ENTERPRISE KEY-BASED TOUCH MOBILE COMPUTER

EK430

QUICK GUIDE

BLUEBIRD
A TSC Company

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User's Guidance

Device type	User's guidance
Class B Device (Household Information & Communication)	This device has qualified the electromagnetic wave suitable registration and can be used as a household device at a residential area as well as any other areas.
Type Registration	This wireless device may cause propagation interference, and so, it cannot be used for life-saving services.

E-Label

Users are able to access the 'E-Label information' in no more than three steps in a device's menu.
The actual steps are : Settings > System > Regulatory labels

Safety Information

1.1 Symbols

This manual uses the following symbols to indicate hazards and additional information.

Symbol	Name	Description
	Warning	Indicates situations that could cause injury to yourself or others.
	Caution	Indicates situations that could cause damage to your device or other equipment.
	Note	Indicates additional information that can help you get the most out of the device.

Please read this safety precaution information carefully. Failure to follow the information provided may result in fire, electric shock, or other property damage or bodily injuries.

1.2 Device

- Do not press the Power button on the device if the device is wet or do not touch adapter or power cord with wet hands. There is risk of electric shock.
- Do not use your device in an explosive danger zone.
- If your device becomes wet, do not put your device in heaters, microwaves, etc. to dry it. There is a risk of explosion or malfunction.

- Do not scratch the device's touchscreen. Use only your fingers or a compatible pen. Never use an actual pen, or any other sharp object on the touchscreen.
- Although this device is very sturdy, do not drop, hit, bend, or sit on it on purpose. It can be broken.
- Do not modify, take apart, or repair the device. Contact to your customer service center. Failure to do so will void your warranty.
- Do not attempt to modify your hardware or software. It may cause device malfunction and void your warranty.
- You may not be able to use this wireless device in basements, open fields, skyscrapers, or other places where the signal is weak.
- Backup the data and information from your device. Your data, such as ringtones, texts, and voice messages, may be erased during repairs or upgrades.
- Do not paint your device. It can damage your screen or your device's exterior.
- Avoid using or storing this device at extreme temperatures. This device is designed to work at temperatures between -20°C and 50°C (-4°F and 122°F), and humidity level between 5% and 95%.

1.3 Environment

- Do not use the device while driving or operating heavy machinery. Doing so may result in death or serious injury.
- Do not use the device in locations with combustible goods. Doing so may result in an explosion.

- Do not use the device in dusty or hot locations. Doing so may damage the device.
- Do not expose your device to direct sunlight such as on the dashboard of a car for extended periods of time.
- Do not use the device in humid locations. Doing so may damage the device and void the warranty.
- Do not keep the device close to air conditioner vents. Corrosion within the device may occur due to condensation from changes in temperature.
- Do not allow children to play with the device.

1.4 Charging

- Use only the approved charger. Using an incompatible charger may cause device malfunction or other damage, such as fire.
- Charge the battery at least once a year. If you keep it without charging for a long time, it may cause device malfunction.

1.5 Distraction

In some situations, using your device may distract you and cause serious injuries and damages. For example, avoid talking on the phone or texting while driving or riding a bicycle. It is strictly prohibited by law in some jurisdictions. If you cannot avoid using your device while driving, stop your vehicle or use hand-free kit.

1.6 Frequency Interference

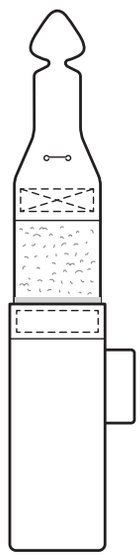
- This wireless device may cause radio frequency interference, so use Airplane mode or turn off the device when prohibited.
- The device emits an electromagnetic fields. It may interfere with your medical devices.
- Do not place credit cards, phone cards, bankbook, and tickets next to the device. The magnetic field of the device can damage their magnetic strips.

