

[54] SELF-SERVICE TERMINAL

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[21] Appl. No.: 168,953

[22] Filed: Jul. 11, 1980

[51] Int. Cl.<sup>3</sup> ..... G07F 7/02; H04Q 1/00; G11B 5/00

[52] U.S. Cl. .... 235/381; 360/12

[58] Field of Search ..... 235/381; 364/521, 479; 360/12; 358/903; 194/DIG. 1, 5, DIG. 6

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Primary Examiner—Thomas A. Robinson

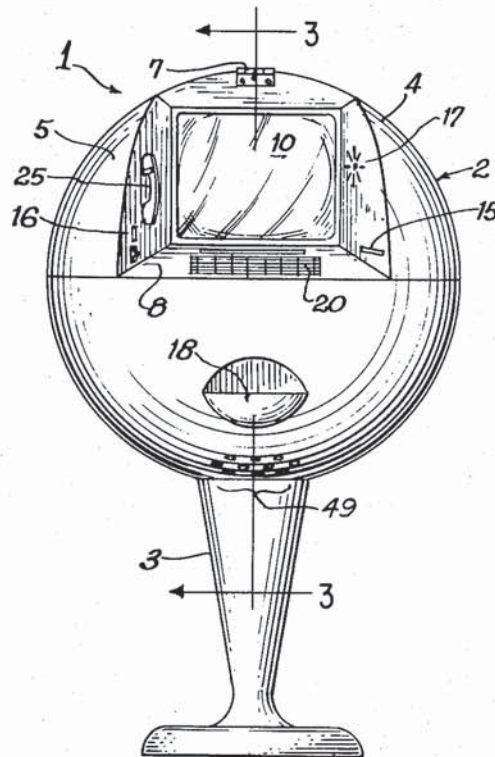
Attorney, Agent, or Firm—Henri J. A. Charmasson; Ralph S. Branscomb

[57] ABSTRACT

A self service terminal for dispensing voice and video

information, printed documents, and goods; and for accepting service orders and payments therefor by currency or credit card. The terminal comprises a cathode ray tube display with mass storage for presenting information about the product or service sold, a keyboard for entry of customer requests, a printer for delivering coupons and tickets, a vending machine for dispensing small items, a coinbox and credit card reader for accepting payments for goods and services, and a telephone interface for communicating with the staff of a command center. The operation of the terminal is controlled by a microprocessor linked to an automated reservation system. The preferred embodiment of the invention is dedicated to the promotion and sale of travel services. The terminal is operated from three memory devices. A non-volatile memory is used to store the operating program for the terminal. A semi-permanent storage in the form of a video disc is used to hold the travel documentaries and other sales presentations. A randomly accessible mass storage is used to record flight schedules, hotel occupancy and other variables which are periodically updated from the command center via a phone line data communication link. The vending machine is used primarily for dispensing travel brochures, maps, foreign currencies and other goods related to the contemplated travel.

