

Access ThinkPad and ThinkPad Assistant

***Customization Guide for IT Professionals
and IBM Business Partners***

ThinkPad®



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Background

A major source of frustration for users of mobile computers is not having access to information and help when they need it. 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 the mobile computer user. Access ThinkPad and the ThinkPad Assistant™ were created for ThinkPad® notebooks by IBM to enhance and simplify the mobile computing experience for users and to make them easier for IT professionals to manage.

With a touch of the new ThinkPad Button on the new ThinkPad A Series and T Series notebooks, users can launch Access ThinkPad. The Access ThinkPad portal provides easy access to a wide array of information, services and solutions available from IBM located on both the hard disk drive of the notebook and on the Internet.

On the left side of the Access ThinkPad portal is the ThinkPad Assistant. This is an on-system tool with a quick search engine that provides ThinkPad users information on topics such as optimizing battery life or an animated tutorial on how to change a Mini PCI card or upgrade memory. Previously, this type of information was available only by carrying the books shipped with the system. The right side of the Access ThinkPad portal provides links to Web-based information, services and solutions.

Access ThinkPad and the ThinkPad Assistant were designed with flexibility in mind. For the large enterprise customer, these tools can be customized to provide additional information specific to their organization. This customization capability also provides IBM Business Partners with opportunities to provide their customer support services electronically.

This paper describes the design and architecture of Access ThinkPad and the ThinkPad Assistant, and describes the ease of customization and the tools that can be used to customize these products by IT professionals in large enterprises or by IBM Business Partners.

ThinkPad Assistant

The ThinkPad Assistant is an online documentation system that provides hardware, software, and support information to the end user. The ThinkPad Assistant 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 ThinkPad notebook's hardware and software
- Hyperlinks to other topics included in the text
- 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

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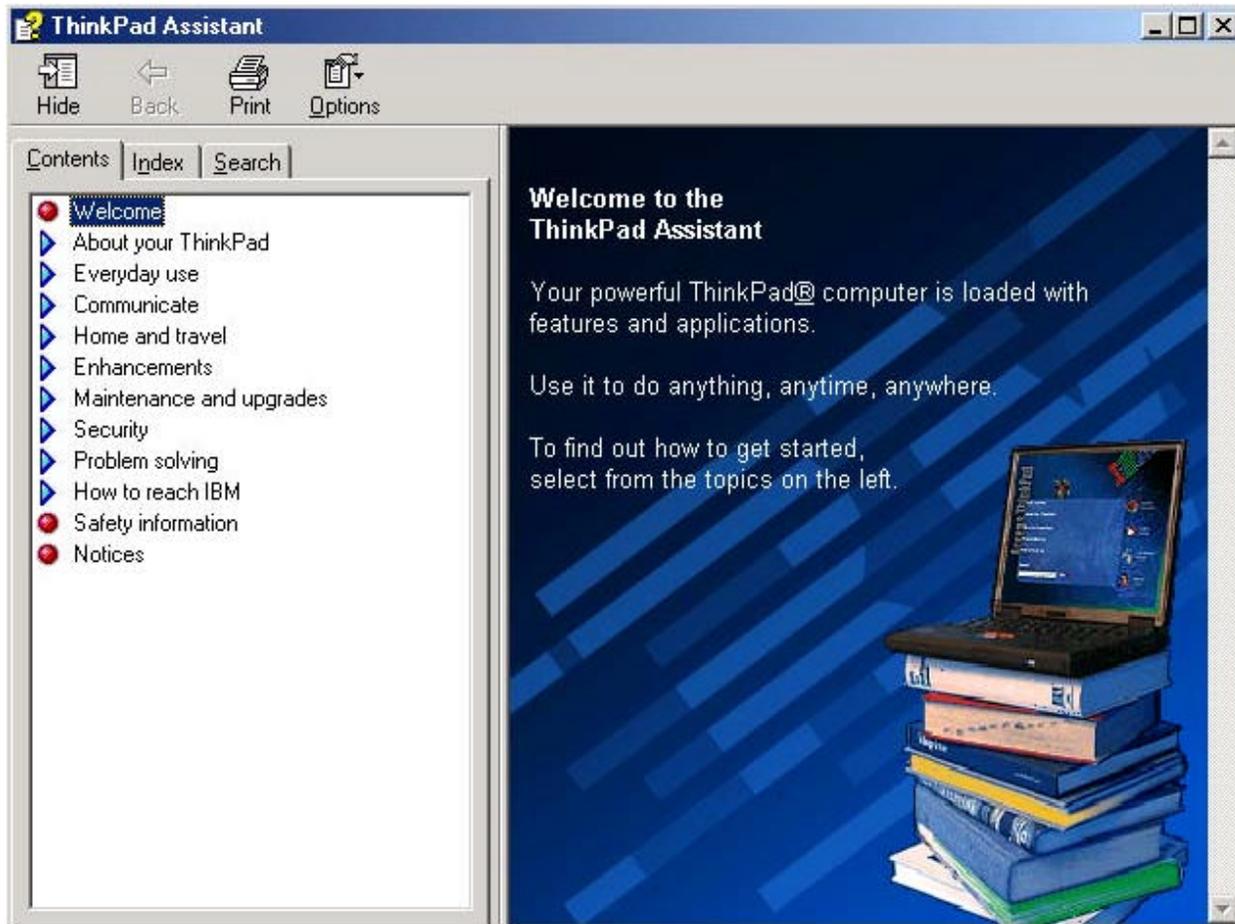


