Reliable

X-C 6250 **Pro**
Getting Started

ITRONIX

Rugged

Identification

X-C 6250 Pro Getting Started
April 1999 · Revision 002

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Disclaimer

Trademark Notice

IMPORTANT   Before using this manual and the product it describes, read the Microsoft End User's License Agreement and the safety notices in Appendix A.

Contents

About This Manual

This manual shows you how to set up and begin using your X-C 6250 Pro computer.

Inside

For More Help

An online version of the *X-C 6250 Pro User's Manual* resides on your computer. This manual provides more detailed information about your computer and some of its peripherals.

If you need help with an application, refer to its online Help. Open the application and choose the item you want from the Help menu.

S E C T I O N   1

Setting Up

. . . .

Introduction

This section includes:

- A list of standard items included in your package
- Procedures for setting up and using your computer for the first time

Unpacking Your System

Inside your packaging you will find:

- X-C 6250 Pro Computer
- Power Cord (U.S. and Canada only)
- AC adapter
- Battery
- *X-C 6250 Pro Getting Started* guide

You may have additional components or peripherals if you ordered these items separately. Check your packing slip for a complete list of items included in your package.
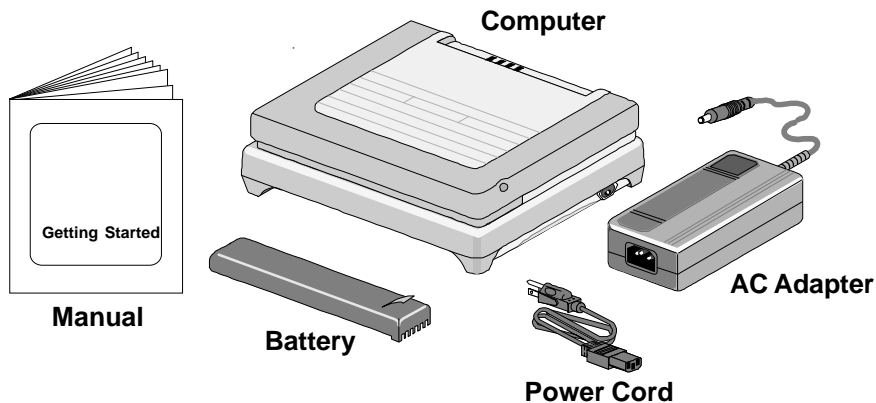
There may be slight differences between your equipment and the illustrations shown here.

Windows 95 COA

IMPORTANT   You received a Microsoft® Windows® 95 Certificate of Authenticity (COA) packet. Keep this certificate in a safe place. Your organization's help desk may ask you to provide the Product ID number from this certificate.

PRECAUTIONS

Please be aware of the following important information before you begin operating your computer.

- Data stored on floppy disks may be corrupted if the disks come in close contact with the magnetic components of the computer. Do not lay a floppy disk on top of or under the computer.

- The internal components of the computer will be damaged if exposed to contaminants. When dust covers, the PC card door, or the battery door on the computer are open, shield the unit from all contaminants such as liquids, rain, snow, and dust.

- You can lose data if you remove the battery while the computer is operating on battery power. Turn off the unit before you remove the battery. You can also lose data if the battery is removed for more than 10 minutes.

- **CAUTION**   If you have a touch screen:

  -Always use an approved stylus.

  -Never use sharp, hard, or abrasive implements on the touch screen such as ball point pens, pencils, or keys. They could damage the screen.

- **WARNING**   The computer is powered by a rechargeable Nickel Metal Hydride (NiMH) battery. Disposing of this battery improperly can cause serious personal injury. Do not crush the battery or place it in a fire. The battery is recyclable and, under various state and local laws, it may be illegal to dispose of the battery into the municipal waste stream. Check with your local solid-waste officials for details on recycling options or proper disposal.

The First Time...

Using your computer for the first time involves:

- Connecting the AC adapter to the computer
- Installing and charging the battery

Connecting the AC Adapter

To connect the AC adapter

1 Attach the power cord to the AC adapter, and then connect the appropriate end of the cord to an AC wall outlet.

2 Insert the other end of the AC adapter cable into the computer's power port on the side of the unit.
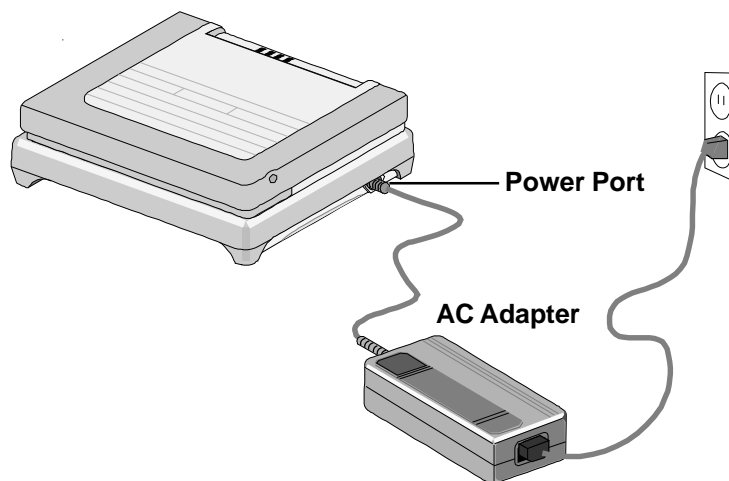
Installing and Charging the Battery

The Nickel Metal Hydride (NiMH) battery supplied with your computer should be fully charged before you operate the unit on battery power. To increase battery capacity, follow the recommendations about deep cycle discharging later in this guide.

