

Service Bulletin

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| Title | Storing Your Symbol SPT Series Scanner |
| Number | HS-SB-SPT-01 |
| Date | 09-28-2010 |
| Affected Models | Symbol SPT-1700, SPT-1800 |
| Affected Serial Numbers | All |

Summary

When not intending to use your Symbol SPT-1700 or SPT-1800 for some time, we recommend storing the device with the battery removed. The battery was designed to keep the terminal memory intact for up to two weeks. As the unit and battery age, this time shortens. Once the battery is allowed to go dead in the device, memory will be erased or scrambled. The result is the loss of any scanned data, the program, and all settings.

Details

The Symbol SPT-1700/1800 devices store the VTS application and scanned records in "volatile" memory (RAM). This memory requires power to store data. The power is normally supplied by the replaceable Li-Ion battery and can keep the memory powered with the unit in standby ("OFF") for up to two weeks. The actual amount of standby time will vary depending on the age and condition of both the device and the battery.

Once the battery is allowed to go dead in the device, all memory will be erased, removing the application and any scanned data. After the terminal is recharged and started, the user will need to run Restorer to re-download the application, a process that could take up to an hour depending on phone line connection quality.

In addition, there is a small backup battery/capacitor internal to the unit to keep memory powered up during a battery swap or system reset. On some units, this circuitry deteriorates over time. See service bulletin: [Deterioration of SPT PalmOS Memory Backup Circuitry](#)

Recommended Action

The following table details our recommendations for storing the unit, depending on time frame. **Remember to always upload and/or backup your collected data before storing the unit!**

| Duration | Storage Condition |
|-----------------|---|
| A few days | Unit charging in dock or with a fully charged battery |
| Several weeks | Unit charging in dock |
| Months | Charge unit, then store with battery removed |