

# WORKABOUT PRO S Hand-Held Computer

## Quick Start Guide

August 30, 2004      PN 8000043.A



ISO 9001 Certified  
Quality Management System



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Mississauga, Ontario

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When requesting service, please provide information concerning the nature of the failure and the manner in which the equipment was used when the failure occurred. Type, model, and serial number should also be provided. Before returning any products to Psion Teklogix, please call the Customer Services Group for a Return Authorization number.

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Psion Teklogix provides a complete range of product support services to its customers. For detailed information, please refer to “Support Services & Worldwide Offices” on page 35.

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## Approvals & Safety Summary

### Declaration Of Conformity

Product:	<b>7525S WORKABOUT PRO S</b>
Application of Council Directive(s):	R&TTE Directive: 1999/5/EEC EMC Directive: 89/336/EEC Low Voltage Directive: 73/23/EEC
Conformity Declared to Standards:	ETSI EN 300 328-2 ETSI EN 301 489-17 EN 55022: 1998 Class B; EN 61000-3-2; EN 61000-3-3 EN 55024:1998; EN 60950-1: 2000 EN 60825-1: 2001 Class 2 Laser Product
Manufacturer:	ASKEY COMPUTER CORP. 10F, NO. 119, ChienKang Rd., Chung-Ho, Taipei, Taiwan, R.O.C.
Manufacturer's Address in the European Community:	PSION TEKLOGIX S.A. La Duranne; 135 Rue Rene Descartes; BP 421000 13591 Aix-En-Provence Cedex 3; France
Year of Manufacture:	2004
Type of Equipment:	Information Technology Equipment
Equipment Class:	Commercial and Light Industrial
<i>I the undersigned hereby declare that the equipment specified above conforms to the above directives and standards.</i>	
<b><u>Manufacturer:</u></b>	<b><u>Legal Representative in Europe:</u></b>
Signature	Signature
John Chiou	Jacky Lecuivre
Full Name	Full Name
Product Certification Manager	Vice President of EMEA
Position	Position
ASKEY COMPUTER, TAIPEI	PSION TEKLOGIX S.A. France
Place	Place

### FCC DECLARATION OF CONFORMITY (DoC)

Applicant's Name & Address: ASKEY COMPUTER CORP.  
10F, NO. 119, ChienKang Rd., Chung-Ho,  
Taipei, Taiwan, R.O.C.  
Contact Person: Piyang Chiang  
Telephone No.: (510) 440-8694  
47849 FREMONT BLVD. FREMONT,  
CA, 94538, USA

US Representative's Name & Address: 1810 Airport Exchange Blvd., Suite 500  
Erlanger, KY, 41018, USA  
Contact Person: Kyle Day  
Telephone No.: (859) 372-4329

Equipment Type/Environment: Computing Devices  
Trade Name / Model No.: WORKABOUT PRO S, Model 7525S  
Year of Manufacture: 2004

Standard(s) to which Conformity is Declared:

The WORKABOUT PRO S, model 7525S, supplied by Askey Computer Corp., has been tested and found to comply with **FCC PART 15, SUBPART B - UNINTENTIONAL RADIATORS, CLASS B COMPUTING DEVICES FOR HOME & OFFICE USE.**

*I, the undersigned, hereby declare that the equipment as tested is representative within manufacturing tolerance to units.*

**Applicant**

Signature  
Piyang Chiang  
Full Name  
General Manager  
Position  
Askey International Corp  
Place  
February 4, 2004  
Date

**Legal Representative in U.S.**

Signature  
Kyle Day  
Full Name  
V.P. Channel Sales  
Position  
Erlanger, KY 41018, USA  
Place  
February 4, 2004  
Date



This equipment complies with Class B Part 15 of the FCC rules. Operation is subject to the following two 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.

Changes or modifications not expressly approved by Psion Teklogix, the party responsible for compliance, may void the user's authority to operate the equipment.

#### **1. FCC Information to Users**

For Class B Unintentional Radiators:

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. 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 instruction manual, may cause harmful 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 of 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.

