

# HC20/HC25/HC50/HC55 Healthcare Mobile Computers



**Empower every healthcare worker to improve  
efficiency, task accuracy and patient outcomes**



# Device Overview

## Meet the HC2X/HC5X Series Mobile Computer

Introducing the HC20/HC25 and HC50/HC55, Zebra's newest family of healthcare mobile computers. Designed from the ground up to meet the needs of today's healthcare organizations, the HC2X/HC5X empowers clinical and non-clinical workers to improve efficiency, task accuracy and patient outcomes. This series offers the perfect balance of ergonomics, features and cost—a pocketable device that is easy to carry, easy to use, easy to disinfect and easy to manage.



1. Wi-Fi 6E standard on HC50/HC55; Wi-Fi 6 standard on HC20/HC25 with Wi-Fi 6E upgrade available with Zebra DNA Enterprise license

2. HC25/HC55 only

3. SE4720 scan engine not available on HC20/HC25 in North America; no scanner option available on select HC25 SKUs for Rest of World

# Introducing a New Generation of Healthcare Mobility...



## Power all of your healthcare apps—simultaneously

Next generation Qualcomm® platform for instant application response times on all the apps workers need—from clinicians visualizing patient vital signs remotely to maintenance engineers accessing detailed equipment schematics.

## See more and scroll less

The high resolution, 6-inch FHD+ display is bright and easy to read in virtually any lighting; edge-to-edge technology maximizes screen-to-body ratio—workers get a larger display without a significantly larger device.

## Connect workers wherever they are with 4G/5G<sup>1</sup>

Unlock new workflows in home health, telemedicine, care homes and campus medical facilities; eliminates the need to carry a personal phone or second device for cellular voice calls; ready for the latest clinical collaboration advancements using high-speed, low latency 5G and Private 5G systems.

## Fastest Wi-Fi speeds for the most dependable connections

Wi-Fi 6/6E<sup>2</sup> delivers 3x the speed, 4x the bandwidth and 75% less latency than Wi-Fi 5; easily transfer MRI scans and ultrasounds, ensure trouble-free telehealth sessions, quadruple the number of connected devices and more.

## World-class, split-second scanning<sup>3</sup>

Easily capture barcodes on patient wristbands, medication vials, supplies, food trays and more; industry-leading scan performance improves task accuracy and minimizes workarounds; patient-friendly green aimer and white illumination.

## Superior voice quality with AI noise suppression

Clear communication is vital to delivering exceptional patient care. Utilizing advanced neural networks, Zebra's AI noise suppression algorithms help ensure crystal clear voice on every call, even if workers are in a noisy environment.

## Designed for full-shift comfort

Created by Zebra's award-winning ergonomic experts; sleek, thin design with optimized weight distribution makes holding the HC2X/HC5X virtually effortless; contoured surface gives any size hand a secure and comfortable grip.

## Unmatched battery technology

PowerPrecision provides intelligence to easily spot and discard unhealthy batteries; true hot swap support (HC5X) enables staff to change batteries without missing a call or notification.

## Big in extended functionality

The HC2X/HC5X can transform into a two-way radio, a PBX handset and a workstation—reducing the number of devices workers need to carry.

1. 5G/Private 5G supported on HC25/HC55 only

2. Wi-Fi 6E standard on HC50/HC55; Wi-Fi 6 standard on HC20/HC25 with Wi-Fi 6E available with Zebra DNA Enterprise license

3. Integrated scan engine not available on HC20/HC25 in North America; no scanner option available on select HC25 SKUs for Rest of World

# Top 5 Reasons

to choose HC2X/HC5X for your mission critical operations

1

## Connect more staff to deliver a higher quality of care

Tiered models and a cost-effective price point let you put a purpose-built healthcare device in the hands of more workers, including non-clinical healthcare workers who may have previously carried a two-way radio or no device at all. You can equip each user with the right feature set for their needs while getting all the benefits of a common product family: shared application support, common platform, shared accessories and one device to learn and support.

2

## Give your staff a force multiplier to improve patient care

Combine the HC2X/HC5X with a Connect Cradle to create a fully-featured mobile-driven workstation at nurses stations, on portable 'computers on wheels' and more. Zebra's Workcloud Communication suite empowers real-time collaboration so your staff can reach the right colleague in the right role at the right time with PTT, PBX and secure text. Plus, Workcloud Communication Profile Manager gives staff the ability to cover multiple roles and departments, simply by accessing preset profiles on their devices.

3

## Works as hard as your staff

Your operations never rest—neither does the HC2X/HC5X. With easily removable and rechargeable batteries, devices can stay in use around-the-clock, and hot swap support on the HC50/HC55 enables staff to change batteries without missing a call or notification. And with disinfectant-ready plastics and single sign-on support, the HC2X/HC5X is perfect for sharing shift after shift.

