TC22/TC27

Touch Computer

Quick Start Guide

2024/02/22

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Unpacking

When you receive the TC22/TC27 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 TC22/TC27.

Figure 1 Front View
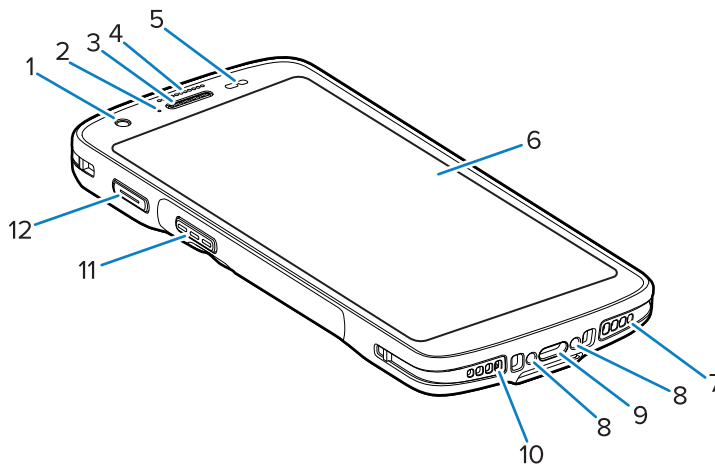
NOTE: See for

Table 1 Front View Features

Number	Item	Function
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.
3	Speaker/Receiver	Use for audio playback in Handset and Speakerphone mode.

Table 1 Front View Features (Continued)

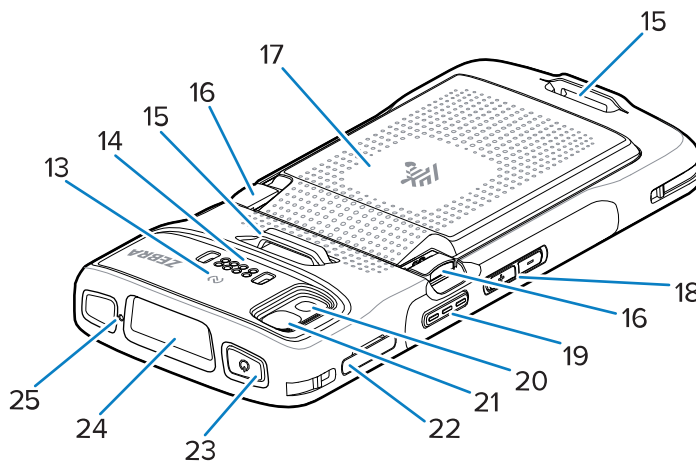| Number	Item	Function
4	Data Capture LED	Indicates data capture status.
5	Light/Proximity Sensor	Determines ambient light for controlling display backlight intensity and proximity for turning off the display when in handset mode.
6	Touch Screen	Displays all information needed to operate the device.
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	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[a] for Push-to-Talk VoIP communication, this button is configurable for use with other applications.

[a] Pakistan, Qatar

Figure 2 Rear View

Table 2 Rear View Features

Number	Item	Function
13	NFC Antenna	Provides communication with other NFC-enabled devices.
14	Back common I/O 8 pins	Provides host communications, audio, device charging via cables, and accessories.

Table 2   Rear View Features (Continued)

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

Setting Up the Device

Complete the following to start using the TC22/TC27.

To start using the device for the first time.

