

CC5000-10



Customer Concierge

Product Reference Guide



CC5000-10 CUSTOMER CONCIERGE PRODUCT REFERENCE GUIDE

MN-002970-01

Revision A

May 2017

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Revision History

Changes to the original guide are listed below:

Change	Date	Description
-01	05/2017	Initial release.

TABLE OF CONTENTS

Revision History	iii
------------------------	-----

About This Guide

Overview	vii
Configurations	vii
Accessories	vii
Chapter Descriptions	viii
Notational Conventions	viii
Service Information	ix

Chapter 1: Getting Started

Overview	1-1
Memory	1-1
Software	1-1
CC5000-10 Customer Concierge Features	1-2
CC5000-10 Parts	1-2
Features and Ports Descriptions	1-3

Chapter 2: Installation

Overview	2-1
Background Screen	2-2
Settings Screen	2-3
Connecting to a WLAN Network	2-4
Connecting to a LAN Network	2-4
Zebra Value Add Components	2-5
StageNow	2-5
DataWedge	2-5
EMDK	2-5
MXMS	2-6

Enterprise Home Screen	2-6
Enterprise Keyboard	2-6

Appendix A: Standard Default Parameters

Overview	A-1
Cleaning and Maintenance	A-1
Troubleshooting	A-2

Index

ABOUT THIS GUIDE

Overview

This guide provides information about the CC5000-10 Customer Concierge product which allow users to create an electronic customer concierge capable of catering to customers' self-service needs.

Configurations

The CC5000-10 has two memory configurations available: 1 GB RAM / 16 GB internal storage, and 1 GB RAM / 64 GB internal storage.

Accessories

A country specific AC line cord is required to power the CC5000-10; power brick PWR-BGA12V50W0WW and DC cable CBL-DC-388A1-01; mounting kit (KT-152096-02).

Chapter Descriptions

Topics covered in this guide are as follows:

- [Chapter 1, Getting Started](#) provides an overview of the Concierge device, features, and ports descriptions.
 - [Chapter 2, Installation](#) describes how to connect the CC5000-10 to a WLAN and LAN network, access Settings, and provides information on Zebra value add components.
 - [Appendix A, Standard Default Parameters](#) provides maintenance, and troubleshooting information related to the CC5000-10.
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Notational Conventions

The following conventions are used in this document:

- The CC5000-10 is also referred to as Concierge.
- Courier New font is used for code segments.
- *Italics* are used to highlight:
 - Chapters and sections in this and related documents
 - Dialog box, window and screen names
 - Drop-down list and list box names
 - Screen field names
 - Check box and radio button names
 - File names
 - Directory names.
- **Bold** text is used to highlight:
 - Parameter and option names
 - Icons on a screen
 - Key names on a keypad
 - Button names on a screen.
- bullets (•) indicate:
 - Action items
 - Lists of alternatives
 - Lists of required steps that are not necessarily sequential
- Sequential lists (e.g., those that describe step-by-step procedures) appear as numbered lists.
- Notes, caution and warning statements appear as follows:



NOTE This symbol indicates something of special interest or importance to the reader. Failure to read the note does not result in physical harm to the reader, equipment or data.



CAUTION This symbol indicates that if this information is ignored, the possibility of data or material damage may occur.



WARNING! This symbol indicates that if this information is ignored the possibility that serious personal injury may occur.

Service Information

If you have a problem with your equipment, contact Zebra Technologies support for your region. Contact information is available at: <http://www.zebra.com/support>.

When contacting Zebra Technologies support, please have the following information available:

- Serial number of the unit
- Model number or product name
- Software type and version number

Zebra responds to calls by e-mail, telephone or fax within the time limits set forth in service agreements.

If your problem cannot be solved by Zebra Technologies support, you may need to return your equipment for servicing and will be given specific directions. Zebra is not responsible for any damages incurred during shipment if the approved shipping container is not used. Shipping the units improperly can possibly void the warranty.

If you purchased your business product from a Zebra business partner, please contact that business partner for support.

