

Zebra Workstation Connect



ZEBRA

Installation Guide

2025/06/26

ZEBRA and the stylized Zebra head are trademarks of Zebra Technologies Corporation, registered in many jurisdictions worldwide. All other trademarks are the property of their respective owners. ©2025 Zebra Technologies Corporation and/or its affiliates. All rights reserved.

Information in this document is subject to change without notice. The software described in this document is furnished under a license agreement or nondisclosure agreement. The software may be used or copied only in accordance with the terms of those agreements.

For further information regarding legal and proprietary statements, please go to:

SOFTWARE: zebra.com/informationpolicy.

COPYRIGHTS: zebra.com/copyright.

PATENTS: ip.zebra.com.

WARRANTY: zebra.com/warranty.

END USER LICENSE AGREEMENT: zebra.com/eula.

Terms of Use

Proprietary Statement

This manual contains proprietary information of Zebra Technologies Corporation and its subsidiaries ("Zebra Technologies"). It is intended solely for the information and use of parties operating and maintaining the equipment described herein. Such proprietary information may not be used, reproduced, or disclosed to any other parties for any other purpose without the express, written permission of Zebra Technologies.

Product Improvements

Continuous improvement of products is a policy of Zebra Technologies. All specifications and designs are subject to change without notice.

Liability Disclaimer

Zebra Technologies takes steps to ensure that its published Engineering specifications and manuals are correct; however, errors do occur. Zebra Technologies reserves the right to correct any such errors and disclaims liability resulting therefrom.

Limitation of Liability

In no event shall Zebra Technologies or anyone else involved in the creation, production, or delivery of the accompanying product (including hardware and software) be liable for any damages whatsoever (including, without limitation, consequential damages including loss of business profits, business interruption, or loss of business information) arising out of the use of, the results of use of, or inability to use such product, even if Zebra Technologies has been advised of the possibility of such damages. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Contents

- About This Guide..... 4**
 - Icon Conventions.....4
 - Notational Conventions..... 4
 - Service Information..... 5
 - Configurations.....5
 - Revision History..... 8

- Zebra Workstation Connect Installation Methods..... 10**
 - Installation Guidelines and Limitations..... 10
 - COPE Mode Prerequisites.....10
 - Installation and Uninstallation in COPE Mode Using an EMM.....11
 - Upgrading from EMM.....11
 - Installing via StageNow.....11
 - Installing via XML..... 13
 - Manual Installation..... 14

About This Guide

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 notational conventions make the content of this document easy to navigate.

- **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/firmware 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

Configuration	Description	Device Compatibility
CRD-EC5X-1SWS-01	<p>Workstation Docking Cradle Kit with Standard Cup, HDMI, Ethernet, and multiple USB Ports.</p> <p>Included in the kit:</p> <ul style="list-style-type: none">• Cradle (for example, CRD-EC5X-1SWS-02)• Power Supply (for example, PWRBGA12V50W0WW)• DC Cable (for example, CBL-DC-388A1-01) <p>Country-specific AC line cords are sold separately.</p>	EC50 and EC55 Mobile Computers

Table 1 Compatible Configurations (Continued)

Configuration	Description	Device Compatibility
CRD-TC2X-1SNWS-01	<p>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.</p> <p>Included in the kit:</p> <ul style="list-style-type: none"> • Cradle (for example, CRD-TC2X-1SNWS-01) • Power Supply (for example, PWR-BGA12V50W0WW) • DC Cable (for example, CBL-DC-388A2-01) <p>Country-specific AC line cords are sold separately.</p>	TC21, TC26, TC21-HC, and TC26-HC Mobile Computers
CRD-TC5X-1SWS-01	<p>Workstation Docking Cradle Kit with Standard Cup, HDMI, Ethernet, and multiple USB Ports.</p> <p>Included in the kit:</p> <ul style="list-style-type: none"> • Cradle (for example, (CRD-TC5X-1SWS1-01) • Power Supply (for example, PWRBGA12V50W0WW) • DC Cable (for example, CBL-DC-388A1-01) <p>Country-specific AC line cords are sold separately.</p>	TC52, TC52x, TC57, TC57x, TC52ax, TC52x-HC and TC52ax-HC Mobile Computers
CRD-NTC5X-1SNWS-01	<p>The TC53, TC58 Connect Cradle (Workstation) connects a mobile computer to an external monitor and multiple peripherals, including HDMI, Ethernet, and USB-A (4)</p> <p>Included in the kit:</p> <ul style="list-style-type: none"> • Cradle (for example, CRD-NTC5X-1SNWS-01) • Power Supply (for example, PWR-BGA12V50W0WW) • DC Line Cord (for example, CBL-DC-388A2-01) <p>Country-specific grounded AC Line Cord sold separately.</p>	TC53 and TC58 Mobile Computers

