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Honeywell CT37, CT37HC Mobile Computer User Guide

Contents

Honeywell CT37, CT37HC Mobile Computer

Product Specifications

- **Brand:** Honeywell
- **Model:** CT37 / CT37 HC
- **Compatibility:** CT37 (with standard and extended battery) and CT30 XP

Product Usage Instructions

Chargers

Chargers are available for both non-booted terminals and booted terminals. Choose the appropriate charger based on your device and region.

Non-Booted Terminals Chargers

- **CT37-CB-UVN-0:** Standard charging base for recharging up to 4 computers. Compatible with CT37 and CT30 XP.
- **CT37-CB-UVN-1:** US charging base for recharging up to 4 computers. Compatible with CT37 and CT30 XP.

Home Base Chargers

- **CT37-HB-UVN-0:** Standard home base for recharging one computer and a spare battery. Supports USB client via USB Type B connector.

Frequently Asked Questions

- **Q: Can the chargers be used with other mobile computer models?**
  - **A:** The chargers listed in this guide are specifically designed for use with CT37, CT37 HC, and CT30 XP models. Compatibility with other models may vary.

Agency Models

CT37 Series: CT37X0N, CT37X1N

Note: Due to variations in model configurations, your computer may appear different than illustrated.

Out of the Box

Make sure that your shipping box contains these items.

Standard SKUs:

- CT37 mobile computer
- Rechargeable Li-ion battery
- Standard hand strap
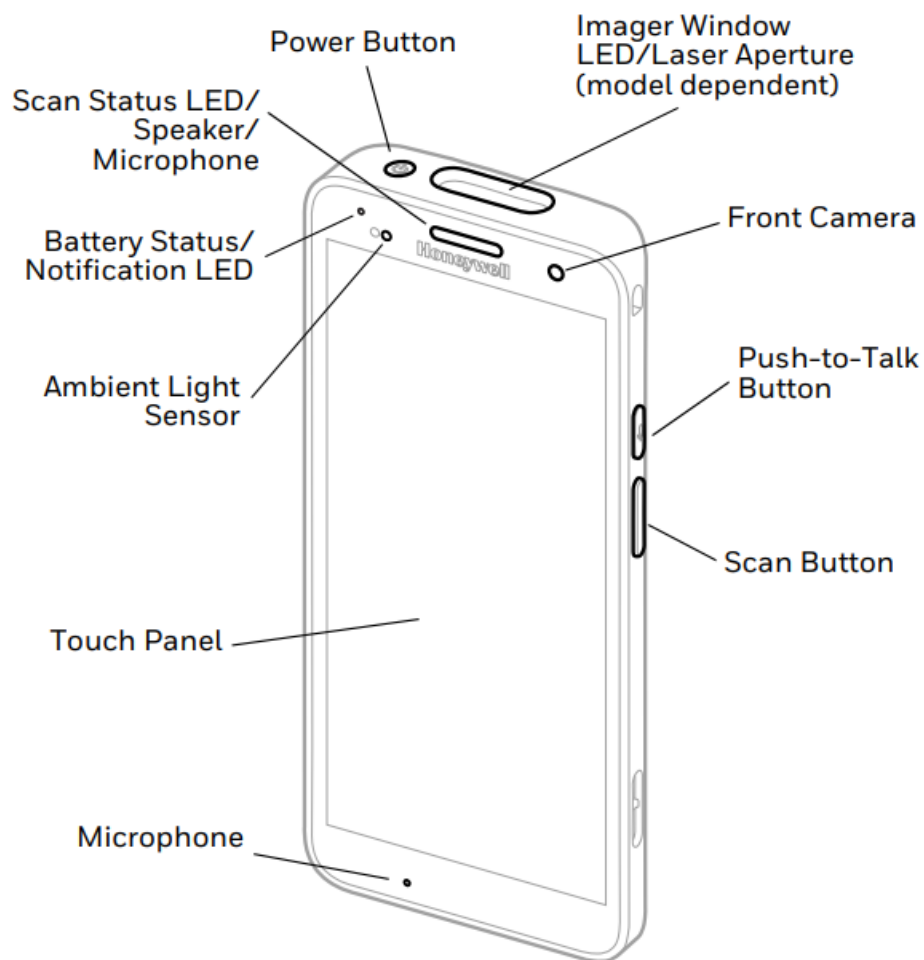- Product Documentation

