

SATISFACTION TERMINAL USER GUIDE



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OVERVIEW

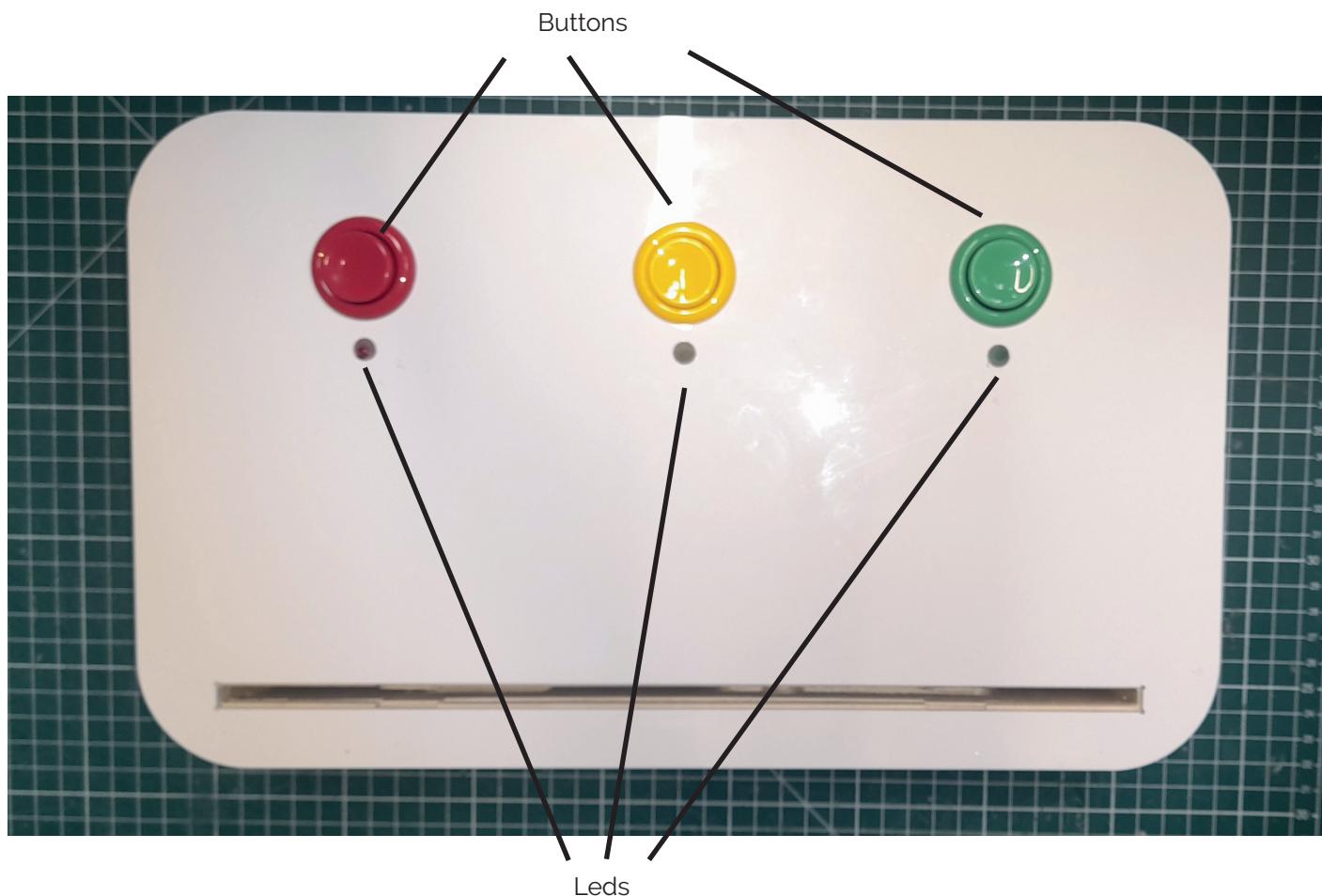
The satisfaction terminal is a device that allows you to conduct surveys with three possible answers and to recover the data. This user guide is intended for those who implement the survey and/or retrieve the data. People surveyed press the green, yellow or red buttons in response to the question you display. The terminal records the voting data every day and compiles it in a file that can be opened with a spreadsheet. The terminal also creates a summary file of this data. For more information on these files, see the "Data collection and processing" section.

