GALILEODESKTOP

Whats New Guide

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Table of Contents

Galileo Desktop 4
Launching the Galileo Desktop 5
Languages 6
Roll Back Procedures 7
WHAT'S NEW IN VIEWPOINT™ 4.01 8
Functional Differences 8
Acknowledgement Field 8
First Availability by Cabin 9
Include/Exclude/Include Only 10
Corporate ID Tracking 11
New Email Field 12
Viewpoint™ Toolbar Buttons 13
PNR/BF Retrieve Default 14
Name/Record Locator 14
Search all Branches 15
Passport and Emergency Contact SSR Fields 15
Specific fields for fill in on Emergency Contact 15
Add specific fields for fill in on Passport 16
Hotel Inside Shopper 17
Hotel Occupancy 19
New Command Window 20
Accessing the Command Window 20
Viewpoint™ Shortcuts 20
FOCALPOINT® 4.01 OVERVIEW 21
WHAT'S NEW IN FOCALPOINT® 4.01 21
Customization 21
Colours 21
Fonts 22
Windows 22
Toolbar 22
Scripting 23
Functional Differences 24
Shortcut Changes 24
Keyboard Function Change 24
Replay 25
Programmable Keys 26
Scriptwriter Plus Scripts 26
Newly Available Character Set 26
Focalpoint® Operating Modes 26
Opening New Windows 26
New Email Field 26

Sending an Email via the Host from Viewpoint. **26**
Sending an Email via the Host from Focalpoint. **26**

Galileo Desktop

Galileo Desktop is the new naming convention for a product that incorporates a new release of Viewpoint™ and a 32 bit version of Focalpoint® in an exciting move towards a single desktop application.

Since Viewpoint's first release in early 1999, five iterations of the product have been issued to the market, each containing numerous features and functionality. With the new customization features, Galileo Desktop aggressively moves towards enticing our larger and more sophisticated customers in the use of this application.

Our key competitive edge is that we now provide our customer with the ability to integrate their market and agency-specific business processes into the application. By using standard computer industry technology, and providing our customers with a software development kit (SDK), the process of customizing the application is effortless.

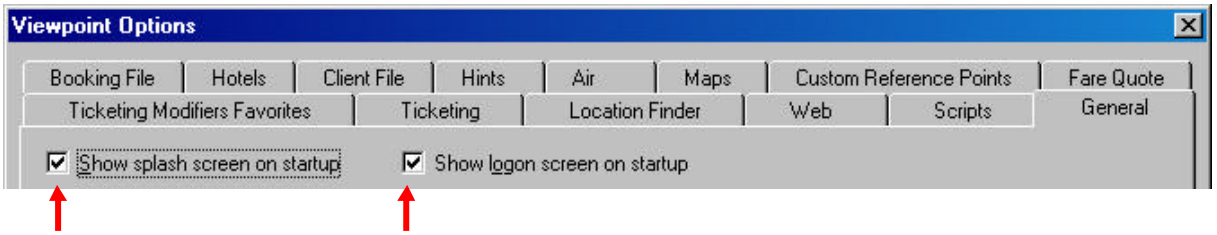
Launching the Galileo Desktop

The Galileo Desktop application icon now looks like this.

During the installation the program will place a icon on the desktop of all users, In the Start Menu and also in the Programs/Galileo Desktop folder.

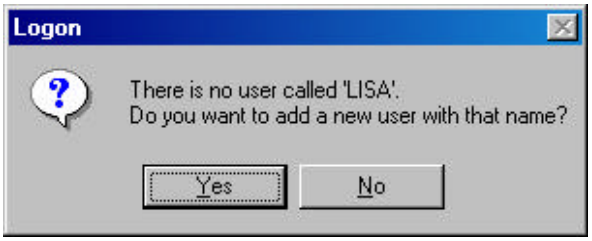
When launching the program the first screen to display will ask for your name and what language you want the program to open in. The list will contain only the languages that were selected during the installation process. All available languages are listed on the next page.

This screen can also be suppressed from displaying again. Check the “Save these settings and do not show this dialog again” feature. You can undo this by selecting Tools Options and deselecting this option from the General tab.



You can also suppress the splash screen from appearing also.

When to type a user name for the first time you will be prompted that this name a profile will be created. Click YES if this appears on your screen as shown below:



Languages

Galileo Desktop now provides the ability to select from eighteen (18) different languages for both Viewpoint™ and Focalpoint®. This choice is made as part of the installation. The user also has the ability to select a language each time they sign into Galileo Desktop, provided that language is installed.

The following languages are available:

Arabic (partial translation)
Chinese Simplified
Chinese Traditional
Czech
English
French (Canadian)
French (European)
German
Greek
Hungarian
Italian
Japanese
Korean
Portuguese
Portuguese (Brazilian)
Russian
Slovak
Spanish (Modern)
Spanish (Traditional)
Turkish

Roll Back Procedures

In the event the user needs to roll back to FP 3.50 from FP 4.0 (Galileo Desktop), the following instructions should be used.

1. Close Focalpoint
2. From the Add/Remove Programs dialog box in the Windows Control Panel, uninstall Focalpoint 4.0 (Galileo Desktop)
3. Install Focalpoint 3.50

> In some cases 'boxes' will appear on the Focalpoint Window in place of the Apollo/Galileo mapped characters (e.g.: a box in place of the SOM character).
>
> The cause of this is a Windows font. Fontres.Fon is installed with Galileo Desktop, but is not automatically removed if Viewpoint or Focalpoint is un-installed. This font affects the Apollo/Galileo mapped characters. Therefore, the Fontres.fon file must also be removed.

4. From Windows Explorer, navigate to the Windows Fonts folder on the main hard drive (Drive C in this example)
   - On Windows ME or XP, the Fonts default location is **C:\\Windows\Fonts**
   - On Windows 2000 and Windows NT, the Fonts default locations is **C:\\Winnt\Fonts**
5. Delete the **Fontres.fon** file

   Warning: Deleting Fontres.fon can possibly cause a problem *if* any other software is installed that also uses this file. If unsure, copy the Fontres.fon file to another folder before deleting it.
6. Restart the computer

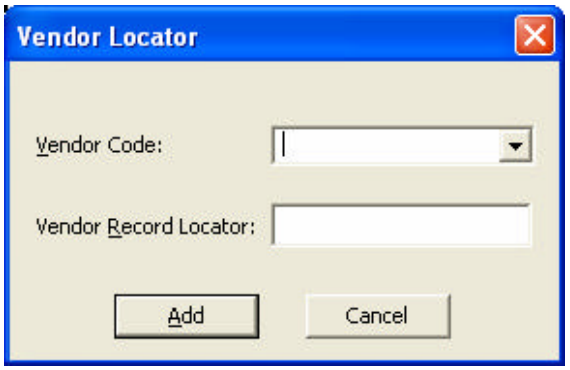
What's New in Viewpoint™ 4.01

Functional Differences

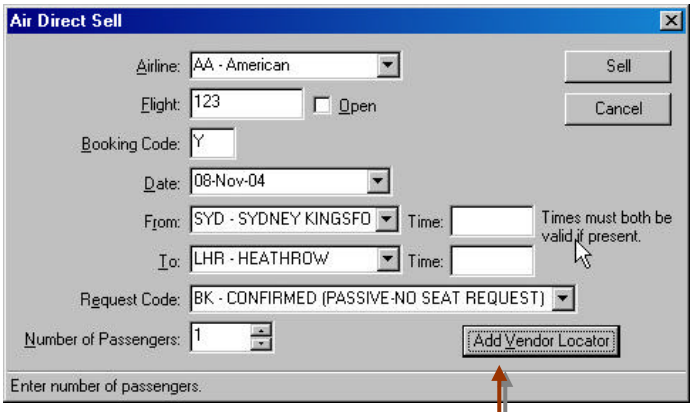
In Viewpoint, one way the custom toolbar buttons were activated was with the entry CTRL+1, CTRL+2, etc. Due to a conflict with the Command Window and Focalpoint, this entry has been changed. The new entry to activate a custom button is now CTRL+Shift+1, CTRL+Shift+2, etc.

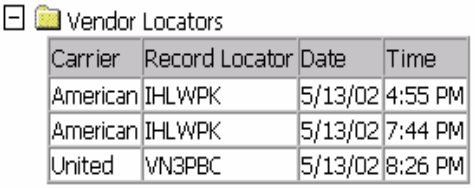
Acknowledgement Field

The Acknowledgement Field contains the vendor record locator that allows users to issue Electronic Tickets on passive bookings. This new functionality enables a Travel Agent to add the Vendor Acknowledgement Record Locator to a PNR/BF. The format updates the General Information area in the main Viewpoint™ Itinerary display. A Vendor Locator is added manually by the user in the format of the two letter vendor code and the 6-character vendor record locator. These will be entered in two different Viewpoint™ fields, Vendor Code and Vendor Record Locator.



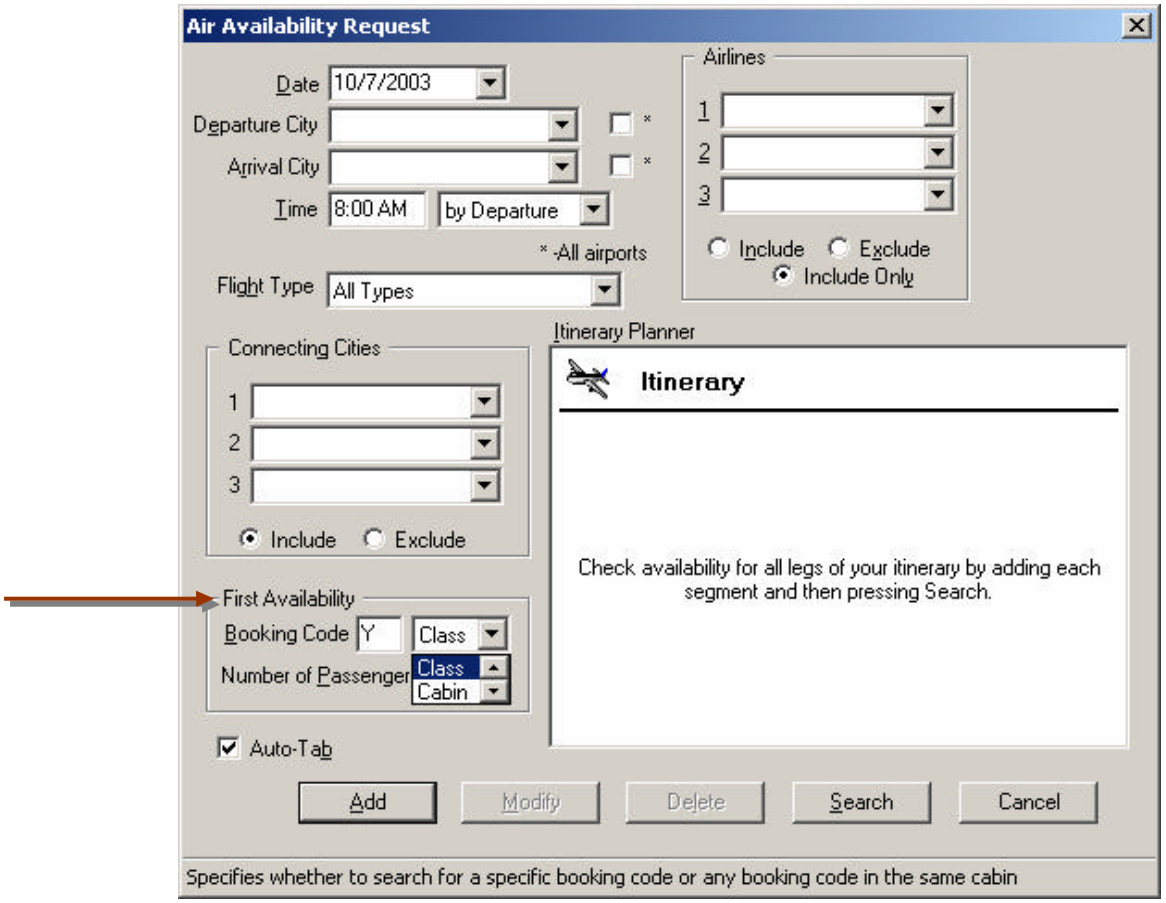
The "Add Vendor Locator" can be accessed from the Direct Sell Screen, or by right clicking an air segment or the Vendor Locators under the Remarks and Service Information. This is only available for a passive segment. You cannot remove a code once it has been added. Contact your Galileo Service Centre to amend your booking if required.





