



R12 Tablet PC
Model R001
User's Guide

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The end user may access only one operating system language version.

L'utilisateur final ne peut accéder qu'à une seule version linguistique du système d'exploitation.

Der Endbenutzer darf nur auf eine Sprachversion des Betriebssystems zugreifen.

De eindgebruiker heeft slechts toegang tot één taalversie van het besturingssysteem.

L'utente finale può accedere a una sola lingua del sistema operativo.

El usuario final sólo podrá acceder a una versión de idioma del sistema operativo.

Loppukäyttäjä voi käyttää vain yhtä käyttöjärjestelmän kieliversiota.

Användaren har endast tillgång till en språkversion av operativsystemet.

Slutbrugeren har kun adgang til ét af operativsystemets sprogversioner.

Sluttbruker kan aksessere kun én av operativsystemets språkversjoner.

O utilizador final pode alcançar somente uma versão de língua do sistema de exploração.

O usuário final pode acessar apenas uma versão de idioma do sistema operacional.

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Getting Started

1

The Motion R12 Tablet PC is a sleek and lightweight FHD 12.5" rugged tablet that provides robust computing power and a variety of integrated features to enable any mobile workflow.

The R12 Tablet PC includes these features:

- Intel® Core™ i5 or i7 vPro™ Processors (i7 Processor includes Intel vPro™ technology)
- Windows® 7 Professional 64-bit
- USB 3.0 and HDMI ports and SD card slot
- Integrated 8.0 MP documentation camera and 2.0 MP web camera
- 4 GB or 8 GB DDR3L 1600MHz SDRAM memory
- Intel® HD Graphics 4200
- Corning® Gorilla® Glass for increased display damage resistance
- 9-Axis MEMS sensor (Accelerometer, eCompass, Gyroscope) with Ambient Light Sensor
- Dual input—digitizer pen and capacitive 10-point touch
- 12.5" wide viewing angle display with full-HD Resolution (1920 x 1080)
- Intel Display Power Saving Technology (DPST)
- Hot-swappable battery
- Integrated 802.11a/b/g/n Wi-Fi® and Bluetooth® 4.0
- Integrated mobile broadband with GNSS module*
- Integrated fingerprint reader with OmniPass software
- WinMagic® SecureDock™ hard drive encryption software
- 1D/2D barcode reader*
- Integrated 13.56MHz HF RFID with read/write capability*
- Trusted Platform Module (TPM) for hardware-based security and optional Computrace® Complete*, which allows you to identify your Tablet PC in the case of loss or theft.

* Optional features are available when you purchase your tablet.

Optional features

This section describes the optional features available when you purchase your R12.

Mobile broadband with GNSS

You can purchase an R12 Tablet PC with an optional embedded mobile broadband with Global Navigation Satellite System (GNSS) module that enables you to connect to a variety of mobile broadband networks for sending and receiving data wirelessly. You can typically use mobile broadband anywhere you can use your mobile phone. Mobile broadband is based on cellular network technology, so you can use it in more places than other local area wireless technologies.

The GNSS receiver uses GPS satellites and GLONASS satellites to determine the current location, altitude, heading, and horizontal velocity of the R12. You don't need a network connection or an account with a mobile broadband network carrier to use the GNSS receiver. You can use it with your preferred mapping applications to find your current and desired locations.

For information on setting up mobile broadband, see [Using Mobile Broadband with GNSS](#) on page 48.

Discrete GPS with WAAS, EGNOS, and MSAS

Your tablet may have an optional embedded discrete global positioning system (GPS) module that supports the Wide Area Augmentation System (WAAS) for improved accuracy in the United States; European Geostationary Navigation Overlay Service (EGNOS) for improved accuracy in Europe; and Multi-functional Satellite Augmentation System (MSAS) for improved accuracy in Japan. The proper Augmentation system will be detected based on your location. No special selection is required. The augmentation feature uses signals from geostationary satellites to improve on the reliability and accuracy of the signals from the GPS satellites. You can use it with your preferred mapping applications to find your current and desired locations.

Security

Your R12 includes several features that you can use to enhance the security of your data and serve as the foundation for complementary security technologies. The core security features include password-protected BIOS, networking control, optional Computrace® Complete tracking software, a built-in fingerprint reader, Dashboard Security Center, and TCG Trusted Platform Module (TPM) 1.2.

TPM

With the built-in TPM 1.2 and Infineon Security Platform Tools, you can create and manage digital certificates, user and device authentication, full disk data encryption, and restricted network access. These features are most commonly used by enterprises and enabled by the system administrator. To download and install TPM, go to http://www.motioncomputing.com/us/products/rugged-tablets/r12#prod_specs, select Security, and then click the link for TCG Trusted Platform Module (TPM) 1.2 .

Computrace® Complete

The R12 Tablet PC can be purchased with the optional Computrace Complete, which offers enhanced data protection, improved IT asset management, and managed computer theft recovery. With Computrace, organizations can track, manage, and secure their entire computer fleet—including remote and mobile devices—on or off the network.

Other optional features

Other R12 optional features include:

- SlateMate®—See [Using the SlateMate \(optional\)](#) on page 38.
- Barcode scanner—See [Using the barcode scanner](#) on page 38.
- RFID reader—See [Using the RFID reader](#) on page 40.

Overview of the R12

The following photos show the buttons, slots, and ports on the R12 Tablet PC.

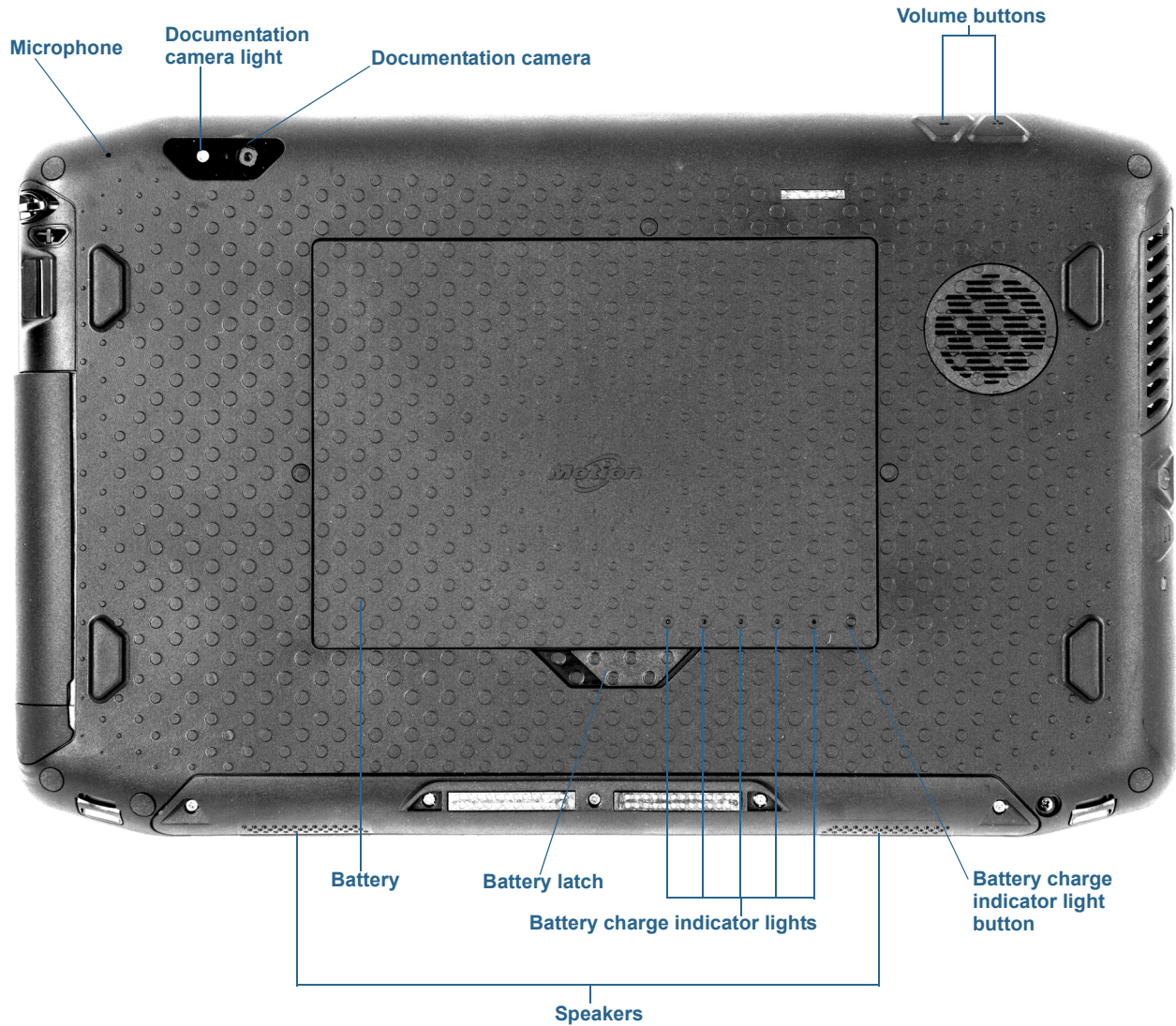
Front



Function button 1	Motion Dashboard (press), Windows Journal™ (press and hold)
Function button 2	Motion SnapWorks™ (press), Pictures directory (press and hold)
Function button 3	Tablet PC Settings or Barcode reader (if equipped with SlateMate) (press), On-screen keyboard (press and hold)
Ambient light sensor	Measures the light in your environment and can automatically adjust the brightness of the display.
Microphones	Front array microphones that optimize sound detection for speech recognition and voice recording.