2.1 Package Contents

The package includes:

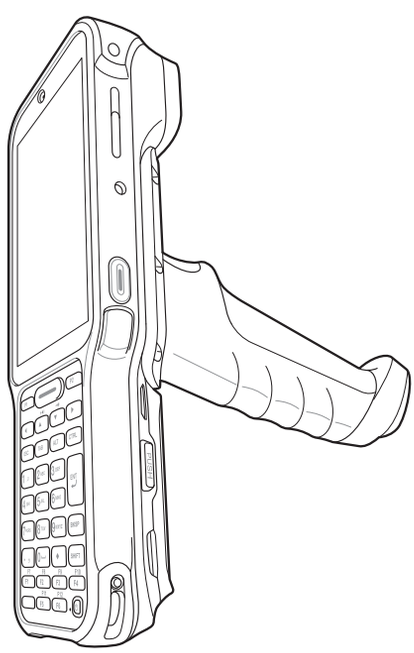
-EK430

EK430 device

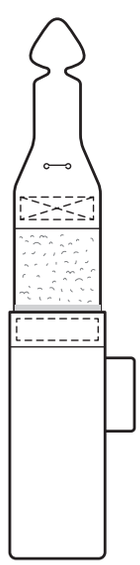


Handstrap

-EK430 Gun/Pistol



EK430 device

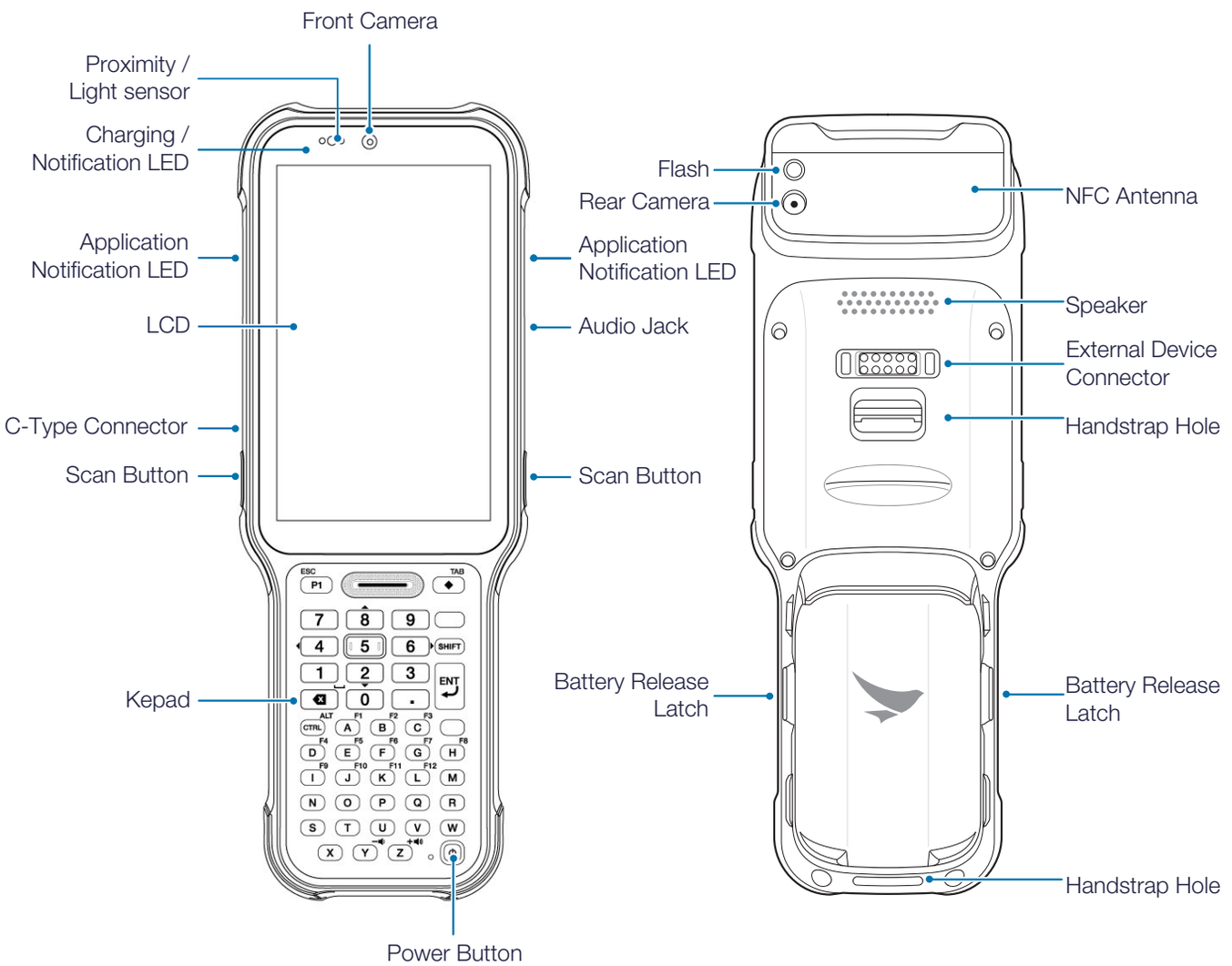


Handstrap

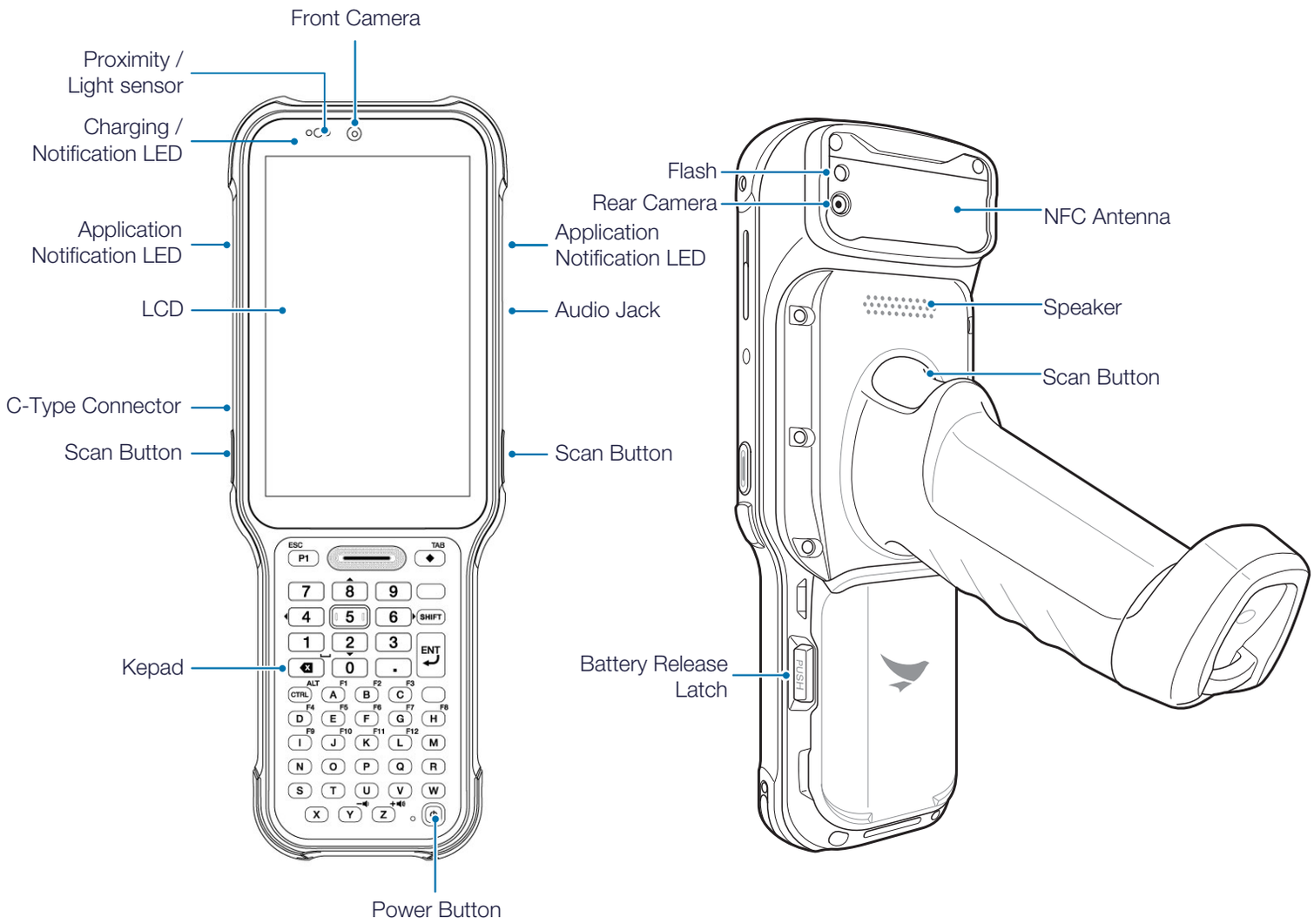
2.2 Your Device

2.2.1 Front and Back

-EK430



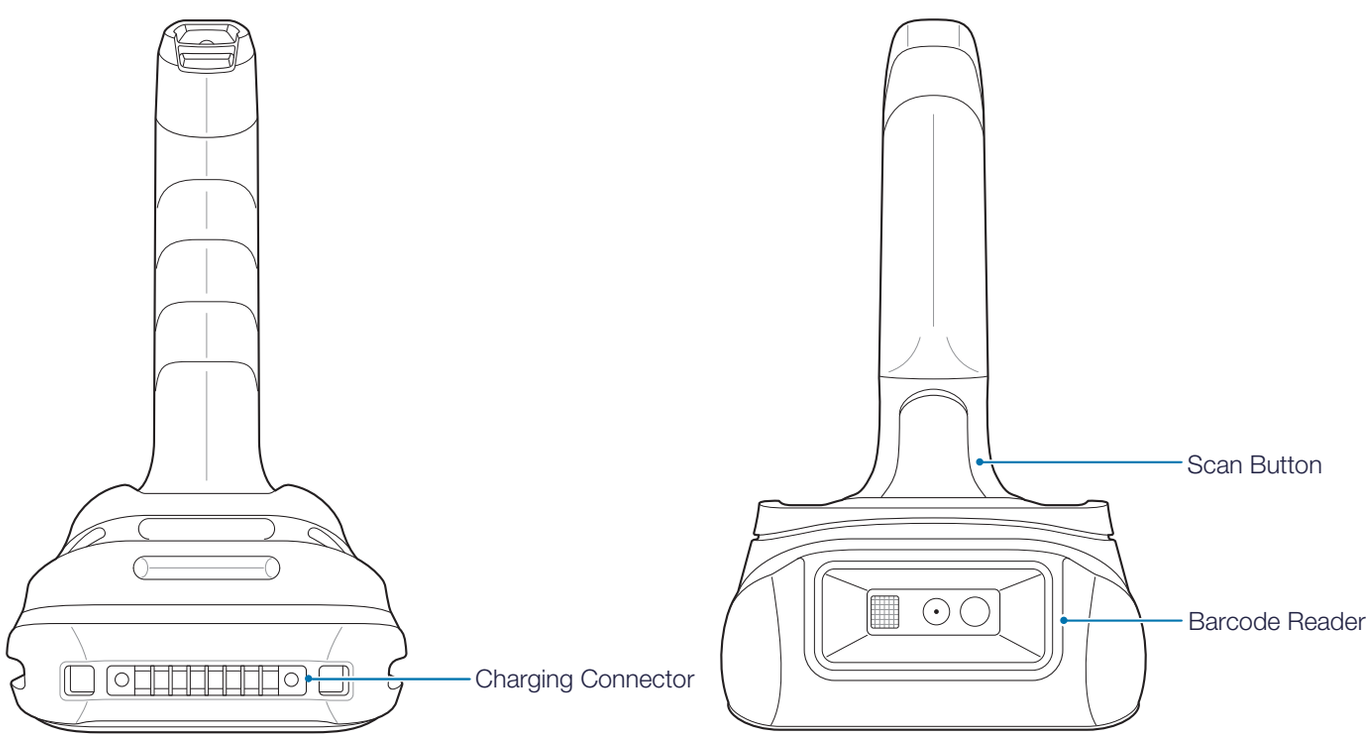
-EK430 Gun/Pistol



2.2.2 Bottom and Top

-EK430

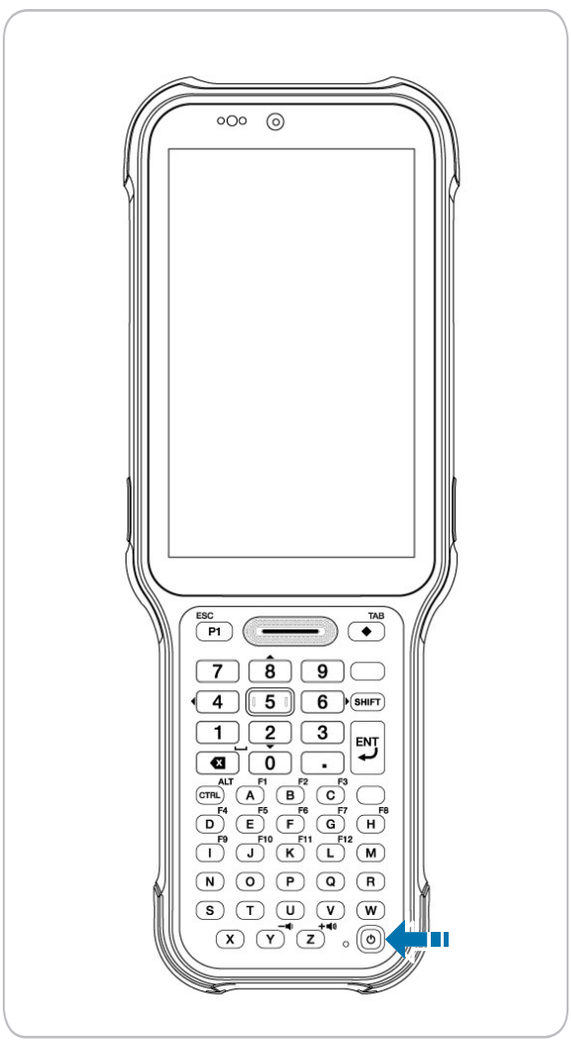
-EK430 Gun/Pistol



3.1 Turning the Device On or Off

3.1.1 Turning the Device On

Press and hold the Power button for a few seconds.



3.1.2 Turning the Device Off

1 Press and hold the Power button for a few seconds.

2 Tap **Power off**.

- To turn the screen on or off, press the Power button.
- Registering the accounts without turning on the Wi-Fi may incur extra charges depending on your data plan.

