

Symbol Sales Guide

XR440/XR480



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Background

The proliferation of RFID technology has been driven by two key factors:

- Government and supplier mandates — the complete automation of tracking tasks enables organizations to cost-effectively meet government and supplier mandates
- The business benefits — by automating paper-based processes and eliminating many opportunities for error in many business tasks, RFID is increasing throughput and inventory visibility without additional staff and reducing errors without additional processes and cross-checks. As a result, businesses are achieving significant business advantage, able to better manage inventory, reduce holding inventory and the associated capital costs and space requirements, better serve customer needs, and more.

As RFID solutions become key technology investments, enterprises are seeking robust RFID solutions that can meet the needs of today, as well as tomorrow — requirements include ability to perform in environments that require many readers, application flexibility, ease of integration, manageability, reliability, enterprise read rates, and a foundation for tomorrow's RFID applications.

Symbol's XR440 and XR480 RFID readers are designed to meet these needs, providing a robust architecture that delivers:

- Peak performance and read rates in dense reader environments
- The ability to meet capacity requirements for the largest RFID deployments
- Centralized management capabilities to minimize management time and cost and provide the visibility and remote support capabilities required to maximize uptime
- Maximum application and technology integration flexibility, including
 - the ability to support direct application hosting
 - integration with leading backend applications such as SAP
 - the ability to integrate nearly any enterprise application and data in nearly any database via a services oriented architecture
- The most up-to-date RFID technology platform, ensuring maximum extensibility and support for future RFID applications and technology developments.

Value proposition and selling points

Optimize inventory and asset management around the world with enterprise-class Gen 2 RFID readers

Building on the proven first generation XR400 fixed RFID reader platform, the XR440 and XR480 readers from Symbol Technologies provide inventory visibility and process efficiency to reduce costs and improve profitability in large-scale RFID deployments. The XR440 works in any location in the United States or any international location that utilize subsets of US frequencies, supporting the broadest geographical deployment of RFID around the world. The XR480 is designed specifically for Europe and Japan. These RFID readers are designed to function as part of a complete RFID system to accurately track the location and status of inventory and assets across enterprise systems. Whether in a distribution center, on the manufacturing floor or in a retail environment, the XR440/ XR480 readers provide the ability to read, update and transfer RFID tag information in real time to your customer's enterprise systems.

Ensure high performance in multi-reader environments

The XR440/480 RFID readers are packed with capabilities that enable high-performance in environments with many readers, delivering the reliability and read rates required in largest of enterprise deployments. A proven dense reader mode and interference-reducing listen-before-talk functionality ensure accurate data capture and long read ranges in installations where multiple antennas and readers are deployed in close proximity. Superior read rates and enhanced read ranges make the XR440/XR480 readers ideal for multiple RFID applications — from dock doors and conveyor belts to the warehouse floor or storefront. Easy to deploy, application specific setup enables rapid and seamless integration into your customer's environment, further reducing implementation time and costs.

Get the most value from your business data

Advanced data collection features — such as filtering, reconciliation, user-defined association and selective visibility — deliver refined real-time information, delivering incremental benefits throughout the enterprise. These features provide two key customer benefits: the ability to deliver the most meaningful set of data without requiring extensive programming. The ability to direct the right data to the right application effectively eliminates the need to filter and refine the information inside the receiving application, or require employees to sift through and manipulate data to extract what is needed manually (for example, by importing data into a spreadsheet). Management and other employees are more productive, and have the information at their fingertips to make better business decisions — without a major increase in the application development budget.

Reduce management time and cost — and increase system uptime

The ability to control and maintain all XR440/XY480 readers from a single central location dramatically simplifies and reduces the costs associated with day-to-day management. With Symbol's Mobility Services Platform (MSP), your customers can easily monitor the performance of readers, and proactively correct issues before they impact system performance.

