KC401 Kiosk Computer

Deliver superior self-service anywhere

Empower your end customers and frontline workers with a seamless, next-generation self-service experience anywhere in your facility with the KC401 10-inch Android Kiosk. The intuitive interface and clear, guided interactions help users easily navigate tasks, increasing user engagement. Accelerate your operations with frictionless, secure contactless transactions—perfect for quick loyalty identification, payments, and secure access. Highly adaptable to your unique workflows, the KC401 streamlines a wide range of everyday tasks—from instant price checks to efficient returns. Designed as a seamless upgrade from Zebra's CC6000, the KC401 allows you to confidently modernize your operations with minimal cost and disruption. Keep your business moving forward while reducing IT overhead through effortless setup, enterprise-grade security and simplified remote management. Get the reliability, versatility, and innovation you need to deliver superior self-service anywhere with the KC401.



Provide every user with an exceptional self-service experience

Modernize self service with a modern display

The bright 10-inch display is easy for everyone to use—customers and frontline workers. The intuitive interface helps users navigate through screens and information effortlessly. Provide helpful feedback and make kiosks easy to locate with LED lights that can be programmed to a red/blue/green combination to meet your needs. And you get the flexibility to set it up in portrait or landscape orientation.

Versatile hands-free scanning

Make scanning easy with an optional enterprise grade scanner that can reliably capture virtually any barcode in any condition. Scanners are easy to install on site, regardless of the KC401 orientation. Choose one of three scanners, each with a unique scan angle designed for specific workflows. Customers can effortlessly check prices, determine if an item is in stock, scan loyalty cards to check for special offers and promotions, or start a return. Make check-in simple and easy for guests at hotels and spas. And speed up the ticketing process at entertainment venues and events by scanning IDs or barcodes on mobile or physical tickets.

Ready for the world of contactless transactions

Transform wait times into instant interactions with intuitive NFC tap-on-glass technology. Empowering customers to breeze through contactless payments[1]—from major credit cards to mobile wallets—eliminates frustrating bottlenecks and drastically reduces queue times. Customers who want to skip the line are delighted, and frontline teams are free to focus on providing higher-value customer service. Beyond tap-to-pay, full compatibility with Apple VAS and Google Smart Tap unlocks a world of effortless experiences. With just a quick tap of their smartphone, users can instantly validate digital tickets, redeem gift cards, or apply loyalty discounts and personalized offers, accelerating throughput and driving customer satisfaction.

Deliver superior self-service anywhere to delight your customers and empower your frontline.

For more information, please visit www.zebra.com/kc401

Enable customers to request assistance

Send live help to a customer with Zebra's Workcloud Sync, providing a comprehensive self-service experience that will increase customer satisfaction and loyalty. Customers can easily call for or send a chat to request help, instantly sending an alert to the Zebra mobile computer of the closest worker, complete with the location of the customer that needs assistance. And since the KC401 has superior audio, associates can respond with a voice call to the kiosk to greet customers and let them know help is on the way. Customers no longer have to search for help, significantly elevating their shopping experience.

Easy, flexible deployment

Upgrade from the Zebra CC6000—effortlessly

Future-proof your operations without the headache of a massive overhaul. If you currently rely on Zebra's CC6000 kiosks, transitioning to the KC401 is completely frictionless. Designed as a drop-in replacement, you can simply swap out the old device for the new one using your existing cabinetry, mounting hardware, and infrastructure. Cost-effectively modernize your self-service touchpoints with zero disruption—delivering the lightning-fast, intuitive experiences your customers and frontline workers expect, without the hidden costs or downtime of remodeling.

Simple, hassle-free installation everywhere

Compatibility with multiple sizes of universal VESA mounts provides location flexibility—mount it anywhere, including walls, poles, counters and cabinetry to perfectly match your operational workflows. No outlets? No problem with Power-over-Ethernet (PoE+). The need for power outlets and messy power cords is eliminated, reducing installation time and cost while increasing placement flexibility and safety. No wired Ethernet to connect to your network? With fast and dependable Wi-Fi 7, you can access your network and applications wirelessly, with the same level of performance as a wired Ethernet connection.

Durability and reliability you can count on

Built-in business durability

The KC401 is built to handle all day constant interactions in high-traffic environments—from a retail store or healthcare facility to a warehouse or manufacturing plant. The impact-tested and scratch resistant display ensures your kiosk maintains its premium appearance and reliable performance over time, significantly reducing the risk of costly repairs. The IP65-sealed design locks out dust and liquids. This not only prevents internal hardware damage, but also allows for more frequent cleaning required to maintain strict hygiene standards in healthcare facilities, cafeterias and kitchens.

Protect your investment and eliminate surprise costs

Maximize device uptime and lifespan with Zebra OneCare Essential. This comprehensive coverage goes beyond standard warranties, covering everything from normal wear and tear to accidental damage. Plus, flexible enhancements allow you to tailor the plan exactly to your operational needs, ensuring maximum performance with zero unexpected expenses.

