Quick Reference Guide

Ascom Myco 4

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Introduction

Ascom Myco™ 4 supports streamlined workflows, fast responses and fact-based decisions. The enterprise-grade Ascom Myco 4 smartphone delivers actionable, context-rich information to mobile personnel in healthcare, manufacturing, and other demanding environments. The handset is based on Android™ 12 and includes several Ascom solutions complementing the standard Android offering.

This Quick Reference Guide (QRG) provides a brief overview of the most common features of your Ascom Myco 4 handset.

The images in the QRG are taken from a handset with an English user interface. Some functionalities described in this QRG may differ from your handset depending on system configuration. Images of the screen can also differ from how the screen looks on your handset.

Remember to read the Safety Instructions included in the product delivery before using the handset.

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* Not available in the Slim model.

Handset Models

Ascom Myco 4 comes in three variants:

Ascom Myco 4, Wi-Fi	With Ascom IR location, barcode scanner, pull-cord port.
Ascom Myco 4, Cellular Wi-Fi	With Ascom IR location, barcode scanner, pull-cord port.
Ascom Myco 4 Slim, Wi-Fi	No Ascom IR location, No barcode scanner, No pull-cord port.

Buttons

The handset is equipped with Power, Volume, and four Multifunction buttons.

Multifunction buttons

Depending on the configuration, these buttons can be used for different purposes. For example, you can scan a barcode, send an alarm, start an app, or use it as the Push-to-Talk (PTT) button.

Power Button (*with biometric reader*)

Press and hold to turn the handset on / off or restart it.

Press to lock and put the handset into sleep mode.

Press to wake up the screen from sleep mode.

Volume Button

Press up (+) to increase or press down (-) to decrease the volume level.

Handset Views

The interface of the handset is divided into two separate views:

The Home screen is the main view of the handset, where you can s shortcuts to access to different apps and functions.

The All apps screen is the view where you can find all the apps that are installed on the handset.

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NOTE:	Frequently used apps can be found in the shortcut panel of the Home screen. If you can not find the apps or want to change the shortcuts, contact your system administrator for assistance.

Navigate between Views

To get to the All apps screen, swipe up from the bottom of the Home screen.

To get back to the Home screen, swipe down in the All apps screen, or press the Back or Home button.

Home screen

All apps screen

Shortcut panel

Back button

Home button
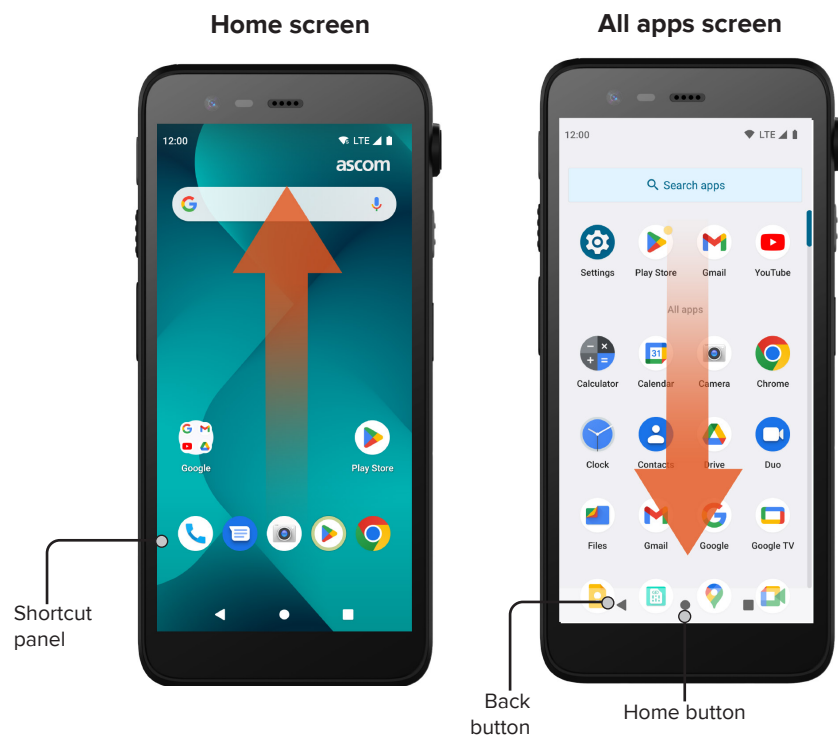
Calling and Messaging

① In the All apps screen, tap the **Phone app** icon 📞 . You can also open the app from the Shortcut panel of the Home screen.

