

# ZEBRA ENTERPRISE SALES GUIDE

**TC55 Touch Computer: Business with a personal touch**

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# EXECUTIVE SUMMARY

To get the job done, today's workers need access to business-critical applications out in the field. To do so, they want a mobile business device that is every bit as small, sleek and as easy to use as their own personal smartphones. Today's enterprises are aware of worker expectations, as well as the low price point of consumer smartphones — at first glance, consumer smartphones appear to meet worker expectations at a cost that is much lower than their enterprise rugged counterparts. But in reality, today's smartphones fall far short of the durability and feature set required in the enterprise. Not only do consumer devices actually cost more in the long run, they fall short of the key features required to truly maximize worker efficiency.

Introducing the Symbol TC55 — the pocket-sized all touch computer that has it all. It may look like part of today's consumer smartphone family, but the similarities stop there. The TC55 is a personal touch computer, built for business. While it offers the same smartphone ergonomics and good looks that workers want, it also offers the durability your customers require to achieve an enterprise-worthy total cost of ownership (TCO). The Android™ operating system enables the creation of the same graphic-based highly intuitive applications the workforce is using on their consumer smartphones, while Extensions (Mx) from Zebra — a set of operating system “add-ons” — turns the standard consumer operating system (OS) into a real enterprise grade OS, with the security and manageability that enterprises require. In addition, advanced technologies take ease of use in the field to the next level. Industrial-class features — including bar code scanning — provide the advanced data capture required to maximize business process efficiency — the same features that have made Zebra a leader in enterprise-class mobility. And when it comes to voice, the TC55 advanced noise-cancelling technology, plus a speaker that is four times the audio loudness of many of today's most popular consumer smartphones, ensures that workers and their callers hear every word on every call — even in noisy business environments.

The TC55. The personal touch computer built for business.

## **Three 4G options for the fastest wireless connections...anywhere in the world**

Three 4G radio options allow you to provide your customers with the fastest available networks in any geography. And maximum speeds means maximum application performance — and maximum worker productivity. The radio options are:

- Worldwide: HSPA+
- Americas: LTE
- North America: LTE Verizon\*

## **Two configurations meet the business needs of more customers — Professional and Standard**

Now, the TC55 is offered in two configurations, both built on Android open source (AOSP): Professional and Standard. At this time, we are the only manufacturer to offer two options to our customers, giving them more choices to meet their business requirements. Today, competitors only offer the option with Google Mobile Services (GMS), which is what we refer to as the Standard Configuration.

## Professional Configuration

The Professional Configuration ships without GMS, promoting greater privacy and security of personal information by preventing location tracking and data collection — providing a solution for businesses with strict security policies.

### BENEFITS

Following are the benefits the Professional Configuration delivers to the enterprise:

PROFESSIONAL CONFIGURATION BENEFITS	
<b>PRIVACY</b>	Data rights not relinquished to Google ( <a href="http://www.google.com/policies/privacy/">http://www.google.com/policies/privacy/</a> ), ensuring compliance with enterprise security requirements.
<b>MALWARE EXPOSURE</b>	Avoid risk from Google Play Malware.
<b>GMAIL AUTHENTICATION</b>	Google accounts are not required for users.
<b>EXTERNAL USER AUTHENTICATION</b>	Provides enterprise level user authentication that is under IT control and behind the enterprise firewall — not on an external public network.
<b>OS/SOFTWARE UPDATES</b>	No forced updates from Google — enterprise IT administrators determine what and when to push software updates.
<b>GOOGLE APPLICATION LICENSING</b>	There are no hidden costs, such as Google Map licensing.
<b>APPLICATION AND CUSTOMIZATION RESTRICTIONS</b>	Ability to integrate alternative App-Stores, tighter control over application access.
<b>PERMISSION AND ACCESS CONTROL</b>	Extensions by Zebra (Mx) enables application lock downs, setting lockdowns and permission over-rides.

## Standard Configuration

The Standard Configuration comes with Google Mobile Services (GMS), a suite of integrated Google applications standard on most smart phones — ideal for workers that depend on apps such as Gmail or Google Maps. In addition, enterprise apps that utilize GMS components are compatible with the TC55.

### BENEFITS

Following are the benefits of the added services on the standard configuration:

STANDARD CONFIGURATION BENEFITS	
<b>Speech to text</b>	This feature allows for free format speech to text, in many languages, for both connected and disconnected network states.
<b>Talkback Service</b>	Allows users to interact with certain sections of the user interface (UI) via voice. (The control for this functionality is found under Settings-> Accessibility.)
<b>Network Location Provider</b>	Adds a location provider that uses information from mobile network towers and Wi-Fi access points to provide a location without using GPS. (This service can be easily enabled and disabled by the user).
<b>Google Calendar and Contact Sync</b>	Calendar and contacts programs are updated to handle data sync automatically.
<b>Gmail</b>	GMS uses Gmail account authentication, no LDAP is required.
<b>Google Maps</b>	The gold standard in locationing for turn-by-turn directions, complete with API access to enable integration into enterprise applications.

## STANDARD CONFIGURATION BENEFITS

Google Play	Provides an easy way to install applications on the TC55.
Google Cloud Messaging	Free lightweight text messaging that allows push and pull data.

## CONSIDERATIONS

Following are the considerations to take into account when selecting the Standard Configuration:

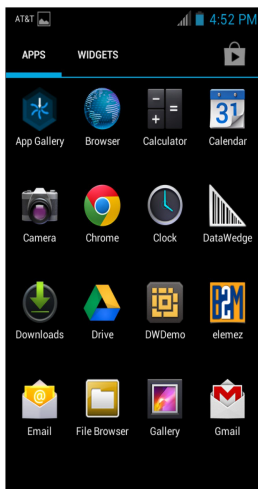
### STANDARD CONFIGURATION CONSIDERATIONS

Security	Privacy	Configuration
<ul style="list-style-type: none"> <li>Google Mobile Services requires devices to be identified with a specific Google ID.</li> <li>Any enterprise data in GMS apps (such as Gmail, Maps, Cloud etc.) is pushed through Google's servers.</li> <li>Gmail content is read by Google servers to improve relevance of advertisements.</li> </ul>	<ul style="list-style-type: none"> <li>Google revamped their privacy policy in early 2012, allowing for richer user profiling across all services for targeted advertising.</li> <li>Usage acceptance allows Google to track a device's every move.</li> <li>Google may collect IP Addresses, location, nearby</li> <li>Wi-Fi info, local storage and device setting details.</li> </ul>	<ul style="list-style-type: none"> <li>Many Mx, Rapid Deployment (RD), and MSP features are disabled at the time of shipping. To enable these features within Mx, RD and MSP, the customer must run the EnterpriseEnabler app.</li> <li>EnterpriseEnabler can be applied via RD or manually and requires several steps to complete on a device-by-device basis.</li> </ul>

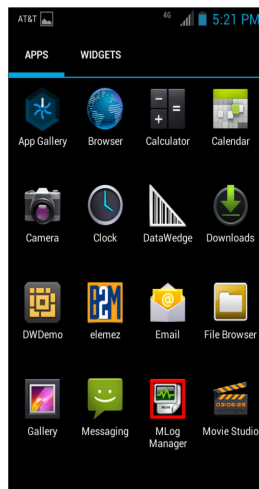
## Screen shot comparisons: Standard (GMS) vs. Professional (non-GMS) configurations

### STANDARD vs. PROFESSIONAL: CONFIGURATION SCREENS

ADDED: Chrome, Drive, Gmail



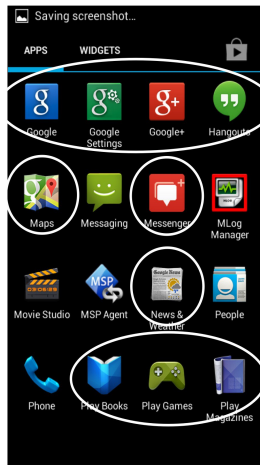
STANDARD



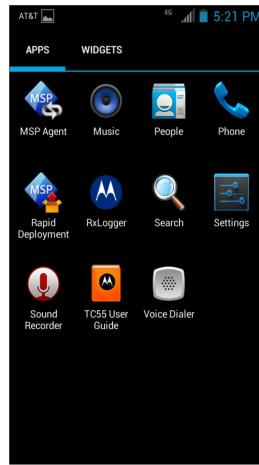
PROFESSIONAL

## STANDARD vs. PROFESSIONAL: CONFIGURATION SCREENS

ADDED: Google, Google Settings, Google+, Hangouts, Maps, Messenger, Play Books, Play Games, Play Magazines



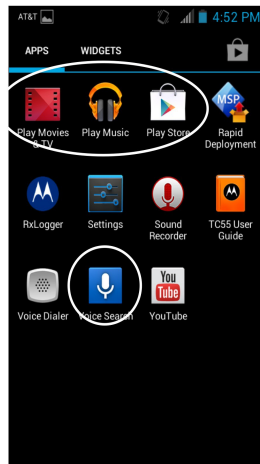
STANDARD



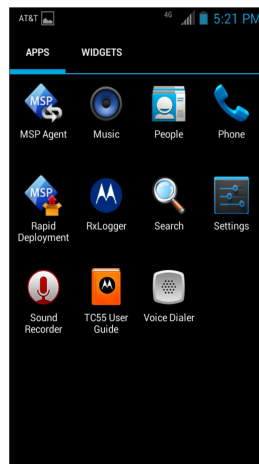
PROFESSIONAL

## STANDARD vs. PROFESSIONAL: CONFIGURATION SCREENS

ADDED: Play Movies and TV, Play Music, Play Store, Voice Search



STANDARD



PROFESSIONAL

## Lower TCO than a consumer smartphone

Since the purchase price of a consumer smartphone is substantially lower than the TC55, consumer smartphones may seem like a viable solution for your customers. In reality, the savings ends the moment the consumer smartphone is purchased. Lack of durability translates into frequent device repairs and the need to replace the device more often than the enterprise class TC55. Device downtime translates into costly worker downtime and IT support costs. And lack of integrated enterprise data capture features such as bar code scanning can reduce worker productivity and add cost in the form of accessories that are required to obtain needed functionality — such as bar code sleds.

The chart below reveals the startling net results:

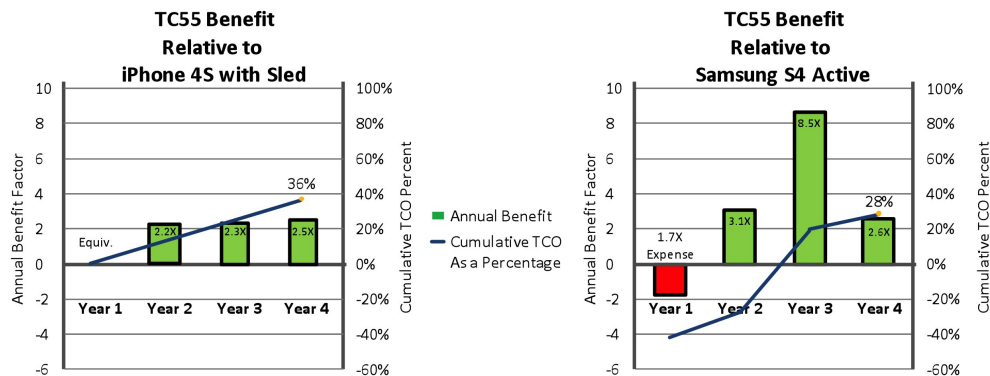
- An Apple iPhone 4S with a scanning sled will typically cost an enterprise **36 percent more** than the TC55 over four years. (Calculations do not include carrier subsidy or support plan.)

- An S4 Active with a boot will typically cost an enterprise **28 percent more** than the TC55 over four years. (Calculations include a service plan and purchase of replacement device after two years, due to life expectancy of consumer-style devices.)

## Lower TCO than a Smartphone

### Total cost of Ownership over 4 year lifespan 2 profiles

- 36% savings vs iPhone 4S with Scan sled
- 28% savings against S4 Active with boot



**Notes and Assumptions:**

- 1) iPhone 4S requires intensive scanning & includes cost of a scan sled.
- 2) S4 Active lower scan requirement relies on camera (less functionality)
- 3) Service support costs: TC55= \$0 for 1st two years. Failure with S4 or 4S outside of warranty requires replacement.
- 4) Assumes 1 user per phone. Multi users drives TCO savings higher for TC55
- 5) Failure rate for TC55 @ 7%, iPhone, S4 @ 12%. VDC study supports rugged devices fail 50% less than consumer devices
- 6) TCO cost drivers for consumer products include replacement, downtime /productivity, IT support

Note that the statistics in the above chart above were calculated by Zebra using VDC Research mobile device TCO algorithms.