PROVIDED MATERIAL

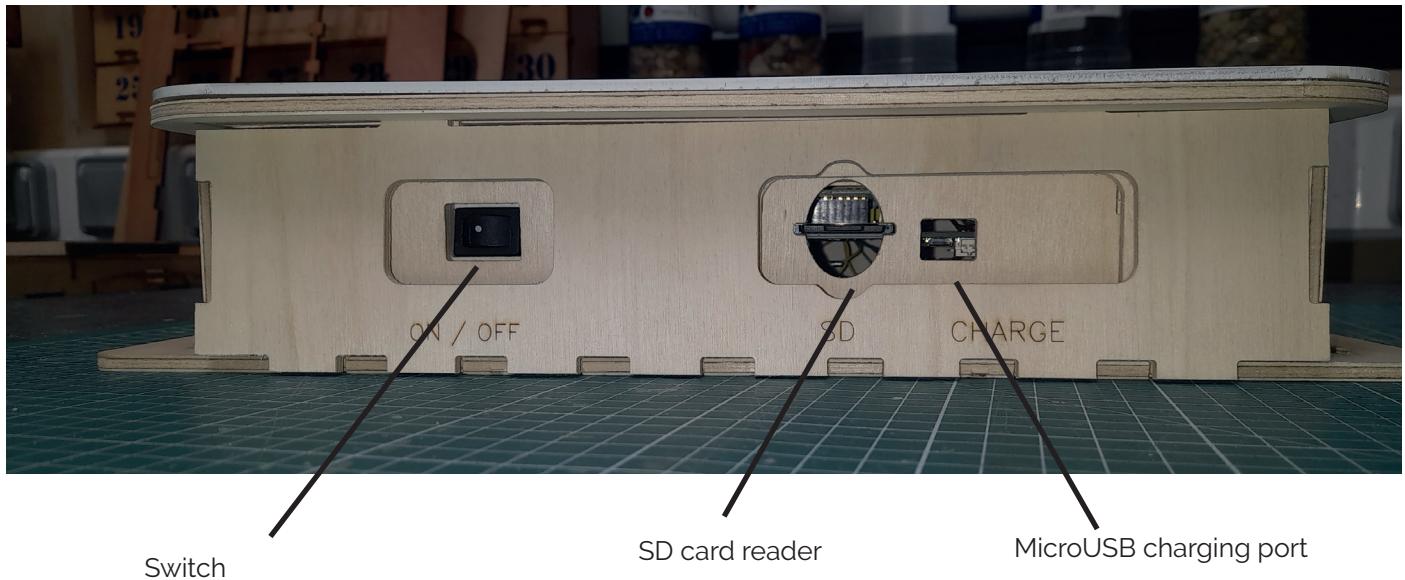
- An assembled terminal (see assembly guide)
- A USB to microUSB charging cable
- A power supply adapter
- A microSD card and an adapter
- Two covers for the back of the terminal: one for use on a flat surface (table for example) and one for use of the terminal on a wall..
- 4 suction cups with screws