To install the battery

1 Lift up the display and locate the battery door in front of the keyboard.

2 Open the battery door by pushing the two latches down and then sliding it away from the unit.

Battery Door Latches
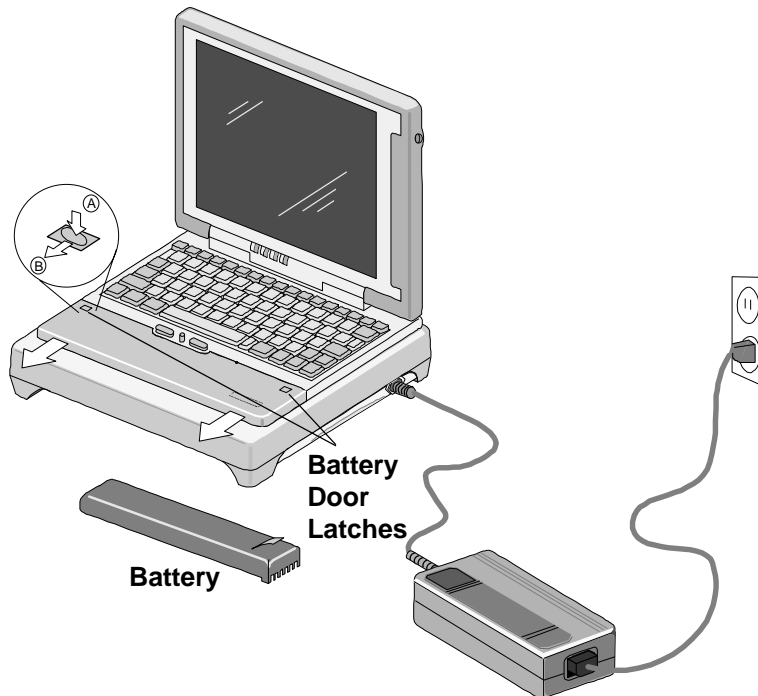
Battery

3 Align the battery connectors as shown in the diagram below, and then place the battery in the computer.

4 Replace the battery door by sliding it toward the keyboard and latching it into place.

The battery starts charging automatically.

The computer's external power light on the indicator panel blinks while the battery is charging; it stops blinking and remains on when the battery has completed charging. At moderate temperatures, approximately 70° Fahrenheit, the battery will be fully charged in three to four hours. In extremely hot or cold temperatures, it may take up to 16 hours to charge the battery.

> **Note**   Keep the display tilted open while the battery is charging to help prevent the battery from overheating.

Connectors
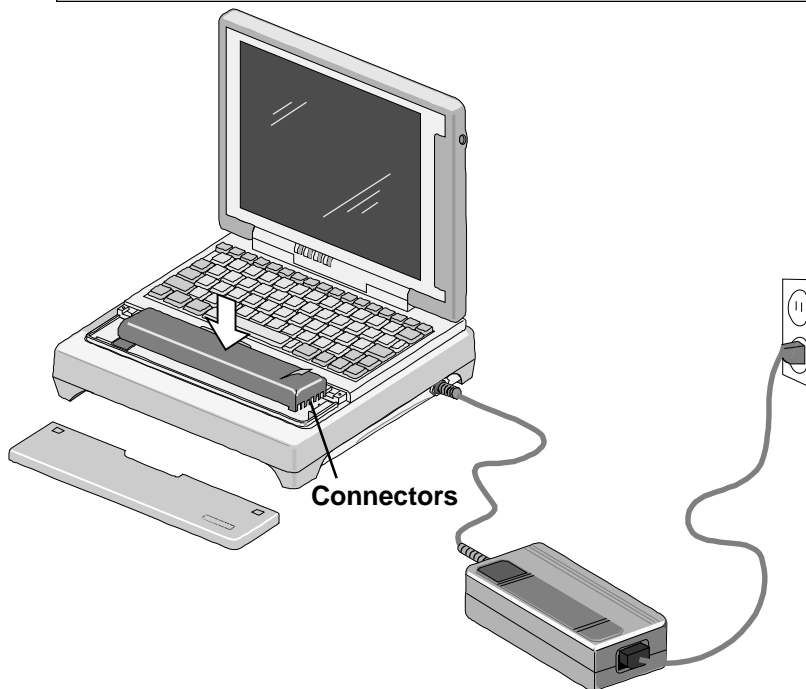
Turning the Computer On and Off

You can operate the computer while the battery is charging.

To turn on the computer

1 Press FN+ON (FN+SPACEBAR).

   Note: If the computer does not power on, restart it by holding down both mouse buttons for at least 10 seconds, and then releasing the buttons.

2 Adjust the display contrast control for a sharp, clear display.

   - FN+F4 lightens the display
   - FN+F5 darkens the display

   Note: If you have a 10.4-inch color display, these keys are not active.

3 Adjust the backlight if necessary.

   - On a monochrome display, pressing FN+F1 toggles the backlight on and off.
   - On a color display, the backlight is on whenever the computer is running. Pressing FN+F1 toggles the MaxBright feature on and off.

4 Make sure the date and time are correct by choosing the Date/Time icon from Control Panel and making any needed changes.

To turn off the computer

- Press FN+OFF.

When you power the computer back on, the system resumes from where you left off. To conserve battery power, turn off the computer whenever you are not using it.

> **Note**   The system automatically turns off (suspends) the unit after a period of continuous idle time. You can resume where you left off by pressing FN+ON.

Startup Problems?

If your computer does not operate, try these solutions.

- Connect the AC adapter to charge the battery if it is not charged.
- If the AC adapter is connected, make sure the electrical outlet you are using works.
- Check to make sure the battery is installed and charged properly.
- Check the battery door latches to make sure the door is closed and secured.
- If the computer does not turn on, restart the system by holding down both mouse buttons for at least 10 seconds and then releasing the buttons.
- If the battery doesn't begin charging, remove the battery, connect the AC adapter, and turn on the computer by pressing FN+ON. Reinstall the battery. The indicator light blinks while the battery is charging.

Section 5, "Troubleshooting," lists additional solutions you can try.

If You Have a Touch Screen

CAUTION

- Always use an approved stylus.

- Never use sharp, hard, or abrasive implements on the touch screen such as ball point pens, pencils, or keys. They could damage the screen.

- To clean the touch screen panel, apply a household glass cleaner to a soft, clean, dry cloth and wipe the screen.

