pidion® by Bluebird

www.bluebirdsoft.com

Rugged Handheld Scanner

BI-500



User's Manual

Please read the following warnings before using the product.
Shapes and colors of the images shown in this manual may differ from the actual products.
Contents of the manuals may differ based on the software version of products or conditions of the wireless provider.

- This user manual is protected by copyright.
- This user manual has been created by the Bluebird Inc. We have done our best not to create typos, editing errors, and leaving out any information. Please understand if there are any inconveniences.
- This product's program is legally protected. Illegal copying, transmitting, or erasing of the program is prohibited.
- This product's partial functions might have problems from the environment, user program, and other machines.
- The radio equipment can't be used for life saving services because there is possibility to have radio interference and failure.

REGISTERED TRADEMARK

Pidion is an emerging global brand, striving to lead the market in performance and mobility. Their products represent reliability, innovation, and innovative technology. Pidion is a registered trademark from the global brand of Bluebird Inc. and is copyright protected.

User's guidance

Device type	User's guidance
A-level (IT Device at work)	This device is registered as suitable for electromagnetic wave use at workplace. It should be appropriately considered by dealers or users. If you sell or buy this device by mistake, please replace it with a product for home use.
Type registration	This wireless device may cause propagation interference, and so, it cannot be used for life-saving services.

※ Please read warnings and cautious before use.

FCC (Federal Communications Commission)

This device complies with Part 15 of the FCC`s Rules. Operation is subject to the following two Conditions:

1. This device may not cause harmful interference, and
2. This device must accept antenna interference received, including interference that may cause undesirable operation.

This device complies with part 15 of the FCC Rules. Operation is subject to the condition that this device does not cause harmful interference.

The antenna must be installed such that 0 cm is maintained between the antenna and users, and the transmitter module may not be co-located with any other transmitter or antenna.

End users cannot modify this transmitter device. Any Unauthorized modification could void the user`s authority to operate this device.

CE

Hereby, Bluebird Inc. declares that this BI-500 is in compliance with the essential requirements and other relevant provisions of directive 1999/5/EC.

Contents

Notice Before Using Device 5
Precautions Before Using Battery 6
About the product 7
Checking names of parts 8
Learning scan,communication, battery LEDs 9
Learning Basics
Insert the Battery 10
Remove the battery 11
Battery Charging 12
Power On/Offf 14
Barcode scanning 15
Reset 16
PC Sync 17
Sending data to PC 20
Sending data by PDA 23
Program 32
Device Specifications 40
Q & A 41
Service Center 42
Warranty Certificate 44

Notice Before Using Device

This information is for your own safety. Please observe the following precautions.

- This device is qualified for the standard of the safety of human body against electromagnetic wave. For your own safety, please use certified devices provided by headquarter.
  If not the case, we cannot guarantee your safety.
- Do not press 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 remodel, take apart, or repair the device. Please refer to your customer service center.
  If not the case, you will not be able to get your free repair service.
- Please follow instructions when using the battery.
- Do not use your device at an explosive danger zone.
- In case your device is wet, do not put your device in heaters, microwaves, or etc to dry- there is a risk of explosion or it can be the cause of malfunction.
  (Please note there is a label in the device that changes color when it gets wet. In this case you will not be able to get your free repair service.)
- Do not use your device when boarding a plane or inside of hospitals.
- Please backup the data and information from your device.
  During the repair or upgrade, there is a slight possibility of your data being erased.
  (Ring tones, text/voice message, characters will be reset.)
- Please refrain from using your device while driving. If you are in an unavoidable situation, stop your vehicle or use your hand free kit.
- Do not use in places of high temperature and high humidity. The following can be the causes of malfunction: getting wet from the rain, spilling drinks, and taking it in with you at the sauna (high temp.)
  In these cases, you cannot receive your free repair service.
- Do not place credit cards, phone cards, bankbook, and tickets next to the device.
  The magnetic forces of the device can damage the information of listed item.
- Please avoid impacts or vibrations. When the device is not in use, unplug the power cord and place it at a safe place where it won't drop.
- Do not place your device at a dusty place. Keep your power cord away from any heating devices. Unplug the power cord when cleaning. If there are any dusts or residue clean the power cords pins thoroughly.
- When a battery is not in use for a long time, please charge and store it at room temperature. Even for fully charged battery, the lifetime can be decreased because of its own properties of voltage decrease.
- Do not paint your device. It can damage your screen or your device's exterior.
  Also, the paint can peel off and it triggers allergies. If there is allergic reaction, please find medical advice.

Precautions Before Using Battery



These are safety precautions in order to prevent a dangerous accident.
Please use the battery correctly and carefully observe the instructions.

- If the battery is taken apart by impact, applied heat, submersion, or hole-drilling, there is a risk of a dangerous explosion. Please keep away from children and animals.
- Leaving the battery in the vehicles under direct sunlight or any enclosed space with hot temperature can deform or break down the battery.
- Please do not make any improper contact on battery contact pin with necklaces, coins or any electric conductors. Do not give any impact by sharp object. There is a risk of explosion.
- Please use only the designated battery for the device.
  If the original battery is not used, the life of the device may decrease and there is a risk of explosion. (In this case you cannot receive the free repair service)
- When charging the battery, you must use the supplied standard power adapter.
  If the original adapter is not used, the battery life may decrease and may explode.
  (In this case you cannot receive the free repair service)

- Use only specified original batteries and chargers.

Keep indoors the temperature between 0~40 (32~104F)
The guarantee duration of the battery is 6 month from the sales.

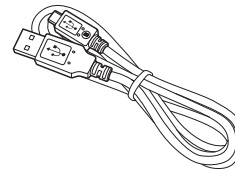
About the product

1. Basic Components

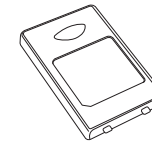
Please make sure all the above components are included.



