# HANDHELD COMPUTER

**DA04 SERIES** 

**USER'S GUIDE** 

Ivlount Washington

E Avenue 26

Glendale Junction



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## **EMC and Safety Notice**

#### Federal Communications Commission Radio Frequency Interference Statement

This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the instructions, may cause interference to radio communications. This equipment has been tested and found to comply with Class B digital devices, pursuant to Part 15 of the FCC rules which are designed to provide reasonable protection against such interference when operated in a commercial or residential environment.

#### Countermeasures if interference occurs

You are encouraged to do the following if interference occurs while you are operating the device:

- 1. Turn OFF the unit and unplug the AC adapter from the outlet to see if the interference disappears.
- 2. Connect the AC adapter to the outlet in another room and check if the interference still exists.
- 3. Use an outlet that is far away from the interfered appliance.
- 4. Re-orient your computer in respect to the interfered appliance to see if there is improvement.

If all of these failed, please call your dealer for help.

#### CE

This equipment complies with the requirements set out in the Council Direction on the Approximation of the laws of the Member States relating to Electromagnetic Compatibility (89/336/EEC). For the evaluation regarding the electromagnetic compatibility, the following standards were applied:

EN55022 +A2:2003 Class B EMI Conduction and Radiation

EN61000-3-2 Harmonics

EN61000-3-3 +A1:2001 Flicker (Voltage fluctuation)

**EN55024 EMS** 

EN61000-4-2 +A2:2001 ESD

EN61000-4-3 +A1:2002 RS

EN61000-4-4 +A2:2001 EFT

EN61000-4-5 +A1:2001 Surge

EN61000-4-6 +A1:2001 CS

EN61000-4-8 Power-Frequency Magnetic Field

EN61000-4-11 +A1:2001 Voltage Dips and Voltage Interruptions

LVD EN60950:2001

ETSI EN301 489-01 V1.4.1 EMC Standards for Radio Equipment

ETSI EN 301 489-17 1.2.1 EMC Standards for 2.4GHz Wideband Transmission Systems)

ETSI EN 300 328-2 V1.2.1 EMC Standards for Using Spread Spectrum Modulation Techniques

# UL, TÜV

AC Adapter (EN60950 LVD is included in TÜV)

### E-Mark

Registered e13

# **Material Safety and Recycling Notice**

All materials used in the construction of this unit are recyclable or environmentally friendly. No mercury, cadmium, CFC or related materials were used in the manufacturing process or inside the product.

Please recycle the packing materials, and at the end of the unit's life, all other materials in accordance with the local regulations.

Please refer "Materials and Recycling" for the contents of the materials.

# **CONTENTS**

GETTING STARTED	1
Unpacking	1
QUICK CHECK	3
CONTROLS, INDICATORS, AND PORTS	4
OPERATING ENVIRONMENT AND RUGGEDNESS	
COMPONENTS AND FUNCTIONS	14
AC ADAPTER	14
Battery	
Charge Battery	
Swap Battery	
OPTIONAL DEVICES	18
CRADLE (OPTIONAL)	18
Front:	
Rear	
PCMCIA SLOT	22
SD SLOT	

SPARE BATTERY	23
WIRELESS LAN (LOCAL AREA NETWORK)	23
GSM/GPRS (GENERAL PACKET RADIO SERVICE), PPC VERSION ONLY	
Вьшетоотн	
GPS (GLOBAL POSITIONING SYSTEM)	24
BASIC OPERATION	25
WINCE VERSION	25
START PROGRAMS	25
CALIBRATE TOUCH SCREEN	25
SETTING POWER	25
ADJUST VOLUME	26
SET YOUR OWN BUTTON FUNCTIONS	26
BACKUP DATA	27
Data Sync	28
GPS (OPTIONAL)	
POCKET PC VERSION	28
GET HELP	29
CALIBRATE TOUCH SCREEN	

ADJUST VOLUME	29
SET YOUR OWN BUTTON FUNCTIONS	29
TODAY SCREEN	29
FIND A FILE	30
REMOVE PROGRAMS	30
MANAGE CERTIFICATES	30
INPUT	31
MENUS	31
OWNER INFORMATION	31
PASSWORD	31
SOUNDS & NOTIFICATIONS	31
CLOCK	32
MEMORY	32
Power	32
VIRELESS LAN FUNCTION	32
POCKET PC VERSION	33
WINDOWS CE.NET 4.2	42
SPRS SETTING	45

