MC55A0
MC55N0
ENTERPRISE DIGITAL ASSISTANT
USER GUIDE

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MC55N0
ENTERPRISE DIGITAL ASSISTANT
USER GUIDE

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Revision History

Changes to the original guide are listed below:

Change	Date	Description
-01 Rev A	8/2011	Initial release.

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ABOUT THIS GUIDE

Introduction

This guide provides information about using the MC55A0 and MC55N0 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 MC55A0 and MC55N0 provides information for specific user needs, and includes:

- **MC55A0/MC55N0 Quick Start Guide** - describes how to get the MC55A0 and MC55N0 EDA up and running.
- **MC55A0/MC55N0 User Guide** - describes how to use the MC55A0 and MC55N0 EDA.
- **MC55A0/MC55N0 Integrator Guide** - describes how to set up the MC55A0 and MC55N0 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
MC55A0	WLAN: 802.11a/b/g WPAN: Bluetooth v2.0 EDR	3.5” VGA Color	256 MB RAM/ 1 GB Flash	1D laser scanner, 2D imager, 1D laser scanner and camera or 2D imager and camera	Windows Mobile 6.5.3 Classic	Numeric, QWERTY, QWERTZ, AZWERTY or PIM
MC55A0-HC	WLAN: 802.11a/b/g WPAN: Bluetooth v2.0 EDR	3.5” VGA Color	256 MB RAM/ 1 GB Flash	2D imager (SE4500-DL only) or 2D imager (SE4500-DL only) and camera	Windows Mobile 6.5.3 Classic	Numeric, QWERTY
MC55N0	WLAN: 802.11a/b/g/n WPAN: Bluetooth v2.0 EDR	3.5” VGA Color	256 MB RAM/ 1 GB Flash	1D laser scanner, 2D imager, 1D laser scanner and camera or 2D imager and camera	Windows Mobile 6.5.3 Classic	Numeric, QWERTY, QWERTZ, AZWERTY or PIM (with future configurations)

Software Versions

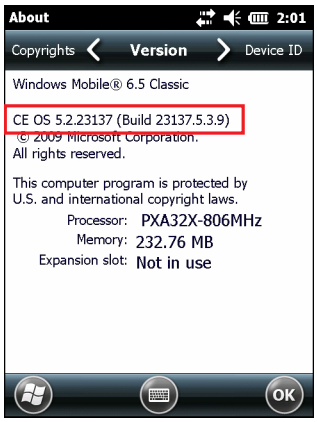
This guide covers various software configurations and references are made to operating system or software versions for:

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

AKU Version

To determine the Adaptation Kit Update (AKU) version:

Tap > **Settings** > **System** > **About** > **Version**.

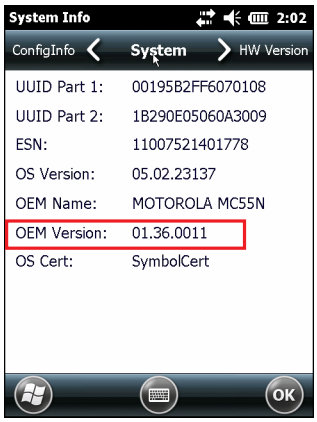


The second line lists the operating system version and the build number. The last part of the build number represents the AKU number. For example, *Build 23137.5.3.9* indicates that the device is running AKU version *5.3.9*.

OEM Version

To determine the OEM software version:

Tap > **Settings** > **System** > **System Info** > **System**.



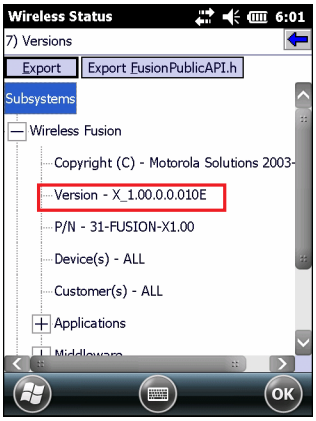
BTExplorer Software

To determine the BTExplorer software version, tap > **BTExplorer** > **Menu** > **About** to view version information.

Fusion Software

To determine the Fusion software version:

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



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, Operation provides basic instructions for using the MC55, including powering on and resetting the MC55.
- Chapter 3, Data Capture provides instructions for capturing data.
- Chapter 4, Bluetooth explains Bluetooth functionality on the MC55.
- Chapter 5, Accessories describes the available accessories and how to use them with the MC55.
- Chapter 6, 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 B, Keypads provides keypad layouts and functionality.
- Appendix C, Voice Quality Manager provides information on Voice Quality Manager software.

