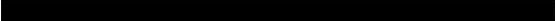


IBM NetVista Kiosk 4835

**NetVista Town demo
Instruction Manual**

First Edition (June 2001)

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About the NetVista Town Demo

The NetVista Town demo was created by the Global Retail Store Education Team

Visit their web site to learn more about the Global Retail Store Education Team:

<http://www.ibm.com/education/retail>

The Global Retail Store Education Team welcomes any comments or suggestions you may have regarding the NetVista Town Demo

Please send comments via e-mail to:

grse@us.ibm.com

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About this Manual

This manual contains information related to the operation of the NetVista Town demo, designed for use with the IBM NetVista Kiosk 4835.

This manual is organized as follows:

- **Section One: Installation of the NetVista Town demo** provides information regarding the installation of the NetVista Town demo on the IBM NetVista Kiosk and on a laptop computer.
- **Section Two: Running the NetVista Town demo on a laptop computer** provides information regarding the operation of the NetVista Town demo when installed on a laptop computer.
- **Section Three: NetVista Town Overview** provides information describing how to start, navigate and exit the NetVista Town demo.
- **Section Four: NetVista Cinema demo Application** provides a step-by-step guide to the active path through the NetVista Cinema demo Application.
- **Section Five: NetVista Cinema HR demo Application** provides a step-by-step guide to the active path through the NetVista Cinema HR demo Application.
- **Section Six: NetVista Grocers demo Application** provides a step-by-step guide to the active path through the NetVista Grocers demo Application.
- **Section Seven: NetVista Grocers HR demo Application** provides a step-by-step guide to the active path through the NetVista Grocers HR demo Application.
- **Section Eight: NetVista Airport demo Application** provides a step-by-step guide to the active path through the NetVista Airport demo Application.
- **Section Nine: NetVista Airport HR demo Application** provides a step-by-step guide to the active path through the NetVista Airport HR demo Application.
- **Section Ten: Troubleshooting** provides information on troubleshooting problems with the NetVista Town demo. including installation and configuration of the OPOS Suite and kiosk hardware configuration.
- **The Laptop Quick Reference Guide** is a table summarizing the necessary keystrokes to operate the NetVista Town demo on a laptop computer.

Who should read this manual

This manual is intended for IBM Sales Reps, IBM Business Partners Sales Reps, and other personnel who are responsible for the operation of the NetVista Town demo in a customer demo or trade show setting.

Conventions used in this manual

This manual uses the following typographic conventions.

Example of convention	Description
Touch "NEXT" to continue.	Names of function buttons are shown in all caps.
Example of important information.	Information of special interest to the user is shown in bold type.
• Touch "CONTINUE" when finished.	Bullet items represent actions that the user must perform.
located in the upper right corner....	All references to on-screen location are oriented with the user standing in front of the kiosk facing the touch screen.

Related Publications

The following IBM publications are available from the IBM Retail Store Solutions Web site:

NetVista Kiosk 4835 Installation and Operation Guide, GA27–4288

NetVista Kiosk 4835 Hardware Service Guide, GY27–0398

NetVista Kiosk 4835 System reference Guide, SA27-4289

To access these publications:

1. Go to <http://www.ibm.com/solutions/store/support/html/pubs.html>
2. Select **Support**, then select **Publications**

For additional information on the IBM NetVista Kiosk visit:

<http://www.2.clearlake.ibm.com/store/product/html/kiosk.html>

Section One: Installation of the NetVista Town demo

Installing the demo on an IBM NetVista Kiosk

A) Pre-Installation Setup of the Kiosk

Before the NetVista Town demo can be installed the user must verify that the following software components are installed and working properly.

- Operating system (Windows NT, Windows 98, or Windows 2000)
- Drivers for the following NetVista Kiosk hardware devices:
 - Scanner
 - Printer
 - Video
 - Audio
 - OPOS Drivers
 - Touch screen
 - MSR

All of these drivers are available at:

<http://www2.clearlake.ibm.com/store/support/html/kiosk.html>

With the exception of the OPOS Drivers which are available at:

<http://www2.clearlake.ibm.com/store/support/html/windowsdrivers.html>

For additional information on installation and configuration of these components, refer to the NetVista Kiosk 4835 Installation and Operation Guide.

For additional technical support contact:

David Eash
Technical Marketing Support - NetVista Kiosk
e-mail: deash@us.ibm.com

Once all of the drivers are installed and tested, continue to the next section for specific information on loading the NetVista Town demo on the IBM NetVista Kiosk.

B) Naming the MSR:

Before the NetVista Town demo can utilize the MSR, it must be configured in the POS Suite. The following section steps through this configuration.

- Launch the "IBM OLE FOR RETAIL POS CUSTOMIZATION" application from the START->PROGRAMS menu. (see Figure A)



Figure A

- Use the pull-down menu to select "RS-232" and "SurePos 500 Family"
- Click "OK" when finished (see Figure B)

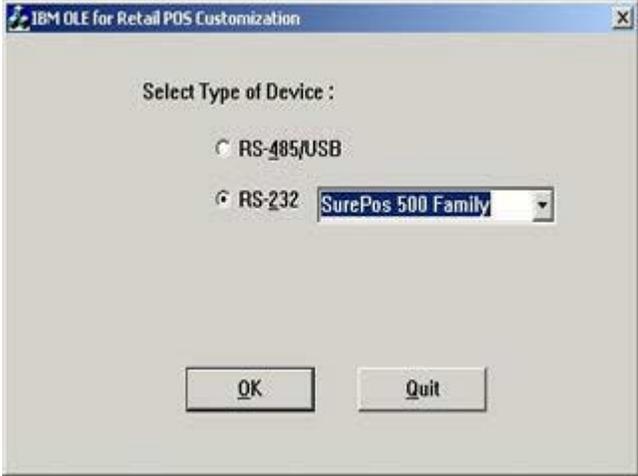


Figure B

- Click "LIST OF DEVICES" to display all of the supported peripherals.
- Select "MSR" from the list
- Click "CUSTOMIZE"
- (see Figure C)

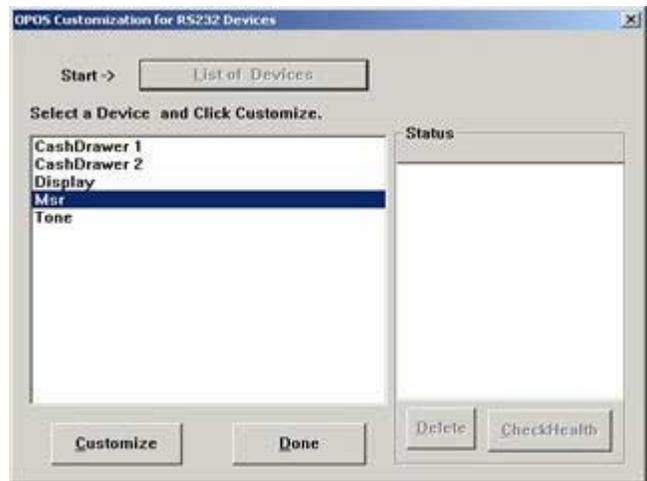


Figure C

- Type "MSR1" in the field named "ENTER NAME:" Note: name must be all caps..
- (see Figure D)

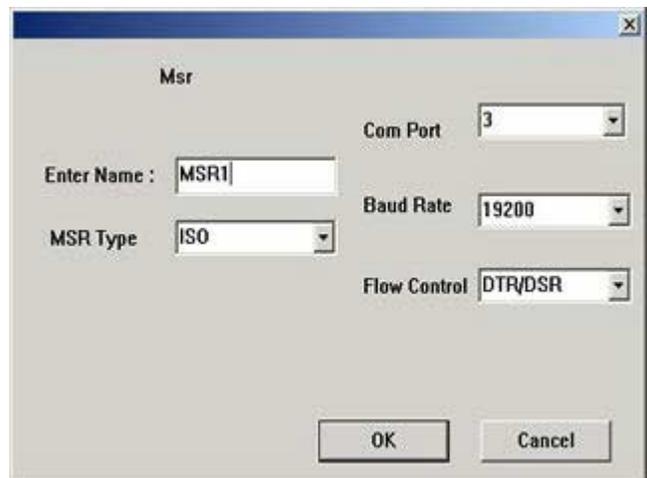


Figure D

- Ensure that all other settings match those as shown in Figure E, unless you have specifically changed your configuration.
- Click on "OK".