CHAPTER 1 GETTING STARTED

Overview

Concierge is an end-to-end customer application platform built to enable the development of applications that connect a customer to a retailer's digital services. Supported by all the power of the world's largest mobile platform, Android, a Concierge application provides the same intuitive user interface that consumers require.

The CC5000-10 kiosk includes a rich interactive platform that can be configured to allow end user customers to look up information, make purchases, receive special offers, and instantly connect to support, via voice or video, for customer service.



NOTE The screen shots shown in this section are samples, and your *Home* screen and other icons may vary depending on the applications enabled by your system administrator.

Memory

The CC5000-10 standard system configurations include 1 GB RAM / 16 GB internal storage, and 1 GB RAM / 64 GB internal storage for storing system firmware, user applications, and data.

Software

Standard supported operating system, and development tools allow for easy application development for the 5.1.1 Lollipop OS based CC5000-10.

CC5000-10 Customer Concierge Features



NOTE Illustrations of the CC5000-10 device are examples only. Actual device may differ from those pictured.

CC5000-10 Parts

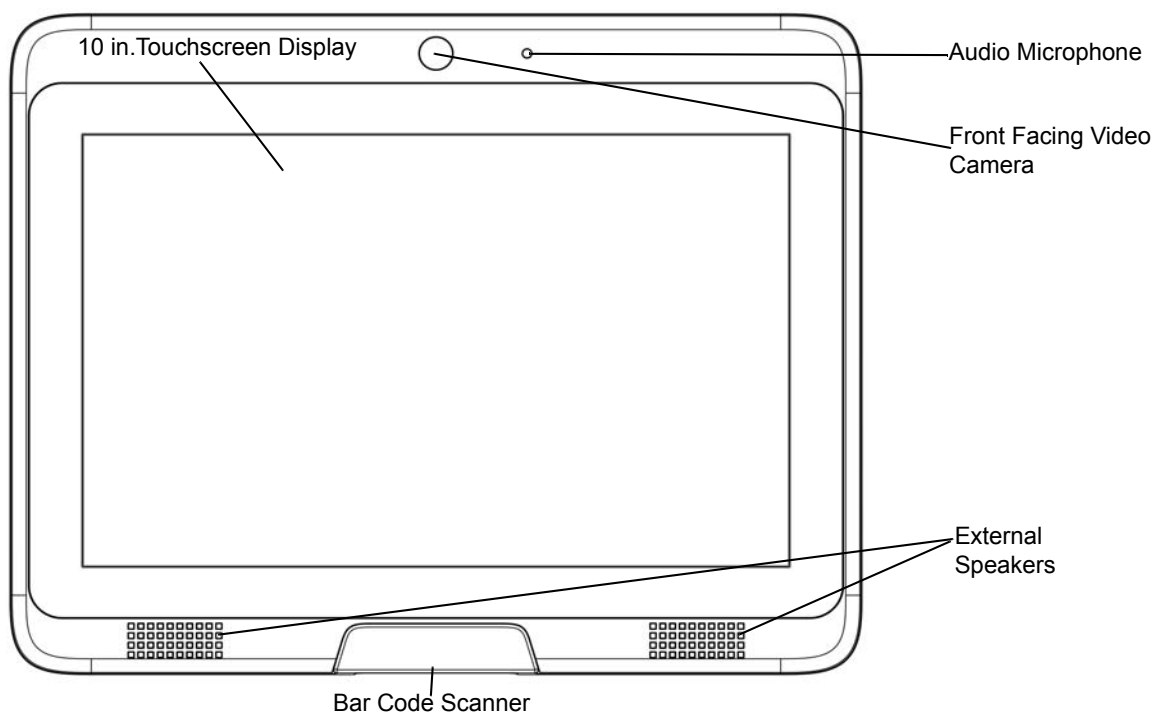


Figure 1-1 *Front View*

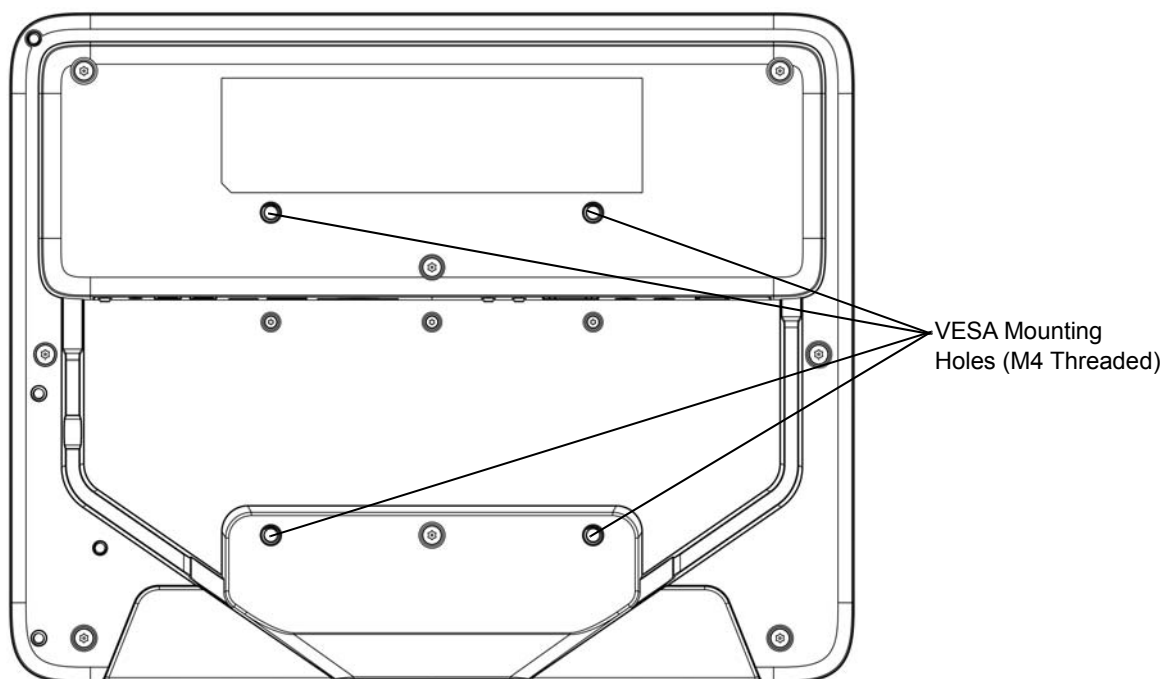


Figure 1-2 *Rear View*

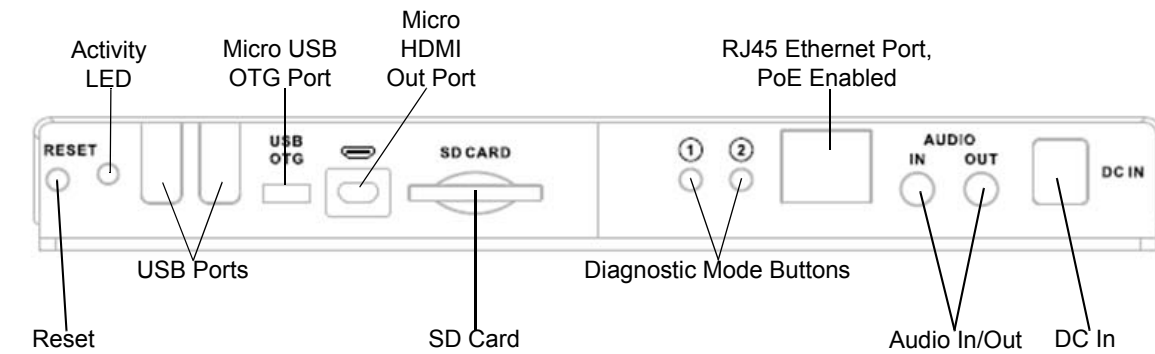


Figure 1-3 Ports

Features and Ports Descriptions

Table 1-1 CC5000-10 Features

Feature	Description