The Zebra advantage—boost value with unique Zebra-only solutions

Turn your KC401 into a timeclock

Streamline frontline worker clock-in and clock-out with Zebra's Workcloud Timekeeping. Workers can simply scan a QR code on their employee badges, or enter their employee ID directly on the screen to automatically track time and attendance across your entire business—and ensure compliance with new labor laws and regulations.

Give your kiosks a lifetime security guard

Get the regular Android OS updates you need to protect your kiosks from emerging security threats with LifeGuard™ for Android™.[2] Enable automatic 'zero touch' updates or completely control every aspect of updating, including which devices to update, when and how—the choice is yours. Migrate to new versions of Android only when you're ready, avoiding application compatibility issues. Easily manage and monitor the update process, ensuring all updates are completed on time.

Boost functionality and efficiency with the Zebra DNA software advantage

Easily set up, secure, and manage your KC401 kiosks right out of the box with Zebra DNA Core, no-cost fundamental software that is pre-loaded and ready to use. Two upgrades are available. Upgrade to Zebra DNA Core+[3] for premium tools that streamline data capture and enhance wireless performance to better serve customers. Or upgrade to DNA Advanced[3], which includes all the tools in DNA Core+, with subscriptions to five powerful applications. Easily manage all DNA Core, DNA Core+ and DNA Advanced applications through a single intuitive dashboard.

Specifications

Physical Characteristics

Dimensions	L x H x D: Without scanner: Landscape—10.35 x 6.44 x 1.43 inches (262.9 x 163.7 x 36.2 mm) Portrait—6.44 x 10.35 x 1.43 inches (163.7 x 262.9 x 36.2 mm) With scanner: Landscape—10.35 x 7.44 x 1.43 inches (262.9 x 189.0 x 36.2 mm) Portrait—6.44 x 11.35 x 1.43 inches (163.6 x 288.3 x 36.2 mm)
Weight	Without scanner: 2.03 lbs. (920 g) With scanner: 2.09 lbs. (947 g)
Display	10.1 inches (25.7 cm) WXGA 1280x800; 300 NITS
Touch Panel	Multi mode capacitive touch with bare or gloved fingertip input or conductive stylus (sold separately); fingerprint resistant coating; durable touch panel glass with 9H hardness
Power	Three power options: 12V DC 36 W Zebra Power Supply (recommended power supply); 5.4V DC 16W Zebra Power Supply[4]; Power over Ethernet (PoE+, 30W) RJ45 input IEEE 802.3at/bt Class 4 or greater
Network Connections	LAN: 10/100/1000 Ethernet via RJ45 connector WLAN: Wi-Fi 7
Notifications	Audible tone; multi-color LED light bars; vibration
Keypad	Virtual; Bluetooth; USB
Voice and Audio	Stereo speakers; two microphones; audio headset support via USB or Bluetooth wireless headset; BLE compatible; VoIP including PTT support; Qualcomm® Fluence™ AI noise suppression
Buttons	Volume up/down; power/reset buttons
Interface Ports	USB Type C (USB 2.0 host or client) USB Type A (USB 2.0 x2) RJ45

Performance Characteristics

CPU	Qualcomm® Dragonwing™ Q-6690 Processor up to 2.0 GHz
Operating System	Android; for supported Android versions, visit: www.zebra.com/android-versions
Memory	6 GB LPDDR5 RAM/64 GB UFS 2.2 Flash; MicroSD card supports up to 2TB

User Environment

Operating Temp.	+32°F to +104°F (0°C to +40°C)
Storage Temp.	-40°F to +158°F (-40°C to +70°C)
Humidity	5%-95% non-condensing
Sealing	IP65
Electrostatic Discharge (ESD)	+/- 15 kV air discharge; +/- 8 kV contact; +/- 8 kV indirect
Vibration	Sine: 4 g's PK(5 Hz to 2 kHz) Random: 6 g RMS (20 Hz to 2 kHz)

Data Capture

Scanning	Front camera scanning Optional SR500 1D/2D Scan Engine, with 0°, -25°, +25° angle SKUs available
Front Camera	5 MP; fixed focus
NFC	NFC ISO 14443 Type A and B; Mifare, FeliCa and ISO 15693 cards, Mifare Desfire EV1, EV2, EV3, EMVCO RR2 compliant, NFC Forum tags 2,3,4,5; Host Card Emulation, Contactless Payment Support, Google Wallet support, VAS (Value Added Services). Apple ECP1.0 and ECP2.0, Apple VAS and Google Smart Tap certified, VAS Library/SDK (Apple, Google and Samsung Wallet)

