



# MK4000 Micro Kiosk

## Interactive full service multimedia kiosk

### All the features you need to provide the ultimate in differentiated self-service

In today's fast paced world, everyone expects instant service — and with the MK4000 Micro Kiosk™ from Zebra, you can deliver. The MK4000 enables the deployment of intuitive on-demand rich multimedia applications that provides your customers with instant and constant access to information — when and where they need it — eliminating wait times that can result in a lost sale as well as customer attrition. A cost-effective connection to back-end systems and websites, a large 12.1 inch high-resolution SVGA touchscreen, a high speed processor and robust memory architecture enable the delivery of a wide range of information and services that will take self-service to a new level. Regardless of what type of bar code symbologies are in use in your business, Zebra's world-renowned bar code scanning technology delivers the aggressive performance needed for fast and easy first-time capture of 1-D or 2-D bar codes. Three USB ports allow you to customise the MK4000 to best serve the needs of your customers — and your business. A full size keyboard can simplify data entry for complex applications — for example, allowing customers to easily enter a question, a shipping address or key words for a search. An optional printer can enable on-the-spot printing of a wide variety of documents. And with a magnetic stripe reader (MSR), customers can swipe loyalty cards, employees can scan identity badges and more.

### Limitless possibilities in a multitude of industries

The sophisticated yet flexible MK4000 is designed to boost service levels in many different industries. In retail, customers can look up loyalty card points, check a gift card balance, locate merchandise in the store, check pricing and inventory, view related items, access product information, listen to a CD or watch a DVD clip, place an order and even watch 'how-to' videos. In transportation, airlines can enable passengers to print ticket receipts with a PDF bar code at home, which can be scanned at the MK4000 in the airport to check in — reducing long wait lines and staffing requirements at gates. In a hotel lobby, the MK4000 can provide a multitude of services, from check-in and check-out to requests for room service, turndown service or additional towels. Entertainment venues, theaters, theme parks and sports arenas can eliminate long lines at ticket offices by enabling patrons to purchase tickets online, print a receipt with a bar code and scan that bar code on the MK4000 to gain admittance. In healthcare, a physician's office, hospital or laboratory can allow patients to check in for appointments and tests, while an emergency room can use the MK4000 for patient room management. Finally, when your customers are not utilising the MK4000, it can help promote your business. You can run videos or display ads to promote sales, new products, upcoming events and even provide value-add information — for example, an airline could offer a selection of videos with informative travel information and tourist attractions for popular destinations.

### Doubles as a workforce management portal to double your value

Not only does the MK4000 enable the ultimate in self-service for your customers, it also allows enterprises to better manage and empower the workforce. Employees can view training videos as well as presentations on new products or weekly specials, providing an easy and low-cost way to deliver up-to-the-minute training. They can also access the same customer-facing features and functionality, providing on-demand access to the intelligence required to assist customers who may not feel comfortable utilising the kiosk — and help close more sales. With just the press of a few virtual buttons, even new employees can answer questions and serve customers as swiftly as your most seasoned workers, increasing customer service consistency regardless of length of employment. Last, task and schedule

### FEATURES

#### Choice of advanced laser scanning or imaging technology

Easy scanning of all the bar codes you need to capture today — and tomorrow

- **Zebra advanced imaging technology**

Aggressive performance on 1-D, 2-D and PDF bar codes; patented illumination system enables omni-directional scanning, increasing productivity by eliminating the need to align bar code and scanner

- **Zebra signature laser scanning technology**

Delivers aggressive performance and accurate capture of all 1-D bar codes — even damaged and poor quality; patented Liquid Polymer scan element is frictionless for superior durability and reliability

#### Comprehensive networking options: IEEE 802.11a/b/g and Ethernet support

Provides the flexibility to easily connect to your wireless or wired LAN

#### Three USB ports

Expandable — provides simultaneous support for up to three third-party USB peripherals, including printers, magnetic stripe readers, keyboards and more

