

PM4i Gen 2 Upgrade Kit Now Available:

How to receive your kit



The Intermec Gen 2 upgrade kit is now available. The kit, consisting of an Intermec Gen 2 radio module, will enable you to easily convert your existing ISO-version PM4i printers to the EPCglobal Gen 2 protocol. Gen 2 label media is not included. List price for either the 869MHz or 915MHz versions is \$2300 (US). Customers located outside of the US should contact their local authorized service center for availability and pricing.

The PM4i Gen2 upgrade kit has been designed to be easy enough for an end-user to install. In the US, customers can also choose to have Intermec perform the installation. Your choice will determine which of the following two ordering processes to follow:

If you will be installing the kit yourself:

Call 800-755-5505, Option One. The part number of the 915MHZ version PM4i Gen2 upgrade kit is 1-207101-800. The kit will be shipped to your designated location ready to install. Complete instructions are included.

If you would prefer to have Intermec perform the installation:

Contact Intermec Service via one of the two methods indicated below to initiate a Return Authorization (RA). The upgrade procedure cannot be performed without initiating the RA procedure in one of these manners:

Email Method:

Carrie.yow@intermec.com

cc: backline.charlotte@intermec.com

Subject Line: Upgrade PM4i Gen 2

Include your return phone number, so that an "RA" can be initiated

Phone Method:

Call 800-755-5505, Option 2, Option 1, extension 4202

Ask for the PM4i Gen 2 upgrade

You can either ship the PM4i to an Intermec repair center (allow approximately 15 business days for turnaround, not including transit time) or schedule an on site installation. Intermec provides installation services at the following rates:

- \$280 for depot installation, plus the price of the kit
- \$330 for an on site installation, plus travel expenses billed at \$85 per hour and \$0.45 per mile, plus the price of the kit

Frequently Asked Questions:

Q: Is the upgrade kit difficult to install?

A: *It has been classified as "customer installable" by our Services staff. Complete installation instructions are included.*

Q: If we try installing it and then run into trouble, will we be charged for installation assistance?

A: *If you are unsuccessful with the installation, please call your Intermec technical support source. In the US, call 800-755-5505, Option 2. You should be able to perform the installation with phone-based guidance. Should this method not succeed, you will need to apply for a Return Authorization. In the US, the installation rates listed above will apply.*

Q: How do I order RFID label media once my printer is RFID enabled?

A: *In the US, please call 800-755-5505, Option One, Option One and ask for RFID label media products.*

Q: Does this upgrade make my printer EPC-certified?

A: *Yes. Intermec's 865 MHz and 915 MHz IM5 RFID reader modules were among the industry's first RFID devices to receive EPC global RFID Hardware Certification. IM5 modules can be found in the Intermec PM4i printer/encoder, IF5 smart reader, IF4 serial reader, and the mobile IV7 vehicle mount reader. This certification signifies that these products have been rigorously tested against EPCglobal standards, such as UHF Generation 2 (Gen 2), and will carry a unique 18-digit Global Service Reference Number (GSRN) with information that references the exact testing suite completed. Intermec IM5-based RFID readers are already deployed in 20 countries around the world.*

If you have any additional questions, please contact your Intermec Sales Representative or Channel Business Manager for assistance.

