

# HC20/HC50 HC25/ HC55

Healthcare Touch Computer

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**ZEBRA**

## Quick Start Guide

2024/11/16

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## Model Numbers

This guide applies to the model numbers: WLMT0, WCMTA, WCMTB, WCMTD, and WCMTJ.

## Unpacking

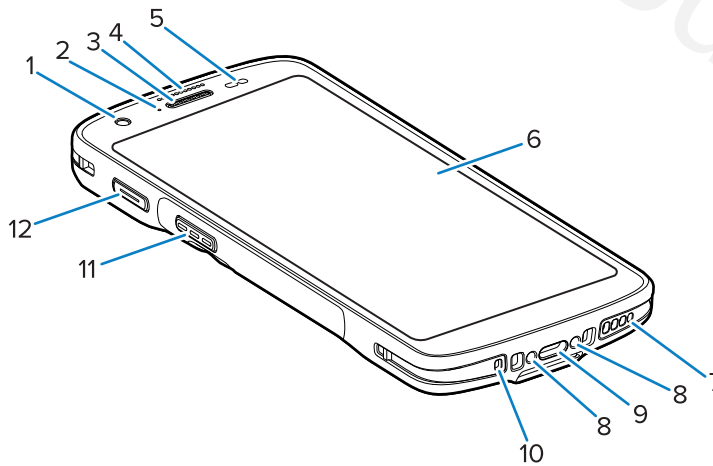
When you receive the device, ensure that all the items are in the shipping container.

1. Carefully remove all protective material from the device and save the shipping container for later storage and shipping.
2. Verify that the following were received:
  - Touch computer
  - PowerPrecision Lithium-ion battery
  - Regulatory Guide
3. Inspect the equipment for damage. If any equipment is missing or damaged, contact the Global Customer Support Center immediately.
4. Prior to using the device for the first time, remove the protective shipping film that covers the scan window, display, and camera window.

## Features

This section lists all the features of the device.

**Figure 1** Front View



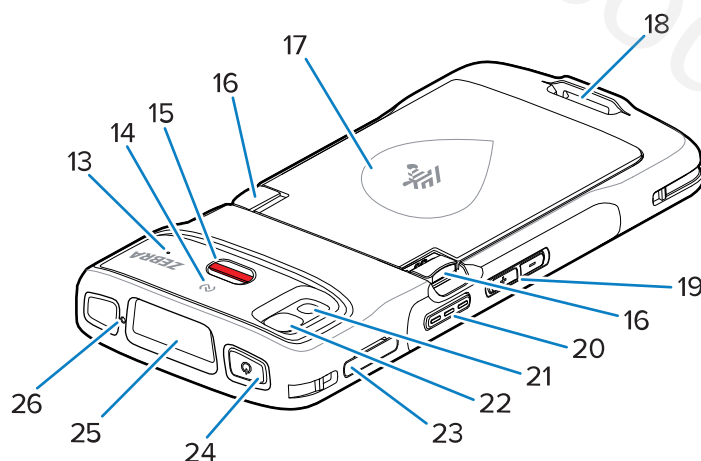
**Table 1** Front View Features

| Number | Item                      | Description                                                                               |
|--------|---------------------------|-------------------------------------------------------------------------------------------|
| 1      | Front Camera              | Takes photos and videos (available on some models).                                       |
| 2      | Charging/Notification LED | Indicates battery charging status while charging and application-generated notifications. |

**Table 1** Front View Features (Continued)

| Number | Item                      | Description                                                                                                                                                                           |
|--------|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3      | Speaker/Receiver          | Use for audio playback in Handset and Speakerphone mode.                                                                                                                              |
| 4      | Data Capture LED          | Indicates data capture status.                                                                                                                                                        |
| 5      | Light/Proximity Sensor    | Determines ambient light for controlling display backlight intensity and proximity for turning off the display when in handset mode.                                                  |
| 6      | Touch Screen              | Displays all information needed to operate the device.                                                                                                                                |
| 7      | Speaker                   | Provides audio output for video and music playback. Provides audio in speakerphone mode.                                                                                              |
| 8      | Cradle Charging Contacts  | Provides device charging via cradles and accessories.                                                                                                                                 |
| 9      | USB-C Connector with plug | Provides USB host, client communications, and device charging via cables and accessories.                                                                                             |
| 10     | Microphone                | Use for communications in Handset mode.                                                                                                                                               |
| 11     | Scan Button               | Initiates data capture (programmable).                                                                                                                                                |
| 12     | Programmable Button       | Typically used for Push-to-Talk communications. Where regulatory restrictions exist for Push-to-Talk VoIP communication, this button is configurable for use with other applications. |

**Figure 2** Rear View



**Table 2** Rear View Features

| Number | Item                        | Description                                            |
|--------|-----------------------------|--------------------------------------------------------|
| 13     | Microphone (HC20/HC50 only) | Use for communication and noise cancellation.          |
| 14     | NFC Antenna                 | Provides communication with other NFC-enabled devices. |
| 15     | Alert button                | Red alert button.                                      |
| 16     | Battery Release Latches     | Press to remove the battery.                           |

**Table 2** Rear View Features (Continued)

| Number | Item                               | Description                                                                       |
|--------|------------------------------------|-----------------------------------------------------------------------------------|
| 17     | PowerPrecision Lithium-ion Battery | Provides power to the device.                                                     |
| 18     | Hand strap mounting                | Provides mounting point for Basic Hand Strap accessory.                           |
| 19     | Volume Up/Down Button              | Increase and decrease audio volume (programmable).                                |
| 20     | Scan Button                        | Initiates data capture (programmable).                                            |
| 21     | Camera Flash                       | Provides illumination for the camera and operates as a flashlight.                |
| 22     | Rear Camera                        | Takes photos and videos.                                                          |
| 23     | Card Holder                        | Holds a SIM card (HC25/HC55 only) and an SD card.                                 |
| 24     | Power Button                       | Turns the display on and off. Press and hold to reset the device or power it off. |
| 25     | Scanner Exit Window                | Provides data capture using the imager (available on some models).                |
| 26     | Microphone                         | Use for communications in speakerphone mode.                                      |

## Setting Up the Device

Complete the following to start using the device.