Figure E

You should receive a message stating that the name MSR1 was successfully registered

- Click "OK".
- Click "DONE"
- Click "QUIT"
- Done.

C) NetVista Town Installation and Setup

There are two steps to installing the NetVista Town demo software on an IBM NetVista Kiosk.

1. Copying the demo files to the kiosk hard drive
2. Running the setup utility

1) Copying the files to the kiosk hard drive

- Connect a CD-ROM drive to the NetVista Kiosk
- Create a folder on the NetVista Kiosks hard drive named "NVTown"
- Copy all of the demo files into the NVTown folder

Note: All of the demo files MUST be in the same folder for the demo to work properly

2) Running the setup utility

In the NVTown folder there should be a file named "REGSETUP.EXE"

- Double-click the file "REGSETUP.EXE" to start the setup program
- Accept the default settings by selecting "NEXT" on each screen
- Reboot the kiosk

To start the demo upon reboot:

- Tap the file named "KIOSKDEMO.EXE" twice in rapid succession (double-click) to start the NetVista Town demo.

Note: Create a shortcut to the file named "KIOSKDEMO.EXE" on the Windows desktop for faster access in the future.

Installing the demo on a laptop computer

There is only one step to install the NetVista Town demo software on a laptop computer.

1) Copying the files to the Hard Drive

- Insert the CD-ROM with the demo files into the laptop computers CD-ROM drive
- Create a folder on the NetVista Kiosks hard drive named "NVTown"
- Copy all of the demo files into the NVTown folder

Note: All of the demo files MUST be in the same folder for the demo to work properly

To start the demo:

- Double-click the file named "NVTOWN.EXE" to start the NetVista Town demo.

Note: Create a shortcut to the file named "NVTOWN.EXE" on the Windows desktop for faster access in the future.

Section Two: Running the NetVista Town demo on a laptop computer

The NetVista Town demo is designed to be installed on the IBM NetVista Kiosk. However, there may be times when a kiosk is not readily available yet it would be advantageous to show the demo. For this reason, the demo was also designed so that it can be installed and run on a laptop computer.

Starting the Demo

- Tap the icon labeled “KIOSKDEMO.EXE”, located on the Windows desktop, twice in rapid succession (double-click) to start the NetVista Town demo.

Controlling the demo with a Keyboard

Since a laptop computer does not have the POS such as the printer, scanner, MSR, Presence Sensor, etc., the interface with these devices is simulated through the use of keystrokes on a laptop computer.

The following table summarizes the keystrokes and their functions when the NetVista Town demo is installed on a laptop computer.

Keystroke	Function
MOUSE CLICK	Simulates touching the kiosk screen.
SPACEBAR	Simulates swiping the NetVista Customer Card through the MSR.
ENTER	Simulates scanning the barcode on the back of the NetVista Customer Card.
SHIFT	Simulates swiping the NetVista Employee card through the MSR.
BACKSPACE	Simulates scanning the barcode on the back of the NetVista Employee card.

Note: All other operations of the NetVista Town demo are as described in this document. These keystroke commands are also valid when a keyboard is connected on the NetVista Kiosk.

Section Three: NetVista Town demo Overview

The NetVista Town demo contains three examples of kiosk applications that highlight the use of the IBM NetVista Kiosk in the Grocery, Airline and Cinema industries. A Human Resources (HR) demo application is available from within each of these applications to illustrate a “Support-the-Store” application. The intent is to show IBM understands that at least two applications must reside on the kiosk to justify the purchase.

The demo will begin with an attraction screen to get the attention of passers-by, and a standard set of features including printer, magnetic stripe reader (MSR), speaker, and barcode scanner will be utilized to highlight the multimedia and optional peripheral capabilities of the kiosk.

Note: It is important to understand that while the demo presents many buttons and choices, only one path is active for each application. This active path is indicated visually throughout the demo by choices shown in a contrasting color.

Starting the demo

- Double-click the file named “NVTOWN.EXE” to start the NetVista Town demo.

Additional Items Required

The following materials are required to operate the demo as described in this document.

- A. NetVista Customer Card - (1) each
- B. NetVista Employee Card - (1) each

The NetVista Town Screen

Upon startup, the NetVista Town screen appears. NetVista Town is currently home to three “businesses”: NetVista Cinemas, NetVista Grocers, and the NetVista Airport. These establishments are the starting points for the demo applications.

The colorful backdrop (see Figure 1) of NetVista Town serves to attract the attention of busy trade show attendees. While the NetVista Town screen is active, the multimedia capabilities of the IBM NetVista Kiosk are highlighted by the continuous presence of animation and sound effects. The NetVista Town screen also functions as the main menu for the demo since the buildings in NetVista Town are the buttons that start the demo applications.

- Touch one of the buildings to start the associated application.



Figure 1

Controlling Audio in NetVista Town

There are eight different music loops available in the NetVista Town demo. The music loops are controlled by a hidden button in the upper right corner of the NetVista Town screen. When the demo starts, the default setting is for the first loop to begin playing .

To access the other music loops:

- Touch the hidden button in the upper right corner of the touch screen repeatedly to scroll through the available sound loops.

The music loops are arranged in a list format. Each time the hidden button is touched, the demo advances to the next loop in the list. The last loop is silent, effectively allowing the user to turn off the music. Touching the hidden button again returns to the top of the list and starts the first loop playing.

Note: The music loop can only be changed from the NetVista Town screen

Exiting the NetVista Town Screen

- There is a hidden “EXIT” button in the upper left corner of the NetVista Town Screen.
- Touch this hidden button three times in rapid succession to exit the demo and return to the Windows desktop.

The Attraction Screen

When the NetVista Town demo is idle for a period of one minute or more it will display the Attraction Screen (see Figure 2). The Attraction Screen is an animation of a floating kiosk.

The Attraction Screen serves two purposes:

1. It functions as a screen saver when the kiosk is not in use.
2. It demonstrates how the IBM NetVista Kiosk Presence Sensor can act as a power management tool.

The Attraction Screen is displayed until the Presence Sensor is activated by motion directly in front of the kiosk. Upon activation, the NetVista Town screen appears. The operation of the Presence Sensor is described in more detail in the next section.



Figure 2

Note: The currently selected music loop will continue to play while the Attraction Screen is displayed.

Presence Sensor Operation

The IBM NetVista Kiosk is equipped with a Presence Sensor that detects motion in front of the display. The Presence Sensor can also be used to “wake up” the system from standby mode as part of a Power Management function. The operation of the Presence Sensor in the NetVista town demo illustrates this application of the Presence Sensor by “waking up” the kiosk and switching from the Attraction Screen to the NetVista Town screen when motion is detected. The sensor’s range is 1-3 by default.