## **2. Warning to Users**

**Warning:** *Changes or modifications not expressly approved by Psion Teklogix Inc. could void the user's authority to operate the equipment.*

This product complies with CDRH 21 CFR 1040 Class II and IEC 60825-1:1993+A1:1997+A2:2001 laser product.

### **LASER WARNINGS**

For your own safety, it is critical that you comply with the following warnings:

#### **CAUTION**

The laser aperture is located in the front of terminal. Do not look into the laser beam or point the beam at people or animals.

#### **CAUTION**

Using controls or adjustments, or performing procedures other than those specified herein may result in hazardous radiation exposure.

#### **CAUTION**

The use of optical instruments with this product will increase eye hazard.

This product contains a laser scanner that emits less than 1.4 mW maximum radiant power at a wavelength of 650nm to 680nm.

This product complies with CDRH 21 CFR 1040 Class II and IEC 60825-1:1993+A1:1997+A2:2001 Class 2 laser product.

### **DO NOT OPERATE IN AN EXPLOSIVE ATMOSPHERE**

Operating Psion Teklogix equipment where explosive gas is present may result in an explosion.

### **DO NOT REMOVE COVERS OR OPEN ENCLOSURES**

To avoid injury, the equipment covers and enclosures should only be removed by qualified service personnel. Do not operate the equipment without the covers and enclosures properly installed.

**For qualified personnel:** Remove the battery pack *before* removing the cover and enclosures.

### **CAUTION!**

Danger of explosion if a battery is incorrectly handled, charged, disposed of or replaced. Replace only with the same type recommended or sold by the manufacturer – i.e., Model WA3000 or Model WA3002. Dispose of used batteries according to the instructions listed under the heading “The Battery” on page 12. Carefully review all battery safety issues.

### **VORSICHT!**

Explosionsgefahr bei unsachgemäßem Austausch der Batterie. Ersatz nur durch denselben oder einen vom Hersteller empfohlenen gleichwertigen Typ. Entsorgung gebrauchter Batterien nach Angaben des Herstellers.

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## 1. Basic Preparation

**Important:** *All approval and safety information is outlined in the ‘WORKABOUT PRO Hand-Held Computer User Manual’ – part number 8000024. This manual is available on our web site [www.psionteklogix.com](http://www.psionteklogix.com). Open the ‘Products’ menu followed by ‘Hand-helds’. It is important that you review all safety guidelines before charging a battery or operating a scanner.*

This quick start guide provides basic information on the operation and features of the Psion Teklogix WORKABOUT PRO S Hand-Held Computer. For more detailed information, refer to the *WORKABOUT PRO Hand-Held Computer User Manual (PN 8000024)* or the documentation supplied with the application you are using.

Typically, WORKABOUT PRO S hand-helds are configured at the factory and arrive ready for use.

### 1.1 Charging The Battery

Batteries shipped from the factory are not charged. They must be fully charged prior to use. Full capacity may not be reached until at least 5 full charge/discharge cycles have been performed.

### 1.2 Installing The Battery

- Turn the fasteners at the base of the battery cover counter-clockwise to unlock the cover and remove it. The top of the stylus is shaped to help you loosen the fasteners.
- Insert the *charged* battery. Replace the battery cover, and turn the fasteners at the base of the battery cover clockwise to lock the battery in place.

**Note:** *If you are using a docking station, you can insert an uncharged battery, dock the unit and switch it on.*

### 1.3 Switching The Unit On

- Press and hold down the <ENTER/ON> key for at least one second to switch the unit on.
- When the LED flashes green, release <ENTER/ON>.

A splash screen displaying the *Psion Teklogix* logo and the *Microsoft® Windows CE .NET* logo appears followed by the startup desktop.

