HHP

Dolphin® 9500/9550 Mobile Computer
Windows® Powered Pocket PC 2002

Quick Start Guide

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Web Address: http://www.hhp.com

Table of Contents

Dolphin 9500/9550 Quick Start Guide

Congratulations!

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

- Microsoft® Windows® for Pocket PC platform
- 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
- Intuitive single-handed data collection
- Advanced point-and-shoot decoding and imaging
- Adaptus™ imaging technology
- 7.4V, 14.8 watt hour Lithium-ion (Li-ion) batteries
- Optional LCD color display with industrial-grade touch screen

Dolphin 9500/9550 Peripherals/Accessories

Dolphin HomeBase™

Charging/communications cradle with auxiliary battery well. Data transfers via RS-232 serial or USB ports.

Dolphin Mobile Base

Mobile charging/communication cradle. Data transfers via RS-232 serial. Powers out at 5 volts to peripheral devices.

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.

Charging/Communication Cables Kits

USB or serial cables that charge and communicate with the terminal directly, without a cradle.

Parts of the Dolphin 9500 Series Terminal

The front, side, and bottom panels of the Dolphin 9500 and Dolphin 9550 are the same.

Front Panel   *Side Panel*

Image Engine window

Decode LED

Scan LED

Magnesium-
alloy top cover

IrDA COM Port

Access Door to the
Secure Digital (SD)
memory interface

LCD with
Touch Screen

SCAN key

Audio Jack
(2.5mm)

Navigation keys

Hand Strap

Keypad

Bottom Panel

17-pin industrial-grade
mechanical connector
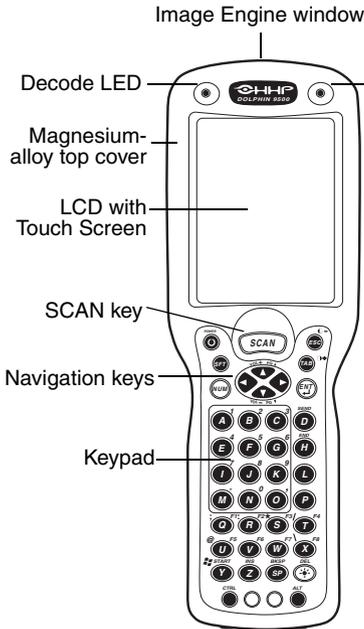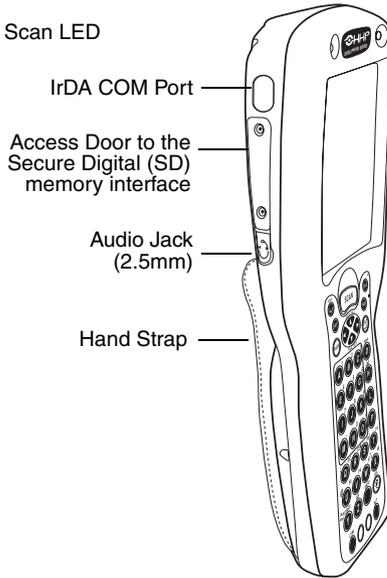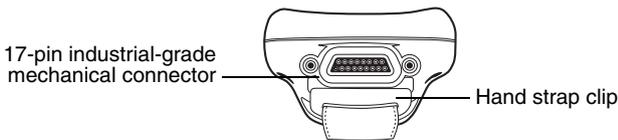
Hand strap clip

Note: The Dolphin 9550 terminal does not contain a hand strap.

Dolphin 9500 Back Panel

Speaker

Stylus (in slot)

Microphone

Battery Well
(underneath the battery)
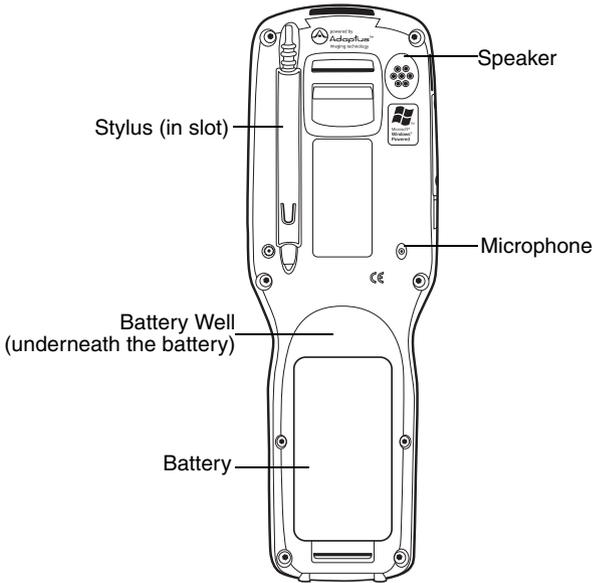
Battery

Dolphin 9550 Back Panel

The Dolphin 9550 terminal features an integrated pistol-grip.

