Itron Mobile Radio
Quick Reference Guide

Thank you for purchasing the Itron Mobile Radio (IMR).

FCC compliance information is located in the Itron Mobile Radio Compliance Statement (located in the box). The Itron Mobile Radio User Guide also contains compliance information and can be downloaded from Itron's customer support web site: http://support.itron.com (available for registered users).

Contacting Itron web support

To contact Itron web support

New user:

1. Go to http://support.itron.com and click **Create a new account**.
2. Itron sets up the account for your use.

Registered user:

1. Go to http://support.itron.com and sign in with your user name and password.
2. Click **Support Services**.
3. Click **Product Downloads**.
4. Select Itron Mobile Application from the drop-down list.
5. Locate the appropriate documentation information.

Charging the battery

1. Plug the USB cable into the radio.
2. Plug the USB cable into a PC, an AC wall adapter, or a 12V AC car adapter.
3. Allow the radio to charge for at least six hours before you use it or store it.

AC power adapter

Follow these instructions to help ensure your safety and extend the life of the adapter.

- Use the adapter indoors only.
- Avoid spilling liquid on the adapter. Do not connect it if it is damp.
- Make sure ventilation around the adapter is not restricted while it is in use.
- Itron recommends using only the AC adaptor supplied with your IMR.
- Inspect the AC adapter before use. Do not use it if there are any signs of damage or deterioration.
- Make sure the connector is firmly connected.
- Avoid mechanical strain to cables and connectors.
- In the event of overloading, the AC adapter is designed to be fail-safe and may stop functioning.
- Do not try to use the AC adapter to power any other equipment.
- Avoid use in dusty, damp, or contaminated environments.

Turning the radio on or off

Turn on while using battery power:

- Press and hold the button for three seconds (until the Power LED turns green) to turn the radio on.

Turn off while using battery power:

- Press and hold the button for three seconds (until the Power LED turns white) to turn the radio off.

Turn on while using external power.

- The radio is always on when using the external power.

  When the radio is using external power (connected to an energy source with the USB cable) pressing the button turns the power LED green until the button is released, but it does not turn the radio off.

LED status indicators

Two multi-color LED status indicators are located on the top of the radio. These indicators are labeled with a power icon ⚡ and a communication icon 📶. The color and illumination of the LED lights provide feedback about the Itron Mobile Radio's status.

The LED lights have two patterns for displaying different states.

- **Solid**. LED is on continuously.
- **Flash**. LED turns off and on at a constant interval.

Power indicator LED table

The following table describes the LED colors and patterns for the most common radio conditions.

⚡ Power indicator			
Solid		Flash	
🟢 green	Initializing Button pressed Charged	🟢 green	Battery more than 50%
🟡 yellow	N/A	🟡 yellow	Battery more than 20%
🔴 red	Charging	🔴 red	Battery less than 20%
⚪ white	Error: Battery Turning on	⚪ white	Error: General

Comm indicator LED table

The following table describes the LED colors and patterns for the most common radio conditions.

📶 Comm indicator			
Solid		Flash	
🟢 green	USB connected	⚪ white	Error
🔵 blue	Bluetooth® connected	🔵 blue	Bluetooth low energy connected
Note: The application connected to the radio may assign a display pattern to the LEDs that is not described in these tables.			

Safety

Your Itron Mobile Radio is ergonomically designed for safe, comfortable use. However, as with all equipment, you should follow good working practices while using it.

Minimize risk by following these guidelines.

- Maintain good posture while using the radio. Keep your fingers and body relaxed whenever possible.
- Avoid keeping your muscles tense for long periods. Change tasks often to avoid prolonged muscle strain. Support the radio while using it.
- Take frequent short breaks. Use these breaks to exercise the muscles in your hands, arms, shoulders, neck, and back.

Radio readings tips

The Itron Mobile Radio is used to receive the radio signals from ERT-equipped meters. To maximize the radio capabilities, consider the following factors when collecting data.

- **Absorption**. Conductive material such as steel, metallic pipe and siding, and tree leaves and branches absorb more of a radio signal than concrete, bricks, sheetrock, plastic, and wood. Due to absorption, you may have shorter readability distances in industrial or business areas than in residential areas.
- **Shielding**. When conductive materials are close together, as in metal partitions or narrow-mesh fencing, they act as a shield and absorb the entire radio signal. Move a short distance away from conductive material so the ERT signal is not shielded. Keep moving to assist in receiving signals that may be shielded. Metalized fabrics should not be worn over the radio as they may severely reduce reading success.
- **Reflection**. Radio signals can be reflected by some of the same types of conductive material that absorb them. Move a short distance away from the reflective material to find the direct ERT signal or a strong reflected signal. Keep moving to assist in receiving signals that may be reflected.

Troubleshooting

If you have a problem with your radio, review the appropriate troubleshooting steps in the *Itron Mobile Radio User Guide*. If the problem remains unresolved, contact an Itron customer service representative (e-mail: support@itron.com; phone: 1.877.487.6602).

Optimizing Bluetooth® performance

Bluetooth communication works best when the communicating devices have an unobstructed view from one device to the other. When possible, remove or reduce obstacles between the radio and the mobile device during Bluetooth communication.

Pairing Bluetooth for Itron Mobile app users

Bluetooth Low Energy (BLE) pairing is performed by the Itron Mobile app installed on your mobile device.

- Select your radio from the list of radios in the Itron Mobile app.

Pairing Bluetooth in Windows 10 for FDM users

The default Bluetooth Classic PIN is the last 4 digits of the IMR serial number.

If you pair your IMR with your Windows 10 device using the Windows' Settings, two identical Bluetooth connections will be shown for your Itron Mobile Radio. There will be one entry for BLE and one for Bluetooth Classic. There is no indication of which entry is which version of Bluetooth. For this reason, you should not pair the radio with your Windows 10 device using Windows' Settings.

To ensure you are properly connected to Classic Bluetooth, Itron recommends that you download the Itron Bluetooth Pairing Tool from the Itron Access website. The tool will force your Windows 10 device to pair with the IMR using only Bluetooth Classic.

Important: Do not use the Itron Bluetooth Pairing Tool with the Itron Mobile app. For pairing the IMR with the Itron Mobile app, see Pairing Bluetooth for Itron Mobile app users.

To pair Bluetooth in Windows 10 for FDM users

1. Install the Itron Bluetooth Pairing Tool on your Windows 10 device.
2. Turn on your IMR.
3. Run the Itron Bluetooth Pairing Tool on your Windows 10 device. Your Windows 10 device will automatically begin looking for Bluetooth devices to pair with.
4. If necessary, click **RESCAN** until the IMR you are trying to pair with appears in the list of devices.

   The device name is IMRnnnnnn where n = the last 6 digits of the serial number of the device you are trying to pair with.
5. Select your device and click **PAIR**.
6. In the pop-up under the Services tab, identify the COM port that your IMR is assigned to.
7. Follow the instructions in the FDM documentation to correctly specify the COM port that FDM will use to communicate with the IMR.

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