



EMS KIOSK APP Configuration Guide

V44.1

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EMS Kiosk

Configuration Guide (V44.1)

EMS Kiosk is a powerful yet easy-to-use interactive tool for reviewing room availability, booking space, searching for a meeting location, and more. This EMS Everyday User Application allows users to see their reservations or make new ones from touch screen devices typically mounted near meeting spaces, lobbies, and at check-in areas. When paired with the optional EMS Floor Plans utility, you can give users an added measure of convenience as they see reserved/available space on a facility diagram, making it even easier to find a meeting or a place to hold one.

To configure EMS Kiosk:

1. Establish EMS Kiosk Profiles which you can use to control functionality on your kiosks
2. Customize EMS Kiosk Menus (optional)
3. Adjust EMS Kiosk parameters to fine-tune behavior



This guide includes information on:

- » [Configure EMS Kiosk App Profiles](#)
- » see EMS Kiosk Parameters
- » [Configure EMS Kiosk App Menus](#)

Note: You must be licensed for this optional component. If you are unsure if your organization is licensed for the EMS Kiosk, or if you would like to learn more about it, please contact your Account Executive.

- » **Option 1 (Recommended):** Submit a Ticket directly via the EMS Support Portal.
- » **Option 2:** Email support@emssoftware.com.
- » **Option 3 (Recommended for critical issues only):** Phone (800) 288-4565

Important: If you do not have a customer login, register [here](#).



Configure EMS Kiosk App Profiles

When you configure the EMS Kiosk App on a specific touch-screen device, a Kiosk profile controls the functionality that will be available on the device. You configure an EMS Kiosk profile through the EMS Desktop Client.

You can set parameters and default language translations and floor plans at the Global level (these set defaults for all Profiles) or for just one Kiosk Profile (on the tabs below). This topic guides you in configuring one Kiosk Profile.

To configure an EMS Kiosk Profile, you will:

- » [Navigate to the Kiosk Profiles Area.](#)
- » [Kiosk Profile Tab.](#)
- » Configure how [Rooms Tab](#), [Menu Items Tab](#), [Translations Tab](#), [Images Tab](#),

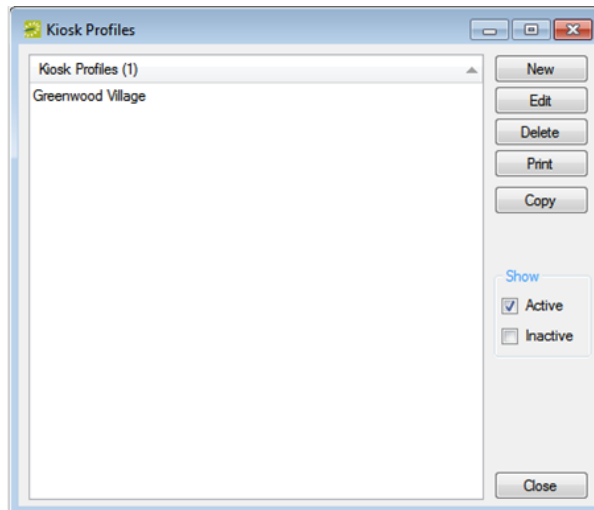
and [Help Text Tab](#) display on Kiosks that have this profile.

» [Parameters Tab](#) (as needed) for this profile.

NAVIGATE TO THE KIOSK PROFILES AREA

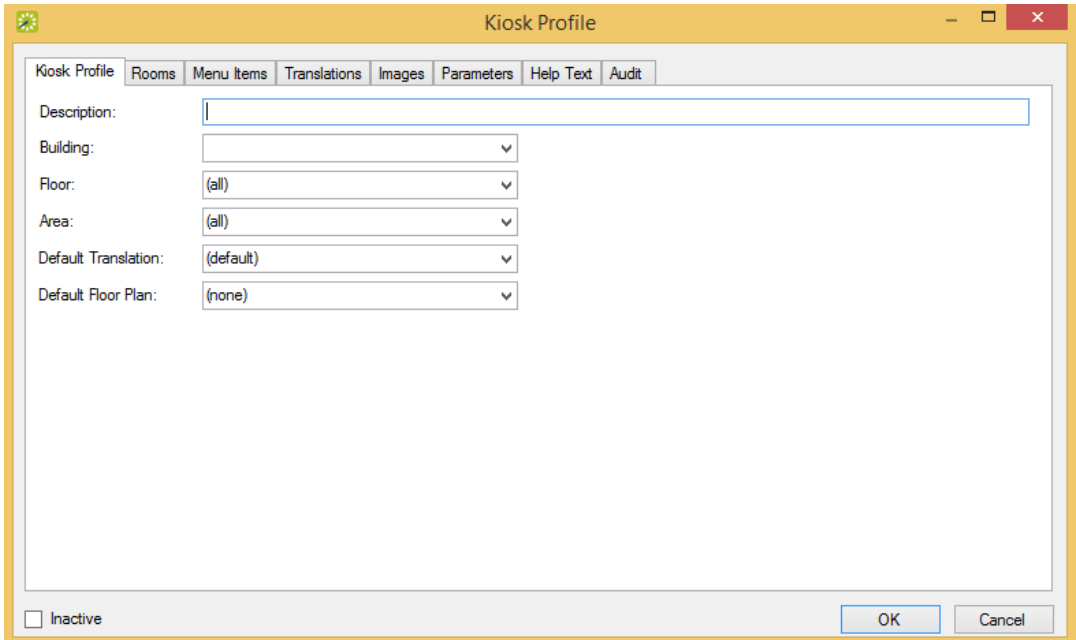
1. From the EMS Desktop Client menu bar, click **Configuration > Kiosk > Kiosk Profiles**. The Kiosk Profiles window opens, listing all active Kiosk Profiles.

