CC600/CC6000

Customer Concierge

Quick Start Guide
for Android ™ 8.1.0 Oreo

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Revision History

Changes to the original guide are listed below:

Change	Date	Description
-01 Rev A	5/2019	Initial Release

Introduction

This guide provides information regarding unpacking the device, features, setup, mounting, barcode capture, and resetting the device.

Unpacking

1. Carefully remove all protective material from the device and save the shipping container for later storage and shipping.

2. Verify that the following are included:

    - CC600 or CC6000 interactive kiosk.

    - Regulatory Guide.

    - CC600 only: Ferrite bead for EMI. Attaches to the DC power module.

3. Inspect the equipment for damage. If any equipment is missing or damaged, contact the Global Customer Support center immediately.

4. Prior to using the device for the first time, remove the protective shipping film that covers the display.

Features

NOTE: Although the orientations differ, the features on the CC6000 landscape and portrait devices are the same.
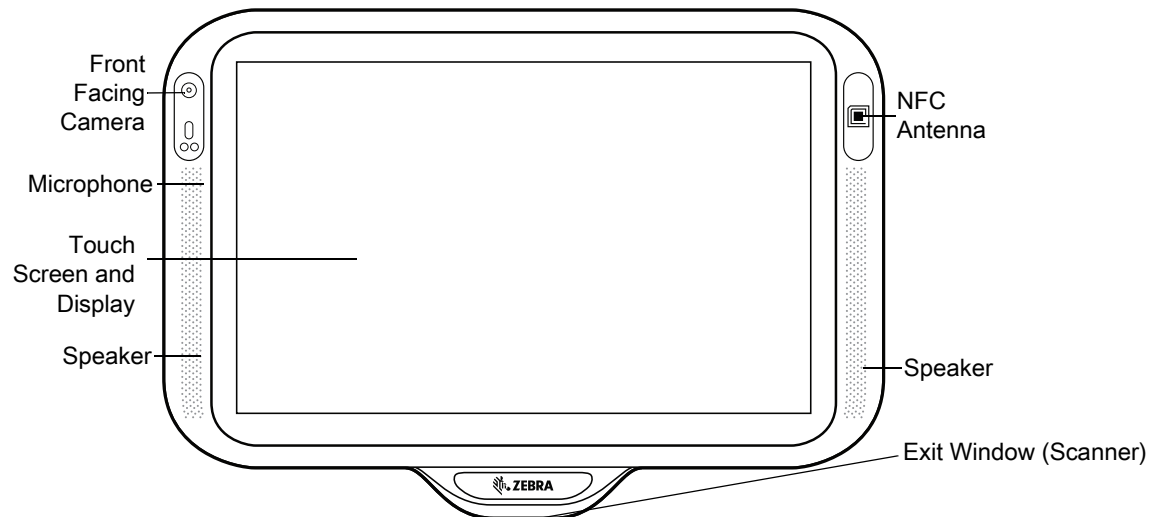
Figure 1   CC6000 Front View
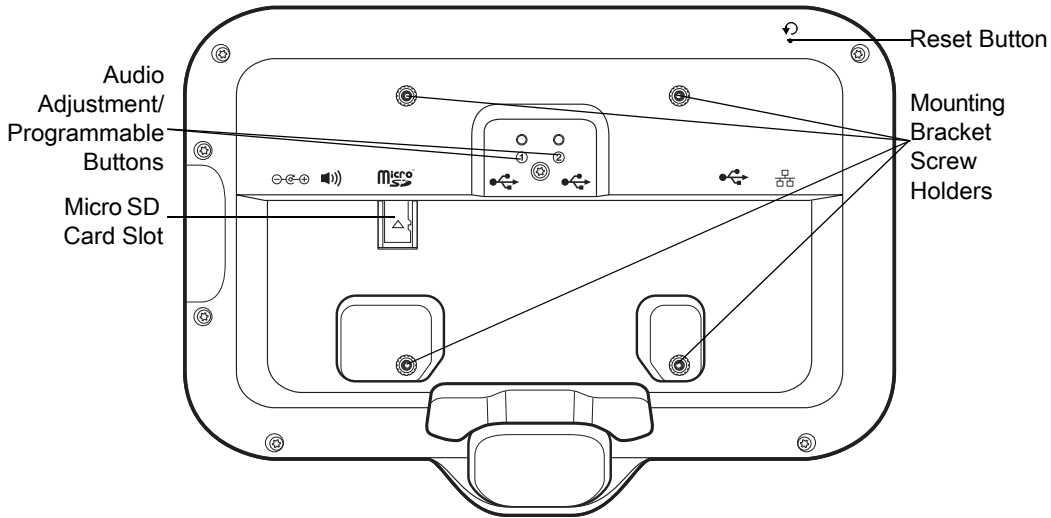
Figure 2   CC6000 Back View

Reset Button

Audio
Adjustment/
Programmable
Buttons

Micro SD
Card Slot

Mounting
Bracket
Screw
Holders

Figure 3   CC6000 Power and Cable Ports

Power
Port

Audio
Port

USB C Port

(Used for
External
display or
OTG)

