

# Launch Product Marketing Bulletin – PMB-10584

Date: December 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	<input checked="" type="checkbox"/> North America <input checked="" type="checkbox"/> EMEA <input checked="" type="checkbox"/> Latin America <input checked="" type="checkbox"/> Asia Pacific	<input checked="" type="checkbox"/> Federal <input checked="" type="checkbox"/> North America State & Local	<input checked="" type="checkbox"/> Associates <input checked="" type="checkbox"/> Partners <input checked="" type="checkbox"/> Distributors

<b>Description:</b>	<b>EC5x: Launch Announcement Update</b>
<b>Reason for Change:</b>	<b>PMB-10584: Announcing the EC5x Availability Updates</b>

## 1. Introduction

**This PMB supersedes information that was shared in DN/PMB-10514 and DN/PMB-10533.**

Introducing the thinnest, lightest Zebra mobile computer yet — the EC50 WLAN and EC55 WWAN/WLAN enterprise mobile computers. Designed to be individually assigned to workers, the EC50 / EC55 gives your customers the power to meet the needs of every moment by delivering the best of all worlds — the great smartphone look and feel workers want in their business device, the durability for all-day everyday business, plus all the business features the users need to drive personal productivity, collaboration and device value to a new high.



The EC50 / EC55 is ready for the future with support for payment options and RFID. Your customers get extreme flexibility — in just seconds, the same device that slips into a pocket can turn into a full workstation, a gun-style device that brings extreme comfort to scan intensive tasks, and a two-way radio or a PBX handset for better collaboration via voice and text. Easily find lost and misplaced devices, even when they are powered down, with Device Tracker.

The ability to purchase these devices for four years eliminates the complexities of managing different models with different platforms. And the optional gold standard in support is available to keep your customers' devices up, running and in the hands of their workers. The EC50 / EC55 — the individually assigned smartphone-style enterprise mobile computer that is all business. Some feature highlights include:

- Thin and light-weight smartphone-like form factor that is small enough to fit in your pocket, yet powerful enough to multi-task in Retail, Hospitality, and Ancillary Healthcare use cases
- Same SD660 platform across the Zebra mobile computer portfolio
- Secondary BLE for finding your EC55, even when the device has a depleted battery or is powered off (Device Tracker solution and licensing updates will be announced in separate notification / PMB in Q4 2020)
- Two Scanning Configurations:
  - Integrated SE4100 scan engine
  - No scanner configuration - for low scanning use cases via rear camera
- High capacity 3060 mAh and 4180 mAh rechargeable batteries (user accessible, to replace worn / old batteries)
- 5 inch HD display
- Integrated NFC
- Android 10 OS at launch, upgradable to Android 11 (Support for future Android OS releases past Android 11 are subject to Qualcomm validation)

## 2. Configurations Available for Booking

### 2A. EC50 / EC55 Configurations Available for Booking

The below EC50 North America (NA), EC50 Rest of World (ROW), and EC55 ROW SKUs with extended battery are planned to be released and available by January 29, 2021. Bookings were opened on Dec 4, 2020.

Part Number	Description	Discount Category	List Price	Planned Availability Date
EC500K-01B132-NA	EC50 ANDROID, 3GB RAM/32GB FLASH, SE4100, 13MP REAR CAMERA, MICRO SD, GMS, EXTENDED BATTERY, 2-PIN BACK CONNECTOR, US	A8	\$1,425	29-Jan-21
EC500K-01B242-NA	EC50 ANDROID, 4GB RAM/64GB FLASH, SE4100, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, GMS, EXTENDED BATTERY, 2-PIN BACK CONNECTOR, US	A8	\$1,475	29-Jan-21
EC500K-01B243-NA	EC50 ANDROID, 4GB RAM/64GB FLASH, SE4100, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, GMS, EXTENDED BATTERY, 8-PIN BACK CONNECTOR, US	A8	\$1,500	29-Jan-21
EC500K-01D141-NA	EC50 ANDROID, 3GB RAM/32GB FLASH, NO SCAN ENGINE, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, GMS, EXTENDED BATTERY, NO I/O CONNECTOR, US	A8	\$1,335	29-Jan-21
EC500K-01B132-A6	EC50 ANDROID, 3GB RAM/32GB FLASH, SE4100, 13MP REAR CAMERA, MICRO SD, GMS, EXTENDED BATTERY, 2-PIN BACK CONNECTOR, ROW - Excludes China	A8	\$1,425	29-Jan-21
EC500K-01B242-A6	EC50 ANDROID, 4GB RAM/64GB FLASH, SE4100, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, GMS, EXTENDED BATTERY, 2-PIN BACK CONNECTOR, ROW - Excludes China	A8	\$1,475	29-Jan-21
EC500K-01B243-A6	EC50 ANDROID, 4GB RAM/64GB FLASH, SE4100, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, GMS, EXTENDED BATTERY, 8-PIN BACK CONNECTOR, ROW - Excludes China	A8	\$1,500	29-Jan-21
EC500K-01D141-A6	EC50 ANDROID, 3GB RAM/32GB FLASH, NO SCAN ENGINE, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, GMS, EXTENDED BATTERY, NO I/O CONNECTOR, ROW - Excludes China	A8	\$1,335	29-Jan-21