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 TC22/TC27 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.
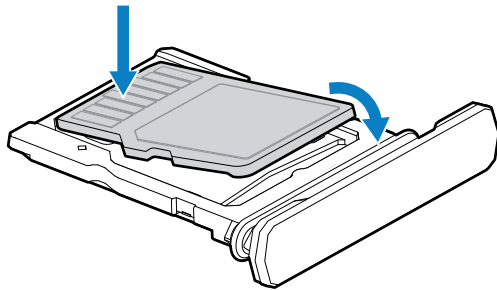
⚠️ **CAUTION:** Follow proper electrostatic discharge (ESD) precautions to avoid damaging the microSD card. Proper ESD precautions include, but are not limited to, working on an ESD mat and ensuring that the operator is properly grounded.
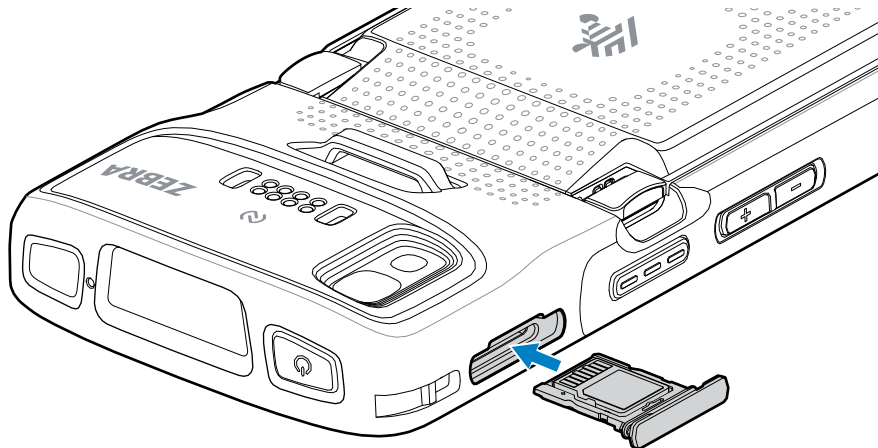
1. Pull the card holder out of the device.
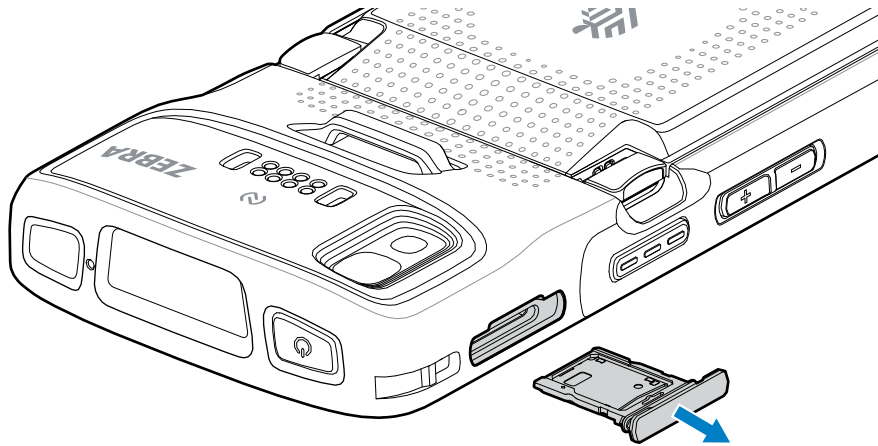
2. Place the microSD card, contact end first, with contacts facing up, into the card holder.

3. Rotate the microSD card down.

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

5. 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 TC27.

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.
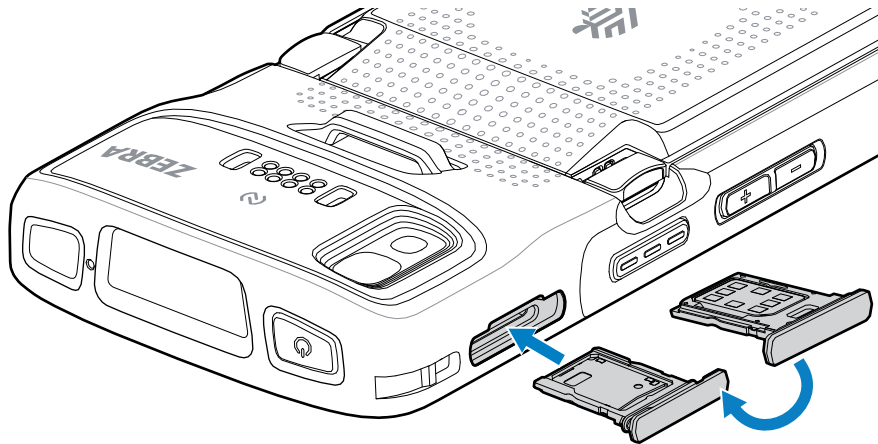
1. Pull the card holder out of the device.
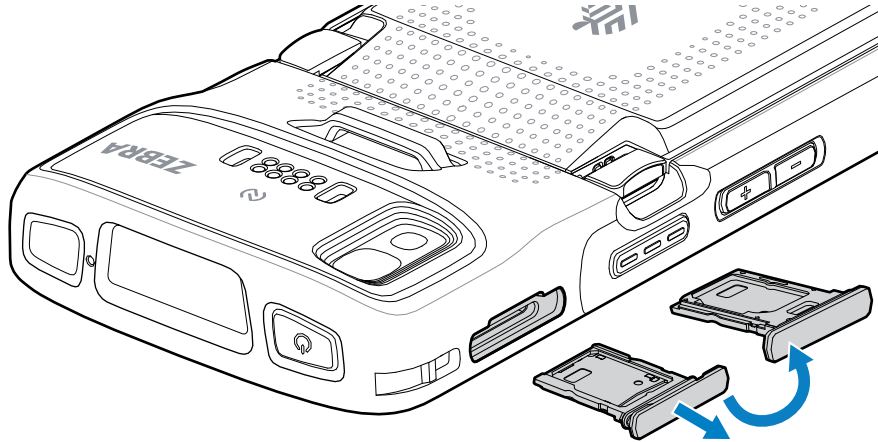
2. Flip the card holder over.
3. Place the SIM card end, with contacts facing up, into the card holder.
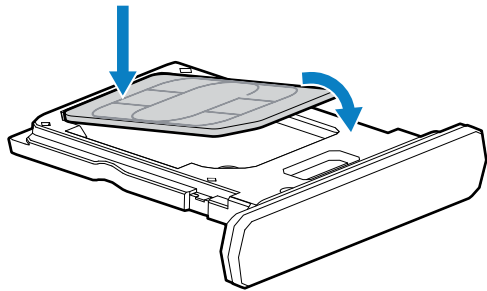
4. Rotate the SIM card down.
5. Press the SIM card down into the card holder and ensure that it seats properly.