Kiosk Profile Window



2. Click **New**. The Kiosk Profile dialog box opens. The **Kiosk Profile** tab is the active tab.

Kiosk Profile



The Kiosk Profile dialog box is shown with the following fields and options:

- Description:** A text input field.
- Building:** A dropdown menu.
- Floor:** A dropdown menu with the value (all).
- Area:** A dropdown menu with the value (all).
- Default Translation:** A dropdown menu with the value (default).
- Default Floor Plan:** A dropdown menu with the value (none).
- Inactive:** A checkbox.
- Buttons:** OK and Cancel buttons.

3. Enter the information for the new profile on the **Kiosk Profile** tab.

KIOSK PROFILE TAB

Fields on the **Kiosk Profile** tab are described below.

| OPTION | DESCRIPTION |
|---------------------|---|
| Description | The name or description for the Kiosk profile (maximum of 50 characters, including spaces). |
| Building | Select the default building, and floor, for the current day's events. The area is used to define the scope of the event display on the Today's Events page. EMS Kiosk App users will be able to see events across all the buildings that are included in the selected area. Note: Building is a required value. |
| Floor | |
| Area | |
| Default Translation | A translation is the language in which the menu items, menu text, and Help Text are displayed on a Kiosk page. If you leave this field set to "(default)", then this Kiosk Profile will inherit the language setting in EMS Kiosk global parameters (and if these are not specified, the default language is US English). In order to set a default |

OPTION

DESCRIPTION

language for this Kiosk Profile, you will need to first add one or more languages on the [Translations Tab](#); then you can select a language on this dropdown to be the language in which the Kiosk automatically displays. If you add multiple languages on the **Translations** tab for users to choose from, your selection in this field sets the default to display unless they choose another language.

Note: If the language you want is not available in this dropdown field, then the translation must be defined globally for EMS Desktop Client (see [Configure Language Translations](#)). Global parameters can be accessed under **System Administration > Settings > System Parameters**. Additionally, in order to make alternate languages available on your kiosks, you must [Tip: If translations have been defined for your implementation and you wish to make them available on kiosks, enable the Language Selection option.](#) for EMS Kiosk App.

| OPTION | DESCRIPTION |
|--------------------|---|
| Default Floor Plan | Select the default floor plan that is to be displayed for the current day's events in the selected Building (above). Note: This is an add-on feature that is only available if floor plans have been configured using the optional EMS Floor Plans utility. |
| Inactive | Leave this option blank to keep the profile active. Select this option to inactivate the profile. |

Continue with any other configuration tabs (below) for the profile as needed:

- » [Rooms Tab](#)
- » [Menu Items Tab](#)
- » [Translations Tab](#)
- » [Images Tab](#)



» [Parameters Tab](#)

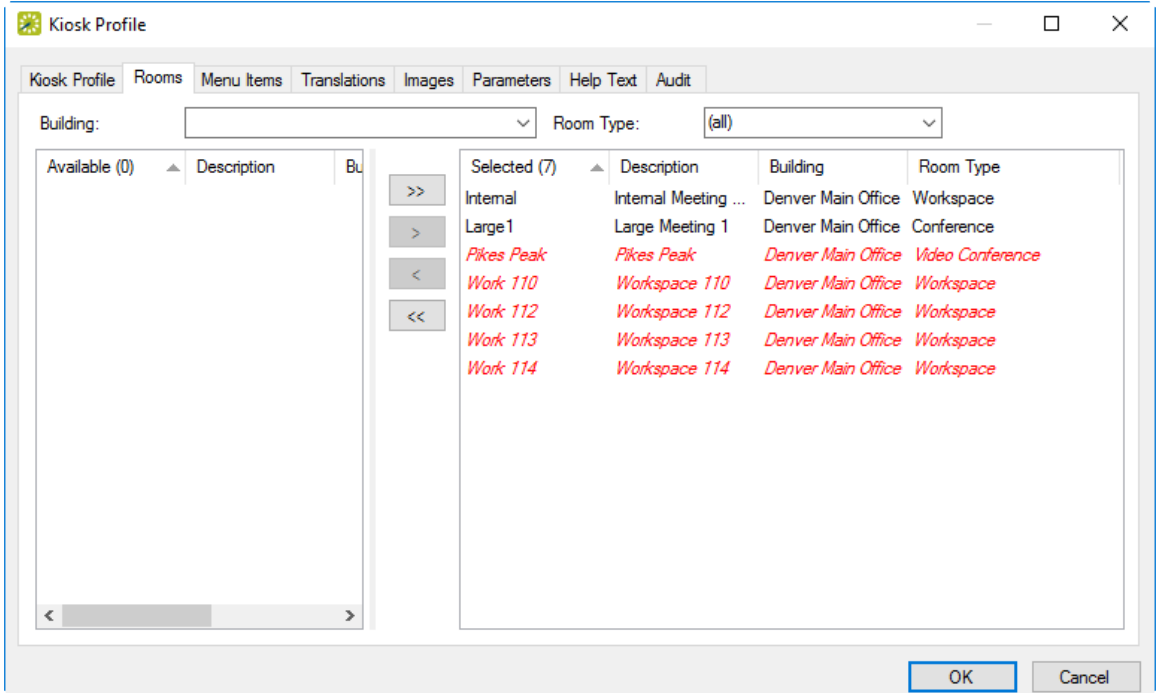
» [Help Text Tab](#)