#### Slim 2.43 in./6.17 cm profile

management is simplified. Supervisors can monitor real-time work schedules and schedule change requests as well as access employee contact information. Alternatively, employees can view and print work schedules, request schedule changes and punch in and out for shifts and breaks on any MK4000, eliminating wasted time spent walking back and forth to a single centralized time clock

### A true end-to-end solution for deployment simplicity — and success

Zebra can provide virtually everything you need to deploy a wireless self-service kiosk solution in your environment. In addition to the MK4000, Zebra offers a complete portfolio of award-winning wireless LAN (WLAN) infrastructure, management software and support services. Compatibility with Zebra's Mobility Services Platform (MSP) substantially reduces one of the largest costs associated with any mobility solution — day-to-day management. MSP enables centralized and remote staging, provisioning and day-to-day monitoring of all your MK4000 Micro Kiosks, regardless of whether they are in one building or in multiple locations across the country — or around the world. Our WLAN portfolio offers a robust wireless connection, regardless of the size of your facilities or physical challenges in your environment — such as the presence of metal as well as fixtures and other equipment that can create RF blind spots. And when you choose one of Zebra's Service from the Start programmes, you'll enjoy multiple years of repair coverage with protection that begins from the date of purchase.

### A truly exceptional return on investment (ROI)

You can put the MK4000 to work every minute of every workday — when the device is not supporting customers or employees, it can be used to deliver advertising and other targeted promotional initiatives. As a result, this single device can help you achieve many business objectives by improving customer service, satisfaction and retention; employee productivity and proficiency; and the results of your promotional campaigns — big benefits that provide an extremely rapid ROI. In addition, you can count on the future-proof MK4000 to meet the needs of your customers and your business today and tomorrow — the ability to add multiple peripherals combines with a Micro SD slot, providing the additional memory space to support new features and functionality as needed.

### Easy and cost-effective deployment

A number of features allow enterprises to quickly, easily and cost-effectively deploy the MK4000 wherever it will best serve customers, dramatically

For more information on how you can take self-service to the next level with the MK4000, please visit [www.zebra.com/mk4000](http://www.zebra.com/mk4000) or access our global contact directory at [www.zebra.com/contact](http://www.zebra.com/contact)

Easy to deploy virtually anywhere in the store without sacrificing crucial sales floor square footage

### Compliant with VESA standard mounting

Support for standard VESA brackets enables easy mounting of the MK4000 on shelves, walls, tables, end caps and more

### 12.1 in. colour SVGA LCD touch screen

Enables display of rich graphics- and multimedia-intensive applications

### Microsoft® Windows® CE

Standard operating system reduces application development time

### XScale™ 624 MHz processor; 128MB SDRAM / 64 MB Flash and up to 8 GB Flash via an accessible Micro SD slot

High performance architecture provides users with a superior experience — even for the most demanding applications

### Integrated support for: Internet Explorer 6.0; Symbol Pocket Browser; Visual Studio .Net 2005; EMDK for C, .NET and Java

Enables rapid and cost-effective development of sophisticated yet easy-to-use menu driven applications

### Compatible with Zebra's Mobility Services Platform (MSP)

Ability to remotely stage, provision, monitor and troubleshoot devices dramatically simplifies and reduces the costs associated with

## Zebra MK4000 Specifications

PHYSICAL CHARACTERISTICS		USER ENVIRONMENT	
<b>Dimensions:</b>	11.83 in. H x 12.43 in. W x 2.43 in. D 30.00 cm H x 31.57 cm W x 6.17 cm D	<b>Operating Temperature:</b>	32°F to 104°F/0° to 40°C
<b>Weight:</b>	4.4 lbs./1.99 kg	<b>Storage Temperature:</b>	-40°F to 158°F/-40°C to 70°C
<b>Display:</b>	Size: 12.1 in./30.74 cm diagonal LCD touchscreen Resolution: 800 x 600 pixels (SVGA) Resistive Touch Screen: standard	<b>Humidity:</b>	5% to 85% (non-condensing)
<b>Power:</b>	DC power: 24v	<b>Ambient Lighting Tolerance:</b>	Tolerant to typical artificial indoor and natural outdoor (direct sunlight ) lighting conditions. Fluorescent, Incandescent, Mercury Vapor, Sodium Vapor, LED <sup>1</sup> : 450 Ft Candles (4,844 Lux) Sunlight: 8000 Ft Candles (86,111 Lux)
<b>Expansion Capabilities:</b>	Micro SD card slot (user accessible); USB host	<b>SOFTWARE</b>	
<b>Data Ports:</b>	3 Mini USB - 1.1 (2.0 Compliant) client/host; Ethernet RJ-45		
<b>Audio:</b>	Two integrated stereo speakers; microphone	<b>Available Applications:</b>	Rapid Deployment Client; Zebra Mobility Services Platform (MSP)
<b>Scanner:</b>	Scan engine options:		

