

## Frequently Asked Questions

### Q. What new features does Support Central provide?

Support Central consolidates the functions of all Symbol product support Web sites into one centralized location. It replaces the Software Developer Zone, the current technical publication pages and software pages.

The new site provides Motorola product owners with an effective online support capability and a consistent, easy-to-use service experience. Access to support content is streamlined. The guided search capability lets you access all relevant content with a single search, and with the new product-based support structure, it's easy to find the information you need. Additional filters allow you to narrow your search to the specific information you requested.

### Q. Will I have access to all information available on Support Central?

A. There are two basic levels of information available:

- Public content that does not require a service contract, such as product documentation.
- Entitled content, such as downloads for new releases of Wireless IPS software, that requires a service agreement or warranty coverage for access

### Q. How long will access to the current DevZone and BetaZone sites be available?

A: The current DevZone and BetaZone sites will remain available during a six-week transition period, ending Wednesday, February 28, 2007. Access to developer tools will then be available solely through Support Central, the centralized location for software, developer kits, manuals and more.

## Password Access

### Q. Why do I need to login?

A. Login provides two levels of access. If you are a general user, a login provides you with the ability to customize your service experience by saving favorites, links to frequently used documents, etc.

If you are a user with entitled access to software upgrades or documentation through a service agreement or warranty entitlement then once you have properly registered, your login will provide you with the appropriate level of access to this information. You may register by using the Service Registration link on the left or top navigation bars.

### Q. I am a current DevZone user. Will my password change? Will I be affected by the new password transition to Support Central?

A. DevZone users will be able to access to the public content on Support Central without a login.

**Q. I currently use BetaZone. How will I be affected by the new password transition to Support Central after February 28th?**

**A.** Current BetaZone users will be e-mailed a new password in February 2007, which will provide you with the same level of access as you have today. New BetaZone users or requests to access BetaZone software will require a new registration process that will be initiated from Support Central. Until February 28<sup>th</sup>, please continue to use BetaZone with your current access.

**Q. How does this transition affect new user registration for Motorola's entitled MSP, WID and Wireless IPS software?**

**A.** Registration for Motorola's entitled MSP, WID and Wireless IPS software will be moved to a service registration page accessible from the [www.symbol.com/support](http://www.symbol.com/support) left navigation bar. The registration process will remain the same as it is today.

**Q. How does this transition affect current entitled users of MSP, WID and Wireless IPS software?**

**A.** In February, entitled users will receive an e-mail with a new user ID and password, which will provide them with the same level of entitlement. Until February 28<sup>th</sup>, continue to use BetaZone with the current access.

**Access to Information on Support Central****Q: How do I access information on Support Central?****A: To access:****Follow these steps:**

**Technical and product manuals, reference guides, installation guides, etc.**

Select **Product Manuals** from the left or top navigation bars. From there choose the product line. Then choose the product for which you need support. All the product manuals published for that products will appear. You can also go to the Support Central home page [www.support.symbol.com](http://www.support.symbol.com) from the left or top navigation bars. On the Support Central home page you can search on product line, product and document type of product manuals. Another quick way to the manuals is to type in the document title or part-number in the search box.

**Developer Kits and software for Windows Mobile and Windows CE products**

Select **Software Downloads** from the left or top navigation bars. From there choose the **Mobile Computers** product family. Then choose the product for which you need support or choose the Developer and SW Tools. All the software and product manuals published for those products will appear. You can also go to the Support Central home page [www.symbol.com/support](http://www.symbol.com/support) from the left or top navigation bars. On the Support Central home page you can search on Mobile Computers as the product line and the specific product you need.

**Developer Kits and software for Palm OS products**

Select **Software Downloads** from the left or top navigation bars. From there choose the **Mobile Computers** product family. Then choose the product for which you need support or choose the Developer and SW Tools. All the software and product manuals

published for those products will appear. You can also go to the Support Central home page [www.symbol.com/support](http://www.symbol.com/support) from the left or top navigation bars. On the Support Central home page you can search on Mobile Computers as the product line and the specific product you need.