1. Install a micro secure digital (SD) card (optional).
2. Installing a nano SIM card (optional)
3. Install the battery.
4. Charge the device.

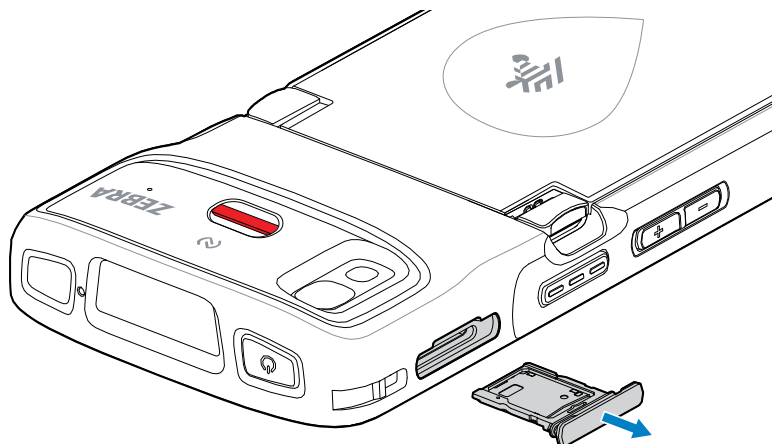
## Installing a microSD Card

The microSD card slot provides secondary non-volatile storage. The slot is located under the battery pack. Refer to the documentation provided with the card for more information, and follow the manufacturer's recommendations for use.

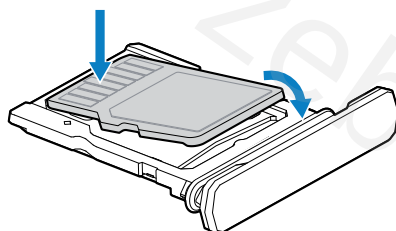


**CAUTION:** Follow proper electrostatic discharge (ESD) precautions to avoid damaging the microSD card. Proper ESD precautions include, but are not limited to, working on an ESD mat and ensuring that the operator is properly grounded.

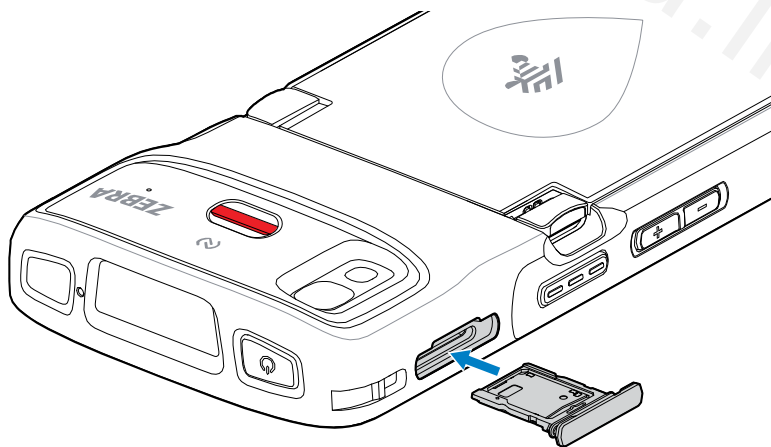
1. Pull the card holder out of the device.



2. Place the microSD card, contact end first, with contacts facing up, into the card holder, then rotate the microSD card down.



3. Press the card down into the card holder and ensure that it seats properly.
4. Re-install the card holder.



## Installing the SIM Card

A SIM Card is required to make calls and transfer data over a cellular network with the HC25/HC55 devices.

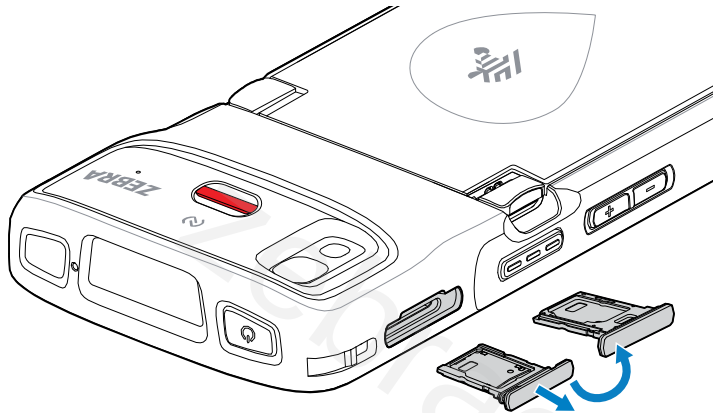


**NOTE:** Only use a nano SIM card.

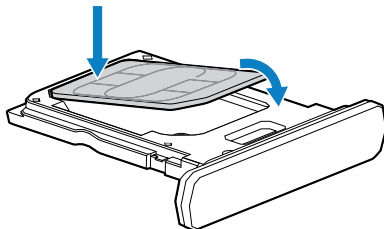


**CAUTION:** For proper electrostatic discharge (ESD) precautions to avoid damaging the SIM card. Proper ESD precautions include, but not limited to, working on an ESD mat and ensuring that the user is properly grounded.

