

Launch Product Marketing Bulletin – PMB-10062

Date: 10/11/2018

Business Segment: EMC DCS SPG Service Other

Contact: Eric Malmed

Telephone: 631-464-0902

E-Mail: Eric.Malmed@zebra.com

Urgency Level	Notice applies to regions:	Government:	Published for:
General Information	<input checked="" type="checkbox"/> North America <input checked="" type="checkbox"/> EMEA <input checked="" type="checkbox"/> Latin America <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

Description:	MC3300R Series: Integrated UHF RFID Handheld Readers
Reason for Change:	PMB-10062: Announcing the Launch of MC3300R Series Integrated UHF RFID Handheld Readers

1. Introduction

Zebra is pleased to announce the MC3300R Series of rugged, integrated UHF RFID handhelds based on Zebra’s MC3300 Series mobile computer, featuring Zebra’s field-proven Android platform with guaranteed security support via Lifeguard. Both the MC3330R and MC3390R are now available for pre-production bookings in all regions.

The MC3300R Series consists of 2 product models:

- **MC3330R** with circular polarized antenna for bulk inventory applications and a standard range scan engine
- **MC3390R** with long-range, linear polarized antenna for long-range RFID reading and locating, plus the option of either a standard range or extended range scan engine

The MC3300R Series is the next generation of the industry-proven MC3190-Z and MC9190-Z UHF RFID handhelds. The MC3300R Series offers the latest in mobile device architecture with the most advanced mobile OS, and a host of features that maximize user productivity and operational performance, all wrapped in a tough, tested and trusted mobile computer that is ready for the warehouse aisles, manufacturing floor and retail store operations.

Not only is the MC3300R the next generation of an industry-proven device, the MC3300R Series brings next-level RFID performance and sets a new bar for read speed, read accuracy, and read range. Built on Zebra’s high-performance ASIC radio technology, the MC3300R Series delivers a read rate that is up to more than 25% faster* and up to more than 40% more accurate* than other devices in this class. Workers can accurately and rapidly capture RFID tags on even the most challenging items in half the time as the next leading competitor and can read tags up to more than 60 feet away – nearly 200% farther than the next



MC3330R UHF RFID Handheld



MC3390R UHF RFID Handheld

leading competitor*. And the MC3300R Series supports Geiger Counter mode to help pinpoint the location of specific items.

The MC3300R Series shares the same EMDK and RFID SDK as other Zebra RFID handheld readers and sleds — enabling you to streamline full-fleet rollouts no matter which Zebra products you choose to deploy. Our EMDK simplifies enterprise application design for faster, more cost-effective development cycles, while our RFID SDK allows you to use RFID apps you’ve developed for other Zebra devices on the MC3300R Series.

With Zebra’s signature rugged design, the MC3300R Series is built for maximum uptime, yet is lightweight with the right ergonomics for all-day comfort. The high capacity, field-replaceable PowerPrecision+ battery lasts more than five hours with typical use — nearly 35% longer than the next leading competitor*. And with best-in-class processing power and memory, the MC3300R Series offers stellar performance on your most demanding applications.

Whether your application requires touch or physical keypad input, the MC3300R Series has you covered. Your application can utilize the entire display, while the physical keypad lets you give your workers the exact same experience they have today. You can choose a numeric, functional numeric, or alphanumeric keypad to make data entry as easy as possible for your workers. And with the MC3300R Series, you can migrate to Android at your own pace — and without changing the experience you have in place today. The MC3300R Series supports leading Terminal Emulation apps and with AllTouch TE, an optional Mobility DNA solution, you can transform your green TE screens into elegant touch-based screens.

What’s new

- 1.8GHz Processor
- Modern Android OS – Launching with Android N (GMS globally and AOSP in select regions)
- High visibility 4-inch WVGA display with a capacitive gorilla glass touch panels
- New long range SE4850 scan engine in both bricks and gun style devices
- 2 user programable key – Can be programmed to optimize work flows and improve ease of use
- Ergonomic 45-degree brick form factor with 2D scan engine
- Higher resolution rear camera on brick style form factors
- PowerPrecision+ batteries – enabling more accurate State of Charge, and State of Health metrics
- Fast charging capability with new accessories
- Improved drop and tumble spec (5ft drop to concrete across operating temp, 500 3.2/1m tumbles 1000 hits)

