

WHO IS THE TC8000 DESIGNED FOR?

Zebra has designed the TC8000 for a wide range of users, including warehouses, third-party logistics, manufacturing and back-of-store retail environments. The ergonomic, lightweight mobile computer offers an innovative design that reduces muscle effort by eliminating the need for “tilt and verify” motions warehouse workers repeatedly conduct with traditional devices. Shaving seconds off each repetitive motion saves one hour per worker per shift – increasing productivity by 14 percent, based upon use case and scan frequency.

YOU’VE HAD MUCH SUCCESS WITH THE MC9000 PRODUCT LINE. IS ZEBRA MOVING AWAY FROM TRADITIONAL SCANNERS?

No. With the addition of the TC8000, Zebra now provides more options for manufacturers and retailers to choose the scanner that best meets their needs. If users do not have high-volume scanning needs, multiple SKUs or frequent price changes, Zebra offers a wide-range of award-winning, industry-leading traditional gun scanners, such as the MC9000 product line.

DOES THE TC8000 REPLACE THE MC9XXX SERIES OF DEVICES?

No, the TC8000 is positioned above the MC9XXX in the premium hand held product category and is sold alongside the MC9XXX.

DO YOU EXPECT ANY OF YOUR COMPETITORS TO COME TO MARKET WITH A SIMILAR SOLUTION? HOW DO YOU EXPECT THEM TO REACT TO THIS ANNOUNCEMENT?

Zebra has previously submitted eight foundational device utility patents - pending for the core areas of functionality and differentiation for TC8000; submitted in late 2012/early 2013. Of those, three have already been issued in 2015 by the US Patent Office. That said, the foundational device elements that help deliver this new performance is well protected and proprietary to Zebra. Going forward, it will be very difficult for our competitors to replicate the core functionality of TC8000 without bumping into these patents.

HOW EXACTLY DOES THE TC8000 ACHIEVE 14% INCREASE IN PRODUCTIVITY

There is a human factors white paper describing how this is measured that can be downloaded from the TC8000 homepage.

WHEN CAN ORDERS BE PLACED FOR THE TC8000?

For most configurations, orders can be placed beginning December 10, 2015.

WHAT VERSION OF KITKAT IS AVAILABLE ON THE TC8000?

Android 4.4.3

IS THERE A WINDOWS VERSION OF THE TC8000?

There are no plans to incorporate a Windows version of the TC8000 at this time.

IS THERE A LORAX OPTION FOR THE TC8000?

No, Lorax is not planned for the TC8000. However, a new Long Range Imager version will be available in Q2 2016.

Zebra TC8000 Mobile Computer

FREQUENTLY ASKED QUESTIONS



IS THERE A CONDENSATION RESISTANT VARIANT FOR THE TC8000, LIKE THE MC9X?

There will be a condensation resistant variant available for the TC8000 at the end of Q1, 2016.

IS THERE A NON-INCENDIVE, CLASS I, DIV 2 VERSION OF THE TC8000.

No there is not. The XT15ni is available for this purpose, as well as the Bartec series of hand-held devices.

HOW CAN I REQUEST A CONFIGURATION THAT IS NOT FOUND IN THE CONFIGURATION CHART?

Please work with your sales team to identify the best configuration that meets your needs. If necessary, a Field Request will need to be submitted.

WHERE CAN I FIND INFORMATION ON USING ALL-TOUCH TERMINAL EMULATION ALONG WITH SUPPORT?

Please refer to PMB#2628 for additional information on All-touch TE.

WILL THE TC8000 SHIP WITH ALL-TOUCH TERMINAL EMULATION?

Yes, the TC8000 comes pre-loaded and pre-licensed with All-touch Terminal Emulation

WHAT ARE THE KEYPAD OPTIONS FOR THE TC8000?

The TC8000 offers a virtual keyboard within All-touch Terminal Emulation that can be customized.

WHERE CAN I FIND THE LATEST SOFTWARE DOWNLOADS AND APPLICATION DEVELOPMENT TOOLS?

All software downloads can be found on Zebra's Support Central Webpage at <http://support.symbol.com/support/>

WILL APPCENTER BE SUPPORTED ON THE TC8000?

Yes.

IS THE TC8000 AS RUGGED AS THE MC9000 SERIES?