USB A
Port

USB A
Port

Ethernet with POE

2
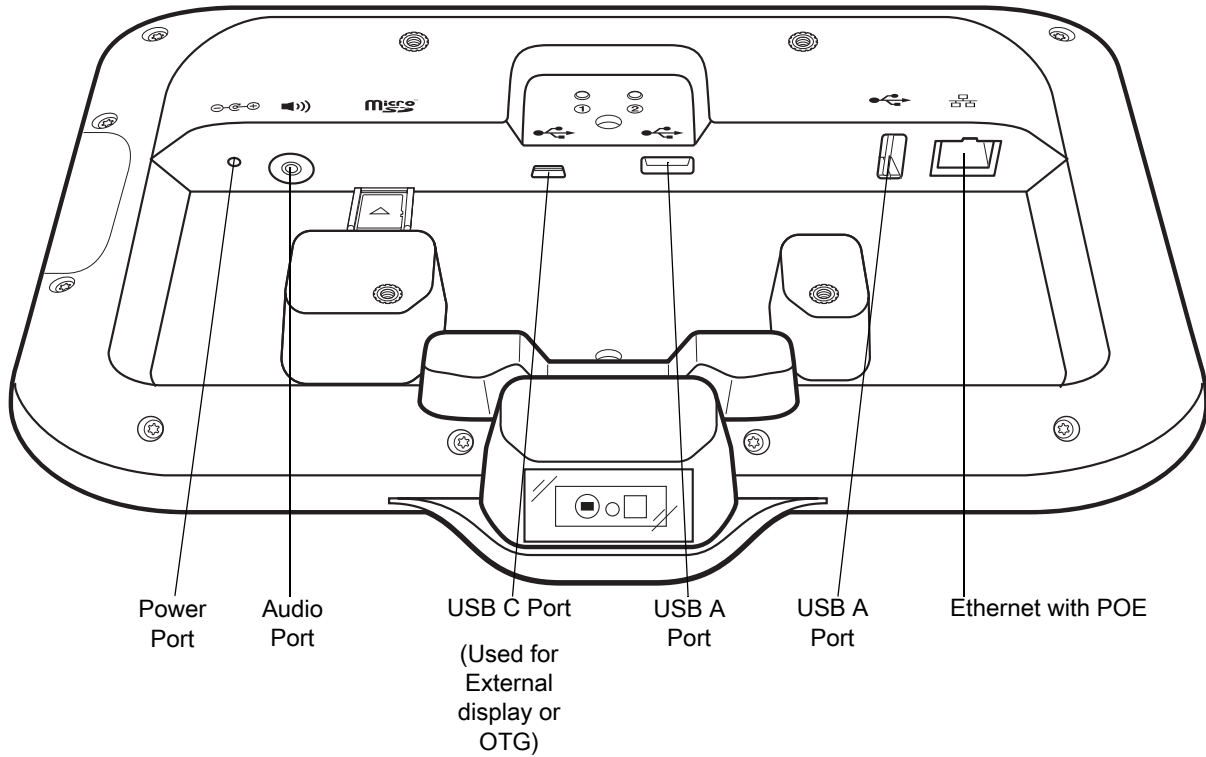
Figure 4   CC6000 Back With Bracket View

Mounting
Bracket
Locking
Screw

Mounting
Bracket

Mounting
Bracket Screw
Holders

Wall Mount
Screw
Holes
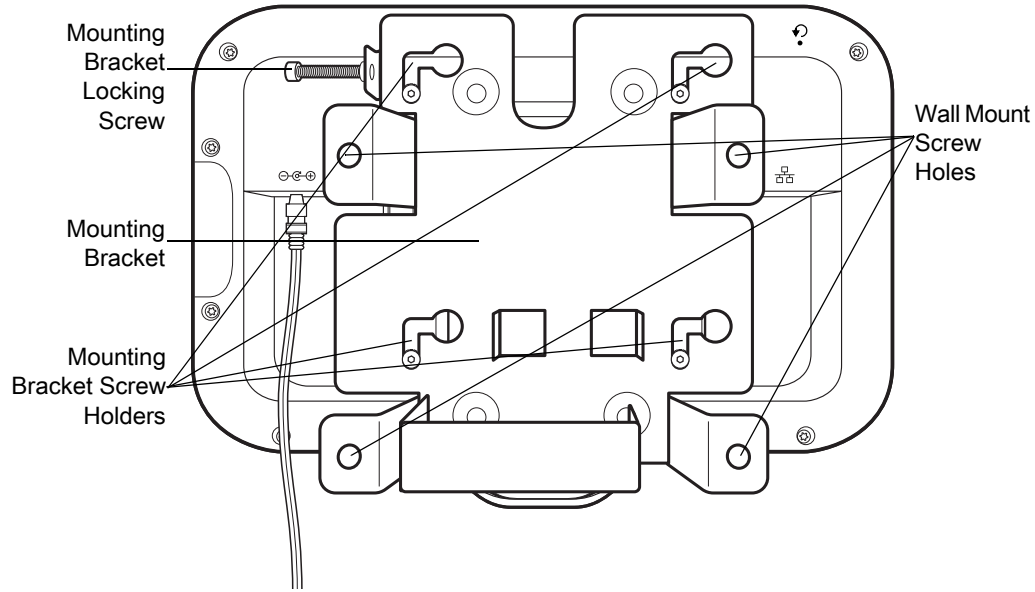
Figure 5   CC600 Front Views

Microphone

Proximity Sensor

Speaker

Touch
Screen and
Display

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Exit Window
(Scanner)

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Figure 6   CC600 Back View

Mounting
Bracket
Screw
Holders
(4)

