FCC ID: ESD-SA824894NE

Exhibit 9

User's Manual

Sidearm

All-Terrain Handheld PC™

User's Guide

Copyright 2000 Melard Technologies, Inc.

Notice:

Melard Technologies reserves the right to make changes in the product described in this manual at any time and without notice.

Sidearm All-Terrain Handheld PC is a trademark of Melard Technologies, Inc.

Microsoft, Windows and Windows CE are registered trademarks of Microsoft Corp.

Intel is a registered trademark of Intel Corp.

This equipment conforms to FCC Parts 2 & 22

FCC Class A Part 15

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. Operation is subject to the following conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Class B 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 interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. 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 the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult your dealer or an experienced technician for help.

Contents

Introduction

Melard Technologies' Sidearm All-Terrain Handheld PC™ is a rugged, Microsoft Windows CE-based handheld computer with integrated wireless communications. It provides a compact and lightweight mobile computing platform for field service operations.

System Features

- 640 x 240 touch-sensitive transflective display that supports navigation with stylus (included) or finger.

- PC Card and CompactFlash slots.

- Integrated half-wave dipole antenna (optional).

- Internal V.90 56K modem (optional).

- IrDA infrared port.

- RS232 serial port with DB9 connector.

- USB host port.

- Power from rechargeable battery or AC adapter.

- Microphone for voice annotations.

- Speaker for audio output.

Hardware Features

- Santoprene bumpers.

- High impact PC-ABS plastic.

Getting started

Unpacking

1. Inspect the shipping container for damage.

> **Note:** If the container shows any signs of damage, contact the carrier immediately.

2. Open the box and remove the components.

3. Assure all the components you ordered are included.

> **Note:** If any items are missing, please contact Melard Customer Support at (800) MELARD4 [1-800-635-2734].

✓	Description
☐	Sidearm All-Terrain Handheld PC™
☐	Main battery
☐	AC adapter & line cord
☐	Hand strap
☐	Stylus
✓	*Sidearm User's Manual*

Precautions

- Carefully follow all instructions in this manual when inserting or removing batteries, cables or external devices.

- Always operate and store the Sidearm within the limits of the temperature and environmental specifications in this manual. Your Sidearm unit is highly *water resistant*, which means it can be splashed with liquids. The Sidearm is **not** *waterproof* in that it **cannot be immersed** in liquid.

- Keep the original packaging in case the Sidearm needs to be transported or shipped to Melard for service.

- **DO** use the supplied stylus or equivalent to utilize the Sidearm's touch screen feature. Use of ballpoint pens, pencils and other sharp objects will cause permanent damage to the unit's touch screen.

- **DO NOT** use sharp or pointed objects on the keyboard, doors or mechanisms. Doing so may cause permanent damage to the unit.

- **DO** disconnect power and I/O cables by grasping the cable connector.

- **DO NOT** disconnect power or I/O cables by pulling on the cable itself.

- **DO NOT** allow foreign objects, debris or liquids to enter any of the battery or external device openings.

- **DO NOT** attempt to open the case of the Sidearm, as this will void your warranty.

Power

Power options

The Sidearm can be powered from the rechargeable main battery or from the AC adapter.

The main battery is recharged when the AC adapter is connected to the Sidearm and a source of power.

The unit contains a non-rechargeable backup battery that allows data to be retained for short periods of time when the Sidearm is otherwise not powered (main battery removed and AC adapter not connected).

Battery precautions

WARNING: Personal injury may result if batteries are not handled in accordance with these instructions:

- Replace batteries ONLY with the same type. Failure to replace with the same type may result in explosion. Replacement batteries are available from Melard Technologies.
- Follow manufacturer's directions for disposing of used batteries. (See page 20) NEVER burn batteries.
- If a battery becomes unusable, dispose of it immediately.
- Do not subject batteries to impact.
- Do not allow children to handle or play with batteries.
- Keep batteries away from heat sources, including open fires and direct sunlight. Never place batteries in microwave ovens.
- Do not recharge batteries unless they are specifically designed for recharging.
- Never disassemble a battery.
- Never solder or puncture a battery.

Installing the main battery

1. Slide the battery into the battery slot on the right side of the Sidearm as shown below.

2. Insert the rubber battery door and turn the lock tab to the locked position.

> **Tip:** If this is the first time you are using this battery, charge it (see "Charging the battery," later in this chapter.

