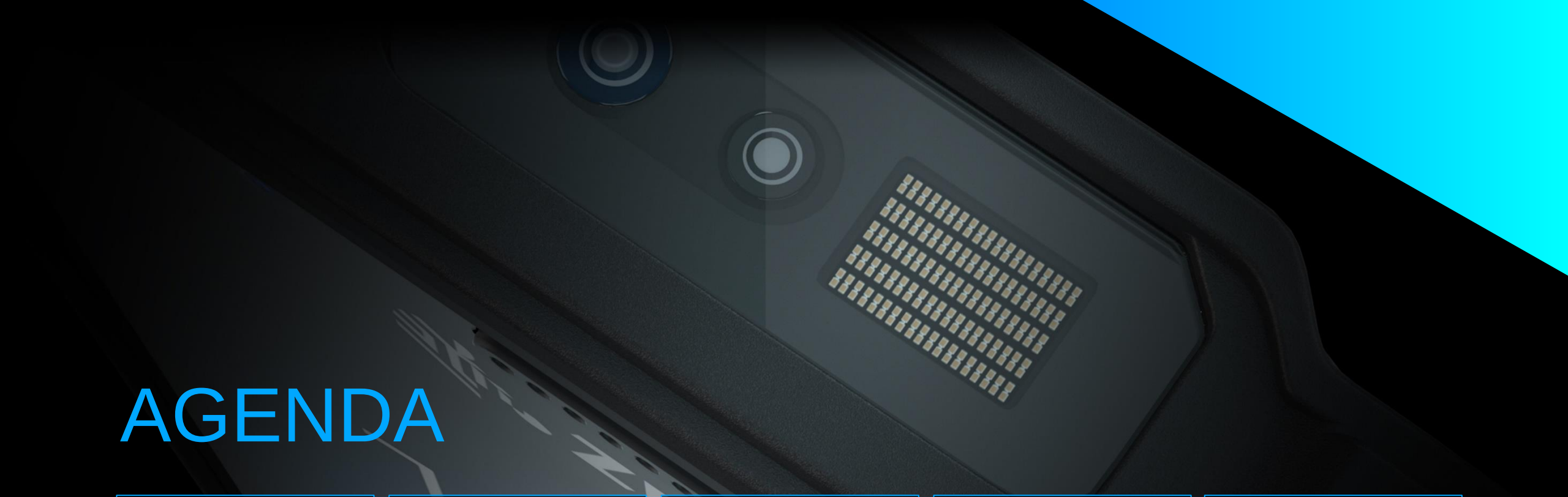
ZEBRA CAPTURE YOUR EDGE

# TC21/TC26

## Touch Computer

**The ultimate cost-effective touch computer built for small and big business**

April 2021



# AGENDA

- The business challenge and solution
- Key features
- Product details
- Services
- Why Zebra

# The business challenge and solution

# The challenge

## Your business need…

Your workers need mobile voice and data to get the job done more efficiently.

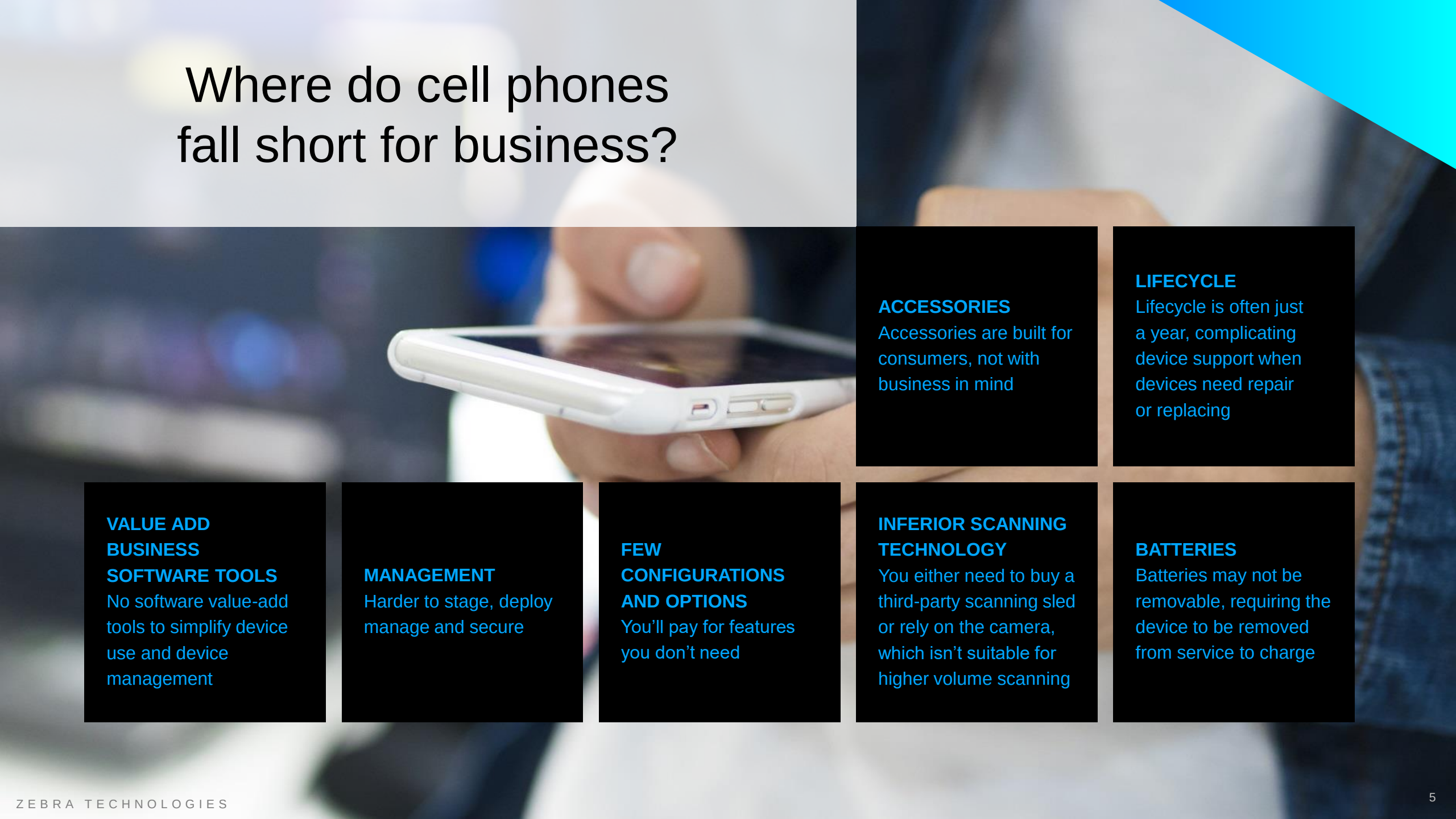
## Your budget reality…

Your budget is limited — so you don't want to pay for features you don't need.

## Your challenge…

Cell phones will fit your budget, but are lacking in the business features that boost workforce productivity and task accuracy — and simplify everyday device management.