EC55BK-21D141-A6	EC55 ANDROID, 3GB RAM/32GB FLASH, NO SCAN ENGINE, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, e-SIM, GMS, EXTENDED BATTERY, NO I/O CONNECTOR, ROW- Excludes China	A8	\$1,460	29-Jan-21
EC55BK-11B132-A6	EC55 ANDROID, 3GB RAM/32GB FLASH, SE4100, 13MP REAR CAMERA, MICRO SD, NO e-SIM, GMS, EXTENDED BATTERY, 2-PIN BACK CONNECTOR, ROW-Excludes China	A8	\$1,525	29-Jan-21
EC55BK-21B242-A6	EC55 ANDROID, 4GB RAM/64GB FLASH, SE4100, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, e-SIM, GMS, EXTENDED BATTERY, 2-PIN BACK CONNECTOR, ROW-Excludes China	A8	\$1,600	29-Jan-21
EC55BK-21B243-A6	EC55 ANDROID, 4GB RAM/64GB FLASH, SE4100, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, e-SIM, GMS, EXTENDED BATTERY, 8-PIN BACK CONNECTOR, ROW - Excludes China	A8	\$1,625	29-Jan-21

The below EC55 NA SKUs with extended battery (due to carrier certification) are planned to be released and available by February 9, 2021 and is marked with asterisk (\*). Bookings were opened on December 4, 2020

Part Number	Description	Discount Category	List Price	Planned Availability Date
EC55AK-21D141-NA*	EC55 ANDROID, 3GB RAM/32GB FLASH, NO SCAN ENGINE, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, e-SIM, GMS, EXTENDED BATTERY, NO I/O CONNECTOR, US	A8	\$1,460	9-Feb-21
EC55AK-11B132-NA*	EC55 ANDROID, 3GB RAM/32GB FLASH, SE4100, 13MP REAR CAMERA, MICRO SD, NO e-SIM, GMS, EXTENDED BATTERY, 2-PIN BACK CONNECTOR, US	A8	\$1,525	9-Feb-21
EC55AK-21B242-NA*	EC55 ANDROID, 4GB RAM/64GB FLASH, SE4100, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, e-SIM, GMS, EXTENDED BATTERY, 2-PIN BACK CONNECTOR, US	A8	\$1,600	9-Feb-21

EC55AK-21B243-NA*	EC55 ANDROID, 4GB RAM/64GB FLASH, SE4100, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, e-SIM, GMS, EXTENDED BATTERY, 8-PIN BACK CONNECTOR, US	A8	\$1,625	9-Feb-21
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The below EC50/EC55 North America (NA) and ROW SKUs with standard battery are planned to be released and available by February 19, 2021. Bookings were opened on September 4, 2020.

Part Number	Description	Discount Category	List Price	Planned Availability Date
EC500K-01B112-NA	EC50 ANDROID, 3GB RAM/32GB FLASH, SE4100, 13MP REAR CAMERA, MICRO SD, GMS, 2-PIN BACK CONNECTOR, US	A8	\$1,400	19-Feb-21
EC500K-01B222-NA	EC50 ANDROID, 4GB RAM/64GB FLASH, SE4100, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, GMS, 2-PIN BACK CONNECTOR, US	A8	\$1,450	19-Feb-21
EC500K-01B223-NA	EC50 ANDROID, 4GB RAM/64GB FLASH, SE4100, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, GMS, 8-PIN BACK CONNECTOR, US	A8	\$1,475	19-Feb-21
EC500K-01D121-NA	EC50 ANDROID, 3GB RAM/32GB FLASH, NO SCAN ENGINE, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, GMS, NO I/O CONNECTOR, US	A8	\$1,310	19-Feb-21
EC500K-01B112-A6	EC50 ANDROID, 3GB RAM/32GB FLASH, SE4100, 13MP REAR CAMERA, MICRO SD, GMS, 2-PIN BACK CONNECTOR, ROW - Excludes China	A8	\$1,400	19-Feb-21
EC500K-01B222-A6	EC50 ANDROID, 4GB RAM/64GB FLASH, SE4100, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, GMS, 2-PIN BACK CONNECTOR, ROW - Excludes China	A8	\$1,450	19-Feb-21

