HC20/HC50 Healthcare Mobile Computers

Empower every healthcare worker to improve efficiency, task accuracy and patient outcomes

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Device Overview
Meet the HC20/HC50 Mobile Computer

Introducing the HC20 and HC50, Zebra's newest family of healthcare mobile computers. Designed from the ground up to meet the needs of today's healthcare organizations, the HC20/HC50 empowers clinical and non-clinical workers to improve efficiency, task accuracy and patient outcomes. This series offers the perfect balance of ergonomics, features and cost—a pocketable device that is easy to carry, easy to use, easy to disinfect and easy to manage.

High resolution 16 MP camera with flash

Wi-Fi™ 6/6E for super fast and reliable Wi-Fi connections[1]

Front 5 MP camera for telehealth (HC50 only)

Large, dual sided scan keys; programmable PTT key

33% thinner than TC5X-HC devices; 10% thinner than TC2X-HC

Bright 6-in. Full HD+ display

Powerful new platform with next generation Qualcomm processor and plenty of memory:
HC2—6 GB RAM/64 GB UFS Flash
HC50—8 GB RAM/128 GB UFS Flash

Proven, healthcare grade materials—allows disinfecting with 30+ cleansers

Easily accessible, programmable red alert button for emergency situations

True hot swap battery—no missed calls or notifications (HC50 only)

Easily removable 3800 mAh BLE battery

Contoured sides and back—secure and comfortable grip for any sized hand

Fast, easy data capture with SE4720[2]; patient-friendly green aimer and white illumination

1. Wi-Fi 6E standard on HC50; Wi-Fi 6 standard on HC20 with Wi-Fi 6E available with Mobility DNA Enterprise license.
2. Integrated scan engine not available on HC20 in North America.

Introducing a New Generation of Healthcare Mobility...

Power all of your healthcare apps—simultaneously
Next generation Qualcomm® platform for instant application response times on all the apps workers need—from clinicians visualizing patient vital signs remotely to maintenance engineers accessing detailed equipment schematics.

See more and scroll less
The high resolution, 6-in. FHD+ display is bright and easy to read in virtually any lighting; edge-to-edge technology maximizes screen-to-body ratio—workers get a larger display without a significantly larger device.

Fastest Wi-Fi speeds for the most dependable connections
Wi-Fi 6/6E[1] delivers 3x the speed, 4x the bandwidth and 75% less latency than Wi-Fi 5; easily transfer MRI scans and ultrasounds, ensure trouble-free telehealth sessions, quadruple the number of connected devices and more.

World-class, split-second scanning[2]
Easily capture barcodes on patient wristbands, medication vials, supplies, food trays and more; industry-leading scan performance improves task accuracy and minimizes workarounds; patient-friendly green aimer and white illumination.

Superior voice quality
Crystal clear voice on every audio and video—even if workers are in a busy emergency room, hallway or receiving dock; three microphones and two speakers; HD voice, including Super-wideband (SWB), Wideband (WB) and Fullband (FB).

Designed for full-shift comfort
Created by Zebra's award-winning ergonomic experts; sleek, thin design with optimized weight distribution makes holding the HC20/HC50 virtually effortless; contoured surface gives any size hand a secure and comfortable grip.

Unmatched battery technology
PowerPrecision provides intelligence to easily spot and discard unhealthy batteries; true hot swap support (HC50) enables staff to change batteries without missing a call or notification.

Big in extended functionality
The HC20/HC50 can transform into a two-way radio, a PBX handset and a workstation—reducing the number of devices workers need to carry.

1. Wi-Fi 6E standard on HC50; Wi-Fi 6 standard on HC20 with Wi-Fi 6E available with Mobility DNA Enterprise license 2. Integrated scan engine not available on HC20 in North America.

Top 5 Reasons
to choose HC20/HC50 for your mission critical operations

1

Connect more staff to deliver a higher quality of care

Tiered models and a cost-effective price point let you put a purpose-built healthcare device in the hands of more workers, including non-clinical healthcare workers who may have previously carried a two-way radio or no device at all. You can equip each user with the right feature set for their needs while getting all the benefits of a common product family: shared application support, common platform, shared accessories and one device to learn and support.