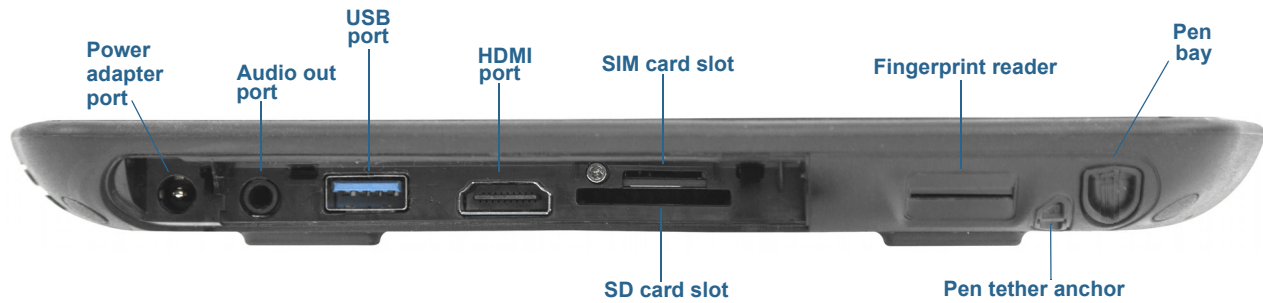
Web camera	Interact with people online, stream video, or capture color images with a 2MP web camera.
Web camera light	Indicates that the web camera is active and provides lighting for images and video.
Windows Home button	Opens the Windows Start menu.
Touchscreen display	Use your finger or pen to access all the functions of the R12 on the 12.5" display.

Back



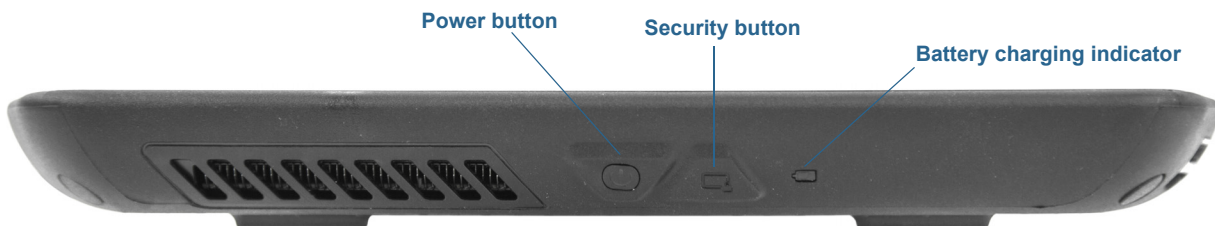
Microphone	Used for detecting sound when the documentation camera is in use.
Documentation camera light	Provides light for the documentation camera.
Documentation camera	8MP auto-focus camera that takes photos you can save to your hard drive in BMP, JPG, and TIFF formats.
Volume buttons	Use to adjust volume up or down.
Battery	Powers the tablet when it is not plugged in or docked.
Battery latch	Opens the battery compartment's door.
Battery charge indicator lights	Indicate the level of battery charge.
Battery charge indicator light button	Press to view charge indicator lights.
Speakers	Use for listening to audio.

Right side



Power adapter port	Connect the power adapter.
Audio out port	Supports external stereo speakers, a stereo headset, or a stereo headset with microphone using a standard TRS or TRRS 3.5mm plug.
USB port	Connect a USB device such as a mouse, digital camera, printer, or external storage device.
HDMI Port	Connect digital audio/video devices such as an external digital monitor.
SIM card slot	Required for some mobile broadband networks. If required, your cellular network carrier provides the SIM card.
Fingerprint reader	Scan your fingerprints for added security.
Pen bay	Store the pen when not in use.
SD card slot	Use with an SD memory card to play media files, view files from your camera or other devices, or to use for extra file storage.
Pen tether anchor	Loop a pen tether through this attach point to keep your pen with the tablet.

Left side

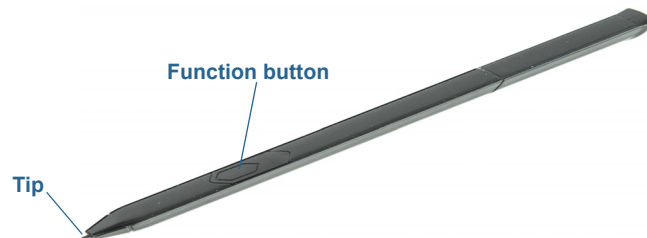


Power button	Turns the tablet on and off.
Security button	Use to log on to or lock the tablet. Equivalent to Ctrl+Alt+Del on a keyboard.
Battery charging indicator	Indicates battery charging status.

Pen

The R12 Tablet PC supports touch with a pen as well as with your finger with an R12-Series digitizer pen. You may find the pen handy when you want to write a quick email or take notes. The pen is particularly effective for precise data entry and navigation.

The R12 digitizer pen includes a pressure-sensitive tip and a function button. The pen contains no batteries and requires no external power.



You can purchase additional pens from the [Motion Computing Accessories](#) page. For more information on using the pen, see [Using touch](#) on page 23.

Where to begin with your R12

This section includes some steps you can follow to power up and get familiar with your R12 Tablet PC.

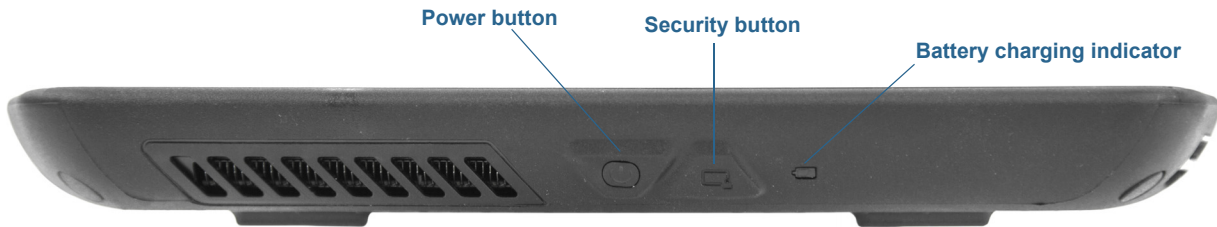
Step 1: Power up the tablet

1. Pull out the port door located at the bottom of the right side of the R12 to expose the power adapter port and plug in the AC adapter.



2. Plug the power cord into an outlet.
 - The battery charging indicator on the left side of the R12 turns amber to indicate that the battery is charging.
 - Keep the tablet on AC power until the battery is fully charged (the battery charging indicator turns green). You don't have to wait until the tablet is fully charged to turn it on.


3. Press and release the power button  located in the center of the left side of the R12 to turn it on.



Step 2: Connect to a wireless network


The R12 comes with built-in Wi-Fi and Bluetooth. Your Tablet PC may also be equipped with mobile broadband. To set up available wireless networks, follow these steps:

Step 1. Enable wireless from Motion Dashboard

1. From the Windows taskbar, tap the Motion Dashboard icon .
2. Tap **Wireless**.
3. Enable the desired available wireless networks:
 - **Bluetooth Internal Wireless**
 - **802.11 Internal Wireless**
 - **Mobile Broadband with GNSS**

NOTE: If mobile broadband isn't listed, your R12 isn't equipped with a mobile broadband module.

Step 2. Set up Wi-Fi

1. From the Windows notification area, tap the wireless network icon .
2. Select a wireless network from the list of available networks.

Step 3. Set up Mobile Broadband with GNSS (optional)

NOTE: Before you can connect to a mobile broadband network, you must have an active account with a cellular network provider and obtain a SIM card for mobile broadband access.

To set up mobile broadband:

1. Start AirCard Watcher. From the Start menu, select **All Programs > Sierra Wireless > AirCard Watcher**.


Note: AirCard Watcher will be rebranded as Skylight™ effective June 2014.
2. Tap the **Connect** button to connect to your wireless networks.

NOTE: If you purchased the optional mobile broadband module with GNSS, your R12 has GNSS capabilities. You can use GNSS with your preferred mapping applications to find your current and destination locations.

Step 4. Set up Bluetooth

The R12 has a built-in Bluetooth adapter to connect to other Bluetooth-enabled devices.

To add a Bluetooth device:

1. From the notification area, tap the Bluetooth icon  and select **Add a Device**.
2. Make sure the Bluetooth device is discoverable according to the device manufacturer's instructions. When a Bluetooth device is discoverable, it's visible to other Bluetooth devices within range.
3. Select the desired Bluetooth device from the list of devices.
4. Follow the on-screen instructions.

TIP: To make the R12 visible to other devices, tap the Bluetooth icon then select **Open settings**. Select the **Options** tab and then select **Allow Bluetooth devices to connect to this computer**.

Step 3: Get familiar with your R12 Tablet PC

Once you've set up your R12, take a few minutes to get familiar with your Tablet PC.

- Calibrate touch. You can adjust the touch settings by calibrating the digitizer. (The digitizer is software that detects the position of the pen or your finger on the touchscreen display.) For details, see [Adjusting touch settings](#) on page 25.
- Use Motion Computing tools to customize your tablet according to your work style. See [Using Motion Dashboard](#) on page 21.
- Open the writing pad and provide handwriting samples to improve handwriting recognition. See [Entering text](#) on page 27.
- Take photos or use the web camera. See [Using the cameras](#) on page 32.

Step 4: When you take a break

When you leave your Tablet PC for a while, you can lock it to prevent unauthorized access by pressing the Windows Security button and then selecting **Lock this computer** on the following screen. You can configure the Power button to shut down your Tablet PC, or to put it in Sleep or Hibernate mode to save power when you press the Power button.

NOTE: The power button blinks when the tablet is in Sleep mode.

Lock and unlock the Tablet PC

To lock the Tablet PC, either:

- Press the security button  on the right side of the tablet.
- OR
- If a keyboard is attached, press **Ctrl+Alt+Delete**.


