QRG

P D T   8 1 0 0   S e r i e s
f o r   P o c k e t   P C   2 0 0 2

symbol®

P D T 8 1 0 0 S e r i e s
f o r P o c k e t P C 2 0 0 2

Patents
This product is covered by one or more of the following U.S. and foreign Patents:
U.S. Patent No. 4,593,186; 4,603,262; 4,607,156; 4,652,750; 4,673,805; 4,736,095;
4,758,717; 4,760,248; 4,806,742; 4,816,660; 4,845,350; 4,896,026; 4,897,532; 4,923,281;
4,933,538; 4,992,717; 5,015,833; 5,017,765; 5,021,641; 5,029,183; 5,047,617; 5,103,461;
5,113,445; 5,130,520; 5,140,144; 5,142,550; 5,149,950; 5,157,687; 5,168,148; 5,168,149;
5,180,904; 5,216,232; 5,229,591; 5,230,088; 5,235,167; 5,243,655; 5,247,162; 5,250,791;
5,250,792; 5,260,553; 5,262,627; 5,262,628; 5,266,787; 5,278,398; 5,280,162; 5,280,163;
5,280,164; 5,280,498; 5,304,786; 5,304,788; 5,306,900; 5,324,924; 5,337,361; 5,367,151;
5,373,148; 5,378,882; 5,396,053; 5,396,055; 5,399,846; 5,408,081; 5,410,139; 5,410,140;
5,412,198; 5,418,812; 5,420,411; 5,436,440; 5,444,231; 5,449,891; 5,449,893; 5,468,949;
5,471,042; 5,478,998; 5,479,000; 5,479,002; 5,479,441; 5,504,322; 5,519,577; 5,528,621;
5,532,469; 5,543,610; 5,545,889; 5,552,592; 5,557,093; 5,578,810; 5,581,070; 5,589,679;
5,589,680; 5,608,202; 5,612,531; 5,619,028; 5,627,359; 5,637,852; 5,664,229; 5,668,803;
5,675,139; 5,693,929; 5,698,835; 5,705,800; 5,714,746; 5,723,851; 5,734,152; 5,734,153;
5,742,043; 5,745,794; 5,754,587; 5,762,516; 5,763,863; 5,767,500; 5,789,728; 5,789,731;
5,808,287; 5,811,785; 5,811,787; 5,815,811; 5,821,519; 5,821,520; 5,823,812; 5,828,050;
5,848,064; 5,850,078; 5,861,615; 5,874,720; 5,875,415; 5,900,617; 5,902,989; 5,907,146;
5,912,450; 5,914,478; 5,917,173; 5,920,059; 5,923,025; 5,929,420; 5,945,658; 5,945,659;
5,946,194; 5,959,285; 6,002,918; 6,021,947; 6,029,894; 6,031,830; 6,036,098; 6,047,892;
6,050,491; 6,053,413; 6,056,200; 6,065,678; 6,067,297; 6,082,621; 6,084,528; 6,088,482;
6,092,725; 6,101,483; 6,102,293; 6,104,620; 6,114,712; 6,115,678; 6,119,944; 6,123,265;
6,131,814; 6,138,180; 6,142,379; 6,172,478; 6,176,428; 6,178,426; 6,186,400; 6,188,681;
6,209,788; 6,209,789; 6,216,951; 6,220,514; 6,243,447; 6,244,513; 6,247,647; 6,308,061;
6,250,551; 6,295,031; 6,308,061; 6,308,892; 6,321,990; 6,328,213; 6,330,244; 6,336,587;
6,340,114; 6,340,115; 6,340,119; 6,348,773; 6,380,949; 6,394,355; D305,885; D341,584;
D344,501; D359,483; D362,453; D363,700; D363,918; D370,478; D383,124; D391,250;
D405,077; D406,581; D414,171; D414,172; D418,500; D419,548; D423,468; D424,035;
D430,158; D430,159; D431,562; D436,104.
Invention No. 55,358; 62,539; 69,060; 69,187, NI-068564 (Taiwan); No. 1,601,796; 1,907,875;
1,955,269 (Japan); European Patent 367,299; 414,281; 367,300; 367,298; UK 2,072,832; France
81/03938; Italy 1,138,713
rev. 06/02

Introduction

Congratulations on your purchase of Symbol Technologies' PDT 8100 Terminal! Its unique combination of features make this product superior for use in a wide range of applications. These features include:

- Personal Information Management software
- Microsoft® Windows® Pocket PC 2002 operating system
- RF communication via Symbol's Spectrum24 wireless network (PDT 814x) or a wide area network (PDT 813x)
- 1- and 2-dimensional scanning capability
- Monochrome LCD or color TFT LCD display
- 28-key, 37-key, or 47-key keyboard
- Touch screen
- Printing support
- IrDA-compliant interface for printing and communications.

About This Guide

This guide describes how to set up and use the terminal. The term PDT 8100 refers to the batch, Spectrum24, and WAN versions of the terminal. Specific topics covered include:

- Using the Keyboard on page 14
- Using the Stylus on page 20
- Today Screen on page 21
- Navigation Bar and Command Bar on page 22
- Input Methods on page 22
- Scanning with the PDT 8100 on page 25
- Resetting Your PDT 8100 Terminal on page 27
- Host Communications on page 29
- Maintaining the PDT 8100 on page 30
- Troubleshooting on page 31
- EID Number (PDT 8133 Only) on page 44.

The *PDT 8100 Product Reference Guide for Pocket PC 2002* (p/n 72-55034-xx) details the applications available for the PDT 8100. Visit http://www.symbol.com/manuals for the latest version of this guide and translated versions.

Accessories

Each PDT 8100 requires one 1550 mAh lithium-ion battery. The following optional accessories are available from Symbol Technologies:

- Additional lithium-ion battery
- Stylus for performing pen functions
- Cables:
    - Serial charging cable
    - DEX cable
    - Autocharge cable
    - Snap-on printer cable
- Single-slot cradle
- Four-slot cradle
- Vehicle cradle
- IrDA compliant printer
- Magnetic stripe reader
- Clip on modem module
- Headset
- Carrying case.

Parts of the PDT 8100 Series

Front View

- **WAN Antenna (PDT 8133/8137 only)**
- **Speaker**
- **Scan LED**
- **LCD (monochrome)**
- **TFT LCD (color)**
- **Scan Trigger**
- **Power Button**
- **Backlight Button**
- **Microphone**

Top View

15-Pin Serial Port (terminals without scanner)

1-D Exit Window (terminals with scanner)

2-D Exit Window (terminals with scanner)
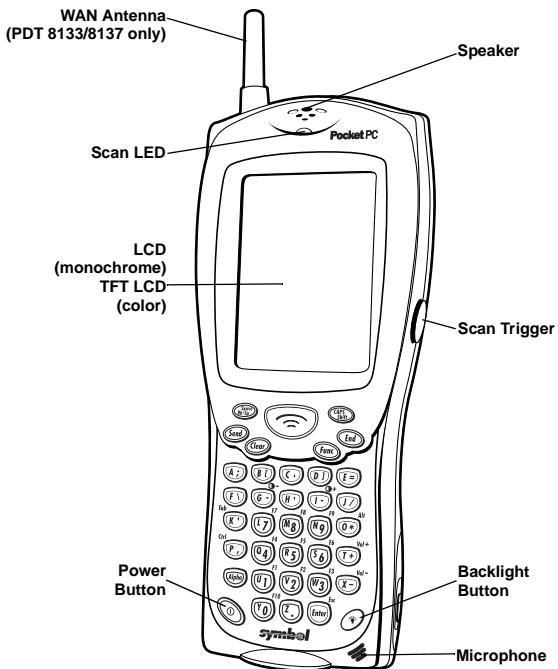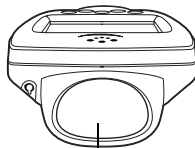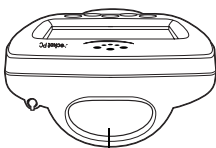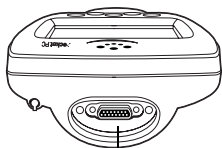
Parts of the PDT 8100 Series (continued)

Side View

Audio connector

1-D terminal Handstrap clip

2-D terminal Handstrap bar

Handstrap

Handstrap

Scan Trigger

1-D Terminal

2-D Terminal

Parts of the PDT 8100 Series (continued)

