

# **E500RM9**

## **5" Rugged Mobile Computer**

ARM A73 x 4 (2.0 GHz) + A53 x 4 (2.0 GHz)



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# **Quick Start Guide**

## 1. Getting Started

Congratulations on purchasing Winmate® 5-inch Rugged Mobile Computer E500RM9.

Winmate® E500RM9 Rugged Mobile Computer is an enterprise-class Rugged Mobile Computer with a powerful mobile computing solution. The E500RM9 Series Rugged Mobile Computer packs WLAN, BT, GPS, and WWAN functions - all in a single device. With multiple wireless communication functions, this product is applicable to the mobile worker, business application, and IT requirements.

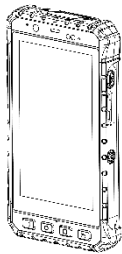
### Highlights

- ARM A73 x 4 (2.0 GHz) + A53 x 4 (2.0 GHz)
- 5" 1280 x 720 resolution
- Android™ 11.0
- IP65 waterproof and dustproof
- Rated for extreme temperature use

## 2. Unpacking

Check and identify the standard supplied accessories.

### Standard factory shipment list:



**E500RM9**

Varies by product specifications



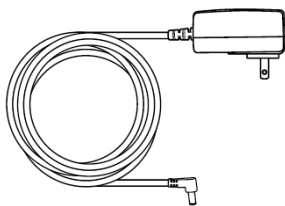
**Quick Start Guide (Hardcopy)**

Part No. 9152111K105B



**Li-ion Battery**

Part No.32000000001K



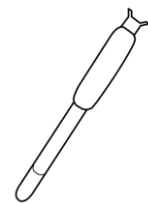
**Power Plug**

Varies by country



**Micro SD Card**

Part No.760000000000V



**Hand Strap**

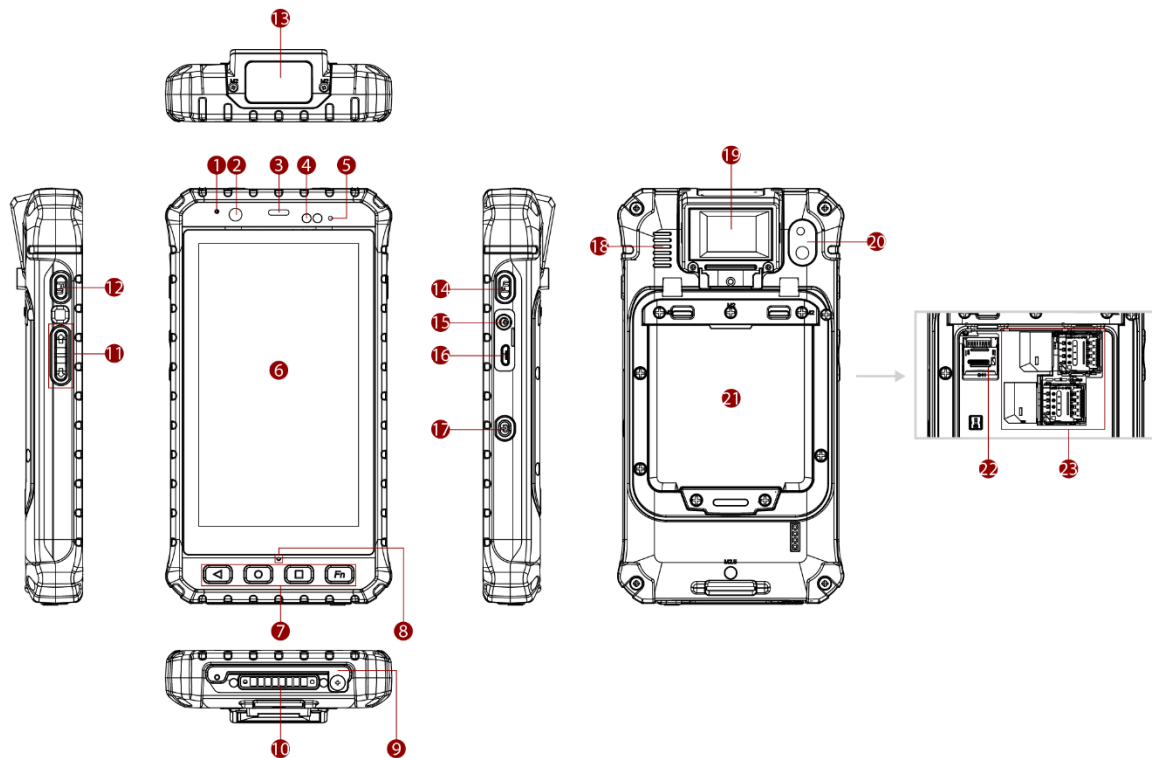
Part No. 9B0000000416

### Optional Accessories:

- **Charging Dock**  
DD-E50R-2: Part No.98TA05Z00002  
MD-E50R-6: Part No. 98DP05A00001
- **Battery**  
Part No.98K004A0000N  
3.7V 3900mAh Li-ion removable battery
- **Battery Charging Dock**  
BD-3900-2: Part No.98K004A0000G  
BD-3900-6: Part No. 98K000A0004G

### 3. Description of Parts

Dimension: 85.9 x 163.2 x 22.5 mm



| No | Item                         | Description  |
|----|------------------------------|--|
| 1  | Microphone                   | For audio recording and communication.   |
| 2  | Front Camera                 | 8 Megapixel Webcam   |
| 3  | Front Receiver               | Use to listen during a phone conversation.   |
| 4  | Light Sensor                 | Detect the availability of light and automatically control the brightness of a screen backlight intensity  |
