



Product Marketing Bulletin – PMB-10371 Rev B

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Business Segment: EMC

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Description:	TC7X: Transition to New Display
Reason for Change:	PMB-10371 Rev B: Transition to a New Display for the TC7X product families TC72/TC77, TC70X/TC75X and TC70/TC75 (UPDATED TIMELINE)

1. Introduction

In February 2020, Zebra released PMB-10371 communicating the display transition on our TC7X product families. With this subsequent PMB, we would like to share an updated timeline for the hardware and software changes associated with this transition.

We continue to work on ensuring this, supplier driven, transition is as smooth as possible for our customers as well as partners. Leveraging one of our existing suppliers, we are qualifying a direct replacement display. While the replacement meets the same specifications as our current supplier, it does mandate certain software changes be adopted. For customers with mixed install base, as a trusted advisor, Zebra recommends validating the new OS prior to release.

Beta availability and target manufacturing cut in dates for the above-mentioned software changes is below. For customers with locked or custom OS's, please ensure a CPR is submitted. Please note these software changes are backwards compatible with your existing install base.

	Platform	Android Version	Target - Beta Drop	Target - Manufacturing & service cut-in
TC72 GMS	SD660	P	May 08	May 29 Web posting only
TC72 Non-GMS China	SD660	P	May 08	May 29 Web posting only
TC72 GMS	SD660	O	Feb 10	April 27
TC72 Non-GMS China	SD660	O	Feb 10	April 27
TC77 GMS	SD660	O	Feb 10	April 27
TC77 Non-GMS China	SD660	O	Feb 10	April 27

	Platform	Android Version	Target - Beta Drop	Target - Manufacturing & service cut-in
TC70X GMS	8956	O	Feb 18	May 29
TC70X Non-GMS	8956	O	Feb 18	May 29
TC75X GMS	8956	O	Feb 18	May 29
TC75X Non-GMS	8956	O	Feb 18	May 29
TC70X GMS	8956	N	March 11	May 29 Web posting only
TC70X Non-GMS	8956	N	March 11	May 29 Web posting only
TC75X GMS	8956	N	March 11	May 29 Web posting only
TC75X Non-GMS	8956	N	March 11	May 29 Web posting only
TC70X GMS	8956	M	June 16	June 25 Web posting only
TC70X Non-GMS	8956	M	June 16	June 25 Web posting only
TC75X GMS	8956	M	June 16	June 25 Web posting only
TC75X Non-GMS	8956	M	June 16	June 25 Web posting only
TC70 GMS	8960	L	May 05	June 04
TC70 Non-GMS	8960	L	May 05	June 04
TC70 GMS, FIPS	8960	L	May 05	June 04
TC70 Non-GMS, FIPS	8960	L	May 05	June 04
TC75 GMS	8960	L	May 05	June 04
TC75 Non-GMS	8960	L	May 05	June 04
TC75 Non-GMS FIPS	8960	L	May 05	June 04
TC70 GMS	8960	KK	May 19	June 25 Web posting only
TC70 Non-GMS	8960	KK	May 19	June 25 Web posting only
TC75 GMS	8960	KK	June 02	July 09 Web posting only
TC75 Non-GMS	8960	KK	June 02	July 09 Web posting only

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

3. 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 display transition?

A: There are two main changes:

- Hardware – Transition to the new display
- Software – Depending on the product family & customer specific requirements, a new BSP or a patch. See timeline in section 1

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 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: How should locked or custom OS's be addressed during this display transition?

A: For customers with locked or custom OS's, please ensure a CPR is submitted.

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

A: On devices with the new displays, downgrade protection will prevent the following -

- 1) Downgrading to an unsupported OS
- 2) Downgrading to a supported, but not released OS. This restriction is lifted upon release

See timeline in section 1 of this PMB for a list of supported OS and release dates, per platform

```
Supported API: 3
Stopping abbd...

Now send the package you want to apply
to the device with the following command:

E:OSUpdate not allowed (Status 1)
UPGRADE not allowed - please select DOWNGRADE MENU.. 256
ADB SIDeload check_for_osupdate_allowed - failed...
Installation aborted.
Stopping abbd...
```

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

A: As a trusted advisor, Zebra recommends, all customers, partners, and ISV's should re-validate their applications on the new software release. 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: Can interested customers test the new display hardware in order to certify this change?

A: As available, we intend to ship BETA units to the Regional Product Managers that can be used to show customers. Timing will vary by platform and availability will be limited. First batch of SD660 LAN & WAN units are expected to be received in New York by End of March, but receipt and subsequent outbound shipping is fluid and subject to COVID-19 pandemic impact.

Q: Are customers, that do not have software warranty contracts, eligible to get the display transition OS?

A: Display transition OS will be available to all customers, with or without software warranty contracts

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