



# USER GUIDE

# KIOSK IN VISTA CLOUD

Vista Entertainment Solutions  
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for the  of cinema

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## About this document

The *Kiosk Getting Started Guide* is intended for local cinema managers and operations staff who are required to set up and configure **Kiosk**.

Readers should have a working knowledge of **Windows** administration.

## About Kiosk

**Kiosk** is a self-service ticketing system for cinemas. It uses a touchscreen, graphical user interface, and audio to create a user-friendly station for purchase or collection of tickets and concession vouchers. Kiosk is also able to sell third-party products.

Kiosk is ideal for cinemas with consistently busy POS lanes, allowing moviegoers the option of self-service when queues are long. It is also ideal for circuits that want a remote presence in malls and other places where potential patrons may be.

Key features include:

- **Portrait mode**
- **Ticket vouchers**
- **Trailers and advertisements**
- **Loyalty programme support**
- **Coming Soon films**
- **Multi-language support**
- **Deals**
- **Modified concession sales**
- **Multi-cinema support**
- **Seat-first ordering**
- **Multi-session support**
- **Voucher exclusive deals**
- **Paperless ticketing support**

Kiosk can be fully configured to match your cinema's branding and preferences.

## Configuring Kiosk

There's some set up required to get **Kiosk** running, and to get the full benefit from its features.

### Before you begin:

As a Kiosk workstation does not have a keyboard, ensure that you have a laptop or PC connected to your local cinema network. You will use this to remotely access and edit configuration files.

You'll perform most of Kiosk's set up inside Vista Cloud. There's some optional set up, such as displaying your cinema logo, that's done by editing configuration files.

The files related to configuration are located on the Kiosk workstation in  
`\ProgramData\Vista\VistaKiosk\Config`

**Note:** *This file contains a file called `Kiosk.ini`. This controls some setup for the individual kiosk. All of that setup can be changed in Vista Cloud, and Vista Cloud will edit the `Kiosk.ini` file for you. You don't need to edit `Kiosk.ini` manually.*

1. Configure Kiosk as a Sales Server workstation (page 9).
2. Configure Kiosk to connect to remote cinemas (optional).
3. Specify your hardware configuration (page 10).
4. Customise Kiosk's user interface (page 13).



## Connecting Kiosk workstations to your loyalty and cinema systems

**Kiosk** workstations need to be set up to communicate with your cinema's database and **Loyalty** systems, and behave according to your cinema's requirements, such as your preferred data refresh rate, or whether or you want fiscal receipts to print.

1. In **Vista Cloud**, go to **Service Framework Manager > Configuration > Kiosk > Remote Servers**.
2. Select the following:
  - **Site**
  - **Workstation**
  - **Services**
3. Configure the workstation identity.
  - (a) In the **VSS Client Identity** section, update any values that aren't already set up for this workstation.
4. Configure the workstation loyalty connection (if you have a loyalty system).
  - (a) Under **Loyalty > Settings**, click **Edit**.
  - (b) Update any values that are not already configured for connection to your Loyalty system.
5. Configure the workstation behaviour.
  - (a) Go to **Service Framework Manager > Configuration > Kiosk > General**.
  - (b) Update any values that aren't already set up for this workstation.

**For example:** Whether an order receipt prints.

Kiosk is now configured to communicate with your cinema and loyalty systems, and behave according to your cinema's requirements.

## Specifying your Kiosks' hardware configuration

Specifying your hardware configuration enables your **Kiosk** workstation to read payment cards, scan vouchers, and print tickets.

### Before you begin:

Ensure that the relevant hardware is connected to the Kiosk workstation.

1. Specify your (magnetic stripe) card reader configuration (page 10)
2. Specify your printer configuration (page 10)
3. Specify your barcode reader (optical scanner) configuration (page 11)

***Note:** Hardware settings are device dependent. If you are unsure about the settings for your particular hardware configuration, contact your Vista representative.*

### Specifying your Kiosks' card reader configuration

Specify the card reader configuration to enable **Kiosk** to read payment and **Loyalty** cards that are based on magnetic-stripe technology.

### Before you begin:

Ensure that the card reader is connected to the Kiosk workstation.

1. In **Vista Cloud**, go to **Service Framework Manager > Configuration > Kiosk > Hardware**.
2. Under **Hardware profiles**, click **Edit**.
3. In the **<cardreader>** section, define the relevant values for your card reader.

***Important:** Only edit the text between the double quotes.*

4. Click **Done**.

***Tip:** If you still have to specify the configuration for a printer (page 10) or barcode reader (page 11), do that before you click Done.*

Kiosk is now configured to use the card reader.

### Specifying your Kiosks' printer configuration

Specify the printer configuration to enable **Kiosk** to print tickets and vouchers.

### Before you begin:

Ensure that the printer is connected to the Kiosk workstation.

1. In **Vista Cloud**, go to **Service Framework Manager > Configuration > Kiosk > Hardware**
2. Under **Hardware profiles**, click **Edit**.
3. In the **<printer>** section of the file, define the relevant values for your printer.  
***Important:** Only edit the text between the double quotes.*
4. Save and close the file.

**Tip:** If you still have to specify the configuration for a card reader (page 10) or barcode reader (page 11), do that before you save and close the file.

Kiosk is now configured to use the printer.

**Note:** It is possible to configure Kiosk to use two printers. For example: one printer for tickets, and one printer for receipts and food vouchers. This behaviour is controlled by the `type`, `printfoodvouchers`, `printorderreceipts`, and `printpaymentreceipts` settings.

#### Example two-printer configuration

```
<printer
  type = "PRINTDIRECT"
  templatetype="ZebraS500"
  progid="visHWPrintDirectTest1.Print"
  timeoutsecs="30" requireprinter="Y">
  <extendedprintersettings
    port="COM1"
    printersettings="9600,n,8,1"
    CHECKSTATUSONEACHPRINT="Y"
  />
</printer>

<printer2
  type = "PRINTDIRECT"
  templatetype="ZebraS500"
  progid="visHWPrintDirectTest2.Print"
  timeoutsecs="30"
  requireprinter="Y"
  printfoodvouchers="Y"
  printorderreceipts="Y"
  printpaymentreceipts="Y">
  <extendedprintersettings
    port="COM2"
    printersettings="9600,n,8,1"
    CHECKSTATUSONEACHPRINT="Y"
    TIMEOUT="30"
  />
</printer2>
```

#### Specifying your Kiosks' barcode reader configuration

Specify the barcode reader configuration to enable **Kiosk** to read booking-pickup barcodes, vouchers, **Loyalty** cards, and third-party member cards that are based on optical-scanning technology.

##### Before you begin:

Ensure that the barcode reader is connected to the Kiosk workstation.

1. In **Vista Cloud**, go to **Service Framework Manager > Configuration > Kiosk > Hardware**
2. Under **Hardware profiles**, click **Edit**.
3. In the **<barcode reader>** section of the file, define the relevant values for your barcode reader.

**Note:** Only edit the text between the double quotes.

4. Save and close the file.

**Tip:** *If you still have to specify the configuration for a card reader (page 10) or printer (page 10), do that before you save and close the file.*

Kiosk is now configured to use the barcode reader.

# Customising Kiosk's user interface

The **Kiosk** user interface is highly customisable, enabling you to match it to your branding and preferences.

After you have completed the initial steps for configuring Kiosk (page 8), you can begin to customise the user interface.

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## Kiosk modes and display animations

### Enabling Kiosk's browse only mode

Configure **Kiosk** so that it does not allow the purchase or pickup of tickets or concession vouchers, but only browsing of film and session information.

1. In **Vista Cloud**, go to **Service Framework Manager > Configuration > Kiosk > General**.
2. Turn on **Browse only mode**.
3. Ensure that the **Visible home page tabs** options don't include the values **Pickup** and **BuyConcessions**.

When you restart Kiosk, it will not offer the option of purchasing or collecting tickets or concession vouchers.

### Choosing portrait or landscape mode for Kiosks

When you first start **Kiosk**, it will display in **Landscape mode**, which is designed for a 1024x768 display. Kiosk can be configured to display in **Portrait mode**, which displays trailers at the top of the screen and advertisements at the bottom. These features are not supported in Landscape mode. Portrait mode also displays actor and director names, synopses, and movie Attributes, such as *3D* or *CC (Closed Caption)*.

#### Before you begin:

Ensure that the Kiosk workstation is connected to a **Full HD 1080x1920** display.

1. In **Vista Cloud**, go to **Service Framework Manager > Configuration > Kiosk > General**.
2. Change **Display mode** to **Portrait**.

Now, when you restart Kiosk, it will display the user interface in Portrait mode.

### Configuring Kiosk's list scroll type

Configure **Kiosk** to scroll lists according to your cinema's preferences.

By default, Kiosk scrolls lists, such as **Concessions**, page by page. To change this so that Kiosk scrolls line by line, complete the following steps:

1. In **Vista Cloud**, go to **Service Framework Manager > Configuration > Kiosk > General**.
2. Turn on **Display carousel scroll buttons**.

Now, when you restart Kiosk, it will scroll according to your preference.

### Setting up Kiosk's attract loop in landscape mode

If you are running **Kiosk** in **Landscape mode**, configure Kiosk to display a selection of trailers or static images to attract customers when there has been no user activity for a specified amount of time.

#### Before you begin:

- Ensure that your Kiosk is running in Landscape mode. Portrait mode does not support an Attract Loop.

1. Add video or static-image files to the Kiosk workstation folder  
`\ProgramData\Vista\VistaKiosk\Config\Video`.

**Note:** For videos, Vista recommends using the file extension .mp4 with H.264 video encoding and MP3 audio encoding. It is possible to create an Attract Loop with both videos and static images in it.

2. In **Vista Cloud**, go to **Service Framework Manager > Configuration > Kiosk > General**.
3. Change the value of Idle timeout to the number of seconds of no user activity *after which* you want the Attract Loop to start.
4. Go to the Screensaver section.
5. Turn on **Enable screensaver**.
6. Change the value of **AttractLoopEXE duration** to the number of seconds after which you want the Attract Loop to automatically shut down, so that the Kiosk user interface is displayed again.

**Warning!** Don't change the value of **AttractLoopEXE name** or **AttractLoopEXE process name**. Changing these values will cause your attract loop to stop working. You should only change them with Vista's direct assistance.

### Seat-first ordering

Seat-first ordering mode lets users choose their seats immediately after selecting a session. The user then adds tickets to their order, with **Kiosk** ensuring that the tickets added are appropriate for the seats selected.

This mode appeals to markets where the common practise is to select seats first, and to moviegoers who have a preference where they sit in relation to the screen.

*Note: Seat-first ordering and multi-session ordering can be used in conjunction with one another.*

#### SETTING UP SEAT-FIRST ORDERING FOR KIOSK

1. In **Vista Cloud**, go to **Service Framework Manager > Configuration > Kiosk > General**.
2. Turn on **Enable seat-first ordering**.

**Note:** If the user selects a session for which **Seat Allocation** is set to *Disabled*, **Kiosk** will only prompt the user to select tickets. You can display a message to the user about this by setting up an attribute for the session with an associated message (page 25).

3. If you want **Kiosk** to automatically add default tickets to a user's order that are suitable for the seats they've selected, turn on **Automatically add default ticket**.

There is a default ticket type for each seating area category on a **Price Card**. This is determined by **Sequence** number: **Kiosk** considers the ticket type with the lowest sequence number to be the default.

### Scanning multiple member cards and vouchers on one screen at Kiosk

You can enable a screen on **Kiosk** that prompts the user to scan or swipe any **Loyalty** cards, third-party member cards, or vouchers. The screen displays immediately before the ticket selection screen. When the user swipes a card or voucher, **Kiosk** finds any tickets it contains and applies these to the order. If used in conjunction with seat-first ordering, **Kiosk** considers the number and types of tickets required to fulfil the selected seats.

If there are multiple options for the user to choose between, **Kiosk** will display all options available for the user to choose between.

*Note: If a voucher has multiple tickets associated with it, those options will only be displayed for the user to choose from if the tickets are in different **area categories**. Otherwise, **Kiosk** will prioritise one of the tickets and add it to the order.*

This screen will also act as a **Loyalty** sign-in screen, signing the user in when they enter their **Loyalty** card.

*Note: You can use this screen within both the ticket-first and seat-first ordering flows.*

1. In **Vista Cloud**, go to **Service Framework Manager > Configuration > Kiosk > General**.
2. For **Loyalty sign-in workflow**, select **Multi-scan**.
3. If your cinema sells tickets exclusive to third-party member card holders, you can enable **Kiosk** to find applicable tickets on a third-party membership card when the user swipes it, and apply these to the order. To enable this, configure third-party member card definitions (page 16) in **Cinema Manager**.

## Selling third-party member tickets at Kiosk

Defining card ranges for third-party member cards is particularly useful if your cinema uses **Kiosk** and you allow patrons to swipe all their member cards on the one screen within the seat-first ordering flow. Kiosk will automatically find tickets on the third-party member card, so patrons don't have to request certain tickets themselves. If seat-first ordering is enabled, Kiosk then adds available third-party tickets to the order, as appropriate, for the selected seats.

### Defining the card range

First, define the **card range** to be recognised within **Vista Cloud**.

1. In **Cinema Manager**, go to **Member Card Ranges**.
2. Click **Create**.
3. Enter a **Range Name** for the card.

Indicate the name of the third-party membership provider.

4. For the **Length**, enter the number of characters/digits in the card number.
5. Enter the card numbers at the start and end of the card number range.
6. Set the status of the record to **Active**.
7. Save.

### Associating ticket types with a third-party membership card range

Next, when creating a **ticket type**, associate it with the relevant third-party member card.

1. In Cinema Manager, create a new ticket type.
2. On the **Vouchers** tab, select a **Third Party Membership Scheme**.
3. Clear **Use Loyalty**.

This configuration doesn't support **Loyalty** membership tickets.

4. Locate the **Member Cards Available** list.
5. Select the range names of any third-party membership cards this ticket type belongs to.

**Note:** The selection available only includes active records.

6. **Save**.

Now, when a user swipes a third-party member card on **Kiosk**, Kiosk will find the associated third-party tickets and apply them to the order.

## User and branding experience

### Setting up Kiosk's home page tabs

**Kiosk** can display up to six tabs on the **home page**. These tabs allow patrons to access different areas of Kiosk (for example: Loyalty login), and can be configured to show only the ones you want, in the order you want.



1. In **Vista Cloud**, go to **Service Framework Manager > Configuration > Kiosk > General**.
2. Locate **Visible home page tabs**.
3. Remove and reorder Visible home page tabs' values (separated by commas with no spaces after them) according to your preferences.

**For example:** HomePageTabs=SelectFilm,Pickup,BuyConcessions. This configuration would display only three tabs on the home page, allowing patrons to select a film, pick up tickets, and buy concessions.

**Tip:** If you wish to make your Kiosk a pickup-only workstation, include only the **Pickup** value.

**Note:** BuyConcessions is designed to be a flow screen (that is, to lead on to the payment screen), and will obscure other tabs if placed first.

4. Save.

Now, when you restart Kiosk, it will display the home page tabs according to your configuration.

### Setting up Kiosk's pickup methods

Configure **Kiosk** so that it offers your cinema's preferred pickup methods, and, if required, functions as a pickup-only workstation.

#### Before you begin:

Ensure that Kiosk has been connected to and configured (page 10) for the hardware that is required for your desired pickup methods (for example: credit or Loyalty card).

### Configuring Kiosk's pickup methods

1. In **Vista Cloud**, go to **Service Framework Manager > Configuration > Kiosk > General > Booking Collection Methods > Settings > Edit**.
2. For each pickup method that you require, ensure that the value of its `Pickup_Enabled` setting (for example: `Pickup1_Enabled` for credit cards) is **Y**.
3. Go to the **Booking Collection** section.
4. Update the settings in this section according to your preferences.

### Configuring Kiosk as a pickup-only workstation

By default, Kiosk's home page includes a **Pick Up Your Tickets** tab. Remove all other tabs if you want Kiosk to be a pickup-only workstation.

1. In **Vista Cloud**, go to **Service Framework Manager > Configuration > Kiosk > General**.
2. Remove all values from **Visible home page tabs** *except* **Pickup**.

**Note:** If Pickup is the only tab defined, on starting, Kiosk will display the pickup method page instead of the movie selection page, with no tabs.

3. Save .

When you restart Kiosk, it will offer your cinema's preferred pickup methods, and, if you configured it to, be a pickup-only workstation.

### Choosing Kiosk's seat picker

In addition to the default seat picker, Kiosk now supports the seat picker omnichannel component shared across Vista digital sales channels. To bring uniformity as well as pinch and zoom controls to your Kiosk users, enable the OCC seat picker.

1. In **Vista Cloud**, go to **Service Framework Manager > Configuration > Kiosk > General > Booking Collection Methods > Seat Allocation**.
2. Turn on **Use OCC Seat Picker**.

Kiosk now uses the OCC seat picker. You'll need to ensure that it is configured and customised correctly.

### Setting up Kiosk's seat allocation screen

Configure **Kiosk** to display the seat allocation screen for manual and, if you require it, automatic seat allocation.

#### Before you begin:

Ensure that you have one or more sessions in **Cinema Manager** with **Seat Allocation** set to **Manual** or **Automatic**.

1. In **Vista Cloud**, go to **Service Framework Manager > Configuration > Kiosk > General > Booking Collection Methods > Seat Allocation**.
2. Turn on **Display seat allocation screen**.

If you want the seat allocation screen to be displayed for sessions that are set to *Manual or Automatic* Seat Allocation, so that patrons can change their seats, turn on **Seat allocation for automatic allocation sessions**.

**Note:** If this setting is off, the seat allocation screen will *only* be displayed for sessions that are set to manual seat allocation.

3. Update the remaining seat allocation options according to your preferences.

Now, when you restart Kiosk, it will display the seat allocation screen according to your configuration.

### Customising Kiosk's default seat map and legend

Depending on the seats you offer, your cinema may need to customise priority seating and the seat map.

- A separate seat image can be specified for each type of seat, according to priority. For example, you can use a red seat image for Priority 1 seats, and a purple seat image for Priority 2-9 seats.
- A separate label can be customised for the legend for each type of seat. The label must be specified in the relevant language file, for example `VistaKiosk\Config\Language\INTENG_K.XML`

1. Go to **Cinema Manager > Maintenance > Screens > Seating Layout > Images**.
2. Under the relevant seating category, find **Kiosk** in the selection tree.
3. Select **Priority 1** and click **Customise**.
4. Upload the relevant image for Left, Middle, or Right seats.
5. Repeat for Priority 2-9 as appropriate.
6. In the **Kiosk** language .xml file, navigate to the `<FORM NAME="SeatPicker">` section.

7. Enter your preferred value for `<CONTROL CODE="KeyAvailable" NAME="" VALUE="Available" LENGTH="0" TRANSLATED="TRUE" />`, for example, VIP Seat.

**Note:** There are two `KeyAvailable` fields, one for Priority 1 and the other for Priority 2-9.

### Customising the OCC seat picker map and legend for Kiosk

If you've chosen to use the OCC seat picker, you'll need to specify how the seat map looks as well as which seat selection rules are enforced.

1. Copy the contents of `VistaKiosk\Config\Skins\Type1\VistaNew\Base\OCC\SeatPicker` to `VistaKiosk\Config\Skins\Type1\VistaNew\User\OCC\SeatPicker`.
2. Open the newly copied json files in **Notepad**, or a similar text editor.
3. Add or update the properties in this section according to your preferences.

Changes made to configurations in the json files will override existing properties in the base folder.

### Setting Kiosk's date and time formats

**Kiosk** contains several date/time settings that can be customised to suit your preferences.

1. In **Vista Cloud**, go to **Service Framework Manager > Configuration > Kiosk > General > Booking Collection Methods > Data Formats**.
2. Update the options according to your preferences.
3. Save.

Now, when you restart Kiosk, it will display dates and times according to your preferences.

### Customising the appearance of Kiosk

Customise **Kiosk**'s colours, fonts, and skin to suit your cinema's preferences. Only advanced users should attempt customisation without the assistance of your Vista Services Consultant.

Refer to the *Customising the Kiosk Skin HowTo Guide* for more information, or contact your Vista representative.

### Displaying your cinema logo on Kiosk

Add your cinema's logo to **Kiosk** to apply your branding.

#### Before you begin:

- Ensure you have a logo image that is 245px (wide) x 50px (high). If your logo does not match these dimensions, you will need to customise the Kiosk skin (page 19) to accommodate it.
- Ensure that your logo is in one of the following formats: png, jpg, or jpeg.

1. Open the Kiosk workstation folder `ProgramData\Vista\VistaKiosk\Config\Images\User`.
2. Save your logo image file there with the name `CustomerLogo`.

**Important:** The file name must be `CustomerLogo` (for example: `CustomerLogo.png`), or the logo will not appear in Kiosk.

Now, when you restart Kiosk, it will display your cinema's logo.

*Tip: If you press and hold down the cinema logo (in the middle of the Kiosk display) for five seconds, the Admin menu (page 36) will be displayed.*

### Customising Kiosk's colours and fonts

Colours and fonts are defined by the files `Colors.xaml` and `Fonts.xaml` in the Kiosk workstation folder `ProgramData\Vista\VistaKiosk\Config\Skins\Type1\VistaNew\Base`.

To override these files, you will need to make copies of them in the folder `\User`, and edit them there. Vista recommends that you copy only the files that you want to customise (not every file) from `VistaNew/Base` to `VistaNew/User`.

**Important:** The file names, and any subdirectories you create, must match what is in the `\Base` folder, or Kiosk will not implement your changes.

