CoPilot XPe
User Manual
Documentation Version: 18-10-2011

WEB site: www.symcod.com

E-mail: support@symcod.com

Warranty

Symcod warrants its products to be free from defects in material and workmanship during **one year** from the purchase date. If a product proves to be defective in material or workmanship during the warranty period, Symcod will, at its choice, repair or replace the product with a similar product. Replacement Product or parts may include remanufactured or refurbished parts or components. The replacement unit will be covered by the balance of the time remaining on the customer's original limited warranty. Symcod provides no warranty for the third-party software included with the product or installed by the reseller, distributor, customer or any other party.

Warranty does not include:

Any product on which the serial number has been defaced, modified or removed. Damage, deterioration or malfunction resulting from: Accident, misuse, neglect, fire, water (except for waterproof units), lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product. Repair or attempted repair by anyone not authorized by Symcod. Damage to or loss of any programs, data or removable storage media. Software or data loss occurring during repair or replacement. Any damage of the product due to installation of the product. Causes external to the product, such as electric power fluctuations or failure. Use of supplies or parts not meeting Symcod specifications. Failure of owner to perform periodic product maintenance as stated in documents supplied. Any other cause which does not relate to a product defect. Damage caused by static. Removal, installation, freight and set-up service charges.

Warning

⚠

Disclaimer

The material on this document* is intended for end user, distributor and/or reseller use. Although downloading and printing documents is allowed, Symcod will not be responsible for any modification or any other use of any content in the displayed/downloaded material.

Please note that all documents* are subject to change without notice and are occasionally revised to specify, correct or revise the content or for other purposes. Therefore, the version displayed on the site may differ from your original printed copy. Please contact us if you require assistance. Symcod Inc. assumes no liability for damage incurred directly or indirectly, errors, omissions or discrepancies between the device and the manuals or documents supplied. Symcod is not responsible for any loss or damage (Including data corruption, interruption of operation, lost business information, lost production, etc.) caused by use, non-use or misuse of any of the information contained in this document*. Symcod Inc is not responsible of the content or validity of the links gave as references for other products not manufactured by Symcod Inc.

Documents include instruction book, user guide, operating instructions, manuals, safety precautions / instructions, data sheets or any other documents supplied by Symcod.

IMPORTANT

<u>Read me first</u>

By carrying out the installation and the use of this equipment you accept the rules and limitations described in this document or any other document relating to this product.

By carrying out the installation and the use of this equipment you are presumed having read all the safety warnings (⚠).

⚠ <u>WARNING: Safety and reliability</u>

SYMCOD Inc will not be responsible for the use of this equipment for other purpose then data collection. This equipment is designed and intended for an industrial and commercial use only. The CoPilot XPe is not for a residential use.

Content

CoPilot XPe

  CoPilot XPE is microcomputer specifically designed for dusty industrial environment without watering. The casing of the XPe is made of polycarbonate which give it is lightness and resistance. Basic CoPilot XPe is provided with a VIA 500 Mhz, a 7" tactile color screen (LCD TFT resistive) and with a Ram Ball type of stand which allows desktop or wall mount installation in a few minutes. Several inputs and outputs make possible the addition of peripherals such as industrial keyboard, bar code scanner or any other peripherals. The flash memory included with the basic version can be completely protected. This feature is used to prevent any modification made by the user that could put in danger the application or the operating system. The basic operating system included in CoPilot XPE is Windows XP Embedded; it is directly installed on the flash memory.

  You can also use the wireless version of CoPilot XPe by including the WiFi 802.11b/g option.

Environmental specifications

Product	Fix	Mobile	Interior	Exterior	Dust	Water	Operating temperature C°[1]	Storage temperature C°	Humidity without condensation C°
XPe	X		X		X		5° to 40°	-20° to 60°	20° to 80°
XPe opt RF	X		X		X		5° to 40°	-20° to 60°	20° to 80°

[1] Maximum temperature, **IMPORTANT**:
* Do not cover while the unit is ON.
* The back of the CoPilot should not be placed flat on a table while the unit is ON.
* Keep the surfaces of the CoPilot free of any material and respect a minimum area of 2" between the back of CoPilot and of any surface in order to allow the dissipation of the internal heat.

