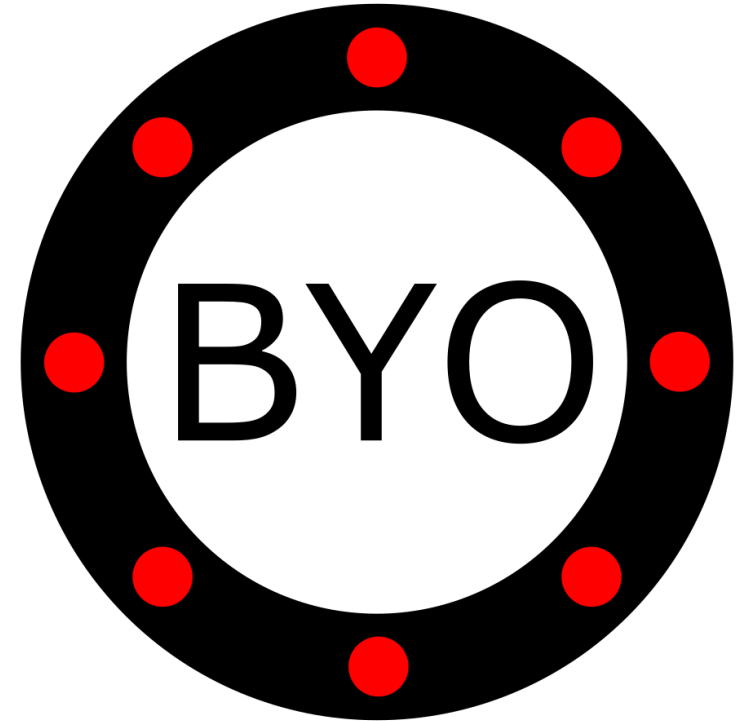


BYO Queue
for Banks
& Counter
Services

PRE-REQUISITES





BYO QUEUE

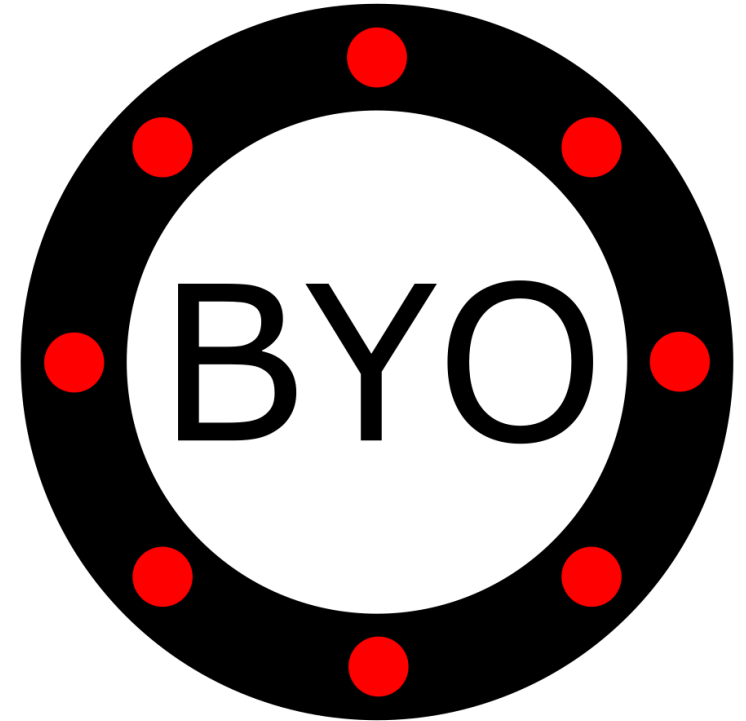
Manage Your Contactless Queue



Scan the QR Code Using Your Mobile Phone
Camera to Download the BYO Queue App

Install
BYO Queue
on your
mobile
device
with Wi-Fi,
3G, 4G or
5G

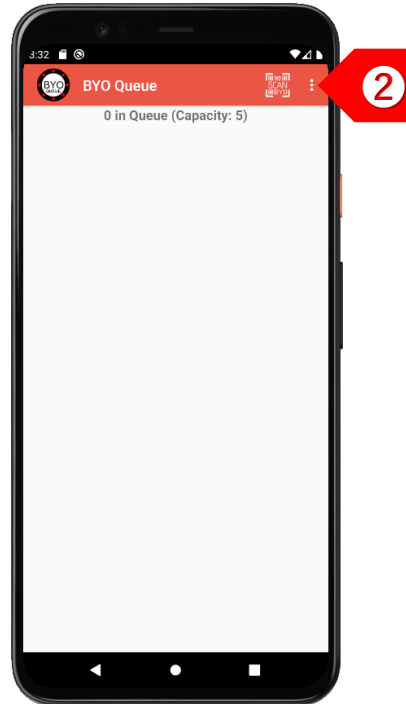
INITIAL SETUP




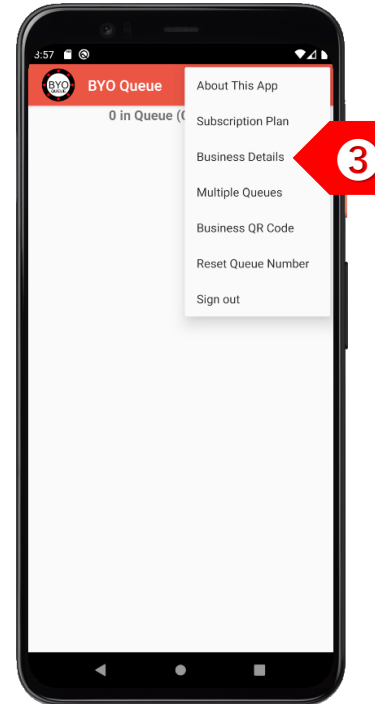
