Zebra Workstation Connect

Installation Guide
2023/10/31

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Icon Conventions

The documentation set is designed to give the reader more visual clues. The following visual indicators are used throughout the documentation set.

NOTE: The text here indicates information that is supplemental for the user to know and that is not required to complete a task.

IMPORTANT: The text here indicates information that is important for the user to know.

CAUTION: If the precaution is not heeded, the user could receive a minor or moderate injury.

WARNING: If danger is not avoided, the user CAN be seriously injured or killed.

DANGER: If danger is not avoided, the user WILL be seriously injured or killed.

Notational Conventions

The following conventions are used in this document:

- **Bold** text is used to highlight the following:
  - Dialog box, window, and screen names
  - Dropdown list and list box names
  - Checkbox and radio button names
  - Icons on a screen
  - Key names on a keypad
  - Button names on a screen
• Bullets (•) indicate:
  • Action items
  • List of alternatives
  • Lists of required steps that are not necessarily sequential.
  • Sequential lists (for example, those that describe step-by-step procedures) appear as numbered lists.

Service Information

If you have a problem with your equipment, contact Zebra Global Customer Support for your region. Contact information is available at: zebra.com/support.

When contacting 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 email, telephone, or fax within the time limits set forth in support agreements.

If your problem cannot be solved by Zebra Customer 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 Zebra business product from a Zebra business partner, contact that business partner for support.

Configurations

This guide covers the following configurations:

Table 1   Compatible Configurations

<table>
<thead>
<tr>
<th>Configuration</th>
<th>Description</th>
<th>Device Compatibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRD-EC5X-1SWS-01</td>
<td>Workstation Docking Cradle Kit with Standard Cup, HDMI, Ethernet, and multiple USB Ports. Included in the kit: Cradle (for example, CRD-EC5X-1SWS-02) Power Supply (for example, PWRBGA12V50W0WW) DC Cable (for example, CBL-DC-388A1-01) Country-specific AC line cords are sold separately.</td>
<td>EC50 and EC55 Mobile Computers</td>
</tr>
</tbody>
</table>

|
## Configuration Description Device Compatibility

**CRD-TC2X-1SNWS-01**
The TC21, TC26, TC21-HC, TC26-HC Connect Cradle (Workstation) connects a mobile computer to an external monitor and multiple peripherals, including HDMI, Ethernet, USB-A (4), and a 3.5mm headset jack.

Included in the kit:
- Cradle (for example, CRD-TC2X-1SNWS-01)
- Power Supply (for example, PWR-BGA12V50W0WW)
- DC Cable (for example, CBL-DC-388A2-01)

Country-specific AC line cords are sold separately.

**CRD-TC5X-1SWS-01**
Workstation Docking Cradle Kit with Standard Cup, HDMI, Ethernet, and multiple USB Ports.

Included in the kit:
- Cradle (for example, CRD-TC5X-1SWS1-01)
- Power Supply (for example, PWR-BGA12V50W0WW)
- DC Cable (for example, CBL-DC-388A1-01)

Country-specific AC line cords are sold separately.

**CRD-NTC5X-1SNWS-01**
The TC53, TC58 Connect Cradle (Workstation) connects a mobile computer to an external monitor and multiple peripherals, including HDMI, Ethernet, and USB-A (4)

Included in the kit:
- Cradle (for example, CRD-NTC5X-1SNWS-01)
- Power Supply (for example, PWR-BGA12V50W0WW)
- DC Line Cord (for example, CBL-DC-388A2-01)

Country-specific grounded AC Line Cord sold separately.