Back View

WAN Antenna

Stylus

Stylus Silo

IrDA Port

Reset Button

Battery Cover Switch

SIM Socket

Battery Compartment

Flash Card Cover

Lithium-ion Battery

Battery Door Latch

Battery Door Latch

Battery Door

Bottom View

Serial Port
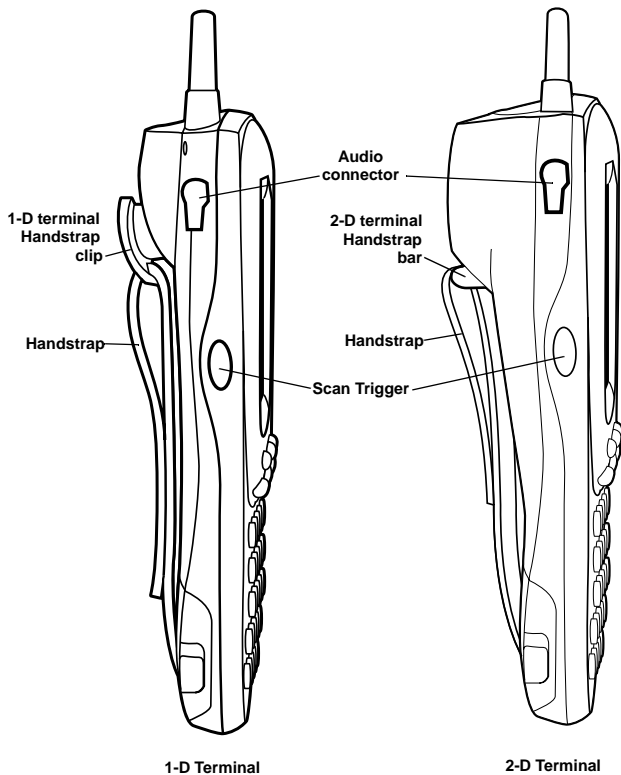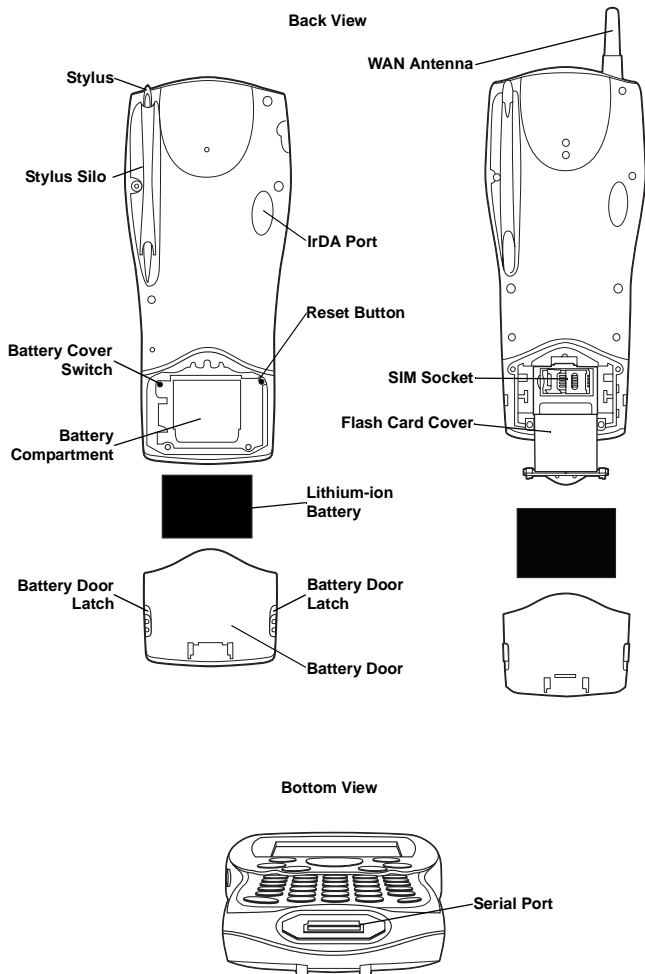
Getting Started

Before you can use your PDT 8100, perform these basic setup procedures:

- Install the antenna packaged with the terminal by screwing it into the antenna receptacle on the top of the terminal (PDT 8133/8137 only).
- Install the SIM card (PDT 8137 only).
- Insert the Compact Flash card (optional).
- Install and charge the battery.
- Start the PDT 81xx.
- Initiate the network connection (PDT 813x/814x only).

Installing the SIM Card (PDT 8137 Only)

1. Slide the latches on the battery door up and lift the battery door away from the PDT 8137. If the battery is installed, remove it.

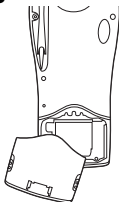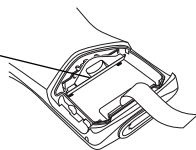**2.** Remove the flash card cover at the top of the battery compartment by pulling the top out, and lifting the cover up.

SIM Card

Contact Area

3. Slide the metal clip on the SIM cardholder door to the right to release the SIM cardholder.
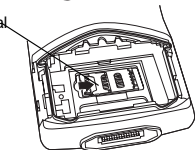
4. Lift the cardholder door to an upright position
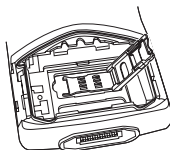
5. Insert the card between the cardholder body and the metal clip; be sure the beveled corner of the SIM card is on the top right.
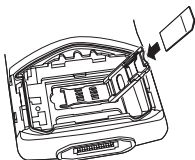
6. Close the cardholder door (with the contact area of the card facing down).
7. Slide the metal clip to the left to lock it in place.
8. Replace the flash card cover.
9. Reinsert the battery and battery door (see Installing the Battery on page 8).
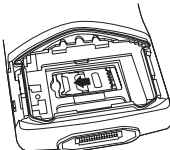
6

Inserting a Compact Flash Card

The PDT 8100 contains a slot for a standard compact flash card, which includes a locking mechanism that prevents the card from coming loose if the PDT 8100 is dropped. Insert the compact flash card carefully to ensure it engages this locking mechanism.

1. Open the battery door and remove the battery.
2. Remove the flash card cover at the top of the battery compartment by pulling the top out, and lifting the cover up.


Compact
Flash Card
Cover
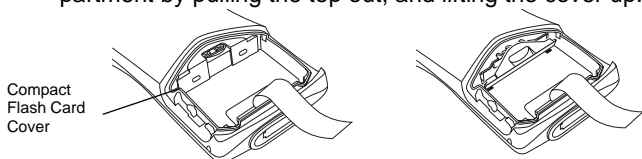
3. Insert the flash card into the compartment with the pins facing forward, and the main label facing down. It only fits one way. The two metal tabs on the locking mechanism will prevent you from pushing the card all the way in.
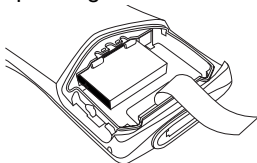
4. To fit the card into place, push down and in at the same time, so that the lip of the compact flash card slips *under* the tabs of the locking mechanism.
5. Replace the flash card cover by inserting the bottom first, and pressing the top in.

   Note: After you insert or remove a compact flash card, you must replace the flash card cover or the terminal will not function.

6. Reinsert the battery and battery door.
7. Perform a soft reset (see Performing a Soft Reset on page 27).

7

Removing a Compact Flash Card

1. Open the battery door and remove the battery and flash card cover.
2. Use the stylus to press the flash card release button inside the flash card compartment.
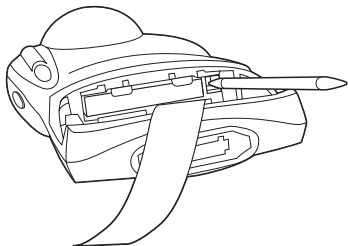
Installing the Battery

1. Slide the latches on the battery door up and lift the battery door away from the PDT 8100.

Latches
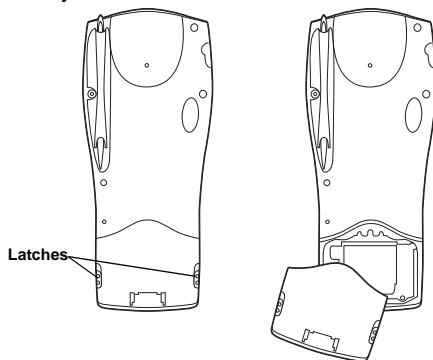
2. Insert the lithium-ion battery in the battery compartment with the battery tether positioned properly (as shown below), making sure the battery snaps into place.
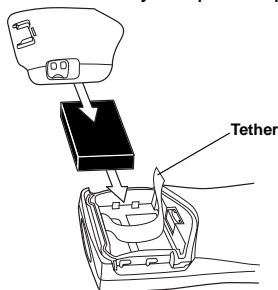
3. Replace the battery cover, pressing down firmly along the top edge while sliding the latches down into the locked position.

Charging the Battery

Before using your PDT 8100 for the first time, charge the lithium-ion battery in the terminal for about 2 1/2 hours, using the CRD 8100 Cradle or the Synchronization Cable. Follow these same procedures to recharge the battery.