If you cannot select objects accurately with the stylus, you may need to recalibrate the touch screen.

To calibrate the touch screen

1 From the Start Menu, select Programs, Touch, and then choose Touchscreen Controls.

2 Select the Calibration button.

3 Follow the instructions on the screen to calibrate the touch screen.

If You Have a Radio Modem

If your computer is equipped with a radio modem, you must register it with the appropriate network provider. For more information about registering and enabling your radio modem, open the Read Me First! file in the Radio Tools folder.

See important information about antenna placement in Appendix A of this guide and in the *X-C 6250 Pro User's Manual* that resides on your system.

SECTION 2
A Closer Look at the Computer

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Introduction

The following diagrams and descriptions provide an overview of the computer.

Antenna

Battery Door

USB Port

Audio Port

Display

Indicator Lights

Mouse Pointer
and Buttons

Keyboard

Microphone

Power Port

Parallel Port

Video Port

PC Card Ejector
Buttons

Serial Port

PC Card Sockets

RJ-11 Connector

PC Card Door (open)

Speaker
(on the bottom of
the computer)

Dust Cover (open)
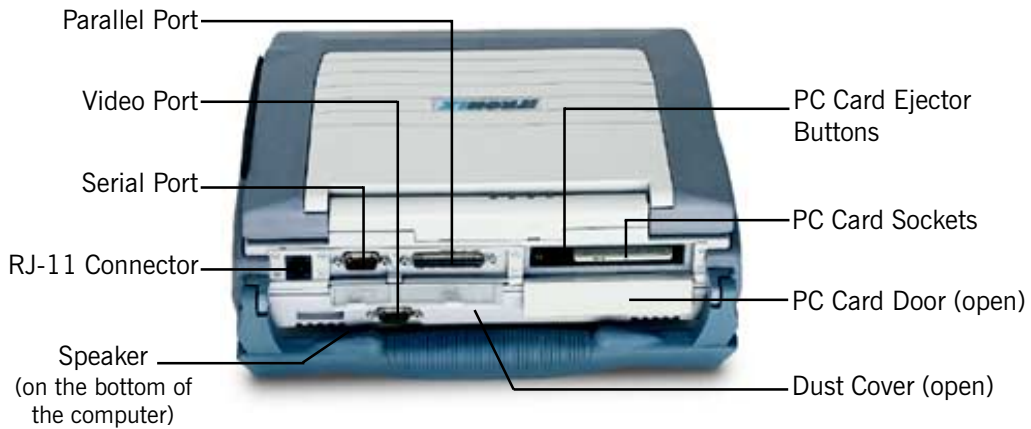
Standard Hardware

The labeled components are described below.

- *9-Pin Serial Port*   This port can be used for serial communications, bar code input, connection to a printer, or other purposes.

- *15-Pin Video Port*   This port can be used to connect an external monitor (see "Using an External Monitor" in the *X-C 6250 Pro User's Manual* for more information).

- *25-Pin Parallel Port*   This port can be used to connect optional equipment such as a printer.

- *Antenna*   If you have a radio modem installed in your computer, the antenna sends and receives radio waves for this modem.

- *Audio Port* A custom port designed to connect to an adapter such as a telco or multimedia adapter.

- *Battery Door and Latches*   This door covers the Nickel Metal-Hydride (NiMH) battery. If you unlatch the battery door before turning off the computer first, the system automatically powers off the unit to protect data on the hard disk.

- *Display*   Display options include monochrome, color, or touch screen. The screen can be illuminated in low-light conditions by turning on the backlight or MaxBright (FN+F1).

- *Dust Covers*   These covers provide added protection for the serial, parallel, and video ports when they are not being used.

- *Keyboard*   The keyboard is environmentally sealed and designed with 93 percent standard key spacing.

- *Microphone*   The microphone allows a user to talk to another person using the internal modem and the Speaker Phone application.

- *Mouse Pointer and Buttons*   The integrated mouse pointer is located directly below the spacebar on the keyboard. The left and right mouse buttons are located on either side of the mouse.

- *PC Card Door*   This door covers the PC card sockets. When this door is open, shield the unit from all contaminants such as liquids, rain, snow, and dust.

- **PC Card Sockets**   These two sockets are used to connect PC cards. To remove a card, press the *ejector button* located to the left of each socket.

- **Power Port**   This port is used to connect the external power supply to the computer.

- **RJ-11 Connector**   This port is used by the internal modem to communicate over standard voice grade telephone lines.

- **Speaker**   Located on the bottom of the computer, the speaker provides sound for the unit. Use the FN+F6 and FN+F7 keys to adjust speaker volume.

- **USB Port**   The Universal Serial Bus port is a series Type A USB connector.

Indicator Lights

Located below the display, these lights blink or remain on to indicate activity on the system.

The *On/Off* light illuminates when you power on the computer; it blinks to indicate a low battery.

The *External Power* light illuminates when external power is connected to the computer. It blinks while the external power supply is charging the battery and remains on when the battery is fully charged.

The *Disk Activity* light comes on when the hard disk is spinning or processing data.

The *Radio On/Off* light illuminates when the radio modem is powered on (if your computer is equipped with a radio modem). If the computer is off and you receive a message, the light blinks to indicate a message is waiting.

POWER ON / LOW BATT — EXTERNAL POWER / CHRG — HARD DRIVE ACTIVE — RADIO ON / MESSAGE
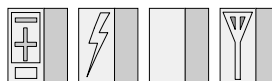
Standard Software

The following applications come with the computer. For more information about these applications, refer to the online Help for each application. Several of these applications include a "Getting Started" option to help you learn the basics.