11 Claims, 11 Drawing Figures



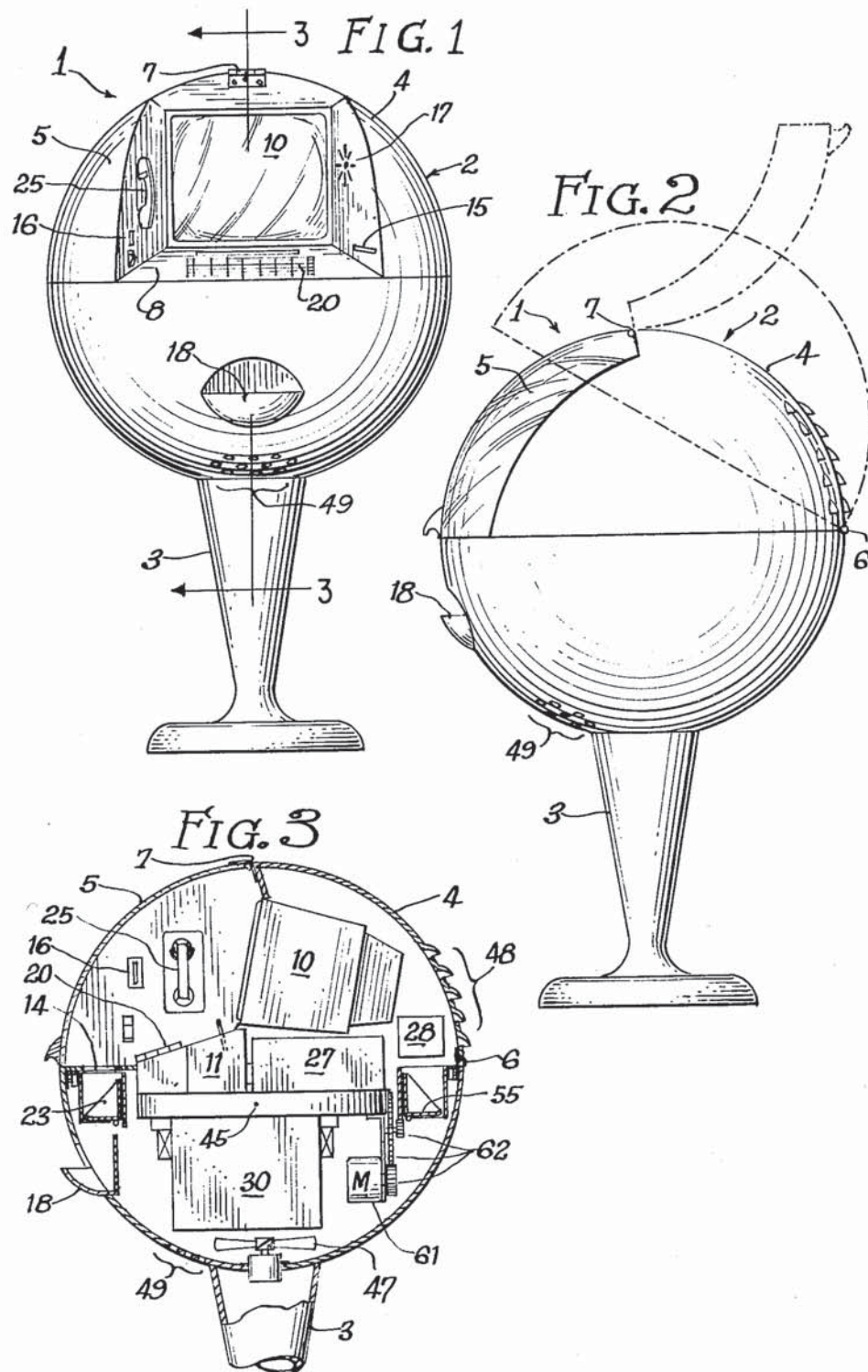


FIG. 4

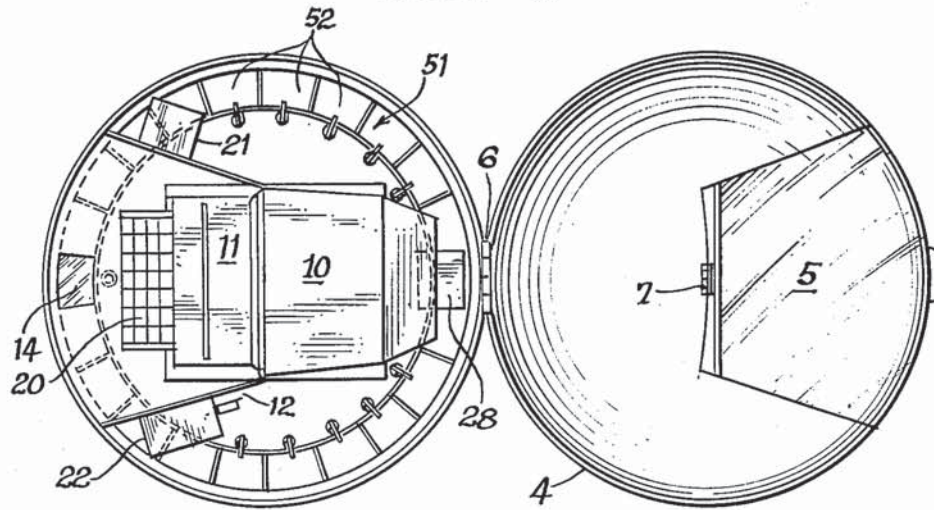
