

## Launch Product Marketing Bulletin – PMB-10053

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**Business Segment:** ☒ EMC ☐ DCS ☐ SPG ☐ Other

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Urgency Level	Notice applies to regions:	Government:	Published for:
General Information	<input checked="" type="checkbox"/> North America <input checked="" type="checkbox"/> EMEA <input checked="" type="checkbox"/> Latin America <input checked="" type="checkbox"/> Asia Pacific	<input checked="" type="checkbox"/> Federal <input checked="" type="checkbox"/> North America State & Local	<input checked="" type="checkbox"/> Associates <input checked="" type="checkbox"/> Partners <input checked="" type="checkbox"/> Distributors

<b>Description:</b>	<b>[TC5X Accessories]: Arm Mount</b>
<b>Reason for Change:</b>	<b>PMB-10053: New TC5X Arm Mount Accessory released as General Availability product</b>

### 1. Introduction

The TC5X family of mobile computers was launched in November 2016 and since then, the product has achieved record-setting sales results and wide customer acceptance in all regions. The purpose of this bulletin is to communicate the availability of a new TC5X accessory product. Available in two configurations, this new TC5X arm mount was previously a custom product requiring a Custom Product Request – but now has been converted to openly orderable status with General Availability in all regions.



The TC5X arm mount allows customers to have a single device that can be used as both a handheld and a wearable. With the TC5X arm mount, users can be more productive because they can perform hands-free barcode scanning when the TC5X device is paired to one of Zebra's cordless Bluetooth ring scanners (RS507 or RS6000). The arm mount is designed to allow the TC5X to easily snap in to a special adapter to enable hands-free operation. While mounted on the user's arm, the TC5X can be rotated to either portrait or landscape mode. The TC5X and arm mount solution can be used either with or without the

rugged boot attached to the device, which further increases the versatility of the solution.

List prices, part numbers and availability of the TC5X arm mount are in Section 2.

Zebra recommends that this arm mount accessory be used only in retail locations where customers are seeking to optimize workflows via hands-free enablement of the TC5X. In warehouses, distribution centers and manufacturing facilities, which tend to have harsher environments and where customer seek

maximum productivity from wearable solutions, Zebra recommends dedicated wearable terminals, such as the WT6000 or WT41N0. Partners, distributors and end-user customers are advised to consult with their local Zebra sales representative regarding which mobile computer device and solution is best suited to address the use case and environmental requirements. A comparison matrix which highlights the key factors that customers should consider when they evaluate wearable product options is shown below.

Guidelines for Selecting TC5X with Arm Mount vs. Purpose-Built WT6000 Wearable			
Consideration		TC5X with arm mount	WT6000
Deployment Environment	Warehouse, Distribution Center and Manufacturing	X	✓
	Back of Retail Store	✓	✓
	Front of Retail Store	✓	✓
	Freezer Environments (below -20°C)	X	✓
Use Case Intensity	<b>Light</b> - Majority of use is with handheld mobile computer only. The arm mount accessory is installed for short periods of time when worker needs to perform hands-free tasks. Low risk of impacting the wrist mounted device on poles, shelves, conveyors or other hard objects.	✓	X
	<b>Medium</b> - Mobile Computer is worn on the wrist for extended periods of time, but the use case involves removal of the device for scanning with the handheld. Low to medium risk of impacting the wrist mounted device on poles, shelves, conveyors or other hard objects.	✓	X
	<b>Heavy / Aggressive</b> - Use case requires hands-free operation for the entire shift and customer seeks to maximize worker productivity. Medium to high risk of impacting the wrist mounted device on poles, shelves, conveyors or other hard objects.	X	✓
Design & Ergonomics	Customer values the flexibility of a single device that can be used as both a handheld and wearable	✓	X
	Customer desires the most ergonomic wearable solution with a low center of gravity.	X	✓
Ring Scanner Options	Customer wants a cordless, Bluetooth ring scanner	✓	✓
	Customer wants a corded, single finger ring scanner.	X	✓
Application Environment	Customer runs apps that require a large screen for content viewing and frequent interaction with on-screen keyboards	✓	X
	Customer runs apps that are optimized for touch-only interaction, with limited need for on-screen keyboards	✓	✓
	Customer runs Terminal Emulation (TE)	X	✓

## 2. Configurations Available for Booking

Part Number	Description	Discount Group	Product Access Code	Availability	List Price in USD
SG-TC51-WMADP1-01	TC5X WRIST MOUNT ADAPTER, WHITE, DIAL STRAP LENGTH 191 MM	A1	1	Now	\$220
SG-TC51-WMADP1-02	TC5X WRIST MOUNT ADAPTER, BLACK, DIAL STRAP LENGTH 265 MM	A1	1	Now	\$220

Both part numbers are available for sale in all regions.