**Note:** *If the unit was already in use – the unit may be off (suspend state) – pressing <ENTER/ON> ‘wakes’ the unit from this state. The screen in which you were working prior to the suspend state is displayed.*

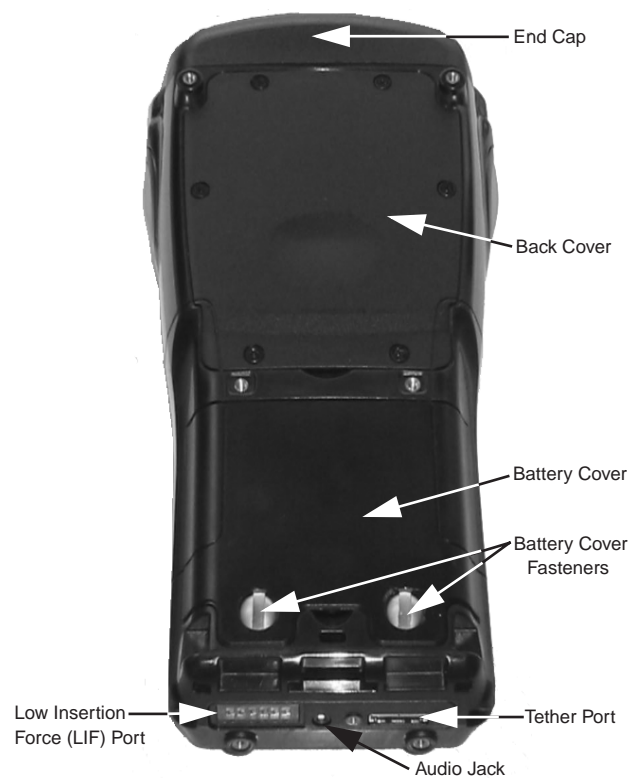
### 1.4 Switching The Unit Off (Suspend)

- Press the <FN/BLOCK> key, and then press <ENTER/ON> to switch off the WORKABOUT PRO S.

## 2. Getting To Know The WORKABOUT PRO S

### 2.1 Features





## 2.2 The Battery

The WORKABOUT PRO S will operate with a Standard Capacity Lithium-Ion battery pack (Model WA3000) or a High Capacity Lithium-Ion battery pack (Model WA3002). The battery pack should be charged before use.

**Warning:** *Before charging or using the battery pack, it is critical that the safety information in this section be reviewed and that all warnings are strictly followed.*

**BATTERIES ARE CONSIDERED HAZARDOUS WASTE.**  
*For proper disposal, forward all used batteries to one of:*

Psion Teklogix Inc.  
2100 Meadowvale Blvd.  
Mississauga, Ontario  
Canada  
L5N 7J9

Psion Teklogix Corp.  
1810 Airport Exchange Blvd.  
Suite 500  
Erlanger, Kentucky  
USA 41018

Psion Teklogix S.A.  
La Duranne; 135 Rue Rene Descartes; BP 421000  
13591 Aix-En-Provence  
Cedex 3; France

**Warning:** *TO PREVENT the battery from leaking acid, generating heat or exploding, adhere to precautions below.*

- The battery incorporates built-in safety devices. To ensure their proper function, do not disassemble or alter any parts of the battery.
- Do not short-circuit the battery by directly connecting any of the exposed terminals with metal objects such as wire. Do not transport or store the battery together with metal objects such as necklaces, hair pins, etc.
- Do not dispose of batteries in fire.



- Do not use or leave the battery near a heat source such as a fire or heater.
- Do not immerse the battery in water.
- When charging, use the battery charger specifically designed for the battery.
- Do not pierce, strike, throw or step on the battery.
- Do not directly solder the battery.
- Do not connect the battery to an electrical outlet, vehicle cigarette lighter, etc.
- Do not put battery into a microwave oven or pressurized container.
- Do not use the battery in combination with primary batteries (such as dry-cell batteries) or batteries of different capacities or brands.
- Immediately remove the battery from the device or battery charger and stop use if the battery gives off an odour, generates heat, becomes discoloured or deformed, or in any way appears abnormal during use.
- Do not continue charging the battery if it does not recharge within the specified charge time.
- The battery may burst or ignite if the battery leaks. Always ensure that it is away from any exposed flames.
- If leaking electrolyte sprays into your eyes, rinse them with clean running water, and immediately seek medical attention.
- Do not store the battery in extremely high temperatures (e.g., a vehicle, strong direct sunlight, etc.). This may cause the battery to overheat or ignite, and it may also reduce the performance and service life of the battery.
- Do not use in areas where static electricity is greater than what the manufacturer guarantees.
- Keep batteries out of reach of children.

