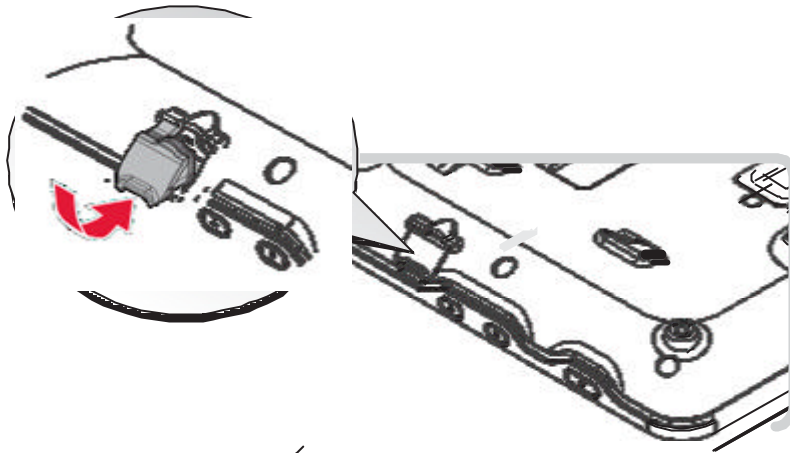


3. Push in the cover to seal the DC-IN compartment.

Figure 42. Installing the DC-IN Cover



The DC-IN cover must be inserted correctly to prevent internal damage to the device.

Removing the Protective Film from the Display

The front display of the PM-522 is protected during transport by a transparent film. This film should remain on the front display during assembly to avoid damage to the front display surface.

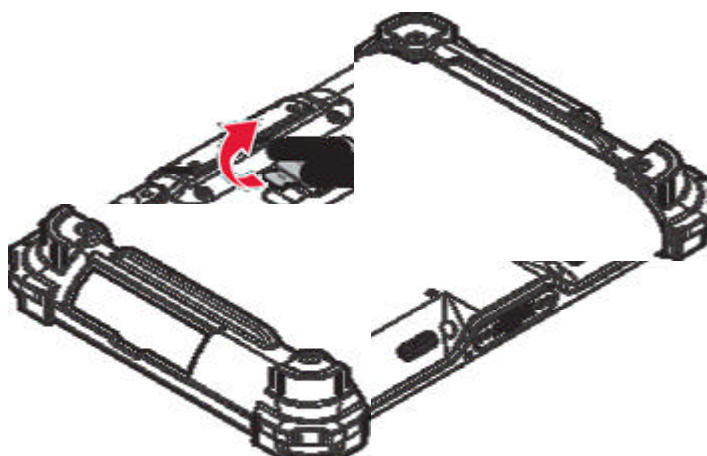
Only remove the film once all of the assembly work has been completed.

Chapter 3. Operation

Before First Time Use

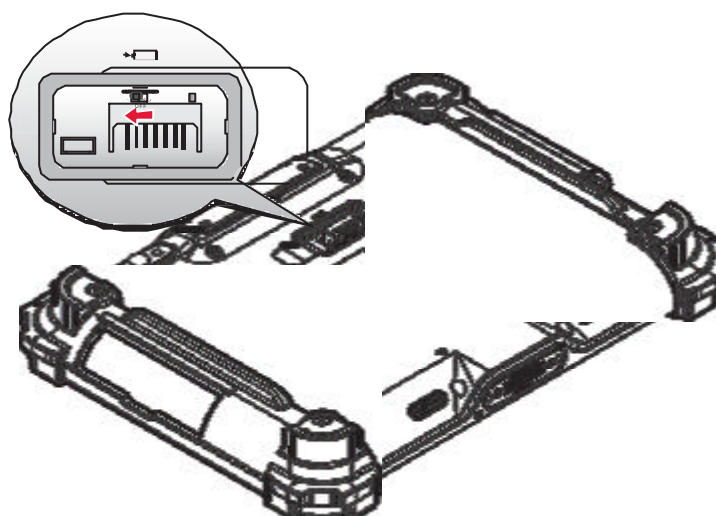
1. Flip up the external battery cover with an angle.