Yes, the TC8000 supports Multiple 8 ft./2.4 m drop to concrete at room temperature per MIL-STD 810G ; multiple 6 ft./1.8 m drop to concrete across full operating temperature range and 2,000 3.28 ft./1 m tumbles; meets and exceeds IEC tumble specifications.

WILL THE TC8000 SUPPORT WINDOWS 10?

The TC8000 will support Android L in the future. There are no plans to offer a Windows option at this time.

WILL THE TC8000 SUPPORT RFID?

There are plans to support UHF RFID in the future, but not at release.

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IS THERE A NON-INCENDIVE (EXPLOSION PROOF) OPTION FOR THE TC8000?

No

IS THERE A PLAN TO OFFER A COLD CHAIN (BELOW -30OC) OPTION FOR THE TC8000?

There are no plans at this time. For -30oC operation, the best device on the market today is our fully condensation-free XT15f freezer model which is designed specifically for low temperature performance including specialized batteries, and scan window heating.

IN WAREHOUSE USE CASES, WHEN IS IT APPROPRIATE TO LEAD WITH THE MC9200 AND WHEN IS IT APPROPRIATE TO LEAD WITH THE TC8000?

Both the TC8000 and the MC9200 are flexible rugged platforms that can be used across warehouse operations. The ergonomic benefits of the TC8000 form factor will be compelling in more high volume, scan intensive operations.

WHAT SCAN ENGINES ARE AVAILABLE IN THE TC8000?

At initial release the TC8000 will support the standard range laser (SE965), standard range imager (SE4750) and medium range imager. In the near future, the TC8000 will introduce support for the long range imager.

DOES THE TC8000 SUPPORT A BT HEADSET? IF SO, WHAT'S THE MODEL/PART NUMBER?

Yes, the TC8000 will support the Zebra HC3000 BT headset.

IN MANY WAREHOUSE OPERATIONS END USERS WEAR GLOVES TO PROTECT THEIR HANDS. DOES THE TC8000 TOUCH SCREEN WORK WITH GLOVES?

Yes, the TC8000 features a multi-touch projected capacitive touch screen that is engineered to support gloved, finger, or conductive stylus input, protected by Gorilla glass. Custom keyboards can be designed to optimize glove entry.

CAN YOU EXPLAIN WHAT IS MEANT BY ZEBRA MOBILITY EXTENSIONS?

Zebra Mobility Extensions make use of regular 802.11 specifications, and Zebra proprietary extensions, to achieve the highest level of performance, efficiency and reliability.

WHAT HAPPENS IF A CUSTOMER USES WI-FI INFRASTRUCTURE FROM A DIFFERENT VENDOR?

The Zebra device would perform normally and these Zebra Mobility Extensions features would not be available. The benefits of Zebra Mobility Extensions are only available if Zebra devices are working in an environment with Zebra access points deployed.

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FOR A CUSTOMER WITH ZEBRA WLAN INFRASTRUCTURE, WHAT IS NEEDED TO ENABLE THESE FEATURES?

Please consult the user manual / release notes from the Zebra Wi-Fi infrastructure to enable the Zebra Mobility Extensions. These features may be disabled in the Zebra infrastructure by default.

ARE THERE PLANS FOR A WAN OPTION IN THE TC8000?

There are no plans to offer a WAN option in the TC8000 at this time.

WHAT IS THE WARRANTY PERIOD FOR THE TC8000?

One year.

CAN I CONTINUE TO GET SOFTWARE SUPPORT AFTER THE WARRANTY PERIOD?

No. Customers with product outside of the warranty period are required to have a valid Zebra Enterprise Mobility Services agreement in place to obtain software support, which includes technical telephone support and the ability to download software releases (including updates).

IS A SERVICE AGREEMENT AVAILABLE IF MY TC8000 TERMINAL BREAKS (FOR EXAMPLE: IF THERE'S A BROKEN SCREEN)?

Yes, Zebra's OneCare Support Services extends normal wear and tear repair coverage to include internal and external components damaged through accidental breakage. Customers can rest assured that no matter what is damaged — from broken displays and keypads to cracked exit windows — the repair is covered.

ARE ACCESSORIES COVERED UNDER A SERVICE AGREEMENT?

Yes. Select accessories that ship with the TC8000 are covered under Zebra's OneCare Support Services agreements.