Honeywell

Dolphin CT50

Mobile Computer

with Windows® 10 IoT Mobile Enterprise

Preliminary Draft 2018-10-15

User Guide

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Customer Support

If you need assistance installing or troubleshooting your product, contact us by using one of these methods:

Knowledge Base: www.hsmknowledgebase.com

Our Knowledge Base provides thousands of immediate solutions. If the Knowledge Base does not help you solve your problem, log into the Technical Support Portal to submit your problem or ask your question.

Technical Support Portal: www.hsmsupportportal.com

Log into the Technical Support Portal to search our Knowledge Base, submit your problem or question, request a call back, or provide feedback. When filling out one of the forms, provide as much detail as possible. You can even include attachments.

Telephone: www.honeywellaidc.com/locations

For our latest contact information, please check our website.

Product Service and Repair

Honeywell International Inc. provides service for all of its products through service centers throughout the world. To find your service center, go to www.honeywellaidc.com and select **Support** > **Contact Support** > **Service and Repair**. Contact your service center to obtain a Return Material Authorization number (RMA #) before you return the product.

To obtain warranty or non-warranty service, return your product to Honeywell (postage paid) with a copy of the dated purchase record.

Warning: Explosion Hazard - Substitution of components may impair suitability for Division 2 Class I, II, III locations.

Avertissement : Risque d'explosion - Le remplacement de composants risque de compromettre l'adaptation du produit aux sites de division 2 catégorie I, II, III.

Limited Warranty

For warranty information, go to www.honeywellaidc.com and click **Resources** > **Warranty**.

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Send Feedback

Your feedback is crucial to the continual improvement of our documentation. To provide feedback about this manual, please contact the Technical Communications department directly at **ACSHSMTechnicalCommunications@honeywell.com**.

Hearing Aid Compatibility (HAC)

Device Listings

The standard for compatibility of digital wireless devices with hearing aids is set forth in American National Standards Institute (ANSI) standard C63.19. ANSI C63.19 contains these two sets of standards:

- An “M” rating from M1 to M4 for reduced radio frequency (RF) interference to enable acoustic coupling with hearing aids that do not operate in t-coil mode.
- A “T” rating from T1 to T4 to enable inductive coupling with hearing aids operating in t-coil mode.

A digital wireless handset is considered hearing aid compatible for acoustic coupling if it meets at least an “M3” rating under the ANSI standard. A digital wireless handset is considered hearing aid compatible for inductive coupling if it meets at least a “T3” rating under the ANSI standard.

M-Ratings: Devices rated M3 or M4 meet FCC requirements and are likely to generate less interference with hearing devices than devices that are not labeled. M4 is the superior/higher of the two ratings.

T-Ratings: Devices rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device’s t-coil than unrated devices. T4 is the superior/higher of the two ratings.

These ratings are not guaranteed. Results will vary depending on the level of immunity of your hearing device and the degree of your hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated device successfully. Trying out the device with your hearing device is the best way to evaluate it for your personal needs.

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When some wireless devices are used near some hearing devices such as hearing aids and implants, users may detect a buzzing or humming noise. Some hearing devices are more immune than others to this interference noise. Wireless devices may also vary in the amount of interference they generate. The more immune the hearing aid device is, the less likely one is to experience interference noise from the wireless device.

Hearing aid devices may also be rated. Adding the ratings of the hearing aid and the device can predict the usability of the two devices together:

- Any combined rating equal to or greater than six offers the best use.
- Any combined rating equal to five is considered normal use.

These models have been tested and rated for use with hearing aids for some of the wireless technologies that they use. However, there may be some newer wireless technologies used in these devices that have not been tested yet for use with hearing aids. It is important to try the different features of these devices thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of the device for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or device retailer.

The following devices are currently offered:

Model Name	HAC Rating	Air-Interface	C63.19 Version
CT50LFN	M3 / T3	GSM / WCDMA/ LTE/WiFi	2011

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1

About the Computer Features

This chapter introduces the Dolphin CT50 Mobile Computer with Windows® 10 IoT Mobile Enterprise operating system. Use this chapter to learn about the basic computer features, functions, and accessories.

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About the Dolphin CT50 Mobile Computer

The Honeywell Dolphin CT50 Mobile Computer is an enterprise-focused smartphone that uses the Windows 10 IoT Mobile Enterprise operating system to provide reliable and secure management of corporate data and wireless communications. The CT50 offers key features such as a large display, long-lasting battery, bar code imager, and rugged durability.

Honeywell offers a non-incendive (NI) version of the CT50 for use in hazardous environments. The NI version of the CT50 has yellow scan buttons.

