Launch Bulletin – PMB-11194

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Bulletin Type (Select One)	Business Segment	Portfolio	Applicable Region(s)
☐ Distributor Notice ☒ Product Marketing Bulletin	☒ EMC ☐ DCS ☐ Printers ☐ Supplies ☐ SWS ☐ Solutions ☐ Service	Mobile Computer	☐ NA ☒ EMEA ☐ LA ☐ APAC

Description:	**HC20 & HC50: Launch Announcement for EMEA**
Reason for Change:	**PMB-11194: Announcing the EMEA Launch of HC20 and HC50**

1. Introduction

Today, Zebra is announcing the new HC50 and HC20 healthcare mobile computers. Zebra's new generation HC50 and HC20 healthcare mobile computers add powerful new features designed to improve patient outcomes and workflows for all healthcare workers. The HC50 and HC20 devices have medical-grade plastics and a disinfectant ready design to ensure reliable performance and safety in today's challenging healthcare environments. With increased processor speed, high quality voice and a vivid 6.0-inch FHD display for improved text legibility and video experience, the HC50 and HC20 have been designed specifically for nurses and other clinical and non-clinical healthcare workers.

When choosing the HC50 or HC20 you get more advanced Zebra-only features that put the user experience in a class of its own, boosting ease-of-use and productivity to new heights. More support for the latest mobile innovations, paving the way for new applications and solutions that deliver more value — and superior future proofing. Zebra's Mobility DNA toolkit makes device management, device integration, application development and the user interface easier than ever. The HC20 and HC50 product are positioned as the durable everyday business tool for healthcare environment with a differentiated set of new features, including:

- An ergonomic smartphone-like form factor that is small enough and light enough to comfortably fit in your pocket, yet powerful enough to multi-task in a variety of use cases.

- *New -* **True** Hot Swap allows the user to remove and replace the battery without any other device interaction while maintaining Wi-Fi connectivity and keeping the user logged in and apps running (HC-50 only)

- Zebra's SE4720 scan engine with white illumination and green LED aimer can easily read barcodes on color-coded specimen trays and biopsy cassettes. The green LED aimer is safe to use throughout the whole hospital including the NICU, PICU, labor and delivery and mother-baby units where the use of laser aimers is not recommended.
- Programmable Red Duress Healthcare Alert button on the back of the device for rapid response in the event of an emergency
- Large 6-inch FHD edge-to-edge display
- High performance communication interfaces:
    - HC20: Wi-Fi 6 (Wi-Fi 6E included with Mobility DNA Enterprise license)
    - HC50: Wi-Fi 6E and Wi-Fi6 with 2 x 2 MIMO antenna
    - Bluetooth 5.2
    - USB 3.0
- The high capacity 3800 mAh battery is removable and rechargeable designed to support full-shift operation.
- The high-capacity battery also contains an integral BLE beacon that works with Device Tracker to allow for easy locationing of a lost device even when device is turned off or the battery is depleted.
- Android 13.0 OS at launch, upgradeable to Android 16
- New extensive healthcare accessory eco-system, including single-slot cradles for charging, 5-slot ShareCradle for large charging deployments, 4-slot battery charger, screen protectors, disinfectant ready belt clip and disinfectant ready hand strap.
- Create a mobile-driven workstation solution via Workstation Connect using the Connect Cradle for Workstation. (Coming in 1Q 2024).
- Zebra continues the concept of Mobility DNA Software Tiering for the HC20 and HC50 healthcare mobile computers. Mobility DNA helps streamline deployment, management and troubleshooting.
    - HC20 supports Mobility DNA Professional, available out of the box, and provides the means for app development and device management for limited enterprise mobility deployments of all sizes. HC20 devices may be upgraded to full enterprise capabilities through the purchase of an enterprise license *(Wi-Fi 6E included with the Enterprise license).*
    - The HC50 includes Mobility DNA Professional + Enterprise license out-of-box.

For Mobility DNA Professional:
- StageNow
- Management & Security – Mx Extensions
- Enterprise Home Screen
- DataWedge
- EMDK
- Device Diagnostics
- RXlogger
- OEM Config
- GMS Restricted

For Mobility DNA Enterprise
- MDNA Wireless & Wi-Fi 6E
- Enterprise Keyboard
- Device Central
- Multi-Bar Code Scanning
- WorkStation Connect

Mobility DNA Enterprise + Enterprise Browser:
- Enterprise Browser
- MDNA Wireless & Wi-Fi 6E
- Enterprise Keyboard
- Device Central
- Multi-Bar Code Scanning
- WorkStation Connect

Configuration details are listed in Section 2 and the country-specific release dates are provided in Section 3 of this DN.