BLUETOOTH WIRELESS TRANSMISSION	49
POCKET PC VERSION	49
BLUETOOTH CONNECTION SETTING	49
Pair	51
Serial Port	53
WINCE VERSION	56
SPECIFICATIONS	59
CPU	59
Memory	59
DISPLAY	
TOUCH SCREEN	
I/O PORTS	60
SYSTEM UNIT DIMENSIONS AND WEIGHT	
AC Adapter	60
Battery	61
MATERIALS AND RECYCLING	
ENVIRONMENTAL RATINGS	63

MAINTENANCE / SERVICE	64
Cleaning	64
TROUBLESHOOTING	64
RMA SERVICE	65

## **GETTING STARTED**

## **Unpacking**

The following components come with your handheld computer. If anything is missing or damaged please notify the dealer immediately.



1. Handheld computer unit

## **Getting Started**

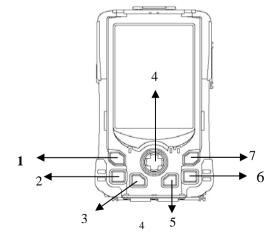
- 2. AC adapter
- 3. AC power cord
- 4. User's guide
- 5. Microsoft Companion CD(PPC version only)
- 6. Data sync cable (USB)
- 7. Spare stylus

## **Quick Check**

- Attach the AC adapter to AC outlet. The adapter LED indicates the power is ready.
- Install the battery and then plug in the adapter to handheld computer. Charge LED will light up till the battery is full. Charging time will be about 4 hours. For first time use, please charge for more than 8 hours.
- Press the power button momentarily to turn on this device.
- Follow up the instruction on screen to finish the basic setting.
- Press the power button for > 1 second to turn LCD backlight OFF or ON
- Press power button momentarily to turn OFF computer.

# **Controls, Indicators, and Ports**

## Front:



#### 1. **Wireless ON/OFF** (Flight or button 3)

Turn ON/OFF the wireless device (**PPC version only**)
(Wireless device WLAN, GPRS, Bluetooth, etc. are optional) Please turn it OFF at locations with wireless control (hospital, onboard airplane, etc.)

- 2. Button 5 (User programmable)(Dial button in PPC Phone edition)
- 3. Button 2 (User programmable)
- 4. Cursor Control

[**Left**], [**Right**], [**Up**], [**Down**] 4 directions [**Enter**] at the center

- 5. Button 1 (User programmable)
- 6. Button 4 (User programmable) (Hang up button in PPC Phone edition)
- 7. Power Button

Press momentarily turns the power ON or OFF.

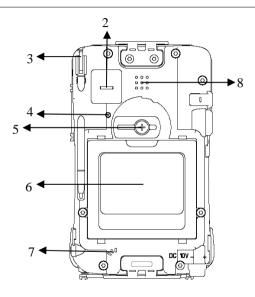
Press > 1 second turns LCD backlight ON or OFF
(actually power OFF is "suspend" only, the battery is still backing up memory data)

8. O Power indicator

## **Getting Started**

- 9. 🗋 Battery charge indicator
- 10. **∀ Wireless indicator**

## Rear:



- 1. Speaker (under hand strap)
- 2. Master switch (Don't remove the label, otherwise warranty will expire)

Turn OFF all power including backup battery.

All data in RAM will be lost when turned OFF.

The switch is for troubleshooting or emergency only.

- 3. Stylus
- 4. Reset Button

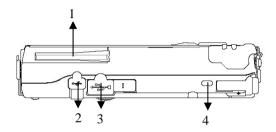
Soft reset: Press the reset button to warm-boot. After reset the data stored in DRAM remains intact.

Hard reset: Press the reset button and power button simultaneously. Hard reset clears all data, all settings, then cold-boot. After reset need to

calibrate touch screen, do set up, etc. again, but RAM data can not be recovered.

