

# **Rugged Handheld Computer**

- EA630 Plus -



## **User's Manual**

Version 1.1



# **Revision History**

Date	Change Description	Version
2022/6/29	first published version	1.0
2022/7/04	Add warning and label figure on p.13	1.1



# **About This Manual**

Thank you for purchasing the unitech product.

This manual explains how to install, operate and maintain our product. No part of this publication may be reproduced or used in any form, or by any electrical or mechanical means, such as photocopying, recording, or information storage and retrieval systems, without permission in writing from the manufacturer. The material in this manual is subject to change without notice.

# **Regulatory Compliance Statements**

#### **FCC Warning Statement**

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These 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 harmful interference with radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference with 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 receiver.
- -Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

-Consult the dealer or an experienced radio/TV technician for help.

- 1. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
- 2. This device complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. To maintain compliance with FCC RF exposure requirements, avoid direct contact to the transmitting antenna during transmitting.
- 3. Any changes or modifications (including the antennas) made to this device that are not expressly approved by the manufacturer may void the user's authority to operate the equipment.

### **FCC Label Statement**

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions:

- 1. This device may not cause harmful interference.
- 2. This device must accept any interference received, including interference that may cause undesired operation.

#### **RF Radiation Exposure Statement**

For body contact during operation, this device has been tested and meets FCC RF exposure guidelines when used with an accessory that contains no metal and that positions the handset a minimum of 1.0 cm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

#### **European Conformity Statement**

unitech Electronics co., Ltd herewith declares that the unitech product is in compliance with the essential requirements and all other provisions of the RED 2014/53/EU directive.

The declaration of conformity is available for download at : https://portal.unitech.eu/public/Safetyregulatorystatement



#### **CE RF Exposure Compliance**

For body-worn operation, this device has been tested and meets the ICNIRP guidelines and the European Standard EN 62209-2, for use with dedicated accessories, SAR is measured with this device at a separation of 0.5 cm to the body, while transmitting at the highest certified output power level in all frequency bands of this device. Use of other accessories which contain metals may not ensure compliance with ICNIRP exposure guidelines.

# CE Mark Warning

#### FCC SAR Information Statement

Your Rugged Handheld Computer is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radiofrequency (RF) energy set by the Federal Communications Commission of the U.S. Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg. \* Tests for SAR are conducted with the phone transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output. Before a phone model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government adopted requirement for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) as required by the FCC for each model. The highest SAR value for this model phone when tested

for use on the head is 0.28 W/Kg and when worn on the body, as described in this user guide, is 0.75 W/Kg (Body-worn measurements differ among phone models, depending upon available accessories and FCC requirements). The maximum scaled SAR in hotspot mode is 0.59 W/Kg. While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirement for safe exposure. The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of http://www.fcc.gov/ oet/fccid after searching on FCC ID: HLEEA630PBWNW Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications Industry Association (CTIA) web-site at http://www.wow-com.com. \* In the United States and Canada, the SAR limit for mobile phones used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.

The SAR test distance is 10mm.

#### **IC Statement**

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference; and

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

The term "IC: " before the certification/registration number only signifies that the Industry Canada technical specifications were met. This product meets the applicable Industry Canada technical specifications.

Cet appareil contient des émetteurs / récepteurs exemptés de licence conformes aux RSS (RSS) d'Innovation, Sciences et Développement économique Canada. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage,

et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.



#### **IC SAR Information Statement**

Your Rugged Handheld Computer is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radiofrequency (RF) energy set by the Innovation, Science and Economic Development Canada of the Canada Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for Rugged Handheld Computer employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the ISED is 1.6 W/ kg. \* Tests for SAR are conducted with the Rugged Handheld Computer transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the Rugged Handheld Computer while operating can be well below the maximum value. This is because the Rugged Handheld Computer is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output. Before a Rugged Handheld Computer model is available for sale to the public, it must be tested and certified to the ISED that it does not exceed the limit established by the government adopted requirement for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) as required by the ISED for each model. The highest SAR value for this Rugged Handheld Computer when tested for use on the head is 0.28 W/Kg and when worn on the body, as described in this user guide, is 0.75 W/Kg (Body-worn measurements differ among Rugged Handheld Computer models, depending upon available accessories and ISED requirements). The maximum scaled SAR in hotspot