Image Engine
Window

Rubber Nose
Bumpers

Scan Trigger

Pistol-Grip Handle

Rubber Bumper

Stylus (inserted in
the handle)
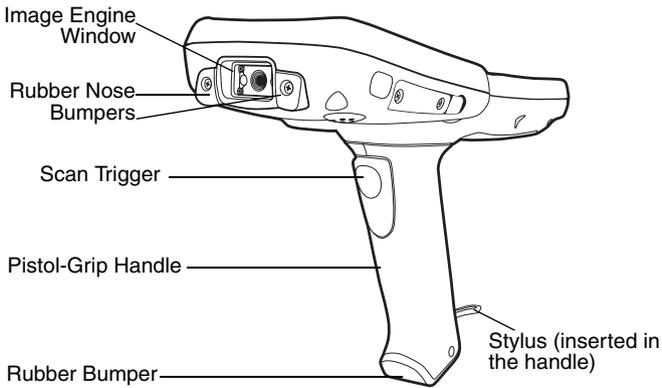
Setting up the Dolphin 9500/9550

1. Unpack the carton and verify its contents.

2. Install the battery in the terminal - page 5

3. Connect the mechanical connector on the bottom panel to the charging peripheral - page 6.

4. Charge the terminal for a minimum of four hours.

5. Turn the power on and initialize the mobile computer - page 7.

Unpack the Carton and Verify its Contents

Verify that the carton contains the following items:

• Dolphin 9500/9550 mobile computer (the terminal)
• Main battery pack (7.4v Li-ion)
• Microsoft Companion CD-ROM
• Dolphin 9500/9550 Quick Start Guide

Be sure to keep the original packaging in the event that the Dolphin terminal should need to be returned for service - see page 30.

Each order includes a Dolphin Software Development Kit and User's Guide CD; verify that you received this CD with your order. If you ordered accessories, verify that they are also included with the order.

The Dolphin 9500 Handstrap

The Dolphin 9500 ships with the handstrap installed and fastened with a clip on the bottom panel - see page 2. To install the battery pack, you must detach the handstrap.

To detach the handstrap, push the clip of the handstrap down and away from the terminal. Move the strap up and away from the bottom panel.

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

Handstrap

Clip
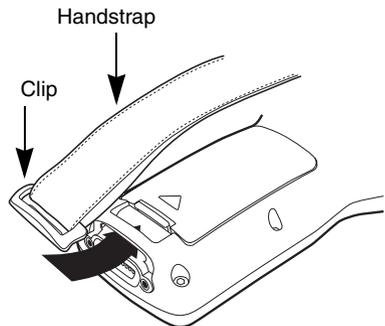
Install the Main Battery Pack

⚠️ *Use only the battery packs provided by HHP. The use of any battery pack not sold/manufactured by HHP in the Dolphin 9500/9550 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. Hold the terminal with the front panel (keyboard) facing down.

2. On the Dolphin 9500, detach the handstrap.

3. 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.

4. On the Dolphin 9500, re-attach the handstrap.

Locking tab

To remove the battery pack, detach the handstrap (on the 9500), press the locking tab on the battery pack away from the bottom panel, and pull the battery pack up with a hinging motion.
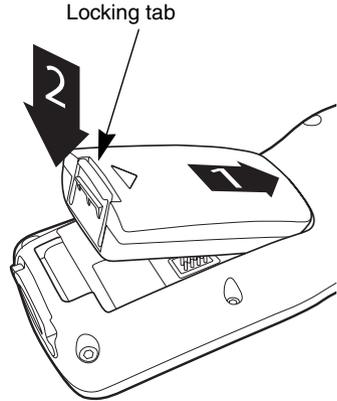
Charge the Main and Backup Batteries

The power supply for the Dolphin mobile computer 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. The internal backup battery charges off the main battery, and maintains the application data stored in RAM and the system clock for up to 30 minutes when the terminal's main battery pack is completely discharged or removed.

Before initial use - The terminals are shipped with both batteries discharged of all power. **Charge the main battery pack for a minimum of four hours before initial use.**

⚠️ *For charging, use a Dolphin 9500 series peripheral and the power cables provided by HHP. Use of peripherals or cables not sold/manufactured by HHP will void the warranty and may damage the terminal.*

Using the Dolphin HomeBase

1. Connect the HomeBase to the power supply provided by HHP.

2. Slide the terminal (with installed battery pack) 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.

Charging a Spare Battery Pack
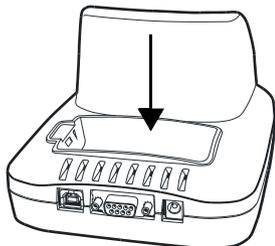
The HomeBase features an auxiliary battery well. Insert a spare battery pack into this well and the battery charges in four hours. The auxiliary battery well charges batteries independently of the terminal well. The Aux Battery LED indicates the charging status of the battery in this well.
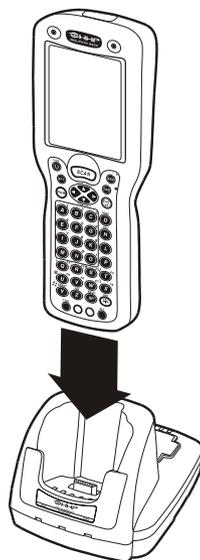
Using the Mobile Base

1. Connect the Mobile Base to the appropriate power source using an HHP cable.

2. Slide the terminal (with installed battery pack) 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 charging/communication cable.

When the Li-ion battery is not installed in the terminal, place the battery pack in the Dolphin QuadCharger.
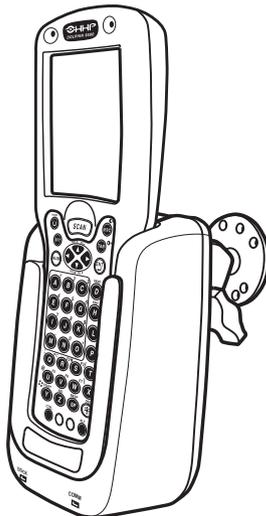
Initialize the Mobile Computer

1. When power is applied from a newly installed battery, the decode LED lights and the scan LED blinks for approximately three seconds. Do **NOT** press any keys while the terminal is booting up.

2. The terminal initializes and the HHP splash screen displays for a few seconds. The Build numbers indicate the software version number.