BYO Queue for Banks & Counter Services – Initial Setup Guide



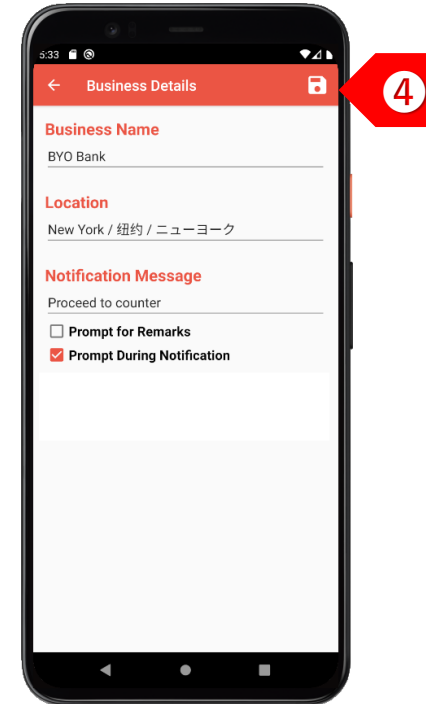
STEP 1
Please contact sales@byobuzzer.com for corporate setup to allow multiple users to view common shared queues.



STEP 2
Tap on  to set up your business details and multiple queues.

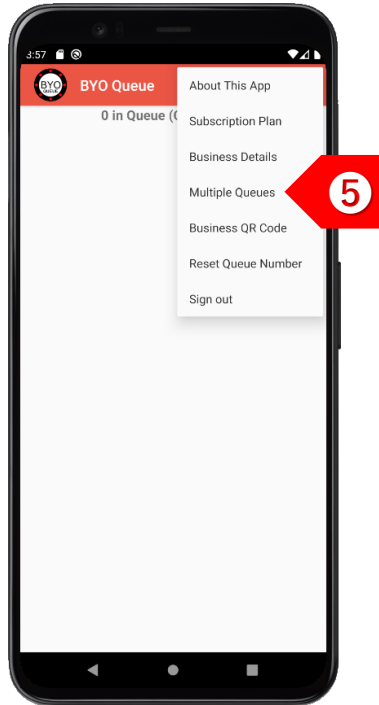


STEP 3
Tap on "Business Details" to set up your company and outlet information.