| 5  | LED Indicator                | LED indicator indicates the battery power or charging status. <ul style="list-style-type: none"> <li>• Red: 0~89%</li> <li>• Green: 90~100%</li> <li>• Off: the mobile computer is not charging nor properly connected.</li> </ul>   |
| 6  | 5" Touch Screen              | Display and act as one of the inputs for the mobile computer   |
| 7  | Physical Buttons             | <div> <div>◀</div> <div>○</div> <div>□</div> <div>Fh</div> </div> <div> <div>Back to the previous utility's screen</div> <div>Open the home screen</div> <div>Open the menu page</div> <div>Use to trigger the barcode reader function (optional)<br/>Note: Fn key functions may be programmed according to your order.</div> </div> |
| 8  | Microphone                   | For audio recording and communication.   |
| 9  | Smart Card Reader (Optional) | Read card information  |
| 10 | Docking Connector            | Connect to desk docking  |
| 11 | Volume Buttons               | Increase and decrease volume   |
| 12 | Function Button              | Use to trigger the barcode reader for E500RM9 series with barcode reader (only for products with barcode reader)   |
| 13 | Barcode Reader (Optional)    | 1D/2D Barcode Reader (*or a flat cover for device without barcode)   |
| 14 | Function Button              | Use to trigger the barcode reader for E500RM9 series with barcode reader (only for products with barcode reader)   |
| 15 | DC Jack                      | Charging the device  |
| 16 | Micro USB                    | For data transfer and connect to the peripheral devices  |

| No | Item                          | Description  |
|----|-------------------------------|--|
| 17 | Power Button                  | Turn on/off the device                                 |
| 18 | Speaker                       | Send out the voice from the device                     |
| 19 | Fingerprint reader (Optional) | Scan fingerprints                                      |
| 20 | Rear Camera                   | 13MP Autofocus Camera.                                 |
| 21 | Battery                       | 3.7V, 3900 mAh with warm swappable function (Optional) |
| 22 | MicroSD Card Slot             | Memory card reader port for SD Card                    |
| 23 | SIM Card Slot                 | Slot to insert Micro SIM card.                         |

