

Devices and Accessories

1. Will Zebra continue to sell the TC51 and the TC56 devices?

Yes, the TC51 and TC56 products will continue to be orderable. The TC51 and TC56 will sell side-by-side with the TC52 and TC57. This co-existence sales strategy provides customers with choices as they plan and manage their mobile computer deployments.

2. Is there OS overlap between TC51/56 and TC52/57?

Yes. The last OS for TC51/56 is Oreo. The first OS at Launch for TC52/57 is also Oreo. This is another way that Zebra is making it easier for customers to manage their device and software application transitions over time.

3. Is there a 2GB RAM and 16GB Flash configuration?

No. TC52 and TC57 is only available in a 4GB RAM and 32GB Flash configuration. The higher memory provides an optimal experience for customers running Android O, P and Q.

4. Is there backwards compatibility for accessories?

Yes, all accessories from TC51 and TC56 are compatible with TC52 and TC57.

5. Will the battery capacity rating of TC52/57 be the same as the TC51/56?

The TC52 & 57 battery will have the same run time or better compared with the current TC51 & 56 battery. The new cells have an improved higher watt hour (15.98 Wh vs. 15.48Wh) and voltage, 4.4v vs. 4.2v, providing the same run time. The new watt hour (Wh) measurement is a more accurate measurement of run time than mAh.

6. Is there a PTT button?

Yes, on the left side of the terminal above the scan button

7. Can I charge TC52 and TC57 with a cable?

The same cables that charge the TC51 and TC56 devices will charge the TC52 and TC57 products. Part number CBL-TC51-USB1-01. There is also available an adapter, part number ADPTR-TC56-USBC-01 that can be used with a USB-C cable, part number CBL-TC5X-USBC2A-01.

8. What vehicle accessories are being offered?

In addition to all the current accessories, several new accessories are being offered. For more information on Mobile Computer accessories, [click here](#).

WWAN

9. For the US and Canada, what cellular carriers are supported?

The US configurations will be certified for both AT&T, Verizon and Canadian Carriers depending on which nano SIM card is inserted. SKU TC57HO-1PEZU4P-NA will work throughout North America, including US, Canada, and Puerto Rico.

10. Does the TC57x support multiple WWAN carriers?

Multiple carriers are supported by the one nano SIM slot. The nano Sim that is inserted determines the carrier.

11. Does the TC57 support Carrier Aggregation, and what is the benefit of Carrier Aggregation to our customers?

Yes, carrier aggregation is supported. 4G LTE Advanced CA, carrier aggregation or channel aggregation enables multiple LTE carriers to be used together to provide the high data rates required for 4G LTE Advanced. Carrier aggregation is supported by both formats of LTE, namely the FDD and TDD variants.

Operating Systems

12. What OS is supported on this platform, and will there be updated OS offerings?

TC52/57 will release on Android 8.1 (Oreo). The architecture supports migration to future OS releases (P and Q) as part of the life cycle for the platform.

13. Is Google Mobile Services supported?

Yes, GMS is now standard on all models, except China, which is AOSP. GMS Restricted Mode is available on all models except China.

14. What is GMS Restricted Mode?

GMS Restricted Mode is a StageNow enhancement and an industry first. It is an easy way to simply click to deactivate services that come standard with the operating system — and selectively reactivate should you need them down the road. This feature is designed for customers who prefer an AOSP Operating System-like experience.

15. Why is Zebra not offering a non-GMS version of the TC52/57 outside of China?

GMS Restricted Mode is available for all regions that use GMS. The China SKU will offer only an AOSP version of the OS, per the regulations of that country.

16. What are the Android desserts that TC52 and TC57 will support?

As stated above, the TC52 and TC57 Android OS roadmap plan is to release with O, and migrate first to P and then to Q.

17. With Oreo, if a security update patch has already been applied, is it possible to back rev to a prior dessert?

Since TC52/57 are launching with Oreo, that is the oldest OS available for this platform. No previous OS will be available, i.e. "N" (Nougat). As the next OS's get released, specifically, P and Q, those can roll back to Android O. If a customer requires OS versions that are earlier than Oreo, we recommend TC51 and TC56.

Software and Applications

18. What is supported as part of Mobility DNA and what is not on the TC52 and TC57?

There is a complete list of supported features available at www.zebra.com/mobilitydna. This is a partial list of MDNA: Workforce Connect PTT, PTT Pro, Voice, SmartDEX, Simulscan, All-Touch TE, Swipe Assist, Data Wedge, Power Precision Plus, Enterprise Keyboard, Life Guard, Worry-Free Wi-Fi, StageNow, Mobility Extensions (Mx), Enterprise Browser.

19. Will voice support for TC52 be available and released at the same time as the device?

For customers with Cisco WLAN networks, and who plan to deploy Zebra's Workforce Connect, the voice client release date (target) is November 2018. For customers who have non-Cisco WLAN networks, the release timing is March 2019.

20. Is there Avaya support?

Yes, but not until Q1 2019.

Mobile Device Management

21. What Enterprise Mobile Management Clients are validated?

StageNow, Airwatch and SOTI.

22. Why is there no EMM Client pre-installed?

Zebra has taken an agnostic approach to mobile device management, and supports multiple EMM vendors. Zebra gives EMM's the ability to integrate the EMM Toolkit into their solution to utilize Zebra MX features. Zebra partners with SOTI and AirWatch to ensure that the devices are validated on their solution. Zebra recommends that customers use the EMM solution that best fits their business needs.

23. Can I have a mixed estate of TC51 and TC52 devices or TC56 and TC57 devices? And how can I manage them with the changes to DO/DA architectures?

Zebra understands that there inevitably will be customers that have a mixed fleet of devices. There are different management modes that are supported in Android. Profile Owner, Device Admin, and Device Owner. Each mode provides the Agent with a certain level of management capabilities on the device. Device Owner has the most control over the device management.

24. Is there support for Enterprise keyboard and Swipe Assist?

Enterprise keyboard and Swipe Assist will be supported.

Packaging

25. Will Zebra provide distributors, partners and customers with an easy, human-readable way to determine what OS is loaded on the TC52 and TC57 without powering up the device?

Yes, the TC52 and TC57 box labels will feature a stylized O logo. See the label samples below.



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