



SDS™ - KIOSK

Softthinks Deployment Suite™

▶ Presentation of SDS Kiosk 19.0

softthinks™
TECHNOLOGIES

SDS Kiosk: Make In-Store Mobile Devices & PC support time efficient & profitable

SDS Kiosk is part of our global omni-channel and multi-platforms solution, dedicated to the stores, in complement of our on-device product which can be pre-installed or downloaded by your customers, and of our warehouse product SDS.

Having both in-house consumer electronics experts and resorting to off-site repair centers represents an expensive and inefficient approach to solve your customers' computer and device-related issues.

With SDS-Kiosk, you can overcome these challenges with a simple solution while providing at the same time a unique service to your clients. This can be a healthy revenue source in itself, as well as create additional opportunities for up sales via software products, replacement products, accessories, etc.

PC & MOBILE DEVICE RETAILERS, DISCOVER HOW TO:

- **Improve Visibility and analysis on IT Returns**
- **Reduce Costs of PC and mobile devices reverse logistic operations**
- **Generate Revenue with new service offerings**
- **Unify Processes for PC and mobile device returns**

Mobile devices and PCs are central to your consumers' personal and professional lives. Consumers expect their devices to operate at peak performance at all times and do not want to wait 48 hours anymore to have their devices returned in case of failure.

Traditional In-Store Mobile Devices & PC support is either expensive or time inefficient. SDS-Kiosk makes Mobile Devices & PC support profitable & time efficient

SDS Kiosk: Improve Visibility and analysis on IT Returns

The first step to logistic process optimization is in the understanding of costs drivers.

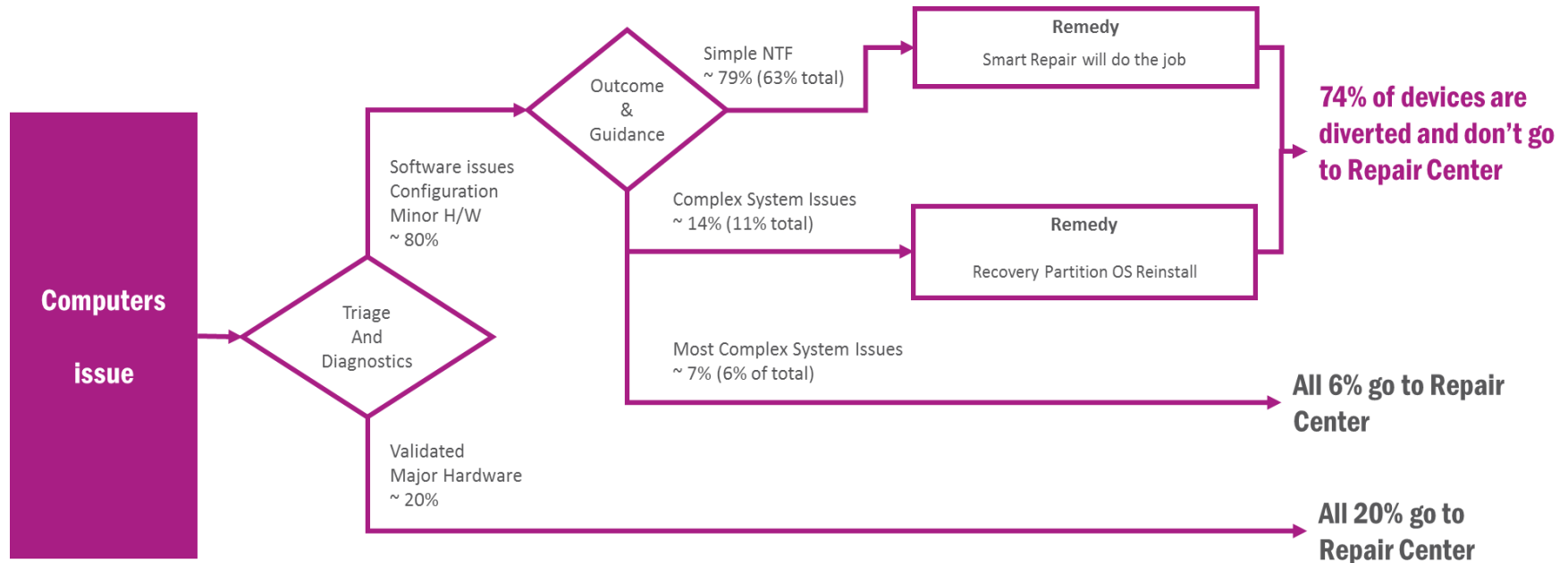
To help retailers better identify these drivers, SDS-Kiosk allows them to:

- Record all transactions into a single SQL Database
- Allocate Standard Costs per store, or per brand and per model
- Consult all PCs and mobiles activities made on any site (per date, operation type / module, location) and export XLS / PDF reports
- View the activity on their sites in real time, or during the last 24h
- Push data from the SQL Database to their ERP software and read the data back from the ERP to automate some processes

SDS Kiosk: Reduce Costs of PC and mobile devices reverse logistic operations

SDS Kiosk monthly fee per store remains the same, no matter how many devices are processed.

SDS Kiosk is designed to be used by users with minimal technology skills. Its interface and its step by step methodology makes it usable by all your associates.



SDS Kiosk: Generate additional revenue thanks to new service offerings

SDS Kiosk can be a healthy revenue source in itself, as well as create additional opportunities for upsales via software products, replacement products, accessories, etc.

As an example, if a customer comes to the store complaining that his PC is too slow, we will optimize the system but, depending on your inputs, we can also check if the system is installed on a mechanical HDD and if so suggest to upgrade to a SSD, recommend to add RAM if the amount is low and we find a back free, or even propose a quote for the device in order to upgrade the whole PC.

We can also check for the presence of some applications to invite the Kiosk's user to propose to the customer those you are selling.

SDS Kiosk: Unify Processes for PC and mobile device returns

Standardize all IT Returns into one single process with one single solution.

Benefit from consistent quality in all locations.

Leverage unified reporting abilities.

Our perfected solution is based on more than a decade of research, development, and application in computer and smartphone recovery and repair.

SDS Kiosk: A simple concept

- **I have a problem with my device**
- **I am going to the store with my device**
- **I connect my device on the Kiosk**
- **I diagnose my device**
- **I agree on my solution (free service or order a service)**
- **I let my selected solution run**
- **I get my repaired device back !**

SDS Kiosk: In-store PC device care without SDS Kiosk



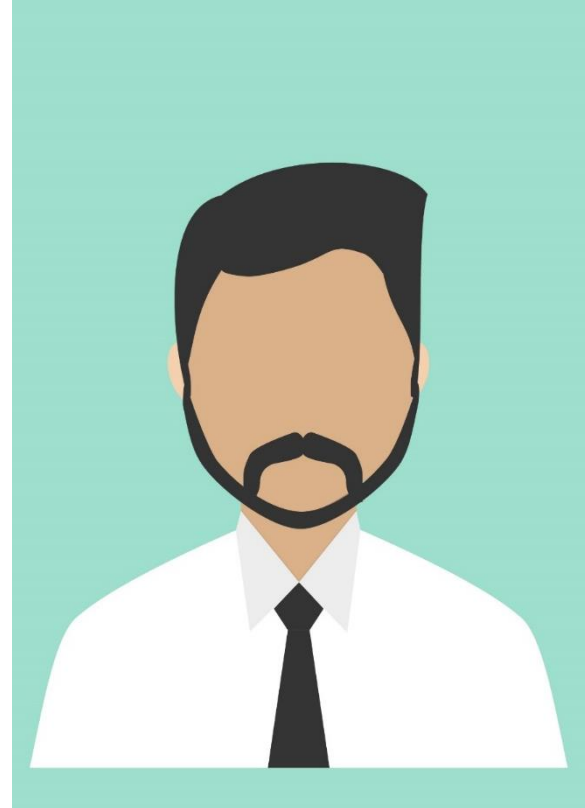
My device has stopped working, I lost everything, I am gonna die !

Don't worry Ms. I just need your name, address & phone number

Is that it ?

Yes, sign here, within 10 days we will call you to see what we can do

I am gonna die !!!



SDS Kiosk: In-store PC device care with SDS Kiosk



My device has stopped working, I lost everything, I am gonna die !

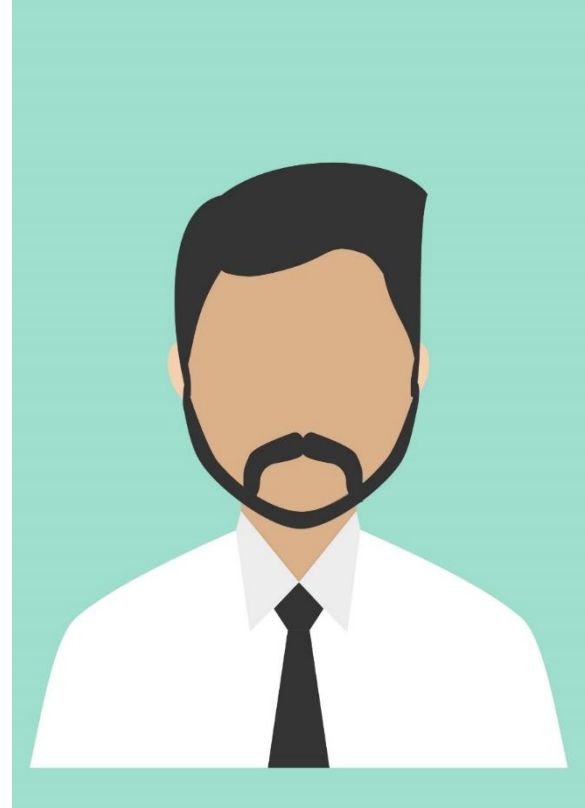
Don't worry Ms. I just need your name, address & phone number

Is that it ?

Yes, sign here. Please enjoy one hour for some extra shopping and come back. I'll have fixed your computer. Does that work for you ?

My Hero !

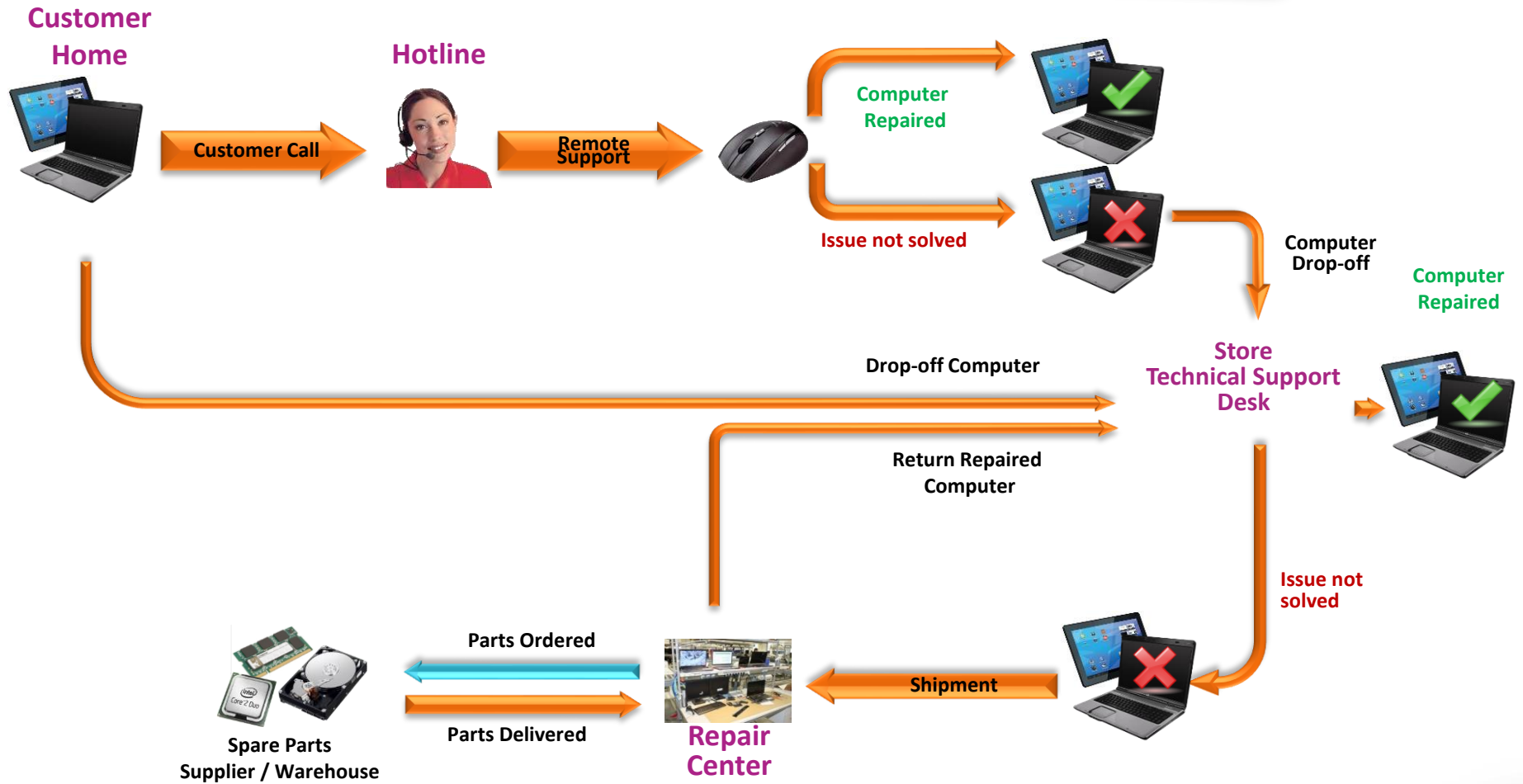
All right Ms. everything went well. Here is what happened. May I recommend you to buy our Antivirus ?



