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Customer Service

We provide a service guide for any problems; see the following steps First visit the website at http://www.handheldgroup.com to find the updated information about the product. Secondly, contact your distributor, sales representative, or our customer service center for technical support if you need additional assistance. You need to have the following information ready before you call

- Product's serial number
- Peripheral attachments
- Software (OS, version, application software, etc.)
- Description of complete problem

The exact wording of any error messages with print screen images

In addition, free technical support is available from our engineers during every business day. We are always ready to give advice on application requirements or specific information on the installation and operation of any of our products. Please do not hesitate to call or e-mail us.

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Safety Precautions

Safety Precautions



Always completely disconnect the power cord from your chassis whenever you work with the hardware. Do not connect the electronic device with power socket while the device's power is on. Sensitive electronic components can be damaged by sudden power surges. Only experienced electronics personnel should open the PC's chassis mechanical housing.

Caution!



Always ground yourself to remove any static charge before touch the CPU card. The electronic devices are very sensitive to static electricity. As a safety precaution, use a grounding wrist strap all the time. Place all electronic components in a static-dissipative surface or static-shielded bag when they are not in the chassis.

UL Safety Announcement



UL Classification: Class I mark: with respect to electronic shock; Fire and hazardous materials are only in accordance the regulation of UL-60950 and CAN/CSA C22.2 No. 601.1.

Power Supply Announcement

The Handheld Rugged Tablet PC Power Supplies are supported by a Power Adapter and Battery Pack, the power rating announcement and manufacturer information list are as below.

Power Adapter	ter Manufacturer: EDAC Power Electronics Co Ltd	
	Model: EA1050C-120	
	Input Rated: 100-240Vac, 1.8A, 50-60Hz.	
	Output Rated: DC 12V, 4.16A.	
Battery Pack	Manufacturer: JHT energy International Co Ltd	
	Model: ALG7-08A	
	Rated: 2600mAh DC 7.4V	

(1) Please be aware that the power code of the adapter needs to be grounded.



(2) Please notice the Power button needs to be pressed down for at least 4 seconds to go to power off or on.

Battery Notice!

WARNING

Do not fix or replace the battery, this may cause explosion! Use only with the battery specified by the manufacturer and follow the instructions in the user's guide.

Content

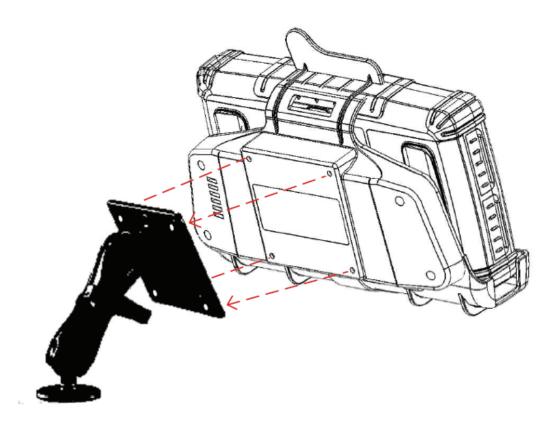
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Chapter 1 Installation

This Chapter introduces how to install the 7" Handheld Algiz 7 to the vehicle mount docking kit.

1.1 Introduction

The Algiz 7 must be properly installed, according to the following instructions. You will need the appropriate fasteners, tools, and mounting kits listed in each section. When screwing, always check what is on the opposite side of the surface. We recommended using the universal RAM-mount kit with the 75mm*75mm VESA holes in general vehicle applications which will provide a clear, glare-free view of the display and a stable mounting solution that makes operating the control buttons or touch screen easy. The schematic diagram is shown below. If you experience difficulty installing the 7" Handheld Algiz 7 PC, seek the assistance of a professional installer or contact Handheld Group directly.

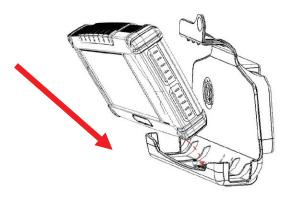


1.2 Installation

Install the Algiz 7 handheld tablet pc to the vehicle mount docking station

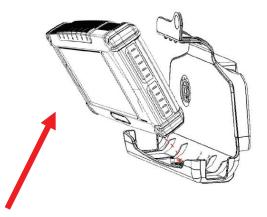


Put the female docking connector with the male docking pins on the vehicle mount docking station.



(2)

Connect them and push the top of the tablet pc into the vehicle mount docking station.





When you hear the "clark" sound, it means you have a proper connection



1.2 Installation

Press the unlock handle.