Healthcare SKUs:

- CT37 mobile computer
- Rechargeable Li-ion battery
- USB Type C plug (SKU dependent, pre-installed)
- Product Documentation
- If you ordered accessories for your mobile computer, verify that they are also included with the order.
- Be sure to keep the original packaging in case you need to return the mobile computer for service.
- **Note:** CT37X0N models do not include a WWAN radio.
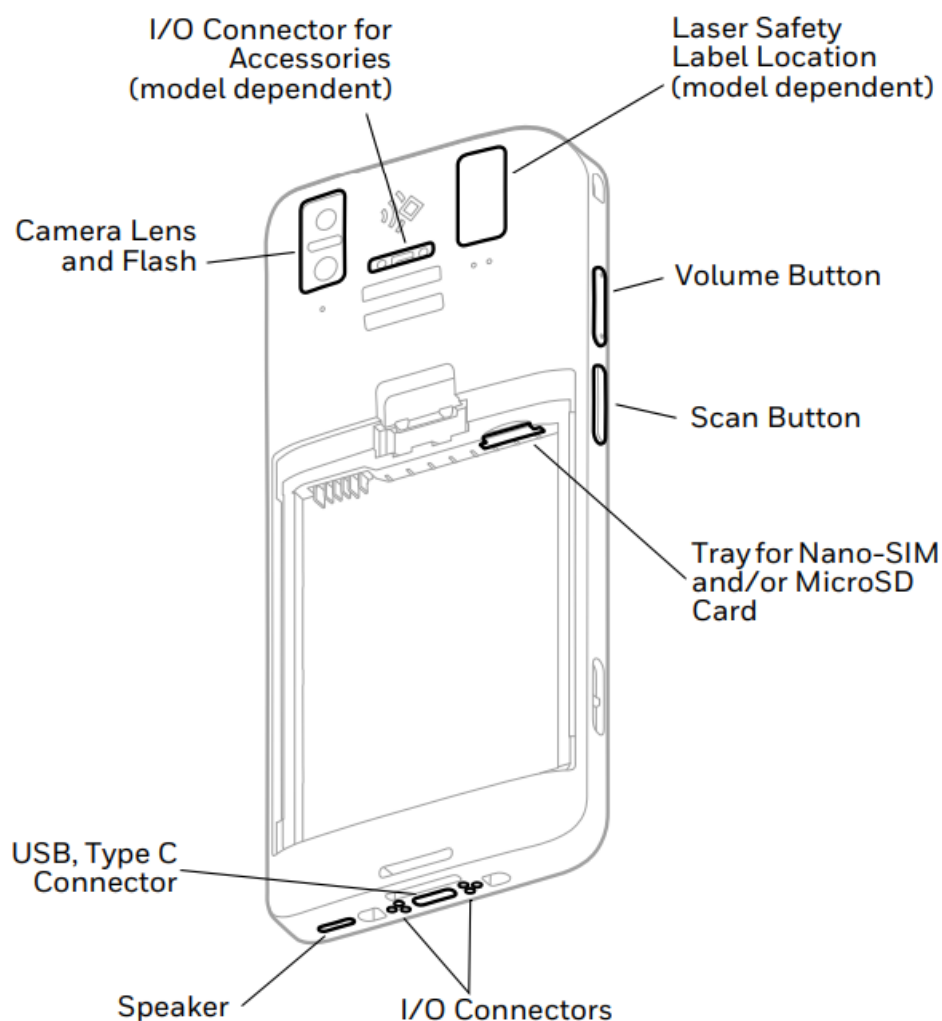
Memory Card Specifications