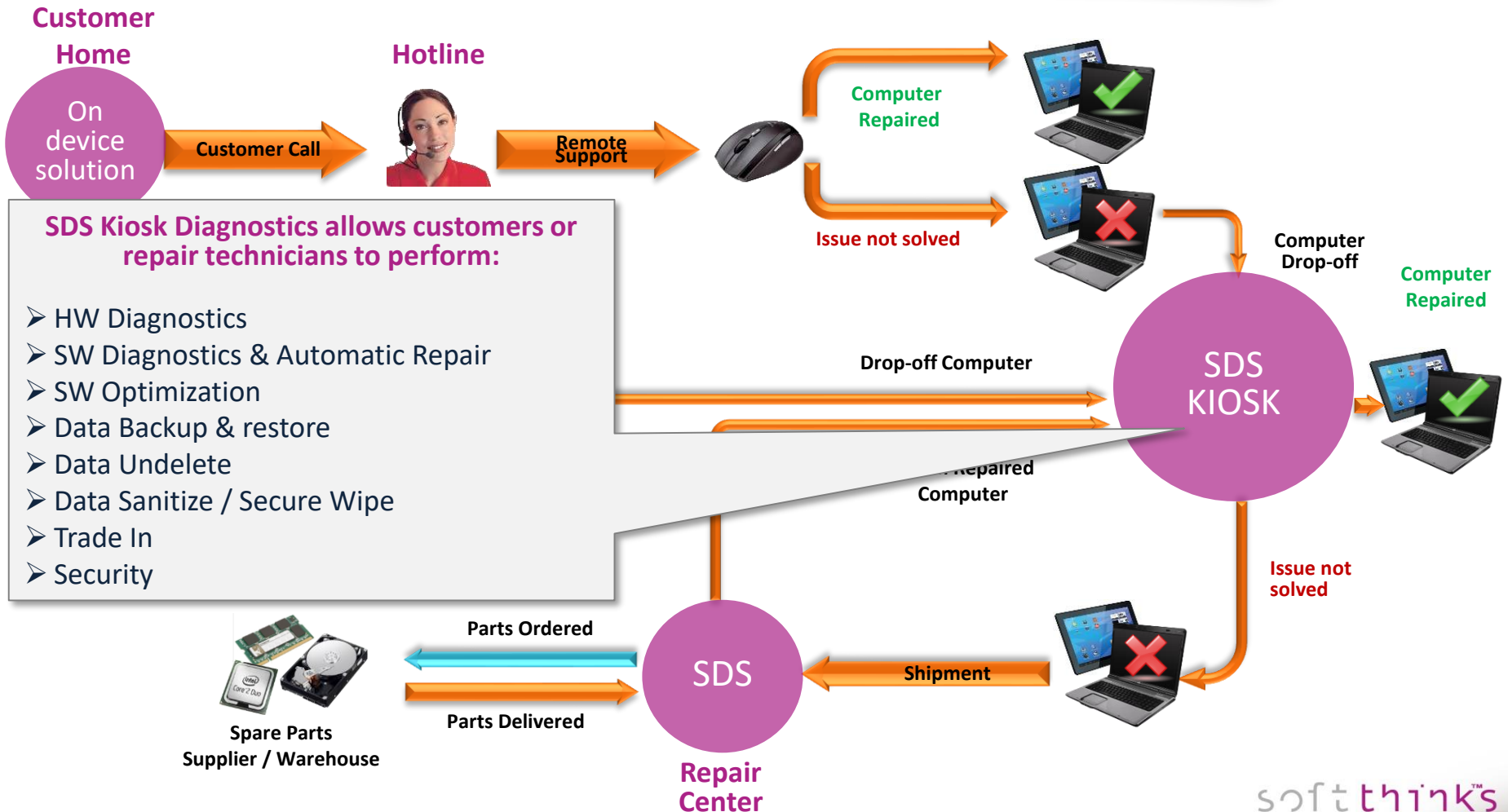
SDS Kiosk: Objectives

- Offer customers a new concept showing a strong innovation
- Reinforce your image as dedicated to customer service
- Offer customers an easy and time efficient way to perform repairs (72% of issues will be fixed on-site)
- Increase Customer satisfaction to 97% (based on 1 million repairs using this technology)
- Replace costly and lengthy operations normally requiring the expertise of a trained technician, such as backup and migration, with an automated process
- Standardize tools and processes used in stores
- Have the same quality inside of the store as in the repair center

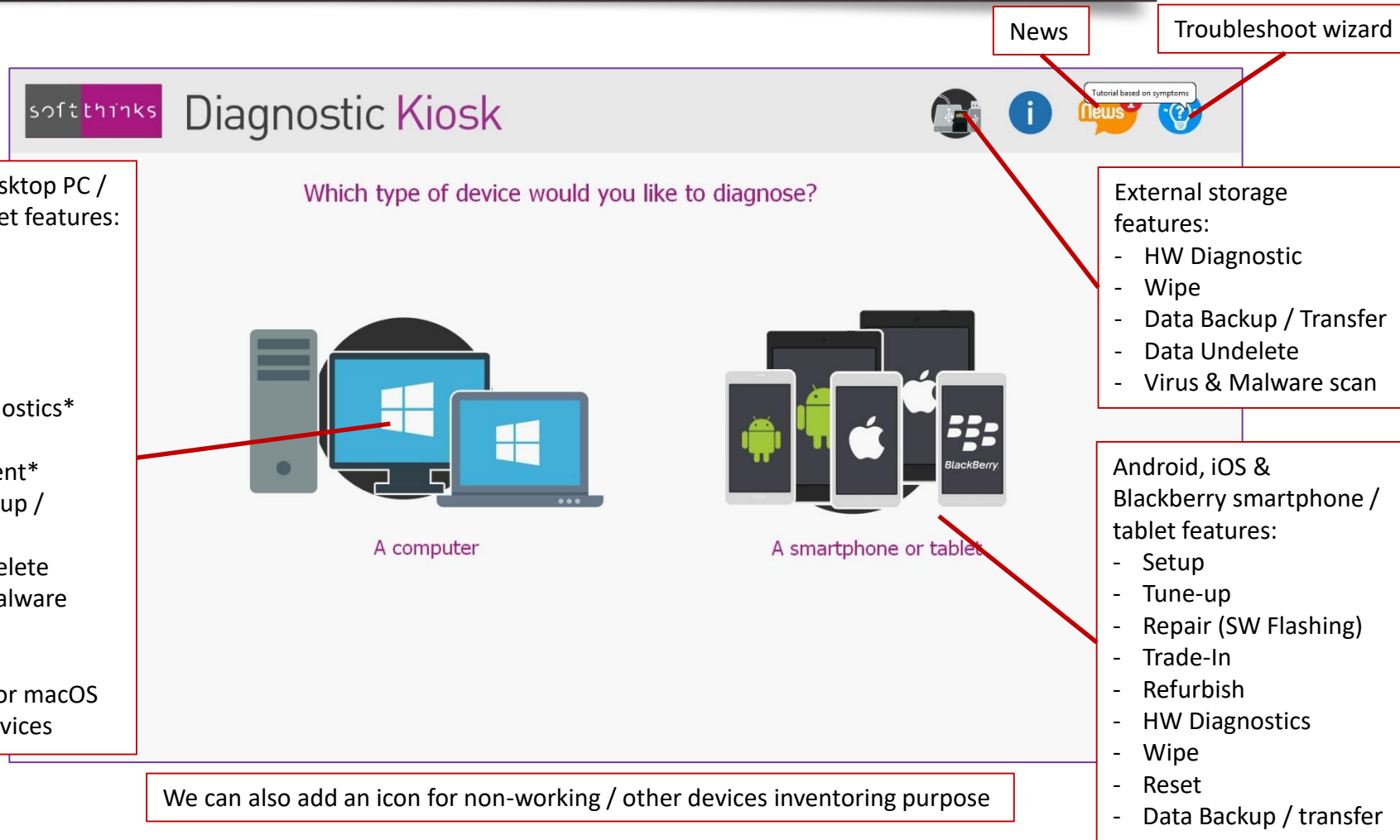
SDS Kiosk: Typical computer assistance Process without SDS Kiosk



SDS Kiosk: Typical computer assistance Process with Softthinks solution



SDS Kiosk: Home Screen



The screenshot shows the 'Diagnostic Kiosk' interface. At the top, there are navigation icons for 'News', 'Troubleshoot wizard', and a 'Tutorial based on symptoms' button. The main heading is 'Diagnostic Kiosk'. Below it, the question 'Which type of device would you like to diagnose?' is displayed. Two options are presented: 'A computer' (with icons of a tower PC, monitor, and laptop) and 'A smartphone or tablet' (with icons of various mobile devices including Android, iPhone, and BlackBerry). Callout boxes provide detailed feature lists for each device type and additional information about the interface.

Windows desktop PC / laptop / tablet features:

- Setup
- Tune-up
- Repair
- Trade-In
- Refurbish
- HW Diagnostics*
- Wipe*
- Deployment*
- Data Backup / transfer
- Data Undelete
- Virus & Malware Scan

* Available for macOS and Linux devices

External storage features:


- HW Diagnostic
- Wipe
- Data Backup / Transfer
- Data Undelete
- Virus & Malware scan

Android, iOS & Blackberry smartphone / tablet features:


- Setup
- Tune-up
- Repair (SW Flashing)
- Trade-In
- Refurbish
- HW Diagnostics
- Wipe
- Reset
- Data Backup / transfer

We can also add an icon for non-working / other devices inventoring purpose

SDS Kiosk: Users Management & CRM integration

 **Diagnostic Kiosk**

Account number:



At any time in the process you can ask for information which are stored in our database and can be processed.

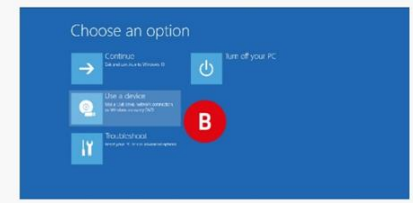
It can be for example an account number for CRM / EDI integration.

This can be also useful to restrict some features to specific users.

SDS Kiosk: PC Connection Tutorial

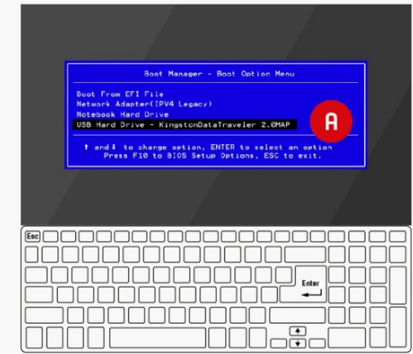
A dynamic tutorial is available to help the user to connect the PC to the Kiosk.

- 1 Plug the power cable to AC power.
- 2 Plug the USB cable to one of the USB ports of the device.
- 3 Press the power button to start your device. Once under Windows, click on the Start menu, select "Power" and hold the Shift keyboard key while selecting "Restart".



Back to menu

- 1 Plug the power cable to AC power.
- 2 Plug the USB cable to one of the USB ports of the device.
- 3 Press the power button to start your device and press and release the "F8" or "Esc" key until you reach the screen on the left.



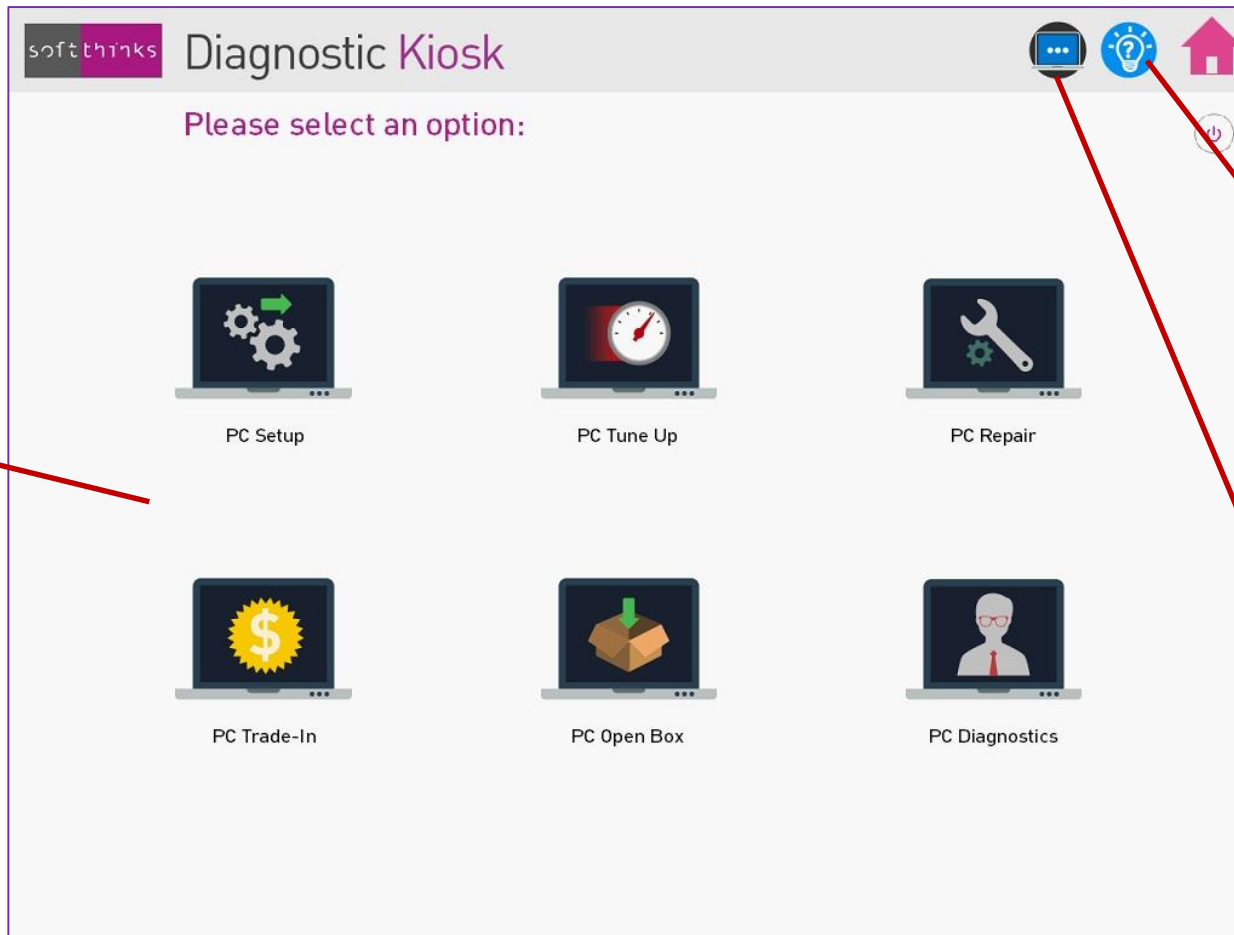
Back to menu

i If the Windows logo appears on the screen, power off immediately your device, and then restart it and try another key. If Windows is already loading, please wait until it is fully started to power off properly before trying another key.

SDS Kiosk: PC Welcome Screen

Once the PC is started and detected by the kiosk, both kiosk and PC screens will display the most common use cases:



- Configure a new PC (PC Setup)
- Optimize the performances of a PC (PC Tune Up)
- Repair a PC (PC Repair)
- Sell an old PC (PC Trade-In)
- Refurbish a recently purchased PC brought back by the customer within the legal delay (PC Open Box)
- Diagnostic a PC (PC Diagnostics)




This icon opens a screen showing the most common symptoms or needs and provide for each of them the best solution with clear instructions without requiring any technical skill











This icon provides direct access to all the features for advanced users

SDS Kiosk: PC Troubleshoot wizard

 **Diagnostic Kiosk** 



What is the symptom or need?

 <p>The computer restarts, freezes, or show a blue screen while Windows is starting.</p>	 <p>The customer is afraid that his computer contains a virus or malware.</p>
 <p>The operating system starts correctly but is not stable or crashes.</p>	 <p>The customer deleted by error some files and want to retrieve them.</p>
 <p>The customer finds his device more and more slow.</p>	 <p>The customer wants to back up his data.</p>
 <p>The customer is facing an issue with a specific component (webcam, sound card...).</p>	 <p>The customer wants to restore the data he backed up using this diagnostic station.</p>
 <p>The customer brings back his computer during the legal withdrawal period.</p>	 <p>The customer wants to erase his data in a secure way.</p>

Even a user without any technical skill will be able to find in the list the issue or need he wants to address. He will have just to click on the corresponding item and the kiosk will propose him the best solution and will guide him step by step.

