

Enterprise Full Touch Handheld Computer

S20

QUICK
GUIDE



BLUEBIRD



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User’s Guidance

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

E-Label

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

1 Safety Information



1.1 Symbols

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

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

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

1.2 Device

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

- Do not scratch the device's touchscreen. Use only your fingers or a compatible pen. Never use an actual pen, or any other sharp object on the touchscreen.
- Although this device is very sturdy, do not drop, hit, bend, or sit on it on purpose. It can be broken.
- Do not modify, take apart, or repair the device. Contact to your customer service center. Failure to do so will void your warranty.
- Do not attempt to modify your hardware or software. It may cause device malfunction and void your warranty.
- You may not be able to use this wireless device in basements, open fields, skyscrapers, or other places where the signal is weak.
- Backup the data and information from your device. Your data, such as ringtones, texts, and voice messages, may be erased during repairs or upgrades.
- Do not paint your device. It can damage your screen or your device's exterior.
- Avoid using or storing this device at extreme temperatures. This device is designed to work at temperatures between -20°C and 50°C (-44°F and 122°F), and humidity level 95%.

Battery Warnings

Disposal of a battery in fire, a hot oven, or by mechanical crushing or cutting can result in an explosion.

Leaving a battery in an extremely high-temperature environment can lead to an explosion or the leakage of flammable liquid or gas.

Subjecting a battery to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas



1.3 Environment



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



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

1.4 Charging



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

1.5 Distraction



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

1.6 Frequency Interference



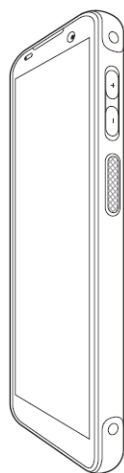
- This wireless device may cause radio frequency interference, so use Airplane mode or turn off the device when prohibited.
- The device emits an electromagnetic fields. It may interfere with your medical devices.
- Do not place credit cards, phone cards, bankbook, and tickets next to the device. The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



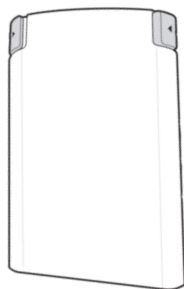
2.1 Package Contents

The package includes:

-S20



S20 Device and Battery



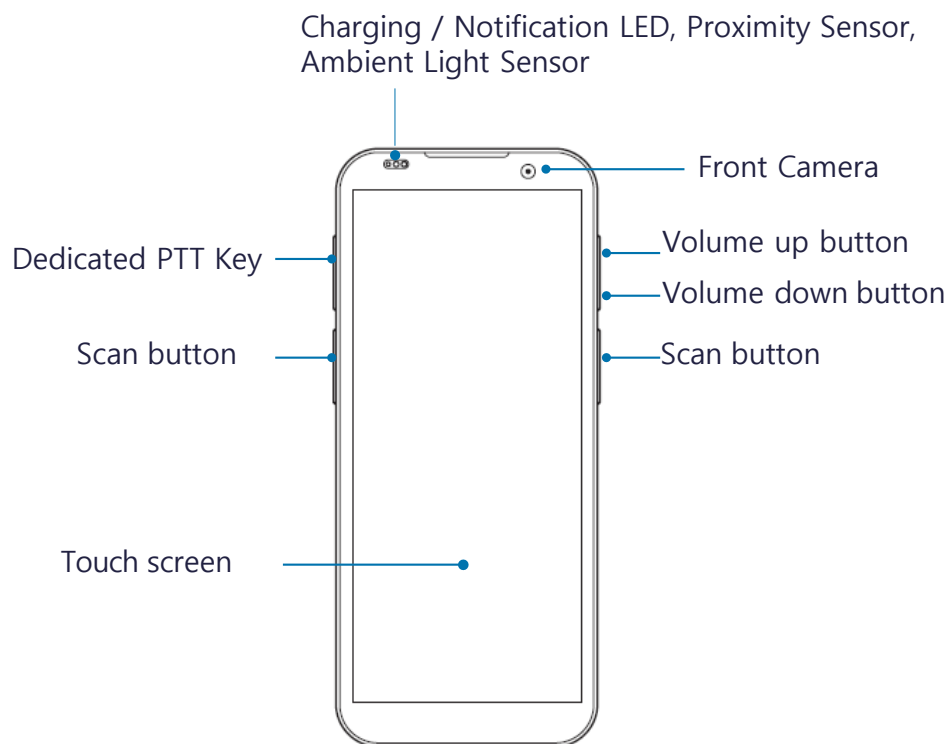
Battery

 The illustrations may differ from your actual items.

