

IBM®



IBM NetVista Kiosk



NetVista



IBM NetVista Kiosk

Session Agenda

- Kiosk Strategies
- IBM's Kiosk History
- NetVista Kiosk Features
- StoreProven
- IBM Service & Support





Retain customers

Reward customer loyalty

- Loyalty cards
- Targeted promotions
- Personalized shopping lists
- Competitions and prize draws
- Points information
- Surveys





Extend product selection

Provide more options

- Web access
- Virtual inventory
- "Big ticket"
- Product on demand
- Full range of model variants
- Special orders
- Complementary partners -
recover your investment





Add value

Deliver through the kiosk

- Ticketing
- Access to expertise
- Product demos and buying guides
- Instruction manuals
- Advice and education
- Assembly information
- Nutritional information
- Recipes



Support staff

Manage operations

- Employment applications
- Staff training
- Manuals and procedures
- Forms automation
- Customer information
- Product information
- Stock levels and locations
- Intranet access
- e-Mail



Market factors

Market factors are driving the introduction of kiosks....

■ Business drivers

- ▶ Consumers are more comfortable with technology
- ▶ Consumers demand more choice and information to help their decision making
- ▶ Businesses want to provide more choice while minimizing the cost of inventory
- ▶ Skilled employees are increasingly difficult to attract and retain



Market factors

Market factors are driving the introduction of kiosks....

■ Technology advances

- ▶ Hardware costs continue to decrease
- ▶ Components and therefore kiosks continue to become smaller
- ▶ Many businesses have installed Internet access and wide area networks to consumers
- ▶ Web and shop-floor experience can be integrated using kiosk



Consumer reality

Consumers shop for exactly what they want, whenever and wherever they want

- Across the counter
- Online
- Catalogue
- Kiosk
- TV
- Phone, fax, e-Mail

They seek information, personalization, consistency and convenience across all channels





More than 10 years' kiosk experience



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IBM kiosk expertise

Our customers need a kiosk that is affordable, reliable and available

- **Applying more than 10 years' kiosk experience**
 - ▶ Custom kiosks around the world
 - Alitalia, British Airways, Hudson's Bay Company, Amtrak....
 - Safeway, Boots the Chemist, US Post Office....

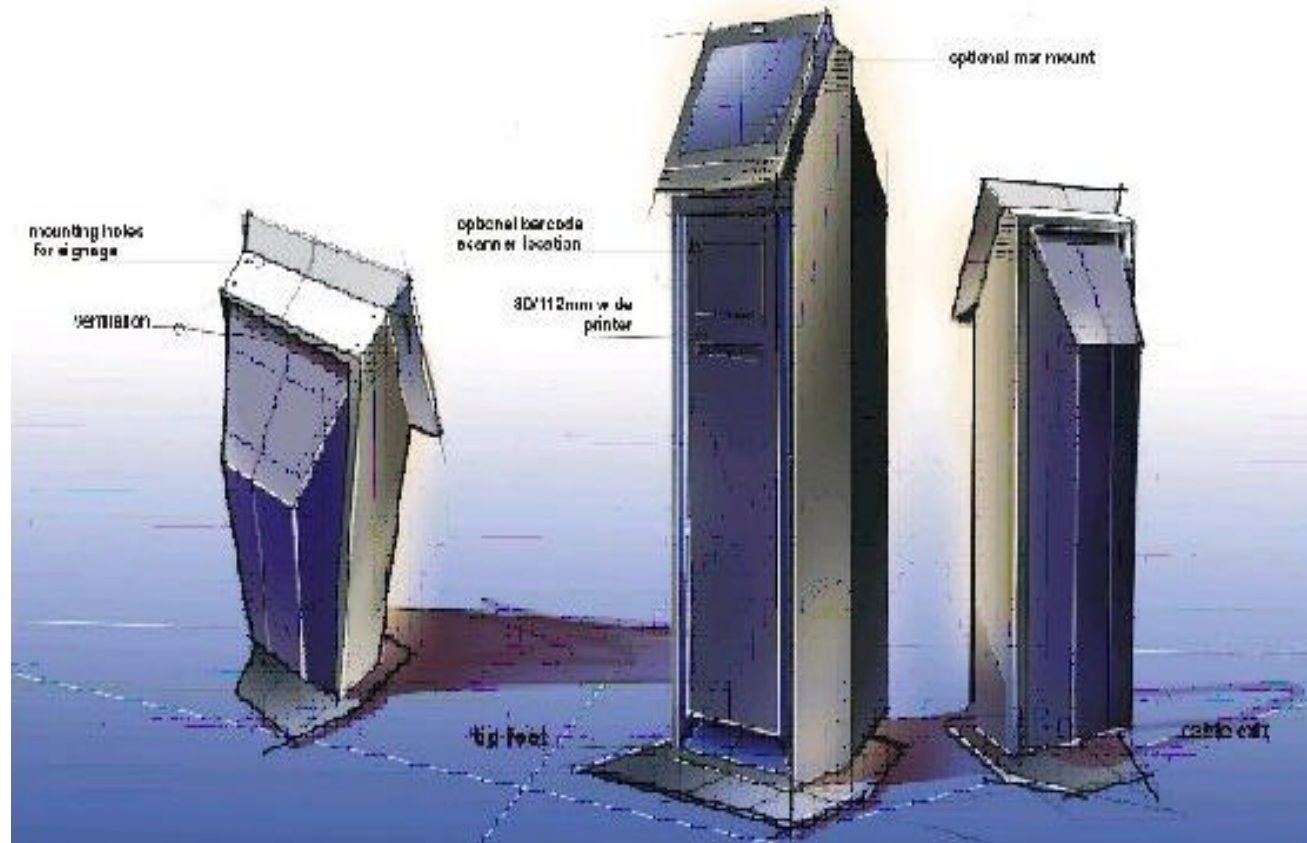
- **And almost 30 years of developing industrial-strength hardware for retail**
 - ▶ IBM RS Solutions has environmentally-hardened technology
 - temperature, electrical spikes, liquid spills, physical abuse....
 - ▶ IBM RS Solutions understands e-business
 - ▶ IBM RS Solutions knows retail better than anyone





