



Dolphin® 9500 Series Mobile Computer

*Microsoft® Windows Mobile® 2003
Second Edition Software for Pocket PCs*



Quick Start Guide

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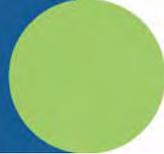
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Dolphin 9500 Series Quick Start Guide

Congratulations!

You have made a wise choice in selecting the Dolphin, a device known worldwide for the following features:

- Microsoft Windows Mobile 2003 Second Edition Software for Pocket PCs.
- Integrated, wireless, triple-radio design for real-time data collection.
- Ergonomic form factor and lightweight design.
- Rugged construction that withstands harsh treatment and real world use.
- Adaptus Imaging Technology for advanced point-and-shoot decoding and imaging.
- 7.4V, 14.8 watt hour Lithium-ion (Li-ion) batteries.

Dolphin 9500 Series Terminals

There are four terminals in the Dolphin 9500 Series:

Dolphin 9500 Ergonomic form factor for single-handed use.

Dolphin 9550 Integrated pistol grip for high-volume scanning applications.

Dolphin 9501 Flashlight form factor with a laser scanner and imager.

Dolphin 9551 Integrated pistol-grip with a laser scanner and imager.

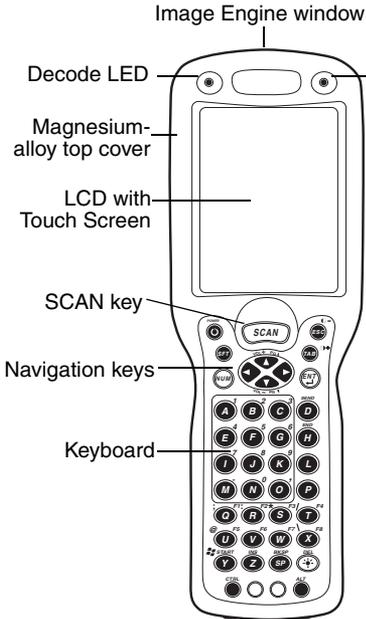
Dolphin 9500 Series Peripherals and Accessories

Dolphin HomeBase™	Charging/communications cradle with auxiliary battery well. Data transfers via RS-232 serial or USB ports.
Dolphin MobileBase™	Mobile charging/communication cradle. RS-232 serial transfers data transfers and powers out at 5 volts.
Dolphin QuadCharger™	Four-slot battery charger that charges four Li-ion batteries in under four hours. One slot doubles as a battery analyzer.
Dolphin Mobile Charger	Charges a Dolphin terminal by plugging into a vehicle cigarette lighter/power port.
Dolphin Net Base	Four-slot charging/communication cradle designed for Ethernet-based communications.
Dolphin ChargeBase	Four-slot charging cradle that stores, powers, and charges a terminal in each slot.
Dolphin Cable Kits	USB or serial cables that charge and communicate with the terminal directly, without a cradle.

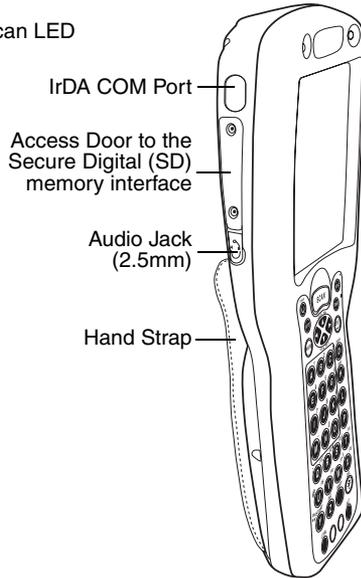
Hardware Overview

The front, side, and bottom panels of all the terminals in the Dolphin 9500 Series are the same.

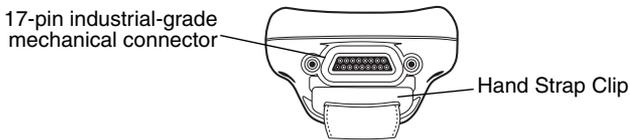
Front Panel



Side Panel

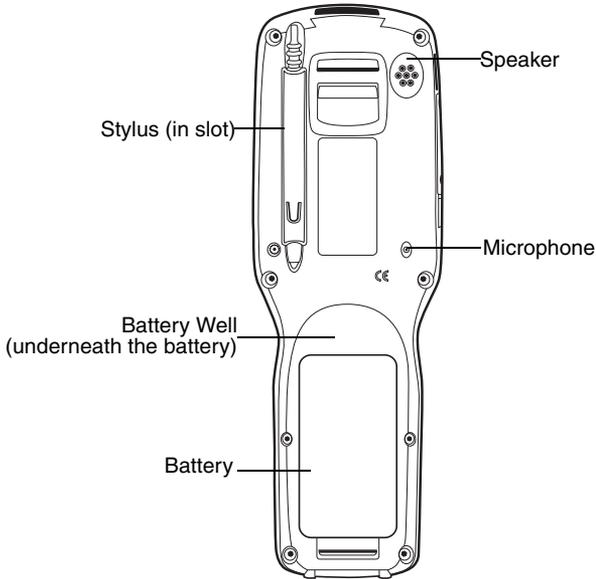


Bottom Panel



Note: Dolphin 9550/9551 terminals do not have a hand strap.

