The Motorola MC3100 - Empowering Change from the Inside Out

As we continue to best position ourselves for the economic recovery, Motorola has announced the release of the MC3100, our best-in-class mid range, key based mobile computer.

Motorola's new MC3100 series rugged mobile computer offers advanced computing power and industry-leading data capture options. Developed from the same MPA platform as our new MC9500, and incorporating many of our differentiating Motorola MAX features, the next-generation MC3100 provides enterprise mobility customers with a single, cost-effective in-premise solution for converged voice and data communications, all in a versatile form factor.
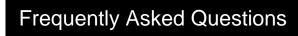
Leveraging the ergonomic and lightweight rugged design of the category-leading MC3000 and allowing for backward compatibility of accessories, the MC3100 introduces innovative sophistication to meet the demanding needs of our diverse customer environments.

The MC3100 is designed for key-based and touch-screen applications inside the enterprise, such as price/stock management, inventory control, returns processing, shipping and receiving, baggage tracking and asset management. Wi-Fi compatibility also adds VoIP functionality to the MC3100's long list of capabilities.

With its robust features, the MC3100 mobile computer will help retailers, government agencies and distribution centers transform their business processes while improving employee productivity and enhancing customer service and satisfaction.

General

Q: When can I book the MC3100?
A: The MC3100 will be bookable on October 27th 2009 for most countries. A detailed country by country schedule will be made available. See section 5 in PMB 1755.

Q: Why are there separate configurations for US and the rest of the world (non-US)?
A: The FCC has required the creation of SKUs (configurations) such that the WLAN can only be configured for use in US and its US protectorates (e.g. Guam, Puerto Rico, US Virgin Islands, and American Samoa). Similarly, the WLAN in a Worldwide SKUs (non-US) can only be configured for use outside the US – and cannot be legally used in the US.

Q: Will MC30X0R/S/G configurations still be available?
A: Yes, all MC30X0R/S/G configurations will still be available for booking and shipment.

Q. When will we see the MC3000 go end of sale?
A. There is no specified End Of Sale at this time. The MC3000 is expected to ship into 2011.

Q: If the MC3000 is not being discontinued, why is the MC3100 being brought to market?
A: The MC3100 can be classified as the "Technology Refresh" of the MC3000. The MC3100 is being brought to market to provide the latest hardware and software technology in the MC3000 form factor embodiments with no impact to the existing MC3000 accessory ecosystem. The MC3100 provides a logical transition to the existing large MC3000 customer install base that may require the latest Microsoft Operating Systems (WM 6.X or CE 6.0), more processing power (processor speed and memory), longer battery life and new integrated technologies such as UHF RFID and Interactive Sensor Technology.

Q. How will the MC3100 affect the MC3000 market?
A. The MC3100 will eventually be the replacement product to the very successful MC3000. The attributes and feature set of the MC3100 makes it a great product for existing MC3000 customers as well as new target market customers.

Q: Why are there a limited numbers of MC31X0 configurations released?
A: There are a total of over 145 possible configurations (3 form factors, 2 OS versions, 3 Keypads, 3 scan engines, etc.). We chose to release only the most popular configurations at this time.

Q: How can I request a configuration that is not found in the configuration chart?
A: If you have a requirement for a configuration that is not on the list, please submit a field request for the specific configuration needed. You can find the field request form at the link: http://fr.mot.com

Q. Is the MC3100 more expensive then the current MC3000?

A. For the WLAN (MC3190) configurations the answer is no. The MC3190 is less expensive with more features compared to the similar MC3090 configuration. For batch (MC3100) configurations the answer is yes. The MC3000 offered select value priced batch configurations featuring CE 5.0 Core OS, monochrome display, 64MB RAM / 64MB Flash and 312MHz processor. The MC3100 value priced batch configurations feature CE 6.0 Pro OS, color display, 128MB RAM / 256MB Flash and 624MHz processor at a slightly higher List Price compared to the batch MC3000.

Q: The MC3000 turret and straight shooter offers CE 5.0 and WM 6.1 while the MC3000 Gun only offers CE 5.0. Will the MC3100 Gun offer WM 6.X?

A: Yes. The integration of a speaker, microphone and audio jack in the MC3100 Gun form factor provides the capability to offer WM 6.X. WM OS hardware requirements include a speaker, microphone and audio jack. The MC3000 Gun did not offer a speaker, microphone or audio jack.