Your terminal is equipped with a memory backup battery which automatically charges from the fully-charged lithium-ion battery. This backup battery retains data in memory when the terminal's battery is removed, and takes several hours to charge when you first use your terminal.

   Note: If you remove your lithium-ion battery before the back-up battery is fully charged, data may be lost. For this reason, DO NOT remove the battery within the first ten hours of use.

Charging the Battery Using the CRD 8100 Cradle

1. Set up the cradle according to the procedures in the *CRD 8100 Quick Reference Guide*.

2. Insert the PDT 8100 terminal in the cradle.

Terminal Status LED
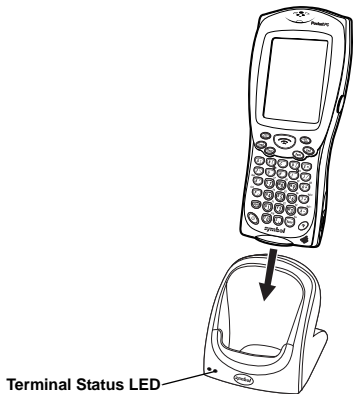
3. The Terminal Status LED turns red (may take up to one minute) to indicate charging, then turns off when the battery is fully charged. The terminal's battery is fully charged after approximately 2 1/2 hours.

Charging a Spare Battery

To recharge a spare battery, insert it in the spare battery charging slot in the back of the cradle, so the contacts are facing down and towards the back of the cradle. Press the battery down into the slot until firmly seated.

The Spare Battery LED turns red to indicate charging, then green when the battery is fully charged. The battery is fully charged after approximately 2 1/2 hours. See the *CRD 8100-1000S Quick Reference Guide* (p/n 72-50974-xx) for more information.

Spare Battery LED
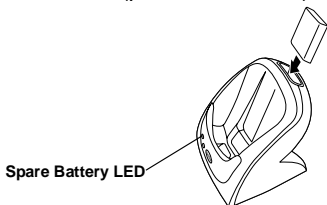
Charging the Battery Using the Synchronization Cable
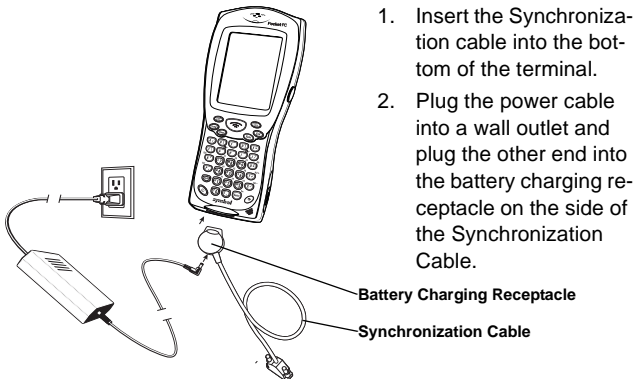
1. Insert the Synchronization cable into the bottom of the terminal.

2. Plug the power cable into a wall outlet and plug the other end into the battery charging receptacle on the side of the Synchronization Cable.

Battery Charging Receptacle

Synchronization Cable

15-Pin Serial Port Connector

To connect to the Micro-D RS-232 port at the top of the terminal, use an ITT Cannon brand mil-spec connector (MDM-15SSB) with captivated jack screws (mil p/n M83513/5-6) to protect the connector's contacts from damage during insertion and removal.

Attaching the Handstrap
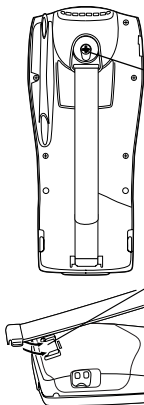
1. Install the plastic clip on the back of the terminal using the screw. (1-D terminals only.)

2. Slide the end of the strap into the notches on the bottom of the battery door.

3. On 1-D terminals, slip the top of the strap through the plastic clip on the back of the terminal. On 2-D terminals, slip the top of the strap through the metal bar. Adjust as necessary.

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Starting the PDT 8100

Press the red power button to turn the PDT 8100 on and off. If the terminal does not power on, perform a hard reset. See Performing a Hard Reset on page 28.

Power Button
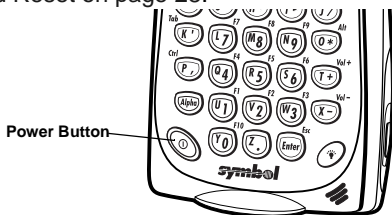
As the terminal initializes its unique Flash File system, the Symbol splash screen displays for about 10 seconds.

When the Welcome screen appears, tap anywhere on the screen to continue to the Align screen. Note that these screens also appear every time you perform a hard reset.

Aligning the Screen

To align your PDT 8100 so the cursor on the touch screen aligns with the tip of your stylus:

1. If necessary, adjust the contrast (monochrome LCD only) on the PDT 8100 so the screen is readable. See Adjusting the Contrast (Monochrome LCD) on page 14.
2. Remove the stylus from its storage silo on the back of the PDT 8100.
3. Tap the center of each target that appears on the screen with the tip of the stylus.

> **Tap the target firmly and accurately at each location on the screen. The target will continue to move until the screen is aligned.**
>
> $+$

4. Follow the directions on the screen which explain how to use the stylus and pop-up menus, and allow you to set your city and time zone.

Initiating a Network Connection

Before using the terminal, set up the Spectrum24, CDPD (Cellular Digital Packet Data) or GSM (Global System for Mobile Communication) network connection. Refer to the *PDT 8100 Series Product Reference Guide for Pocket PC 2002* for setup instructions.

Controlling the Backlight (Color TFT LCD)

Turn the backlight on and off by pressing the Backlight button.

Power Button   **Backlight Button**
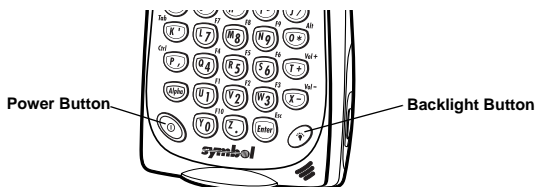
Keyboard	Keys	Description
28-key	Function + "1"	Decrease backlight (decrease brightness)
	Function + "2"	Increase backlight (increase brightness)
37-key	Function + "G"	Decrease backlight (decrease brightness)
	Function + "I"	Increase backlight (increase brightness)
47-key	Function + "Y"	Decrease backlight (decrease brightness)
	Function + "W"	Increase backlight (increase brightness)

Adjusting the Contrast (Monochrome LCD)

Keyboard	Keys	Description
28-key	Function + "1"	Decrease contrast (lighten the screen)
	Function + "2"	Increase contrast (darken the screen)
37-key	Function + "G"	Decrease contrast (lighten the screen)
	Function + "I"	Increase contrast (darken the screen)
47-key	Function + "Y"	Decrease contrast (lighten the screen)
	Function + "W"	Increase contrast (darken the screen)

Using a Headset
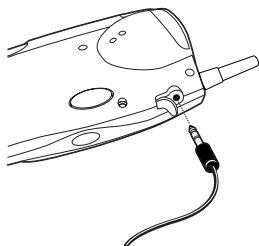
If your terminal is equipped with an audio connector, a headset may be installed for telephony operation.

To use the headset, plug the headset jack into the audio connector on the side of the terminal.

Using the Keyboard

Note: Key functions can be changed by an application. Your keyboard may not function exactly as described. For more detailed keyboard information, refer to the *PDT 8100 Product Reference Guide for Pocket PC 2002*.

Using the 28-Key Keyboard

The 28-key keyboard uses an alphanumeric keypad that produces the 26-character alphabet (A-Z), numbers (0-9), and assorted characters. The keyboard is color-coded to indicate which modifier key (Alpha-Numeric, **Func**) to press to produce a particular

14

character or action. The keyboard default is numeric, producing numbers.

Key	Action
Note: Press **Func**, then another key to produce the value or function above that key. See individual key descriptions in this table for additional Function key usage.	
Alpha	Press **Alpha** to toggle between alpha and numeric mode. In alpha mode, pressing a key produces the yellow letter on that key; in numeric mode, pressing a key produces the number in gray.
Backlight	See Controlling the Backlight (Color TFT LCD) on page 13.
Caps/Shift	Press **Shift** when in alpha mode, then another key to capitalize the letter on that key. Press **Func** + **Shift** to toggle All Caps on and off. **Func** + **Shift** also erases all entered data from the screen.
Clear	Press **Clear** to clear the screen.