Table 1 Compatible Configurations (Continued)

Configuration	Description	Device Compatibility
CRD-NTC7X-1SNWS-01	<p>The TC73/TC78 Connect Cradle (Workstation) connects a mobile computer to an external monitor and multiple peripherals, including HDMI, Ethernet, and USB-A (4).</p> <p>Included in the kit:</p> <ul style="list-style-type: none"> • Cradle (for example, CRD-NTC7X-1SNWS-01) • Power Supply (for example, PWR-BGA12V50W0WW) • DC Line Cord (for example, CBL-DC-388A2-01) <p>Country-specific AC line cords are sold separately.</p>	TC73 and TC78 Mobile Computers
CRD-ET4X-1SNWS-01	<p>The ET40, ET45, ET40-HC, ET45-HC Connect Cradle (Workstation) connects a 10 or 8 in. tablet to an external monitor and multiple peripherals, including HDMI, Ethernet, USB-A (x4), and a 3.5 mm headset jack.</p> <p>Included in the kit:</p> <ul style="list-style-type: none"> • Cradle (for example, CRD-ET4X-1SNWS-01) • Power Supply (for example, PWR-BGA12V50W0WW) • DC Line Cord (CBL-DC-388A2-01)) <p>Country-specific grounded AC Line Cord sold separately.</p>	ET40, ET45, ET40-HC, ET45-HC Tablets

Table 1 Compatible Configurations (Continued)

Configuration	Description	Device Compatibility
CRD-ET5X-1SWS-01	<p>Workstation Docking Cradle Kit with Standard Cup, HDMI, Ethernet, and multiple USB Ports.</p> <p>Included in the kit:</p> <ul style="list-style-type: none"> • Cradle with Rugged I/O Adaptor (for example, CRD-ET5X-1SCOM2R) • Cradle (for example, CRD-ET5X-1SCOM1) • Power Supply (for example, PWRBGA12V50W0WW) • DC Cable (for example, CBL-DC-388A1-01) <p>Country-specific AC line cords are sold separately.</p>	ET51 and ET56 Mobile Computers
CRD-L10A-XVEHCOMS21-01	The L10 tablet comes with a Lithium-ion battery and a power supply.	L10 Tablets



NOTE: A Mobility DNA Enterprise license is required to use Zebra Workstation Connect on Zebra Professional series devices.

Revision History

Changes to the original guide are listed in the following table:

Revision	Date	Description	Zebra Workstation Connect Version
-08 Rev A	7/25	<p>Updates in this version include:</p> <ul style="list-style-type: none"> • Included information regarding desktop mode being automatically enabled with Android 14 	5.1
-07 Rev. A	10/24	<p>Updates in this version include:</p> <ul style="list-style-type: none"> • Support for Work profile for mixed-use company-owned devices (previously COPE, or Corporate Owned, Personally Enabled) 	4.1
-06 Rev. A	3/24	<p>Updates in this version include:</p> <ul style="list-style-type: none"> • Support for Android 13 	3.0

About This Guide

Revision	Date	Description	Zebra Workstation Connect Version
-05 Rev. A	10/23	Updates in this version include: <ul style="list-style-type: none">• Updated procedure for installing Zebra Workstation Connect using StageNow	2.0
-04 Rev. A	2/23	Updates in this version include: <ul style="list-style-type: none">• Added support for Zebra devices and peripherals	1.7
-03 Rev. A	5/22	Updates in this version include: <ul style="list-style-type: none">• Updated procedure for installing Zebra Workstation Connect using XML	1.4
-02 Rev. A	10/21	Updates in this version include: <ul style="list-style-type: none">• Added support for Zebra devices and peripherals	1.1
-01 Rev. A	8/21	Initial Release	1.0

Zebra Workstation Connect Installation Methods

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.

