

## Overview

This article explains the process to add a 'Help' button to customer-facing kiosk stations, which sends a message to an employee-facing station letting them know that the customer at a specific kiosk requires assistance.

Instructions on how to set up a POS station to run as a kiosk can be found in the following Tech Center article:

<http://pixelpointtechcenter.com/article.php?id=1044>

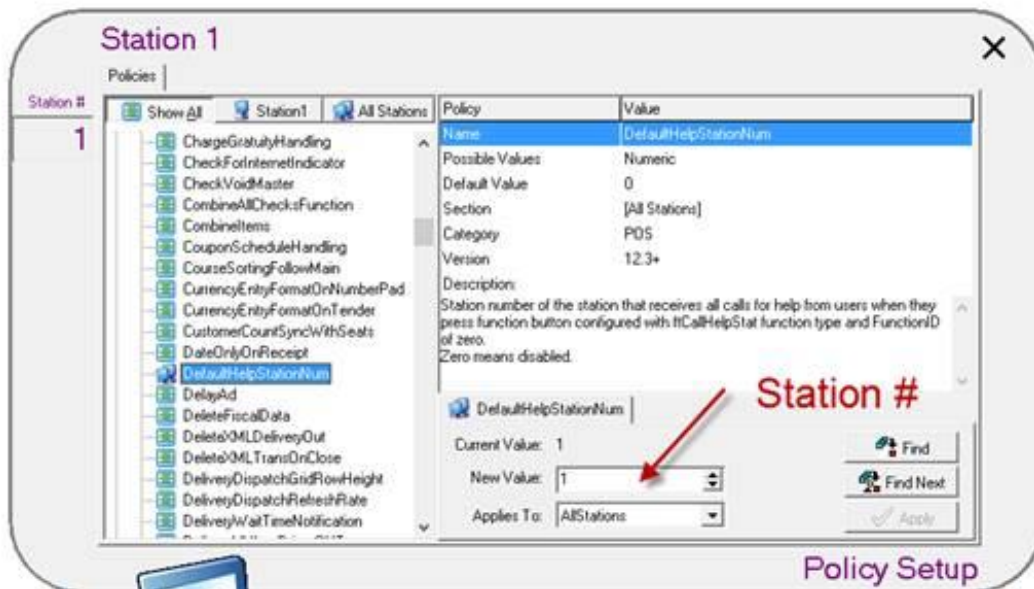
**Note:** The following features were introduced in PixelPoint v. 12.3