4

## Ready for today and tomorrow

You need solutions that can adapt to new challenges and serve your workflows for years to come. With Qualcomm's latest platform and support through Android™ 16, the HC2X/HC5X can power all of today's healthcare applications, as well as whatever comes next. Future-ready connectivity, including Wi-Fi 6E<sup>1</sup> and 5G/Private 5G<sup>2</sup>, provides increased bandwidth and lower latency, enabling future healthcare innovations with augmented reality (AR) and virtual reality (VR).

5

## Zebra DNA—unlock the power of enterprise device software

As the industry's only software suite to span every stage of a hardware's lifetime, Zebra DNA fully covers your needs, from app development to integration, from security to device management and optimizing performance. Save in management costs while increasing the collaboration and performance of your employees, security and network.



1. Wi-Fi 6E standard on HC50/HC55; Wi-Fi 6 standard on HC20/HC25 with Wi-Fi 6E available with Zebra DNA Enterprise license

2. 5G/Private 5G supported on HC25 and HC55 only



# The Right Mobility Solution for Every Healthcare Worker

No matter what role workers play –from clinicians to non-clinical healthcare staff, from inside the hospital to a patient’s home– the HC2X/HC5X offers the right technology solution for their specific needs and workflow

- Supply chain management
- Patient transport
- Facilities management
- Food services
- Lab technicians
- Phlebotomists
- Nurses and physicians
- In-home caregivers
- Paramedics
- Pharmacists
- Environmental health
- Behavioral health specialists
- Physiotherapists
- Security

# Reduce Steps By as Much as 50%<sup>1</sup>

Regardless of the task or where the job is, with the HC2X/HC5X, your healthcare workers have everything they need, right in their pocket.

Administer medication accurately—every time

Identify patients with a scan of a wristband

Access and enter data into patient records

Create a workstation in seconds for easy data entry

Receive nurse calls and alerts on-the-go

Send secure text messages to maintain patient privacy

Send and receive PTT and PBX calls

Enable telemedicine with video calls

Receive alarms and respond instantly

Transport patients to the right place at the right time

Remotely monitor patient vital signs

Manage specimen collection and wound care



With Zebra's clinical mobility solutions, a nurse at Truman Medical Center cut walking steps nearly in half over two 12-hour shifts—from 15,000 steps to 7,800 steps—enabling faster care decisions and more quality time with patients.<sup>1</sup>

1. How Care Team Communications are Transforming Patient Care; Success Story: Truman Medical Centers/Cerner Corporation; Zebra Technologies; 2018

# Why Choose a Purpose-Built Device?

**Because consumer smartphones will cost you twice as much**

Over five years, you'll lose 2.5x in productivity, spend 2.5x more on IT costs and will spend nearly twice as much on the purchase, deployment and support of consumer devices



## Lower Quality of Care

Caregivers are 25% less responsive<sup>1</sup> and spend less time at patient bedside



## Devices Can't Be Shared

Need to purchase 2-3x more devices for 24-hour duty cycle



## Batteries Aren't Removable

Can't replace old batteries or support back-to-back shifts



## Missing Certifications

Your critical applications aren't certified for consumer devices



## Greater Risk of Infection

Hard to disinfect; can increase the spread of healthcare-associated infections



## More Hard Costs

Extra costs for rugged cases, scanners, scanning software



## More Connectivity Issues

28% more likely to experience wireless connectivity issues;<sup>2</sup> 24 minutes lost per incident<sup>3</sup>



## More Models to Juggle

Shorter, less predictable lifecycles; replace devices and accessories every 1-2 years



