

Conquest-EX101  
Intrinsically Safe Industrial Smartphone

# Manual

Version: 1.0

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# conquest-EX101 Manual

Dear Customers and users,

Thank you very much for trusting and choosing our products, to ensure you fully understand how to use them, please read this manual carefully and keep it well for going forward usage.

## 1. External Appearance

See Figure.



## 2. Notes and cautions:

- a. Before installation and maintenance, please read this manual carefully and follow strictly.
- b. Do not charge in a hazardous area.
- c. Do not operate the product with the charger connected.
- d. Do not use product if front/back lens is cracked or SIM card cover is missing.
- e. Do not open product in hazardous area.
- f. Use approved battery pack only—3.8V/4600mAh  
Battery model: 413858A5R, 3.8V, 1150mAh.
- g. Use approved charger only—Class 2 Battery Charger, Model: HJ-FC017K7-EU (5V/1A).
- h. Handle and store batteries properly to avoid injury or damage; batteries can be dangerous !
- i. Smartphones should only be charged in a non-hazardous location.

## 3. Product overview

The conquest-EX101 Industrial Intrinsically Safe Smartphone is a portable communication device featuring a touch display, scanner, cameras, speakers and microphones, SIM and TF card connectors and communication interfaces for Wi-Fi, Bluetooth, GPS, NFC and 4G networks.

### 3.1. Product name:

Intrinsically Safe Industrial Smartphone

### 3.2. Model No. meaning

conquest-EX101

‘conquest’ is manufacture name;

‘EX’ stands for explosion-proof product;

‘101’ is the design serial number.

### 3.3.Conforms to STDS:

EN IEC 60079-0:2023 Explosive atmospheres Part 0: Equipment – General requirements

EN 60079-11:2023 Explosive atmospheres Part 11: Equipment protection by intrinsic safety "i"

IEC 60079-0:2023 Explosive atmospheres Part 0: Equipment – General requirements

IEC 60079-11:2023 Explosive atmospheres Part 11: Equipment protection by intrinsic safety "i"

### 3.4.Technical parameter

#### Explosion protection:

ATEX Ex marking and Certificate No.:



**II 3G Ex ib IIC T4 Gb**

**II 3D Ex ib IIIC T135°C Db IP54**

IECEx Ex marking and Certificate No.:

**Ex ib IIC T4 Gb**

**Ex ib IIIC T135°C Db IP54**

Tamb: -20 °C to +55°C

Degree of protection: IP54

Um=5VDC Im=1A

## 4. Conditions of use

### 4.1.Application scope:

This product is applicable for Zone 21 and Zone 1 hazardous areas where IIA, IIB, IIC gases, vapours, air and IIIA, IIIB, IIIC dust may exist.

### 4.2.Service condition:

**1) Specific condition of Use for ATEX/ IECEx certificate:**

***i) Theconquest-EX101IntrinsicallySafeIndustrialSmartphoneshall only be charged in safe area using a charger approved as SELV or Class 2 equipment against IEC 62368 or an equivalent IEC standard. You may discuss with the manufacturer for the suitable battery charger for this equipment.***

***The maximum voltage and current from the charger  $U_m$  and  $I_m$  shall not exceed 5.0 Vdc and 1.0A respectively. The ambient temperature during charging shall be in the range  $0^{\circ}\text{C}$  to  $+55^{\circ}\text{C}$ .***

***ii) When using, the rubber plug of the headset and charging interface must be properly installed. The device cannot be connected with any accessories such like a headset in hazardous location.***

***iii) The device must be protected from impact with high impact energy.***

***iv) Any Data download devices via the USB interface shall be approved as SELV or Class 2 equipment against EN/IEC 62368 or an equivalent EN/IEC standard. The maximum voltage  $U_m$  from the device shall not exceed 5.5 Vdc.***

***v) While in the non-hazardous area, a SIM/TF card may be inserted or removed.***

4.3. Do not use in strong corrosive gas environment;

4.4. Pollution degree: class 3.

## **5. Structural Features**

5.1. This product shell is made of CHN6700/SUS304/EXL9330/PA66/Glass.

5.2. The material PC/ EXL9330 is engineering plastic, surface sanding.

## **6. Installation, Operation and Maintenance**

### **6.1. CHECK BEFORE INSTALLATION AND USE**

Before installed, the basic technical data listed on nameplate should be checked whether conform to actual using conditions or not.

The end user is responsible for the suitability of the materials in the enclosure with regard to the possibility of chemicals in the usage area.

Do not operate product if damaged the smartphone shell.