Application	Description
Battery Status	Provides current information about the battery including voltage, temperature, and remaining capacity.
Battery Maintenance	Allows you to deep cycle discharge the battery.
Speaker Phone	Allows you to dial a number and talk with someone, just like a telephone.
Radio Status	If you have a radio modem, this utility enables you to power the radio modem on or off.
HyperTerminal	Enables you to connect your computer to other computers and exchange information.
Keyboard Status	Shows the status of the Num Lock and Caps Lock keys. These icons appear on the Windows 95 Taskbar when Num Lock or Caps Lock are activated:

 Num Lock icon   Caps Lock icon

Keyboard and Mouse

The X-C 6250 Pro computer keyboard features:

- Twelve function keys, F1 - F12
- Embedded numeric keypad
- Mouse keys and pointer
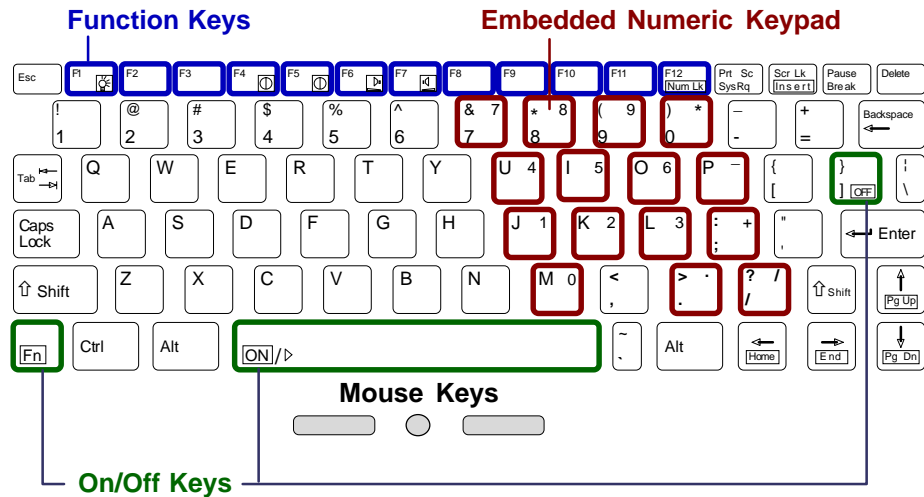
Basic Keys

You must press the FN key along with other keys to perform various tasks. These keys are labeled with a small box around the command.

Press…	To do this
FN+ON	Turn on the computer
FN+OFF	Turn off the computer
FN+F1	Toggle the backlight on and off
FN+F1	Toggle MaxBright on and off (10.4-inch color display only)
FN+F2	Dim the display backlight

Press...	To do this
FN+F3	Brighten the display backlight
FN+F4	Lighten the display contrast (unavailable on the 10.4-inch color display)
FN+F5	Darken the display contrast (unavailable on the 10.4-inch color display)
FN+F6	Decrease the volume
FN+F7	Increase the volume
FN+NUM LK	Toggle NUM LOCK on and off (in NUM LOCK mode the blue keys on the keyboard emulate a numeric keypad.)
FN+PGUP	Move up one screen (page up)
FN+PGDN	Move down one screen (page down)
FN+HOME	Move to the home position
FN+END	Move to the end position
FN+INSERT	Toggle Insert mode on and off

CAUTION   You can restart the computer using the following keys; however, restarting your computer while you are running applications or working in Windows may cause data loss or corrupt files.

Press...	To do this
CTRL+ALT+DEL	Reboot the computer
Press and hold both mouse buttons for 10 seconds	Reset the computer

These icons appear on the Windows 95 Taskbar when Num Lock or Caps Lock are activated:

 Num Lock icon   Caps Lock icon

Mouse

The mouse pointer and buttons are located directly below the spacebar on the keyboard. Apply light, downward pressure to the mouse in the direction you want to move the pointer around the screen.

The X-C 6250 Pro computer uses a Liquid Crystal Display (LCD), which is the type of screen used on many notebook-style computers. One of the common problems experienced on computers with LCD displays is that the cursor seems to "disappear" whenever the mouse is moved quickly. To improve the visibility of the mouse cursor, you should:

• Enable the "Pointer Trails" feature to add trailing cursors

• Use a low or medium speed/sensitivity level

You can combine a higher level of acceleration with a slow or medium speed/sensitivity level. This will allow you to move the mouse cursor quickly by increasing your finger pressure, while still providing a finer degree of control when you apply minimum pressure.

To adjust the movement of the mouse

• From the Start menu, select Settings, Control Panel, and then choose Mouse to make adjustments.

Do not attempt to reorient the mouse direction ("Reorientation" tab). The mouse reorientation option is designed to be used in specialized applications. It is not appropriate for use on this computer.

Using a Stylus

If you have a touch screen, follow the guidelines below.

CAUTION

- Always use an approved stylus.

- Never use sharp, hard, or abrasive implements on the touch screen such as ball point pens, pencils, or keys. They could damage the screen.

- To clean the touch screen panel, apply a household glass cleaner to a soft, clean, dry cloth and wipe the screen.

To use the stylus

- Slide the stylus out of its holder.

  If you have a shoulder strap, you may have a slot on the strap to hold the stylus.

- To replace it, slide it into the appropriate slot point first.

If you cannot select objects accurately with the stylus, you may need to recalibrate the touch screen.

To calibrate the touch screen

1 From the Start Menu, select Programs, Touch, and then choose Touchscreen Controls.

2 Select the Calibration button.

3 Follow the instructions on the screen to calibrate the touch screen.

S E C T I O N   3

Power Management

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Introduction

You can operate your computer or charge its batteries with one or more of the following power sources or adapters:

• Battery

• AC adapter connected to an AC wall outlet

• Optional equipment such as the Stand Alone Charger, the Vehicle Cradle, or the Vehicle Adapter

This section provides information about batteries for the X-C 6250 Pro computer. For information about using other power sources or charging equipment, refer to the instructions that accompany them.

Taking Charge of Your Battery Power

The X-C 6250 Pro computer is designed to use a Nickel Metal-Hydride (NiMH) battery. To get the most from your battery, familiarize yourself with how to:

• Conserve battery power

• Optimize battery life

• Check battery conditions

• Deep cycle discharge batteries

• Replace batteries

Conserving Battery Power

Follow these guidelines to conserve power.

