JANAM

XT3 User Manual

Technology at Work®

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Janam Technologies LLC assumes no responsibility for any loss or claims by third parties which may arise through the use of this product.

Janam Technologies LLC assumes no responsibility for any damage or loss caused by deletion of data as a result of malfunction, dead battery or repairs. To protect against data loss, be sure to make backup copies (on other media) of all important data.

Follow all usage, charging and maintenance guidelines in the Product User Guide. If you have questions, contact Janam.

Important: Please read the End User License Agreement for this product before using the device or the accompanying software program(s). Using the device or any part of the software indicates that you accept the terms of the End User License Agreement.

Contents

1 Introduction CH-PG

Introduction 1-1
Key Features 1-1
Hardware Overview 1-2

2 Getting Started CH-PG

Unpacking the XT3 2-1
Recommended Host PC Requirements 2-1
XT3 SDK 2-1
Battery Safety 2-2
Installing the Battery 2-2
Charging the XT3 Battery 2-3
XT3 Battery Condition Information 2-4
Turning the XT3 On 2-5
Turning the XT3 Off 2-6
Touch Screen Navigation 2-6
Screen Rotation 2-7
Lock Screen 2-7
Home Screen 2-8 to 2-10
App Screen 2-11
Function Keys 2-11

3 Janam XT3 Setup CH-PG

microSD Card Storage 3-1
SIM Cards 3-2
SAM Cards and USB Port 3-2
Backup and Restore: Auto Backup 3-3
Backup and Restore: Manual Backup 3-4
Backup and Restore: Restore 3-4
Resetting to Factory Condition 3-5
Android Security 3-6
Lock Screen Types 3-7
Additional Screen Security Settings 3-8
Privacy Settings 3-9
Device Settings: Display 3-10
Device Settings: Sound 3-10
Device Settings: Storage 3-11
Device Settings: Apps 3-11
Personal Settings: Accounts 3-12
Personal Settings: Google Account 3-12
Personal Settings: Language & Input 3-13
System Settings: Date & Time 3-14
System Settings: Accessibility 3-14

4 Wireless Network Connection CH-PG

Introduction 4-1
Connecting to a WLAN network 4-2
Wi-Fi Preferences 4-3
Mobile Network 4-3
Tethering 4-3

5 Bluetooth CH-PG

Introduction 5-1
Bluetooth Concepts 5-2
Making Bluetooth Discoverable 5-2
Bluetooth Pairing 5-3
Bluetooth Services 5-3

6 Camera CH-PG

Introduction 6-1
Camera Controls Overview 6-2
Camera Settings 6-3
Camera Zoom 6-4
Editing Pictures 6-4

7 Email CH-PG

Introduction 7-1
Setting up Email 7-1
Manual Email Setup 7-2
During Email Setup 7-2
General and Account Settings 7-2
General Email Settings 7-3
Account-specific Email Settings 7-4
Email Inbox 7-4
Creating and Sending an Email 7-4
Deleting an Email Account 7-4

8 Tools CH-PG

Backup & Restore 8-1
Log Tool 8-1
Program Buttons 8-2
System Information 8-2

9 Barcode Scanning CH-PG

Using the Imager 9-1
Scanning with the Janam XT3 9-1
Scan Settings 9-2
Scan Settings Table 9-2
Scan Settings Options 9-3
Scan Symbologies 9-4
Scan Demo app 9-5
Scan Wedge app 9-6

10 Phone Functionality CH-PG

Introduction 10-1
Phone Screen 10-1
Answering a Call 10-2
During Call Features 10-2
Settings 10-2
Using Apps During a Call 10-2

11 GPS CH-PG

GPS and Location Services 11-1
Location Service by App 11-1

12 User Applications CH-PG

Google Play Store 12-1
Play Store My Apps & Games Listing 12-1
Google Play Store Settings 12-2
Settings: General 12-2
Settings: User Controls 12-2
Uninstalling Apps 12-2
Access and User Restrictions 12-2

13 FOTA Update CH-PG

Update via FOTA Client 13-1

14 Specifications CH-PG

Janam XT3 Specifications 14-1

15 Regulatory and Maintenance CH-PG

XT3 Regulatory Information 15-1
Regulatory and Safety Approvals 15-1
XT3 w/ WWAN, WLAN and Bluetooth 15-2
XT3 w/ WLAN and Bluetooth 15-2
Compliance with FCC Rules 15-3
Battery Safety Guidelines 15-5
Battery Charger Guidelines 15-5

16 Troubleshooting CH-PG

Troubleshooting the Janam XT3 16-1

1

Introduction

XT3 Rugged Touch Computer

Key Features

- Pocket-sized powerhouse weighing only 10 ounces
- Android 9 operating system
- Brilliant 5-inch color display with Corning® Gorilla® Glass 3
- High-performance 1D and 2D barcode scanning
- 2.2GHz Octa-core Qualcomm Snapdragon™ processor
- Multiple 5'/1.5m drops to concrete per MIL-STD 810G
- Sealed to IP67 standards against dust and immersion in up to 3 feet of water
- Embedded RFID/NFC reading capabilities
- 32GB or 64GB of built-in memory with expansion capability
- Fast USB 3.0 OTG
- User-accessible microSD card slot with SD and SDXC support
- Dual-band 802.11a/b/g/n/ac/d/h/i/k/r/v Wi-Fi and Bluetooth v5 connectivity
- 4G LTE WWAN
- 13.0MP/5.0MP front- and rear-facing color auto-focus cameras
- High-sensitivity GNSS (supporting GPS, BeiDou, GLONASS and Galileo)
- 2900mAh Li-ion battery (5,800mAh optional)
- Backup battery for hot-swapping

Hardware Overview

1. Light sensor and LED indicator
2. Speaker
3. Barcode scanner
4. Front camera
5. Speaker
6. Microphone ????
7. Rear camera with Flash
8. Expansion connector
9. ???????
10. Audio jack
11. Power key
12. Scan trigger
13. Battery compartment lock
14. Recent apps key
15. Home key
16. Back key
17. Programmable key
18. Microphone
19. USB Type-C port
20. Dock connector
21. Scan trigger
22. Volume

2

Getting Started

Unpacking the Janam XT3 Rugged Touch Computer

Make sure you have the following:

- Janam XT3 Rugged Touch Computer
- Stylus with Tether
- Screen protector
- Power Supply (includes US Type A, Europe CEE 7/7, UK BS89/13 adapters)

Recommended Host Computer Requirements

- Microsoft Windows-compatible host computer with USB port, Microsoft Windows 7/8/10 (32-bit or 64-bit), or
- Mac OS X 10.10 (Yosemite) or higher, or
- Linux GNOME or KDE desktop or higher, or
- Chrome OS
- If installing Android™ Studio, 2 GB of available disk space minimum, 4 GB recommended (500 MB for IDE plus 1.5 GB for Android SDK and emulator system image).
- 1280 x 800 minimum screen resolution.

Janam XT3 SDK

The Janam XT3 Software Development Kit enables programmers to develop applications for Janam XT3 rugged touch computers running the Android™ operating system. It contains details and instructions for developing applications that access the XT3 embedded scanner.

The development kit, which can be downloaded from Janam's Product Zone (login required), is designed for use with the publicly available Android SDK.

Charging the Janam XT3 Rugged Touch Computer

BATTERY SAFETY GUIDELINES

The XT3 has a removable and rechargeable battery. Replace only with a Janam-approved battery. There is the risk of explosion if the battery is replaced by an incorrect type. For more information on battery replacement contact JanamCare at 866-915-5311. Use only battery chargers approved for the XT3 by Janam. Janam and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries. Observe the following guidelines for safe use of Li-Ion batteries:

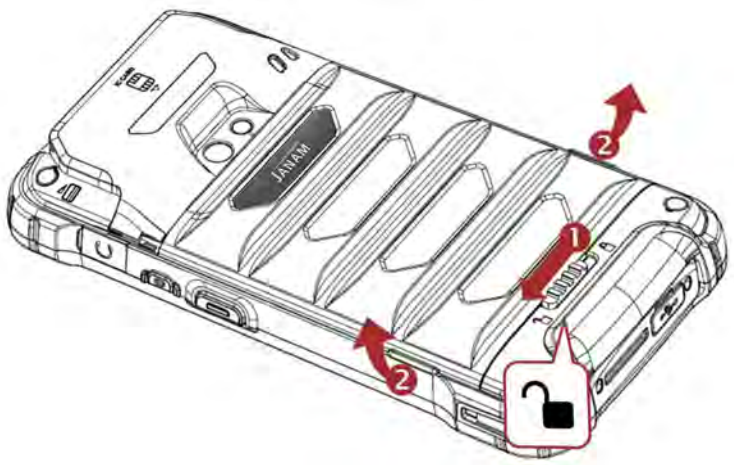
1. Do not expose the battery to excessive heat or cold. Do not short-circuit. Do not incinerate.
2. To avoid risk of fire, burn or damage to your battery, do not allow a metal object to touch battery contacts.
3. Do not disassemble the battery. There are no user serviceable parts inside.
4. If battery leakage is observed, avoid any contact with affected area and properly dispose of the battery.
5. If you come in contact with battery leakage, rinse exposed area with soap and water. If it contacts the eye, flush the eye with water for 15 minutes and seek medical attention.
6. Dispose of used battery promptly. Keep away from children. Do not disassemble or dispose of in fire.
7. When discarding a battery, contact your local waste disposal provider to understand local restrictions for disposal or recycling of batteries.

BATTERY CHARGER SAFETY GUIDELINES

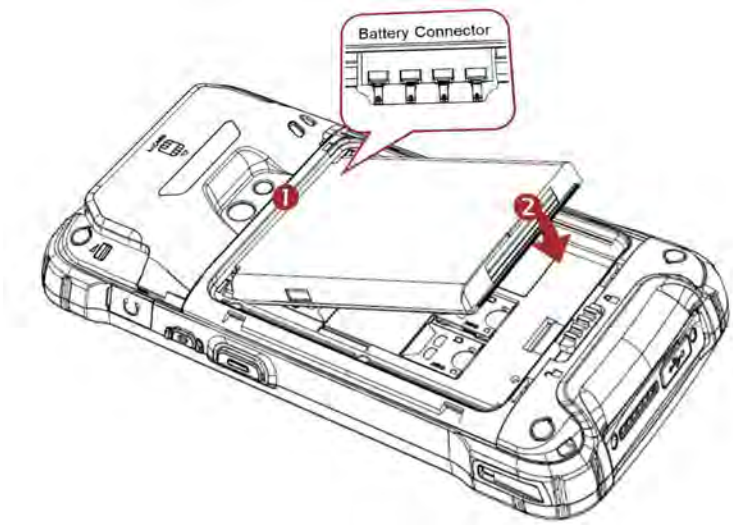
1. Do not use the equipment in or near areas in which sparks are likely or possible.
2. Do not let equipment's metal contacts and electrical sockets come in contact with metal objects.
3. For indoor use only. Do not expose the equipment to rain or any liquids.
4. Do not use or store the equipment in direct sunlight or in areas that are prone to get hot such as in a parked vehicle, near a heat duct or close to other heat sources.
5. Keep equipment's metal contacts and electrical sockets free from debris that could obstruct charging or could cause a short circuit.

Installing the XT3 battery

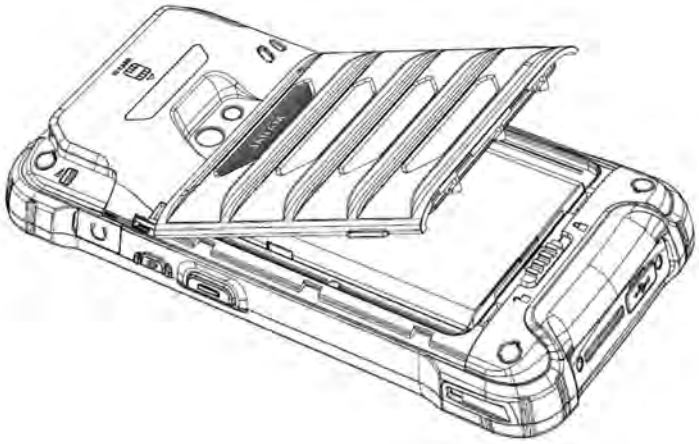
To install or replace the XT3 battery, remove the battery compartment cover on the back of the unit by sliding the spring-loaded cover lock to the left, holding it in that position, and then gently pulling the cover up by the two tabs on the left and right of the cover.



Glide the battery into the compartment, making sure not to cover up the plastic pull tab. The tab is used to pull the battery out of the compartment. Firmly push the battery into place.



Before putting the battery compartment cover back in place, check for the presence and condition of the blue seal along the inside perimeter of the cover. If the blue seal is damaged or missing, replace it. Do not operate the XT3 with a missing or damaged battery compartment seal, as this could allow liquids to enter and damage the device.



To put the cover back on, insert its upper part first. Then, starting with the upper part, gently close the cover until all of the cover clips have snapped into place and the cover lock is in its locked position.

Charging the XT3 battery

To charge the battery using the **DC Power Adapter Kit**:

1. Slide the appropriate US/UK/EUR adapter plug onto the AC/DC power adapter housing.
2. Insert the DC power plug into the DC power jack on the bottom of the XT3.
3. Plug in the AC/DC power supply. The XT3 LED indicator will light red while charging and will change to green when fully charged. Use only easily accessible wall sockets that are easily reached with the length of the supplied power cable.

To charge the battery using the **Cradle Kit**:

1. Insert the DC power plug into the DC power jack on the cradle. Insert the XT3 into the cradle.
2. Plug in the AC/DC power supply. The XT3 LED indicator will light red while charging and will change to green when fully charged. Use only easily accessible wall sockets that are easily reached with the length of the supplied power cable.

XT3 Battery Condition and Usage Information

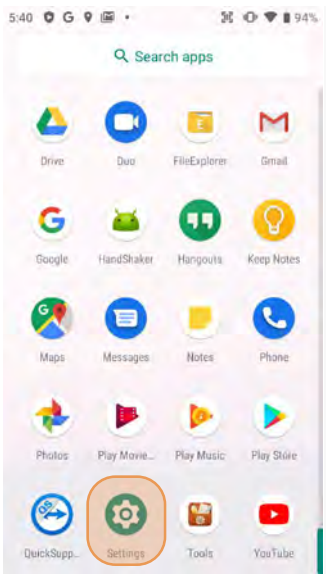
Android provides information on battery charge level in percent, estimated amount of battery charge remaining, and how much of the battery capacity has been used by various applications and device functions. This information can be accessed as follows:

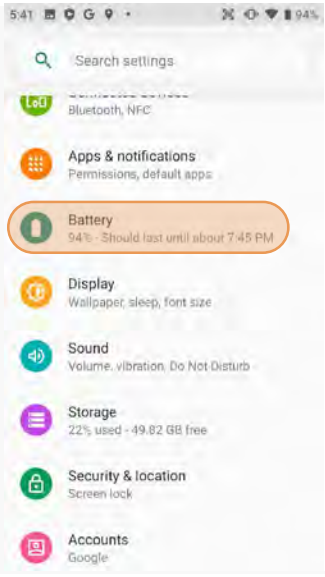
On the **start screen** or **app screen**, swipe down from the top to open status bar, then touch and hold the **Battery icon** to get to **Battery screen**.

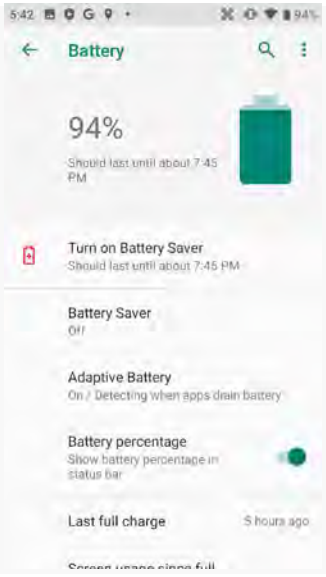
Or, go to **Settings** > **Battery** to get to the **Battery screen**.

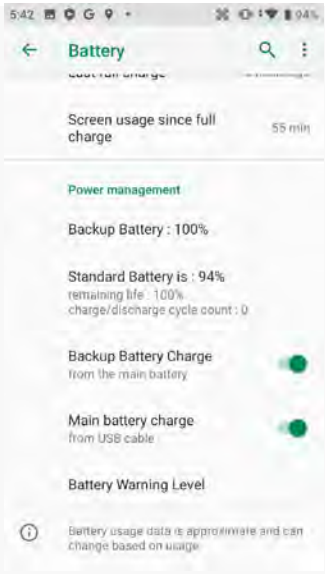
View battery status and level, and estimated battery life remaining.

To view battery usage by application, tap on **Battery use** in the menu on the upper right.



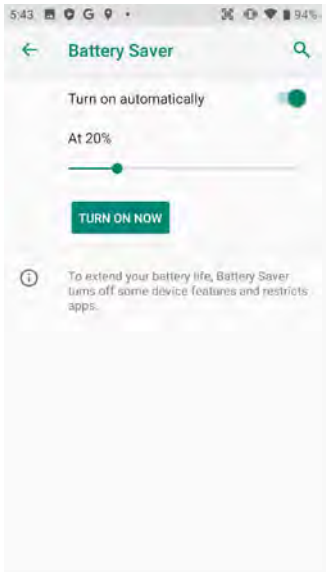


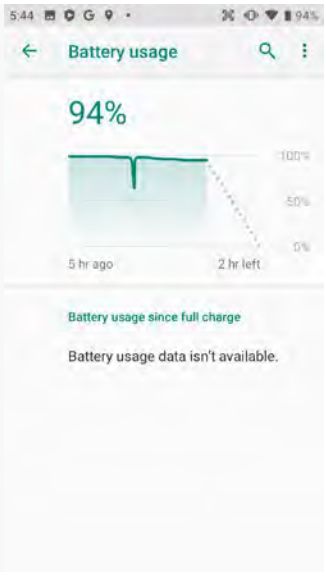




Tip — You can conserve battery life by:

1. Using the AC adapter to plug the XT3 into an external power source.
2. Manually or auto-suspend device operation when possible.
3. Reducing screen brightness.
4. Turning off wireless functionality (Wi-Fi, Bluetooth, location services, or GPS) when not in use.





Turning the Janam XT3 Rugged Touch Computer on

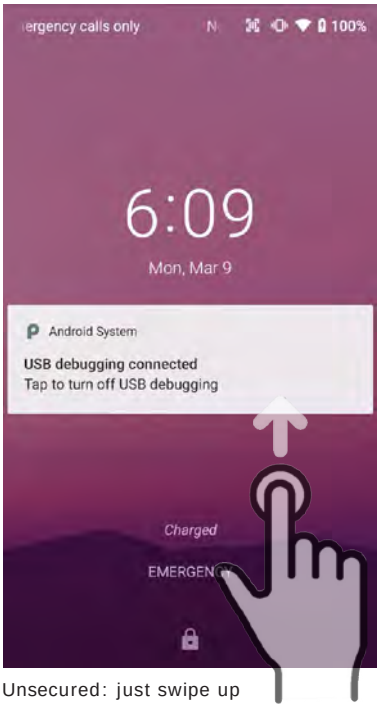
1. Press and hold the **Power Key** (marked red in its center) on the top right-hand side of the XT3.

   - If the XT3 is being powered on for the first time, follow the on-screen setup instructions.

   - When the XT3 is on, pressing the power button briefly will suspend operation until it is pushed again.

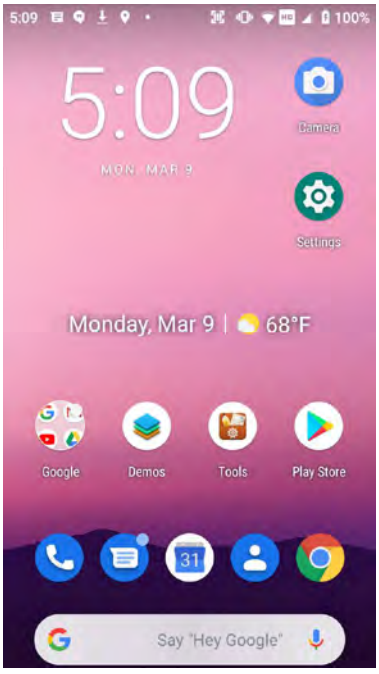
2. When powered on, an **unsecured** XT3 will first display the **Android lock screen**. It is unlocked by swiping up on the screen. The **lock screen** will be replaced with the **start screen**. For information about securing the XT3 with a password or pin code, refer to Chapter 3.

3. When powered on, a **secured** XT3 will also first display the Android lock screen. Swipe up to get to the **pin code keypad**. Enter your pin code. Once the correct pin code has been entered and you've tapped on the check mark, the **welcome screen** with the **pin code keypad** will be replaced with the **start screen**. For information about securing the XT3 with a password or pin code, refer to Chapter 3.



Unsecured: just swipe up

Secured: enter pin, then swipe up



Both ways get to the start screen

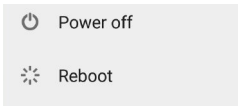
Turning the Janam XT3 Rugged Touch Computer off

Note that there are different levels of turning off power to the XT3.

1. To put the XT3 display to sleep, briefly press the **Power Button** (marked red in its center). The display will turn off. To turn the XT3 back on from this state of sleep, depress the **Power Key** again. The welcome screen will come up, and by swiping up it will return you to the last used app.

2. To put the XT3 display to sleep and also shut down Android, press and hold the **Power Button** (marked red in its center) until the "Power off/Reboot" overlay appears. Tap on Power off and the XT3 will power down. To turn it back on, press and hold the **Power Button** until the device vibrates and the screen turns on, showing "Technology at Work."

3. To completely power down the XT3 and reboot it from a cold start, press and hold the **Power Button** and keep holding it for about ten seconds. The display will go black, and in a few seconds the XT3 will reboot automatically.



Touch Screen Navigation

The Janam XT3 uses capacitive multi-touch technology. Almost all of the XT3's functions can be accessed and used by tapping, swiping or dragging with one finger. Some operations, such as zooming in and out, are performed with pinching two fingers together or dragging them farther apart.

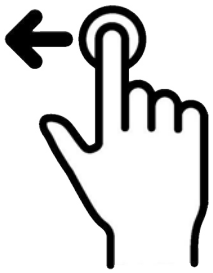
Note that capacitive touch works by sensing your fingers. Never use an actual pen, pencil, or any sharp object to operate the touch screen. They may damage the touch screen.

Touch

Touch a tile or object to select or open it.

Touch and hold

Touch and hold a tile or object to bring up available options.



Touch and drag

Touch and then drag/ swipe an object to move it in any direc-tion.

Pinch and spread

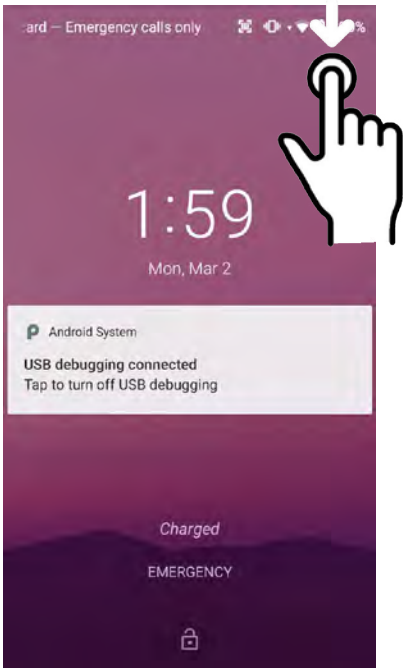
Put two fingers on the display, then drag them together or apart to zoom in or out.

Screen Rotation

The XT3 was designed to be used in portrait (vertical) orientation. Many screens and apps, however, can also be used in landscape (horizontal) orientation. By default, the XT3's internal sensors automatically present a vertical or horizontal view in sync with the physical orientation of the device. If automatic orientation is not desirable, the screen can be locked in its current orientation in **Settings**.

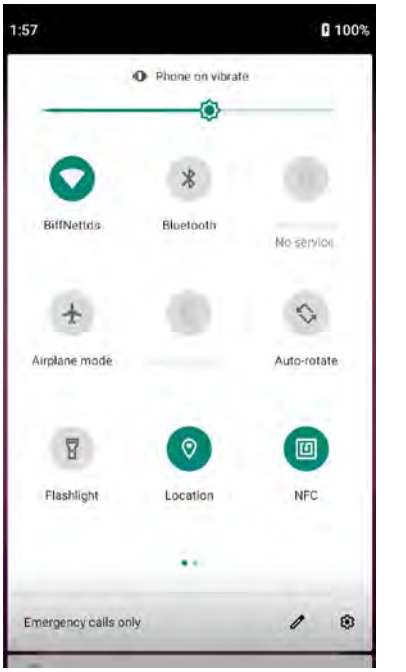
Lock Screen

When turned on, the XT3 first displays the Android **lock screen.** The lock screen shows the current time and date. If the XT3 is secured, it may also display an access prompt. The lock screen can be personalized by changing its color, picture, and sounds. It may also provide a quick status of selected apps (such as calls, messages, emails, etc.).



Along the top of the lock screen is a **status bar** with small icons that display information about various functions. Examples include WLAN and Bluetooth, cellular signal, the presence of notifications, SIM card, battery charge, airplane mode, the current time and more. Some function icons are static and indicate the presence of something (like airplane mode). Other icons provide information on a function (like the cellular or WLAN signal strength, battery charge, or type of data service).

Below is a sample of the icons that may appear in the **status bar** of the **lock screen**, as well as what the icons indicate. Note that swiping down from the top of the lock screen reveals a screen with tiles that provide one-tap access to various important functions. Examples are airplane mode on/off, camera on/off, brightness settings, flashlight on/off, etc.



Icon	Meaning		
Note: Status and notification icons are hardware and software dependent. Some of the icons listed below may not be relevant for your XT2 model.			
	Open notification panel to see additional notifications		Sound is turned off
	Pending calendar event		Vibrate mode is turned on
	Pending alarm and Alarm is set		Battery charge is at 100%.
	New Hangouts™ message		Terminal is connected to external power and the battery is charging.
	New Gmail™ message		Downloading data
	New text message or multimedia message		Bluetooth technology is turned on
	New E-mail		Scanner enabled
	Error with text or multimedia message delivery		Download finished
	Terminal is connected to a computer using a USB cable		WWAN (voice & data) network signal strength
	ABD active (USB debugging enabled)		GPS is enabled
	Uploading data		Wi-Fi network connected and signal strength

The Home Screen

In Android, the **home screen** is the central launchpad for all of the XT3's most frequently used features and applications. The home screen can consist of multiple screens (on the XT3 you can add additional screens to the right of the home screen).