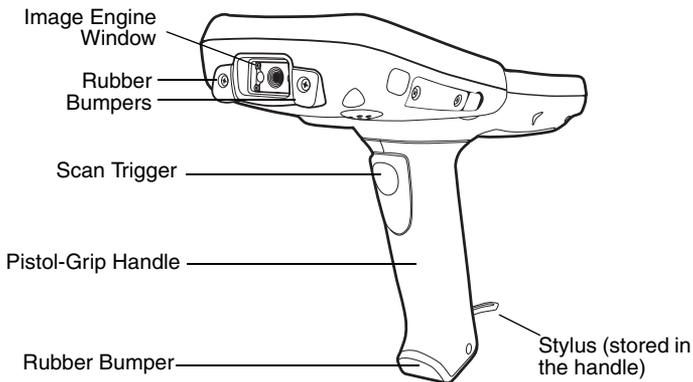
Dolphin 9500/9501 Back Panel



Note: The back panel of the Dolphin 9501 has an expanded bottom housing to accommodate the laser engine.

Dolphin 9550/9551 Back Panel

Dolphin 9550/9551 terminals feature an integrated pistol-grip on the back panel.



Note: The back panel of the Dolphin 9551 has an expanded bottom housing to accommodate the laser engine.

Setting Up Dolphin 9500 Series Terminals

1. Unpack the carton and verify its contents - page 4.
2. Install the battery in the terminal - page 4.
3. Charge the main battery in the terminal for a minimum of four hours - page 5.
4. Wake the terminal and initialize the mobile computer - page 6.
5. Let Autoinstall run and end on the Today screen - page 6.

Unpack the Carton and Verify its Contents

Verify that the carton contains the following items:

- Dolphin 9500 Series mobile computer (the terminal)
- Main battery pack (7.4v Li-ion)
- Microsoft Companion CD-ROM
- Dolphin 9500 Series Quick Start Guide

Note: If you ordered peripherals and/or accessories, verify that they are also included with the order.

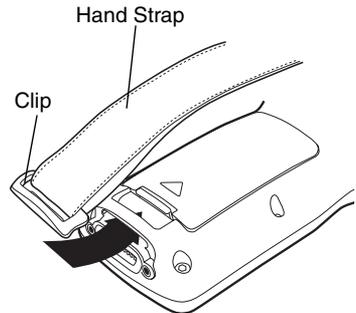
Be sure to keep the original packaging in case the Dolphin terminal needs to be returned for service - see page 23.

Dolphin 9500/9501 Hand Strap

The Dolphin 9500/9501 terminals ship with the hand strap installed and fastened with a clip on the bottom panel.

Push the clip of the hand strap down and away from the terminal. Move the strap up and away from the bottom panel.

To re-attach the hand strap, slide the clip back into place on the bottom panel.

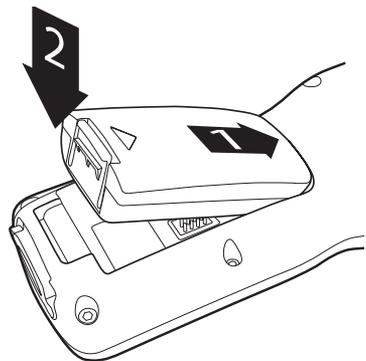


Install the Main Battery Pack



Use only the Li-ion battery packs provided by Hand Held Products. The use of any battery pack not sold/manufactured by Hand Held Products in the Dolphin 9500 Series terminal will void your warranty and may result in damage to the Dolphin terminal or battery.

1. Remove the Li-ion battery pack from its package.
2. Hold the terminal with the front panel (keyboard) facing down.
3. If necessary, detach the hand strap.



4. Take the battery and insert the end without the locking tab into the top of the battery well and push down with a hinging motion until the locking tab snaps.
5. If necessary, re-attach the hand strap.

To remove the battery pack, detach the hand strap, press the locking tab on the battery pack away from the bottom panel, and pull the battery pack up with a hinging motion.

Charge the Main and Backup Batteries

The power supply consists of two types of battery power: the main battery pack installed in the back panel and the backup battery located inside the terminal.

The main battery powers the terminal and charges the internal backup battery. The internal backup battery maintains the data stored in RAM memory and the keeps the system clock running for up to 30 minutes when the main battery is completely discharged or removed.

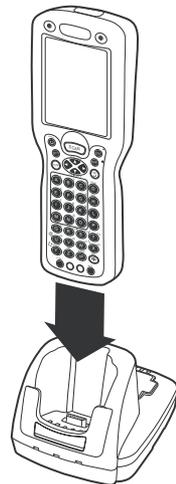
Terminals are shipped with both batteries completely discharged. **Charge the main battery pack for a minimum of four hours before initial use in the terminal!**



For charging, use a Dolphin 9500 Series peripheral and the power cables provided by Hand Held Products. Use of peripherals or cables not sold/manufactured by Hand Held Products will void the warranty and may damage the terminal.

Charging with the Dolphin HomeBase

1. Connect the HomeBase to the power supply provided by Hand Held Products.
2. Slide the terminal into the terminal well until the Dock LED lights solid green to indicate that the terminal is properly seated.
3. The battery pack begins charging immediately.
4. Charge the battery for four hours, then power on the terminal.

