PS20 Personal Shopper

The ultimate personal shopper for customers and associates

Give every customer that enters your store the ultimate personalized shopping experience with the next generation shopping assistant, the PS20 Personal Shopper. Building on the successful and proven MC18, the PS20 adds loads of features that propel it to the head of its class to deliver revolutionary customer service and more. You get the most rugged device in its category, ready for everyday all-day use. Advanced features enable the ultimate personalized shopping experience. Get a maximum return on investment (ROI) through unmatched capabilities that drive device costs down and device lifecycle up. And Zebra Mobility DNA now includes four new and unique powerful apps that deliver unparalleled functionality. Give your customers the ultimate shopping experience in your store with the device that delivers the most value — the PS20, only from Zebra.

Deliver the ultimate in-store shopping experience

Android for instant familiarity
Your customers will feel comfortable with the PS20 since they already know how to use an Android device, virtually eliminating adoption curves. And you can deliver the intuitive, interactive apps that today's customers expect.

Easy first-time every-time barcode scanning
Zebra's advanced scanning technology and PRZM Intelligent Imaging deliver lightning fast 1D/2D barcode capture — regardless of condition. Point-and-shoot simplicity eliminates the need to align the barcode and the PS20. With hands-free scanning, your customers can place the PS20 in the cart holders you use today and automatically scan items as they are placed in the cart — there's no need to hold the device.

Support for electronic barcodes allows shoppers to easily scan coupons and loyalty cards stored on mobile phones. And support for virtually all types of barcodes, including Digimarc, ensures that your customers can scan the barcodes you use in your store today and tomorrow.

PowerPrecision+ battery for dependable power — only from Zebra
Get longer cycle times with a new higher capacity battery. Just 15 minutes of charging provides enough power for 45 minutes of shopping. And a wealth of battery metrics, including advanced state of health and state of charge, enables better battery management.

Support for the latest WiFi enhancement improves WiFi range and speed — with less power
Provide your users with faster and more reliable WiFi connections with 2x2 Multiple-User Multiple Input Multiple Output (MU-MIMO) technology. Your access points can now communicate with multiple devices simultaneously via pinpoint beamforming, boosting WiFi network capacity, speed and range. And processing is shifted from the mobile device to the access point, extending battery cycle time.

Rich locationing support for the most personalized service
Deliver relevant coupons based on location, discounts based on past purchases, the fastest shopping path for a specific shopping list, directions to any item and more with support for a wealth of locationing technologies — including Bluetooth 5.0 BLE, Visible Light Communication (VLC) via the 5 MP front facing camera, WiFi, plus Zebra's SmartLens and MPact locationing solutions.

Get instant help
With the PS20, asking for help is simple. With its integrated microphone and speaker, plus support for push-to-talk, shoppers can reach a live or virtual assistant for help. And with locationing, help arrives fast since associates can find shoppers quickly.

Deliver the ultimate shopping experience in your store with the PS20.
For more information, visit www.zebra.com/ps20

Get the ultimate ROI

Unmatched Android operating system (OS) and security support
The PS20 offers maximum operating system longevity with built-in support for future versions of Android. And with Zebra's LifeGuard, you get a lifetime security guard for the PS20 and all your Zebra Android mobile devices, ensuring security updates, even when your version of Android is no longer supported by Google.

Ready for all-day everyday use
When it comes to durability, the PS20 stands at the top of its class, with a rugged design to ensure all-day reliable operation. Only the PS20 is built to handle 4 ft./1.2 m drops to concrete over the entire operating temperature range and 1,000 1.64 ft./0.5 m tumbles, providing maximum drop-and-tumble-proofing in this device category. The Corning Gorilla Glass touch panel and imager window bring maximum scratch-resistance and shatter-proofing to two of the most vulnerable device features — the display and lens eye. And with a wider operating temperature range, you can use the PS20 in more places, such as refrigerated and outdoor shopping areas.

