



HC2X/HC5X Series

Healthcare Mobile Computers

**A new generation of cost-effective
mobile computers built for healthcare**

March 6, 2025

Agenda

- Why Zebra
- Challenge and solution
- Unique benefits
- Powerful solutions that add new capabilities
- Accessories
- Total cost of ownership analysis
- Zebra DNA
- Services

Why Zebra



Why Zebra

Extensive Reach

Scalable to meet any enterprise demands

 **\$4.58B**
Global sales

 **120**
Offices globally

 **~6.8K** Patents and patent applications worldwide

 **9.75K+**
Employees worldwide in 55 countries

 **10K+** Channel
Partners in over 185 countries

 **~11%**
of sales R&D

Leader Status

Gartner Magic Quadrant for Indoor Location Services—Global

#1

Rugged Mobile Computing

Data Capture

Barcode Printing

Mobile RFID

Our People Make the Difference



Channel Accolades





Challenge and Solution

Healthcare organizations are confronting long-standing challenges



Your staff needs the right tools to improve the quality of care

Nurses and clinical staff need...

- Better ways to communicate and collaborate with colleagues
- Real-time access to mission-critical information for faster, more informed decisions
- More time with patients, less time with paperwork and administration
- Easier ways to comply with regulations
- Ability to verify the “5 rights” of medication administration at the patient’s bedside

Non-clinical staff needs...

- Better ways to communicate and collaborate with colleagues
- More time to complete more tasks, less time with paperwork
- Real-time access to task lists and urgent issues
- Affordable and dependable data capture for occasional scanning

65% of surveyed hospital leaders plan to deploy mobile computers with integrated barcode scanning by 2029, bringing total adoption to **94%**.¹

1. [Zebra 2024 Hospital Vision Study, Healthcare's Digital Pulse](#). May 3, 2024.





Introducing a new generation of healthcare mobility...

HC2X/HC5X

Cost-effective, purpose-built for healthcare with all the features clinical and non-clinical workers need to improve efficiency, task accuracy and patient outcomes from hospitals and clinics to patient homes and care homes



The right mobility solution for every healthcare worker

No matter what role workers play—from clinicians to healthcare support staff, from inside the hospital or healthcare facility, throughout a medical campus, at a nursing/care home or visiting a patient's home—the HC2X/HC5X Series offers the right technology solution for their specific needs and workflow

HC20



6/6E¹

HC25



6/6E¹



4G LTE/5G
Private 4G/5G

HC50



Telehealth



6E

HC55



Telehealth



6E



4G LTE/5G
Private 4G/5G

HC2X and HC5X

Remarkably new and different

Powerful new platform with **next generation Qualcomm processor**

Thinner design with the modern aesthetics that today's workers want

A bigger, brighter **6-inch FHD+** display for a better viewing experience

5G/Private 5G¹ and Wi-Fi 6/6E²—faster, more reliable, future-ready connectivity

Expandable solutions— Mobile workstation, Workcloud Communication, Zebra Guardian solutions and more

Proven healthcare grade materials—allows **disinfecting with 30+ cleansers**

Around-the-clock power with user-replaceable and hot-swappable³ batteries

Industry best data capture, including patient-friendly white illumination/green aimer⁴



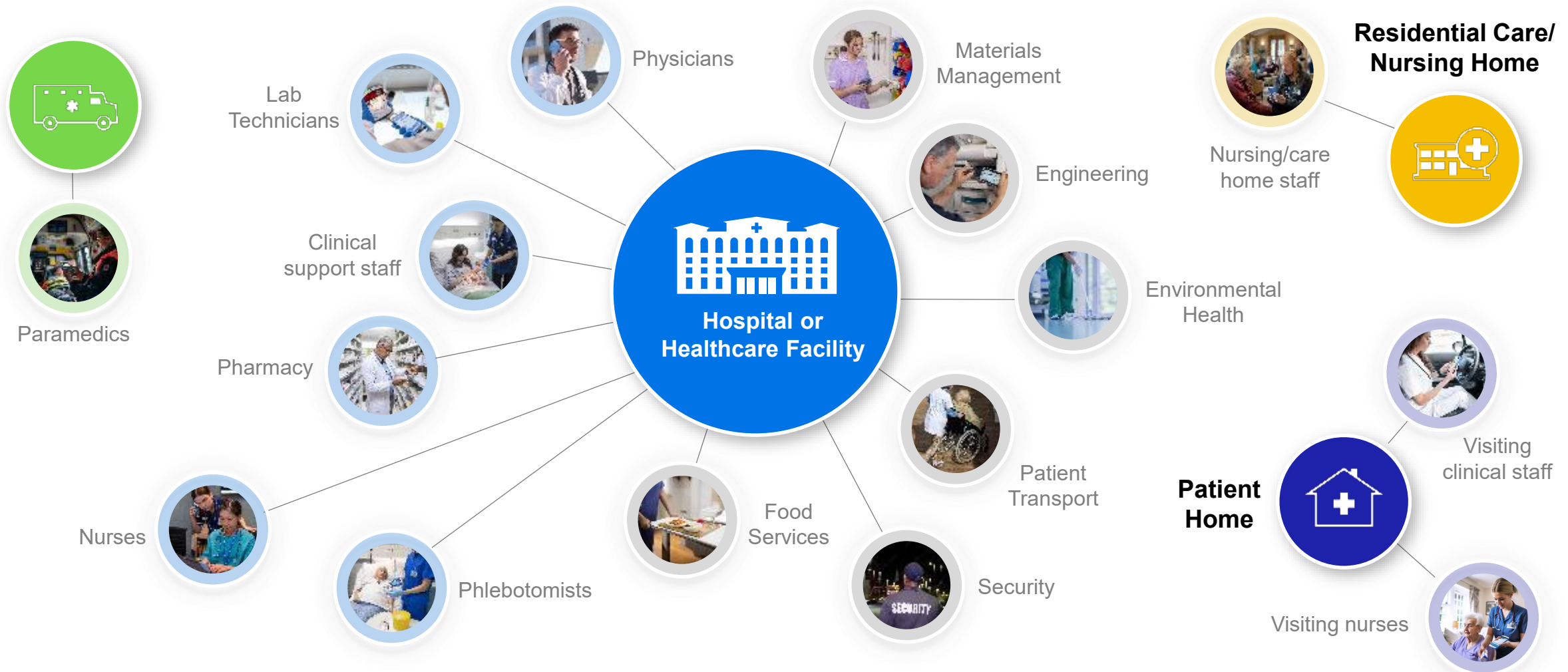
1. 5G/Private 5G available on HC25 and HC55