# Where do cell phones fall short for business?



**ACCESSORIES**
Accessories are built for consumers, not with business in mind

**LIFECYCLE**
Lifecycle is often just a year, complicating device support when devices need repair or replacing

**VALUE ADD BUSINESS SOFTWARE TOOLS**
No software value-add tools to simplify device use and device management

**MANAGEMENT**
Harder to stage, deploy manage and secure

**FEW CONFIGURATIONS AND OPTIONS**
You'll pay for features you don't need

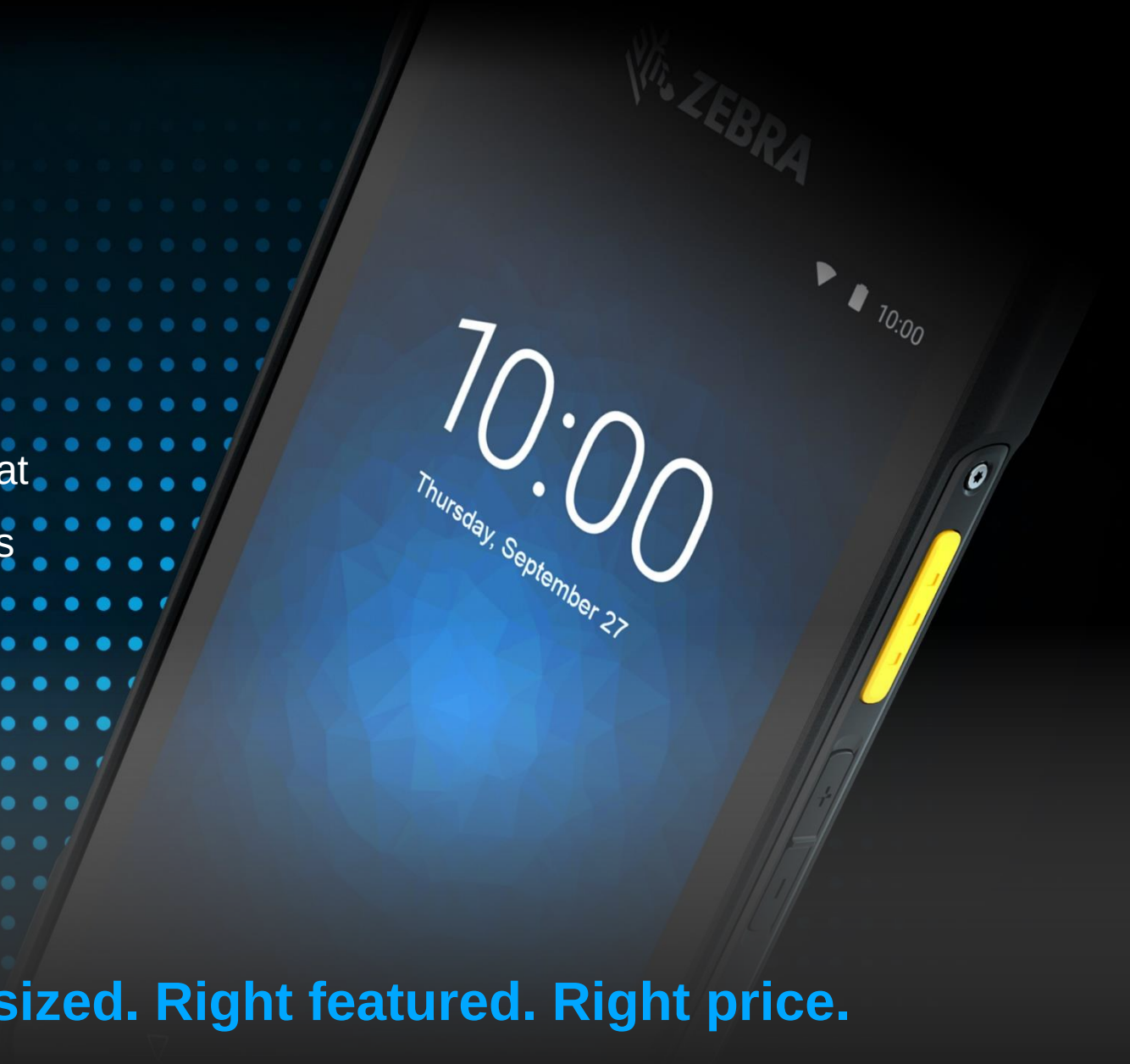
**INFERIOR SCANNING TECHNOLOGY**
You either need to buy a third-party scanning sled or rely on the camera, which isn't suitable for higher volume scanning

**BATTERIES**
Batteries may not be removable, requiring the device to be removed from service to charge

# INTRODUCING

# the TC21/TC26

The low-cost mobile phone alternative that boosts productivity with the right business features, the right durability, the right business-class accessories, and the industry's most comprehensive powerful set of value-add software tools.




**Right sized. Right featured. Right price.**

# The ultimate cost-effective touch computer built for small and big business

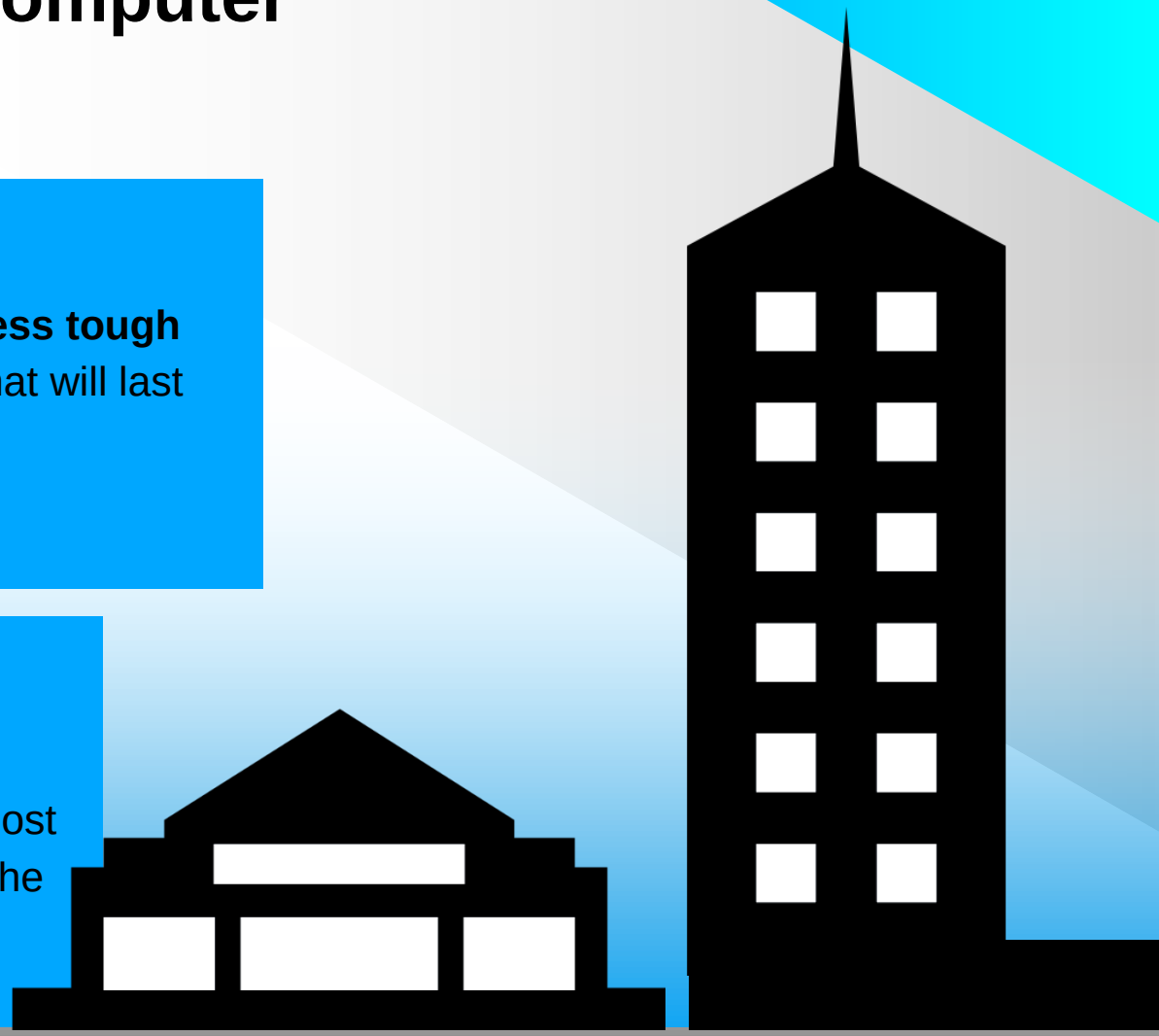
**A new level of features** for a right-priced device