Tip: On any tabs in this configuration, you can click **OK** to save your changes and close the Kiosk Profile dialog box. Your newly configured profile will then be listed in the list of Kiosk Profiles.

ROOMS TAB

Rooms selected in the **Rooms** tab will appear under Today's Events, and users can reserve them from the Make Reservations page.

Rooms Tab



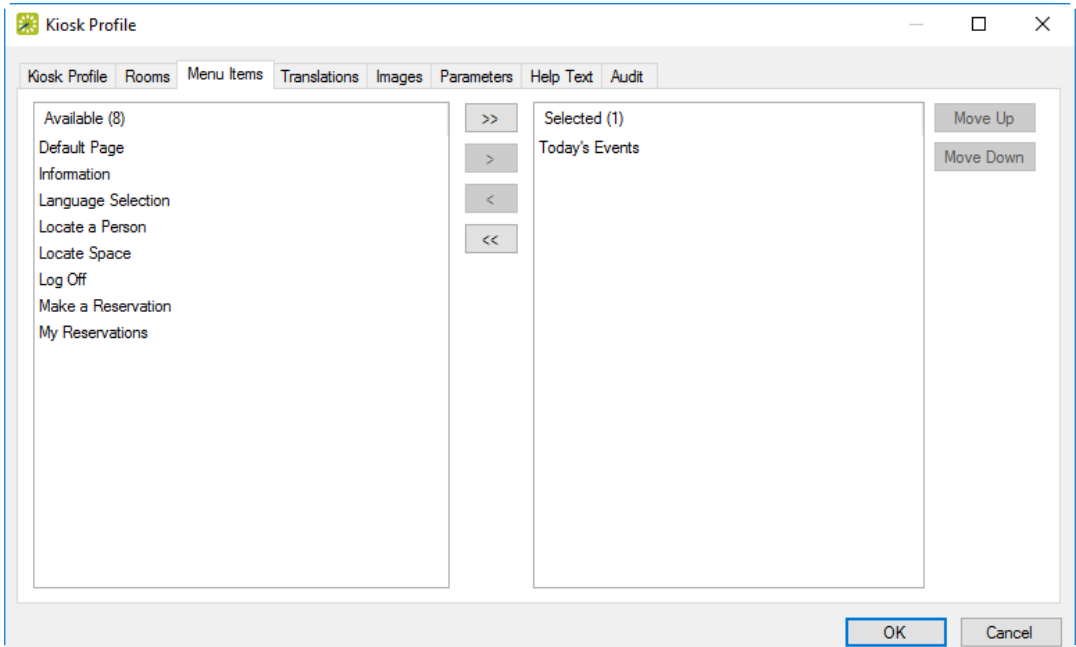
1. On the Building dropdown list, select the applicable building.
2. On the Room Type dropdown list, leave the default value of (all), or select the appropriate room type. The Available list displays all the rooms that meet your search criteria.
3. On the Available list, select the room, or CTRL-click to select the multiple rooms that a user can book from the Make Reservation page, and then click the **Move (>)** button to move the selected rooms to the Selected list.

MENU ITEMS TAB

You use the **Menu Items** tab to select the menu items that are to be available to the users of EMS Kiosk App. Menus are displayed as buttons at the top of EMS Kiosk App pages.

1. On the Available list, select the menu item, or CTRL-click to select the multiple menu items that are to be available to an EMS Kiosk user.
2. Click the **Move (>)** button to move the selected items to the Selected list.
3. Click **OK**.

