



TC52-HC Mobile Computer

Frequently Asked Questions

Q: Will Zebra continue to sell both the TC51-HC and the TC52-HC devices?

A: Yes, both product lines will continue to be orderable. The TC51-HC and TC52-HC will sell side-by-side. This co-existence sales strategy provides healthcare customers with choices as they plan and manage their mobile computer deployments.

Q: Is there OS overlap between TC51-HC and TC52-HC?

A: Yes. The last OS for TC51-HC is Oreo. The first OS at Launch for TC52-HC 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.

Q: Is there a 2GB/16GB Flash configuration?

A: No. TC52-HC 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.

Q: Is there an AOSP configuration for TC52-HC like there was with TC51-HC?

A: No. Zebra is simplifying the portfolio so the only OS configuration that is available on TC52-HC is GMS. (The exception to this is China.) As explained in this DN, customers/partners can use GMS restricted mode if they prefer an AOSP-like OS in their deployments.

Q: Is there backwards compatibility for accessories?

A: Yes, all accessories that were launched with the TC51-HC are compatible with TC52-HC devices.

Q: The battery capacity for TC52-HC is 4,150 mAh, which is slightly lower than the 4,300 mAh battery capacity of the TC51-HC. Will the battery run time of TC52-HC be the same as the TC51-HC?

A: The TC52-HC has a lower battery capacity than TC51-HC due to a supplier change. However, the TC52-HC device will have the same or better battery run time compared with the current TC51-HC battery. The new TC52-HC cells have an improved (higher) watt hour and voltage spec (15.98 Wh vs. 15.48 Wh and 4.4 v vs. 4.2 v), and provide the same run time. The new watt hour (Wh) spec is a more accurate measurement of battery life and battery run time than mAh.

Q: Is there a PTT button?

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

Q: Is there an audio headset jack on the TC52-HC?

A: No, the only way to enable a headset use case with the TC52-HC is via Bluetooth. This is the same as the TC51-HC product.

Q: Can I charge TC52-HC with a cable?

A: Yes, the same cables that charge the TC51-HC devices will charge the TC52-HC products. The part recommended number is CBL-TC51-USB1-01. There are other charging accessories available as well.

Q: What is the geographic scope of the new TC52-HC “EA” SKU?

A: The TC52-HC with the EA suffix can be sold in all 28 EU countries plus Iceland, Norway and Liechtenstein. The full list of EU countries is Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and the UK.

Q: What are the visible differences in ID between the TC52-HC and the TC51-HC? Will customers be able to tell the difference easily?

A: The design, color and hole pattern of the audio grills on the TC52-HC have been changed vs. the TC51-HC in order to help customers and partners to easily recognize the difference between the two products.

Q: Will the weight of the TC52-HC be different vs. the TC51-HC?

A: The weight of the TC52-HC (with battery) is the same as the TC51-HC predecessor product – 249 grams (8.8 oz).

Q: Does Zebra plan to introduce a FIPS version of the TC52-HC?

A: Yes, just like the TC51-HC product family, there will be a TC52-HC FIPS/TAA product.

Operating Systems**Q: What OS is supported on this platform, and will there be updated OS offerings?**

A: TC52-HC 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. Support for Android R is pending Qualcomm Technical Qualifications.

Q: Is Google Mobile Services supported?

A: Yes, GMS is now standard on all models, except China, which is AOSP. GMS Restricted Mode is available on all models except China. For China, an AOSP model is available.

Q: What is GMS Restricted Mode?

A: 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.

Q: What are the Android desserts that TC52-HC will support?

A: As stated above, the TC52 and TC52-HC Android OS roadmap plan is to release with O, and migrate first to P and then to Q. Support for Android R is under evaluation, pending Qualcomm Technical Qualifications.

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

A: No, it is not possible to back-rev the OS on TC52-HC to a previous OS dessert, i.e. “N” (Nougat). As the next OS desserts get released, specifically, P and Q, those can be rolled back to Android O. If a customer requires OS versions that are earlier than Oreo, we recommend TC51-HC.

Software and Applications

Q: What is supported as part of Mobility DNA and what is not on the TC52-HC?

A: The complete list of supported MDNA features can be found at www.zebra.com/mobilitydna.

This is a partial list: 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, MX, Enterprise Browser.

Q: Will voice support for TC52-HC be available and released at the same time as the device?

A: For customers with Cisco WLAN networks, and who plan to deploy Zebra's Workforce Connect, the voice client has been released (BSP 1.13.20). For customers who have non-Cisco WLAN networks and plan to deploy Zebra's Workforce Connect, the release timing is March 2019.

Q: Is there Avaya support?

A: Yes, but not until March 2019.

Q: Is there support for Enterprise keyboard and Swipe Assist?

A: Enterprise keyboard and Swipe Assist will be supported.

Mobile Device Management

Q: What Enterprise Mobile Management Clients are validated?

A: StageNow, Airwatch and SOTI.

Q: Why is there no EMM Client pre-installed?

A: 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.

Q: Can I have a mixed estate of TC51-HC and TC52-HC devices? And how can I manage them with the changes to DO/DA architectures?

A: 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.

FREQUENTLY ASKED QUESTIONS

TC52-HC

Packaging

Q: Will Zebra provide distributors, partners and customers with an easy, human-readable way to determine what OS is loaded on the TC52HC without powering up the device?

A: Yes, the TC52-HC box labels will feature a stylized O logo.



Disinfecting and Cleaning

Q: Will the TC52-HC be manufactured with healthcare grade plastics? Is there anything different about the TC52-HC approved list of disinfectants?

A: Yes, the TC52-HC will be manufactured with healthcare grade plastics that can withstand frequent wipe downs over time. Zebra has invested significantly in the expansion of our approved list of disinfectants. The expanded list now includes 29 different disinfectants. This list will be posted on the Zebra website as part of the public announcement of TC52-HC on February 11, 2019.



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