EC500K-01B223-A6	EC50 ANDROID, 4GB RAM/64GB FLASH, SE4100, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, GMS, 8-PIN BACK CONNECTOR, ROW - Excludes China	A8	\$1,475	19-Feb-21
EC500K-01D121-A6	EC50 ANDROID, 3GB RAM/32GB FLASH, NO SCAN ENGINE, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, GMS, NO I/O CONNECTOR, ROW - Excludes China	A8	\$1,310	19-Feb-21
EC55AK-21D121-NA	EC55 ANDROID, 3GB RAM/32GB FLASH, NO SCAN ENGINE, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, e-SIM, GMS, NO I/O CONNECTOR, US	A8	\$1,435	19-Feb-21
EC55AK-11B112-NA	EC55 ANDROID, 3GB RAM/32GB FLASH, SE4100, 13MP REAR CAMERA, MICRO SD, NO e-SIM, GMS, 2-PIN BACK CONNECTOR, US	A8	\$1,500	19-Feb-21
EC55AK-21B222-NA	EC55 ANDROID, 4GB RAM/64GB FLASH, SE4100, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, e-SIM, GMS, 2-PIN BACK CONNECTOR, US	A8	\$1,575	19-Feb-21
EC55AK-21B223-NA	EC55 ANDROID, 4GB RAM/64GB FLASH, SE4100, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, e-SIM, GMS, 8-PIN BACK CONNECTOR, US	A8	\$1,600	19-Feb-21
EC55BK-21D121-A6	EC55 ANDROID, 3GB RAM/32GB FLASH, NO SCAN ENGINE, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, e-SIM, GMS, NO I/O CONNECTOR, ROW - Excludes China	A8	\$1,435	19-Feb-21
EC55BK-11B112-A6	EC55 ANDROID, 3GB RAM/32GB FLASH, SE4100, 13MP REAR CAMERA, MICRO SD, NO e-SIM, GMS, 2-PIN BACK CONNECTOR, ROW - Excludes China	A8	\$1,500	19-Feb-21
EC55BK-21B222-A6	EC55 ANDROID, 4GB RAM/64GB FLASH, SE4100, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, e-SIM, GMS, 2-PIN BACK CONNECTOR, ROW - Excludes China	A8	\$1,575	19-Feb-21
EC55BK-21B223-A6	EC55 ANDROID, 4GB RAM/64GB FLASH, SE4100, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, e-SIM, GMS, 8-PIN BACK CONNECTOR, ROW - Excludes China	A8	\$1,600	19-Feb-21

## 2B. EC5X Series Accessories

**Note:** All EC5X accessories are planned to be released and available per the below date(s).

Part Number	Description	Discount Category	List Price	Planned Availability Date
SG-EC5X-SCRNPT1-01	EC50/EC55 Screen Protector	A1	\$30	30-Dec-20
SG-EC5X-HSTRP1-01	EC50/EC55 Hand strap, supports device with either standard or extended battery	A1	\$29	23-Dec-20
SG-EC5X-HLSTR1-01	EC50/EC55 Soft Holster, supports device with standard or extended battery	A1	\$89	23-Dec-20
SG-EC5X-BOOT1-01	EC50/EC55 Protective Boot, supports device with standard or extended battery	A1	\$70	23-Dec-20
SG-EC5X-TCLIP1-01	EC50/EC55 Tethered Coil with vest/garment clip	A1	\$79	30-Dec-20
TRG-EC5X-SNP1-01	EC50/EC55 Snap-On Trigger Handle, supports device with either standard or extended battery (NOT compatible devices with "NO I/O CONNECTOR")	A1	\$245	23-Dec-20
CRD-EC5X-1SCU-01	EC50/EC55 Single Slot Charge & USB-C Cradle; Supports device with/without trigger gun; Includes power supply (PWR-BGA12V50W0WW) and DC cable (CBL-DC-388A1-01); AC Cable & USB-C Cable (CBL-EC5X-USBC3A-01) sold separately	A1	\$300	23-Dec-20
CRD-EC5X-1SCUE-01	EC50/EC55 Single Slot Charge & USB-C/Ethernet Cradle; Supports device with/without trigger gun; Includes power supply (PWR-BGA12V50W0WW) and DC cable (CBL-DC-388A1-01); AC Cable & USB-C Cable (CBL-EC5X-USBC3A-01) sold separately	A1	\$350	23-Dec-20
CRD-EC5X-4SCOL-01	EC50/EC55 4-Slot Charge Only Locking Cradle; Supports device without trigger gun; Includes power supply (PWRBGA12V108W0WW) and DC cable (CBL-DC-381A1-01); AC Cable sold separately	A1	\$719	23-Dec-20
CRD-EC5X-4SCO-01	EC50/EC55 4-Slot Charge Only Non-Locking Cradle; Supports device without trigger gun;	A1	\$600	23-Dec-20