Installation Guidelines and Limitations

This section provides useful Workstation Connect installation information and pre-requisites.

COPE Mode Prerequisites

COPE mode (Work profile for mixed-use company-owned devices) refers to applications on the mobile device categorized into work, personal, or global.

While in COPE mode, work applications are accessible when using Workstation Connect, while applications categorized as personal are not. Global applications (for example, Settings) are also available for use in COPE mode.

Before installing Zebra Workstation Connect on a COPE-enabled device, perform the following.

- Activate licensing (Value Tier (VT) devices only).
- Allow Display over other apps permission.
- Enable Desktop Mode.



NOTE: If your device is A14 or above, there is no need to enable desktop mode, as it is enabled by default when installing ZWC.

Installation and Uninstallation in COPE Mode Using an EMM

Installation while in COPE mode (Work profile for mixed-use company-owned devices) produces two instances of Zebra Workstation Connect that result in a Personal Profile and a Work Profile.

If the Personal Profile is deleted, Android Launcher runs on the desktop when the device is docked. Perform a device reboot to automatically re-install the Workstation Connect Personal Profile.



NOTE: Previously enabled managed configurations are not retained if the Personal Profile is deleted. Re-deploy the managed configuration after re-installing Workstation Connect to ensure you are using the correct set of managed configurations.

When using an EMM, uninstalling Workstation Connect removes both the Personal Profile and the Work Profile.

Upgrading from EMM

When upgrading a device from EMM, reboot the device after installing Zebra Workstation Connect.

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 techdocs.zebra.com/emdk-for-android/latest/samples/sigtools/.

Permission Access Action: ?

Grant Permission to an Application

Permission Name: ?

System Alert Window

Application Package Name: ?

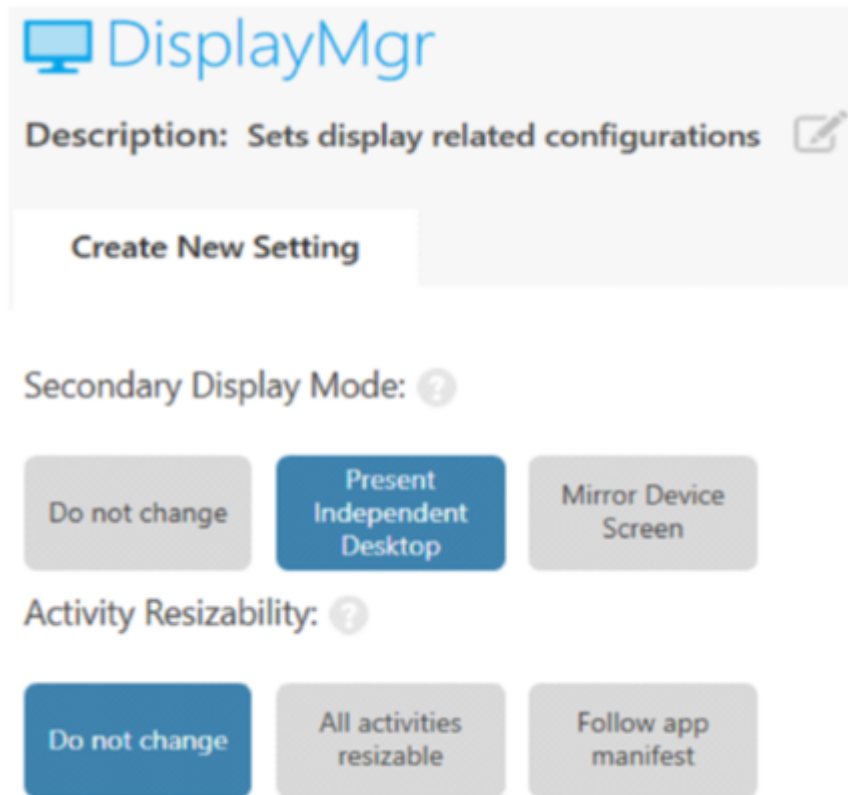
com.zebra.workstationconnect.release



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.



NOTE: If your device is A14 or above, there is no need to enable desktop mode as it is enabled by default when installing ZWC.