**Table 1** Compatible Configurations (Continued)

<table>
<thead>
<tr>
<th>Configuration</th>
<th>Description</th>
<th>Device Compatibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRD-TC2X-1SNWS-01</td>
<td>The TC21, TC26, TC21-HC, TC26-HC Connect Cradle (Workstation) connects a mobile computer to an external monitor and multiple peripherals, including HDMI, Ethernet, USB-A (4), and a 3.5mm headset jack. Included in the kit: Cradle (for example, CRD-TC2X-1SNWS-01), Power Supply (for example, PWR-BGA12V50W0WW), DC Cable (for example, CBL-DC-388A2-01) Country-specific AC line cords are sold separately.</td>
<td>TC21, TC26, TC21-HC, and TC26-HC Mobile Computers</td>
</tr>
<tr>
<td>CRD-TC5X-1SWS-01</td>
<td>Workstation Docking Cradle Kit with Standard Cup, HDMI, Ethernet, and multiple USB Ports. Included in the kit: Cradle (for example, CRD-TC5X-1SWS1-01), Power Supply (for example, PWR-BGA12V50W0WW), DC Cable (for example, CBL-DC-388A1-01) Country-specific AC line cords are sold separately.</td>
<td>TC52, TC52x, TC57, TC57x, TC52ax, TC52x-HC and TC52ax-HC Mobile Computers</td>
</tr>
<tr>
<td>CRD-NTC5X-1SNWS-01</td>
<td>The TC53, TC58 Connect Cradle (Workstation) connects a mobile computer to an external monitor and multiple peripherals, including HDMI, Ethernet, and USB-A (4). Included in the kit: Cradle (for example, CRD-NTC5X-1SNWS-01), Power Supply (for example, PWR-BGA12V50W0WW), DC Line Cord (for example, CBL-DC-388A2-01) Country-specific grounded AC Line Cord sold separately.</td>
<td>TC53 and TC58 Mobile Computers</td>
</tr>
</tbody>
</table>
Table 1  Compatible Configurations (Continued)

<table>
<thead>
<tr>
<th>Configuration</th>
<th>Description</th>
<th>Device Compatibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRD-NTC7X-1SNWS-01</td>
<td>The TC73/TC78 Connect Cradle (Workstation) connects a mobile computer to an external monitor and multiple peripherals, including HDMI, Ethernet, and USB-A (4). Included in the kit: • Cradle (for example, CRD-NTC7X-1SNWS-01) • Power Supply (for example, PWR-BGA12V50W0WW) • DC Line Cord (for example, CBL-DC-388A2-01) Country-specific AC line cords are sold separately.</td>
<td>TC73 and TC78 Mobile Computers</td>
</tr>
<tr>
<td>CRD-ET4X-1SNWS-01</td>
<td>The ET40, ET45, ET40-HC, ET45-HC Connect Cradle (Workstation) connects a 10” or 8” Tablet to an external monitor and multiple peripherals, including HDMI, Ethernet, USB-A (x4), and a 3.5mm headset jack. Included in the kit: • Cradle (for example, CRD-ET4X-1SNWS-01) • Power Supply (for example, PWR-BGA12V50W0WW) • DC Line Cord (CBL-DC-388A2-01) Country-specific grounded AC Line Cord sold separately.</td>
<td>ET40, ET45, ET40-HC, ET45-HC Tablets</td>
</tr>
</tbody>
</table>
Table 1  Compatible Configurations (Continued)

<table>
<thead>
<tr>
<th>Configuration</th>
<th>Description</th>
<th>Device Compatibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRD-ET5X-1SWS-01</td>
<td>Workstation Docking Cradle Kit with Standard Cup, HDMI, Ethernet, and multiple USB Ports. Included in the kit:</td>
<td>ET51 and ET56 Mobile Computers</td>
</tr>
<tr>
<td></td>
<td>• Cradle with Rugged I/O Adaptor (for example, CRD-ET5X-1SCOM2R)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Cradle (for example, CRD-ET5X-1SCOM1)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Power Supply (for example, PWRBGA12V50W0WW)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• DC Cable (for example, CBL-DC-388A1-01)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Country-specific AC line cords are sold separately.</td>
<td></td>
</tr>
<tr>
<td>CRD-L10A-XVEHCOMS21-01</td>
<td>The L10 tablet comes with a Lithium-ion battery and a power supply.</td>
<td>L10 Tablets</td>
</tr>
</tbody>
</table>

**NOTE:** A Mobility DNA Enterprise license is required to use Zebra Workstation Connect on Zebra Professional-series devices.
This document outlines the various methods to install Zebra Workstation Connect onto a mobile device. The sections below describe installing the application manually via the StageNow application or XML. After installing the Android 11 OS specific to the mobile device being used, the device uses Mirror Mode as the default when docked in a Zebra Workstation Cradle and connected to an HDMI monitor. If Mirror Mode is the required view mode, no further actions are required.