**The most options in its class** to best meet your budget and needs

A **business tough** device that will last for years

Unparalleled value with **complimentary Mobility DNA tools**

**Optional Mobility DNA Enterprise license** provides advanced voice features and data tools to further boost workforce productivity and simplify the management of large deployments



# Inside the four walls

## TC21

WiFi only

### Retail

- Price check/item lookup
- Inventory and cycle counts
- Put-away
- Replenishment
- Picking and collecting
- Receiving and shipping
- Asset management
- BOPIS

### Light Warehousing and Manufacturing (as wearable)

- Stocking
- Receiving
- Shipping
- Click & collect

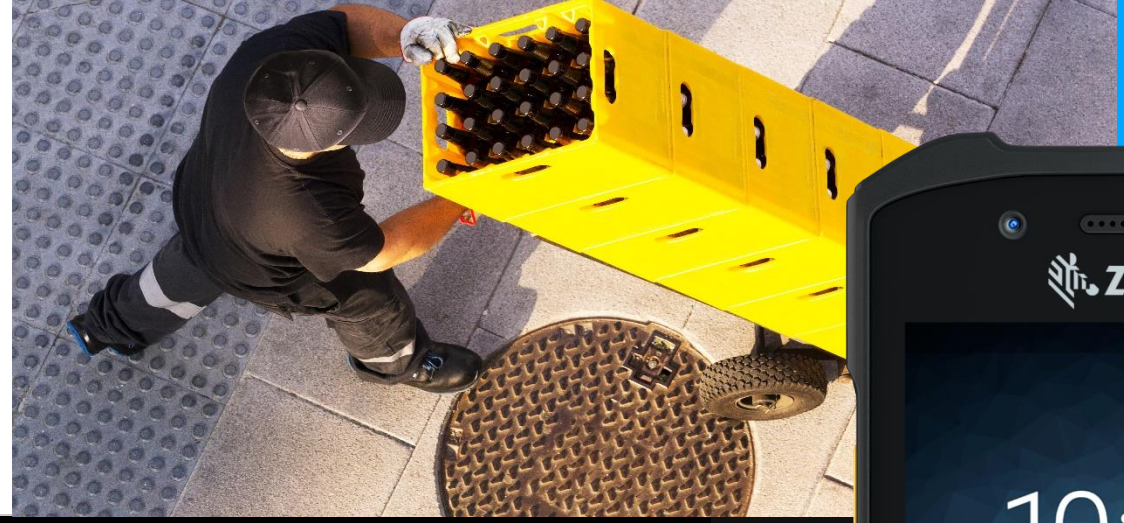
### Hospitality

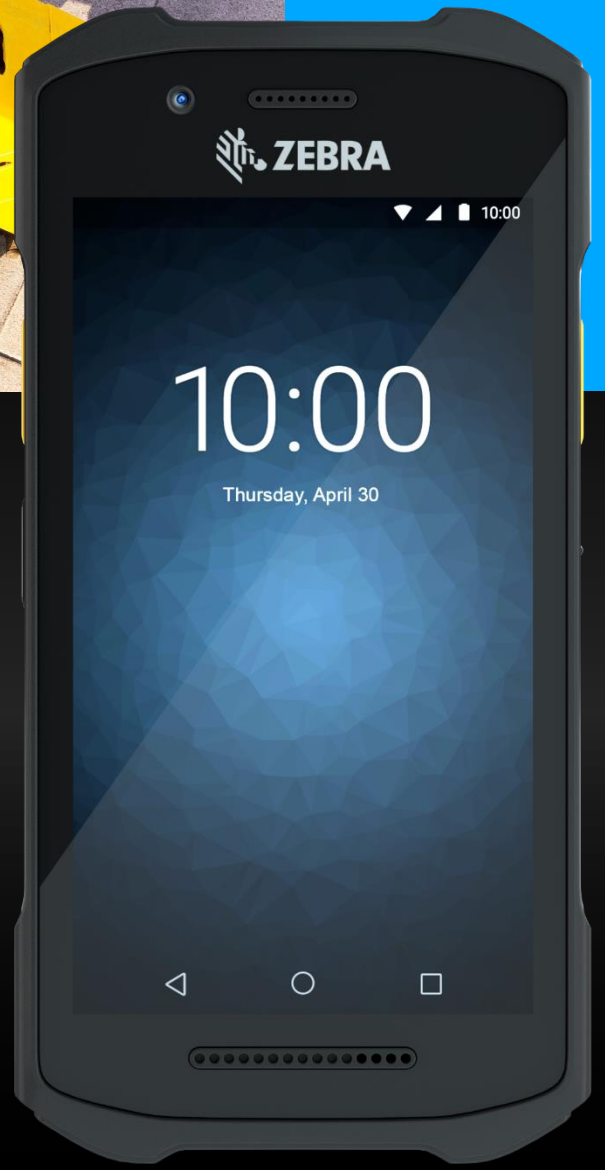
- Order taking

# Outside the four walls

# TC26

Cellular and WiFi






## Field Service

- Real-time dispatch/ work orders
- Accurate capture of all costs, including parts
- Real-time directions
- Customer communications
- On-site training