15

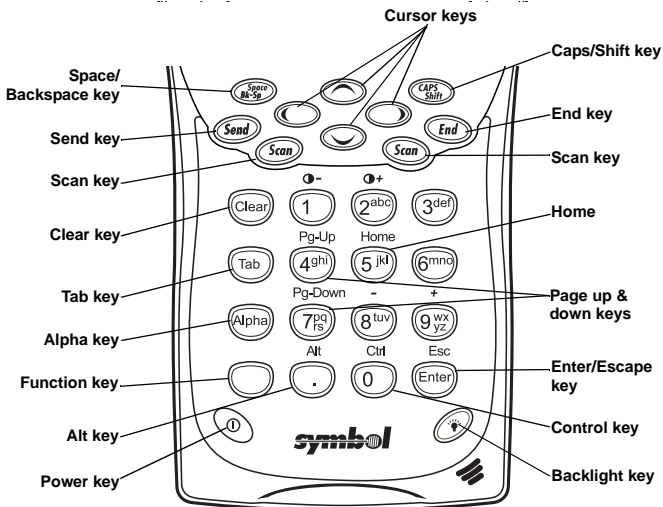| Key	Action
Contrast	See Adjusting the Contrast (Monochrome LCD) on page 14.
Cursor	Press cursor keys to move the cursor left, right, up and down on the screen. Press **Func** + up cursor to raise the volume. Press **Func** + down cursor to lower the volume.
End	Press **End** to move the cursor to the end of a line.
Enter/Escape	Press **Enter** after entering data or a command. Press **Func** + **Enter** to partially or completely escape from an application level or screen.
Power	See Starting the PDT 8100 on page 12.
Scan	Press **Scan** to scan bar codes. (Also use right and left scan triggers.)
Send	The **Send** key is application dependent.
Space/Back-space	Press **Func** + **Bk-Sp** to enter a blank space. Press **Bk-Sp** to erase information entered on the display, one character at a time.
Tab	Press **Tab** to move from field to field.

Using the 37-Key Keyboard

The 37-key keyboard uses an alphanumeric keypad that produces the 26-character alphabet (A-Z), numbers (0-9), and assorted characters. The keyboard is color-coded to indicate which modifier key (Alpha-Numeric, **Func**) to press to produce a particular

character or action. The keyboard default is numeric, producing the gray number or white character on that key.

Scan key

Caps/Shift key

Space/Backspace key

End key

Send key

Clear key

Function key

Tab key

Alt key

Control key

Volume (+) key

Volume (-) key

Alpha key

Backlight key

Power key

Enter/Escape key

symbol

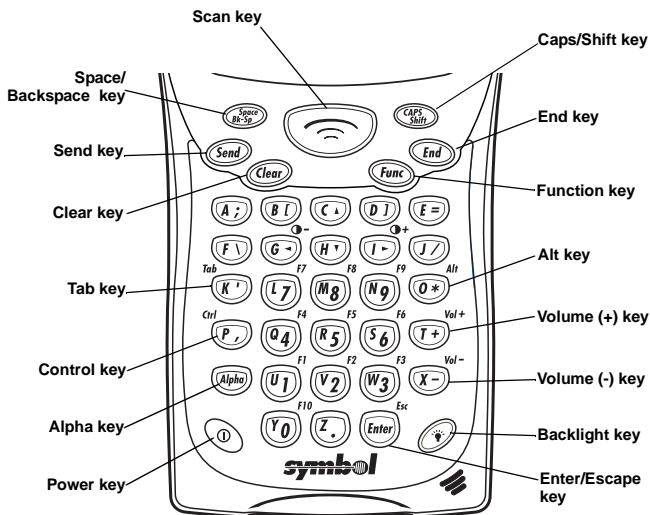| Key	Action
Note: Press **Func**, then another key to produce the value or function above that key. See individual key descriptions in this table for additional Function key usage.	
Alpha	Press **Alpha** to toggle between alpha and numeric mode. In alpha mode, pressing a key produces the yellow letter on that key; in numeric mode, pressing a key produces the number in gray or character in white.
Backlight	See Controlling the Backlight (Color TFT LCD) on page 13.
Caps/Shift	Press **Shift** when in alpha mode, then another key to capitalize the letter on that key. Press **Func + Shift** to toggle All Caps on and off. **Func + Shift** also erases all entered data from the screen.
Clear	Press **Clear** to clear the screen.

Key	Action
Contrast	See Adjusting the Contrast (Monochrome LCD) on page 14.
Cursor keys: C, G, H, I	Press cursor keys to move the cursor left, right, up and down on the screen.
End	Press **End** to move the cursor to the end of a line.
Escape/Enter	Press **Enter** after entering data or a command. Press **Func + Enter** to partially or completely escape from an application level or screen.
Power	See Starting the PDT 8100 on page 12.
Scan	Press **Scan** to scan bar codes. (Also use right and left scan triggers.)
Send	The **Send** key is application dependent.
Space/Back-space	Press **Func + Bk-Sp** to enter a blank space. Press **Bk-Sp** to erase information entered on the display, one character at a time.

Using the 47-Key Keyboard

The 47-key keyboard uses an alphanumeric keypad that produces the 26-character alphabet (A-Z), numbers (0-9), and assorted characters. The keyboard is color-coded to indicate which modifier key (Alpha-Numeric, **Func**) to press to produce a particular character or action. The keyboard default is the key value, producing the gray number or lower case yellow letter on that key.
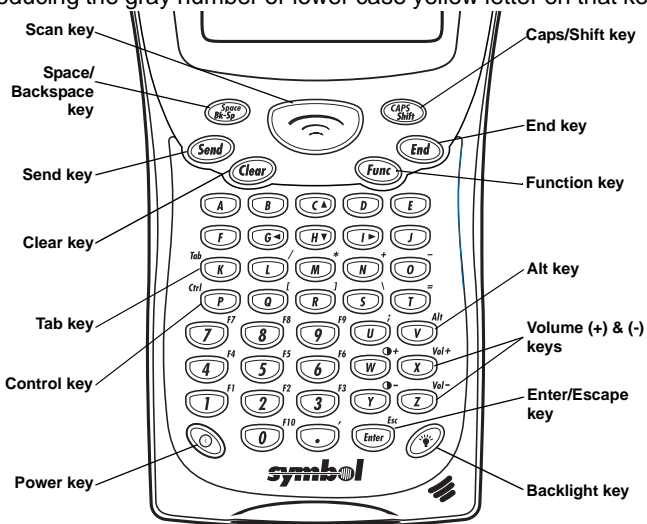

Key	Action
Note: Press **Func**, then another key to produce the value or function above that key. See individual key descriptions in this table for additional Function key usage.	
Backlight	See Controlling the Backlight (Color TFT LCD) on page 13.

Key	Action
Caps/Shift	Press **Shift** when in alpha mode, then another key to capitalize the letter on that key. Press **Func + Shift** to toggle All Caps on and off. **Func + Shift** also erases all entered data from the screen.
Clear	Press **Clear** to clear the screen.
Contrast	See Adjusting the Contrast (Monochrome LCD) on page 14.
Cursor keys: C, G, H, I	Press cursor keys to move the cursor left, right, up and down on the screen.
End	Press **End** to move the cursor to the end of a line.
Escape/Enter	Press **Enter** after entering data or a command. Press **Func + Enter** to partially or completely escape from an application level or screen.
Power	See Starting the PDT 8100 on page 12.
Scan	Press **Scan** to scan bar codes. (Also use right and left scan triggers.)
Send	The **Send** key is application dependent.
Space/Back-space	Press **Func + Bk-Sp** to enter a blank space. Press **Bk-Sp** to erase information entered on the display, one character at a time.

Using the Stylus

The stylus selects items and enters information. The stylus functions as a mouse.

- **Tap**: Touch the screen once with the stylus to open items and select options.
- **Drag**: Hold the stylus on the screen and drag across the screen to select text and images. Drag in a list to select multiple items.
- **Tap-and-hold**: Tap and hold the stylus on an item to see a list of actions available for that item. On the pop-up menu that appears, tap the action you want to perform.

Today Screen

When you turn on your terminal for the first time each day (or after 4 hours of inactivity), the Today screen appears. You can also display it by tapping 🔡 , then Today. On the Today screen, you can see important information for the day.

Tap to switch to a program.

Tap to view notification messages.

Tap to change volume or mute all sounds.

Start	🖵 ◀€ 8:14
🕐 **Wednesday, August 22, 2001**	Tap to change date and time.
📧 **Owner: Adam Barr** (206) 555-1212	Tap to open an item.
📅 **Status Meeting** 10:00AM-11:00AM (Room 919)	
✉ No unread messages	Your day at a glance.
☑ **1 Active task** **1 High priority**	

Microsoft mobile

New   🖳

Tap to create a new item.

Tap to view connection status.

