# Launch Product Marketing Bulletin – PMB-10414 Rev B

**Date:** July 24, 2020

**Business Segment**: ☒ EMC ☐ DCS ☐ Printers ☐ Supplies
☐ Solutions   ☐ Service

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| Urgency Level | Notice applies to regions: | | Government: | Published for: |
|---|---|---|---|---|
| General Information | ☐ North America<br>☐ Latin America | ☐ EMEA<br>☒ Asia Pacific | ☐ Federal<br>☐ North America State & Local | ☒ Associates<br>☒ Partners<br>☒ Distributors |

| | |
|---|---|
| **Description:** | **TC21 & TC26: Updated Launch Announcement for APAC** |
| **Reason for Change:** | **PMB-10414 Rev B: Announcing additional product configurations for the TC21 and TC26** |

Revision B

## 1. Introduction

This is an update to announce additional configuration with the extended battery for the TC21 and TC26 Professional Series durable mobile computer. The TC21 and the TC26 devices are ideal for customers who need price checking, inventory lookup, proof of delivery, voice communications, navigating and messaging. The TC21 began shipping in May 2020 and the TC26 in July 2020.

The TC21 and TC26 product are positioned as the durable everyday business tool with a differentiated and comprehensive set of new features, including:

- Ergonomic smartphone-like form factor that is small enough to fit in your pocket, yet powerful enough to multi-task in many use cases including Field Mobility, Retail, Ancillary Healthcare and Warehouse.

- 5" HD display

- 3 Scanning Configurations:
  - Top performing SE4710 scan engine
  - Value based SE4100 scan engine
  - No scanner configuration - for low scanning use cases via rear camera

- High capacity 3100 mAh and 5400 mAh removable and rechargeable batteries designed to support both full shift and multi-shift operation.

- Integrated NFC

- Android 10.0 OS at launch with the ability to support OS upgrades in the future

- Extensive accessory eco-system, including Single-Slot cradles for charging and data communication, 5-slot cradles for large charging deployments, vehicle cradle, a field detachable trigger handle, holster, hand strap and arm mount for warehouse use cases. These are new accessories as TC21 and TC26 are not compatible with existing TC20/TC25 accessories,

- With the TC21 and TC26, Zebra is introducing the concept of Mobility DNA Software Tiering, The TC21 and TC26 are powered by <u>Mobility DNA™</u> and its unique ecosystem. Mobility DNA Professional ™ solution is Available out of the box on every TC21 and TC26 device, which helps to streamline deployment, management and troubleshooting, while the Mobility DNA Enterprise™ solution is Available, at an extra charge for customers requiring the complete Zebra Value added capabilities.

**For Mobility DNA Professional**:
- StageNow
- Management & Security – MX Extensions
- Enterprise Home Screen
- DataWedge
- EMDK
- Device Diagnostics

**For Mobility DNA Enterprise**
- Device Tracker
- PowerPrecision Console
- Enterprise Keyboard
- Device Central
- Multi-Bar Code Scanning
- Wi-Fi Voice and Data Optimization – Full Fusion
- Worry Free Wi-Fi
- LifeGuard™ OTA

**Mobility DNA Enterprise + Enterprise Browser:**
- Enterprise Browser
- Device Tracker
- PowerPrecision Console
- Enterprise Keyboard
- Device Central
- Multi-Bar Code Scanning
- Wi-Fi Voice and Data Optimization – Full Fusion
- Worry Free Wi-Fi
- LifeGuard OTA

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

To support these new solutions, the Zebra OneCare™ SV support service provides a special value level of service - at the right price. This service offers customers unmatched support, right from the manufacturer with normal wear and tear and device failure coverage, repair and support services.

