



# MC55 Enterprise Digital Assistant

## User Guide





**MC55 Enterprise Digital Assistant  
User Guide**

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DRAFT



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## Patents

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

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## Revision History

Changes to the original manual are listed below:

Change	Date	Description
-01 Rev 060508	6/5/08	Beta release.

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## Glossary

# About This Guide

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## Introduction

This guide provides information about using the MC55 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 MC55 provides information for specific user needs, and includes:

- **MC55 Quick Start Guide** - describes how to get the MC55 EDA up and running.
- **MC55 User Guide** - describes how to use the MC55 EDA.
- **MC55 Integrator Guide** - describes how to set up the MC55 EDA and accessories.
- **Microsoft® Windows Mobile 6.0 Applications User Guide for Enterprise Mobility Devices** - 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	Operating System	Keypads
MC5574	WLAN: 802.11 b/g WPAN: Bluetooth WWAN: EGPRS GPS: SiRF III	3.5" QVGA Color	64 MB RAM/ 128 MB Flash or 128 MB RAM/128 MB Flash	1D laser scanner, 2D imager or camera	Windows Mobile 6 Professional	Numeric or Alphanumeric keypad

## Software Versions

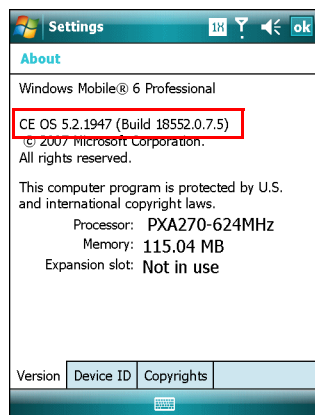
This guide covers various software configurations and references are made to operating system or software versions for:

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

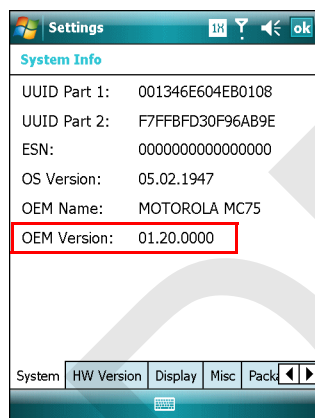


The second line lists the operating system version and the build number. The last part of the build number represents the AKU number. For example, *Build 18552.0.7.5* indicates that the device is running AKU version *0.7.5*.

## OEM Version

To determine the OEM software version:

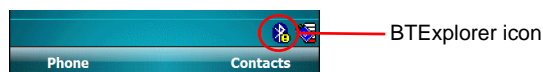
Tap **Start > Settings > System tab > System Information icon > System tab.**

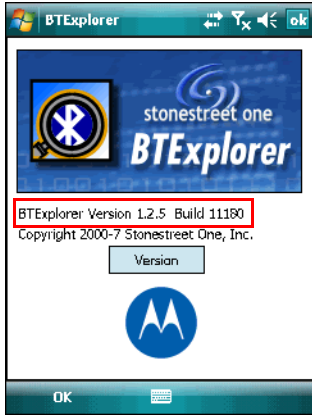


## BTE Explorer Software

To determine the BTE Explorer software version:

Tap **BTE Explorer icon > Show BTE Explorer > Menu > About.**

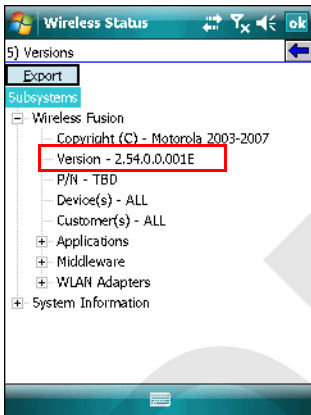




### Fusion Software

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** > **Version Information** tab.





