

Customer Engagement Kiosk

# ST103 KIOSK



## The Right Customer Service Solution for Your Business

Today's customers want to get the right information at the right time for decision-making. Business loses Customers everyday through the simple act of making customers wait.

By delivering right service in line with customer expectations, your business will increase customer loyalty, satisfaction and sales.

With the ST103 Kiosk, you can cater to your customer's every need to enhance customer experience.

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# ST103 KIOSK





## • Optimize Customer Purchasing Decision

The ST103 Kiosk enables business to provide customers to look up product pricing, availability and special offers by scanning barcodes / RFID tags on any product at retail stores. With full high definition display, you can run any Promotional material, video and advertisement virtually to attract customer attention. And the result is that consumers look up the information they need and make purchase decision without any shopping assistance.

## • Build Customer Loyalty

By scanning barcodes on plastic/digital membership card on the ST103 Kiosk Allow customers to place an item order to personal cart, receive coupons, special offers and connect to an existing loyalty program points. Customer can Store favorite item wish to be purchased at gift registry by simply scanning the barcode.

## • Enable Omni-Channel Fulfillment

The ST103 Kiosk makes it easy for customers to pick up the online purchases without any hassle or wait. Given the customer order information received by kiosk will automatically let shop clerk to locate and deliver the purchases orders to customers faster. At the same time customers receive order status and information through mobile device, PC and kiosk which provides a seamless online and in -store shopping experience.

## • Infinite Possibility with Android OS

The ST103 Kiosk is available to take advantage of Android by supporting major Application development, customization on-demand based on Android operating system (OS) while providing the crisp graphics and “butter-smooth” animation to impress today’s customers.

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## APPLICATIONS

### Retail

#### Customer Service

- Price / Stock Checking
- Product Comparison
- Self-Shopping
- Check Special Offers
- Point-of-Sales (POS)

#### Digital Signage

- Advertising
- Special Promotions
- Product Demonstrations

#### Loyalty Management

- Membership / Mileage
- Couponing
- Gift Registry

#### Omni-Channel Fulfillment

- Buy Online,
- Pick Up In-store

#### In-store Management

- Workforce Management
- Planogram
- Merchandising

### Restaurant & Hospitality

- Membership / Mileage
- Ordering & Payment
- Guest Check-in

### and other all industries

- Interactive Guide
  - Customer Check-in
  - Concierge Service
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## ST103 Kiosk Specification

<b>PERFORMANCE CHARACTERISTICS</b>	CPU	Qualcomm Snapdragon™ 1.8 GHz Octa Core Processor
	Operating System	Android 10
	Memory	3GB RAM / 32GB Flash 4GB RAM / 64GB Flash
<b>PHYSICAL CHARACTERISTICS</b>	Dimensions (L x W x D)	254.2 x 172.4 x 30.2 mm
	Weight	630g
	Display	10.1 inch, 1920 X 1200 (WUXGA), 450nits, Corning® Gorilla® Glass
	Touch Panel	Capacitive multi-touch
	Power	Enterprise grade power supply: 5V DC; 110/220V Support for integrated 802.3at Power-over-Ethernet(PoE)
	Battery	Integrated Battery (Optional)
	Interface	DC-IN 1ea Ethernet compatible (RJ45) 1ea USB host USB 2.0 Type A ports 1ea USB Type C OTG 1ea Reset Button 1ea Gigabit Ethernet w/ 802.3at POE RJ45 1ea (Optional) External Audio In: 3.5 mm connector (Optional)
	Expansion Slot	MicroSD 32GB SDHC, up to 128GB SDXC
	Keypad	On-screen keypad
	Audio	Two front speakers (3W total) microphone
<b>WIRELESS LAN</b>	Radio	Dual band 802.11 a/b/g/n/ac/d/h/r/k/w/i (2.4 GHz and 5.2 GHz support) 1x1 MU-MIMO
	Data Rates	5GHz: 802.11a/n/ac — up to 433Mbps; 2.4GHz: 802.11b/g/n — up to 150Mbps
	Security and Encryption	WEP (40 or 104 bit) ; WPA/WPA2 Personal (TKIP, and AES); WPA/WPA2 Enterprise (TKIP, and AES) - EAPTTLS (PAP, MSCHAP, MSCHAPv2), EAP-TLS, PE APv0- MSCHAPv2, PE APv1-EAP-GTC, EAP Fast and LEAP
<b>WIRELESS PAN</b>	Bluetooth	Bluetooth v5.0, BLE, Class 2
<b>ETHERNET</b>		Gigabit Ethernet on RJ45 interface, with activity LEDs

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## ST103 Kiosk Specification(Continued)

<b>DATA CAPTURE</b>	Scanning	Integrated 1D&2D decoded scanner
	Camera	Front : 5MP
	RFID	NFC (Optional) UHF & HF RFID (up to 50cm) (Optional)
<b>USER ENVIRONMENT</b>	Operating Temp.	-10°C to 60°C / 14°F to 140°F
	Storage Temp.	-40° C to 70° C /'-40° F to 158° F
	Humidity	5% to 95%, non-condensing
	Electrostatic Discharge (ESD)	'+/-15kVdc air discharge +/-8kVdc direct discharge +/-8kVdc indirect discharge
<b>MOUNTING OPTIONS</b>		Integrated standard VESA mount; conforms to the VESA 75 mm x 75 mm mounting standard for attachment of third party, off-the-shelf mounting solutions; four (4) M4 x 8 mm max insert distance
<b>ACCESSORIES</b>		Power Adapter & AC Line Cord VESA standard Wall / Pole / Desktop mounting bracket Communication cable for PC Compatible POE injector

\* Specifications subject to change without notice.

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