### Customising Kiosk's skin

You can customize Kiosk's default skin using configuration files and image files.

**Important:** The file names and any subdirectories you create must match what is in the `\VISTA` folder or Kiosk will not implement your changes.

**.xaml templates:** These templates control various views, such as the **Home** and **Session Times** views, in Kiosk.

- Copy the `.xaml` templates in `\Skins\Type1\VistaNew\Base\Templates` to `\Skins\Type1\VistaNew\User\Templates`, and edit them there.

**CfgSkin.xml:** This file controls various other elements displayed in Kiosk, such as Film Names and Session Times.

- Edit the `CfgSkin.xml` file in `\Skins\Type1\VistaNew`. This file can be edited directly in a text editor or by using the **Kiosk Skin Editor**.

**Images:** Images are displayed as other visual elements, such as icons, navigation, arrows, placeholders, and the cinema logo (page 19).

- Alter/replace the images in `\Skins\Type1\VistaNew`.
- Save alternatives to the images in `ProgramData\Vista\VistaKiosk\Config\Images\VISTA` in `Images\USER`.

**For example:** You can choose to show blank horizontal tiles to fill up the Kiosk frame when the patron is choosing options from a list screen. To do this, make two copies of `ScrollItemSingle.png` from the skins folder, rename them as `ScrollItemSingleBlank.png` and `ScrollItemSingleDisabled.png` respectively, and add these files into the `USER` skins folder.

### Configuring Kiosk to receive media via the Vista CDN

Configure **Kiosk** to connect to the Vista CDN (content delivery network, also known as the **Media Library Service**) so that trailers, posters, and advertisements that are updated in **Cinema Manager** are automatically updated in Kiosk.

#### Before you begin:

- Ensure that Film Media Sets containing trailers and posters, and a Kiosk Advertising Profile containing advertisement images, are available in Cinema Manager.

**Note:** Kiosks running in **Landscape mode** can only obtain movie posters (not advertisements or trailers) from the CDN. If you are running Kiosk in Landscape mode, and wish to display advertisements or trailers in the Attract Loop (page 14), ensure that static-image and video files are available in the Kiosk workstation folder `ProgramData\VistaKiosk\Config\Video`.

- Ensure that the relevant workstation in Cinema Manager is set up to use the Kiosk Advertising Profile.
- Ensure that the Kiosk setting **Data Download > Refresh rate** has an appropriate value. This setting defines how often Kiosk refreshes its data from Sales Server and the Cinema CDN.

1. If you haven't already done so, enter your Vista CDN URL as the value of the `medialibraryservice` setting in **Service Framework Manager > Configuration > Kiosk > Remote Servers > Sales Server and CDN > Settings > Edit**.
2. Then, if you are running Kiosk in Portrait mode, go to **Service Framework Manager > Configuration > Kiosk > General**.
3. Set **Trailer type** to your preferred option.

**Important:** Ensure that there are trailers in Cinema Manager to match the type you have chosen.

4. Save.

Now, when you restart Kiosk, it will obtain trailers, posters, and advertisements from the Vista CDN. These media files will be updated based on the **Schedule** configuration of the Load Media Library task in Vista Schedule Console, and the Head Office Download schedule, if this is applicable.

#### Configuring Kiosk's trailers

Configure **Kiosk** trailer behaviour, such as whether trailers start automatically, to suit your cinema's preferences.

#### Before you begin:

- Ensure that Kiosk is running in Portrait mode (page 14), or, if it is running in Landscape mode, and you wish to display trailers in the Attract Loop (page 14), that video files are available in the Kiosk workstation folder `VistaKiosk\Config\Video`.
- Ensure that **Windows Media Player** is installed on the workstation.
- Ensure that Kiosk is configured to receive trailers via the Vista CDN (page 20) (content delivery network).

**Note:** Kiosks running in Landscape mode cannot obtain trailers from the CDN. The trailers must be available in the Kiosk workstation folder `VistaKiosk\Config\Video`. For testing purposes, sample video files are provided in the Kiosk workstation folder `VistaKiosk\Config\Video\Vista`, and can be moved to the `\Video` folder. Vista recommends using the file extension `.mp4` with **H.264 video encoding** and **MP3 audio encoding**.

#### Trailers in Portrait mode versus Landscape mode

In **Portrait mode**, trailers appear in the top pane of the display, and cannot be disabled. If no trailer or Film Advertising Media image is available in **Film** maintenance in **Back Office**, the trailer area will be empty. If a Film Advertising Media image is available, but not a trailer, the advertising image will be displayed.

In **Landscape mode**, trailers are *only* displayed in the Attract Loop (page 14). If the Attract Loop is configured, when there has been no user activity for a preset amount of time (defined by the `Kiosk.ini` setting `Timeout_NoUserActivity`), a window will appear over the top of the film list and play a selection of trailers or static images. Trailers are not available for individual films in Landscape mode. If a patron selects a film, Kiosk will immediately display the sessions page.

Setting	Allowed values	Default	Description
<code>Timeout_NoUserActivity</code>	<b>0-1800</b>	<b>30</b>	The time (in seconds) of no user activity after which Kiosk returns to the home page or (in <b>Landscape mode</b> ) activates the Attract Loop (page 14).

### Configuring Kiosk to start trailers manually

By default (in Portrait mode), Kiosk trailers start automatically, when patrons select them in the film list. You can configure Kiosk so that patrons have to start trailers manually, *after* they select them in the film list.

In **Vista Cloud**, go to **Service Framework Manager > Configuration > Kiosk > General**.

1. Turn on **Enable Screensaver**.
2. Save.

### Adjusting trailer volume

Trailer audio plays independently of voice instruction audio, and its volume can be adjusted.

1. Go to **Service Framework Manager > Configuration > Kiosk > General > Images and Videos**.
2. Change **Trailer volume** to your desired level.
3. Save.

***Note:** Trailer audio volume automatically decreases when a voiceover is about to play, and then returns to its previous level when the voiceover is finished.*

Now, when you restart Kiosk, it will play trailers and limit their audio volume according to your configuration.

### Configuring Kiosk's advertisements

Advertisements are displayed in the bottom pane of a Kiosk running in **Portrait mode**. Configure **Kiosk** to display advertisements according to your cinema's preferences.

#### Before you begin:

- Ensure that Kiosk is running in Portrait mode (page 14). Landscape mode does not display advertisements.
- Ensure that Kiosk is configured to receive advertisements via the Vista CDN (page 20).

1. Go to **Service Framework Manager > Configuration > Kiosk > General > Images and Videos**.
2. Change the advertising values to suit your preferences.
3. Save.

Now, when you restart Kiosk, it will display advertisements according to your preferences.

***Note:** In Landscape mode, advertisements can be included in the Attract Loop (page 14), which plays after there has been no user activity for a set amount of time.*

## Displaying movie posters on Kiosk

To display movie posters in **Kiosk**, in either Portrait or Landscape mode, ensure the following:

- Kiosk is connected to the Vista CDN (page 20).
- Poster Graphics are included in the **Film** Media Sets in **Cinema Manager**.

## Audio and languages

### Configuring Kiosk's audio settings

Configure **Kiosk** audio, such as whether voice instructions are audible, to suit your cinema's preferences.

#### Before you begin:

Ensure that the Kiosk workstation contains a sound card and is connected to a speaker.

### Adjusting voice instruction volume

Voice instruction volume is controlled by the main workstation volume. Set the workstation volume to the desired level, and adjust the trailer volume relative to this.

### Adjusting trailer volume

Trailer audio plays independently of voice instruction audio, and its volume can be adjusted.

1. Go to **Service Framework Manager > Configuration > Kiosk > General > Images and Videos**.
2. Change **Trailer volume** to your desired level.
3. Save.

***Note:** Trailer audio volume automatically decreases when a voiceover is about to play, and then returns to its previous level when the voiceover is finished.*

### Disabling voice instructions

When Kiosk is installed, voice instructions are enabled by default, but can be disabled.

1. Go to **Service Framework Manager > Configuration > Kiosk > General > Basic Modes**.
2. Turn off **Enable audio prompts**.
3. Save.

### Customising language audio

Kiosk installs with English voice instructions. If you require other languages, you will need to record your own audio files and add them to the Kiosk workstation folder

`\ProgramData\Vista\VistaKiosk\Config\Language\Audio`. The supported file extension is `.wav`. Contact your Vista representative for help with this.

***Note:** Kiosk can also be configured to display information and instructions in alternate languages (page 23).*

Now, when you restart Kiosk, it will produce voice-instruction and trailer audio according to your configuration.

### Configuring Kiosk to display up to four languages

For cinemas that require it, **Kiosk** can be configured to display information and instructions in up to four languages. Kiosk also offers language selection on every page.

#### Before you begin:

- Ensure that the alternate languages that you require for Vista data entities, such as **Ticket Types**, **Items**, and **Films**, are configured in **Head Office**.
- Kiosk is installed with English language instructions only. You will need to create new **XML** files for your desired alternate languages, and save them to the Kiosk workstation folder `ProgramData\Vista\VistaKiosk\Config\Language` in the format `[LanguageCode]_K.xml` (for example: `INTENG_K.xml`). Contact your Vista representative if you need help with this.
- If you wish to print tickets or receipts in your chosen alternate languages, ensure that the relevant **Sales Server** print templates are available.

1. Go to **Service Framework Manager > Configuration > Kiosk > General**.
2. Under **Language Settings**, click **Edit**.
3. Create a separate set of seven settings for each alternate language that you require.
4. Change the option **Visible home page tabs** to include the value **SelectLanguage**. This will display the **Choose Your Language** tab on your home page.

**Note:** Language can also be changed by pressing the flag icon to the right of the cinema logo.

5. If you want to configure Kiosk so that patrons *must* select a language before moving to the home page, turn on **Force Language Selection**.
6. Save.
7. Kiosk includes flag images for six languages. These images are located in the Kiosk workstation folder `Kiosk\Config\Images\VISTA\Flags`. If you wish to replace an existing flag image with one of your own choice, add an alternative image (with the same file name) to the folder `Vista\Config\Images\User\Flags`. The new image will override the existing one.

Now, when you restart Kiosk, it will offer the alternate languages you have configured, and display your alternative flag image.

*Note: Kiosk audio (page 23) can also support alternate languages*

## Film details and pricing

### Kiosk film, session, and concept attributes

Film, session, and concept attributes alert patrons to notable session features and properties, such as movie format and audio language. **Kiosk** can display these to the user in session tiles (page 25), as session notices (page 25), and as tags on film posters (page 26).

#### Before you begin:

Ensure that, for every attribute you want to display in **Kiosk**, the following is done on the **Attribute** form in **Cinema Manager** or **Head Office**:

- **Kiosk** is selected as a **Sales Channel**.
- A **Display Priority** is entered.
- A **Media** icon is added. Vista recommends that the icon be 38 pixels high. If no icon is available, Kiosk will display the attribute's Short Name.



### Displaying film and session attributes on Kiosk's session tiles

Include attributes on **Kiosk's** film tiles so that users can view details particular to that film or session.

1. Locate the **Kiosk** workstation folder `Vista\VistaKiosk\Config` and open the `Kiosk.ini` file in in **Notepad**, or a similar text editor.
2. Locate the **[Appearance]** section of the file.
3. Change the value of `ShowAttributes` to **Y**.

**Note:** If two Attributes have the same **Display Priority**, they will be displayed in alphabetical order, based on their **Short Name**.

4. If you *do not* want Film Attributes to be included in those that appear in session tiles, change the value of `IncludeFilmAttributesInSessionAttributes` to **N**.
5. To display an Attribute's **Description** in the key instead of the icon or **Short Name**, change the value of `AttributeLegendKeyName` from **ShortName** to **Description**.
6. Save the file.

When you restart **Kiosk**, it will display Attributes with either an icon or **Short Name**, on all film tiles.

*Note: If more Attributes are available than screen space, Kiosk will cycle through them.*

### Using Kiosk to promote sessions with particular attributes

Encourage moviegoers to buy tickets to particular sessions with **Kiosk's** enhanced display of select attributes on the session tile.

Sessions with attributes targeted for promotion will stand out visually from other sessions, and the attribute icon will display over the top border of the tile.

1. Open the **Attribute** record in **Cinema Manager** or **Head Office**.
2. On the **Attribute** tab, select **Promote**.
3. On the **Media** tab, add an **Attribute Icon**.

*Tip! We recommend the following image sizing:*

*Attribute icon: 132 pixels (width) x 20 pixels (height)*

**Note:** We recommend a size of 35 x 35 pixels to display icons on film posters. Your icons can be wider than 35 pixels if they're rectangles.

*Legend key: 64 pixels (width) x 28 pixels (height)*

*Note: For sessions with more than one attribute targeted for promotion, Kiosk will highlight the attribute with the highest **Display Priority** value.*

### Displaying a message about session attributes on Kiosk

Communicate session-related information to users purchasing tickets via a session notice. This will appear in a dialogue when they select a session whose attributes have a message configured.

1. Open the **Attribute** in **Cinema Manager** or **Head Office**.

2. Select **Inherit to Session**.

**Note:** Selecting this means that any attribute you set on a film, for example IMAX 3D, will automatically be applied to all sessions of that film.

3. Enter a message for the **Session Warning Message** for example, "IMAX 3D glasses will be provided by cinema staff before admissions. Please return them to staff after the screening."

The message will display on **Kiosk's** session selection screen as a session notice.

***Note:** When a session has multiple attributes with messages configured, the messages will be grouped in order of Display Priority.*

### Customising how Kiosk's film posters are displayed

There are various options for displaying film posters on **Kiosk's** film selection screen. Choose to display either one poster per film, one poster per concept attribute on films' sessions, or group films according to format.

1. In **Vista Cloud**, go to **Service Framework Manager > Configuration > Kiosk > General > Films and Sessions**.
2. Select the following:
  - **Site**
  - **Workstation**
  - **Services**
3. Select a **Films grouping**.

### Displaying censor rating images and messages on Kiosk

Ensure that **censor rating** images and messages are displayed in **Kiosk**, so that patrons can determine whether a movie is suitable for them or their children.

1. If the relevant images for your country are not provided with Kiosk (in the Kiosk workstation folder `ProgramData\Vista\VistaKiosk\Config\Ratings`), obtain and save them to a new subfolder: `\Ratings\<yourcountryname>`. Save the images in the .png format.

**Important:** If the relevant images are not available, you will also have to create a new `RatingText.ini` file, so that Kiosk displays rating messages along with your images. To do this, follow the instructions in one of the existing `RatingText.ini` files. If you offer alternate languages (page 23) on Kiosk, you will need to create a separate `RatingText.ini` file for each language.

2. In **Vista Cloud**, go to **Service Framework Manager > Configuration > Kiosk > General > Censor Ratings**.
3. Select the following:
  - **Site**
  - **Workstation**
  - **Services**
4. Change **Ratings folder** to `<yourcountryname>` (the name of the subfolder you created earlier).
5. Under **Ratings that enforce accompanying adult**, add any censor ratings (for example: M) which you want to enforce adult-with-child tickets.
6. Save.

Now, when a user selects a film, Kiosk will display your country's censor rating images and messages, according to the **Film Rating** set up for each **Film** in **Cinema Manager** or **Head Office**.

### Displaying censor rating images on Kiosk's film posters

After you've set up a **Ratings** folder for displaying censor ratings images and messages (page 26), **Kiosk** can display a censor rating image on film posters. This lets users see whether a film is suitable before selecting it.

1. Go to **Service Framework Manager > Configuration > Kiosk > General**.
2. Select the following:
  - **Site**
  - **Workstation**
  - **Services**
3. Turn on **Display rating on poster**.

The corresponding image for each film's Censor Rating will appear at the bottom right-hand corner of film posters on the film selection screen.

***Note:** The default height space for rating images on posters is 32 pixels. The width will automatically adjust to accommodate the image.*

### Displaying coming soon films on Kiosk

Configure **Kiosk** to display **coming soon** films (films whose opening date is in the future *and* that currently have no sessions) so that patrons can view information about them at the end of the list of currently scheduled films.

1. In **Vista Cloud**, go to **Service Framework Manager > Configuration > Kiosk > General > Films and Sessions**.
2. Select the following:
  - **Site**
  - **Workstation**
  - **Services**
3. Enter a value for **Days to display coming soon films in advance**.
4. Save.

When you restart Kiosk, it will display coming soon films, as per your setup.

### Setting up Kiosk to display or hide tax

You can set up **Kiosk** to display or hide various tax values, according to your country's requirements.

1. Go to **Service Framework Manager > Configuration > Kiosk > General**.
2. Select the following:
  - **Site**
  - **Workstation**
  - **Services**
3. Go to the **Order basket** section.
4. Turn options on and off as required.

For example, turn on **Display tax breakdown** if you're required to show a transaction's tax values to patrons.

5. Go to the **Tax and fiscal rules** section.
6. Edit any options that apply to this kiosk or kiosks.

### Set up order and other limits for Kiosk

Set up **Kiosk** to limit various aspects of order transactions (for example: the maximum number of tickets that can be purchased), and to display the "Filling Fast" and "Sold Out" messages according to your cinema's preferences.

1. Go to **Service Framework Manager > Configuration > Kiosk > General**.
2. Select the following:

- **Site**
- **Workstation**
- **Services**

3. Go to the **Limits** section.

4. Update the options in this section according to your requirements.

5. Save.

When you restart Kiosk, it will enforce your order limits and display the "Filling Fast" and "Sold Out" messages according to your preferences.

## Tickets, concessions, and donations

### Setting up pre-printed ticket numbering and tracking for Kiosk

Set up **Kiosk** to support pre-printed ticket numbering and tracking, if your cinema requires it.

**Before you begin:**

Ensure that the **Cinema Manager** system setting `TicketNumberingPreprinted` is set to **R**.

This set up is suitable if your country requires you to use pre-printed numbered ticket rolls, and record ticket number usage.

1. Go to **Service Framework Manager > Configuration > Kiosk > General**.

2. Select the following:

- **Site**
- **Workstation**
- **Services**

3. Go to the **Limits** section.

4. Change the value of **Maximum number of tickets** to the number of tickets *below which* you wish Kiosk to display the Out of Order screen (page 43).

This prevents customers ordering more tickets than are available on the printer.

5. Save.

Now, when you restart Kiosk, it will prompt you for a start and last ticket number, and you will be able to access a **Ticket Numbering** section in the Admin menu (page 36), for tasks such as changing the ticket roll or recording ticket wastage.

### Deals in Kiosk

**Kiosk** supports displaying various types of **deals** that are set up in **Cinema Manager**. These include:

- Standard 1:1 deals (**for example:** buy one item, get one free).
- Deals for an item that can be modified
- Deals that include a parent sales item with option items
- Deals comprised of a list of different items
- Promo codes (page 31)
- Loyalty-exclusive deals
- Voucher-exclusive deals

Kiosk just has to selected as one of the deal's sales channels.

Each time a patron updates their order, Kiosk will check whether a deal is available, and, if it is, offer it to the patron.

If there is a **Loyalty** recognition for a ticket that requires no points cost, and the Kiosk setting **Automatically apply zero point recognitions** is on, the deal will be applied to the order automatically.

Deals that are not exclusive to Loyalty or vouchers (that is, available to the general public) will be applied automatically also.

*Note: The recommended image size for deals in Kiosk is 398 x 224.*

## SEE ALSO

Deal prompts in Kiosk ..... 30

### Deal prompts in Kiosk

You can set up deals to appear as prompts in **Kiosk**. This is useful for things like 3D glasses, where patrons might forget to purchase them when buying 3D tickets.

- For new bookings, a prompt will appear after the Tickets screen.
- For paid bookings, depending on the deal setup, a prompt may also appear during ticket printing.

**For example:** In a 3D glasses setup, if the number of 3D glasses in the order is less than the number of 3D tickets, the patron is prompted to buy 3D glasses.

One voucher will print per deal item ordered.

To have deals appears as prompts in Kiosk, ensure the deal has the following setup:

- The **Deal Trigger** is **Prompt Operator**.
- Under **Sales Channels**, **Kiosk** is selected.

### Suggest Deals in Kiosk

You can set up deals so that Kiosk automatically suggests them for ticket and concession orders. When a patron adds tickets and items to their basket, Kiosk checks for all deals that could be matched to the order contents **by adding one more item**. All relevant deals are then displayed in a pop-up prompt to enable the patron to purchase a deal. If a patron declines, Kiosk remembers the deals and does not offer the same deal again.

*Note: Suggest Deal prompts are not triggered if a patron buys a deal from the **View All Deals** page.*

For deal prompts to be triggered on **Kiosk**, the deal must be configured correctly in **Cinema Manager**:

1. Navigate to **Deals and Promotions**.
2. Open a deal or create a new one.
3. Set the **Deal Type** to *Deal*.

4. In the **Deal Trigger** dropdown, select **Prompt operator to add last item** or **Prompt operator when first item is added**.
5. Repeat for any other deals you want **Kiosk** to suggest.

### Accepting promo codes in Kiosk

To encourage purchases at your cinema, you may want to offer promo codes to your patrons.

1. In Cinema Manager, go to **Maintenance > Promotions and Discounts**.
2. Create a voucher-exclusive deal that is *not* validated online.
3. Include **Kiosk** as a sales channel for the deal.

A promo-code prompt will now appear on Kiosk's checkout screen.

*Note: Promo codes can't be entered via the **Scan Voucher** button on the **Tickets** or **Concessions** screens.*

### Allow purchasing tickets to multiple sessions in one Kiosk transaction

You can set up **Kiosk** so that users may purchase tickets to more than one film session within a single transaction. This is useful for groups of people who want to see different films, such as parents and children. It also means that banks are do not treat repeat credit card purchases as suspicious.