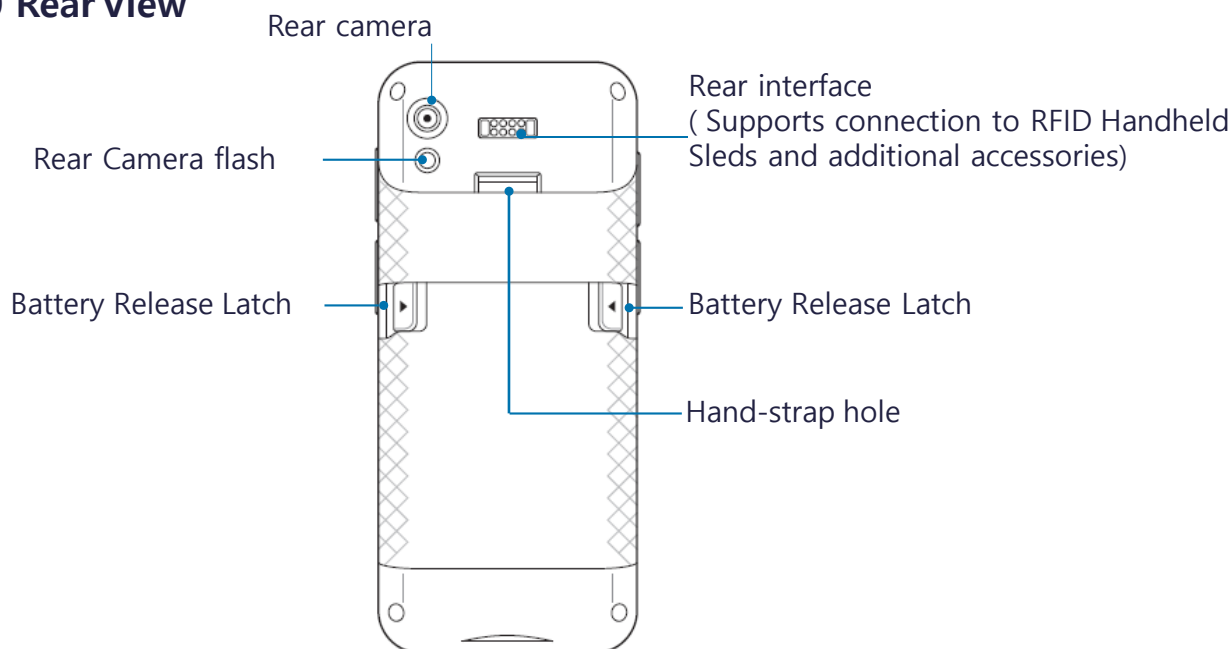


2.2 Your Device

2.2.1 S20 Front View



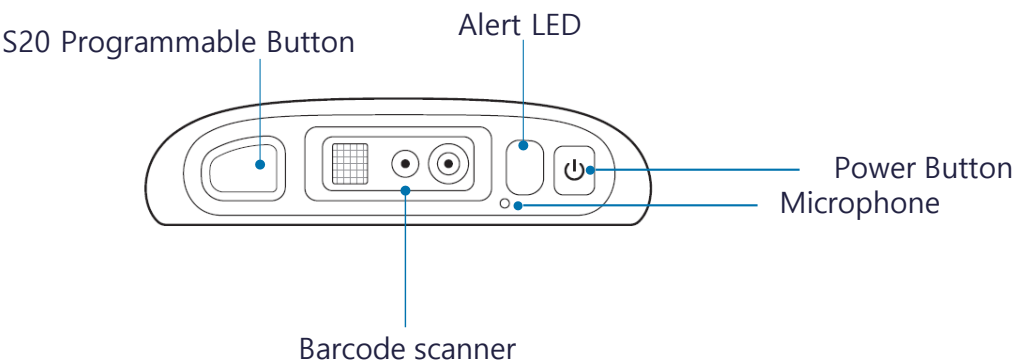
2.2.2 S20 Rear View



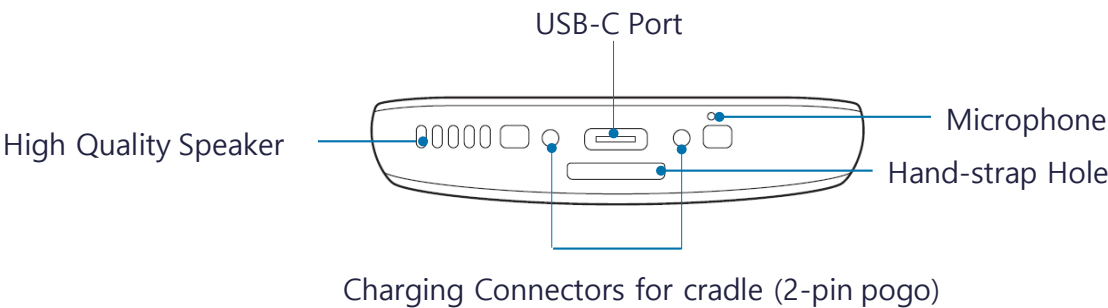


2.2.3 Top and Bottom

-S20 Top View