Reset Button

Audio
Adjustment/Programmable
Buttons

Micro SD
Card Slot
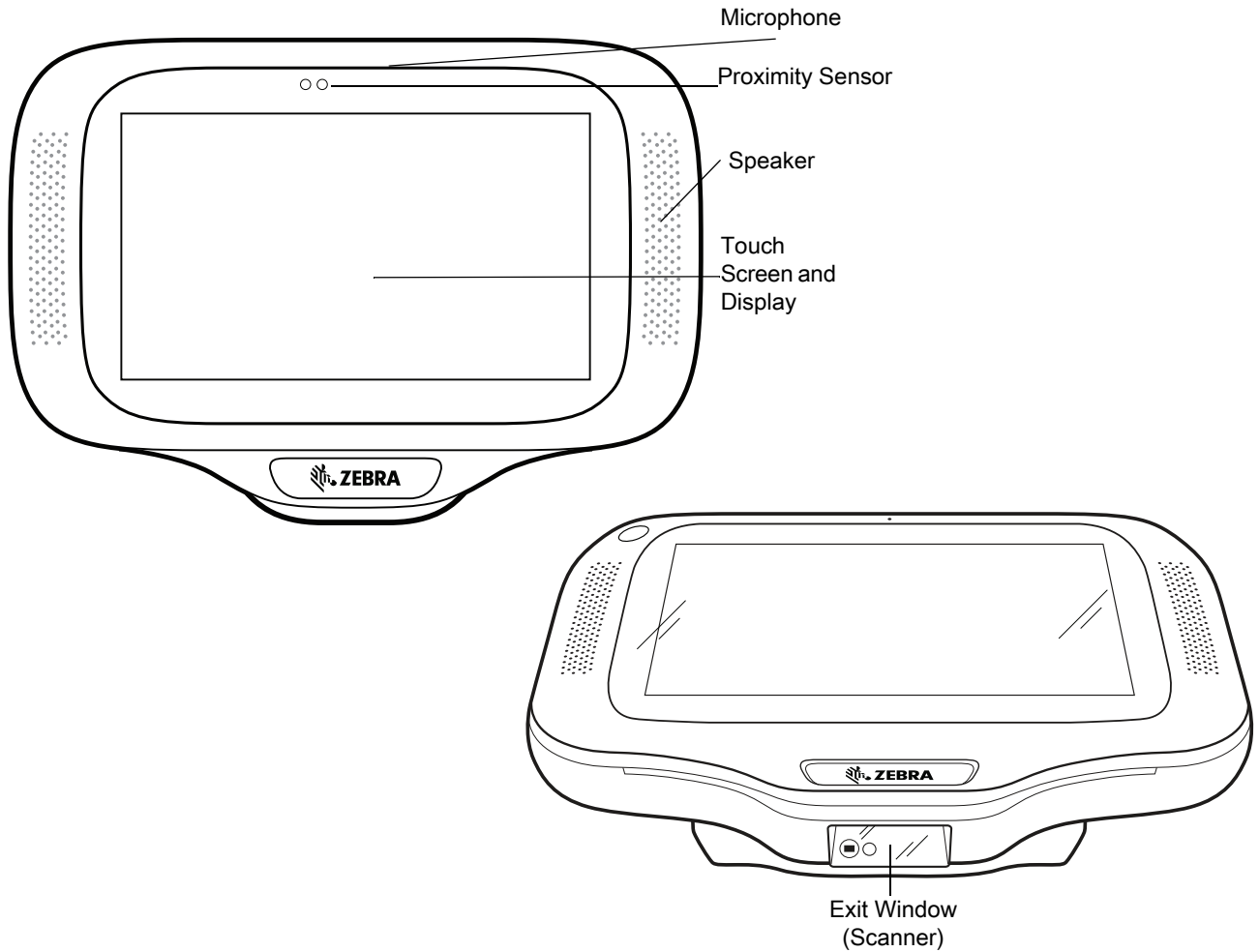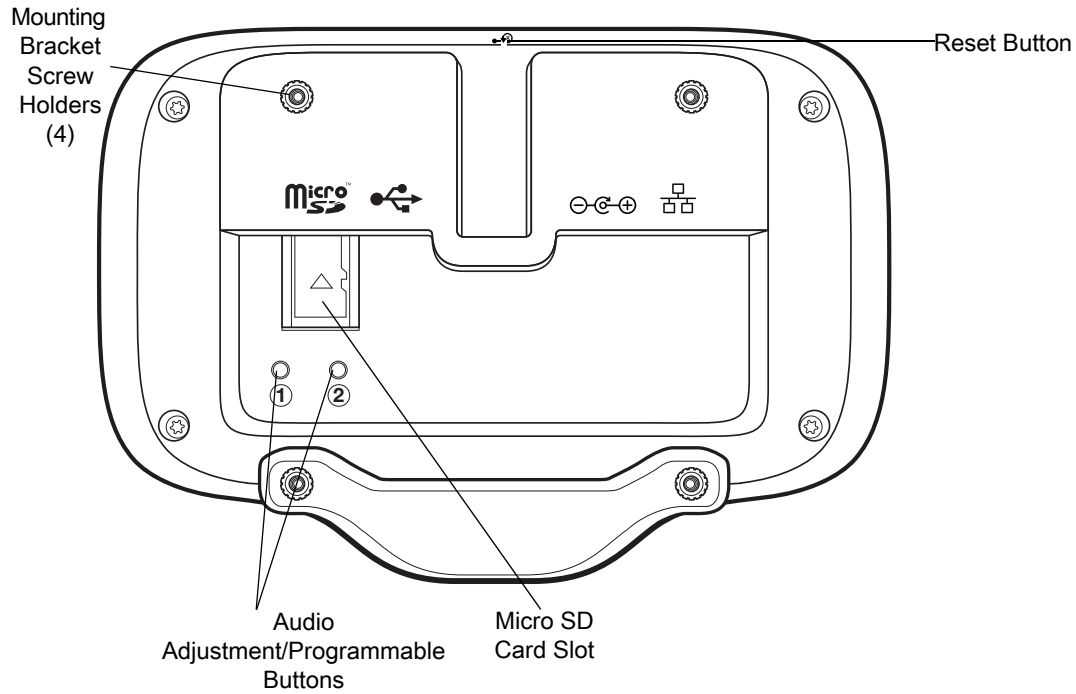
Figure 7   CC600 Power and Cable Ports

Micro SD
Card Slot

USB C Port

(Used for
External
display or
OTG and other
USB-2
peripherals)

Power
Port

Ethernet with POE
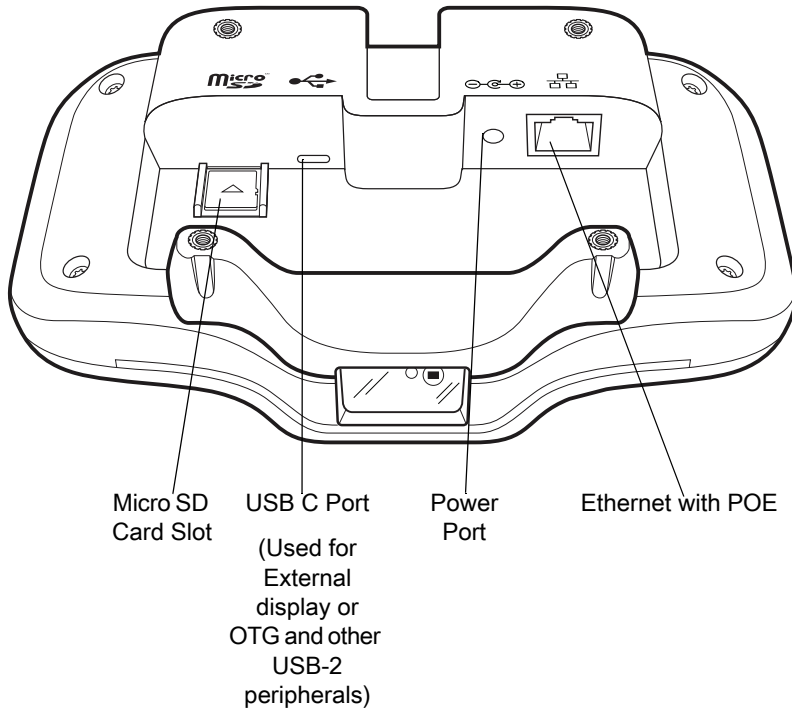
Figure 8   CC600 Back With Bracket View
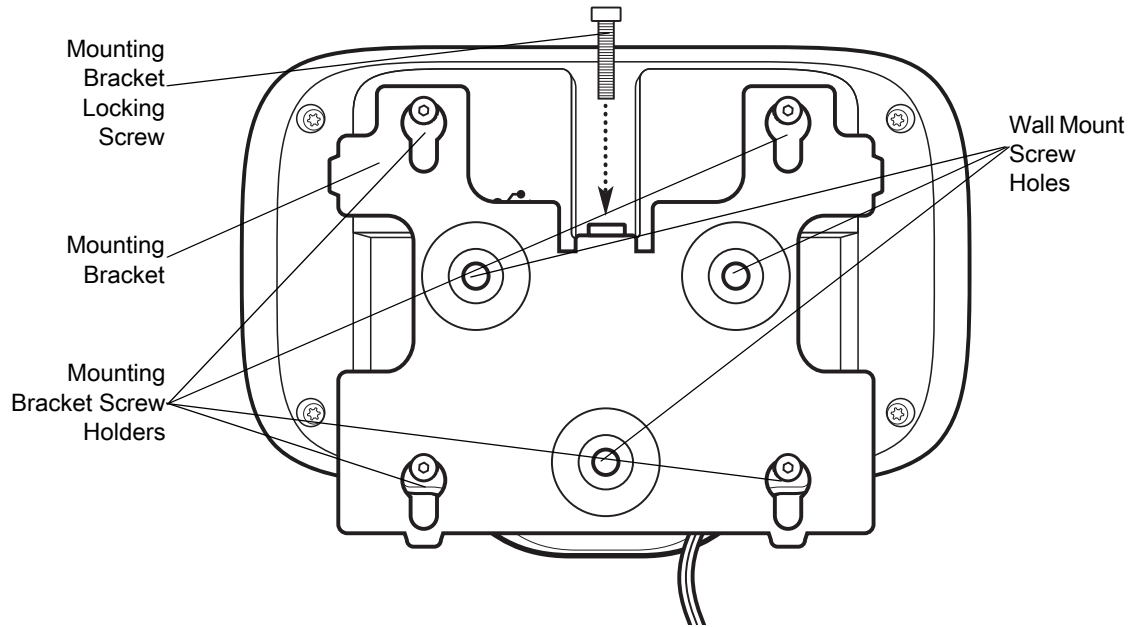
Table 1   Feature Descriptions