Dolphin®
Pocket PC

HHP
HAND HELD PRODUCTS

Build: 5.XX/5.XX/5.XX

Bootloader   Kernel   Keyboard

3. The system performs a hard reset. When the display activates again, follow the instructions that appear.

4. You are prompted to align the screen by tapping the target five times. Use the stylus provided by HHP.

align screen

Tap the target firmly and accurately at each location on the screen. The target will continue to move until the screen is aligned.

+
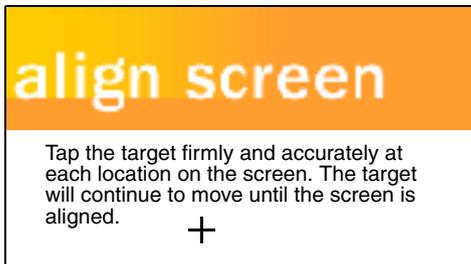
- Alignment should always be performed with a stylus designed for touch screen applications. The small point is required for accurate calibration.
- Press the stylus firmly into the center of the cross-hair target once and release. Do not "double-tap" the target.
- You can re-align the screen at any time by going to **Start** > **Settings** > **System** tab > **Screen**.

5. Complete the series of screens that teach you how to use the stylus and popup menus.

6. When the Location screen appears, select your **Time Zone** from the drop-down list and tap **Next**.

7. Setup is complete. Now, wait as your terminal begins auto-installing programs.

8. When Autoinstall is complete, the system performs a soft reset that ends on the Today screen.

Autoinstall

Autoinstall occurs after each hard reset. For each program that loads, a status bar indicates that the program is loading. Do NOT touch the keyboard or the screen while programs are loading.

All configurations of the Dolphin 9500/9550 install HHP Demos and HHP Utilities. If the terminal is configured with a wireless radio, the appropriate radio drivers (*.cabs) and utilities for each radio install.

After Autoinstall is complete, the terminal performs a soft reset automatically. When it finishes booting up after the soft reset, the Today screen appears - see page 9.

Today Screen

When you turn on your device for the first time, you'll see the Today screen. It provides the tools you need to navigate the system.

Tap to switch to a program.

Tap to view notification messages.

Tap to change volume or mute all sounds.

Tap to change date and time.

Tap to open an item.

Your day at a glance.

Start   🔲 ◀€ 8:14

🕐 **Wednesday, August 22, 2001**

📇 **Owner: Adam Barr**
(206) 555-1212

📋 **Status Meeting**
10:00AM-11:00AM (Room 919)

✉ No unread messages

☑ **1 Active task**
1 High priority

New

Tap to create a new item.

Tap to view connection status.

Navigation Bar and Command Bar

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

Tap to change volume or mute the device.

Tap to quickly select a program you have recently used.

Tap to select a program.

Tap to see additional programs.

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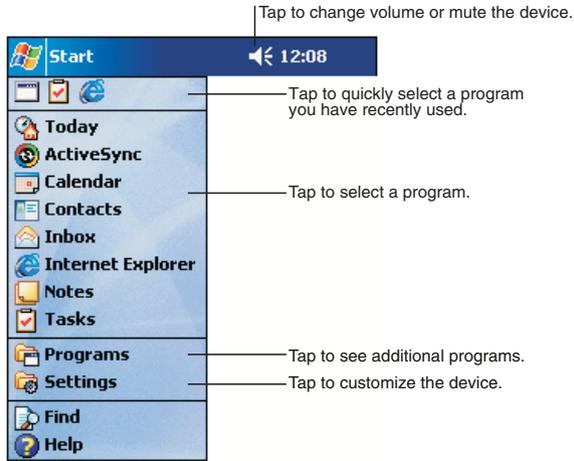
The command bar along the bottom of the screen contains menus, appropriate application icons, and perform tasks.

New button.

Input panel button.

Menu names.

Buttons.
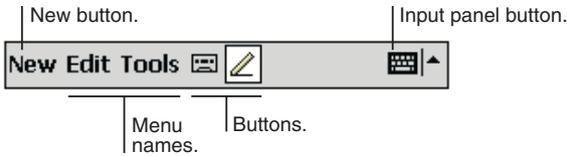
Verifying Operations With HHP Demos

The Dolphin 9500/9550 mobile computer comes loaded with HHP 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. Go to **Start** > **HHP 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 terminal screen, and the decode and scan LEDs light.

3. Release the **SCAN** key. The image is captured. By default, the image saves 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 Imaging on page 22.

Verify Decoding

The Scan Demo enables you to decode a sample bar code.

1. Go to **Start** > **HHP Demos** > **Scan Demo**.

2. Aim the terminal at a bar code and press the **SCAN** key. The scan LED lights red, and a green aimer beam 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

You can use the following bar codes to verify decoding:

Sample 128   Sample PDF417

Code 128   PDF417 Test Message

For more information, see Decoding a Bar Code on page 22.

Verifying Radio Status

Dolphin 9500/9550 terminals can be configured with 802.11b, Bluetooth™, GSM/GPRS (9500 only) radios or a combination of these radios.

Radio Driver Installation

Radio drivers install during the autoinstall whenever the mobile computer is initialized; when first turned on or after a hard reset. Only the appropriate drivers for your terminal's radio configuration install.

Radio Combinations

Dolphin 9500/9550 terminals can be configured with more than one radio.

Co-located radios

You can have both radios installed but can operate only one at a time.

- 802.11b and GSM/GPRS

Co-operational radios

You can power up and operate both radios simultaneously.