IDENTIFICATION OF THE DIFFERENT PARTS OF THE TERMINAL

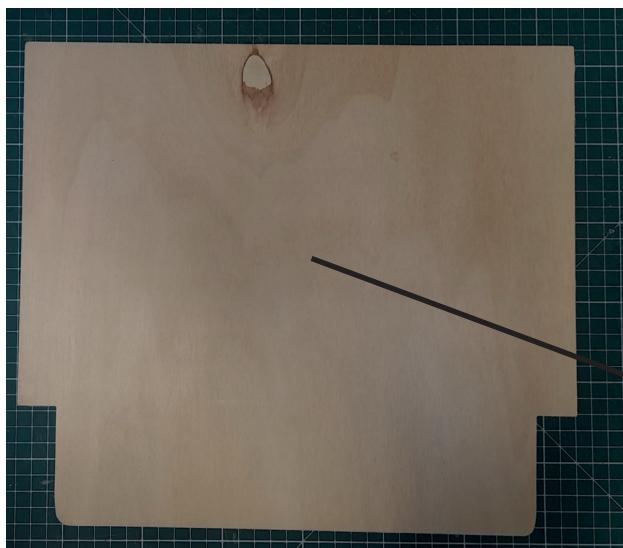
TOP VIEW OF THE TERMINAL



BACK VIEW OF THE TERMINAL