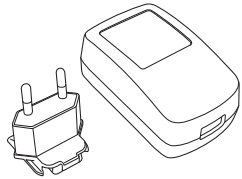
BI-500 Main set



USB Cable



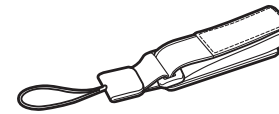
Battery



Adapter+Clip



Neck strap



Wrist strap

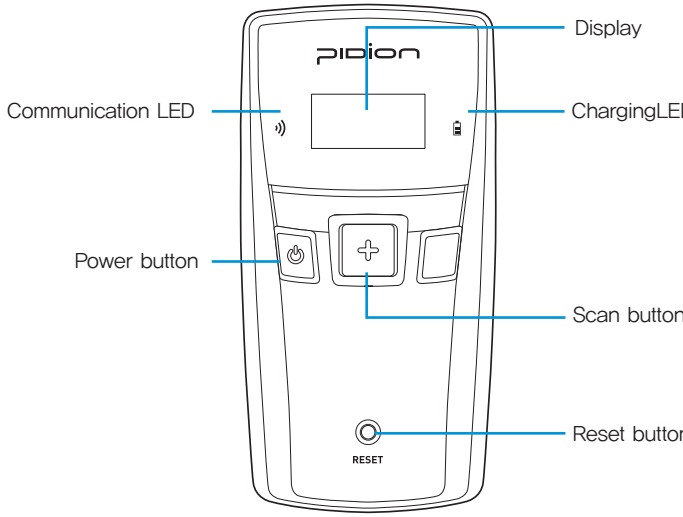
The images in this User's Manual may not reflect the color and shape of the actual product.

About the product

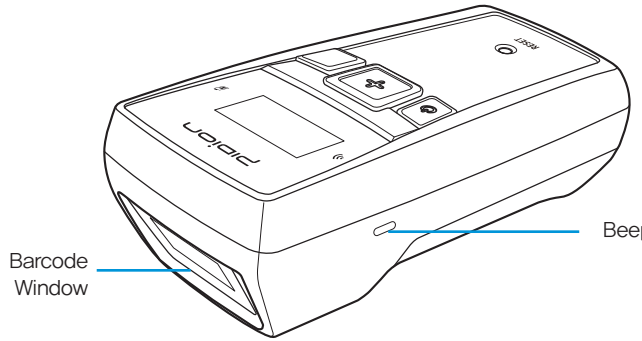
2. Checking names of parts

Be familiar with the name and function of each component before using the product.

〈Front〉



〈Side〉



About the product

3. Learning scan,communication, battery LEDs

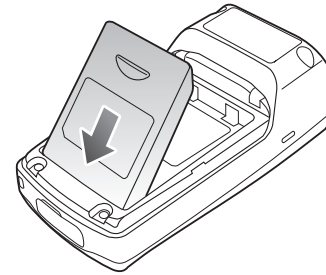
Notifies the operating information of the scanner to the user by tone volume or sequence.

Division	LED [Left] – Barcode reading – Communication	LED [Right] –Battery status	Beep
Power On or Reset	Purple/Red/Green/Blue	–	Low/medium/high once
Power Off	Red once time blink	–	High once
USB connection	Blue	–	High once
USB disconnection	–	–	Low/High Once
Barcode reading	Green once time blink	–	High once
Storage Overflow	–	–	High 3 times
Data error	Red 3 times blinks	–	High once
Data delete	Purple once time blink	–	Low/medium/high once
All Data delete	Purple once time blink	–	Low/medium/high once
GPS disconnection	Yellow 5sec blinks / cycle	–	–
BT connection	Blue	–	High once
BT disconnection	–	–	Low/High Once
Battery not enough	–	Blue	–
Battery charging	–	Red	–
Full charged battery	–	Green	–

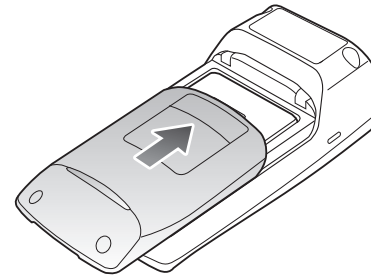
Learning Basics

1. Insert / Remove the battery

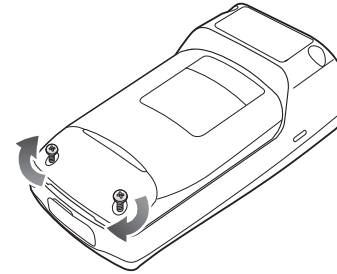
1. Insert the Battery



1-1. Put the battery in line.

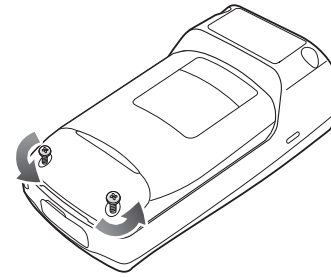


1-2. Fit the battery cover to groove and close of battery cover.

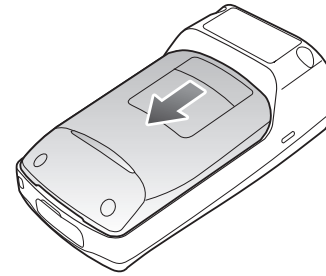


1-3. Tighten 2 screw clockwise.

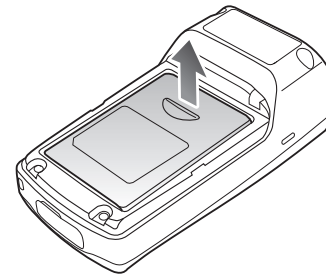
2. Remove the battery (Turn the product power off)



2-1. Turn the screw on the battery cover counter-clockwise to loosen, then remove.



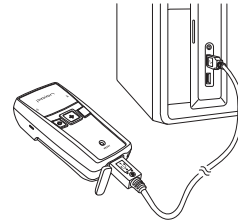
2-2. Lift off the battery cover in the direction of the arrow.



2-3. Pull up a doorknob for battery and battery removed.

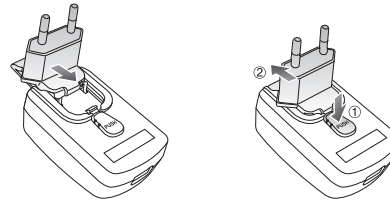
2. Battery Charging

1. Charging with a charge cable

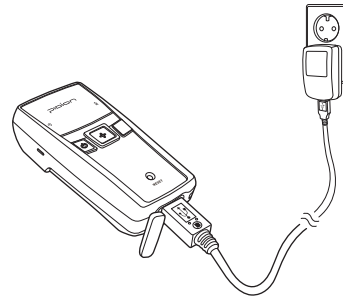


Connect the charge-USB cable to the micro-USB port at the bottom of the product and then connect to the PC of USB.

2. Charging with DC adapter



1) Connection Adapter and Adapter clip.

