





***The Motorola MC9500-K:  
Field Mobility Redefined.***

Give us your toughest environment and we'll give you a rugged device that will provide your workers with the features and performance they need to achieve maximum efficiency — and the unmatched ROI and TCO your organization requires.

Truly in a class of its own, the MC9500-K is as different on the inside as it is on the outside. Simply put, the MC9500-K delivers more: a more rugged design, more data capture options, more intelligence, more processing power, true WAN technology and carrier independence and better ergonomics, all in a sleeker, lighter and easier-to-use form factor that offers a completely new approach to accessories, battery and backroom management.



***The Motorola  
MC9500-K  
Application  
Guide***

This guide contains  
applications available as of 01/10.



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## **AirVersent**

### **20/20 Delivery**

20/20 Delivery provides drivers out on the road involved in delivery, collection and transportation of goods with a real-time connection to operations staff and computer-based information systems in the back office — including order entry, warehouse management, route optimization, accounting and customer service systems. Everyday business processes are streamlined, while the ability to automate data capture eliminates costly errors. And instant visibility into all aspects of delivery, pickup, cross-dock and backhaul operations allows you to better manage your customer service needs, reduce paperwork, monitor driver and vehicle productivity and improve general communications.

Developed specifically for the mobile supply chain, this Software-as-a-Service (SaaS) application can be quickly and easily configured to your existing workflows, enabling rapid yet extremely cost-effective deployments with minimal business disruption. The feature rich application enables electronic manifests; real-time on-the-spot invoicing, payment processing and proof of delivery; pain-free exception management, better inventory management and much more.

Get the power to create a consistent first-class customer experience for long term customer satisfaction and loyalty — with 20/20 Delivery.

**20/20 Delivery**<sup>™</sup>

**AirVersent**  
Empowering the Mobile Worker

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## **Allegro Mobile Solutions**

### Pickup and Delivery

Allegro's Pick-up & Delivery application leverages the enhanced capabilities of Motorola's new MC9500-K rugged handheld mobile computer for piece level tracking in freight pick-up and delivery. Mobile workers can view and complete electronic work orders for deliveries and pick-ups; scan freight for real-time tracking; report exceptions; collect signatures for real-time proof of delivery and access a wide range of training videos. Leveraging the MC9500's built-in accelerometer, the screen rotates automatically to keep the screen oriented correctly during the signature capture function. In addition, the accelerometer is also utilized to log a drop count, improving accountability through the automatic creation of an audit trail that records harsh handling of the device.

This solution provides reliable connectivity, synching, efficient use of bandwidth, off-line device operation and enterprise grade security. It is suitable for any size enterprise roll-out. Integration with virtually any back-end enterprise application or database ensures efficient and cost-effective deployment.

Built on the Allegro Mobility Platform, Allegro's Pickup & Delivery application is interoperable with Motorola mobile computers, wireless infrastructure and mobility management software applications, providing an end-to-end solution — and single vendor simplicity.



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## **Appear IQ**

### Appear IQ (AIQ)

Appear IQ (AIQ) is a software-based mobile platform that can be easily combined with Motorola Enterprise Mobility products and services in order to deliver context-aware and location-based solutions that help improve employee efficiency, responsiveness and overall productivity. The Appear Context Engine collects context information from the Motorola network components and devices, combines it with other context sources, and delivers the data to a number of modules, including mobile device management, over the air push, data synchronization and reliable messaging.

Context-aware mobile solutions offer dramatic cost savings and service improvements to organizations by optimizing business workflows that were previously based on paper and voice exchanges, and creating new information channels towards field workers and consumers. The technology is particularly well suited to organizations with a distributed mobile workforce in disparate geographical locations and a dynamic and complex workflow model where users are required to share and access real-time information on the job. The AIQ framework enables system integrators to quickly and easily develop applications, reducing deployment time and cost.



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## **Blackbay**

### Delivery Connect

Blackbay's Delivery Connect is designed to streamline field processes and provide visibility into real-time information to improve a wide range of logistical operations — from dispatch of point to point pick-up and delivery, hub-and spoke and depot operations to asset/equipment tracking and postal. The wireless connection empowers dispatch and drivers. Out in the field, your drivers can: receive and accept electronic work orders; collect and transmit real-time proof of pick-up and delivery; easily record overs, unders, damages and shorts; track pallets and cages; and much more. Back in the office, dispatch can monitor the real-time status of work orders; dynamically dispatch new work orders to ensure compliance with customer service level agreements (SLAs); and provide customers with an up-to-the-minute order status.