Notational Conventions

The following conventions are used in this document:

- “EDA” and “MC55” refer to the Motorola MC55A0 and MC55N0 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.

Related Documents

- *MC55A0/MC55N0 Quick Start Guide*, p/n 72-148111-xx.
- *MC55A0/MC55N0 Regulatory Guide*, p/n 72-148112-xx.
- *MC55A0/MC55N0 Integrator Guide*, p/n 72E-148114-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://supportcentral.motorola.com.
- Latest ActiveSync software, available at: http://www.microsoft.com.

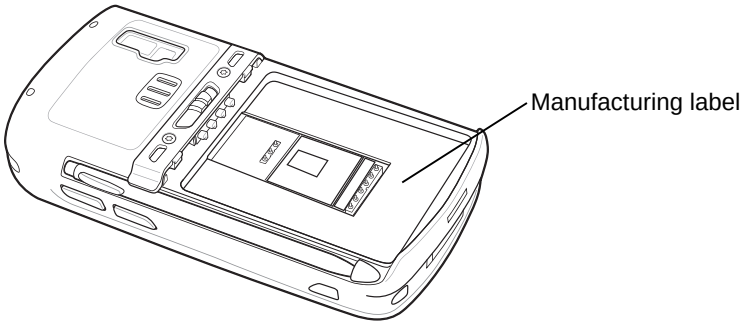
For the latest version of this guide and all guides, go to: http://supportcentral.motorola.com.

Service Information

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

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

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



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

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

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

CHAPTER 1 GETTING STARTED

Introduction

This chapter lists the parts of the MC55 and explains how to set up the MC55 for the first time.