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> mode is 0.59 W/Kg. While there may be differences between the SAR levels of various Rugged Handheld Computer and at various positions, they all meet the government requirement for safe exposure. The ISED has granted an Equipment Authorization for this Rugged Handheld Computer with all reported SAR levels evaluated as in compliance with the ISED RF exposure guidelines. SAR information on this Rugged Handheld Computer is on file with the FCC and can be found under the Display Grant section of https://sms-sgs.ic.gc.ca/ after searching on IC: 6724A-EA630PBWNW Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications Industry Association (CTIA) web-site at http://www.wowcom.com. \* In the United States and Canada, the SAR limit for Rugged Handheld Computer used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.

The SAR test distance is 10mm.





This device conforms to RoHS (Restriction Of Hazardous Substances) European Union regulations that set maximum concentration limits on hazardous materials used in electrical and electronic equipment.

#### Waste Electrical and Electronic Equipment (WEEE)



unitech has set up a policy and process to meet the 2012/19/EU concerning electronic waste disposal.

For more detailed information of the electronic waste disposal of the products you have purchased from unitech directly or via unitech's resellers, you shall either contact your local supplier or visit us at : <u>https://portal.unitech.eu/public/WEEE</u>



#### **Taiwan NCC Warning Statement**

#### NCC 警語

取得審驗證明之低功率射頻器材,非經核准,公司、商號或使用者均不得擅自變 更頻率、加大功率或變更原設計之特性及功能。低功率射頻器材之使用不得影響 飛航安全及干擾合法通信;經發現有干擾現象時,應立即停用,並改善至無干擾 時方得繼續使用。前述合法通信,指依電信管理法規定作業之無線電通信。低功 率射頻器材須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。 應避免影響附近雷達系統之操作。高增益指向性天線只得應用於固定式點對點系 統。

#### 注意事項:

- 1. 使用過度恐傷害視力。
- 使用30分鐘請休息10分鐘;未滿2歲幼兒不看螢幕,2歲以上每天看螢幕不要超過 1小時。
- 3. 减少電磁波影響,請妥適使用。

#### Note:

Within the 5.25-5.35 GHz band, U-NII devices will be restricted to indoor operations to reduce any potential for harmful interference to co-channel MSS operations.



The unitech product is certified in the U.S. to conform to the requirements of DHHS/CDRH 21CFR Subchapter J and to the requirements of IEC 60825-1. Class II and Class 2 products are not considered to be hazardous. The unitech product contains internally a Visible Laser Diode (VLD) whose emissions do not exceed the maximum limits as set forth in the above regulations. The scanner is designed so that there is no human access to harmful laser light during normal operation, user maintenance or prescribed service operations.

The laser safety warning label required by the DHHS/IEC for the unitech product's optional laser scanner module is located on the memory compartment cover, on the back of the unit.

\* Laser information only applies to the products with laser components.

**CAUTION!** Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous laser light. Use of optical instruments with the scanner, including binoculars, microscopes, and magnifying glasses, with will increase eye damage. This does not include eyeglasses worn by the user.

# **LED** Information

The unitech product contains LED indicator(s) or LED ring whose luminance is not harmful to human eyes during normal operation, user maintenance or prescribed service operations.

\*LED information only applies to the products with LED components.



# **Battery Notice**

- 1. To guarantee optimal performance, it is recommended that rechargeable batteries be replaced every year, or after 500 charging cycles are completed. It is normal for the battery to balloon or expand after one year or 500 cycles. Although it does not cause damage, it cannot be used again and must be disposed of according to the location's safe battery disposal procedures.
- 2. If a battery performance decreases more than 20%, the battery is at the end of its life cycle. Stop use and ensure the battery is disposed of properly.
- 3. The length of time that a battery lasts depends on the battery type and how the device is used. Conserve the battery life by doing the following:
  - Avoid fully uncharging the battery because this places additional strain on it. Several partial uncharges with frequent charges are better than a fully uncharged battery. Charging a partially charged battery does not cause harm to the unit.
  - DO NOT leave the battery pack or in the device in a hot condition such as in the car with closed door on a hot day or similar environment, and/or under direct sunlight for an extended period of time. High-temperature condition might cause the battery damaged for further safe usage. Keep the device with the battery within acceptable operating temperatures (please refer to the "specification" section for further details).

