

## GoBook® Q•100 Help

[English](#)  
[Français](#)  
[Deutsch](#)

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## GoBook® Q•100 Help

[Controls](#)  
[Batteries](#)  
[Maintaining Your GoBook Q•100](#)  
[Using Your GoBook Q•100 Safely](#)  
[CompactFlash Cards](#)  
[Peripherals](#)  
[ActiveSync](#)  
[Troubleshooting](#)  
[Legal Information](#)

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### Controls

The GoBook Q•100 is equipped with a numeric keypad, cursor keys and a few special function keys. Other functions are available via the touch-screen.

[Backlight](#)  
[Stylus](#)  
[Entering Data](#)  
[Resetting Your GoBook Q•100](#)

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### Backlight

Press the FN key along with the left or right arrow keys to adjust the backlight. The backlight has four levels of brightness. It is on by default and turns off automatically after 3 minutes of inactivity. These settings may be adjusted in the GoBook Q•100's [settings](#).

When the display backlight turns on, the keypad backlight also turns on. It turns off whenever the display backlight turns off.

## See Also

[Stylus](#)

[Entering Data](#)

[Resetting Your GoBook Q•100](#)

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## Using the Stylus

The stylus is designed to be light-weight and comfortable to use, as well as being gentle on the touch screen. It is stored in a channel in the back of the terminal.

To remove the stylus from the channel, press on its textured part and push it up and out.

**NOTE** It is good practice to return the stylus to the holder when not in use. If you lose the stylus you may use your fingertips instead, but they are not as precise.

**CAUTION** Do not use a ballpoint pen or sharp pointed object to operate the touch screen, as this can damage the screen.

## See Also

[Backlight](#)

[Entering Data](#)

[Resetting Your GoBook Q•100](#)

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## Entering Data

Use the keypad to enter numerical data. Use the cursor keys to move the cursor around the screen.

If your GoBook Q•100 has a Yes key, it operates as an enter or return key in most cases, when the response is expected to be affirmative.

The FN key has these functions:

**FN+Enter** Enters Alpha Mode so you can use the keypad to enter text. Once in Alpha mode, hold down a key to cycle through the characters available. Release the key to choose a letter or number. For example, if you hold down the 5 key it will cycle through **j**, **k**, **l**, and **5**.

**FN+Left / Right Arrow** Toggles the backlight

**FN+Number** When the number key is pushed repeatedly, it cycles through the Alpha

mode characters available for that key.

**FN+Power Key** When held for five seconds this performs a Soft Reset.

**FN+Power Key+Top Center Key** When held for five seconds this performs a Hard Reset.

**CAUTION** The Hard Reset is an emergency procedure only. Use the Soft Reset instead if possible. If you Hard Reset, you will lose the settings saved in the Pocket PC operating system as well as all data stored in RAM. You will have to recalibrate your terminal's touch screen and personal data when you restart.

The FN key may also have different functions depending on the program in use.

When a field appears requiring text entry, the virtual (soft) keyboard will pop up. This can then be operated with the stylus. For more information about entering data via the virtual keyboard or other input method see [Entering Information](#)

**See Also**

[Use the soft keyboard](#)

[Backlight](#)

[Stylus](#)

[Resetting Your GoBook Q•100](#)

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## **Resetting your GoBook Q•100**

If your GoBook Q•100 locks up or fails to operate, you may need to reset it in one of two ways.

### **Soft Reset**

Hold down both the Power and FN keys for about five seconds. After a few seconds the screen will blank and the GoBook Q•100 will perform a Soft Reset. The Soft Reset does not affect the Pocket PC operating system and no data loss will occur.

### **Hard Reset**

Hold down the Power, FN and the center top number key simultaneously for about five seconds. This will perform a Hard Reset resulting in data loss.

**CAUTION** The Hard Reset is an emergency procedure only. Use the Soft Reset instead if possible. If you Hard Reset, you will lose the settings saved in the Pocket PC operating system as well as all data stored in RAM. You will have to recalibrate your terminal's touch screen and personal data when you restart.

**See Also**

[Backlight](#)

[Stylus](#)  
[Entering Data](#)

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## **Batteries**

[Battery Information](#)  
[Checking the Batteries](#)  
[Battery Conservation](#)  
[Battery Charging](#)  
[Battery Replacement](#)  
[Battery Storage](#)

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### **Battery Information**

The GoBook Q•100's primary battery is a rechargeable Lithium-Ion (Li-Ion) pack. DO NOT use other batteries. They may damage your GoBook Q•100.

