



# The HP iPAQ Pocket PC Series



## HP Customer Information Centre

Australia	13 23 93
China	800 820 2255 021 5050 4800
Hong Kong	800 938833
India	1 600 112267
Indonesia	0800 1 111 222 008 800 330 005
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Singapore	1800 748 4488 1800 278 8100
Taiwan	0800 236686
Thailand	1800 060 055 1800 060 054

Flexibility  
Connectivity  
Productivity



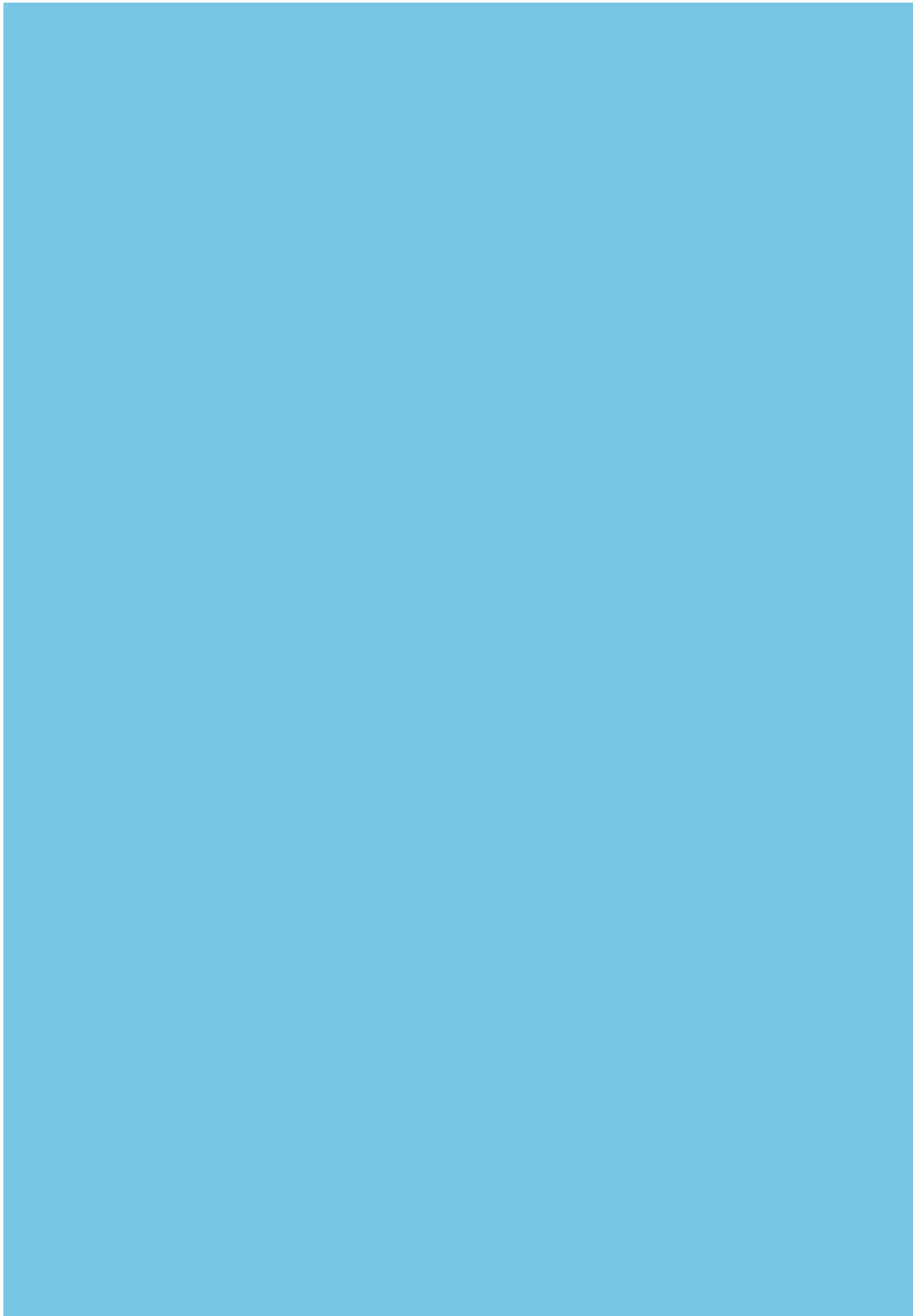
**HP iPAQ Pocket PC is a Microsoft®  
Windows® Powered Pocket PC**

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For people who are  
always on the go

# The HP iPAQ Pocket PC – designed to keep you one step ahead



Whether you're a technophile dreaming of a wirelessly connected life or a busy professional looking for a comprehensive business solution, there's an HP iPAQ Pocket PC to suit your

needs and budget. The HP iPAQ Pocket PC features a broad range of wireless capabilities including integrated Bluetooth™ technology and, in select models, wireless connectivity through WLAN cards. means, you can stay connected no matter where you are. The removable and

rechargeable battery keeps you powered up when you're on the move and the Universal Remote function provides you with complete control of your home entertainment system. The HP iPAQ Pocket PC – it will change the way you live, work and play, forever.

# HP iPAQ Pocket PC h1900 series



The HP iPAQ models in the h1900 series are Microsoft® Windows® Powered Pocket PCs

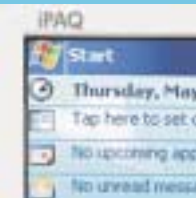
- Slim, sleek design
- Multi-media enabled
- Integrated Bluetooth™
- Stereo headphones

## It helps you stay in touch with your world

The HP iPAQ h1900 series features the most portable Microsoft® Windows® powered Pocket PCs in the HP iPAQ range. No matter where you are, the Integrated Bluetooth™ technology provides you with wireless connectivity to other Bluetooth™ devices, including mobile phones, printers and laptops.