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## Chapter Descriptions

Topics covered in this guide are as follows:

- [Chapter 1, Getting Started](#) provides information on getting the MC55 up and running for the first time.
- [Chapter 2, Using the MC55](#) provides basic instructions for using the MC55, including powering on and resetting the MC55, and entering and capturing data.
- [Chapter 3, Using GPS Navigation](#) explains GPS functionality on the MC55.
- [Chapter 4, Using Bluetooth](#) explains Bluetooth functionality on the MC55.
- [Chapter 5, Using the Phone](#) provides basic instructions for using the MC55 phone.
- [Chapter 6, Accessories](#) describes the available accessories and how to use them with the MC55.
- [Chapter 7, Maintenance & Troubleshooting](#) includes instructions on cleaning and storing the MC55, and provides troubleshooting solutions for potential problems during MC55 operation.
- [Appendix A, Technical Specifications](#) provides the technical specifications for the MC55.
- [Appendix A, 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 MC55 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

- *MC55 Quick Start Guide*, p/n 72-103079-xx.

- *MC55 Windows Mobile 6 Regulatory Guide*, p/n 72-103080-xx.
- *MC55 Integrator Guide*, p/n 72E-108861-xx.
- *Microsoft® Applications for Mobile 6 User Guide*, p/n 72E-108299-xx
- *Enterprise Mobility Application Guide*, p/n 72E-68901-xx
- *Enterprise Mobility Developer Kits (EMDKs)*, available at: <http://support.symbol.com/>.
- Latest ActiveSync software, available at: <http://www.microsoft.com>.

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

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

- Serial number of the unit
- Model number or product name
- Software type and version number

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

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

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

# Chapter 1 Getting Started

## Introduction

This chapter lists the parts and accessories for the MC55 and explains how to install and charge the batteries, replace the strap, and power on the MC55 for the first time.



**Figure 1-1** MC55 Front View



**Figure 1-2** MC55 Rear View

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## Unpacking

Carefully remove all protective material from the MC55 and save the shipping container for later storage and shipping.

Verify that you received the following:

- MC55 EDA
- 2200 mAh Lithium-ion battery
- Battery

- stylus
- Protective overlay, 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 12](#) for contact information.

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## Accessories

Table 1-1 lists the accessories available for the MC55 EDA.

**Table 1-1** MC55 Accessories

Accessory	Part Number	Description
<b>Cradles</b>		
Single Slot USB/Serial Cradle	CRD5500-1000R	Charges the MC55 main battery and a spare battery. Synchronizes the MC55 with a host computer through either a serial or a USB connection.
Four Slot Charge Only Cradle	CRD5500-4000R	Charges up to four MC55 devices.
VCD5000 Vehicle Cradle	VCD5000-P000R	Installs in a vehicle and charges the MC55 main battery and a spare battery. Provides serial data communication between an MC55 and an external device.
<b>Chargers</b>		
Four Slot Spare Battery Charger	SAC5500-4000CR	Charges up to four MC55 spare batteries. Includes an MC55 shim.
USB Charging Cable	25-108022-01R	Provides power to the MC55 and USB communication with a host computer.
Auto Charge Cable	25-70979-01R	Charges the MC55 using a vehicle's cigarette lighter.
<b>Cables</b>		
O'Neil Printer Cable	25-91519-01R	Printer cable for O'Neil printers.
Zebra Printer Cable	25-91518-01R	Printer cable Zebra Road Warrior printers.
Zebra Printer Cable	25-91515-01R	Printer cable for Zebra QL printers.
<b>Miscellaneous</b>		
Magnetic Stripe Reader (MSR)	MSR7000-100R	Snaps on to the MC55 and adds magstripe read capabilities.
Spare 2200 mAh lithium-ion battery	BTRY-MC7XEAB00	Replacement 2200 mAh battery.
Spare 3300 mAh lithium-ion battery	BTRY-MC7XEAB0H	Optional 3300 mAh battery.
Headset	50-11300-050R	Use in noisy environments.
Belt Mounted Rigid Holster	11-70983-01R	Clips onto belt to hold the MC55 when not in use.
Fabric Holster	SG-MC5521215-01R	Soft holder for added protection.

**Table 1-1** MC55 Accessories (Continued)

Accessory	Part Number	Description
Stylus	Stylus-00002-03R	Replacement stylus (3-pack).
Wall Mounting Kit	8710-050006-01R	Use for wall mounting the four slot cradles.
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 MC55 for the first time:

- Install the SIM card (MC5504 and MC5574 only)
- Install the main battery.
- Charge the MC55.
- Power on the MC55.
- Configure the MC55.

### Installing the SIM Card

- ✓ **NOTE** MC5504 and MC5574 configurations only.