## Route Accounting / Direct Store Delivery (DSD)

- Proof of delivery/damage
- Order processing
- Returns processing

## Merchandising

- Document compliance

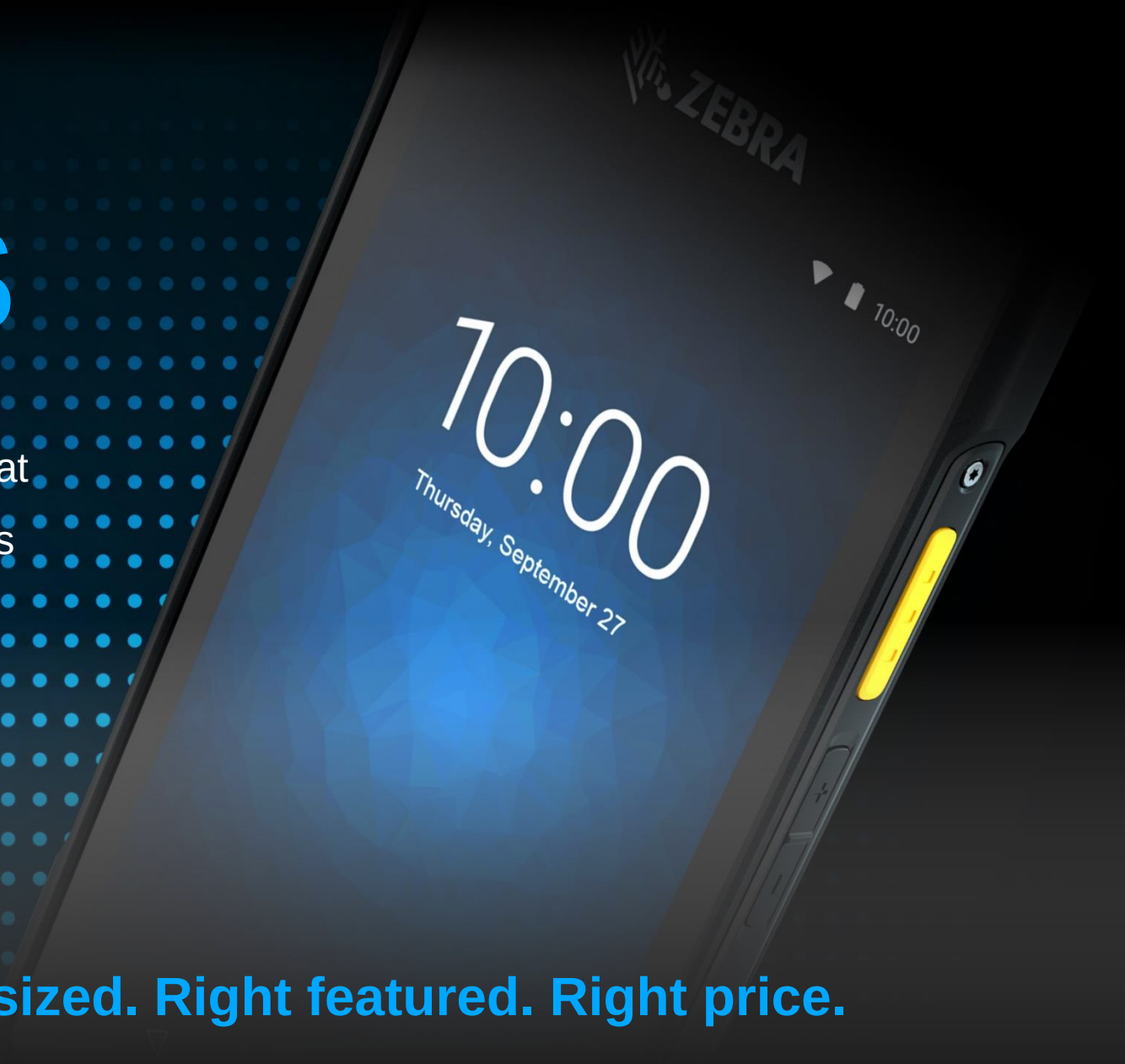
## Postal and Courier

- Proof of delivery/damage

# INTRODUCING

# the TC26 CBRS

The low-cost mobile phone alternative that boosts productivity with the right business features, the right durability, the right business-class accessories, and the industry's most comprehensive powerful set of value-add software tools.




**Right sized. Right featured. Right price.**

# CBRS – a little history

**From single use of the complete spectrum…**

**DEDICATED SPECTRUM**

**US Government only**

3550– 3700 MHz/Band 48 (B48)

- Fixed Satellite Service (FSS)
- US Navy
- Other US Federal
- government agencies

**…to shared spectrum, split between three different tiers of users with three different classes of service**

**TIER 1:**
**High Priority**
**US Government**
3550-3700 MHz

Incumbent users
Fixed Satellite Service (FSS)
US Navy
Other US Federal government agencies

**TIER 2:**
**Priority Access License (PAL)**
3550-3650 MHz

Available for sale in 10 MHz license blocks in every county
Wireless carriers
Wireless internet and cable service providers
Local governments and enterprises
Service provides looking to enter the wireless market or legacy providers looking to add spectrum.

**TIER 3:**
**General Authorized Access (GAA)**
3550-3700 MHz

“Lightly licensed” (register base station)
Any organization that requires a closed, private network — ports, railyards, airports, stadiums, resorts, universities, hospital campuses, large manufacturing plants with volumes of IoT devices and more

# CBRS Use Cases

## Retail

- Connect crucial systems, such as PoS, self-checkout, payment processing
- Internal communications

## Healthcare

- Large campus-style hospital that need outdoor and indoor coverage
- Pop-up temporary medical facilities
- Critical communications — voice/text

## Education

- Enable online lessons on school-owned laptops and tablets, in indoor and outdoor classes
- Dormitories and administrative offices

## Events and Entertainment

- Stadiums
- Concert halls
- Theme parks
- Golf courses

## Hospitality

- Large resorts with many buildings and outdoor areas, such as pools and beaches
- Conference centers

## Manufacturing

- Automotive, aerospace and petrochemical plants
- Facilities with large volumes of IoT devices tracking assets or conditions, such as temperature
- Robots and autonomous vehicles

## Transportation & Logistics

- Seaports
- Rail yards
- Airports

## Warehousing

- Support robots utilized in building in cutting edge warehouses

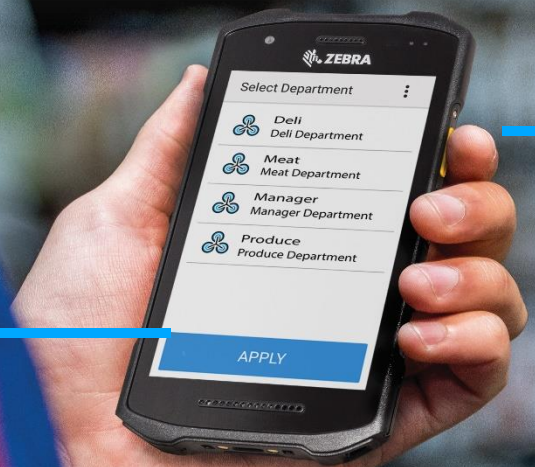
# Key features

# A new level of features for a right-priced device

# Right-sized

**Lightweight**

**Easy to carry**




**Easy to operate with one hand**

# The power of Android 10

## The first device in its class to offer the latest version of Android

**You get Zebra's built-in support for a future Android release for superior future-proofing…**
**plus Android 10's powerful new features that let your workforce do business faster, easier and more securely…**

### BETTER SECURITY

50+ new security and privacy improvements make Android 10 the most secure version yet

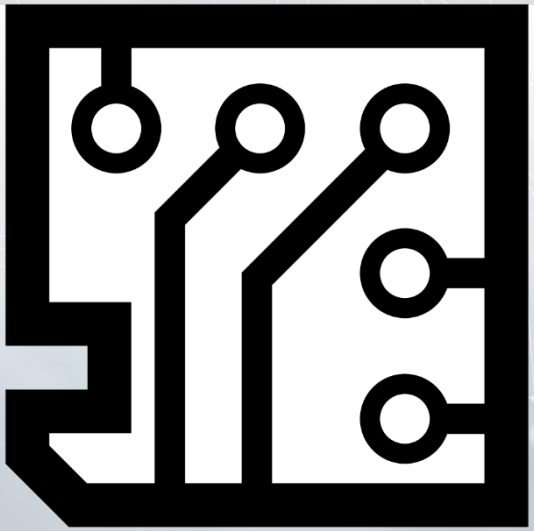
### BETTER DEVICE INTERACTIONS

Faster and more intuitive gestures make it even easier to interact with applications

### BETTER AUDIO

Sound Amplifier improves audio quality over headphones – boost the volume of quiet sounds and reduce the volume of background noises – and each ear can be adjusted individually

# Easily power the most demanding applications of today and tomorrow…



Powerful Qualcomm SD660 architecture: 1.8 GHz octa-core

Up to 4GB RAM / 64GB Flash memory

Additional memory with 128GB microSD expansion slot

# Zebra's "Ultimate Series" platform

Zebra's most powerful platform, with the best of the best technologies

"On platform" means easy integration with other Zebra mobile devices

Ideal for businesses that need to deploy different types of devices with different features for different workers

# Built for business

## Keep devices in the hands of your workers with real business durability

**Drop it on the floor**

Drop and tumble-tested Gorilla Glass display and scanner exit window

**Spill water on it**

**Use it in dusty areas**

IP67 Sealing

**Get caught out in the rain**

**Use it in extreme heat or sub-zero temperatures**

Wide operating temperature range

**The TC21/TC26 can handle it all.**

# All the wireless connections you could ever need

**4G and VoLTE***
HD calling for exceptional voice clarity; fast connections; rapid screen draws

**802.11ac Wi-Fi with fast roaming**
Fast Wi-Fi connections for voice** and data in the office, at home and at hotspots

**Integrated NFC for easy pairing**
Easily pair mobile printers, headsets and more

**Fast Bluetooth connections**
BTE 5.0 BLE for great performance with wireless headsets and printers

**Citizens Band Radio Service (CBRS)**
Enables the creation of private LTE wireless networks

* Optional eSIM available in some countries, enabling support for two carriers.