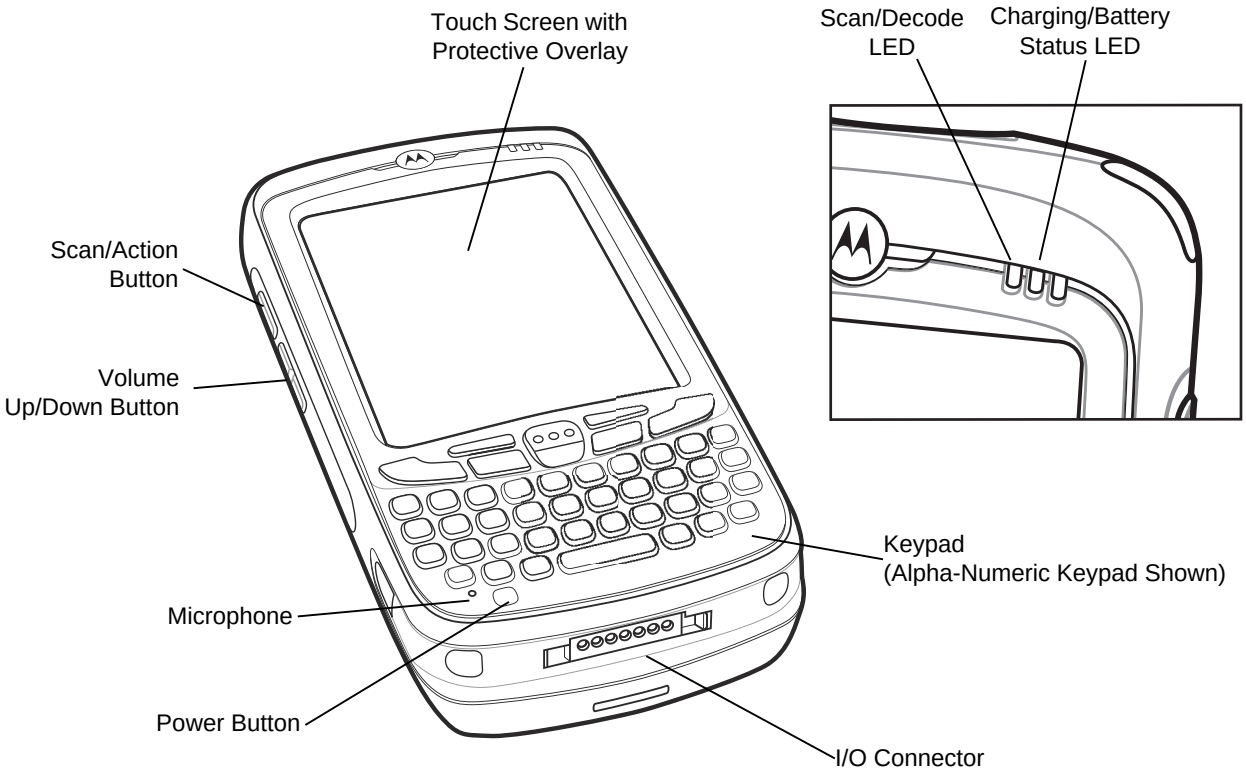


Figure 1-1 *MC55 Front View*

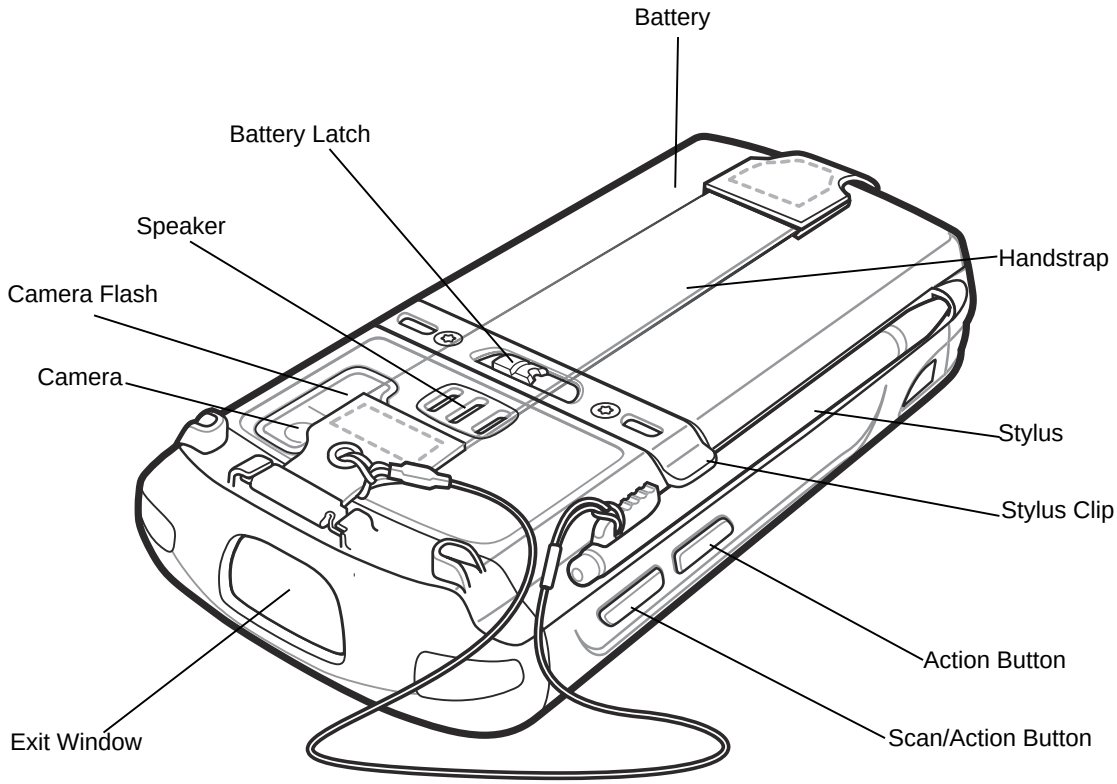


Figure 1-2 *MC55 Rear View*

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
- 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 MC55 for the first time, remove the protective shipping film that covers the scan window, display and camera window.

Getting Started

To start using the MC55 for the first time:

- Install a microSD card (optional)
- Install the main battery.
- Charge the MC55.
- Power on the MC55.

Installing a microSD Card (MC55A0)

The microSD card slot provides secondary non-volatile storage. The slot is located under the battery. 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.

