

# Motorola MC9190 Cheat Sheet

Rev. C



## **Reboot Handheld**

Warm Boot – Press and hold the red power button for about 5 seconds. The scanner will reset. This does not remove programs, erase settings, reset the clock or require a screen recalibration. *Try this first.* 

**Cold Boot** – Turn the scanner off, and pop out battery pack halfway. Press and hold the power button while holding the scan trigger, and then push the battery back in. Release the power button and trigger once the scanner boots. If a menu asking if you want to upgrade the firmware appears, just arrow down to **Exit** and press enter. You will need to recalibrate the screen.

This will also force Mobi Control (if installed) to reload the scanner. This takes time, but it will return the device to the original settings.

#### **Recalibrate Screen**

If the mouse pointer (stylus) does not match the screen location, then you need to recalibrate the screen. Press the Blue key (it is just under the power button) and then the ESC key. This will bring up the recalibration screen. Follow the prompts and be sure to press ENTER at the end.

## AppCenter – Scanner Lockdown Tool



To prevent accidental configuration and unauthorized use of certain applications (like the web browser), AppCenter was installed on each scanner. This also provides a simplified menu for the user.

Across the bottom of the display are icons showing the battery level and wireless signal strength – just like every cell phone. The icon that looks like a house allows the user to go back to this screen without closing the application they were in running. The keyboard icon toggles the on-screen keyboard. This allows easier entry of special characters. This keyboard can change the settings of terminal's keypad as well; namely, the Caps Lock setting.

To exit go to **Tools**, then **Admin Login...** and enter **symbol** for the password. Press the **X** in the upper right corner to close and return to the normal desktop for the device.



### **Sound Volume and Display Brightness**

The volume can be controlled by pressing the blue function key and then the **H** or **M** key. The display brightness can be controlled by pressing the blue function key and then the **D** or **I** key.

### **Charging the Scanner**

Place the scanner in its dock to charge its battery. Allow battery packs to warm up above 32°F before charging to prevent damage. The LED on the scanner will slowly brink amber when charging. When the LED turns solid amber, the battery is fully charged. Fast blinking amber indicates an error.

Symptom	Possible Cause	Solution
LEDs do not light when the MC9190-G or spare battery is inserted.	Cradle is not receiving power.	Ensure the power cable is connected securely to both the cradle and to AC power.
	MC9190-G is not seated firmly in the cradle.	Remove and re-insert the MC9190-G into the cradle, ensuring it is firmly seated.
	Spare battery is not seated firmly in the cradle.	Remove and re-insert the spare battery into the charging slot, ensuring it is firmly seated.
MC9190-G battery is not charging.	MC9190-G was removed from cradle or cradle was unplugged from AC power too soon.	Ensure cradle is receiving power. Ensure the MC9190-G is seated correctly. Confirm main battery is charging. If a MC9190-G battery is fully depleted, it can take up to four hours to fully recharge a battery (if the MC9190-G is off and longer if the MC9190-G is operating). For Windows Mobile 6.5 devices, view battery status by tapping Start > Settings > System > Power. For Windows CE 6.0 devices, view battery status by tapping Start > Settings > Control Panel > Power.
	Battery is faulty.	Verify that other batteries charge properly. If so, replace the faulty battery.
	The MC9190-G is not fully seated in the cradle.	Remove and re-insert the MC9190-G into the cradle, ensuring it is firmly seated.

*Note: the LED on the single slot dock is for the spare battery pack – not the scanner.* 

#### If a Scanner Breaks...

Call DeltaOne Software **(714) 528-7226** to request a Return Material Authorization (RMA). Please have the following information ready: serial number, model of the device, and the problem or issue with the device. Additionally, please provide the return shipping address where you would like the device sent back to after repair. DeltaOne will contact Motorola to have an RMA issued and we will provide the necessary documentation and instructions for sending the device in for repair.

## **Technical Support**

Call Motorola at **(800) 653-5350** to obtain technical support. You will need to have a serial number of a device under a support contract or in warranty to receive help. You can also find product manuals, downloads and a knowledge base on Motorola Solutions' website. <u>http://www.MotorolaSolutions.com</u>



# Telnet

Motorola / Symbol scan guns with handles have a telnet application preloaded. This software was created by Wavelink (<u>www.wavelink.com</u>). While Wavelink does not provide phone support for this software (you will need to call Motorola), the PC based configuration and setup software can be found in the download section of their website. Be certain to use only the version of software that is preloaded on your scan gun. The devices are pre-licensed to a specific version and will not work with other versions.

#### Passwords

To add or change host profiles: **system**. To add or change emulation settings: **config** 

#### Diagnostics

From the **Options** menu, select **View** and then **Emulation Keyboard**. The **Diags** button allows you to test the keyboard and scanner. The scan results show the type of barcode, its length and the contents. Press **Q** to exit.

# Additional MC9190 Notes

#### **Adaptive Scanning**

By default guns with standard range lasers have "adaptive scanning" enabled. This mode switches the length of the scan to read tiny and large barcodes. It is problem with barcodes like meat case labels. To turn this off, place the following registry file in the APPLICATION folder:

A cold boot is required. If setting does not persist, use the following patch.

http://support.symbol.com/support/search.do?cmd=displayKC&docType=kc&externalld=13538&sliceId=&dialogID=891723&stateId=0%200%20893122