To unlock the tablet:

- Press the security button  or **Ctrl+Alt+Delete** again.


Sleep mode

Place your tablet in Sleep mode when you go away for a short period of time. Sleep mode conserves battery power while you're away and when you return, your desktop is the same as you left it.

To put the tablet in Sleep mode:

- Save your files.
 - Press and release the power button .
- Note:** While in Sleep mode, the power button flashes green.

To wake up the tablet from Sleep mode:

- Press and release the power button .

The tablet quickly resumes activity and your desktop is the same as you left it.

Note: If you have security enabled on your tablet, you'll need to unlock the Tablet PC.

Hibernate mode

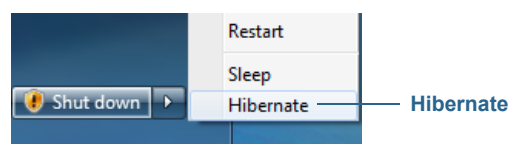
If you intend to leave your tablet for several hours or more, you can put the tablet in Hibernate mode. Like sleep, when you return from hibernate, your desktop is the same as you left it.

Note: If you have security enabled on your tablet, you'll need to unlock the Tablet PC.

It takes longer to start up from Hibernate mode than sleep, but it consumes very little power, saves data to disk beforehand, and is still faster than starting your tablet after shutting it down.

To put the tablet in Hibernate mode:

- From the Start menu, tap the arrow next to **Shut down** and select **Hibernate**.



Optional setup tasks

Create a recovery image

Once you've set up your R12 the way you like it, including installing your applications, create a system image on an external USB drive. This is a safety measure in the event that your system stops working.

A system image is an exact copy of a drive and includes Windows 7, your system settings, programs, and files. For more information, see [Creating a system image](#) on page 57.

Attach the pen tether

The R12 pen comes with a tether so that you can attach the pen to your tablet to avoid misplacing it.

To attach the pen tether:

1. Slip one end of the tether through the hole at the end of the pen, then pull the pen through the loop until it is tight.
2. Slip the other end of the tether through the attach point on the R12, then pull the pen through the loop until it is tight.

You can purchase additional pen tethers from the [Motion Computing Accessories](#) page.

Connect the tablet to a docking station

A variety of docking solutions for the R12 are available for purchase on the [Motion Computing Accessories](#) page.

The docking station for the R12 adds functionality to your tablet, including port expansion for Ethernet, VGA and HDMI monitors, and USB devices such as printers, keyboards, and mice. The docking station also charges the tablet and includes a charging bay for an extra battery. Mobile docks are also available for your R12 and enable you to mount your Tablet PC in a variety of vehicles. For details on installing and using the docking station, see the *User's Guide* that accompanies your docking station.

Connect the tablet to a display monitor

Connect a display monitor to your R12 Tablet PC using either the VGA or HDMI port located on the docking station.

After connecting the monitor, set up the external display from the Motion Dashboard as described in [Setting up an external display](#) on page 31.

For more information

This *User's Guide* introduces the full set of R12 features and provides instructions for common tasks you'll perform. The rest of this book is organized as follows:

- **Using your R12**—Provides instructions for basic R12 tasks including how to customize your tablet to fit the way you work using Motion Dashboard, how to use the cameras, how to set up speech recognition, and more.
- **Caring for your R12**—Provides suggestions for the care and maintenance of your Tablet PC.
- **R12 Troubleshooting and FAQs**—Provides answers for common issues you may encounter as you begin to use your R12.

The *Getting Started* document located on the Tablet PC's desktop provides a number of tips to get you started using the tablet quickly.

NOTE: If you don't have access to a particular feature or setting on your Tablet PC, contact your system administrator for additional information.

You will find other useful information on our website:

- [Motion Computing Support](#)
- [Free online training videos](#)
- [Knowledge Base](#)
- [Motion Computing Accessories](#)
- [Motion Computing Store](#)

NOTE: This User's Guide is available in [French](#), [German](#), [Spanish](#) and [Portuguese](#) on our website.

Using your R12

2

This chapter provides information about performing the following tasks:




- [Using Motion Dashboard](#) on page 21
- [Using touch](#) on page 23
- [Using handwriting recognition](#) on page 28
- [Using the Function buttons](#) on page 29
- [Using the Windows Home button](#) on page 30
- [Setting display options](#) on page 30
- [Using the built-in microphones](#) on page 32
- [Using the cameras](#) on page 32
- [Using the SlateMate \(optional\)](#) on page 38
- [Using the barcode scanner](#) on page 38
- [Using the RFID reader](#) on page 40
- [Using the battery](#) on page 41
- [Using Wi-Fi \(802.11 a/g/n\) and Bluetooth](#) on page 46
- [Using Mobile Broadband with GNSS](#) on page 48
- [Using the discrete GPS receiver with WAAS, EGNOS, and MSAS](#) on page 50
- [Using Bluetooth](#) on page 47
- [Using the fingerprint reader](#) on page 50
- [Using the SIM card reader](#) on page 55
- [Using the SD card reader](#) on page 56
- [Locating your serial number](#) on page 56
- [Backing up your system](#) on page 57
- [Restoring your system](#) on page 57
- [Finding other software](#) on page 59

The R12 desktop and applications

When you start up your R12 for the first time, the desktop may look like the following illustration. Motion Computing applications appear in the taskbar and Windows® notification area.



The Motion Computing applications are described below.

	Motion Getting Started	Document that contains tips for getting started with your R12 Tablet PC.
	Motion Dashboard	Motion application for changing tablet settings. See Using Motion Dashboard on page 21.
	Motion OmniPass	Motion application for using the R12's fingerprint reader to log in to Windows and your files, applications and websites. See Using the fingerprint reader on page 50.


Using Motion Dashboard

Motion Dashboard provides a convenient way to change common tablet-related settings.

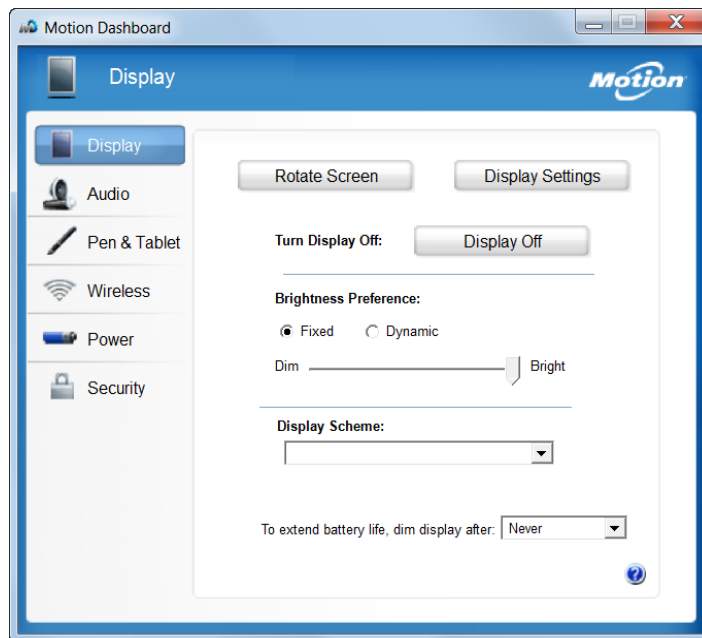
To open Motion Dashboard:

- Press Function button 1, which is located on the front left side of the Tablet PC. (See [Using the Function buttons](#) on page 29.)


OR

- From the Windows taskbar, tap the Motion Dashboard icon .

Motion Dashboard is organized into categories, which are listed on the left of the Dashboard. Tap a category button to display its settings.



The table on the following page lists some of the tasks you can perform using Motion Dashboard.

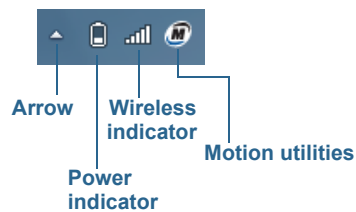
NOTE: Tap the Help icon  for detailed information about using Motion Dashboard.

Dashboard Category	Task
Display	<ul style="list-style-type: none"> • Rotate the display orientation. • Adjust the brightness of the display. • Set advanced graphic properties. • Set up an external display. • Dim the display automatically.
Audio	<ul style="list-style-type: none"> • Adjust speaker and microphone volume. • Adjust advanced audio settings. • Suppress background noise. • Balance speakers.
Pen & Tablet	<ul style="list-style-type: none"> • Configure your Tablet PC to use touch only, pen only, or both simultaneously. • Adjust touch to left-handed setting. • Adjust sensitivity to flicks and gestures. • Use the automatic learning feature to train your Tablet PC to recognize your handwriting more accurately. • Enable haptic feedback, which uses vibrations to indicate that the Windows Start button or Function buttons have been pressed. • Enable the R12 Companion Keyboard. • Enable RFID (if equipped with optional ®)
Wireless	<ul style="list-style-type: none"> • Enable and disable Wi-Fi®, Bluetooth®, and mobile broadband • Choose to have wireless disabled on startup (it's enabled by default). • Adjust Wi-Fi, Bluetooth, and mobile broadband properties.
Power	<ul style="list-style-type: none"> • Select a power plan. • Change what the power button does when pressed: sleep, hibernate, or shut down.
Security	<ul style="list-style-type: none"> • Set up the fingerprint reader and other security options.

Accessing Motion tools from the Windows notification area

You can access common Motion tools from the Windows notification area.

NOTE: Initially, the Motion icons don't appear in the Windows notification area. Tap the arrow to view more icons. Tap **Customize** to have the icons appear in the Windows notification area.