- Bluetooth and 802.11b
- Bluetooth and GSM/GPRS

Radio Manager

The Radio Manager enables you to choose which of the terminal's radios are powered up or down. When powered up, the radio is transmitting; when powered down, the radio is not transmitting.

Verify which radio is powered up after the autoinstall and soft reset are complete. When a single radio installs, its radio driver is powered up automatically. In general, when more than one radio installs, the terminal powers up the 802.11b radio. However, if a GSM radio is installed, the terminal powers up the GSM radio.

Verify the Radio Status

1. Go to **Start** > **Settings** > **System** tab > **Radio Manager**. The Radio Manager appears identifying which radio modules are installed on the terminal. The highlighted entry is the radio that is currently powered up; its **Status** is Ready.
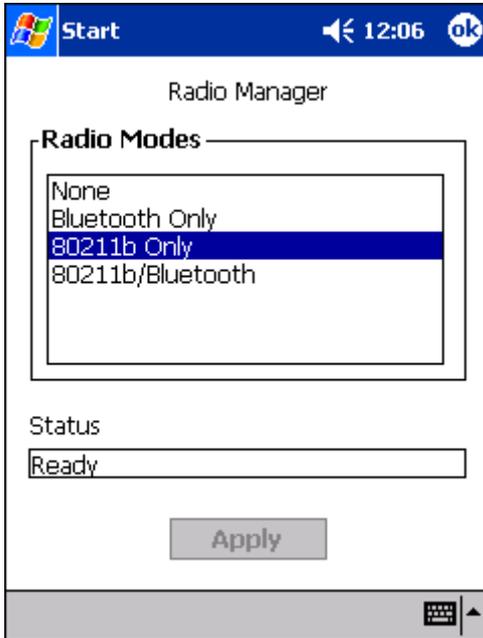
Powering up a Radio

Requirements

To successfully power up a radio, both the hardware module and the software driver must be installed on the terminal.

To Power up a Radio or Radio Combination

Select the radio or radio combination in the Radio Modes list and tap **Apply**. When the radio is powered up, the Status field reads "Success." Tap **OK** to save and exit the Radio Manager.

For detailed information about the Radio Manager and radio options, see the Dolphin 9500/9550 User's Guide.

Adjusting the Backlight

Both the keyboard and the display are backlit to enable better viewing in low-light conditions. All keyboards contains a Backlight key that toggles the backlight on and off; see Using the Function Keys on page 16.

Keyboard   By default, the Backlight key turns the keyboard backlight on and off for both color and monochrome displays.

Display   Backlight functionality differs for color and monochrome displays.

Color Display

The backlight for the color display is user-defined.

Go to **Start** > **Settings** > **System** tab > **Backlight**. The Backlight screen appears.

The graphic on the right displays the default backlight settings for color displays.

Adjust the settings as needed with the options available. Use the slider to adjust intensity.

Click **OK** to save any changes.

The display backlight functions according to the settings saved here.
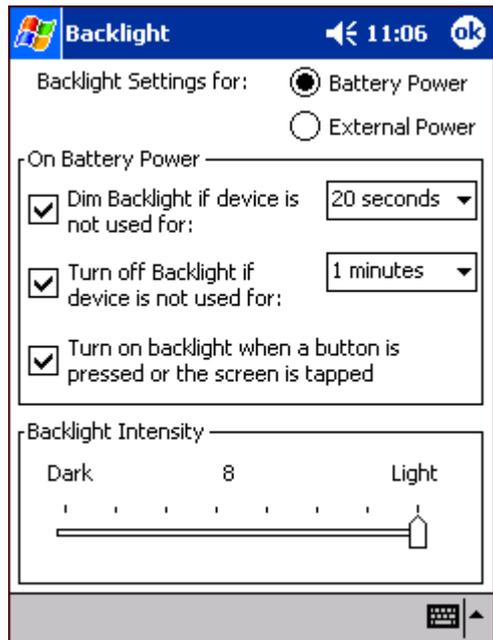
Monochrome Display

The backlight for monochrome displays turns on and off when you press the Backlight key, but not when you tap the screen.

You can adjust the contrast using the keyboard or the system settings.

Using the Keyboard

Press and hold the

- Red Modifier key + ESC to decrease the contrast
- Red Modifier key + TAB to increase the contrast
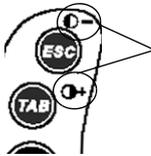
All three keyboards have red indicators over each key to indicate which key to press in combination with the red modifier key to adjust the contrast.

Using the System Settings

Tap **Start** > **Settings** > **System** tab > **Contrast**. The current settings are displayed.
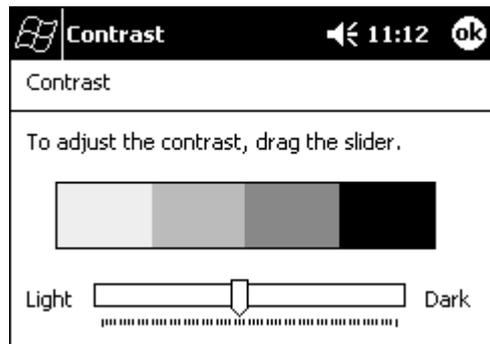
Use the slider to adjust the contrast to the desired setting.

Tap **OK** to save adjustments.

Entering Information

To enter information, you can use

- the keyboard (page 16),
- the stylus on the touch screen (page 21),
- the imager (page 22).

Using the Keyboards

The Dolphin 9500/9550 series features three keyboard options: 35-key numeric/alpha keyboard, 43-key alpha/numeric keyboard, and 56-key full alpha/numeric keyboard.

