



Dolphin® 9500 Series Mobile Computer *Microsoft® Windows Mobile® 5.0*



Quick Start Guide



Dolphin 9500 Series Quick Start Guide

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.

Out of the Box

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

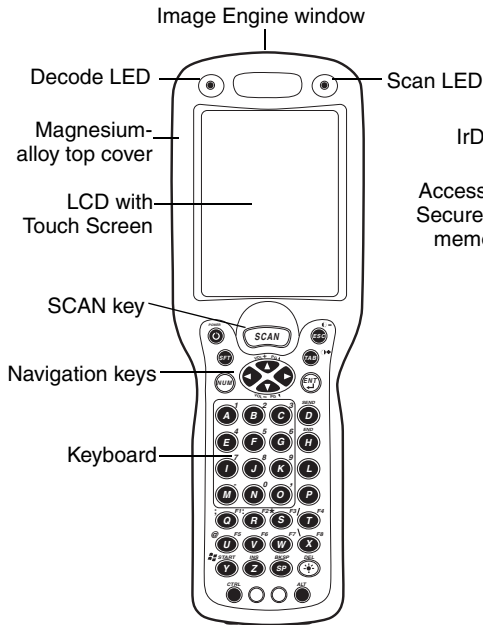
Note: If you ordered peripherals and/or accessories, verify that they are also included with the order.

Be sure to keep the original packaging in case the Dolphin terminal needs to be returned for service - see page 9.

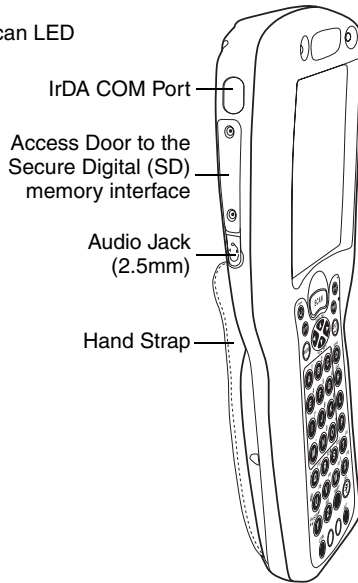
Hardware Overview

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

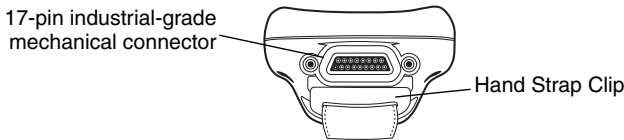
Front Panel



Side Panel

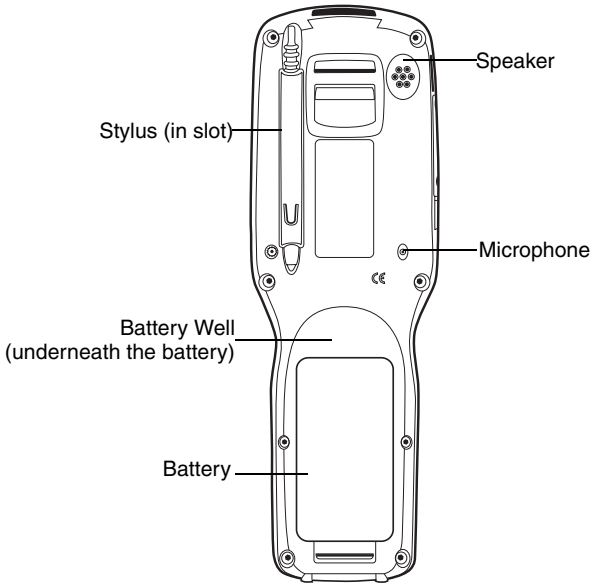


Bottom Panel



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

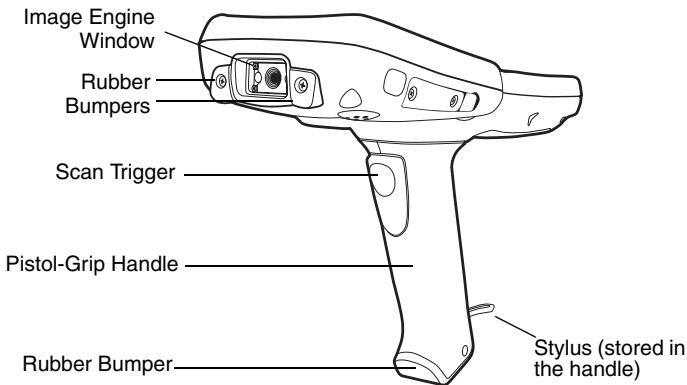
Dolphin 9500/9501 Back Panel



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 4.
4. Initialize the terminal - page 5.