1. Pull the card holder out of the device.

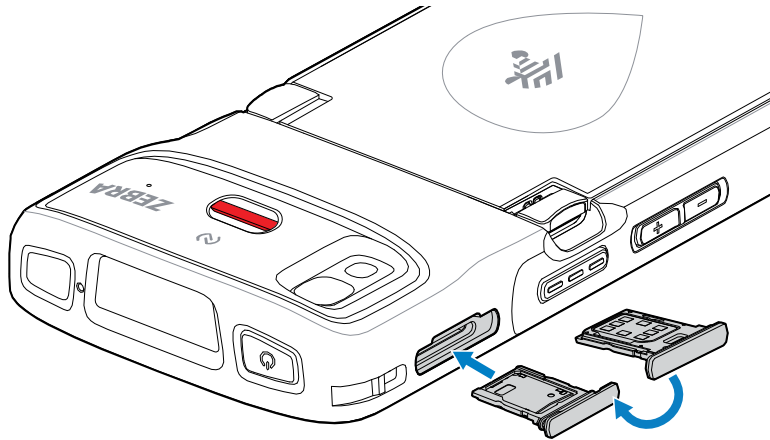


2. Flip the card holder over.
3. Place the SIM card end, with contacts facing up, into the card holder.



4. Press the SIM card down into the card holder and ensure it seats properly.

5. Flip the card holder over and re-install the card holder.



## Activating an eSIM

The HC25/HC55 can use a SIM card, an eSIM, or both. You can choose which SIM to use for which action, such as messaging or calling. Before using it, you must activate the eSIM.



**NOTE:** Prior to adding an eSIM, contact your carrier to obtain the eSIM service and its activation code or QR code.

1. On the device, establish an internet connection via Wi-Fi or cellular data with an installed SIM card.
2. Go to **Settings**.
3. Touch **Network & internet > Mobile Networks**.
4. Touch + next to **SIMs** if a SIM card is already installed or touch **SIMs** if there is no SIM card installed.

The **Mobile network** screen displays.

5. Select **MANUAL CODE ENTRY** to enter the activation code or touch **SCAN** to scan the QR code to download the eSIM profile.

The **Confirmation!!!** dialog box displays.

6. Touch **OK**.
7. Enter the activation code or scan the QR Code.
8. Touch **NEXT**.

The **Downloading a profile** message displays followed by **Use Network Name?** message.

9. Touch **ACTIVATE**.
10. Touch **Done**.

The eSIM is now active.

## Deactivating an eSIM

Turn off an eSIM temporarily and re-activate it later

1. On the device, establish an internet connection via Wi-Fi or cellular data with an installed SIM card.
2. Touch **Network & internet > SIMs**.

3. In the **Download SIM** section, touch the eSIM to deactivate.
4. Touch **Use SIM** switch to turn off the eSIM.
5. Touch **Yes**.

The eSIM is deactivated.

## Erasing an eSIM Profile

Erasing an eSIM profile removes it completely from the device.



**NOTE:** After erasing an eSIM from the device, you cannot use it again.

1. On the device, establish an internet connection via Wi-Fi or cellular data with an installed SIM card.
2. Touch **Network & internet > SIMs**.
3. In the **Download SIM** section, touch the eSim to erase.
4. Touch **Erase**.

The **Erase this downloaded SIM?** message displays.

5. Touch **Erase**.

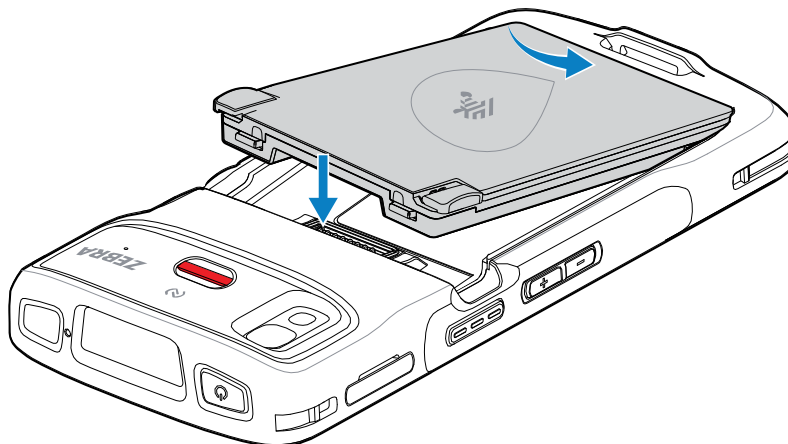
The eSIM profile is erased from the device.

## Installing the Battery



**NOTE:** User modification of the device, particularly in the battery well, such as labels, asset tags, engravings, and stickers, may compromise the intended performance of the device or accessories. Performance levels such as sealing (Ingress Protection (IP)), impact performance (drop and tumble), functionality, and temperature resistance could be affected. DO NOT put any labels, asset tags, engravings, or stickers in the battery well.

1. Insert the battery, bottom first, into the battery compartment in the back of the device.



2. Press the battery down into the battery compartment until the battery release latches snap into place.

## Replacing the Battery

Replacing the battery in the device.

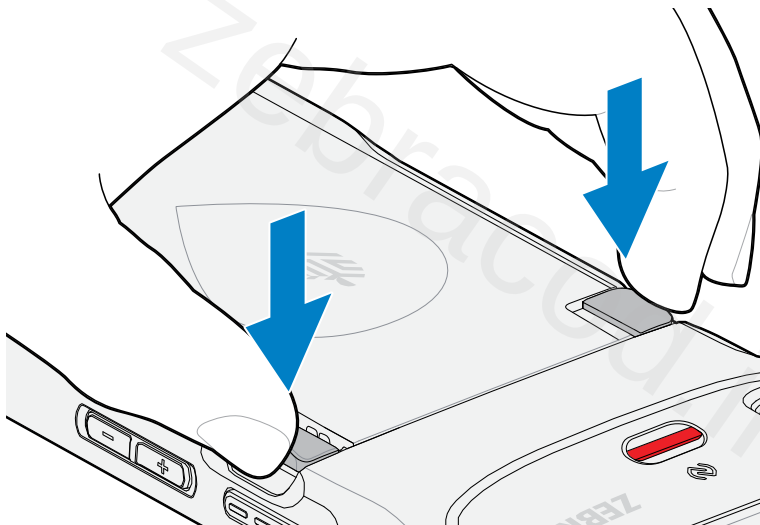


**NOTE:** User modification of the device, particularly in the battery well, such as labels, asset tags, engravings, stickers, etc., may compromise the intended performance of the device or accessories. Performance levels such as sealing (Ingress Protection (IP)), impact performance (drop and tumble), functionality, temperature resistance, etc. could be affected. **DO NOT** put any labels, asset tags, engravings, stickers, etc. in the battery well.