## 2.3 The Keyboard



The keyboard is equipped with a set of standard keys along with a <ALPHA/ORANGE> and a <FN/BLUE> modifier key to provide access to additional keys and system functions. These extra keys are colour coded in *orange* and *blue* print above the standard keys.

### 2.3.1 Modifier Keys

The <CTRL>, <ALT>, <ALPHA/ORANGE> and <FN/BLOCK> keys are *modifier* keys. Pressing a modifier key changes the function of the next key pressed. For example, alpha keys are displayed in *orange* print above the numeric key <1>. Pressing the <ALPHA/ORANGE> key followed by the <1> key displays the letter *a* rather than the number *1*.

The <CTRL> and <ALT> keys operate much like a desktop keyboard except that they are not chorded – two keys cannot be held down simultaneously. The modifier key must be pressed first followed by the key whose function you want modified.

#### Activating Modifier Keys

When a modifier key is pressed once, the modifier key icon displays the key in *lowercase* letters in the taskbar. For example, pressing <CTRL> once displays *ctrl* key in the taskbar. Once the next key is pressed, the modifier key becomes inactive and disappears from the taskbar.

#### Locking Modifier Keys

When a modifier key is pressed twice, it is ‘locked’ on. A ‘locked’ modifier key icon displays the key in *uppercase* letters in the taskbar. For example, pressing the <FN/BLOCK> key twice locks it on – it is displayed as **BLOCK KEY** in the taskbar at the bottom of the screen.

The locked modifier key remains active until it is pressed a third time to unlock or turn it off.

### 2.3.2 The Keys

#### The <ALPHA> Key

Used to access the alpha characters displayed in *orange* print above numeric keys <1> through <9>.

#### The <CAPS> Key

Used to display uppercase alpha characters. Press <ALPHA/ ORANGE> <. > to activate this key.

#### The Arrow Keys

Contained in the round disk-shaped key at the top of the keyboard. Moves the cursor around the screen – up, down, left and right.

#### The <BKSP/DEL> Key

Moves the cursor one character to the left, erasing the incorrectly entered key stroke.

<DEL> key (<FN/BLUE> <BKSP>) erases the character at the cursor position.

#### The <CTRL> And <ALT> Key

Modify the function of the next key pressed and are application dependent.

#### The <TAB> Key

Usually moves the cursor to the next field to the right or downward. Pressing <ALPHA/ORANGE> <TAB> move the cursor backward.

#### The <ESC> Key

Generally used as a keyboard shortcut to close the current menu, dialogue box or activity and return to the previous one.

### The <SPACE> Key

Inserts a blank space between characters. In a Windows dialogue box, the <SPACE> key enables (✓) or disables a checkbox. This key is accessed by pressing <ALPHA/ORANGE> followed by the numeric key <0>.

### The <SCAN> Keys

Activate the scanner beam while pressed. For units without internal scanners, these keys are inoperable.

### The Function Keys – <F1> to <F10>

Perform special, custom-defined functions. These keys are accessed by pressing <FN/BLUE> followed by numeric keys <1> to <0>. They can be used with the Windows CE .NET operating system or another application.

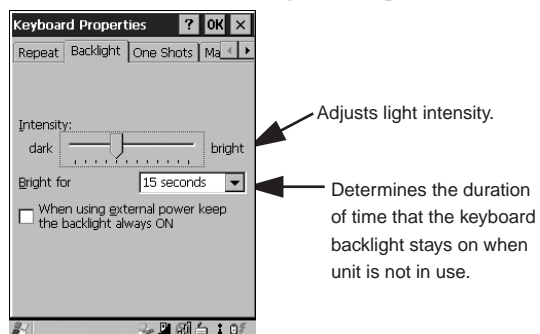
## 2.3.3 Adjusting The Keypad Backlight

To adjust the intensity of the keypad backlight and the conditions under which this backlight is activated

- In the Control Panel, choose the Keyboard icon.

**Note:** Access may be restricted to supervisory use.

- In the Keyboard Properties dialogue box, open the Backlight tab.