BACK COVER FOR DISPLAY ON A FLAT SURFACE

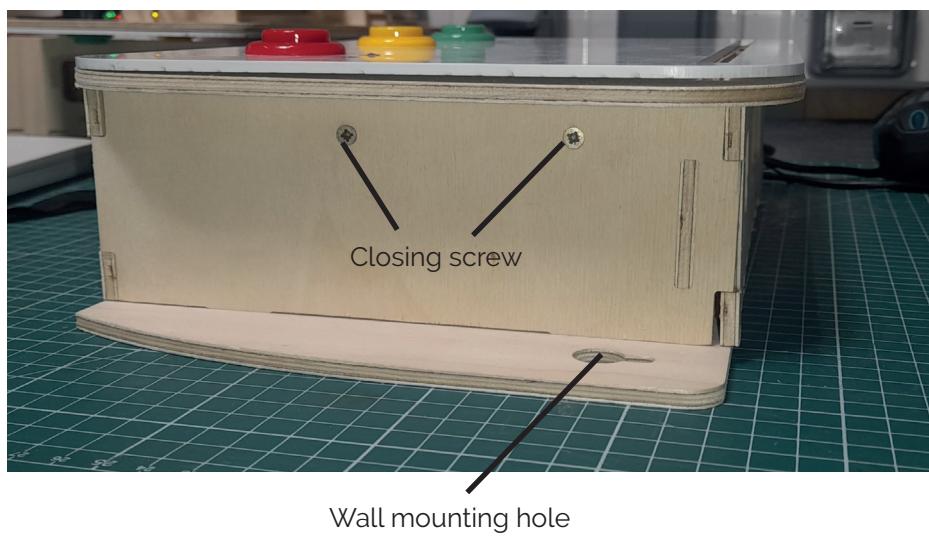


BACK COVER FOR WALL DISPLAY

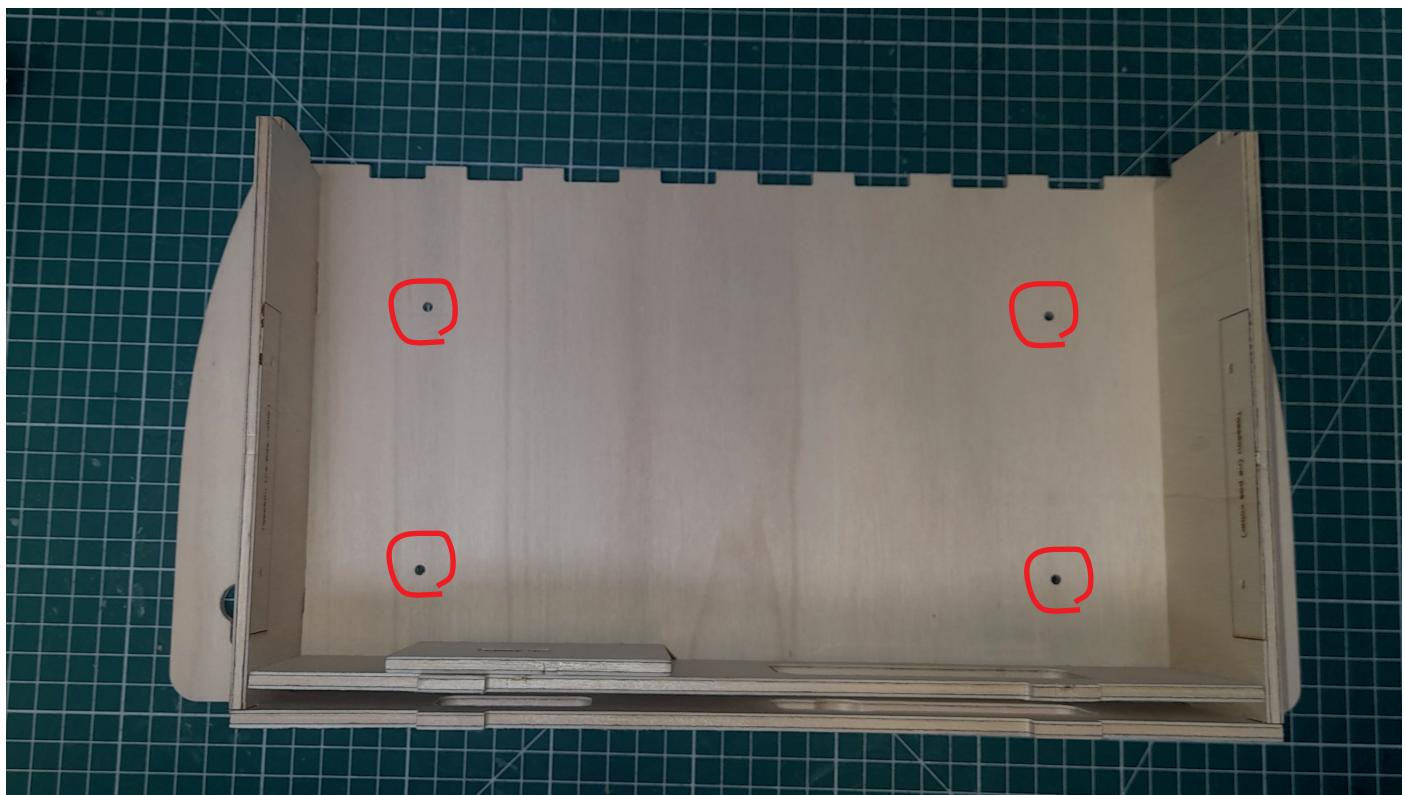


Text can be displayed here.