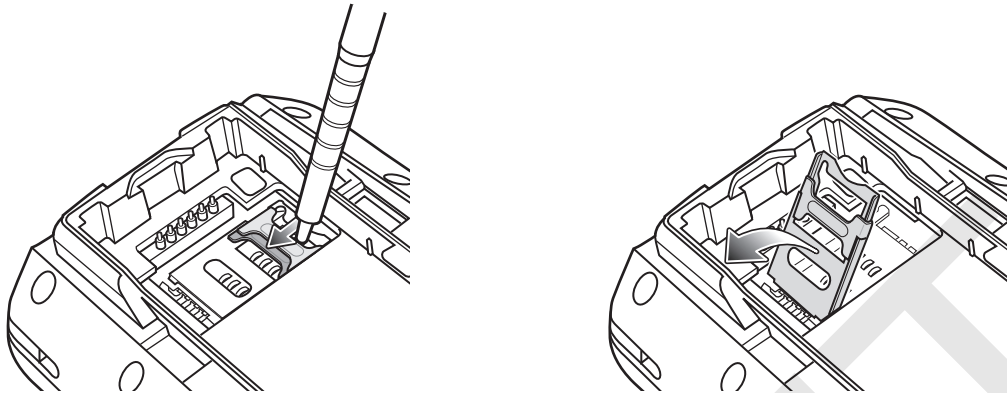
GSM phone service requires a Subscriber Identification Module (SIM) card, or smart card. Obtain this card from the your service provider. The card fits into the MC55 and can contain the following information:

- Mobile phone service provider account details.
- Information regarding service access and preferences.
- Contact information, which can be moved to Contacts on the MC55.
- Any additional services to which you have subscribed.

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

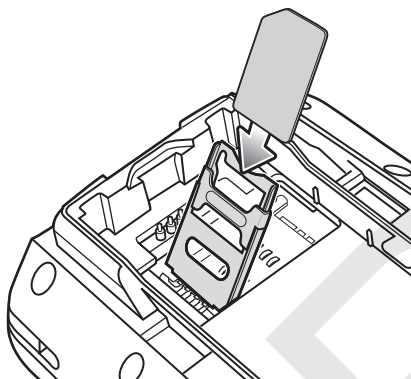
To install the SIM card:

1. Lift the SIM cover using the stylus tip.



**Figure 1-3** Lifting the SIM Cover

2. Insert the SIM card, as shown in [Figure 1-4](#), with the cut edge of the card facing out and the contacts facing down.



**Figure 1-4** Inserting the SIM Card

3. Lower the SIM cover and slide it in place.
4. Replace the battery and battery cover.
5. Press the red **Power** button.
6. Tap **Start > Phone > Menu > Options > Network** tab and verify that the service provider appears in the **Current network:** field.
7. Make a call to verify connection.

✓ **NOTE** For detailed information about WWAN activation and settings, refer to the *MC55 Integrator Guide*.

## Installing the Main Battery

✓ **NOTE** The MC55 ships with a 2200 mAh battery. An optional 3300 mAh battery is available.

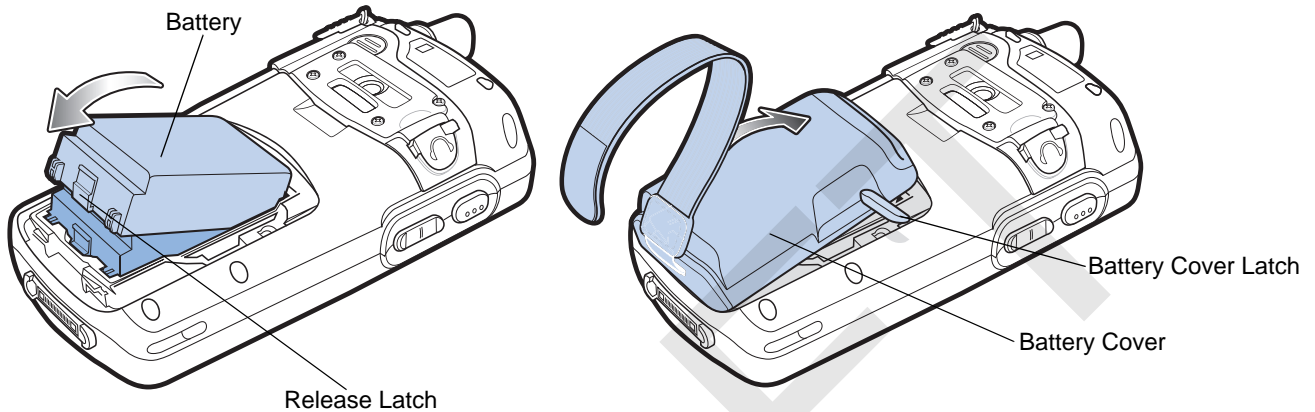
To install the main battery.