Figure 95. Removing the External Battery Cover



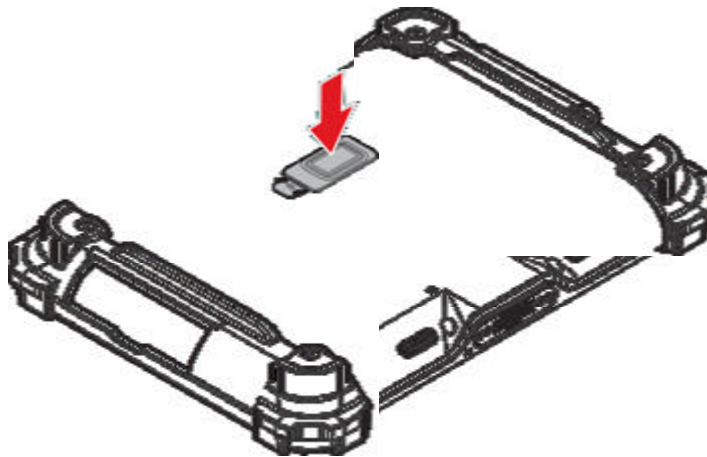
2. Use a tool to switch the DIP switch to ON.

Figure 96. Switching the DIP Switch



3. Install the external battery cover to the battery cover holder.

Figure 97. Installing the External Battery Cover



Powering Up and Down the Device

Powering Up the Device

Only power up the PM-522 after connecting all of the devices.

1. Press and hold the power switch for 2 seconds.

Figure 98. Power Up the PM-522

Powering Down the Device

1. Press and hold the power switch for 5 seconds.

Figure 99. Power Down the PM-522

Connecting to Network

PM-522 Supports two ways to connect to a network: LAN and Wireless

LAN

Wireless

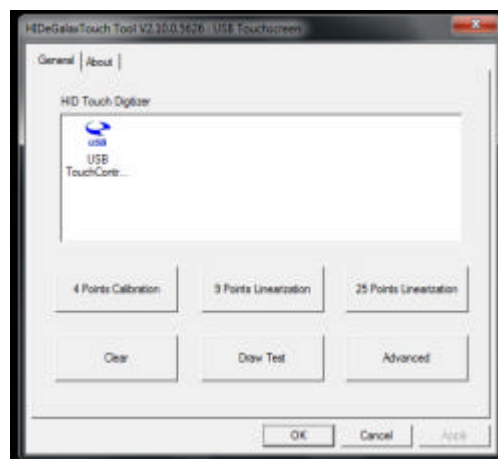
Calibrating the Touch Screen

The touch screens of all PM-522 devices that come delivered with an operating system (Windows or Linux) are already calibrated.

You may need to calibrate your screen if you tap on one area and it registers in a different area of the screen. Make sure you use the stylus to complete the alignment process.

1. Tap **Start > All Programs > HIDEGalaxTouch Tool > HIDEGalaxTouch Tool**. The HIDEGalaxTouch Tool appear.

Figure 100. HIDEGalaxTouch Tool



2. Tap **4 Points Calibration, 9 Points Linearization or 25 Points Linearization**.

Figure 101. Calibration Screen



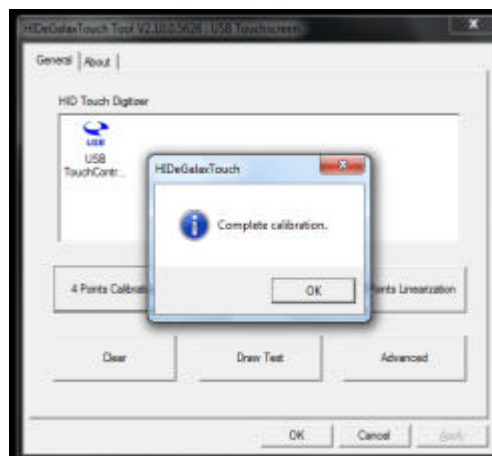
3. Tap and hold until shows OK.