Maximize your existing technology investments

The XR440/480 offers a robust architecture designed to support integration with your infrastructure today, as well as tomorrow. Built on an extensible, open architecture and industry-standard Microsoft® operating system, the XR Series readers enable seamless integration and interoperability with your existing IT infrastructure — and maximum application flexibility. Robust RFID functionality includes support for standard back-end platforms (such as SAP), direct application hosting, and industrial applications — including the ability to interact with asset automation equipment such as conveyor belts. In addition, the service-oriented architecture adds a new level of flexibility, enabling customers to easily integrate data from any application on any server — without the typical major programming required to enable disparate systems to interact.

End-to-end support services to get and keep RFID systems up and running at peak performance

Advanced Services

RFID is an emerging technology that requires unique skills not yet found in most in-house IT organizations. As a leader in RFID technology, Symbol has the knowledge and expertise needed to successfully implement these solutions throughout your partner and customers' organization. We offer a complete suite of consultative services designed to assist, including:

- **Planning and Assessment** to help customers minimize risk and reduce overall project costs.
- **Analysis and Design**, including RF Analysis, installation design and custom tag development.
- **Implementation**, including proper configuration of hardware, RF tuning, physical installation and Go-Live support, which drives predictable, supportable technology deployments.
- **Management and Support**, including advanced exchange and on-site product repair options, as well as priority access to our technical support teams.

Ongoing support

Symbol service contracts offer your customers the peace of mind they need to ensure maximum uptime for this mission-critical system. The complete service offering includes a range of service and support levels, including on site and advance exchange options.

A solid foundation for a powerful enterprise system

Symbol's complete family of RFID products spans the entire spectrum of components required for a successful enterprise RFID solution, from fixed and mobile readers to packaged systems and services. All are designed for rapid deployment, simplified management, long life and seamless interoperability to deliver a measurable return on investment and long-term value.

Product overview

XR440

Physical characteristics		
Dimensions	8.75 in. L x 11.75 in. W x 2.0 in. H (approx. 22 cm x 30 cm x 5 cm)	
Weight	5 lbs. (2.27 kilograms)	
Base materials	Die-cast aluminum	
Visual status indicators	LEDs for power (green), activity (yellow) and error (red)	
Connectivity		
Network	10/100 Base-T Ethernet	RJ45
External interfaces:	Control I/O (12) USB Host Hardware RS232 Serial Console	DB15 USB DB9
RF connectors	Reverse TNC	
Read points	4 Read Points (4 transmit and 4 receive)	
Power supply	+24v DC @ 1.2 amps	
Environmental		
Temperature	IEC 60068-2-1/2/14	Operational: 0° to +55° C (32° to +141° F) Storage: -20° to +70° C (-4° to +158° F)
Humidity	IEC 60068-30/56	5-95% non-condensing
Vibration	IEC 60068-2-6	
Compliance		
Safety	EMI/RF emissions	
Regulatory	Region 1, FCC Part 15 US	
Hardware/OS and Firmware Management		
Memory	Flash 64 MB; DRAM 64 MB	
Operating system	Win CE (Version 5.0)	
Firmware upgrade	Web-based and remote firmware upgrade capabilities	

Management Protocols	
	SNMP support and AirBeam level 2 support
Frequency	UHF band, 902-928 MHz US
Method	Frequency Hopping Spread Spectrum (FHSS)
Power output	Up to 30 dBm
Air Link Protocol	Gen 2
Synchronization	Network Time Protocol
IP addressing	Static and dynamic
Host Interface Protocols	XML/HTTP and Byte Stream
Warranty	
The XR440 is warranted against defects in workmanship and materials for a period of one year (12 months) from date of shipment, provided the product remains unmodified and is operated under normal and proper conditions.	

