InfoAktiv

Bring Information to Life

InfoAktiv

User Guide

For InfoAktiv Version 3.2 - August 2010

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Preface

The purpose of this document is to enable Owners to start the InfoAktiv display system, to understand the Control Panel or 'Configuration Screen', and to run the display program and End of Day process. The appendices provide further guidance and best practices for Owners to ensure that they get the best results from their InfoAktiv systems.

This guide should be read in conjunction with the InfoAktiv Content Manager User Guide.

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Terms Used

Owner:
The person who set up InfoAktiv and is running it to display his or her information to the public.

User:
The Owner's target audience who will use InfoAktiv to browse the Owner's documents.

Session:
Every time InfoAktiv is used, the session number is incremented. This happens either when the kiosk times out or when a User touches the 'Finish' button. Within a session we have to assume that one User has used the kiosk.

Collateral:
The Owner's marketing information within the Content Folder. This can include PDF documents, PowerPoint presentations, video files, Flash animations, web links, audio files and links to other applications.

Content Folder:
The Owner's collateral organized into a hierarchy for presentation to the user. The Content Folder also contains configuration information and records of the Users' activity. On a technical level the Content Folder is a Windows folder with a number of subfolders containing standard Windows file types.

Data Capture:
The process by which we ask the Users questions about themselves (not to be confused with questions asked during a quiz). These questions are likely to be of the nature "What is your name?" For example, when a User requests a document by email we present the data capture screen to ask for the email address. The data capture screen can also be used in conjunction with the quiz screen. In this case when the quiz is defined, an associated set of questions is also defined to be asked either before or after the quiz.

Starting InfoAktiv

Start InfoAktiv by double-clicking or double-touching the required InfoAktiv icon on the Windows Desktop. There are three options, InfoAktiv Curves which displays your information on an ellipse background, Infoaktiv Boxes that has a more regular layout or InfoAktiv Gallery which displays your information with larger icons and provides more graphical customisation options. These are covered in the Content Manager User Guide.

As the application starts, you will be presented with an image similar to the one on the right, telling you which version of InfoAktiv you are running. The screen may also flash with a keyboard layout as it starts - this is normal.

The Configuration Screen

After a short time you will be presented with the main configuration page, which is the same whichever background is selected, as shown below. This is the page which allows InfoAktiv to be set up and the main controls are grouped into a number of panels, each of which will be discussed in turn.

Before Your Event

You need to tell InfoAktiv which folder contains the information you want to display. The Content Folder is the folder and sub-folders that contain the material ('Collateral') that Users can access. The currently selected Content Folder is displayed under the 'Load' button.

A Content Folder is selected using the **Select** button and the folders should reside in the C:\InfoAktiv directory. You can have any number of different Content Folders in C:\InfoAktiv to choose from.

Generally a new or updated Content Folder would be loaded from a USB stick, CD or Network by clicking the 'Load' button. In this case the application will first copy the content into C:\InfoAktiv. You should be aware that, if the New Content is replacing a folder of the same name, this will be handled by the application renaming the old content folder to *'folder name old*' – so you don't have to worry about renaming the replaced directory. You may, of course, want to delete folders as they are made redundant.

Having loaded any new content from a USB device, ensure that the device (and any other USB storage devices you don't intend to leave attached) are removed before selecting 'Start'.

Once the desired Content Folder has been selected, the public display can be started using the **Start*** button. The application is closed by pressing the **Close** button.

**** NB*** *When the display program has been started and is showing the public view, to return to the configuration screen you need to touch the 'search' button and enter your chosen password. The default password on a newly-installed InfoAktiv system is 'password'.*

NOTE *– InfoAktiv software must be licensed and activated to run in Express or Professional mode. This is done online with a machine-specific software key or using a USB security dongle which enables a 'portable' license. Without a valid license key and/or the dongle, InfoAktiv will run in Demo mode. Check the 'Features Available' table or the top right of the Configuration Screen to see which version is running. Restart InfoAktiv after activating the license from Demo to Express or Professional mode.*

Appearance

As the name implies, this allows the Owner to set various aspects of how information is presented. The panel is shown below.