## 3. Product Photos



## 4. Reference Material on the Web

Information on these new TC5X products can be found in the TC5X Accessories Guide which is posted on the [Partner Gateway](#) and also on [www.zebra.com](http://www.zebra.com).

## 5. Software Support and Entitlement Process

As of April 11, 2016 under the consolidated Zebra warranty ([www.zebra.com/warranty](http://www.zebra.com/warranty)) customers will be entitled to access latest software releases and receive telephone and e-mail technical support for hardware or software issue diagnosis for 90 days from end user purchase date or if their products are covered under a Zebra Services Agreement, unless otherwise stated by Zebra in the [Product warranty exceptions list](#).

Requests to download software releases are completed by submitting the “Request Download” form on Support Central or by calling the Zebra Global Services support center. The information will be routed directly to a dedicated team that will quickly validate customer entitlement. Customers will then receive an e-mail containing instructions on how to download the appropriate software.

Customers who wish to purchase a Zebra Support Contract can do so through the normal channels that they currently use to purchase Zebra products and services.

For more information:

- **Zebra employees:** please visit the [Zebra Services Marketing Software Support home page](#)
- **Partners:** please visit the Services tab on the Product & Services Central page of the [Partner Gateway](#)

## 6. Other Information

**NOTE: PLEASE REFER TO THE LINKS BELOW FOR THE MOST UP TO DATE PRODUCT INFORMATION AND PRODUCT OPTIONS. INFORMATION SUCH AS GLOBAL (REGION SPECIFIC) PRICING, PRODUCT AVAILABILITY, AND PRODUCT ACCESS CODES ARE AVAILABLE. ZEBRA ASSOCIATES SIGN INTO THE EMPLOYEE PORTAL USING YOUR COREID/USER NAME AND PASSWORD. ZEBRA PARTNERS/DISTRIBUTORS SIGN INTO PARTNERGATEWAY. THE SOLUTION BUILDER LINK WILL BE UNDER “CONNECTING TOOLS”.**

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## 7. Frequently Asked Questions

### **Q. What is the warranty length for these arm mount products?**

**A.** Because the TC5X arm mount is categorized as a soft goods product, the warranty is 30 days.

### **Q. Can these arm mount accessories be used with the TC56 mobile computer?**

**A.** Yes, but Zebra does not recommend that this arm mount accessory be used for field mobility use cases. The TC5X arm mount is positioned as an accessory for retail use cases and work environments.

### **Q. What are some of the benefits of using the TC5X device in an arm mount compared to the WT6000?**

**A.** Some of the reasons why a customer may prefer a TC5X arm mount instead of a dedicated wearable computer, such as the WT6000, include:

- The TC5X device can be used both as an arm mounted wearable and a handheld terminal, which increases flexibility in use cases that benefit from hands-free and handheld scanning in the same device.
- The TC5X mobile computer has a 5-inch touch display, for customers who need more space for on-screen keyboards and application content.
- Customers who have already purchased TC5X for handheld use cases will benefit if and when they want to use and manage the same device for wearable use cases.

### **Q. What are some of the benefits of using the WT6000 compared to an arm-mounted TC5X?**

**A.** Some of the reasons why a customer would select a dedicated wearable computer, such as the WT6000, instead of the TC5X in an arm mount include:

- The WT6000 is designed with wearable ergonomics in mind, so it has a low center of gravity when mounted on the arm, to provide maximum comfort for long shifts.

- The WT6000 has an externally facing battery, which can be swapped without removing the device from the wrist mount. Furthermore, the WT6000 supports “hot swap” to maintain the WiFi session and retain data in local storage when the battery is removed.
- Although both the TC51 and the WT6000 supports wireless ring scanners, the WT6000 supports corded ring scanners via connectors on either side of the device. Some customers prefer corded ring scanners, due to their small size and to avoid managing a separate ring scanner and battery.
- The WT6000 supports Terminal Emulation (TE) and is pre-loaded and pre-licensed with All-Touch TE, which provides a graphic user interface for customers who want to enable a modern, touch centric experience for their legacy TE environment.
- The WT6000 will operate down to -30°C, for customers with freezer operations

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