



# MC65 Enterprise Digital Assistant

## User Guide



Preliminary

***MC65 Enterprise Digital Assistant  
User Guide***

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Rev. 1

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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

Preliminary

Preliminary

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## Glossary

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# About This Guide

## Introduction

This guide provides information about using the MC65 Enterprise Digital Assistant (EDA) 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 MC65 provides information for specific user needs, and includes:

- **MC65 Quick Start Guide** - describes how to get the MC65 EDA up and running.
- **MC65 User Guide** - describes how to use the MC65 EDA.
- **MC65 Integrator Guide** - describes how to set up the MC65 EDA 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
MC659B	WLAN: 802.11 a/b/g WPAN: Bluetooth v2.1 EDR WWAN: GSM/GPRS/EDGE/CDMA GPS: SiRF III	3.5" QVGA Color	128 MB RAM/256 MB Flash	1D laser scanner, 2D imager, 1D laser scanner and camera or 2D imager and camera	Windows Mobile 6.5 Professional	Numeric, Alphanumeric, QWERTY, QWERTZ or AZWERTY keypad

## Software Versions

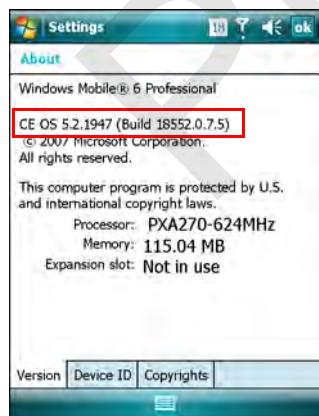
This guide covers various software configurations and references are made to operating system or software versions for:

- 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.**

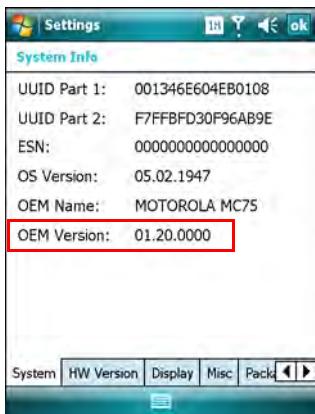


The second line lists the operating system version and the build number. The last part of the build number represents the AKU number. For example, *Build 18552.0.7.5* indicates that the device is running AKU version 0.7.5.

## OEM Version

To determine the OEM software version:

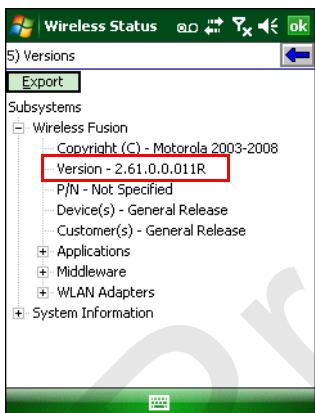
Tap **Start > Settings > System tab > System Information icon > System tab.**



## Fusion Software

To determine the Fusion software version:

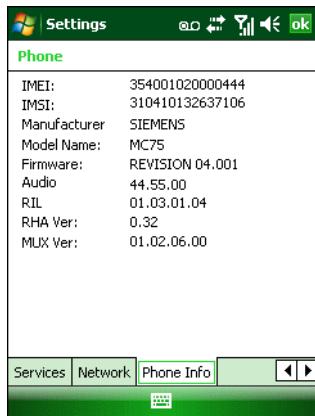
Tap **Wireless Strength icon > Wireless Status > Versions.**



## Phone Software

To determine the Phone software version:

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



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## Chapter Descriptions

Topics covered in this guide are as follows:

- [Chapter 1, Getting Started](#) provides information on getting the MC65 up and running for the first time.
- [Chapter 2, Using the MC65](#) provides basic instructions for using the MC65, including powering on and resetting the MC65, and entering and capturing data.
- [Chapter 3, Using GPS Navigation](#) provides information about GPS navigation with the MC65.
- [Chapter 4, Using the Phone](#) provides basic instructions for using the MC65 phone.
- [Chapter 5, Using Bluetooth](#) explains Bluetooth functionality on the MC65.
- [Chapter 6, Accessories](#) describes the available accessories and how to use them with the MC65.
- [Chapter 7, Maintenance & Troubleshooting](#) includes instructions on cleaning and storing the MC65, and provides troubleshooting solutions for potential problems during MC65 operation.
- [Appendix A, Technical Specifications](#) provides the technical specifications for the MC65.
- [Appendix B, Voice Quality Manager](#) provides information on Voice Quality Manager software.

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## Notational Conventions

The following conventions are used in this document:

- “EDA” refers to the Motorola MC65 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

- *MC65 Quick Start Guide*, p/n 72-114971-xx.
- *MC65 Windows Mobile 6.1 Regulatory Guide*, p/n 72-108860-xx.
- *MC65 Integrator Guide*, p/n 72E-108861-xx.
- *Microsoft® Applications for Windows Mobile 6 User Guide*, p/n 72E-108299-xx.
- *Mobility Services Platform User Guide*, p/n 72E-100158-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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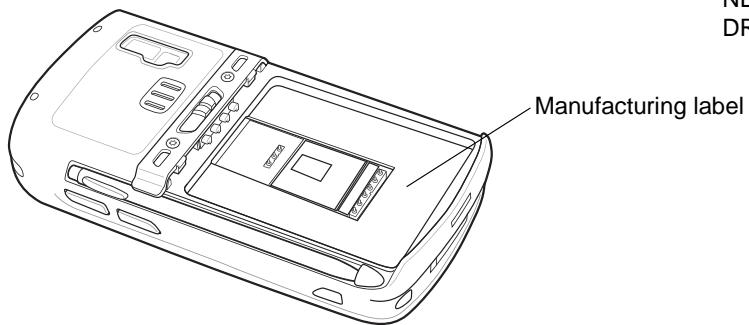
## Service Information

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.



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

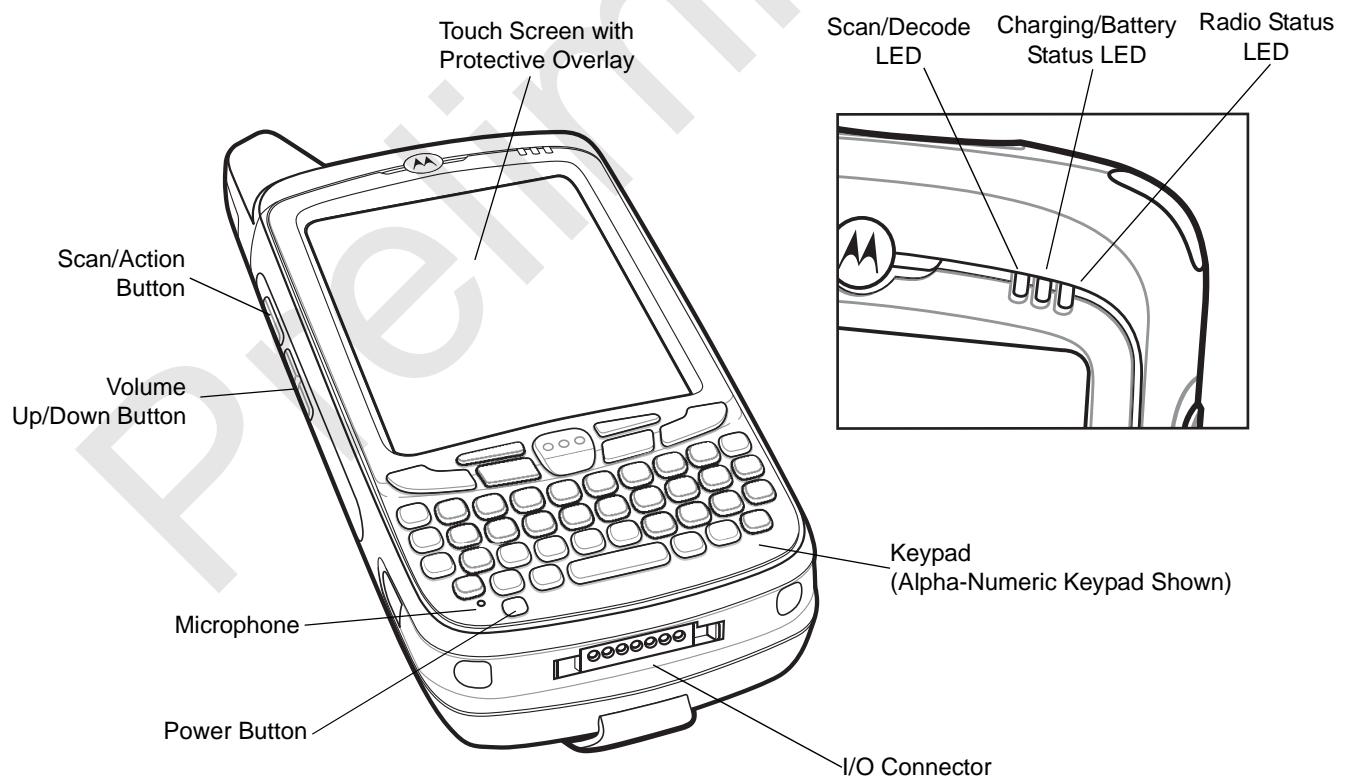
If your problem cannot be solved by Motorola Enterprise Mobility Support, you may need to return your equipment for servicing and will be given specific directions. Motorola is not responsible for any damages incurred during shipment if the approved shipping container is not used. Shipping the units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