Menu Items Tab



TRANSLATIONS TAB

A translation is the language in which the menu items, menu text, and Help Text are displayed on a Kiosk page. If you select one or more languages here, then this Kiosk Profile will inherit the language setting in EMS Kiosk global parameters (and if these are not specified, the default language is US English). If you add multiple languages here for users to

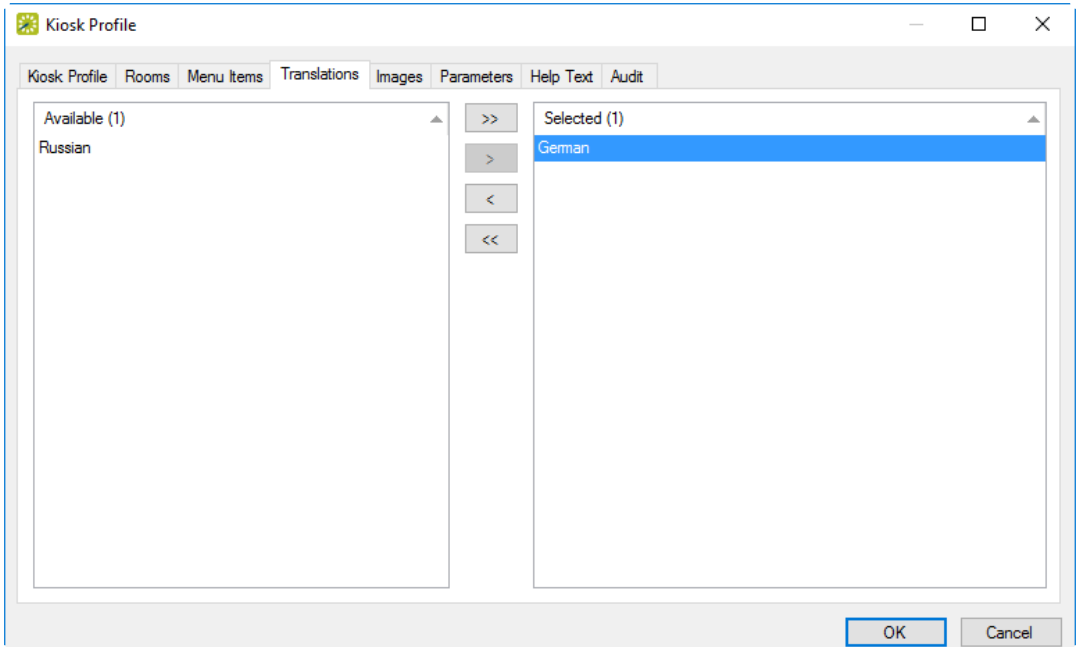


choose from, you can set a language as the default to display on the kiosk unless they choose another language on the [Kiosk Profile Tab](#).

Tip: If the language you want is not available in this dropdown field, then the translation must be defined globally for EMS Desktop Client (see [Configure Language Translations](#)). Global parameters can be accessed under **System Administration > Settings > System Parameters**. Additionally, in order to make alternate languages available on your kiosks, you must [Tip: If translations have been defined for your implementation and you wish to make them available on kiosks, enable the Language Selection option.](#) for EMS Kiosk App.

1. To add a translation to your Kiosk Profile, in the Available list, select the language (or CTRL-click to select the multiple languages to be available on the Kiosk).
2. Click the **Move (>)** button to move the selected items to the Selected list.
3. Click **OK**.

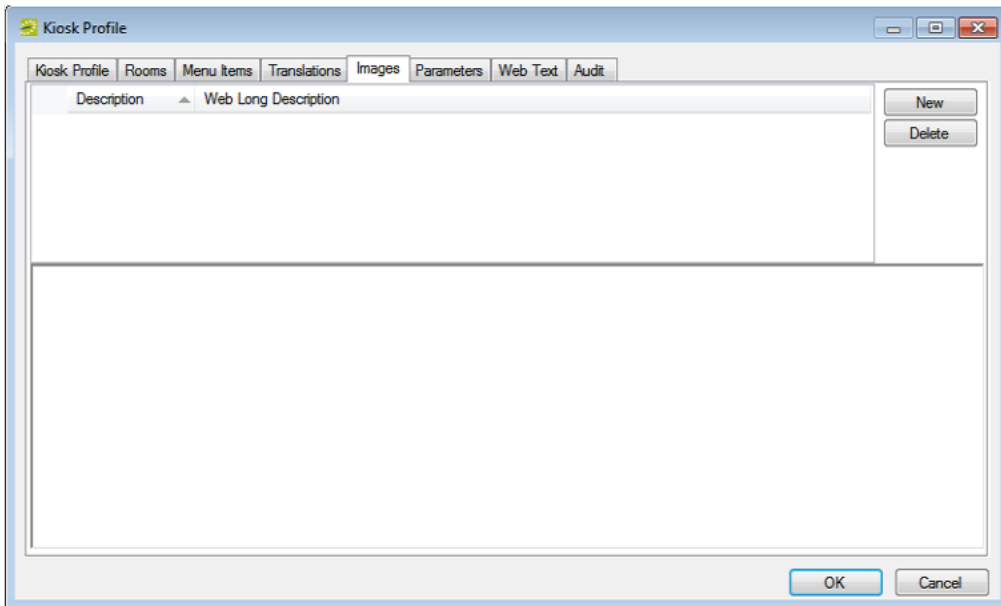
Translations Tab



IMAGES TAB

Use the **Images** tab to select the images (map of area, image of building, and so on) that show in the Information area of EMS Kiosk.