3.2 Using the Touchscreen

Use finger gestures to use the touchscreen effectively.

- Do not touch the screen with any sharp objects.
- Do not apply too much pressure to the touchscreen.

Gesture	Name	Description
	Tap	Briefly touch an item to open, launch, or select it.
	Zoom in or out	Place two fingers on the screen and spread them apart to zoom in. Pull the fingers together to zoom out. You can also double-tap the screen quickly to zoom in or out.
	Tap and hold	Touch an item or the screen for a few seconds to access more detailed menus or options.
	Swipe	Touch the screen and quickly flick in any direction to scroll through menus or pages.
	Drag	Touch an item or the screen for a few seconds and move your finger around the screen to move the item or move through screens.

3.3 Connecting to a Wi-Fi Network

On the Home screen, tap ⚙ > **WLAN**.
Turn on a Wi-Fi networking and tap the network you want to join.

If necessary, enter the password for the network. If you don't know the password, contact the administrator for the network.

3.4 Connecting to a Bluetooth Device

On the Home screen tap ⚙ > **Bluetooth**.
Turn on a Bluetooth feature and tap the device name you want to pair.

Device Specification

Physical Characteristics

Dimensions (W x H x D)	Straight Shooter Type (0° Scan) : 210 x 76 x 37 mm Gun/Pistol Type : 210 x 76 x 161 mm
Weight	Straight Shooter Type (0° Scan) : 450g Gun/Pistol Type : 552.8g
Display	4.3-Inch (480 x 800) WVGA, IPS
Imager Window	Corning Gorilla Glass
Touchpanel	dual input mode with finger, gloved finger and stylus (conductive stylus sold separately)
Brightness	Outdoor readable, 500 Nits (typical)
Backlight	LED backlight
Power	User replaceable Battery Rated/Min. : 6700mAh, 24.12Wh Typical : 6800mAh, 24.48Wh
Hot swap	Supported
Quick Charging	fast charging - Full charge under five (5) hours;
Expansion Slot	User accessible MicroSD with 32GB SDHC and up to 512GB SDXC
SIM/SAM	(Optional) 1 Nano SIM
Interface	USB Type C Connector (USB 3.1) compatible with OTG Bottom 8-pin connector Rear 10-pin connector
Notification	Audible tone, Multi-color LEDs , Vibration (Message, Scan)
Voice and Audio	Built-in speaker and microphone Audio Jack BOS™ PTT Essential and BOS™ PTT Pro support (Internal speaker, microphone and Bluetooth wireless headset support)
Keypad	30 Key Numeric 34 Key Numeric with Function Keys 47 Key Alpha Numeric
PTT Hot Key	Supported - Available dual-action side scan triggers
Camera	Rear: 13MP flash LED (Optional) Front: 5MP fixed focus (Optional)