**6.** Flip the card holder over and re-install the card holder.

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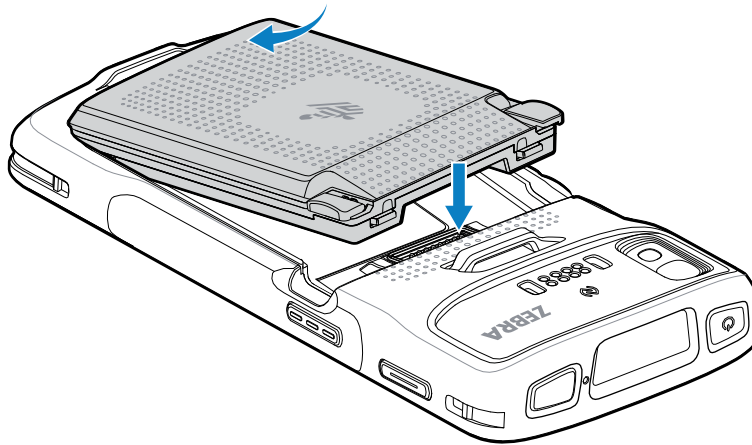
2. Press the battery down into the battery compartment until the battery release latches snap into place.

Activating an eSIM

The TC27 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.

To activate an eSIM:

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

An eSIM on a TC27 can be turned off temporarily and re-activated later.

To deactivate an eSIM:

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 TC27 device.

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

To erase an eSIM:

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.

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.

📝 **NOTE:** The spare battery charges charge both standard and extended batteries.

Table 3   Charging and Communication

Description	Part Number	Charging		Communication	
		Battery (In Device)	Spare Battery	USB	Ethernet
1-Slot Charge Only Cradle	CRD-TC2L-BS1CO-01	Yes	No	No	No
1-Slot USB Cradle	CRD-TC2L-SE1ET-01	Yes	No	Yes	No
1-Slot Charge Only with Spare Battery Cradle	CRD-TC2L-BS11B-01	Yes	Yes	No	No
4-Slot Battery Charger	SAC-TC2L-4SCHG-01	No	Yes	No	No
5-Slot Charge Only Cradle	CRD-TC2L-BS5CO-01	Yes	No	No	No
5-Slot Ethernet Cradle	CRD-TC2L-SE5ET-01	Yes	No	No	Yes

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.

There are three batteries available:

- Standard 3,800 mAh PowerPrecision LI-ON Battery - part number: BTRY-TC2L-2XMAXX-01
- Standard 3,800 mAh PowerPrecision LI-ON Battery with BLE Beacon - part number: BTRY-TC2L-2XMAXB-01
- Extended 5,200 mAh PowerPrecision LI-ON Battery - part number BTRY-TC2L-3XMAXX-01

The device's Charging/Notification LED indicates the battery charging status in the device. The standard battery charges from fully depleted to 80% in less than 1 hour and 20 minutes.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. The device is incorrectly inserted in the cradle or connected to a power source. The charger/cradle is not powered.