Main characteristics

CoPilot XPe

# Product	Comm.		Color touch screen	Windows operating system			RAM		Stockage Memory			Inputs / Outputs						Power requirement without peripheral (max.)
	Ethernet	802.11B	7" standard resistive	XPe (XP Embeded)	XP PRO English	XP PRO French	1 gig		Flash 1 gig		Hard disk 80 GIG	Ethernet Port 10/100 Bse T	USB Ports	Serial Port	Parallel Port	Audio output	SVGA port	
003-01145B-1100	X	O	X	X			X		X			2	4	3	0	1	1	36W

O = Available Option

Power

CoPilot XPe is powered through an external 12 Vcc power supply which connects to a 90 to 240VAC power network. (Power cable and power supply are provided with the unit, for replacement, order product #504-00028)

⚠️ **WARNING: powering**

Before installation, please turn off powering source. Plug the unit only when the installation is completed.

⚠️ **WARNING: earth ground**

Make sure that the CoPilot case is properly grounded.

Options description

RF option

RF option (# OPT-CPXPRF) makes possible the use of CoPilot XPE without wire. The communication type Wi-Fi 802.11a/b/g supports the 802.11B. A minimum 802.11B Wi-Fi infrastructure is required.

CoPilot XPE configuration
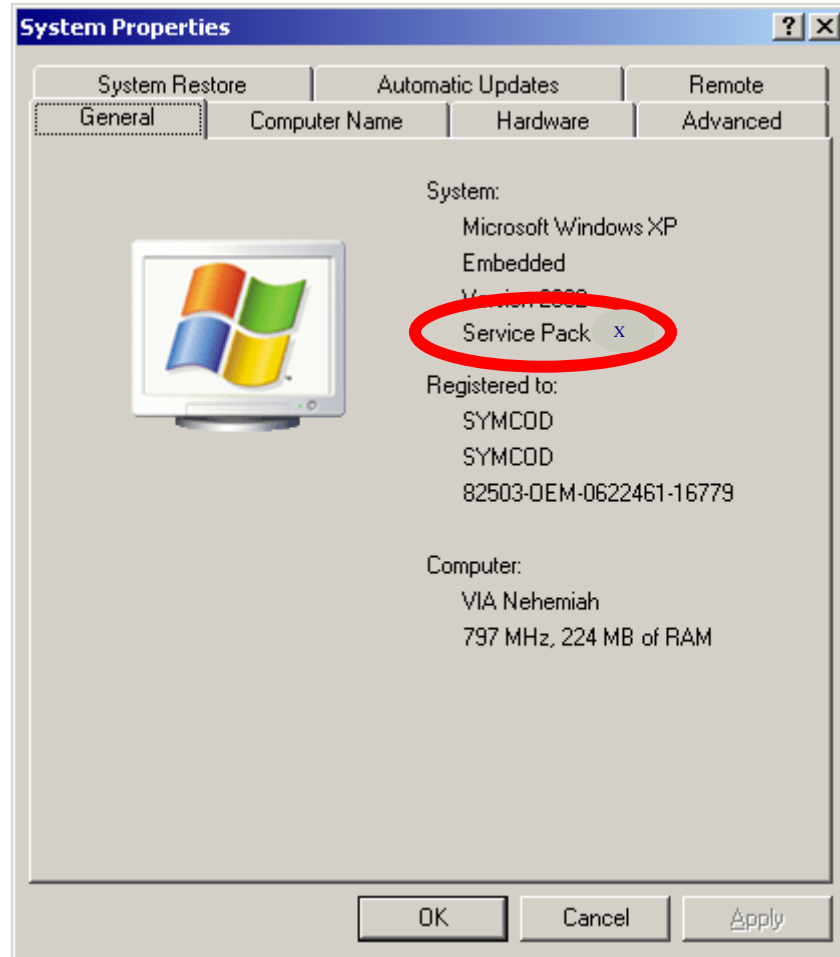
Operating system

Figure 4
Service pack version

The basic operating system of CoPilot XPE is Windows XP Embedded which is a reduced version of Windows XP Professional. To check the version of the service pack of your Windows XPe, please refer to your system properties (Start/setting/Control panel/system/general - figure 4). **Windows XP Embedded included in CoPilot XPE is specifically designed to work with the CoPilot and cannot in any case be transferred on another computer.**

ADMINISTRATOR authentification

At start, the XPe CoPilot is authenticated as a user without privileges. To authenticate yourself as an administrator, you must at start, hold the "Shift" key of your keyboard until the window of authentification appears. Then, enter the term "Administrator" in the "user name" and "Password" field (You must respect lower and upper case).

*If you do not want to restart your computer, log off while holding inserted the button "Shift".