- Honeywell recommends the use of Single Level Cell (SLC) industrial grade microSD™, microSDHC™, or microSDXC™ memory cards with mobile computers for maximum performance and durability.
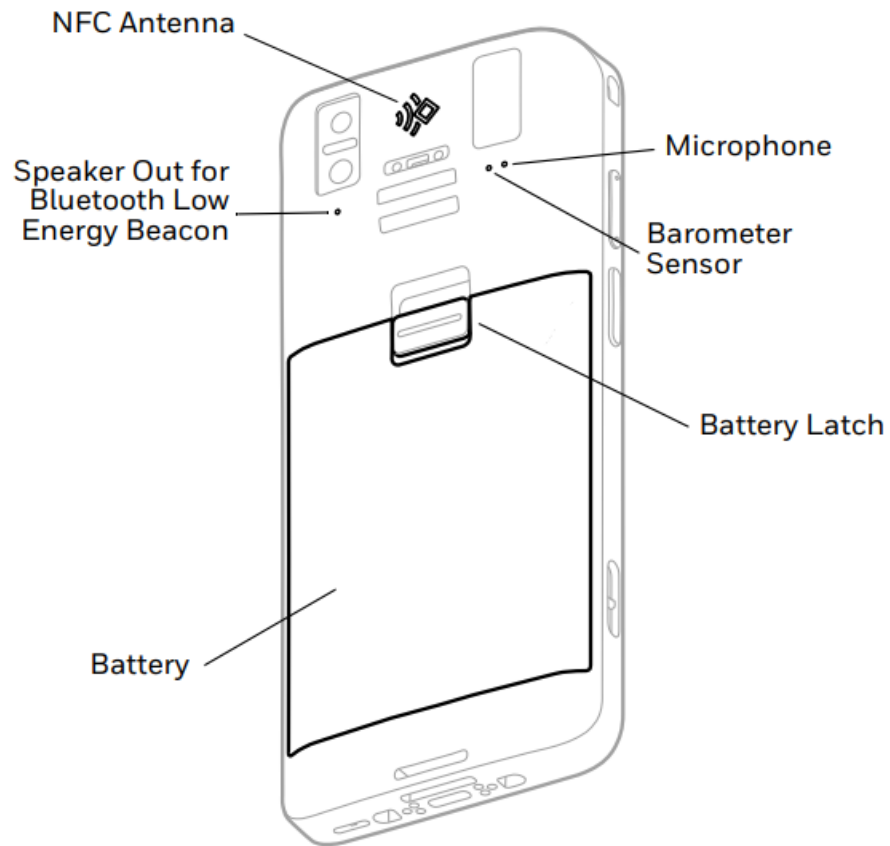- Contact a Honeywell sales representative for additional information on qualified memory card options.

Computer Features

- **Note:** Due to variations in model configurations, your computer may appear different than illustrated.
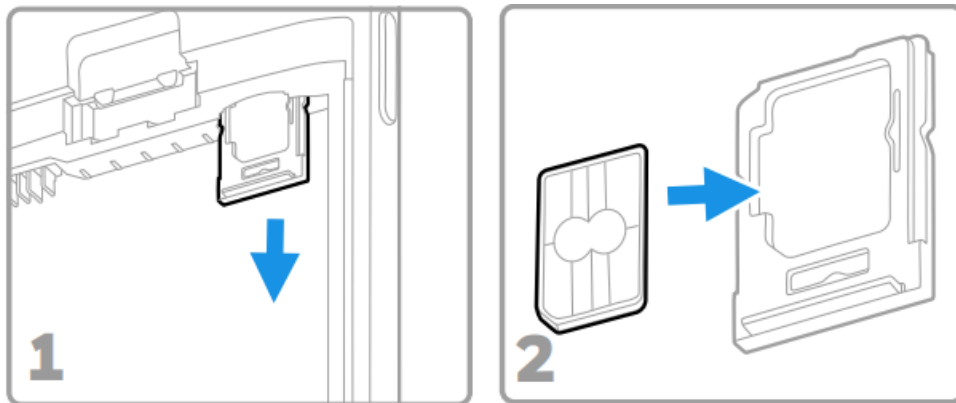
Power Button

Imager Window
LED/Laser Aperture
(model dependent)

Scan Status LED/
Speaker/
Microphone

Battery Status/
Notification LED

Front Camera

Ambient Light
Sensor

Push-to-Talk
Button

Scan Button

Touch Panel

Microphone

- **Note:** Hand strap not shown.