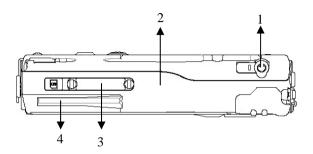
- 5. Battery knob
- 6. Battery
- 7. Microphone

#### Left:



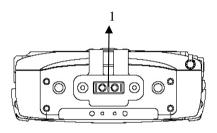
- Antenna (optional)
   Wireless device antenna
- 2. USB client port Data sync with the computer.
- 3. USB Host port For Keyboard, mouse, USB Flash storage.
- 4. Kensington lock slot

## Right:



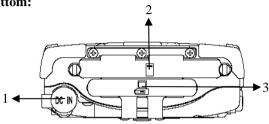
- 1. Microphone/Earphone jack
- 2. Infrared port (IR, optional)
- 3. SD I/O slot (Secured Digital card and device)
- 4. 2<sup>nd</sup> antenna (optional)

## Top:



# 1. Serial port (serial port may be not be used in some configurations.)





- 1. DC jack
- PCMCIA slot
   One PCMCIA type II slot
   CF (Compact Flash card) will be available by PCMCIA-to-CF adapter
- 3. Cradle docking connector Connection to cradle

## **Operating Environment and Ruggedness**

A clean and moisture-free environment is preferred.

If it is necessary to work in a hostile environment, please make sure all ports are well protected from dust, moisture, or water. Proper isolation from extreme hazardous exposure is recommended.

The computer is designed with rugged features of vibration, shock, dust, and rain/water protection. However, it is still necessary to provide appropriate protection while exposing to harsh environments.

All connectors will decay or corrode if exposed to water or moisture. Corrosion is accelerated if the power is ON. Please take proper water-resistant measures for cable connections.

The DC jack is sealed type which may be operated with water splashing while DC power cord attached. All other port caps should be in place when no cable is attached. Regularly maintain the computer by cleaning dust, water, etc. will help keeping it in

optimal condition.

Warning: There is no isolated compartment in SD slot, PCMCIA slot, and docking. These ports must be tightly sealed while working with dust/water.

## **COMPONENTS AND FUNCTIONS**

## **AC** adapter

When using the AC adapter:

- Use a properly grounded AC outlet.
- Use one AC outlet exclusively for the computer. Having other appliances on the same line may cause interference.
- Use a power strip with built-in surge protection.

The AC adapter automatically detects the AC line voltage (110V or 220V) and adjusts accordingly.

## **Battery**

The computer will automatically switch to battery power when the external power source (AC adapter) is disconnected.

#### **Battery Power Saving Tips**

- Turn OFF the LCD backlight when it is visible with external light
- Lower the intensity of the backlight

• Shut down the computer when not to use for a longer time

#### **Battery Low**

When the battery is nearly exhausted, the computer prompts a window warning it. Once the Battery Low warning occurs, please do either or all of the following:

- 1. Save and close the files you are currently working on
- 2. Plug in the AC adapter to recharge the battery
- 3. Swap a charged battery

#### **Charge Battery**

Plug in AC adapter will charge the battery automatically. If the battery is already full, the system will stop charge automatically.

Dock to optional cradle + adapter will charge battery, too. Cradle has a battery slot to charge another battery solely.

### **Swap Battery**

To swap the battery:

1. Turn power OFF

## **Basic Operation**

- 2. Turn the battery knob counterclockwise to loose the battery
- 3. Remove battery from compartment
- 4. Insert a new battery
- 5. Press the battery down and turn battery knob clockwise to lock it
- 6. Press power button to turn ON the computer

## **Basic Operation**



Note: During battery swap the memory data is sustained by a small backup battery. Please swap battery within 20 minute to avoid data loss.

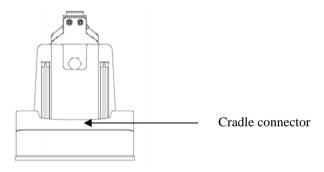
## **Optional Devices**

## **Cradle (optional)**

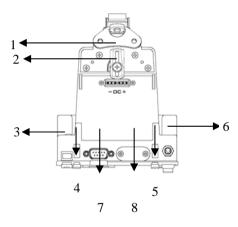
Cradle is the device for docking, port extension, and battery charging. AC adapter may attach directly to cradle and charges the computer battery as well as spare battery.

There is a battery slot on the back of cradle to mount spare battery.