A double-duty device for double the value
The PS20 can also provide your associates with a powerful productivity-increasing tool. For example, with locationing, your associates can pick orders quickly to ensure items are ready and waiting for customers who prefer to buy online and pick up in the store. And with a Bluetooth-enabled mobile printer, associates can quickly execute markdowns to prepare for a sale and more.

New 5 MP front-facing camera supports more advanced apps
Enable image recognition through a wide variety of image-based 3rd party applications. Cost-effectively implement the latest locationing technology, VLC, which leverages your existing LED lighting infrastructure to track customers and workers.

Minimize upgrade costs with backwards compatibility
Since you can use all of your existing MC18 accessories with the new PS20, you can upgrade cost-effectively to the very latest in personal shopping technology. No need to change cradle displays, regardless of whether you use the flexible 3-in-1 space-saving cradle in high-density, super high-density or deskmount configurations.

Faster deployment with cradle setup software
Self-provisioning cradles are automatically configured during device setup, saving time and simplifying deployment.

Get the ultimate in value-add features with four powerful new Mobility DNA apps — only from Zebra

WorryFree WiFi — dependably superior WiFi, delivered
Provide every worker with the best possible WiFi connection, every minute of every shift. This free tool delivers near instant application response times, unmatched roaming performance, plus exceptional voice quality and clarity on every call — everything you need to leverage your WiFi network to increase workforce productivity and better serve customers.

PowerPrecision Console — prevent aging batteries from reducing workforce productivity
Identify and remove aging batteries from your battery pool with this free app, before they impact workforce productivity and mobile device uptime.

End-to-end revolutionary control of the update process with LifeGuard
Updating your enterprise-class Android mobile devices is often time-consuming, costly, complex and difficult to track. Now you can do it all with your LifeGuard Analytics — free with your Zebra OneCare Support contract. See which updates are available along with priority and which devices are eligible for the update. Automatically update your devices over the air with the press of a button. And easily monitor and manage the status of updates in real time.

Get the ultimate in device visibility options

Improve device value with Zebra's optional Visibility Services
Get the device management data you need to take device uptime, operational efficiency and the return on investment to the next level with Zebra's optional Visibility Services. Asset Visibility Service (AVS) is an easy to use and easy to deploy solution that doesn't require an Enterprise Mobility Management (EMM) system. Operational Visibility Services (OVS) is a comprehensive device management solution that leverages and adds to the information in an EMM to help you get more value out of your Zebra mobile devices. These optional services can be added to your optional Zebra OneCare support contract.

PS20 Personal Shopper Specifications

PHYSICAL CHARACTERISTICS	
Dimensions	2.95 in. H x 8.58 in. L x 3.09 in. W 7.50 cm H x 21.80 cm L x 7.86 cm W
Weight	290g
Display	4.0 inch capacitive; WVGA; color
Touch Panel	Corning Gorilla Glass touch panel with air gap
Imager Window	Corning Gorilla Glass
Interface/ Communications	USB 2.0 Client Cable for device maintenance
Voice	Push-to-Talk (PTT) voice support via internal speaker; Zebra Workforce Connect PTT Pro (optional)
Audio	Speaker; One (1) microphone (Plus configuration)
Buttons	1 dedicated scan button
PERFORMANCE CHARACTERISTICS	
Processor	Qualcomm Snapdragon™ 660 octa-core, 2.2 GHz
Operating System	Upgradeable to Android 14
Memory	Base and Plus Configurations: 4GB RAM/16GB Flash
Power	PowerPrecision+ 3500 mAh capacity Li Ion rechargable battery
Security	Verified Boot; Secure Boot
USER ENVIRONMENT	
Operating Temp.	14° F to 122° F/-10° C to 50° C
Storage Temp.	-4° F to 158° F/-20° C to 70° C
Humidity	Relative Humidity 5% to 95% non condensing
Drop Specification	Multiple 4 ft./1.2 m drops to concrete over the entire operating temperature range
Tumble Specification	1,000 1.64 ft./0.5 m tumbles at room temperature
Vibration	2g peak, 5 Hz to 2 kHz, 1 hour duration per axis
Thermal Shock	-4° to 158° F/-20° to 70° C
Electrostatic Discharge (ESD)	(+/-15kV) air, (+/-8kV) contact discharge
DATA CAPTURE	
Scanning	Base model: SE2100 1D/2D imager Plus model: SE4710 1D/2D imager + Digimarc support
Light Source	Base model: White LED Illumination Plus model: Red LED Illumination with LED dot aim pattern
Camera — Front Facing	Plus model only: 5 MP fixed focus

