End Of Sale Product Marketing Bulletin – PMB 2936

Date: 2/20/2017
Business Segment: ☐ EMC ☒ DCS ☐ ENC ☐ Other
Business Unit(s): ADC

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Urgency Level	Notice applies to regions:		Government:	Published for:
General Information	☒ **North America** ☒ **Latin America**	☒ **EMEA** ☒ **Asia Pacific**	☒ **Federal** ☒ **North America State & Local**	☒ **Associates** ☒ **Partners** ☒ **Distributors**

Description:	**DS6878 Retail and Healthcare: End of Sale (EOS) Announcement**
Reason for Change:	**PMB2936: End of Sale of DS6878 and Transition to DS8178**

1. Transition Overview

With the introduction of the DS8178 2D general-purpose handheld scanner, Zebra is announcing we will no longer promote or market the DS6878.

DS6878: Last book date May 31, 2017. Last ship date August 31, 2017.

DS6878-HC: Last book date July 31, 2017. Last ship date October 31, 2017.

The DS8178 offers the fastest scanning performance in its class, innovative new features to empower workers at the point of sale, and Zebra's unrivaled manageability tools. It is ideally suited for those who place a high value on improving productivity at the point-of-sale and creating a more satisfying checkout experience for their customers.

The DS8178-HC combines performance, adaptability, and manageability so healthcare professionals can perform their data capture tasks accurately and more productively without disturbing their patients. From medication administration to specimen collection, admitting and inventory and dietary management, the DS8178-HC is the ideal solution to enhance patient safety, the productivity of staff members and the efficiency of point-of-care operations.

2. Product Transition Timeline and Mapping Table

DS6878 Retail

Product Transition Timeline*	Date
Planned PMB release date	February 20, 2017

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First RMA Request Date for Channel Returns	March 31, 2017
Last RMA Request Date for Channel Returns	April 7, 2017
Last Channel Return Date	May 8, 2017
Last Book Date	May 31, 2017
Last Ship Date	August 31, 2017
End of Engineering Support Date	February 28, 2018
End of Service Date	August 31, 2022
Availability of [replacement product(s)]	DS8178 Retail: NOW

DS6878 Healthcare

Product Transition Timeline*	Date
Planned PMB release date	February 20, 2017
First RMA Request Date for Channel Returns	March 31, 2017
Last RMA Request Date for Channel Returns	April 7, 2017
Last Channel Return Date	May 8, 2017
Last Book Date	July 31, 2017
Last Ship Date	October 31, 2017
End of Engineering Support Date	April 30, 2018
End of Service Date	October 31, 2022
Availability of [replacement product(s)]	DS8178 Healthcare: APRIL 2017

*** Note: Any changes to above timeline will be communicated via a revised Distributor Notice (DN) and/or Product Marketing Bulleting (PMB).**

DS6878 Retail

Discontinued P/N	Description	Direct Replacement P/N	Description
DS6878 Cordless Scanner Only SKUs (Worldwide)			
DS6878-SR20007WR	2D Imager Scanner, Cordless, Standard Focus, Twilight Black	DS8178-SR0F007ZZWW	DS8178: Area Imager, Standard Range, Cordless, FIPS, Twilight Black

