



# Zebra Intelligent Cabinets

## Frequently Asked Questions

### **Q: What is 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: It allows for effective use of space and better control of device inventory. With the security storage features, it 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. Even more, for a seamless purchase and deployment, Zebra provides a one-stop shop for devices, intelligent cabinets, and professional services, in addition to support services and visibility services.

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

A: Zebra Intelligent Cabinets can be used in retail, warehousing, transport and logistics industries, and in select markets, can also be used in healthcare environments. Zebra Intelligent Cabinets are available in North America and EMEA markets, in the UK, EU and EFTA trading countries.

### **Q: How will this solution help my productivity?**

A: Managers or supervisors can easily see through clear panels of Zebra Intelligent Cabinets whether all devices have been returned at the end of each shift and docked for charging. When enabled with the Zebra Access Management System™, managers or supervisors see whether the devices are in the cabinet, were removed, assigned to a particular user or missing. This can reduce downtime and improve staff productivity.

All of this data is captured and reported to a web-based portal for easy visibility of your entire device fleet status.

The rapid and easy access to devices in a consolidated cabinet also maximizes staff efficiencies. By eliminating staff queueing to access and return devices, and by enabling automation, Zebra Intelligent Cabinets improves workflow processes and increases workforce productivity.

### **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, XPadL10 and Bobcat tablets.

**Q: What sizes do the cabinets come in?**

A: We have multiple sizes and configurations, ranging from 5 devices up to 100, with a modular approach to fit various product types. Please see model types and sizes below.



Cabinets			
Features	Compact	X-Large	Extreme
<b>Dimensions (HxWxD)</b>	328 x 580 x 230 mm 12.9" x 22.8" x 9"	1912 x 700 x 437 mm 6'3.3" x 2'3.5" x 17.2"	1912 x 1200 x 437 mm 6'3.3" x 3'11.2" x 17.2"



Cabinets				
Features	Base stand	Small	Medium	Large
<b>Dimensions (HxWxD)</b>	300 x 700 x 390 mm 11.8" x 2'3.5" x 15.3"	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"	1612 x 700 x 437 mm 5'3.5" x 2'3.5" x 17.2"



Open Racks			Cradle Lock
Features	Single Sided	Double Sided	
<b>Dimensions (HxWxD)</b>	1939 x 550 x 600 mm 6'4.3" x 1'9.6" x 1'11.6"	1939 x 550 x 600 mm 6'4.3" x 1'9.6" x 1'11.6"	231 x 490 x 160 mm 9" x 18.8" x 6.3"

**Q: What is the delivery lead time?**

A: 6-8 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 5-100 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 bluetooth or 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: We deliver our standardized modular portfolio pre-assembled. If customers request cabinets flat-packed, additional costs may apply for on-site assembly. Please contact your Account Manager for details.

**Q: What are the security lock options?**

A: There are 3 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
- Management system downloaded to the device: Sounds an alarm on the device and triggers Zebra Intelligent Cabinet alerts if no timely logon
- Cradle Lock: Locking cradle that secures the devices until authorized access is granted, usually via PIN code

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

A: Updated versions of the Zebra Access Management System™ for devices will be made available with new releases of Android.

**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.

**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 version is supplied with installation instructions for both hardware and software components.

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

**Q: Can we restrict which users can have access to multiple devices using the same PIN log-in?**

A: ZAMS has an option to restrict one user per device. It is set via the portal.

**Q: Can we access data about multiple cabinets across multiple sites through the AMS web-based portal?**

A: Yes, the portal supports selection of cabinet at a time across sites. There is no multi-select feature; however, a report can be generated.

**Q: Can we create custom PIN numbers beyond 4 digits?**

A: Yes, ZAMS supports up to 8 digits.

**Q: Are there alternative log-in options for AMS available, other than PIN entry?**

A: Yes, PIN entry via barcode scanning, an admin level bypass barcode, and support for applications to take place of the PIN screen which allows for ZAMS application features to run in the background. In the future, we will support SSO.

**Q: What OS version do I need to run the AMS?**

A: Android 8 or later is needed to run the AMS.

**Q: Can I run the AMS kiosk application on another Zebra device, other than the CC6000?**

A: Other devices beyond CC6000 are not officially supported. We can explore based on opportunity.

**Q: How do I link and de-link specific devices from specific cabinets?**

A: Devices are link registered via a barcode or via an optional EMM compatible file generated by the portal.

**Q: Can I track non-screen devices such as mobile printers and ring scanners through the AMS?**

A: Yes, but this may require some custom work. The devices would require Wi-Fi connectivity to the cabinet and be capable of being registered. We are exploring options with RFID and BLE.

**Q: How do I mark or take a device out of a cabinet and place it in the RMA loop so that I don't show damaged/faulty devices as missing?**

A: The device would need to be un-registered from the cabinet. Integration of RMA data management is something under consideration.

## FREQUENTLY ASKED QUESTIONS

### ZEBRA INTELLIGENT CABINETS

**Q: Can I use the AMS without a Wi-Fi connection, i.e., Wired Ethernet or Bluetooth connectivity?**

A: Only Wi-Fi from cabinet to port is supported.

**Q: Can I rename sites and users in the web-based portal?**

A: Yes, sites and PIN ID's can be changed but PIN's cannot re-used.

**Q: Will usernames show against particular devices on the CC6000 when devices are in-use?**

A: Yes, email addresses are shown but it may change to actual user names in the future.

**Q: Can I set rules against specific users to return devices by a set timeframe and will it be reported as missing if that device goes overdue?**

A: This rule is only at the site level.

Current FAQs available [here](#).

For more information, visit [www.zebra.com/intelligentcabinets](http://www.zebra.com/intelligentcabinets)



**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**  
zebra.com/locations  
la.contactme@zebra.com

ZEBRA and the stylized Zebra head are trademarks of Zebra Technologies Corp., registered in many jurisdictions worldwide. Android is a trademark of Google LLC. The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Zebra is under license. Wi-Fi™ is a trademark of Wi-Fi Alliance®. All other trademarks are the property of their respective owners.  
©2022 Zebra Technologies Corp. and/or its affiliates. 05/31/2022