



# MC95XX Series Mobile Computer

## User Guide



Preliminary

***MC95XX Mobile Computer  
User Guide***

*72E-118501-01*

*Rev. 062309*

*June 2009*

Preliminary

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## Patents

This product is covered by one or more of the patents listed on the website: [www.motorola.com/enterprisemobility/patents](http://www.motorola.com/enterprisemobility/patents).

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## Revision History

Changes to the original manual are listed below:

| Change          | Date     | Description            |
|-----------------|----------|------------------------|
| -01 Rev. 042009 | 04/10/09 | Initial draft for Beta |
| -01 Rev. 062309 | 06/23/09 | Team review.           |
|                 |          |                        |
|                 |          |                        |
|                 |          |                        |
|                 |          |                        |

Preliminary

# Preliminary

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## Appendix A: Technical Specifications

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# About This Guide

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## Introduction

This guide provides information about using the MC95XX Series mobile computers and accessories.

✓ **NOTE** Screens and windows pictured in this guide are samples and can differ from actual screens.

## Documentation Set

The documentation set for the MC95XX provides information for specific user needs, and includes:

- **MC95XX Series Quick Start Guide** - describes how to get the MC95XX mobile computer up and running.
- **MC95XX Series Mobile Computer User Guide** - describes how to use the MC95XX mobile computer.
- **MC95XX Series Mobile Computer Integrator Guide** - describes how to set up the MC95XX mobile computer and accessories.
- **Microsoft® Applications for Windows Mobile 6 User Guide** - describes how to use Microsoft developed applications.
- **Enterprise Mobility Application Guide** - describes how to use Enterprise Mobility developed sample applications.
- **Enterprise Mobility Developer Kit (EMDK) Help File** - provides API information for writing applications.

## Configurations

This guide covers the following configurations:

| Configuration | Radios   | Display        | Memory                      | Data Capture Options   | Operating System                | Keypads            |
|---------------|--|----------------|-----------------------------|--|---------------------------------|--------------------|
| MC9590        | WLAN: 802.11 a/b/g<br>WPAN: Bluetooth v2.1 with EDR<br>GPS: SiRF III               | 3.5" VGA Color | 128 MB RAM/<br>256 MB Flash | 1D laser scanner, 2D imager, 1D laser scanner and camera or 2D imager and camera | Windows Mobile 6.1 Classic      | See Keypads below. |
| MC9596        | WLAN: 802.11a/b/g<br>WPAN: Bluetooth v2.1 with EDR<br>WWAN: HSDPA<br>GPS: SiRF III | 3.5" VGA Color | 128 MB RAM/<br>256 MB Flash | 1D laser scanner, 2D imager, 1D laser scanner and camera or 2D imager and camera | Windows Mobile 6.1 Professional | See Keypads below. |
| MC9598        | WLAN: 802.11a/b/g<br>WPAN: Bluetooth v2.1 with EDR<br>WWAN: EvDO<br>GPS: SiRF III  | 3.5" VGA Color | 128 MB RAM/<br>256 MB Flash | 1D laser scanner, 2D imager, 1D laser scanner and camera or 2D imager and camera | Windows Mobile 6.1 Professional | See Keypads below. |

## Keypads

The following keypads are available:

- Alpha Primary
- Telephony Numeric
- Calculator numeric
- Alpha Numeric Wide.

See *Appendix C, Keypads* for specific keypad information.

## Software Versions

This guide covers various software configurations and references are made to operating system or software versions for:

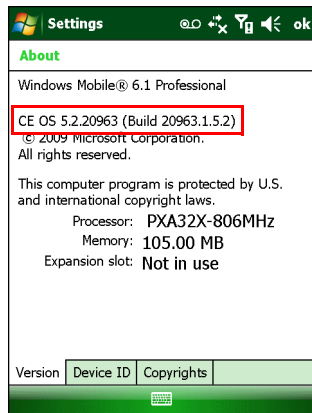
- Adaptation Kit Update (AKU) version
- OEM version
- BTExplorer version
- Fusion version
- Phone version.