After inserting a new Li-Ion battery pack, charge it to 100% before use. This ensures that the battery pack's power gauge calculations will be correct. Frequent incomplete charges lead to progressively larger errors that only a full charge can fix. Charge on AC power at least 7 hours to ensure the internal backup battery is also fully charged; however it may take longer if the ambient temperature is extremely hot or cold.

The internal backup battery retains data up to 48 hours if the main battery pack is fully discharged or removed. Its charge is automatically topped-off whenever the GoBook Q•100 is awake and on external or main battery power. To ensure data integrity, the main battery should always be kept charged and important data should be saved in non-volatile memory, such as on the [CompactFlash card](#).

Whenever possible, use the AC power adapter with the GoBook Q•100 to conserve the battery pack. The AC Adapter charges the battery pack and supplies a maintenance charge to the backup battery. Ideally, you should charge your battery pack at the end of every day. Proper charging practice keeps both batteries in good condition.

If you do not intend to use your GoBook Q•100 for an extended period of time, back-up all important data in non-volatile memory, such as on a [CompactFlash card](#).

**See Also**

[Checking the Batteries](#)

[Battery Conservation](#)

[Battery Charging](#)

[Battery Replacement](#)

[Battery Storage](#)

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**Checking the Batteries**

To view battery information tap the Windows icon > Settings > System tab > Power icon.

**Main Battery Status**

The Main battery power bar shows its current charge status.

**High:** the battery should not need charging in the next few hours.

**Low:** charge or replace the battery within the next hour.

**Critical:** charge or replace the battery immediately.

You will not lose Windows registry or data held in memory while you charge or replace the main battery.

As the backup battery is constantly being charged, its charge status is not displayed.

**See Also**

[Battery Information](#)

[Battery Conservation](#)

[Battery Charging](#)

[Battery Replacement](#)

[Battery Storage](#)

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**Battery Conservation**

To conserve power, the GoBook Q•100 automatically switches itself off (suspends) after 3 minutes of inactivity when on battery power. It does not suspend when connected to AC power.

**See Also**

[Battery Information](#)

[Checking the Batteries](#)

[Battery Charging](#)

[Battery Replacement](#)

[Battery Storage](#)

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**Battery Charging**

Use only the AC Adapter or vehicle charger supplied with your GoBook Q•100.

Plug the GoBook Q•100 charging adapter connector into the COM1 (left) socket of the GoBook Q•100. Then connect the AC Adapter to a suitable AC mains power supply.

The battery pack may take up to three hours to fully recharge. Make sure that the pack is fully recharged to 100% capacity so that the battery gauge calculations will be accurate.

The left green LED below the display flashes regularly while the battery is charging. When charging is complete, the green LED stays lit. If the LED ever flashes irregularly, a charging error has occurred and you should seek advice from your system provider.

**See Also**

[Battery Information](#)

[Checking the Batteries](#)

[Battery Conservation](#)

[Battery Replacement](#)

[Battery Storage](#)

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**Battery Replacement**

**CAUTION** Do not attempt to open, puncture or dispose of the battery pack in fire. The battery pack can burst or explode releasing hazardous chemicals.

1. Turn off your GoBook Q•100.
2. Remove the hand strap by pulling the lower clip down and out of its recess.
3. Using a coin or flathead screwdriver, release the two battery retaining screws.
4. Remove the old battery pack using the flat end of the stylus as a lever, if necessary.

5. Fit the new battery pack in position and press down firmly.
6. Using a coin or flathead screwdriver, lock the battery retaining screws.
7. Refit the hand strap.

**CAUTION** Only use Itronix Li-Ion battery packs with your GoBook Q•100. Your GoBook Q•100 does not support any other battery chemistry. Use of non-approved batteries may be hazardous and can also damage your GoBook Q•100.

Observe the safety instructions printed on the battery.

1. Replace the battery pack only with the approved Itronix part
2. Dispose of, or recycle used batteries in accordance with the manufacturer's recommendations and local customs.
3. Do not abuse, deliberately pierce or subject the battery to excessive impact.
4. Immediately discontinue use of the battery if it appears abnormal in any way, and consult your system provider for advice.
5. Do not immerse the battery pack in liquid.
6. Do not subject the battery pack to temperatures higher than 60°C (140°F).
7. Do not short together the battery connections. Do not store the battery pack with metallic objects, due to the risk of short circuit.
8. Battery chemical leakage is harmful. In the unlikely event of battery leakage, DO NOT TOUCH. In case of accidental contact, wash immediately with running water and seek medical advice. In case of accidental ingestion, seek immediate medical attention.
9. Keep batteries out of the reach of children.