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. Hot swap available on HC50/HC55 only

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

Provide a purpose-built, just-right mobility solution for every healthcare workflow, wherever workers may be



A force multiplier for your clinicians



• Patient record access

• Nurse call and alerts

• PTT and deskphone

• Alarm management

• Remote monitoring

• Patient identification

• Workstation/desktop

• Secure messaging

• Telemedicine

• Wound management

Zebra's Clinical Mobility: One device does it all

Give clinicians everything they need in a consolidated, user-friendly solution... putting caregivers at the bedside, enhancing care collaboration and integrating into your workflows

Unique Benefits



New healthcare mobile computing platform



An incredible boost in performance

50% boost in CPU compared with the SD660 chipset*

Future-proof platform

Qualcomm 5430-2 includes long-term support for future Android releases through A16 and supports premium tier features like Wi-Fi 6E for advanced connectivity

Class-leading memory and storage

6 GB or 8 GB RAM, 64 GB or 128 GB UFS Flash, plus a 2 TB MicroSD card slot to support your most demanding applications and multi-tasking use cases

Thinner, better, and built for healthcare

Optimized by Zebra's award-winning Industrial Design Team

10% thinner

vs. previous generation TC2X-HC devices

33% thinner

vs. previous generation TC5X-HC devices

Contoured surfaces on sides and back
reduces pressure points—ensures a more
secure and comfortable grip for any sized hand

Sculpted lower bumpers let device
rest comfortably in the hand



Top view with integrated scanner
(HC5X models and select HC2X models)



20% larger screen*

Edge-to-Edge Technology to Maximize screen-to-body ratio for
a large, bright 6 in. display without a
significantly larger device

Larger, well-positioned side keys
are easy to actuate the first time, every
time—even with gloves

Well-balanced top to bottom
helps prevent wrist fatigue

Larger, brighter notification LED
ensures scan confirmation and alerts
are visible in any lighting condition



Top view with no scan engine
(Select HC2X models)

Keep staff connected anywhere with support for 5G and Private 5G (HC25/HC55)

Give workers access to faster cellular speeds—plus lower latency, better signal quality and more security



Eliminate the need to juggle multiple devices; staff only need to carry one device for cellular voice calls and all their clinical mobility applications



Unlock advancements in clinical collaboration with high-speed, low latency Private 5G systems



Leverage 5G backup for uninterrupted connectivity during outages



Keep physicians and other hospital staff seamlessly connected as they move throughout large medical campuses

Be ready for today and tomorrow's healthcare communication needs with 5G and Private 5G

Connect staff to the fastest Wi-Fi with Wi-Fi 6/6E

3x more speed

than Wi-Fi 5; easier transfer of data like video, MRI scans, radiography and ultrasounds; clear, trouble-free telehealth sessions

4x more capacity

than Wi-Fi 5; quadruple your connected devices without requiring additional network infrastructure

75% lower latency

than Wi-Fi 5; enables future healthcare innovations with augmented reality (AR) and virtual reality (VR)



HC50/HC55
Wi-Fi 6E standard



HC20/HC25
Wi-Fi 6 standard
Wi-Fi 6E available with Zebra
DNA Enterprise upgrade

Best-in-class disinfectant-ready design

Protect your workers and patients with a purpose-built medical design from the industry leader