INTERACTIVE SENSOR TECHNOLOGY	
Plus configurations only: 3-axis accelerometer, gyroscope, scanning proximity sensor	
WLAN	
Radio	IEEE 802.11 a/b/g/n/ac/d/h/i/r/k/v/w; Wi-Fi™ certified; IPv4, IPv6, 2x2 MU-MIMO
Data Rates	5GHz: 802.11a/n/ac — up to 866.7 Mbps 2.4GHz: 802.11b/g/n — up to 300 Mbps
Operating Channels (depending on Regulatory)	Channel 1-13 (2412-2472 MHz); Channel 36-165 (5180-5825 MHz) Channel Bandwidth: 20, 40, 80 MHz Actual operating channels/ frequencies and bandwidths depend on regulatory rules and certification agency
Security and Encryption	WEP (40 or 104 bit); WPA/WPA2 Personal (TKIP, and AES); WPA/WPA2 Enterprise (TKIP and AES) — EAP-TTLS (PAP, MSCHAP, MSCHAPv2), EAP-TLS, PEAPv0-MSCHAPv2, PEAPv1-EAP-GTC and LEAP. EAP-PWD
Certifications	WFA (802.11n, WMM-PS, 801.11ac, PMF)
Fast Roam	PMKID caching; Cisco CCKM; 802.11r; OKC
WPAN	
Class 2, Bluetooth v5.0, Bluetooth Low Energy (BLE)	
LOCATIONING	
Supports Zebra's Device Tracker; SmartLens, SNAP and MPact Supports Visual Light Communication (VLC)	
WARRANTY	
Subject to the terms of Zebra's hardware warranty statement, the PS20 is warranted against defects in workmanship and materials for a period of 1 (one) year from the date of shipment. For complete warranty statement, please visit: www.zebra.com/warranty	
RECOMMENDED SERVICES	
Zebra OneCare Essential and Select Support Services Zebra OneCare Visibility Services (OVS, AVS)	
Footnotes	
For details related to Common Criteria support, please visit: www.zebra.com/commoncriteria	
MOBILITY DNA SOFTWARE	
Mobility DNA solutions help you get more value out of our mobile computers by adding functionality as well as simplifying deployment and management of our mobile devices. For more information on these Zebra-only features, please visit www.zebra.com/mobilitydna Mobility DNA is available on Android only. Features may vary by model and a Support Contract may be required. To learn what solutions are supported, please visit: https://developer.zebra.com/mobilitydna	

The PS20 is ideal for:

STORE TYPES

- Grocery stores
- Do-It-Yourself stores
- Large deparment stores
- Big Box stores
- Warehouse membership clubs
- Large hardware stores

CUSTOMER APPLICATIONS

- Frictionless self-checkout
- Dynamic couponing
- Assisted selling
- Pathing (shopping list)
- Gift registries
- Product information
- Price checks
- Product availability
- Loyalty point look up

WORKFORCE APPLICATIONS

- Online order click and collect
- Pathing (order picking)
- Inventory management
- Price checks
- Stock lookups
- Product picking
- Put-away
- Shelf replenishment
- Markdowns/markups
- Returns processing

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