

## Hardware

### WHAT PRODUCT IN THE ZEBRA PORTFOLIO IS TC25 REPLACING?

The TC25 is not replacing any products in the Zebra portfolio. It is designed specially to attract small- medium sized businesses in the retail and hospitality industries. This product is new to the Zebra portfolio and is designed to provide the right business features at the right price.

### WHY ARE THERE DIFFERENT TC25 CONFIGURATIONS?

The TC25 has 2 different configurations to meet the needs of our small-business customers:

- TC25 KIT has a SE2100 scanner, rear camera and gray scan buttons for scanning light environments, Includes USB C cable and power adapter in the box
- TC25 Plus has a SE4710 scanner with a rear camera and yellow scan buttons for more scanning intensive environments. This is the only configuration compatible with the removable trigger handle

### THE TC25 HAS AN INTERNAL BATTERY, WHAT IS THE SIZE OF THE BATTERY?

The internal battery capacity is 3,000 mAh. The life cycle of the battery is expected to support a full work shift but if more battery life is needed, you can purchase the optional snap on power pack for continuous use

### IS PUSH-TO-TALK (PTT) EXPRESS/PRO SUPPORTED?

Yes, PTT Express and PTT Pro are both supported. However, Workforce Connect and Full VoIP client is not supported on TC25.

## Software

### WHAT ANDROID OS IS SUPPORTED ON THE TC25?

TC25 will ship with Android N 7.0. There are plans to support the next flavor of Android.

### IS GOOGLE MOBILE SERVICES (GMS) SUPPORTED ON THE TC25?

Yes, all TC25 configurations support GMS. (Non-GMS SKU's are unavailable).

### WILL TC25 SUPPORT LIFEGUARD™ (LG) FOR ANDROID™?

Yes, LifeGuard will be supported on the TC25 starting in March 2018.

### WHAT ENTERPRISE MOBILE MANAGEMENT CLIENTS ARE SUPPORTED?

StageNow, Airwatch and SOTI.

## Accessories

### HOW CAN I CHARGE MY TC25?

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

### IS THERE AN EXTENDED BATTERY VERSION?

The TC25 is not available with a larger capacity internal battery. However, you can purchase the optional snap on Power Pack that charges the internal battery. This allows for continuous use by not having to return the terminal to the charging cradle when the charge gets low.

### HOW CAN I CHARGE MY POWER PACK?

The single slot and 5-slot cradles are designed to charge a plethora of different configurations:

- Terminal by itself.
- PowerPack by itself
- Terminal with PowerPack attached
- Terminal with Removable Trigger Handle attached

In addition, the PowerPack has a USB C Connector for standalone charging.

### CAN I USE THE TRIGGER HANDLE WITH ANY OF THE TC25 PART NUMBERS?

No. The removable Trigger Handle is only compatible with the TC25 Plus part numbers.

## Service

### WHAT IS ZEBRA ONECARE™ SV FOR TC25?

To support the launch of Zebra's new line of TC25 Mobile Computers, Zebra is launching Zebra OneCare SV for TC25, a "Special Value" level of service, available only on select TC25 Mobile Computers. This service is designed to support and enable customers' critical business processes at an economical price point. This new 2-year support service includes non-comprehensive service coverage as well as:

- Wear & Tear coverage\*
- Upgraded 5-Day Repair Depot turn-around time (once 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

\*Does not cover accidental/physical/cosmetic damage or damage due to neglect/abuse specifically involving displays and housing among other components.

### WHY ARE WE LAUNCHING ZEBRA ONECARE SV FOR TC25?

Based on partner feedback and market conditions, Zebra recognizes the need to offer our partners and their customers an alternate level of service when comprehensive coverage may not always be required.