IBM NetVista Kiosk

Delivering rugged core technology and solutions to connect with your customers anywhere, anytime



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IBM NetVista Kiosk

All-in-One Kiosk System Unit (4835-120)

- AMD 400MHz, socketed
- 64 MB memory, to 256 MB
- 10.1 GB hard drive
- 3D graphics accelerator
- Ready for custom enclosures



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IBM NetVista Kiosk

Sleek, Durable Enclosure

- Sheet metal with powder coated resin, for a tough but smooth design
- Environmentally-hardened
- Functional
- Secure
- Space-saving
- Maintenance-friendly



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Functional attributes

Flexible installation and connectivity

■ Bolt-down or free-standing

- ▶ Offering flexibility to integrate into the store environment by permanent attachment or free-standing base

■ Signage mounting capability

- ▶ threaded mounting holes on rear of enclosure enable the kiosk to be customized with promotional signage and accessories





Functional attributes

Effortless maintenance

■ Servicing drawer

- ▶ Quick, easy entry
- ▶ All components accessible
- ▶ Secured via keylock





Functional attributes

Effortless maintenance

■ Paper sensors

- ▶ Paper jam
- ▶ Low paper
- ▶ Adjustable, optical weekend
- ▶ Paper Out

■ Up to 10in/250mm paper roll

- ▶ Minimizes paper changes
- ▶ Average 7800 receipts (~4" per receipt)





Functional attributes

Effortless maintenance

■ Cable management

- ▶ Internal cabling is stationary to prevent interference with servicing

■ Cable retractor

- ▶ Holds power and other cables, releasing when the drawer is opened, and retracting it when closed



