

OVERVIEW

TC22/TC27 Mobile Computers

If your small or medium business customers are considering consumer-grade cell phones for their workers, the TC22/TC27 offers a better solution. The third generation of the highly successful TC2x Series, the TC22/TC27 delivers the best of all worlds — smartphone styling and pricing, with big business features that boost productivity and customer service quality. This compact, powerful device has a 6 in. FHD+ display, 5G, Wi-Fi 6E, integrated scanners, support for tap-to-pay and other contactless transactions and more. And the durable TC22/TC27 is built to outlast consumer phones, providing a better return on investment.



What's New

Faster, more reliable, future-ready wireless connections

Support for: Wi-Fi 6/6E¹ (4x the bandwidth, 75 percent less latency than Wi-Fi 5); 5G (30-40x less latency than 4G); CBRS (U.S. only)

Faster, next generation processor and class leading memory and data storage options

Superior application performance and response times — no waiting for screens to display

Higher memory options

6 GB RAM/64 GB Flash standard with optional 8 GB RAM/128 GB Flash to support more simultaneous apps

6-inch Full HD+ display

Better user experience with 20% more display space — users can see more and scroll less; easy to read indoors and outside

Thinner and more ergonomic

Provide a more secure and comfortable grip for any size hand and reduce pressure points with a 10% thinner, contoured surface

Increased durability

Improved drop and tumble specifications; higher sealing

A choice of two integrated scan engines

Standard and advanced range scanners can meet virtually any scanning need

More expandable

Help locate misplaced devices even if the device is turned off with Device Tracker and the BLE battery; create a workstation-on-demand or a point-of-sale, tap-to-pay ready; support for Apple and Google digital wallets

Features & Benefits

Top 3 Customer Messages

1 A smartphone-style device that's made for work

- Superior app performance with a next generation processor, plus class-leading memory and data storage options
- 6-inch Full HD+ display that's easy to read inside and outside in bright sunlight
- Latest and fastest wireless connections — including Wi-Fi 6/6E¹, 5G (TC27), Private 5G and CBRS (US only)
- Integrated world class scanning enables workers to capture barcodes in nearly half the time, with half the muscle work²
- Ready for the world of contactless transactions, including built-in support for Apple VAS and Google Smart Tap to read tickets stored in mobile wallets

2 Bring more value with added functionality

- Create a complete mobile-driven workstation — no need to purchase and manage separate fixed workstations³
- Create a hybrid POS on-demand to place POS stations whenever and wherever they're needed
- Support for advanced ARCore based augmented reality applications
- Lightning fast cycle counting with RFD40 UHF RFID sleds⁴; Zebra eConnex™ enables snap-and-go pairing
- Two-way radio and PBX capabilities with optional Zebra voice solutions
- Built-in support for the new generation of payment solutions

3 Get a built-in advantage with no-cost Mobility DNA Professional tools

- Mobility Extensions (Mx) offers over a hundred features to improve Android security, manageability and more
- Stage a handful or thousands of devices
- Control the features/apps workers can access to protect productivity
- Easily enter barcode data into apps right out of the box, without any programming
- Collect targeted diagnostics for easier troubleshooting
- Control GMS apps and services
- LifeGuard™ for Android™ keeps devices secure every day they are in service with timely Android updates and patches

Additional Differentiating Features

Thin, ergonomic consumer styling that is business tough

Waterproof, dustproof, drop-proof and tumble-proof, thanks to an improved design; drop and tumble tests are even more aggressive than the industry standard

Choice of three batteries

Standard 3800 mAh battery for full shift power; extended 5200 mAh battery for multi-shift power; BLE 3800 mAh battery for device tracking even if the device is turned off or the battery is depleted

Extensive business-class accessory family





Cost-effectively manage any size device pool with single and multi-slot chargers and cradles, protective boot, wearable and carrying solutions

Optional Mobility DNA Enterprise License

Additional tools improve Wi-Fi performance and Wi-Fi 6E, radio advancements and management tools; capture multiple barcodes with one press — and more

Competitive Highlights

Following are the top competitive selling points for the major competitive products. Complete competitive information can be found in the Selling Guide.