## AKU Version

To determine the Adaptation Kit Update (AKU) version:

Tap **Start > Settings > System tab > About icon > Version tab**.

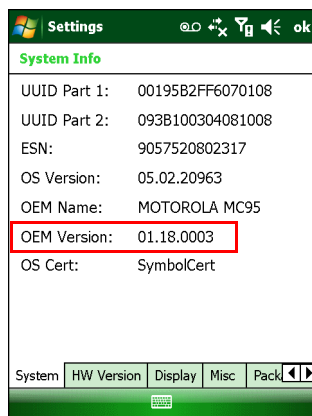


The second line lists the operating system version and the build number. The last part of the build number represents the AKU number. For example, *Build 18552.0.7.5* indicates that the device is running AKU version 0.7.5.

## OEM Version

To determine the OEM software version:

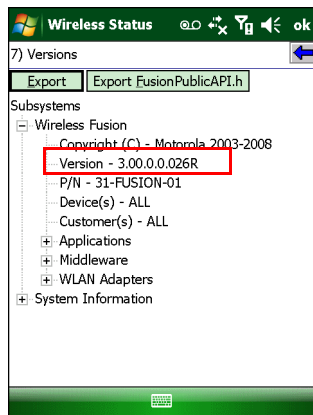
Tap **Start > Settings > System tab > System Info icon > System tab**.



## Fusion Software

To determine the Fusion software version:

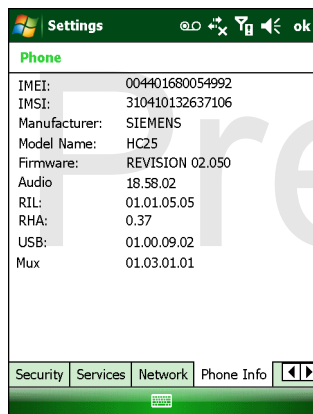
Tap **Wireless Strength icon > Wireless Status > Versions**.



## Phone Software

To determine the Phone software version:

Tap **Start > Phone > Menu > Options > PhoneInfo** tab or **Start > Setting > Settings > PhoneInfo** icon.



## Chapter Descriptions

Topics covered in this guide are as follows:

- [Chapter 1, Getting Started](#) provides information on getting the MC95XX up and running for the first time.
- [Chapter 2, Battery Management](#) provides information on the types of batteries and how to charge them.
- [Chapter 3, Using the MC95XX](#) provides information on using the MC95XX.
- [Chapter 4, Data Capture](#) provides instructions for using the MC95XX to capture data using the laser scanner, imager and camera.
- [Chapter 6, Using GPS Navigation](#) provides information about GPS navigation with the MC95XX.
- [Chapter 5, Using the Phone](#) provides basic instructions for using the MC95XX phone.
- [Chapter 7, Using Bluetooth](#) explains Bluetooth functionality on the MC95XX.
- [Chapter 8, Accessories](#) describes the available accessories and how to use them with the MC95XX.
- [Chapter 9, Maintenance & Troubleshooting](#) includes instructions on cleaning and storing the MC95XX, and provides troubleshooting solutions for potential problems during MC95XX operation.

- [Appendix A, Technical Specifications](#) provides the technical specifications for the MC95XX.
- [Appendix B, Voice Quality Manager](#) provides information on Voice Quality Manager software.
- [Appendix C, Keypads](#) provides keypad layouts and operation.

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## Notational Conventions

The following conventions are used in this document:

- “mobile computer” refers to the Motorola MC95XX series of hand-held computers.
- *Italics* are used to highlight the following:
  - Chapters and sections in this and related documents
  - Icons on a screen.
- **Bold** text is used to highlight the following:
  - Dialog box, window, and screen names
  - Drop-down list and list box names
  - Check box and radio button names
  - Key names on a keypad
  - Button names on a screen.
- bullets (•) indicate:
  - Action items
  - Lists of alternatives
  - Lists of required steps that are not necessarily sequential
- Sequential lists (e.g., those that describe step-by-step procedures) appear as numbered lists.