SDS Kiosk: PC Setup

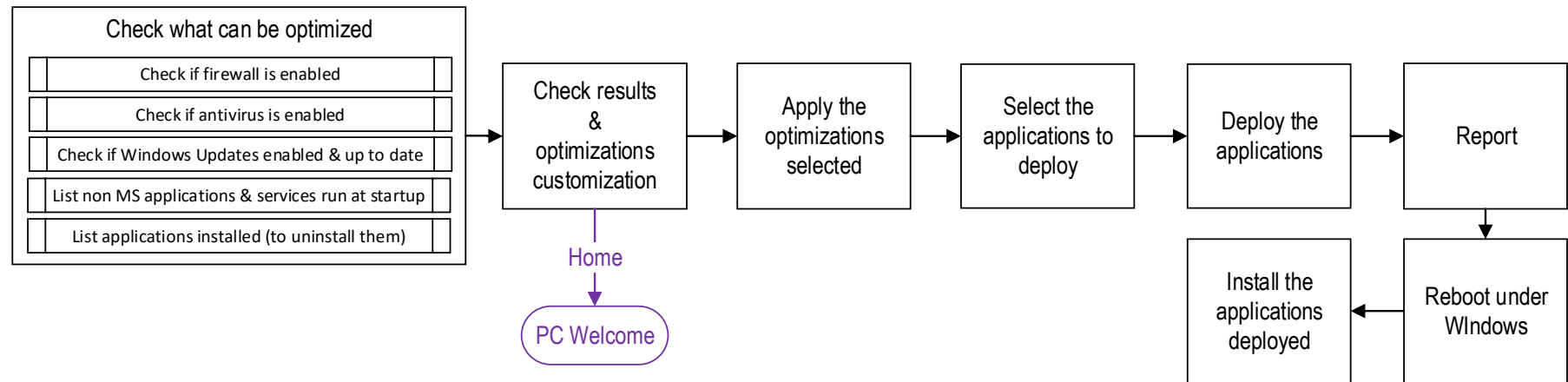
When buying a new PC or tablet, some customers need help to get started with their new device and to be reassured in regard to data protection and security. Most of the time, they also ask for advice for applications to install.

The feature PC Setup will cover those needs:

- Verification of security settings (firewall, Anti-Virus...)
- Identification and deactivation of applications launched at startup that may impact PC performance
- Selection and installation of applications provided by the retailer
- Creation of an additional user account (can be disabled in the script)

We can add any check you would like to see, as, for example, checking the presence of specific products in order to sell them if they are not already installed.

You can also pre-install our On-Device solution to provide the same features directly at customer's home.



SDS Kiosk: PC Setup User Interface

Diagnostic Kiosk

Analyze
THE PROCESS IS CHECKING THE DEVICE. PLEASE WAIT...

	FIREWALL	<input type="checkbox"/>	
	DATA PROTECTION	<input type="checkbox"/>	
	SYSTEM PROTECTION	<input type="checkbox"/>	
	WINDOWS DEFENDER STATUS	<input type="checkbox"/>	
	APPLICATIONS RUN AT STARTUP	<input type="checkbox"/>	



Diagnostic Kiosk

Results
PLEASE FIND BELOW THE RESULTS OF THE ANALYSIS AND THE OPTIMIZATIONS SUGGESTED:

APPLICATIONS RUN AT STARTUP

- Apoint
- SysTrayApp
- QuickSet
- IAStorIcon
- Adobe ARM



Diagnostic Kiosk

Application selection
Select the application(s) you want to install during deployment.

Search:

Application	Application
CCLEANER	
FILEZILLA	
google chrome 32 bit	
google chrome 64	
GoogleChrome	
LIBRE OFFICE	
office 2015	
steam	
VLC	

Size of the application selected: 0.00 MB Nb of applications: 0

Type: Total space required: 0.00 MB

Language: Operating system:



Diagnostic Kiosk

Results after optimization
PLEASE FIND BELOW THE RESULTS AFTER OPTIMIZATION:

	FIREWALL	
	DATA PROTECTION	
	SYSTEM PROTECTION	
	WINDOWS DEFENDER STATUS	
	APPLICATIONS RUN AT STARTUP	

SDS Kiosk: PC Tune UP

A customer may bring back a PC bought several months ago because he finds it too slow or because he worries about the security or confidentiality of his data.

The purpose of PC Tune Up module is to recover the original performance of the PC and to ensure that the PC is secured.

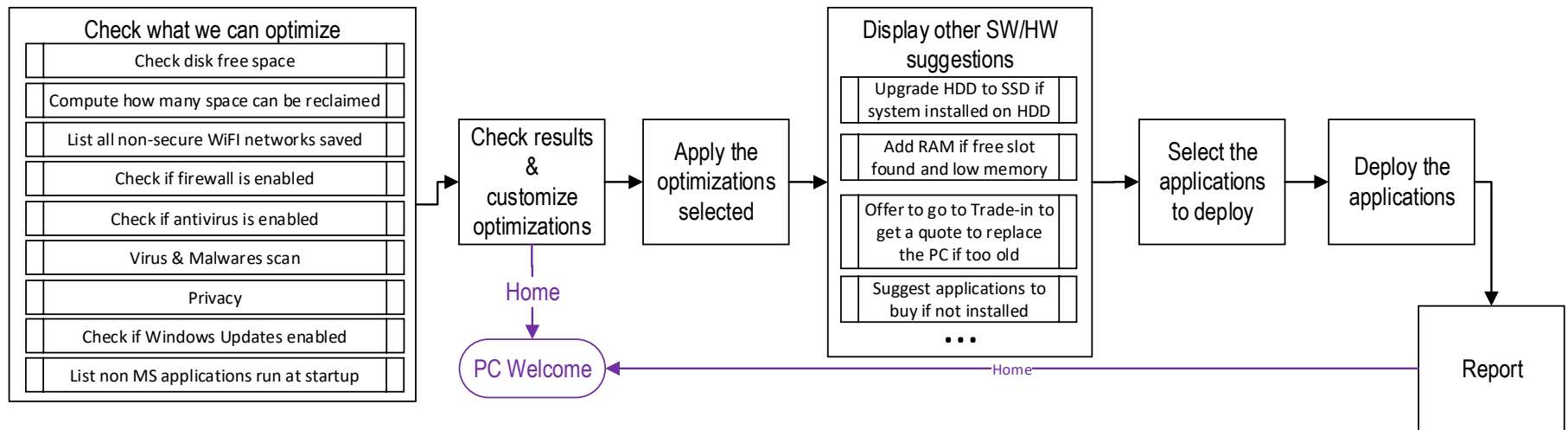
- Verification and optimization of the storage space
- Identification and deactivation of applications launched at startup that may impact PC performance
- Verification of security settings (firewall, Wi-Fi...)
- Removal of browsing history, cookies, files recently used...
- Configuration of automated Windows updates and installation of available updates
- Removal of viruses and malwares
- Selection and installation of applications provided by the retailer

It is also an opportunity for you, retailer, to sell services, applications and hardware upgrades.

Here below some examples but we can integrate any check and recommendation you would need:

- Suggest to add RAM if we detect at least one free slot and that total amount is below a customizable value
- Suggest to replace a mechanical HDD by a SSD if we detect that the system is installed on a mechanical HDD
- Suggest to back up the customer's data and to replace the HDD/SDD if it's Smart Status indicates it could break soon
- Suggest the user to replace its PC if it becomes old and provide him a quote based on hardware information and diagnostics results and customizable cosmetic questions
- ...

SDS Kiosk: PC Tune UP Flow



SDS Kiosk: PC Tune UP User Interface

Diagnostic Kiosk

Analyze
THE PROCESS IS CHECKING THE DEVICE. PLEASE WAIT...

FREE DISK SPACE	Current free space: 903.22 GB - Space that can be reclaimed: 0 Bytes	✓
PRIVACY		✓
WI-FI NETWORKS SECURITY		✓
FIREWALL		✓
SYSTEM PROTECTION		✓

Diagnostic Kiosk

Results
PLEASE FIND BELOW THE RESULTS OF THE ANALYSIS AND THE OPTIMIZATIONS SUGGESTED:

APPLICATIONS RUN AT STARTUP

- Apoint
- SysTrayApp
- QuickSet
- IASstoricon

Diagnostic Kiosk

Results after optimization
PLEASE FIND BELOW THE RESULTS AFTER OPTIMIZATION:

FREE DISK SPACE (903.22 GB)	✓
PRIVACY	✓
WI-FI NETWORKS SECURITY	✓
FIREWALL	✓
SYSTEM PROTECTION	✓
WINDOWS DEFENDER STATUS	✓
VIRUS AND MALWARE SCAN	Analyze cancelled.

Next

Diagnostic Kiosk

Application selection
Select the application(s) you want to install during deployment.

Search: Refresh

Application	Application
CCLEANER	
FILEZILLA	
google chrome 32 bit	
google chrome 64	
Google Chrome	
LIBRE OFFICE	
office 2015	
steam	
VLC	

Size of the application selected: 0.00 MB Nb of applications: 0

Type: Total space required: 0.00 MB

Language: Operating system:

Skip OK

SDS Kiosk: PC Repair

If the PC connected to the kiosk does not work well, the “PC Repair” flow will perform analysis and apply the most relevant corrections to fix the problems identified.

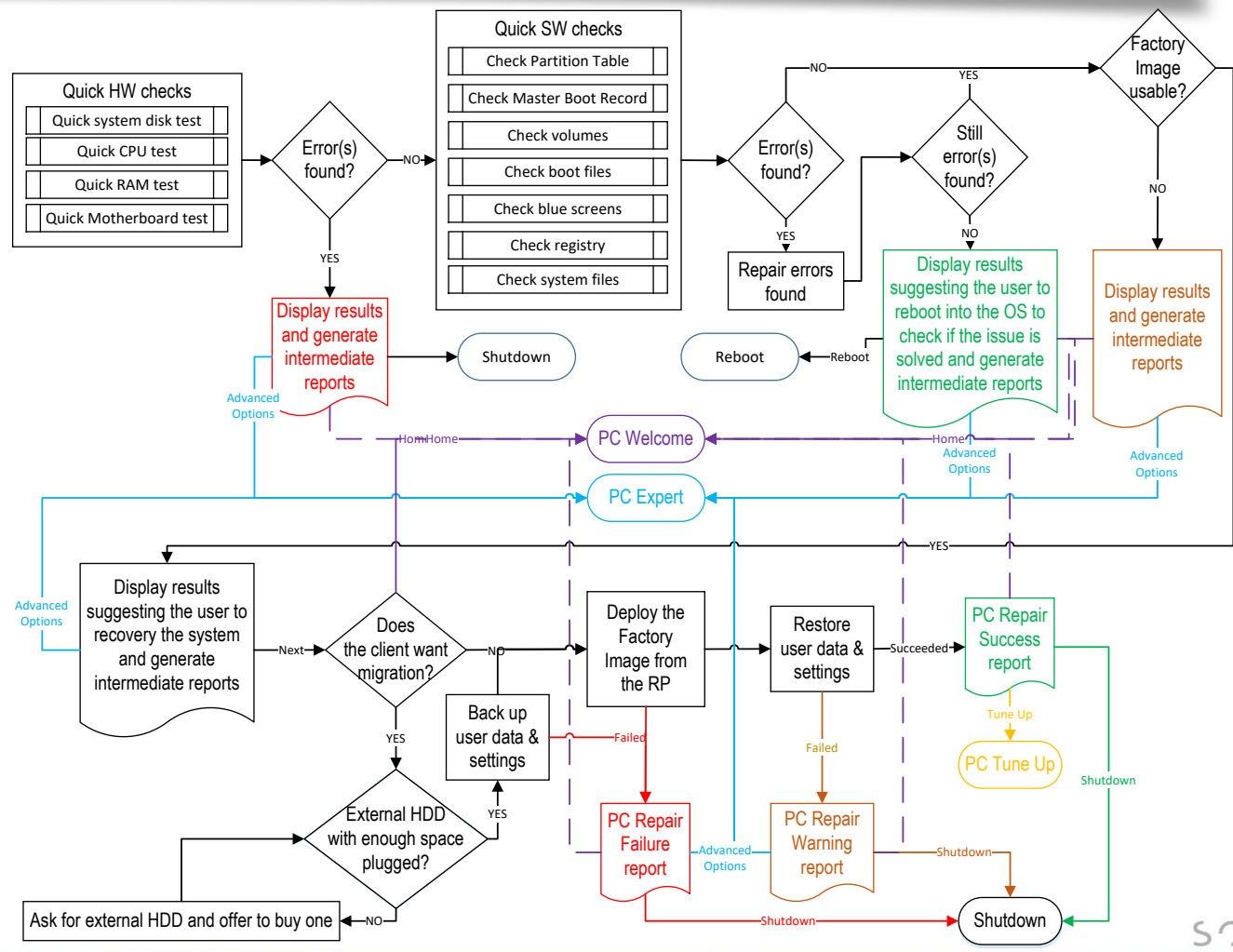
We will first ensure that there is no hardware issue which might prevent the diagnostic and automatic repair. By default, we test the CPU, RAM, HDD/SSD and you can specify the maximum amount of time you want to allow for each of those tests. But you can adapt this hardware diagnostic to your needs and select the tests you want (more than 40 tests available).

If no hardware issue has been detected we will search for the most common boot issues and fix them.

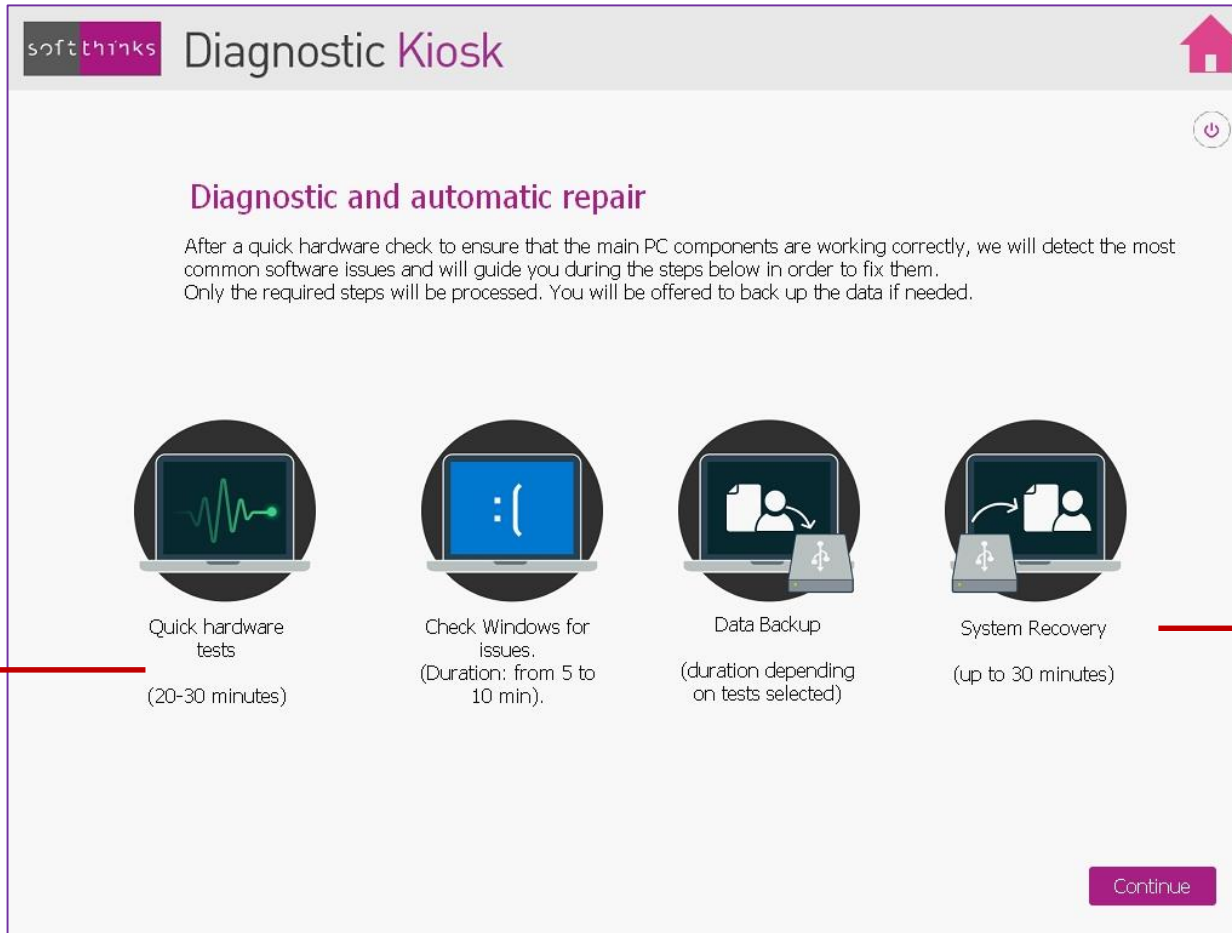
If no boot issue has been found, or if it has not been fixed, we will propose the use to recover his system, after having optionally made a data backup.