Motion icons in the Windows notification area

Tap the Motion icon  to display:

- **Motion Dashboard**—Opens the Motion Dashboard.
- **Options**—Lists options you can set:
 - **Show Hard Drive Activity**—When selected, the Motion icon blinks when there is hard drive activity.
 - **Automatic Display Rotation**—When selected, the R12 automatically changes the viewing orientation (landscape to portrait or vice versa) when the tablet is physically rotated.

Using touch

Your R12 is equipped with up to 10-finger capacitive touch, which means you can use your fingers to select items and open files, zoom in and out, scroll through browser windows and documents, and more.

Here are some common ways to perform tasks on a touchscreen:

- **Tap**—Select something
- **Press and hold**—Open a menu of options. This is equivalent to right-clicking a mouse to display the right-click menu. Press and hold your finger until a circle appears, then lift your finger to display the menu.
- **Double-tap**—Perform a double-click action
- **Tap and drag**—Drag and drop
- **Pinch fingers together**—Zoom in
- **Spread fingers apart**—Zoom out
- **Flick**—Scroll through a list or move quickly
- **Press and hold the pen's function button** (equivalent to a right-click on a mouse)—Open a context-sensitive menu

NOTE: If the tablet doesn't respond when you tap with your finger, try using more area of your fingertip. While the R12's touchscreen will respond to capacitive-touch gloves, it won't respond to other input such as tapping it with another object (e.g., a credit card, or a stylus or digitizer pen from another device).

Calibrate pen and touch

Calibrate the pen and your finger so that they can be detected more accurately on the touchscreen display. You should do so when you first start using the Tablet PC and whenever the pointer doesn't align with your pen or finger.

To calibrate the digitizer:

1. Open Motion Dashboard.
2. Tap **Pen & Tablet**.
3. Under **Pen & Tablet**, tap **Calibrate Digitizer**.
4. Tap the **Calibrate** button in the Display tab.
5. Choose **Pen input** or **Touch input** in the following pop-up display.
6. Provide calibration samples by tapping the crosshairs with your pen or finger in the following screen as directed.
7. Tap **Yes** or **No** when asked if you want to save the calibration data.

Changing to one-tap open for touch

With touch, you may want to change how you select and open items. By default, Windows folders are set up so that you tap once to select an item and double-tap to open it. For touchscreen displays, you can change the behavior to point to select an item and open an item with one tap instead of two.

To change folder options:

1. From the Windows Control Panel, tap **Appearance and Personalization, Folder Options**, then tap **Specify single- or double-click to open**.
2. Under **Click items as follows**, tap **Single-click to open an item (point to select)**.

For more information, open Windows Help and search for "folder options."

Customizing touch input mode

You can determine how touch input is configured by setting the input mode. You can use:

- Your finger only; no pen input is detected.
- The pen only; no finger input is detected.
- Both your finger and a pen.
- Switch between touch and pen input, in which case you double-tap to switch to touch input. This is useful to avoid the tablet from responding to unintentional touch input.

To configure touch settings:

1. Open Motion Dashboard.
2. Tap **Pen & Tablet**.

3. Tap **Touch Settings**.
4. From the **Digitizer Options** tab, under **Input Mode** tap the desired mode.

Adjusting touch settings

You can adjust how the Tablet PC interprets your finger movements. The default settings will be sufficient for most users, but if you need to make adjustments you can do the following

- Adjust how quickly the tablet responds when you double-tap your finger
- Adjust how quickly the tablet responds when you press and hold your finger
- Show the touch pointer when interacting with items on the screen
- Change the touch pointer location, which can be helpful if you're left-handed
- Enable or disable multi-touch gestures and inking
- Change the location of menus to appear to the right of your hand, which is helpful if you're left-handed

To change touch settings:

1. Open Motion Dashboard.
2. Tap **Pen & Tablet**.
3. Tap **Pen & Input Devices**.
4. Tap the **Touch** tab.
5. To enable Touch, tap **Use your finger as an input device**.
6. To enable multi-touch gestures, tap **Enable multi-touch gestures and inking**.
7. To adjust the Double-tap action, under **Touch action**, tap **Double-tap**, then tap **Settings**. Move the slider to make your adjustments.
8. To adjust the Press and hold action, under **Touch action**, tap **Press and hold**, then tap **Settings**. Move the slider to make your adjustments.
9. To display the touch pointer on the screen, tap **Show the touch pointer**.
10. To change what the touch pointer looks like or where it's positioned, tap **Advanced Options**.

To change the location of menus for left-handed users:

1. Open Motion Dashboard.
2. Tap **Pen & Tablet**.
3. Tap **Tablet PC Settings**.
4. Tap the **Other** tab and tap **Left-Handed**.

Adjusting pen settings

If the pen doesn't respond as accurately as you would like, you can make adjustments. For example, you can:

- Use the button on the pen to perform the right-click action or act as an eraser
- Adjust how quickly the tablet responds when you double-tap the pen
- Adjust how quickly the tablet responds when you press and hold the pen button

To change pen settings:

1. Open Motion Dashboard.
2. Tap **Pen & Tablet**.
3. Tap **Pen & Input Devices**.
4. Tap the **Pen Options** tab.
5. To adjust the speed and spacial tolerance of the Double-tap action, under **Pen action**, tap **Double-tap** then tap **Settings**. Move the slider to make your adjustments.
6. To adjust the speed and duration of the Press and hold action, under **Pen action**, tap **Press and hold** then tap **Settings**. Move the slider to make your adjustments.
7. To enable the function button on the pen, tap **Use the pen button as a right-click equivalent**.

NOTE: The erase function is not available on the R12 pen.

Adjusting Tablet PC settings

From **Tablet PC Settings**, you can change from right-handed to left-handed use.

To change hand orientation:

1. Open Motion Dashboard.
2. Tap **Pen & Tablet**.
3. Tap **Tablet PC Settings**.
4. Tap the **Other** tab and make your desired change.

The **Configure your pen and touch displays** option on the **Tablet PC Settings Display** tab is useful for assigning touch to the appropriate display when one or more displays are connected to the tablet. By default, Windows 7 assumes that an external display is for touch input. To change this, run **Setup** from **Tablet PC Settings** to assign touch to your tablet display.

NOTE: A keyboard must be connected to the tablet to perform this procedure.

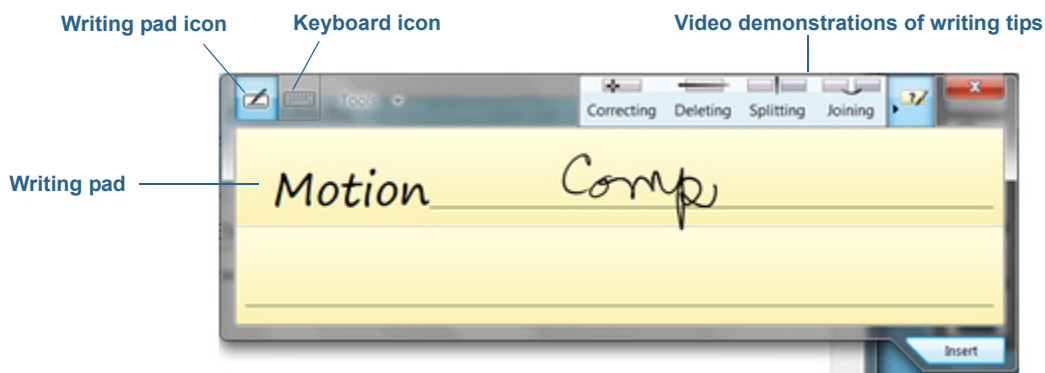
To assign touch to the desired display:

1. Open Motion Dashboard.
2. Tap **Pen & Tablet**.

3. Tap **Tablet PC Settings**.
4. Tap the **Display** tab.
5. Tap **Setup** next to "Configure your pen and touch displays."
6. Tap **Touch Input**.
7. Press the **Enter** key until you see the instructions appear on the display that you want to use for touch input.
8. Follow the on-screen instructions.
9. Press **Esc** to end the process.

Entering text


You can enter text either by writing on a virtual note pad (called the writing pad) or by tapping characters on the on-screen keyboard.




Using the input panel

The Tablet PC input panel often opens automatically when you tap in a text field. You can also tap the tab located on the left side of the screen to expand the input panel.

To open the input panel, either:

- Tap at the place you want to enter text, such as in a text box. Then tap the input panel icon  .

OR

- Tap the input panel tab on the left edge of the screen  .

Using handwriting recognition

Handwriting recognition is enabled by default. The more you write, the quicker your handwriting is recognized because your Tablet PC has an automatic learning tool that collects data about the words you use and how you write them. This data is stored under your user profile.

To train the R12 to recognize your handwriting style:

- Open Motion Dashboard. Tap **Pen & Tablet**, tap **Pen & Input Devices**, then tap the **Handwriting** tab. Select **Use automatic learning (recommended)**.

OR

- Open the input panel. Tap **Tools** and select **Personalize handwriting recognition** from the drop-down menu.

Using the on-screen keyboard

Tap the keyboard icon on the input panel to open the on-screen keyboard.



Using the Function buttons

You can use the LED Function buttons on the front of the Tablet PC to perform many functions without having to use the pen. The buttons are customizable, so you can modify their functions to suit the way you work.



Button	Press	Press and hold
Button 1	Motion Dashboard	Windows Journal™
Button 2	Motion SnapWorks	Pictures directory
Button 3	Tablet PC Settings or Barcode reader (if equipped with SlateMate)	On-screen keyboard

Configuring the Function buttons

As you become more familiar with your tablet, you can customize the Function buttons. You can configure the buttons to start your favorite program, run a command, or enter a key combination.

To configure the Function buttons:

1. Open Motion Dashboard.
2. Tap **Pen & Tablet**.
3. Tap the **Tablet PC Settings** button.
4. In the Tablet PC Settings window, tap the **Buttons** tab.

TIP: You can configure different button settings for different orientations.