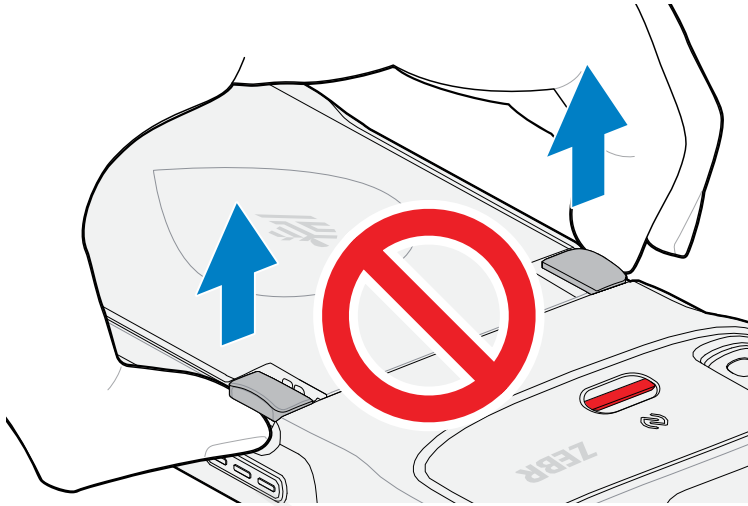
**CAUTION:** Do not add or remove the microSD card during battery replacement.

1. Press the Power button until the menu appears.
2. Touch **Power Off**.
3. If the hand strap is attached, remove the hand strap.
4. Press the two latches down.

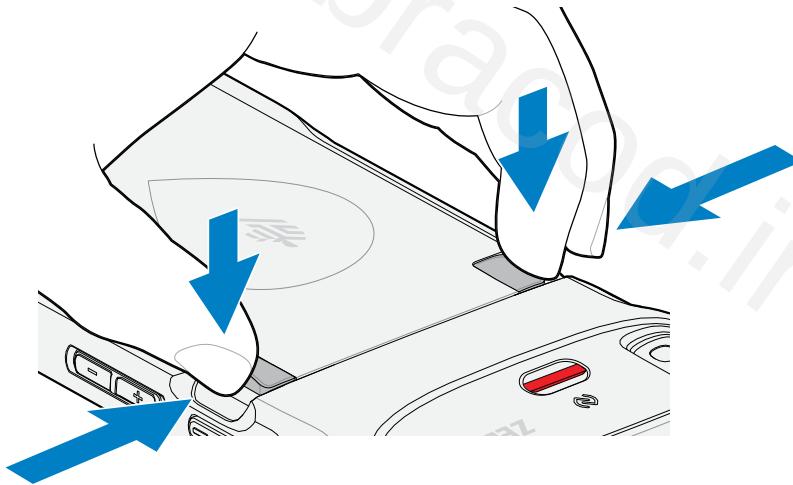




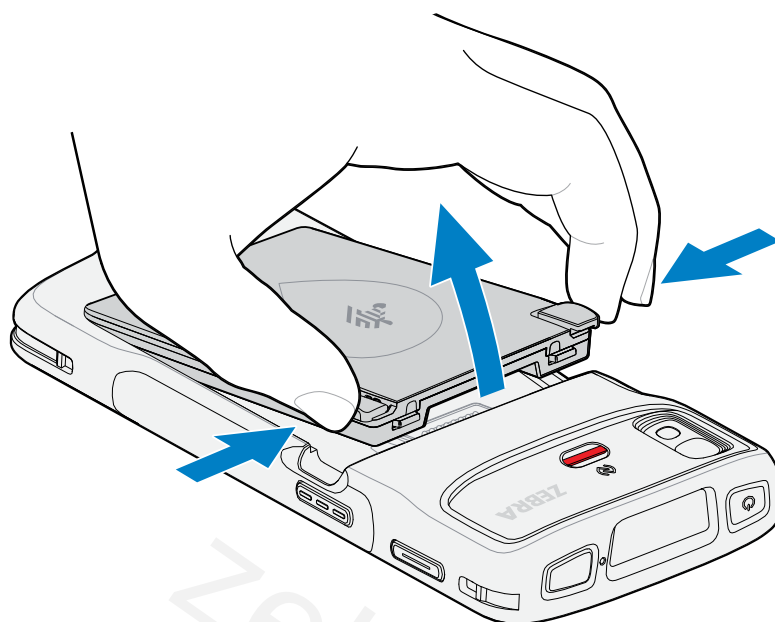
**NOTE:** Do not attempt to insert fingers under the latches when pulling on the battery. Damage to the latches may occur.