Activity LED	Displays the system status. This LED is not visible to the end user and is used for diagnostic modes. • Slow Blinking = Fastboot mode • Fast Blinking = Recovery mode, or device booting up.
Audio Microphones	One audio in, and one audio out microphone on the back of the unit for voice based use cases.
Bar Code Scanner Window	The CC5000-10 bar code imager decodes 1D bar codes, and 2D symbologies when presented to the scanner window.
Buttons	• Button 1: Not user programmable. • Button 2: Not user programmable.
Ethernet Port	The CC5000-10 supports PoE (802.3at)
External Ports	The CC5000-10 external ports (HUB) on the back of the device are accessible by removing the back access panel. • Three USB Ports. • Micro USB 2.0 host/client port (USB On-The-Go [OTG]) located on the back of the device. • Two USB 2.0 host ports for peripheral connections. • Micro HDMI: Default output for video. • SD Card: Supports SD cards up to 256 GB. • Audio In: External 3.5 mm port for external microphone. • Audio Out: External 3.5 mm port for stereo analog audio out.
Speakers	The CC5000-10 includes integrated speakers that can be used for multi-media applications.

Table 1-1 CC5000-10 Features (Continued)

Feature	Description
Touch Screen Display	The touch screen provides capabilities familiar to tablet users, and designed to provide the best user experience. It supports features such as pinch and zoom, vertical and horizontal scrolling, swipe gestures, etc. The CC5000-10 touchscreen display is shipped with a standard factory configuration for volume, brightness, contrast, inputs, etc.