Front:



## Rear



## **Basic Operation**

1.	Battery	Lock
----	---------	------

2. Spare battery charger

3. USB Client

4. USB Host

5. USB Host

6. DC IN

7. COM port

8. Optional COM port

#### Mount the cradle:

- 1. Computer may dock either power is ON or OFF (recommend OFF)
- 2. Open the rubber cap on the docking connector
- 3. Align the computer with cradle docking connector
- 4. Firmly push the computer down to engage the docking connector
- 5. Turn rotary latch to fix the computer

#### Remove from the cradle:

- 1. Turn loose the rotary latch to release computer
- 2. Pull away the computer either power is ON or OFF

## **Mount spare battery:** (spare battery is optional)

Perform the same procedure as mounting primary battery on computer. Cradle will charge computer and spare battery simultaneously.

#### PCMCIA Slot

The computer accepts one type-II PCMCIA card. Insert the card firmly into the slot and fix the rubber cover for water/dust protection.

To remove the card, push the eject button to pop out the card. The eject button can hide into the compartment by pushing it inward gently.

May need to load PCMCIA card driver to enable the function.

Note: If the computer is working with dust, moisture, or water, to be sure to fix the PCMCIA rubber cap tightly with screws.

#### SD Slot

The computer accepts one SD card (Secured Digital Card).

Insert the card firmly into the slot and fix the rubber cover for water/dust protection. To remove the card, push the eject button to release it.

Note: If the computer is working with dust, moisture, or water, be sure to fix the SD rubber cap tightly with screws.

## **Spare Battery**

It's the same size and capacity as the primary battery.

Wireless LAN (Local Area Network)

#### **Basic Operation**

#### IEEE 802.11b wireless LAN module

#### GSM/GPRS

General Packet Radio Service, PPC version only
Wireless voice and data communication

### Bluetooth

Short-range wireless data communication

## **GPS (Global Positioning System)**

Positioning your location by GPS satellite signals

# **BASIC OPERATION**

### WinCE version

## **Start Programs**

(**\*** = **Start**)

Tap Start → Programs → (desired programs)

Or tap Start → Windows Explorer → (desired programs)

### **Calibrate Touch Screen**

Tap Start → Settings → Control Panel → Stylus to calibrate.

Use pen to touch the center of mark "+" and repeat the action when the mark "+" moves. Tap the screen to confirm when finished.

# **Setting Power**

Tap Start  $\rightarrow$  Settings  $\rightarrow$  Control Panel  $\rightarrow$  Power, set the length of idle time for computer to shut down automatically.

### Setting LCD

### Adjust backlight brightness:

Tap on Start  $\rightarrow$  Settings  $\rightarrow$  Control Panel  $\rightarrow$  System Console  $\rightarrow$  Backlight Level, adjust the brightness level as desire.

### **Setting backlight timeout:**

In the same window adjust the timeout period as desired.

Timeout is the idle time that the LCD backlight would turn OFF automatically.

# **Adjust Volume**

Tap Start → Settings → Control Panel → Volume & Sounds, adjust the volume level as desired.

#### **Set Your Own Button Functions**

The lower four buttons are user-definable.

Tap Start → Settings → Control Panel → System Console → Buttons

Define the button functions as you want from the selection list.

Other buttons are not user-programmable.

# **Backup Data**

There are two types memory on the computer: Temporary memory RAM (Random Access Memory) and permanent memory ROM (Read Only Memory).

Most data of ongoing program are stored in RAM. It would stay intact when power turns OFF. (Actually pressing power button OFF/ON is "suspend/resume" only. Part of the computer is still running, power supply to memory is always ON.)

However, data or program in RAM will be lost when hardware reset or master switch turns OFF. And if primary battery been removed for too long time (for example, swap battery for >20 minutes), there are risks to lose RAM data as back up battery may run exhausted. Long time storage will drain primary and backup battery to exhaust thus unable to keep memory data.

To avoid data loss you may move data into ROM or memory card as follows:

Tap and hold the file to pop up the small menu. Tap **Copy** then browse to **Flash Disk** (ROM) or memory card folder. Tap and hold to pop up the small menu, tap **Paste**. **Flask Disk** folder:

Tap Start → Programs → Windows Explorer → Flash Disk

### **Data Sync**

You may transmit/receive data between this handheld computer and other computers via data sync.