Services Strategy for Zebra HC20 & HC50 healthcare devices
Zebra offers customers unmatched support, right from the manufacturer with normal wear and tear and device failure coverage, repair and support services.

- HC20: Zebra OneCare SV
  - Z1C SV for 3 years of protection
  - Covers device functional failure and normal wear and tear
  - 5-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/security patches
  - Access to VisibilityIQ OneCare – "Support Service Dashboard."

- HC50: Zebra OneCare Essential/Select
  - 4-year Z1C Coverage
  - Covers device functional failure and normal wear and tear
  - Z1C Essential – 3-day depot priority repair turnaround time or Z1C Select – advanced exchange
  - Free ground shipping back from the Repair Center*
  - Priority access to live-agent technical support and 24x7 access to self-service tools
  - Access to software updates/security patches
  - Access to VisibilityIQ OneCare – "Support Service Dashboard."

*Available in certain regions.
Please contact your local representative for confirmation and additional Services information.

2. Configurations Available for Booking

Part Number	Description	Discount Group	List Price	Planned First Book Date	Comments
WLMT0-H20B6BCJ1-A6	HC20; WLAN, WIFI 6, SE4720, 6" DISPLAY, 6GB/64GB, 16MP RFC, REAR ALERT BUTTON, STANDARD HC BATTERY W/BLE, NFC, BT, USB-C, MDNA PROFESSIONAL, GMS, ROW	H1	$952.00	Available	HC20
WLMT0-H50D8BBK1-A6	HC50; WLAN, WIFI 6E, SE4720, 6" DISPLAY, 8GB/128GB, 16MP RFC, 5MP FFC, REAR ALERT BUTTON, STANDARD HC BATTERY W/BLE, HOT SWAP, NFC, BT, USB-C, MDNA ENTERPRISE, GMS, ROW	H1	$1579.00	Available	HC50
SW-MDNA-BUNDLE-UPGRD	MDNA Enterprise Bundle License	A7	$100.00	Available	License
SW-MDNA-BUNDLE-EVAL	MDNA Enterprise Bundle Trial software license	A7	$0	Available	License
SW-MDNA-ENT-EB-UPGRD	MDNA Enterprise Bundle with Enterprise Browser	A7	$125.00	Available	License
SW-MDNA-ENT-EB-EVAL	MDNA Enterprise Bundle with Enterprise Browser Trial software license	A7	$0	Available	License

Part Number	Description	Discount Group	List Price	Planned First Book Date
SG-HC2L5L-CLIP-01	HC20/HC50 Healthcare pocket/carrying clip - Blue	A1	$46.00	Available
CRD-HC2L5L-BS5CO	HC20/HC50 Healthcare white 5-slot charge only cradle (shims included). Power supply, DC cable, and country-specific AC line cord sold separately (PWR-BGA12V108W0WW, CBL-DC-381A1-01)	A1	$800.00	Available
SG-HC2L5L-HSTRP-01	HC20/HC50 Healthcare disinfectant ready hand strap - Blue	A1	$72.00	Available
CRD-HC2L5L-2S1D1B	HC20/HC50 Healthcare white single slot charge only cradle for 1 device & 1 battery. Power supply, DC cable, country specific AC Line Cord sold separately.	A1	$425.00	Available
CRDCUP-HC2L5L-05	HC20/HC50 Healthcare charge-only white cradle cups, 5 user swappable cups with shims pre-installed.	A1	$375.00	Available