The **Kiosk** flow for multiple sessions is easily enabled via a single setting.

1. Go to **Service Framework Manager > Configuration > Kiosk > General**.
2. Select the following:
  - **Site**
  - **Workstation**
  - **Services**
3. Turn on **Allow multi-session orders**.

Now, once customers have added tickets to their order basket, **Kiosk** will prompt them to choose whether to buy additional tickets, or continue toward the checkout. Choosing to buy additional tickets enters the user into a loop where they can continue to purchase tickets until they are ready to complete their order.

### Asking for donations on Kiosk

If your cinema supports an organisation that accepts donations from the public, you can prompt **Kiosk** users to make a donation as they proceed to the checkout.

**Kiosk** supports selling a single donation item at one time. If you have multiple donation items configured, the first one that you configured will be used.

1. **Create** a new item in **Cinema Manager** or **Head Office**.
2. On the **Item** tab, select **Box Office Sundry Item**.
3. Select **Allow Remote Sales**.
4. On the **Box Office** tab, select **Donations**.

5. On the **Stock Details** tab, enter a retail price for the donation item.

Users can increase and decrease their donation amount in increments of this value.

6. On the **Media** tab, set an **Item Graphic**.

**Kiosk's** default skin best supports an image that is 300x300 pixels.

If you don't configure an **Item Graphic**, **Kiosk** will display the **Item Description** and **Item Extended Description**.

7. Configure other settings on the item and **Save**.

8. To set an advertising image, navigate to <server>\Vista\VistaKiosk\Config\Images\USER and save your image here.

You must name the image file DonationAdvertisingPlaceholder.png.

9. Go to **Service Framework Manager > Configuration > Kiosk > General**.

10. Select the following:

- **Site**
- **Workstation**
- **Services**

11. Enter a **Default donation item quantity**.

Set this to -1 to disable donations on **Kiosk**.

### Setting up payment methods for Kiosk

Set up **Kiosk** to offer your cinema's preferred payment methods (for example: debit and credit cards).

#### Before you begin:

- Ensure that a card reader has been connected to the Kiosk and configured (page 10).
- Ensure that your payment hardware has been configured by a payment hardware technician.

1. Go to **Service Framework Manager > Configuration > Kiosk > General**.

2. Select the following:

- **Site**
- **Workstation**
- **Services**

3. Under **Payment methods**, click **Edit**.

4. Locate the **[Payment]** section of the file.

5. For each payment method that you require, change the value of its `Pay_Enabled` setting (for example: `Pay1_Enabled` for debit cards) to **Y**.

6. Configure any other values in this section according to your preferences.



7. Save.

Now, when you restart Kiosk, it will offer the payment methods you have configured.

### Configuring mobile barcode payment methods for Kiosk

You need to configure a separate payment method for each payment provider that uses scanning of mobile barcodes for payment.

1. Go to **Service Framework Manager > Configuration > Kiosk > General**.

2. Select the following:

- **Site**
- **Workstation**
- **Services**

3. Turn off **Use remote payment**.

**Note:** If **Use remote payment** is set on, **Kiosk** will not be able to prompt the patron to check their mobile device for the security code required to complete payment.

4. Turn off **Kiosk always on top during payment**.

**Note:** If **Kiosk always on top during payment** is on, **Kiosk** will not be able to prompt the patron to check their mobile device for the security code required to complete payment.

5. Under **Payment methods**, click **Edit**.

6. Enter a new payment method.

7. Change the value of its `Pay_Enabled` setting (for example: `Pay9_Enabled`) to **Y**.

8. Set `LanguageManagerCode` to the name of the payment provider (for example: **WECHAT**).

**Note:** If `LanguageManagerCode` is not set to **WECHAT** the payment button for the payment method will not appear on the kiosk screen.

9. Set `PaymentModuleTenderCategory` to the name of the payment provider.

**Note:** The `PaymentModuleTenderCategory` must be set for mobile barcode scan payments to be processed.

10. Set `CardType` to the name of the payment provider.

11. Set `CardEntryMode` to **MOBILEBARCODESCAN**.

12. Set up any other values in this according to your preferences.

13. Save.

### Cash payments at Kiosk

You can configure **Kiosk** to accept cash payments. Cash payments can be accepted alongside card payments or can be set as the sole form of payment.

On start up, **Kiosk** checks whether change is available and if the hardware handling cash is operational. If Kiosk is unable to accept cash payments for these reasons, the cash button is disabled and a message will be displayed on the home screen so patrons are aware *before* they start an order.

If the value of an order and the denominations paid into the machine makes it impossible to return the correct change, Kiosk will reject the payment.

If a patron encounters an error (for example, incorrect change and hardware jams) when using cash payments on **Kiosk**, they will need to **ask cinema staff for a manual refund from POS**. **Kiosk** will display the error and the details required to perform a manual refund (amount paid, amount refunded).

If **Kiosk** disables the cash payment option for any reason, the cinema manager enter the management screen to re-enabled the button.

## Setting up Kiosk for Loyalty

Configure **Kiosk** to allow your patrons to view their **Loyalty** information and purchase rewards.

### Before you begin:

- Ensure you've gone to **Service Framework Manager > Configuration > Kiosk > Remote Servers > Loyalty > Settings > Edit** and set up Kiosk to connect to your cinema's Loyalty system.
- If you are going to allow purchasing of rewards at Kiosk, ensure that you have **Vista Web**.
- If you are going to allow additional members to redeem third-party membership tickets, ensure that the **Loyalty** system setting `Additional Member Mode` is set to **Item**, so that additional members earn points for their tickets.

1. Go to **Service Framework Manager > Configuration > Kiosk > General**.
2. Select the following:
  - **Site**
  - **Workstation**
3. **Services**
4. Turn on **Enable Loyalty**.
5. If you want to allow additional members to be added to a transaction, turn on **Allow additional Loyalty members**.
6. Change the setting **Visible home page tabs** to *include* the values of the home page tabs that you require. **Loyalty** enables the **Log In To Loyalty** tab, and **LoyaltyRewards** enables the **Purchase Rewards** tab.
7. Go to the **Loyalty** section.
8. Update the settings in this section according to your preferences.
9. Go to the **Third-party member tickets** section.
10. Update the settings in this section according to your preferences.
11. Save.

Now, when you restart Kiosk, patrons will be able to access their Loyalty information and purchase rewards.

## Security and maintenance

## Accessing Kiosk's Admin menu

Access the **Admin** menu in **Kiosk** to **Reboot** the workstation, **Restart** the Kiosk application, **Shutdown** the workstation, or print a fiscal report.

1. Touch and hold the cinema logo in the middle of the Kiosk display for five seconds.
2. Enter your password. Press **OK**.

The Admin menu appears.

**Note:** You can change the default password by altering the value of **Service Framework Manager > Configuration > Kiosk > General > Kiosk administrator > Administrator PIN**.

3. Select the option you require.

***Note:** X Report and Y Report are types of fiscal reports required by countries with fiscal requirements. These reports can be generated by Vista Cloud or the fiscal printer attached to the Kiosk workstation.*

## Setting up contact tracing for Kiosk

We developed this feature during the COVID-19 pandemic in 2020. It's intended to help when governments require you to maintain and provide a record of moviegoers. You may also be required to contact your moviegoers about an infection case that may affect them. Enabling contact tracing provides you with the information you'll need to accomplish these tasks.

### Before you begin:

- Ensure your Kiosks work with **Loyalty**.
- If you've previously implemented contact tracing for Kiosk as a part of the Cinema Reopening Kit (see Cinema Reopening Kit - [https://support.vista.co/documents/WEBDOC/Cinema\\_Reopening\\_Kit\\_HowTo\\_Guide-en.pdf](https://support.vista.co/documents/WEBDOC/Cinema_Reopening_Kit_HowTo_Guide-en.pdf)), you'll need to remove those files (page 37).

### Enabling contact tracing

1. Open the Kiosk-workstation folder `Vista\VistaKiosk\Config`.
2. Open the file `Kiosk.ini` in **Notepad**, or a similar text editor.
3. Set the following settings to **Y**.

Setting	Allowed values	Default	Description
MODE_FORCELOYALT YSIGNIN	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether Kiosk forces members to sign in before making a purchase. <b>Note:</b> Kiosk requires configuration (page 34) prior to enabling this setting.
MODE_FORCECONTAC TINFO	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether Kiosk requires moviegoers to enter their contact information before making a purchase. <b>Note:</b> Requires the Loyalty sign-in screen to be enabled.

**Note:** You may need to add the setting `MODE_FORCECONTACTINFO`, as it may not exist in your `Kiosk.ini` file. Refer to the `Sample_Kiosk.ini` file for an example.

4. Save the file.

#### Configuring what information is recorded

1. Add or modify the following settings in `Kiosk.ini`. Refer to the `Sample_Kiosk.ini` file for examples.

Setting	Allowed values	Default	Description
Contact1_Type	Name Phone Email	Name	Determines the type of contact information stored against this field.
Contact1_Required	Y N	Y	Determines if the Contact1_Type information field is mandatory.
Contact2_Type	Name Phone Email	Phone	Determines the type of contact information stored against this field.
Contact2_Required	Y N	Y	Determines if the Contact2_Type information field is mandatory.
Contact3_Type	Name Phone Email	Email	Determines the type of contact information stored against this field.
Contact3_Required	Y N	N	Determines if the Contact3_Type information field is mandatory.

2. Save the file.

#### Customising contact-tracing screens to suit your brand

1. You'll be able to customise these new screens (page 19) like any other screen on Kiosk.ening Kit (if required) (page 37).
2. Enable and configure contact tracing to your requirements.

#### Remove Cinema Reopening Kit contact tracing files (if required)

If you want to set up contact tracing for Kiosk (page 36) and you've previously installed contact-tracing features using files from this Knowledge Base article (see KB55263 - <https://support.vista.co/kb/KnowledgebaseArticle55263.aspx>), you'll need to remove them.

1. Go to your applications library folder (`\\VistaInstall\\Custom\\VistaKiosk`).
2. Locate and delete the following files:
  - `visHWPrinter.dll` in the `VistaKiosk` subfolder.
  - `PromptStyles.xaml` in the `Config\\Skins\\Covid19` subfolder.
  - `PromptTemplate.xaml` in the `Config\\Skins\\Covid19` subfolder.

For each Kiosk workstation:

1. Run the **Vista Client Installer**, and click **Refresh Vista Applications**.
2. Go to `\\Vista\VistaKiosk\Config`, and open `VssClientHardwareConfig.xml` using **Notepad** or your preferred text editor.
3. Ensure the parameter `timeoutsecs` is set to your original setting or a reasonable value such as **30**.
4. Remove the parameters `contacttracing`, `requiredfields`, and `optionalfields`.

**Note:** If you've previously enabled the electronic-receipts feature using these files, you should also remove the `ereceipt` parameter.

Contact-tracing screens no longer appear near the end of transactions made using Kiosks. Next, configure and enable the contact tracing feature on your Kiosks.

# Kiosk-Loyalty Integration

## Enabling Loyalty for Kiosk

To enable Loyalty for Kiosk, ensure the following settings have been set up correctly:

1. You've turned on the **Enable Loyalty** option on this page: Go to **Service Framework Manager > Configuration > Kiosk > General**.

In addition, review the following settings in the same location:

- **Loyalty signup with username** — When turned on, presenting a new Loyalty card to Kiosk will allow the patron to sign up by entering their email address as a username.
- **Activate members after sign-up** — If set to **Y**, Kiosk marks new members as active after they sign up via Kiosk.

## Enabling Loyalty Card Activation on Vista Kiosk

This feature allows a patron who has been given a loyalty membership card at **POS** to activate their membership at **Kiosk**.

Upon logging in with their new card at **Kiosk**, the patron will be prompted to enter their details, saving time at **POS**.

### Before you begin:

Any batch of cards for which you wish to enable this setting must have an **issued** status in **Loyalty**. A card is considered issued when it has a valid barcode number. It is not **active** until a member's details have been entered against that card.

1. Go to **Service Framework Manager > Configuration > Kiosk > General**.
2. Select the following:
  - **Site**
  - **Workstation**
  - **Services**
3. Locate **Loyalty signup card prefixes**, and enter the barcode prefix of the card batch.

You can enable this for multiple batches of cards, separating each prefix with a comma.

4. Save.

At **Kiosk**, a new member can sign up on the Home screen by clicking **Log in**.

Entering the barcode of a non-active card that has a prefix matching the value for **Loyalty signup card prefixes** will cause the **Sign Up Details** window to open. Here, the patron can fill out their membership details, and click **Sign up**.

The particular fields in the **Sign Up Details** window are configurable in **Loyalty** under **Cinema > Point of Sale Types**. Here, you can select the fields you wish to make visible.

## Enabling Loyalty sign up without a card at Kiosk

This feature allows a patron to sign up and activate their membership at **Kiosk** without a member card. To enable this feature, the following things must be configured correctly.

- The home screen used by **Kiosk** needs a button that leads to the correct sign up flow. Ensure **Force**

**member sign-in** is turned on.

- **Kiosk** enables this sign up feature by using the first loyalty membership package that costs \$0. Ensure that one has been created and linked to Kiosk through the Head Office **POS Designer**.



## APPENDIX A

# Troubleshooting

### IN THIS PART

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### General troubleshooting for Kiosk

Several logs are created by **Kiosk** (for example: `VistaKioskTrace.log` and `VistaKiosk.log`). These logs are located in the Kiosk workstation folder `\Vista\Log`, and may help you identify the source of a problem.

Most likely, the issue will be related to one of the following:

- **Sales Server**
- The card reader or printer
- Incorrectly entered information in one of the configuration files (for example: a value of **KOISK\*** instead of **KIOSK\*** for the `clientclass` in `VSSClientIdentity.xml`) or on Kiosk's Service Framework Manager page (**Service Framework Manager > Configuration > Kiosk**).

If, while initialising, Kiosk produces an error, it will remain on the login screen with the description of the error. This description is usually self explanatory. It may tell you that there was a problem with loading sales data for "ABC Cinemas". This means that you have incorrectly set up one of your configuration files, such as `RemoteServerConfig.xml`, in the Kiosk workstation folder `\ProgramData\Vista\VistaKiosk\Config`, or on Kiosk's Service Framework Manager page.

### Troubleshooting startup errors for Kiosk

#### ActiveX Error – Can't create component

Vista recommends connecting to **Sales Server** via the Sales Server web service (not via DCOM). Ensure that, in `RemoteServerConfig.xml`, `usewebservice=Y`, and that you have specified a url.

### Troubleshooting card reader and pinpad errors for Kiosk

#### Card reader error

1. Check that the reader is plugged in and switched on.
2. Check the file `VSSClientHardwareConfig.xml` (see "Kiosk file settings: `VSSClientHardwareConfig.xml`" page 51) to make sure that you have the correct COM port set for your card reader.
3. If you are using **Tender Retail** hardware, check the relevant Payment Connector documentation to make sure that you have covered any special configuration requirements.

### Pinpad error

If you are using Tender Retail hardware, and, when you exit Kiosk, a message appears saying "Error with pinpad – please press OK before continuing", do the following:

1. Ensure that you are using the latest version of `visTendRetail.dll`. This file is located in the Kiosk workstation folder `\Vista\VistaKiosk`.
2. Ensure that the same version of `visTendRetail.dll` is in the server folder `\VistaInstall\AppLib\Payments\<Kiosk version>\PaymentsModule`.

For further help, contact your Vista representative.

### Troubleshooting printer errors for Kiosk

1. Check the printer is plugged in, switched on, and runs successfully through any test harnesses supplied by the vendor.
2. Check your `VSSClientHardwareConfig.xml` (see "Kiosk file settings: `VSSClientHardwareConfig.xml`" page 51) file to make sure that you have the correct COM port set for your printer.

*Note: OPOS does not require a COM port setting, only a station ID, which is normally 2.*

### NCRPOSPrinter11.ocx cannot be found

1. Locate the .zip of this file in `\VistaInstall\AppLib\_Install_Customisation\<Kiosk version>\OPOSDrivers`. Unzip the file, and copy it to `Windows\SYSTEM32`.
2. Rerun Kiosk, and see if you get the same error.
3. If so, try registering the .ocx file using **regsvr32**. In **Windows**, open **Start > Run**. Type: `REGSVR32 "C:\Windows\System32\NCRPOSPrinter11.ocx`. This should solve the issue.

For further help, contact your Vista representative.

### Troubleshooting barcode reader errors for Kiosk

1. Check that the barcode reader is plugged in and switched on.
2. If you are using the type **DIRECT**, check your `VSSClientHardwareConfig.xml` (see "Kiosk file settings: `VSSClientHardwareConfig.xml`" page 51) settings to make sure that you have the correct COM port set for your barcode reader.
3. If using the type **WEDGE**, check that the barcode reader is configured to send an <enter> after scanning. This can be checked by scanning into **Notepad**.

For further help, contact your Vista representative.

### Troubleshooting Kiosk orders that can be picked up multiple times

#### Orders are able to be picked up more than once

Open **Back Office > Concessions > Concession Maintenance > Stock Location**. Set a default stock location for Kiosk.

### Kiosk's Whoops! (out of order) screen and error messages

If **Kiosk** encounters a problem (for example: the printer runs out of paper), it will display a **Whoops!** (out of order) screen or one of a number of error messages.

You can easily exit the orange **Whoops!** screen. Tap five times, within five seconds, on the upper right-hand corner of the screen. This will cause the admin page to appear.

Use the general troubleshooting (page 41) tips for Kiosk to try to identify and resolve the problem.

If you require further help, contact your Vista representative.



## CHAPTER 1

### Kiosk XML settings

**Kiosk** has a number of files containing XML that determine its setup. We recommend editing these files in **Service Framework Manager > Configuration > Kiosk**. Service Framework Manager allows you to edit these files for several different kiosks at once (such as every kiosk at a site, or in your entire circuit) and provides easy to understand names for each of the files' options.

If you need to edit the files directly for any reason (for example, troubleshooting), you can find an explanation of each file's XML inside our help centre.

The following files XML determine Kiosks setup:

- RemoteServerConfig.xml
- VSSClientConfig.xml
- VSSClientIdentity.xml
- VSSClientHardwareConfig.xml
- VSSClientLoyalty.xml
- Kiosk.ini

#### Kiosk file settings: RemoteServerConfig.xml

**Kiosk** has a number of files containing XML that determine its setup. `RemoteServerConfig.xml` is one of these files. It has the information required by **Kiosk** to connect to remote servers.

We recommend editing this files' settings by going to **Service Framework Manager > Configuration > Kiosk > Remote Servers > Sales Server and CDN > Settings > Edit**. This will allow you to edit this files settings for several different kiosks at once (such as every kiosk at a site, or in your entire circuit).

Setting	Allowed values	Default	Description
id	<i>Valid server name or IP address</i>	<b>servernetworkname</b>	The server name Kiosk uses to identify a remote server.
displayname	<i>Alphanumeric</i>	<b>Vista Cinemas Khyber Pass</b>	The cinema name displayed in Kiosk's transaction pane.
networkname	<i>Valid server name or IP address</i>	<b>servernetworkname</b>	The server name Kiosk uses to connect to Sales Server via DCOM, if Kiosk is not using the Sales Server web service.
url	<i>Valid URL</i>	<b>http://servernetworkname/WSVistaSalesSrvr/WSVistaSalesSrvr.asmx</b>	The URL of the remote server's Sales Server web service. <b>Note:</b> only applies if usewebservice="Y".
medialibraryservice	<i>Valid URL</i>	<b>http://servernetworkname/cinema-cdn</b>	The URL of the cinema's Media Library Service (Content Delivery Network), used to provide media to the Kiosk.

usewebservice	Y N	N	Determines whether Kiosk uses the Sales Server web service as its data transfer medium. <b>Note:</b> The <b>Sales Server</b> web service is the preferred method of connecting to Sales Server. To enable this, ensure that usewebservice=Y, and that you have entered the Sales Server url for each cinema you are connecting to.
dboverridename			Unused (empty string).
webdatacacheid	Alphanumeric		The ID Kiosk uses to map the server to its tblCinema.Cinema_strID field in the <b>VISTAIT</b> database. Only used when Kiosk is getting its data from the VISTAIT data cache instead of Sales Server.
enabled	Y N	Y	Determines whether the cinema location can be selected in Kiosk.

#### Kiosk file settings: VSSClientConfig.xml

**Kiosk** has a number of files containing XML that determine its setup. VSSClientConfig.xml is one of these files. It configures the **Kiosk** client's behaviour, such as how often its cached data is refreshed, or whether it prints fiscal receipts.

We recommend editing this files' settings by going to **Service Framework Manager > Configuration > Kiosk > General**. This will allow you to edit this files settings for several different kiosks at once (such as every kiosk at a site, or in your entire circuit) and provides easy to understand names for each of the files' options.

If you need to edit this file directly for any reason (for example, troubleshooting), the following contains an explanation of its XML settings:

Setting	Allowed values	Default	Description
refreshrateminutes	Integer	30	Number of minutes at which a refresh of all cached data occurs.
refreshchangesonly	Y N	Y	Determines whether Kiosk will <i>only</i> retrieve data during a refresh if the source reference data has changed since the last retrieval.
selectsessiondays	Integer	7	The number of days into the future that cinema sessions are retrieved for.
userremotepayment	Y N	Y	Determines whether payment authorisations occur via <b>Sales Server</b> (that is, on each cinema server).

swallowcardoncode

The code returned from payment that prompts Kiosk to swallow a bank card.

