

Semi-Self Service Counter



**Demo Machine
on Display**

Provide service that makes ticket office operation by station staffs easy,
considering trend toward unmanned and labor-saving in stations

Challenges for Railway Operators

Declining labor population

Support for unmanned and
labor-saving in station

Increase in foreign users

Realize ticket office operation by station staff remotely

Semi-Self Service Counter

Easy-to-understand
customer service using
avatars

Text guidance with
multilingual translation
available

Intercom support for
complex operation

Semi-Self Service Counter

NIPPON SIGNAL

Supports both self-processing by users and remote operation by staff.

Development image

Width 450mm
Depth 600mm
Height 750mm

Rack for Mounting Unit

Service Display



Journal Printer

- Mobile Tray
- QR Reader
- Document Stand

Coin insertion /
Discharge /
Reject slot

Intercom

Banknote
insertion/discharge slot

Functions



Self-Service

- IC Card Charge
- IC Card Just Charge
- QR Fare Adjustment
- History Inquiry



Remote Operation Service

- Exit (Incl. Another station)
- Support for Irregular situation
- Manual Fare Adjustment
- Refund for wrong charge (topup)

Semi-Self Service Counter

NIPPON SIGNAL

Easy-to-understand customer service using avatars
with Intercom support for complex operation

Avatar Customer Service

Service Display



Supported by remote operator
with text



※Supported by automatic translation

Intercom Customer Service

Supported by operator for QR processing,
in case an error occurs at automatic

