



WEARABLES PRODUCT FAMILY PARTNER BRIEF

EXECUTIVE SUMMARY

Do you have warehousing and distribution center customers interested in transforming the way they track and account for inventory?

- Do they face a major increase in package volume?
- Is accuracy of inventory becoming an issue?
- Are their direct and indirect costs increasing?
- Do they need to address a new set of logistical challenges caused by operating across multiple channels of retail, catalog and Internet?
- Do they need to meet new set of traceability regulations?
- In short, do you have warehousing customers who need to do more — and without increasing staff or space?

With our wearable mobile computing solutions, you can help your customers address all these issues. This hands-free system allows workers to process more packages in a day than ever before. With a full mobile computer on their arm and a ring-style scanner on their finger, they can collect a wealth of information about the items they are handling in just seconds. The result? Your customers will enjoy increased workforce productivity and throughput, reduced operational cost, cost-effective compliance with traceability regulations. In the end, more satisfied customers.

Motorola's hands-free portfolio represents the next generation in wearable solutions, delivered by the company who introduced the first wearable computing systems for text-based applications more than 19 years ago. Leveraging Motorola's extensive, market-leading, real-world experience, the WT41N0 Series system features award-winning ergonomics alongside the latest innovations in performance and rugged construction.

Maximum application flexibility: text-only, voice-only and combination text and voice applications

Companies across manufacturing, pharmaceutical and warehousing sectors have embraced voice picking for its simplicity and ease of use. However, most voice-based solutions have been limited in their ability to handle errors and exceptions.

Motorola Solutions' hands-free portfolio gives your customers maximum application flexibility with support for both hands-free text and voice-based picking. Your customers can select a combination voice and text-based solution to give workers the tools to handle errors and exceptions on the fly, or select a voice-only solution for cost-effective voice picking applications. There's no need to purchase, manage and support separate text-based and voice-based devices.

Extensive product family of wearable scanners and accessories

A complete accessory family enriches the functionality of this hands-free solution. Our RS507 and RS419 ring scanners give workers hands-free scanning that boosts productivity in the most scan intensive applications. A rugged yet highly cost-effective cabled headset provides crystal clear voice in the noisiest and most demanding environments. Your customers can complete this hands free solution with the right accessories that best meet the needs of their users and environment. The result is a future-proof investment as customers can easily expand functionality to meet specific business needs.

The Motorola wearable portfolio includes:

- **WT41N0 Wearable Computer:** Offering maximum flexibility with voice and data, including headset and push-to-talk support for voice picking, as well as mix and match connectors on either side for right- or left-handed scanning. The WT41N0 features a high-performance computing platform, 802.11a/b/g/n WLAN connectivity, a bright QVGA display, full keyboard for text entry and a lightweight ergonomic flexible design that can be worn on the hip or wrist.
- **WT41N0 VOW Wearable Computer:** This voice-only device offers the same high-performance platform as the WT41N0 terminal without the display and keypad interface, providing a highly cost-effective alternative for those customers who are interested in voice-only applications.

- **RS507 Hands-free Cordless Imager:** This two-finger scanner offers Bluetooth® cordless freedom, stunning laser-like scan performance on both 1D and 2D bar codes, state-of-the-art ergonomics and the most rugged specifications available for ring scanners.
- **RS419 Hands-free Coded Ring Scanner:** Worn on one finger, the tiny RS419 combines hands-free all-day comfort, the latest in 1D laser scanning technology and a rugged design for everyday dependable operation, indoors and outdoors, even the freezer.
- **RCH51 Rugged Cabled Headset:** Your customers can pair the RCH51 with the WT41N0 or WT41N0 VOW computer to enable voice-directed applications and voice communications in the most demanding business environments. Rugged yet comfortable enough for all day use, the RCH51 delivers crystal clear voice quality, even in the harshest and noisiest environments.

Advanced ergonomics for all-day comfort

As a pioneer in wearable computing, Motorola has brought significant ergonomic advancements to our hands-free designs. Design concepts were studied by internal Human Factors experts as well as outside consultants — and enhancements came from real-world feedback from customers using wearable products throughout distribution and logistics industries. Shape, design, trigger placement, balance, even the materials used, have all been optimized to ensure the comfort and safety of users during every minute of the longest shift.

Built for the warehouse

Workers can drop, bump or even spill liquid on Motorola's hands-free portfolio, yet still expect reliable operation. With industrial-grade sealing, drop specifications and a wide temperature range, these rugged devices can operate in virtually all environments in the warehouse — from the dusty warehouse floor to the loading dock on a hot summer day or the cooler. Freezer-ready options are built to withstand the wide temperature swings that occur when workers go in and out of freezers. Your customers can depend on Motorola's rugged construction to dramatically reduce breakage and the associated cost of repairs and employee downtime.

Maximum return on investment

Motorola Solutions makes it easy for your customers to get maximum value from their wearable computing technology investments. Our wearable portfolio

represents the latest in hands-free wearable solutions, leveraging knowledge and insight gained from our unique and extensive industry experience. Innovative design, maximum application flexibility, and durable construction provide a robust computing platform that helps employees work faster, smarter and safer.

With the WT41N0 Series Wearable System, your customers have the opportunity to significantly:

- Improve warehouse productivity and efficiency with a complete hands-free solution — no need to handle paper forms, juggle handheld devices or lose time manually managing exceptions
- Increase picking/put-away accuracy with visual interface and text entry or voice picking
- Improve package handling productivity with state-of-the-art scan rates — scanners can read damaged or poorly printed bar codes, first time, every time
- Achieve a low total cost of ownership (TCO) through:
 - A rugged design and industry-leading support, which maximize device uptime
 - Simplified and centralized device management — hands-off management with Motorola Solutions’ Mobility Services Platform (MSP) substantially reduces one of the largest costs of any mobility solution — day-to-day management
 - Support for Motorola’s RhoMobile best-in-class operating system-agnostic applications, allowing your customers to deploy a single version of an application that can run on Windows Mobile, Windows CE, Android, BlackBerry and Apple iOS — so your customers will spend a lot less time and money creating and managing mobile applications
 - World-class support — Motorola’s Support Services bring your customers true peace of mind with a complete portfolio of repair programs that encompass telephone support, software support, web self-service and service center repair — all backed by a global support infrastructure and proven expertise
- Reduce capital expenditures by eliminating the need to purchase separate devices for voice and text applications — and reduce operational expenses with fewer devices to support and maintain

WHAT'S NEW IN MOTOROLA'S WEARABLE PRODUCT FAMILY?