First Availability by Class

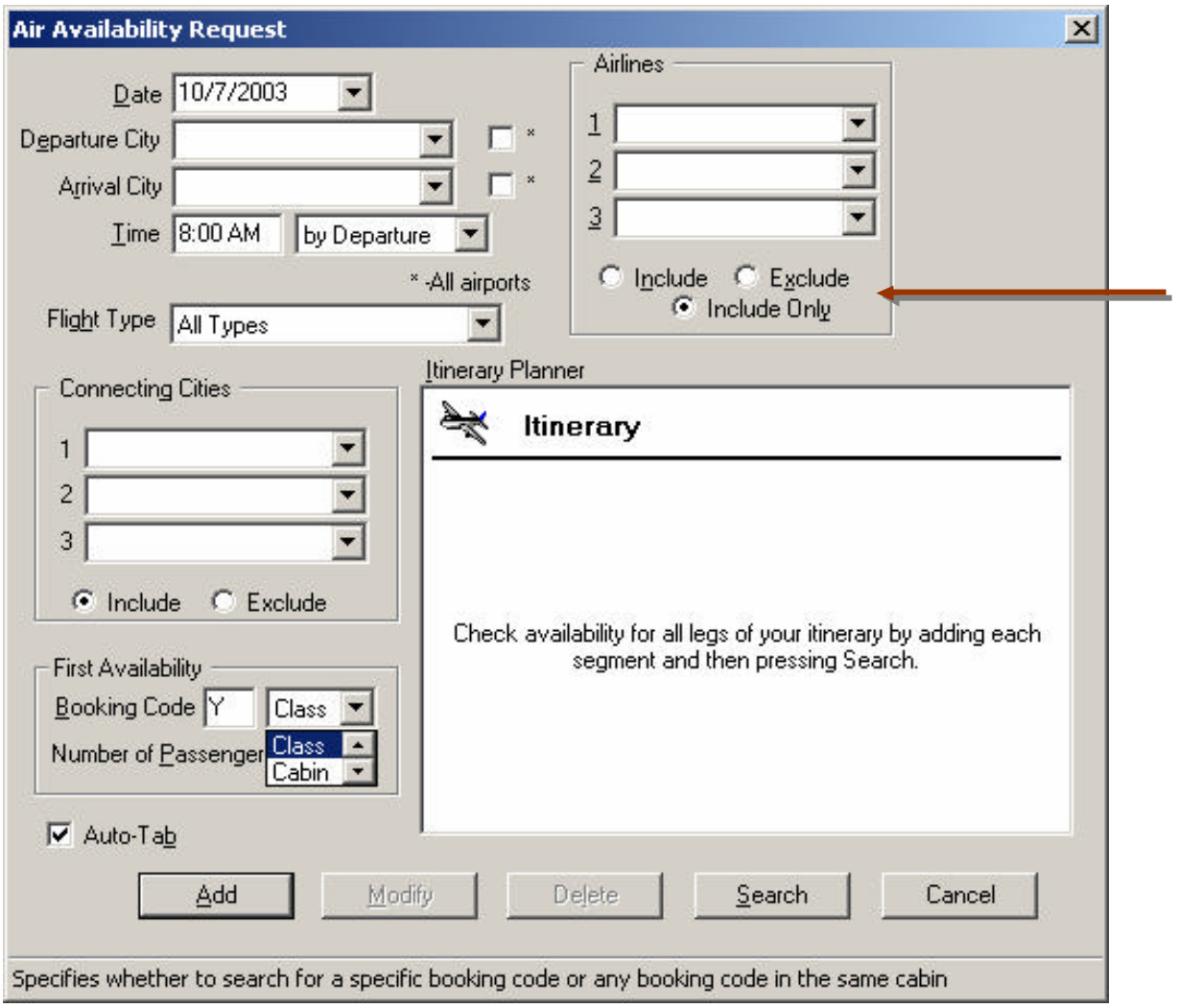
First Availability by Booking Code allows a user to search for a flight in markets that are sold out of specific booking codes. It will find the first available flight within a seven day time period that has the requested booking code open. First availability checks the requested day then 5 days forward and one day backward from the requested date. The first flight to match the request is displayed. First Availability by Booking Code can be done in the General Air Availability Request and CarrierSpecific/Link Option Display.



Include / Exclude / Include Only

To accommodate both definitions of 'Include' on each core, changes to Viewpoint™ Air Availability, Low Fare Shopping tool, and Fare and Schedule Display request dialogues have been made. The current screens contain radio buttons for 'include' and 'exclude'. An additional button for 'Include Only' has been added to these three screens. When the user clicks on these fields, Viewpoint™ sends the request to the host in the following manner:

- **Include:** In the response, include the requested carrier and, in the case of connecting flights, also include other carriers whose services connect to services of the specified carrier.
- **Include Only:** In the response, include only the requested carrier. In case of connections, do not include connecting services of any other carrier(s).
- **Exclude:** Do not show the chosen carrier in the response. (No change to existing logic).



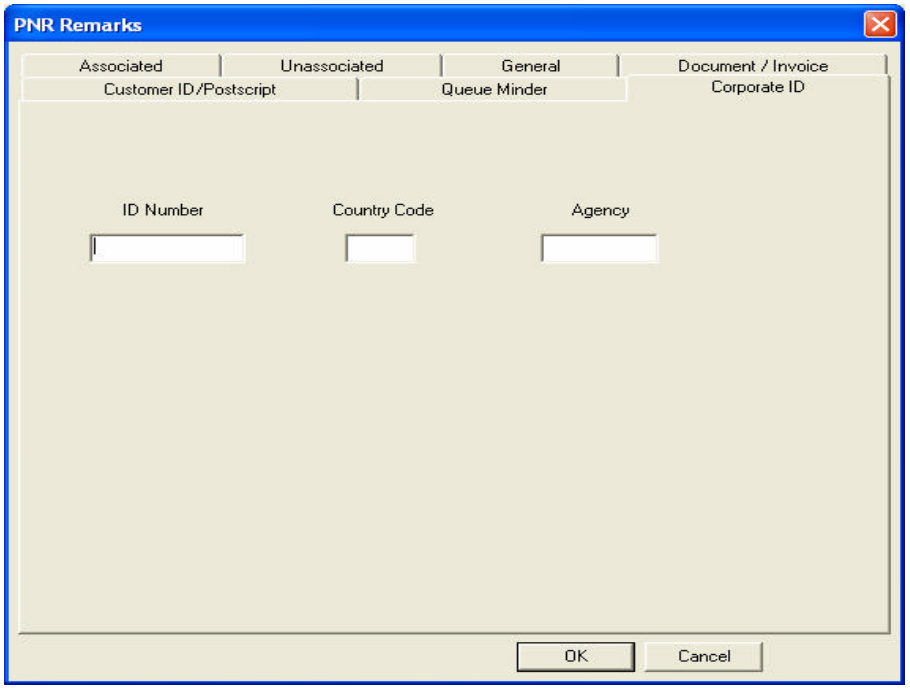
Corporate ID Tracking

A new field has been added to the PNR/BF Remarks dialog titled Corporate ID. This dialog is accessed by choosing the Create/Edit Remarks-Corporate ID option from the File drop down menu or the Customer toolbar button.

This new field consists of three sections:

1. A six (6) alpha numeric field to represent the unique Corporate ID assigned by Galileo International.
2. A two (2) alpha field to enter the Country Code. The Local Data list of countries is used to populate this field. Users are able to enter freeform or utilize a drop down option of the countries.
3. A three (3) to five (5) alpha field to enter the Host Agency in that market. The Host Agency will be the National/Multinational Account code, or use the pseudo city if it is not a National/Multinational account.

   An example of the field would be: **PNC001 US CWT**



A validation check is made at the time of input into a PNR/BF to ensure that only valid Corporate ID numbers are entered. If an incorrect Corporate ID number is entered the user will receive an error of 'Invalid Identification Field'.

This function is currently not available in our market.

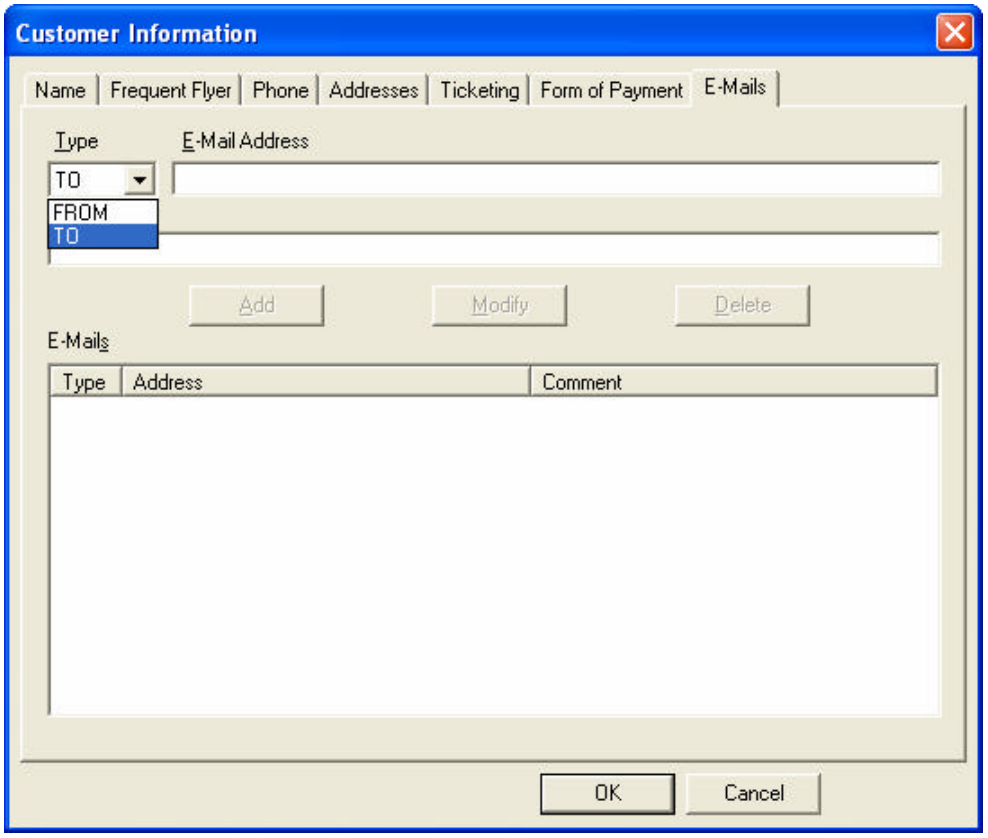
New Email Field

A new Email Field is now available. In the Standard Keyboard Mode a full range of characters are available. In the Apollo/Galileo Keyboard Mode, only a simple email address can be input.

This new field is displayed on the main itinerary page in Viewpoint™ 4.01 below the Phone field. The location of the Email field can be re-ordered in the itinerary view by moving the Phone field up or down from the Tools/Options, (the Email field will always be under the Phone field).