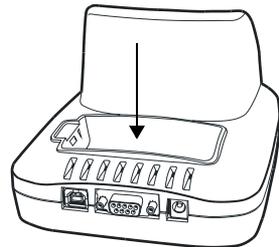


Charging a Spare Battery Pack

The HomeBase features an auxiliary battery well. Insert a spare battery pack in this well and the battery charges in four hours.

Charging occurs independently of terminal charging and the Aux Battery LED indicates charging status.

When the battery is done charging, install the battery, and power on the Dolphin terminal.



Charging with the Dolphin Mobile Base

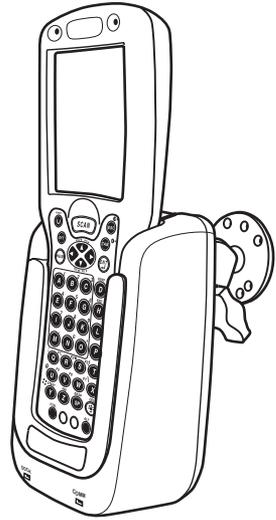
1. Connect the Mobile Base to the appropriate power source using a cable from Hand Held Products.
2. Slide the terminal into the terminal well until the Dock LED lights solid green to indicate that the terminal is properly seated.
3. The battery pack begins charging.

Other Charging Options

When the Li-ion battery is installed in the terminal, use a Dolphin charging/communication cable.

When the Li-ion battery is not installed in the terminal, place the battery pack in the Dolphin QuadCharger and charge it completely.

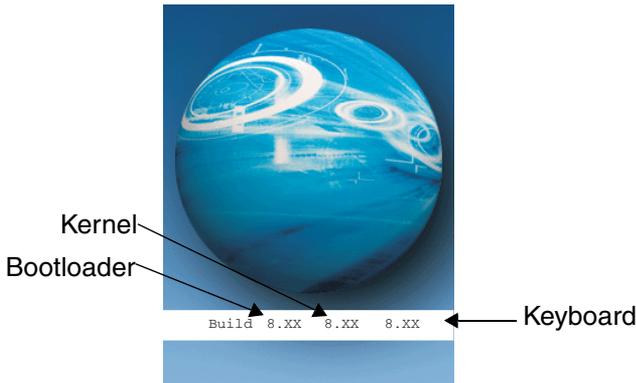
Then, install the battery in the terminal and begin initializing.



Initialize the Dolphin Terminal

Note: Do NOT press any keys while the terminal is initializing!

1. Apply power to the Dolphin terminal. The screen turns white and the LEDs flash as the system performs a hard reset.
2. The kernel splash screen displays for a few seconds. The Build numbers indicate software version numbers for the operating system.



3. When the Windows Mobile splash screen appears, follow the on-screen directions using the stylus provided by Hand Held Products.

Note: When aligning the screen, press firmly into the center of the cross-hair target once and release. Do not “double-tap” the target. Alignment should always be performed with a stylus designed for touch screen applications. The small point is required for accurate calibration.

4. **Wait** as Autoinstall begins installing programs. A status bar appears on the screen that identifies each program as it installs.

Do NOT touch the screen or the keyboard while programs are installing!

5. When Autoinstall is complete, the screen turns white and the LEDs flash as the terminal performs a soft reset.

6. The kernel splash screen appears again for a few seconds.

7. When initialization is complete, the Today screen appears.

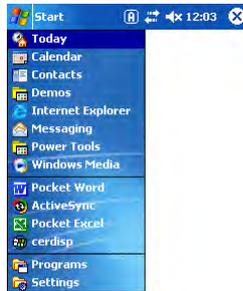
Today Screen

When you initialize for the first time, you'll end on the Today screen.



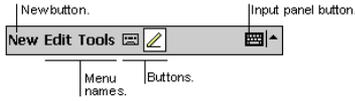
Navigation Bar and Start Menu

The navigation bar at the top of the screen displays the date and time and provides access to the Start menu.



Command Bar

The command bar along the bottom of the screen contains menus, appropriate application icons, and perform tasks.



Entering Information

To enter information, use the

- Keyboard (page 12)
- Stylus on the touch screen (page 17)
- Imager (page 17)

Using the Stylus

The stylus functions as a mouse; generally, a tap is the same as a mouse click.

Tap: Tap the touch screen once to open menu items and select options.

Drag: Hold the stylus on the screen and drag across the screen to select text and images. Drag in a list to select multiple items.

Tap & hold: Tap and hold the stylus on an item and a popup menu appears. On the pop-up menu, tap the action of the task you want to perform.



Use the stylus or your finger to select or enter information on the touch screen. Use of other objects, such as paper clips, pencils, or ink pens can damage the touch screen and will void the warranty.

Verifying Operations with Demos

Dolphin terminals contain Demos you can use to verify imaging and decoding.

Verify Imaging

The Image Demo enables you to use the imager to capture an image.

1. Tap **Start > Demos > Image Demo**. The Image Demo opens.
2. Point the terminal at an object and press the SCAN key. A preview of the object appears on the screen, and the decode and scan LEDs light.
3. Release the SCAN key. The image is captured.
By default, images save to the My Device folder as “imagedemo.jpg.” To save to a different location, tap **File > Save As** and select a new location.
4. Press the ESC key to close the demo.

For more information about taking an image, see [Using the Imager](#) on page 17.

Verify Decoding

The Scan Demo enables you to decode bar codes.