## 2A. Device Configurations Available for Booking

| Part Number | Description | Discount Group | List Price | Planned First Book Date | Comments |
|---|---|---|---|---|---|
| TC210K-01A222-A6 | WLAN, GMS, SE4710, NFC, 3GB/32GB, 13MP RFC, 5MP FFC, 2-pin connector, Basic Battery, ROW | A7 | $586 | Available | TC21 Plus |
| TC210K-01D221-A6 | WLAN, GMS, No Scanner, NFC, 3GB/32GB, 13MP RFC, 5MP FFC, No back connector, Basic Battery, ROW | A7 | $496 | Available | TC21 No Scanner |
| TC210K-01B212-A6 | WLAN, GMS, SE4100, NFC, 3GB/32GB, 13MP RFC, 2-pin connector, Basic Battery, ROW | A7 | $536 | 8/7 | TC21 Basic |
| TC210K-01A422-A6 | WLAN, GMS, SE4710, NFC, 4GB/64GB, 13MP RFC, 5MP FFC, 2-pin connector, Basic Battery, ROW | A7 | $636 | Available | TC21 Plus High Memory |
| TC210K-01D241-A6 | WLAN, GMS, No scanner, NFC, 3GB/32GB, 13MP RFC, 5MP FFC, No back connector, Extended Battery, ROW | A7 | $526 | 8/7 | TC21 No Scanner Extended Battery |
| TC210K-01B232-A6 | WLAN, GMS, SE4100, NFC, 3GB/32GB, 13MP RFC, No FFC, 2-pin connector, Extended Battery, ROW | A7 | $566 | 8/7 | TC21 Basic Extended Battery |
| TC210K-02A222-CN | WLAN, AOSP, SE4710, NFC, 3GB/32GB, 13MP RFC, 5MP FFC, 2-pin connector, Basic Battery, China | A7 | $586 | Available | TC21 Plus |
| TC210K-02B212-CN | WLAN, AOSP, SE4100, NFC, 3GB/32GB, 13MP RFC, No FFC, 2-pin connector, Basic Battery, China | A7 | $536 | 8/7 | TC21 Basic |
| TC210K-01A222-IA | WLAN, GMS, SE4710, NFC, 3GB/32GB, 13MP RFC, 5MP FFC, 2-pin connector, Basic Battery, India | A7 | $586 | Available | TC21 Plus |
| TC210K-01B212-IA | WLAN, GMS, SE4100, NFC, 3GB/32GB, 13MP RFC, No FFC, 2-pin connector, Basic Battery, India | A7 | $536 | 8/7 | TC21 Basic |
| TC210K-01B232-IA | WLAN, GMS, SE4100, NFC, 3GB/32GB, 13MP RFC, No FFC, 2-pin connector, Extended Battery, India | A7 | $566 | 8/7 | TC21 Basis Extended Battery |

| | | | | | |
|---|---|---|---|---|---|
| TC210K-01A423-A6 | WLAN, GMS, SE4710, NFC, 4GB/64GB, 13MP RFC, 5MP FFC, 8-pin connector, Basic Battery, ROW | A7 | $661 | 9/30 | TC21 Plus RFID Sled Compatible |
| TC26BK-11A222-A6 | WWAN - Single WAN, GMS, SE4710, NFC, 3GB/32GB, 13 MP RFC, 5MP FFC, 2-pin connector, Basic Battery, ROW | A7 | $653 | Available | TC26 Plus |
| TC26BK-11D221-A6 | WWAN - Single-WAN, SIM, GMS, No Scanner, NFC, 3GB/32GB, 13 MP RFC, 5MP FFC, No back connector, Basic Battery, ROW | A7 | $563 | Available | TC26 No Scanner |
| TC26BK-11B212-A6 | WWAN - Single-WAN, SIM, GMS, SE4100, NFC, 3GB/32GB, 13 MP, RFC, No FFC, 2-pin Back Connector, Basic Battery, ROW | A7 | $603 | 8/7 | TC26 Basic |
| TC26BK-11A422-A6 | WWAN - Single-WAN, SIM, GMS, SE4710, NFC, 4GB/64GB, 13 MP RFC, 5MP FFC, 2-pin connector, Basic Battery, ROW | A7 | $703 | Available | TC26 Plus High Memory |
| TC26BK-11D241-A6 | WWAN - Single-WAN, GMS, No Scanner, NFC, 3GB/32GB, 13 MP RFC, 5MP FFC, No back connector, Extended Battery, ROW | A7 | $593 | 8/7 | TC26 No Scanner Extended Battery |
| TC26BK-11B232-A6 | WWAN - Single-WAN, GMS, SE4100, NFC, 3GB/32GB, 13 MP, RFC, No FFC, 2-pin Connector, Extended Battery, ROW | A7 | $633 | 8/7 | TC26 Basic Extended Battery |
| TC26BK-21A222-A6* | WWAN - SIM + ESIM, GMS, SE4710, NFC, 3GB/32GB, 13 MP RFC, 5MP FFC, 2-pin connector, Basic Battery, ROW | A7 | $678 | 30-Sept | TC26 Plus with eSIM |
| TC26BK-11A423-A6 | WWAN - Single-WAN, SIM, GMS, SE4710, NFC, 4GB/64GB, 13 MP RFC, 5MP FFC, 8-pin connector, Basic Battery, ROW | A7 | $728 | 9/30 | TC26 Plus RFID Sled Compatible |
| TC26CK-12A222-CN | WWAN - Single-WAN, AOSP, SE4710, NFC, 3GB/32GB, 13 MP RFC, 5MP FFC, 2-pin connector, Basic Battery, China | A7 | $653 | 8/14 | TC26 Plus |
| TC26CK-12B212-CN | WWAN - Single-WAN, AOSP, SE4100, NFC, 3GB/32GB, 13 MP, RFC, No FFC, 2-pin connector, Basic Battery, China | A7 | $603 | 8/7 | TC26 Basic |
| TC26BK-11A222-IA | WWAN - Single-WAN, GMS, SE4710, NFC, 3GB/32GB, 13 MP, | A7 | $653 | 8/7 | TC26 Plus |

