

# CC5000 CUSTOMER CONCIERGE PRODUCT REFERENCE GUIDE





# **CC5000 CUSTOMER CONCIERGE PRODUCT REFERENCE GUIDE**

MN000209A03

Revision A

August 2015

No part of this publication may be reproduced or used in any form, or by any electrical or mechanical means, without permission in writing from Zebra. This includes electronic or mechanical means, such as photocopying, recording, or information storage and retrieval systems. The material in this manual is subject to change without notice.

The software is provided strictly on an “as is” basis. All software, including firmware, furnished to the user is on a licensed basis. Zebra grants to the user a non-transferable and non-exclusive license to use each software or firmware program delivered hereunder (licensed program). Except as noted below, such license may not be assigned, sublicensed, or otherwise transferred by the user without prior written consent of Zebra. No right to copy a licensed program in whole or in part is granted, except as permitted under copyright law. The user shall not modify, merge, or incorporate any form or portion of a licensed program with other program material, create a derivative work from a licensed program, or use a licensed program in a network without written permission from Zebra. The user agrees to maintain Zebra’s copyright notice on the licensed programs delivered hereunder, and to include the same on any authorized copies it makes, in whole or in part. The user agrees not to decompile, disassemble, decode, or reverse engineer any licensed program delivered to the user or any portion thereof.

Zebra reserves the right to make changes to any software or product to improve reliability, function, or design. Zebra does not assume any product liability arising out of, or in connection with, the application or use of any product, circuit, or application described herein.

No license is granted, either expressly or by implication, estoppel, or otherwise under any Zebra Technologies Corporation, intellectual property rights. An implied license only exists for equipment, circuits, and subsystems contained in Zebra products.

---

## Revision History

Changes to the original guide are listed below:

Change	Date	Description
-01	03/2014	Initial release.
-02	04/2015	Software Revision 1.2 Updates.
-03	08/2015	Updates for the 10 in. unit.



# TABLE OF CONTENTS

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

## About This Guide

Overview .....	vii
Configurations.....	vii
Accessories.....	vii
15.6 Inch, 21.5 Inch, 27 Inch.....	vii
10 Inch .....	vii
Chapter Descriptions .....	viii
Notational Conventions.....	viii
Service Information.....	ix

## Chapter 1: INTRODUCTION TO THE CC5000 CUSTOMER CONCIERGE

Overview .....	1-1
Memory .....	1-1
Software .....	1-1
SDK (Developing on the CC5000) .....	1-1
CC5000 Customer Concierge Features .....	1-2
15.6 Inch, 21.5 Inch, 27 Inch Models .....	1-2
10 Inch Model .....	1-4
Features and Ports Descriptions .....	1-5

## Chapter 2: USING THE CC5000 CUSTOMER CONCIERGE

Overview .....	2-1
Navigating the CC5000 .....	2-1
Home Screen .....	2-2
On-Screen Keyboard .....	2-3
Browser .....	2-3
Admin Mode .....	2-4
Settings .....	2-7
Users and User Sessions .....	2-8
Wired Ethernet Configuration .....	2-9

Bluetooth .....	2-10
Storage .....	2-11
Network Time Protocol (NTP) Server .....	2-13
Language Settings .....	2-14
Guest Mode .....	2-14
Admin Mode .....	2-15
File Browser .....	2-16
System Update .....	2-17
Enterprise Reset .....	2-19
Data Capture .....	2-21
Wireless Configuration .....	2-22
Connecting to a Wi-Fi Network .....	2-22
Scanning a For Wi-Fi Networks .....	2-23
Adding a New Wi-Fi Network .....	2-24

## Appendix A: MAINTENANCE AND TROUBLESHOOTING

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

## Index



# ABOUT THIS GUIDE

---

## Overview

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

---

## Configurations

The CC5000 is available in four display configurations: 10 in., 15.6 in., 21.5 in., and 27 in.

Additionally, two memory configurations are available: 1 GB RAM / 16 GB internal storage, and 1 GB RAM / 64 GB internal storage.

This guide applies to all configurations of the CC5000. For configuration specifications, refer to the CC5000 specification sheet posted online at: [www.zebra.com/support](http://www.zebra.com/support).

---

## Accessories

### 15.6 Inch, 21.5 Inch, 27 Inch

A country specific AC line cord is required to power the CC5000. One side of the cord must use the IEC320 C13 connector (female three prong) and the other side is the male power plug appropriate by region.

### 10 Inch

A country specific AC line cord is required to power the CC5000; power brick (PWRS-14000-148R); and, mounting kit (KT-152096-02).

---

## Chapter Descriptions

Topics covered in this guide are as follows:

- [Chapter 1, INTRODUCTION TO THE CC5000 CUSTOMER CONCIERGE](#) provides an overview of the Concierge devices, and features and ports descriptions.
- [Chapter 2, USING THE CC5000 CUSTOMER CONCIERGE](#) describes the various software features available on the Concierge platform, data capture options, and how to configure the CC5000 to connect to a wireless LAN.
- [Appendix A, MAINTENANCE AND TROUBLESHOOTING](#) provides maintenance, and troubleshooting information related to the CC5000.

---

## Notational Conventions

The following conventions are used in this document:

- The CC5000 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 INTRODUCTION TO THE CC5000 CUSTOMER CONCIERGE

---

## 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 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 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 Android 4.1 Jelly Bean OS based CC5000.

### SDK (Developing on the CC5000)

The CC5000 SDK provides developers the ability to write custom Android applications. In addition to native applications, the enterprise grade Concierge browser can run web applications. Information on how to develop applications for the CC5000 platform, including SDK documentation, sample code, and other developer facing documentation is available at: <https://developer.zebra.com/community/technologies/concierge>.

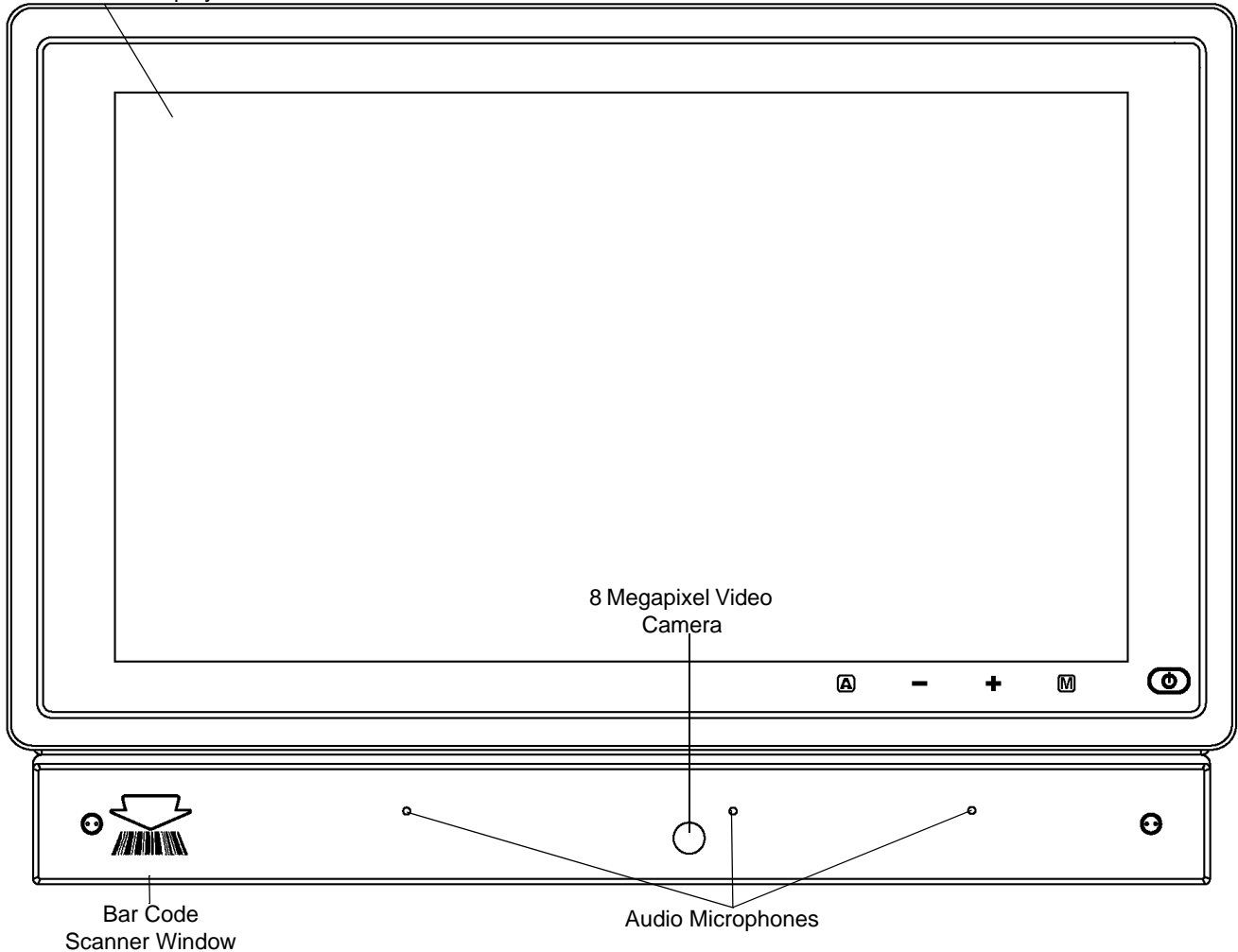
## CC5000 Customer Concierge Features

✓ **NOTE** Illustrations of CC5000 devices are examples only. Actual devices may differ from those pictured.

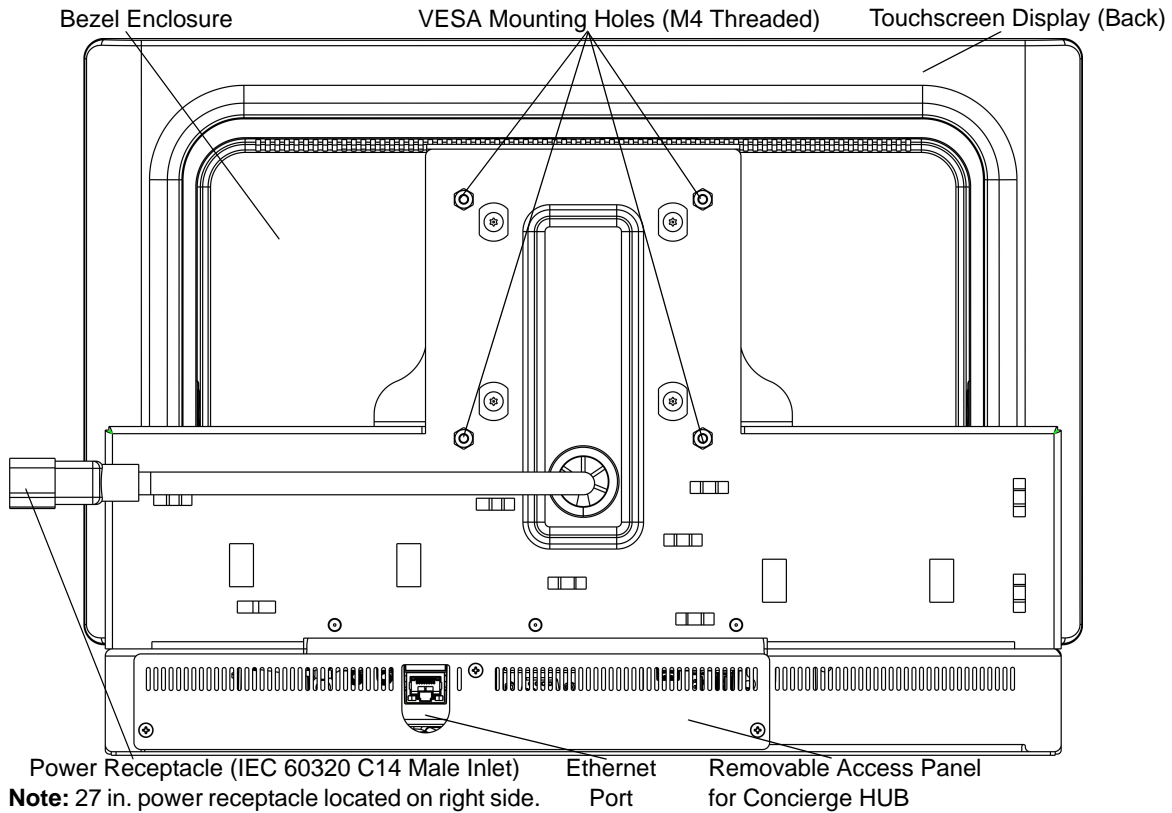
See [Table 1-1 on page 1-5](#) for descriptions of all features.