BTRCUP-HC2L5L-01	HC20/HC50 Healthcare user swappable spare white battery cup to charge 4 HC20/50 Li-ion batteries. This cup must be placed in the same slot as the previous TC2X spare battery charging cup.	A1	$169.00	Available
CRD-HC2L5L-BS1CO	HC20/HC50 Healthcare white single slot charge only cradle. Power supply and USB cable sold separately (PWR-WUA5V12W0US, CBL-TC5X-USBC2A-01)	A1	$ 138.00	Available
SAC-HC2L5L-4SCHG	HC20/HC50 Healthcare white 4-slot battery charger; Charges up to four Li-ion batteries. Power Supply, DC cable and country specific AC line cord sold separately (PWR-BGA12V50W0WW, CBL-DC-388A1-01)	A1	$476.00	Available
BTRY-HC2L5L-2XMAXB	HC20/HC50 Healthcare PowerPrecision LI-ON Battery with BLE Beacon (Blue) - 3800 mAh - Single	A1	$119.00	Available
SG-HC2L5L-USBCADP5	HC20/HC50 Healthcare white USB-C plug; Covers USB-C port on bottom of HC20/HC50 Healthcare devices (5 pack)	A1	$6.00	Available
MOD-MT2-EU1-01	USB-ETHERNET Adapter for Single Slot communication Cradle	A1	$120.00	Available
CBL-TC2Y-USBC90A-01	USB-C cable with 90-degree bend in USB-C adapter	A1	$19.02	Available
PWR-WUA5V12W0EU	POWER SUPPLY-100-240 VAC, 5 V, 2.5 A WITH Euro PLUG	A1	$32.44	Available
25-124330-01R	MICRO-USB to USB Cable for Single Slot communication Cradle	A1	$13.65	Available
PWR-BGA12V50W0WW	Level VI AC/DC Power Supply Brick. AC Input: 100-240V, 2.4A. DC Output: 12V, 4.16A, 50W. Requires: DC line cord and Country specific AC grounded Line Cord	A1	$62.62	Available
CBL-DC-388A1-01	DC Line Cord for running the single slot cradles or battery chargers from a single Level VI power supply PWR-BGA12V50W0WW, Level VI replacement for PWRS-14000-148R	A1	$12.41	Available
PWR-BGA12V108W0WW	Level VI AC/DC Power Supply Brick. AC Input: 100-240V, 2.8A. DC Output: 12V, 9A, 108W. Requires: DC line cord and Country specific grounded AC line cord.	A1	$133.08	Available
CBL-DC-381A1-01	DC line cord for running multi-slot cradles from a single LEVEL VI PWR-BGA12V108W0WW	A1	$33.55	Available
CBL-TC5X-USBC2A-01	USB-C Cable to charge HC20/HC50 Devices	A1	$13.65	Available

3. Country Release Schedule

Product Group or Part Number	Country Name	Planned First Book Date	Planned First Ship Date	Comment
HC20, HC50	AE - United Arab Emirates	Available	10-Nov-23	
HC20, HC50	AT - Austria	Available	10-Nov-23	
HC20, HC50	BA - Bosnia and Herzegovina	Available	10-Nov-23	
HC20, HC50	BE - Belgium	Available	10-Nov-23	
HC20, HC50	BG - Bulgaria	Available	10-Nov-23	
HC20, HC50	CH - Switzerland	Available	10-Nov-23	
HC20, HC50	CY - Cyprus	Available	10-Nov-23	
HC20, HC50	CZ - Czech Republic	Available	10-Nov-23	
HC20, HC50	DE - Germany	Available	10-Nov-23	
HC20, HC50	DK - Denmark	Available	10-Nov-23	
HC20, HC50	EE - Estonia	Available	10-Nov-23	
HC20, HC50	EG - Egypt	Available	10-Nov-23	
HC20, HC50	ES - Spain	Available	10-Nov-23	
HC20, HC50	FI - Finland	Available	10-Nov-23	
HC20, HC50	FR - France	Available	10-Nov-23	
HC20, HC50	GB - United Kingdom	Available	10-Nov-23	
HC20, HC50	GH - Ghana	Available	15-Feb-24	
HC20, HC50	GR - Greece	Available	10-Nov-23	
HC20, HC50	HR - Croatia	Available	10-Nov-23	
HC20, HC50	HU - Hungary	Available	10-Nov-23	
HC20, HC50	IE - Ireland	Available	10-Nov-23	
HC20, HC50	IL - Israel	Available	10-Nov-23	
HC20, HC50	IS - Iceland	Available	10-Nov-23	
HC20, HC50	IT - Italy	Available	10-Nov-23	
HC20, HC50	CI – Ivory Coast	Available	10-Nov-23	
HC20, HC50	KE – Kenya	Available	10-Nov-23	
HC20, HC50	KZ – Kazakhstan	Available	10-Nov-23	
HC20, HC50	KW – Kuwait	Available	10-Nov-23	
HC20, HC50	LB – Lebanon	Available	10-Nov-23	
HC20, HC50	LI - Liechtenstein	Available	10-Nov-23	
HC20, HC50	LT – Lithuania	Available	10-Nov-23	
HC20, HC50	LU – Luxemburg	Available	10-Nov-23	
HC20, HC50	LV – Latvia	Available	10-Nov-23	
HC20, HC50	MA – Morocco	Available	25-Jan-24	
HC20, HC50	ME - Montenegro	Available	10-Nov-23	
HC20, HC50	MK – Macedonia	Available	10-Nov-23	
HC20, HC50	MT – Malta	Available	10-Nov-23	

