Workstation Connect

Installation Guide

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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 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

Configuration	Description	Device Compatibility
CRD-EC5X-1SWS-01	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.	EC50 and EC55 Mobile Computers

Table 1   Compatible Configurations (Continued)

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.	TC21, TC26, TC21-HC, and TC26-HC Mobile Computers
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, PWRBGA12V50W0WW) • DC Cable (for example, CBL-DC-388A1-01) Country-specific AC line cords are sold separately.	TC52, TC52x, TC57, TC57x, TC52ax, TC52x-HC and TC52ax-HC Mobile Computers
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.	TC53 and TC58 Mobile Computers

Table 1 Compatible Configurations (Continued)

Configuration	Description	Device Compatibility
CRD-NTC7X-1SNWS-01	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.	TC73 and TC78 Mobile Computers
CRD-ET4X-1SNWS-01	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.	ET40, ET45, ET40-HC, ET45-HC Tablets

Table 1 Compatible Configurations (Continued)

Configuration	Description	Device Compatibility
CRD-ET5X-1SWS-01	Workstation Docking Cradle Kit with Standard Cup, HDMI, Ethernet, and multiple USB Ports. Included in the kit: • 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) Country-specific AC line cords are sold separately.	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.

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.

Installing via StageNow

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. Refer to techdocs.zebra.com/stagenow/2-2/csp/file/ for more information about the usage of FileMgr.

3. Install the Zebra Workstation Connect APK using AppMgr. Refer to techdocs.zebra.com/stagenow/3-1/csp/app/ for information about the usage of AppMgr, including installing an APK on the device.

4. Grant Zebra Workstation Connect APK permission to Display over other apps using AccessMgr. For more information, refer to techdocs.zebra.com/mx/accessmgr/. View the image below for more information about the usage of AccessMgr, including granting permissions to an application.

5. Provide the application signature of the Workstation Connect APK and attach it to the StageNow profile. For more information on generating a signature, see developer.zebra.com/blog/generating-package-signature-use-mx.

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 image below for the DisplayMgr settings and developer options to enable Desktop Mode.

DisplayMgr

Description: Sets display related configurations

Create New Setting

Secondary Display Mode: ?

| Do not change | Present Independent Desktop | Mirror Device Screen |

Activity Resizability: ?

| Do not change | All activities resizable | Follow app manifest |

7. Perform a reboot before docking the device in the Workstation Cradle using PowerMgr.
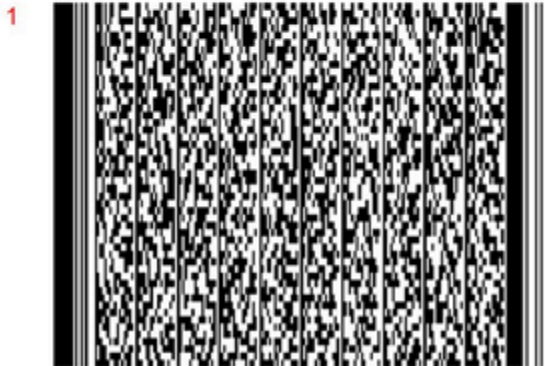
StageNow

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:

Once the StageNow profile is created, generate a barcode and scan it to set up the steps above on the mobile device.

Once the device is rebooted, docked into the Workstation Cradle, and connected to the 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.

Installing via XML

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

Detect when Zebra Workstation Connect APK is installed.

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="MIID6TCCAtGgAwIBAgIJAJqOWgV07V6QMA0GCSqGSIb3DQEBBQUAMIGKMQswCQYDVQQG
EwJVUzERMA8GA1UECAwITmV3IFlvcmsxEzARBgNVBAcMCkhvbHRzdmlsbGUxGTAXBgNVBAsMEE1
```

```
vYmlsZSBDb21wdXRpbmcxGzAZBgNVBAoMElplYnJhIFRlY2hub2xvZ2llczEbMBkGA1UEAwwSQ2
9tbW9uIEFuZHJvaWQgS2V5MB4XDTE4MTEyOTIwNTU0OVoXDTQ2MDQxNjIwNTU0OVowgYoxCzAJB
gNVBAYTAlVTMREwDwYDVQQIDAhOZXcgWW9yazETMBEGA1UEBwwKSG9sdHN2aWxsZTEZMBcGA1UE
CwwQTW9iaWxlIENvbXB1dGluZzEbMBkGA1UECgwSWmVicmEgVGVjaG5vbG9naWVzMRswGQYDVQQ
DDBJDb21tb24gQW5kcm9pZCBLZXkwggEiMA0GCSqGSIb3DQEBAQUAA4IBDwAwggEKAoIBAQCwA3
jRXXIKoF3lU4gBU0XM7LAzAc9pyxHFbqRoy+uGXzIdPGKNQVqyeQKT1gLnQWz7Nz+AiFbB3axfj
pGZy8Z5gakp1i8avx+ZwwST++ufEs+jhKF9XJThOSc9MG5Cgk9+ByAZjBLwg0XX+IPqTO+xcxG8
BlNIDOd1Ik+99MQezGn8mfS/1MMC1ynZRC+18z9VkD+FZeFYSHU1OoFBMhCjMKYApa08ZuPk/+l
QTfDTs+JPxjsBqy906vt+PnDnYIfobjaxeEbaDQvjRLlLKKq1OsvdcmnrKWkW72Dt5XkIcTYHfE
s6wfFrMiYhO3/gxhoqBuiHbNyIL9kKTwkMg2wfAgMBAAGjUDBOMB0GA1UdDgQWBBRXkmK7fyfhV
MBWOrUJvkSHm9IapDAfBgNVHSMEGDAWgBRXkmK7fyfhVMBWOrUJvkSHm9IapDAMBgNVHRMEBTAD
AQH/MA0GCSqGSIb3DQEBBQUAA4IBAQB0BZ1Duu0U59p7U9pkdoS79GxhE8ALnYPkxeVX5ZqOBbS
/BWG5t+M2EyfUc2pNKqAqopfnBdyXcxuw0JyQBIYKmDHG+YtxqxdqBcDrfmsxk1gyVLH4mZvhCT
pPeUM5LivzFGdaqm4Dm2M5XG1BSDvclrUzoebDhg2VFJfRzYHnhZsBNVlcxQ/m8UUKmGl5sXgIH
QCi4o0zrdRcWAnMqtxd0vzdRL2h6MTh56ICiOVG8rASXBdZmN49FjwlYFfQyetwdrrmpYleTWky
QteGCy7r5zMCXcMTRawRp5R6kP/w6FNcw3fpUs8qHlT47lhVNABQA94hkNW50Fv40xuSYOww"
/>
</characteristic>
</wap-provisioningdoc>
```

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