## 2.4 The Display

### Adjusting The Backlight

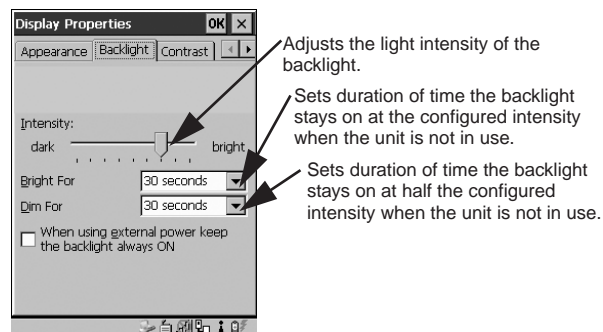
The display backlight can be adjusted manually.

- Press the Backlight key <  > to cycle through from light to darkest, and then back to lightest.

To set the range of the backlight:

- Choose the Display icon in the Control Panel.
- Display the Backlight tab.

**Note:** Adjustments may be restricted to supervisory use only.



## 2.4.1 Calibrating The Touchscreen

**Note:** This function may be restricted to supervisory use.

If the touchscreen has never been calibrated or if the stylus pointer is not accurate when you tap on an item:

- In the Control Panel, choose the Stylus icon, select the Calibration tab, and then tap on the <Recalibrate> button.



- Follow the onscreen directions to calibrate the display.

## 2.5 Indicators

The WORKABOUT PRO S uses an LED (Light Emitting Diode), onscreen messages and audio tones as indicators.

### 2.5.1 The LED

A single, two-coloured LED is located on the left side of the unit, just above the <1> key. When you press <ENTER/ON>, the LED flashes green to indicate that the unit has been powered up. The LED table below outlines the behaviour of the LED while the unit is docked in a charger.

Keep in mind that the application running on the WORKABOUT PRO S can dictate how the LED operates. Review the documentation provided with the application to determine LED behaviour.

LED Behaviour	Indication
Solid Green	Charge complete.
Blinking Green	Charge in progress.
Solid red	Temperature outside charge range.
Blinking red	Battery is not charging. Battery fault.



## 2.5.2 Onscreen Indicators

The taskbar at the bottom of the screen displays a variety of system status indicators.



The taskbar changes dynamically, and only those icons that are applicable are displayed. Double-tapping on an icon displays the associated dialogue box.

### Windows® Start Button

You can display the Start Menu by tapping on the Windows® Start button in the taskbar.



### Modifier Key Indicators

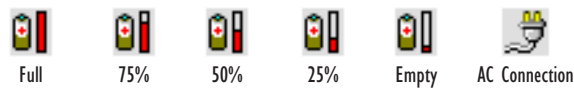
<CTRL>, <ALT>, <FN/BLOCK> and <ALPHA/LOCK> are modifier keys that have onscreen indicators to show when a key is active or locked. If a modifier key is pressed once to activate it, the key is displayed in the taskbar in *lowercase* characters. If a modifier

key is pressed twice, it is 'locked on' and the onscreen indicator is displayed in *uppercase* letters in the taskbar.

blue  
key      BLUE  
KEY

### Battery Gauge

Battery icons are a visual indication of the remaining battery power. If the unit is using external AC power, an AC icon is displayed.



### Battery Charge

The battery charge icon is displayed in the taskbar when the hand-held battery is being charged.



### LIF and USB Devices

When a device such as a docking station or a charger is connected to the USB (tether) port or the LIF (Low Insertion Force) port and is activated, an associated icon appears in the taskbar.



### Security Level

Security levels can be set to limit access and prevent inadvertent changes to application settings.



## Bluetooth Radio

This icon indicates that a Bluetooth radio is operating in your unit.





### 2.5.3 Audio Indicators

The audio speaker provides a variety of sounds and can be configured to emit a sound under various conditions. Refer to 'Volume Adjustment' in the 'WORKABOUT PRO Hand-Held Computer User Manual' for details.



**Note:** *The volume can also be adjusted using the Volume & Sound Properties dialogue box in the Control Panel.*

### Adjusting The Speaker Volume

The volume keys are located to the left and right of the arrow key and are used to adjust the volume emitted from your unit.