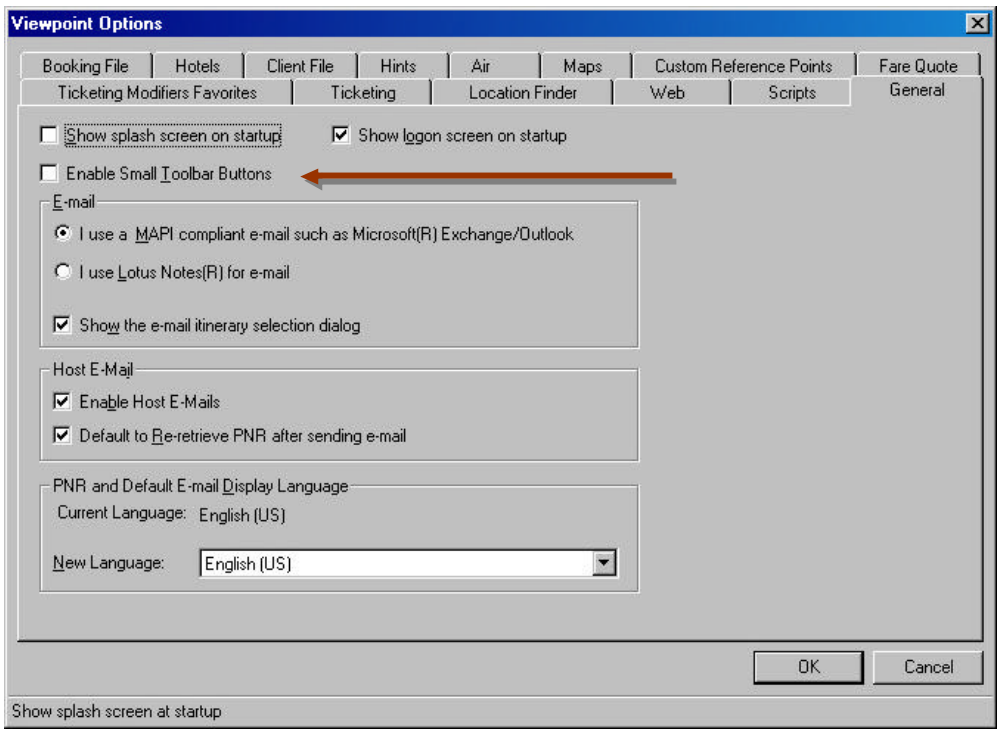
A right click on the Email field will display the Edit Email Addresses option and then the Customer Information edit screen where the user can add, delete or modify Email addresses and edit Email comments. The Email field can also be accessed from the Customer toolbar button or the File drop-down menu and select the option for Create/Edit Customer Information and then the Email tab. The field will *appear* in both the Standard Windows Mode and the Apollo/Galileo Keyboard Mode. If a character exists in an email address, such as an underscore (_) that is not recognized in the Apollo/Galileo Keyboard Mode, that character will be replaced by a question mark (?) in that display.

See Page 33 for more in-depth information on this new field.



Viewpoint™ Toolbar Buttons

There are two different versions or sizes of icons available for the Viewpoint™ toolbar. The default for the Toolbar is large icons. The default toolbar is now scrollable and the user will see arrows (>>) to indicate that all the buttons do not display on the screen. To make the toolbar icons smaller go to Tools/Options under the General tab and select the checkbox titled 'Enable Small Toolbar Buttons'. Viewpoint™ will need to closed and restarted to view the change.



Default Toolbar:

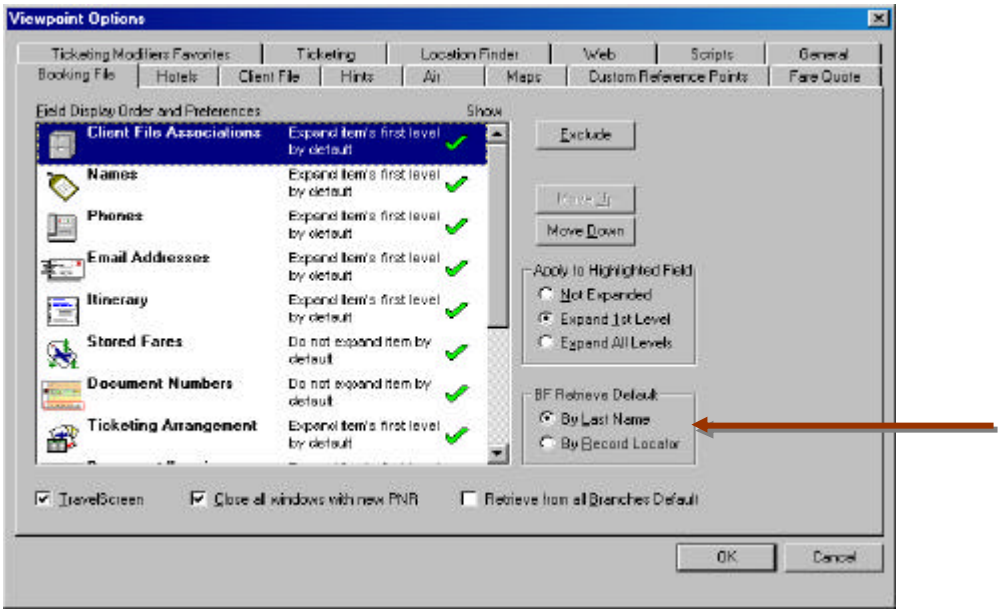
The small toolbar buttons have the drop down arrow but do not have any text on the button.

The Viewpoint™ toolbar has a new terminal button (far left) to open the Command Window (Focalpoint®). The Command Window has the Itinerary Button to allow the user to easily toggle back to Viewpoint™. Ctrl+G can also be used to toggle from Viewpoint™ to Focalpoint® and back. The active view will be maximized.

The button functionality has changed. The main button is now a functional button and the small second button (down arrow) contains the drop-down menu.

PNR/BF Retrieve Default

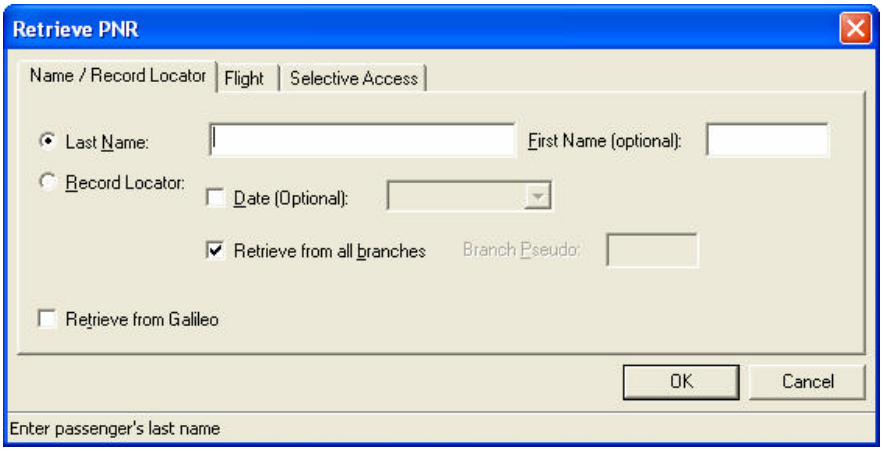
Viewpoint™ provides the ability to use multiple search fields when locating a PNR/BF. The ability to set the default for which search field to be used has been added for two of the specific fields: Name/Record Locator and Retrieve from all Branches. This change is for both Galileo® and Apollo® cores.



Name/Record Locator

For a PNR/Booking File the user can select a radio button to set the PNR/BF retrieve default as either Name or Record Locator. This choice then is reflected when a user chooses to retrieve a PNR/BF. If the default is set for Name, when retrieving a PNR/BF, the focus will be in the box of Last Name. If the default is set for Record Locator the focus will be in the box for Record Locator.

Accelerator keys can be used to allow selecting the radio buttons without using the mouse.



Search all Branches

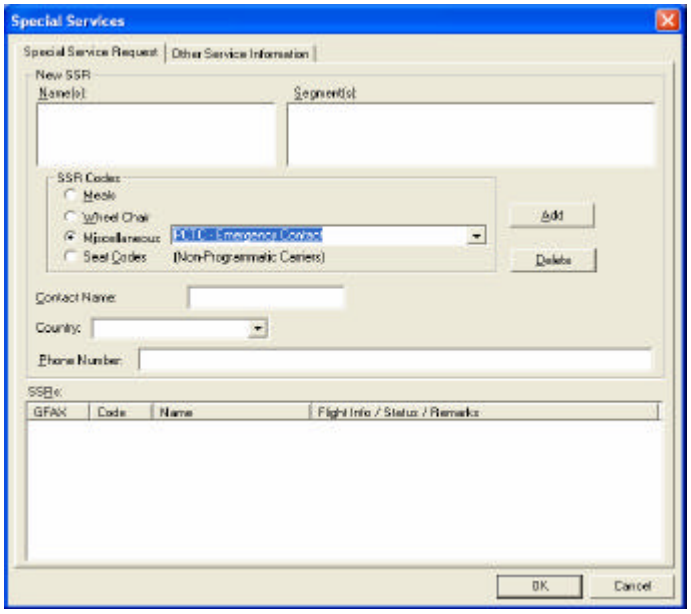
Under the Tools/Options' PNR tab there is also an option to set the default to 'Always retrieve from All Branches' via a check box. If the checkbox is marked in the Tools/Options it can also be selected from the Retrieve PNR/BF search screen.

Passport and Emergency Contact SSR Fields

The Passport and Emergency Contact SSR fields are already in Viewpoint™ and have now been given a freeform area in order to add pertinent information regarding each field. Edits have also been put in place to ensure that the information is entered in the correct format. This ensures that the correct format is sent to the airlines. When the option for either the Emergency Contact or Passport SSR is chosen, Viewpoint™ will change the fill-in dialog to reflect the following additional fill-in boxes, depending on the choice. All fields are not required; however, if one is not filled in Viewpoint™ will keep the slashes that separate the field, stating that the field is blank.

Specific fields for fill in on Emergency Contact

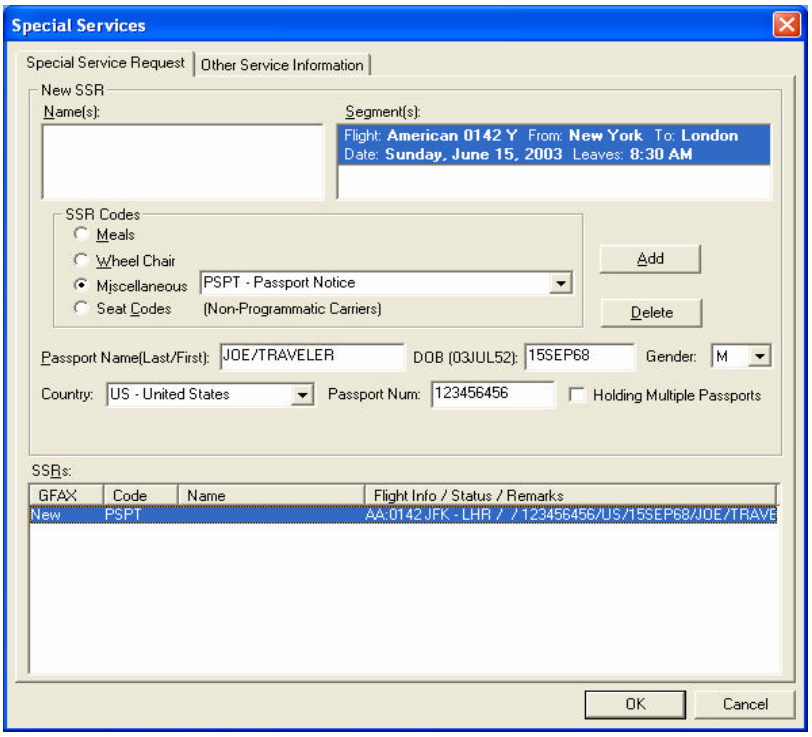
1. Contact Name: A passenger provided contact name. This field is freeform. This field cannot be more than 20 characters.
2. Country: A drop down list from local data with Country Codes. This field cannot be more than 2 characters.
3. Phone: A field to allow a phone number and freeform information. This field cannot be more than 30 characters. If a contact name is provided a user must fill in the phone field.