Install Microsoft ActiveSync 7.0 or above on host computer.

Connect handheld computer and host computer with the USB cable.

Follow the prompt to execute data sync.

Perform Copy, Paste, Cut, Delete, etc. same as PC.

Note: ActiveSync run on Windows CE prompts "Failed to Set Up Partnership" because it's designed for Pocket PC only. However, it still works despite the message

### **GPS** (optional)

Tap Start  $\rightarrow$  Program  $\rightarrow$  Windows Explorer  $\rightarrow$  (Navigator) to start GPS.

Remark: Install navigator and map is necessary for this function. No default navigator.

### **Pocket PC version**

# **Get Help**

### Tap Start → Help

Get the needed information from the list.

#### **Calibrate Touch Screen**

Tap Start → Settings → System → Screen → Align Screen to calibrate.

# **Adjust Volume**

Tap speaker icon the top bar and adjust the volume level as desired.

#### **Set Your Own Button Functions**

### **Tap Start** → **Settings** → **Personal** → **Buttons**

Define the button functions from the selection list

# **Today Screen**

The today screen displays information of today's appointments and status icons, etc. Tap the information listed on today screen to execute the associated program. Tap **Start** → **Today** to enter Today screen.

#### Find a File

### Tap Start → Find

In **Find**, enter the file name, word, or other information you want to search for, If you have looked for this item before, tap the **Find** arrow and select the item from the list.

In **Type**, select a data type to help narrow your search. Tap **Go**, My document folder and subfolder are searched in the results list.

# Remove Programs

Tap Start  $\rightarrow$  Settings  $\rightarrow$  System  $\rightarrow$  Remove Programs and follow the prompts to delete.

## **Manage Certificates**

## Tap Start → Settings → System → Certificates

Input your certificates. To delete a certificate, tap and hold it in the list, and then tap **Delete**.

## Input

Tap Start → Settings → Personal → Input

Select the input method and option you want.

#### Menus

Tap Start  $\rightarrow$  Settings  $\rightarrow$  Personal  $\rightarrow$  Menus and select the items you want to appear on Start Menu.

#### **Owner Information**

Tap Start → Settings → Personal → Owner Information and follow the descriptions. On the identification tab, enter your personal information. Select "Show information when device is turn on" your information will be displayed at power ON.

#### **Password**

Tap Start  $\rightarrow$  Settings  $\rightarrow$  Personal  $\rightarrow$  Password and follow the descriptions.

### **Sounds & Notifications**

Tap Start → Settings → Personal → Sound & Notification and set your favorite notifications.

#### Clock

Tap Start → Settings → System → Clock.

## Memory

Tap Start  $\rightarrow$  Settings  $\rightarrow$  System  $\rightarrow$  Memory and follow the descriptions.

The main tab displays the amount of memory the system has allocated to file and data storage versus the available memory.

The storage card tab displays how much memory is available on a storage card that is inserted in your device.

The running programs tab displays the list of the currently active programs. You can stop a program by selecting it in the list and tapping stop.

#### Power

Tap Start → Settings → System → Power

The Battery tab displays the amount of battery power remaining.

# Wireless LAN function

### Pocket PC version

- 1. Turn on the Wireless signals.
- 2. Tap Start→Settings→ System→Power.
- 3. Select Wireless → "Wireless signal on" → "GlobespanVirata PRISM..."
- 4. Wireless function has been enabled. Refer to (Fig PPC-1)



# Fig PPC-1

- 5. Access points/ad-hoc links are detected automatically.
- 6. Select the connection and tap "Connect", (note: If the connection type is not connected to Internet directly (via proxy...), it's necessary to choose "Work" option and set the proxy later.) Refer to (Fig PPC-2).
- 7. If the connection needs network key, the screen will promptly pop up a Network key input.