Determining main battery condition

To check the main battery's condition:

■ Open the Control Panel (**Start / Settings / Control Panel**) and double-tap the power icon.

Low power management

The Sidearm automatically turns off if the main battery becomes too weak to power the unit. When this happens, recharge the main battery or replace it with a charged battery (see next section).

> **CAUTION:** If the main battery is removed for an extended period, or if the main battery is installed but remains depleted for an extended period, all data in memory will be lost. For this reason, it's a good idea to keep a charged main battery in the unit at all times.

When the main battery becomes low...

When you see this message on the screen:

Main Batteries Very Low

it is time to charge or swap the battery.

Charging the main battery

1. With the battery installed in the Sidearm, connect the AC adapter to the Sidearm.
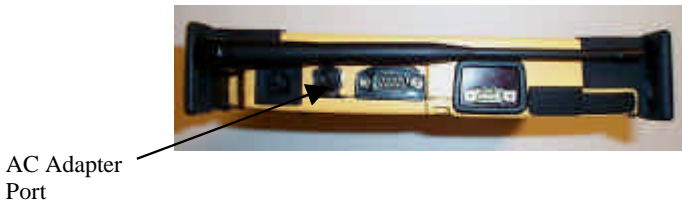
AC Adapter
Port

2. Plug the AC adapter into an electrical outlet.

> **Note:** When the battery is depleted, it takes about 2 hours to fully recharge.

3. Monitor the Power LED:

   ■ Orange => battery is charging.

Power LED

4. When the battery is fully charged, you may remove the AC adapter from the electrical outlet and disconnect it from the Sidearm.

Swapping the main battery

1. Have a fully charged main battery available.

2. Save all files.

3. Turn off the Sidearm's power (see page 12).

4. Disconnect all cables attached to the Sidearm.

5. Remove the low battery:

   a. Turn the lock tab and remove the battery door.

   b. Pull the battery out.

6. Insert the charged battery:

   a. Slide the battery into the battery slot.

   b. Insert the battery door and turn the lock tab.

   > **Note:** If the main battery is removed and the Sidearm is not powered by the AC adapter, the internal backup battery will maintain data for a short period of time while swapping the main battery. However, the backup battery does not provide enough power to operate the Sidearm.

When the backup battery becomes low...

When you see this message on the screen:

Replace Backup Batteries

it is time to replace the backup battery.

Replacing the backup battery

1. Have a fully charged main battery in the Sidearm.

2. Save all files.

3. Turn off the Sidearm's power (see page 12).

4. Disconnect all cables attached to the Sidearm.

5. Remove the backup battery :

a. Remove backup battery door.

Backup Battery Door

b. Slide the battery out.

6. Insert the new backup battery:

a. Slide the battery into the backup battery slot.

b. Replace the backup battery door.

Using the Sidearm

Turning the Sidearm on and off

> **Note:** After you install the main battery for the first time, the Sidearm is automatically turned on. You may need to adjust the display for best visibility (see next section).

The power button is located on the upper left hand corner of the Sidearm keyboard.
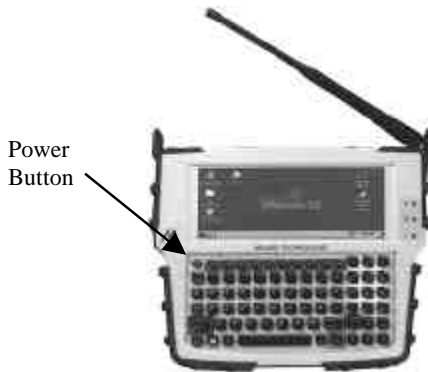
Power
Button

- *To turn the Sidearm on:* Press the power button.

- *To turn the Sidearm off:* Press the power button.

Setting automatic power-off time

When there is no user activity for a certain period, the Sidearm automatically turns off. Here's how to set the power-off time:

1. Open the **Control Panel** (**Start / Settings / Control Panel**).

2. Double-tap the **Power** icon.

3. Tap the **Power Off** tab.

4. Select a power-off time.

Understanding the indicators

Three indicator lights (LEDs to the right of the display) provide information about system status.