**See Also**

[Battery Information](#)

[Checking the Batteries](#)

[Battery Conservation](#)

[Battery Charging](#)

[Battery Storage](#)

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## **Battery Storage**

Standard Li-ion battery packs will gradually deteriorate, particularly if they are not stored in ideal conditions, and their life expectancy will decrease.

When storing Li-Ion packs, you should consider these factors:

1. Fully charged packs deteriorate faster than partly discharged ones. For ideal storage, charge the packs to 100% then discharge them to 50% charge before storing.
2. Do not allow stored battery packs to discharge completely, as this may permanently damage them. Follow a regular maintenance charge policy for stored packs.
3. Avoid storing packs at temperatures greater than 30°C (86°F) as this speeds self-discharge and battery ageing.
4. Storing packs at temperatures near 0°C (32°F) slows self-discharge and battery ageing, so packs that are stored for a long period are best kept at these temperatures.

If you store battery packs at normal ambient temperatures, use this charging policy to maintain battery pack condition:

1. Charge installed packs every 21 days to maintain their charge capacity.
2. Charge uninstalled packs every 6 months.

When you bring an GoBook Q•100 out of storage, you should charge it for at least 7 hours so that both the main battery pack and the standby battery are fully charged.

#### **See Also**

[Battery Information](#)

[Checking the Batteries](#)

[Battery Conservation](#)

[Battery Charging](#)

[Battery Replacement](#)

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## **Maintaining Your GoBook Q•100**

Your GoBook Q•100 computer is rugged and water-resistant; however we recommend you take the following precautions to ensure that your GoBook Q•100 will give you many years of reliable service.

1. Avoid unnecessarily subjecting the unit to extreme temperature, such as bright sunlight in a vehicle.
2. Avoid leaving it in damp or dusty places.
3. Do not use hard or sharp objects to touch the display screen. The GoBook Q•100 uses a glass touch panel (display screen) to provide the best display clarity. The screen is well protected against falls onto flat surfaces, but can still be damaged if it is struck directly or scratched by a sharp object.
4. Avoid dropping your GoBook Q•100 or subjecting it to severe impacts.



5. Do not use hard or sharp objects to control the touch screen.
6. Do not apply excessive pressure to the display screen.
7. If you carry your GoBook Q•100 in a briefcase or with other items, make sure the display screen is protected against scratching and other damage.
8. Use only a soft, dry cloth to remove dust and dirt.

NEVER use solvents of any kind on the case, keyboard or display screen.

**See Also**

[Cleaning Your GoBook Q•100](#)

[Using your GoBook Q•100 Safely](#)

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### **Cleaning your GoBook Q•100**

If the screen of your GoBook Q•100 gets dirty, clean it with a dry, clean cloth. If the computer gets very dirty, clean it as follows:

1. Make sure the battery is correctly fitted. If you have dropped your GoBook Q•100, check the case is intact.
2. Wipe the GoBook Q•100 case and screen with a damp cloth.
3. To remove stubborn deposits, use a soft bristle brush. **Treat the screen and keyboard gently.**
4. Blow any water out of the connectors then leave the computer to drain and air-dry. **Do not expose the unit to temperatures above 60°C (140°F).**
5. Polish the screen with a dry cloth.

**CAUTION** Do not use organic solvents or harsh detergents, as they may damage the case and screen.

**See Also**

[Maintaining Your GoBook Q•100](#)

[Using your GoBook Q•100 Safely](#)

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### **Using Your GoBook Q•100 Safely**

Your Itronix GoBook Q•100 has been ergonomically designed for comfortable and safe use. However, as with all equipment, you should pay attention to good working practices while using it.

Some people may experience discomfort while using computers. If ignored, this discomfort may sometimes lead to *Repetitive Stress Injury (RSI)*, which is also known as *cumulative trauma disorder* or *repetitive motion injury*. You can minimise the risk by following these guidelines:

1. Pay attention to your posture. Keep your fingers and body relaxed whenever possible.
2. Avoid keeping your muscles tense for long periods. Change your tasks often to avoid prolonging muscle strain. Support the GoBook Q•100 while you are using it.
3. Reduce eyestrain by adjusting the backlight settings properly for your working environment. Look away from the screen periodically and focus your eyes on distant objects. Have your eyes checked regularly.
4. Take frequent short breaks. Use these breaks to exercise the muscles in your hands, arms, shoulders, neck and back.