### WHAT ARE THE MAIN PARTNER BENEFITS OF RESELLING ZEBRA ONECARE SV?

Major benefits include:

- **Incremental revenue and margin opportunity.** With Zebra OneCare SV for TC25, partners will be able to generate additional revenue by attaching services to the product sale. In addition, partners who participate in the TC20/TC25 Battery Replacement Program, and have been approved and trained, may perform battery replacements. They will have the opportunity to earn even more revenue by purchasing battery kits from Zebra and selling their own Battery Replacement Service to their customers.
- **Simplicity.** Zebra OneCare SV for TC25's economical pricing and simplified level of service makes this resell a no-brainer.
- **Differentiation.** Offering a Zebra OneCare SV for TC25 differentiates the hardware and creates incremental value to the customer. Adding a partner-enabled option via the TC20/TC25 Battery Replacement program, further demonstrates the ability of partners to provide more than just devices.
- **Ease.** When a Partner resells Zebra OneCare SV they gain access to Zebra's technical resources by accessing [www.zebra.com/support](http://www.zebra.com/support).

### WHERE WILL ZEBRA ONECARE SV BE AVAILABLE?

Zebra OneCare SV will be available globally wherever the associated products are sold. Availability restrictions in certain countries may apply.

### WHICH COMPONENTS ARE COVERED UNDER ZEBRA ONECARE SV FOR TC25?

Under Zebra OneCare SV the following are covered: Main logic boards, memory modules, WAN modules, camera, imager, keypads.

### WHAT IS NOT COVERED UNDER ZEBRA ONECARE SV FOR TC25?

Under Zebra OneCare SV for TC25 the following are not covered:

- Damage to displays and housing
- Battery replacement (outside the 12 months Battery Warranty)

### **SINCE ZEBRA ONECARE SV FOR TC25 IS A NON-COMPREHENSIVE SERVICE, CAN A CUSTOMER UPLIFT TO THE SERVICE TO OBTAIN FULL COMPREHENSIVE COVERAGE?**

No. Customers cannot uplift a Zebra OneCare SV for TC25 contract to a comprehensive contract; however, if they experience **Accidental Damage** to their device over and above their Zebra OneCare SV for TC25 service agreement. Accidental Damage coverage can be added at any time via Zebra's Per Incident repair process for display or housing replacement. Devices should be returned to an authorized Zebra repair facility by submitting a return authorization request (RMA) via the online portal. When a device is deemed to be damaged the customer will be notified and will be quoted the additional service fee. Customers must authorize the additional repair and provide proper payment method. Customers must have a valid Zebra OneCare SV for TC25 service contract in order to receive this additional damage per incident repair service.

### **IS THE BATTERY IN THE TC25 USER REPLACEABLE? IF NOT, HOW CAN A CUSTOMER GET THE BATTERY REPLACED?**

No, batteries in this mobile computer are not user replaceable. Customers who require a battery replacement (outside the terms of the battery warranty) may purchase a Battery Replacement Service either directly from Zebra or through a TC20/TC25 Battery Replacement Program partner. Devices should be returned to an authorized facility by submitting a return authorization request (RMA.) The customer will be notified and quoted the additional service fee. Customers must authorize the additional repair and provide proper payment method. Partners may join the TC20/TC25 Battery Replacement program so that their facilities and colleagues may be authorized to replace TC25 batteries.

### **WILL PARTNERS BE ENABLED TO PERFORM REPAIRS ON THE PRODUCT?**

No, partners will be enabled to replace batteries only per details listed above.

### **WILL PARTNERS BE ENABLED TO COMPLETE BATTERY REPLACEMENTS?**

Yes, the new battery replacement service will be part of the existing TC20/TC25 Battery Replacement Program. The TC20/TC25 Battery Replacement Program rewards partners who have demonstrated a commitment to provide quality service and support for Zebra customers. This new program will enable approved, qualified partners to replace batteries directly for their customers.

### **WILL ZEBRA ONECARE SV BE AVAILABLE WITH OTHER ZEBRA MOBILE COMPUTERS?**

No. At this time Zebra has limited the availability of Zebra OneCare SV to the TC20 and TC25.

### **WHERE CAN I FIND OUT MORE ABOUT ZEBRA ONECARE SV FOR TC25?**

Pricing can be found on Solution Builder. New support resources including Service Description Documents (SDD), Fact Sheets, Presentations and additional marketing materials may be found on [The Source](#) for Zebra Sales, and on [Partner Gateway](#) for Partners.