

August 30<sup>th</sup>, 2021

Product Manager: Ranil Fernando

Product Management Bulletin

Number: 000-749

## Transition Notice: Android I-Series and Backpack<sup>®</sup> 2.0/3.0 and Select Accessories



### Product Information

As part of a major upgrade to Elo's Android AiO platform, the I-Series & Backpack 2.0/3.0 product lines are being discontinued and transitioned to our next generation I-Series 4 and Backpack 4 announcing October 2021. The new models offer sleeker, more compact form factors, Qualcomm (660) and Rockchip (3399) CPU options, USB-C, seamless integration with EloView<sup>®</sup>, monthly security updates via EloCare<sup>SM</sup> OS 360 and Elo OEMConfig for ease of integration with 3<sup>rd</sup> party MDM providers.

### I-Series 4 & Backpack 4 Announcing October 2021



Elo's 4<sup>th</sup> generation I-Series and Backpack products bring the power and convenience of Android 10 with Google Mobile Services to commercial-grade devices. Perfect for everything from self-order and POS to KDS and automation controls.

Android 10 with GMS • USB-C  
Qualcomm 660 or Rockchip 3399  
4GB RAM • 32GB/64GB SSD  
EloCare OS 360 • Elo OEMConfig  
Compatible with EloView • 2-year warranty

Due to supply chain challenges, Elo is not yet able to provide mass production quantities for customers and channel partners at this time. However, all I-Series 4 and Backpack 4 part numbers are available for pre-order with pricing available on Elo's pricelist. Please work with your Elo sales professional to procure samples for any testing and/or development.

Elo will provide hardware support for the I-Series & Backpack 2.0/3.0 until **October 2026** with priority for devices covered under Standard Warranty, Extended Warranty, and Advance Unit Replacement. Out of warranty devices will be supported on a case by case basis while supplies last. Devices with 12 or more months remaining on the standard warranty are eligible for purchase of an extended warranty. The deadline to purchase extended warranties is **September 30, 2021**. To check the warranty status of your device please visit the [Elo RMA Portal](#). Please note, you will need to know the serial numbers of your device(s). For more information regarding End of Support dates for Android 7.1 and 8.1 please reference the "Android 7.1 and 8.1 End of Support Information" section below.



## Inventory and Last Time Buy

- Please work your distribution partner on securing any remaining available inventory of I-Series and Backpack 2.0/3.0 along with any additional accessories.
- Please consult with your sales representative for specific part numbers and details.
- Recommended replacement part may not be electrically or mechanically identical to the discontinued product.
- Most Elo Edge Connect™ accessories are backwards and forwards compatible with the I-Series 2.0/3.0 and I-Series 4. For select accessories that do not offer compatibility, replacement options will be available. Please review the accessory compatibility matrix and transition table below for further details.

## End of Support Information for Android 7.1.2 and 8.1.0

Device	Software	EloView Support	OS Updates
I-Series 2.0	7.1.2	Feature Updates available until October 2021 SaaS Console support available at minimum through 2027	Quarterly Security Updates available until October 2023
I-Series 3.0	8.1.0	Feature Updates available until October 2021 SaaS Console support available at minimum through 2027	Quarterly Security Updates available until October 2023

## 10.1" I-Series 2.0/3.0 Obsolete & Replacement Part Numbers

Obsolete Part Number	Obsolete Description	Replacement Part Number	Replacement Description
E610902	I-Series 2.0 Standard, Android 7.1 AOSP, Black	E389883	I-Series 4 Standard, Android 10 GMS, Black
E461790	I-Series 3.0 Standard, Android 8.1 GMS, Black		
E614194	I-Series 2.0 Standard, Android 7.1 AOSP, White	E411266	I-Series 4 Standard, Android 10 GMS, White
E611101	I-Series 2.0 Value, Android 7.1, Black	E390647	I-Series 4 Value, Android 10 GMS, Black
E461993	I-Series 3.0 Value, Android 8.1 GMS, Black		
E614391	I-Series 2.0 Value, Android 7.1, AOSP, White	E411643	I-Series 4 Value, Android 10 GMS, White

## 15.6" I-Series 2.0/3.0 Obsolete & Replacement Part Numbers

Obsolete Part Number	Obsolete Description	Replacement Part Number	Replacement Description
E611296	I-Series 2.0 Standard, Android 7.1, AOSP, Black	E390075	I-Series 4 Standard, Android 10 GMS, Black
E462193	I-Series 3.0 Standard, Android 8.1 GMS, Black		
E614592	I-Series 2.0 Standard, Android 7.1 AOSP, White	E412033	I-Series 4 Standard, Android 10 GMS, White

Elo reserves the right to change or update, without notice, any information contained herein; to change, without notice, the pricing, availability, design, construction, materials, processing or specifications of any products; and to discontinue or limit production or distribution of any products. Elo, the Elo logo, EloCare, EloView, Elo Backpack and Elo Edge Connect are either trademarks or registered trademarks of Elo Touch Solutions, Inc. All other trademarks are the property of their respective owners. © 2021 Elo Touch Solutions, Inc. All rights reserved.