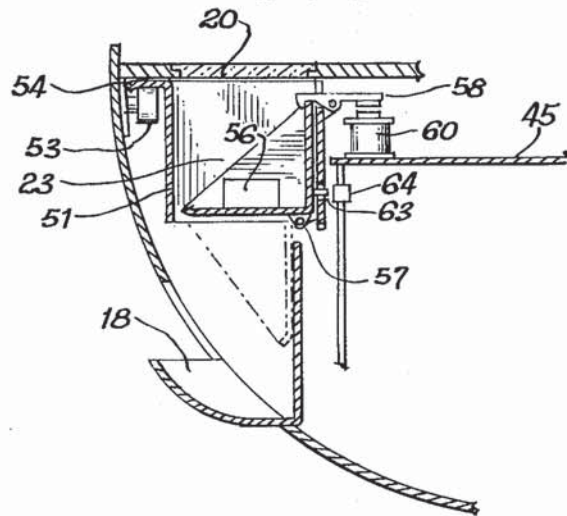
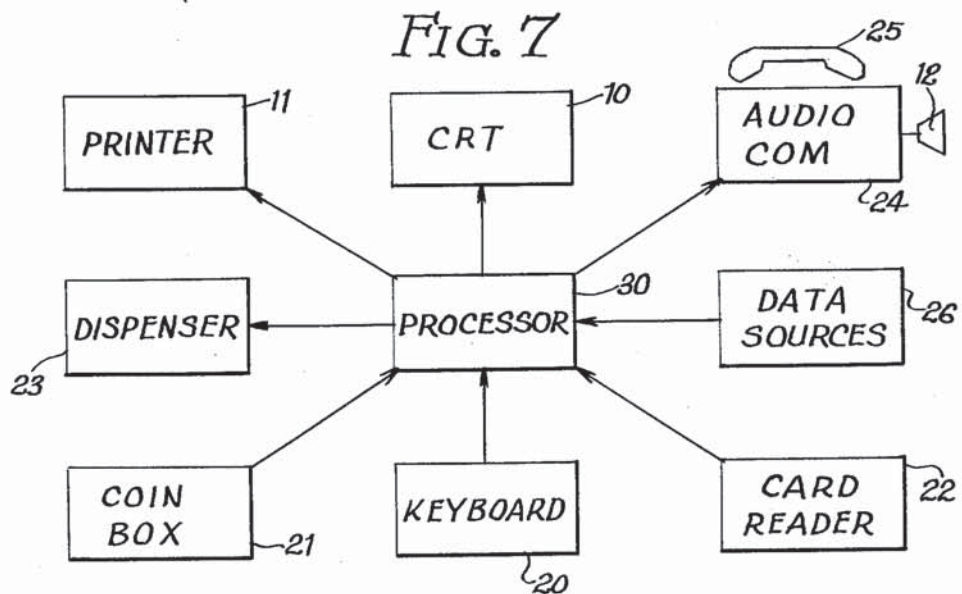
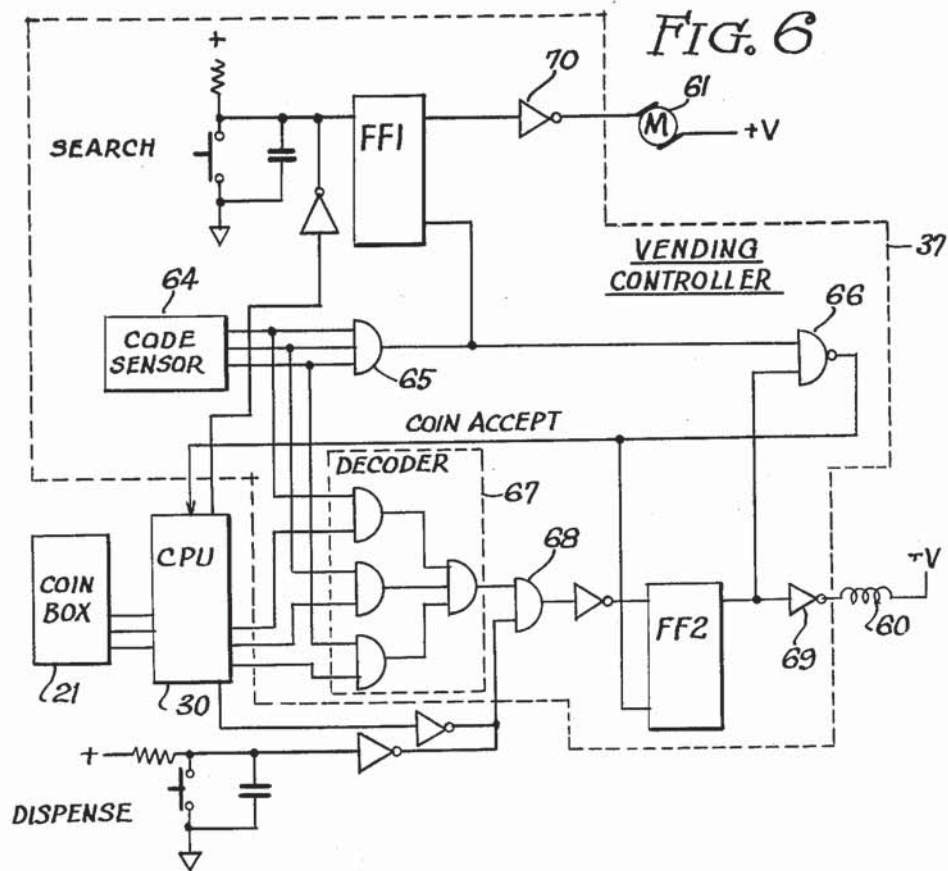