The SDIO (Secure Digital Input/Output) slot allows you to snap in memory cards for transferring and storing MP3s, pictures and more. And with its powerful multi-media capabilities, you can play games, watch videos or listen to music; it's a complete entertainment system that slides easily into your pocket.

What's more, if you're on the road and really need to work, pocket versions of Microsoft Outlook, Word, Excel and Internet Explorer for Pocket PC will help you get it done quickly and easily.



## HP iPAQ Pocket PC h2200 series

It helps you take control of your life

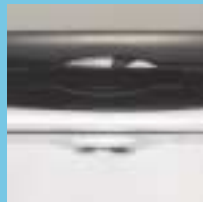


The HP iPAQ models in the h2200 series are Microsoft® Windows® Powered Pocket PCs

- Wireless ready
- Dual expansion slots
- Integrated Bluetooth™
- Multi-media enabled
- Removable, rechargeable battery

The Microsoft® Windows® powered HP iPAQ h2200 series is wireless ready, which means, with the addition of a WLAN card, you can access the Internet, your email and important work files when you're on the move. The SDIO dual expansion slots allow you to snap in memory cards and third party hardware such as scanners, cameras and printers; allowing you to manage more data than ever before.

The HP iPAQ h2200 series redefines productivity. With iPAQ Backup and pocket versions of Microsoft Outlook, Word, Excel and Internet Explorer for Pocket PC, you can keep working wherever you go.



# HP iPAQ Pocket PC h5500 series

It helps you run your business from almost anywhere



The HP iPAQ models in the h5500 series are Microsoft® Windows® Powered Pocket PCs

- Biometric fingerprint reader
- Integrated Bluetooth™
- Multi-media enabled
- Advanced power management
- Removable, rechargeable battery

The Microsoft® Windows® powered HP iPAQ h5500 series is designed with the corporate user in mind. It offers more business critical features than any other PDA in the market today. For device and data security, there is a biometric fingerprint reader and 64/128-bit WEP file encryption software to ensure exclusive access to confidential files.

The integrated wireless capabilities provide you with access to the Internet at Wi-Fi hotspots in cafes, hotels and airports. And the SDIO expansion slots allow you to scale the performance of the HP iPAQ to meet your future business needs. What's more, the HP iPAQ h5500 series comes with pocket versions of Microsoft Outlook, Word, Excel and Internet Explorer for Pocket PC.



# HP iPAQ wireless solutions to suit your business

Whether you need to build a complete data driven CRM tool for your company, empower sales personnel in the field, or keep track of warehouse inventory, there's an HP iPAQ

wireless solution to meet the demands of your business.



The following pages feature nine success stories that illustrate how the HP iPAQ has been effectively deployed to streamline business practices across different industries – saving companies time, work and money.

## The Body Shop chooses the HP iPAQ Pocket PC to improve customer service

When the Body Shop approached HP for a solution for its business, the brief was very clear – streamline the checkout process. The HP iPAQ Pocket PC Point of Sale (POS) system was the answer.

Mobile checkout points provide a wealth of product information and instant receipts for sales transactions. The familiar Windows-based interface makes the HP iPAQ easy to use and allows synchronised data transfer between the mobile units, making sales tracking and reporting much easier.

Today, instead of the traditional cash-register based checkout, Body Shop outlets in Hong Kong offer customers a brand new way to shop. Store assistants armed with HP iPAQ mobile POS systems help customers get information and purchase goods when and where they want. No more queuing to make payments or ask questions. The HP iPAQ has reduced customer wait times, improved service levels and helped the company maximise display space without compromising on checkout points.



### HP iPAQ success story

The Body Shop, Hong Kong

#### The challenge

- Improve customer service and revenue per outlet by streamlining the checkout process

#### The solution

- Mobile POS system that utilises HP iPAQ equipped with 802.11b CompactFlash wireless LAN adapters and thermal printers
- System integration through I-Zone development

#### The results

- Reduction in average waiting time
- Multiple points of sale provided consumers with a more convenient shopping experience
- Increased productivity of retail outlets

"The HP iPAQ was an obvious choice for us. We looked at other platforms but for the perfect convergence of usability, performance, versatility and convenience, HP iPAQ stands out from the rest."

Karin Ong  
General Manager  
and Executive Director  
The Body Shop



## Bandi & Luni's increases operational efficiency with the HP iPAQ Pocket PC

Bandi & Luni's Korean outlet is one of the largest bookstores in Asia. It carries more than two million books and with such large volumes of stock, customers were finding it increasingly more difficult to locate the books they wanted.

The PC search facilities presented another problem; they were too complex and off-putting for many customers, particularly the elderly and those lacking basic computer skills. The customer-friendly solution came in the form of a pocket-sized HP iPAQ.

With HP iPAQ Pocket PCs, store assistants are able to carry out a multitude of tasks, from stock ordering and inventory checks to book searches, product returns and inter-store book transfers, while on the move.

Floor staff utilise the instant messaging capabilities of the HP iPAQ to communicate with each other and service the same customer within different sections of the store. In addition to reducing costs, increasing operational efficiency and raising customer service standards, the HP iPAQ solution has also significantly reduced the number of staff required to run the store. What's more, the Microsoft® Windows® platform is compatible with Bandi & Luni's back-end system, which enables easy data transfer and sharing.