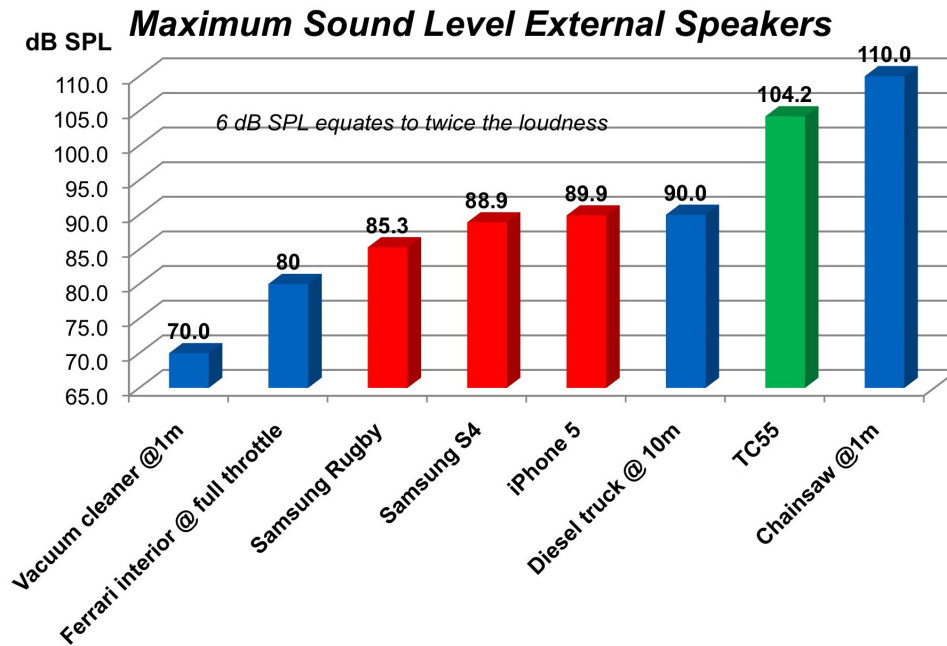
## Target customers and user profiles

There are two primary customer profiles for the TC55:

	<b>PROFILE #1 TRADITIONAL ENTERPRISE USER</b>	<b>PROFILE #2 NON-TRADITIONAL ENTERPRISE USER</b>
<b>Line of business application access</b>	Crucial	Crucial
<b>Bar code scanning</b>	Intensive	Occasional
<b>Level of device durability required</b>	Rugged — can spend a large part of the day outdoors exposed to the elements	Durable — primarily indoor use
<b>Data/voice requirements</b>	Data access is the priority need, voice is secondary	Data and voice are equal
<b>Device strategy</b>	Devices are in a common pool; workers check devices in and out at the start and end of a shift; users do not expect to be assigned a personal device	Workers expect to be assigned a permanent personal device
<b>Industry/vertical markets</b>	Field sales; field service; merchandising	Small to medium businesses: any business function that can achieve efficiencies with access to real-time data

## Beyond data: voice clarity — a cut above the competition

While the TC55 is purpose built to provide mobile workers with remote access to line of business applications, it is also designed to deliver class-leading voice quality and clarity. As the chart below shows, advanced audio technology in the dual front-facing speakers in the TC55 delivers four times the loudness of major competitive consumer smartphones — a volume that easily overcomes the loudest background noise, such as trucks, crowds or traffic. In addition, the TC55 has dual microphones and advanced precision noise cancelling technology. The result? Outstanding voice clarity for callers on both ends of a call — even in the loudest environments.



NOTE: Tests conducted at Zebra Acoustic labs, Plantation FL. Conducted on table top face up, with speaker phone at maximum volume.

The following chart depicts the relative correlation of loudness perceived by an individual to a sound pressure level measurement (dB SPL). Note that 12 DbSPL equates to 4 times the loudness. The lab measurements show a minimum of 14 dB SPL difference between the TC55 and the other smart phones.

LOUDNESS		CHANGE IN SOUND	
Factor	Loudness Level (dB)	Pressure Level (dB SPL)	
4	+20 dB	+12.04 dB SPL	
3	+15.58 dB	+9.54 dB SPL	
2	+10 dB	+6.02 dB SPL	



# TOP FOUR KEY PRODUCT ADVANTAGES FOR THE TC55

- **A device that is every bit as small, appealing and as easy to use as a consumer smartphone with the durability and functionality of a Zebra mobile computer.** With the TC55, enterprises don't need to decide between looks and functionality. The touch computer provides the best of both worlds: an elegant, all touch device that may look like a consumer smartphone, but has all the durability, support and manageability of a Zebra mobile computer. And the advanced transreflective capacitive touchscreen is brighter for easy viewing inside and outside, consumes significantly less energy and provides the flexibility to enter data with a finger or stylus, regardless of whether users are wearing gloves or the screen is wet.
- **A complete suite of enterprise data capture features — everything workers need to improve productivity.** The TC55 feature set reaches far beyond today's typical smartphones. Best-in-class comprehensive data capabilities help automate and reduce cycle times. With the integrated 1D bar code scanner, optional 1D/2D ring-style Bluetooth scanner, 8 MP camera and Near Field Communications (NFC), workers can capture virtually any type of data at the press of a button — 1D/2D bar codes in practically any condition, documents, photos, signatures, videos and NFC-based information.
- **True enterprise-class Android with Extensions (Mx) by Zebra.** The standard off-the-shelf version of Android in most smartphones falls short of the feature set required in the enterprise. Mx was created to eliminate that shortcoming by providing a layer of features that are missing in mobile devices that run standard Android: robust enterprise-class security and manageability, enterprise-class data capture features and business-class Wi-Fi connections that provide workers with a superior wireless experience.
- **The best audio in its class.** The TC55 delivers unparalleled voice quality in this device class. The TC55 offers four times the loudness as popular smartphones from Apple and Samsung and precision noise cancelling technology — features that combine to provide outstanding clarity at both ends of a call, even in the noisiest of environments.

# PRODUCT POSITIONING WITHIN ZEBRA'S FIELD MOBILITY PORTFOLIO

The TC55 is a market expansion product offering, intended to increase presence for Zebra's enterprise class mobile computing portfolio in new market segments and expand revenue opportunities. As a market expansion product, the TC55 is positioned in the market in a similar manner as the ES400 today and will continue to carve out a segment within the company's mobile computing portfolio: an enterprise WAN device for mobile workers in customer-facing roles such as field sales and field service, who can improve their own productivity as well as the level of service they can provide to customers with mobile access to key line of business applications as well as voice.

Along with driving expansion into new market segments, the TC55 will play an important role in protecting the traditional mobile computing business. The development of the TC55 is a direct response to the consumerization threat, and targets those enterprise customers who have opted (or are considering) using consumer grade smartphones — even though these consumer devices do not fully meet the needs of the enterprise.

The TC55 is **NOT**:

- Intended to be or positioned as a low cost alternative to Zebra traditional wireless WAN (WWAN) mobile computing products, such as the MC45, MC55, MC65/67 and MC9500.
- A smartphone. The TC55 is an enterprise class device specifically designed to run Line of Business applications as well as other business productivity applications.

# HOW TO SELL AGAINST CONSUMER GRADE SMARTPHONES

Many enterprise customers are turning to consumer grade products such as the iPhone for their customer-facing applications. If your customers are considering deploying consumer smartphones, be sure to share the numbers published by the world-renowned mobile analyst group VDC research that prove that over **five years, enterprises will spend 50 percent less to purchase and support rugged smartphones vs. consumer smartphones.**<sup>1</sup> Factors include:

- Consumer smartphones fail 20 percent of the time
- Consumer smartphones do not have enough power to last a full shift 20 percent of time
- The device must be replaced more frequently due to lack of durability
- The cost of downtime when a device breaks
- Faster device churn often translates into the need for new accessories for new models
- Incremental costs to add accessories to obtain business critical features, such as industrial bar code scanning

Additionally, while consumerization poses a potential threat to our business, it also poses a potential market opportunity. Enterprise customers have additional requirements for mobile computing devices that are not met by consumer devices. The TC55 offers all the positive elements of a consumer smartphone (sleek look, ease of use, etc.), while addressing the specific needs of the enterprise.

The following table shows how the TC55 stacks up against popular smartphones in the enterprise:

THE VALUE OF AN ENTERPRISE-CLASS DEVICE		
TC55	Consumer Smartphone	Why it matters
Enterprise durability with IP67 sealing, drop rating, tumble spec and hardened Corning® Gorilla® glass display	Fragile, particularly the display	The TC55 can handle the drops, spills and rainy days that are common in everyday business use; this increased durability keeps the TC55 in the hands of users, with lower repair costs. The Gorilla glass used in the TC55 is thicker than displays found in most consumer smartphones — enhancing the durability of one of the most vulnerable elements of a consumer smartphone.
Intensive, industrial quality scanning support (integrated linear scanner for 1D scanning; Bluetooth ring-style accessory for 1D/2D scanning)	Typically offers scanning via the camera — inferior performance can be frustrating for users even in light scanning applications	The TC55's high power scanning keeps workers productive in any scanning environment. The optional integrated 1D linear scanner and Bluetooth ring-style imager are ideal for intensive, all day scanning applications.  However, even when users require just light or occasional scanning, the TC55 outperforms its consumer grade counterparts. Its 8 MP camera is specially tuned to scan 1D and 2D bar codes, greatly improving the bar code scanning experience through a camera.  All TC55 scanning solutions include Zebra's special software algorithms that enable scanning of poorly printed, damaged and scratched codes.
Rechargeable AND user replaceable battery	Rechargeable battery	The TC55 offers the longest battery life in its class. In addition, when the TC55 battery is low, end users can swap in a new battery in seconds; there's no need to take a device out of service to charge the battery — this translates into better uptime and device utilization.
3 year lifecycle (and 3 additional years of support)	Maximum 1 year lifecycle	Businesses can buy the same device for 3 full years — they don't have to juggle multiple models and versions

<sup>1</sup> Mobile Device TCO Models for Line of Business Solutions; Volume 1/Track 7: Enterprise Mobility Mobile Device TCO; David Krebs; February 2013 (Pages 5/26/36)

## THE VALUE OF AN ENTERPRISE-CLASS DEVICE

TC55	Consumer Smartphone	Why it matters
Enterprise class high power Wi-Fi radios	Lower power radios; inferior roaming experience	Consumer smartphones can be plagued with Wi-Fi issues, including inferior roaming, dropped calls and inferior voice quality. While consumer smartphones typically don't roam to the next access point until coverage is no longer available, the TC55's radio can recognize that service is weaker and roam to the next access point at the optimal time to maintain service quality.
Multi-user log-on	Not designed for sharing	The TC55 is designed for device sharing; your customers can share a pool of devices across a number of workers — meaning fewer overall devices to purchase and maintain. The multi-user log-on also provides user-specific access to applications and functions based on job, tasks or need.
Dual front-facing speakers, dual microphones and precision noise-cancelling technology deliver best-in-class audio	Weaker audio levels	The TC55 delivers four times the loudness as popular smartphones from Apple and Samsung. Workers can hear every word on every call, no matter how noisy the environment.
User-accessible 32 GB Micro SDHC port and USB 2.0 port	Typically not expandable	Offers additional memory to support more demanding applications; greater flexibility when it comes to moving files and data
Enterprise-grade security	Consumer-grade security	Helps ensure compliance with stringent industry security regulations that protect sensitive business data, including customer financial information.
Enterprise-focused accessories	Accessories are typically designed for a single user	The TC55 offers purpose-built accessories that simplify and reduce the cost of backroom management. For example, consumer class devices generally require one charger per device, and each charger requires its own outlet. By contrast, the TC55 offers five-slot chargers that allow customers to use one outlet to charge five devices or batteries simultaneously.
Two years of Zebra's industry leading Service from the Start support program included with every TC55	Enterprise-class support programs not available	Every TC55 comes with Service from the Start — a class of service many levels above the typical warranty coverage on any competitive device — enterprise or consumer. This program covers normal wear and tear, technical support and software updates, and provides a guaranteed three-day turnaround on the repair of any product defect, providing your customers with the peace of mind that their TC55 devices are covered from the moment of purchase — without any additional costs.
Zebra RhoMobile Suite cross-platform application development solution	Android or other OS means yet another application version to develop and maintain	Customers can easily develop rich applications capable of running on multiple Zebra mobile computers based on Android, Windows Mobile or Windows CE; there's only one application version to develop and maintain

# TECHNICAL SPECIFICATIONS

PHYSICAL CHARACTERISTICS	
Dimensions (with standard battery)	5.4 in. L x 2.7 in. W x 0.63 in. D 137 mm L x 69 mm W x 15.9 mm D
Weight	With standard battery: 7.8 oz./220 g
Display	Blanview® LCD display, 4.3 in. WVGA, exceptional low power consumption, exceptionally bright image with 700 NITS, 3% transfective, Corning Gorilla Glass 2
Camera/Imager Exit Windows	Corning Gorilla Glass 2
Touchpanel	Dual mode capacitive touch with stylus or fingertip (bare or gloved) input
Backlight	LED backlight
Battery	Replaceable and rechargeable Lithium Ion: Standard: 2940 mAh; Extended 1.5x: 4410 mAh
Expansion Slot	User accessible 32 GB microSD slot with SDHC support
Network Connections	USB 2.0 High Speed (host and client), WLAN, WWAN and Bluetooth
Notification	Vibrate and audible tone
Keypad	On-screen keypad
Voice and Audio	2 front facing speakers; dual noise-cancelling microphones; high-quality speaker phone; 3.5mm headset jack , Bluetooth wireless headset support
PERFORMANCE CHARACTERISTICS	
CPU	1.5 GHz dual core processor
Operating System	Android 4.1.2
Memory	1 GB RAM / 8 GB Flash MLC
USER ENVIRONMENT	
Operating Temp.	14°F to 122°F/-10°C to 50°C
Storage Temp.	-40°F to 158°F/-40°C to 70°C
Humidity	5% to 85% non-condensing
Drop Specification	4 ft./1.2 m drop to plywood per MIL-STD 810G; With protective boot: 5 ft./1.5 m to concrete at room temperature
Tumble Specification	150 1.5 ft./0.5 m tumbles (300 drops); With protective boot: 500 1.5 ft./0.5 m tumbles (1,000 drops); per applicable IEC tumble specifications
Sealing	IP67 per applicable IEC sealing specifications
Vibration	MIL-STD 810G, 2Gs peak, 5Hz to 2kHz, 1 hour per axis; .04g <sup>2</sup> /Hz, 20Hz to 2kHz, 1 hour per axis
Thermal Shock	-40°F to 158°F/-40°C to 70°C rapid transition