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## Related Documents

- *MC95XX Series Quick Start Guide*, p/n 72-118504-xx.
- *MC95XX Windows Mobile 6.1 Regulatory Guide*, p/n 72-118502-xx.
- *MC95XX Series Mobile Computer Integrator Guide*, p/n 72E-118503-xx.
- *Mobility Services Platform User Guide*, p/n 72E-100158-xx.
- *Microsoft® Applications for Windows Mobile 6 User Guide*, p/n 72E-108299-xx.
- *Enterprise Mobility Application Guide*, p/n 72E-68901-xx.
- *Enterprise Mobility Developer Kits (EMDKs)*, available at: <http://www.motorola.com/enterprisemobility/support>.
- Latest ActiveSync software, available at: <http://www.microsoft.com>.

For the latest version of this guide and all guides, go to: <http://www.motorola.com/enterprisemobility/manuals>.

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## Service Information

If you have a problem with your equipment, contact Motorola Enterprise Mobility support for your region. Contact information is available at: <http://www.motorola.com/enterprisemobility/contactsupport>.

When contacting Enterprise Mobility support, please have the following information available:

- Serial number of the unit (found on manufacturing label)
- Model number or product name (found on manufacturing label)
- Software type and version number.

Motorola responds to calls by email, telephone or fax within the time limits set forth in support agreements.

If your problem cannot be solved by Motorola Enterprise Mobility Support, you may need to return your equipment for servicing and will be given specific directions. Motorola is not responsible for any damages incurred during shipment if the approved shipping container is not used. Shipping the units improperly can possibly void the warranty.

If you purchased your Enterprise Mobility business product from a Motorola business partner, contact that business partner for support.

Preliminary

# Chapter 1 Getting Started

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## Introduction

This chapter explains how to set up the MC95XX for the first time.

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## Unpacking

Carefully remove all protective material from the MC95XX and save the shipping container for later storage and shipping.

