



Zebra® EC30 Enterprise Companion FAQs

Frequently Asked Questions

Q: Is Google Mobile Services supported?

A: Yes, all EC30 configurations support GMS besides the China Non-GMS SKU (EC300K-2SA2ACN).

Q: What OS is supported on this platform, and will there be updated OS offerings?

A: EC30 will release with Android 8.1 (Oreo), The architecture and memory footprint of the EC30 will allow for migration to future OS releases (i.e., P and Q) as part of the life cycle for the platform.

Q: What comes in the box with the EC30 terminal?

A: EC30 terminal SKUs contain an EC30 device. All accessories are sold separately.

Q: Does Zebra OneCare come as part of the purchase price?

A: No Zebra OneCare options are available like the rest of the Zebra line of mobile computers.

Q: Does Zebra OneCare include coverage for the device battery?

A: Yes, the Zebra OneCare services available for the EC30 include coverage for the device battery.

Q: Q. Are there any Zebra OneCare services that do not include coverage for the battery?

A: No all available Zebra OneCare services for the EC30 include coverage for the battery. The battery is not user replaceable and can only be changed by an authorized service center.

Q: Can I charge EC30 with a USB-C cable?

A: The EC30 supports both charge pads for cradle charging and a USB-C port for cable charging and communication. Both CBL-TC5X-USBC2A-01 (1M USB-C to USB-A cable) and CBL-TC2X-USBC-01 (1.5M USB-C to USB-A cable) Zebra SKUs are supported.

Q: What Enterprise Mobile Management (EMM) Clients are supported?

A: StageNow, AirWatch and SOTI

Q: Is there a Push-to-Talk (PTT) button?

A: Yes, on the left side of the terminal above the volume buttons.

Q: Are there any programmable buttons on the device?

A: There are several physical buttons that can be reprogrammed. The scan button at the top, the Push-to-Talk “PTT” button on the side, capacitive “back” & “recent apps” keys and the physical home button are all user programmable.

FREQUENTLY ASKED QUESTIONS

EC30 ENTERPRISE COMPANION

Q: Can I port existing large screen (i.e. TC5X or TC7X) Android applications to the EC30?

A: By and large, Android apps would just run on an EC30 if they are already running on a TC series terminal. However, your app may encounter some usability issues without some screen optimizations, such as buttons are too small and hard to touch, texts are too small and illegible, information got truncated and eclipsed, etc. Existing applications can be leveraged, but the above UI/UX issues should be considered to ensure the app is optimized for an EC30

Q: Are there other best practices for developing apps that will run on the EC30?

A: Yes, you can view the EC30 Application Development Best Practices guide in the following locations:

Zebra Associates click [here](#)

Distributors, please check the [EC30 Partner Gateway microsite](#) resources tab.

Q: Is there support for Workforce Connect on EC30?

A: Workforce Connect PTT Pro and Workforce Connect Voice client are both supported on the EC30. Mobility DNA's PTT Express will be available on the EC30 for free, out of the box.



NA and Corporate Headquarters
+1 800 423 0442
inquiry4@zebra.com

Asia-Pacific Headquarters
+65 6858 0722
contact.apac@zebra.com

EMEA Headquarters
zebra.com/locations
contact.emea@zebra.com

Latin America Headquarters
+1 847 955 2283
la.contactme@zebra.com