This flow can be customized to your needs. You can decide to remove any of those steps, insert confirmation messages box between some steps, and change the behavior depending on the results of each step.

SDS Kiosk: PC Repair flow



SDS Kiosk: PC Repair introduction screen





The screenshot shows the 'Diagnostic Kiosk' interface. At the top left is the 'softthinks' logo, and at the top right are a home icon and a power icon. The main heading is 'Diagnostic and automatic repair'. Below this is a paragraph of text explaining the process. A horizontal flow of four steps is shown, each with an icon and a description: 1. Quick hardware tests (20-30 minutes), 2. Check Windows for issues (Duration: from 5 to 10 min), 3. Data Backup (duration depending on tests selected), and 4. System Recovery (up to 30 minutes). A 'Continue' button is located at the bottom right.


softthinks Diagnostic Kiosk


Diagnostic and automatic repair

After a quick hardware check to ensure that the main PC components are working correctly, we will detect the most common software issues and will guide you during the steps below in order to fix them. Only the required steps will be processed. You will be offered to back up the data if needed.

- 

Quick hardware tests
(20-30 minutes)
- 

Check Windows for issues.
(Duration: from 5 to 10 min).
- 

Data Backup
(duration depending on tests selected)
- 

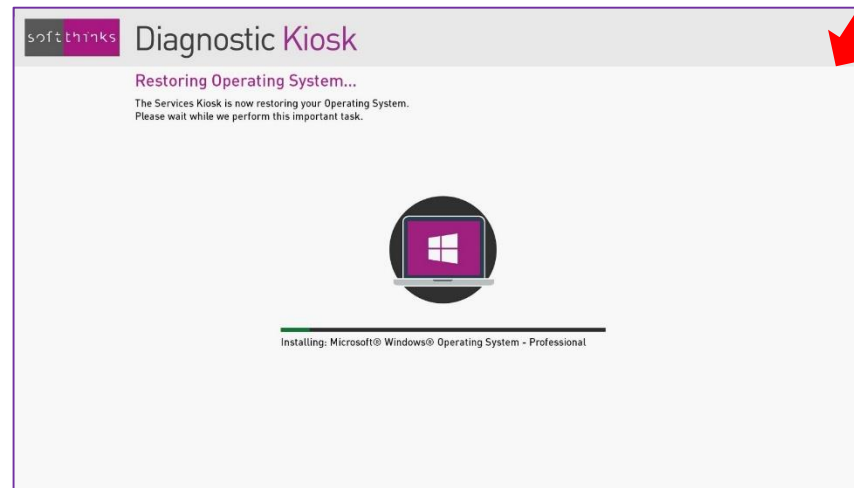
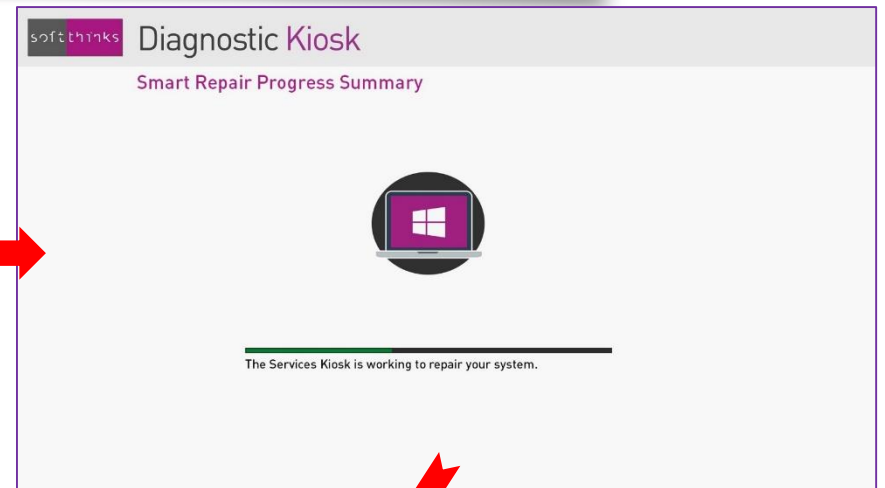
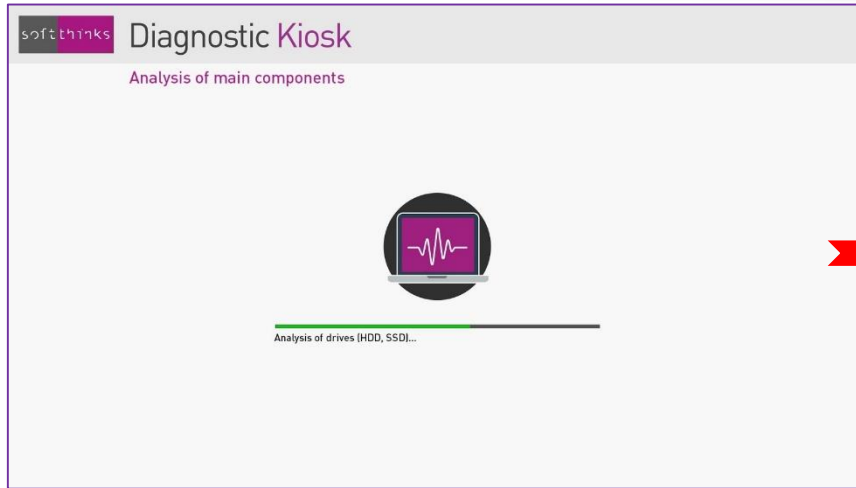
System Recovery
(up to 30 minutes)

Continue

Before executing the automated flow, we will inform the user about the different steps with an estimation of their duration

We can insert confirmation message box between any step, for example before recovering the system

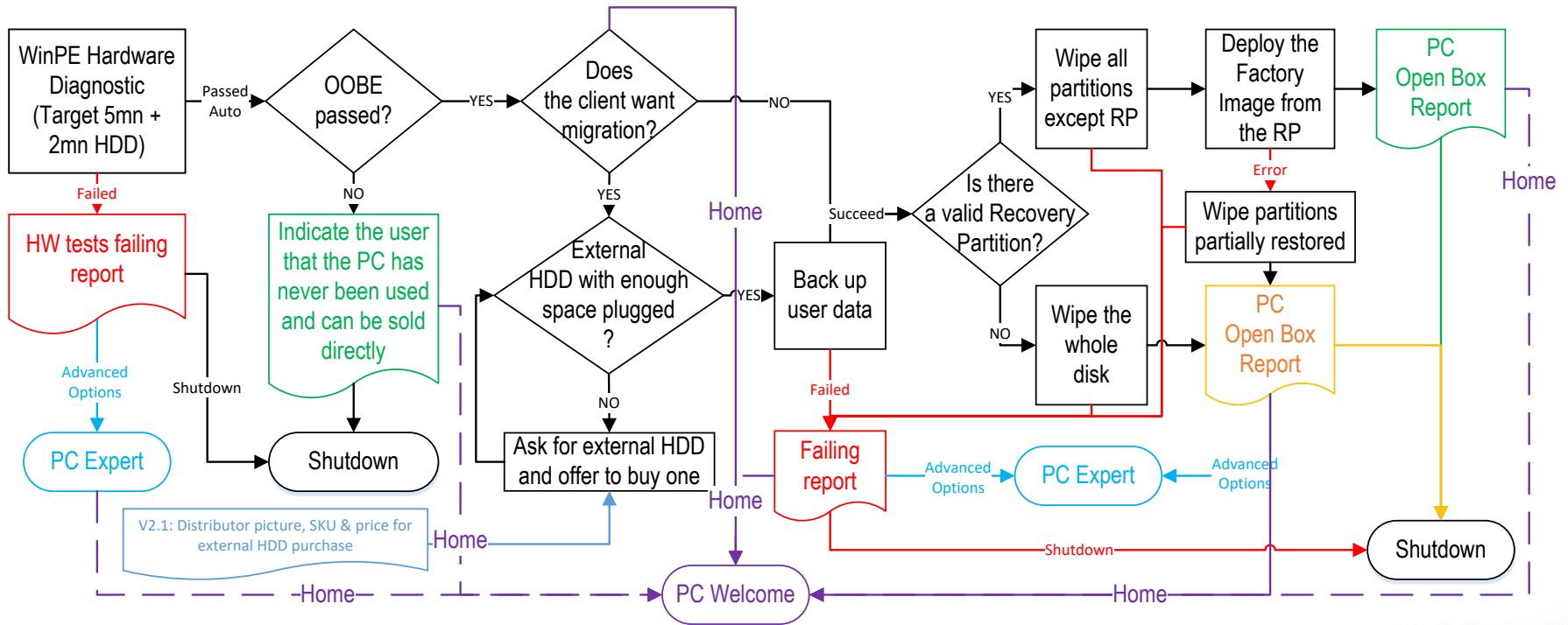
SDS Kiosk: PC Repair User Interface



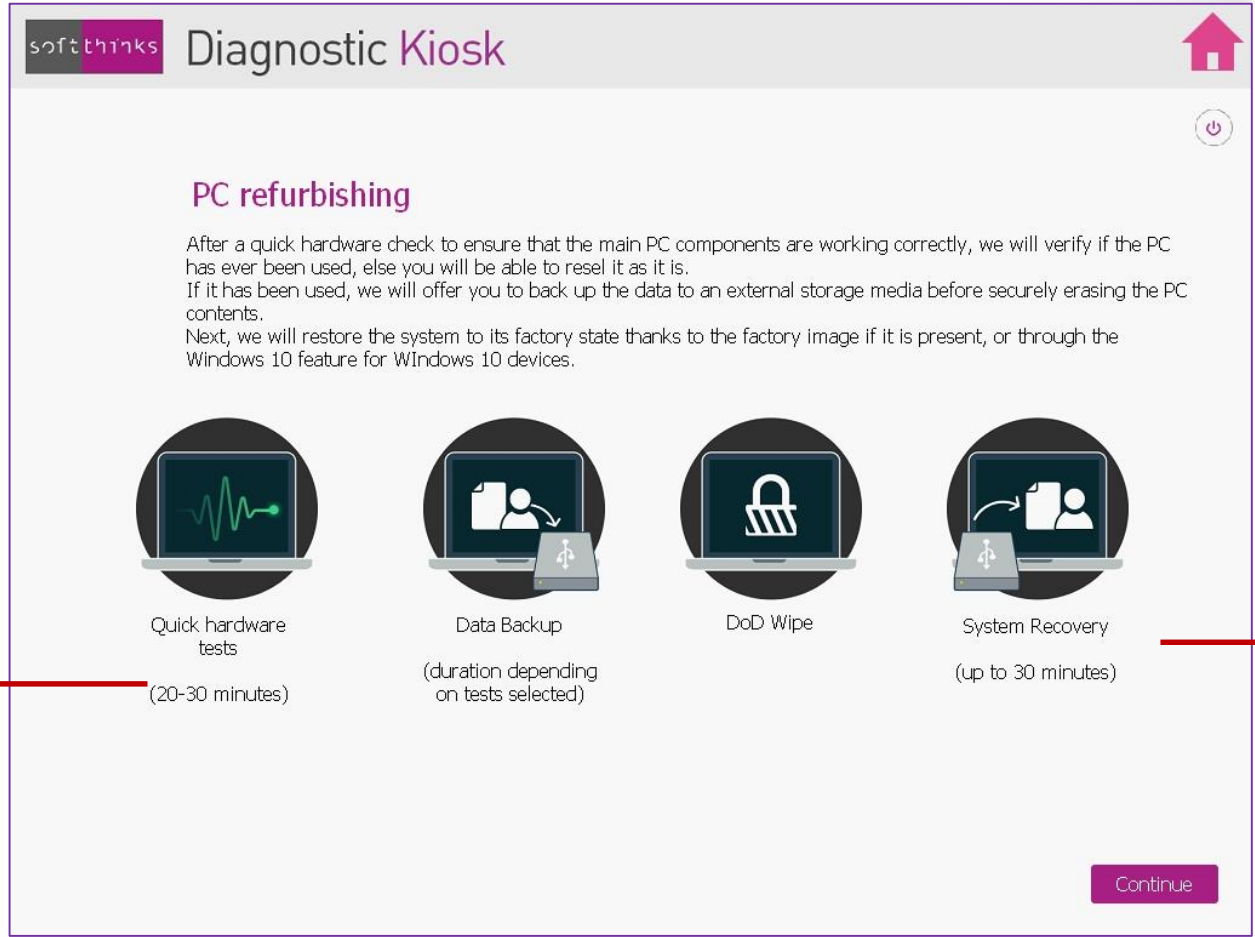
SDS Kiosk: PC Open Box

When a customer has changed his mind, and brings back the PC during the legal period, it is necessary to ensure that this PC works perfectly and that it does not contain any user data, before being able to resell it.

This is the goal of the module “PC Open Box” which performs customizable quick hardware tests, checks if the PC has been used (if not, it can be resold directly as is), deletes user data after having given him the option to backup them on an external storage, and, optionally, recovers the system thanks to the factory image if it is present and usable or to a SDS image previously captured.



SDS Kiosk: PC Open Box introduction screen



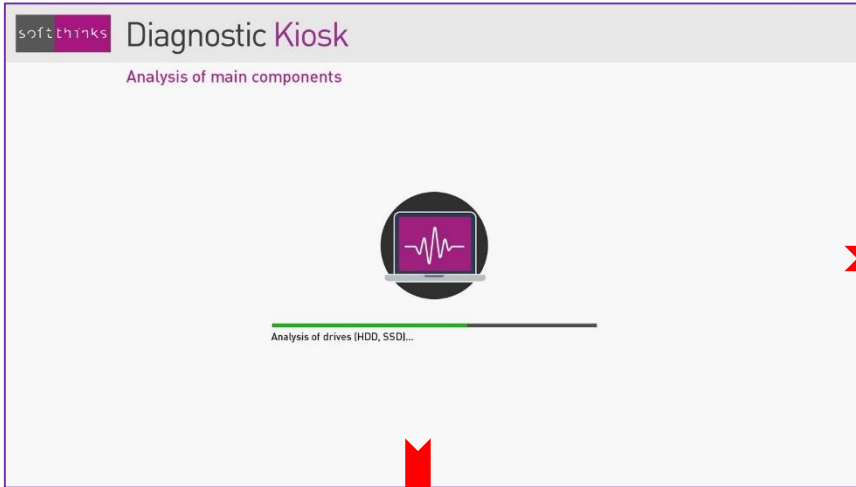
The screenshot shows the 'Diagnostic Kiosk' interface. At the top left is the 'softthinks' logo. The title 'Diagnostic Kiosk' is in the top center, and a home icon is at the top right. Below the title is a power button icon. The main heading is 'PC refurbishing'. The text explains the process: a quick hardware check, data backup, secure erasure, and system restoration. Below this are four steps: 'Quick hardware tests (20-30 minutes)', 'Data Backup (duration depending on tests selected)', 'DoD Wipe', and 'System Recovery (up to 30 minutes)'. A 'Continue' button is at the bottom right.