	Includes power supply (PWRBGA12V108W0WW) and DC cable (CBL-DC-381A1-01); AC Cable sold separately			
CRD-EC5X-1SWS-01	EC50/EC55 Workstation Docking Cradle Kit with HDMI, Ethernet and multiple USB Ports. Includes power supply (PWRBGA12V50W0WW) and DC cable (CBL-DC-388A1-01). Country specific AC line cord sold separately	A1	\$550	23-Dec-20
CRD-EC5X-SE5ET-01	EC50/EC55 5-Slot Charge & Ethernet Communication Cradle - 5 devices; Supports device with/without trigger gun, Includes Power Supply and DC Cable (PWR-BGA12V108W0WW, CBL-DC-382A1-01); AC line cord sold separately	A1	\$1,099	13-Jan-21
CRD-EC5X-VCH1-01	EC50/EC55 In-Vehicle Holder; Supports device with/without protective boot	A1	\$109	30-Dec-20
BTRY-EC5X-ST1-01	EC50/EC55 3060 MAH POWERPRECISION LI-ON BATTERY (SINGLE PACK)	A1	\$75	5-Jan-21
BTRY-EC5X-EX1-01	EC50/EC55 4180 MAH POWERPRECISION LI-ON BATTERY (SINGLE PACK)	A1	\$99	30-Dec-20
KT-EC5X-STDBTYD1-01	EC50/EC55 STANDARD BATTERY DOOR ONLY; BATTERY SOLD SEPARATELY	A1	\$7	5-Jan-21
KT-EC5X-EXBTYD1-01	EC50/EC55 EXTENDED BATTERY DOOR ONLY; BATTERY SOLD SEPARATELY	A1	\$8	30-Dec-20
ADP-USBC-35MM1-01	USB-C to 3.5mm Adapter Cable with PTT button headset support	A1	\$99	AVAILABLE NOW
CBL-TC5X-USBC2A-01	USB C TO USB A COMMUNICATIONS AND CHARGING CABLE, 1M LONG, USE FOR # CRD-TC56-CVCD2-02	A1	\$12.21	AVAILABLE NOW
PWR-WUA5V12W0US	POWER SUPPLY-100-240 VAC, 5 V, 2.5 A WITH US PLUG.	A1	\$29	AVAILABLE NOW
PWR-WUA5V12W0GB	POWER SUPPLY-100-240 VAC, 5 V, 2.5 A WITH UK PLUG	A1	\$29	AVAILABLE NOW
PWR-WUA5V12W0EU	POWER SUPPLY-100-240 VAC, 5 V, 2.5 A WITH EUROPE PLUG.	A1	\$29	AVAILABLE NOW
PWR-WUA5V12W0AU	POWER SUPPLY-100-240 VAC, 5 V, 2.5 A WITH AUSTRALIA PLUG.	A1	\$29	AVAILABLE NOW
PWR-WUA5V12W0CN	POWER SUPPLY-100-240 VAC, 5 V, 2.5 A WITH CHINA PLUG.	A1	\$29	AVAILABLE NOW
PWR-WUA5V12W0IN	POWER SUPPLY-100-240 VAC, 5 V, 2.5 A WITH INDIA PLUG.	A1	\$29	AVAILABLE NOW
PWR-WUA5V12W0KR	POWER SUPPLY-100-240 VAC, 5 V, 2.5 A WITH KOREA PLUG.	A1	\$29	AVAILABLE NOW



PWR-WUA5V12W0BR	POWER SUPPLY-100-240 VAC, 5 V, 2.5 A WITH BRAZIL PLUG.	A1	\$29	AVAILABLE NOW
CBL-DC-381A1-01	DC LINE CORD FOR RUNNING MULTI-SLOT CRADLES FROM A SINGLE LEVEL VI POWER SUPPLY PWR-BGA12V108W0WW	A1	\$30	AVAILABLE NOW
CBL-DC-382A1-01	DC LINE CORD FOR RUNNING MULTI-SLOT CRADLES FROM A SINGLE LEVEL VI POWER SUPPLY PWR-BGA12V108W0WW	A1	\$30	AVAILABLE NOW
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	A1	\$11	AVAILABLE NOW
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	\$119	AVAILABLE NOW
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 GROUNDED AC LINE CORD.	A1	\$56	AVAILABLE NOW

### 3. Country Release Schedule

The full list of EC50 part numbers and descriptions are listed in section 2A. The planned release date for each country is noted below.