The home screen contains the **status bar** on top of the screen and the **favorites tray** at the bottom. The status bar displays various information icons. Swipe down to expand it and show more detail. The favorites tray can have up to five (changeable) favorites.

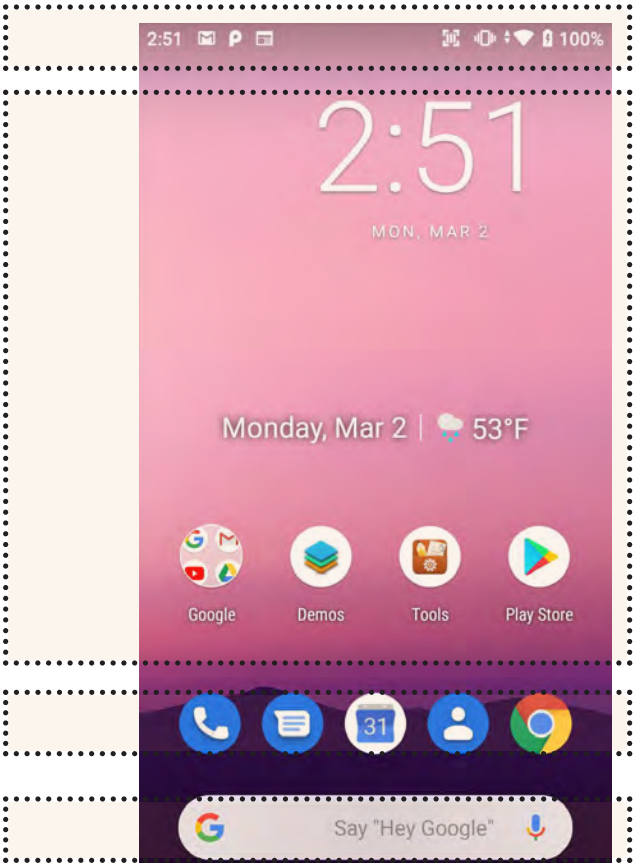
Between the status bar and the favorites tray are apps icons (which can also be **folders** containing multiple apps) and **widgets**. Tapping on apps icons launches the app. Touch and hold to rearrange icons. Widgets perform functions, like showing the time, weather, news, or act as shortcuts.

Status Bar: shows status icons and notifications. Drag down to show the Quick Settings panel.

Apps and Widgets: this area is for app icons, app folder icons, and widgets.

Favorites Tray: place most often used app icons here. Tap to launch.

Search Bar: search by text or by voice (say "Hey Google").



Home Screen (continued)

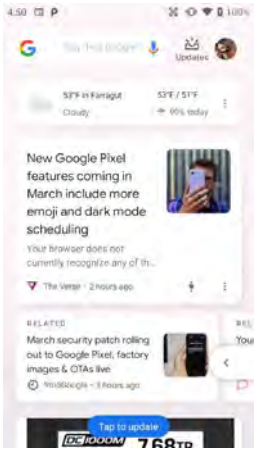
In Android 9, the **home screen** provides easy access to other functions by swiping up, down, left, and right.

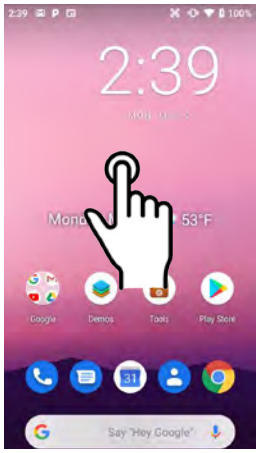
Swipe down:

Brings up the Quick Settings panel with notifications

Swipe right:

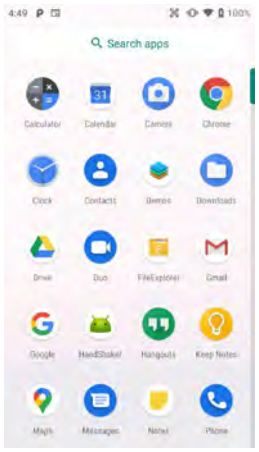
Brings up the Google News feed.





Swipe left:

Brings up more Home pages that may contain apps, folders or widgets.



Swipe up:

Brings up the App screen.

Home Screen (continued

On the Home screen, a long push brings up popup with three selections: Wallpapers, Widgets, Home settings.

Wallpapers: You can select from Photos, Live Wallpapers, or standard Wallpapers.

Widgets perform functions, like showing the time, weather, news, or act as shortcuts. You may select one with a long tap and then deposit it either on the Home screen, or drag it to the right to put it on an additional Home screen (there can be more than one). To remove a widget, long-tap on it and drag it to "x remove".

Home settings:

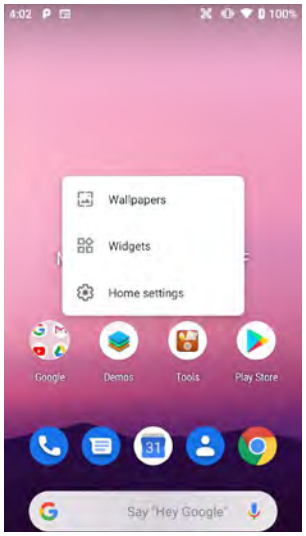
Show Google App — By default, when you swipe from left to right on the Home screen, the Google News Feed shows up. It can be disabled here.

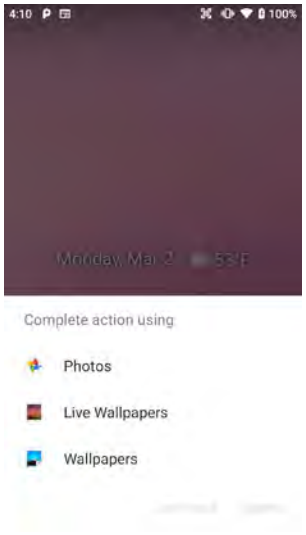
Add icon to Home screen: allow/disallow adding app icons to the Home screen.

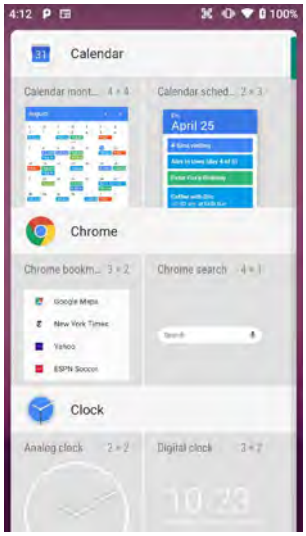
Change icon shape: Icons can be set to be circles, squares, squircles or teardrops. This applies to the apps screen as well.

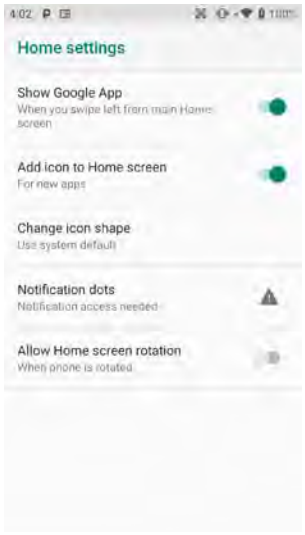
Notification dots: Toggles on/off small dots on top of app icons that alert to unread notification. Long-tap a dot to get a preview in a speech bubble.

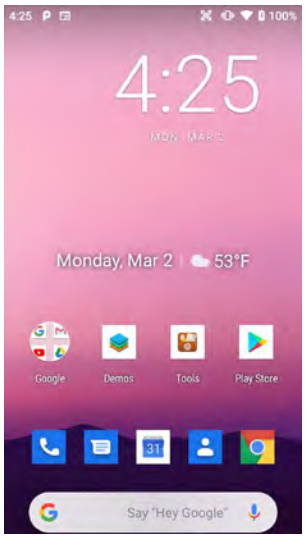
Allow Home screen notification: toggles screen rotation on/off.

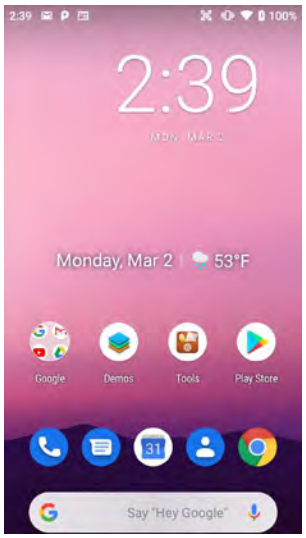


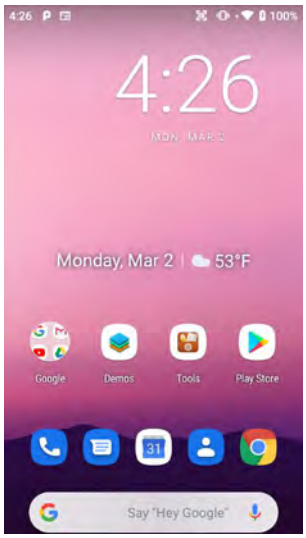


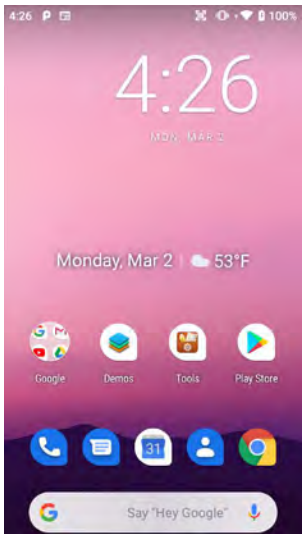








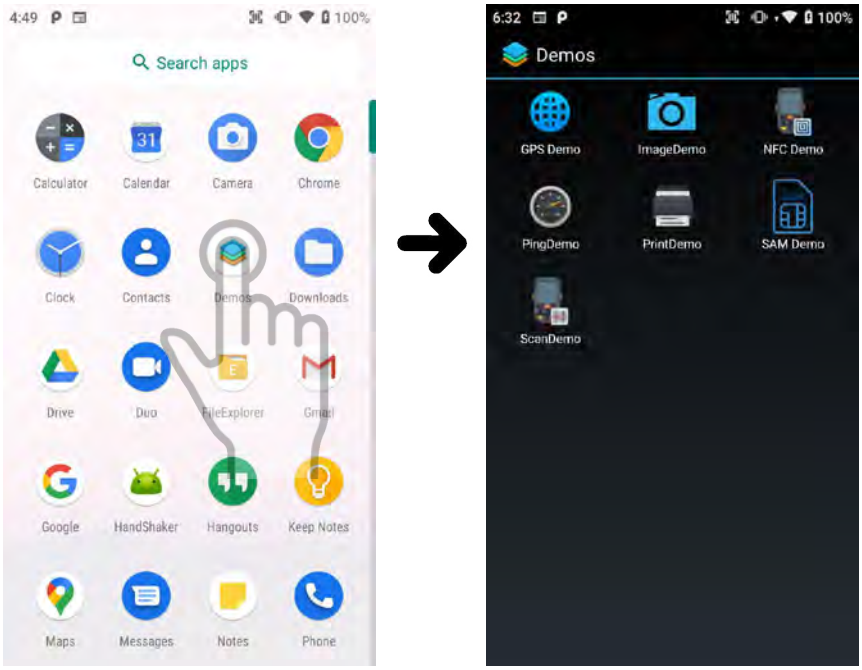




App Screen

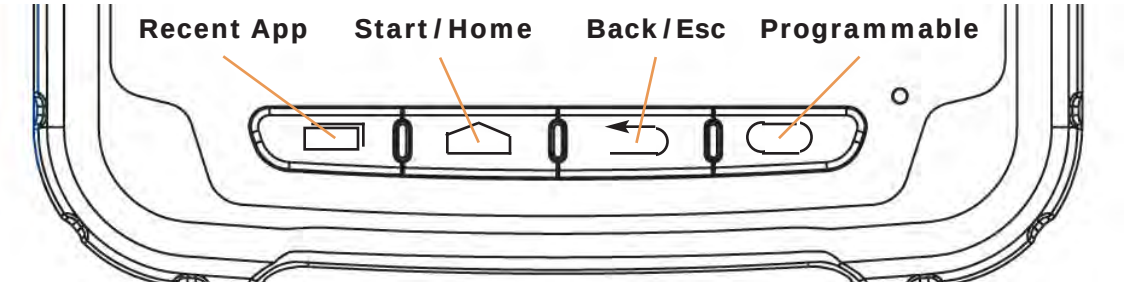
While the Android **home screen** serves as the XT3's "dashboard" that provides status, information, and quick access to all the most important functions of the device, the **apps screen** provides an alphabetically listed grid of all applications installed on the device. Swipe up on the home screen to get to the app screen. From the apps screen, swipe down or press the physical **Home key** below the XT3's display to get back to the home screen.

To launch an application from the app screen, tap on it. If you have a lot of apps, swipe up and down to scroll the app screen. Some icons are folders. Tapping on them opens the folder (see below).



Function Keys

The Janam XT3 has four physical, metallic function keys with white labels located along the bottom of the display. Depressing these keys, from left to right, brings up 1) **recent apps**, 2) the **start screen**, 3) executes a **back/esc** (to get back to the prior screen, close a dialogue box, etc.), and 4) a **programmable function**.



3

XT3 Setup

Removable Memory

IMPORTANT NOTE!

To avoid possible damage to microSD, micro-SIM, micro-SAM cards or the XT3 itself, ESD (electrostatic discharge) precautions are recommended when installing or removing microSD and/or SIM cards. Before handling, discharge any personal static electric buildup to a point of discharge other than the device.

microSD Card

About microSD Cards

The XT3 rugged touch computer has a microSD flash memory card slot in its battery compartment that is compatible with SDXC (Secure Digital Extended Capacity) cards with capacities of up to 2TB (exFAT32 card formatting). Older SD and SDHC cards can also be used. Removable microSD memory is useful for general file storage, uploading and downloading of user data, and more. The use of high-quality microSD cards supplied by a reputable manufacturer is recommended.

To access the microSD card slot:

Remove the battery compartment cover on the back of the unit by sliding the spring-loaded cover lock to the left, holding it in that position, and then gently pulling the cover up by the two tabs on the left and right of the cover. Then remove the XT3 battery.

To install the microSD card:

Lift up the black protective rubberflap as shown in the photo to the right. Locate the microSD card slot in the battery compartment (highlighted orange). Place a compatible microSD card with its brand and capacity markings facing you and its smaller edge going into the card slot. Fully insert the microSD card. DO NOT attempt to insert the microSD card in any other orientation. Put the battery back into its compartment and put the battery compartment cover back on.

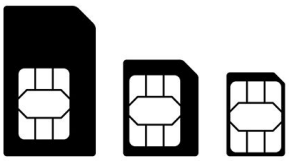
To remove the microSD card:

Before removing a microSD card, Go to **Settings** > **Storage and USB** > **SD card**. Tap the eject symbol and the card will be unmounted. Then remove the battery compartment cover, remove the battery, and gently remove the microSD card.

SIM Cards

About SIM Cards

SIM (Subscriber Identity Module) cards are needed to add cellular voice and/or data communication service to devices equipped for cellular signal functionality. SIM cards can be transferred between devices supporting the same communications standards.



Janam XT3 models equipped with optional WWAN (Wireless Wide Area Network) cellular signal functionality include a removable SIM card slot. Neither cellular signal connectivity for internet access nor optional 3rd party voice telephone applications can function without an activated SIM card installed. The XT3 SIM card slot is designed for use with a **micro SIM card**. A standard SIM card is too large and will not fit. If a SIM card provided by your cellular carrier uses the nano format, you need a (readily available) micro SIM card adapter to use it in the XT3. Contact Janam or your local wireless carrier for more information about SIM cards and wireless service.

To access the micro-SIM card slot:

Remove the battery compartment cover on the back of the unit by sliding the spring-loaded cover lock to the left, holding it in that position, and then gently pulling the cover up by the two tabs on the left and right of the cover. Remove the XT3 battery by pulling on the black plastic tab until the battery pops out.

To install a SIM card:

Lift up the black protective rubberflap as shown in the photo to the right. The location of the micro-SIM card slot in the battery compartment is shaded orange in the illustration to the right. Orientate a compatible micro-SIM card (or nano SIM card in a standard SIM adapter) with its straight edge facing into the slot and its golden contacts surface facing down. Gently insert the SIM card fully into slot.

NEVER attempt to insert a micro-SIM card in any other orientation or force a card into its slot. Once the SIM card is installed, replace the battery and carefully put the battery compartment cover back on.

SAM Cards

About SAM Cards

The XT3 has two microSAM card slots. SAM (Secure Access Module) cards are based on SmartCard technology, similar to chips on credit cards, and can be used to enhance device security and perform cryptographic tasks needed for secure transactions such as payments, authentication, etc.

USB Port

The Janam XT3 provides USB connectivity through its reversible **USB Type C** at the bottom of the device. Wired USB connectivity is also possible through the optional Single-Slot Cradle.

Backup, Restore, and Reset

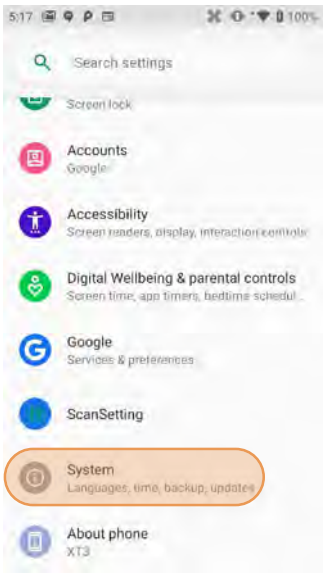
Android backup concept

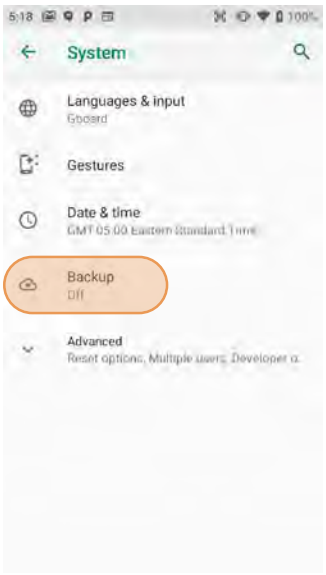
Android does not offer a traditional full backup (i.e. one large file from which all software, settings, and data can be restored). Instead, Android synchronizes settings and data with Google Drive, including WLAN passwords, bookmarks, contact and email information, a list of installed applications, application data, words added to dictionaries, app data, and most of the device settings.

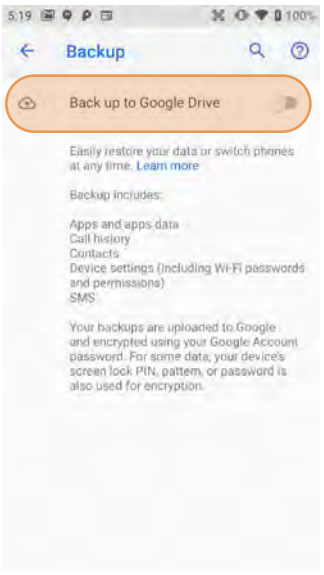
All of this can be restored in case of a failure, or when moving onto a new device. The idea here is to provide continuity rather than a total 1:1 full backup.

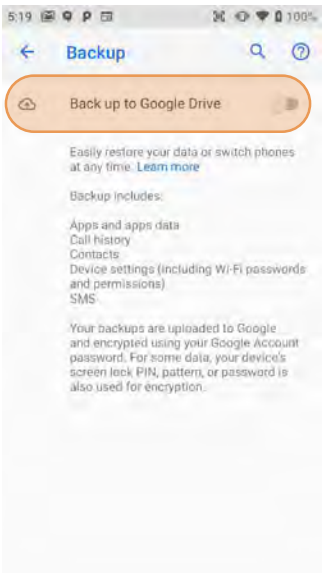
Auto Backup for Apps

Android 9 allows you to back up various settings and data to your Google Drive account in the cloud. Enable the process in **Settings** > **System** > **Backup** > **Backup to Google Drive**. Toggle that on. If you haven't OK-ed backup yet, do it now. Then tap on **Back up now**.



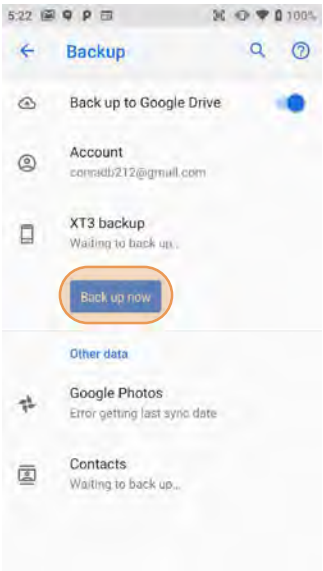


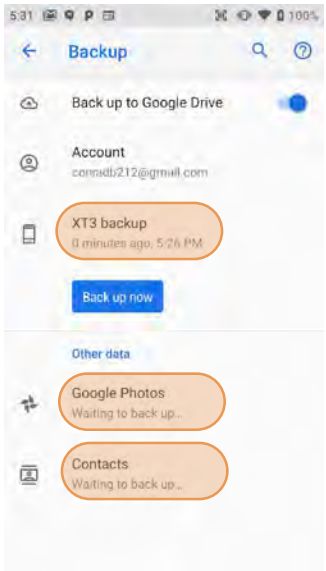




With the above settings in place, all of the selected data, settings, and configurations will automatically be backed up to Google. You can also opt to backup at any time, either all supported applications or just a subset.

To restore everything, log into your Google account and all data and settings will be restored.

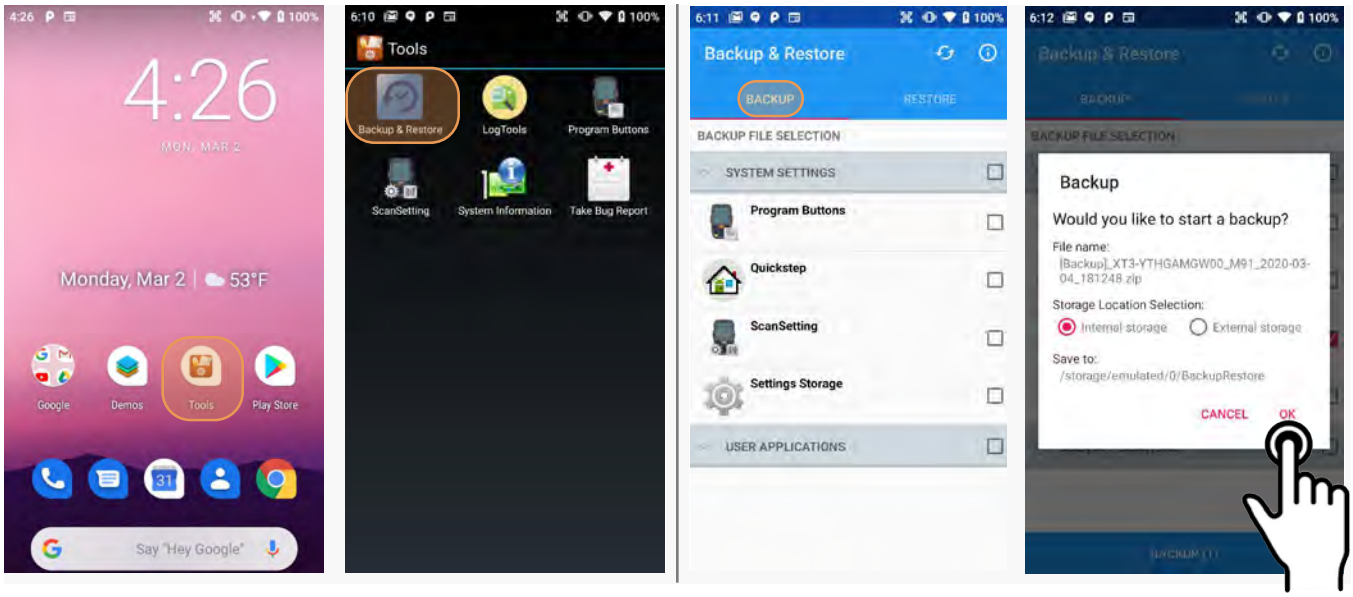




Option B: Manual backup onto card

Android also offers a backup to local storage media. A removable microSD card can be used to restore the XT3 to its fully configured state. This process can also serve as a rapid deployment tool.

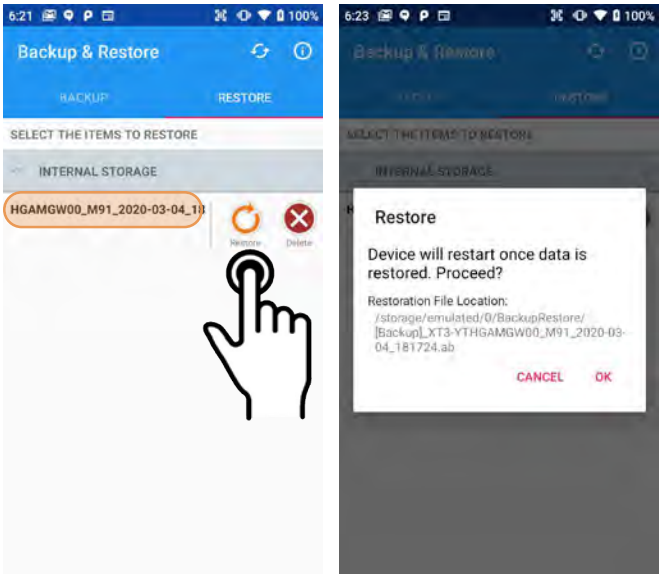
To create a card backup, go to **Tools**, then tap on **Backup & Restore**. In the Backup tab select everything you wish to be included in the backup. You can do that both for **System Settings** and **User Applications**. Note that not all user apps are allowed to be backed up (you can always download them again from the Play Store). Then tap **Backup** at the bottom of the screen. The backup file can be stored either on internal storage or on a microSD card.



Note that these backup methods do not include photos, videos, and documents. Pictures can be backed up using the **Google Photos app**. Settings for that process are in the Photos app. Other options are third party apps such as Flickr, Dropbox, Photobucket, or Microsoft OneDrive. There are also comprehensive third party solutions that back up everything, like MyBackup Pro.