Q: Is the UHF Gen 2 RFID Tag integrated in all MC3100 configurations?

A: Yes. All factory shipped configurations will include an integrated UHF Gen 2 RFID Tag.

Q: What is the purpose of the integrated UHF RFID Tag?

A: The integrated UHF Gen 2 RFID Tag is used for asset tracking purposes. This tag can be read when the MC3100 passes through a UHF RFID portal (i.e., Motorola XR450, FX7400). The tag can also be read with mobile computers with integrated UHF readers (i.e., MC9090-G RFID). This integrated tag provides asset tracking capability of the MC3100 with no impact to the MC3100 battery life.

Accessories

Q: Are the MC3000 accessories forward compatible to the MC3100 Mobile Computer?

A: Yes, all MC3000 accessories including cradles, chargers, cables and holsters (excluding the MC3000 high capacity (2X) battery pack) are forward compatible to the MC3100.

Q: Is the MC3100 standard and high capacity battery pack engagement clip different than the MC3000 standard and high capacity battery pack engagement clip?

A: Yes, the MC3100 standard capacity and high capacity battery pack engagement clip has changed to a spring loaded clip which is more robust. This battery pack clip improvement has no compatibility impact with MC3000 charging accessories (i.e. single slot cradle spare battery well, 4 slot battery charger and Universal Battery Cup adapter).

Q: What battery ships with the MC31X0-R?

A: All MC31X0-R configurations ship with the 2740mAh capacity battery (BTRY-MC3XKAB0E). This battery has the same capacity as the current MC3000 standard capacity battery. The MC3100 standard capacity battery (BTRY-MC3XKAB0E) will eventually replace the MC3000 standard capacity battery (BTRY-MC30KAB0E).

Q: Why does the MC31X0-R not offer configurations with a high capacity (4800mAh) battery?

A: The ergonomics of the high capacity battery and high capacity battery door in the rotating head (turret) form factor are less than ideal especially when scanning with the turret positioned to the left or right. If customers desire the high capacity battery in the turret and deem the compromise in ergonomics acceptable, customers can order a spare high capacity battery (P/N BTRY-MC31KAB02) and MC3100 2X (high capacity) battery door (P/N KT-128373-01R) and install on site.

Q: What battery ships with the MC3100-S?

A: All MC31X0-S configurations ship with the 4800 mAh capacity battery. This is ~8% more capacity than the MC3000 high capacity 4600 mAh battery. There will be no MC31X0-S configurations released with the standard 2740 mAh capacity battery.

Q: What battery ships with the MC3190-G?

A: All MC3190-G configurations ship with the 4800 mAh capacity battery. This is ~8% more capacity than the MC3090-G high capacity 4600 mAh battery. There will be no MC3190-G configurations released with the standard 2740 mAh capacity battery.

Q: Is the MC3100 standard capacity battery backward compatible to the MC30X0 Turret and Straight Shooter configurations?

A: Yes, the MC3100 standard capacity battery (2740 mAh) P/N BTRY-MC3XKAB0E is backward compatible to all MC30X0 Turret and Straight Shooter configurations. BTRY-MC3XKAB0E will eventually replace the current MC3000 standard capacity battery P/N BTRY-MC30KAB0E.

Q: Is the MC3100 high capacity battery backward compatible to the MC3000 Gun and Straight Shooter configurations?

A: No, the MC3100 high capacity (4800 mAh) battery P/N BTRY-MC31KAB02 is **not** backward compatible to the MC3000 Gun and Straight Shooter configurations. There will be a new MC3000 high capacity released (P/N BTRY-MC30KAB02-03) that will eventually replace the current MC3000 high capacity battery P/N MC30KAB02-02.

Q: Why is the new MC3100 high capacity (2X) battery not backward compatible to the MC3000?