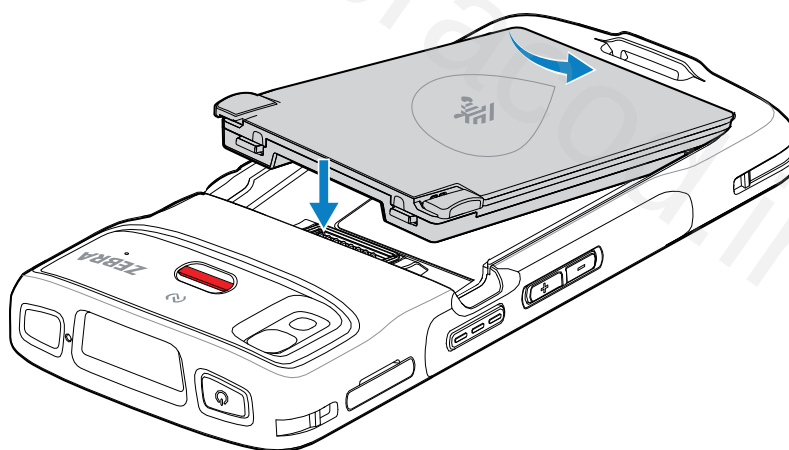
5. While pressing the latches down, press the two latches in toward the center of the device. The latches must be pressed in completely to release the battery.



6. Lift the battery from the device.



7. Insert the replacement battery, bottom first, into the battery compartment at the back of the device.



8. Press the battery down until the battery release latches snap into place.
9. Replace the hand strap if required.
10. Press the Power button to turn on the device.

## Charging the Device



**CAUTION:** Ensure that you follow the guidelines for battery safety described in the device Product Reference Guide.

Use one of the following accessories to charge the device and/or spare battery.

**Table 3** Charging and Communication

| Description                                  | Part Number       | Charging            |               | Communication |          |
|----------------------------------------------|-------------------|---------------------|---------------|---------------|----------|
|                                              |                   | Battery (In Device) | Spare Battery | USB           | Ethernet |
| 1-Slot Charge Only Cradle                    | CRD-HC2L5L-BS1CO  | Yes                 | No            | No            | No       |
| 1-Slot Charge Only with Spare Battery Cradle | CRD-HC2L5L-2S1D1B | Yes                 | Yes           | No            | No       |
| 4-Slot Battery Charger                       | SAC-HC2L5L-4SCHG  | No                  | Yes           | No            | No       |
| 5-Slot Charge Only Cradle                    | CRD-HC2L5L-BS5CO  | Yes                 | No            | No            | No       |

## Main Battery Charging

Before using the device for the first time, charge the main battery until the green Charging/Notification light-emitting diode (LED) remains lit. Use a cable or a cradle with the appropriate power supply to charge the device.

The following battery is available:

- Standard Healthcare 3,800 mAh PowerPrecision LI-ON Battery with BLE Beacon - part number: BTRY-TC2K-2XMAXB-01

The device's Charging/Notification LED indicates the battery charging status. The standard battery charges from fully depleted to 80% in less than 1 hour and 20 minutes, and the extended battery charges from fully depleted to 80% in less than 1 hour and 50 minutes.



**NOTE:** Charge batteries at room temperature with the device in Sleep mode.

**Table 4** Charging/Notification LED Charging Indicators

| State                                         | Indication                                                                                                                                                                                            |
|-----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Off                                           | The device is not charging, is not inserted correctly in the cradle, or is not connected to a power source. The charger/cradle is not powered.                                                        |
| Slow Blinking Amber (1 blink every 4 seconds) | The device is charging.                                                                                                                                                                               |
| Slow Blinking Red (1 blink every 4 seconds)   | The device is charging, but the battery is at the end of its useful life.                                                                                                                             |
| Solid Green                                   | Charging complete.                                                                                                                                                                                    |
| Solid Red                                     | Charging is complete, but the battery is at the end of its useful life.                                                                                                                               |
| Fast Blinking Amber (2 blinks/second)         | Charging error, for example: <ul style="list-style-type: none"> <li>Temperature is too low or too high.</li> <li>Charging has gone on too long without completion (typically eight hours).</li> </ul> |

**Table 4** Charging/Notification LED Charging Indicators (Continued)

| State                               | Indication                                                                                                                                                                                                                                                 |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Fast Blinking Red (2 blinks/second) | Charging error but the battery is at the end of its useful life, for example: <ul style="list-style-type: none"> <li>• Temperature is too low or too high.</li> <li>• Charging has gone on too long without completion (typically eight hours).</li> </ul> |

## Spare Battery Charging

The Spare Battery Charging LEDs on the 4-Slot Battery Charger indicate the status of the spare battery charging.

The standard and extended battery charges from fully depleted to 90% in less than 4 hours.

| LED                                 | Indication                                                                                                                                               |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Solid Amber                         | The spare battery is charging.                                                                                                                           |
| Solid Green                         | The spare battery charging is complete.                                                                                                                  |
| Solid Red                           | The spare battery is charging, and the battery is at the end of its useful life. Charging is complete, and the battery is at the end of its useful life. |
| Fast Blinking Red (2 blinks/second) | Error in charging; check the placement of the spare battery, and the battery is at the end of its useful life.                                           |
| Off                                 | No spare battery in the slot. The spare battery is not placed in the slot correctly. The cradle is not powered.                                          |

## Charging Temperature

Charge batteries in temperatures from 5°C to 40°C (41°F to 104°F). The device or cradle always performs battery charging safely and intelligently. At higher temperatures (for example, approximately +37°C / +98°F), the device or cradle may, for small periods, alternately enable and disable battery charging to keep the battery at acceptable temperatures. The device and cradle indicate when charging is disabled due to abnormal temperatures via its LED.

## 1-Slot Charge Only Cradle

This cradle provides power to the device.