7. Use StageNow to generate a barcode and scan it to set up the configuration on the mobile device.



StageNow

Profile Name:EnableDesktopMode_reboot

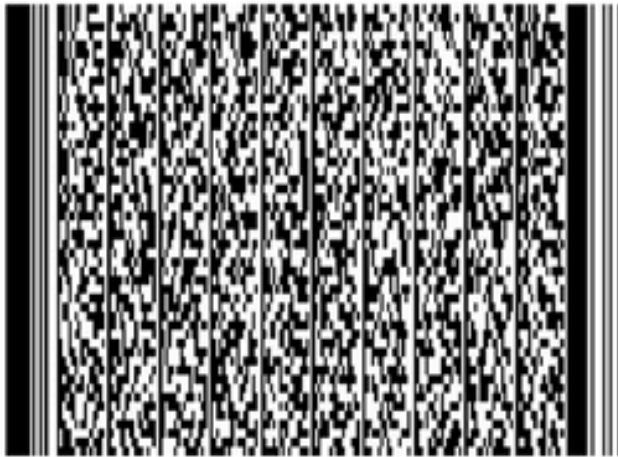
Barcode Type:PDF417

Minimum Compatible MX Version:10.2

Administrator Instructions: Scan this barcode using StageNow client to enable device desktop mode, this even reboots the device to switch from mirror mode to desktop mode

Scan Barcodes with StageNow Client:

1



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:

```
<!--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"
```

```

value="MIID6TCCAtGgAwIBAgIJAJqOWgV07V6QMA0GCSqGSIb3DQEBAQUAMIGKMQswCQYDVQQG
EwJVUzERMA8GA1UECAwITmV3IFlvcmsxEzARBgNVBACMCkhvbHRzdm1sbGUxGTAXBgNVBAsMEE1
vYmlsZSBDb21wdXRpbmcxGzAZBgNVBAoMElplYnJhIFRlY2hub2xvZ211czEhMBkGA1UEAwwSQ2
9tbW9uIEFuZHZHJvaWQgS2V5MB4XDTE4MTEyOTIwNTU0OV0XDTQ2MDQxNjIwNTU0OVowYoxCzAJB
gNVBAYTAlVTMREwDwYDVQQIDAHOZXCgWW9yazETMBEGA1UEBwwKSG9sdHN2aWxsZTEZMBcGA1UE
CwwQTW9iaWxliENvbXBldGluZzEhMBkGA1UECgwSWmVicmEgVGVjaG5vbG9naWVzMRSwGQYDVQQ
DDBJDb21tb24gQW5kcm9pZCBLZXkwgGEiMA0GCSqGSIb3DQEBAQUAA4IBDwAwggEKAoIBAQCwA3
jRXXIKoF3lU4gBU0XM7LAzAc9pyxHFbqRoy+uGXzIdPGKNQVqyeQKT1gLnQWz7Nz+AiFbB3axfj
pGZy8Z5gakpli8avx+ZwwST++ufEs+jhKF9XJThOSc9MG5Cgk9+ByAZjBLwg0XX+IPqTO+xcxG8
BlNIDOd1Ik+99MQezGn8mfS/1MMC1ynZRC+18z9Vkd+FZeFYSHU1OoFBMhCjMKYApA08ZuPk/+1
QTfDTs+JPxjsBqy906vt+PnDnYIfobjaxeEbaDQvjRLlLKKq10svdcmnrKwK72Dt5XkIcTYHfE
s6wfFrMiYhO3/gxhoqBuiHbNyIL9kKTWkMg2wfAgMBAAGjUDBOMB0GA1UdDgQWBBRXkmK7fyfhV
MBWOrUJvkSHm9IapDAfBgNVHSMEGDAWgBRXkmK7fyfhVMBWOrUJvkSHm9IapDAMBGNVHRMEBTAD
AQH/MA0GCSqGSIb3DQEBAQUAA4IBAQB0BZ1Duu0U59p7U9pkdoS79GxhE8ALnYPkxeVX5ZqObBS
/BWG5t+M2EyfUc2pNKqAqopfnBdyXcxuw0JyQBIYKmDHG+YtxqxdqBcDrfmsxklgyVLH4mZvhCT
pPeUM5LivzFGdaqm4Dm2M5XG1BSDvclrUzoebDhg2VFJfRzYHnhZsBNVlcxQ/m8UUKmG15sXgIH
QCi4o0zrdRcWAnMqtxd0vzdRL2h6MTh56ICiOVG8rASXBdZmN49FjwlyYfQyetwdrmpYleTWky
QteGCy7r5zMCXcMTRawRp5R6kP/w6FNcw3fpUs8qHlT47lhVNABQA94hkNW50Fv40xuSYOww"
/>
</characteristic>
</wap-provisioningdoc>