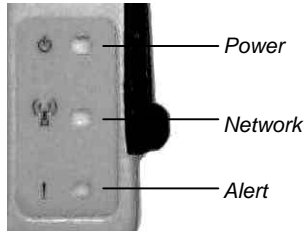| LED	Status	Meaning
Power	Off	AC adapter not in use.
	Orange	AC adapter in use and battery is charging.
	Blinking orange	AC adapter in use and battery not installed.
	Green	AC adapter in use.
Network	Off	Wireless modem off.
	Orange	Wireless modem communications active.
	Green	Wireless modem on.
	Blinking green	Wireless message received.
Alert	Blinking green	Custom use by applications.
	All other	Custom use by applications.

Note: Power lights are not active when the Sidearm is operating on battery power.

Note: Wireless modem indicators may vary depending on network.

Using the stylus

The Sidearm's display is touch-sensitive. Using the supplied stylus, you can interact with icons and applications appearing in the display.

Using the stylus is similar to using a desktop PC's mouse and on-screen cursor. Unlike a mouse, you use the stylus by placing it directly on the Sidearm's display screen:

- Tap to select items and activate options (equivalent to clicking with a mouse).

- Double-tap to open applications and documents (equivalent to double-clicking with a mouse).

- Drag to move items, and to select areas or multiple items (equivalent to dragging with a mouse).

Accessing the stylus

The stylus is stored along the edge below the keyboard. To remove the stylus, simply snap it out of this location.
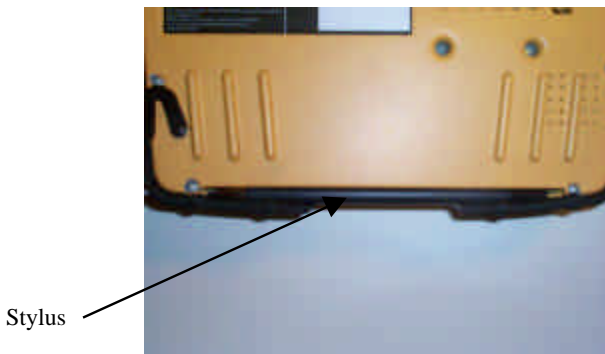
Stylus

Tip: To prevent loss of the stylus, always return it to its storage location when it is not in use.

Calibrating the touchscreen

For best performance, occasionally recalibrate the
touchscreen:

1. Press and hold the MELARD key , then press the
   C key.

2. Use the arrow keys to highlight the **Stylus** icon, then
   press ENTER.

3. In the **Stylus Properties** window:

   a. Press the TAB key to select the **Double Tap** tab.

   b. Press the RIGHT-ARROW key to select the **Calibration**
      tab.

   c. Press the TAB key to select the **Recalibrate** button.

   d. Press the ENTER key.

Managing the display panel

Adjusting brightness

> **Tip:** Lower brightness levels to extend battery life.

With Sidearm power on:

■ *To increase panel brightness:* Press and hold the SHIFT
   key, then press the F3 key.

■ *To decrease panel brightness:* Press and hold the SHIFT
   key, then press the F4 key.

Adjusting contrast

With Sidearm power on:

■ *To increase panel contrast:* Press and hold the SHIFT key,
   then press the F1 key.

■ *To decrease panel contrast:* Press and hold the SHIFT
   key, then press the F2 key.

Controlling backlighting

> **CAUTION:** Extended use of backlight will reduce
> battery life.

- *To manually turn backlighting on or off:* Press the
  BACKLIGHTING button ().

- *To have backlighting automatically turn off:*

  1. Open the **Control Panel** (**Start / Settings / Control
     Panel**).

  2. Double-tap the **Display** icon.

  3. In the **Display Properties** window, tap the **Backlight**
     tab.

  4. Activate the desired options and set the corresponding
     turn-off times.

  5. Tap OK.

- *To have backlighting automatically turn on:*

  1. Open the **Backlight** tab in the **Display Properties**
     window (see above).

  2. Tap the **Advanced...** button.

  3. Activate the desired options.

  4. Tap OK.

Setting audio volume

With Sidearm power on:

- *To increase audio volume:* Press and hold the SHIFT key,
  then press the F5 key.

- *To decrease audio volume:* Press and hold the SHIFT key,
  then press the F6 key.

Wireless communications (optional)

Using wireless modems

The Sidearm supports fully integrated wireless modems for multiple data networks. It is not necessary to manually turn the wireless modem on or off; the appropriate application software will automatically activate the wireless modem when required.

Positioning the wireless antenna

For the wireless systems, Sidearm uses a half-wave dipole antenna that is secured to the top right edge of the display screen.   The antenna is strategically placed to optimize wireless coverage. For best coverage while using Sidearm, position the antenna in the upright position.