```
<!--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>
```

Submit the following XML to MX to perform a device reboot prior to docking the device into the Zebra Workstation Cradle:

```
<!—Reboot Device-->
<wap-provisioningdoc>
<characteristic version="10.1" type="PowerMgr">
<parm name="ResetAction" value="4" />
</characteristic>
</wap-provisioningdoc>
```

NOTE: A device reboot is required if other steps are implemented on the application.
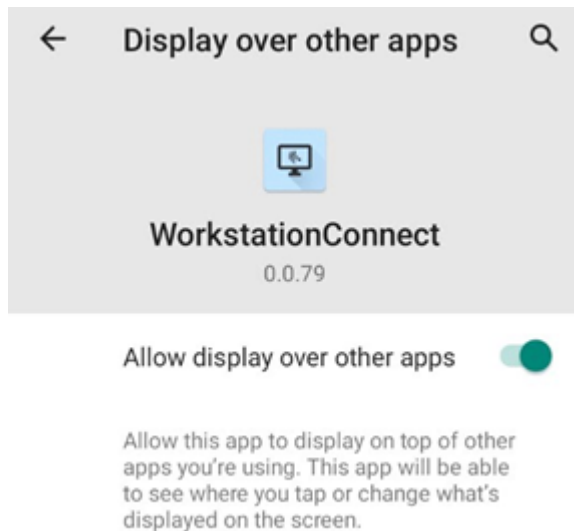
Once the device is rebooted, docked into the Workstation Cradle, and connected to HDMI monitor, the mobile device's screen displays the home screen and allows the user to launch and run applications. Simultaneously, the external monitor displays the home screen of Zebra Workstation Connect.
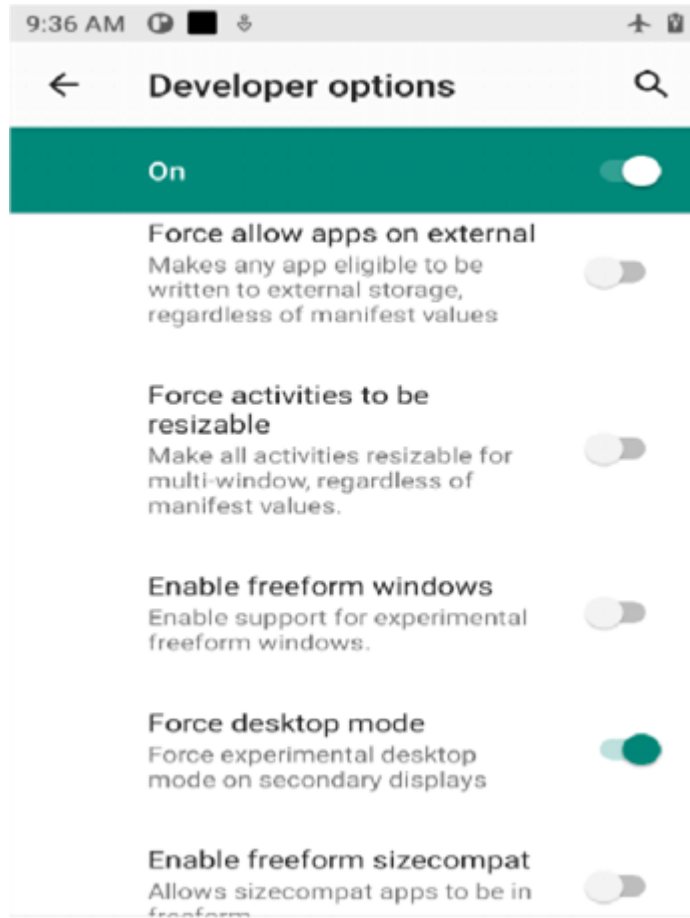
Manual Installation

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 5 times.**

   b. Enable Desktop Mode on the Menu: **Settings > System > Advanced > Developer Options**.

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

4. Perform a device reboot before docking the device into the Workstation Cradle. Once the device is rebooted, 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.