- Turn off the computer by pressing FN+OFF whenever you are not using it.

- Make sure your system suspends automatically. PC Cards, custom applications, or modified system settings can affect this.

- Turn off the backlight (or MaxBright) when you do not need it.

- Turn down the backlight brightness.

- Unplug peripherals and remove peripheral and network PC Cards when you are not using them.

- Use the SCU to set power management options at levels that will consume the least amount of battery power.

- Use the AC adapter or vehicle adapter whenever possible.

- Avoid exposing batteries to extremely hot or cold temperatures for long periods.

- The computer display does not require a screen saver. Using screen savers consumes valuable battery power and is discouraged unless the unit is connected to external power and an external monitor.

Optimizing Battery Life

Follow these guidelines to get the most use from your batteries.

- Your battery will last longer during the day if it is used and charged between 10°C and 30°C (50°F and 86°F).

- Charge batteries nightly where the temperature will remain around 20°C (68°F).

- Set up your system to automatically suspend (turn off) while the battery is charging.

- Keep the display tilted open while the battery is charging to allow excess heat to escape from the battery compartment and help prevent the battery from overheating.

- Deep cycle discharge batteries every 2-1/2 to 3 months.

- Never store the computer for more than 30 days without recharging the battery. If you plan to store the unit for more than 30 days, refer to the *X-C 6250 Pro User's Manual* for information about long term storage procedures.

- Replace the battery when capacity and performance diminish noticeably.

Checking Battery Conditions

The battery for the computer has an internal "gas gauge" that monitors the battery's condition and reports this information to the computer. Use the Battery Status application to check battery conditions. The Battery Status application runs automatically when you start Windows, and you can access it by choosing its icon. For more information about using this application, refer to its online Help.

Low Battery Indicators

The computer beeps and the battery light blinks on the indicator panel to warn you of a low battery. If you are running Windows, a warning message also appears on the screen periodically. Unless you connect external power or replace the battery within a reasonable time, the system automatically turns off the computer. If the battery voltage becomes very low, the system turns off the unit and you cannot turn it back on until you correct the low battery condition.

Deep Cycle Discharging

Nickel Metal-Hydride (NiMH) batteries can develop "memory effect" when they are partially discharged and recharged repetitively without a full discharge. Repeatedly charging the batteries this way will eventually decrease battery capacity and performance. To restore the batteries to full capacity and eliminate battery memory effect, you should deep cycle discharge batteries every 2-1/2 to 3 months. The deep cycling process can take up to 40 hours, so you may want to do this over a weekend.

If your battery is new or has not been used for several weeks, deep cycling it up to four times in succession over consecutive weekends may

increase its capacity. After this initial conditioning, maintain battery capacity by deep cycling at the recommended frequency.

Use the Battery Maintenance application to perform deep cycle discharges and update battery information. To access the Battery Maintenance application, from the Start Menu, select Programs, select the Mobile Computer Tools folder, and then choose Battery Maintenance. For more information about using this application, refer to its online Help.

Replacing the Battery

Replace the battery in your computer with a new one if the existing battery does not hold a charge. If you have a drained battery, replace it with a charged one.

When the computer is off, it is equipped with enough internal backup power to maintain memory contents for about 10 minutes each time you exchange batteries in the unit. This internal backup power begins when you remove the existing battery and ends when you install a new battery.

CAUTION　When the computer is operating on battery power, you can lose data if you remove the battery while the computer is operating. Turn off the unit by pressing FN+OFF before you remove the battery.

You can also lose data if the battery is removed from the unit for more than 10 minutes. Make sure you have a new battery on hand before attempting to replace the battery.

To replace the battery

1 Press FN+OFF to turn off the computer.

2 Remove the battery door by pushing the two latches down and then sliding it away from the unit (C).

3 Grasp the ribbon and pull up on the battery to remove it.

4 Align the battery connectors and place a new battery in the computer (D).

5 Replace the battery door and make sure it is securely latched.

If the new battery is not charged, charge it immediately using the AC adapter or one of the external power supplies described earlier.

C   **D**

Connectors
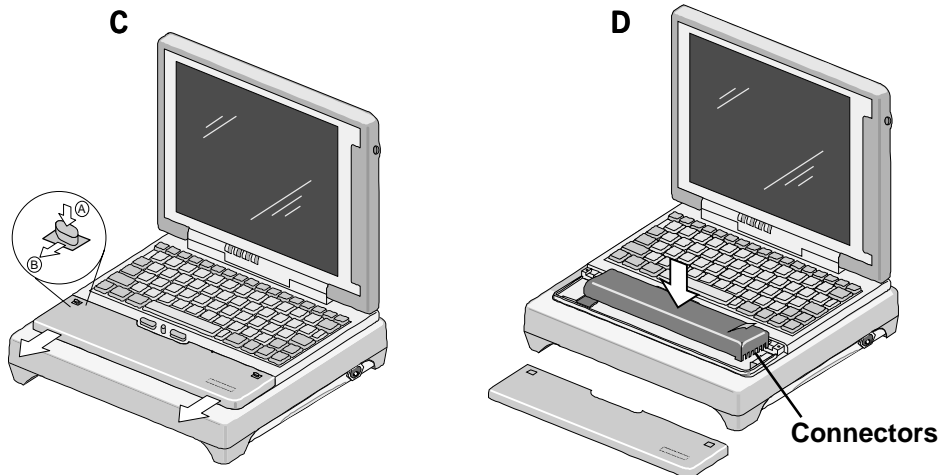
WARNING   Disposing of batteries improperly can cause serious personal injury. Do not crush the batteries or place them in a fire. Batteries that can no longer be used should be disposed of properly. Check with your local solid-waste officials for details on proper disposal or recycling options.

Storing Batteries

- Store batteries within this temperature range: 10°C to 30°C (50°F to 86°F).

- Unused or stored batteries can lose power over time. When you install a battery that has not been used for awhile, connect external power to the computer and charge the battery.