| Part Number | Description | Discount Group | List Price | Planned First Book Date | |
|---|---|---|---|---|---|
| | RFC, 5MP FFC, 2-pin connector, Basic Battery, India | | | | |
| TC26BK-11B212-IA | WWAN - Single-WAN, GMS, SE4100, NFC, 3GB/32GB, 13 MP, RFC, No FFC, 2-pin back connector, Basic Battery, India | A7 | $603 | 8/14 | TC26 Basic |
| TC26BK-11B232-IA | WWAN - Single-WAN, GMS, SE4100, NFC, 3GB/32GB, 13 MP, RFC, No FFC, 2-pin Connector, Extended Battery, India | A7 | $633 | 8/14 | TC26 Basic Extended Battery |
| TC26BK-21A222-IA* | WWAN - SIM + eSIM, GMS, SE4710, NFC, 3GB/32GB, 13 P RFC, 5MP FFC, 2-pin connector, Basic Battery, India | A7 | $678 | 8/14 | TC26 Plus + eSIM |
| TC26BK-11B212-ID | WWAN - Single-WAN, GMS, SE4100, NFC, 3GB/32GB, 13 MP, RFC, No FFC, 2 Pin I/O Connector, Basic Battery, Indonesia - No LTE | A7 | $603 | 8/7 | TC26 Basic |
| SW-MDNA-BUNDLE-UPGRD | MDNA Enterprise Bundle | A7 | $100 | Available | License |
| SW-MDNA-BUNDLE-EVAL | MDNA Enterprise Bundle Trial software license | A7 | $0 | Available | License |
| SW-MDNA-ENT-EB-BNDL | MDNA Enterprise Bundle with Enterprise Browser software license | A7 | $125 | Available | License |
| SW-MDNA-ENT-EB-EVAL | MDNA Enterprise Bundle with Enterprise Browser Trial software license | A7 | $0 | Available | License |

*ESIM support is carrier dependent, check with you Zebra sales representative for carrier support

## 2B. Accessory Configurations Available for Booking

| Part Number | Description | Discount Group | List Price | Planned First Book Date |
|---|---|---|---|---|
| BTRY-TC2Y-1XMA1-01 | TC21/TC26 Basic Battery - 3100mAh | A1 | $59 | Available |
| BTRY-TC2Y-2XMA1-01 | TC21/TC26 Extended Battery - 5400mAh | A1 | $89 | 8/7 |