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DS6878-SR20001WR	2D Imager Scanner, Cordless, Standard Focus, Cash Register White	DS8178-SR0F006ZMWW	DS8178: Area Imager, Standard Range, Cordless, FIPS, MFi, Nova White
DS6878-SR20007Y	DS6878-SR: 2D Imager Scanner, Cordless, Standard Range, Twilight Black - INDIA ONLY	DS8178-SR0F007ZZWK	DS8178: Area Imager, Standard Range, Cordless, FIPS, Twilight Black - Korea and India
DS6878-SR2F007WR	Scanner, cordless Bluetooth, digital imager, FIPS, standard range, twilight black	DS8178-SR0F007ZZWW	DS8178: Area Imager, Standard Range, Cordless, FIPS, Twilight Black
DS6878-HD20007WR	2D Imager Scanner, Cordless, Near Focus for Small High Density Barcodes, Twilight Black	DS8178-HCMF00BVMWW	DS8178: Area Imager, Healthcare, Cordless, Magnetic Foot
DS6878-DL20007WR	2D Imager Scanner, Cordless, Standard Focus, Twilight Black with Driver License Parser	DS8178-DL0F007ZZWW	DS8178: Area Imager, Standard Range, DL Parsing, Cordless, FIPS, Twilight Black
DS6878-DL20001WR	2D Imager Scanner, Cordless, Standard Focus, Cash Register White with Driver License Parser	DS8178-DL0F006ZMWW	DS8178: Area Imager, Standard Range, DL Parsing, Cordless, FIPS, MFi, Nova White
DS6878 Cordless Kit SKUs (Worldwide)			
DS6878-PRBU0100AWR	DS6878-SR Black Presentation Cradle USB Kit: DS6878-SR20007WR Scanner, CBA-U21-S07ZAR Shielded USB Cable, CR0078-PC1F007WR Cradle, PWRS-14000-148R Power Supply, 23844-00-00R Line Cord	DS8178-SR7U2100PFW	DS8178-SR Black FIPS Presentation Cradle USB KIT: DS8178-SR0F007ZZWW Scanner, CBA-U21-S07ZBR Shielded USB Cable, CR8178-PC100F4WW Cradle
DS6878-TRBR0100AWR	DS6878-SR Black Standard Cradle Serial Kit: DS6878-SR20007WR Scanner, CBA-R01-S07PAR Serial Cable, CR0078-SC10007WR Cradle, PWRS-14000-253R Power Supply (USA, CA, MX, JP, TW)	DS8178-SR7U2100SFW *(Power Supply Sold Separately)*	DS8178-SR Black FIPS Standard Cradle USB KIT: DS8178-SR0F007ZZWW Scanner, CBA-U21-S07ZBR Shielded USB Cable, CR8178-SC100F4WW Cradle
DS6878-TRBR0100BWR	DS6878-SR Black Standard Cradle Serial Kit - EMEA: DS6878-SR20007WR Scanner, CBA-R01-S07PAR Serial Cable, CR0078-SC10007WR Cradle, PWRS-14000-256R Power Supply (EU, UK, EMEA, RU, ZA)	DS8178-SR7U2100SFW *(Power Supply Sold Separately)*	DS8178-SR Black FIPS Standard Cradle USB KIT: DS8178-SR0F007ZZWW Scanner, CBA-U21-S07ZBR Shielded USB Cable, CR8178-SC100F4WW Cradle
DS6878-TRBR0100CWR	DS6878-SR Black Standard Cradle Serial Kit - China: DS6878-SR20007WR Scanner, CBA-R01-S07PAR	DS8178-SR7U2100SFW *(Power Supply*	DS8178-SR Black FIPS Standard Cradle USB KIT: DS8178-SR0F007ZZWW Scanner, CBA-U21-S07ZBR