The *increase volume* key is labelled with a plus symbol  and the *decrease volume* key is labelled with a minus sign .

To adjust the speaker volume:

- Press the <FN/BLUE> key twice to lock it 'on'.
- Press the <RIGHT> arrow key to *increase* the volume  or the <LEFT> arrow key to *decrease* the volume .
- Press the <FN/BLUE> key again to 'unlock' it.

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## 3. Navigating In Windows CE

On the WORKABOUT PRO S, the ‘point and click’ action associated with a desktop computer mouse is accomplished by tapping a stylus on the touchscreen. In addition, every ‘point and click’ action, an equivalent keyboard shortcut is also available.

### 3.1 Navigating A Touchscreen

All WORKABOUT PRO S units are equipped with a touchscreen and a stylus.

To prevent damage to the touchscreen, use only the stylus provided – **never** use a screw driver or other sharp objects.

To open a file, launch an applet or open a folder:

- Tap the stylus on the appropriate icon.

**Note:** *If the touchscreen is not registering your screen taps accurately, it may need recalibration. Refer to “Calibrating The Touchscreen” on page 19.*

### 3.2 Navigating Using The Keyboard

You can also use the keyboard to choose icons and navigate dialogue boxes, display the desktop, and so on.

Unlike a desktop computer, the WORKABOUT PRO S does not support key chording (pressing two keys at the same time). You must press one key followed by the next in sequence.

Operation	Key or Key Combination
Switch between applications	<ALT> <TAB>
Open task manager screen	<ALT> <ESC>

Move cursor	Arrow keys
Open file, folder or icon	<ENTER>
Exit & Save	<ENTER>
Close/Exit & Do Not Save	<ESC>
Navigate Dialogue Boxes	Next field: <TAB> Move cursor up: <ALPHA/ORANGE><TAB> Display next tab : <CTRL> <TAB>
Select Radio Button/ Press Button	<SPACE> (<ALPHA/ORANGE> <0>)
Go to Start Menu	<FN/BLUE><. >

### 3.3 The Startup Desktop

When the unit boots up, the startup desktop is displayed. Applications stored in the Startup folder start up immediately. The Startup folder is located in: *\Windows\Startup and \Flash Disk\Startup*.



#### 3.3.1 Accessing Desktop Icons

- Double-tap on the icon to open a window or, in the case of an application icon, launch an application.

### 3.3.2 The Taskbar



A taskbar at the bottom of the screen displays icons through which you can view the security level and battery capacity. A unit equipped with a Bluetooth radio displays the appropriate icon in the taskbar. A hand-held attached to a charger, cradle or docking station displays the associated icon, and so on.

The taskbar also displays active modifier keys – <ALT>, <CTRL>, <ALPHA/ORANGE> and <FN/BLUE>. Keys that have been locked “on” are displayed in *uppercase* letters.

#### Using The Taskbar

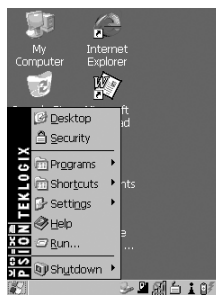
- Tap on an icon to display the associated dialogue box. For example, tapping on the battery icon displays the Power Properties dialogue box that indicates the current battery capacity.

### 3.4 The Start Menu

The Start Menu lists operations you can access and work with. It is available from the startup desktop or from within any application.

To display the menu:

- Tap on the Windows® Start button in the taskbar. Tap on the item in the menu with which you want to work.



**Note:** If your touchscreen is disabled, press <BLUE> <.>.

## The Desktop

Choosing Desktop from the Start Menu displays the desktop.

## Security Settings

To assign a security level:

- Choose Security from the Start Menu.



- Select a security level from the dialogue box, and type the appropriate password.

To change the password:

**Note:** Keep in mind that this is the same password as that assigned through the Password control panel applet.

- Choose a security level, and enter the existing password in the Password field.
- Choose the Set Password button.

In the Password Properties dialogue box:

- Type the new password in the Password: text box, and retype the new password in the Confirm Password: text box.