Throughout this manual, all versions of the mobile computer are referred to as the CT50 unless information is specific to a particular model.

The Dolphin CT50 features:

- Windows 10 IoT Mobile Enterprise operating system
- 2 GB DRAM, 16 GB flash memory
- Large, sunlight-readable display with responsive multi-touch screen
- High performance 2D imager with ergonomic scan trigger keys
- Software-definable LTE/UMTS or CDMA/EVDO wireless WWAN radio for high speed data and quality voice support across all network technologies
- IEEE 802.11a/b/g/n radio
- Bluetooth radio
- NFC technology for short-range wireless data exchange
- Value-added software components supporting specialized imaging and OCR functions
- Rugged specifications with IP67 sealing
- Customer-accessible microSD™ slot for removable memory cards (up to 32 GB)
- Integrated GPS receiver (with WWAN radio option)
- 8-megapixel color camera
- Receiver Category 3 in accordance with EN 300 440-1
- Non-incendive version certified to Class I, II, III, Division 2, Groups A-G, -20 °C to +50 °C, T4A

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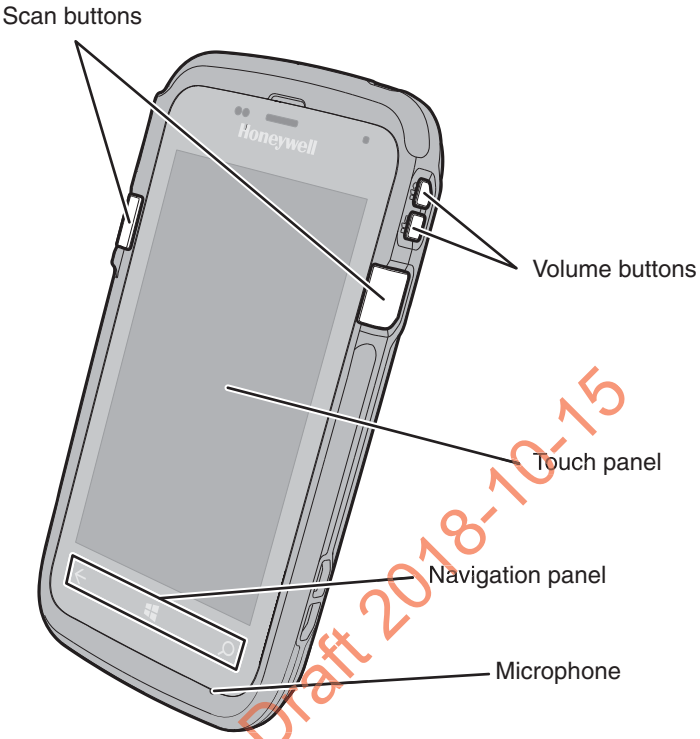

Front View of the CT50

The non-incendive version of the CT50 is identified by yellow scan buttons.

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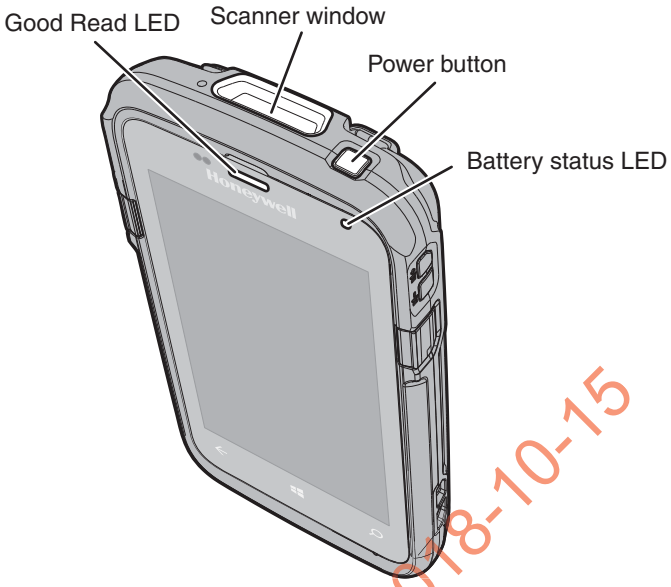

