

USER MANUAL

---

**KR500-G**

**KR550-G**

**CUSTOM<sup>®</sup>**



CUSTOM S.p.A.  
Via Berettine 2/B  
43010 Fontevivo (PARMA) - Italy  
Tel. : +39 0521-680111  
Fax : +39 0521-610701  
http: www.custom.biz

Customer Service Department:  
www.custom4u.it

© 2020 CUSTOM S.p.A. – Italy.

All rights reserved. Total or partial reproduction of this manual in whatever form, whether by printed or electronic means, is forbidden. While guaranteeing that the information contained in it has been carefully checked, CUSTOM S.p.A. and other entities utilized in the realization of this manual bear no responsibility for how the manual is used.

Information regarding any errors found in it or suggestions on how it could be improved are appreciated. Since products are subject to continuous check and improvement, CUSTOM S.p.A. reserves the right to make changes in information contained in this manual without prior notification.

The pre-installed multimedia contents are protected from Copyright CUSTOM S.p.A. Other company and product names mentioned herein may be trademarks of their respective companies. Mention of third-party products is for informational purposes only and constitutes neither an endorsement nor a recommendation. CUSTOM S.p.A. assumes no responsibility with regard to the performance or use of these products.

The images used in this manual are used as an illustrative examples. They couldn't reproduce the described model faithfully.

Unless otherwise specified, the information given in this manual

Are referred to all models in production at the issue date of this document.

## GENERAL SAFETY INFORMATION

CUSTOM S.p.A. declines all responsibility for accidents or damage to persons or property occurring as a result of tampering, structural or functional modifications, unsuitable or incorrect installations, environments not in keeping with the equipment's protection degree or with the required temperature and humidity conditions, failure to carry out maintenance and periodical inspections and poor repair work.

Your attention is drawn to the following actions that could compromise the characteristics of the product:



To prevent possible hearing damage, do not listen at high volume levels for long periods.

- Read and retain the instructions which follow.
- When using your device, always comply with the safety rules to protect users and the environment.
- Follow all indications and instructions given on the device.
- Do not fix indissolubly the device or its accessories such as power supplies unless specifically provided in this manual.
- When positioning the device, make sure cables do not get damaged.
- Dropping it or letting it fall may cause damage.
- If the device requires a connection to the power grid, make sure the power cable provided with the appliance, or that you intend to use is suitable with the wall socket available in the system.
- Before any type of work is done on the machine, disconnect the power supply.
- Take care the operating temperature range of equipment and its ancillary components.
- Do not block the ventilation openings.
- Do not insert objects inside the device as this could cause short-circuiting or damage components that could jeopardize device functioning.
- Do not carry out repairs on the device yourself, except for the normal maintenance operations given in the user manual.
- Never pour any liquid into openings. This may cause electrical shock and damage the device.
- Do not modify the device and its accessories as power supply, cradles, etc.
- Periodically perform scheduled maintenance on the device to avoid dirt build-up that could compromise the correct, safe operation of the unit.
- Disconnect this device from the A/C outlet before cleaning it.
- Do not scratch or rub the screen with a hard object.
- Use consumables approved by CUSTOM S.p.A.
- Do not leave this device in an uncontrolled environment where the storage temperature is below (see technical specification). This may damage the device.

## DEVICE

- Keep your device and all accessories out of the reach of children.
- Keep your device dry as liquids can corrode the metal circuits. Keep your device away from high temperatures because high temperatures can reduce the life of electronic components, melt plastics and damage the battery.
- Do not attempt to open the device case or disassemble the device.
- Unauthorized disassembly will potentially damage the device.
- Always use the original accessories, otherwise the warranty will be void and the safety and the performance may be compromised.

## POWER SUPPLY

- Use ONLY a CUSTOM S.p.A. approved power supply. Use of alternative power supply will invalidate any approvals given to this unit and may be dangerous.
- Supplying the device with inappropriate voltage may cause harm to the battery or, even worse, burn the device.
- If the device will not be used for a long time, disconnect it from the power source to avoid damage by transient overvoltage.
- For pluggable device, the socket outlet should be near the device and should be easily accessible.

## BATTERY INFORMATION

CAUTION: Risk of explosion if battery is replaced by an incorrect type. Dispose of batteries according to instructions.

- Use only CUSTOM S.p.A. approved batteries.
- Never use the battery if it is damaged.
- CUSTOM S.p.A. approved rechargeable battery packs are designed and constructed to the highest standards within the industry. However, there are limitations to how long a battery can operate or be stored before needing replacement. Many factors affect the actual life cycle of a battery pack, such as heat, cold, harsh environmental conditions and severe drops.
- When batteries are stored over six months, some irreversible deterioration in overall battery quality may occur. Store batteries a half of full charge in a dry, cool place, removed from the equipment to prevent loss of capacity, rusting of metallic parts and electrolyte leakage. When storing batteries for one year or longer, the charge level should be verified at least once a year and charged to half of full charge.
- Charge the battery when the power level is low. It is recommended that you use up the entire battery charge before recharging, to ensure longer battery life.
- Replace the battery when a significant loss of run time is detected.

- Standard warranty period for all CUSTOM S.p.A. batteries is one year, regardless if the battery was purchased separately or included as part of the mobile computer or bar code scanner.

## BATTERY SAFETY GUIDELINES

The area in which the units are charged should be clear of debris and combustible materials or chemicals. Particular care should be taken where the device is charged in a non-commercial environment.

- Improper battery use may result in a fire, explosion, or other hazard.
- Do not connect the charger to any power source if it is not in good condition.
- Never connect the charger to the battery for more than one week because overcharging shortens battery life.
- To charge the mobile device battery, the battery and charger temperatures must be between (see technical specification).
- Do not use incompatible batteries and chargers. Use of an incompatible battery or charger may present a risk of fire, explosion, leakage, or other hazard. If you have any questions about the compatibility of a battery or a charger, contact CUSTOM S.p.A. support.
- Do not disassemble or open, crush, bend or deform, puncture, or shred.
- Severe impact from dropping any battery-operated device on a hard surface could cause the battery to overheat.
- Do not apply short circuits to the battery or allow metallic or conductive objects to contact the battery terminals.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, or expose to fire, explosion, or other hazard.
- Do not leave or store the equipment in or near areas that might get very hot, such as in a parked vehicle or near a radiator or other heat source. Do not place battery into a microwave oven or dryer.
- Battery usage by children should be supervised.
- Please follow local regulations to promptly dispose of used re-chargeable batteries.
- Do not dispose of batteries in fire.
- Used batteries should be taken to battery recycling services and disposed of according to local regulations.
- Seek medical advice immediately if a battery has been swallowed.
- In the event of a battery leak, do not allow the liquid to come in contact with the skin or eyes. If contact has been made, wash the affected area with large amounts of water and seek medical advice.
- If you suspect damage to your equipment or battery, contact CUSTOM.S.p.A. support to arrange for inspection.