2. Configurations Available for Booking

SKU	Generated Description	Discount Group	List Price	Planned First Book Date
MC3330R Configurations				
MC333R-GI2HA4IL	MC3330R UHF RFID GUN, CIRCULAR ANTENNA, 802.11 A/B/G/N/AC, SE4750SR 2D IMAGER W/ LED AIMER, 29 KEY, 2X BATTERY, AOSP, 4GB RAM / 32GB ROM, ISRAEL ONLY	R1	\$3,145	26-SEPT-2018
MC333R-GI2HG4EU	MC3330R UHF RFID GUN, CIRCULAR ANTENNA, 802.11 A/B/G/N/AC, SE4750SR 2D IMAGER W/ LED AIMER, 29 KEY, 2X BATTERY, GMS, 4GB RAM / 32GB ROM, ETSI BANDS	R1	\$3,145	26-SEPT-2018
MC333R-GI2HG4US	MC3330R UHF RFID GUN, CIRCULAR ANTENNA, 802.11 A/B/G/N/AC, SE4750SR 2D IMAGER W/ LED AIMER, 29 KEY, 2X BATTERY, GMS, 4GB RAM / 32GB ROM, FCC BANDS	R1	\$3,145	26-SEPT-2018

MC333R-GI3HG4EU	MC3330R UHF RFID GUN, CIRCULAR ANTENNA, 802.11 A/B/G/N/AC, SE4750SR 2D IMAGER W/ LED AIMER, 38 KEY, 2X BATTERY, GMS, 4GB RAM / 32GB ROM, ETSI BANDS	R1	\$3,145	26-SEPT-2018
MC333R-GI3HG4US	MC3330R UHF RFID GUN, CIRCULAR ANTENNA, 802.11 A/B/G/N/AC, SE4750SR 2D IMAGER W/ LED AIMER, 38 KEY, 2X BATTERY, GMS, 4GB RAM / 32GB ROM, FCC BANDS	R1	\$3,145	26-SEPT-2018
MC333R-GI4HA4CN	MC3330R UHF RFID GUN, CIRCULAR ANTENNA, 802.11 A/B/G/N/AC, SE4750SR 2D IMAGER W/ LED AIMER, 47 KEY, 2X BATTERY, AOSP, 4GB RAM / 32GB ROM, CHINA ONLY	R1	\$3,145	26-SEPT-2018
MC333R-GI4HG4EU	MC3330R UHF RFID GUN, CIRCULAR ANTENNA, 802.11 A/B/G/N/AC, SE4750SR 2D IMAGER W/ LED AIMER, 47 KEY, 2X BATTERY, GMS, 4GB RAM / 32GB ROM, ETSI BANDS	R1	\$3,145	26-SEPT-2018
MC333R-GI4HG4IN	MC3330R UHF RFID GUN, CIRCULAR ANTENNA, 802.11 A/B/G/N/AC, SE4750SR 2D IMAGER W/ LED AIMER, 47 KEY, 2X BATTERY, GMS, 4GB RAM / 32GB ROM, INDIA ONLY	R1	\$3,145	26-SEPT-2018
MC333R-GI4HG4JP	MC3330R UHF RFID GUN, CIRCULAR ANTENNA, 802.11 A/B/G/N/AC, SE4750SR 2D IMAGER W/ LED AIMER, 47 KEY, 2X BATTERY, GMS, 4GB RAM / 32GB ROM, JAPAN ONLY	R1	\$3,145	26-SEPT-2018
MC333R-GI4HG4US	MC3330R UHF RFID GUN, CIRCULAR ANTENNA, 802.11 A/B/G/N/AC, SE4750SR 2D IMAGER W/ LED AIMER, 47 KEY, 2X BATTERY, GMS, 4GB RAM / 32GB ROM, FCC BANDS	R1	\$3,145	26-SEPT-2018