Just type a correct network keys and then tap "Connect". Refer to (Fig PPC-3)



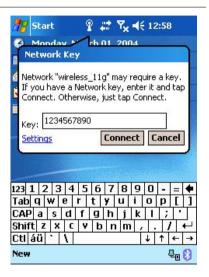


Fig PPC-2

Fig PPC-3

- Manual connection with Access point or Ad-hoc if they're not detected automatically.
- 9. Tap Start→Settings, tap Connections→Network card, all discoverable access point/ad-hoc will be listed.
- 10. Tap the connection in the list. System will enter the "Configure wireless network" page.
- 11. In the "General" page (Fig. PPC-4), select the "connect to" option for this connection (The Internet or Work, select Work if internet access will via a local network for this connection, for example: proxy).
- 12. In the "Network Key" page (Fig. PPC-5), input the Network Key if password is needed for an encryption connection. (The option "The key is provided automatically" should be disabled).
- 13. Tape and hold the selected connection.
- 14. Tap "Connect", then the connection will be established and the icon on title bar will be changed as Fig. PPC-6

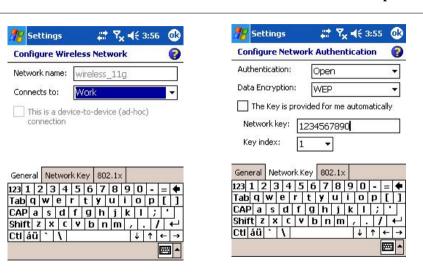


Fig PPC-4

Fig PPC-5

- 15. Set up Fig PPC-6 address. (If the connection is via proxy server)
- 16. Tap Start→Settings→Connections→ "Edit my proxy server" (Fig PPC-7)
- 17. Input the proxy IP address and its port number (Fig.PPC-8, PPC-9).
- 18. Open Internet Explorer, type the URL in the address bar, then the web page will show up.





Fig PPC-7

Fig PPC-8

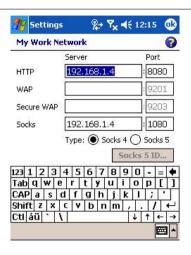


Fig PPC-9

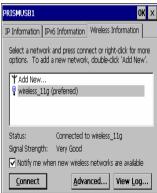
### Windows CE.Net 4.2

1. Click icon (located in the bottom bar), system will pop up a setting dialog as (Fig. CE-1). It will include all discoverable access point/ad-hoc

Fig. CE-1

- Establish a connection with an access point.
- 2.1 Tap the access point/Ad-Hoc link name in the list.
- 2.2 Tap "Connect" button, then the "Wireless Network Properties" dialog will pop up (Fig. CE-2).
- 2.3 Tap "OK" button after setting done, then the connection will be established (Fig.CE-3).





#### Note:

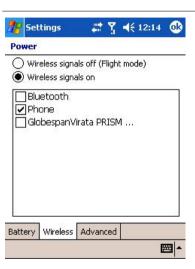
- 1. Enter the Network Key if password is needed for an encryption connection. (The option "The key is provided automatically" should be disabled).
- 2. If the connection type is Ad-Hoc, the "This is a Computer-to-Computer (ad hoc) network" option should be enabled.
- 3. Open Pocket Internet Explorer, tap tools->Options, the Internet setting dialog will pop up. Tap "Connection" page to enter the proxy address and its port if the internet connection via a local proxy server.

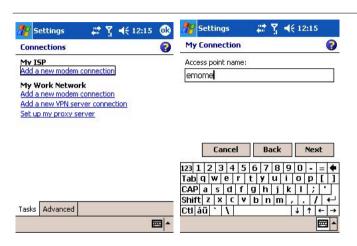


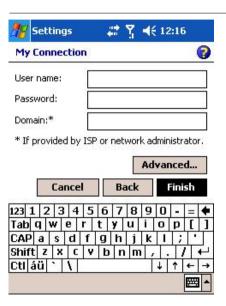
4. Enter the URL address in the browser, then tap enter button in Input panel, the web page will show up.

# **GPRS Setting**

- 1.Turn on GSM wireless signal, you should be able to see the antenna icon and 'G' icon on title bar
- 2.Tap Start->Settings->Connections, tap Connection, tap "Add a new modem connection" under My ISP section, then select modem type to "Cellular Line(GPRS)", tap Next, then enter the Access Point Name(APN) ( It is most important to enter this name, and the APN is different for each ISP provider). tap Next, enter user Name, Password, even domain name if needed, then tap Finish.







3.Open Internet explorer, enter a url then browse, the GPRS will connect automatically, and the status will become Connected.