Restoring from a backup

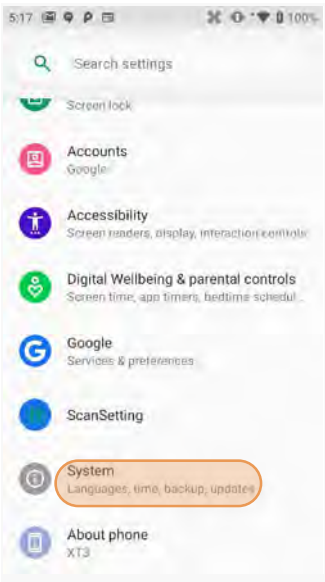
To restore from an internal or card backup, go to **Tools**, then tap on **Backup & Restore**. Select the **RESTORE** tab, tap on a backup file, and tap on Restore.

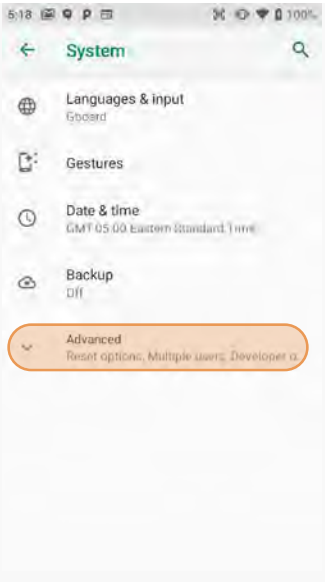


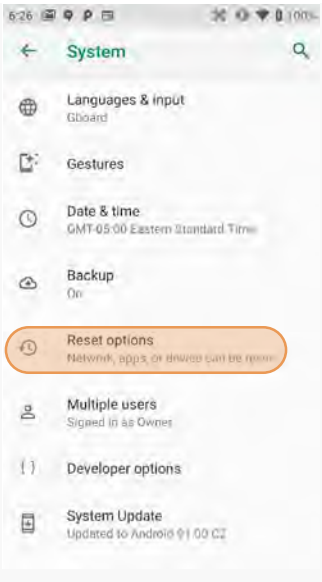
Resetting the XT3 to factory condition

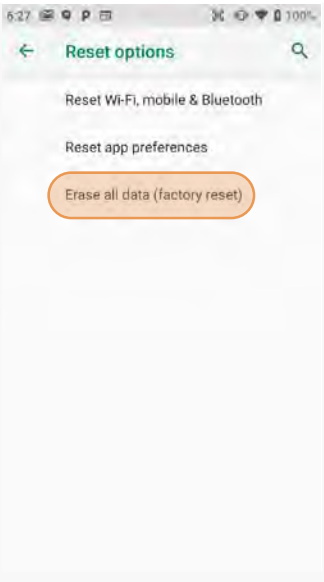
Resetting the XT3 erases all personal data from internal device storage. This includes Google Account information, information about any other accounts, system and application settings and configurations, and any downloaded applications. The device is returned to factory condition.

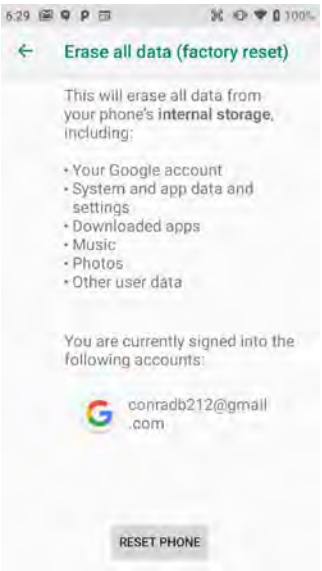
To perform a full reset go to **Settings** > **System** > **Advanced** >**Reset options**, then tap on **Erase all data (factory reset)**. This brings up a warning screen. If you wish to proceed, tap on **RESET PHONE**. Depending on your access security options, you will be asked to supply your PIN, password, or pattern. Once everything has been erased, you can turn off the device, or opt to reboot and set it up from scratch or from a backup.











If you are unable to power on your device, you can perform a factory data reset by pressing the Power key and the Volume up key at the same time until the screen lights up.

Security

Android Security

The Android 9 operating system inherently provides a high degree of security. Here is an overview of available security and privacy settings:

Manage security settings

- ☐ **Settings** > **Security & location**

Check security status

- ☐ In **Google Play Store**, tap **Menu** > **Play Protect**
- ☐ Find My Device: Settings > Security & location > Find My Device
- ☐ Security update: Settings > Security & location > Security update

Device security

- ☐ Screen lock: **Settings** > **Security & location** > **Screen lock**
- ☐ Lock screen preferences: **Settings** > **Security & location** > **Lock screen preferences**
- ☐ Emergency information: **Settings** > **Apps & notifications** > **Advanced** > **Emergency alerts**
- ☐ Smart lock: **Security & location** > **Smart Lock**

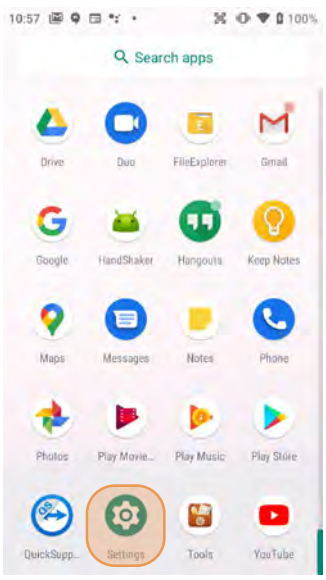
Privacy:

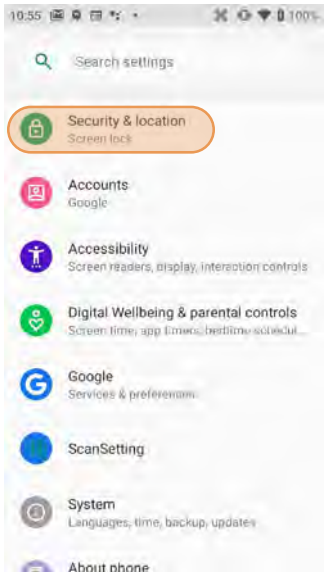
- ☐ **Settings** > **Security & location** > **Location** (many options)
- ☐ **Settings** > **Security & location** > **Show passwords** (makes it easier to use complex passwords)
- ☐ **Settings** > **Security & location** > **Device admin apps** (shows apps that can administer the XT3)
- ☐ **Settings** > **Security & location** > **Advanced** > **Screen pinning** (locks device into one app)
- ☐ **Apps & notifications** (change permissions)

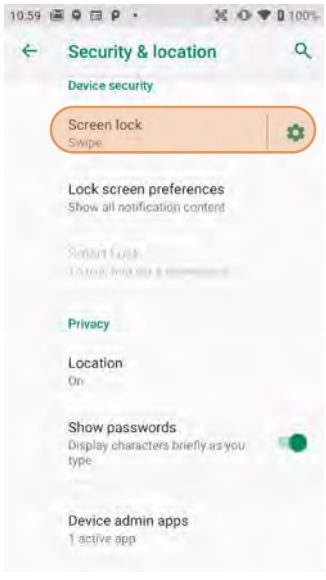
Device Security

Screen Lock Types

Android provides four lock screen options. Patterns must connect at least four unique dots, PINs must be at least four digits long (but can be as long as 16), and passwords must be at least four characters (but can also be as long as 16). To set, go to **Settings** > **Security & location** > **Screen lock**.







Changing Screen Lock Settings

Lock screen options can be changed anytime. You can go from PIN to pattern or password, etc. To make a change, go to **Settings** > **Security & location** > **Screen lock**. If you have lock screen security in place, you must enter the code before you can change the screen lock type or code.

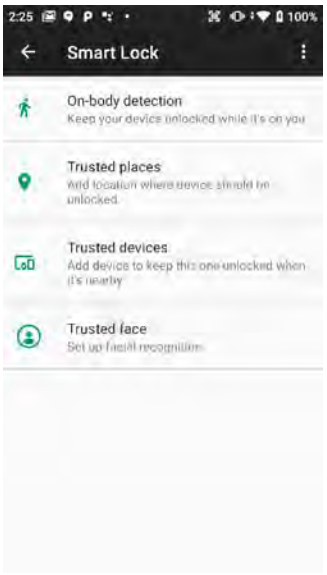
Additional Device Security Settings

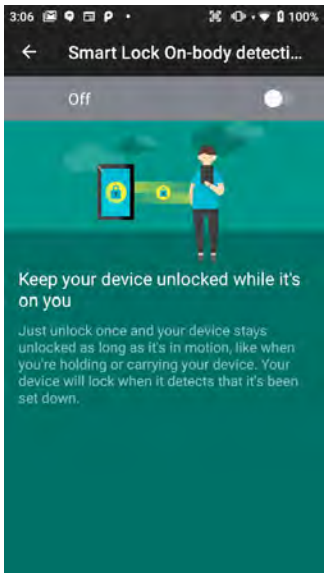
Users can tailor screen lock security according to their preferences (or company policy) at **Settings** > **Security & location** > **Screen lock** > ⚙. Among the available options are:

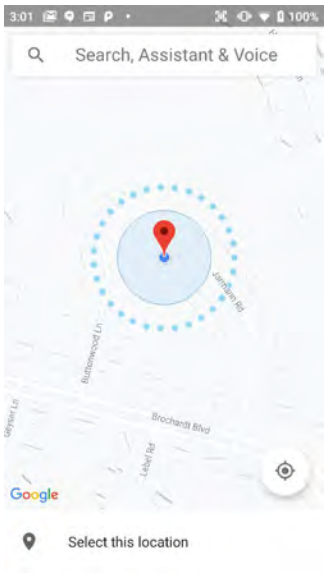
- ☐ **Automatically lock** (can be set from immediately to 30 minutes)
- ☐ **Power button instantly locks** (screen instantly locks when power button is pushed)
- ☐ **Lock screen message** (for instant identification of a device)

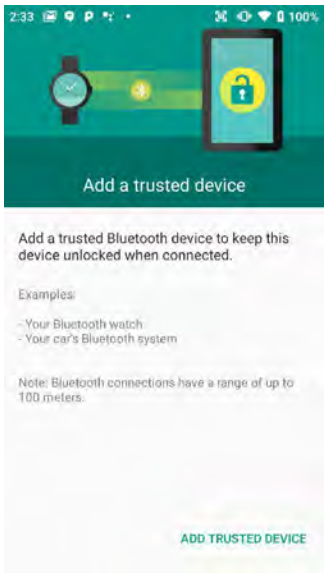
In addition, there are the **Security & location** > **Lock screen preferences** (sets allowable lock screen functions) and **Security & location** > **Smart Lock** feature. The latter changes locking depending on circumstances. This can make using the XT3 both more convenient *and* more secure.

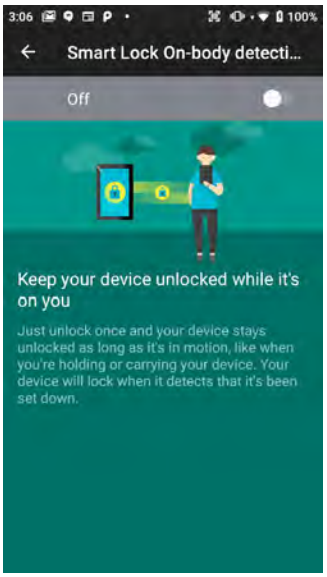
- ☐ **Smart Lock** > **On-body detection**
  Keeps the XT3 stays unlocked as long as it is on you.
- ☐ **Smart Lock** > **Trusted places**
  Device stays unlocked within defined areas (home, office, etc.)
- ☐ **Smart Lock** > **Trusted devices**
  Device stays unlocked when close to, for example, a Bluetooth watch, or a Bluetooth-equipped vehicle.
- ☐ **Smart Lock** > **Trusted face**
  Uses face recognition to unlock, with other method as a backup.







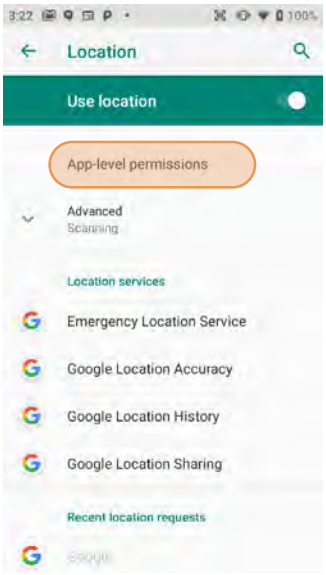


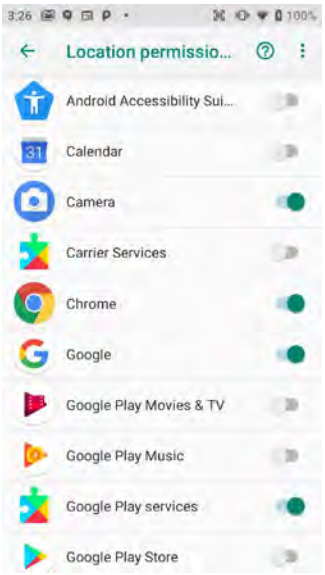


Privacy Settings

Location

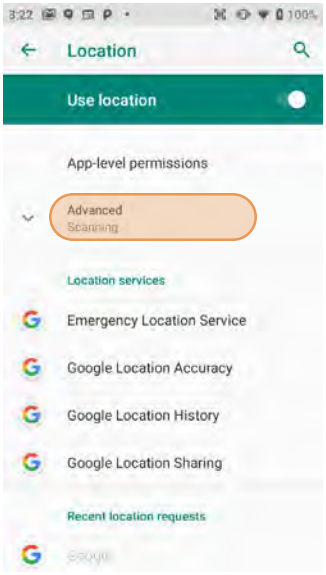
When connected via Wi-Fi, Bluetooth or mobile broadband and “location” is turned on for your XT3, you can get information based on its location. Examples are commute predictions, nearby stores and restaurants, and local search results. Use **Settings** > **Security & location** > **Location** to turn the location feature on or off, or set location preferences.





Location awareness can be set individually for each app. For example, you may want location to be turned on for the camera, so that you later know where each picture was taken.

If you turn off Google location, you will get a warning that “basic features of the device may no longer function as intended.”



When location is turned on, **Advanced Scanning** allows apps and services to scan for nearby Wi-Fi network and Bluetooth devices even if they are turned off on the XT3. This can improve location-based services and features.

You can fine-tune location services by allowing or disallowing a variety of Google and other location services. With **Emergency Location Service** on, when you make an emergency call/text, the XT3 will send you location automatically to emergency responders. **Google Location Accuracy** on improves accuracy by using all available means to determine exact location (off uses only GPS). **Google Location History** on records any move. **Google Location Sharing** allows sharing your location with other individuals using the service, like friends and family.

Device Settings

The XT3 can be configured according to personal preferences. This makes the device easy to use and helps to enhance efficiency and productivity.

Display

The **Brightness level** can be adjusted manually via a slider.

If turned on, **Night Light** turns the screen to a dim, adjustable amber color. It can be set to turn on/off automatically at certain times.

Adaptive brightness automatically adjust the brightness level.

Wallpaper allows the user to select a screen background.

The **Sleep** screen allows screen timeout and device suspension be set between 15 seconds and never.

The **Wakeup Source** screen sets what can and cannot wake the device up (like buttons, cables, headsets, scan triggers, etc.).

Auto-rotate screen sets automatic screen rotation on or off.

Font size can be set to **Small**, **Default**, **Large**, and **Largest**.

Display size sets icons and speech boxes to **Small**, **Default**, **Large**.

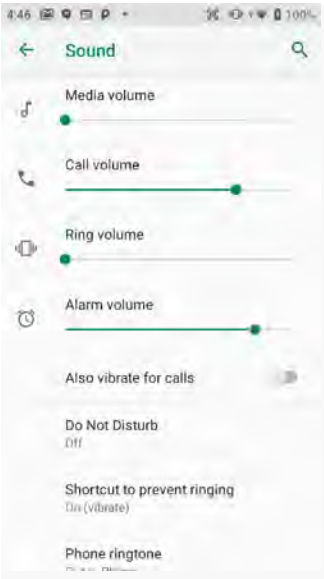
Screen saver sets the type of screen saver (clock, colors, photos), the style, and the timing.

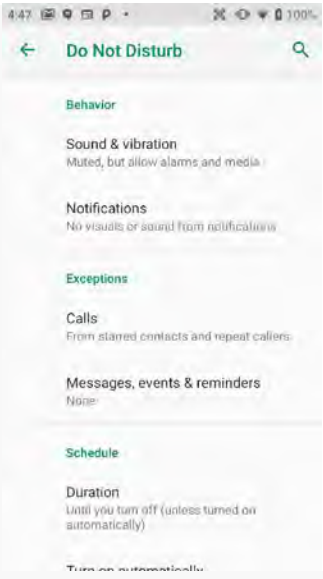
Ambient display makes the XT3 wake up and display notifications.

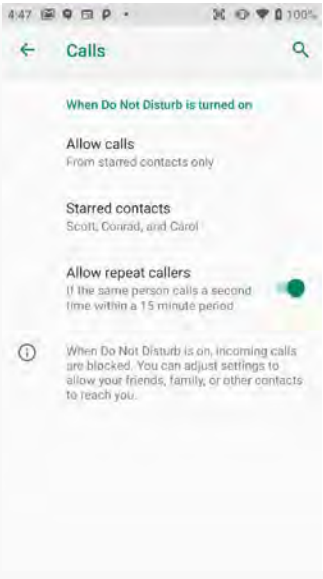
Device theme sets light or dark mode, or auto based on wallpaper.

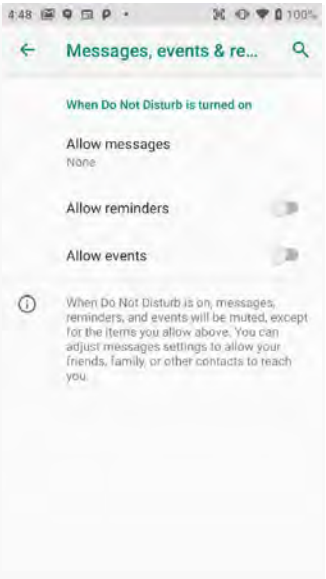
Sound

Allows setting of **volume of media, calls, rings, alarms**, and the **vibrate intensity**. Calls can be set to vibrate or not. You can set various **Do Not disturb** options, rules and restrictions for both calls and messages.





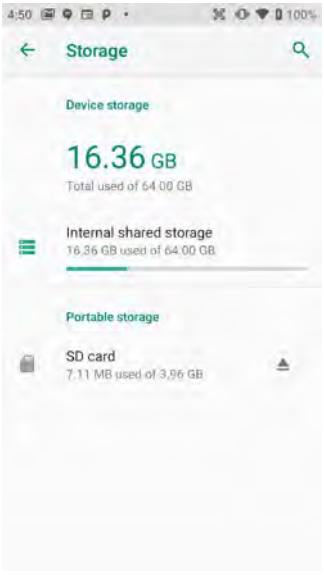




Device Settings (continued)

Storage

Touch **Storage** from the **Settings** screen to view use and space statistics for the internal storage on the device and the installed SD card. The SD card screen lets you eject or format a card.

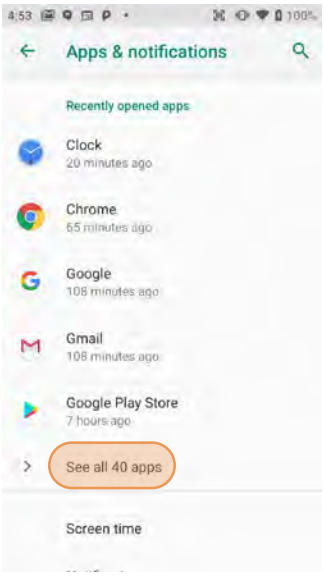


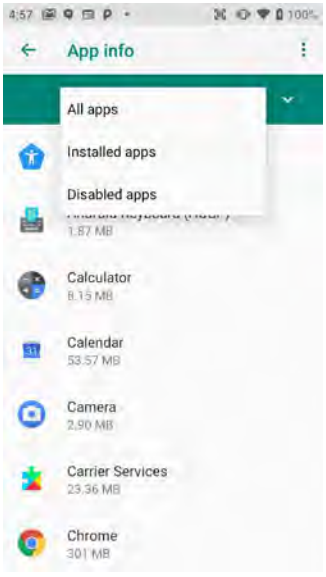
Apps

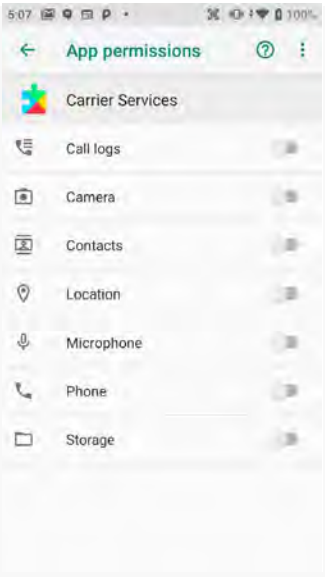
Touch **Apps & Notifications** from the **Settings** screen to see recently opened apps. Tap on **See all xx apps** to view either all apps or only installed or disabled apps.

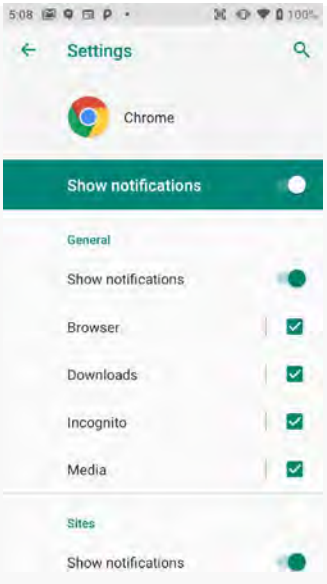
Tap on an app to see its **App info** screen that contains detailed statistics on an app including its notification and permissions options, the amount of storage or cache used, the time spent using the app, its battery usage, and its default settings. You can perform the following actions:

- ☐ Force stop the app,
- ☐ Disable the app,
- ☐ Show and set notifications options,
- ☐ Set app install location,
- ☐ Clear stored data,
- ☐ Clear cache, or
- ☐ Manage battery use,
- ☐ Open the app by default
- ☐ Manage battery use.
- ☐ See app details (where it's from, ec.).

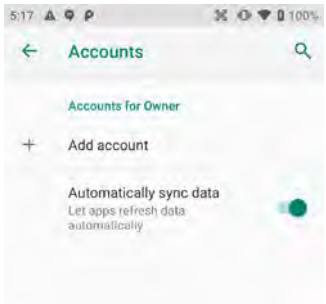


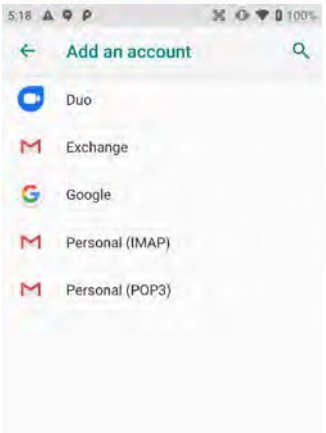






Personal Settings





Accounts

Accounts are created by going to **Settings** > **Accounts**. To add an account, tap **Add account**, then tap the type of account to add. Follow the on-screen instructions to enter the required information for the account type selected.

Depending on the type of account, you may need to provide a user name and password, select security settings, and configure data sync preferences during the setup.

The account appears in the **Accounts list** when setup is complete. Depending on the settings you selected during the account configuration, your XT3 device may automatically start to sync account data (e.g., email, contacts, music and calendar, etc.).

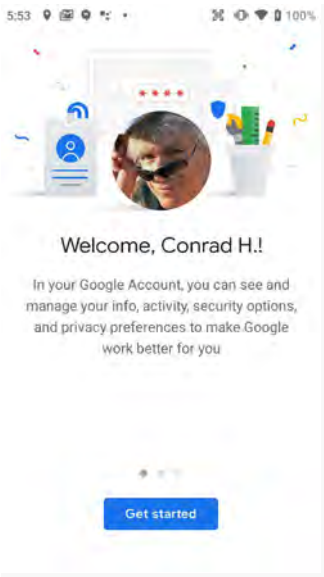
To remove an account, go to **Settings** > **Accounts.** Tap the account you wish to delete. Press the **Menu** button at the right top of the screen and then select **Remove account**. Tap Remove account to confirm deletion.

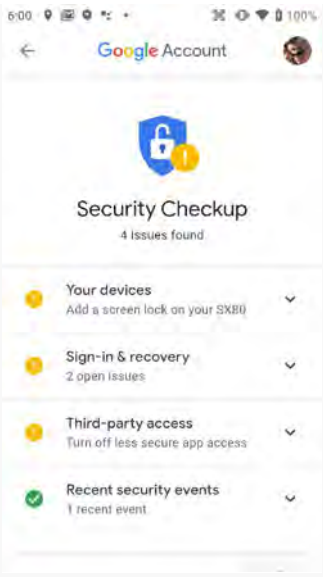
Google Account

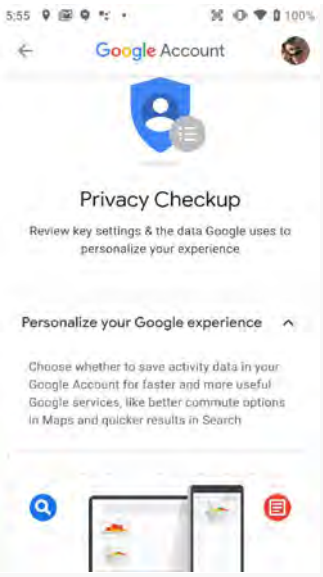
Is it mandatory to have a Google account to use Android on the XT3? It is not mandatory, but without a Google account a lot of useful Android functionality does not work because Android is tightly integrated with many Google services. Examples are backups, app and security updates, privacy settings, location services and much more.

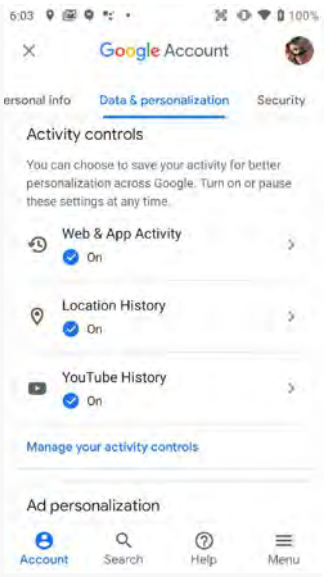
However, **Google accounts do not have to be Gmail accounts**! You can set up your Google account with any other email account you may already have.