Building on the momentum of the WT4000 Series, the new Wearable Product Family features the latest innovations in performance and rugged construction. In many cases, enhancements are the direct result from real-world feedback from customers using wearable products throughout distribution and logistics industries.

New features in the WT41N0, WT41N0 VOW and RS419 include:

WHAT'S NEW IN THE RS419?		
RS419	RS409	WHY IT MATTERS
New SE965 scan engine	SE955 scan engine	Offers widest working range in this device class; patented Adaptive Scanning technology automatically toggles between a wide and narrow scan angle until a bar code is detected, so users can capture bar codes from near contact to as far as 15 ft./4.5 m (Maximum working range for RS409 is 50 in./127 cm)
Wider temperature range Operating temp.: -22° to 140° F/-30° to 60° C	Operating temp.: -4° to 122° F/-20° to 50° C	Can be used in the freezer; single scanner can be used in more warehouse environments, so customers don't need to purchase and manage specialized devices.
Cable protection beads	No cable protection beads	Two beads were added in spots where the cable experiences the most wear (i.e. bending); cable is now two to three times stronger to reduce wear and tear and failures in the field.
Cable strain relief	No cable strain relief	Cable can now handle more constant tension and pulling for greater durability.

WHAT'S NEW IN THE WT41N0?		
WT41N0/ WT41N0 VOW	WT4090/ WT4090 VOW	WHY IT MATTERS
802.11 a/b/g/n	802.11 a/b/g	The latest Wi-Fi standard, 802.11n, offers more bandwidth, can support more users and more applications and delivers wired-line style performance over a wireless connection.
Microsoft Windows Embedded Compact CE 7.0	Microsoft Windows CE 5.0 Professional Version	Windows Embedded Compact 7 (Microsoft's latest mobile operating system) is able to take advantage of both processors — for significantly better application performance and multi-tasking.
Dual core 1GHz OMAP processor; 512 MB RAM; 2 GB Flash	Intel XScale PXA270 @ 520 MHz; 128 MB/128 MB	This high performance platform delivers lightning-fast application performance and reliability
Simultaneous support for multiple audio sources	Single audio source only	Enriches functionality; for example, an associate in training can use a wired headset for voice picking, while a supervisor standing near the trainee can also listen in via a Bluetooth headset.
Built-in microphone	No microphone (headset only)	Offers your customers more versatility, with support for push-to-talk and voice-directed applications without a headset; reduces costs for those customers who choose not to purchase headsets.
Larger speaker and larger speaker opening	Smaller speaker	Improved voice functionality; in voice-directed applications and Push-to-Talk communications, workers can hear commands more clearly when not using a headset — even in the noisiest warehouse environments.
4H hardness touch panel	Less durable touch panel	More scratch resistant; improved durability for a traditionally vulnerable element of the mobile computer.
MIM stainless steel side connectors	Coated metal side connectors	Minimizes corrosion and improves overall ruggedness.
Two user programmable LEDs for application notification	No programmable LEDs	Lets IT/app developers create a better and more intuitive application experience for the end user; for example, LEDs can show users LAN or Bluetooth or for application notification of an event.
Supports RhoMobile applications	Does not support RhoMobile applications	Allows easy and cost-effective development and deployment of a single application version that runs on practically any device, regardless of operating system or screen size.
Bluetooth pairing bar code	No Bluetooth pairing	Easier pairing; for example, users simply scan with RS507 Bluetooth ring scanner and it pairs.

THE MARKET OPPORTUNITY

Motorola's Wearable Product Family addresses specific needs in today's warehouse and distribution center. This product line presents Motorola partners with a strong opportunity in the wearable computer and voice-directed market — that the following projections will show is a rapidly growing segment within the mobile computing space.

Total addressable market

The use of wearable computers continues to rise in enterprise applications, as the technology has evolved from an interesting concept to a deployable application with tangible business benefits. Companies around the world — including global retailers, pharmaceutical and grocery distributors, and parcel handling giants — are adopting hands-free computing solutions to achieve competitive advantage in the form of new levels of efficiency, productivity and accuracy.

According to Venture Data Corporation, wearable computers are projected reach 328.1 million in sales worldwide in 2016. The overall Compound Average Growth Rate (CAGR) for wearable computers from 2011-2016 is 8.2 percent — far exceeding the growth rate of other rugged mobile computer form factors over the same time period.

Warehousing trends

In today’s environment, companies face significant pressure to reduce warehouse operating expenses while maximizing their existing resources — in short, companies need to “do more with less.” As a result, there’s a need for more dynamic and flexible processes and more real-time technologies in the warehouse.

The Aberdeen Group surveyed 134 warehousing professionals for a benchmark report, then focused on 65 enterprises, including 32 companies that employed voice-directed applications and 33 that did not.

Aberdeen found across all companies that two of the top three business pressures centered on efficiency and resource management:

- Support increased sales without increasing staff or space
- The need for better utilization of underutilized resources

Within both picking and replenishment, many tasks require interactive processing. As companies look to improve efficiency in warehouse management, there’s a trend to adopt more dynamic event capabilities. Aberdeen compared the capabilities between voice and non-voice users. Figure 2 compares areas where voice users are demonstrating more advanced dynamic event capability. Note that “Voice GAP” reflects the number of times more likely that a Voice User has the indicated capability versus a Non-Voice User.

Figure 1: Mobile Computer SAM (Millions of Dollars)

		Base Year	Forecast					CAGR
	2010	2011	2012	2013	2014	2015	2016	2010-2016
Wearable	195.2	221.2	232.4	249.2	271.0	296.8	328.1	8.2%

Source: VDC Strategic Insights 2012: Enterprise Mobility Solutions, Track 2: Enterprise & Government Mobility Hardware, Volume 1: Mobile Devices

Figure 2: Comparison between voice users and non-voice users

VOICE USERS	DYNAMIC EVENTS: HAVE OR HAVE AND PLAN TO ENHANCE	NON-VOICE	GAP-VOICE
92%	Direct order-picking with mobile devices	41%	2.24
75%	Hold replenishment tasks and release replenishment to coincide with picking	18%	4.17
71%	Task interleaving dynamically (switching employees between functions: picking replenishment)	45%	1.58
51%	Dynamic real time order dispatch (i.e. ability to interleave order adds or quantity changes)	25%	2.04
42%	Event management (automatically notifying personnel when certain warehouse events take place)	18%	2.33

Source: Aberdeen Group, December 2011

Move toward multimodal technology

When the Aberdeen Group surveyed current voice users, they found that 80 percent plan on updating or refreshing their hardware in the future. Of those, 76 percent are willing to consider a different hardware manufacturer when they upgrade or refresh. Why? The main reason cited was a desire for a “multimodal” device that has a screen, scanner, and/or keyboard in addition to being voice-capable.