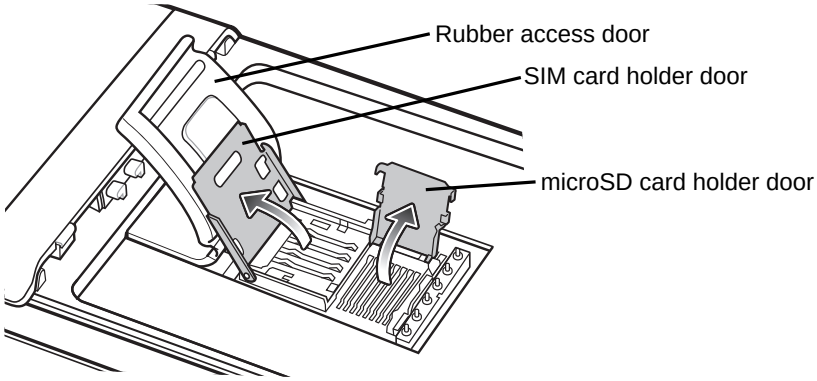


Figure 1-3 *Lift SIM Slot Holder Door*

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.

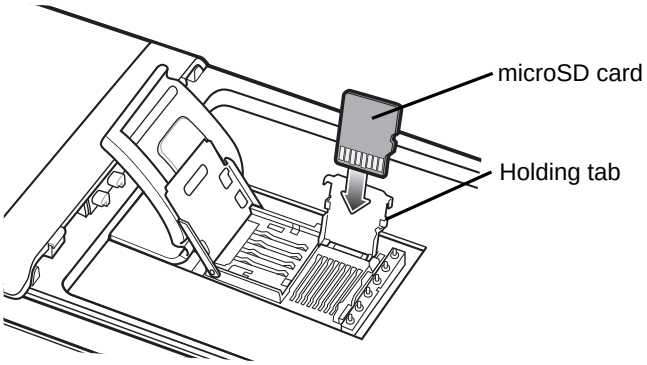


Figure 1-4 *Insert microSD Card in Holder*

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 a microSD Card (MC55N0)

The microSD card slot provides secondary non-volatile storage. The slot is located under the battery. 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.

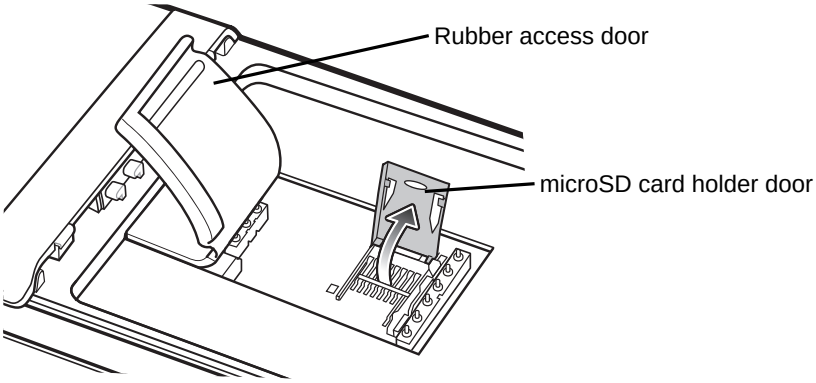


Figure 1-5 *Lift SIM Slot Holder Door*

2. Slide the microSD card holder door to the right to unlock.
3. Lift microSD card holder door.
4. Insert the microSD card into card holder door ensuring that the card slides into the holding tabs on each side of the door.

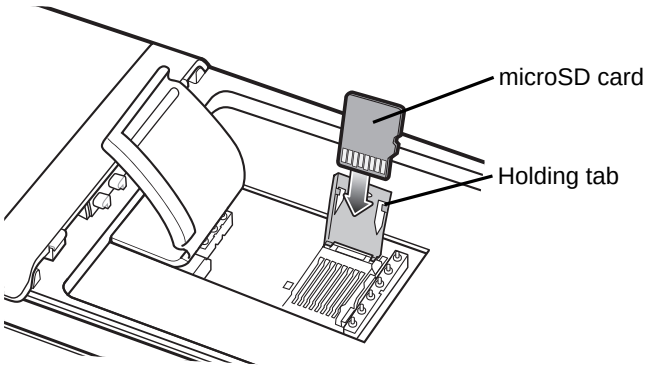


Figure 1-6 *Insert microSD Card in Holder*

5. Close the card holder door.
6. Slide to the left to lock into place.
7. Close rubber access door.

Installing the Battery

NOTE The MC55 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 MC55.
2. Press the battery down into the battery compartment until the battery release latch snaps into place.