I/O Connector for
Accessories
(model dependent)

Laser Safety
Label Location
(model dependent)

Camera Lens
and Flash

Volume Button

Scan Button

Tray for Nano-SIM
and/or MicroSD
Card

USB, Type C
Connector

Speaker

I/O Connectors
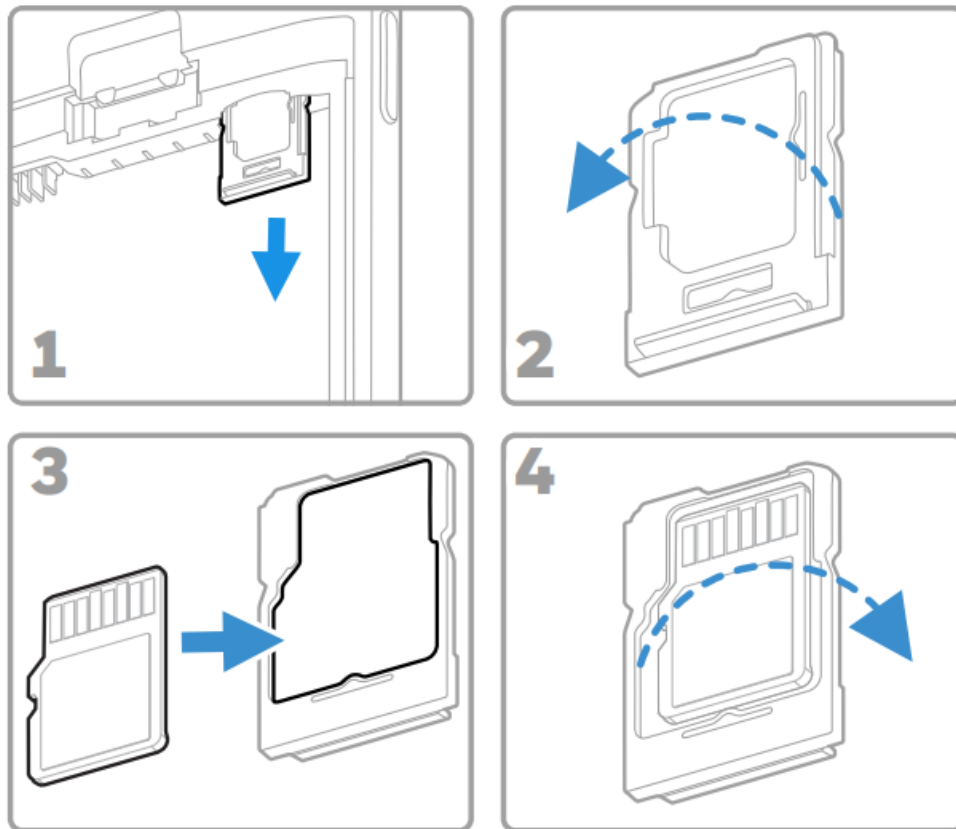
Install a Nano-SIM Card WWAN Models

- Either a nano-SIM card or embedded SIM (eSIM) is used to activate the phone and connect to a mobile network. Refer to the user guide for additional information.

- **Note:** Always power off the computer before attempting to install or remove a nano-SIM card.

Install a microSD Card (Optional)

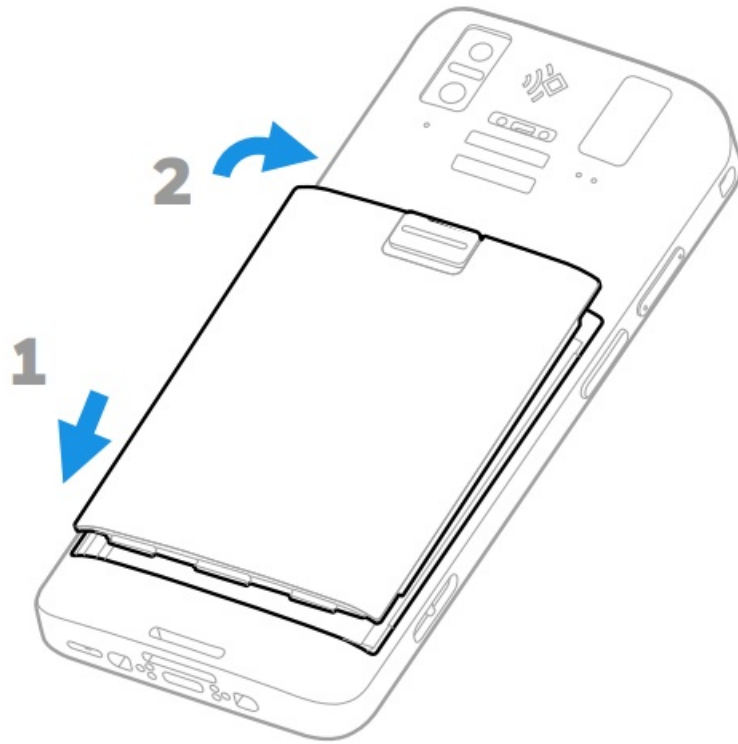- **Note:** Format the microSD card before initial use.