According to the Aberdeen report:

“Most of the barriers identified by current voice users indicate a desire to move toward multimodal easily adapted technologies. When it comes to mobility within the warehouse, interacting with order and processing flows at the device level becomes more important and the ability to have multiple ways to confirm events is central to success in today’s dynamic warehouse environment.”

This market trend offers a strong opportunity for partners to sell the Motorola Wearable Product Family, which supports text-only, voice-only and combination voice and text-based applications. The Wearable Product Family gives warehouse workers the tools needed to act as efficiently and effectively as possible, enabling companies to get maximum value out of their warehouse applications.

MARKET POSITIONING

The WT41N0 Series offers maximum performance and functionality in its product class, providing superb value for its price. The WT41N0 is ideal for customers who require a flexible, voice/text-based solution for use in all types of environments and working conditions (and that is similar in price to the competition’s basic, voice only solutions). The WT41N0 VOW should be positioned only to those select customers who prefer a single-purpose, voice-only solution.

Figure 3: Price-Performance Comparison

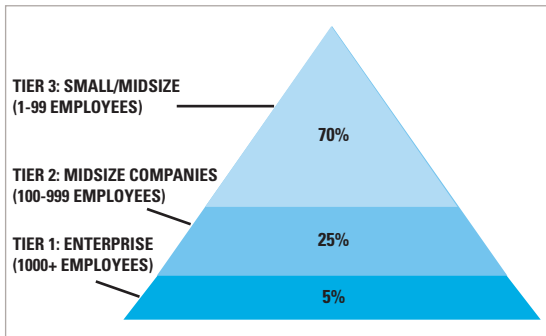


Target market and applications

MARKET	APPLICATIONS	WT41N0 (WITH EITHER RS507 OR RS419)	WT41N0 VOW (WITH EITHER RS507 OR RS419)
MANUFACTURING AND WAREHOUSE/ DISTRIBUTION CENTER	<ul style="list-style-type: none"> Picking Voice-based picking Packing Put away/let-down Shipping and receiving 	●	●
RETAIL (GROCERY)	<ul style="list-style-type: none"> Shipping and receiving Inventory Shelf replenishment In-store picking (home shopping applications) 	●	
HEALTHCARE	<ul style="list-style-type: none"> Pharmaceutical distributors' warehouse applications 	●	
TRANSPORTATION AND LOGISTICS	<ul style="list-style-type: none"> Package handling 	●	

Market opportunity by company size

The primary targets for Motorola's Wearable Product Family are:



Target customer: prospect titles

During the sale of the Wearable Product Family, you can expect to work with several key players:

- CIO
- CTO
- Director of IT
- Business Line VP or Director (for example: operations, customer service, repair or warehouse operations)
- RFP Project Manager/Purchasing Director

BUSINESS PROPOSITION

This section outlines the investment required to sell the Wearable Product Family, the revenue opportunities associated with hardware and accessories, as well as the incremental revenue opportunities associated with software application development and enhanced services.

Your investment

The investment required by Motorola business partners to sell the Wearable Product Family is summarized in the following chart:

INITIAL PARTNER INVESTMENT	
DESCRIPTION	APPROX. COST TO PARTNER
Motorola Sales Tools	Available at no cost
Certification Costs	Not required
Cost for Demo Units	No demo kits available at this time

THE MANY REVENUE OPPORTUNITIES

Hardware revenue: devices and accessories

The following chart provides a complete list of the available configurations and pricing.

For a complete list of recommended peripherals for the Motorola Wearable Product Family, please refer to [Solution Builder](#).

WT41N0 and WT41N0 VOW models

CUSTOMER ORDER P/N	DESCRIPTION	PRICE	DISCOUNT CATEGORY
WT41N0 Wearable Computer			
WT41N0-N2S27ER	Non touch display, double tap keypad, 512/2G memory, 802.11a/b/g/n, CE7, standard battery	\$2,895	1A
WT41N0-N2H27ER	Non touch display, double tap keypad, 512/2G memory, 802.11 a/b/g/n, CE7, extended battery	\$2,925	1A
WT41N0-T2S27ER	Touch display, double tap keypad, 512/2G memory, 802.11 a/b/g/n, CE7, standard battery	\$2,995	1A
WT41N0-T2H27ER	Touch display, double tap keypad, 512/2G memory, 802.11 a/b/g/n, CE7, extended battery	\$3,025	1A
WT41N0 Voice-Only Wearable Computer			
WT41N0-V1H27ER	Voice Only Wearable, no display, 3 keys, 512/2G memory, extended battery	\$1,950	1A

Ring-style scanners

CUSTOMER ORDER P/N	DESCRIPTION	PRICE	DISCOUNT CATEGORY
RS507 Bluetooth Hands-Free Imager			
RS507-IM20000CTWR	RS507 Hands-Free Imager, 2-finger mounted bar code imager with manual trigger and corded adaptor to the WT4090 wearable terminal. Requires extended capacity battery for the WT4090	\$1,135	1A
RS507-IM20000STWR	RS507 Hands-Free Imager, 2-finger mounted bar code imager with manual trigger and standard capacity battery for cordless Bluetooth interface to supported mobile computer	\$1,055	1A
RS507-IM20000SNWR	RS507 Hands-Free Imager, 2-finger mounted bar code imager without manual trigger for auto-triggering using the Intelligent Sensing Technology (IST) with standard capacity battery for Bluetooth interface to supported mobile computer	\$1,055	1A
RS507-IM20000ENWR	RS507 Hands-Free Imager, 2-finger mounted bar code imager without manual trigger for auto-triggering using the Intelligent Sensing Technology (IST) with extended capacity battery for Bluetooth interface to supported mobile computer	\$1,080	1A
SAC5070-800CR	8-battery Charger with external power supply and a US AC cord for charging both the standard and the extended capacity batteries of the RS507	\$645	1A
SAC5070-801CR	8-battery Charger with external power supply without an AC cord for charging both the standard and the extended capacity batteries of the RS507	\$640	1A