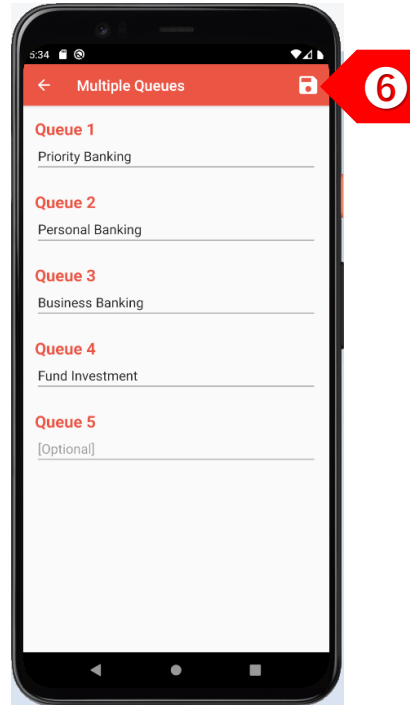


STEP 4
Enter your business details. Select "Prompt During Notification" if this device directs clients to different counters. Click on the "Save" button.

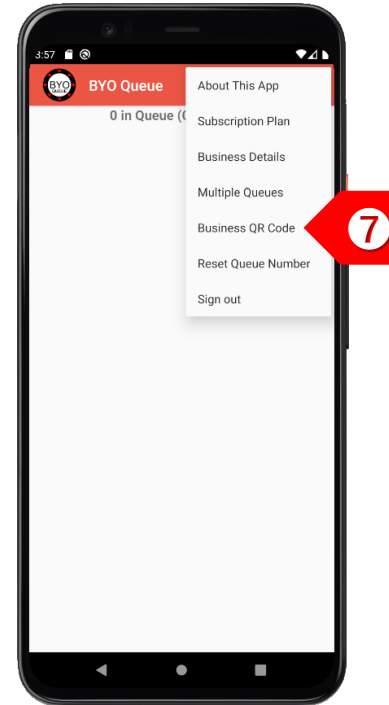
BYO Queue for Banks & Counter Services – Initial Setup Guide



STEP 5
If you have different queues for different counter types, tap on “Multiple Queues”.



STEP 6
Enter the names of the different queues, such as the various banking services offered. Click on the “Save” button.

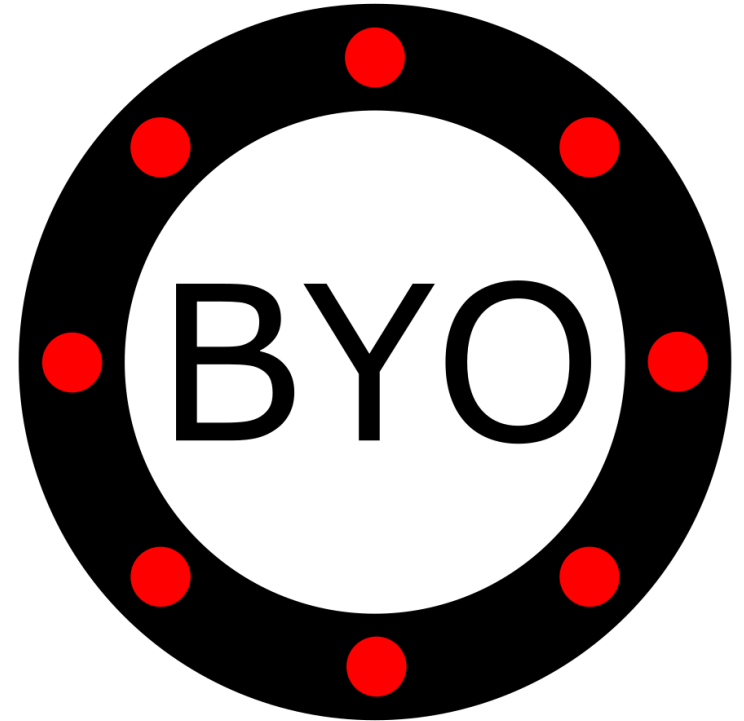


STEP 7
Tap on “Business QR Code” to display your unique QR code.