Item	Function
Touch Screen and Display	Displays all information needed to operate the device.
Exit Window (Scanner)	Provides data capture using the imager and reads a barcode. **Note**: To read a barcode, a scan-enabled app is required on the device.
Speaker	Provides audio output for video and music playback. Provides audio in speaker-phone mode.
NFC Antenna	Reads NFC tags. (CC6000 Only)
Proximity Sensor	Identifies the proximity of a user for turning up the display.
Microphone	Use for communications in Speakerphone mode.
Front Facing Camera	Captures still photos and videos. **Note**: Select CC6000 devices only.
Interface Connectors	See Figure 3 and Figure 7.
Volume Up/Down Button	Increase and decrease audio volume (programmable).
External Display	Designated for USB-C port utilization.

Setup

Perform this procedure to start using the device for the first time.

- Install a micro secure digital (SD) card (optional).
- Connect the power supply to power on the device.
- Configure the device.
- Mount the device with the mounting bracket.

Inserting the microSD Card (Optional)

The microSD card slot provides secondary non-volatile storage. The slot is located on the back of the device to the right of the audio jack. Refer to the documentation provided with the card for more information, and follow the manufacturer's recommendations for use.

⚠️ **CAUTION:** Follow proper electrostatic discharge (ESD) precautions to avoid damaging the microSD card. Proper ESD precautions include, but are not limited to, working on an ESD mat and ensuring that the operator is properly grounded.

To install the microSD card:

- Remove the device from the mounting bracket, if installed.
- Slide the microSD card, connectors down, into the device as shown in Figure 9.

Figure 9   Inserting microSD Card
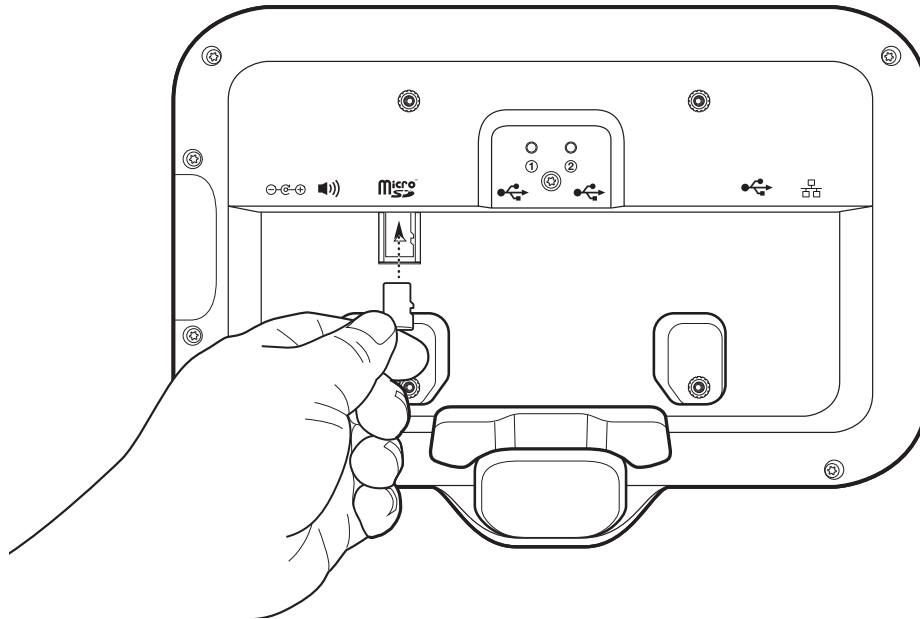
Mounting the Device

Each configuration of the device requires the appropriate mounting bracket to mount the device to a wall or other flat surface. The diameter of the holes for the wall screws is 5.8mm (0.228 in).

📝 **NOTE:**   Device measurements in Figure 10, Figure 11 and Figure 12 are in millimeters.

