Topics

» G5 / FC200 Update
» FC300 Handheld and Features
» Application Support
» FC300 Best Practices
» FC300 Support
  • Annual Maintenance – replacement parts
  • Itron Access
  • RMA
  • OS Update
FC200/G5 Support Reminder

» End of New Sale was December 31, 2009
» Contract maintenance ends
  • FC200: December 31, 2011
  • G5: December 31, 2012
» Flat rate repair is available today
  • After contract maintenance, handhelds will continue to be supported on a time and materials basis so long as parts are available
» All efforts are being made to support FC200 and G5 as long as possible
» FC200 SRead radio upgrades are available to support datalogging
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FC300 Focus

» Utilities are Itron’s only focus
  • Mission critical for our customers
    – Uptime is everything

» Itron handhelds are the data collection foundation for 209 million endpoints – Globally
  • Meter Reading
  • Meter Deployment/Maintenance – Field Investigation/Programming
  • Platform for third party applications
FC300 2011 Highlights

» Quality improvements
  • Keypad
  • GPS Antenna
  • Short Antenna

» International
  • Europe, Central America, Caribbean
  • French Win CE 5.0 – December

» New Features
  • Wi-Fi 802.11 b/g

» OS Updates
  • Manufacturing change mandates this for units after September 2011
  • Some features may be desirable and drive you to upgrade older units
  • All repaired units will receive this OS update

» SRead radio updates – part numbers are changing in 2012

» FC300 Upgrades – 2012
  • SRead Radio for base units only
  • Bar code imager/GPS for basic SRead units only
FC300 – Ultra Rugged Handheld

» Superior Performance in Harsh Environments
  • Sealed against water and dust – IP67
  • Exceeds Mil Spec level drop and vibration performance
  • Tumble tested 2,000 cycle, 1 meter

» Increases Worker Productivity
  • Quick application run time
  • Large primary keys
  • Full alphanumeric keyboard
  • Outdoor readable display
  • Audio and vibration feedback
  • Full shift battery with hot swap capability
  • Assist with keyed reads in dark locations
  • Integrated Flashlight
  • Full suite of wired and wireless connectivity

» Improves Meter Installation Time
  • Integrated GPS, Imager, Barcode Scanner
  • Integrated SRead radio for reading and programming

» FC200 Replacement
FC300 Components

» Standard
  • Win CE 5.0 Professional Operating System
  • QVGA TFT display with touch screen
  • Bluetooth
  • Flashlight
  • 512MB or 1GB or …

» Optional
  • SRead Radio (914-928 MHz)
    – Reads all Itron ERTs and supports datalogging
  • RF Master Radian (433 MHz)
  • GPS + Barcode Imager
  • Wi-Fi 802.11 b/g + GPS
## Basic Handheld Differences

<table>
<thead>
<tr>
<th>Feature</th>
<th>FC300</th>
<th>FC200</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating System</strong></td>
<td>Windows CE 5.0</td>
<td>Windows CE 4.2</td>
</tr>
<tr>
<td><strong>Processor</strong></td>
<td>806 MHz</td>
<td>400 MHz</td>
</tr>
<tr>
<td><strong>Bluetooth</strong></td>
<td>Standard</td>
<td>Optional</td>
</tr>
<tr>
<td><strong>Vibration Feedback</strong></td>
<td>Standard</td>
<td>Not Available</td>
</tr>
<tr>
<td><strong>Rubber Overmold</strong></td>
<td>Standard</td>
<td>Not Available</td>
</tr>
<tr>
<td><strong>Integrated Flashlight</strong></td>
<td>Standard</td>
<td>Not Available</td>
</tr>
<tr>
<td><strong>802.11 WLAN</strong></td>
<td>Optional</td>
<td>Optional</td>
</tr>
<tr>
<td><strong>GPS Receiver</strong></td>
<td>Integrated or BT</td>
<td>External via Bluetooth Only</td>
</tr>
<tr>
<td><strong>Scanner/Imager</strong></td>
<td>Integrated or BT</td>
<td>External via Bluetooth Only</td>
</tr>
<tr>
<td><strong>System Backup</strong></td>
<td>Automatic by Windows CE 5.0</td>
<td>Manual by iRescue</td>
</tr>
</tbody>
</table>
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## FC300 Application Support

