

End Of Sale Product Marketing Bulletin – PMB-10305

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Business Segment: EMC DCS SPG Service 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"/> 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:	MK31XX: End of Sale (EOS) Announcement
Reason for Change:	PMB-10305: End of Sale of MK31XX and Transition to CC6000

1. Transition Overview

Announcing the End of Sale of the MK31XX micro-kiosk. This Windows CE based micro kiosk is being replaced by the new Customer Concierge, CC6000 micro-kiosk

What's new:

- **Complete Zebra Enterprise Mobility**
 - Fusion, Data Wedge, Workforce Connect
 - Full alignment with EMC SD660 platform
- **Enterprise Lifecycle**
 - Cutting edge platform with latest generation Enterprise Mobile Computing architecture
 - Lifeguard Security
 - Android "Oreo" and +2 Android OS support lifecycle
- **Kiosk Features**
 - Advanced Qualcomm SD660 Octa-core chipset
 - 4GB Memory
 - Standard 32GB Storage
 - Latest generation connectivity WLAN, Bluetooth, Ethernet, NFC (not for payment)
 - Onboard camera, microphone, proximity sensor, speakers for concierge functionality
 - New Industrial Design provides users with that familiar look and feel of a mobile device
 - Zebra Advanced 1D/2D scanning platform includes PRZM
 - VESA mounting, Supports existing mounting brackets, Power over Ethernet (POE)

2. Product Transition Timeline and Mapping Table

Product Transition Timeline*	Date
Planned PMB release date	Dec 6, 2019
First RMA Request Date for Channel Returns	Jan 10, 2020
Last RMA Request Date for Channel Returns	Jan 17, 2020
Last Channel Return Date	Feb 17, 2020
Last Book Date	Mar 30, 2020
Last Ship Date	Jun 30, 2020
End of Engineering Support Date	Dec 31, 2020
End of Service Date	June 30, 2025
Availability of CC6000	Currently Available!

*** 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	Replacement P/N	Description	Comments
Micro-Kiosks				
MK3100-030BG4EZZWW	MK3100, wired ethernet, Imager w/touch	CC6000-10-3200LCWW	NG Concierge, 10 inch, Android OS, 32GB, Landscape, Imager, WW config	For NA, order CC6000-10-3200LCNA. For portrait model order CC6000-10-3200PCNA or CC6000-10-3200PCWW
MK3190-030BG4EBTWW	MK3190, 802.11 a/b/g, BT, Imager w/touch	CC6000-10-3200LCWW	NG Concierge, 10 inch, Android OS, 32GB, Landscape, Imager, WW config	For NA, order CC6000-10-3200LCNA. For portrait model order CC6000-10-3200PCNA or CC6000-10-3200PCWW

3a. Service and Support: Hardware End of Service Life Policy

Zebra Technologies Corporation and its affiliates (“Zebra”) will provide service and support for products manufactured/ sold by Zebra for a period of 3, 4, or 5 years, commencing on the last day of the product’s final shipment.

Zebra will make reasonable, commercial efforts to continue to repair and support products beyond the five-year period at Zebra’s option:

- To meet contract commitments
- Where a significant commercial requirement is identified
- Where Zebra determines in its sole and absolute discretion 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 and absolute discretion.

Customers who wish to purchase a Zebra Services 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 home page](#)
- **Partners:** please visit the Products & Services Central page of [Partner Gateway](#)

3b. 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 customers with products covered by a Zebra services agreement (the "Support Contract") at the time of the EOS Announcement, the software maintenance portion of its Support Contract, as defined in the Service Description Document applicable to the product EOS (the "Software Maintenance"), will continue for up to twelve (12) months from the EOS Announcement date. Zebra reserves the right, at its sole and absolute 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 Zebra's 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, multi-year Support Contracts for that product will no longer be available from Zebra. New customers may purchase 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 Zebra Services and the applicable Zebra product group(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.

4. Frequently Asked Questions

Q: Will the CC6000 model use the same power cords and power supply as the MK31XX?

A: No, you must order the power supply and cabling for the CC6000. Please see the CC6000 launch PMB for specific SKU details.

Q: Will the CC6000 directly mount to the MK31XX mounting brackets?

A: Yes, the CC6000 has the same VESA mount pattern as the MK31XX.

Q: Does the CC6000 support Windows CE, which was the OS used on the MK31XX?

A: The CC6000 ships with Android Oreo, and, like the CC600, continues to expand Zebra's deployment of Android OS architecture, fully aligned with Zebra's EMC platform. The EOS of MK31XX marks the end of Zebra's deployment of Win CE micro-kiosks

Q: Does the CC6000 support Zebra's Life Guard for Android?

A: Yes, the CC6000 fully supports Life Guard for Android

End of Life Timeline Definitions:

First RMA Request Date: First date distributors & partners can request RMA for return of EOL product.

Last RMA Request Date: Last date distributors & partners 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 purchase 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 Life Date: Last date technical support and repair services are available.

Warranty: See Zebra Warranty at <https://www.zebra.com/us/en/support-downloads/warranty/product-warranty.html>

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