<b>ZEBRA INTERACTIVE SENSOR TECHNOLOGY (IST)</b>	
<b>Ambient Light Sensor</b>	Automatically adjusts display backlight to maximize power efficiency
<b>Proximity Sensor</b>	Automatically detects when the user places the handset against head during a phone call to disable display output and touch input
<b>DATA CAPTURE</b>	
<b>Camera</b>	Autofocus 8 MP with user-controllable flash; supports integrated 1D/2D bar code capture
<b>Bar Code Scanner</b>	Integrated 1D* linear imager*; optional RS507 Bluetooth ring-style imager
<b>NFC</b>	Peer-to-peer, card reader, card emulation
<b>WIRELESS WAN DATA AND VOICE COMMUNICATIONS</b>	
<b>Radio Frequency Band</b>	<p><b>Worldwide:</b> HSPA+ 900/2100/850/1900 MHz. EDGE/GPRS/GSM:850/900/1800/1900 MHz</p> <p><b>Americas:</b> LTE 1900/1700/850/700 MHz (FDD2,4,5,17). HSPA+ 850/1900/1700/2100/900/2100 MHz. EDGE/GPRS/GSM: 850/900/1800/1900 MHz</p> <p><b>North America:</b> LTE 700MHz (FDD13), EvDO 850/1900, CDMA 850/1900 (Verizon only) Data-only model available June 2014.</p>
<b>GPS</b>	Integrated, Autonomous, Assisted-GPS (A-GPS), GLONASS
<b>WIRELESS LAN DATA AND VOICE COMMUNICATIONS</b>	
<b>Radio</b>	Tri-mode IEEE® 802.11a/b/g/n
<b>Data Rates Supported</b>	802.11a — up to 150 Mbps; 802.11b/g — up to 72.2 Mbps; 802.11n @ 2.4 GHz up to 72 Mbps; 802.11n @ 5 GHz up to 150 Mbps
<b>Security</b>	WEP (40 or 104 bit) ; WPA/WPA2 Personal; WPA/WPA2 Enterprise — EAP-TTLS (PAP, MSCHAP, MSCHAPv2), EAP-TLS, PEAPv0-MSCHAPv2, PEAPv1-EAP-GTC, TKIP, AES
<b>WIRELESS PAN DATA AND VOICE COMMUNICATIONS</b>	
<b>Bluetooth</b>	Bluetooth 4.0
<b>PERIPHERALS AND ACCESSORIES</b>	
Individual rugged charging cable (included with every TC55); vehicle cradle; 5-slot charge-only cradle; protective boot; holster; stylus with tether and more. For a complete list of accessories, visit <a href="http://www.zebra.com/tc55">www.zebra.com/tc55</a> .	
<b>REGULATORY</b>	
Visit <a href="http://www.zebra.com/tc55">www.zebra.com/tc55</a> for regulatory information	
<b>WARRANTY</b>	
Subject to the terms of Zebra's hardware warranty statement, the TC55 is warranted against defects in workmanship and materials for a period of 1 (one) year from the date of shipment. For complete warranty statement, go to: <a href="http://www.zebra.com/warranty">www.zebra.com/warranty</a>	
<b>RECOMMENDED SERVICES</b>	
All models include Service from the Start.** Two additional service program upgrades are also available:	
<ul style="list-style-type: none"> <li>• <b>Service from the Start with Comprehensive Coverage:</b> A unique service that covers normal wear and tear as well as accidental damage to internal and external components.</li> <li>• <b>Service from the Start with Advance Exchange:</b> Includes next-business-day replacement of a device that requires repair, complete with provisioning — arrives ready to use, right out of the box, with your applications and settings.</li> </ul>	

\* Please refer to the TC55 User Guide or Integrator Guide for full data capture specifications.

\*\* Service availability may vary by country.

# KEY PRODUCT SELLING POINTS: TECHNICAL FEATURES AND BENEFITS

Following is a summary of the TC55's key technical features and what they mean to your customers.

FEATURES	BENEFITS
<b>Business tough durability</b>	
<b>Enterprise rugged design</b> <ul style="list-style-type: none"> <li>• IP67 sealing</li> <li>• 4 ft./1.2 m drop to plywood</li> <li>• With boot: 5 ft./1.5 drop to concrete</li> <li>• 150 1.5 ft./0.5 m tumbles (300 drops)</li> <li>• With boot: 500 1.5 ft./0.5 m tumbles (1,000 drops)</li> </ul>	Built for life out in the field, the TC55 gives your customers the durability that Zebra is famous for: <ul style="list-style-type: none"> <li>• Offers long-lasting business durability built to survive drops, spills, rain and more</li> <li>• Gives your customers a device that looks and feels like a popular consumer smartphone without compromising on Zebra's reputation for field-proven, rugged construction</li> <li>• Dramatically reduces repair requirements and downtime for a strong return on asset (ROA) — particularly when compared to a consumer grade device</li> </ul>
<b>Corning® Gorilla® Glass 2 display</b>	Consumer smartphones are on the fragile side, especially when it comes to the display. But the TC55's display plus the camera and scanner exit windows are made of Corning Gorilla Glass 2, which is practically impervious to damage. The glass can flex with most everyday bumps and drops without shattering or scratching. And in the event the glass is scratched, the deep chemical strengthening makes most scratches virtually invisible.
<b>Rugged charging cable</b>	The rugged charging cable that comes with every TC55 provides high impact charging contacts that offer superior durability over typical microUSB connectors. This eliminates the typical damage and wear and tear on the microUSB port caused by constantly plugging and removing a charger.
<b>Ergonomics</b>	
<b>Designed for comfort and grip</b>	Zebra's Industrial Design (ID) team made a few key improvements over the typical smartphone design to improve comfort and provide a more secure grip: <ul style="list-style-type: none"> <li>• Instead of a sleek curve on the sides, the TC55 offers maximum flat area on the sides, providing more gripping surface</li> <li>• The extended 1.5x battery typically disturbs the ergonomics of a consumer smartphone, transforming the design from sleek to bulky. But our ID team used the extended battery to design in extra comfort and an improved grip: the outer housing of the battery is textured and the additional depth was used to create a comfortable finger rest.</li> </ul>
<b>Enterprise class data capture</b>	
<b>Advanced 1D linear scanning technology</b>	The TC55 can be configured with Zebra's new linear scan engine that takes 1D bar code scanning to the next level, making the TC55 ideal for scan intensive 1D applications. The high performance linear scanner is optimized to read 1D bar codes on both reflective (paper) and emissive (mobile phone and computer displays) surfaces. It captures all 1D codes (including high density 1D codes) faster and farther than typical 1D laser engines. 100 percent UPC bar codes can be captured from near contact to over 30 in./76.2 cm away, while 200% UPC codes can be scanned at 55 in./139.7 cm away.

FEATURES	BENEFITS
<b>Enterprise class data capture (continued)</b>	
<b>Optional Bluetooth ring-style imager accessory</b>	<p>For applications requiring intensive 2D bar code scanning, the TC55 can be paired with Zebra's ring-style imager (RS507). This wearable accessory delivers stunning laser-like performance on both 1D and 2D bar codes, regardless of lighting; ensures accurate reading of even poorly printed and damaged bar codes the first time they are scanned; and offers the most rugged specifications available for ring scanners.</p> <p>With comprehensive support for 1D and 2D bar codes, the device enables enterprises to capture all the bar codes they need today — and tomorrow — including e-Pedigree mandates for Pharmaceutical track and trace.</p>
<b>8 MP rear camera</b>	<p>The integrated 8 MP color camera allows workers to capture practically any type of data to streamline business processes, including documents, photos and videos. The camera can also be used for occasional 1D and 2D scanning in those cases where customers do not need the integrated linear scan engine or ring-style imager.</p>
<b>Signature capture</b>	<p>Typical capacitive touch panels use a blunt-end bendable stylus that is not suitable for legible signature capture. But the TC55 stylus offers two features that enable the capture of highly legible signatures. The stylus is crafted from conductive plastic that is rigid instead of bendable, with a pointed 2 mm tip suitable for handwriting.</p>
<b>Integrated NFC (Near Field Communication)</b>	<p>Support for NFC provides future proofing — when your customers are ready to implement NFC applications, the TC55 is ready to go.</p>
<b>Class-leading display technology</b>	
<b>High resolution Blanview® 4.3 in. WVGA display</b>	<p>The TC55's 4.3 high-resolution display is based on cutting edge Hyper Amorphous Silicon TFT (HAST) LCD technology. The HAST high-transmittance panel and unique optical design actually utilizes reflective outdoor light to deliver a better outdoor viewing experience. With 700 NITs, the screen is brighter and easier to read, both indoors and outdoors. And since the technology produces excellent display brightness with a lower-powered backlight, less energy is required to power the screen — preserving battery power and extending battery cycle times.</p> <p>Indoors, where the backlight is virtually always required, the Blanview display utilizes half the power of displays in transmissive mode and one fourth of the power of LCDs in transreflective mode. (Source: Ortus Technology website: <a href="http://www.ortustech.co.jp/english/technology/">http://www.ortustech.co.jp/english/technology/</a>)</p>
<b>Industry leading capacitive touch panel</b>	<p>The TC55's capacitive touch panel is based on Cypress Semiconductor's TrueTouch Gen4 technology that works when wet, with gloves and with a fine point stylus. This means that TC55 will work whether users are wearing gloves up to 5 mm thick or want to capture a customer signature with a fine point stylus out in the rain.</p>
<b>Class-leading voice technology</b>	
<b>Two-front facing speakers; two microphones; cutting edge noise-cancelling technology</b>	<p>The TC55 leverages Zebra's years of voice leadership to deliver unparalleled voice technology. The result is four times the loudness as popular smartphones from Apple and Samsung, plus crystal clear audio on both ends of the call — even in the noisiest environments.</p>



FEATURES	BENEFITS
<b>Class-leading battery technology</b>	
<b>High performance removable battery</b>	<p>With the longest battery life in its class for both the standard and extended batteries, the TC55 delivers plenty of power for a full shift — even in wireless or usage intensive environments. The TC55 with extended battery capacity is:</p> <ul style="list-style-type: none"> <li>• 40% &gt; Samsung S4 Active</li> <li>• 100% &gt; Honeywell 70e (with large battery option)</li> <li>• 200% &gt; iPhone 5 (based on large battery options)</li> </ul> <p>Additional power strategy features:</p> <ul style="list-style-type: none"> <li>• The TC55 features a removable battery, with both standard and extended battery options. With a removable battery, users can easily swap batteries (should they run out of battery) without missing a beat. With other smartphones, like the iPhone, workflow must be interrupted when the device is being charged.</li> <li>• Super low power HAST LCD display technology is a super low power display, utilizing half the power of the standard LCD</li> <li>• An integrated ambient light sensor automatically adjusts the display backlight to maximize power efficiency</li> </ul>
<b>Enterprise-class Android with Extensions (Mx) by Zebra</b>	
<b>Mx is a layer of features that turn standard Android into a true enterprise-class operating system. Feature categories are described below. Please see the Mx brochure for more details on the feature set.</b>	
<b>Mx Security</b>	<p>In addition to support for all the standard Wi-Fi security protocols, Mx provides additional features and services that are crucial to protecting your business data and network access. You get all the advantages of the Android you want — with the security your enterprise needs. Features include:</p> <ul style="list-style-type: none"> <li>• Device lockdown with an Enterprise Home Screen: Automatically boots the device into a specific application and does not allow the user to exit, effectively creating a single purpose device that protects productivity and prevents access to other business applications and data on the network.</li> <li>• Peripheral and feature lockdown: Allows enterprises to disable specific features and peripherals, such as the USB port to eliminate the ability to copy company data to a USB stick.</li> <li>• Government grade granular encryption: Enables the encryption of specific files on the device drive and installed SD card. Selective encryption minimizes the impact encryption has on device performance. And since keys are managed centrally, the SD card can be moved to another device if needed.</li> <li>• Security updates: With standard Android, the enterprise must wait for the cellular carrier to test, certify and distribute a security patch — a process that typically results in the receipt of a security patch well after its availability. Zebra monitors all reported Android security issues and the availability of the patches. Critical patches are distributed to all enterprises that have purchased Zebra Android-based mobile computers immediately or in a maintenance release of Mx, depending upon the priority of the issue.</li> </ul>
<b>Mx Mobile Application Management (MAM)</b>	<p>With Mx, you completely control which applications can be installed, as well as the application update process. Features include:</p> <ul style="list-style-type: none"> <li>• Application lockdown with white-listing: Allows users to only download and launch approved applications.</li> <li>• Silent install: Standard Android allows users to refuse an app update. With Mx, apps can install silently — users are no longer notified that an update is about to occur and provide an option to accept or decline the update, ensuring critical security patches and app updates are always executed in a timely fashion.</li> </ul>

FEATURES	BENEFITS
<b>Mx Mobile Device Management (MDM)</b>	<p>With Mx, our Android-based mobile computers are always under your control. You can extend the features in your current MDM to our Android-based mobile computers, as well as align your device management strategy to the way your business operates — in shifts. Features include:</p> <ul style="list-style-type: none"> <li>• Device sharing/multi-user log-on: Mx ties device settings, applications and data access rights to user ID and password, allowing enterprises to easily control what each user can access.</li> <li>• MDM compatibility: Provides compatibility with existing MDM solutions, including Zebra's Mobility Services Platform (MSP), SOTI MobiControl and AirWatch. Allows IT to remotely stage, update, troubleshoot, lock, wipe and monitor Zebra's Android-based mobile devices in addition to other enterprise mobile devices, all from a single central location.</li> </ul>
<b>Enterprise-class Android with Extensions (Mx) from Zebra (continued)</b>	
<b>Mx Data Capture</b>	<p>With Mx, it's easy to take complete advantage of all of our enterprise-class data capture features, maximizing the value of your Zebra Android-based mobile computers. Features include:</p> <ul style="list-style-type: none"> <li>• DataWedge for scanning without programming: Native support for Zebra's DataWedge scanning utility gives Android enterprise class bar code scanning support right out of the box, no programming required. DataWedge enables the capture of bar codes from whatever technology is integrated into the mobile device — 1D laser, 1D linear imager, 2D imager, camera — as well as data from payment cards swiped through a payment card reader accessory.</li> <li>• Integrated support for Zebra decode algorithms: Provides easy capture of virtually any bar code, even if they are poorly printed, dirty or damaged.</li> <li>• Zebra DataCapture Software Development Kit (SDK): Our DataCapture SDK allows developers to easily integrate all the data capture features on the TC55 into native Android applications.</li> </ul>
<b>Mx Wireless</b>	<p>All Wi-Fi radios are not created equally. The consumer-grade radios in standard Android devices typically lack the features required to establish and maintain a robust wireless connection. In the enterprise, the resulting connectivity lapses can translate into dropped voice calls and the need to re-enter data, frustrating workers and reducing productivity. Mx Wireless addresses this issue with Fusion, an enterprise-grade Wi-Fi radio with a feature set that delivers wired-style quality of service in every inch of your managed WLAN network. The result? Your workers experience superior speed, throughput and dependability — even in managed heterogeneous WLAN network environments. Features include:</p> <ul style="list-style-type: none"> <li>• Fast and intelligent pre-emptive roaming: Ensures that the mobile computer roams to the next access point before signal degrades and impacts connectivity. Also intelligently selects the access point that will provide the best available signal.</li> <li>• Adaptive authentication: Users are pre-authenticated on all known access points, greatly improving the roaming experience.</li> <li>• Edge awareness: Ensures quality service in a typically challenging area in any wireless LAN — the literal edge of the network, the last access point.</li> <li>• Comprehensive Wi-Fi security support: Supports all the latest Wi-Fi security protocols to keep data safe.</li> <li>• Heterogeneous Wi-Fi support: All Mx Wireless features work, regardless of whether the WLAN is comprised only of Zebra access points, or includes access points from other manufacturers.</li> </ul>
<b>The fastest wireless connections</b>	
<b>WWAN: Three 4G options: Worldwide HSPA+; Americas/LTE; North American LTE Verizon (available June 2014)</b>	<p>Keeps workers connected out on the road with the fastest cellular connections available; maximizes field workforce productivity, response times and business process automation.</p>