A maximum of 180 characters are allowed for the entire entry 180 characters for Galileo. If this amount is exceeded Viewpoint™ will pop up an error stating that maximum characters have been exceeded.

Add specific fields for fill in on Passport

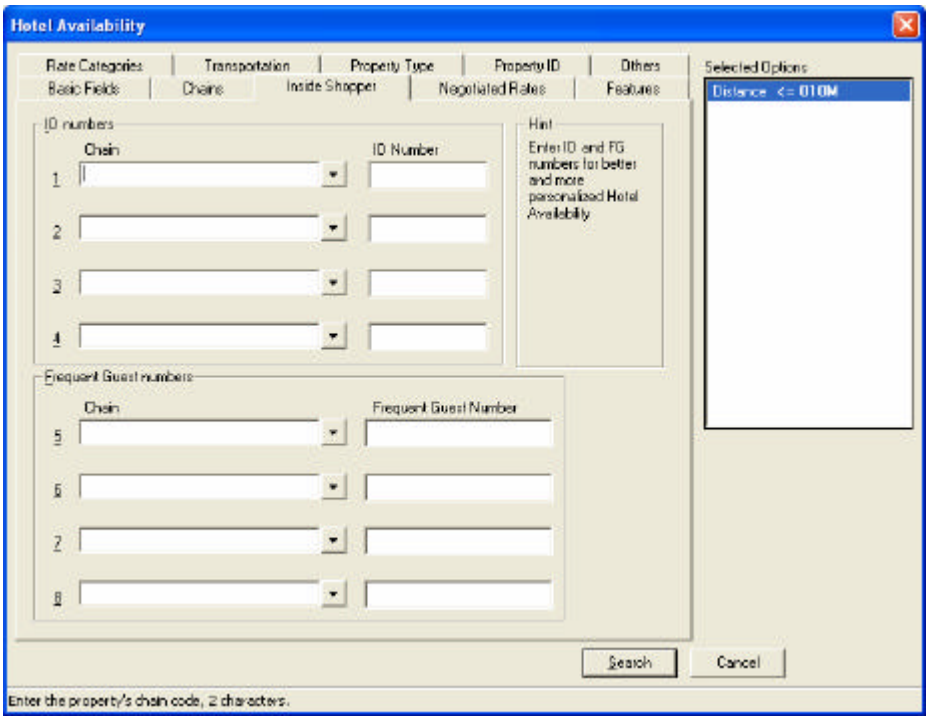
1. Name on Passport: Last Name /First Name
2. Date of Birth: Day Month Year.
3. Passport Number: Freeform to allow passport number
4. Gender: Male (M), Female (F), Male Infant (MI), Female Infant (FI), a drop down list with the choice will be given.
5. Country of Issue: Two letter Alpha-country name. Use the local data drop down list.
6. Holding multiple passports: A check box will indicate if a traveler is holding multiple passports (e.g.: traveling with an infant).
7. PNR Name: We will have the user indicate the PNR name field by using the same name as populated in the passport name. A –1 is added behind the scenes to indicate the one traveler. The airlines require this –1 so we will always populate it.



A maximum of 180 characters are allowed for the entire entry in Galileo. If this amount is exceeded Viewpoint™ will pop up an error stating that maximum characters have been exceeded.

Hotel Inside Shopper

An Inside Shopper function has been implemented that retrieves participating hotel's rates directly from their reservation systems on the initial HOA display. Agents are able to include ID and Frequent Guest numbers in these requests.

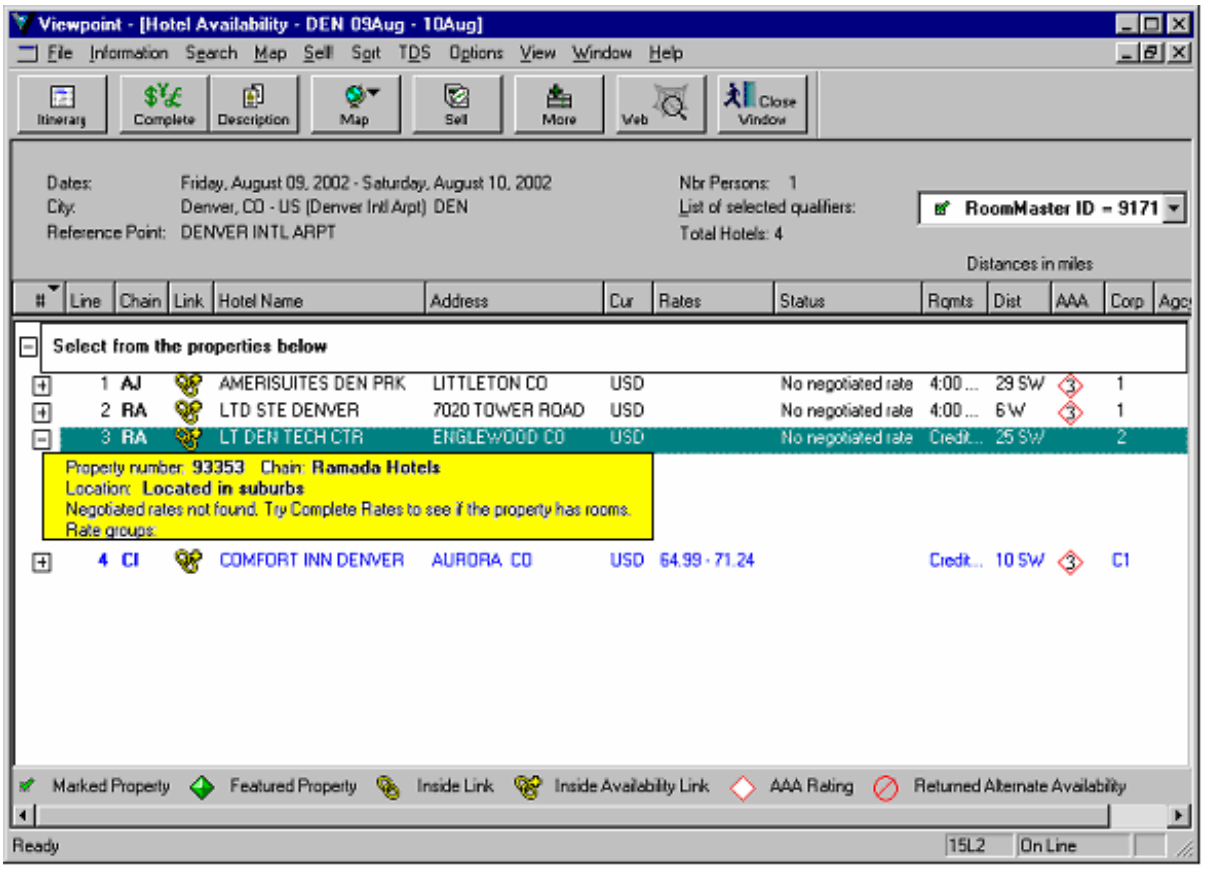


A new tab has been added to identify qualifiers to support the new functions. It is called "Inside Shopper" and located between the existing Chains and Negotiated Rates tabs. A chain field precedes each ID or FG number. The selection of a chain is required with each number. The ID number can be up to 10 alphanumeric characters. And the FG number can be 19 alphanumeric characters.

The Focalpoint® implementation of Inside Shopper adds a column for Inside Shopper status: A for available, O for other rates, and C for not available. Viewpoint™ already has a status column that will be used to satisfy this requirement.

The following table lists the expanded text to be shown with the status conditions listed above.

Status Column	Expanded Text
Available	Rates shown are Inside Shopper rates.
See Complete Rates	Try Complete Rates to see if the property has rooms.
Not available for dates requested	Hotel not available for the dates requested.
Not available	Not available. Failed hotel's hold time rules.
Closed to arrival	Closed to arrival on date requested.
Minimum length of stay required Maximum length of stay exceeded	A minimum length of stay is required. Maximum length of stay exceeded.
See alternate property.	Sold out. See alternate property rates.
No negotiated rate	Negotiated rates not found. Try Complete Rates to see if the property has rooms.
Sold out	Sold out in RoomMaster. Try Complete Rates to see if the property has rooms.

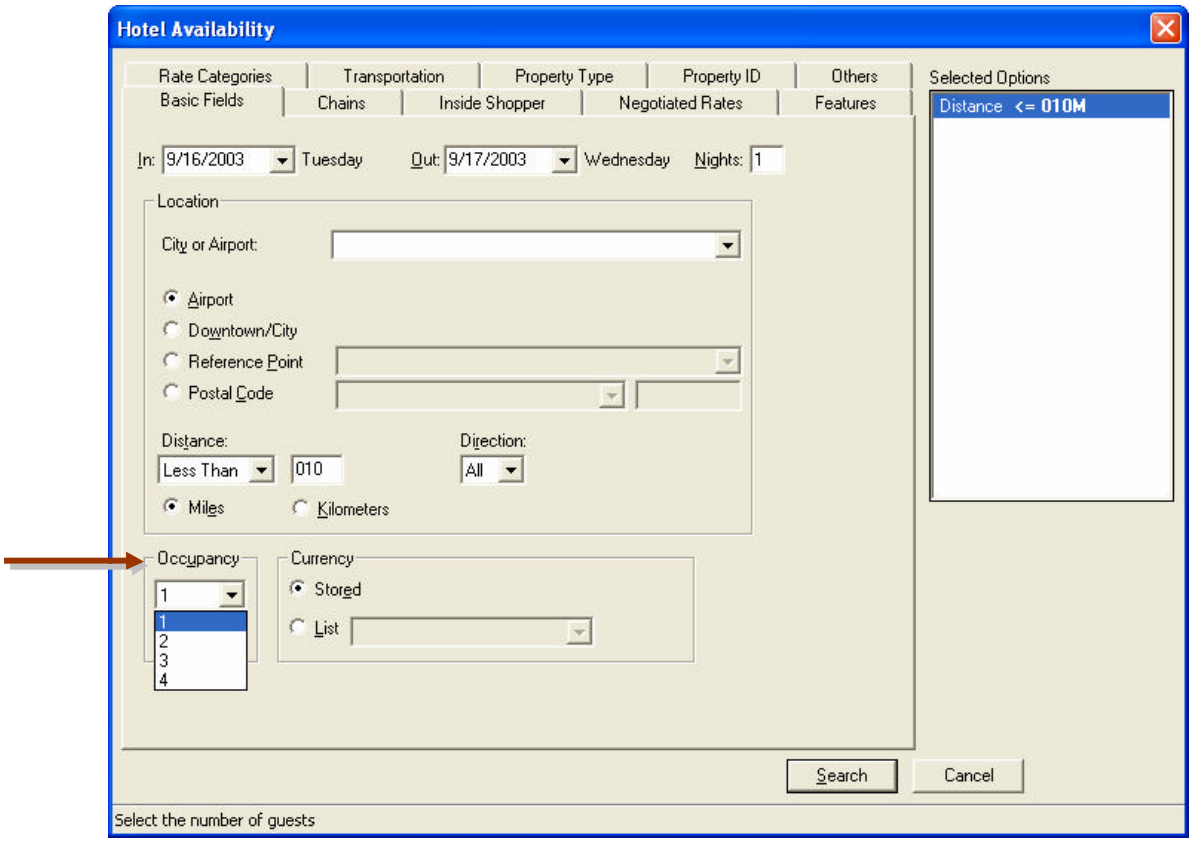


Hotel Occupancy

Viewpoint users on Galileo and Apollo now have the ability to increase the existing occupancy levels in Hotel Availability and Sell requests. The user can easily indicate the number of people, up to four, sharing a single hotel room. This allows more accurate room pricing for triple and quad bookings.

Additionally all subsequent screens that identify occupancy level will be programmatically updated.

Note: Not all hotel properties will accept 3 or 4 for occupancy.