SIDE VIEW OF THE TERMINAL

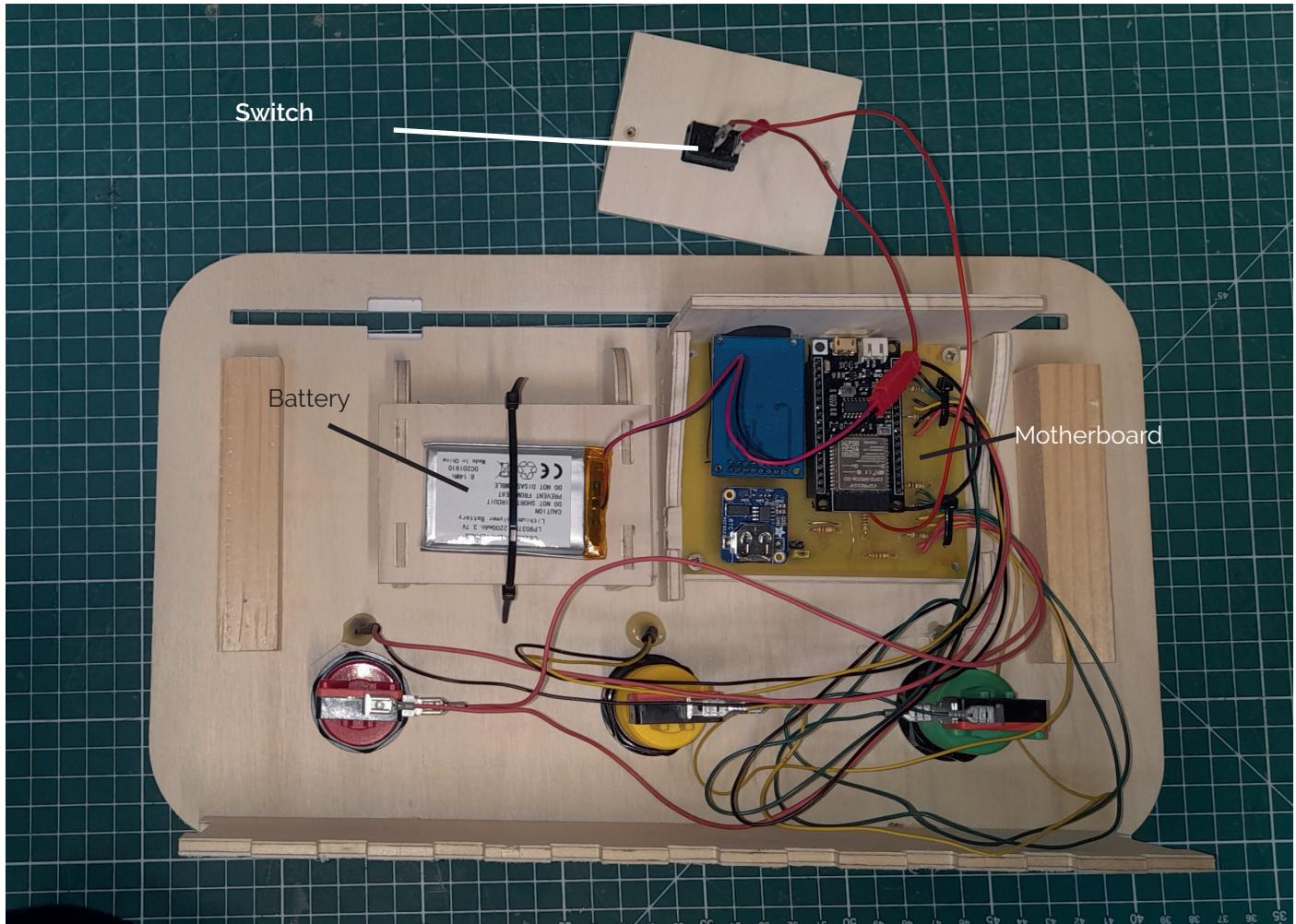


TOP VIEW OF THE CASE



The holes for fixing the suction cups are circled in red.

TOP VIEW OF THE TURNED-OVER FRONT PANEL



CHARGING THE TERMINAL

1 - Turn the switch to ON

2 - Connect the charging cable to electricity with the adapter.

3 - Connect the charging cable to the microUSB port on the back of the terminal.

You can use the terminal while charging but the remaining battery charge will not be shown on the results files.
Do not attempt to put on a cover while the cable is connected.

There is no load indicator at the moment. For a full charge, allow about 6 hours. An internal system prevents the battery from being overcharged, so it can be left plugged.



FIRST USE

1 - Open the SD card on a computer.

2 - If the SD card contains any file, delete it.

3 - Remove the card from the computer and insert it into the SD card reader of the terminal (you should hear a click if the SD card is inserted correctly).

4 - Turn the switch to ON.

5 - If the red LED is permanently lit, switch off the terminal, check the insertion of the SD card and return to point 4. If this problem occurs again, change the SD card or contact customer service.

6 - If the red LED blinks, the configuration file template is created by the terminal but you must fill it in. To fill in this information, see section "Fill in the configuration file".

7 - Charge the terminal if necessary (see step "Charging the terminal").

TURNING ON THE TERMINAL

1 - Insert the SD card into the terminal.

2 - Turn the switch to ON.

3 - The green LED should light up briefly. In this case, the terminal can be used. For any other LED lighting, see the "Color Codes" step.

4 - In the case of a yellow or red LED lighting up, press a button to cancel the alarm.

5 - If the terminal is ready to be used, close the back panel with one of the covers.

INSTALLATION OF THE TERMINAL

ON A HORIZONTAL SURFACE

1 - Open the terminal by unscrewing the 4 side screws.

2 - Lift the top panel without tearing the cables connected to the switch (you can remove the switch frame from the case).