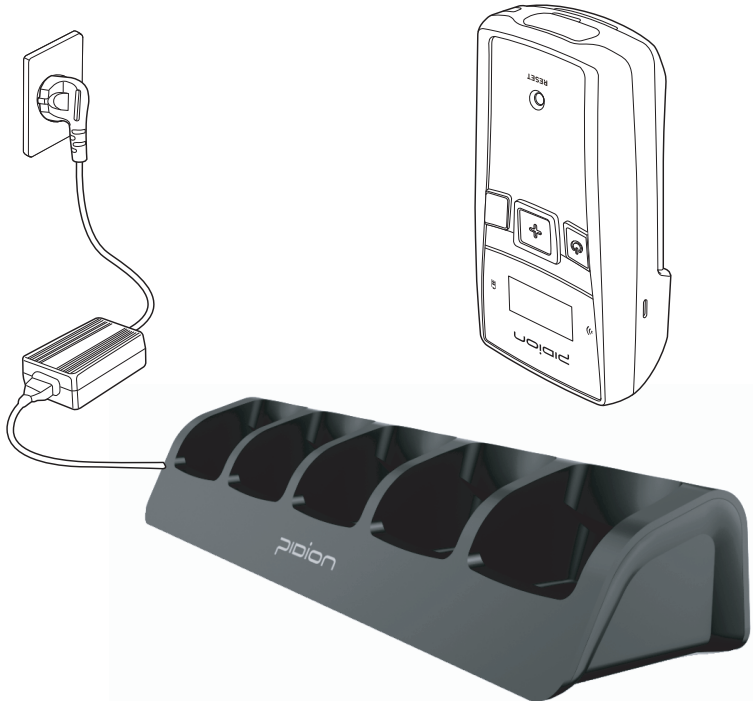


2) Connect the charge-USB cable to the micro-USB port at the bottom of the product and then connect to the DC adapter and AC plug.

Learning Basics

3. How to use Five Slot Cradle

- Terminal equipped with a charge, as shown in the cradle after connecting the adapter and power cable.
- Five terminal can be charged simultaneously.
- Must be charged using a dedicated adapter.
- 1,130mAh battery, 7 hours after the buffer.
- Charging toward the window at the bottom of the barcode scanning.

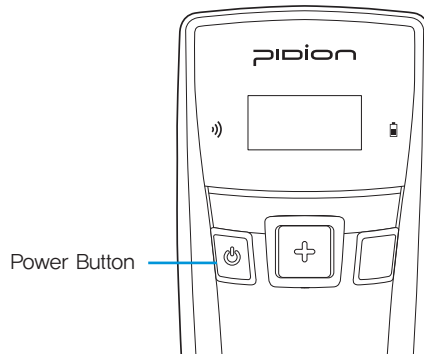


WARNING

DO NOT! Terminal at the bottom of the cradle connected to the USB terminal on the condition of the connection.

3. Power On/Off

1. Power On



Please press power button on your left for 3 seconds to turn power on.

2. Power Off

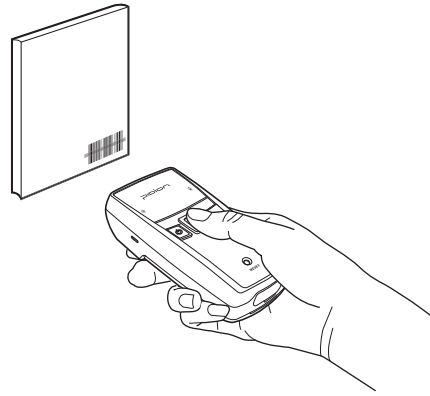
Please press power button on your left for 3 seconds to turn power off.

3 Sleep mode

If the terminal stops operating more than 10 seconds while you are using, it becomes automatically turn into sleep mode. You can press any buttons to restart the terminal.

4. Barcode scanning

Face the scanner window toward the barcode at intervals of approximately 10cm, and press the scan button to read the barcode.



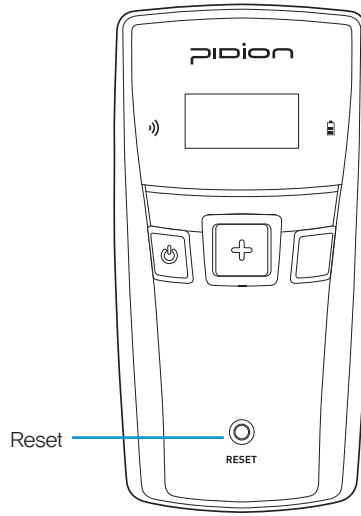
- When scanning barcode, do not direct the scanner window toward eyes of a man / an animal. It may cause damage to the retina and eyesight damage.
- If you use the product at a place with a big difference in ambient temperature, barcode can't be recognized temporarily due to moisture or frost in the barcode window.
- If the scanner window is perpendicular (0°) to the barcode, it is impossible to read barcode due to characteristics of the laser barcode engine. Thus, scan at a little inclined angle, not a right angle.



5. Reset

Press the [Reset] button on the front of the terminal slightly with the stylus pen.

If there is a collision between programs or a program is stopped due to an unexpected situation, you may use the soft reset function. It is like rebooting a computer. Any information that is not saved is lost.



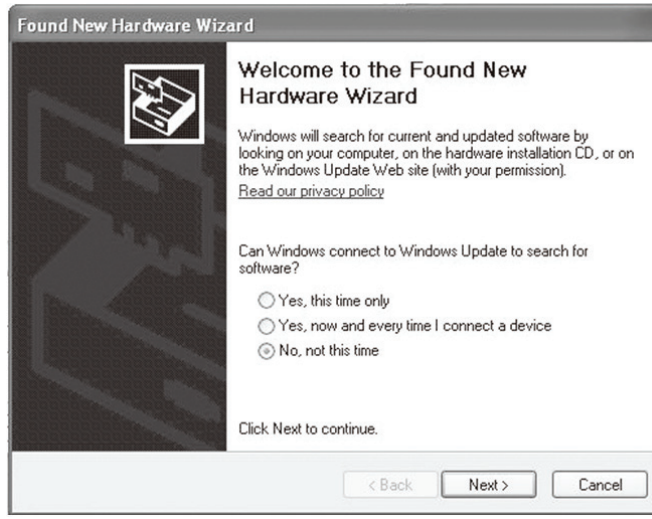
Installation of Driver – Window XP

1. Installation of Driver – Window XP

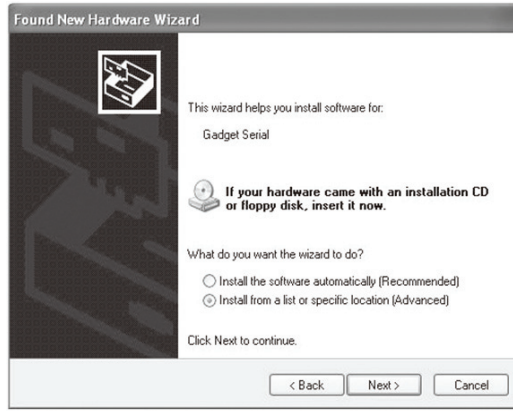
If Microsoft ActiveSync is installed in a PC, set [Microsoft ActiveSync] ▶ 〈File〉 ▶ 〈Connection Setup〉 ▶ 〈Permit USB Connection〉 as inactivate. Driver is not installed if USB connection is permitted.