This new interactive service has been well received with traditional and modern customers. Thanks to HP, Bandi & Luni's has found a way to keep its customers coming back time and time again.



### HP iPAQ success story

Bandi & Luni's, Korea

#### The challenge

- Increase sales by providing customers with the information they need, instantly

#### The solution

- HP iPAQ Pocket PC h5450
- Customised book search and logistics management system with wireless access

#### The results

- 50% reduction in personnel required for the shop floor
- Increase in sales due to the fact that customers who use the HP iPAQ search system purchase goods

"Customers who find the books they are looking for using the HP iPAQ search system make a purchase almost without fail, and this leads to an increase in revenue."

Kim Jong-Hwa  
Director  
Bandi & Luni's

## Unitech employs a more targeted approach to sales using the HP iPAQ Pocket PC

Unitech, one of Taiwan's largest national distributors of IT products, found it was unable to capitalise on sales opportunities due to the lack of customer information available to field staff. To overcome this problem, Unitech presented its sales personnel with the HP iPAQ Pocket PC; this provided instant access to each customer's buying patterns, their preferred brands and the complete IT infrastructure of the company – empowering sales personnel to make product recommendations based on specific customer needs.

With the new system, detailed information is available across 3,000 categories of product and market research and price negotiation can be conducted instantly. Customers can even place orders, make payments and confirm delivery dates in one single meeting. This increases productivity among the sales force and helps Unitech build stronger relationships with its key clients.



### HP iPAQ success story

Unitech, Taiwan

#### The challenge

- Maximise sales opportunities by providing sales personnel with instant access to customer information
- Enhance customer service

#### The solution

- HP iPAQ Pocket PC h3900
- Mobile business management application

#### The results

- More proactive sales of product due to fast access of customer information
- Improved Customer Relationship Management
- 20% increase in productivity among the sales force

The HP iPAQ Pocket PC empowers sales personnel to make product recommendations based on specific customer needs.

## Colours by the Bay goes wireless with the HP iPAQ Pocket PC

When you have three young children who all want to eat something different, a simple family lunch can turn into complete chaos. It was this small customer insight that led Andrew Tan, a local entrepreneur, to develop a new restaurant concept that would satisfy individual palates – seven restaurants housed within a 26,000 sq ft area where customers can choose from a variety of Chinese, Italian, Thai, Japanese, Western cuisines and even local fare.

Each restaurant is equipped with several HP iPAQ Pocket PCs, which act as Point of Sale (POS) terminals for all ground staff. The menus for each of the seven restaurants are stored in the HP iPAQ and when a customer places an order, the waiter keys it directly into the device. The Pocket PC then sends the request wirelessly via 802.11b technology to three fixed terminal stations within the restaurant – the kitchen, the beverage counter and the cashier. This eliminates the need for keeping paper records of transactions and makes the ordering process much faster.

While Tan manages the Colours by the Bay group, each restaurant is independently owned and run. However, they all share a common vision and more importantly, the HP iPAQ POS system.



### HP iPAQ success story

Colours by the Bay – The Esplanade, Singapore

#### The challenge

- Implementation of an intelligent ordering system that allows cross-ordering of menu items from seven different restaurants

#### The solution

- HP iPAQ Pocket PC h3850
- Wireless 802.11b connection with multiple fixed terminal stations

#### The results

- Customer satisfaction; with the HP iPAQ wireless system customers enjoy greater product availability and faster delivery
- Cost savings; 30% reduction in manpower costs due to a significant increase in productivity among staff

*"In our business, service is of utmost importance and the HP iPAQ wireless system is so efficient that the drinks sometimes arrive before the waiter has finished taking the food orders."*

Andrew Tan  
Manager  
Colours by the Bay

## Guidant Australia streamlines its inventory control and saves \$350,000 thanks to the HP iPAQ

When Guidant Australia – the developer of world-leading cardiovascular medical equipment – approached HP, it was facing serious problems with its inventory control. About 70 percent of the company's stock was released to 80 hospitals across Australia and the mobile sales force had to manually check 20,000 units from faxed copies of the stock inventory – a time consuming process and one that made discrepancies difficult to reconcile.

The solution presented itself in the form of a Bluetooth™ enabled HP iPAQ Pocket PC and i.Scan, a custom-designed inventory management tool that allows sales staff to validate the company's stock instantly. A handheld scanner is run across the barcode of each piece of equipment and the data is transmitted to Guidant's central database via a Bluetooth™ enabled mobile phone linked to the HP iPAQ. In just six months, this simple operation saved Guidant Australia approximately \$350,000 by reducing stock write-offs, which have since fallen from three percent to one percent.



### HP iPAQ success story

Guidant Australia

#### The challenge

- Reduce the time needed to validate consignment inventory
- Improve customer service

#### The solution

- HP iPAQ Pocket PC h3870, Ericsson T68 mobile phone and Symbol Technologies SPS3000 barcode scanner
- HP ProLiant system, running SAP R/3 and Microsoft SQL Server 2000

#### The results

- Stock validation time has been reduced by 80 percent
- Cost saving of approximately \$350,000 in six months of operation
- Faster delivery of equipment to customers

“Using the HP iPAQ system, we are able to identify stock that is nearing its expiry and redeploy it to hospitals where it has high usage.”

Mark Summerville  
Business Manager  
Guidant Australia

## CMG Asia speeds up the sales cycle with an HP iPAQ business solution

CMG, one of Asia's leading financial services providers, realised that closing sales on the spot was critical to success and a change in processes could provide the company with an unbeatable competitive edge. The key to this plan was to ensure that the CMG sales force had quick access to information at all times.