Ring-style scanners, continued

CUSTOMER ORDER P/N	DESCRIPTION	PRICE	DISCOUNT CATEGORY
Field-replaceable spare parts for RS507 Bluetooth Hands-Free Imager			
KTBTTRYRS50EAB00-01	Standard Battery (970mAh, 3.7V)	\$70.00	1A
KTBTTRYRS50EAB02-01	Extended Battery (1940mAh, 3.7V)	\$95.00	1A
ADPTRWT-RS507-02R	Corded Adapter	\$190.00	1A
KT-CLMPT-RS507-01R	Trigger swivel. Strap and buckle sold separately.	\$110.00	1A
KT-CLMPN-RS507-01R	Triggerless strap holder. Strap and buckles sold separately	\$33.00	1A
KT-PAD-RS507-10R	A set of 10 comfort pads. Compatible with both the trigger and triggerless configurations.	\$74.00	1A
KT-STRPT-RS507-10R	A set of 10 straps for the triggered configuration	\$57.00	1A
KT-STRPN-RS507-10R	A set of 10 straps for the triggerless configuration	\$36.00	1A
KT-BKL-RS507-10R	A set of 10 strap buckles. One is used in the triggered configuration and two in the triggerless configuration.	\$25.00	1A
PWRS-0102246H54	Power Supply for the 8-slot Battery Charger	\$77.00	1A
50-16000-182R	AC cord (US), for the 8-slot Battery Charger	\$5.00	1A
RS419 Ring Scanner			
RS419-HP2000FSR	Ring scanner, cable to arm, with HP engine, freezer	\$935	1A
RS419-HP2000FLR	Ring scanner, cable to waist, with HP engine, freezer	\$950	1A
Field-replaceable spare parts for RS419 Ring Scanner			
SG-RS419-TRGAS-01R	RS419 Replacement Trigger Assembly	\$27.00	1A
SG-RS419-FGSTP-01R	RS419 Replacement Finger Strap	\$13.50	1A

Cabled headset

CUSTOMER ORDER P/N	DESCRIPTION	PRICE	DISCOUNT CATEGORY
RCH51 Rugged Cabled Headset			
RCH51	RCH51 Motorola Rugged Cabled Headset – requires adapter cable to mobile computer	\$265.00	1A
RCH51 Adapter Cables			
25-114186-02R	Headset adapter cable with a coiled section for use with the WT4090 and headsets made by VXI, Voxware, 50-11300-050R and RCH50/51	\$55.00	1A
25-124412-01R	RCH50/51 adapter straight cable to WT4090 - long version (19")	\$55.00	1A
25-129940-01R	RCH50/51 adapter straight cable to WT4090 - short version (4")	\$50.00	1A
25-129938-01R	RCH50/51 training cable - Y Cable to connect two RCH50/51 headsets to one mobile computer	\$70.00	1A
21-116368-01R	MC9500 Headset Adapter Cable. Required to attach VXI Rugged Headset, 50-11300-050R, to the MC9500.	\$35.00	1A
25-124387-01R	RCH50/RCH51 adapter cable to standard 3-pole 2.5mm barrel jack used with MC70/75, MC3090, MC9090	\$45.00	1A
25-124411-01R	RCH50/RCH51 adapter cable to MC3100	\$50.00	1A

Cabled headset, continued

CUSTOMER ORDER P/N	DESCRIPTION	PRICE	DISCOUNT CATEGORY
RCH51 Replacement Parts			
KT-126579-01R	RCH50/51 replacement windsocks to cover microphone, package of 5	\$50.00	1A
KT-126580-01R	RCH50/51 replacement ear pads, package of 5 (leatherette)	\$100.00	1A
KT-126581-01R	RCH50/51 replacement headband pads, package of 5	\$40.00	1A
KT-126582-01R	RCH50/51 replacement temple pads, package of 5	\$45.00	1A
KT-126574-01R	RCH50/RCH51 replacement ear pads (freezer rated), package of 5 (foam)	\$48.00	1A
KT-133524-01R	RCH50/RCH51 replacement windsocks (non-freezer rated) to cover microphone, package of 5	\$15.00	1A
KT-133525-01R	RCH50/RCH51 replacement ear pads (non-freezer rated), package of 5 (leatherette)	\$58.00	1A

Wearable Product Family Accessories

WT41N0/WT41N0 VOW accessories

CUSTOMER ORDER P/N	DESCRIPTION	PRICE	DISCOUNT CATEGORY
Cradles and Cradle Accessories			
CRD4000-1000UR	1 Slot cradle, USB, + spare battery charging for WT4000 series	\$200.00	1A
CRD4001-4000ER	4 Slot cradle, Ethernet, for WT4000 series	\$670.00	1A
SAC4000-4000CR	4 Slot battery only charger for WT4000 series battery	\$330.00	1A
Cradle Kits			
CRD4000-110UES	Single slot cradle Kit, includes cradle (CRD4000-1000UR), PS (KT-14000-148R), US AC line cord (23844-00-00R) and USB cable (25-68596-01R)	\$285.00	1A
CRD4000-111UES	International single slot cradle Kit, includes cradle (CRD4000-1000UR), PS (KT-14000-148R), and USB cable (25-68596-01R)	\$275.00	1A
CRD4001-411EES	WT4090 Four slot Ethernet Cradle Kit: includes 4 Bay Ethernet cradle, PS (PWRS-14000-241R), cable to PS (50-16002-029R)	\$820.00	1A
SAC4000-410CES	Energy Star Four slot Battery Charger Kit: includes Charger (SAC4000-4000CR), Power Supply (PWRS-14000-148R), and US AC line cord (23844-00-00R)	\$399.18	1A
SAC4000-411CES	International four-bank battery charger kit. Includes Charger (SAC4000-4000CR), and Power Supply (PWRS-14000-148R) Purchase country specific three wire grounded AC power line cord separately.	\$385.38	1A
21-86630-01R	Wall Mount bracket that allows one CRD4000-4000ER 4-slot Ethernet cradle and one SAC4000-4000CR 4-bank battery charger to be mounted on a wall in as space-efficient a manner as possible.	\$175.00	1A
KT-WT40CRD-11ES	Kit containing: 1 CRD4000-4000ER 4-slot Ethernet cradle 1 SAC4000-4000CR 4-slot battery charger 1 25-85991-01R "Y" power cable 1 50-14000-241R power supply 1 21-86630-01R wall mount bracket	\$1,288.00	1A

