Feature Focus Guide:
Clock-In Movie

Core Product: Aloha Quick Service, Aloha Table Service
Last Updated: June 20, 2024

Contents

Copyright and Trademark Information

The products described in this document are proprietary works of NCR Voyix.

NCR Voyix is a registered trademark of NCR Voyix.
Aloha is a registered trademark of NCR Voyix.
Microsoft and Windows are registered trademarks of Microsoft Corporation in the United States and/or other countries.

All other trademarks are the property of their respective owners.

It is the policy of NCR Voyix to improve products as technology, components, software, and firmware become available. NCR Voyix, therefore, reserves the right to change specifications without prior notice.

Not all features, functions and operations described herein are available in all parts of the world. In some instances, photographs are of equipment prototypes; therefore, before using this document, consult with your NCR Voyix representative or NCR Voyix office for the most current information.

© 2024 NCR Voyix
Atlanta
Georgia
USA
www.ncrvoyix.com
All Rights Reserved

Revision Record

Date	Version #	Description
Prior to 01/11/2023	v12.3+	Added Media Files section.
01/11/2023		Converted the document to use new template. Updated the front cover and back page to use new NCR branding.
06/20/2024		Updated document to reflect NCR Voyix branding.

About Clock-In Movie

Clock-In Movie at a Glance	
Core Product	Aloha® Quick Service, Aloha Table Service
Complementary Products	Windows Media Player v9.0 or later, MS PowerPoint (or a PowerPoint file viewer), and Radiant utility Mplay2.exe in the %Iberdir%\Bin directory
Separate License Required?	No
Other References	Aloha Quick Service Manager Guide; Aloha Table Service Manager Guide; Reference Guide

With the Clock-In Movie feature, available in Aloha® Quick Service and Aloha Table Service, the system can automatically play a 'movie' for specific employees, or all employees, upon clock-in. This is a great tool for training and motivating your employees, and greatly reduces your training costs.

With this feature, you can do the following:

- Assign a movie to play for specific job codes.
- Assign a movie to play for specific employees.
- Define a range of dates for which a movie plays.
- Control the time of day a movie plays.
- Define the number of times your employees must view a movie.

SCENARIO: To reduce labor and training costs, you configure the Point-of-Sale (POS) system to require your kitchen staff to watch an instructional movie when they clock in. When an employee finishes watching the movie, they log off the terminal and begin their regular job functions.

Minimum hardware and software requirements

- Must use Quick Service or Table Service v5.4.2 or later.
- Must use Windows® 98, 2000, NT, Me, or XP operating systems. There is no support for Windows 95 systems.
- Must have Windows Media Player 9x, or higher, if using media files that open with this program.
- Must have the Radiant utility, Mplay2.exe, in the %Iberdir\Bin directory.
- Must have PowerPoint or a PowerPoint file viewer, if using PowerPoint files that open with this program.
- Must have Internet connection, if using streaming videos.

Configuring Clock-In Movie

This section details the configuration requirements for the Clock-In Movie feature. You must access several functions to complete the configuration. If you are an experienced user, refer to Procedures at a Glance for abbreviated steps. If you prefer more detail, continue reading this document.

Clock -In Movie Procedures at a Glance:
If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task.
1.   Access **Maintenance > Labor > Security Roles** to provide access to Movie Maintenance. See page 5.
2.   Access **Maintenance > Business > Store > Store Settings** tab **> User Interface** group to enable multimedia. See page 6.
3.   Use a program of your choice, such as Adobe Illustrator or Windows Media Player, and create a **movie** to play during clock in. See page 7.
4.   Access **Maintenance > System Settings > Media Files** to make media files for clock-in movie available for use. See page 8.
5.   Access **Maintenance > Messaging > Movie** to select the movie to play at clock in and the employees or job codes required to view the movie. See page 9.
6.   Access **Maintenance > System Settings > Event Schedule** add the 'Activate Movie' event type to schedule. See page 12.
7.   Access **Utilities > POS > Refresh POS & All Installed Products** to update the information on the Front-of-House (FOH) terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. See page 14. If you use Aloha Configuration Center, access **Utilities > Aloha Configuration Center > Refresh POS & All Installed Products** to accomplish the data refresh.