① Select the PC driver folder [BI500_PidionScan_Windows XP, Vista], and copy the driver file [usbser.inf] in the PC.
You can download the driver at our homepage. (http:// www.mypidion.com)

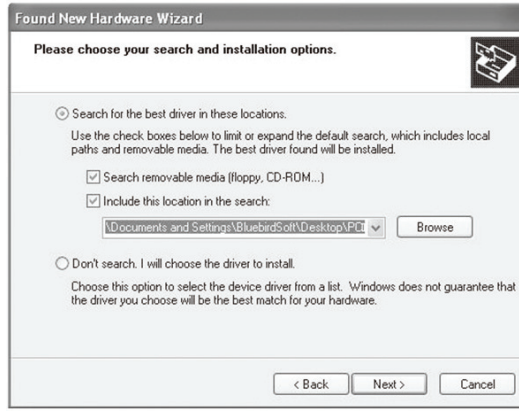
② Power the terminal on and connect it to the PC using the USB cable
③ The [Found New Hardware Wizard] program is automatically run, and select 〈No, not this time〉, and select the 〈Next〉 button.



④ Select the 〈Install from a list or specific location [Advanced]〉 menu and select the 〈Next〉 button.



⑤ Select the 〈Include this location in the search〉 menu and select the 〈Search〉 button, and select a folder in which the driver file [usbser.inf] is saved, and then select the 〈Next〉 button.



⑥ After the 〈Install Hardware〉 window appears, press the 〈Continue〉 button.

⑦ If you check 〈Finish〉 in the [Found New Hardware Wizard], the program is successfully installed.

TIP.

If the window to search for [usbser.sys] file does not appear, or the device is not properly recognized even after the driver file [usbser.inf] is normally installed, separate the terminal from the PC, ▶ copy the [usbser.sys] file of in the 〈C:₩WINDOWS₩ system32₩drivers〉 folder, ▶ connect the terminal to the PC again.

You can download the driver at our homepage. (http://www.bluebirdsofr.com)



⑧ please, All install the driver through a USB connection for each Slot cradle.

Ex) COM29,30,31,32,33,34 All drivers installed

Sending data to PC

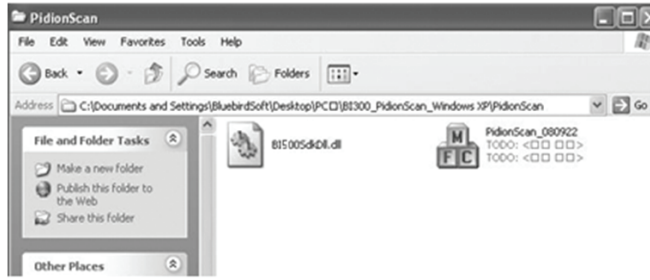
Installing PidionScan Program

Warning)

The seen screen corresponds to the [Windows XP] version and it depends on the software version used.

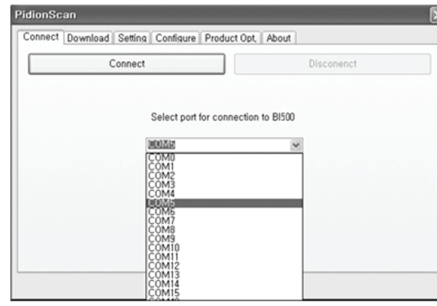
Image seen in the [Windows Vista] screen is different, but the function is the same as [Windows XP].

① Select the PC driver folder [BI500_PidionScan_Windows XP, Vista], and copy the [PidionScan_ Winxp,Vista] folder in the PC, and select the [PidionScan_WinXp,Vista.exe] program.



Sending data to PC

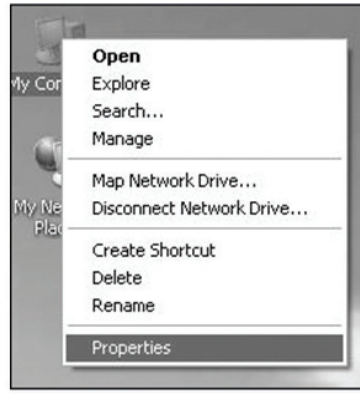
② 〈COM Port〉 in the [Connect] tab and select the 〈Connect〉 button.



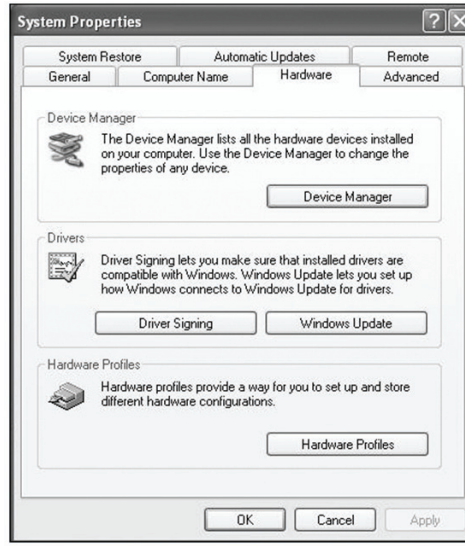
TIP. 〈COM Port〉 of 〈Communication Port〉 is changed at each PC, so that check the number to which the Gadget Serial COM port is set.

