RFID Reader Deployment

Part Number: INS-RFID-DPL

Motorola's RFID Reader Deployment service provides physical installation and full-functional commissioning of up to four (4) RFID readers and 16 RFID antennas within a single site per day. Examples of situations that may require RFID Reader Deployment include dock doors, interior doorways, conveyor belts, storage areas, or any reader configuration requiring a floor, ceiling or flush mount.

NOTE: it is a pre-requisite for customer to complete Motorola's RFID Site Survey service prior to ordering this service.

Motorola Responsibilities

1. **Motorola Advanced Services Consultant.** Motorola will provide one (1) Motorola Advanced Services consultant for this service.

2. **Overall Scope.** Once on site, the Advanced Services consultant will:

   a. Perform an analysis of the Radio Frequency (RF) environment at the location.

   b. Design the installation to best accommodate the flow of RFID tagged materials that will move past the Motorola RFID reader(s) and antennas.

   c. Mount the Motorola RFID reader(s) and antennas with all necessary brackets at the locations and angles best determined for the environment.

   d. Connect the antenna(s) to the reader, and hook the reader up to both network and power connections. NOTE: Motorola will not run electrical or network cabling.

   e. Connect the readers(s) to the customer network, ensuring proper communication.

   f. Configure the reader(s) to reflect the optimal settings for the environment.

   g. Verify that the system is reading RFID tags that pass by the reader.

   h. Make adjustments to antenna position and power settings as needed for optimal read performance.

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Customer Responsibilities

1. **RFID Antennas and Readers.** Customer must have Motorola antennas, readers and mounting brackets available for the deployment. NOTE: this equipment is not included in the cost of this service; customer must purchase equipment separately and at its own expense.

2. **RFID Tags.** Customer must provide representative Motorola RFID tags for testing, as necessary.

3. **Location.** Customer must select the location within its facility for the reader installation.

4. **Contacts.** Customer must provide reasonable access to necessary staff resources and subject matter experts, as requested by the Motorola Advanced Services consultant, to answer technical questions related to the RFID project. Customer's partners or consultants involved in the RFID project shall likewise provide access to their resources, and shall not restrict access by Motorola to customer resources.

5. **Power and Network Connections.** Unless installing a reader that utilized Power Over Ethernet, customer must supply power as needed at the reader location. Customer must also provide network interface and cabling for each reader at the reader location(s).

6. **Network Workstation.** Customer must provide Motorola access to any network workstation(s) from which RFID Graphical User Interface (GUI) or tag tracking software will run, if access via the Motorola Advanced Services consultant's PC is denied.

Customer Responsibilities *(continued)*

7. **Access to Network Infrastructure.** Customer must provide reasonable access to network equipment necessary for the purpose of configuring, installing, testing and troubleshooting the RFID solution.

8. **Removal of Obstacles.** At the recommendation of the Advanced Services consultant, customer must remove any physical obstructions interfering with the reader installation and relocate any equipment as necessary in the reader vicinity that interferes with RFID system performance.

9. **Protection of RFID Reader.** Customer is responsible to provide physical protection (such as bollards and guards) that might be needed to safeguard the RFID equipment once installed. The Motorola Advanced Services consultant will not install these protective features as part of this service.

10. **Reasonable Access to Information.** Customer must provide Motorola with reasonable access to any information necessary to facilitate the RFID project.

11. **Access to Telephone and Internet.** Customer must provide access to telephone and internet connectivity to Motorola during the RFID reader deployment engagement. This access will be used solely for contacting Motorola technical resources during the project should it be necessary to expedite troubleshooting of unexpected problems.

12. **Physical Access On Site.** Customer must provide any escort, security personnel or labor resources necessary to enable the Advanced Services consultant to access required work areas on site. These personnel must be available on call during the entirety of the project. Customer is also responsible for any cost associated with use of these resources.

Limitations and Restrictions

1. Motorola's RFID Site Survey service is a pre-requisite for this service.

2. This service is only intended for deployment of the following RFID reader models: FX7400 fixed RFID reader, RD5000 mobile RFID reader, XR450 fixed RFID reader and XR480 RFID reader.

3. This service is limited to the deployment of up to four (4) RFID readers and 16 RFID antennas per day, within a single site.

4. The cost of this service does not include equipment, software or infrastructure. RFID tags are not included in the price of this service and are not supplied by the Motorola Advanced Services consultant.

5. This service does not include integrating RFID reader output with customer-supplied middleware.

6. The Motorola Advanced Services consultant will optimize the reader system to achieve optimum performance for the given conditions. However, this service does not guarantee achieving any specific tag read performance.

7. Travel and other service-related expenses for on-site work at customer facilities are not included in the daily on-site deployment charge. Motorola will bill customer travel and service-related expenses separately.

8. This service may require at least two (2) weeks advanced notice from the acceptance by Motorola of a purchase order for planning the on-site work.

Availability

Motorola's RFID Reader Deployment service is offered in all geographies in which Motorola RFID systems are sold. However, in some locations, Motorola may require a 90-day period to properly equip on-site resources prior to an initial visit. To check availability in a particular country or for further details, please contact an Enterprise Mobility Services representative by visiting: www.motorola.com/enterprisemobility/contactus.

Symbol Technologies, Inc., a subsidiary of Motorola Solutions, Inc.
One Motorola Plaza, Holtsville, NY 11742
Tel: +1.631.738.2400 | Fax: +1.631.738.5990 | www.motorola.com/enterprise

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