

Hardware

1. What are the feature differences between the MC18, PS20-Base and PS20-Plus configurations?

Reference feature comparison table below:

FEATURES	PS20-BASE	PS20-PLUS	MC18
Platform	SD660 (8-Core 2.2 Ghz)	SD660 (8-Core 2.2 Ghz)	TI OMAP4430, dual-Core, 1Ghz
OS Roadmap	Android Oreo 8.1	Android Oreo 8.1	Android L (5.1) and WinCE7
RAM Memory	4GB RAM	4GB RAM	1GB RAM
Flash Memory	16GB	16GB	4GB
Sensors	No	Accelerometer, Gyro & Proximity Scanning	No
Haptic Feedback	No	Yes	No
Front Facing Camera	No	Yes	No
Microphone	No	Yes	No
Display	4", 800 x 480 pixels	4", 800 x 480 pixels	4", 800 x 480 pixels
Barcode	SE2100	SE4710 + Digimarc Support	SE4710
Power	PP+ 3500 mAh	PP+ 3500 mAh	PP+ 2725 mAh
Device Diagnostics	PP+, PP Console	PP+, PP Console	PP+, PP Console
Locationing	Yes (BT BLE/Wi-Fi only)	Yes (via VLC, Sensors, BT BLE/Wi-Fi)	Yes (Wi-Fi only)
Loss Prevention	Yes (via optional)	Yes RTLS microphone, security tags)	Yes (via optional security tags)
WLAN	802.11 a/b/g/n/d/h/i/k/r/v/ac	802.11 a/b/g/n/d/h/i/k/r/v/ac	802.11 a/b/g/n/d/h/i/k/r
WPAN	Low Energy (BLE)	Low Energy (BLE)	BT4.0, 2.1 + EDR
Cradles	Backwards Compatible	Backwards Compatible	Standard IO pin charge

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

No, the MC18 Windows CE7 and Android L variants will continue to co-exist along with the PS20 for the foreseeable future.

3. How can I visually differentiate between a PS20-Base, PS20-Plus and a MC18 device?

Visual differences between MC18 and PS20: The PS20-Base and PS20-Plus have a “Zebra” logo on the front top portion of the display different from the MC18 which has a “Symbol” logo on the same location, in addition both the PS20-Base and PS20-Plus have a dark gray color on the label located on the back of the device, in the case of the MC18 this label is light gray.

Visual differences between PS20-Base and PS20-Plus configurations: The PS20 models can easily be identified by the color of the scan button of the device, the PS20-Base has a dark gray button while the PS20-Plus has a light gray button.

Software

4. What Android OS is supported on the PS20-Base and PS20-Plus configurations?

PS20-Base and PS20-Plus variants will ship with Android Oreo 8.1 and there are plans to support two additional versions of Android “P” and “Q”.

5. Will there be a Windows version of PS20?

No, the PS20 will only be available with the Android Operating System.

6. Will the PS20 support Lifeguard™ for Android™?

Yes, Lifeguard™ for Android™ will be supported on all variants of PS20 starting in September 2018.

7. Is Google Mobile Services supported?

Yes, GMS is standard on all models, except China which is Non-GMS.

8. Why is Zebra not offering a Non-GMS version of the PS20 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.

9. What Enterprise Mobile Management Clients are supported on PS20?

StageNow, AirWatch and SOTI. For more product information and release notes, please see documentation found on the [Support Portal](#).

10. Is Enterprise Browser pre-licensed, pre-loaded on PS20?

Yes, all PS20-Base and PS20-Plus configurations ship with Enterprise Browser 2.0 pre-licensed and pre-loaded.

For more product information and release notes, please see Enterprise Browser documentation found on the [Developer Portal](#).

11. What service/support is included for Enterprise Browser pre-licensed, pre-loaded on PS20?

Technical Support will be provided during the 12-month hardware warranty while the BSP software component will be provided for 90 days after effective purchase date of the device. Therefore, the EB portion of the BSP will need the PS20 device to be under a valid Zebra OneCare Support – Essential or Select service contract and will have to be renewed for continuous active Support Services.

Accessories

12. Will the PS20-Base and PS20-Plus configurations be compatible with legacy MC18 accessories?

Yes, the PS20-Base and PS20-Plus configurations will be able to utilize several current MC18 accessories including:

- Single-slot and 3-slot locking and un-locking cradles and related development tools (cradle release key, reboot tool and cradle cover removal tool)
- Level V and Level VI power supplies and corresponding country specific 3-wire AC line cords
- Cradle interconnection DC cables
- Cradle DC cables (with exception of DC “Y” Cables CBL-DC-392A1-01 and CBL-DC-393A1-01, for new installations part numbers CBL-DC-392A1-02 and CBL-DC-393A1-02 will be used moving forward)
- Cart mount for shopping cart

13. Can I use the MC18 batteries in the PS20?

No, the MC18 battery technology is not supported on the PS20, furthermore the connector on MC18 batteries will not physically connect to the PS20.

14. Can I use the MC18 USB programing cable with the PS20?

No, the MC18 USB programing cable requires two screws to be secured to the device, the PS20 requires no-screws, the cable has a latch mechanism that attached to the device, for this reason these cables are not interchangeable, the MC18 USB programing cable is only compatible with MC18 while the PS20 USB programing cable is only compatible with the PS20 device.

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