WT41N0/WT41N0 VOW accessories, continued

CUSTOMER ORDER P/N	DESCRIPTION	PRICE	DISCOUNT CATEGORY
Batteries and Battery Chargers			
BTRY-WT40IAB0E	Battery, Lithium Ion, for WT40x0 terminal (spare)	\$90.00	1A
BTRY-WT40IAB0H	Extended Capacity Lithium Ion Battery, for WT40x0 terminal (spare)	\$120.00	1A
23844-00-00R	AC Line cord, US	\$13.80	1A
25-68596-01R	USB cable for ActiveSync from one-slot cradle	\$17.00	1A
PWRS-14000-241R	Power supply for use with 4-slot Ethernet cradle	\$105.00	1A
50-16002-029R	DC Cable to power supply PWRS-14000-241R	\$41.00	1A
25-85991-01R	Cable: "Y" power cable, for running both a CDR4000-4000ER and an SAC4000-4000CR off a single PWRS-14000-241R power supply	\$28.00	1A
25-85992-01R	Cable, power, 4-way. For running four CRD4000-1000UR cradles or four SAC4000-4000CR battery chargers off a single PWRS-14000-241R power supply.	\$45.00	1A
Mounting Accessories			
SG-WT4027050-01R	Arm sleeve to wear under wrist mount for added comfort and personalization – package of 5	\$30.00	1A
SG-WT4023020-05R	WT4090 Wrist Mount freezer option with regular straps	\$55.00	1A
SG-WT4023020-06R	WT4090 Wrist Mount freezer option with long straps	\$55.00	1A
SG-WT4023021-02R	Replacement pad for WT4000 series wrist mount	\$13.00	1A
SG-WT4023221-03R	Wrist Straps Regular (8" and 11")	\$9.00	1A
SG-WT4023221-04R	Wrist Straps Extended (13" and 16")	\$9.00	1A
SG-WT4021010-01R Demo Depot Part No: 11-86563-01R	WT4000 series Hip mount (for use with standard battery)	\$30.00	1A
11-08062-02R	Belt for hip mounting	\$32.00	1A
SG-WT4026000-01R Demo Depot Part No: 11-98165-01R	Freezer Pouch for WT4000 Family (for use with standard battery)	\$65.00	1A
SG-WT4026000-20R	Freezer Pouch for WT4000 Family (for use with extended battery)	\$65.00	1A
Miscellaneous			
SG-WT4024000-01R Demo Depot Part No: 11-91003-01R	Protective Skin for WT40X0 terminal	\$6.00	1A
KT-114032-02R	Screen protector for 2.8" QVGA display for WT4090 with touch panel, pack of 3	\$10.00	1A
RDUYS08220007	Adapter used to connect USB hub, keyboard, or mouse to WT4090 single-slot USB cradle (CRD4000-1000UR). This adapter has a USB mini A connector to USB A Female connector. This puts the terminal into host mode, allowing use of a mouse or keyboard with the terminal.	\$5.00	1A

Software revenue

Application development and integration provides an additional revenue opportunity. Many customers will require the development of new end-user or other supporting software, as well as the ability to extend existing business applications to the Wearable Product Family. As a result, software partners will have the opportunity to develop and integrate a range of vertical applications, including applications for picking, replenishment, inventory management, shipping and more.

Applications developed using RhoMobile Suite can run on Motorola and third-party mobile devices with a multitude of operating systems, including enterprise-class operating systems such as Windows® Embedded Handheld, Windows® CE and BlackBerry® OS, as well as today's most popular operating systems — Apple® iOS, Android® and Windows® Phone 7. Your applications can look, feel and act the same on every device and can take advantage of any feature on any device. By supporting more devices and more operating systems, you'll be able to increase application and device sales, as well as help customers deploy "Bring Your Own Device" (BYOD) initiatives.

Integration and enhanced services revenue

Leveraging your services portfolio with Motorola's Enterprise Mobility Services as part of the complete solution provides you with a significant opportunity to earn more revenue and increase your profit margin. Motorola's flexible services are structured to allow for a seamless lifecycle model, fostering complete customer satisfaction and reduced overall service delivery costs. In addition, they deliver ongoing support and maintenance post deployment, helping to ensure maximum uptime and peak system performance for your customers. If you do not offer these services yourself, you have an opportunity to leverage and resell Motorola's Enterprise Mobility Services to help ensure your customers get the services they need — when and where they need them.

Your own experience, coupled with industry research shows that customers are more likely to select service plans when they're bundled up front with a hardware quote as part of a complete solution. As our partner in selling Motorola products, it can benefit you, as well as your customer, to include Motorola's exceptional services into each sale. There's no better way to give your customers total service peace of mind by helping to ensure their investment is protected.

KEY SELLING POINTS

In this section, we take a look at the key product differentiators and questions that can help you qualify a Wearable Product Family sales opportunity.

Differentiators

Motorola's Wearable Product Family offers a number of strategic and technical product differentiators including:

- **Flexible platform with support for hands-free text and voice-based picking:** Customers can use voice-based picking to improve picking speed, and text-based capabilities for handling exceptions and errors.
 - Eliminates the need to purchase, deploy, support, and manage multiple devices — reducing capital and operational expenses compared with other solutions.
- **Motorola's extensive industry experience:** Motorola has been a market leader for over 30 years in bar code scanning. We lead the text-based picking market. And we've been designing and supporting wearable computing products for more than 19 years. We've listened closely to the feedback and experiences of customers throughout the warehousing, retail, and logistics industries. Now we've leveraged all this experience into the design of our next-generation wearable products.
 - For decades, customers have relied on Motorola to keep their businesses running and they can be sure they'll be able to rely on us for decades to come.
- **Award-winning ergonomic design:** We've leveraged our unique and extensive industry experience to optimize the ergonomic design of all facets of our wearable portfolio. All enhancements and modifications came from real-world experiences and feedback from customers using wearable products throughout the distribution and logistics industries. Design concepts and features were studied and evaluated by internal Human Factors experts as well as outside consultants. As a result, operators can wear WT41N0 wearable computers and wearable scanners all shift long with minimal user fatigue and maximum worker safety.

- **Field-proven superior rugged design:** Workers can drop, bump or even spill liquid on our wearable products, yet still expect reliable operation. Special care has been taken to strengthen traditionally vulnerable elements, such as the WT41N0's touch panel, accessory attachment points and scanner cables. Industry leading rugged construction dramatically reduces breakage and the associated cost of repairs and employee downtime.

