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TC8300 Mobile Computer

Frequently Asked Questions

Q: What are the feature differences between the TC8300 and TC8000?

Feature	TC8000	TC8300	Why your customer cares
Display	4.0" Capacitive, Gorilla Glass 3	4.0" Capacitive, **Gorilla Glass 5**	Large display allwos for more information being displayed. Gorilla® Glass 5 touch panel with 1.2 x impact resistance
Processor	1.8 GHz	**2.2 GHz**	Upgraded processing power and memory enable better application performance, which speeds cycle times – and worker productivity. Redundant p-SLC memsory (64GB used as 32GB) providing 10x longer Flash memory life. Memory footprint ensures longer ROI and support through Android Q.
Memory	1 GB RAM / 4 GB Flash (Base) 1 GB / 4 GB Flash (Premimum & CR) 2 GB RAM / 16 GB Flash (Hi Mem)	**4 GB RAM / 32 GB Flash Optional 8 GB RAM/128 GB 3D TLC Flash**	
Operating System	Android L GMS or AOSP	**Android O GMS (support through Q)**	Provides control and flexibility with application development with a modern OS
Wireless Radio	802.11a/b/g/n (Fusion), BT 4.0 Optional NFC	**802.11a/b/g/n/ac/d/h/i/r/k/v/w (Fusion) 2x2 MU-MIMO, BT V5, w/ BLE,** NFC	Provides faster communication and easier pariring, better device security, reduced power consumption, and improved covergae and throughout
Scanner Options	1D SE965 2D SE4750 SR, 2D SE4750MR 2D SE4850 ERI	1D SE965 2D SE4770 SR, 2D SE4750MR 2D SE4850 ERI **2D SE4750DP**	Scan engines for all 1D and 2D use cases SE4850 ERI provides the industry's fastest decode speed and widest decode xone (near and far) SE4750DP enhanced with patented light diffusion technology to ead challenging DPM barcodes in manufacturing use cases.
Camera	8MP rear color camera	**13MP** rear color camera	Greater resolution provides higher quality images and improved support for augmented Reality applications
Battery	6,700 mAh with supercapictor hotswap. PP+	**7,000 mAh** with supercapictor hotswap. PP+	Upgraded battey life keeps devices running longer, inceasing productivity
Accessories	Singl & Multi charger/cradles, multi-battery charger, forklift cradle, holsters, hand-straps	Backwards compatible with TC8X accessories (DPM exception with color-matched dedicated charge cradle)	TC8300 is a "drop-in" addition to existing TC8000 installations without requiring new accessories (DPM excepted)

Q: Will the TC8300 be replacing the TC8000?

A: The TC8000 will continue to co-exist along with the TC8300 for the foreseeable future.

Q: Is there a visual difference between a TC8300 and a TC8000?

A: Yes, the TC8300 aluminum display bezel and handle frame are finished in a dark grey metallic; whereas the matching TC8000 components are finished in a bright silver metallic; providing a visual cue to tell the difference between the products in a mixed population.

Q: Are there configurations that are TAA (trade agreement act) certified?

A: Yes, there are 3 SKU's planned as part of the phase II release. More can be added via the custom product request process if required.

Q: Does "Package 1" on TC8300 replace the TC8000 "Premium" package?

A: Yes, package 1 on TC8300 essentially takes the place of the Premium packages on TC8000.

Q: Are the feature mixes the same between TC8000 Base and Premium vs. TC8300 Base and Package 1?

A: Feature mixes have changed slightly for TC8300. See charts below.

TC8000

Feature	Standard	Premium	Premium Hi Mem	Cond Resistant
Memory	1 GB / 4 GB	1 GB / 8 GB	2 GB / 16 GB	1 GB / 8 GB
NFC	No	Yes	Yes	No
Camera	No	Yes	Yes	No
Dig Compass	No	Yes	Yes	Yes
Gyroscope	No	Yes	Yes	Yes
Accelerometer	Yes	Yes	Yes	Yes
Touch Panel Vibration	Yes	Yes	Yes	Yes
Scan Vibration	Yes	Yes	Yes	Yes
Prox / Mag Sensor	Yes	Yes	Yes	No
Hand-Strap	Yes	Yes	Yes	Yes

TC8300

Feature	Base	Package 1	Package 2 Hi Mem	Base Cond Resistant	Base DPM
Memory	4 GB / 32 GB	1 GB / 8 GB	2 GB / 16 GB	1 GB / 8 GB	1 GB / 8 GB
NFC	No	Yes	Yes	No	No
Camera	No	Yes	Yes	No	No
Dig Compass	No	No	No	No	No
Gyroscope	Yes	Yes	Yes	Yes	Yes
Accelerometer	Yes	Yes	Yes	Yes	Yes
Touch Panel Vibration	Yes	Yes	Yes	Yes	Yes
Scan Vibration	No	Yes	Yes	Yes	Yes
Prox / Mag Sensor	No	Yes	Yes	No	No
Hand-Strap	No	No	No	No	No

Feature Added	
Feature Carried Forward	
Feature Removed	

Q: What is the Package 2 Hi Mem SKU's used for?