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|---|---|---|---|---|
| CRD-TC2Y-BS1CO-01 | TC21/TC26 Single Slot Charge Cradle; support terminal and terminal with trigger handle, power supply and USB cable sold separately (PWR-WUA5V12W0US, CBL-TC5X-USBC2A-01) | A1 | $94 | Available |
| CRD-TC2Y-SE1ET-01 | TC21/TC26 Single Slot Charge and Communication Cradle, support terminal and terminal with trigger handle, power supply, DC cable and AC line cord sold separately (PWR-BGA12V50W0WW, CBL-DC-388A1-01) | A1 | $199 | Available |
| CBL-TC5X-USBC2A-01 | USB-C Cable to charge TC21/TC26 Devices | A1 | $12 | Available |
| CRD-TC2Y-BS5CO-01 | TC21/TC26 5-Slot Cradle Charge only, supports TC21/TC26 Terminal only and terminal with trigger handle) (power supply, DC cable and AC line cord sold separately (PWR-BGA12V108W0WW, CBL-DC-381A1-01) | A1 | $499 | Available |
| CRD-TC2Y-SE5ET-01 | TC21/TC26 5-Slot Cradle Charge and communication cradle (that supports TC21/TC26 Terminal only and terminal with trigger handle) (power supply, DC cable and AC line cord sold separately (PWR-BGA12V108W0WW, CBL-DC-381A1-01) | A1 | $999 | Available |
| CRD-TC2Y-BS54B-01 | TC21/TC26 5-Slot Cradle Charge supports 4 terminals and 4 batteries (that supports TC21/TC26 Terminal only and terminal with trigger handle) (power supply, DC cable and AC line cord sold separately (PWR-BGA12V108W0WW, CBL-DC-381A1-01) | A1 | $649 | Available |
| CRD-TC2Y-VCH1-01 | TC21/TC26 Vehicle Holder | A1 | $79 | 8/7 |
| SAC-TC2Y-4SCHG-01 | TC21/TC26 4-Slot Battery Charger, Power Supply, DC cable and AC line cord sold separately (PWR-BGA12V50W0WW, CBL-DC-388A1-01) | A1 | $329 | Available |
| SG-TC2Y-HLSTR1-01 | TC21/TC26 Soft Holster | A1 | $59 | Available |
| SG-TC2Y-HSTRP1-01 | TC21/TC26 Hand Strap | A1 | $26 | Available |
| SG-TC2Y-SCRNPT1-01 | TC21/TC26 Tempered Glass Screen Protector | A1 | $15 | Available |
| SG-TC2Y-ARMNT-01 | TC21/TC26 Wearable Arm Mount | A1 | $89 | 8/7 |
| TRG-TC2Y-SNP1-01 | TC21/TC26 Snap-On Trigger Handle (requires TC21/TC26 with 2-pin I/O back connector) | A1 | $199 | 8/15 |
| CBL-TC2Y-USBC90A-01 | USB-C cable with 90 degree bend in USB-C adapter | A1 | $17 | Available |
| SAC-TC2Y-20SCH-01 | TC21/TC26 20-Slot Battery Charger, supports both Basic and Extended Batteries.  (power | A1 | $1399 | Available |

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|---|---|---|---|---|
| | supply, DC cable and AC line cord sold separately (PWR-BGA12V108W0WW, CBL-DC-381A1-01) | | | |
| ADP-USBC-35MM1-01 | USB-C to 3.5mm Adapter Cable with PTT button headset support | A1 | $99 | 9/30 |
| MOD-MT2-EU1-01 | USB-ETHERNET Adapter for Single Slot communication Cradle | A1 | $85 | Available |
| PWR-WUA5V12W0US | POWER SUPPLY-100-240 VAC, 5 V, 2.5 A WITH US PLUG | A1 | $25 | Available |
| 25-124330-01R | MICRO-USB to USB Cable for Single Slot communication Cradle | A1 | $10 | 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 | $49 | 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 | $9 | 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 | $105 | Available |
| CBL-DC-381A1-01 | DC line cord for running multi-slot cradles from a single LEVEL VI PWR-BGA12V108W0WW | A1 | $26 | Available |

## 2. Country Release Schedule

| Product Group or Part Number | Country Code | Country Name | Planned First Ship Date | Comment |
|---|---|---|---|---|
| TC21 | AU | Australia | Released | |
| TC21 | CN | China | Released | |
| TC21 | CX | Christmas Islands | Released | |
| TC21 | GU | Guam | Released | |
| TC21 | HK | Hong Kong | Released | |
| TC21 | IN | India | Released | |
| TC21 | ID | Indonesia | Released | |
| TC21 | JP | Japan | Released | |
| TC21 | MO | Macao | Released | |
| TC21 | MY | Malaysia | Released | |
| TC21 | NZ | New Zealand | Released | |
| TC21 | NU | Niue | Released | |