### 15.6 Inch, 21.5 Inch, 27 Inch Models

Touchscreen Display

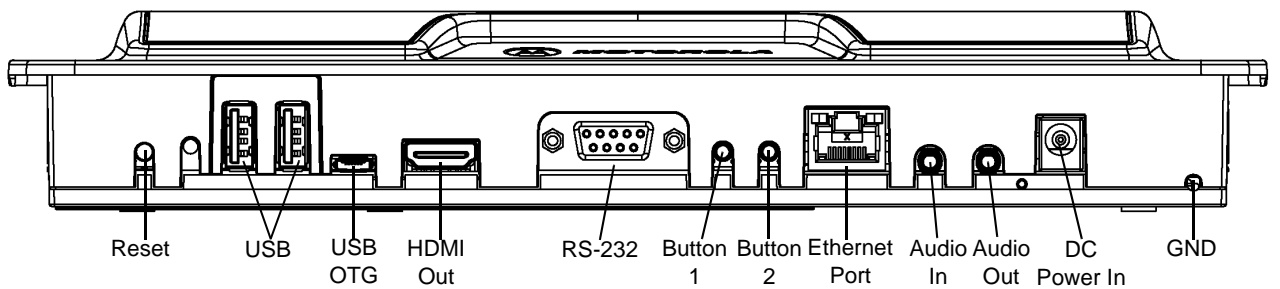


**Figure 1-1** Front View

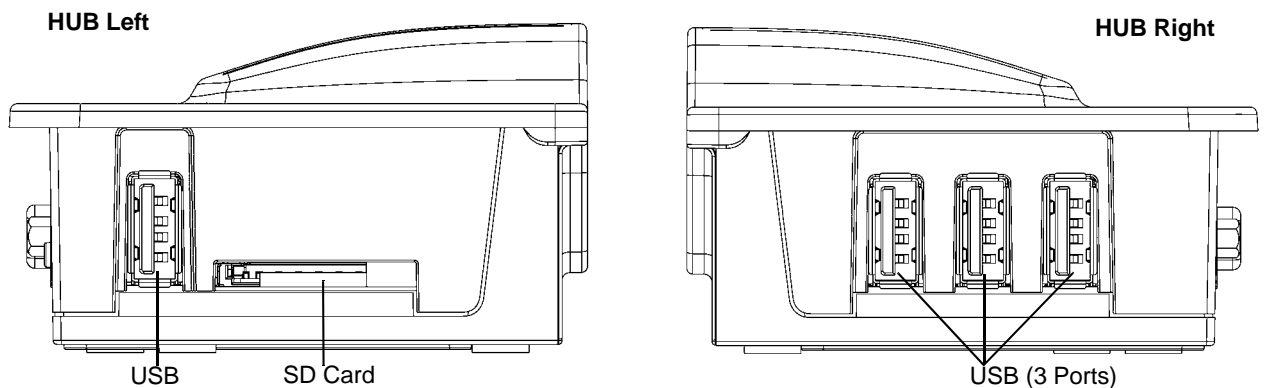


**Figure 1-2** Rear View - Access Panel to HUB In Place

- ✓ **NOTE**
1. The CC5000 includes the CCHUB which runs the Concierge platform software based on Android 4.1 Jelly Bean OS, and has expansion slots as shown below.
  2. Some ports in the diagram below are not for user operation.



**Figure 1-3** CCHUB Rear View - Access Panel Removed/HUB Back



**Figure 1-4** CCHUB Side Views

### 10 Inch Model

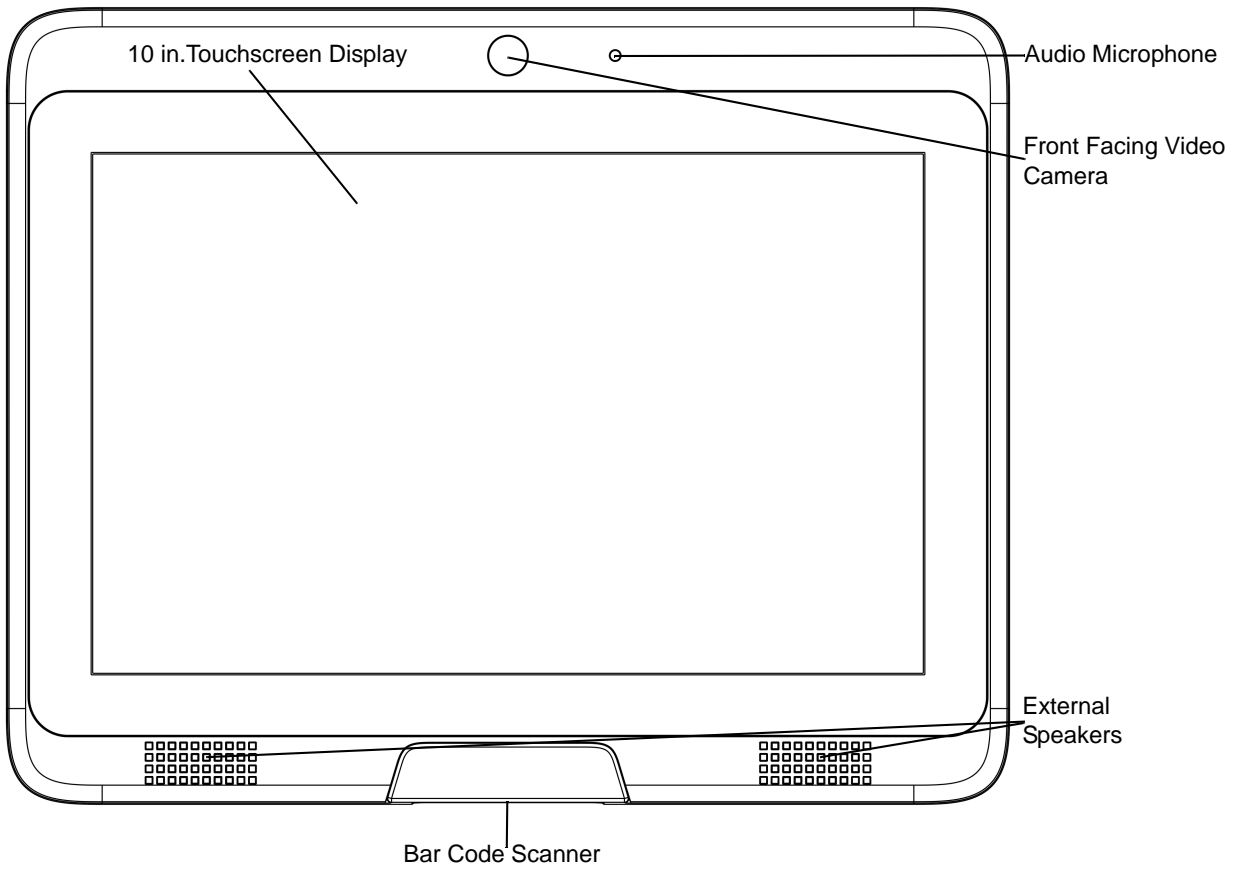


Figure 1-5 Front View

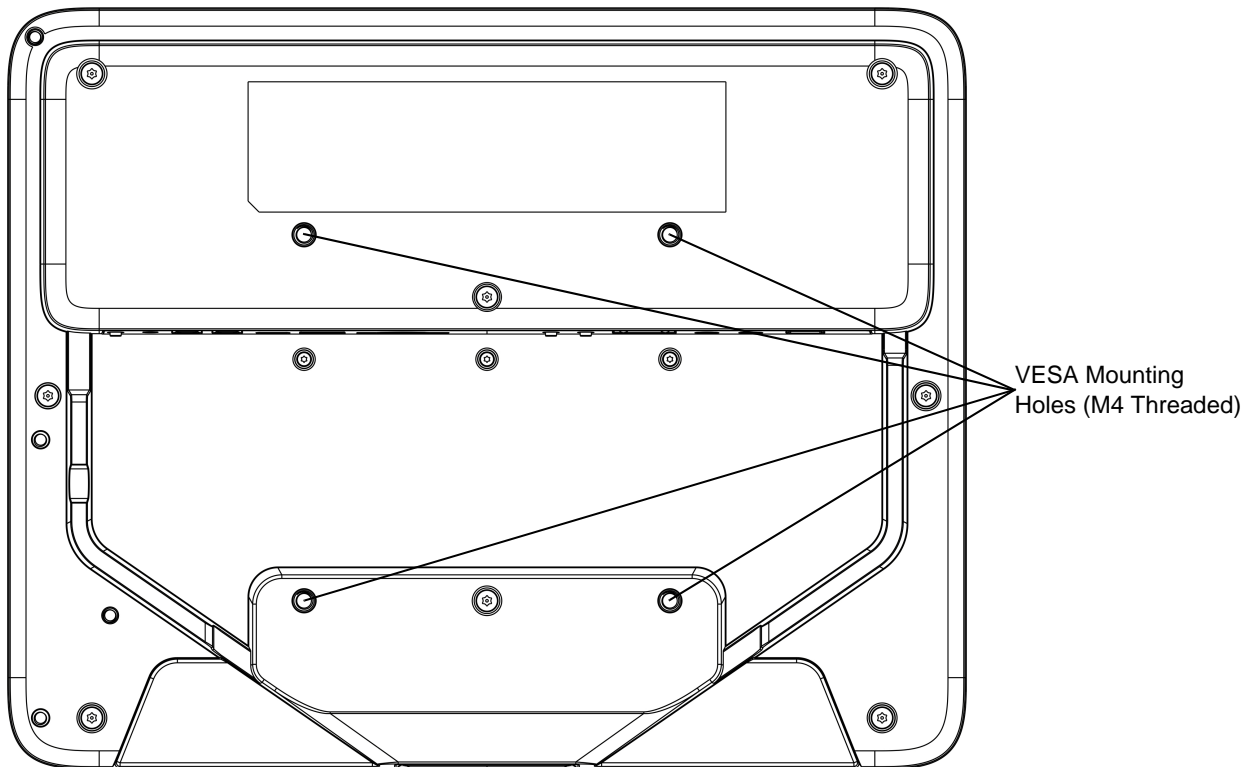
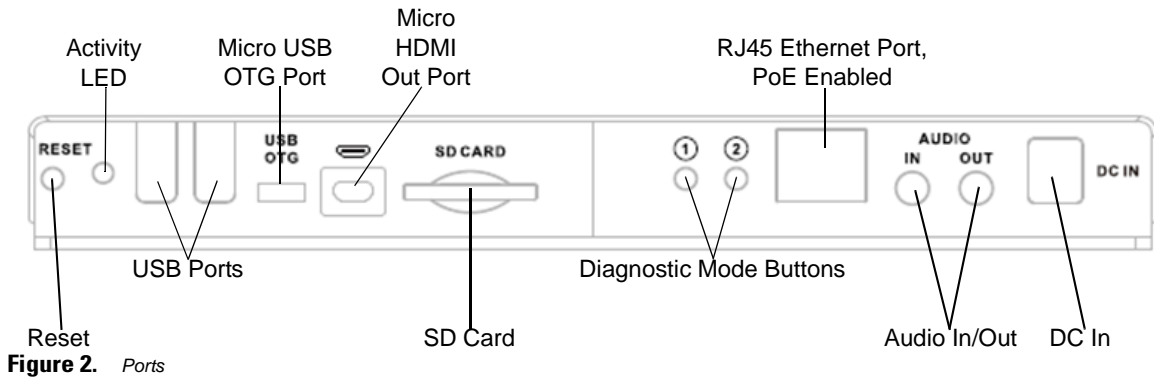


Figure 1-6 Rear View





## Features and Ports Descriptions

**Table 1-1** CC5000 Features

Feature	Description
Activity LED	Displays the system status. This LED is not visible to the end user and is used for diagnostic modes. <ul style="list-style-type: none"> <li>• Slow Blinking = Fastboot mode</li> <li>• Fast Blinking = Recovery mode, or device booting up.</li> </ul>
Audio Microphones	<ul style="list-style-type: none"> <li>• 15.6 in., 21.5 in., 27 in. CC5000s:                             <ul style="list-style-type: none"> <li>• Three front facing microphones for voice based use cases.</li> </ul> </li> <li>• 10 in. CC5000:                             <ul style="list-style-type: none"> <li>• One audio in, and one audio out microphone on the back of the unit for voice based use cases.</li> </ul> </li> </ul>
Bar Code Scanner Window	The CC5000 bar code imager decodes 1D bar codes, and 2D symbologies when presented to the scanner window.
Buttons	<ul style="list-style-type: none"> <li>• Button 1: Not user programmable.</li> <li>• Button 2: Not user programmable.</li> </ul>
Ethernet Port	The CC5000 includes a wired port for a wired Ethernet connections. <p><b>Note:</b> The 10 in. CC5000 supports PoE (802.3at). The 15.6 in., 21.5 in., and 27 in. CC5000s do not support Power-over-Ethernet (PoE).</p>