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	Serial Cable, CR0078-SC10007WR Cradle, PWRS-14000-257R Power Supply (CN)	*Sold Separately)*	Shielded USB Cable, CR8178-SC100F4WW Cradle
DS6878-PRBUF100AWR	DS6878-SR Black FIPS Presentation Cradle USB Kit: DS6878-SR2F007WR Scanner, CBA-U21-S07ZAR Shielded USB Cable, CR0078-PC1F007WR Cradle, PWRS-14000-148R Power Supply, 23844-00-00R Line Cord	DS8178-SR7U2100PFW	DS8178-SR Black FIPS Presentation Cradle USB KIT: DS8178-SR0F007ZZWW Scanner, CBA-U21-S07ZBR Shielded USB Cable, CR8178-PC100F4WW Cradle
DS6878-TRBU0100ZWR	DS6878-SR Black Standard Cradle USB Kit: DS6878-SR20007WR Scanner, CBA-U01-S07ZAR USB Cable, CR0078-SC10007WR Cradle	DS8178-SR7U2100SFW	DS8178-SR Black FIPS Standard Cradle USB KIT: DS8178-SR0F007ZZWW Scanner, CBA-U21-S07ZBR Shielded USB Cable, CR8178-SC100F4WW Cradle
DS6878-TRBU0100ZY	DS6878-SR Black Standard Cradle USB Kit - INDIA ONLY: DS6878-SR20007Y Scanner, CBA-U01-S07ZAR USB Cable, CR0078-SC10007WR Cradle	DS8178-SR0F007ZZWK *(Cable and Cradle Sold Separately)*	DS8178: Area Imager, Standard Range, Cordless, FIPS, Twilight Black - INDIA & KOREA ONLY
DS6878-TDBU0100ZWR	DS6878-DL Blk Std Cradle USB Kit	DS8178-DL7U2100SFW	DS8178-DL Black FIPS Standard Cradle USB KIT: DS8178-DL0F007ZZWW Scanner, CBA-U21-S07ZBR Shielded USB Cable, CR8178-SC100F4WW Cradle

DS6878 Healthcare

Discontinued P/N	Description	Direct Replacement P/N	Description
DS6878-HC Cordless Scanner Only SKUs (Worldwide)			
DS6878-HC2000BVZWW	DS6878: Area Imager, Healthcare, Cordless, HC White, Vibration Motor	DS8178-HCMF00BVMWW	DS8178: Area Imager, Healthcare, Cordless, FIPS, Magnetic Foot, HC White, Vibration Motor, MFi
DS6878-HC2F00BVZWW	DS6878: Area Imager, Healthcare, Cordless, FIPS, HC White, Vibration Motor	DS8178-HCMF00BVMWW	DS8178: Area Imager, Healthcare, Cordless, FIPS, Magnetic Foot, HC White, Vibration Motor, MFi
DS6878-HC Cordless Cradle SKUs (Worldwide)			
CR0078-PC1F09BWR	Hands-Free Healthcare Bluetooth Charging Base for Presentation Scanning, Image Transfer, OCR and	CR8178-PCM00FBWW	DS8178: Presentation Cradle with Magnet, Bluetooth, FIPS, Healthcare White

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	FIPS (requires 12V Power Supply, PWRS-14000-148R and a country specific power cord to be ordered separately; USB Cable must be Shielded Type)		
CR0078-SC1009BWR	Standard Base Cradle, Bluetooth, charging, healthcare white; IF USED WITH AN EXTERNAL POWER SUPPLY IN A HEALTHCARE ENVIRONMENT, THE INCLUDED FERRITE MUST BE ATTACHED TO THE POWER SUPPLY CABLE. USB cable must be unshielded type	CR8178-SC100FBWW	DS8178: Standard Cradle, Bluetooth, FIPS, Healthcare White
DS6878-HC Cordless Kit SKUs (Worldwide)			
DS6878-HCBU0102SVW	DS6878-HC Vibration Motor Standard Cradle USB KIT: DS6878-HC2000BVZWW Scanner, CBA-U01-S07ZAR USB Cable, CR0078-SC1009BWR Cradle	*DS8178-HCBU210MS5W*	DS8178-HC FIPS Standard Cradle USB KIT: DS8178-HCMF00BVMWW Scanner, CBA-U21-S07ZBR Shielded USB Cable, CR8178-SC100FBWW Cradle
DS6878-HCBU2112PVW	DS6878-HC Vibration Motor Presentation Cradle USB KIT: DS6878-HC2000BVZWW Scanner, CBA-U21-S07ZAR Shielded USB Cable, CR0078-PC1F09BWR Cradle, PWRS-14000-148R Power Supply, 23844-00-00R Line Cord	*DS8178-HCBU210MP5W*	DS8178-HC FIPS Presentation Cradle (with Magnet) USB KIT: DS8178-HCMF00BVMWW Scanner, CBA-U21-S07ZAR Shielded USB Cable, CR8178-PCM00FBWW Cradle

3. Accessories and Peripherals: Transition Timeline and Mapping Table

Not Applicable.