| TC21 | NF | Norfolk Islands | Released | |
| TC21 | NP | Northern Mariana Islands | Released | |
| TC21 | PK | Pakistan | TBD | |
| TC21 | PH | Philippines | TBD | |
| TC21 | SG | Singapore | Released | |
| TC21 | SK | South Korea | Released | |
| TC21 | LK | Sri Lanka | Released | |
| TC21 | TW | Taiwan | Released | |
| TC21 | TH | Thailand | Released | |
| TC21 | VN | Vietnam | Released | |

| Product Group or Part Number | Country Code | Country Name | Planned First Ship Date | Comment |
|---|---|---|---|---|
| TC26 | AU | Australia | Released | |
| TC26 | CN | China | 6-Aug-20 | |
| TC26 | CX | Christmas Islands | Released | |
| TC26 | GU | Guam | Released | |
| TC26 | HK | Hong Kong | Released | |
| TC26 | IN | India | 14-Aug-20 | |
| TC26 | ID | Indonesia | Released | |
| TC26 | JP | Japan | Released | |
| TC26 | MO | Macao | 4-Aug-20 | |
| TC26 | MY | Malaysia | Released | |
| TC26 | NZ | New Zealand | Released | |
| TC26 | NU | Niue | Released | |
| TC26 | NF | Norfolk Islands | Released | |
| TC26 | NP | Northern Mariana Islands | Released | |
| TC26 | PK | Pakistan | 13-Aug-20 | |
| TC26 | PH | Philippines | Released | |
| TC26 | SG | Singapore | Released | |
| TC26 | SK | South Korea | 1Q 2021 | |
| TC26 | LK | Sri Lanka | 30-Jul-20 | |
| TC26 | TW | Taiwan | Released | |
| TC26 | TH | Thailand | Released | |
| TC26 | VN | Vietnam | Released | |

## 4. Future Configurations

Additional SKUs may be added post launch. Please consult Solutions Pathway.

## 5. Reference Material on the Web

TC21/TC26 product information and marketing assets can be found on The Source (internal Zebra) and Partner Gateway (*on or about May 15, 2020*) using search term: 'TC21' or 'TC26'

- TC21/TC26 Specification Sheet
- TC21/TC26 Battle Card
- TC21/TC26 Customer-facing Presentation
- TC21/TC26 Selling Guide Presentation
- TC21/TC26 Product Word Descriptions
- TC21/TC26 Customer Top 5 Reasons to Buy
- TC21/TC26 Partner Top 5 Reasons to Sell
- TC21/TC26 Configurations and Accessories Guide
- Practical Guide to Selling (Positioning Guide) – *Post Launch asset*

The TC21/TC26 Touch Computers can be found at on www.zebra.com/tc21-tc26

- **Software Support:** at http://www.zebra.com/support and search 'TC21' or 'TC26'
- **Graphics Library:** For product photography, visit Zebra's Media Library, and search "TC21" or "TC26"

### Training:

Training information is Available on the Partner Gateway resource and training tabs located on the TC21 or TC26 Product Support Pages. This includes sales and technical tools to prepare for customer discussions and demonstrate technical capabilities for a small/medium sized customer.

## 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 [*insert product family*] and 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) <u>**Timely, Periodic Security Updates**</u> – 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) <u>**Security Support Through OS transitions**</u> - 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 TC21/TC26 sale is accompanied by Zebra service. With Zebra OneCare SV for TC21/TC26, 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.

Zebra OneCare SV for TC21/TC26 follows Zebra's Value Tier Service Strategy which
 provides the following non-comprehensive extended coverage for 2 or 3 years:

- Support Services:
  - Priority access 8x5 local time live-agent technical support and 24x7 access to Zebra's online Support Center << www.zebra.com/support >
  - Access to Software/firmware updates and upgrades including LifeGuard™ security updates
  - Automatic application of engineering changes during depot repair
  - Device Diagnostic Tool <www.zebra.com/us/en/Device Diagnostic Tool> provides accurate real time device status information to help with telephone triage with Zebra's Support Center
  - Configurable cloud-based visibility into your contracts, tech support cases, LifeGuard Analytics report, and repair data including repair lifecycle, ontime delivery, repair return rate, repair repeat and top repair metrics with VisibilityIQ™ OneCare™
- Repair Services:
  - Normal wear and tear and device failure coverage keeps your device up and running in peak condition
  - 5-day depot turnaround repair time with free return ground shipping for repaired devices

And to address business-critical needs, you can optimize your customer's support service plan with additional flexible  Options where Available:

- **Commissioning Service Option** – customers receive their devices ready to go, out of the box, back from repair with their settings, software, and applications.

