Product & Sales Kit

PA700
The Next Generation Rugged Industrial Terminal

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1. Product introduction

All over the years, User Experience (UX) has become the overriding measure of success for nearly every enterprise mobility project. Unitech has built a deep understanding all over the years and our new generation devices is the legitimate platform for the business app/solution makers to demonstrate this principle. PA700, our latest launched rugged terminal, is designed to deliver a great UX for not only business-to-employee (B2E), but also for business-to-consumer (B2C). We believe that the enterprise users should not suffer from outdated technology that they will never use if they had a choice. PA700 embraces all the latest technology but with a touch of specific design which makes it the next generation rugged industrial terminal.

Beautiful Display

PA700 is a terminal that takes the best out of nowadays technology. While using Android o/s, it comes with the high definition resolution of 1280 x 720. Moreover, the key factor to enhance the visual experience is our advanced display technology (312 ppi / pixel per inch”) inside. The high PPI means that the screen has sufficient pixel density, so that when you look at it normally, you can’t see all the individual pixels. Email and documents are easier to read; app interfaces look more realistic; photos and maps are brighter and sharper and anything just feels like it’s been sent from the future.

PA700 features the largest screen size 4.7” in its grade. However, it does not sacrifice the comfort for finger-friendly applications to run on an Android platform.

While it is a bright sunny day, PA700 LCD features 450nits enhanced backlight to maximize its readability under direct sunlight.

Tough but elegant design

PA700 is designed with specific target audiences in mind. We know where our customers are going and many of them are situated at outskirt or industrial area therefor we carefully choose the most reliable communication technology of 3.75G (HSPA+), but features 21mbps than the normal 14.4mbps.

PA700 has target customers in various businesses. The design gives it flexibility to use different readers. PA700 can be built with the most common used 1D scanner, Imager, or the very popular NFC. Moreover, PA700 also has the possibility to be equipped with RFID reader for certain environments, ie. hospitals.

PA700 is protected by Aluminum-magnesium alloy casing. It well balanced out the weight and ruggedness of the unit. Unlike other brands which require a protective case to reach 1.2m droptest against concrete floor. PA700 is tough enough to meet the standard of 1.2m multiple drops against concrete floor without extra protection.

It can be a long day outside. What makes PA700 the preferred device for many people is the long-lasting operation, thanks to its Standard 3200mAH battery. Under the conditions of backlight strength at 30% and 1 scan every 5 seconds, PA700 is running for up to 10 hours and 25 minutes. Though some competitors do provide heavier duty battery as an option will just add additional premium to the end-user to pay.

With12Manage, an internet based device management system, has the project owner 24/7 access to a portal giving instant views on the complete install base of PA700 and other Unitech devices.

2. Main features

- LCD features 1280 x 720 (HD, 720p) resolution
- LCD features advanced display technology with 312 ppi (pixel per inch”)
- LCD features 450nits enhanced backlight to maximize its readability under direct sunlight.
- CORNING® GORILLA® GLASS II provides the most durable, damage resistant protection to terminals
- PA700 features largest screen size 4.7”
- It provides the best comfort for finger-friendly applications to run on an Android platform.
- BlueTooth 4.0, provides an easy pairing and latest Bluetooth Low Energy technology (BLE profile) to maximize the operating hours
- USB 2.0, provide high speed throughput
- Protected by Aluminum-magnesium alloy casing. 1.2m drop spec against concrete floor.
- 3200mAH high capacity battery for long lasting activities

3. Available PA700 models

Android, WiFi, BT, NFC, 1D Item: PA700-RA6FUMDG
Android, WiFi, 3.75G, BT, NFC, 1D Item: PA700-RAWFUMDG
Android, WiFi, BT, NFC, 2D Item: PA700-QA6FUMDG
Android, WiFi, 3.75G, BT, NFC, 2D Item: PA700-QAWFUMDG
*PA700 Healthcare version will be available soon.
4. User Experience PA700

**PA700** is designed for the toughest environments and surroundings, the PA700 is IP65 rated (against moisture & dust) and withstands a multiple 1.2m drop to concrete. This rugged PA700 offers the durability that you expect from an industrial terminal.

The Unitech PA700 is available in a Standard and Healthcare version. Equipped with strong industrial-grade functions makes the PA700 the ideal assistant for any mobile worker.