4a. Service and Support: Hardware End of Service Life Policy

Zebra Technologies Corporation ("Zebra") will provide service and support for products manufactured by Zebra for a period of five years commencing on the last day of the product's final shipment.

Zebra will make reasonable, commercial attempts to continue to repair products beyond the five-year period at Zebra's option:
- To meet contract commitments
- Where a significant commercial requirement is identified

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- Where Zebra judges 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 discretion.

4b. 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 those customers with products covered by an Enterprise Mobility Services agreement (the "Support Contract") at the time of the EOS Announcement, the software maintenance portion of their Support Contract, as defined in the Service Description Document applicable to the product being EOS (the "Software Maintenance"), will continue for up to twelve (12) months from the EOS Announcement date. Zebra reserves the right, at its sole 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 Global 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, any existing multi-year Support Contracts for that product will no longer be available. New customers may purchase any existing 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 both Zebra's Solutions Services and the applicable Product organization(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.

5. 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.

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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 Global Services agreement 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 Global Services Marketing Software Support home page**
- **Partners:** please visit the Services tab on Product & Services Central page of **Partner Gateway**

6. Frequently Asked Questions

Q: **Does the DS8178 replace any other scanners in the Zebra portfolio?**

A: Yes. The DS8178 replaces the DS6878.

Q: **What is the availability of the DS8178?**

A: DS8178 Retail: NOW
DS8178 Healthcare: APRIL 2017

Q: **The DS6878 had laser aimers. Does the DS8178 have any?**

A: There are no lasers in the DS8178. The circular aiming spot is generated by a LED.

Q: **Why would I choose the DS8178 over a competitor product?**

A: The DS8178 rises above the competition to deliver unprecedented scanning performance, innovative productivity enhancing tools and unrivaled manageability. Refer to section 1 for further details on the attributes that define the DS8178.

Q: **What makes the DS8178 scan so fast?**

A: An 800 MHz processor combined with Zebra's proprietary PRZM technology powers the DS8178 to make it the fastest scanner available.

Q: **Aside from just scanning faster than conventional scanners, how else can the DS8178 help checkout lines move more quickly?**

A: In addition to an 800 MHz processor and PRZM technology, the DS8178 has a high resolution 1MP sensor that enables it to capture the most difficult dirty, damaged, faded, wrinkled or plastic wrapped barcodes quickly and easily, minimizing the need for a cashier to find a similar item with a good barcode or key in the item number, both of which cause checkout delays. The 24 inch (60 cm) scan range and bright aim spot work together with the 1MP sensor to make it easy for a cashier to scan items in a cart without having to walk around the checkout stand, saving valuable time at checkout. The DS8178 imaging system, which includes specially designed illumination, makes quick work of scanning mobile coupons, mobile loyalty club cards and mobile gift cards from a mobile phone screen. The DS8178 has a smart PowerPrecision+ battery which, combined with an indicator on the scanner, tells a user well in advance when a scanner needs to be charged, avoiding unplanned battery failure during a shift which can disrupt the checkout process, causing delays that keep cashiers from reaching the maximum number of transactions possible and irritate customers standing in line.

Q: **The DS6878-HC had a Night Mode feature which enabled the scanner to easily switch between vibrate and beeper feedback to avoid disturbing patients. Does the DS8178-HC retain this feature?**

A: Yes, the DS8178-HC has the Night Mode feature which enables the scanner to easily switch between vibrate and beeper feedback to avoid disturbing patients.

Q: The DS6878-HC was "Disinfectant Ready". The DS8178-HC is "Disinfectant Resistant". What is the difference between "Disinfectant Ready" and "Disinfectant Resistant"?

A: A wider variety of disinfectants can be used to clean a "Disinfectant Resistant" scanner than a "Disinfectant Ready" scanner, including some that are commonly used in hospitals today.

Q: The DS6878-HC cradles were Disinfectant Ready, just like the scanner itself. Are the DS8178-HC cradles Disinfectant Ready?