**For example:** if a card is stolen, or the user's account has been closed.

defaultserverid	<i>Valid server name</i> <b>None</b>		Maps to a server id in RemoteServerConfig.xml. <b>Note:</b> If defaultserverid="none", then no default server is set.
usewebdatacache	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether the <b>VISTAIT</b> data distribution service ( <b>WSVistaWeb</b> ) is used. <b>Note:</b> A setting of Y requires that each server in RemoteServerConfig.xml includes a webdatacacheid.
webdatacacheurl	<i>Valid URL</i>	<b>http://webcacheservernetworkname/WSVistaWebClient/UtilityService.aspx</b>	The URL required for connecting to the WSVistaWeb service.
webdatacachetimeoutsecs	<i>Integer</i>	<b>30</b>	The time (in seconds) after which Kiosk times out when requesting data from the VISTAIT web data cache.
printorderreceipt	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether a customer receipt is printed after a purchase.
printorderreceiptgiftcards	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether a customer receipt is printed if gift cards are used to make a purchase.
printfiscalreceipt	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether a fiscal receipt is printed after a purchase.
printticketsonfiscalreceipt	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether tickets are included on fiscal receipts.
printfiscalreceiptonpickup	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether a fiscal receipt is printed for a paid-booking pickup. <b>Note:</b> This setting applies to pickup of paid bookings only.
includepipedelimiterinfiscalreceipt	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether the Sales Server delimiter (^~^ ) in the fiscal-receipt print stream is replaced with a pipe delimiter ( ).
printvouchers	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether vouchers are printed in place of tickets. This is useful when a Kiosk is in a remote location, and you do not want ticket stock outside the cinema.

printitemsindividually	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether each ticket, item voucher, or receipt is printed individually (as opposed to as a complete stream). If set to <b>Y</b> , Kiosk's printing screen will update as each item is printed (for example: printing ticket 2 of 3).
allowchildonrestrictedfilms	<b>Y</b> <b>N</b>	<b>Y</b>	Determines whether <b>Child</b> tickets are displayed/available for <b>Restricted</b> films. <b>Note:</b> How this behaves will depend on the settings in the <code>RatingText</code> configuration file(s) for your country.
skipseatautoallocation	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether seat auto-allocation is skipped(forcing seat selection). Set to <b>Y</b> for a sofa-seating environment to ensure half sofas are not sold.
cardtransactionlimitcode		<b>VPM-3013</b>	The code returned from payment to indicate that the number of allowed card transactions in a day has been exceeded.
cardloststolencodes		<b>41, 43</b>	The codes returned from payment to indicate that a card has been reported lost or stolen.
carddeclinelimitcode		<b>VPM-3014</b>	The code returned from payment to indicate that the number of allowed card declines in a day has been exceeded.
includeordercontentinpayment	<b>Y</b> <b>N</b>	<b>Y</b>	Determines whether order content XML is included in the data sent to Payments Module. This is required by some payment connectors.
printloyaltyvouchers	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether Loyalty reward vouchers that are available for the Loyalty member are requested and printed.
printorderreceiptonpickup	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether a customer receipt is printed when a booking is picked up.
concessionstaxexclusive	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether concession prices are tax exclusive and a tax rule system is used for tax calculation.



orderofprinting		<b>T, V, P, R, L, C, F</b>	<p>Determines the order of printing. For example: TVP.</p> <ul style="list-style-type: none"> <li>• <b>T</b>: tickets</li> <li>• <b>V</b>: concession vouchers</li> <li>• <b>P</b>: payment receipts</li> <li>• <b>R</b>: order receipts</li> <li>• <b>L</b>: Loyalty vouchers</li> <li>• <b>C</b>: collection vouchers</li> <li>• <b>F</b>: fiscal receipts.</li> </ul> <p><b>Note:</b> Anything not listed will print after the items listed. If fiscal receipts are not listed in <code>orderofprinting</code>, they will print first.</p>
customerreceipts electiondefault	<b>Y</b> <b>N</b> <b>NoSelection</b>	<b>NoSelection</b>	<p>Determines whether a customer is given the choice (via a prompt) to print a receipt, and what will happen if they do not make a choice within the allotted time (set by <code>customerreceiptselectionwaitsecs</code>).</p> <p>The options are as follows:</p> <ul style="list-style-type: none"> <li>• <b>Y</b>: the customer will be prompted, and a receipt <b>will</b> print if the customer does not make a selection</li> <li>• <b>N</b>: the customer will be prompted, and a receipt <b>will not</b> print if the customer does not make a selection</li> <li>• <b>NoSelection</b>: the customer will not be prompted, and, if <code>printorderreceipt=Y</code>, a receipt will print. Otherwise, it will not.</li> </ul>
customerreceipts electionwaitsecs		<b>5</b>	Time (in seconds) before "Print Receipt Y/N" prompt disappears.
loyaltysignupcard dprefixes	<i>Comma-separated numeric</i>		<p>A comma-separated list of card-number prefixes defined for Loyalty sign up.</p> <p>If specified, these prefixes will be used to provide additional validation during the sign-up process.</p>

setcurrentdirect	Y	N	Determines whether the Kiosk working directory is set to the app path (for example: C:\ProgramData\Vista\VistaKiosk) to stop issues (related to using printer pass-through) with hardware initialisation.
orytoapppath	N		

### Kiosk file settings: VSSClientIdentity.xml

**Kiosk** has a number of files containing XML that determine its setup. `VSSClientIdentity.xml` is one of these files. It contains the information that identifies the **Kiosk** client.

We recommend editing this files' settings by going to **Service Framework Manager > Configuration > Kiosk > Remote Servers > VSS Client Identity**. This will allow you to edit this files settings for several different kiosks at once (such as every kiosk at a site, or in your entire circuit) and provides easy to understand names for each of the files' options.

If you need to edit this file directly for any reason (for example, troubleshooting), the following contains an explanation of its XML settings:

Setting	Allowed Values	Description	
clientid	Valid IP address	111.111.222.111	The IP address of the Kiosk workstation.
workstationid		KIOSKWS1	The name of the Workstation, used by Sales Server when registering it. <b>Note:</b> This ID maps to <b>Name</b> in <b>Back Office Workstations</b> , and is only used if a <code>uniqueworkstationid</code> is not set.
clientclass	KIOSK*	KIOSK1	The Sales Channel name, plus any other identifiers. <b>Note:</b> The first five characters must match the name of a valid Vista Sales Channel. For Kiosk, use <code>KIOSK*</code> , where <code>*</code> is a placeholder.
paymentclientid		VKIOSK1	As configured in <code>VISTA.tblPaymentModule Config.Pay_strClientId</code> . This value is used by <b>Payments Module</b> to determine which workstation the payment request came from.

paymentappid	VISTA_KIOSK	As configured in VISTA.tblPaymentModule Config.Pay_strApplicationId. This value is used by Payments Module to determine which application the payment request came from.
uniqueworkstationid		The 10-character <b>Workstation Code</b> found in <b>Back Office</b> , if this is an existing Workstation. If this is not an existing Workstation, and this value is left empty, Sales Server will use workstationid to create a new Workstation in Back Office.
bizpartner	Alphanumeric	A value that identifies the business partner premises the Kiosk is operating from, for the purposes of reporting and revenue sharing.

#### Kiosk file settings: VSSClientHardwareConfig.xml

**Kiosk** has a number of files containing XML that determine its setup. VSSClientHardwareConfig.xml is one of these files. It contains a number of sections that determines how Kiosk handles external hardware:

1. The card reader section, which configures **Kiosk** to communicate with a card reader.
2. The printer section, which configures Kiosk to communicate with a printer.
3. The barcode reader section, which configures Kiosk to communicate with a barcode reader.

**Note:** *Hardware settings are device dependent. If you are unsure about the settings for your particular hardware configuration, contact Vista Support.*

We recommend editing this files' settings by going to **Service Framework Manager > Configuration > Kiosk > Remote Servers > VSS Client Identity**. This will allow you to edit this files settings for several different kiosks at once (such as every kiosk at a site, or in your entire circuit).

If you need to edit this file directly for any reason (for example, troubleshooting), the following contains an explanation of the XML settings for each section:

#### Card reader section

This section of the file VSSClientHardwareConfig.xml configures **Kiosk** to communicate with a card reader.

#### Card reader settings - contained within the opening <cardreader> tag

Setting	Allowed values	Default	Description
---------	----------------	---------	-------------

type	STD FILEX OPOS OPOSGENERIC OMRON OMRON2 DIONE WEDGE	STD	The type of card reader Kiosk will connect to. Most of the time, <b>STD</b> (standard) will be appropriate.
progid	visCardReaderTest.Reader visMSRSerial.Serial MSRXTendRetail visHWReadOPOS.reader visGenericOPOSMSR.reader visHWReader.Dione	visCardReaderTest.Reader	The proxy interface class for the card reader. <b>visCardReaderTest.Reader</b> is a test class for test machines without a card reader. <b>STD</b> type. <b>visMSRSerial.Serial</b> is appropriate for most standard card readers. <b>STD</b> type. <b>MSRXTendRetail</b> is a <b>FileX</b> interface for tender retail.
timeoutsecs		0	The card reader timeout period (in seconds).
sta	Y N	Y	Determines whether hardware lock-ups are stopped for devices that have a <b>COM</b> object as an interface. <b>Note:</b> This setting can be used with any of the hardware types if the <code>progid</code> is a <b>VB6 COM</b> object.
wedgeignoretrack 1	Y N		If the card reader is a wedge that returns track 1, set this to <b>Y</b> so that track 1 is ignored. Otherwise, set it to N.

Card reader extended settings - contained within the <extendedcardreadersettings /> tag

Setting	Allowed values	Default	Description
port	COM1 COM2 COM3 COM4	COM2	The <b>COM</b> (serial) port to use when reading.
Inittimeout	Integer		The card reader's intialisation timeout (in seconds). <b>Note:</b> This setting only applies to FileX card readers.
idlemessage			The message displayed on the pinpad while the card reader is idling. <b>For example:</b> "ABC Cinemas" <b>Note:</b> This setting only applies to <b>Dione</b> card readers.

cardreadmessage

The message displayed on the pinpad to prompt a card swipe.  
**For example:** "Swipe Card".  
**Note:** This setting only applies to **Dione** card readers.

oposmsrname

The name of the OPOS MSR (magnetic stripe reader), if you are using one.

### Test card reader example

```
<cardreader
  type="STD"
  progid="visCardReaderTest.Reader"
  timeoutsecs="0"
  sta="Y">
  <extendedcardreadersettings
    port="COM2"
  />
</cardreader>
```

### Tender retail example

```
<cardreader
  type="FILEX"
  progid="MSRXTendRetail"
  timeoutsecs="0">
  <extendedcardreadersettings
    inittimeout ="30"
  />
</cardreader>
```

### Std Magtek example

```
<cardreader
  type="STD"
  progid="visMSRSerial.Serial"
  timeoutsecs="30"
  sta="Y">
  <extendedcardreadersettings
    port="COM2"
  />
</cardreader>
```

### OPOS example

```
<cardreader
  type="OPOS"
  progid="visHWReadOPOS.reader "
  timeoutsecs="30"
  sta="Y">
</cardreader>
```

### OPOSGENERIC example

```
<cardreader
  type="OPOSGENERIC"
  progid="visGenericOPOSMSR.reader"
  timeoutsecs="30"
  sta="Y">
  <extendedcardreadersettings oposmsrname="PARMagCard"
```

```

    />
</cardreader>

```

#### Omron example

```

<cardreader
  type="OMRON"
  progid=""
  timeoutsecs="20">
  <extendedcardreadersettings
    port="COM2"
  />
</cardreader>

```

#### Omron example (for non-V2 models)

```

<cardreader
  type="OMRON2"
  progid=""
  timeoutsecs="20">
  <extendedcardreadersettings port="COM2"
  />
</cardreader>

```

#### Dione example

```

<cardreader
  type="DIONE"
  progid="visHWReader.Dione"
  timeoutsecs="10">
  <extendedcardreadersettings
    port="COM1"
    idlemessage="Vista Cinemas"
    cardreadmessage="Swipe Card"
  />
</cardreader>

```

#### Keyboard wedge card reader example

```

<cardreader
  type = "WEDGE"
  enabled = "Y"
  progid=""
  timeoutsecs="30"
  loyalty="N">
</cardreader>

```

#### Printer section

This section of the file `VSSClientHardwareConfig.xml` configures **Kiosk** to communicate with a printer.

#### Printer settings - contained within the opening <printer> tag

Setting	Allowed values	Default	Description
type	<b>OPOS</b> <b>PRINTDIRECT</b> <b>FISCAL</b> <b>SWECOIN</b> <b>WINDOWS</b>	<b>PRINTDIRECT</b>	The type of printer that Kiosk will connect to.

templatetype	ZebraS500 KTX BOCA VKP80II-UE EpsonTM-T90 SwecoinWindows LithuaniaFiscal	ZebraS500	The name of the directory from which Sales Server obtains print templates for the printer.
progid	visPrintTest.Print visHWPrintDirect.Print visHWPrintOPOS.Printer visHWPrintOPOSGeneric.Printer visHWPrintFiscal.clsFiscal visHWPrinter.Print visWindowsPrinterDriver.Printer	visPrintTest.Print	The proxy interface class for the printer. <b>visHWPrintDirect.Print</b> is the standard class for PRINTDIRECT type printers. <b>visHWPrintOPOS.Printer</b> is the standard class for OPOS type printers. <b>visPrintTest.Print</b> is special class that prints its output to a file rather than a physical device. This value is useful for test environments with no printer.
timeoutsecs		30	The printer timeout period (in seconds).
requireprinter		Y	Determines whether a printer is required for Kiosk to operate. If set to <b>Y</b> , and the printer cannot be initialised, Kiosk will fail to boot. If set to <b>N</b> , and the printer cannot be initialised, Kiosk <i>will</i> boot, but will not be able to print tickets, receipts, or vouchers. <b>Note:</b> The setting <b>N</b> would normally only be used where a printer is not physically present, and the Kiosk is being used for other purposes. For example: viewing or updating Loyalty memberships.
sta	Y N	Y	Determines whether hardware lock-ups are stopped for devices that have a <b>COM</b> object as an interface. <b>Note:</b> This setting can be used with any of the hardware types if the <code>progid</code> is a <b>VB6 COM</b> object.
printfiscal	Y N		Determines whether fiscal receipts are printed on this printer.
printfoodvouchers	Y N		Determines whether food vouchers are printed on this printer.

printorderreceipts	<b>Y</b> <b>N</b>	Determines whether order receipts are printed on this printer.
printpaymentreceipts	<b>Y</b> <b>N</b>	Determines whether payment receipts are printed on this printer.
printpaymentadministrationreceipts	<b>Y</b> <b>N</b>	Determines whether settlement receipts (printed via the Admin menu (page 36)) are printed on this printer.

#### Printer extended settings - contained within the <extendedprintersettings /> tag

Setting	Allowed values	Default	Description
station			The printer's Station ID. <b>Note:</b> This setting only applies to OPOS printers.
waitbetweentickets	<b>2</b>		Set to <b>2</b> , which specifies a pause after each ticket has printed, to stop memory overflows. <b>Note:</b> This setting only applies to OPOS printers.
port	<b>COM1</b> <b>COM2</b> <b>COM3</b> <b>COM4</b>	<b>COM1</b>	The <b>COM</b> (serial port) to use when printing.
printersettings		<b>9600,n,8,1</b>	Specifies the baud rate, parity, start bits, and stop bits for the printer.
oposprintername			The name of the printer. This setting is only used when <code>progid=visHWPrintOPOSGeneric.Printer</code> If not included, the default printer name <b>NCRPOSPrinter.1</b> will be used. <b>Note:</b> This setting only applies to OPOS printers.
printername			The name of the printer, as defined in <b>Printers and Faxes in Windows</b> .

#### KTX example

```
<printer
  type = "PRINTDIRECT"
  templatetype="KTX"
  progid="visHWPrintDirect.Print"
  timeoutsecs="10"
  requireprinter="Y">
  <extendedprintersettings
    port="COM1"
    printersettings="9600,n,8,1"
  />
</printer>
```



### BOCA example

```
<printer
  type = "PRINTDIRECT"
  templatetype="BOCA"
  progid="visHWPrintDirect.Print"
  timeoutsecs="10"
  requireprinter="Y"
  sta="Y">
  <extendedprintersettings
    port="COM1"
    printersettings="9600,n,8,1"
  />
</printer>
```

### OPOS example

```
<printer
  type = "OPOS"
  templatetype="OPOS"
  progid="visHWPrintOPOS.Printer"
  timeoutsecs="10"
  requireprinter="Y"
  sta="Y">
  <extendedprintersettings
    station = "2"
    waitbetweentickets = "2"
  />
</printer>
```

### OPOS example (option 2)

```
<printer
  type = "OPOS"
  templatetype="OPOS"
  progid="visHWPrintOPOSGeneric.Printer"
  timeoutsecs="10"
  requireprinter="Y"
  sta="Y">
  <extendedprintersettings
    station = "2"
    waitbetweentickets = "2"
    oposprintrname="NCRPOSPrinter.1"
  />
</printer>
```

### Fiscal example

```
<printer
  type = "FISCAL"
  templatetype="LithuaniaFiscal"
  progid="visHWPrintFiscal.clsFiscal"
  timeoutsecs="30"
  requireprinter="Y"
  sta="Y">
  <extendedprintersettings
    port="COM1"
    printersettings="9600,n,8,1"
    timeout="10"
  />
```

```
</printer>
```

### Swecoin example

```
<printer
  type = "SWEecoin"
  templatetype="SwecoinWindows"
  progid="visHWPrinter.Print"
  timeoutsecs="30"
  requireprinter="Y">
  <extendedprintersettings
    printername="TTP7030/80"
  />
</printer>
```

### Barcode reader section

This section of the file `VSSClientHardwareConfig.xml` configures **Kiosk** to communicate with a barcode reader.

#### Barcode reader settings - contained within the opening `<barcodereader>` tag

Setting	Allowed values	Default	Description
type	<b>DIRECT</b> <b>WEDGE</b>	<b>DIRECT</b>	The type of barcode reader Kiosk will connect to.
enabled	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether the barcode reader is initialised during Kiosk's startup.
progid	<b>visHWBarcodeReader.Reader</b>	<b>visHWBarcodeReader.Reader</b>	The proxy interface class for the barcode reader. <b>visHWBarcodeReader.Reader</b> is the standard class for barcode reading.
timeoutsecs		<b>30</b>	The barcode reader timeout (in seconds).
sta	<b>Y</b> <b>N</b>	<b>Y</b>	Determines whether hardware lock-ups are stopped for devices that have a <b>COM</b> object as an interface. <b>Note:</b> This setting can be used with any of the hardware types if the <code>progid</code> is a <b>VB6 COM</b> object.
loyalty	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether the barcode reader accepts Loyalty card swipes.
thirdpartymembership	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether the barcode reader accepts third-party membership card swipes.

#### Barcode reader extended settings - contained within the `<extendedbarcodereadersettings />` tag

Setting	Allowed values	Default	Description
port	<b>COM1</b> <b>COM2</b> <b>COM3</b> <b>COM4</b>	<b>COM4</b>	The <b>COM</b> (serial) port to use when reading barcodes.

settings		9600,n,8,1	Specifies the Baud, parity, start bits and stop bits for a barcode reader. Normally <b>9600,n,8,1</b> .
startcharacter		2	The start character added to barcodes by the scanner. If none, leave the value clear.
endcharacter		3	The end character added to barcodes by the scanner. If none, leave the value clear.
dotnetserial	Y N	N	Determines whether native <b>.NET</b> serial barcode reading is used. <b>Note:</b> Only set to <b>Y</b> if the default method fails to initialise the barcode reader.

#### Standard serial barcode reader example

```
<barcode reader
  type = "DIRECT"
  enabled = "Y"
  progid="visHWBarcodeReader.Reader"
  timeoutsecs="30">
  <extendedbarcode readersettings
    port="COM4"
    settings="9600,n,8,1"
    startcharacter="3"
    endcharacter="4"
    dotnetserial="N"
  />
</barcode reader>
```

#### Keyboard wedge barcode reader example

```
<card reader
  type = "WEDGE"
  enabled = "Y"
  progid=""
  timeoutsecs="30"
  loyalty="N">
</card reader>
```

#### Kiosk file settings: VSSClientLoyalty.xml

**Kiosk** has a number of files containing XML that determine its setup. `VSSClientLoyalty.xml` is one of these files. It specifies the details of **Kiosk**'s connection to your loyalty system (if applicable).

We recommend editing this files' settings by going to **Service Framework Manager > Configuration > Kiosk > Remote Servers > Loyalty > Settings > Edit**. This will allow you to edit this files settings for several different kiosks at once (such as every kiosk at a site, or in your entire circuit).

Setting	Allowed values	Default	Description
type	PLM	PLM	The Loyalty connection type. Currently only <b>PLM</b> (POS Loyalty Manager) is applicable.

progid	<b>visPLM.LoyaltyRequest</b>	<b>visPLM.LoyaltyRequest</b>	The Loyalty proxy interface class. Currently only <b>visPLM.LoyaltyRequest</b> is applicable.
useexternalswipe		<b>N</b>	Determines whether the swipe of a Loyalty card is controlled by an external component (that is, whether the Loyalty provider supports its own swipe-reading logic).
servicesettings			Specifies the Loyalty connector settings for the workstation. See your own Loyalty documentation, or contact your Vista representative for information on setting this up.

## CHAPTER

**Kiosk** has a number of files that determine its setup. `Kiosk.ini` is one of these files, and it determines a wide range of Kiosk's behaviour.