Providing access to movie maintenance

With the addition of the Movie menu option, you must have a sufficient security level to access the Movie option on the Messages menu. If your security role does not include access to Movie Maintenance, the menu option does not appear when you log in to the Back-of-House (BOH).

To provide access to the Movie function:

1. Select **Maintenance > Labor > Security Roles**.
2. Select the **security role** to which you want to allow access to the Movie function from the drop-down list.
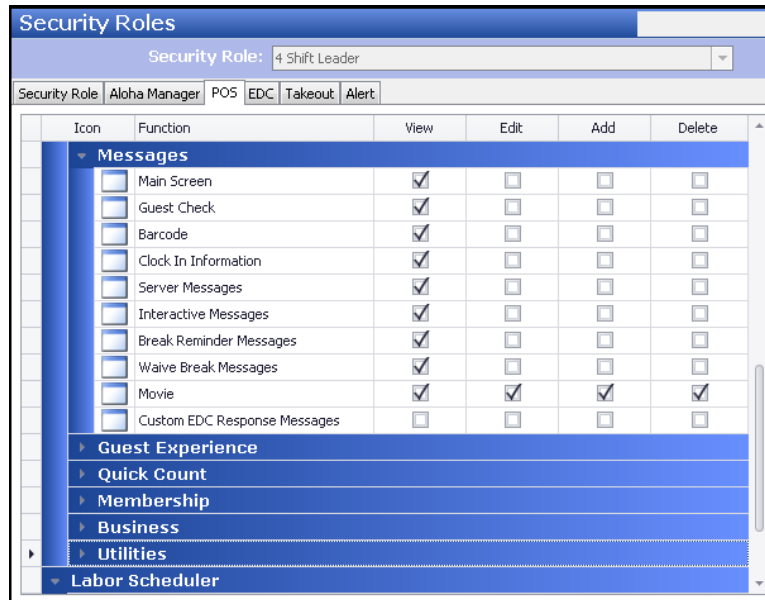3. Select the **POS** tab.

Figure 1 Labor - Security Roles

4. Under the 'Maintenance > Messages' group bar, locate the **Movie** function.

5. Select **View, Edit, Add, Delete** for movie access, where applicable.

6. Click **Save** and exit the **Security Roles** function.

Enabling multimedia to play in FOH

To allow movies and other types of media to be viewed from the FOH, you must configure the POS user interface to enable multimedia functionality.

To enable multimedia:

1. Select **Maintenance > Business > Store**.

2. Select the **Store Settings** tab.

3. Select the **User Interface** group located at the bottom of the screen.
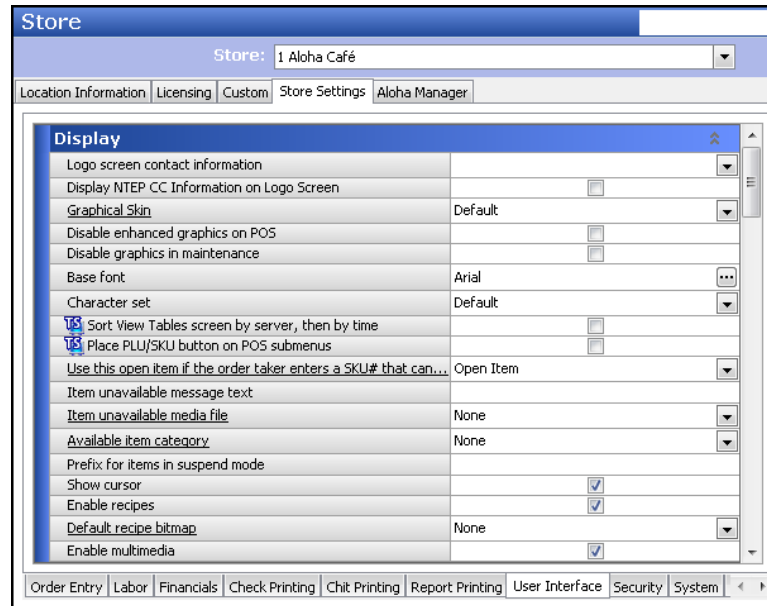
Figure 2 User Interface - Display Group Bar