Top View of the CT50

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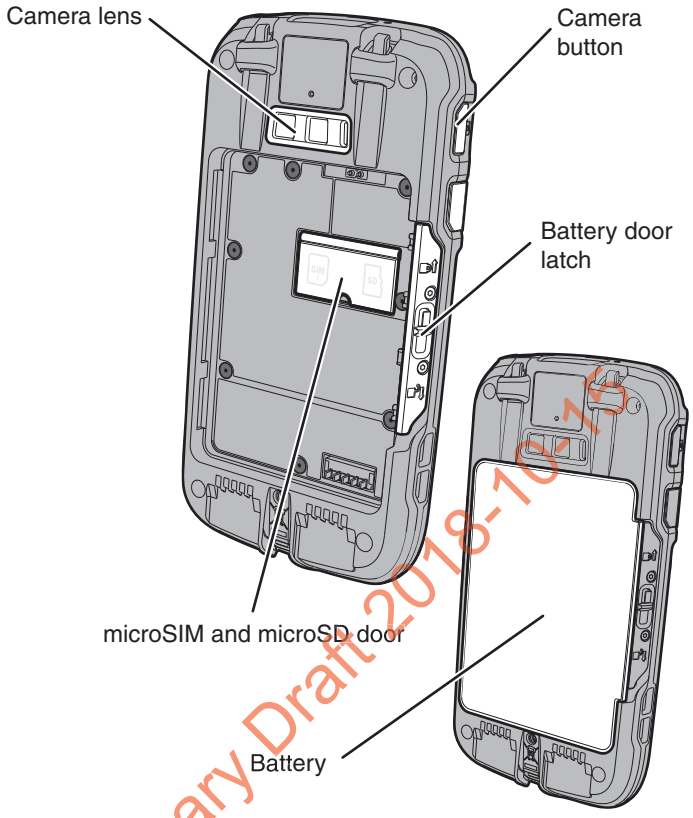

Back View of the CT50

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About the Battery

The CT50 uses a rechargeable 3.6 Vdc Li-ion battery as its main power source. The battery has a 14.6 watt-hour capacity. Several factors determine the life of your battery, such as display brightness, display timeout, input device, extreme temperature, and your usage.

Honeywell recommends that you keep the battery charged at all times to prevent data loss. When you change the battery, the computer automatically goes into a power-off state.

Contact your local sales representative for replacement batteries.

Caution: The battery used in this device may present a fire or chemical burn hazard if it is mistreated. Do not disassemble it, heat it above 100 °C (212 °F), or incinerate it. Dispose of used batteries promptly. Keep away from children.

Caution: We recommend the use of Honeywell Li-ion battery packs. The use of any non-Honeywell battery may result in damage not covered by the warranty.

Warning: The battery pack must not be removed or installed while in a potentially hazardous location.

Avertissement : La batterie ne doit pas être retirée ni installée dans un site potentiellement dangereux.

Charge the Battery

Dolphin CT50 Non-Incendive

Warning: Explosion Hazard - Batteries must only be changed or charged in an area known to be non-hazardous. Use ONLY Honeywell CT50 battery Model 318-055-001.

Risque d'explosion - Les batteries doivent uniquement être remplacées ou rechargées dans un endroit non dangereux. Utilisez UNIQUEMENT Honeywell CT50 batterie modèle 318-055-001.

All Other Versions

All other versions of the Dolphin CT50 use battery model CT50-BTSC, part number 318-055-001.

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Charge Before Use

Make sure you fully charge the battery before you use your computer. You can charge the battery before or after you install it in the computer. It takes about 6 hours for the battery to fully charge in any of the accessories

- Insert the battery into a Quad Battery Charger or the battery well of an eHomeBase.

or

- Insert the computer with the battery installed into an eHomeBase, ChargeBase, NetBase, Quad Battery Charger, USB Adapter, or Vehicle Power Adapter.

Change the Battery

If your battery power is low, you need to either charge the battery in the computer, or replace it with a charged battery.

Caution: Make sure you completely power off the computer before changing the battery. Failure to completely power off the computer can result in the computer crashing and the possibility of having to reinstall the firmware.

1. Save your files and close any open applications.
2. Press and hold the **Power** button. This screen appears:

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3 Swipe down toward the bottom of the screen to power off the CT50. The word “Goodbye” appears on the screen as the computer powers off.

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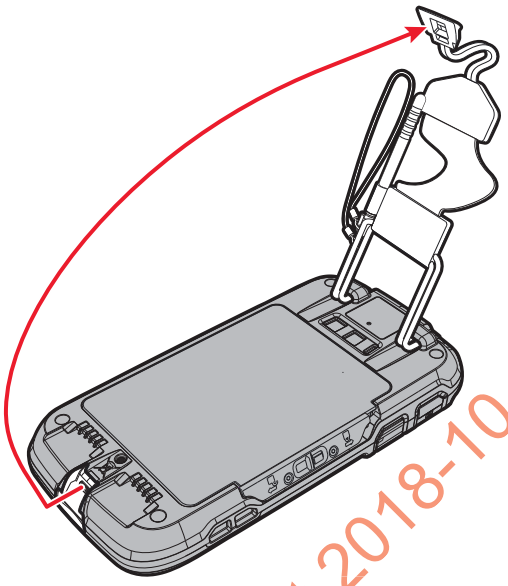
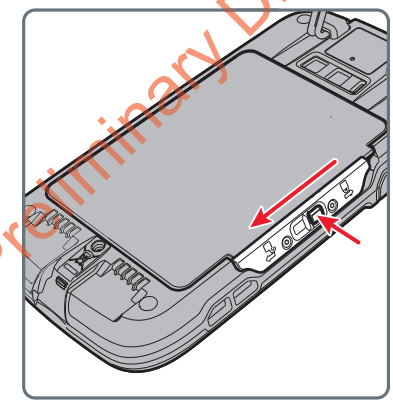
4 Disconnect the handstrap from the bottom of the computer.