## **6.2. CHARGING:**

1) Insert the male charger plug into the female socket on the bottom of the

Smartphone.

2) Plug the charger into the electrical outlet to begin charging.

3) WARNING:

DO NOT OPERATE THE PRODUCT WITH THE CHARGER CONNECTED

DO NOT CHARGE OR OPEN PRODUCT IN HAZARDOUS AREA

USE APPROVED CHARGER ONLY. MAXIMUM CHARGING VOLTAGE AND

CURRENT:  $U_m = 5.0V$ ,  $I_m = 1.0A$

## **6.3. ENVIRONMENTAL**

At the end of its technical life, the battery should be sent to a suitable recycling center or returned to point of purchase.

## **6.4. BATTERY CONDITIONING**

### **1) Battery Safety Information**

WARNING: HANDLE AND STORE BATTERIES PROPERLY TO AVOID INJURY OR DAMAGE BATTERIES CAN BE DANGEROUS!

Most battery issues arise from improper handling of batteries, and particularly from the use of damaged or counterfeit batteries. Please review the information below to avoid serious injury and/or damage to your property.

### **2) Rechargeable Batteries**

a) Hazardous locations safety approvals for explosive environments are only valid for the Conquest battery pack that is supplied with the Smartphone.

b) For replacement battery packs only use the approved Conquest battery pack for the model of the Smartphone that you are using. The use of other battery packs will invalidate the safety approval.

c) Smartphones should only be charged in a non-hazardous location.

d) Smartphones should be charged and operated between the temperatures shown:

Charge Temperature:  $0^{\circ}C$  to  $+55^{\circ}C$

Operating Temperature: -20°C to +60°C

- e) Always dispose of all batteries properly at an approved battery recycling center.

## **7. Storage condition**

Ambient temperature -20 °C ~ +60°C

Related humidity (Ambient temperature 25 °C) ≤ 95%

The products shall be stored in an environment free from corrosive gases, steam and dust that may damage the metal, engineering plastics and their insulation properties.



## 8. Description



1.SIM Card/ TF Card Slot

2.PoC Walkie-talkie Key

3.Customized Key

4.SOS Key

5.Barcode Scanner

6.Receiver

7.Front Camera

8.Indicator Lights

9.Dial Key\*

(1)During a call, short press to Enter hands-free, then short press to switch to handset mode.

(2)Short press to return to the previous screen/Long touch to switch between recently used programs.

10.Home Key

11.Call Hang Up / Lock Screen Key

12.USB-C port

13.Volume +

14.Volume -

15.Power on/off

16.Customized Key

17.NFC area

18.Flash Lamp

19. Main Camera

20.Removable Battery Cover

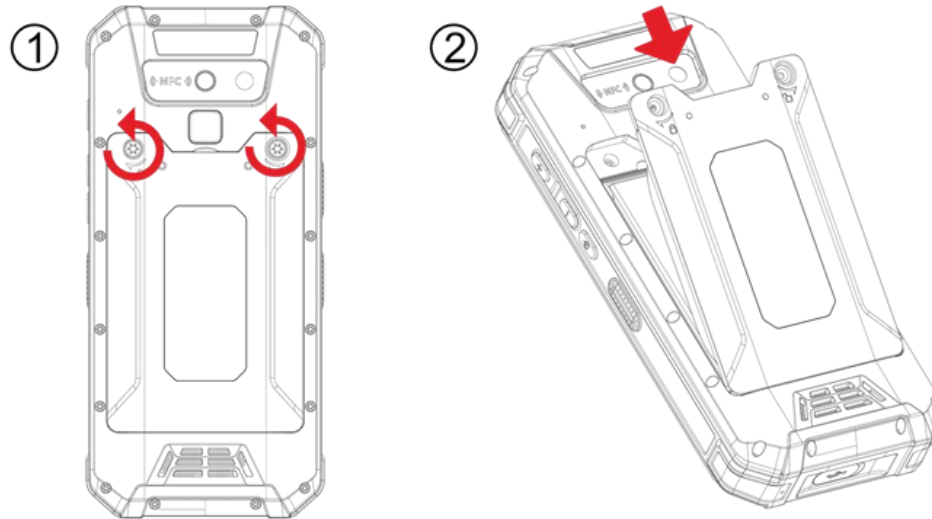
21.Speaker

## 9. DualSIMDualStandby

Dual + Standby, this means the phone supports dual SIM but in Standby mode. In simple words, when none of the SIM are used, then both the SIM's are active, but when you are using a particular SIM, the other SIM becomes inactive.