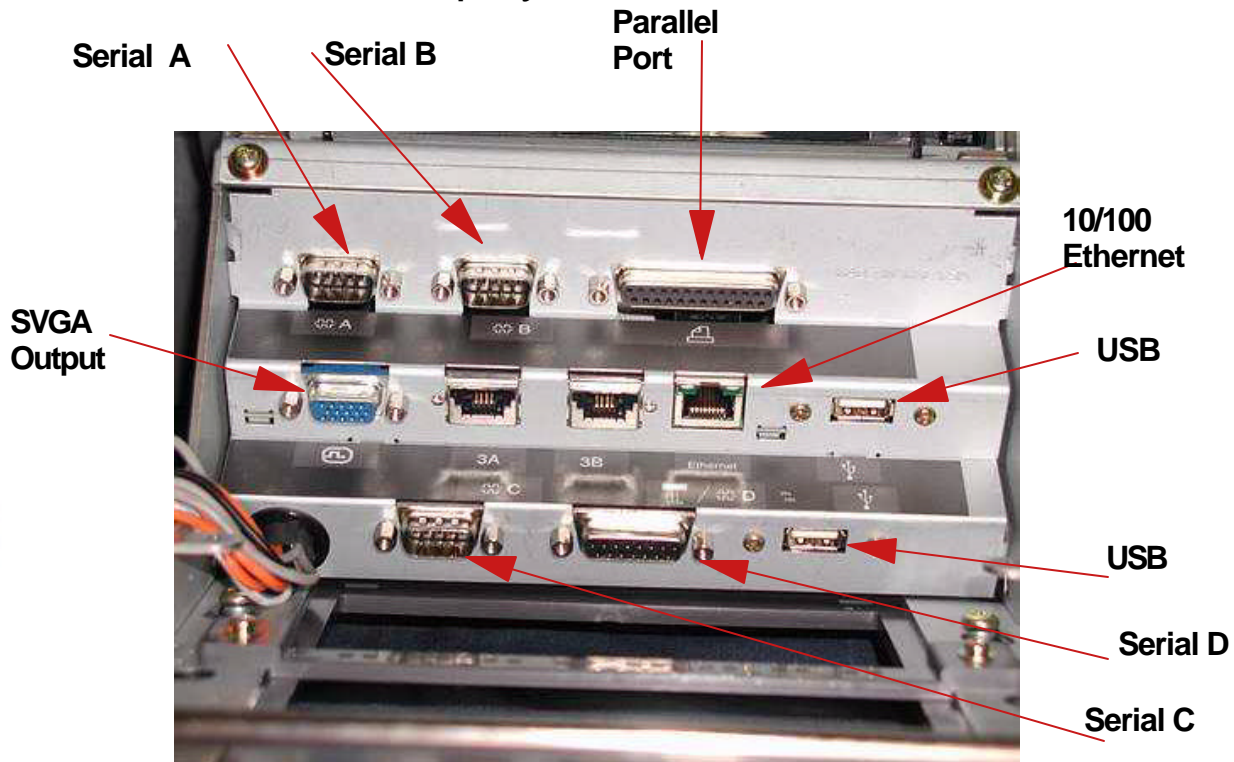


Functional attributes

Flexible installation and connectivity

■ Multiple ports

- ▶ Ethernet (1)
- ▶ RS-232 (3)
- ▶ USB (2)
- ▶ Parallel (1) ports
- ▶ Second VGA display





Functional attributes

Flexible installation and connectivity

■ PCMCIA expansion

- ▶ Standard PC Card connectivity
- ▶ Simple, cost effective network integration
- ▶ Enable mobile Kiosk solutions





Functional attributes

Magnetic Stripe Readers

- **Single side, three track**
 - ▶ RS232 or Keyboard Interface
- **Dual side, single track**
 - ▶ RS232 Interface
 - ▶ Japan / Korea only