**Table 1-1** CC5000 Features (Continued)

Feature	Description
External Ports	<p>The CC5000 external ports (HUB) on the back of the device are accessible by removing the back access panel.</p> <ul style="list-style-type: none"> <li>• 15.6 in., 21.5 in., 27 in. CC5000s: <ul style="list-style-type: none"> <li>• USB Ports - These units includes a total of seven USB ports. <ul style="list-style-type: none"> <li>• Mini USB 2.0 host/client port (USB On-The-Go [OTG]) located on the back of the device.</li> <li>• Six USB 2.0 host ports for peripheral connections. Of the six USB 2.0 ports, two are in use for receiving inputs from the touch-screen display, and the integrated scanner, leaving four host ports free for additional use.</li> </ul> </li> <li>• HDMI: Default output for video.</li> <li>• RS-232 Serial Port: RS-232 serial port on DB9 standard connector.</li> <li>• SD Card: Supports SD cards up to 256 GB.</li> <li>• Audio In: External 3.5 mm port for external microphone.</li> <li>• Audio Out: External 3.5 mm port for stereo analog audio out.</li> </ul> </li> <li>• 10 in. CC5000: <ul style="list-style-type: none"> <li>• USB Ports: The 10 in. CC5000 includes a total of three USB ports. <ul style="list-style-type: none"> <li>• Micro USB 2.0 host/client port (USB On-The-Go [OTG]) located on the back of the device.</li> <li>• Two USB 2.0 host ports for peripheral connections.</li> </ul> </li> <li>• Micro HDMI: Default output for video.</li> <li>• SD Card: Supports SD cards up to 256 GB.</li> <li>• Audio In: External 3.5 mm port for external microphone.</li> <li>• Audio Out: External 3.5 mm port for stereo analog audio out.</li> </ul> </li> </ul>
Power Receptacle (Not available on the 10 in. device.)	<p>The CC5000 includes an IEC 60320 C14 male inlet.</p> <p><b>Note:</b> A country specific AC line cord is required to plug into the power receptacle.</p>
Speakers	<p>The CC5000 includes integrated speakers that can be used for multi-media applications.</p>
Touch Screen Display	<p>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.</p> <p>The CC5000 touchscreen display is shipped with a standard factory configuration for volume, brightness, contrast, inputs, etc.</p>
VESA Mounting Holes (M4 Threaded)	<p>The CC5000 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.</p> <p>Refer to the <i>Concierge CC5000-XX Set Up and Installation Guides</i> (10 in. - MN001103Axx; 15 in. - MN000212Axx; 22 in. - p/n MN000144Axx; 27 in. - MN000511Axx) for instructions on mounting the CC5000.</p>
Video Camera	<p>The CC5000 includes an 8 Megapixel camera capable of 1080p high definition video.</p> <p>The video camera can be used for real time video collaboration, and other video use cases.</p>

# CHAPTER 2 USING THE CC5000 CUSTOMER CONCIERGE

---

## Overview

This chapter includes information about how to use the CC5000 and its features.





For detailed information about configuring the CC5000 devices, refer to the *Concierge CC5000-XX Set Up and Installation Guides* (10 in. - MN001103Axx; 15 in. - MN000212Axx; 22 in. - p/n MN000144Axx; 27 in. - MN000511Axx).

---

## Navigating the CC5000

Navigation icons display on every CC5000 screen, regardless of mode (*Guest, Admin, Employee*). These icons are used to access different screens in a consistent manner.

Standard navigation icons:

-  BACK: On any screen, touch the *BACK* icon to go back one screen.
-  HOME: On any screen, touch the *HOME* icon to return to the *Home* screen.
-  END SESSION: On any screen, touch the *END SESSION* icon to end the current session, and restore default settings. Default settings are determined by the system administrator. All session specific data is erased.
-  Volume: On any screen, touch the *Volume* icon to control the volume level for that specific session.

---

## Home Screen

The *Home* screen displays when the CC5000 turns on.



**Figure 2-1** *Home Screen*

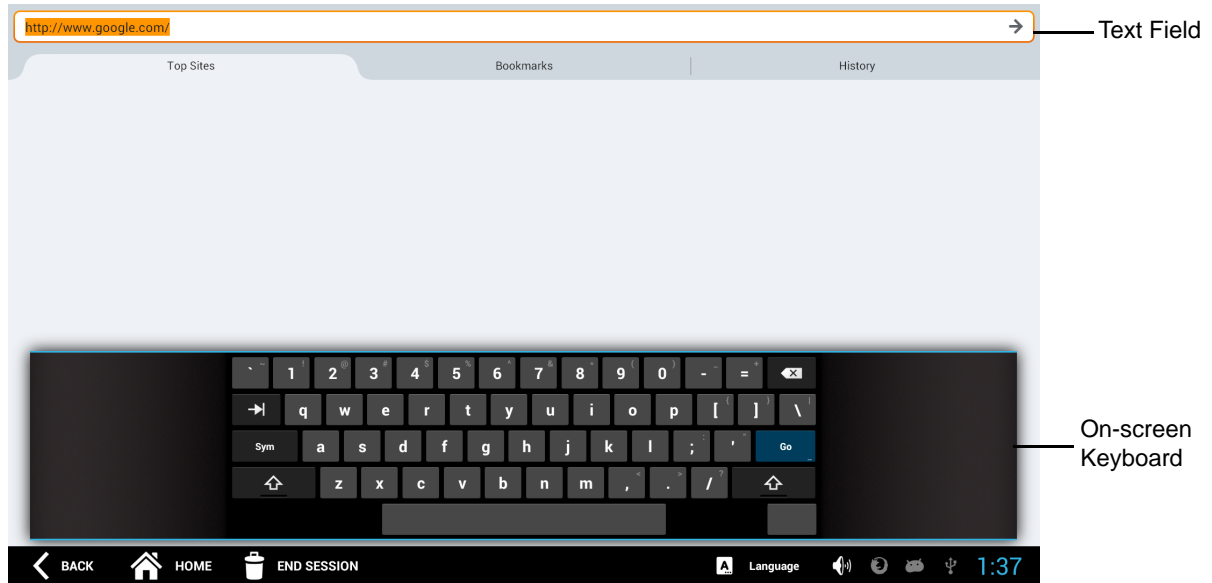
- ✓ **NOTE** By default, CC5000 units ship without any customer facing applications. On power up a blank screen with the navigation bar displays.

Any Android application built as a *Home* or *Launcher* application can be set as the *Home* screen on the CC5000. Refer to the Launchpad at: <https://developer.zebra.com/community/technologies/concierge> for examples, and more detailed information about downloading sample applications or writing new applications for the CC5000.

---

## On-Screen Keyboard

The on-screen keyboard automatically displays when a user touches a text field requiring input.



**Figure 2-2** *On-Screen Keyboard*

---

## Browser

Use the CC5000 enterprise browser to access the internet or intranet. Your system administrator may choose to restrict the sites you can access.

## Admin Mode

*Admin* mode includes additional applications, and capabilities not available in *Guest* mode. The system administrator controls whether or not *Admin* mode is available to users.

To enter *Admin* mode:

1. In *Guest* mode on the *Home* screen, touch and hold the **symbol** icon for five to seven seconds. This activates and displays the *Admin* pass code keypad.

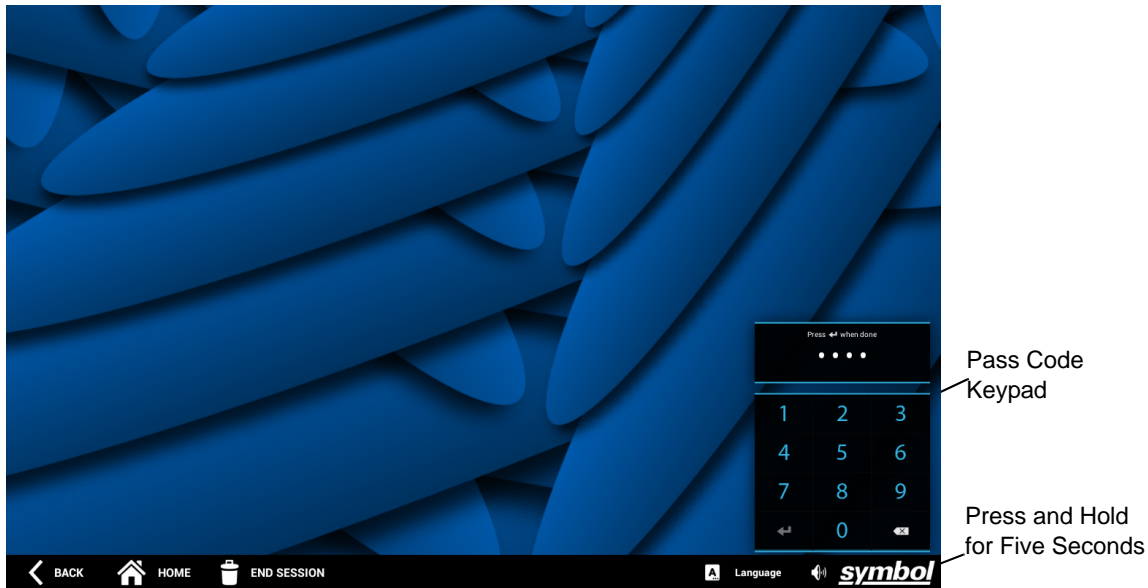


Figure 2-3 Home Screen - Pass Code Keypad



2. Type the pass code on the keypad, and press  to enter *Admin* mode. When the correct pass code is entered, the *Admin Home* screen displays.



Figure 2-4 Admin Home Screen



**NOTE** The default pass code for *Admin* mode is 5678. Consult your system administrator for the correct pass code for your system.

- To view all applications available in *Admin* mode, press  at the top right of the *Admin Home* screen.

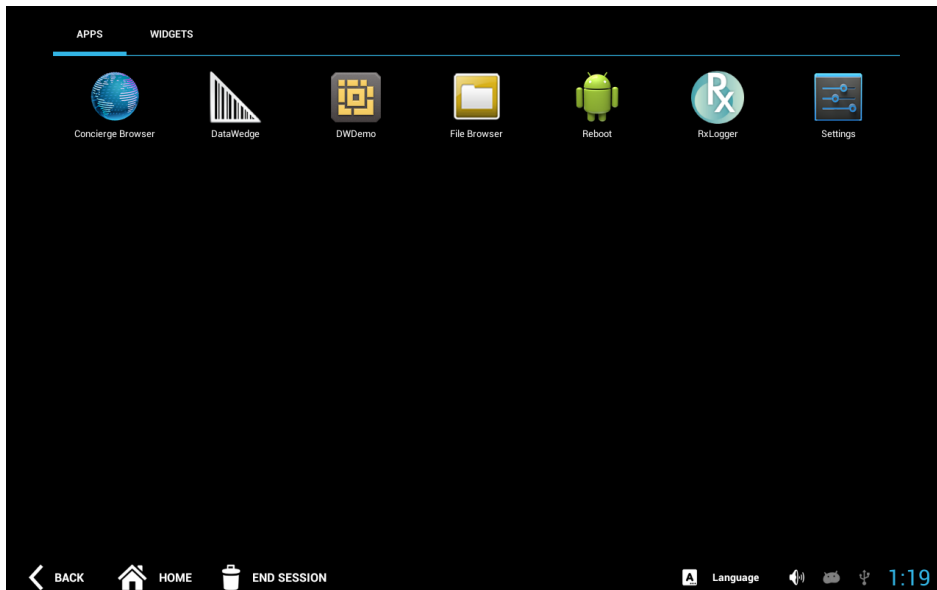



Figure 2-5 Admin Applications Screen

- To configure settings and connections (such as Ethernet, Wi-Fi, application settings, etc.) press the *Settings* icon (  ) to display the *Settings* menu. (You can also press the bottom right of the screen to display the *Settings* menu.)