Note: Objects closer than 12 inches to the Presence Sensor may not be detected.

For more specific information on the operation of the Presence Sensor refer to the following IBM publications:

NetVista Kiosk 4835 Installation and Operation Guide, GA27-4288

NetVista Kiosk 4835 Hardware Service Guide, GY27-0398

NetVista Kiosk 4835 System reference Guide, SA27-4289

Exiting the demo Applications

- Touch “UNLOAD demo” located in the lower left corner of the demo applications at any time to return to the NetVista Town Screen. (see Figure 1)

Section Four: NetVista Cinema demo Application

The NetVista Cinema demo application demonstrates how the kiosk can be used as a self-service appliance in the cinema industry.

Entering the NetVista Cinema

- Touch the NetVista Cinema building on the NetVista Town screen to enter the NetVista Cinema demo application. (see Figure 1)

- Touch any of the four buttons on the right side of the screen at any time to view a specific section of the NetVista Cinema demo application. (see Figure 3)



Figure 3

Note: It is important to remember that while the demo presents many buttons and choices, only one path is active for each application. This active path is indicated visually throughout the demo by choices in a contrasting color.

Tickets Button

- Touch "TICKETS" to view a list of films now showing at the NetVista Cinema. (see Figure 4)
- Touch "NEXT" to scroll to the next page of film listings.

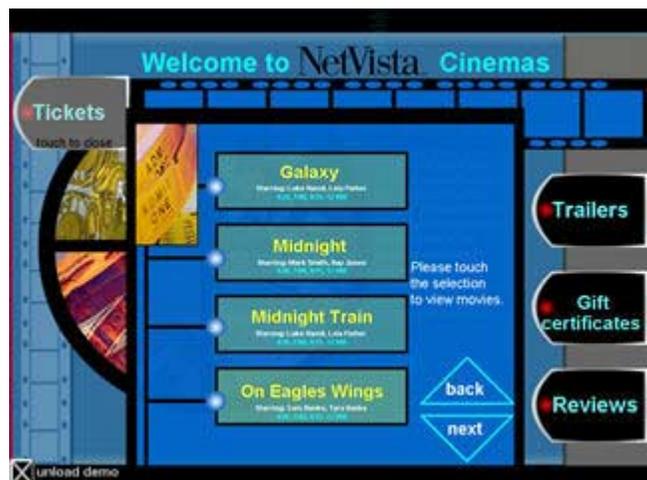


Figure 4

- Touch the film title, “THE SPACE MAN'S WIFE,” highlighted in red. (Figure 5)

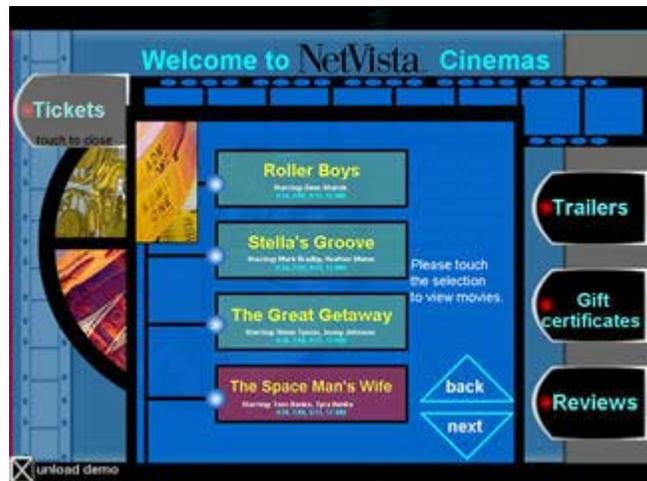


Figure 5

- Touch “REGULAR”, highlighted in red, to indicate that a regular showing of the film has been selected as opposed to a Matinee showing. (Figure 6)



Figure 6

- Touch “1” on the keypad to select one ticket for purchase.
(Figure 7)
Note: only the “1” is active.
- Touch “NEXT” when finished.



Figure 7

The verification screen appears. (see Figure 8) Review this screen to confirm the selections.

- Touch “NEXT” when finished.



Figure 8

- Swipe the NetVista Customer Card in the MSR to purchase a ticket. This simulates the use of a credit card. (Figure 9)

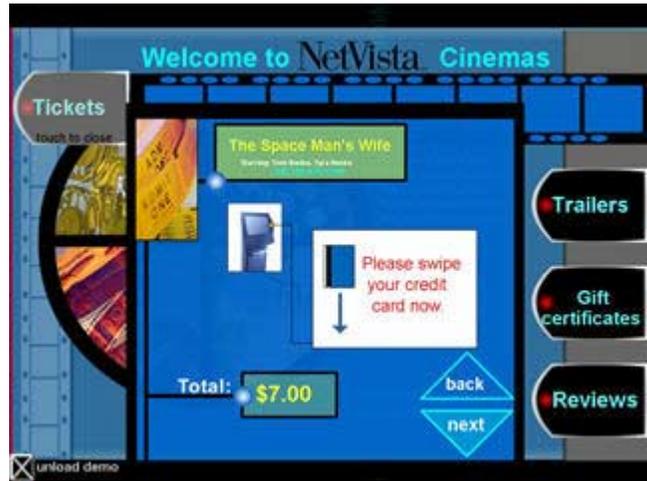


Figure 9

A “Please Wait” screen (Figure 10) is displayed while the kiosk prints the ticket.



Figure 10

Note: The cinema “ticket” is intended as a takeaway for the customer. The URL of the IBM NetVista Kiosk product portal has been printed on the bottom of the “ticket.”

Trailers Button

- Touch “TRAILERS” to view a list of films now showing at the NetVista Cinema. (Figure 11)
- Touch “NEXT” to scroll to the next page of film listings.



Figure 11

- Touch the film title “ROLLER BOYS”, highlighted in red. (Figure 12)



Figure 12

The film trailer for “Roller Boys” appears and plays in a continuous loop.

- Touch anywhere on the screen to stop the “ROLLER BOYS” trailer loop.

Gift Certificates Button

- Touch “GIFT CERTIFICATES” to view a list of the available gift certificate denominations. (Figure 13)
- Touch “\$20.00”, highlighted in red.



Figure 13

- Touch “1” on the keypad to select one ticket for purchase. (Figure 14)
- Touch “NEXT” when finished.



Figure 14

- Swipe the NetVista Customer Card to purchase the Gift Certificate. This simulates the use of a credit card. (Figure 15)



Figure 15

A “Please Wait” screen will be displayed while the kiosk prints the Gift Certificate. (Figure 16)



Figure 16

Note: The cinema “gift certificate” is intended as a takeaway for the customer. The URL of the IBM NetVista Kiosk product portal has been printed on the bottom of the “certificate.”

Reviews Button

- Touch “REVIEWS” to view a list of the available film reviews. (Figure 17)
- Touch the “NEXT” button to scroll to the next page.



Figure 17

- Touch the film title “THE SPACE MAN’S”, highlighted in red. (Figure 18)



Figure 18

- Touch anywhere on the screen when finished reading the review. (Figure 19)



Figure 19

Exiting the NetVista Cinema demo Application

- Touch “UNLOAD DEMO”, located on the lower left corner of the screen, to exit the NetVista Cinema application and return to the NetVista Town screen. (see Figure 1)

Section Five: NetVista Cinema HR demo Application

The user can switch from “end-user” to “store associate” by swiping the NetVista Employee Card in the MSR at anytime during the NetVista Cinema demo application. This transforms the kiosk into a “Support-the-Store” device. The NetVista HR application demonstrates that the kiosk can be used to meet the “behind the scenes” needs of the customer.