XR480

Physical characteristics		
Dimensions	8.75 in. L x 11.75 in. W x 2.0 in. H (approx. 22 cm x 30 cm x 5 cm)	
Weight	4.85 lbs. (2.2 kilograms)	
Base materials	Die-cast aluminum	
Visual status indicators	LEDs for power (green), activity (yellow) and error (red)	
Connectivity		
Network	10/100 Base-T Ethernet	RJ45
External interfaces:	Control I/O (12) USB Host USB Client RS232 Serial Console	DB15 USB Type A USB Type B DB9
RF connectors	8 Reverse TNC	
Read points	Up to 8 read points in single-port mode; up to 4 read points in dual-port mode	
Power supply	+24v DC @ 1.2 amps	
Environmental		
Temperature	IEC 60068-2-1/2/14	Operational: -10° to +60° C (14° to +140° F) @ 95% RH Storage: -40° to +70° C (-40° to +158° F) @ 85% RH
Humidity	IEC 60068-30/56	5-95% non-condensing
Vibration	IEC 60068-2-6	
Compliance		
Safety	UL60950-01	
Regulatory	ETSI EN 302 208	
Hardware/OS and Firmware Management		
Memory	Flash 64 MB; DRAM 64 MB	
Operating system	Win CE (Version 4.2.0)	

Firmware upgrade	Web-based and remote firmware upgrade capabilities
Management Protocols	SNMP support and future support for MSP
Tag Protocol	EPC Gen 2 (Dense Reader Mode)
Synchronization	Network Time Protocol
IP addressing	Static and dynamic
Host Interface Protocols	XML and Byte Stream
Warranty	
The XR480 is warranted against defects in workmanship and materials for a period of one year (12 months) from date of shipment, provided the product remains unmodified and is operated under normal and proper conditions.	

Technology features and benefits

FEATURES	BENEFITS	XR440	XR480
Robust platform for industrial-class EPC Gen 2 RFID implementations	Delivers high-performance RFID data capture and communication in dense reader environments	•	•
Microsoft Windows® CE 5.0, direct application hosting, Intel XScale® processor with 64 MB RAM and 64 MB Flash	Enables integration of wide range of third-party applications to maximize business operational efficiency; enables upgrading to meet future requirements; maximizes product lifespan; provides	•	•
Open standards-based architecture	Enables seamless integration with and leveraging of existing IT environment	•	•
Enterprise connectivity through control I/O ports	Expand RFID solutions to include intelligent initialization, direction and control of conveyor belts, portals and more	•	•
Durable construction	Maximizes uptime and reduces maintenance and repair costs	•	•
Supports up to 4 read points	Facilitates decreased deployment complexity and increased flexibility of RFID implementations	•	
Supports up to 8 read points	Facilitates decreased deployment complexity and increased flexibility of RFID implementations		•
EPC compliant; supports European ETSI EN 302 208 standard	For European deployments		•

Key differentiators

- Uses standards-based operating system (OS) — Windows CE 4.2 Core for the XR480 and Windows CE 5.0 for the XR440, which use Windows CE tools and provide all the standard features (minus the browser and multimedia capabilities) for entry-level terminals with the ability to expand capabilities
- Standards-based hardware and software architecture with a clear future upgrade roadmap
- Maximum application flexibility, including support for:
 - Direct application hosting
 -
 - Standard backend platforms such as ERP systems, including SAP and Oracle
 -
 - The ability to interact with asset automation equipment, such as conveyors
 -
 - Leading business systems, including IBM's WebSphere® RFID Device Infrastructure (WRDI), Microsoft RFID infrastructure
 -
 - Off-the-shelf applications
- Industrial-grade accessories that perform well under varied conditions
- Robust development support, including:
 - .NET 2.0
 - Java APIs
- Maximum manageability — centralized management functionality enables maximum uptime while minimizing associated IT time and cost
- Large memory footprint for allocation now and into the future
- Durable construction to:
 - Ensure continued operation in harsh environments
 - Reduce maintenance requirements
 - Reduce repair costs
- Symbol brand equity in providing rugged mobile handheld devices to targeted verticals (retail, manufacturing, warehousing, distribution and government)
- Strong channel partner community in key target markets

SWOT analysis

Primary strengths associated with this product

- Successor to the industry's largest installed EPC reader base which also exhibited superior Gen 1 performance (read range/rates) in a multi-protocol environment
- Designed for large-scale deployments with key manageability features
- Flexible operating system
- Application hosting
- Flexible wired and wireless networking options
- Available with industrial or rugged packaging
- Application-specific setup optionally configures for specific operational scenarios (e.g. dock door, portal, and conveyor).
- Embedded, remote management
- DSP
- Intel IPX processor and 64MB of RAM
- Dense reader operations
- Packaged in commercially deployed solutions
- Industrialized, real world tested and installed.