5 Press in on the door lock and slide the battery door toward the bottom of the computer to unlock the door.



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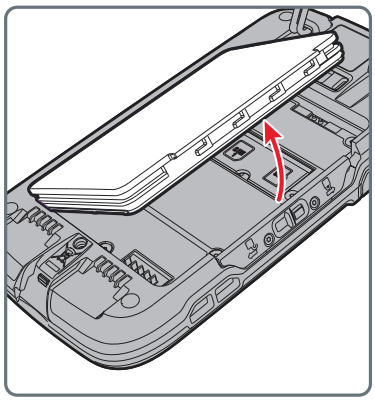
6 Lift up on the edge of the battery and remove it from the computer.



7 Insert the charged battery into the computer.

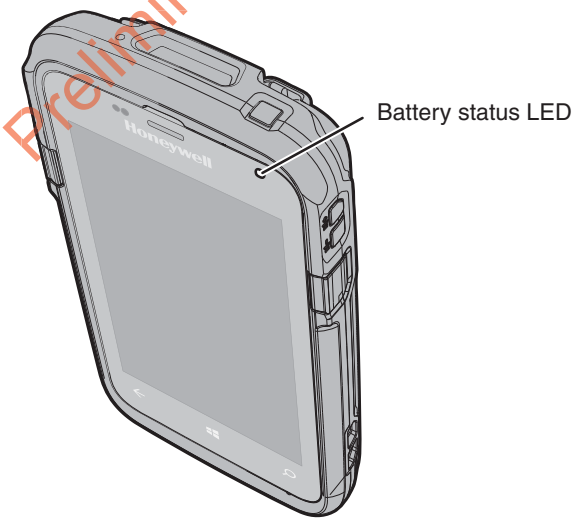
8 Press down on each corner of the battery to make sure it is fully seated in the computer.

9 Press in on battery door lock and slide the battery door into the locked position.

10 Replace the handstrap.

About the Battery Status LED

The Battery status LED in the upper right corner of the computer indicates the charging status of the battery.



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Battery Status LED Descriptions

LED State	Description
Steady green	The computer is connected to a charger and the battery is more than 95% charged.
Blinking green	The computer is connected to a charger and the battery level is between 61% and 95% charged.
Steady amber	The computer is connected to a charger and the battery level is between 0% and 60% charged.
Blinking red	There is a battery error or the computer is not connected to a charger and the battery level is below 15% charged. If there is a battery error, the battery may not be charging because it is missing, faulty, or outside the allowable charging temperature range. If it is outside the charging temperature range, charging will resume when the battery temperature returns to the acceptable range of 0 °C to 45 °C (32 °F to 113 °F).
Off	The computer is not connected to external power, the battery is operating normally, and the battery level is above 15% charged.

Check the Battery Settings

In addition to the Battery status LED, you can get battery information from the Battery Saver app.

1. Scroll to the bottom of the main screen and tap **All apps** > **Settings** > **System** > **Battery Saver**.
2. If the battery is not charging, tap the toggle to turn on the Battery Saver.
3. Tap **Battery saver settings**.
4. From the setting screen, you can set these options:
   - **Turn battery saver on automatically if my battery falls below:** When enabled, turns the Battery Saver features on when the battery charge level drops below the level selected with the slider. The default is 20%.

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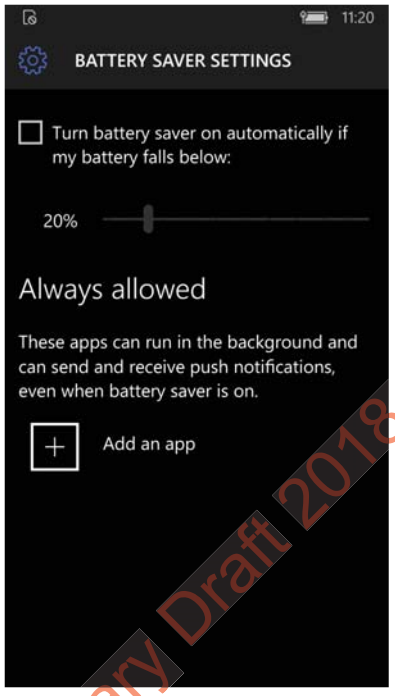
- **Always allowed:** You can enable some apps to run in the background even when the battery saver is turned on. To add apps, tap +, choose an app from the list, and tap **Add**.