Each keyboard is backlit for easy viewing in various lighting conditions and contains centrally located keys for both right- and left-hand operation. In addition to the alpha and numeric keys, each keyboard contains function, navigation and modifier keys.

Using the Function Keys

Name	Key	Function
Backlight		By default, the Backlight key turns the keyboard backlight on and off; see page 14.
Backspace (BKSP)		This key appears on both the 35- and 56-keyboards. The BKSP key moves the cursor back one space each time the key is pressed. If you are typing text, it deletes the previous character each time it is pressed. On the 43-key keyboard, the backspace is a shifted function; press SFT + SP to backspace. To delete a single character, press Red + SP. To delete multiple characters, press and hold Red + SP.
Delete (DEL)		This key appears on both the 35- and 56-keyboard. The Delete key deletes the next character forward each time the key is pressed. On the 43-key keyboard, delete is a shifted function; press SFT + the Backlight key to delete.
Enter (ENT)		The Enter key confirms data entry.
Escape (ESC)		The Escape key performs a cancel action.
Power Key		The Power key puts the terminal into and wakes the terminal from suspend mode.
SCAN Key		The SCAN key activates the scan on both Dolphin 9500/9550 terminals. It also "wakes" the terminals from sleep mode. Its position allows convenient one-handed image-taking and/or bar code decoding.
Space (SP)		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 enable you to 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.

When pressed in combination with the red modifier key, the up and down arrow keys can be used for page up and page down commands. Additional functionality varies according to the software application in use.

Using the Modifier Keys

All three versions of the Dolphin 9500/9550 keyboard feature the standard PC keyboard modifier keys, Shift (SFT), Alt, and Control (CTRL) as well as Blue and Red modifier keys.

Name & Key	Function
Shift (SFT)	The SFT key modifies only the next key pressed; it must be pressed before each key you wish to modify. SFT toggles the keyboard between uppercase alphabet mode and lowercase alphabet mode. Use SFT toggle Caps Lock on and off by double-tapping it or by pressing SFT + the Red modifier key. When Caps Lock is toggled on, characters are uppercase; when toggled off, characters are lowercase.
Blue Red	The CTRL, ALT, and Blue and Red Modifier keys are located along the bottom of each keyboard. The blue and red keys are used in combination with other keys to type special characters and perform system functions.
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 overlay of each keyboard is color-coded to indicate the character typed or function performed when each key is pressed in combination with either the blue or red modifier key. Each key modifies only the next key pressed.
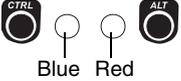
35-key Numeric/Alpha Keyboard

The following graphic displays the 35-key numeric/alpha keyboard.

SCAN key

Power key

Shift key

Alpha Lock key

Navigation keys

Space key

Function keys

Backspace key

Escape key

Tab key

Enter key

Delete key

Backlight key

CTRL, Blue, Red, ALT Modifier keys
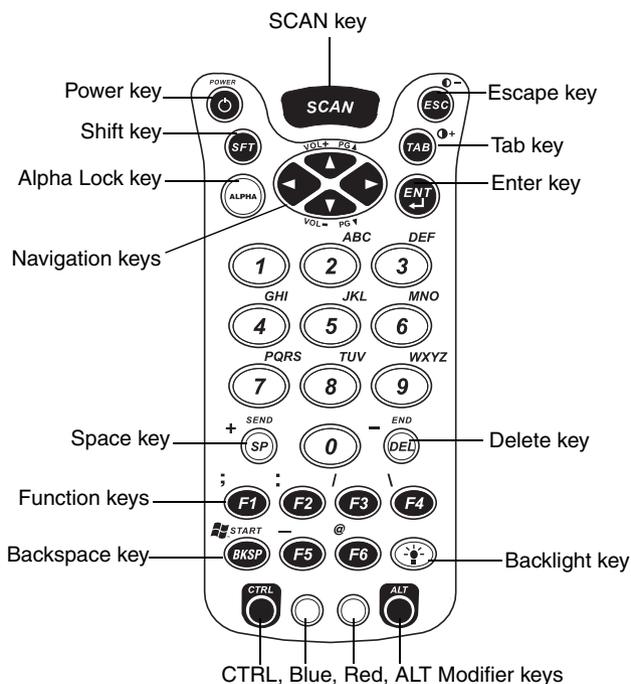
Alpha Lock (ALPHA)

Because the 35-key keyboard defaults to numeric mode, the Alpha Lock key appears only on the 35-key keyboard. The Alpha Lock key enables you to toggle between 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.

43-key Alpha/Numeric Keyboard

The following graphic displays the 43-key alpha/numeric keyboard.
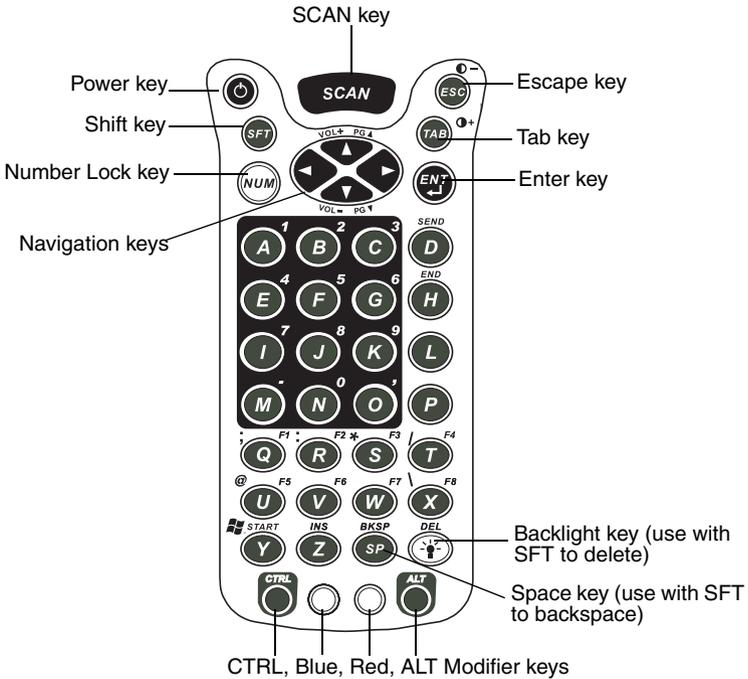
Number Lock **(NUM)**	Because the 43-key keyboard defaults to alpha mode, the Number Lock key appears only on the 43-key keyboard. The Number Lock key enables you to toggle between alpha and numeric modes. Alpha mode is when you type letters with the letter keys. Numeric mode is when you type numbers with the letter keys.