- **RhoMobile Suite next generation app development:** With our RhoMobile Suite application development platform, you or your customers can easily create a single version of an application that is technology agnostic. Device type, operating system and screen size don't matter. RhoMobile applications simply work on whatever mobile devices are in use in your customer's business — including WT41N0 wearable computers, other Motorola mobile computers and third-party devices. As a result, your customers will spend a lot less time and money creating and managing mobile applications, even in today's bring-your-own-device (BYOD) environment. And your customers can enjoy complete device flexibility, able to use whatever device is best for every worker and every job.

- **The world's most complete warehouse portfolio:** With the industry's broadest product portfolio, your customers get the simplicity of one-stop shopping, yet can choose the right device for the different types of workers and environments in their warehouse operations — from handheld mobile computers and tablets to smartphones, bar codes scanners, vehicle-mount solutions, RFID and DPM-enabled mobile computers and bar code scanners, micro kiosks and two-way radios. All devices integrate seamlessly with Motorola's high-performance highly reliable wireless infrastructure, keeping employees connected and data secure, with the scalability to meet network demands today and tomorrow.

- **Manageability:** The addition of Motorola's Mobility Services Platform (MSP) delivers unprecedented simplicity in the ability to manage mobile devices. MSP allows enterprises to provision, upgrade, troubleshoot and often repair

mobile devices, regardless of where in the world they are physically located, from a central location. In addition, MSP automatically identifies and then locks or wipes missing devices, preventing unauthorized users from accessing the data resident on the device and your network. As a result, MSP dramatically reduces the time and effort associated with managing and securing wearable computers, resulting in a lower total cost of ownership.

- **Service from the Start with Comprehensive Coverage:** Enterprise Mobility Services are one of the top differentiators of Motorola products. Customers rely on Motorola to keep their businesses running. Help them protect their investment with the most complete service programs Motorola has ever offered. Service from the Start with Comprehensive Coverage goes beyond "normal wear and tear" to cover internal and external components damaged through accidental breakage. It also entitles customers to the technical software support and software downloads they need to help keep their device operating at peak performance levels. There's no better way to give your customers total service peace of mind.

- **Managed Device Services:** Your customers can choose to manage devices themselves or outsource the help desk function to the experts at Motorola. With this service, we track and monitor devices directly in your customer's operational environment. When your customers opt to purchase this service, their employees will call Motorola's multi-lingual help desk as a first point of contact when troubles arise. The helpdesk is manned by technicians who can take remote control of the WT41N0 devices to identify and resolve issues, with minimal if any user involvement. And through our state-of-the-art Managed Services Delivery Center, we are able to identify problematic operational issues and make recommendations to help ensure that your customer's business and devices are functioning optimally and securely.

– NOTE: Service from the Start with Device Management is currently available in the U.S. and Canada for customers with 500 or more mobile computing devices.

QUALIFYING YOUR CUSTOMER

The following questions will help uncover underlying needs that can be addressed with the Motorola Wearable Product Family:

Uncover the opportunity and areas where the strengths of Motorola's Wearable Product Family are key selling points:

- What is your company's inventory accuracy? Order cycle turnaround time? Shipping accuracy? Cost of shipping/transaction error?
- Do your workers handle boxes, goods, packages, and products?
- Are workers currently using handheld scanners or terminals, and if so...
 - Is it burdensome for workers to holster these devices to handle boxes or goods?
 - Would productivity improve if workers could easily handle items while interacting with the mobile computer?
 - Do handheld devices ever incur damage while they are set aside?
- Do you need/use voice-based and text-based picking in different parts of your warehouse?
- Could you benefit from a flexible solution that supports both voice-directed applications, as well as full computing for rich error and exception handling?
 - If your customer is not interested in a full computing platform, then position the voice-dedicated WT41N0 VOW with a qualified partner and RCH51 headset (the latter only if supported by the voice partner's application).
- Do workers need to wear their terminal/scanner throughout their entire shift? Are device comfort and ergonomics key concerns?
- In what type of environmental conditions will the devices be used, and in how many different temperature zones?
- In what lighting conditions will the devices be used?
- Will workers need to use voice-directed applications in noisy environments?

- What types of bar codes are used throughout your enterprise — 1D, 2D, PDF417? Do you have a need today or anticipate a need in the future to capture 2D and PDF417 codes?
- Will workers share parts of the wearable system — for example the rugged headset or ring scanner? Would you and your employees appreciate the increased hygiene that user-replaceable parts deliver?

Uncover any upgrade opportunity:

- Do you currently have RS1, WS1200, or SRS-1 ring scanners deployed with the WSS10xx wearable?
- Where (in what departments), how are they being used, and what specific applications are in use?

Service-related questions:

- What level of post-sales service and support do you expect?
- How long can you afford to be without your product?
- Is turnaround time flexible? Is cost more important than turnaround time?
- What is the impact of downtime on your business?
- Do you regularly download software updates for your devices?
- If we could offer you a service plan that covers your investment from accidental breakage for a one-time upfront cost, would you be interested?

ENTERPRISE MOBILITY SERVICES OPPORTUNITY

As our partner in selling Motorola products, you can benefit from offering your customers a complete solution that includes Enterprise Mobility Services. Selling services up front with the product results in a higher attachment rate. In addition, it provides a unique opportunity to increase your profit margin while providing a renewable revenue stream for your business.

Motorola's flexible, channel-ready services are designed to give your customers the services they need — when and where they need them. In addition, Enterprise Mobility Services benefit your customers' businesses by:

- Providing expert product repair and telephone technical support
- Helping to ensure they get the most value from their Motorola investment
- Protecting their investment in our technology

Support Services

Motorola's Support Services include a complete portfolio of repair programs that offer an integrated support solution that encompasses telephone support, software support, web self-service, and service center repair — all backed by a global support infrastructure and proven expertise.

Seamless integration with Motorola's services helps ensure ongoing support for your customer's solution. Our experienced support engineers are available to assist customers with problem diagnosis and resolution — helping to ensure that the systems they rely on to keep business critical functions running smoothly are available and running at peak performance.

Managed Services

Motorola's Managed Services focus on delivering outcomes for our customers, with a systematic approach to execution. By leveraging our expertise running business critical mobile infrastructure, customers can reduce their operational risk, improve flexibility and fill any gaps in capability. Our services address a range of needs — from mobile infrastructure management and mobile device management, to radio network management, Managed WLAN services and Application Management.

