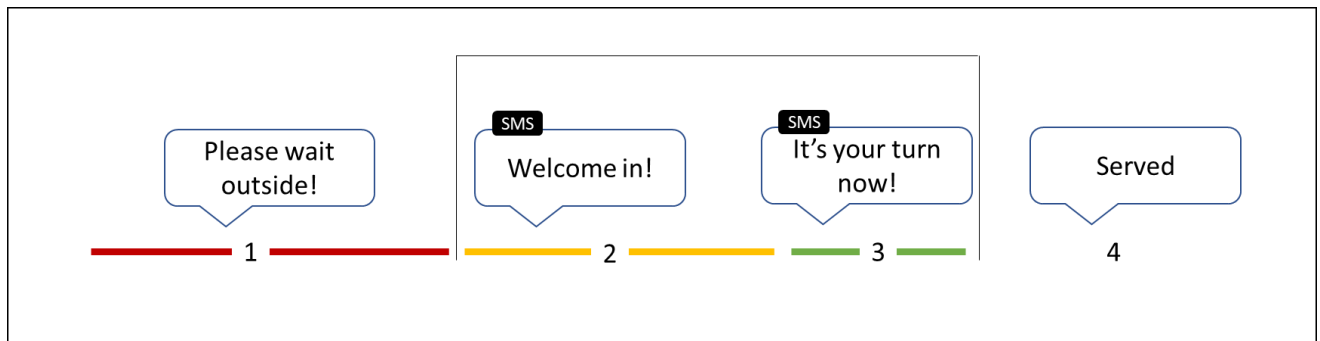


**Served:** This is the text that is on the customer's queue tag when you press the next customer. Try not to exceed 30 characters to make it look good on the ticket

**Your turn:** Now it's your turn. For those who have chosen SMS, they will receive a text message a few seconds after you press checkout.

**Welcome in:** When your ticket in the queue is within the number set under "capacity" the queue tag changes text to "**welcome in**".. or the text you choose to enter. Try not to exceed 30 characters to make it look good on the ticket. For those who have choices SMS they will receive a message about when they can enter the premises

**Wait outside:** If there are more tickets than is set as capacity in the premises, the customer receives a text on the queue tag to "**Please wait outside**".. or the text you choose to enter. Try not to exceed 30 characters to make it look good on the queue



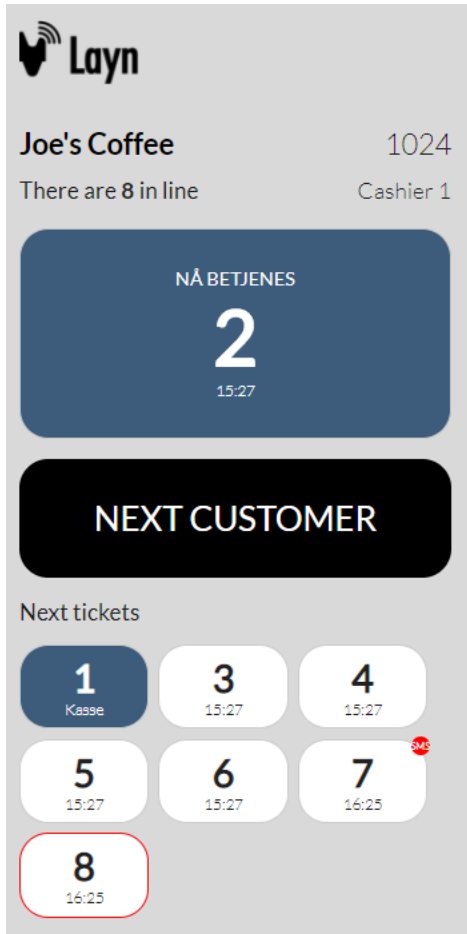
**Inactive queue:** If you have chosen to turn off the queue, customers who scan the QR code or enter the user code will receive the text "**Queue is currently inactive**".. or the text you choose to enter. Try not to exceed 30 characters to make it look good on the queue

PS! The same texts selected under "Welcome in" and "It's your turn now" will be used in the SMS notifications.