- **Note:** Always power off the computer before attempting to install or remove a microSD card.
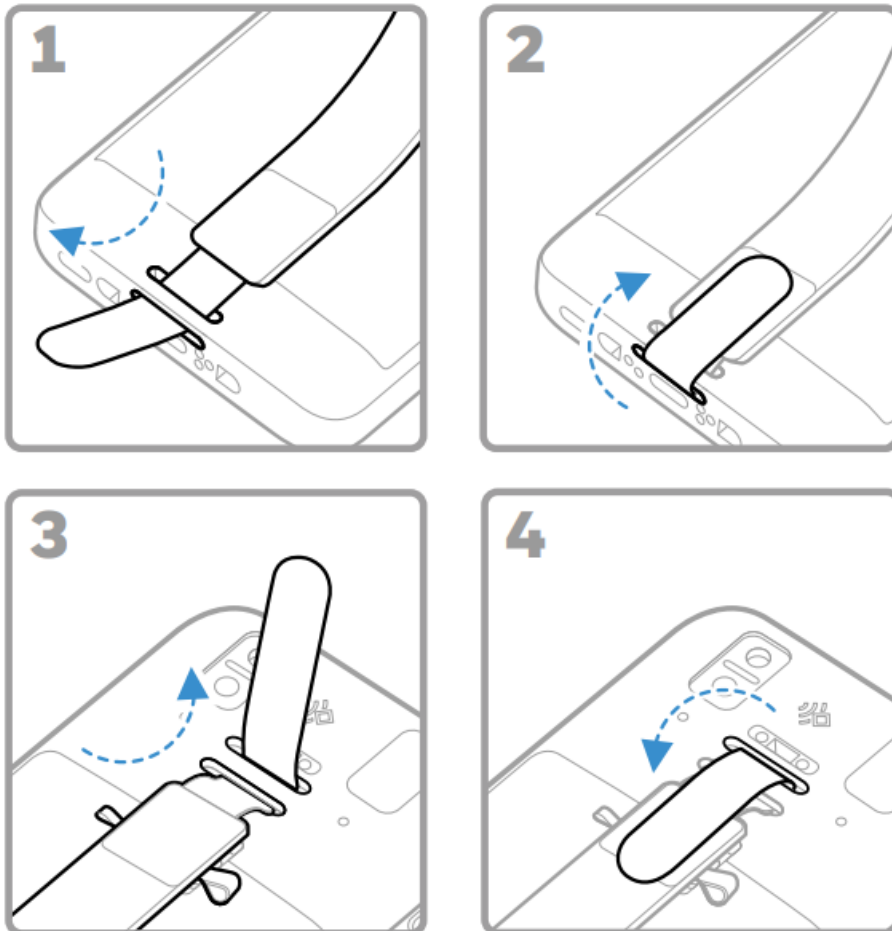
About the Battery

- The mobile computer ships with a Li-ion battery manufactured for Honeywell International Inc.

- ⚠ Before you attempt to use, charge, or replace the battery in the device, carefully read all labels, markings, and product documentation provided in the box or online at **automation.honeywell.com.**

- To learn more about Battery Maintenance for Portable Devices, go to **honeywell.com/PSS-BatteryMaintenance.**

- ⚠ We recommend the use of Honeywell Li-ion battery packs. Use of any non-Honeywell battery may result in damage not covered by the warranty.