STEP 8
Print this QR code and display it prominently at your bank entrance.

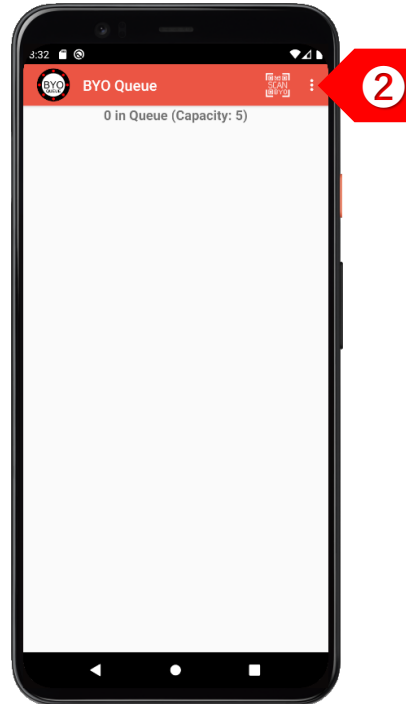
COUNTER SETUP




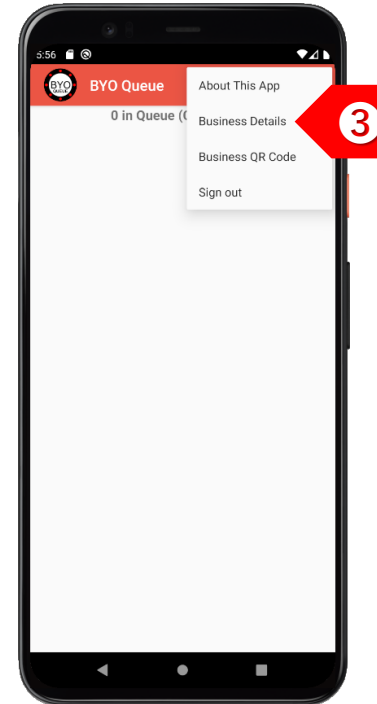
BYO Queue for Banks & Counter Services – Counter Setup Guide



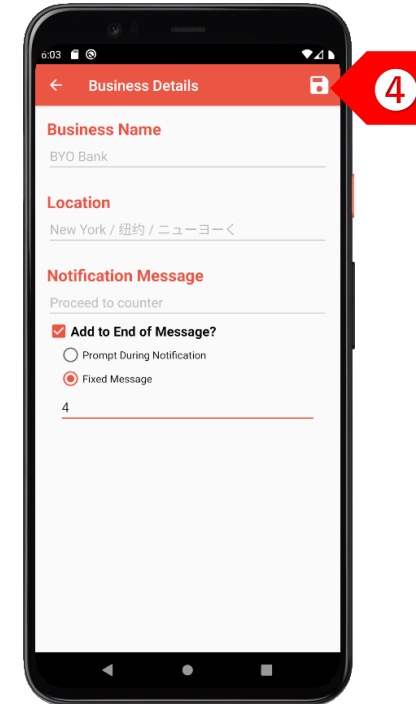
STEP 1
If you have more than one counter, please contact sales@byobuzzer.com to create your counter user accounts.



STEP 2
Tap on  to set up your business details and multiple queues.