56-key Full Alpha/Numeric Keyboard

The following graphic displays the 56-key full alpha/numeric keyboard.

SCAN key

Power key — Escape key

Backlight key — Tab key

Shift key — Enter key

Navigation keys —

Insert key —

Space key —

Backspace key —

Delete key —

CTRL, Blue, Red, ALT Modifier keys
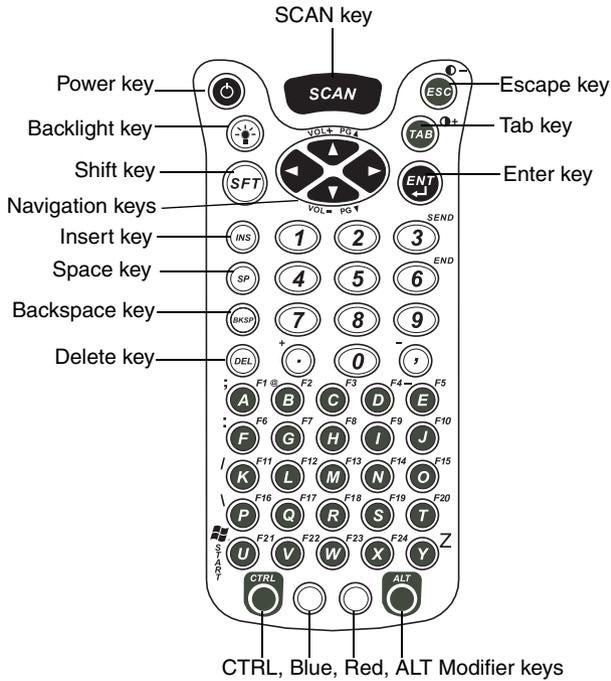
Key Combinations

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 9500/9550 User's Guide.

Using the Stylus

Use the stylus to select items and enter information. The stylus also functions as a mouse. Generally, a tap is the same as a 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-and-hold:
Tap and hold the stylus on an item to see the popup menu available for that item. On the pop-up menu, tap the action to perform the task you want.

⚠ *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.*

Imaging

The terminal contains a compact image engine that instantly reads all popular 1D and 2D bar codes. It also supports omni-directional aiming and decoding for greater flexibility in handling the device in real-world settings; see the illustration on page 23 for details.

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

Decoding a Bar Code

See Sample bar codes on page 11 to practice decoding.

1. Point the Dolphin 9500/9550 terminal directly at the bar code. The imager faces straight out the top panel. The green aiming beam should be oriented in line with the bar code to achieve optimal decoding. A range of 4-10 inches (10-25 cm) from the bar code is recommended.

2. Project the green aiming beam by:

   - Pressing and holding the **SCAN** key on both the 9500 and 9550.
   - Pressing and holding the Scan Trigger on the 9550.

3. The scan LED lights red.
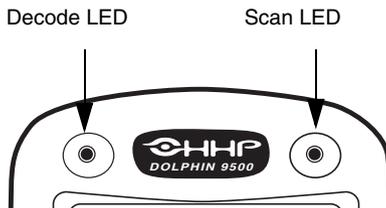
4. Center the aiming beam over the bar code.

5. When a bar code is successfully decoded, the decode LED lights green and the terminal beeps.

6. The bar code information is entered into the application in use.

Scanning Position Options

The following chart displays the imager's omni-directional aiming options:

Linear bar code   2D Matrix symbol
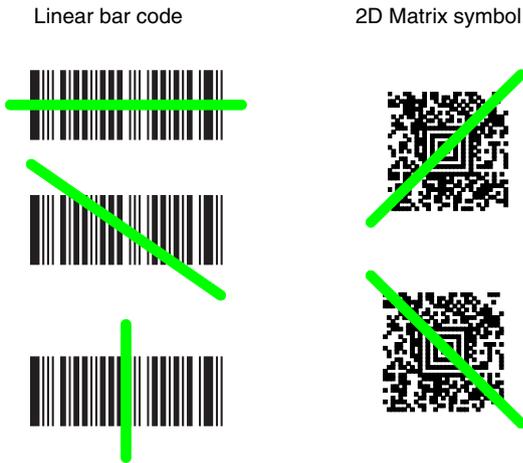
Taking an Image

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.

The following steps are basic guidelines for taking images:

1. Point the Dolphin 9500/9550 terminal directly at the object. The imager points straight out the top panel.

2. To preview the image:

    • Press and hold the **SCAN** key on both the 9500 and 9550.
    • Press and hold the Scan Trigger on the 9550.