1. Tap **Start > Demos > Scan Demo**.
2. Aim the terminal at a bar code and press the SCAN key. The scan LED lights red, and the aimer beam or pattern projects out from the scanner.
3. When a good scan is obtained, the decode LED lights solid green and the terminal beeps. The bar code readout appears on the screen.
4. Press the ESC key to close the demo.

Sample Bar Codes

Use the following bar codes to verify decoding:

Sample 128



“Code 128”

Sample PDF417



“PDF417 Test Message”

Note: Dolphin 9501/9551 terminals support only 1D symbologies; use Code 128 to verify scanning.

For more information, see [Decoding a Bar Code](#) on page 17.

Verifying Radio Status

Dolphin 9500 Series terminals can be configured with 802.11b, Bluetooth™, GSM/GPRS (Dolphin 9500 only) radios or a combination of these radios.

Radio Driver Installation

Radio drivers install after each hard reset. Only the appropriate drivers for your terminal's radio configuration install.

Radio Combinations

Co-located radios

Both radios can be installed but only one can be operated at a time.

- 802.11b and GSM/GPRS

Co-operational radios

Both radios can operate simultaneously.

- Bluetooth and 802.11b
- Bluetooth and GSM/GPRS

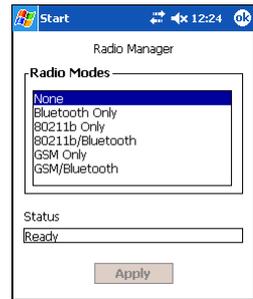
Radio Manager

The Radio Manager enables radios installed on the terminal. When enabled, the radio is transmitting; when disabled, the radio is not transmitting. Verify which radio is enabled after Autoinstall (see page 7) is complete.

When a single radio installs, its radio driver is enabled automatically. When more than one radio installs, the terminal enables the 802.11b radio unless a GSM radio is installed. Then, the terminal enables the GSM radio.

Verify the Radio Status

1. Tap **Start > Settings > Connections** tab > **Radio Manager**. The Radio Manager opens identifying the radio modules installed in the terminal.
2. Select the radio. If the **Status** field says "Ready," the radio(s) is enabled.



Enabling a Radio or Radio Combination

1. In the Radio Modes list, select the radio or radio combination and tap **Apply**.
2. When the radio is enabled, the **Status** field reads "Success." If an error occurs during this process, an error message appears in the Status field.
3. Tap **OK** to save and exit the Radio Manager.

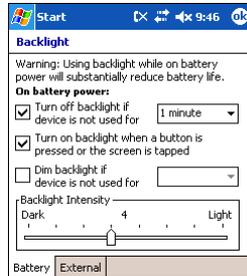
Note: To successfully enable a radio, both the hardware module and the software driver must be installed.

Adjusting the Backlight

Both the keyboard and display are backlit to enable better viewing in low-light conditions. The Backlight key on each keyboard turns the keyboard backlight on and off; see [Backlight](#), page 12.

The backlight for the color display is user-defined. There are two tabs: one for **Battery** and the other for **External** power. The options on each tab are the same.

Tap **Start > Settings > System** tab > **Backlight**. Backlight settings open displaying the Battery tab.



In the **Turn off backlight...** drop-down list, select the number of minutes you want to elapse before the backlight automatically turns off.

Select the **Turn on backlight...** option if you want the display backlight to turn on when the a button is pressed or the touch screen is tapped.

In the **Dim backlight if...** drop-down list, select the number of minutes you want to elapse before the backlight dims.

Move the **Backlight Intensity** slider to set the intensity of the backlight.

Tap **OK** to save settings. The display backlight functions according to the settings saved here.

Using the Keyboards

The Dolphin 9500 Series features three keyboard options: 35-key numeric/alpha, 43-key alpha/numeric, and 56-key full alpha/numeric. Each keyboard contains centrally located keys for both right- and left-hand operation as well as function, navigation, and modifier keys.

Using the Function Keys

Name	Key	Function
Backlight		The Backlight key turns the keyboard backlight on and off.
Backspace		<p>The BKSP key moves the cursor back one space each time the key is pressed. If you are typing text, the previous character is deleted each time this key is pressed. Press and hold to delete multiple characters.</p> <p>This key appears only on 35- and 56-keyboards. On the 43-key keyboard, backspacing is achieved by pressing Red + SP keys.</p>
Delete		<p>The Delete key deletes the next character forward each time the key is pressed.</p> <p>This key appears only on 35- and 56-key keyboards. On the 43-key keyboard, deleting is achieved by pressing Red + Backlight keys.</p>
Enter		The Enter key confirms data entry.
Escape		The Escape key performs a cancel action.
Power		The Power key puts the terminal into and wakes the terminal from suspend mode. This is also known as suspend/resume.
SCAN		The SCAN key activates the image/scan engine and “wakes” the terminals from suspend mode. Its position allows convenient one-handed engine activation.
Space		The Space key moves the cursor one space.
Tab		The Tab key moves the cursor to the next tab stop or the next control (on a form, for instance).

