CC6000 Customer Concierge

Transform the Customer Experience with the Ultimate in Self-Service

The CC6000 Customer Concierge combines the familiarity of a consumer tablet with an enterprise-class platform and features to deliver a truly unique shopping experience. The sleek 10-inch kiosk gives customers the best of online and in-store shopping, with all the self-service capabilities they expect — and much more. In seconds, shoppers can check in to pick up an order, find a product or pricing, look up information, call for an associate, video chat with an expert for instant answers, get personalized offers, make a purchase and much more. The CC6000 offers the latest technology advancements on a cutting-edge Android™ platform to take customer interaction to a whole new level today, with the future-proofing to deliver exciting new experiences tomorrow. Support for Zebra's Mobility DNA™ suite of enterprise solutions make everything easier—from the user interface to device management, integration and app development. Put the ultimate in concierge-style service at your customers' fingertips with the CC6000.

A Superior Self-Service Experience

A Platform to Handle All Your Apps — Today and Tomorrow
The ultra-powerful processor and high definition multi-touch display provide superior performance on rich multimedia and interactive apps. Customers get the crisp graphics, smooth animation and instant responses they expect from a modern device. And you get Android with built-in support for future Android versions.

Android for Instant Familiarity
If your customers know how to use a mobile phone, they'll know how to use the CC6000. All the same familiar motions are supported, from pinch and swipe to scroll and zoom.

Easy First-Time, Every-Time Barcode Scanning
With Zebra's advanced scanning technology and exclusive PRZM Intelligent Imaging, your customers get dependable lightning fast capture of virtually any 1D or 2D barcode, in any condition. And with support for printed and electronic barcodes, customers can scan it all — from labels on items to coupons and loyalty cards stored on their mobile phones.

Instant Help with State-of-the-Art Voice and Video Technology
Asking for help is simple with the CC6000. With its integrated microphone and speaker, plus support for push-to-talk, shoppers can easily reach a live or virtual assistant for help. Advanced voice technology ensures crisp and clear voice communications — no matter how noisy your retail environment may be. And you can route calls to workers inside the store or to experts in another location to deliver the best possible service in every situation.

NFC for Instant Pairing
With support for NFC, users can pair their smartphones with the CC6000 with a simple tap. Loyalty customers can instantly receive personalized offers and coupons right on their phone. And store associates can easily sign in with their employee badge to start a shift or assist a customer.

The CC6000 Customer Concierge — A Powerful, Interactive Platform to Deliver the Ultimate Self-Service Experiences — Today and Tomorrow
For more information, visit www.zebra.com/cc6000

Low TCO with Flexible Development Tools

Create Powerful Applications with Zebra's EMDK for Android

Take full advantage of all the functions and capabilities of the CC6000 with Zebra's EMDK. This GUI-based tool includes a comprehensive set of APIs and sample code that simplify the coding process, reducing development time, effort and errors. And you can use this same kit to develop apps for other Zebra Android devices — there's no need to learn a different app development framework or rewrite an application.

Easily Build Feature-Rich Web Applications

With Zebra's Enterprise Browser, it's easy to build feature-rich web applications that utilize any feature in the CC6000, such as barcode scanning and signature capture.

Simplify App Development with EMDK for Xamarin

Xamarin's cross-development platform lets developers use their C# skills and tools to develop fast, beautiful apps for Android devices. And with Zebra's EMDK for Xamarin, it's easy to incorporate all the advanced features of the CC6000 into your Xamarin apps.

Easy to Deploy and Manage

Deploy Anywhere with Power-over-Ethernet and VESA Mounting

The CC6000's slim design and standard VESA mounting make it easy to mount anywhere — including shelves, walls and endcaps. You can choose vertical or horizontal mounting. And standard support for Power-over-Ethernet eliminates the need for a power outlet by every device, reducing installation time and cost.

Built-in Future Proofing and Operating System Support

Only from Zebra, LifeGuard™ for Android guarantees direct security updates for a total of 10 years from the release date, along with the ability to upgrade to future versions of Android[1] for a superior lifecycle and return on investment. LifeGuard Analytics delivers end-to-end revolutionary control over the OS update process. Free with your Zebra OneCare Support contract, LifeGuard Analytics provides at-a-glance access to available updates, which devices are eligible for the updates and the update priority. Automatically update devices over the air with the press of a button. And easily monitor and manage the status of updates in real time.

Easily Stage a Handful or Thousands of Devices

With Zebra's StageNow, organizations of all sizes can easily stage a handful or thousands of Android devices with a quick scan of a barcode or tap on an NFC tag. The easy Wizard-based tool makes it simple to create even the most complex staging profiles. And StageNow's new Restricted Mode delivers an industry first — an easy way to simply click to deactivate the Google Mobile Services (GMS) that come standard with the operating system — and reactivate should you need them down the road.

Seamless Integration with Your Device Management System

If you use AirWatch or SOTI MobiControl to manage your mobile devices, you can use the same system to manage your CC6000 kiosks, simplifying device management. Configure, monitor, troubleshoot, update device settings and more for all your CC6000 kiosks and other devices from a single centralized console.