We recommend editing these files' settings by going to **Service Framework Manager > Configuration > Kiosk > General**. This will allow you to edit these files' settings for several different kiosks at once (such as every kiosk at a site, or in your entire circuit) and provides easy-to-understand names for each of the files' options.

If you need to edit this file directly for any reason (for example, troubleshooting), the following contains an explanation of the settings in each of its sections:

### General notes about Kiosk.ini

When you first run **Kiosk**, a sample version of the file (`Sample_Kiosk.ini`) will be created. From this, Kiosk will create a working file (`Kiosk.ini`) if one doesn't already exist. If there is an existing file, it will not be overwritten.

Default values are set to the most common scenario.

### [Mode]

Setting	Allowed values	Default	Description
Production	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether Kiosk runs in live mode, with hardware, and is connected to the Vista database via <b>Sales Server</b> .
HomePageTabs	<b>SelectFilm</b> <b>SelectLocation</b> <b>Pickup</b> <b>BuyConcessions</b> <b>Loyalty</b> <b>LoyaltyRewards</b> <b>SelectLanguage</b>	<b>SelectFilm</b> <b>SelectLocation</b> <b>Pickup</b> <b>BuyConcessions</b> <b>Loyalty</b> <b>SelectLanguage</b>	Specifies which tabs are displayed on the home page. <b>Note:</b> Kiosk can display a maximum of six tabs. Also, to use the <b>LoyaltyRewards</b> functionality, you must have <b>Vista Web</b> installed.

MODE_CONCESSIONS WITHTICKETS	Y N	Y	Determines whether Kiosk displays the Concessions screen after the Tickets one.
MODE_CONCESSIONS WITHPICKUP	Y N	Y	Determines whether Kiosk allows purchase of concessions during ticket pickup.
MODE_LOYALTY	Y N	N	Determines whether Kiosk offers <b>Loyalty</b> functionality. <b>Note:</b> Kiosk requires configuration (page 34) prior to enabling this setting.
MODE_FORCELOYALT YSIGNIN	Y N	N	Determines whether Kiosk forces members to sign in before making a purchase. <b>Note:</b> Kiosk requires configuration (page 34) prior to enabling this setting.
MODE_LOYALTYADDI TIONAL	Y N	N	Determines whether Kiosk allows multiple <b>Loyalty</b> members to be associated with one transaction, and rewards to be split across those members.
MODE_DISPLAYSEAT INGAPPLET	Y N	N	Determines whether Kiosk displays the Seat Allocation screen if seat selection is enabled for a session.
MODE_CVVINPUT	Y N	N	Determines whether <b>CVV</b> (Card Verification Value) numbers are required to process payments through your payment provider.
MODE_FORCECINEMA CHOICE	Y N	N	Determines whether the patron must select a cinema location before proceeding to the home page. <b>Note:</b> This setting only applies if Kiosk is configured to receive session information from other cinema locations. If MODE_FORCELANGUAGECHOICE=Y, the language selection page will be displayed first.
MODE_FORCELANGUA GECHOICE	Y N	N	Determines whether the patron must select a language before proceeding to the home page. <b>Note:</b> If MODE_FORCECINEMACHOICE=Y, the language selection page will be displayed first.
MODE_LOYALTYSWIP EONPICKUP	Y N	N	Determines whether Kiosk prompts a <b>Loyalty</b> card swipe on pickup.

MODE_PICKUPREADBARCODE	Y N	N	Determines whether Kiosk uses the barcode reader as the scan method of choice for pickups.
MODE_CONCESSIONPROFILE	Y N	Y	Determines whether Concession Profile tabs are displayed to allow patrons to narrow down their selection. <b>Note:</b> This setting will only take effect if the Kiosk's <b>Back Office Workstation</b> is linked to a concession profile.
MODE_SHOWPICKUPMETHODS	Y N	Y	Determines whether Kiosk displays the Pickup Method screen, if more than one method has been defined in the <b>[PICKUP METHODS]</b> section of <code>Kiosk.ini</code> .
MODE_SESSIONAREA SELECTION	Y N	N	Determines whether session areas can be selected for sessions with multiple seating areas.
MODE_BROWSEONLY	Y N	N	Determines whether Kiosk is displayed in <b>Browse Only mode</b> , which does not allow the purchase of tickets or concessions. If you set this to <b>Y</b> , ensure also that <code>HomePageTabs</code> does not include the values <b>Pickup</b> and <b>BuyConcessions</b> .
MODE_BACKBUTTON TICKETS SCREEN	Y N	Y	Determines whether a <b>Back</b> button is displayed on the Tickets screen.
MODE_BACKBUTTON LOYALTY SCREEN	Y N	Y	Determines whether a <b>Back</b> button is displayed on the Loyalty screen.
MODE_BACKBUTTON CONCESSION PROFILE SCREEN	Y N	Y	Determines whether a <b>Back</b> button is displayed on the Concession Profile screen.
MODE_BACKBUTTON CONCESSIONS SCREEN	Y N	Y	Determines whether a <b>Back</b> button is displayed on the Concessions screen.
MODE_BACKBUTTON SEATING APPLET	Y N	Y	Determines whether a <b>Back</b> button is displayed on the Seat Allocation screen.
MODE_BACKBUTTON SESSION AREA SELECTION	Y N	Y	Determines whether a <b>Back</b> button is displayed on the session Area Selection screen.
MODE_BACKBUTTON MEMBER TICKET CARD SWIPE SCREEN	Y N	Y	Determines whether a <b>Back</b> button is displayed on the Member Ticket Card Swipe screen.

MODE_BACKBUTTONM	<b>Y</b>	<b>Y</b>	Determines whether a <b>Back</b> button is displayed on the Member Ticket Date of Birth screen.
EMBERTICKETDOBSCREEN	<b>N</b>		
MODE_MULTISESSION	<b>Y</b>	<b>N</b>	Determines whether <b>Kiosk</b> allows purchasing tickets for more than one film session in one order.
	<b>N</b>		
MODE_SEATFIRSTORDERING	<b>Y</b>	<b>N</b>	Determines whether the seat map appears after the user selects a session, so that they choose their seats before adding tickets to their order.
	<b>N</b>		
MODE_AUTOADDDEFAULTTICKETS	<b>Y</b>	<b>N</b>	Determines whether, when MODE_SEATFIRSTORDERING=Y, default tickets are automatically added to the order as required for the number of selected seats.
	<b>N</b>		
MODE_FORCECONTACTINFO	<b>Y</b>	<b>N</b>	Determines whether Kiosk requires moviegoers to enter their contact information before making a purchase. Note: Requires the Loyalty sign-in screen to be enabled.
	<b>N</b>		

#### [Language]

Setting	Allowed values	Default	Description
Language1		<b>English</b>	The name of the folders (below VistaKiosk\Config\Language\Audio and \Text) where Kiosk voice and text instructions for this language are obtained from.
Language1_Culture	<i>Valid culture code</i>	<b>en-NZ</b>	The culture code for the language. <b>For example:</b> fr-CA for French (Canadian).
Language1_DisplayName		<b>English</b>	The language name used in the Kiosk user interface.
Language1_LanguageManagerCode		<b>INTENG</b>	The code that relates the language to its XML file (produced by Language Manager) in the Kiosk workstation folder VistaKiosk\Config\Language.

Language1_UseDBLang	<b>1</b> <b>2</b> <b>3</b> <b>4</b>	<b>1</b>	<p>Kiosk can display up to four languages. This setting determines whether <i>this</i> language is the primary, or an alternative, language displayed in Kiosk.</p> <ul style="list-style-type: none"> <li><b>1:</b> primary</li> <li><b>2:</b> alternative #1</li> <li><b>3:</b> alternative #2</li> <li><b>4:</b> alternative #3</li> </ul>
Language1_RatingTextFile		<b>RatingText1.ini</b>	<p>The name of the file containing Censor Rating text (located in the Kiosk workstation folder \VistaKiosk\Config\Ratings\&lt;country&gt;) in this language.</p> <p>If you want to extend these phrases, create a new file, and change the value of this setting to the name of the new file.</p>
Language1_PaymentModuleLanguage		<b>INTENG</b>	The language passed to <b>Payments Module</b> .
AUDIO_ENABLED	<b>Y</b> <b>N</b>	<b>Y</b>	<p>Determines whether voice-instruction audio is enabled.</p> <p><b>Note:</b> This setting does not affect trailer volume, which is controlled independently.</p>

### [3rd Party Membership Provider Scheme Settings]

Setting	Allowed values	Default	Description
MemberCardEntryMode	<b>ManualEntry</b> <b>CardSwipe</b>	<b>CardSwipe</b>	<p>Determines whether a patron must swipe their member card or enter their card number manually.</p> <p>If <b>ManualEntry</b> is selected, <code>MemberCardEntryType</code> determines the <i>method</i> of manual entry.</p>
MemberCardEntryMaxLength	<i>Integer</i>	<b>16</b>	<p>The maximum number of characters that can be entered for a member card number.</p> <p>This setting only applies when <code>MemberCardEntryMode=ManualEntry</code>.</p>



MemberTicketValidationType	1 2	2	<p>Determines the type of validation Kiosk applies when member tickets are purchased.</p> <ul style="list-style-type: none"> <li>• <b>1:</b> Validate tickets only.</li> <li>• <b>2:</b> Validate tickets, and record member card details against the order.</li> </ul>
MemberTicketQuantityLimitType	1 2 3	2	<p>Determines provider limitations related to buying member tickets.</p> <ul style="list-style-type: none"> <li>• <b>1:</b> Limits the patron to one member ticket per membership provider within an order. <b>Vista Loyalty</b> points can be earned, even if a ticket from another provider is included in the order.</li> <li>• <b>2:</b> Limits the patron to one membership provider per order. Vista Loyalty points can be earned, even if a ticket from another provider is included in the order.</li> <li>• <b>3:</b> Limits the patron to one membership provider per order, for purchasing and loyalty points. Vista Loyalty points <i>cannot</i> be earned if the provider is not Vista Loyalty.</li> </ul>

MemberTicketScreenFlowType	1 2 3 4	<p>Determines when patrons who have selected a member ticket will be prompted to enter their membership details.</p> <ul style="list-style-type: none"> <li>• <b>1:</b> The patron will be prompted to enter their membership details as they select the ticket quantity.</li> <li>• <b>2:</b> The patron will be prompted to enter their membership details when they navigate away from the Tickets screen.</li> <li>• <b>3:</b> The patron will be prompted to enter their membership details EVERY time they select a member Ticket Type, regardless of whether they are already logged in.</li> </ul> <p>This allows two patrons to purchase a third-party offer in the same transaction.</p> <ul style="list-style-type: none"> <li>• <b>4:</b> If more than one member is logged in when a patron selects a member ticket, Kiosk will present a list of members to choose from.</li> </ul> <p><b>Note:</b> Value 4 only applies to <b>Loyalty Membership Service Ticket Types</b> with <b>Use Loyalty</b> selected.</p>
HidePriceMembershipSchemes	<i>List of membership schemes separated by commas</i>	<p>A list of membership schemes whose ticket prices will be hidden in the ticket list.</p> <p>The names of the membership schemes must match the names in the field <b>MMC_strName</b> in the Cinema database table <b>tblTicketType</b>.</p>

HideVariablePriceTicketTotals	0 1 2	0	<p>Provides the ability to hide the order total when variable-priced tickets are available or selected.</p> <ul style="list-style-type: none"> <li>• <b>0:</b> Show order totals.</li> <li>• <b>1:</b> Hide the order total when a customer selects a variable-priced ticket.</li> <li>• <b>2:</b> Hide the order total if there is a variable-priced ticket shown on the Tickets screen.</li> </ul>
ShowZeroPriceAndRedemptionMemberTickets	0 1	0	<p>Determines whether redemptions and zero price tickets for membership providers are shown.</p> <ul style="list-style-type: none"> <li>• <b>0:</b> Hide redemptions and zero price tickets for membership providers.</li> <li>• <b>1:</b> Show redemptions and zero price tickets for membership providers.</li> </ul>
ShowErrorMessageFromProvider	Y N	N	<p>Determines whether error messages returned from the membership provider are displayed.</p>
MemberCardEntryType	Keypad Keyboard	Keypad	<p>The method of member card entry if <code>MemberCardEntryMode=ManualEntry</code>.</p>
MSR_TypePinpad_MemberProvider	Y N	undefined	<p>Whether 3rd-party membership provider cards will be swiped through a PINpad.</p> <p>This setting primarily affects what happens when a patron taps the <b>Cancel</b> button in Kiosk during a 3rd-party membership scheme transaction. If set to <b>N</b>, when the patron taps the cancel button, Kiosk will immediately return to the home screen. If set to <b>Y</b>, 3rd-party membership transactions must be cancelled via the PINpad, rather than in Kiosk.</p> <p>When this parameter is not defined, the behaviour when the <b>Cancel</b> button is tapped will be determined using the setting <code>MSR_TypePinpad</code>, found in the Payments section.</p>

### [CensorRatings]

Setting	Allowed values	Default	Description
RatingsFolder	<i>A valid subfolder in</i> VistaKiosk\Config\Ratings	<b>Sample</b>	The name of the Kiosk workstation folder in which the images and text related to Censor Ratings are located. A selection of folders exists for different countries. Change the value of this setting to the appropriate folder name for your country. If the images or text are incorrect, create a new folder and save the appropriate images and text there. <b>Important:</b> Do not change images and text in the existing folders, as they will be overwritten in your next upgrade.
RatingsThatEnforceAdultWithChildTicket			A list of ratings where a patron is required to buy a non-child ticket with a child ticket. <b>For example:</b> RatingsThatEnforceAdultWithChildTicket=R13,R15 would specify that R13 and R15 films require an adult to accompany a child.

### [Images]

Setting	Allowed values	Default	Description
ImagesFolder		<b>Vista</b>	The folder in which some of Kiosk's default images (for example: payment icons) are located. <b>Important:</b> Do not change this value. If you wish to use alternative images, save them in the folder VistaKiosk\Config\Images\User, and they will override the ones in the \Vista folder.

### [DataFormats]

Setting	Allowed values	Default	Description
SessionDateFormat		<b>dd</b>	The format of the date that is displayed in the order screens.

SessionTimeFormat		<b>h:mm tt</b>	The format of the time that is displayed in the order screens.
CurrencySymbol		<b>\$</b>	The currency symbol that prices are prefixed with.
CurrencyFormat		<b>###0.00</b>	The format that prices are displayed in. The default setting is two decimal points. <b>Note:</b> Prefixing the value with three hashes removes the leading zeros.
UseBusinessDateDisplay	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether sessions scheduled before the <code>StartTimeOfDayHHMM</code> are displayed on Kiosk under the previous day. <b>For example:</b> If <code>StartTimeOfDayHHMM=0600</code> (6am), and <code>UseBusinessDateDisplay=Y</code> , any sessions prior to 6am (for example: a "late-night" movie at 1am) will be displayed under the previous day. This is useful if, for example, a "late-night" horror is screening at 1am on Sunday morning, but patrons would perceive it as a Saturday night movie, and look for it under Saturday.
StartTimeOfDayHHMM	<i>A valid time in 24 hour format</i>	<b>0600</b>	The start time of the day, displayed in 24 hour format.
LongDateFormat		<b>dddd, d MMMM yyyy</b>	The format of the date that is displayed in the Movies and Sessions screens. <b>For example:</b> Thursday, 22 May 2014
MediumDateFormat		<b>ddd dd MMM</b>	The format of the date that is displayed in movie tiles when movies are opening in the future. <b>For example:</b> Thu 22 May <b>Note:</b> This setting applies to <b>Portrait mode</b> only.

TimeFormat	h:mm H:mm HH:mm	h:mm	<p>The format of the time that is displayed in the Movies and Sessions screens. 12 hour (h:mm) or 24 hour (H:mm and HH:mm).</p> <p><b>For example:</b></p> <ul style="list-style-type: none"> <li>• <b>h:mm:</b> 9:00AM</li> <li>• <b>H:mm:</b> 9:00</li> <li>• <b>HH:mm:</b> 09:00</li> </ul> <p><b>Note:</b> If TimeFormat is set to 24 hour (<b>H:mm</b> or <b>HH:mm</b>), AMPMFormat will be ignored (except in the Tickets screen). If TimeFormat is set to 12 hour (<b>h:mm</b>), and AMPMFormat has a value, the am/pm designator culture settings for all languages will be overridden with the supplied AMPMFormat value. If TimeFormat is set to 12 hour (<b>h:mm</b>), and AMPMFormat does not have a value, the am/pm designator culture settings for all languages will be used.</p>
AMPMFormat		AM/PM	<p>The AM/PM format applied to the time displayed in Kiosk.</p> <p><b>Note:</b> If TimeFormat is set to 24 hour (<b>H:mm</b> or <b>HH:mm</b>), AMPMFormat will be ignored (except in the Tickets screen). If TimeFormat is set to 12 hour (<b>h:mm</b>), and AMPMFormat has a value, the am/pm designator culture settings for all languages will be overridden with the supplied AMPMFormat value. If TimeFormat is set to 12 hour (<b>h:mm</b>), and AMPMFormat does not have a value, the am/pm designator culture settings for all languages will be used.</p>

#### [Seat Allocation]

Setting	Allowed values	Default	Description
SingleSeatGap_BetweenChosenSeats	Y N	N	Determines if a single seat can be left empty between two selected seats.
SingleSeatGap_BetweenChosenAndSoldSeats	Y N	N	Determines if a single seat can be left empty between a selected seat and a sold seat.

SingleSeatGap_BetweenChosenAndEndOfRow	Y N	Y	Determines if a single aisle seat can be left empty when selecting seats next to the aisle seat. If set to N (single aisle seat cannot be left empty), a mode must be set using SingleSeatGap_BetweenChosenAndEndOfRowMode.
SingleSeatGap_BetweenChosenAndEndOfRowMode	Strict Flexible		<ul style="list-style-type: none"> <li>• <b>Strict:</b> Prevents seat selection where the selection would leave a single empty aisle seat.</li> <li>• <b>Flexible:</b> Prevents seat selection where the selection would leave a single empty aisle seat, unless the number of seats selected meets one of the following criteria: <ol style="list-style-type: none"> <li>1. The number of seats selected completes the row, not counting the single aisle seat</li> <li>2. The number of seats selected completes the row from one end, counting from a sold seat outwards to the aisle, but not counting the single aisle seat.</li> </ol> </li> </ul> <p><b>Note:</b> A row can only be completed from one end if there is no block of empty seats elsewhere in the row that could accommodate the seat selection and not leave a single empty aisle seat. <b>Kiosk</b> will check whether the seat selection can be re-arranged in the row so as to not leave a single empty aisle seat. If such re-arrangement is possible, you will not be able to proceed with the order until the seat selection is changed accordingly.</p>
FullSofaMustBeSelected	Y N	Y	Determines whether a full sofa must be selected when purchasing seats.

Display_SpecialSeats	Y N	N	Determines whether <b>Wheelchair Seats</b> are displayed as wheelchair seats (as opposed to normal seats that have been sold).
SpecialSeats_AllowSales	Y N	N	Determines whether <b>Wheelchair Seats</b> can be sold. <b>Note:</b> This setting only applies if <code>Display_SpecialSeats=Y</code> .
SpecialSeats_WarnUserWhenSelected	Y N	Y	Determines whether a warning message is displayed when a customer selects a <b>Wheelchair Seat</b> . <b>Note:</b> This setting only applies if <code>SpecialSeats_AllowSales=Y</code> .
SpecialSeats_EnableCompanionSeats	Y N WarnOnly NoWarning	N	Determines whether companion seats are displayed, and the conditions under which they can be sold. <ul style="list-style-type: none"> <li>• <b>N:</b> Companion seats are displayed as normal seats, which can be sold.</li> <li>• <b>Y:</b> Companion seats are displayed, and can only be sold with an adjacent wheelchair seat.</li> <li>• <b>WarnOnly:</b> Companion seats are displayed, and can be sold without wheelchair seats, but a warning is displayed first.</li> <li>• <b>NoWarning:</b> Companion seats are displayed, can be sold without wheelchair seats, and no warning is displayed.</li> </ul> <b>Note:</b> This setting only applies if <code>SpecialSeats=Y</code> .
SpecialSeatsGap_BetweenCompanionAndWheelchair	Y N	N	Determines whether a seat can be sold as a companion seat if there is a gap between it and the wheelchair space. <b>Note:</b> This setting only applies if <code>SpecialSeats_AllowSales = Y</code> .
Display_BrokenSeats	Y N	Y	Determines whether <b>Broken Seats</b> (for example: a seat that has had a drink spilled on it) are displayed. If this setting is set to <b>N</b> , an empty seat gap will be displayed.



Display_ExcludeAreasWithoutTickets	Y N	N	Determines whether only cinema areas that a patron has selected tickets for are displayed. Y: If a cinema has a Standard and a Premium area, and a patron selects tickets for the Standard area, the seat map will not display the Premium area.
Display_ShowSeatNumbers	Y N	N	Determines whether seat numbers are displayed.
SeatMovementType	1 2	2	Determines whether a patron who wishes to change their seats has to unselect their current ones before selecting new ones. <ul style="list-style-type: none"> <li>1: Preselected seats must be unselected before new ones can be selected.</li> <li>2: Preselected seats do not have to be unselected before new ones can be selected.</li> </ul>
Show_Key_Button	Y N	Y	Determines whether a seating <b>Key</b> (legend) button is displayed.
Show_Reset_Seats_Button	Y N	Y	Determines whether a <b>Reset Seats</b> button is displayed.
Allow_Area_Category_Swaps	Y N	Y	Determines whether a patron can change their seats to a different area (for example: from Standard to Premium) in the Seat Allocation screen.
SeatAllocationForAutomaticAllocationSessions	Y N	Y	Determines whether the Seat Allocation screen is displayed for sessions that are set to automatic seat allocation.
AutomaticAllocationValidation	Y N	Y	Determines whether seating allocation validation rules are applied to seating requests in which all seats have been automatically allocated. <i>Note: Seating allocation validation rules will be applied if any of the requested seats have been manually selected.</i>
UseOCCSeatPicker	Y N	N	Determine whether the OCC or Kiosk seatmap is used..