Supports the widest selection of disinfectants in the industry

Medical grade plastics withstand regular cleaning with over 30 disinfectants

Fewer places for pathogens to hide

Smoother, cleanable surface with fewer holes, seams and crevices; USB port plug

Purpose-built design

Microphones, audio grills and more have been carefully designed to reduce the impact of cleansers and touchpoints

Zebra leads the way

Zebra introduced the first EDA with medical grade plastics and design

If your mobile device isn't built for healthcare environments and harsh disinfectants, its plastics may degrade over time, increasing replacement costs



More than 30 supported cleaning and disinfectant agents

0.5-3.0% Hydrogen Peroxide solution	Diversey Dimension 256 Neutral Disinfectant Cleaner	PDI Sani-Cloth Plus Germicidal Disposable Cloth
10:1 Diluted 5.5% Sodium Hypochlorite solution	Diversey Oxivir Tb Wipes	PDI Super Sani-Cloth Germicidal Wipe
70-91% Isopropyl Alcohol solution	Diversey Virex II 256 One-Step Disinfectant Cleaner	Progressive Products Wipes Plus
Azowipe	Medipal Alcohol Wipes	Sani Professional Disinfecting Multi-Surface Wipes
Bulin BruTab 6S Tablets*	Metrex CaviCide	Sani-Hands® Instant Hand Sanitizing Wipes
Clinell Universal Sanitizing Wipes	Metrex CaviCide1	SC Johnson Windex Original Glass Cleaner with Ammonia-D
Clorox Dispatch Hospital Cleaner Disinfectant Towels with Bleach*	Metrex CaviWipes	Spartan Hepacide Quat II
Clorox Formula 409 Glass and Surface Cleaner	Metrex CaviWipes1	Sterets Alcowipe
Clorox Healthcare Bleach Germicidal Wipes*	PDI Easy Screen® Cleaning Wipe	Steris Coverage Plus Germicidal Surface Wipes
Clorox Healthcare Hydrogen Peroxide Wipes	PDI Sani-Cloth AF3 Germicidal Disposable Wipe	Veridien Viraguard
Clorox Healthcare Multi-Surface Quat Alcohol Wipes	PDI Sani-Cloth Bleach Germicidal Disposable Wipe*	
Diversey D10 Concentrate Detergent Sanitizer	PDI Sani-Cloth HB Sani-Germicidal Disposable Wipe	

Healthcare Red Duress button for rapid response to emergencies

When a patient falls or a healthcare worker is in danger, every second counts... the easily accessible Red Duress button can be used to call for help instantly

Launch an app; call the doctor or security

Configure the button to launch an application or call the security desk

Your preferred actions can be easily configured with Zebra's StageNow tool

Always accessible

Red Duress button is always easily accessible, even while using the carry clip or hand strap

Prevent accidental alerts

A specific sequence (short press, followed by long press) activates the Red Duress button



Hear every word on every call...

Clear communication is vital to delivering exceptional patient care. The HC2X/HC5X ensures crystal clear voice even if workers are in a busy emergency room or moving between buildings on a large medical campus

- Zebra's AI noise suppression algorithms utilize advanced neural networks to intelligently distinguish between voice and background noise
- Multiple integrated microphones
- Dual speakers for loudness
- High quality speaker phone
- HD voice, including Super-wideband (SWB), Wideband (WB) and Fullband (FB)—delivering easy to understand, natural sounding voice—as clear as if you were in the same room
- Bluetooth wireless headset support (including LE Audio headsets)



Unbeatable battery features



Consumer devices aren't built for multi-shift healthcare environments

If a battery is not removable, you'll need to send the entire device to a service depot when the battery is old or faulty—and devices will need to be charged between or even during shifts

User replaceable

No need to take devices out of service to charge—if the battery runs low, just swap in a fully charged battery

Sealed battery compartment

Enables anywhere, anytime battery changes—spills aren't a problem, even when the battery door is removed

True Hot Swap battery

(HC50/HC55 only) Enables battery swaps without interrupting normal operation—no missed calls, notifications or lost data

Advanced tracking technology

BLE Beacon batteries allow users to easily locate missing devices—even if devices are turned off or battery is depleted*

Flexible charging options

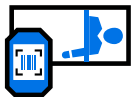
Use any USB-C charge cable, a Zebra universal cradle, spare battery charger, or Workstation Connect Cradle

PowerPrecision

Delivers real-time battery metrics—easily spot and replace batteries that can no longer hold a full charge

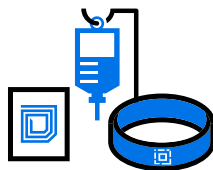
World-class split-second scanning

Easily capture barcodes on patient wristbands, medication vials, supplies, medical equipment, food trays and more



Improve productivity and accuracy

Error-proof patient identification, medication administration and more with the scanning performance that made Zebra the market leader



Tough barcodes? No problem

With Zebra's PRZM Intelligent Imaging technology, staff can capture the most challenging barcodes, minimizing the need for staff workarounds that can lead to dangerous errors