-S20 Bottom View



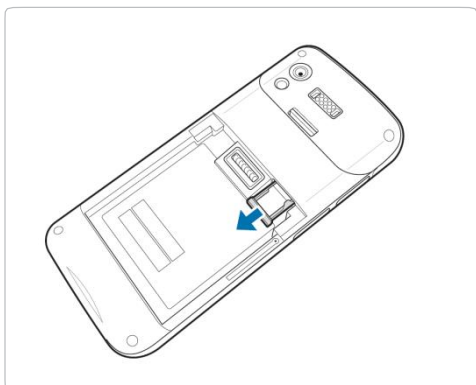
3 Getting Started



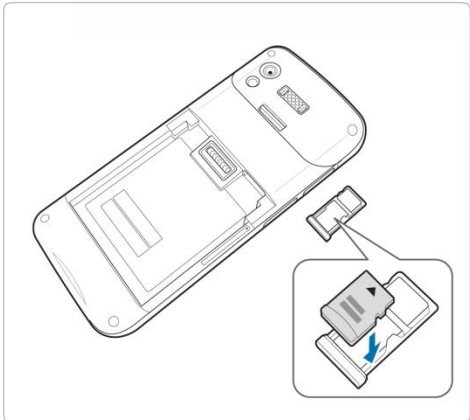
3.1 Installing the Cards

3.1.1 Inserting a Micro SD Card

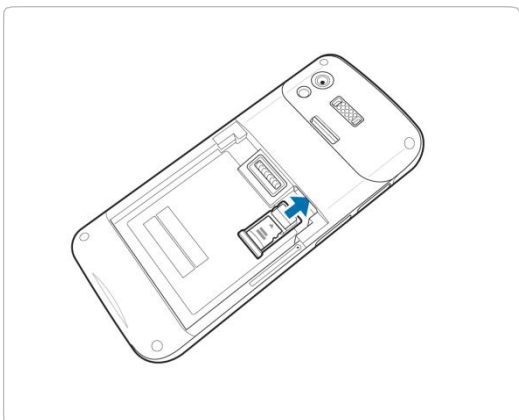
1 Remove the card slot.