| ENTERPRISE COMPETITOR | ENTERPRISE COMPETITOR | ENTERPRISE COMPETITOR | ENTERPRISE COMPETITOR |
|--|--|---|---|
| <p>Honeywell EDA52/EDA57</p> | <p>Honeywell CT30 XP</p> | <p>Urovo DT50 5G</p> | <p>SEUIC Cruise2 5G</p> |
|  |  |  |  |
| <p>Light in software. Honeywell's Mobility Edge is seven years behind Mobility DNA. Key gaps include: no solution for disabling GMS, limited battery management, limited device lockdown tools, limited device diagnostics, no DataWedge equivalent, limited SDK, limited device tracking software and much more.</p> <p>Inferior wireless connectivity. EDA52 and EDA57 do not support Wi-Fi 6/Wi-Fi 6E or CBRS. EDA52 is 4G only and EDA57 requires a custom design to support eSIM.</p> <p>Inferior display. EDA52/EDA57 has a smaller display with lower resolution (although EDA57 can be configured with FHD resolution as an added option/cost).</p> <p>15% thicker. EDA52 and EDA57 have a less ergonomic design; these devices are also slightly heavier even with a smaller display.</p> <p>Inferior battery. EDA52 and EDA57 lack an extended capacity battery for longer shifts; no BLE battery for tracking devices that are powered down or out of power.</p> <p>Light in solutions. EDA52 and EDA57 do not support Apple VAS/Google Smart Tap for mobile wallets; no workstation solutions; no advanced range scanning option; inferior RFID sleds.</p> | <p>Light in software. Honeywell's Mobility Edge is seven years behind Mobility DNA. Key gaps include: no solution for disabling GMS, limited battery management, limited device lockdown tools, limited device diagnostics, no DataWedge equivalent, limited SDK, limited device tracking software and much more.</p> <p>Inferior computing platform. Slower, older, less efficient processor; less memory (no 8 GB RAM option).</p> <p>Inferior wireless connectivity. No 5G; no CBRS; no Wi-Fi 6E support with new 6 GHz band; Wi-Fi 6 is only available on the Wi-Fi model.</p> <p>Smaller display. CT30 XP has a 5.5 in. display — providing less real estate for line of business applications and information.</p> <p>Inferior battery. CT30 XP's battery is hard to remove; it has a smaller standard battery and no extended capacity option.</p> <p>Less rugged. Lower sealing certification and lower drop spec. without a rugged boot.</p> <p>Inferior long range scanning option. Zebra's SE55 scan engine offers enhanced performance, better expected working ranges, faster trigger to beep and a significantly more visible and intuitive aimer than Honeywell's FlexRange.</p> <p>Light in solutions. CT30 XP does not support Apple VAS/Google Smart Tap for mobile wallets; limited workstation solutions; inferior RFID sleds; lower resolution rear camera.</p> | <p>Older Android version. DT50 5G currently ships with Android 11; UROVO does not publish its future OS support.</p> <p>Limited software ecosystem and value-add tools. UROVO does not offer any kind of software ecosystem similar to Mobility DNA. There's limited value beyond the hardware; deployment, integration, application development and device/OS management will be more complex and expensive.</p> <p>Inferior display. DT50 5G has a smaller display; Full HD resolution is an extra option/cost.</p> <p>Inferior wireless connectivity. No CBRS; no Wi-Fi 6/6E.</p> <p>Less rugged. Lower sealing certification; lacks tumble specification.</p> <p>Inferior battery. DT50 5G lacks an extended capacity battery for longer shifts; no BLE battery for tracking devices that are powered down or out of power.</p> <p>Light in solutions. Customers must rely on third party PTT applications; no support for Apple VAS/Google Smart Tap for mobile wallets; no workstation solutions; no advanced range scanning option; inferior RFID sled.</p> | <p>Older Android version. SEUIC Cruise2 currently ships with Android 10; SEUIC does not publish its future OS support.</p> <p>Limited software ecosystem and value-add tools. SEUIC does not offer any kind of software ecosystem similar to Mobility DNA. There's limited value beyond the hardware; deployment, integration, application development and device/OS management will be more complex and expensive.</p> <p>Inferior wireless connectivity. No CBRS; it's "Wi-Fi 6 Ready" only — lacks full support for Wi-Fi 6/6E.</p> <p>Inferior computing platform. Slower, older, less efficient processor.</p> <p>9% thicker, 9% heavier. SEUIC Cruise2 has a less ergonomic design.</p> <p>Less rugged. Lower sealing certification.</p> <p>Light in solutions. Customers must rely on third party PTT applications; no support for Apple VAS/Google Smart Tap for mobile wallets; no workstation solutions; no advanced range scanning option; no RFID option; no BLE battery for tracking devices that are powered down or out of power.</p> |