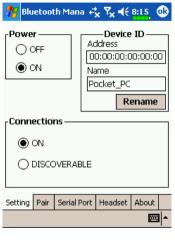
### **Bluetooth Wireless Transmission**

Bluetooth is a short-distance wireless communication technology with an effective range under 10 meters (30 feet). When you turn on the power for Bluetooth, the indicator flashes blue.

# Pocket PC version

# **Bluetooth Connection Setting**

Before you use the Bluetooth function, turn on its power.



Tap the item Today screen to enter the Bluetooth Manager Setting screen.

4. Tap Bluetooth Manager, the Setting tab

#### Power

- **O** Tap **ON** to turn on Bluetooth power.
- **2** Tap **OFF** to turn off Bluetooth power. Make sure that you turn off the power when you need to save power or if you are in locations such as an airplane or hospital that ban the use of wireless devices.

**Connections** (Bluetooth connection mode)

**O**ON (connect to other devices): The Bluetooth connection is on. Your Pocket PC can transmit data to other devices but other devices cannot detect your Pocket PC.

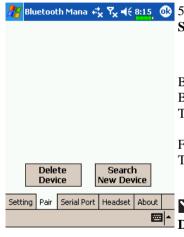
**2 DISCOVERABLE** (allow other devices to connect): The Bluetooth connection is on. Within an effective range of 10 meters (30 feet), all devices supporting Bluetooth can detect your Pocket PC and data transmission is performed with confirmation from the other party.

#### **Device ID**

**1 Address**: This is the unique address of your Pocket PC.

**2** Name: Tap Rename to change the name. Other devices supporting Bluetooth can identify your Pocket PC by this name.

#### Pair



#### 5. Tap Bluetooth Manager, the Pair tab Search for New Devices

Search for all devices supporting
Bluetooth such as personal computers,
Bluetooth headsets, Pocket PCs, etc.
Tap **Search New Device** to enter the search

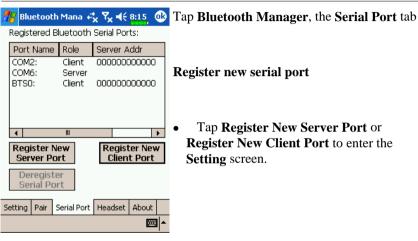
Follow the instructions on the screen.

This screen is for reference only. The actual screen displayed on your Pocket PC is the standard display.

Tap the paired devices and then tap **Delete Device** to delete the pair relationship.

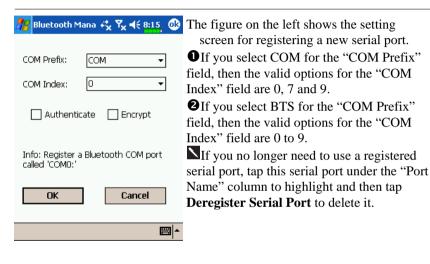
#### **Serial Port**

If you have Bluetooth GPS software, use the product as instructed and refer to the accompanied documentation and this section to register your Pocket PC as an effective serial port or search for other serial ports.



Register new serial port

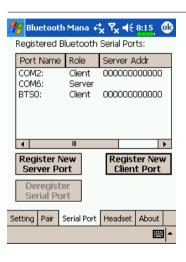
Tap Register New Server Port or Register New Client Port to enter the Setting screen.



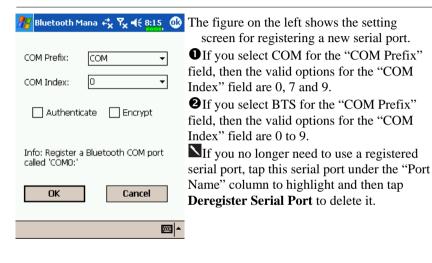
# WinCE version

#### Serial Port

If you have Bluetooth GPS software, use the product as instructed and refer to the accompanied documentation and this section to register your Pocket PC as an effective serial port or search for other serial ports.



- Tap Bluetooth Serial Port on the screen
- 2. Register new serial port
- 3. Tap Register New Server Port or Register New Client Port to enter the Setting screen.