Entering the NetVista Cinema HR demo Application

In this application, Cinema employees use the kiosk to work schedules, employee discounts information, and business related policies and procedures.

- Swipe the NetVista Employee Card to enter the NetVista Cinema HR demo application.

Note: The NetVista Employee Card now simulates an Employee ID badge.

- Touch the keypad to enter any 5-digit “access” code.
(Figure 20)
- Touch the “ENTER” symbol in the lower right hand corner of the keypad.



Figure 20

- Touch any of the five buttons on the right side of the screen at any time to view a specific section of the NetVista Cinema HR demo application.

Work Schedule Button

- Touch “WORK SCHEDULE” to view Dave Browns current employee work schedule.
(Figure 21)



Figure 21

Account Info Button

- Touch “ACCOUNT INFO” to manage the following personal information. (Figure 22)
- UPDATE ADDRESS - Enter or change employee address and telephone number
- EMPLOYEE CHARGE ACCOUNT - Track charges made to Employee Charge Account for reconciliation.
- GOOD SERVICE POINTS - View “Good Employee” points earned to date. Points could be redeemed for discounts, goods, or services.
- PREVIOUS DISCOUNTS - Track the Employee Discounts received to date.



Figure 22

Note: These buttons are not functional but are intended to promote discussion.

Employee Discounts Button

- Touch “EMPLOYEE DISCOUNTS”.
- Touch “NEXT” to scroll to the next page.



Figure 23

- Touch the film title, “THE SPACE MAN’S WIFE,” highlighted in red.



Figure 24

A screen appears confirming that the employee discount has been received.
(Figure 25)



Figure 25

Cinema Procedure Button

- Touch "CINEMA PROCEDURES" to view the following Cinema policies and procedures.
(Figure 26)

- STANDARDS - Dress code, behavior, and punctuality standards
- SELLING TICKETS - Procedures for selling tickets.
- SELLING SNACKS - Procedures for selling snacks, restocking and cleaning the vending area.



Figure 26

Note: These buttons are not functional but are intended to promote discussion.

Exiting the NetVista Cinema HR demo Application

- Touch “EXIT” to return to the NetVista Cinema demo application.

Section Six: NetVista Grocers demo Application

The NetVista Grocers demo application demonstrates how the kiosk can be deployed as a self-service appliance and empower end-users to perform tasks commonly encountered in grocery shopping.

Entering the NetVista Grocers demo Application

- Touch the NetVista Grocers building on the NetVista Town screen to enter the NetVista Grocers demo application. (see Figure 1)

- Touch any of the six buttons on the right side of the screen at any time to view a specific section of the NetVista Grocers demo application. (Figure 27)



Figure 27

Note: It is important to remember that while the demo presents many buttons and choices, only one path is active for each application. This active path is indicated visually throughout the demo by choices in a contrasting color.

Home Button

- Touch "HOME" to return to the NetVista Grocers Welcome screen.

Price Check Button

- Touch "PRICE CHECK" to verify the price of an item.

A text box appears asking that the item be scanned now.
(Figure 28)



Figure 28

Note: Scanning the barcode on the back of the NetVista Employee Card and the NetVista Customer Card simulates scanning an actual product barcode.

The description, price and location of the scanned item appears. (see Figure 29 and Figure 30)

Scanning the barcode on the back of the NetVista Employee Card simulates scanning the barcode of a pint of strawberries.
(Figure 29)



Figure 29

Scanning the barcode on the back of the NetVista Customer Card simulates scanning the barcode of a bottle of wine. (Figure 30)



Figure 30

Note: Be sure to scan both cards during the demo!

Print Coupons Button

Touch "PRINT COUPONS" to view a list of grocery product categories in which coupons are available.

- Touch "MEATS", highlighted in green. (Figure 31)



Figure 31

- Touch the "NETVISTA BEEF" coupon, highlighted in red. (Figure 32)



Figure 32

A “Please Wait” screen is displayed while the kiosk prints the coupon.
(Figure 33)



Figure 33

After the printing is complete, an image appears illustrating how to remove the coupon.
(Figure 34)



Figure 34

Note: The “coupon” is intended as a takeaway for the customer. The URL of the IBM NetVista Kiosk product portal has been printed on the bottom of the “coupon.”

Product Locator Button

Touch “PRODUCT LOCATOR” to demonstrate how the kiosk can be used to locate a specific product in the NetVista Grocery store.

- Touch "PRODUCE" highlighted in green. (Figure 35)



Figure 35

- Touch “SOFT FRUIT”, highlighted in green. (Figure 36)



Figure 36

- Touch “GRAPES”, highlighted in green. (Figure 37)



Figure 37

- Touch “NETVISTA: WHITE SEEDLESS”, highlighted in green. (Figure 38)



Figure 38

A map of the store appears showing where the White Seedless Grapes are located relative to where the customer is standing. (Figure 40)

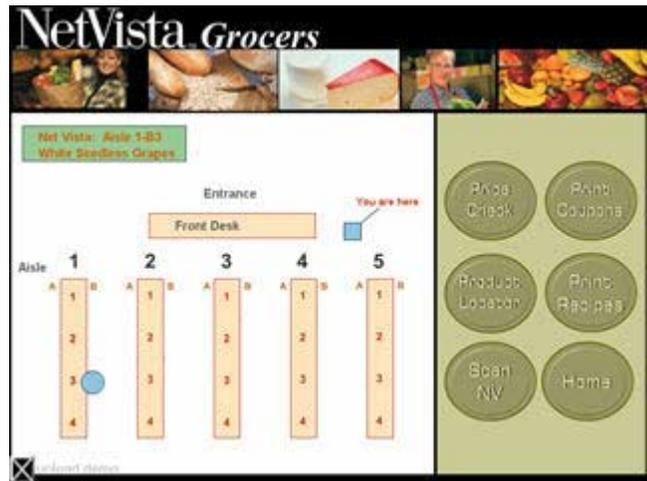


Figure 40

Print Recipes Button

- Touch “PRINT RECIPES” to print a delicious NetVista recipe.

- Touch “MAIN COURSE RECIPES”, highlighted in green. (Figure 41)



Figure 41

- Touch “TURKEY”, highlighted in green. (Figure 42)



Figure 42

- Touch “ROAST STUFFED TURKEY”, highlighted in green. (Figure 43)



Figure 43

- Touch “PRINT RECIPE”, highlighted in green. (Figure 44)



Figure 44

Note: This button can be used to tie together the “Price Check”, “Print Coupon” and “Product Locator” features by printing a recipe of the customers choosing complete with ingredients. The ingredient list can be used to highlight other features by pointing out that the customer could check for coupons for the ingredients, verify their prices, and locate the items in the store.

Scan NV Button

- Touch “SCAN NV” (**NV = NetVista**) from anywhere within the grocery application to demonstrate a “Customer Loyalty” application of the kiosk.

A text box appears directing you to swipe the “NV Card” in the MSR.
(Figure 45)



Figure 45

- Swipe the NetVista Customer Card, which simulates the use of a “Customer Loyalty” card.

A text box appears informing the customer that they can now use the “PRINT COUPONS” to check for NV Customer coupons.
(Figure 46)

- Touch anywhere on the screen when finished to continue



Figure 46

Exiting the NetVista Grocers demo Application

- Touch “UNLOAD DEMO” located in the lower left corner of the demo application to .