Software or driver addition

To add a driver or software to the XPe CoPilot it is necessary to be authenticated as administrator (see ADMINISTRATOR authentification section). The file transfer can be easily done. You can use any peripheral connected on one of the XPe USB port (CD reader, disk drive, USB "Flash" disk) or use the Ethernet network. Since Windows XP Embedded does not contain all the components and drivers of Windows XP Professional, it is possible that your software requires a missing component; this will generate an operating error in the software. If it is the case, please address an email request to support@symcod.com . A Symcod technician will be able to help you to identify the missing component.

Starting with "Safe Mode"

In certain cases, it can be necessary to start Windows in "Safe Mode". To do so, let the computer start normally and type "MSCONFIG" in the field "Run..." of the Start menu. Select "Startup Diagnosis" and click on "ok". After a few seconds, you will be asked to start again, press "Restart". After the restarting, the system informs you that it is in diagnosis mode (being equivalent of "Safe Mode"). To return to "normal" mode, still use order "MSCONFIG" but select "Normal Startup" then start again.

Change the screen resolution

The CoPilot XPe native screen resolution is 800 x 480 pixels, however you can switch the resolution to 800 x 600. Since the LCD screen resolution is 800 x 480 you might lose some quality on certain fonts since the driver truncate some line on the screen to accomplish it's duty. To switch the resolution on the CoPilot XPe you just need to click (or touch) on the S3 icon at the bottom right of the screen and choose the desired resolution.

Recommendations

Ethernet: Before proceeding with the wiring installation, please consult "Ethernet wiring and recommendations TCPIP" (available at www.symcod.com)

Installation: Do not cover while the unit is ON. The back of the CoPilot should not be placed flat on a table while the unit is ON. Keep the surfaces of the CoPilot free of any material and respect a minimum area of 2" between the back of CoPilot and of any surface in order to allow the dissipation of internal heat.

CoPilot XPE maintenance

Cleaning: Polycarbonate may react to some chemical agents, in particular with ammonia and with products containing hydroxide or certain acids. Clean it with a soft soap or solvent to prevent the damage of the case. Once in a while, use air blast to remove dust.

Certification

This equipment has been found compliant to class A Part 15 of FCC Rules. These limits are intended to get a reasonable protection against dangerous interferences when the equipment is used in an industrial or commercial environment. This equipment emits uses and can generate radiations of radio frequencies and can cause dangerous interference for radio communications if it is not used in accordance with the instruction manual. The use of this equipment is not planned for a residential use.

Troubleshooting

Problems	Solutions
I am unable to reach or modify the system options	At start, the XPe CoPilot XPe is authenticated as a user without privileges. To authenticate you as an administrator, refer to the "ADMINISTRATOR authentification" section.
I saw the LED lights but there is no screen display	Unplug the 120V power for 10 seconds, plug the XPe. If there is no improvement, sent a request including the serial number and the detailed description of the problem to technical support at support@symcod.com.
"DLL missing", error displayed at software or driver installation	Extract a DLL file from another computer working with Windows 2000 or XP. Copy this file in the repertory specified in the error message (usually on C:\windows\system32\)

Dictionnary

Authentification	Procedure that allows checking or validating the identity of a person or the identification of any other entity, during an electronic exchange, to control network access, system information processing or software.
Resistive (screen)	Can function with finger or object pressure (pencil…)
Flash memory	Data storage piece made without any mobile hardware element. Can store data over several years without being powered by electricity.
Peripheral	External device connected to the central processing unit. Can ensure the entry or the exit of data.
Pilot	Control program which translates the orders of a software in order to make possible the communication between the computer and a peripheral.
Operating system	Computer basic software intended to order the execution of programs by ensuring the work management, the input-output operations on peripherals, the resource allocation to the various processes, the access to program libraries and files, as well as the accountancy of work.

Service and support

Support

Please use EMAIL for your requests.

➢ For **technical questions** (hardware and software), email at support@symcod.com
  - Provide a detail description of the problem and/or questions (intermittent problem happens when…)
  - Please indicate model number and serial number (if applicable).

➢ For **all other questions**, please use symcod@symcod.com or Symcod Inc. at

1171 Notre-Dame O., Victoriaville, Qc, G6P 7L1
Phone: 1-800-203-9421, 1-819-751-0095
Fax: 819-751-1292

Return Merchandise Authorisation (RMA)

All return request must be authorized by SYMCOD Inc. To do so please refer to the following:

http://www.symcod.com/rma

- You will receive a formal confirmation number (# RMA)
- The RMA number must be printed on each box.
- All freight charges are at the customer expense and responsibility. Please take note that "collect" package will be refused.