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Navigation Bar and Command Bar

The navigation bar at the top of the screen displays the active program and current time, and allows you to select programs and close screens. The command bar at the bottom of the screen contains menus and buttons to perform tasks in programs.

Tap to change volume or mute the device.

Tap to quickly select a program you have recently used.

Tap to select a program.

Tap to see additional programs.
Tap to customize the device.

New button.
Input panel button.

New Edit Tools

Menu names.
Buttons.
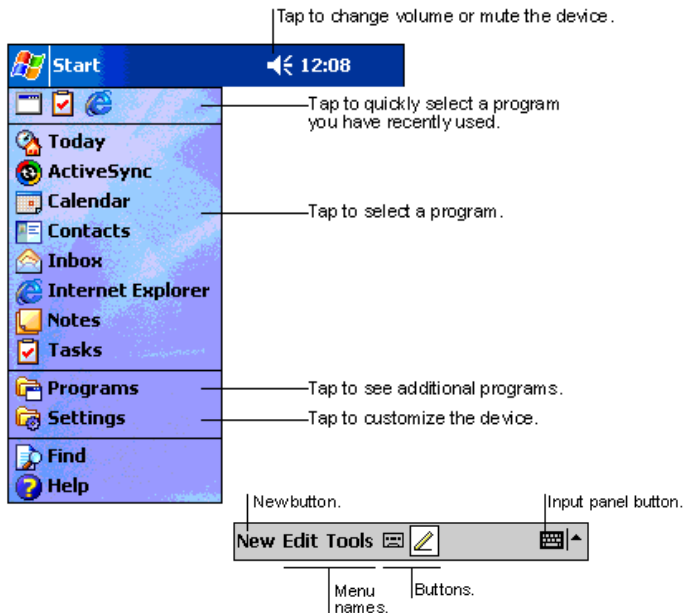
Input Methods

Enter information in any program by typing with the 28-, 37-, or 47-key keyboard, or use the input panel to type with the soft keyboard, write using Block Recognizer, or the Letter Recognizer. In any case, the characters appear as typed text on the screen.

To show or hide the input panel, tap the Input Panel button. Tap the arrow next to this button to view input methods.

123	1	2	3	4	5
Tab	q	w	e	r	
CAP	a	s	d	f	
Shift	z	x	c	v	
Ctl	áü	`	\		

Options... — Select input method settings

Block Recognizer
• **Keyboard** — Select an input method
Letter Recognizer

New Edit Tools 🔲 ✐

Input Panel Button

Tap to see your choice
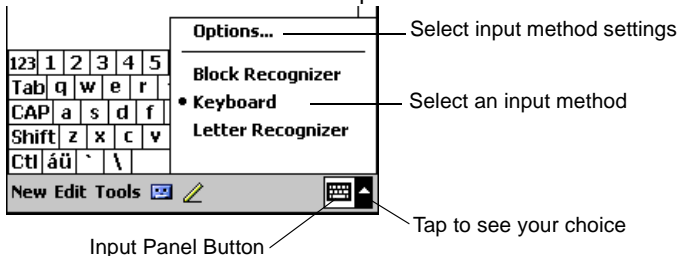
When you use the input panel, your terminal anticipates the word you are typing or writing and displays it above the input panel. When you tap the displayed word, it is inserted into your text at the insertion point. The more you use your terminal, the more words it learns to anticipate.

Using the Soft Keyboard

1. Tap the arrow next to the Input Panel button, then *Keyboard*.
2. On the soft keyboard, tap the keys with your stylus.

Tap here if this is the right word.

| meeting |

123	1	2	3	4	5	6	7	8	9	0	-	=	←
Tab	q	w	e	r	t	y	u	i	o	p	[	]	
CAP	a	s	d	f	g	h	j	k	l	;	'		
Shift	z	x	c	v	b	n	m	,	.	/	↵		
Ctl	áü	`	\					↓	↑	←	→		

New Edit Tools 🔲 ✐
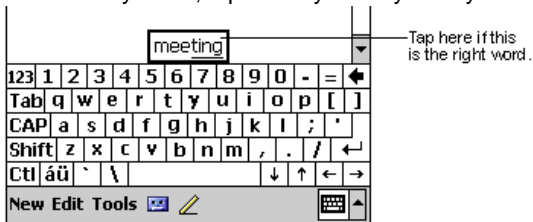
Using the Block Recognizer

1. Tap the arrow next to the Input Panel button, then *Block Recognizer*.

2. Write a letter in the left side of the box, or a number in the right side, using special character strokes.
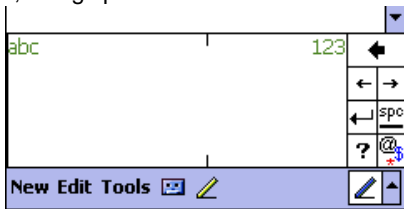
When you write a letter, it is converted to typed text on the screen. For instructions on entering Block Recognizer characters, with Block Recognizer open, tap the question mark next to the writing area, or see *Block Recognizer Characters* on page 25.

Using the Letter Recognizer

1. Tap the arrow next to the Input Panel button, then *Letter Recognizer*.

2. Write letters or numbers in the writing area, just as you would on paper. Write capital letters in the left side of the box, numbers in the right side, and lower case letters in the center.
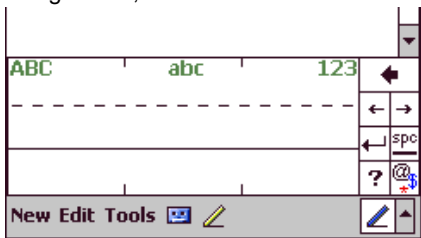
When you write a letter, it is converted to typed text on the screen. For instructions on using Letter Recognizer, with Letter Recognizer open, tap the question mark next to the writing area.

Block Recognizer Characters

The following chart is a partial display of the characters you can write while using the Block Recognizer (the dot on each character is the starting point for writing).

Letter Area

Number/Punctuation Area

Scanning with the PDT 8100

The PDT 8100 has an integrated scanner which collects data by scanning bar codes. See the *PDT 8100 Product Reference Guide for Pocket PC 2002* for information on configuring your terminal for scanning.

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To scan bar codes with the PDT 8100:

1. Aim the scanner at the bar code.
2. Press the scan trigger. Ensure the red scan beam covers the entire bar code. The green scan LED lights and a beep sounds to indicate a successful decode.
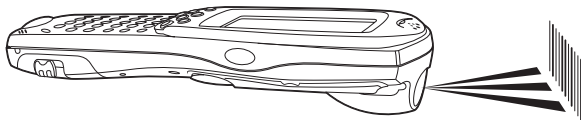
Scanning PDF417 Bar Codes

The 2-D scanning PDT 8100 terminal supports PDF417 bar code scanning. The raster pattern has multiple scanning rows to accommodate the PDF417 symbol's multiple rows.

1. Point the scanner at the bar code and press the trigger.
2. Center the aiming pattern on the bar code.
3. As the raster pattern spreads, keep the pattern horizontal to the bar code.

3/4"   3/4"
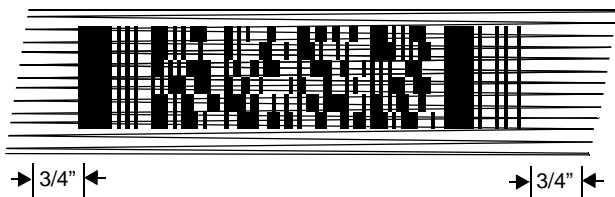
4. The terminal indicates a successful scan by changing the LED from red to green, beeping one or more times, and/or displaying the bar code data on the screen.

If the PDF417 symbol is too "tall" where the vertical scan pattern is not high enough to cover it, move the terminal slowly up and

down, keeping the beam horizontal to the rows, until the pattern scans the entire symbol.
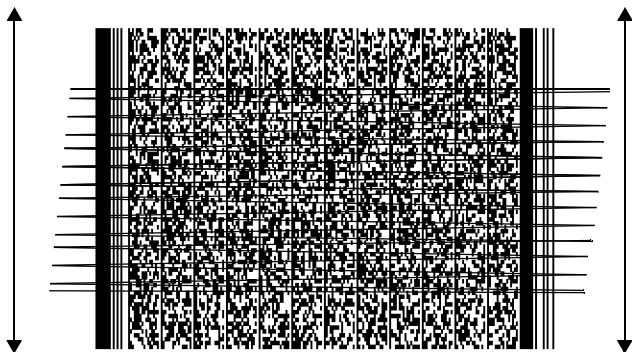
Resetting Your PDT 8100 Terminal

If your PDT 8100 terminal stops responding to input, reset it.

Performing a Soft Reset

A soft reset restarts the terminal and saves all stored records and entries.