** VoWiFi solutions require the Mobility DNA Enterprise License.

# Large 5-inch HD advanced touchscreen

Large display offers plenty of space for your applications — and workers can use a finger to enter data, even with light gloves

Bright screen is easy to see indoors and outside — even in direct sunlight

Intuitive touch operation with capacitive multi-touch technology

Gorilla Glass helps protect against damage and scratches

# Instantly document everything

**From proof of delivery to proof of repair —**
**A high resolution picture really is worth a thousand words**

## MORE EFFICIENT DATA CAPTURE

**Capture and send photographic documentation** with just the press of a button for new levels of efficiency

**Document it all:** proof of delivery, damaged products or packages, proof of maintenance performed, asset condition, products with an expired shelf life and more

**No more paper and pen:** Stop wasting time filling out forms and writing out descriptions — one photo does it all

# Superior voice quality and functionality

**Give your workers crystal clear voice and a seamless connection to act instantly and take customer service to a new level…**

**Superior voice quality over cellular and WiFi** with support for VoLTE (TC26 only) and Zebra's advanced VoWiFi technology*

**Ready to use Push-to-Talk (PTT)*** with Zebra's optional PTT Express, delivering walkie-talkie functionality over your WiFi network throughout your facility

**Optional Workforce Connect PTT Pro*** subscription service enables walkie talkie-style communications over cellular and WiFi networks

**Optional Workforce Connect Voice*** turns TC21/TC26 devices into fully-featured PBX handsets with an easy-to-use custom interface

* Superior performance for VoWiFi solutions requires the advanced voice features that are provided in the optional Mobility DNA Enterprise License.

# Charge it your way

## Charging options to meet the needs of small and big business

USB Charge Cable

Single Slot Charge/ Communication Cradle

Single Slot Charge-only Cradles

4-Slot Battery Charger

Multi-Slot Charge-only ShareCradle

Multi-Slot Ethernet & Charge ShareCradle

# Business-class accessories that make doing business even easier

## Wear it

**Snap-on Trigger Handle**
Boosts productivity and worker comfort in scan-intensive applications

**Wearable Arm Mount**
Give workers hands-free operation

**Holster**
Keep it handy yet out of the way

**Hand Strap**
Makes it easy to securely hold the device

## Add a headset

**USB-C Audio Adapter** with PTT Button Support

## Take it on the road

**Vehicle Holder**
Safe and convenient viewing in the vehicle

## Add hands-free scanning

**RS5100 Ring Scanner**
Combine with Wearable arm mount for comfortable hands-free scanning

## Protect it

**Screen Protector**
Tempered glass screen protector provides an extra layer of ruggedness to the Gorilla glass touchscreen

## Power it up

**Batteries**
(3300 mAh, 5260 mAh)

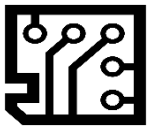
# The most options in its class

# The most options in its class

## Pay only for the features your business needs

### SCANNING

**Choose the scanning option that fits your application.** Optional SE4710 for intensive scanning, optional SE4100 for light to moderate scanning, the integrated 13MP camera for occasional scanning.



### MEMORY

**Choose the right level of memory** to support your application needs today and tomorrow.

### VALUE ADD FEATURES

**Add a suite of advanced voice and data features with the Mobility DNA Enterprise License.** Get superior voice quality and functionality, including full duplex support, for voice-over-WiFi (VoWiFi) apps. And innovative data solutions take device management, device security and data entry simplicity to a new level.

### BATTERIES

**Choose your power: standard (10 hours) or extended (14 hours).** Both are removable, so you never have to take a device out of service to charge.

### CAMERA

**Add a front facing 5MP camera** for video calls, enabling field technicians to collaborate with experts and more.

### HANDS-FREE

**Create a hands-free solution for warehouse applications** with the optional wrist mount accessory and the Bluetooth cordless RS5100 ring scanner.

# Choose the right scanning option for your applications

| | SE4710 Scan Engine | SE4100 Scan Engine | Base Model – Camera Only |
|---|---|---|---|
| **Ideal for…** | Heavy barcode scanning | Light to moderate barcode scanning | Occasional barcode scanning |
| **Scanning speed** | Very fast | Fast | Slow |
| **Scanning range** | Up to 30 in./76 cm away | Up to 21 in./53 cm away | N/A |
| **Omnidirectional scanning (just point and shoot)** | Yes | Yes | No |
| **Captures printed barcodes** | Yes | Yes | Yes |
| **Captures mobile barcodes** | Yes | Yes | No |
| **Easy to use** | Yes | Yes | No |
| **Captures damaged and poorly printed barcodes** | Yes | Yes | No |

# Our world-class integrated enterprise — class barcode scanners improve productivity and accuracy

## Capture virtually every barcode

1D, 2D and electronic barcodes displayed on a smartphone or other screen

## …in virtually any condition

Capture printed barcodes in practically any condition — dirty, scratched, poorly printed and more

## …at near instant speed

Capture barcodes as fast as you can press the scan button

## …without precise aiming

It's omni-directional — no alignment required, just point and shoot

# Choose your power

## A removable single or multi-shift battery

Batteries are removable, so you never need to take the device out of service for charging

**Option 1**

Standard capacity battery 3300 mAh
10 hours of power

**Option 2**

Enhanced capacity battery 5260 mAh
14 hours of power

# Unparalleled value with complimentary Mobility DNA tools

## Unparalleled value with complimentary

# Mobility DNA Professional

Get Pre-loaded and pre-licensed tools you won't get with a mobile phone, all ready to use, right out of the box – at no additional cost to you.

These powerful complimentary tools make it easy to get your devices up and running, capture and send data to your applications without writing one line of code, keep your devices secure, troubleshoot device issues and more.

With Mobility DNA, you get much more than a device – you get an entire solution designed to help your business get the most out of your mobility solutions.

# What's included at no cost in Mobility DNA Professional?

## DataWedge

Send barcodes right into your existing apps — no programming required

## Device Diagnostics

Eliminate the cost of sending devices that don't need repair to the Repair Center

## EMDK

Everything you need to fully leverage all of the TC21/TC26 capabilities in your Line of Business applications, with less time and effort

## Mobility Extensions (Mx)

Choose from over a hundred features to improve the security, manageability and more of the standard Android OS

## StageNow

Easily stage a handful or thousands of Android devices with a quick scan of a barcode or tap on an NFC tag

## Enterprise Home Screen

Easily control the applications and device features your workers can access

# Unlock a powerful suite of optional big business voice and data tools

# Mobility DNA Enterprise License

**Powerful big business voice and data tools for a small fee**

**Maximize the functionality and value of your TC21/TC26 devices…**

**Take workforce productivity to a new level…**

**…and improve and simplify device management, device security and data entry.**

# Mobility DNA Enterprise License: Data Tools

## One license…7 great tools…unsurpassed value.

| Device Central | Device Tracker | Enterprise Keyboard | LifeGuard Over-the-Air for EMM | PowerPrecision Console | Multi-Barcode Scanning | Worry Free Wi-Fi |
|---|---|---|---|---|---|---|
| Provides a simple graphic interface that makes it easier for workers and IT to manage Bluetooth accessories | Easily track and find your missing TC21/TC26 devices | Simplify data entry with a series of enterprise-class soft keypad options that replace Android's standard soft keypad | Providing end-to-end revolutionary control and visibility into the status of the OS update process through your supported EMM | Easily spot and remove aging batteries from your battery pool before productivity is impacted | Makes it easy to capture labels on boxes and pallets that contain many barcodes, plus text fields | Real-time troubleshooting and analysis for fast resolution of Wi-Fi issues |

**…plus the option to purchase additional Mobility DNA value added services.**

# Mobility DNA Enterprise License: Advanced Voice-over-WiFi capabilities

## Superior voice communications throughout your entire facility over your WiFi network

**Full Fusion: delivering better WiFi…guaranteed.**

Advanced Zebra VoWiFi proprietary features deliver unsurpassed WiFi connectivity, providing your workers with wired-style WiFi connections they can count on, all throughout your facility.