With the HP iPAQ Pocket PC, the CMG team can access policies and underwriting guidelines no matter where they are. Built-in financial planning tools such as risk assessment and financial status analysis help them create tailor-made solutions based on specific parameters. And prospective clients can instantly evaluate alternatives using key criteria such as premium rates.

With the HP iPAQ, consumers can now get CMG financial solutions anytime, anywhere. There's no more waiting for the agent to return to the office, process a service offering and present an appropriate proposal.



### HP iPAQ success story

CMG Asia, Hong Kong

#### The challenge

- Achieve a competitive edge by delivering on-the-spot financial products and planning services

#### The solution

- An end-to-end mobile solution based on HP iPAQ with INTERACTlife's insurance agent software that incorporates product information, premium calculation and data capture functions
- Back-end system based on HP 9000 UNIX servers, HP ProLiant synchronisation and database server
- INTERACTlife WTA Synchronisation software supporting 2-way data update over GPRS, WLAN, Bluetooth™ and PC Cradle

#### The results

- Instant premium calculation that speeds up the sales cycle and improves agents' ability to close deals on the spot
- Up-to-date insurance and financial product information is available right at the agent's fingertips through the HP iPAQ
- Vast improvement in response time leading to greater customer satisfaction
- Improved communication and support from the office

"Compared to other platforms, the HP iPAQ offers more performance and expansion possibilities, such as built-in support for Bluetooth, which makes it easier for us to add future functionality such as remote connectivity."

Chris Lane  
Regional Manager  
Information Technology  
CMG Asia

## KONE reduces customer response time with the HP iPAQ Pocket PC

KONE – the market leader in industrial engineering – designs, installs and services elevators, escalators and auto-walks. With over 10,000 installations in Australia and New Zealand, the company found that responding to over 40,000 service calls each year required a faster and more efficient way to meet its customer's needs.

With the deployment of Bluetooth™ enabled HP iPAQ Pocket PCs, the latest customer information and technical data can be retrieved anytime, anywhere. This helps company technicians evaluate and resolve faults and complete maintenance work faster than ever before. The wireless solution allows seamless transfer of data to KONE's ERP system through GPRS enabled mobile phones, which means customer reports can now be created in real time and delivered by email, fax or through the Internet.

Today, KONE's approach to customer care has removed the need for tedious, paper-based manual systems and the new flexible, integrated and automated communication solution has dramatically reduced customer service response time.



### HP iPAQ success story

KONE, Australia/New Zealand

#### The challenge

- Reduce customer service response time through real-time data analysis and delivery

#### The solution

- HP iPAQ Pocket PC h3970, Nokia 6310 and the Symbol SPS3000 barcode sleeve
- Compaq ProLiant web system on Windows platform and HP 9000 Series server (HP-UX)
- Custom designed software for the HP iPAQ, networked to the company's SAP/R3 business system

#### The results

- Reduced from weeks to hours the time it takes to initiate a call, retrieve customer data, complete the task and finalise company and customer reporting

"The HP iPAQ solution raises the benchmark in service delivery, creating a new paradigm for responsive and professional customer care."

Chris Cassettari  
Modernisation Director  
KONE

## The HP iPAQ Pocket PC helps Sembawang Shipyard with manpower deployment

Sembawang Shipyard assists clients from over 35 countries with ship repair and conversion. With over 200 vessels handled annually, efficient deployment of the company's workforce is critical to the cost, manning and management of Sembawang's projects. With HP iPAQ Pocket PCs, supervisors on board the vessels can check workers' qualifications, skill sets and legal status by scanning their identification barcodes. Wireless data links help managers on the ground make instant cross and re-deployment decisions based on real-time intelligence. And supervisors can wirelessly access project information from databases residing on the company's enterprise server system, providing better estimations of manpower requirements and sub-contracting costs.

The HP iPAQ solution has replaced manual labour tracking on job sheets and minimised administrative work, resulting in significant time and cost savings. Thanks to the HP iPAQ, Sembawang can make more informed and timely manpower decisions with the flexibility to respond to a dynamic work environment.



### HP iPAQ success story

Sembawang Shipyard, Singapore

#### The challenge

- Optimise the use of the company's workforce by using real-time intelligence to make more informed deployment decisions

#### The solution

- HP iPAQ Pocket PC
- Enterprise server system allowing wireless access to the HP iPAQ
- Wireless Bridges enabling high-speed long-range outdoor links

#### The results

- Reduction in administrative work resulting in significant cost savings for the company
- Improvement in the estimation of manpower requirements, sub-contracting costs and patterns of manpower deployment

"It is envisaged that a wireless solution would allow for the real-time reporting of our workforce. Such 'deployment intelligence' will also allow us to optimise the use of our workforce in the dynamic work environment."

Mr Heng Chiang Gnee  
Managing Director  
Sembawang Shipyard Pte Ltd

## The HP iPAQ Pocket PC helps Shu-Te University create a mobile campus

In Yanchao village in the Kaoshiung county of Taiwan, a revolution is underway that will transform university education forever. The Shu-Te University is experimenting with mobile teaching and administration. Using HP iPAQs, teachers at Shu-Te are able to consult to students anywhere, anytime. The entire campus is wireless enabled, making mobile teacher-student interaction a reality. Apart from overcoming the logistical hurdles of venue, coordination and recording of interactions, HP iPAQs allow teachers to access student information and tutorial records no matter where they are – eliminating the need to carry bulky paper files around the campus.

