

ACCESS IBM & ACCESS HELP

CUSTOMIZATION GUIDE



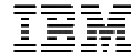
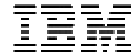


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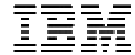


Background

A major source of frustration for users of mobile and desktop computers is having access to information and help when needed. Information that is contained on the World Wide Web can be difficult to find and access, and hard copy information is frequently not carried with a mobile system. Access IBM and the Access Help were created by IBM for the ThinkPad and ThinkCentre customers to address the frustrations of having easy access to information and services. Available easily to the end user by a press of the unique "Access IBM Button", Access IBM points the user to the wide array of information available from IBM both local to the machine and on the Internet. The Access Help provides the local information about the system, providing access to information previously available only by carrying the books shipped with the system.

For the business customer, Access IBM and Access Help were designed to be customizable, so that the business can provide additional information specific to their environment.

Adding you company specific content to the IBM content can make looking for help a one-stop option for your users.



Access Help

The Access Help is an online documentation system that provides hardware, software, and support information and help to the end customer. Access Help is based on the Microsoft HTML Help engine included with Microsoft Windows, and therefore can use the power of the Internet browser to bring excellent content to the user including:

- HTML based content pages containing information about the hardware and software that is a part of the ThinkPad product
- Hyperlinks to other topics included in the text
- Related topics links in topics
- Animations using Macromedia Flash and Shockwave technology to aid the user's understanding beyond what simple words and pictures can show
- Links to start software programs that are described as part of the content
- Visual map of the system to point out key features of the hardware

See the Access Help Customization Guide for more information on modifying Access Help.

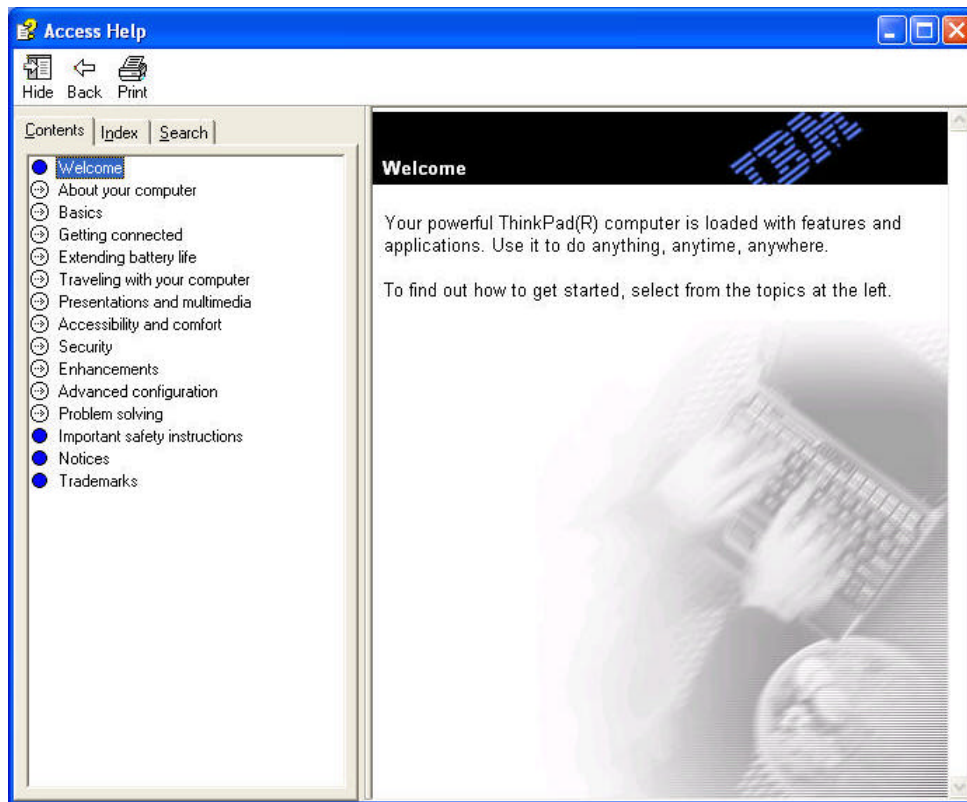


Figure 1 – Access Help

Figure 1 shows an example of the Access Help interface. Shown in the figure is the main Welcome page. The entire online help document is broken up into topics, some major topics shown in the above figure.

Please refer to the Access IBM Help Customization (CustomAccHelp.chm) file for more information about Access IBM Help and customization of Access Help.