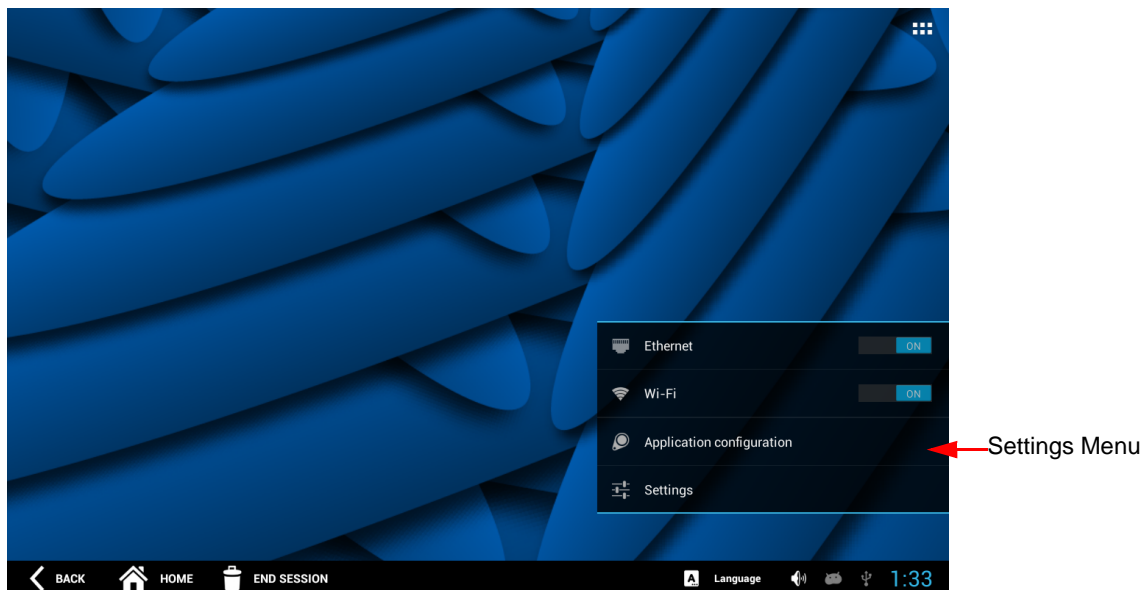

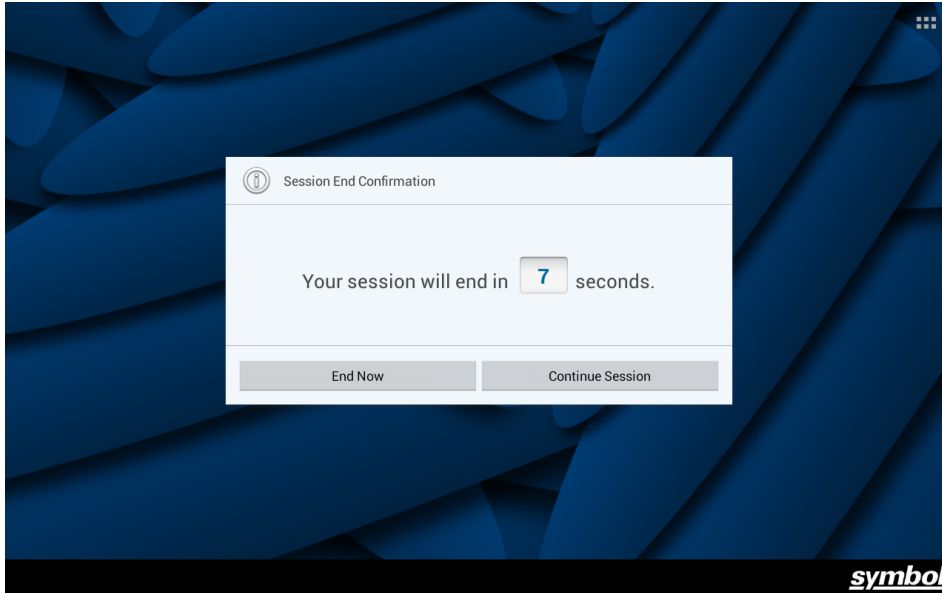


Figure 2-6 Admin Settings Menu

✓ **NOTE** Some settings may also be configurable by the system administrator using mobile device management (MDM) capabilities. Check with your system administrator for the correct values for these settings.

5. To exit *Admin* mode, and return to *Guest* mode (default), press  on any screen to end the session.



**Figure 2-7** *End Session Window*



6. When the *Session End Confirmation* window displays, select the appropriate option to either **End Now**, or **Continue Session**.

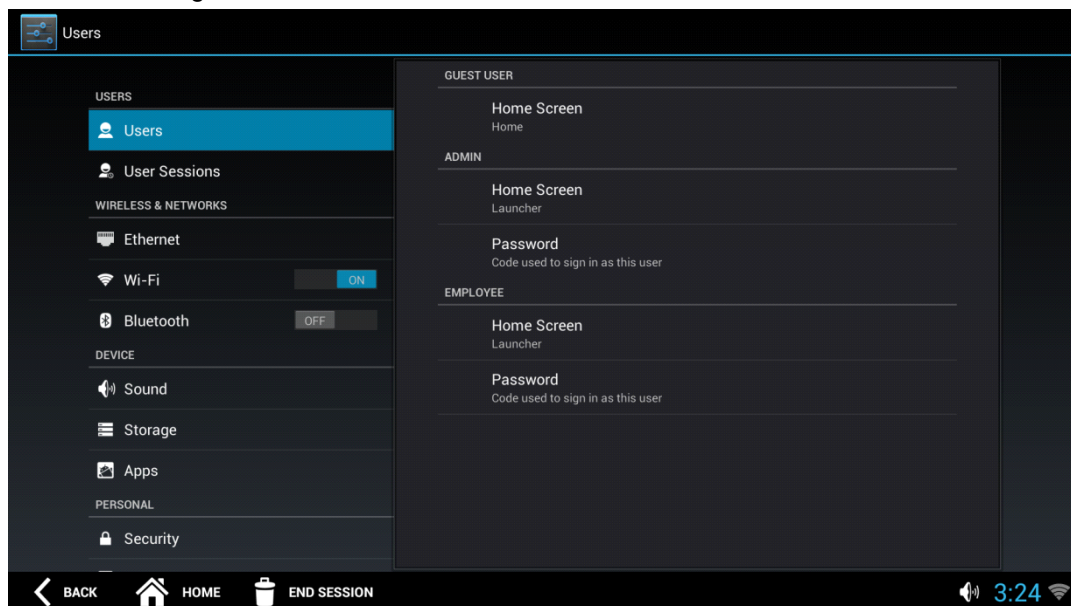


## Settings

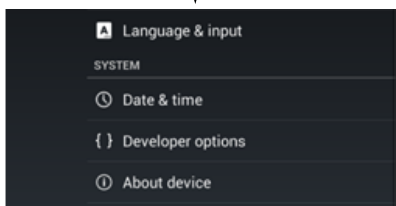
The *Settings* application is used to configure settings for a specific CC5000. Examples of settings include *Network settings*, *User Types*, *Date & Time*, *Language*, etc. The values configured via the *Settings* application is specific to the local CC5000.

To open the *Settings* application

1. Enter *Admin* mode by following the steps in [Admin Mode on page 2-4](#).
2. If the *Settings* icon is not displayed, press  at the top right of the *Admin Home* screen to display all available applications.
3. Press the *Settings* icon (  ) to open the *Settings* application screen. This screen lists the features that can be configured on the device.



↓ Scroll Down to Additional Features



**Figure 2-8** *Settings Application Screen*

4. When updates to settings are complete, press **END SESSION** to exit *Admin* mode.
5. When prompted, confirm to exit the screen.

## Users and User Sessions

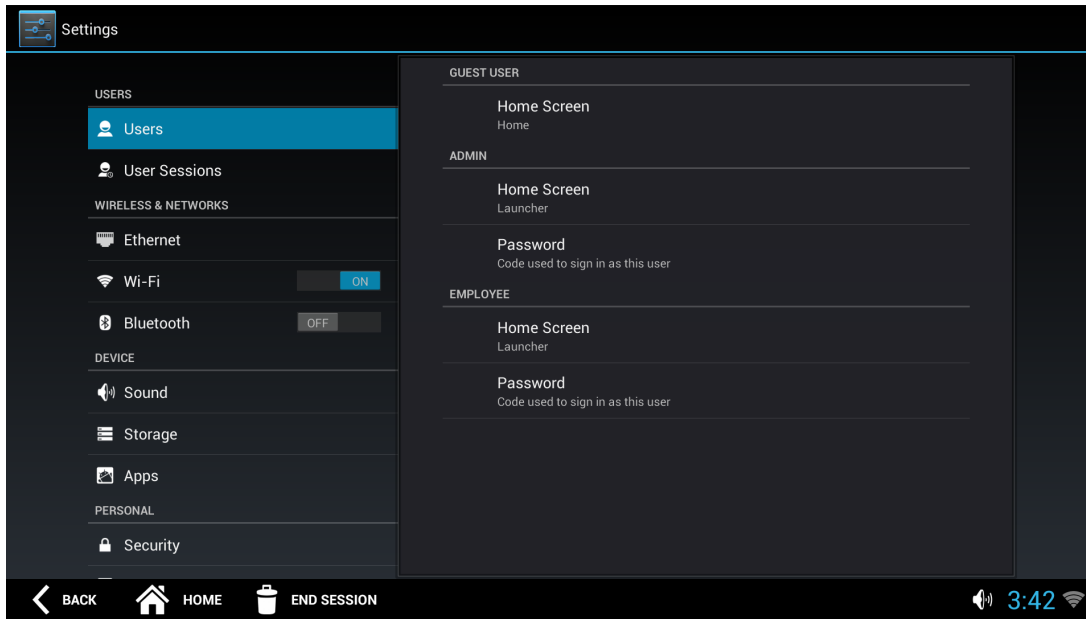
CC5000 supports three types of users:

- Guest
- Admin
- Employee.

The home screen for each user type can be customized to display different applications.

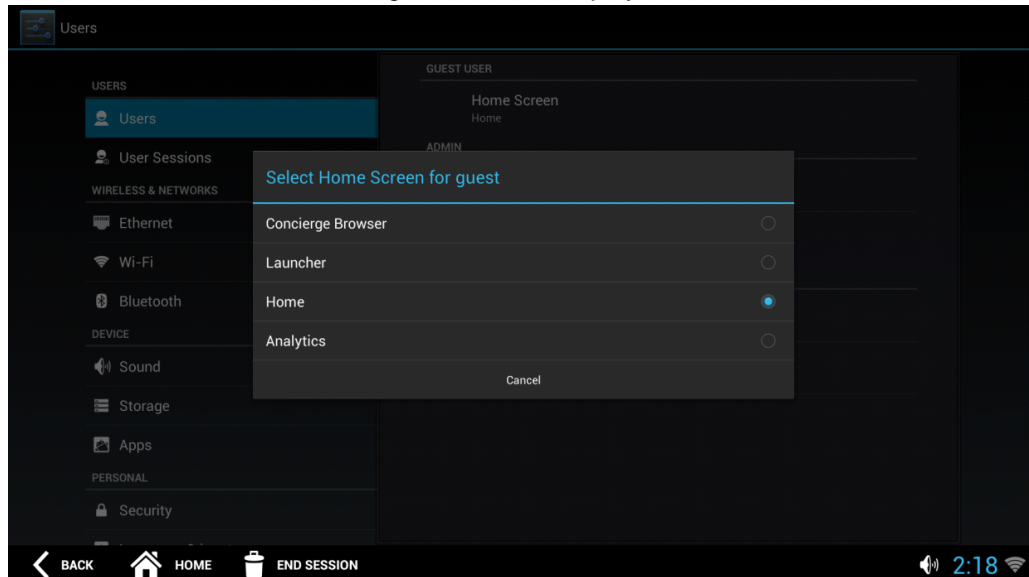
To customize user type screens:

1. Follow steps 1 through 3 under [Settings on page 2-7](#).
2. Select *Users* (see [Figure 2-8](#)), and then select *Home Screen* under *GUEST USER* on right side of screen.



**Figure 2-9** Settings - Home Screen for Guest

3. The *Select Home Screen for guest* window displays.



**Figure 2-10** Home Screen for Guest

4. Select the *Home* screen option for each of the three user types to configure the appropriate option. The list of options to choose from for each user type depends on the applications installed, and enabled by the system administrator.  
For example, to make the *Browser* the default application in *Guest* mode, select *Concierge Browser* in the window in [Figure 2-10](#).
5. Repeat steps 2 through 4 to configure a different home screen for *Admin* and *Employee* users.
6. When updates are complete, press **END SESSION** to exit *Admin* mode.
7. When prompted, confirm to exit the screen.

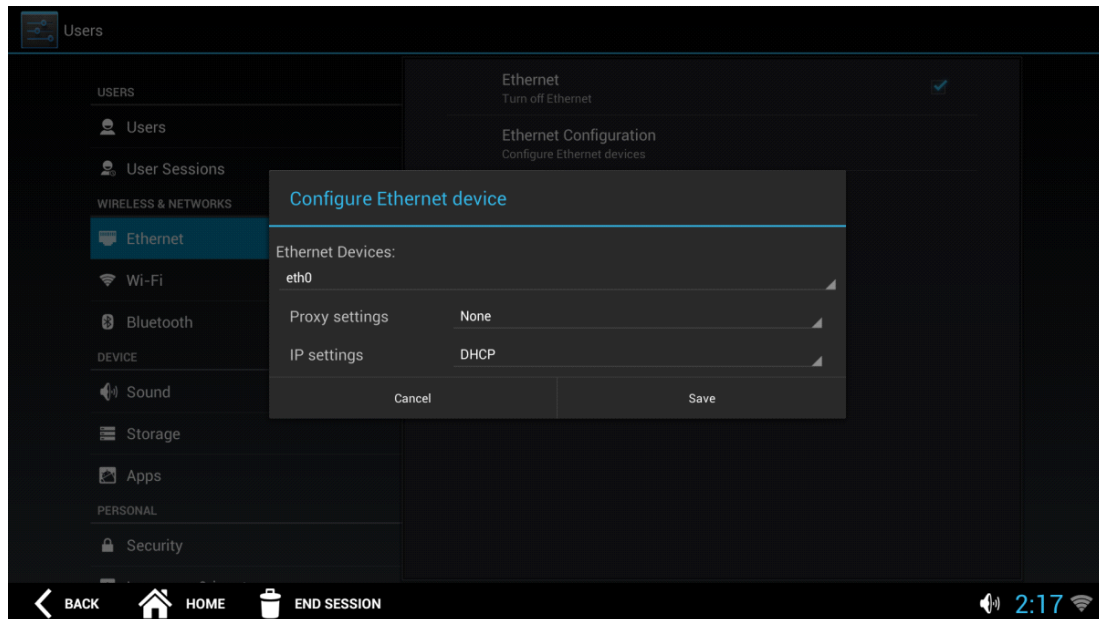
## Wired Ethernet Configuration

The CC5000 can communicate to a host through an Ethernet cable that plugs into the RJ45 (Ethernet) port on the CC5000 (see [Figure 1-2 on page 1-3](#)).