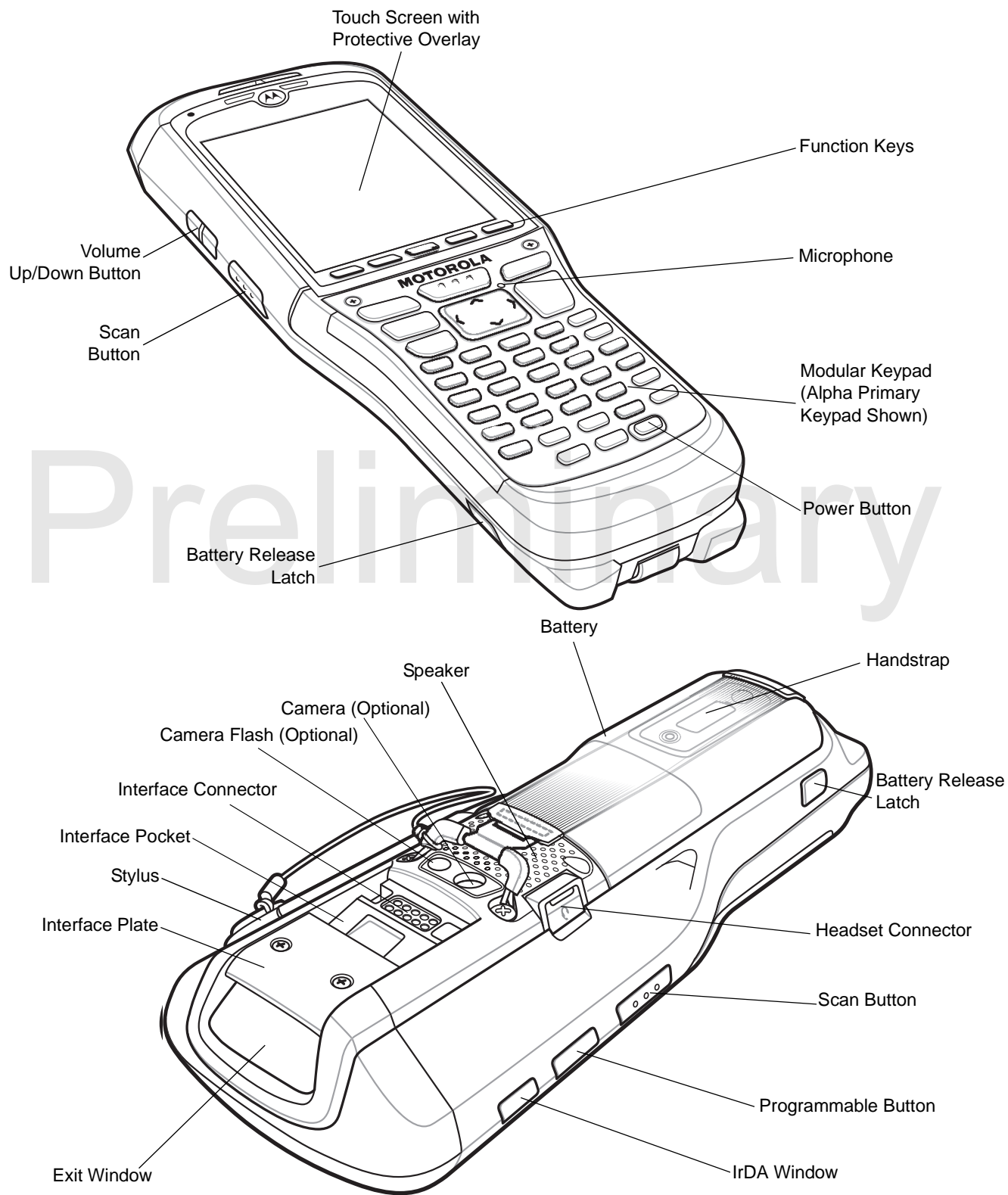
Verify that you received the following:

- MC95XX mobile computer
- 4800 mAh Lithium-ion battery
- Regulatory Guide
- Quick Start Guide.

Inspect the equipment for damage. If any equipment is missing or damaged, contact the Motorola Enterprise Mobility Support center immediately. See [page xviii](#) for contact information.

Prior to using the MC95XX for the first time, remove the protective shipping film that covers the keypad and battery display.

## Part of the MC95XX



**Figure 1-1** MC95XX

## Getting Started

To start using the MC95XX for the first time:

- Install a microSD card (optional)
- Install the SIM card (MC9596 only)
- Install the battery.
- Charge the MC95XX.

### Installing a microSD Card

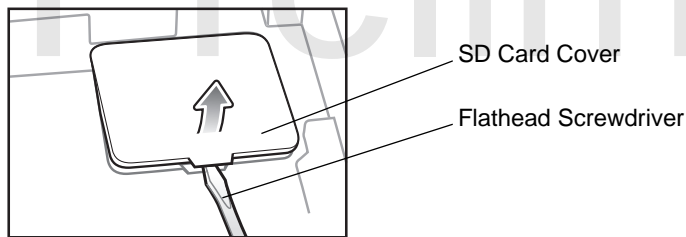
The microSD card slot provides secondary non-volatile storage. The slot is located under the battery pack. Refer to the documentation provided with the card for more information, and follow the manufacturer's recommendations for use.



**CAUTION** Follow proper ESD precautions to avoid damaging the microSD card. Proper ESD precautions include, but are not limited to, working on an ESD mat and ensuring that the operator is properly grounded.

