



Product Marketing Bulletin

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Business Segment: EMC DCS ENC
 Other

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Urgency Level	Notice applies to regions:	Government:	Published for:	
General Information	<input checked="" type="checkbox"/> North America <input checked="" type="checkbox"/> Latin America	<input checked="" type="checkbox"/> EMEA <input checked="" type="checkbox"/> Asia Pacific	<input checked="" type="checkbox"/> Federal <input checked="" type="checkbox"/> North America <input checked="" type="checkbox"/> State & Local	<input checked="" type="checkbox"/> Associates <input checked="" type="checkbox"/> Partners <input checked="" type="checkbox"/> Distributors

Description:	LS7708: End of Sale Announcement
Reason for Change:	PMB2549 Rev B: End of Sale of LS7708 and Transition to DS7708

1. Transition Overview

Motorola Solutions is announcing the end of sale of the LS7708 1D vertical slot presentation scanner.

The LS7708 will be replaced by the new DS7708 2D vertical slot presentation scanner which will be available April 3, 2015. See PMB2588 for more information regarding the new DS7708.

2. Product Transition Timeline and Mapping Table

Product Transition Timeline*	Date
First RMA Request Date for Channel Returns	February 6, 2015
Last RMA Request Date for Channel Returns	February 14, 2015
Last Channel Return Date	March 14, 2015
Last Book Date	April 30, 2015, or while supplies last
Last Ship Date	September 30, 2015 or while supplies last
End of Engineering Support Date	March 31, 2016
End of Service Date	September 30, 2020
Availability of DS7708	April 3, 2015

* **Note: Any changes to above timeline will be communicated via a revised Distributor Notice (DN) and/or Product Marketing Bulletin (PMB).**

Discontinued P/N	Description	Replacement P/N	Description
LS7708-SR10007ZCR	LS7708 Twilight Black, EAS antenna	DS7708-SR00004ZCWW	DS7708: Vertical Slot Area Imager, Standard Range, Midnight Black, Checkpoint EAS
LS7708-BENK0100BR	LS7708 Keyboard Wedge Kit - Brazil: LS7708-SR10007ZCR Slot Scanner, CBA-K01-S07PAR Keyboard Wedge Cable, PWRS-14000-058R Power Supply (non-EU), 50-16000-727R Brazil Line Cord	DS7708-SR4K6110ZCE	DS7708-SR Midnight Black, Checkpoint EAS, KBW KIT - EMEA: DS7708-SR00004ZCWW Scanner, CBA-K61-S07PAR Auto-Host Detect KBW Cable, PWRS-14000-256R Power Supply (EU, UK, EMEA, RU, ZA)
LS7708-BENK0100UR	LS7708 Keyboard Wedge (No Line Cord) Kit: LS7708-SR10007ZCR Slot Scanner, CBA-K01-S07PAR Keyboard Wedge Cable, PWRS-14000-058R Power Supply, Line Cord Not Included	DS7708-SR4K6110ZCN	DS7708-SR Midnight Black, Checkpoint EAS, KBW KIT - NA: DS7708-SR00004ZCWW Scanner, CBA-K61-S07PAR Auto-Host Detect KBW Cable, PWRS-14000-253R Power Supply (USA, CA, MX, JP, TW)
		DS7708-SR4K6110ZCA	DS7708-SR Midnight Black, Checkpoint EAS, KBW KIT - APAC: DS7708-SR00004ZCWW Scanner, CBA-K61-S07PAR Auto-Host Detect KBW Cable, PWRS-14000-257R Power Supply (CN)
		DS7708-SR4K6110ZCE	DS7708-SR Midnight Black, Checkpoint EAS, KBW KIT - EMEA: DS7708-SR00004ZCWW Scanner, CBA-K61-S07PAR Auto-Host Detect KBW Cable, PWRS-14000-256R Power Supply (EU, UK, EMEA, RU, ZA)
LS7708-BENM0100ZR	LS7708 IBM Port 9B Kit: LS7708-SR10007ZCR Slot Scanner, CBA-M01-S07ZAR IBM Port 9B Cable	DS7708-SR4M6100ZCW	DS7708-SR Midnight Black, Checkpoint EAS, IBM KIT: DS7708-SR00004ZCWW Scanner, CBA-M61-S07ZAR Auto-Host Detect IBM Port 9B Cable
LS7708-BENR0100AR	LS7708 Serial Kit: LS7708-SR10007ZCR Slot Scanner, CBA-R01-S07PAR Serial Cable, PWRS-14000-058R Power Supply (non-EU), 23844-00-00R Line Cord	DS7708-SR4R0110ZCN	DS7708-SR Midnight Black, Checkpoint EAS, Serial KIT - NA: DS7708-SR00004ZCWW Scanner, CBA-R01-S07PAR Serial Cable, PWRS-14000-253R Power Supply (USA, CA, MX, JP, TW)
LS7708-BENR0100UR	LS7708 Serial (No Line Cord) Kit: LS7708-SR10007ZCR Slot Scanner, CBA-R01-S07PAR Serial Cable, PWRS-14000-058R Power Supply, Line Cord Not Included	DS7708-SR4R0110ZCN	DS7708-SR Midnight Black, Checkpoint EAS, Serial KIT - NA: DS7708-SR00004ZCWW Scanner, CBA-R01-S07PAR Serial Cable, PWRS-14000-253R Power Supply (USA, CA, MX, JP, TW)
		DS7708-SR4R0110ZCA	DS7708-SR Midnight Black, Checkpoint EAS, Serial KIT - APAC: DS7708-SR00004ZCWW Scanner, CBA-R01-S07PAR Serial Cable, PWRS-14000-257R Power Supply (CN)
		DS7708-SR4R0110ZCE	DS7708-SR Midnight Black, Checkpoint EAS, Serial KIT - EMEA: DS7708-SR00004ZCWW Scanner, CBA-R01-S07PAR Serial Cable, PWRS-14000-256R Power Supply (EU, UK, EMEA, RU, ZA)
LS7708-BENU0100ZR	LS7708 USB Kit: LS7708-SR10007ZCR Slot Scanner, CBA-U01-S07ZAR USB Cable	DS7708-SR4U2100ZCW	DS7708-SR Midnight Black, Checkpoint EAS, USB KIT: DS7708-SR00004ZCWW Scanner, CBA-U21-S07ZAR Shielded USB Cable
LS7708-BENU0300ZR	LS7708 PowerPlus Kit: LS7708-SR10007ZCR Slot Scanner, CBA-U03-S07ZAR USB PowerPlus Cable	DS7708-SR4U2300ZCW	DS7708-SR Midnight Black, Checkpoint EAS, USB KIT: DS7708-SR00004ZCWW Scanner, CBA-U23-S07ZAR Shielded USB Power+ Cable