Figure 1 - ThinkPad Assistant

Figure 1 shows an example of the ThinkPad Assistant interface. Shown in the figure is the main welcome page. Each of the first level topics that are shown in the above figure will be referred to as “chapters” in the remainder of this document.

ThinkPad Assistant Architecture

The ThinkPad Assistant is designed using Microsoft’s HTML Help, using a modular architecture to allow for easier updating over modem and to allow for easy adding of chapters. The architecture is described in the following figure.

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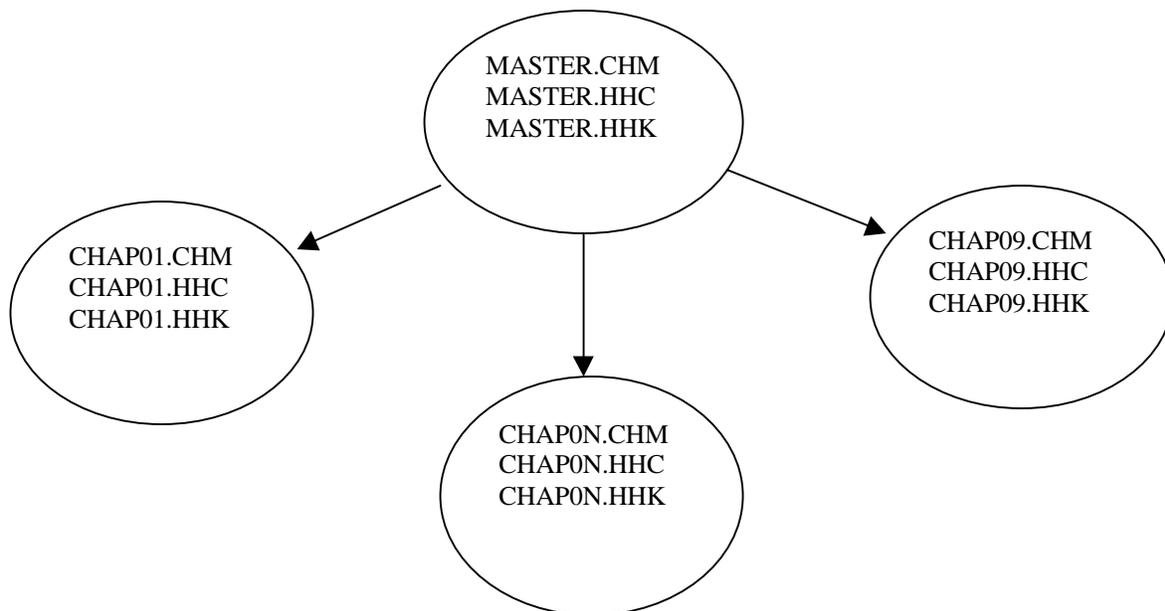


Figure 2 - ThinkPad Assistant Architecture

The master files in the project contain little actual content. The MASTER.CHM file contains only the welcome page seen in Figure 1. However, the files in the master project are very important to actually merge the contents from the other chapters (in the example shown above, nine chapters total) into an integrated ThinkPad Assistant.