Using the Navigation Keys

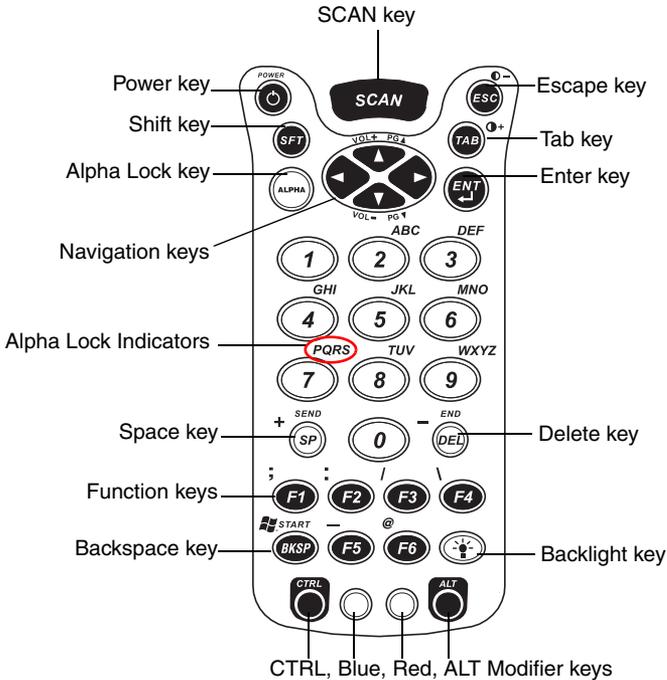
Located in the center of each keyboard for easy access with either hand, the navigation keys navigate the cursor through an application screen.

Press	To ...
	Move the cursor up one row or line.
	Move the cursor down one row or line.
	Move the cursor one character to the right.
	Move the cursor one character to the left.

Using the Modifier Keys

Name & Key	Function
Shift	The SFT key modifies only the next key pressed. In addition, you can double-tap SFT or press SFT + Red to toggle Caps Lock on and off.
CTRL and ALT	Functions of the ALT and CTRL keys depend on the software application in use and the keys pressed in combination with each.
Blue and Red	The blue and red keys are used in combination with other keys to type special characters and perform system functions. Each key modifies only the next key pressed. The overlay of each keyboard is color-coded to indicate the character typed or function performed when each key is pressed with the red or blue keys.

35-key Numeric/Alpha Keyboard



Alpha Lock Key

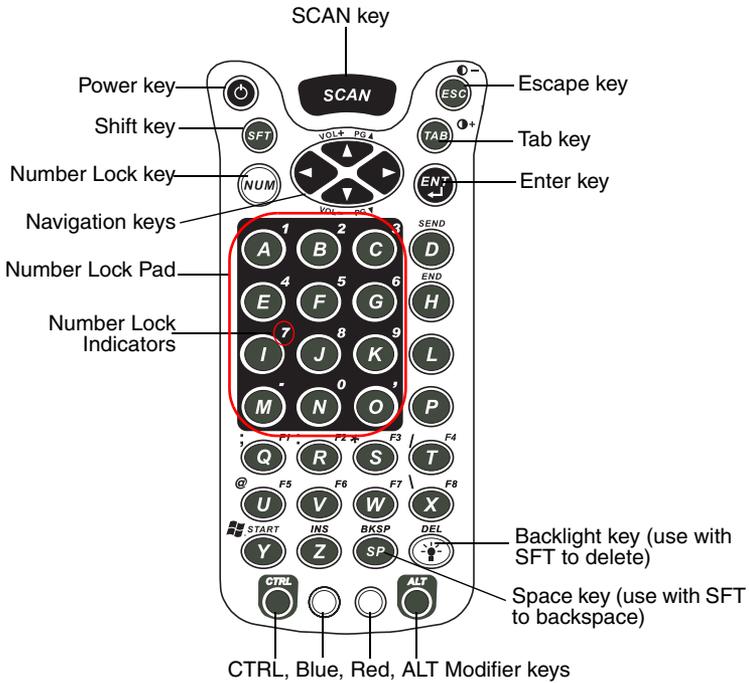
The Alpha Lock key on the 35-key keyboard toggles the keyboard between the numeric and alpha modes. Numeric mode is when you type numbers with the number keys. Alpha mode is when you type letters with the number keys.

The 35-key keyboard defaults to numeric mode.

On the overlay, there are Alpha Lock Indicators above number keys 2–9 that specify the letter that will be typed when you press that number key in alpha mode.

Please note that when pressing number keys in alpha mode, you must use the same multi-press method you would use when typing letters on a phone keypad. Each key press will type the next letter in the sequence displayed in the Alpha Lock Indicator.

43-key Alpha/Numeric Keyboard



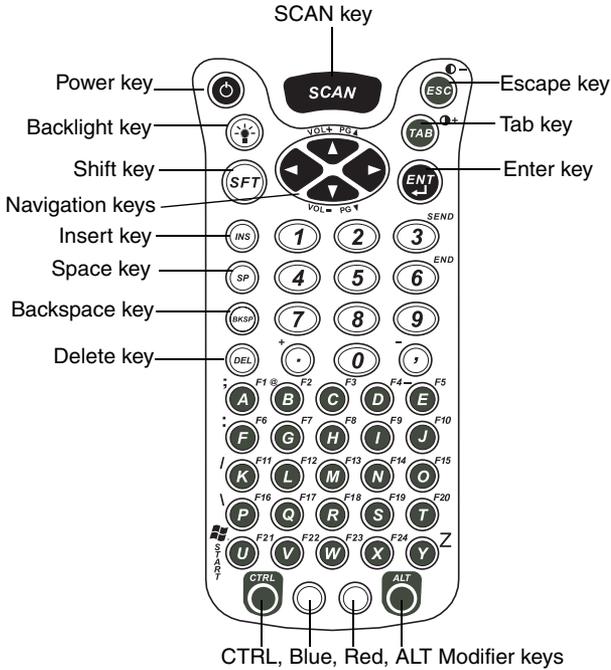
Number Lock Key

The **Number Lock** key on the 43-key keyboard toggles the keyboard between the alpha and numeric modes. Alpha mode is when you type letters with the letter keys. Numeric mode is when you type numbers with the letter keys.