## Programs

Program displays a sub-menu of options with which you can work access applications.



## Shortcuts

This menu provides access to task shortcuts:





### The System Tray

Allows keyboard access to the icons in the taskbar at the bottom of the screen. The taskbar displays indicators such as a battery capacity gauge. These indicators are attached to dialogue boxes that provide additional information.

- Choose System Tray from the Shortcuts menu.

When System Tray is chosen, the taskbar icons become accessible. To display the dialogue box attached to an icon:

- Use the <LEFT> and <RIGHT> arrow keys to highlight the icon with which you want to work.
- Press <ENTER/ON> to display the associated dialogue box.

### Cycle Tasks

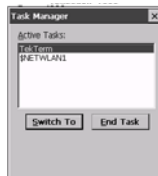
Used to cycle through active applications (providing the Task Manager is not open). To cycle to the next active task:

- Tap on Cycle Tasks in the Shortcuts menu.

### The Task Manager

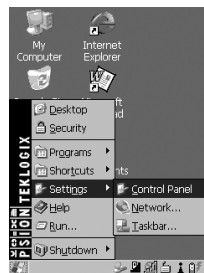
Used to switch to another task or to end an active task. To display the task manager window:

- Tap on Task Manager in the Shortcuts menu.



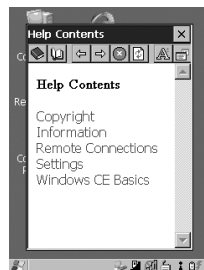
## Settings

Tapping on Settings displays a sub-menu of options with which you can access the Control Panel applets, configure your radio (Network and Dial-up Connections) and customize the Taskbar and Start Menu.



## Help

Tapping on Help provides access to a list of descriptive files that outline the basics of Windows CE .NET.



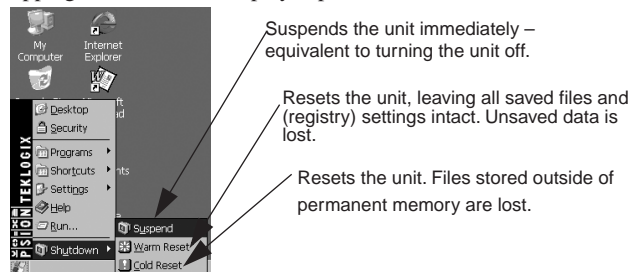
## Run

Choosing the Run option displays a dialogue box in which you can enter the name of the program, folder or document you want to open.



## Shutdown

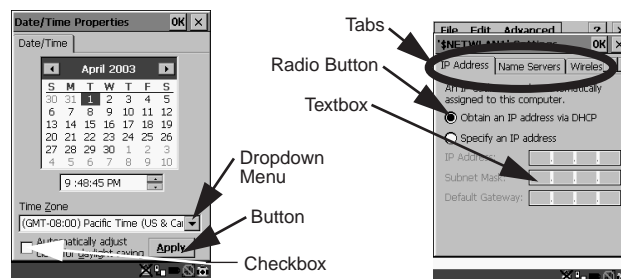
Tapping on Shutdown displays options for a shutdown.



**Note:** This menu varies depending on the security level. At *User* level, the Shutdown sub-menu is replaced with a single option – Suspend. A sub-menu is not available.

**Teklogix** security level provides another option – Bootloader. This option behaves like cold-reset, except that the unit launches Bootloader rather than Windows CE .NET.

### 3.5 Using A Dialogue Box



**Note:** Tap the stylus on a dialogue box element to select or deselect it, display a dropdown menu and so on. To use the keyboard, refer to “Navigating Using The Keyboard” on page 24.

Dialogue boxes like the samples in this section contain one or more of the following elements:

**Tab:** Tabs separate different elements of a dialogue box. Tap the stylus on the tab with which you want to work.

**Textbox:** A textbox requires that you type information. Tap on the textbox you want to work with to highlight it, and then type the appropriate information.

**Dropdown:** This type of menu is identified by up and down arrows next to the dropdown menu to indicate that additional options are available. Tap on the menu to highlight it, and tap on the arrows attached to the menu to cycle through the options.