List the primary weaknesses associated with this product

- Perceived availability issues (rollover from AR)
- Perceived as heavy - The XR Series are industrial grade RFID network elements designed for real-world shipping and logistics environments which characterizes the early stage RFID environment. The XR Series RFID readers are 'heavy by choice' – Unlike the RD5000 and MC9090-G RFID handheld mobile computer, which are designed for mobility, this series is designed for permanent installation.

Opportunities associated with this product

- Brand and performance recognition in the industry
- Leveraging of Wal-Mart and other large visible install base

Threats associated with this product

- Intermec's PR gamesmanship
- "Gen-2 products available now"
- The UHF/HF protocol debate: In some industries, such as Pharma, there is a debate over whether UHF is capable of meeting near-field needs. (Note that recent developments show that UHF technology is capable of meeting and exceeding HF near-field capabilities. See Symbol white paper entitled 'RFID and UHF: A Prescription for RFID Success in the Pharmaceutical Industry' – a joint effort by all major UHF vendors).

XR440/XR480 configurations and pricing

Customer Order P/N	Description	List Price	Discount Category
RD11320-1611412144	XR440 (Reader Device), Gen2, WinCE5.0, 64M Flash / 64M RAM /std	\$2695	1A
RD11410-16118121ER	XR480 RFID reader for Europe; ETSI EN 302 208 compliant; UHF Gen 2 support; RoHS compliant	\$2695	1A

* Please visit Solution Builder for the most up-to-date pricing information at <http://sb.symbol.com/SB641/en/US/partnerMkt/SB>

XR440/XR480 accessories

The following accessories are compatible with both the XR440 and the XR480:

Customer Order P/N	Description	List Price	Discount Category
AN400-CB66203WR	Dual port High Performance Antenna	\$330.00	1A
50-14000-159R and 23844-00-00	Power Supply	\$165.00	1A
KT-70100-01	LIB (Light Indicator Box)	\$326.00	1A
KT-70101-01	Light Stack	\$219.00	1A
KT-70102-01	Motion Sensor	\$320.00	1A
AN480-CL66100WR	Single port RoHS Antenna – Left Side	\$330.00	A1
AN480-CR66100WR	Single port RoHS Antenna – Right Side	\$330.00	A1

- Please visit Solution Builder for the most up-to-date pricing information at <http://sb.symbol.com/SB641/en/US/partnerMkt/SB>

Competitive positioning and feature comparison

	XR44/480	Intermec	Alien ALR-9800	Thing Magic Mercury4	SIRIT/Samsys Infinity 9320	Impinj Speedway
EPC	Gen-2 Dense Reader Mode	Gen-2 ISO 18000-6bIntellitag G1	Class-0/0+, Class-1, Gen-2 Dense Reader Mode	Class-0, Class-1, Gen-2, ISO-18000-6B	Class-0, Class-1, ISO-18000-6A, 6B Gen-2	Gen-2
Platform	Intel IXP-420Win CE 5.0 64 MB RAM 64 MB Flash	32 MB RAM 16 MB Flash	Linux	Intel IXP-420Linux 64 MB RAM 16 MB Flash	*	Intel IXP 420Linux 64 MB RAM 64 MB Flash
Mechanical Specification	IP53	IP53	IP54	IP53	IP54	IP54
GPIO	External I/O with LIB	Integrated I/O	Integrated I/O	Yes	Yes	Yes: 4 Inputs 8 Outputs
Management	SNMP AirBeam Level-3 Web-based	SNMP	SNMP	SNMP Web-based	*	SNMP
Application Programming Interfaces (APIs)	C# and Java planned Nov 2006	C# and Java	C# and Java	*	C# and Java	*
Interfaces	10/100 Mbps RJ45 Ethernet	10/100 Mbps RJ45 Ethernet Optional 802.11 g	10/100 Mbps RJ45 Ethernet	10/100 Mbps RJ45 Ethernet	10/100 Mbps RJ45 Ethernet	10/100 Mbps RJ45 Ethernet Optional 802.11b