To guarantee optimal battery performance, we generally recommend you replace your rechargeable batteries every two years, or after 500 charging cycles. By ignoring the warning message from above and continuing using the battery neglectfully may lead to a critical consequence.

<sup>•</sup> Do not leave the battery uncharged and unused for an extended



period of time, the battery will wear out and the longevity of the battery will be at least half of one with frequent charges.

- 4. Protect battery life by not over or under charging the battery.
- 5. Please do not leave battery unused for long time without charging it. Despite unitech's safety precautions, the battery pack may begin to change shape. If so, stop using it immediately. Please check to see if you are using a proper power adapter to charge the battery or contact your service provider for service.
- 6. If you cannot charge the battery after it has been idle for an extended period of time and it begins to heat up, please do not try to charge it. It may not be functional anymore.
- 7. Please only use the original battery from unitech. Using a third party battery can damage our products. Please note that when such damage occurs, it is not covered by unitech's warranty policy.

#### CAUTION! • RISK OF EXPLOSION IF BATTERY IS REPLACED INCORRECTLY. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

 電池若未正確更換,可能會爆炸。請用原廠建議之同 款或同等級的電池來更換。請依原廠指示處理廢電 池。

請依製造商說明書處理用過之電池

 如果更换不正确之电池行事会有爆炸的风险 请依制造商说明书处理用过之电池



#### **Battery Charge Notice**

It is important to consider temperature when the battery pack is charging. Charging is most efficient at normal room temperature or in a slightly cooler environment. It is essential that batteries are charged within the stated range of 0°C to 40°C. Charging batteries outside of the specified range could damage the batteries and shorten their life cycle.

- **CAUTION!** Do not charge batteries at a temperature lower than 0°C. This will make the batteries unstable and dangerous. Please use a battery temperature detecting device for a charger to ensure a safe charging temperature range.
- **CAUTION!** To ensure the unit working properly, please keep all connectors away from the contaminants staying inside of them such as dust, grease, mud, and water. The negligence may cause the unit with no communication, short circuited, overheated and so on.
- **CAUTION!** If the connector is damaged, please ensure the connector is being fully repaired before use the unit to avoid causing short circuited.



#### **Storage and Safety Notice**

Although charged batteries may be left unused for several months, their capacity may be depleted due to build up of internal resistance. If this happens, they will require recharging prior to use. Batteries may be stored at temperatures between -20°C to 60°C, however they may deplete more rapidly at higher temperatures. It is recommended to store batteries at room temperature.

\* The message above only applies to the usage of the removable batteries. For the products with non-removable batteries / without batteries, please refer to the specification of each product.

## Product Operation and Storage Notice

The unitech product has applicable operation and storage temperature conditions. Please follow the limitation of suggested temperature conditions to avoid failure, damage or malfunction.

\* For applicable temperature conditions, please refer to the specification of each product.

# **Adapter Notice**

- 1. Please do not leave the power adapter in the socket when it is not connected to your unitech product for charging.
- 2. Please remove the power adapter when the battery is fully recharged.
- 3. The bundled power adapter that comes with your unitech product is not meant to be used outdoors. An adapter exposed to water or rain, or a very humid environment can cause damage to both the adapter and the product.
- 4. Please only use the bundled power adapter or same specification of adapter to charge your unitech product. Using the wrong power adapter can damage your unitech product.

<sup>\*</sup> The message above only applies to the product connected to the adapter. For the products without using the adapters, please refer to the specification of each product.



# **Hearing Damage Warning**

To prevent possible hearing damage, do not listen at high volume levels for long periods.