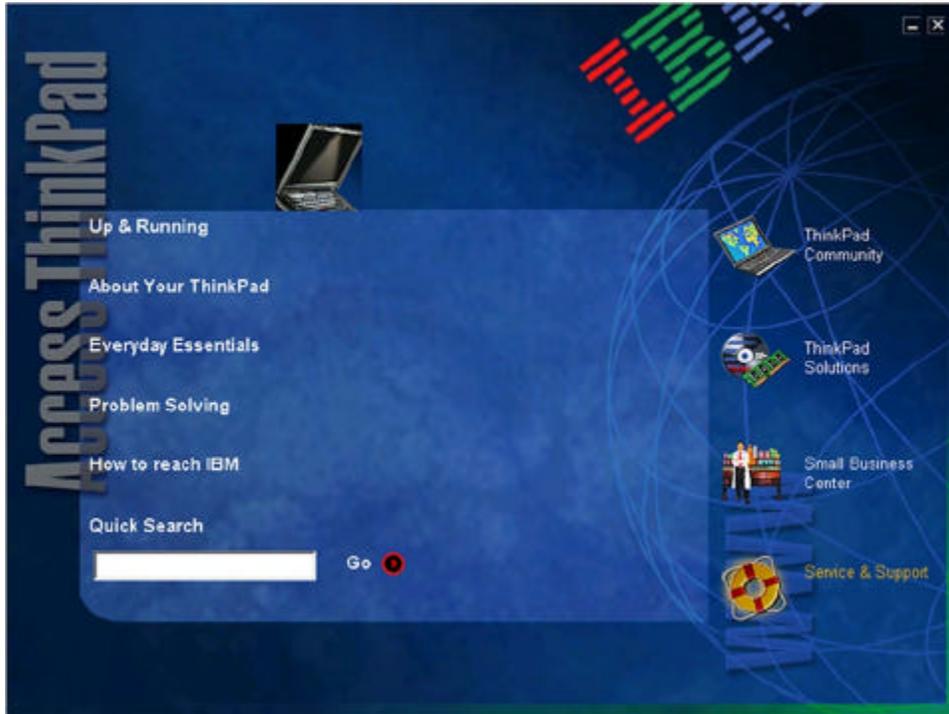
The table below describes the file types that are shown in Figure 2.

.CHM file	The .CHN file is a compiled HTML file. This compiled HTML file contains the HTML files, graphics files, and animation files for the chapter, compressed together into a single file. This compressed format allows for efficiency of space and access to the Search features of the HTML Help authoring system.
.HHC file	The .HHC file contains the data that defines the contents page of the HTML Help System. In the ThinkPad Assistant implementation, the .HHC file also contains comments that allow Access ThinkPad to determine which topics to place on the left side menus.
.HHK file	The .HHK file contains the data that shows under the index tab of the HTML Help authoring system, which is accessed when a search term is entered on the Access ThinkPad main interface.

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Access ThinkPad

Access ThinkPad provides access to the tools and information from IBM included with the ThinkPad notebook. Access ThinkPad is presented to the user when the ThinkPad Button is pressed, and gives the user access to information and help that is available locally via the ThinkPad notebook (i.e., available when the ThinkPad notebook is disconnected from the Internet) and online via IBM's Internet site.



Access ThinkPad provides the user with an interface to the ThinkPad Assistant and to IBM ThinkPad Web sites on the Internet. The left side of the Access ThinkPad interface has links to the ThinkPad Assistant, categorized to help the user find the information needed quickly. Each category expands into sub-topics that point to specific areas in the ThinkPad Assistant. At the bottom of the left side is the Quick Search field, which offers a keyword search into the ThinkPad Assistant index. This search capability helps the user quickly find help or information.

On the right side of the Access ThinkPad interface are links to ThinkPad Web sites. Each of the links is described below:

ThinkPad Community

The ThinkPad Community site provides valuable services designed especially for the mobile user. The information that you need to enhance your mobile experience will be available with the click of the mouse. Types of service that will be provided are:

- Tips for mobile users
- User experience stories
- User forums
- Links to IBM and third-party Web sites for mobile users

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ThinkPad Solutions

It's all about making life easier in today's connected world. With ThinkPad Solutions, you can tailor your mobile experience to meet your needs while getting the quality, reliability, and support you expect. The ThinkPad Solutions Internet site provides easy access to accessories upgrades and services specifically tailored to your ThinkPad notebook.

Small Business Center

This IBM Internet site provides a wealth of information for the small businesses. The small business center helps you find solutions to tackle the toughest business challenges, and offers the right services, options, and offerings to fit your business

Service and Support

Take advantage of IBM's award-winning service and support. Get the help when you need it. Selecting the service and support icon will take you directly to the service and support Internet site with information specifically tailored to your ThinkPad notebook.