Caution: Files that remain open during a soft reset may not be retained.

DO NOT perform a soft reset if the terminal is suspended. Press the Power button to wake the terminal; if the terminal does not turn on, perform a soft reset.

To perform a soft reset:

Keyboard	Keys
28-key	Backlight + Down Arrow + Function
37-key	Backlight + Alpha + Function
47-key	Backlight + End + Function

Performing a Hard Reset

A hard reset also restarts your PDT 8100 terminal, but erases all stored records and entries. *Therefore, never perform a hard reset unless a soft reset does not solve your problem.*

Note: You can restore any data previously synchronized with your computer during the next ActiveSync operation. See the *CRD 8100 Quick Reference Guide* or the *PDT 8100 Product Reference Guide for Pocket PC 2002.*

To perform a hard reset on the terminal:

1. Remove the battery cover.
2. While holding down the Function key, use the stylus (or similar object *without* a sharp tip) to gently press the reset button.

Func Key (37-key keyboard pictured)
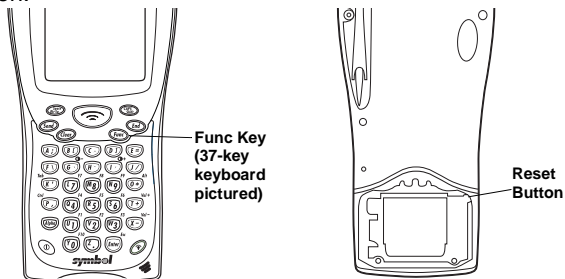
Reset Button

3. Replace the battery cover and press the Power button.
4. As the terminal reboots, the Symbol splash screen displays for about 10 seconds.
5. Realign the screen as described on page 12.

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Note: With a hard reset, Formats, Preferences, and other settings are restored to their factory default settings.

Host Communications

The PDT 8100 Series terminal can communicate with a host PC either directly through its communications port using an RS-232 serial cable, the cradle, or wirelessly via the Spectrum24® wireless LANs, CDPD (Cellular Digital Packet Data), or GSM (Global System for Mobile Communication). For more information on setting up and performing wireless communications with your PDT 8100 Series terminal, refer to the *PDT 8100 Series Product Reference Guide for Pocket PC 2002*.

Using the RS-232 Serial Cable

To connect the RS-232 serial cable for host communication:

1. Connect the RS-232 serial communication cable's connector to the adapter cable's connector.
2. Plug the adapter cable's subminiature connector into the serial communication port on the bottom of the terminal.
3. Plug the other end of the RS-232 serial communication cable into the host PC.
4. Begin host communication as specified by your application.

Using the Cradle

To communicate through the cradle:

1. Ensure all connections between the cradle and the host computer are secure. See the *Quick Reference Guide* that shipped with your cradle for instructions on setting up the cradle.
2. Power on the host computer, the cradle, and the terminal.
3. Insert the terminal into the cradle.
4. Begin host communications as specified by your application.

Communicating with Printers

To print from a standard printer:

1. Attach an RS-232 serial cable to the serial port in the bottom of the PDT 8100.
2. Attach the other end of the cable to the serial port on the printer.
3. Run your application's print function.

To print from an IrDA-compliant printer:

1. Point the IrDA port on the back of the PDT 8100 at the IrDA port on the printer, at a maximum distance of 39 inches (1 meter).
2. Run the application's print function.

   Note: The PDT 8100 must have software configured to communicate with the printer you are using.

Maintaining the PDT 8100

To maintain your PDT 8100 in good working order:

- Do not scratch the screen. Use the supplied stylus or plastic-tipped pens intended for use with a touch-sensitive screen. Never use a pen or pencil or other sharp object on the screen.
- Although your PDT 8100 is water and dust resistant, do not expose it to rain or moisture for an extended period of time. Treat your PDT 8100 as you would a pocket calculator or other small electronic instrument.
- The touch-sensitive screen of your PDT 8100 contains glass. Do not drop your PDT 8100 or subject it to strong impact.
- Protect your PDT 8100 from temperature extremes. Do not leave it on the dashboard of a car on a hot day, and keep it away from heat sources.
- Do not store or use your PDT 8100 in any location that is extremely dusty, damp or wet.
- If the surface of the PDT 8100 screen becomes soiled, clean it with a soft cloth moistened with a diluted window-cleaning solution.

Troubleshooting

Problem	Cause	Solution
PDT 8100 does not turn on.	Lithium-ion battery not charged.	Charge or replace the lithium-ion battery in the PDT 8100.
	Lithium-ion battery not installed properly.	Ensure battery is installed properly.
	System crash.	Perform a hard reset. See Resetting Your PDT 8100 Terminal on page 27.
Rechargeable lithium-ion battery did not charge.	Battery failed.	Replace battery. If your PDT 8100 terminal still does not operate, try a soft reset, then a hard reset; see Resetting Your PDT 8100 Terminal on page 27.
	PDT 8100 removed from cradle while battery was charging.	Insert PDT 8100 in cradle and begin charging. The lithium-ion battery requires up to 4 hours to recharge fully.
Cannot see characters on display.	PDT 8100 not powered on.	Press the **PWR** key.
	Contrast not adjusted properly (monochrome LCD only).	To adjust the contrast on your PDT 8100 terminal, see Adjusting the Contrast (Monochrome LCD) on page 14.

Problem	Cause	Solution
Fail to communicate with IrDA printer.	Distance from printer is more than 1 meter (39 inches).	Bring the terminal closer to the printer and attempt communications again.
	Obstruction interfered with communication.	Check the path to ensure no objects were in the way.
	Application is not enabled to run IrDA printing.	Printer support must be included with the application to run IrDA printing on the terminal. See your System Administrator.
During data communication, no data was transmitted, or transmitted data was incomplete.	Terminal removed from cradle or unplugged from host PC during communications.	Replace the terminal in the cradle, or replace the Synchronization cable, and re-transmit.
	Incorrect cable configuration.	See your System Administrator.
	Communication software was incorrectly installed or configured.	Perform setup as described in the *PDT 8100 Product Reference Guide for Pocket PC 2002*.
No sound is audible.	Volume setting is low or turned off.	Check the System Volume slider in the **Sounds & Reminders** properties dialog box (under **Start/Settings**) to make sure the volume is not turned down.

Problem	Cause	Solution
PDT 8100 turns itself off.	PDT 8100 is inactive.	Your PDT 8100 turns off after a period of inactivity. This period can be set from one to five minutes, in one-minute intervals. Check the **Power** dialog box (in the **System** tab under **Start/Settings**), and change the setting if you need a longer delay before the automatic shutoff feature activates.
PDT 8100 doesn't recognize my handwriting.	Character strokes written incorrectly with the stylus. or Character strokes written on the wrong part of the LCD screen. or Lower-case and upper-case letters, and numbers written on the wrong parts of the LCD screen.	If you're using the Block Recognizer input method, characters must be written a certain way. See the *PDT 8100 Product Reference Guide for Pocket PC 2002* for information about how to write character strokes. If you're using the Block Recognizer or Letter Recognizer input method, make the character strokes in the lower character entry area on the screen — not on the display part of the screen. Make sure you are writing letters and numbers in the appropriate section of the writing area.
Tapping the screen buttons or icons does not activate the corresponding feature.	LCD screen not aligned correctly.	Align the screen. Choose **Align Screen** from the **System** tab under **Start/Settings**, or hold down the Function button and press the Action button.

Problem	Cause	Solution
A message appears stating that your PDT 8100 terminal memory is full.	Too many files stored on the terminal.	Delete unused memos and records. You can save these records on your computer.
	Memory allocation too low.	Adjust the memory allocation. Select **Start**, then **Settings**, and select the **System** tab. Tap **Memory** and adjust the slider.
	Too many applications installed on the terminal.	If you have installed additional applications on your PDT 8100, remove them to recover memory. Select **Start**, then **Settings**, and select the **System** tab. Tap **Remove Programs**, select the unused program and tap **Remove.**
Beamed data does not transmit.	PDT 8100 terminals too close together.	Confirm that the PDT 8100 terminals are 5" apart, and there is a clear path between the two devices.
	Insufficient room lighting.	Adjust the room lighting or move to a different location.
When receiving beamed data an out of memory message appears.	Not enough free memory available for receiving data.	Your PDT 8100 terminal requires at least twice the amount of memory available as the data you are receiving. For example, if you are receiving a 30K application, you must have at least 60K free.