Images Tab



1. Click **New** to open the Find Image dialog box, and then browse to and select the image to be displayed in the Images area of EMS Kiosk App. The Find Image dialog box closes. You remain on the **Images** tab with an entry for the image displayed on the tab. The image must be in one of the following formats—.gif, .jpeg, .jpg, .bmp, .wmf, or .png.



2. Optionally, do one or both of the following:
 - » Edit the description for the image.
 - » In the Web Long Description field, enter a description of the image. The value that you enter here defines the “long desc” attribute for web content accessibility.
3. Continue with any other configuration for the profile as needed; otherwise, click **OK** to close the Kiosk Profile dialog box and return to the Kiosk Profiles window. The newly configured profile is displayed in the window.

PARAMETERS TAB

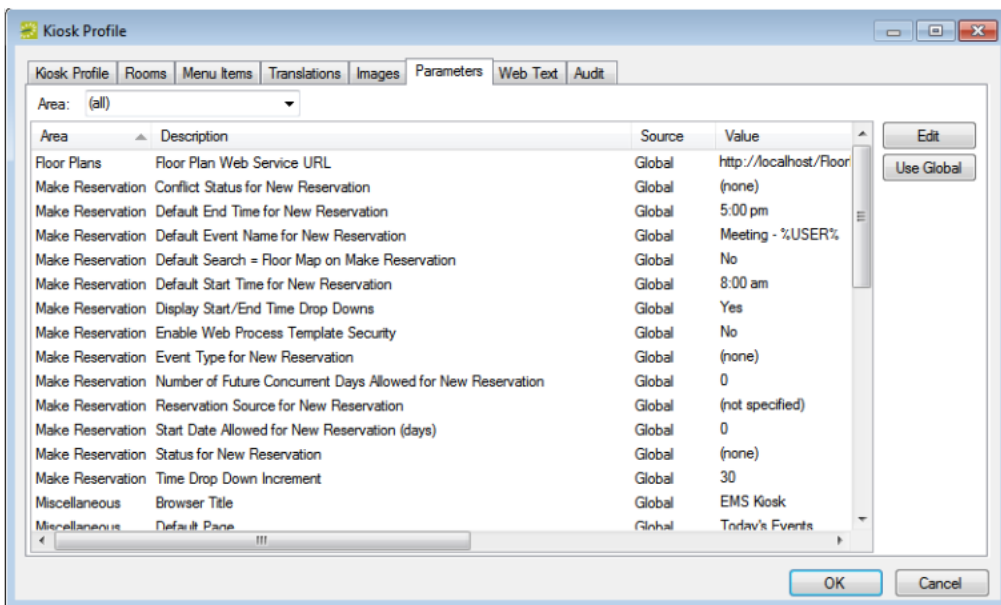
Concept: You can set *global* parameters to affect all Kiosk Profiles, or you can set parameters for a single Kiosk Profile.

Tip: Click the **Use Global** button to inherit settings from Global parameters.

The parameters on this tab are grouped based on the functional areas that they affect. You can click **Edit** to change the parameter settings as needed on this tab.

Important: There are certain parameters that no longer impact the current version of the EMS Kiosk App (release in Fall of 2017). They will still be visible to Administrators because these parameters are being utilized by previous versions of the EMS Kiosk (Legacy). See the table below for more information regarding these parameters.

Parameters Tab



The screenshot shows the 'Kiosk Profile' window with the 'Parameters' tab selected. The 'Area' dropdown is set to '(all)'. The table below lists the parameters visible in the window.

| Area | Description | Source | Value |
|------------------|--|--------|------------------------|
| Floor Plans | Floor Plan Web Service URL | Global | http://localhost/Floor |
| Make Reservation | Conflict Status for New Reservation | Global | (none) |
| Make Reservation | Default End Time for New Reservation | Global | 5:00 pm |
| Make Reservation | Default Event Name for New Reservation | Global | Meeting - %USER% |
| Make Reservation | Default Search = Floor Map on Make Reservation | Global | No |
| Make Reservation | Default Start Time for New Reservation | Global | 8:00 am |
| Make Reservation | Display Start/End Time Drop Downs | Global | Yes |
| Make Reservation | Enable Web Process Template Security | Global | No |
| Make Reservation | Event Type for New Reservation | Global | (none) |
| Make Reservation | Number of Future Concurrent Days Allowed for New Reservation | Global | 0 |
| Make Reservation | Reservation Source for New Reservation | Global | (not specified) |
| Make Reservation | Start Date Allowed for New Reservation (days) | Global | 0 |
| Make Reservation | Status for New Reservation | Global | (none) |
| Make Reservation | Time Drop Down Increment | Global | 30 |
| Miscellaneous | Browser Title | Global | EMS Kiosk |
| Miscellaneous | Default Page | Global | Today's Events |