- **Battery Maintenance Option -**  extends Zebra OneCare SV coverage to include batteries and will test all batteries and supply standard life replacements for those batteries that cannot reach a minimum 80% charge while being tested.

- **Battery Refresh Option -** your customer's devices will need a new battery at some point in time. Add this option to your Zebra OneCare SV service agreement so your customers get a single consolidated shipment of replacement batteries, of type specified by the part number ordered for each Product, to be made to a Customer-designated location at a predetermined time.

- **Expedited Logistic Options include**:

  - **Expedited Collections Option -**  entitles the customer to request prepaid shipping labels and to schedule carrier pick up using the Zebra RMA portal. The shipping service from the Customer to the Zebra Repair Center is Express, which in most cases is next business day. Zebra arranges transport, bears shipping costs and risks to the Zebra Repair Center. Return shipment of repaired product is economy service from the Repair Center

  - **Expedited 2-Way Shipping Option -**  provides Express shipping of devices into Zebra's Repair Center and also provides Express return shipping of the repaired devices from Zebra's Repair Center back to the Customer.  Customer requests pre-paid shipping labels and schedules carrier pick up from the Zebra RMA portal. The shipping service in both directions is Express, which in most cases is next business day. Zebra arranges transport and bears shipping costs and risks to and from the Zebra Repair Center.

The following Zebra OneCare SV Support Services are the recommended services and part numbers Available. For a complete list of Available services please visit Zebra Solutions Pathway.

| Enterprise Services Part Number | Service Description | Time of Purchase | Length of Coverage | Service Availability |
|---|---|---|---|---|
| Z1AV-TC21XX-2000<br>Z1AV-TC26XX-2000 | ZEBRA ONECARE SV | Within 30 days of HW purchase | 2 years | Global* |
| Z1AV-TC21XX-3000<br>Z1AV-TC26XX-3000 | | | 3 years | |
| Z1AV-TC21XX-2003<br>Z1AV-TC26XX-2003 | ZEBRA ONECARE SV WITH COMMISSIOINING | Within 30 days of HW purchase | 2 years | Global* |
| Z1AV-TC21XX-3003<br>Z1AV-TC26XX-3003 | | | 3 years | |
| Z1AV-TC21XX-2100<br>Z1AV-TC26XX-2100 | ZEBRA ONECARE SV WITH STANDARD BATTERY MAINTENANCE FOR STANDARD BATTERY | Within 30 days of HW purchase | 2 years | Global* |
| Z1AV-TC21XX-3100<br>Z1AV-TC26XX-3100 | | | 3 years | |
| Z1AV-TC21XX-2200<br>Z1AV-TC26XX-2200 | ZEBRA ONECARE SV WITH STANDARD BATTERY MAINTENANCE FOR EXTENDED BATTERY | Within 30 days of HW purchase | 2 years | Global* |
| Z1AV-TC21XX-3200<br>Z1AV-TC26XX-3200 | | | 3 years | |
| Z1AV-TC21XX-2300<br>Z1AV-TC26XX-2300 | ZEBRA ONECARE SV WITH PREMIUM BATTERY MAINTENANCE FOR STANDARD BATTERY | Within 30 days of HW purchase | 2 years | Global* |
| Z1AV-TC21XX-3300<br>Z1AV-TC26XX-3300 | | | 3 years | |
| Z1AV-TC21XX-2400<br>Z1AV-TC26XX-2400 | ZEBRA ONECARE SV WITH PREMIUM BATTERY MAINTENANCE FOR EXTENDED BATTERY | Within 30 days of HW purchase | 2 years | Global* |
| Z1AV-TC21XX-3400<br>Z1AV-TC26XX-3400 | | | 3 years | |
| Z1AV-TC21XX-2500<br>Z1AV-TC26XX-2500 | ZEBRA ONECARE SV WITH BATTERY REFRESH FOR STANDARD BATTERY | Within 30 days of HW purchase | 2 years | Global* |
| Z1AV-TC21XX-3500<br>Z1AV-TC26XX-3500 | | | 3 years | |
| Z1AV-TC21XX-2600<br>Z1AV-TC26XX-2600 | ZEBRA ONECARE SV WITH BATTERY REFRESH FOR EXTENDED BATTERY | Within 30 days of HW purchase | 2 years | Global* |
| Z1AV-TC21XX-3600<br>Z1AV-TC26XX-3600 | | | 3 years | |

- 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.