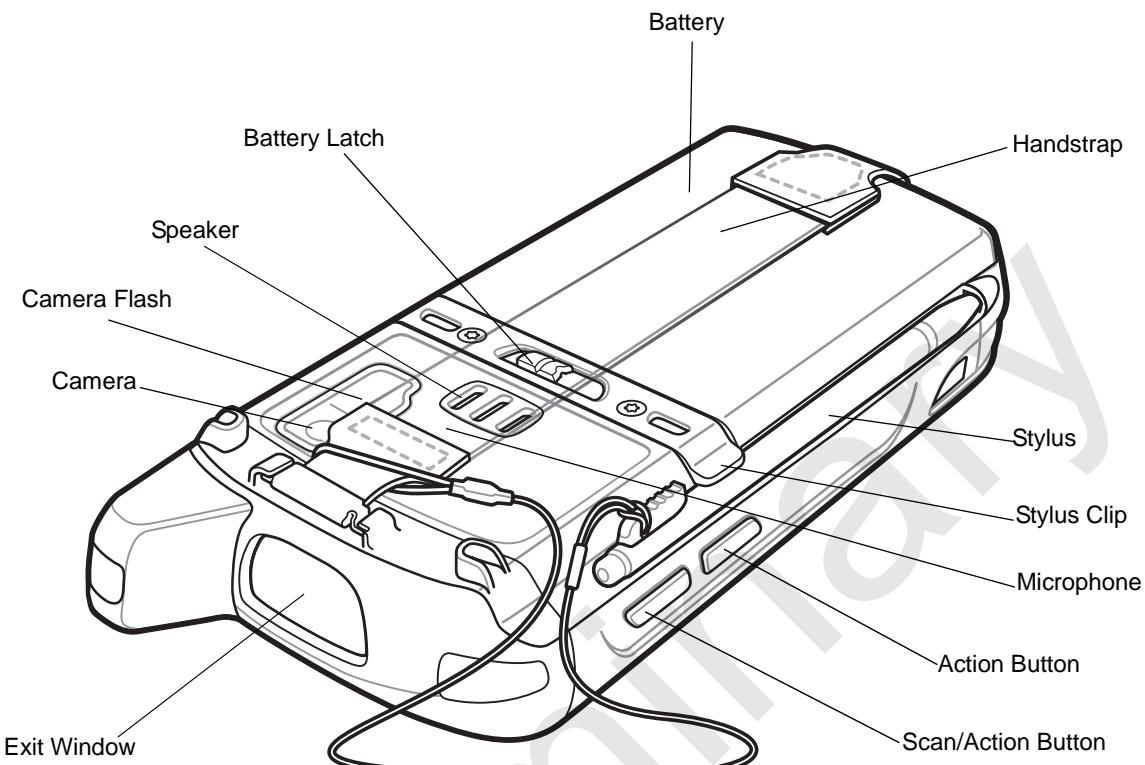
# Chapter 1 Getting Started

## Introduction

This chapter lists the parts and accessories for the MC65 and explains how to set up the MC65 for the first time.



**Figure 1-1 MC65 Front View**



**Figure 1-2 MC65 Rear View**

## Unpacking

Carefully remove all protective material from the MC65 and save the shipping container for later storage and shipping.

Verify that you received the following:

- MC65 EDA
- 2400 or 3600 mAh Lithium-ion battery
- stylus with tether (installed)
- screen protector, installed on display window
- 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 xv](#) for contact information.

Prior to using the MC65 for the first time, remove the protective shipping film that covers the scan window, display and camera window.

## Accessories

*Table 1-1* lists the accessories available for the MC65 EDA.

**Table 1-1 MC65 Accessories**

Accessory	Part Number	Description
<b>Cradles</b>		
Single Slot USB Cradle	CRD5500-1000UR	Charges the MC65 main battery and a spare battery. Synchronizes the MC65 with a host computer through a USB connection.
Single Slot Ethernet/Modem/USB Cradle	CRD5500-1000XR	Charges the MC65 main battery and a spare battery. Synchronizes the MC65 with a host computer through an Ethernet, Modem or USB connection.
Four Slot Charge Only Cradle	CRD5500-4000CR	Charges up to four MC65 devices.
Four Slot Ethernet Cradle	CRD5500-4000ER	Charges up to four MC65 devices and connects the MC65 with an Ethernet network.
Vehicle Cradle	VCD5500-1000R	Installs in a vehicle and charges the MC65 main battery.
Vehicle Holder	VCH5500-1000R	Provides an alternative mounting solution for the MC65 in a vehicle. Requires the Auto Charge cable for charging the MC65 battery.
<b>Chargers</b>		
Four Slot Spare Battery Charger	SAC5500-4000CR	Charges up to four MC65 battery packs.
USB Charging Cable	25-108022-01R	Provides power to the MC65 and USB communication with a host computer.
Charge Only Cable	25-112560-01R	Connects to a power supply to provide power to the MC65.
Auto Charge Cable	VCA5500-01R	Charges the MC65 using a vehicle's cigarette lighter.
<b>Miscellaneous</b>		
Spare 2400 mAh lithium-ion battery	BTRY-MC55EAB00	Replacement 2400 mAh battery.
Spare 3600 mAh lithium-ion battery	BTRY-MC55EAB02	Replacement 3600 mAh battery.
DEX Cable	TBD	TBD
Magnetic Stripe Reader	MSR5500-100R	TBD
Belt Mounted Rigid Holster	SG-MC5511110-01R	Clips onto belt to hold the MC65 when not in use.
Fabric Holster	SG-MC5521110-01R	Soft holder for added protection.
Stylus	KT-119150-03R KT-119150-50R	Replacement stylus (3-pack). Replacement stylus (50-pack).
Spring Loaded Stylus	STYLUS-00001-03R STYLUS-00001-10R	Optional spring loaded stylus (3-pack). Optional spring loaded stylus (10-pack).
Wall Mounting Kit	8710-050006-01R	Use for wall mounting the four slot cradles.

**Table 1-1 MC65 Accessories (Continued)**

Accessory	Part Number	Description
Screen Protector	KT-67525-01R	Package of 3 screen protectors.
Software	-	<i>Enterprise Mobility Developer Kits (EMDKs)</i> , available at: <a href="http://support.symbol.com">http://support.symbol.com</a> .

## Getting Started

To start using the MC65 for the first time:

- Install a microSD card (optional)
- Install the SIM card (GSM only)
- Install the main battery pack.
- Charge the MC65.
- Power on the MC65.

## Installing a microSD Card

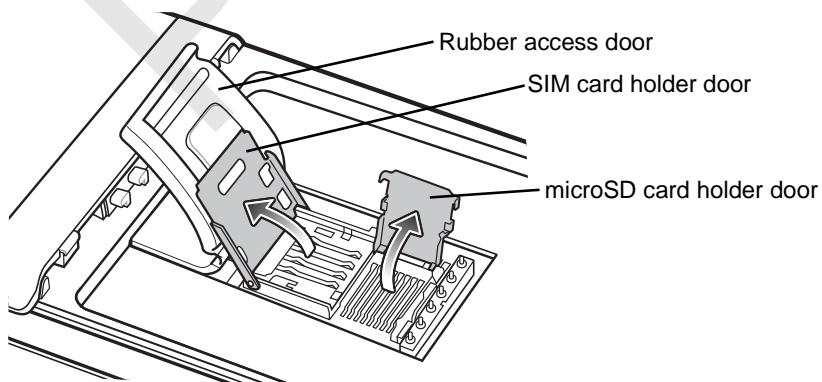
The microSD card slot provides secondary non-volatile storage. The slot is located under the battery pack. Refer to the documentation provided with the card for more information, and follow the manufacturer's recommendations for use.



**CAUTION** Follow proper ESD precautions to avoid damaging the SD 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:

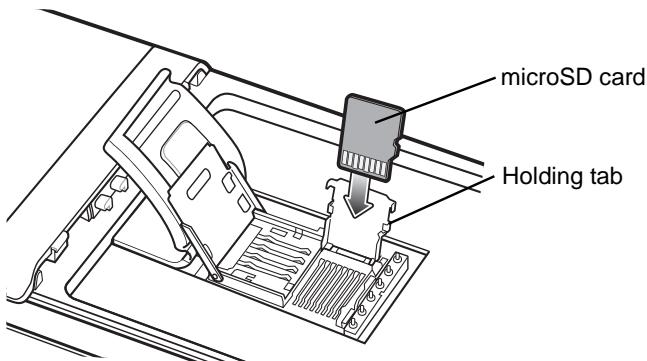
1. Lift rubber access door.
2. Slide the SIM card holder door up to unlock.
3. Lift SIM card holder door.



