

# Product Marketing Bulletin – PMB-10535

**Date** September 30<sup>th</sup>, 2020  
**Business Segment:**  EMC

**Contact:** Refer to Transition Schedule

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

<b>Description:</b>	<b>SD660 Android 10 Maintenance Release for Multiple Product Families (TC52, TC57, TC52-HC, TC72, TC77, PS20, TC8300, MC9300, VC8300, L10A, ET51, ET56, and EC30)</b>
<b>Reason for Change:</b>	<b>PMB-10535: New Android 10 MR for EMC Mobile Computers and Tablets with SD660 Chipset (TC52, TC57, TC52-HC, TC72, TC77, PS20, TC8300, MC9300, VC8300, L10A, ET51, ET56, and EC30)</b>

## 1. Introduction

The purpose of this PMB is to communicate the availability of a new Android 10 OS maintenance release that is compatible with a wide range of Zebra mobile computer and tablet product families. Both GMS and AOSP versions of this Maintenance Release (MR) are being released and will be published on the product specific support sites at [www.zebra.com/support](http://www.zebra.com/support) for download. Zebra has tested and validated that this OS release is compatible with the following product families: TC52, TC57, TC52-HC, TC72, TC77, PS20, TC8300, MC9300, VC8300, L10A, ET51, ET56, and EC30. The common hardware component across all these products is the SD660 chipset. Please see section 2 of this bulletin for a complete list of all the part numbers and check the release notes on Support Central for details.

Customers and partners should be aware that units built after **March 29<sup>th</sup>, 2021** will be manufactured with this Android 10 BSP.

## 2. Transition Schedule

Zebra plans to transition to this new BSP in Manufacturing on all SD660 devices. The schedule for cutting in this new BSP in Manufacturing is shown in the following table. Please understand that these are target dates.

This new OS software has been completely tested and validated by Zebra and is fully backward compatible with the existing SD660 mobile computer and tablet products in the field. However, as a trusted advisor, Zebra recommends that customers and partners test and validate the new OS prior to releasing it to production. For customers with SKU's with locked or custom OS's, please make sure to work with your Zebra salesperson to submit a new CPR.

Android 10 Upgrade Legacy Devices	Product Manager Contact	First Android 10 Web Posting Date	Manufacturing Cut-in Date	Support Page
<b>ET51 WLAN</b>	Ed Benforado +1.224.228.6312 ed.benforado@zebra.com	Oct 19th, 2020	Mar 29th, 2021	<a href="#">ET51 Link</a>
<b>ET56 WWAN</b>	Ed Benforado +1.224.228.6312 ed.benforado@zebra.com	Oct 19th, 2020 (ROW) Dec 1st, 2020 (NA, after carrier cert)	Mar 29th, 2021	<a href="#">ET56 Link</a>
<b>L10A</b>	Alexander Krutzke +1-905-812-6347 alexander.krutzke@zebra.com	Oct 19th, 2020 (ROW) Dec 1st, 2020 (NA, after carrier cert)	Mar 29th, 2021	<a href="#">L10 Link</a>
<b>EC30</b>	Michael Wong +19058126280 MICHAEL.WONG@zebra.com	Oct 19th, 2020	Mar 29th, 2021	<a href="#">EC30 Link</a>
<b>TC52</b>	John Pomerleau +1-513-377-1057 j.pomerleau@zebra.com	Jul 3rd, 2020	Mar 29th, 2021	<a href="#">TC52 link</a>
<b>TC57</b>	John Pomerleau +1-513-377-1057 j.pomerleau@zebra.com	Oct 19th, 2020 (ROW) Dec 1st, 2020 (NA, after carrier cert)	Mar 29th, 2021	<a href="#">TC57 link</a>
<b>TC52HC</b>	John Pomerleau +1-513-377-1057 j.pomerleau@zebra.com	Jul 3rd, 2020	Mar 29th, 2021	<a href="#">TC52 link</a>
<b>TC72</b>	Tom Britts +1-646-847-3534 Tbritts@zebra.com	Oct 19th, 2020	Mar 29th, 2021	<a href="#">TC72 link</a>
<b>TC77</b>	Dawn Fennessy +1.631.738.5389 Dawn.Fennessy@zebra.com	Oct 19th, 2020 (ROW) Dec 1st, 2020 (NA, after carrier cert)	Mar 29th, 2021	<a href="#">TC77 link</a>
<b>MC9300</b>	Greg Evans +19058126406 GREG.EVANS@zebra.com	Oct 19th, 2020	Mar 29th, 2021	<a href="#">MC9300 Link</a>
<b>PS20</b>	Lesly Gonzalez +1.631.738.3008 LJGonzalez@zebra.com	Jul 3rd, 2020	Mar 29th, 2021	<a href="#">PS20 link</a>
<b>TC8300</b>	Greg Evans +19058126406 GREG.EVANS@zebra.com	Oct 19th, 2020	Mar 29th, 2021	<a href="#">TC8300 Link</a>
<b>VC8300</b>	Alexander Krutzke +1-905-812-6347 alexander.krutzke@zebra.com	Oct 19th, 2020	Mar 29th, 2021	<a href="#">VC8300 Link</a>

### 3. LifeGuard for Android

Recently Zebra introduced LifeGuard™ for Android™ (LG) 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](#)).

