

Extend the Possibilities with N Series Travel Kiosks

e-access



IBM has delivered over 1250 N Series Common Use Self Service (CUSS) kiosks to more than 40 airlines and airports worldwide. Many of these kiosks are operating in full CUSS mode supporting multiple airlines' applications.

We have expanded upon a great product with new freestanding and countertop kiosk models, **designed to provide more options and flexibility at a lower price.**

With a great range of affordable self-service kiosks, outstanding software, and proven applications and services, IBM is the **one-stop provider** who can help you make a difference with the **best total solution**. We can create the 'win-win' for you and your passengers.

An IBM Self-Service Solution delivers a robust, high-quality, CUSS capable, self-service product to your passengers.

IBM N Series Self-Service Kiosks

- Proven product, well established in the airport and offsite environments
- Lower price point than previous models
- Different models to suit your needs and provide more options
- Field upgrade options available
- Front access for ease of maintenance
- Well integrated with IBM CUSS middleware and IBM Kiosk Manager monitoring software
- Remote support options available



17" or 20" LCD Signage protected by polycarbonate overlay with an anti-glare coating on the outer surface.

17" LCD with Surface Acoustic Wave touchscreen technology and anti-glare coating. Can be operated with gloved fingers or other pointing devices.



Passport inspection Reader

Reliably and quickly reads OCR text on passports, visas or ID Cards. Options include full page passport authentication and e-passport reading.



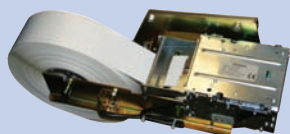
Imaging Barcode Scanner

Reads linear, stacked linear (PDF417) and 2D/Matrix barcodes. 360 degree scanning. Able to scan barcodes on cell phones or PDA screens.



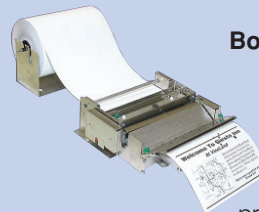
3 Track Magnetic Card Reader

Manual dip style for reading frequent flyer cards and credit cards.



Bag Tag Printer

Direct thermal printer, 7" diameter roll. Easy access for paper replenishment.



Boarding Pass Printer

Thermal 300 dpi printing, 8" wide format, 8" diameter roll.

Standard Devices

- 17" LCD with Surface Acoustic Wave (SAW) touchscreen technology
- PC with Intel Core 2 Duo 2.0GHz processor, 2GB RAM, 80 GB disk.
Allows for easy upgradeability
- dip card reader (smart card option available)
- Standard 8" wide thermal printer
- Integrated sensors for doors and paper paths.
- Amplifier/speaker for audio feedback
- Choice of two paint colours

Software Platform Included

- Windows XP operating system
- IBM Common Use Self Service middleware platform (CUSS V1.1 compliant)
- IBM Consumer Devices Services (CDS) integrated diagnostics

Optional Devices

- 2D barcode scanner
- Bag tag printer
- Insert passport reader
- Full-page passport reader (also scans barcodes)
- e-passport reader
- Overhead signage
- Branding colour options

Accessibility Devices (optional)

- Specialized keypads/keyboards
- Headset jacks and text-to-speech output
- Standard LCD touchscreen can be operated with gloved fingers or prosthetics

Kiosk Dimensions

Freestanding

- Height 53.5"/1360 mm with signage (83.5"/2121 mm)
- Base 19.7" x 28" (501 mm x 710 mm)
- Weight 285lbs/130kg with signage (355 lbs/160 kg)
- Power 100 – 240V AC, 4-2 A, 50/60 Hz
- Temperature 50 – 90 °F (10 – 32 °C)
- Humidity 20 – 80 % non-condensing

Countertop

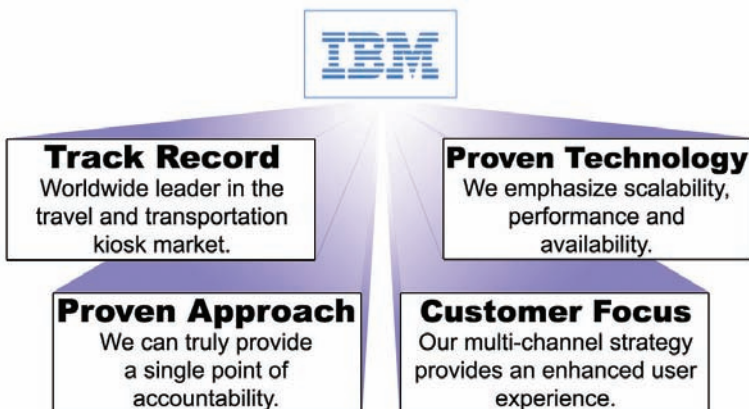
- Height 25.6" (649 mm)
- Base 18.29" x 21" (464mm x 533 mm)
- Weight 155 lbs (70 kg)
- Power 100 – 240 V AC, 4-2 A, 50/60 Hz
- Temperature 50 – 90 °F (10 – 32 °C)
- Humidity 20 – 80 % non-condensing

IBM Common Use Self Service (CUSS) Platform

- A positive touch and feel is not only conveyed via hardware controls but also via intuitive menu systems and the underlying functions. The ability to provide a CUSS platform is based on middleware. This is where the IBM family of products scores, hands down.
- IBM CUSS allows many airline applications to run on one CUSS kiosk. Passengers save time by using the kiosks closest to where they are.
- IBM CUSS offers diagnostic kiosk support, emerging technologies, customizable applications, and problem notification of both device and application status.



