



## Product Marketing Bulletin

**Date:** April 1, 2015

**PMB #: 2585**

**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 State & Local	<input checked="" type="checkbox"/> Associates <input checked="" type="checkbox"/> Partners <input checked="" type="checkbox"/> Distributors

<b>Description:</b>	<b>MC9190: End of Sale Announcement</b>
<b>Reason for Change:</b>	<b>PMB2585: End of Sale of MC9190 and Transition to MC9200</b>

### 1. Transition Overview

The purpose of this Product Marketing Bulletin is to provide advanced notice to our partners and customers of the end of sale of MC9190 configurations. The MC9190 will be replaced in our portfolio and customers will need to migrate to the MC9200. Please see below for brief description of the MC9200 and a feature comparison table below. A product transition timeline and MC9190 sku transition table is provided below. This end of sale timeline reflects our current plan and is effective while supplies last.

The MC9200 family of hand held ruggedized mobile computing products was introduced in June 2014 (ref. PMB#2271). As a Technology Refresh of the MC9000 product line, the MC9200 incorporates the best of the MC9000 polestars, as well as many electrical and mechanical system enhancements while maintaining compatibility to the MC9000 accessory ecosystem.

#### Key features and attributes of the MC9200:

- Powerful mobile computer based on a processor running at 1GHz. This new processor delivers the power needed to support any application, even the most demanding mobile multimedia applications and ensures an elegant and intuitive end user experience to boost productivity.
- With support for 802.11 a/b/g/n the MC9200 provides your customers with the best possible wireless voice and data experience inside the four walls, in outdoor areas of the facilities and in hot spots.
- The MC9200 preserves the same rugged specifications and gun form factor of the popular MC9000 family, while updating the technology to maintain best-in-class status across key specifications (operating system, processor, WLAN, security).
- Backward compatibility with existing MC9000-G accessories and peripherals means you can cost-effectively upgrade to our newest mobile computing technology.

MC9200 offers two versions, the Premium and Standard allowing you to pick the model and features that best fit your needs and budget

- Premium: Top of the line model, offers standard platform features plus premium features such as Motion Sensor technology and larger memory option 1GB/2GB to support your application requirements now and in the future.
- Standard model: Offers standard platform features without the increased price for premium features that you may not require.

Below is a comparison of the MC9200 Premium, MC9200 Standard and MC9190 features:

Feature	MC9190	MC9200 Premium	MC9200 Standard
MPA3.0 TI OMAP 4430 1GHz		X	X
MPA2.0 PXA320 806Mz	X		
802.11 a/b/g/n		X	X
802.11 a/b/g	X		
1GB RAM/2GB Flash		X	
512MB RAM/2GB Flash			X
256MB RAM/1GB Flash	X		
Microsoft Windows Embedded Handheld 6.5.3 + MS Office	X	X	
Microsoft Windows Embedded Handheld 6.5.3 without MS Office			X
Microsoft Windows Embedded Compact 7		X	X
Microsoft Windows CE 6.0	X		
SE960 – 1D Laser	X		
SE965 – 1D Laser		X	X
SE4500 – 2D Imager	X	X	X
SE4500 – 2D DPM	X	X	
SE4500 – 2D DL	X	X	
SE1524 – Long Range 1D Laser	X	X	X
SE4600 – Long Range 2D Imager	X	X	X
Keypads 53, 53 VT, 5250, 3270, 28, 43	X	X	X
Keypad 53 High Visibility	X	X	
2 Watt Speaker		X	X
IST, RFID tag	X	X	
Condensation Resistant		X	

## 2. Product Transition Timeline and Mapping Table

Product Transition Timeline	Date
First RMA Request Date for Channel Returns	May 8, 2015
Last RMA Request Date for Channel Returns	May 15, 2015
Last Channel Return Date	June 15, 2015
Last Book Date	Sept 14, 2015
Last Ship Date	Dec 1, 2015
End of Engineering Support Date	June 5, 2016
End of Service Date	Dec 1, 2020
Availability of [replacement product(s)]	June 2013