MC333R-GI4HG4WR	MC3330R UHF RFID GUN, CIRCULAR ANTENNA, 802.11 A/B/G/N/AC, SE4750SR 2D IMAGER W/ LED AIMER, 47 KEY, 2X BATTERY, GMS, 4GB RAM / 32GB ROM, WORLDWIDE (902-928 MHz EXCL. NA)	R1	\$3,145	26-SEPT-2018
MC3390R Configurations				
MC339R-GE2HG4EU	MC3390R UHF RFID GUN, LINEAR ANTENNA, 802.11 A/B/G/N/AC, SE4850 EXTENDED RANGE 2D IMAGER, 29 KEY, 2X BATTERY, GMS, 4GB RAM / 32GB ROM, ETSI BANDS	R1	\$3,845	26-SEPT-2018
MC339R-GE2HG4US	MC3390R UHF RFID GUN, LINEAR ANTENNA, 802.11 A/B/G/N/AC, SE4850 EXTENDED RANGE 2D IMAGER, 29 KEY, 2X BATTERY, GMS, 4GB RAM / 32GB ROM, FCC BANDS	R1	\$3,845	26-SEPT-2018
MC339R-GE3HG4EU	MC3390R UHF RFID GUN, LINEAR ANTENNA, 802.11 A/B/G/N/AC, SE4850 EXTENDED RANGE 2D IMAGER, 38 KEY, 2X BATTERY, GMS, 4GB RAM / 32GB ROM, ETSI BANDS	R1	\$3,845	26-SEPT-2018
MC339R-GE3HG4US	MC3390R UHF RFID GUN, LINEAR ANTENNA, 802.11 A/B/G/N/AC, SE4850 EXTENDED RANGE 2D IMAGER, 38 KEY, 2X BATTERY, GMS, 4GB RAM / 32GB ROM, FCC BANDS	R1	\$3,845	26-SEPT-2018
MC339R-GE4HA4CN	MC3390R UHF RFID GUN, LINEAR ANTENNA, 802.11 A/B/G/N/AC, SE4850 EXTENDED RANGE 2D IMAGER, 47 KEY, 2X BATTERY, AOSP, 4GB RAM / 32GB ROM, CHINA ONLY	R1	\$3,845	26-SEPT-2018
MC339R-GE4HG4EU	MC3390R UHF RFID GUN, LINEAR ANTENNA, 802.11 A/B/G/N/AC, SE4850 EXTENDED RANGE 2D IMAGER, 47 KEY, 2X BATTERY, GMS, 4GB RAM / 32GB ROM, ETSI BANDS	R1	\$3,845	26-SEPT-2018
MC339R-GE4HG4US	MC3390R UHF RFID GUN, LINEAR ANTENNA, 802.11 A/B/G/N/AC, SE4850 EXTENDED RANGE 2D IMAGER, 47 KEY, 2X BATTERY, GMS, 4GB RAM / 32GB ROM, FCC BANDS	R1	\$3,845	26-SEPT-2018
MC339R-GE4HG4WR	MC3390R UHF RFID GUN, LINEAR ANTENNA, 802.11 A/B/G/N/AC, SE4850 EXTENDED RANGE 2D IMAGER, 47 KEY, 2X BATTERY, GMS, 4GB RAM / 32GB ROM, WORLDWIDE (902-928 MHz EXCL. NA)	R1	\$3,845	26-SEPT-2018
MC339R-GF2HG4EU	MC3390R UHF RFID GUN, LINEAR ANTENNA, 802.11 A/B/G/N/AC, SE4750MR 2D IMAGER, 29 KEY, 2X BATTERY, GMS, 4GB RAM / 32GB ROM, ETSI BANDS	R1	\$3,395	26-SEPT-2018
MC339R-GF2HG4US	MC3390R UHF RFID GUN, LINEAR ANTENNA, 802.11 A/B/G/N/AC, SE4750MR 2D IMAGER, 29 KEY, 2X BATTERY, GMS, 4GB RAM / 32GB ROM, FCC BANDS	R1	\$3,395	26-SEPT-2018