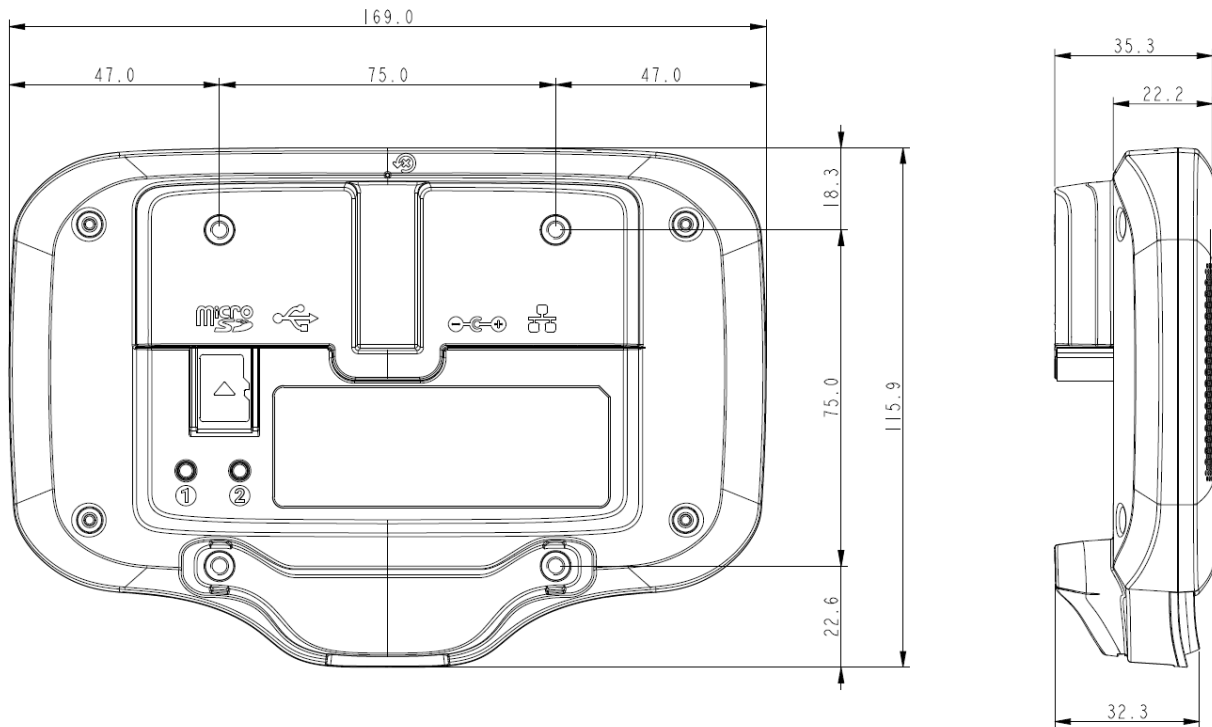**Figure 10**   CC600 Measurements

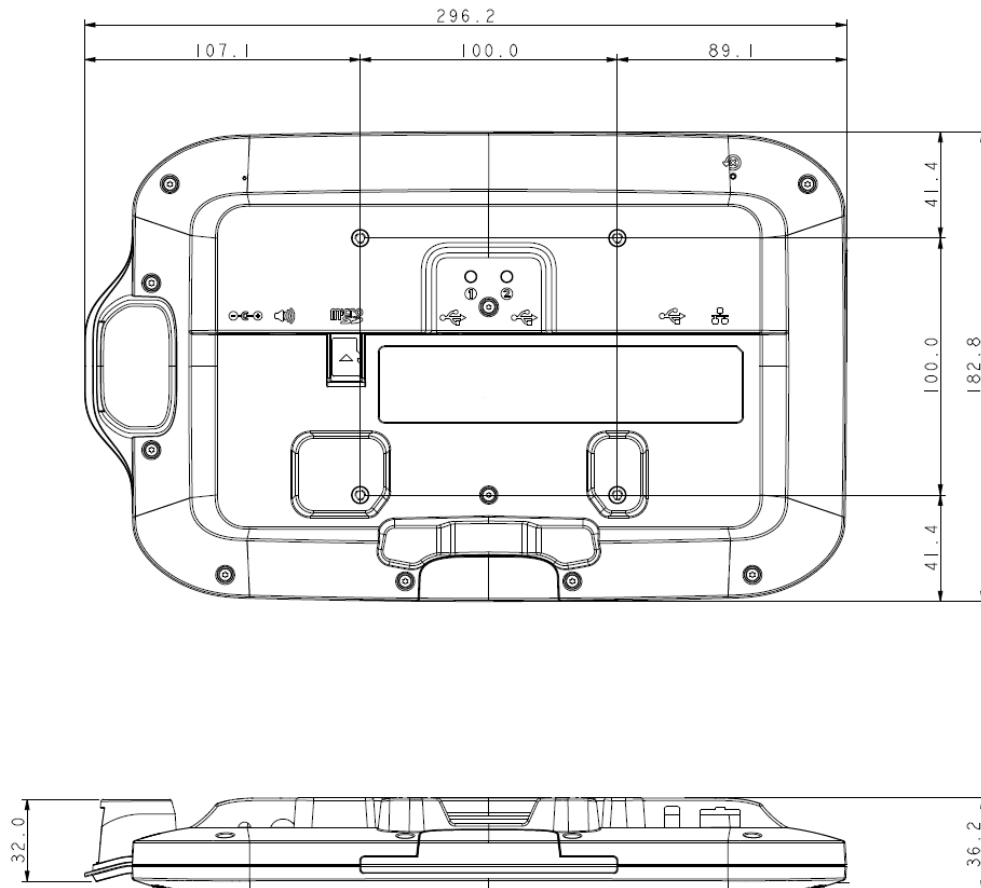**Figure 11**   CC6000 Portrait Measurements

