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Business Segment: Enterprise Solutions
 Wireless Network Solutions

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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:	LS4278: End of Sale Announcement
Reason for Change:	PMB2114: End of Sale of LS4278 and Transition to LI4278

1. Transition Overview

The LS4278 product line is being EOL'd and replaced by the LI4278. The LI4278 is Motorola's newest 1D Cordless Linear Imaging scanner, offering significantly better price performance. LI4278 is also compatible with the LS4278 infrastructure and accessory products, allowing us to offer a better product with new and enhanced capabilities.

2. Product Transition Timeline and Mapping Table

Listed below are the affected part numbers:

Product Transition Timeline*

Timeline Event (see last page for definitions)	Date
First RMA Request Date for Channel Returns	July 06, 2012
Last RMA Request Date for Channel Returns	July 13, 2012
Last Channel Return Date	August 13, 2012
Last Book Date	September 24, 2012
Last Ship Date	December 17, 2012
End of Engineering Support Date	March 18, 2013
End of Service Date	December 18, 2017
Availability of replacement product(s) LI4278	February 17, 2012

* **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	Direct Replacement P/N	Suggested Product Family Replacement	Comments
LS4278-SR20001ZZWR	Scanner Only: Bluetooth, White, Battery Included	LI4278-SR20001WR	LI4278	Direct replacement
LS4278-SR20007ZZWR	Scanner Only: Bluetooth, Twilight Black, Battery Included	LI4278-SR20007WR	LI4278	Direct replacement
LS4278-TRWU0100ZZWR	LS4278 White USB Kit: LS4278-SR20001ZZWR Scanner, CBA-U01-S07ZAR USB Cable, STB4278-C0001WR Cradle	LI4278-TRWU0100ZZWR	LI4278	Direct replacement
LS4278-TRBU0100ZZWR	LS4278 Black USB Kit: LS4278-SR20007ZZWR Scanner, CBA-U01-S07ZAR USB Cable, STB4278-C0007WR Cradle	LI4278-TRBU0100ZZWR	LI4278	Direct replacement
LS4278-TRBR0100AWR	LS4278 Black Serial Kit: LS4278-SR20007ZZWR Scanner, CBA-R01-S07PAR Serial Cable, STB4278-C0007WR Cradle, PWRS-14000-253R Power Supply (USA, CA, MX, JP, TW)	NA	LI4278	Not kitted
LS4278-TRBR0800BWR	LS4278 Black Nixdorf Kit - EMEA: LS4278-SR20007ZZWR Scanner, CBA-R08-S07ZAR Nixdorf Cable, STB4278-C0007WR Cradle, PWRS-14000-256R Power Supply (EU, UK, EMEA, RU, ZA)	NA	LI4278	Not kitted
LS4278-TRBU0300ZZWR	LS4278 Black PowerPlus Kit: LS4278-SR20007ZZWR Scanner, CBA-U03-S07ZAR USB PowerPlus Cable, STB4278-C0007WR Cradle	NA	LI4278	Not kitted
LS4278-TRWK0100ZZWR	LS4278 White Keyboard Wedge Kit: LS4278-SR20001ZZWR Scanner, CBA-K01-S07PAR Keyboard Wedge Cable, STB4278-C0001WR Cradle	NA	LI4278	Not kitted
LS4278-TRWU0300ZZWR	LS4278 White PowerPlus Kit: LS4278-SR20001ZZWR Scanner, CBA-U03-S07ZAR USB PowerPlus Cable, STB4278-C0001WR Cradle	NA	LI4278	Not kitted
LS4278-TRBK0100ZZWR	LS4278 Black Keyboard Wedge Kit: LS4278-SR20007ZZWR Scanner, CBA-K01-S07PAR Keyboard Wedge Cable, STB4278-C0007WR Cradle	NA	LI4278	Not kitted
LS4278-TRBR0100BWR	LS4278 Black Serial Kit - EMEA: LS4278-SR20007ZZWR Scanner, CBA-R01-S07PAR Serial Cable, STB4278-C0007WR Cradle, PWRS-14000-256R Power Supply (EU, UK, EMEA, RU, ZA)	NA	LI4278	Not kitted
LS4278-TRBS0100ZZWR	LS4278 Black Synapse Kit: LS4278-SR20007ZZWR Scanner, CBA-S01-S07ZAR Synapse Cable, STB4278-C0007WR Cradle	NA	LI4278	Not kitted
LS4278-TRWR0100AWR	LS4278 White Serial Kit: LS4278-SR20001ZZWR Scanner, CBA-R01-S07PAR Serial Cable, STB4278-C0001WR Cradle, PWRS-14000-253R Power Supply (USA, CA, MX, JP, TW)	NA	LI4278	Not kitted
LS4278-TRWR0100BWR	LS4278 White Serial Kit - EMEA: LS4278-SR20001ZZWR Scanner, CBA-R01-S07PAR Serial Cable, STB4278-C0001WR Cradle, PWRS-14000-256R Power Supply (EU, UK, EMEA, RU, ZA)	NA	LI4278	Not kitted
LS4278-TRWR0800BWR	LS4278 White Nixdorf Kit: LS4278-SR20001ZZWR Scanner, CBA-R08-S07ZAR Nixdorf Cable, STB4278-C0001WR Cradle, PWRS-14000-256R Power Supply (EU, UK, EMEA, RU, ZA)	NA	LI4278	Not kitted
LS4278-SAMS-POS-R	KIT: Scanner & Cradle, Port 5 Cable	NA	LI4278	Contact Prod Mgr
LS4278-SR20101ZZWR	SCNR: WAL-MART, 1-D, WORLD WIDE BT,S/L	NA	LI4278	Contact Prod Mgr