5.2 GHz 帯域は屋内での使用のみに制限されています (5.2 GHz 高電力基地局または中継局と通信する場合を除く) 電波法により 5.3 GHz 帯は屋内使用に限ります





EA630 Plus with Label



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# **Worldwide Support**

unitech's professional support team is available to quickly answer questions or assist with technical-related issues. Should an equipment problem occur, please contact the nearest unitech regional service representative. For complete contact information please visit the Web sites listed below:

Taipei, Taiwan – Headquarters		Europe		
Tel:	+886-2-89121122	Tel:	+31-13-4609292	
E-mail:	info@hq.ute.com	E-mail:	info@eu.ute.com	
Address:	5F, No. 136, Lane 235, Baoqiao Road, Xindian	Address:	Kapitein Hatterasstraat 19, 5015 BB,	
	District, New Taipei City 231, Taiwan (R.O.C.)		Tilburg, the Netherlands	
Website:	http://www.ute.com	Website:	http://eu.ute.com	
	China		Japan	
Tel:	+86-59-2310-9966	Tel:	+81-3-35232766	
E-mail:	info@cn.ute.com	E-mail:	info@jp.ute.com	
Address:	Room401C, 4F, RIHUA International Mansion,	Address:	Kayabacho Nagaoka Building 8F.,1-5-19	
	Xinfeng 3nd Road, Huoju Hi-tech District,		Shinkawa, Chuo-Ku,	
	Xiamen, Fujan , China		Tokyo, 104-0033, Japan	
Website:	http://cn.ute.com	Website:	http://jp.ute.com	
	Asia-Pacific/Middle East		Latin America	
Tel:	+886-2-27911556	Tel:	+52-55-5171-0528	
E-mail:	info@apac.ute.com	E-mail:	info@latin.ute.com	
	info@india.ute.com	Address:	17171 Park Row, Suite 210	
	info@mideast.ute.com		Houston, TX 77084USA (Rep.)	
Address:	4F., No. 236, ShinHu 2nd Rd.,	Website:	http://latin.ute.com	
	NeiHu Chiu, 114, Taipei,Taiwan			
Website:	http://apac.ute.com / http://mideast.ute.com			
	North America	Plea	ase scan QR Code to visit us :	
Tel:	+1-714-8916400			
E-mail:	info@us.ute.com / info@can.ute.com		NE 000	
Address:	6182 Katella Ave, Cypress, CA 90630, USA			
Website:	http://us.ute.com		1210 SK404	

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# Warranty Policy

The following items covered under the unitech Limited Warranty are free from defects during normal use:

The warranty period is varied from each country. Please consult with your supplier or unitech local office for actual length of warranty period to your purchased product.

Warranty becomes void if equipment is modified, improperly installed or used, damaged by accident or neglect, or if any parts are improperly installed or replaced by the user.

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# **Chapter 1 - Overview**

# 1.1 Package

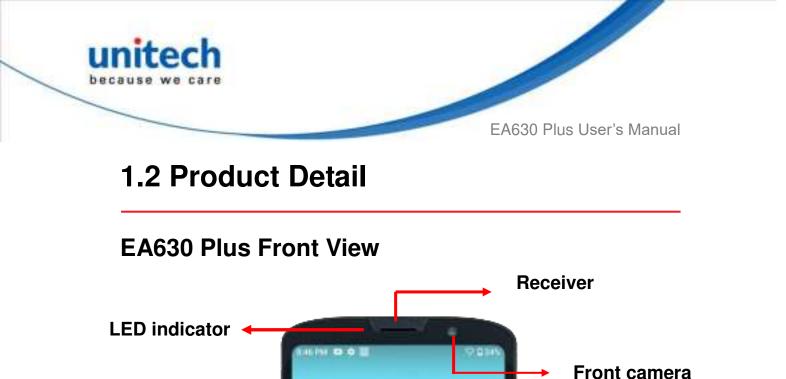
Please make sure the following contents are in the EA630 Plus gift box. If something is missing or damaged, please contact your unitech representative.