**PA700**
Standard + Healthcare version

Multiple reading options
From 1D, 2D to NFC/RFID supporting different applications.

Scan engine trigger key
Volume keys +/-

Micro USB Port
Headset slot (3.5mm Audio Jack)
Combined control
4.7” Projected capacitive multi-touch display and Google operation keys.

Multiple communication options
Bluetooth 4.0, WLAN, WiFi, 3.75G and GPS.

Ruggedized housing
Corning® Gorilla® Glass II
Micro SD Card slot (up to 32GB)

5.0MP camera
With dual auto focus LED flash light.

Easy swappable battery
Standard 3200mAh high capacity battery.

Audio receiver
Built-in speaker & microphone
5. PA700 standard accessories

The PA700 can easily be used inside as well as outside the four walls because of the Bluetooth, WLAN, WiFi, 3.75G and GPS features. Combine this with the useful accessories and the PA700 becomes the perfect solution for mobile workers within a wide variety of markets.

- **3200mAh swappable battery**
  Model number 1400-900023G
  High capacity battery for long lasting activities.

- **Micro USB cable**
  Model number 1550-900082G
  1.0 meter, high speed 2.0 USB cable.

- **PA700 Hand strap**
  Model number 384208G
  Easy adjustable to create the ideal fit or grip.

- **Power adaptor**
  Model number 1010-900022G
  Full package with universal plugs (AU, EU, CN, UK).

- **Battery door**
  Model number 384132G
  Removable battery door for easy battery access.

6. PA700 optional accessories

- **Single Slot USB with Battery Charger Cradle**
  Model number 5000-605416G
  This charging cradle includes a bay for spare battery charging.
  Specification:
  1. Battery Charger
  2. Main unit charging
  3. USB Client

*(Pricing information of these accessories can be found in the Unitech Price Book).*
7. Fullfillment of needs

Unitech combines the latest functionalities into the PA700, making mobile business activities more efficient and productive. The PA700 provides a solution for current and upcoming extended business needs.

Field service
Field service users can simply accelerate and streamline their workflow with the PA700. Your technicians will find the customers location easily via road map, they can easily access their back office CRM system, manage scheduling, working orders, customer support or digital printing while they are on the go.

- Proof of service delivery, capturing and recording real-time information
- Instant pick up/drop off instructions, determination of customers’ locations
- Asset Management – instant information on your assets by scanning information in real-time

Hospitality
The PA700 is an innovative solution for the hospitality business. Easily manage your tables and enable orders directly from your PA700 to the kitchen for immediate order processing. Use the PA700 for event ticketing, registration or even payments.

- Finger-friendly for easy and accurate handling
- Speedy and accurate order taking and bill check
- Compatibility with POS system for easy process
- WLAN & 3.75G provides the possibility for indoor or outdoor event management

Retail
The PA700 is ideally suited for the retail, like shop Customer Relationship Management (CRM), data analysis and loyalty card procurement. With this terminal you can easily manage your store by scanning an item barcode, check its price, inventory availability and location.

- Fast and accurate inventory check, management and re-ordering
- Line busting – POS counter assistant, during peak shopping hours
- Customer Relationship Management (CRM)

Healthcare
This terminal is very practical to use for care givers and healthcare professionals. It’s easy to keep the medical history of patients on file and report their medical information securely via real-time data-transfers to the back office for further care proceedings, treatment or scheduling.

- Homecare nursery
- Patient record management
- Bedside catering service
- Lightweight and compact to carry
8. PA700 Unique Selling Points

With the PA700, Unitech brings a new generation industrial terminal to the enterprise market with the best features combined. This powerful terminal can be used inside as well as outside the four walls. The PA700 is the ideal solution for any mobile worker.

Operating system

- Android v4.1.1 API Level 16 with comprehensive features offering great user experience, stability and application compatibility.
- Applications run quickly with the 1.5Gh Dual Core processor.
- Larger footprint application and database with the fast 1GB DDR2 SDRAM memory.
- It provides the best comfort for finger-friendly applications to run on an Android platform.
- 3200mAH is a high capacity battery for long lasting activities.
- 8GB eMMC Flash storage offers a bigger storage capacity for your data and programs.