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About Battery Life and Conservation

If you store the batteries outside of the computer for long periods of time, they slowly discharge. Honeywell recommends storing the battery in a charger to maintain battery performance.

Battery Conservation Tips

When You Want to:	Do this to Save Battery Power:
Use the computer and the low battery status icon appears or the battery status LED turns on.	• Connect the computer to an external power source. • Press and hold the **Power** button, and then swipe toward the bottom of the screen to power off the computer. After the computer turns off, remove the battery and insert a fully charged battery.

Battery Conservation Tips (continued)

When You Want to:	Do this to Save Battery Power:
Stop using the computer for 5 minutes or more.	Make sure that the low battery status icon is not on the screen and that the battery status LED is not on. Press the **Power** button to suspend the computer.
Store the computer for more than a day.	• If you are storing the computer for a few days (such as over the weekend), install a charged battery or connect the computer to a power source. • If you are storing the computer for a longer period of time, remove and charge the battery. When the battery is done charging, store both the battery and the computer is a cool location. • If you store the battery for several months, recharge the battery periodically to keep it at peak performance.
Store the battery outside of the computer.	Store the batteries in a charger.

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Battery Recommendations and Safety Precautions

- Charge the battery before use. Battery ships with a partial charge only.
- See **"Charge the Battery" on page 6** for approved charging methods. Use of this battery in other devices could result in damage to the device or battery.
- The temperature range for charging this battery is 0 °C to 45 °C (32 °F to 113 °F). Do not charge this battery outside of this range. For maximum battery life, charge at 23 °C (73 °F).
- Do not store the battery at temperatures above 60 °C (140 °F), such as inside a car on a hot day or in direct sunlight. Storage above 60 °C (140 °F) may damage the battery.
- Avoid dropping the battery or computer. If you suspect that the battery or computer is damaged, send it to a Honeywell service center for inspection.

- Replace this battery only with another CT50 battery as identified below. These batteries have been tested in accordance with applicable safety standards. Contact your Honeywell sales representative or distributor if this battery is no longer available.
  - For the non-incendive version of the CT50, use battery p/n 318-055-003.
  - For all other versions of the CT50, use battery model CT50-BTSC, p/n 318-055-001.
- Discarded batteries may create a safety hazard. Before disposal, cover the battery contacts with electrical insulating tape.
- Do not modify the battery or attempt to insert foreign objects into it.
- Do not solder directly to the battery contacts.
- Do not short circuit the battery, and keep it away from metallic items.
- Do not drop the battery or apply mechanical shocks or pressure to it.
- Do not disassemble or open, crush, bend or deform, puncture, shred or burn the battery.
- Do not immerse the battery in water or get the battery wet.
- Battery usage by children should be supervised.

Enable Airplane Mode

If you do not need to connect to any wireless networks, you can enable Airplane mode to turn off all the radios and save battery power.

1. Swipe down from the top of the screen to view the Action Center.
2. Touch **Airplane Mode** to turn it on. The Airplane Mode icon appears in the status bar.

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Power On the CT50 for the First Time

1. Press the **Power** button.
2. From the Welcome screen, select your language and then tap **Next**.
3. Select your region and then tap **Next**.
4. Tap **Cancel** to skip the advanced provisioning options.
5. Follow the onscreen prompts to finish setting up the computer.

To learn more about what you can do with a Microsoft account, go to **https://account.microsoft.com/about**.

Turn the Power On or Off

Note: You should always power off the computer before removing the battery.

To turn the computer on:

- Press and release the **Power** button.

To turn the computer off:

1. Press and hold the **Power** button until “slide down to power off” appears on the screen.
2. Slide the screen down until the image disappears and “Goodbye” appears on the screen.

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Turn Sleep Mode On or Off

To save battery power, the touch panel display dims, and then turns off after a period of inactivity. If the display stays off longer than the set time limit, the terminal enters sleep mode or it suspends.

To turn Sleep Mode on:

- Press and release the **Power** button.

To wake the terminal from sleep mode and unlock the screen:

1. Press and release the **Power** button.
2. Swipe up from the bottom of the screen to unlock the computer.

Unlock the Screen

Every time you power on the computer, you will need to unlock it.

- Swipe up from the bottom of the screen to unlock it.

