



Guardian Cabinets

Frequently Asked Questions

Q: What are the Guardian Cabinets?

A: Guardian Cabinets are part of the Zebra Guardian portfolio and they provide secure and smart storage options to control where your devices start and end up in the beginning and end of a worker's shift.

Q: What are the benefits of Guardian Cabinets?

A: It is the perfect mobile device access solution for storing, controlling, managing and monitoring the use of Zebra devices. 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: Choosing Zebra's Guardian Cabinets means selecting a singular solution within the comprehensive Zebra Guardian portfolio that is tailored to meet the needs of any sized business. These cabinets are customizable and scalable to fit your industry, environment, and product mix, ensuring they align perfectly with your operational requirements. They offer features such as battery charging and monitoring, compatibility with both Wi-Fi™ and cellular networks, and robust protection against device damage and loss. Access is restricted to authorized personnel only, enhancing security and control. Fully tested and Zebra-certified, Guardian Cabinets integrate seamlessly with your Zebra products, providing reliability and efficiency unmatched by other suppliers.

Q: Who are the target customers for the Guardian Cabinets?

A: Guardian Cabinets can be used in retail, warehousing, transport and logistics industries, healthcare environments and in select markets. Zebra Guardian Cabinets are available in North America, Latin America, Australia, New Zealand 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 Guardian Cabinets whether all devices have been returned at the end of each shift and docked for charging. When enabled with the Device Guardian Access Management, managers or supervisors see whether the devices are in the cabinet, were removed, assigned to a particular user or missing through a web based portal. 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 Guardian Cabinets improves workflow processes and increases workforce productivity.

Q: How will this solution help me save costs?

A: Zebra Guardian 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 Guardian Cabinets support?

A: The range supports a wide variety of Zebra mobile devices like the TC2X, TC5X, TC7X, TC8X, MC22XX, MC33XX, MC93XX and WT6000, mobile ZQ and QLN printers and ET4X/5X/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.



Features	X-Large	Extreme
Dimensions (HxWxD)	1912 x 700 x 437 mm 6 ft. 3.3 in. x 2 ft. 3.5 in. x 17.2 in.	1912 x 1200 x 437 mm 6 ft. 3.3 in. x 3 ft. 11.2 in. x 17.2 in.



Features	Cabinets			
	Base stand	Small	Medium	Large
Dimensions (HxWxD)	300 x 700 x 390 mm 11.8 in. x 2 ft. 3.5 in. x 15.3 in.	1012 x 700 x 437 mm 3 ft. 3.8 in. x 2 ft. 3.5 in. x 17.2 in.	1312 x 700 x 437 mm 4 ft. 3.6 in. x 2 ft. 3.5 in. x 17.2 in.	1612 x 700 x 437 mm 5 ft. 3.5 in. x 2 ft. 3.5 in. x 17.2 in.



Features	Open Racks		Cradle Lock
	Single Sided	Double Sided	
Dimensions (HxWxD)	1939 x 550 x 600 mm 6 ft. 4.3 in. x 1 ft. 9.6 in. x 1 ft. 11.6 in.	1939 x 550 x 600 mm 6 ft. 4.3 in. x 1 ft. 9.6 in. x 1 ft. 11.6 in.	231 x 490 x 160 mm 9 in. x 18.8 in. x 6.3 in.

Q: What is the delivery lead time?

A: 6-8 weeks from order receipt for Standard Portfolio.

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

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

Q: How many devices can each Guardian 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 Guardian Cabinet, the total number of devices ranges from 20-100 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 1, 3 and 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 Guardian Cabinets?

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

Q: What is the Device Guardian Access Management (DGAM) and how does it work?

A: DGAM is a software component to manage and control the mobile devices stored in the cabinets. There are two elements to this software:

- A touch screen with a management module, Kiosk
- The web based portal

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 Guardian 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.
- Management system downloaded to the device: Sounds an alarm on the device and triggers Guardian 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 Guardian Cabinets still work?

A: Updated versions of the Device Guardian Access Management for devices will be made available with new releases of Android (check support page for latest information on Android versions support).

Q: How can I train my staff?

A: Zebra offers technical documentation and set up videos on Zebra's support page to reduce adoption time and help users to be ready from the start.

Q: How will I successfully deploy Guardian Cabinets?

A: The Guardian 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?

A: Yes, as part of the Zebra Guardian portfolio, you can use Identity Guardian to generate individual access codes or biometric credentials to be used in shared devices. Additionally, Identity Guardian can be configured to either a single device per user or multiple devices.

Q: Can we access data about multiple cabinets across multiple sites through the DGAM 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: What OS version do I need to run Identity Guardian?

A: Android 11 or above is needed to run (check support page for latest information on Android versions support).

Q: Can I run on another Zebra device, other than the CC6000?

A: Yes, you can also use an ET40 (tablet).

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

A: Devices are 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 DGAM?

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.

Q: Can I use DGAM 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.

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For more information, visit www.zebra.com/guardian-cabinets



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