Before executing the automated flow, we will inform the user about the different steps with an estimation of their duration

We can insert confirmation message box between any step, for example before recovering the system

SDS Kiosk: PC Open Box User Interface

softthinks Diagnostic Kiosk
Analysis of main components

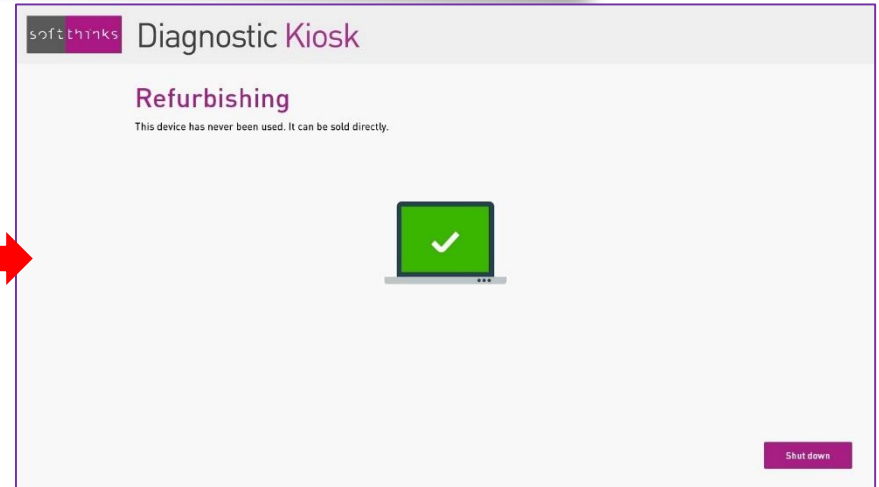


Analysis of drives (HDD, SSD)...

This screen shows a laptop icon with a pulse line, a progress bar, and the text 'Analysis of drives (HDD, SSD)...'. A red arrow points from this screen to the 'Refurbishing' screen.

softthinks Diagnostic Kiosk
Refurbishing

This device has never been used. It can be sold directly.



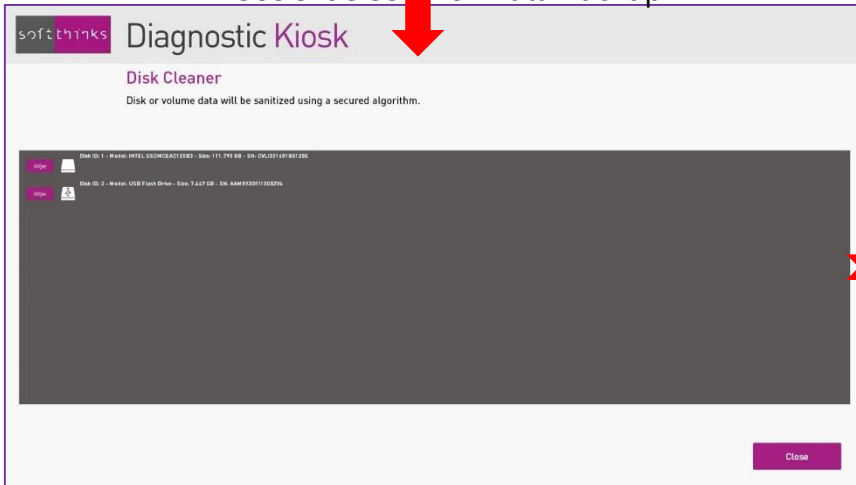
Shut down

This screen shows a laptop icon with a green checkmark and the text 'This device has never been used. It can be sold directly.' A 'Shut down' button is in the bottom right. A red arrow points from this screen to the 'Restoring Operating System...' screen.

See slide 39 for Data Backup

softthinks Diagnostic Kiosk
Disk Cleaner

Disk or volume data will be sanitized using a secured algorithm.

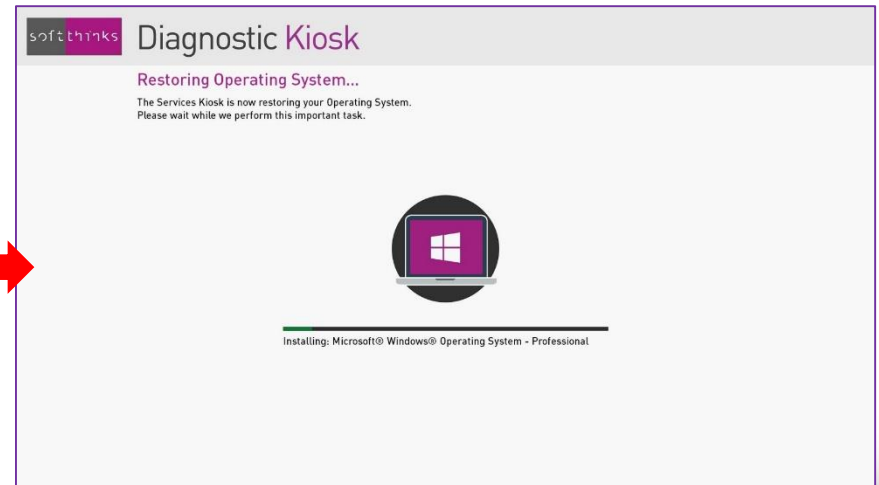


Close

This screen shows a terminal window with disk information and a 'Close' button. A red arrow points from this screen to the 'Restoring Operating System...' screen.

softthinks Diagnostic Kiosk
Restoring Operating System...

The Services Kiosk is now restoring your Operating System.
Please wait while we perform this important task.



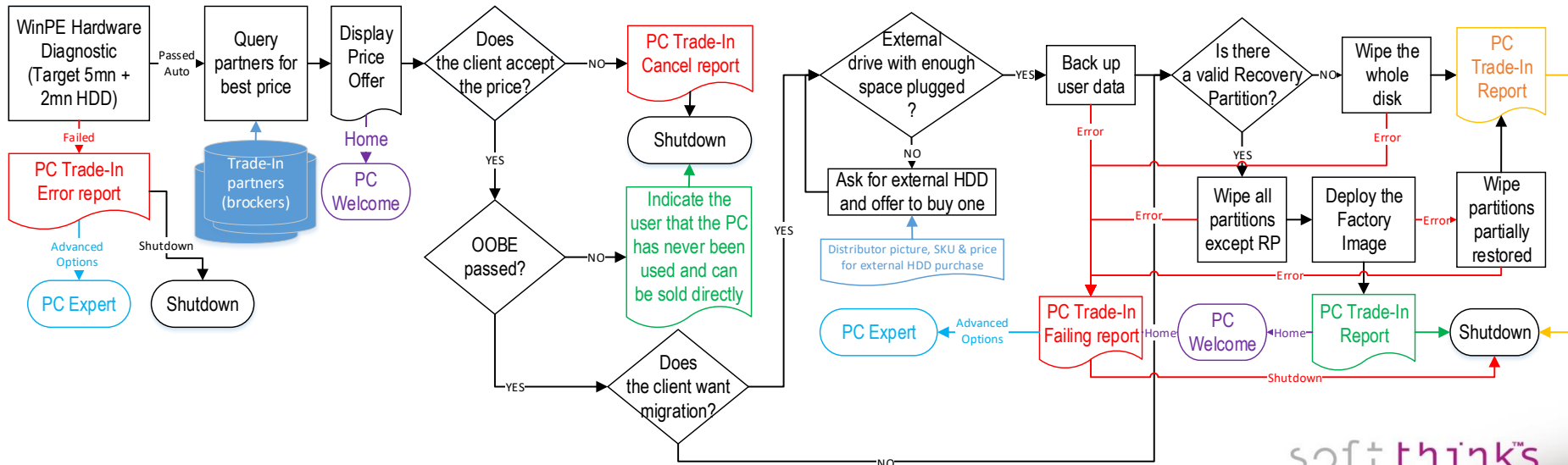
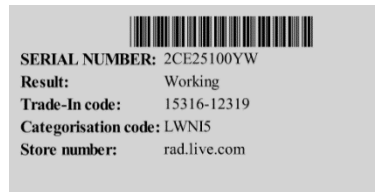
Installing: Microsoft® Windows® Operating System - Professional

This screen shows a laptop icon with the Windows logo, a progress bar, and the text 'Installing: Microsoft® Windows® Operating System - Professional'.

SDS Kiosk: PC Trade In

When a customer buys a new device, he might be interested in having a discount if the retailer refurbishes for his old device and this may even be an important criterion in the choice of the retailer from whom he will buy his new device.


This is the purpose of the module “PC Trade-in” is available, based on the module “PC Open Box” with the addition of a value estimate for the repurchase of the old device and its acceptance or refusal by the customer. But instead of going through this whole process you can also generate a trade-in grade and print a label:



SDS Kiosk: PC Trade In User Interface


softthinks Diagnostic Kiosk

Analysis of main components



Analysis of drives (HDD, SSD)...

softthinks Diagnostic Kiosk



Trade-In

CPU: Intel(R) Core(TM) i7-3610QM CPU @ 2.30GHz
MOTHERBOARD: Dell Inc. - A7E3T2 - X01
BIOS VERSION/DATE: A17 - 05/19/2015
RAM DETECTED: 4096 MB
MANUFACTURER: Dell Inc.
PRODUCT: Inspiron 7720 (Inspiron 7720)
VERSION:
SERIAL: PMSN793
NIC SPEED/NAME: 100 Mbps - Realtek PCIe FE Family Controller, V=9.1
GRAPHIC RES: 1920 x 1080 (32 bits - 96 DPPI) (11) - GK107M [GeForce GT 450M]
SOUND CARD: (2) - GK107 HDMI Audio Controller+7 Series/C210 Series Chipset Family High Definition Audio Controller
OPTIC DRIVE: Optiarc DVD RW BD BC-5540H, 201A (FI)
FIXED DISK: ST197594ZDAS - 498.64 GB (C,D) - GPT1
INTEL SSDMCEAC120B3 - 111.79 GB (E - MBR)

Is the device fully functional? Yes No


Are there physical damages? Yes No

Is the screen functional, without dark spots and not broken or cracked? Yes No

Does the device include the correct AC power adaptor/power cord, and battery (if relevant)? Yes No

Next

softthinks Diagnostic Kiosk



Trade-In

CPU: Intel(R) Core(TM) i7-3610QM CPU @ 2.30GHz
MOTHERBOARD: Dell Inc. - A7E3T2 - X01
BIOS VERSION/DATE: A17 - 05/19/2015
RAM DETECTED: 4096 MB
MANUFACTURER: Dell Inc.
PRODUCT: Inspiron 7720 (Inspiron 7720)
VERSION:
SERIAL: PMSN793
NIC SPEED/NAME: 100 Mbps - Realtek PCIe FE Family Controller, V=9.1
GRAPHIC RES: 1920 x 1080 (32 bits - 96 DPPI) (11) - GK107M [GeForce GT 450M]
SOUND CARD: (2) - GK107 HDMI Audio Controller+7 Series/C210 Series Chipset Family High Definition Audio Controller
OPTIC DRIVE: Optiarc DVD RW BD BC-5540H, 201A (FI)
FIXED DISK: ST197594ZDAS - 498.64 GB (C,D) - GPT1
INTEL SSDMCEAC120B3 - 111.79 GB (E - MBR)

Your Estimated Trade-In Value: XXXX \$

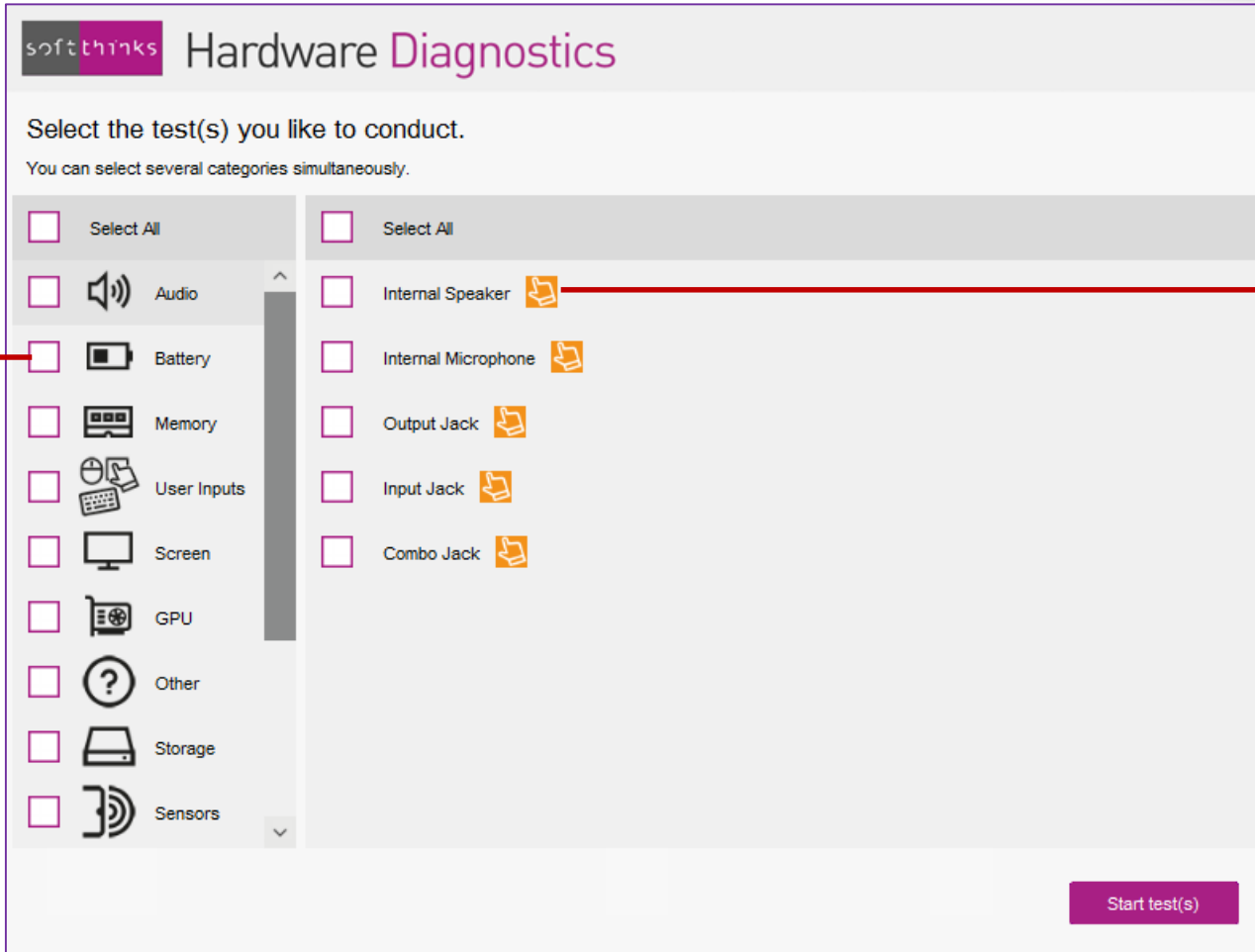
Do you accept this quote?
 If so, you will be offered to back up your data before we completely wipe your device with certified and secure method.

I decline

I accept






SDS Kiosk: PC Diagnostic – Hardware Tests Selection

The hardware tests are grouped by categories. So that you directly select all tests specific to a device, such as the battery for example, in 1 click.



softthinks Hardware Diagnostics

Select the test(s) you like to conduct.
You can select several categories simultaneously.