4. Under the 'Display' group bar, select **Enable multimedia**.

5. Click **Save** and exit the **Store** function.

Creating a movie

You can create a movie using the program of your choice, such as Adobe Illustrator, Macromedia Shockwave Flash, Microsoft PowerPoint, and Windows Media Player. The Aloha system supports the *.avi, *.mpeg, *.wmv, *.mov, *.swf, *.pps, *ppt, *.gif, and *.rs media file extensions. For any of these file formats, you must have the supported player installed on the system from which you want to view the movie. For example, if you want to play *.pps files, you must have PowerPoint installed. When you finish creating the movie, place the file in the BMP folder. If the movie is explaining a recipe, you must place it in the Recipe folder.
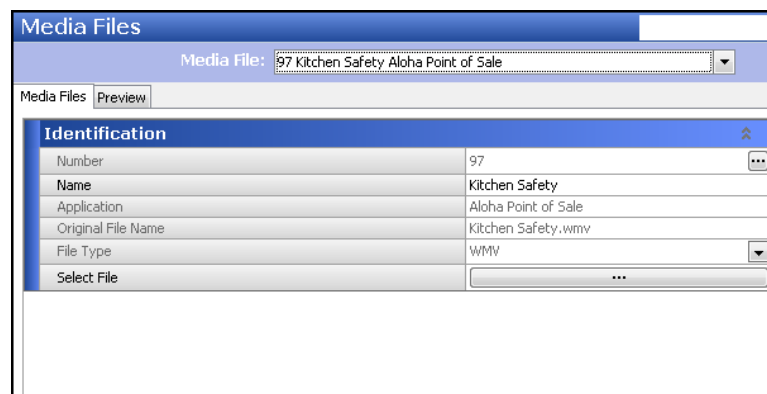
You should consider the viewing size and resolution of the media file when creating the movie. For example, if the terminal uses an 800 x 600 screen resolution, the movie file should reflect this. The system also supports streaming video encoded with Windows Media Encoder, however, transmission across the network is greatly compromised. When configuring a streaming video as a movie, you must map to the Web site address.

Making media files for clock-in movie available for use

To make a movie file available for use in the system, you must create and upload the file in Media Files.

To make a movie available for use:

1. Select **Maintenance > System Settings > Media Files**.
2. Click the **New** drop-down arrow, select **Aloha Point of Sale**, and click **OK**.
3. Accept the **system assigned number** or click the **ellipsis (…)** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**.

Figure 3 System Settings - Media Files

4. Type a **name**, such as 'Kitchen Safety,' to help you identify the media file.
5. Select the **file type**, such as 'WMV,' from the drop-down list.
6. Click the **ellipsis (…)** to browse to and select the **media file** from the directory in which you have it saved, and click **Open**. The system defaults to the BMP directory.
7. Select the **Preview** tab.
8. Click **Enable Preview**.
9. Click **Play** to preview the movie.
10. Click **Stop** to end the movie before it gets to the end.
11. Click **Save**.
12. Repeat this **procedure** for each movie you need to make available for use.
13. Exit the **Media Files** function.

Configuring a movie to play at clock-in

Use the options in Movie Maintenance to select the movie to play at clock-in, the employees required to watch the movie, the start and end dates, the number of times employees must view the movie, and the length of playing time. Once an employee views a movie the specified number of times, the movie no longer plays for that employee at future clock-ins within the designated date range.

The system stores the movie number, the employee number, and the number of times the movie played for the employee in MovieHst.dbf, located in the **\Data** and **\Newdata** directories. When needed, you can export this file using MSExcel, and generate a report to determine if all your employees have watched the movie, as shown in the following example.

Movie ID	Employee Number	Play Times
1	100	1
2	100	2
2	200	14
2	201	1
3	100	1
3	200	2

Each time you edit a movie file and click **Save**, the system prompts to reset the history for that movie in **MovieHst.dbf**. Click **Yes** to clear the viewing history, or click **No** keep the history.
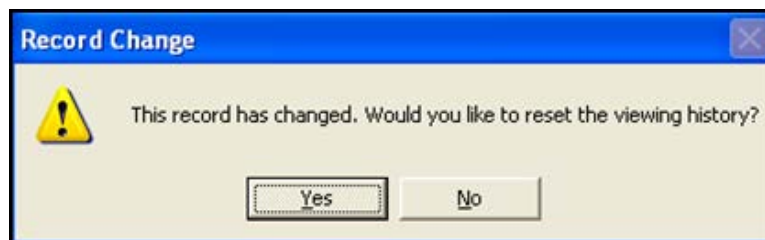

