MOTOROLA SOLUTIONS

Product Marketing Bulletin

Date: June 24, 2013

PMB #: 2299

Business Segment:
☒ Enterprise Solutions
☐ Wireless Network Solutions

Contact: Chris Reynolds

Telephone: 847-576-5684

Business Unit(s): EMC

E-Mail: Chris.reynolds@motorolasolutions.com

Urgency Level	Notice applies to regions:		Government:	Published for:
General Information	☒ **North America** ☒ **Latin America**	☒ **EMEA** ☒ **Asia Pacific**	☒ **Federal** ☒ **North America** **State & Local**	☒ **Associates** ☒ **Partners** ☒ **Distributors**

Description:	**MC1000: End of Sale Announcement**
Reason for Change:	**PMB2299: End of Sale of MC1000 and Transition to MC2100**

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 MC1000 terminals. The MC1000 introduced in 2005 has been a very successful Value Tier product line. The recommended replacement product for the MC1000 is the MC2100 Product Family (see PMB 2080).

2. Product Transition Timeline and Mapping Table

The table below consists of MC1000 configurations to be declared end of sale and the recommended replacement MC2100 configurations.

Product Transition Timeline*	Date
Planned PMB release date	July 1, 2013
First RMA Request Date for Channel Returns	Aug 2, 2013
Last RMA Request Date for Channel Returns	Aug 9, 2013
Last Channel Return Date	Sept 9, 2013
Last Book Date	Oct 1, 2013
Last Ship Date	Dec 31, 2013
End of Engineering Support Date	Sep 1, 2014
End of Service Date	Dec 31, 2018
Availability of MC2100	Available Now

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	Suggested Replacement P/N	Replacement P/N Description	Comments
MC1000-KU0LF2K000R	Batch device, Mono 240x240, Non-Touch, 1D Laser SE950, 32MB RAM/64MB Flash, English CE 5.0 Core, Wrist Strap	MC2100-MS01E00	Batch, 1D Laser SE960, 128MB RAM/256 MB ROM, 2.8 in. color display, no touch panel, 27 key numeric keypad, 1X standard battery, Windows CE 6.0 Core, hand strap, English, world wide	
MC1000-KU0LF2K00CR	Batch device, Mono 240x240, Non-Touch, 1D Laser SE950, 32MB RAM/64MB Flash, Simplified Chinese CE 5.0 Core, Wrist Strap	MC2100-MS01C00	Batch, No Touch, Beep, 1D Laser SE960, Standard Battery, Windows CE 6.0 Core, 128MB RAM/256MB ROM, Simplified Chinese	
MC1000-KU0LF2K00KR	Batch device, Mono 240x240, Non-Touch, 1D Laser SE950, 32MB RAM/64MB Flash, Korean CE 5.0 Core, Wrist Strap	None		Consider MC2100 Field Request

3. Accessories and Peripherals: Transition Timeline and Mapping Table

All the MC1000 accessories will the follow terminal last time buy time tables with the exception of those accessories (e.g. battery) which will be discontinued 5 years from MC1000 terminal Last Book Date.

Product Transition Timeline*	Date
Planned PMB release date	July 1, 2013
First RMA Request Date for Channel Returns	Aug 2, 2013
Last RMA Request Date for Channel Returns	Aug 9, 2013
Last Channel Return Date	Sept 9, 2013
Last Book Date	Oct 1, 2013
Last Ship Date	Dec 31, 2013
End of Engineering Support Date	Sep 1, 2014
End of Service Date	Dec 31, 2018
Availability of MC2100	Available Now

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	Recommended Replacement P/N	Suggested Product Family Replacement	Comments
CRD1000-1000ES	Single Slot Serial/USB Cradle with Spare Battery Charging. Includes PS (PWRS-14000-249R). Order separately, 2 wire ungrounded AC line cord (for US AC line cord order 50-16000-182R) and USB cable (25-68596-01R) or RS232 cable (25-63852-01R).	CRD2100-1000UR	1 slot cradle	
CRD1000-4000EES	Four Slot Ethernet Cradle. Includes power supply (PWRS-14000-241R) and DC line cord (50-16002-042R). Order three wire grounded AC line cord (for US order AC line cord 23844-00-00R) separately.	CRD2100-4000ER	4 slot cradle Ethernet	
CRD1000-4000UES	Four Slot USB Cradle. Includes power supply (PWRS-14000-148R). Order three wire grounded AC line cord (for US order 23844-00-00R) and USB communication cable (25-68596-01R) separately.	None		
25-91523-01R	CBL ASSY: MC1000 ZEBRA QL SERIES PTR	None		
25-70924-02R	Inverter Cable that connects MC1000 to 56K Dongle Modem Module.	25-154074-01R	CBL: Modem Cable	
25-70989-03R	Serial Communication Charging Cable. Provides power to the MC1000 and serial communication with a host computer.			

The following MC1000 Accessories will remain orderable past the MC1000 terminal Last Book Date.

P/N	Description	Comments
BTRY-MC10EAB00	LiON 1800 mAh Rechargeable battery (Does not require separate battery charger, charges while MC1000 is in cradle)	

The MC1000 battery will remain orderable after the product family last book date and will follow the below EOS timeline:

Product Transition Timeline*	Date
Planned PMB release date	July 1, 2013
First RMA Request Date for Channel Returns	April 7, 2019
Last RMA Request Date for Channel Returns	April 14, 2019
Last Channel Return Date	July 1, 2019
Last Book Date	Aug 1, 2019
Last Ship Date	Dec 1, 2019

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

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

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

Motorola Solutions will make reasonable, commercial attempts to continue to repair products beyond the five-year period at Motorola Solution's option:
- To meet contract commitments
- Where a significant commercial requirement is identified
- Where Motorola Solutions 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 Solutions 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 Solution'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. Motorola Solutions 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 Motorola Solution'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 Motorola Solution'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 Motorola Solution's 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 Solution's 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 Solution's Solutions products and services.

For more information:
- **Motorola Solutions 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 **PartnerCentral**

6. Frequently Asked Questions

Q: Why is the MC1000 being discontinued?
A: The MC1000 is being discontinued as a result of the market migrating to the MC2100.

Q: Is there a direct replacement for the MC1000?
A: No, the MC2100 is the recommended replacement product family.

Q: Will MC1000 accessories work with the MC2100?
A: No

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.

The information contained in this Product Marketing Bulletin regarding product compliance with the Trade Agreements Act ("TAA") or any other Federal Regulation, law, rule or standard is provided for informational purposes only and does not constitute a legally binding representation that such product complies therewith. Information contained in this Product Marketing Bulletin is subject to change without prior notice. In no event shall Motorola Solutions, Inc. be held directly or indirectly liable for any damage or loss caused or alleged to have been caused by or in connection with the use of, or reliance on, the information found in this Product Marketing Bulletin. To confirm whether any particular Motorola Solutions, Inc. product is compliant with any Federal Regulation, law, rule or standard please contact FederalProductQuestions@MotorolaSolutions.com