Section Seven: NetVista Grocers HR demo Application

The user can switch from “shopper” to “store associate” by swiping the NetVista Employee card. This transforms the purpose of the kiosk into a “Support-the-Store” device. The HR application demonstrates that the kiosk can be used to meet the “behind the scenes” needs of the customer.

Entering the NetVista Grocers HR demo Application

Swipe the NetVista Employee Card from anywhere within the NetVista Grocers demo to enter the NetVista Grocers HR demo application.

Note: The NetVista Employee Card now simulates an Employee ID badge.

- Enter any 5-digit “access” code. On the keypad.
(Figure 47)
- Touch the “ENTER” symbol in the lower right hand corner of the keypad.



Figure 47

- Touch any of the six buttons on the right side of the screen at any time to view a specific section of the NetVista Grocers HR demo application.

A screen appears identifying the employee as Dave Brown and informing Dave that he has two messages waiting. (Figure 48)

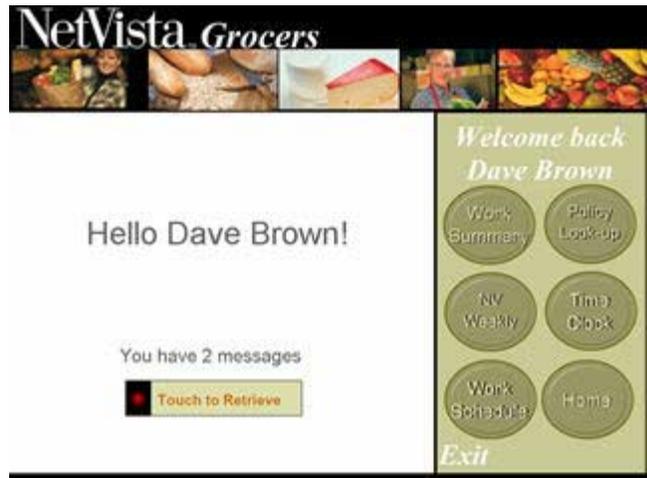


Figure 48

Note: This messaging feature highlights the network connectivity capabilities of the kiosk.

- Touch "TOUCH TO RETRIEVE" to read Dave Browns first message. (Figure 49)
- Touch "VIEW NEXT MESSAGE" to read the second message.



Figure 49

Work Summary Button

- Touch “WORK SUMMARY” to display a summary of Dave Browns total hours worked for the current week. (Figure 50)



Figure 50

Work Schedule Button

- Touch “WORK SCHEDULE” to display Dave Brown’s scheduled work hours for the current week. (Figure 51)

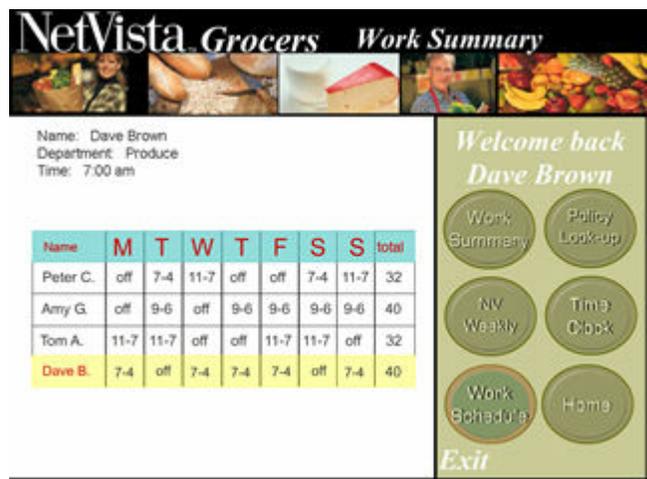


Figure 51

Time Clock Button

- Touch “TIME CLOCK” to show how the kiosk can also be used as a time clock. (Figure 52)



Figure 52

Note: The time clock function is not active in this demo but is intended to promote discussion.

Policy Lookup Button

- Touch “POLICY LOOKUP” to read policies specific to a department. (Figure 53)



Figure 53

Note: these buttons are not active but are intended to promote discussion.

NV Weekly Button

Employees can read internal news items in the NetVista Weekly News.

- Touch “PRODUCE DEPARTMENT”, highlighted in green. (Figure 54)



Figure 54

- A message regarding the Produce Department appears. (Figure 55)

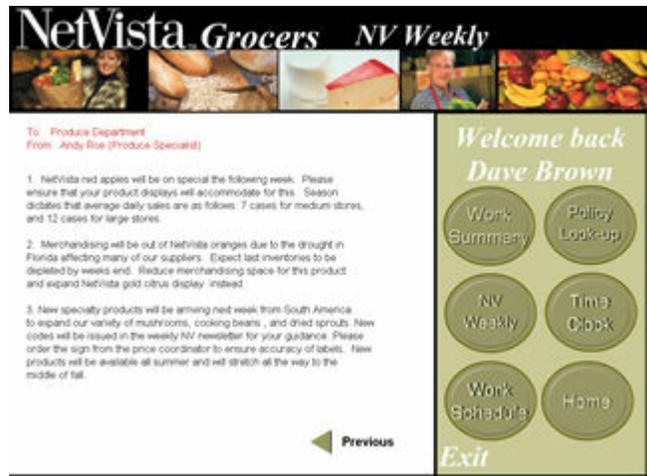


Figure 55

- Touch any button when finished to continue.

Exiting the NetVista Grocers HR demo Application

- Touch “EXIT” to return to the NetVista Grocers demo application.

Section Eight: NetVista Airport demo Application

The NetVista Airport demo application demonstrates how the kiosk can be used as a self-service appliance in the travel and transportation industries.

Entering the NetVista Airport demo

- Touch the NetVista Airport building on the NetVista Town screen to enter the NetVista Airport demo application. (see Figure 1)

- Touch any of the four buttons on the right edge of the screen at any time to view a specific section of the NetVista Airport demo application. (Figure 56)



Figure 56

Note: It is important to remember that while the demo presents many buttons and choices, only one path is active for each application. This active path is indicated visually throughout the demo by choices in a contrasting color.

Flight Information Button

- Touch “FLIGHT INFORMATION”.

A screen displays buttons which could link to Arrival and Departure information. (Figure 57)



Figure 57

Note: These buttons are not functional but are intended to promote discussion.

Buy A Ticket Button

- Touch “BUY A TICKET”.
- Choose a Departure Date using the drop-down menus for Month and Day. (Figure 58)
- Touch “CONTINUE” when finished.



Figure 58

- Choose a Return Date using the drop-down menus. (Figure 59)
- Touch “CONTINUE” when finished.

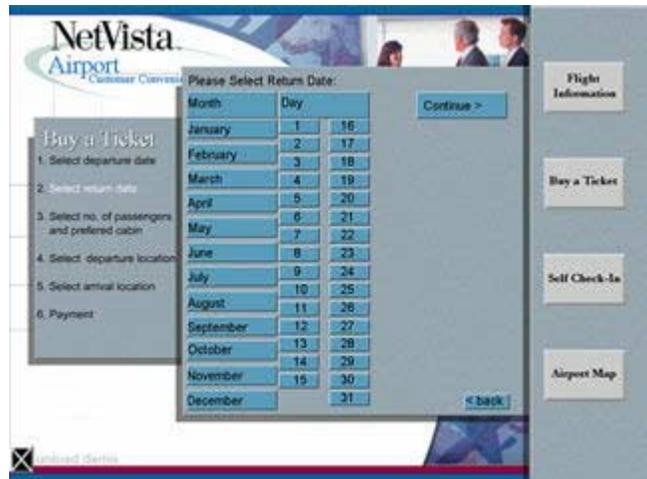


Figure 59

Note that selections can be reviewed or changed at this point by using the “BACK” button.