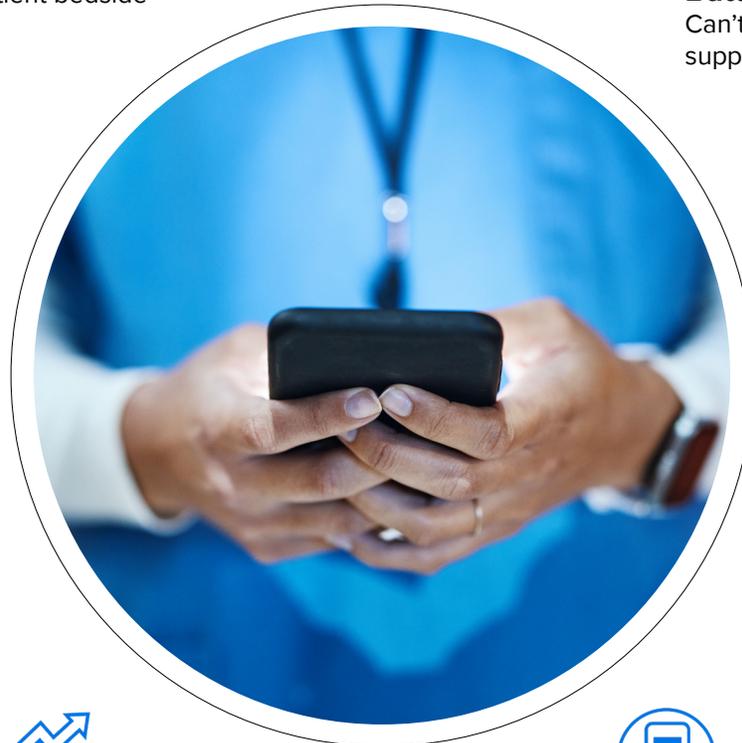
## More Device Failures

74 minutes lost per incident due to lack of rugged design and troubleshooting tools<sup>3</sup>



## Higher IT Costs

45% more support tickets over five years; 70 minutes per ticket<sup>3</sup>



1. Zebra hospital customer implementations

2. Enterprise Mobility Total Cost of Ownership; From the Expected to the Unexpected: Uncovering the True Costs of Mobile Solutions for Frontline Mobile Workers; VDC Research, 2021

3. Enterprise Mobility Total Cost of Ownership; Emily Gove and David Krebs; VDC Research, 2022

# Zebra DNA for Mobile Computers



## HC2X

### Included at no cost: Zebra DNA Professional license

- Core Zebra DNA software tools Included with your device purchase
  - Available out of the box
- Simplifies every aspect of device lifecycle—integration, deployment, troubleshooting, management and security

### Option to purchase: Zebra DNA Enterprise license

- Advanced tools
- Takes workforce productivity to the next level by streamlining and simplifying data entry and peripheral management
- Enables superior Wi-Fi performance and simpler troubleshooting



**Mobility Extensions (Mx)**  
Over a hundred features to increase device and data security



**Enterprise Home Screen**  
Choose the apps and features you want users to access



**RxLogger**  
Collect targeted diagnostic data for easy troubleshooting



**StageNow**  
Stage devices with your apps and settings in seconds



**GMS Restricted**  
You decide which GMS apps and services to enable on your devices



**Device Diagnostics**  
Determine if device issues can be fixed onsite with the press of a button



**DataWedge**  
Capture and send barcode data right to your apps, right out of the box



**OEMConfig**  
Enable your EMM to support even the newest features in your devices



**Enterprise Mobility Development Toolkit**  
Easily create apps that use all the features in your devices



**Enterprise Keyboard**  
Faster and easier data entry with the optional soft keyboard of your choice



**NG SimulScan**  
Effortlessly capture multiple barcodes (up to 100) in one trigger pull



**Zebra DNA Wireless**  
Advanced firmware features and real-time troubleshooting for exceptional Wi-Fi



**Device Central**  
Give workers the ability to manage their peripherals while the device is locked down



**Workstation Connect**  
Software solution to transform HC2X/HC5X devices into fully-featured workstations; requires Connect Cradle



## HC5X

### Included at no cost: The complete Zebra DNA Enterprise toolkit

Get extraordinary value. All HC50/HC55 devices include all tools in the Zebra DNA Professional license and the add-on Enterprise license—out of the box.

**Set Up.  
Secure.  
Manage.  
Optimize.**

### Additional software tools available for purchase for the HC2X/HC5X include:



**Identity Guardian**  
Simple, secure, personalized access to shared devices with multifactor biometric facial login (HC50/HC55)



**Device Guardian**  
Easily track and find missing Android mobile devices



**Zebra Zero Touch**  
Devices are automatically enrolled into your Enterprise Mobility Management (EMM) system



**OCR Wedge**  
Effortlessly capture standardized data, including drivers license/ID card data



**Workcloud Communication**  
Enable front-line collaboration with a fully-scalable suite of communication tools

# Complete Accessory Ecosystem Purpose-Built for Healthcare



## Connect Cradle for Workstations

Create a mobile-driven workstation; connect to a monitor, keyboard, mouse, printer and more



## 2-slot cradle

Charges one mobile computer and one spare battery simultaneously



## 5-slot cradle

Charges up to five devices simultaneously



## 4-slot battery charger

Keep spare batteries on hand; charges up to four spare batteries; standalone or mounted on Mounting Bracket



## Cradle cup conversion kits

Reuse your existing accessory; converts TC2X/TC5X cradles or spare battery chargers to support HC2X/HC5X



## Carry clip

Enables easy carrying for workers on the move; built with disinfectant-ready, healthcare grade plastic



## Hand strap

Provides a secure and comfortable grip; built with disinfectant-ready, healthcare grade plastic



## Spare batteries

Enable back-to-back shifts with spare Bluetooth BLE batteries (3800 mAh)



## Guardian Cabinets

Organize, secure, track, manage and store your devices; easy visibility into which devices are in use, charging or missing and who is using them

...and more.



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