Wireless PAN

Bluetooth	Class 1, Bluetooth v6.0; Classic Bluetooth(BR/EDR) and Bluetooth LE

Wireless LAN

Radio	IEEE 802.11 be/az/mc/ax/ac/n/a/g/ b/d/h/i/r/k/u/v/w; Tri-band (2.4 GHz, 5 GHz, 6 GHz), 2x2 MU-MIMO; Wi-Fi CERTIFIED 7™; MLO (Simultaneous Transmit and Receive MLMR) connection in Tri-band and Dual-band modes; 2.4+5+6, 2.4+5+5, 5+5+6, 5+6, 5+5, 2.4+5, 2.4+6; Dual Band Simultaneous, High Band Simultaneous (HBS);IPv4, IPv6; Wi-Fi Aware
Data Rates	2.4 GHz: 802.11b/g/n/ax/be—20 MHz —up to 344 Mbps 5 GHz: 802.11a/n/ac/ax/be—20 MHz, 40 MHz, 80 MHz, 160 MHz—up to 2882 Mbps 6 GHz: 802.11ax/be—20 MHz, 40 MHz, 80 MHz, 160MHz, 320MHz—up to 5764 Mbps
Fast Roam	802.11r Fast BSS Transition; PMK Caching; Cisco CCKM; OKC
Operating Channels	Channel 1-13 (2401-2483 MHz): 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13 Channel 36-165 (5150-5850 MHz): 36, 40, 44, 48, 52, 56, 60, 64, 100, 104, 108, 112, 116, 120, 124, 128, 132, 136, 140, 144, 149, 153, 157, 161, 165 Channel 1-233 (5925-7125 MHz) Channel Bandwidth: 20, 40, 80, 160, 320 MHz Actual operating channels/frequencies and bandwidths depend on regulatory rules and certification agency.
Security and Encryption	WPA3 Enterprise 192-bit mode, GCMP-256—EAPTLS; WPA3 Enterprise, AES-CCMP-128, GCMP-256—EAP-TTLS (PAP, MSCHAP, MSCHAPv2), EAP-TLS, PEAPv0-MSCHAPv2, PEAPv1-EAP-GTC, EAP-PWD; WPA3 Personal (SAE, SAE-EXT), AES-CCMP-128, GCMP-256; WPA/WPA2 Enterprise, TKIP and AES-CCMP-128; WPA/WPA2 Personal (PSK), TKIP and AES-CCMP-128; Enhanced Open (OWE), AES-CCMP-128, GCMP-256; WEP 40 bit and 104 bit
Certifications	Wi-Fi Alliance Certifications: Wi-Fi CERTIFIED 7/6/6E/ac/n; WPA2-Personal/Enterprise; WPA3-Personal/Enterprise (includes 192-bit mode); Protected Management Frames; Wi-Fi Enhanced Open; WMM (Wi-Fi Multimedia); WMM-Power Save; WMM-Admission Control; Voice-Enterprise; Wi-Fi Direct; Wi-Fi Agile Multiband; Wi-Fi QoS Management; Wi-Fi Optimized Connectivity; Passpoint

Markets and Applications

Retail and Hospitality

- Price/inventory checks
- Employee time keeping
- ID/badge access
- Point-of-Sale (POS)
- Returns kiosk
- Print kiosk
- Smart display
- Guest check-in
- Dashboard unit for Personal Shopper Solution and Guardian Cabinets

Transportation and Logistics, Warehouse, and Manufacturing

- Employee time keeping
- Returns kiosk
- ID/badge access
- Print kiosk
- Dashboard unit for Guardian Cabinets

Healthcare

- Employee time keeping
- ID/badge access
- Patient check-in
- Smart display outside of patient room

User Environment

Thermal Shock	-40°F to +158°F (-40°C to +70°C)

Interactive Sensor Technology (IST)

Light sensor: automatically adjusts display brightness
Motion sensor: 3-axis gyroscope; 3-axis accelerometer
Proximity sensor: Proximity sensor for presence detection

Wireless LAN

Multimedia	Wi-Fi Multimedia™ (WMM) and WMM-PS; TSPEC

Environmental Compliance

RoHS Directive 2011/65/EU; Amendment 2015/863; REACH SVHC 1907/2006
For a complete list of product and materials compliance, please visit:
www.zebra.com/environment

Warranty

Subject to the terms of Zebra's hardware warranty statement, the KC401 is warranted against defects in workmanship and materials for a period of 1 (one) year from the date of shipment. For complete warranty statement, please visit:
www.zebra.com/warranty

Recommended Services

Zebra OneCare™ SV or Zebra OneCare Essential; Zebra Visibility Services - VisibilityIQ™ Foresight. For information on Zebra services, please visit
www.zebra.com/services

Footnotes

1. Unattended SoftPOS not supported
2. Requires a Zebra OneCare contract
3. Optional, requires a subscription
4. Refer to Product Reference Guide on KC401 Support Page for required adapter cable and restrictions

Zebra DNA

The Zebra DNA Core software suite makes your devices powerful and easier to manage, with tools enabling top performance, simple setup, and robust security. DNA for mobile computers is available for Android only; features may vary by model and a Support Contract may be required. For details, visit
www.zebra.com/zebradna

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