New Command Window

The New Command Window in Viewpoint™ will be the new version of Focalpoint® (4.01) that is used with Viewpoint™ or by itself.

Accessing the Command Window

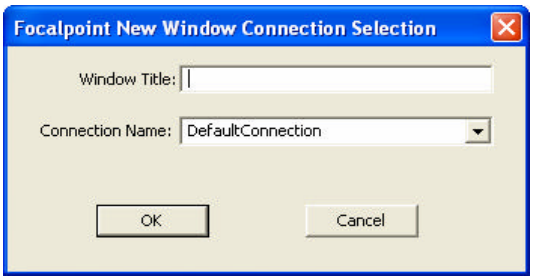
If Viewpoint™ is installed, then Focalpoint® functionality can be accessed in the Viewpoint™ GUI in 3 ways:

1. by clicking the terminal button on the toolbar ( ).
2. by selecting "Terminal Entry" from the Window drop down menu and
3. through the keyboard short cut (CTRL+G)

To view the Viewpoint™ itinerary main page again...

1. Select the Itinerary icon on the Focalpoint® toolbar ( )
2. Under the Windows drop down menu "Return to Itinerary"
3. Use the CTRL+G keyboard shortcut.

By default four Command Windows will be displayed. Additional windows can be created through File-New, which will display this dialog.



Viewpoint™ Shortcuts

The keyboard shortcut for Viewpoint™ scratchpad is Alt+W then typing the letter P.

The keyboard shortcut to the Terminal window from the Itinerary view is CTRL+G

The keyboard shortcut to the Itinerary view from the Terminal window is CTRL+G

Focalpoint® 4.01 Overview

Focalpoint® 4.01 is a component of the Galileo Desktop install. The Galileo Desktop installation will remove any previous version of Focalpoint®. The Focalpoint® 4.01 product can be installed without Viewpoint™ if desired. If this method is selected, Viewpoint™ will be hidden and only Focalpoint® 4.01 will be available to the user.

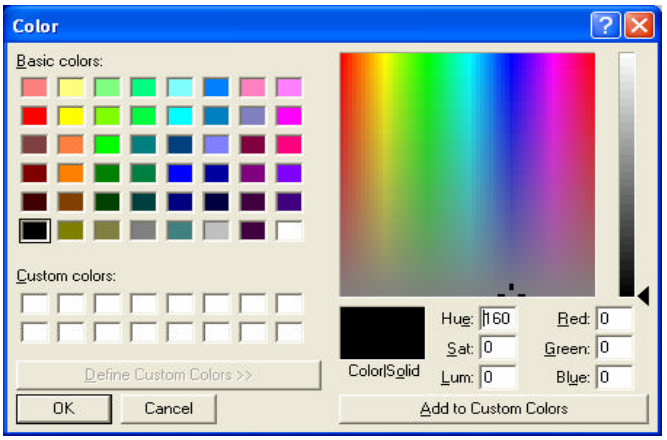
What's New in Focalpoint® 4.01

Focalpoint® 4.01 is now a 32 bit application. This functionality also pertains to the New Command Window in Viewpoint™.

Customization

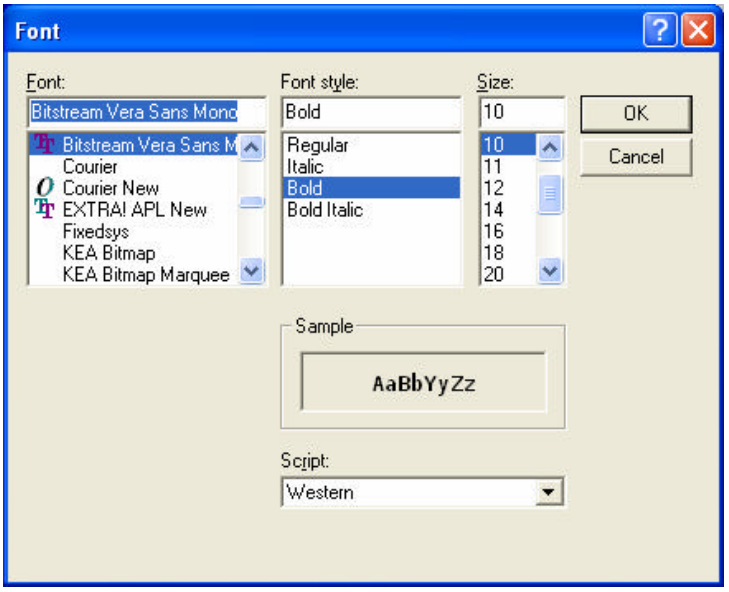
Colours

The ability to change colours in Focalpoint® has been enhanced from previous versions. Under the Options menu drop-down select **Edit Colours**. The option exists to change colours for both the foreground and the background. When editing colours there are now 48 set colours to choose from. There is also a Define Custom Colours button which will display a colour spectrum grid that allows a customized colour to be selected.



Fonts

There is a Font editor that allows changing the size, style and type of font viewed in Focalpoint®. It is located under the **Options** drop-down menu. When in the Font editor there are three options to select from, Font, Font Style and Size. Under Font there are over 40 different fonts to choose from. If the font is a sizable font there will be a list of the different sizes under the Size option. Font Style will allow the font to be bold or italic. After selecting the font of choice select OK and the change to the window display is made, re-launching Focalpoint® is not required.



Windows

The default for the number of windows displayed in Focalpoint® is four. There is no limit on the number of windows that can be created in Focalpoint® and the Command Window. The windows allow for the redirection of responses from one window to another.

The option to Tile the windows is available, but the ability to size them is no longer available. The “Tile” option attempts to arrange the windows so they do not overlap each other (as much as possible). This removes the scroll bars that previously appeared on the windows.

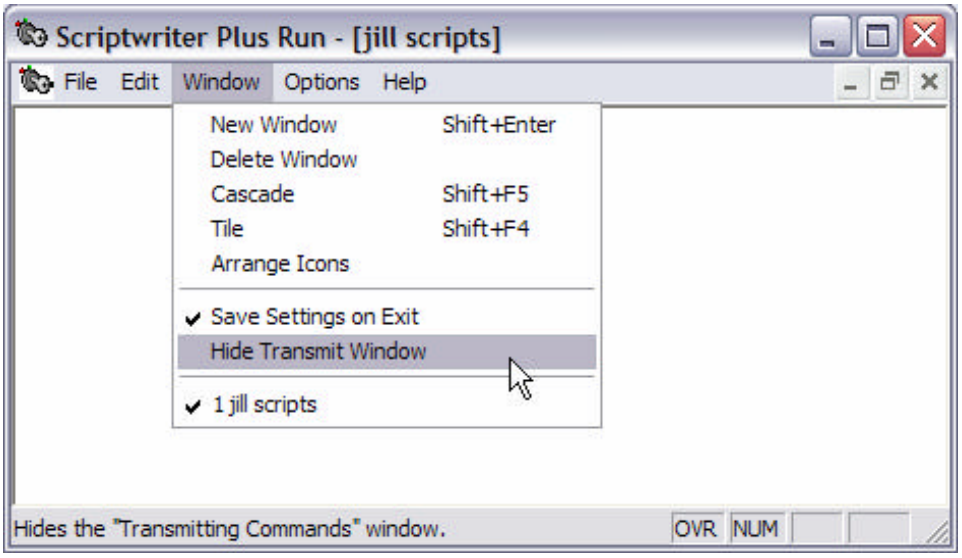
Toolbar

The Focalpoint customizable toolbar icons can be selected from the Configure toolbar editor. The toolbar icons are stored in the Toolbar Artwork folder, however new icons can be created and added to the folder as well.

Scripting

It is possible to use existing Scriptwriter Plus scripts as well as to run JavaScript and other COM scripting languages.

A new functionality is available that allows the user to hide the transmit dialog window during Scriptwriter run. This option appears under the Scriptwriter Plus window.



Functional Differences

Shortcut Changes

1. Printing from Focalpoint® and the Command Windows has been *changed* to the following: **Ctrl+P** = Print All windows
   Ctrl+B = Print Active window

2. The Microsoft Calculator has replaced the old Focalpoint® calculator and the shortcut to launch the calculator has been changed to **Ctrl+Q**.

3. The shortcut for Month view has been changed to **Ctrl+M**. The Month View has also been *enhanced* so the user can now view multiple months by dragging the side of the calendar to view up to twelve months at one time.

4. Notepad is the Microsoft Notepad and has replaced the old scratchpad. The shortcut for Notepad is **Ctrl+N**.

5. There has been a change to several of the shortcuts in Focalpoint® due to Special Characters or new functionality. The following table shows what the old shortcut was and what the new shortcut is.

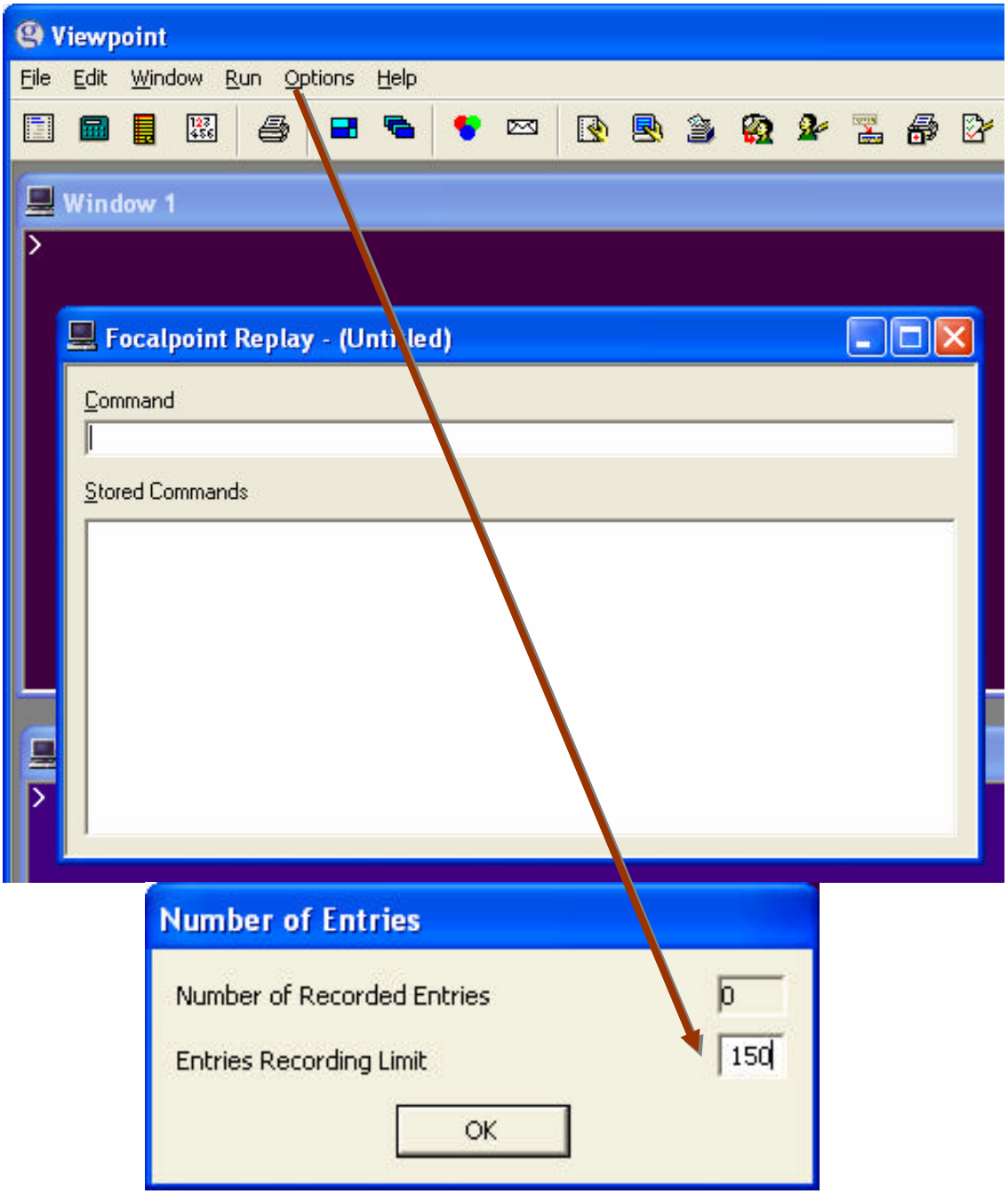
Old Shortcut	New Shortcut	Description
Ctrl+Ins	**Ctrl+C**	Copy
\	**Ctrl+J**	Carriage Return
Ctrl+V	**Ctrl+M**	Month View
Ctrl+P	**Ctrl+N**	Notepad (formerly scratchpad)
Ctrl+X	**Ctrl+P**	Print All Windows
Ctrl+C	**Ctrl+Q**	Calculator
Alt+Ins	**Ctrl+V**	Paste
Ctrl+Z	**Ctrl+ Plus or Minus**	Zoom (this only applies if the user has changed to a different font selection – if they are using the *default* font the Ctrl+Z still works)

Keyboard Function Change

There has been a change to how the INS/Overtype mode works on the Apollo terminal keyboard. In keeping with the Windows standard it will now remain in Insert Mode until you press the Insert key again.