A: The MC3100 high capacity battery has a new removal experience in the MC3190 Gun (two-finger pull back toward bottom connector and lift - see illustration, which is also located on the battery pack label itself). This new easier battery removal experience in the MC3190 Gun negates the need for a battery pack pull tab to disengage the battery pack clip from the terminal housing. Adding a pull tab to the MC3100 high capacity battery (BTRY-MC31KAB02) would have eliminated the improvements made for the MC3190 Gun battery removal experience. The MC3190 Gun battery well cavity has been modified, mechanically, to prevent the insertion of the MC3000 high capacity battery (BTRY-MC30KAB02-02 and its eventual replacement BTRY-MC30KAB02-03). The MC3100 high capacity battery

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pack (BTRY-MC31KAB02) does not fit, mechanically, into MC3000 terminals. The MC3100 high capacity battery pack mechanical modifications however do not affect its insertion into existing MC3000 cradles or charging accessories. The MC3100 high capacity battery pack (BTRY-MC31KAB02) color is gray which provides visual assistance for easy identification.

Q: What is the warranty on the battery?
A: The warranty for the battery is 12 months.

Q. What is the typical battery lifecycle?
A. A typical battery lifecycle is 400 charge cycles at room temperature – however this is application and environment dependent.

Q: How much RAM and Flash ship on the MC3190? Is expanded memory available via SD card support?
A: The memory size for MC3190 (WLAN) configurations is 128MB RAM and 512 MB Flash. Yes, additional memory is available via the user accessible SD/MMC Card slot in all batch (MC3100) and WLAN (MC3190) configurations.

Q: Will adapters be made available for communicating/charging an MC3100/MC3000 in the Universal Accessory System?
A: Yes and they will be available in 2010. A PMB will be sent out with more information as these adapters are made available.

Q. Do we plan to offer a fork lift cradle for the MC3100?
A. There are no plans to offer a fork lift cradle for the MC3100.

Q. Will the RS507 Bluetooth ring scanner be compatible with the MC3100?
A: Yes, the RS507 BT ring scanner will be supported as a post release effort.

Q. Is there a biometric or RFID reader module for the MC3100?
A. Currently there are no plans to support a biometric or RFID reader module. However it does not preclude a 3rd party vendor from developing a solution.

Q. Will the MC3100 have a debit pin keypad accessory?
A. No. A debit pin keypad accessory is not currently on the roadmap.

Q. To replace an MC3000 hand strap you had to purchase a hand strap door assembly. Will the MC3100 hand strap be sold as a hand strap door assembly as well?
A. No. The MC3100 hand strap is sold as a stand alone item. The MC3100 hand strap is not attached to the battery door via a "watch pin" as in the MC3000. The MC3100 hand strap is fed through a towel bar in the battery door and attaches to itself via Velcro. See picture below:

Q. Will the MC3100 Turret and Straight Shooter hand strap remain elastic like the MC3000?

A. No. The MC3100 Turret and Straight Shooter hand strap has been changed to nylon and attaches to itself via Velcro. See below:

Advanced Data Capture/Scanning

Q: What data capture configurations are available with the MC3100?

A: The following 3 data capture options are available:

- 1D laser
- Area Imager
- Area Imager with Direct Part Mark (DPM) capability

Q: Will the MC3100 imager configurations support Picklist mode?
A: Yes.

Q: Will the MC3100 be made available with the extended range 1D (Lorax) scan engine?
A: No. There are no plans at this time to offer the extended range 1D (Lorax) scan engine in the MC3100. The Lorax engine is a larger size compared to the current scan engines in the MC3100. Integration of the Lorax engine would require increasing the size of the MC3100 housing.

Q: Will the MC3100 be available with an extended range imager?
A: No. There are no plans at this time to offer an extended range imager for the MC3100.

Q. Is the MC3100 1D scan engine (SE950) the same as the MC3000?
A. Yes, both the MC3100 and MC3000 use the SE950 1D scan engine.

Q. Are there performance differences between the 2D SE4400 used in the MC3000 and the 2D SE4500 imager used in the MC3100?
A. Yes, the SE4500 in the MC3100 offers laser like speed on both 1D and 2D symbologies. In addition, it also has an improved aimer for outdoor visibility and is essentially immune to hand jitter.

Mechanical

Q: What is the size of the display screen on the MC3100?
A: The MC3100 has a 3.0 in. 320x320 pixel resolution color display.

Q: How does the MC3100 display compare to the MC3000 display?
A: The display size and resolution are the same. The MC3100 display however has improved readability in a variety of lighting conditions.

Q: Has Motorola considered offering a monochrome display for outdoor usage so the screen is visible in bright sunlight?
A: No. The 3.0 in. 320 x 320 pixel color display offers the latest in LCD technology, and is designed for a variety of lighting conditions.