Display

- PA700 features largest screen size 4.7” with advanced display 312 ppi technology (pixel per inch).
- The 4.7” multi-touch screen offers excellent flexibility.
- Its LCD features a 1280 x 720 (HD, 720p) resolution offering excellent visibility, inside as well as outside.
- Transflective color LCD features 450nits enhanced backlight to maximize its readability under direct sunlight, ideal for any outdoor application in the field.
- CORNING® GORILLA® GLASS II is the most durable, damage resistant protection glass which can be used in many industries and applications without high risk of damaging the terminal.

Communication

- The integrated 3.75G feature ensures excellent wireless connectivity and high speed data communication, offering outstanding performance to users outside the four walls.
- Bluetooth 4.0, provides an easy pairing and latest Bluetooth Low Energy technology (BLE profile) to maximize the operating hours compared to previous versions.
- USB 2.0, provide high speed throughput, with backwards compatibility with previous version.
- WLAN 802.11 b/g/n offers good roaming within for example shops, exhibition rooms and other areas.

Camera & Engine

- 5.0 megapixels camera with dual autofocus and LED flash light at the rear side of the PA700 allows quality capturing and having the option to send it instantly as proof of condition and proof of service.
- Multiple reading options from 1D, 2D to NFC/RFID supporting in- and outside scanning applications.

Enclosure

- IP65 provides plenty of durability to the PA700 in order to keep the terminal uptime in any extreme environment.
- The light weight and compact form of the PA700 makes the terminal easy to hold in one hand and to carry around.
- The 1.2 meter drop MIL standard and IP65 sealing of the PA700 provides the ruggedness needed for a long product life time and low cost of ownership.
- Protected by Aluminum-magnesium alloy casing, offers extra ruggedness and prolongs product life time.

Software

- Unitech 12Manage mobile device management system greatly reduces the total costs of ownership of your hardware installations.
- Unitechs12Solutions software helps customers to achieve higher productivity and more efficient operations. 12Solutions provides unique enhancements in user experience and reduce the software integration costs.
- Unitech software solutions and utilities come with our devices free of charge and add extra value to the total solution offered to the end user.
9. Why you should prefer the PA700 - The next generation rugged industrial terminal?

**PA700 is rugged**
PA700 (IP65 and 1.2m drop MIL standard) is rugged and can withstand extreme circumstances and accidental drops etc. A consumer grade smartphone or even some other light enterprise grade devices, will not withstand those accidents and therefore create additional cost of ownership.

**PA700 gives various choices for reading options**
From 1D, 2D to HF/NFC. Normal smartphones only have NFC and will not meet the specific requirements from different vertical markets.

**PA700 has large capacity battery**
Often 3-4 times the energy capacity of consumer grade device. It is aiming for longer working hours.

**PA700 is supported by multiple professional software solutions**
From small tools to the MDM software, they are free of charge from day one you start to use PA700.

**PA700 equipped the most reliable combination technology of 3.75G**
As many of our customers are situated in outskirt of industrial area where is out of coverage of 4G.

**PA700 has a longer product life time**
Consumer grade smartphones have a very short product life time and inconsistency in hardware and operating systems. This is not the case with industrial, enterprise grade devices. It protects system integrators’ investment and time.

**PA700 gives decent margin to each tier**
Despite of very attractive end user prices of consumer grade terminals, margin wise there is only a single digit gross profit percentage for distributors and resellers. There is no hardware profit.
10. Selling strategies

Enterprise grade mobility market
PA700 adapts the highest growth O/S platform but without the disadvantages of consumer grade smartphone. While the normal smartphone is fragile, is not consistent regarding version changes of OS’s, has a very short life time, long repair time and offers a very thin margin to the system integrator.

PA700 is carefully designed and developed for professional applications and for who will be responsible for its sales support and service. PA700 is aiming the massive market which is served by consumer grade/ or semi-enterprise grade, but with a lot of disappointment and negative experience.

Why Android?
Based on the latest survey, Android platform remain the largest market share as well as the strongest growth platform.