To check 〈COM Port〉 to be set,

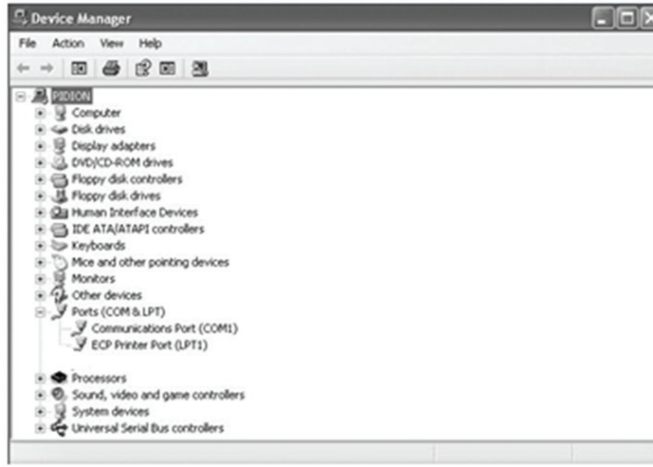
a. Right-click the mouse in [My Computer] of the PC, and select 〈Properties〉.



b. Select [System Restore] ▶ [Hardware] ▶〈Device Manager〉.



c. If you select 〈POrt (COM and LPT)〉 in 〈Device Manager〉, you can check 〈 Communication Port 〉.



Sending data by PDA

You can exchange data by connecting the terminal to the PDA supporting Bluetooth, without the USB cable.

1. Procedures for data transmission.

① Install [Microsoft ActiveSync] in a PC. (See P–23)

② Connect the PDA and PC with the USB cable and install [PidionScan] in PDA, and disconnect. (See P–35)

③ Power the terminal on. (See P–13)

④ Set 〈Bluetooth〉 of the PDA. (See P–31)

⑤ Set the [PidionScan] program of the PDA. (See P–35)

⑥ Scan barcode with the terminal. (See P–14)

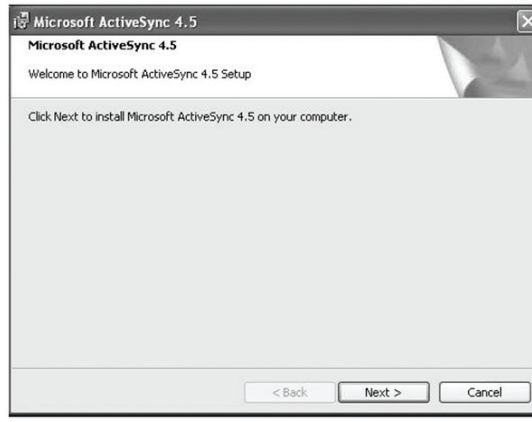
⑦ Scanned barcode information is displayed in the screen of the [PidionScan] program or in the Word/Memo of the PDA.

2. . Installing ActiveSync.

To install the [PidionScan] program in the PDA, install the [MicroSoft ActiveSync] program in a PC.

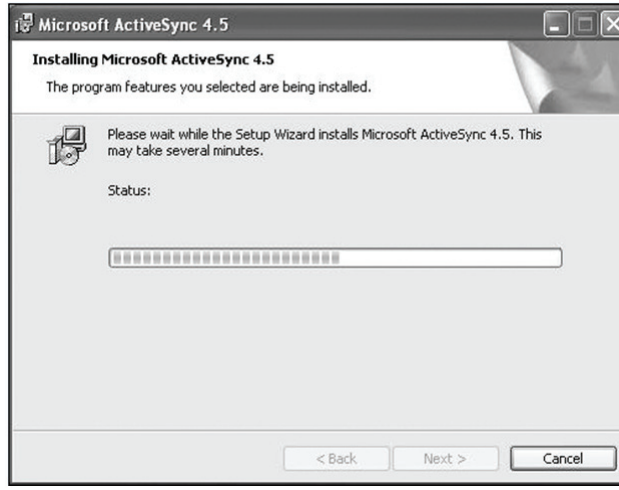
If the [ActiveSync] program is already installed in the PC, you need not install the program separately.

Access the Microsoft' s Website, and download [Microsoft ActiveSync], and install.



Sending data by PDA

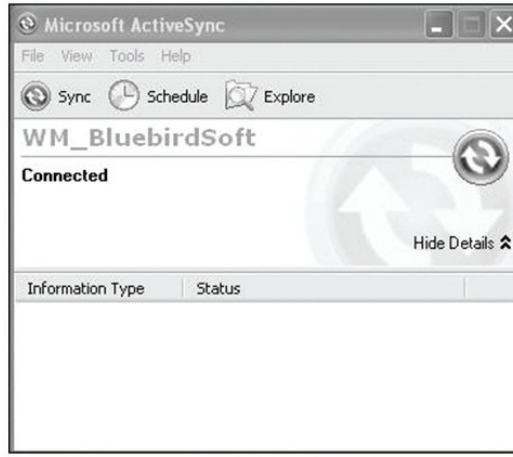
The seen screen corresponds to the [Microsoft ActiveSync 4.5] version and it depends on the software version used.



3. Installing PidionScan Program.

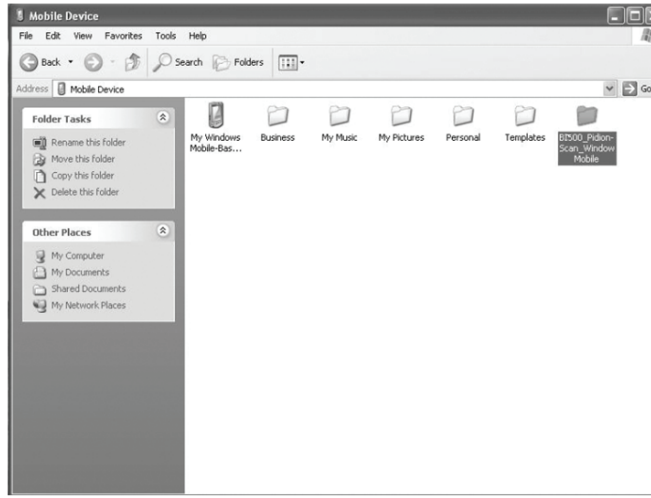
① Connect the PDA and the PC using the USB cable.

② Execute [Microsoft ActiveSync], and select the 〈Browse〉 button.



Sending data by PDA

③ Copy the [BI500_Pidion-Scan_Windows Mobile] folder in the provided CD in the [Mobile Device] folder.



* Depending on software version used in PDA, install the [BI500_ PidionScan _Windows CE] folder for Windows CE, and install the [BI500_PidionScan_Windows Mobile] folder for Windows Mobile.

* The 〈PidionScan_WinCE.exe, PidionScan_WinMobile.exe〉 file and the 〈BI500SdkDll.dll〉 file and the 〈BIDevSearch.dll〉 file are enabled only if they are installed in the same folder.

