

QMATIC

Data Sheet

Qmatic Orchestra

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1. Orchestra introduction

Orchestra is an extremely flexible application built upon an integrated Internet architecture.

Key components of Orchestra include:

- Modular Customer Flow Management system
- Connectivity through standardized connectors (web services) using standard common known technology
- Usability improved workstations are included (counter and reception)
- Easy access to all valuable Customer Flow Management information
- Clients are zero footprint installation, only a web browser is required
- Centralized user management – Manage all user access, authentication and privileges across a multi-branch network from a central administration point.
- Central data management – All transaction data from across the entire branch network is stored within a central database.
- Central branch configuration – Set up the branch configuration and hierarchy from a central location.
- Distributed Operation – Central Configuration with distributed operation.
- Remote upgrade. Centrally manage software upgrades to distributed installations.
- Calendar – A tightly integrated service-based calendar option.

2. Supported Qmatic Hardware

The following Qmatic hardware is supported by Orchestra Release R5:

Group	Qmatic Hardware (Supported)
eReception devices	TP Button TP Touch TP3110 TP3115 Vision Intro 17 Intro 5 Intro 8
Displays	Display 832/864/896/8128 Display 911/917/924/948/972/996 Display 1632/1664/1696/16128 Notes display series
Media Players	Cinematic - firmware 1.2.6 or later required.
Terminals	KT2243/2595/2695
Branch hubs	Branch Hub - firmware 2.1.1 or later required. Branch Hub Basic - firmware 126.04 or later required
Others	Interface Card reader CI2477 Interface RS232 SI2477 Interface Multi I/O*8 MI2280 without RF Interface Voice VU2187 unit 3MB Choral

3. Operating Systems

Name	Version	Remarks
Windows Server	2008 R2 Standard, Enterprise, and Datacenter editions	
Windows Server	2012 R2 Standard and Datacenter Editions	
Windows	7 SP1 Professional, Enterprise Editions. 32 and 64bit versions	Only for distributed Queue Agent
Ubuntu Linux Server	12.04 LTS. 32 or 64bit	

4. Application Servers

Name	Version	Remarks
Glassfish Server Open Source Edition	3.1.2	

5. Databases

Name	Version	Remarks
SQL Server	2008R2 Standard, Enterprise, and Datacenter editions	
SQL Server	2012 SP1 Express, Standard, Enterprise, and Datacenter editions	Express edition only supported for Orchestra One installations and for maximum of 3M visits
Oracle	11g Release 2 Patch 4 Standard and Enterprise editions	

6. Web Browsers

6.1. Users Web Applications

Name	Version	Remarks
Internet Explorer	9	
Internet Explorer	10	Not supported for Score
Internet Explorer	11	Not supported for Score
Chrome	32 or later	
Firefox	24 ESR	

7. Software compatibility chart

	Orchestra 5.2.1	Orchestra 5.2.2	Orchestra 5.2.3	Orchestra 5.3.0	Orchestra 5.3.1	Orchestra 5.3.2
Orchestra	2.2.1.272	2.2.2.86	2.2.3.46	2.3.0.510	2.3.1.504	2.3.2.154
Queue Agent	2.2.1.272	2.2.2.86	2.2.3.46	2.3.0.510	2.3.1.504	2.3.2.154
GW 1745	1.4.0.1	1.4.0.1	1.4.2.1	1.4.3.4	1.4.3.4 or later	1.4.3.4 or later
Cinematic	1.2.2 or later	1.2.2 or later	1.2.2 or later	1.2.6	1.2.6	1.2.6
Branch Hub	2.0.0	2.0.2.3	2.0.2.3	2.1.0.7	2.1.1	2.1.1
Branch Hub Basic	126.04	126.04	126.04	126.04	126.04	126.05

8. Article numbers

8.1. Orchestra Enterprise

Article	Name	Type	Description
10115000	SW ORCHESTRA ENT USER LICENCE	TYPE	1 license per concurrent user
10115001	SW ORCHESTRA ENT CAPACITY LICENSE	Base license	1 license per 20 users / Hardware terminals
10115010	SW ORCHESTRA ENT DASHBOARD	Option	1 license per capacity license
10115012	SW ORCHESTRA ENT CALENDAR	Option	1 license per capacity license
10115014	SW ORCHESTRA ENT ANALYSIS	Option	1 license per capacity license
10115015	SW ORCHESTRA ENT DIGITAL SIGNAGE	Option	1 license per capacity license
10115021	SW ORCHESTRA ENT CONTEXT MARKETING	Option	1 license per capacity license
10115022	SW ORCHESTRA ENT PRINTER DEVICE LICENSE	Printer	1 license per kiosk
10115023	SW ORCHESTRA ENT MANAGEMENT INFO CONNECTOR	Connector	1 license per capacity license
10115013	SW ORCHESTRA ENT CALENDAR CONNECTOR	Connector	1 license per capacity license
10115019	SW ORCHESTRA ENT DIGITAL SIGNAGE CONNECTOR	Connector	1 license per capacity license
10115024	SW ORCHESTRA ENT MOBILE EXTENSION	Option	1 license per capacity license
10115025	SW ORCHESTRA ENT COUNTER DISPLAY	Option	1 license per screen

8.2. Orchestra One

Article	Name	Type	Description
10115301	SW ORCHESTRA ONE BASE LICENSE	Base license	1 license per installation
10115300	SW ORCHESTRA ONE USER LICENCE	User	1 license per concurrent user
10115310	SW ORCHESTRA ONE DASHBOARD	Option	1 license per installation
10115312	SW ORCHESTRA ONE CALENDAR	Option	1 license per installation
10115314	SW ORCHESTRA ONE ANALYSIS	Option	1 license per installation
10115315	SW ORCHESTRA ONE DIGITAL SIGNAGE	Option	1 license per installation
10115321	SW ORCHESTRA ONE CONTEXT MARKETING	Option	1 license per installation
10115322	SW ORCHESTRA ONE PRINTER DEVICE LICENSE	Printer	1 license per kiosk
10115323	SW ORCHESTRA ONE MANAGEMENT INFO CONNECTOR	Connector	1 license per installation
10115313	SW ORCHESTRA ONE CALENDAR CONNECTOR	Connector	1 license per installation
10115319	SW ORCHESTRA ONE DIGITAL SIGNAGE CONNECTOR	Connector	1 license per installation
10115324	SW ORCHESTRA ONE MOBILE EXTENSION	Option	1 license per installation
10115325	SW ORCHESTRA ONE COUNTER DISPLAY	Option	1 license per screen