Landline communications (optional)

The optional 56K v.90 landline modem is accessible via the standard sealed RJ-11 connector located on the top of the unit.

A combination RJ-11 / RJ-45 connector is available. Ethernet connectivity (10BaseT/10Base2) is optional and supported via this connector.

Resetting the Sidearm

Certain conditions require that you reset the Sidearm:

■   After restoring data from a host PC.

■   After installing new software.

■   If the operating system doesn't respond.

■   If you can't turn on the Sidearm using the power button.

Two methods for resetting are provided. Use the method appropriate for the condition you encounter:

■ To preserve data in memory (a "warm boot"), use the **soft reset**.

■ To recover from a complete failure, use the **full reset**.

> **Tip:** To prevent loss of documents and data, perform regular backups by copying files to a host PC or storage card.

Performing a soft reset

1. Because you could lose open files or unsaved data, close open documents and applications.

2. Locate the reset button (small hole to the right of the power button).

3. Using the stylus, gently press the reset button.

Performing a full reset

Before performing a full reset, try to recover the system using other methods:

■ Assure the battery is inserted properly and locked.

■ Install a battery known to be charged.

■ Connect the AC adapter to the Sidearm.

■ Try a soft reset (see previous section).

> **CAUTION:** A full reset will likely erase all user-specific data, documents and programs from memory. If possible, backup all files to your host PC or storage card before performing a full reset.

1. Locate the reset button (small hole to the right of the power button).

2. Press and hold the BACKLIGHT button $\bigcirc$.

3. Using the stylus, press the reset button.

Restoring unit back to factory settings

CAUTION: Restoring unit back to factory settings **will** erase all user-specific data, documents and programs from memory.

1. Disconnect AC power if applied.

2. Remove main battery and backup battery for about one minute.

3. Replace main battery.

4. Replace backup battery.

Maintaining the Sidearm

Cleaning the Sidearm

- ALWAYS turn off the Sidearm and disconnect the AC adapter before cleaning. Make sure all doors are closed tight.

- Clean the case, keyboard, bumpers and screen with a soft, slightly damp cloth. Use a mild detergent to remove oils, ink, etc.

- DO NOT use chemical cleaners, abrasives or solvents on the Sidearm.

- If the connectors get dirt/sand/dust lodged in them, use a blast of clean, dry air to dislodge and remove the debris.

Disposing of batteries

Never subject batteries to extreme heat or dispose of in a fire. The batteries should not be dropped or subjected to strong mechanical shock. Lithium Ion and NiMH cells contain alkaline electrolyte which can cause injury. In the event that electrolyte comes in contact with skin or eye, immediately flush with fresh water and seek medical advice.

Under federal, state and local laws, it may be illegal to dispose of old batteries by placing them in the trash. In such cases the batteries may need to be recycled. Check with your local government offices for information on where to recycle or dispose of old batteries. If you cannot locate this information contact Melard Technologies Customer Support for assistance.

Customer support

Telephone number	(800) MELARD4 (635-2734)
	(914) 273-4488
Fax number	(914) 273-1775

Availability

Standard Customer Support is provided, between 9:00 a.m. to 5:00 p.m. (EST) during the week, free of charge to Melard's customers. Melard also offers service options that provide support beyond the standard hours.

If you encounter problems with your Sidearm, please read through this manual before calling Melard. You may be able to resolve it yourself.

> **Note:** If you are a corporate user, your company may have its own policies regarding troubleshooting and reporting. In that case, please follow your company's instructions.

If you need to call Melard, please have the following information available:
- Sidearm and its major peripherals.
- Serial Number of your Sidearm.
- Name and Version of software you are using.
- Description of the problem you are having.

Returning equipment for repair

If the Client Support Representative is unable to solve your problem over the phone, it may be necessary to return your equipment for service.

The Client Support Representative will authorize the return of your equipment by issuing you a Return Merchandise Authorization (RMA) number.

> **CAUTION:** Always call Melard Client Support before returning anything. Failure to obtain an RMA number before returning your equipment can result in lengthy delays in repairing your computer and possibly the refusal of your equipment at the receiving point.

Before returning your system to Melard, back up your files by copying to a host PC or to a PC Card.