## CLEANING

- Do not use detergents containing strong acids or strong alkaline to clean your device.

## VEHICLE INSTALLATION

RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles (including safety systems). Check with the manufacturer or its representative regarding your vehicle. You should also consult the manufacturer about any equipment that has been added to your vehicle.

An air bag inflates with great force. DO NOT place objects, including either installed or portable wireless equipment, in the area over the air bag or in the air bag deployment area. If in-vehicle wireless equipment is improperly installed and the air bag inflates, serious injury could result.

Position the device within easy reach. Be able to access the device without removing your eyes from the road.

NOTE: Connection to an alert device that will cause a vehicle horn to sound or lights to flash on receipt of a call on public roads is not permitted.

IMPORTANT: Before installing or using, check state and local laws regarding windshield mounting and use of equipment.

## SAFETY IN TRAFFIC

Do not take notes or use the device while driving. Jotting down a "to do" list or flipping through your address book takes attention away from your primary responsibility, driving safely.

When driving a car, driving is your first responsibility. Give full attention to driving. Check the laws and regulations on the use of wireless devices in the areas where you drive. Always obey them. In particular:

- Except in case of an emergency, do not use your device while driving unless hands-free devices are connected to ensure safety and freedom of movement.
- Make sure you are completely focused on driving. Park your vehicle in a safe place before using your device. Comply with all applicable regulations. Some electronic devices may be affected by radio waves transmitted by your device if sufficient protection is not provided.
- Always employ qualified technicians to install your device in your vehicle.

When using a wireless device behind the wheel of a car, practice good common sense and remember the following tips:

- Get to know your wireless device and any features such as speed dial and redial. If avail-

able, these features help you to place your call without taking your attention off the road.

- When available, use a hands free device.
- Let the person you are speaking with know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions. Rain, sleet, snow, ice, and even heavy traffic can be hazardous.
- Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic. Try to plan calls when your car will be stationary. If you need to make a call while moving, dial only a few numbers, check the road and your mirrors, then continue.

## SAFETY IN AIRCRAFT

When using a wireless device on an aircraft, practice good common sense and remember the following tips:

- Switch off your device before boarding, as devices interfere with the operation of aircraft and the entire mobile network. It is illegal to use devices on aircraft and violation of these safety regulations will result in a denial of customer service.

## ENVIRONMENTAL SAFETY


- Remember to always comply with all current applicable rules and policies released by local authority.
- Always remember to switch off your device when its use is prohibited or may cause interference or hazards.
- Use of any wireless transmission equipment, including your device, may interfere with an inadequately protected medical device. Consult your physician or medical device manufacturer if you have any questions about this. Your device may interfere with hearing aids, pacemakers and other electronic medical devices. Follow the recommendations of your doctor or the manufacturer.
- Users are recommended to switch off their devices at any places where an explosion may occur, e.g. gas stations and chemical plants. Comply with any restrictions on the use of wireless devices.

## PACEMAKERS

Pacemaker manufacturers recommended that a minimum of 15 cm (6 inches) be maintained between a handheld wireless device and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with independent research and recommendations. Persons with Pacemakers:

- Should ALWAYS keep the device more than 15 cm (6 inches) from their pacemaker when turned ON.
- Should not carry the device in a breast pocket.

- Should use the ear furthest from the pace-maker to minimize the potential for interference.
- If you have any reason to suspect that interference is taking place, turn OFF your device.



**CLASS 2  
LASER SCANNERS**

Use a low power, visible light diode. As with any very bright light source such as the sun, the user should avoid staring directly into the light beam.

Momentary exposure to a Class 2 laser is not known to be harmful.

**CAUTION:** Use of controls, adjustments, or the performance of procedures other than those specified herein may result in hazardous laser light exposure.

local authority, or ask the shop where you purchased the product, or if applicable, follow any agreements made between yourself. The mark on electrical and electronic products only applies to the current European Union Member States.

## FCC STATEMENT

This device complies with Part 15 of the FCC Rules. Operation is subject to the following conditions:

- The devices may not cause harmful interference.
- The devices must accept any interference received, including interference that may cause undesired operation.

## THE CE MARK AFFIXED TO THE PRODUCT CERTIFY THAT THE PRODUCT SATISFIES THE BASIC SAFETY REQUIREMENTS.

The device is compliant with the essential Electromagnetic Compatibility and Electric Safety requirements inasmuch as it was designed in conformity with the provisions laid down in the current Standards.

The Declaration of Conformity and other available certifications can be downloaded from the site [www.custom4u.it](http://www.custom4u.it).

This device was tested for typical body-worn operation. Use only Custom S.p.A. tested and approved belt-clips, holsters, and similar accessories to ensure EU Compliance.



**GUIDELINES FOR  
THE DISPOSAL OF  
THE PRODUCT**

### Within the European union

EU-wide legislation, as implemented in each Member State, requires that waste electrical and electronic products carrying the mark (left) must be disposed of separately from normal household waste.

### Outside the European union

This includes monitors and electrical accessories, such as signal cables or power cords. When you need to dispose of your display products, please follow the guidance of your



# TABLE OF CONTENTS

<b>1</b>	<b>DESCRIPTION</b>	<b>9</b>
1.1	Box contents	9
1.2	Device components	10
<b>2</b>	<b>INSTALLATION</b>	<b>11</b>
2.1	Installing MicroSD and/or SIM card	11
2.2	Charging the battery	13
2.3	Installing / replacing the battery	14
2.4	Optimizing battery life	15
<b>3</b>	<b>USING</b>	<b>17</b>
3.1	Touch screen	17
3.2	Home screen	20
3.3	Cellular Network	25
3.4	Wi-Fi	28
3.5	Bluetooth	34
3.6	Location	40
3.7	Camera	42
3.8	NFC Feature	44
3.9	Barcode scanner	46
<b>4</b>	<b>SPECIFICATION</b>	<b>51</b>
4.1	Hardware specifications	51
4.2	Device dimensions	53







# 1 DESCRIPTION

## 1.1 Box contents

Remove the device from its carton being careful not to damage the packing material so that it may be reused if the device is to be transported in the future. Make sure that all the components illustrated below are present and that there are no signs of damage. If there are, contact customer service.

1. Device
2. Documentation (User manual)





## 1.2 Device components

1. Barcode Scanner
2. Barcode Trigger Key
3. Power Key
4. NFC
5. Battery
6. Speaker
7. Covered contact for pistol grip
8. Camera





# 2 INSTALLATION

## 2.1 Installing MicroSD and/or SIM card

To install the MicroSD card and/or SIM card:

- Press the two keys next to the battery.



- Remove the battery





- Remove the plastic cover.



- As the diagram shown, insert SIM Card and MicroSD.





## 2.2 Charging the battery

Be sure to charge the battery to full when you are charging it for the first time.

**ATTENTION:** Do not charge the device via computer USB connection due to that the voltage output from computer USB is not enough to charge the device. Please use only approved charging devices.