VESA Mounting Holes (M4 Threaded)	The CC5000-10 can be mounted on a pole, shelf, or wall using a commercially available bracket, or stand that conforms to the 100mm X 100mm VESA Flat Panel Monitor Physical Mounting Interface (FPMPMI™) mounting standards. Refer to the <i>Concierge CC5000-10 Set Up and Installation Guide</i> (p/n MN-02973-xx) for instructions on mounting the CC5000-10 at www.zebra.com/support.
Video Camera	The CC5000-10 includes an 8 Megapixel camera capable of 1080p high definition video. The video camera can be used for real time video collaboration, and other video use cases.

CHAPTER 2 INSTALLATION

Overview

This chapter includes information about how to connect the CC5000-10 to a WLAN and LAN network, access Settings, and provides information on Zebra value add components.

Refer to the *Concierge CC5000-10 Set Up and Installation Guide* (MN-02973-xx) for instructions on mounting the CC5000-10 at www.zebra.com/support.

Background Screen



NOTE By default, the CC5000-10 ships without customer facing applications. On power up, a blank screen with the standard control buttons and **Apps** drawer icon displays.

Any Android application that is built as a **Home** or **Launcher** application can be set as the **Home** screen on the CC5000-10. The most commonly used Zebra app for this purpose is the **Enterprise Home Screen** which allows for user and admin rights. For more information, refer to the [Enterprise Home Screen on page 2-6](#).

The **Background** screen displays when the CC5000-10 turns on. The CC5000-10 units ship without customer facing applications. On power up, a blank screen with the navigation bar displays.