A: Package 2 High Memory SKU's with 8GB RAM and 128GB 3D TLC Flash are available to support memory-intensive applications. Customers may choose this option package as a way of "future-proofing" their purchase; to ensure an ROI many years after the initial purchase. TC8300 is also well suited for augmented reality use cases with its rear facing color camera and imager, pistol grip handle, and full sensor suite. Some specialized applications may require more onboard memory to support object recognition computation onboard. AR is an evolving technology with many use cases in the warehouse or manufacturing floor yet to be discovered. The Package 2 Hi Mem SKU provides a high-performance development platform for ISV's to experiment and develop these new use cases. Initially, these SKU's are built to order with non-standard lead time.

Q: Is there a new standard range imager coming for TC8300?

A: Yes, A new standard range imager (SE4770SR) will be introduced in Q4, 2019. This imager represents an update to the SE4750SR; and features similar decode ranges and performance. Specifications, pre-booking date and general release date will be provided closer to the release timeframe. For those customers that cannot wait until the Q4 timeframe, the SE4750MR imager will likely meet their needs. See chart below for decode zone comparison.

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SE4750-SR Decode Distances

Symbol Density Bar Code Type	Typical Working Ranges	
	Near	Far
3 mil Code 39	2.8 in. 7.1 cm	6.2 in. 15.7 cm
5.0 mil Code 128	2.3 in. 5.8 cm	8.7 in. 22.0 cm
5 mil PDF417	3.0 in. 7.6 cm	8.1 in. 20.6 cm
6.67 mil PDF417	2.2 in. 5.6 cm	10.6 in. 26.9 cm
10 mil Data Matrix	2.4 in. 6.1 cm	10.6 in. 26.9 cm
100% UPCA	1.6* in. 4.1* cm	23.0 in. 58.4 cm
15 mil Code 128	2.4* in. 6.1* cm	25.2 in. 64.0 cm
20 mil Code 39	1.6* in. 4.1* cm	36.3 in. 92.2 cm

* Limited by width of bar code in field of view.

Note: Photographic quality bar code at 18" pitch angle under 30 fcd ambient illumination.

Distances measured from front edge of scan engine chassis.

SE4750-MR Decode Distances

Symbol Density Bar Code Type	Typical Working Ranges	
	Near	Far
5 mil Code 128	7.4 in. 18.8 cm	16.0 in. 40.6 cm
5 mil PDF417	8.1 in. 20.6 cm	13.1 in. 33.3 cm
7.5 mil Data Matrix	8.3 in. 21.1 cm	12.8 in. 32.5 cm
10 mil Data Matrix	7.0 in. 17.8 cm	17.0 in. 43.2 cm
13 mil UPCA	2.3* in. 5.8* cm	38.0 in. 96.5 cm
15 mil Code 128	4.0* in. 10.2* cm	40.0 in. 101.6 cm
20 mil Code 39	2.1* in. 5.3* cm	54.0 in. 137.2 cm
100 mil Code 39	11.0* in. 27.9* cm	172.0 in. 436.9 cm
160 mil Data Matrix	11.5* in. 29.2* cm	138.0 in. 350.5 cm

* Limited by width of bar code in field of view.

Note: Photographic quality bar code at 18" pitch angle under 30 fcd ambient illumination.

Distances measured from front edge of scan engine chassis.

Q: Does the DPM SKU require a partner to have special authorization to sell?

A: No, any authorized Zebra reseller can sell the TC8300 DPM SKU's.

Software

Q: Is Google Mobile Services supported?

A: Yes, GMS is standard on all models, except China which is Non-GMS.

Q: Why is Zebra not offering a Non-GMS version of the TC8300 outside of China?

A: GMS-Restricted Mode, a StageNow enhancement and industry first — an easy way to simply click to deactivate services that come standard with the operating system — and selectively reactivate should you need them down the road to provide a software experience for customers who prefer an AOSP operating system-like experience.

Q: Will TC8300 support LifeGuard™ for Android™?

A: Yes, LifeGuard is supported on TC8300.

Q: What Enterprise Mobile Management clients are supported?

A: StageNow, Airwatch, and SOTI.

Q: Is Terminal Emulation pre-licensed and pre-loaded on TC8300?

A: Yes, All-Touch Terminal Emulation is pre-licensed and pre-loaded on all configurations.

Q: Can I run All-touch Terminal Emulation in green screen mode?

A: Yes, All-touch Terminal Emulation (ATTE) can be used in either a green screen mode or a GUI mode. In fact, many customers will run in GUI mode and users can revert in real time back to the green screen mode during the transition period as they become more familiar with the new graphical user interface (GUI).

Q: Is Push-To-Talk Pro supported on TC8300?

A: Yes, the full Workforce Connect suite is supported on TC8300. PTT Express is pre-loaded and licensed on all TC8300 devices.

Q: What other Mobility DNA tools are available for the TC8300?

A: For more information click on the Mobility DNA Compatibility Matrix.

Accessories

Q: Is the TC8300 and the 7,000 mAh battery backwards compatible to TC8000 accessories?

A: Yes, TC8300 and the 7,000 mAh battery are backwards compatible to all TC8000 accessories with the exception of the DPM SKU's, which feature their own color-matched, dedicated single docking station with spare battery slot.

Q: Are batteries compatible across TC8000 and TC8300?

A: Yes, TC8300 was designed to drop into existing TC8000 installations and therefore the batteries and accessories are all cross-compatible between TC8300 and TC8000 (DPM exception noted above)

Q: Is a hand-strap included with the TC8300?

A: Unlike the TC8000, the hand-strap is not included with the TC8300. The hand-strap remains available as a stand-alone accessory along with wrist straps, holsters, etc.