HC20, HC50	MD - Moldova	Available	10-Nov-23	
HC20, HC50	NG – Nigeria	Available	10-Nov-23	
HC20, HC50	NL - Netherlands	Available	10-Nov-23	
HC20, HC50	NO - Norway	Available	10-Nov-23	
HC20, HC50	PL - Poland	Available	10-Nov-23	
HC20, HC50	PT - Portugal	Available	10-Nov-23	
HC20, HC50	QA - Qatar	Available	10-Nov-23	
HC20, HC50	RO - Romania	Available	10-Nov-23	
HC20, HC50	SN - Senegal	Available	10-Nov-23	
HC20, HC50	RS - Serbia	Available	10-Nov-23	
HC20, HC50	SA - Saudi Arabia	Available	10-Nov-23	
HC20, HC50	SE - Sweden	Available	10-Nov-23	
HC20, HC50	SI - Slovenia	Available	10-Nov-23	
HC20, HC50	SK - Slovakia	Available	10-Nov-23	
HC20, HC50	UA - Ukraine	Available	10-Nov-23	
HC20, HC50	UG – Uganda	Available	10-Nov-23	
HC20, HC50	ZA - South Africa	Available	10-Nov-23	

4. Future Configurations

Additional SKUs may be added post launch. Please refer to Solutions Pathway.

5. Reference Material on the Web

HC20/HC50 product information and marketing assets can be found on The Source (internal Zebra) and Solutions Pathway (*after October 30, 2023*) using search term: 'HC20' or 'HC50'

- HC20/HC50 Specification Sheet
- HC20/HC50 Battle Card
- HC20/HC50 Customer-facing Presentation
- HC20/HC50 Selling Guide Presentation
- HC20/HC50 Product Word Descriptions
- HC20/HC50 Product Brochure
- HC20/HC50 Partner Top 5 Reasons to Sell
- HC20/HC50 Web banners
- HC20/HC50 Infographic
- HC20/HC50 Accessory Guide
- HC20/HC50 Product Video
- HC20 & HC50 to be included in the EMC Practical Guide to Selling (Positioning Guide)

www.zebra.com/hc20 (go live Nov 9, 2023
www.zebra.com/hc50 (go live Nov 9, 2023)

- **Software Support:** at http://www.zebra.com/support and search 'HC20' or 'HC50'
- **Graphics Library:** For product beauty and application photography, visit Zebra's Media Library, and search "HC20" or "HC50" after Nov 9, 2023

Training:

Training information is Available on the Partner Gateway resource and training tabs located on the HC20 or HC50 Product Support Pages. This includes sales and technical tools to prepare for customer discussions and demonstrate technical capabilities for a small/medium sized customer.

Public Announcement Date	November 9, 2023

6. LifeGuard for Android

Recently Zebra introduced LifeGuard™ for Android™ (LG) representing an Operating System (OS) security support model for select Zebra Android products covered by a Zebra OneCare active contract. (Read about LifeGuard as part of our **Mobility DNA Solution**).

LG is available on the HC20 and HC50 for devices covered by a Zebra OneCare active contract, it includes the following support:

1) **Extended Security Service Life** - Security updates under LG is based on the device life cycle. Under LG, security patches are made available for the product hardware service life. For Zebra products that is either 6, 8, or 10 years.   This is well beyond the security support provided by Google. Extended security support significantly lowers customer Total Cost of Ownership (TCO) by enabling devices to stay in service for a longer period of time.

2) **Timely, Periodic Security Updates** – customers receive security updates as frequently as monthly or quarterly (depending on the platform lifecycle). Having the latest updates on a regular cadence enhances portfolio security while making update logistics more manageable.