To remove the Algiz 7 handheld tablet pc from the vehicle mount docking station:



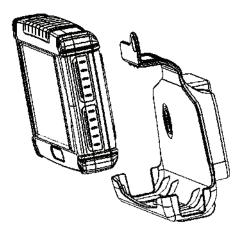
(2)

Then push the top part of the tablet PC out from the vehicle mount docking station.





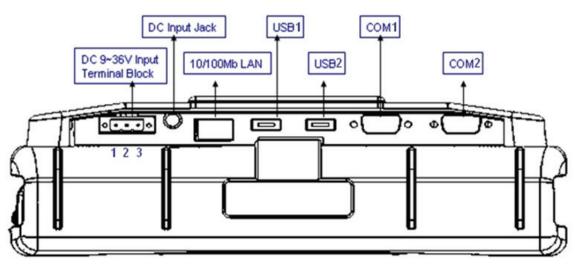
Remove it.



Chapter 2 Power and I/O Connector Specification

This Chapter describes the vehicle mount docking station connector types.

2.1 I/O Specification



2.1.1 Power Input

There are two approaches to connecting to the power source, as described below. Using both of these in wide voltage range between 9~36V is acceptable.

1. 1 x DC 3 pins terminal block.

Pin 1	Vin +
Pin 2	Vin -
Pin 3	N.C.

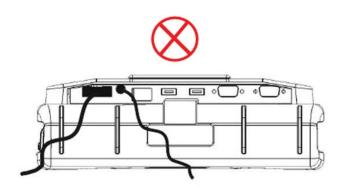
2. 1 x DC Input Jack (Optional)

The vehicle mount docking station can be plugged into a cigarette power plug or the original AC/DC adapter.



CAUTION:

Use only with approved cigarette power adaptors or AC/DC adapters. Use of other cigarette power plugs or AC/DC adapters may cause damages to the Vehicle docking or the Algiz 7. Do not use the cigarette power plug and the AC/DC adapter simultaneously.



Unlock Handle

2.1.2 Serial COM ports

Two RS-232 connectors that can be connected to other RS-232 devices.

2.1.3 Ethernet interface

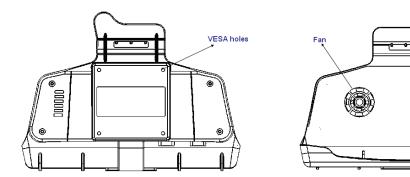
The Ethernet port provides one standard RJ-45 port. Two LEDs are built into the RJ-45 LAN connector showing the LAN connection status.

2.1.4 USB ports

The vehicle mount docking station supports two USB 2.0 ports. USB 2.0 support requires both an operating system and drivers that fully support USB 2.0 transfer rates.

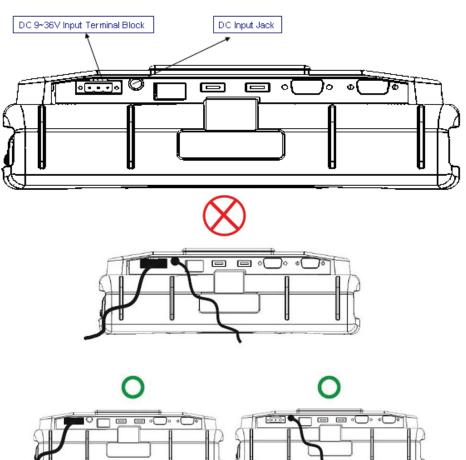
2.1.5 Fan

One cooling Fan is designed to add the ventilation of both the vehicle mount docking and the tablet PC while docked.



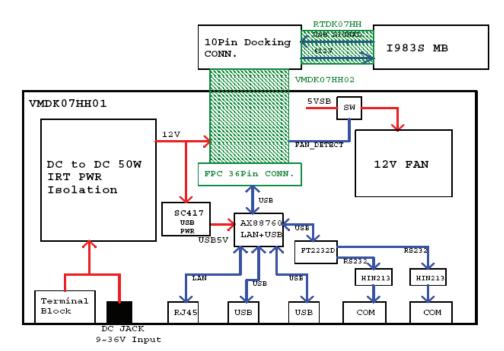
2.2 Power Specification

The vehicle dock is equipped with two kinds of DC input choices. One is for a DC 9~36V input terminal block connector and another is for an AC/DC adaptor. Users can choose the appropriate connector to use, but do not connect the power source to both of these at the same time.



Appendix – Docking System Diagram

Appendix A: Function Block Diagram



Docking Function Bolck

Appendix B: Exploded Diagram

The exploded diagram is shown as below. There are front and rear covers, PCB, docking connector, fan, etc.