Figure 4 Edited Movie Record Confirmation

Each time you delete a movie file, the system prompts you to purge the viewing history of the deleted movie from MovieHst.dbf. Click Yes to remove the viewing history pertaining to the deleted record, or click No to retain the history.
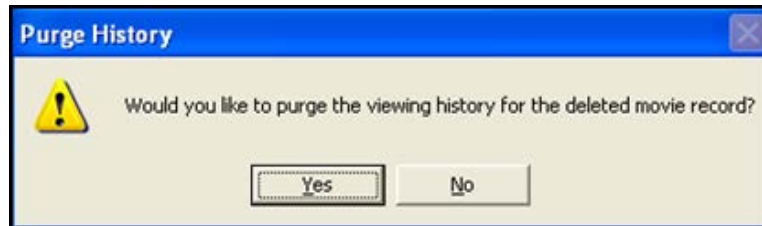

Figure 5 Purging Movie Record Confirmation

To configure a movie to play at clock in:

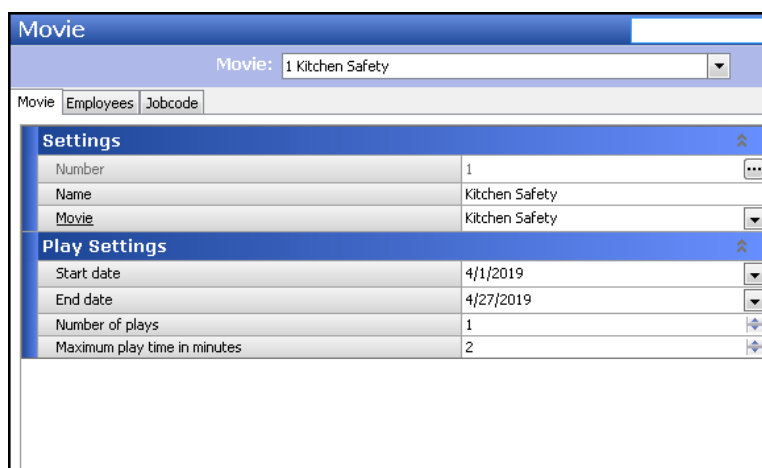1. Select **Maintenance > Messages > Movie**.

Figure 6 Messages - Movie

2. Click **New**.
3. Accept the **system assigned number** or click the **ellipsis button (...)** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**.
4. Under the 'Settings' group bar, type a **descriptive name** to use for identifying the movie.
5. Select the **appropriate movie** from the drop-down list.

> ⚠ **Warning**
>
> We recommend placing the media file in the Recipe or BMP folder on the file server, which propagates to the FOH terminals upon a refresh. If you create a mapping to run the file with the application located on the file server, the playback becomes exceptionally slow and might contain pauses.

NCR V:·:YIX

6. Under the 'Play Settings' group bar, select the **date** on which you want the movie to begin playing from the calendar.

7. Select the **date** on which you want the movie to end playing from the calendar.

8. Type the **number of times** you want employees to view the movie within the specified date range. The system keeps track of the number of times the movie plays, and for whom, in the MovieHst.dbf file.