Healthcare friendly

The scanner's white illumination and green aimer are patient friendly, safe for use everywhere in any healthcare facility



**Green aimer
is patient-
friendly**

High-resolution front and rear cameras



Capture highly detailed photos to document practically anything

- 16 MP color rear camera with autofocus
- Supports digital wound management applications for leading-edge wound care management
- Non-clinical workers can document facility rounding, completion of maintenance, damaged equipment and more



Improve collaboration and care quality with video calls

- 5 MP color front camera (on HC50/HC55 only)
- Enable telehealth applications: virtual follow-ups with a physician, remote triage, virtual family visits and more



**Digital wound
care workflows
save time
and streamline
treatment
decision-making**

Unparalleled Android leadership



For over a decade, Zebra continues to set the pace when it comes to Android-based technology, innovations and security

Exclusive LifeGuard™ for Android™

Provides security patches that keep devices secure every day they are in service

Three flexible ways to update: fully automatic, full control and manual

The migration support you need

Get a full year to migrate when a new version of Android is released

You're in control of when to update—unlike consumer devices that automatically update before you're ready

Exclusive Mobility Extensions (Mx)

Provides over a hundred features you can activate to improve the security, data capture support, wireless connectivity and device manageability

Complete control over GMS services

Easily control which Google Mobile Services (GMS) are available on your devices; increase the security and privacy of your company data



Powerful solutions that
add new capabilities



Empower real-time collaboration with **Workcloud Communication**

Reach the right colleague, in the right role, right now

- Know immediately if the team member you're trying to contact is available
- Connect directly with the person you're looking for by secure voice call or text
- Create roles that automatically give each worker access to the right features, applications and networks based on login credentials
- No name? No number? No problem—reach someone by role
- Contact one-to-one, or broadcast to an entire team
- Reduce alarm fatigue by only alerting who you need
- Confidence of compliance—any data passing through Workcloud Communication is confidential and protected

Seamless communications, unified teams



Broadcast messages

- Alert response teams quickly and accurately
- Instantly reach the right individuals and teams
- Maximize readiness for severe weather, bed capacity or emergency plan activation



Incoming call mobility

- Get a heads up about incoming trauma so you can assemble teams and equipment before the patient arrives
- Field PBX calls from a patient's family and more



Multiple ways to communicate

- Staff-to-staff (1:1)
- Staff-to-specialty (1:group)
- Staff-to-team (1:many)
- Specific staff in a team
- Team-to-team

Workcloud Communication Suite

PTT Premium

- Instant PTT calling and role selection over Wi-Fi and cellular
- Advanced PTT features
- Role selection with Profile Manager
- 1-to-1 and group calls—text and voice

PTT Express

- Simple PTT communications over Wi-Fi
- Group calls with group/private response

Enterprise Voice

- Fully-featured and customizable mobile PBX handset functionality
- Enables workers to answer incoming PBX calls right on the HC2X and HC5X

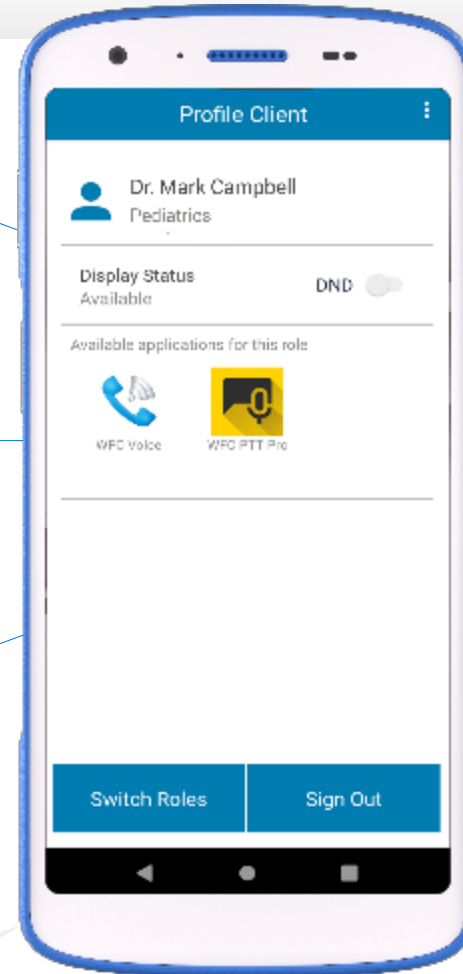
Workcloud Communication Profile Manager

Foster a workforce that can seamlessly communicate and easily shift between roles

Share devices and still offer an individual experience

Intuitive user experience makes it easy to navigate role switching during busy shifts

Allow users to take over from colleagues if they are away from their workspace or need to suddenly leave work



Simplify logins with single sign-on and grant access to what team members need to provide high-quality care