The 43-key keyboard defaults to alpha mode.

The Number Lock Indicators above the letter keys in the Number Lock Pad specify the number or character that will be typed when you press that letter key in numeric mode.

56-key Full Alpha/Numeric Keyboard



Key Combinations

In addition to the color-coded functions indicated on each overlay, there are keyboard combinations for specific functions and special characters on each keyboard. For charts of the key combinations associated with each keyboard, see the Appendix A of the Dolphin 9500 Series User's Guide.

Using the Imager

The compact image engine instantly reads all popular 1D and 2D bar codes and supports omni-directional aiming and decoding for greater flexibility in real-world settings.

The imager can also capture digital images, such as signatures and pictures of damaged inventory. Images are saved in industry-standard file formats.

Image Engine Options - Dolphin 9500/9550

Name	Aimer	Decodes from ...
5100SR	Green aiming beam	1.9 in. to 13.1 in. (4.8 cm. to 33.3 cm.)
5300SR	Red Laser aimer pattern	
5100SF	Green aiming beam	1.7 in. to 8.8 in. (4.3 cm. to 22.3 cm.)

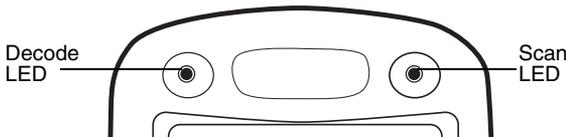
Image Engine Options - Dolphin 9501/9551

Name	Aimer	Decodes from ...
SE1200HP	Long-range	5 mil—2.75 to 7 in (0.07 to 0.17 m) 55 mil reflective—5 to 50 in (.13 to 1.27 m)
SE1200LR	Long-range	10 mil—10 to 24 in (0.25 to .6 m) 100 mil reflective—66 to 232 in (1.67 to 5.9 m)
SE1200ALR	Long-range	13 mil—18 to 39 in (0.45 to 1 m) 100 mil reflective—102 to 363 in (2.6 to 9.2 m)

Decoding a Bar Code

See [Sample Bar Codes](#) on page 9 to practice decoding.

1. Point the Dolphin terminal directly at the bar code. The aimer should be oriented in line with the bar code to achieve optimal decoding.
2. Project the aimer by pressing and holding the SCAN key.
You can also press and hold the Scan Trigger on the Dolphin 9550/9551.
3. The scan LED lights red.



4. Center the aiming beam over the bar code.
A range of 4–10 inches (10–25 cm) from the bar code is recommended.
5. When a bar code is successfully decoded, the decode LED lights green and the terminal beeps.

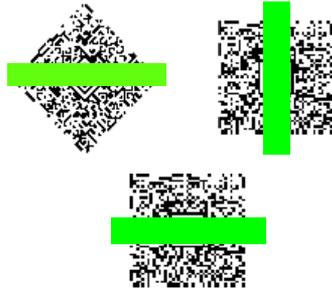
Scanning Position Options

Dolphin 9500/9550 terminals with a 5100 image engine support omni-directional aiming and feature a green aiming beam.

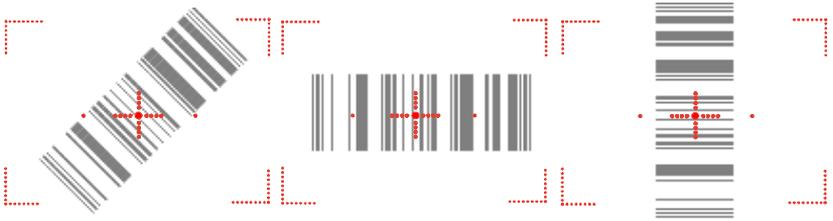
1D Linear



2D Matrix Symbol



Dolphin 9500/9550 with a 5300 image engine support omni-directional aiming and feature a red laser aimer pattern (1D bar code shown).



Dolphin 9501/9551 terminals with SE1200 engines read only 1D linear bar codes, do not support omni-directional scanning, and feature a red aiming beam.



Taking an Image

The image-capture process is an intuitive, split-second operation. The terminal is capable of saving images in a number of industry-standard file formats such as *.bmp, *.jpg and *.png. The default file format for images is a grayscale *.jpg.

*Note: Dolphin 9501/9551 terminals do **not** support image capture.*

1. Point the Dolphin terminal directly at the object. The imager points straight out the top panel.
2. To preview the image, press and hold the SCAN key.
You can also press and hold the Scan Trigger on the Dolphin 9550.

-
3. The display shows a preview of the object. This is a live video image of what the imager is currently viewing and has a slightly degraded appearance compared to the captured image. This is normal.
 4. Adjust the terminal's position until the object appears on the screen the way you want it to appear in the image.
 5. Hold the terminal still and release the SCAN key or Scan Trigger. The scan and decode LEDs flash red, the touch screen flashes, and the captured image appears on the screen.
 6. Unless otherwise specified by the application in use, the image is saved to the My Device folder.