MC339R-GF3HG4EU	MC3390R UHF RFID GUN, LINEAR ANTENNA, 802.11 A/B/G/N/AC, SE4750MR 2D IMAGER, 38 KEY, 2X BATTERY, GMS, 4GB RAM / 32GB ROM, ETSI BANDS	R1	\$3,395	26-SEPT-2018
MC339R-GF3HG4US	MC3390R UHF RFID GUN, LINEAR ANTENNA, 802.11 A/B/G/N/AC, SE4750MR 2D IMAGER, 38 KEY, 2X BATTERY, GMS, 4GB RAM / 32GB ROM, FCC BANDS	R1	\$3,395	26-SEPT-2018
MC339R-GF4HA4CN	MC3390R UHF RFID GUN, LINEAR ANTENNA, 802.11 A/B/G/N/AC, SE4750MR 2D IMAGER, 47 KEY, 2X BATTERY, AOSP, 4GB RAM / 32GB ROM, CHINA ONLY	R1	\$3,395	26-SEPT-2018
MC339R-GF4HG4EU	MC3390R UHF RFID GUN, LINEAR ANTENNA, 802.11 A/B/G/N/AC, SE4750MR 2D IMAGER, 47 KEY, 2X BATTERY, GMS, 4GB RAM / 32GB ROM, ETSI BANDS	R1	\$3,395	26-SEPT-2018
MC339R-GF4HG4IN	MC3390R UHF RFID GUN, LINEAR ANTENNA, 802.11 A/B/G/N/AC, SE4750MR 2D IMAGER, 47 KEY, 2X BATTERY, GMS, 4GB RAM / 32GB ROM, INDIA ONLY	R1	\$3,395	26-SEPT-2018
MC339R-GF4HG4US	MC3390R UHF RFID GUN, LINEAR ANTENNA, 802.11 A/B/G/N/AC, SE4750MR 2D IMAGER, 47 KEY, 2X BATTERY, GMS, 4GB RAM / 32GB ROM, FCC BANDS	R1	\$3,395	26-SEPT-2018
MC339R-GF4HG4WR	MC3390R UHF RFID GUN, LINEAR ANTENNA, 802.11 A/B/G/N/AC, SE4750MR 2D IMAGER, 47 KEY, 2X BATTERY, GMS, 4GB RAM / 32GB ROM, WORLDWIDE (902-928 MHz EXCL. NA)	R1	\$3,395	26-SEPT-2018

*All above dates subject to change with or without notice

2a) MC3300R Accessories

Part Number	Description	Discount Category	List Price	Planned First Booking Date	Comments
BTRY-MC33-52MA-01	BATTERY PACK, LITHIUM ION, PP+ MC3300 HIGH CAPACITY BATTERY QTY-1	A1	\$90.00	Presently Available	
BTRY-MC33-52MA-10	BATTERY PACK, LITHIUM ION, PP+ MC3300 HIGH CAPACITY BATTERY QTY-10	A1	\$770.00	Presently Available	
BTRY-MC33-52MA-IN	BATTERY PACK, LITHIUM ION, PP+ MC3300 HIGH CAPACITY BATTERY QTY-1 (INDIA)	A1	\$90.00	Presently Available	
CBL-MC33-USBCHG-01	MC33 USB/CHARGE CABLE	A1	\$85.00	Presently Available	
25-124330-01R	MICRO USB CABLE FOR SINLGE SLOT CRADLE	A1	\$10.00	Presently Available	TO BE USED WITH SINGLE SLOT CRADLE
ADP-MC33-CRDCUP-01	MC33 CHARGE ONLY ADAPTER FOR BACKWARDS COMPATIBILITY WITH MC32 CRADLES	A1	\$30.00	Presently Available	USED WITH BOTH SINGLE SLOT AND MULTI-SLOT MC32 CRADLES
SAC-MC33-4SCHG-01	MC33 4SLOT SPARE BATTERY CHARGER	A1	\$345.00	Presently Available	COMPATIBLE WITH MC32 AND MC33 BATTERIES
SAC-MC33-20SCHG-01	MC33 20SLOT SPARE BATTERY CHARGER	A1	\$1,655.00	Presently Available	COMPATIBLE WITH MC32 AND MC33 BATTERIES
CRD-MC33-2SUCHG-01	MC33 SINGLE SLOT USB/CHARGE CRADLE W/SPARE BTRY CHARGER	A1	\$205.00	Presently Available	
CRD-MC33-5SCHG-01	MC33 5SLOT CHARGE ONLY SHARECRADLE	A1	\$455.00	Presently Available	