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Set a PIN to Protect the Computer

After you start using the computer, you should set a PIN to secure apps and data on the computer.

1. Tap **All Apps** > **Settings** > **Accounts** > **Sign-in options**.
2. Tap **Add**.
3. Type your PIN in the New PIN text box.
4. Type your PIN again in the Confirm PIN text box.
5. Tap **OK**.
6. From the Require sign-in drop-down list, select the amount of time for you to be away before Windows requires you to sign back in again.
7. Exit the Settings app.

Use Gloves with the Touch Screen

You can use many off-the-shelf gloves, including leather, when operating the touch screen on the computer. The gloves can be up to 2 mm (0.08 inches) thick. Use this procedure to set the touch screen to "glove mode."

1. Press the flat part of the gloved finger to the touch screen.

   You want to have approximately 13 mm (0.51 inch) surface area touching the screen, almost as if taking a fingerprint.
2. Tap the screen subsequently to use it with your gloved hands.
3. Exit "glove mode" by tapping the screen with your bare finger.

About the Good Read LED

The Good Read LED indicates the status of the scanner. For more information on how to scan bar codes, see **"Scan a Bar Code" on page 36**.

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Good Read LED Descriptions

LED Color	Description
Green	Good read of a bar code.
Blinking green	The data collection engine is processing or starting up.

Configure the Screen Backlight

The display has an ambient light sensor that automatically adjusts the backlight intensity to conserve power and ensure the display is readable. You can set the backlight intensity level as needed for your environment.

1 Tap **All Apps** > **Settings** > **System** > **Display**.

2 Tap the toggle box to turn Automatically adjust display brightness **On** or **Off**.

If Automatic Adjust is turned off, use the slider to set the Brightness level.

About the Audio Features

The CT50 has a speaker, a microphone, and several software tools for configuring the volume of sounds.

Adjust Ringer and Notification Volume

You can quickly adjust the volume of ringtone and notification sounds by using the side volume buttons.

1 Press one of the volume buttons on the right side of the computer. The Ringer + Notifications volume appears at the top of the screen.

2 Press the volume buttons or adjust the slider to change the volume.

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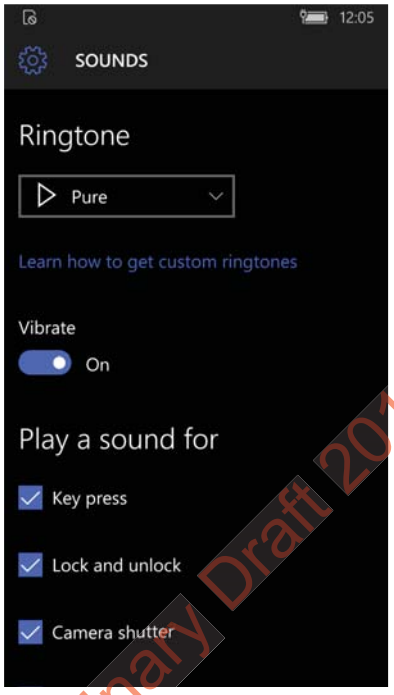
Audio Settings

Use the Settings app to configure the audio and sound settings.

- Tap **All Apps** > **Settings** > **Personalization** > **Sounds**.



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Audio and Sound Settings

Setting	Description
Ringtone	Select a ringtone.
Vibrate	Turns vibrate mode on or off.
Reminders	Select which app you want to notify you when you have a reminder.
Key press	Select to enable audio tones when you press a key.
Lock and unlock	Select to enable audio tones when you lock or unlock an app.
Camera shutter	Select to enable audio tones when you press the camera icon.
System alerts	Select to enable audio tones when the system sends you an alert.

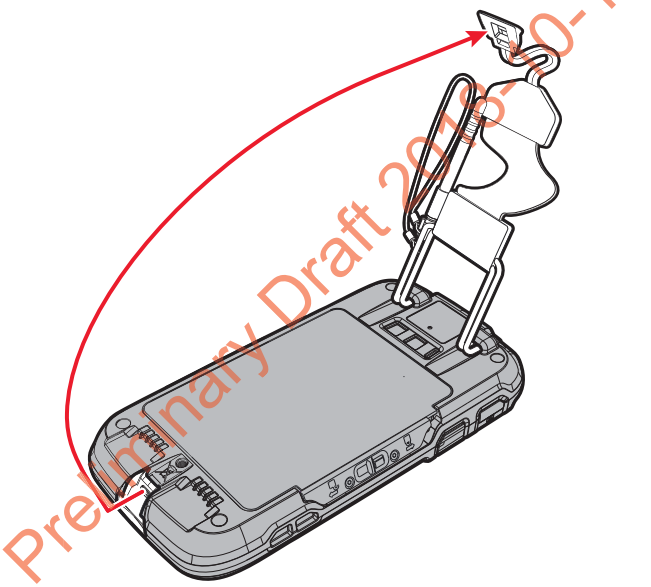
Insert a microSD Card

You can use a microSD card to increase file storage capacity or to install software. Honeywell recommends the use of Single Level Cell (SLC) industrial grade microSD or microSDHC memory cards with the CT50 computer for maximum performance and durability.