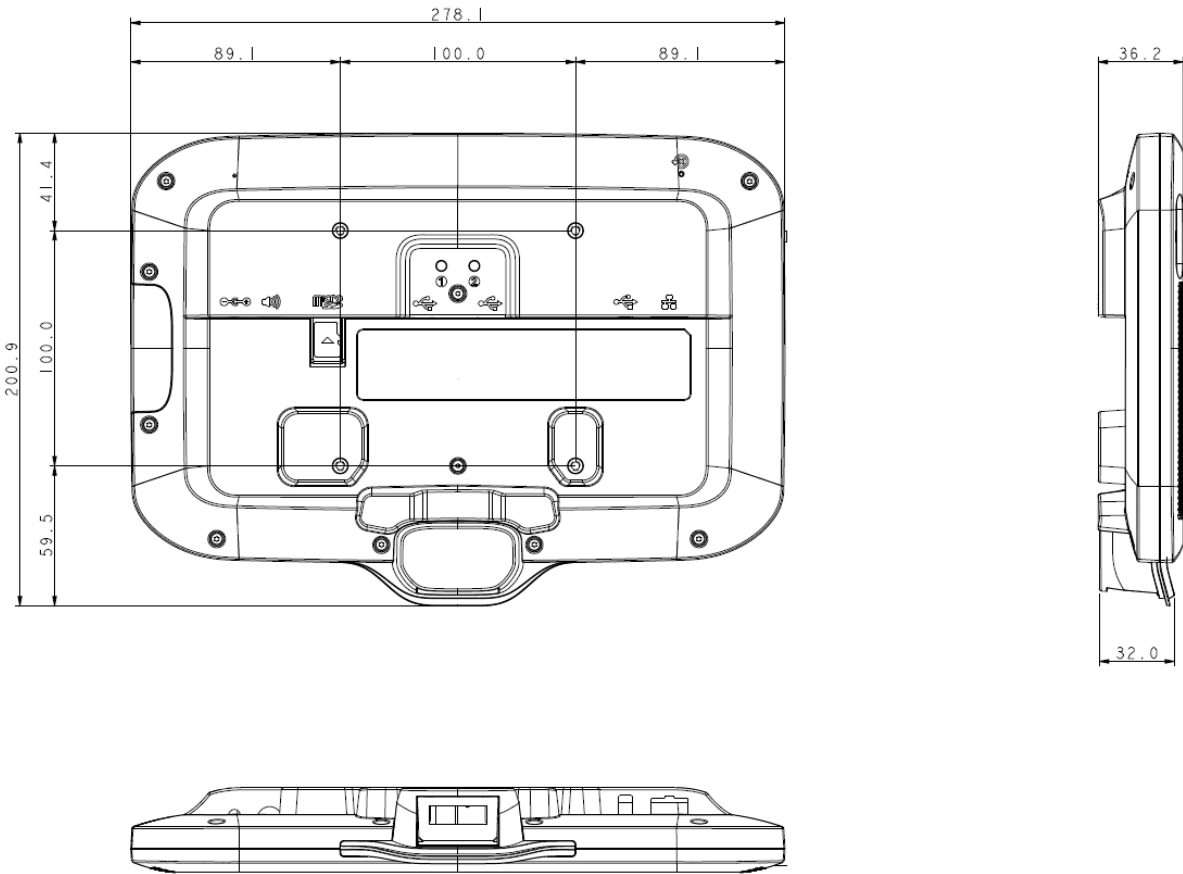**Figure 12** CC6000 Landscape Measurements

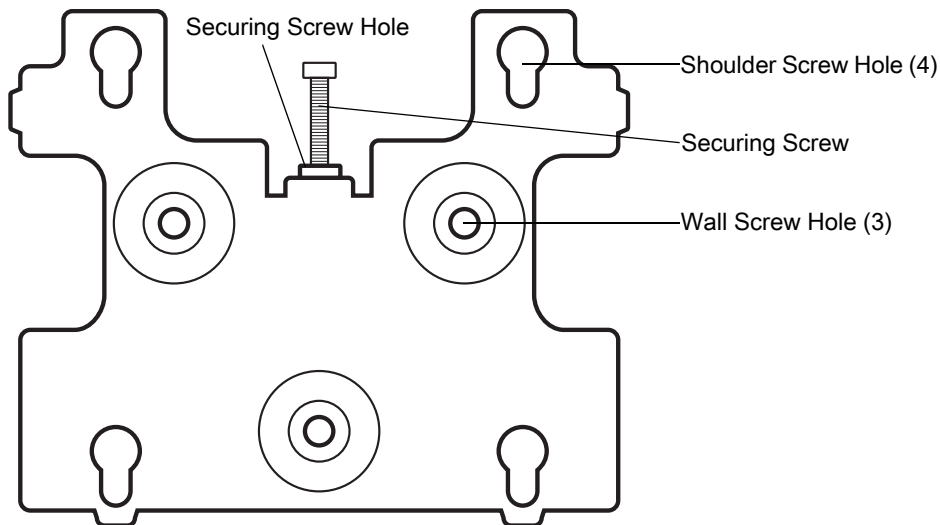**Figure 13** CC600 Mounting Bracket

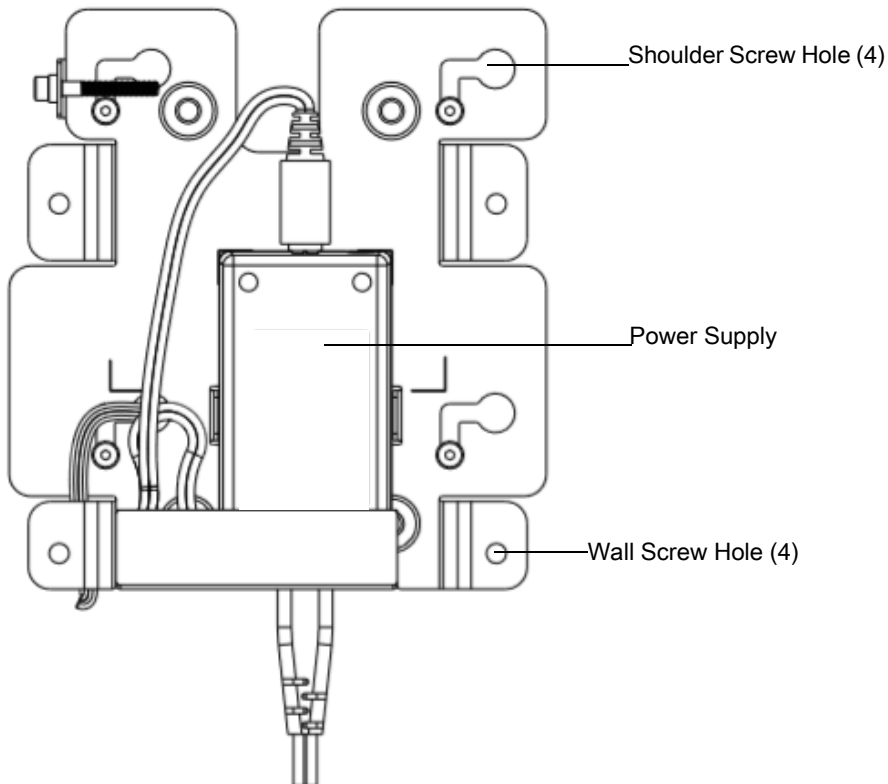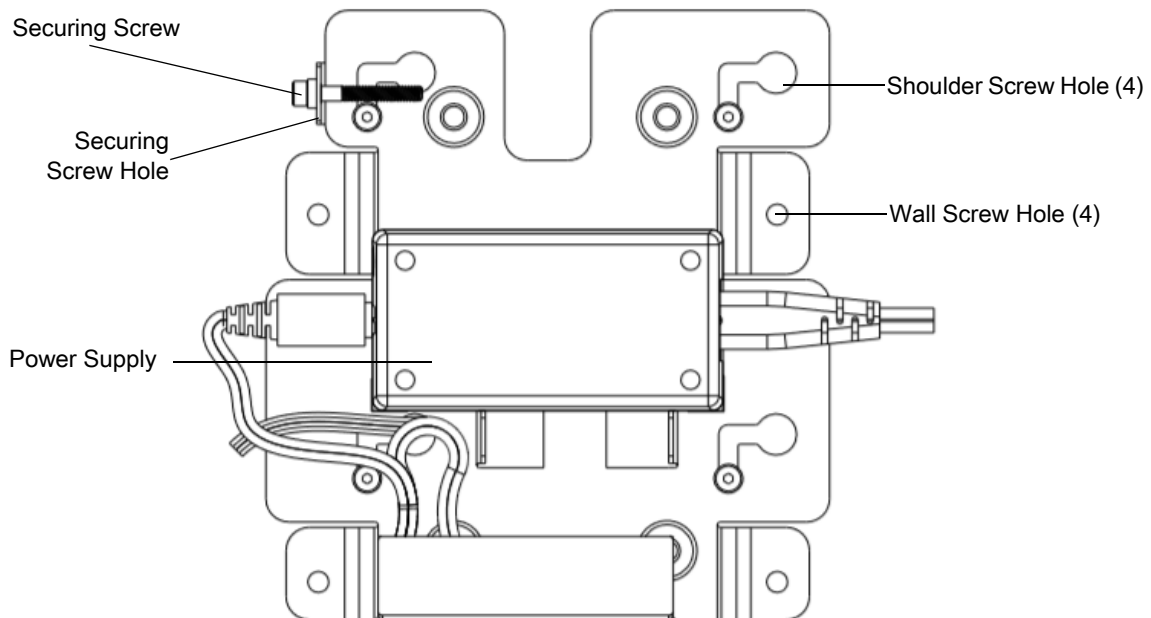**Figure 14** CC6000 Mounting Bracket - Portrait Orientation