Competitive Highlights (continued)

Following are the top competitive selling points for the major competitive products. Complete competitive information can be found in the Selling Guide.

| ENTERPRISE DEVICE | CONSUMER DEVICE | CONSUMER DEVICE | CONSUMER DEVICE |
|---|---|---|--|
| <p style="text-align: center;">Janam XT3</p> | <p style="text-align: center;">Samsung XCover6 Pro</p> | <p style="text-align: center;">Samsung Galaxy A Series</p> | <p style="text-align: center;">Kyocera DuraSport 5G</p> |
|  |  |  |  |
| <p>Older Android version. Janam XT3 currently ships with Android 11; Janam does not publish its future OS support.</p> <p>Limited software ecosystem and value-add tools. Janam does not offer any kind of software ecosystem similar to Mobility DNA. There's limited value beyond the hardware; deployment, integration, application development and device/OS management will be more complex and expensive.</p> <p>68% thicker. XT3 is much bulkier and less ergonomic; it's slightly heavier even with a smaller display.</p> <p>Inferior display. XT3 has a smaller, lower resolution display.</p> <p>Inferior wireless connectivity. XT3 does not support 5G, Wi-Fi 6/Wi-Fi 6E or CBRS.</p> <p>Inferior computing platform. Slower, older, less efficient processor; less memory (maximum option is 4 GB RAM/ 64 GB Flash).</p> <p>Less rugged. Lower sealing certification; lacks tumble specification.</p> <p>Light in solutions. Customers must rely on third party PTT applications; no workstation solutions; no advanced range scanning option; no RFID option; no BLE battery for tracking devices that are powered down or out of power.</p> | <p>Light in software. Samsung's software ecosystem is limited compared to Mobility DNA, and many software tools are proprietary unlike Zebra's standard-based approach.</p> <p>Inferior computing platform. Less memory (no 8 GB RAM option).</p> <p>Lacks integrated scanner. Customers must either purchase a third-party sled (adds cost and bulk, lowers rugged specs) or rely on the camera and third-party software for barcode scanning. Workers can capture barcodes up to 40% faster with up to nearly 50% less muscle work with Zebra's enterprise scanning.²</p> <p>Inferior wireless connectivity. No CBRS; consumer Wi-Fi radio is less robust.</p> <p>Inferior battery. XCover Pro 6 lacks an extended capacity battery for longer shifts; no BLE battery for tracking devices that are powered down or out of power.</p> <p>Less rugged. Lacks tumble specification.</p> <p>Light in solutions. Customers must rely on third party PTT applications; no support for Apple VAS/Google Smart Tap for mobile wallets; limited workstation solutions; no RFID option; no BLE battery for tracking devices that are powered down or out of power.</p> | <p>Light in software. Samsung's software ecosystem is limited compared to Mobility DNA, and many software tools are proprietary unlike Zebra's standard-based approach.</p> <p>Inferior computing platform. Less memory (no 8 GB RAM option).</p> <p>Lacks integrated scanner. Customers must either purchase a third-party sled (adds cost and bulk, lowers rugged specs) or rely on the camera and third-party software for barcode scanning. Workers can capture barcodes up to 40% faster with up to nearly 50% less muscle work with Zebra's enterprise scanning.²</p> <p>Inferior wireless connectivity. No CBRS; no Wi-Fi 6/6E; consumer Wi-Fi radio is less robust; only one SIM.</p> <p>Significantly less rugged. Lower sealing certification; lacks both drop and tumble specifications.</p> <p>Inferior battery. Battery is NOT user removable, so devices can't support back-to-back shifts without recharging.</p> <p>Light in solutions. Customers must rely on third party PTT applications; no support for Apple VAS/Google Smart Tap for mobile wallets; no workstation solutions; no RFID option; no BLE battery for tracking devices that are powered down or out of power.</p> | <p>Older Android version. DuraSport 5G currently ships with Android 11; Kyocera does not publish its OS support.</p> <p>Limited software ecosystem and value-add tools. Kyocera does not offer any kind of software ecosystem similar to Mobility DNA. There's limited value beyond the hardware; deployment, integration, application development and device/OS management will be more complex and expensive.</p> <p>Inferior computing platform. Less memory (no 8 GB RAM option).</p> <p>Lacks integrated scanner. Customers must either purchase a third-party sled (adds cost and bulk, lowers rugged specs) or rely on the camera and third-party software for barcode scanning. Workers can capture barcodes up to 40% faster with up to nearly 50% less muscle work with Zebra's enterprise scanning.²</p> <p>Inferior wireless connectivity. No CBRS; no Wi-Fi 6/6E; consumer Wi-Fi radio is less robust; only one SIM.</p> <p>Inferior battery. Battery is NOT removable or replaceable; devices can't support back-to-back shifts without recharging; when a battery fails or reaches end of life, the entire device must be sent to the service depot.</p> <p>Light in solutions. Customers must rely on third party PTT applications; no support for Apple VAS/Google Smart Tap for mobile wallets; no workstation solutions; no RFID option; no BLE battery for tracking devices that are powered down or out of power.</p> |