[Pickup]

Setting	Allowed values	Default	Description
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AllowSelectionIfMultipleBookings	Y N	Y	Determines whether selection will be allowed if there are multiple bookings. If set to <b>N</b> , Kiosk will direct the patron to <b>POS</b> .
AllowEntryNumericOnlyBookingReference	Y N	Y	Determines whether entry of numeric-only booking references will be allowed.
AllowZeroPriceTicketsOnPaidBookingPickup	Y N	Y	Determines whether zero price and <b>Loyalty</b> member tickets can be picked up on a paid booking.
PaymentModuleReturnCard_Pickup	Y N	N	Determines whether the payment module will ask the payment connector for a card number for pickup.
Booking_Reference_Pad_Length	Integer	0	Determines the number of zeros added to the beginning of a booking reference number as padding. <b>0</b> = don't pad.
AllowFailedPrintKioskPickup	Y N	Y	Determines whether bookings can be picked up from another Kiosk if printing fails.
NumberPreviousDays	0 1 N	N	Determines how far into the past uncollected bookings will be displayed for. <ul style="list-style-type: none"> <li><b>0</b>: No uncollected bookings before today will be displayed.</li> <li><b>1</b>: No uncollected bookings before yesterday will be displayed.</li> <li><b>N</b>: All uncollected bookings will be displayed.</li> </ul>
AllowUnpaidPickupOfNonKioskTickets	Y N	Y	Determines whether Ticket Types that are not available on the Kiosk Sales Channel will be able to be picked up as part of an unpaid booking.
UnpaidPickupAllowedSalesChannels			Specifies the ticket Sales Channels that are valid for unpaid booking pickups (comma-separated list). <b>Note:</b> This setting only applies if AllowUnpaidPickupOfNonKioskTickets= <b>N</b> .
KioskPickup_Use_Expiry_Single_Booking	Y N	Y	Determines whether, if there is a single booking pickup with a masked card number, a card expiry date will be checked against the one in the booking.

ShowBookingDetailsOnConcessionScreen	<b>Y</b> <b>N</b>	<b>Y</b>	Determines whether, if ConcessionsWithPickup= <b>Y</b> , booking details will be displayed on the Concessions screen until a concession is selected.
MSR_TypePinpad_Pickup	<b>Y</b> <b>N</b>	undefined	Whether cards will be swiped through a PINpad when picking up a booking. This setting primarily affects what happens when a patron taps the <b>Cancel</b> button in Kiosk when picking up a booking. If set to <b>N</b> , when the patron taps the cancel button, Kiosk will immediately return to the home screen. If set to <b>Y</b> , booking pickup must be cancelled via the PINpad, rather than in Kiosk. When this parameter is not defined, the behaviour when the <b>Cancel</b> button is tapped will be determined using the setting MSR_TypePinpad, found in the Payments section.
VALIDATEBOOKINGPICKUP	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether the credit card used to make a paid booking must be swiped at Kiosk to up tickets.

### [Pickup Methods]

This section of the Kiosk.ini file is split into subsections; one for each pickup method you wish to offer on Kiosk.

#### General

Setting	Allowed values	Default	Description
PrimaryPickupAction	<b>None</b> <b>Barcode</b>	<b>None</b>	Determines which collection method is preselected when a patron collects a booking. Set to None to disable this function.

#### Credit card

Setting	Allowed values	Default	Description
Pickup1_Enabled	<b>Y</b> <b>N</b>	<b>Y</b>	Determines whether the pickup method is enabled.
Pickup1_ListSeq	<i>Integer</i>	<b>1</b>	Determines where the pickup method appears in the list displayed on Kiosk.
Pickup1_Action		<b>Credit_Card</b>	The pickup method.
Pickup1_Anim_PaymentModule_Filename		<b>Anim_PaymentCountdown</b>	The file name of the animation displayed while payment is being processed.

Pickup1_NameLangCode	<b>PickupCreditCard</b>	The <b>Language Manager</b> entry for the pickup method name.
Pickup1_ShortNameLangCode	<b>PickupCreditCardShort</b>	The <b>Language Manager</b> entry for the pickup method short name.
Pickup1_Icon_Filename	<b>PickupIcon_CreditCard</b>	The file name of the pickup icon.

### Barcode

Setting	Allowed values	Default	Description
Pickup2_Enabled	<b>Y</b> <b>N</b>	<b>Y</b>	Determines whether the pickup method is enabled.
Pickup2_ListSeq	<i>Integer</i>	<b>2</b>	Determines where the pickup method appears in the list displayed on Kiosk.
Pickup2_Action		<b>Barcode</b>	The pickup method.
Pickup2_NameLangCode		<b>PickupBarcode</b>	The <b>Language Manager</b> entry for the pickup method name.
Pickup2_ShortNameLangCode		<b>PickupBarcodeShort</b>	The <b>Language Manager</b> entry for the pickup method short name.
Pickup2_Icon_Filename		<b>PickupIcon_Barcode</b>	The file name of the pickup icon.

### Booking ref

Setting	Allowed values	Default	Description
Pickup3_Enabled	<b>Y</b> <b>N</b>	<b>Y</b>	Determines whether the pickup method is enabled.
Pickup3_ListSeq	<i>Integer</i>	<b>3</b>	Determines where the pickup method appears in the list displayed on Kiosk.
Pickup3_Action		<b>Booking_Ref</b>	The pickup method.
Pickup3_Image_Filename			The filename (in the <b>Images</b> area) of the image to display to the right of the payment method text. <b>Note:</b> The filename extension should not be included here, the system works it out automatically.
Pickup3_NameLangCode		<b>PickupBookingRef</b>	The <b>Language Manager</b> entry for the pickup method name.
Pickup3_ShortNameLangCode		<b>PickupBookingRefShort</b>	The <b>Language Manager</b> entry for the pickup method short name.
Pickup3_Icon_Filename		<b>PickupIcon_Ref</b>	The file name of the pickup icon.

### Phone

Setting	Allowed values	Default	Description
Pickup4_Enabled	<b>Y</b> <b>N</b>	<b>Y</b>	Determines whether the pickup method is enabled.

Pickup4_ListSeq	<i>Integer</i>	<b>4</b>	Determines where the pickup method appears in the list displayed on Kiosk.
Pickup4_Action=		<b>Phone_Number</b>	The pickup method.
Pickup4_Prompt_L ty_Swipe_If_Book ing_Contains_Rec ognitions	<b>Y</b> <b>N</b>	<b>Y</b>	Determines whether a Loyalty swipe is prompted if a booking contains recognitions.
Pickup4_NameLang Code		<b>PickupPhone</b>	The <b>Language Manager</b> entry for the pickup method name.
Pickup4_ShortNam eLangCode		<b>PickupPhoneShort</b>	The <b>Language Manager</b> entry for the pickup method short name.
Pickup4_Icon_Fil ename		<b>PickupIcon_Phone</b>	The file name of the pickup icon.

### Loyalty member card

Setting	Allowed values	Default	Description
Pickup5_Enabled	<b>Y</b> <b>N</b>	<b>Y</b>	Determines whether the pickup method is enabled.
Pickup5_ListSeq	<i>Integer</i>	<b>5</b>	Determines where the pickup method appears in the list displayed on Kiosk.
Pickup5_Action		<b>Loyalty_Card</b>	The pickup method.
Pickup5_NameLang Code		<b>PickupLoyaltyCard</b>	The <b>Language Manager</b> entry for the pickup method name.
Pickup5_ShortNam eLangCode		<b>PickupLoyaltyCardSh ort</b>	The <b>Language Manager</b> entry for the pickup method short name.
Pickup5_Icon_Fil ename		<b>PickupIcon_LoyaltyC ard</b>	The file name of the pickup icon.

### [UnpaidPickup]

Setting	Allowed values	Default	Description
AutoPayUnpaidBoo kings	<b>Y</b> <b>N</b>	<b>Y</b>	Determines whether the card used to make a booking is automatically charged on pickup of the booking.

### [Loyalty]

Setting	Allowed values	Default	Description
ShowRedemptionLi st	<b>Y</b> <b>N</b>	<b>Y</b>	Determines whether Loyalty balances are displayed after logging into Loyalty.
ShowLoyaltyOptio nScreen	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether patrons are asked whether they are Loyalty members before the card swipe screen is displayed.

PinEntryAttemptMaxLimit	<b>0-60</b>	<b>3</b>	Determines the maximum number of times a Loyalty member can attempt to enter their pin number before being locked out. <b>Note:</b> A value of <b>0</b> will allow unlimited attempts.
LengthOfLockoutInMinutes	<b>0-60</b>	<b>15</b>	Determines the length of time, in minutes, a patron is locked out of the Kiosk after entering an incorrect pin more times than the number specified in <i>PinEntryAttemptMaxLimit</i> .
PurchaseRewardsURL	<i>Valid URL</i>	<b>http://localhost/ticketing/visLtyPurchaseRewardsKiosk.aspx</b>	The URL of the Purchase Rewards page, used when <i>MODE_PURCHASEREWARDS=Y</i> .
ShowRecognitionQuantities	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether the quantity of recognitions earned by a member is displayed.
ShowMemberDetails	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether a member's name and points balance summary are displayed on the Tickets and Payment screens.
ShowTotalPoints	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether a member's total points are displayed underneath the list of redemptions.
LoyaltyCardEntry	<b>CardSwipe</b> <b>PinPad</b> <b>Keyboard</b>	<b>CardSwipe</b>	Specifies the method by which a patron must enter their Loyalty card number. <ul style="list-style-type: none"> <li><b>CardSwipe:</b> Kiosk prompts the member to swipe their Loyalty card.</li> <li><b>PinPad:</b> Kiosk displays an on-screen number pad via which a Loyalty member can manually enter their card number.</li> <li><b>Keyboard:</b> Kiosk displays an on-screen keyboard via which a Loyalty member can manually enter their card number.</li> </ul>
LoyaltyCardEntryMaxLength	<i>Integer</i>	<b>22</b>	Determines the maximum number of digits that can be entered for a card number via a pinpad or keyboard.

ApplyLoyaltyOnly	Y	N	Determines whether <i>only</i> Loyalty tickets are displayed to Loyalty members.
TicketFilter	N		
	YesWhenLoyaltyTicketsAvailable		<ul style="list-style-type: none"> <li>• <b>Y:</b> Show only Loyalty tickets to Loyalty members.</li> <li>• <b>N:</b> Show both regular and Loyalty tickets to Loyalty members.</li> <li>• <b>YesWhenLoyaltyTicketsAvailable:</b> Show Loyalty tickets if they exist; otherwise show regular tickets.</li> </ul>
LoyaltyCardScreenFlowType	1 2 3	2	<p>Determines when the user is prompted to sign in with their <b>Loyalty</b> card.</p> <ul style="list-style-type: none"> <li>• <b>1:</b> Prompts before showing sessions available.</li> <li>• <b>2:</b> Prompts after a session is selected.</li> <li>• <b>3:</b> Immediately before showing tickets available, displays a screen where users can swipe Loyalty cards, third-party membership cards, or vouchers, to add tickets to their order.</li> </ul> <p><b>Note:</b> When set to 3, ShowLoyaltyOptionScreen is treated as being N during ticket purchasing.</p>
AdditionalWedgeCardReader	Y N	N	Determines whether Loyalty cards can be read by both a serial port barcode scanner <i>and</i> a keyboard wedge card reader.
SignInWithoutCardMode	None Email PinPad Keyboard Mobile	None	<p>Determines whether a <b>Loyalty</b> member can sign in to Loyalty without swiping their membership card, for example by entering their email address and password, their card number, or their mobile number.</p> <p><b>Note:</b> If set to Mobile, and the number entered belongs to more than one member, the user will be asked to sign in using their Loyalty card.</p>
ShowMessages	Y N	N	Determines whether a Loyalty member can view their Loyalty messages.

UpdateLoyaltyDetailsSecurity	<b>Email</b> <b>NoPrompt</b>	<b>Email</b>	<p>Determines whether patrons are required to enter their email address (as an additional security step) before updating their membership details.</p> <ul style="list-style-type: none"> <li>• <b>Email:</b> Require an email address (if one has previously been entered) before updating a member's details.</li> <li>• <b>NoPrompt:</b> No additional requirements.</li> </ul>
AutoOpenUpdateLoyaltyDetailsIfNotSet	<b>No</b> <b>L</b>	<b>No</b>	<p>Determines whether Kiosk will prompt for Loyalty member detail if a member has missing required data.</p> <ul style="list-style-type: none"> <li>• <b>No:</b> Kiosk will not prompt for missing data.</li> <li>• <b>L:</b> Kiosk will prompt for missing data.</li> </ul>
LoyaltySignupDisplayHelp	<b>Y</b> <b>N</b>	<b>Y</b>	<p>Determines whether the Loyalty help icon is displayed on the Loyalty signup page.</p>
UpdateLoyaltyDetailsDisplayHelp	<b>Y</b> <b>N</b>	<b>Y</b>	<p>Determines whether the help icon is displayed on the Update Loyalty Details page.</p>
AutoApplyZeroPointRecognition	<b>Y</b> <b>N</b>	<b>N</b>	<p>Determines whether zero-point cost <b>Loyalty</b> Recognitions are automatically applied to ticket purchases.</p> <p>When set to <b>N</b>, zero points cost <b>Loyalty</b> recognition tickets are displayed as separate ticket types, which can be added to the order to manually apply a discount.</p> <p>Recognitions with a points cost are still displayed on a separate line.</p>



MSR_TypePinpad_Loyalty	Y N	undefined	Whether <b>Loyalty</b> cards will be swiped through a PINpad. This setting primarily affects what happens when a patron taps the <b>Cancel</b> button in Kiosk during a Loyalty transaction. If set to <b>N</b> , when the patron taps the cancel button, Kiosk will immediately return to the home screen. If set to <b>Y</b> , Loyalty transactions must be cancelled via the PINpad, rather than in Kiosk. When this parameter is not defined, the behaviour when the <b>Cancel</b> button is tapped will be determined using the setting MSR_TypePinpad, found in the Payments section.
LoyaltySignupWithUsername	Y N	N	Determines whether, when activating their <b>Loyalty</b> membership card on Kiosk, the member can also sign up by entering a username (their email address) and password.
LoyaltyActivatedOnSignup	Y N	N	Determines whether members who sign up by entering a username (email address) and password on Kiosk are marked as 'Active' in <b>Loyalty</b> .

#### [Payment]

This section of the `Kiosk.ini` file contains three kinds of settings:

- General settings
- Payment method settings – one group of settings per each payment method that you require
- Swipe animation settings

#### General settings

Setting	Allowed values	Default	Description
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MSR_RetryPrompt	Y N	Y	<p>Determines whether Kiosk prompts the patron to swipe again if there is a card read error, or the card was not swiped within the time defined by the VSSClientHardwareConfig.xml setting timeoutsecs.</p> <ul style="list-style-type: none"> <li>• <b>Y:</b> The patron will be given the choice to swipe again or cancel the purchase.</li> <li>• <b>N:</b> The system will cancel the order and return to the start screen.</li> </ul> <p><b>Note:</b> If Kiosk is connected to a pinpad system where it cannot control the card reader directly (for example: a debit card system), Vista recommends setting the value to <b>Y</b>. Otherwise, if Kiosk can control the card reader directly (for example: a serial-port card reader, such as a Magtek), Vista recommends setting the value to <b>N</b>.</p>
MSR_TypePinpad	Y N	Y	<p>Determines whether cards will be swiped through a pinpad system (for example: a debit card system).</p> <p>This setting primarily affects what happens when a customer taps the <b>Cancel</b> button on Kiosk when the system is asking the user to swipe their card.</p> <p>If you are using a simple swipe reader for credit cards only, which can be controlled by Kiosk directly, change the value to <b>N</b>.</p> <p>When the patron taps the Cancel button, Kiosk will immediately return to the home screen.</p> <p>If the setting is <b>Y</b>, Kiosk will display a message explaining that Kiosk is unable to cancel the card read. The patron will have to use the Cancel button on the pinpad to cancel the card read process.</p>
ShowPaymentTypeScreen	Y N	Y	<p>Determines whether the Payment Method screen is still displayed when there is only one Payment Method enabled.</p>

MaskCVVNumber	<b>Y</b> <b>N</b>	<b>Y</b>	Determines whether a card's <b>CVV</b> (card verification value) number is masked during entry.
MaskCVVCharacter	<i>Any ASCII character</i>	*	Specifies the character used to mask a card's <b>CVV</b> (card verification value) number if MaskCVVNumber=Y.
ShowSessionDetailsOnPaymentTypeScreen	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether session details are displayed on the Payments screen.
ShowSessionDetailsAdditional=	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether additional session details, such as the film name, and session date and time, are displayed if ShowSessionDetailsOnPaymentTypeScreen=Y.
PaymentModuleReturnCard_Pay	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether Payment Module asks the payment connector for the card number for payment. <b>Note:</b> This setting only applies to Kiosks using a pinpad system.
EntryButtonOnTicketsScreenModes	<b>V</b> <b>L</b>		Determines the behavior of the Scan Voucher button on the <b>Ticket screen</b> . The setting consists of Comma delimited list to determine the behavior of the Scan Voucher button. Default value is blank, which hides the button. Also when set to blank, <b>Kiosk</b> will use the legacy setting AddVoucherToTicketsList. When the value is set to 'V', the button is used to scan a Voucher code. If value is set to 'L', the button scans a Loyalty card.  <b>Note:</b> The setting can only be set to value L when <b>Loyalty</b> is enabled for the system.  Also when value is set to L, the <b>Loyalty</b> log in screen is not visible as scanning the card in L mode automatically logs the user in <b>Loyalty</b> .

AddVoucherToTicketList	Y N	N	Determines whether a voucher <b>Ticket Type</b> can be added to the Tickets list. The actual Ticket Type is determined by the voucher scanned.
ExcludeBarcodedPackagesContainingRedemptions	Y N	N	Determines whether package tickets that have a barcode and <i>contain</i> redemption tickets are excluded from the Ticket Type list. <b>Note:</b> This setting only applies if AddVoucherToTicketList is set to Y.
InsertVouchersBeforePayment	Y N	N	Determines whether vouchers must be inserted before payment. If the value is N, vouchers must be inserted after payment. <b>Note:</b> This setting only applies to Kiosks where vouchers are physically inserted.
VoucherInsertRequired	Y N	Y	Determines whether voucher insert/final scan step is required. If the value is N, vouchers only need to be scanned on the Tickets screen or for unpaid booking pickups.
RedemptionsAllowed	Y N	N	Determines whether redemption <b>Ticket Types</b> are allowed on Kiosk. <b>Note:</b> The Y setting is required for vouchers, most of which are redemptions.
AllowPaymentAdministration	Y N	N	Determines whether payment administration functions are allowed on the payment connector.
ShowVoucherManagerMessage	Y N	N	Determines whether the message returned by <b>Voucher Management</b> is displayed instead of the generic voucher message.
MakeUnpaidBookingsConfirmed	Y N	N	Determines whether unpaid bookings are made "unpaid confirmed", so that they cannot be automatically cancelled if they are not picked up by the unpaid booking cutoff time.
AllowSettlement	Y N	N	Determines whether Settlement can be called on the payment connector.

PrintSettlementReceipt	Y N	N	Determines whether a Settlement receipt will be printed if AllowSettlement=Y.
CallAdminFunctionsForSettlement	Y N	N	Determines whether Kiosk calls the payment connector admin function for settlement instead of calling settlement directly. If Kiosk calls the payment connector admin function, a screen will pop up on Kiosk with a <b>Settlement</b> button in it.
VSSFiscalReports	Y N A	N	Determines whether fiscal reports are generated by <b>Sales Server</b> . Y: Uses Sales Server to generate fiscal X and Z reports. Surfaces the X and Z report buttons available in Kiosk admin. N: Uses the fiscal printer to generate fiscal X and Z reports. Surfaces the X and Z report buttons available in Kiosk admin. A: Makes the Fiscal Driver Admin Menu available so that fiscal functions can be manually executed. Also surfaces the X and Z report buttons available in Kiosk admin.
PaymentPasswordRequired	Y N	N	Determines whether a payment password must be entered after card swipe.
MaskPaymentPassword	Y N	Y	Determines whether the payment password is masked during entry.
MaskPaymentPasswordCharacter	Any ASCII character	*	Specifies the character used to mask the payment password if MaskPaymentPassword=Y.
LoyaltyGiftCardPaymentMethod	Any payment method that is enabled.	Pay4	Determines the payment method used for Loyalty gift cards.
LandscapeAlwaysOnTopForPayment	Y N	Y	Determines whether, in <b>Landscape mode</b> , during payment and card swipes, the Kiosk screen stays on top, preventing some payment windows from appearing. <ul style="list-style-type: none"> <li>Y: Kiosk window stays on top, preventing some payment windows from appearing.</li> <li>N: Kiosk allows all payment windows to appear on top.</li> </ul>

VoucherScanningMode	<b>Single</b> <b>Continuous</b>	<b>Single</b>	Determines whether voucher scanning occurs in single-voucher or continuous mode. When <b>Single</b> is specified, the voucher scanning popup closes after each voucher is scanned; when <b>Continuous</b> is specified, the popup remains open to allow continuous scanning of multiple vouchers.
ShowVoucherDeletePrompt	<b>Y</b> <b>N</b>	<b>Y</b>	Determines whether a confirmation prompt display when a patron tries to remove a voucher from the order basket.
ManualVoucherEntry	<b>Enabled</b> <b>Disabled</b>	<b>Disabled</b>	Determines whether the patron is given an option to enter voucher barcodes manually via a keyboard.
AlwaysOnTopForPrinting	<b>Y</b> <b>N</b>	<b>Y</b>	Sets any Windows error messages to display above Kiosk's Printing Your Tickets screen when using fiscal receipt printers. <ul style="list-style-type: none"> <li><b>Y:</b> Sets the Kiosk Printing Your Tickets screen to remain on top.</li> <li><b>N:</b> Sets Windows error messages to display above Kiosk's Printing Your Tickets screen</li> </ul>
DefaultDonationQuantity	Any positive integer <b>-1</b>	<b>-1</b>	Determines the pre-selected quantity of the donation item in each order, which the user can adjust. <ul style="list-style-type: none"> <li>Positive integer: The default quantity</li> <li><b>-1:</b> Turns off the donation functionality</li> </ul>

#### Payment method settings

Setting	Allowed values	Default	Description
Pay1_Enabled	<b>Y</b> <b>N</b>	<b>Y</b>	Determines whether the payment method is enabled.
Pay1_ListSeq	<i>Integer</i>	<b>1</b>	Determines the position of the payment method in the list displayed on Kiosk.