Access IBM

Access IBM provides the window into IBM's value provided with the system. Access IBM is displayed to the user when the "Access IBM Button" is pressed, or the Desktop icon is clicked. Access IBM makes available to the user, information, services, and tools that are both local to the system (i.e., available when the system is connected to the Internet or disconnected) and remote on IBM's Internet sites.

When Access IBM is launched the user is presented with a Welcome dialog to give a brief description of the five headings in the Access IBM user interface.

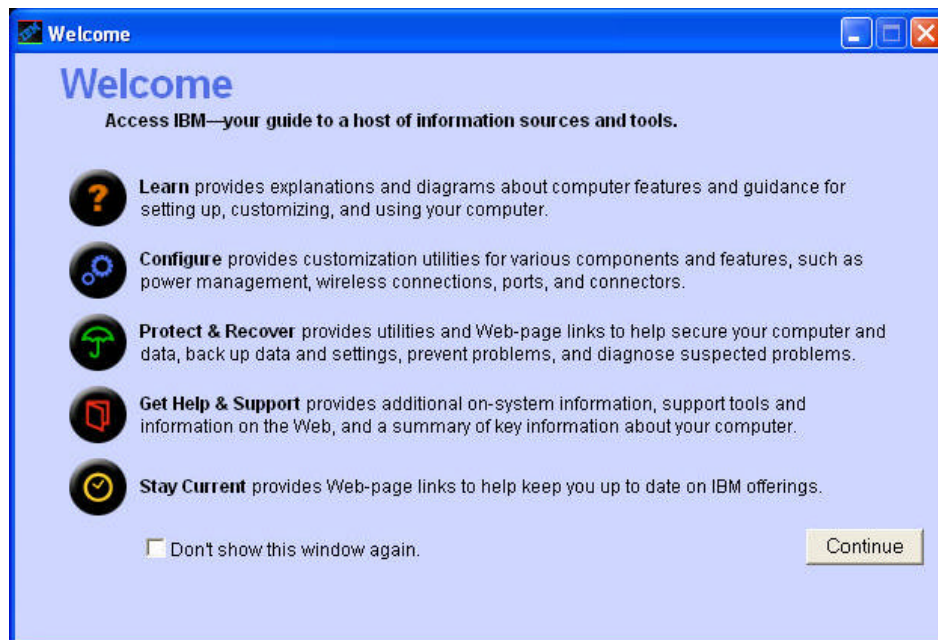


Figure 3 – Access IBM Welcome window

Access IBM information is categorized into task oriented sections to provide the user with quick access to the subject or function they wish to view or execute. The following page has an example of the five topic headings contained in Access IBM.

Access IBM User Interface

In the tool bar header of Access IBM there are five topics that categorize the information in the application.

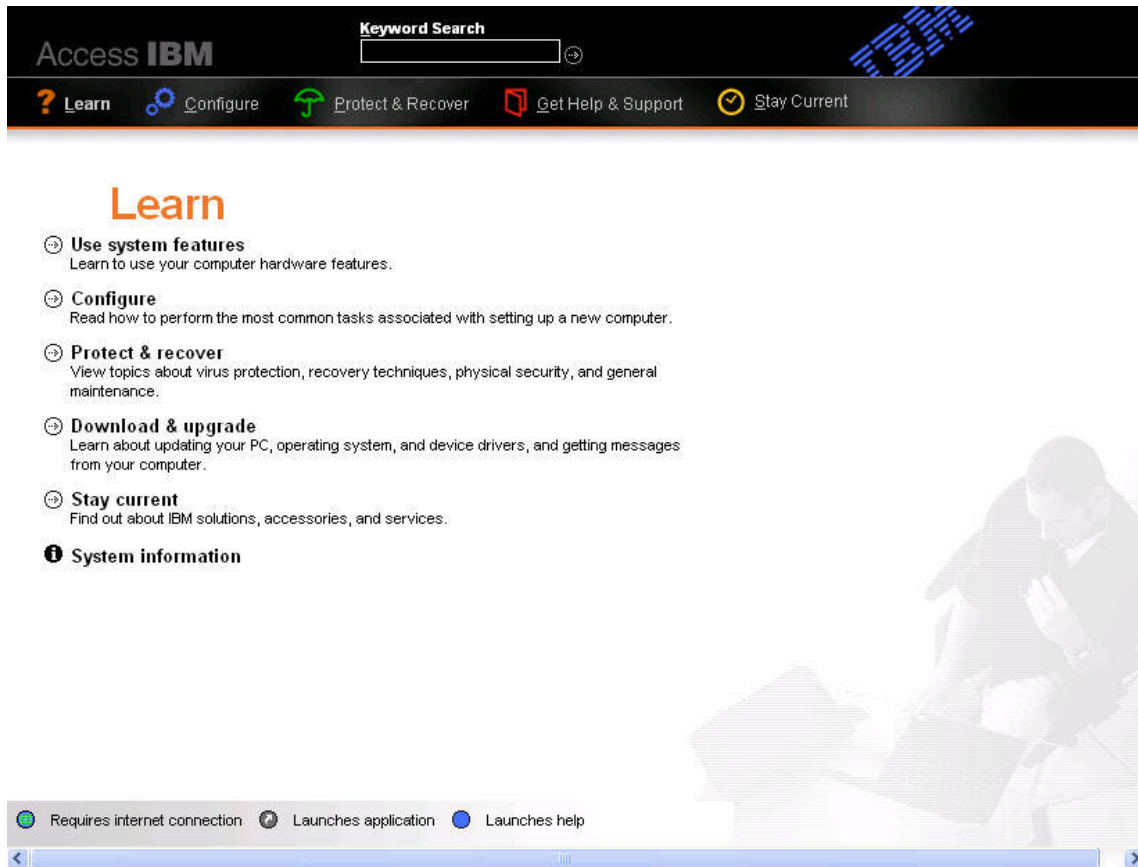
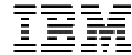


