

12 October 2017

Next Generation Interactive Signage

infotouch™ Now in Terminal 1!

- All of Narita Airport's Information in One Location -

Airport First in Japan!

"infotouch", a next generation interactive information display system, was developed to provide information in a new format to meet the needs of the individual customer in light of the recent increase in visitors to Japan and the increasing ratio of LCC services. This new system will offer a seamless supply of timely information.

"infotouch" offers a wide variety of essential information on flights, terminal facilities and ground transport, etc. in an easy, intuitive, touch-screen operation that brings the information to the user at the touch of a fingertip. "infotouch" comprises functions **never before seen at an airport in Japan**, such as the use of precision indoor digital maps system* to show the route to the user's desired location and assistance in navigating to their airline counter and boarding gate by simply scanning the barcode on a boarding pass.

Not only is the system multilingual for the benefit of a wider range of users, it is designed to incorporate Universal Design features such as a voice search and it has easy-to-access screen buttons and provides routes with elevators and fewer level changes for the benefit of wheelchair users. The objective of this system is to provide more value in the airport experience for all airport users.

* This system maps out the indoor contour with accurate dimensions and displays the route from the starting point to the desired location together with the distance and walking time.

infotouch in Brief

1. Launch Date and Locations

(1) Friday, 20 October 2017 (from 4:00 a.m. to 1:00 a.m. the following day)

2 will be installed on the 1st floor, Central Building, Terminal 1 (inside the Visitor Service Center)

(2) Tuesday, 31 October 2017 (from 4:00 a.m. to 1:00 a.m. the following day)

2 will be installed on the 3rd floor, Satellite 5, Terminal 1

2. Key Function For the first time at any airport in Japan, each unit will have the following functions

- Will provide flight, shop, restaurant, facility and airport access information
- Precision indoor digital maps for navigating the passenger terminals
- Boarding pass scanner (to display routes to boarding gates and counters)
- Other functions as well as videophones (to talk with information staff), voice activated keyword search and print out

3. Available Languages: 9 (4 for some functions)

Japanese, Chinese (Simplified and Traditional), Korean, Indonesian, Thai, French, Spanish



Diagram of the display screen and chassis. Designs will vary depending on their location. NAA has applied to have the "infotouch" logo design registered as a trademark.

NAA 成田国際空港株式会社

NAA Bldg., Narita International Airport, Narita City, Chiba Prefecture 〒282-8601
URL: <https://www.narita-airport.jp/jp/>

Locations

① Area Before Outbound Passport Control

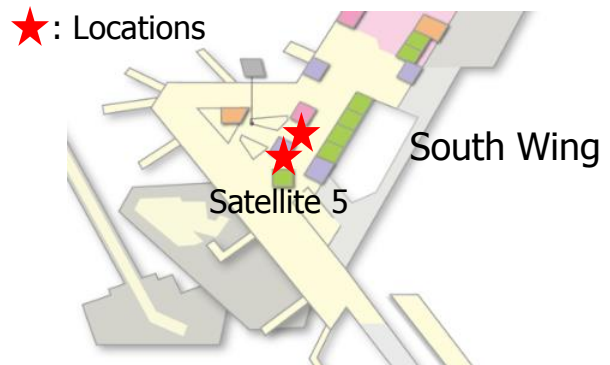
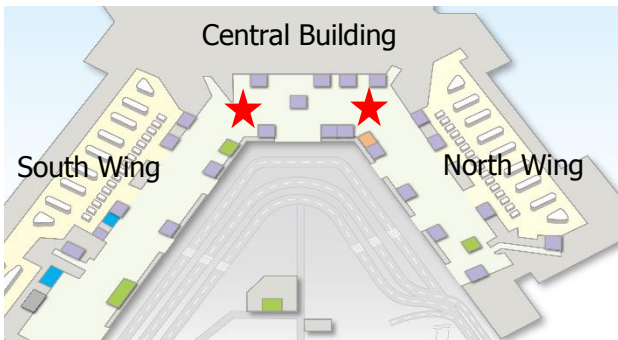
2 will be installed on the 1st floor, Central Building, Terminal 1 (Inside the Visitor Service Center)

Will be operational on Friday, 20 October 2017

② Area Beyond Outbound Passport Control

2 will be installed on the 3rd floor, Satellite 5, Terminal 1

Will be operational on Tuesday, 31 October 2017



Functional Components



Videophone: Enables the user to talk with information staff (Available Languages: Japanese, English, Chinese, Korean)

Motion sensor: Displays visuals of the unit's functions when no one is nearby, automatically switches to the TOP page display when someone draws near and adjusts the height of the buttons to the height of the user.

Voice recognition: Recognizes user's speech and performs single word search (Available Languages: Japanese, English, Chinese, Korean)

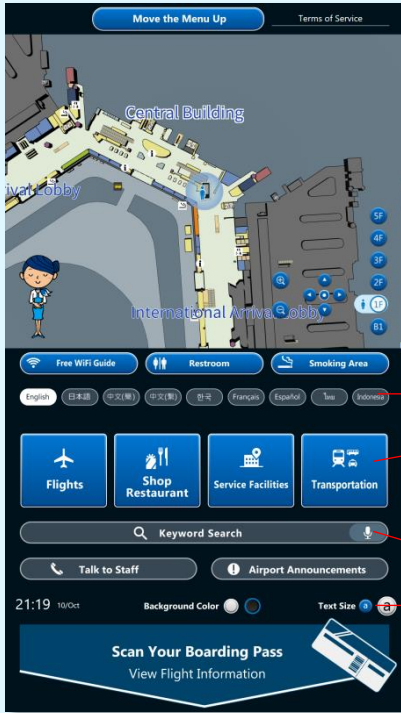
Printer: Can print search results shown on the screen

Boarding pass reader: Will display flight information and directions to counters and boarding gates when boarding pass barcodes are scanned
* Some boarding passes may not be readable.

Forward to device: Forwards search results to mobile terminals
* Only ground transport information will be provided when the system is initially operational.

Display Diagram

TOP Page Display



Precision Indoor Digital Maps System

Displays route to desired location with accurate dimensions together with distance and walking time. When providing information on routes that incorporate changes in floor levels, the system will automatically switch to a route with elevators and fewer level changes (accessible route).

Button level automatically adjusts to the height of the user

Language selection (9 choices)

Category selection
* Ground transport information only available in area before outbound passport control

Voice search

Font size and background color change

Ground Transport



Voice Search Display



Scan boarding pass → Displays flight information



Displays route to boarding gate*, distance, walking time and flight information

* Units installed in the area before outbound passport control display route to counter only.

Development

- Chassis and display design and system development: Hitachi, Ltd., Hitachi Systems, Ltd., Hitachi ULSI Systems Co., LTD.
- Precision indoor digital map development: NTT DATA CORPORATION

Information Providers

Timetables: KOTSU SHIMBUNSHA & JTB Publishing Inc. Weather: Weathernews Inc.
Outdoor maps: Google