Soft Reset (Warm Boot)

A soft reset re-boots the device without losing RAM data. You would perform a soft reset when the terminal fails to respond, after installing certain software applications, or after changing certain system settings.

1. Press and hold the CTRL + SFT keys for approximately five seconds.
2. The decode and scan LEDs flash for approximately three seconds as the terminal resets.
3. When the reset is complete, the Today screen displays.

Hard Reset (Cold Boot)

 A hard reset erases all data and applications stored in RAM memory!

1. Press and hold the CTRL + ESC keys for approximately five seconds.
2. The decode and scan LEDs flash for approximately three seconds.
3. The terminal re-initializes (see page 6 for details).

Suspend Mode

The Dolphin terminal goes into suspend mode automatically when the terminal is inactive for a programmed period of time. To put the Dolphin terminal in suspend mode manually, press and hold the Power key until the screen goes blank. To wake the Dolphin terminal from suspend mode (when the screen is blank), press the Power or SCAN key.

Communications

Dolphin terminals communicate with a host computer or peripheral device via the mechanical connector on the bottom panel, the IrDA port, or an integrated wireless radio. For synchronization and data exchange, Dolphin terminals support Microsoft® ActiveSync® and the wireless connection.

Troubleshooting

Issue	Cause	Solution
The terminal does not power on or loses power quickly.	Li-ion battery is not installed properly.	Verify that the Li-ion battery is seated securely in the battery well so that the battery contacts connect; see page 4
	Li-ion battery not fully charged.	Using a peripheral, fully charge the Li-ion battery for a minimum of four hours, re-install the battery (see page 4.), and power on again. For more information about batteries, see the Dolphin 9500 Series User's Guide.
	A Li-ion battery from a company other than Hand Held Products is installed.	Use of any battery not sold/manufactured by Hand Held Products may damage the terminal and/or the battery and will void the warranty.
The terminal turns itself off.	Terminal is in suspend mode.	Dolphin terminals are programmed to go into Suspend Mode automatically after a period of inactivity. The default is three minutes running on battery power. These settings can be changed from one to five minutes on battery or external power. Tap Start > Settings > System tab > Power.
Tapping a button or icon does not perform the associated task.	The screen is not aligned.	Tap Start > Settings > System tab > Screen > Align Screen and align the screen; see page 6.
A message appears stating that the memory is full.	Too many files stored on the terminal.	Delete or move unnecessary files. Upload files to a host PC or device with enough memory to store them.
	Storage memory is set too low for the applications in use.	Adjust the storage memory allocation. Go to Start > Settings > System tab > Memory. Use the slider to increase the storage memory.
	Too many applications are installed on the terminal.	Remove unnecessary programs. Go to Start > Settings > System tab > Remove Programs. The Remove Programs function removes programs from RAM memory.
The terminal is not accepting scan data.	The scan is not functioning properly.	Verify scanning with the Image Demo; see page 9.
	The bar code is unreadable.	Check the bar code to see if it is unreadable.
	The terminal has not been programmed to decode the bar code type.	Check the bar code type and if the terminal has been programmed to decode it. Tap Start > Demos > Scan Demo > Options menu > Symbologies. The symbologies selected in the list are the symbologies that the terminal is currently programmed to decode.
The radio is not transmitting.	The radio is not powered up.	Verify that the radio is enabled; see Verifying Radio Status on page 10.
Slow system performance.	Too many programs are running.	Tap Start > Settings > System tab > Memory. To stop running programs, tap the Running Programs tab.

Product Service and Repair

Hand Held Products provides service for all its products through service centers throughout the world. To obtain warranty or non-warranty service, return the unit to Hand Held Products (postage paid) with a copy of the dated purchase record attached. Contact the appropriate location below to obtain a Return Material Authorization number (RMA #) before returning the product.

North America

Hand Held Products Corporate Offices
Telephone: (800) 782-4263, option 3
Fax: (704) 566-6015
E-mail: naservice@handheld.com

América Latina

Hand Held Products América Latina
Teléfono: (704) 998-3998, opción 8, opción 4
Fax: (239) 263-9689
E-mail: laservice@handheld.com

Brasil

Hand Held Products São Paulo
Teléfono: Int+55 (11) 2178-0500
Fax: Int+55 (11) 2178-0502

Hand Held Products Rio de Janeiro
Teléfono: Int+55 (21) 2178-0500
Fax: Int+55 (21) 2178-0505

São Paulo and Rio de Janeiro
E-mail: brservice@handheld.com

Mexico

Hand Held Products Mexico
Teléfono: Intl+52 (55) 5203-2100
Fax: Intl+52 (55) 5531-3672
E-mail: mxservice@handheld.com

Europe, Middle East, and Africa

Hand Held Products Europe
Telephone: +31 (0) 40 29 01 633
Fax: +31 (0) 40 2901631
E-mail: euservice@handheld.com

Asia Pacific

Hand Held Products Asia/Pacific
Telephone: +852-2511-3050
Fax: +852-2511-3557
E-mail: apservice@handheld.com

Japan

Hand Held Products Japan
Telephone: +81-3-5770-6312
Fax: +81-3-5770-6313
E-mail: apservice@handheld.com

Online Product Service and Repair Assistance

You can also access product service and repair assistance online at www.handheld.com.