Figure 4 – Access IBM topic windows

Access IBM provides the user an interface to the on-system users guide, system tools, services, and to IBM web sites on the Internet. The Access IBM interface provides links to the Access Help, categorized to aid the user to find the information that they are looking for more easily. At the top center is the “Search” field, which will provide a keyword search into the Access Help Index. This Search capability provides a major advantage to the customer to be able to quickly find problem help or information.



Customizing Access IBM and Access Help

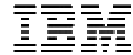
Advantages of Customization

Access IBM and Access Help provide a powerful way to provide help and information to IBM Customers. Access IBM is started by pressing the blue “Access IBM” button that is prominently displayed on the ThinkPad keyboard, or by clicking on the desktop icon, whenever they need help or information about using their system. Access IBM then provides access to the Access Help, which contains information about using the IBM system, tools, and access to the IBM Internet Sites that provide updated information and help.

There are several different possibilities for customization of the Access IBM and Access Help products. The following table shows the possibilities and advantages to each.

| Option | Access IBM | Access Help | Advantage to the Business |
|--|--|--|---|
| Full Integration of Business information with IBM Help Information | Modify topics of Access IBM to point to new or different information. Modify web links of Access IBM to point to business specific web sites | Add new chapters and topics (HTML pages) to the Access Help. Also some topics can be removed if they are not acceptable to the business. | When the customer selects the “Access IBM” button, they will get information about their system as well as information about the Business. The Search field on the Access IBM interface will search system and Business information. The web links will point to business appropriate web sites |
| Access IBM integration with Access Help topic removal only | Modify the selections of Access IBM to point to the remaining topics. Any unused categories can point to other programs or web sites. Modify the web links of Access IBM to point to business specific web sites | Remove topics that are not applicable or appropriate to the business environment. | When the customer selects the “Access IBM” button, they will get business appropriate information about their system. The Search field on the Access IBM interface will search the remaining Access Help information. The web links will point to business appropriate web sites. |
| Access IBM integration with no Access Help changes | Modify the web link connections of the Access IBM interface to point to business specific web sites | No changes necessary. | The web links will point to business specific web sites, and the customer will still have the power of the Access Help and the searching capability. |

Figure 5 - Modification suggestion table



Customizing Access IBM

IBM Provides a customization guide that details the process of customizing Access IBM and Access Help. The customization guide can be downloaded from <http://www.pc.ibm.com>. The guide will include the steps needed to customize the Access Help, and provides the Access IBM Customization tool that can be used to customize the Access IBM interface.

IBM also provides a tool to help in customizing the Access IBM interface. You can change the following elements of Access IBM with the customization tool:

- The text in the Welcome window that opens when Access IBM is started
- The five category names at the top of the interface
- The Web-links within Access IBM
- The text associated with the Web links
- Password protect the application so only an administrator can enable use of Access IBM
- Change user interface fonts and colors
- Change the color of the background for the Access IBM application
- Enable or disable application sounds and animations
- Change the “Alt-key” Quick launch keys for the five main topics

Customizing Access Help

The Access Help is compiled to run as HTML Help System using the BlueSky RoboHelp HTML Edition product and the Microsoft HTML Help Workshop. Using these tools and an HTML editor, the Access Help can be readily customized. The Access Help customization guide will provide assistance and guidelines to help with editing.