### Notes:

- 1- The timeline is based on material availability and current sales rates. Components may be depleted before Sept 14, 2015 based upon order demand which would force us to pull in the last book date of the MC9190.**
- 2- Requests to fulfill additional orders received after the September 14, 2015 Last Book Date will be reviewed on a case by case basis and are dependent on material availability, production resources and capacity to determine if additional product can be produced. As we move through this transition plan from the MC9190 to the MC9200 with a ramp down of MC9190 and ramp up volume production of MC9200 we expect material and production costs will rise on MC9190. Zebra will make every effort to maintain existing pricing for MC9190, but it is likely that list pricing will increase to cover additional incurred costs associated with supporting End of Life products. Work with your Zebra sales associate for details.**
- 3- Any changes to above timeline will be communicated via a revised Distributor Notice (DN) and/or Product Marketing Bulletin (PMB).**

MC9190 Product ID	MC9190 Description	MC92 Premium Replacement	MC92 Standard Replacement	Comments
MC9190-G30SWEQA6WR	Gun, 802.11a/b/g, Imager, VGA Color, 256MB/1GMB, 53 Key, WM6.5, BT	MC92N0-G30SYEQA6WR	MC92N0-G30SXERA5WR	Ref PMB 2271
MC9190-G30SWEYA6WR	Gun, 802.11a/b/g, Imager, VGA Color, 256MB/1GMB, 53 Key, CE6.0, BT	MC92N0-G30SYEYA6WR	MC92N0-G30SXEYA5WR	Ref PMB 2272
MC9190-G30SWGQA6WR	Gun, 802.11a/b/g, Imager, VGA Color, 256MB/1GMB, 53-VT Key, WM6.5, BT	MC92N0-G30SYGQA6WR	MC92N0-G30SXGRA5WR	Ref PMB 2273
MC9190-G30SWJQA6WR	Gun, 802.11a/b/g, Imager, VGA Color, 256MB/1GMB, 53-5250 Key, WM6.5, BT	MC92N0-G30SYJQA6WR	MC92N0-G30SXJRA5WR	Ref PMB 2274
MC9190-G30SWJYA6WR	Gun, 802.11a/b/g, Imager, VGA Color, 256MB/1GMB, 53-5250 Key, CE6.0, BT	MC92N0-G30SYJYA6WR	MC92N0-G30SXJYA5WR	Ref PMB 2275
MC9190-G90SWEQA6WR	Gun, 802.11a/b/g, LRI, VGA Color, 256MB/1GMB, 53 Key, WM6.5, BT	MC92N0-G90SYEQA6WR	MC92N0-G90SXERA5WR	Ref PMB 2276
MC9190-G90SWEYA6WR	Gun, 802.11a/b/g, LRI, VGA Color, 256MB/1GMB, 53 Key, CE6.0, BT	MC92N0-G90SYEYA6WR	MC92N0-G90SXEYA5WR	Ref PMB 2277
MC9190-G90SWGQA6WR	Gun, 802.11a/b/g, LRI, VGA Color, 256MB/1GMB, 53-VT Key, CE6.0, BT	MC92N0-G90SYGQA6WR	MC92N0-G90SXGQA5WR	Ref PMB 2278
MC9190-G90SWHQA6WR	Gun, 802.11a/b/g, LRI, VGA Color, 256MB/1GMB, 53-3270 Key, WM6.5, BT	MC92N0-G90SYHQA6WR	MC92N0-G90SXHRA5WR	Ref PMB 2279