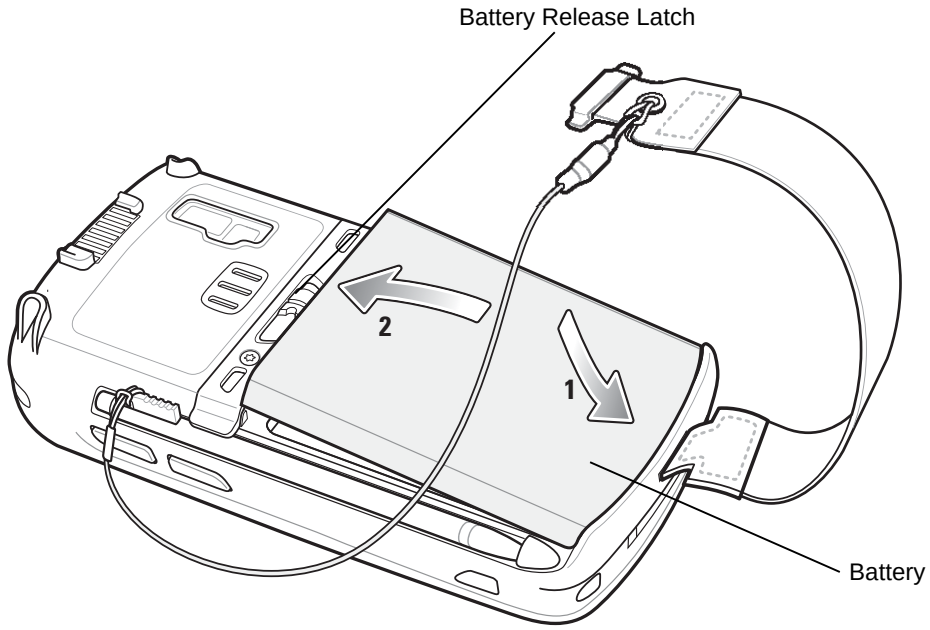


Figure 1-7 *Inserting the Battery*

The MC55 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 6-2*.

Charging the Main Battery

Before using the MC55 for the first time, charge the main battery until the amber Charging/Battery Status LED remains lit (see *Table 1-1 on page 1-6* 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 5, 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 40 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.

For cable and cradle setup and charging procedures refer to the *MC55 Integrator Guide*.

- USB Charging Cable
- Charge Only Cable
- Single-slot USB Cradle
- Single-slot Ethernet/Modem/USB Cradle
- Four-slot Charge Only 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 1-1* 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 1-1 *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.

Table 1-1 *LED Charge Indicators (Continued)*

Charging/Battery Status LED	Indication
Fast Blinking Amber (2 blinks/second)	Charging error, e.g.: • Temperature is too low or too high. • Charging has gone on too long without completion (typically eight hours).
Single Blink Amber (when Power button pressed)	Battery depleted.
Blinking Amber (when Power button pressed)	Battery over-temperature condition.

Charging Spare Batteries

See Chapter 5, 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 1-1*.

Powering On the MC55

After inserting the battery or 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.

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 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

NOTE To check battery status, remove the MC55 from any AC power source (cradle, cables, etc.)

To check the charge status of the main battery in the MC55, tap > **Settings** > **System** > **Power** 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.

Replacing the Battery

1. Press the red **Power** button to suspend the MC55. The **PowerKey Action** window appears.
2. Tap **Safe Battery Swap**. The Decode LED lights red and then turns off.
3. Unlatch the handstrap.
4. Use finger or stylus to slide the battery latch to the right releasing the battery. The battery ejects slightly.