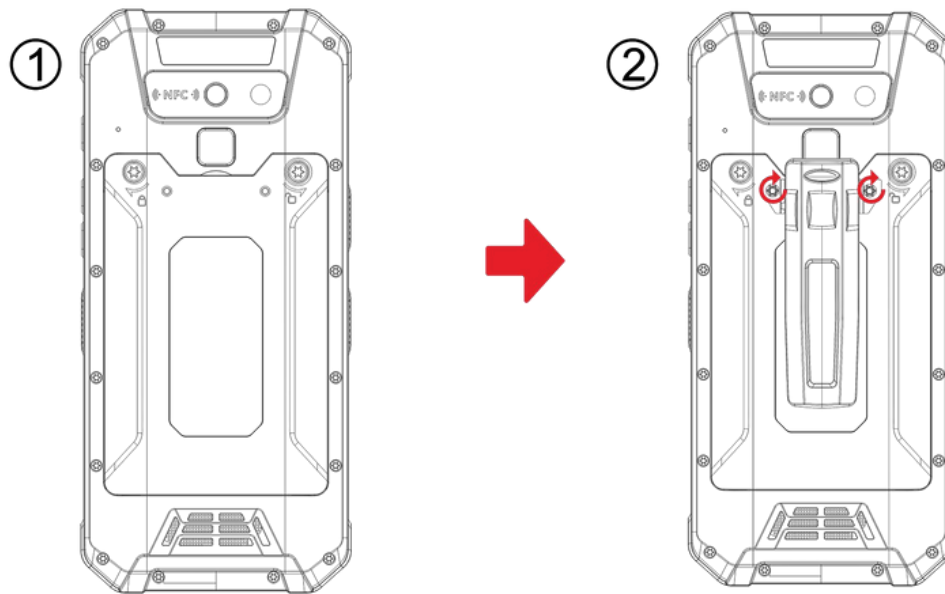
1. Dual SIM cards can't use voice services and data services at the same time.
2. In dual standby if a person is using SIM 1 and another person is calling on SIM 2, they will hear the message "Not reachable, try again later".
3. When one of the SIM cards uses data services, the data services of the other SIM card can't be accessed.

## 10.Remove the Battery



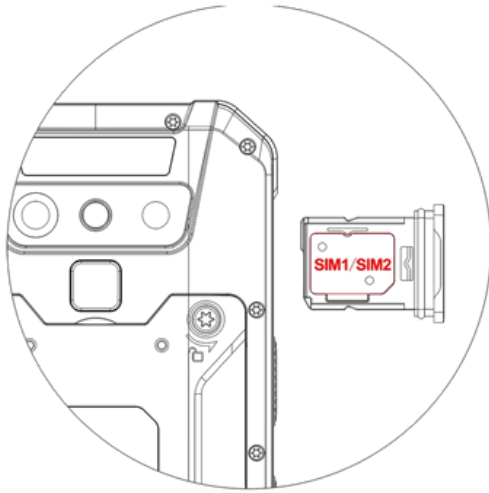
1. In the shutdown state, unscrew the screw counterclockwise to open the battery cover.
- 2.Lift the battery outwards to take it out.