Table 4   Charging/Notification LED Charging Indicators (Continued)

State	Indication
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: • Temperature is too low or too high. • Charging has gone on too long without completion (typically eight hours).
Fast Blinking Red (2 blinks/second)	Charging error but the battery is at the end of its useful life, for example: • Temperature is too low or too high. • Charging has gone on too long without completion (typically eight hours).

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 in a safe and intelligent manner. At higher temperatures (for example, approximately +37°C (+98°F)), the device or cradle may, for small periods of time, 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
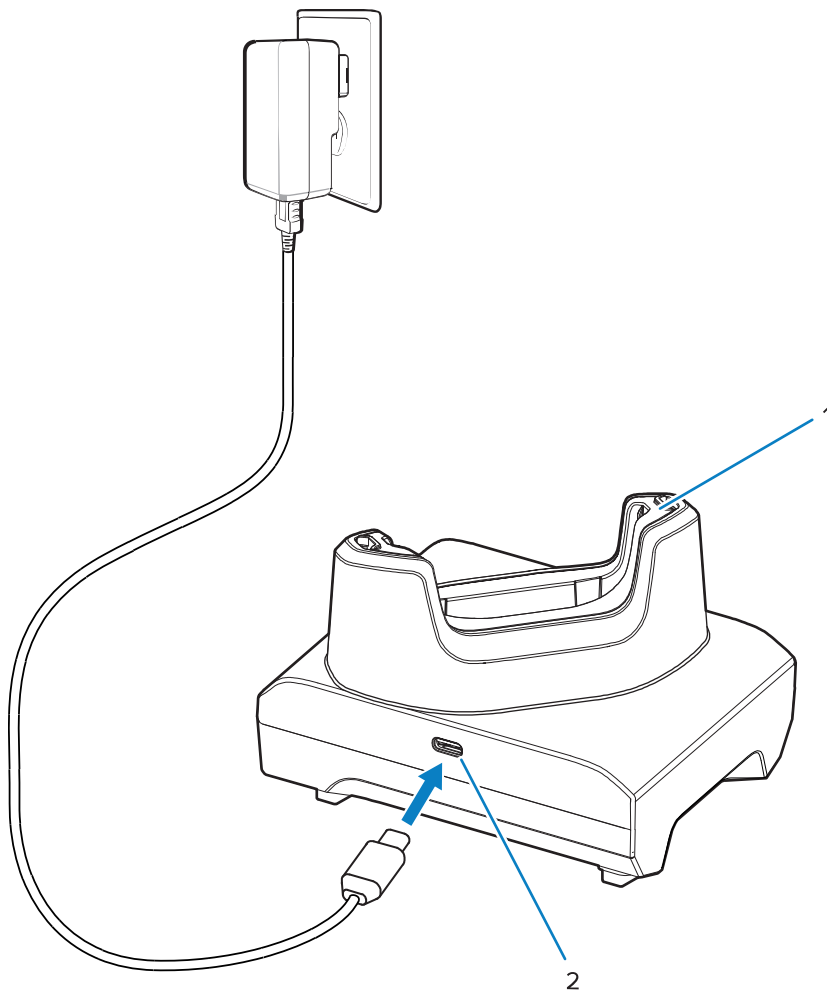
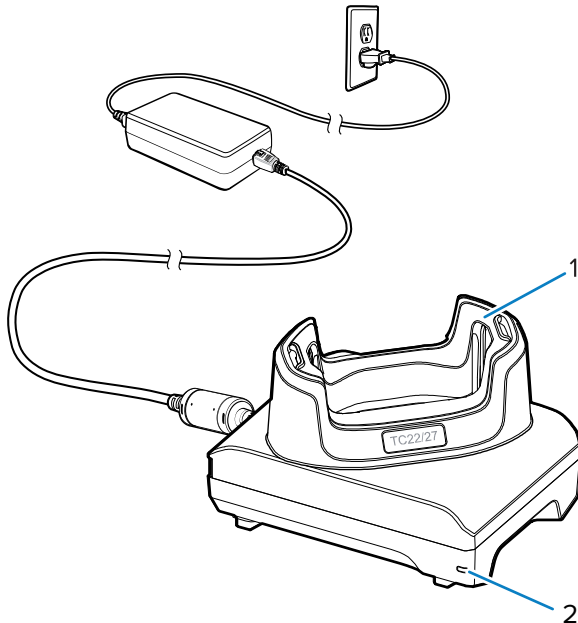This cradle provides power to the device.

⚠️ **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 USB Cradle

This cradle provides power and USB communications.