Paperwork is significantly reduced, the accuracy of your data is increased and information travels between the field and your back-end systems nearly instantaneously. The proven Connect Hub platform interfaces easily into your existing management systems and data stores, allowing you to fully leverage your existing investments. And the easily configurable package offers a broad range of existing functions — from real-time job dispatch to bar code and RFID scanning, image capture, real-time navigation and more — enabling rapid and cost-efficient deployment.



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## **Cognito**

### TaskWorker

The TaskWorker mobile client application from Cognito, delivers workflow and resilient and audited communications between users out in the field and your back office systems, eliminating the need for paper forms and phone calls to issue tasks or monitor task status.

Cognito TaskWorker establishes a secure, controlled mobile working environment with a simple user interface that gives field engineers easy access to the information they need. In addition, enterprises can control the features and functionality of the mobile device. For example, access to the operating system and non work-related applications can be restricted, along with the community of users that can be reached by phone, email or SMS. The intuitive interface enables enterprises to achieve exceptionally high levels of user acceptance and adoption, maximizing the benefit of this application and ensuring a rapid return on investment (ROI).

This fully managed solution offers the security you need as well as easy integration with your business systems, including the Warehouse Management System (WMS), Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM), expanding the ROI for these existing investments.



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## **Global Bay**

### Mobile Inspections

Mobile Inspections from Global Bay provides your field inspectors with everything they need to improve efficiency and inspection quality. Electronic inspection orders replace paper forms, enabling the dynamic dispatch of new inspection orders to improve customer service and address potential emergencies. Workers have all the information they need in the palm of their hands, including complete maintenance history for equipment or violation history for customers. Inspection procedures can be presented in a checklist, improving consistency regardless of experience level — as well as accountability. Instant alerts automate escalation for faster issue resolution. And the ability to capture signatures and print a completed inspection order reduces administrative time and cost.

Benefits include increased productivity, better customer service, the elimination of paper forms and the related costs, the reduction of costly errors that occur when handwritten data must be transcribed and entered into a computer and reduced training requirements. And since the same number of workers can now complete more inspections, staff utilization is increased.

**Global Bay**<sup>®</sup>

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## **Global Bay**

### First Responder Suite

The First Responder Suite from Global Bay provides a series of software solutions designed to help government agencies better manage all aspects of a mass injury situation.

Patient Triage allows emergency personnel to quickly and effectively track and triage patients during critical mass injury situations. First responders can rapidly and accurately capture patient and injury information; prioritize patient care based on injury severity; and notify hospitals and local trauma centers of incoming patients, complete with injury details.

The First Responder Tracking module is a comprehensive solution for tracking locations of first responders on a disaster scene. Features include the ability to authenticate the identity and track Emergency Medical Services staff on scene. In addition, incident managers have the data required to monitor and manage resource levels at multiple incident sites.

The Incident Reporting module ensures emergency personnel follow standard procedures and guidelines in the collection and reporting of incident based data. This solution ensures that all incident, patient and treatment information is captured; enables easy sharing of incident data with other agencies for better coordination; and provides recommendations and guidelines for situation management.

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## **Global Bay**

### Mobile Work Order

Mobile Work Order from Global Bay is rich with features that provides your field service technicians with everything they need rapidly complete work orders. Electronic work orders replace paper forms, simplifying work order management. The dynamic dispatch of new work orders as they are received throughout the day ensures that Service Level Agreements (SLAs) are met. Workers can access all the information they need to complete the job, including a complete customer history as well as the parts and supply database. Procedures can be presented in a checklist, improving service consistency regardless of experience level as well as accountability. Instant alerts automate escalation for faster issue resolution. And the ability to capture signatures and print a completed work order enables the real-time proof of service required to shave days off of the invoicing cycle, improving cash flow and profitability.

Benefits include increased productivity, better customer service, the elimination of paper forms and the related costs and the reduction of costly errors that occur when handwritten data must be transcribed and entered into a computer. And since more work orders will be completed on the first visit, utilization of your existing staff is increased.