Replay

The Replay default has been changed from 50 entries to 150 entries on a new install. This can be changed to any number between 10 and 150. On an upgrade from 3.5, the default will remain at 50 entries.



Programmable Keys

The Programmable Keys for Focalpoint® have been converted to binary XML allowing old Programmable Keys from a previous version of Focalpoint® to be translated into the new Programmable Keys format.

Several of the PKey commands have been changed. This will not affect the conversion of PKeys from a previous version of Focalpoint® to the current one. The change will only affect how the new PKey commands are entered. The PKey commands that are entered from the list when selecting Find will be the same. However, when in the Command Line many of the shortcuts are now different. The following table shows the changes to the shortcuts.

Old Command Shortcut	New Command Shortcut	Description of Command
\	**Ctrl+J**	<CR>
CtrlAltTab	**ShfTab**	<Backtab>
CtrlDown	**Down**	<Down>
CtrlEnd	**End**	<End>
CtrlLeft	**Left**	<Left>
CtrlRight	**Right**	<Right>
CtrlHome	**Home**	<Home>
CtrlShf(Window#)	**Ctrl(Window #)**	<Change#>
CtrlShfAltTab	**Tab**	<Tab>
CtrlShfB	**CtrlB**	<Print>
CtrlShfE	**CtrlE**	<DelLine>
CtrlShfJ	**F1**	<Help>
CtrlShfL	**CtrlL**	<EraseEOL>
CtrlShfS	**CtrlS**	<ClearAll>
CtrlShfW	**CtrlW**	<Clear>
CtrlShfX	**CtrlP**	<PrintAll>
CtrlShfZ	**CtrlAdd**	<ZoomIn>
CtrlShfZ	**CtrlSubtract**	<ZoomOut>
CtrlUp	**Up**	<Up>
}	**Ctrl+Sft+T**	<tabstop> (see note below)

Note: The tabstop command in the Apollo/Galileo Keyboard Mode remains the same as the old shortcut format (}). It has only been changed for the new Standard PC Keyboard Mode.

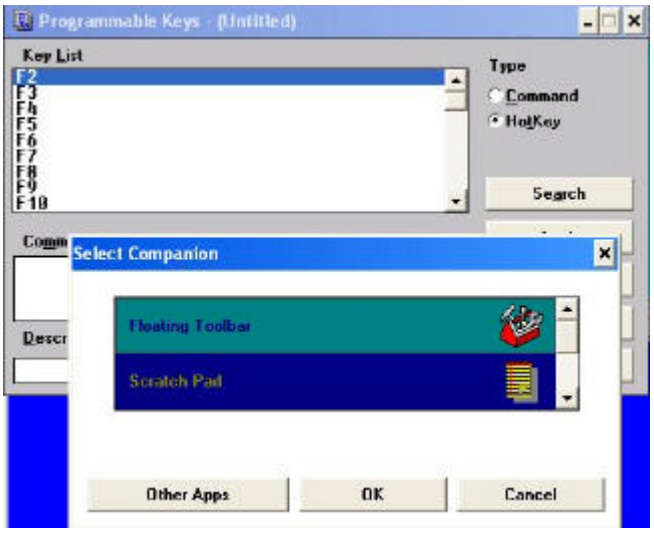
In the PKey editor it does not matter if using upper or lower case letters since the command is forced upper case unless in Standard Mode. In standard mode Focalpoint® reads both upper and lower case.

In the PKey editor there is a radio button in addition to the Command, Hot Key, and SW+ Script radio buttons titled Browser Script. This radio button allows a compatible script such as JavaScript, VBScript etc. to be entered into a PKey. To enter a compatible script in a PKey, first select the Browser Script radio button and then click on the Find button. Locate where the scripts are stored and select the desired script from the list, click Apply and then OK. Focalpoint® does not have to be restarted.

The PKeys HotKey now functions differently.

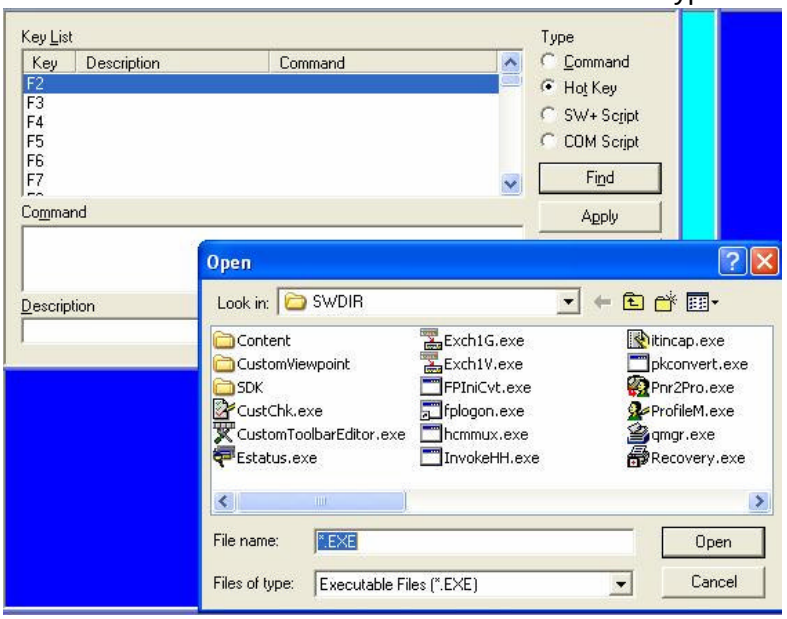
Previous Steps:

1. Click HotKey radio button
2. Click Search button.
3. User is presented with the Companion list with includes the Focalpoint applications (MonthView, ScratchPad, Floating Toolbar, Calculator) and the installed Galileo applications (Relay, Viewpoint, Scriptwriter Plus, Script Library).
4. If a non Galileo application is desired the user can dick the “Other Apps” button which will present an open dialog defaulting to the \windows folder.



New Steps:

1. Click HotKey radio button
2. Click Find (instead of the old search) button.
3. You are presented with the SWDIR folder with the default file type of EXE



Scriptwriter Plus Scripts

Scriptwriter **Plus** Run is supported in Focalpoint® 4.01. Scriptwriter Run is not supported. Scriptwriter Plus Build will no longer work on a Focalpoint® 4.01 workstation (host table is no longer available). Scripts that need to be modified will need to be modified on a Focalpoint® 3.5 workstation.

There are several hindrances when converting a script where it will not be able to take advantage of the new tools and technologies, there will be multiple windows, no 'back' capability and no way to integrate with the database.

Newly Available Character Set

The biggest difference for Focalpoint® 4.01 is the change of keyboard mapping to allow users the ability to input characters that could not previously be entered. The input, storage and display of the newly available characters *will only work* with Focalpoint® 4.01.

Because certain characters conflict with existing keyboard mappings (for example, the accent key was previously mapped to represent a som), the standard Apollo/Galileo Keyboard mapping will be removed to allow the user to enter the actual character. The Standard Keyboard default will now essentially operate as a fully functional PC keyboard. The only character that will *not* be available for use is the percent (%). The plus (+) sign will also cause a problem if entered in Terminal Emulation. The Apollo/Galileo operating system uses the plus sign to represent the end-of-message and everything entered after a plus sign will be ignored by the system.

Galileo keyboard keys/entries that will be affected are:

Current Apollo/Galileo Keyboard Mapping for Galileo (1G)	FP4.01 Standard Windows Mode It will be entered and displayed as:
` key is still mapped to represent the som key now >	Shift > will display as >
+ (shift +) was previously mapped to represent the enditem +	Shift | will display as |
\ can still be used as a carriage return	Ctrl+J or Ctrl+j

Focalpoint® Operating Modes

Each user will have the option to choose between two operating Modes in FP4.01.

- The Standard Keyboard Windows Mode (*which is the install default)* will function as a normal PC keyboard. Focalpoint 4.01 will always launch in this default mode unless the user selects a different option.
- The Apollo/Galileo Keyboard Mode will return the user to a keyboard that has the Apollo/Galileo Keyboard mapping (as shown in previous chart).

Standard Windows Keyboard Mode (Default)

In an effort to move towards a more Internet compatible environment, the Standard Windows Keyboard Mode is the installation default. The Standard Keyboard default operates as a fully functional PC keyboard. The only character that will *not* be available for use is the percent (%). The plus (+) sign will also cause a problem if entered in Terminal Emulation. The Apollo/Galileo operating system uses the plus sign to represent the end-of-message and everything entered after a plus sign will be ignored by the system. The characters that are available using this mode should ONLY be used in the new Email Field at this time. When special characters (such as @ or _) are entered in other fields of the PNR/BF, it could have unexpected results when printing or issuing documents.

Apollo/Galileo Keyboard Mode

The Apollo/Galileo Keyboard Mode will return the User to a keyboard that has the standard Apollo/Galileo keyboard mapping. This can be done at each individual workstation in order to provide the ability for each user to choose how they wish to work. The instructions can be found under the Focalpoint® Operating Modes section.