NFC	Tap to Pair, ISO 14443 Type A and B, Felica and ISO 15693 cards, P2P mode and Card Emulation via Host (HCE) support
Sensor	Ambient Light; Proximity; Gyroscope; Accelerometer

Wireless WAN Communications

Radio Frequency	(Optional) Worldwide 4G : B1/ B2/ B3/ B4/ B5/ B7/ B8/ B18/ B19/ B20/ B26/ B28 3G : B1/ B2/ B4/ B5/ B8/ B9/ B19 2G : 900/1800/850/1900
GPS	(for WWAN SKU only) A-GPS, GLONASS, BEIDOU, Galileo

Communication Options

WLAN Radio	IEEE 802.11 a/b/g/n/ac/d/h/i/r/k/v/w/mc Wi-Fi™ certified; IPv4, IPv6, 2x2 MU-MIMO
WLAN Data Rates	5GHz: 802.11a/n/ac — up to 866.7 Mbps 2.4GHz: 802.11b/g/n — up to 300 Mbps
Security and Encryption	WEP (40 or 104 bit); WPA/WPA2 Personal (TKIP, and AES); WPA3 Personal (SAE); WPA/WPA2 Enterprise (TKIP and AES); WPA3 Enterprise (AES) — EAP-TTLS (PAP, MSCHAP, MSCHAPv2); EAP-TLS, PEAPv0-MSCHAPv2, PEAPv1-EAP-GTC, LEAP and EAP-PWD; WPA3 Enterprise 192-bit mode (GCMP-256) — EAP-TLS; Enhanced Open (OWE)
WPAN Radio	Class 2, Bluetooth v5.0 with BR/EDR and Bluetooth Low Energy (BLE) Support

Data Capture

Scanning	1D only Laser Imager : - SE965 Standard Range 1D & 2D Led Imager : - SE4710 Standard Range - SE4720 Standard Range 1D & 2D Laser Imager - SE4770 Standard Range - SE4750 Mid Range - SE4850 Long Range *Code 39, Code 128, Code93 Supported

Device Specification

Performance Characteristics

CPU	Qualcomm Snapdragon™ 660 octa-core, 2.2 GHz 64bit Processor
Operating System	Android 10, Android 14 with GMS ; upgradeable to Android 14
Memory	4GB RAM / 32GB UFS Flash (Optional) 4GB RAM / 64GB UFS Flash

User Environment Characteristics

Operating Temp	-20° C to 50° C / -4° F to 122° F
Storage Temp	-40°C to 70°C / -40°F to 158°F
Humidity	5% to 95% RH (Non-condensing)
Drop Spec	Multiple 6 ft./1.8 m drops to concrete across the operating range temperature per MIL-STD-810G, MIL-STD-810H, Method 516.8 Shock Procedure IV
Tumble Spec	3,000 3.3 ft. /1.0 m tumbles; meets and exceeds IEC tumble specification
Sealing	IP65
Vibration	Sine: 4g's peak, 5hz to 2khz, Random: .04g²/hz, 20hz to 2khz
Thermal Shock	-40°F to 158°F (-40° C to 70°C) rapid transition
Electrostatic Discharge(ESD)	+/-15kVdc air discharge +/-8kVdc direct discharge +/-8kVdc indirect discharge

Accessories

In box Accessories	Device (w/ Handstrap) Battery
Additional Accessories	1. Trigger Handle 2. Cradle 1) 1SC Cradle w/ spare battery charger, 2) 1SC Ethernet Cradle w/ spare battery charger, USB C OTG Port 3) 4SC Cradle w/ spare battery charger 4) 4SC Ethernet Cradle w/ spare battery charger 3. Direct Chager Kit (Compatible with NEMA 1-15p connector) 4. Handstrap / Shoulder Strap 5. Protective boot 6. Screen protector (Anti-Reflective) 7. Stylus Pen & String 8. Vehicle Charger

Device Specification

Software Solutions

BoS™	BOS™ Provisioning; Staging; Kiosk; Virtual Key; Enterprise Keyboard BOS™ VoIP BOS™ PTT, PTT Essential BOS™ Wi-Fine™ (WiFi analyze application) BOS™ EMM BOS™ OTA BOS™ OEMConfig
3rd Party Solution	TE : Wavelink(Ivanti) - Velocity All-touch TE EMM : Airwatch , MobileIron , Mobicontrol, Mass360, XenMobile PTT : ESChat, Zello, IMPTT, EveryTalk, AirPTT

Please ask your sales representative for the specifications not listed above or for the future upgradeable specifications.

