# Technical Support

Please visit the official website of the product to download the detailed user manual, the supporting software and related function development kits to help you better use this device.

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# **Quick Start Guide**



## Installation of Battery and Battery Cover

Take out the device and battery, unlock the battery cover, install the battery and battery cover as indicated, and then press the battery cover lock lightly and slide it for locking.

# First Use

When you turn on the device for the first time or open some apps, a quick tip will pop up to guide you to use the device.

## Boot-up

Press and hold the power key for 3s to turn on the device.

## Shutdown

Press and hold the power key to open the options menu, and tap Shutdown.

## Reboot

Press and hold the power key to open the options menu and tap Restart.

## Installation of SIM Card

To install the SIM card, please follow the instructions below: Insert the SIM card into the SIM card slot in the direction shown in Figure 1.



Figure 1 Placing SIM card



#### Installation of SD Card

Please install the SD card as indicated below:

Insert the SD card into the SD card slot in the direction shown in Figure 2. SD cards with a maximum memory capacity of 128GB are supported.



Figure 2 Placing SD card

Note: 1. This device does not support PSAM cards

2. The SIM card of this device only supports NANO cards.

#### Charging the Main Unit

Type-C cable can be used to charge the main unit.

Charging with Type-C cable: Connect the device to the power outlet with the Type-C data cable and power adapter provided with the device, or connect the device to the computer through the Type-C data cable for charging. When the charging indicator light turns red, it means that the device is being charged; when the charging indicator light turns green, it means that charging has been completed.

Note: If you do not use it for a long time, please charge the device at least once a month, to ensure that the battery is not overdischarged

#### Installation of Battery and Battery Cover

Take out the device and battery, unlock the battery cover, install the battery and battery cover according to the identifications, and then press the battery cover lock lightly and slide it for locking.

## Use of Common Functions

Connection with PC

Connect the device to the PC via a Type-C cable.

#### Barcode scanning

You can scan the barcode by using the barcode scanner provided by the Company or the scanner developed by the customer.

scanning, please confirm whether the scanning function has been turned off; if it is turned off, please go to the scanner and turn it on.

#### WIFI connection

1. On the home screen, tap "Settings";

2. In the Network and Internet area, tap the WLAN switch to enable

WLAN connection:

3. In the Network and Internet area, tap WLAN, and the device will search and list available WLANs:

4. Select the WLAN you want to connect to, and then tap Connect; if you choose an encrypted network, you need to enter an access password before connection.

Note: If the WLAN connection and the mobile network data connection are enabled simultaneously, the system will connect to the WLAN first. In case WLAN connection is interrupted, the system will prompt you whether to use the mobile network to provide data services if the mobile network data connection is available.

## LTE/WCDMA/TD-SCDMA/GSM connection

1. When you insert the China Unicom card, please select "4G/3G/2G" for the network mode, and the device will automatically register to the corresponding network.

2. When you insert the China Mobile card, please select "4G/3G/2G" for the network mode, and the device will automatically register to the corresponding network.

3. When you insert the China Telecom card, please select "4G/3G" for the network mode, and the device will automatically register to the corresponding network.

Note: When you do not need to use network services, please turn off data services in time to extend standby time and save data traffic.

## Type-C headset

The same interface is shared by Type-C headset and the charging interface. After connecting the Type-C headset to the charging port, sound can be made from the headset when playing music.

#### Precautions

1. Do not immerse the Type-C data cable in water.

2. Please prevent the internal memory from running out, otherwise, system exception may be caused.

3. Please turn off the scanning head when scanning, and do not turn it on for a long time.

Common problems: If light cannot be emitted in the process of 4. Do not look directly at the laser scanning head when scanning, to avoid accidental injury.

> 5. Please connect the Type-C cable to the device first, and then connect to the USB port on the PC.

> 6. The device needs to be restarted before replacing the Micro SD card/SIM card.

#### **Exception Handling Methods**

1. If you fail to dial up the Internet after inserting SIM/UIM card, please check whether your SIM/UIM card involves arrearage, and then check whether the device supports the corresponding network mode:

2. If the device cannot be connected to PC, please check whether the Type-C cable is in good contact with the device;

3. If the device cannot be connected to the Type-C headset, please check whether the Type-C is in good contact with the device;

4. If the device cannot sleep, please check whether your device involves network data exchange or body NAND is reading and writing data.

#### Specific Absorption Rate of Electromagnetic Radiation (SAR)

The maximum specific absorption rate of electromagnetic radiation (SAR) of this product is  $\leq 2.0$  W/kg, which meets the requirements of the national standard GB 21288-2007.