<table>
<thead>
<tr>
<th>EU5*</th>
<th>3m/e Dec** 2012</th>
<th>3m/e Dec 2013</th>
<th>% pt. Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Android</td>
<td>62.9</td>
<td>68.6</td>
<td>5.7</td>
</tr>
<tr>
<td>BlackBerry</td>
<td>3.7</td>
<td>1.5</td>
<td>-2.2</td>
</tr>
<tr>
<td>iOS</td>
<td>23.7</td>
<td>18.5</td>
<td>-5.2</td>
</tr>
<tr>
<td>Windows</td>
<td>5.6</td>
<td>10.3</td>
<td>4.6</td>
</tr>
<tr>
<td>Other</td>
<td>4.0</td>
<td>1.1</td>
<td>-3.0</td>
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Source: Kantar Worldpanel, 2014.
*The big five European markets includes UK, Germany, France, Italy and Spain.
**For three moths to december.

It also serves large deployment base which is supported by apps/software developed by SI or ISV. While the android has a high frequent of updating new O/S, PA700 would provide the stable environment with consistent updates for its users.

Total cost of ownership
Most of the end user customers are focusing on the price of the single mobile phone, what we should point out is the total cost of the ownership. It cannot be denied that the consumer grade smartphone is cheaper. However, for a business/ enterprise which is required to run a daily operation, dropping a consumer grade once means to stop working for days. It is damaged so badly that you might need to write it off completely. To overcome its fragility, short life time and service difficulty, end users are often forced to purchase additional units as backup. It is believed that these extra units cause average 20 to 30k extra costs. So, the average cost per consumer smartphone is not so low anymore.

PA700 has a much longer product life time. The PA700 is bump- and scratch-proof, has an IP65 sealing and 1.2M drop spec. which guarantees professional (and mobile) workers to use the same device for a longer period of time. Most importantly, PA700 list price is just around 30% higher than consumer grade as equivalent configuration. Is PA700 still more expensive? In the end a professional, rugged device will provide a lower cost of ownership than renewing the consumer grade device on a frequent basis.

Start new partnership
If you are a distributor, PA700 allows you to start new partnerships with resellers/SI who are mostly dealing with INTERMEC, Datalogic, Honeywell, Opticon, PSION, and PIDION. Unitech’s PA700 offers you an unbeatable chance to challenge Motorola TC55, thanks to 4.7” large screen and its ruggedness. In order to be able to serve in different type of applications and industries, while we are under the upcoming “internet of things”(IoT) infrastructure, PA700 provides the multiple options of readability of 1D, 2D, RFID, compared with the single option of TC55 (1D only).
## 11. Competition

All specifications of the products below are referenced from their respective website and/or product sheets.