3) **Security Support Through OS transitions** - when Zebra releases a new Android OS, quarterly, LifeGuard updates for the older OS continues for a period of 12 months. Referred to as an OS Transition Period (OTP), this maintains the security of the customer portfolio during the transition to a new OS release.

For more information about LifeGuard, please click **here.**

7. Zebra Services

Constant peak performance and device uptime. That's the upside of protecting your customer's investment with Zebra OneCare™ SV. Differentiate your company by augmenting and complementing your own service and support by ensuring every HC20/HC50 sale is accompanied by Zebra service.

With Zebra OneCare SV for HC20 and Zebra OneCare Essential or Select for HC50, you can help ensure the Zebra Touch Computer is online and ready for business, ensuring critical business processes and operations are performing at peak levels while also reducing device vulnerabilities, eliminating unexpected disruptions and unbudgeted repair expenses.

The following **Zebra OneCare Special Value (SV) Support Services** are the recommended services and part numbers available for the **HC20**. For a complete list of available services please visit Zebra Solutions Pathway.

Support Offer	Service Description	Service Part Number	Time of Purchase	Length of Coverage
Zebra OneCare-SV (Special Value)	• Multiple years of seamless coverage at a one-time cost • Seamless coverage at a one-time cost • <u>Covered</u>: Functional failure of all internal components (e.g. Motherboard, Memory, WAN, Camera, Imager) <u>Not Covered</u>: Damage (e.g. external plastics, display's/ touch panel, batteries, and water damage) • Depot repair with 5-day in-house turnaround time	Z1AV-HC20XX-2000	Up front with the hardware (prepaid) or within 30 days thereafter	Two years
	• Service Dashboard • 24/7 Self Service Support via Portal • Repair Services Online Dashboard • Automatic application of engineering changes during depot repair • Rights to download and use software releases and supporting documentation	Z1AV-HC20XX-3000		Three years
Damage uplift	• Uplift to SV contract providing for damage repair e.g. cracked housing, broken display	FRR-HC20XX-DA	Device must be under a contract	Per Incident

- Regional restrictions may apply

- Note: Zebra OneCare™ Essential service can be made Available for select strategic opportunities. Please contact your Zebra Sales Representative for details.

In addition to the above service SKU's Zebra also offers a per incident repair service **Accidental Damage and display replacement** service which is over and above your Zebra OneCare SV service agreement. Customers whose devices are covered by a Zebra OneCare SV service contract are able to send their device to an authorized Zebra depot for repair. Devices deemed to have damage that is not covered under the terms of Zebra OneCare SV will be quoted a **preferred special flat rate** per incident charge. Customers must authorize this additional service for the repair to be completed. If the device is not covered under a Zebra OneCare SV contract the repairs will be done via our standard per incident repair process at prevailing rates.

- Per incident pricing is the recommended end user price. If delivered through a certified repair partner, pricing may vary.

The following **Zebra OneCare Essential/Select Support Services** are the recommended services and part numbers available for the **HC50**. For a complete list of available services please visit Zebra Solutions Pathway.

Support Offer	Service Description	Service Part Number	Time of Purchase	Length of Coverage

Zebra OneCare Essential	• Multiple years of seamless coverage at a one-time cost
	• Depot repair with 3-day in-house turnaround time
	• Covered:
	  – Normal wear and tear
	  – Internal and external components damaged through accidental breakage
	  – Select accessories that ship together with the product
	• Visibility OneCare
	• Automatic application of engineering changes
	• Full access to technical support resources
	• Rights to download and use software releases and supporting documentation
		Z1AE-HC50XX-3C00	Up front with the hardware (prepaid) or within 30 days thereafter	Three years

Zebra OneCare Select	• Multiple years of seamless coverage at a one-time cost
	• Advance device replacement
	• Commissioning
	• Covers:
	  – Normal wear and tear
	  – Internal and external components damaged through accidental breakage
	  – Select accessories that ship together with the product
	• Visibility OneCare
	• 24/7 Level I support
	• Automatic application of engineering changes
	• Full access to technical support resources
	• Rights to download and use software releases and supporting documentation
		Z1AZ-HC50XX-3C03	Up front with the hardware (prepaid) or within 30 days thereafter	Three years

*Zebra OneCare Essential and Zebra OneCare Select are available following Zebra's current Value tiered product support strategy.