## 4. First-Time Operation

### Inserting Battery Pack



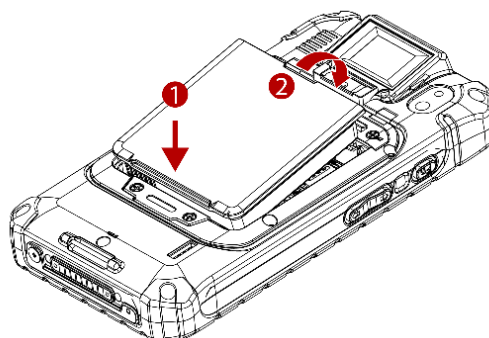
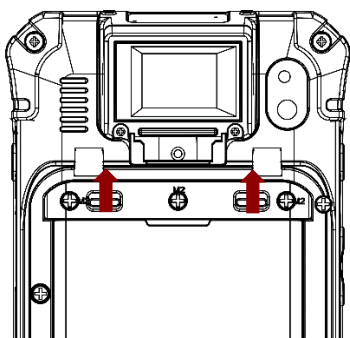
**Warning!** Discontinue using the device immediately if you notice the battery is swelling or looks puffy or misshapen. Do not attempt to charge or use the device. Do not handle a damaged or leaking battery. Do not let leaking battery fluid come into contact with your eyes, skin, or clothing.



**Caution** To keep battery health and prevent possible issues from battery over-discharged, please charge the device's built-in backup battery once every two months.

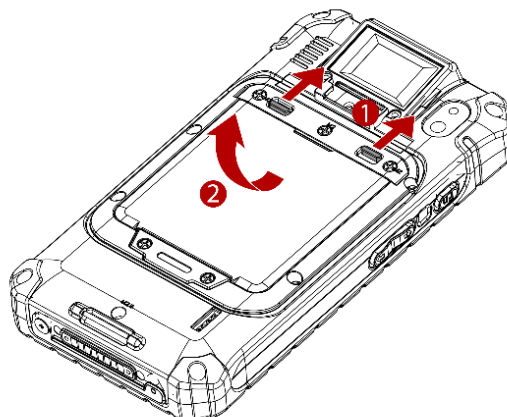
*To install the standard battery pack:*

1. Disconnect any cords connected to the mobile computer and turn the device over, back facing up.
2. Locate the Battery Lock Latch and push it to the "Unlocked" position.
3. Insert the battery with the connector-pins side first, and then lower the battery into the battery compartment. The battery will be flat against the housing once fully inserted.
4. Slide the Battery Lock to the "Locked" position.



*To remove the battery pack:*

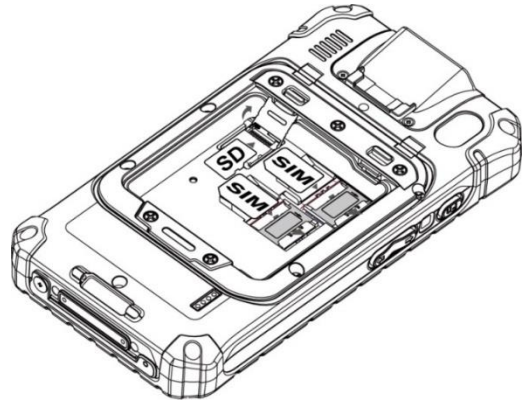
1. Shut down the device. Disconnect any cords connected to the device.
2. Turn the mobile computer over, back facing up.
3. Locate the Battery Lock and slide it to the "Unlocked" position.
4. Lift the battery out of the compartment.



## Installing SIM and MicroSD Card

To install the SIM card:

1. Disconnect any cords and power off the mobile computer. Remove the battery, as described in the section *Inserting Battery Pack*.
2. Push and lift the SIM-card slot.
3. Insert the SIM card into the SIM-card slot. **Chip/contact is facing down.**
4. Push the SIM-Card slot back to the original position.
5. Put the battery back.