<table>
<thead>
<tr>
<th>Competitive product</th>
<th>Features</th>
<th>Unitech sales arguments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Motorola TC55</td>
<td>• Enterprise grade device&lt;br&gt;• Android 4.1&lt;br&gt;• 1GB RAM, 8GB Flash&lt;br&gt;• Dual core 1.5Ghz&lt;br&gt;• 4.3” - 800x480 - Gorilla Glass&lt;br&gt;• BT 4 &amp; WLAN 802.11 a/b/g/n&lt;br&gt;• Operating temperature: 10˚ to 50˚C&lt;br&gt;• 220g, 1.2 drop (with extra rubber protection)</td>
<td>1. PA700 has larger 4.7” screen with higher resolution (1280x720) and advance display. 2. PA700 is with Aluminum-magnesium alloy casing and is rugged enough to go against concrete floor from 1.2M drop. 3. Variety choice of reading capability from without, 1D, 2D to HF/NFC. But TC55 has 1D only.</td>
</tr>
<tr>
<td>Honeywell Black 70e</td>
<td>• Enterprise grade device&lt;br&gt;• Windows embedded 6.5 or Android (not delivered yet)&lt;br&gt;• 512MB RAM, 1GB Flash&lt;br&gt;• Dual core 1.5Ghz&lt;br&gt;• 4.3” - 800x480 - Gorilla Glass&lt;br&gt;• 3G &amp; WLAN 802.11 a/b/g/n&lt;br&gt;• Standard battery 1670mAh&lt;br&gt;• 1D is not available.</td>
<td>1. PA700 has larger 4.7” screen with higher resolution (1280x720) and advance display. 2. Honeywell 70e does not have strong processor. 3. The standard battery is only 1670mAh which is not ideal for intensive usage. 4. Variety choice of reading capability from without, 1D, 2D to HF/NFC. But 70e does not have 1D option.</td>
</tr>
<tr>
<td>Handheld Nautiz X1</td>
<td>• Enterprise grade device&lt;br&gt;• Android 4.0/windows embedded 6.5&lt;br&gt;• 1GB RAM, 4GB Flash&lt;br&gt;• Dual core 1Ghz&lt;br&gt;• 4” - 800x480&lt;br&gt;• 3G &amp; WLAN 802.11 a/b/g/n&lt;br&gt;• Standard battery 1560mAh</td>
<td>1. PA700 has larger 4.7” screen with higher resolution (1280x720) and advance display. 2. Only for mobile function, no reading capability 3. Battery is with only 1560mAh which is not ideal for intensive usage.</td>
</tr>
<tr>
<td>Intermec CN51</td>
<td>• Enterprise grade device&lt;br&gt;• Android 4.1/windows embedded 6.5&lt;br&gt;• 1GB RAM, 16GB Flash&lt;br&gt;• Dual core 1.5Ghz&lt;br&gt;• 4.3” - 800x480 - Gorilla Glass&lt;br&gt;• 3G &amp; WLAN 802.11 a/b/g/n&lt;br&gt;• Operating temperature: -10˚ to 50˚C&lt;br&gt;• 350g</td>
<td>1. PA700 has good finger-friendly design with light weight to carry around. 2. PA700 has larger 4.7” screen with higher resolution (1280x720) and advance display. 3. No RFID option for readability.</td>
</tr>
<tr>
<td>Toughshield R500+</td>
<td>• Enterprise grade device&lt;br&gt;• Android 4.1&lt;br&gt;• 1GB RAM, 4GB Flash&lt;br&gt;• 1.2Ghz processor&lt;br&gt;• 3.77” - 800x480 - Gorilla Glass&lt;br&gt;• 3G &amp; WLAN 802.11 a/b/g/n&lt;br&gt;• 1500mAh standard battery</td>
<td>1. Variety choice of reading capability from without, 1D, 2D to HF/NFC. But Toughshield does not have 1D option. 2. PA700 has various tools and MDM software available. Toughshield has no software support 3. PA700 has great LCD which is for the outdoor activity. 4. PA700 has professional accessories, while ToughShield has no accessories for processional usage. 5. Product life time seems short.</td>
</tr>
</tbody>
</table>
12. Product Ruggedness & Product Life Time

With the PA700, Unitech brings a next generation 4.7” portable industrial terminal to the market with 3,75G, WiFi, GPS, BT and WLAN connectivity. Besides a 1D laser it is possible to extend the PA700 with an optional HF/NFC RIFD reader/writer. By only weighing 285 grams, the PA700 is an ideal tool to streamline the work process anywhere, at any level, inside the organisation and even outside. It has an impressive IP65 sealing and a 1.2m drop MIL standard. These features combined with the Corning® Gorilla® Glass II makes the PA700 a lightweight rugged and durable industrial terminal for current and the upcoming extended business needs.

**Durability definitions and rankings**
The PA700 is a rugged industrial terminal bringing extra durability to your application. The table explains the different classifications for mobile devices, ranging from consumer grade products to heavy industrial ones.

| Fragile | Consumer Grade Products | • No IP sealing  
• No Drop Proof specifications  
• No Specific Design aspects to Protect vulnerable parts |
|----------|--------------------------|-------------------------------------------------------------|
| Durable | Cross Enterprise / Light Industrial Products | • No sealing or only specific parts  
• 1 Meter Drop Proof specifications  
• Typical office environment |
| Rugged | Heavy Industrial Products | • IP sealing (IP54 minimum)  
• 1.2, 1.5 or 1.8 Meter Multiple Drop proof  
• Ergonomic design for industrial use  
• Specific elements supporting Rugged |

**Ruggedness offers mobile enterprises and their users a wide range of benefits:**
• Reduced total cost of ownership
• Substantially more protection
• A smaller chance of downtime
• A reduced number of repairs resulting in higher end-user experience and lower costs
• Built to handle the toughest environments without thought
• Longer product lifecycles compared to consumer grade products

**Durable Corning® Gorilla® Glass**
The PA700 is equipped with the next generation Corning® Gorilla® Glass II. This durable glass solution enables brighter images and greater touch sensitivity.

**Corning® Gorilla® Glass II generation**
This second generation Corning® Gorilla® Glass II is up to 20% thinner compared to the first generation, enabling slimmer devices, better touch responsiveness, and brighter images without sacrificing the damage resistance demand.