Sending data by PDA

4. Bluetooth Power On/Power Off –1

If you want to connect other equipment using the Bluetooth, execute the Bluetooth function first.

① Select the [Start] ▶ [Set] ▶[Connect], and ▶ [Wireless Administrator].



② Select 〈Bluetooth〉.


Bluetooth off (release)


Bluetooth on (set)

Sending data by PDA

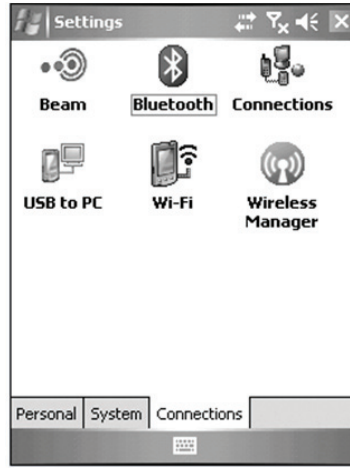
4. Bluetooth Power On/ Power Off –2



5. Bluetooth setting–Windows Mobile

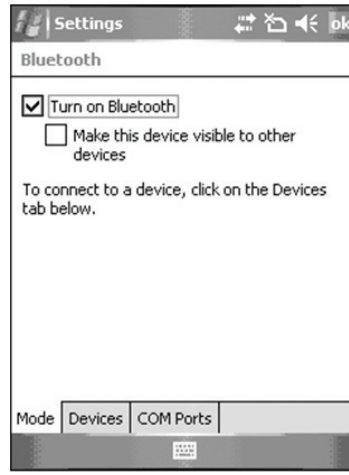
The seen screen corresponds to the [Windows Mobile 5,0] version and it depends on the software version used.

① Select the [Start] ▶ [Set] ▶ [Connections] and ▶ [Bluetooth].



Sending data by PDA

② Select 〈Turn on Bluetooth〉 in [Mode] tab.



③ Select 〈Add New Device〉 in the [Device] tab.



Sending data by PDA

④ Select 〈BI-500〉 among the searched Bluetooth devices, and select the 〈Next〉button.



⑤ Enter password and select 〈Next〉 button.

※ If the PDA and the terminal are connected for the first time, enter password to register.

Default password is 1234, and the user can change the password.



Sending data by PDA

⑥ Select 〈Serial Port〉 and select the 〈Finish〉 button.

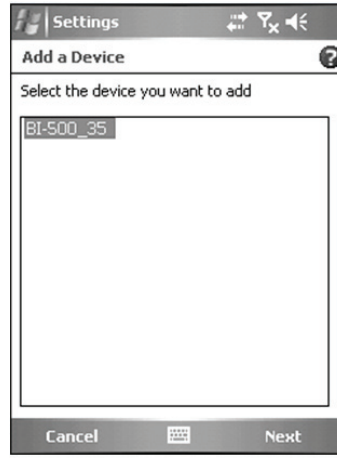


⑦ Select 〈New Outgoing Port〉 in the [COM Port] tab.



Sending data by PDA

⑧ Select 〈BI-500〉 and select the 〈Next〉 button.



⑨ Select an unused port address and select the 〈Finish〉 button.



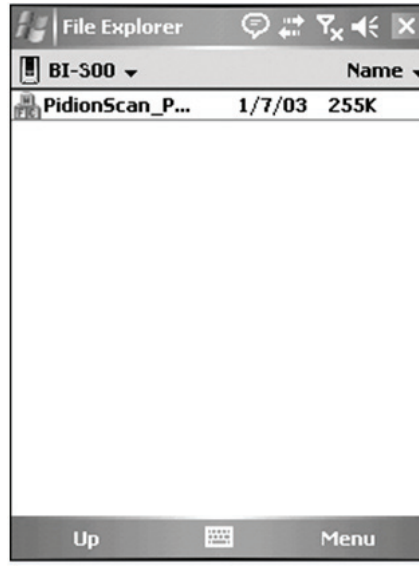
TIP. Unavailable if a port in use is selected and available only if a port not in use is selected.

Program

Using PidionScan Program

Using the program named PidionScan, you can perform data communication with the PDA/PC, and set the function of a terminal.

Image seen in the PC screen is different from that of PDA, but the function is quite similar each other.



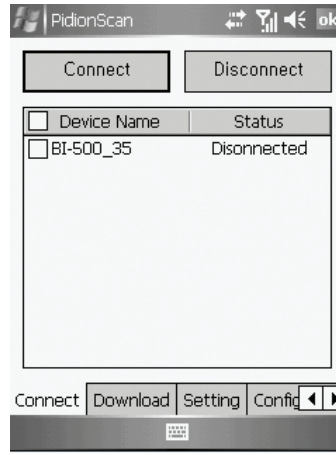
Click [PidionScan] installed in PDA/PC to execute the program.

In case of PDA, go to [Start] ▶ [File Browser], and then search for the folder saving PidionScan. Select [PidionScan] in the folder.

Program

1. Connect

You can connect/disconnect communication between the terminal and PC/PDA through Connect/Disconnect.



Connect : Connect to the ticked device in the list.

Disconnect : Disconnect to the ticked device in the list, among connected devices.

Device Name; It is possible to distinguish many devices by the terminal serial number.

Status : Display the progress status and results.

- Connected : Connected normally.
- Connecting : Attempting to connect.
- Connect Fail : Fail in connection.
- Disconnected : Disconnect.

Program

2. Download

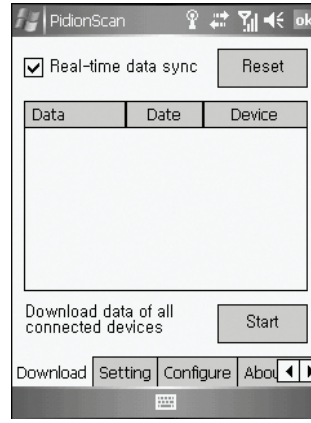
You can download data stored in the terminal.

Real-time data sync : If ticked off, barcode values read in all connected devices are displayed in data sheet in real time.

Reset

If you press Reset, barcode values read as Real-time data sync is cleared only from the screen.

Tip. If too many barcode values are displayed in a data sheet in Real-time data sync state,



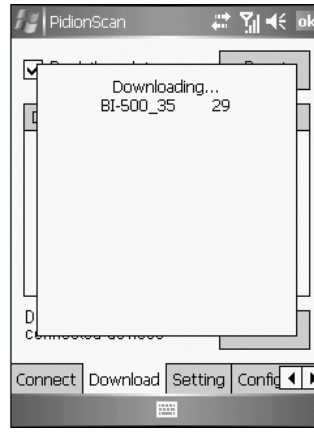
Data sheet

- Possible to adjust the width of each row by drag.
- Scroll is automatically created if an item goes beyond the window.
- Unless otherwise, size only is left as blank.