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

4. Lift microSD card holder door.

5. 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**

6. Close the card holder door and push down until it is securely into place.
7. Close SIM card holder door and slide down until it locks into place.
8. Close rubber access door.

## Installing the SIM Card



**NOTE** GSM only.

GSM phone service requires a Subscriber Identification Module (SIM) card, or smart card. Obtain the card from your service provider. The card fits into the MC65 and can contain the following information:

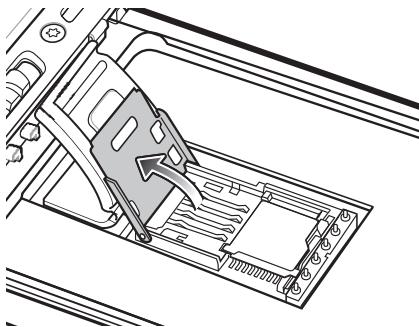
- Mobile phone service provider account details.
- Information regarding service access and preferences.
- Contact information, which can be moved to Contacts on the MC65.
- Any additional services to which you have subscribed.



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

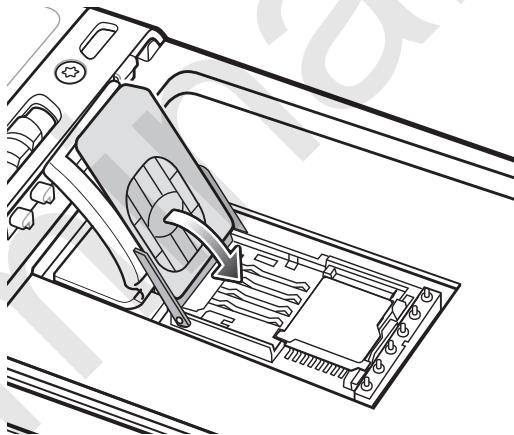
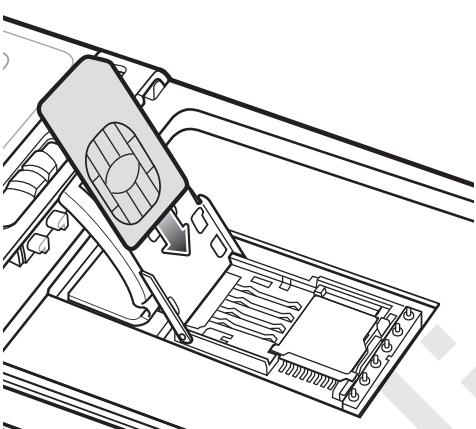
To install the SIM card:

1. Lift rubber access door.
2. Slide the SIM card holder up to unlock.
3. Lift the SIM card holder door.



**Figure 1-5** Lifting the SIM Cover

4. Insert the SIM card, as shown in *Figure 1-6* ensuring that the card slides into the holding tabs on each side of the door.



**Figure 1-6** Inserting the SIM Card

5. Close SIM card holder door and slide down to lock into place.
6. Close the rubber access door.
7. Install the battery.

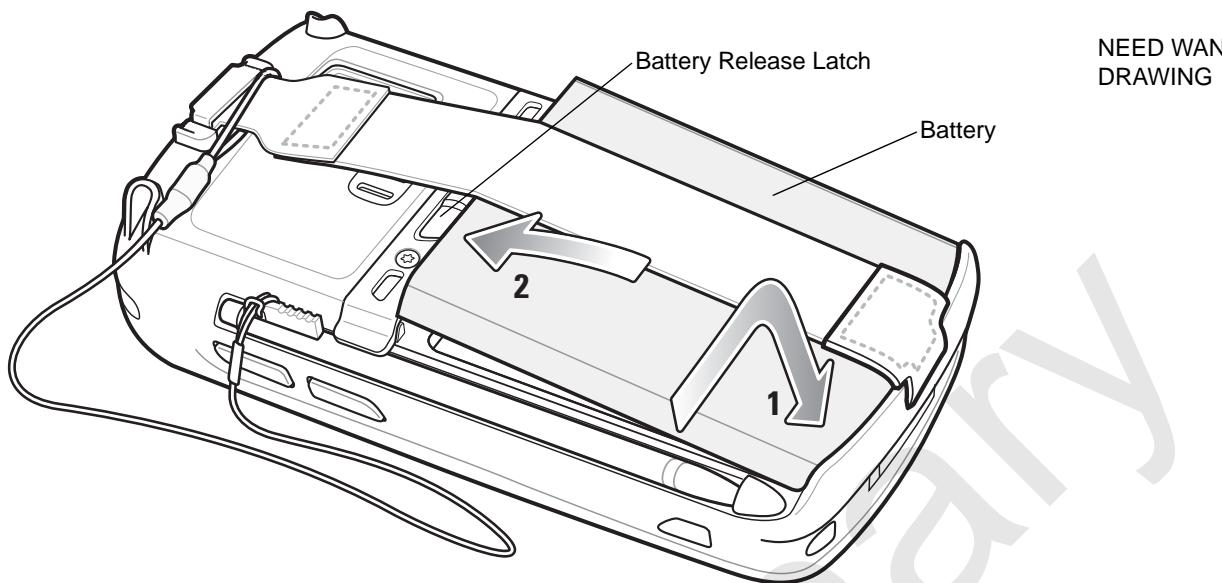
✓ **NOTE** For detailed information about WWAN activation and settings, refer to the *MC65 Integrator Guide*.

## Installing the Battery

✓ **NOTE** The MC65 ships with either a 2400 mAh or 3600 mAh battery. The 2400 mAh battery is shown in this installation procedure.

To install the battery.

1. Insert the battery, bottom first, into the battery compartment in the back of the MC65.
2. Press the battery down into the battery compartment until the battery release latch snaps into place.



**Figure 1-7 Inserting the Battery**

The MC65 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 7-2](#).

### Charging the Main Battery

Before using the MC65 for the first time, charge the main battery until the amber Charging/Battery Status LED remains lit (see [Table 1-2 on page 1-8](#) for charge status indications). To charge the MC65, use a cable or a cradle with the appropriate power supply. For information about the accessories available for the MC65, see [Chapter 6, Accessories](#).

For cable and cradle setup and charging procedures refer to the *MC65 Integrator Guide*.

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

To charge the main battery:

1. Connect the charging accessory to the appropriate power source.
2. Insert the MC65 into a cradle or attach to a cable. The MC65 begins charging. The Charging/Battery Status LED blinks amber while charging, then turns solid amber when fully charged. See [Table 1-2](#) for charging indications.

The 2400 mAh battery fully charges in less than four hours and the 3600 mAh battery charges in less than six hours.

**Table 1-2 LED Charge Indicators**

Charging/Battery Status LED	Indication
Off	MC65 is not charging. MC65 is not inserted correctly in the cradle or connected to a power source. Charger/cradle is not powered.
Slow Blinking Amber (1 blink every 2 seconds)	MC65 is charging.
Solid Amber	Charging complete. Note: When the battery is initially inserted in the MC65, the amber LED flashes once if the battery power is low or the battery is not fully inserted.
Fast Blinking Amber (2 blinks/second)	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 Power button pressed)	Battery depleted.
Blinking Amber (when Power button pressed)	Battery over-temperature condition.

## Charging Spare Batteries

See [Chapter 6, Accessories](#) for information on using accessories to change spare batteries.

## 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 MC65.

To accomplish this, for small periods of time, the MC65 or accessory alternately enables and disables battery charging to keep the battery at acceptable temperatures. The MC65 or accessory indicates when charging is disabled due to abnormal temperatures via its LED. See [Table 1-2](#).

## Powering On the MC65

After inserting the battery or when turning the MC65 on for the first time, the splash screen displays for about a minute as the MC65 initializes its flash file system, then the calibration window appears. Note that these windows also appear upon cold boot.

## Calibrating the Screen



**NOTE** The Calibration screen can be accessed by pressing **Blue** key then **Backspace** key.

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 MC65.
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.

Preliminary

## Carrier Activation

Upon start up, the MC65 looks for an installed SIM card. If an active SIM card is detected the MC65 provisions itself.

After installing the SIM card, activate your mobile service connection.

If the ES400 does not find an active SIM Card, an activation screen appears on the screen to activate on a CDMA network.



**Figure 1-8 Activation Screen**

Tap **Yes**.

Call your carrier from an existing phone to request over-the-air activation. You need to provide the MEID number from the screen.

✓ **NOTE** If switching from one carrier to another, refer to the *ES400 User Manual* for detailed information.