2 Insert a micro SD cards into the slots. Make sure that the gold contacts on the cards are facing down.



3 Insert the card slot on your device.

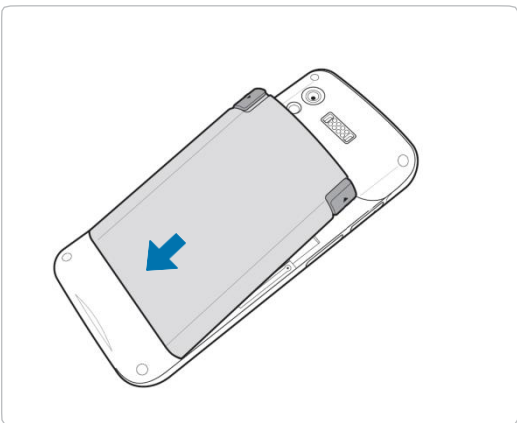




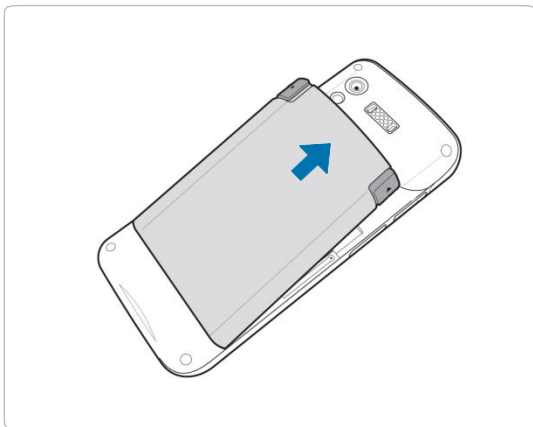
3.2 Battery

3.2.1 Installing the Battery

1 Insert the bottom part of the battery into place



2 Push the top section of the battery



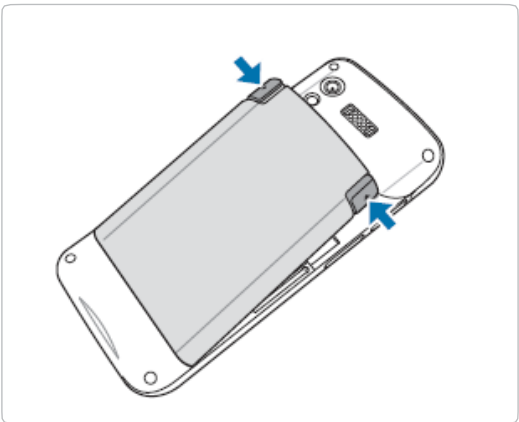
3.2.2 Removing the Battery

Push both battery latches to open the battery cover.

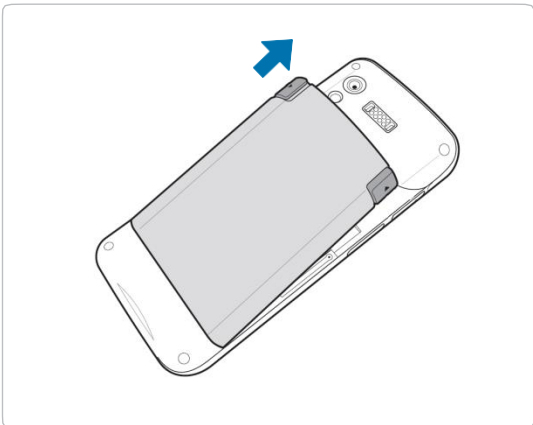


Before removing the battery, turn off the power. Failure to do so may cause damage to the device.

1 Press the two battery latches in



2 Pull the battery out





3.2.3 Charging the Battery

1 Connect the USB-C cable to the USB-C Cable port. The port is located on the bottom section of the S20 device.

- The battery charging image appears on the screen.

2 Connect the USB-C to A cable to the power adapter and then plug the power adapter into a power outlet.



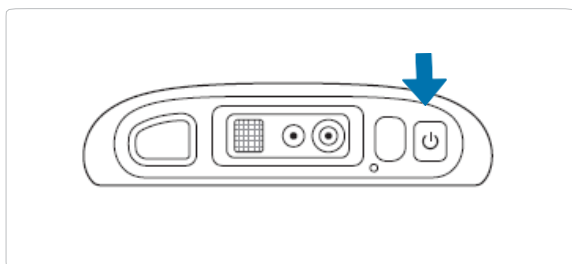
- When charging a discharged battery, the Charging/Notification LED light turns on about 5 minutes after charging begins.