1. Insert the battery, bottom first, into the battery compartment in the back of the MC55.



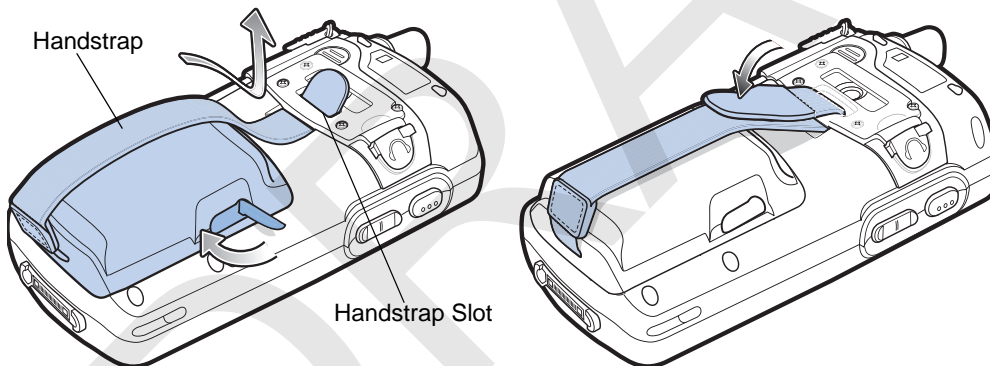
- ✓ **NOTE** Position the battery correctly, with the battery charging contacts on top of the charging contacts in the battery compartment.

2. Press the battery down into the battery compartment until the battery release latch snaps into place.



**Figure 1-5** Inserting the Battery

3. Insert the handstrap through the handstrap slot, then tighten and press down to secure.



**Figure 1-6** Inserting the Handstrap

The MC55 powers up after inserting the battery and replacing the battery cover.

## 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 and Memory Backup Battery

Before using the MC55 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 MC55, use a cable or a cradle with the appropriate power supply. For information about the accessories available for the MC55, see [Chapter 6, Accessories](#).

The MC55 is equipped with a memory backup battery which automatically charges from the fully-charged main battery. When using the MC55 for the first time, the backup battery requires approximately 24 hours to fully charge. This is also true any time the backup battery is discharged, which occurs when the main battery is removed for

several hours. The backup battery retains RAM data in memory for at least 15 minutes (at room temperature) when the MC55's main battery is removed. When the MC55 reaches a very low battery state, the combination of main battery and backup battery retains RAM data in memory for at least 48 hours.

To charge the main battery, use either a charging cable or a cradle. For cable and cradle setup and charging procedures refer to the *MC55 Integrator Guide*.

- Single Slot USB/Serial Cradle
- Four Slot Charge Only Cradle
- Vehicle Cradle.

To charge the main battery:

1. Connect the charging accessory to the appropriate power source.
2. Insert the MC55 into a cradle or attach to a cable. The MC55 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 2200 mAh battery fully charges in approximately five hours and the 3300 mAh battery charges in approximately seven hours.

**Table 1-2** LED Charge Indicators

Charging/Battery Status LED	Indication
Off	MC55 is not charging. MC55 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)	MC55 is charging.
Solid Amber	Charging complete. Note: When the battery is initially inserted in the MC55, 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 MC55.

To accomplish this, for small periods of time, the MC55 or accessory alternately enables and disables battery charging to keep the battery at acceptable temperatures. The MC55 or accessory indicates when charging is disabled due to abnormal temperatures via its LED. See [Table 1-2](#).