5. Select the button combination you want to change. The currently selected buttons appear in red.
6. Tap **Change**.

7. Select the appropriate action for the button. You can select an action for **Press** and another for **Press and hold**.

For some actions, you must enter more information, such as the location of a program to start.

NOTE: To reset the buttons to their default values, tap the **Reset** button.

Using the Windows Home button

The Windows Home button is located on the front of the R12 at the bottom center. Press this button to open the Windows Start menu.



Setting display options

You can use Motion Dashboard to customize your display settings such as the brightness level, display orientation and rotation, and setting up an external display.

Adjusting the display brightness

Changing the brightness of the display is useful when you want to conserve battery power.

To adjust the display brightness:

1. Open Motion Dashboard.
2. Tap **Display**.
3. Move the Brightness slider to the desired level.

TIP: For optimal battery conservation and viewability, set the brightness scale to the mid-point or slightly above.

Rotating the display orientation

You can easily change the screen orientation to fit your current task. For example, you may want to use the portrait orientation for filling out forms or reading a PDF or e-book. At other times, you may want a landscape orientation for web browsing or sketching.

To rotate the display:

1. Open Motion Dashboard.
2. Tap **Display**.
3. Tap the **Rotate Screen** button.

Enabling or disabling automatic rotation

You can set the display to automatically rotate when you physically rotate the tablet. By default, automatic rotation is disabled.

To enable or disable rotating the display automatically:

1. From the Windows notification area, tap **Options**.
2. Select or clear the **Automatic Display Rotation** check mark.

Setting up an external display

You can use your R12 with an external monitor or projector. Use Motion Dashboard's Display scheme settings to choose the following types of display schemes:

- **Extended with Monitor Primary**—expands the desktop area across the tablet and external monitor, where the external monitor is the primary monitor. You can set the external monitor to use a different display resolution than the Tablet PC, which has full HD Resolution of 1920 x 1080.
- **Extended with Tablet Primary**—expands the desktop area across the tablet and external monitor, with the tablet as the primary display. You can set the external monitor to use a different display resolution than the tablet.
- **Mirror Display**—duplicates the tablet display on both the display and monitor. This is useful when using your Tablet PC with a projector.
- **Monitor Only**—uses the external monitor only.
- **Tablet only**—uses the tablet display only.

Connect an external monitor

The R12-Series Docking Station includes both a VGA and HDMI port that you can use to connect an external monitor. The R12-Series Docking Station is sold separately.

Resetting touch after adding other monitors

After setting up an external monitor, touch might be disabled on your tablet because Windows 7 assumes that the external display is for touch input. You can enable touch on the correct display from the Motion Dashboard by following the procedure below. You'll need a keyboard.

To enable touch when your tablet is connected to an external display:

1. If it isn't already, attach a keyboard to the tablet.
2. Open Motion Dashboard.
3. Tap **Pen & Tablet**.
4. Tap **Tablet PC Settings**.
5. Select the **Display** tab.
6. Tap **Setup** next to "Configure your pen and touch displays."
7. Tap **Touch Input**.
8. Press the **Enter** key until you see the instructions appear on the display that you want to use for touch input.
9. Follow the on-screen instructions.
10. Press **Esc** to end the process.

Resetting the display after returning the tablet to the docking station

If you set up your tablet in a docking station with the display scheme expanded across both, and you remove the tablet temporarily from the docking station, the display scheme may need to be reset when you return the tablet to the docking station.

TIP: If the display still doesn't work properly, change the **Display Scheme** to **Tablet Only** and then change it back to the desired scheme.

Using the built-in microphones

You can use the integrated array microphones to record audio, dictate notes, and use voice commands. The two front microphones can be used at the same time to optimize sound detection for speech recognition and voice recording. Another microphone on the back of the R12 is used when the rear camera is in use.

Using the cameras

Your R12 includes both web and documentation cameras.

Using the web camera

The web camera is a 2MP camera that supports color images and streaming video. It's located on the front of your tablet. You can use the web camera for web-based video communication.

Use the software of your choice to operate the web camera.

Using the documentation camera

You can use the documentation camera to take pictures and save them to your hard drive in BMP, JPG, and TIFF formats. The documentation camera is an 8MP, auto-focus camera. The camera lens is on the back of the tablet and includes a light to illuminate the subject.

SnapWorks™ by Motion®

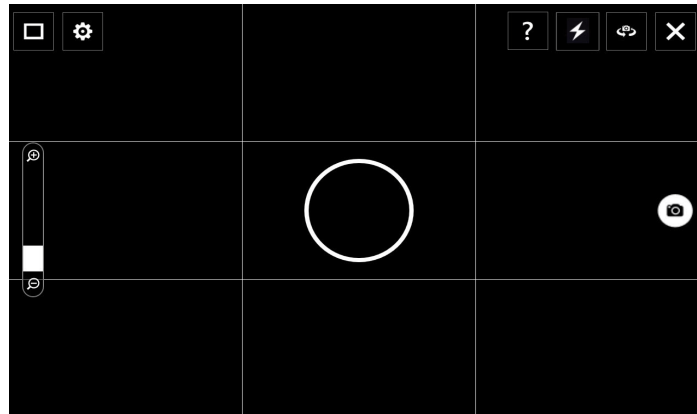
The R12 includes an application called SnapWorks that enables you to shoot, save, edit, email, print, and copy your photos.


Taking a photo with SnapWorks


1. Press Function button 2 to activate the camera and open the viewfinder.



The SnapWorks camera screen is displayed.




2. Point your camera at the subject you want to photograph.
You can use the grid and center circle to help you line up your subject(s).
3. Tap the camera icon  on the right side of the screen or press Function button 2 to take a picture.


To zoom in or out on your subject, use the zoom adjustment slider  on the left side of the screen.

4. Your photo is saved and stored in the image storage location specified in the SnapWorks settings. By default, this is the C:\Users\[your username]\Pictures directory.


TIP: You can press and hold Function button 2 to open the Pictures directory to view your photos.

5. If you want to take a photo with the web camera, tap the Flip icon  in the upper right-hand corner of the screen.

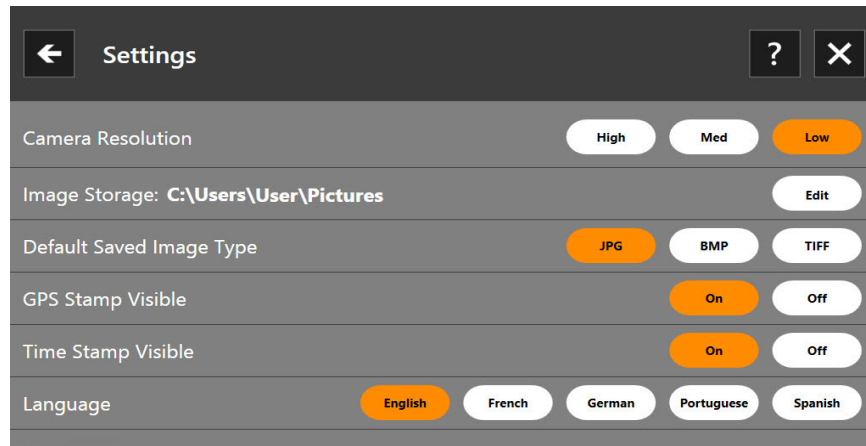
After you take your photo, you can tap the Flip icon again to return to the documentation camera viewfinder.

6. To activate the flash, press the flash icon  once if you want to use the flash for taking all photos. Press the flash icon twice to initiate auto flash mode, which activates the flash only when required by the ambient lighting conditions.



Configuring SnapWorks settings

1. Tap the Settings icon  in the upper left-hand corner of the screen.


The SnapWorks configuration screen is displayed.

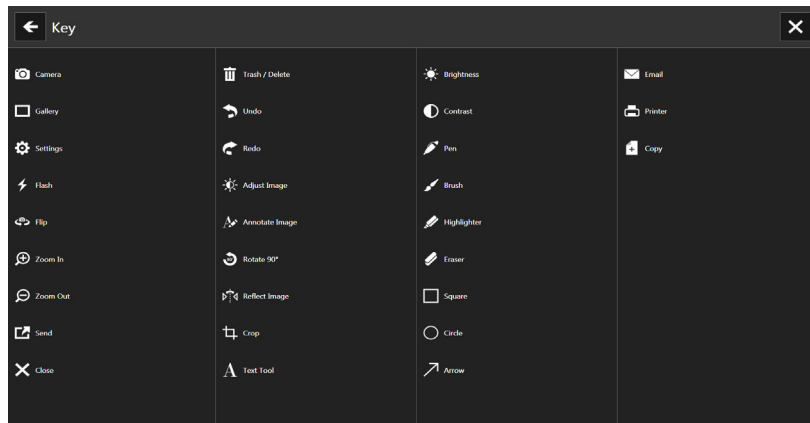


Setting	Description
Camera Resolution	Change the resolution of your photos (Note: These resolution values apply to the documentation camera only.)
Image Storage	Specify the location where your photos are stored.
Default Saved Image Type	Use to select the image format you want to use for your photos.
GPS Stamp Visible	Tap On to include a GPS location stamp on your photo. You can see the GPS stamp when you annotate (edit) your photo.
Time Stamp Visible	Tap On to include a time stamp on your photo. The time stamp will be visible when you annotate (edit) your photo.
Language	Select your preferred language for the SnapWorks interface.





TIP: Tap the Left Arrow icon  to return to the previous screen. Tap the Close icon  to exit SnapWorks.

SnapWorks help



Tap the Help icon  to open the Key screen where you can view all SnapWorks icon descriptions.