A: Yes. Both DS8178-HC cradles are Disinfectant Ready.

Q: **Does the DS8178 require a new USB Cable?**

A: Yes. USB cable part number CBA-U21-S07ZBR should be utilized with all installations. CBA-U21-S07ZBR can be ordered separately or as part of a kit. Refer to section 2 for availability.

The older USB cable part number (CBA-U21-S07ZAR) will be phased out and replaced with the new CBA-U21-S07ZBR part number. All existing products that utilize the CBA-U21-S07ZAR part number will be compatible with the new CBA-U21-S07ZBR part number.

The DS8178 must use CBA-U21-S07ZBR.

Q: **What accessories are available for the DS8178?**

A: The DS8178 offers various cradles, spare batteries and document capture stand.

Q: **Does the DS8178 standard cradle (CR8178-SC) and presentation cradle (CR8178-PC) require an external supply like the DS6878, or can it take its power from a USB cable?**

A: Both the CR8178-SC desk/wall cradle and the CR8178-PC presentation cradle can be powered directly from a standard USB port. No need for an external power supply.

Q: **Can the DS8178 cradles be used with any other scanners.**

A: No, only use CR8178 cradles with DS8178 scanners.

Q: **Can the DS8178 be used with any cradles other than CR8178-SC and CR8178-PC?**

A: No, only use CR8178 cradles with DS8178 scanners.

Q: **A screwdriver was needed to replace the DS6878 battery. Is a screwdriver needed to replace the DS8178 battery?**

A: No tools are needed to replace the DS8178 battery – a simple coin is all that is needed to open and close the battery slot.

Q: **The DS6878 used a NiMH battery. Does the DS8178 use a Li-Ion battery?**

A: The DS8178 uses a PowerPrecision+ Li-Ion smart battery.

Q: **What capabilities does the PowerPrecision+ smart battery have? What benefits does it offer me?**

A: The PowerPrecision+ smart battery in the DS8178 monitors and records battery health indicators that can be polled by Zebra's 123Scan utility or by a customer's application so that decisions such as when to purchase batteries can be made proactively in order to maintain a ready supply of batteries on hand and avoid interrupting workflows.

Q: **What is the warranty on the DS8178?**

A: The DS8178 cordless scanners and CR8178 cradles come with a three (3) year warranty.

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SOFTWARE APPLICATIONS

Q: **What types of software applications are available for the DS8178? Where can I get detailed information?**

A: Zebra offers a complete set of software tools for device configuration, remote management and application development that may be used with the DS8178.

123Scan
- 123Scan is a software tool to simplify scanner set-up. Intuitive enough for first time users, 123Scan has a wizard that creates a single barcode for programming scanners. It can also be used to update firmware on a single device or stage a large number of devices, and can display and save both bar code data and images.

  1 Minute Product Tour available on YouTube.com.

Scan-To-Connect Utility (cordless only)
- An industry first Zebra-exclusive companion app that enables users to leverage our 1-step pairing technology from their phone or tablet without the user having to modify their app.

Scanner Management Service
- The Scanner Management Service (SMS) enables the remote management of Zebra scanners. With no operator intervention required, the SMS enables you to remotely access scanner asset information, set parameters and update firmware.

  1 Minute Product Tour available on YouTube.com.

Scanner SDK
- Our Zebra Scanner SDK can generate a fully-featured scanner application. The SDK includes documentation, drivers, test utilities, how-to videos and sample source code.

  Available for Windows, Linux, Android and iOS.

  1 Minute Product Tour available on YouTube.com.

Scanner Control Application
- The Scanner Control App allows a user to control their Bluetooth scanner from a phone / tablet.

  The app supports single-step Scan-To-Connect technology.

  It allows you to control your scanner to:
    - Program beeper and LEDs
    - Enable / disable symbologies
    - Remotely trigger a scan

  It can also display scanned bar code data, query scanner asset information and query battery health statistics.

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Available on the Android Play store.

1 Minute Product Tour available on YouTube.com.

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