Your Google account has numerous options, settings, and checkups that allow for personalization and efficient use. Please examine at **Settings > Google**.









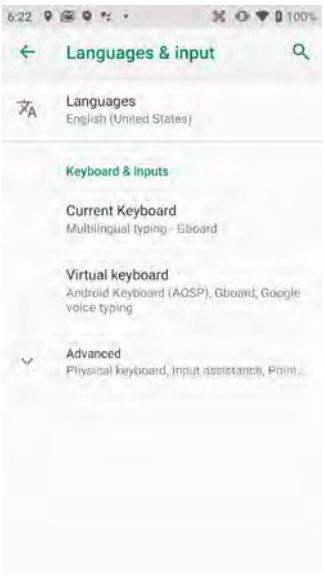
Personal Settings (continued)

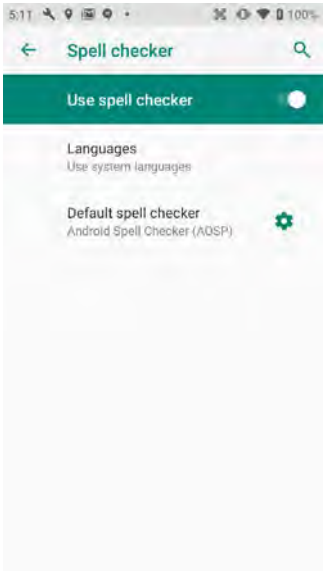
Language & input

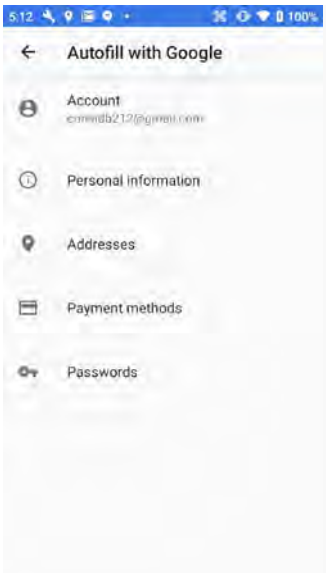
To configure and customize various language and input settings on your XT3, go to **Settings** > **Language & input**. Here you can set:

- ☐ **Language**: Select from a long list of available languages.
- ☐ **Keyboard & Input Methods**: By default, the enhanced virtual keyboard appears when you open an application or select a field that requires text or numerical input. The content of the keyboard may vary depending on the selected default, the application in use, and the input field requirements.

  To modify the default method for entering text, go to **Settings** > **Language & input** and tap on **Current keyboard**.
- ☐ **Spell checker**: Turn the Spell Checker on and off, select which one you wish to use, and allow or deny looking up of names in your contact list.
- ☐ **Autofill service**: Set up autofill of addresses, passwords, payment methods.
- ☐ **Personal Dictionary**: Here you can add, edit, or delete words from your optional personal dictionary.
- ☐ **Pointer speed**: Adjusts the speed of a mouse connected to the XT3.
- ☐ **Text-to-speech output**: Here you can configure **Google Text-to-Speech**, including language, volume, intonation, how numbers are spoken, etc. Text-to-speech has numerous options that make its use more effective.





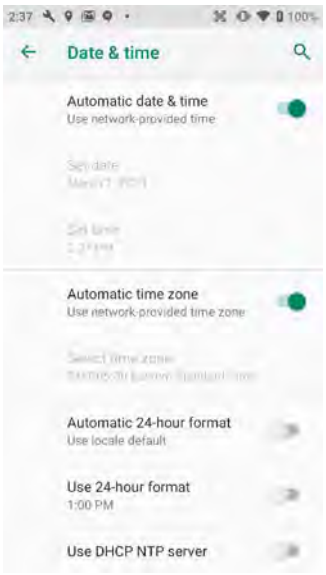


System Settings

Date & time

To set date and time, go to **Settings** > **System** and tap **Date & time**.

Here you can configure the date, time, time zone, time format, and date format.

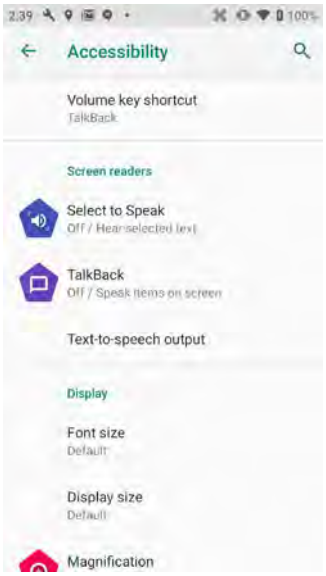


You can set the device to synchronize the date and time using a network connection by checking the **Automatic date & time** box or you can manually enter the values by touching **Set date**, **Set Time**, or **Select Time zone** (note that if the Automatic option is checked, the Set date, Set time, and Select Time zone time menu options are grayed out).

To modify how the time is displayed on the screen, check the **Use 24-hour format** box to switch from a 12-hour cycle to a 24-hour cycle. In a 24-hour time cycle, 1:00 pm displays as 13:00 pm.

Accessibility

Settings > **System** > **Accessibility** allows configuring the XT3 to be as accessible as possible for all users. Services, system settings and display settings include:



- ☐ **Volume key shortcut**: When on, you can press both volume keys for three seconds to start an accessibility feature.
- ☐ **Select to Speak**: When on, you can tap single or multiple (drag to select) items to hear them read aloud.
- ☐ **TalkBack**: When on, provides spoken feedback such as describing what's been touched, selected or activated.
- ☐ **TalkBack**: When on, provides spoken feedback such as describing what's been touched, selected or activated.
- ☐ **Text-to-Speech output**: When checked, turns on text-to-speech and allows configuration of options.
- ☐ **Magnification**: When on, triple tapping the screen zooms in and out. Allows panning while zoomed, as well as triple tap and hold to zoom into details.
- ☐ **Color correction**: Allows settings the screen to accommodate the three types of color blindness.
- ☐ **Color inversion**: Inverts all colors.
- ☐ **Remove animations**
- ☐ **Large mouse pointer**: When using a mouse, the pointer can be large.
- ☐ **Accessibility menu**: Allows control of the XT3 via large menu.
- ☐ **Switch Access**: Enables the use of switches to select items, scroll, enter text, etc.
- ☐ **Captions**: When on, displays captions in various languages, sizes and formats in apps that support it.
- ☐ **High contrast text**: When checked, tries to use higher contrast text styles.
- ☐ **Power button ends call**: When checked, makes it easier to hang up on a call by simply using the power button.
- ☐ **Auto-rotate screen**: Set on or off.

4

Network & Internet

Introduction

IMPORTANT NOTE!
Some wireless networks, especially those in public areas, are unsecured, i.e. they do not require a password in order to establish a network connection.

Wireless local area networks (WLANs) allow XT3 rugged touch computers to send and receive information wirelessly within the range of the wireless network they are connected to at a given time. Wireless network connectivity may or may not include access to the Internet, depending on the network's mission and configuration.

A given physical area may have multiple wireless local area networks (WLANs), sometimes referred to as Wi-Fi hot spots, which the XT3 can see as it scans for available networks.

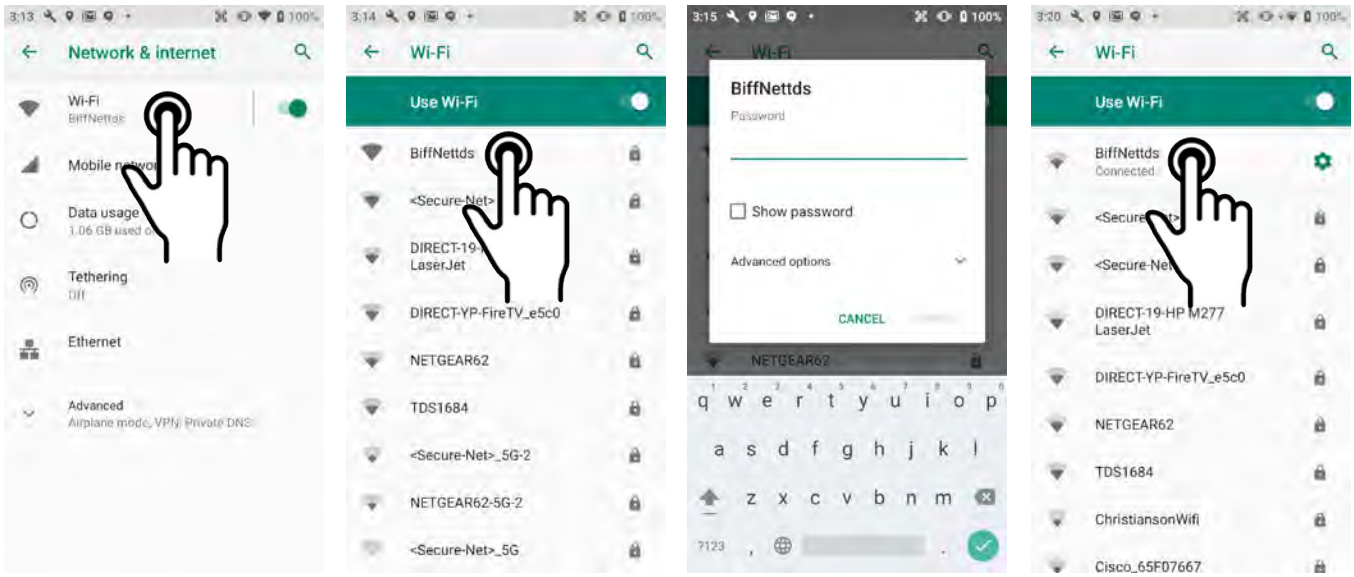
Typically, wireless local area networks are configured with a security scheme. Wireless devices connected to a wireless network must:

A. Be configured for compatibility with the host wireless network's security requirements. These security requirements are necessary to prevent unauthorized access to the wireless network, and also to prevent damage to computers using the wireless network.

B. Be granted access to the host wireless network through the use of a security code (password) established by the host wireless network's administrator to protect the network from unauthorized use. Public wireless networks may require both a login and a password for a connection.

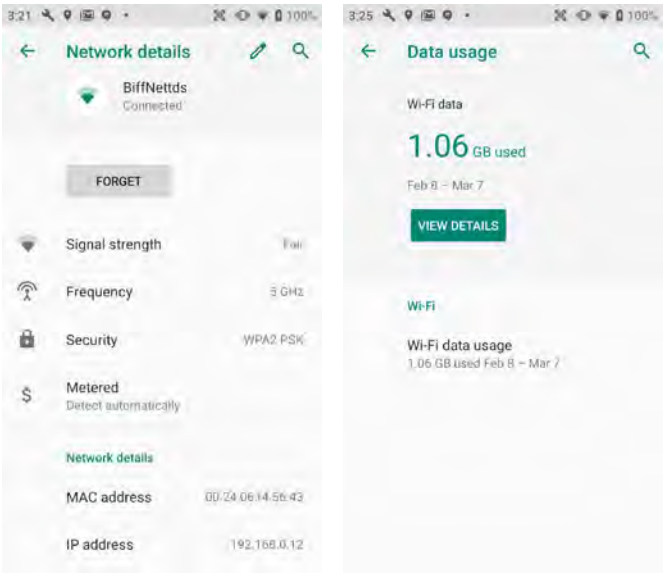
Connecting the Janam XT3 to a Wireless Local Area Network (WLAN)

To initially connect the XT3 to a wireless local area network, go to **Settings** > **Network & internet** > **WLAN**. Turn **WLAN networking** on. The XT2 will begin searching for available Wi-Fi networks. After a few seconds it will list what it has found, including the approximate signal strength and whether or not a network is secured by a password or not. Tap on your preferred network. Enter the password. The connection will be established. Upon successful completion, the network link will show up as **Connected**.



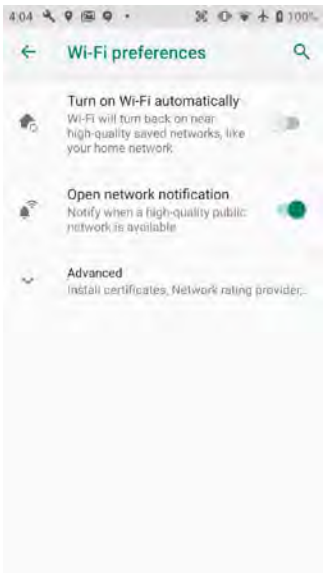
If you tap on the network you are connected to, a window pops up that shows information about the connection, including signal strength, link speed, frequency, and the type of security. Here you can also opt to **forget** this network, so that next time you come within range of it, the XT3 will not automatically connect.

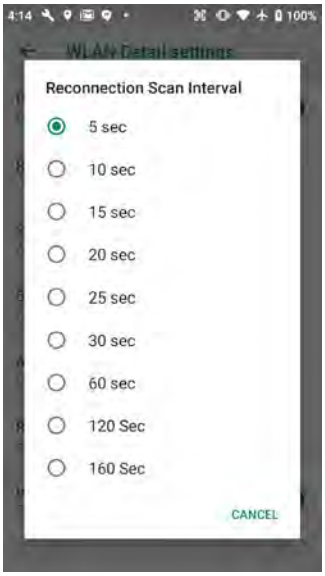
In **Settings** > **Network & internet** > **Wi-Fi**, you may also tap on **Data Usage** to see how much data you used in a given time span. Tap **View Details** to see how much data was consumer by each active app.



Wi-Fi preferences

- **Turn on Wi-Fi automatically**: When on, Wi-Fi will turn back on automatically near saved networks (Wi-Fi scanning must be turned on for this option to work).
- **Open network notification**: Notifiers you when a strong public network is available.
- **Install certificates**: Certificates use a crypto-graphic key to allow certain secure web connections. Certificates are saved on **Settings** > **Security & location**.
- **Keep WLAN on during sleep**: Sets Wi-Fi status when the XT100 goes to sleep. It can be set to "Always," "Only on when the device is plugged in," or "Never."
- **Network rating provider**: To help determine what constitutes a good Wi-Fi network, Android supports external Network rating providers. You may select one of them.
- **Wi-Fi Direct**: Used for peer-to-peer Wi-Fi connections that do not need a Wi-Fi wireless access point.
- **Wi-Fi Detail settings**: These are some lesser used options, such as enabling Wi-Fi power saver mode, letting Wi-Fi handle 802.11d geographical regulations, and setting the roaming trigger level (signal at which the device starts), select which channels to use, reconnection interval, etc..

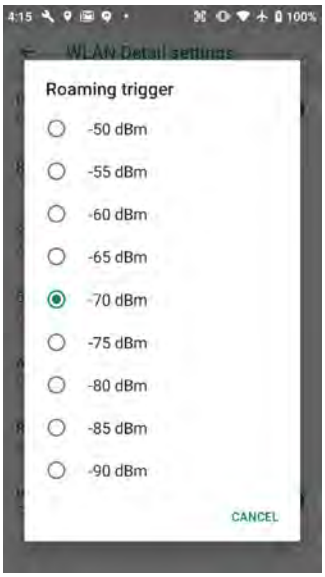




Mobile network

If your XT3 has mobile phone and data service, you can adjust how your device uses data.

- **Mobile Data**: Determines if the XT3 uses mobile data or if connectivity is limited to voice.
- **Roaming**: Allows or disallows to connect to data services other than your primary provider when roaming (to prevent unexpected expense).



Tethering

You can use your XT3's mobile data to connect another device (phone, tablet, or computer) to the internet by making the XT3 a Wi-Fi hotspot. Other devices can then connect to Wi_fi going through the XT3. Tethering can also be allowed via Bluetooth or a USB connection.

5

Bluetooth

Introduction

Bluetooth is a popular PAN (Personal Area Network) technology used for short-range wireless communication. Devices with Class 2 Bluetooth capabilities, such as the Janam XT3, can send and/or receive information over distances of approximately 10 meters (30 feet).

Unlike older infrared technology, Bluetooth does not rely upon uninterrupted line-of-sight between devices that need to exchange information. As a result, you can send information to or receive information from another Bluetooth-capable device even if the two devices are located in different rooms, as long as they are within range.

Bluetooth can be used to:

- Enjoy the convenience and productivity of a wireless headset.
- Send or receive information such as files, appointments, tasks and contact cards between Bluetooth-capable devices.
- Print from the handheld device to Bluetooth-enabled printers.
- Use a Bluetooth service. Once you connect to another device or computer using Bluetooth, you can locate and use any of the services available on that device.

There are several ways to set up your computer for wireless access and the following section details the general instructions needed to set up Bluetooth on your Janam XT3 rugged touch computer. Please note that complex or custom installations may require additional expertise from Janam's technical support team and/or the manufacturer of the device to be paired.

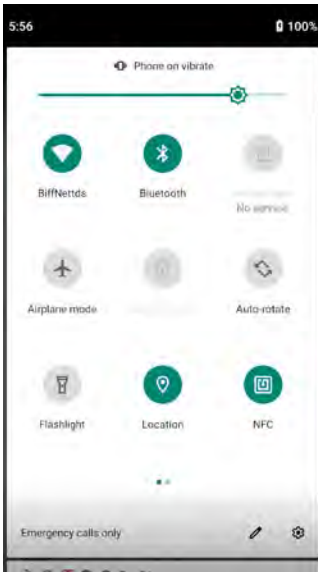
Bluetooth Partnerships:

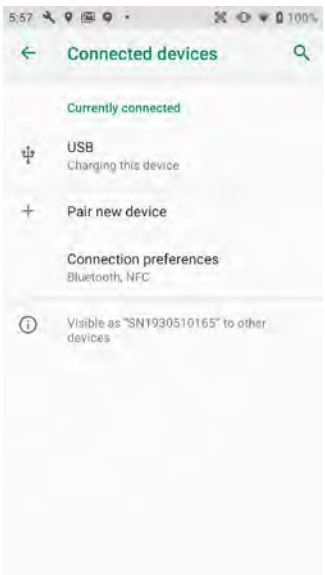
A Bluetooth partnership (often referred to as a pairing) is, as it relates to this chapter, a relationship created between the XT3 and another Bluetooth-capable device to securely exchange information or provide a Bluetooth function. Creating a partnership involves (A) one Bluetooth device being instructed to discover other Bluetooth devices that have been authorized to be visible and within its range, and (B) entering the same Bluetooth Passcode on both devices. Once a partnership is created, the then partnered (or paired) devices need only have Bluetooth turned on and be within range to function. Already partnered Bluetooth devices do not need to be made visible.

Once partnered, the devices can exchange information without re-entering the Passcode.

Bluetooth Concepts

Bluetooth does not have to be on in order for the XT3 to function. In fact, since the Bluetooth radio consumes power, it should be turned off when it is not needed. You can see that Bluetooth is active when the small **Bluetooth icon** is visible in the **status bar** on top of the **home screen**. Swiping down from the top of the XT3 screen reveals an extended view where Bluetooth can be turned on or off. In the example shown below, the Bluetooth tile is lit up, which means Bluetooth is on.



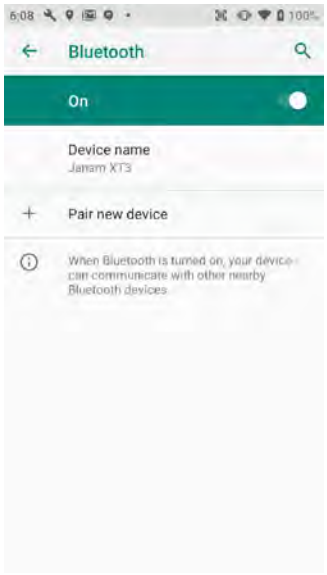


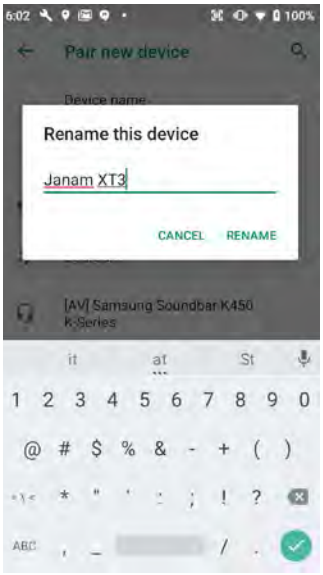
Note that in Bluetooth terminology, there is a difference between "**paired**" and "**connected**." Paired means that a Bluetooth relationship has been established between two devices, and they know each other. Connected means the devices have an active connection.

Depending on the type of device, a connection may be established automatically once already paired devices are within range (like a Bluetooth keyboard for a desktop computer). For other paired devices it may make more sense to manually connect them as needed (like for file transfer between devices).

Bluetooth connections can have different capabilities, such as sending or receiving files, providing certain information, providing certain types of security, or connecting to certain sensors. Services can work one way or both ways.

In order for the XT3 to establish a Bluetooth connection, it needs to be **discoverable**, i.e. Bluetooth must be on and other Bluetooth devices must be able to "discover" it as a connection candidate. To make the XT3 discoverable, go to **Settings** > **Connected devices** > **Connection preferences** > **Bluetooth** and turn Bluetooth status on.

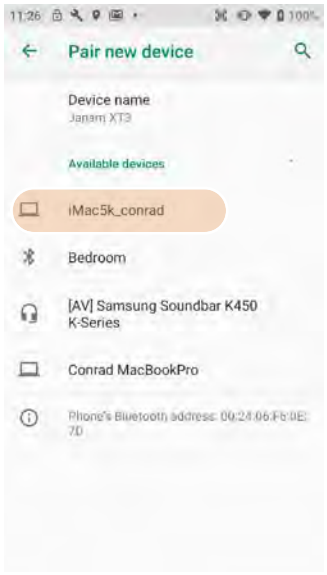


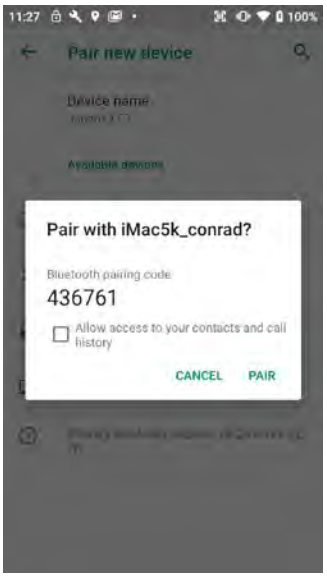


Note that it's not always easy to determine the nature of discovered devices, especially when they are shown to the right, two are listed only by the MAC (Media Access Control) hardware address. To keep the XT3 from showing up with such a code or serial number, rename it to something descriptive (like "Janam XT3").

Bluetooth Pairing

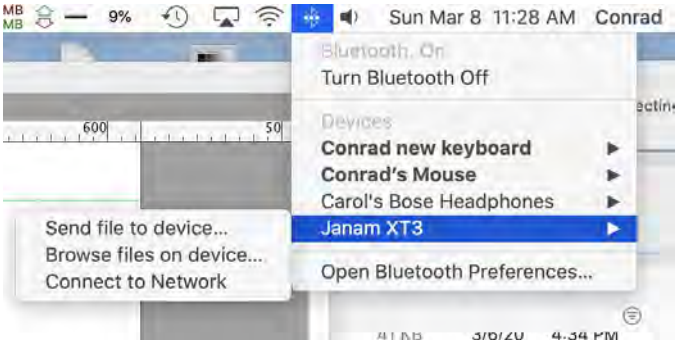
Due to the large number of Bluetooth enabled devices there are really no universal pairing procedures. Pairing your smartphone with your car may be very different from pairing your XT3 with a desktop PC or portable printer. And pairing with a device with a display will be different than pairing something that does not have a display, like headphones.





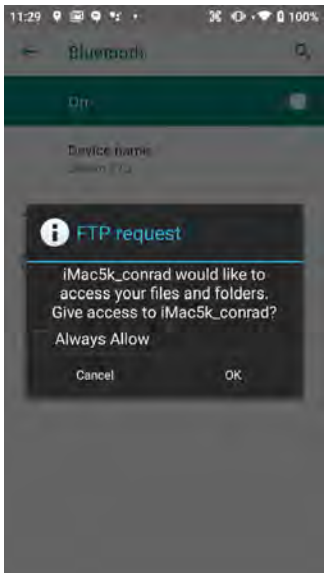
The example to the right shows pairing the XT3 with a desktop Apple iMac. Go to **Connected Devices** > **Bluetooth**, turn Bluetooth on, and wait until the Mac shows up as a device that can be paired, then **Tap to Pair**.

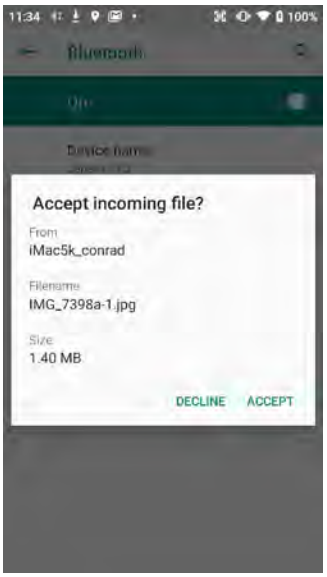
In this combination, the XT3 then receives a pairing request from the iMac, which you accept. And in this instance, a unique **6-digit Passkey number** is generated so that you know you're pairing with the device you intended to pair.



If the number is the same on both devices, accept the pairing request on both the XT3 and the iMac, and after a bit, the two are then paired.

Paired devices will remain on the XT3's list. There is no need to pair the same devices again. They will stay paired until you tap and hold a paired connection on the XT3 and select **delete** on the resulting popup.





Available Bluetooth Services

As stated above, Bluetooth "services" between two connected devices vary. In this case, the pairing between the XT3 and the iMac allows the MacBook to send files to the XT3, browse files, and the Mac can use the XT3's cell connection to connect to the Internet.

The iMac side is capable of browsing files on the connected XT3, but Bluetooth on the XT3 does not provide that service in the other direction.

6

Camera

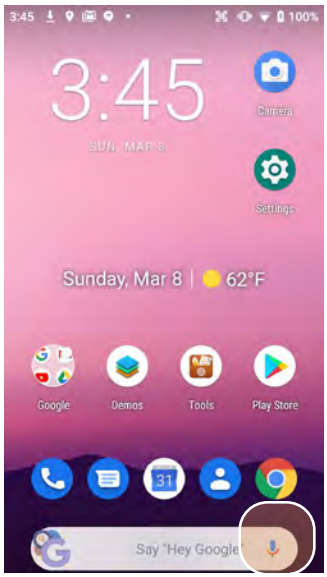
Introduction

The Janam XT3 rugged touch computer features a high-resolution 13 megapixel CMOS rear-facing autofocus camera with user-controllable LED flash for capturing crisp still pictures and video recording up to UHD 4k. Both functions are useful for documentation of inventory locations, product damage, procedures and more. In addition, the XT3 incorporates a 5.0 megapixel front-facing camera primarily intended for video conferencing and video calls.