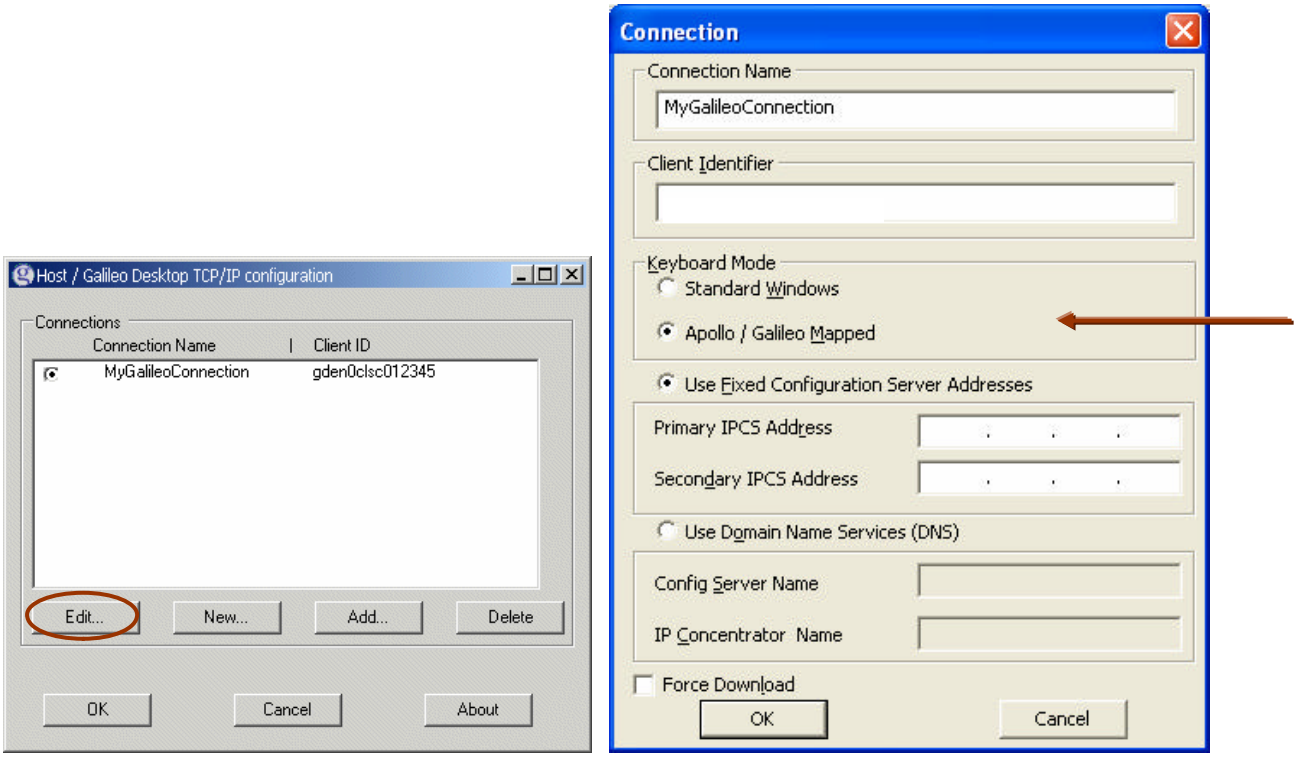
If the Apollo/Galileo Keyboard Mode is selected, the user will *not* be able to *input* the newly available characters. If they display a record that contains the special characters they will *see* a question mark (?) in place of any characters that are not supported in this mode.

If the new Email Field has been entered in the Standard Windows Mode, and the user switches to the Apollo/Galileo Keyboard Mode they will see the Header advising them that the Email Field exists (EMAIL ADDRESS EXISTS). If they tab and enter they will be able to display the field, but cannot make changes or add anything when the address contains characters not supported. Any characters not recognized by the Apollo/Galileo Keyboard Mode will be displayed as a question mark (?).

Changing the Operating Mode

The DEFAULT is always the Standard Windows Keyboard. A change in operating mode can be accomplished by using the Control Panel:

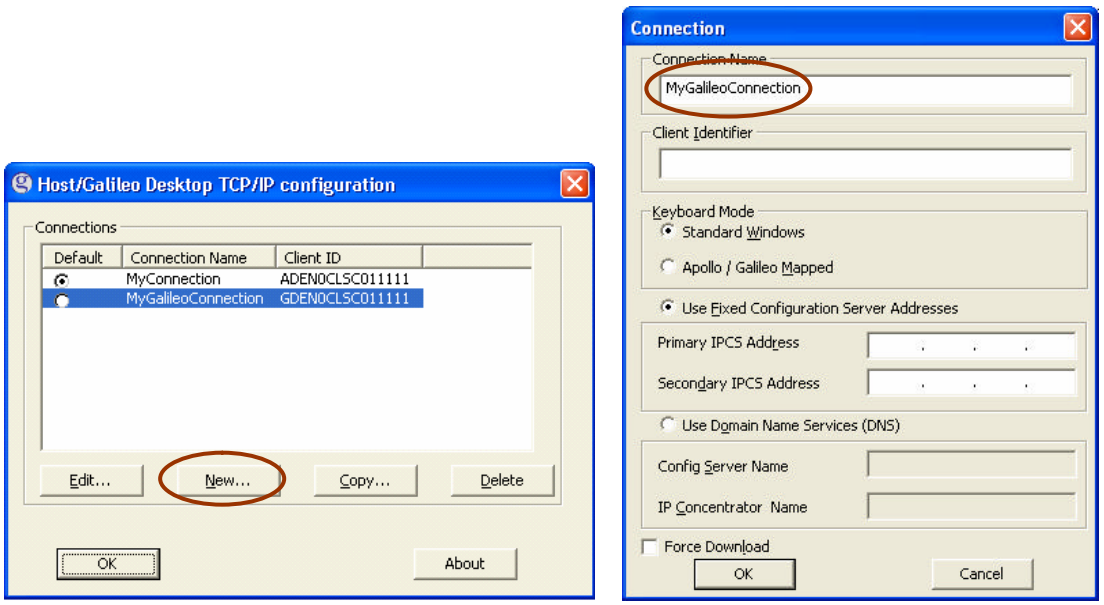
1. Open the Control Panel.
2. Open the Galileo TCP/IP file.
3. Select Edit and then the Connection Box (see below) appears.
4. In the Keyboard Mode section of the Connection Box select the Apollo/Galileo Mapped option.
5. Click **OK** to complete the change.
6. If Focalpoint® is open it must be closed and reopened for the change to take effect.
7. Once a change has been made, and saved, it will remain until it is changed again using the same process.



Opening New Windows

In the same Focalpoint® TCP/IP Configuration box used to change between operating Modes, the user can also setup connections for other Focalpoint® windows. This enables them to open another window for a different pseudo city, different host or different mode.

In the configuration box click on the **New** button. The connection window will then appear. Type the name of the new window in the Connection Name field (must be alphanumeric with no spaces). Enter the client identifier for either Apollo® or Galileo®, select the preferred mode and enter the GTIDs for the Primary and Secondary IPCS address.



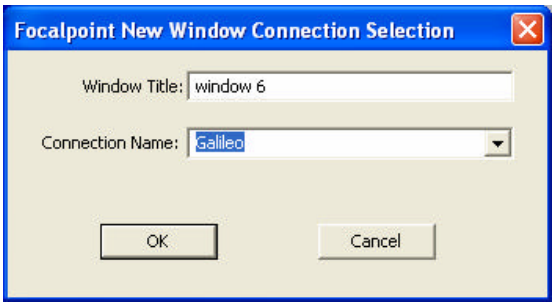
The user can easily base a new connection on an existing one. Simply select a connection name and click the ”Copy” button. The Edit dialog will appear with all the information filled in. The Connection Name will default to “*OldName* (copy)”) and all information can be overridden.

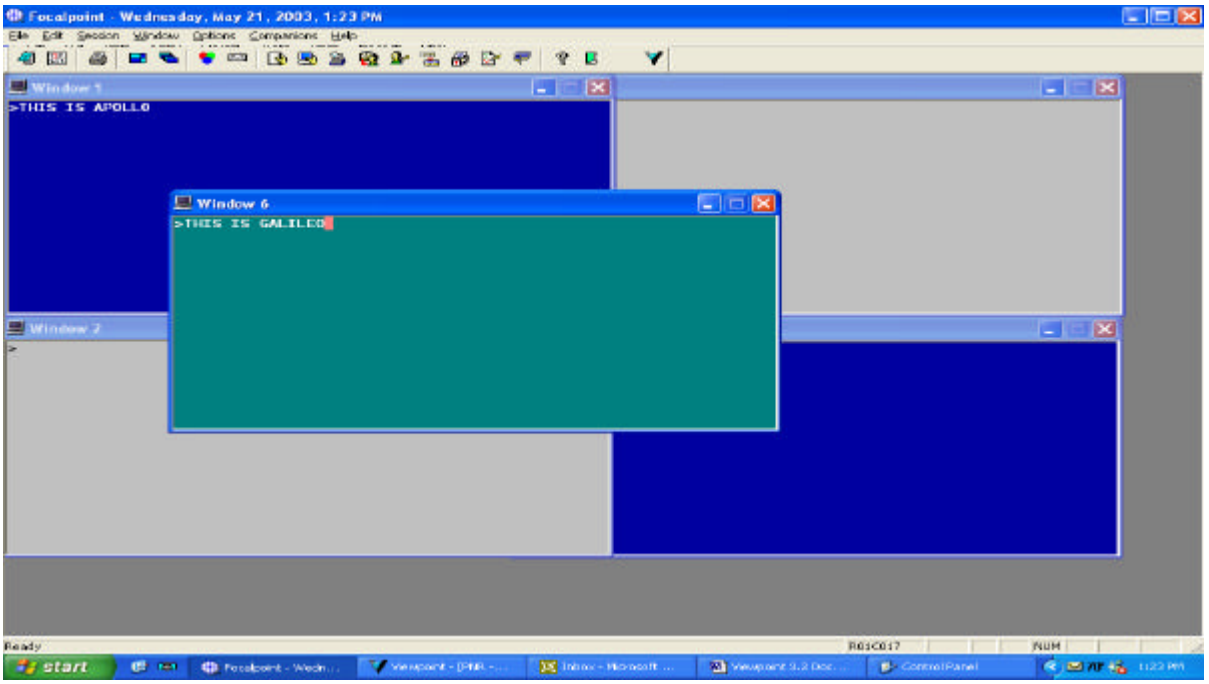
Once the user has added new connection names they need to select the default by selecting the radio button (under the Default header) by the default choice. Then select OK.

When building new windows there are some important things to keep in mind:

- In the Control Panel/Galileo TCP/IP window the user can build as many connections as they wish, but only two different connections are supported for a user at any given time.
- A different Client ID can be used for each connection (e.g.: one for the Apollo Host and one for the Galileo Host).
- It is possible to have one Client ID for two connections (e.g.: a Client ID that supports two GTIDS). However, if using one Client ID for two connections, they must both be configured with the same keyboard mapping.
- Viewpoint will always point to the *default* connection.

After the configuration has been set up, the user re-opens Focalpoint®. To open a new Focalpoint® window select **File/New Window** which displays the New Window Selection box. Enter the name of the new window in the **Window Title** fill-in box and click on the drop down menu for Connection Name. This functionality will allow the user to have a new window in a different pseudo city on the same host, to have a window on a different host or a window in a different mode.





New Email Field

A new optional Passenger Name Record (PNR)/Booking File (BF) Field allows users to enter an Email Address using the *exact* email characters. The exact characters *must* be used in this field. It will not recognize the translation inputs used in the **Email Phone** Field (e.g. // for a @).

This field can be entered in either Mode with the following guidelines:

Apollo/Galileo Keyboard Mode: A basic email address that contains only characters available in this mode (the pillow (□) is used to represent an @ sign in Apollo) can be entered using the Email address format.

MT.John.Test@aol.com 1G format

Standard Windows Mode: An email address using any character on the keyboard with the exception of a percent (%) sign can be entered using the new Email address format.

MT.John_Test@aol.com 1G format

This new field is displayed with a tab stop on the face of both the PNR and the BF. It is the last item in the tab stop displays. Because it is a new field, any Screen Scraping programs will need to be updated. *If a location that is not using Galileo Desktop displays a PNR/BF that contains the new Email Field that was input by an office that is using Galileo Desktop, it will display. All locations accessing the users PNR/BF's should be notified that they may begin to see this field.*

Display of New Email Field in Focalpoint®

The new field will display on the face of a PNR/BF with a Tab Stop. A new display entry of *EM will display the field. The field will appear in both the **Standard Windows Mode** and the **Apollo/Galileo Keyboard Mode**. If a character exists in an email address, such as an underscore (_) that is not recognized in the Apollo/Galileo Keyboard Mode, that character will be replaced by a question mark (?) in the display.

```
** EMAIL ADDRESS EXISTS **   >*EM·              Galileo  (1G)
```

When Tab and Enter, the field will display in the **Standard Windows Mode** as:

```
EMAIL ADDRESSES AND COMMENTS
FROM-    ANYWHERE.TRAVEL@SERVER.COM
TO-      1.JOE.TRAVELER@AOL.COM
COM-     1.HERE IS YOUR NEW ITINERARY – PLEASE NOTE CHANGES
TO-      2.SUE_SMITH@GALILEO.COM
TO-      3.DAN.JONES@DEN.GALILEO.COM
COM-     3.THANKS DAN – HAVE A GOOD TRIP
```

When Tab and Enter, the field will display in the **Apollo/Galileo Keyboard Mode** as:

```
EMAIL ADDRESSES AND COMMENTS
FROM-    ANYWHERE.TRAVEL@SERVER.COM
TO-      1.JOE.TRAVELER@AOL.COM
COM-     1.HERE IS YOUR NEW ITINERARY – PLEASE NOTE CHANGES
TO-      2.SUE?SMITH@GALILEO.COM
TO-      3.DAN.JONES@DEN.GALILEO.COM
COM-     3.THANKS DAN – HAVE A GOOD TRIP
```

** Please note that the underscore on number 2 has changed to a question mark (?) because the Apollo/Galileo keyboard mode does not recognize an underscore (_).