Problem	Cause	Solution
Your PDT 8100 terminal does not accept scan input.	Scanning application is not loaded.	Verify that the unit is loaded with a scanning application. See your System Administrator.
	Unreadable bar code.	Be sure the symbol is not defaced.
	Distance between exit window and bar code is incorrect.	Be sure you are within proper scanning range.
	Terminal is not programmed for the bar code.	Be sure the terminal is programmed to accept the type of bar code you are scanning.
	Terminal is not programmed to generate a beep.	If you are expecting a beep on a good decode and don't hear one, check that the application is set to generate a beep on good decode.
	Battery is low.	If the scanner stops emitting a laser beam when you press the trigger, check your battery level. When the battery is low, the scanner shuts off before the terminal notifies you of the low battery condition. **Note**: If the scanner is still not reading symbols, contact your distributor or Symbol Technologies.

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Ergonomic Recommendations

Caution: In order to avoid or minimize the potential risk of ergonomic injury follow the recommendations below. Consult with your local Health & Safety Manager to ensure that you are adhering to your company's safety programs to prevent employee injury.

- Reduce or eliminate repetitive motion
- Maintain a natural position
- Reduce or eliminate excessive force
- Keep objects that are used frequently within easy reach
- Perform tasks at correct heights
- Reduce or eliminate vibration
- Reduce or eliminate direct pressure
- Provide adjustable workstations
- Provide adequate clearance
- Provide a suitable working environment
- Improve work procedures.

Regulatory Information

All Symbol devices are designed to be compliant with rules and regulations in locations they are sold and will be labeled as required.

Any changes or modifications to Symbol Technologies equipment, not expressly approved by Symbol Technologies, could void the user's authority to operate the equipment.

Laser Devices

Symbol products using lasers comply with US 21CFR1040.10, and IEC825-1:1993, EN60825-1:1994+A11:1996. The laser classification is marked on one of the labels on the product.

Class 1 Laser devices are not considered to be hazardous when used for their intended purpose. The following statement is required to comply with US and international regulations:

Caution: Use of controls, adjustments or performance of procedures other than those specified herein may result in hazardous laser light exposure.

Class 2 laser scanners use a low power, visible light diode. As with any very bright light source, such as the sun, the user should avoid staring directly into the light beam. Momentary exposure to a Class 2 laser is not known to be harmful.

Scanner Labeling

CAUTION

LASER LIGHT-
DO NOT STARE INTO BEAM
630nm-680 nm LASER
1.0 MILLIWATT MAX OUTPUT
CLASS II LASER PRODUCT

LASER LIGHT
DO NOT STARE INTO BEAM
CLASS 2 LASER PRODUCT
LASERSTRAHLUNG
NICHT IN DEN STRAHL BLICKEN
LASER KLASSE 2
LUMIÈRE LASER
NE PAS REGARDER DANS LE FAISCEAU
APPAREIL À LASER DE CLASSE 2
630 - 680nm, 1mW

SEE QUICK REFERENCE
GUIDE FOR PATENT
COVERAGE AND LISTING

COMPLIES WITH 21CFR1040.10, IEC 825-1:1998-01/EN60825-1:1994 + A11:1996

"DANGER - Laser light when open. AVOID DIRECT EYE EXPOSURE
ATTENTION - LUMIÈRE LASER EN CAS D'OUVERTURE. EXPOSITION DANGEREUSE AU FAISCEAU
VORSICHT - LASERLICHT, WENN ABDECKUNG GEÖFFNET. NICHT DEM STRAHL AUSSETZEN"
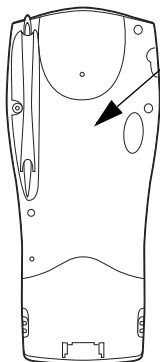
In accordance with Clause 5, IEC 825 and EN60825, the following information is provided to the user:

ENGLISH
CLASS 1   CLASS 1 LASER PRODUCT
CLASS 2   LASER LIGHT
            DO NOT STARE INTO BEAM
            CLASS 2 LASER PRODUCT

HEBREW

מוצר לייזר רמה 1   רמה 1

אור לייזר   רמה 2
אין להביט אל תוך הזרם
מוצר לייזר רמה 2

DANISH / DANSK
KLASSE 1   KLASSE 1 LASERPRODUKT
KLASSE 2   LASERLYF
            SE IKKE IND I STRÅLEN
            KLASSE 2 LASERPRODUKT

ITALIAN / ITALIANO
CLASSE 1   PRODOTTO AL LASER DI CLASSE 1
CLASSE 2   LUCE LASER
            NON FISSARE IL RAGGIOPRODOTTO
            AL LASER DI CLASSE 2

DUTCH / NEDERLANDS
KLASSE 1   KLASSE-1 LASERPRODUKT
KLASSE 2   LASERLICHT
            NIET IN STRAAL STAREN
            KLASSE-2 LASERPRODUKT

NORWEGIAN / NORSK
KLASSE 1   LASERPRODUKT, KLASSE 1
KLASSE 2   LASERLYS IKKE STIRR INN I LYSSTRÅLEN
            LASERPRODUKT, KLASSE 2

FINNISH / SUOMI
LUOKKA 1   LUOKKA 1 LASERTUOTE
LUOKKA 2   LASERVALO
            ÄLÄ TUIJOTA SÄDETTÄ
            LUOKKA 2 LASERTUOTE

PORTUGUESE / PORTUGUÊS
CLASSE 1   PRODUTO LASER DA CLASSE 1
CLASSE 2   LUZ DE LASER NÃO FIXAR O RAIO LUMINOSO
            PRODUTO LASER DA CLASSE 2

FRENCH / FRANÇAIS
CLASSE 1   PRODUIT LASER DE CLASSE 1
CLASSE 2   LUMIERE LASER
            NE PAS REGARDER LE RAYON FIXEMENT
            PRODUIT LASER DE CLASSE 2

SPANISH / ESPAÑOL
CLASE 1   PRODUCTO LASER DE LA CLASE 1
CLASE 2   LUZ LASER
            NO MIRE FIJAMENTE EL HAZ
            PRODUCTO LASER DE LA CLASE 2

GERMAN / DEUTCH
KLASSE 1   LASERPRODUKT DER KLASSE 1
KLASSE 2   LASERSTRAHLEN
            NICHT DIREKT IN DEN LASERSTRAHL SCHAUEN
            LASERPRODUKT DER KLASSE 2

SWEDISH / SVENSKA
KLASS 1   LASERPRODUKT KLASS 1
KLASS 2   LASERLJUS STIRRA INTE MOT STRÅLEN
            LASERPRODUKT KLASS 2

Power Supply

Note: Use only a Symbol-approved power supply (*p/n 50-14000-107*) output rated 9 Vdc and minimum 2A. The power supply is certified to EN60950 with SELV outputs.

Hinweis: Benutzen Sie nur eine Symbol Technologies genehmigt Stromversorgung (*p/n 50-14000-107*) in den Ausgabe: 9 Vdc und minimum 2A. Die Stromversorgung ist bescheinigt nach EN60950 mit SELV Ausgaben.

⚠ **FCC RF Exposure Guidelines**

This device was tested for typical body-worn operations with the holster providing a minimal spacing of 2.0 cm from the body to the back of the terminal/antenna. To maintain compliance with FCC RF exposure compliance requirements, use only belt-clips, holsters, or similar accessories that maintain a 2.0 cm separation distance between the user's body and the back of the terminal, including the antenna. The use of third-party belt-clips, holsters, and similar accessories should not contain metallic components in its assembly. The use of these accessories that do not satisfy these requirements may not comply with FCC RF exposure compliance requirements, and should be avoided.

GSM Regulatory Warnings

⚠ *Emergency Calls*
Note: Only applicable for Audio Enabled Devices

The Worldwide GSM standard provides a single uniform number, 112, to dial in cases of emergency. Provided that your phone has found an network you will be able to make an emergency call. The call can be made regardless of any security codes and depending on a network, with or without a SIM card inserted.

⚠ *Safety Information*

The device complies with Internationally recognised standards covering Specific Absorption Rate (SAR) related to human exposure to electromagnetic fields from mobile phones.
It is advisable only to use the device only in the normal operating position.

⚠ *Safety on the Road*

Drivers are advised not to use the handset while their vehicle is in motion, except in emergencies. Use the hands-free facility to speak only if it does not divert your attention from the traffic.

⚠ *Safety on Aircraft*

You are required to switch off mobile phones when on board an aircraft or at any other time when instructed to do so by a member of the crew.

⚠ *Pacemakers*

It is recommended by pacemaker manufacturers that a minimum of 15cm (6 inches) be maintained between a handheld wireless phone and a pacemaker to avoid any possible interference with the pacemaker. These recommendations are consistent with the independent research by and recommendations of Wireless Technology Research.

