

Why upgrade to the HC20?

It's the easy path to many new features that enable every healthcare worker to do more in less time — and provide better patient care.



Improve productivity, task accuracy and the quality of patient care with many new features:

- Ergonomics for all-day comfort
- More power
- More rugged
- Waterproof
- Advanced audio
- High performance scanning¹
- A larger display
- Fastest Wi-Fi available
- Swappable fast-charging batteries
- Find devices — even if the battery is depleted²

The HC20 — one device designed for every healthcare worker.

What do you get when you upgrade from the TC21-HC to the HC20?

More features to boost productivity and care quality.

FEATURE	TC21-HC	HC20	HC20 BENEFIT
SLEEKER, MORE RUGGED FORM FACTOR			
Sleek design	0.54 in./13.7 mm D 8.4 oz./239 g	0.49 in./12.5 mm D 8.4 oz./239 g	The HC20 is 10% thinner than the TC21-HC.
Housing and ergonomics	Healthcare white	Healthcare blue and white Enhanced ergonomics with contoured surfaces and sculpted bumpers	New modern design reduces pressure points and provides any size hand with a secure grip and all day comfort.
Display	5 in. HD (1280 x 720)	6 in. FHD+ (2160 x 1080)	20% more display space to view more information with less scrolling.
Environmental	IP67 sealing; 300 tumbles @ 1.6 ft./0.5 m	IP65 and IP68 sealing; 500 tumbles @ 1.6 ft./0.5 m	Now completely waterproof with dual IP65/IP68 sealing; improved tumble spec for enhanced ruggedness.
NEWER, FASTER PLATFORM			
Platform	Qualcomm® Snapdragon 660 octa-core 1.8 or 2.2 GHz Support through Android 14	Qualcomm® 5430 hex-core 2.1 GHz Support through Android 16	Newer generation Qualcomm platform can power the most demanding healthcare applications.
Memory and storage	3 GB RAM/32 GB Flash MicroSD up to 128 GB	6 GB RAM/64 GB UFS Flash MicroSD up to 2 TB	Twice the RAM, twice the Flash and 15 times more expandable storage for better app performance.
LATEST WIRELESS TECHNOLOGIES			
Wi-Fi	Wi-Fi 5	Wi-Fi 6/6E ³	Wi-Fi 6E offers 4x the bandwidth, 4x higher capacity and 75 percent lower latency than Wi-Fi 5; workers get the fastest, more reliable connections.
Bluetooth	V5.0	V5.2 with BLE beaconing	Supports the new LE audio, which minimizes the power consumption of Bluetooth audio and offers enhanced audio capabilities.
MORE VERSATILITY			
Integrated barcode scanner	Optional SE4100 Barcode scanning available via camera	SE4720 ¹ Barcode scanning available via camera	More advanced scan engine with better motion tolerance, wider working range and higher resolution sensor — for faster, easier scanning.
Cameras	13 MP rear/5 MP front	16 MP rear	Higher resolution rear camera for improved image quality; choose HC50 if front-facing camera is needed.
Workstation Connect	Yes ⁴	Yes ⁴	Insert the HC20 into a Connect Cradle to create a fully-featured mobile-driven workstation — ideal at nurses stations, on portable ‘computers on wheels’ and more.
Bluetooth BLE battery	No	Yes (standard)	Enables tracking of devices that are powered down or out of battery power (Device Tracker license required).
Voice quality	PTT and VoIP, basic audio, two microphones	PTT and VoIP, HD Voice, premium audio, three microphones	Get crystal clear voice, even if workers are in a noisy environment.

1. Integrated scanner not available on HC20 in North America. 2. Requires Device Tracker license. 3. Wi-Fi 6E available with Mobility DNA Enterprise license upgrade. 4. Workstation Connect requires Mobility DNA Enterprise license upgrade.



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