FEATURES	BENEFITS
<p><b>WLAN:</b> 802.11a/b/g/n tri-mode radio</p> <p><b>WPAN:</b> Bluetooth® v4.0</p>	<p>The TC55 supports the most robust Wi-Fi technologies possible, including dual band 802.11n (both 2.4 GHz and 5 GHz). This translates into faster connection speeds for HD streaming and other demanding applications. Wi-Fi enables cost-effective voice and data connectivity inside the four walls and in hot spots.</p> <p>Provides a wireless connection to printers, headsets, the ring style cordless imager and more; expands device versatility to meet your customer's business needs. Bluetooth v4.0 introduces Bluetooth low energy support, which significantly reduces the power usage of Bluetooth while maintaining comparable data speeds and ranges of operation.</p>
<p><b>Autonomous and Assisted GPS</b></p>	<p>Workers can count on dependable GPS access to real-time directions and geostamps that automatically capture information for applications. The TC55 expands the coverage area for GPS applications to give your customers access to location-based services in more areas; Enables a signal lock in challenging areas such as urban canyons and deep inside buildings where GPS is typically not available; Assisted GPS speeds up Time To First Fix (TTFF)</p>
<p><b>The most flexible accessory family in its class</b></p>	
<p><b>Enterprise accessories</b></p>	<p>Unlike consumer-style devices, all accessories are designed with the business user in mind. For example, a boot increases durability — and all charging solutions work with and without the boot. The rugged charging cable that comes with every TC55 provides high impact charging contacts that offer superior durability over typical microUSB connectors. And 5-slot charging cradles help reduce infrastructure costs and space requirements in the back room.</p>
<p><b>The most flexible input options in its class</b></p>	
<p><b>Bare finger, gloved finger, traditional pencil-style stylus — with dry or wet screen</b></p>	<p>Allows users to select whatever input method is most efficient for each application. All input methods work, even if the screen is wet — if it's raining outside, that never slows down the workforce.</p>
<p><b>Dedicated scan button</b></p>	<p>A dedicated scan button on the side of the TC55 delivers single button scanning simplicity, maximizing scanning speed and user productivity.</p>
<p><b>Ready-to-go applications for rapid deployment</b></p>	
<p><b>Over 35 ready-to-go applications for a wide variety of industries</b></p>	<p>A wide variety of Android business applications are available to help businesses in many vertical markets improve mobile workforce efficiency. And because Zebra has the broadest portfolio and application partner channels in the industry, the list will continue to grow and expand your sales opportunities. Refer to <a href="http://www.zebra.com/partners">www.zebra.com/partners</a> for a complete list of available applications.</p>
<p><b>Enterprise lifecycle and support</b></p>	
<p><b>Two years of Zebra's industry leading Service from the Start support program with every TC55</b></p>	<p>To substantially reduce maintenance costs and downtime, every TC55 comes with Service from the Start — a class of service many levels above the typical warranty coverage on any competitive device — enterprise or consumer. This program covers normal wear and tear and provides a guaranteed three-day turnaround on the repair of any product defect. It also provides technical software support and software downloads your customers need to help keep their device operating at peak performance levels. (Note: this support program does not include Comprehensive Coverage. Comprehensive Coverage can be added to this service. See below for more information.)</p>
<p><b>Additional Service options</b></p>	<p>Customers can also take the already included Service from the Start coverage a step further by upgrading to either Service from the Start with Comprehensive Coverage or Service from the Start with Advance Exchange Support. The Comprehensive Coverage option adds coverage for accidental breakage for both the TC55 and the select accessories that ship with the device. Advance Exchange includes Comprehensive Coverage, and adds next-business-day replacement of any device that requires repair, helping to ensure minimal device downtime.</p>

FEATURES	BENEFITS
<b>Real enterprise “3+3” lifecycle</b>	The TC55 provides the peace of mind that comes with an enterprise class product lifecycle. The device will be available for three full years from the date the product is available for sale, with support for three full years after the product is discontinued. As a result, the IT landscape in the enterprise is simplified. Consumer models come and go, typically lasting only a year before they are replaced. The result is the deployment of many different models in the enterprise, translating into mobility complexity — the more models, the more time required for IT to train and provide support. With the TC55, IT can rest assured that the model they deploy today will be available for years to come — instead of months.
<b>Customizable</b>	
<b>Brandable</b>	The boot can be customized with your company color and logo, allowing the TC55 to promote your brand and elevate your company image every day.
<b>Development tools for future-proof OS-agnostic applications</b>	
<b>RhoMobile Suite</b>	The TC55 supports the option to run applications built with RhoMobile Suite developer tools. Write, integrate and deploy a single app that can run across platforms — iOS, Android, Windows Mobile and operating systems of the future — it’s always what’s next. Now, you get true application simplicity, the ability to create one app that can run on the different types of devices in the enterprise, regardless of OS. Developers are freed from OS design constraints, able to create screens that maximize simplicity for users and process flow efficiency. The highly flexible development platform enables developers to take advantage of the real estate of the display to deliver the best user experience possible on that particular device — or deliver the same user experience on all devices for consistency.

# SWOT ANALYSIS

STRENGTHS	WEAKNESSES
<ul style="list-style-type: none"> <li>• Appealing, all touch device looks and feels like today's most popular smartphones, but is built for the enterprise</li> <li>• Business tough durability:               <ul style="list-style-type: none"> <li>– IP67 sealing</li> <li>– 4 ft./1.2 m drops per MIL-STD 810G; 5 ft./1.5 m to concrete with protective boot</li> <li>– 150 1.5 ft./0.5 m tumbles; 500 1.5 ft./0.5 m tumbles with protective boot</li> </ul> </li> <li>• 4.3 in. high resolution display featuring HAST LCD technology: brighter (indoors and outdoors) and consumes less energy</li> <li>• Advanced capacitive touchscreen works with gloves, fine point stylus and when wet</li> <li>• Leading 1D scan engine supports bar codes on paper and mobile phone displays; 1D/2D ring-style imager accessory for aggressive 2D scanning</li> <li>• Integrated NFC peer-to-peer and card reader</li> <li>• Best battery power in its class, including field-replaceable batteries</li> <li>• Best-in-class audio: four times as loud as smartphones from Samsung and Apple</li> <li>• Android Jelly Bean, fortified for the enterprise with Mx</li> <li>• Best-in-class wireless connections with 4G, 802.11a/b/g/n and Bluetooth V4.0</li> <li>• Government grade device and data security</li> <li>• Complete accessory family, including:               <ul style="list-style-type: none"> <li>– Protective boot, rugged charging cable, 5-slot charging cradle, 1D/2D ring-style imager</li> </ul> </li> <li>• Integrated 8 MP camera</li> <li>• Zebra's deep enterprise and vertical experience</li> <li>• Ready-to-go enterprise applications for rapid deployment</li> <li>• Value-adds beyond hardware:               <ul style="list-style-type: none"> <li>– RhoMobile Suite</li> <li>– EMDK, Software Utilities and Tools</li> <li>– Manageability of device (MDM, Rapid deployment)</li> <li>– Enterprise support packages: 2 years of Service from the Start is included with every TC55</li> <li>– Extended Service &amp; Lifecycle (3 years availability + 3 years additional support)</li> </ul> </li> <li>• Ambient light sensor and proximity sensor</li> <li>• Customizable boot (color and logo)</li> <li>• Includes two years of Service from the Start</li> </ul>	<ul style="list-style-type: none"> <li>• Smartphone manufactures have a significant advantage in component procurement due to their large market size — Zebra cannot compete on price alone</li> </ul>
OPPORTUNITIES	THREATS
<ul style="list-style-type: none"> <li>• Continue to grow our market share in this segment by exploiting our current success with the ES400 — SAM of \$600–\$700M per year</li> <li>• Counter the incursion of consumer grades devices into the Enterprise</li> <li>• Protect the core EDA business (revenue and Gross Margin) by having a solution that is technically relevant in the market</li> <li>• Gain traction in this market segment in North America by bringing an Android based product to market</li> </ul>	<ul style="list-style-type: none"> <li>• Competitive threat of top tier Smartphone providers, already taking hold in some of our traditional verticals such as Retail. North America is seeing Apple and others make headway to large customers such as: Target, Abbott Labs, etc...</li> </ul>

## Configuration availability

<b>CONFIGURATION</b>	<b>GLOBAL: HSPA+/GSM</b>	<b>AMERICAS: LTE/HSPA+/GSM</b>	<b>NORTH AMERICA: VERIZON LTE/EVDO/ CDMA DATA ONLY</b>	<b>NORTH AMERICA: VERIZON/EVDO/CDMA VOICE AND DATA</b>
<b>Professional</b>	Available	Available	15-Jun	15-Jul
<b>Standard</b>	Available	15-April	30-Jul	15-Sep

# TC55 CONFIGURATIONS AND PRICING

The following chart provides a complete list of the available configurations and pricing.

<b>TC55 CONFIGURATIONS</b>			
<b>NUMBER</b>	<b>FEATURES</b>	<b>DISCOUNT CATEGORY</b>	<b>PRICE</b>
<b>GMS (Worldwide HSPA+ and Americas LTE) Includes Service from the Start</b>			
<b>TC55AH-J011ES</b>	Android JB Non-GMS, ATT LTE HSPA+ Americas, 802.11abgn + NFC, No scanner, 1GB/8GB, English, 1X Std Battery, Includes Service from the Start	1B	\$1,049.00
<b>TC55AH-JC11ES</b>	Android JB Non-GMS, ATT LTE HSPA+ Americas, 802.11abgn + NFC, 1D Linear Imager, 1GB/8GB, English, 1X Std Battery, Includes Service from the Start	1B	\$1,149.00
<b>TC55AH-J011EE</b>	Android JB Non-GMS, ATT LTE HSPA+ Americas, 802.11abgn + NFC, No scanner, 1GB/8GB, English, 1.5X Std Battery, Includes Service from the Start	1B	\$1,079.00
<b>TC55AH-JC11EE</b>	Android JB Non-GMS, ATT LTE HSPA+ Americas, 802.11abgn + NFC, 1D Linear Imager, 1GB/8GB, English, 1.5X Std Battery, Includes Service from the Start	1B	\$1,179.00
<b>TC55AH-G011ES</b>	Android JB GMS, LTE HSPA+ Americas, 802.11abgn + NFC, No scanner, 1GB/8GB, English, 1X Std Battery, includes rugged charging cable (CBL-TC55-CHG1-01), includes Service from the Start that provides 24 months of coverage	1B	\$1,049.00
<b>TC55AH-GC11ES</b>	Android JB GMS, LTE HSPA+ Americas, 802.11abgn + NFC, 1D Linear Imager, 1GB/8GB, English, 1X Std Battery, includes rugged charging cable (CBL-TC55-CHG1-01), includes Service from the Start that provides 24 months of coverage	1B	\$1,149.00
<b>TC55AH-G011EE</b>	Android JB GMS, LTE HSPA+ Americas, 802.11abgn + NFC, No scanner, 1GB/8GB, English, 1.5X Ext Battery, includes rugged charging cable (CBL-TC55-CHG1-01), includes Service from the Start that provides 24 months of coverage	1B	\$1,079.00
<b>TC55AH-GC11EE</b>	Android JB GMS, LTE HSPA+ Americas, 802.11abgn + NFC, 1D Linear Imager, 1GB/8GB, English, 1.5X Ext Battery, includes rugged charging cable (CBL-TC55-CHG1-01), includes Service from the Start that provides 24 months of coverage	1B	\$1,179.00
<b>NA ONLY. Includes Service from the Start</b>			
<b>TC55CH-J011ES</b>	Android JB Non-GMS, Verizon 4G data only, 802.11abgn + NFC, No scanner, 1GB/8GB, English, 1X Std Battery, Includes rugged charging cable (CBL-TC55-CHG1-01), Includes Service from the Start that provides 24 months of coverage	1B	\$1,049.00
<b>TC55CH-JC11ES</b>	Android JB Non-GMS, Verizon 4G data Only, 802.11abgn + NFC, 1D Linear Imager, 1GB/8GB, English, 1X Std Battery, Includes rugged charging cable (CBL-TC55-CHG1-01), Includes Service from the Start that provides 24 months of coverage	1B	\$1,149.00
<b>TC55CH-J011EE</b>	Android JB Non-GMS, Verizon 4G data only, 802.11abgn + NFC, No scanner, 1GB/8GB, English, 1.5X Ext Battery, Includes rugged charging cable (CBL-TC55-CHG1-01), Includes Service from the Start that provides 24 months of coverage	1B	\$1,079.00