② Choose between manually dialing the phone number ⠿ , choosing the contact from Favorites ★, Recent calls 🕐, or the Contacts 👥.
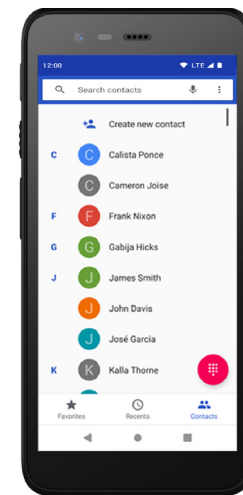
① In the All apps screen, tap the **Messages app*** icon 💬 . You can also open the app from the Shortcut panel of the Home screen.

② Tap the **Start chat** icon 💬 Start chat at the bottom of the screen to write a new message or tap the conversation to read and reply to it.
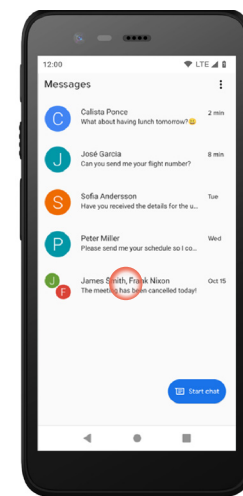
* Not available in Wi-Fi only models.

Text Input

If several input languages are available, tap the **Show language switch** key ⊕ to change the input language. Tap the **Show language switch** key until the correct language is displayed. Alternatively, press and hold the space bar and then select the language in the opened window.

To use emojis, press and hold the **Enter** ↵ or **Next** ❯ key and then select the **Emoji** key 🙂 . To go back to the text input, tap **ABC**.

## Notification Overview

Notifications appear in different places and formats, such as icons in the Status bar or as detailed texts in the Notification drawer. In unlocked mode, notifications appear at the top of the screen.

1. Icon, for example "Contact icon"
2. Title / Headline
3. Timestamp
4. Expand indicator
5. Supporting text
6. Actions
7. App icon

José Garcia • 2m
Can you send me your flight number?
Mark as read   Reply
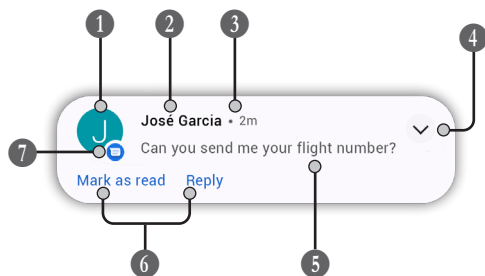
Manage Notifications

There are three ways to manage notifications on the lock screen:

Tap the **Down arrow** icon ⌄ or swipe the notification down to open the Notification drawer.

Long press the notification to open the app that sent it.

Swipe left or right to clean the notification (if allowed).
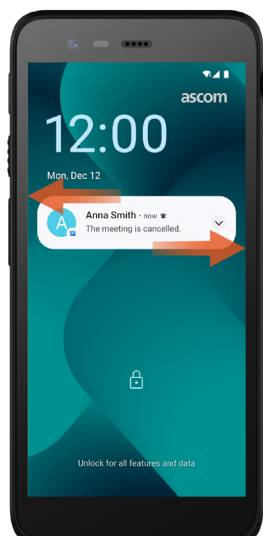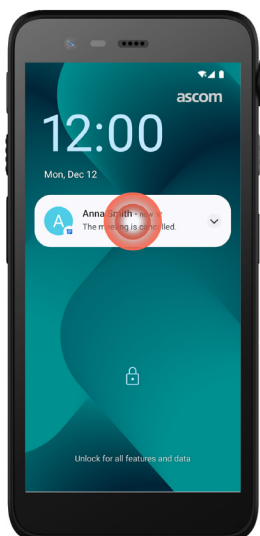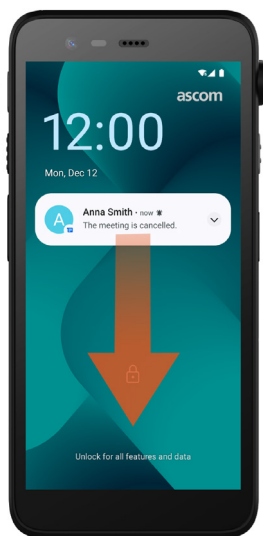
Notification Drawer

The Notification drawer shows a list of notifications, such as missed calls, conversations, system and app messages.