MC9190-G90SWJQA6WR	Gun, 802.11a/b/g, LRI, VGA Color, 256MB/1GMB, 53-5250 Key, WM6.5, BT	MC92N0-G90SYJQA6WR	MC92N0-G90SXJRA5WR	Ref PMB 2280
MC9190-GA0SWEQA6WR	Gun, 802.11a/b/g, 1D Scanner, VGA Color, 256MB/1GMB, 53 Key, WM6.5, BT	MC92N0-GA0SYEQA6WR	MC92N0-GA0SXERA5WR	Ref PMB 2281
MC9190-GA0SWEYA6WR	Gun, 802.11a/b/g, 1D Scanner, VGA Color, 256MB/1GMB, 53 Key, CE6.0, BT	MC92N0-GA0SYEYA6WR	MC92N0-GA0SXEYA5WR	Ref PMB 2282
MC9190-GA0SWFYA6WR	Gun, 802.11a/b/g, 1D Scanner, VGA Color, 256MB/1GMB, 43 Key, CE6.0, BT	MC92N0-GA0SYFYA6WR	MC92N0-GA0SXFYA5WR	Ref PMB 2283
MC9190-GA0SWGQA6WR	Gun, 802.11a/b/g, 1D Scanner, VGA Color, 256MB/1GMB, 53-VT Key, WM6.5, BT	MC92N0-GA0SYGQA6WR	MC92N0-GA0SXGRA5WR	Ref PMB 2284
MC9190-GA0SWGQA6WR	Gun, 802.11a/b/g, 1D Scanner, VGA Color, 256MB/1GMB, 53-VT Key, CE6.0, BT	MC92N0-GA0SYGQA6WR	MC92N0-GA0SXGQA5WR	Ref PMB 2285
MC9190-GA0SWJQA6WR	Gun, 802.11a/b/g, 1D Scanner, VGA Color, 256MB/1GMB, 53-5250 Key, WM6.5, BT	MC92N0-GA0SYJQA6WR	MC92N0-GA0SXJRA5WR	Ref PMB 2286
MC9190-GA0SWJYA6WR	Gun, 802.11a/b/g, 1D Scanner, VGA Color, 256MB/1GMB, 53-5250 Key, CE6.0, BT	MC92N0-GA0SYJYA6WR	MC92N0-GA0SXJYA5WR	Ref PMB 2287
MC9190-GJ0SWEQA6WR	Gun, 802.11a/b/g, Lorax, VGA Color, 256MB/1GMB, 53 Key, WM6.5, BT	MC92N0-GJ0SYEQA6WR	MC92N0-GJ0SXERA5WR	Ref PMB 2288
MC9190-GJ0SWEYA6WR	Gun, 802.11a/b/g, Lorax, VGA Color, 256MB/1GMB, 53 Key, CE6.0, BT	MC92N0-GJ0SYEYA6WR	MC92N0-GJ0SXEYA5WR	Ref PMB 2289
MC9190-GJ0SWFYA6WR	Gun, 802.11a/b/g, Lorax, VGA Color, 256MB/1GMB, 43 Key, CE6.0, BT	MC92N0-GJ0SYFYA6WR	MC92N0-GJ0SXFYA5WR	Ref PMB 2290
MC9190-GJ0SWGQA6WR	Gun, 802.11a/b/g, Lorax, VGA Color, 256MB/1GMB, 53-VT Key, CE6.0, BT	MC92N0-GJ0SYGQA6WR	MC92N0-GJ0SXGQA5WR	Ref PMB 2291
MC9190-GJ0SWJQA6WR	Gun, 802.11a/b/g, Lorax, VGA Color, 256MB/1GMB, 53-5250 Key, WM6.5, BT	MC92N0-GJ0SYJQA6WR	MC92N0-GJ0SXJRA5WR	Ref PMB 2292
MC9190-GJ0SWJYA6WR	Gun, 802.11a/b/g, Lorax, VGA Color, 256MB/1GMB, 53-5250 Key, CE6.0, BT	MC92N0-GJ0SYJYA6WR	MC92N0-GJ0SXJYA5WR	Ref PMB 2293
MC9190-G30SWAYA6WR	Gun, 802.11a/b/g, Imager, VGA Color, 256MB/1GMB, 28 Key, CE6.0, BT	MC92N0-G30SYAYA6WR	MC92N0-G30SXAYA5WR	Ref PMB 2294
MC9190-G30SWEQC6WR	Gun, 802.11a/b/g, Imager, VGA Color, 256MB/1GMB, 53 Key, WM6.5, BT, CR	Not Available	Not Available	Ref PMB 2295
MC9190-G30SWEYC6WR	Gun, 802.11a/b/g, Imager, VGA Color, 256MB/1GMB, 53 Key, CE6.0, BT, CR	Not Available	Not Available	Ref PMB 2296
MC9190-G30SWFQA6WR	Gun, 802.11a/b/g, Imager, VGA Color, 256MB/1GMB, 43 Key, WM6.5, BT	MC92N0-G30SYFQA6WR	MC92N0-G30SXFRA5WR	Ref PMB 2297