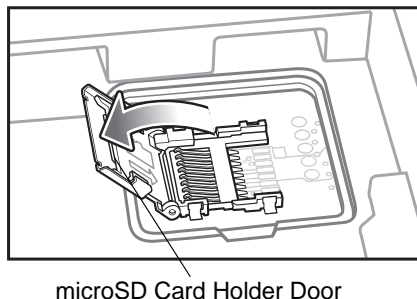
To install the microSD card:

1. Remove the SD card cover using flathead screwdriver.



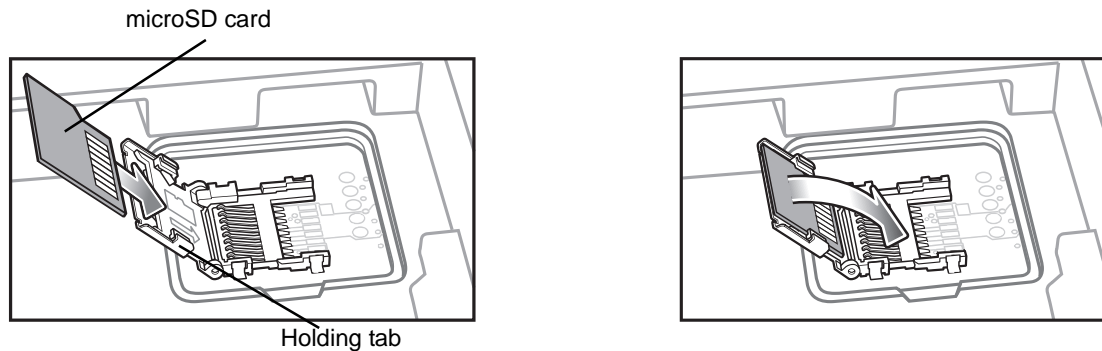
**Figure 1-2** SD Card Cover Removal

2. Slide the microSD card holder door to the left to open.
3. Lift microSD card holder door.



**Figure 1-3** Lift SIM Slot Holder Door

4. Insert the microSD card into card holder door ensuring that the card slides into the holding tabs on each side of the door.



**Figure 1-4** Insert microSD Card in Holder

5. Close the card holder door and slide to the right to lock into place.
6. Re-install the SD card cover.

## Installing the SIM Card

✓ **NOTE** MC9596 configuration only.

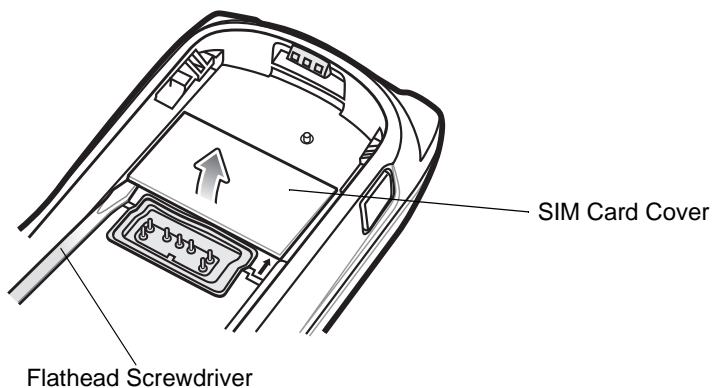
GSM phone service requires a Subscriber Identification Module (SIM) card, or smart card. Obtain the card from the your service provider. The card fits into the MC9596 and can contain the following information:

- Mobile phone service provider account details.
- Information regarding service access and preferences.
- Contact information, which can be moved to Contacts on the MC9596.
- Any additional services to which you have subscribed.

✓ **NOTE** For more information about SIM cards, refer to the service provider's documentation.

To install the SIM card:

1. Remove SIM card cover using flathead screwdriver.

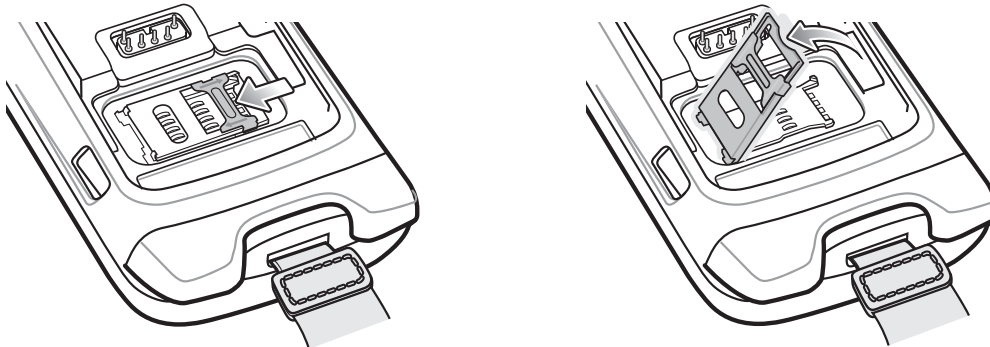


**Figure 1-5** SIM Card Cover Removal

2. Slide the SIM card holder door to the left to unlock.

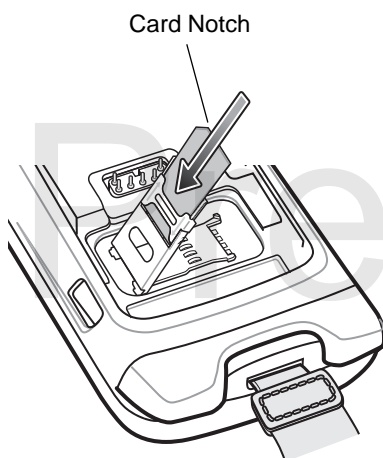


3. Lift the SIM card holder door.



**Figure 1-6** *Lifting the SIM Cover*

4. Insert the SIM card, as shown in [Figure 1-7](#) into the holder door with the contacts facing down and the card notch facing up.



**Figure 1-7** *Inserting the SIM Card*

5. Close SIM card holder door and slide to the right to lock into place.
6. Reinstall SIM card cover.
7. Install the battery.
8. After completing initial MC9596 setup or after replacing a SIM card:
  - a. Press the red **Power** button.
  - b. On the Today screen, tap **Wireless Manager**.
  - c. Ensure Phone is on.
  - d. Press the red **Power** button to suspend the MC9596.
  - e. Perform a warm boot. See *Resetting the MC95XX* on page 3-3.
  - f. Make a call to verify cellular connection.

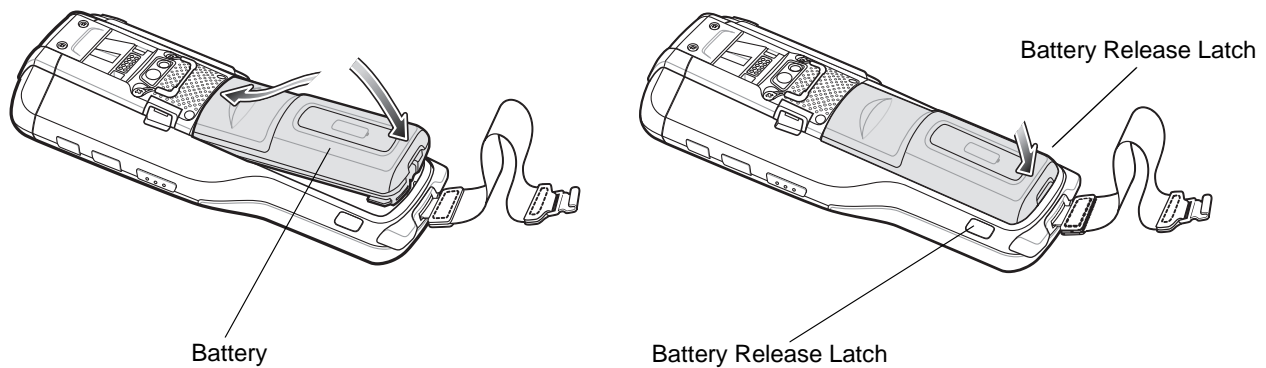


**NOTE** For detailed information about WWAN activation and settings, refer to the *MC95XX Series Mobile Computer Integrator Guide*.