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## **Librestream Onsite Mobile**

### Live Visual Collaboration

Onsite Mobile is the first software application to bring LIVE visual collaboration capabilities to the Motorola MC9500 handheld computing platform. This complete solution connects field workers with experts who might be thousands of miles away. The simultaneous delivery of two-way audio, live images and on-screen mark-up capabilities enables the teamwork required to solve problems on-the-spot, improving first time issue resolution and eliminating the need for a costly second trip to a job site. Image resolution configuration options enable optimization of bandwidth performance. Advanced security, AES encryption and authentication ensures secure audio, images and data communications. And flexible speakerphone and headset support allows field workers to choose the voice mode that is most appropriate for the situation.

Onsite Mobile is bundled with Onsite Expert, providing a complete collaboration solution. Onsite Mobile resides on the MC9500 mobile computer, while Onsite Expert resides on the desktop of your experts, enabling the rich multimedia connection to MC9500 users. For companies involved in field service, manufacturing, healthcare and energy, the Onsite Mobile solution delivers substantial benefits, including better service, reduced travel costs, higher staff productivity and faster problem resolution.



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## ***Salamander***

### Accountability Solutions

Salamander Technologies' Accountability Solutions provide government agencies with a fully interoperable and highly scalable emergency incident command structure based upon NIMS operating procedures. Ideal for small and large incidents, the interTRAX family of solutions allows agencies — including fire, medical and disaster response services — to easily track all responders, volunteers and victims at an incident, ensuring accountability, safety and site access control. Regardless of how many agencies are involved, this single suite of applications enables the graphic display of all responding units, personnel, victims, and assets in off-scene facilities. The result is a new level of interagency collaboration and better wide area resource management during a public safety or public health emergency, improving the quality of first response services.

AssetTRAX allows public safety agencies to easily track and maintain equipment, gear, and tools. Bar code scanning replaces paper-based forms, cutting hours off of periodic equipment checks, inspections, maintenance procedures and physical inventories. And the real-time historical record provides instant asset visibility and ensures compliance with government regulations for maintenance and upkeep, such as NFPA 1851.



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## ***Simac***

### Sphynxx

Sphynxx is a fully integrated ticket management software system that enables traffic management and law enforcement operators to control all administration and coordinate on-street staff from a central location related to ticketing. Designed for continuous operation in high volume environments, the highly scalable database can handle millions of transactions.

Support for ANPR and bar code/RFID scanning enables immediate identification of vehicles that are authorized to park in areas that require a permit. In addition, ANPR capabilities pave the way for a virtual permit system that would eliminate the time, cost and errors inherent in a paper-based permit system. In conjunction with a compact wireless printer, tickets can be printed on the spot. The integrated camera in the MC9500-K allows the capture of indisputable geo-stamped photographic evidence that documents time, date and location. Integrated GPS simplifies the process of clamping, de-clamping and towing vehicles to a car pound, and provides visibility into the real-time status of these activities. And an optional module is available to allow workers to inspect assets and report the need for maintenance services — from a damaged street sign or pavement to graffiti.

Sphynxx software is currently in use in London, Athens and all major cities and councils in Holland.



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## **TBS**

### TaskMaster

TaskMaster is a powerful mobility solution that allows mobile users to work in real time, eliminating the errors, costs and inefficiencies associated with paper-based processes. The flexible solution can be utilized to streamline task management in many different industries and applications, including Utilities, FM Construction, Automotive and Fleet, Local Government, Field Service and Logistics. TaskMaster easily integrates with existing ERP and CRM systems, preserving the investment and enriching the return on investment in these core business systems. TaskMaster is easy to configure, enabling rapid and cost-effective deployment. The ability to create and ensure compliance with business processes improves service levels and ensures the consistency of service quality. Field worker productivity is improved, the cost of processing information is reduced and customer satisfaction — and retention levels — are increased.

The easy-to-use application utilizes electronic forms, menu driven selection lists and the ability to automatically populate fields based on the scan of a bar code or RFID tag to automate data collection. Once information is captured, it can be transmitted wirelessly to your back-end systems — enabling instant visibility and instant processing.



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