LS4278-SR20111ZZWR	SCNR: SAM'S, 1-D, IBM POS	NA	LI4278	Contact Prod Mgr
LS4278-SR20121ZZWR	SCNR:WAL-MART-SAM#S,1-D,RECEIVING	NA	LI4278	Contact Prod Mgr
LS4278-SR20131ZZWR	LS4278: SCNR, ISBT BLUETOOTH, RED CROSS	NA	LI4278	Contact Prod Mgr
LS4278-SR20157ZZWR	SCAN:SR,LS4278,BEST BUY	NA	LI4278	Contact Prod Mgr
LS4278-TRBM0100ZWW	KIT:IBM 468X/9X PORT 9,7FT ST-BLACK	NA	LI4278	Contact Prod Mgr
LS4278-USB-R	KIT: Scanner & Cradle, USB-A Cable	NA	LI4278	Contact Prod Mgr
LS4278-WM-POS-R	KIT: Scanner & Cradle, Port 5 Cable	NA	LI4278	Contact Prod Mgr

3. Accessories and Peripherals: Transition Timeline and Mapping Table

Since the LI4278 is plug compatible with existing LS4278, there are no additional announcements for EOL of Accessories and Peripherals.

Proposed Product Transition Timeline*

Timeline Event (see last page for definitions)	Date
First RMA Request Date for Channel Returns	NA
Last RMA Request Date for Channel Returns	NA
Last Channel Return Date	NA
Last Book Date	NA
Last Ship Date	NA
End of Engineering Support Date	NA
End of Service Date	NA
Availability of [replacement product(s)]	NA

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

Discontinued P/N	Description	Direct Replacement P/N	Suggested Product Family Replacement	Comments
NA	NA	NA	NA	NA

4. Service and Support: End of Service Life Policy

Motorola Solutions, Inc. ("Motorola") will provide service and support for products manufactured by Motorola for a period of five (5) years, commencing on the last day of the product's final shipment.



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

- To meet contract commitments
- Where a significant commercial requirement is identified
- Where Motorola 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, Motorola 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 Motorola's sole discretion.



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 Motorola Enterprise Mobility 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 Motorola Enterprise Mobility 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 Motorola products and services.

