Accessories and Hardware

1. Will Zebra continue to sell the TC70x and the TC75x devices and accessories?

Yes, the TC70x and TC75x will continue to sell side-by-side with the TC72 and TC77 for the foreseeable future. The accessories will be backward compatible for the TC72 and TC77.

2. Is there backwards compatibility for accessories?

Yes, all accessories from TC70x and TC75x are compatible with TC72 and TC77.

3. Will the battery capacity rating of TC72/77 be the same as the TC70x/75x?

Yes, TC72 and TC77 will have the same battery capacity as TC70x/75x,it is the same battery.

4. Is there a PTT button?

Yes, on the left side of the terminal above the scan button.

5. What NFC tags can I read and support with TC72 and TC77?

TC72 and TC77 will support ISO14443, ISO15693 and Felica cards

WWAN

6. For the US, what cellular carriers are supported?

The NA configurations supports Verizon AT&T and TMO, and will be certified for both AT&T and Verizon. Additional carrier certification dates will be provided when available.

7. Will other cellular carriers be certified?

The TC77 will obtain both GCF and PTCRB certification. TC77 will further be certified for other operators including Telstra (Q2'19) and Vodafone (Q2'19).

8. Does the TC77 support multiple SIM slots?

The TC77 has two Nano SIM slots, which will support multiple carriers.

9. For WAN in North America, will the same TC77 SKU work on Verizon, AT&T Canadian Carriers?

Yes the same SKU will work throughout NORTH AMERICA including US, CANADA, & PUERTO RICO. We will have PTCRB and GCF approval as well as certification at Rev A on AT&T and Verizon

10. Does the TC77 Support Carrier Aggregation?

Yes, carrier aggregation is supported.

11. What is the benefit of Carrier Aggregation to our customers?

Higher down-link data rate improving overall user experience.

Operating Systems

12. What OS is supported on this platform, and will there be updated OS offerings?

TC72/77 will release on Android 8.1 (Oreo). The architecture supports migration to future OS releases, P, Q and R as part of the life cycle for the platform.

13. Is Google Mobile Services supported?

Yes, GMS is now standard on all models, except China which is AOSP.

14. Why is Zebra not offering a AOSP version of the TC72/77 outside of China?

GMS/Restricted Mode, a StageNow enhancement and industry first - an easy way to simply click to deactivate services that come standard with the operating system — and selectively reactivate should you need them down the road to provide a software experience for customers who prefer an AOSP Operating System-like experience.

15. What are the Android desserts that TC72 and TC77 will support?

The TC72 and TC77 Android OS roadmap plan is to release with O. Following is an example of the label for a TC72/TC77 indicating the O dessert level.

16. With Oreo, if a security update patch has already been applied, is it possible to back rev to a prior dessert?

Since TC72/77 are launching with Oreo, that is the oldest OS available for this platform. No previous OS will be available.

Software and Applications

17. Will the SD660 platform offers a wider range of sensors – will the EMDK be updated to support their use?

No, it will be supported by Google Standard APIs.

18. Is there support for Workforce Connect?

Workforce Connect is supported and will take advantage of the PTT side button as well. Workforce Connect certification will be released in upcoming software releases in estimated Q1 2019 for TC72 and estimated Q2 2019 for TC77. PTT Express and PTT Pro with half-duplex voice will be supported when the product is initially released.

19. Will full-duplex voice support for TC72/TC77 be available and released at the same time as the device?

For customers with Cisco WLAN networks, and who plan to deploy Zebra's Workforce Connect, the voice client release date (target) is November 2018. For customers who have non-Cisco WLAN networks, the release timing is March 2019 for full-duplex audio and VoIP clients on the TC72 and in Q2 for the TC77.

20. What Enterprise Mobile Management Clients are validated?

StageNow, Airwatch and SOTI.

21. Why are there no EMM Clients pre-installed?

Zebra has an agnostic approach, supporting multiple EMM vendors. Zebra gives EMM's the ability to integrate the EMM Toolkit into their solution to utilize Zebra MX features. Zebra partners with SOTI and AirWatch to ensure that the devices are validated on their solution. Zebra would like the customers to use the EMM solution that best fits their business needs.

22. Is there support for Enterprise keyboard and Swipe Assist?

Enterprise keyboard and Swipe Assist will be supported.

23. How do we support 3rd Party Voice clients, i.e. Avaya?

Zebra supports Workforce Connect, PTT Pro, and PTT Express. As for other 3rd party voice clients Zebra supports Voalte, Vocera, Counterpath and Cerner (please note the timing of voice/client support as per above Q&A).

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