Part Number	Country Code	Country Name	Planned First Book Date	Planned Release Date
EC500K-XXXXXX-A6	AI	Anguilla	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	AR	Argentina	TBD	Apr 20, 2021
EC500K-XXXXXX-A6	AU	Australia	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	AT	Austria	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	BE	Belgium	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	BO	Bolivia	TBD	Mar 6, 2021
EC500K-XXXXXX-A6	BQ	Bonaire/Saba	Sep 4, 2020	Jan 30, 2021
EC500K-XXXXXX-A6	BA	Bosnia	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	BR	Brazil	TBD	Apr 20, 2021
EC500K-XXXXXX-A6	BG	Bulgaria	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-NA	CA	Canada	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	CL	Chile	TBD	Feb 13, 2021
EC500K-XXXXXX-CN	CN	China	TBD	Mar 12, 2021
EC500K-XXXXXX-A6	CX	Christmas Island	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	CO	Colombia	Sep 4, 2020	Jan 29, 2021

EC500K-XXXXXX-A6	CR	Costa Rica	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	HR	Croatia	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	CW	Curacao	TBD	Feb 13, 2021
EC500K-XXXXXX-A6	CY	Cyprus	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	CZ	Czech Republic	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	DK	Denmark	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	DO	Dominican Republic	Sep 4, 2020	Jan 30, 2021
EC500K-XXXXXX-A6	EC	Ecuador	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	EG	Egypt	Sep 4, 2020	Jan 30, 2021
EC500K-XXXXXX-A6	SV	El Salvador	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	EE	Estonia	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	FK	Falkland Islands	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	FI	Finland	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	FR	France	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	GF	French Guiana	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	DE	Germany	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	GR	Greece	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	GU	Guam	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	GP	Guadeloupe	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	GT	Guatemala	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	GY	Guyana	TBD	Feb 13, 2021
EC500K-XXXXXX-A6	HN	Honduras	TBD	Mar 6, 2021
EC500K-XXXXXX-A6	HK	Hong Kong	Sep 4, 2020	Jan 30, 2021
EC500K-XXXXXX-A6	HU	Hungary	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	IS	Iceland	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-IA	IN	India	TBD	Mar 12, 2021
EC500K-XXXXXX-A6	ID	Indonesia	TBD	Feb 13, 2021
EC500K-XXXXXX-A6	IE	Ireland	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	IL	Israel	TBD	Feb 13, 2021
EC500K-XXXXXX-A6	IT	Italy	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	JM	Jamaica	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	JP	Japan	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	KZ	Kazakhstan	TBD	Mar 18, 2021
EC500K-XXXXXX-A6	LV	Latvia	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	LB	Lebanon	TBD	Mar 6, 2021
EC500K-XXXXXX-A6	LI	Liechtenstein	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	LT	Lithuania	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	LU	Luxemburg	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	MG	Macedonia	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	MY	Malaysia	Sep 4, 2020	Jan 30, 2021
EC500K-XXXXXX-A6	MT	Malta	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	MP	Mariana Islands	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	MQ	Martinique	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	MX	Mexico	TBD	Mar 24, 2021
EC500K-XXXXXX-A6	ME	Montenegro	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	MA	Morocco	Sep 4, 2020	Jan 29, 2021

EC500K-XXXXXX-A6	NL	Netherlands	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	NZ	New Zealand	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	NI	Nicaragua	TBD	Mar 20, 2021
EC500K-XXXXXX-A6	NF	Norfolk Island	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	NO	Norway	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-XP	PK	Pakistan	TBD	Mar 6, 2021
EC500K-XXXXXX-A6	PA	Panama	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	PY	Paraguay	TBD	Apr 4, 2021*
EC500K-XXXXXX-A6	PE	Peru	Sep 4, 2020	Jan 30, 2021
EC500K-XXXXXX-A6	PH	Philippines	Sep 4, 2020	Jan 30, 2021
EC500K-XXXXXX-A6	PL	Poland	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	PT	Portugal	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	PR	Puerto Rico	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	RO	Romania	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-RU	RU	Russia	TBD	Mar 18, 2021
EC500K-XXXXXX-A6	SA	Saudi Arabia	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	RS	Serbia	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	SG	Singapore	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	SK	Slovak Republic	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	SI	Slovenia	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	ZA	South Africa	TBD	Feb 13, 2021
EC500K-XXXXXX-A6	KR	South Korea	TBD	Mar 4, 2021
EC500K-XXXXXX-A6	ES	Spain	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	LK	Sri Lanka	TBD	Mar 6, 2021
EC500K-XXXXXX-A6	SE	Sweden	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	CH	Switzerland	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	TW	Taiwan	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	TH	Thailand	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	TT	Trinidad/Tobago	TBD	Mar 6, 2021
EC500K-XXXXXX-TR	TR	Turkey	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	UA	Ukraine	TBD	Feb 13, 2021
EC500K-XXXXXX-A6	AE	United Arab Emirates	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	UK	United Kingdom	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-NA	US	United States	Sep 4, 2020	Jan 29, 2021
EC500K-XXXXXX-A6	UY	Uruguay	Sep 4, 2020	Jan 30, 2021
EC500K-XXXXXX-A6	VE	Venezuela	TBD	Mar 20, 2021
EC500K-XXXXXX-A6	VN	Vietnam	TBD	Mar 20, 2021