9. Type the **maximum number of minutes** the movie can play.

> **Note**
>
> This option has a maximum of 999 minutes. The FOH closes the playback application when the time is reached. You must set this value to 0 for all media files except flash files. For flash media files, type the actual playing length of the movie. If you type 0, then the flash media file will not close on the FOH. If you type a value less than the length of the movie, the flash media file closes before the movie finishes.
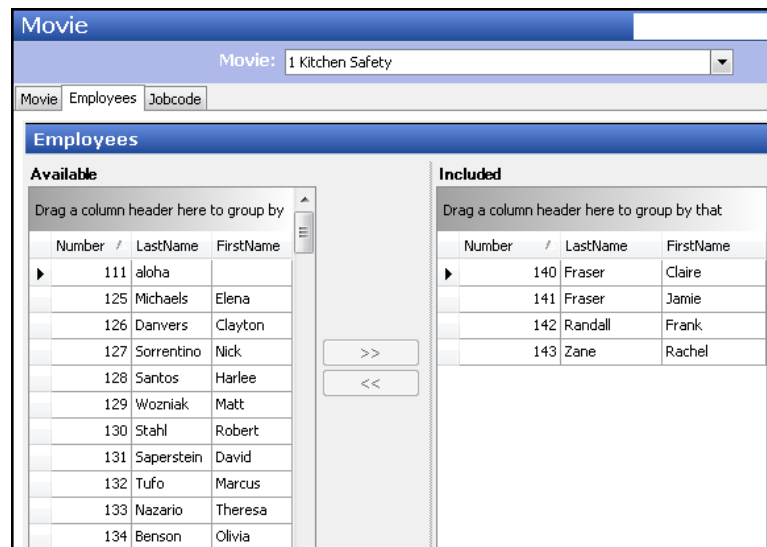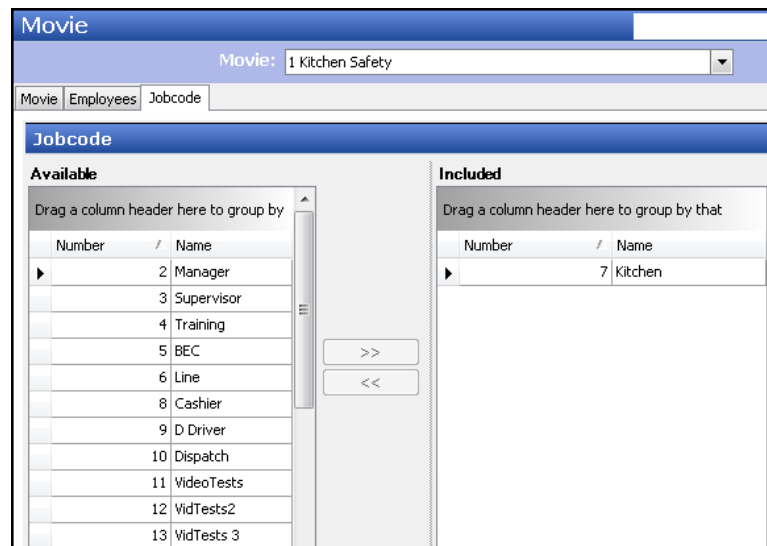

Figure 7 Movie - Employees Tab

Figure 8 Movie - Jobcode Tab

10. Use the Employee and Jobcode tabs to select specific **employees** or **job codes** for which you want the movie to play when they clock in. If you want the movie to play for selected employees, such as employees who have not yet watched the movie, use the 'Employees' drop-down lists. If you want the movie to play for a group of employees who use the same job code, such as the kitchen staff, use the job codes drop-down lists.

11. Click **Save** and exit the **Movie** function.

Activating a clock-in movie

Once you create a movie and define the audience for whom it is intended, the Activation Schedule and Event Schedule functions work together to establish when the clock-in movie plays. The Activation Schedule function enables you to create reusable schedules that control when you want certain events to automatically recur at a store, such as daily at start-of-day, or weekly starting at 5:00 p.m. every Thursday. Then you add an event to an event schedule, assign an activation schedule to the event, and you can further stipulate when the event is to recur by entering a start date and an end date for the event.

When the system activates a function using an event, it remains active until the End-of-Day occurs and a new business day starts, at which time normal operations resume, unless you also add an event to disable the function prior to the End-of-Day. It may be necessary to add another event to disable (stop playing) the movie before the End-of-Day occurs, based on your needs.

Editing or adding an activation schedule

Analyze your existing activation schedules to determine if a schedule with the desired recurrence interval for playing the movie already exists. If yes, use that activation schedule to activate the movie; if not, create a new activation schedule with the desired interval.

> **Reference**
>
> Refer to Activation Schedules in the Quick Service Reference Guide or Table Service Reference Guide for more information.

To configure the example cited in the scenario, you need an activation schedule that recurs daily and is in effect all day, so that every kitchen employee who clocks in during the day is able to view the video. The POS system provides a default 'Always' activation schedule configured for start-of-day, which meets the recurrence needs of this scenario; there is no need to create a new activation schedule.