## Checking Battery Status

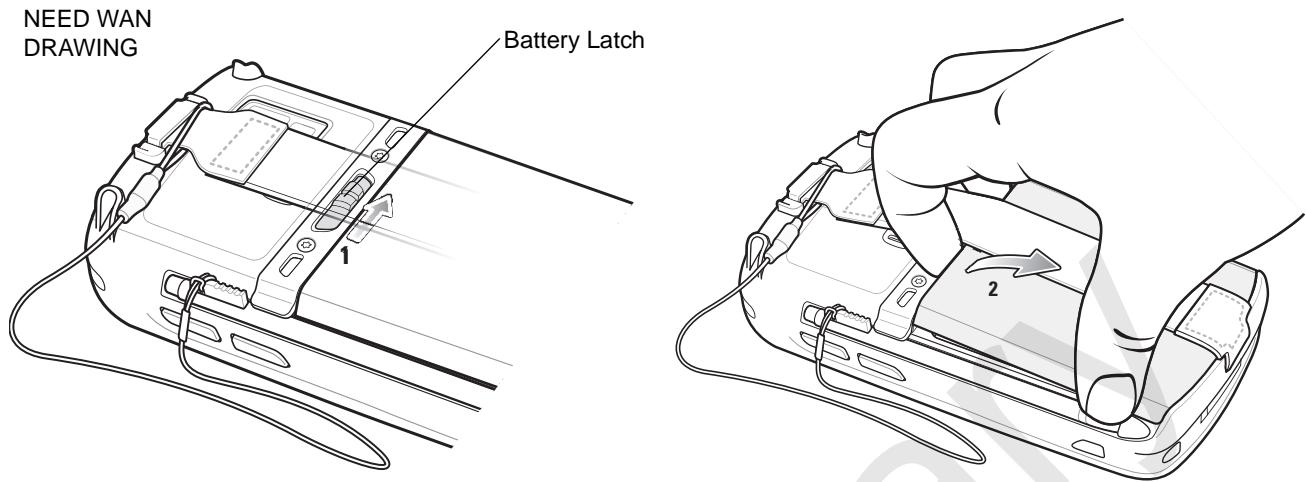
✓ **NOTE** To check battery status, remove the MC65 from any AC power source (cradle, cables, etc.)

To check the charge status of the main battery in the MC65, tap **Start > Settings > System tab > Power** icon to display the **Power** window.

To save battery power, tap the **Advanced** tab and set the MC65 to turn off after a specified number of minutes.

## Replacing the Battery

1. Press the red **Power** button to suspend the MC65.
2. Use finger or stylus to slide the battery latch to the right releasing the battery. The battery ejects slightly.



**Figure 1-9 Removing the Battery**

3. Lift the battery from the MC65.
4. Insert the replacement battery, bottom first, into the battery compartment in the back of the MC65.
5. Press the battery down until the battery release latch snaps into place.

The MC65 powers up after inserting the battery.

---

## Removing the microSD Card

To remove an microSD card:

1. Press the red **Power** button to suspend the MC65.
2. Remove the battery.
3. Lift the rubber access door.
4. Slide SIM card holder door up to unlock.
5. Lift SIM Card holder door.
6. Lift the microSD card holder door.
7. Remove microSD card from holder.
8. Close microSD card holder door.
9. Close SIM card holder door.
10. Slide SIM card holder door down to lock into place.
11. Close the rubber access door.
12. Replace the battery.

## Battery Management

Observe the following battery saving tips:

- Leave the MC65 connected to AC power at all times when not in use.
- Set the MC65 to turn off after a short period of non-use.
- Set the backlight to turn off after a short period of non-use.
- Turn off all wireless activities when not in use.

## Changing the Power Settings

To set the MC65 to turn off after a short period of non-use:

1. Tap **Start > Settings > System tab > Power icon > Advanced tab.**
2. Select the **On battery power: Turn off device if not used for** check box and select a value from the drop-down list.
3. Select **ok.**

## Changing the Backlight Settings

To change the backlight settings in order to conserve more battery power:

1. Tap **Start > Settings > System tab > Backlight icon > Battery Power tab.**
2. Select the **Disable backlight if device is not used for** check box and select a value from the drop-down list.
3. Select the **Brightness** tab.
4. Tap the **Disable backlight** check box to turn off the display backlight, or use the slider to set a low value for the backlight.
5. Select **ok.**

## Changing the Keypad Backlight Settings

To change the keypad backlight settings in order to conserve more battery power:

1. Tap **Start > Settings > System tab > Keylight icon > Battery Power tab.**
2. Select the **On battery power: Disable keylight if device if not used for** check box and select a value from the drop-down list.
3. Select the **Advanced** tab.
4. Tap the **Disable keylight** check box to turn off the keypad backlight.
5. Select **ok.**

## Turning Off the Radios

Windows Mobile 6.1 devices include **Wireless Manager**, which provides a simple method of enabling, disabling, and configuring all the device's wireless capabilities in one place.

To open **Wireless Manager**, tap **Start > Settings > Connectivity > Wireless Manager >**.

Select **Wireless Manager**.



**Figure 1-10** Wireless Manager Window

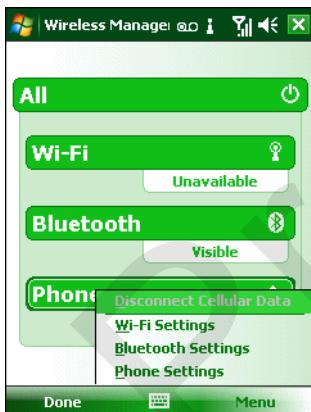


**NOTE** Wireless connection options vary depending upon configurations.

To enable or disable a wireless connection, tap the specific button.

To enable or disable all wireless connections, tap and hold the **All** button.

To configure settings for a connection, tap **Menu**.



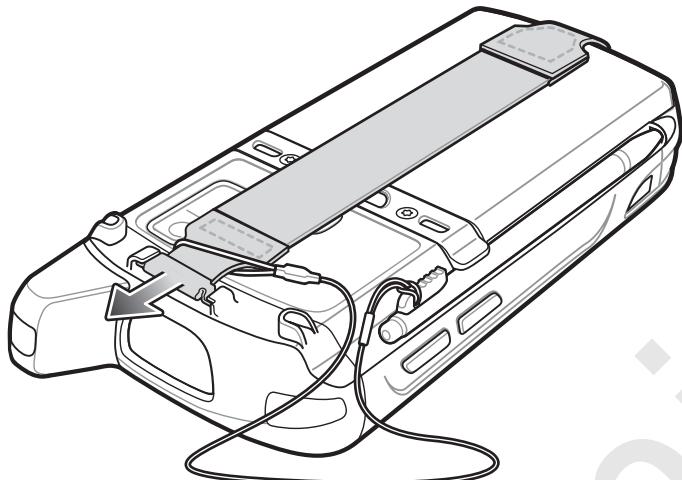
**Figure 1-11** Wireless Manager Menu

## Handstrap Replacement

### Removal

To remove a handstrap from the MC65:

1. Slide the handstrap clip out of the handstrap slot.



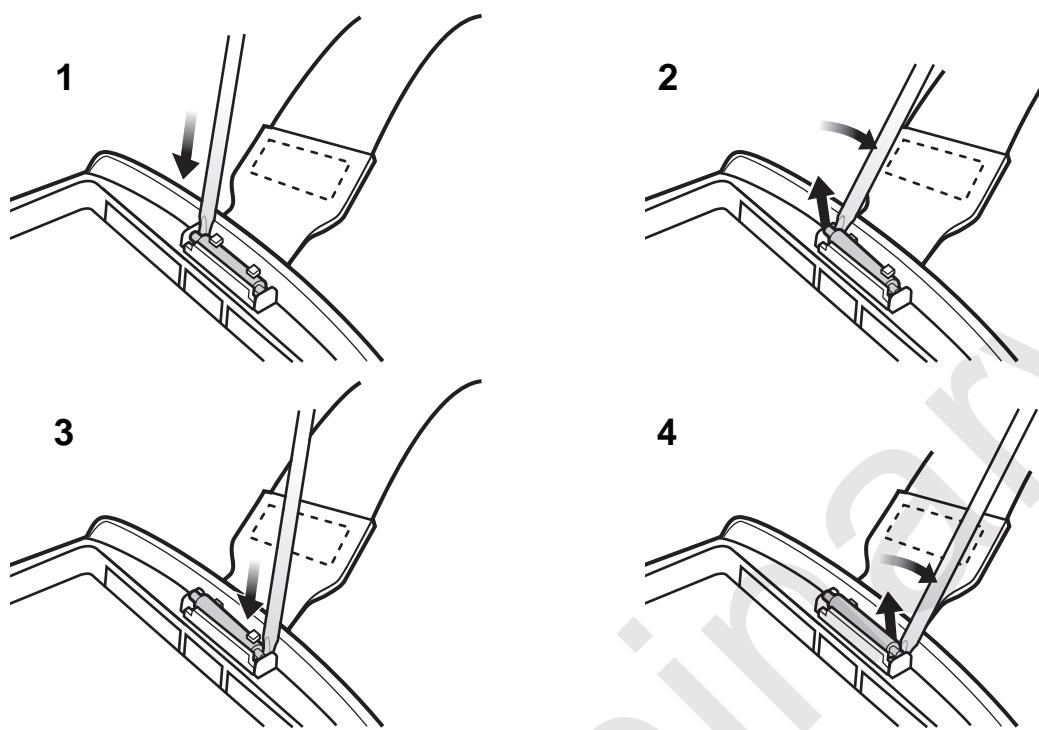
**Figure 1-12 Handstrap Clip Removal**

2. Remove the battery.



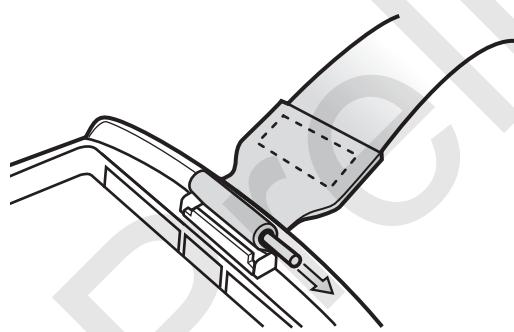
**CAUTION** When removing handstrap pin, be carefully not to damage handstrap mounting area.

3. Using a small flat screwdriver, push the head of the screwdriver between the handstrap pin and the bottom of the housing as shown below.
4. Pry the handstrap and pin up and out of the handstrap mount area.



**Figure 1-13 Handstrap and Pin Removal**

5. Repeat for the other side of the handstrap.
6. Remove pin from the handstrap.



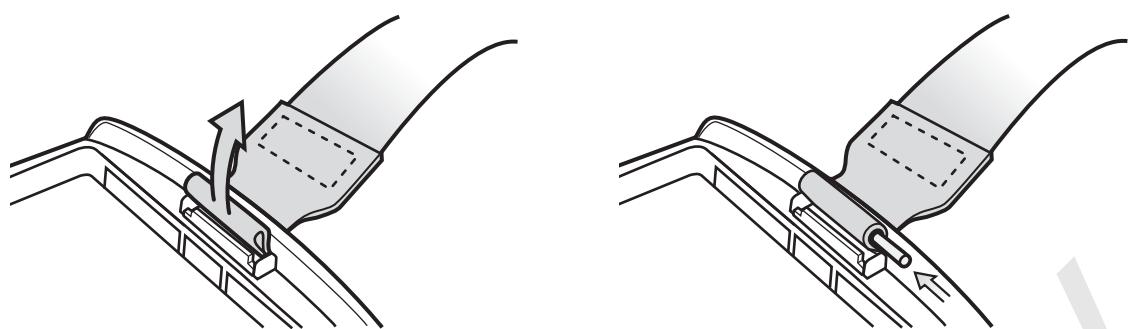
**Figure 1-14 Pin Removal**

7. Pull handstrap through handstrap slot.

## Installation

To install a new handstrap:

1. Feed bottom end of handstrap into handstrap slot on the bottom of the MC65.

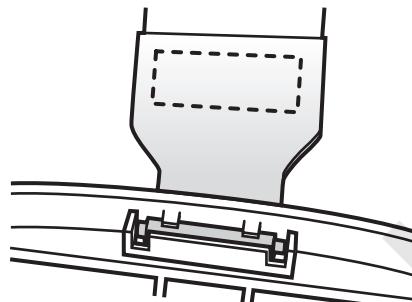


**Figure 1-15 Feed handstrap into Handstrap Slot**

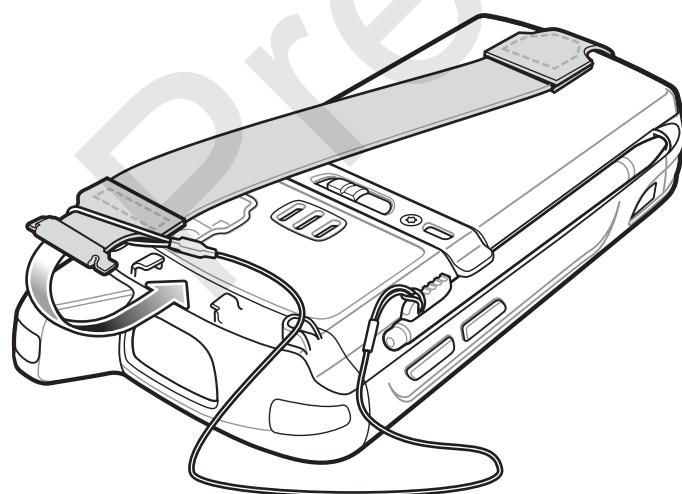
2. Slide pin into bottom of handstrap.
3. Center the pin in the handstrap loop.

 **NOTE** Handstrap and pin should fit securely into the handstrap mounting area. When pulling on handstrap use enough force to engage pin into place.

4. Pull handstrap so that the pin and bottom of handstrap slide into position in the mounting area.



**Figure 1-16 Pin and Handstrap in Mounting Area**



**Figure 1-17 Slide Handstrap and Tether Over Handstrap Mount**

5. Slide tether loop over handstrap.
6. Insert the handstrap clip into the slot on the device. Ensure that it is securely in place.

Preliminary

Preliminary

# Chapter 2 Using the MC65

---

## Introduction

This chapter explains the buttons, status icons, and controls on the MC65, and provides basic instructions for using the MC65, including powering on and resetting the MC65, and entering and capturing data.

---

## Finger Scrolling

Finger scrolling can be used to scroll up and down web pages, documents, and lists such as the contacts list, file list, message list, calendar appointments list, and more.

When finger scrolling, swipe or flick your finger on the screen.

To scroll down, swipe your finger upward on the screen. To scroll up, swipe your finger downward on the screen.

To auto-scroll, flick your finger upward or downward on the screen. Touch the screen to stop scrolling.

---

## Home Screens

The default home screen on the ES400 is the Windows Mobile Home screen. The ES400 also contains an Motorola Enterprise Home screen.

Both Home screens contain a Status Bar at the top of the screen and a Tile Bar at the bottom of the screen. The Windows Mobile Home screen contains application specific information and the Enterprise Home screen provides Cards that are task specific.

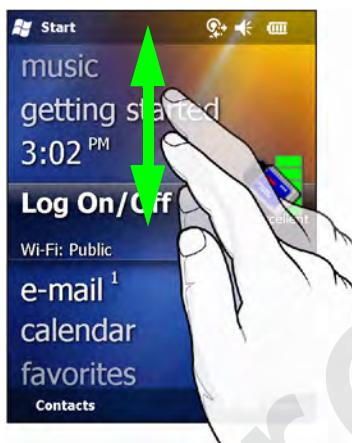
### Windows Mobile Home Screen

The Home screen is scrollable and contains a list of application plug-ins and an Information Status bar. The Information Status bar highlights the application plug-in that is under it and provides additional information.



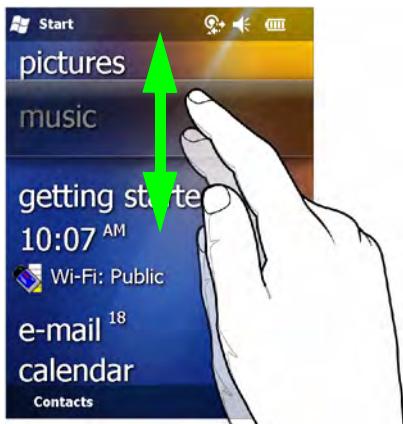
**Figure 2-1** Windows Mobile Home Screen

Touch and hold the screen with your finger and move the Home screen up and down. As the application names move under the Information Status bar, information relevant to that application appear in the bar.



**Figure 2-2** Moving Today Screen

You can also touch and hold the Information Status bar and move it up and down over an application name. Remove your finger and the Information Status bar and application name center in the screen.



**Figure 2-3** Moving Information Status Bar

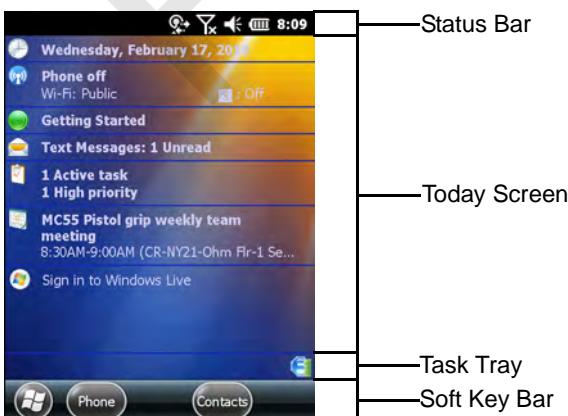


**Figure 2-4** Information Bar Example

To customize the Home screen, tap > **Settings** > **Today**. On the horizontal scroll, use **Appearance** to customize the background and the **Items** to change the display format.