- After storage, deep cycling the battery up to four times in succession may increase its capacity. You may want to do this over consecutive weekends since each deep cycle process can take up to 40 hours. After this initial conditioning, maintain battery capacity by deep cycling at the recommended frequency.

S E C T I O N   4

Error and Warning Messages

. . . .

Introduction

Error and warning messages can be generated by several different sources on the X-C 6250 Pro computer including:

• Power On Self Test (POST)

• MS-DOS

• Windows

• Applications

Power On Self Test (POST) Error Messages

When the computer restarts, it tests its hardware components. This test is called the Power On Self Test (POST). If the system finds an error during the POST, it displays an error message. If this happens, follow the suggestions listed below.

There are other POST errors that can happen before anything can be displayed on the screen. In this case, the computer issues a series of beeps and then stops working. This type of error indicates a serious hardware problem, and you should contact your organization's help desk for assistance.

BIOS ROM bad checksum

An expansion card has a bad ROM checksum. The expansion card may need to be replaced. Contact your organization's help desk.

Disk not found

FATAL: CMOS RAM test failed

FATAL: DMA controller faulty

FATAL: Faulty DMA page registers

FATAL: Faulty refresh circuit

FATAL: Interrupt controller failed

FATAL: No RAM found

FATAL: No video display found

FATAL: RAM error at location xxxxxx: Wrote: xx Read: xx

FATAL: ROM checksum incorrect

Reset the computer by pressing both mouse buttons for at least ten seconds and then releasing the buttons. If the problem persists, contact your organization's help desk.

Fixed disk controller failure

Disk controller not responding. Contact your organization's help desk.

Fixed disk failure

Contact your organization's help desk.

Floppy disk fault - insert valid boot disk and press any key

If no floppy drive is present, run the System Configuration Utility (SCU) and enable the internal hard drive.

Gate A20 failure

Hardware failure. Contact your organization's help desk.

Hard disk boot sector invalid

Hard disk failed

Reset the computer by pressing both mouse buttons for at least ten seconds and then releasing the buttons. If the problem persists, contact your organization's help desk.

Insert boot-disk and press any key

Internal cache test failed

Reset the computer by pressing both mouse buttons for at least ten seconds and then releasing the buttons. If the problem persists, contact your organization's help desk.

Keyboard clock line failure

Keyboard controller failure

Keyboard data line failure

Reboot the computer by pressing CTRL+ALT+DEL. If the message persists, and keyboard is not usable, contact your organization's help desk.

Keyboard failure

Keyboard stuck key failure

Memory failure at AAAAAAAA, read XX expecting YY

Reset the computer by pressing both mouse buttons for at least ten seconds and then releasing the buttons. If the message persists, and keyboard is not usable, contact your organization's help desk.

No boot device available — press F1 to retry boot

Try rebooting by pressing CTRL+ALT+DEL. If the problem persists, the hard disk may need to be replaced. Contact your organization's help desk.

No boot sector on hard disk

Data corrupted on hard disk. Restore hard disk data by rebooting from a bootable PC card.

No timer tick interrupt

Reset the computer by pressing both mouse buttons for at least ten seconds and then releasing the buttons. If the problem persists, contact your organization's help desk.

Non-system disk or disk error — Replace and press any key to continue

Remove the non-bootable PC memory card from the socket and press any key to reboot.

Non-system disk - insert boot disk and press any key

Reset the computer by pressing both mouse buttons for at least ten seconds and then releasing the buttons. If the problem persists, contact your organization's help desk.

Press the F1 key to continue

This message indicates that an error was found during POST. Pressing the F1 key allows the system to attempt to boot.

Shutdown failure

Reboot the computer by pressing CTRL+ALT+DEL. If the message persists, contact your organization's help desk.

Unexpected interrupt in protected mode

Reboot by pressing CTRL+ALT+DEL. If the message persists, contact your organization's help desk.

WARNING! PC87570 initialization incomplete. Code=XXXX

Press ENTER to continue, and then reboot the computer by pressing CTRL+ALT+DEL.

You can continue to use the computer since basic computer functions may still be operable; however, some functions may not work properly. If the problem persists, contact your organization's help desk.

WARNING! Boot sector 0 has changed

The boot sector of the hard drive has been modified. This message also may be displayed when booting from Drive C after booting from another device. Pressing F1 will allow the system to continue to boot. If the problem persists, contact your organization's help desk.

WARNING! CMOS checksum invalid - run SCU
WARNING! CMOS failure - run SCU

Run the System Configuration Utility (SCU) to set the system configuration. If the problem persists, contact your organization's help desk.

WARNING! Floppy controller failed
WARNING! Floppy disk track 0 failed

Reset the computer by pressing both mouse buttons for at least ten seconds and then releasing the buttons. If the problem persists, contact your organization's help desk.

WARNING! Floppy information invalid - run SCU

Run the System Configuration Utility (SCU) to set the system configuration. If the problem persists, contact your organization's help desk.

WARNING! Keyboard controller failure
WARNING! Keyboard failure

Reboot the computer by pressing CTRL+ALT+DEL. If the problem persists, contact your organization's help desk.

WARNING! No bootable floppy drive 0 installed
WARNING! No interrupts from timer 0

Reset the computer by pressing both mouse buttons for at least ten seconds and then releasing the buttons. If the problem persists, contact your organization's help desk.

WARNING! Time/date corrupt - run SCU

Run the System Configuration Utility (SCU) to set the time of day and date.

WARNING! Unexpected amount of memory - run SCU

Run the System Configuration Utility (SCU) to set the system configuration. If the problem persists, contact your organization's help desk.

xxxxxh Option ROM checksum failure where xxxxxh is the starting address of the option ROM

An expansion board contains a defective ROM. Try rebooting the computer by pressing CTRL+ALT+DEL. If the problem persists, the expansion board may need to be replaced. Contact your organization's help desk.