Based on a utility model, customers are billed via monthly recurring charges. As a result, services become part of an operational expense, reducing the upfront

capital investment. And Service Level Agreements (SLAs) are used to define and measure performance against objectives aligned to meet well-defined customer expectations.

Managed Device Services

Motorola's Managed Device Services assure that your customers' mobile devices are enterprise capable with a comprehensive approach to streamlining deployment, optimizing performance and proactive management. Our services provide complete end-to-end management of mobile device assets with the expertise to help improve availability of devices and device-based applications throughout your customer's organization.

The Managed Device Service is comprised of two fundamental components provided through Motorola's Managed Services Delivery Center:

- Multi-lingual help desk support, which provides problem resolution by telephone while utilizing specialized tools for remote triage
- Proactive device management, which provides software management, asset management and security, together with operational analysis and reporting.

With broad expertise in the management of mobile assets, we also provide services that further increase device availability, such as identification of lost or stolen devices, strict version control for software and applications, device usage profiling, battery management and proactive testing. To help assure maximum availability and uptime, Motorola's Managed Device Service can be customized to meet your customer's specific device management requirements.

You have an excellent opportunity to upsell Service from the Start programs with the Wearable Family. Service from the Start programs provide enhanced support for your customers' critical mobility operations. Customers can pay "a little now" for extended services or pay "a lot later" in the event of a repair and lost downtime.

WT41N0 AND WT41N0 VOW

ENTERPRISE MOBILITY SERVICES	SERVICE DESCRIPTION	TIME OF PURCHASE	LENGTH OF COVERAGE	SERVICE PART NUMBER
Service from the Start – Bronze with Comprehensive Coverage	<ul style="list-style-type: none"> Multiple years of seamless coverage at a one-time cost Covers: <ul style="list-style-type: none"> Normal wear and tear Internal and external components damaged through accidental breakage Select accessories that ship together with the WT41N0; includes styluses, screen protectors, hand straps and battery doors (where applicable) 	Up front with the hardware (prepaid) or within 30 days thereafter	Three years/ Five years	WT41N0: SSB-WT41XX-30 SSB-WT41XX-50 WT41N0 VOW: SSB-WT41XX-V-30 SSB-WT41XX-V-50
Service from the Start – Gold with Comprehensive Coverage	<ul style="list-style-type: none"> Bronze level service provides depot repair with 3-day in-house turnaround time Gold level service provides advance device replacement and the Commissioning service Automatic application of engineering changes Full access to technical support resources Rights to download and use software releases and supporting documentation 			WT41N0: SSG-WT41XX-30 SSG-WT41XX-50 WT41N0 VOW: SSG-WT41XX-V-30 SSG-WT41XX-V-50
Service from the Start – Bronze with Device Management (U.S. and Canada only; minimum of 500 devices required)	<ul style="list-style-type: none"> Note: Service from the Start with Device Management is only available in the U.S. and Canada; a minimum of 500 devices is required. Multiple years of seamless coverage at a one-time cost Covers: <ul style="list-style-type: none"> Normal wear and tear Internal and external components damaged through accidental breakage Select accessories that ship together with the WT41N0; includes styluses, screen protectors, hand straps and battery doors (where applicable) 	Up front with the hardware (prepaid) or within 30 days thereafter	Three years	WT41N0: MSSBE-WT41XX-30 WT41N0 VOW: MSSBE-WT41XX-V-30
Service from the Start – Gold with Device Management (U.S. and Canada only; minimum of 500 devices required)	<ul style="list-style-type: none"> Bronze level service provides depot repair with 3-day in-house turnaround time Gold level service provides advance device replacement and the Commissioning service Automatic application of engineering changes Full access to technical support resources Rights to download and use software releases and supporting documentation Remote diagnostics/remote control Software management – rollout planning and deployment Operational management and analytics Device security: profile lockdown; remote wipe Device management reporting 			WT41N0: MSSGE-WT41XX-30 WT41N0 VOW: MSSGE-WT41XX-V-30
Service Center Support – Bronze	<ul style="list-style-type: none"> Seamless coverage, renewable in one-year increments Covers normal wear and tear Includes all materials, parts and labor Bronze-level service delivers depot repair with 3-day in-house turnaround time 	Any time	One year	WT41N0: SCB-WT41XX-10 WT41N0 VOW: SCB-WT41XX-V-10
Service Center Support – Gold	<ul style="list-style-type: none"> Gold-level service includes advance device replacement and the Commissioning service Full access to technical support resources Rights to download and use software releases and supporting documentation 		One year	WT41N0: SCG-WT41XX-10 WT41N0 VOW: SCG-WT41XX-V-10
Enterprise Mobility Software Support	<ul style="list-style-type: none"> Full access to technical support resources Rights to download and use software releases and supporting documentation 	Any time	One year	SWS-EMHW-0250-10 SWS-EMHW-1000-10 SWS-EMHW-5000-10
			Three years	SWS-EMHW-0250-30 SWS-EMHW-1000-30 SWS-EMHW-5000-30
			Five years	SWS-EMHW-0250-50 SWS-EMHW-1000-50 SWS-EMHW-5000-50

RS507

ENTERPRISE MOBILITY SERVICES	SERVICE DESCRIPTION	TIME OF PURCHASE	LENGTH OF COVERAGE	SERVICE PART NUMBER
Service from the Start – Bronze with Comprehensive Coverage	<ul style="list-style-type: none"> Multiple years of seamless coverage at a one-time cost Covers normal wear and tear, along with internal and external components damaged through accidental breakage Depot repair with 3-day in-house turnaround time for Bronze-level service Advance device replacement for Gold-level service Full access to technical support resources Rights to download software releases and supporting documentation 	Up front with the hardware (prepaid) or within 30 days thereafter	Three years/ Five years	SSB-RS5XX-30 SSB-RS5XX-50
Service from the Start – Gold with Comprehensive Coverage				SSG-RS5XX-30 SSG-RS5XX-50
Service Center Support – Bronze	<ul style="list-style-type: none"> Seamless coverage, renewable in one- or three-year increments Depot repair with 3-day in-house turnaround time for Bronze-level service Advance replacement for Gold-level service Full access to technical support resources Rights to download software releases and supporting documentation 	Any time	One year/ Three years	SCB-RS5XX-10 SCB-RS5XX-30
Service Center Support – Gold				SCG-RS5XX-10 SCG-RS5XX-30

RCH51

ENTERPRISE MOBILITY SERVICES	SERVICE DESCRIPTION	TIME OF PURCHASE	LENGTH OF COVERAGE	SERVICE PART NUMBER
Service from the Start Advance Exchange Support	<ul style="list-style-type: none"> Advance replacement of devices requiring repair Includes Comprehensive Coverage Full access to technical support resources Rights to download and use software releases and supporting documentation 	Up front with the hardware (prepaid) or within 30 days thereafter	Three years	SXB-RCH-51-30
Advance Exchange Support		Purchase at any time	One year	AXB-RCH-51-10

NOTE: please refer to [Solution Builder](#) for the most up-to-date information, including global pricing and available options.