## Installing the Battery

To install the battery:

1. Insert the battery, top first, into the battery compartment.
2. Press the battery down into the battery compartment until the battery release latches snap into place.



**Figure 1-8** *Inserting the Battery*

3. The MC95XX powers up automatically after inserting the battery, if the battery has been charged previously.

## Charging the Battery



**CAUTION** Ensure that you follow the guidelines for battery safety described in *Battery Safety Guidelines* on page 9-2.

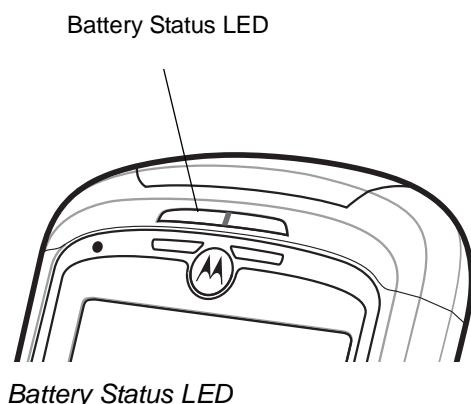
Before using the MC95XX for the first time, charge the battery using either a charging cable or a cradle:



**NOTE** For cable and cradle setup and charging procedures refer to the *MC95XX Series Mobile Computer Integrator Guide*.

- USB Charging Cable
- Charge Only Cable
- Single Bay USB Cradle
- Four Bay Charge Only Cradle
- Four Bay Ethernet Cradle.

Align and hook the MC95XX interface pocket onto the cradle's or cable's cleat. The battery automatically begins charging. See [Table 1-1](#) for charging indications. The 4800 mAh battery fully charges in less than six hours.

**Table 1-1** LED Charge Indicators

| Battery Status LED                                | Indication   |
|---|--|
| Off   | Indicates that the: <ul style="list-style-type: none"> <li>• battery is not charging</li> <li>• MC95XX is not connected correctly to the cradle or not connected to a power source.</li> <li>• cradle is not powered.</li> </ul> |
| Slow Blinking Amber<br>(1 blink every 2 seconds)  | Indicates that a healthy battery is charging.  |
| Slow Blinking Red<br>(1 blink every 2 seconds)    | Indicates that an unhealthy battery is charging.   |
| Solid Green                                       | Indicates that a healthy battery is fully charged.   |
| Solid Red   | Indicates that an unhealthy battery is fully charged.  |
| Fast Blinking Amber<br>(2 blinks/second)          | Indicates a charging error, e.g.: <ul style="list-style-type: none"> <li>• temperature is too low or too high.</li> <li>• charging has gone on too long without completion (typically eight hours).</li> </ul>                   |
| Single Blink Amber (when<br>Power button pressed) | Battery depleted.  |

The MC95XX is equipped with a memory backup battery which automatically charges from the fully-charged main battery. When using the MC95XX for the first time, the backup battery requires approximately 36 hours to fully charge. This is also true any time the backup battery is discharged, which occurs when the main battery is removed for several hours. The backup battery retains RAM data in memory for at least 15 minutes (at room temperature) when the MC95XX's main battery is removed. When the MC95XX reaches a very low battery state, the combination of main battery and backup battery retains RAM data in memory for at least 48 hours.

### Charging Temperature

Charge batteries in temperatures from 0°C to 40°C (32°F to 104°F). Note that charging is intelligently controlled by the MC95XX.

To accomplish this, for small periods of time, the MC95XX alternately enables and disables battery charging to keep the battery at acceptable temperatures. The MC95XX indicates when charging is disabled due to abnormal temperatures via its LED. See [Table 1-1](#).

## Powering On the MC95XX

After the MC95XX is connected to power the splash screen displays for about a minute as the MC95XX initializes its flash file system, then the calibration window appears.

### Calibrating the Screen



**NOTE** The Calibration screen can be accessed by tapping **Start > Settings > Screen > Align Screen** button.

To calibrate the screen so the cursor on the touch screen aligns with the tip of the stylus:

1. Remove the stylus from its holder on the side of the MC95XX.
2. Carefully press and briefly hold the tip of stylus on the center of each target that appears on the screen.
3. Repeat as the target moves around the screen, then tap the screen to continue.

