



# Concierge CC5000-10

## Software Loading Procedures

### Android Lollipop

Enterprise Visibility and Mobility  
Data Capture Solutions

Mar 14, 2018



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## 2 Scope

This document covers the procedures for loading the Concierge Android Lollipop software to the CC5000-10.

## 3 Supported Hardware Configurations

- CC5000-10

## 4 Verification of Hardware

Ensure that the hardware being used is a released unit with a serial number and other regulatory labels in place. Questions may be addressed to Zebra Technologies Tier One Support team (800-653-5350).

## 5 Upgrading from Lollipop to another version of Lollipop

### 5.1 Installing the Lollipop OTA package using Recovery Mode

1. Load an SD Card onto a standard computer.
2. Format the SD Card as FAT32
3. Copy the **FullPackageUpdate-2.0.2.xx.zip** OTA file to the SD Card.
4. Remove the SD Card from the PC, and Insert it into SD Card slot in the back of the CC5000-10



device.

5. Remove power from the device.
6. Re-apply power while holding the '2' button in the back of the device. Keep the button pressed until the recovery screen appears.
7. Once the Recovery Screen appears, Used the '1' button to scroll through the options and select "Apply Update from SD Card"
8. The contents of the SD card will be displayed. Select the desired file.
9. Wait for the updating process to complete until the message "Update complete" is displayed.
10. Reboot the device once the update process has been completed, either by selecting the 'Reboot' option from the list or by cycling power to the device.



## 6 Upgrading from Jellybean to Lollipop

The software upgrade package from Jellybean to Lollipop is only available to transition from any version of Jellybean to Lollipop version 2.0.2.7. Upgrading to a later version should be done using an additional step of upgrading from 2.0.2.7 to the latest Lollipop version using the instructions listed in section 5.

Upgrading from Jellybean to Lollipop can be done either by the standard manual process, or by pushing the MDZ package to a known location using an MDM or the ADB interface.

### 6.1 Upgrading Jellybean to Lollipop (manual)

1. Copy the **cc5000-10-2.0.2.7-jb2lp.mdz** file to an SD Card or USB drive.  
**Note: there must be only one MDZ file and it must be in the root folder of the USB/SD card**
2. Apply power to the device.
3. Login into the Admin mode
  - a. Long-press in the lower-right-hand corner (on the Zebra logo) until the PIN code entry box comes up.
  - b. Enter the Admin PIN code (default is 5678).
4. Touch the clock display in the lower right-hand corner.
5. Select Settings.
6. Scroll down and select About device and read the Build number.
  - a. If the first portion of the Build number reads 01.1.0.x or higher, select **System Update** and proceed to Step 10.
  - b. Otherwise, continue to Step 6.
7. Touch the clock display in the lower right-hand corner.
8. Select the Application Configuration menu option.
9. Select the System Update application.
10. Insert a USB drive or an SD card containing update package.
11. Click the “Apply” button.  
Note: If ‘No Storage media found’ is displayed, do the following:
  - a. Go Back to Settings > Storage
  - b. Scroll down to “USB STORAGE”
  - c. Click on Mount SD card
  - d. Go back to System Update, and click Apply.
12. Wait until the update process is complete (the device will reboot itself and ‘Management update complete’ message will be displayed).
13. Confirm a successful installation by verifying the build id:
  - a. Select “Settings”
  - b. Select “About table”
  - c. Build number should be one of the following  
User build: 2.0.x.x-4AL11-MMDDYY release keys  
Debug build: 92.0.x.x-4AL11-MMDDYY test keys

### 6.2 Upgrading Jellybean to Lollipop (remote)



1. Copy the **cc5000-10-2.0.2.7-jb2lp.mdz** file using an MDM system or the ADB interface to:  
    /sdcard/tmp/inbox/
2. Device will automatically begin the upgrade process.
3. Wait until update is complete (the device will reboot itself and show 'Management update complete').
4. Confirm a successful installation by verifying the build id:
  - a. Select "Settings"
  - b. Select "About table"
  - c. Build number should be one of the following
    - User build: 2.0.x.x-4AL11-MMDDYY release keys
    - Debug build: 92.0.x.x-4AL11-MMDDYY test keys

## 7 Factory Reset

A factory Reset restores the device to its original system state by erasing the entire user data and the configuration information stored on the device in an attempt to restoring the device's software to its original manufacturer settings.

The process of applying the Factory Reset OTA file (**cc5000-10-FRESET-Lollipop.zip**) is identical to the Lollipop OTA update that is described above in the first section.

## 8 Enterprise Reset

Like Factory Reset, Enterprise Reset restores the device to its original system state by erasing the entire user data and the configuration information stored on the device. However, unlike Factory Reset, this process maintains the data stored in the Enterprise partition.

The process of applying the Enterprise Reset OTA file (**cc5000-10-ERESET-Lollipop.zip**) is identical to the Lollipop OTA update that is described above in the first section.