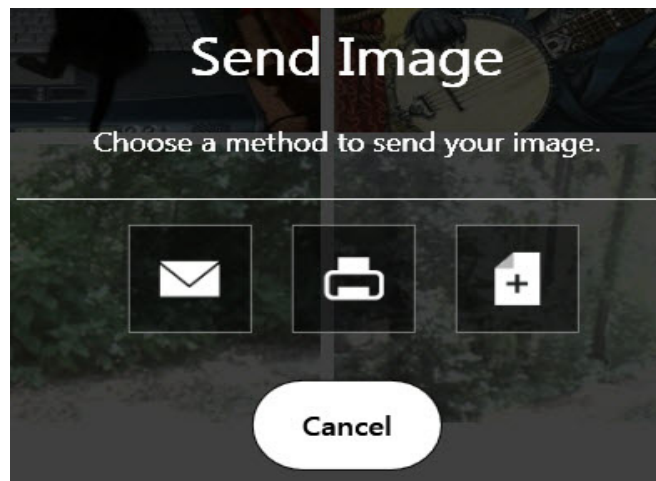
Editing a photo in SnapWorks


1. Tap the Gallery icon  in the upper left-hand corner of the screen to open the directory where your photos are stored.
You'll see the most recent photos you have taken.
2. Double-tap the photo you want to edit.
The photo opens and you'll see two icons at the bottom left-hand corner of the screen that you can tap to open the SnapWorks photo editing tools.
3. Tap the Adjust Image icon  to access editing tools to rotate, crop, or create a mirror image of your photo.
You can also make contrast and brightness adjustments to your photo in this screen.
4. Tap the Annotate Image icon  to access editing tools for adding text, handwriting, brush strokes, or highlighting part of your photo.
This screen also includes tools for drawing squares, circles, or arrows on your photo as well as a color palette that enables you to change the color of your annotations.
5. When you're finished editing your photo, tap the Camera icon  in the upper left-hand corner of the screen to return to the camera screen.

Sending, printing, and copying your photos

1. To send your photo via email, tap the Gallery icon  in the upper left-hand corner of the screen to open the directory where your photos are stored.
2. Tap your photo once to select it, then tap the Send icon .

You'll see a pop-up window that tells you to choose a method to send your image.



3. Tap the Email icon  to send your photo as an email attachment.
4. Select the resolution of the image you want to email in the following pop-up window.
Your default email program opens and the photo you selected is attached.
5. Tap the Printer icon  to send your photo to a printer.
6. Select the resolution of the image you want to print in the following pop-up window.
The photo you selected is sent to the printer.
7. Tap the Copy icon  to copy your photo to the clipboard.
8. Select the resolution of the image you want to copy in the following pop-up window.
The photo you selected has been copied to the clipboard and you can paste it into the application of your choice.

Documentation camera tips

- Hold the camera steady and give it a few seconds to focus.
- If your pen is tethered, ensure that the tether is not in front of the camera lens.
- Make sure you have adequate lighting to take your photo.

Using the SlateMate (optional)

The R12-Series SlateMate is a 3-in-1 factory-installed personality module consisting of a Barcode Scanner (BCS), High Frequency RFID reader (HF RFID), and a serial port. The R12-Series SlateMate includes either a 3-in-1 module (BCS, HF RFID Reader, and Serial Port) or a 2-in-1 module (HF RFID Reader and Serial Port) configuration.



Using the barcode scanner

The R12 barcode scanner supports several different types of barcodes—a minimum set of barcodes is enabled at the factory.

The following barcode symbologies are enabled by default:

- Aztec
- Code 128
- GS1-128
- Code 39
- Interleaved 2 of 5
- Micro PDF417
- UPC-A
- UPC-E
- EAN-8
- EAN-13
- PDF417
- QR Code

Other barcode types can be enabled by using the EasySet application, which is available through [Motion Computing Support](#).

To use the barcode scanner:

1. Open the application that you want to receive the barcode data and place the insertion point in the appropriate field.
2. Aim the scanner lens at the barcode as shown in the photo.
3. Press and release Function button 3 ([page 29](#)). Ensure that the scan beam covers the entire barcode.



If the scan was successful, the data will appear in the application and you will hear a confirmation beep.

Barcode scanner tips

- You'll typically get the best scans if the lens is six to seven inches from the barcode.
- If you're having trouble scanning a barcode, use two hands to steady the tablet while you scan.

Using the RFID reader

Your Tablet PC may include an integrated 13.56 MHz RFID reader that you can use to retrieve information from RFID tags. Motion provides a sample application capable of reading these tags.

The R12 RFID reader supports the following formats:

- ISO/IEC 14443A/B
- ISO/IEC 15693
- MiFare Classic

To access the Motion sample RFID reader application:

1. From the Start menu, select **All Programs > Motion Computing > Motion RFID Utility > MCRFID**.

To use the RFID reader:

1. Hold the R12 as shown in the photo.
2. Aim the Tablet PC at the RFID tag and ensure that the tag is 1–1.5 inches (25–40 mm) from the RFID antenna scan area.

The RFID light goes off and the unit beeps to indicate a successful scan. The ASCII and Hex data appears in the RFID Tag Data window.

NOTE: RFID tags are typically used with specialized applications. See your system administrator for more information.



Using the battery

The R12 includes a high-capacity Lithium-ion battery that fits into the back of the unit. Battery life varies by configuration, applications in use, utilized features, and operating conditions. Maximum battery capacity decreases with time and use.



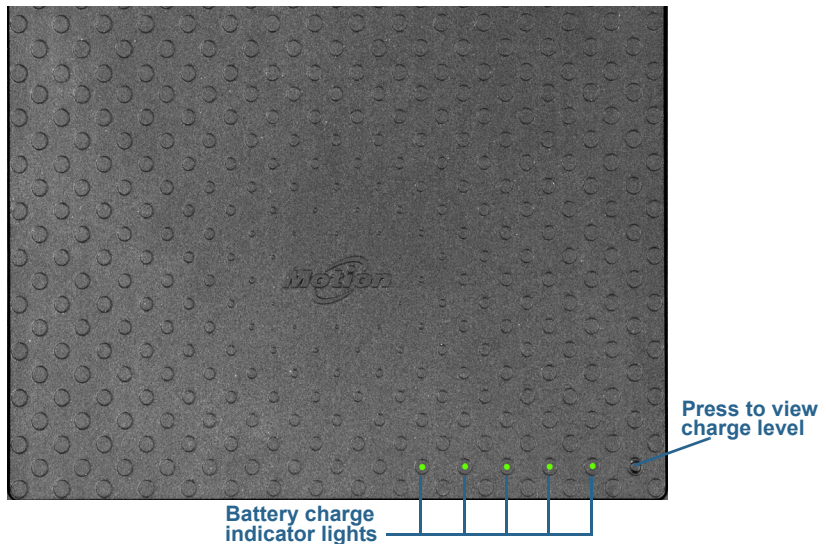
DANGER: To avoid personal injury, handle the battery with care. Don't open, puncture, short, or expose it to fire or water. Keep the battery in an environment with ambient temperature of less than 104°F (40°C). For example, don't leave the battery in a closed car in hot weather for an extended time. For more information, see the *Safety and Regulatory Guide* packaged with the tablet.

Checking tablet battery power

You can check the remaining battery power by:

- Opening the Motion Dashboard **Power** category and viewing the value under **Remaining charge**.
- From the Windows Notification area, tapping the power indicator, which changes appearance depending on whether the Tablet PC is plugged in or running on battery.

The five lights on the back of the Tablet PC's battery also indicate the battery's current level of charge—from one green light (20% charged) to five green lights (fully charged). Press the button to the right of the lights to view the remaining charge level.

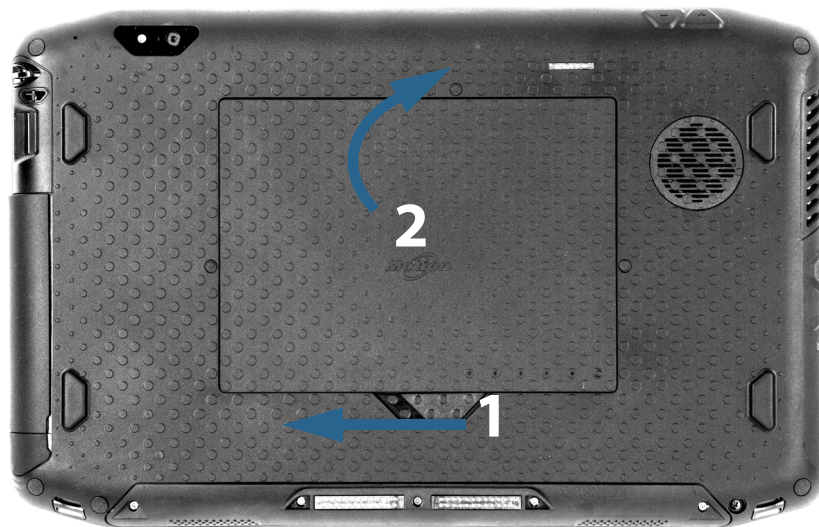


Removing and replacing the battery

Before you remove the battery, ensure that the tablet is plugged in, turned off, or in Hibernate or Sleep mode. If you're hot-swapping the battery ([page 43](#)), you can do so while the tablet is on and running on battery power.