Access IBM Customization Tool

The Access IBM Customization tool is offered by IBM to help in modifying Access IBM to better meet the customers' company environment. This tool makes the task of modification easier for a system administrator to manage for the company systems. Changes can be made to one system and broadcast to other systems controlled by an administrator. Figure 6 below is typical of the interface to the Access IBM Customization Tool.

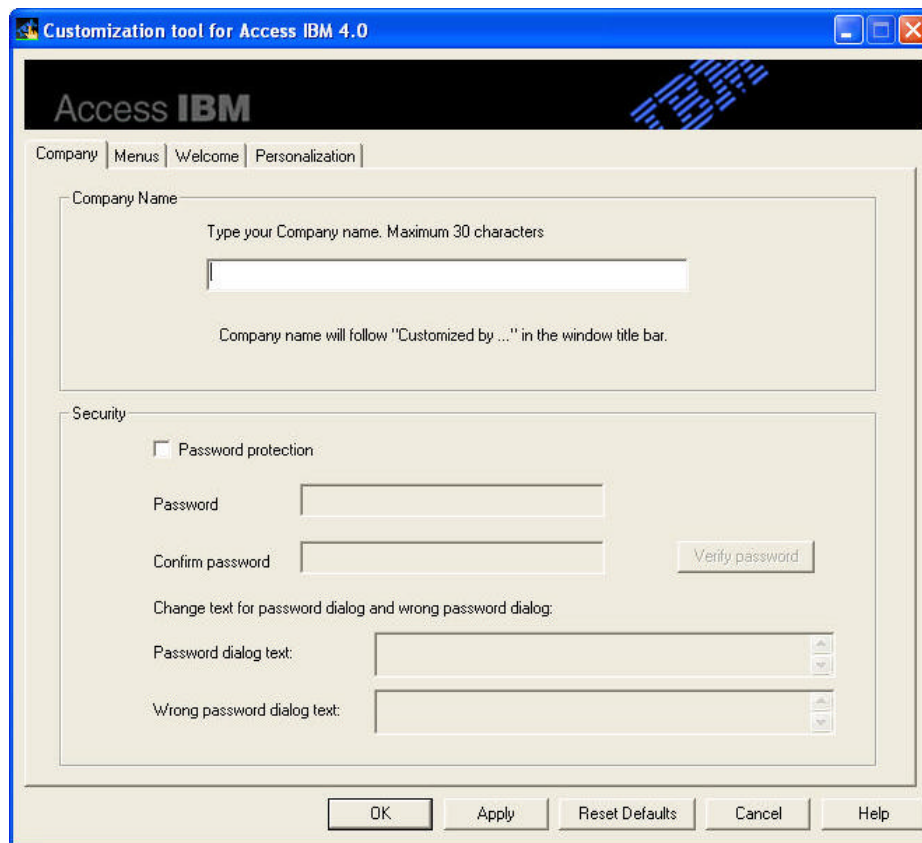


Figure 6 - Access IBM Customization Tool – Company tab

In this tab you can modify the name that will be displayed in the title bar of the Access IBM application. The title bar will display for example:

Access IBM Customized by Acme Paint & Wallpaper Company

If you would like to have the Access IBM application on the system, but not have the user be able to use the application without help from a system administrator or IT technician, it can be password protected.

When password protection is enabled the IT engineer can give special instructions in a message to the user on how to proceed, or get access to the application.

The Menu tab allows the editor to change what Access Help topics, Web links, and application launches are displayed on the Access IBM user interface.