- ⚠ Ensure all components are dry before placing the battery in the computer. Mating wet components may cause damage not covered by the warranty.
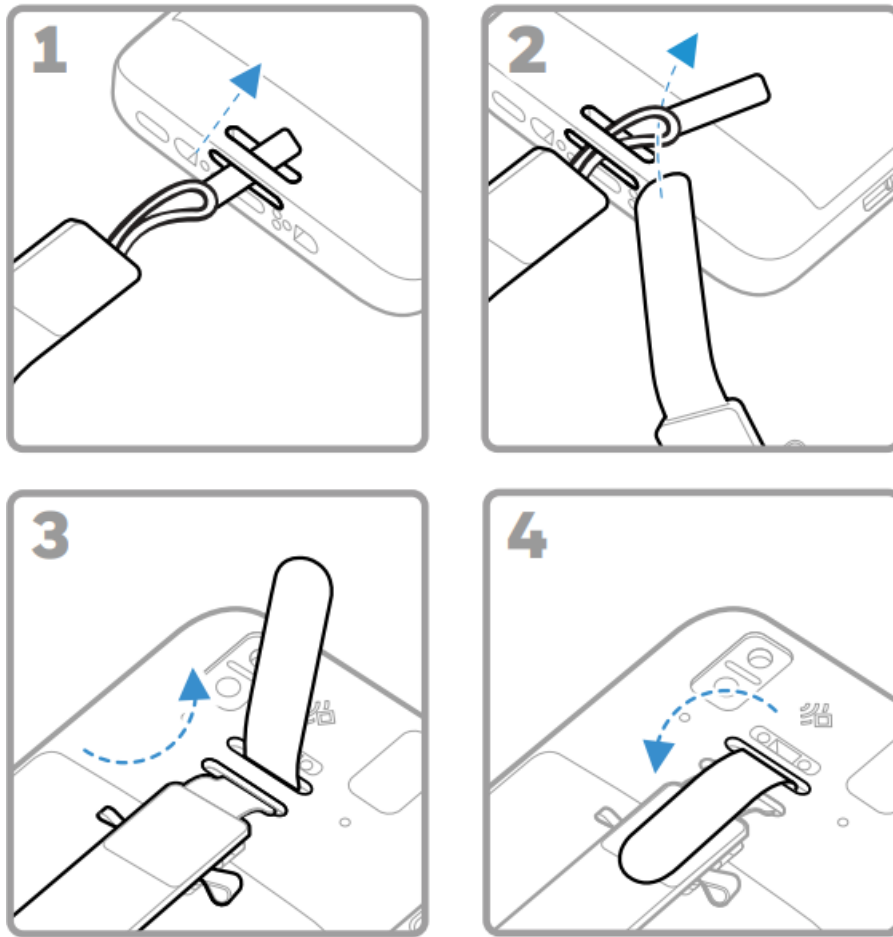
Install Battery

Install the Hand Strap (SKU Dependent) Standard Version

Note: for the Healthcare hand strap version (sold separately).

Healthcare Version (Sold Separately)

Note: The optional hand strap for healthcare models is intended for use in environments where cleaning and disinfecting are performed.

Charge the Mobile Computer

- The mobile computer ships with a partially charged battery. Charge the battery before initial use with a CT37 charging device for a minimum of 3 hours.
- **Note:** Using the computer while charging the battery increases the time required to reach a full charge. If the mobile computer is drawing more current than supplied by the charging source, charging will not take place.
- ⚠️ We recommend the use of Honeywell accessories and power adapters. Use of any non-Honeywell accessories or power adapters may cause damage not covered by the warranty.
- CT37 series mobile computers are designed for use with CT37 charging accessories. For more information, see the CT37 Accessory Guide available for download at **automation.honeywell.com**.
- ⚠️ Ensure all components are dry before mating the computers and batteries with peripheral devices. Mating wet components may cause damage not covered by the warranty.
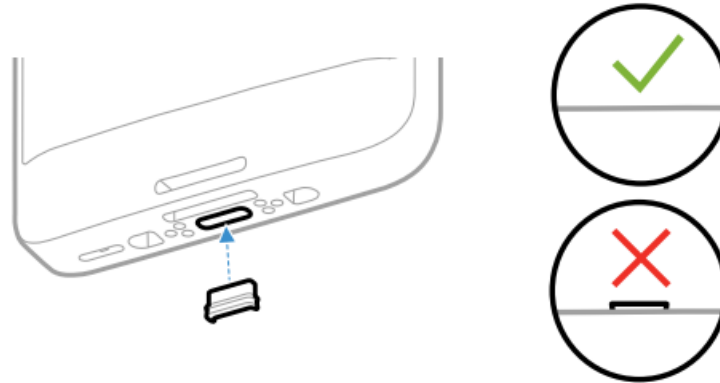
About the USB Type C Connector

- You can use a USB cable to charge the mobile computer from a host device (e.g., laptop or desktop computer). The connected host device must supply a minimum power output of 5V, 0.5A to the CT37 or the battery will not charge.
- **Note:** On Healthcare SKUs, verify the USB Type C plug has been removed before attempting to attach a cable

to the USB connector.