<b>TC55 CONFIGURATIONS</b>			
<b>NUMBER</b>	<b>FEATURES</b>	<b>DISCOUNT CATEGORY</b>	<b>PRICE</b>
<b>NA ONLY. Includes Service from the Start (continued)</b>			
<b>TC55CH-JC11EE</b>	Android JB Non-GMS, Verizon 4G data only, 802.11abgn + NFC, 1D linear imager, 1GB/8GB, English, 1.5X Ext Battery, Includes rugged charging cable (CBL-TC55-CHG1-01), Includes Service from the Start that provides 24 months of coverage	1B	\$1,179.00
<b>TC55CH-G011ES</b>	AND JB GMS,VZW 4G,ENG,1X,SFS Android JB Non-GMS, Verizon 4G data only, 802.11abgn + NFC, No scanner, 1GB/8GB, English, 1X Std Battery ,Includes rugged charging cable (CBL-TC55-CHG1-01), Includes Service from the Start that provides 24 months of coverage	1B	\$1,049.00
<b>TC55CH-GC11ES</b>	Android JB GMS, Verizon 4G Data Only, 802.11abgn + NFC, 1D Linear Imager, 1GB/8GB, English, 1X Std Battery, Includes rugged charging cable (CBL-TC55-CHG1-01), Includes Service from the Start that provides 24 months of coverage	1B	\$1,149.00
<b>TC55CH-G011EE</b>	Android JB GMS, Verizon 4G data only, 802.11abgn + NFC, No scanner, 1GB/8GB, English, 1.5X Ext Battery, Includes rugged charging cable (CBL-TC55-CHG1-01), Includes Service from the Start that provides 24 months of coverage	1B	\$1,079.00
<b>TC55CH-GC11EE</b>	Android JB GMS, Verizon 4G data only, 802.11abgn + NFC, 1D linear imager, 1GB/8GB, English, 1.5X Ext Battery, Includes rugged charging cable (CBL-TC55-CHG1-01), Includes Service from the Start that provides 24 months of coverage	1B	\$1,179.00
<b>AMERICAS AND BRAZIL ONLY. Includes Service from the Start and unique battery label for Brazil</b>			
<b>TC55AH-J011ES-BL</b>	Android JB Non-GMS, ATT LTE HSPA+ Americas+Brazil Unique Battery Label, 802.11abgn + NFC, No scanner, 1GB/8GB, English, 1X Std Battery, Includes Service from the Start	1B	\$1,049.00
<b>TC55AH-JC11ES-BL</b>	Android JB Non-GMS, ATT LTE HSPA+ Americas+Brazil Unique Battery Label, 802.11abgn + NFC, 1D Linear Imager, 1GB/8GB, English, 1X Std Battery, Includes Service from the Start	1B	\$1,149.00
<b>TC55AH-J011EE-BL</b>	Android JB Non-GMS, ATT LTE HSPA+ Americas+Brazil Unique Battery Label, 802.11abgn + NFC, No scanner, 1GB/8GB, English, 1.5X Std Battery, Includes Service from the Start	1B	\$1,079.00
<b>TC55AH-JC11EE-BL</b>	Android JB Non-GMS, ATT LTE HSPA+ Americas+Brazil Unique Battery Label, 802.11abgn + NFC, 1D Linear Imager, 1GB/8GB, English, 1.5X Std Battery, Includes Service from the Start	1B	\$1,179.00
<b>TC55AH-G011ES-BL</b>	Android JB GMS, ATT LTE HSPA+ Americas+Brazil Unique Battery Label, 802.11abgn + NFC, No scanner, 1GB/8GB, English, 1X Std Battery, Includes Service from the Start	1B	\$1,049.00
<b>TC55AH-GC11ES-BL</b>	Android JB GMS, ATT LTE HSPA+ Americas+Brazil Unique Battery Label, 802.11abgn + NFC, 1D Linear Imager, 1GB/8GB, English, 1X Std Battery, Includes Service from the Start	1B	\$1,149.00
<b>TC55AH-G011EE-BL</b>	Android JB GMS, ATT LTE HSPA+ Americas+Brazil Unique Battery Label, 802.11abgn + NFC, No scanner, 1GB/8GB, English, 1.5X Std Battery, Includes Service from the Start	1B	\$1,079.00
<b>TC55AH-GC11EE-BL</b>	Android JB GMS, ATT LTE HSPA+ Americas+Brazil Unique Battery Label, 802.11abgn + NFC, 1D Linear Imager, 1GB/8GB, English, 1.5X Std Battery, Includes Service from the Start	1B	\$1,179.00



<b>TC55 CONFIGURATIONS</b>			
<b>NUMBER</b>	<b>FEATURES</b>	<b>DISCOUNT CATEGORY</b>	<b>PRICE</b>
<b>EMEA ONLY. Includes Service from the Start</b>			
<b>TC55BH-J011ES</b>	Android JB Non-GMS, HSPA -> EMEA, 802.11abgn + NFC, No scanner, 1GB/8GB, English, 1X Std Battery, Includes Service from the Start	1B	\$1,049.00
<b>TC55BH-JC11ES</b>	Android JB Non-GMS, HSPA -> EMEA, 802.11abgn + NFC, 1D Linear Imager, 1GB/8GB, English, 1X Std Battery, Includes Service from the Start	1B	\$1,149.00
<b>TC55BH-J011EE</b>	Android JB Non-GMS, HSPA -> EMEA, 802.11abgn + NFC, No scanner, 1GB/8GB, English, 1.5X Std Battery, Includes Service from the Start	1B	\$1,079.00
<b>TC55BH-JC11EE</b>	Android JB Non-GMS, HSPA -> EMEA, 802.11abgn + NFC, 1D Linear Imager, 1GB/8GB, English, 1.5X Std Battery, Includes Service from the Start	1B	\$1,179.00
<b>TC55BH-G011ES</b>	Android JB GMS, HSPA -> EMEA, 802.11abgn + NFC, No scanner, 1GB/8GB, English, 1X Std Battery, Includes Service from the Start	1B	\$1,049.00
<b>TC55BH-GC11ES</b>	Android JB GMS, HSPA -> EMEA, 802.11abgn + NFC, 1D Linear Imager, 1GB/8GB, English, 1X Std Battery, Includes Service from the Start	1B	\$1,149.00
<b>TC55BH-G011EE</b>	Android JB GMS, HSPA -> EMEA, 802.11abgn + NFC, No scanner, 1GB/8GB, English, 1.5X Std Battery, Includes Service from the Start	1B	\$1,079.00
<b>TC55BH-GC11EE</b>	Android JB GMS, HSPA -> EMEA, 802.11abgn + NFC, 1D Linear Imager, 1GB/8GB, English, 1.5X Std Battery, Includes Service from the Start	1B	\$1,179.00
<b>APAC ONLY. Does not include Service from the Start</b>			
<b>TC55BH-J011ES-NS</b>	Android JB Non-GMS, HSPA -> APAC, 802.11abgn + NFC, no scanner, 1GB/8GB, English, 1X Std Battery, No Service from the Start	1B	\$1,049.00
<b>TC55BH-JC11ES-NS</b>	Android JB Non-GMS, HSPA -> APAC, 802.11abgn + NFC, 1D Linear Imager, 1GB/8GB, English, 1X Std Battery, No Service from the Start	1B	\$1,149.00
<b>TC55BH-J011EE-NS</b>	Android JB Non-GMS, HSPA -> APAC, 802.11abgn + NFC, no scanner, 1GB/8GB, English, 1.5X Std Battery, No Service from the Start	1B	\$1,079.00
<b>TC55BH-JC11EE-NS</b>	Android JB Non-GMS, HSPA -> APAC, 802.11abgn + NFC, 1D Linear Imager, 1GB/8GB, English, 1.5X Std Battery, No Service from the Start	1B	\$1,179.00
<b>TC55BH-G011ES-NS</b>	Android JB GMS, HSPA -> APAC, 802.11abgn + NFC, no scanner, 1GB/8GB, English, 1X Std Battery, No Service from the Start	1B	\$1,049.00
<b>TC55BH-GC11ES-NS</b>	Android JB GMS, HSPA -> APAC, 802.11abgn + NFC, 1D Linear Imager, 1GB/8GB, English, 1X Std Battery, No Service from the Start	1B	\$1,149.00
<b>TC55BH-G011EE-NS</b>	Android JB GMS, HSPA -> APAC, 802.11abgn + NFC, no scanner, 1GB/8GB, English, 1.5X Std Battery, No Service from the Start	1B	\$1,079.00
<b>TC55BH-GC11EE-NS</b>	Android JB GMS, HSPA -> APAC, 802.11abgn + NFC, 1D Linear Imager, 1GB/8GB, English, 1.5X Std Battery, No Service from the Start	1B	\$1,179.00
<b>CBL-TC55-CHG1-01</b>	Rugged charging cable for TC55; requires Wall Adapter (PWRS-124306-01R sold separately)	1A	\$35
<b>CRD-TC55-VCD1-01</b>	Vehicle Cradle with suction cup mounting kit for TC55. Accommodates TC55 with or without optional Boot. For vehicle charging, purchase VCA400-01R separately for vehicle charging.	1A	\$75
<b>CRDUNIV-55-5000R</b>	5-Slot Charge Only Cradle for TC55. Requires PWRS-14000-148C and county specific AC line cord (sold separately).	1A	\$350

TC55 CONFIGURATIONS			
NUMBER	FEATURES	DISCOUNT CATEGORY	PRICE
APAC ONLY. Does not include Service from the Start (continued)			
CUPTC55XX-1000R	TC55 Single Cradle Adapter Cup for use with Charging Cradle CRDUNIV-XX-5000R (sold separately)	1A	\$40
CRDUNIV-XX-5000R	5-Slot Charge Only Cradle; Base only — works with MC40, MC45, and TC55. Must order device specific charging cups, power supply (PWRS-14000-148C) and country specific AC line cord separately.)	1A	\$170
25-MCXUSB-01R	Micro USB Cable — for MC40 & TC55	1A	\$15
PWRS-124306-01R	ES400/MC40/TC55: Power Supply-100-240 VAC, 5 V, 1.2 A with country specific plugs.	1A	\$18
VCA400-01R	Cable Assembly: MC45, ES400, TC55 & MPM Auto Charge (CIG ADAPTER)	1A	\$60
PWRS-14000-148C	Power Supply: 100-240 VAC,12VDC,4.16A MOD. For use with ET1, MC40, MC45 and TC55 accessories. Order country specific three wire grounded AC Line Cord separately.	1A	\$100

TC55 ACCESSORIES			
Customer Order P/N	Description	Discount Category	List Price
Batteries			
BTRY-TC55-29MA1-01	TC55 1X Battery; 2940MAH Lithium-Ion, Quantity:1	1A	\$70
BTRY-TC55-44MA1-01	TC55 1.5X Battery; 4410 MAH Lithium-Ion, Quantity:1	1A	\$100
BTRY-TC55-29BR1-01	TC55 1X Brazil Battery; 2960MAH Lithium-Ion, Quantity:1	1A	\$75
BTRY-TC55-44BR1-01	TC55 1.5X Brazil Battery; 4410 MAH Lithium-Ion, Quantity:1	1A	\$95
KT-TC55-29BTYD1-01	Battery Door for TC55 when using 1X Battery (BTRY-TC55-29MA1-01; sold separately)	1A	\$25
KT-TC55-44BTYD1-01	Battery Door for TC55 when using 1.5X Battery (BTRY-TC55-44MA1-01; sold separately)	1A	\$35
Miscellaneous			
SG-TC55-HLSTR1-01	TC55 Holster with magnetic flap; Used with 1X/1.5X Battery and with or without boot. Holster accommodates stylus in upper flap.	1A	\$80
SG-TC55-BOOT1-01	TC55 Boot: Blue/Black; Accommodates stylus (KT-TC55-STYLUS1-01; sold separately)	1A	\$70
SG-TC55-BOOT2-01	TC55 Boot: Grey/Black; Accommodates stylus (KT-TC55-STYLUS1-01; sold separately)	1A	\$70
KT-TC55-STYLUS1-01	Spare stylus with tether for TC55; Quantity: 1	1A	\$15
KT-TC55-STYLUS1-03	Stylus with tether for TC55: 3-PACK	1A	\$40
KT-TC55-SCRNP1-03	Glossy screen protectors for TC55; 3-PACK	1A	\$35

**TC55 ACCESSORIES**

Customer Order P/N	Description	Discount Category	List Price
<b>Power line cords</b>			
<b>23844-00-00R</b>	US AC Line Cord, 7.5 feet long, grounded, three wire for power supplies PWRS-14000-148R, PWRS-14000-148C, PWRS-14000-241R, and PWRS-0102246H51R. Associated Countries: United States.	1A	\$10
<b>50-16000-219R</b>	AC Line Cord, 1.8M, three wire, grounded BS1363 plug. For power supplies PWRS-14000-148R, PWRS-14000-148C and PWRS-14000-241R. Associated Countries: Hong Kong, Iraq, Malaysia, Singapore, United Kingdom.	1A	\$15
<b>50-16000-220R</b>	AC Line Cord, 1.8M, grounded, three wire CEE 7/7plug. For power supplies PWRS-14000-148R, PWRS-14000-148C, and PWRS-14000-241R. Associated Countries: Europe, Abu Dhabi, Bolivia, Dubai, Egypt, Iran, Korea, Russia, and Vietnam.	1A	\$10
<b>50-16000-221R</b>	AC Line Cord, 1.8M, grounded, USA NEMA 5-15P. For power supplies PWRS-14000-148R, PWRS-14000-148C, PWRS-14000-241R and PWRS-14000-260R. Associated Country: United States.	1A	\$15
<b>50-16000-217R</b>	AC Line Cord, 1.9M, grounded, three wire, AS 3112 plug. For power supplies PWRS-14000-148R, PWRS-14000-148C and PWRS-14000-241R. Associated Country: Australia, China, New Guinea.	1A	\$10
<b>50-16000-218R</b>	AC Line Cord, 1.8M, grounded, three wire, NEMA 1-15P plug. For power supplies PWRS-14000-148R, PWRS-14000-148C and PWRS-14000-241R. Associated Countries: Japan.	1A	\$10
<b>50-16000-256R</b>	AC Line Cord, 1.8M, grounded, three-wire, CEE7/7 plug. For power supplies PWRS-14000-148R PWRS-14000-148C, and PWRS-14000-241R. Associated Country: Korea.	1A	\$10
<b>50-16000-257R</b>	AC Line Cord, 1.8M, grounded, three wire, IEC 60320 C13 plug. For power supplies PWRS-14000-148R PWRS-14000-148C, and PWRS-14000-241R. Associated Country: China.	1A	\$10
<b>50-16000-669R</b>	AC Lind Cord, 1.9 M grounded, three wire, BS 546 Plug. For power supplies PWRS-14000-148R, PWRS-14000-148C, and PWRS-14000-241R. Associated Country: India.	1A	\$15
<b>50-16000-671R</b>	AC Line Cord, 1.8M grounded, CIE 23-16 plug. For power supplies PWRS-14000-148R, PWRS-14000-148C, and PWRS-14000-241R. Associated Country: Italy.	1A	\$15
<b>50-16000-672R</b>	AC Line Cord, 1.9M grounded, three wire, S132 Plug. For power supplies PWRS-14000-148R, PWRS-14000-148C, and PWRS-14000-241R. Associated Country: Israel.	1A	\$15
<b>50-16000-678R</b>	AC Line Cord, 36"L grounded, three wire. For power supplies PWRS-14000-148R, PWRS-14000-148C, and PWRS-14000-241R. Associated Country: United States.	1A	\$10

# COMPETITIVE POSITIONING AND FEATURE COMPARISON

Note: all charts in this section are based on publicly available information.