Category	Test	Manual Intervention Icon
<input type="checkbox"/> Select All	<input type="checkbox"/> Select All	
<input type="checkbox"/> Audio	<input type="checkbox"/> Internal Speaker	
<input type="checkbox"/> Battery	<input type="checkbox"/> Internal Microphone	
<input type="checkbox"/> Memory	<input type="checkbox"/> Output Jack	
<input type="checkbox"/> User Inputs	<input type="checkbox"/> Input Jack	
<input type="checkbox"/> Screen	<input type="checkbox"/> Combo Jack	
<input type="checkbox"/> GPU		
<input type="checkbox"/> Other		
<input type="checkbox"/> Storage		
<input type="checkbox"/> Sensors		

Start test(s)

This icon indicates that the test requires a manual intervention. All manual tests can be grouped at the beginning or at the end of the tests session to allow the user to work on other topic while the automatic tests will run in parallel.

SDS Kiosk: PC Diagnostic – Hardware Tests List

The tests below are available on Windows, Windows To Go, and most of them on WinPE (indicated by **WinPE**):

Audio

- Internal Speaker
- Internal Microphone
- Input Jack
- Output Jack
- Combo Jack

Motherboard

- Voltage Monitoring **WinPE**
- Temperature Monitoring **WinPE**
- FAN Speed Monitoring **WinPE**
- USB Ports **WinPE**

Memory

- Standard Test **WinPE**
- Multi-Process Torture Test **WinPE**
- Address Windowing Extensions Test **WinPE**

Battery

- Wear Level **WinPE**
- Charging Test **WinPE**
- Discharging Test **WinPE**

Processor

- General purpose instructions Test **WinPE**
- Floating Point Unit Instructions Test **WinPE**
- Prime Number Test **WinPE**
- MMX Instructions Test **WinPE**
- SSE Instructions Test **WinPE**
- SSE2 Instructions Test **WinPE**
- SSE3 Instructions Test **WinPE**
- AES Instructions Test **WinPE**
- Maximum Heat Test **WinPE**
- Voltages Monitoring **WinPE**
- Temperatures Monitoring **WinPE**
- Power Monitoring **WinPE**
- Clock Speeds Monitoring **WinPE**
- Utilization Monitoring **WinPE**

Graphic Card

- GPU Clock Monitoring
- GPU Voltage Monitoring
- GPU Temperature Monitoring
- 2D Local Video memory Test
- 2D all available memory Test
- 2D Lines and bitmaps test **WinPE**
- 2D EMC scrolling characters test **WinPE**
- 2D EMC reference test pattern test
- 3D Test **WinPE**

Screen

- Dead Pixels **WinPE**
- Touch screen
- Video ports **WinPE**

Network

- Wired (LAN) **WinPE**
- Wi-Fi (WAN) **WinPE**

Storage

- HDD SMART Status **WinPE**
- HDD Short SMART Test **WinPE**
- HDD Long SMART Test **WinPE**
- HDD Random Read Test **WinPE**
- HDD Sequential Read Test **WinPE**
- Optical Drive Read Test **WinPE**

Input Devices

- Keyboard **WinPE**
- Keyboard Status LED **WinPE**
- Mouse **WinPE**
- Touchpad **WinPE**

Sensors

- Accelerometer **WinPE**
- LID Sensor **WinPE**

Other

- Card Reader **WinPE**
- Webcam

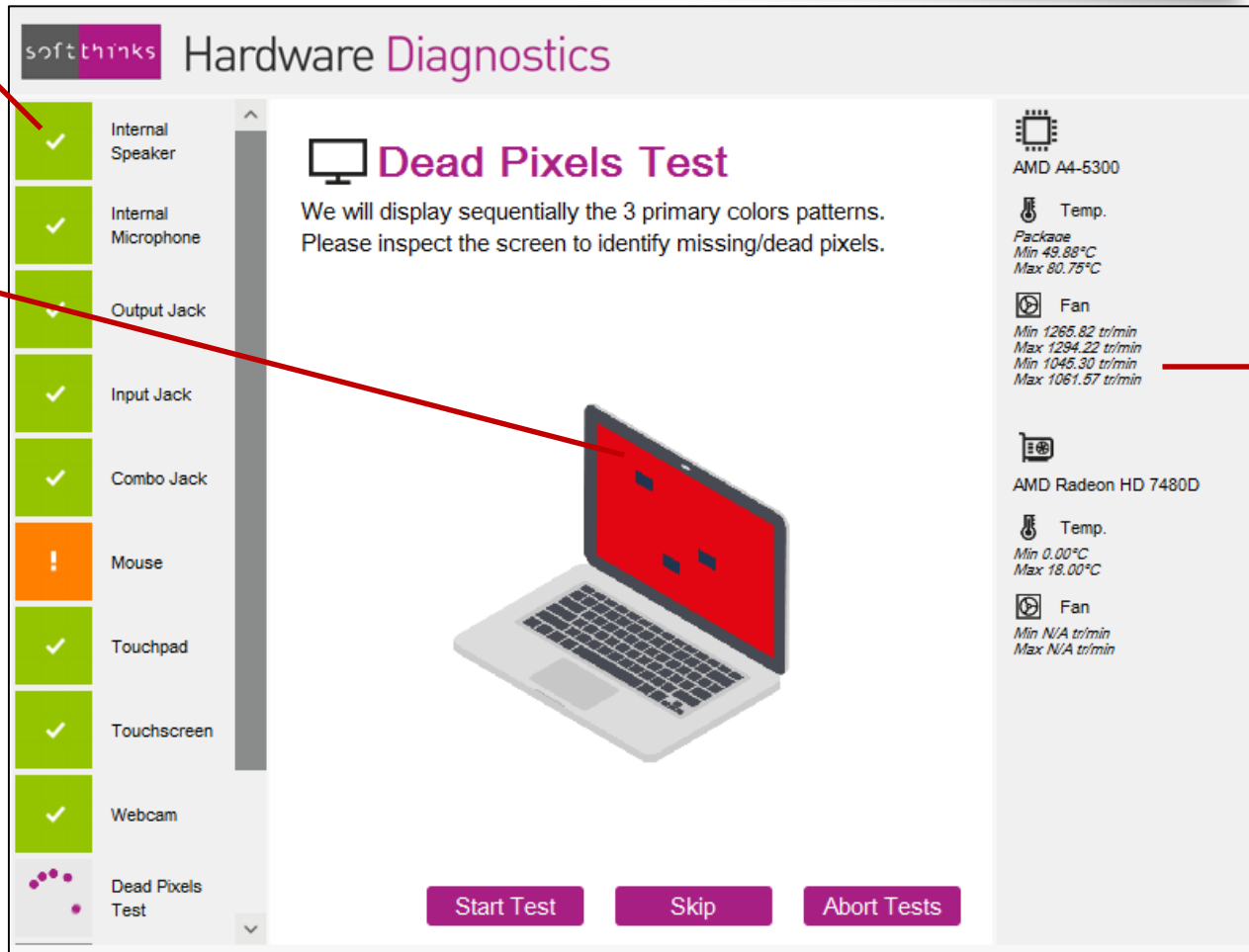
Our architecture allows us to interact with or integrate any test tool that you would like to use if it's command line driven with a return code, or if it generates a file which can be parsed.

SDS Kiosk: PC Diagnostic – Hardware Tests Execution

The status of each test is shown in real time

For the manual tests, clear step by step instructions with animations guide the user

Buttons and keyboard shortcuts allow the user to skip instructions and enter the result before being asked to save time. For example, you can validate the speaker test as soon as you hear the sound being played.



Hardware Diagnostics

Dead Pixels Test

We will display sequentially the 3 primary colors patterns. Please inspect the screen to identify missing/dead pixels.

Start Test Skip Abort Tests

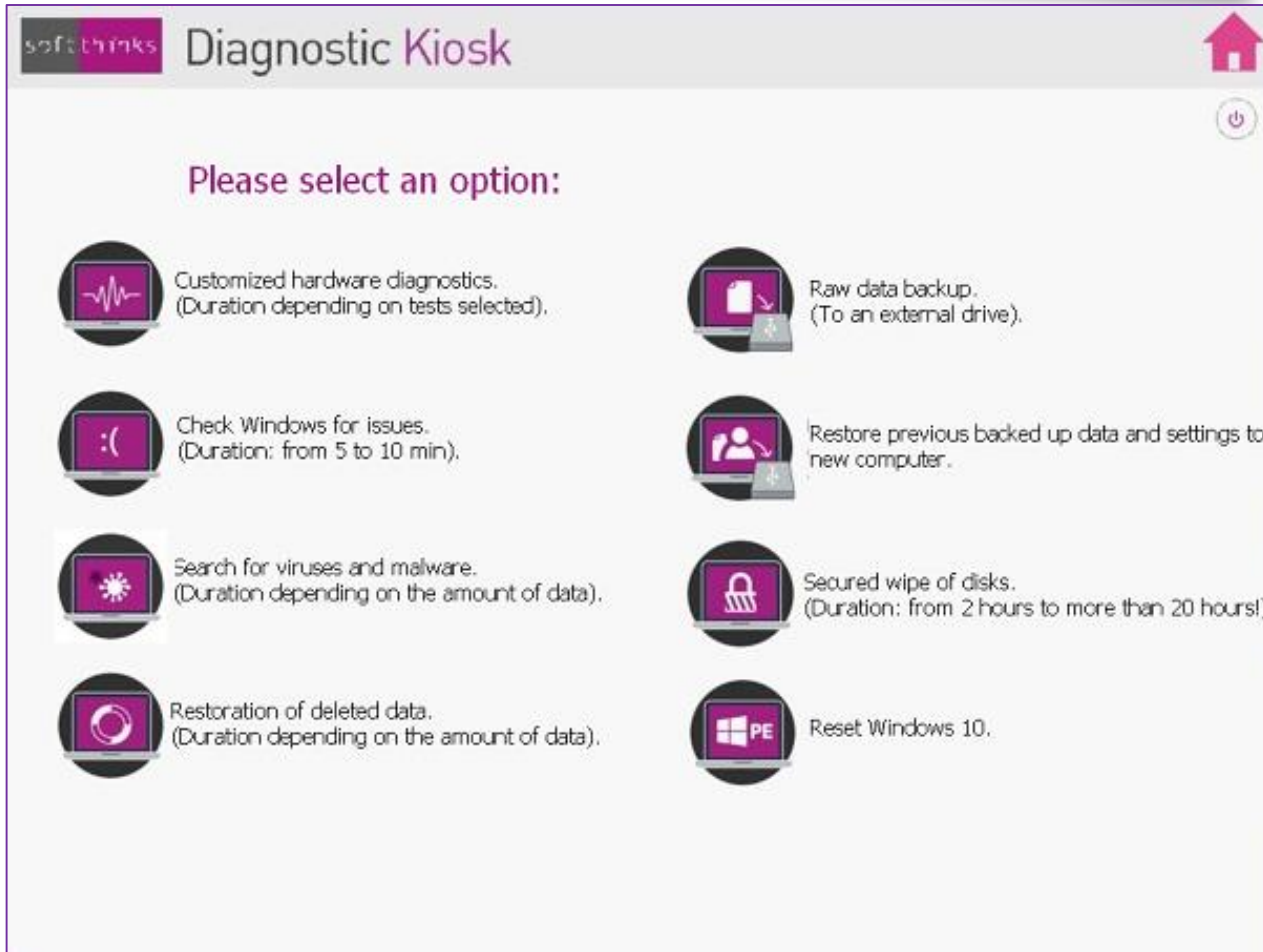
System Metrics:

- AMD A4-5300
 - Temp.
 - Package
 - Min 49.88°C
 - Max 80.75°C
 - Fan
 - Min 1265.82 tr/min
 - Max 1294.22 tr/min
 - Min 1045.30 tr/min
 - Max 1061.57 tr/min
- AMD Radeon HD 7480D
 - Temp.
 - Min 0.00°C
 - Max 18.00°C
 - Fan
 - Min N/A tr/min
 - Max N/A tr/min

The temperatures, voltages, powers, fans speed, clock speed, utilization of the processor, graphic card, motherboard and hard disks are monitored in real time.

The diagnostic report will contain the average, minimum and maximum values.

SDS Kiosk: PC Expert



The screenshot shows the 'Diagnostic Kiosk' interface. At the top left is the 'softthinks' logo, and at the top right is a home icon and a power icon. The main heading is 'Diagnostic Kiosk'. Below this, the text 'Please select an option:' is displayed. There are eight options arranged in two columns, each with a circular icon and a text description:

- Customized hardware diagnostics.** (Duration depending on tests selected).
- Raw data backup.** (To an external drive).
- Check Windows for issues.** (Duration: from 5 to 10 min).
- Restore previous backed up data and settings to new computer.**
- Search for viruses and malware.** (Duration depending on the amount of data).
- Secured wipe of disks.** (Duration: from 2 hours to more than 20 hours!)
- Restoration of deleted data.** (Duration depending on the amount of data).
- Reset Windows 10.**

SDS Kiosk: PC Expert – Check Windows for issues (Smart Repair)

Diagnostic Kiosk

Smart Repair Progress Summary



The Services Kiosk is working to repair your

Our Smart Repair technology repairs the most common issues of the operating system (boot sectors, partition table...) which prevent a PC from booting. This is a simple procedure that can fix many software failures and it is the preferred procedure to run on any PC that crashes while loading Windows

If everything is OK, all items are green; else one of the elements is out of service and the kiosk will give you the option to repair this element by clicking on “Repair”.

Diagnostic Kiosk

Smart Repair Results

The Services Kiosk has performed the following checks of your system:



- ✓ Partition Table
- ✓ Drives
- ✓ Master Boot Record
- ✓ Boot Files

Continue

SDS Kiosk: PC Expert – Anti-Virus & Anti-Malware Scan

softthinks Diagnostic Kiosk

Antivirus and antimalware

Select the partition you want to analyze.

Scan all computer

Scan only one partition

Once the scan complete, the files infected are listed and can be deleted by clicking on the “Delete” button.

softthinks Diagnostic Kiosk

Antivirus and antimalware

Files	Virus detected	Severity
\\?F:\UltraVNC-102-Setup-Fr.exe	not-a-virus:RemoteAdmi...	Infected
\\?F:\eicar2.zip	EICAR-Test-File	Infected

SDS Kiosk can detect and remove virus and malwares on your customer’s device.

We can scan all internal disks or only one volume.

* We can also scan USB keys, USB drives and any memory card / Hard Disk (through USB adapter), plugged to the kiosk.

Delete

Close

SDS Kiosk: PC Expert – Data Undelete

softthinks Diagnostic Kiosk

Restore deleted files

Analysis in progress...



78 %

SDS Kiosk can restore files which have been accidentally deleted. The 1st step will consist in scanning the internal disk for files which can be recovered.

* We can also scan USB keys, USB drives and any memory card / Hard Disk (through USB adapter), plugged to the kiosk.

Once the scan complete, the files which can be restored are listed with a recoverability index. Then it's possible to restore all those files or some of them. The destination is customizable but we strongly recommend to not restore them on the source drive to maximize their recoverability.

softthinks Diagnostic Kiosk

Restore deleted files

Select the files you want to recover.