**See Also**

[Maintaining Your GoBook Q•100](#)

[Cleaning Your GoBook Q•100](#)

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**CompactFlash Cards**

[About CompactFlash cards](#)

[Using CompactFlash cards](#)

[Fitting a CompactFlash card](#)

[Accessing Files on a CompactFlash card](#)

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**About CompactFlash Cards**

The GoBook Q•100 has a user accessible CompactFlash card slot in the recess under the battery.

Files stored on CompactFlash cards can be created, deleted, moved and amended in exactly the same manner as files stored in memory.

**NOTE** Microsoft Windows CE for Pocket PC uses the [ActiveSync](#) software to convert Microsoft Office documents into the Pocket Office format. If Microsoft Office files are

saved from a desktop PC onto a CompactFlash card and then opened directly by an GoBook Q•100, they may not be understood.

**See Also**

[Using CompactFlash cards](#)

[Fitting a CompactFlash card](#)

[Accessing Files on a CompactFlash card](#)

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## **Using CompactFlash cards**

The Itronix GoBook Q•100 can use Type 1 CompactFlash cards for secure data storage. If you store any user-installed application programs and associated data on CompactFlash, it will not be lost after a [hard reset](#).

The CompactFlash socket is located in a recess underneath the GoBook Q•100's battery. Access to the socket requires [battery removal](#). As the battery compartment is waterproof and secured by screws, it should not be opened where there is a risk of moisture, dust or dirt.

**See Also**

[About CompactFlash cards](#)

[Fitting a CompactFlash card](#)

[Accessing Files on a CompactFlash card](#)

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## **Fitting a CompactFlash card**

Switch off your GoBook Q•100 and remove the battery (See [Battery Replacement](#)).

Orientate the CompactFlash card with the label side uppermost and carefully insert it into the socket.

Refit the battery and perform a [soft reset](#) of the GoBook Q•100.

**NOTE** you must also perform a soft reset after changing one CompactFlash card for another.

**See Also**

[About CompactFlash cards](#)

[Using CompactFlash cards](#)  
[Accessing Files on a CompactFlash card](#)

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### **Accessing files on a CompactFlash card**

Tap the Windows icon > Programs > File Explorer > My Device > Compact Flash.

The screen displays a list of the files stored on the CompactFlash card.

### **See Also**

[About CompactFlash cards](#)  
[Using CompactFlash cards](#)  
[Fitting a CompactFlash card](#)

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### **Peripherals**

The GoBook Q•100 has two COM ports, a wireless infrared (IR) port and an audio jack and microphone jack. It also has a client only USB connection via the Itronix 26-way to USB cable. **CAUTION** Connect only approved cables and peripherals to your Itronix GoBook Q•100.

To connect a peripheral via one of the GoBook Q•100's COM ports:

1. Switch off both the GoBook Q•100 and the peripheral.
2. Fit the peripheral to the cable (if detached).
3. Fit the peripheral cable to the GoBook Q•100.
4. Switch on both the GoBook Q•100 and the peripheral.

**NOTE** If the peripheral must connect to COM1 (left port) and you wish to operate the GoBook Q•100 from an external power unit, you may switch the charging cable from COM1 to COM4 (right port).

To connect a peripheral via the infrared (IR) COM port:

1. Ensure that the GoBook Q•100's IR window at the bottom of the unit is pointing at the peripheral's IR port and that the units are separated by at least 15cm (6 inches).
2. If the peripheral has a protective cap covering its IR port, remove it.

3. If necessary, switch the peripheral off then on again, to instigate communications.

If you have difficulties, try a slightly larger or smaller separation between the GoBook Q•100 and the peripheral and start again.

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### **Installing Microsoft ActiveSync**

ActiveSync is a Microsoft utility program that allows you to share and update information between your GoBook Q•100 and a PC running Microsoft Windows.

Once installed, you must connect the GoBook Q•100 to the PC to use the program. There are three connection options available, depending on the capabilities of your PC. Connection can be made via the serial port, USB port or wireless infrared port. The necessary cables and software are provided with the GoBook Q•100.

Prepare the GoBook Q•100 by completing the required connection and switching the unit on. Once ActiveSync is installed it will search all the available communication ports on the PC for a remote device.

When a connection is established, the GoBook Q•100 will chime and the ActiveSync window will appear on the PC.