✓ **NOTE** The 10 in. CC5000 supports PoE (802.3at). The 15.6 in., 21.5 in., and 27 in. CC5000s do not support Power-over-Ethernet (PoE).

To configure Ethernet settings:

1. Select *Ethernet*.
2. Follow steps 1 through 3 under [Settings on page 2-7](#).
3. Select *Ethernet* (see [Figure 2-8](#)), then select *Ethernet Configuration* to configure IP and Proxy settings.



**Figure 2-11** *Configure Ethernet Device Window*

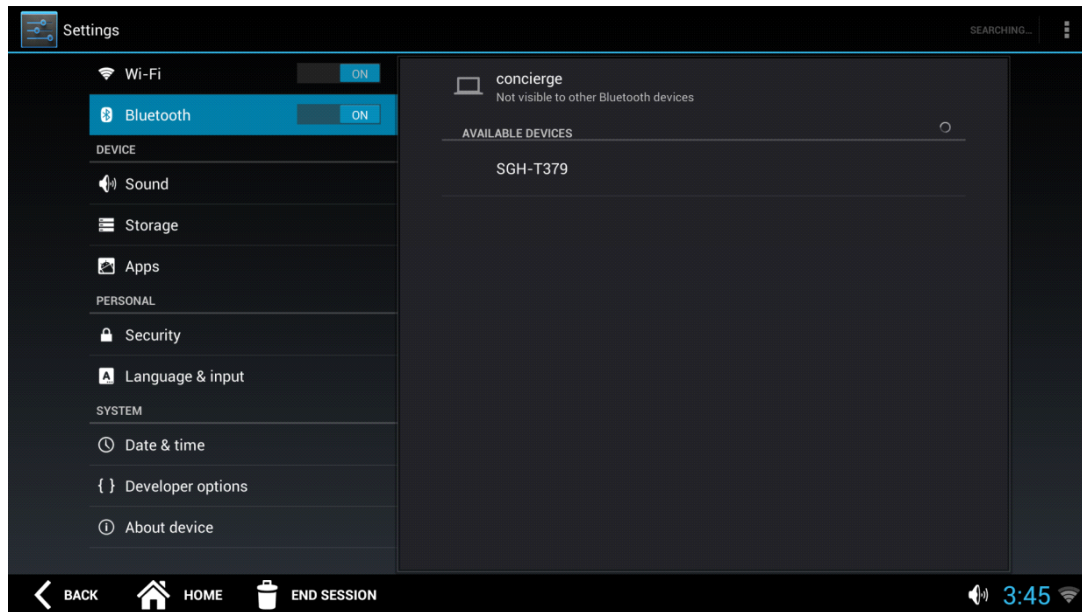
4. When all Ethernet device information is entered, press **Save**.
5. Press **END SESSION** to exit *Admin* mode.
6. When prompted, confirm to exit the screen.

## Bluetooth

Turn on the Bluetooth radio to exchange information with other Bluetooth devices that are within range.

To turn on the Bluetooth radio:

1. Follow steps 1 through 3 under [Settings on page 2-7](#).
2. Slide the *Bluetooth* switch to *ON*.



**Figure 2-12** *Bluetooth Switch*

3. To make the CC5000 visible to other devices, click *concierge* on the right side of the screen.
4. Press **END SESSION** to exit *Admin* mode.

## Storage

Select the *Storage* option to view the storage capacity on the device, mount external SD cards or USB drives, and to configure options to connect the CC5000 to a host PC to transfer files.



Figure 2-13 Device Storage Capacity

To auto-mount an external SD card or USB drive:

1. Click on **Storage** and select *Storage mounting* from the menu.



Figure 2-14 Storage Mounting

2. Check the appropriate options for auto-mounting.

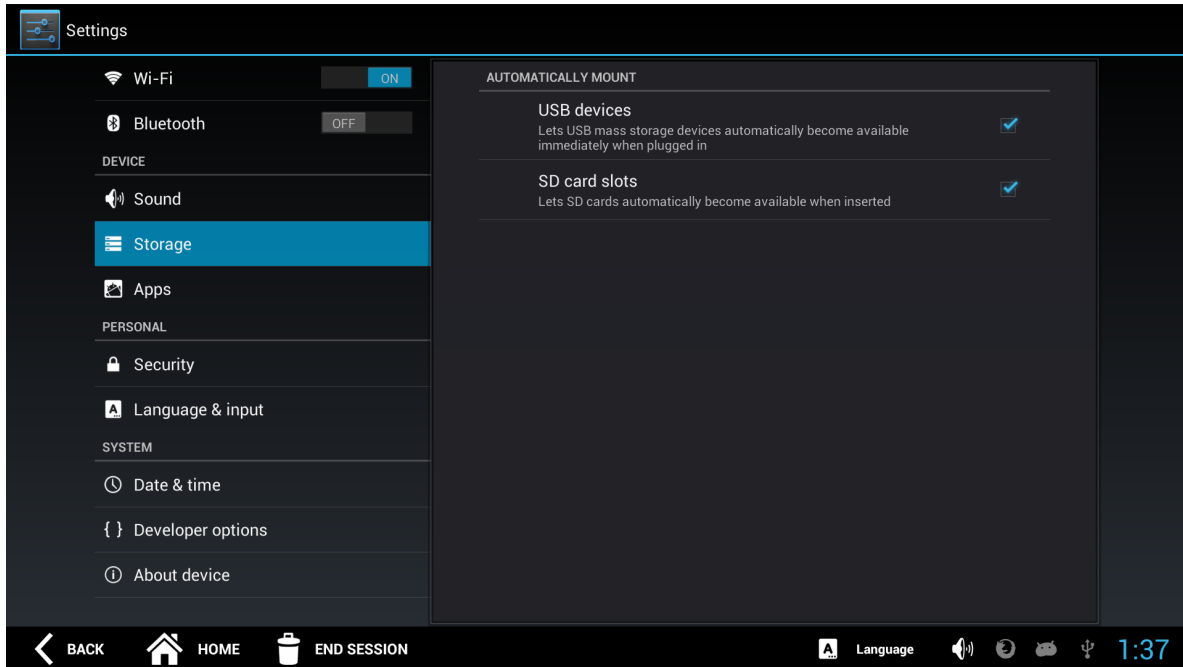


Figure 2-15 Storage Mounting Options

3. To connect the CC5000 as a media device, select **Storage** and then select *USB computer connection* from the menu. To transfer files, connect a micro USB cable between the host computer and the CC5000, select *MTP* and transfer/copy/delete files between the CC5000 and the host computer as desired.



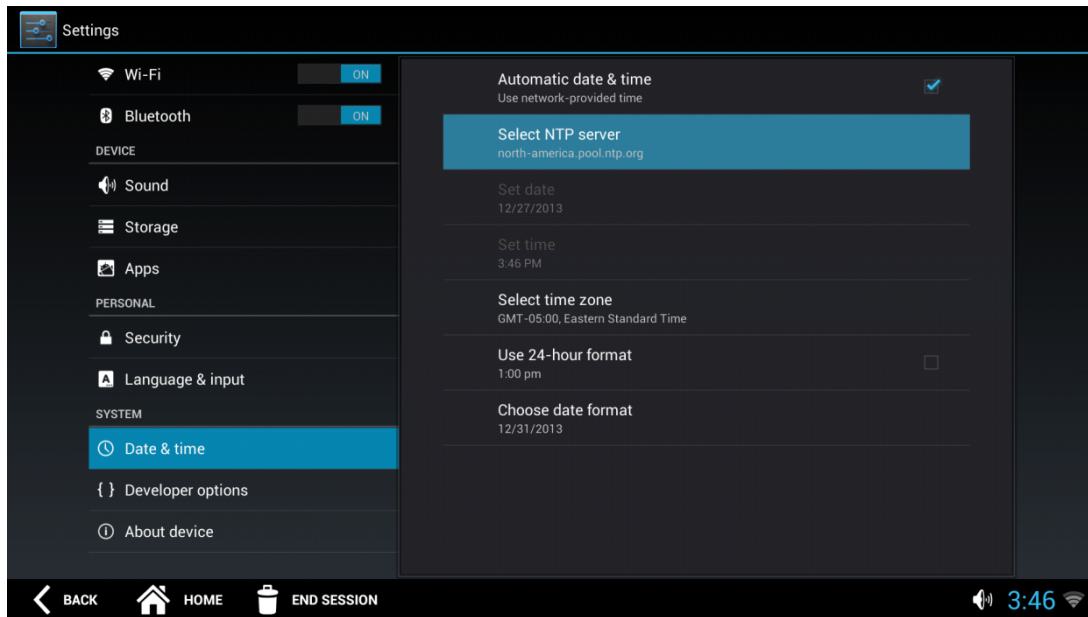
Figure 2-16 USB Computer Connection

## Network Time Protocol (NTP) Server

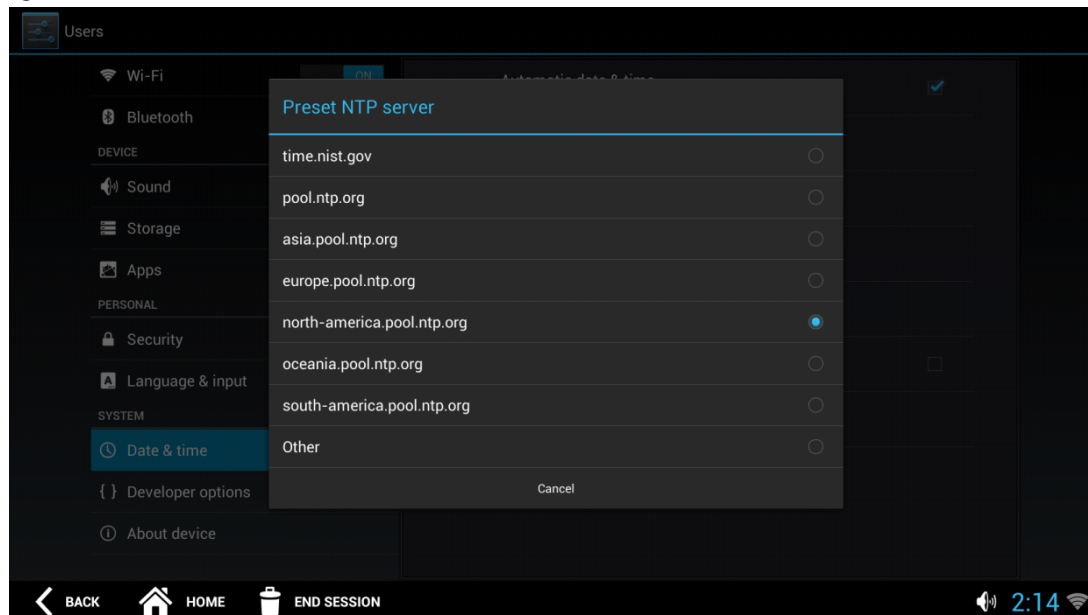
The CC5000 can be configured to connect to an NTP server to synchronize time.

To connect to an NTP server:

1. Follow steps 1 through 3 under [Settings on page 2-7](#).
2. Select *Date & time*, then select *Select NTP server* to display the *Preset NTP server* window ([Figure 2-18](#)).



**Figure 2-17** NTP Server.



**Figure 2-18** Preset NTP server Window

3. Select an NTP server from the pre-configured list that displays.
4. To exit the window without exiting the session, press the **BACK**.
5. Press **END SESSION** to exit *Admin* mode.
6. When prompted, confirm to exit the screen.

## Language Settings

### Guest Mode

Users in *Guest* mode can select a different language than the language configured as the default. This is true when the application supports displaying strings, and prompts in multiple languages. The language setting reverts to the default setting when the guest session ends.