Functional attributes

Advanced Multimedia Features

- Integrated stereo speakers
- Connections for microphone and headphones



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Hardened Technology

Design and technology leadership

■ **Spill-resistant system unit**

- ▶ Rugged, reliable operation

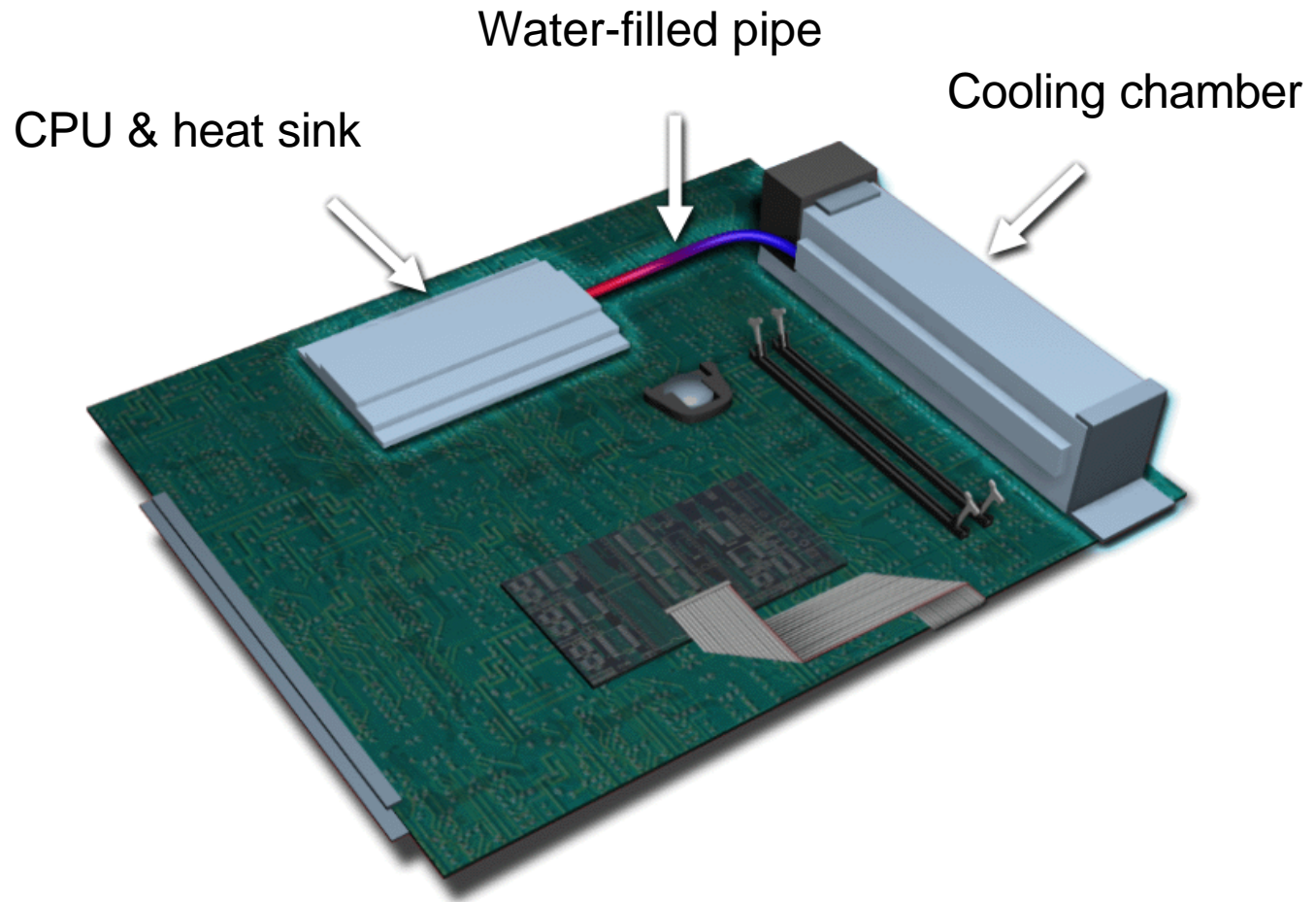
■ **Splash-resistant louvers**

- ▶ Angled to allow air to flow but liquids to be kept out





Cooling-Pipe Technology



- ▶ Cools the processor to reduce component failure
- ▶ Robust enough for the harshest environment
- ▶ Removes the need for a cooling fan and vents





Standard Features

Resistive Touch Display

■ Resistive

- ▶ Allows use with glove, stylus, etc.

■ 5-wire Touch Panel

- ▶ Tolerates abuse or damage better than 4/8 wire solutions





Standard Features

12.1" Active-Matrix Display

- Spill Proof
- Dual Bulb Design
- Active Matrix
- Benefits
 - ▶ Produces better color than passive matrix
 - ▶ Cost-effective
 - ▶ Conserve valuable real estate
 - ▶ brightness is considerably greater
 - ▶ 12.1" measured to be 380 nits
 - ▶ 15" typically 200 - 250 nits

✕ nits = candelas per meter squared





Printers

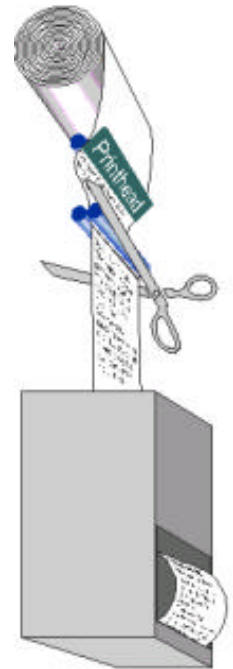
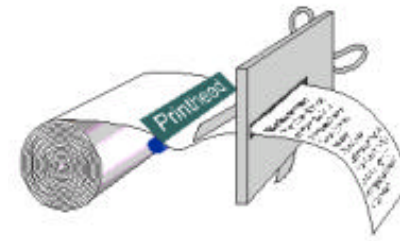
Specialized Direct Thermal Kiosk Printers

■ Design considerations

- ▶ no operators present
- ▶ unskilled, untrained users

■ Industry Printing Methods

- ▶ print & cut
 - low cost and compact
 - easy to get paper jams, customer can pull receipt
- ▶ print, cut & drop
 - low cost and easy to build in
 - easy to get paper jams, chute fills, sensitive to draft. delivery of receipt not secured
- ▶ print, cut & dispense
 - receipt not presented until ready
 - high cost, large size, slow presentation
 - restricts receipt length





Printers

Specialized Direct Thermal Kiosk Printers

- The IBM NetVista Kiosk solution
 - ▶ unique, patented looping presenter mechanism
 - ▶ hides the document during printout and separation
 - ▶ paper jam sensor
 - ▶ handles documents of varying length
- Advantages
 - ▶ customer cannot reach receipt until ready
 - ▶ quick receipt presentation
 - ▶ variable receipt length
 - ▶ compact
 - ▶ vandal proof
 - ▶ self-cleaning





