



Zebra® TC21 and TC26 Touch Computers

Frequently Asked Questions

Q: What product in the Zebra Portfolio is TC21/TC26 replacing?

A: The TC21 and TC26 are replacing the TC20 and TC25 respectively. There is no replacement for the TC20K.

Q: Are the TC21/TC26 compatible with TC20/TC25 accessories?

A: No, the form factor of the TC21 and TC26 has changed from the TC20 and TC25 and thus accessories are not compatible. The TC21/TC26 will not be compatible with the older TC20/TC25 (TC2X-XXX) accessories and the TC20/TC25 are not compatible with the new TC21/TC26 (TC2Y-XXX) accessories.

Q: How can I charge my TC21 and TC26?

A: There are a few different charging solutions. See section 2 for exact part numbers

- USB C cable with wall adapter
- Low cost single slot charge only cradle
- Single-slot charge cradle with Ethernet connectivity
- 5-slot cradle charge only
- 5-slot Ethernet & Charge Cradle

Q: How can I charge my TC21 and TC26 battery?

A: The TC21 and TC26 batteries can be charged with the 4-slot battery charge accessory. This is available as a stand-alone product or can be populated on the 5-slot Charge Only Cradle.

Q: Are the TC21/TC26 accessories compatible with both battery sizes?

A: Yes; all TC21 and TC26 accessories are compatible with TC21 and TC26 devices equipped with either the basic or extended batteries.

Q: Is there a version of the TC21/TC26 without a scanner?

A: Yes, we have a version of the TC21 and TC26 without a scanner populated. In this version of the product line the scan keys are programmed to activate the rear camera for scanning.

Q: Is the RFD2000 compatible with the TC21 and TC26?

A: The RFD2000 is not supported. The TC21 and TC26 can connect to the RFD8500 via Bluetooth. A new RFID accessory that will support the TC21 and TC26 is planned for 2021.

Q: Is there a protective boot for the TC21 and TC26?

A: No, there is no protective boot accessory. The TC21/TC26 are designed to support a 4ft/1.2m drop to concrete over temperature range per MIL-STD-810G.

Q: What is Mobility DNA Enterprise?

A: This license contains additional MDNA tools and capabilities for Value Tier devices for the life of the device on par with Zebra Premium Tier device offerings. Full list of features are available on www.zebra.com/MDNA_Bundle_upgrade.

Q: What is Mobility DNA Enterprise with Enterprise Browser?

A: This license contains additional MDNA tools and capabilities for Value Tier devices for the life of the device on par with Zebra Premium Tier device offerings. This bundle also included Enterprise Browser. Full list of features are available on www.zebra.com/MDNA_Bundle_upgrade.

Q: What is Mobility DNA Enterprise Evaluation?

A: This evaluation license provides you access to MDNA Enterprise features for Value Tier devices for a term of up to 90 days.

Q: What is e-SIM?

A: Helps you change operator remotely, straight from your phone, without having to acquire a new SIM cards. This helps you increase efficiency and lowers carrier costs when switching or roaming between multiple plans or carriers .

Q: What is Fusion and why do I need it?

A: Fusion optimizes Wi-Fi performance for the most challenging network environments ensuring the best voice, data throughput, and response. Enterprise Wi-Fi performance and requirements differ from consumer environments, Fusion ensures Zebra's devices perform in the most challenging Wi-Fi environments

Q: What Android OS is supported on TC21 and TC26?

A: TC21 and TC26 will ship with Android 10 and there are plans to support additional Android Releases, consult your Zebra Sales contact for further details.

Q: Is Google Mobile Services (GMS) supported?

A: Yes, all TC21 and TC26 configurations support GMS. AOSP is available in China only.

Q: Is Push-to-Talk (PTT) Express/Pro supported?

A: Yes, PTT Express and PTT Pro are both supported with the purchase of a software license.

Q: Is WorkForce Connect supported?

A: Yes, Workforce connect is supported with the purchase of a software license. For WFC to operate MDNA Enterprise must first be enabled on the device.

Q: Will TC21 and TC26 support LifeGuard™ for Android™?

A: Yes, LifeGuard is supported with a service contract.

Q: What Enterprise Mobile Management Clients are supported?

A: StageNow, Airwatch and SOTI

Q: What is Zebra OneCare SV for TC21 and TC26?

A: To support the launch of Zebra's TC21 and TC26 Mobile Computers, Zebra OneCare SV, a "Special Value" level of service, available only on TC21 and TC26 Mobile Computers. This service is designed to support and enable

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customers' critical business processes at an economical price point. This 2-year or 3-year support service includes non-comprehensive service coverage as well as:

- Wear and Tear coverage
- Upgraded 5-Day Repair Depot turn-around time (once device received into the Depot)
- Free return ground shipping from Depot
- 24/7 access to web self-service via Zebra's online Support Portal
- Software/Firmware updates
- Repair Services Dashboard
- Device Diagnostic tool

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