3. The display shows a preview of the object. This is a live video image of what the imager is currently viewing. It 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. The image file can be uploaded to a host PC using Microsoft® ActiveSync® and a Dolphin communication peripheral.

Resetting the Terminal

Soft Reset (Warm Boot)

You would perform a soft reset if the terminal fails to respond. The soft reset re-boots the device without losing RAM data.

1. Press and hold the Control (CTRL) and the Shift (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 resets the operating system, restores the terminal back to factory defaults, and resets the terminal after a bootloader, keyboard, and kernel upgrade.

⚠️ *A hard reset erases all of the data stored in RAM memory and all RAM installed applications.*

1. Press and hold the Control (CTRL) and the Escape (ESC) keys for approximately five seconds.

2. The decode and scan LEDs illuminate for approximately three seconds.

3. The terminal re-initializes (see page 7 for details).

Putting the Dolphin into Suspend Mode

To put the Dolphin terminal into suspend mode manually, press and hold the Power key. To wake the Dolphin terminal from suspend mode, press the Power or SCAN key.

The terminal goes into suspend mode automatically when the terminal is inactive for a programmed period of time.

The Dolphin terminal also goes into suspend mode if you remove the main battery pack while the terminal is powered on. To wake the Dolphin terminal from suspend mode, simply install a fully charged battery. The terminal powers on.

⚠️ *If the main battery and back-up battery are ever fully discharged of power, the terminal performs a hard reset when power is restored. The terminal will be restored to its original state. All data stored in RAM memory will be lost.*

Communications

The Dolphin 9500/9550 communicates with a host computer or peripheral device via the industrial-grade mechanical connector on the bottom panel, the IrDA port on the side panel, or an integrated wireless radio.

The custom mechanical connector on the bottom panel works with a host of Dolphin peripherals, including the HomeBase, Mobile Base, Mobile Charger, ChargeBase, Net Base, and both USB and serial charging/communication cables.

For synchronization and data exchange with a host PC, Dolphin terminals support Microsoft ActiveSync.

For more information, refer to the Dolphin 9500/9550 User's Guide.

Troubleshooting

Issue	Cause	Solution
Dolphin 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 5
	Li-ion battery not fully charged.	Using an HHP peripheral, fully charge the Li-ion battery for a minimum of four hours, re-install the battery (see page 5.), and power on again. For more information about batteries, see the Dolphin 9500/9550 User's Guide.
	A non-HHP Li-ion battery is installed.	Use of any battery not sold/manufactured by HHP may damage the terminal and/or the battery and will void the warranty.
Dolphin 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. Go to **Start** > **Settings** > **System** tab > **Power**.
Tapping operation or icon buttons on the screen does not perform the associated task.	The screen is not aligned.	Go to **Start** > **Settings** > **System** tab > **Screen** > Align Screen. Tap the target as directed; see page 7.
Receive message that the memory is full.	Too many files stored on the terminal.	Delete 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**. Select the program in the list and tap **Remove**. The Remove Programs function in Settings removes programs from RAM memory.

Troubleshooting

Issue	Cause	Solution
Terminal not accepting scan data.	The scanning application taking the scan is not functioning properly.	Verify scanning with the HHP Image Demo; see page 11.
	The bar code is unreadable.	Verify the state of the bar code to see if it is unreadable.
	The terminal has not been programmed for the type of bar code scanned.	Verify the type of bar code and if the terminal has been programmed to decode it. To see the bar code types the Dolphin terminal can decode by default, go to **Start** > **HHP Demos** > **Scan Demo** > **Options** menu > **Symbologies**. A list of symbologies appears; the symbologies selected in this list are the symbologies that the terminal can decode.
The radio is not transmitting.	The radio is not powered up.	Verify that the radio is powered up in the Radio Manager. See Verifying Radio Status on page 12.
Slow system performance.	Too many programs are running.	Go to **Start** > **Settings** > **System** tab > **Memory**. You can check the Program memory on the **Main** tab. To stop a running program, tap the **Running Programs** tab. To stop one program, select that running program and tap **Stop**. You can stop all running programs by tapping **Stop All**.

Limited Warranty

Hand Held Products, Inc., d/b/a HHP ("HHP") warrants its products to be free from defects in materials and workmanship and to conform to HHP's published specifications applicable to the products purchased at the time of shipment. This warranty does not cover any HHP 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 HHP or its authorized representatives.

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

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.

HHP'S RESPONSIBILITY AND PURCHASER'S EXCLUSIVE REMEDY UNDER THIS WARRANTY IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE DEFECTIVE PRODUCT. IN NO EVENT SHALL HHP BE LIABLE FOR INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, AND, IN NO EVENT, SHALL ANY LIABILITY OF HHP 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 HHP FOR THE PRODUCT. THESE LIMITATIONS ON LIABILITY SHALL REMAIN IN FULL FORCE AND EFFECT EVEN WHEN HHP 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.

The limited duration of the warranty for the Dolphin 9500 and Dolphin 9550 terminals is as described below:

• Terminals with an integrated imager are covered by a two-year limited warranty.
• Touch screens are covered by a one-year limited warranty.

- The limited duration of the warranty for the Dolphin 9500/9550 HomeBase, Mobile Base, Mobile Charger, Net Base, ChargeBase, and QuadCharger is for one year.
- The limited duration of the warranty for batteries is one year. Use of any battery not sold/manufactured by HHP may damage the terminal and/or the battery and will void the warranty. Batteries returned to HHP 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 9500/9550 User's Guide.
- Use of any peripheral not manufactured/sold by HHP will void the warranty. This includes but is not limited to: cables, power supplies, cradles, and docking stations.
- Use only power adapters approved for use by HHP. Failure to do so may result in improper operation or damage to the unit and will void the warranty.