Q: What are the MC3100 keypad options?
A: The MC3100 will offer the same keypad options and keypad layout as the MC3000 – 28 key numeric, 38 key & 48 key alphanumeric.

Q: Will there be terminal emulation keypads available?
A: The MC3100 will not offer terminal emulation specific keypads – however Wavelink's TE client will be supported and keypad overlays are available from Wavelink.

Q. Does the keypad have a backlight?
A. No

Q. Does the MC3100 match the drop specs/ruggedness of the MC3000?
A. Yes, the MC3100 meets multiple four-foot drops to concrete across the operating temperature, meets and exceeds MIL STD 810G for drop and 500 0.5 meter tumbles. The sealing of the MC3100 is IP54.

Q: What is the display with touch panel NIT (brightness) rating for the MC3100?
A: The MC3100 display with touch panel brightness is as follows:
Typical Display backlight at maximum brightness level: 220 [nit]
Typical Display backlight at medium brightness level: 150 [nit]

Q. Can the MC3100 be used in and out of the freezer environment?
A. No, the MC3100 is not designed to operate in a freezer environment.

Software

Q: Which operating systems are supported on the MC3100?
A: The MC3100 offers both Windows CE 6.0 Pro and Windows Mobile 6.1 Classic. Windows Mobile 6.5 will be made available in 2010. (**NOTE**: customers must have a valid service agreement in place to obtain Maintenance Releases).

Q: When will the WM 6.5 OS release be made available?
A: The WM 6.5 OS release will be available in the first half of 2010.

Q: Can the MC3090 CE5.0 Pro OS image be loaded onto the MC3190 configurations?
A: No, the MC3190 will not support the MC3090 CE 5.0 Pro OS image.

Q: When will software updates be available?
A: The software updates are provided via a Maintenance Release every 6 months. However, customers who are outside of the warranty period and have not purchased an Enterprise Mobility Services agreement will not be entitled to updates or technical telephone/e-mail support.

Q. Will the MC3100 be upgradeable to Windows Mobile 7?
A. Windows Mobile 7 has not been announced or released by Microsoft for evaluation. Stay tuned for announcements as more information becomes available.

Q. Will the MC3100 be available with WIN CE 6.0 Core OS?
A. There are no plans to offer Windows CE 6.0 Core in the MC3100.

Q. Where can I find more information on Microsoft API's?
A. http://msdn.microsoft.com/en-us/library/bb158486.aspx

Q: What applications are validated on the MC3100?
A: ISV Partners are currently in the stage of co-validating their applications and a list of validated partner applications will be provided in the future.

Q: Is TEAM Express client for PTT over WLAN planned?
A: Yes. TEAM Express plans to support the MC3100 in future releases of TEAM software.

Q: Can MC3000 applications be ported over to the MC3100?
A. Yes. The MC3100 supports Mobility Platform Architecture (MPA) for easy and cost-effective porting of applications from other Motorola mobile computers, including the MC3000 and the MC9090.

Q. Will applications written for the current MC3000 work on the MC3100?
A. In most cases well written MC3000 CE and WM applications will migrate easily to their respective MC3100 OS configurations.

Q. Will applications written for the current MC9000 work on the MC3100?
A. Minor modifications may be required – if the application is not written to be 'display aware' – in order for the application to run on the MC3100 320 x 320 display, instead of the QVGA (240 x 320) display in the MC9090.

Q. Will demo applications be available for download?
A: Yes. Motorola will make technology demo applications available for download in 2010. As partners co-validate applications through the Solution Center, the demo applications will be posted to the EMb i'Moto S.M.A.R.T. portal (Motorola Associates only) and Partner Hallway (Distributors & Partners – password required).

Q: What version of CCX does the MC3100 support?
A: The MC3100 supports CCX v4.

Q: What Bluetooth stack will be supported on the MC3100?
A: The MC3100 supports both the Microsoft and Stone Street BT stacks. The OS will be set by default to the Microsoft BT stack.

Q. What version of Fusion will be shipped with the MC3100?
A. Fusion 3.0

Q: Does it support SDHC cards?
A: Yes.