Payl_LanguageManagerCode	DebitCard CreditCard OctopusCard StoredValueCard DebitCardChecking DebitCardSavings Cash PayAtPos WECHAT	DebitCard	The <b>Language Manager</b> entry for the payment method name.
Payl_Image_Filename	PayImage_DEBIT PayImage_CREDIT PayImage_OCTO PayImage_CASH PayImage_POS	PayImage_DEBIT	<p>The file name of the payment method image (stored in VistaKiosk\Config\Images\Vista).</p> <p>If you would like to display an alternative image, save it (with the same file name) in Images\User.</p> <p><b>Note:</b> The file name extension should not be included in the value; the system works it out automatically.</p>
Payl_MSRIgnore_PMControlNo	USEEXTERNALSWIPE		<p>Used only for payment systems which do not use MSR (magnetic stripe reader) technology (for example: Octopus Hover/smart cards).</p> <p><b>Note:</b> This must be left blank if the payment method uses magnetic stripe cards.</p> <p>Set the value to <b>USEEXTERNALSWIPE</b> (or the relevant number for your pinpad) to allow the system to bypass the MSR read process and go straight to payment via another payment card technology.</p> <p>The value is interpreted within Payment Module as a virtual card type, which ultimately determines the payment gateway system to use for non-MSR cards.</p>
Payl_PaymentModuleTenderCategory	DEBIT CREDIT OCTOPUS SVS CASH WECHAT	DEBIT	<p>Specifies the payment method mode communicated to the bank.</p> <p><b>Note:</b> This setting is required particularly for pinpad debit/credit card systems where a patron can use a single card in either debit or credit mode.</p>

Pay1_Anim_Swipe_Filename	<b>Anim_Swipe_Pinpad</b> <b>Anim_Swipe_Insert</b> <b>Anim_Cash_Insert</b>	<b>Anim_Swipe_Pinpad</b>	The file name of the animation (stored in VistaKiosk\Config\Skins\Type1\VistaNew) displayed during the card read or cash collection stage. As Octopus cards do not require a swipe, leave this value blank for the Octopus payment method. <b>Note:</b> The file name extension should not be included in the value; the system works it out automatically.
Pay1_Anim_PaymentModule_Filename	<b>Anim_PaymentCountdown</b> <b>Anim_Swipe_Octopus</b> <b>Anim_Cash_Insert</b>	<b>Anim_PaymentCountdown</b>	The file name of the animation (stored in VistaKiosk\Config\Skins\Type1\VistaNew) displayed during the payment process (after the card read or cash collection stage). <b>Note:</b> The file name extension should not be included in the value; the system works it out automatically.
Pay1_PaymentModulePaymentType			Specifies the Payment Type, if required by Payments Module (for example: for credit card fraud security).
Pay1_CVV_Override_Help		<b>PinpadHelpDebitCard</b>	The file name of an <i>alternative CVV</i> (card verification value) help image that you have saved to VistaKiosk\Config\Skins\Type1\VistaNew\User. <b>Note:</b> This image will only be used if <b>MODE_CVV=Y</b> .
Pay2_ZIP_Visible	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether a prompt requesting a patron's ZIP code is displayed.
Pay3_CVV_Visible	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether, if <b>MODE_CVV=Y</b> , the CVV screen is displayed for this particular payment type.
Pay4_WedgeAllowsCardTrackNoExpiryDate	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether a keyboard wedge card reader allows no expiry date in a card's track data. <b>Note:</b> This setting does not apply to credit or debit cards.
Pay4_PIN_Visible	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether the PIN number is visible during entry.



Pay4_PIN_Override_Help			The file name of an alternative PIN help image that you have saved to VistaKiosk\Config\Skins\Type1\VistaNew\User.
Pay4_SupportsVoid	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether the SVS payment connector supports voiding (to void gift card payments if patrons cancel after partial approval).
Pay4_CardEntryMode	<b>CardSwipe</b> <b>BarcodeScan</b> <b>MobileBarcodeScan</b>	<b>CardSwipe</b>	Determines whether the card number will be obtained by card swipe, by scanning a barcode on the card or by scanning a barcode on a mobile phone. <b>Note:</b> Barcode scanning is disabled for credit and debit cards.
Pay5_PaymentModuleAccountName	<b>CHECKING</b> <b>SAVING</b>	<b>CHECKING</b>	The type of debit card account.
Pay7_Action	<b>CASH</b> <b>PAYATPOS</b>	<b>CASH</b>	The payment method.
Pay7_Anim_PaymentComplete		<b>Anim_PaymentCountdown</b>	The file name of the animation (stored in VistaKiosk\Config\Skins\Type1\VistaNew) that is displayed during payment processing. <b>Note:</b> The file name extension should not be included in the value; the system works it out automatically.
Pay8_Payment_Complete_Seconds	<b>0-60</b>	<b>0</b>	The number of seconds after the payment is complete at which the payment-complete animation/audio message is played.
Pay8_Audio_PaymentComplete		<b>PAYCOMPLETE_POS</b>	The file name of the audio message (located in VistaKiosk\Config\Language\Audio\<Language>) to play after payment is complete. <b>Note:</b> The file name extension should not be included in the value; the system works it out automatically.

Pay8_CardType	undefined	Specifies the type of card for the payment method. The values for this setting must match those for the card types configured for the Payments Module.
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#### Swipe animation settings

Setting	Allowed values	Default	Description
Loyalty_Anim_Swipe_Filename		<b>Anim_Swipe_Insert</b>	The file name of the animation (stored in VistaKiosk\Config\Skins\Type1\VistaNew) that is displayed when asking for a Loyalty swipe.
Barcode_Anim_Swipe_Filename		<b>Anim_Swipe_Barcode</b>	The file name of the animation (stored in VistaKiosk\Config\Skins\Type1\VistaNew) that is displayed when asking for a barcode read.
Member_Anim_Swipe_Filename		<b>Anim_Swipe_Insert</b>	The file name of the animation (stored in VistaKiosk\Config\Skins\Type1\VistaNew) that is displayed when asking for a third-party membership swipe.

#### Payment method example

```

; PayMethod1          ' debit
Pay1_Enabled=Y
Pay1_ListSeq=1
Pay1_LanguageManagerCode=DebitCard
Pay1_Image_Filename=PayImage_DEBIT
Pay1_MSRIgnore_PMControlNo=
Pay1_PaymentModuleTenderCategory=DEBIT
Pay1_Anim_Swipe_Filename=Anim_Swipe_Pinpad
Pay1_Anim_PaymentModule_Filename=Anim_PaymentCountdown
Pay1_PaymentModulePaymentType=          ; Payment Type Code
Pay1_CVV_Override_Help=PinpadHelpDebitCard

; PayMethod2          ' credit
Pay2_Enabled=Y
Pay2_ListSeq=2
Pay2_LanguageManagerCode=CreditCard
Pay2_Image_Filename=PayImage_CREDIT
Pay2_MSRIgnore_PMControlNo=
Pay2_PaymentModuleTenderCategory=CREDIT
Pay2_Anim_Swipe_Filename=Anim_Swipe_Pinpad
Pay2_Anim_PaymentModule_Filename=Anim_PaymentCountdown
Pay2_PaymentModulePaymentType=          ; Payment Type Code
Pay2_ZIP_Visible=N

```

#### [Timing]

Setting	Allowed values	Default	Description
Timeout_NoUserActivity	<b>0-1800</b>	<b>30</b>	The time (in seconds) of no user activity after which Kiosk returns to the home page or (in <b>Landscape mode</b> ) activates the Attract Loop (page 14).
Timeout_Absolute_RewardSelection	<i>Integer</i>	<b>120</b>	The time (in seconds) a patron has to purchase rewards. The Purchase Rewards screen is different from all others, which have a no-activity timeout.
Timeout_PrinterStatusCheckOnError	<b>0-60</b>	<b>30</b>	The time (in seconds) after which Kiosk does a printer status check to determine if a printer error has been resolved.
KeepAlive_CardReader	<b>0-60</b> <b>N</b>	<b>N</b>	The time (in seconds) after which the card reader is re-initialised to keep it active when the Kiosk is not in use. A value of <b>N</b> disables this function. <b>Note:</b> This setting is only required if there are problems with the card reader "sleeping".

#### [Limits]

Setting	Allowed values	Default	Description
max_tickets	<i>Integer</i>	<b>10</b>	The maximum number of tickets that can be purchased in one order.
max_ticket_types	<i>Integer</i>	<b>3</b>	The maximum number of <b>Ticket Types</b> that can be purchased in one order.
max_concessions	<i>Integer</i>	<b>10</b>	The maximum number of concessions that can be purchased in one order.
minutes_showmovie_afterstart	<b>0-60</b>	<b>30</b>	The number of minutes after a session starts that it will still be available for purchase. <b>For example:</b> With a setting of <b>30</b> , Kiosk would allow tickets to be sold to sessions that have started within the last 30 minutes.
transaction_amount_max	<i>Integer</i>	<b>1000</b>	The maximum dollar value allowed for a single transaction.

#### [Appearance]

Setting	Allowed values	Default	Description
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DisplayMode	<b>Landscape</b> <b>Portrait</b>	<b>Landscape</b>	<p>The mode in which Kiosk is displayed.</p> <ul style="list-style-type: none"> <li>• <b>Landscape:</b> displays only the transaction pane.</li> <li>• <b>Portrait:</b> displays trailers at the top of the screen, the transaction pane in the middle, and advertisements at the bottom. Requires a <b>Full HD 1080x1920</b> display.</li> </ul>
SkinType		<b>1</b>	<p>The number of the Type folder (for example: Type1) where the skin that determines the appearance of the Kiosk user interface is located.</p> <p>The only option currently available is <b>1</b>. However, the Kiosk skin can be customised (page 19).</p>
SkinSubtype		<b>VistaNew</b>	<p>The name of the subfolder (in VistaKiosk\Config\Skins\Type1) in which many of the Kiosk visual elements are located.</p>
Allow_List_Swipe	<b>Y</b> <b>N</b>	<b>Y</b>	<p>Determines whether Kiosk will allow swipe gestures in lists to scroll them.</p> <p><i>ScrollType</i> determines <i>how</i> the lists will be scrolled.</p>
ScrollType	<b>Page</b> <b>Scroll</b>	<b>Page</b>	<p>Determines <i>how</i> lists will be scrolled in Kiosk.</p> <ul style="list-style-type: none"> <li>• <b>Page:</b> Lists will scroll down a page at a time.</li> <li>• <b>Scroll:</b> Lists will scroll down a line at a time.</li> </ul>
Display_TaxBreak down	<b>Y</b> <b>N</b> <b>O</b>	<b>Y</b>	<p>Determines whether the subtotal and tax breakdown are displayed.</p> <ul style="list-style-type: none"> <li>• <b>Y:</b> Always display.</li> <li>• <b>N:</b> Never display.</li> <li>• <b>O:</b> Only display after tickets and concessions have been selected (used in systems with discounts applied to concession items).</li> </ul>
Display_PricesEx clTax_Tickets	<b>Y</b> <b>N</b>	<b>N</b>	<p>Determines whether tax-exclusive pricing is displayed for tickets.</p>
Display_PricesEx clTax_Conc	<b>Y</b> <b>N</b>	<b>N</b>	<p>Determines whether tax-exclusive pricing is displayed for concessions.</p>

Concession_TextM ode	<b>0</b> <b>1</b> <b>2</b>	<b>0</b>	<p>Determines which <b>Item</b> description (configured in <b>Back Office</b>) is displayed as the primary language description for concessions in Kiosk, and which is displayed as the secondary.</p> <ul style="list-style-type: none"> <li>• <b>0: Item Description</b> will be displayed as the primary language description, and <b>Alternate Language</b> will be displayed as the secondary language description.</li> <li>• <b>1:</b> Alternate Language will be displayed as both the primary <i>and</i> secondary language descriptions, unless it is blank, in which case Item Description will be displayed as both the primary and secondary languages.</li> <li>• <b>2:</b> Alternate Language will be displayed as both the primary <i>and</i> secondary language descriptions, unless it is blank, in which case, nothing will be displayed. However, if there is no Long Description in the file CONCTEXT1 . INI, Item Description will be displayed as both the primary and secondary languages.</li> </ul>
ShowAttributes	<b>Y</b> <b>N</b>	<b>Y</b>	<p>Determines whether <b>Attributes</b> are displayed in all screens where they are available, and in the order basket.</p>
IncludeFilmAttri butesInSessionAt tributes	<b>Y</b> <b>N</b>	<b>Y</b>	<p>Determines whether <b>Film</b> Attributes will be included in the Attributes for a session.</p> <p><b>Note:</b> To make Attributes visible, ShowAttributes must be set to <b>Y</b>.</p> <p><b>Note also:</b> IncludeFilmAttributesInSessionAttributes does not affect flipped film tiles, which will always display both Film and Session Attributes if they are available.</p>

AttributeLegendKeyName	ShortName Description	ShortName	Determines whether the Attribute's <b>Short Name</b> or <b>Description</b> is displayed as the key name in Kiosk legends.
Show_Booking_Fee_Message	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether the "Booking fee to be applied" message is displayed on the Tickets screen.
Show_Promo_Seconds	<b>0-60</b>	<b>6</b>	Determines the time (in seconds) that the "thank you" screen, which can include session details and a counter pickup number, is displayed after tickets are printed or an order is confirmed in paperless-ticketing mode. <b>Note:</b> In paperless-ticketing mode, this setting determines how long the recipient's details are shown.
Disable_Cancel_Card_Swipe	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether the <b>Cancel</b> button for card swipes is disabled on the Payment and Pickup screens.
Disable_Cancel_Cash_Pay	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether the <b>Cancel</b> button on the Cash Payment screen is disabled.
Global_Font	<i>Any valid font that is installed on the Kiosk workstation.</i>	<b>Arial</b>	The font that all Kiosk text is displayed in.
Log_Missing_Skin_Entries	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether missing skin settings are logged (in VistaKiosk\Config\MissingSkinEntries.csv). <b>Note:</b> Enabling this setting will slow Kiosk down.
Hide_Mouse_Cursor	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether the mouse cursor is hidden (for touch screens).
Show_Processing_Message	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether a "processing your request" message is displayed when the <b>Pay</b> or <b>Next</b> buttons are pressed.
Show_BookingNumber_OnError	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether, if available, the <b>Vista</b> booking number is displayed when a post-charge error occurs.
ShowScreenNameOn_OrderWindow	<b>Y</b> <b>N</b>	<b>Y</b>	Determines whether the <b>Screen</b> name is displayed in the Tickets screen.

ShowScreenNameOnSessionButtons	<b>Y</b> <b>N</b>	<b>Y</b>	Determines whether the <b>Screen</b> name is displayed on the session tiles.
Ticket_Type_Order_Mode	<b>0</b> <b>1</b> <b>2</b> <b>3</b>	<b>0</b>	<p>Determines the order tickets are displayed in on the Tickets screen.</p> <ul style="list-style-type: none"> <li><b>0</b>: Highest price first.</li> <li><b>1</b>: Lowest price first.</li> <li><b>2</b>: <b>Price Card</b> sequence.</li> <li><b>3</b>: Alphabetical.</li> </ul>
Warn_If_Session_Started	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether patrons are warned if they select a session that has already started.
Display_System_Time	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether the current (system) time is displayed on all screens.
Carousel_Default_Sort	<b>S</b> <b>A</b> <b>R</b> <b>T</b>	<b>S</b>	<p>Determines the order in which films in the carousel will be loaded and displayed.</p> <ul style="list-style-type: none"> <li><b>S</b>: Standard (by sequence, then alphabetically). The sequence number is determined by the cinema, and enables the cinema to choose which film appears first. The sequence number is entered in the field <b>Position In Sequence</b> in <b>Back Office &gt; Film &gt; Box Office</b> tab.</li> <li><b>A</b>: Alphabetically, based on Film Title.</li> <li><b>R</b>: Release date (films with the most recent release date will be displayed first).</li> <li><b>T</b>: Session time (the film with the next session will be displayed first).</li> </ul>
ShowPrintingProgress	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether printing progress is displayed on the Printing screen.
ShowPrintingSessionDetail	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether session details are displayed on the Printing and Confirmation screens.

TrailerPlay	<b>A</b> <b>M</b>	<b>A</b>	<p>Determines whether trailers play automatically when selected by patrons, or have to be started manually <i>after</i> they have been selected.</p> <ul style="list-style-type: none"> <li><b>A</b>: Automatic</li> <li><b>M</b>: Manual</li> </ul>
TrailerVolume	<b>0–1</b>	<b>0.5</b>	<p>Determines the volume of trailer audio.</p> <p><b>Note:</b> Trailer audio operates independently of voice-instruction audio.</p>
TrailerType	<b>ShortTrailer</b> <b>Trailer</b>	<b>ShortTrailer</b>	<p>Determines whether the <b>Short Trailer</b> or <b>Trailer</b> (as defined in <b>Back Office</b>) plays on Kiosk.</p>
IncludeComingSoonFilmsDays	<i>Integer</i>	<b>0</b>	<p>The number of days within which <b>Coming Soon</b> films will be displayed.</p> <p><b>Note:</b> The value of this setting cannot be greater than that of <code>selectsessiondays</code> in the configuration file <code>VSSClientConfig.xml</code>.</p>
ShowCarouselScrollButtons	<b>Y</b> <b>N</b>	<b>N</b>	<p>Determines whether scroll buttons are shown on carousel views to support mouse-only navigation.</p>
AutoClickNavigation	<b>Y</b> <b>N</b>	<b>N</b>	<p>Determines whether <b>Kiosk</b> behaves as if a mouse has been clicked when a button on a screen with a carousel is tapped.</p> <p><b>Note:</b> This setting is only required if <code>ShowCarouselScrollButtons</code> is set to <b>Y</b>, and must be set to <b>Y</b> to enable screen-to-screen navigation for some operating systems and kiosk hardware. Set to <b>N</b> if pages are skipped during navigation.</p>
FailureMessageDisplayDuration		<b>5.0</b>	<p>The time in seconds (for which failure messages display.</p>
SuccessMessageDisplayDuration		<b>1.0</b>	<p>The time (in seconds) for which success messages display.</p>



ShowFilmContentWithFilmTitle	Y N	N	Determines whether a film content warning is displayed under the film title. <b>Note:</b> If this parameter is enabled in Landscape mode, <code>IncludeFilmAttributesInSessionAttributes</code> should be set to N so that film attributes can be displayed.
FilmGrouping	None SplitByAttribute GroupByTitle	None	Film posters will display on the film selection screen according to one of the following specifications: <ul style="list-style-type: none"> <li>One poster per film set up in Back Office</li> <li>One poster per concept attribute on a film's sessions</li> <li>One poster shared by films set up with different film formats but the same title</li> </ul>
DisplayRatingOnPoster	Y N	N	Determines whether the Censor Rating image is displayed on film posters on the film selection screen.

#### [Printing]

Setting	Allowed values	Default	Description
CheckPrinterOnTransactionStart	Y N	N	Determines whether Kiosk will check the status of a printer (if the printer supports status enquiry) before attempting to print.

#### [AttractLoop]

Attract Loop applies to **Landscape mode** only.

Setting	Allowed values	Default	Description
AttractLoopExecutableName		TrailerShow.exe	The name of the program that Kiosk calls to display the Attract Loop. <b>Important:</b> Do not change the value of this setting.
ImageDelay	0–60	30	The length of time (in seconds) that a static image will be displayed before moving on to the next one. <b>Note:</b> This setting only applies if there are static images in the folder <code>VistaKiosk\Config\Video</code> .

