

Self-service Tagging & Check-in Kiosk



IER 919

HIGH AVAILABILITY MULTI-SERVICE KIOSK
TAGGING, CHECK-IN AND SALE OF ANCILLARY SERVICES



FULL PASSENGER SERVICE WITH THE NEXT GENERATION **IER 919 SELF-SERVICE KIOSK**

Airport operators, and airlines in their dedicated terminals, need to effectively and smoothly process a maximum number of passengers within a limited footprint. Major airports need to expand their capacity without increasing the size of the buildings. Typically this means reducing the space taken up in the terminal by check-in and bag drops, and allocating this space to generate additional revenues from concessions – e.g. shops, food courts.

The IER 919 enables to generate more ancillary revenues from the passenger thanks to its PCI-compliant chip and pin EMV or NFC payment. The CUSS kiosk allows both airlines and airports to offer “à la carte” services, such as onboard snacks and drinks sale, checked baggage, priority check-in, boarding, seat preference and added legroom fees.



IER 919 SELF-SERVICE KIOSK - VERSATILE AND EVOLUTIONARY PLATFORM FOR ENHANCED PASSENGER SERVICE AND ANCILLARY REVENUES

The breakthrough look and feel of the IER 919 and the optional “eye catcher” promotes brand identity and provides passengers with a “hassle-free” experience. The IER 919 self-service kiosk enables to process a maximum number of passengers within a minimum footprint. The kiosk is designed to be upgradable with additional functions – e.g. passport reader, NFC payment module; this avoids major investments in new systems and extends the operational life of the equipment with a positive impact on the cash-flow.

In addition to its standard function, the IER 919 can be used as a point-of-sales for ancillary services – e.g. seat upgrades, in-flight snacks – at minimal marginal CAPEX.

Autonomous passengers can move through the check-in process with minimal waiting time and roaming agents can use the embedded CUSS kiosk agent mode to provide personalized assistance.



UNINTERRUPTIBLE SELF-TAGGING

The kiosk automatically switches to the second bag tag printer giving plenty of time for maintenance staff during a planned maintenance to refurbish the stock. No discontinuity of the self-service experience of passengers.



ANCILLARY REVENUES

Generate new revenue streams with payment on the kiosk with last minute passengers sales. The IER 919 optionally features a chip and pin EMV or NFC module supporting shared payment in IATA CUSS environment.

CUSTOMER SERVICES

Relying on a global coverage, IER Customer Services leverage exclusive tools, proven processes and dependable professionals. From basic (workshop repair, on-site maintenance...) to advanced services (audit and service designing, level 1 & 2 call center, proactive monitoring,...) our focus is to ensure high availability in demanding operational environments. In order to improve our efficiency and performance, IER implements a continuous improvement methodology to eliminate as much as possible non-performance root causes.



BENEFITS

- Non-stop printing with up to two bag tag printers
- Support of shared-use payment
- Optional NFC payment
- Upgradable for future evolution
- Remotely monitored via IER IMS for maximized uptime
- Desktop or standalone
- ADA and PMR compliant
- Multi-support boarding pass (NFC, paper, mobile device...)
- LEDs to guide the passenger
- Optional “eye catcher” screen to inform the passenger
- Disruptive design
- Status LED
- Optional EZpad module

PRODUCT SPECIFICATIONS

Screen /Touchscreen	17" flat TFT, wide angle, LCD color display
Resolution	1280 x 1024 pixels, 300 cd
Touchscreen	Dual Touch option Surface acoustic wave or PCAP option
Optional Eye Catcher screen	21.5" Full HD TFT LCD
Resolution	1920x1080@60Hz
Active display area (H x V)	475.2 x 267.3 mm (18.71 x 10.52")
PC	Industrial PC board with 250 GB hard drive I3 processor 4GB RAM with 64bits OS (8GB extension available) WIN XP Pro Operating Systems or Windows seven pro Dual 10/100 base Tx fast Ethernet connections TCP/IP protocol
Magnetic and RFID card readers	Manual DIP hybrid ISO 3 track magnetic and smart card reader IER 602 for RF contactless card reader and NFC mobile device
Wide Format 2D barcode Boarding pass printer (GPP – General purpose printer)	
Technology	300 dpi thermal direct 1D/2D barcoded printing (i.e. Code 39, 128 PDF 417)
Printing	Width: 203.2 mm / 8 in (8") Length: 82.5 mm (3.2") (for other lengths, please contact IER) Paper thickness: 80 – 120 g (2.82 – 4.23 oz)
Automatic cutter	Yes
Print speed	50 mm/sec (2"/sec) (Prints boarding pass in less than 2 sec)
Paper stock	Paper low detection 2500 ATB size, roll stock
Barcode reader	CCD matrix 1D/2D barcode imager Omni-directional scanning 2D barcodes: PDF 417, Datamatrix, Aztec and QR Code 1D barcodes, Code 128, Code 39, Interleaved 2 of 5, UCP/EAN, Codabar
Passport scanner	Passport and Barcode Reader Full page OCR and full text scanner with RF option for e-passport (in Belt)
Bag tag printer (standalone model)	Dual IER 400 model with cut and hold device IATA CUSS standard 21" bag tag Roll stock (up to 250 mm - 9.84" diameter)
Payment module	EMV Chip&Pin PCI PED 3.x NFC module
Power supply	110/230 VAC, 50/60 Hz Optional UPS (110 or 220 VAC)
Compliance	CE, FCC part 15, UL/CSA (pending) ADA standard for front access for passengers travelling in wheelchairs
Physical data	
Standalone dimensions (H x D x W)	ADA compliant: 1442 x 585 x 492 mm – 160 kg (56.77 x 23.03 x 19.37" – 352 lbs) PMR compliant: 1568 x 585 x 492 mm – 160 kg (61.73 x 23.03 x 19.37" – 352 lbs)
Standalone dimensions with eye catcher (H x W x D)	ADA compliant: 2205 x 585 x 492 mm (86.81 x 23.03 x 19.37") PMR compliant: 2330 x 585 x 492 mm (91.73 x 23.03 x 19.37")
Desktop dimensions (H x D x W)	818 x 585 x 492 mm – 90 kg (32.09 x 23.03 x 19.37" – 198 lbs)
Environmental	
Operating temperature	5°C to 35°C (41 to 95 F°)
Storage temperature	-20°C to 60°C (-4 to 140 F°) Excluding consumables
Humidity percentage	20% to 80% (non condensing)
WIFI	802.11 b/g/n
Webcam	HD 720