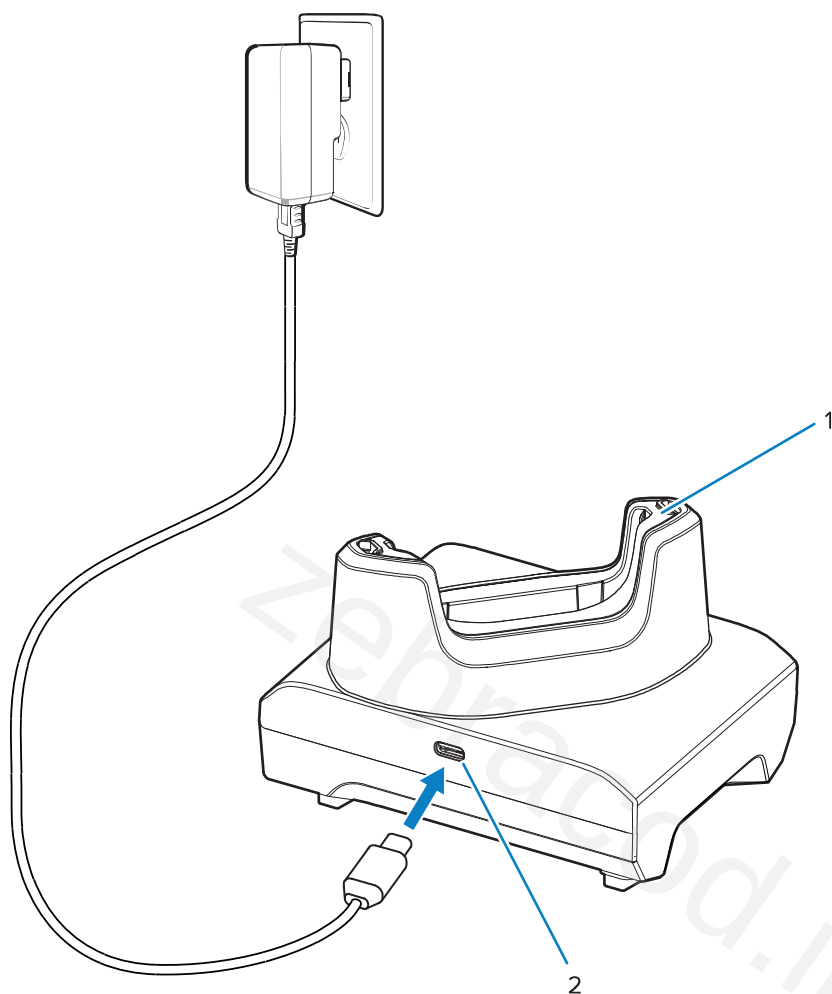


**CAUTION:** Ensure that you follow the guidelines for battery safety described in the Product Reference Guide.

The 1-Slot Charge Only Cradle:

- Provides 5 VDC power for operating the device.
- Charges the device's battery.

**Figure 3** 1-Slot Charge Only Cradle



|   |                                 |
|---|---------------------------------|
| 1 | Device charging slot with shim. |
| 2 | USB power port.                 |

## 1-Slot Charge Only with Spare Battery Cradle

This cradle provides power for charging a device and a spare battery.

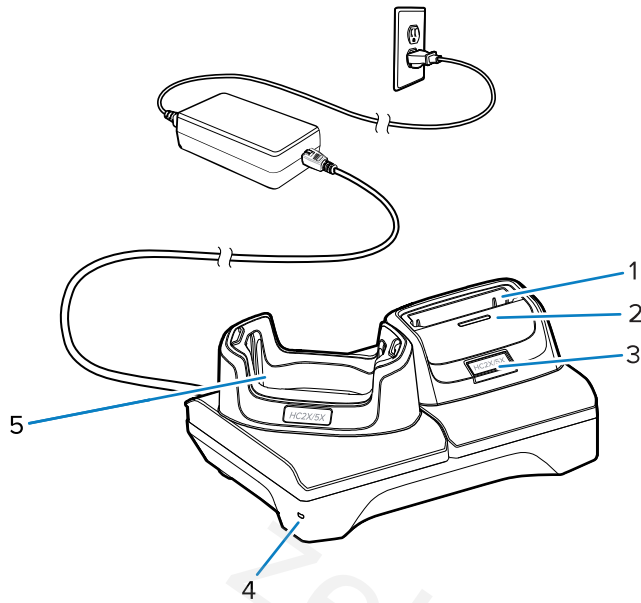


**CAUTION:** Ensure that you follow the guidelines for battery safety described in the Product Reference Guide.

The 1-Slot Charge Only with Spare Battery Cradle:

- Provides 5 VDC power for operating the device.
- Charges the device's battery.
- Charges a spare battery.

**Figure 4** 1-Slot Cradle with Spare Battery Slot



|   |                                                                                                                        |
|---|------------------------------------------------------------------------------------------------------------------------|
| 1 | Spare battery charging slot.                                                                                           |
| 2 | Spare battery charging LED                                                                                             |
| 3 | USB-C port<br>The USB-C port is a service connector only for firmware upgrades and is not intended for power charging. |
| 4 | Power LED                                                                                                              |
| 5 | Device charging slot with shim                                                                                         |

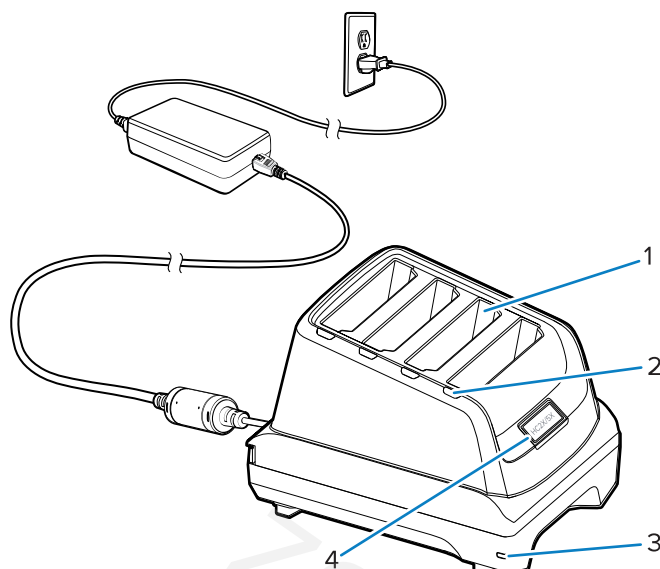
## 4-Slot Battery Charger

This section describes how to use the 4-Slot Battery Charger to charge up to four device batteries.