## Competitive comparison: At-A-Glance Fight Sheet

In the following chart below, light blue shading indicates the best specification available for a specific feature. As evidenced by the chart below, the TC55 is the most robust device in its class, outpacing the competition in many key areas.

	TC55	HONEYWELL DOLPHIN 70E BLACK	PIDION HM45	SAMSUNG G S4 ACTIVE
<b>Physical characteristics</b>				
<b>Dimensions</b>	137 mm L x 69 mm W x 15.9 mm D	134 mm L x 73 mm W x 17.4 mm D	134 mm L x 65 mm W x 19 mm D	139 mm L x 71.8 mm D
<b>Weight</b>	7.8 oz./221 g	7.2 oz./204 g	6.0 oz./170.0 g	5.29 oz./149.9 g
<b>Operating system</b>				
<b>Enterprise class OS</b>	Mx	Yes (limited)	No	Samsung Safe
<b>Data capture</b>				
<b>Integrated 1D</b>	Yes	Yes	Yes	No
<b>Integrated 1D/2D</b>	Yes <sup>1</sup>	Yes	Yes	No
<b>NFC</b>	Yes	No	No	Yes
<b>Camera</b>	8 MP	5 MP	5 MP	8 MP
<b>Power</b>				
<b>Standard battery</b>	2940 mAh	1670 mAh	1500 mAh	2600 mAh
<b>Extended battery</b>	4410 mAh	3340 mAh	3000 mAh	None
<b>Replaceable battery</b>	Yes	Yes	Yes	Yes
<b>Durability</b>				
<b>Drop specification</b>	4 ft./1.2 m	4 ft./1.2 m	4 ft./1.2 m	No
<b>Tumble specification</b>	Yes	Yes	No	No
<b>Sealing</b>	IP67	IP67	IP54	IP67
<b>Display and Input</b>				
<b>Display size</b>	4.3 in.	4.3 in.	3.5 in.	5 in.
<b>Works when wet</b>	Yes	No	No	No
<b>Input with glove, stylus<sup>2</sup>, finger</b>	Yes	Finger only	Finger only	Finger only
<b>Transflective outdoor viewing</b>	Yes	No	No	No

	TC55	HONEYWELL DOLPHIN 70E BLACK	PIDION HM45	SAMSUNG G S4 ACTIVE
<b>Other</b>				
<b>Guaranteed 3 yr. availability</b>	Yes	No	No	No
<b>Service included</b>	Yes — 2 years <sup>3</sup>	No	No	No
<b>List Price</b>	\$1,149	\$1,350	TBD	\$594

1. Via RS507 Bluetooth Ring Scanner

2. Refers to traditional stylus that is suitable for signature capture, not a capacitive touch stylus.

3. Every TC55 comes with 2 years of Service from the Start. See services section for more details. Service availability may vary by country.

## Feature-to-feature detailed comparison

The following charts offer a detailed look at the features and device specifications of the TC55 compared with some of its key competitors. You'll notice there are two groups of competitors: consumer smartphones and enterprise mobile computing devices.



NOTE: Competitive information is based on publicly available information.

### GROUP 1: CONSUMER SMARTPHONES

#### GROUP 1: FEATURE TO FEATURE COMPARISON — CONSUMER COMPETITORS

	TC55	Casio g'zone Commando 4G LTE	iPhone 5
			
<b>Size (L x W x D)</b>	5.4 in. x 2.7 in. x 0.63 in./ 137 mm x 69 mm x 15.9 mm	5.1 in x 2.7 in. x 0.5 in./ 12.9 cm x 6.8 cm x1.27 cm	4.87 in. x 2.31 in. x 0.30 in. /12 x 5.86 cm x .7 cm
<b>Weight</b>	(Standard battery) 7.8 oz./2220g	6.17 oz./174.9 g	3.95 oz./112 g
<b>System Characteristics</b>			
<b>Processor</b>	1.5 GHz dual core processor	Dual core 1.5 GHz	Dual core 1.3 GHz (Apple A6)
<b>OS options</b>	Android 4.1.2 Jelly Bean	Android 4.0	Apple iOS
<b>Memory (Ram/Flash)</b>	1 GB RAM / 8GB Flash	512 MB/1 GB	1GB RAM Choice of 16/32/64 GB Flash/storage
<b>Expansion slot</b>	User accessible 32 GB microSD slot with SDHC support	Up to 32GB supported Micro SD	None
<b>Display</b>	4.3 in. Ortus Blanview® WVGA, power efficient, 700 NITs, 3% transflective, Corning Gorilla Glass 2	4.0 in. WGA, 480x800, Corning® Gorilla® Glass 2	Retina display; 4 in. widescreen multi-touch, 1136x640 @ 326 p Corning Gorilla Glass
<b>Touchscreen</b>	Dual mode capacitive: works when wet, with gloves and with fine point stylus	Glove Mode	Capacitive touchscreen Does NOT work when wet
<b>Data Capture Options</b>			
<b>Scanning</b>	Enterprise class integrated: 1D* linear laser (SE655) integrated Optional: 1D/2D via Bluetooth ring-style scanner		Consumer grade: via camera
<b>Camera</b>	Rear facing, autofocus 8 MP with user-controllable flash; supports integrated 1D/2D bar code capture	8 MP autofocus camera plus a 1.3 MP front facing camera	8-megapixel iSight camera, Front camera 1.2 MB (Facetime and video), Autofocus, Tap to focus, LED flash, Backside illumination sensor
<b>Document imaging</b>	Yes		Yes — via camera
<b>RFID</b>	NFC	NFC with ISIS Mobile Wallet	No

**GROUP 1: FEATURE TO FEATURE COMPARISON — CONSUMER COMPETITORS**

	TC55	Casio g'zone Commando 4G LTE	iPhone 5
			
<b>Power</b>			
<b>Standard battery</b>	Rechargeable and user replaceable: 2,940 mAh with gas gauging	1800 mAh Lithium ion	Non-removable Li-Po 1440 mAh battery (5.45 Wh)
<b>Extended battery</b>	Rechargeable and user replaceable: 4,410 mAh 1.5x battery option	None	None
<b>Communications</b>			
<b>WAN</b>	4G HSDPA+ (ROW) and LTE (Americas)	LTE	<p><b>GSM model A1428*:</b>                      MTS/HSPA+/DC-HSDPA (850, 1700/2100, 1900, 2100 MHz); GSM/EDGE (850, 900, 1800, 1900 MHz); LTE (Bands 2, 4, 5, 17)</p> <p><b>CDMA model A1429*:</b> CDMA EV-DO Rev. A and Rev. B (800, 1900, 2100 MHz); UMTS/HSPA+/DC-HSDPA (850, 900, 1900, 2100 MHz); GSM/EDGE (850, 900, 1800, 1900 MHz); LTE (Bands 1, 3, 5, 13, 25)</p> <p><b>GSM model A1429*:</b>                      MTS/HSPA+/DC-HSDPA (850, 900, 1900, 2100 MHz); GSM/EDGE (850, 900, 1800, 1900 MHz); LTE (Bands 1, 3, 5)</p>
<b>WLAN</b>	802.11a/b/g/n	802.11b/g/n	802.11a/b/g/n
<b>WLAN security</b>	WEP (40 or 104 bit) ; WPA/WPA2 Personal; WPA/WPA2 Enterprise — EAP-TTLS (PAP, MSCHAP, MSCHAPv2), EAP-TLS, PEAPv0-MSCHAPv2, PEAPv1-EAP-GTC	WPA2	
<b>PAN</b>	Bluetooth 4.0	Bluetooth 4.0 EDR	Bluetooth 4.0
<b>Integrated GPS</b>	Autonomous and Assisted-GPS (A-GPS), GLONASS	Yes	Assisted GPS and GLONASS
<b>Environmental</b>			
<b>Drop specification</b>	Multiple 4 ft./1.2 m drop per MIL-STD 810G	MIL-STG 810G 5 ft./1.5 m	None
<b>Tumble specification</b>	150 1.5 ft./ 0.5 m tumbles (300 drops)	None	None
<b>Sealing</b>	IP67	None	None
<b>Operating temp.</b>	-10°C to 40°C/14°F to 104°F	High Temp 85°C 96 hours Low Temp -24°C 96 hours	0° C to 35° C/32° F to 95° F

**GROUP 1: FEATURE TO FEATURE COMPARISON — CONSUMER COMPETITORS**

	TC55	Casio g'zone Commando 4G LTE	iPhone 5
			
<b>Voice</b>			
<b>Voice and audio support</b>	Handset audio Dual noise cancelling microphones Dual front facing speakers Vibrate alert 3.5mm headset jack	Dual front speakers, dual MIC noise suppression (inferior quality compared to other smartphones re GottaBeMobile)	Three microphones; noise cancelling technology; Wideband audio (note: requires carrier support — U.S. carriers unlikely to support)
<b>Accessories</b>			
<b>Specialty and accessory peripherals</b>	Holster, boot, vehicle cradle, universal 5-slot charging cradle, single charging cup/cable; international cables; ALL ACCESSORIES work with 1x and 1.5x batteries and with or without the protective case	None	
<b>Availability</b>			
<b>Model availability</b>	3 years from date of product launch with service available for 3 years after product is discontinued	None	None
<b>Support Programs</b>			
<b>Warranty</b>	1 year	None	1 year limited warranty
<b>Service programs</b>	Includes two years of Service from the Start; upgradeable to Service from the Start with Comprehensive Coverage or Advance Exchange	None	None
<b>Price</b>			
<b>List price</b>	\$1,299	\$199.99	\$942 for the 64GB unlocked \$599 for the 16GB from AT&T; \$199 with a 2 year service con



## GROUP 2

### GROUP 2: FEATURE TO FEATURE COMPARISON — ENTERPRISE COMPETITORS

	TC55	Dolphin 70e Black	CAT B15	Intermed
				Photo not available
<b>Size (L x W x D)</b>	5.4 in. x 2.7 in. x 0.63 in./ 137 mm x 69 mm x 15.9 mm	Std battery: 5.3 in. L x 2.9 in. W x 0.7 in. D/ 134 mm L x 73 mm W x 17.4 mm D	4.9 in L x 2.7 in W x .6 in D/12.4 cm L x 6.8 cm W x 1.5 cm D	6.05 in. x 2.93 15.4 cm x 7.4 cm
<b>Weight</b>	(Standard battery) 7.8 oz./220 g	(Standard battery) 7.2 oz./204 g (Ext. battery: 8.6 oz./244 g)	6.00 oz./170.0 g	(Standard battery) 11 oz./310 g
<b>System Characteristics</b>				
<b>Processor</b>	1.5 GHz dual core processor	1GHz single core TI OMAP		1.5 GHz dual core processor, multi- processing with Shift+Battery L
<b>OS options</b>	Android 4.1.2 Jelly Bean	Microsoft Windows Embedded Handheld 6.5; Google ® Android™ version 4.0	Android 4.1 (Jelly Bean)	WEH 6.5; Andro (WEH6.5 can be customer locati additional char and then back; can't switch to Windows 8 (in
<b>Memory (Ram/Flash)</b>	1 GB RAM / 8GB Flash	512MB RAM/1GB Flash	512 MB RAM/4GB Flash	1GB RAM/16 GB
<b>Expansion slot</b>	User accessible 32 GB microSD slot with SDHC support	User accessible microSD slot (SDHC compatible)	Expandable to 32GB via Micro SD Card	Not known
<b>Display</b>	4.3 in. Ortus Blanview® WVGA, power efficient, 700 NITS, 3% transfective, Corning Gorilla Glass 2	4.3 in. WVGA (480x800), 700 nits (re Rugged PC Review) — original info said 550 NITS, Corning Gorilla Glass	4 in. capacitive multi touch Corning® gorilla® glass Wet finger tracking	4 in. outdoor vi WVGA
<b>Touchscreen</b>	Dual mode capacitive: works when wet, with gloves and with fine point stylus	2 finger capacitive touch	MediaTek MT6577 dual core 1GHz Cortex™-A9	Resistive multi-




**GROUP 2: FEATURE TO FEATURE COMPARISON — ENTERPRISE COMPETITORS**

	TC55	Dolphin 70e Black	CAT B15	Intermed
				Photo not available
<b>Data Capture Options</b>				
<b>Scanning</b>	1D* linear laser (SE655) integrated Optional: 1D/2D via Bluetooth ring-style scanner	Integrated scanner: EA11 2D Imager; “laser-like” aimer	None	Imagers (EA30) are OPTIONAL
<b>Camera</b>	Rear facing, autofocus 8 MP with user-controllable flash; supports integrated 1D/2D bar code capture	3.2 Megapixel fixed focus color camera with flash	5.0 MP Rear, VGA Front facing camera 720p HD video capture	OPTIONAL — extra for it — 5 camera with flash
<b>Document imaging</b>	Yes			
<b>RFID</b>	NFC		No	TBD
<b>Power</b>				
<b>Standard battery</b>	<b>User replaceable:</b> 2,940 mAh with gas gauging;	3.7 V, 1430 mAh	2,000 mAh	TBD
<b>Extended battery</b>	<b>User replaceable:</b> 4,410 mAh 1.5x battery option	No		TBD
<b>Communications</b>				
<b>WAN</b>	4G HSDPA+ (ROW) and LTE (Americas)	<b>Option 1:</b> GSM (Voice and Data): 3.9G–UMTS/HSPA+ (900/2100 MHz), GSM/GPRS/EDGE (850/900/1800/1900 MHz). <b>Option 2:</b> Software definable Gobi 3000 (Voice and Data): 3.9G — HSPA+/UMTS (850/1900/2100MHz), GSM/GPRS/ EDGE (850/900/1800/1900MHz) and EVDO Rev A — 1xRTT/EVDO (800/1900 MHz)	3G 850/1900 or 900/2100 GSM 850/900/1800/1900	FlexNet radio (LATAM, ANZ; U of the world
<b>WLAN</b>	802.11a/b/g/n	IEEE 802.11 a/b/g/n	802.11a/b/g/n	802.11b/g/n with 802.11a/b/g/n in only configuration