8a. Software Support and Entitlement Process

Except for warranty coverage, which will be as specified below, End User Customers are required to have a valid Zebra OneCare Technical Support and Software (TSS), Special Value, Essential or Select service agreement in place to be entitled to any restricted software including Printer Profile Manager Enterprise, Enterprise Connector, LifeGuard, telephone, and e-mail support. End user Customers will need to provide product information when initiating their support requests, including the serial number of the product configuration(s) for which they require restricted software and/or support.

For warranty coverage, software is licensed "as is" with no warranty. However, unless otherwise stated by Zebra in the product warranty exceptions list at https://www.zebra.com/content/dam/zebra_new_ia/en-us/support-and-downloads/general/Warranty/product-warranty-exceptions-list.pdf or in a sales agreement between Zebra and End-User Customer, for restricted software and for licensed demoware, as identified at zebra.com, End-User Customer may, for a period of 90 days from when the instance of Software or Hardware are first shipped by Zebra or, with proof of purchase or license, from the purchase date whichever is later, obtain if available, releases, from https://www.zebra.com/us/en/support-downloads.html and technical support.

End User Customers who wish to purchase a services agreement can do so through the normal channels that they currently use to purchase Zebra products and services. Requests to download restricted software releases are completed through Support and Downloads pages at https://www.zebra.com/us/en/support-downloads.html. For purposes hereof End User Customer means the original user of the product.

8b. ZaaS (as a Service)

Zebra is making a change to better process "as a Service" subscription orders, based on their unique attributes. These changes should result in faster order processing and improved support for Renewal quotes and Add-ons (Incremental Licenses that will terminate at the same time as the original contract).

For submission of orders that include Zebra "as a Service" SKUs, please submit these orders to ZaaS@zebra.com.

Updated Order Criteria. For your convenience, we have updated Zebra's Bookable Order Criteria reference guide to reflect the process change for "as a Service" subscription orders.

9. Other Information

NOTE: PLEASE REFER TO THE LINKS BELOW FOR THE MOST UP TO DATE PRODUCT INFORMATION AND PRODUCT OPTIONS. INFORMATION SUCH AS GLOBAL (REGION SPECIFIC) PRICING, PRODUCT AVAILABILITY, AND PRODUCT ACCESS CODES ARE AVAILABLE. ZEBRA ASSOCIATES SIGN INTO THE EMPLOYEE PORTAL USING YOUR COREID/USER NAME AND PASSWORD. ZEBRA PARTNERS/DISTRIBUTORS SIGN INTO PARTNERGATEWAY. THE SOLUTIONS PATHWAY LINK WILL BE UNDER "CONNECTING TOOLS".

Zebra Associates: Click Here
Zebra Partners/Distributors: Click Here

10. Frequently Asked Questions

Q: What product in the Zebra Portfolio is HC20/HC50 a new generation offering?
A: The HC20 and HC50 are the new generation of the existing TC21-HC and the TC52XX-HC products respectively,

Q: Are the HC20/HC50 compatible with TC21-HC and TC52ax-HC accessories?

A: No, the form factor of the HC20 and HC50 has changed from the TC21-HC and thus accessories are not compatible. The HC20/HC50 will not be compatible with the older TC21 (TC2Y-XXX) accessories and the TC21 are not compatible with the new HC20/HC50 (TC2K-XXX) accessories. Cup conversion kits are available to allow transformation of older ShareCradle to support the new HC20/HC50 devices.

Q: Can older ShareCradle (TC2X or TC5X) be upgraded to support HC20 and HC50?
A: Yes, 5-slot, charge-only ShareCradles that were used for TC21-HC and TC52ax-HC can be upgraded using these conversion kits:
- CRDCUP-HC2L5L-01: HC2X/HC5X Healthcare charge only white cradle cup, 1 user-swappable cup. *(Also available as CRDCUP-HC2L5L-05, which is a set of 5 user-swappable cups.)*
- BTRCUP-HC2L5L-01: HC2X/HC5X Healthcare user-swappable spare white battery cup to charge 4 HC2X/5X Li-ion batteries. *(This cup must be placed in the same slot as the previous TC2X spare battery charging cup.)*

Older single-slot cradles cannot be upgraded as they do not utilize a ShareCradle design.