## 11. Belt Clip Installation

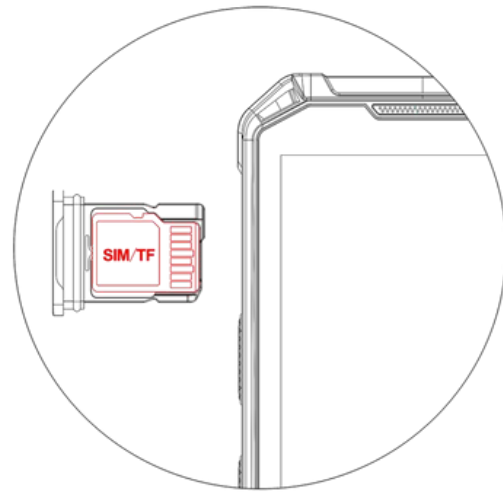


1. Align the belt clip with the screw hole and put the screw in.
2. Tighten the screw clockwise to lock the Belt clip.

## 12.SIM / TF Card Installation



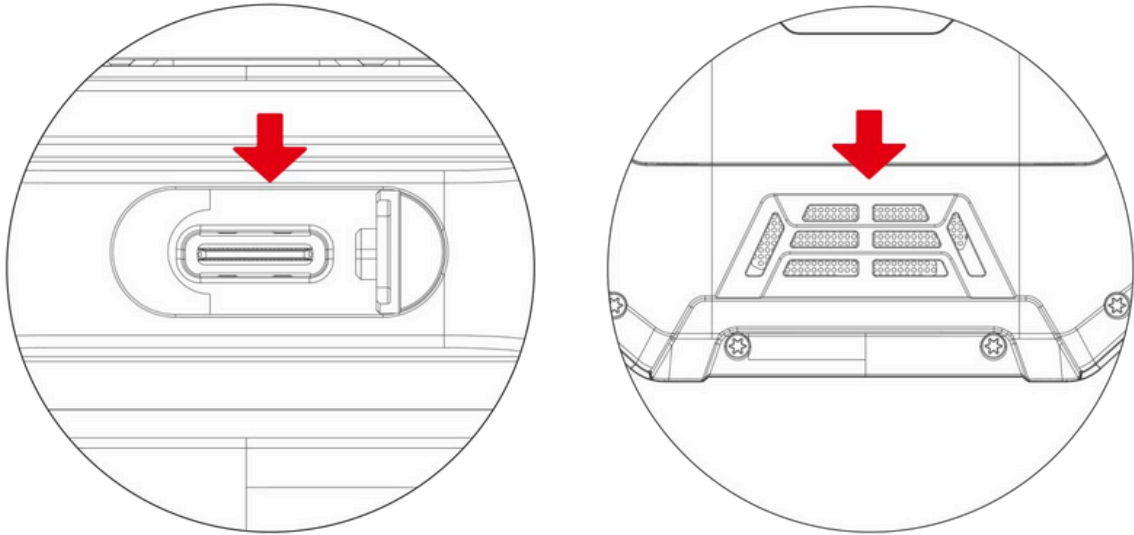
**Dual SIM Card**



**One SIM One TF Card**

1. In the shutdown state, take out the SIM/ TF card slot.
2. Place the SIM card/ TF card securely in the card tray.
3. TF card support up to 2TB.

### 13. Before putting the device into water



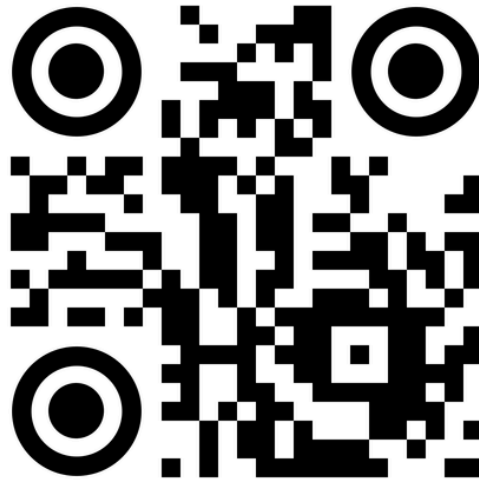
1. Before going underwater, all ports and connections must be checked according to the above operations.
2. The phone's waterproof performance will be affected after a destructive fall.
3. Take the device out of the water, the speaker and receiver need to be completely dry before using, otherwise, it will affect the experience.

## 14.The basics of troubleshooting

Problem	Solution
Abnormal microphone/Speaker/Receiver behavior post drop in water	Shake the phone dry to make sure the water is out of membrane. Use the hair dryer to quickly dry the excess water to restore the volume to normal.
App Crashes/Freezes/Unable to recharge/Restart frequently	Quick restart often solves minor issues with phone. On the right side of the phone you will find a power button.Restart the phone using that button.
Abnormal power consumption	First, you should try to dim the screen brightness and turn off the GPS, WiFi and Bluetooth if you are not using them. Additionally, you should check your Battery Usage in your phone Settings and see which apps are using more battery. You can close or disable the ones that are draining more battery if you usually do not need them.
Unable to register the SIM card	If after proper installation of SIM card the phone doesn't recognize the network try switching the flight mode on-and-off or try restarting the phone.If the issue still persists clean the chip with alcohol and cotton swap.
MicroSD card does not work	Your microSD probably has errors and your phone is not recognizing that card. Try to connect a card reader to your PC and format the microSD card at least two times. Restart your mobile phone and insert the SD card again.
Mobile network not registering internet access	Go to settings - Network & internet - Mobile network Mobile data - switch it on. Or slide the scree to shortcut menu-click the signal icon on upper right corner of the mobile data network switch it on.
Restore to factory setting	Please note factory reset will erase all the data from the phone,so make sure you take the backup of data before you do a factory reset. Open settings-System-Advanced-Reset options-Erase all data (factory reset).

***CONQUEST***

**conquest-EX101**



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