### Pre-emptive roaming

Ensures devices roam before connection quality erodes, eliminating latency

### Full duplex support

Enables full duplex voice solutions (simultaneous send and receive)

### Reduced network traffic

Frees bandwidth by reducing unnecessary network overhead messages

# Additional Mobility DNA options

Customize your Mobility DNA Enterprise License with four options

### Push-to-Talk (PTT) Express*

Easily enable PTT calls in your facility over Wi-Fi with this ready-to-use client – just install and your staff is connected!

### Workforce Connect PTT Pro*

Easy subscription service for PTT over Wi-Fi and cellular for an instant connection to any one or group of workers, no matter where they are located.

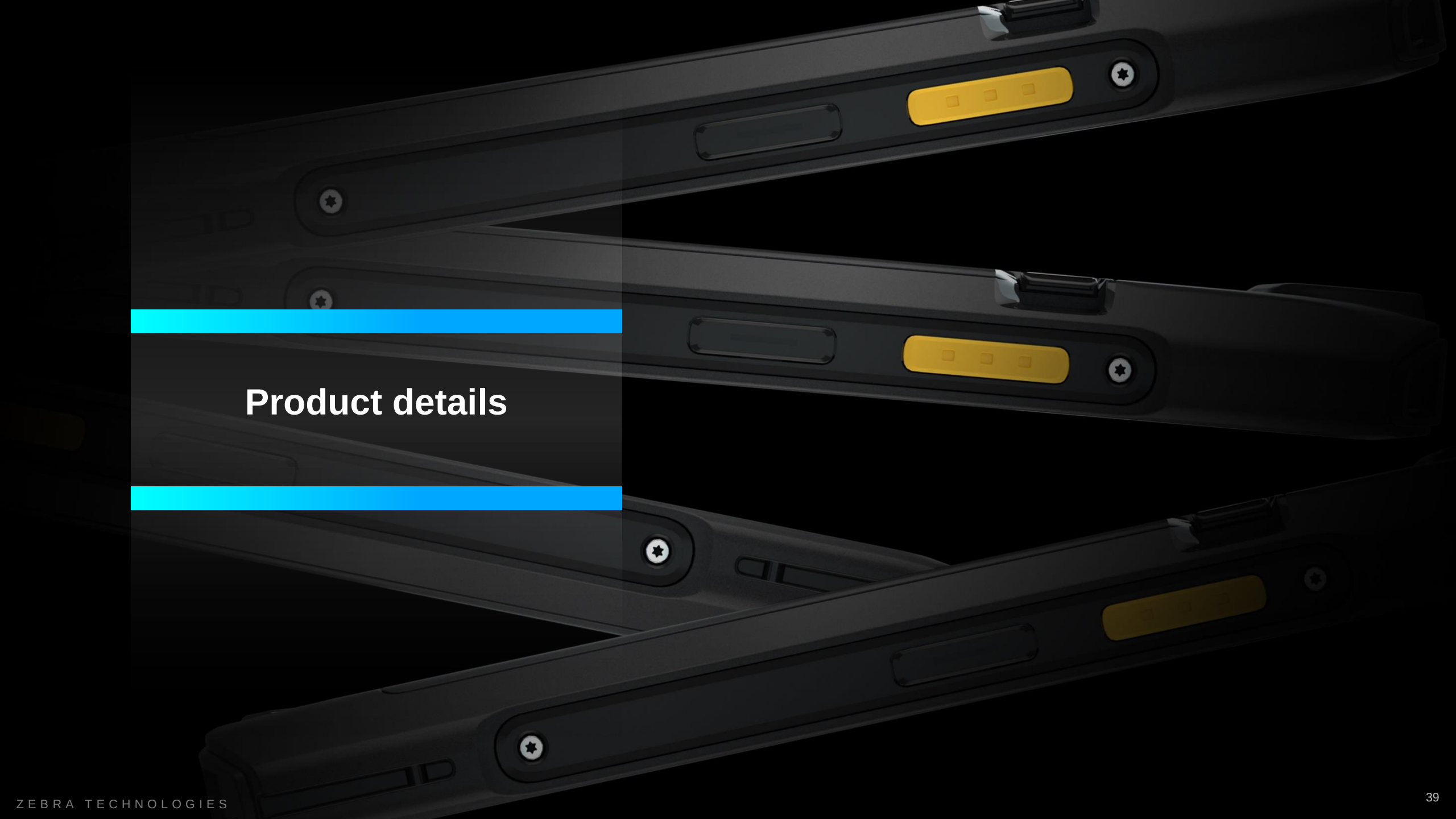
### Workforce Connect Voice**

Enable your TC21/TC26 devices to offer all the functionality of your fully-featured PBX handsets, complete with a custom interface that makes it easy to execute even the most complex telephony features.

### Enterprise Browser***

Powerful, next generation industrial browser that makes it easy to create feature-rich web applications that take advantage of all the features in your Zebra mobile computers and peripherals.

* Mobility DNA Enterprise License required for peak performance. ** Mobility DNA Enterprise License required. *** May also be bundled with the Mobility DNA Enterprise license.



# Product details

# TC21/TC26 Touch Computer Details

## System

Processor: 1.8 GHz octa-core
2GB RAM/16GB Flash Memory (*available in select regions)
3GB RAM / 32GB Flash Memory
4GB RAM / 64GB Flash Memory
MicroSD Slot supports up to 128GB microSD Card

## Connectivity

VoLTE
1 Nano SIM (TC26 only - optional eSIM)
a/b/g/n/ac/d/h/i/r/k; Wi-Fi™ certified; IPv4, IPv6
WPAN: BT 5 BLE
Integrated NFC
GPS with A-GPS (Glonass, Galileo, BeiDou)
1 USB-C 2.0
* Cellular and GPS available on TC26 only

## Data Capture

2D Imager options: SE4710; SE4100
No scanner configuration/with scan key rear camera activation
13 MP rear camera
Optional 5 MP front camera

## Sensor Technologies

3-axis accelerometer and gyroscope for display orientation and power management
Ambient light sensor to auto adjust display brightness, keypad and display backlight
Proximity Sensor to automatically detect when the user places the handset against head during a phone call to disable display output and touch input

TC21
(WLAN)

TC26
(WWAN/WLAN)

## Ergonomics & UI

One handed, ambidextrous data capture form factor
5.0" Color HD (1280 x 720) display, 350 Nits
Capacitive Touch Panel with Multi-Touch operation
Interact with the screen with a finger — even with light gloves
Two scan side keys
Programmable key, Vol +/- key

## Durability

Operating Temp: 14° F to +122° F/-10° C to +50° C
4 ft/1.2 m drop to vinyl tile over concrete across temperature range per MIL-STD 810G
Tumbles : 300 drops 1.6 ft/0.5 m
IP67 Sealing (Dust and Water)