* Information not available

Vertical, geographical and horizontal markets

The XR440 and XR480 RFID readers are ideal for a wide variety of applications and industries, from distribution centers to retail stores. The XR series can be deployed at dock doors, conveyors and choke points to monitor work in process and provide inventory control in rugged industrial environments as well as in cold-chain applications. The XR440/480 can establish read points between a merchant's backroom and the retail floor, providing stocking, inventory and in/out control. The readers' scanning precision is ideal for tracking security sensitive pharmaceutical shipments.

In transportation sectors, the XR440/480 can be deployed to help manage baggage handling at airports as well as rail-car tracking. The readers' near-field antenna supports security access applications as well as postal tracking. At warehouses, the XR Series helps confirm delivery and accurate inventory management.

Vertical	Application	Primary Decision Maker
Travel & Transportation Third-party logistics Aviation	Delivery confirmation	<ul style="list-style-type: none"> • Transportation managers • Fleet planners • Shipment planners • Logistics planners
	In/out control	
	Access control	
	Baggage tracking	
Retail	Stock control	<ul style="list-style-type: none"> • Area store managers • Merchandise managers/buyers • Regional/divisional sales managers • Distributors
	Inventory control	
	In/out control	
	Replenishment	
Manufacturing	Work-in-progress monitoring	<ul style="list-style-type: none"> • Production planners • Shipment planners • Logistics planners
	In/out control	
Warehouse	Inventory control	<ul style="list-style-type: none"> • Logistics Project Managers • Shipment Planners • Warehouse Managers • Directors of Operations • Supply Chain Strategy Managers • VPs of Systems and Operations
	Delivery confirmation	
	In/out control	
Government	Supply chain control and visibility	<ul style="list-style-type: none"> • Service personnel

Qualifying sales questions

In order to determine your customers' needs to implement mobile computers within a solution, ask the questions listed below. Pay particular attention to price considerations, system application needs for the reader and the environments in which the RFID devices will be deployed.

Solution/application-related questions:

- Are your inventory and/or invoicing processes paper-based?
- What business problem are you trying to solve through use of a RFID system?
- Who is the intended user and for what applications?
- What is the level of visibility you have for your supply chain presently?
- Do you have any plans for wireless wide area network (WWAN) or wireless local area network (WLAN) functionality?
- In what type of environmental conditions will the RFID devices be used?
- What are your expectations with regard to RFID systems?
- What are your preconceived notions about RFID systems?

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?

Services

Total Integration Support for Emerging Technologies

RFID is an emerging technology that requires unique skills not yet found in most in-house IT organizations. As a leader in RFID technology, Symbol has the knowledge and expertise needed to successfully implement these solutions throughout customers' organizations. Symbol services span the entire solution lifecycle — from initial assessment, commissioning and rollout through ongoing training and support — to maximize uptime and productivity and ensure a seamless connection to the mobile enterprise.

Advanced Services Offerings

Advanced Services form the foundation of a successful RFID solution, with a complete set of services that take customers from planning and assessment through implementation.

Symbol offers the following Advanced Services for the XR440 and XR480:

Part Number	Service
INS-RFID-STDT	RFID Standard Portal Deployment
INS-RFID-CPLT	RFID Custom Portal Deployment
DES-RFID-STDT	RFID Site Survey and Installation Design
INS-RFID-ONST	RFID Technical Consulting
INS-RFID-ONAT	RFID Technical Consulting – Additional Day
INS-RFID-SPST	RFID Standard Portal Solution (Project Management/Site Survey/Installation Design/Go Live Support)

For details on each of these services, please review the Service Description Documents on [GSD Insight](#).

Engage your RFID service resource as soon as you identify an RFID opportunity:

- Symbol associates: see “Who to Contact” on GSD Insight
- Symbol Partners: contact your Symbol Channel Account Manager

Customer Services Offerings

Customer Services provide customers with the support they need, when and where they need it — helping to ensure maximum uptime, ease of operation and continued productivity enhancements.