The full list of EC55 part numbers and descriptions are listed in section 2A. The planned release date for each country is noted in the below table.

Part Number	Country Code	Country Name	Planned First Book Date	Planned Release Date
EC55BK-XXXXXX-A6	AI	Anguilla	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	AR	Argentina	TBD	Apr 30, 2021
EC55BK-XXXXXX-A6	AU	Australia	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	AT	Austria	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	BE	Belgium	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	BO	Bolivia	TBD	Mar 6, 2021
EC55BK-XXXXXX-A6	BQ	Bonaire/Saba	TBD	Feb 5, 2021
EC55BK-XXXXXX-A6	BA	Bosnia	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-BR	BR	Brazil	TBD	Apr 14, 2021
EC55BK-XXXXXX-A6	BG	Bulgaria	Nov 1, 2020	Jan 29, 2021
EC55AK-XXXXXX-NA	CA	Canada	Nov 1, 2020	Feb 9, 2021
EC55BK-XXXXXX-A6	CL	Chile	TBD	Mar 8, 2021
EC55CK-XXXXXX-CN	CN	China	TBD	Apr 13, 2021
EC55BK-XXXXXX-A6	CX	Christmas Island	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	CO	Colombia	TBD	Mar 6, 2021
EC55BK-XXXXXX-A6	CR	Costa Rica	TBD	Apr 30, 2021
EC55BK-XXXXXX-A6	HR	Croatia	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	CW	Curacao	TBD	Feb 13, 2021
EC55BK-XXXXXX-A6	CY	Cyprus	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	CZ	Czech Republic	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	DK	Denmark	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	DO	Dominican Republic	TBD	Feb 13, 2021
EC55BK-XXXXXX-A6	EC	Ecuador	TBD	Feb 5, 2021
EC55BK-XXXXXX-A6	EG	Egypt	TBD	Feb 13, 2021
EC55BK-XXXXXX-A6	SV	El Salvador	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	EE	Estonia	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	FK	Falkland Islands	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	FI	Finland	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	FR	France	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	GF	French Guiana	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	DE	Germany	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	GR	Greece	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	GU	Guam	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	GP	Guadeloupe	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	GT	Guatemala	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	GY	Guyana	TBD	Mar 6, 2021
EC55BK-XXXXXX-A6	HN	Honduras	TBD	Mar 6, 2021
EC55BK-XXXXXX-A6	HK	Hong Kong	TBD	Feb 25, 2021
EC55BK-XXXXXX-A6	HU	Hungary	Nov 1, 2020	Jan 29, 2021

EC55BK-XXXXXX-A6	IS	Iceland	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-IA	IN	India	TBD	Mar 12, 2021
EC55BK-XXXXXX-ID	ID	Indonesia	TBD	Apr 10, 2021
EC55BK-XXXXXX-A6	IE	Ireland	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	IL	Israel	TBD	Mar 6, 2021
EC55BK-XXXXXX-A6	IT	Italy	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	JM	Jamaica	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	JP	Japan	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	KZ	Kazakhstan	TBD	Feb 16, 2021
EC55BK-XXXXXX-A6	LV	Latvia	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	LB	Lebanon	TBD	May 1, 2021
EC55BK-XXXXXX-A6	LI	Liechtenstein	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	LT	Lithuania	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	LU	Luxemburg	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	MG	Macedonia	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	MY	Malaysia	TBD	Mar 10, 2021
EC55BK-XXXXXX-A6	MT	Malta	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	MP	Mariana Islands	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	MQ	Martinique	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	MX	Mexico	TBD	Apr 10, 2021
EC55BK-XXXXXX-A6	ME	Montenegro	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	MA	Morocco	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	NL	Netherlands	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	NZ	New Zealand	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	NI	Nicaragua	TBD	Apr 10, 2021
EC55BK-XXXXXX-A6	NF	Norfolk Island	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	NO	Norway	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-XP	PK	Pakistan	TBD	Mar 27, 2021
EC55BK-XXXXXX-A6	PA	Panama	TBD	Feb 9, 2021
EC55BK-XXXXXX-A6	PY	Paraguay	TBD	Mar 27, 2021
EC55BK-XXXXXX-A6	PE	Peru	TBD	Feb 8, 2021
EC55BK-XXXXXX-A6	PH	Philippines	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	PL	Poland	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	PT	Portugal	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	PR	Puerto Rico	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	RO	Romania	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-RU	RU	Russia	TBD	Feb 16, 2021
EC55BK-XXXXXX-A6	SA	Saudi Arabia	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	RS	Serbia	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	SG	Singapore	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	SK	Slovak Republic	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	SI	Slovenia	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	ZA	South Africa	TBD	Mar 6, 2021
EC55BK-XXXXXX-A6	KR	South Korea	TBD	Apr 6, 2021
EC55BK-XXXXXX-A6	ES	Spain	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	LK	Sri Lanka	TBD	Mar 6, 2021