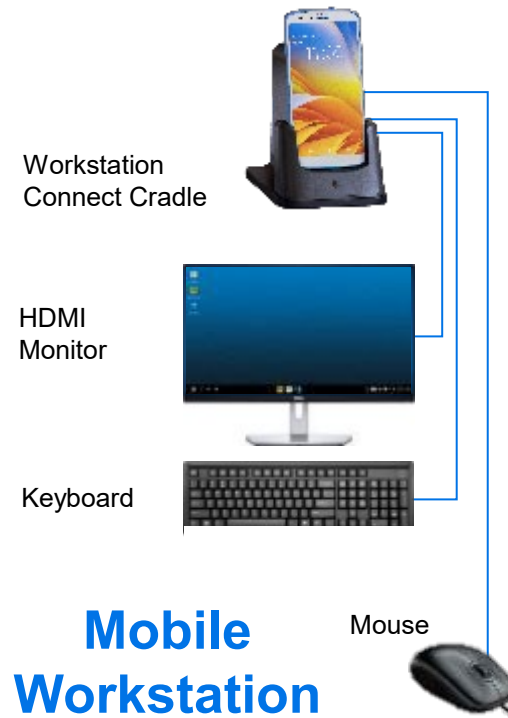
Dynamically switch roles at any time to accommodate scheduling issues or demand needs

Allow temporary or visiting staff to be connected and up to date

Create a fully-featured mobile-driven workstation

Access all apps on the HC2X/HC5X and the corporate network on a large screen with a “desktop-like” interface

- Ideal at nurses' station, on portable computers on wheels, ward hubs and more
- Just insert HC2X/HC5X into a Workstation Connect Cradle to create a mobile-driven workstation
- Features remain available on the HC2X/HC5X while cradled; continue to use all apps—including PTT Premium and PTT Express



Zebra Guardian Portfolio

A complete and configurable solution to optimize how your Zebra healthcare mobile devices are stored, accessed, tracked and managed



Identity Guardian

Secure device log-in and personalized access

- Provide users with streamlined and secure device access via facial biometrics¹ and Single Sign-On integration
- Designed for shared enterprise deployments
- Prevent time wasted with multiple complex passwords

Device Guardian

Device recovery and visibility into location

- Protect your investment, data and productivity by easily tracking lost or misplaced devices—even if they have been powered off or the battery is depleted
- Full-scale cloud solution
- Give teams everything they need to monitor, flag and recover devices

Device Guardian Access Management

Real-time visibility into device status

- Practically eliminate the time spent managing devices
- See the real time status of your devices—whether they are in service, charging, or missing
- Improve device utilization for a higher return on investment

Guardian Cabinets

Secure and smart storage options

- Control where your devices start and end up in the beginning and end of a worker's shift
- Multiple cabinet, open rack and cradle lock options for any size deployment
- Ensure workers always have ready-to-use devices at the start of each shift