**CAUTION:** Ensure that you follow the guidelines for battery safety described in the Product Reference Guide.

**Figure 5** 4-Slot Battery Charger



|   |                                                                                                                    |
|---|--------------------------------------------------------------------------------------------------------------------|
| 1 | Battery Slot                                                                                                       |
| 2 | Battery Charging LED                                                                                               |
| 3 | Power LED                                                                                                          |
| 4 | USB-C port<br>The USB-C port is a service connector for firmware upgrade only and not intended for power charging. |

## 5-Slot Charge Only Cradle

This section describes how to use the 5-Slot Battery Charger to charge up to five device batteries.

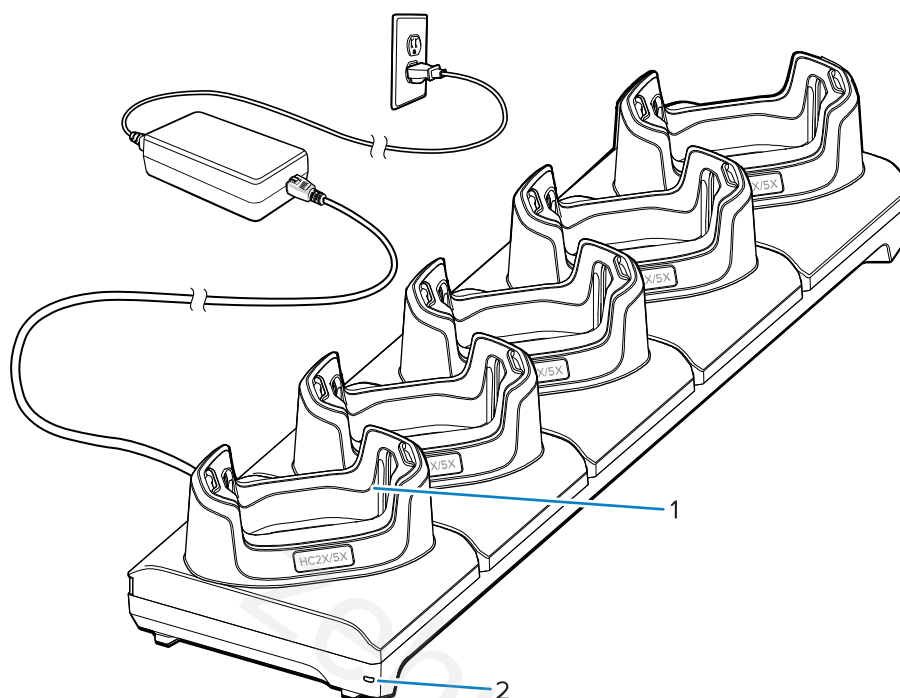


**CAUTION:** Ensure that you follow the guidelines for battery safety described in the Product Reference Guide.

The 5-Slot Charge Only Cradle:

- Provides 5 VDC power for operating the device.
- Simultaneously charges up to five devices.

**Figure 6** 5-Slot Charge Only Cradle



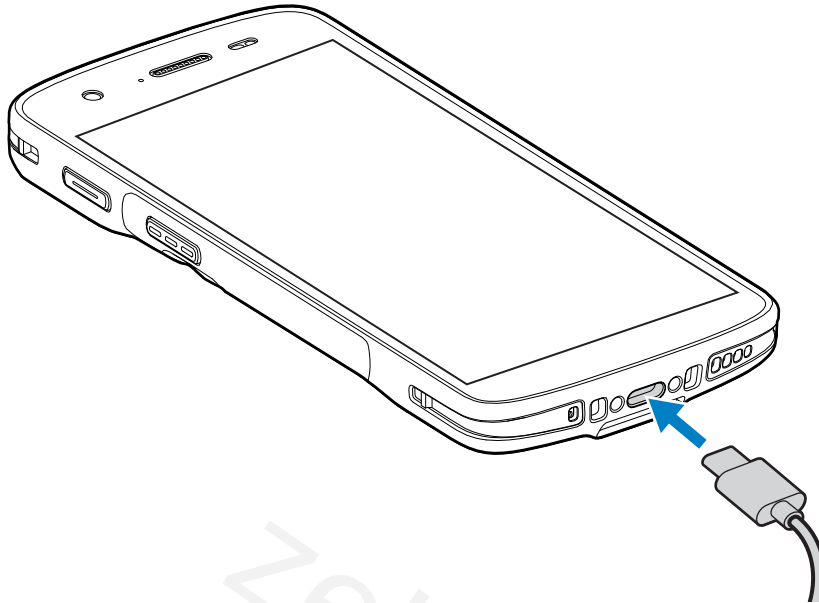
|   |                                |
|---|--------------------------------|
| 1 | Device charging slot with shim |
| 2 | Power LED                      |

## USB Cable

The USB cable plugs into the bottom of the device. When attached to the device, the cable allows charging, transferring data to a host computer, and connecting USB peripherals.

Remove the USB connector plug before inserting the USB cable into the USB-C connector.