Buttons: Edit, Use Global, OK, Cancel



PARAMETERS NO LONGER USED BY CURRENT VERSION OF THE EMS KIOSK APP

| PARAMETER AREA | DESCRIPTION |
|---|---|
| Miscellaneous / Browser Title | The redesigned EMS Kiosk App no longer displays a browser title. |
| Miscellaneous / Display Cancel Button for Group Searches | This parameter is not used in the new design. |
| Make a Reser- vation / Time Drop Down Increment | The new design simplifies choosing a start/end time for your reservations. Therefore, Administrators do not have to worry about the time increment. |
| Security / Require | Logoff behavior has been changed in the |

| PARAMETER AREA | DESCRIPTION |
|--|--|
| Timeout/Logoff to Terminate User Session | redesigned EMS Kiosk App; therefore, this parameter is no longer utilized. The Miscellaneous / Page Timeout (seconds) parameter alone governs timeout behavior in the redesigned EMS Kiosk App. If the value set in this parameter passes with no activity, users will see a message on the screen asking them to press continue or they will be logged off. |
| Security / Show 10 Key As Modal | In the redesigned EMS Kiosk App, the 10-key keyboard does not appear as a modal. Therefore, this parameter is ignored in the redesigned version. |
| Floor Plan / Floor Plan Web Service URL | The Floor Plan URL is now provided by the EMS Platform Services and does not have to be set separately in the EMS Kiosk App. This para- |

| PARAMETER AREA | DESCRIPTION |
|-------------------------------|---|
| | meter will thus be ignored. |
| Log Off (Menu Items tab) | User logoff is handled differently in the redesigned EMS Kiosk App, which eliminates the need for a distinct ‘Log Off’ button. This menu item will thus be ignored. |
| Default Page (Menu Items tab) | The ‘Default Page’ is a way to configure the home screen. However, it is not a specific button that a user can press. Thus, this option will not apply to the redesigned EMS Kiosk App. |

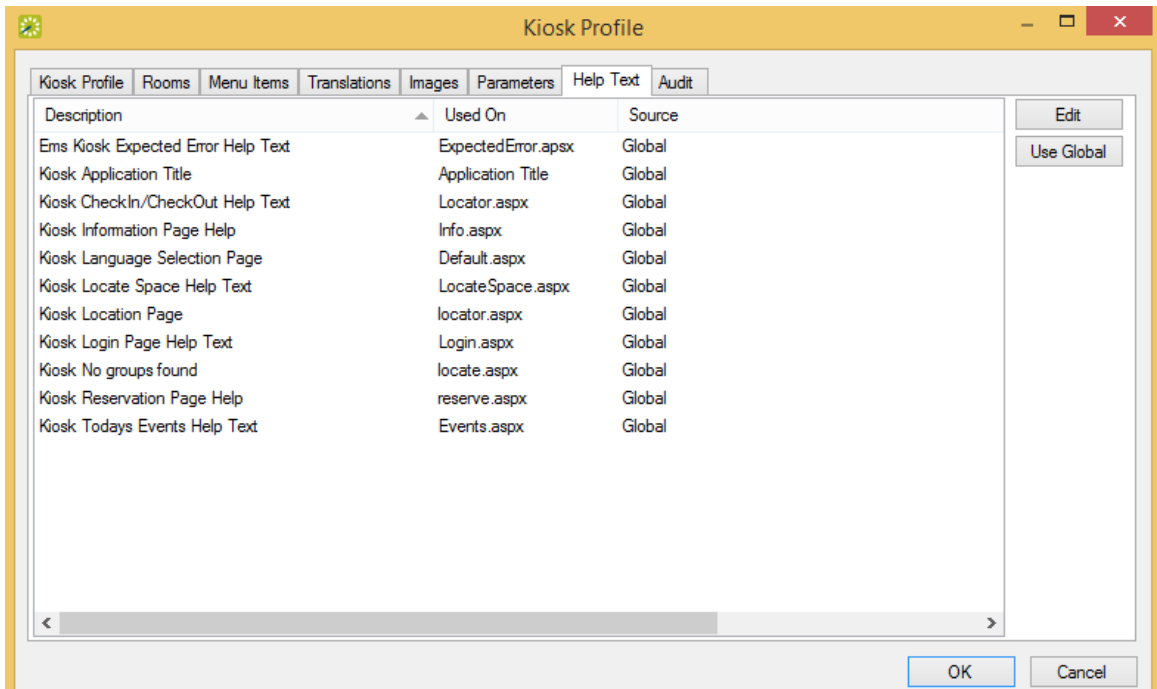
HELP TEXT TAB

Help Text is custom help text or policies and procedures that are specific to your organization that is displayed on various pages in EMS Web App and EMS Kiosk. Help Text is defined at the global level under

Configurations > Everyday User Applications > Help Text.