Accessories

A complete accessory ecosystem built for healthcare

One set of accessories for all HC2X/HC5X models



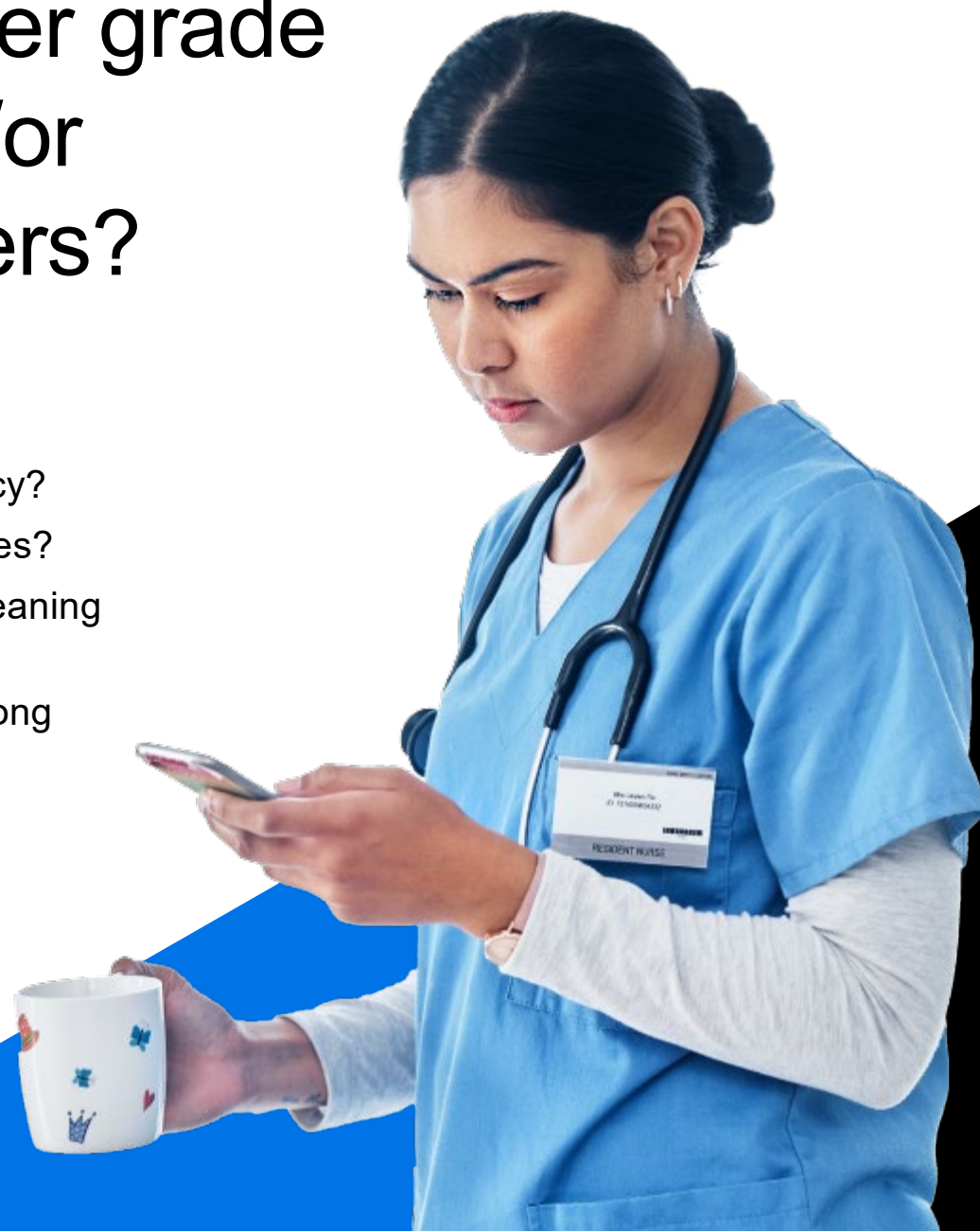


**Total Cost of Ownership:
HC2X/HC5X vs. consumer devices**

Are you considering consumer grade smartphones for clinical and/or non-clinical healthcare workers?

If so, ask yourself...

- Are these devices secure and capable of maintaining data privacy?
- Are they built to survive the wear and tear of healthcare use cases?
- Are they built with medical grade plastics to withstand regular cleaning with harsh disinfectants?
- Do you have visibility into the vendor's product roadmap? How long will your model be supported?
- Can the devices support multiple users?
- Does IT need to individually provision each device?
- Can you control when OS updates take place?
- Are your healthcare apps certified for these devices?



The impact on consumer devices on your operations



Consumer smartphone TCO is **more than 2x** Zebra rugged devices (over 5 years)²

Proof points

- Consumer devices need replacement more frequently—nearly 3x the annual average device failure rate²
- Takes more time to diagnose and resolve issues due to lack of troubleshooting tools
- No need to purchase separate enterprise scanners or scanning software for consumer devices—enterprise-class scanning is integrated into Zebra devices



A **260%+** increase in the cost of lost productivity due to more frequent device failures²

Proof points

Lack of enterprise-quality components and ruggedness results in:

- 74 minutes of lost productivity per device failure²
- 54 minutes of lost productivity per battery failure¹
- 24 minutes of lost productivity per lost network connection²



IT smartphone support costs are more than **2.5x** higher than rugged mobile computers

Proof points

Lack of rugged design, enterprise components and troubleshooting tools translates into:

- More time required to diagnose and resolve issues
- 45% more support tickets at 70 minutes per ticket²

The number of additional devices you need to purchase and support is reduced due to integration of enterprise-class capabilities—no need to purchase separate:

- Enterprise scanners
- Two-way radios
- PBX handsets
- Desktop computers

...and more

1. Sourced from 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

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

Where do consumer cell phones fall short? Everywhere.

IT/Operations Issues

Devices can't be shared

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

Higher IT costs

45% more trouble tickets over five years;
70 minutes per incident³

More hard costs

Extra costs for rugged cases, scanners,
scanning software

Missing certifications

Your critical healthcare applications aren't certified

More device failures increase IT time and cost

Due to lack of rugged design and troubleshooting tools³ at
74 minutes lost per incident



Clinician Issues

Lower quality of care

Caregivers are 25% less responsive¹ and spend less time at patient bedside

Greater infection risk

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

More connectivity issues

28% more wireless connectivity issues²;
24 minutes of productivity lost per connectivity loss³

'Bat-belt': more models to juggle

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

Batteries aren't removable and fail more frequently

Can't replace old batteries or support back-to-back shifts
More battery failures @ 54 minutes of lost productivity per incident²

More device failures reduces nursing staff productivity

Consumer devices fail nearly 3x more than rugged devices³



Zebra DNA

Why Zebra DNA

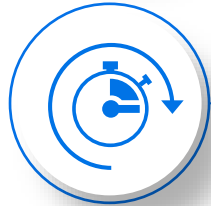
To get maximum performance from every Zebra device year after year

Every user benefits from these three strong **Zebra DNA outcomes:**



Constant Visibility

Insight and foresight consistently enhance processes, preempt problems, increase productivity and improve ROI.



More Uptime

Simplified device management, higher control and security tools dramatically increase accuracy and reduce delays and downtime.