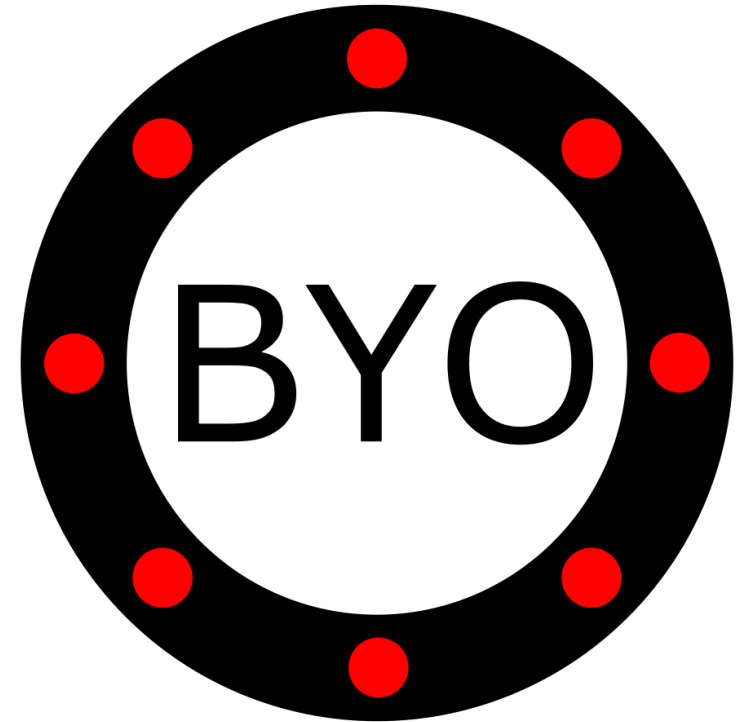


STEP 3
Tap on “Business Details” to set up your counter information.



STEP 4
Select “Add to End of Message” to append your counter number to the message. Choose between Prompt and Fixed.

USAGE



BYO Queue for Banks & Counter Services– Usage Guide

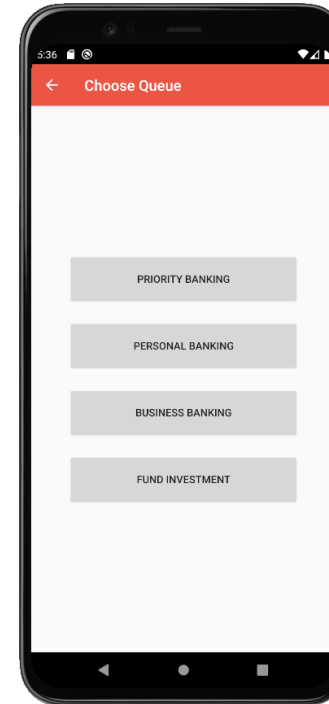


STEP 1
Your clients can choose either to use the BYO Buzzer Web Client, or download the BYO Buzzer app.

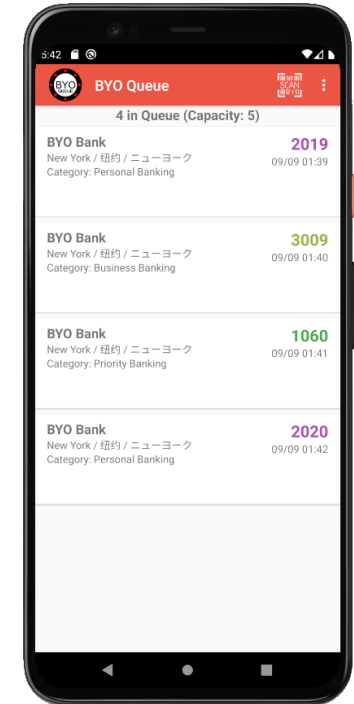
BYO Bank
New York / 纽约 / ニューヨーク



STEP 2
The client joins your queue by using his/her mobile phone camera to scan your printed QR code.

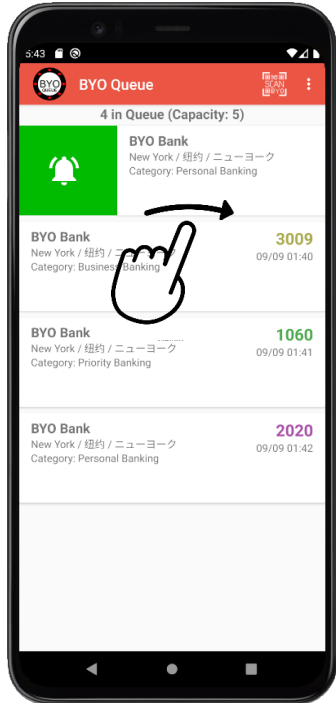


STEP 3
If you offer multiple queues, tap on the button of the queue that the client wants to join.



STEP 4
The client will be added to the selected queue.