- Use the drop-down menu to select the number of passengers and the preferred cabin accommodations. (Figure 60)
- Touch “CONTINUE” when finished.

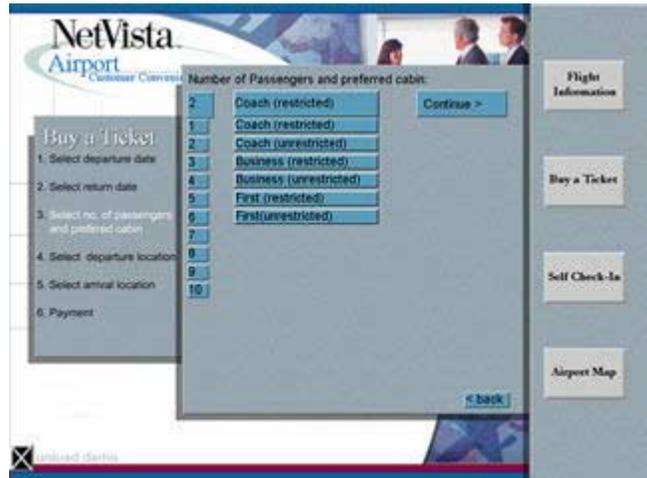


Figure 60

Note: The demo offers two choices of Departure locations: United States and Japan. The active paths for both are highlighted in green and the procedure is identical for selecting the information. The figures in this manual reflect the path departing from the United States but the accompanying text also describes the choices in the path departing from Japan.

- Touch the first letter of the Country of Departure, highlighted in green. (Figure 61)

U = United States path
J = Japan path

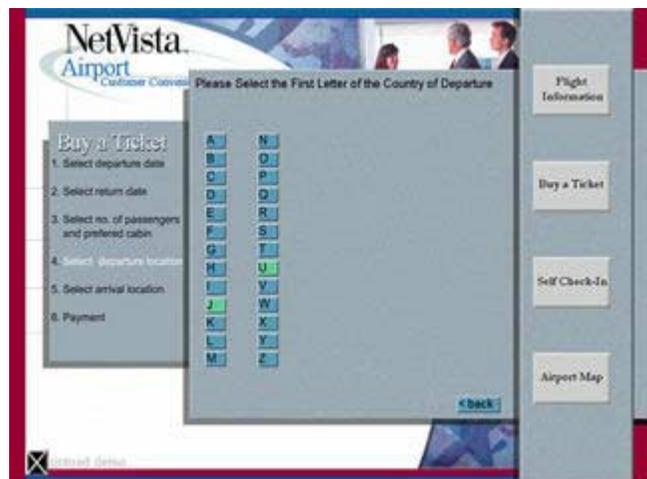


Figure 61

- Touch the Country of Departure, highlighted in green. (Figure 62)

United States = US path
Japan = Japan path

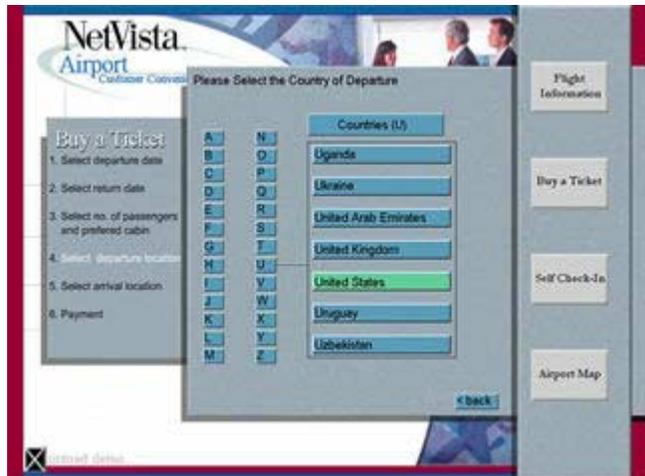


Figure 62

- Touch the first letter of the State of Departure, highlighted in green. (Figure 63)

C = US path
T = Japan path

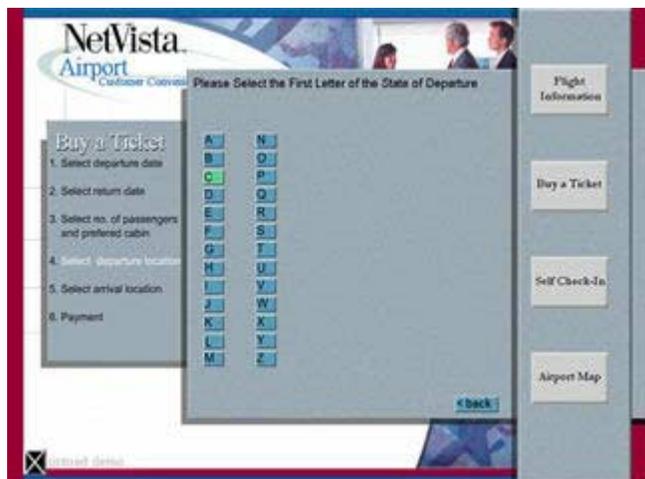


Figure 63

Note: The Japan path asks for the First Letter of the City of Departure.

- Touch the State of Departure, highlighted in green. (Figure 64)

US path - California
Japan path - Tokyo

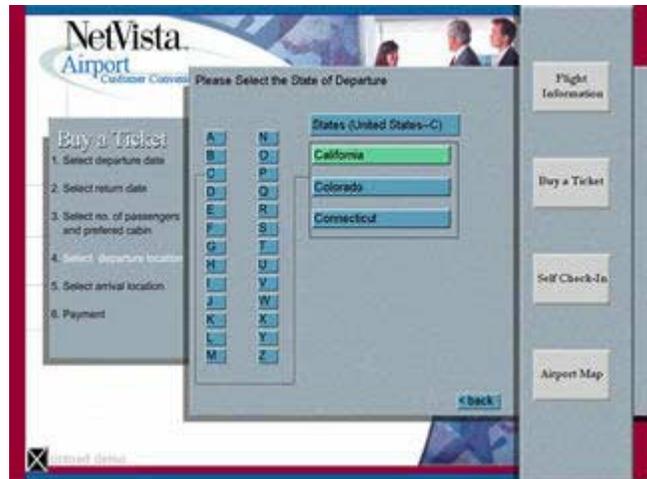


Figure 64

Note: The Japan path asks for the City of Departure.

- Touch the Airport of Departure, highlighted in green. (Figure 65)

US path - San Diego Int.
Japan path - Tokyo Int. Airport

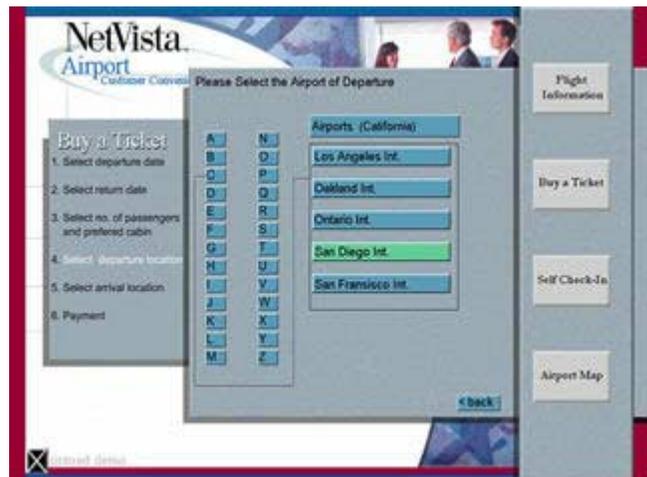


Figure 65

A confirmation screen appears reflecting the choices made for the Airport and City. (Figure 66)

- Touch “CONTINUE” when finished.