2

Give your staff a force multiplier to improve patient care

Combine the HC20/HC50 with a Connect Cradle to create a fully-featured mobile-driven workstation at nurses stations, on portable 'computers on wheels' and more. Zebra's Workcloud Communication suite empowers real-time collaboration so your staff can reach the right colleague in the right role at the right time with PTT, PBX and secure text. Plus, Workcloud Communication Profile Manager gives staff the ability to cover multiple roles and departments, simply by accessing preset profiles on their devices.

3

Works as hard as your staff

Your operations never rest—neither does the HC20/HC50. With easily removable and rechargeable batteries, devices can stay in use around-the-clock, and hot swap support on the HC50 enables staff to change batteries without missing a call or notification. And with disinfectant-ready plastics and single sign-on support, the HC20/HC50 is perfect for sharing shift after shift.

4

Ready for today and tomorrow

You need solutions that can adapt to new challenges and serve your workflows for years to come. With Qualcomm's latest platform and support through Android™ 16, the HC20/HC50 can power all of today's healthcare applications, as well as whatever comes next. Future-ready connectivity, including Wi-Fi 6E[1], provides increased bandwidth and lower latency, enabling future healthcare innovations with augmented reality (AR) and virtual reality (VR).

5

Mobility DNA—your mobile computer's built-in advantage

Where other mobile computer manufacturers stop, Zebra keeps you fully covered with software capabilities for every kind of user and use case. You're empowered from the start with built-in applications, utilities and tools that maximize device performance from integration, security and deployment for easier management and optimization.

1. Wi-Fi 6E standard on HC50; Wi-Fi 6 standard on HC20 with Wi-Fi 6E available with Mobility DNA Enterprise license.

The Right Mobility Solution for Every Hospital Worker

No matter what role workers play—from clinicians to non-clinical healthcare staff—the HC20/HC50 has the right technology solution for their specific needs and workflows

Supply chain management

Patient transport

Facilities management

Food services

Lab technicians

Phlebotomists

Nurses and physicians

Pharmacists

Environmental health

Behavioral health specialists

Physiotherapists

Security

Reduce Steps By as Much as 50%[1]

Regardless of the task or the information and tools required to complete a task, with the HC20/HC50, your healthcare workers have everything they need, right in their pocket.

Administer medication accurately—every time

Access and enter data into patient records

Receive nurse calls and alerts on-the-go

Send and receive PTT and PBX calls

Receive alarms and respond instantly

Remotely monitor patient vital signs

Identify patients with a scan of a wristband

Create a workstation in seconds for easy data entry

Send secure text messages to maintain patient privacy

Enable telemedicine with video calls

Transport patients to the right place at the right time

Manage specimen collection and wound care

With Zebra's clinical mobility solutions, **a nurse at Truman Medical Center cut walking steps nearly in half over two 12-hour shifts—from 15,000 steps to 7,800 steps—** enabling faster care decisions and more quality time with patients.[1]

1. How Care Team Communications are Transforming Patient Care; Success Story: Truman Medical Centers/Cerner Corporation; Zebra Technologies; 2018

Why Choose a Purpose-Built Device?

Because consumer smartphones will cost you twice as much.

Over five years, you'll lose 2.5x in productivity, spend 2.5x more on IT costs and will spend nearly twice as much on the purchase, deployment and support of consumer devices

Devices Can't Be Shared
Need to purchase 2-3x more devices for 24-hour duty cycle

Lower Quality of Care
Caregivers are 25% less responsive[1] and spend less time at patient bedside

Batteries Aren't Removable
Can't replace old batteries or support back-to-back shifts

Missing Certifications
Your critical applications aren't certified for consumer devices

More Device Failures
74 minutes lost per incident due to lack of rugged design and troubleshooting tools[3]

Greater Risk of Infection
Hard to disinfect; can increase the spread of healthcare-associated infections

Higher IT Costs
45% more support tickets over five years; 70 minutes per ticket[3]

More Hard Costs
Extra costs for rugged cases, scanners, scanning software

More Connectivity Issues
28% more likely to experience wireless connectivity issues;[2] 24 minutes lost per incident[3]