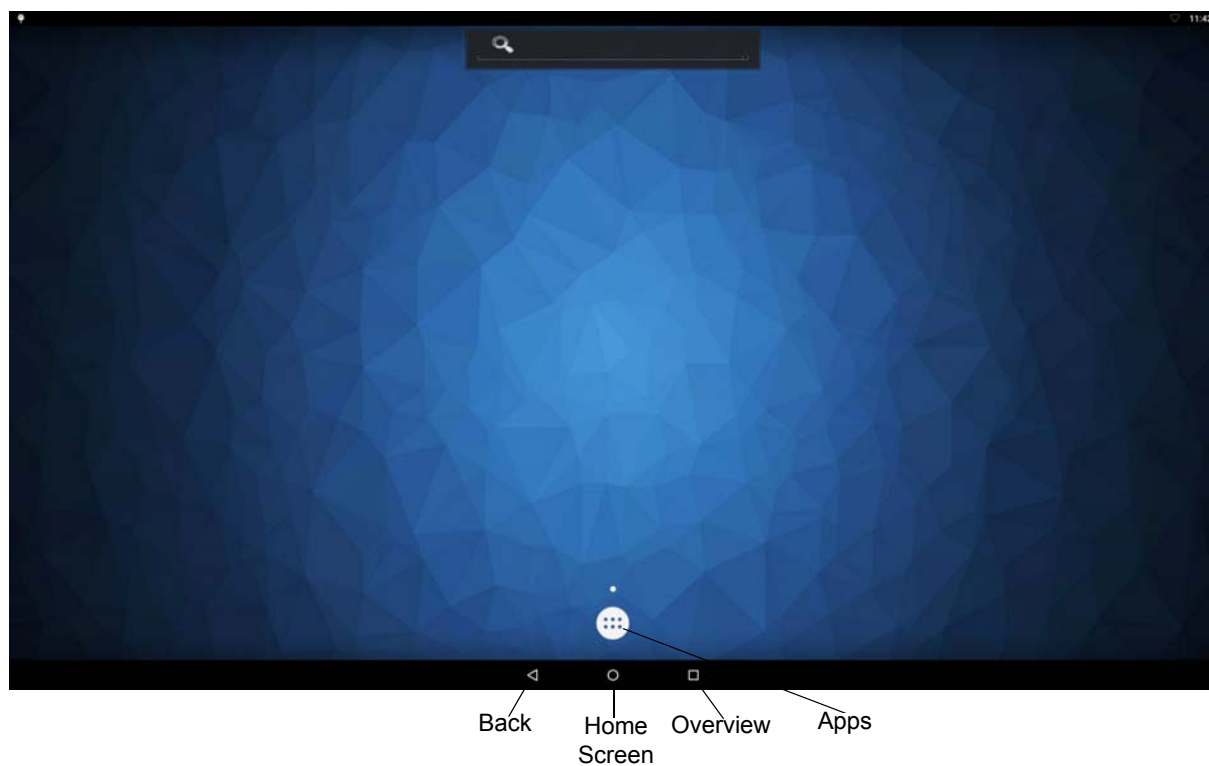


Figure 2-1 Background Screen

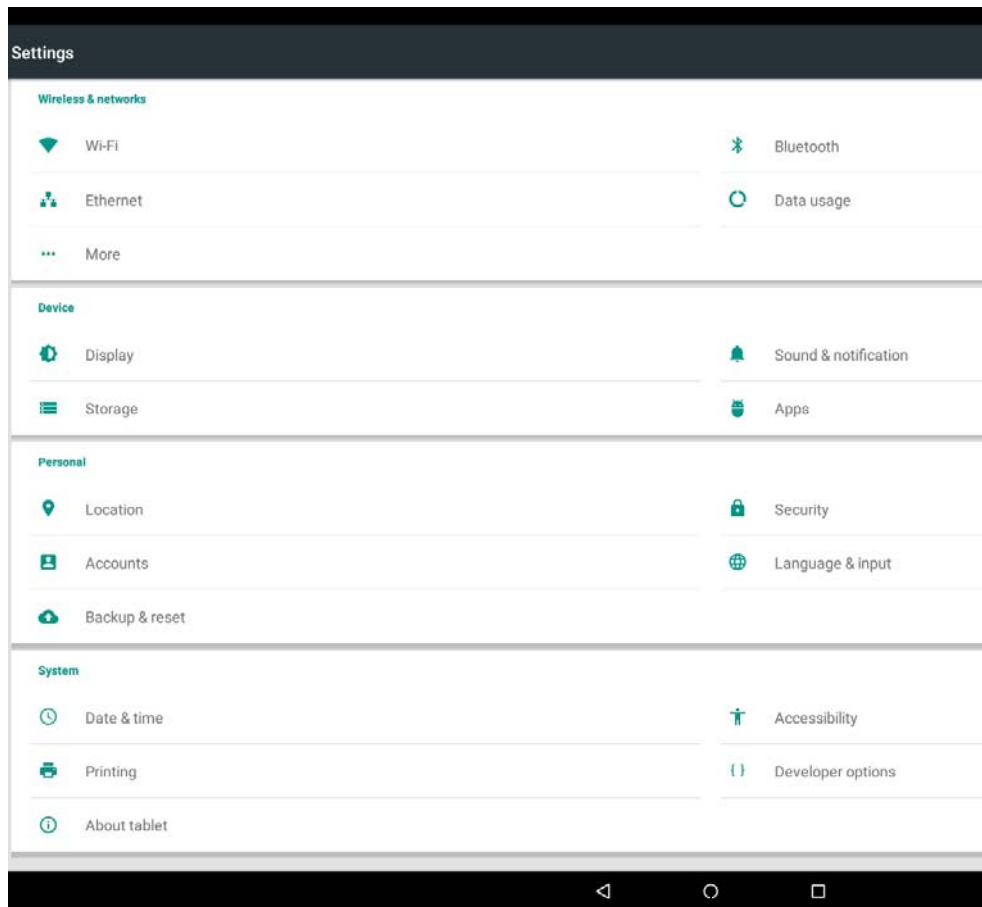
Settings Screen



NOTE The settings screen in [Figure 2-2](#) is the default displayed on any Android 5.1.1 settings screen. For more information on changing settings, refer to Android online documentation for each setting.

To configure settings and connections (such as Ethernet, Wi-Fi, application settings, etc.):

1. Select the **Apps** icon (see [Figure 2-1](#)) to open the Apps menu.
2. Select the **Settings** icon  to display the Settings menu.



Settings

Figure 2-2 Settings Screen

Connecting to a WLAN Network

To set up a WLAN network:

1. Touch the **Settings** icon .
2. Touch **Wi-Fi** icon .
3. If Wi-Fi is off, slide the Wi-Fi switch to the **On** position.
4. Touch **Wi-Fi**. The CC5000-10 searches for WLANs in the area and lists them.
5. Scroll through the list and select the desired WLAN network.
6. For open networks, touch **Connect** or for secure networks enter the required password or other credentials then touch **Connect**.
7. In the Wi-Fi setting field, **Connected** appears indicating that the CC5000-10 is connected to the WLAN.

Connecting to a LAN Network

To set up a LAN network:

✓ **NOTE** When the Ethernet is in use, the Wi-Fi connection is not used. If the Ethernet is removed, the last known Wi-Fi connection receiving a signal is re-established.

1. Ensure an Ethernet cable is connected to the Ethernet port accessible in the rear of the unit.
2. Touch the **Settings** icon .
3. Touch the **Ethernet** icon .
4. If Ethernet is off, slide the Ethernet switch to the **On** position.

Zebra Value Add Components