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

The 1-Slot USB Cradle:

- Provides 5 VDC power for operating the device.
- Charges the device's battery.
- Provides USB communication with a host computer.
- With an optional Ethernet Module and bracket provides USB with a host computer and/or Ethernet communications with a network.

Figure 4 1–Slot USB Cradle

1	Device charging slot with shim.
2	Power LED

# 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 5**   1-Slot Cradle with Spare Battery Slot
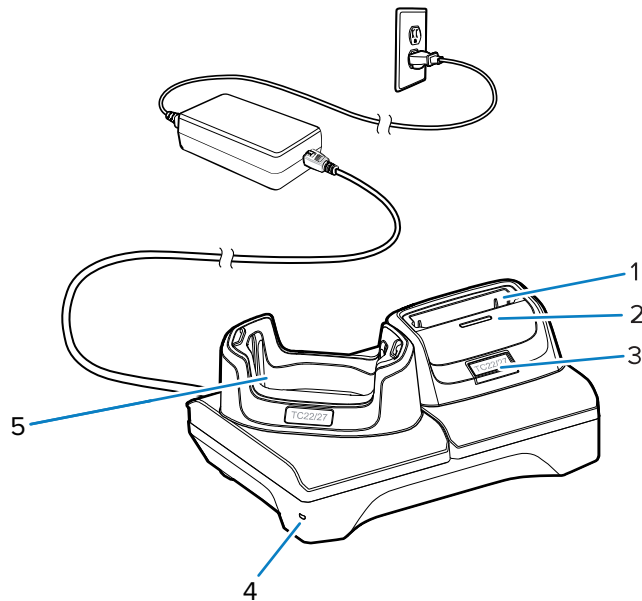
1	Spare battery charging slot.
2	Spare battery charging LED
3	USB-C port The USB-C port is a service connector only for firmware upgrades and is not intended for power charging.
4	Power LED
5	Device charging slot with shim

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 6   4-Slot Battery Charger
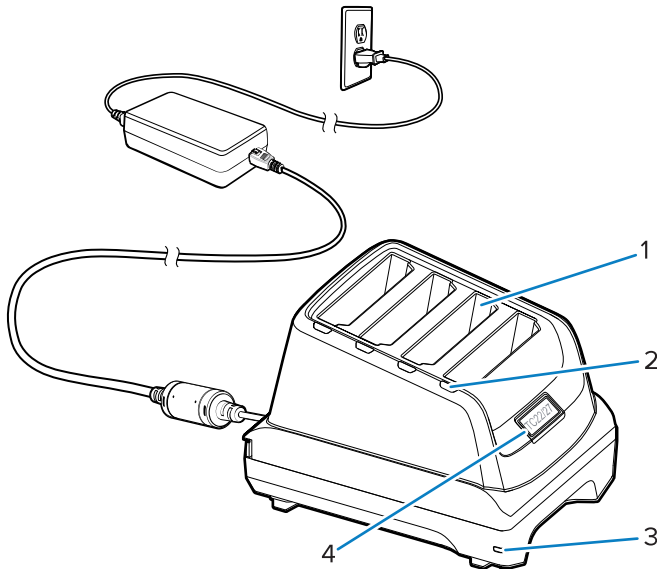
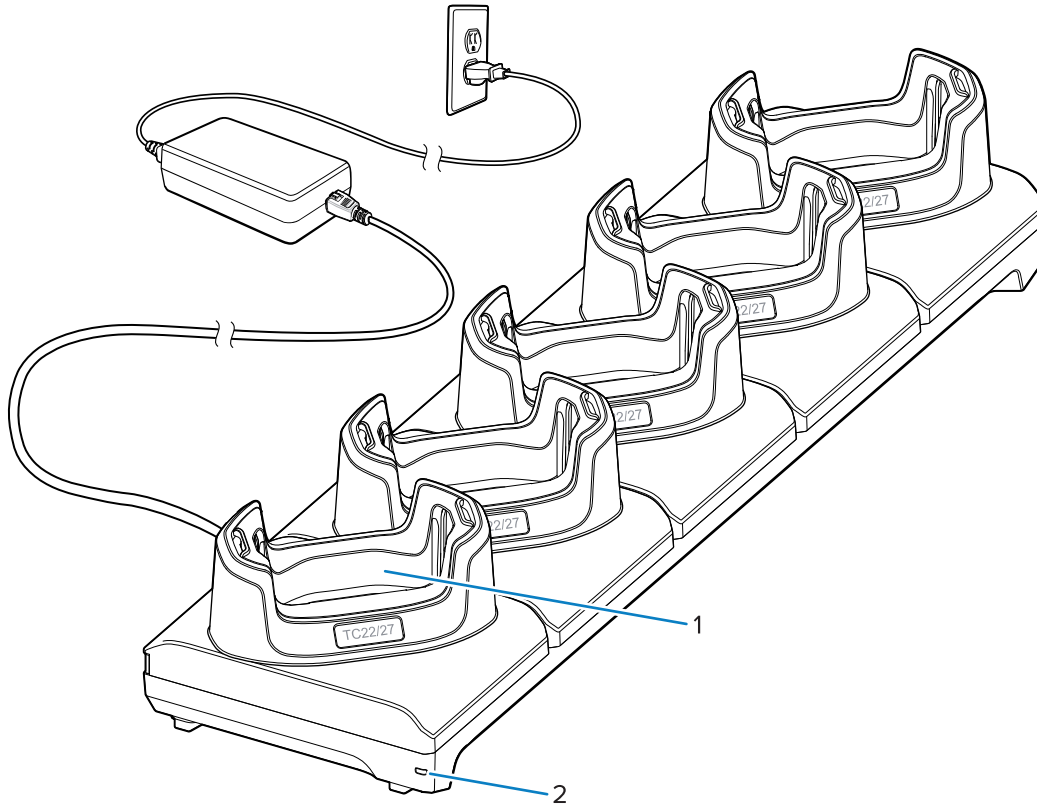| 1	Battery Slot
2	Battery Charging LED
3	Power LED
4	USB-C port The USB-C port is a service connector for firmware upgrade only and not intended for power charging.