To install MicroSD Card:

1. Remove the battery, as described in the section *Inserting Battery Pack*.
2. Push and lift the microSD-card slot.
3. Insert the microSD card into the slot. **Chip/contact is facing down.**
4. Close the microSD card holder.
5. Put back the battery, as described in the section *Inserting Battery Pack*.

## Connecting to Power Supply

The mobile computer operates either on external AC power or internal battery power. It is recommended to use AC power when you start up the device for the first time.



**Caution** Use only the AC adapter included with your device. Using other AC adapters may damage the device and the Battery.

**Caution** Please ensure the battery has fully charged before starting up the device for the first time.

Perform the following to connect the mobile computer to AC Power:


1. Open I/O protective cover by pulling out the latch.
2. Plug the power adapter into the DC Jack port of the device.
3. Plug the power cord into the electrical outlet.

## 5. Turning On and Off the Device

### Turning On

1. Press and hold the power button for **3 seconds**, located on the right side of the unit.
2. When the device vibrates, release the power button.
3. The desktop screen is displayed.


### Turning Off

1. To turn off the device, press and hold the power button until the phone options menu appears, tap the **Power Off** .
2. User can also use the Phone options menu to put the device into emergency mode and restart. See the user manual.

## 6. Battery Warm Swap (Optional)

Battery warm swap is an optional feature of E500RM9 and may not be present in your device. Please check your device's specifications or contact our sales representative for more information.

To perform the battery warm swap:

1. The Warm Swap Battery function takes 2 minutes after booting up. Long-press the *Power Button* to call out the menu.
2. Go back to the previous page, and a "hotswap is not ready" screen will appear, saying it will take a few seconds.
3. After "Hotswap is ready" appears, long-press the Power Button to call out the menu.
4. In the opened menu on the main desktop right side, click **Swap battery** .
5. DO NOT remove the battery until hotswap mode is ready.
6. When the dialog box disappears and the power LED red light flashes, you can change the battery. Follow the procedure described in section 2.4.1 *Inserting Battery Pack* of this User Guide to remove/install the battery.



### Note:

Every time the device is restarted, please wait for at least 2 minutes before activating the warm swap function.

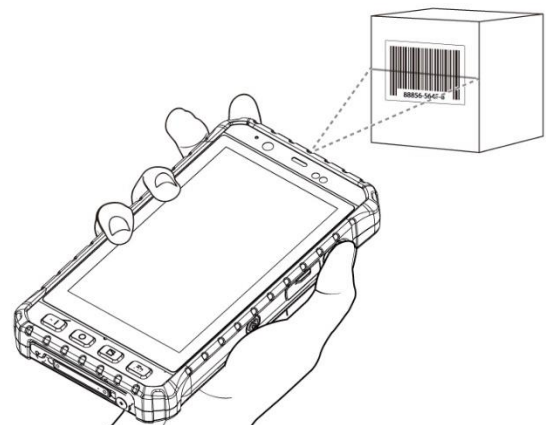
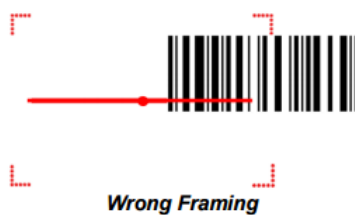
## 7. Scanning Barcode (Optional)

The 1D/2D Barcode Reader is an optional feature of E500RM9 and may not be present on your device. Please check your device's specifications or contact our sales representative for more information. The 1D/2D Barcode Reader is located on the top side of the mobile computer.

### How to scan a barcode:

1. Tear off protective film from the barcode.
2. Open Search applications or any other text edit utilities.
3. Press the function button to trigger the barcode.
4. Aim the barcode.
5. Ensure the entire barcode is within the rectangular area formed by the brackets in the laser framing. Scan the following barcode to check if your reader is working properly. Results will be displayed in the selected utilities.

Code-39



## NOTE