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

Technical Assistance

If you have a question or problem with your unit, you can obtain technical assistance from HHP's Application Support department.

North America/Canada:

Telephone: (800) 782-4263, Option 4 (8 a.m. to 6 p.m. EST)
Fax number: (315) 685-4960
E-mail: support@HHP.com

Europe, Middle East, and Africa:

Telephone
European Ofc: +31 (0) 40 29 01 600
U.K. Ofc: +44 1925 240055
E-mail: euro_support@HHP.com

Asia:

Telephone: +852-2511-3050
E-mail: asia_support@HHP.com

Latin America:

Telephone: (239) 263-7600
E-mail: la_support@HHP.com

Assistance Online

You can also access technical assistance online at: http://www.hhp.com/hhp/service/contacttech.tpl.

Return Information

For information about returning terminals, please refer to the Dolphin 9500/9550 User's Guide or visit the following web site: www.hhp.com/hhp/service/warrantyservice.tpl.

Regulatory and Safety Approvals for all Dolphin 9500/ 9550 Terminals

Parameter	Specification
U.S.A Canada European Community	FCC Part 15, Class B ICES-003 EN 55022 (CISPR 22) Class B EN60950 EN60825-1 EN55024: 1998

CE The CE Mark on the product indicates that the system has been tested to and conforms with the provisions noted within the 89/336/EEC Electromagnetic Compatibility Directive and the 73/23/EEC Low Voltage Directive.

For further information, please contact:

Hand Held Products, Inc.
Nijverheidsweg 9
5627 BT Eindhoven
The Netherlands

HHP shall not be liable for use of our product with equipment (i.e., power supplies, personal computers, etc.) that is not CE marked and does not comply with the Low Voltage Directive.

FCC Compliance

Dolphin mobile computers meet or exceed all applicable standards and have been manufactured to the highest level of quality.

Note: To see the specific labels associated with RF terminals configurations, see Chapter 1 of the Dolphin 9500/9550 User's Guide.

Dolphin 9500/9550 Batch Terminal

Dolphin 9500/9550 Batch terminals comply with part 15 of the FCC rules. Operation is subject to the following two conditions:

1. Devices may not cause harmful interference.

2. Devices must accept any interference received, including interference that may cause undesired operation.

Dolphin 9500/9550 RF Terminal with 802.11b and/or Bluetooth Radio

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.

2. This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

If necessary, the user should consult the dealer or an experienced radio/television technician for additional suggestions. The user may find the following booklet helpful: "Something About Interference." This is available at FCC local regional offices. Our company is not responsible for any radio or television interference caused by unauthorized modifications of this equipment or the substitution or attachment of connecting cables and equipment other than those specified by our company. The correction is the responsibility of the user. Use only shielded data cables with this system.

In accordance with FCC 15.21, changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device and its antenna **must not** be co-located or operating in conjunction with any other antenna or transmitter. To maintain compliance with FCC RF exposure guidelines for body-worn operation, do not use accessories that contain metallic components and ensure that the terminal is at least 15mm (0.6 inches) from the body.

Canadian Compliance

This Class B digital apparatus complies with Canadian ICES-003. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.

2. This device must accept any interference received, including interference that may cause undesired operation.

To prevent radio interference to the licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

Cet appareil numérique de la Classe B est conforme à la norme NMB-003 du Canada.

RF, Regulatory, and Safety Agency Approvals

Parameter	Specification
RF Approvals	
U.S.A	FCC Part 15.247
Canada	RSS 210
Europe	ETS 300 328
Mexico	Telecom RCPHAD002-485

Dolphin 9500/9550 RF 802.11b and/or Bluetooth R&TTE Compliance Statement

The HHP Dolphin 9500RF and Dolphin 9550RF are in conformity with all essential requirements of the R&TTE Directive (1999/5/EC). This equipment has been assessed to the following standards:

Parameter	Specification
R&TTE	EN 300 328-2:2000
	EN 301 489-1 (August 2000)
	EN 301 489-17 (Sept. 2000)
	EN 60950: 1992 Incl Amdt 1-4,11
	EN 50361: 2001

This product is marked with **CE0681①** in accordance with the Class II product requirements specified in the R&TTE Directive, 1999/5/EC.

The equipment is intended for use throughout the European Community. Its authorization for use in France is restricted as follows:

PAN European Frequency Range: 2.402 - 2.480 GHz

Restricted Frequency Range for use in France: 2.448 - 2.480 GHz

Pacemakers, Hearing Aids & Other Electrically Powered Devices

Most manufacturers of medical devices adhere to the IEC 601-1-2 standard. This standard requires devices to operate properly in an EM Field with a strength of 3V/m over a frequency range of 26 to 1000MHz.

The maximum allowable field strength emitted by the Dolphin is 0.3V/m according to Subpart B of Part 1 of the FCC rules. Therefore, the Dolphin RF has no effect on medical devices that meet the IEC specification.

Microwaves

The radio in the Dolphin RF terminal operates on the same frequency band as a microwave oven. Therefore, if you use a microwave within range of the Dolphin RF terminal you may notice performance degradation in your wireless network. However, both your microwave and your wireless network will continue to function.

The Dolphin Batch terminal does not contain a radio, and therefore, is not affected by microwave ovens.

Care and Cleaning of the Dolphin 9500/9550

When needed, clean the image engine window and the LCD display with a clean, non-abrasive, lint-free cloth. The terminal can be cleaned with a damp cloth.

HHP

Upgrade your image.

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