Online teacher-student meetings, referrals for counselling and evaluation are now standard practice at Shu-Te University. And in the near future, student's results, attendance records and photographs will also be incorporated into the system – which means students will be able to keep abreast of activities on campus and pick their subjects without ever visiting the school. The HP iPAQ, with its memory expansion capabilities, processing speeds and user-friendly software, has proven to be the ideal choice for introducing information technology to the 10,000 staff and students at Shu-Te.



### HP iPAQ success story

Shu-Te University, Taiwan

#### The challenge

- Streamline the administration process by creating a mobile campus

#### The solution

- HP iPAQ Pocket PC h3900
- Multi-media optical-fibre network enabling wireless access to the Internet

#### The results

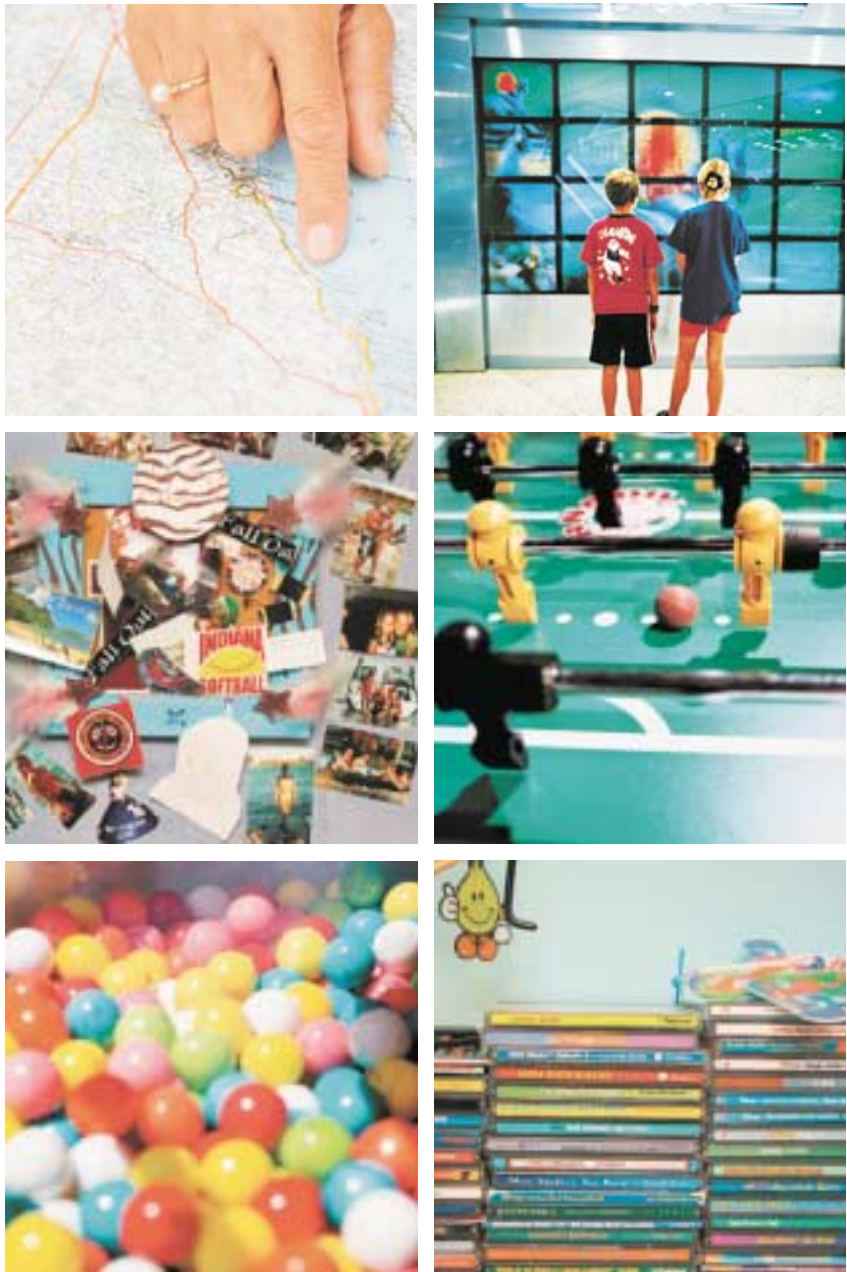
- Instant access of students' tutorial records and academic results
- More students' problems resolved through effective and efficient counselling

"In the past, when teachers held meetings and discussions with students, they had to carry two thick stacks of student files and search for the relevant data. Now, with the HP iPAQ, teachers can access the student's information and tutorial records instantly."

Lin Quanyi  
Associate Professor  
STU



## Expand your HP iPAQ Pocket PC with the latest accessories



If you need extra batteries for your HP iPAQ so you're never without power, or a slim keyboard to help you type documents faster, you'll find all the accessories you need right here. Take a look through to see how you can make your HP iPAQ work harder for you.