## 9 Operator/Checkout/ Cashier



**Checkout solution:** This is the user interface for those who operate the solution. You can set up as many operators as you want as long as they serve the same queue.

1024 as shown in the figure is the user location number of this particular queue. If a customer is unable to scan, it's easy to say "**go into layn.no. Press pull queue tag and enter this number and you are in**"

The big note says which queue number is now being Served. The time when the ticket was pulled is shown on the ticket.

By pressing "**next customer**" you will pick the next one in the queue.

To give some visibility, we have placed all the tickets that are queuing at the bottom of the page.

The **black tickets** are those who have been told to enter the premises.

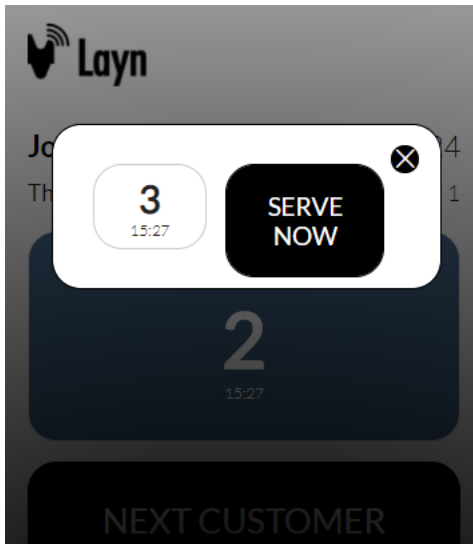
By **default, the white tickets** have been told to wait outside.

The little red label shows that this customer has chosen SMS notification

The red ring around a label means that this ticket that has been drawn by an operator.



### 9.1 But I'm just going to pay!

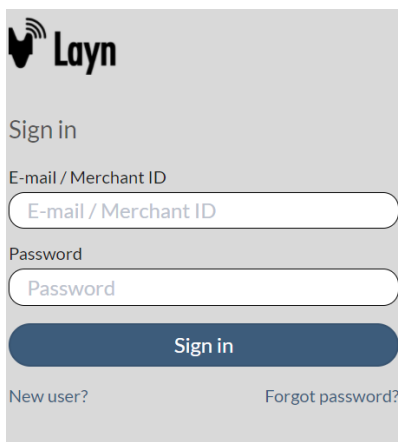


Do you have a long queue of customers who need help and you know it's going to take time to help them. You can now pick a number that **"only needs to pay"**

Tap the number tag of the customer and press **"Serve"**!

Serve the customer and the queue tag will disappear from the queue.. isi pisi.

### 9.2 Use of multiple operators



If you want more operators, you can easily give more people access to handle the queue. There are currently no limits on how many operators you can have to operate the same queue.

To log in as a new operator, do the following:

Go to [app.layn.no](http://app.layn.no) or to [layn.no](http://layn.no) (select login)

- 1. Merchant ID is username: E.g. "1024"
- 2. Checkout code set under settings is the password

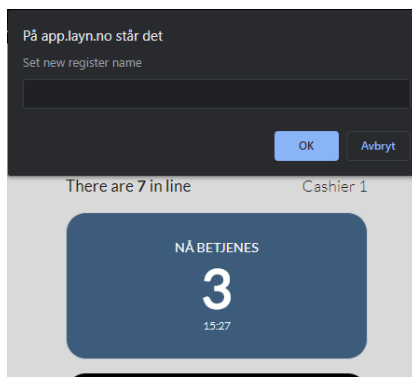
**Make sure you're using a secure password. and only share this password with those who will be at checkout.**



PS! Those who log in with the MERCHANT ID/ QID will not have the same capabilities as the main user under settings. But they get the choices:

1. Disable the queue (This temporarily stops the entire queue, but all queue tickets remain)
2. Reset the queue (This removes all queue tickets and the queue is reset)
3. QR Poster (This shows the user guide for customers)

### 9.3 Rename operator/ cashier/ checkout



If you wish to rename the operator. e.g. if you have multiple operators in use or want to steer a customer to a special operator/ checkout. The name of the operator can be easily changed. This is done by the person logged in as a user at that checkout.

1. Tap "Operator" and change the name in the pop-up box to what you want. e.g. "Checkout 12"
2. Press OK