Figure 15 CC6000 Mounting Bracket (KT-152098-03) - Landscape Orientation

To mount the device:

1. Determine the CC600 or CC6000 mounting location.

2. Secure the mounting plate to the wall using the screws provided (three screws for the CC600 plate and four screws for the CC6000).
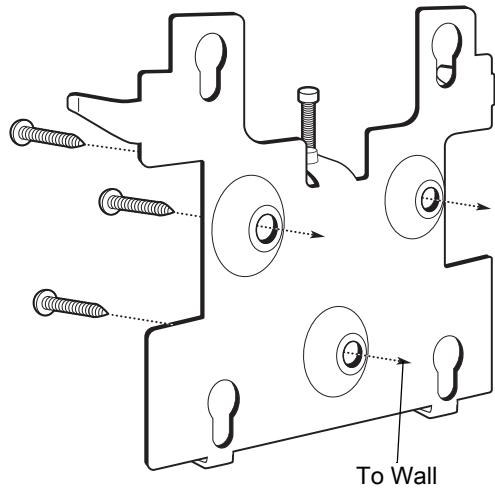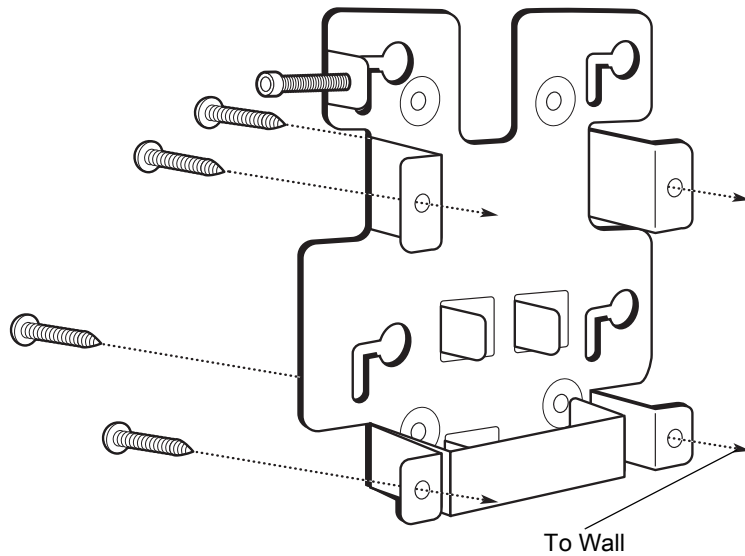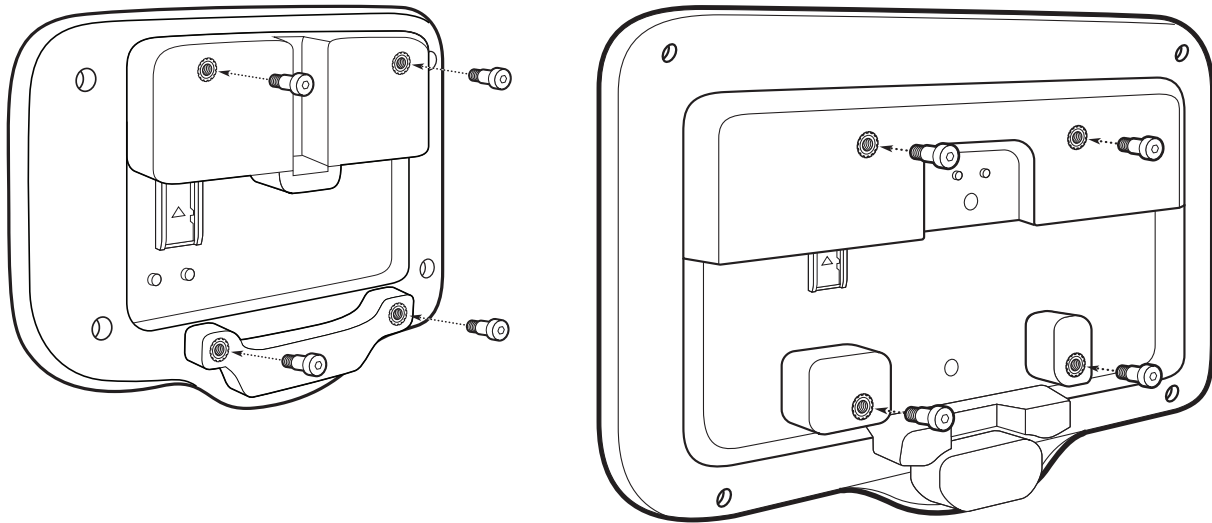
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Figure 16   Attaching the CC600 Bracket To Wall

To Wall

Figure 17   Attaching the CC6000 Bracket To Wall

To Wall

3.   Insert the four shoulder screws, also provided, into the mounting holes in the back of the device.

Figure 18   Inserting Shoulder Screws

4.   Connect the power supply to the power port. Connect any additional cables into the appropriate ports shown in Figure 3 and Figure 7.

