

Availability

WILL THE MC55X BE THE REPLACEMENT PRODUCT FOR THE MC55A0/N0?

The MC55X is replacing the MC55A0/MC55N0.

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

If you have a requirement for a configuration that is not on the list, please contact your Zebra Account Manager to submit a Custom Product Request.

Accessories

WHAT ACCESSORIES ARE COMPATIBLE WITH THE MC55X?

All existing peripherals and accessories for the MC55 will be compatible with the MC55X.

WHAT BATTERY SHIPS WITH THE MC55X?

The MC55X will ship with a 3600 mAh capacity battery.

WHAT BATTERY SHIPS WITH THE MC55X-HC?

The MC55X-HC will ship with a 3600 mAh capacity battery.

WHAT IS THE WARRANTY ON THE BATTERY?

The warranty for the battery is 12 months.

HOW MUCH RAM AND FLASH SHIP ON THE MC55X?

Built in Memory Size: 512 MB Ram and 2 GB Flash.

HOW MUCH EXPANDABLE MEMORY CAN THE SD CARD SUPPORT?

Expanded Memory Size for microSD Card: supports up to 32 GB.

Advanced Data Capture

ARE THE SCAN ENGINES ON THE MC55X THE SAME AS THE MC55A0/N0?

We are introducing the latest generation imager engine for 1D and 2D barcode reading, the SE4710 into the MC55X.

WHAT DATA CAPTURE CONFIGURATIONS ARE AVAILABLE WITH THE MC55X?

1D/2D Imager, 1D/2D Imager & Camera.

WILL THE MC55X IMAGER CONFIGURATIONS SUPPORT PICKLIST MODE?

Yes.

Camera Capability

WHAT ARE THE CAMERA CAPABILITIES IN THE MC55X? IS THE CAMERA COLOR AND DOES IT HAVE A FLASH?

Select configurations come equipped with an 8 megapixel auto-focus color camera with user-controllable flash. This camera is capable of capturing both still and motion video. It is also capable of decoding 1D/2D barcodes for intermittent scanning applications.

WHAT IMAGES CAN THE CAMERA CAPTURE?

Examples of images that the color camera can capture include: a full page document (with legible fine print), a signature, a snapshot of a scene and a snapshot of damaged equipment and parcels/shipments.

WILL TYPICAL APPLICATIONS ARE SUPPORTED BY THE MC55X SERIES COLOR CAMERA?

Typical applications for the color camera include: Proof of Delivery, Proof of Condition, Retail Merchandising, Proof of Service and Signature Capture on a document such as an invoice or delivery receipt.

WHEN DO I USE A CAMERA TO DECODE BAR CODES?

The camera is ideal in jobs that require casual scanning of 1D or 2D bar codes (defined as 50 scans or less per day) as opposed to all day intensive scanning. The camera is designed to provide 'all-in-one' photo and bar code capture in a wide variety of applications, such as retail in-store and healthcare.

DOES THE CAMERA HAVE ZOOM CAPABILITIES?

The 8 megapixel camera supports up to 8X digital zoom.

Positioning

HOW IS THE MC55X POSITIONED COMPARED TO THE MC55A0?

The MC55X will be for existing MC55 form-factor sensitive customers. The MC55X is a technology refresh of the field-proven MC55A0 and provides investment protection to those customers that are already using the MC55A0 today or customers who want to leverage the extensive set of accessory ecosystem for extended solution reach. It extends the lifecycle of the product family and provides backward compatibility with MC55 accessories and peripherals.

Mechanical

WHAT IS THE SIZE OF THE DISPLAY SCREEN ON THE MC55X?

The MC55X has a 3.5 inch VGA backlit display that is rated to over 650+ NITs and is optimized for use in a variety of lighting conditions (including outdoor usage).

HAS ZEBRA CONSIDERED OFFERING A MONOCHROME DISPLAY FOR OUTDOOR USAGE SO THE SCREEN IS VISIBLE IN BRIGHT SUNLIGHT?

No, the 3.5 inch VGA color display is designed for outdoor and indoor usage.

WHAT ARE THE MC55X KEYPAD OPTIONS?

The MC55X comes standard with a choice of Numeric or QWERTY keypads.

DOES THE KEYPAD HAVE A BACKLIGHT?

Yes.

DOES THE MC55X MATCH THE DROP SPECS/RUGGEDNESS AND THE SEALING SPECS OF THE MC55A0?

The MC55X preserves the ruggedness of the MC55A0 with the following specs:

- Multiple 6ft./1.8m drops per MIL-STD 810G
- 1,000 half meter tumbles
- IP64 sealing

Software

WHICH OPERATING SYSTEMS ARE SUPPORTED ON THE MC55X?

The MC55X supports Windows Mobile 6.5

ARE THERE ANY PLANS TO MIGRATE THE MC55X TO ANY OTHER OPERATING SYSTEM SUCH AS ANDROID?