## Powering On the MC55

Press the **Power** button to turn on the MC55. If the MC55 does not power on perform a warm boot. See [Resetting the MC55 on page 2-13](#).

When turning the MC55 on for the first time, the splash screen displays for about a minute as the MC55 initializes its flash file system, then the calibration window appears. Note that these windows also appear upon cold boot.



**NOTE** When the MC55 powers up after inserting a battery for the first time, the device boots and powers on automatically.

## Calibrating the Screen

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 back of the MC55.
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.

## Checking Battery Status

To check the charge status of the main battery or backup battery in the MC55, tap **Start > Settings > System tab > Power icon** to display the **Power** window.

To save battery power, tap the **Advanced** tab and set the MC55 to turn off after a specified number of minutes.

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## Micro Secure Digital (microSD) Card

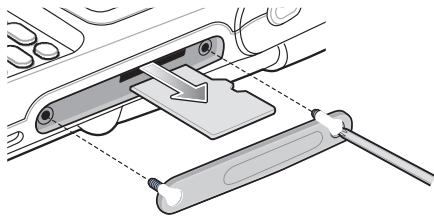
The microSD card slot provides secondary non-volatile storage. The slot is located on the side of the MC55 (see [Figure 1-7](#)). Refer to the documentation provided with the card for more information, and follow the manufacturer's recommendations for use.



**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. Press the red Power button.
2. Remove the battery.



**Figure 1-7** Card Cover Removal

3. Place the microSD card with the card contacts facing down into the card holder.
4. Close the card holder door.
5. Replace the battery.

To remove an microSD card:

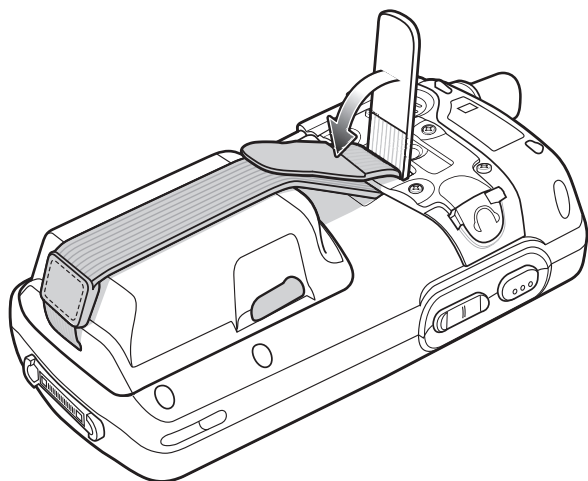
1. Press the red Power button.
2. Remove the battery.
3. Lift the card holder.
4. Remove the card from the card holder.
5. Replace the battery.

---

## Adjusting the Handstrap

The MC55 handstrap is attached to the bottom of the battery cover. Adjust the handstrap to increase comfort when holding the MC55 for extended periods of time. To adjust the handstrap:

1. Feed the handstrap through the handstrap slot in either direction, to tighten or loosen.
2. Secure the handstrap by pressing the two sides together as shown in [Figure 1-8](#).

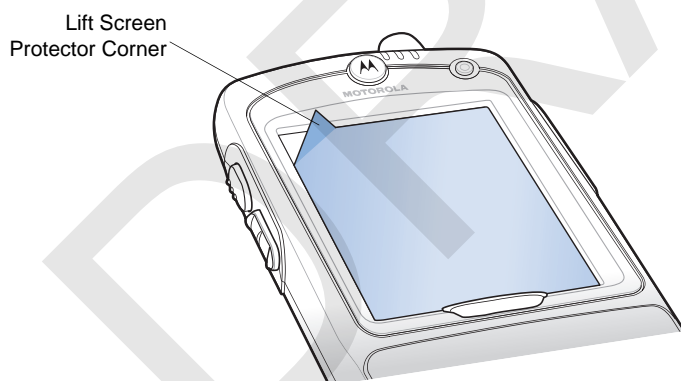


**Figure 1-8** *Handstrap Adjustment*

## Removing the Screen Protector

A screen protector is applied to the MC55. Motorola recommends using this to minimize wear and tear. Screen protectors enhance the usability and durability of touch screen displays.

To remove the screen protector, lift the corner using a thin plastic card, such as a credit card, then carefully lift it off the display.