#### The basic package contents

- EA630 Plus Terminal
- Battery
- Quick Start Guide
- Regulatory Compliance Statements

#### **Optional accessories**

- Stylus
- Hand strap
- Quick charge adaptor (via USB type-C cable)
- USB 3.0 type-C cable
- 9H glass screen protector
- Gun grip: standard/ UHF
- Single Slot Charging cradle
- Single Slot USB cradle
- Single Slot Ethernet cradle
- 4 Slots Ethernet cradle
- 4 Slots Terminal Charging cradle



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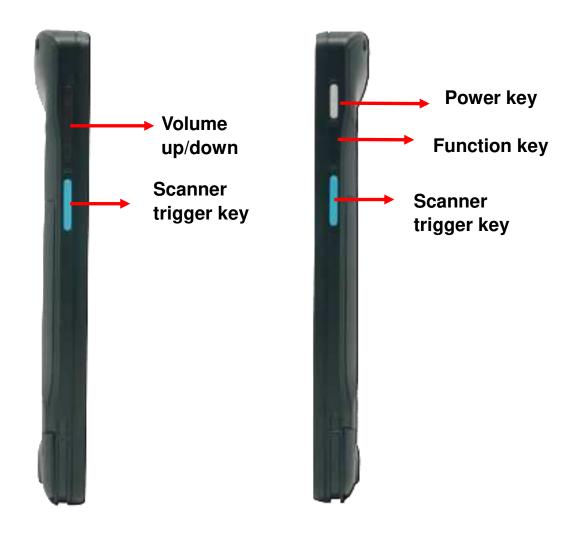


## **EA630 Plus Rear View**





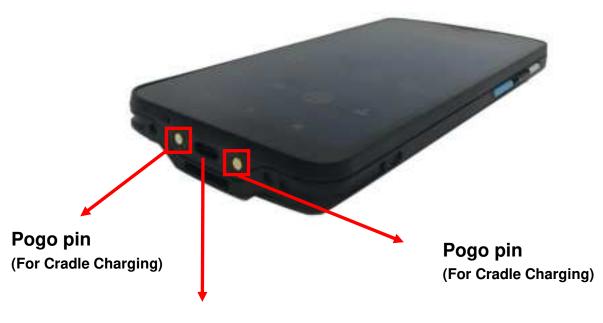
## **EA630 Plus Left and Right View**





#### **Barcode scanner window**





**USB Type C Port** 



# **1.3 Specifications**

System Features				
CPU	2GHz, Qualcomm® Snapdragon™ 662			
	64bits Octa-core Processor			
Memory	4 GB RAM			
	64 GB Flash			
Expanded Slot	MicroSD, up to 256GB			
OS	Android 11			
Languages	Multiple languages			
Support				
Display				
Capacitive type 5 points multi-touch touch panel with Gorilla <sup>®</sup> Glass 5,				
6",18:9 Full-HD ( 2160 x 1080 ) color screen (450nits)				
Indicator				
1 x LED indicator				
Speaker,				
/ibrator				

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Functionality				
Symbologies	1D:			
	UPC/EAN/JAN, GS1 DataBar, Code 39, Code 128, Code 32,			
	Code 93, Codabar/NW7, Interleaved 2 of 5, Matrix 2 of 5, MSI,			
	Trioptic			
	2D:			
	PDF417, MicroPDF417, GS1 Composite, Code11, Aztec Code,			
	Data Matrix, QR Code, Micro QR Code, MaxiCode, Han Xin Code,			
	DOT Code			
	Postal: Intelligent Mail Barcode, Postal-4i, Australian Post,			
	Japanese Post, Netherlands (KIX) Post, Postnet,			
	Planet Code OCR: OCR-A, OCR-B, E13B (MICR)			
Audio				
• •	5±3Db @ 10cm), One receiver, Dual noise-cancelling microphones			
Regulatory App				
	VCCI,TELEC, CCC, SRRC, RoHS, CEC, BQB, N-Mark			
Communicatio				
USB	USB 3.1 (type-C) support USB OTG			
	Support Ethernet/USB-Host via cradle			
	16 MP Rear and Flash Light			
Bluetooth®	Bluetooth® 5 supported			
WLAN	Wireless LAN 802.11a/b/g/n/ac, 2.4GHz and 5GHz			
	Support 802.11d/e/h/i/k/r/v, fast roaming			
	Compliant with WEP, WPA and IEEE 802.11i WPA2			
WWAN	LTE: FDD-LTE (B1/B2/B3/B4/B5/B7/B8/B12/B17/B19/B20/B28)			
	TDD-LTE (B38/B39/B40/B41)			
GPS	AGPS, GPS, GLONASS, Beidou, Galileo			
Sensor	Gyroscope, Light sensor, e-Compass, Proximity sensor,			
	Accelerometer sensor			
Power Source				
Main Battery	3.85V, 4000mAH Li-polymer battery			