Extraordinary 'Cover Everything' Service

Keep your CC6000 up and running at peak performance with Zebra OneCare optional services. Choose the level of service that fits your needs and your budget — from support during local business hours to 24/7 around-the-clock support. Regardless of which level of service you choose, you get comprehensive coverage that includes normal wear and tear and accidental damage — if it's broken, we fix it, no questions asked. And since nobody knows our products better than we do, you get unparalleled from-the-manufacturer expertise. And with support for 17 different languages in our support centers, we're ready to support you in just about every corner of the world.

Improve Device Value with Zebra's Optional Visibility Services

Get the device management data you need to take device uptime, operational efficiency and your return on investment to the next level. Asset Visibility Service (AVS) is an easy to use and deploy solution that doesn't require an Enterprise Mobility Management (EMM) system. Operational Visibility Services (OVS) is a comprehensive device management solution that leverages your EMM information to help get more value out of your Zebra devices. These optional services can be added to your optional Zebra OneCare support contract.

Specifications

Physical Characteristics

Dimensions	Landscape: 10.9 in. x 7.9 in. x 1.4 in. 27.8 cm x 20.1 cm x 3.6 cm Portrait: 7.2 in. x 11.6 in. x 1.4 in. 18.3 cm x 29.6 cm x 3.6 cm
Weight	2.16 lbs/980g
Display	10.1 inch PCAP multi-touch
Active Screen Area	217 mm W x 136 mm H
Aspect Ratio	16:10
Resolution	1280x800 at 60 Hz
Keypad	Virtual
Connectivity	USB host: 2 Full Size USB 2.0 Type A ports for accessory USB OTG: 1 USB-C OTG Ethernet Gigabit compatible: RJ45 External Audio In: 3.5 mm connector
Audio	Two microphones, two front firing speakers (2W total)
Expansion Capabilities	Micro SD card slot, supports class 2 to class 10 and UHS-1 SD Cards
Power	Enterprise grade power supply: 5.4VDC/3A; 110/220V Support for integrated 802.3at Power-over-Ethernet (PoE)

Performance Characteristics

Display Brightness	300 nits
CPU	Qualcomm Snapdragon™ 660
Operating System	Upgradeable to Android 14
Memory	RAM: 4GB Internal storage: 32GB

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% to 95%, non-condensing

Management

Management Tools	Integrates with industry standard Mobile Device Management (MDM) solutions to configure settings and provide remote software updates

Data Capture/Output

Integrated Scanner	1D/2D Zebra SE4710 decoded scanner
Front Camera	5 MP
Video	1080p

Networks

WLAN	Dual band 802.11 a/b/g/n/ac/d/h/r/k/w/i (2.4 GHz and 5.2 GHz support)
WPAN	Bluetooth 5.0; integrated antenna
Ethernet	Gigabit Ethernet on RJ45 interface, with activity LEDs

Peripherals and Accessories

Accessories	Country specific AC line cord required. Additional accessories can be integrated using USB and Bluetooth interface
Mounting Options	Integrated standard VESA mount; conforms to the VESA 100 mm x 100 mm mounting standard for attachment of third party, off-the-shelf mounting solutions; four (4) M4 x 8 mm max insert distance

Recommended Services

Planning and deployment: Integration Services; System Design
Post deployment: Zebra OneCare Select Application development: Custom Software Development

Warranty

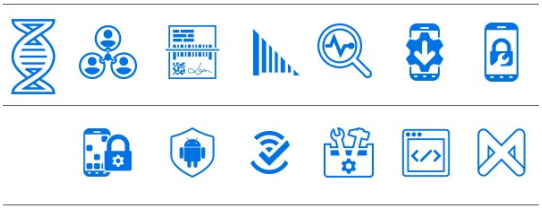
Subject to the terms of Zebra Technology's hardware warranty statement, the CC6000 is warranted against defects in workmanship and materials for a period of 1 (one) year from the date of shipment. For complete warranty statement, go to: http://www.zebra.com/warranty

Footnotes

1. Upgrading to new supported versions of Android requires the purchase of a Zebra OneCare Service contract.
For details related to Common Criteria support, please visit: www.zebra.com/commoncriteria

Mobility DNA

Mobility DNA adds functionality and simplifies mobile device deployment and management. For more information, visit: www.zebra.com/mobilitydna
For supported solutions, visit: https://developer.zebra.com/content/zebra-dna



Markets and Applications

Retail Front of Store

• Shopper self-service
• Merchandising and digital signage
• Assisted shopping and selling
• Workforce management
• Product comparison
• Full screen how-to videos and product demonstrations
• Price checks
• Loyalty/rewards program integration
• Guided selling tool
• Call for assistance

Hospitality

• Hotel room guest portal
• Electronic concierge
• Table/seat side ordering
• Scheduling
• Guest check in

Healthcare

• Patient check-in
• Prescription tracking
• Patient care (bedside)

Transportation

• Digital brochures
• Map views/web and video content
• Interactive trip and transit planning

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