5.   Mount the device by placing the shoulder screws through the four keyholes on the mounting plate, and slide the device down to secure in place.

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Figure 19   Attaching the Device to the Bracket
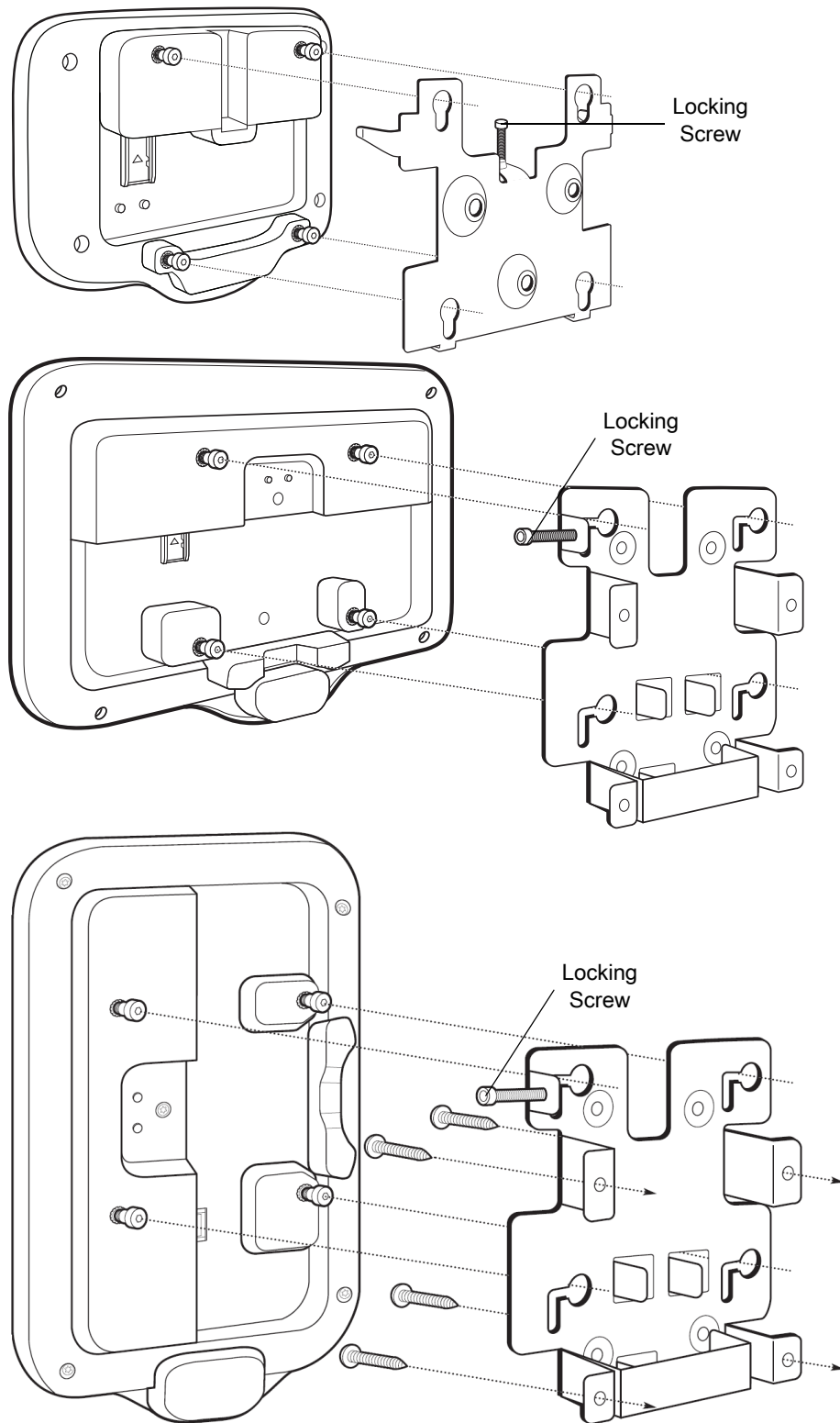
6.   Insert the locking screw through the hole in the tab at the top of the mounting plate. Hand tighten the screw to secure the device.

Barcode Capture

Scanning can be performed using the CC600 and CC6000 Customer Concierge or an imager such as the DS22X8 or DS81X8.

Barcode Capture with an Imager

To capture barcode data with the CC600/CC6000 Customer Concierge:

1. Ensure that an application is open on the device and a text field is in focus (text cursor in text field).
2. Place the barcode in the field of view of the device's scan window. Ensure the barcode is within the scanner's aiming pattern.
3. The LEDs light green and a beep sounds, by default, to indicate the barcode was decoded successfully. Note that when the device is in Pick List Mode, the device does not decode the barcode until the center of the illuminated line or dot touches the barcode.

To capture barcode data with the DS22X8 or DS81X8 imager:

1. Ensure that an application is open on the device and a text field is in focus (text cursor in text field).
2. Press and hold the trigger until either:
   a. The imaging scanner reads the bar code. The imaging scanner beeps, the LED flashes, and the scan line turns off.

   or

   b. The imaging scanner does not read the bar code and the scan line turns off.

Note that when the device is in Pick List Mode, the device does not decode the barcode until the center of the illuminated line or dot touches the barcode.

Resetting the Device

The device has a recessed reset button.

To activate the reset button, use the tip of a small paper clip (1mm in diameter), insert into the recess, push and hold for 3 seconds.

Device has a recovery console accessible via pressing the Button #1 on the back of the device upon power up or via ADB connection and command.

The following reset functions are supported:

- Soft reset (performed with an ADB command)
- Enterprise reset
- Factory reset

The device recovery mode supports the following functions:

- Flash image from zip file on an SD card or from internal flash.
- Apply a system update from an SD card or from internal flash.

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