Qualifying Questions

Q Are you considering purchasing consumer smartphones for your workers?

A While a smartphone might look like the best approach to provide workers with affordable mobility, you'll end up paying more in the long run. Why? Consumer devices don't offer the features your workers need to get the job done. But the TC22/TC27 delivers all the right business features to improve workforce productivity and increase your return on investment — all with a smartphone price tag. For example, you can count on a long Android roadmap, with support through Android 16 and security support every day your devices are in use. The TC22/TC27 connects to the fastest wireless networks and class-leading memory configurations ensure the device you purchase today can support future upgrades and applications. Integrated enterprise-class scanners outperform a consumer-grade camera, so your workers can capture barcodes faster and with more accuracy. The TC22/TC27 is built to outlast consumer devices, with drop and tumble tests that are even more aggressive than the industry standard. And with Zebra, you get powerful no-cost Mobility DNA Professional tools to simplify deployment and management.

Q Do you have Zebra mobile computers like the TC5X Series or TC7X Series in your operations?

A The TC22/TC27 is an ideal solution for organizations that rely on Zebra mobile computers but also need a value tier device to meet budget requirements or for seasonal and other temporary workers. It offers a consistent user experience, product staging/deployment tools, LifeGuard™ for Android™ and MDM management, simplifying device support and management — there's only one platform your IT team needs to learn. And the TC22/TC27 supports many of the same Mobility DNA tools, with the option to unlock the next level of productivity with advanced tools through the Mobility DNA Enterprise License. If you were to give smartphones to part of your workforce, how would you centrally manage, control and secure them?

Q How often do your workers need to scan barcodes?

A Consumer devices aren't purpose built for barcode scanning. They rely on a rear-facing camera and scanning software. This may be fine for occasional barcode scanning, but it can't keep pace with the demands of the business world. An independent third-party research firm conducted a study that compared a Zebra enterprise device like the TC22/TC27 with an integrated scan engine and consumer devices with camera-based scanning. The research found the Zebra device delivered 25-40% faster pick times, 23-48% less muscle work, 30-60% less postural demands — saving up to 41.36 minutes per day per worker. The study is summarized in the white paper, "[Is Camera Scanning Negatively Impacting your Business?](#)"

Sales/Reference Materials

The Source (for internal Zebra only):

<https://zebra.showpad.biz>

TC22/TC27 Product Home:

www.zebra.com/tc22-tc27

Partner Gateway:

<https://partnerportal.zebra.com>

Services:

www.zebra.com/services

Support pages:

www.zebra.com/support

Mobility DNA Value Tier Kit:

www.zebra.com/mobility-dna-kit

Accessories

With Zebra's enterprise-class accessories, your customers can customize their solution to meet their application needs, while you increase revenue and margins. Complete a TC22/TC27 solution sale with:

- Variety of charging options including a single slot cradle that can charge a device and spare battery; ShareCradle and multi-slot battery chargers
- Cradle solutions that enable the TC22/TC27 to double as a mobile-driven workstation or hybrid Point-of-Sale
- Trigger handle for scan-intensive workflows
- Protective boot that adds another level of durability
- RFD40 UHF RFID sleds⁴
- Rugged Bluetooth and wired headsets
- Holsters, arm mounts and hand straps
- Variety of batteries: standard, extended and BLE for advanced device tracking

Objection Handling

| Operations Manager | Finance Manager | Purchasing Manager |
|---|--|---|
| “Why should we upgrade our existing TC2x Series devices?” | “Why shouldn’t we just give our workers a smartphone?” | “Are we really getting Zebra quality at this price point?” |
| Response: | Response: | Response: |
| <p>The TC20/TC25 has reached end of sale; and while the TC21/TC26 is still available, you may have more demanding use cases. Migrating to the latest technology will enable you to keep pace with the heightened expectations of the on-demand economy.</p> <ul style="list-style-type: none"> • Superior application performance and response times — no waiting for screens to display • 20% larger display boosts productivity — workers see more and scroll less • Faster, future-proof wireless connectivity with 5G, Wi-Fi 6/6E¹, Private 5G, CBRS (US only) — better voice and data performance inside and outside of your facility • Ergonomics that make it easier for every size hand to carry • Increased durability — less downtime and loss of productivity; smaller backup device pool • New optional solutions: create a workstation or POS on the fly, turn the TC22/TC27 into a lightning fast RFID reader, 2-way radio or PBX handset • Higher resolution rear camera for better picture quality, great for proof of delivery and condition | <p>Even though initial acquisition costs may be less with a consumer device, these deployments result in a higher TCO in the enterprise.</p> <ul style="list-style-type: none"> • Consumer devices have a short lifecycle, creating significant deployment, maintenance and support issues • Consumer devices lack integrated barcode scanning and rely on the rear camera with scanning software — workers can capture barcodes in nearly half the time, with half the muscle work with Zebra’s enterprise scanning² • You won’t have control over the operating system update process, and devices may update before you have properly tested your apps • There’s no Mobility DNA equivalent — Zebra offers so much more value with tools for your workers and IT • Consumer-grade devices are more likely to experience wireless connectivity issues that impact productivity | <p>The TC22/TC27 delivers Zebra’s world-renowned performance and reliability, at an affordable price — enabling small to mid-sized businesses to have the same technology as their larger competitors.</p> <ul style="list-style-type: none"> • Zebra’s industry-leading scanning technology ensures the first time, every time capture of virtually every barcode, in practically any condition • Access to Zebra’s Mobility DNA, the industry’s largest software ecosystem for Android in the enterprise • Zebra’s award-winning Industrial Design team created a thin device that’s rugged — the TC22/TC27 is waterproof, dustproof, drop-proof and tumble-proof • High performance computing platform with built-in support through Android 16 and the latest wireless connectivity give you the power to run all your applications today and tomorrow • All the right business options, from 2-way radio to mobile payment, an on-demand workstation, hybrid POS, RFID⁴ and more |

1. Mobility DNA Enterprise License is required for Wi-Fi 6E 2. White Paper: Is Camera Scanning Negatively Affecting Your Business; Zebra Technologies; June 2022
3. Available 1Q 2024 4. Available Q4 2023

Markets

- Retail
- Hospitality
- Field Mobility
- Field Service
- Warehouse/wearable

Services

Zebra offers a full portfolio of services to address your customer needs:

Manage and Support

Zebra OneCare™ SV provides 2 or 3 years of protection covering device functional failure and normal wear and tear; includes technical and software support, five-day repair turnarounds and optional accidental damage coverage.

Train and Adopt

Video on Device lets you make short, easy-to-follow, how-to videos available to front-line workers, providing them with easy access to continued on-the-job learning and support right at their fingertips.

Actionable Intelligence

Zebra VisibilityIQ Foresight™ provides a cloud-based dashboard to view fleet insights, enabling businesses to make decisions based on predictable and actionable analytics across their entire device fleet.



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