

CC5000-10 Customer Concierge

DELIVER THE ULTIMATE IN SELF-SERVICE WITH A TABLET-STYLE KIOSK

CC5000-10 offers the familiarity of a consumer tablet experience with all the enterprise-class features you need to take self-service in your store to a new level. Now, you can provide the concierge-style service customers dream of, increasing customer satisfaction, loyalty and sales. Configure this rich interactive platform to meet virtually any self-service need — allow customers to look up information, make purchases, receive personalized special offers. Integrated value-add features transform Android into a true enterprise-class operating system, providing the best of both worlds — your customers enjoy an intuitive and familiar interface, while you get the enterprise class security and manageability IT demands. Deliver an unsurpassed self-service experience for your customers with the CC5000-10 — the kiosk that delivers true tablet simplicity and real business class capability.



Integrated platform

The CC5000-10 provides the hardware, software and utilities required to give your customer the most advanced self-service experience available. And with our complete set of Application Programming Interfaces (APIs), you can create custom applications with minimal effort.

1080p high definition multi-touch display and advanced processor

The Android operating system and advanced chipset hardware provide crisp graphics and the “butter-smooth” animation customers expect — an instant response to touch, with no annoying lag time or delays.

Advanced integrated 1D/2D bar code imager

Customers can scan any bar code on any item in your store as well as bar codes your customers present on their mobile phones and emerging bar codes, such as GS1 and 2D. The result? Future-proof scanning capability.

Concierge platform software — more than Android

The platform includes support for Zebra enterprise value adds such as DataWedge, Fusion, MDM integration, Analytics and other capabilities from day 1, making this a truly IT and Marketing friendly digital platform.

Customize to create a fully-featured PoS

With 2 full size USB 2.0 ports, you can easily add a secure magnetic stripe or Chip-and-PIN reader to accept credit and debit cards for in-aisle purchases; plus a printer to print receipts, product information and more.

Tamper resistant

There are no user accessible buttons — no means for customers to power down the device or change settings.

“Battery-less” operation

The enterprise grade 12V DC power supply combined with Power-over-Ethernet (PoE) capability provides easy and dedicated power management.

End-to-end services

Our full complement of services can help you with every aspect of your CC5000-10 self-service solution, from system design and integration to custom application development and implementation, the rollout of a real-world pilot and post-deployment onsite support.

SPECIFICATION SHEET

CC5000-10 CUSTOMER CONCIERGE

A MODULAR DESIGN THAT LETS YOU START SMALL — AND THINK BIG

Key features can be combined to create the complete customer concierge. The modular design puts you in control — you can write your own applications or use the browser to run your existing web application to deliver a superior personalized customer experience today, and continue to add features to increase self-service levels in the future.

Search and Purchase: put a complete one-stop shop right at your customers' fingertips

The CC5000 allows you to create the "endless aisle", allowing customers to browse through all of your inventory, look up information on any product and purchase any item, complete with delivery to their home or business.

Connect: Engage your loyal customers with the personal touch

With CC5000, it's easy to create a powerful direct connection to your customers. Integrate your loyalty application to send coupons and other special offers directly to a customer's connected smartphone. The result? The same smartphone that posed a threat in the store can now help increase sales and customer loyalty.

Communicate: instant live assistance via voice or video

With the integrated camera and microphone, your customers can always reach the right person to answer practically any question, instantly via a voice or video call to workers located inside or outside of your facility.

Promote: get more mileage out of your marketing programs

The CC5000-10 helps you get more out of your advertising budget by allowing you to run videos, print ads and other promotional material whenever it is not in use. You no longer need to purchase and manage a separate digital signage system, reducing capital and operational costs.

CC5000-10 Specifications Chart

PHYSICAL CHARACTERISTICS	
Dimensions	10.32 in. W x 8.19 in. H x 1.42 in. D 26.21 cm W x 20.80 cm H x 3.61 cm D
Weight	2.2 lbs./1 kg
Display	10.1 inch IPS optically bonded with 10-point PCAP multi-touch
Active Screen Area	217 mm W x 136 mm H
Aspect Ratio	16:10
Resolution	1280x800 at 60 Hz (supports 1080P internally)
Keypad	Virtual
Connectivity	USB host: 2 Full Size USB2.0 Type A ports for accessory USB OTG: 1 Micro USB OTG HDMI 1.3 Out: 1 to drive external HD Displays Ethernet Gigabit: RJ45 External Audio In: 3.5 mm connector External Audio Out: 3.5 mm connector
Audio	One microphone; two front firing speakers (2W total)
Expansion Capabilities	Full size SD card slot, supports up to 64GB
Power	Enterprise grade power supply: 12V DC; 110/220V Support for integrated 802.3at Power-over-Ethernet (PoE)
PERFORMANCE CHARACTERISTICS	
Display Brightness	300 nits
CPU	TI OMAP4470 1.5GHz multi core ARM processor
OS	Android 4.1.1 (Jelly Bean); Google Mobile Services is not supported
Memory	RAM: 1GB LPDDR2 Internal storage: 16GB or 64GB option
USER ENVIRONMENT	
Operating Temp.	32° F to 104° F/0° C to 40° C @95% RH

USER ENVIRONMENT (CONTINUED)	
Storage Temp.	-40° F to 158° F/-40° C to 70° C @90% RH
Humidity	15% to 95%, non-condensing
Development Tools	CC5000 Software Developer's Kit (SDK)
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 SE3307 decoded scanner
Front Camera	8MP
Video	1080p
NETWORKS	
WLAN	Dual band 802.11 a/b/g/n (2.4 GHz and 5.2 GHz support)
WPAN	Bluetooth 2.1 with EDR; 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 10 mm inserts provided
RECOMMENDED SERVICES	
Planning and deployment: Integration Services; System Design Post deployment: Zebra <i>OneCare</i> Select Application development: Custom Software Development	
WARRANTY	
Subject to the terms of Zebra Technology's hardware warranty statement, the CC5000-10 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	