3. Accessories and Peripherals: Transition Timeline and Mapping Table

Not applicable.

4a. Service and Support: End of Service Life Policy

In order to better support our customers during the End of Service Life period the following changes are being made to the Service Portfolio of the LS7708.

The following part numbers will be discontinued effective September 30, 2015

Part Number	Part Number Description
AXB-LS7708-10	1 Year Advance Exchange. Includes Comprehensive Coverage. Check datasheet for regional availability.
SXB-LS7708-30	3 Year Service from the Start Advance Exchange. Includes Comprehensive Coverage. Check datasheet for regional availability.

The following part numbers will continue to be available to support the LS7708

Part Number	Part Number Description
SCB-LS7708-10	1 Year Service Center Bronze. Does not include Comprehensive Coverage.
SSB-LS7708-30	3 Year Service from the Start Center Bronze. Does not include Comprehensive Coverage.
SXB-LS7708-20-R	2 Year Service from the Start Advance Exchange Renewal. Includes Comprehensive Coverage. Check datasheet for regional availability. Can only be ordered ONCE after initial Service from the Start contract expires

Zebra Technologies Enterprise Corporation (“Zebra”) will provide service and support for products manufactured by Zebra for a period of five (5) years, commencing on the last day of the product’s final shipment.

Zebra will make reasonable, commercial attempts to continue to repair products beyond the five-year period at Zebra’s option:

- To meet contract commitments
- Where a significant commercial requirement is identified
- Where Zebra judges that there is sufficient commercial reason to warrant continuance of repair and support

Should technology used in the product become discontinued, obsolete, or no longer available in the public domain, making parts or assemblies no longer available for these reasons, Zebra at its discretion will evaluate the impact and if significant, consider the feasibility and economics of a design change to enable continued repair.

The End of Service Life period may be changed at Zebra’s sole discretion.