The CC5000-10 with Lollipop OS contains a different Software Development Kit than in previous versions. The CC5000-10 now uses the common Android Mobility Zebra SDKs and Frameworks to support applications. Many applications already written for other Zebra Android devices can be run without changes or with minor changes (i.e. all CC5000 applications must run in Landscape mode).

✓ **NOTE** To fully utilize all of the relevant CC5000-10 value add Zebra Android components, it is recommended that you become familiar with these value add software modules.

StageNow

StageNow sets up and deploys Zebra Android devices quickly and reliably. Read the following online documentation to learn how to deploy your device using StageNow:

1. **Read First:** <http://techdocs.zebra.com/stagenow/2-6/about/>
2. **Getting Started:** <http://techdocs.zebra.com/stagenow/2-6/gettingstarted/>
3. **Staging with Stage Client:** <http://techdocs.zebra.com/stagenow/2-6/stageclient/>

DataWedge

DataWedge provides bar code scanning and processing services for Zebra devices running Android. Included with every Zebra device, DataWedge enables all apps on the device (whether stock or added later) to acquire scanned data without using scanner APIs directly. DataWedge is easily configured to automatically provide scanning services whenever a particular app is launched; to use a particular scanner, reader or other sensor; and to manipulate acquired data according to simple options or complex rules. Read the following online documentation for detailed information regarding Datawedge:

1. **Read First:** <http://techdocs.zebra.com/datawedge/6-2/guide/about/>
2. **Data Wedge Setup:** <http://techdocs.zebra.com/datawedge/6-2/guide/setup/>
3. **Data Wedge Advanced Settings:** <http://techdocs.zebra.com/datawedge/6-2/guide/advanced/>