Once ActiveSync is installed on the PC, an icon will appear in the system tray. Whenever the GoBook Q•100 is connected again, ActiveSync will automatically launch and synchronize data.

**NOTE** Wait for the synchronization process to complete before disconnecting the GoBook Q•100. When disconnected, the GoBook Q•100 will sound a disconnect chime. While the GoBook Q•100 is connected via ActiveSync, it appears as a Mobile Device in My Computer and Windows GoBook Q•100. This makes it possible to copy files between the GoBook Q•100 and the PC.

If you have Microsoft Office installed on your PC, you can read and edit documents created on your GoBook Q•100. To copy documents or data from the GoBook Q•100, open Windows GoBook Q•100, locate and select the file you want, then drag it or copy and paste it to a suitable directory on your PC. While the file is being transferred, its format is automatically converted from Pocket Office to (PC) Office.

Likewise, files can be copied and automatically converted from (PC) Office to Pocket Office.

**Hint:** some document formatting may be lost when converting a file from Office to Pocket Office, so it is better to use simple document formats.

## See Also

[Connect to a PC via a Cable or Cradle](#)

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## Troubleshooting

If you have any problems with your GoBook Q•100, you should contact your system provider. Before you do so however, check the following:

1. If your GoBook Q•100 will not switch on, check the battery pack and try a different pack or try operating from the AC Adapter.
2. If you cannot read the display, try adjusting the backlight.
3. If you drop your GoBook Q•100 and it stops operating, try switching it off and on. Confirm that the battery pack is connected correctly.
4. If the GoBook Q•100 locks while running an application, try to use the application's Reset facility, if provided. Should this not be available, try to perform a [Soft Reset](#). If this fails, perform a [Hard Reset](#).

**CAUTION** There are no user serviceable parts inside your GoBook Q•100 and high voltages may be present. Do not attempt to open it. Opening the GoBook Q•100's case will also void your warranty.

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## Legal Information

### Identification

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### Copyright Notice

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#### **Compliance Statements**

The GoBook Q•100 computer 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 or more 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.

#### **Compliance Statement for Canada**

**English** This digital apparatus does not exceed class B limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications, standard ICES-003.

**Français** Avis de conformité aux normes du Ministère des Communications du Canada.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicable aux appareils numériques de classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le Ministère des Communications de Canada, NMB-003.

**NOTICE** The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable

method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

## **Europe**

This product complies with the radio interference protection requirements of the Council Directive 89/336/EC on the approximation of the laws of the Member States of the European Union relating to electromagnetic compatibility. The product was tested in a typical configuration and found to conform to the following test specifications:

EN55022 Radiated and conducted emissions. Class B.

EN50082 or EN55024 ESD and radiated and conducted immunity.

For further compliance details, refer to the specific CE Declaration Of Conformity. This is available on request, please quote the exact and full model number of the product(s) in question.

**Warnings and Cautions CAUTION!** Approved accessories only may be used with this equipment. In general, all cables must be of high quality, shielded, correctly terminated and normally restricted to 2 metres in length. Itronix AC Adapters employ special provisions to avoid radio interference and should not be altered or substituted.

Unapproved modifications or operations beyond or in conflict with these instructions for use may void authorization by the authorities to operate this equipment.

**WARNING** It is important that only authorized Itronix personnel attempt repairs on Itronix equipment as this might void any maintenance contract with your company. Unauthorized service personnel might be subject to shock hazard on some Itronix equipment if removal of protective covers is attempted.

The product you have purchased is powered by a rechargeable battery. The battery is recyclable and, under various state and local laws, it may be illegal to dispose of this battery into the municipal waste stream. Do not crush the battery or place it in a fire. Check with your local solid-waste officials for details on recycling options or proper disposal.

**CAUTION** Internal components of the GoBook Q•100 computer will be damaged if exposed to contaminants. When dust covers, the PC card door, or the bottom access panel are open on the computer, shield the unit from all contaminants such as liquids, rain, snow, and dust.

**CAUTION** *This device was evaluated for body-worn RF exposure compliance with carry case P/N: 54-0644-001. Use only the approved carry case (P/N. 54-0644-001) or similar body-worn accessories that do not contain metallic components and provide at least 0.5 cm separation between the device and the user's body.*

**The antenna location is fixed in the top right edge of the device and is not to be relocated.**



**Safety Information**

The following safety symbols are used in this manual to indicate potentially dangerous situations. Do not proceed beyond a **WARNING** or **CAUTION** until the indicated conditions are fully understood and met.

[Back to GoBook® Q•100 Help](#)