The **Attractor Screen** is the screensaver/presentation that will be displayed when InfoAktiv is not being used. This can be in Microsoft PowerPoint, Adobe Flash or Windows Screensaver format. The attractor can be specified by pressing the ***Attractor Screen*** button and browsing for .scr, swf, pps, ppsx, ppt or pptx files.

The **Timeout** is the length of time that must pass between the last User interaction with the program and the Attractor being displayed. The Timeout period can be altered using the ***Set Timeout*** button.

Once the Timeout period has elapsed, any previously entered User data will be cleared into the audit file and the current User session will be ended.

Set Shutdown Time allows you to set a time at which the system will shut down automatically. InfoAktiv will display a warning message 1 minute before the set time, and then close down, switching off the PC it is running on. You need to allow time to save any work or new data because the shutdown action cannot be stopped or cancelled.

The ***Show Cursor*** box allows the cursor to be either displayed or hidden. Generally, when using a Touch Screen, the cursor is hidden. When using a non-touch screen PC or content that requires keyboard input, the cursor can be displayed.

The ***Adjust Volume*** button allows the volume and sound settings to be modified.

The ***On-Screen Keyboard*** button should be set 'On' for the professional version when used with a Touch Screen and is not active in the Demo version.

Security

As the name implies, this panel deals with the various security options available for the Owner to set.

The ***Set Password*** button allows you to change the password that is used to return from the public display screens of the kiosk to the Owner's Configuration Screen.

When first installed, InfoAktiv will have a password of *'password'* set – it is advisable to change this before public use.

The ***Block Web*** button should be set as required. If it is set to 'Web Off', the User is informed that Internet access is not available if a document hyperlink is selected.

Data Duplication - this provides the facility to protect the data that Users enter by recording a duplicate copy of it to another drive. To activate this facility: Before starting InfoAktiv, connect a drive or USB stick that contains a file called 'dupdrive.txt' in its root directory. The application will automatically detect the USB and turn on data duplication.

Alternatively, if the application is already at the configuration screen, connect the USB stick with the dupdrive.txt file and check the 'Duplicate' box; InfoAktiv will then check for the presence of a USB stick.

This drive ***must not be removed while the data duplication is 'on'***.
Duplication can be stopped by un-checking the 'Duplicate' box. The data will no longer be copied onto the duplication drive. The drive can then be removed, **BEFORE** the 'Start' button is pressed

Trace Options - This is used to specify whether normal or detailed diagnostic trace information is being collected.

Keyboard - This provides an interface to disable certain key combinations which may be undesirable on a public display. E.g. Ctrl + Alt + Del and Ctrl + Esc. Using InfoAktiv Professional with a touch screen instead of a real keyboard can reduce or remove this exposure. (Beware of the possibility of an unauthorized person connecting their own keyboard to any physically accessible ports though).

Start Mode – By default, when you start InfoAktiv it displays the owner's screen for configuration and management. However, if you want InfoAktiv to start at the public display screen you can use this feature. You then access the Configuration Screen in the usual way by selecting 'Search' and entering your password.

For automatic unattended operations you should set a timer to switch on the PC at a specified time, put InfoAktiv in the Windows Startup menu and use InfoAktiv's Start in Public mode in conjunction with the Shutdown Time specified in the 'Appearance' section.

Information Distribution

The ***See Summary*** button displays a summary of the usage statistics for the chosen Content Folder.

The data is shown in a tabular format with column headers representing the latest 15 days on which the machine was used and the row headers representing the actions performed (e.g. Contact Request).

- The table data shows the number of times the action was performed on a particular day.
- The last column shows the total count for each action.
- The last row - 'Audit Data Downloaded' tells the owner if all of the audit data for that day has been copied to USB or another device (the end of day process).
    - It will say: 'YES' (in green) if all data has been downloaded since that day
    - 'NO' (in red) if the data for that day has not been downloaded
    - 'SOME' (in orange) if there has been a download that day but the system has been used since.

The ***Set System ID*** button allows a unique identification to be assigned to each machine. This ID will make up part of the name of the files produced by the End of Day processes to allow the source of the files to be easily identified. The current ID is displayed beside the Set System ID button.