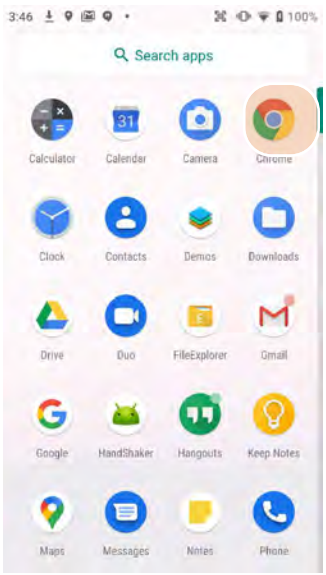
Different ways to activate the camera:

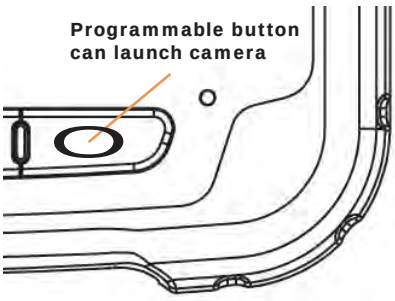
- Tap the **Camera** icon on the XT3 **Apps Screen**
- Tap the **Camera** icon on the XT3 **Home Screen** (if you placed a camera shortcut there)
- Optional: set programmable hardware button to launch the camera (Use **Tools** > **Program Buttons** to assign launching the camera to the right-most hardware button)

From Start Screen (if added)



From Action Center





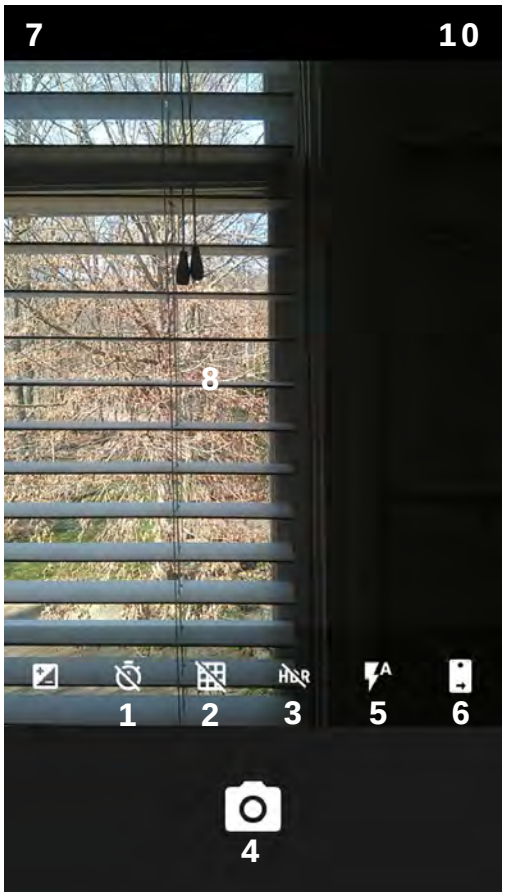
Camera Controls Overview

All of the XT3 camera controls are located onscreen. The camera can be used both in portrait or in landscape orientation.

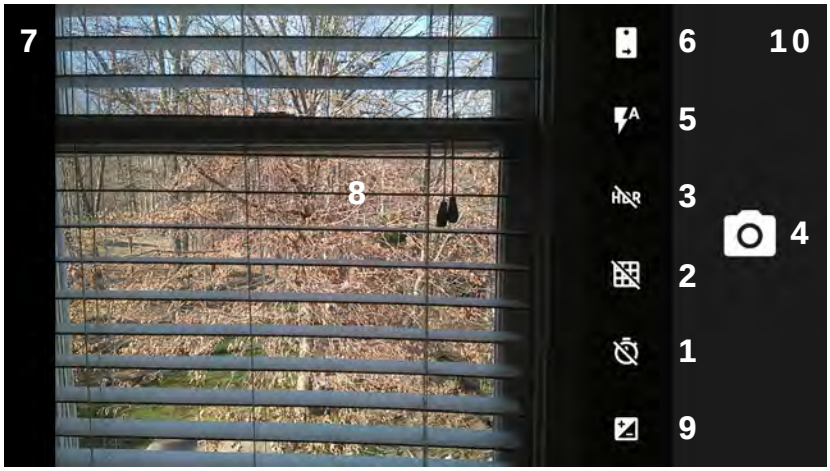
Front camera location

Rear camera location (if equipped)

Camera controls in portrait mode

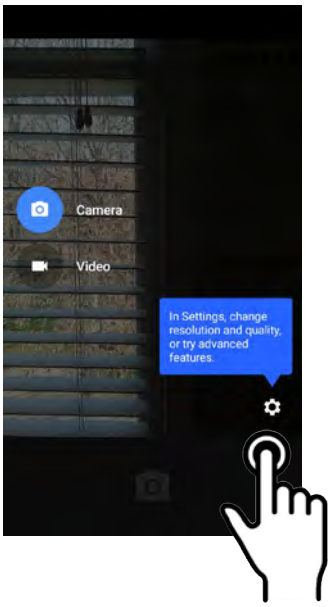


Camera controls in landscape mode



1. **Timer** control. Tap to cycle through off/3/10 seconds.
2. Toggles between **framing grid overlay** on and off.
3. **HDR** (High Dynamic Range). Tap to toggle HDR on/off.
4. **Shutter Release**
5. **Flash** for rear camera. Tap to cycle on/auto/off. In video mode, it turns LED light on/off.
6. **Camera selection**. Tap to toggle between front and rear camera.
7. Swipe right to bring up **camera** or **video** selection, and **Settings**.
8. Touch wherever you want the camera to focus.
9. When set to manual, this allows for **Exposure Compensation** (-2 to +2 in 0.5 increments).
10. Swipe left to bring up the **Gallery app** for photo editing.

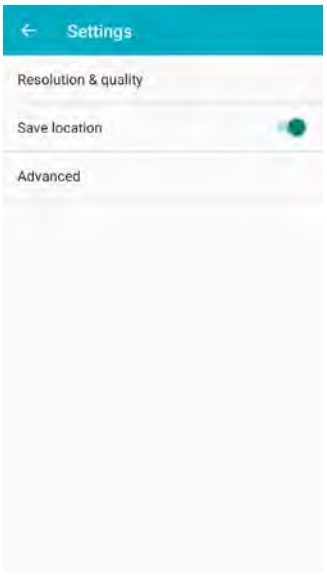
Camera Settings



When using the Camera app, swipe right anywhere on the screen to bring up the camera/video selection and the Settings button.

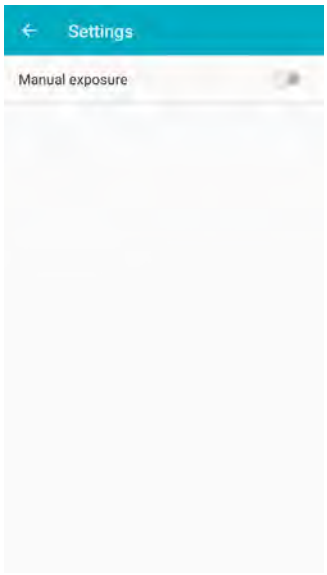
Setting camera resolution

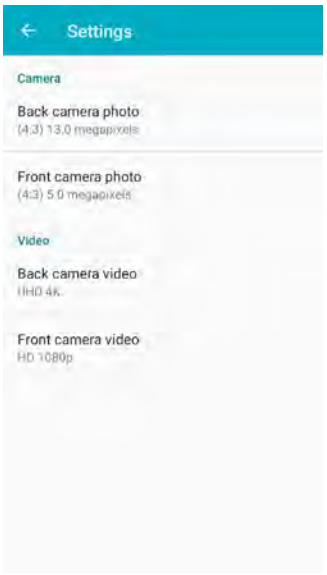
Image and video can be set separately for the front and rear cameras. The higher resolutions use the 4:3 aspect ratio, the lower ones use the 16:9 aspect ratio.

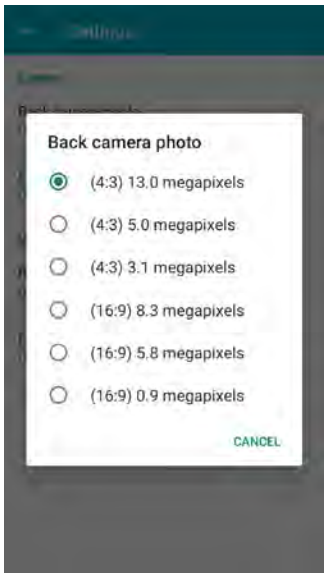


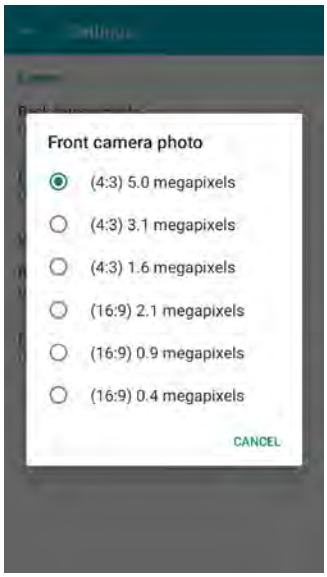
Advanced settings

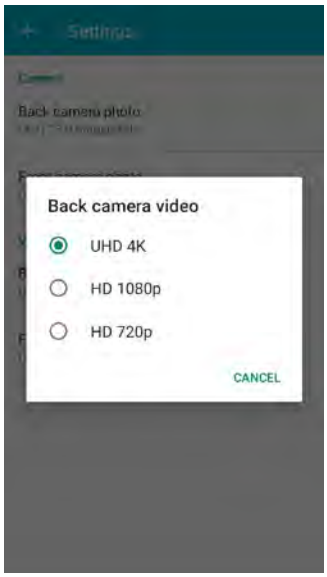
Advanced settings includes turning on **manual exposure**. This enables setting exposure compensation between -2.0 and +2.0 in 0.5 increments. Noise reduction can also be turned on or off.

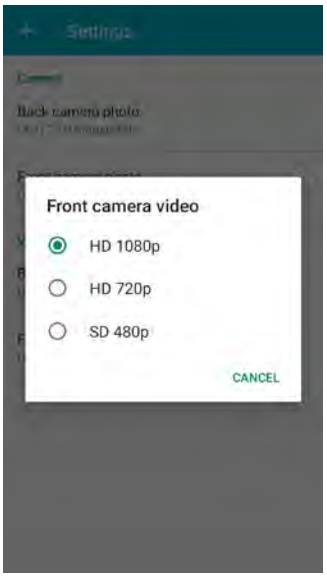






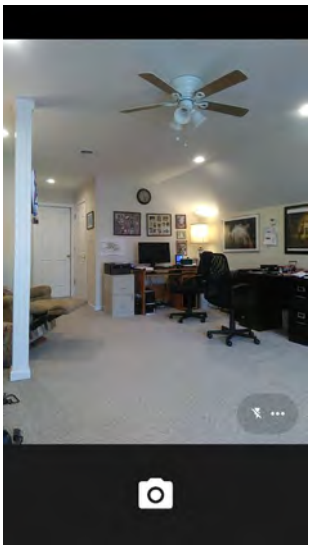


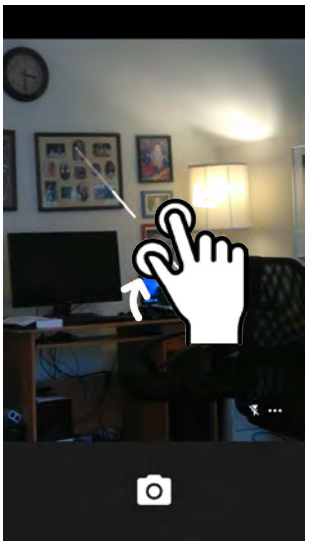




Camera Zoom

Both of the XT3's cameras have digital zoom. To zoom in and out, touch with two fingers, then pinch them together or draw them apart. Alternatively, you can also touch and then drag the zoom slider at the bottom of the display.

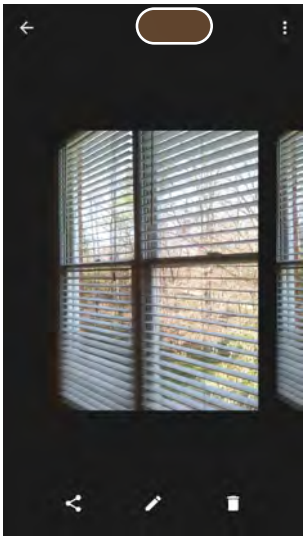


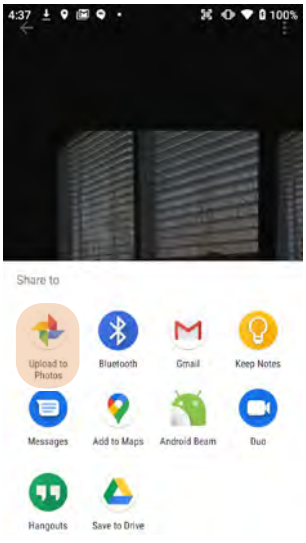


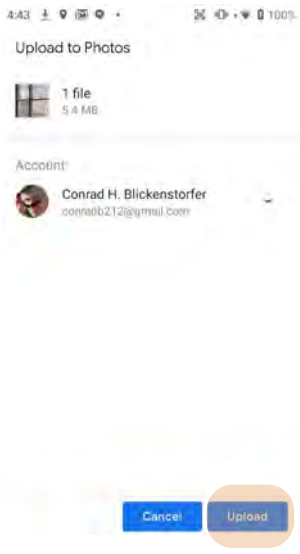
Editing Pictures

Swiping left when in the XT3's standard Android **Camera app** brings up the Android **Gallery app** and displays the last image captured. Tap on **:** and **Details** to get a list of very detailed information about the image. This data alone shows that the XT3 camera can do a lot more than the basic camera app sports.

Tap the **share icon** in the Gallery, and you'll get a list of apps and services to send to or share images. The below example shows how to upload a picture to Google Photos.



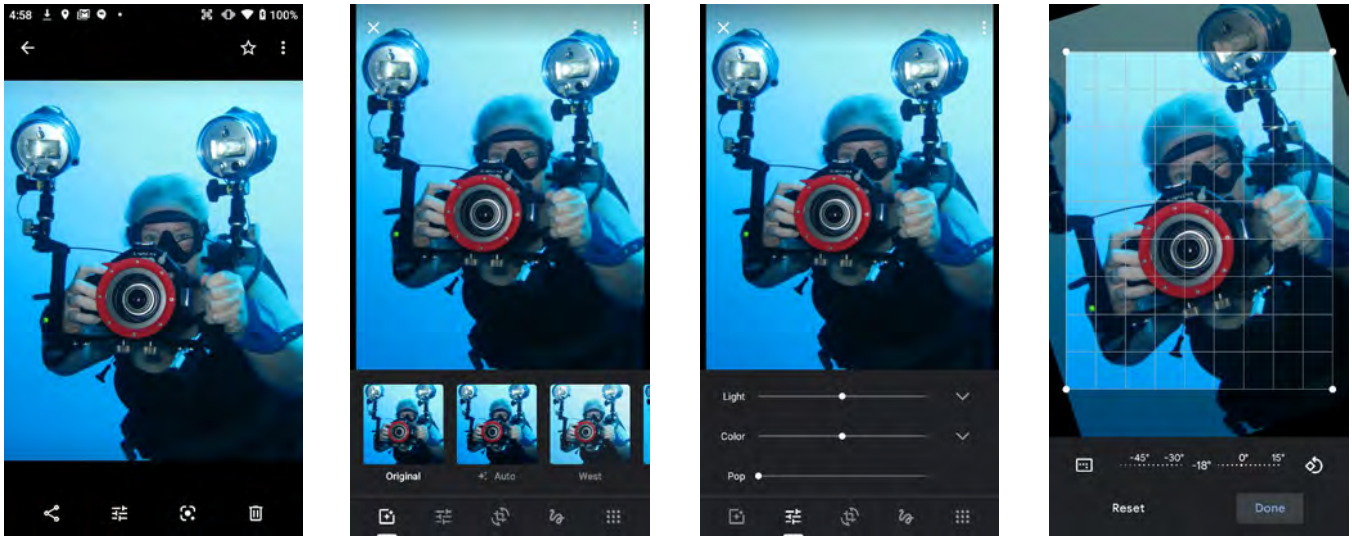




Editing Pictures with the Google Photos app

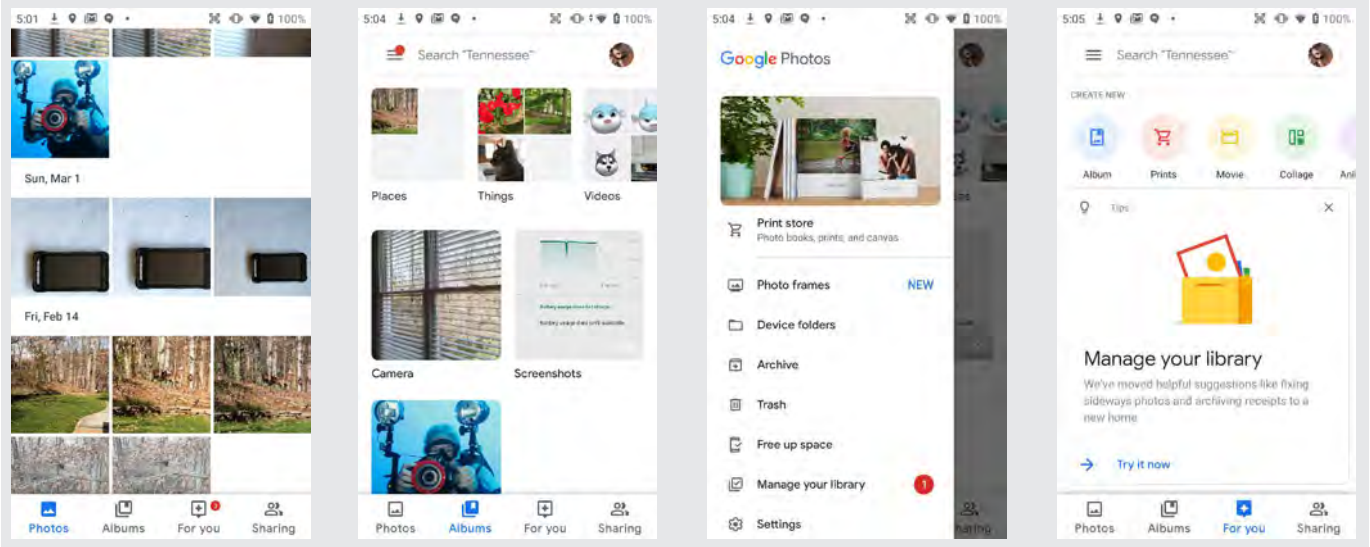
The Google **Photos app** has three function areas:

- ☐ Applying presets (such as B/W, vintage, punch, etc.) or a custom preset.
- ☐ Adjusting various light, color, and “pop.”
- ☐ Cropping, rotating, aspect ratios, etc.



With the Android **Photos app** you can also:

- ☐ View and sort your pictures.
- ☐ Manage and back up pictures.
- ☐ Create albums, movies, animations, photo books, etc.
- ☐ Use an assistant to get a task done.

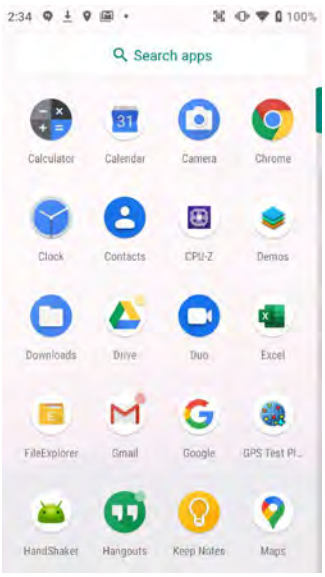


7

Email

Introduction

Like a smartphone, laptop or desktop PC, the XT3's email interface acts as a portal to an already existing email account with one of the commonly available email service providers such as Gmail, Microsoft Outlook, Yahoo or a private enterprise (corporate) network. This allows the XT3 to receive, read, respond to, and send emails.

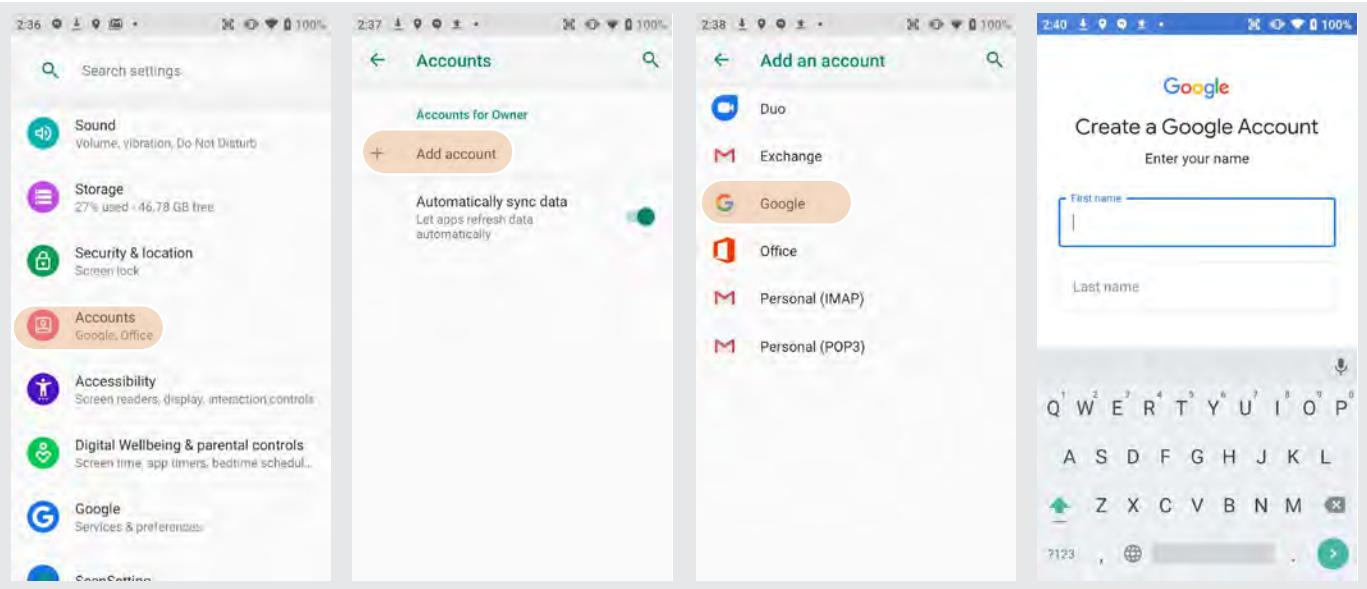


The **Google Gmail app** is the default Email app installed on the XT3. The **Gmail app** can be used without an actual Google account. It simply serves as the XT3's email app that can accommodate a single email account or multiple accounts.

Before setting up an email account on the XT3, be sure that a core email address is active with an email service provider or within a private enterprise (corporate) network to which the XT3 user has access and authorization.

Setting up Email

To add your email account(s) to the XT3, tap on **Settings > Accounts** on the Apps screen. For popular email service providers, entering your email address and password will be sufficient.

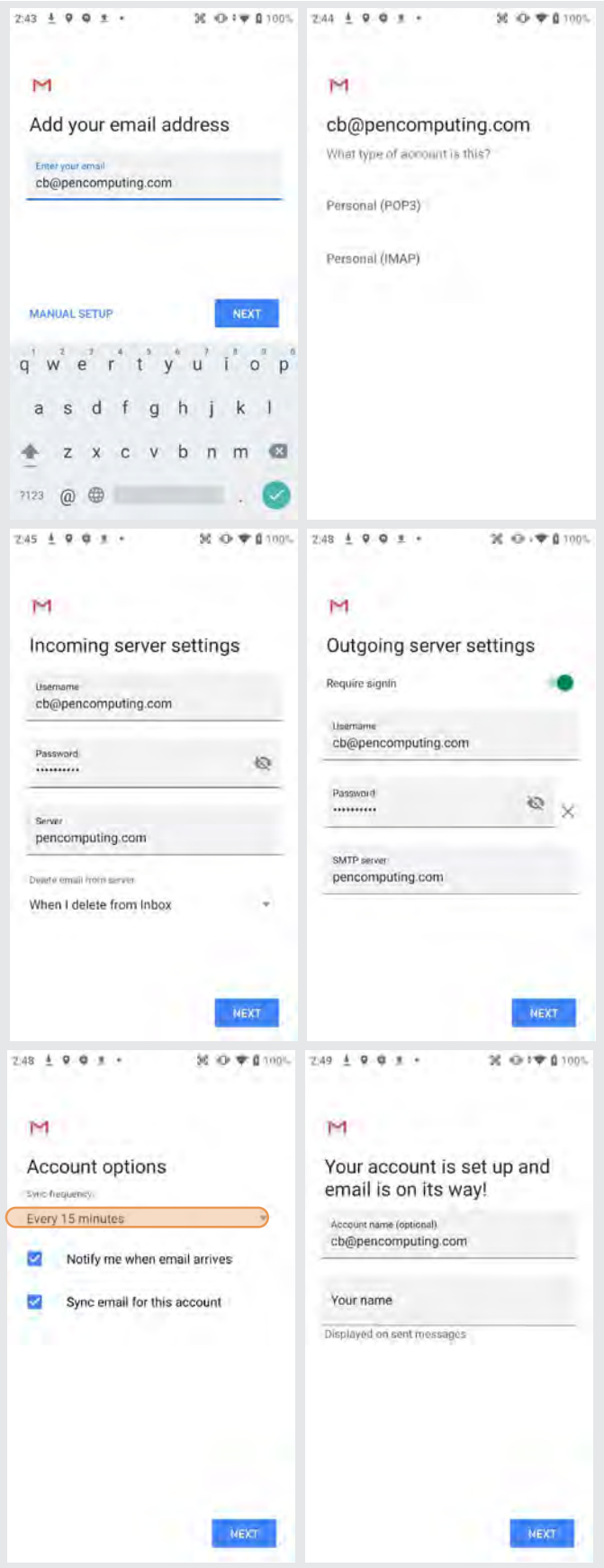


Manual Email Setup

If your email provider isn't on the list of popular email service providers (like Gmail or Yahoo), or your email provider requires more during setup than just email address and password, you need to use the **Manual Setup** option.