MC9190 Product ID	MC9190 Description	MC92 Premium Replacement	MC92 Standard Replacement	Comments
MC9190-G30SWGYA6WR	Gun, 802.11a/b/g, Imager, VGA Color, 256MB/1GMB, 53-VT Key, CE6.0, BT	MC92N0-G30SYGYA6WR	MC92N0-G30SXGYA5WR	Ref PMB 2300
MC9190-G30SWGYC6WR	Gun, 802.11a/b/g, Imager, VGA Color, 256MB/1GMB, 53 Key-VT, CE6.0, BT , CR	Not Available	Not Available	Ref PMB 2301
MC9190-G50SWEQA6WR	*CLASS 4 RESTRICTED PRODUCT – ONLY MOTOROLA DPM CERTIFIED PARTNERS CAN PURCHASE AND RE-SELL* TERM: GUN, 802.11a/b/g, DPM, VGA Color, 256MB/1GB, 53KY, WM6.5 ,WR	Not Available	Not Available	Ref PMB 2302
MC9190-G50SWEYA6WR	*CLASS 4 RESTRICTED PRODUCT – ONLY MOTOROLA DPM CERTIFIED PARTNERS CAN PURCHASE AND RE-SELL* TERM: GUN, 802.11a/b/g, DPM, VGA Color, 256MB/1GB, 53KY, CE6.0 ,WR	Not Available	Not Available	Ref PMB 2303
MC9190-G80SWEQA6WR	Gun, 802.11a/b/g, Imager-DL, VGA Color, 256MB/1GMB, 53 Key, WM6.5, BT	Not Available	Not Available	Ref PMB 2304
MC9190-G80SWEYA6WR	Gun, 802.11a/b/g, DL-Imager, VGA Color, 256MB/1GMB, 53Key, CE6.0, BT , CR	Not Available	Not Available	Ref PMB 2305
MC9190-G90SWAQA6WR	Gun, 802.11a/b/g, LRI, VGA Color, 256MB/1GMB, 28 Key, WM6.5, BT	MC92N0-G90SYAQA6WR	MC92N0-G90SXARA5WR	Ref PMB 2306
MC9190-G90SWAYA6WR	Gun, 802.11a/b/g, LRI, VGA Color, 256MB/1GMB, 28 Key, CE6.0, BT	MC92N0-G90SYAYA6WR	MC92N0-G90SXAYA5WR	Ref PMB 2307
MC9190-G90SWEQC6WR	Gun, 802.11a/b/g, LRI, VGA Color, 256MB/1GMB, 53 Key, WM6.5, BT , CR	Not Available	Not Available	Ref PMB 2309
MC9190-G90SWEYC6WR	Gun, 802.11a/b/g, LRI, VGA Color, 256MB/1GMB, 53 Key, CE6.0, BT , CR	Not Available	Not Available	Ref PMB 2310
MC9190-G90SWFQA6WR	Gun, 802.11a/b/g, LRI, VGA Color, 256MB/1GMB, 43 Key, WM6.5, BT	MC92N0-G90SYFQA6WR	MC92N0-G90SXFRA5WR	Ref PMB 2311
MC9190-G90SWFYA6WR	Gun, 802.11a/b/g, LRI, VGA Color, 256MB/1GMB, 43 Key, CE6.0, BT	MC92N0-G90SYFYA6WR	MC92N0-G90SXFYA5WR	Ref PMB 2312
MC9190-G90SWGQA6WR	Gun, 802.11a/b/g, LRI, VGA Color, 256MB/1GMB, 53-VT Key, WM6.5, BT	MC92N0-G90SYGQA6WR	MC92N0-G90SXGRA5WR	Ref PMB 2313
MC9190-G90SWGQC6WR	Gun, 802.11a/b/g, LRI, VGA Color, 256MB/1GMB, 53 Key-VT, WM6.5, BT , CR	Not Available	Not Available	Ref PMB 2314
MC9190-G90SWGYC6WR	Gun, 802.11a/b/g, LRI, VGA Color, 256MB/1GMB, 53-VT Key, CE6.0, BT , CR	Not Available	Not Available	Ref PMB 2315
MC9190-G90SWHYA6WR	Gun, 802.11a/b/g, LRI, VGA Color, 256MB/1GMB, 53-3270 Key, CE6.0, BT	MC92N0-G90SYHYA6WR	MC92N0-G90SXHYA5WR	Ref PMB 2316
MC9190-G90SWJYA6WR	Gun, 802.11a/b/g, LRI, VGA Color, 256MB/1GMB, 53-5250 Key, CE6.0, BT	MC92N0-G90SYJYA6WR	MC92N0-G90SXJYA5WR	Ref PMB 2317
MC9190-GA0SWAQA6WR	Gun, 802.11a/b/g, 1D Scanner, VGA Color, 256MB/1GMB, 28 Key, WM6.5, BT	MC92N0-GA0SYAQA6WR	MC92N0-GA0SXARA5WR	Ref PMB 2318
MC9190-GA0SWAQC6WR	Gun, 802.11a/b/g, 1D Scanner, VGA Color, 256MB/1GMB, 28 Key, WM6.5, BT , CR	Not Available	Not Available	Ref PMB 2319
MC9190-GA0SWAYA6WR	Gun, 802.11a/b/g, 1D Scanner, VGA Color, 256MB/1GMB, 28 Key, CE6.0, BT	MC92N0-GA0SYAYA6WR	MC92N0-GA0SXAYA5WR	Ref PMB 2320
MC9190-GA0SWEQC6WR	Gun, 802.11a/b/g, 1D Scanner, VGA Color, 256MB/1GMB, 53 Key, WM6.5, BT , CR	Not Available	Not Available	Ref PMB 2321
MC9190-GA0SWEYC6WR	Gun, 802.11a/b/g, 1D Scanner, VGA Color, 256MB/1GMB, 53 Key, CE6.0, BT , CR	Not Available	Not Available	Ref PMB 2322
MC9190-GA0SWFQA6WR	Gun, 802.11a/b/g, 1D Scanner, VGA Color, 256MB/1GMB, 43 Key, WM6.5, BT	MC92N0-GA0SYFQA6WR	MC92N0-GA0SXFRA5WR	Ref PMB 2323

