

# CC600 Customer Concierge

## Compact, affordable and Android-powered self-service

Bring a new level of convenience, speed and customer satisfaction to the shopping experience with the CC600 Customer Concierge. Based on the latest Android™ platform, the CC600 gives your customers a seamless and familiar retail experience, while providing guaranteed security support and a long lifecycle that you can count on. The sleek and affordable 5-inch kiosk is easy to install, enabling you to put the power of self-service in every aisle or department — no matter where in the store your customers might be, help is never more than a few steps away. With the CC600, shoppers can check in to pick up an order, find a product or pricing, look up information, call for an associate, get personalized offers, make a purchase and much more. And thanks to Zebra's platform approach and powerful Mobility DNA suite of tools and applications, you can easily migrate your legacy self-service kiosks to the next generation Android platform. The CC600 Customer Concierge — put the power of Android in your self-service kiosks.



### A superior self-service experience

#### Most powerful platform in its class

The ultra-powerful processor and high definition multi-touch display deliver a superior experience for every self-service application, including the most demanding interactive and multimedia apps. Users get the crisp graphics, smooth animation and instant responses they expect from a modern device. And you get a cutting-edge platform based on Android Oreo with built-in support for the next two versions of Android (P and Q)<sup>1</sup>.

#### Android for instant familiarity

The CC600 brings the same familiar Android interface your customers know and love to the self-service kiosks in the aisles of your store. With standard Android gestures such as swipe, scroll, pinch and zoom, there's virtually no learning curve — if your customers can use a mobile phone, they can use the CC600.

#### Easy first-time, every-time barcode scanning

The CC600 offers the dependable, best-in-class performance that has made Zebra the world leader in the barcode scanning industry. You get snappy scanning performance on both printed and mobile barcodes. And our advanced decoding algorithms ensure first time capture of even damaged and poorly printed barcodes. Whether your customer is scanning an item's barcode to check the price or scanning an electronic loyalty card on their mobile phone to retrieve a personal offer, they can count on a successful scan on the first time, every time.

#### Instant help with integrated microphone and speaker

Asking for help is simple with the CC600. 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 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.

**The CC600 Customer Concierge — Improve customer service and the customer experience with the latest innovation in self-service technology.**

For more information, visit [www.zebra.com/cc600](http://www.zebra.com/cc600)

## 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 CC600 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 CC600, 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 CC600 into your Xamarin apps.

## Easy to deploy and manage

### Deploy virtually anywhere in the store

With its compact design, slim profile and standard VESA mounting, the CC600 fits almost anywhere in your environment, from aisle end-caps to shelves, poles and walls. It can be easily deployed over your wired or wireless network. 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<sup>1</sup> for a superior lifecycle and return on investment. And LifeGuard Analytics delivers end-to-end revolutionary control over the OS update process. Free with your Zebra OneCare Support contract, LifeGuard Analytics provides instant 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. 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 CC600 kiosks, simplifying mobile device management. Configure, monitor, troubleshoot, update device settings and more for all your CC600 kiosks and other devices from a single centralized console.

## Extraordinary 'cover everything' service

Keep your CC600 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	
<b>Dimensions</b>	6.6 in. x 4.6 in. x 1.4 in. 16.9 cm x 11.6 cm x 3.5 cm
<b>Weight</b>	0.70 lbs./320 g
<b>Display</b>	5.0 inch PCAP multi-touch
<b>Active Screen Area</b>	110 mm W x 62 mm H
<b>Aspect Ratio</b>	16:10
<b>Resolution</b>	1280x720 at 60 Hz
<b>Keypad</b>	Virtual
<b>Connectivity</b>	USB OTG: 1 USB-C OTG Ethernet Gigabit compatible: RJ45
<b>Audio</b>	Two microphones, one front firing speaker (2W total)
<b>Expansion Capabilities</b>	Micro SD card slot, supports class 2 to class 10 and UHS-1 SD Cards
<b>Power</b>	Enterprise grade power supply: 5.4VDC/3A; 110/220V Support for integrated 802.3at Power-over-Ethernet (PoE)
Performance Characteristics	
<b>Display Brightness</b>	300 nits
<b>CPU</b>	Qualcomm Snapdragon™ 660
<b>Operating System</b>	Android 10; upgradeable through A11/ R <sup>2</sup>
<b>Memory</b>	RAM: 4GB Internal storage: 32GB
User Environment	
<b>Operating Temp.</b>	32° F to 104° F/0° C to 40° C
<b>Storage Temp.</b>	-40° F to 158° F/-40° C to 70° C
<b>Humidity</b>	5% to 95%, non-condensing
Management	
<b>Management Tools</b>	Integrates with industry standard Mobile Device Management (MDM) solutions to configure settings and provide remote software updates
Data Capture/Output	
<b>Integrated Scanner</b>	1D/2D Zebra SE2100 scanner

Networks	
<b>WLAN</b>	Dual band 802.11 a/b/g/n/ac/d/h/r/k/w/i (2.4 GHz and 5.2 GHz support)
<b>WPAN</b>	Bluetooth 5.0; integrated antenna
<b>Ethernet</b>	Gigabit Ethernet on RJ45 interface, with activity LEDs
Peripherals and Accessories	
<b>Accessories</b>	Country specific AC line cord required. Additional accessories can be integrated using USB and Bluetooth interface
<b>Mounting Options</b>	Integrated standard VESA mount; conforms to the VESA 75 mm x 75 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 CC600 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: <a href="http://www.zebra.com/warranty">http://www.zebra.com/warranty</a>	
Footnotes	
<ol style="list-style-type: none"> <li>1. Upgrading to new supported versions of Android requires the purchase of a Zebra OneCare Service contract.</li> <li>2. Support for future Android OS released past A11/R, are subject to Qualcomm validation.</li> </ol>	
Mobility DNA	
Mobility DNA solutions help you get more value out of our mobile computers and kiosks by adding functionality as well as simplifying deployment and management. Mobility DNA is available on Android only. Features may vary by model and a Support Contract may be required. To learn what solutions are supported, please visit: <a href="https://developer.zebra.com/mobilitydna">https://developer.zebra.com/mobilitydna</a>	

## Ideal for These 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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