### Accessories featured include:


- Expansion packs
- Batteries
- Battery chargers
- Adaptors
- Cradles
- Styli
- Keyboards
- Cases/Covers

	Previous Part No.	Current Part No.	Description	h1900	h2210	h5100	h5400	h5500
	253479-B21 287464-B21	FA135A#AC3 FA136A#AC3 FA184A#AC3	SD memory cards 128MB SD memory cards 256MB SD memory cards 512MB	•	•	•	•	•
	249708-B21	FA120A#AC3	PC card expansion pack plus			•	•	•
	249709-B21	FA121A#AC3	CompactFlash card expansion pack plus				•	
	170339-B22	FA115A#AC3	CompactFlash card expansion pack					
	216198-B21	FA116A#AC3	Dual-slot PC card expansion pack			•	•	•
	253512-B21	FA127A#AC3	920mAh Battery for removable jackets			•	•	•
	253514-B21	FA128A#AC3	1800mAh Battery for removable jackets			•	•	•
	290484-B21	FA139A#AC3	Slim battery 1250mAh			•	•	•
	290486-B21	FA140A#AC3	Extended battery 2500mAh with adaptor			•	•	•
	311315-B21	FA114A#AC3	900mAh battery	•				
		FA110A#AC3	900mAh slim battery		•			

	Previous Part No.	Current Part No.	Description	h1900	h2210	h5100	h5400	h5500
	253516-011 253516-B21 253516-031	FA129A#ABG FA129A#ABA FA129A#ABU	Battery charger (AU) Battery charger (US) Battery charger (UK)			•	•	•
	253629-001 253629-011 253629-031	FA130A#ABA FA130A#ABG FA130A#ABU	AC adaptor (US) AC adaptor (AU) AC adaptor (UK)	•	•	•	•	•
	253508-B21	FA125A#AC3	Auto adaptor				•	
	274707-B21	FA133A#AC3	Charger adaptor	•	•	•	•	•
	253504-B21	FA124A#AC3	Premier leather case			•	•	•
	262207-B21	FA131A#AC3	Zippered leather case			•	•	•
	217883-B22	FA117A#AC3	Expandable case			•	•	•
	249707-B21	FA119A#AC3	Cover pack			•	•	•
	313295-B21 282348-B21	FA138A#AC3 FA137A#AC3	Screen Protector - 3pk Rugged case		•	•	•	•
	339656-B21	FA160A#AC3	IPAQ Leather holster case	•	•			

	Previous Part No.	Current Part No.	Description	h1900	h2210	h5100	h5400	h5500
	339657-B21	FA161A#AC3	iPAQ Nylon case	•	•			
	249693-001	FA118A#ABA	Foldable keyboard (US Eng)		•	•	•	•
	249693-031	FA118A#ABU	Foldable keyboard (UK Eng)					
	312391-001	FA141A#ABA	Slim keyboard (US Eng)				•	•
	253510-B21	FA126A#AC3	Stylus three pack			•	•	•
	311311-B21	FA113A#AC3	Stylus three pack	•				
		FA111A#AC3	Stylus three pack		•			
	250178-B21	FA122A#AC3	Autosync cable (USB/Serial)	•	•	•	•	•
	250182-B21	FA123A#AC3	Desktop cradle (USB/Serial)			•	•	•
	311317-B21	FA112A#AC3	USB Desktop cradle with battery slot	•				
		FA109A#AC3	USB Desktop cradle with battery slot		•			

	Previous Part No.	Current Part No.	Description	h1900	h2210	h5100	h5400	h5500
	268927-001	FA132A#ABA	CompactFlash modem (US)		•	•	•	•
	268927-B31	FA132A#B13	CompactFlash modem (Intl)					
	311837-371		Mobility kit				•	
	326030-371		Starter kit plus				•	
	336025-371		Essential kit	•				
		FA167A#UUF	Style kit - Blue	•				
		FA165A#UUF	Style kit - Tan					
		FA195A#UUF	User kit		•			
	334053-371		VEO CF Camera		•		•	
		FA182A#UUF	CF Radio		•		•	

	Previous Part No.	Current Part No.	Description	h1900	h2210	h5100	h5400	h5500	h3000
	336754-B21	FA158A#AC3	Windows Mobile 2003 for Pocket PC UPGD, ENG (single user)				.		
		FA158A#AB0	Windows Mobile 2003 for Pocket PC UPGD, T-CH (single user)				.		
		FA158A#AB2	Windows Mobile 2003 for Pocket PC UPGD, S-CH (single user)				.		
	336752-B21	FA156A#AC3	Windows Mobile 2003 for Pocket PC UPGD 50 USERS, ENG (50 users)				.		
	336753-B21	FA157A#AC3	Windows Mobile 2003 for Pocket PC UPGD 100 USERS, ENG (100 users)				.		
	336759-B21	FA147A#AC3	Windows Mobile 2003 for Pocket PC UPGD, ENG (single user) for h3950						.
	339983-B21	FA176A#AC3	Windows Mobile 2003 for Pocket PC UPGD, BT, ENG (single user) for h3970						.
	336761-B21	FA149A#AC3	Windows Mobile 2003 for Pocket PC UPGD 50 USERS, ENG (50 users) for h3950						.
	339985-B21	FA177A#AC3	Windows Mobile 2003 for Pocket PC UPGD 50 USERS, BT, ENG (50 users) for h3970						.
	336762-B21	FA150A#AC3	Windows Mobile 2003 for Pocket PC UPGD 100 USERS, ENG (100 users) for 3950						.

