Itron Mobile Radio
Quick Reference

Thank you for purchasing the Itron Mobile Radio. This quick reference explains how to:

- Unpack the IMR and accessories
- Charge the IMR's battery

FCC compliance information is located in the *Itron Mobile Radio Compliance Statement* (located in the box). The *Itron Mobile Radio User Guide* also contains compliance information and can be downloaded from Itron's customer support web site: http://support.itron.com (available for registered users).

Itron Web Support Users

First-time User for Itron Web Support

1. Go to http://support.itron.com and click **Create a new account**.
2. Itron sets up the account for your use.

Registered User for Itron Web Support

1. Go to http://support.itron.com and sign in with your user name and password.
2. Click **Support Services**.
3. Click **Product Downloads**.
4. Select Itron Mobile Application from the drop-down list.
5. Locate the appropriate documentation information.

To install and charge the battery

1. Plug the connector into the socket in the battery compartment.

You will have to bend the wires at the connector at a 90 degree angle.
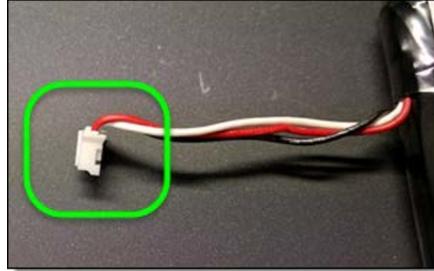
2. Insert the battery into the compartment.

- Make sure the battery label is facing the ridges on the radio case.
- Make sure the wires are along the same side as the connector.
- Make sure the removal tab is facing out.

Caution Do not pinch the battery wires when replacing the battery compartment cover.

3. Replace the battery compartment cover making sure the gasket is properly aligned for water tightness.
4. Fasten the battery compartment cover in place with the provided screws.

   Tighten the screws to ensure water tightness.

5. Plug the USB cable into the Itron Mobile Radio.
6. Plug the USB cable into a PC, an AC wall adapter, or a 12V AC car adapter.
7. Allow the Itron Mobile Radio to charge for at least six hours.

Turning the Radio On or Off

To turn the radio on (battery power)

- Press and hold the button for three seconds (until the Power LED turns green) to turn the radio on.

To turn the radio off (battery power)

- Press and hold the button for three seconds (until the Power LED turns white) to to turn the radio off.

To turn the radio on (AC adapter)

- The radio is always on when using the AC adapter.

  When the radio is using external power (connected to an energy source with the USB cable) pressing the button turns the power LED green until the button is released, but it does not turn the radio off.

AC Power Adapter

Follow these instructions to help ensure your safety and extend the life of the adapter.

- Use the adapter indoors only.
- Avoid spilling liquid on the adapter.

  Do not connect it if it is damp.

- Make sure ventilation around the adapter is not restricted while it is in use.
- Use only the AC adapter supplied with your Itron Mobile Radio.

  Do not substitute an alternative or unapproved adapter; this may damage the Itron Mobile Radio and void the warranty.

- Inspect the AC adapter before use.

  Do not use it if there are any signs of damage or deterioration.

- Make sure the connector is firmly connected.
- Avoid mechanical strain to cables and connectors.
- In the event of overloading, the AC adapter is designed to be fail-safe and may stop functioning.
- Do not try to use the AC adapter to power any other equipment.
- Avoid use in dusty, damp, or contaminated environments.

LED Status Indicators

Two multi-color LED status indicators are located on the top of the radio. These indicators are labeled with a power icon ⚡ and a communication icon 📶. The color and illumination of the LED lights provide feedback about the Itron Mobile Radio's status.

The LED lights have two patterns for displaying different states.

- **Solid**. Continuous without interruption or alteration
- **Flash**. Alternating periods of colored illumination followed by periods of non-illumination of the indicator. The color remains consistent during all illumination periods.

The following tables describes the LED colors and patterns for the most common radio conditions.

⚡ Power indicator			
Solid		**Flash**	
◯	Error: Battery Turning on	☀	Error: General
🟢	Initializing Button pressed Charged	☀	Battery more than 50%
🟡	N/A	☀	Battery more than 20%
🔴	Charging	☀	Battery less than 20%

📶 Comm indicator			
Solid		**Flash**	
🟢	USB connected	☀	Error
🔵	Bluetooth® connected	☀	Bluetooth low energy connected
Note The application connected to the radio may assign a display pattern to the LEDs that is not described in these tables.			

Safety

Your Itron Mobile Radio is ergonomically designed for safe, comfortable use. However, as with all equipment, you should follow good working practices while using it.

Minimize risk by following these guidelines.

- Maintain good posture while using the radio. Keep your fingers and body relaxed whenever possible.
- Avoid keeping your muscles tense for long periods. Change tasks often to avoid prolonged muscle strain. Support the radio while using it.
- Take frequent short breaks. Use these breaks to exercise the muscles in your hands, arms, shoulders, neck, and back.

Tips for Radio Readings

The Itron Mobile Radio is used to receive the radio signals from ERT-equipped meters. To maximize the radio capabilities, consider the following factors when collecting data.

- **Absorption**. Conductive material such as steel, metallic pipe and siding, and tree leaves and branches absorb more of a radio signal than concrete, bricks, sheetrock, plastic, and wood. Due to absorption, you may have shorter readability distances in industrial or business areas than in residential areas.
- **Shielding**. When conductive materials are close together, as in metal partitions or narrow-mesh fencing, they act as a shield and absorb the entire radio signal. Move a short distance away from conductive material so the ERT signal is not shielded. Keep moving to assist in receiving signals that may be shielded. Metalized fabrics should not be worn over the radio as they may severely reduce reading success.
- **Reflection**. Radio signals can be reflected by some of the same types of conductive material that absorb them. Move a short distance away from the reflective material to find the direct ERT signal or a strong reflected signal. Keep moving to assist in receiving signals that may be reflected.

Troubleshooting

If you have a problem with your Itron Mobile Radio, review the appropriate troubleshooting steps listed below. If the problem remains unresolved, contact an Itron customer service representative (e-mail: support@itron.com; phone: 1.877.487.6602).

Problem	Possible Solutions
Battery does not charge	If charging from a PC through the USB cable, try a different USB port on the PC. The port may be bad or incapable of providing sufficient current for charging. Try a different AC outlet. Make sure the USB port is clean and free of dirt or other contaminants. If the previous troubleshooting suggestions do not solve the issue, replace the battery.
Battery power drains quickly	Make sure the battery indicates a full charge following an overnight charge (see LED Status Indicators on page 2). If the previous troubleshooting suggestions do not solve the issue, replace the battery.
USB connection problems	Install Texas Instruments drivers. Inspect the USB port for damage, dirt, or other contaminants.
Bluetooth connection problems	See your application's user guide for setup information.
Radio will not turn off Radio will not turn on	Disconnect the radio from external power sources and press the button firmly for six seconds. This will force the radio to reset its firmware.

Optimizing Bluetooth® Performance

Bluetooth communication works best when the communicating devices have an unobstructed view from one device to the other. When possible, remove or reduce obstacles between the Itron Mobile Radio and the mobile device during Bluetooth communication.