For more information:

- **Motorola employees:** please visit the [Enterprise Mobility Services Marketing Software Support home page](#)
- **Partners:** please visit the Services tab on the Product & Services Central page of the [PartnerSelect Hallway](#)

The material listed below is available for download from Motorola's website:

- **Partner Hallway:**
Find all partner related sales enablement tools including: Partner Brief, Partner e-book, Partner Presentations and Word Descriptions, Product Videos and Specification Sheets.
 - <https://partnerselecthallway.motorola.com/> (after December 15th)
- **LI4278 Product Home:**
Find all end user related sales enablement tools including: Specification Sheets and Product Videos
 - www.motorolasolutions.com/li4278 (after January 10th)
- **Enterprise Mobility Services:**
 - Public: <http://www.motorolasolutions.com/enterprise/services>
 - Partners: https://partnerselecthallway.motorolasolutions.com/product_services/services/index.aspx
- **Learning Portal:**
 - <http://my.mot-solutions.com/portal/site/mu>
- **Solution Builder:**
 - <https://solutionbuilder.motorolasolutions.com>
- **Graphics Library**
 - See www.Motorolasolutionscollective.com and use search word **LI4278**



6. Frequently Asked Questions

1. Why is the LS4278 being EOL'd?

- (a) The replacement product, LI4278 offers Customers a best in class solution designed to fit all 1D scanning requirements. It is a better product, at a better price.
- (b) LI4278 was designed to be a plug compatible replacement, with the ability to use existing infrastructure components – including: both Standard and Presentation cradles, cables, batteries and all other accessories and peripherals.

2. Why should I consider the Motorola LI4278 product when there are already many acceptable 1D solutions available in the market today?

- (a) The Motorola LI4278 has superior features and capabilities that make it the preferred choice in this category of products. When comparing feature by feature against other similar products, the LI4278 has better performance, better energy management and better communications capabilities and has been designed for the highest reliability. In this case, being first to market wasn't as important as being the best in class – and has allowed us to create a compelling solution that offers better features and capabilities than any other similar product in the market.
- (b) Yes, there are several comparable solutions available today from most of the major suppliers. There are actually several reasons to pick the LI4278 as your linear imaging solution. Technically, we have spent a lot of time and effort to understand the optimal technology required to deliver the best product on the market. We have learned that having the bigger / better specifications is in fact – not the best design. When you contrast and compare the specifications of the LI4278 against the competitors, we don't have the highest pixel count, the highest scan rate or even the most powerful battery. However, this is actually by design, and our years of research and development exposes the myth that bigger specifications is always better. We have perfected our design to give you the best possible performance under the widest range of operating conditions possible. We have developed solutions that provide scanning capabilities at the broadest range of distances and able to read the widest range of 1D barcodes – both printed and electronic! We offer the best power budget profile to maximize battery life not only between recharging but also over the lifespan of the product. So whether you want excellent performance, lower total cost of ownership, the ability to read 1D barcodes from cell phones or the most reliable product available – the Motorola LI4278 is your choice!

3. How does the LI4278 compare to other industry-available solutions?

- (a) We have performed a detailed analysis and here are a few highlights to consider. LI4278 is a single-board connector-less design which means it eliminates the most common points of failure. LI4278 can decode 3mil high density barcodes as well as read 100% UPC-A bar codes over 30" away. This speaks to our flexible design. Our imager and optics are optimized to provide the highest performance without sacrificing battery life for longer serviceability before recharging. We use state of the art wireless communications to speed pairing, communicate data more securely and consume less power than the competition. Contrary to popular belief, bigger & faster isn't always better – the differences that really matter are things like: performance, reliability, battery life, charge time, ability to decode different barcodes at varying distances, configurability, manageability and successful operation in a real world environment. All this is one product – the LI4278!

4. How do I contact someone to get a demo or evaluation unit?

Please contact your regional Product Manager for the Advanced Data Capture Business Unit.

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: Motorola Enterprise Mobility ("Motorola") 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 Motorola in writing, provided the Product remains unmodified and is operated under normal and proper conditions. The sole obligation of Motorola for defective hardware Products is limited to repair or replacement (at Motorola's option) on a "return to service depot" basis with prior Motorola authorization. Motorola'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 Motorola, is to use commercially reasonable efforts to correct any reproducible material non conformity (as determined by Motorola 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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