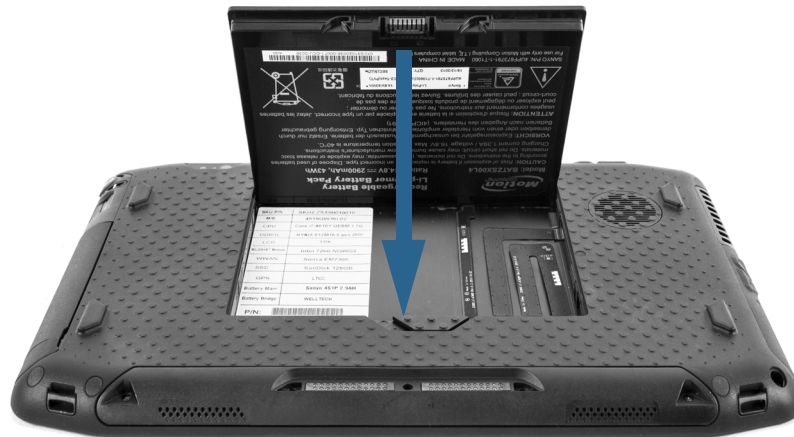
To remove the battery:

1. With the back of the unit facing you, hold and slide the battery latch to the left.
2. Insert your finger under the finger grip and lift up to remove the battery from the battery compartment.



To replace the battery:

1. Place the tabbed end of the battery into the battery compartment.
2. Press the battery down until it locks into place.



Hot-swapping the battery

Changing a tablet battery while the tablet is in use and running on battery power is called hot-swapping. You can hot-swap a battery only if you have a *second* charged battery to replace the battery that is low on power.

While hot-swapping the battery, you will notice the following behaviors:

- The tablet's display gets dimmer. Once the charged battery is in the tablet, the tablet's display brightens again.
- The battery gauge's LED lights turn off. Once the charged battery is in the tablet, the LED lights turn on again.
- The power button is disabled. (The power button is disabled at any time the tablet has no battery and is not running on AC power through the power adapter.)

Important: You have one minute to hot-swap the battery. If you haven't replaced the battery within one minute, the R12 will go into Sleep mode.

To hot-swap the battery:

1. Remove the battery.
2. Insert the new battery.

Important: Use only Motion Computing R12-Series batteries with the tablet.

Long-term battery storage

Don't store any batteries with a full charge; this can cause a permanent loss of charging capacity. For long-term storage, ensure that the charge level is between 20% and 40% (two contiguous LEDs illuminated), and remove the battery from the tablet. Check stored batteries every 90 days to determine the charge status. If only one LED or no LED is illuminated, recharge the batteries to a level between 20% and 40%.

For optimum care, store the battery in a cool, dry environment. Never expose the battery to temperatures above 60°C (140°F).

NOTE: In storage, the batteries will self-discharge at a rate of 10% of the total capacity per month.

Disposing of used batteries

A Lithium-ion (Li-ion) battery should be disposed of at a hazardous materials recycling center when it is no longer serviceable. Don't throw it in a waste receptacle because the battery could be deposited in a landfill.

Battery and power management tips

- To lengthen the battery's usable life, use AC power when you can. The battery charges automatically when the tablet runs on AC power.
- For optimal battery life, use AC power when using a USB device such as a DVD player or external hard disk drive.
- When running on battery power, place the tablet in Hibernate or Sleep mode if you're going to leave it unattended for more than a few minutes. For more information on hibernate and Sleep mode, see [Changing how the power button functions](#) on page 45.
- Remember that the display, processor, wireless cards, and accessories all draw on the battery, so adjust properties and disable unused accessories while running on battery power.
- Condition your battery once a month. To condition it, run the tablet on battery power until the battery's charge level drops below 20%.
- When running on battery power, adjust the display to a dimmer setting and enable Dynamic. Open Motion Dashboard, tap the **Display** tab and tap **Dynamic**.
- Turn off wireless devices when they aren't being used. Open Motion Dashboard, tap the **Wireless** tab, and clear the checkbox next to the wireless device you want to disable.

Changing the power plan

By default, the R12 uses the Motion Optimized power plan that is designed specifically for Motion Computing tablets. It balances the need to save power while maximizing tablet performance. When the tablet senses no current activity, it goes into Power Saver mode automatically.

Power Saver mode consists of the following actions:

- Dim the display after 2 minutes
- Turn off the display after 5 minutes
- Enter Sleep mode after 10 minutes

If necessary, you can change the Motion Optimized power plan from the Motion Dashboard.

To change the power plan:

1. Open Motion Dashboard.
2. Tap **Power**.
3. Tap **Power Options**.
4. Select a power plan from the list of available plans.

NOTE: Setting the power plan to Power Saver reduces the tablet's performance.

Changing how the power button functions

When you press and release the power button, it can go into one of the following modes:

- **Sleep**—The tablet pauses all activity immediately and quickly resumes when awakened. This saves power when you're away from your tablet for a short time. However, you will lose unsaved data if there's a power failure.
- **Hibernate**—The tablet saves the contents of memory to the hard drive and shuts down. Pressing the power button restores the desktop exactly as you left it. Hibernate consumes about as much power as a night light and takes less time to restart than the Shut down option.
- **Shut down**—Tablet shuts down. Pressing the power button reboots the tablet.

By default, the tablet goes to sleep when you press and release the power button. To wake up your tablet, press and release the power button again. You can put the tablet in Hibernate mode or shut it down completely from the Start menu.

You can change how the power button behaves when it is pressed either to hibernate or to shut down the tablet. You can set the behavior individually, depending on whether the tablet is running on battery or plugged in.

To change what happens when the power button is pressed:

1. Open Motion Dashboard.
2. Tap **Power**.

3. Under **Power Switch on battery**, select what you want to happen when the power switch is pressed while the tablet is running on battery.
4. Under **Power Switch plugged in**, select what you want to happen when the power switch is pressed while the tablet is plugged into an outlet.

Using Wi-Fi (802.11a/g/n) and Bluetooth

The R12 comes with built-in Wi-Fi and Bluetooth. Your Tablet PC may also be equipped with mobile broadband.

Configure wireless


To set up a wireless connection:

1. Open Dashboard.
2. Tap **Wireless**.
3. Enable the desired available wireless networks:
 - Bluetooth Internal Wireless** (disabled by default)
 - 802.11 Internal Wireless** (enabled by default)
 - Mobile Broadband with GNSS** (enabled by default)

NOTE: If mobile broadband isn't listed, your R12 isn't equipped with a mobile broadband module.

Configure Wi-Fi

To set up Wi-Fi:

1. From the Windows notification area, tap the wireless network icon  .
2. Select a wireless network from the list of available networks.


If you are connecting to a secure network, you may need to enter authentication information. If you are connecting to an unsecured network, you may be prompted to select whether to connect to the unsecured network or connect to a different network.



WARNING: FAA regulations require that you disable any wireless connection when traveling by air. Failure to disable the wireless connection on the system while traveling by air can cause communications problems with aircraft instruments.

NOTE: Wireless cards consume battery power. To reduce power consumption when running on battery power and when Wi-Fi is not being used, disable Wi-Fi in the Motion Dashboard.

Using Bluetooth

The R12 has a built-in Bluetooth adapter to connect to other Bluetooth-enabled devices. Before you can set up a Bluetooth device, you must enable the Bluetooth adapter on the tablet. After you enable Bluetooth, the Bluetooth icon  appears in the notification area. You can tap on this icon to get shortcuts to the Bluetooth Settings window and the Add New Connection Wizard.

NOTE: To reduce power consumption when running on battery power and when Bluetooth is not being used, disable Bluetooth in the Motion Dashboard.

Enabling or disabling Bluetooth

To enable or disable Bluetooth:

1. Open Motion Dashboard to and tap **Wireless**.
2. Select or clear **Enable Internal Bluetooth Wireless**.

After you enable Bluetooth, the Bluetooth adapter tries to discover other Bluetooth devices within range. When a Bluetooth device is discoverable, it is visible to other Bluetooth devices in range. For information about making the Bluetooth device discoverable, see the device's documentation.

Setting up a Bluetooth device

Before you can use a Bluetooth device with your Tablet PC, you need to set up the Bluetooth connection. When the device is paired with the system, a passkey is used to create a secure connection between the system and the Bluetooth device.


NOTE: Although the passkey exchange helps to secure your data, Bluetooth wireless technology should not be considered completely secure.

To set up a Bluetooth connection:

1. Ensure that Bluetooth is enabled.
2. Place the Bluetooth device in discoverable mode. Each Bluetooth device may have a different way to make it discoverable. See the manufacturer's documentation for more information.
3. Click **Start**, then enter "bluetooth device" in the search field.
4. Select **Add a Bluetooth device** from the search results.
5. The **Select a device to add to this computer** window is displayed and Windows searches for your Bluetooth device.
6. If the device is not discovered, see [Bluetooth wireless tips](#) on page 70.
7. Select your Bluetooth device after Windows shows the device, then click **Next**.
8. Select a pairing option, then click **Next**.

9. Once the device is added, Windows displays a confirmation that the Bluetooth device has been added.
10. Tap **Devices and Printers** to verify that the device has been added or click **Close** to close the window.

To add a Bluetooth device:

1. From the notification area, tap the Bluetooth icon  and select **Add a Device**.
2. Make sure the Bluetooth device is discoverable according to the device manufacturer's instructions. When a Bluetooth device is discoverable, it's visible to other Bluetooth devices within range.
3. Select the desired Bluetooth device from the list of devices.
4. Follow the on-screen instructions.

TIP: To make the R12 visible to other devices, tap the Bluetooth icon then select **Open settings**. On the **Options** tab, select **Allow Bluetooth devices to connect to this computer**.

Using Mobile Broadband with GNSS

Your Tablet PC may be equipped with an optional embedded Mobile Broadband with GNSS module. Use the information in this section to enable Mobile Broadband and the Mobile Broadband GNSS receiver. Mobile Broadband access requires an account with a Mobile Broadband network carrier. To use the GNSS receiver, you do not need a network connection or an account with a Mobile Broadband network carrier.

Enabling Mobile Broadband with GPS

Before you can establish a Mobile Broadband connection or use the Mobile Broadband GPS receiver, you must ensure that **Mobile Broadband with GPS** is enabled in Motion Dashboard.