Program

Download data saved in the device

① If you press the 〈Start〉 button in the [Download] tab, the 〈Downloading〉 popup window appears (If the Popup window appears, the Download button is deactivated, and activated again after the completed Popup window disappears)



② Device IDs of all connected devices are displayed in the Popup window, and the download status per device is progressed by %.
IF download is completed, the 〈Done!〉 message is displayed, and the download of the next device gets started.

③ If download of all devices is completed, the 〈Download Completed!〉 message is displayed, and automatically disappears in one second.

④ File name of download location is saved as 〈Device name_scandata.extension〉. For PDA, downloaded files are saved in the 〈Device(my device)〉 folder, and for PC, downloaded files are in a folder where the EXE file of [PidionScan] exists.

3. Setting

Auto re-connect

Automatically re-connect if Bluetooth connection is disconnected.

You can set the maximum number of attempt.

- Time interval default is 5 seconds, the maximum number of attempt is 0~10

(impossible to automatically re-connect if 0)

Default : 3times

Auto Real-time mode

If you select the checkbox, barcode values read by If you click the check box, the barcode data from the terminal will be indicated on the exe window of

notepad or word at your PC or PDA in real time.

If you do not select the checkbox, barcode values are not displayed in real time.

Time Stamp

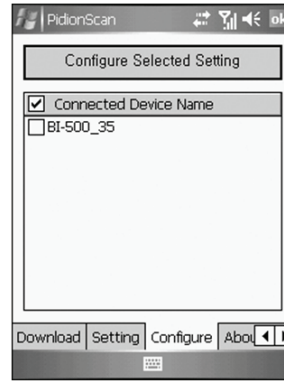
Used to display date and time in the barcode information.

Example) 2010/11/20 19:26:13 01223334

date time Barcode information

Tip. If you select the 〈Auto Real-time mode〉 checkbox, the 〈Time Stamp〉 checkbox is activated.

4. Configure



You can configure the environment such as terminal volume, memory.

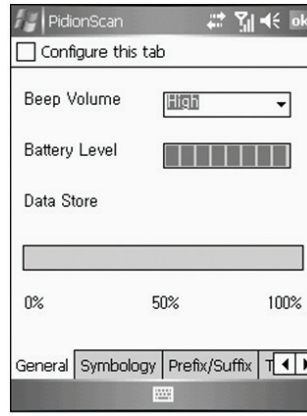
For multiple accesses, you can select many terminals and apply set value at a time.

If you select the checkbox of a target terminal and click the 〈Configure Selected Setting〉 button, you can move to the submenu of Configure.

Program

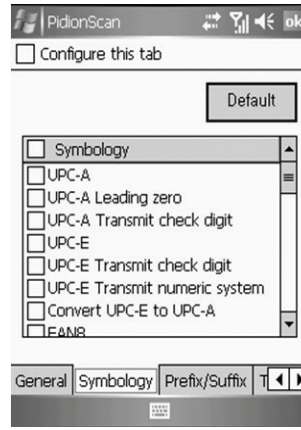
5. General

Beep Volume : You can adjust the beep volume to level 4(Off/Low/Medium/High).
(Default : High)
Battery Level : Battery level is displayed as High/Medium/Low.
Data Store : Memory usage is displayed and available memory is indicated as %.

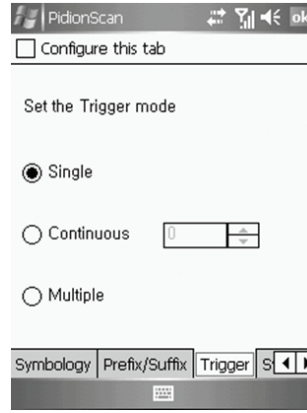


6. Symbology

You can set a barcode symbol. Select the checkbox of a barcode symbol.
Default : Default barcode is selected.
Among the barcode symbols, Supplement code, Interleaved 2 of 5 Length Min, Interleaved 2 of 5 Length Max, MSI check digit, MSI check digit algorithm are needed to put the default value of symbol. If you click the check box of barcode symbol, Sub Option which you can input the default value will pop up. Then, input the default value as below and push Set button.



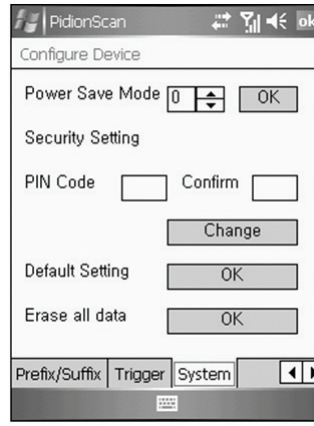
7. Trigger



You can the Scan mode of the Scan button.
Single : Scans one barcode each time you press the Scan button once.
Continuous : If you press the Scan button once, the laser is continuously emitted, so that bar-codes are read in a row.If you press the Scan button once again, laser emission is stopped. If you scan the barcode, after a certain period of time, even if it is read once, additional data can be read. You can set a certain period of time, and the range is 0~9999, unit is ms(1/1,000 of 1 second), Default is 2222ms.

Multiple: If you press the Scan button once, laser is continuously emitted, so that barcodes can be read in a row, but a read barcode is not read again.
If you press the Scan button one more time, laser emission is stopped.

8. System



You can change the Power Save mode and password of the terminal.

Power Save Mode : Set to the Power Save mode for saving power.

If you do not use a terminal for a certain period of time (minute), the terminal is changed to the Power Save mode.

Security Setting : Set password.

- Password is up to 4 numeric characters.
- PIN Code : Set password.
- Confirm : Confirm password to be set.
- Press the Change button and turn off and on the terminal again, then, password is changed.

Default Setting : All settings for the terminal are initialized to default setting. If you execute this, theterminal reboots as initialization.

Erase all data : Clear all barcode values saved in the terminal.