**Checkbox:** This box allows you to select or deselect an option. To select (✓) or deselect a checkbox, tap the stylus in the checkbox.

**Radio buttons:** These buttons allow you to choose from a number of options. For example, in the sample screen under section 3.5 on page 32, you can choose to 'Obtain an IP address via DHCP' or 'Specify an IP address'. Tap on a radio button to activate the option next to it.

**Buttons:** This type of button allows you to 'Save', 'Delete' and so on the options you've chosen in a dialogue box. Tap on the button you want to execute.

**Saving Your Choices:** Once you've made all your changes, tap on the <OK> button to save your changes and exit the window.

**Note:** *If an item in a dialogue box is displayed in grey text, the item is not currently available.*

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## 4. General Maintenance

### 4.1 Caring For The Touchscreen

The touchscreen can be permanently damaged by harsh chemicals and is susceptible to abrasions and scratches. Using sharp objects on the touchscreen can scratch or cut the plastic or crack the internal conductive coating.

Protect the touchscreen from the following chemicals:

- mustard,
- sodium hydroxide,
- concentrated caustic solutions,
- benzyl alcohol, and
- concentrated miner acids.

If touchscreens are used in harsh environments, apply disposable screen protectors to dramatically extend the life of the touchscreen.

### 4.2 Cleaning The WORKABOUT PRO S

***Important: Do not immerse the unit in water. Dampen a soft cloth with mild detergent to wipe the unit clean.***

- Use ***only*** mild detergent or soapy water to clean the unit.
- Avoid abrasive cleaners, solvents or strong chemicals. The plastic case is susceptible to harsh chemicals. The plastic is partially soluble in oils, mineral spirits and gasoline. The plastic slowly decomposes in strong alkaline solutions.
- To clean ink marks from the keypad and touchscreen, use isopropyl alcohol.

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## 5. Support Services & Worldwide Offices

Psion Teklogix provides a complete range of product support services to its customers worldwide. These services include technical support and product repairs.

### 5.1 Technical Support

Technical Support for Mobile Computing Products is provided via e-mail through the Psion Teklogix customer and partner extranets. To reach the website, go to [www.psionteklogix.com](http://www.psionteklogix.com) and click on the appropriate Teknet link on the home page. Then click on the “Log-in” button or the “Register” button, depending on whether you have previously registered for Teknet. Once you have logged in, search for the “Support Request Form”.

### 5.2 Product Repairs

#### *International*

For technical support outside of Canada or the U.S.A., please contact your local Psion Teklogix office listed on our worldwide website:

<http://www.psionteklogix.com>

Click on the heading labelled ‘Contacts’ to choose a Psion Teklogix technical support representative closest to you.

### **Canada/U.S.A**

Canadian and U.S. customers can receive access to repair services, by calling the toll-free number below, or via our secure website (see *Technical Support*, above).

**Note:** *Customers calling the toll-free number should have their Psion Teklogix customer number or trouble ticket number available.*

Voice: 1 800 387-8898 (press option “2”)

Fax: 1 905 812-6304

## **5.3 Worldwide Offices**

### **COMPANY HEADQUARTERS AND CANADIAN SERVICE CENTRE**

#### **Psion Teklogix Inc.**

2100 Meadowvale Blvd.

Mississauga, Ontario

Canada L5N 7J9

Tel: +1 905 813 9900

Fax: +1 905 812 6300

E-mail: salescdn@psion.com

### **NORTH AMERICAN HEADQUARTERS AND U.S. SERVICE CENTRE**

#### **Psion Teklogix Corp.**

1810 Airport Exchange Boulevard

Suite 500

Erlanger, Kentucky

USA 41018

Tel: +1 859 371 6006

Fax: +1 859 371 6422

E-mail: salesusa@psion.com



**International Subsidiaries (see also [www.psionteklogix.com](http://www.psionteklogix.com))**

**Psion Teklogix S.A.**

La Duranne  
135 Rue Rene Descartes  
BP 421000  
13591 Aix-En-Provence  
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Tel: +33 4 42 90 88 09  
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