Install the Zebra Workstation Connect on a mobile device by downloading via StageNow and following the instructions in Installing via StageNow, utilizing XML and following the procedure outlined in Installing via XML, or manually following the steps outlined in Manual Installation.

NOTE: The DisplayLink Desktop (OEM) application should be approved by EMMs before enrolling the device. This step is not necessary for ET5x devices.

Installing via StageNow

Use StageNow to install a Zebra Workstation Connect managed configuration.

1. Configure an applicable network where the Zebra Workstation Connect APK can be downloaded over Wi-Fi.
2. Download the Zebra Workstation Connect APK to a suitable location on the mobile device using FileMgr. For more information on using FileMgr, go to techdocs.zebra.com/stagenow/2-2/csp/file/
3. Install the Zebra Workstation Connect APK using AppMgr. For more information about using AppMgr to install an APK on the device, go to techdocs.zebra.com/stagenow/3-1/csp/app/
4. Grant Zebra Workstation Connect APK permission to Display over other apps using AccessMgr. For more information on using AccessMgr to grant permissions to an application, go to techdocs.zebra.com/mx/accessmgr/.
5. Provide the application signature of the Workstation Connect APK and attach it to the StageNow profile. For more information on generating a signature, go to zebra.com/emdk-for-android/latest/samples/sigtools/.

6. Enable Desktop Mode on the mobile device using DisplayMgr. View the following image for the DisplayMgr settings and developer options to enable Desktop Mode.

7. Use StageNow to generate a barcode and scan it to set up the configuration on the mobile device.
After the device is docked into the Workstation Cradle and connected to the HDMI monitor, the mobile device's screen displays the home screen. Simultaneously, the external monitor displays the home screen of Zebra Workstation Connect.

### Installing via XML

Use an EMM to download and install the Zebra Workstation Connect APK on the mobile device.

Submit the following XML to MX to grant the Zebra Workstation Connect APK permission to Display over other apps:

```xml
<!--Set permission Via AccessMgr for ZWC -->
<wap-provisioningdoc>
  <characteristic version="10.4" type="AccessMgr">
    <parm name="PermissionAccessAction" value="1" />
    <parm name="PermissionAccessPermissionName" value="android.permission.SYSTEM_ALERT_WINDOW" />
    <parm name="PermissionAccessPackageName" value="com.zebra.workstationconnect.release" />
    <parm name="PermissionAccessSignature" />
  </characteristic>
</wap-provisioningdoc>
```
Submit the following XML to MX to enable Desktop Mode on the mobile device using DisplayMgr:

```xml
<!--Set desktop mode Via DisplayMgr-->
<wap-provisioningdoc>
<characteristic version="10.5" type="DisplayMgr">
<parm name="SecondaryDisplayMode" value="1" />
<parm name="ActivityResizability" value="1" />
</characteristic>
</wap-provisioningdoc>
```

After the device is docked into the Workstation Cradle and connected to an HDMI monitor, the mobile device's screen displays the home screen and allows the user to launch and run applications. Simultaneously, the external monitor displays the home screen of Zebra Workstation Connect.

**Manual Installation**

Installing the Zebra Workstation Connect APK on the mobile device is required and provides features that enhance the user experience on an external monitor (secondary screen).

To manually install the application, follow the steps below.

1. Install the APK (com.zebra.workstationconnect.release.apk) on the device by following a standard process. For example, adb install <path to> com.zebra.workstationconnect.release.apk or save the file on the device and run it directly.
2. Grant permission to deploy the APK over the other applications by tapping and holding the Workstation Connect application icon on the mobile device screen. **App Info > Advanced > Display over other apps > Allowed**
3. Enable Desktop Mode by enabling the following system settings on the mobile device:
   a. Enable Developer Options: Settings > About Phone > Build number 7 times.

   ![Developer Options Settings](image)

   **NOTE:** If the application is not designed to be resizable, enable **Force activities to be resizable**. Reviewing the behavior of all applications when utilizing Zebra Workstation Connect and enabling this option is recommended.

4. After the device is docked into the Workstation Cradle and connected to an HDMI monitor, the mobile device displays the home screen and allows the user to launch and run applications. Simultaneously, the external monitor displays the home screen of Zebra Workstation Connect.