Step 1: Install the Main Battery Pack



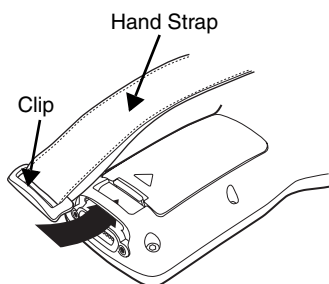
Use only the Li-ion battery packs provided by Hand Held Products. The use of any battery pack not sold/manufactured by Hand Held Products in the Dolphin 9500 Series terminal will void your warranty and may result in damage to the Dolphin terminal or battery.

Remove the Dolphin 9500/9501 Hand Strap

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

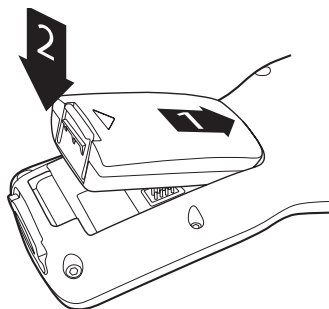
Push the clip of the hand strap down and away from the terminal. Move the strap up and away from the bottom panel.

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



Install the 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.

Step 2: 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!**

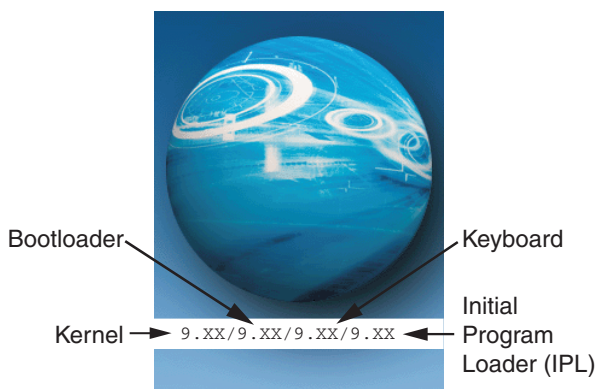


For charging, use a Dolphin 9500 Series peripheral and the power cables provided by Hand Held Products. Use of peripherals or cables not sold/manufactured by Hand Held Products will void the warranty and may damage the terminal.

Step 3: 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.

Resetting the Terminal

There are two ways to reset the terminal: a soft reset and a hard reset.

Soft Reset: Press and hold the CTRL  + SFT  keys.
A soft reset re-boots the terminal without erasing RAM data.

Hard Reset: Press and hold the CTRL  + ESC  keys.
A hard reset erases all data and applications stored in RAM memory and re-initializes the terminal.

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.

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
Fax number: (315) 554-6705
E-mail: natechsupport@handheld.com

Latin America

Telephone: (803) 835-8000
Telephone: (800) 782-4263
E-mail: latechsupport@handheld.com

Brazil

Telephone: +55 (21) 2178-0500
Fax: +55 (21) 2178-0505
E-mail: brsuporte@handheld.com

Mexico

Telephone: (803) 835-8000
E-mail: latechsupport@handheld.com

Europe, Middle East, and Africa

Telephone: +31 (0) 40 7999 393
Fax: +31 (0) 40 2425 672
E-mail: eurosupport@handheld.com

Asia Pacific

Telephone - Hong Kong: +852-3188-3485 or 2511-3050
Telephone - China: +86 21 6361 3818
E-mail: aptechsupport@handheld.com

Japan

Telephone: +813 5770-6312
E-mail: aptechsupport@handheld.com

Malaysia

Telephone: +603-6201-7020
E-mail: aptechsupport@handheld.com

Online Technical Assistance

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

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

Telephone: (800) 782-4263
Fax: (803) 835-8012
E-mail: naservice@handheld.com

Latin America

Telephone: (803) 835-8000
Telephone: (800) 782-4263
Fax: (239) 263-9689
E-mail: laservice@handheld.com

Brazil

Telephone: +55 (21) 2178-0500
Fax: +55 (21) 2178-0505
E-mail: brservice@handheld.com

Mexico

Telephone: +52 (55) 5203-2100
Fax: +52 (55) 5531-3672
E-mail: mxservice@handheld.com

Europe, Middle East, and Africa

Telephone: +31 (0) 40 2901 633
Fax: +31 (0) 40 2901 631
E-mail: euservice@handheld.com

Asia Pacific

Telephone: +852-2511-3050
Fax: +852-2511-3557
E-mail: apservice@handheld.com

Japan

Telephone: +813-5770-6312
Fax: +813-5770-6313
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.

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's 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.

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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.

How to Extend Your Warranty

Hand Held Products offers a variety of service plans on our hardware products. These agreements offer continued coverage for your equipment after the initial warranty expires. For more information, contact your Sales Representative, Customer Account Representative, or Product Service Marketing Manager from Hand Held Products, or your Authorized Reseller.

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