CRD-MC33-5SETH-01	MC33 5SLOT ETHERNET SHARECRADLE	A1	\$795.00	Presently Available	
CRD-MC33-4SC4BC-01	MC33 5SLOT CHARGE SHARECRADLE W/4SLOT BTRY CHARGER	A1	\$645.00	Presently Available	BATTERY TOASTER ON THE LEFT SLOT CHARGES MC32 AND MC33 BATTERIES
CRD-MC33-4SE4BC-01	MC33 4SLOT ETHERNET SHARECRADLE W/4SLOT BTRY CHARGER	A1	\$995.00	Presently Available	BATTERY TOASTER ON THE LEFT SLOT CHARGES MC32 AND MC33 BATTERIES
MISC-MC33-SCRN-01	MC33 TEMPERED GLASS SCREEN PROTECTOR QTY-5	A1	\$45.00	Presently Available	
SG-TC7X-STYLUS-03	STYLUS FOR CAPACITIVE TOUCH PANEL WITH COILED TETHER	A1	\$45.00	Presently Available	RE-USED FROM TC7X AND TC8000
MNT-MC33-FLCHKT-01	MC33 UN-POWERED FORKLIFT MOUNT KIT. INCLUDES FORKLIFT MOUNT HOLDER, RAM DOUBLE SOCKET ARM AND RAM FORKLIFT CLAMP	A1	\$275.00	Presently Available	
BRKT-SCRD-SMRK-01	RACK/WALL MOUNTING BRACKET, ALLOWS TO INSTALL ANY MULTI-SLOT CRADLE ON A WALL OR A 19" RACK	A1	\$160.00	Presently Available	TO BE USED WITH MULTI-SLOT CRADLES AND 4-SLOT AND 20-SLOT BATTERY CHARGERS
CBL-DC-388A1-01	DC LINE CORD FOR LEVEL VI POWER SUPPLY PWR-BGA12V50W0WW	A1	\$9.00	Presently Available	TO BE USED WITH SINGLE SLOT CRADLE AND 4-SLOT BATTERY CHARGER
PWR-BGA12V50W0WW	LEVEL VI POWER SUPPLY AC INPUT: 100-240V, 2.4A DC OUTPUT: 12V, 4.16A, 50W, REQUIRES DC LINE CORD AND GROUNDED AC LINE CORD.	A1	\$49.00	Presently Available	TO BE USED WITH SINGLE SLOT CRADLE AND 4-SLOT BATTERY CHARGER
CBL-DC-381A1-01	DC LINE CORD FOR LEVEL VI POWER SUPPLY PWR-BGA12V108W0WW	A1	\$26.00	Presently Available	TO BE USED WITH MULTI-SLOT CRADLES AND 20-SLOT BATTERY CHARGER
PWR-BGA12V108W0WW	LEVEL VI POWER SUPPLY AC INPUT: 100-240V, 2.8A DC OUTPUT: 12V, 9A, 108W, REQUIRES DC LINE CORD AND GROUNDED AC LINE CORD.	A1	\$105.00	Presently Available	TO BE USED WITH MULTI-SLOT CRADLES AND 20-SLOT BATTERY CHARGER
PWR-WUA5V12W0US	LEVEL VI POWER SUPPLY-100-240 VAC, 5 V, 2.5 A WITH US PLUG	A1	\$25.00	Presently Available	TO BE USED WITH USB/CHARGE CABLE
SG-MC33-RBTG-02	MC3300R FULL RUBBER BOOT FOR RFID GUN WITH STYLUS HOLDER	R1	\$15.00	26-SEPT-2018	NOT COMPATIBLE WITH MC3300 NON-RFID
SG-MC33-RBTG-03	MC3300R HALF RUBBER BOOT FOR RFID GUN WITH STYLUS HOLDER	R1	\$15.00	26-SEPT-2018	NOT COMPATIBLE WITH MC3300 NON-RFID
SG-MC33-HDSTPG-01	MC33 HAND STRAP FOR GUN	A1	\$15.00	Presently Available	

SG-MC3021212-01R	MC32/MC33 SOFT HOLSTER FOR GUN, ALLOWS TO CARRY THE GUN DEVICE ON THE HIP OR CROSS-BODY	A1	\$70.00	Presently Available	COMPATIBLE WITH MC32 AND MC33
58-40000-007R	UNIVERSAL SHOULDER STRAP FOR SOFT HOLSTER	A1	\$14.70	Presently Available	COMPATIBLE WITH MC32 AND MC33
11-08062-02R	UNIVERSAL BELT FOR SOFT HOLSTER	A1	\$32.00	Presently Available	COMPATIBLE WITH MC32 AND MC33