### Classic Today Screen

The user can change the Today screen to the classic layout that is used in Windows Mobile 6.1.



**Figure 2-5** Classic Today Screen

To change to the classic view tap > **Settings** > **Home** > **Items**.



**Figure 2-6** Home Screen Settings

Deselect the **Windows Default** checkbox and select any of the other checkboxes.

Tap .

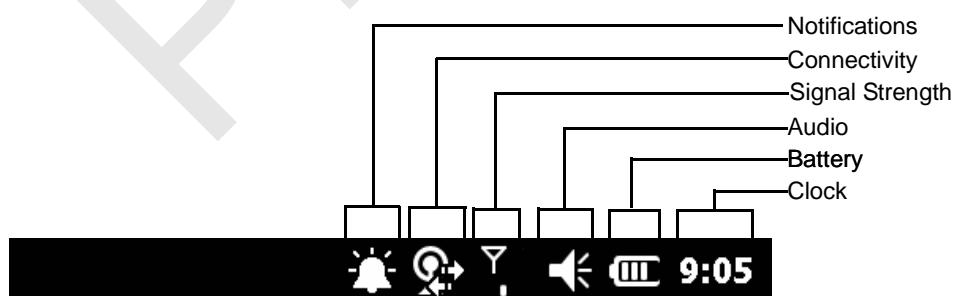
The task bar at the bottom of the screen can contain the task tray icons listed in *Table 2-1*.

**Table 2-1** Task Tray Icons

Icon	Name	Description
	Wireless connection status	Indicates WLAN signal strength.
	ActiveSync	Active serial connection between the MC75A and the host computer.

## Status Bar

The **Status Bar** at the top of the screen displays the status icons listed in Table 2-2. Tap anywhere on the **Status Bar** to open the **Device Management** window. See XX for more information.



**Figure 2-7** Status Bar Icons

**Table 2-2 Status Bar Icons**

<b>Icon</b>	<b>Description</b>
<b>Notifications</b>	
	Backup battery low. Is there a backup battery????
	Notification that one or more instant messages were received.
	Notification that one or more e-mail/text messages were received.
	Notification that one or more voice messages were received.
	There are more notification icons than can be displayed. Tap to display remaining icons.
	Indicates a reminder of an upcoming calendar event.
<b>Connectivity</b>	
	Connection is active.
	Connection is not active.
	Synchronization is occurring.
	Wi-Fi available.
	Wi-Fi in use.
	HSDPA available. (GSM only)
	3G available. (GSM only)
	GPRS available. (GSM only)
	EGPRS available. (GSM only)
	1xRTT available. (CDMA only)
	EVDO Rev. 0 available. (CDMA only)
	EVDO Rev. A available. (CDMA only)
	Dormant State - no data transmission during a 1x or EVDO connection. (CDMA only)
	Roaming.

**Table 2-2 Status Bar Icons (Continued)**

<b>Icon</b>	<b>Description</b>
<b>WAN</b>	
	Call missed.
	Dialing while no SIM card is installed.
	Voice call in progress.
	Calls are forwarded.
	Call on hold.
	Speakerphone is on.
	Antenna/signal icon: wireless on/good signal.
	Antenna/signal icon: wireless off.
	Antenna/signal icon: no service or searching.
	HSDPA connecting. (GSM only)
	HSDPA in use. (GSM only)
	3G connecting. (GSM only)
	3G in use. (GSM only)
	GPRS connecting. (GSM only)
	GPRS in use. (GSM only)
	EGPRS connecting. (GSM only)
	EGPRS in use. (GSM only)
	EVDO connecting. (CDMA only)
	EVDO in use. (CDMA only)

**Table 2-2** Status Bar Icons (Continued)

Icon	Description
	SIM Card not installed. (GSM only)
<b>Audio</b>	
	All sounds are on.
	All sounds are off.
	Vibrate is on.
<b>Battery</b>	
	Main battery is charging.
	Main battery has a full charge.
	Main battery has a high charge.
	Main battery has a medium charge.
	Main battery has a low charge.
	Main battery has a very low charge.

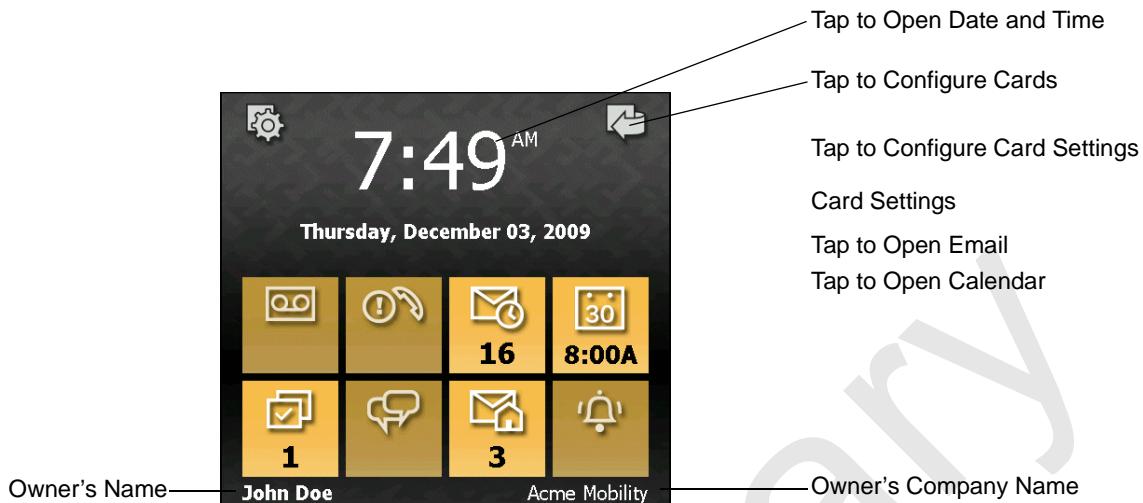
## Tile Bar

The **Tile Bar**, located at the bottom of the screen, contains the **Start tile** to open the **Start Menu**. It also displays tiles that vary depending upon the open application.

**Figure 2-8** Tile Bar Examples

## Cards

Cards are intended to provide quick access to completing common tasks. The number and type of cards available to an end user are configurable by the system administrator. By default, the ES400 ships with four cards.



**Figure 2-9 Card Example**

See for more information on the Enterprise Home screen.

Refer to XXX on page XX for information on configuring the Program window.

### Program Shortcuts

The Program Shortcut buttons provides easy access for four applications. Just tap the icon to launch the application. To configure the Program Shortcuts see to Program Shortcuts configuration on ....

### Programs Window

The Programs window provides access to all the applications on the ES400. The window is configurable so that you can display your favorite applications.



**Figure 2-10 Programs Window**

To configure the Program window see to Program WIndow Configuration on ....

### Start Screen

To open the **Start** screen, tap at the bottom left corner of the screen, or press the START key on the keypad. Swipe upward to view more program and folder icons.

You can move often-used program and folder icons to the top of the Start screen for easy access.

Press and hold the icon that you want to move. Drag the icon to a new location and release.

*Table 2-3* lists the default programs available on the ES400.

**Table 2-3 Programs on the Program Window**

Icon	Name	Description	Icon	Name	Description
	ActiveSync	Synchronize information between the ES400 and a host computer or the Exchange Server.		Calendar	Keep track of appointments and create meeting requests.
	Contacts	Keep track of friends and colleagues.		File Explorer	Organize and manage files on your device.
	Messenger	Use this mobile version of Windows Live Messenger.		Phone	
	E-mail	Send an Email.		Pictures & Videos	View and manage pictures, animated GIFs, and video files.
	Getting Started	Launch the Getting Started application.		Windows Media Player Mobile	Play back audio and video files.
	Internet Explorer Mobile	Browse Web and WAP sites as well as download new programs and files from the Internet.		Marketplace	Purchase applications from the Marketplace.
	Microsoft My Phone	Synchronizes the ES400's contacts, calendar, tasks, text messages, music, photos videos and documents with a Microsoft My Phone account.		Windows Live	Use this mobile version of Windows Live™ to find information on the web.
	MSN Weather	Check the local weather.		MSN Money	Keep track of your finances.
	Games	Play games.		Calculator	Perform basic arithmetic and calculations, such as addition, subtraction, multiplication, and division.
	Notes	Create handwritten or typed notes, drawings, and voice recordings.		Excel Mobile	Create new workbooks or view and edit Microsoft® Excel® workbooks.