During Email Setup

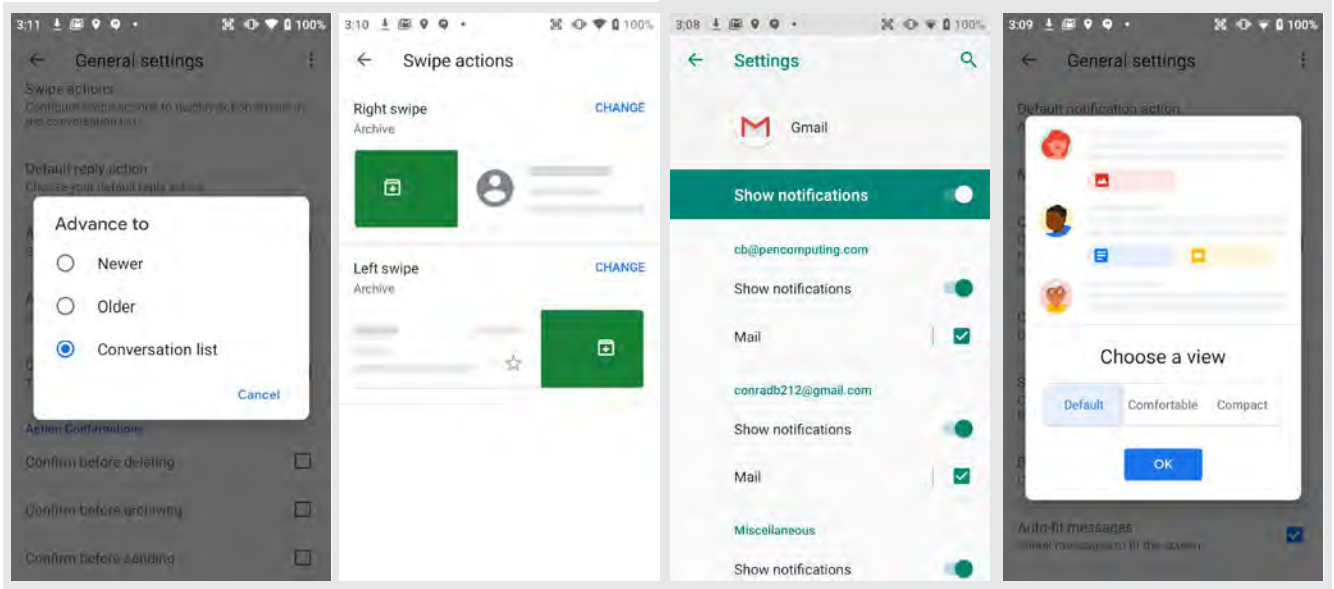
During email setup you will be asked how often you want your XT3 to check with your email provider and update email. "Never" means you'll do it manually.



General Email settings

In email, **General settings** apply to all of your email accounts. Most of these settings are self-explanatory:

- Archive or delete emails
- Manage notifications
- Group emails in conversations or not
- How densely email is to be shown
- What swipe actions should do
- Replying to all as default (!)
- Auto-fit messages on the display
- Open weblinks in Gmail or not
- Confirmations before sending, deleting, and archiving messages.



Account-specific Email settings

Here you can set the background and accent colors for your email accounts.

Inbox

How emails in your inbox should be listed, and what kinds of inbox categories there should be.

Notification settings

Here you can set whether you want to be notified if new email arrives. You can choose a special ringtone, and whether there should be a vibrate or other alert.

Signature

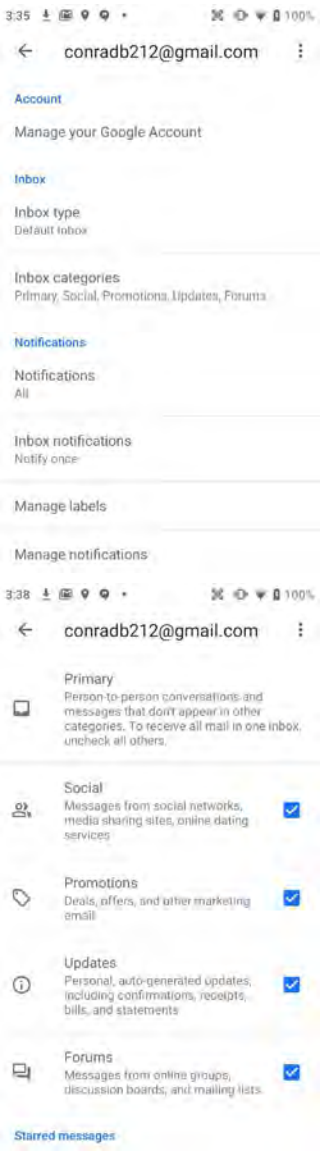
Business email usually benefits from a customized signature with name, title, company, etc. This is where it's set up.

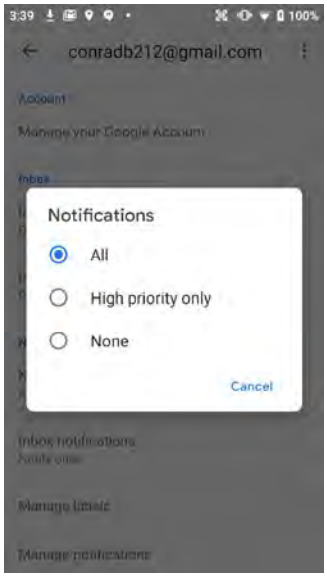
Data usage

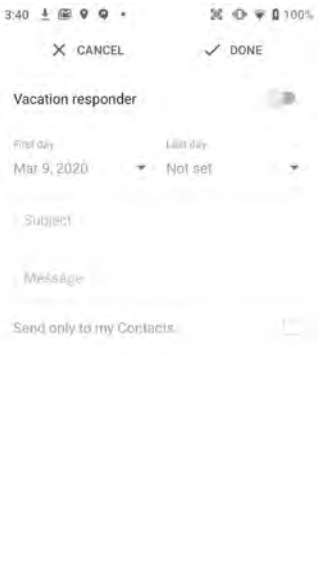
Email practices can affect data usage. This includes whether images should be shown automatically, whether email should be synced for an account, and the frequency of syncing (every 15, 30, 60 minutes or never).

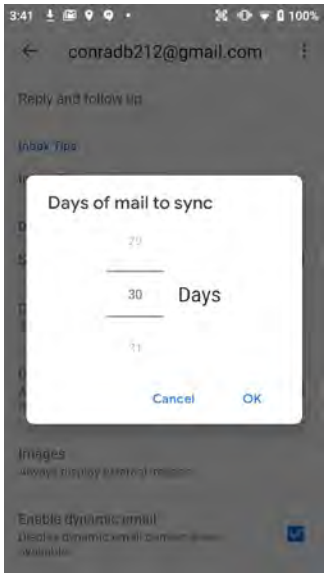
Vacation responder

Here you set up the automatic response if you're on vacation or away from the office.



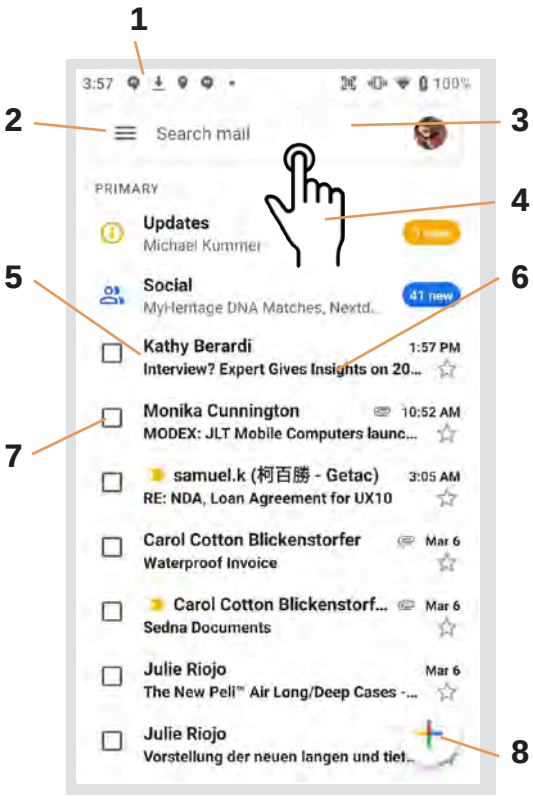






Email Inbox

This is what the stock Email Inbox looks like:



1	Status icons, same as on Home Screen
2.	Tap to select which folder and account to use
3.	Search email
4.	Swipe down to check for new email
5.	Email sender and title
6.	Tap on individual emails to see full text
7.	Checkboxes to select multiple emails
8.	Compose a new email message

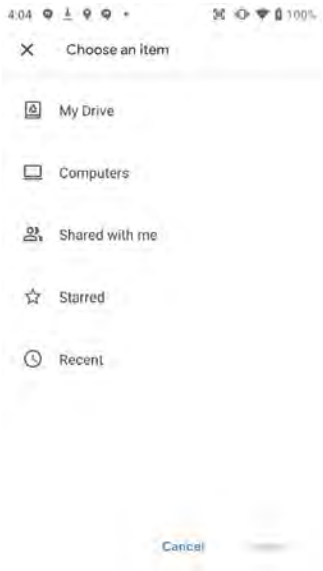
Creating and Sending an Email:

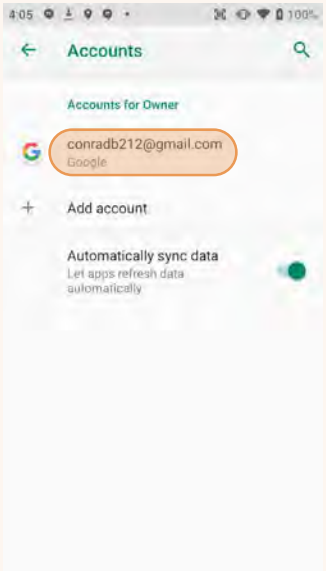
From the Email Inbox, tap the **+ icon** (8) to launch a new email. Tap on **To:** to bring up the keyboard. Begin typing the email address. Tap down arrow to open CC and BCC fields.

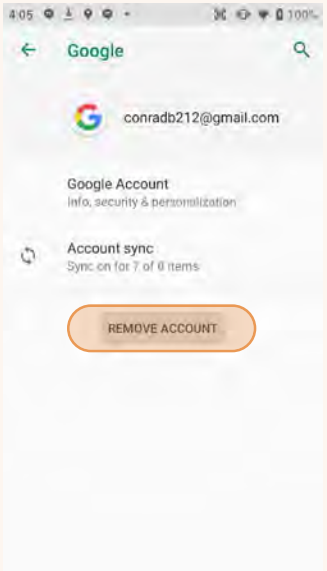
Tap on the text area to begin typing (or dictating) your email. Tap the **paperclip icon** to add an **attachment** from a variety of sources. When done, hit the paper **airplane icon** to **Send**.

Deleting an Email account:

To delete an email account, go to **Settings**, tap on **Accounts**, tap the desired account, make sure sync is off, tap account again, tap for popup, select Remove account.







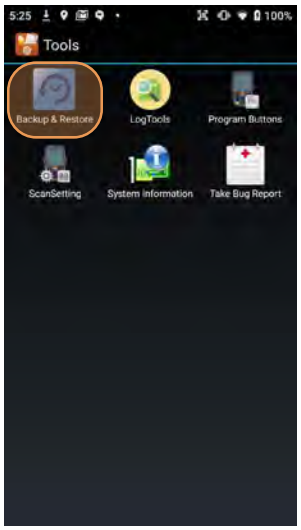
8

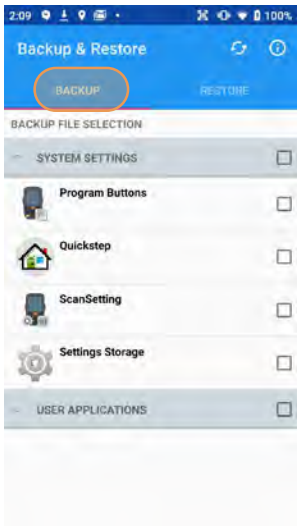
Tools

One of the great strengths of the Android operating system is the wealth of tools, utilities and productivity apps readily available from the Google Play Store or other sources. The Janam XT3's Tools folder contains a few examples of such tools.

Backup & Restore

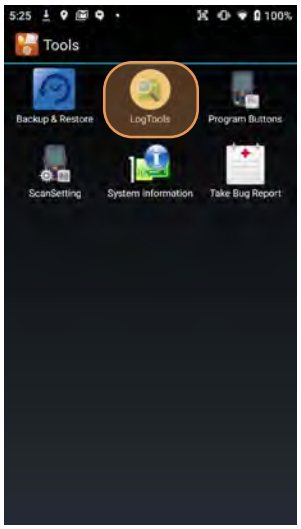
Let's you make backups of select system settings and certain user applications. Note that not all user apps can be backed up (you can always download them again from the Play Store). Backup files can be stored either on internal storage or on a microSD card. Note that these backup methods do not include photos, videos, and documents.





Log Tool

A system administrator or IT department tool to analyze various logging data..

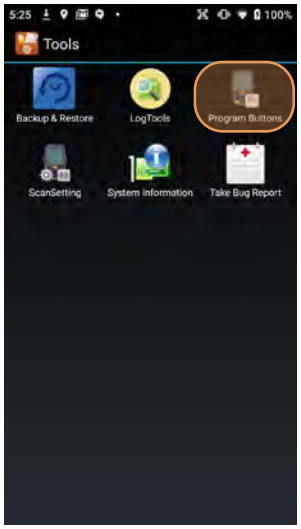


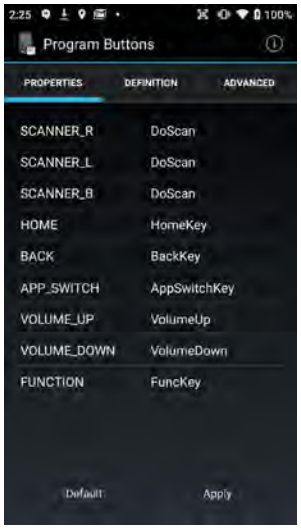
Program buttons

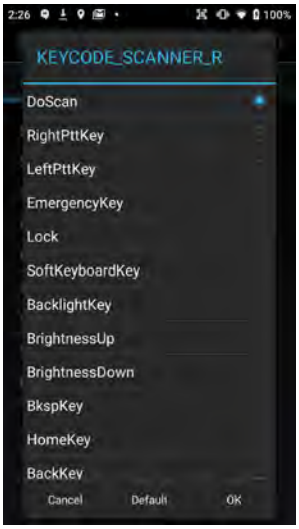
With the Program Button tool you can change the setting of the left and right scan buttons. Select the button you want to change, choose its function (e.g. Camera, Soft-Keyboard, Send, etc.) from a selection of about 30 different functions. Then press **Apply** and **Save**, or **Cancel**. Program settings can be changed anytime.

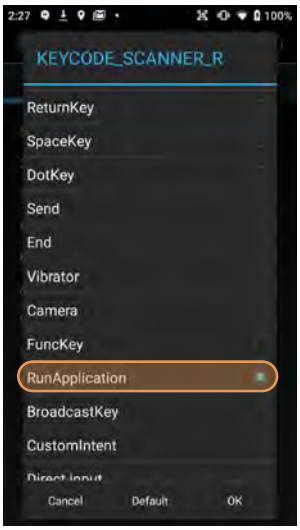
You can also adjust settings so that pressing one of the programmable keys launches an application. For that, scroll down and select **RunApplication**. This brings up a list of all available applications.

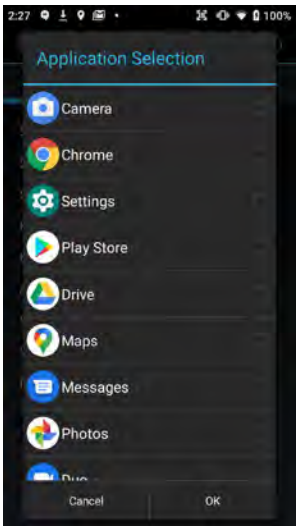
BroadcastKey and **CustomIntent** are primarily developer tools. Likewise, tapping the **Definitions** tab allows programmers to load an alternate KCM (Key Character Map) file.

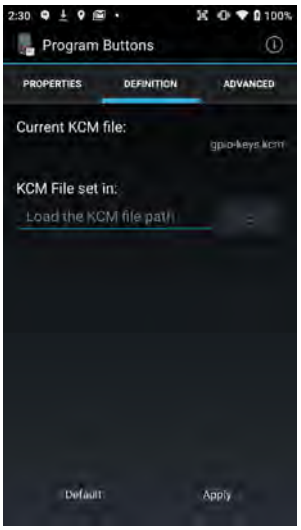






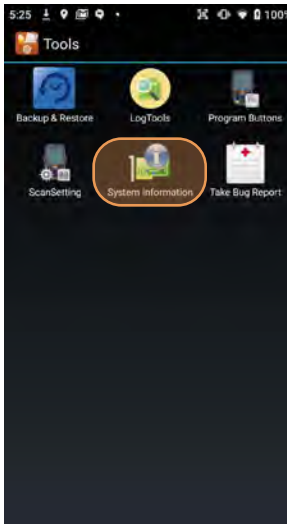


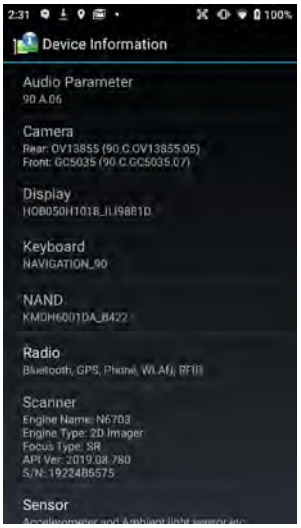




System information

System information provides detailed information about the XT3 hardware, OS, applications, firmware and drivers. Tap to drill down into any area.





9

Barcode Scanning

Using the 1D/2D Imager

Janam's XT3 is available with an integrated 1D/2D barcode scanner to eliminate the challenges often associated with camera scanners or bulky sled attachments.

Scanning with the Janam XT3

The XT3's integrated barcode scan window is located on the top edge of the device.

When triggered via **onscreen control** or **one of the two scan buttons** highlighted in orange in the illustration to the right, the barcode scanner emits a soft-edged rectangular red lighted area that serves as a confirmation of scan triggering and as a general targeting guide.

A bright, red aiming dot enables users to easily select a single barcode to capture in a field of barcodes.

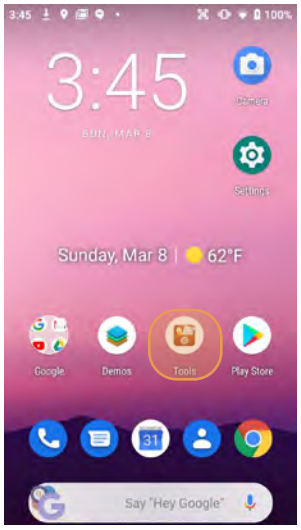
CAUTION!
Never stare directly into the barcode scan beam emitted from the barcode imager window!

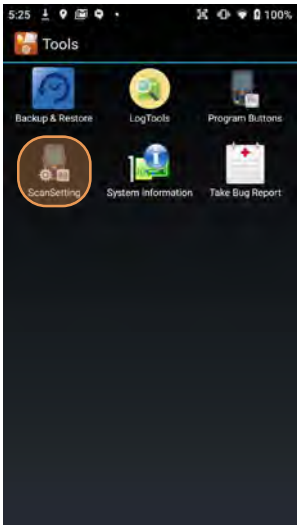
Never point the barcode beam emitted from the barcode imager window into the sightline of others!

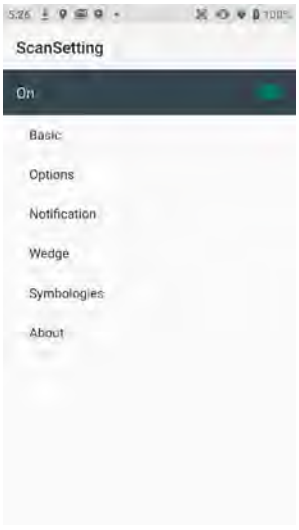
Damage to eyesight can result as a result of failure to adhere to these precautions.

Scan Settings

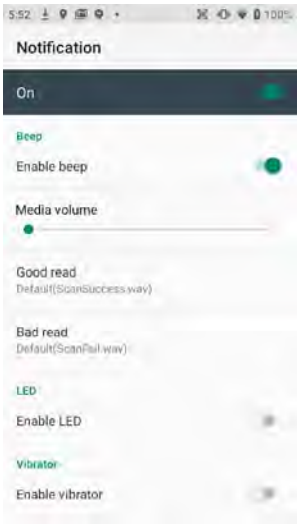
Go to **Tools** > **Scan Settings** to configure the XT3's scan engine and software. This is where you set how the scanner will work, how it will announce and communicate results, what all the scan operation settings should be and, most importantly, which of the numerous code symbologies the scanner should read.







Tab	Section	Option	Description
Basic	**Scanning**	Trigger timeout (sec)	Specifies the trigger time out in seconds. If a barcode is not decoded within the specified timeout, the default Notifier indicates that decoding is failed.
		Enable Auto Scan	Enable Auto Scan with specified interval.
		Auto Scan interval	Set Auto Scan interval time.
		Enable Cont. Scan	Enable Continuous Scan without any interval.
		Enable Touch Scan	Enable Scan by screen touch (red scan button).
	Wedge mode	Result Type	Select Result Type: User Message, Keyboard Event, Clipboard, Intent Broadcast, Custom User Message, Keyboard Event
		Terminator	Select the desired barcode end method from the pull down list (None, Space, Tab, LF, Tab & LF)
Notification	**Beep**	Enable Beep	Enable/disable beep and set volume.
		Good read	Set sound to indicate good read.
		Bad read	Set sound to indicate bad read.
	LED	Enable LED	Set enable/disable visual scan indicators.
	Vibrator	Enable Vibrator	Set enable/disable vibrator operation.
		Good read	Set vibration time after good read.
		Bad read	Set vibration time after bad read.
Wedge	**Barcode ID**	Transmit Barcode ID	Transmits predefined barcode ID in Detail tab.
		Transmit Barcode ID	Transmits predefined AIM ID in Detail tab.
		Group separator	SYN, ETB, CAN, EM, SUB, ESC, FS, GS, RD, US
	Label	Prefix	Prefix sent prior to the decoded/received data.
		Suffix	Suffix sent after the decoded/received data.
	Character Set	Charset	Select desired character set.
	Extd Wedge	Enable	Enable extended Wedge configuration.
Symbologies	Select barcode types you want to read. There is "Enable All" and "Disable All" to enable/disable all symbologies.		
About	**Scanner**		Shows scanner type and revision.
	Application		Shows ScanSetting version.
	Data	Factory reset	If after modifying settings you wish to return to the factory defaults, tap Factory Reset.



Options

Settings > **Scan Settings** > **Options** sets:

Enable center window — Limits decoding to codes inside the center window. Center window tolerance goes from 0 (no tolerance) to 100 (most tolerance).

Decode Mode — Can be “Standard” or “Quick Omni”.

Delay before decoding — Set delay in 1/10th second increments, from 0 to 1 second.

Inverse 1D Mode — Set to read regular codes only, inverse codes only, or auto-detect.

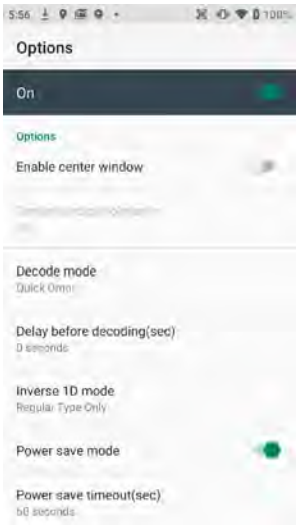
Power save mode — Toggles on and off.

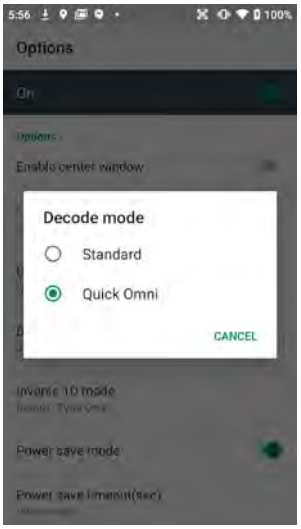
Power save timeout — Timeout can be set from to 65535 seconds.

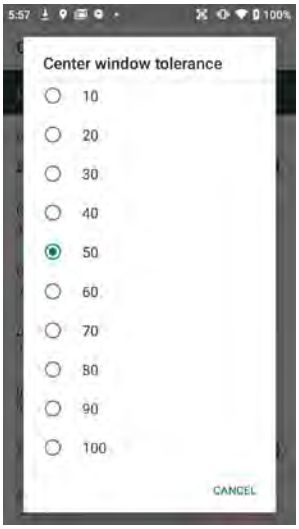
Enable aimer — Turns the red aimer on or off.

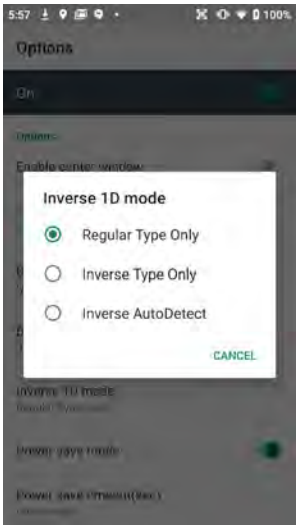
Enable illumination — Turns the white illumination of the scan area on or off.

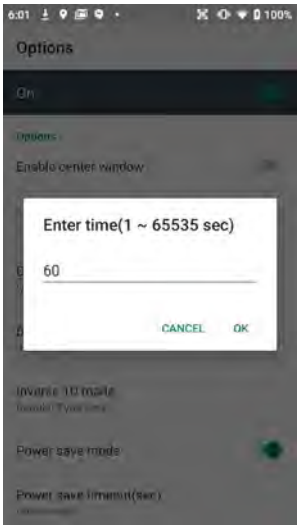
Note that these settings can have great influence on both scan speed and scan decoding accuracy. For detailed technical information on the impact of redundancy, security and quiet zone levels, as well as other scan-related settings, please contact JanamCare.