### **Charging the battery**

To charge the battery proceed as follow:

- Connect the charging cradle (optional) to a power outlet.
- Place the device on the charging cradle.

### **Checking the battery level**

When the charging is in process, a battery indicator will appear in the status bar showing the charging percentage. Remove the device from the charging cradle when the battery is fully charged.



## 2.3 Installing / replacing the battery

In case you need to install or replace the battery, follow the steps below to access the battery chamber and replace the battery.

- Press the two keys next to the battery.



- Remove the battery.



- Place battery back to slot and press down.



- Finish the replacement.



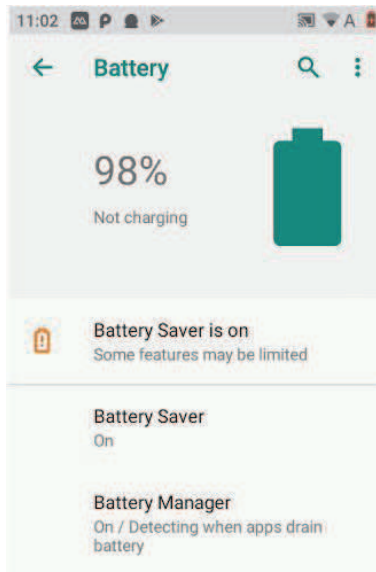


## 2.4 Optimizing battery life

To optimize the operating time of the battery, it is recommended that you do the following:

- Decrease the LCD display brightness.
- Set a shorter timeout of inactivity to allow the screen enter sleep mode.
- Turn off the display if you are not using it.
- Always exit the applications if it is not in use.
- Disable the Wi-Fi, Bluetooth or GPS function if you are not using it.
- Disable the App that heavily drains the battery if you are not using it.

To view the battery usage by access settings-> Battery.



- Disconnect USB devices such as USB flash drive if it is not in use.







# 3 USING

## 3.1 Touch screen

The KR500-G/KR550-G comes with a projected capacitive multi-touch screen. Users are able to manipulate icons, graphic keys, menus, the on screen keyboard or any on screen items with touch control. This chapter will walk you through the basic operations.

### Basic operations

The table below provides instructions on how to use the multi-touch screen:

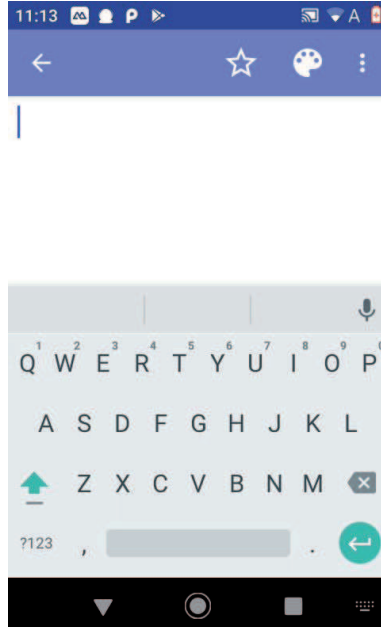
OPERATION	DESCRIPTION
TAP	Tap an item and quickly release to select an item, launch an application, or open a menu.
TAP AND HOLD	Tap and hold an item or a blank area on the screen for a few seconds until a menu opens or an option appears.
DRAG	Tap and hold on an item, such as an image or an icon, then move it to the target position. While dragging, do not release until you have reached the target position.
SWIPE	Move your finger horizontally or vertically across the screen to scroll through the screen, App menu, pages, lists and so on.
ZOOM IN / OUT	Move two fingers closer together on an item, such as a picture, web page, or map, to zoom out, or move two fingers apart to zoom in.
DOUBLE TAP	For some applications, quickly tap twice on an item to zoom in and double-tap again to zoom out.



## Text Input

The device has a physical keyboard and also on screen keyboard to receive user's text input.

To open the on screen keyboard, simply tap a text input field and the keyboard appears.





## **Sleep mode**

When the device suspends to sleep mode, it enters a low power state and the display is off to save the battery power. You can manually force the device to enter sleep mode or specify a period of inactivity before it automatically enters sleep mode. While the device is in sleep mode, it is still capable of receiving messages and calls and processing tasks like downloading.

To switch to sleep mode, press the POWER key until the screen is turned off.

To wake up the device from sleep mode, press the POWER key until the screen is turned on. If the screen is locked, swipe the lock icon to the outer circle to unlock the device.

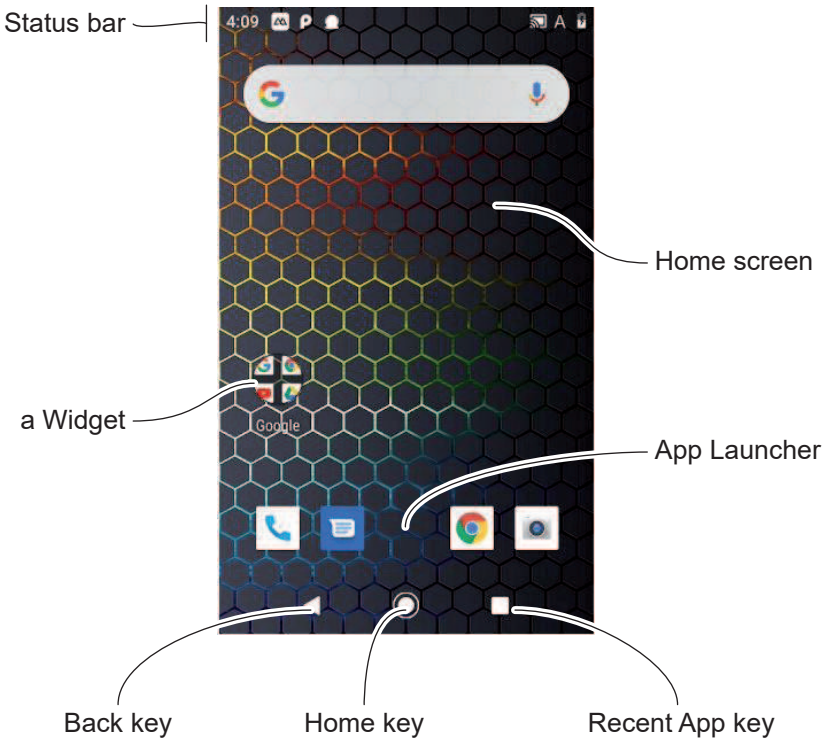
To specify the period of inactivity, swipe down the “Status Bar” in the upper right corner and tap Settings > Display > Sleep. Then select a time of inactivity before the device enters sleep mode.



## 3.2 Home screen

The Home screen provides you with an instant access to device status, notifications, application shortcuts, folders and widgets. Simply tap an item and you can launch the associated application. You can also add desired items to the Home screen, extend the Home screen or personalize the wallpaper to tailor it to your personal needs.