4.1 Turning the Device On or Off

4.1.1 Turning the Device On

Press and hold the Power button for a few seconds.
The Power button is located on the top section of the S20 device.



4.1.2 Turning the Device Off

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

2 Tap **Power off**.



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



4.2 Using the Touchscreen

Use finger gestures to use the touchscreen effectively.

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

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

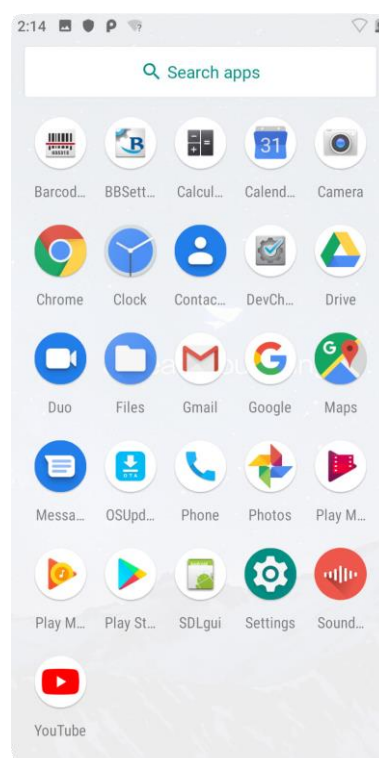


4.3 Using the Home Screen

The Home screen is the starting point for all apps and features. It displays icons, shortcuts, and widgets for apps.



Drag upward from the bottom of the screen. Applications will be displayed on the screen. To view other pages, swipe left or right.





4.4 Connecting to a Wi-Fi Network

Connecting to a Wi-Fi network is an easy way of accessing the Internet. When you are out, you can connect to Wi-Fi networks in public places.

- 1 On the Home screen, tap  >  **Wi-Fi**.
- 2 Make sure to turn Wi-Fi on.
- 3 Tap the network you want to join.
- 4 If necessary, enter the password for the network and tap **CONNECT**.

To disconnect the network connection, turn Wi-Fi off.

 Your device periodically checks for and notifies you of available connections. The notification appears briefly at the top of the screen.

4.5 Connecting to a Bluetooth Device

You can connect wirelessly to various Bluetooth-compatible devices, such as phones, computers, headsets, and car kits. You can also send your photos to Bluetooth-compatible phones or to your computer.

On the Home screen, tap  >  **Bluetooth**.

Because devices with Bluetooth wireless technology communicate using radio waves, they do not need to have a direct line of sight. However, they must be within 10 meters (33 feet) of each other, although the connection may be subject to interference from obstructions, such as walls or from other electronic devices.

-  • Paired devices can be connected to your device when Bluetooth turns on.
 -  • Other devices can detect your device only if the Bluetooth settings view is open.
-  Do not accept the requests from unknown devices and also do not try to pair with an unknown devices. This helps to protect your device from harmful content.



4.6 Battery Hot Swap

This device optionally supports Battery Hot Swap function.

The Hot swap function refers to changing the device's components without shutting down the system.

- 1 Remove the battery cover.
The screen will be turned off automatically.
- 2 Replace the battery with charged one.
- 3 Insert the battery cover and lock it to attach the device.
- 4 Press the Power button to turn on the screen.

Before using the battery hot swap, press the device power button to turn the device LCD off.

- When using the device for the first time, it is recommended to use the device after charging it in the power on mode for at least 3 hours.
- When turning the device on for the first time, 3 minutes is required before performing battery hot swap.
- After removing the battery used for Hot Swap, replace it with a fully charged spare battery within 2 minutes.
- In case that the battery is not replaced for 10 minutes after removing the battery for Hot Swap, the device will automatically power off to prevent discharge of the hot swap battery. At this time, you need to be careful as data loss may occur.
- Do not replace SIM, SAM, or MicroSD Card while Hot Swap is in progress.



- After swapping the battery, you should insert and lock the battery cover. If not, the screen will not be turned on.