EC55BK-XXXXXX-A6	SE	Sweden	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	CH	Switzerland	Nov 1, 2020	Jan 29, 2021
EC55BK-XXXXXX-A6	TW	Taiwan	TBD	Jan 29, 2021
EC55BK-XXXXXX-A6	TH	Thailand	TBD	Feb 4, 2021
EC55BK-XXXXXX-A6	TT	Trinidad/Tobago	TBD	Mar 27, 2021
EC55BK-XXXXXX-A6	UA	Ukraine	TBD	Feb 22, 2021
EC55BK-XXXXXX-A6	AE	United Arab Emirates	TBD	Feb 13, 2021
EC55BK-XXXXXX-A6	UK	United Kingdom	Nov 1, 2020	Jan 29, 2021
EC55AK-XXXXXX-NA	US	United States	Nov 1, 2020	Feb 9, 2021
EC55BK-XXXXXX-A6	UY	Uruguay	TBD	Feb 9, 2021
EC55BK-XXXXXX-A6	VE	Venezuela	TBD	Apr 10, 2021
EC55BK-XXXXXX-A6	VN	Vietnam	TBD	Mar 6, 2021

## 4. Future Configurations

Additional SKUs (e.g., country specific SKU) may be added post launch. Please consult Solutions Pathway.

## 5. Reference Material on the Web

EC50 / EC55 product information and marketing assets can be found on [The Source](#) (internal Zebra) and [Partner Gateway](#) using search term: “EC50” or “EC55”

- EC50 / EC55 Specification Sheet
- EC50 / EC55 Battle Card
- EC50 / EC55 Customer-facing Presentation
- EC50 / EC55 Selling Guide Presentation
- EC50 / EC55 Product Word Descriptions
- EC50 / EC55 Customer Top 5 Reasons to Buy
- EC50 / EC55 Partner Top 5 Reasons to Sell
- EC50 / EC55 Configurations and Accessories Guide
- EC50 / EC55 Practical Guide to Selling (Positioning Guide)

The EC50 / EC55 individually assigned mobile computers will be announced publicly on January 26, 2021 on <http://www.zebra.com/ec50-ec55>

- Software Support at <http://www.zebra.com/support> and search “EC50” or “EC55”
- Graphics Library - For product photography, visit Zebra’s [Media Library](#), and search “EC50” or “EC55”

EXAMPLE

### Training:

Training information will be available on the Partner Gateway resource and training tab located on the EC50 / EC55 product pages.

New EC5XX Series 3D Models are available (Zebra Internal only) in the [Interactive 3D Browsers Library](#) under Handheld Computers.

## 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 EC50 / EC55 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) **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 is the upside of protecting your Zebra investment while also reducing device vulnerabilities with our Zebra OneCare™ support services. Eliminate unexpected disruptions and unbudgeted repair expenses and so much more. You get comprehensive coverage, technical support, software and LifeGuard security updates, and cloud-based visibility into your contracts, repair data, tech support cases and more. Zebra OneCare provides:

- Priority access 8x5 local time live-agent technical support and 24x7 access to Zebra’s online Support Center << [www.zebra.com/support](http://www.zebra.com/support) >
- Access to Software/firmware updates including LifeGuard™ security updates
- 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 with 3-day depot turnaround repair time and Advance Device Replacement options

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 coverage to include batteries. We’ll 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 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.