MC9190 Product ID	MC9190 Description	MC92 Premium Replacement	MC92 Standard Replacement	Comments
MC9190-GA0SWGQC6WR	Gun, 802.11a/b/g, 1D Scanner, VGA Color, 256MB/1GMB, 53-VT Key, WM6.5, BT, CR	Not Available	Not Available	Ref PMB 2324
MC9190-GA0SWGYC6WR	Gun, 802.11a/b/g, 1D Scanner, VGA Color, 256MB/1GMB, 53 Key-VT, CE6.0, BT, CR	Not Available	Not Available	Ref PMB 2325
MC9190-GA0SWHQA6WR	Gun, 802.11a/b/g, 1D Scanner, VGA Color, 256MB/1GMB, 53 -3270 Key, WM6.5, BT	MC92N0-GA0SYHQA6WR	Not Available	Ref PMB 2326
MC9190-GA0SWHYA6WR	Gun, 802.11a/b/g, 1D Scanner, VGA Color, 256MB/1GMB, 53 -3270 Key, CE6.0, BT	MC92N0-GA0SYHYA6WR	Not Available	Ref PMB 2327
MC9190-GJ0SWAQA6WR	Gun, 802.11a/b/g, Lorax, VGA Color, 256MB/1GMB, 28 Key, WM6.5, BT	MC92N0-GJ0SYAQA6WR	MC92N0-GJ0SXARA5WR	Ref PMB 2328
MC9190-GJ0SWAYA6WR	Gun, 802.11a/b/g, Lorax, VGA Color, 256MB/1GMB, 28 Key, CE6.0, BT	MC92N0-GJ0SYAYA6WR	MC92N0-GJ0SXAYA5WR	Ref PMB 2329
MC9190-GJ0SWEQC6WR	Gun, 802.11a/b/g, Lorax, VGA Color, 256MB/1GMB, 53 Key, WM6.5, BT, CR	Not Available	Not Available	Ref PMB 2330
MC9190-GJ0SWEYC6WR	Gun, 802.11a/b/g, Lorax Scanner, VGA Color, 256MB/1GMB, 53, CE6.0, BT, CR	Not Available	Not Available	Ref PMB 2331
MC9190-GJ0SWFQA6WR	Gun, 802.11a/b/g, Lorax, VGA Color, 256MB/1GMB, 43 Key, WM6.5, BT	MC92N0-GJ0SYFQA6WR	MC92N0-GJ0SXFRA5WR	Ref PMB 2332
MC9190-GJ0SWGQA6WR	Gun, 802.11a/b/g, Lorax, VGA Color, 256MB/1GMB, 53-VT Key, WM6.5, BT	MC92N0-GJ0SYGQA6WR	MC92N0-GJ0SXGRA5WR	Ref PMB 2333
MC9190-GJ0SWGQC6WR	Gun, 802.11a/b/g, Lorax, VGA Color, 256MB/1GMB, 53-VT Key, WM6.5, BT, CR	Not Available	Not Available	Ref PMB 2334
MC9190-GJ0SWGYC6WR	Gun, 802.11a/b/g, Lorax, VGA Color, 256MB/1GMB, 53 Key-VT, CE6.0, BT, CR	Not Available	Not Available	Ref PMB 2335
MC9190-GJ0SWHQA6WR	Gun, 802.11a/b/g, Lorax, VGA Color, 256MB/1GMB, 53 -3270 Key, WM6.5, BT	MC92N0-GJ0SYHQA6WR	MC92N0-GJ0SXHRA5WR	Ref PMB 2336
MC9190-G30SWFYA6WR	Gun, 802.11a/b/g, Imager, VGA Color, 256MB/1GMB, 43 Key, CE6.0, BT	MC92N0-G30SYFYA6WR	MC92N0-G30SXFYA5WR	Ref PMB 2298
MC9190-G30SWGQC6WR	Gun, 802.11a/b/g, Imager, VGA Color, 256MB/1GMB, 53-VT Key, WM6.5, BT, CR	Not Available	Not Available	Ref PMB 2299