3. Country Release Schedule

North America and Latin America (NALA)	
Country	Planned First Ship Date
Argentina	February 2019
Bolivia	December 2018
Brazil	February 2019
Canada	November 2018
Chile	November 2018
Colombia	November 2018
Costa Rica	November 2018
Dominican Republic	November 2018
Ecuador	November 2018
Guatemala	November 2018
Mexico	January 2019
Panama	November 2018
Peru	November 2018
Puerto Rico	November 2018
Uruguay	November 2018
United States	November 2018
Venezuela	December 2018
Virgin Islands (US)	November 2018

Asia Pacific (APAC)	
Country	Planned First Ship Date
Australia	November 2018
Bangladesh	November 2018
Cambodia	December 2018
China	January 2019
Guam	November 2018
Hong Kong	December 2018
India	February 2019
Indonesia	November 2018
Japan	January 2019
Macau	November 2018
Malaysia	November 2018
New Zealand	November 2018
Laos	November 2018
Pakistan	December 2018
Philippines	December 2018

Europe, Middle East and Africa (EMEA)	
Country	Planned First Ship Date
Armenia	November 2018
Austria	November 2018
Azerbaijan	November 2018
Belarus	February 2019
Belgium	November 2018
Bulgaria	November 2018
Croatia	November 2018
Cyprus	November 2018
Czech Republic	November 2018
Denmark	November 2018
Estonia	November 2018
Finland	November 2018
France	November 2018
Germany	November 2018
United Kingdom	November 2018
Greece	November 2018
Hungary	November 2018
Iceland	November 2018
Ireland	November 2018
Israel	May 2019
Italy	November 2018
Kuwait	December 2018
Latvia	November 2018
Liechtenstein	November 2018
Lithuania	November 2018
Luxembourg	November 2018
Malta	November 2018
Netherlands	November 2018
Norway	November 2018
Poland	November 2018
Portugal	November 2018
Romania	November 2018
Russia	February 2019
Saudi Arabia	November 2018
Serbia	November 2018
Slovakia	November 2018

Singapore	November 2018
South Korea	January 2019
Taiwan	January 2019
Thailand	November 2018
Vietnam	November 2018

Slovenia	November 2018
South Africa	March 2019
Spain	November 2018
Sweden	November 2018
Switzerland	November 2018
Turkey	December 2018
United Arab Emirates	November 2018

*All above dates subject to change with or without notice

4. Future Configurations

Not Applicable

5. Reference Material on the Web

MC3300R Series (MC3330R and MC3390R) product information and marketing assets can be found on [Partner Gateway](#) and on www.zebra.com/mc3300r (link active at public launch) and www.zebra.com/mc3390r (link active at public launch) including, but not limited to:

- **MC3330R Specification Sheet**
- **MC3390R Specification Sheet**
- **MC3300R Series Battlecard (internal only)**
- **MC3300R Series Customer Presentation**
- **MC3300R Series Selling Guide**

For Zebra associates, product information will be available on [The SOURCE](#). Use search term: MC3300R.

- **Software Support:** at <http://www.zebra.com/support> and search MC3300 Series, MC3330R and MC3390R.

Graphics Library: For product photography, visit the [Media Library](#), and search word “MC3300R Series, MC3330R and MC3390R.”

6. LifeGuard™ for Android™

Recently Zebra introduced LifeGuard™ for Android™ representing an Operating System (OS) security support model for select Zebra Android products covered by a Zebra OneCare active contract. (Read about LifeGuard as part of our [Mobility DNA Solution](#)).

The MC3300R product family is covered under LifeGuard and includes the following support:

- 1) **Extended Security Service Life** - customers receive security updates for 2 years after Zebra’s Device End-of-Sale (EOS). This is well beyond the security support provided by Google. Extended security support significantly lowers customer Total Cost of Ownership (TCO) by enabling devices to stay in service for a longer period of time.