## Battery

User Removable Rechargeable Li-Ion:

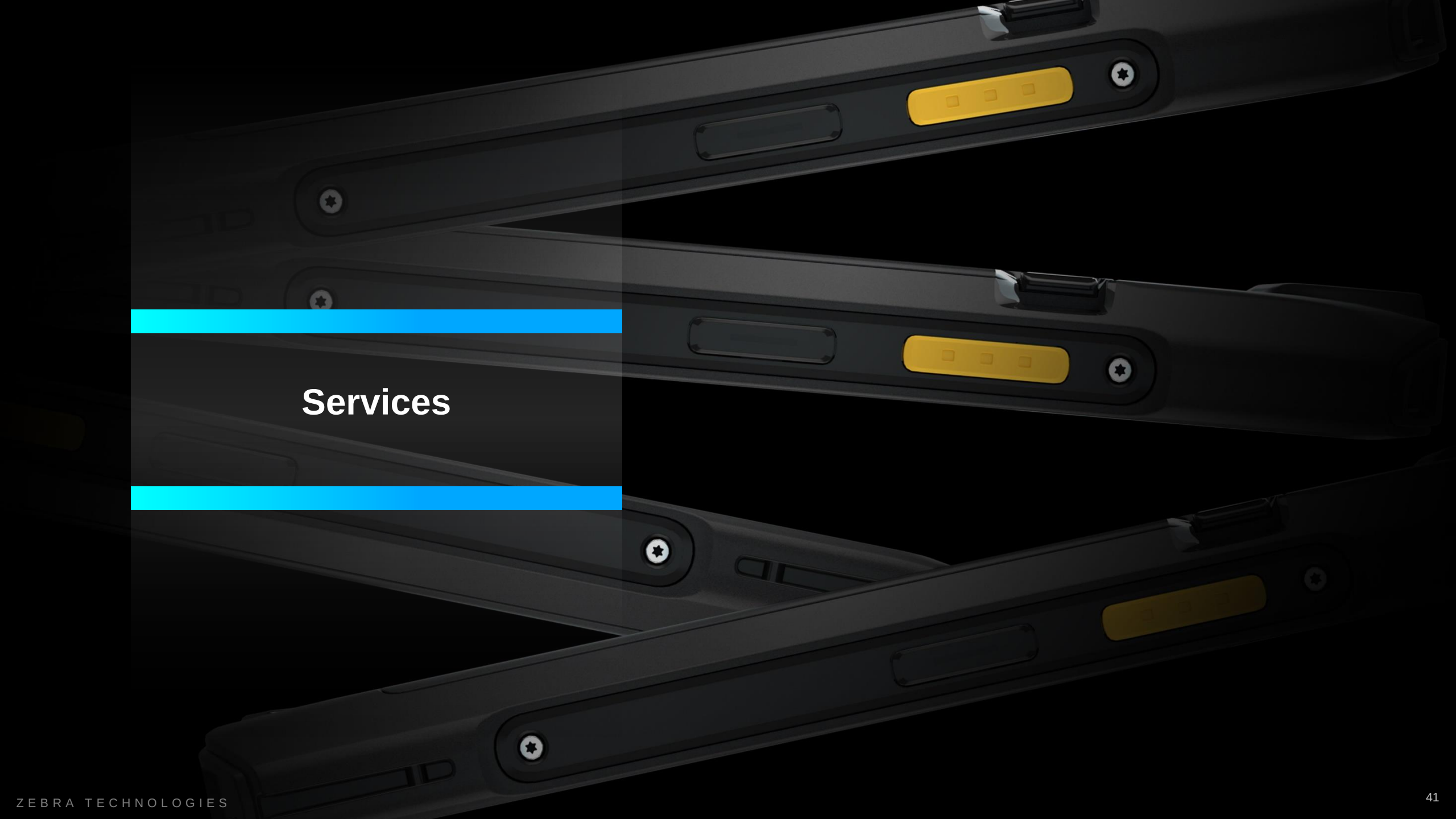
- Standard Capacity, (3300 mAh)
- Extended Capacity (5260 mAh)

## Audio

Speaker – 1 Watt
Voice Support (Speaker/receiver and microphones)

## Accessory Eco-System

Five-slot charging cradle
Five-slot charge and Ethernet cradle
Single slot charge cradle
Single slot charge and Ethernet cradle
Multi-slot battery toaster
Hand-strap/holster/screen protector
Trigger handle
Arm mount
USB cable
Vehicle holder
USB-C audio cable with PTT



# Services

# Zebra OneCare™ SV

**COVERAGE**
**FROM DAY ONE**

## Keep your TC21/TC26 up and running… and avoid unexpected repair costs

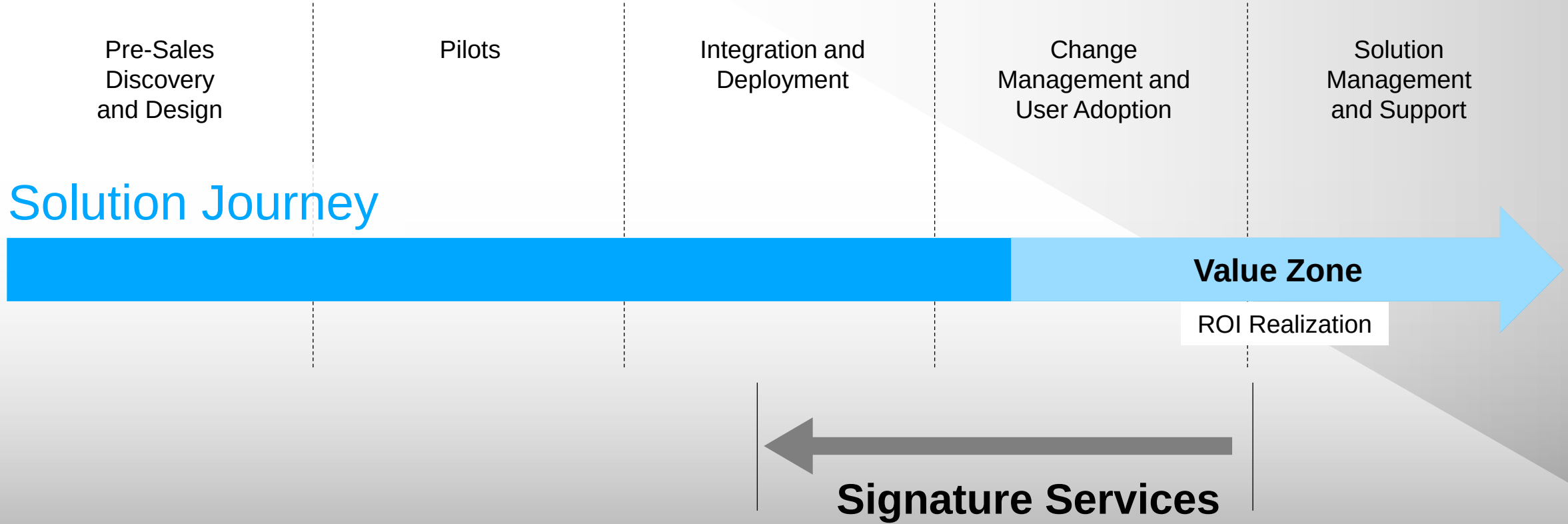
This affordable service plan includes:

- Two or three years of protection
- Covers device functional failure and normal wear and tear
- Five-day depot priority repair turnaround time
- Free ground shipping back from the Repair Center
- Priority access 8x5 local time live-agent technical support and 24x7 access to self-service tools
- Access to software updates and LifeGuard™ for Android™ security updates
- Automatic application of engineering changes during depot repair
- Access to VisibilityIQ™ OneCare™ – cloud-based visibility into your contracts, repair data, tech support cases and more.
- Value-add SV service options, include: VisibilityIQ Foresight, Preferred Flat Rate Repair (FRR) covering damage, Battery Maintenance or Battery Refresh, and Expedited Logistics

**…all for a fraction of the cost of a single typical repair**

# Ensuring solution value through Professional Services

## Assistance with any phase of your solution development

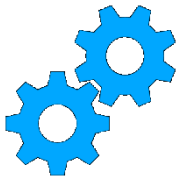


# Signature Services offerings

**From A to Z — solution design, business process re-engineering, integration, deployment, training, project management and more**

## LEARNING AS A SERVICE

Quickly bring employees up to speed with a variety of training options that support rapid return on your technology investments.