The ***Set up Printer*** button gives a quick summary of the status of the installed printer. A red 'X' indicates that there is a problem with the printer or that it is offline or not attached, while a green tick indicates the printer is ready. Clicking the button will display the following drop-down window.

Within the interface, you can specify if an error message is to be displayed to users in the event of a printer running out of supplies or malfunctioning. A default warning icon will be displayed if no custom message is entered.

There is the option of adding the default message, “Printer Needs Attention Please Inform Staff”, which can be selected using the Default button or a custom message may be constructed. The custom message can be specified by typing the text in the area to the left of the Default or Modify buttons and pressing the Modify button.
NB. Printing securely from InfoAktiv requires specific hardware, you should discuss your needs with InfoAktiv or your InfoAktiv partner if printing is a requirement.

The ***Set Email Options*** button allows you to set how User requests for information by email will be handled. To automatically create and send emails you need to have an email account configured in MS- Outlook. You must also have email templates present in your Content Folder. The Content Manager application is used to create these templates when you create or open a folder in Content Manager.

You can choose -

- Not to send emails, just record email requests in the audit file.
- *Or* - Put the emails in the Outbox of your email account in MS-Office Outlook. They will be sent as soon as an internet connection is available. (Available only in InfoAktiv Professional).
- *Or* - Save the emails in the Outlook drafts folder. You can view or edit them and send them later. You could also copy the draft emails to another PC to send from a different email account. (Available only in InfoAktiv Professional)

After Your Event

This panel allows you to extract the data that InfoAktiv has collected. The **'Copy Data**' button is used to copy the audit file of the current Content Folder to a USB memory stick. When you click this button, you are prompted to select the location where the audit file is to be copied. A folder called "<kioskID>-audit-<Content Folder>-<date>" is created in the selected location. Within the folder, a file called "<kioskID>-audit-<Content Folder>-<date>.txt" is created. All the audit data is copied into this file. You will also see "<kioskID>-email request log-<Content Folder>-<date>.txt" in the audit folder. This is a summary of document requests, de-duplicated by email ID.
NOTE: The email request log is for specialized applications and your system needs to be set up properly if you want to make use of it. See the InfoAktiv Content Manager User Guide for more information.

If any "Email Requests" are encountered in the audit file, the document associated with the request is also copied into the folder created.

NOTE: If two files in different subfolders share the same file name, only one of them will be copied to the End of Day data folder created.

The end of day process will download the entire audit file, not just one day's data; it also merges the audit header file in the process so that you know to what each column of data refers. To avoid confusion, once copied, you may want to delete the audit file from your Content Folder's '~config' sub-folder after downloading it, or move it from the ~config folder to another directory on the kiosk. The InfoAktiv will automatically create a new audit file as soon as the content folder is selected and the start button is clicked/touched.

Managing Audit Data

InfoAktiv records all User activity and contact details in a file called '*audit.txt*'. This is automatically created in the '~config' subfolder of the relevant Content Folder. To minimize the risk of accidentally deleting this valuable data, the owner needs to make a conscious effort to go into the relevant folder and delete it manually. InfoAktiv keeps adding data to the audit files so they provide a cumulative record of the activity.

Clearing the audit files

When you are certain that the data is safely stored elsewhere or you no longer need it you can use Windows to select and then move or delete the audit files. There are three files to delete:

- *audit.txt*. This is a tab-separated variable file containing the data generated from the system.
- *auditheader.txt*. This is a file that InfoAktiv creates to add column headings to the audit file.
- *dclog.txt*. This file keeps a second log of User data entries.

If you change the data collection questions that you ask Users you should also remove your old audit files and allow InfoAktiv to create new ones. This is necessary because by changing the questions you will have changed the column order and headings.

Points to Note

Security & Antivirus Software

Please note that you may need to install and maintain anti-virus and security software in accordance with your company procedures. We would advise setting the software up so that it remains in the background and does not cause and messages or windows to pop up when InfoAktiv is running. To avoid poor performance when the system is running you should try to schedule updates when the system will not be in public use.