**Figure 1-9** *Removing the Screen Protector*



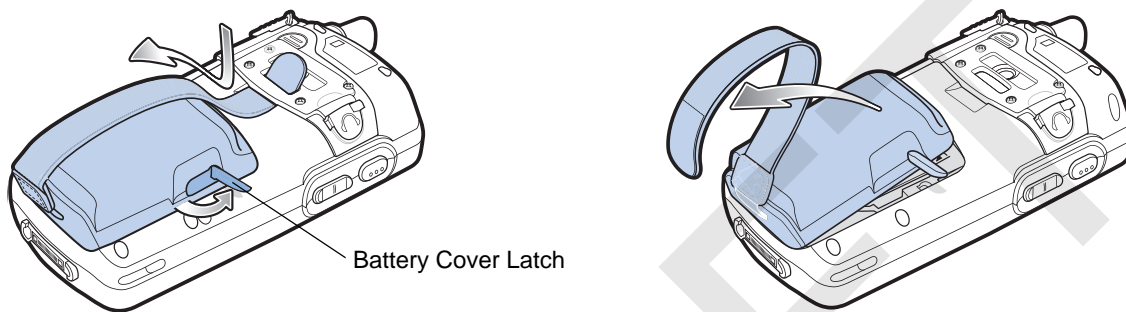
**CAUTION** Do not use a sharp object to remove the protector. Doing so can damage the display.



**NOTE** Not using a screen protector can affect warranty coverage. To purchase replacement protectors, contact your local account manager or Motorola, Inc. These include screen protector installation instructions. Part number: KT-67525-01R Screen Protector 3/pk.

## Replacing the Main Battery

1. Press the red **Power** button to suspend the MC55.
2. Loosen the handstrap.
3. Slide the battery latch to the right to release the battery..



**Figure 1-10** *Removing the Battery Cover*

4. Lift the battery from the MC55.
5. Insert the replacement battery, bottom first, into the battery compartment in the back of the MC55.
6. Press the battery down until the battery release latch snaps into place.

✓ **NOTE** Position the battery correctly, with the battery charging contacts on top of the charging contacts in the battery compartment.

7. Insert the handstrap through the handstrap slot, then tighten and press down to secure.

The MC55 powers up after inserting the battery and replacing the battery cover.

---

## Battery Management

Observe the following battery saving tips:

- Leave the MC55 connected to AC power at all times when not in use.
- Set the MC55 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.
- Power off the MC55 when charging to charge at a faster rate.

### Changing the Power Settings

To set the MC55 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

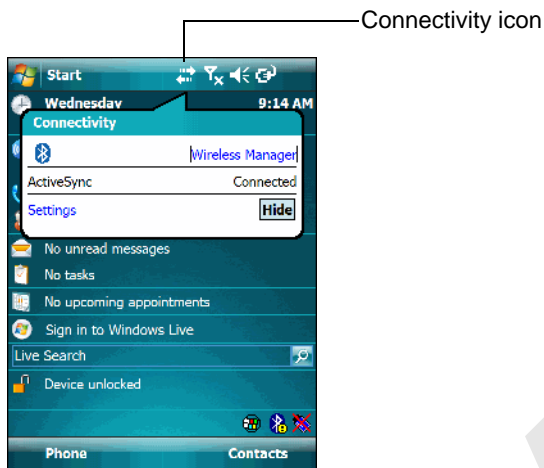
To change the keypad backlight settings in order to conserve more battery power:

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 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 the **Connectivity** icon or tap **Wireless Manager** on the **Today** screen.



**Figure 1-11** Opening Wireless Manager

Select **Wireless Manager**.



**Figure 1-12** Wireless Manager Window



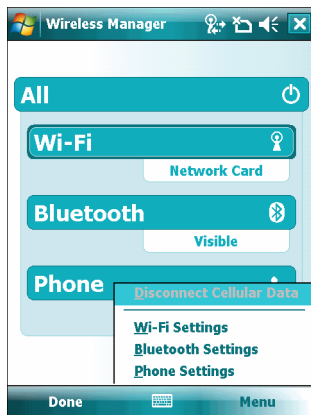
**NOTE** Wireless connection options vary depending upon configurations.

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 1-13** *Wireless Manager Menu*

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