5 Device Specification



Physical Characteristics

Dimensions (W x H x D)	165 x76.9 x 12.5 mm
Weight	235g
Display	6.0" FHD+ (1080 x 2160)
Imager Window	Corning® Gorilla® Glass
Touchpanel	Dual mode capacitive touch with stylus or bare or gloved fingertip input or conductive stylus (sold separately), water droplet rejection; finger print resistant anti-smudge coating
Backlight	LED backlight
Power	Rechargeable Li-Polymer, BOS™ PowerManager for real time battery management; Standard capacity 4000mAh / 15.4 Watt hours; Extended capacity 6000mAh / 23.1 Watt hours; (Optional) Hot Swap battery mode BLE Beacon Battery 4000mAh
Hot swap	Supported
Expansion Slot	User accessible MicroSD supports up to 2TB
Interface	Rear : 8-pin communication connector Bottom : USB-C 3.1 OTG 2-pin Charging Connector
Notification	Audible tone; Multi-color LEDs; Scan LED; Vibration; Haptic Feedback; Multi-color LEDs (Top)
Keypad	keypad and Enterprise Keyboard; on; /down buttons; dual-action side ns; Dedicated PTT Button; trigger handle via Back I/O; button
PTT Hot Key	Supports Dedicated PTT Button

5 Device Specification



Performance Characteristics

CPU	Qualcomm QC4490 octa-core 2.4GHz
Operating System	Android 13; upgradeable to Android 17
Memory	6GB RAM / 64GB UFS Flash; 8GB RAM / 128GB UFS Flash (Optional)

User Environment Characteristics

Operating Temp	-20°C to 50°C / -4°F to 122°F
Storage Temp	-40°C to +70°C / -40°F to +158°F
Humidity	5% to 95% non-condensing
Drop Spec	Multiple 5 ft./1.5 m drops to tile over concrete (-10°C to 50°C/14°F to 122°F) per MIL STD 810H Multiple 5.25 ft./1.6 m drops to concrete over operating temp (-20°C to 50°C/-4°F to 122°F) with protective boot per MIL STD 810H;
Tumble Spec	550 tumbles, 1.6 ft./0.5 m; (Rugged boot) 550 tumbles 3.3 ft./1.0 m tumbles optional protective boot
Sealing	IP68 and IP65, with battery per applicable IEC sealing specifications
Vibration	4 g's PK Sine (5 Hz to 2 kHz); 0.04g ² /Hz Random (20 Hz to 2 kHz); 60 minute duration per axis, 3 axis
Thermal Shock	-40° C to 70° C / -40° F to 158° F rapid transition
Electrostatic Discharge (ESD)	+/-15kVdc air discharge +/-8kVdc direct discharge +/-8kVdc indirect discharge

5 Device Specification



Communication Options

WLAN Radio	IEEE 802.11 a/b/g/n/ac/d/h/i/r/k/v/w/mc/ax; 2x2 MU-MIMO; Wi-Fi certified; Dual Band Simultaneous; IPv4, IPv6
WLAN Data Rates	5 GHz: 802.11a/n/ac/ax — 20 MHz, 40 MHz, 80 MHz, 160 MHz — up to 2402 Mbps; 2.4 GHz: 802.11b/g/n/ax — 20 MHz up to 286.8 Mbps
WPAN Radio	Class 2, Bluetooth v5.2 and Secondary BLE for beaconing within BLE battery
Accessories	- Single-slot charger (Standard, Extended, Rugged boots) - Single-slot USB/Ethernet charger (Standard, Extended, Rugged boots) - Four-slot charger (Standard, Extended, Rugged boots) - Four-slot Ethernet charger (Standard, Extended, Rugged boots) - Standard / Extended Battery - Four-Slot Battery charger (Charges Standard & Extended Capacity battery) - Vehicle charger - Hand strap - Rugged Case - Fiber tipped stylus - Stylus tether - Soft holster - Wearable Trigger Ring - RFR90x Mount - Pistol-grip trigger handle. - Protective Film



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

6 Troubleshooting



The battery does not charge properly.

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

The battery life got shorter.

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

I dropped the device in water.

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

My device gets too hot to touch.

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

How do I get the repair service?

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

7 Warranty and Support



Customer support

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

Customer Service Center

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

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



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

Registering for After-Sales Service

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



Charged services

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



No refunds will be offered in the following situations:

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

7 Warranty and Support



Warranty certificate

Thank you for purchasing a product from Bluebird Inc.