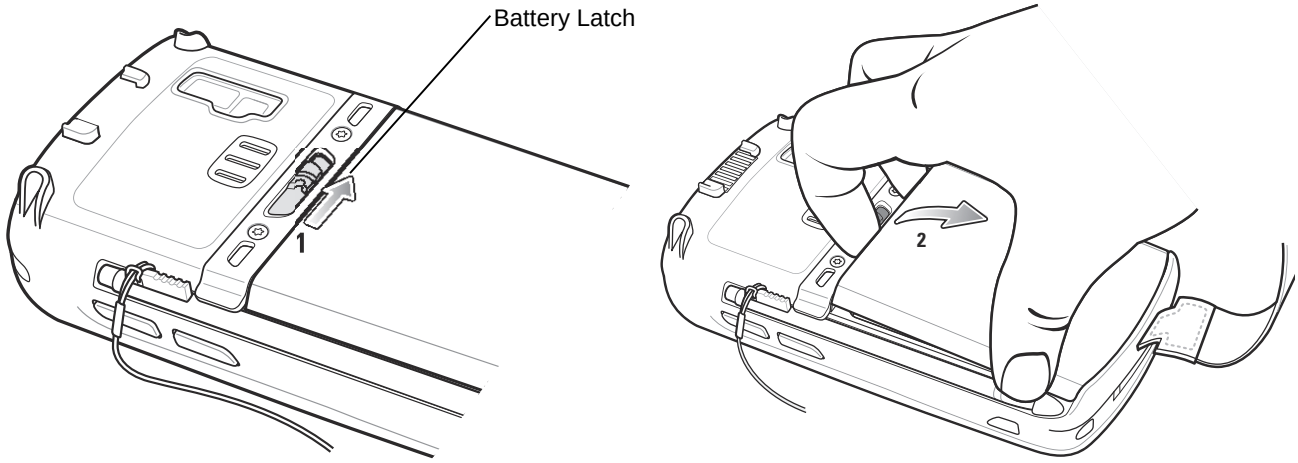


Figure 1-8 *Removing the Battery*

5. Lift the battery from the MC55.
6. Insert the replacement battery, bottom first, into the battery compartment in the back of the MC55.
7. Press the battery down until the battery release latch snaps into place.
8. Re-attach the handstrap.

Removing the microSD Card (MC55A0)

To remove an microSD card:

1. Press the red **Power** button to suspend the MC55. The **PowerKey Action** window appears.
2. Tap **Safe Battery Swap**. The Decode LED lights red and then turns off.
3. Unlatch the handstrap.
4. Remove the battery.
5. Lift the rubber access door.
6. Slide SIM card holder door up to unlock.
7. Lift SIM Card holder door.
8. Lift the microSD card holder door.
9. Remove microSD card from holder.
10. Close microSD card holder door.

11. Close SIM card holder door.
12. Slide SIM card holder door down to lock into place.
13. Close the rubber access door.
14. Replace the battery.
15. Re-attach the handstrap.

Removing the microSD Card (MC55N0)

To remove an microSD card:

1. Press the red **Power** button to suspend the MC55. The **PowerKey Action** window appears.
2. Tap **Safe Battery Swap**. The Decode LED lights red and then turns off.
3. Unlatch the handstrap.
4. Remove the battery.
5. Lift the rubber access door.
6. Slide the microSD card holder door to the right to unlock.
7. Lift the microSD card holder door.
8. Remove microSD card from holder.
9. Close microSD card holder door.
10. Slide the microSD card holder door to the left to lock.
11. Close the rubber access door.
12. Replace the battery.
13. Re-attach the handstrap.

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.

Changing the Power Settings

To set the MC55 to turn off after a short period of non-use:

1. Tap > **Settings** > **System** > **Power** > **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 > **Settings** > **System** > **Backlight** > **Battery Power**.
2. Select the **Disable backlight if device is not used for** check box and select a value from the drop-down list.
3. Select **Brightness**.
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 > **Settings** > **System** > **Keylight** > **Battery Power**.
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 **Advanced**.
4. Tap the **Disable keylight** check box to turn off the keypad backlight.
5. Select **OK**.

Turning Off the Radios

To open **Wireless Manager**, tap status bar and then select the **Connectivity** icon.

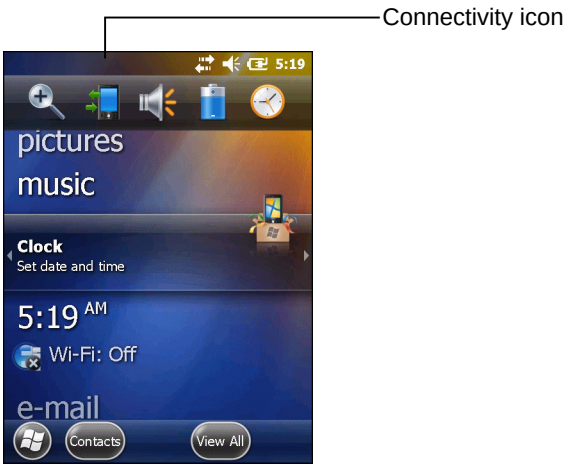


Figure 1-9 *Opening Wireless Manager*