Countertop kiosk



IBM Leads the Pack

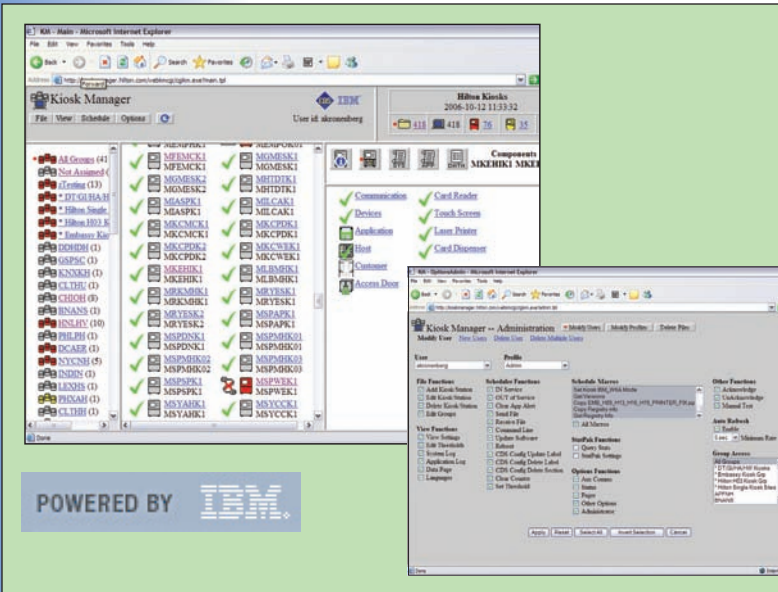
IBM e-access delivered its first check-in kiosk in 1994.

In 2002, McCarran Airport in Las Vegas and Vancouver Airport were the first two airports to go live with the IBM CUSS platform.

IBM installed the first N Series travel kiosks at Copenhagen Airport in 2004.

Today, IBM CUSS kiosks bring **meaningful and measurable business results**. IBM CUSS kiosks provide **highly usable and accessible presentation and interaction** to meet the industry demand for high-speed and top-notch customer service.

The IBM N Series kiosks are installed with a large and growing number of airlines and airports.



IBM Kiosk Manager (KM)

- Provides a complete and intuitive view of the status of all the kiosks.
- Real-time monitoring and alert handling of kiosks with pager and e-mail notifications if a kiosk goes out of service, has a device malfunction or is low on paper stock.
- Configurable functionality based on user profile, provides for a secure support model.
- Provides transaction specific usage reports and statistics on kiosk availability, application performance and historical data.
- Facilitates distribution of software packages including operating system patches, application updates and virus management updates.
- Provides remote kiosk control to effectively troubleshoot issues.

IBM Enhanced Program Support (EPS)

IBM EPS provides next day technical support for IBM self-service solutions. The coverage is extensive, ranging from the operating system to the customer application user interface.

The IBM EPS program provides the assurance that there are skilled IBM technical resources available to help support IBM's self-service middleware (IBM CUSS, IBM CDS, and IBM KM) and IBM developed and maintained customer applications. In addition, EPS provides updated versions of the IBM self-service middleware at no extra charge. Regular updates are published through our EPS Newsletter.

Each EPS customer has a dedicated contact point in the Toronto laboratory. This state of the art kiosk laboratory is where we maintain a duplicate of the production environment for all our EPS customers.

Software Platform Management Services (SPMS)

SPMS global support offers second level troubleshooting for kiosk hardware and software. Support calls are routed to a dedicated team and tracked to problem resolution. Other services include kiosk imaging, software updates, operating system updates, software packaging and distribution, and health check services. SPMS has extensive experience running a centralized support infrastructure for multiple client kiosks at airports worldwide (Canada, USA, South America, Europe, Asia and Australia).

SPMS Offers:

- Second level 24x7 support call center and problem/resolution tracking
- Complete support coverage ranging from kiosk hardware through to kiosk applications and backend systems
- Kiosk disaster recovery plan
- Performance reporting on a monthly basis
- Field and remote training material services

Further Information

Visit www.customerfacingsolutions.com/offerings/offering_kiosk.html or send an email to eaccess@ca.ibm.com.



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