Troubleshooting

The battery does not charge properly.

- Ensure that your device and the charging cable are connected and the charging LED is functioning correctly.
- If the battery does not charge completely, it may be dead or defective. Contact our service center. (The warranty period for battery replacement is six months.)

The battery life got shorter.

When you use network data or peripheral device such as wireless LAN or Bluetooth that require more power, your device may use more battery than usual. If it happens for an extended period of time, your battery may be dead. Then replace it with a new battery.

I dropped the device in the water.

Turn off the device. Place the device in a dry place. Let it dry completely for a considerable period of time, and then turn the device back on. If it does not turn back on, contact our service center.

My device gets too hot to touch.

It is normal for the device to warm up while it is receiving a poor signal, performing an intense workload, or charging. It should cool down if you stop using the device for a certain amount of time. If the problem continues, contact the manufacturer. It may result in a burst battery or fire.

How do I get the repair service?

You can contact your local sales representative or you can send the device via a delivery service to Bluebird's Korean headquarters. When sending the package, make sure you pay for the shipping fee in advance. When the repair is finished, Bluebird will cover the shipping cost.

FCC Caution

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.

FCC Part 15.21

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

FCC Part 15.105

Note: 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.

FCC Part 15.27

Shielded cables must be used with this unit to ensure compliance with the Class B FCC limits.

FCC Part 15.407

The device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

Specific Absorption Rate (SAR) information

Specific Absorption Rate (SAR) information: The SAR limit of USA (FCC) is 1.6 W/kg averaged over one gram of tissue. This model (FCC ID: SS4EK430) has also been tested against this SAR limited. The highest SAR value reported under this standard during product certification for use at the body is 1.391 W/kg(5mm Separation Distance).

EU Caution

5G / Wi-Fi Restrictions

	ES	LU	RO
	CZ	FR	HU
	BG	EE	BE

Maximum Power of RF

This Enterprise Key-Based Touch Mobile Computer offers the following frequency bands in EU areas only and with the following maximum radio-frequency power:

- GSM 900: < 35 dBm
- DCS 1800: < 32 dBm
- WCDMA Band I/ VIII: < 25.7 dBm
- LTE Band 3/ 7/ 20/ 28: < 25.7 dBm
- Wi-Fi 2.4GHz: < 20 dBm
- Wi-Fi Band 1/2/3: < 20 dBm
- Wi-Fi Band 4: < 14 dBm (Receiver Category 2)
- Bluetooth V5.0: < 10 dBm

Hearing Damage

High sound pressure

Hearing damage risk

Do not listen at high volume levels for long periods.

Rechargeable Batteries

CAUTION

Risk of explosion if battery is replaced by an incorrect type, Dispose of used batteries according to the instructions

EU Caution

Power Adapter

Use only the following listed power supplies: SUNSHINE / XSD-0503000DEXU

Specific Absorption Rate (SAR) information

The body SAR limit of EU (CE) is 2 W/kg averaged over one gram of tissue. This model EK430 has also been tested against this SAR limited. The highest SAR value reported under this standard during product certification for use at the body is 0.79 W/kg (5mm Separation Distance) and Limbs is 1.76 W/kg (0mm Separation Distance).

SIMPLIFIED EU DECLARATION OF CONFORMITY

The simplified EU declaration of conformity referred to in Article 10(9) shall be provided as follows: Hereby, Bluebird Inc. declares that the radio equipment type Enterprise Key-Based Touch Mobile Computer is in compliance with Directive 2014/53/EU.
The full text of the EU declaration of conformity is available at the following internet address: https://www.bluebirdcorp.com/

E-Label

Users are able to access the 'E-Label Information' in no more than three steps in a device's menu. The actual steps are : Settings > System > Regulatory labels

Warranty and Support

Customer support

Before asking for after-sales service, please back up the data on the device. We do not back up data from the products sent to the Customer Service Center. Therefore, we assume no responsibility for loss/deletion of data.