Incoming notifications first appear as icons in the Status bar at the top of the screen to show that there is new information in the Notification drawer.

To open the Notification drawer, swipe down from the top of your screen.

You can open the Notification drawer in unlocked mode and on the lock screen.

To hide the Notification drawer, swipe upwards, tap outside the drawer, or press the Back or Home buttons.
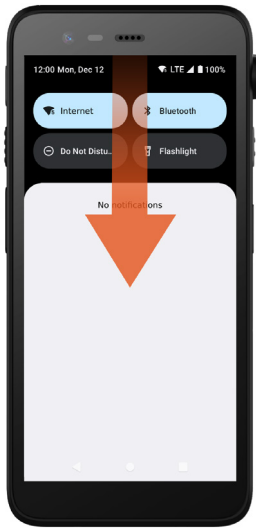

Back button

Home button
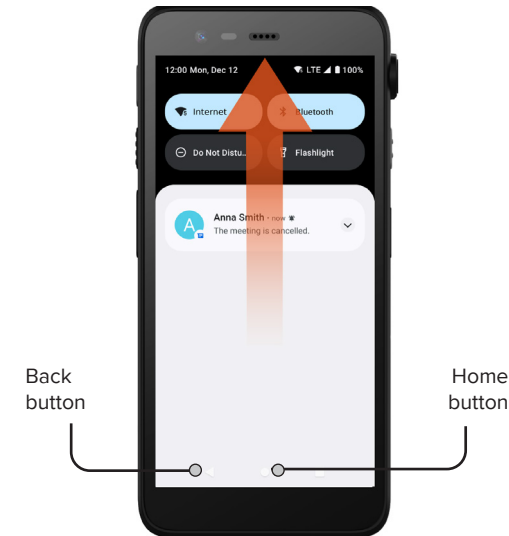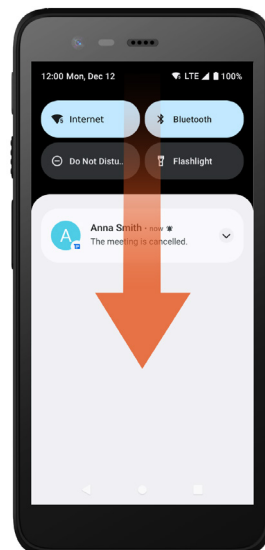
Quick Settings

The Quick Settings panel can be used to make some fast changes in your Ascom Myco 4, such as alter the brightness of the screen or put the handset in battery save mode.

You can open the Quick Settings panel both in unlocked mode and on the lock screen.
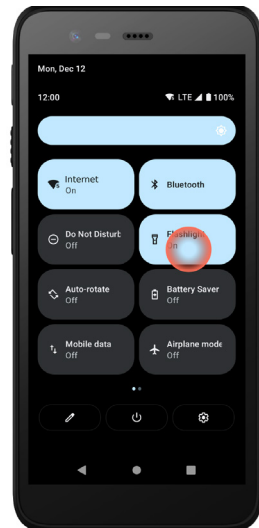
To see a selection of settings, swipe down from the top of the screen.

To open the whole Quick Settings panel, swipe down two times from the top of the screen.
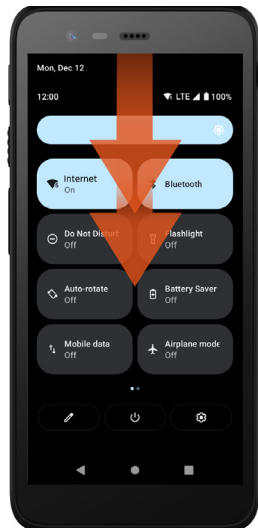
To turn the setting on / off , tap the corresponding icon.

Handset security

The following recommendations are to ensure that the handset is accessible by the intended personel only.

- Lock the device (turn off the screen) before leaving it unattended

- Avoid change in any setting that may degrade security e.g., increase the screen timeout.