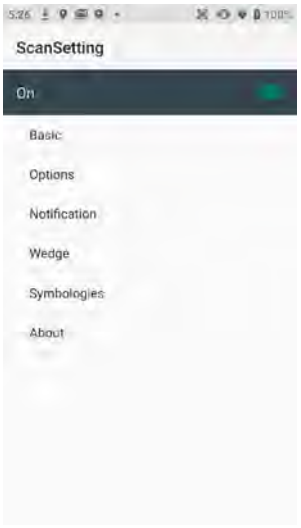
Symbologies

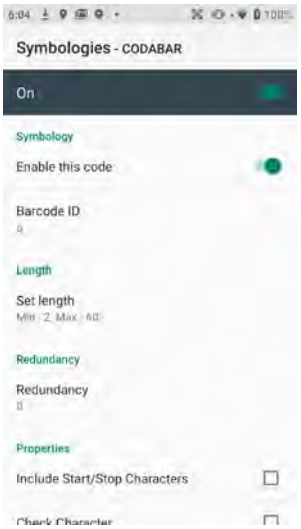
The XT3's scanner can read and decode virtually any 1D or 2D bar code in milliseconds. Go to **Settings** > **Scan Settings** > **Symbologies** to view more than 40 code types that are not only supported, but can additionally be configured with their own options and extensions (see options below).

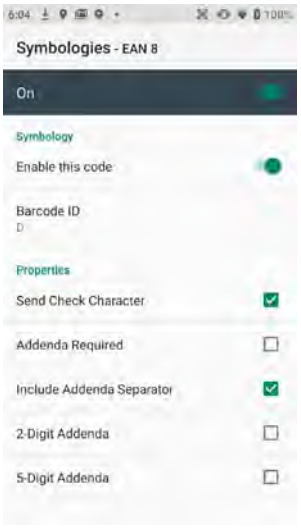
Only turn on the code(s) that you are actually using at the time. This will speed up recognition and decoding time.

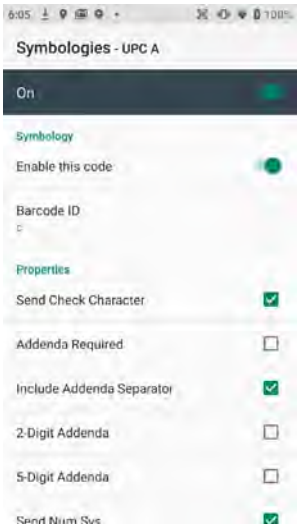
Below is the list of all 1D and 2D code types supported by the XT3:

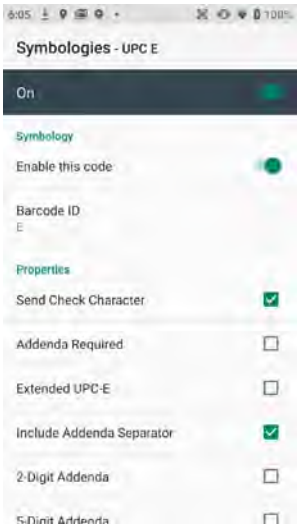
	1D Linear	2D Matrix
AUSTRALIA POST	x	
AZTEC		x
BOOKLAND EAN	x	
CHINESE 2 OF 5		
Codabar	x	
CODE 11	x	
CODE 128	x	
CODE 39	x	
CODE 93	x	
COMPOSITE CC-A/B		x
COMPOSITE CC-C		x
COMPOSITE TLC-39	x	
DATA MATRIX		x
DISCRETE 2 OF 5	x	
EAN 13	x	
EAN 8	x	
GS1 128	x	
GS1 DATABAR EXPANDED	x	
GS1 DATABAR LIMITED	x	
GS1 DATABAR	x	
HAN XIN		x
INTERLEAVED 2 OF 5	x	
ISBT 128	x	
JAPAN POSTAL	x	
KOREAN 3 OF 5		
MATRIX 2 OF 5	x	
MAXICODE		x
MICRO QR		x
MICRO PDF417		x
MSI	x	
NETHERLANDS KIX CODE	x	
PDF417		x
QR CODE		x
TRIOPTIC CODE 39	x	
UCC COUPON	x	
UK POSTAL	x	
UPC-A	x	
UPC-E	x	
UPC E1	x	
UPU FICS POSTAL	x	
US PLANET	x	
US POSTNET	x	
USPS 4CB/ONE CODE/ INTELLIGENT MAIL	x	









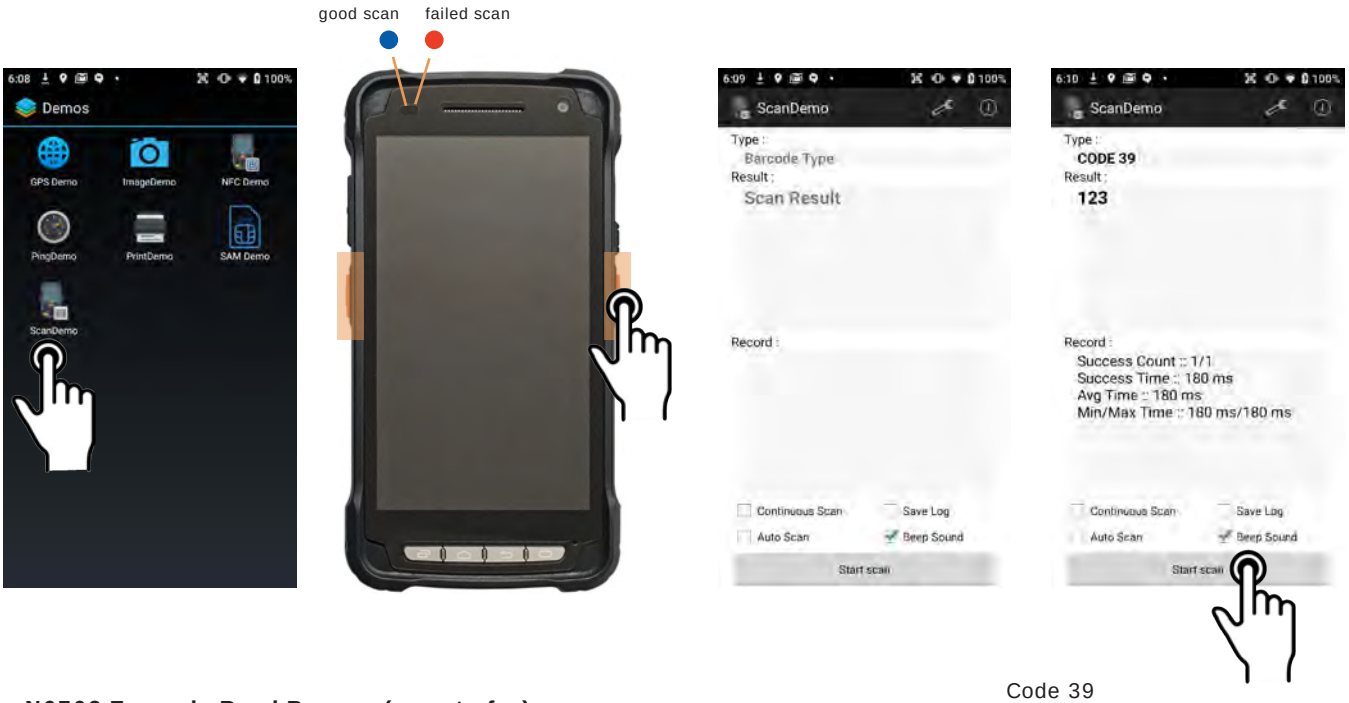


Scan Demo App

The Janam XT3 comes preloaded with a **Scan Demo** app. Note that a special Scanner SDK is available for the development of custom scanning applications (inquire with your Janam sales representative).

Launch the **Scan Demo** from the **Demos Folder**. Position the XT3 over one of the **sample barcodes** on this page. A range of 4–10 inches (10–25 cm) from the bar code is recommended. To scan, either push one of the XT3's two scanner buttons or tap the **Scan Start** button on the screen. Aim the barcode imager beam at the target barcode. The aiming dot should be centered in the barcode to achieve quickest and most accurate decoding. When the barcode is successfully decoded, the little **decode LED** in the upper lefthand corner flashes blue and the terminal beeps.

Upon a successful scan, the scanner decoder will report the symbology of the code as well as the scan data. It will also report the success/failure rate, as well as read time data and statistics.



N6703 Example Read Ranges (near to far)

100% U.P.C.	1.73 to 22.50 inches (4.4 to 57.3 cm)
5 mil Code 39	2.76 to 11.85 inches (7.0 to 30.1 cm)
10 mil Code 39	1.57 to 20.3 inches (4.0 to 51.7 cm)
6.7 mil PDF417	3.3 to 9.6 inches (8.4 to 24.4 cm)
10 mil DataMatrix	2.84 to 11.7 inches (7.2 to 29.7 cm)

Code 39

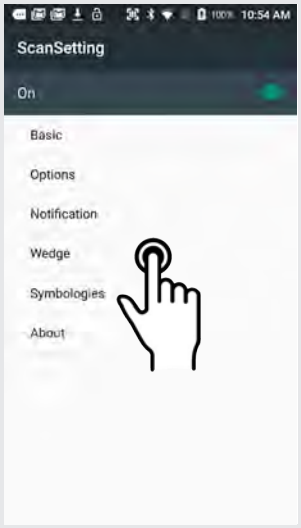
PDF 417

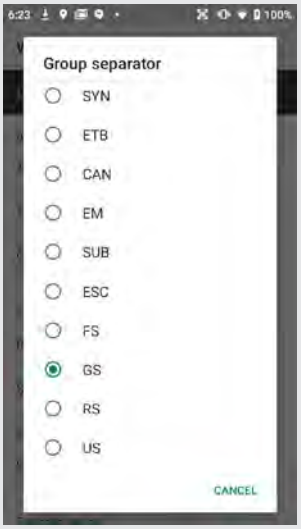
Scan Wedge App

The XT3 also comes preloaded with the **Scan Wedge** application. When active, Scan Wedge runs in the background and can send scanned and decoded data directly into the currently active foreground application. For example, with Scan Wedge active, the XT3 can be used to scan barcode data directly into a Microsoft Word or Excel template, or any other app that accepts input data.

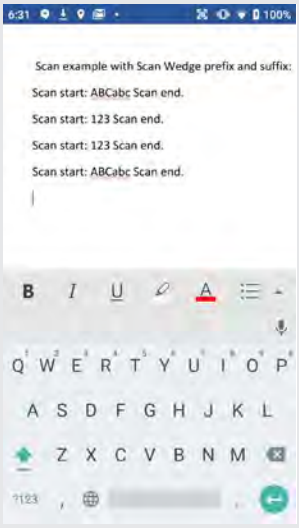
To activate **Scan Wedge**, go to **Scan Settings** and toggle the on/off switch to on. Under **Basic** you can enable **Auto Scan**, set the **Auto Scan Interval** in intervals between 0.25 and 10 seconds, or enable **Continuous Scan**. Under **Wedge** you can specify transmitting a **barcode ID**, an **AIM ID**, as well as a **Group Separator**, a **Prefix**, a **Suffix**, and a **Terminator**. These can be used to add some formatting to the scans, or bring them into a format suitable for subsequent processing. You can also toggle Transmit Barcode ID on and off, and specify a Group Separator.

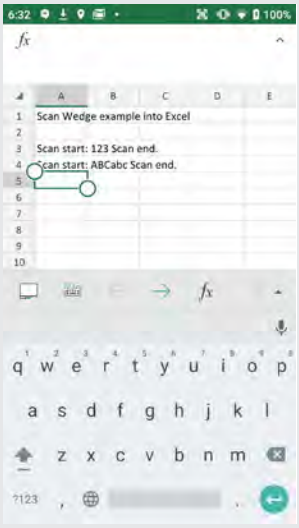
Enable extended wedge allows the user to create and apply scan styles that can include actions and conditions. Contact your Janam representative for more information.





To the right are two examples of using **Scan Wedge** to scan barcode data right into any app that accepts text input (including **Word** or **Excel** files).





10

Phone Calls

Introduction

The Janam XT3, if equipped with an activated SIM card and cellular service, is a full-function smartphone in addition to a professional productivity tool.

Phone screen

To make a call, tap the **dialpad icon** on the bottom right of the display. The dialpad comes up to allow typing in a phone number. Alternately, tapping the area above the dialpad brings up a box to type in a name or phone number, and another to redial a recent number.

Below those two boxes are tabs for **Favorites** (star icon), **Recents** (clock icon), **Contacts** (people icon), and **Voicemail** (tape recording icon).

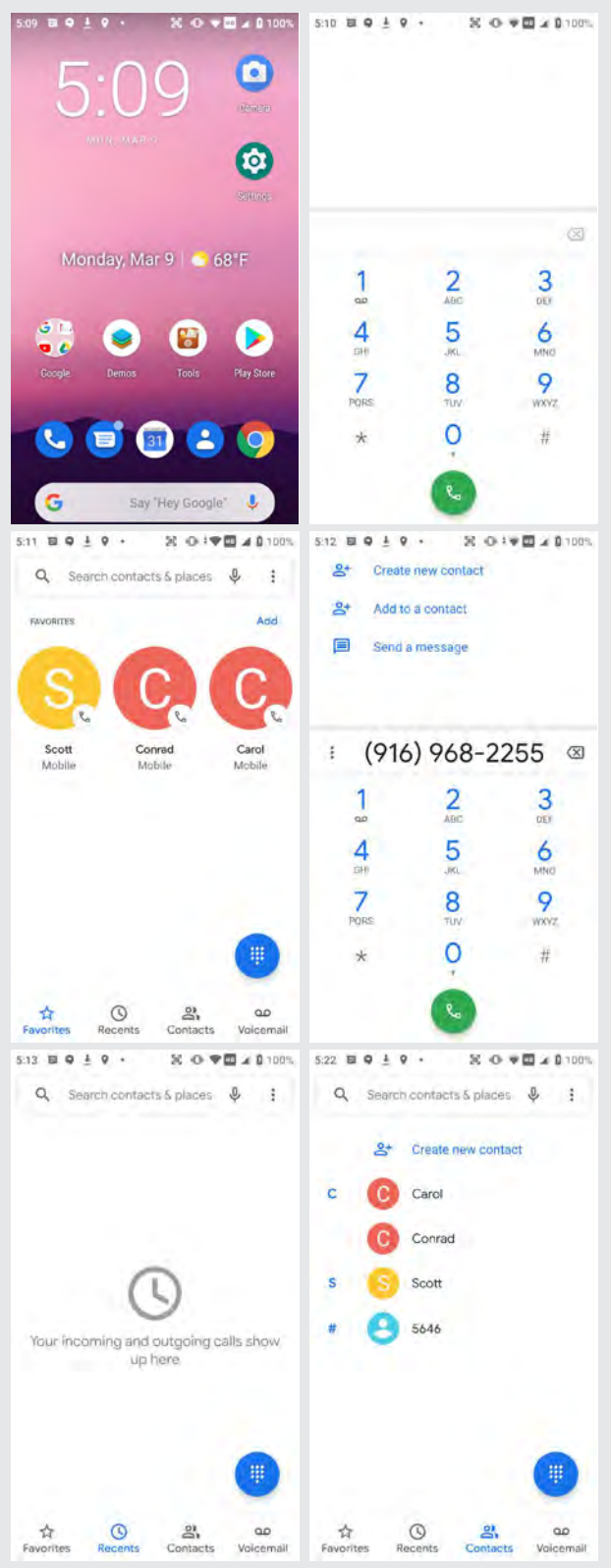
Favorites is where you add important and frequently used phone contacts.

Recents shows calls made, calls received, and voice mail. Tapping on a listing initiates a call. Tapping on the people icon opens up more detail depending on the type of the listing.

Contacts shows phone contacts. These can be created on the device, or synchronized with Gmail contacts or other contact lists. Tap options for the call history, settings, and help & feedback.

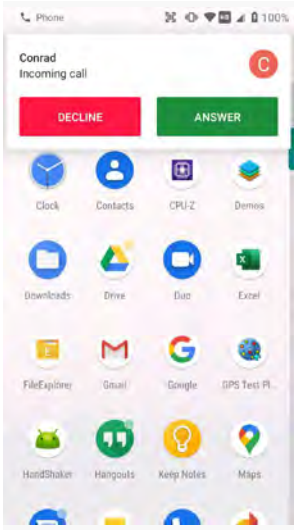
Voicemail shows a list of entries in your voicemail box.

At any time, tapping the **Phone dial** icon returns to the standard dial layout.



During Call Features

During a phone call, you can tap on a variety of standard phone features to add a call, mute the conversation, put the caller on hold, put the caller on speaker phone, and bring up the phone dial. Grayed out options are not available on the call in progress.



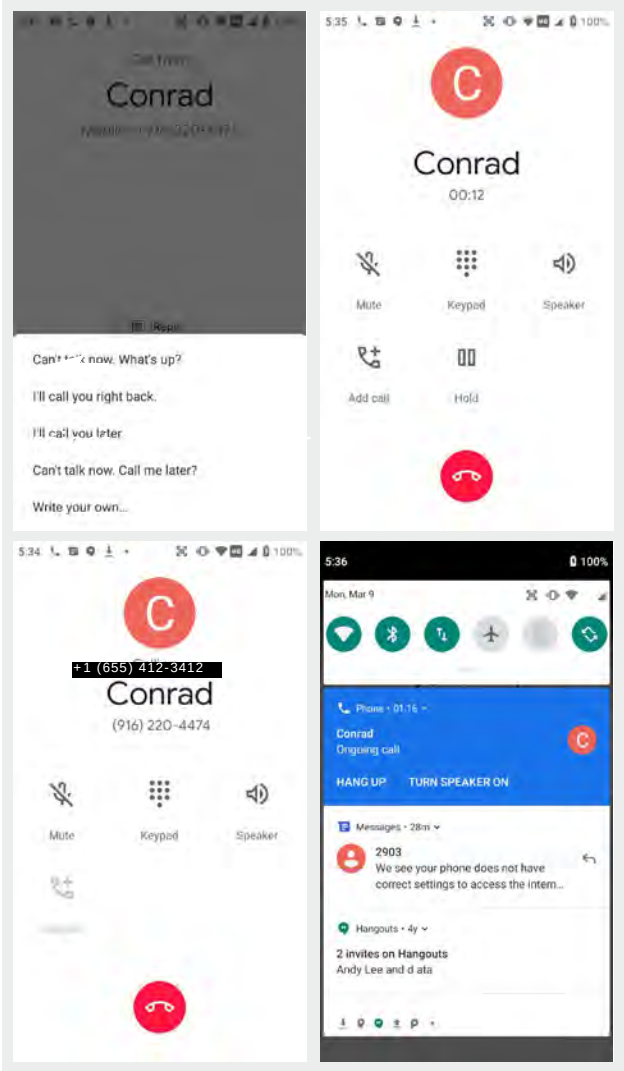
Answering a Call

When a call comes in, the XT3 brings up the phone screen, showing either the number or (if known) the identity of the caller.

You then have the option to answer the call (**answer**), reject it (**decline**), or respond with a quick text message (**tap caller icon**).

Text messages can be selected from a list of canned messages, or you can create your own.

To edit your quick responses, open the Phone app, tap the three dot options button in the upper right corner of the screen, tap **Settings**, then tap **Quick responses**. You'll see a list of the canned quick responses. To change these, simply tap them, then enter a new quick response when prompted. Tap OK to save your changed quick response.



Settings

Phone options can be accessed by tapping the three dot options icon on the upper right hand of the Phone apps main screen. There are general settings (sort order, sounds, vibrate, quick responses, etc.) and Call settings (voice mail, call forwarding, auto answer, etc.).

Using Apps During a Call

Depending on your carrier, during a call you may be able to launch another app to look up information while the call is in progress.

To do this, simply launch the desired application. To return to the call, swipe down from the top of the display to reveal the action center. The call is listed there. Tap on it to return to the call.

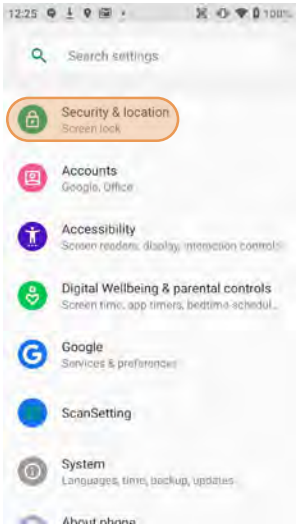
11

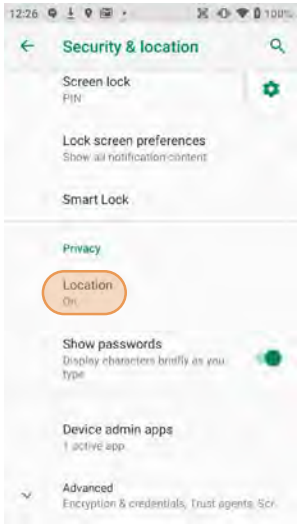
GPS

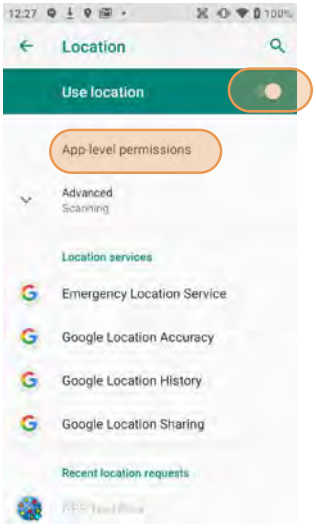
GPS and Location Services

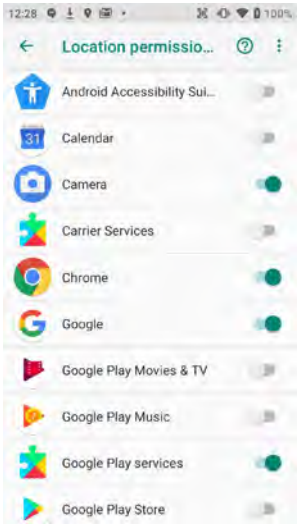
Modern Android devices like the XT3 no longer simply turn GPS on or off. That's because most modern apps use location services as part of their basic functionality. What that means is that positioning has become an inherent part of most computing devices. Maps depend on it, of course, but also search engines, voice assistants, cameras, weather, etc., all rely on it, let alone safety and security systems such as "electronic fences" or "find your device" apps.

GPS and location services have become intertwined. Modern operating systems like Android increasingly regulate access via location and privacy settings, as well as by individual app. **Settings** > **Security & location** > **Location** allows turning location on and off for each app. **Settings** > **Apps & notifications** > **See All Apps** lets you select individual apps, examine what kinds of location permissions the app has, and make changes. The screen images below shows some examples of screens relating to location services.





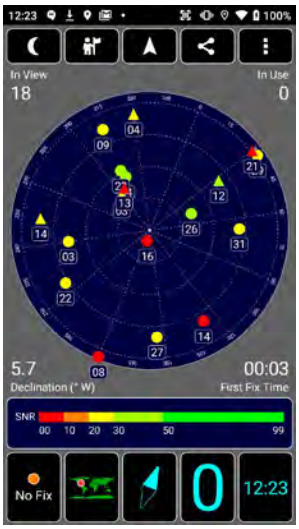




Location Service by App

The way GPS and location services are used may be different from app to app. Before installation, most apps will request permission to use certain services. This may include use of Google location services, Wi-Fi, GPS, device sensor functionality and more.

In the example to the right, the **GPS Test** app downloaded from the Google Play Store was given full location access.



12

User Applications

Google Play Store

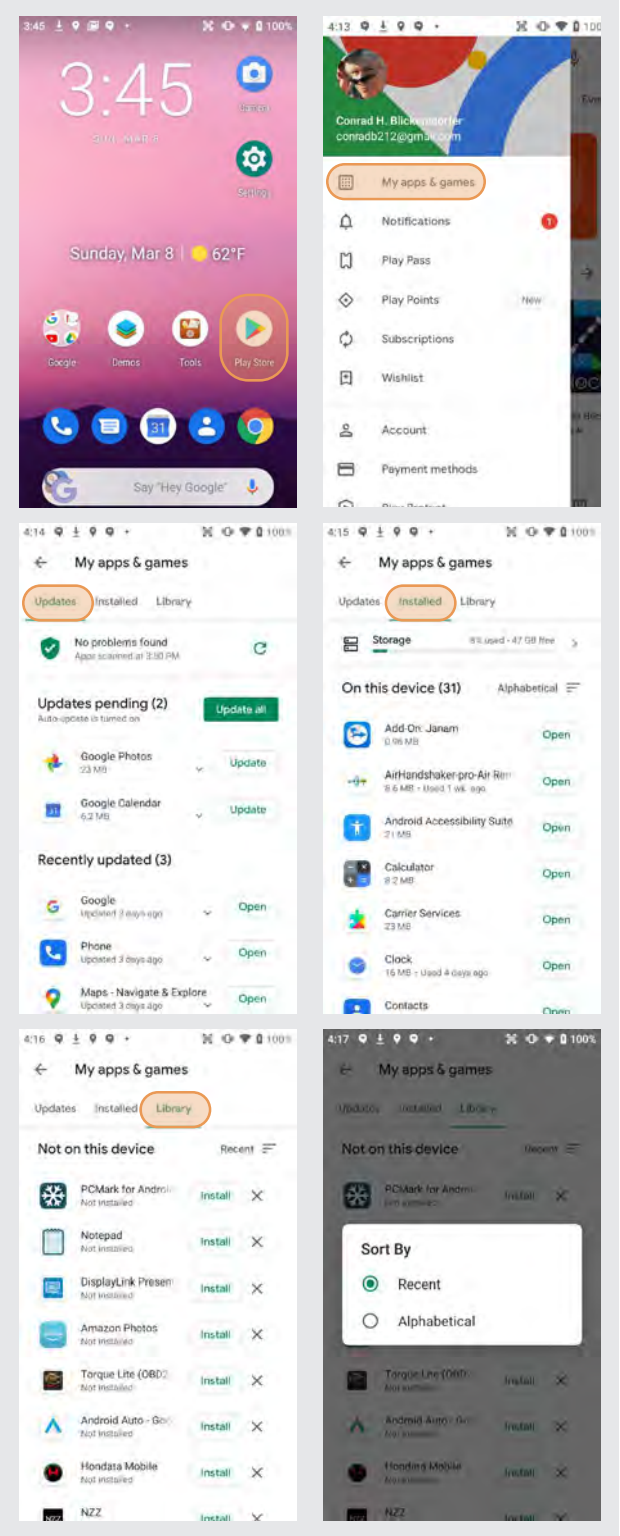
Applications can be found in the Google Play Store. To go to the **Play Store**, tap on the Store icon on the **Home Screen**, or locate the Store app in the **Apps Screen** and tap on it.