About the USB Type C Plug

- Healthcare models include a protective plug for the USB Type C connector that is pre-installed.
- When you reinstall the plug, make sure the plug is flush with the body of the computer.
- **Note:** Do not use sharp or metallic instruments to install or remove the plug.

- **Note:** Verify the plug is properly installed if intermittent charging and/or communication issues occur when the computer is placed in an accessory.

Turn Power On/Off

- **Note:** Charge the battery before initial use with a CT37 charging device for a minimum of 3 hours.
- The first time you power on the computer, a Welcome screen appears. You can either scan a configuration barcode or use the Wizard to manually set up the computer.
- Once setup is complete, the Welcome screen no longer appears on startup, and Provisioning mode is automatically turned off (disabled).

To turn the computer on:

Press and hold the power button for approximately 3 seconds and then release.

To turn the computer off:

1. Press and hold the Power button until the options menu appears.
2. Touch Power Off.

Battery Replacement Hot Swap

- The computer includes an internal battery that provides limited power for on-demand replacement of the main battery (i.e., hot swap).
- You can replace the battery on demand provided the following conditions are met.
- The internal battery is charged (see note).
- You insert a charged battery within 60 seconds (30 seconds if the temperature is below 0 °C/32 °F).
- Refer to the user guide for additional guidance on the use of the battery hot swap feature.
- **Note:** The internal battery is charged via the main battery but can be depleted if too many consecutive hot

swaps occur over a short time.

- If a low internal battery notification displays, do not perform a hot swap until the notification clears. The internal battery is not user-replaceable.
- **Note:** Do not install or remove the microSD card or nano-SIM card while performing a hot swap.
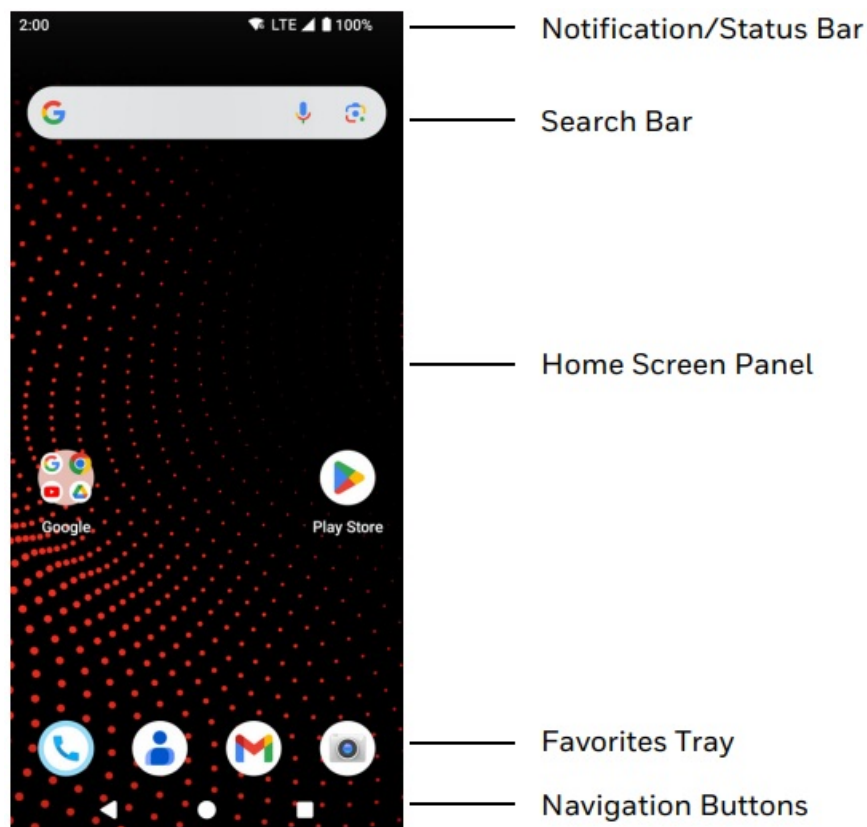
Screen Timeout

- The screen timeout (sleep mode) automatically turns the touch panel display off and locks the computer to save battery power when the computer is inactive for a programmed period.
- Press and release the Power button to wake the computer.

Adjust the Screen Timeout

To adjust the amount of time before the display sleeps after inactivity.