PC87570 CPU test failed! Press ENTER to continue
PC87570 initialization failed! Press ENTER to continue
PC87570 RAM test failed! Press ENTER to continue
PC87570 ROM test failed! Press ENTER to continue

Reset the computer by pressing both mouse buttons for at least ten seconds and then releasing the buttons. If the problem persists, contact your organization's help desk.

You can press ENTER to continue to use the computer since basic computer functions may still be operable; however, the battery will not be charged properly.

MS-DOS Messages

The MS-DOS operating system may display a warning or error message if it encounters a problem with a command in the CONFIG.SYS or AUTOEXEC.BAT file, or a command that you entered at the DOS prompt. Following are a few of the most common MS-DOS messages.

Bad command or file name
A command was entered that is spelled incorrectly or does not exist on the computer.

Invalid media type reading drive D
Abort, Retry, Fail?
The PC memory card may not be formatted. Press A to abort, then format the card using the MS-DOS Format command, or from Windows using the Format Disk command.

Invalid drive specification
You tried to access a drive that does not exist. This can happen if you try to access drive D, but the PC card drivers are not loaded. Report this error to your supervisor or your organization's help desk.

Non-System disk or disk error
Replace and press any key when ready
This can occur if a PC memory card is in the card socket and you restart the computer. Remove the card, then press any key.

Not ready reading drive D
Abort, Retry, Fail?
Make sure the PC card is fully inserted into the card socket, then press R to retry.

Windows Messages

Windows messages are typically self-explanatory. Refer to the *X-C 6250 Pro User's Manual* for more information. A PDF version of this manual resides on your computer.

Application Messages

Both MS-DOS and Windows applications may display messages if a warning or error condition occurs. Refer to the application's online help or other documentation for the application that generated the message.

SECTION 5
Troubleshooting

. . . .

Introduction

This section is designed to help you determine and fix problems you might encounter while operating the X-C 6250 Pro computer. Try the following things in order:

- First check the items under "Problem Checklist" below. If these do not help, try the suggestion listed under "Common Problems and Solutions" in this section for your particular situation.

- If you don't find a solution for your situation here, check the Troubleshooting section of the *X-C 6250 Pro User's Manual* for additional assistance. A PDF version of this manual resides on your computer.

- If your problem involves an application, refer to the online Help for that application.

- If you still cannot resolve your problem, contact the help desk at your organization.

Problem Checklist

❏ Verify that the power is on.

❏ Make sure that the electrical outlet to which your AC adapter is connected is working.

❏ If you do not have the AC adapter connected, check to make sure the battery is installed correctly and fully charged.

❏ Try adjusting the display's contrast control, or try adjusting the backlight brightness.

❏ Make sure all cables are tightly connected.

Common Problems and Solutions

The following items are common problems you might encounter and possible solutions.

The computer does not turn on

- The battery may not be installed properly, or it may not be adequately charged. Check to make sure the battery is sufficiently charged and properly installed.

- Connect the AC adapter to charge the battery if it is not charged.

- If the AC adapter is connected, make sure the electrical outlet you are using works.

- If the computer does not turn on, hold down both mouse buttons for at least ten seconds and then release the buttons.

The screen is dark or blank

- The automatic power-saving mode has shut off the display, backlight, or MaxBright. Press FN+ON to resume or press FN+F1 to turn on the backlight or MaxBright.

- Contrast controls need adjustment. Press FN+F4 and FN+F5 to adjust the display contrast (these keys are not active on a 10.4-inch display).

- Press FN+F2 or FN+F3 to adjust the backlight brightness (on a 10.4-inch color display, these keys are only active when MaxBright is off).

Information on the screen is difficult to see

- Adjust the contrast controls. Press FN+F4 and FN+F5 to lighten or darken the display contrast (these keys are not active on a 10.4-inch display).

- If you have a 10.4-inch color display, press FN+F1 to turn on MaxBright.

- If you have a color display, press FN+F2 and FN+F3 to dim or brighten the backlight (on a 10.4-inch color display, these keys are only active when MaxBright is off).

Incorrect characters appear on the screen when I press certain keys

- You may be in Num Lock mode. The Num Lock icon appears in the Taskbar when Num Lock is activated. Press FN+F12 to toggle Num Lock mode off.

The computer turned off unexpectedly

- The system entered suspend mode due to inactivity. Press FN+ON to resume.

- The system has suspended due to a low battery. Connect external power or install a new battery, and then press FN+ON to resume.

- If you unlatch or remove the battery door without turning off the computer first, the system automatically powers off the unit to protect data on the hard disk. Replace the door, make sure it is latched securely, and then press FN+ON to resume.

The computer stops responding to keystrokes

- Wait two minutes to make sure the computer has completed any internal operations. If it does not begin operating, reboot your computer by pressing CTRL+ALT+DEL. If it still does not work, reset the computer by holding down both mouse buttons for at least ten seconds and then releasing the buttons.

  CAUTION   Rebooting or resetting the computer may corrupt files or data.

Battery does not charge

- The battery contains a memory chip that identifies the type, serial number, rated capacity, and actual capacity of that battery. When the battery does not contain enough energy to support memory chip operation, the system may generate an error. This can be corrected by performing the following:

  1 Turn off the computer by pressing FN+OFF.

  2 Open the battery door and remove the battery.

  3 Connect the AC adapter to the unit, and then turn on the computer by pressing FN+ON.

  4 Install the battery and replace the door.

5   Allow the unit to remain idle for one hour with the AC adapter connected to the computer.

The battery indicator light blinks when the battery starts charging.

6   If the battery fails to charge after an hour, remove the battery, wait several seconds, and then install it again.

7   If the battery still does not begin charging after several minutes, it may need to be returned for service. Contact your supervisor or your organization's help desk for assistance.