<table>
<thead>
<tr>
<th>Feature</th>
<th>EPL</th>
<th>EPL Pro</th>
<th>FDM Endpoint Tools</th>
<th>FDM</th>
<th>FCS</th>
<th>MV-RS</th>
</tr>
</thead>
<tbody>
<tr>
<td>SRead</td>
<td>v5.5</td>
<td>v5.5</td>
<td>v1.0</td>
<td>v1.1</td>
<td>v2.1</td>
<td>v8.0</td>
</tr>
<tr>
<td>Imager “photo”</td>
<td>-</td>
<td>v5.5</td>
<td>-</td>
<td>v1.1</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Imager “barcode”</td>
<td>v5.5</td>
<td>v5.5</td>
<td>V1.0</td>
<td>v1.1</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>GPS – Record position</td>
<td>-</td>
<td>v5.5</td>
<td>-</td>
<td>v1.1</td>
<td>v2.1</td>
<td>V8.3</td>
</tr>
<tr>
<td>GPS – Map</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>TBD</td>
<td>TBD</td>
<td>-</td>
</tr>
<tr>
<td>GPS – Navigate</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>TBD</td>
<td>TBD</td>
<td>-</td>
</tr>
<tr>
<td>Vibration Feedback</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>v2.1</td>
<td>-</td>
</tr>
<tr>
<td>WLAN 802.11 b/g</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>TBD</td>
<td>v2.1</td>
<td>TBD</td>
</tr>
<tr>
<td>WWAN GSM AT&amp;T</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>TBD</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>
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» Application Support

» FC300 Best Practices

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Best Practices

» Use the default power settings
» Warm-boot in the morning
» Use only the stylus on the touch screen
» Use no covers or shields – traps moisture
» Store unit dry
» If reset is necessary, exit application, try warm boot then cold boot; removal of battery should be last resort.
  • By technicians only: Load Factory Defaults
» Acquire a SD Card Reader for your PC
» Battery replacement policy – best to have at least 10% battery sparing
» Cycle units through for preventative maintenance if there is any hint of damage
Lithium Ion Batteries Best Practices

» Completely charges in approximately 4 hours
  • Stored in FC300
  • Desk dock spare charging slot
  • Multi-slot charger (coming in 2012)

» Life expectancy = 500 charge/discharge cycles
  • Plan for your replacements

» Do not condition batteries – shortens life

» Periodically charge batteries in long term storage

» No memory effect

» Gradually lose capacity over time (linearly)
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Benefits of Annual Maintenance Agreements

» Known budgeted costs
  • All service events covered
  • Includes annual preventative maintenance
  • Avoids inflating T&M costs

» Minimize downtime
  • No quote process
  • 3-day turn on repairs
  • Access to emergency loaner equipment

» No-charge consumable replacements
Replacement consumable parts

- Handstrap
- Antennas
- Tethered stylus – 10 pack
- Hirose port cover – 10 pack
- Tethered I/O Port cover – 10 pack
- Battery
Itron Access is your resource
http://access.itron.com/

Itron Access Single Sign-On

Itron Access provides single sign-on access into a variety of information and online tools.

- Easy Event Registration
- Subscriptions and Notifications
- Product Support and Downloads
- Order History
- Project Collaboration
- Online Forums
- Partner and Distributor Support

Your permission level within Itron Access will be tailored to your business needs; additional services can be requested, but authorization is required. For a description of permission levels within the system, please click here.
How to return equipment for repair

» RMA number is required
» Go to [http://access.itron.com](http://access.itron.com) and sign in.
  • If you do not have a username, click on “Create New Account”
» Once logged in, go to “Service Support”
» Click “New Return Material Authorization Request Form”
» Fill out RMA form
How to return equipment for repair – cont’d

» Print packing slip and include with shipment (appropriate address will be indicated on shipping label)