When you power on the device for the first time, a typical Home screen looks like the example below.





The table below describes the elements on a typical Home screen:

ELEMENT	DESCRIPTION
NOTIFICATION AREA	<p>The Notification area is visible across the Home screens. This area informs you of new messages, events, alarms, and activities in progress. Applications you install on your device may show their own icons or messages in the area. You can access the “Notification” panel to see more information by swiping down the Notification area.</p>
STATUS BAR	<p>The Status bar is visible across the home screens. It shows the time, signal strength, battery status, and other information.</p> <p>Applications you install on your device may show their own icons in this area.</p> <p>You can swipe down the Status Bar to access a “Quick Settings” panel where you can quickly access some most commonly used settings and features</p>
HOME SCREEN	<ul style="list-style-type: none"><li>• Tap an item on this screen to launch that item.</li><li>• To delete an icon or widget, tap and drag the item to the top of the screen until the Remove bar appears on the top of the screen. Then move the icon to the Remove bar.</li><li>• Tap and hold any empty spot on this screen to customize your home screen.</li></ul>
WIDGET	<p>The miniature of an application that functions directly on the Home screen.</p>
APP LAUNCHER	<p>Tap it to open the “App Launcher” where all applications installed on the device can be viewed and launched.</p>
BOTTOM DOCK	<p>The dock is visible across the home screens. It shows the most commonly used App icons for quick access. You can change the icons as needed.</p>
BACK KEY	<p>Tap to go to the previous screen.</p>



---

HOME KEY

Tap to return to Home screen.

---

RECENT APP KEY

Tap to view show your recent Apps and touch an App to reopen it. To remove an App from the list, swipe it left or right.

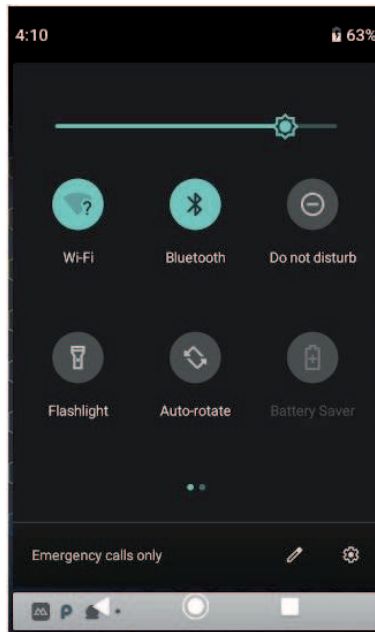
---



## **Quick settings panel**

Swiping down the Status bar will bring up a “Quick settings” panel where you can quickly access some most commonly used settings and features. To enable/disable a feature or switch between available options , simply tap the intended tile. It appears dimmed when disabled and brightened when enabled.

For some features such as Wi-Fi, Bluetooth, Flashlight, Portrait, Airplane mode, you can also tap and hold the tile to directly access the settings page.



Swipe down the Status Bar to access the “Quick Settings” panel.

For some feature tiles, you can:

- Tap to enable/disable a feature
- Tap and hold to quickly access its settings page



## **Extending Home screen**

The Home screen is extended beyond the screen width to provide more space for adding application shortcuts and widgets.

To access the extended Home screen, swipe on the Home screen to the up and down.

To add application icons or widgets to the extended Home screen:

- Tap the App Launcher icon on the Home screen to locate the target application icon or widget.
- Tap and hold the target icon or widget until the extended Home screen appears.
- Move the icon or widget to desired screen and then release.

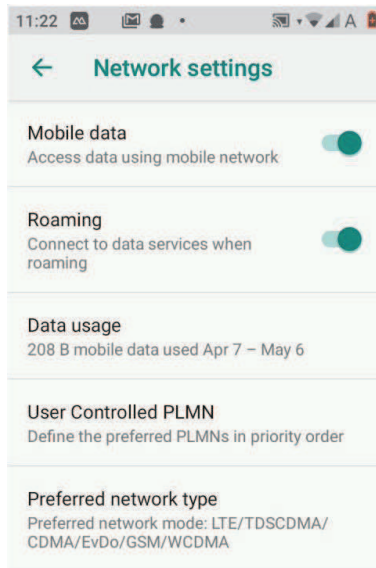




## 3.3 Cellular Network

After you insert the SIM card(s) to the KR500-G/KR550-G for the first time and power on the KR500-G/KR550-G, depending on your mobile network carrier you might be guided to activate the account and connect to your mobile network. If you are asked for a PIN to unlock the SIM card when powering on the KR500-G/KR550-G, contact your cellular network carrier for the default PIN.

When a new SIM card is detected by the KR500-G/KR550-G, you will be prompted to configure its usage, including voice call, messaging and data connection. You can configure it now or change the settings later by accessing Setting-> Network & Internet-> Mobile Network.



Different locations may have different mobile networks available. The KR500-G/KR550-G adopts the fastest mobile network available for data. However, in order to extend the battery life, you can configure the KR500-G/KR550-G to use only a slower 2G network for data. You can also configure the KR500-G/KR550-G to access a different set of networks entirely, or to behave in special ways when roaming.

If there is no SIM card, the KR500-G/KR550-G isn't capable of 3G voice and data services; however it is still able to connect to a Wi-Fi network to log into a wireless local area network (see [paragraph 3.4](#)).



## **Making / receiving calls**

After you activate your SIM card(s), the KR500-G/KR550-G auto-connects to your cellular network when it powers on. You can start to use the phone service. Using phone service (e.g. making or answering a call) is similar to the way you use a mobile phone.

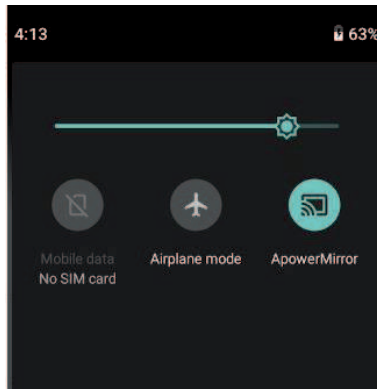
To use the device for phone service, it is suggested that you connect a wired headset to the device's headset connector or use a wireless Bluetooth headset or car kit. For instructions on how to connect to a Bluetooth device (see [paragraph 3.5](#)).

## **Data connection**

Connecting to a cellular network enables you to use voice service as well as data connection service (e.g., Internet connection) . However, in most cases using Wi-Fi for data connection is faster and less expensive than using a cellular network and you may want to disable data connection of your SIM card when Wi-Fi is available. On the other hand, you may want to enable cellular data connection when Wi-Fi is not available.

To enable or disable data connection:

- Swipe down the Status bar and tap MOBILE DATA.



- Enable data connection for SIM card or tap Off to disable data connection.



## **Data roaming**

When the KR500-G/KR550-G moves to where your cellular network is not available, data roaming connects the KR500-G/KR550-G to other service providers. This is often useful abroad if you want to keep receiving data across networks. However, the mobile rates can substantially increase as the costs for accessing the Internet are particularly high. Under such situation you may want to disable the data roaming function of the SIM card.