Battery power does not last long

- Turn off the computer by pressing FN+OFF whenever you are not using it.
- Make sure your system suspends automatically. PC Cards, custom applications, or modified system settings can affect this.
- Turn off the backlight (or MaxBright) when you do not need it.
- Turn down the backlight brightness.
- Unplug peripherals and remove peripheral and network PC Cards when you are not using them.
- Use the SCU to set power management options at levels that will consume the least amount of battery power.
- Use the AC adapter or vehicle adapter whenever possible.
- Avoid exposing batteries to extremely hot or cold temperatures for long periods.
- The X-C 6250 Pro computer display does not require a screen saver. Using screen savers consumes valuable battery power and is discouraged unless the unit is connected to external power and an external monitor.

All of the indicator lights are flashing

- This can occur during a Power On Self Test (POST) and means the test has failed. Reboot or reset the computer by pressing CTRL+ALT+DEL or holding down both mouse buttons for at least ten seconds and then releasing the buttons.

When I try to use the stylus on my touch screen, nothing happens

- If you cannot select objects accurately with the stylus, you may need to recalibrate the touch screen.

To calibrate the touch screen

1 From the Start Menu, select Programs, Touch, and then choose Touchscreen Controls.

2 Select the Calibration button.

3 Follow the instructions on the screen to calibrate the touch screen.

SECTION 6

Cleaning and Maintenance

. . . .

Care and Cleaning

Care and Cleaning

The computer is ruggedized and weather resistant. Handle it with the normal care required by any sophisticated electronic equipment, and the computer will provide reliable service even under harsh field conditions. Refer to the *X-C 6250 Pro User's Manual* for important information about preventative maintenance and long-term storage procedures.

Follow the guidelines below to help maintain the condition and performance of your computer.

- **CAUTION** If you have a touch screen:

    -Always use an approved stylus.

    -Never use sharp, hard, or abrasive implements on the touch screen such as ball point pens, pencils, or keys. They could damage the screen.

    -To clean the touch screen panel, apply a household glass cleaner to a soft, clean, dry cloth and wipe the screen.

- Keep the PC card door closed whenever possible.

- When dust covers, the PC card door, or the battery door on the computer are open, shield the unit from all contaminants such as liquids, rain, snow, and dust.

- Turn off the computer when you are not using it.

- Keep the battery charged. Whenever possible, keep external power connected to your computer.

- Deep cycle discharge batteries every 10 to 12 weeks.

- Operate the computer within these recommended temperature ranges: -20° Celsius to +60° Celsius (-4° Fahrenheit to +140° Fahrenheit).

- Periodically clean the surface areas of the computer with a soft, clean cloth.

    You can remove fingerprints or stains with a cloth dampened with a mild detergent. Never use a strong cleaner or solvent on any part of the computer.

If the display screen gets dirty, apply a household glass cleaner to a clean, dry, soft cloth and wipe the screen. Do not spray cleaners directly on the screen.

APPENDIX A
Agreements and Notices

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6. LIMITED WARRANTY.

- **Limited Warranty**. Manufacturer warrants that the SOFTWARE will perform substantially in accordance with the accompanying written materials for a period of ninety (90) days from the date of receipt. Any implied warranties on the SOFTWARE are limited to ninety (90) days. Some states/jurisdictions do not allow limitations on duration of an implied warranty, so the above limitation may not apply to you.

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Compliance Statements

The X-C 6250 Pro (X-C 6250$^+$) computer 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 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 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.

The X-C 6250 Pro (X-C 6250$^+$) computer complies with Part 68 of the FCC Rules. On the bottom of this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area.

The X-C 6250 Pro (X-C 6250$^+$) computer may be connected to the telephone network using the RJ-11 jack provided.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice isn't practical, the telephone company will

notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with this equipment, please contact the equipment manufacturer for repair and/or warranty information. Do not attempt repairs of this equipment yourself without obtaining manufacturer authorized parts and documentation. If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved.

RF Modems

WARNING   While the radio is operating, its antenna must be at least 5 cm from all person in order to comply with the FCC RF exposure limit. Operators must ensure that while the radio is operating its antenna is at least 5 cm from nearby persons in order to comply with the FCC RF exposure limits.

RF Modems and Vehicle Mounted Antennas

WARNING   Improper installation and/or operating configurations of permanent and magnetic vehicle mounted antennas may cause FCC RF exposure limits to be exceeded. Vehicle mounted antennas must be placed at least 20 cm from operators and bystanders.

Compliance Statement for Canada

NOTICE: The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

CAUTION! Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

The Ringer Equivalence Number (REN) is:
X-C 6250 Pro (X-C 6250$^+$): 0.1B

NOTICE: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

The X-C 6250 Pro (X-C 6250$^+$) computer may be connected to the telephone network using the RJ-11 jack provided.

Fax Branding

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via a telephone fax machine unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual.

In order to program this information into your fax machine, you should complete the following:

> *This information is entered through the FAX application software you have installed. Consult your FAX software documentation for instructions about entering this information.*

Warnings and Cautions

WARNING   It is important that only authorized Itronix personnel attempt repairs on Itronix equipment as this might void any maintenance contract with your company. Unauthorized service personnel might be subject to shock hazard on some Itronix equipment if removal of protective covers is attempted.

The product you have purchased is powered by a rechargeable battery. The battery is recyclable and, under various state and local laws, it may be illegal to dispose of this battery into the municipal waste stream. Do not crush the battery or place it in a fire. Check with your local solid-waste officials for details on recycling options or proper disposal.

CAUTION   Internal components of the X-C 6250 Pro (X-C 6250$^+$) computer will be damaged if exposed to contaminants. When dust covers, the PC card door, or the battery door are open on the computer, shield the unit from all contaminants such as liquids, rain, snow, and dust.

Safety Information

The following safety symbols are used in this manual to indicate potentially dangerous situations. Do not proceed beyond a WARNING or CAUTION symbol until the indicated conditions are fully understood and met.

CAUTION   This caution statement denotes a hazard. It calls attention to a procedure or practice that could result in damage to or destruction of part or all of the product if not performed correctly.

WARNING   This warning denotes a hazard. It calls attention to a procedure or practice that could result in personal injury if not performed correctly.

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