Files	Indice
ScreenShot_100237.jpg	Good

All files

Destination

Next

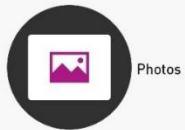
Close

SDS Kiosk: PC Expert – Data Backup #1

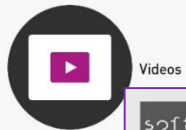
softthinks Diagnostic Kiosk

Data and settings backup

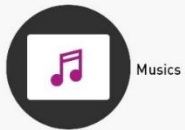
We will now back up your data and personal settings before we restore your system.
Please attach a USB drive with enough space to hold your files.
Below are the file types we have pre-selected to be saved.
Click "Continue" to proceed or click "Select more" to view the summary or add any additional files that you would like to save.



Photos



Videos



Musics



Select more

SDS Kiosk can back up customer data from the internal disk(s). Photos, videos, audio files and financial data are backed up by default, as well as some user settings (wallpaper...).

* We can also back up data from USB keys, USB drives and any memory card / Hard Disk (through USB adapter), plugged to the kiosk.

We provide the possibility (through the button "Select more") for the customer to review the files pre-selected to avoid any complain about data loss, so that he can add more files, or eventually remove some pre-selected files.

softthinks Diagnostic Kiosk

Select additional file(s)



Continue

SDS Kiosk: PC Expert – Data Backup #2



Diagnostic Kiosk

Attach External Drive.

Please attach a USB hard drive to your system in order to back up your data and personal settings.



Once the USB storage device plugged, the data selected will be backed up to an auto-extractable file.



Diagnostic Kiosk

Creating the backup...




We are currently backing up all of your data.

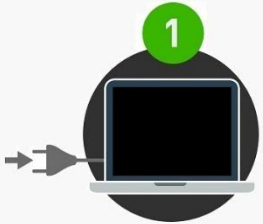
We can store the Data Backup on the Kiosks but, for Privacy purpose and GDPR compliance, we ask a USB key or USB drive to store the data backup.
If the customer has no USB key / drive with him, he can be suggested to buy one in the store.


SDS Kiosk: PC Expert – Data Transfer


Data transfer is similar to the Data Backup, except that at the end of the process an additional screen is displayed explaining to the user the next steps to restore the data to the target device:

 **Diagnostic Kiosk**

All files have been backed up.
The Services Kiosk has performed the task successfully.

- 

1
Shutdown your old computer and remove the cables coming from the kiosk.
- 

2
Connect your new computer and attach to it the USB hard drive containing the backup.
- 

3
Power on your new computer and follow the instructions on the Services Kiosk and select the option for the recovery of your user data and settings backup.

[Continue](#)

SDS Kiosk: PC Expert – Data Restore #1

softthinks Diagnostic Kiosk

Data Backup

One or more backup(s) has been found on your USB drive.
Select a backup to use from the list below and click "Continue".

My Backup 6 - 01-02-2017 14:01 - 28.33 MB
My Backup 5 - 12-30-2016 13:24 - 2.17 MB
My Backup 4 - 12-29-2016 14:57 - 2.40 MB
My Backup 3 - 12-19-2016 15:56 - 174.83 MB
My Backup 2 - 12-19-2016 14:25 - 118.43 MB
My Backup 1 - 12-19-2016 12:48 - 118.39 MB

Once the data backup selected, its contents will be restored to the target PC.

softthinks Diagnostic Kiosk

Applying personal settings...



We are currently applying your personal settings.
Please do not remove the drives during this important task.

The user will be prompted to plug the USB drive containing the data backup to restore and this screen will list the backups found.

SDS Kiosk: PC Expert – Data Restore #2

The customer has also the ability to restore his data at home by double-clicking on the auto-extractable archive present on his USB drive:

Data Backup Extraction Tool

Data selection

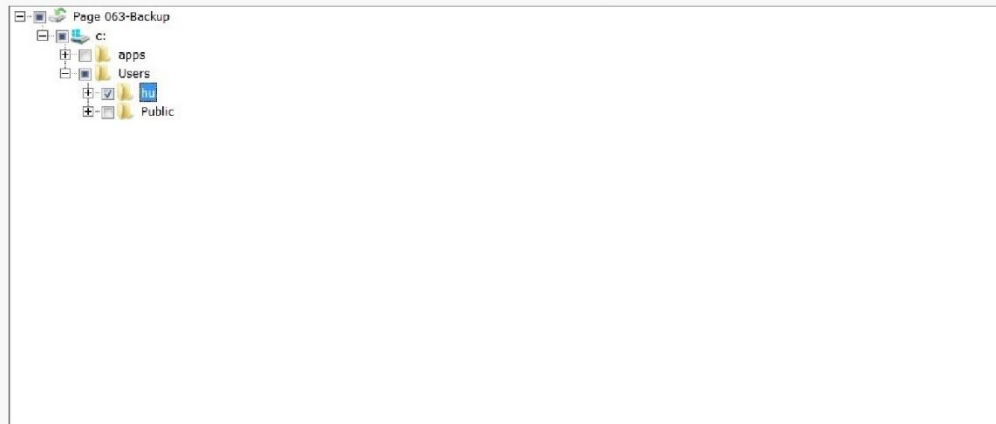
What would you like to restore from this backup?

- Restore all files
- Restore categories of files
- Restore specific file and folders

Data Backup Extraction Tool

Data selection

Select the files and folder to restore



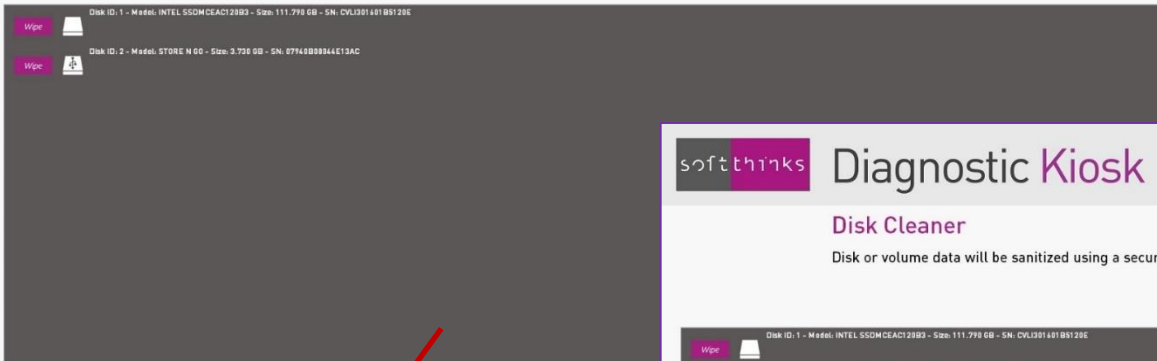
Continue

SDS Kiosk: PC Expert – Data Sanitize / Secure Wipe

softthinks Diagnostic Kiosk

Disk Cleaner

Disk or volume data will be sanitized using a secured algorithm.

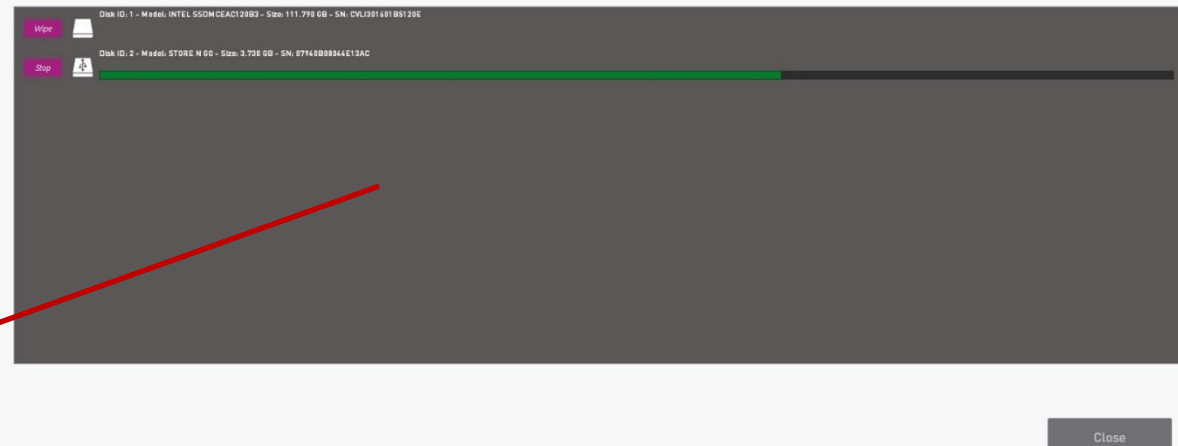


For SSD, we use by default (and when supported by the device) specific wipe protocols, Secure Erase & Sanitize, which preserve SSD time life and which are very quick.

softthinks Diagnostic Kiosk

Disk Cleaner

Disk or volume data will be sanitized using a secured algorithm.

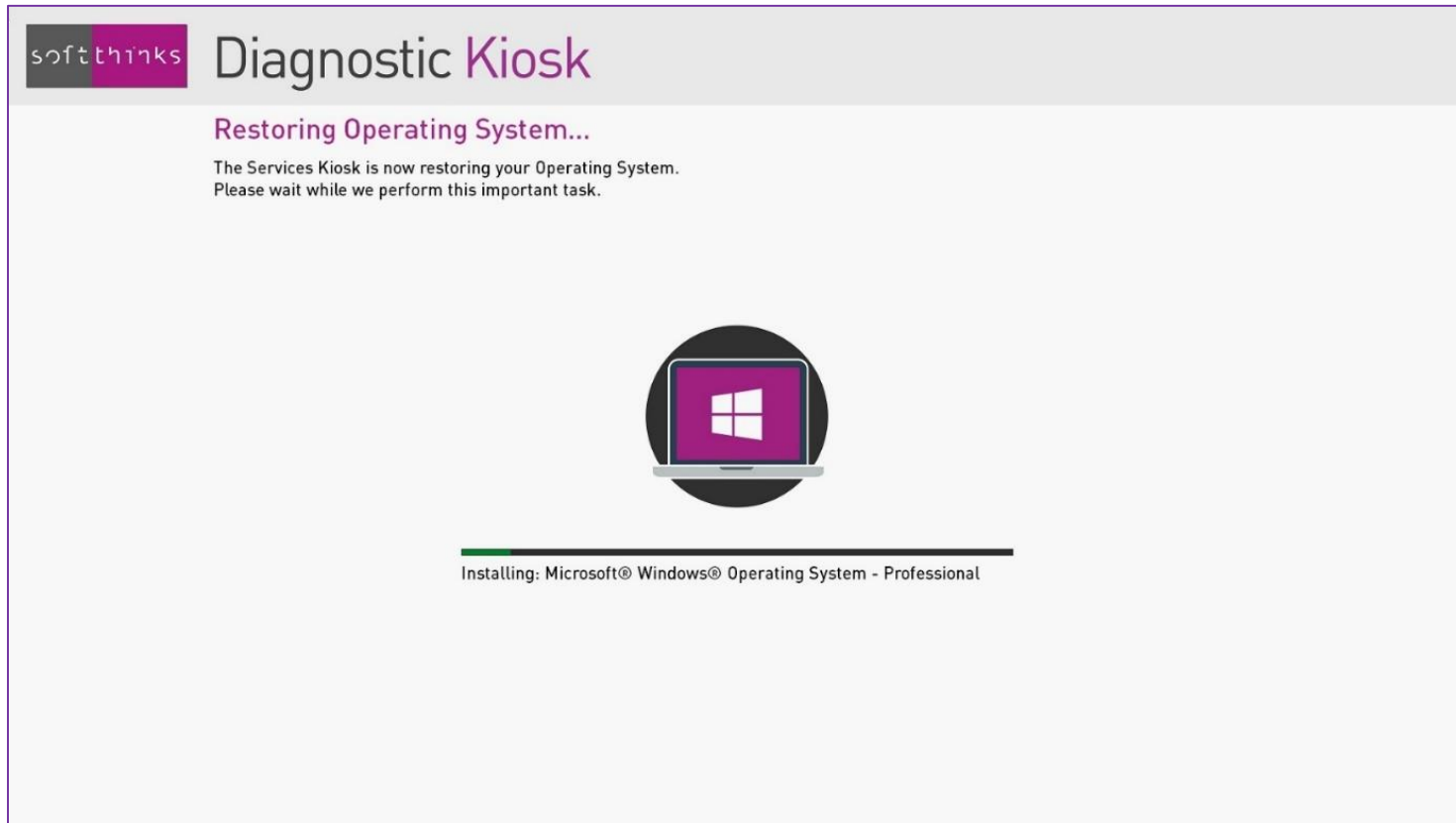


SDS Kiosk can wipe your customer's device internal disks with ADISA certified method. We support the 19 most popular wiping protocols.

* SDS Kiosk can also wipe USB keys, USB drives and any memory card / Hard Disk (through USB adapter), plugged to the kiosk.

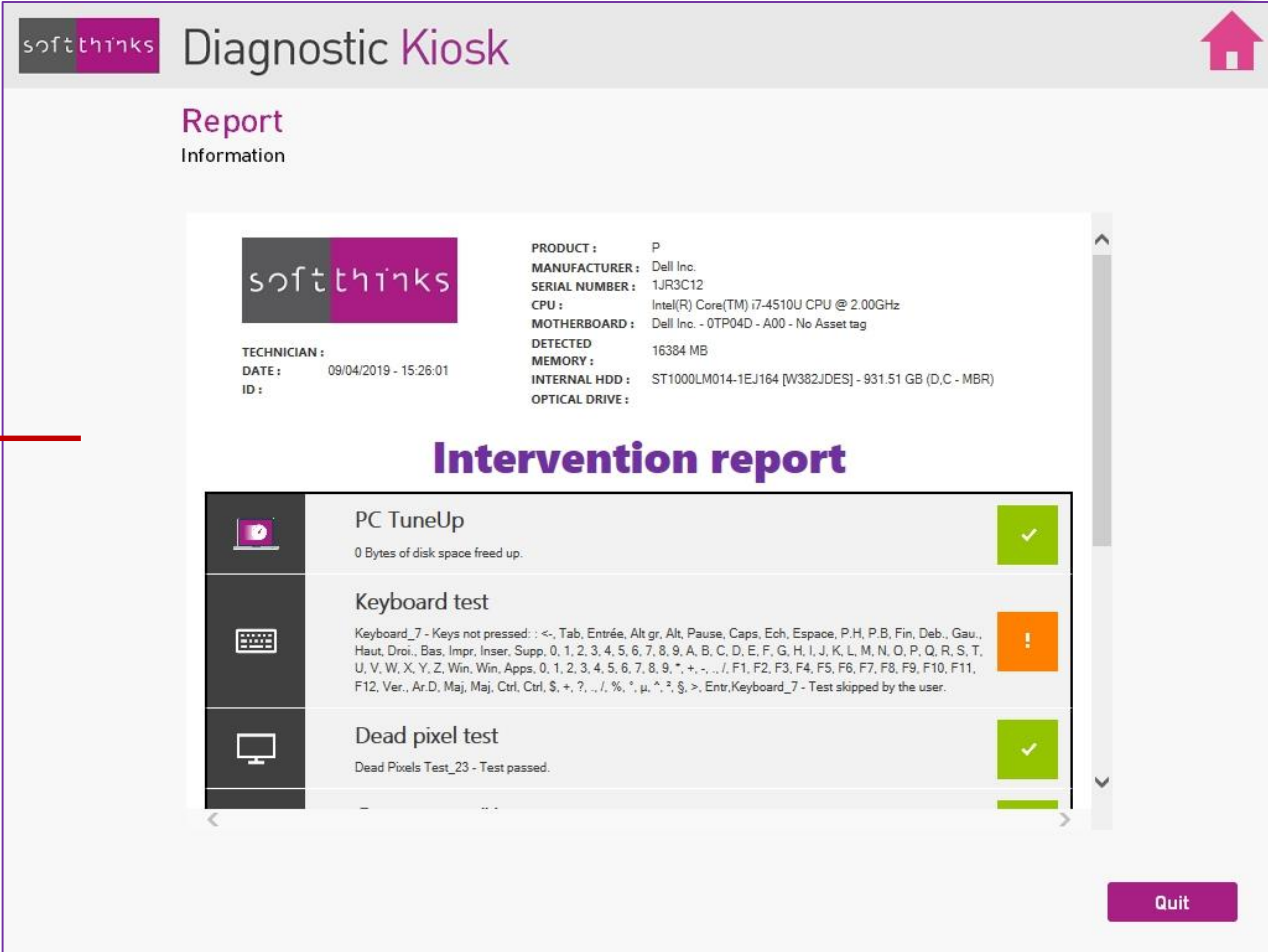
SDS Kiosk: PC Expert – Factory Recovery & Windows 10 Reset

SDS Kiosk can restore the system to its Factory State thanks to the Factory Image if it is found, or, for Windows 10 devices, thanks to embedded Windows Reset feature:



SDS Kiosk: PC Report

At the end of each flow a report is displayed with the results of all steps and, in case of failure, the issues encountered. This report is cumulative, meaning that all operations are reported even if several flows or standalone features are used. The user can add some comments which will be stored in the DataBase and added to the report.