To select a language:

1. In *Guest* mode select  **Language** at the bottom right of the screen.



Figure 2-19 *Guest Mode Screen*

2. Choose from the list of languages displayed.

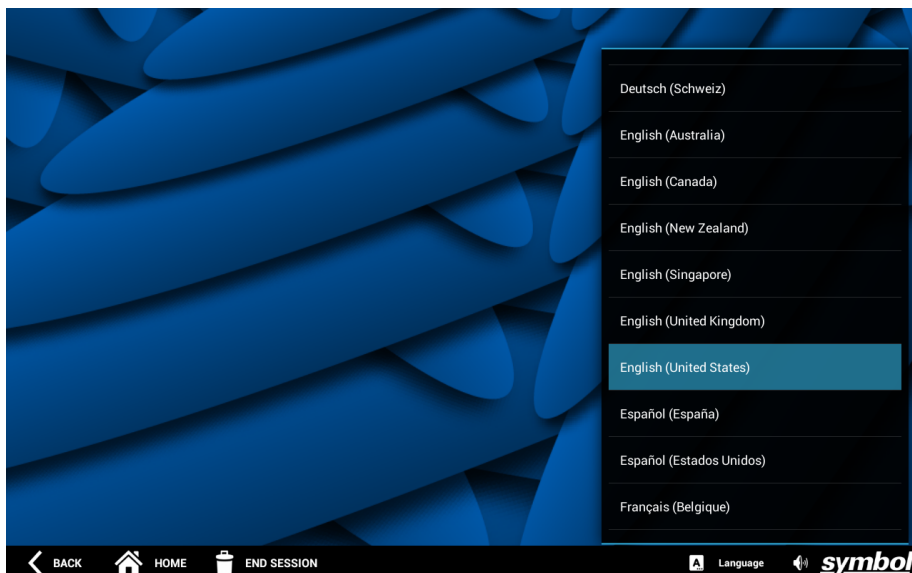


Figure 2-20 *Guest Mode Languages*

✓ **NOTE** If only one language is enabled, the language selector option does not display.

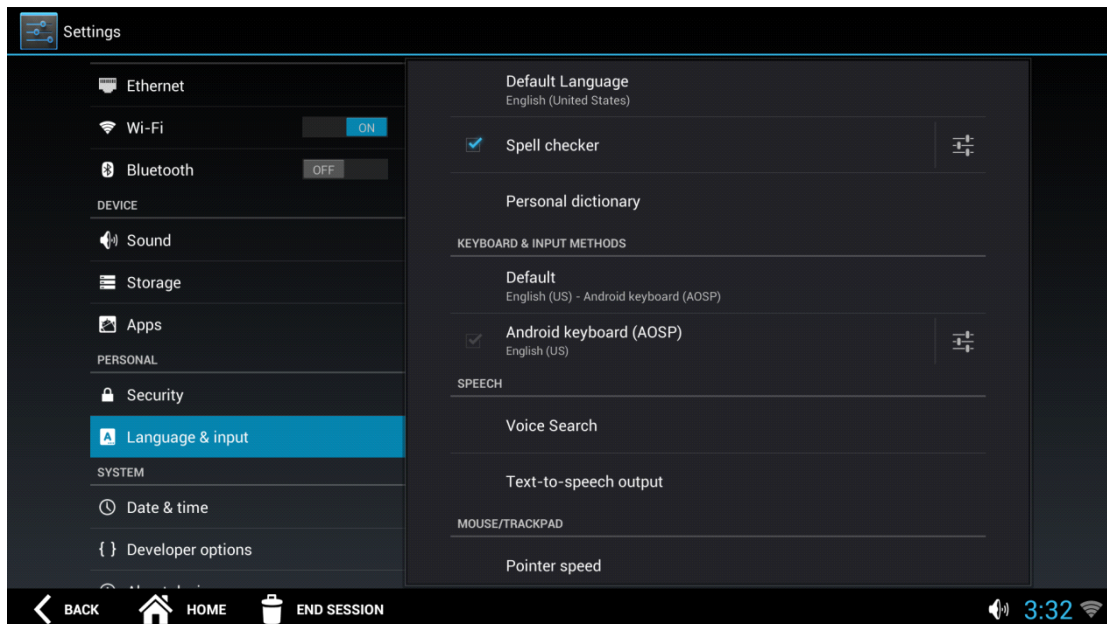


## Admin Mode

A default language can be set for the CC5000 to return to this language after each user session completes, regardless of the selected guest language.

To set a default language:

1. Follow steps [1](#) through [3](#) under [Settings on page 2-7](#).
2. Select *Language & input*, then select *Default Language*.





**Figure 2-21** *Default Language*

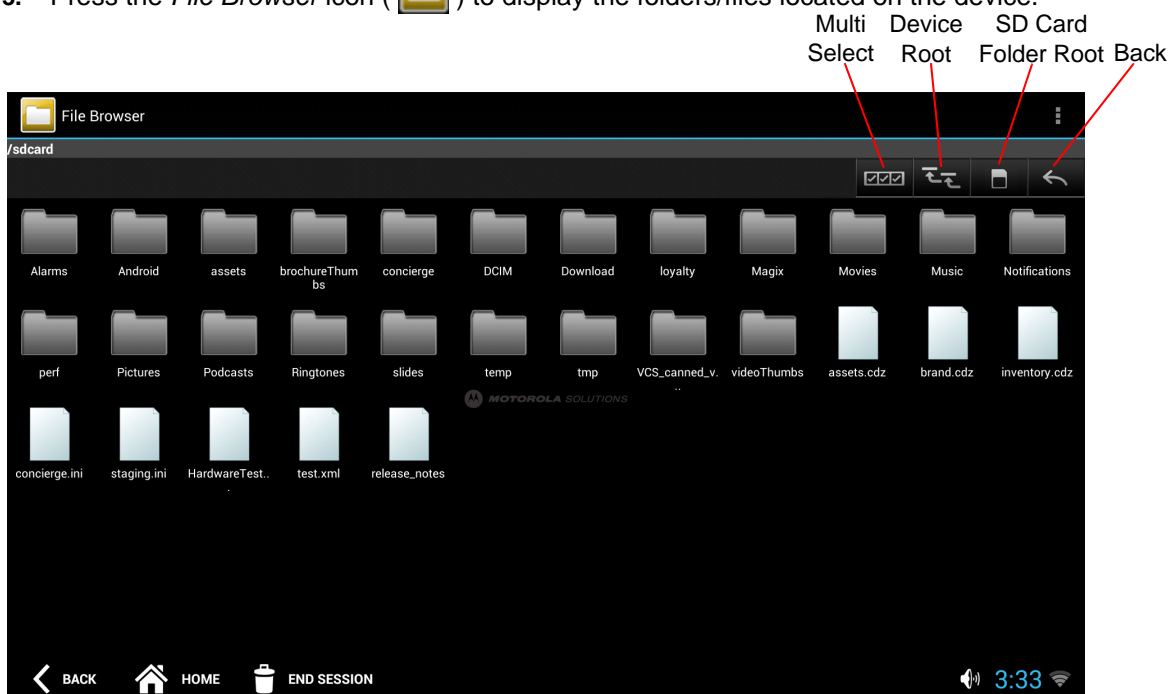
3. Specify the default language.
4. When updates are complete, press **END SESSION** to exit *Admin* mode.
5. When prompted, confirm to exit the screen.

## File Browser

In *Admin* mode the *File Browser* can be used to view, and manage files that reside on the CC5000, or on an SD card.

To open the *File Browser*:

1. Enter *Admin* mode by following the steps in [Admin Mode on page 2-4](#).
2. If the *File Browser* icon is not displayed, press  at the top right of the *Admin Home* screen to display all available applications.
3. Press the *File Browser* icon (  ) to display the folders/files located on the device.



**Figure 2-22** *File Browser View*

4. Touch and hold an icon on this screen to perform an operation. For example to open a folder, touch the folder icon. To see the options available for non-folder icons, touch and hold an icon until its options screen displays. Options available on this screen include:
  - a. Viewing detailed information about a file, or folder.
  - b. Moving a file, or folder to a new location.
  - c. Copying a selected file.
  - d. Deleting a selected file.
  - e. Renaming a selected file.
  - f. Opening a selected file as a specific file type.

The menu provides additional capabilities such as selecting multiple files/folders, etc.

## System Update



In addition to remote software updates that can be managed by a system administrator, the CC5000 allows a manual software update via a USB flash drive, or SD card. This can be useful during initial staging and deployment, or when an update is needed for a small number of devices.

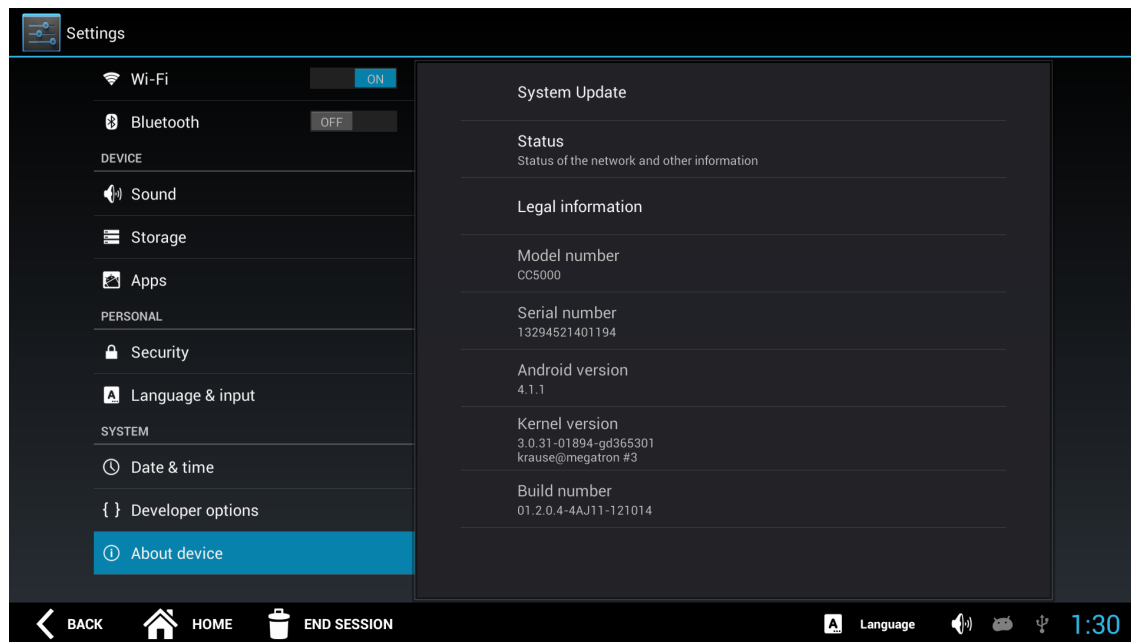
- ✓ **NOTE** Visit <https://developer.zebra.com/community/technologies/concierge> for the instructions and tools to create an update file for the CC5000. An update file for the CC5000 has an .mdz file extension.

Ensure to insert the USB drive, or SD card in the appropriate external port (see [Figure 1-3](#) and [Figure 1-4](#) on [page 1-3](#) for external port locations on the device).

- ✓ **NOTE** Ensure there is only one update file (.mdz format) in the root folder of the USB drive, or SD card. If you have multiple .mdz files, they must be renamed, or moved to another location.

To complete a manual software update:

1. Enter *Admin* mode by following the steps in [Admin Mode on page 2-4](#).
2. If the *Settings* icon is not displayed, press  at the top right of the *Admin Home* screen to display all available applications.
3. Press the *Settings* icon (  ) to open the *Settings* application screen.



**Figure 2-23** *Settings Application Screen*

4. In the *SYSTEM* section on the left side of the screen, press *About device* to display the *System Update* pane on the right.

- ✓ **NOTE** The *Build number* attribute refers to the platform software version number that is currently installed on the CC5000.