Technical Assistance

If you need assistance installing or troubleshooting, please call your Distributor or the nearest Hand Held Products technical support office:

North America/Canada:

Telephone: (800) 782-4263, option 4 (8 a.m. to 6 p.m. EST)

Fax number: (315) 685-4960

E-mail: natechsupport@handheld.com

América Latina:

Teléfono: (800) 782-4263, opción 8, opción 3

Teléfono: (704) 998-3998, opción 8, opción 3

E-mail: latechsupport@handheld.com

Brasil

São Paulo

Teléfono: Int+55 (11) 2178-0500

Fax: Int+55 (11) 2178-0502

Rio de Janeiro

Teléfono: Int+55 (21) 2178-0500

Fax: Int+55 (21) 2178-0505

São Paulo and Rio de Janeiro

E-mail: brtechsupport@handheld.com

Mexico

Teléfono: (800) 782-4263, opción 8, opción 3

Teléfono: (704) 998-3998, opción 8, opción 3

E-mail: latechsupport@handheld.com

Europe, Middle East, and Africa:

Telephone-

European Ofc: Int+31 (0) 40 79 99 393

U.K. Ofc: Int+44 1925 240055

E-mail: eutechsupport@handheld.com

Asia Pacific:

Telephone: Int+852-3188-3485 or 2511-3050

E-mail: aptechsupport@handheld.com

Online Technical Assistance

You can also access technical assistance online at www.handheld.com.

Limited Warranty

Hand Held Products, Inc. ("Hand Held Products") warrants its products to be free from defects in materials and workmanship and to conform to Hand Held Products' published specifications applicable to the products purchased at the time of shipment. This warranty does not cover any product which is (i) improperly installed or used; (ii) damaged by accident or negligence, including failure to follow the proper maintenance, service, and cleaning schedule; or (iii) damaged as a result of (A) modification or alteration by the purchaser or other party, (B) excessive voltage or current supplied to or drawn from the interface connections, (C) static electricity or electro-static discharge, (D) operation under conditions beyond the specified operating parameters, or (E) repair or service of the product by anyone other than Hand Held Products or its authorized representatives.

This warranty shall extend from the time of shipment for the duration published by Hand Held Products for the product at the time of purchase ("Warranty Period"). Any defective product must be returned (at purchaser's expense) during the Warranty Period to Hand Held Products' factory or authorized service center for inspection. No product will be accepted by Hand Held Products without a Return Materials Authorization, which may be obtained by contacting Hand Held Products. In the event that the product is returned to Hand Held Products or its authorized service center within the Warranty Period and Hand Held Products determines to its satisfaction that the product is defective due to defects in materials or workmanship, Hand Held Products, at its sole option, will either repair or replace the product without charge, except for return shipping to Hand Held Products.

EXCEPT AS MAY BE OTHERWISE PROVIDED BY APPLICABLE LAW, THE FOREGOING WARRANTY IS IN LIEU OF ALL OTHER COVENANTS OR WARRANTIES, EITHER EXPRESSED OR IMPLIED, ORAL OR WRITTEN, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

HAND HELD PRODUCTS' RESPONSIBILITY AND PURCHASER'S EXCLUSIVE REMEDY UNDER THIS WARRANTY IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE DEFECTIVE PRODUCT. IN NO EVENT SHALL HAND HELD PRODUCTS BE LIABLE FOR INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, AND, IN NO EVENT, SHALL ANY LIABILITY OF HAND HELD PRODUCTS' ARISING IN CONNECTION WITH ANY PRODUCT SOLD HEREUNDER (WHETHER SUCH LIABILITY ARISES FROM A CLAIM BASED ON CONTRACT, WARRANTY, TORT, OR OTHERWISE) EXCEED THE ACTUAL AMOUNT PAID TO HAND HELD PRODUCTS FOR THE PRODUCT. THESE LIMITATIONS ON LIABILITY SHALL REMAIN IN FULL FORCE AND EFFECT EVEN WHEN HAND HELD PRODUCTS MAY HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH INJURIES, LOSSES, OR DAMAGES. SOME STATES, PROVINCES, OR COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

All provisions of this Limited Warranty are separate and severable, which means that if any provision is held invalid and unenforceable, such determination shall not affect the validity of enforceability of the other provisions hereof.

Hand Held Products, Inc. extends these warranties only to the first end users of the products. These warranties are non-transferable.

The limited duration of the warranty for the Dolphin 9500 Series is as follows:

- Dolphin 9500/9550 terminals with an integrated imager are covered by a two-year limited warranty.
- Dolphin 9501/9551 terminals with an integrated laser engine are covered by a one-year limited warranty.
- Touch screens are covered by a one-year limited warranty.
- Dolphin 9500 Series HomeBase, Mobile Base, Mobile Charger, Net Base, ChargeBase, and QuadCharger are covered by a one-year limited warranty.
- The limited duration of the warranty for batteries is one year. Use of any battery not sold/manufactured by Hand Held Products may damage the terminal and/or the battery and will void the warranty. Batteries returned to Hand Held Products in a reduced state may or may not be replaced under this warranty. Battery life will be greatly increased when following the battery instructions in the Dolphin 9500 Series User's Guide.
- Use of any peripheral not manufactured/sold by Hand Held Products will void the warranty. This includes but is not limited to: cables, power supplies, cradles, and docking stations.

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- Use only power adapters approved for use by Hand Held Products. Failure to do so may result in improper operation or damage to the unit and will void the warranty.





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