



Zebra Intelligent Cabinets

Frequently Asked Questions

Q: What are Zebra Intelligent Cabinets?

A: Zebra Intelligent Cabinets is part of Zebra's Professional Services providing secure storage for charging and managing customers' fleet of mobile devices with Zebra Access Management System™ to enable automated tracking and management of your devices.

Q: What are the benefits of Zebra Intelligent Cabinets?

A: They allow for effective use of space and better control of device inventory. With the security storage features, they significantly reduces loss, damage and unauthorized access to mobile devices, thereby improving productivity and reducing ongoing costs.

Q: Why would I buy these products from Zebra and not from other suppliers?

A: Zebra Intelligent Cabinets are specifically built for Zebra devices. Furthermore, for a seamless purchase and deployment, Zebra provides a one-stop shop for devices, intelligent cabinets and professional services. This is in addition to support services and visibility services (Visibility IQ).

Q: Who are the target customers for Zebra Intelligent Cabinets?

A: Zebra Intelligent Cabinets can be used in retail, warehousing, transport and logistics industries. Zebra Intelligent Cabinets are scalable to meet any customer size or requirement.

Q: How will this solution help my productivity?

A: The clear panels in the cabinet doors allow everyone to see, at a glance, that all devices have been returned to the cabinet and are on charge. The Zebra Access Management system takes this to another level with a display mounted to the cabinet that shows whether devices are On charge, In use or Missing.

This information is also posted to a central portal that allows managers to monitor the devices remotely.

This system has a massive effect on the user imperative to return devices to the cabinet, get them on charge and have them ready for the next user. No longer will users be wandering around trying to find an unused device or discovering that all free devices are uncharged..

Q: How will this solution help me save costs?

A: Zebra Intelligent Cabinets' Access Management System has the ability to trace users and identify precisely who took which device, when, and where. With the ability to trace users to the individual level, your business can benefit from improved employee accountability to ensure devices are handled with care and returned at the end of each shift. The results are reduced operational costs from device loss, damage and repair or replacement, which helps with your profitability.

Q: What devices do Zebra Intelligent Cabinets support?

A: The range supports a wide variety of Zebra mobile devices like the TC2X, TC5X, TC7X, TC8X and WT6000, mobile ZQ and QLN printers and ET5X/XSlate, R12/R10 and XPad L10 tablets.

Q: What sizes do the cabinets come in?

A: We have three sizes and configurations, ranging from 20 devices up to 50, with a modular approach to fit various product types. Please see model types and sizes below.



Cabinets			
Features	Small	Midi	X-Large
Dimensions (HxWxD)	1012 x 700 x 437 mm 3'3.8" x 2'3.5" x 17.2"	1312 x 700 x 437 mm 4'3.6" x 2'3.5" x 17.2"	1912 x 700 x 437 mm 6'3.3" x 2'3.5" x 17.2"

Q: What is the delivery lead time?

A: 2-3 weeks from order receipt for Standard Portfolio.

Q: What if I want something different to what is in the standard portfolio?

A: Should customization be required for your environment, please discuss this with your Account Manager to arrange a custom quote.

Q: Can I use multiple types of devices in my cabinets?

A: Yes. Zebra Intelligent Cabinets can be configured to store and charge different types of compatible Zebra devices within them.

Q: How many devices can each Zebra Intelligent Cabinet hold?

A: With our modular approach, we can provide flexible sizing to meet your requirements. Depending on the model and whether different types of Zebra devices are used in a Zebra Intelligent Cabinet, the total number of devices ranges from 20-50 devices per cabinet.

Q: What support is available?

A: Our range comes with a full 12-month warranty on all hardware, and for the Zebra Access Management System™ we can offer 3 or 5 years of remote technical and software maintenance programs. To ensure successful adoption by users, we offer multi-media learning packages. Additional regional Professional Services can be quoted for on-site and customer specific SLA/KPI's.

Q: Can I use non-Zebra devices in Zebra Intelligent Cabinets?

A: Zebra Intelligent Cabinets are specially designed for Zebra devices only.

Q: What is the Zebra Access Management System™ and how does it work?

A: The Access Management System is a software component to manage and control the mobile devices stored in the cabinets. There are three elements to this software:

- An application that resides on the device (Android™ Version 7.0 or higher)
- A touch screen with a management module
- The Portal

The Android application will be installed to the mobile device, allowing it to communicate to the management system via Wi-Fi™ while on charge and during the login process. The management system and the Portal capture events such as date and time of a device being placed/removed from cradle, success/failure in login and alarmed event, and reports the associated information such as user ID, device S/N, and battery level.

Q: Do Zebra Intelligent Cabinets come flat-packed or pre-assembled?

A: The Intelligent Cabinets are delivered flat packed, your local Distributor can provide services for on-site installation and assembly.

Q: What are the security lock options?

A: There are 2 levels of security to suit different environments:

- Cabinet door lock: Physical key lock. Other methods are available upon request, such as RFID, barcode and pin/password
- Access Management System APK on device: If a device is removed and not logged into within a set time then the device will sound an alarm and show up as missing on the display and portal.

Q: If I upgrade my devices in the future, will my Zebra Intelligent Cabinets still work?

A: The cabinets are designed to accommodate current and future devices. The Zebra Access Management System (ZAMS) is under continuous development and improvement to support compatibility.

Q: How can I train my staff?

A: Zebra offers a Signature Service called Learning Services to reduce adoption time and help users to be ready from the start. Various Video on Device training solutions are provided within the AMS applications. These cover user and administration set up of the application.

Q: How will I successfully deploy Zebra Intelligent Cabinets?

A: The Zebra Intelligent Cabinets are designed to be deployable by customers and/or Zebra Partners. Each model is supplied with installation instructions for both hardware and software components.

In addition, Zebra has a vast experience and a full portfolio of professional services to help you design the right solution for your needs, supporting you with a smooth deployment and successful user adoption.

For more information, visit www.zebra.com/intelligentcabinets



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