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Enclosure					
Weight	232g (with battery)				
Dimension	157mm x 76.4mm x 13.9mm (HxWxD)				
Environmental	Environmental				
Operating	-10°C to 50°C				
Temperature					
Storage	- 30°C to 70°C (without battery)				
Temperature					
Charging	0°C to 45°C				
temperature					
Relative	10% ~ 90% (non-condensing)				
Humidity					
Durability	Durability				
Drop	1.2m, 1.5m with boot case				
Specification					
Sealing	IP65				
Vibration/	MIL-STD 810G				
Tumble test	fumble test				
Software					
SOTI, AirWatch and MoboLink					

#### Note:

because

The device is restricted to indoor use only when operating in the 5150 to 5350 MHz frequency range.

			BG				
	EE	FI	FR	DE	EL	ΗU	IE
	IT	LV	LT	LU	MT	NL	PL
	PT	RO	SK	SI	ES	SE	UK
	IS	LI	NO	CH	TR		



# **1.4 Getting Started**

## 1.4.1 Remove/Install Battery Cover

1. To Unlock the battery cover, turn the knobs a quarter of a turn (90°).



2. And pull the battery up to remove it.





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1. To lock the battery cover by turning the knobs a quarter of a turn (90°). Make sure the battery cover is securely closed, or you may be unable to turn on the terminal.



WARNING! There is a risk of fire and burns if the battery is handled improperly. DO NOT disassemble, crush, puncture, short external contacts, or dispose the battery pack in fire or water. DO NOT attempt to open or service the battery. Dispose of used batteries according to local recycling guidelines in your area.



## **1.4.2 Charging Battery**

Before using the terminal for the first time, you need to charge it for about 24 hours. For the regular use, you can charge the terminal with QC (quick charge) USB type-C cable and QC adapter for within 2.5 hours to full capacity. It takes within 4 hours to charge the terminal with the cradle to full capacity.

Connect the type C USB cable to the USB port on EA630 Plus and the other end of the USB cable. Please connect to AC power adapter into the electrical outlet on the USB plug.

The charging LED indicator on EA630 Plus is turning red when it is in charging state. The green light is on after the battery is fully charged.









## 1.4.3 Turning on Terminal for the First Time

It is recommended to fully charge EA630 Plus before first use. You can now start up your device to set up the languages, WLAN setting, date and time.

#### **Power Button**

Turn ON your device by pressing the power button on the side of the terminal.



power button



## 1.4.4 Checking LED status

	LED	Description		
	Red Light	<ul> <li>Battery Charging</li> </ul>		
		<ul> <li>Twinkling to indicate battery low</li> </ul>		
		status(less than 15%)		
Terminal	Green Light	<ul> <li>Battery Fully charged</li> </ul>		
		<ul> <li>Barcode scan good read</li> </ul>		
	Blue Light	Message		
	All of LEDs can be	If scanner app is running, LED control		
	controlled by software API	by scanner app.		
	No LED (Red and Green) display when battery is out (			

#### **Checking Battery Status**

If the battery level becomes low in the course of normal use, a status icon appears on the device screen indicating low or very low battery status. In both cases, please back up your data, and then recharge your device as soon as possible.