

Product Update Notice

PUN #10-02
February 22, 2010

3800g PCB Update

Overview

Several components used on 3800g PCB sub assemblies have been discontinued and will be unavailable from our suppliers. To address this issue, new PCBs have been designed and new firmware developed. Only the following standard models are impacted by these changes:

- 3800G04E
- 3800G14E
- 3800G05E
- 3800G15E

Key Elements

This issue was addressed by designing new PCB sub assemblies.

Model	Old PCB Part #	New PCB Part #
3800g 5V Models: 3800G04E & 3800G14E	200001787	200003703
3800g 12V Models: 3800G05E & 3800G15E	200001785	200003710

There is no impact to form, fit or function, as the new units (and new PCBs) have been qualified to meet all product specifications and requirements published for the 3800g. The new PCBs require the latest firmware (35480186 Rev: 1.259.1.17.2.17) which was released in September 2009 (PUN #09-16). The new firmware has been developed to be compatible with both existing and new hardware. The matrix below explains what you can expect in each scenario:

	Old Firmware	New Firmware (35480186 Rev: 1.259.1.17.2.17)
Old Hardware (200001787 or 200001785)	✓ will work as expected	✓ will work as expected
New Hardware (200003703 or 200003710)	X will not work; will receive error message when attempting to flash in Visual Xpress	✓ will work as expected

Custom SKUs are not currently impacted by these changes; however, please note:

- Any custom firmware developed before September 2009 will need to be upgraded to support the new hardware.
- Upgrades will be handled on a case-by-case basis and converted via the engineering work request (EWR) process.
- All custom bill of materials (BOMs) are frozen with existing hardware until each conversion is completed and approved by the customer.
- If you currently have a 3800g with custom firmware and have not been contacted in regards to this conversion, please contact your Honeywell representative immediately.

Availability

- All standard 3800g scanners manufactured after October 5, 2009 now automatically contain the new firmware.
- Beginning in March 2010, all standard 3800g 5V scanners will automatically contain the new PCBs.
- Beginning in May 2010, all standard 3800g 12V scanners will automatically contain the new PCBs.
- As there is no impact to customers, distribution stock rotations will not be accepted.

Contact

Honeywell Scanning & Mobility is committed to providing you with a superior level of customer service. Please contact your Honeywell representative or visit us online at www.honeywellaidc.com for additional information regarding this communication.

For more information:

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