3 - Put the suction cups in their place

4 - Replace the switch frame if you have removed it. Replace the top panel.

5 - Reviser les 4 vis latérales.

6 - Put the cover that is meant for this use on the back of the terminal.

ON A WALL

1 - The terminal will be fixed on a wall by 2 L-shaped studs..

2 - Utiliser la borne comme gabarit pour repérer la position des trous à percer.

3 - Fix 2 L-shaped studs in the wall with the branches facing up.

4 - Insert the terminal on the studs.

5 - Turn the studs $\frac{1}{4}$ of a turn to prevent the terminal from being pulled out.

6 - Put the cover that is meant for this use on the back of the terminal.

USE OF THE TERMINAL FOR A SURVEY

1 - Display the question on or near the terminal.

2 - Turn on the terminal (see section "Turning on the terminal").

Each participant presses a button in response to the question (example: green=yes, red=no, yellow=undecided). The LED corresponding to the button must light up for each answer for about 1 second. The terminal will not take into account any other vote made while this led is lit.

USE OF COLLECTED DATA

If at least one vote is made during the day, 2 files are created:

- xxxx-xx-xx_detail.csv which contains the details of each vote
- xxxx-xx-xx_recap.txt which summarizes all the votes of the day (in number and percentage)

For these two files, "xxxx-xx-xx" is the date of the file in YYYY-MM-DD format, which makes them easy to find.

FILE "XXXX-XX-XX_DETAIL.CSV"

Ce fichier présente une ligne par vote réalisé. Every line displays the following information:

- The polling site (identifier of the configuration file during the vote)
- The date of each vote
- Time of each vote
- The question asked (question of the configuration file during the vote)
- The color (green/yellow/red) of each vote, a 1 is displayed under the corresponding color and a 0 under the others
- The battery charge level remaining at the time of the vote

FILE "XXXX-XX-XX_RECAP.TXT"

The .txt file contains a summary of the data for the day:

- The polling site (identifier of the configuration file during the last vote)
- The date
- The question (question of the configuration file during the last vote)
- The battery level
- The number of votes for each color
- The total number of votes
- The proportion of each vote in relation to the total number of votes



VIEW OF THE "DETAIL.CSV" FILE

	A	B	C	D	E	F	G	H	I
1	Identifiant	Date	Heure	Question	Vert	Rouge	Jaune	Niveau Batterie	
2	essaifabla	11/05/2022	09:42:06	Belle journée n'est-ce pas ?	1	0	0	82	
3	essaifabla	11/05/2022	09:42:10	Belle journée n'est-ce pas ?	0	0	1	82	
4	essaifabla	11/05/2022	09:42:12	Belle journée n'est-ce pas ?	0	1	0	82	
5	essaifabla	11/05/2022	09:56:53	Belle journée n'est-ce pas ?	0	0	1	83	
6	essaifabla	11/05/2022	10:03:20	Belle journée n'est-ce pas ?	0	1	0	82	
7	essaifabla	11/05/2022	10:03:36	Belle journée n'est-ce pas ?	0	0	1	82	
8	essaifabla	11/05/2022	09:53:44	Belle journée n'est-ce pas ?	0	1	0	84	
9	essaifabla	11/05/2022	10:29:17	Belle journée n'est-ce pas ?	0	1	0	82	
10	essaifabla	11/05/2022	11:21:31	Belle journée n'est-ce pas ?	0	1	0	83	

VIEW OF THE "RECAP.TXT" FILE

2025-05-13_recap.txt - Bloc-notes

Fichier Edition Format Affichage Aide

Etablissement = essaifablab
Date = 2025/05/13
Question = Belle journée n'est-ce pas ?
Batterie = 81%
Nombre d'appui sur les boutons :
Rouge = 1
Vert = 1
Jaune = 1
TOTAL = 3
Pourcentage d'appui sur les boutons :
Rouge = 33%
Vert = 33%
Jaune = 33%

SETTING UP THE CONFIGURATION FILE

The configuration file created at first use is a template that contains a default site and question. You must enter your own question and site for it to appear in the results.