Workflow Performance

Flexibility to adapt workflows to evolving needs and seamlessly respond to changing market dynamics, regulatory demands or internal processes.



IT professionals

driving digital transformation

Operations managers

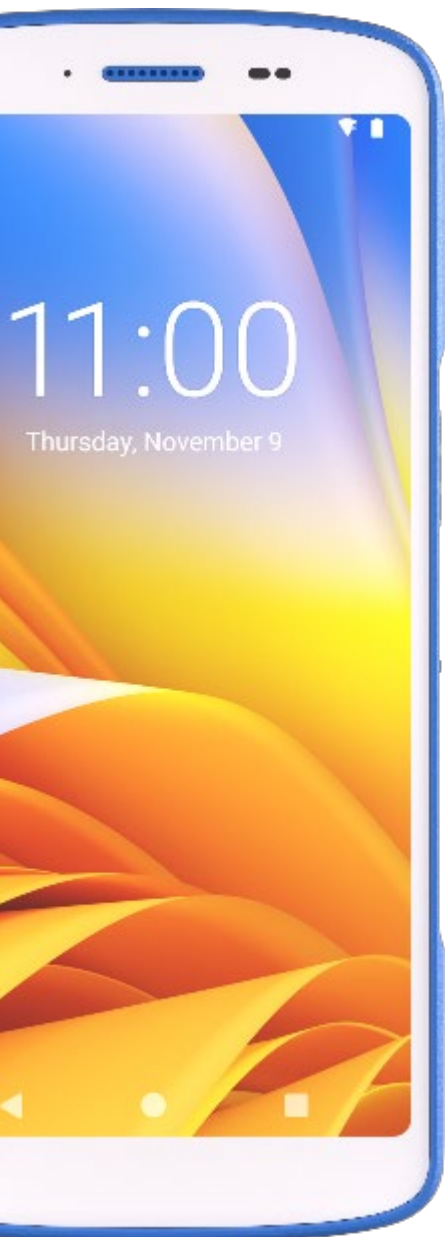
nurturing the growth of their workforce

Software developers

striving to ensure business continuity

Front-line workers

with a user-friendly experience and tools to streamline tasks



Zebra DNA – Set Up. Secure. Manage. Optimize.

Zebra DNA for the H20/HC25

Included: Professional license

- Powerful no-cost tools included with your device purchase
- Includes core Zebra DNA for Mobile Computers software capabilities
- Available out of the box
- Simplifies device integration, deployment, troubleshooting and management
- Improves device security

Option to purchase: Enterprise license

- Advanced tools
- Boosts end-user productivity with tools that streamline data capture
- Enables superior Wi-Fi performance and simplifies Wi-Fi troubleshooting
- Simplifies management of Bluetooth and Bluetooth peripherals for end users

Zebra DNA for the H50/HC55

Included: The complete Zebra DNA toolkit

All HC50/HC55 devices include all tools in the Zebra DNA Professional license and the add-on Enterprise License—all at no cost.



Get even more value with optional Enterprise Browser

Create feature-rich web applications that take advantage of all Zebra mobile computer device features—with minimal coding

HC50/HC55: Available for purchase

HC20/HC25: Purchase Enterprise Browser kit, which includes Zebra DNA Enterprise license and Enterprise Browser

Zebra DNA Professional

Complimentary no-cost tools installed on the HC2X

DataWedge

Send barcode data into your apps—no programming required

Device Diagnostics

Eliminate the cost of sending devices that don't need repair to the Repair Center

EMDK

Everything you need to fully leverage all Zebra device capabilities in your applications, with less time and effort

Enterprise Home Screen

Easily control the applications and device features workers can access

GMS Restricted

Turn off Google Mobile Services you don't want, e.g., Gmail, YouTube, Chrome, etc.

Mobility Extensions (Mx)

Choose from over a hundred features to improve the security, manageability and more of the standard Android OS

OEMConfig (Powered by Mx)

Software application providing a unified interface for all Zebra value-added APIs via the customer's EMM

RxLogger

Capture system and application logs to identify problems and avoid sending no-failure found devices for repair

StageNow

Easily stage a handful or thousands of Android devices with a quick scan of a barcode or tap on an NFC tag

Zebra DNA Enterprise

Additional advanced tools in the optional HC2X license

Bluetooth Manager

Control the behavior of the Bluetooth radio

Device Central

Simple Bluetooth utility giving workers the ability to manage their peripherals while the device is locked down or in kiosk mode

Enterprise Keyboard

Enable 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

Wireless Analyzer

Easy in-device troubleshooting tool to resolve Wi-Fi issues before they impact worker productivity

Wireless Fusion

Delivers better Wi-Fi...guaranteed; advanced Zebra VoWiFi proprietary features for unsurpassed Wi-Fi connectivity

Workstation Connect

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

Zebra Volume Control

For creating audio profiles

The **HC5X** includes all Zebra DNA Professional and Enterprise tools **at no cost**

Additional optional software solutions for purchase

Add more value to your Zebra mobile devices with these proven only-from-Zebra solutions