(See [Configure Help Text.](#)) You use the **Help Text** tab to override the global setting for a help text and customize the help text for a specific Kiosk Profile.

Help Text Tab

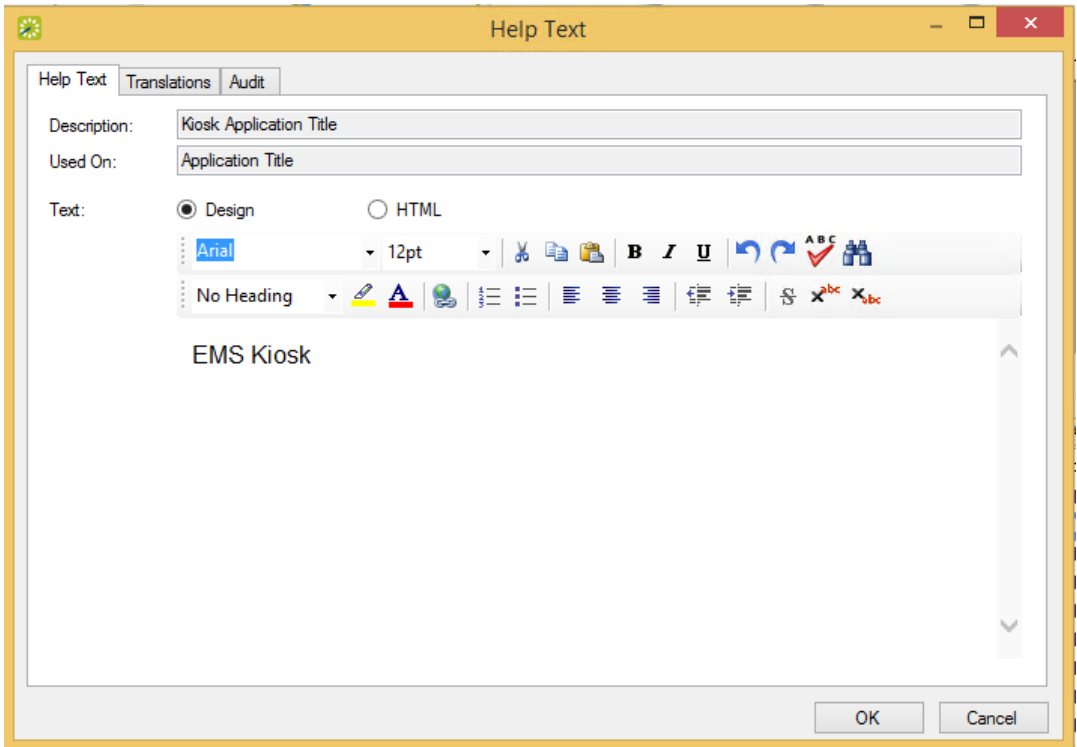


The screenshot shows the 'Kiosk Profile' window with the 'Help Text' tab selected. The window has a yellow title bar and a standard Windows-style interface with minimize, maximize, and close buttons. The 'Help Text' tab is one of several tabs, including 'Kiosk Profile', 'Rooms', 'Menu Items', 'Translations', 'Images', 'Parameters', 'Help Text', and 'Audit'. The main area contains a table with three columns: 'Description', 'Used On', and 'Source'. The table lists various kiosk help text entries, all of which are currently set to 'Global'. To the right of the table are two buttons: 'Edit' and 'Use Global'. At the bottom right of the window are 'OK' and 'Cancel' buttons.

| Description | Used On | Source |
|------------------------------------|--------------------|--------|
| Ems Kiosk Expected Error Help Text | ExpectedError.aspx | Global |
| Kiosk Application Title | Application Title | Global |
| Kiosk CheckIn/CheckOut Help Text | Locator.aspx | Global |
| Kiosk Information Page Help | Info.aspx | Global |
| Kiosk Language Selection Page | Default.aspx | Global |
| Kiosk Locate Space Help Text | LocateSpace.aspx | Global |
| Kiosk Location Page | locator.aspx | Global |
| Kiosk Login Page Help Text | Login.aspx | Global |
| Kiosk No groups found | locate.aspx | Global |
| Kiosk Reservation Page Help | reserve.aspx | Global |
| Kiosk Todays Events Help Text | Events.aspx | Global |

1. Select the Help Text that you are customizing, and then click **Edit**. The Help Text dialog box opens. The **Help Text** tab is the active tab. The tab contains options for entering and configuring the Help Text.
 - » Design is selected by default. Use the standard Windows plain text formatting options to format the message (spacing, number of lines, capitalization, and so on) so that it is displayed the way that you want in the headers and footers.
 - » Select HTML and enter the necessary HTML code to format the message (spacing, number of lines, capitalization, and so on) so that it is displayed the way that you want in the headers and footers.