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

Name of Product	Enterprise Full Touch Handheld Computer
Name of Model	S20
Date of Purchase	
Manufacture Number	
Place of Purchase	
Term of Guarantee	1 year from purchase

Warranty information

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

8 EU Caution



5.2G/5.3G Wi-Fi Restrictions

	BE	BG	CZ	DK	DE	EE	IE	EL	ES	FR	HR	IT	CY	LV	LT	LU	HU
	MT	NL	AT	PL	PT	RO	SI	SK	FI	SE	UK	NO	IS	LI	CH	TR	

Maximum Power of RF

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

Maximum Power of RF

The body SAR limit of EU is 2 W/kg@10g averaged over one gram of tissue. This model S20 has also been tested against this SAR limited. The highest SAR value reported under this standard during product certification for use at the body is 1.299 W/kg@10g (5 mm Separation Distance), head is 0.530 W/kg@10g and limbs is 3.038 W/kg@10g

Hearing Damage



- High sound pressure
- Hearing damage risk
- Do not listen at high volume levels for long periods.

8 EU Caution



Rechargeable Batteries

CAUTION

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

Power Adapter

Use only the following listed power supplies:

Adapter Model No. : ICP20-050-3000B

For AC/DC Adapter, the socket-outlet shall be installed near the equipment and shall be easily accessible.

WEEE



Correctly dispose of this product. This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle responsibly to promote the sustainable reuse of material resources. To safely recycle your device, please use return and collection systems or contact the retailer where the device was originally purchased.

The device intended use for personal computer.

Manufacturer: Bluebird Inc.

Address: 3F, 115, Irwon-ro, Gangnam-gu, Seoul, Republic of Korea

SIMPLIFIED EU DECLARATION OF CONFORMITY



The simplified EU declaration of conformity referred to in Article 10(9) shall be provided as follows:

Hereby, Bluebird Inc. declares that the radio equipment type Enterprise Full Touch Handheld Computer is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address:
<https://www.bluebirdcorp.com/>



FCC warning

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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

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

- (1) This device may not cause harmful interference.
- (2) This device must accept any interference received, including interference that may cause undesired operation.



ISED warning

(EN) This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device."

(FH) L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) L'appareil ne doit pas produire de brouillage
- (2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

5 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference.
- (2) This device must accept any interference received, including interference that may cause undesired operation.

CAN ICES-3 (B)/NMB-3(B)

In order to comply with ISED RF Exposure requirements, this device must be installed to provide at least 20 cm separation from the human body at all times.

Afin de se conformer aux exigences d'exposition RF ISED, cet appareil doit être installé pour fournir au moins 20 cm de séparation du corps humain en tout temps.

5150-5350MHz band is restricted to indoor use only.

La bande de 5150-5350MHz est réservée à l'usage intérieur.



FCC/ISED RF Exposure

(EN) The portable device is designed to meet the requirements for exposure to radio waves established by the Federal Communications Commission (USA)/Innovation, Science and Economic Development (ISED).

These requirements set a SAR limit of 1.6 W/kg averaged over one gram of tissue. The highest SAR value reported under this standard during product certification for use when properly worn on the head. RF exposure guidelines for use with an accessory that contains no metal and positions the device a minimum of 5mm from the body.

(FH) L'appareil portable a été conçu dans le strict respect des exigences en matière d'exposition aux fréquences radioélectriques établies par la Commission fédérale des communications (FCC, États-Unis) / Innovation, Sciences et Développement économique (ISED).

Ces exigences fixent une limite de SAR de 1.6 W/kg en moyenne sur un gramme de tissu. La valeur de SAR la plus élevée qui a été reportée en vertu de cette norme lors de la certification d'utilisation du produit lorsque l'utilisateur le porte convenablement sur la tête. Directives d'exposition aux RF pour une utilisation avec un accessoire ne contenant pas de métal et positionnant l'appareil à une distance minimale de 5mm du corps.



BLUEBIRD CUSTOMER SERVICE

Operating Hours

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

Customer Service Center

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

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