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 7   5-Slot Charge Only Cradle

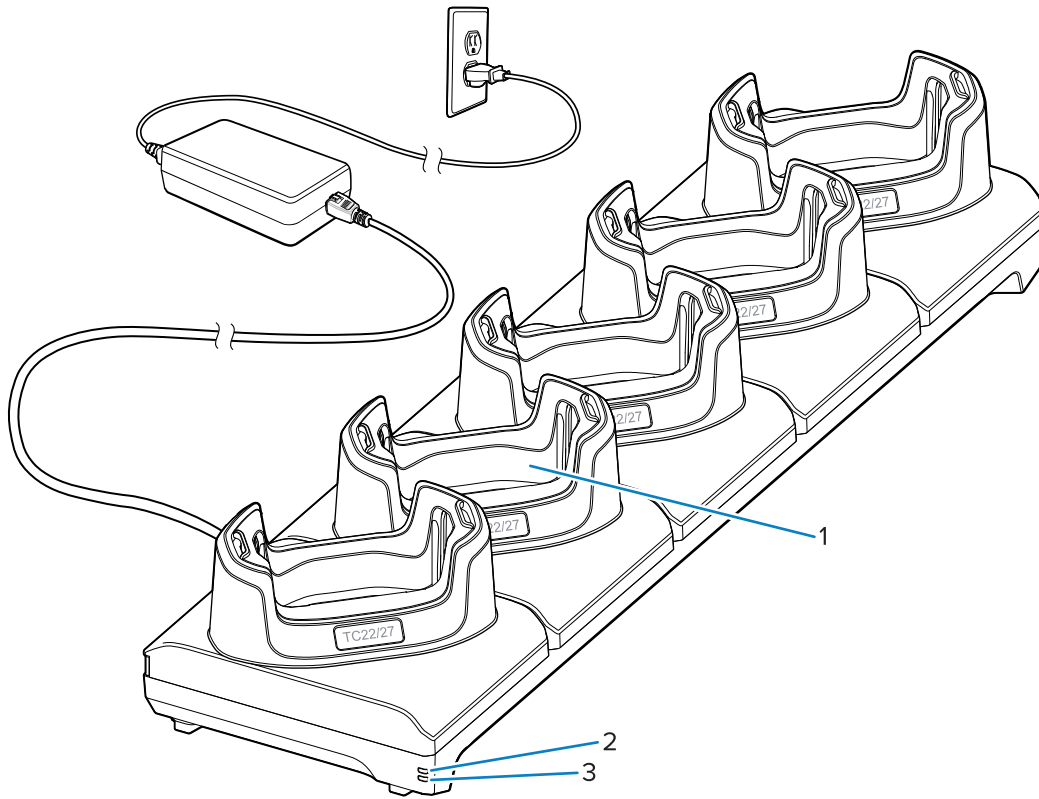| 1	Device charging slot with shim
2	Power LED

5-Slot Ethernet Cradle

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

The 5-Slot Ethernet Cradle:

- Provides 5 VDC power for operating the device.