Email Access

MS Outlook should be set up according to company requirements - for instance, VPN access. It is also suggested that an Exhibition or Events 'Task-ID' email address is set up separate from personal emails. This has two advantages: personal email boxes are not filled with all exhibition requests, and, with a change of personnel, there is no need to change the email address for the exhibition or event. In MS Outlook, email should be set up to be sent immediately.

Exec Files and Shortcuts

Exec, 'exe' and application shortcut implementations should be used with care as they could compromise the security or the normal running of InfoAktiv. The following should be considered when setting up any of this type of content:

- Consideration must be given to the location of the material content and the fact that it may not be automatically copied with the InfoAktiv 'Load New' button if it is not contained within the overall content folder.
- If the material is contained within the content folder, then it should be placed in a '~config' folder so that it is not displayed as collateral content. ('~config' hides its content from the InfoAktiv display).
- Exec files that are hard-coded with the content location should be built with the above points in mind or create a Windows Shortcut by right-clicking on the exec file and copying the shortcut to the appropriate location.
- If the application allows access to the internet, then the standard security practice should be observed.
- On exiting an application started through an exec or shortcut, it is the responsibility of the application to clean-up and pass control back to the InfoAktiv application.
- None of the actions – 'Print', 'Copy to USB', 'Email', 'Contact me' will be available to an application started through an exec file or shortcut. In other words, the detail document viewing screen of InfoAktiv will not be able to be opened.
- InfoAktiv will not be able to handle any problems/ crashes/ exceptions occurring in the exec or shortcut file or its application.

While these caveats should be considered, they are not onerous, and execs and shortcuts can provide some spectacular effects. Wherever possible please ensure that the designers of this type of content are made aware of these cautions so that they can build their material to be best displayed by InfoAktiv. It is also recommended that Shortcuts be created rather than using exec files directly.

Licensing and Activating InfoAktiv Software

InfoAktiv can run in Demo, Express or Professional mode. Demo is free, Express and Professional are chargeable and need to be licensed.
License activation is a 3 stage process. You will need to be online for steps 2 and 3.

1. Install the InfoAktiv Professional/Express software on the desired PC. Note that you can request a license key from the demo version of the software, but it does not contain all of the modules. You will need to install the full Express/Professional software package in order to use all features.
2. Obtain a license key, this can be a software key for a specific computer or a combination of a software key and a USB 'dongle' to run InfoAktiv on different computers.
3. Enter your license key on the computer you want to run InfoAktiv on, it will need to access the internet to validate the key and activate the software.

<u>More detail on Step 2:</u>

From the InfoAktiv Configuration Screen, click on the link "Activate InfoAktiv Software" to activate your copy of InfoAktiv. This will take you to the following screen:

This screen provides two options:

1. Activate new license key: If you already have a license key, paste it here and click on “OK”. This will go online to validate the key. If it is valid then your copy of InfoAktiv will be activated. If you have reinstalled InfoAktiv on the PC that your license is valid for, you can re-activate InfoAktiv using your original key.
2. Purchase an InfoAktiv License Key: This will take you to the InfoAktiv website to specify and purchase the kind of license key you need. NB. You must apply for machine-specific licenses from the machine that you want the license for – Specific hardware details are gathered and used as part of the license key generation and software activation process.

The InfoAktiv License request page on the web site (appearance may differ slightly)

Licensing options

The following InfoAktiv licensing options are available:

	Portable License		Machine-Specific License	
	Temporary	**Permanent**	**Temporary**	**Permanent**
InfoAktiv Express	X	X	√	√
InfoAktiv Professional	X	√	√	√

Following are the tables showing various scenarios for license requests:

To keep up to date with your software you can download newer versions from the InfoAktiv web site. Upgrades within the same version of Professional or Express are free and can be activated with your original license key.

Current version	Upgrading to version	New License needed
3.X	3.Y	No
3.1.X	3.1.Y	No

Upgrading from Express to Professional or from one major version to another are chargeable and will require a new license key.

Current version	Upgrading to version	License upgrade needed?
2.X	3.X	Yes

InfoAktiv Registration

When start Content Manager you will be presented with the following screen to register your copy of InfoAktiv.

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