**Corning® Gorilla® Glass**
Corning® Gorilla® Glass provides exceptional performance and protection, with distinct advantages over other materials.

• Damage resistance: Gorilla® Glass is chemically strengthened through an ion-exchange process that creates a deep compression layer on the surface of the glass substrate. This layer acts as “armor” to reduce the introduction of flaws by end users.
• Thinner form factor: Depending on application and manufacturer specifications, Gorilla® Glass can be produced in thicknesses ranging from 0.5 mm to 2 mm. Even at 0.5 mm, Gorilla® Glass retains a performance advantage over other cover materials.
• Unparalleled surface quality: Corning’s proprietary fusion process gives Gorilla® Glass the same superior surface as all of our high-technology display substrates. This extraordinarily precise, highly automated process produces glass with exceptionally clean, smooth, flat surfaces and outstanding optical clarity.
• Compliance with environmental standards: Gorilla® Glass is compliant with the Restriction of Hazardous Substances Directive (RoHS).
• Compatibility with touch screens: Gorilla® Glass is an ideal cover sheet for touch screens. It’s tough enough to handle the surface pressures intrinsic to these devices, and exceptionally thin to enable more sensitive and accurate responses.
• Easy-to-clean, wear-resistant coating: Customers can request Gorilla® Glass with a special coating, making it easier to clean than other cover glasses – a perfect feature for touch devices.

Gorilla® Glass is a trademark of Corning Incorporated (source: http://www.corninggorillaglass.com)
13. PQT Testing

Part of the total cost of ownership is being determined by the quality and service which needs to be provided during the implementation lifetime. When releasing a new product Unitech conducts a series of tests ensuring top-performance. Each test is aiming on quality assurance and specific needs by the mobile worker. Extensive testing takes place when Unitech releases a new product.

**Vibration test**

To ensure the construction and design of the tested object can withstand the normal usage conditions (such as truck driving) and will still perform all functions.

PA700 specifications regarding Vibration

Meets Mil Std 810G-514.6, Procedure I Cat. 24, Fig. 514.6E-1 & 514.6E-2

(Unit is non-operating) ASTM 4169-99 Truck Assurance Level II,

Schedule E (Unit is operating)

**Temperature test**

To ensure the tested object will be functioning normally including electronic and mechanical components. The PA700 will operate from -10°C to 50°C and storage from -20°C to 60°C.

**Drop test**

To ensure the construction and design of the tested object can withstand a sudden impact from a defined height. The PA700 is tested to survive 26 drops of 48 inches/1.2m height to 2” plywood over concrete with unit off Mil Std 810G-516.6, Procedure IV.

**IP rating**

As most of all the Unitech products PA700 also has an IP rating, which is: IP65 IP (Ingress Protection) ratings are standards for electrical enclosures as described in document 60529 issued by the International Electro technical Commission (IEC). The IEC is a worldwide organization for standardization comprising all national electro technical committees (IEC National Committees).

In this case the PA700 is:

> Totally protected against dust
> Protection against low pressure jets

Designed for the toughest environments and surroundings, the PA700 is IP65 rated (against moisture & dust) and withstands multiple 1.2 meter drops to concrete. This rugged PA700 offers the durability that you expect from an industrial terminal.
14. Why UnitCare?

In business landscape we all can identify many different challenges in fields like logistics, technical, sales and support. You constantly have to reset your beacons to overcome these challenges and to grow. On your way to unknown heights you need to deliver peak performances and be in full control.

In every industry, for instance field service, retail and healthcare, a loss of control in mountaineering won’t lead to efficiently reaching the top but to interruption of improvement. By using Unitech equipment you ensure that your business can take its next step.

Add UnitCare to your order and extend your control!

Now you can protect your units against accidental damage, normal wear & tear and more with UnitCare, a convenient, direct pre-packaged service from Unitech. You enjoy enhanced investment protection and a low total cost of ownership.

Customers have different demands to keep operations running efficiently, as well as cost effectively. Therefore UnitCare is based on understanding business and service needs of each industry where Unitech’s mobile computers are running. This service program goes beyond the standard warranty with a complete package of service levels offering a high level of security adjusted your business needs.

