

Vuzix M400/M4000 Assessment

Operating System

1. What operating system is used?
 - Android 9.0
2. Is the OS a standard release or a modified appliance release?
 - The devices run AOSP modified to fit the form factor.
3. Strategy of Firmware update (functional, approach, tools, prerequisites, etc.)
 - In the default configuration, Vuzix' devices check in with the Vuzix OTA server periodically during each use to confirm if an update is available. If so, the user will be prompted to either accept or delay the update.
 - This said, Vuzix can setup more tailored solutions in certain instances to give organizations early access to releases for validation prior to the official release or fully managed control over when their users receive the updates.
4. Strategy of Security update (approach, tools, prerequisites, etc.)
 - Security updates rolled out based on latest security bulletins through SW chip partner.
 - Security updates are included in the firmware updates through the standard OTA update packages. They are typically done on quarterly at a minimum but sooner if there are critical updates.
5. Language Support
 - English
 - Spanish
 - Japanese
 - French
 - German
 - Mandarin Chinese

Technical Specifications

1. Processor
 - 8 Core 2.52 GHz Qualcomm XR1
2. Camera Resolution
 - 12.8 MP Stills
 - 4k 30fps Video
 - Autofocus
 - Image Stabilization
3. M400 Display Resolution
 - Monocular
 - 640x360 Occluded OLED display
 - 16.8 deg. FOV
 - 24-bit color
 - 10,000:1 contrast ratio

4. M4000 Display Resolution
 - Monocular
 - 854x480 See-through DLP display
 - 28 deg. FOV
 - 24-bit color
 - 1,000:1 contrast ratio
5. Wireless Connectivity
 - The M400 is equipped with a 2.4/5Ghz 802.11 a/b/g/n/ac radio that supports Regulatory A domain UNII bands 1, 2, 2e, and 3 channels.
 - It supports encryption of WEP, WPA2-AES PSK and WPA2-Enterprise (PEAP,TLS,TTLS,PWD).
 - Bluetooth 5.0 BR/EDR/LE
 - GPS/GLONASS
6. Memory/Storage
 - 6GB RAM
 - 64GB Internal Storage
7. Microphone Configuration/Features (number, noise cancelling, etc.)
 - Triple noise-cancelling microphones
 - Bluetooth headset support
8. Audio Output
 - Built-in speakers
 - Wireless
9. Battery Life
 - Standard M400 Battery – 1.5 hrs. Extended-Life battery – 4.5 hrs.
 - Hot-swappable (up to 5 min. to swap)
10. Weight
 - 68 g (M400 Smart Viewer)
 - 100 g (M4000 Smart Viewer)
 - 62 g (Battery)
 - 60 g (USB-C cable and frame over glasses)
11. Device Certifications and other ruggedized
 - IP67
 - Drop test of 2M

Device Management and Security

1. AppStore - software deployment
 - Apps can be pushed out to specific devices from the current app store.
 - Apps can also be managed via MDM platform.
2. Mobile Device Management
 - The Vuzix M400/M4000 is compatible with VMWare AirWatch, 42Gears SureMDM, SOTI MobiControl, Microsoft Intune and MobileIron

3. Zero Touch enrolment
 - QR Code enrolment is supported on MDM platforms that offer it. (VMWare Air watch + SOTI MobiControl)
 - Vuzix also offers support to customize enrolment and rollout through custom solutions. Please let us know if we can help streamline this effort. We have a lot of experience here.
4. Tools for administration & maintenance
 - MDM management
 - Utilizing an MDM solution will allow organizations to deploy and enforce security policies.
 - MDM platforms also enable organizations to remotely configure and manage the devices.
5. Device authentication
 - Devices enrolled in MDM will manage authentication including passcode enforcement and network access management.
6. Encryption
 - All user data is stored on the fully encrypted internal file system.
 - The keys are managed by the Android OS internally and cannot be modified.
 - Only a given application may read its private data.
 - Any data stored to the virtual sdcard is accessible publicly.
 - It is the responsibility of the application to handle secret data appropriately.
7. Data in transit
 - Security of data transmitted by an installed application will be dependent on the application's security mechanisms.
8. Storage
 - The device supports standard Android logs that are accessible only to administrator of the device. These are stored on the device.
 - The device can be configured to download applications from the Vuzix app store. If that is enabled, the app store cloud will store application download history associated with the serial number.
 - The device can be configured to update the firmware from the Vuzix OTA servers. If this is done, the OTA server will record the current OS version along with any update history.
 - The cumulative power-up time of the device is recorded on device and may be used for engineering analysis of units returned to the Vuzix.
9. Logging
 - Logs are only stored on the device and can be accessed by the administrator of the device.
 - a. An MDM or other specialized software would need to be installed on the device to remotely access any logs.

Support/Warranty

1. Support
 - Vuzix Technical Support is available to service your support needs related to our smart glasses. We have internal teams and a team that is online almost 24/7
 - Requests can be sent to Technical_support@vuzix.com or <https://www.vuzix.com/contact/customer> as well as by phone (numbers vary based on location, each is listed in the contact form link).

2. Warranty policy.

- Standard 12-month warranty against manufacturer defects.