Figure 102. Calibration Screen



4. Tap **OK** to complete calibrate.

Figure 103. Complete Calibrate



Using the CMOS Setup Utility

Your ruggedized tablet has a CMOS setup utility which allows you to configure important system settings, including settings for the Boot and AP menus.

This chapter explains how to use the CMOS Setup Utility.

BIOS Setup Menu

The CMOS Setup Utility allows you to configure your device's basic settings. When you turn your device on, the system reads this information to initialize the hardware so that it can operate correctly. You can use the setup utility to change your device's start-up configuration.

Starting the CMOS Setup Utility

The CMOS Setup Utility is only accessible during boot-up of the device and before the Windows interface appears.

If the device is already on, shut down the device completely (power off) and restart it.

Accessing the CMOS Setup Menu

You can enter the CMOS Setup Utility menu by following these procedures.

Chapter 4. Troubleshooting

Use the troubleshooting tables in this section to fix problems with the Wi-Fi connection, 802.1x security, or general problems with operating the computer.



If you send the computer in for service, it is your responsibility to save the computer data and configuration. RuggON is responsible only for ensuring that the hardware matches the original configuration when repairing or replacing the computer.

Troubleshoot the Wi-Fi Connection

Use this troubleshooting table to help solve problems with your 802.11 radio connection.

- Q.** When you turn on the computer after it was suspended for a while (10 to 15 minutes or longer), it can no longer send or receive messages over the network.
- A.** Host may have deactivated or lost current terminal emulation session. In a TCP/IP direct connect network, turn off the “Keep Alive” message from host to maintain the TCP session while the computer is suspended.
- Q.** The computer is connected to the network and you move to a new site to collect data. Your computer now shows you are not connected to the network.
- A.** Move closer to an access point or to a different location to reestablish communications until you reconnect with the network.
- Q.** The computer appears to be connected to the network, but you cannot establish a terminal emulation session with the host computer.
- A.** There may be a problem with the host computer, or with the connection between the access point and the host computer. Check with the network administrator to make sure the host is running and allowing users to log in to the system.
- Q.** The computer appears to be connected to the network, but the host computer is not receiving any information from the computer.
- A.** There may be a problem with the connection between the access point and the host computer. Check with the network administrator or use your access point user’s manual.
- Q.** A network connection icon appears in the toolbar, but then disappears.
- A.** The computer may not be communicating with the intended access point. Make sure the network name matches the access point network name.
The access point may not be communicating with the server. Ensure the access point is turned on, properly configured, and has 802.1x security enabled.

Troubleshoot 802.1x Security

Use the following table to troubleshoot problems with your 802.1x security that will prevent you from connecting to your network, such as an incorrect password.

Q. The computer indicates it is not authenticated.

A. Make sure that:

- „ The User Name and Password parameters on the computer must match the user name and password on authentication server. You may need to reenter the password on both the computer and authentication server.
- „ On your authentication server, the user and group are allowed and the group policy is allowed to log into the server. For help, see the documentation that shipped with your authentication server software.
- „ The IP address and secret key for access point must match the IP address and secret key on the authentication server. You may need to reenter the IP address and secret key on both your access point and authentication server. • the authentication server software is running on the server PC.

Q. You receive a message saying “The server certificate has expired or your system date is incorrect” after you perform a clean boot on the computer.

A. Date and time are not saved when you perform a clean boot. Reenter the date and time, and then save your changes.

Check 802.11 Network Status

If you have trouble connecting to your 802.11 wireless network:

- „ Make sure you have correctly set network parameters on the computer.
- „ Check your wireless security settings.

Follow the next procedure to verify available access points and networks, check signal strength, and view other diagnostics. If you need to contact RuggON Product Support, this information can be helpful in troubleshooting wireless network connection issues.

1. Tap **Start > Programs > Summit Client Utility**. The Summit Client Utility application launches.

The Main tab shows:

- „ The current active profile.
- „ Network association status.