LG is available for devices covered by a Zebra OneCare active contract, it includes the following support:

- 1) **Extended Security Service Life** - Security updates under LG is based on the device life cycle. Under LG, security patches are made available for the product hardware service life. For Zebra products that is either 6, 8, or 10 years. 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.

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

### 4. Software Support and Entitlement Process

Except for warranty coverage, which will be as specified below, End User Customers are required to have a valid Zebra OneCare Technical Support and Software (TSS), Special Value, Essential or Select service agreement in place to be entitled to any restricted software including Printer Profile Manager Enterprise, Enterprise Connector, LifeGuard, telephone and e-mail support. End user Customers will need to provide product information when initiating their support requests, including the serial number of the product configuration(s) for which they require restricted software and/or support.

For warranty coverage, software is licensed “as is” with no warranty. However, unless otherwise stated by Zebra in the product warranty exceptions list at [https://www.zebra.com/content/dam/zebra\\_new\\_ia/en-us/support-and-downloads/general/Warranty/product-warranty-exceptions-list.pdf](https://www.zebra.com/content/dam/zebra_new_ia/en-us/support-and-downloads/general/Warranty/product-warranty-exceptions-list.pdf) or in a sales agreement between Zebra and End-User Customer, for restricted software and for licensed demoware, as identified at zebra.com, End-User Customer may, for a period of 90 days from when the instance of Software or Hardware are first shipped by Zebra or, with proof of purchase or license, from the purchase date whichever is later, obtain if available, releases, from <https://www.zebra.com/us/en/support-downloads.html> and technical support.

End User Customers who wish to purchase a services agreement can do so through the normal channels that they currently use to purchase Zebra products and services. Requests to download restricted software releases are completed through Support and Downloads pages at <https://www.zebra.com/us/en/support-downloads.html>. For purposes hereof End User Customer means the original user of the product.

## 5. 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 SOLUTIONS PATHWAY LINK WILL BE UNDER “CONNECTING TOOLS”.**

Zebra Associates: [Click Here](#)

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

## 6. Frequently Asked Questions

**Q: Is the new software fully compatible with existing SD660 devices and tablets that are already deployed in the field?**

A: Yes, the new software is backwards compatible with all SD660 existing devices and tablets in the field.

**Q: What is the plan for the SD660 products listed in this PMB when they are returned to Service for repair?**

A: The Service Depot will follow the latest Bill of Materials when repairing products. After the new BSP has been cut into Manufacturing, all devices that are mentioned in this PMB will get returned to the customer with the new OS.

**Q: What if a customer is using a locked or custom OS?**

A: For customers with devices that have locked or custom OS's, please work with your Zebra account manager to submit a CPR.

**Q: Can interested customers obtain the new BSP for testing prior to release? What is the process?**

A: Interested customers and partners should contact their local Zebra account manager or channel manager to make arrangements. Pre-release test versions of the software can be made available.

**Q: Do customers need to validate applications on the new software?**

A: As a trusted advisor, Zebra recommends that all customers, partners, and ISV's test and validate their applications with the new software release prior to going to production.

---

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](mailto:FederalProductQuestions@zebra.com)

Information provided herein with respect to Zebra products or services ("Products and Services") that are not available for sale to the general public yet ("Pre-Launch Information"), is considered to be Zebra Confidential Information, as defined and subject to the terms of the confidentiality provisions included in recipient's PartnerConnect agreement or Participation Terms and Conditions with Zebra (the "PartnerConnect Agreement"). As such, prior to the date Products or Services become generally available for sale by Zebra ("Public Launch Date"), the recipient of this document ("Recipient") shall: (i) not disclose Pre-Launch Information to any third party; (ii) disclosure of Pre-Launch Information to only those employees, agents or consultants who must be directly involved with the Pre-Launch Information, and who are bound by confidentiality terms substantially similar to those contained herein; (iii) use the same degree of care used to protect their own information of like importance, but at least use reasonable care, in safeguarding against disclosure of Pre-Launch Information; (iv) use the Pre-Launch Information exclusively for the furtherance of their business relationship with Zebra; (v) promptly notify Zebra upon discovery of any unauthorized use or disclosure of the Pre-Launch Information and take reasonable steps to prevent further unauthorized actions or other breach of these confidentiality provisions. Without limiting the generality of the foregoing, Recipient shall not share the Pre-Launch Information on any website (including Recipient's eCommerce site(s)) or market the Products or Services in any other fashion until the Public Launch Date.

**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.**

©2019 ZIH Corp and/or its Affiliates. All rights reserved. Zebra and the stylized Zebra head are trademarks of ZIH Corp., registered in many jurisdictions worldwide. All other trademarks are the property of their respective owners.