# **SPECIFICATIONS**

### **CPU**

Intel XScale PXA255 CPU speed 400MHz

Memory

RAM 128MB ROM 64MB

**Display** 

Type: 4" Active TFT Transflective Color LCD

Resolution: 480 x 640 pixels (WinCE) or 240 x 320(PPC)

Mode: VGA (WinCE) or QVGA (PPC)
Color: 256 for VGA or 64K for QVGA

Backlight: LED

**Touch Screen** 

Type: Resistive

#### Maintenance/service

Interface: Serial

# I/O ports

USB port (USB 1.1 compatible)

USB client port

Serial port

Audio ports (Microphone/Earphone)

PCMCIA slot (type II x 1)

SD slot

# **System Unit Dimensions and Weight**

Width: 90mm (W 3.5")

Depth: 150mm (H 5.9")

Height: 33mm (D 1.3")

Weight: 450g (15 oz.)

# **AC Adapter**

Voltage: AC 90~240 V

#### Maintenance/service

Frequency: 50/60 Hz

Output Voltage: DC 10V 3.5A

Maximum Power: 35 Watts

Dimension: 108mm (4.2" W) x 56mm (2.2" D) x 34mm (1.3" H)

Weight: 270 g (9.5 oz.)

Battery

Type: Lithium Ion

Capacity: 7.4V 1800mAH

Dimension: 71mm (W 2.8") x 64mm (D 2.5") x 12.3mm (H 0.5")

Weight: 108 g (3.8 oz.)

# **Materials and Recycling**

Materials of the computer are as follows:

Cabinet: Aluminum alloy ADC-12 or A380,

Magnesium alloy AZ91D,

UL grade PC+ABS GE C6200 or TN-3813BW

Bracket: Aluminum 5052

Steel with Nickel plating

Stainless Steel S304

Cushion pad: Nature rubber PCB: FR-4, UL 94V0

Battery: Rechargeable Lithium Ion Packing: Carton: Unbleached paper

User's Guide: Recycled/Recyclable paper

Please recycle the parts according to local regulations.

#### Maintenance/service

# **Environmental Ratings**

Temperature: DA04I:

 $0^{\circ}\text{C} \sim 45^{\circ}\text{C} (32^{\circ}\text{F} \sim 113^{\circ}\text{F}) \text{ operating}$ -20°C ~ 60°C (-4°F ~ 140°F) storage

DA04M:

-10°C ~ 50°C (-4°F ~ 122°F) operating -40°C ~ 70°C (-40°F ~ 158°F) storage

Humidity:  $5 \sim 95\%$  Non-condensing operating

95% maximum storage

Altitude:  $0 \sim 12,180$  meters  $(0 \sim 40,000$  feet) operating and storage

### MAINTENANCE / SERVICE

# Cleaning

Always turn OFF the power, unplug the power cord and remove the battery before cleaning.

The exterior of the system and display may be wiped with a clean, soft, and lintfree cloth. If there is difficulty removing dirt, apply non-ammonia, non-alcohol based glass cleaner to the cloth and wipe.

An air gun is recommended for cleaning water and dust. For salty water please wipe with fresh water then blow-dry with an air gun. Close all caps tightly before water cleaning.

# **Troubleshooting**

Should the computer fail to function properly, you may try the following troubleshooting steps: (Please backup your data before troubleshooting)

- Check AC adapter, battery, and the power source.
- Press hardware reset to re-boot the computer.

- Turn OFF the master switch for a while then turn ON and re-boot.
- Remove the software suspected.

#### **RMA Service**

If troubleshooting is unsuccessful, please consult your dealer for service If it is necessary to send in the computer for repairs, please follow the dealer's instructions for RMA# procedure.

### Shipping instructions:

- 1. Use the original shipping container and packing materials, if possible.
- 2. If the original packing materials are not available, wrap the equipment with soft material (e.g., PU/ PE form) then put the wrapped equipment into a hard cardboard shipping box.
- 3. Include a sheet with the following information: (Note: please keep a copy for your record)
  - Name
  - Address
  - Unit serial number

- Place and date of purchase or the original invoice number
- · Date of failure
  - A DETAILED description of the problems you have encountered
- A list of the hardware/software configuration, if applicable.
- 4. Clearly mark the outside of the shipping box with the RMA number. This will facilitate faster processing and avoid faulty return.
- Unless prior arrangements have been made, the customer is responsible for all shipping costs. Unauthorized use of the company's shipping accounts is not permitted.

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