	Previous Part No.	Current Part No.	Description	h1900	h2210	h5100	h5400	h5500	h3000
	339984-B21	FA178A#AC3	Windows Mobile 2003 for Pocket PC UPGD 100 USERS, BT, ENG (100 users) for h3970						.
	336755-B21	FA151A#AC3	Windows Mobile 2003 for Pocket PC UPGD, ENG (single user) for h3850						.
	339986-B21	FA179A#AC3	Windows Mobile 2003 for Pocket PC UPGD, BT, ENG (single user) for h3870						.
	336757-B21	FA153A#AC3	Windows Mobile 2003 for Pocket PC UPGD 50 USERS, ENG (50 users) for h3850						.
	339987-B21	FA180A#AC3	Windows Mobile 2003 for Pocket PC UPGD 50 USERS, BT, ENG (50 users) for h3870						.
	336758-B21	FA154A#AC3	Windows Mobile 2003 for Pocket PC UPGD 100 USERS, ENG (100 users) for h3850						.
	339988-B21	FA181A#AC3	Windows Mobile 2003 for Pocket PC UPGD 100 USERS, BT, ENG (100 users) for h3870						.

# Quick Reference Guide

	h1930	h1940	h2210	h5150	h5450	h5550
<b>Dimensions</b>	113.3mm (H) x 69.8mm (W) x 12.8mm (D)	113.3mm (H) x 69.8mm (W) x 12.8mm (D)	115.4mm (H) x 76.4mm (D) x 15.4mm (W)	133mm (H) x 84mm (D) x 15.9mm (W)	138mm (H) x 84mm (D) x 15.9mm (W)	138mm (H) x 84mm (D) x 15.9mm (W)
<b>Weight</b>	124g	124g	144.2g	186.9g	206g	206.8g
<b>Processor</b>	Samsung (2410) 203MHz processor	Samsung (2410) 266MHz processor	400 MHz Intel® Xscale technology-based processor		400MHz Intel® PXA250 Applications Processor	400 MHz Intel® Xscale technology-based processor
<b>Display type</b>	Transflective TFT with LED backlight (64K colours, 16-bit)		Transflective TFT with LED backlight (64K colours, 16-bit)		Transflective TFT liquid crystal display (64K colours, 16-bit); 96mm viewable image (diagonal)	
<b>Touch screen</b>	Yes	Yes	Yes	Yes	Yes	Yes
<b>Resolution</b>	240(W) x 320(H)	240(W) x 320(H)	240(W) x 320(H)	240(W) x 320(H)	240(W) x 320(H)	240(W) x 320(H)
<b>Memory - RAM</b>	64MB	64MB	64MB	64MB	64MB	128MB
<b>File store</b>	Na	13MB	3MB	4MB		17MB
<b>Infrared port</b>	Yes	Yes	Yes	Yes	Yes	Yes
<b>Internal expansion slot</b>	SDIO ready, MMC expansion slot	SDIO ready, MMC expansion slot	SD, SDIO, MMC, Compact Flash Type I and II	SD/MMC type standard, SDIO ready	SD expansion slot	SDIO expansion slot
<b>Communications port</b>	USB connectivity for connecting to cradle or directly to PC via cable	USB connectivity for connecting to cradle or directly to PC via cable	USB connectivity for connecting to cradle or directly to PC via cable	USB connectivity for connecting to cradle or directly to PC via cable	USB / serial connectivity for connecting to cradle or directly to PC via cable Consumer IR and IrDA	USB / serial connectivity for connecting to cradle or directly to PC via cable Consumer IR and IrDA
<b>Audio</b>	Speaker, microphone, 2.5mm stereo audio jack, volume control, audio record and playback	Speaker, microphone, 2.5mm stereo audio jack, volume control, audio record and playback	Speaker, microphone, 3.5mm stereo audio jack, volume control, audio record and playback	Speaker, microphone, 3.5mm stereo audio jack, volume control, audio record and playback	Integrated speaker, integrated microphone, 3.5mm stereo audio jack, volume control, audio record and playback	Integrated speaker, integrated microphone, 3.5mm stereo audio jack, volume control, audio record and playback
<b>Battery</b>	900mAh Ion-Ion Polymer removable and rechargeable battery	900mAh Ion-Ion Polymer removable and rechargeable battery	900mAh Ion-Ion Polymer removable and rechargeable battery	1250mAh Ion-Ion Polymer removable and rechargeable battery Internal backup battery	1250mAh Ion-Ion Polymer removable and rechargeable battery Internal backup battery	1250mAh Ion-Ion Polymer removable and rechargeable battery Internal backup battery
<b>Integrated Bluetooth™</b>	No	Yes	Yes	Yes	Yes	Yes
<b>Integrated Wi-Fi</b>	Yes, via CF or SD Card	Yes, via CF or SD Card	Yes, via CF or SD Card	Yes, via PC Card and expansion pack or SD Card	Yes	Yes
<b>Integrated WWAN</b>	No	No	Yes, via CF Card	Yes, via PC Card, CF Card, or GSM/GPRS expansion pack	Yes, via PC Card, CF Card, or GSM/GPRS expansion pack	Yes, via PC Card, CF Card, or GSM/GPRS expansion pack
<b>Operating system</b>	Microsoft® Pocket PC 2003	Microsoft® Pocket PC 2003	Microsoft® Windows® Mobile 2003 Premium software for Pocket PC	Microsoft® Windows® Mobile 2003 Premium software for Pocket PC	Powered by Microsoft® Windows® for Pocket PC 2002	Microsoft® Windows® Mobile 2003 Premium software for Pocket PC
<b>HP Ergonomic design features</b>	Instant-on/off and Backlight Navigation button Touch-sensitive display for stylus 4 programmable application launch buttons - Calendar, Contacts, Inbox, and Today buttons 2 alarm settings Built in speaker	Instant-on/off and Backlight Navigation button Touch-sensitive display for stylus 4 programmable application launch buttons - Calendar, Contacts, Inbox, and Today buttons 2 alarm settings Built in speaker	Instant-on/off and Backlight Navigation button Touch-sensitive display for stylus 4 programmable application launch buttons - Calendar, Contacts, Inbox, and iTask buttons 2 alarm settings Built in speaker Soft touch sides for slip free grip	Instant-on/off and Backlight Navigation button Touch-sensitive display for stylus 5-way Navigation button Touch-sensitive display for stylus 5 programmable application launch buttons - Calendar, Contacts, Inbox, and iTask and Record buttons Built in speaker and microphone, Volume up/down and record button	Instant-on/off and Backlight Power button 5-way Navigation button Touch-sensitive display for stylus 5 programmable application launch buttons - Calendar, Contacts, Inbox, and iTask and Record buttons 2 alarm settings Built in speaker and microphone, Volume up/down and record button	Instant-on/off and Backlight Power button 5-way Navigation button Touch-sensitive display for stylus 5 programmable application launch buttons - Calendar, Contacts, Inbox, and iTask and Record buttons 2 alarm settings Built in speaker and microphone, Volume up/down and record button
<b>HP Exclusive applications</b>	iPAQ Image Viewer	Bluetooth™ Manager iPAQ Backup	iPAQ Task Manager iPAQ Backup iPAQ Image Viewer Universal Remote Control iPAQ File Store	iPAQ Task Manager iPAQ Backup iPAQ Image Viewer Universal Remote Control iPAQ File Store	iPAQ Fingerprint Reader iPAQ Task Manager iPAQ Backup iPAQ Image Viewer iPAQ File Store Universal Remote Control	iPAQ Fingerprint Reader iPAQ Task Manager iPAQ Backup iPAQ Image Viewer iPAQ File Store
<b>What's in the Box</b>	HP iPAQ Pocket PC h1930, USB Synchronisation cable, AC Adaptor, Battery, Getting Started Poster, Charger adaptor, 2.5-3.5mm audio adaptor, HP iPAQ Pocket PC Companion CD	HP iPAQ Pocket PC h1940, USB Synchronisation cable, AC Adaptor, Battery, Getting Started Poster, Charger adaptor, 2.5-3.5mm audio adaptor, HP iPAQ Pocket PC Companion CD	HP iPAQ Pocket PC h2210, USB Cradle/Charger, AC Adaptor, Slip case, Battery, Getting Started Poster, Charger adaptor, HP iPAQ Pocket PC Companion CD	HP iPAQ Pocket PC h5150, USB Cradle/Charger, AC Adaptor, Holster with belt clip, Battery, Getting Started Poster, Charger adaptor, HP iPAQ Pocket PC Companion CD	HP iPAQ Pocket PC h5450, USB Cradle/Charger, AC Adaptor, Holster with belt clip, Battery, Getting Started Poster, Charger adaptor, HP iPAQ Pocket PC Companion CD	HP iPAQ Pocket PC h5550, USB Cradle/Charger, AC Adaptor, Holster with belt clip, Battery, Getting Started Poster, Charger adaptor, HP iPAQ Pocket PC Companion CD