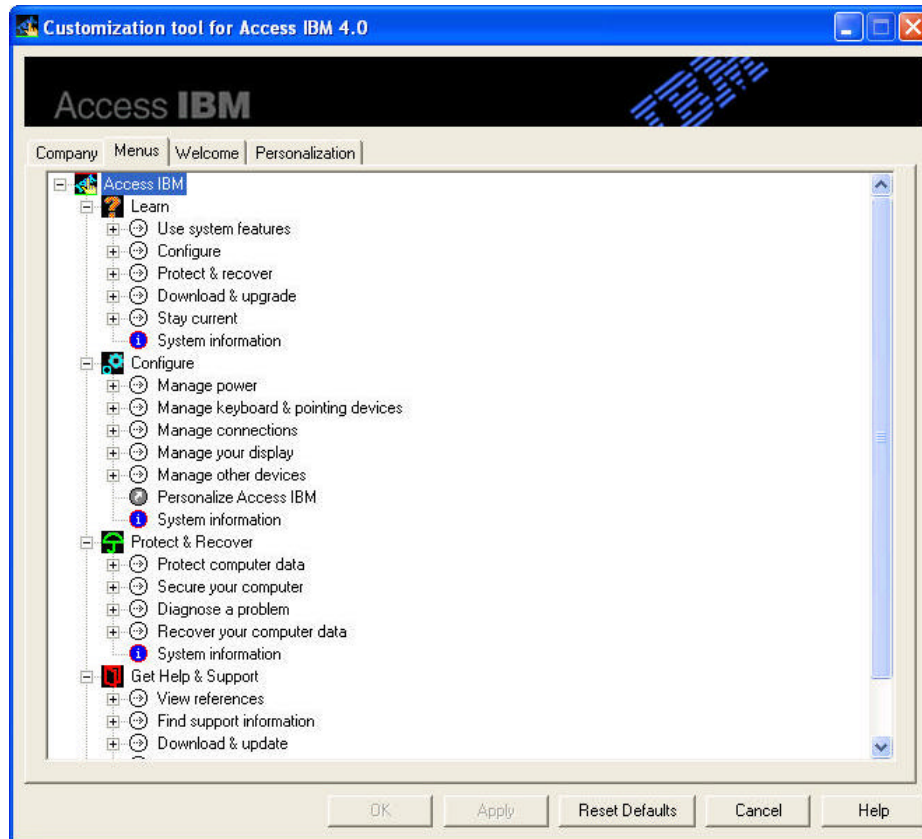


Figure 7 - Access IBM Customization Tool- Menu tab

This interface makes it easy for the IT engineer to modify the Access IBM configuration files that contain the user interface information. This configuration data is contained in several files, namely...

- machine-specifics.csv
- access-config.ini
- access-text.ini.

These three files make up the configuration of the main user interface of Access IBM. The machine-specifics.csv file can also be modified by using a spreadsheet program such as Microsoft Excel, The changes will be more easily understood and made through the customization tool.