Pack your Sidearm in its original shipping container or in a sturdy corrugated box. Cushion it with bubble-wrap or foam material. When returning any item for repair, always include:
- Your name and your company name, if applicable.
- Return mailing address.
- Detailed description of the problem.
- Name and telephone number of person directly responsible for maintaining the equipment, in case our Repair Department has any questions.
- Packing list of items being returned.

Write the RMA number in large, clear characters on the outside of the box.

All items returned to Melard for repair must be shipped prepaid. For your protection, it is highly recommended that the computer be insured for its full replacement value when shipped. Melard is not responsible for damage to equipment during shipment from the customer's site to the service center(s), whether the equipment is in or out of warranty.

Mail equipment to: **Melard Technologies**
                        28 Kaysal Court
                        Armonk, NY 10504
                        ATTN: Service Center
                        RMA # XXXXXX

When you ship your equipment always use a shipping carrier with the capability to trace packages. Please note that Standard U.S. Mail is not traceable. Items will be returned after repair by a carrier chosen by Melard Technologies.

Sidearm specifications

Size/weight	Height: 8.66 in. Width: 7.25 in. Depth: 1.5 in. Weight: 2.4 lbs. with battery
Processor	Intel StrongARM 206 MHz. processor
Memory	16 MB RAM expandable 16 MB ROM expandable
Power	Li-ion rechargeable battery Internal short-term backup battery (non-recharge) AC charger/adapter (Input 100-240VAC, 50-60HZ; output12V, 3.75A)
Keyboard	75-key QWERTY keyboard
Display	640 x 240 color or mono transflective display (6.5" wide) Touch sensitive Backlighting
Expansion	One Type III or Type II PC Card slot One CF+ CompactFlash slot
Interfaces	RS232 serial interface (DB9 connector) USB port RJ-11 port Microphone Speaker
Communications	V.90 56K modem IrDA 115K and 4Mbps infrared communications Wireless modem (optional)
Pre-loaded software	Windows CE 2.12 Utilities

Environmental	Operating Temperature:
	   -20°C (-4°F) to 60°C (140°F)
	Storage Temperature:
	   -40°C (-22°F) to 70°C (158°F)

Industry approvals	UL/CSA FCC Part 15 Class B Applicable International approvals
Accessories (included)	AC adapter Rechargeable Li-ion battery Hand strap Stylus User manual
Options	Docking station (AC/DC vehicle mountable) Holster/Case

Limited one-year warranty – hardware

Melard warrants that the hardware products it manufactures will be free from defects in materials and workmanship. The warranty term is one year beginning on the date of shipment. This warranty includes the computer, port replicating docking stations, battery and all integrated peripherals such as radios, modems, and PC Cards. Accessories such as AC adapters, vehicle adapters, carry cases, and any external devices not specified in this or additional warranties are covered for ninety (90) days from the date of shipment.

This warranty does not cover damage due to external causes, including accident, abuse, misuse, problems with electrical power, servicing not authorized by Melard, usage not in accordance with product instructions, failure to perform required preventive maintenance, and problems caused by use of parts and components not supplied by Melard.

Melard will repair or replace products covered under this limited warranty that are returned to Melard's product service facility. To request warranty service, customer must call Melard's Customer Technical Support within the warranty period. If warranty service is required, Melard will issue a Return Material Authorization (RMA) Number. An RMA number is valid for 15 days from the date it was issued. All returns without an RMA number or with an expired RMA number will be refused. Customer must ship the products back to Melard in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment. All product returns should be shipped to:

> **Melard Technologies**
> **28 Kaysal Court**
> **Armonk, NY 10504**
> **ATTN: Service Center**
> **RMA # XXXXXX**

Merchandise returned to Melard as defective is tested by Melard upon receipt. If Melard finds any such product to be working properly, the sender shall be charged a fee for testing, verification and handling. If the Melard warranty label is removed, damaged or covered, the product will be treated as out-of-warranty product.

Melard will return the repaired or replacement products freight prepaid to addresses within the continental U.S. or Canada. Shipments to other locations will be made via customer's choice of carrier and shipped either freight collect or billed directly to customer's account.

continued

Melard uses new and reconditioned parts made by various manufacturers in performing warranty repairs and building replacement products. All repairs or replacements are warranted for ninety (90) days from the date of repair or the remainder of the original warranty.

THIS WARRANTY GIVES SPECIFIC LEGAL RIGHTS WHICH VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). MELARD'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD SET FORTH ABOVE AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER SUCH PERIOD.

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