More Models to Juggle
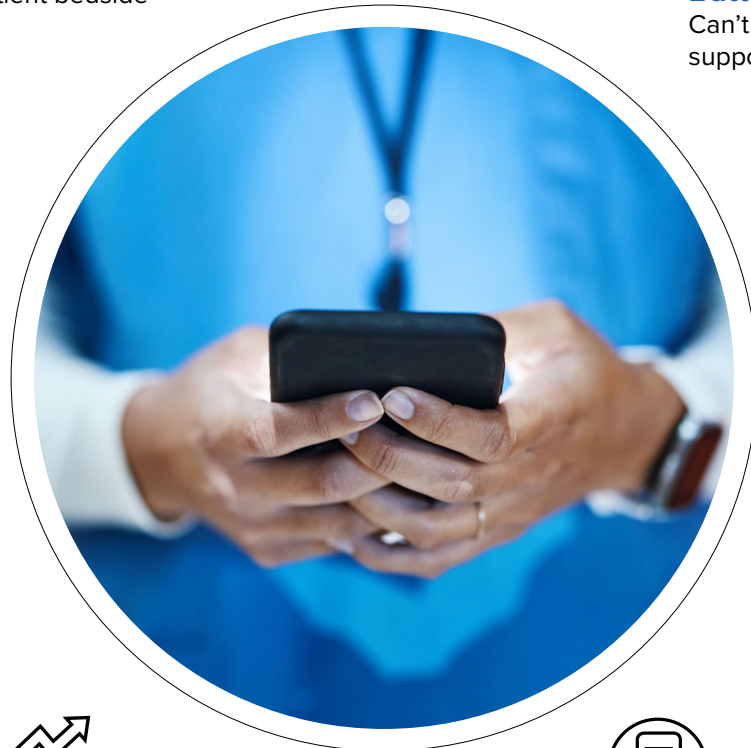Shorter, less predictable lifecycles; replace devices and accessories every 1-2 years

Mobility DNA

—your mobile computer's built-in advantage

HC20

Included at no cost:
Mobility DNA Professional license

- Core Mobility DNA software tools Included with your device purchase

- Available out of the box

- Simplifies every aspect of device lifecycle—integration, deployment, troubleshooting, management and security

Option to purchase:
Mobility DNA Enterprise license

- Advanced tools

- Takes workforce productivity to the next level by streamlining and simplifying data entry and peripheral management

- Enables superior Wi-Fi performance and simpler troubleshooting

Mobility Extensions (Mx)
Over a hundred features to increase device and data security

Enterprise Home Screen
Choose the apps and features you want users to access

RxLogger
Collect targeted diagnostic data for easy troubleshooting

StageNow
Stage devices with your apps and settings in seconds

GMS Restricted
You decide which GMS apps and services to enable on your devices

Device Diagnostics
Determine if device issues can be fixed onsite with the press of a button

DataWedge
Capture and send barcode data right to your apps, right out of the box

OEMConfig
Enable your EMM to support even the newest features in your devices

Enterprise Mobility Development Toolkit
Easily create apps that use all the features in your devices

Enterprise Keyboard
Faster and easier data entry with the optional soft keyboard of your choice

NG SimulScan
Effortlessly capture multiple barcodes (up to 100) in one trigger pull

Mobility DNA Wireless
Advanced firmware features and real-time troubleshooting for exceptional Wi-Fi

Device Central
Give workers the ability to manage their peripherals while the device is locked down

Workstation Connect
Software solution to transform HC20/HC50 devices into fully-featured workstations; requires Connect Cradle

HC50

Included at no cost:
The complete Mobility DNA Enterprise toolkit

Get extraordinary value. All HC50 devices include all tools in the HC20 Mobility DNA Professional license and the add-on Enterprise license—out of the box.