5. Press *System Update*.

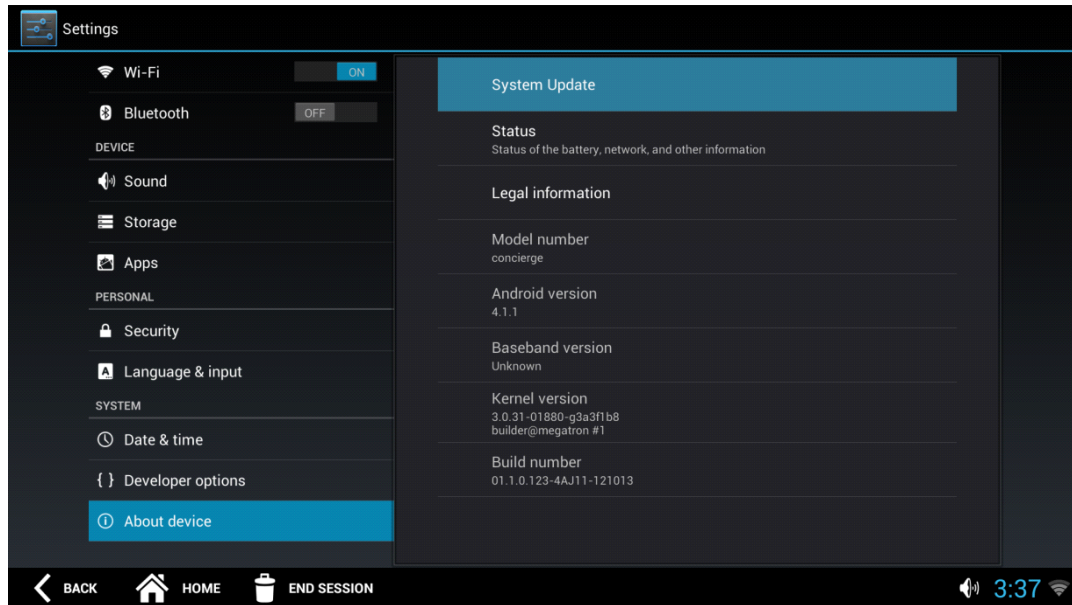


Figure 2-24 Settings Application Screen - System Update

6. Insert the USB flash drive, or SD card with the updated file (.mdz format) into the appropriate port.

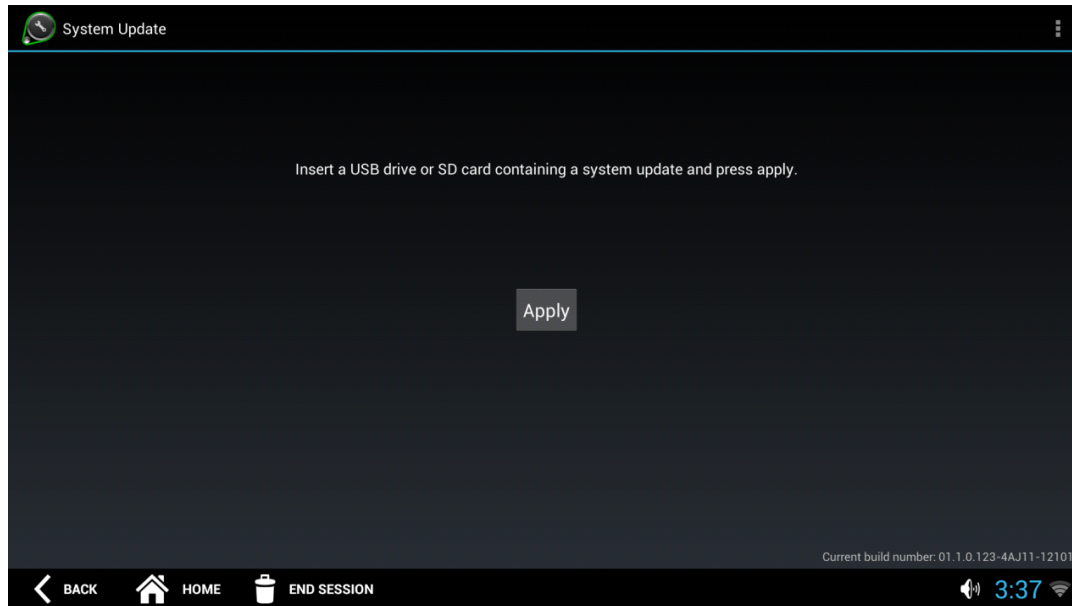


Figure 2-25 Settings Application Screen - System Update

7. Press **Apply**, and wait for the update to complete. The CC5000 may reset several times as part of the update process.



## Enterprise Reset

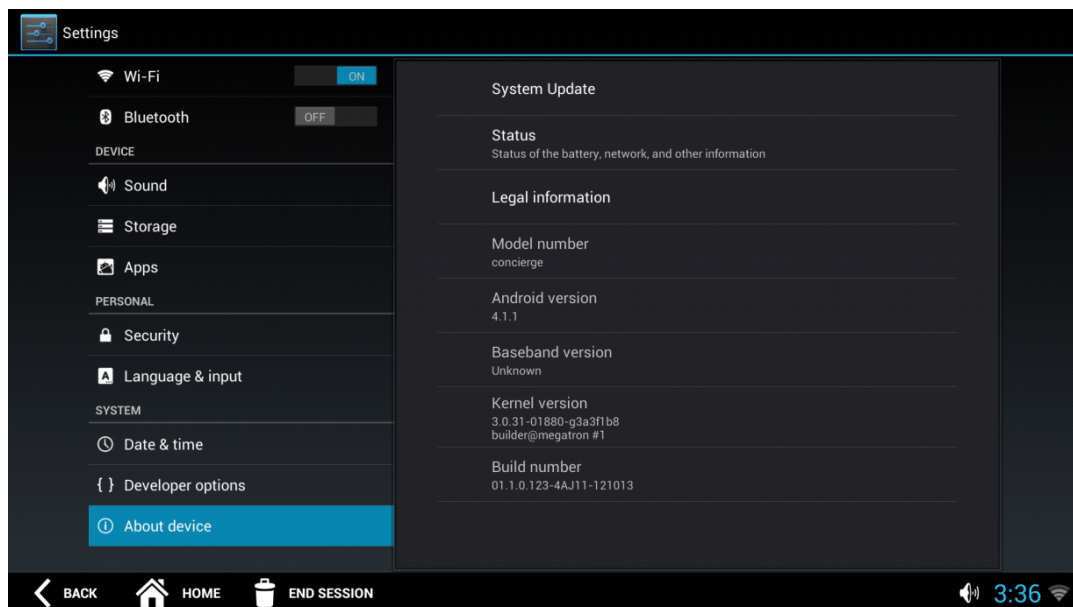
If needed, the CC5000 can be reset to default settings.



**IMPORTANT** An Enterprise Reset erases all data in the /cache and /data partitions and clears all CC5000 settings, except those in the /enterprise partition. Only use this option when it is absolutely necessary.

To Enterprise Reset the device:

1. Enter *Admin* mode by following the steps in [Admin Mode on page 2-4](#).
2. If the *Settings* icon is not displayed, press  at the top right of the *Admin Home* screen to display all available applications.
3. Press the *Settings* icon (  ) to open the *Settings* application screen.



**Figure 2-26** *Settings Application Screen*

4. In the *SYSTEM* section on the left side of the screen, press *About device* to display the *System Update* pane on the right.

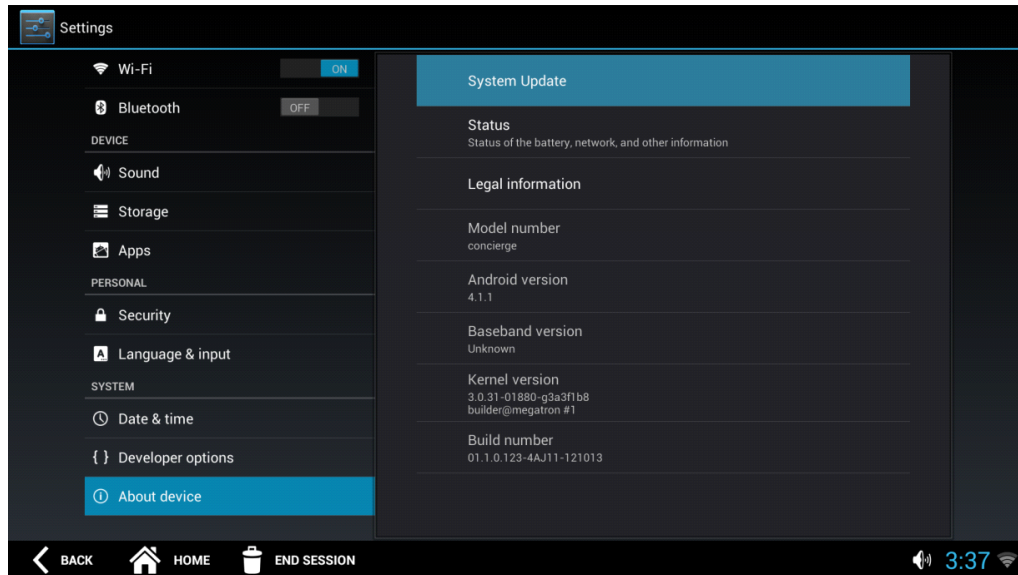
5. Press *System Update*.

Figure 2-27 Settings Application Screen - System Update


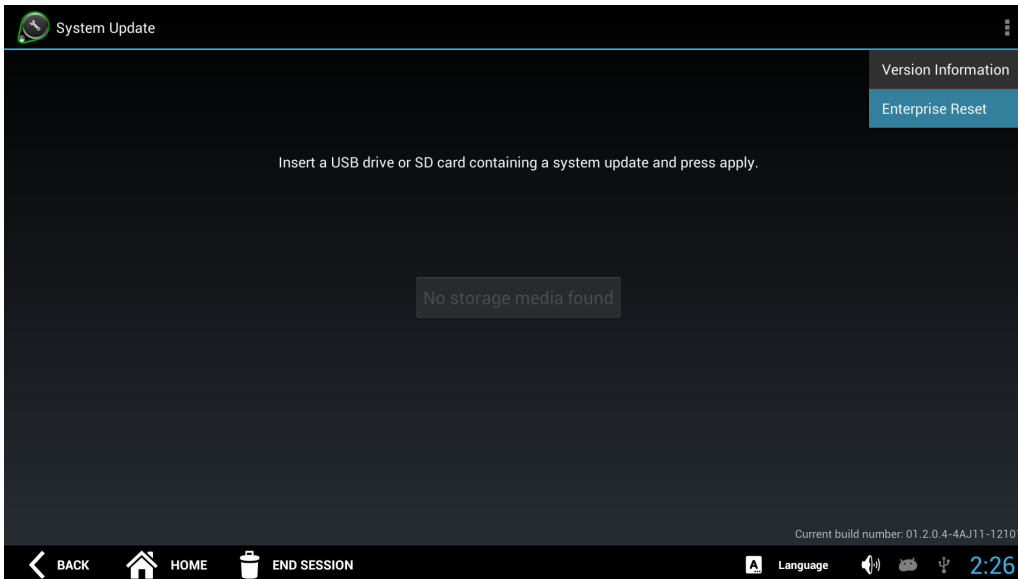
6. Press the *Menu* icon (  ) in upper right corner of the screen, and select *Enterprise Reset*.

Figure 2-28 Settings Application Screen - Enterprise Reset

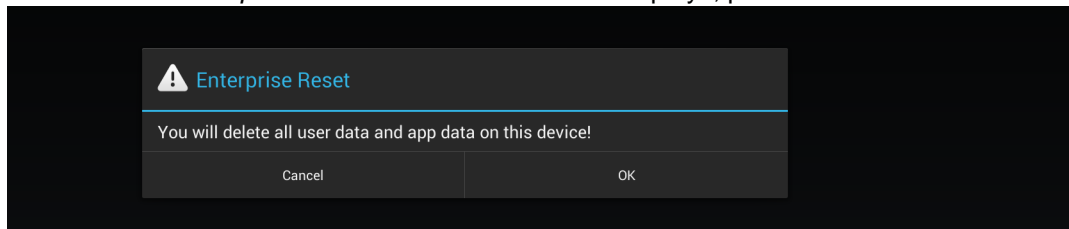
7. When the *Enterprise Reset Verification* window displays, press **OK** to confirm the reset of all data.

Figure 2-29 Settings Application Screen - Verify Enterprise Reset

## 8. The device goes into a reset mode.

---

## Data Capture

The CC5000 offers the following data capture options:

- Capture bar code data using the integrated 2D imaging scanner.
- Capture images.
- Record video using the 8MP HD camera.

✓ **NOTE** DataWedge is enabled on the CC5000 platform software version 1.2.0.4.

DataWedge is a utility that adds advanced bar code scanning capability to any application without writing code. It runs in the background and handles the interface to both built-in and attached bar code scanners. The captured bar code data is converted to keystrokes and sent to the target application as if it was typed on the keypad.

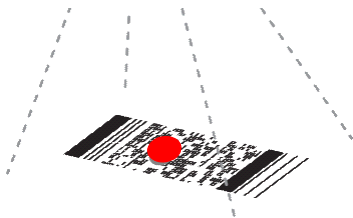
For more information on using DataWedge, visit: <https://developer.zebra.com/docs/DOC-1928>

✓ **NOTE** Visit <https://developer.zebra.com/community/technologies/concierge> for information about disabling the CC5000 platform's custom handling of scan data, and transmitting the scan data to applications as keystrokes.



**CAUTION** The CC5000 scanner is programmed at the factory. Do not scan the **Set Defaults** bar code in the *PL3307 Decoder Integration Guide*. This renders the CC5000 scanner unusable, and can only be resolved by calling Zebra Technologies support.

When imaging, the CC5000 projects a red aiming dot which allows the user to position the bar code within the device's field of view. Ensure the bar code is within the decode range, and the aiming dot is centered on the bar code.



**Figure 2-30** *Aiming*

The aiming dot is smaller when the symbol is closer to the CC5000, and larger when it is farther away.

