conquest-S29 (EX201)

Industrial Intrinsically Safe Smartphone Terminal

Manual

Version: 1.0

DIRECTORY

1. Notes and cautions: 3
2. Product overview 3
3. Conditions of use 5
4. Structural features 5
5. Installation, operation and maintenance 6
6. Storage condition 7
7. External appearance 7

conquest-S29(EX201) 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. 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/5000mAh

Cell model：475177AR, 3.8V, 2500mAh.

g. Use approved charger only –Class 2 Battery Charger, Model: HJ-FC0087K7 (9V/2A).

h. Handle and store batteries properly to avoid injury or damage batteries can be dangerous!

i. Smartphone should only be charged in a non-hazardous location.

2. Product overview

2.1. Product description:

The conquest-S29 (EX201) Industrial Intrinsically Safe Smartphone Terminal is a portable communication device featuring a touch display, cameras, speakers and microphones, divergent LED flashlight, SIM and TF card connectors and communication interfaces for Wi-Fi, Bluetooth, GPS and 5G networks.

2.2. Model No. meaning

conquest-S29 (EX201)

'conquest' is manufacture name;

'S29' is the in-company serial number;

'EX' stands for explosion-proof product;

'201' is the design serial number.

2.3. Conforms to STDS:

EN IEC 60079-0:2018 Explosive atmospheres Part 0: Equipment – General requirements

EN 60079-11:2012 Explosive atmospheres Part 11: Equipment protection by intrinsic safety "i"

IEC 60079-0:2017 Explosive atmospheres Part 0: Equipment – General requirements

IEC 60079-11:2011 Explosive atmospheres Part 11: Equipment protection by intrinsic safety "i"

2.4. Technical parameter

Explosion protection:

ATEX Ex marking and Certificate No.: CSANe 23ATEX1000X

Ⅱ 3GD

Ex ic IIC T4 Gc

Ex ic IIIC T100℃ Dc IP65

IECEx Ex marking and Certificate No.: IECEx CSAE 23.0001X

Ex ic IIC T4 Gc

Ex ic IIIC T100℃ Dc IP65

Tamb: -20℃ to +55℃

Degree of protection: IP65

Um = 9VDC Im = 2A

3. Conditions of use

3.1. Application scope:

This product is applicable for Zone 22 and Zone 2 hazardous areas where IIA, IIB, IIC gases, vapours, air and IIIA, IIIB, IIIC dust may exist.

3.2. Service condition:

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

i) The conquest-S29(EX201) industrial intrinsically safe smartphone terminal shall only be charged in safe area using a charger approved as SELV or Class 2 equipment against IEC 62368 or an equivalent EN/IEC standard. The maximum voltage and current from the charger Um and Im shall not exceed 9.0 Vdc and 2.0A respectively. The ambient temperature during charging shall be in the range 0℃ to +45℃

ii) 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 Um from the device shall not exceed 5.5 Vdc.

iii) Only a passive headset could be connected via the headset port in the non-hazardous area.

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

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

vi) The equipment shall only be used in locations where there is a low risk of mechanical impact.

vii) Only a passive Antenna could be connected via the Antenna port.

3.3. Do not use in strong corrosive gas environment;

3.4. Pollution degree: class 3.

4. Structural features

4.1. The enclosure is constructed from PC covered by silicone rubber, with a toughened glass window. The battery pack is integral with the unit and is not user-replaceable.

4.2. The equipment has no electrical connections while in the hazardous area. There is a port for connection to a headset and a USB interface for data communication in the non-hazardous area only.

5. Installation, Operation and Maintenance

5.1. 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.

5.2.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: Um =9.0V, Im = 2.0A

5.3.ENVIRONMENTAL

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

5.4.BATTERY CONDITIONING

Rechargeable Batteries

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

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

c) Smartphones should only be charged using the Conquest charger base that is supplied with the Smartphones.

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

Charge Temperature: 0°C to +45°C

Operating Temperature: -20°C to +60°C

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

6. Storage condition

Ambient temperature -20℃~+60℃

Related humidity (Ambient temperature 25℃) ≤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.

7. External Appearance

See Figure.

Shenzhen Conquest Communication Equipment Co., Ltd.

Floor 2, Building B, Banweiyuan, No.17 Yongxiang Road, Bantian Street, Longgang District, Shenzhen, China

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conquest-S29(EX201)

Quick Start Manual

Description

1.Volume + button
2.Volume - button
3.Power on/off
4.PTT walkie talkie button
5.Dial button
(1) During a call, short press to enterhands-free, then short press to switchto handset mode
(2) Short press to return to the previousscreen/Long touch to switch betweenrecently used programs
6.Antenna port (only DMR version)
7.Strong flashlight
8. Infrared remote module
9.Fingerprint Unlock
10.3.5mmEarphoneJack
11.Type-C port
12.FN button/1D&2D Scan button
13.Strong flashlight button/Camera button
14.Call hang up button/lockscreen button
15. DMR antenna(only DMR version)
16.Rear camera
17.SIM card cover
18.NFC area
19.Speaker

Dual SIM Dual Standby

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.

Safety instructions

READ THIS INFORMATION BEFORE USING YOUR MOBILE DEVICE.

1.General Safety

⊙Please use the screen protector that does not block the light sensor to avoid affecting its normal use.
⊙Please use the official original accessories to avoid damage to the phone.
⊙Do not keep the magnetic stripe card with the mobile phone together for a long time, otherwise the magnetic stripe will out of action.
⊙Do not expose your phone to strong sunlight to avoid damage due to overheat.
⊙Do not connect with other Unauthorized equipment.
⊙Do not disassemble the phone.
⊙It is forbidden to put the mobile phone under high temperature or throw it into fire to avoid explosion.

2.Traffic Safety

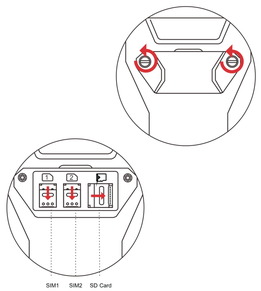
⊙Please do not use the phones and follow the relevant traffic laws when driving.
⊙Do not place the mobile phone above the car's airbag or inside the area covered by the airbag released.
⊙Please comply with the relevant regulations of the airline. Do not use your phone in the area or during the time when it is forbidden. Please turn off your phone if necessary.

3.Medical safety

⊙The radio waves of mobile phones may affect some medical devices, such as pacemakers, cochlear implants, hearing aids, etc. The mobile phone and these medical devices should be kept at least 20 cm away. Feel free to consult the restrictions on the use of mobile phones with manufacturer when exception occurs.

Use Tips

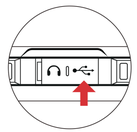
Quick Install SIM Card/SD Card



1. Unscrew the screw counterclockwise to open the SIM cover.
2. In the shutdown state,slide the card slot cover to the right, open the card cover, put the SIM card in the designated position, and then cover the card cover,then move the card cover to the left to lock it to complete the card installation.
3.TF card support up to 2TB.

Device Tips

Before putting the device into water



Pay attention to the sealing of the USB port

Check whether the internal waterproof ring is normal, close the card cover tightly and tighten the card cover clockwise with the two screws

WARNING

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.

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.
Magnetic charger/Dock charger not working	Check the charger and the contact position for any signs of dirt or oxidation.A quick wipe with cotton swab and alcohol should solve the issue.
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 screen 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).

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