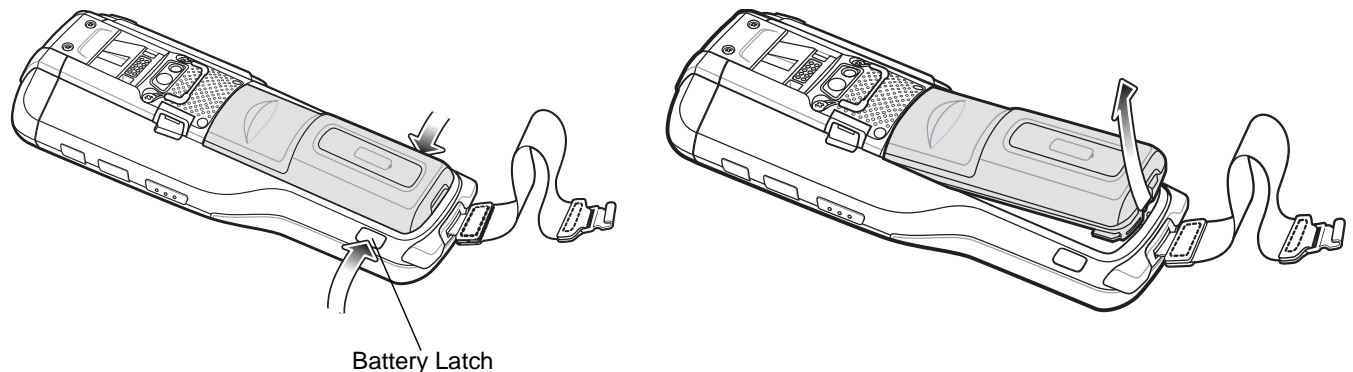
## Replacing the Battery

To replace the battery:



**CAUTION** Suspend the MC95XX prior to removing the battery. Failure to properly remove the battery may cause the MC95XX to cold boot and potential loss of data.

1. Press the red **Power** button to suspend the MC95XX.
2. Wait two seconds.
3. Unhook the handstrap.
4. Press the two battery release latches to release the battery. The battery ejects slightly.



**Figure 1-9** *Removing the Battery*

5. Lift the battery from the MC95XX.
6. Insert the replacement battery, top first, into the battery compartment in the back of the MC95XX.
7. Press the battery down until the battery release latches snap into place.

The MC95XX powers up after inserting the battery.

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## Removing the microSD Card

To remove an microSD card:



**CAUTION** Suspend the MC95XX prior to removing the battery. Failure to properly remove the battery may cause the MC95XX to cold boot and potential loss of data.

1. Press the red **Power** button to suspend the MC95XX.
2. Wait two seconds.
3. Unhook the handstrap.
4. Remove the battery.
5. Remove the SD card cover using a flathead screwdriver.
6. Slide the SD card holder door to the left to unlock.
7. Lift the microSD card holder door.
8. Remove microSD card from holder.
9. Close the microSD card holder door.
10. Slide the microSD card holder door to the right to lock into place.
11. Replace the SD card cover.
12. Replace the battery.

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## Removing the SIM Card

To remove an SIM card:



**CAUTION** Suspend the MC95XX prior to removing the battery. Failure to properly remove the battery may cause the MC95XX to cold boot and potential loss of data.

1. Press the red **Power** button to suspend the MC95XX.
2. Wait two seconds.
3. Unhook the handstrap.
4. Remove the battery.
5. Remove the SIM card cover using a flathead screwdriver.
6. Slide the SIM card holder door to the left to unlock.
7. Lift the SIM card holder door.
8. Remove SIM card from holder.
9. Close the SIM card holder door.
10. Slide the SIM card holder door to the right to lock into place.

11. Replace the SIM card cover.
12. Replace the battery.

Preliminary