## Creating & Configuring the Help Button

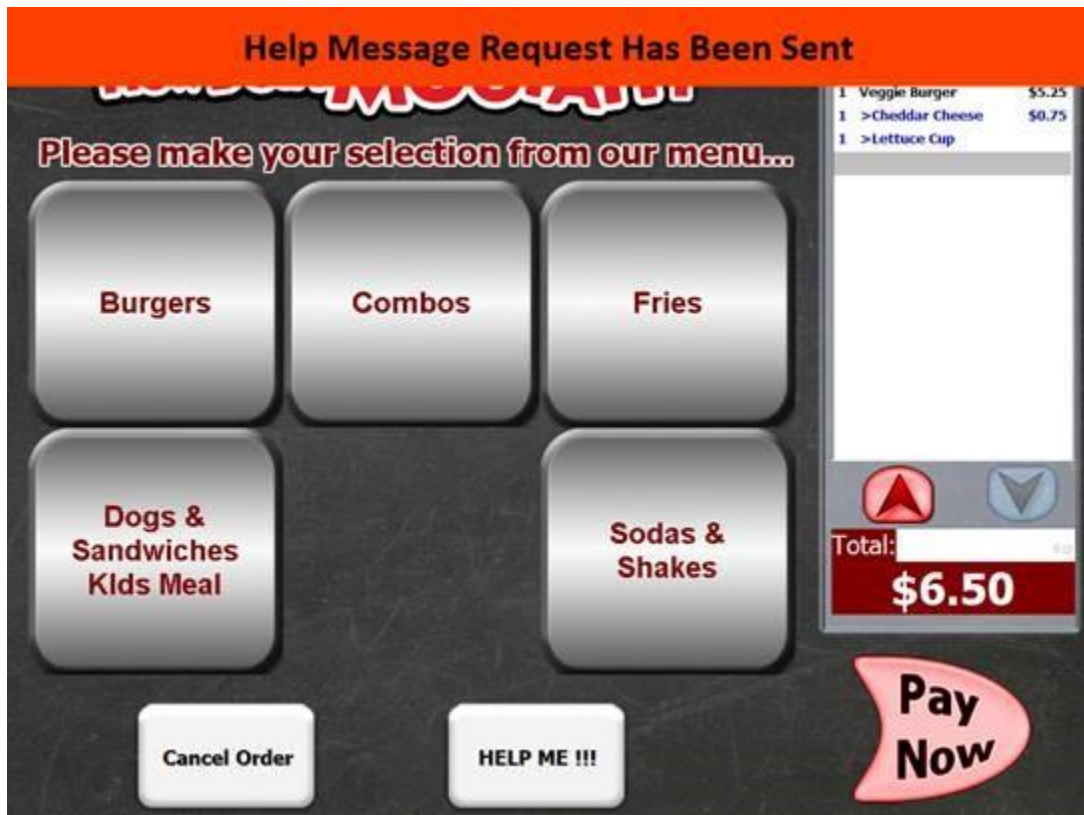
In BackOffice>Form Editor, open the relevant form(s) and add a new *TPixelFunction* button to the appropriate Kiosk form(s). Set the *FunctionType* to **ftCallHelpStat** and the *FunctionName* to the station that you would like help requests to be sent to.

FrameColor	0
FunctionID	0
FunctionName	Default Station
FunctionType	ftCallHelpStat
GroupIndex	0
Height	107
IsDisabled	False

If you manage multiple locations and require a different station number to receive help requests at each location, set the *FunctionName* to **Default Station**, and have each location separately configure the proper station number using the *DefaultHelpStationNum* policy.



When a customer presses the help button, the default message `Station #X is calling for help` is sent to the station selected during setup. On the kiosk where the help button was pressed, the default message `Help Request has been sent` will be displayed on a banner on the top portion of the screen. The POS will prevent the help button from being pressed multiple times by asking for a password to unlock the kiosk (default password is 123) before returning to the regular screen. The banner will remain on screen for 90 seconds.



## Editing the Text

The text in any messages displayed in PixelPoint can be edited to the preference of the user. To edit the displayed text in the previously mentioned messages, create a Text (.txt) file named NewLanguage.txt and place it in the PixelPOS folder (or edit the file if it already exists).

The text for each message in PixelPoint has a unique number assigned to it. Text can be edited by first typing the number of the message, followed by a comma (,) and the message you would like the default text to be replaced with inside of quotation marks ("").

The default text for the message displayed on the employee-facing station when the Help button is pressed is as follows:

- 204828,"The Guest at Kiosk "%s" [%d] is Requesting Assistance"

In this example, the "%s" will be replaced with the station name of the kiosk requesting help, and the [%d] will be replaced with the station number of the same kiosk.

The default text for the message displayed on the customer-facing kiosk when a Help button is pressed is as follows:

- 204831, “Help Request has been sent”

In the above examples, 204828 and 204831 are the unique IDs assigned to this particular text. The POS reads and displays the text inside of the quotation marks. When editing a message, it is imperative to follow the above format, including the comma separating the number and text as well as opening and closing the quotation marks without leaving any spaces in between (spaces inside of the quotation marks are fine). Any mistakes in the formatting of this text will result in the POS defaulting back to the original message.

**Note:** As the default text for messages is stored elsewhere, the file NewLanguage.txt will contain only text that has been edited by the user.

**Policies for time and password change?**