- Laser version for capture of 1-D codes
- Imager version for capture of 1-D, 2-D, and PDF417 codes

**1-D Laser Scanner Decode Capability:**

**1-D Symbologies:** Code 39, Code 128, EAN-8, EAN-13, UPCEAN-128, UPCA, UPCE, UPC/EAN Supplementals (disabled in demo browser application), GS1 DataBar, Chinese 2 of 5, Code 93, Discrete 2 of 5, Interleaved 2 of 5 (including ITF14 and ITF 2 of 5), Codabar, ISBT 128

**2-D Imager Decode Capability:**

**1-D Symbologies:** Code 39, Code 128, EAN-8, EAN-13, UPCEAN-128, UPCA, UPCE, UPC/EAN Supplementals (disabled in demo browser application), GS1 DataBar, Chinese 2 of 5, Code 93, Discrete 2 of 5, Interleaved 2 of 5 (including ITF14 and ITF 2 of 5), Codabar, ISBT 128  
**2-D Symbologies:** PDF417, QR, Aztec, DataMatrix, MaxiCode

**Application Development Tools:**

- Ships with Zebra Pocket Browser.
- For C/C++ developers, the MK4000 provides support for application development using Microsoft's eMbedded Visual C++ + 4.0 SP3.
- For C# / VisualBasic.NET developers, the MK4000 provides support for application development using Microsoft's Visual Studio.
- Zebra SDK components required to support the development environments listed above are available from Zebra's Support Central Web site.

deployment as well as day-to-day management

**Stereo speakers, microphone and headset jack**

Provides support for a wide range of voice/ audio-enabled applications, including the ability to place a call to an associate and play audio files within applications

**Marketing and signage flexibility**

Easy to attach and change signage; allows retailers to draw attention to the presence of the MK4000 as well as provide customer-facing information

**PERIPHERALS AND ACCESSORIES**

**Mounting Options:** Conforms to the VESA 100mm mounting standard for attachment of third-party, off-the-shelf mounting solutions; four (4) M4 x 8.1 mm inserts provided

**REGULATORY**

**Electrical Safety:** UL60950-1/CSA C22.2 No. 60950-1, EN60950-1/IEC60950-1

**Laser Safety:** CEN 60825-1, IEC 60825-1, 21CFR1040.10, CDRH Class II, IEC Class 2

**EMI/RFI:** EN 301 489-1, EN 301 489-17, EN 55022, FCC Part 15 Class B, ICES 003 Class B, EN 55024, EN 61000-3-2, EN 61000-3-3, AS/NZS 4268:2008, Japan VCCI

1 - LED lighting with high AC ripple content can impact scanning performance

**PERFORMANCE CHARACTERISTICS**

**CPU:** Intel® XScale™ 624 MHz processor

**Operating System:** Windows CE

**Browser:** Internet Explorer 6.0; Symbol Pocket Browser

**Memory:** 128MB SDRAM/ 64MB Flash

**Additional Memory:** Up to 8 GB Flash using accessible Micro SD slot

**Communications:** WLAN: 802.11a - up to 54 Mbps  
802.11b - up to 11 Mbps  
802.11g - up to 54 Mbps  
Ethernet: 10/100 Mb Ethernet



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