- 2) **Timely, Periodic Security Updates** – customers receive security updates as frequently as monthly or quarterly (depending on the platform lifecycle). Having the latest updates on a regular cadence enhances portfolio security while making update logistics more manageable.
- 3) **Security Support Through OS transitions** - when Zebra releases a new Android OS, quarterly LifeGuard updates for the older OS continues for a period of 12 months. Referred to as an OS Transition Period (OTP), this maintains the security of the customer portfolio during the transition to a new OS release.
- 4) **Purchasable One-Year Extensions** - Items 1-3 are available at no charge to customers under Zebra OneCare. Should customers wish to extend either the OS Transition Period (OTP) or the overall Security Service Life, Zebra makes available for purchase 1 year security support extensions. These extensions are available to Zebra OneCare customers, and must be purchased at least 90 days prior to the customer OneCare end date. For more Information, refer to the Extended Service request form [here](#).

For more information about LifeGuard, please click [here](#).

7. Zebra Services

The following Services are available to keep the MC3300R Series operating at peak performance throughout its lifecycle:

Enterprise Services	Service Description	Time of Purchase	Length of Coverage	Service Part Number
Zebra OneCare Essential	<ul style="list-style-type: none"> • Multiple years of seamless coverage at a one-time cost • Covers: <ul style="list-style-type: none"> – Normal wear and tear – Internal and external components damaged through accidental breakage • Depot repair with 3-day in-house turnaround time for Essential-level service • Select accessories that ship together with the product • Advance device replacement for Select-level service 	Up front with the hardware (prepaid) or within 30 days thereafter	Three years	Z1AE-MC33XX-3C00
			Five Years	Z1AE-MC33XX-5C00
Zebra OneCare Select	<ul style="list-style-type: none"> • Service Dashboard included with Essential and Select-level service • 24/7 Level one support included with Select-level service • Automatic application of engineering changes • Full access to technical support resources • Rights to download and use software releases and supporting documentation 		Three years	Z1AS-MC33XX-3C03 Z1AZ-MC33XX-3C03
			Five Years	Z1AS-MC33XX-5C03 Z1AZ-MC33XX-5C03

8. Software Support and Entitlement Process

As of April 11, 2016 under the consolidated Zebra warranty (www.zebra.com/warranty) customers will be entitled to access latest software releases and receive telephone and e-mail technical support for hardware or software issue diagnosis for 90 days from end user purchase date or if their products are covered under a Zebra Services Agreement, unless otherwise stated by Zebra in the [Product warranty exceptions list](#).

Requests to download software releases are completed by submitting the “Request Download” form on Support Central or by calling the Zebra Global Services 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 a Zebra Support Contract 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 [Zebra Services Marketing Software Support home page](#)
- **Partners:** please visit the Services tab on the Product & Services Central page of the [Partner Gateway](#)

9. Other Information

NOTE: PLEASE REFER TO THE LINKS BELOW FOR THE MOST UP TO DATE PRODUCT INFORMATION AND PRODUCT OPTIONS. INFORMATION SUCH AS GLOBAL (REGION SPECIFIC) PRICING, PRODUCT AVAILABILITY, AND PRODUCT ACCESS CODES ARE AVAILABLE. ZEBRA ASSOCIATES SIGN INTO THE EMPLOYEE PORTAL USING YOUR COREID/USER NAME AND PASSWORD. ZEBRA PARTNERS/DISTRIBUTORS SIGN INTO PARTNERGATEWAY. THE SOLUTION BUILDER LINK WILL BE UNDER “CONNECTING TOOLS”.

Zebra Associates: [Click Here](#)

Zebra Partners/Distributors: [Click Here](#)

*Based on Zebra test results from specific use cases

10. Frequently Asked Questions

Hardware:

Q: Will the MC3300R Series be replacing the MC3190-Z & MC9190-Z?

A: Yes, the MC3190-Z and MC9190-Z will continue to be made available through the rest of 2018 and will sunset in 2nd half of 2019.

Software:

Q: Does the MC3300R Series utilize the same EMDK as other Zebra mobile computing products?

A: Yes, the MC3300R Series uses the same Android and Xamarin EMDKs found on Zebra’s Support website.