## Frequently Asked Questions

### **Why should I choose the HP iPAQ Pocket PC?**

The HP iPAQ offers you a broad range of wireless options to help you stay productive wherever you go. The expansion capabilities and wide range of accessories allow you to enhance the performance of your Pocket PC to meet your evolving needs. And the HP iPAQ provides you with business-critical security features that keep your confidential information safe and secure.

### **Which HP iPAQ model provides the best security for confidential information and documents?**

The HP iPAQ h5500 series – it features a biometric fingerprint reader to ensure exclusive access to your device; VPN software to secure your wireless connection when accessing information remotely, such as the Internet, email and your corporate network; and F-Secure FileCrypto data encryption software to keep your confidential documents safe and secure.

### **Can I print documents directly from an HP iPAQ Pocket PC without connecting cables?**

Yes, all HP iPAQ Pocket PCs feature Bluetooth™ technology which allows you to print on a range of HP Bluetooth™ enabled printers wirelessly; no cables required.

### **Can I continue using the HP iPAQ if the battery completely discharges when I'm on the road?**

Yes you can. The removable, rechargeable batteries installed in HP iPAQ Pocket PCs can be changed anytime, anywhere – which means you can keep working for longer.

### **Can I check email and access the Internet when I'm on the move?**

Yes you can – the HP iPAQ allows you to connect to the Internet through a CF or SD card at Wi-Fi hotspots in hotels, cafes and airports.

### **What are the expansion capabilities of the HP iPAQ?**

The HP iPAQ h2200 and h5500 series feature an integrated Secure Digital (SD) slot which allows you to snap in memory cards and third party hardware. What's more, it's SDIO ready, so you can connect hardware such as scanners and printers – you can even turn your HP iPAQ into a radio or a digital camera.

### **If the HP iPAQ is reset or loses power, will the data be safe?**

Yes, with HP iPAQ File Store, you can save important documents in the non-volatile memory portion of your HP iPAQ – this means your data will be safe in the event of a device reset or power loss.

### **Is it possible to back-up and restore data to the HP iPAQ?**

Yes, in fact iPAQ Backup allows you to schedule automatic back-ups to an external storage device such as a PC, laptop or memory card quickly and easily. The files can then be restored whenever you need them.

### **Is the HP iPAQ multi-media enabled?**

Yes, you can play games, watch videos and even listen to your favourite MP3s with the HP iPAQ. What's more, the HP iPAQ h2200 and h5500 series feature an Integrated Universal Remote Control that allows you to control your home entertainment system from your Pocket PC.

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