2. Tap the Profile tab to view the current active profile security settings.

- „ Tap the **Scan** button to view a list of available 802.11 networks. The list includes the signal strength and security information.

3. Tap the **Status** tab to view the current active profile status.

The Status tab shows:

- „ The current active profile.
- „ Network association status.

- „ The IP and MAC addresses.
 - „ The access point IP and MAC addresses.
 - „ The DTIM and beacon period.
 - „ The radio transmit power and signal strength information.
4. Tap the **Diags** tab to run a ping test to the host.
 1. In the text field, enter the IP address of the host.
 2. Tap **Start Ping**. The graph shows the amount of time it takes for the host to return the ping.
 5. Tap the Global tab to view the global property values of the Wi-Fi connection.

Troubleshoot Reading Bar Codes

Use this section to troubleshoot problems that may prevent you from being able to read a bar code with an RuggON scanner. If you cannot find the solution in the following table, refer to your scanner user guide for more information.

Q. You cannot see the illumination beam or frame from the scanner when you press the **Scan** button and aim the imager at a bar code label.

A.

- „ You may be too far away from the bar code label. Try moving closer to the bar code label and scan it again.
- „ You may be reading the bar code label “straight on.” Change the reading angle and try again.
- „ The imager hardware trigger might be disabled in RuggON Settings. To check the setting go to RuggON Settings and select **Data Collection > Scanner Settings**. Hardware trigger should be checked.

Q. When you release a **Scan** button or handle trigger, the **Good Read** light does not turn off.

A. The **Good Read** light remains on if you configure the computer to use continuous/edge triggering. If you configure the computer for level triggering and the **Good Read** light remains on, there may be a problem. Press one of the **Scan** buttons or pull the trigger again without scanning a bar code label. If the light is still on, contact your local RuggON representative.

Q. The scanner will not read the bar code label.

A.

- „ Aim the scanner beam to cross the entire bar code label in one pass. Vary the scanning angle.
- „ Check the quality of the bar code label. Scan a bar code label that you know will scan. Compare the two bar code labels to see if the bar code quality is too low. You may need to replace the label that you cannot scan.
- „ Make sure the bar code symbology is enabled and configured correctly. Use RuggON Settings to check the symbologies. Expand **Data Collection > Symbologies** beneath devices listed (scanner, virtual wedge) to check and enable symbologies, then scan the bar code label again.

- „ Make sure the computer application is expecting input from a bar code. You may need to type this information instead
- „ Check to see if the right scanner model is selected. To check the setting go to RuggON Settings and select **Data Collection > Scanner Settings**.
- „ Check to see if the scanner cable is damaged.

Q. The scanner does not read the bar code labels quickly, or the scanning beam seems to be faint or obscured.

A. The scanner window may be dirty. Clean the window with a solution of ammonia and water. Wipe dry. Do not allow abrasive material to touch the window.

Q. When Enable Scanner Port is checked in RuggON Settings, the “COM port is busy. Another application may be using the port” error message appears.

A. Confirm that no other application is currently using the COM port or select another COM port for the scanner. If that does not work, try to restart the computer to see if the COM port becomes available.

Q. The scanner does not read the bar code or is corrupted when it is enabled as an ASCII scanner.

A.

- „ Check to see if the Scanner Port Settings in RuggON Settings match those settings programmed in the scan engine.
- „ The scanner may be in an unknown state. Reset the scanner to the factory default settings by scanning the manufacturer’s configuration bar code, and reconnect the scanner. For the SR30 or SR61T (Gen II), scan one of the following bar codes to restore factory defaults:

Q. You scan a valid bar code label to enter data for your application. The data decoded by the scanner does not match the data encoded in the bar code label.

A. The scanner may have decoded the bar code label in a symbology other than the label’s actual symbology. Try scanning the bar code label again. Make sure you scan the entire label.

Q. The input device attached to the computer does not work well or read bar code labels very quickly.

A. Set the Scanner Model command to the specific attached input device. Check enabled bar code symbologies and enable only the symbologies being used.