RS419

ENTERPRISE MOBILITY SERVICES	SERVICE DESCRIPTION	TIME OF PURCHASE	LENGTH OF COVERAGE	SERVICE PART NUMBER
Service from the Start – Bronze with Comprehensive Coverage	<ul style="list-style-type: none"> Multiple years of seamless coverage at a one-time cost Covers: <ul style="list-style-type: none"> Normal wear and tear Internal and external components damaged through accidental breakage Select accessories that ship together with the RS419; includes styluses, screen protectors, hand straps and battery doors (where applicable) 	Up front with the hardware (prepaid) or within 30 days thereafter	Three years/ Five years	SSB-RS419-30 SSB-RS419-50
Service from the Start – Gold with Comprehensive Coverage	<ul style="list-style-type: none"> Bronze level service provides depot repair with 3-day in-house turnaround time Gold level service provides advance device replacement and the Commissioning service Automatic application of engineering changes Full access to technical support resources Rights to download and use software releases and supporting documentation 			
Service Center Support – Bronze	<ul style="list-style-type: none"> Seamless coverage, renewable in one-year increments Covers normal wear and tear Includes all materials, parts and labor Bronze level service provides depot repair with 3-day in-house turnaround time 	Any time	One year/ Three years	SCB-RS5XX-10 SCB-RS5XX-30
Service Center Support – Gold	<ul style="list-style-type: none"> Gold level service provides advance device replacement and the Commissioning service Full access to technical support resources Rights to download and use software releases and supporting documentation 			One year/ Three years
Enterprise Mobility Software Support	<ul style="list-style-type: none"> Full access to technical support resources Rights to download and use software releases and supporting documentation 	Any time	One year	SWS-EMHW-0250-10 SWS-EMHW-1000-10 SWS-EMHW-5000-10
			Three years	SWS-EMHW-0250-30 SWS-EMHW-1000-30 SWS-EMHW-5000-30
			Five years	SWS-EMHW-0250-50 SWS-EMHW-1000-50 SWS-EMHW-5000-50

NOTE: please refer to [Solution Builder](#) for the most up-to-date information, including global pricing and available options.

SALES TOOLS

This section details the product classification, where you can find additional information, available training and certification programs, and dates of availability.

Key dates

WT41N0:

First Customer Shipment (FCS): Q4 2012

General Availability: Q1 2013

RS419:

First Customer Shipment (FCS): July 20, 2012

General Availability: August 2012

Sales and reference materials

For the latest information and sales support materials, please visit the following resources:

Partner Hallway:

<https://partnerselecthallway.motorola.com/>

Product Home Pages:

WT41N0:

www.motorolasolutions.com/wt41n0

WT41N0 VOW:

www.motorolasolutions.com/wt41n0vow

RS419:

www.motorolasolutions.com/rs419

RS507:

www.motorolasolutions.com/rs507

RCH51:

www.motorolasolutions.com/rch51

Enterprise Mobility Services:

Public: <http://www.motorolasolutions.com/enterprise/services>

Partners: https://partnerselecthallway.motorolasolutions.com/product_services/services/index.aspx

Learning Portal:

<http://my.mot-solutions.com/portal/site/mu>

Solution Builder:

<https://solutionbuilder.motorolasolutions.com>

Product classification, certification and training

The WT41N0 and RS419 are Class 3 products and are open to the direct sales force, distributors, Tier 1 and Tier 2 partners. The WT41N0 VOW is a Class 5 product and requires approval from the Regional Product Manager.

PRODUCT CLASSIFICATION	
PRODUCT	CLASS
WT41N0	3
WT41N0 VOW	5
RS419	3
RS507	3

While training is not required for the Wearable Product Family, free training materials are available to assist your sales efforts. Two online classes are available:

WT41N0/RS419 Sales Enablement

This training course will present a Sales overview of the WT41N0 and RS419. The course defines WT41N0 and RS419 key features, positioning, benefits, capabilities, target applications and components and covers Sales concepts such as "What Business Problems are Solved," "Key Sales Points," "ROI and TCO," "Service and Support Options" and how to "Differentiate" this product from the competition.

Length: 1 hr.

Prerequisite: None

WT41N0/RS419 Technical Enablement

This online course is designed to provide a technical overview of the WT41N0 and RS419 products. Topics include: Product Overview, Technical Specifications, Applications and Operating System used, Installation and Configuration settings, Booting Sequences, General Operation, Maintenance and Basic Troubleshooting techniques.

Length: 1 hr.

Prerequisite: WT41N0/RS419 Sales Enablement

WHY MOTOROLA SOLUTIONS

On any given day, every moment matters to someone, somewhere. And every moment, Motorola Solutions' innovations, products, and services play essential roles in people's lives.

We help retailers track inventory and manage the sales floor in real-time so customers always find just what they need. We make supply chains visible to manufacturers and entire power grids visible to utility workers. We deliver the technology that lets healthcare providers spend more time with patients and empowers hospitality companies to give guests the service they expect. And we help firefighters see around buildings and police officers see around street corners.

We do this by connecting them to seamless communication networks, applications and services, by providing them with real-time information, and by arming them with intuitive, nearly indestructible handheld devices.

WE HELP PEOPLE BE THEIR BEST IN THE MOMENTS THAT MATTER. THIS IS OUR PURPOSE.



For more information on how you can help your customers improve the productivity and accuracy of their workers with hands-free computing, please contact us at [1.800.722.6234](tel:18007226234) or [+1.631.738.2400](tel:+16317382400), or visit us on the web at: www.motorolasolutions.com/wearablecomputers

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WEARABLE PRODUCT FAMILY

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