## 15.6" I-Series 2.0/3.0 Obsolete & Replacement Part Numbers Cont'd

Obsolete Part Number	Obsolete Description	Replacement Part Number	Replacement Description
E611480	I-Series 2.0 Value, Android 7.1, AOSP Black	E391032	I-Series 4 Value, Android 10 GMS, Black
E462384	I-Series 3.0 Value, Android 8.1 GMS, Black		
E614786	I-Series 2.0 Value, Android 7.1 AOSP, White	E412421	I-Series 4 Value, Android 10 GMS, White

## 21.5" I-Series 2.0/3.0 Obsolete & Replacement Part Numbers

Obsolete Part Number	Obsolete Description	Replacement Part Number	Replacement Description
E611675	I-Series 2.0 Standard, Android 7.1 AOSP, Black	E390263	I-Series 4 Standard, Android 10 GMS, Black
E462589	I-Series 3.0 Standard, Android 8.1 GMS, Black		
E614981	I-Series 2.0 Standard, Android 7.1 AOSP, White	E412818	I-Series 4 Standard, Android 10 GMS, White

## Backpack 2.0/3.0 Obsolete & Replacement Part Numbers

Obsolete Part Number	Obsolete Description	Replacement Part Number	Replacement Description
E611864	Backpack 2.0, Android 7.1 AOSP	E393359	Elo Backpack 4 Standard, Android 10 GMS
E901355	Backpack 3.0, Android 8.1 GMS		

## Accessories Obsolete & Replacement Part Numbers

Obsolete Part Number	Obsolete Description	Replacement Part Number	Replacement Description
E001004	NFC Peripheral Kit (High Frequency)	E673037	NFC Peripheral Kit (Low and High Frequency) <b>Available on Sept Pricelist</b>
E466847	Status Light Kit with Additional Colors (Micro USB Connectivity)	E644767	Status Light Kit (Micro USB Connectivity) <b>Available on Sept Pricelist</b>
E926356	2D Barcode Scanner Kit (N3680)	E245047	2D Barcode Scanner Kit (4107) <b>Available on Sept Pricelist</b>
E393160	2D Barcode Scanner Kit (2707)		
E093433	1D Barcode Scanner Kit		
E923781	Expansion Module Kit (Long Cable) for I-Series 2.0/3.0	E809509	Expansion Module Kit (Long Cable) for I-Series 4 <b>Available on Sept Pricelist</b>
E412240	Expansion Module Kit for I-Series 2.0/3.0		
E615169	POE Module Kit for I-Series 2.0/3.0	E413396	POE Module Kit for I-Series 4 <b>Available on Sept Pricelist</b>
E924077	Flip Stand for I-Series 2.0/3.0	E809321	Z20 POS Stand for I-Series 4 <b>Planned for Nov Pricelist</b>

Elo reserves the right to change or update, without notice, any information contained herein; to change, without notice, the pricing, availability, design, construction, materials, processing or specifications of any products; and to discontinue or limit production or distribution of any products. Elo, the Elo logo, EloCare, EloView, Elo Backpack and Elo Edge Connect are either trademarks or registered trademarks of Elo Touch Solutions, Inc. All other trademarks are the property of their respective owners. © 2021 Elo Touch Solutions, Inc. All rights reserved.

## Accessories Compatibility Matrix

Part Number	Marketing Description	Compatible with I-Series 2.0/3.0	Compatible with I-Series 4
E001004	NFC Peripheral Kit (High Frequency)	✓	✓
E673037	NFC Peripheral Kit (Low and High Frequency)	✓	✓
E644767	Status Light Kit with Additional Colors (Micro USB Connectivity)	✓	✓
E466847	Status Light Kit (Micro USB Connectivity)	✓	✓
E651272	Status Light Kit (GPIO Connectivity)	✓	✓
E384627	2D Barcode Scanner Kit (4720)	✓	✓
E393160	2D Barcode Scanner Kit (2707)	✓	✓
E245047	2D Barcode Scanner Kit (4107)	✓	✓
E926356	2D Barcode Scanner Kit (N3680)	✓	✓
E093433	1D Barcode Scanner Kit	✓	✓
E134699	3D Camera Kit	✓	✓
E201494	2D Camera Kit	✓	✓
E534879	IR Camera Kit	✓	✓
E134286	Fingerprint Reader Kit	✓	✓
E001002	MSR Kit	✓	✓
E809509	Expansion Module Kit (Long Cable) for I-Series 4	X	✓
E923781	Expansion Module Kit (Long Cable) for I-Series 2.0/3.0	✓	X
E412240	Expansion Module Kit for I-Series 2.0/3.0	✓	X
E615169	POE Module Kit for I-Series 2.0/3.0	✓	X
E413396	POE Module Kit for I-Series 4	X	✓
E514304	Replacement 65W Power Brick & Cable Kit	✓	✓
E682057	Replacement 65W Power Brick & Cable Kit for Backpack 4	X	✓
E413579	Replacement 90W Power Brick & Cable Kit for I-Series 4	X	✓
E924077	Flip Stand for I-Series 2.0/3.0	✓	X
E809321	Z20 POS Stand for I-Series 4	x	✓

## Contacts

For more information on price and lead time for ordering products, please contact Elo customer sales and support for assistance.

### Americas

Toll 800-ELO-TOUCH  
Tel +1 408 597 8000  
[EloSales.NA@elotouch.com](mailto:EloSales.NA@elotouch.com)  
[www.elotouch.com](http://www.elotouch.com)

### Europe (EMEA)

Tel +32 16 930 136  
[EMEA.Sales@elotouch.com](mailto:EMEA.Sales@elotouch.com)  
[www.elotouch.eu](http://www.elotouch.eu)

### Asia Pacific

Tel +86 (21) 3329 1385  
[EloAsia@elotouch.com](mailto:EloAsia@elotouch.com)  
[www.elotouch.com.cn](http://www.elotouch.com.cn)

Elo reserves the right to change or update, without notice, any information contained herein; to change, without notice, the pricing, availability, design, construction, materials, processing or specifications of any products; and to discontinue or limit production or distribution of any products. Elo, the Elo logo, EloCare, EloView, Elo Backpack and Elo Edge Connect are either trademarks or registered trademarks of Elo Touch Solutions, Inc. All other trademarks are the property of their respective owners. © 2021 Elo Touch Solutions, Inc. All rights reserved.