Customer Service Center

#1103, Gplus Kolon Digital Tower 11F,
Digital-ro 26-gil 123, Guro-gu, Seoul, Republic of Korea(08390)

- Fax: +82-2-6499-2242
- Email: rma@bluebirdcorp.com
- Hours: 9:30 a.m. - 6:30 p.m. (GMT Time: +9 Hours)

The center is closed on Saturdays, Sundays, and Korean national holidays.

Registering for After-Sales Service

- We receive the products for our after-sales service through mail, delivery services and hand delivery only in principle.
- If you bought the product from a party other than Bluebird or an authorized Bluebird reseller, you need to register the product before using our after-sales service.
- Please enclose an evidence of purchase or the product receipt for our after-sales service.
- Please enclose your name, telephone number, address and details of the problem for a prompt service.
- You can ask for our after-sales service by contacting your authorized Bluebird dealer or the Customer Service Center in the head office.
- Do not intentionally damage the label on the product.
- A damaged label may result in a disadvantage to the customer.
- When you return the product to Bluebird for service, please put the product in a protective box.
- The warranty will not cover any damage which occurs during delivery. We advise you to use the box and protective cover supplied with the product.
- Make sure to deliver the product in a safe way. Bluebird assumes no responsibility for the loss of the product during delivery.

Charged services

- In the following cases, it will be charged when requesting for after-sales service.
  - — Service request due to inappropriate use of the device by the customer
  - — Loss of PIN number
  - — Use of programs that might affect the program (over-clock, forceful changes in the input of the system, personal developments)
- Faults caused by the customer.
  - — Defect due to inappropriate or careless use of the product (dropping, submersion under water, shock, damage, unreasonable operations, etc.)
  - — Defect due to a repair or unauthorized technician
  - — Defect caused intentionally or by the carelessness of the customer
  - — Defect due to the use of fraudulent parts or components
- Other cases
  - — Defect due to nature (damage caused by fire, wind, flooding, etc.)
  - — Accessories are out of warranty (accessories like battery/charger/cable/adapter, etc. have a warranty of 6 months)
- Regulations for repairs after charged services
  - — If the same fault occurs in the part that has been repaired within a 1 month (30 days), the part will be repaired free of charge.

No refunds will be offered in the following situations:

- The product seal has been removed (if applicable).
- The product has been damaged due to careless use by the customer or due to a natural disaster (floods, rain, fire, etc.).
- Loss of product or other components (manual, connecting cables, etc).
- DOA (Dead on Arrival) policy
  If your product is DOA (Dead on Arrival), or has malfunction within 30 days of purchase (DOA period), the product will either be exchanged or provided with after-sales service.

Warranty and Support

Warranty certificate

Thank you for purchasing a product from Bluebird Inc.

- In case of accessories such as batteries, only those that match the sales list managed by the Customer Service Center will be eligible for customer service.
- A repair or an exchange of batteries that does not match the sales list of the Customer Service Center due to the carelessness of the customer will be fully charged.

Name of Product	ENTERPRISE KEY-BASED TOUCH MOBILE COMPUTER
Name of Model	EK430
Date of Purchase	
Manufacture Number	
Place of Purchase	
Term of Guarantee	1 year from purchase

Warranty information

- Bluebird Inc. (hereinafter referred to as Bluebird) provides the warranty service for its products in compliance with the Bluebird's warranty program.
- Upon receiving a notification on a defect of its product within the range of warranty during the warranty period, Bluebird will repair or replace the defective product according to its warranty policy.
- If the defective product within the range of warranty is not repairable or replaceable, Bluebird shall refund the purchasing price within a designated period from the date of receiving a notice of defect.
- Bluebird assumes no responsibility for repairing, replacement or refund until it receives the defective product from the customer. The replacement shall be equivalent to a new product in the aspect of performance.
- Bluebird products may contain the recycled products, components or materials equivalent to new products in the aspect of performance.
- This warranty is applied to software products only when the programming commands are not executed. Bluebird does not guarantee interruption-free or error-free performance.

BLUEBIRD
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BLUEBIRD CUSTOMER SERVICE

Operating Hours

Monday to Friday 9:30 A.M. - 6:30 P.M.
(GMT Time: +9 Hours)
The center is closed on Saturdays,
Sundays, and Korean national holidays.

Customer Service Center

#1103, Gplus Kolon Digital Tower 11F,
Digital-ro 26-gil 123, Guro-gu, Seoul,
Republic of Korea(08390)

Bluebird constantly strives to bring utmost satisfaction to all our customers.