Lang1Text	<b>%TSLANG1TEXT</b> <b>%TSLANG2TEXT</b>	<b>%TSLANG1TEXT</b>	Determines whether the primary or alternate language text appears in the <i>top left</i> of the Attract Loop window. <ul style="list-style-type: none"> <li>• <b>%TSLANG1TEXT</b>: Primary language</li> <li>• <b>%TSLANG2TEXT</b>: Alternate language</li> </ul>
Lang2Text	<b>%TSLANG1TEXT</b> <b>%TSLANG2TEXT</b>	<b>%TSLANG2TEXT</b>	Determines whether the primary or alternate language text appears in the <i>bottom right</i> of the Attract Loop window. <ul style="list-style-type: none"> <li>• <b>%TSLANG1TEXT</b>: Primary language</li> <li>• <b>%TSLANG2TEXT</b>: Alternate language</li> </ul>
Width		<b>1024</b>	The width (in pixels) of the Attract Loop window.
Height		<b>768</b>	The height (in pixels) of the Attract Loop window.
FontSize		<b>12</b>	The font size (in points) of the text displayed in the Attract Loop window.
FontName	<i>Any valid font installed on the Kiosk workstation.</i>	<b>Century_Gothic</b>	The font name of the text displayed in the Attract Loop window.
FontColor	<i>Any valid CSS colour name</i>	<b>AntiqueWhite</b>	The font color of the text displayed in the Attract Loop window.
StretchAnimatedImage	<b>Y</b> <b>N</b>	<b>N</b>	Determines whether an animated image is stretched to take up the whole Attract Loop window (rather than just centering it).
AnimateImageTypes	<b>GIF</b> <b>TIF</b> <b>PNG</b>	<b>GIF</b>	A comma-separated list of the image types you want animation support for in the Attract Loop.
HideTextPanelsIfNoText	<b>Y</b> <b>N</b>	<b>Y</b>	In the Attract Loop window, text is displayed on top of black panels. This setting determines whether those black panels are hidden if there is no text.
AttractLoopExeProcessName		<b>TrailerShow</b>	Technical setting. Do not change.
AttractLoopExeShow	<b>Y</b> <b>N</b>	<b>Y</b>	Determines whether the Attract Loop is enabled.
AttractLoopExeShutdown	<b>0-60</b>	<b>30</b>	The length of time (in minutes) that the Attract Loop will play before returning to the main Kiosk screen.

### [Security]

Setting	Allowed values	Default	Description
PinNumber	User specified four-digit PIN number.	8171	The PIN number required to access the Admin menu (page 36).
FraudLockScreenSeconds	0-60	30	The length of time (in seconds) that the Kiosk screen is locked if one of the credit card fraud codes is returned on payment.

### [Trace Logging]

Setting	Allowed values	Default	Description
EnableTraceLogging	Y N	Y	Determines whether trace logging is enabled for Kiosk.
EnableTraceLogging_AttractLoop	Y N	Y	Determines whether trace logging is enabled for the Attract Loop.
EnableTraceLogging_BarcodeReader	Y N	Y	Determines whether trace logging is enabled for the barcode reader.
EnableTraceLogging_CardReader	Y N	Y	Determines whether trace logging is enabled for the card reader.
EnableTraceLogging_Printer	Y N	Y	Determines whether trace logging is enabled for the printer.

### [Startup]

Setting	Allowed values	Default	Description
InitialiseSTA	Y N	N	Determines whether hardware drivers are initialised on an STA (single-threaded apartments) thread if hardware fails to initialise during Kiosk startup.

### [TaxMode]

Setting	Allowed values	Default	Description
ForceTaxMode	No NameAndNumberEcuador	No	Determines whether a special tax mode for Ecuador that requires entry of tax name and number is enabled.
SkipTaxButton	Y N	N	Determines whether a button is displayed that allows a patron to skip the screen that requires their tax name and number. <b>Note:</b> This setting only applies if ForceTaxMode=NameAndNumberEcuador.

DefaultTaxNumber

The default tax number that is recorded if `SkipTaxButton=Y`, and a patron skips the screen that requires their tax name and number.

DefaultTaxName

The default tax name that is recorded if `SkipTaxButton=Y`, and a patron skips the screen that requires their tax name and number.

#### [Advertising]

Setting	Allowed values	Default	Description
Advertising_CycleTimeInSeconds		15	The length of time (in seconds) for which Kiosk displays each advertisement before cycling to the next. <b>Note:</b> This setting only applies to <b>Portrait mode</b> .
Advertising_DataRefreshTimeInSeconds		180	The number of seconds after which Kiosk's advertising is refreshed from its data source.

#### [Caching]

Setting	Allowed values	Default	Description
UiDataModelCacheTimeoutInSeconds		300	The length of time (in seconds) that Kiosk will keep UI data cached. Depending on how often Sales Server data is refreshed (controlled by <code>VSSClientConfig.xml</code> setting <code>refreshrateminutes</code> ), the shorter this cache time, the more up-to-date the film tiles will be. Consider UI redraw performance when setting this value. <b>Note:</b> The minimum valid value is 90. A value lower than this will be ignored, and the default of 300 will be used instead.

## APPENDIX D

# OCC seat picker properties

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### OCC seat picker properties

A general note about customising the OCC seat picker:

- Vista will overwrite the released folders and files of subsequent upgrades. The intention is that the Kiosk can run with reasonable configurations "out of the box".
- If the release configurations are not suitable and you wish to customise features, you should create a new folder (as a copy of the Vista folder) with a new name and specify that the system should use that folder.
- The `icon.js` file contains the bundle of seat icons used by this seat picker. To change these, you'll need to contact Vista for a custom build.

### Config.json

The following properties are set using `config.json`:

Area labels (page 101)

Legend (page 102)

Navigation (page 103)

Notifications (page 104)

RowLabels (see "Row labels" page 104)

Screen (page 105)

Seats (page 105)

Seat selection rules (page 108)

### Area labels

The area labels are displayed directly centre above their respective areas. The position of the area is not adjusted to accommodate for the label, meaning the label may overlap with an area above it. Vista recommends that the seat layout itself is modified with space above it for the label.

Property	Type	Default	Valid values	Description
Show	boolean	false	true false	Determines whether the area labels are shown or not.

Margin	<b>number</b>	<b>10</b>	A positive number	Defines the margin between the area labels and seating areas.
--------	---------------	-----------	-------------------	---

Example:

```
{
  "areaLabels": {
    "margin": 10,
    "show": false
  },
}
```

#### Legend

Property	Type	Default	Valid values	Description
position	<b>string</b>	<b>'Top'</b>	<b>'Top'</b> <b>'Bottom'</b>	Determines the position of the legend component.
items	<b>array</b>		See <b>legend.item</b>	Defines the configuration of the items to be displayed on the legend.
seatSize	<b>number</b>	<b>25</b>	A positive number	Defines the width and height of the legend's seat representations.

#### legend.item

Property	Type	Default	Valid values	Description
label	<b>string</b>		A non-empty string	Determines text on the legend item label.
seatType	<b>SeatType</b>		<b>Normal</b> <b>Wheelchair</b> <b>Companion</b> <b>SofaLeft</b> <b>SofaMiddle</b> <b>SofaRight</b>	Determines the seat type to display for the legend item.
showAsUnavailable	<b>boolean</b>	undefined	A <b>boolean</b> or <b>null</b>	Displays seat icon as unavailable.
showAsSelected	<b>boolean</b>	undefined	A <b>boolean</b> or <b>null</b>	Displays the seat icon as if it were a selected seat.
showAsFriend	<b>boolean</b>	undefined	A <b>boolean</b> or <b>null</b>	Displays the seat icon as if it were a friend seat.
customIcon	<b>string</b>	undefined	A non-empty string or <b>null</b>	Defines an optional custom icon name for the seat.

customClass	<b>string</b>	undefined	A non-empty string or <b>null</b>	An optional custom css class to be applied to the seat icon.
visibilityPredicate	<b>LegendItemVisibilityPredicate</b>	undefined	A <b>LegendItemVisibilityPredicate</b> function or <b>null</b>	An optional callback to control the visibility of the legend.

To populate the seat picker legend, you'll need to add items as an array of objects. The display order in the legend is determined by their position within the array.

Example:

```
"legend": {
  "items": [
    {
      "customClass": null,
      "customIcon": null,
      "label": "Available",
      "seatType": "Normal",
      "showAsFriend": false,
      "showAsSelected": false,
      "showAsUnavailable": false,
      "visibilityPredicate": null
    },
    {
      "customClass": null,
      "customIcon": null,
      "label": "Unavailable",
      "seatType": "Normal",
      "showAsFriend": false,
      "showAsSelected": false,
      "showAsUnavailable": true,
      "visibilityPredicate": null
    }
  ],
}
```

### Navigation

Property	Type	Default	Valid values	Description
showPanButtons	<b>boolean</b>	<b>false</b>	<b>true</b> <b>false</b>	Determines whether the pan buttons are shown.
showZoomButtons	<b>boolean</b>	<b>true</b>	<b>true</b> <b>false</b>	Determines whether the zoom buttons are shown.

Example:

```
"navigation": {
  "showPanButtons": true,
  "showZoomButtons": true
},
```

## Notifications

Property	Type	Default	Valid values	Description
show	boolean	true	true false	Determines whether notifications are shown.
style	string	'Warning'	'Info' 'Warning' 'Error' 'Success'	Defines the notification style.
displayInline	boolean	true	true false	Determines whether notifications appear inline or as a toast.

Example:

```
"notification": {  
  "displayInline": false,  
  "show": true,  
  "style": "Error"  
},
```

## Row labels

Property	Type	Default	Valid values	Description
size	number	25	A positive number	Defines width and height of row labels.
margin	number	8	A positive number	Defines left and right margin of row labels.
shape	string	'Rectangle'	'Rectangle' 'Round'	Defines row label shape.
borderRadius	number	3	A positive number	Defines border radius for each row label. Only used for rectangles.
borderWidth	number	0	A positive number	Defines row label border width.

Example:

```
"rowLabels": {  
  "borderRadius": 3,  
  "borderWidth": 0,  
  "margin": 8,  
  "shape": "Rectangle",  
  "size": 25  
},
```



## Screen

Property	Type	Default	Valid values	Description
height	number	35	A positive number	Defines the screen height.
margin	number	10	A positive number	Defines any additional margin between screen and seating areas.
bevelOffset	number	30	A positive number	Defines the length difference between top and bottom of screen.
position	string	'Top'	'Top' 'Bottom'	Defines the screen position.

### Example:

```
"screen": {  
  "bevelOffset": 30,  
  "height": 35,  
  "margin": 50,  
  "position": "Top"  
},  
},
```

## Seats

Property	Type	Default	Valid values	Description
appearance	object		A <b>SeatPickerSeatTypeAppearanceConfig</b> object	Defines the appearance of seats.
minimumSize	number	44	A positive number	Defines the minimum seat width and height.
margin	number	0	A positive number	Defines the margin around each seat.
appearanceRules	array		An array of <b>SeatAppearanceRule</b> objects.	List of rules defining seat appearance customisations to apply to seats matching the given criteria.
allowSeatInUnallocatedAreasToBeSelected	boolean	false	true false	Determines whether seats in unallocated areas are selectable.

defaultAvailabilityStatus	string	'Sold'	'Available' 'Sold' 'Broken'	The default <b>SeatAvailabilityStatus</b> used when a seat's status cannot be found in provided data.
legacyMode	boolean	false	true false	Determines whether non-square left sofa seats are right aligned.

### Seat appearance

When appearances for a specific seat type is undefined, it will use the `default` configuration. If omitted entirely, factory default applies instead.

Property	Type	Default	Valid values	Description
default	object	undefined	A <b>SeatPickerAppearanceConfig</b> object	Defines the default seat appearance configuration.
normal	object	undefined	A <b>SeatPickerAppearanceConfig</b> object	Defines the seat appearance for normal seats.
wheelchair	object	undefined	A <b>SeatPickerAppearanceConfig</b> object	Defines the seat appearance for wheelchair seats.
companion	object	undefined	A <b>SeatPickerAppearanceConfig</b> object	Defines the seat appearance for companion seats.
sofaLeft	object	undefined	A <b>SeatPickerAppearanceConfig</b> object	Defines the seat appearance for left sofa seats.
sofaMiddle	object	undefined	A <b>SeatPickerAppearanceConfig</b> object	Defines the seat appearance for middle sofa seats.
sofaRight	object	undefined	A <b>SeatPickerAppearanceConfig</b> object	Defines the appearance for right sofa seats.
friend	object	undefined	A <b>SeatPickerAppearanceConfig</b> object	Defines the appearance for friend seats.

### Seat appearance states

You can define different appearances for each seat type.

Property	Type	Default	Valid values	Description
----------	------	---------	--------------	-------------

default	<b>object</b>	undefined	A <b>SeatPickerSeatAppearanceConfig</b> object or <b>null</b>	Defines the appearance configuration for a seat in the default state. Is also the default display for unspecified states.
selected	<b>object</b>	undefined	A <b>SeatPickerSeatAppearanceConfig</b> object or <b>null</b>	Defines the appearance for a seat in the selected state.
unavailable	<b>object</b>	undefined	A <b>SeatPickerSeatAppearanceConfig</b> object or <b>null</b>	Defines the appearance for a seat in the unavailable state.

### Seat appearance configurations

For each seat type, you can configure the following properties.

Property	Type	Default	Valid values	Description
icon	<b>string</b>	undefined	A non-empty string.	Defines the icon displayed for a seat.
showLabels	<b>boolean</b>	undefined	<b>true</b> <b>false</b> <b>null</b>	Determines whether seat labels are displayed on the seat.
labelOffsetX	<b>number</b>	undefined	A real number, or <b>null</b>	Defines the X-axis offset for seat labels.
labelOffsetY	<b>number</b>	undefined	A real number or <b>null</b>	Defines the Y-axis offset for seat labels.

Example:

```
"seats": {
  "allowSeatsInUnallocatedAreasToBeSelected": false,
  "appearance": {
    "companion": {
      "default": {
        "icon": "companion-seat",
        "labelOffsetX": 0,
        "labelOffsetY": 0,
        "showLabels": false
      },
      "selected": {
        "icon": "companion-seat",
        "labelOffsetX": 0,
        "labelOffsetY": 0,
        "showLabels": false
      },
      "unavailable": {
```

```

        "icon": "companion-seat",
        "labelOffsetX": 0,
        "labelOffsetY": 0,
        "showLabels": false
    }
},

```

### Seat selection rules

The OCC seat picker ignores the seat selection rules defined in Kiosk.ini. The rules are defined here instead.

**Note:** When seats have been auto-allocated by the server, they are recorded as reserved seats. If the selected seats are equal to the reserved seats, all validation rules will be ignored, except for the 'Must Respect Seat Selection Limits' rule.

Rule	Default	Description
mustRespectSeatSelectionLimits	<b>true</b>	In ticket-first ordering mode, this rule ensures users select the correct amount of seats for each category. In seat-first ordering mode, users must select at least one seat.
mustSelectAssociatedWheelchairSeats	<b>true</b>	Determines whether users are allowed to select companion seats without an associated wheelchair seat.
cannotLeaveSingleSeatGapFromAisle	<b>true</b>	Determines whether users are allowed to leave a single seat between the aisle and their selection. This rule is ignored if the seat becomes the only remaining available seat in the row. Wheelchair and Companion seats are exempt from this rule. <b>Note:</b> Add <code>ignoreSelectedSofaSeats: true</code> to exempt sofa seats from this rule.
cannotLeaveGapsBetweenSelectedSeats	<b>true</b>	Determines whether users are allowed to leave gaps between their own seat selections in the same row. Sold or broken seats are ignored for this rule. <b>Note:</b> Add <code>allowGapsWithMultipleSeatsBetweenSelectedSeats: true</code> to allow gaps of two or more seats between the user selection. This behaviour is disabled by default.
cannotLeaveSingleSeatGapFromUnavailableSeat	<b>true</b>	Determines whether users allowed a seat selection that leaves a single available seat between their selection and an unavailable seat. This rule is ignored if the seat becomes the only remaining available seat in the row. Wheelchair and Companion seats are exempt from this rule. <b>Note:</b> Add <code>ignoreSelectedSofaSeats: true</code> to exempt sofa seats from this rule.
mustFillSofaSeats	<b>true</b>	Determines whether sofa seats are allowed to be partially filled. <b>Note:</b> Add <code>allowSinglePartialSofa: true</code> to modify this rule to allow one sofa to be partially filled per order.

Example:

```

"selectionRules": {
  "cannotLeaveGapsBetweenSelectedSeats": {

```

```

    "enabled": true,
    "options": { "allowGapsWithMultipleSeatsBetweenSelectedSeats": false }
  },
  "cannotLeaveSingleSeatGapFromAisle": {
    "enabled": true,
    "options": {
      "allowWhenAllSeatsBetweenTheSeatGapAndAnUnavailableSeatAreSelected": true,
      "ignoreSelectedSofaSeats": true
    }
  },
  "cannotLeaveSingleSeatGapFromUnavailableSeat": {
    "enabled": true,
    "options": {
      "allowWhenAllSeatsBetweenTheSeatGapAndAnUnavailableSeatAreSelected": true,
      "ignoreSelectedSofaSeats": true
    }
  },
  "mustFillSofaSeats": {
    "enabled": true,
    "options": { "allowSinglePartialSofa": false }
  },
  "mustRespectSeatSelectionLimits": { "enabled": true },
  "mustSelectAssociatedWheelchairSeat": { "enabled": true }
}

```

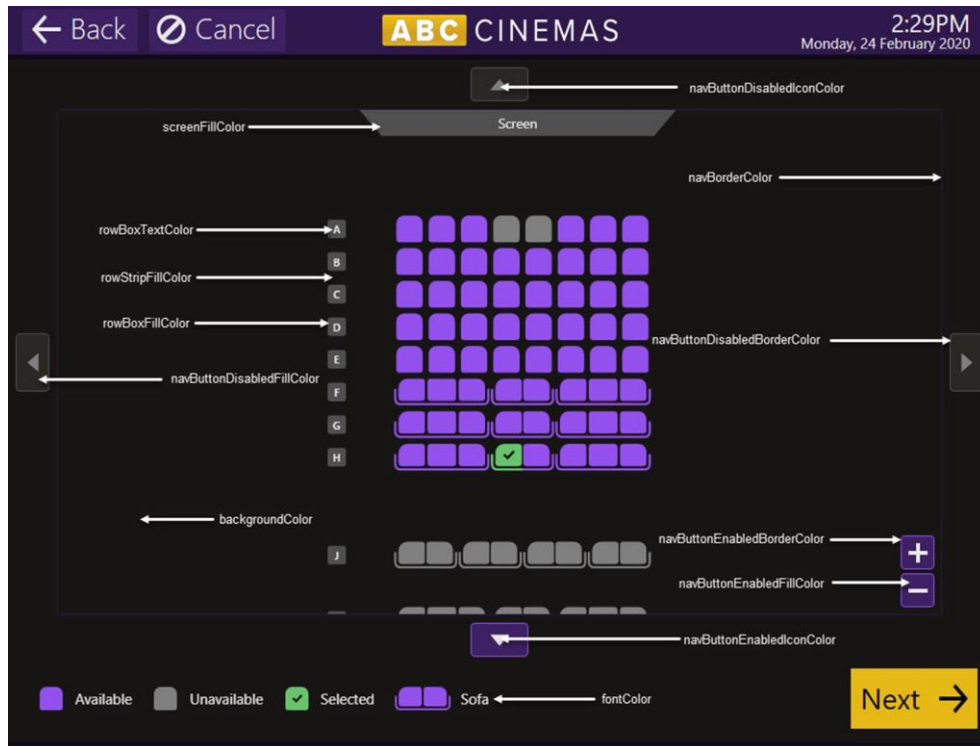
### component-colors.json

This file defines the color scheme for the seat map components. It should look as follows:

```

{
  "backgroundColor": "#181615FF",
  "fontColor": "#EAEAEAFF",
  "navBorderColor": "#291643FF",
  "navButtonDisabledBorderColor": "#505050FF",
  "navButtonDisabledFillColor": "#2B2725FF",
  "navButtonDisabledIconColor": "#808080FF",
  "navButtonEnabledBorderColor": "#9451EEFF",
  "navButtonEnabledFillColor": "#3E2164FF",
  "navButtonEnabledIconColor": "#EAEAEAFF",
  "navButtonPressedBorderColor": "#505050FF",
  "navButtonPressedFillColor": "#2B2725FF",
  "navButtonPressedIconColor": "#808080FF",
  "rowBoxFillColor": "#505050FF",
  "rowBoxTextColor": "#EAEAEAFF",
  "rowStripFillColor": "#181615FF",
  "screenFillColor": "#505050FF"
}

```



### seat-colors.json

This file defines the color scheme for the seat icons used in the seat picker. Available icons are:

- companion
- friend
- normal
- sofaLeft
- sofaMiddle
- sofaRight
- wheelchair

Example:

```
"sofaMiddle": {
  "available": {
    "fillColor": "#9451EEFF"
  },
  "selected": {
    "fillColor": "#6AC46DFF"
  },
  "unavailable": {
    "fillColor": "#808080FF"
  }
},
```

## A P P E N D I X   E

# OPOS drivers for Star printers

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### Installing OPOS drivers for Star printers on Kiosk

If you are using the **Star TSP700,800,900** printer with **OPOS**, you will need to install the IBM OPOS PRINTER drivers. These drivers are included in the file `opos_win32_20041116.exe` in the base directory.

1. Install the drivers.
2. Run the OPOS POS PRINTER Register program.
3. If you are using the gate model insert reader, select (from the left) TSP847D.
4. Click **Reg**.
5. Change the Device Name to **STARPRINTER**.

**Important:** *The Kiosk will NOT function without the above setting.*

6. Choose the correct COM port.
7. Leave the other settings as they are, and click **OK**.



## APPENDIX F

### OCX for KDM insert readers

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**Installing OCX for KDM insert readers on Kiosk**

The setup wizard will prompt you to install a special .ocx package for insert readers. You must install this package.

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