Device Guardian

Easily track and find your missing devices—even if the battery is dead or devices are turned off (requires BLE battery)



Identity Guardian

Simple, secure and personalized access to shared devices with multifactor biometric facial login¹



OCR Wedge

Effortlessly and accurately capture standardized data to streamline workflows and improve productivity



Zebra DNA Cloud

Easily provision your devices with all of your Zebra DNA for Mobile Computers applications



Enterprise Browser

Easily incorporate all the features of your Zebra mobile device into easy-to-build HTML5 apps



Workcloud Communication Enterprise Voice

Turn Zebra mobile computers into PBX handsets with a custom interface that makes even the most complex features easy to execute



Workcloud Communication PTT Pro

Keep workers inside and outside your facility connected with subscription-based push-to-talk over Wi-Fi and cellular networks



Workcloud Communication PTT Express

Keep workers inside your facility connected with easy to deploy push-to-talk over Wi-Fi



Zebra Services

Added value to HC20/HC25 with a full portfolio of Services

Increase operational efficiency, reduce costs and enhance overall business performance with Zebra Services

Zebra OneCare Special Value

Increase device uptime and utilization—benefit from fewer workflow disruptions, lower repair costs and greater operational efficiency

2 or 3 years of protection covering device functional failure and normal wear and tear.

Have your device back from the repair center within a 5-day turnaround time without having to worry about the ground shipping* because Zebra will cover it!

Get priority access 8x5 local time live-agent technical support and 24x7 access to self-service tools and if your main concern is to have the latest software update/ security patches, this level of service already has your back covered.

This level of maintenance plan, also provides you with access to a dashboard that helps you manage your contracts and track the status of your repairs.

Optional Battery Maintenance to meet your needs and help you avoid downtime



Professional Services

Focus on your core business while relying on Zebra to ensure your devices are updated and operating at peak performance

Gold Build ensures your devices operate at their peak performance by successfully designing user profiles

Save valuable time in your operation with Zebra Staging by aligning consistency on operating system version, security features and application loading

Let us help you put together the device and accessories and/or printed collateral into individual or site boxes

VisibilityIQ Foresight™

Get instant business intelligence and empower data-driven decisions to leverage the most from your assets, workers and daily tasks



Informed decision making

Cloud-based dashboard to view fleet insights and make decisions based on analytics across your entire device fleet



Proactive maintenance

Address potential device issues before they impact your business, and uncover opportunities for cost-cutting, right-sizing inventory and reducing lost or stolen assets



Resource optimization

Better visibility helps you more efficiently allocate resources, so your devices are always used to their fullest potential

* For RMAs received before the cutoff time. Next business day subject to availability and site accessibility conditions in specific regions.

**For Mobile Computers and Scanners only. Includes Cloud-based visibility to repair, technical support, contracts, LifeGuard reports, and more.

Added value to HC50/HC55 with a full portfolio of Services

Increase operational efficiency, reduce costs and enhance overall business performance with Zebra Services

Zebra OneCare Select

Increase device uptime and utilization – benefit from fewer workflow disruptions, lower repair costs and greater operational efficiency

3- or 5-year protection covering device functional failure, normal wear and tear, and accidental damage

Have your device replaced next-day, "like new" and ready to use, right out of the box

Get 24x7 live-agent technical support and access to self-service tools

Access to VisibilityIQ™ OneCare** dashboard to manage your contracts and track the status of your repairs

Optional Battery Maintenance to meet your needs and help you avoid downtime



Professional Services

Focus on your core business while relying on Zebra to ensure your devices are updated and operating at peak performance

Gold Build ensures your devices operate at their peak performance by successfully designing user profiles

Save valuable time in your operation with Zebra Staging by aligning consistency on operating system version, security features and application loading

Let us help you put together the device and accessories and/or printed collateral into individual or site boxes

VisibilityIQ Foresight™

Get instant business intelligence and empower data-driven decisions to leverage the most from your assets, workers and daily tasks



Informed decision making

Cloud-based dashboard to view fleet insights and make decisions based on analytics across your entire device fleet



Proactive maintenance

Address potential device issues before they impact your business, and uncover opportunities for cost-cutting, right-sizing inventory and reducing lost or stolen assets



Resource optimization

Better visibility helps you more efficiently allocate resources, so your devices are always used to their fullest potential

* Ground shipping covered in North America only. For other regions Please contact your Zebra Account Manager to get more details..

**For Mobile Computers and Scanners only. Includes Cloud-based visibility to repair, technical support, contracts, LifeGuard reports, and more.



Thank you!

For more information, please visit www.zebra.com/hc2x-hc5x

ZEBRA and the stylized Zebra head are trademarks of Zebra Technologies Corp., registered in many jurisdictions worldwide. Android is a trademark of Google LLC. The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Zebra is under license. Wi-Fi™ is a trademark of Wi-Fi Alliance®. All other trademarks are the property of their respective owners. ©2025 Zebra Technologies Corp. and/or its affiliates. 03/06/2025