If the configuration you are using is not listed above or is listed as Not Available please work with your Zebra sales associate to identify the best MC9200 for your customer's application and use case needs.

### 3. Accessories and Peripherals: Transition Timeline and Mapping Table

All current accessories will remain available and are forward compatible with the MC9200.

## 4a. Service and Support

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 MC9190

The following part numbers will no longer be available in Asia Pacific and EMEA regions, effective December 1, 2015:

Part Number	Part Number Description
SCG-MC9190G-10	1 Year Service Center Gold. Does not include Comprehensive Coverage. Does not include coverage for cradles. (Requires customer-supplied spares pool in NA and LA.) Not available in EMEA or Asia Pacific
SCG-MC9190G -30	3 Year Service Center Gold. Does not include Comprehensive Coverage. Does not include coverage for cradles. (Requires customer-supplied spares pool in NA and LA.) Not available in EMEA or Asia Pacific
SSG-MC9190G -10-R	1 Year Service from the Start Service Center Gold Renewal. Includes Comprehensive Coverage. Does not include coverage for cradles. (Requires customer-supplied spares pool in NA and LA) Not available in EMEA or Asia Pacific
SSG-MC9190G-10-R	2 Year Service from the Start Service Center Gold Renewal. Includes Comprehensive Coverage. Does not include coverage for cradles. (Requires customer-supplied spares pool in NA and LA). Can only be ordered ONCE after initial Service from the Start contract expires. Not available in EMEA or Asia Pacific
SSG-MC9190G-30	3 Year Service from the Start Service Center Gold. Includes Comprehensive Coverage. Does not include coverage for cradles. (Requires customer-supplied spares pool in NA and LA.) Not available in EMEA or Asia Pacific
SSG-MC9190G-50	5 Year Service from the Start Service Center Gold. Includes Comprehensive Coverage. Does not include coverage for cradles. (Requires customer-supplied spares pool in NA and LA,) Not available in EMEA or Asia Pacific

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

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.



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

**Q: Why are the MC9190 configurations being discontinued?**

A: The launch of the MC9200, which is positioned as the MC9190 technology update, provides the perfect transition to product for our MC9XXX customers. The MC9200 product family offers state of the art features and enables the large MC9XXX install base to move to the next generation mobile computers with no impact to the accessory ecosystem investment. With the MC9200 technology advances as well its product life cycle benefits, we are now beginning the MC9190 end of sale.

**Q: Are there plans to discontinue the MC9000 accessories?**

A: No. The accessory ecosystem will remain and is forward compatible to the MC9200.

**Q: Does the current MC9000 accessory ecosystem support the new MC9200 configurations?**

A: Yes, all MC9000 accessories including cradles, chargers, cables and holsters support all MC9200 configurations.

**Q: Does this End of Sale notice affect MC919Z RFID Mobile Computer?**

A: No, This notice is intended solely to announce the EOL of the non RFID devices

**Q: Will the MC9200 ship with the Wavelink Terminal Emulation client the same way it did on the MC9190-G?**

A: Yes. The MC9200 will ship with the Wavelink Terminal Emulation client pre-licensed and pre-loaded on CE units and Pre-licensed on WM units in the same way it was shipped with the MC9190-G.

**Q: Can the MC9200 be downgraded to support WM6.1 and CE6.0?**

A: No, the MC9200 will only support WM6.5.3 and CE7.0.

Please reference PMB #2271 for other Frequently Asked Questions.

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### 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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