**GROUP 2: FEATURE TO FEATURE COMPARISON — ENTERPRISE COMPETITORS**

	TC55	Dolphin 70e Black	CAT B15	Intermed
				Photo not available
<b>WLAN security</b>	WEP (40 or 104 bit) ; WPA/WPA2 Personal; WPA/WPA2 Enterprise — EAP-TTLS (PAP, MSCHAP, MSCHAPv2), EAP-TLS, PEAPv0-MSCHAPv2, PEAPv1-EAP-GTC	WEP, 802.1x, LEAP, TKIP, MD5, EAP-TLS, EAP-TTLS, WPA-PSK, WPA v2.0, PEAP, CCXv4	Not specified	TBD
<b>PAN</b>	Bluetooth 4.0	Bluetooth 4.0 per 4/13 Rugged PC Review.com	Bluetooth® 4.0 with EDR	TBD
<b>Integrated GPS</b>	Autonomous and Assisted-GPS (A-GPS), GLONASS	Assisted-GPS (A-GPS)	A-GPS mode	Integrated with OS includes GLONASS
<b>Environmental</b>				
<b>Drop specification</b>	Multiple 4 ft./1.2 m drop per MIL-STD 810G	4 ft./1.2 m drop to concrete	6.0 Drop/1.80 m	Similar to CN55 MIL-STD 810G
<b>Tumble specification</b>	150 1.5 ft./ 0.5 m tumbles (300 drops)	Exceeds 1,000 (0.5m) tumbles (standard battery)	None	Similar to CN55 1000 0.5m/1.6
<b>Sealing</b>	IP67	IP54 (possible IP67 in future)	IP67	Similar to CN55
<b>Operating temp.</b>	-10°C to 40°C/14°F to 104°F	-20° to 50°C/-4°F to 122°F (April 2013 Rugged PC Review reported 14° F to 122° F/-10° C to 50° C)	-20°C to 55°C/-4°F to 131°F	Similar to CN55 to 158° F, -20°
<b>Voice</b>				
<b>Voice and audio support</b>	Handset audio Dual noise cancelling microphones Dual front facing speakers Vibrate alert 3.5mm headset jack	Micro USB, 3.5 mm headphone/microphone combo jack Speaker, dual array digital microphone with echo and noise cancellation (NOTE — ONLY ONE SPEAKER AND IS DOWNWARD FACING — INFERIOR SOUND/MEDIOCRE PERFORMANCE)		Specs not available
<b>Accessories</b>				
<b>Specialty and accessory peripherals</b>	Holster, boot, vehicle cradle, universal 5-slot charging cradle, single charging cup/cable; international cables; ALL ACCESSORIES work with 1x and 1.5x batteries and with or without the protective case	Protective case interferes with charging		Full complement handle, MSR, communication

**GROUP 2: FEATURE TO FEATURE COMPARISON — ENTERPRISE COMPETITORS**

	TC55	Dolphin 70e Black	CAT B15	Intermed
				Photo not available
<b>Availability</b>				
<b>Guaranteed availability</b>	3 years from date of product launch with service available for 3 years after product is discontinued	None	None	None
<b>Support Programs</b>				
<b>Warranty</b>	1 Year	1 Year Factory Warranty		
<b>Service programs</b>	Includes 2 years of Service from the Start; Service from the Start with Comprehensive Coverage (optional)	None		
<b>Price</b>				
<b>List price</b>	\$1,149	\$1,350	\$349	TBD

# VERTICAL AND HORIZONTAL MARKETS

Targeted industries, applications and users for the TC55 are as follows:

INDUSTRY	APPLICATIONS
<p><b>Field Sales</b> Users: field sales, pre-sales teams</p>	<ul style="list-style-type: none"> <li>• CRM</li> <li>• Sales/order tracking</li> <li>• Order taking</li> <li>• Appointment scheduling</li> <li>• Location-based services</li> </ul>
<p><b>Field Service</b> Users: field service personnel, technicians</p>	<ul style="list-style-type: none"> <li>• Service automation</li> <li>• Inventory management</li> <li>• Parts inventory management</li> <li>• Invoicing/signature capture</li> <li>• Task management</li> <li>• Order tracking</li> <li>• Location based services</li> <li>• Appointment scheduling</li> </ul>
<p><b>Postal/Logistics</b> Users: delivery drivers</p>	<ul style="list-style-type: none"> <li>• Employee communications</li> <li>• Workflow management</li> <li>• Time and labor management</li> <li>• Navigation</li> <li>• Asset management</li> <li>• Proof of delivery</li> </ul>
<p><b>Small/medium business</b> Users: managers, supervisors</p>	<ul style="list-style-type: none"> <li>• Employee communications</li> <li>• Work flow management</li> <li>• Time tracking</li> <li>• Inventory management</li> <li>• Order management</li> <li>• Proof of service</li> <li>• Payment processing</li> </ul>

# QUALIFYING SALES QUESTIONS

## Uncover the opportunity and areas where the strengths of the TC55 are key selling points:

- Have you considered consumer smartphones for your customer facing workforce, and if so:
  - Are you concerned about product lifecycle?
  - Are you concerned about durability of the device?
  - Are you concerned about data security?
  - Are you concerned about how IT will manage these devices?
  - Are you concerned about who will support the hardware, OS and software?
- In what type of environmental conditions will the devices be used? Is sealing important?
- Are device size and weight important? Do some enterprise mobile computers seem too cumbersome or 'outdated' for customer-facing applications?
- Would you like to be able to take advantage of all the benefits of the Android operating system, but are too concerned about application compatibility, security, device management and the ability to utilize an enterprise-class feature set?
- Is battery life a factor? Would you like a user-replaceable battery?
- Do workers need to be able to view the screen outdoors? In bright sunlight?
- Would you like workers to share a pool of devices? Would you like to limit access to applications and data based on the specific job functionality of each user?
- Do workers need to capture images or documents? Do they need to scan bar codes?
- What bar code symbologies do you need to support? Do you need to support 2D symbologies now or in the future?  
*(Note: the TC55 offers a high performance 1D linear imager and high performance 1D/2D imaging via the RS507 Bluetooth ring-style scanner; in addition, occasional 1D/2D scanning is supported via the color camera)*
- Could GPS location-based applications improve the utilization of mobile worker and vehicles?
- Are drivers often in dense urban areas remote locations, areas with dense foliage or other places that typically have weak signals?
- Do you have a mix of Zebra mobile computers (i.e. ET1, MC75A, MC2100) deployed in your organization? Would you like a cross-platform application development platform that lets you extend applications to these different devices without having to develop and maintain multiple application versions?
- Are you concerned that your IT staff will be overburdened with supporting a new mobility deployment? Will you have mobile computers installed at multiple locations? Would you appreciate a centralized, 'hands-off' way to stage, update, manage and troubleshoot your mobile devices?

## Questions for field sales opportunities:

- Would the productivity and effectiveness of your field force be improved with the ability to review pricing, check inventory, track orders and access CRM/SFA data from the customer site?
- Would you like to speed up order processing with electronic purchase orders, including electronic signature capture?
- Would you like to equip your sales personnel with a modern device that looks like today's popular smartphones?
- Could GPS functionality help your field force find the most direct route to their next customer visit?

## Questions for field service opportunities:

- Do your field service employees have to manage/wear multiple devices, such as cell phones, laptops, scanners, printers, digital cameras and two-way radios?
- Would you like to close out your work tickets faster, complete with electronic proof of completion — including an automatic time and location stamp as well as a signature and even a photograph of the equipment or other asset that was serviced?
- Do your field crews need access to service history or service level agreements?
- Do your field crews need to order inventory or transfer assets between trucks?
- Would you like to equip your service personnel with a modern device that looks like today's popular smartphones?
- Do you need to know where your crews and equipment are throughout the day to improve first time call resolution, response time and crew utilization?

## Questions for postal/delivery opportunities:

- Do managers/dispatch have difficulties distributing route updates/new orders to drivers?
- Would the productivity and effectiveness of your field force be improved with the ability to confirm delivery and document damage right from the customer site?
- Would you like to speed up billing cycles with electronic invoicing, including electronic signature capture?
- Could GPS location-based applications improve utilization of drivers and vehicles?

## Questions for service opportunities:

- What level of post-sales service and support do you expect?
- Is turnaround time flexible? Is cost more important than turnaround time?
- What is the impact of downtime on your business?
- Do you regularly download software updates for your devices?
- Do you have the resources to manage and control how and when your device software is updated to help ensure your devices are functioning optimally and securely?
- If we could offer you a service plan that covers your TC55 investment from accidental breakage for a one-time upfront cost, would you be interested?

# ZEBRA GLOBAL SERVICES

Zebra’s comprehensive portfolio of services is built upon a lifecycle approach to our customers at every phase: Essential, Select and Premiere. We help both with their immediate mobility needs and in building successful long-term strategies. Our deep domain expertise in government and enterprise technologies, along with more than 6,100 service professionals and 25,000 world-class channel partners gives us the unique ability to provide our customers with best-in-class solutions. Our services-led solutions for video, network security and resiliency, and next-generation retail can transform technology into powerful solutions.

## Support Services for the TC55

Zebra’s Support Practice includes the complete Support Services portfolio of traditional “break/fix” services, including Service from Start with Comprehensive Coverage through the software support programs.

Seamless integration with Zebra’s Support Services team helps ensure ongoing support for your customer’s complete solution. Our experienced support engineers are available to assist customers with problem diagnosis and resolution — helping to ensure their mission-critical systems are always up and running at peak performance.

Every TC55 configuration includes two years of Service from the Start coverage at no extra cost. This support program provides an added level of support well beyond Zebra’s standard warranty, as well as beyond the service plans typically available for consumer devices. Service from the Start covers normal wear and tear; customers interested in a more comprehensive plan (including coverage for accidental breakage) should upgrade to Service from the Start with Comprehensive Coverage or Service from the Start with Advance Exchange Support.

The following support services are available to keep the TC55 operating at peak performance throughout its lifecycle:

ENTERPRISE MOBILITY SERVICES	SERVICE DESCRIPTION	TIME OF PURCHASE	LENGTH OF COVERAGE	SERVICE PART NUMBER
<p><b>Service from the Start</b> (NOTE: this service does not include Comprehensive Coverage)</p>	<ul style="list-style-type: none"> <li>• Two years of coverage at a one-time cost</li> <li>• Covers:               <ul style="list-style-type: none"> <li>– Normal wear and tear</li> <li>– Note: Does NOT include comprehensive coverage or external components damaged through accidental breakage such as displays or cracked housings</li> </ul> </li> <li>• Depot repair with 3-day in-house turnaround time</li> <li>• Full access to technical support resources</li> <li>• Rights to download and use software releases and supporting documentation</li> </ul>	<p>Included as part of hardware configuration</p>	<p>Two years</p>	<p>Included with every TC55</p>



ENTERPRISE MOBILITY SERVICES	SERVICE DESCRIPTION	TIME OF PURCHASE	LENGTH OF COVERAGE	SERVICE PART NUMBER
<b>Service from the Start — Bronze with Comprehensive Coverage (UPGRADE)</b>	<ul style="list-style-type: none"> <li>• To be purchased as an upgrade to the Service from the Start offer included in select configurations</li> <li>• Multiple years of seamless coverage at a one-time cost</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 Zebra's TC55 touch computers</li> </ul> </li> <li>• Includes styluses, screen protectors, hand straps and battery doors (where applicable)</li> <li>• Bronze level service provides depot repair with 3-day in-house turnaround time</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>	Up front with the hardware (prepaid) or within 30 days thereafter	Two years Three years	SSBL-TC55XX-20 SSBL-TC55XX-30
<b>Service from the Start — Advance Exchange (UPGRADE)</b>	<ul style="list-style-type: none"> <li>• To be purchased as an upgrade to Service from the Start offer included in select configurations</li> <li>• Advance replacement of devices requiring repair</li> <li>• Includes Comprehensive Coverage</li> <li>• Full access to technical support resources</li> <li>• Rights to download and use software releases and supporting documentation</li> </ul>	Up front with the hardware (prepaid) or within 30 days thereafter	Two years Three years	SXBL-TC55XX-20 SXBL-TC55XX-30

ENTERPRISE MOBILITY SERVICES	SERVICE DESCRIPTION	TIME OF PURCHASE	LENGTH OF COVERAGE	SERVICE PART NUMBER
<p><b>Service from the Start — Bronze with Comprehensive Coverage</b></p>	<ul style="list-style-type: none"> <li>To be purchased where Service from the Start offer is not included in configurations</li> <li>Multiple years of seamless coverage at a one-time cost</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 Zebra's TC55 touch computers</li> </ul> </li> <li>Includes styluses, screen protectors, hand straps and battery doors (where applicable)</li> <li>Bronze level service provides depot repair with 3-day in-house turnaround time</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>	<p>Up front with the hardware (prepaid) or within 30 days thereafter</p>	<p>Three years</p>	<p>SSB-TC55XX-30</p>
<p><b>Service from the Start — Advance Exchange</b></p>	<ul style="list-style-type: none"> <li>To be purchased where Service from the Start offer is not included in configurations</li> <li>Advance replacement of devices requiring repair</li> <li>Includes Comprehensive Coverage</li> <li>Full access to technical support resources</li> <li>Rights to download and use software releases and supporting documentation</li> </ul>	<p>Up front with the hardware (prepaid) or within 30 days thereafter</p>	<p>Three years</p>	<p>SXB-TC55XX-30</p>
<p><b>Service Center Support — Bronze</b> (NOTE: this service does not include Comprehensive Coverage)</p>	<ul style="list-style-type: none"> <li>To be purchased either post warranty or after 30 days from HW purchase where Service from the Start offer is not included in the configurations</li> <li>Covers normal wear and tear</li> <li>Includes all materials, parts and labor</li> <li>Depot repair with 3-day in-house turnaround time</li> <li>Full access to technical support resources</li> <li>Rights to download and use software releases and supporting documentation</li> </ul>	<p>Any time</p>	<p>One year</p>	<p>SCB-TC55XX-10</p>

ENTERPRISE MOBILITY SERVICES	SERVICE DESCRIPTION	TIME OF PURCHASE	LENGTH OF COVERAGE	SERVICE PART NUMBER
Service Center Support — Advance Exchange	<ul style="list-style-type: none"> <li>To be purchased either post warranty or after 30 days from HW purchase where Service from the Start offer is not included in the configurations</li> <li>Advance replacement of devices requiring repair</li> <li>Includes Comprehensive Coverage</li> <li>Full access to technical support resources</li> <li>Rights to download and use software releases and supporting documentation</li> </ul>	Any time	One year	AXB-TC55XX-10

Note: please refer to [Solution Builder](#) for the most up-to-date information, including global pricing.