To enable or disable data roaming:

Swipe down the Status bar and tap Settings > Network & Internet > Mobile Network.

While data roaming is disabled, you can still use Wi-Fi connection to access the Internet data (see [paragraph 3.4](#)).





## 3.4 Wi-Fi

The KR500-G/KR550-G is capable of Wi-Fi networking. Wi-Fi is a wireless networking technology that uses an access point, also known as the “hotspot”, to connect to an Internet service provider over the wireless local area network (WLAN). Some hotspots are open to connect while others request you to present a key to authenticate your connection. The KR500-G/KR550-G needs to be configured including such key to connect to a hotspot.

Follow the guide below to connect the KR500-G/KR550-G to your wireless local area network:

Turn off Wi-Fi when it isn't used to extend battery life.

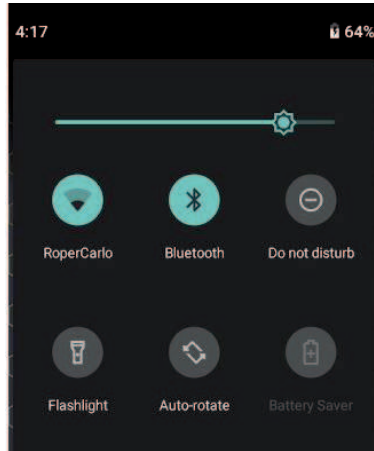
The Status bar displays the following icons that shows Wi-Fi status.

ICON	DESCRIPTION
	Notifies that an open Wi-Fi network is in range
	Notifies that a Wi-Fi network is connected. Waves indicate signal strength




## Enabling Wi-Fi and connecting to a WLAN

- Swipe down the Status bar and tap the WI-FI tile to enable Wi-Fi if it isn't enabled yet.

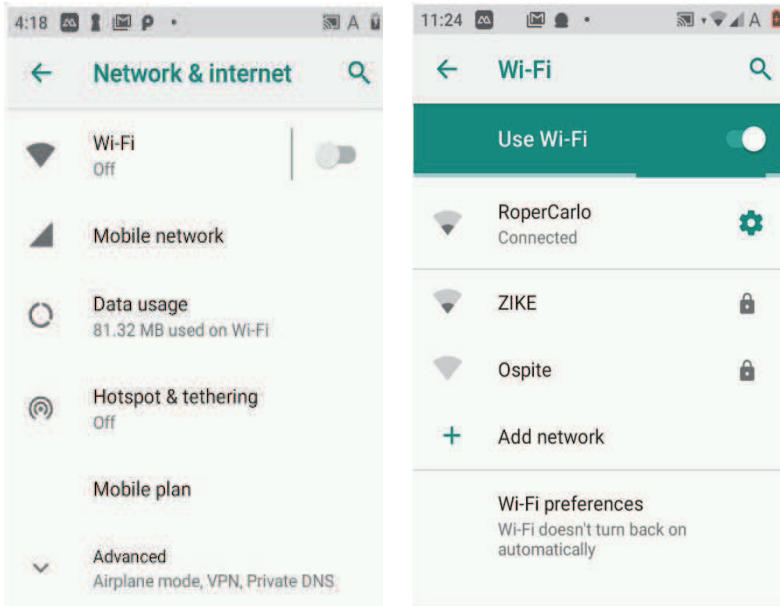


- In the “Quick settings” panel, tap and hold the WI-FI tile to access the Wi-Fi settings page.

The KR500-G/KR550-G then proceeds to scan for available Wi-Fi networks in range and displays the names of those found. Secured networks are displayed with waves denoting signal strength plus a lock on  while the open networks don't.



To re-scan for available Wi-Fi networks, tap the menu Off, and on.



Tap a network to connect to it. To connect to a secured network, you're prompted to enter a password or other credentials (ask your network administrator for details).

If the KR500-G/KR550-G detects a network previously connected to, the KR500-G/KR550-G auto- connects to it.

Once a Wi-Fi network is connected, it displays as “connected” on the Wi-Fi settings screen. Tap it to see the details about the speed, security, address, and related info.



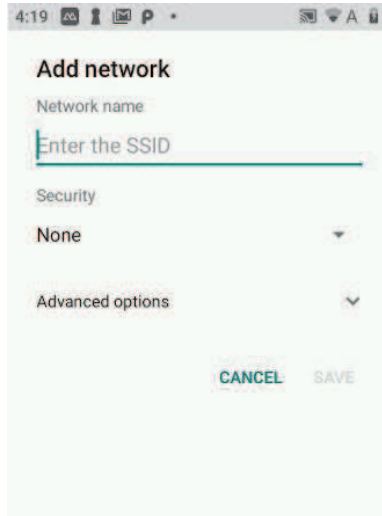
## **Adding a Wi-Fi network**

Under the following situations, you may need to manually add a Wi-Fi network:

- When a Wi-Fi network doesn't broadcast its name (SSID).
- When a Wi-Fi network is out of range and you want the KR500-G/KR550-G to remember it and auto-connect to it as soon as it gets in range.

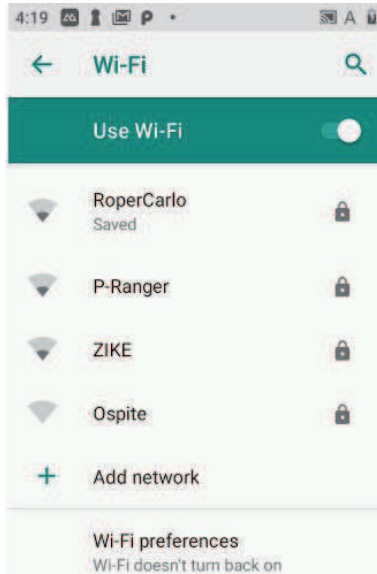
### **To add a Wi-Fi network:**

- Swipe down the Status bar and tap the WI-FI tile to enable Wi-Fi if it isn't enabled yet.
- In the "Quick Settings" panel, tap and hold the WI-FI tile to access the Wi-Fi Settings Page > Wi-Fi > Saved Networks.
- Tap the plus sign icon to open the Add network dialog box.





- Enter the SSID (name) of the network. If the network is secured, tap the triangle at the right of the Security field to select the type of security deployed on the network and enter any required security credentials.



- Tap SAVE.

The KR500-G/KR550-G then proceeds to connect to the Wi-Fi network. Any credentials entered are saved so the KR500-G/KR550-G automatically connects it the next time the KR500-G/KR550-G gets it within the range.