BYO Queue for Banks & Counter Services– Usage Guide



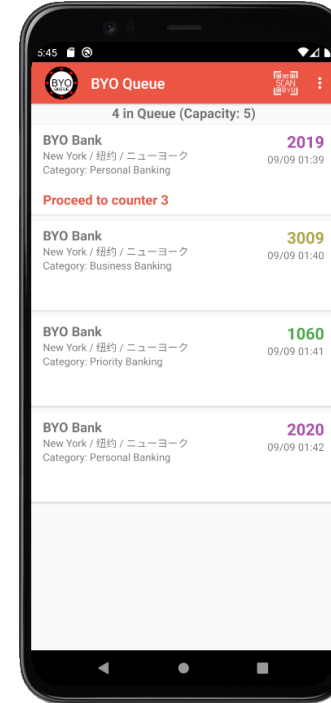
STEP 5

To send a notification to a client, swipe the record to the right.



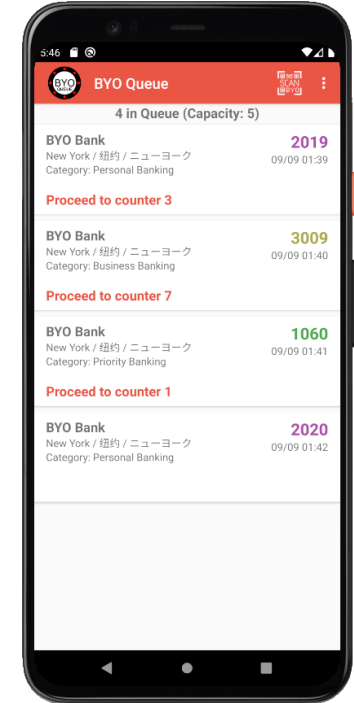
STEP 6

If you had selected "Prompt During Notification", you may add the counter number after the notification message.



STEP 7

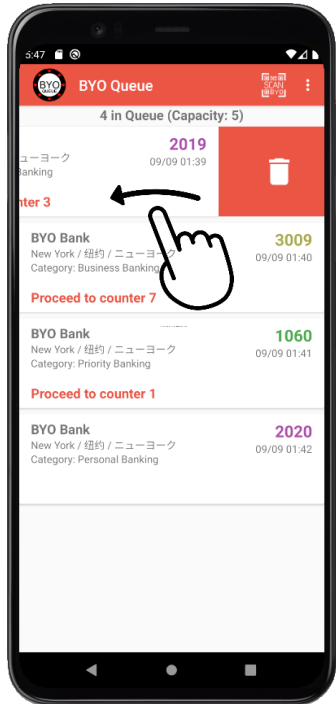
The client will see the notification message immediately. If client is using the BYO Buzzer app, he/she will also receive an alert.



STEP 8

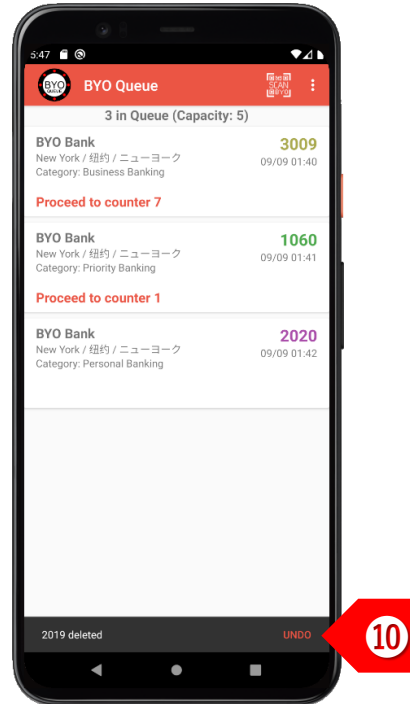
Continue notifying other clients to proceed to their respective counters.

BYO Queue for Banks & Counter Services– Usage Guide



STEP 9

After the client has responded, swipe the record to the left to delete the record.



STEP 10

You may choose to undo the delete action within 2 seconds, if necessary.

Take the Next Step