# FAQS (FREQUENTLY ASKED QUESTIONS)

<b>Q:</b>	<b>Does the TC55 Android JB support GMS (Google Mobile Services)?</b>
<b>A:</b>	The TC55 now comes with a variation of JB that includes GMS and is referred to as “Standard Configuration”. This provides all the standard Google applications and services associated with GMS, including Google Maps, Gmail, Google Play (app store), Google Search, Google Talk, and Chrome browser to name a few. We recognize that customer preferences vary and that some require the device or applications to have GMS and some require without GMS.
<b>Q:</b>	<b>Is it possible to purchase the TC55 now and upgrade to GMS when it is available? If so, how will I be able to perform the upgrade?</b>
<b>A:</b>	Yes, you can upgrade software from the Professional Configuration to Standard Configuration. This software upgrade is performed through our product services. In most markets, the TC55 comes with Service from the Start coverage at no extra cost that covers 2 years and includes free software upgrades. If you do not have service coverage, an upgrade can be performed as a paid service request by contacting Support Central website or by calling the Zebra Enterprise Mobility support center.
<b>Q:</b>	<b>What Networks will the TC55 be available on in North America?</b>
<b>A:</b>	The TC55 is available on ATT, T-Mobile and in Canada for Telus, Rogers, Bell and is capable of using these carriers’ 4G LTE network in addition to alternate 2G, 3G bands. Both the standard and Professional configurations are now available for these radio bands. A Verizon data only model is also available in June 2014 in the Professional Configuration. Refer to the Product Configuration Availability table for additional Verizon configuration timing. Currently there are no plans to support Sprint.
<b>Q:</b>	<b>What carriers and networks will the TC55 work in Europe Asia, Africa and Latin America?</b>
<b>A:</b>	There are two models HSPA+ and LTE/HSPA+. The LTE mode is targeted to utilize the LTE networks primarily in North America and some markets in Latin America. The HSPA+ model is targeted to meet most countries primary network bands for Europe, Asia, Africa and Latin America. Please refer to the spec sheet for specific supporting 2G, 3G, 4G frequency bands.
<b>Q:</b>	<b>What hardware model configurations does the TC55 come in?</b>
<b>A:</b>	There are multiple hardware model configurations to meet global market demand, but primarily there are 8 basic configurations based on the hardware combinations; with and without 1D scanner, with 1x battery or with extended battery, and with Professional Configuration or Standard Configuration. These configurations are supported across three radio platforms: HSPA+/GSM, LTE Americas, and LTE Verizon. Refer to the Configuration Availability table for further details.
<b>Q:</b>	<b>What accessories come with the TC55?</b>
<b>A:</b>	A rugged charging cable and cup come with every TC55. There is also a vehicle cradle that mounts to the windshield and the protective boot that comes in Blue/Black or Gray/Black. The boot contains a stylus and you can also order a 3 pack of stylus. Also available is a 5 gang multi charger, additional batteries either standard or extended, and a carry case. Common accessories for vehicle charging and wall charging are available. A power supply wall adapter is also available.
<b>Q:</b>	<b>Does Service from the Start include comprehensive coverage?</b>
<b>A:</b>	No. Service from the Start is a 2 year term that covers normal wear and tear and 3 day turn around. You have the option to upgrade to comprehensive to extend the coverage and service. Contact Zebra for pricing

<b>Q:</b>	<b>Does the 1D linear imager read 2 D barcodes?</b>
<b>A:</b>	The 1D linear imager reads only 1D barcodes. The dedicated scan button and visual locator make it easy to use. The 8MP camera is optimized for 1D or 2D scanning and performs scans more accurately, and faster, with fewer miss reads than standard smart phone camera that even adapts to damaged barcodes. The camera can scan up to 4 labels in one scan as an example of its capability. The TC55 comes with a Scanning Demo that makes it easy for customers to evaluate the Camera Decode versus the 1D Linear Imager Engine Decode capabilities.
<b>Q:</b>	<b>Does the TC55 support Push-to-Talk?</b>
<b>A:</b>	Currently Zebra is pursuing certification of the AT&T Push To Talk client solution in North America. Other PTT solutions can be supported and opportunities to implement other PTT solutions are being investigated for the future.
<b>Q:</b>	<b>Does the TC55 offer Google Maps?</b>
<b>A:</b>	Google Maps is part of GMS (Google Mobile Services) bundle and is included with the Standard Configuration to be delivered on April 14th 2014. There are also application partners with mapping and navigation applications supported on the TC55.
<b>Q:</b>	<b>What type of Mapping Solutions are available for the TC55?</b>
<b>A:</b>	<p>Google Maps is available on the Standard Configuration for the TC55. Google Maps is not available on the Professional Configuration, but there are many other enterprise-level mapping solutions and demos available. More information on mapping is provided below.</p> <p>Mapping functionality can be broadly categorized into two different segments:</p> <ul style="list-style-type: none"> <li>• Device Resident Mapping Solutions</li> <li>• Cloud Based Mapping Solutions</li> </ul> <ul style="list-style-type: none"> <li>• <b>Device Resident Mapping Solutions</b> involve deploying maps on the device, making them immediately available to the calling application. Regional map information is typically loaded on the device SD card, and can be updated over the air as needed. For critical routing applications or applications that must be able to function regardless of network connectivity, this is usually the model chosen. Examples of vendors who offer this type of solution include ALK, Teleatlas, and Telogis. <ul style="list-style-type: none"> <li>– The advantages of having maps on the device include: <ul style="list-style-type: none"> <li>• No reliance on mobile network coverage</li> <li>• Low latency — map and navigation information is available immediately for the application to display</li> <li>• Longer battery life — no wireless communication needed to load map tiles</li> <li>• Faster route calculation</li> <li>• Rich navigation experience</li> <li>• Privacy — location need not be shared with any servers</li> <li>• No risk of data harvesting</li> </ul> </li> </ul> </li> <li>• <b>Cloud Based Mapping Solutions</b> typically stream the mapping data over a network connection to the calling API. Applications that use this technology must have a network connection to work, and users must often wait while map data downloads, but maps do not have to be downloaded to the device during application deployment. Examples of this form of solution include Google Maps, MapQuest, and OpenStreetMap.</li> </ul> <p>TC55 takes advantage of both device resident and cloud based mapping solutions.</p>
<b>Q:</b>	<b>Does the TC55 offer Google Gmail?</b>
<b>A:</b>	Yes, Google Gmail is part of the GMS bundle on the Standard configuration.

<b>Q:</b>	<b>Does the TC55 come locked to a specific network?</b>
<b>A:</b>	No. The TC55 is not locked to any network provider.
<b>Q:</b>	<b>Will the TC55 be available through Carriers</b>
<b>A:</b>	Availability of the TC55 through carriers is regionally specific. There will not be any carrier branded phones. No additional details are available at this time.
<b>Q:</b>	<b>How is data more secure on the TC55 vs. a consumer device?</b>
<b>A:</b>	The TC55 supports various security protocols such as WEP, WPA/WPA2. Refer to the product spec sheet for all listing and refer to Zebra Extension information as to additional details on security capabilities unique to Zebra offering.
<b>Q:</b>	<b>What is the Android roadmap and will TC55 upgrade to Key Lime Pie or Kit Kat?</b>
<b>A:</b>	It is unknown at this time if the Qualcomm MSM8960 chipset used in TC55 will support Kit Kat. We will communicate our new product and software upgrade plans at appropriate times in the future.
<b>Q:</b>	<b>Will the TC55 support hot swap on of the battery?</b>
<b>A:</b>	No. You must power down the device before removing the battery to maintain integrity.
<b>Q:</b>	<b>Can the TC55 be customized, branded with customer logo, color on the housing or front bezel.</b>
<b>A:</b>	The rubber boot that is offered as an accessory is designed to meet this customer need by offering various color, and applying logo and company name creating a customized boot easily and cost effectively.
<b>Q:</b>	<b>What MDM providers are supported?</b>
<b>A:</b>	We are constantly adding new partners who support MDM. Go to the Mx website at <a href="http://www.zebra.com">www.zebra.com</a> to see the current list of MDM partners and more information on their solutions.
<b>Q:</b>	<b>What tools are available to help with deployment?</b>
<b>A:</b>	AppLock Administrator, Multi-user Administrator, Enterprise Administrator and Secure Storage Administrator tools are available through the Zebra Technical Architects.
<b>Q:</b>	<b>Do you need a special capacitive stylus to use the TC55?</b>
<b>A:</b>	No, a capacitive stylus is not needed — A simple pointed stylus that is conductive will work on the TC55. One is offered as part of the rubber boot or you can purchase a 3-pack accessory. In addition, users can also use a finger, even with a glove. And regardless of whether the screen is dry or wet, all input methods will work. This unique, industry-leading technology is incorporated it into the TC55 to ensure easy user interaction in virtually any environmental condition.
<b>Q:</b>	<b>What is the product access level for the TC55?</b>
<b>A:</b>	The TC55 is set to access level 3. All PartnerEmpower members of the Mobile Computing technology segment have access to the TC55.

<b>Q:</b>	<b>Are demo applications available for the TC55?</b>
<b>A:</b>	Yes. Demo applications can be found on the Click2Demo web site.
<b>Q:</b>	<b>Without GMS, how are applications deployed to the Professional Configuration?</b>
<b>A:</b>	<p>Applications can be deployed in four ways.</p> <ul style="list-style-type: none"> <li>• Via USB connection similar to how applications are deployed today on Microsoft-based devices</li> <li>• Via a Mobile Device Management (MDM) solution such as SOTI or AirWatch</li> <li>• Via SD card</li> <li>• Via AppGallery</li> </ul>
<b>Q:</b>	<b>Do the Verizon TC55 models support Google Mobile Services (GMS)?</b>
<b>A:</b>	The current Verizon 4G LTE Data Only SKU release of the TC55 comes in the Professional Configuration first, without GMS. The Standard Configuration to support customer preferences for GMS is expected to be available approximately 60 days after the 3G voice and data model release in early Q3 2014.
<b>Q:</b>	<b>What network and configurations are supported on Verizon models?</b>
<b>A:</b>	This release supports 4G LTE data only models on the Verizon network. 3G voice and data Verizon models are expected to be available in early Q3 2014.
<b>Q:</b>	<b>What are the Extensions (Mx) by Zebra features and how are they accessed or enabled?</b>
<b>A:</b>	<p>With Mx, Zebra leverages many years of enterprise expertise/requirements with the benefits of Android. To do so, we've used open source Android as an operating system and created a suite of features that allow Enterprise customers to develop, secure, manage and deploy their Zebra Android devices as they have their other Zebra mobile computers.</p> <p><b>Mx Robust Data Collection</b></p> <ul style="list-style-type: none"> <li>• Productivity is about speed &amp; accuracy &amp; reliability. Mx data collection (bar codes, image capture, RFID) offers the ergonomics and image-signal processing to optimize employee productivity with front-shooting imagers, support for poor quality bar codes, reduced false decodes, clearly visible &amp; intuitive aiming, and rapid user feedback.</li> </ul> <p><b>Mx Wireless</b></p> <ul style="list-style-type: none"> <li>• Connection resiliency, high throughput, and reduced latency are what enterprise customer's demand in their wireless solutions. Mx offers features such as secure fast roaming algorithms, multiple wireless connection options, intelligent routing, and diversity antenna designs to maintain signal quality. Mx devices are designed to meet the needs of enterprise wireless connectivity.</li> </ul> <p><b>Mx Security</b></p> <ul style="list-style-type: none"> <li>• Protection of data (at rest and in motion), robust authentication, strong encryption, centralized key management, and broad policy support are all necessary components to meet enterprise security and privacy. Mx offers security options such as AES 256 XTS, AD/LDAP authentication support, the ability to centrally control encryption keys and more.</li> </ul> <p><b>Mx MDM (mobile device management)</b></p> <ul style="list-style-type: none"> <li>• From large scale device provisioning to application white listing (Mobile Application Management), device management is paramount to a lower TCO (Total Cost of Ownership) and maintaining a high ROI (return on investment). Via an MDM, Mx offers customers such features as; the ability to limit end-user access to settings, to share devices (multiuser), to lock devices (e.g. Kiosk mode), and to remotely control devices.</li> </ul> <p><b>Mx MAM (mobile application management)</b></p> <ul style="list-style-type: none"> <li>• Consumer device life cycles are often 12 months or less. Rip-and-replace or a rolling refresh is often costly and leads to a fragmented base of products in which to support. OS maintenance &amp; support life cycles must have parity with the enterprise hardware life cycles. Under the Mx umbrella, OS support is commensurate with the product life cycles.</li> </ul>

## TRAINING

<b>Q:</b>	<b>What training courses are available for the TC55?</b>
<b>A:</b>	<p>There are two courses available on the learning portal at <a href="http://www.zebra.com/training">www.zebra.com/training</a> Both are online courses that take approximately an hour to complete. Both courses include an online exam.</p> <p><b>MBC2005 — Sales Enablement for TC55</b></p> <ul style="list-style-type: none"><li>• <b>Course description:</b> This course is designed to provide sales personnel a sales overview of the TC55 mobile computing product. The course defines TC55's key features, positioning, benefits, capabilities, and target applications. Major sales concepts covered include: "What Business Problems are Solved", "Key Selling Points", "ROI and TCO", "Service and Support Options" and how to "Differentiate" this product from our competition.</li></ul> <p><i>Audience: Sales personnel</i></p> <p><b>MBC2006: Technical Enablement for TC55</b></p> <ul style="list-style-type: none"><li>• <b>Course description:</b> This course is designed to provide technical personnel a technical overview of the TC55 mobile computing product. Major topics covered include: Product Overview, Technical Specifications, Applications, Application Development, Operating System, Installation, Configuration, Booting Sequences, General Operation, Maintenance and Basic Troubleshooting.</li></ul> <p><i>Audience: General technical personnel</i></p>

## Important links

### Training webinars:

[www.zebra.com/training](http://www.zebra.com/training)

### Latest approved application partner listings:

[www.zebra.com/partners](http://www.zebra.com/partners)

### Public product home page for product information, accessories, specifications and more

[www.zebra.com/tc55](http://www.zebra.com/tc55)