Figure 66

- Touch “U”, highlighted in green. (Figure 67)

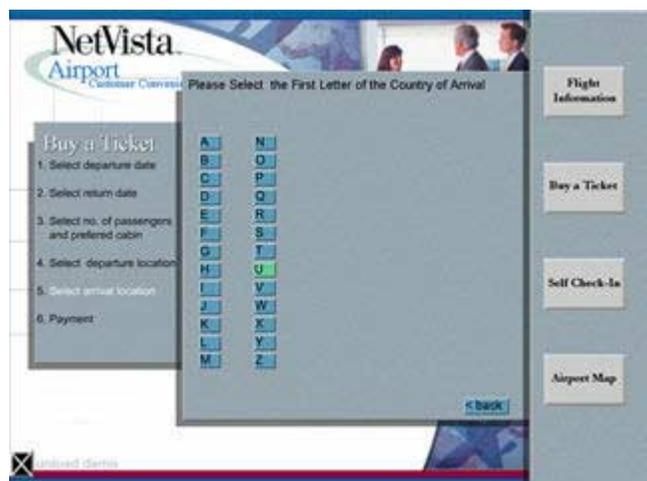


Figure 67

Note: There is only one path for Arrival.

- Touch “UNITED KINGDOM,” highlighted in green.
(Figure 68)



Figure 68

- Touch “L”, highlighted in green.
(Figure 69)

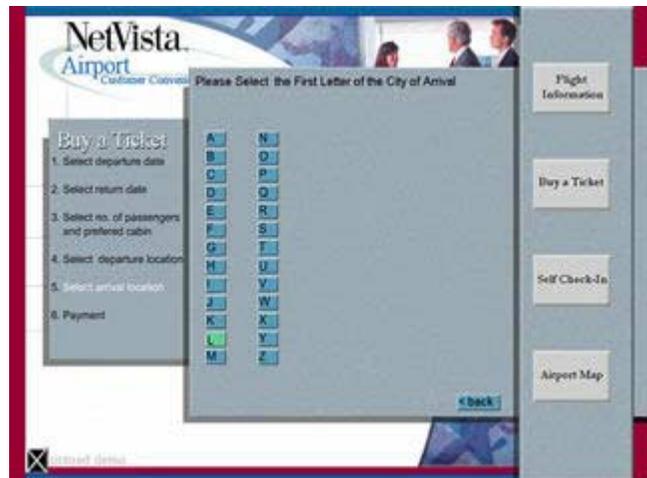


Figure 69

- Touch “LONDON GAITWICK AIRPORT,” highlighted in green. (Figure 70)

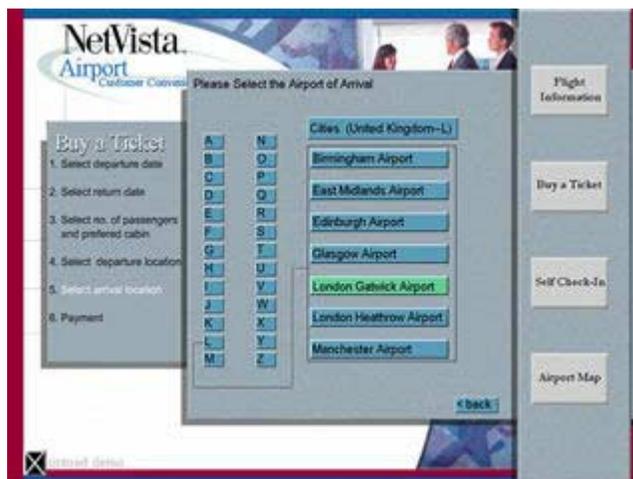


Figure 70

A confirmation screen appears reflecting the choices made. (Figure 71)

- Touch “CONTINUE” when finished.

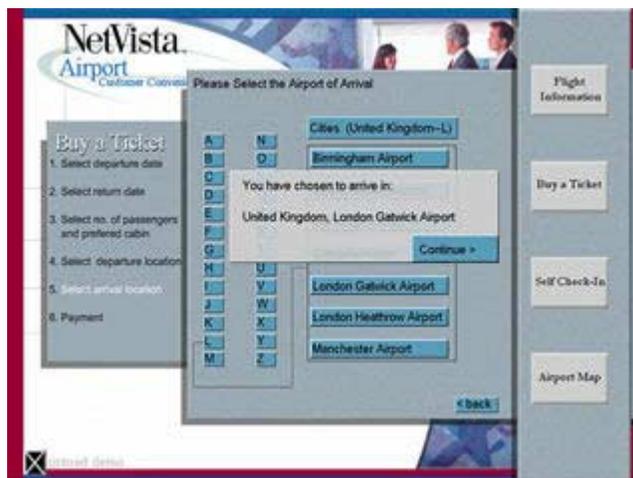


Figure 71

- A summary confirmation screen appears reflecting the choices for AIRPORT, MONTH, and DAY. (Figure 72)
- Touch “CONTINUE” when finished.



Figure 72

- Swipe the NetVista Customer Card in the MSR to purchase the ticket. (Figure 73)



Figure 73

Note: The NetVista Customer Card now simulates a credit card.

A “Please Wait” screen is displayed while the kiosk prints the airline ticket.
(Figure 74)



Figure 74

When the printing is completed a “Thank You” screen appears and reminds the customer to take his ticket.
(Figure 75)



Figure 75

Note: The airline “ticket” is intended as a takeaway for the customer and will reflect the choices made during the process of purchasing the ticket. The URL of the IBM NetVista Kiosk product portal has been printed on the bottom of the “ticket.”

Self Check-In Button

- Touch “SELF CHECK-IN” to demonstrate how the kiosk can automate the airline check-in procedure.

- Scan the barcode on the back of the NetVista Customer Card. (Figure 76)



Figure 76

Note: The NetVista Customer Card now simulates an airline ticket.

A confirmation screen appears with gate and flight information. (Figure 77)

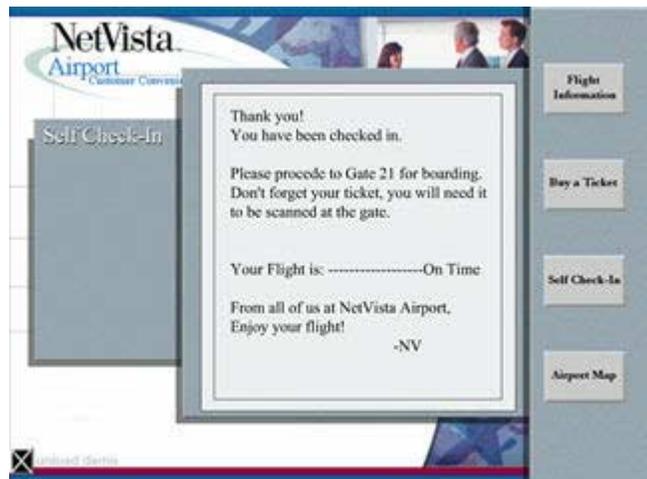


Figure 77

Airport Map Button

- Touch “AIRPORT MAP” to display a map of the NetVista Airport. (Figure 78)