Symbol offers the following Customer Services to ensure the XR480 operates at peak performance throughout its lifecycle:

Part Number	Description
SXB-XR480-30	Service from the Start Advance Exchange Support – Bronze 3YR
SOB- XR480-30	Service from the Start On Site System Support – Bronze 3YR
AXB- XR480-10	Advance Exchange Support – Bronze 1YR
OSB- XR480-10	On Site System Support – Bronze 1 YR
OSP-RFID-10	Premium RFID On Site System Support 1 YR
SOP-RFID-30	Service from the Start Premium RFID On Site System Support 3 YR

For current pricing and part numbers, please visit [Solution Builder](#).

- **On Site System Support** – repairs and/or replaces Symbol RFID devices on site through a Symbol Field Service Representative (FSR). On-site service contracts provide a critical source of support for uptime and customer satisfaction.
- **Premium RFID On Site System Support** – repairs and/or replaces Symbol RFID devices through an FSR who is dispatched to the customer’s site within 4 business hours if it is determined that a hardware failure has occurred. This integrated support package provides around-the-clock coverage for our customers’ entire RFID system, and semi-annual preventative maintenance visits help to ensure consistent performance.
- **Advance Exchange Support** – provides next-business-day replacement of Symbol devices requiring repair. Customers simply place a call to the service center and a replacement unit is shipped that day. Symbol also maintains the spares pool — alleviating the need for customers to manage and track replacement units.

Each of these services includes:

- Access and rights to software updates and releases.
- Web access to technical support information.
- Unlimited number of calls per month to our support center.
- Committed response time from a Symbol technical support engineer.

In addition, these offers are available as Service from the Start programs for multi-year seamless coverage and enhanced support over the standard warranty at a discounted price. Service from the Start also expands the opportunity for sales associates and partners to drive higher service attachment rates while increasing their revenue and margins.

Symbol Services Sales Philosophy

Symbol Global Services recommends that you lead with **Service from the Start Advance Exchange Support – Bronze**, which delivers significant service advantages to your customers compared to warranty and traditional Service Center repair:

- Fast response time with next-business-day delivery of replacement products
 - Symbol pays the shipping in both directions*
- Symbol-provided spares pool
 - Alleviates the need for customers to purchase, stock and manage spare units — and the associated cost
- Includes Comprehensive Coverage at no additional charge
 - Extends normal wear and tear by including accidental breakage during normal use of an eligible Symbol device

* In EMEA, Symbol pays the shipping of replacement unit to the customer only

Symbol Services Value Proposition

Symbol service contracts:

- **Increase performance**
 - Maximize uptime
 - Reduce impact on productivity and revenue
- **Lower total cost of ownership**
- **Provide price-protected, fixed costs**
 - Decrease financial risk with fixed, prepaid repair costs
 - Put it in the budget and forget it
 - Covers much more than warranty
- **Deliver peace of mind**
 - Investment protection
 - Convenient, easy to use/purchase

Whether your customer wishes to purchase Service the Start Advance Exchange Support or an On Site System Support agreement, keep these ideas in mind:

- Discussing service from the very first customer contact results in higher attachment rates.

- Most customers expect you to discuss service options, especially on new or emerging technologies. Customers want to know “who is going to deploy this, and who knows how to maintain it?”

Frequently asked questions (FAQs)

Why is Symbol more knowledgeable in the development of RFID readers than competitive companies?

Symbol developed one of the first EPC multi-protocol readers, and has perhaps the largest base of deployed EPC readers in the world. Symbol has had significant success and exhibited an exacting focus on deploying RFID in enterprise environments that have particular characteristics — such as rapid and broad deployments and enterprise-management requirements. Symbol has learned what it takes to perform and scale in these large-scale deployments and actively solicited input from an impressive customer base to improve reader capability and capacity. This has allowed Symbol to focus and excel at providing enterprise system read rates — instead of just compliance scenario read rates.

What features make the XR440/XR480 unique?