- Connects the device (up to five) to an Ethernet network.

- Simultaneously charges up to five devices.

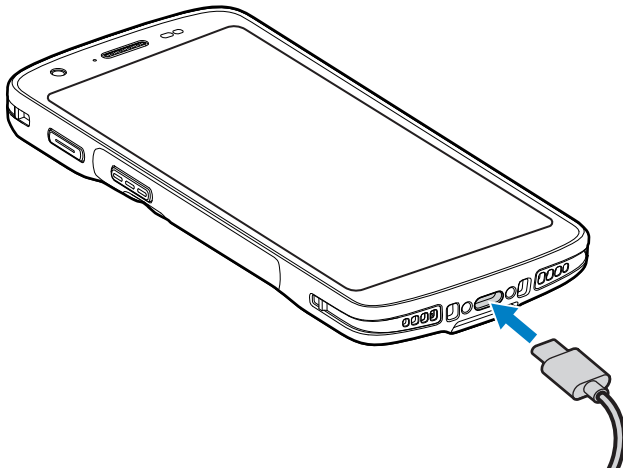**Figure 8** 5-Slot Ethernet Cradle

1	Device charging slot with shim
2	1000 LED
3	100/100 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.

Figure 9   USB cable

Scanning with Internal Imager

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

NOTE: The SE55 displays a green dash-dot-dash aimer. The SE4710 imager displays a red dot aimer.

1. Ensure that an application is open on the device, and a text field is in focus (text cursor in text field).

2. Point the scanner exit window of the device at a barcode.
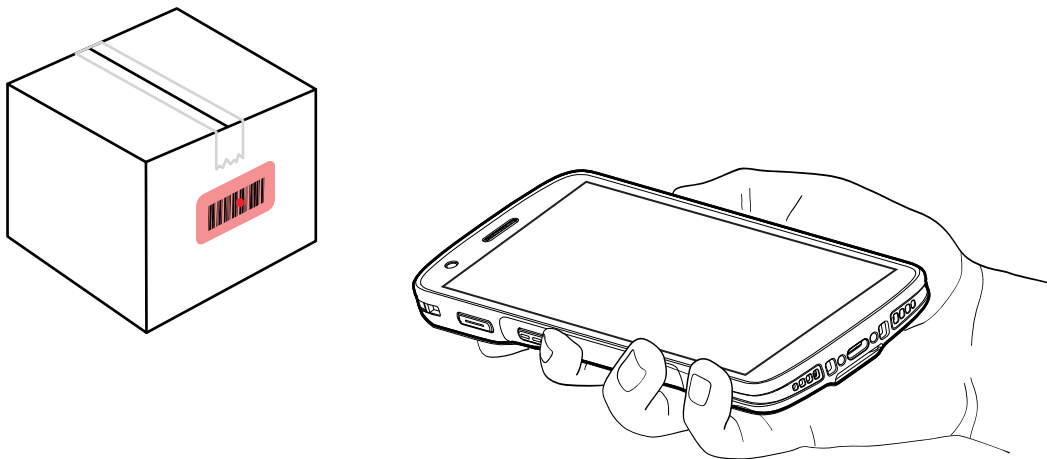
3. Press and hold the scan button.

The device projects the aiming pattern.