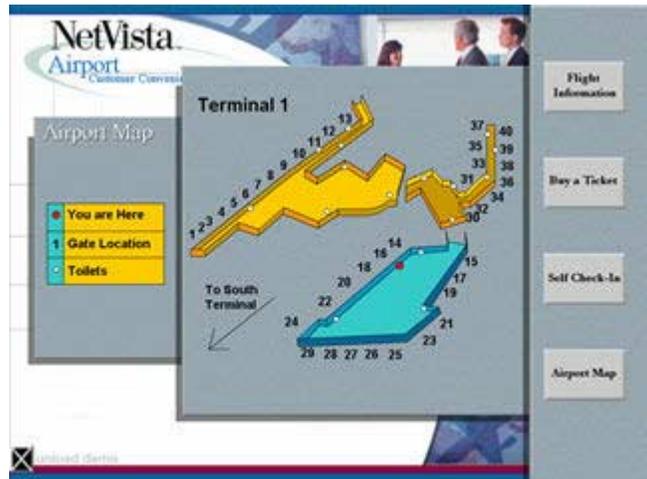


Figure 78

Exiting the NetVista Airport demo Application

- Touch “UNLOAD demo” located on the lower left corner of the demo application to return to the NetVista Town screen. (see Figure 1)

Section Nine: NetVista Airport HR demo Application

The user can switch from “traveler” to “airline employee” by swiping the NetVista Employee Card. This transforms the purpose of the kiosk into a “Support-the-Store” device. The HR application demonstrates that the kiosk can be used to meet the “behind the scenes” needs of the airline.

Entering the NetVista Airport HR demo Application

- Swipe the NetVista Employee Card from anywhere within the NetVista Airport demo application to enter the NetVista Airport HR application.

- Enter any 5-digit “access” code. On the keypad.
(Figure 79)
- Touch the “ENTER” symbol in the lower right hand corner of the keypad.



Figure 79

- Touch any of the three buttons on the right side of the screen at any time to view a specific section of the NetVista Airport HR demo application.

The employee is recognized as Dave Brown. Dave is welcomed and directed to make his selection using one of the buttons on the right edge of the screen. (Figure 80)



Figure 80

Account Status Button

- Touch “ACCOUNT STATUS” to manage employee information in the following areas.
(Figure 81)

- Hours Worked - record of hours worked, sick leave, vacation, etc.
- Personal Information - employee address, telephone number, etc.
- Employee Information. - benefits, payroll deductions, etc.

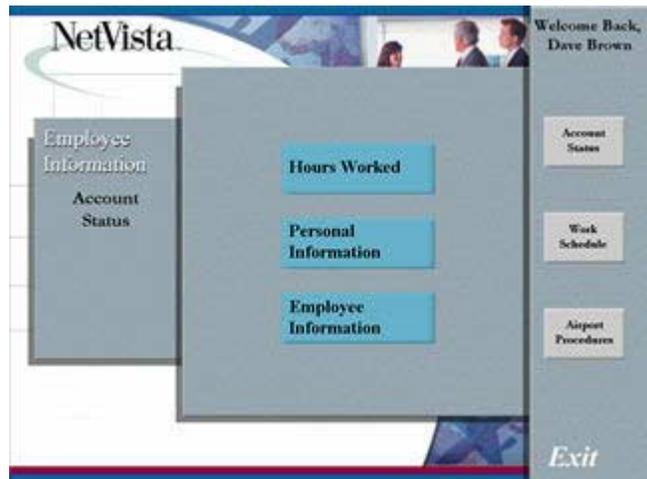


Figure 81

Note: These buttons are not functional but are intended to promote discussion.

Work Schedule Button

- Touch “WORK SCHEDULE” to display Dave Browns work schedule. (Figure 82)

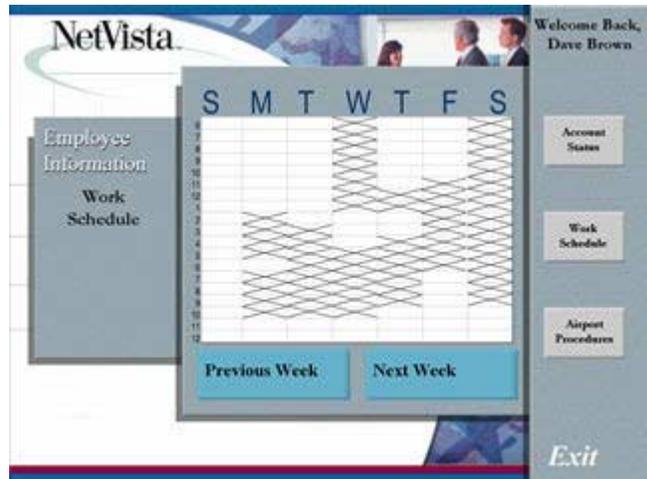


Figure 82

Note: These buttons are not functional but are intended to promote discussion.

Airport Procedures Button

- Touch “AIRPORT PROCEDURES” to view airport policies and procedures. (Figure 83)
- Security - list of procedures involving airport security issues
- Holidays - list of policies regarding airport operation during holidays
- Employee Rights - special privileges that airport employees may be entitled to
- Bonus Points - track employee Bonus Points similar to Frequent Flyer miles
- Procedure manuals - Airport procedure manuals
- Airport Discounts - list of discounts on goods or services available to airport employees



Figure 83

Note: These buttons are not functional but are intended to promote discussion.

Exiting the NetVista Airport HR demo Application

- Touch “EXIT” to return to the demo application.

Section Ten: Troubleshooting

This section includes information to help in troubleshooting problems with the NetVista Town demo.

Symptom	Solution
Demo does not exit or exits very slowly. Screen does not redraw properly.	The default setting for Video memory on the IBM NetVista Kiosk is 4Mb. Change this setting to 8Mb to allow for best performance of the NetVista Town demo.
The MSR does not recognize when a card is swiped.	Refer to the "Naming the MSR" portion of Section One of this document to ensure the MSR is named correctly in the OPOS Suite. If the MSR will still not recognize a card swipe, remove the two screws that mount the MSR to the kiosk. Gently pull the MSR away from the kiosk. You will see a switch inside the MSR mounted on the circuit board. Verify that the switch is set to "serial."
"Runtime Error 482 - Printer Error" message is displayed.	This error message is generated due to a printer configuration problem. Verify that the printer is installed and properly configured. For additional information on installation and configuration of these components, refer to the NetVista Kiosk 4835 Installation and Operation Guide.

Additional Troubleshooting Resources

A Service Diskette is available with a diagnostics program that is useful in troubleshooting specific hardware problems on the NetVista Kiosk.

The diskette is available for download at:

<http://www2.clearlake.ibm.com/store/support/html/kiosk.html>

Look under Downloads -> Service -> Service Diskette

You can also refer to the Related Publications section of this document.

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Laptop Quick Reference Guide

Since a laptop computer does not have the POS devices available such as the printer, scanner, MSR, Presence Sensor, etc., the interface with these devices is simulated through the use of keystrokes on the laptop version of NetVista Town.

The following table summarizes the keystrokes and their functions when the NetVista Town demo is installed on a laptop computer.

Keystroke	Function
MOUSE CLICK	Simulates touching the kiosk screen.
SPACEBAR	Simulates swiping the NetVista Customer Card through the MSR.
ENTER	Simulates scanning the barcode on the back of the NetVista Customer Card.
SHIFT	Simulates swiping the NetVista Employee card through the MSR.
BACKSPACE	Simulates scanning the barcode on the back of the NetVista Employee card.

Note: All other operations of the NetVista Town demo are as described in this document. These keystroke commands are also valid when a keyboard is connected on the NetVista Kiosk.

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The NetVista Town demo was created for use on the IBM NetVista Kiosk only.

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