Device Specifications

Physical Characteristics	
Dimensions (W x H x D)	• 50 x 99 x 34mm / 2.0 x 3.9 x 1.3 inch
Weight	• Excluding battery: 80g / Including battery: 100g
Display	• 0.96" OLED, 128 x 64
Indicator (LED)	• Three-color LED (blue, red and green)
Alert Type	• Vibration, Beep sound
Input	• Scan, up and down buttons, Reset Key
Standard Battery	• Rechargeable, 3.7V, 1,130mAh, Li-ion
GPS	• Integrated GPS
Performance Characteristics	
Processor	• S3C2440A40, 400MHz
OS	• Window CE Core
Memory	• 32MB RAM / 32MB ROM
Interface	• USB 1.1 Client
User Environment Characteristics	
Operating Temp	• −10℃ to 40℃ / 14℉ to 104℉
Storage Temp	• −20℃ to 60℃ / −4℉ to 140℉
Humiditiy	• 90% non-condensing
Drop Spec	• 5ft. / 1.5m drop to steel surface, 3 drops per 6 sides
Rain/Dust Protection	• IP54
Integrated Radio	
WPAN Radio	• Bluetooth Class II V2.0 + EDR
Data Capture	
Barcode Scanner	• 1D Laser Class II / 1D&2D CMOS Imager

WARNING

Please ask your sales representative for the specs not listed

Q & A

If the terminal does not operate normally, please refer to

Q: Water comes into the barcode scanner. What shall I do?
A: First, remove the battery from the barcode scanner, and dry it up at the dry place for a certain period of time.

Q: Power is not on.
A: Check if the battery is inserted properly and use after charging the battery for a certain period of time.

Q: A battery is not charged.
A: Check if the barcode scanner is properly connected to the charger.

Q: Barcode is not scanned.
A: 1. Angle of scan many be incorrect. Scan at a right angle.
2. Barcode cannot be read if you scan barcode too far. Move close and scan barcode.
3. The barcode may be damaged. Scan other barcodes for check.

Q: Barcode data scanned by PDA is not transmitted.
A: 1. When transmitting Bluetooth, check if PDA supports the Bluetooth function.
2. Check if the Bluetooth of PDA is set properly.
3. When sending Bluetooth through data cable, check if cable is connected correctly.

Q: Data is not sent from PC.
A: 1. Check if data cable is connected properly.
2. Check if the connection program is correctly installed in a PC.

Q: Heat is generated in the barcode scanner
A: If you use the product for a long time, heat is generated sometimes. Use the product in relief because product performance is not affected.

Q: Lifetime of a battery is reduced.
A: Batteries are consumables. Lifetime may be reduced depending on period of use. Please, replace by a new battery.

WARNING

※ If a problem still remains even if you check the above items, please contact a nearby Customer Service Center.
※ The warranty period (one year after the purchase date) for the product is one year.

Service Center

Before Requesting After-Sales Service

Before asking for after-sales service, please back up the data from the terminal. We do not back up data from the products received in the Customer Care Center. Therefore, we assume no responsibility for loss/deletion of data.

Bluebird Customer Service

- FAX : +82-2-548-0870
- E-Mail : mookseven@bluebird.co.kr
- Address : Customers service center, SSang-young IT twintower B 703, Sangdaewon-dong 442-5, Joongwon-gu, Sungnam-si, Keonggi-do, Korea

Operating hours

- Mon.-Fri. : 9:30 A.M. ~ 6:30 P.M. (GMT Time: +9 Hours)

The center is closed on Saturdays, Sundays and holidays.

Registering for After-Sales Service

- We receive the products for after-sales service through mail, delivery service and hand carry only in principle.
- If you bought the product from any party other than the authorized dealer, you need to register the product before asking for after-sales service.
- Please enclose an evidence of purchasing or the receipt to the product for after-sales service.
- Please enclose the name, telephone number, address and symptom for prompt service.
- You can ask for after-sales service through the dealer or the Customer Care Center in the head office.
- Do not intentionally damage the label on the product.
- 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.
- Warranty will not be provided for any damage occurring during delivery. We recommend 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 loss of the product during delivery.

Service Center

Charged Service

1. If it is not a default, it will be charged when requesting for after-sales service.
   - Service request due to inappropriate use of the customer
   - Loss of a PIN number
   - Use of programs that might effect the program (over-clock, forceful changes in the input of the system, personal developments)

2. Default due to a mistake on the part of the customer
   - Default due to inappropriate or careless use of the product (dropping, submersion under water, shock, damage, unreasonable operations, etc).
   - Default due to a repair or unauthorized technician.
   - Default caused intentionally or by carelessness of the customer.
   - Default due to the use of fraudulent parts or components.

3. Other cases
   - Default due to nature (fire, damage due to sea wind, flood damage, etc.).
   - Expendable parts have exhausted there life (batteries, antenna, or other component parts).

4. Regulations of treatment after charged service
   - If the same default occurs on the part that had been repaired within a 2 months(60 days) period, it will be provided with free of charge repair service.

There will be no returning of goods or repayment upon the following situation

- Removal of the sealing of the product if it had been sealed.
- If 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 (CD, diskette, manual, connecting cables, etc).
- Damage to the product after 10 days of purchase, the product will either be exchanged or provided with after-sales service (note, returning of goods or repayment is not allowed).

Warranty Certificate

Thank you for purchasing a product from Bluebird Inc.

- If a circumstance arises where you lose a receipt or the certificate of guarantee, then the term of guarantee will be calculated 3 months (certified by the number of the manufacture, a certificate of inspection) after the date of manufacture.
- In case of accessories (such as batteries), only those that match the sales list managed by the service center will be eligible for customer service.
- A repair or an exchange of batteries that does not match the sales list of the service center due to the carelessness of the customer will be fully charged.

Name of Product	RuggedHandheld Scanner
Name of Model	BI-500
Date of Purchase	
Manufacture Number	
Place of Purchase	
Term of Guarantee	1 year from purchase

Warranty

1. Bluebird Inc. (hereinafter referred to as Bluebird) provides the warranty service for its products in compliance with the regulations on compensation for damage of customer.
2. 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.
3. 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.
4. 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.
5. Warranty of Bluebird is valid in the countries where the Bluebird products are distributed by Bluebird. (Contract for additional warranty service like field service)
6. Bluebird products may contain the recycled products, components or materials equivalent to new products in the aspect of performance.
7. 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

Customers Service Center

Hours
Mon. ~ Fri. : 9:30 A.M. ~ 6:30 P.M.
(GMT Time: +9 Hours)
We are not open on Saturday,
Sundays and National Holidays.

Address
Customers service center, SSang-young
IT twintower B 703, Sangdaewon-dong
442-5, Joongwon-gu, Sungnam-si,
Keonggi-do, Korea

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