- The service-oriented architecture of the XR440 enables seamless integration and interoperability with your customer’s existing IT infrastructure — and maximum application flexibility today and tomorrow. The XR480 will migrate to a services-oriented architecture Q107.
- XR series RFID readers are designed to deliver outstanding performance in noisy environments. Hardware changes enable the XR440/480 readers to detect signals in dense RF environments and eliminate interference issues associated with multiple RFID readers deployed in close proximity.
- The XR440/480 readers offer support for leading business systems including IBM's WebSphere® RFID Device Infrastructure (WRDI), Microsoft RFID infrastructure and SAP.
- The XR440/480 readers also support leading development tools including .NET 2.0 and Java APIs and off-the-shelf applications. Robust RFID functionality includes support for standard back-end platforms, direct application hosting, and industrial applications that may require the ability to interact with asset automation equipment such as forklifts and conveyor belts.

Will the XR400/XR480 platforms grow with my future RFID requirements?

The XR440/XR480 readers have been designed with the future in mind – Symbol’s commitment and adherence to standards ensures investment protection. In addition the devices only use approximately 10% of the digital house power capability, ensuring ample processing power for more advanced future applications.

What is the business value of application hosting?

Application hosting enables enterprise business rules to be processed at the point of data collection and business activity - on the RFID reader. For example, this could improve system efficiency by self-optimizing operational functions such as variably adjusting conveyor speeds based on the items on the conveyor system.

Is the API for the AR400 compatible with the XR440/XR480?

Yes, the API is compatible with the XR440/XR480 API. However, the API commands for the AR400 are a simple subset of the more powerful XR440/XR480 APIs for easy integration with existing back-end information systems

What enhancements are planned for the XR440/XR480?

- Support for Gen-2 256 bit support
- Autonomous mode over Byte Stream interface
- Byte stream access over USB/Serial port

What geographies do the two readers support?

The XR440 is designed to work in the U.S. and any geography with a subset of U.S. frequencies, provide broad geographic coverage to simplify global deployments (Hong Kong, Thailand, Singapore, Malaysia). The XR480 ER supports RFID system deployments in Europe, India and XR480 JP supports Japan.

What are the service options for the XR480?

The service options for the XR440/XR480 include an “Advanced Exchange – Bronze”, “On Site - Bronze” and a “Premium RFID On Site System Support” service plan.

Advanced Exchange Support – Bronze replaces Symbol devices through an exchange program. Customers initiate shipment of a replacement unit with a phone call, and the replacement hardware is shipped to them via next business day delivery. Advanced Exchange Support – Bronze leverages customers’ existing investment in IT support personnel.

Premium RFID On Site System Support – repairs and/or replaces Symbol RFID devices through an FSR who is dispatched to the customer’s site within 4 business hours if it is determined that a hardware failure has occurred. This integrated support package provides around-the-clock coverage for our customers’ entire RFID system, and semi-annual preventative maintenance visits help to ensure consistent performance.

On Site System Support – Bronze replaces and repairs Symbol devices through a Symbol Field Service Representative who is dispatched the next business day. Symbol tracks and manages the repair process until the problem is resolved, delivering peace of mind with the services needed to ensure rapid problem resolution and a fast return to full operability.

Each of the service offerings is also available as a Service from the Start offering for seamless coverage:

Service from the Start – Service from the start is available when purchased within the first 30 days of equipment purchase and expands the Advanced Exchange and On-Site System support programs to three years of seamless coverage, with a three-day turnaround time, defined telephone technical support and more at significant cost savings. Selling service upfront provides more value to the customer and results in a higher success rate than just selling the hardware.

What is covered in the Product Release Notes and for whom are they intended?

The XR440/XR480 product release notes are for the benefit of both customers and sales staff. The release notes are a composition of functionality and/or features that were initially planned for the release but may not be support in the final product release. The product release notes can be found on the web with the other XR400 product documentation.

Where can I find software utilities that can be used with the XR440/XR480 RFID readers?

Software utilities such as the SMDK (Software Developer Kit) for developing custom applications for the XR440/XR480 and ShowCase, the XR400 demonstration utility, can be found on Symbol's DevZone web page.