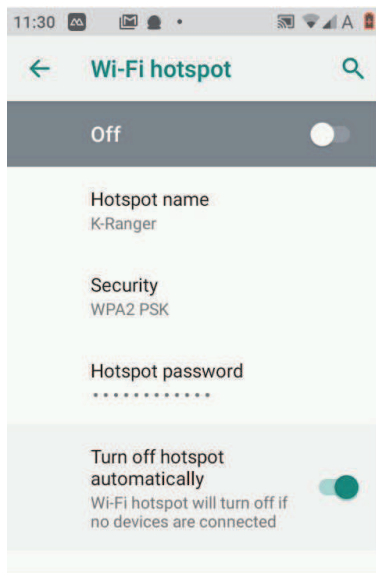


## **Making your device a Wi-Fi hotspot**

When the KR500-G/KR550-G is connected to a 3G network, you can share the connection with your laptop or other devices by making your KR500-G/KR550-G a Wi-Fi hotspot. To do so:

- Swipe down the Status bar and tap Settings > Network & Internet > Hotspot & Tethering > Wi-Fi Hotspot.
- Tap WI-FI HOTSPOT slider to enable the hotspot function.
- Tap Set up Wi-Fi hotspot to configure the settings as needed:
  - Network name: Enter a name to identify the wireless network created by the KR500-G/KR550-G.
  - Password: To prevent your device from being accessed by unauthorized users, it is strongly recommended that you set up a password to protect your network.

When Wi-Fi hotspot is enabled, a Wi-Fi hotspot icon  will appear in the Notification Area. You can swipe down the icon to see the connection information.








## 3.5 Bluetooth

Bluetooth enables the wireless connection over a short distance about 8 meters. It is specified as a “wireless personal area network” (WPAN). The KR500-G/KR550-G is Bluetooth-capable to synchronize data with other Bluetooth-capable devices such as PCs, laptops, hands-free, headsets, printers, PDAs and cell phones.

Before the KR500-G/KR550-G can connect a Bluetooth device, it needs to pair with that device. Such “pairing” involves the authentication between them to justify their accesses to each other. Once they are paired, they stay paired unless they are unpaired.

The Status bar displays the following icons that indicate Bluetooth status.

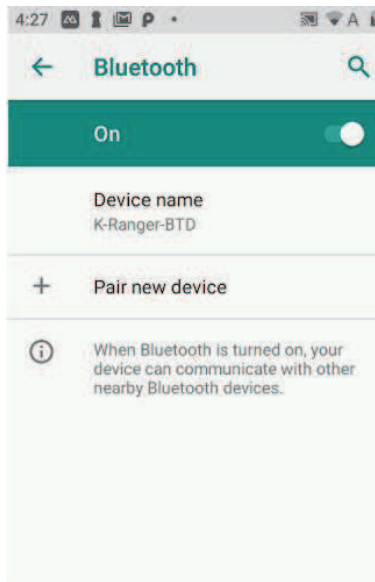
ICON	DESCRIPTION
	Bluetooth OFF.
	Bluetooth ON and not connected.
	Bluetooth ON and connected.



## **Enabling Bluetooth and pairing with Bluetooth device**

To enable or disable the Bluetooth function:

- Swipe down the Status bar and tap the BLUETOOTH tile to enable Bluetooth if it isn't enabled yet.
- In the “Quick Settings” panel, tap and hold the BLUETOOTH tile to access the Bluetooth settings page.
- If the Bluetooth device you want to pair with is not displayed in the AVAILABLE DEVICES list, tap PAIR NEW DEVICE.



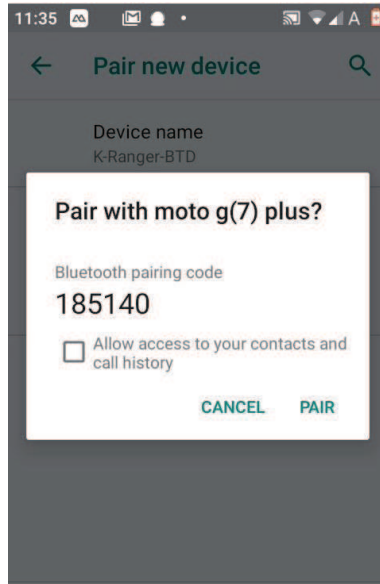
The KR500-G/KR550-G proceeds to scan for any Bluetooth device in range. Then it displays the names of the device(s) found.

If the KR500-G/KR550-G stops scanning before the other device becomes discoverable, tap PAIR new device again.

If the device to pair with isn't displayed after the scan, check if it is configured to be discoverable.



- Tap the device you want to pair with. When the Bluetooth pairing request dialog box appears, tap PAIR. The KR500-G/KR550-G will then send a connection request to the device you want to pair with:



On the device to pair with, a dialog box appears requesting to enter or verify the pairing code. The passkey entered or shown on the KR500-G/KR550-G and the Bluetooth device must be the same.


If you're prompted to enter a pin code, try entering 0000 or 1234 (the most common pin code), or look up in the documentation that came with the other Bluetooth device to learn its pin code.

Then the devices proceed to pair with each other.

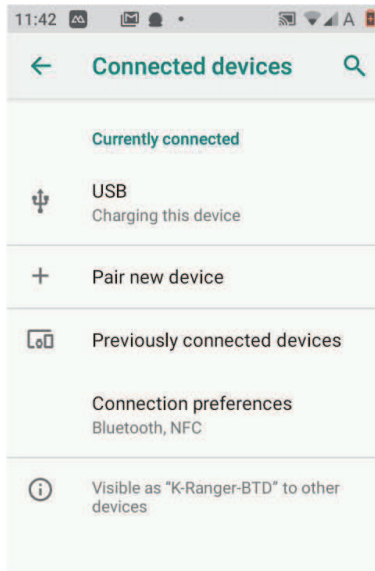


## Configuring Bluetooth

A “Bluetooth profile” defines the features supported by a Bluetooth device. For two Bluetooth devices to share files with each other, they need to both support the right profile. Some Bluetooth devices have multiple profiles. A profile can provide the ability to transmit phone conversations, to play music in stereo, or to transfer files or other data. The operating system allows you to configure the profiles you want to use on the KR500-G/KR550-G .

- Swipe down the Status bar and tap the BLUETOOTH tile to enable Bluetooth if it isn't enabled yet.
- In the “Quick Settings” panel, tap and hold the BLUETOOTH tile to access the Bluetooth settings page.
- Tap the  icon at the right of a paired device.

A “Paired Bluetooth device” page opens for that paired device.



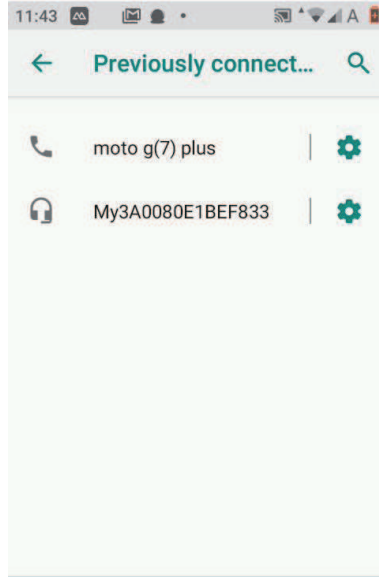
- Select or deselect a profile to use it.