EMDK

The EMDK for Android provides developers with a comprehensive set of tools to easily create powerful line of business applications for enterprise mobile computing devices and is designed for use with Google's Android SDK and Android Studio. The EMDK for Android includes class libraries, sample applications with source code, as well as all of the associated documentation to help your applications take full advantage of what our devices have to offer. Read the following online documentation for detailed information on utilizing the EMDK:

1. **Read First:** <http://techdocs.zebra.com/emdk-for-android/5-0/guide/about/>
2. **Application Samples:** <http://techdocs.zebra.com/emdk-for-android/5-0/samples/>
3. **EMDK Programmer's Guide:** <http://techdocs.zebra.com/emdk-for-android/5-0/tutorial/>

MXMS

The MX Management System (MXMS) is an XML-based communication framework that provides a common interface for managing the capabilities and behaviors of Zebra Android devices. The XML documents used by the framework conform to the **Open Mobile Alliance specification for Client Provisioning** (OMA-CP) and the **Microsoft MSPROV DTD** format on which it's based. The framework affords developers and administrators an extensible, efficient, reliable and scalable means to configure and administer devices in their organization. MXMS exposes capabilities provided by the underlying CSPs on a device, which provide uniform access to privileged and unprivileged APIs. Each CSP exposes its capabilities using DSD files included with the MDM Toolkit. A DSD tool, loaded with the DSD files for a particular device or set of devices, can generate XML code that when sent to the MXMS running on the device, can change the devices' configuration and/or behavior. Read the following online documentation for detailed information on MXMS:

1. **Read First:** <http://techdocs.zebra.com/mx/overview/>
2. **Choosing a Version:** Select the appropriate version Following the instructions at: <http://techdocs.zebra.com/mx/choosing-a-version/>
3. **Compatibility:** This section provides a way to select which CSP's the device supports. Use the section above to select the appropriate versions of OSX and MX. The version of Android is 5.1 Lollipop.

✓ **NOTE** The CC5000-10 does not support the Touch Manager CSP, Encryption Manager CSP, or Battery Manager CSP

Enterprise Home Screen

Enterprise Home Screen is a free Android app from Zebra Technologies that provides a simple way for administrators to control access to apps and settings on a Zebra device without the need to write custom code. Using a simple touch interface, Enterprise Home Screen (EHS) easily limits usage to one or more specified applications, prevents changes to device settings and locks down the file system. It can be configured in seconds, and settings can be deployed via MDM. EHS settings are stored in a simple XML file that's easy to read and edit by hand, if necessary.

EHS works by inserting itself in place of the stock Android app launcher and home screen. When first run, it presents a screen that offers a choice of which home app to open and whether to make the selection permanent. EHS also can be installed as the default launcher, bypassing the selector dialog. Read the following online documentation for detailed information on EHS:

1. **EHS Setup:** <http://techdocs.zebra.com/ehs/2-5/guide/setup/>
2. **Advanced Settings:** These settings may need to be used to configure the CC5000-10 to automatically run an application at boot, and run in Kiosk mode. <http://techdocs.zebra.com/ehs/2-5/guide/settings/>

Enterprise Keyboard

Enterprise Keyboard: Enterprise Keyboard (EK) is a soft input device that is designed to provide productive means for inputting data into Zebra devices. Building on the stock Android keyboard, Enterprise Keyboard adds programmable keys, switches quickly between languages and key layouts, and has the ability to scan data directly into an application. Read the following online documentation for detailed information on EK:

1. **Read First:** <http://techdocs.zebra.com/enterprise-keyboard/1-3/guide/about/>
2. **EK Setup:** <http://techdocs.zebra.com/enterprise-keyboard/1-3/guide/setup/>
3. **EK Customization:** <http://techdocs.zebra.com/enterprise-keyboard/1-3/guide/settings/>

APPENDIX A STANDARD DEFAULT PARAMETERS

Overview

This appendix provides cleaning, maintenance, and troubleshooting for the CC5000-10.