Zebra OneCare support services are available to keep the new EC5X Touch Computers operating at peak performance throughout its lifecycle; The following Zebra OneCare Support Services are the recommended services and part numbers available. 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	<ul style="list-style-type: none"> <li>Multiple years of seamless coverage at a one-time cost</li> <li>Depot repair with 3-day in-house turnaround time</li> <li>Covers: <ul style="list-style-type: none"> <li>Normal wear and tear</li> <li>Internal and external components damaged through accidental breakage</li> <li>Select accessories that ship together with the product</li> </ul> </li> <li>Service Dashboard</li> <li>Automatic application of changes</li> <li>Full access to technical support resources</li> <li>Rights to download and use software releases and supporting documentation</li> </ul>	Z1AE-EC50XX-3C00 Z1AE-EC55XX-3C00	Up front with the hardware (prepaid) or within 30 days thereafter	3 years
		Z1AE-EC50XX-5C00 Z1AE-EC55XX-5C00		5 years
Zebra OneCare Select	<ul style="list-style-type: none"> <li>Multiple years of seamless coverage at a one-time cost</li> <li>Advance device replacement</li> <li>Commissioning</li> <li>Covers: <ul style="list-style-type: none"> <li>Normal wear and tear</li> <li>Internal and external components damaged through accidental breakage</li> <li>Select accessories that ship together with the product</li> </ul> </li> <li>Enhanced Service Dashboard</li> <li>24/7 Level I support</li> <li>Automatic application of engineering changes</li> <li>Full access to technical support resources</li> <li>Rights to download and use software releases and supporting documentation</li> </ul>	Z1AZ-EC50XX-3C03 (NA only) Z1AS-EC50XX-3C03	Up front with the hardware (prepaid) or within 30 days thereafter	3 years
		Z1AZ-EC55XX-3C03 (NA only) Z1AS-EC55XX-3C03		5 years
		Z1AZ-EC50XX-5C03 (NA only) Z1AS-EC50XX-5C03		
		Z1AZ-EC55XX-5C03 (NA only) Z1AS-EC55XX-5C03		

## 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](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](http://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 EC50 / EC55 replacing?**

A. The EC50 / EC55 is a new category of individually assigned enterprise mobile computer in a smartphone-like form factor and hence not replacing any of the existing products within the Zebra portfolio.

**Q. What OS will the EC50 / EC55 release with?**

A. The EC50 / EC55 will release with Android 10.

**Q: How can I charge my EC50 / EC55?**

A: There are a few different charging solutions. See section 2B for exact part numbers.

- USB C cable with wall adapter
- Low cost single slot charge only cradle
- Single-slot charge cradle with Ethernet connectivity

- 4-slot charge cradle (non-locking)
- 4-slot charge cradle (locking)
- Workstation docking cradle
- 5-slot Ethernet & Charge Cradle

**Q: Do I have to send the EC50 / EC55 back to Zebra or find an authorized Services partner to change old worn-out batteries?**

A: No, the EC50 / EC55 allows end-user access to the battery for easy replacement of worn-out batteries or to switch to the extended battery.

**Q: Is there a workstation cradle option for the EC50 / EC55?**

A: Yes, there is a workstation cradle kit, part number CRD-EC5X-1SWS-01, that can be purchased separately allowing connectivity to monitor, keyboard, printer, and other peripherals to provide a desktop experience.

**Q: Is there a spare battery charger for the EC50 / EC55?**

A: No, there is no method to charge the battery outside of the device itself. The EC50 / EC55 is intended to be individually assigned, however end-user does have access for easy replacement of worn-out batteries without having to send the device in for Services.

**Q: Is there a version of the EC50 / EC55 without a scanner?**

A: Yes, we have a version of the EC50 / EC55 without a scanner populated. In this version of the product line the scan keys are programmed to activate the rear camera for scanning.

**Q. For scan intensive use case, will there be a trigger handle accessory offered with the EC5X?**

A. Yes, as noted in section 2B, TRG-EC5X-SNP1-01 is offered as a snap-on trigger handle that work with any EC5X with a 2-pin or 8-pin rear I/O connector. Devices with “no rear I/O connector” are NOT compatible with this trigger handle. As the rear I/O connectors are not field replaceable, please plan accordingly.

**Q. Will there be RFID capability offered with the EC5X?**

A. Future updates and associated DN and PMB will address availability of RFID optional sled. SKUs in section 2A that denote “8-pin back connector” in description are RFID-ready. As the rear I/O connectors are not field replaceable, please plan accordingly.

**Q. What is the life cycle of the EC5X Series?**

A. EC5X series is a 4x4 product. Four years of sales, and four years of service beyond the end of sale date of the device.

**Q. What is recommended for cleaning an EC50 / EC55?**

A. Please see this link for cleaning agents and processes.

<https://www.zebra.com/us/en/blog/posts/2020/how-to-clean-your-mobile-devices-tablets-scanners-printers.html>

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