Q. When connected to USB, the SR30 or SR61T (Gen II) does not show up in RuggON Settings.

A. Make sure that:

- „ USB Auto-detect is enabled on the PM-522. For more help, see “Use RuggON Settings on the Computer” on page 32.
- „ Enable the HID profile, by scanning one of the following bar codes.

Troubleshoot Operating the Computer

Use this section to troubleshoot problems that may prevent you from being able to operate the computer.

Q. You press the Power button and nothing happens.

A. Make sure that power is connected to the computer.

Q. The computer appears to be locked up and you cannot enter data.

A. Restart the computer. For help, see “*Restart Your Computer*” on page 63.

Q. You tap the screen and nothing happens.

A. Align your screen. For help, see “*Calibrate the Screen*” on page 17.

Call Product Support

If you cannot find the answer to your problem in the “*Troubleshooting*” section, you can visit the RuggON technical knowledge base (Knowledge Central) at www.ruggon.com to review technical information or to request technical support. If you still need help after visiting Knowledge Central, you may need to call Product Support.

To talk to an RuggON Product Support representative, call:

1-800-755-5505

Before you can call RuggON Product Support, make sure you have the following information ready:

- » Configuration number
- » Serial number
- » Operating system, BIOS, and MCU versions
- » Service pack version
- » System component versions
- » If you are using security, know the type and the full set of parameters
- » If you are using RuggON Terminal Emulator, know the version and protocol. If you are not using RuggON Terminal Emulator, know the language your custom application was written in and the tools you used to create it.

You can find most of the information listed above in RuggON Settings. Consult your application developer for information on your custom application.

Find Your Configuration Number

Use the following procedure to help you find the configuration number of your computer.

- » Look at the label on the side of the computer.

Find Your System Component Versions

Use the following procedure to find your system component versions on your computer.

- » From the RuggON Settings main menu, tap **Device Settings > System Component Versions**. The System Component Version screen appears.

Find Your Operating System, BIOS and MCU Versions

Use the following procedure to find your operating system, BIOS and MCU versions.

- » Tap **Start > Control Panel > PM-522 Properties**. The OS, BIOS, and MCU versions are shown in the System Information section of the PM-522 Properties screen.

Find Your Service Pack Version

Use the following procedure to find your Service Pack version.

1. Tap **Start > Control Panel**. The Control Panel appears.
2. In the View by: drop-down menu, select either **Large** or **Small** icons.
3. Tap **System**. The System screen appears.

Restart Your Computer

If the PM-522 or an application locks up, you may need to restart the computer. There are two ways to restart the computer:

- » Reboot
- » Reset

Reboot the Computer

If the computer seems to be locked up, try rebooting the computer.

1. Hold down the **Power** button until the PM-522 turns off.
2. Press the **Power** button again to turn on the PM-522.

Reset the Computer

If the computer does not reboot, reset the computer. When you reset the computer, the PM-522 does a full shutdown and removes power from the processor.

1. Using a small pointed object such as a paper clip, push in hold the **Reset** button and the **Power** button.
2. Release the **Reset** button while continuing to hold down the **Power** button.
3. When the blue Ready-to-Work indicator turns on, release the Power button and your computer resets.

Chapter 5. Maintenance

Cleaning the Device



Danger to electric shock when cleaning or maintaining the PM-522.

To avoid electric shock, turn the PM-522 off and disconnect it from the power supply before cleaning or maintaining it.

Housing

- „ The housing of the PM-522 is best cleaned with a damp cloth.
- „ Use compressed air, a high-pressure cleaner or vacuum cleaner may damage the surface.
- „ Use a high-pressure cleaner, the additional risk of water entering the PM-522 may damage the electronics or touch screen.

Touch Screen

- „ Use neutral detergent or isopropyl alcohol on a clean soft cloth to clean the panel surface.
- „ Prevent using any kind of chemical solvent, acidic or alkali solution.

Returning the Device

Please put the contents in the original package gently when you need to return the PM-522.

Contacting RuggON

If you experience technical difficulties, please consult your distributor or contact the technical services department:

www.ruggon.com