Cleaning and Maintenance

- Always turn off the product before cleaning.
- The touchscreen surface may be cleaned using a soft clean cloth moistened with mild window glass commercial cleaners.
- Use a soft cloth moistened with mild detergent to clean the display housing.
- Do not touch the display screen surface with sharp or hard objects.
- Do not use abrasive cleaners, waxes or solvents for cleaning.
- Do not operate the product under the following conditions:
 - Extremely hot, cold, or humid environments.
 - Near any appliance generating a strong magnetic field.
 - In direct sunlight.

Troubleshooting

Table A-1 Possible Problems and Solutions

Problem	Solution
No picture on the display.	Check if the CC5000-10 is plugged into a power outlet. If not, plug in the unit.
No picture on the display (CC5000-10 is plugged).	Contact support. The unit may need to be replaced.
Touchscreen is non-functional.	Check for any obstructions near the display. If there are any obstructions, remove them and reboot the CC5000-10.
Touchscreen is non-functional (no obstructions near the display).	Contact support. The unit may need to be replaced.
Bar code scanner does not flash red when a bar code is placed in front of the scanner.	Improve the lighting around the CC5000-10 and try again. Continue this cycle until the scan works.
Bar code scanner never flashes red when a bar code is placed in front of the scanner (even in a well-lit environment).	Contact support. The unit may need to be replaced.
Bar code scanner flashes red, but the <i>Scan Received</i> message is never seen on the CC5000-10.	The bar code scanner may need to be configured to handle the type of bar code being scanned. Refer to the <i>PL3307 Decoder Integration Guide</i> (p/n 72E-149624-xx) to program the bar code scanner. If you continue to face problems, contact support.
No and/or low volume.	Increase software volume to the maximum level.
Software settings are incorrect.	Report the problem to your device administrator responsible for configuring the CC5000-10. This may be a local admin in the store, or a remote employee.
Wi-Fi or Ethernet connection is down.	Remove any obstructions near the CC5000-10 and test again in one minute.
Wi-Fi or Ethernet connection is down (no obstructions near the CC5000-10).	Report the problem to a local administrator if available. The administrator should verify that the device is configured properly. If the problem persists, contact your IT administrator.
Device is not online in MDM server.	Check that Wi-Fi or Ethernet is connected.
Device is not online in MDM server (Wi-Fi or Ethernet is connected).	Check that the device is set to the correct date and time.
<i>Application Not Responding</i> message displays on the CC5000-10.	This is not necessarily a problem. Try clicking <i>Wait</i> and see if the device continues on without issue.
<i>Application Not Responding</i> message displays on the CC5000 -10 (repeated messages displayed).	Reboot the device. If problem persists, report the issue to support.
CC5000-10 does not boot (or continuously reboots).	Contact support. The unit may need to be replaced.

Table A-1 *Possible Problems and Solutions (Continued)*

Problem	Solution
CC5000-10 defaults to an unacceptable volume.	Have a device admin set the default volume in <i>Settings > Sound > Default Volume</i> .
CC5000-10 defaults to an unacceptable language.	Have a device admin set the default language in <i>Settings > Language > Default Language</i> .
Any other issues.	Reboot the device. If problem persists, report the issue to support.

INDEX

A

audio in	1-3
audio mics	1-3
audio out	1-3

B

bold text use in guide	viii
bullets use in guide	viii

C

conventions	
notational	viii

D

developer	
information	1-1

E

ethernet	
port	1-3
troubleshooting	A-2
external ports	1-3

F

features	
activity LED	1-3
audio in/out	1-3
audio mics	1-3
bar scanner window	1-3
buttons	1-3
ethernet port	1-3

external ports	1-3
front view	1-2
mounting holes	1-4
SD card	1-3
speakers	1-3
touch screen	1-4
video camera	1-4
font use in guide	viii

H

hdmi	1-3
------	-----

I

information, service	ix
italics use in guide	viii

M

memory	1-1
mounting holes	1-4

N

notational conventions	viii
------------------------	------

R

rs-232	1-3
--------	-----

S

sample code	1-1
scanning	
bar code scanner window	1-3
bar code scanning	1-3

SD card 1-3

SDK 1-1

serial port 1-3

service informationix

software 1-1

speakers 1-3

storage, internal memory 1-1

T

touch screen 1-4

V

video1-1, 1-4

W

wi-fi

 troubleshooting A-2



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