Q: How can I charge my HC20 and HC50?
A: There are a few different charging solutions. See section 2 for exact part numbers.
- USB-C cable with wall adapter
- A single-slot charge only cradle
- A single-slot charge cradle with Ethernet connectivity
- 5-slot cradle charge only
- 5-slot Ethernet & Charge Cradle

Q: How can I charge my HC20 and HC50 battery?
A: The HC20 and HC50 batteries can be charged with the 4-slot battery charge accessory. This is available as a stand-alone product.

Q: What type of warranty or services does Zebra offer for third-party accessories?
A: Manufacturer warranty will be passed through to end customer. Zebra does not offer an additional warranty for third-party accessories, and these products are not eligible for Zebra One Care.

Q: What memory options exist on HC20 & HC50?
A: The HC20 can be purchased with 6GB RAM/ 64GB Flash; the HC50 with 8GB RAM/128GB Flash configuration.

Q: What Scanner options exist on HC20 & HC50?
A: The HC50 and HC20 can be purchased with the SE4720 scan engine.

Q: Is the RFD40 and RFD90 compatible with the HC20 and HC50?
A: The HC20 and HC50 can connect to the RFD40 and RFD90 via Bluetooth.

Q: Does the HC20 and HC50 support payment?
A: Yes; product will support payment via tap to pay (NFC). There is, however, no credit card payment accessory supported i.e. PD20 so chip based, and magnetic strip transactions are not supported.

Q: What is Mobility DNA Enterprise?

A: This license contains additional Mobility DNA tools and capabilities for Value Tier devices for the life of the device on par with Zebra Premium Tier device offerings. A listing of the Mobility DNA Tools and Features can be found at: https://techdocs.zebra.com/licensing/about/

Q: What is the process for obtaining a MDNA Enterprise License?
A: This license contains additional Mobility DNA tools and capabilities for Value Tier devices for the life of the device on par with Zebra Premium Tier device offerings. How to obtain a license can be found at: https://techdocs.zebra.com/licensing/process/

Q: What is MDNA Enterprise Evaluation?
A: This evaluation license provides you access to Mobility DNA Enterprise features for Value Tier devices for a term of up to 90 days. How to obtain an evaluation license can be found at: https://techdocs.zebra.com/licensing/process/

Q: What is Zebra Mobility DNA Wireless and why do I need it?
A: MDNA wireless 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, MDNA Wireless ensures Zebra's devices perform in the most challenging Wi-Fi environments. It is available as part of the MDNA Enterprise license and it is highly recommended that MDNA Wireless be deployed for any use case requiring support for Wi-Fi voice to ensure optimal Voice performance.

Q: Do the HC20 and HC50 support Wi-fi 6 or Wi-Fi 6E?
A: HC20 supports Wi-Fi 6 out of the box. Wi-Fi 6E is included with the purchase of an Enterprise License. The HC50 supports both Wi-Fi5 and Wi-Fi 6E out of the box.

Q: What Android OS is supported on HC20 and HC50?
A: HC20 and HC50 will ship with Android 13 and upgradeable to Android 16.

Q: Is Google Mobile Services (GMS) supported?
A: Yes, all HC20 and HC50 configurations support GMS.

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

Q: Is Workcloud Communication supported?
A: Yes, Workcloud Communication is supported with the purchase of a software license. For Workcloud Communication to operate, the Mobility DNA Enterprise package must first be enabled on the device.

Q: Is Workstation Connect supported?
A: Yes, Workstation Cradle will be available in early 2024 for both HC50 and HC20. Support for Workstation Connect on HC20 requires the MDNA Enterprise license.

Q: Is Device Tracker supported?
A: Yes, additional Device Tracker benefits, like locating a device that is powered off can be realized with Bluetooth via the use of the BTRY-HC2L5L-2XMAXB battery, which contains an integrated BLE beacon. https://www.zebra.com/us/en/software/mobile-computer-software/device-tracker.html.

Q: Will HC20 and HC50 support LifeGuard™ for Android™?
A: Yes, LifeGuard is supported with service contract.

Q: What Enterprise Mobile Management Clients are supported?
A: StageNow, Airwatch and SOTI

Q: Do the HC20 and HC50 have the same lifecycle and support timeframe?
A: No, the HC20 is 3+3 and the HC50 is 4+4