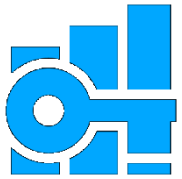


## SOFTWARE INTEGRATION

Accelerate success by applying integration best practices.

## RFID DESIGN

Improve the speed, cost and profitability of any RFID project.



## SOLUTION JUMPSTART

Reduce unplanned costs and minimize downtime with full proof of concept.

## SOLUTION VALIDATION

Test your custom Zebra-related applications with your existing IT systems and business workflows.

## PROGRAM MANAGEMENT

Minimizing risks to project schedules, implementation results and end-user adoption.

## MOTIONWORKS SIGNATURE SERVICES

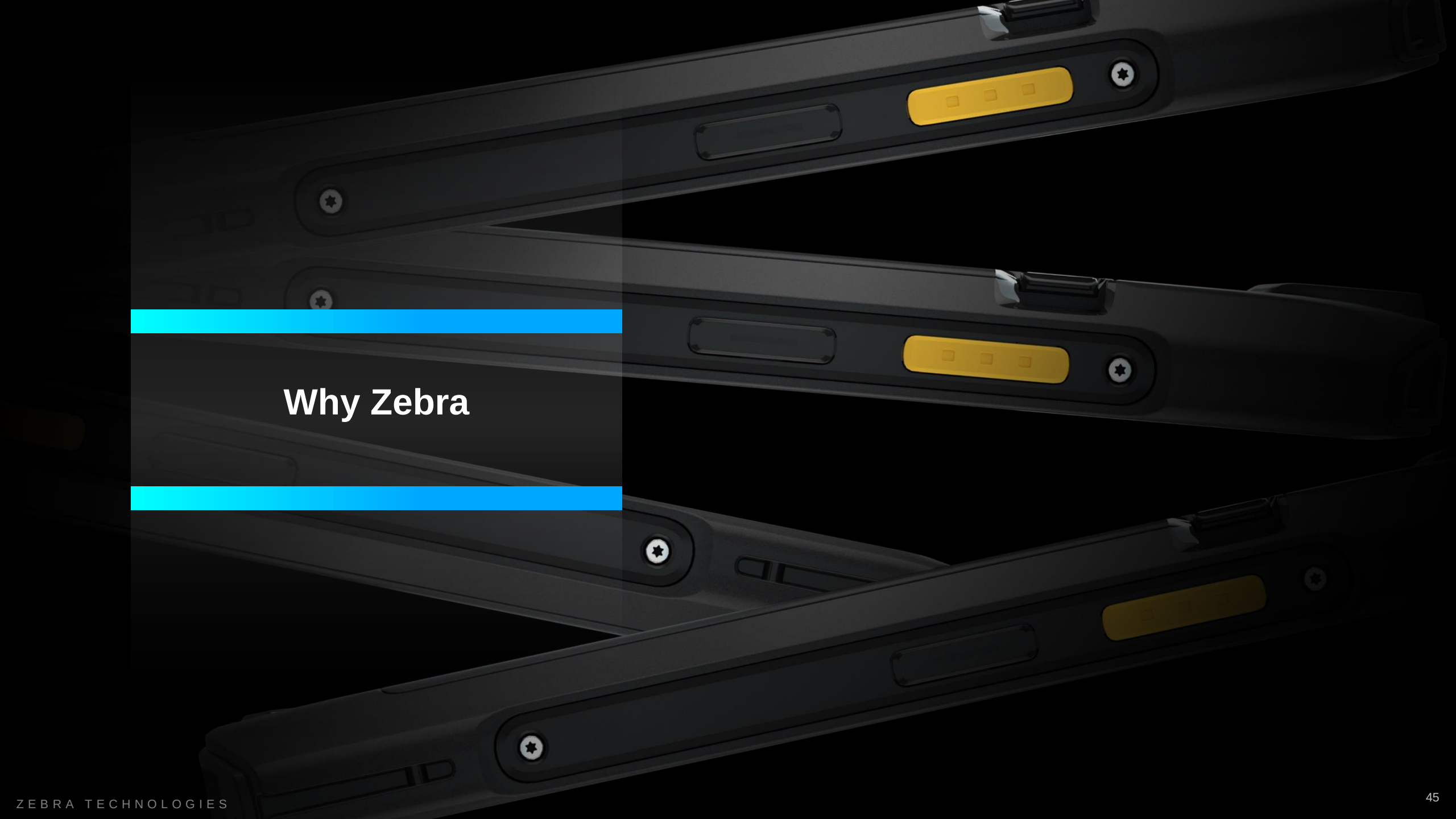
Ensure your MotionWorks location solution gets deployed with the proper design, architecture, integration with legacy IT systems and user adoption.

## WORKFLOW & DESIGN CONSULTING

Analyze your business processes, existing infrastructure and technology with strategic workshops tailored to fit your unique requirements.

## VOICE ENABLEMENT

Implement customized voice solutions that integrate voice applications into mobile computing.

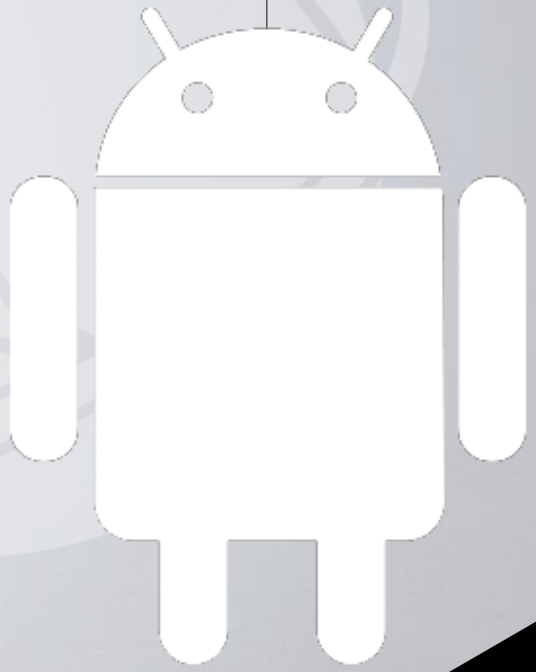


# Why Zebra

# The leader in enterprise Android

- We have committed to Android since 2011
- We are the undisputed leader in enterprise Android:

  59%* market share and 27 Android-based products
- We have invested more than $300 million in Mobility DNA and refined it through multiple OS versions and thousands of deployments
- We added important enterprise security, device management, application management and data capture features
- No other vendor offers such a comprehensive ecosystem of software to support rugged Android devices in the enterprise



**Only Zebra offers a deep understanding of software and industry needs**

*2019

# Zebra FACTS

Channel partners in **more than 100 countries**

Customers include **more than 95 percent** of all Fortune 500 companies

**~7,000** employees worldwide

**122+** offices across 81 countries

**~$10** billion market cap (April 2020)

**4,200+** US & international patents issued and pending

# Thank You

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