UnitCare offers you a reliable, high-quality and effective service program for getting your devices serviced quickly. It keeps your mobile computers running at peak performance which will result in an increase of customer satisfaction and drives the hidden costs out of your installations.

Explore the UnitCare benefits
Wide coverage - for virtually everything!

- Cracked display? No problem.
- Damaged outer casing? No problem.
- Broken Exit Window? No problem.

UnitCare includes Comprehensive coverage (UnitCare Comprehensive Warranty) to protect you from the accidental and unexpected damage. It covers repair to for instance plastics, triggers, exit windows, displays but also other internal and external components damaged through accidental breakage as well as normal wear and tear. In case a device is returned for service, our highly skilled service engineers will also carry out preventive maintenance. This includes cleaning of the device, upgrade of firmware (at request) and thorough checking of the device. The unit can also be equipped with a new screen protector in order to safeguard this vital part of the device.

End-to-end support services
Unitech Service programs go much further than UnitCare and repairs only. Unitech offers a total integrated support solution that includes online self-service, product support as well as service centre repair. All backed by our global support infrastructure and proven expertise. When you choose Unitech, you directly get the level of expertise that only the manufacturer itself can offer you.

Maintain your business focus
Your support needs and costs are reduced, freeing your support staff and technical staff to focus on more critical business tasks, or limiting the number of staff you would need otherwise. You focus on your business; we take Care of your Unit.

For more information about the UnitCare Service Program please visit: unitcare.unitech.eu

- Easy, fast & reliable
- Wide choice of service plans fitting your business needs
- Reduce your total cost of ownership
- Protects against accidental damage, normal wear & tear and more
15. Why Unitech?

As a global provider of automatic identification and data capture technologies, Unitech manufactures a wide range of rugged tablets, mobile computers, scanners, RFID readers, fixed mount terminals and solution ready designs. Unitech products bring value to various industries and environments such as: retail, hospitality, healthcare, sales automation, field service, warehousing, logistics and manufacturing. Unitech Europe is located in Tilburg, The Netherlands. From this location we can quickly and effectively provide service in the field of sales, marketing and technical support. www.eu.ute.com

Unitech products
Each of our models provides a unique value offering due to the ideal mix between applications, performance and usability. We deliver “out-of-the-box” handheld solutions, including a program development suit, allowing users to easily develop their own applications. No matter what you are looking for, Unitech can provide you with the right solution for every specific demand. Our portfolio is ranging from appealing, small and lightweight to more heavy duty terminals ideal for humid and dusty environments. Choose the product that is right for you by selecting from different operating systems, barcode scanning and/or RFID reader configurations and robustness.

Unitech Partner benefits
Unitech likes to offer you the opportunity to experience the great value that our products can bring to businesses. To test our products, sign up to our United Partner Program. United is designed to provide better profitability and growth for partners. United members can benefit from business development programs, excellent sales support, tailor made marketing support and additional program features based on various partner status levels.

Register to become an Unitech Partner or learn more about our Unitech Partner Program:
portal.unitech.eu/register.aspx

Unitech enterprise Support & Solutions
The total cost of ownership is composed out of various components including software costs. Unitech has developed a wide range of tools and solutions to reduce your overall time spent and costs on mobile computer implementations.

12Solutions (Software & Applications)
To offer customers the best service, products and solutions, Unitech Europe develops software to help customers to achieve higher productivity and more efficient operations. Some of Unitech’s 12Solutions:

- AutolInstaller - Fully automated customized installation
- 12Monitor - Unitech’s own designed secure Desktop
- (Modify user’s access permissions and abilities)
- Rfid2Key - Easy read and storage of RFID data. (Transfer all RFID information to the keyboard buffer)
- JGPe - Uplift your current DOS-based applications for Windows Embedded devices
- And many more...

12Manage (Remote Device Management)
12Manage is an internet based device management system. This Unitech solution is created to ease the management and integration of devices. It will allow 24/7 access to a portal giving instant views on the complete install base of mobile computers. Some of 12Manage key features:

- Easy to setup and manage
- Overview of all devices and their connection status
- View status detail of connected devices (battery, Wifi, etc.)
- Remote control
- Auto update or publish software packages to devices
- Multiple admin ability
- Proximity location of devices, lost & found
- And many more...

Visit our Partner Portal for a complete overview:
portal.unitech.eu