Additional software tools available for purchase for the HC20/HC50

Enterprise Browser
Powerful industrial browser to build feature-rich web applications

Device Tracker
Easily track and find missing Android mobile devices

Zebra Zero Touch
Devices are automatically enrolled into your Enterprise Mobility Management (EMM) system

OCR Wedge
Effortlessly capture standardized data, including drivers license/ID card data

Workcloud Communication
Enable front-line collaboration with a fully-scalable suite of communication tools

Complete Accessory Ecosystem Purpose-Built for Healthcare

Connect Cradle for Workstations
Create a mobile-driven workstation; connect to a monitor, keyboard, mouse, printer and more

2-Slot Cradle
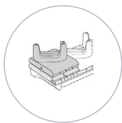Charges one mobile computer and one spare battery simultaneously

5-Slot Cradle
Charges up to five devices simultaneously

4-Slot Battery Charger
Keep spare batteries on hand; charges up to four spare batteries; standalone or mounted on Mounting Bracket

Cradle Cup Conversion Kits
Reuse your existing accessory; converts TC2X/TC5X cradles or spare battery chargers to support HC20/HC50
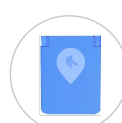
Carry Clip
Enables easy carrying for workers on the move; built with disinfectant-ready, healthcare grade plastic

Hand Strap
Provides a secure and comfortable grip; built with disinfectant-ready, healthcare grade plastic
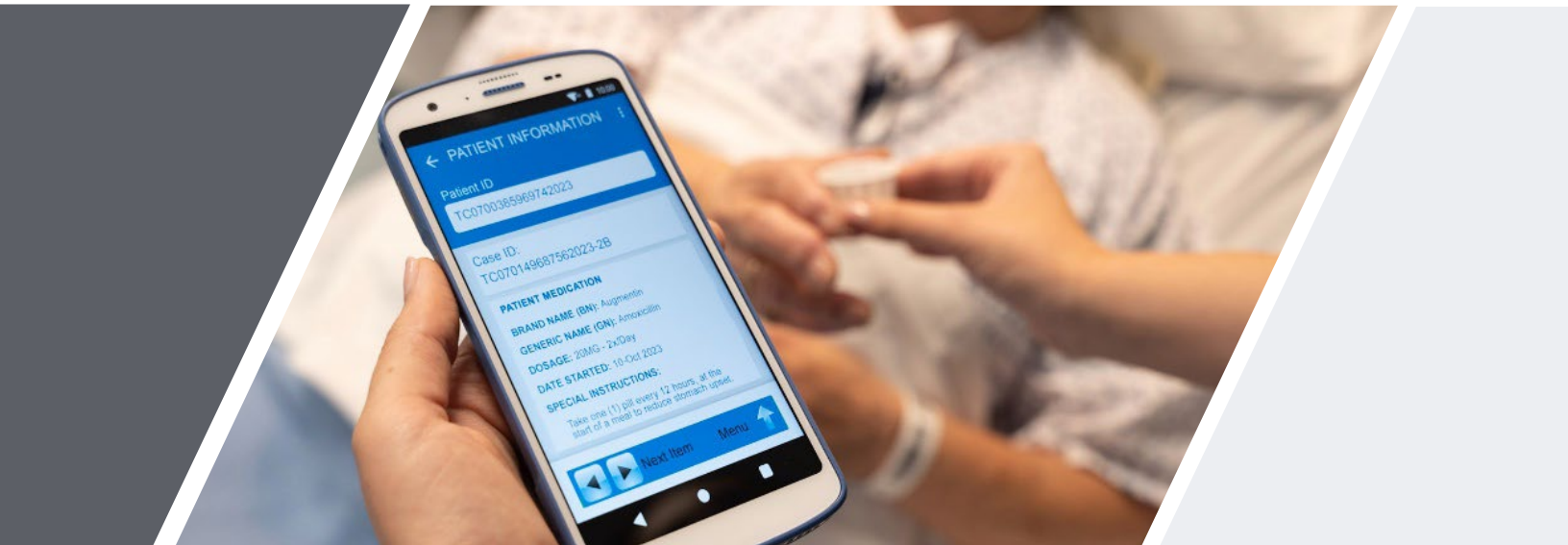
Spare Batteries
Enable back-to-back shifts with spare Bluetooth® BLE batteries (3800 mAh)

Intelligent Cabinets
Organize, secure, track, manage and store your devices; easy visibility into which devices are in use, charging or missing and who is using them

...and more.