Add Activate Movie event to event schedule

The 'Activate Movie' event type added to an event schedule establishes the movie to play, the activation schedule to use, and the dates on which you want the movie to start and end playing. Because the example scenario does not require the movie to stop playing before the End-of-Day runs, it is not necessary to add an event to disable the clock-in movie; however, it is entirely possible to do this, if desired.

> **Note**
>
> How you are using the Event Schedule function determines whether you add new events to an existing event schedule or add them to a new event schedule you create. For the purposes of this document, we assume you use one event schedule to which you add all events.

To add the 'Activate Movie' event type to an existing event schedule:

1. Select **Maintenance > Systems Settings > Event Schedule**.
2. Select the **event schedule** to edit from the drop-down list.
3. Select the **Events** tab.

NCR V:YIX

4. Click the **Add** drop-down arrow, select **Activate Movie** as the event type, and click **OK**.

Figure 9 Event Schedule

5. Select **Always** from the 'Activation Schedule' drop-down list. Because the Always activation schedule stipulates to begin at 'start of day,' you cannot edit the 'Start time' in the event definition. This information is read only.

6. Select the **date on which you want the event to become active** at the store in 'Start date.' This date must be equal to or later than the 'Start date' defined for the movie in the Movie function.

7. Select the **date on which you no longer want the event to be active** at the store in 'End date.' This date must be equal to or earlier than the 'End date' defined for the movie in the Movie function.

8. Under the 'Activate Movie' group bar, select the **movie** from the drop-down list.

9. Select **Activate**.

10. Click **Save** and exit the **Event Schedule** function.

Refreshing the data

After all settings are in place in Aloha Manager, you must select Utilities > POS > Refresh POS & All Installed Products to transfer the new information to the FOH terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. If you run the refresh prior to the EOD process, select 'Automatically restart all POS terminals' and click OK to continue. After the data refresh is complete, all new settings become operational across the Aloha network.

> ⚠ **Caution**
> Refresh data with caution and never during peak hours of operation. All FOH terminals reboot during a refresh and are down for a short period of time.

Using Clock-In Movie

This section discusses the functionality of the clock-in movie in the FOH.

Clock-In Movie
If you define multiple movies to play for the same employee or job code, the movies play in the order of the Movie ID number.
If you define a movie to play for an employee and a job code in which the employee clocks in, the movie plays, and is recorded in the history file, only once.

To use the Clock-In Movie feature:

1. Log in to the **Aloha FOH**.
2. If any clock-in messages appear, read the **messages** and touch inside each **message** to clear it from the screen.

   If there are any movies for you to view, either specifically for you or the job code under which you are clocking in, the movie begins to play on the screen.

Figure 10 Movie Example

3. When the movie stops playing, touch **Exit** to log off the terminal.

> ⚠ **Warning**
> It is very important to view the movie in its entirety because the system does not automatically log you off the terminal. If you walk away from the terminal, another employee can ring orders under your ID number.

Troubleshooting Clock-In Movie

This section explains about the troubleshooting scenarios that may occur when using the Clock-In Movie feature.

Clock-in movie does not play

If the clock-in movie does not play, a FOH error message does not appear. You should check for the following situations:

- The path to the movie file is incorrect.
- The movie file is missing.
- The terminal does not meet the minimum system requirements.
- The time for the 'Activate Movie' event is not configured within the date range allowed for the movie.
- The movie has reached the maximum times to play.
- A flash movie file in use is set to '0' maximum seconds to play.

If the Clock-In movie does not play, check the media file extension. Currently, the Aloha system supports *.avi, *.mpeg, *.wmv, *.mov, *.swf, *.pps, *ppt, *.gif, and *.rs; however, some record-able devices record in *.mp3 and *.mp4.

Clock-in movie plays too many times

If the clock-in movie plays more than the allotted times defined in Movie Maintenance, then you may have unintentionally reset the movie history file. The allotted play times will start over when the file is reset.

Clock-In Movie, Feature Focus Guide

NCR Voyix welcomes your feedback on this document. Your comments can be of great value in helping us improve our information products. Please contact us using the following email address: Documentation.HSR@NCRVoyix.com