The screenshot shows the 'Diagnostic Kiosk' interface with a 'Report' section. The report includes system information and a list of tests performed.







Report Information

softthinks

TECHNICIAN :
DATE : 09/04/2019 - 15:26:01
ID :

PRODUCT : P
MANUFACTURER : Dell Inc.
SERIAL NUMBER : 1JR3C12
CPU : Intel(R) Core(TM) i7-4510U CPU @ 2.00GHz
MOTHERBOARD : Dell Inc. - 0TP04D - A00 - No Asset tag
DETECTED MEMORY : 16384 MB
INTERNAL HDD : ST1000LM014-1EJ164 [W382JDES] - 931.51 GB (D,C - MBR)
OPTICAL DRIVE :

Intervention report

	PC TuneUp 0 Bytes of disk space freed up.	
	Keyboard test Keyboard_7 - Keys not pressed: <, Tab, Entrée, Alt gr, Alt, Pause, Caps, Ech, Espace, P.H, P.B, Fin, Deb., Gau., Haut, Droit., Bas, Impr, Inser, Supp. 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, A, B, C, D, E, F, G, H, I, J, K, L, M, N, O, P, Q, R, S, T, U, V, W, X, Y, Z, Win, Win, Apps. 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, *, +, -, =, /, F1, F2, F3, F4, F5, F6, F7, F8, F9, F10, F11, F12, Ver., Ar.D, Maj, Maj, Ctrl, Ctrl, \$, +, ?, ., /, %, *, μ, ^, 2, \$, >. Entr; Keyboard_7 - Test skipped by the user.	
	Dead pixel test Dead Pixels Test_23 - Test passed.	

Quit

SDS Kiosk: PC Report file



TECHNICIAN :
DATE : 09/04/2019 - 15:26:01
ID :

PRODUCT : P
MANUFACTURER : Dell Inc.
SERIAL NUMBER : 1JR3C12
CPU : Intel(R) Core(TM) i7-4510U CPU @ 2.00GHz
MOTHERBOARD : Dell Inc. - 0TP04D - A00 - No Asset tag
DETECTED MEMORY : 16384 MB
INTERNAL HDD : ST1000LM014-1EJ164 [W382JDES] - 931.51 GB (D,C - MBR)
OPTICAL DRIVE :

Intervention report

	<p>PC TuneUp 0 Bytes of disk space freed up.</p>	
	<p>Keyboard test Keyboard_7 - Keys not pressed: : <, Tab, Entrée, Alt gr, Alt, Pause, Caps, Ech, Espace, P.H, P.B, Fin, Deb., Gau., Haut, Droï., Bas, Impr, Inser, Supp, 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, A, B, C, D, E, F, G, H, I, J, K, L, M, N, O, P, Q, R, S, T, U, V, W, X, Y, Z, Win, Win, Apps, 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, *, +, -, =, /, F1, F2, F3, F4, F5, F6, F7, F8, F9, F10, F11, F12, Ver., Ar.D, Maj, Maj, Ctrl, Ctrl, \$, +, ?, , /, %, °, µ, ^, ~, §, >, Entr, Keyboard_7 - Test skipped by the user.</p>	
	<p>Dead pixel test Dead Pixels Test_23 - Test passed.</p>	
	<p>Custom test #1 General purpose instructions_31 - Processor custom test passed.</p>	

Solution developed by:



Antivirus and Antimalware provided by:



Part of hardware diagnostics provided by:



Secure wipe certified by:



The report displayed in the UI is also available as a HTML and/or PDF file stored on the server and put on the customer desktop if you want.



SDS Kiosk: Mobiles Connection Tutorial #1

Please Connect a device to the **Target** port


Troubleshooting:
[Device / Cable selection wizard](#)
[Having issues? Follow these steps](#)

Please Connect a device to the **Target** port

Troubleshooting:
[Device / Cable selection wizard](#)
[Having issues? Follow these steps](#)

Retrieving Device Information

Device not detected



Follow the below instruction on the **Target** port

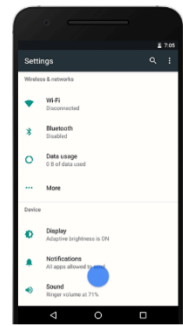
Enable USB Debugging

Open the "Settings" App

Disconnect the device and open the "Settings" app. Select "About Device" at the bottom of the menu.

Note:

- If "About Device" is not available, select the "More", "General" or "System".
- PIN entry may be required.




Previous | 1 | 2 | 3 | 4 | Next

For further instructions click [here](#)

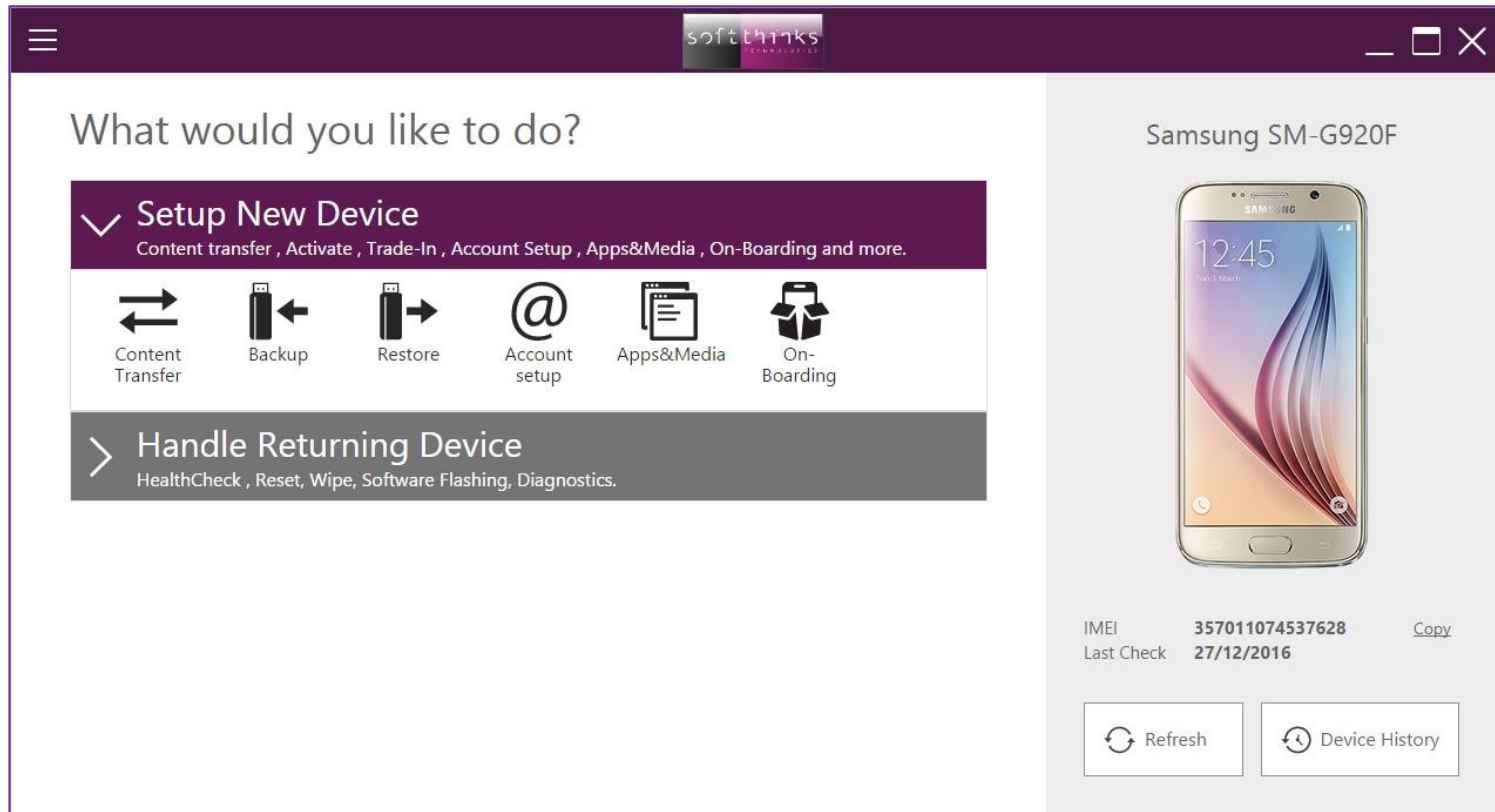
Back

Google Device Detected



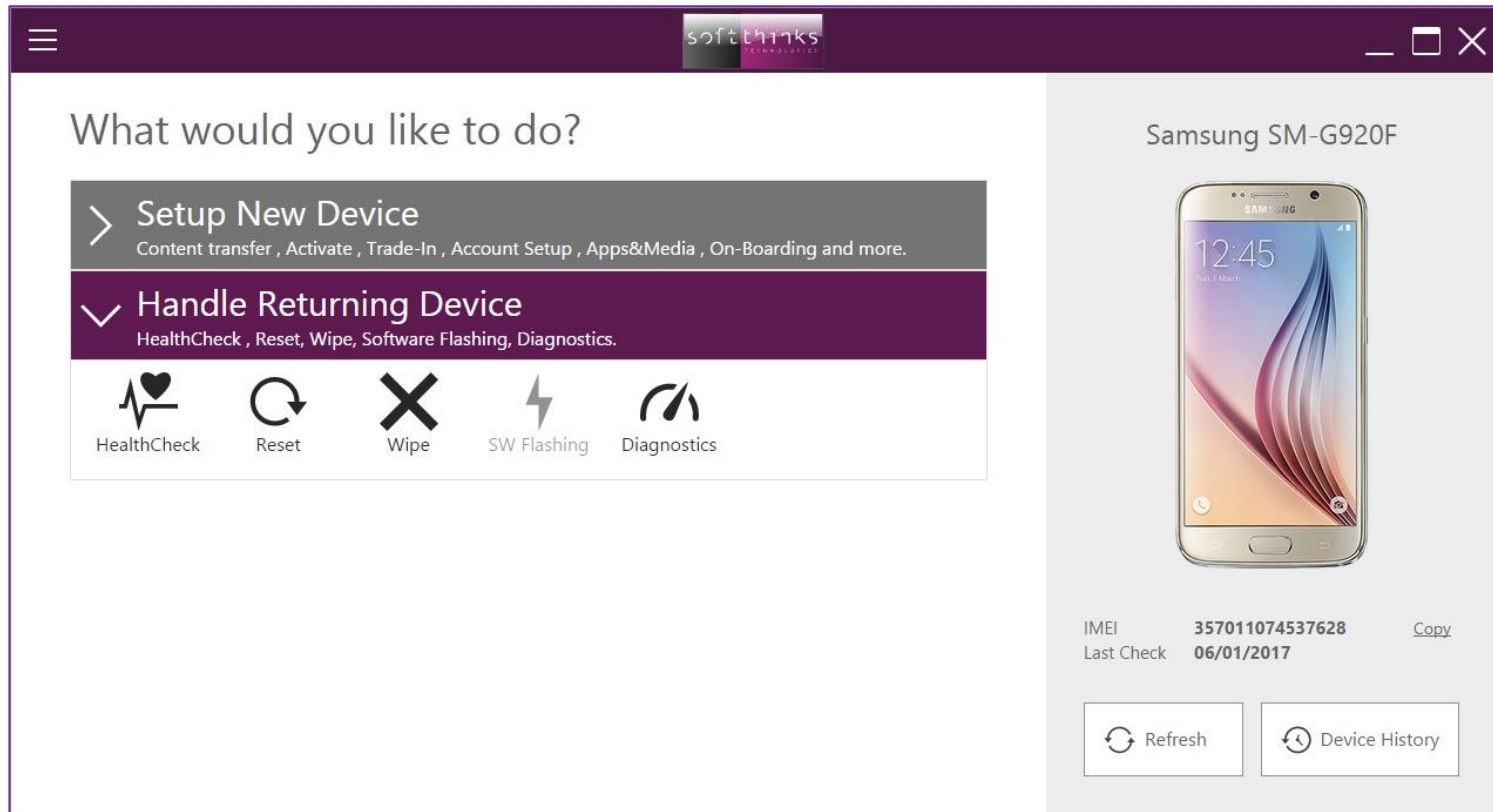
Refresh | Device History

SDS Kiosk: Mobiles Welcome Screen – Setup New Device



The screenshot shows a software interface with a purple header bar containing a menu icon, the 'softthinks' logo, and window control icons. The main content area is titled 'What would you like to do?' and is divided into two main sections. The first section, 'Setup New Device', is highlighted with a purple background and includes a list of actions: Content Transfer, Backup, Restore, Account setup, Apps&Media, and On-Boarding. The second section, 'Handle Returning Device', is in a grey background and includes HealthCheck, Reset, Wipe, Software Flashing, and Diagnostics. On the right side, a specific device is shown: a Samsung SM-G920F. Below the device image, the IMEI number 357011074537628 and the last check date 27/12/2016 are displayed, along with a 'Copy' link. At the bottom of this section are two buttons: 'Refresh' and 'Device History'.

SDS Kiosk: Mobiles Welcome Screen – Handle Returning Device



The screenshot displays the SDS Kiosk interface. At the top, there is a purple header with a menu icon on the left, the 'softthinks' logo in the center, and window control icons on the right. The main content area is titled 'What would you like to do?' and features two primary options:

- Setup New Device**: Content transfer, Activate, Trade-In, Account Setup, Apps&Media, On-Boarding and more.
- Handle Returning Device** (highlighted in purple): HealthCheck, Reset, Wipe, Software Flashing, Diagnostics.

Below these options are five icons representing the actions: HealthCheck (heart with pulse), Reset (circular arrow), Wipe (X), SW Flashing (lightning bolt), and Diagnostics (wrench).

On the right side, a detailed view for a **Samsung SM-G920F** is shown, including a photo of the phone. Below the photo, the IMEI number is **357011074537628** and the last check date is **06/01/2017**. There is a 'Copy' link next to the IMEI. At the bottom of this panel are two buttons: 'Refresh' and 'Device History'.

SDS Kiosk: Contact

About us

For 19 years, we helped leading OEMs, Retailers & Refurbishers reduce their IT Support costs.

We support them in their effort to:

- Enforce process efficiency
- Reduce operational expenses
- Drive growth
- Adopt greater agility

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