Note that in order to download/buy apps from the Google Play Store, you must have a Google account.

My Apps & Games listing

The Google Play Store records all user purchases and downloads made on any Android platform while being logged in their Google account in **My Apps & Games**. This means that purchases made by a user for another Android device are downloadable to the XT3 as long as the purchased app supports the XT3's hardware and software.

You can elect to list **updates** information to apps you purchased, show apps **installed** on the device you're currently using (sorted alphabetical, last updated, last used, or size), or apps in your **library** of apps that are not installed on your device (sorted alphabetical or most recent).



Google Play Store Settings

General

Notifications

Receive notifications when an app update is available and when apps are auto-updated.

Auto-update apps

Toggle auto-update apps on/off or only allow auto-update when connected to Wi-Fi.

Add icon to Home screen

When selected, an icon will be automatically added to the home screen when a new app is downloaded.

Clear local search history

Tapping removes all prior searches from this device.

User Controls

Parental controls

Toggle to ON to bring up the parental controls setting screen.

Require authorization for purchases

Set authorization requirements to all purchases, every 30 minutes, or never.

Google Play instant

Some apps can be used without actually installing them; here you can allow that.

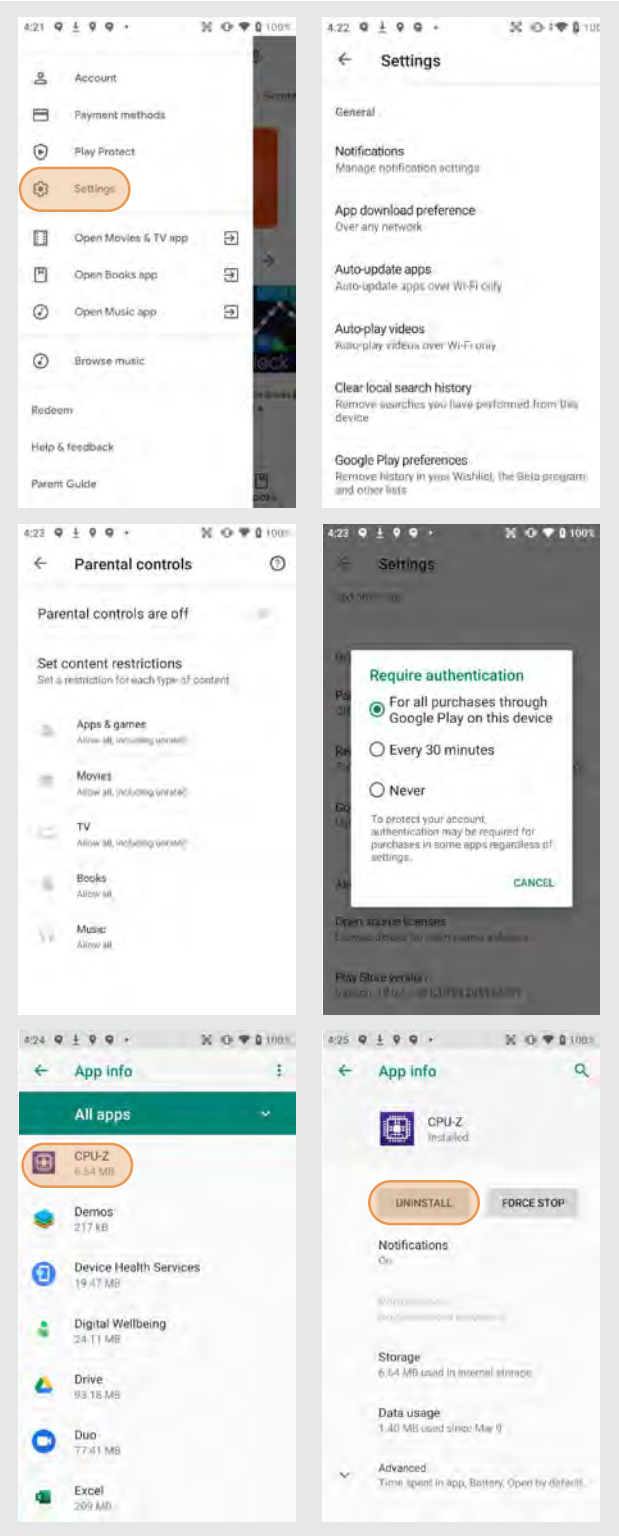
Uninstalling Apps

Android apps can be uninstalled by going to **Settings** > **Apps & notifications**, then tap on the app to be uninstalled.

Access and User Restrictions

There are settings and applications that allow administrators to control what apps are available to users.

Android devices can be configured to run in “kiosk mode” with just a single application that is active. Systems integrators or IT personnel can configure units for specific use and applications, eliminating the temptation that comes with a full load of consumer apps.



13

FOTA Update

Update via FOTA client

Unlike apps, firmware is permanent software that resides in a computer's read-only memory. Firmware operates in the background and makes sure the hardware runs properly.

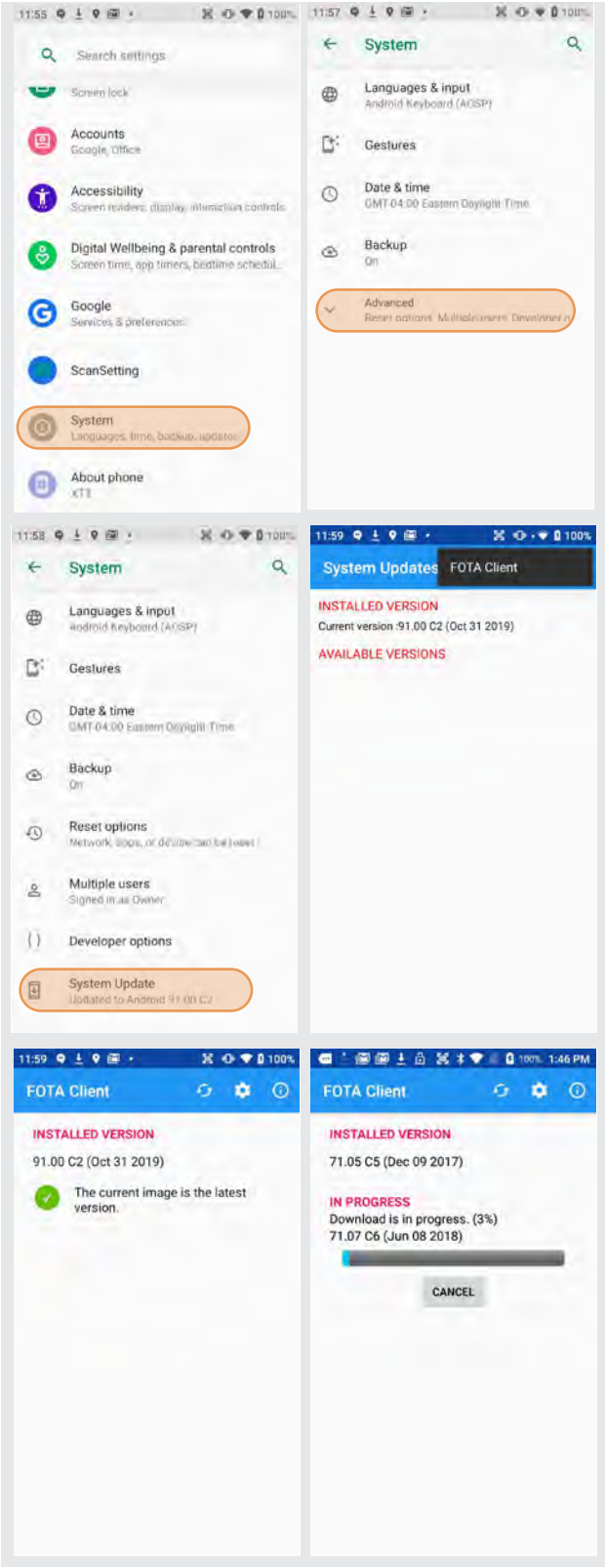
Manufacturers may update firmware to address problems and improve functionality. Firmware Over-The-Air, or "FOTA," is a way to wirelessly update the firmware of a mobile device by the manufacturer. The XT3 supports Firmware Over The Air (FOTA) wireless updating.

To see if a new firmware version is available for your XT3, go to **Tools**, tap on **Settings** > **System** and then tap **Advanced**. Tap on **System Update** to see which OS image version is currently installed, and if there is a newer version available.

If a newer version is available, tap ⚙ to instruct the XT3 to download only over a Wi-Fi connection if you want to avoid wireless data charges. Then tap on the appropriate file and the FOTA Client will begin downloading the update. Downloading the file will take several minutes.

Once the client has been downloaded, a pop-up will appear indicating that the device will restart. It will also recommend that you first backup your data.

If ready to proceed with the update, tap **CONTINUE**. When the update is completed, the FOTA Client will display the newly installed version, and indicate whether there are newer versions to download.



14

Janam XT3 Specifications

TECHNICAL	
Operating System	Android 9 (upgradeable)
Processor	2.2GHz Octa-core Qualcomm Snapdragon™ SDM660 processor, Adreno 512 GPU
Memory	3GB/32GB (WLAN) or 4GB/64GB (WWAN)
Expansion	User-accessible microSD card slot with SD and SDXC support
Power	2900mAh rechargeable Li-ion battery (5800mAh optional)
PHYSICAL	
Dimensions	6.1" L x 3.2" W x .8" D / 156mm L x 82mm W x 21mm D
Weight	9.5oz / 272g including battery
Display	5 inch High Definition (720x1280) WXGA with Corning Gorilla Glass 3; exceptionally bright (500 nits), outdoor viewable; anti-raindrop
Touch Panel	Capacitive multi-touch screen
ENVIRONMENTAL	
Operating Temperature	-4º to 140º F / -20º to 60º C
Storage Temperature	-13º to 158º F / -25º to 70º C
Humidity	Non-condensing, 95%
Drop	Multiple 5ft / 1.5m drops to concrete on all sides across a wide temperature range per MIL-STD 810G
Water & Dust	IP67
Electro Static Discharge (ESD)	+/- 15kV air; +/- 8kV contact
INTERFACE FEATURES	
Audio	3.5mm headset jack; speaker; microphone
Alerts	Vibration; LED indicators
Connectors	USB 2.0
LED Indicators	two dual-color LED indicators
External Buttons	4 hard keys (home; menu; back button; user-programmable)
DATA CAPTURE	
Imager	Honeywell N6703 1D/2D imager
RFID/NFC	Reads NFC Forum Tag 1 to 5, ISO14443 Type A, ISO14443 Type B, ISO15693, MIFARE® 1k/4k/Plus/UltraLight/ DESFire, Sony FeliCa on the 13.56 MHz range
WIRELESS COMMUNICATION	
WWAN	EDGE/GPRS/GSM; WCDMA; LTE
WLAN	Dual-band 802.11a/b/g/n/ac/d/h/i/k/r/v fast roaming
Security	IEEE 802.11n; WEP / WPA / WPA2 / WEP, RC4 Algorithm; TKIP, RC4 Algorith; AES, Rijndael Algorithm; PEAP/MS-CHAPv2, EAP-TLS; EAP- TTLS; PEAP-GTC; LEAP
WPAN	Bluetooth v5 (BLE)
MOBILE APPURTENANCES	
Motion Sensor	Gyroscope; Accelerometer; Ambient light sensor; Proximity sensor; Digital compass
GNSS	A-GPS with support for GPS, QZSS, GLONASS, Galileo and Beidou
Camera	13.0MP color rear-facing autofocus camera with user-controllable LED flash and 5.0MP front-facing camera
ACCESSORIES	Single-slot Ethernet cradle kit, four-slot charging cradle kit, trigger handle, vehicle cradle, single-dlot USB/charging cradle kit, four-slot battery charging kit, handstrap, UHF RFID sled
SAFETY/REGULATORY	
Safety	IEC 60950-1; EMC; RF; SAR; LED; Laser
Radio	FCC; IC; ICEC; CE
Environment	UL Listing (US and Canada) Class I Div 2, Groups A, B, C, D, RoHS, China RoHS

15

Regulatory and Maintenance

XT3 Rugged Touch Computer Regulatory Information

Copyright 2020 Janam Technologies LLC. All rights reserved.

XT3 Rugged Touch Computer, Janam and the Janam logo are trademarks of Janam Technologies LLC. Other product and brand names may be trademarks or registered trademarks of their respective owners.

Janam Technologies LLC assumes no responsibility for any damage or loss resulting from the use of this guide. Janam Technologies LLC assumes no responsibility for any loss or claims by third parties which may arise through the use of this product. Janam Technologies LLC assumes no responsibility for any damage or loss caused by deletion of data as a result of malfunction, dead battery or repairs.

Be sure to make backup copies of all important data on other media to protect against data loss.

Follow all usage, charging and maintenance guidelines in the Product User Guide. If you have questions, contact Janam. For a copy of the Product User Guide, visit the online Resource Center at www.janam.com.

Important: Please read the End User License Agreement with this product before using the device or accompanying software program(s). Using the device or any part of the software indicates that you accept the terms of the End User License Agreement. For additional product information, visit www.janam.com or call +1.877.JANAM.99

FCC / IC label access: Users can access FCC/ID labels at **Settings** > **About phone** > **Certificates**.

Regulatory and Safety Approvals

CE The CE Mark on the product indicates that the system has been tested to and conforms with the provisions noted within the 2004/108/EEC Electromagnetic Compatibility Directive. For further information, please contact:

Janam Technologies
100 Crossways Park West, Suite 105
Woodbury, NY 11797

Janam Technologies shall not be liable for use of our product with equipment (i.e., power supplies, personal computers, etc.) that is not CE marked and does not comply with the Low Voltage Directive.

Only use Janam approved and UL listed batteries and charging accessories.

FCC and Canadian Compliance

FC This device meets or exceeds all applicable standards and has been manufactured to the highest level of quality. To see the specific labels associated with RF terminals configurations, visit www.janam.com.

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user authority to operate the equipment.

RF, regulatory and safety approvals

XT3 with WWAN, WLAN and Bluetooth

Parameter	Specification
USA	47 CFR FCC Part 15, Subpart B, Class B • FCC Part 22, Subpart H • FCC Part 24, Subpart E • FCC Part 27, Subpart C, L • FCC Part 2 • FCC Part 15, Subpart C • FCC Part 15, Subpart E • FCC 06-96 • FCC 47 CFR Part 2
Canada	ICES-003:2012 Issue5, Class B; RSS-132, Issue 3, January 2013 • RSS-Gen Issue 3 December 2010 • RSS-133, Issue 6, January 2013 • RSS-139, Issue 2, February 2009 • RSS 210 Issue 8 (2010-12) • ANSI C63.10- 2009 • IC RSS-102 Issue 4:2010 • IEEE1528:2013 • IEC 62209-2:2010 • KDB 248227 D01 v01r02 • KDB 447498 D01 v05r02 • KDB941225 D01 v02 • KDB941225 D02 v02r02 • KDB941225 D03 v01 • KDB941225 D07 v01r01
Europe	EN 301 489-1 • EN 301 489-3 • EN 301 489-7 • EN 301 489-17 • EN 301 489-24 • EN 300328 • EN 301 893 • EN 300 440 • EN 301 908-1 • EN 301 908-2 • EN 301 511 • EN 302 291-1 • EN302291-2 • EN 50566 • EN 62209- 2 • EN 62479 • EN 50332 • EN 55022 • EN 55024 • EN61000-3-2 • EN 61000-3-3 • IEC 60950-1/A1:2009
Australia	AS/NZS CISPR 22:2008, Class B • AS/NZS CISPR 22:2009 +A1:2010, Class B • AS/NZS 4268:2012 +A1:2013 • ARPANSA Radiation Protection Standard (Maximum Exposure Levels to Radiofrequency Fields -3 KHz to 300 GHz • ACA Radio communications(Electromagnetic Radiation – Human Exposure) Standard 2003 • IEC 62209-2:2010

XT3 with WLAN and Bluetooth

Parameter	Specification
USA	47 CFR FCC Part 15, Subpart B, Class B • FCC Part 15, Subpart C • FCC Part 15, Subpart E • FCC 47 CFR Part 2
Canada	ICES-003:2012 Issue5, Class B; RSS-210 Issue 8 (2010-12) • RSS-Gen Issue 3 (2010-12) • ANSI C63.10-2009 • IC RSS-102 Issue 4:2010 • IEEE1528:2013 • IEC 62209-2:2010 • KDB 248227 D01 v01r02 • KDB 447498 D01 v05r02 • KDB941225 D07v01r01
Europe	EN 301 489-1 • EN 301 489-3 • EN 301 489-17 • EN 300 328; EN 301 893 • EN 300 440 • EN 302 291-1 • EN 302 291-2 • EN 50566 • EN 62209- 2 • EN 62479 • EN 50332 • EN55022 • EN55024 • EN 61000-3-2; EN 61000- 3-3 • IEC 60950-1/A1:2009
Australia	AS/NZS CISPR 22:2008, Class B • AS/NZS 4268:2012 +A1:2013 • ARPANSA Radiation Protection Standard (Maximum Exposure Levels to Radiofrequency Fields -3 KHz to 300 GHz) • ACA Radio communications(Electromagnetic Radiation – Human Exposure) Standard 2003 • IEC 62209-2:2010

Compliance with Part 15 of FCC Rules

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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 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.

If necessary, the user should consult the dealer or an experienced radio/television technician for additional suggestions. The user may find the following booklet helpful: “Something about Interference.” This is available at FCC local regional offices. Our company is not responsible for any radio or television interference caused by unauthorized modifications of this equipment or the substitution or attachment of connective cables and equipment other than those specified by our company. The correction is the responsibility of the user. Use only shielded data cables with this system.

This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter. To maintain compliance with the FCC RF exposure guidelines for body-worn operation, do not use accessories that contain metallic components other than specified by the manufacturer.

IC warning

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

(1) This device may not cause interference; and (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

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

This device is restricted to indoor use only within the 5.15 ~ 5.35GHz Band.

Cet appareil est restreint à l'utilisation à l'intérieur seulement dans la bande 5.15 ~ 5.35GHz.

This equipment complies with FCC/IC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be collocated or operating in conjunction with any other antenna or transmitter unless authorized to do so by the FCC/IC.

Cet équipement est conforme aux limites d'exposition aux radiations FCC / IC définies pour un environnement non contrôlé. Cet émetteur ne doit pas être colocalisé ou fonctionner en conjonction avec une autre antenne ou un autre émetteur, à moins d'être autorisé à le faire par le FCC / IC.

Care and Cleaning of Terminals

When needed, clean the screen with a clean, non-abrasive, lint-free cloth. The terminal can be cleaned with a damp cloth.

Waste Electrical and Electronic Equipment Information

This product has required the extraction and use of natural resources for its production. It may contain hazardous substances that could impact health and the environment, if not properly disposed.

In order to avoid the dissemination of those substances in our environment and to diminish the pressure on the natural resources, we encourage you to use the appropriate take-back systems for product disposal. Those systems will reuse or recycle most of the materials of the product in a sound way.

The crossed-out wheeled bin symbol informs you that the product should not be disposed of along with municipal waste and indicates that you should use the appropriate separate take-back systems for product disposal.

If you need more information on the collection, reuse and recycling systems, please contact your local region waste administration. You may also contact your supplier for more information on the environmental performances of this product.

Battery Warning

CAUTION:

Unit contains a non-replaceable internal Lithium Ion battery. The battery can burst or explode, releasing hazardous chemicals. To reduce the risk of fire or burns, do not dissemble, crush, puncture or dispose of in fire or water.

Battery Safety Guidelines

Important instructions for service personnel only:

- Reorient or relocate the receiving antenna.
- Caution: Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.
- Replace only with the same or equivalent type recommended by the manufacturer.
- The battery must be recycled or disposed of properly.
- Use the battery only in the specified equipment.

Battery Charger Safety Guidelines

- Use only the charger supplied with your device. Use of another type of charger will result in malfunction and/or danger.
- WARNING! To avoid the risk of electric shock, this device must only be connected to supply mains with protective earth.
- Do not use the charger in a high moisture environment. Never touch the charger when your hands or feet are wet.
- Allow adequate ventilation around the charger when using it to operate the device or charge the battery. Do not cover the charger with paper or other objects that will reduce cooling. Do not use the charger while it is inside a carrying case.
- Connect the charger to a proper power source. The voltage requirements are found on the product case and/or packaging.
- Do not use the charger if the cord becomes damaged.
- Do not attempt to service the unit. There are no serviceable parts inside. Replace the unit if it is damaged or exposed to excess moisture.
- To fully disengage the power to the unit, please disconnect the power cord from the AC inlet.

16

Troubleshooting

Before contacting the service center, please review the instructions below:

- ☐ Please fully charge the battery for optimal operation.
- ☐ Avoid storing large amounts of data in your device as this may affect its performance.
- ☐ Use Factory data reset and the upgrade tool to perform device formatting or software upgrading (to reset factory data, go to “Settings”,”Backup and reset”. ALL User device data: contacts, photos, messages, files, and downloaded applications will be permanently lost. It is strongly advised to fully backup the device data and profiles before doing formatting or upgrading.

My device cannot be turned on or is frozen

- ☐ When the device cannot be turned on, charge for at least 20 minutes to ensure the minimum battery power needed, then try to turn it on again.

My device has not responded for several minutes

- ☐ Restart your device by pressing and holding the Power key for more than 7 seconds.

My device turns off by itself

- ☐ Check that your screen is locked when you are not using your device.
- ☐ Check the battery charge level.

My device doesn’t charge properly

- ☐ Make sure you are using a Janam Technologies approved charger.
- ☐ Make sure that your battery is not completely discharged; if the battery is completely discharged, it may take around 20 minutes to display the battery charger indicator on the screen.
- ☐ Make sure charging is carried out under normal conditions (32°F to +104°F).
- ☐ When abroad, check that the voltage input is compatible.

My device cannot connect to a network or “No service” is displayed

- ☐ Try connecting in another location.
- ☐ Verify the network coverage with your operator.
- ☐ Check with your operator that your SIM card is valid.
- ☐ Try selecting the available network(s) manually.
- ☐ Try connecting at a later time if the network is overloaded.

My device cannot connect to the Internet

- ☐ Check that the IMEI number (press *#06#) is the same as the one printed on your warranty card or box.
- ☐ Make sure that the internet access service of your SIM card is available.
- ☐ Check your device's Internet connecting settings.
- ☐ Make sure you are in a place with network coverage.

- ☐ Try connecting at a later time or another location.

Invalid SIM card

- ☐ Make sure the SIM card has been correctly inserted (see "Inserting or removing the SIM card").
- ☐ Make sure the chip on your SIM card is not damaged or scratched.
- ☐ Make sure the service of your SIM card is available.

Unable to make outgoing calls

- ☐ Make sure you have dialed a valid number.
- ☐ For international calls, check the country and area codes.
- ☐ Make sure your device is connected to a network, and the network is not overloaded or unavailable.
- ☐ Check your subscription status with your operator (credit, SIM card valid, etc.).
- ☐ Make sure you have not barred outgoing calls.
- ☐ Make sure that your device is not in flight mode.

Unable to receive incoming calls

- ☐ Make sure your device is switched on and connected to a network (check for overloaded or unavailable network).
- ☐ Check your subscription status with your operator (credit, SIM card valid, etc.).
- ☐ Make sure you have not forwarded incoming calls.
- ☐ Make sure that you have not barred certain calls.
- ☐ Make sure that your device is not in flight mode.

The caller's name/number does not appear when a call is received

- ☐ Check that you have subscribed to this service with your operator.
- ☐ Your caller has concealed his/her name or number.

I cannot find my contacts

- ☐ Make sure your SIM card is not broken.
- ☐ Make sure your SIM card is inserted properly.
- ☐ Import all contacts stored in SIM card to device.

The sound quality of the call is poor

- ☐ You can adjust the volume during a call by pressing the Volume Up/Down key.
- ☐ Check the network strength .
- ☐ Make sure that the receiver, connector or speaker on your device is clean.

I am unable to use the features described in the manual

- ☐ Check with your operator to make sure that your subscription includes this service.

When I select a number from my contacts, the number cannot be dialed

- ☐ Make sure that you have correctly recorded the number in your file.
- ☐ Make sure that you have selected the country prefix when calling a foreign country.

I am unable to add a contact in my contacts

- ☐ Make sure that your SIM card contacts are not full; delete some files or save the files in

the phone contacts (i.e. your professional or personal directories).

My callers are unable to leave messages on my voicemail

- ☐ Contact your network operator to check service availability.

I cannot access my voicemail

- ☐ Make sure your operator's voicemail number is correctly entered in "Voicemail number".
- ☐ Try later if the network is busy.

I am unable to send and receive MMS

- ☐ Check your device memory availability as it might be full.
- ☐ Contact your network operator to check service availability and check MMS parameters.
- ☐ Verify the server center number or your MMS profile with your operator.
- ☐ The server center may be busy, try again later.

SIM card PIN locked

- ☐ Contact your network operator to obtain the PUK code (Personal Unblocking Key).

I am unable to connect my device to my computer

- ☐ Make sure that you're using the cable included in the box.

I am unable to download new files

- ☐ Make sure there is sufficient device memory for your download.
- ☐ Select the microSD card as the location to store downloaded files.
- ☐ Check your subscription status with your operator.

The device cannot be detected by others via Bluetooth

- ☐ Make sure that Bluetooth is turned on and your device is visible to other users.
- ☐ Make sure that the two devices are within Bluetooth's detection range.

How to make your battery last longer

- ☐ Make sure you follow the complete charge time (minimum 3 hours).
- ☐ After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication.
- ☐ Adjust the brightness of screen as appropriate.
- ☐ Extend the email auto-check interval for as long as possible.
- ☐ Update news and weather information on manual demand, or increase their auto-check interval.
- ☐ Exit background-running applications if they are not being used for a long time.
- ☐ Deactivate Bluetooth, WLAN, or GPS when not in use.

The device sometimes gets hot

- ☐ This heating is a normal consequence of the CPU handling excessive data. Ending above actions will make your device return to normal temperatures.