- Use one of the following screen lock methods

Screen lock

Go to Settings ➜ Security ➜ Screen lock.

Choose one of the following:

- **Pattern** to draw a pattern to unlock the handset.

- **PIN** to enter their PIN code to unlock the handset.

- **Password** to enter the password to unlock the handset.

Low Battery

If the battery level is low, charge the battery or change it to a fully charged one as soon as possible.

20%	A low battery level is indicated a warning signal and the `Battery may run out soon` notification.
10% - 2%	A very low battery level is indicated by a warning signal that sounds at each battery percent change and the `Battery may run out soon` notification. Press **Mute** to silence the warning signal.
1%	An empty battery is indicated by vibration and a warning signal that sound every five seconds, and the `Battery may run out soon` notification. Press **Mute** to silence the warning signal. NOTE: The vibration will stay on even if the handset is placed into the "Do Not Disturb" or "Silent" mode.

True Hot-Swap

Ascom Myco 4 has an easily replaceable battery that can be changed without powering down the handset or exiting your active apps. With hot-swap functionality you can continue working and using your apps even when the battery is being exchanged.
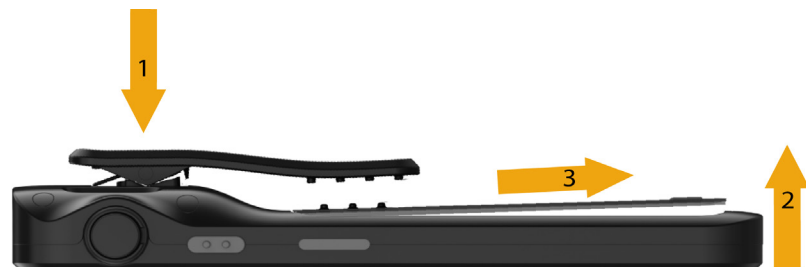
- When removing the battery, your handset is operational for another 60 seconds.

- If the battery is not replaced within 60 seconds, the handset switches off.

Battery Replacement

1 Slide the battery cover lock to the right to release the battery.

2 While pressing and holding the upper part of the clip ❶, lift the battery ❷ and pull it out ❸.

3 Press the clip once again. Insert a fully charged or new battery and press it in.

4 Slightly press on the battery and slide the battery cover lock to the left to lock the battery.

5 The battery has been properly inserted if none of the battery parts is detached.

Charging Methods

The handset has a rechargeable battery that can be charged separately from the handset. To charge it, use the Battery Charging Rack.

If you want to charge the handset, do it either with a Handset Charging Rack, Desktop Charger or an USB-C cable.

With the Desktop Charger you can charge the handset.

Desktop Charger

Use the desktop charger to charge only the handset.

Handset Charging

1 Place the handset in the charging slot for handsets. Push the handset into the charger to fully insert it. If the handset is correctly inserted, the charging screen appears showing the battery charge level and the owner ID.

2 When the green check mark icon appears on the screen and the LED turns green, the battery is fully charged.

Handset Disconnection

Tilt the handset towards you and then lift the handset upwards to remove it from the charger.

Handset Charging Rack

Handset Charging

1 Place the handset in a charging slot. Push the handset into the charger to fully insert it. If the handset has been correctly inserted, the charging screen appears showing the battery charge level and the owner name.

2 When the green check mark icon appears on the screen and the LED turns green, the battery is fully charged.

Handset Disconnection

Tilt the handset towards you and then lift the handset upwards to remove it from the charger.

Battery Charging Rack

Battery Charging

1 Remove the battery pack from the handset and place it in the charging slot. Secure the battery by moving the battery cover lock to the left.
If the battery has been correctly inserted, the LED turns amber to show that the battery is charging.

2 When the LED turns green, the battery is fully charged.

Battery Disconnection

1 Unlock the battery by moving the battery cover lock to the right.

2 Lift the battery and pull it out from the charger.

USB-C Cable

1 Open the charging port at the bottom of the handset.

2 Attach the USB-C cable to the charging port and connect USB power supply to a power outlet.

3 When the LED turns green, the battery is fully charged.

4 Close the charging port to prevent dust damage.

Ascom (Sweden) AB
Grimbodalen 2
SE-417 49 Gothenburg
Sweden
Phone: +46 31 55 93 00
www.ascom.com

ascom