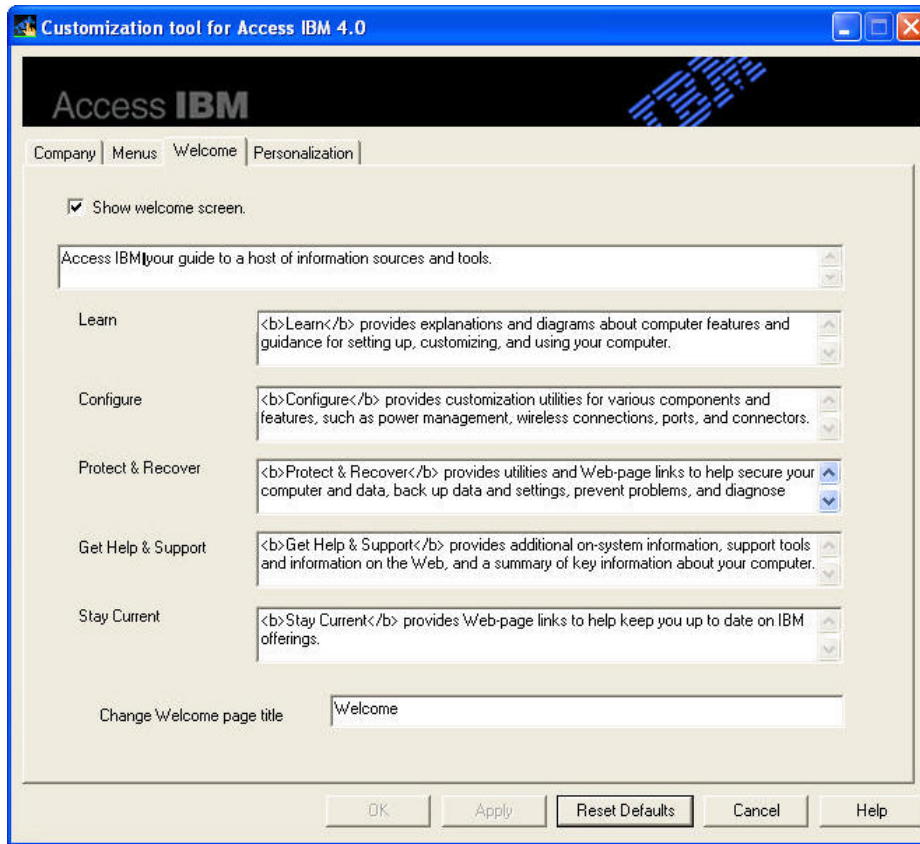


Figure 7 - Access IBM Customization Tool – Welcome tab

This page of the customization tool enables you to modify the content of the welcome page that is displayed to the user upon starting Access IBM. This would be done if you change the headings in the Access IBM user interface. The welcome page can be enabled or disabled from this screen or from Access IBM it self.

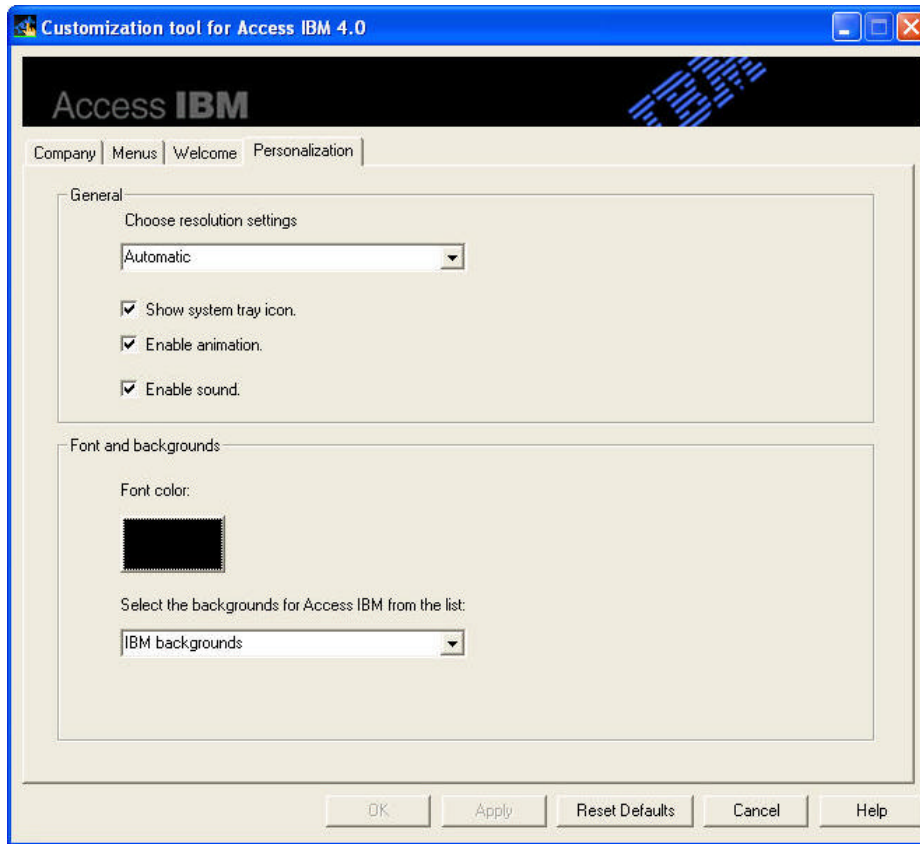


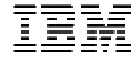
Figure 8 - Access IBM Customization Tool – Personalization tab

The Personalization tab allows you to modify the default size of Access IBM when it is started. The size can be set to large for hi-resolution screens, low for lower resolution screens, or set to automatic, which will let Access IBM choose depending on the system settings.

You can choose whether to display the Access IBM Message Center icon in the task tray with the “Show system tray icon” option. When this box is unchecked the user will not receive informative popup messages from Access IBM.

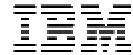
The next two check boxes enable the opening animation and startup sound for Access IBM. You may choose to disable these here or from the Access IBM personalization dialog.

Using the font color and background modification you can make it easier for the user to read the information on the Access IBM user interface. Only the default pictures, a black, or a white background are supported at this time.



Summary

Using the Access IBM customization tool can greatly enhance productivity by providing users with “company specific” information about the many powerful tools that are on their computers. This tool can enable you to tailor Access IBM to offer the most useful additions that pertain to your company.



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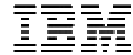
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