FIG. 5





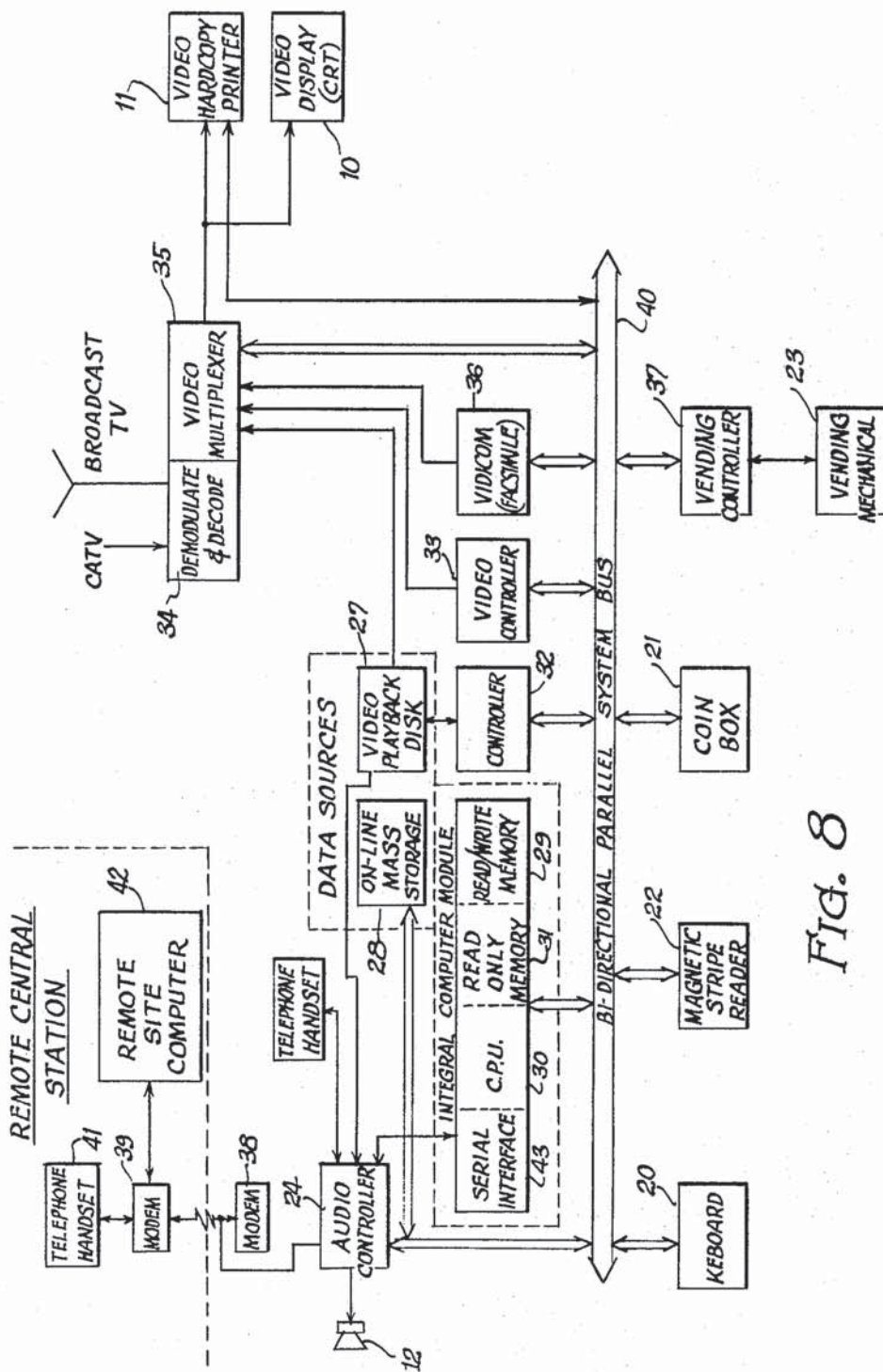


Fig. 8

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