4b. Service and Support: Software End of Service Life Policy

For software applications that have been announced End of Sale (EOS), conclusion of support for these products follows a defined timeline beginning from the product End of Sale announcement (the “EOS Announcement”). For those customers with products covered by an Enterprise Mobility Services agreement (the “Support Contract”) at the time of the EOS Announcement, the software maintenance portion of their Support Contract, as defined in the Service Description Document applicable to the product being EOS (the “Software Maintenance”), will continue for up to twelve (12) months from the EOS Announcement date. Zebra reserves the right, at its sole discretion, to end such Software Maintenance earlier than this date should conditions warrant.

For customers with products covered by a Support Contract at the time of the EOS Announcement, Technical Support, defined as telephone and e-mail support through Zebra’s Global Customer Support Center, continues through the completion of the customer’s software Support Contract, regardless of the availability of Software Maintenance on the EOS software product.

Customers with products covered by a Support Contract that are not using the most current release of the applicable software product on the EOS Announcement date may update to the most current release after the EOS Announcement, subject to this Statement and the terms of the Service Description Document applicable to customer’s Support Contract.

As of the software product EOS Announcement date, any existing multi-year Support Contracts for that product will no longer be available. New customers may purchase any existing multi-year contracts up to and including the EOS effective date. Any request for a multi-year software Support Contract for an existing customer must be approved by both Zebra’s Solutions Services and the applicable Product organization(s).

As of the EOS Announcement date, only annual Support Contracts and one-year renewal Support Contracts will be available without a special approval, as indicated above. Availability of Software Maintenance will be as described above. Technical Support, as described above, will continue up until the conclusion of the customer’s Support Contract.

5. Software Support and Entitlement Process

As of January 1, 2010, customers will not be entitled to receive telephone or e-mail technical support for hardware or software issue diagnosis if their products are not covered under warranty or covered by an Enterprise Mobility Services agreement.

Customers are required to have a valid Zebra Enterprise Services agreement in place to receive software support, which includes technical telephone and e-mail support and the ability to download and use software releases. Customers will need to provide product information when initiating their support requests, including the serial number of the product configuration(s) for which they require software.

Requests to download software releases are completed by submitting the “Request Download” form on Support Central or by calling the Zebra Enterprise support center. The information will be routed directly to a dedicated team that will quickly validate customer entitlement. Customers will then receive an e-mail containing instructions on how to download the appropriate software.

Customers who wish to purchase an Enterprise Mobility Services agreement can do so through the normal channels that they currently use to purchase Zebra products and services.

For more information:

- **Zebra employees:** please visit the [Enterprise Services Marketing Software Support home page](#)

- **Partners:** please visit the Services tab on the Product & Services Central page of the [PartnerCentral](#)

6. Frequently Asked Questions

[Include FAQ if needed]

End of Life Timeline Definitions:

First RMA Request Date: first date distributors can request RMA for return of EOL product.

Last RMA Request Date: last date distributors can request RMA for return of EOL product.

Last Channel Return Date: last date physical product returns will be accepted (30 days after approval of RMA)

Last Book Date: last date orders will be accepted for product and/or bundles, kits or system packs containing the product.

Last Ship Date: latest date for which a customer can request product delivery.

End-of-Engineering Support: date when bug fixes, design revisions, and integration with other components, products or solutions will no longer be performed.

End of Service Date: last date when technical support and repair services will be available.

Warranty: Zebra Technologies Enterprise ("Zebra") hardware Products are warranted against defects in workmanship and materials for a period of twelve (12) months from the date of shipment, unless otherwise provided by Zebra in writing, provided the Product remains unmodified and is operated under normal and proper conditions. The sole obligation of Zebra for defective hardware Products is limited to repair or replacement (at Zebra's option) on a "return to service depot" basis with prior Zebra authorization. Zebra's sole obligation for software that when properly installed and used does not substantially conform to the published specifications in effect when the software is first shipped by Zebra, is to use commercially reasonable efforts to correct any reproducible material non conformity (as determined by Zebra at its sole discretion) by providing Buyer with: (a) telephone or e-mail access to report non conformance so that Motorola can verify reproducibility; (b) a software patch or bug fix, if available, or a workaround to bypass the issue, if available; and (c) where applicable, replacement of damaged or defective external media, such as a CD-ROM disk, on which the software was originally delivered.

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