⚠️ ***Persons with pacemakers:***

- Should always keep the device more than 15cm (6 inches) from their pace-maker when turned on
- Should not carry the device in a breast pocket
- Should use the ear furthest from the pacemaker to minimize the potential for interference.

If you have any reason to suspect that interference is taking place turn off your device immediately.

⚠️ ***Hearing Aids***

The device may interfere with some hearing aids. In the event of interference you may want to consult your hearing aid supplier to discuss solutions.

⚠️ ***Other Medical Devices***

The device transmits radio frequency energy and has the potential to interfere with inadequately protected medical devices. Consult your physician or the manufacturer of the device to see if any particular device has sufficient protection.

It is good practice to turn off the device within a hospital or other medical facility where sensitive medical equipment is in use. In some countries, this is a legal requirement applying to all mobile phones and related equipment.

⚠️ ***Effect on Vehicles***

RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles (including safety systems). Check with the manufacturer or its representative regarding your vehicle. You should also consult the manufacturer of any equipment that has been added to your vehicle.

⚠️ ***Warning Notices***

Please observe all warning notices with regard to the usage of mobile phones.

⚠️ ***Potentially Hazardous Atmospheres***

You are advised not to use this device at a refuelling point. You are reminded of the need to observe restrictions on the use of radio devices in fuel depots, chemical plants etc.

Radio Frequency Interference Requirements

Symbol Technologies Inc.

FC

**Tested to Comply
With FCC Standards**

For Home or Office Use
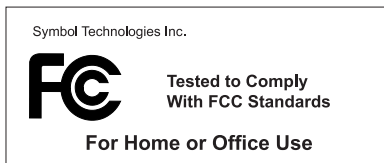
Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. However there is no guarantee that interference will not occur in a particular installation. If the equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Re-orient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help.

Radio Frequency Interference Requirements - Canada

This device complies with RSS 210 of Industry & Science Canada. Operation is subject to the following two conditions: (1) this device may not cause harmful interference and (2) this device must accept any interference received, including interference that may cause undesired operation.

This Class B digital apparatus complies with Canadian ICES-003.
Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

CE Marking and European Economic Area (EEA)

For Wideband Radio Devices:

RLAN's (2.4GHz) for use through the EEA have the following restrictions:

- Maximum radiated transmit power of 100 mW EIRP in the frequency range 2.400 -2.4835 GHz
- France, equipment is restricted to 2.4465 -2.4835 GHz frequency range
- Belgium outside usage, the equipment is restricted to 2.460 -2.4835 GHz frequency range
- Italy requires a user license.

Statement of Compliance for Non-Radio Devices

Symbol Technologies, Inc., hereby declares that this device is in compliance with all the applicable Directives, 89/336/EEC, 73/23/EEC. A copy of the Declaration of Conformity may be obtained from http://www2.symbol.com/doc/.

Statement of Compliance for Radio Devices

Symbol Technologies, Inc., hereby, declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. A Declaration of Conformity may be obtained from http://www2.symbol.com/doc/.

Statement of Compliance for Radio Devices Integrated into Terminals

Symbol Technologies, Inc., hereby, declares that this device is in compliance with the essential requirements and other relevant provisions of Directives 1999/5/EC, 89/336/EEC and 73/23/EEC. Declaration of Conformities may be obtained from http://www2.symbol.com/doc/.

Statements (Other)

Wideband Radio Devices:
Mexico - Restrict Frequency Range of: 2.450 - 2.4835 GHz.

EID Number (PDT 8133 Only)

To enable CDPD service, contact your service provider to submit your Electronic Identification number (EID). This number is located on the back of your terminal.

Battery Caution

Caution: Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.

Warranty

(A) Warranty Symbol Technologies (hereafter "Seller") hardware Products are warranted against defects in workmanship and materials for a period of twelve (12) months from the date of shipment, unless otherwise provided by Seller in writing, provided the Product remains unmodified and is operated under normal and proper conditions. Warranty provisions and durations on software, integrated installed systems, Product modified or designed to meet specific customer specifications ("Custom Products"), remanufactured products, and reconditioned or upgraded products, shall be as provided in the applicable Product specification in effect at the time of purchase or in the accompanying software license.

(B) Spare Parts Spare parts (i.e. parts, components, or subassemblies sold by Seller for use in the service and maintenance of Products) are warranted against defects in workmanship and materials for a period of thirty (30) days from the date of shipment. Spare parts may be new or originate from returned units under the conditions set forth in subsection D below.

(C) Repair of Symbol-branded hardware For repairs on Symbol-branded hardware Products under this Agreement, including repairs covered by warranty, the repair services provided are warranted against defects in workmanship and materials on the repaired component of the Product for a period of thirty (30) days from the shipment date of the repaired Product, or until the end of the original warranty period, whichever is longer.

(D) Product Service Products may be serviced or manufactured with parts, components, or subassemblies that originate from returned products and that have been tested as meeting applicable specifications for equivalent new material and Products. The sole obligation of Seller for defective hardware Products is limited to repair or replacement (at Seller's option) on a "return to service depot" basis with prior Seller authorization. Customer is responsible for shipment to the Seller and assumes all costs and risks associated with this transportation; return shipment to the Customer will be at Seller's expense. Customer shall be responsible for return shipment charges for product returned where Seller determines there is no defect ("No Defect Found"), or for product returned that Seller determines is not eligible for warranty repair. No charge will be made to Buyer for replacement parts for warranty repairs. Seller is not responsible for any damage to or loss of any software programs, data or removable data storage media, or the restoration or reinstallation of any software programs or data other than the software, if any, installed by Seller during manufacture of the Product.

(E) Original Warranty Period Except for the warranty applying solely to the repaired component arising from a repair service as provided in Section C above, the aforementioned provisions do not extend the original warranty period of any Product that had either been repaired or replaced by Seller.

(F) Warranty Provisions The above warranty provisions shall not apply to any Product (i) which has been repaired, tampered with, altered or modified, except by Seller's authorized service personnel; (ii) in which the defects or damage to the Product result from normal wear and tear, misuse, negligence, improper storage, water or other liquids, battery leakage, use of parts or accessories not approved or supplied by Symbol, or failure to perform operator handling and scheduled maintenance instructions supplied by Seller; (iii) which has been subjected to unusual physical or electrical stress, abuse, or accident, or forces or exposure beyond normal use within the specified operational and environmental parameters set forth in the applicable Product specification; nor shall the above warranty provisions apply to any expendable or consumable items, such as batteries, supplied with the Product.

EXCEPT FOR THE WARRANTY OF TITLE AND THE EXPRESS WARRANTIES STATED ABOVE, SELLER DISCLAIMS ALL WARRANTIES ON PRODUCTS FURNISHED HEREUNDER INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD. SOME STATES OR COUNTRIES DO NOT ALLOW A LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS. IN SUCH STATES OR COUNTRIES, FOR SUCH PRODUCTS, SOME EXCLUSIONS OR LIMITATIONS OF THIS LIMITED WARRANTY MAY NOT APPLY.

The stated express warranties are in lieu of all obligations or liabilities on the part of Seller for damages, including but not limited to, special, indirect or consequential damages arising out of or in connection with the use or performance of the Product or service. Seller's liability for damages to Buyer or others resulting from the use of any Product or service furnished hereunder shall in no way exceed the purchase price of said Product or the fair market value of said service, except in instances of injury to persons or property.
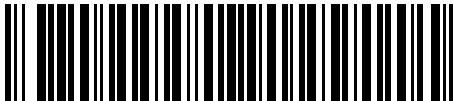
Service Information

Before you use the unit, it must be configured to operate in your facility's network and run your applications.

If you have a problem running your unit or using your equipment, contact your facility's Technical or Systems Support. If there is a problem with the equipment, they will contact the Symbol Support Center:

United States[1]	1-800-653-5350 1-631-738-2400	Canada	905-629-7226
United Kingdom	0800 328 2424	Asia/Pacific	+65-6796-9600
Australia	1-800-672-906	Austria/Österreich	1-505-5794-0
Denmark/Danmark	7020-1718	Finland/Suomi	9 5407 580
France	01-40-96-52-21	Germany/Deutch-land	6074-49020
Italy/Italia	2-484441	Mexico/México	5-520-1835
Netherlands/Neder-land	315-271700	Norway/Norge	+47 2232 4375
South Africa	11-8095311	Spain/España	91 324 40 00 Inside Spain
Sweden/Sverige	84452900		+34 91 324 40 00 Outside Spain
Latin America Sales Support	1-800-347-0178 Inside US +1-561-483-1275 Outside US		
Europe/Mid-East Distributor Opera-tions	Contact local distributor or call +44 118 945 7360		

[1]Customer support is available 24 hours a day, 7 days a week.

72-55171-01
Revision C — January 2003

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