Earlier Versions of Focalpoint®

If a location that has Focalpoint® (3.0, 3.5, etc.) displays a PNR/BF that contains the new Email Field with the newly available characters, those characters could be replaced by a question mark (?).

For example, if a user on FP3.5 displays a PNR/BF that was created in FP4.01, and it contains an Email Field, they will see the PNR/BF header **EMAIL ADDRESS EXISTS**. They can tab and enter to display that field, but will not see any characters that are not supported in the Focalpoint® version or keyboard mode they are using.

Example:

With FP4.01 Standard Windows Mode	With Earlier Versions (4.01, 3.5, etc.)
EMAIL ADDRESS AND COMMENTS TO- 1. R_SMITH@AOL.COM	EMAIL ADDRESS AND COMMENTS TO- 1. R?SMITH@AOL.COM
With FP4.01 Apollo/Galileo Keyboard Mode	In 1G the @ may appear so it could be:
EMAIL ADDRESS AND COMMENTS TO- 1. R?SMITH@AOL.COM	EMAIL ADDRESS AND COMMENTS TO- 1. R?SMITH@AOL.COM

New Email Field in PRO-file and Client Files

The Email addresses, using the new Email Field format, can be input, stored, moved and displayed in a PRO-file/Client File. The same sort of character display will occur as with the PNR/BF. Any characters not recognized in the Apollo/Galileo Keyboard Mode will be replaced by a question mark (?).

New Email Field and Custom Check

Any Custom Check rules associated with the PNR/BF that must be satisfied at time of End Transact will be enforced with the new EM entry.

Min/Max for Email Field

The new Email Field has three components available:

1. Mail FROM address. (MF: or MF.) There is only one MF entry allowed. It is automatically inserted as the first address in the Email Field.
2. Mail TO address. (MT: or MT.) There can be up to 99 MT entries.
3. Mail COMMENT freeform. (MC: or MC.) This freeform field must be associated to an MT field. It allows for one freeform comment line for each MT address with a maximum of 125 characters.

**Note: The MF and MT entries must include a @ sign in the address to be a valid entry, and must have a minimum of 5 characters and a maximum of 125 characters.

The New Email Field and MIRs

The new Email Field will NOT be sent in the MIR.

Email Field Formats

As stated previously, there are three components of the Email Field. When entering them directly into Focalpoint® the following formats apply.

- The Mail FROM address should be used to advise the customer who the Email is from and what Email Address to respond back to. If a FROM address is **not** included, the Email will show it is from ViewTrip and will have this message at the top of the email: THIS EMAIL WAS AUTOMATICALLY GENERATED FROM AN UNATTENDED MAILBOX. IF YOU HAVE QUESTIONS PLEASE CONTACT YOUR TRAVEL AGENCY.

  MF.JANE.SMITH@TRAVELAGENCY.COM..... Galileo entry to add
  MF.@JOE.TRAVELLER@AOL.COM ..... Galileo entry to change
  MF.@ ..... Galileo entry to delete

- The Mail TO address is used to include the customer's Email Address(es).

  MF.JOE.TRAVELLER@AOL.COM..... Galileo entry to add
  MT.1@JOE.TRAVELLER@AOL.COM..... Galileo entry to change
  MT.1@..... Galileo entry to delete

- The Mail COMMENT is used to include one line of freeform information. The Comment line must be associated with an Email TO address line. If the associated TO address is deleted, the Comment will automatically be deleted along with it.

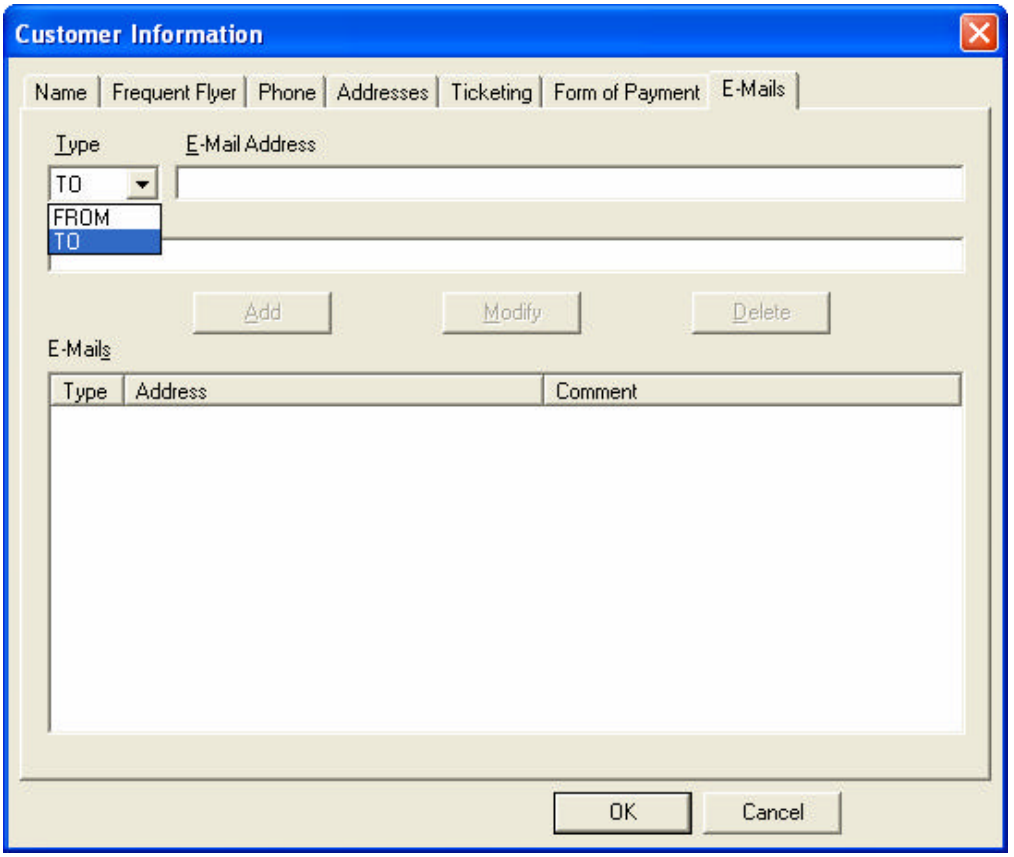
  HERE IS YOUR NEW ITINERARY – HAVE A GREAT TRIP..... Galileo entry to add
  MC.1@CHANGE EMAIL COMMENT FIELD NUMBER 1..... Galileo entry to change
  MC.1@..... Galileo entry to delete

Once an Email Field has been entered into a PNR/BF, the EM format is used to transmit an Itinerary Email to the address. *The Email Field will take precedence* over any other Email address in the PNR/BF. If the user has an Email address in the Phone Field AND the Email Field, the only way to generate an Email to all addresses is to use the EMALL input.

Display of New Email Field in Viewpoint™

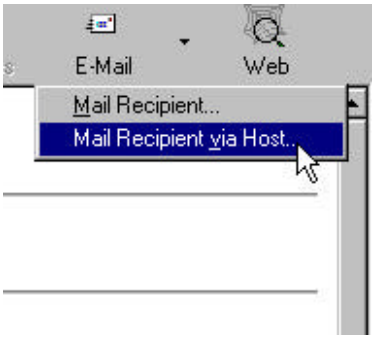
The new field is displayed on the main itinerary page in Viewpoint™ 4.01 below the Phone field. The location of the Email field can be re-ordered in the itinerary view by moving the Phone field up or down from the **Tools/Options**, (the Email field will always be under the Phone field).

A right click on the Email field will display the **Edit Email Addresses** option and then the **Customer Information** edit screen where the user can add, delete or modify Email addresses and edit Email comments. The Email field can also be accessed from the Customer toolbar button or the File drop-down menu and select the option for Create/Edit Customer Information and then the Email tab. The field will appear in both the Standard Windows Mode and the Apollo/Galileo Keyboard Mode. If a character exists in an email address, such as an underscore (_) that is not recognized in the Apollo/Galileo Keyboard Mode, that character will be replaced by a question mark (?) in that display.

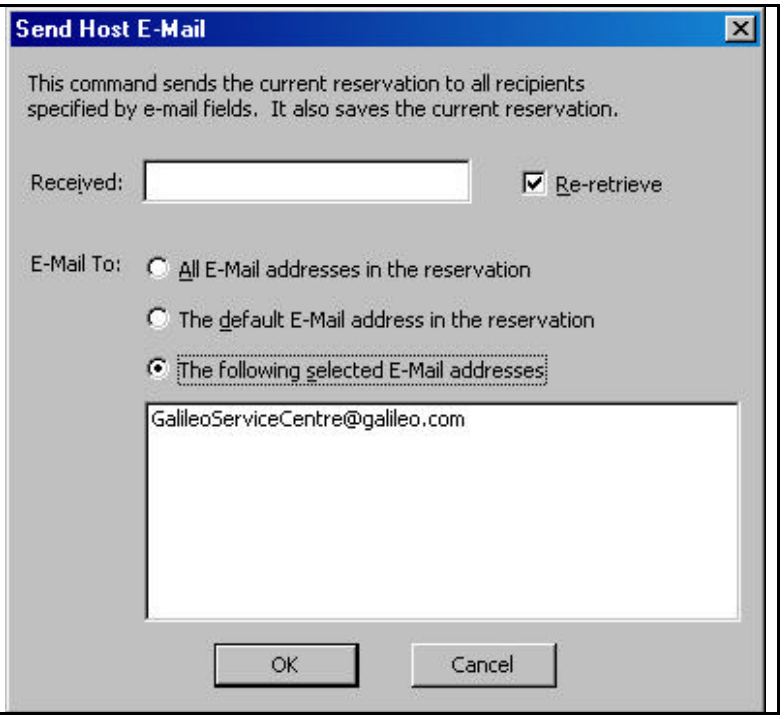


Sending an Email via the Host from Viewpoint.

From the Mail Icon select the side arrow to pull the menu down and choose “mail reciepient via host.



.

You have the choice to: Send to all MT. addresses. OR Send to the First Email MT.1 OR Send to the following	

Sending an Email via the Host from Focalpoint.

The Basic Formats are:

- **EM** .....end record and send an Email to the default address in the PNR/BF Email Phone Item. (Default will be the *first* Email item within the Email Field)
- **EMALL** .....end record and send an Email to all addresses contained in the PNR/BF Email Items within the Email Field
- **ERM** .....end record, send an Email to the default address in the PNR/BF Email Item, and re-retrieve the PNR/BF

Formats for Using a Specific Email Address:

A specific Email address item can be included in the format, versus using the default (first Email Item). A format also provides the ability to issue an Email for ALL Email Items within the Phone Field.

When requesting a *specific* Email address item, the entire Phone Field is interrogated. You must enter the Phone Field item number that the Email address is on, not if it is the 2nd or 3rd Email Phone Item.

- **EM2** .....end record, send an Email to 2nd Email Field item contained in the PNR/BF.
- **EM1.3.5** .....end record, send an Email to 1st, 3rd, and 5th Email Field Item numbers.
- **EM3-5.8** .....end record, send Email to 3rd, 4th, 5th, and 8th Email Field Item numbers.
- **ERM2** .....end record, send an Email to the 2nd Email Field item number in the PNR/BF, and re-retrieve the PNR/BF.