

25 March 2019



In Late-June 2019, Interactive Digital Signage


infotouch[®] upgrade throughout the Airport!
Straightforward Information from Anywhere in the Airport

"infotouch" is an interactive digital signage system providing flight, terminal facility and transport information which was developed as a new source of information at Narita Airport to meet the individual needs of our diversifying customer base. 4 units have been in operation in Terminal 1 since October 2017.

The new terminal design and screen layout reflects feedback from customers, usage log analysis, as well as assessments of design experts and disabled members of the community. A total of 64 new units will be located near terminal entrances, where many customers require information, as well as at transit screening areas and points where passenger flows diverge, ensuring that an infotouch station is easily accessible when required. The main points of the upgrade are the addition of new horizontal models to the previous vertical type, allowing easier operation by customers using wheelchairs, as well as a revision of map and control button color schemes and designs to enable more intuitive access to the desired information.

On March 28 one horizontal model will be available for public use on the 4F of the Terminal 1 Central Building as a precursor to the deployment of the new models throughout the airport.

Upgrade Details, Deployment Period

① Unit Configuration

- New horizontal models (42-inch screen size)
- Screen angle and free space below the unit ensures easy operation by wheelchair users
- Revised handset and printer position for improved usability

② Functions, Screen Design

- Renewed map design and color schemes
- Revised button layout and facility search process

③ Preliminary Service Start (1 horizontal unit)

Date: Thursday 28 March 2019, 09:00~

Location: Terminal 1 Central Building 4F, South side

④ Full-Scale Service Start (64 units*)

Period: late-June 2019

* including preliminary service



New!

Screen and housing design are for illustration purposes and may vary from the actual items. Designs will vary depending on their location.

infotouch® Overview

1. Main Features

- Provides information on flights, shops, restaurants, service facilities and transport
- Precision indoor digital maps for navigating the passenger terminals (can also display route to gate by scanning a boarding pass)
- Video calls (with assistance staff), voice search function, forwarding of search results to mobile devices, etc.

2. Language Availability: 9 languages (4 languages for certain functions)

Japanese, English, Chinese (simplified & traditional), Korean, Indonesian, Thai, French, Spanish

New Unit & Screen Appearance



Horizontal Model Vertical Model

• Two unit types, horizontal and vertical, installed according to available space



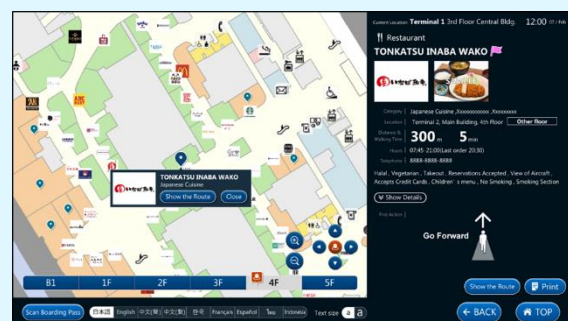
Accompanying

- Built-in printer, boarding pass reader and handset on left of screen
- Screen angle set at 40° for horizontal units and 70° for vertical to improve usability



Horizontal Type Top

• Larger buttons, set contrast ratio for improved visibility and usability



Shop Selection

- View detailed shop information by tapping the map
- Attract customers with restaurant menu photographs

Development

System development, housing design: Hitachi, Ltd., Hitachi Systems, Ltd., Hitachi ULSI Systems Co., Ltd.
Precision indoor digital map system development: NTT DATA Corporation