At the present time, there are no plans to migrate the MC55X to Android or any other operating system beyond Windows Mobile 6.5.x.

WHEN WILL SOFTWARE UPDATES BE AVAILABLE?

Software updates are provided via a maintenance release every 6 months. However, customers who are outside of the warranty period and have not purchased an Enterprise Mobility Services agreement will not be entitled to software support, which includes full access to technical support resources and rights to download software releases (including updates).

WHERE CAN I FIND MORE INFORMATION ON MICROSOFT API'S AND DOCUMENTATION FOR WINDOWS MOBILE 6.5?

<http://www.microsoft.com/downloads/details.aspx?displaylang=en&FamilyID=20686a1d-97a8-4f80-bc6a-ae010e085a6e>.

CAN MC55A0 APPLICATIONS BE PORTED OVER TO THE MC55X?

Yes. The MC55x is an MPA 3.0-based platform mobile computer that enables easy and cost-effective porting of applications from other Zebra mobile computers, including the MC55X.

WHAT LEVEL OF CCX DOES THE MC55X SUPPORT?

The MC55X supports CCXv4.

DOES THE MC55X SUPPORT MSP?

The MC55X will ship with the Rapid Deployment (RD) client and support MSP.

IS THE EMDK AVAILABLE?

Yes.

WHAT BLUETOOTH STACK WILL BE SUPPORTED ON THE MC55X?

It will ship with Microsoft BT stack as the default offering, with the ability to switch to Stonestreet BT stack via a registry change.

WHAT VERSION OF FUSION WILL BE SHIPPED WITH THE MC55X?

Fusion 2.03

IS THERE A WAY TO SWITCH BETWEEN VGA AND QVGA?

No. VGA resolution display offers the best value for field-mobility applications – for viewing blueprints, maps, documents and high-resolution pictures/videos.

WILL THE MC55X SUPPORT CE6.0?

No. There are no plans to support CE6.0 on the MC55X.

WILL THE MC55X SUPPORT LOCALIZED LANGUAGES? IF SO, WHICH ONES WILL BE SUPPORTED?

The MC55A will support the following localized languages: French, German, Italian, Spanish, Simplified Chinese, Traditional Chinese, Korean and Japanese.

Service

WHAT IS THE WARRANTY PERIOD FOR THE MC55X?

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 MC55X TERMINAL BREAKS (FOR EXAMPLE: IF THERE'S A BROKEN SCREEN)?

Yes, Zebra OneCare™ Service 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..

IS THERE A SERVICE AVAILABLE TO HELP ME MANAGE MY LARGE QUANTITY OF MOBILE DEVICES?

Yes. Zebra's Managed Device Service provides complete end-to-end management for all of your customers' mobile assets with the expertise to help improve the availability of their mobile devices throughout their organization. Using a combination of proactive and reactive methods, supported by Zebra's device management platform, this service helps customers keep their devices operational and managed efficiently and effectively.

ARE ACCESSORIES COVERED UNDER A SERVICE AGREEMENT?

Yes. Select accessories that ship with the MC55X are covered under the Zebra OneCare™ Service agreements.

Healthcare

WHAT KEYPAD OPTIONS ARE AVAILABLE ON THE MC55X-HC?

The MC55X-HC will ship with a QWERTY or numeric keypad.

WHAT SCAN ENGINE WILL THE MC55X-HC INCORPORATE?

The MC55X-HC will ship with the SE4710 scan engine.

WILL THE MC55X-HC BE DISINFECTANT READY?

Yes, it is disinfectant ready.

Additional Features

DOES THE MC55X HAVE REMOTE DIAGNOSTICS CAPABILITIES (EXAMPLE: DOWNLOAD TO HOME OFFICE OR DEPOT)?

Yes, via MSP or industry standard maintenance products.

DOES THE MC55X SUPPORT 802.11N?

Yes. The MC55X supports 802.11a/b/g/n.

DOES THE MC55X HAVE FIPS CERTIFICATION?

Yes. The MC55X will have FIPS 140-2 certification at time of release.

WILL THE MC55X SUPPORT TEAM CLIENT?

Yes, TEAM Express will be supported.

DOES THE MC55X SUPPORT INTERACTIVE SENSOR TECHNOLOGY (IST)?

Yes. The MC55X supports IST for such things as: display orientation, power management, activity detection, etc.

WHAT IS INTERACTIVE SENSOR TECHNOLOGY (IST)?

IST is a new Zebra feature that supports a host of motion-sensing applications that enable organizations to derive increased business value. For example, enterprises can increase worker accountability by detecting and logging device drops. In addition, the IST improves power management by enabling the MC55X mobile computer to automatically revert to sleep mode when not in use or if the display is face down. And for added flexibility, in applications such as signature capture, the integrated accelerometer also enables the display to dynamically switch between portrait and landscape modes based on the orientation of the device.