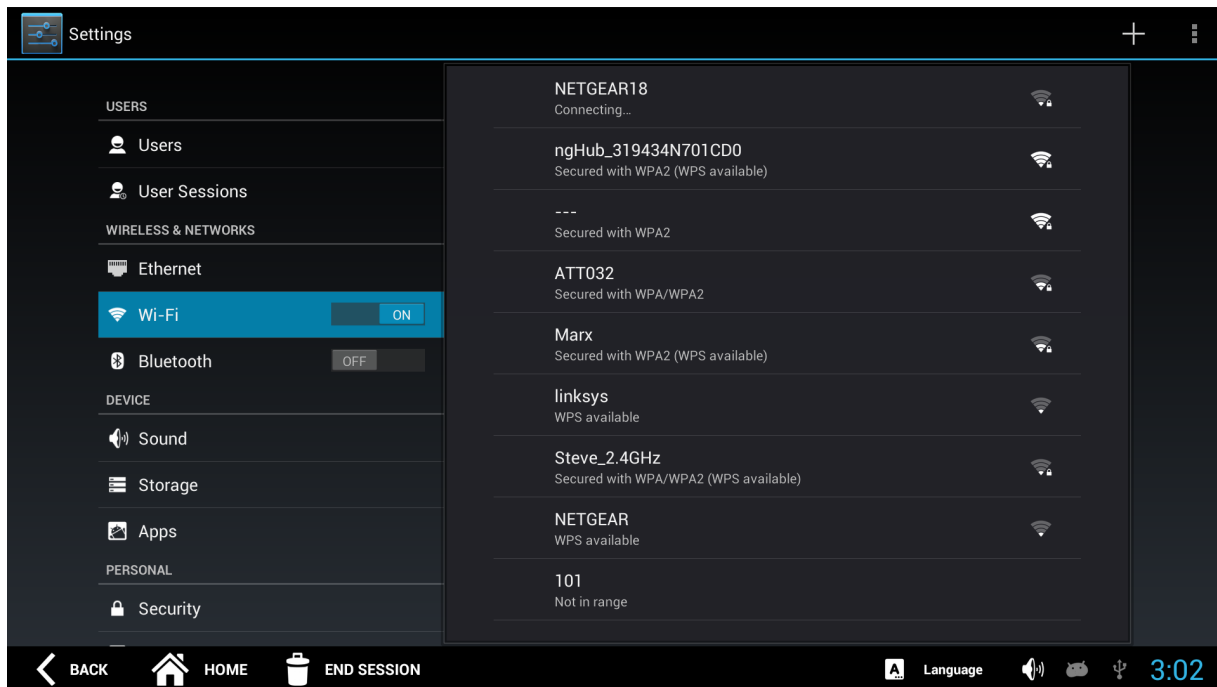
## Wireless Configuration

A wireless network is required for scanning, and accessing various applications on the CC5000.

### Connecting to a Wi-Fi Network

To connect to a Wi-Fi network:


1. Enter *Admin* mode by following [Step 1 - Step 4](#) in [Admin Mode on page 2-4](#).
2. On the *Settings* screen, scroll down to the *WIRELESS & NETWORKS* section on the left, and ensure Wi-Fi is set to ON.



**Figure 2-31** Settings Screen


3. Select a network from the list of available Wi-Fi networks on the right side of the screen.
4. After successfully connecting to a Wi-Fi network, press **END SESSION** to exit *Admin* mode.

✓ **NOTE** The *Wireless Fusion Enterprise Mobility Suite* is supported on the CC5000 from platform software version 1.2.0.4 and higher.

To configure *Fusion*, press the *Menu* icon (  ) in upper right corner of the screen. Select *Advanced* from the list of options.



### Scanning a For Wi-Fi Networks

If your Wi-Fi network is not listed, press the *Menu* icon (  ) in upper right corner of the screen to scan for a network. Select *Scan* from the list.

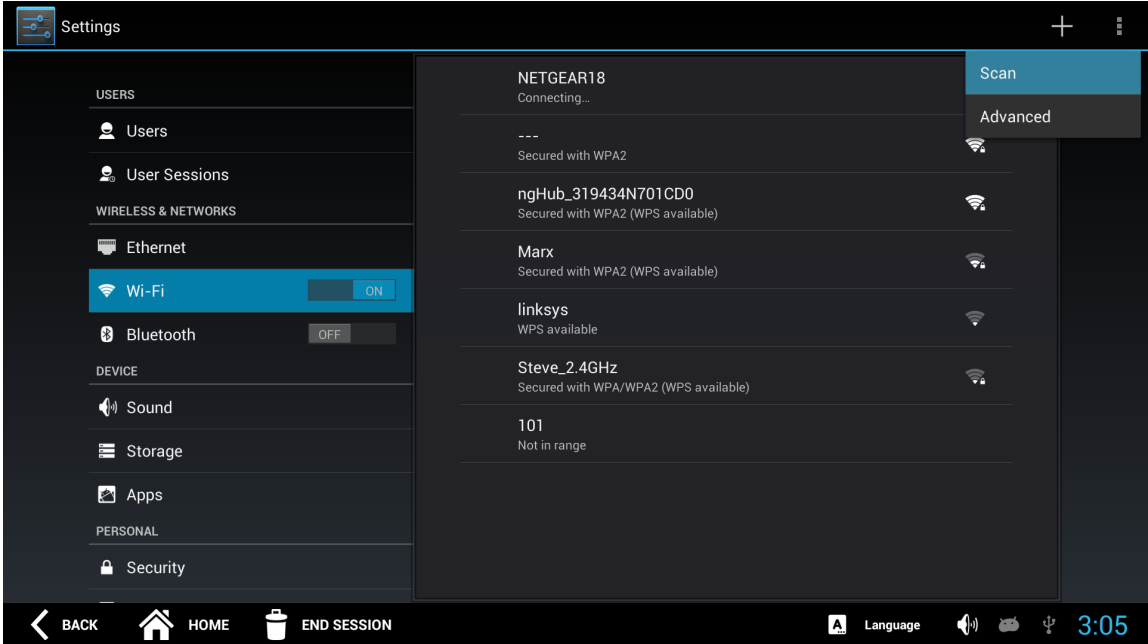
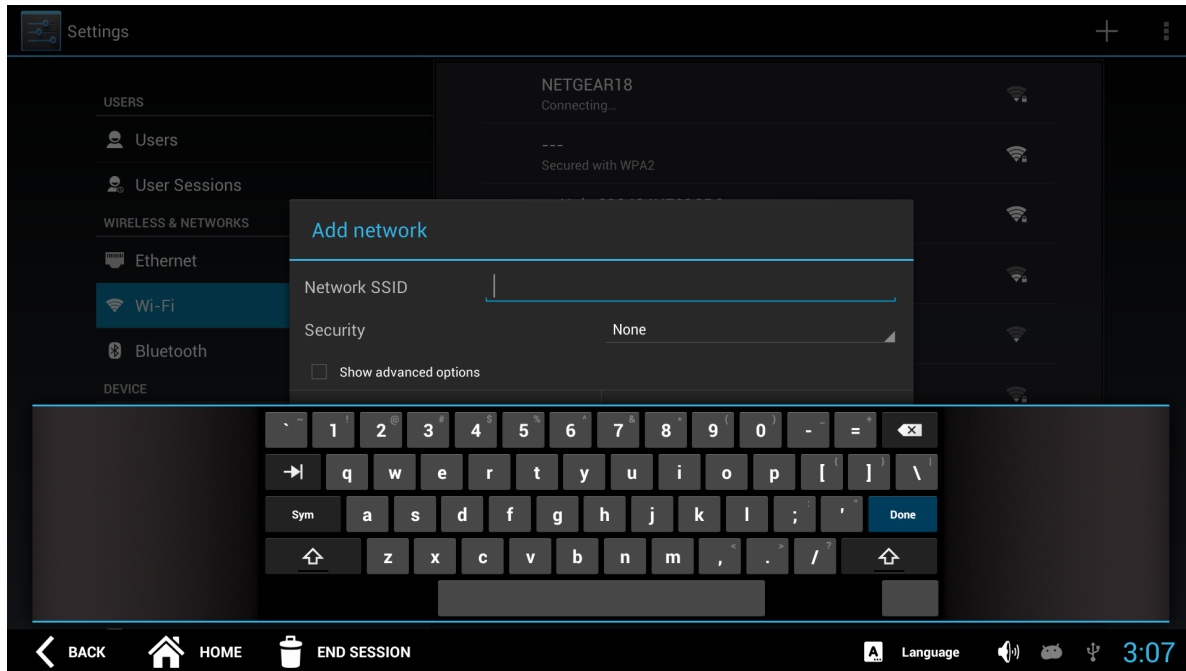


Figure 2-32 Scan for Networks Menu

## Adding a New Wi-Fi Network

To add a network manually:

1. Touch **+** on the top right of the *Settings* screen to display the *Add network* window.



**Figure 2-33** *Add Network Window*

2. Enter the appropriate network information in the *Add network* window to configure, and access the network.
3. Press **END SESSION** to exit.

# APPENDIX A MAINTENANCE AND TROUBLESHOOTING

---

## Overview

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

---

## 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 is plugged into a power outlet. If not, plug in the unit.
No picture on the display (CC5000 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.
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 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.	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. 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 and test again in one minute.
Wi-Fi or Ethernet connection is down (no obstructions near the CC5000).	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.	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 (repeated messages displayed).	Reboot the device. If problem persists, report the issue to support.
CC5000 does not boot (or continuously reboots).	Contact support. The unit may need to be replaced.

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

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



# INDEX

## A

about device	2-17
admin mode	2-5
apps	2-5
button	2-4
configuration button	2-5
end session	2-6
file browser	2-16
home screen	2-4
overview	2-4
apps settings	2-17
audio in	1-6
audio mics	1-5
audio out	1-6

## B

back button	2-1, 2-16
bluetooth settings	2-17
bold text use in guide	viii
browser	
file	2-16
internet/intranet	2-3
bullets use in guide	viii
buttons	
admin mode	2-4
back	2-1, 2-16
device root, admin mode	2-16
display apps	2-5, 2-7, 2-16, 2-17, 2-19
end session	2-1
enter admin mode	2-4
home	2-1
multi select, admin mode	2-16
SD card folder, admin mode	2-16
settings icon	2-5

volume	2-1
--------	-----

## C

conventions	
notational	viii

## D

date & time settings	2-17
defaults	2-19
developer	
information	1-1, 2-2, 2-17, 2-18
options settings	2-17
device root button, admin mode	2-16
display apps button	2-5, 2-7, 2-16, 2-17, 2-19

## E

end session	
button	2-1
window	2-6
enter admin mode button	2-4
enterprise reset	2-19
ethernet	
configuration	2-5, 2-9
connections	1-5
port	1-3, 1-5
troubleshooting	A-2
external ports	1-6

## F

features	
activity LED	1-5
audio in/out	1-6
audio mics	1-5

bar scanner window	1-5
buttons	1-5
ethernet port	1-5
external ports	1-6
front view	1-2, 1-4
mounting holes	1-6
power receptacle	1-6
rear view	1-3
SD card	1-6
side view	1-3
speakers	1-6
touch screen	1-6
video camera	1-6
file browser	2-16
file updates	2-17, 2-18
flash drive	2-17, 2-18
font use in guide	viii

**G**

guest mode	2-4
------------	-----

**H**

hdmi	1-6
home button	2-1
home screen	
features	2-2

**I**

image capture	2-21
information, service	ix
internet/intranet browser	2-3
italics use in guide	viii

**K**

keyboard	2-3
keypad, pass code	2-4

**L**

language settings	2-17
-------------------	------

**M**

MDM	2-5
mdz file	2-17, 2-18
memory	1-1
mobile device management	2-5
modes	
admin	2-4, 2-5, 2-6, 2-16
guest	2-4

mounting holes	1-6
multi select button, admin mode	2-16

**N**

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

**P**

pass code keypad	2-4
power receptacle	1-6

**R**

reset	2-19
rs-232	1-6

**S**

sample code	1-1
scanning	
bar code scanner window	1-5
bar code scanning	1-5, 2-21
screens	
admin	2-4
admin home	2-4
admin settings	2-5
end session	2-6
home	2-2
home/pass code keypad	2-4
on-screen keyboard	2-3
settings	2-17
SD card	1-6, 2-16, 2-17, 2-18
SD card folder, file browser	2-16
SDK	1-1
security settings	2-17
serial port	1-6
service information	ix
settings	2-7
MDM	2-5
mobile device management	2-5
settings screen	
about device	2-17
apps	2-17
bluetooth	2-17
date & time	2-17
developer options	2-17
language	2-17
security	2-17
sound	2-17
storage	2-11, 2-17
wi-fi	2-17
settings, admin	2-5
software	1-1



sound settings ..... 2-17  
speakers ..... 1-6  
storage settings ..... 2-17  
storage, internal memory ..... 1-1  
system update ..... 2-17

## T

touch screen ..... 1-6

## V

video ..... 1-1, 1-2, 1-6, 2-21  
volume button ..... 2-1

## W

wi-fi  
  adding a network manually ..... 2-24  
  connecting ..... 2-22  
  network search ..... 2-23  
  settings ..... 2-17  
  troubleshooting ..... A-2







Zebra Technologies Corporation  
Lincolnshire, IL U.S.A.  
<http://www.zebra.com>

Zebra and the stylized Zebra head are trademarks of ZIH Corp., registered in many jurisdictions worldwide. All other trademarks are the property of their respective owners.

©2015 ZIH Corp and/or its affiliates. All rights reserved.



MN000209A03 Revision A - August 2015

