Datalogic Shield™
A new Android™
Service Offering

JULY 2019
What is Datalogic Shield?

- Subscription that provides updates and security for your Datalogic Android mobile computers
- Includes:
  - Regular firmware updates
    - Quarterly security patches
    - Fixes and enhancements
  - Android major version (dessert) upgrades
  - 1 year of security patch support for prior Android versions
  - 2 years support after model End of Sale

*Subject to Datalogic Shield or Ease of Care Terms & Conditions*
Which Devices Are Supported?

Joya Touch A6

Memor 1

Memor 10

For up-to-date information, please visit the Datalogic Shield website:

www.datalogic.com/Shield
Buying Datalogic Shield

- Datalogic Shield subscription is normally bought together with the Datalogic mobile computer
  - Remember to place a PO for Shield (or EaseofCare) at the same time as you order the hardware itself
- Shield is available through your authorized Datalogic partner/distributor
How to Get Shield?

- Datalogic Shield is a *subscription* ...
  ... purchased either of 2 ways

  - Ease of Care (EoC) maintenance contract
    - Simplest! Most complete!
    - Included with EoC at no extra charge, for eligible products
  
  OR ...

  - Datalogic Shield (software-only) contract
    - Similar purchase process as for Ease Of Care
    - If customer doesn’t buy EoC, they can buy the Datalogic Shield (software-only) contract
DATALOGIC SHIELD SKUS

- Datalogic Shield (software only maintenance) SKUs come in 1, 2, and 3-year contracts

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
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<tbody>
<tr>
<td>Joya Touch A6</td>
<td>ZS0SJOYTSHLDA1 JOYA TOUCH, DATALOGIC SHIELD, ANNUAL</td>
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<tr>
<td></td>
<td>ZS0SJOYTSHLD21 JOYA TOUCH, DATALOGIC SHIELD, 2 YEARS</td>
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<td>ZS0SJOYTSHLD31 JOYA TOUCH, DATALOGIC SHIELD, 3 YEARS</td>
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<td>Memor 1</td>
<td>ZS0SMEM01SHA1 MEMOR 1, DATALOGIC SHIELD, ANNUAL</td>
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</table>

- The full list of SKUs (including EoC SKUs) can be found [here](#).
How are Shield updates physically downloaded?

- Datalogic does **not** automatically push down Shield updates to the device
  - That approach is more suited for consumer phones e.g. LG, Samsung, iPhone
  - Enterprise customers need to plan and test their updates

- A user must fetch the Shield updates from the Datalogic website
  - Updates can be accessed from [www.datalogic.com/Shield](http://www.datalogic.com/Shield)
  - Each download requires a valid device Serial Number (covered by a contract)
  - User typically deploys updates to devices via one an MDM solution (e.g. SOTI, AirWatch); or a Datalogic’s staging utility (e.g. DXU, Scan2Deploy)
  - Customer chooses when to download and install the updates
Accessing Shield Updates

**OPTION 1**

Datalogic Shield landing page:  
www.datalogic.com/Shield

Click on “ACCESS DATALOGIC SHIELD UPDATES” link

**OPTION 2**

Datalogic Developer Site:  
http://developer.datalogic.com/

Inside the PRODUCTS page, check the “Datalogic Shield” filter on the left hand side of the page
Downloading Updates

After clicking on a specific product, choose “Firmware” option

You will find the latest firmware versions with FIRMWARE and RELEASE NOTES under each

A firmware that has a lock logo next to it means it is a Shield (restricted) firmware
Serial Number Required to Download

- Shield firmware access restricted to Shield subscribers
- To download Shield firmware:
  - Log in to Developer Site
  - Enter a Serial Number with Shield Support
  - S/N is validated
  - Download firmware
Shield Notifications

- Shield customers can subscribe to receive email notifications
- When new Shield firmware updates are available, an email gets sent to subscribers
- To subscribe:
  - Hover over user logo at top right corner of page
  - Choose NOTIFICATIONS
Sign up for Shield Notifications

- Once in the Notifications page:
  - Create new alerts for desired products
Report Site Issues

- Please report any site issues (or problem downloading Shield updates) by clicking on the “REPORT SITE ISSUE” link at the bottom of the developer website (https://developer.datalogic.com)
Thank You!

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