**Table 2-3** Programs on the Program Window (Continued)

Icon	Name	Description	Icon	Name	Description
	PowerPoint Mobile	View Microsoft® PowerPoint® slides and presentations.		OneNote Mobile	Create new notes or view existing notes.
	Word Mobile	Create, view, and edit Microsoft® Word documents.		Text	Send an SMS text message.
	Tasks	Keep track of your tasks.		Home	Displays the Home screen.
	Internet Sharing	Connect a notebook computer to the Internet using the ES400's data connection.		Settings	
	Task Manager	Enables viewing of memory and CPU allocations and stops running processes. Refer to the <i>Microsoft Applications for Windows Mobile 6 User Guide</i> for more information.		Help	Access on-line Help topics.
	Search Phone	Search contacts, data, and other information on the ES400. Refer to the <i>Microsoft Applications for Windows Mobile 6 User Guide</i> for more information.		Wireless Companion Folder	Open the Wireless Companion folder.
	BT Information	Display information about the Bluetooth radio and generate a Bluetooth address bar code.		AirBEAM Client	Allows specially designed software packages to be transferred between a host server and the ES400. Refer to the <i>ES400 Integrator Guide</i> for more information.
	Modem Link	Enables the ES400 to be used as a modem.		DEMO	Install Motorola MAX demos onto the ES400. <b>Is this going to be added?</b>
	MSP Agent	Interacts with MSP agents to collect monitoring and asset information to enable the configuration, provisioning, monitoring and troubleshooting of the ES400. Refer to the <i>ES400 Integrator Guide</i> for more information.		Remote Desktop	Log onto Windows NT server type computers and use all of the programs that are available on that computer from the ES400.

**Table 2-3** Programs on the Program Window (Continued)

<b>Icon</b>	<b>Name</b>	<b>Description</b>	<b>Icon</b>	<b>Name</b>	<b>Description</b>
	Rapid Deployment Client	Facilitates software downloads from a Mobility Services Platform Console FTP server to the ES400. Refer to the <i>ES400 Integrator Guide</i> for more information.		Search Widget	Install Microsoft application on the ES400.
	Alarms			Office Mobile	
	Adobe Reader			Camera	
	Gallery			Shutdown	
	SwitchUSB			Voice Commander	
	VideoShare				

## Adjusting Volume

To adjust the system volume using the **Speaker** icon in the navigation bar:

1. Tap the **Speaker** icon. The **Volume** dialog box appears.



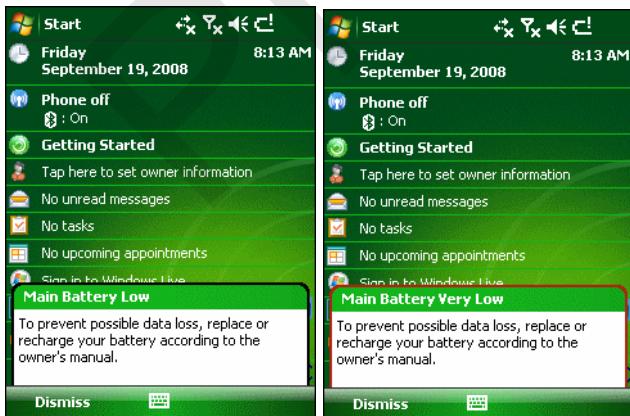
**Figure 2-11** Volume Dialog Box

2. Tap and move the slide bar to adjust the volume.
3. Select the **On** or **Off** radio button to turn the volume on or off.

You can also adjust the system volume using the **Sounds & Notifications** window, or use the **Up/Down** button on the side of the MC65.

## Battery Status Indications

Battery icons appear on the navigation bar indicating the battery power level. When the main battery power falls below a predetermined level the icon indicates the status and a battery dialog box appears indicating the status of the battery.



**Figure 2-12** Battery Status Dialog Box

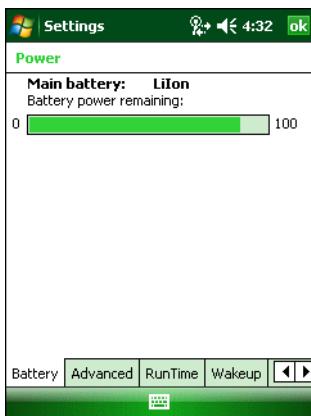
The **Battery** icon always appears in the **navigation bar** when the Today screen is visible. The icon indicates the battery power level. The message displays until the **Dismiss** button is pressed.



**Figure 2-13** Battery Icon on the Title Bar

Also view the battery status using the **Power** window. Either:

- Tap the **Battery** icon
- Tap **Start > Settings > System tab > Power** icon.

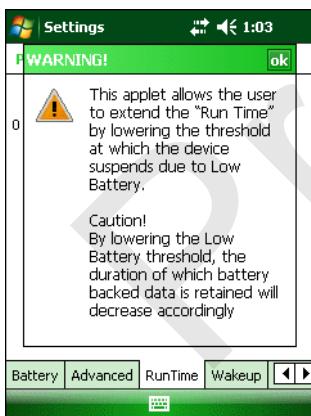


**Figure 2-14** Settings Power Window

## Battery Reserve Options

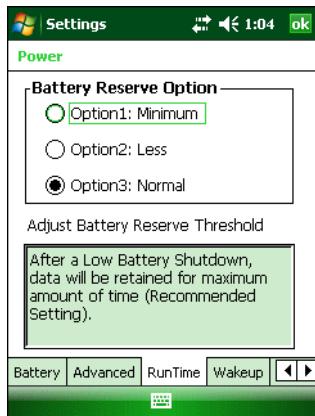
If the charge of the battery reaches a critical threshold, the MC65 shuts down. This threshold can be changed but affects the amount of time that data can be retained.

1. Tap **Start > Settings > System tab > Power icon > RunTime tab**. A warning message appears.



**Figure 2-15** Warning Message

2. Read the warning message and tap **ok**.



**Figure 2-16** RunTime Tab

3. Select one of the **Battery Reserve Options**.

- **Option 1: Minimum** - After a low battery shutdown, data will be retained for minimum amount of time. Battery should be replaced immediately to avoid data loss.
- **Option 2: Less** - After a low battery shutdown, data will be retained for less than normal amount of time.
- **Option 3: Normal** - After a low battery shutdown, data will be retained for maximum amount of time.

4. Tap **ok**.

## Main Battery Temperature Notifications

The temperature notification system implements three levels of notification when the temperature within the battery exceeds specific temperature thresholds:

- **Level 1: Temperature Watch**; this level is similar to main battery low warning. It indicates that the battery temperature has reached the first threshold level. The user should move to an environment within proper operating temperature.
- **Level 2: Temperature Warning**; this level is similar to main battery very low warning. It indicates the battery temperature has reached the second threshold level. The user should close all running applications and stop using the MC65.
- **Level 3: Temperature Error**; this level indicates the battery has reached an unusable temperature threshold and immediately suspends the MC65. This level does not have any graphical notification associated with it.



**Figure 2-17** Main Battery Temperature Watch Dialog Box



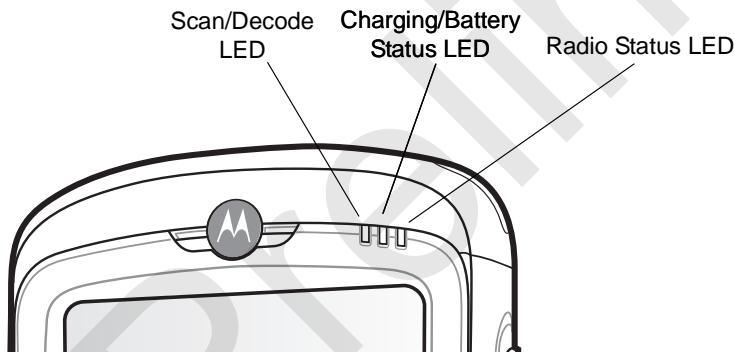
**Figure 2-18** Main Battery Temperature Warning Dialog Box



**NOTE** The **Temperature Warning** dialog box remains visible until you tap **Hide**.

## LED Indicators

The MC65 has three LED indicators. The Scan/Decode LED indicates status for scanning. The Charging/Battery Status LED indicates battery charging and status. The Radio Status LED indicates WWAN radio status. [Table 2-4](#) describes the LED indications.



**Figure 2-19** LED Indicators

**Table 2-4** LED Indications

LED State	Indication
<b>Scan/Decode LED</b>	
Solid Green	Successful decode/capture.
Solid Red	Laser enabled, scanning/imaging in process.
Off	Not enabled.
<b>Charging/Battery Status LED</b>	
Slow Blinking Amber	Main battery in MC65 is charging.
Solid Amber	Main battery in MC65 is fully charged.

**Table 2-4** LED Indications (Continued)

LED State	Indication
Fast Blinking Amber	Charging error.
Off	Not charging.
Single Blink Amber (when Power button pressed)	Battery depleted.
Blinking Amber (when Power button pressed)	Battery over-temperature condition.
<b>Radio Status LED (MC6574 only)</b>	
Slow Blinking Green	RF (WWAN) activity.
Off	No RF activity.