» Remove Antenna
  • Include antenna if ERT read issue

» Ship the equipment
Example Online RMA Form

Request a Return Material Authorization Number

- Please complete the RMA form below fully and in order.
- If you are getting an RMA for a peripheral or part not listed specifically, please select the equipment which it is related to in the Product dropdown list.
- Please utilize the “Additional Comments” field to provide specific details regarding the return.
- Once you have input the RMA information and click the “Submit RMA” button your RMA will be generated. If successful, you will see a notification and then be taken to an RMA Created page with the RMA and Service Depot address displayed. An email with the RMA information will also be sent to the email address we have on file for you.
- If you have any issues creating an RMA successfully, please contact Itron Support Services at 877.ITRON.02 (877.487.6602) for assistance.

1. Core
   - My Account
     - #8596: Itron Internal
   - Product: FC200
   - Region: USA

Reason For Return
- Handheld screen damaged

2. Detail
   - Service Contract
     - Equipment: Data Type
       - Serial #
     - Serial #: dzsgg6284zz6949
     - (Optional) Part #: FC2-0001-001
   - Source: Out of Box Failure
   - Cause: Product Damaged
   - Action Requested: Repair
   - Software: MV-RS + FDM

Additional Comments
- The LCD is cracked
Status Notification Emails

RMA Creation

Dear Eric,

Thank you for using Itron products. We have received your return and collected the information below:

RMA Number  00172353
Customer Name
Account Name
Contact Name
Contact Phone
Description
Shipping Method
Ship to Address

Your FC200 has reached the point when the RMA event is complete. Please note that tracking information is not available until the product is received at our service center.

Date received  08/04/2011
RMA Number  00172353
Serial Number  dzgeg6264zz6949
Part Number  FC2-0001-001

Your repair status is also available online at Itron Access.

Please ship your product(s) to: Servatron 1525 S. Day Road

You may return to Itron Access at any time to view the status of your RMA.

RMA Receipt Completion

Dear Eric,

The RMA request for your FC200 has been completed on 08/05/2011. On equipment sent in for return or recycling, your service event is now closed. Equipment that received a repair event has now been shipped. Your product shipped with this tracking information: UPS #123456789, which should be available on the shipping vendor website within 24 hours.

Shipping Address  2111 N. Molter Rd. Liberty Lake WA 99019-9469 US

RMA Number  00172353
Serial Number  dzgeg6264zz6949
Part Number  FC2-0001-001

Your repair status is also available online at Itron Access.
Itron Access view

» This is how the RMA will look on Itron Access when user looks up RMA status/history

» Any attachments from repair center will show below

```
<table>
<thead>
<tr>
<th>Line</th>
<th>Product</th>
<th>Group</th>
<th>Part</th>
<th>Qty</th>
<th>Serial Number(s)</th>
<th>Status</th>
<th>Received</th>
<th>Shipped/Completed</th>
<th>Tracking Info</th>
<th>Problem</th>
<th>Notes</th>
<th>Warranty</th>
<th>Repair Info</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>FC200</td>
<td>FC2</td>
<td>0001-001</td>
<td>1</td>
<td>dzgeg5264zz6949</td>
<td>Completed / Shipped</td>
<td>2011-08-04</td>
<td>2011-08-05</td>
<td>UPS #123456789</td>
<td>The LCD is cracked</td>
<td></td>
<td></td>
<td>Confirmed customer report of damaged LCD. Replaced screen and performed preventative maintenance. Passed all tests.</td>
</tr>
</tbody>
</table>
```
OS Update: Version Cw (release candidate)

» Added support for the new Marvel CPU
» Improved touch screen performance
» Eliminated Wi-Fi reconnect issue related to suspend/resume
» Improved USB transfer of large files
Updating the OS

» You will need
  • Latest OS Release File on your PC. E.g. “OS_Cu_i1.exe”
  • USB Charge Cable OR Desk Dock with included USB cable
  • Microsoft ActiveSync 4.2 or greater loaded on PC (free)

» Connect the cabling, power on the HH, ActiveSync loads automatically

» Double click the .EXE and follow the instructions
Questions
FC300 PRODUCT UPDATE
THANK YOU!

September 18 - 20 | The Phoenician Resort | Scottsdale, AZ