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 SOLUTION BUILDER LINK WILL BE UNDER "CONNECTING TOOLS".

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

## 8.  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.

## 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 TC21/TC26 replacing?**
A:  The TC21 and TC26 are replacing the TC20 and TC25 respectively.  There is no replacement for the TC20K.

**Q: Are the TC21/TC26 compatible with TC20/TC25 accessories?**
A:  No, the form factor of the TC21 and TC26 has changed from the TC20 and TC25 and thus accessories are not compatible.  The TC21/TC26 will not be compatible with the older TC20/TC25 (TC2X-XXX) accessories and the TC20/TC25 are not compatible with the new TC21/TC26 (TC2Y-XXX) accessories
.
**Q: How can I charge my TC21 and TC26?**
A:  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
- 5-slot Ethernet & Charge Cradle

**Q: How can I charge my TC21 and TC26 battery?**
A:  The TC21 and TC26 batteries can be charged with the 4-slot battery charge accessory. This is Available as a stand-alone product or can be populated on the 5-slot Charge Only Cradle.

**Q: Are the TC21/TC26 accessories compatible with both battery sizes?**
A:  Yes; all TC21 and TC26 accessories are compatible with TC21 and TC26 devices equipped with either the basic or extended batteries.

**Q: What memory options exist on TC21 & TC26?**
A:  The TC21 and TC26 can be purchased with either a 3GB RAM/ 32GB Flash or a 4GB RAM/ 64GB Flash configuration.

**Q: What Scanner options exist on TC21 & TC26?**
A:  The TC21 and TC26 can be purchased with either an SE4100 or an SE4710 scanner.

**Q: Is there a version of the TC21/TC26 without a scanner?**
A:  Yes, a version of the TC21 and TC26 without a scanner populated is Available.  In this version of the product line the scan keys are programmed to activate the rear camera for scanning.

**Q:  Is the RFD2000 compatible with the TC21 and TC26?**
A:  The RFD2000 is not supported. The TC21 and TC26 can connect to the RFD8500 via Bluetooth. A new RFID accessory that will support the TC21 and TC26 is planned for 2021.

**Q:  Is there a protective boot for the TC21 and TC26?**

A:  No, there is no protective boot accessory.  The TC21/TC26 are designed to support a 4ft/1.2m drop to concrete over temperature range per MIL-STD-810G.

**Q:  What is MDNA Enterprise?**
A:  This license contains additional MDNA 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  MDNA Components 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 MDNA 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 MDNA 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 E-SIM?**
A:  Helps you change operator remotely, straight from your phone, without having to acquire a new SIM cards. This helps you increase efficiency and lowers carrier costs when switching or roaming between multiple plans or carriers. ESIM will be optional feature Available in some TC26 skus. Not all carriers support ESIM, it is recommended that you contact your Zebra sales associate for information on carrier support for ESIM.

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

**Q:  What Android OS is supported on TC21 and TC26?**
A:  TC21 and TC26 will ship with Android 10 and there are plans to support additional Android Releases, consult your Zebra Sales contact for further details.

**Q:  Is Google Mobile Services (GMS) supported?**
A:  Yes, all TC21 and TC26 configurations support GMS. AOSP is Available in China only

**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 WorkForce Connect supported?**
A:  Yes, Workforce connect is supported with the purchase of a software license. For WFC to operate  the MDNA Enterprise package must first be enabled on the device.

**Q: Will TC21 and TC26 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. What is Zebra OneCare SV for TC21 and TC26?**
A:  To support the launch of Zebra's TC21 and TC26 Mobile Computers, Zebra OneCare SV, a "Special Value" level of service, Available only on TC21 and TC26 Mobile Computers. This service is designed to support and enable customers' critical business processes at an economical price point. This 2-year or 3-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*