- Q: Does the MC3300R Series utilize the same RFID SDK as other Zebra UHF RFID handhelds?**
A: Yes, all Zebra RFID handhelds and sleds that support Android will utilize the same RFID SDK. This includes the MC3330R, MC3390R, RFD8500, and RFD2000.
- Q: What Android OS is supported on MC3300R Series?**
A: MC3300R Series will ship with Android N 7.0 and there are plans to support the next flavor of Android.
- Q: Will there be a windows version of the MC3300R Series?**
A: The MC3300R Series will only be available with Android Operating System. The initial release will be with Android Nougat (Android N)
- Q: Will MC3300R Series support LifeGuard™ (LG) for Android?**
A: Yes, LifeGuard™ will be supported on MC3300R Series from launch.
- Q: What Enterprise Mobile Management Clients are supported?**
A: StageNow, Airwatch and SOTI
- Q: Is Terminal Emulation pre-licensed and pre-loaded on the MC3300R Series?**
A: Unlike the standard MC3300 mobile computer products, the MC3300R Series will not come pre-loaded or pre-licensed with any Terminal Emulation applications.
- Q: Can I run Terminal Emulation in green screen mode?**
A: Yes, Terminal Emulation (TE) can be used in green screen mode in the same way it is currently on a Windows based device using the keyboard as the interface. The same client can be used for a touch based TE if/when the customer is ready to make the transition to all touch TE.

Accessories:

- Q: Will the MC3300R Series be backwards compatible with legacy MC3XXX accessories?**
A: Yes, the MC3300R Series will be able to utilize several current MC3XXX accessories the list includes:
- Device charge cradles (with adapter)
 - MC32 batteries
 - Level V and Level VI power supplies and line cords
 - Holsters
- Q: Can I get fast charge if I use MC3200 related charging accessories?**
A: No, Fast charge on the MC3300R Series will only be support when using new MC3300 batteries along with MC3300 cradles (EXCEPTION: 20 slot battery charge does not support fast charge). MC3200 batteries do not support fast charge and will charge at normal MC3200 rates when used with in MC3300 and MC33XX chargers.
- Q: Can I charge MC3300 batteries on the legacy MC3000 standalone battery charger?**
A: No. The MC3300 battery technology is not supported on the older chargers. Furthermore, the MC3300 batteries will not physically fit into legacy battery chargers.

Q: Can I use an MC3300 battery in the MC3200?

A: No. The MC3300 battery technology is not supported by the MC3200. Furthermore, the MC3300 batteries will not physically fit into the MC3200.

Q: How can I tell the difference between an MC3200 battery and an MC3300 battery?

A: The MC3300 battery will have the Zebra logo as well as PowerPrecision+ logo molded into the plastic. Also, the label on the MC3300 battery will have a blue label versus the gray label of the MC3200.

Q: Do the MC3300R rugged boots increase the drop spec of the device?

A: No, the boot is not designed to increase the rugged specs of the device. It is designed to protect the device from everyday nicks and dings and help increase the protection of the device's display.

The information contained or referenced in this PMB is derived from a variety of sources and may not be accurate, complete, or up to date. The information is provided "as is." ZEBRA SHALL NOT BE LIABLE FOR TECHNICAL OR EDITORIAL ERRORS OR OMISSIONS, NOR FOR ANY DAMAGES RESULTING FROM THE USE OF INFORMATION CONTAINED IN THIS PMB. ZEBRA MAKES NO REPRESENTATIONS ABOUT THE SUITABILITY OF ANY PRODUCTS, SERVICES OR INFORMATION CONTAINED IN OR REFERRED TO IN THIS PMB, FOR ANY PURPOSE. ZEBRA ASSUMES NO RESPONSIBILITY FOR AND DISCLAIMS ALL LIABILITY FOR ANY ERRORS OR OMISSIONS, WARRANTIES AND CONDITIONS WITH REGARD TO THIS PMB AND/OR THE INFORMATION CONTAINED HEREIN INCLUDING ALL IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU.

The information contained in this PMB regarding product compliance with the Trade Agreements Act ("TAA"), or any 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 PMB (including the Product Specifications) is subject to change with or without prior notice. In no event shall Zebra 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 upon, the information found in this PMB. To confirm whether any particular Zebra product is compliant with any Federal regulation, law, rule or standard, please contact FederalProductQuestions@zebra.com

IN NO EVENT SHALL ZEBRA BE LIABLE FOR ANY SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER, RESULTING FROM LOSS OF USE, DATA OR PROFITS, EITHER IN AN ACTION OF CONTRACT, NEGLIGENCE OR OTHER TORTIOUS ACTION, ARISING OUT OF OR IN CONNECTION WITH THE USE OR PERFORMANCE OF INFORMATION AVAILABLE FROM THIS PMB.
