

Minimizing self-service touchscreen interactions

Configuration options for quickConnect

Put quickConnect in check-out mode

- | Result: the selfCheck will automatically open the login screen.
- | Go to: System Manager > Workflow > General > Workflow - Change to or Check-in
- | Select: Check-out
- | Issues with this mode of operation: Payment, Account and Renewal buttons can't be chosen from the main screen. Users with a PIN will still have to touch the screen to enter their PIN.

Put quickConnect in check-in mode:

- | Result: the selfCheck will start up on the Check-in screen.
- | Go to: System Manager > Workflow > General > Workflow
- | Select: Check-in
- | Issues with this mode of operation: Payment, Account and Renewal buttons can't be chosen.

Reduce the default timeout on the check-out/in screens:

- | Result: this will end the transaction without the need for the user to press Finish.
- | Go to: System Manager > Workflow > Session
- | Change: Inactivity Warning Timeout 30 (default) to 5
- | Change: Walkaway Timeout 30 (default) to 10
- | Walkaway and inactivity timeouts can be further adjusted in Configurator.
 - o Configurator > Session > Inactivity Warning Timeout to 00:00:05
 - o Configurator > Session > Walkway Timeout to 00:00:02

Print a receipt automatically after each transaction:

- | Go to: System Manager > Receipts > General:
- | Change: No Receipt Option > Off
- | Change: Print Check-in/Check-out receipt > On
- | Change: Email Check-in/Check-out receipt > Off