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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.
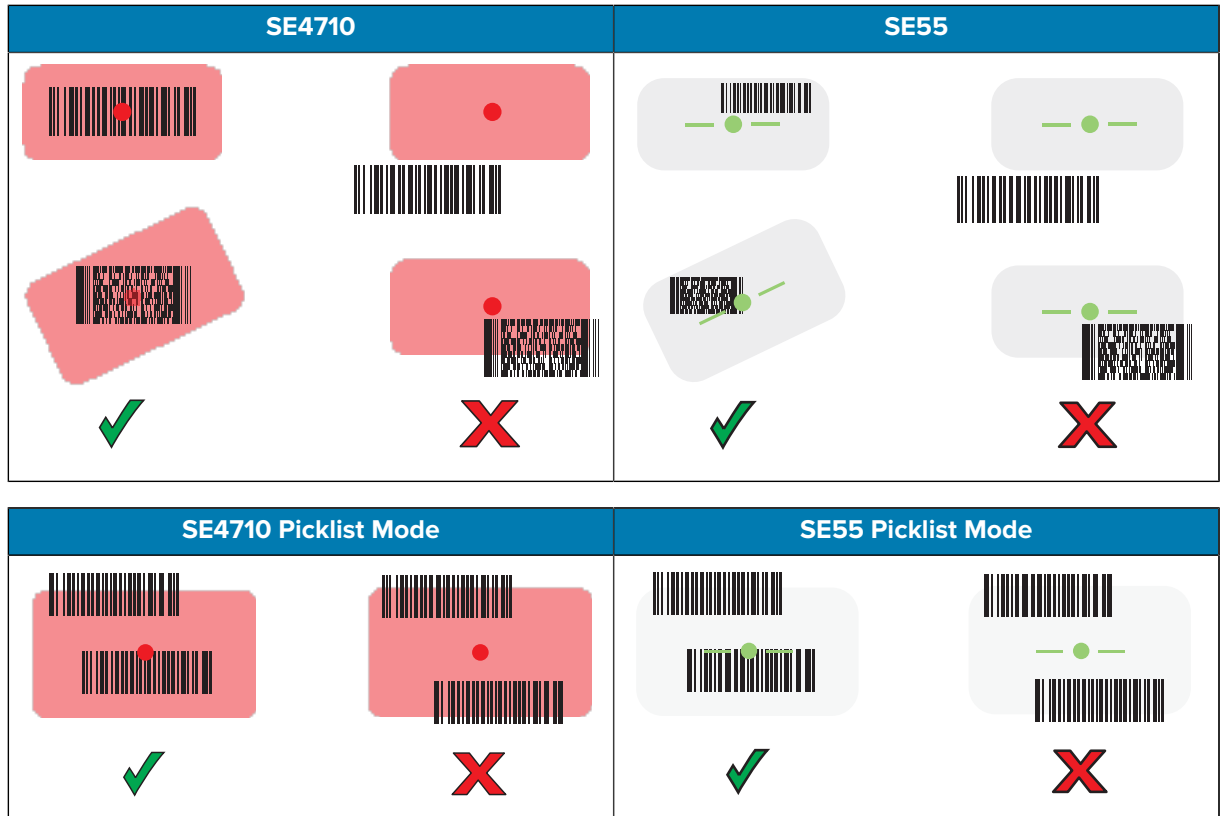
to indicate the barcode was decoded successfully.

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.

AVOID EXTREME
WRIST ANGLES
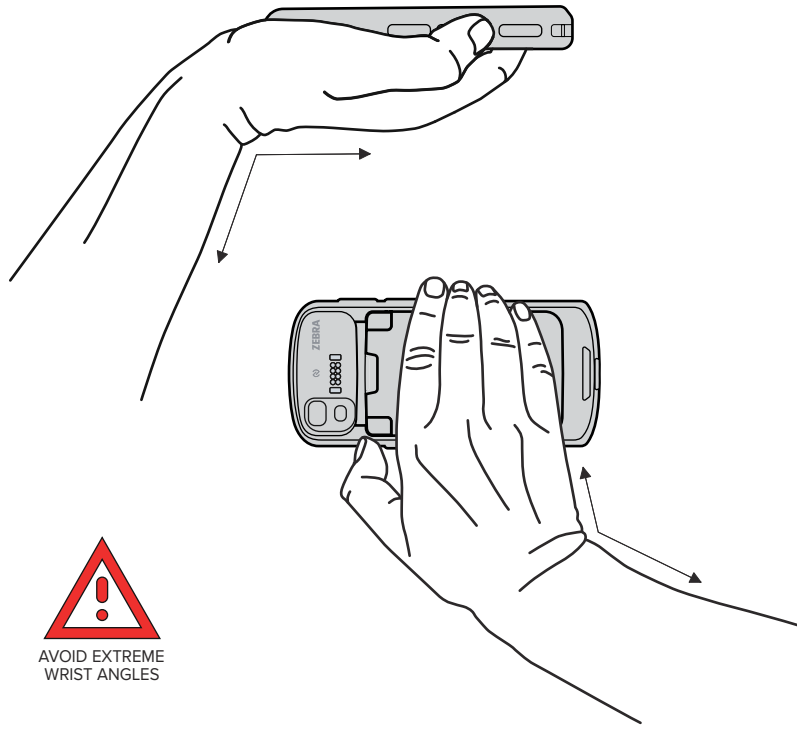
Service Information

Repair services using Zebra-qualified parts are available for at least three years after the end of production and can be requested at zebra.com/support.