Note: Format memory card before initial use.

1 Power off the computer.

2 Disconnect the handstrap from the bottom of the computer.



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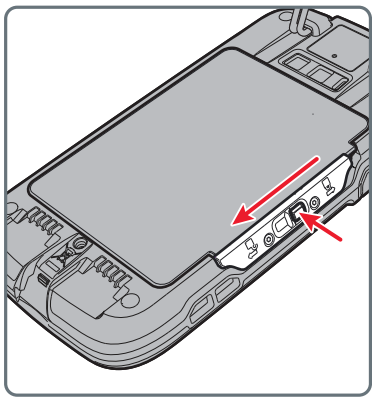
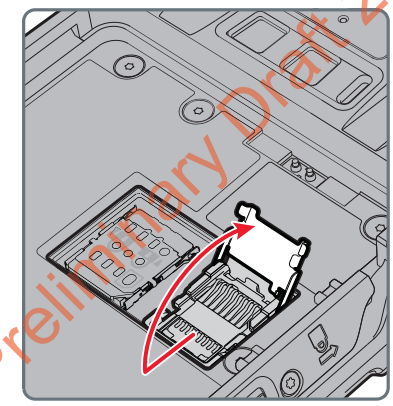
3 Press in on the door lock and slide the battery door toward the bottom of the computer to unlock the door.



4 Lift up on the edge of the battery and remove it from the computer.

5 Press down on the SD card door and slide it toward the top of the computer to open it.



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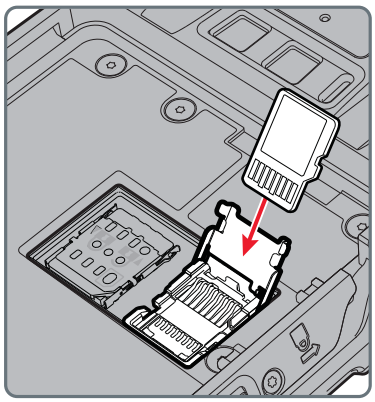
6 Insert the SD card into the door.



7 Press down on the SD card door and slide the door toward the bottom of the computer to lock it.

8 Press down on each corner of the battery to make sure it is fully seated in the computer.

9 Press in on battery door lock and slide the battery door into the locked position.

10 Replace the handstrap.

How to Transfer Files

You can transfer files between your desktop PC and the CT50 with the HomeBase (and standard USB cable) or the USB adapter. When the computer is connected through USB, you can browse to it and drag-and-drop to move files back and forth to a PC.

You can transfer files with:

- the Windows Phone app.
- File Explorer or Windows Explorer.

Note: The CT50 supports Hi-Speed USB communications (USB 2.0) with a maximum data transfer rate of 480 Mbps.

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Transfer Files with Windows Phone App

1. Connect the CT50 to your PC through a USB accessory and cable connection.
2. On the CT50, when asked if you want to use the USB data connection, tap **yes**.

   If you are using Windows 10, open the Phone Companion app from **Start** > **All apps** on your PC. If you are using Windows 8, the Windows Phone app automatically opens when you connect the terminal to your PC. If you are using Windows 7 or a Mac, go to **www.windowsphone.com** to download and install the Windows Phone app for desktop or Mac.
3. In the Phone Companion app, select Windows as your computer platform and then set your sync preferences.

   In the Windows Phone app, set your phone name and sync preferences.

   The default phone name is “Windows Phone.” If you want to change your phone name in the future, go to **All Apps** > **Settings** > **System** > **About**.

Transfer Files with File Explorer or Windows Explorer

1. Connect the CT50 to your PC through a USB accessory and cable connection.
2. Depending on the Windows operating system, open **File Explorer** or **Windows Explorer**.
3. Under **Computer**, click **Windows Phone**.
4. You can now copy, delete, or move files or folders between the computer and the PC or the microSD card installed in the computer as you would with any other storage drive (for example, cut and paste or drag and drop).

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Accessories for the CT50

The CT50 ships with a battery. All other accessories are ordered and shipped separately. For help, contact your local sales representative.