Printers

Specialized Direct Thermal Kiosk Printers

■ Specialized kiosk printers

- ▶ Paper width - choice of 80 or 112 mm
- ▶ Print width - 72 / 104 mm (576 / 832 dots)
- ▶ Characters per line, single width - 72 / 104
- ▶ Maximum roll diameter - 10 inch/250 mm
- ▶ Paper control - paper-end, near-end and weeken
- ▶ Print speed - up to 50 mm per second
- ▶ Font manipulation - normal, double-width, double-height, quadruple, reversed, bit map graphics, portrait, landscape
- ▶ Bar codes - EAN 8/13, (UPC-A), Code 39
- ▶ flash PROM for firmware storage, fonts, default parameters, and logotypes
- ▶ chassis mounted (no plastic cover on printer)



(at announcement - may vary during product life)

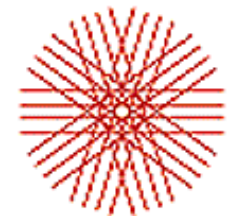
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Scanner

Omni-directional Bar Code Scanner

- Scan Pattern
 - ▶ 20 interlocking lines, 5 scan angles, 4 lines per angle
- Reads from left to right, or right to left
- Allows for quick 'swipe' scanning
- Depth of Field
 - ▶ 0 cm to 20.3 cm (100% UPC/EAN)
- Code Support
 - ▶ UPC/EAN/JAN, Code 128, Code 39, Code Interleaved 2 of 5, EAN 128



scan pattern

(at announcement - may vary during product life)

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Presence Sensor

Infra-red Presence Sensor

■ Detect motion in front of Kiosk

- ▶ Conserve Electricity
 - Wake system out of Standby/Suspend state
- ▶ Interrupt attract loop as customer approaches



(at announcement - may vary during product life)





Keyboard

Rugged, Compact with Built-in Trackball

- Notebook size
- 83-key layout with full 101-key functionality
- Integrated 16mm trackball with 2 mouse buttons
- Supplied in black
- Integration tray kit



(at announcement - may vary during product life)





UPS

Protect System Data

- Windows power management
- Surge-protected outlets, hot-swappable batteries
- Input
 - ▶ 230 V, 50/60 Hz +/- 5 Hz (manual switch)
- Output
 - ▶ 230 V, 650 VA, 400 Watts
- Batteries
 - ▶ typical backup time at half load: **14.8 minutes**
 - ▶ typical recharge time: **11 hours**



(at announcement - may vary during product life)





Software

Open Platform for Your Software Choices

■ Supported Operating Systems

- ▶ Windows 2000 Professional (SP1/SP2)
- ▶ Windows 98 Second Edition
- ▶ Windows NT 4.0 (SP6)

■ Supports OPOS (IBM Point of Sale Suite v1.3.1a)

- ▶ OPOS v1.4.4
- ▶ JavaPOS v1.4.4

■ Operating Systems under evaluation

- ▶ RedHat Linux v7.1
- ▶ Windows XP Professional





Software Compatibility

- IBM StoreProven program
 - ▶ world-wide compatibility testing
 - ▶ powerful benefits for retailers
 - use the StoreProven emblem to find dependable solutions
 - choose from a wider variety of solutions
 - purchase new solutions with higher confidence
 - roll out new solutions more quickly and easily





The IBM advantage

Worldwide Support

- Standard One Year OnSite Warranty
- Help Desk
 - ▶ Single point of contact
 - ▶ Knowledgeable about your environment
 - ▶ Manage incidents
 - ▶ Comprehensive reporting
- Maintenance
 - ▶ Standard or enhanced contract options
 - ▶ Global service available 24 x 7
 - ▶ Large network of qualified technicians with state of the art diagnostic and recovery tools



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Online Resources

NetVista Kiosk Online



■ NetVista Kiosk Home Page

- ▶ <http://www2.clearlake.ibm.com/store/product/html/kiosk.html>
- ▶ Product Information
- ▶ Download Brochures & Multimedia
- ▶ Interactive Tour
- ▶ Press Releases

■ Online Support Resources

- ▶ <http://www2.clearlake.ibm.com/store/support/html/kiosk.html>
- ▶ Technical Documentation
- ▶ Latest drivers and utilities

■ Knowledge Base

- ▶ <http://www2.clearlake.ibm.com/store/support/html/knowledgebase.html>
- ▶ Searchable online database of Frequently Asked Questions
- ▶ Quick access to latest technical updates