## **Disconnect from a Bluetooth device**

To disconnect the KR500-G/KR550-G from a Bluetooth device:

- Swipe down the Status bar. In the “Quick Settings” panel, tap and hold the BLUETOOTH tile to access the Bluetooth settings page.



- In the PAIRED DEVICES list, find the device to disconnect.
- Tap the  icon at the right of the device.
- A “Paired Bluetooth device” page opens for that paired device.
- Tap FORGET.

The selected device is unpaired and disconnected.



### **Making your Bluetooth device discoverable**

To allow other Bluetooth-enabled device to find the KR500-G/KR550-G, you have to make sure the KR500-G/KR550-G is visible to other devices in addition to enabling Bluetooth feature. After you turn on the Bluetooth the KR500-G/KR550-G will be visible.

### **Additional Bluetooth settings**

From the Bluetooth settings page, tap the menu icon on to get the following options:

- Device name: Allows you to edit the Bluetooth name of the KR500-G/KR550-G that will be shown to others when they try to search for it.
- Received files: Open the location where downloaded and uploaded Bluetooth files are stored.



## 3.6 Location

The KR500-G/KR550-G features positioning function to identify your location. It allows location-based Apps to collect and use your location information to provide location-related service. For example, a third-party App might want to pinpoint a vehicle's location so as to provide a more efficient route for the driver upon traffic congestion. For a location-based App, you can individually configure whether it is allowed to access to location services when the service is on.

NOTE: When you turn off the location service, you also turn it off for the Apps that use this service. That means location-based service will stop and not be available.

### **Enabling / disabling location service**

To turn on or off location service, swipe down the Status bar to bring up the “Quick settings” panel. Then access the Security & location > Location tile to turn it on or off.





## **Location Mode**

In addition to GPS satellite method, the KR500-G/KR550-G also supports Assisted GPS (A-GPS), a method using Wi-Fi and cellular networks to speed up startup positioning performance. According to the position mode, the battery drain and position accuracy varies.

To select a location position mode when the location service is on,

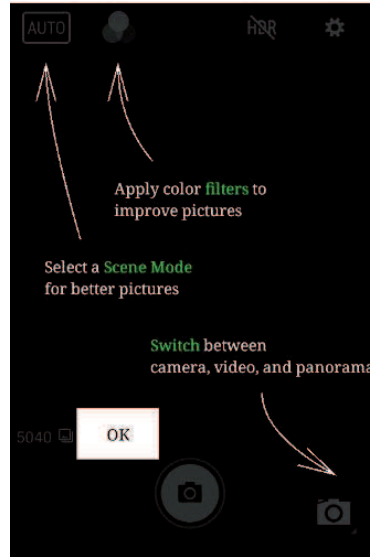
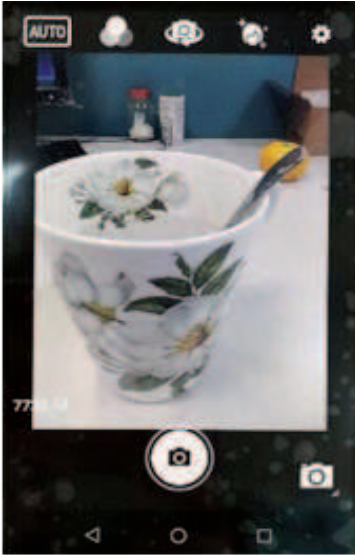
- Swipe down the Status bar and tap the LOCATION tile to enable the location service if it isn't enabled yet.
- In the "Quick Settings" panel, tap and hold the LOCATION tile to access the location settings page.
- Tap Mode and select a mode:
  - High accuracy: This mode uses GPS, Wi-Fi and cellular networks to determine location. It drains the battery faster yet higher accuracy is achieved compared to the other two modes. Select this mode if precise location matters to you.
  - Battery saving: This mode uses Wi-Fi and cellular networks to determine your location. Select this mode if you need to extend the battery life.
  - Device only: This mode determines your location using GPS only. Without using Wi-Fi and cellular networks to improve the startup process, it takes longer to determine the location.



## 3.7 Camera

The device is equipped with one camera: a back-facing camera with LED flash.

To access the camera application, on the Home screen tap the camera icon, the camera application then opens.



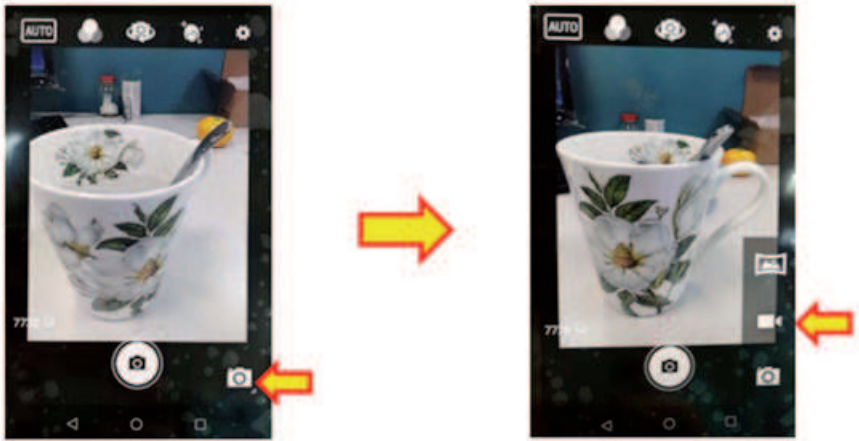
### When taking a photo

- To zoom in and out, place two fingers apart or together.
- When you frame your subject on the screen, the camera will Auto Focus on the center of the screen with a focus indicator. To manually make a focus, tap the target or area that you want to focus on.
- To take a photo, press the shutter icon.



### **When recording a video**

- To enable/disable the microphone, tap the Settings icon and then video icon.
- To start the recording, tap the Recorder icon and the timer starts.
- To stop the recording, tap the Recorder icon again.





## 3.8 NFC Feature

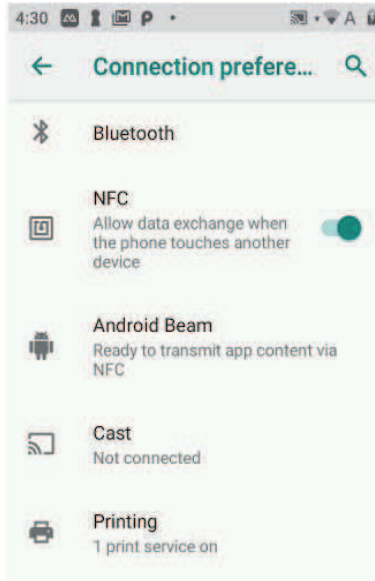
Near Field Communication (NFC) is a short-range wireless communication technology that enables NFC-capable devices to exchange data such as contacts, photos, music, or web address over a short distance less than 4 centimeters.