✓ **NOTE** For information about scanning/decoding, see [Data Capture on page 2-40](#). For information about WWAN radio status and settings, see [Chapter 4, Using the Phone](#), or refer to the *MC65 Integrator Guide*.

## Resetting the MC65

There are two reset functions, warm boot and cold boot. A warm boot restarts the MC65 by closing all running programs. A cold boot also restarts the MC65, and also initializes some drivers. Data saved in flash memory or a memory card is not lost.

If the MC65 is not functioning properly, perform a warm boot first. If the MC65 still does not respond, perform a cold boot.

### Performing a Warm Boot

Hold down the red **Power** button for approximately five seconds. As soon as the MC65 starts to boot (splash screen displays) release the **Power** button.

### Performing a Cold Boot

To perform a cold boot:

- On a numeric keypad, simultaneously press the red **Power** button and the  and  keys.
- On an alphanumeric keypad, simultaneously press the red **Power** button and the  and  keys.
- On an PIM keypad, simultaneously press the red **Power** button and the  and  keys.

## Waking the MC65

The wake-up conditions define what actions wake up the mobile computer after it has gone into suspend mode. The mobile computer can go into suspend mode by either pressing the Power button or automatically by Control

Panel time-out settings. These settings are configurable and the factory default settings are shown in [Table 2-5](#) are subject to change/update.

**Table 2-5** Wake-up Default Settings

Condition for Wake-up	Power Button	Automatic Time-out
AC power is applied.	No	Yes
Mobile computer is inserted into a cradle.	No	Yes
Mobile computer is removed from a cradle.	No	Yes
Mobile computer is connected to a USB device.	No	Yes
Mobile computer is disconnected from a USB device.	No	Yes
A key is pressed.	No	Yes
The scan triggered is pressed.	No	Yes
The screen is touched.	No	No
Bluetooth communication	Yes	Yes
Incoming phone call	Yes	Yes

## Locking the ES400

You can lock the ES400 by disabling key presses and screen tap or by requiring a password or finger swipe. There are two types of locking features available; the standard Microsoft lock and the Motorola lock. To select either the Microsoft lock or the Motorola lock:

1. Tap  > System > Lock Switch.
2. Tap the **Select Lock** soft key.
3. Select either **Moto lock** or **Microsoft lock**.
4. Tap .

## Microsoft Locking

Locking the ES400 turns off keyboard and touch screen functionality. This is helpful when the ES400 is turned on and you want to prevent accidental key presses.

To lock the device, tap  > .

The lock screen appears.



**Figure 2-20** Lock Screen

Drag to either the right or left side of the screen.



**Figure 2-21** Password Window

If a password is set up, enter the password and then tap to unlock and display the Home screen, tap to unlock and display the Contacts window, tap to unlock and display the Messaging window.



**NOTE** You can make emergency calls even when the ES400 is locked. See XXXXXXXX for more information.

## Password Locking

Use the **Password** window to set a password to disable unauthorized access to the ES400.



**NOTE** If the device is configured to connect to a network, use a strong (difficult to figure out) password to help protect network security. Password cracking tools continue to improve and the computers used to crack passwords are more powerful than ever.

1. Tap > **Settings** > **Lock** > **Password**.



**Figure 2-22** Password Window

2. Select **Prompt if device unused** for check box to enable password protection.
3. From the drop-down list, select a time value for the protection to take affect after non-use.
4. From the **Password type:** drop-down list, select either **Simple PIN** or **Strong alphanumeric**.
5. For a simple password, enter a four-digit password in the **Password** field.  
For a stronger password:
  - a. Enter a seven character password in the **Password:** field. A strong password must contain at least seven characters and contain at least three of the following: uppercase and lowercase letters, numerals, and punctuation.
  - b. Re-enter the password in the **Confirm:** field.
6. Tap **OK**.
7. In the horizontal scroll, select **Hint**. Enter a hint to remember the password if you forget it.
8. Tap **OK**.



**Figure 2-23** Password Window - Hint Tab

9. In the text box, enter a hint for a password reminder.
10. Tap **OK**.

When the ES400 is not used for a period of time and the user tries to access the device, the Lock window appears.



**Figure 2-24 Lock Window**

1. Slide the Lock button to the left or right.
2. Enter the password to un-lock the device.



**Figure 2-25 Enter Password Window**

3. Tap the **Unlock** icon.

## **Motorola Locking**

With the Motorola Lock you can use a password or fingerprint swipe to un-lock the device.

Tap > **Lock**.



Figure 2-26 Motorola Lock Settings Window

## Password Locking

1. Tap **Password type** to toggle between Simple and Strong.
2. For a simple password:
  - a. enter a four-digit password in the **Password** field.
  - b. Re-enter the password in the **Confirm:** field.
- For a stronger password:
  - c. Enter a seven character password in the **Password:** field. A strong password must contain at least seven characters and contain at least three of the following: uppercase and lowercase letters, numerals, and punctuation.
  - d. Re-enter the password in the **Confirm:** field.
3. To set a hint to remember the password, tap the **Hint** button.

Figure 2-27 Password Window - Hint Tab

4. In the text box, enter a hint for a password reminder.
5. Tap **OK**.

## Finger Swipe Locking

To enable device un-locking using a fingerprint swipe:

1. Tap **Add fingerprint**.



**Figure 2-28** Add Fingerprint Window

2. Select a finger and slide the fingerprint across the fingerprint reader in a downward motion starting at the bottom of the fingerprint.
3. When the fingerprint is read successfully, a green check mark appears in the first box.
4. Repeat swiping your fingerprint three more times.
5. If a red X appears in the box, re-swipe your fingerprint.

You can add up to 10 fingerprints.

## Editing Fingerprint Swipes

After enrolling fingerprints you change edit the enrolled fingerprint.

1. Select the fingerprint to edit.
2. In the text box, change the name associated with this fingerprint.
3. Tap **Change fingerprint** to edit the fingerprint data.
4. Swipe a new fingerprint.
5. Tap **Program launched** to select a program to automatically launch when you swipe a particular fingerprint.
6. To remove a fingerprint, tap **Remove fingerprint**.
7. Tap **Yes** to confirm deleting the fingerprint.

## Edit Lock Screen

When the device suspends and you try to resume, the Motorola Lock screen appears.



**Figure 2-29**

**Figure 2-30 Motorola Lock Screen**

You can change what information appears on the screen.

Tap **Edit Lock Screen**.

**Figure 2-31 Edit Lock Screen Window**

Select the item to display on the Lock screen. A yellow target appears when the item is enabled.

Tap **OK** when done.

### **Audio Feedback**

To enable an audio sound to be heard upon a successful finger swipe:

Tap **Audio feedback**.

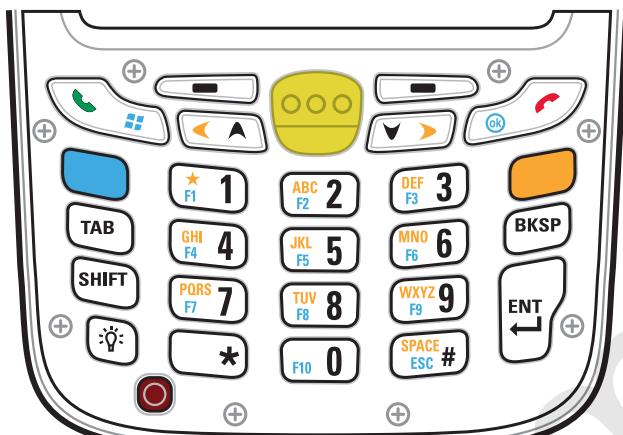
To change the fingerprint tap the

## Keypads

The MC65 offers three types modular keypad configurations: Numeric, alpha-numeric and PIM.

### Numeric Keypad Configuration

The numeric keypad contains application keys, scroll keys, and function keys. The keypad is color-coded to indicate the alternate function key (blue) values. Note that an application can change keypad functions so the MC65's keypad may not function exactly as described. See [Table 2-6](#) for key and button descriptions and [Table 2-7 on page 2-26](#) for the keypad's special functions.



**Figure 2-32 MC65 Numeric Keypad**

**Table 2-6 MC65 Numeric Keypad Descriptions**

Key	Description
Blue Key 	Use this key to launch applications or access items (shown on the keypad in blue). Press the Blue key once to activate this mode, followed by another key. A single press illuminates the key and displays the following icon at the bottom of the screen, until a second key is pressed:
Orange Key 	Use this key to access the secondary layer of characters and actions (shown on the keypad in orange). Press the Orange key once to lock the keypad into Alpha state. A single press illuminates the key and displays the following icon at the bottom of the screen:  Press the Orange key a second time to return to the normal state. Press the Orange key, then the Shift key to add a temporary shift (that applies only to the next key pressed) to the orange lock state. This displays the following icon at the bottom of the screen: 