- 1 - Remove the SD card from the terminal.
- 2 - Open the file "configuration.ini" on a computer with the notepad.
- 3 - Enter the name of the site and the question in the spaces in red.
- 4 - If necessary, change the date and/or time as explained in the "Setting the time or changing the date" section.
- 5 - Save and exit the file.

If the configuration file contains an error, the red LED will blink when you will turn on the terminal. If this happens, go back to the "First use" section.

VIEW OF THE CONFIGURATION FILE

```
Configuration.ini - Bloc notes
Fichier Edition Format Affichage Aide
# Ceci est le fichier de configuration pour l'application 'Compteur de vote'.
# Ne modifiez pas le nom des variables (ce qui se trouve avant le signe égal sur une ligne).
# Vous pouvez modifier le texte se trouvant après le signe égal à votre guise.
#
[config]

# Le siteID est votre identifiant comme il vous a été donné par l'enquêteur,
# ne le modifiez pas s'il ne vous le demande pas.
siteID=Test

# Cette phrase apparaîtra dans le fichier résultat à votre questionnaire mais n'est pas visible sur la borne.
# Il est conseillé de définir ici une phrase courte.
question=Question test

# Pour faire la mise à l'heure, décommentez (supprimez le # en début de ligne) et
# remplissez les champs suivant avec des valeurs numériques uniquement.
# Une fois la mise à l'heure faite (au démarrage de la borne), ces 5 lignes seront automatiquement commentées.
#year=2023
#month=01
#day=01
#hour=16
#minute=20
```

SETTING THE TIME OR CHANGING THE DATE

You may need to change the time of the terminal clock for various reasons (change from summer to winter time, etc.). You can do this by completing the configuration file we saw in the previous section.

- 1 - Turn the switch to OFF.
- 2 - Remove the SD card from the terminal.
- 3 - Open the configuration file, modify the incorrect fields and delete the "#" at the beginning of the modified lines.
- 4 - Save and exit the file.
- 5 - Put the SD card back into the terminal.
- 6 - Turn the switch to ON.
- 7 - Check that the green LED blinks three times when you turn on the terminal.
- 8 - To verify that the new information has been taken into account, carry out a test vote and open the files as explained in the section "Recovering data after use".

The new date and/or time must appear on the files created (detail.csv and recap.txt).

CHANGING THE SITE OR THE QUESTION

When you change polling sites or questions, you must modify the configuration file so that the terminal takes it into account and displays it on the results files.

- 1 - Open the SD card on a computer.
- 2 - You can delete the old detail.csv and recap.txt files but you don't have to.
- 3 - Modify the configuration file as indicated in the section "Setting up the configuration file".
- 4 - Save and exit the file.
- 5 - To verify that the new information has been taken into account, carry out a test vote and open the files as explained in the section "Recovering data after use".

The new question and/or the new site must appear on the created files.



RECOVERING DATA AFTER USE

The data created during the vote can then be retrieved for further processing, for example, for statistical purposes.

1 - Remove the cover from the back panel.

2 - Turn the switch to OFF.

3 - Remove the SD card from the terminal.

4 - Open the SD card on a computer.

5 - Open the files whose names end with "recap.txt" and/or "detail.csv". For more details about these files, see the section «Use of collected data».

LEDS COLOR CODES

The leds are used to indicate alarms or errors when the terminal is switched on. Only a fixed red LED prevents the use of the terminal.

COLOR	LED LIGHTING	MEANING	SOLUTION
Red	Fixed	Missing SD card.	Check the insertion of the SD card.
	Blinking	There was no configuration file on the SD card. The terminal created a template with default site and question but you must fill it in.	See "First use" section.
Yellow	Short	Battery level < 20%.	See "Charging the terminal" section.
	Blinking	Battery level < 5%.	
	Blinking (three times)	Time update failed.	See "Setting the time or changing the date" section.
Green	Blinking (three times)	Time and date updated by configuration file.	
	Fixed	OK	