Q: Does the MC3100 support the same Motorola "Persistent Storage" model as the MC3000?
A. Yes

Q. Is the Wavelink Terminal Emulation (TE) client included on the MC3100?
A. The Wavelink TE client is pre-licensed and pre-installed on all MC3190-Gun CE configurations. The Wavelink TE client is pre-licensed only on all MC3190-Gun WM configurations. In addition, the TE client is pre-loaded on all MC3190-R & -S CE configurations in demo mode. Terminal Emulation client licenses can be purchased for the MC3190-R and MC3190-S configurations (both WM and CE) using the same TE part numbers as the MC3000. Please see Solution Builder for details.

Q. Where can I get more info on Motorola-provided software for the MC3100 such as MSP, PocketBrowser, Terminal Emulation (TE), AppCenter, SSL Mobile VPN?
A. Internal Users: Mobility Software section of the MotoSMART Portal
http://compass.mot.com/web/embproducts/Mobility%20Software
Partners: Mobility Software section of Partner Hallway & the public web site
www.motorola.com/mobilitysuite .

Q: Does the MC3100 support MSP?
A: The MC3100 will ship with the MSP Client software which supports Rapid Deployment (RD) of network and application configuration settings of the MC3100. MSP also allows for over-the-air (OTA) remote management of the MC3100 for ongoing software updates.

Q. Is PocketBrowser available for the MC3100?
A. Yes, PocketBrowser is available for the MC3100. Select part number SWE-103523-01 for CE configurations and SWE-103524-01 for WM configurations. Volume pricing available, please see Solution Builder for details.

Q. Is AppCenter available for the MC3100?
A. Yes, AppCenter is available for the MC3100 from Support Central. Select AppCenter build **941** (or higher) for WM configurations or AppCenter build **1508** (or higher) for CE configurations.

Q: Are the EMDTs (Enterprise Mobility Development Tools) & EMCTs (Enterprise Mobility Configuration Tools) available?
A: Yes. Internal Users: Mobility Software/Application Development Tools section of the MotoSMART Portal http://compass.mot.com/web/embproducts/Mobility%20Software
Partners: Mobility Software/Application Development Tools section of Partner Hallway & the public web site www.motorola.com/mobilitysuite .

Q: What is an Operating System swap and how do I request it?
A: MC3190 configurations (WLAN only) share the same hardware configuration. This provides the ability change OS on the MC3190 from CE 6.0 to WM 6.X or visa versa. This OS swap service can only be performed at a Motorola service center (terminal relabeling is also required). Please contact the Motorola Enterprise Mobility support center if your customer wishes to request an OS swap.

Service

Q: What is the warranty period for the MC3100?
A: One year.

Q: Can I continue to get technical telephone or software support after the warranty period?
A: No. Customers who are outside of the warranty period are required to have a valid Motorola Enterprise Mobility Services agreement in place to obtain software support, which includes technical telephone/e-mail support and the ability to download software releases (including updates).

Q: Is a service agreement available if my MC3100 terminal breaks (for example: if there's a broken screen)?
A: Yes, Motorola's Service from the Start with Comprehensive Coverage extends normal wear and tear repair coverage to include internal and external components damaged through accidental breakage. Customers can rest assured that no matter what is damaged — from broken displays and keypads to cracked exit windows — the repair is covered.

Q: Are accessories covered under a service agreement?
A: Yes. Select accessories that ship with the MC3100 are covered under Motorola's Service from the Start with Comprehensive Coverage agreements. This includes styluses, screen protectors and hand straps and battery doors where applicable.

Miscellaneous

Q: Does the MC3100 have remote diagnostic capabilities (i.e.: download to home office or depot)?
A: Yes, via MSP or industry standard maintenance products.

Q. What are the plans to offer a hazardous location MC3100 (intrinsically safe ATEX Zone 1 and UL Class 1 Div 1, UL Class 1 Div 2, Atex Zone 2 or Full NI)?
A. There are no plans to offer MC3100 hazardous location certified configurations.

Q: Does the MC3100 support 802.11n?
A: No. The MC3100 supports 802.11a/b/g. 802.11a offers a smoother migration to 802.11n infrastructure.

Q. Will the "How To" video be available directly to end users from Motorola, rather than via partners/MEEP?
A. Yes. The "How To" course will be available through Motorola University.

Q. Does the MC3100 have FIPS Certification?
A. Yes. The MC3100 has FIPS 140-2 certification which supports the latest encryption/authentication protocols