1. Swipe up on the touch screen.
2. Select Settings > Display > Screen Timeout.
3. Select the amount of time before the display goes to sleep.

About the Home Screen

Navigation and Function Buttons

For button locations.

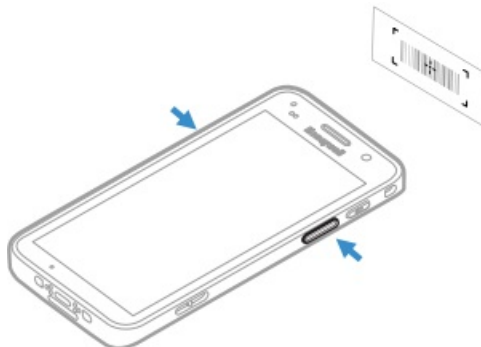| Button	Description	
◀	Back	Return to the previous screen.
●	Home	Return to the Home screen.
■	Recent Apps	View and switch between recently used apps.
⬭	Volume	Press the top of the button to raise the speaker volume. Press the bottom of the button to lower the speaker volume.
⬭	Scan	Press left or right Scan button to trigger the scanner.
⬭	Push-to-Talk	Push-to-Talk button for use with apps that support the feature for voice over IP (VoIP) calls over Wi-Fi or cellular data network connections.
⏻	Power	• Turn Power On/Off • Enter/Exit Screen Timeout (sleep). • Access options menu, including: Power off, Restart, and Emergency.

About Provisioning Mode

- After completing the out-of-box setup process, Provisioning mode is automatically turned off.
- Scanning a barcode to install applications, certificates, configuration files, and licenses on the computer is restricted unless you enable Provisioning mode in the Settings app. To learn more, see the user guide.

Scan a Barcode with the Scan Demo

For optimum performance, avoid reflections by scanning the barcode at a slight angle.

1. Swipe up on the screen.
2. Select Demos > Scan Demo.
3. Point the computer at the barcode.
4. Touch Scan on the screen or press and hold any Scan button. Center the aiming beam over the barcode.

- The decode results appear on the screen.

- **Note:** In the Scan Demo app, not all barcode symbologies are enabled by default.
- If a barcode does not scan, the correct symbology may not be enabled.
- To learn how to modify the default app settings, see the user guide.

Sync Data

To move files between your CT37 and a computer:

1. Connect the CT37 to your computer using a USB charge/communication accessory.
2. On the CT37, swipe down from the top of the screen to see the notifications panel.
3. Touch the Android System notification twice to open the options menu.
4. Select either File Transfer or PTP.
5. Open the file browser on your computer.
6. Browse to the CT37. You can now copy, delete, and move files or folders between your computer and CT37 as you would with any other storage drive (e.g., cut and paste or drag and drop).
   - **Note:** When Provisioning mode is turned off, some folders are hidden from view in the file browser.

Restart the Mobile Computer

You may need to restart the mobile computer to correct conditions where an application stops responding to the system or the computer seems to be locked up.

1. Press and hold the Power button until the options menu appears.
2. Select Restart.
   - To restart the computer if the touch panel display is unresponsive.
   - Press and hold the power button for approximately 8 seconds until the computer restarts.

- **Note:** To learn about advanced reset options, see the user guide.

Support

- To search our knowledge base for a solution or log into the Technical Support Portal and report a problem, go to **honeywell.com/PSStechnicalsupport**.

Documentation

- Product documentation is available at **automation.honeywell.com**.

Limited Warranty

- For warranty information, go to **automation.honeywell.com** and click Support > Productivity Solutions > Warranties.

Patents

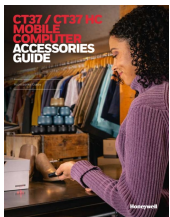- For patent information, see **www.hsmpats.com.**

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Documents / Resources

Honeywell CT37, CT37HC Mobile Computer [pdf] User Guide
CT37-CB-UVN-0, CT37-CB-UVN-1, CT37-CB-UVN-2, CT37-CB-UVN-3, CT37-NB-UVN-0, CT37-NB-UVN-1, CT37-NB-UVN-2, CT37-NB-UVN-3, CT37 CT37HC Mobile Computer, CT37 CT37HC, Mobile Computer, Computer

References

- **H Honeywell - The Future Is What We Make It**
- **User Manual**