Customizing Access ThinkPad and ThinkPad Assistant

Advantages of Customization

Access ThinkPad and ThinkPad Assistant provide a powerful way to provide help and information to ThinkPad users. Users get access to Access ThinkPad by pressing the ThinkPad Button on the keyboard whenever help or information about using the notebook is needed. Access ThinkPad provides access to ThinkPad Assistant and information located via the Web.

There are several different possibilities for customization of Access ThinkPad and ThinkPad Assistant. The following table shows the possibilities and advantages of each.

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Customization Option	Access ThinkPad	ThinkPad Assistant	Advantage to the Business
<ul style="list-style-type: none"> Full integration of business information with ThinkPad notebook information 	<ul style="list-style-type: none"> Modify left side of Access ThinkPad to point to new topics Modify right side of Access ThinkPad to point to company specific Web sites or Intranet sites 	<ul style="list-style-type: none"> Add new chapters and topics (HTML pages) to the ThinkPad Assistant Remove topics if they are not useful to the company 	<ul style="list-style-type: none"> When the user presses the ThinkPad Button, he/she will get information about their ThinkPad notebook as well as information specific to his/her company The search field on the Access ThinkPad interface will search the ThinkPad notebook and company information The Web links will point to company-related Web sites
<ul style="list-style-type: none"> Access ThinkPad integration with ThinkPad Assistant topic removal only 	<ul style="list-style-type: none"> Modify the left side of Access ThinkPad to point to the remaining topics Any unused categories can point to other programs or Web sites Modify the right side of Access ThinkPad to point to company specific Web sites 	<ul style="list-style-type: none"> Remove topics that are not applicable or useful to the company environment 	<ul style="list-style-type: none"> When the user presses the ThinkPad Button, he/she will get information about their ThinkPad notebook The search field on the Access ThinkPad interface will search the remaining ThinkPad Assistant information The Web links will point to company-related Web sites
<ul style="list-style-type: none"> Access ThinkPad integration with no ThinkPad Assistant changes 	<ul style="list-style-type: none"> Modify the right side of the Access ThinkPad interface to point to company specific Web sites 	<ul style="list-style-type: none"> No changes necessary 	<ul style="list-style-type: none"> The Web links will point to company specific Web sites, and the user will have ThinkPad Assistant and the searching capability
<ul style="list-style-type: none"> Reprogram ThinkPad Button to launch a company specific program 	<ul style="list-style-type: none"> Remove from company hard drive image 	<ul style="list-style-type: none"> Remove from company hard drive image or provide link on desktop or start menu 	<ul style="list-style-type: none"> User will lose capabilities provided by the Access ThinkPad and ThinkPad Assistant

Customizing Access ThinkPad and the ThinkPad Assistant

BM provides a customization guide that details the process of customizing Access ThinkPad and ThinkPad Assistant. The customization guide can be downloaded from <http://www.pc.ibm.com/qttechinfo/MIGR-4HTQAL.html>. The guide will include the steps needed to customize ThinkPad Assistant, and provide the Access ThinkPad Customization Tool that can be used to customize the Access ThinkPad interface.

You can change the following elements of Access ThinkPad with the customization tool:

- The welcome window that opens when Access ThinkPad is started
- The five category names on the left side of the interface
- The Web-link icons
- The Web-link URL

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- The text associated with the Web links
- The text that opens when the cursor moves over the quick search area of the interface
- The images that open when the cursor moves over the five category names

ThinkPad Assistant is compiled to run as HTML Help authoring system using the BlueSky RoboHelp HTML Edition product and the Microsoft HTML Help Workshop. Using these tools and an HTML editor, ThinkPad Assistant can be readily customized. The customization guide will provide assistance and guidelines to help with the following edits:

- Adding chapters
- Deleting chapters
- Adding topics to chapters
- Deleting topics from chapters
- Editing topics
- Adding a text link
- Deleting a text link
- Editing a text link
- Adding links to the submenu on the Access ThinkPad interface

A major advantage of utilizing the customization guide is that the quick search function will include any information that is added. This will allow your users to search for help on using their ThinkPad notebook, as well as any information specific to your company.

Summary

Access ThinkPad and ThinkPad Assistant were designed to provide easy, one-touch access to information, services and solutions from IBM. Additionally, they were also designed to be versatile and valuable e-business tool that can be customized by IT professionals in large enterprises or IBM Business Partners.