Selecting Design in the Help Text Tab



2. If Help Text translations have been defined for web templates or kiosk pages (see [Configure Language Translations for Everyday User Applications](#)), then open the **Translations** tab, and for each translation, click in the Text field, and enter the appropriate translation for the Help Text item.
3. Click **OK**. The Help Text dialog box closes. You return to the **Help Text** tab with the newly configured Help Text item automatically selected in the tab.



4. Continue with any other configuration for the profile as needed; otherwise, click **OK** to close the Kiosk Profile dialog box and return to the Kiosk Profiles window. The newly configured profile is displayed in the window.

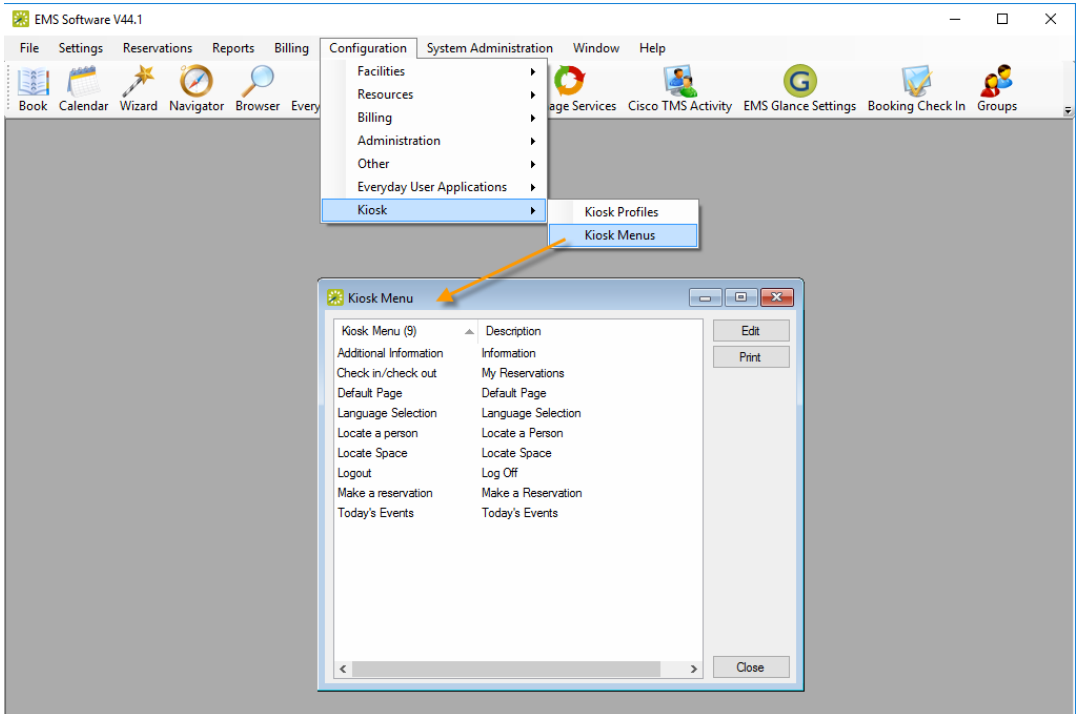


Configure EMS Kiosk App Menus

EMS Kiosk menus are displayed as buttons at the top of EMS Kiosk pages. You can customize and rename EMS Kiosk menus through the EMS Desktop Client.

1. On the EMS Desktop Client menu bar, click **Configuration > Kiosk > Kiosk Menus**. The Kiosk Menus window opens. This window lists EMS Kiosk menus; the **Description** is the text that appears on the menu button at the top of EMS Kiosk pages.

EMS Kiosk Menus Dialog Box

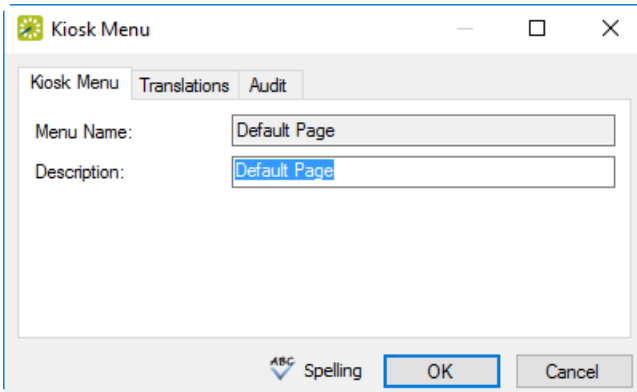


Tip: If [translations](#) have been defined for your implementation and you wish to make them available on kiosks, enable the **Language Selection** option.

2. Select the menu and click **Edit**. The Kiosk Menu dialog box opens, showing the menu name and its current description. You cannot edit the menu name.

3. In the Description field, edit the description for the kiosk menu (maximum of 50 characters, including spaces).

Description in the EMS Kiosk App Menu



Tip: If [translations](#) have been defined for your implementation and you enabled the **Language Selection** option (in Step 1 above), open the **Translations** tab. For each translation, enter the appropriate description that is to be translated.

4. Click **OK**. The Kiosk Menu dialog box closes, and you return to the Kiosk Menus window with the newly configured menu automatically selected.