CT50 Accessories and Descriptions

Accessory	Description
CT50 Battery (Model CT50-BTSC) (P/N 318-055-001)	The battery provides hours of power to the CT50. You may want to purchase spare battery packs for longer shifts. Not for use with the non-incendive version of the CT50.
CT50 Battery, non-incendive (P/N 318-055-003)	The battery provides hours of power to the non-incendive version of the CT50NI. You may want to purchase spare battery packs for longer shifts.
Ethernet HomeBase (Model CT50-EB)	Use the Ethernet HomeBase to hold a CT50 with its battery installed, charge a spare battery pack, charge the main battery pack, and provide power to the mobile computer. The dock has a USB client connector as well as an Ethernet connector.
HomeBase (Model CT50-HB)	Use the HomeBase to hold a CT50 with its battery installed, charge a spare battery pack, charge the main battery pack, and provide power to the mobile computer. The HomeBase has a USB client connector.
ChargeBase (Model CT50-CB)	The CT50 ChargeBase is a 4-slot charging cradle that can power four computers, and charge their main batteries in 6 hours.
NetBase (Model CT50-NB)	The Net Base enables up to four CT50 computers to communicate with a host device over an Ethernet network. The Net Base also provides a second RJ45 Ethernet port for connection to an additional device such as a printer, workstation, or another Net Base.
Vehicle Power Adapter (Model CT50-MC)	Use the vehicle power adapter to charge the battery installed in the CT50 from the accessory port in your vehicle.

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CT50 Accessories and Descriptions (continued)

Accessory	Description
Vehicle Dock (Model CT50-MB)	Use the vehicle docks to hold and charge the CT50 while using it on a vehicle.
Quad Charger (Model CT50-QBC)	Use the quad charger to charge up to 4 batteries.
USB Adapter (Model CT50-USB)	Use this snap-on adapter to provide USB host and client communications through the CT50.
Non-Dockable Scan Handle	Attach to a CT50 to have an easy way to grip the computer and scan labels.
DEX Adapter (Model DEX-BLE-1)	Use the DEX adapter to easily connect to direct store delivery (DSD) receiving systems including DEX/UCS store systems, vending machines, and other retail equipment.
Holster	Use the holster to carry the CT50 hands-free in the work environment. You can choose between three different holsters.

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2

About the User Interface and Applications

Use this chapter to learn about the Windows user interface and how to interact with the screen. You can also use this chapter to learn about the Honeywell applications on the computer.

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About the User Interface

The Windows 10 IoT Mobile Enterprise operating system provides a touch-friendly and easy to navigate user interface.

About the Start Screen

When you turn on the mobile computer, the Home screen is the first screen that appears after language provisioning is complete. The Status bar contains icons to the left tell you current wireless and network connection state. The status icons to the right show you the date, time, and the battery level.

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About Status Bar Icons

Status and notification icons show you the current status of your network, the battery, notifications, and the sounds.

Common Status and Notification Icons

Icon	Description
	An app or service is using computer location information.
	Unread notification.
	Wi-Fi network connection is active with full signal strength.
	The computer is paired and connected with a Bluetooth device.
	Vibrate mode is turned on.
	Battery is fully charged.
	Battery saver mode is turned on.
	The computer is connected to external power. When the battery is charging, the battery charge and external power icons alternate.
	Airplane mode is turned on.

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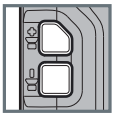
Navigation and Function Buttons

There are navigation and function buttons below the Status screen on the front panel of the computer and on the right side of the computer.

Navigation and Function Buttons

Button	Description	Function
	Back	Returns you to the previous screen.
	Home	Returns you to the Start screen.

Navigation and Function Buttons (continued)

Button	Description	Function
	Search	Starts a search on the computer or the internet.
	Volume	Raises or lowers the volume of the speaker.

About Screen Gestures

Use your fingers or the stylus to manipulate icons, buttons, menus, the onscreen keyboard, and other items on the screen.

- To select or activate something, tap it.
- To type something, such as a name or password, touch where you want to type. A keyboard appears that lets you type into the field.

Other common gestures include:

- Touch and hold: Touch and hold an item by touching it and lifting your finger until an action occurs.
- Drag: Touch and hold an item for a moment. Without lifting your finger, move your finger on the screen until you reach the target position. For example, you can drag to reposition shortcuts on the Home screen.
- Swipe or slide: Quickly move your finger across the screen, without pausing when you first touch. For example, you can slide a Home screen left or right to view the other Home screens.
- Double-tap: Tap quickly twice on a web page, map, or other screen to zoom in. Double-tap again to zoom out.
- Pinch: In some apps, you can zoom in and out by placing two fingers on the screen at once and pinching them together (to zoom out) or spreading them apart (to zoom in).

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