```

Submit the following XML to MX to enable Desktop Mode on the mobile device using DisplayMgr:



NOTE: If your device is A14 or above, there is no need to enable desktop mode as it is enabled by default when installing ZWC.

```

<!--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.

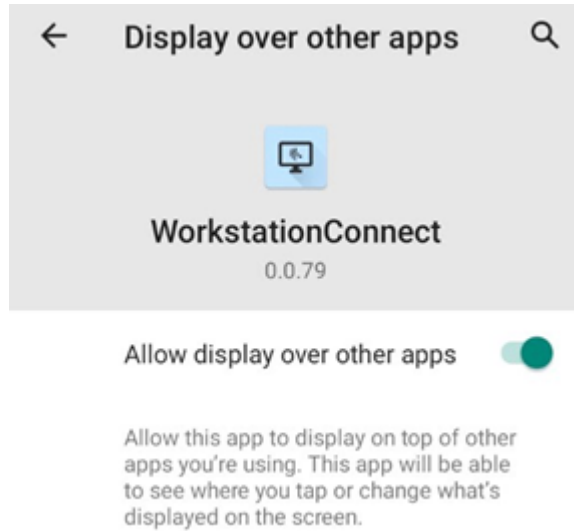
Manual Installation

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**

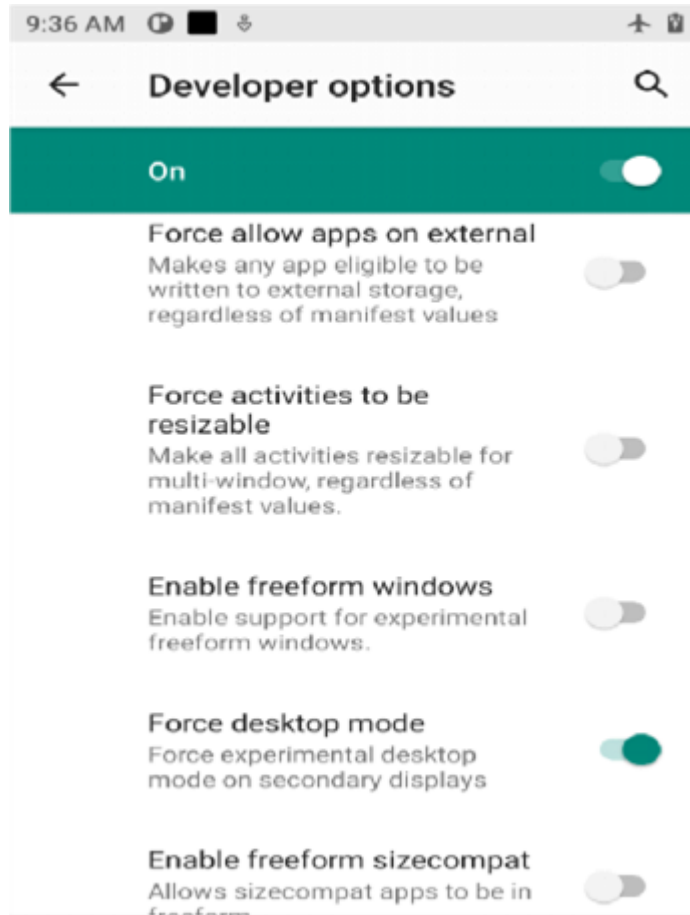


3. Enable Desktop Mode by enabling the following system settings on the mobile device:



NOTE: If your device is A14 or above, there is no need to enable desktop mode as it is enabled by default when installing ZWC.

- a. Enable Developer Options: **Settings > About Phone > Build number 7 times.**
- b. Enable Desktop Mode on the Menu: **Settings > System > Advanced > Developer Options.**



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.