The NFC detection area is at the back side of the KR500-G/KR550-G. When you tap other NFC devices, tags, or readers, the NFC areas of both devices should be close to one another so that the connection can be established.

### Enabling / Disabling NFC

To enable or disable the NFC function:

- Swipe down the Status bar and tap Settings > Connected Devices > NFC.
- Tap the NFC slider to turn it on or off.





## **Configuring NFC kmodes**

The KR500-G/KR550-G supports three NFC modes.

## **Exchanging data with NFC enabled device**

To use NFC to exchange App contents, both sending and receiving devices must be NFC-enabled and unlocked. The following describes how to beam App content from the KR500-G/KR550-G to another NFC device:

- Make sure both devices are NFC-enabled. For your KR500-G/KR550-G, enable NFC as described in the previous step if it isn't enabled yet.
- Open the content you want to exchange.
- Make sure the screen of both devices are unlocked, then touch the devices together, back to back.
- On the KR500-G/KR550-G, you will hear a sound and be prompted a message "Touch to beam". Touch the screen of the KR500-G/KR550-G to begin the beaming process.
- The content will appear on the other devices's screen.

## 3.9 Barcode scanner

Barcode scanner is an optional feature on the KR500-G/KR550-G. Depending on your models, your KR500-G/KR550-G light be equipped with 1D/ 2D barcode scanner. This section will walk you through the basic operations. To get the information on supported barcode formats, see the table at the last step of this paragraph.

**ATTENTION:** The barcode scanner uses laser lights to scan barcodes. DO NOT stare into the laser beams or point the laser beam at anyone's eyes when the barcode scanner.



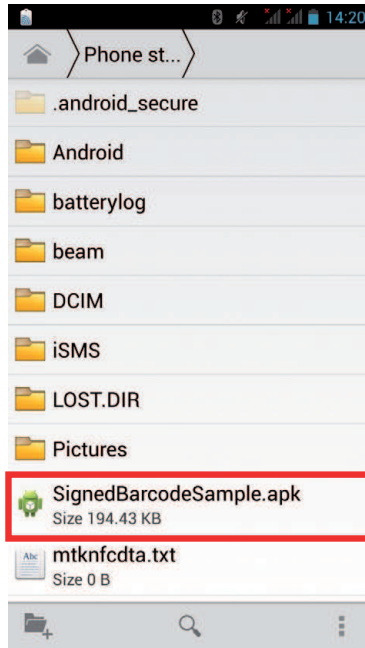
### Installing APK File

As of the time of time of release, the KR500-G/KR550-G may not have the barcode scanner software installed. If this is the case, you must install the APK file on your KR500-G/KR550-G first in order to activate the scanner function.

- Download the APK file (SignedBarcodeSample.apk) from the Partner Zone of our website and save the file to your computer first.
- Connect the KR500-G/KR550-G to that computer using a USB cable. The KR500-G/KR550-G will prompts you to choose a USB option. Select "USB storage" to transfer files between your computer and the KR500-G/KR550-G.
- Copy the APK file from your computer to the KR500-G/KR550-G's internal USB storage or SD card. Then disconnect your computer from the KR500-G/KR550-G.



- On the KR500-G/KR550-G use the File Manager App to navigate to the APK file.



- Tap the APK file and then follow the prompts to install the application.



## **Scanning the Barcode**

Generally a third-party barcode application will be used to process the data read by the scanner. This user manual will not cover these applications. The following steps serve as an example only to show the basic operation of the barcode scanner.

- To scan a 2D barcode like QR code: Launch the web browser.
- Point the scanner window at the barcode and press either of the two Scan keys. The scanner will project an aiming beam.
- According to the barcode scanned, the scanned data is displayed in the text field or an action is triggered.







## **Supported Barcode formats**

### 2D Model

TYPE	FORMATS
LINEAR	Code 39, Code 128, Code 93, MSI
2D STACKED	PDF417
2D MATRIX	Aztec Code, Data Matrix, QR Code, Codablock –F, Micro PDF417, Micro QR Code, Han Xin Code, Royal Main Mailmark 2D, NTIT Code, PPN Code, Switzerland QR Code
POSTAL	Australian Post Standard Customer, Japanese Post, Korean Postal Authority Code, Planet Code 12, Royal Mail 4-State, USPS PostNet 5, USPS PostNet 9, USPS PostNet 11, UPU S10
PRODUCT CODE	100% UPCA





# 4 SPECIFICATION

## 4.1 Hardware specifications

GENERAL	
Durability	IP-65 certified 1.5 M (5ft.) drop-resistance
CPU	octa-core Qualcomm Snapdragon 450 8* Cortex A53, 1.8 GHz 1.5 GHz
OS	Android™ 9
Memory	2 GB
Storage	16 GB
Audio	Integrated microphone Integrated speaker
PERIPHERALS	
Camera	Front: N/A Rear: 8.0 megapixel AF camera with LED
Sensor	Accelerometer (G-sensor) 3-axis digital gyroscope E-Compass/Proximity Sensor
Light Sensor	Ambient light sensor
WLAN	Integrated IEEE 802.11 a/b/g/n /ac/r
Bluetooth	Integrated Bluetooth 4.2 LE with HID input
WWAN	Support
Navigation	GPS, Glonass, Beidou



---

Barcode scanner	1D/2D barcode reader with physical trigger keys
-----------------	---

#### LCD DISPLAY

---

Size / type	4" TFT LCD
-------------	------------

---

Resolution	800 x 480
------------	-----------

#### TOUCH SCREEN

---

Type	5-point Projected Capacitive Touch screen Glass coating w/ anti-reflection coating
------	---

#### POWER SUPPLY

---

Power system	Lithium-ion battery Lithium-ion rechargeable battery
--------------	---

---

Battery type	Replaceable
--------------	-------------

---

Battery capacity	5200 mAh
------------------	----------

---

Battery life	Up to 8 hours
--------------	---------------

---

Adapter input	IAC 100~240 C, from 50 to 60 Hz
---------------	---------------------------------

---

Adapter output	12V, 2A
----------------	---------

#### ENVIRONMENTAL CONDITIONS

---

Operating temperature	from -15°C to 55°C
-----------------------	--------------------

---

Storage temperature	from -20°C to 70°C
---------------------	--------------------

---



## 4.2 Device dimensions

All the dimensions show in figures are in millimetres.

Length	202.4 mm
Height	41.6 mm
Width	77.8 mm
Weight	422 g (0.93lb) (with battery)







# CUSTOM<sup>®</sup>

**CUSTOM S.p.A.**

World Headquarters

**Via Berettine, 2/B - 43010 Fontevivo, Parma ITALY**

**Tel. +39 0521 680111 - Fax +39 0521 610701**

**info@custom.biz - www.custom.biz**

*All rights reserved*

[www.custom.biz](http://www.custom.biz)