**Developer Kits and software for DOS products**

Select **Software Downloads** from the left or top navigation bars. From there choose the **Mobile Computers** product family. Then choose the product for which you need support or choose the Developer and SW Tools. All the software and product manuals published for those products will appear. You can also go to the Support Central home page [www.symbol.com/support](http://www.symbol.com/support) from the left or top navigation bars. On the Support Central home page you can search on Mobile Computers as the product line and the specific product you need.

**Software for RFID products**

Select **Software Downloads** from the left or top navigation bars. From there choose the **RFID** product family. Then choose the product for which you need support. All the software for those products will appear. You can also go to the Support Central home page [www.symbol.com/support](http://www.symbol.com/support) from the left or top navigation bars. On the Support Central home page you can search on RFID as the product line and the specific product you need.

**Software for Scanner product**

Select **Software Downloads** from the left or top navigation bars. From there choose the **Bar Code Scanner** product family. Then choose the product for which you need support. All the software published for those products will appear. You can also go to the Support Central home page [www.symbol.com/support](http://www.symbol.com/support) from the left or top navigation bars. On the Support Central home page you can search on Bar Code Scanners as the product line and the specific product you need.

**Software for Wireless Infrastructure products available for the general public**

Select **Software Downloads** from the left or top navigation bars. From there choose the **Wireless Infrastructure** product family. Then choose the product for which you need support. All the software published for those products will appear. You can also go to the Support Central home page [www.symbol.com/support](http://www.symbol.com/support) from the left or top navigation bars. On the Support Central home page you can search on Wireless Infrastructure as the product line and the specific product you need.

**Software and manuals for Wireless Infrastructure products available for users with a service agreement**

For software and manuals accessible only with a service agreement you have to register your service agreement first. Select **Service Registration** from the left or top navigation bars and choose the appropriate product. Once you are registered you will use the url and login information provided to you in an email.

**Software and manuals for Scanner products**

Select **Software Downloads** from the left or top navigation bars. From there choose the **Bar Code Scanner** product family. Then choose the product for which you need support. All the software published for those products will appear. You can also go to the

**Software for Mobility Software, MSP, Airbeam, SEMM**

Support Central home page [www.symbol.com/support](http://www.symbol.com/support) from the left or top navigation bars. On the Support Central home page you can search on Bar Code Scanners as the product line and the specific product you need.

Select **Software Downloads** from the left or top navigation bars. From there choose the **Mobility Software** product family. Then choose the product for which you need support. All the software published for those products will appear. You can also go to the Support Central home page [www.symbol.com/support](http://www.symbol.com/support) from the left or top navigation bars. On the Support Central home page you can search on Mobility Software as the product line and the specific product you need.

**Software for @POS Transaction Systems**

Select **Software Downloads** from the left or top navigation bars. From there choose the **Payment Systems** product family. Then choose the product for which you need support. All the software published for those products will appear. You can also go to the Support Central home page [www.symbol.com/support](http://www.symbol.com/support) from the left or top navigation bars. On the Support Central home page you can search on Payment Systems as the product line and the specific product you need.

**Software for Micro Kiosk (MK2000, MK1100) products**

Select **Software Downloads** from the left or top navigation bars. From there choose the **Micro Kiosk** product family. Then choose the product for which you need support. All the software published for those products will appear. You can also go to the Support Central home page [www.symbol.com/support](http://www.symbol.com/support) from the left or top navigation bars. On the Support Central home page you can search on Micro Kiosk as the product line and the specific product you need.

**Printer drivers**

On the Support Central home page you can search on Printer Drivers in the text search box. If you want to be more specific choose a product line of Mobile Computers and then the specific product you need support for. You can also select **Software Downloads** from the left or top navigation bars. From there choose the **Mobile Computers** product family. Then choose the product for which you need support. All the software published for those products will appear.

**NetVision information**

On the Support Central home page you can search on NetVision in the text search box. If you need a specific document type such as software or product manuals, choose it on the document type and then hit go.

**Telxon product information**

On the Support Central home page you can search on Telxon in the text search box. If you need a specific document type such as software or product manuals, choose it on the document type

and then hit go.

### **For More Information**

**Q: Who can I contact for more information about Support Central?**

**A:** If you have any questions or would like additional information about the Support Central Web site, please send an e-mail to our help desk specialists at [symcare@symbol.com](mailto:symcare@symbol.com)