

# Product Marketing Bulletin – PMB-10371

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Business Segment:  EMC

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Urgency Level	Notice applies to regions:	Government:	Published for:
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<b>Description:</b>	<b>TC7X: Transition to New Display</b>
<b>Reason for Change:</b>	<b>PMB-10371: Transition to a New Display for the TC7X product families - TC72/TC77, TC70X/TC75X and TC70/TC75</b>

## 1. Introduction

Due to an unexpected, supplier driven, component obsolescence we have a display transition for the TC7X product families. We are working to ensure this process is as smooth as possible for our customers and partners and leveraging one of our existing suppliers, we are qualifying a direct replacement. We would like to provide advance notice of this upcoming change and will release a subsequent PMB with further details. While the replacement display meets the same specifications as our current supplier, it does mandate certain software changes be adopted by customers. For customers with mixed install base, as a trusted advisor, Zebra recommends validating the new OS prior to release. Please note these software changes are backwards compatible with your existing install base.

Beta availability and estimated manufacturing cut in dates for software changes is below:

	Platform	Android Version	Beta Drop (Approximate)	Manufacturing & service cut-in (Approximate)
TC72 GMS	SD660	O	7-Feb	Late March – Early April
TC72 Non-GMS China	SD660	O	7-Feb	Late March – Early April
TC77 GMS	SD660	O	7-Feb	Late March – Early April
TC77 Non-GMS China	SD660	O	7-Feb	Late March – Early April
TC70X GMS	8956	O	13-Feb	Late March – Early April
TC70X Non-GMS	8956	O	13-Feb	Late March – Early April
TC75X GMS	8956	O	13-Feb	Late March – Early April
TC75X Non-GMS	8956	O	13-Feb	Late March – Early April
TC70X GMS	8956	N	28-Feb	Web posting only*
TC70X Non-GMS	8956	N	28-Feb	Web posting only*
TC75X GMS	8956	N	28-Feb	Web posting only*

	Platform	Android Version	Beta Drop (Approximate)	Manufacturing & service cut-in (Approximate)
TC75X Non-GMS	8956	N	28-Feb	Web posting only*
TC70X GMS	8956	M	13-May	Web posting only*
TC70X Non-GMS	8956	M	13-May	Web posting only*
TC75 GMS	8956	M	13-May	Web posting only*
TC75X Non-GMS	8956	M	13-May	Web posting only*
TC70 GMS	8960	L	24-Mar	Web posting only*
TC70 Non-GMS	8960	L	24-Mar	Web posting only*
TC70 GMS, FIPS	8960	L	24-Mar	Web posting only*
TC70 Non-GMS, FIPS	8960	L	24-Mar	Web posting only*
TC75 GMS	8960	L	24-Mar	Web posting only*
TC75 Non-GMS	8960	L	24-Mar	Web posting only*
TC75 Non-GMS FIPS	8960	L	24-Mar	Web posting only*
TC70 GMS	8960	KK	7-Apr	Web posting only*
TC70 Non-GMS	8960	KK	7-Apr	Web posting only*
TC75 GMS	8960	KK	28-Apr	Web posting only*
TC75 Non-GMS	8960	KK	28-Apr	Web posting only*

**A subsequent PMB will be distributed with clear manufacturing and web posting dates for each product, as we approach the above-mentioned timeline.**

## 2. Details

### **Existing part numbers:**

The new display cut-in will **NOT** result in a part number change for existing TC7X configurations

### **Service Impact:**

- TC7X products with old display hardware going through service, requiring display replacement, will be returned with the new display and the new software
  - Units shipped out of Zebra's service center with new display will also include a notification sticker
- TC7X not requiring a display replacement (i.e., still with the old display type) may come out of service with the same display but new software

### **Identifying devices with the new display:**

- TC7X devices with the new display can be identified while in the box or in the field
  - The subsequent PMB will include details and visuals to make the identification process as effortless as possible

### s3. Frequently Asked Questions

Q: Does this component obsolescence apply to all TC7X variants/configurations?

A: Yes, all currently existing variants/configurations within the TC7X families are impacted:

- TC72/TC77
- TC70X/TC75X
- TC70/TC75

Q: What is the scope of this End Of Life?

A: There are two main changes:

- Hardware change – Transition to the new display
- Software change – Depending on the product family & customer specific requirements, a new BSP or a patch

Q: What is the scope of the Hardware changes?

A: The hardware change **only** applies to the display itself. Please note, the touch panel is not impacted and there is no need to re-validate/calibrate sensitivity.

Q: Will all TC7X units going through Service have the new display when leaving Service?

A: No, but if the screen is damaged and needs to be replaced, devices may be subjected to a display (and software) change.

Q: Will the current terminals with the old display hardware work with the new software?

A: Yes, the new software is backwards compatible.

Q: Will the new terminals with the new display hardware work with the old software?

A: No, older software will not work on terminals with new display hardware. Depending on the product family & customer specific requirements, a new BSP or a patch will be needed.

Q: What happens if I try to downgrade the OS on a device with the new display?

A: Downgrade protection will prevent this.

Q: Do we need to validate our applications on the new software?

A: Yes, customers are encouraged to validate their applications on the new software. To expedite this process, we recommend downloading and verifying the latest BSP and LG patch for each platform and android version, as applicable. Doing this, subsequent validation of the new display software will only be for the display driver. Note: Latest BSP and LG patches will be available to all customers in the Support and Downloads area of the Zebra.com website. Referring to the timeline in section 1 of this document, BSPs and LG patches cut-in and/or posted will include driver software for both the new and the older display technologies. Firmer dates for this timeline will be communicated in a subsequent PMB.

Q: What should the Sales Engineers/Account Managers do to ensure the customer has a smooth transition?

A: Referring to the beta drop timeline in section 1 of this document, please ensure customers start validating software changes as soon as possible. For customers with locked or custom OS's, please ensure a CPR is submitted.

Q: What are the plans for current "P" install base?

A: "P" was never cut into manufacturing. However, in the event, customers downloaded "P" from Zebra's support site, we encourage you to reach out to your Sales Engineers and get guidance on how to best proceed.

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