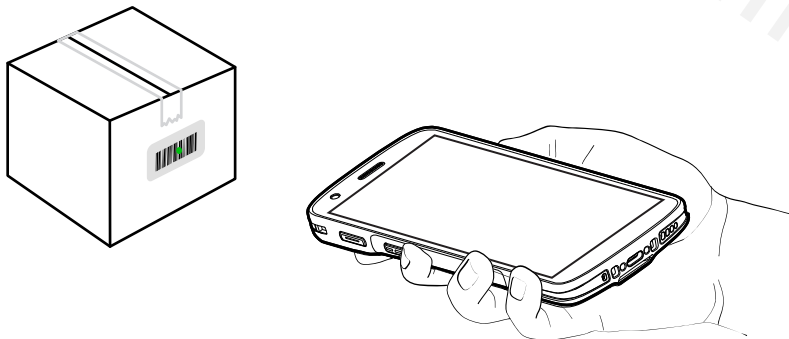
**Figure 7** USB cable



## Scanning with Internal Imager

A scan-enabled application is required to read a barcode. The device contains the DataWedge application, which allows you to enable the imager, decode the barcode data, and display the barcode content.

1. Ensure that an application is open on the device and a text field is in focus (the text cursor is in the text field).
2. Point the scanner exit window of the device at a barcode.



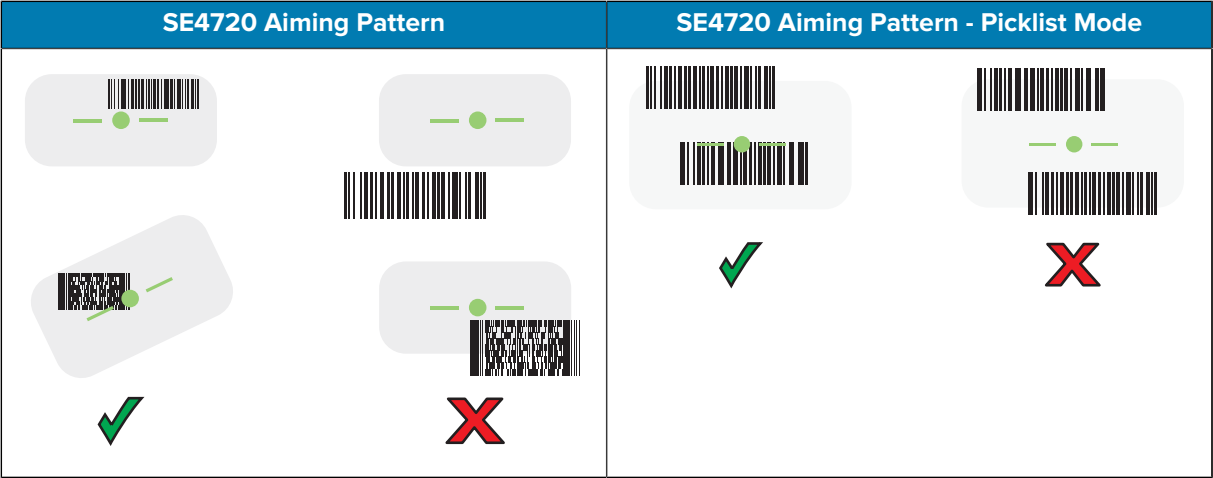
3. Press and hold the scan button.

The device projects the aiming pattern.



**NOTE:** When the device is in Pick List Mode, the device does not decode the barcode until the center of the dot touches the barcode.

4. Ensure the barcode is within the area formed by the aiming pattern. The aiming dot is used for increased visibility in bright lighting conditions.



The Data Capture LED lights green, and a beep sounds, by default, to indicate the barcode was decoded successfully.

5. Release the scan button.

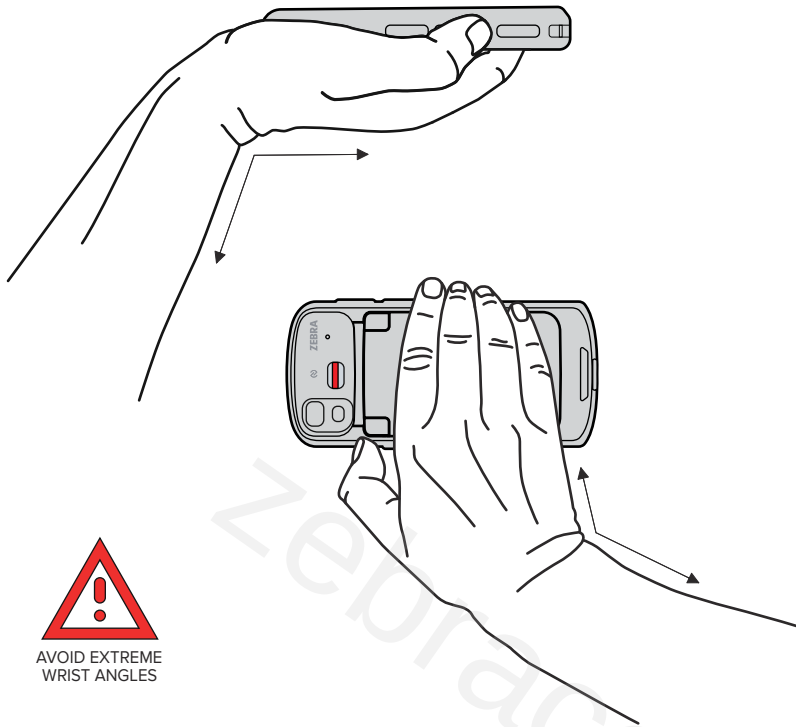


**NOTE:** Imager decoding usually occurs instantaneously. The device repeats the steps required to take a digital picture (image) of a poor or difficult barcode as long as the scan button remains pressed.

The device displays the barcode data in the text field.

## Ergonomic Considerations

Avoid extreme wrist angles such as these when using the device.



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