NOTE: Wireless cards consume battery power. To reduce power consumption when running only on battery power and when Mobile Broadband is not being used, disable Mobile Broadband and GNSS in the Motion Dashboard.

To enable Mobile Broadband with GNSS:

1. Open the Motion Dashboard to the Wireless panel ([page 21](#)).
2. Select the **Enable Mobile Broadband with GPS** checkbox.

Configure Mobile Broadband with GNSS (optional)

If you purchased your R12 with the optional mobile broadband module, you can connect to high-speed cellular networks worldwide. With the mobile broadband module and a data plan from one of several cellular network providers, you have full Internet access.

NOTE: Before you can connect to a mobile broadband network, you must have an active account with a cellular network provider and obtain a SIM card for mobile broadband access.

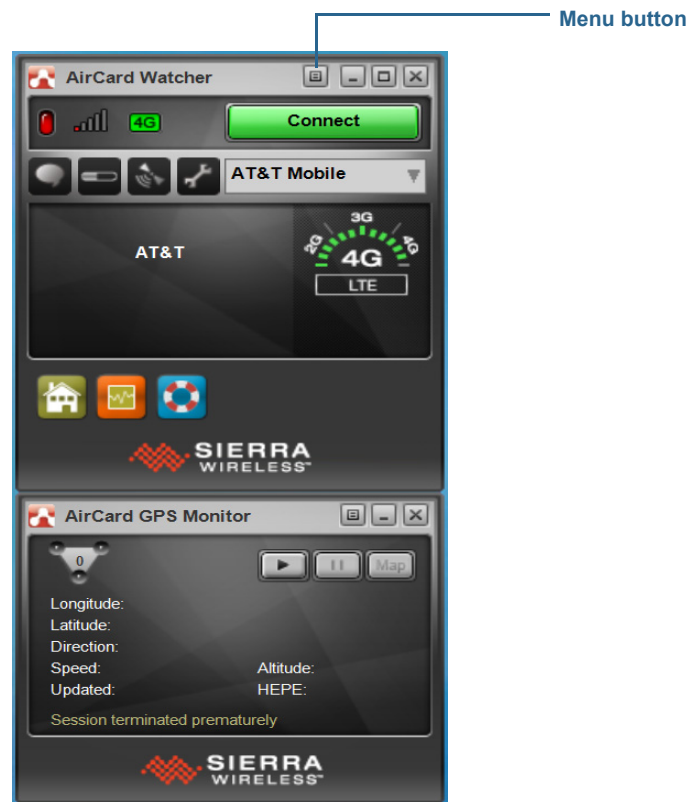
To set up Mobile Broadband with GNSS (optional):

1. Start AirCard Watcher™. From the Start menu, select **All Programs > Sierra Wireless > AirCard Watcher**.

Note: AirCard Watcher will be rebranded as Skylight™ effective June 2014.

2. Tap **Connect** to connect to your wireless networks.

NOTE: Tap the **Menu** button and select the Help Topics menu item for detailed information about using AirCard Watcher.



NOTE: If you purchased the optional mobile broadband module with GNSS, your R12 has GNSS capabilities. You can use GNSS with your preferred mapping applications to find your current and destination locations.

Using the GNSS receiver

The Mobile Broadband module includes a GNSS receiver. The GNSS (Global Navigation Satellite System) receiver uses GPS satellites and GLONASS satellites to determine the current location, altitude, heading, and horizontal velocity of the R12. The R12 provides this data through the Skylight user interface and through a virtual communications port.

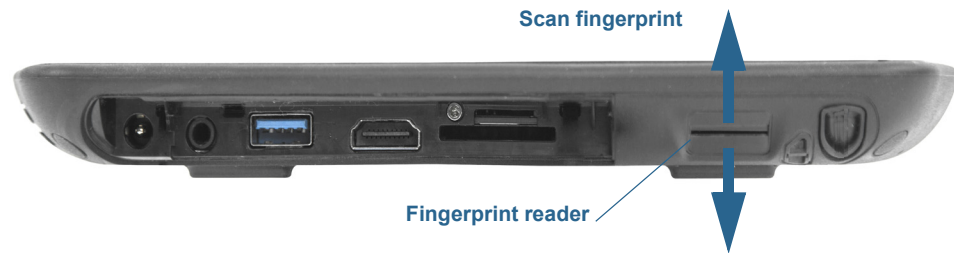
Using the discrete GPS receiver with WAAS, EGNOS, and MSAS

The discrete GPS receiver uses satellites to provide the current location, altitude, heading, and horizontal velocity of the tablet through a virtual communications port. The module supports the Wide Area Augmentation System (WAAS) for improved accuracy in the United States; European Geostationary Navigation Overlay Service (EGNOS) for improved accuracy in Europe; and Multi-functional Satellite Augmentation System (MSAS) for improved accuracy in Japan. The proper Augmentation system will be detected based on your location. No special selection is required. The augmentation feature uses signals from geostationary satellites to improve on the reliability and accuracy of the signals from the GPS satellites. There is no user interface for the discrete GPS receiver. The discrete GPS receiver is always on whenever the tablet is powered on. The virtual communications port that is assigned to the discrete GPS receiver by Windows can be viewed in the Control Panel System Device Manager.

NOTE: To use the discrete GPS receiver, you don't need a network connection or an account with a Mobile Broadband network carrier or service provider.

Using the fingerprint reader

You can use the fingerprint reader to log on to the tablet by scanning your fingerprint instead of entering a password. This feature provides another level of security for the tablet.



If you use the fingerprint reader, you can avoid having to enter passwords for your applications and websites. For example, instead of entering various passwords to your different website accounts, you can use your fingerprint to serve as a master password that works for all your accounts.


Fingerprint reader tips

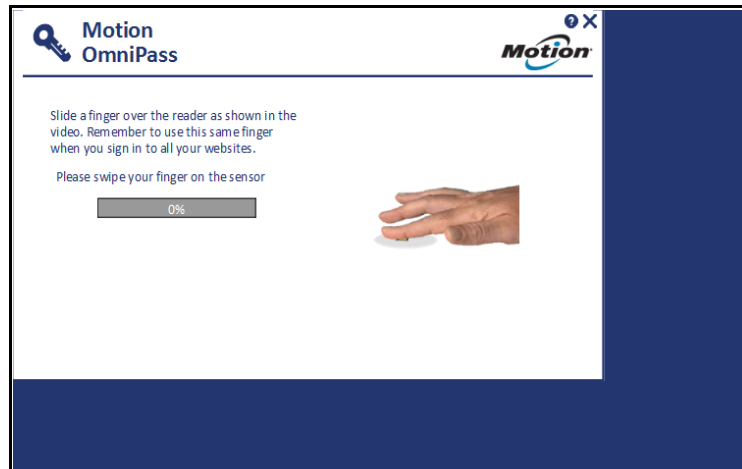
- Be consistent. Hold your finger and scan at the same angle each time. For example, if you enroll your finger with your hand open, hold your hand this way each time you scan.
- The scanner is bi-directional. You can move your finger from right to left or left to right.
- Read the prompts carefully and ensure that you wait for the prompt before you swipe.
- Swiping too quickly or too slowly can make a capture unsuccessful. Change the swipe speed until you learn what speed works best.
- When scanning, press hard enough to fully contact the sensor.
- Rub your fingers together to stimulate the natural skin oils so your fingerprint is easier to detect. Conversely, wipe dirt or debris off your finger before scanning it so nothing interferes with the scan.
- If you're having trouble enrolling a specific finger, enroll a different finger.
- If you're repeatedly having trouble getting a good scan, you may need to clean the sensor. See [Cleaning the fingerprint reader](#) on page 62.

Using Motion OmniPass™

You can use OmniPass with the fingerprint reader to create and manage your fingerprints. After enrolling as an OmniPass user, you can use your fingerprint to log on to Windows, secure files, applications, and websites.

To enroll as a new OmniPass user:

1. Start the Motion OmniPass application by tapping the OmniPass icon in the Windows taskbar  .
2. Tap **Get started**.
3. Choose which finger you want to use as your fingerprint password and swipe your finger as instructed.



NOTE: You may have to swipe your finger over the sensor twice for it to be read completely.


After you have successfully enrolled, you'll be asked whether you want to log on to Windows.

The next time you restart your Tablet PC, you'll be able to log in with your fingerprint. Additionally, you'll use your fingerprint to open OmniPass.

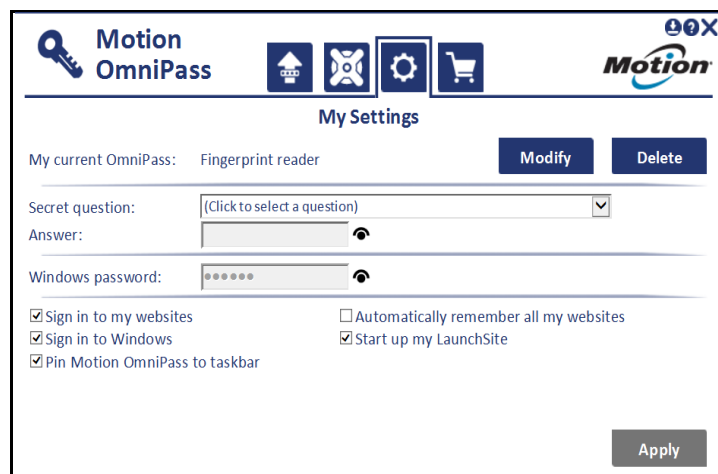
Modifying your OmniPass

You can change your OmniPass to use either a PIN or your Windows password instead of your fingerprint.

To modify your OmniPass:

1. Open OmniPass and tap the Settings icon  in the My Launch Site screen.

The **My Settings** screen opens.

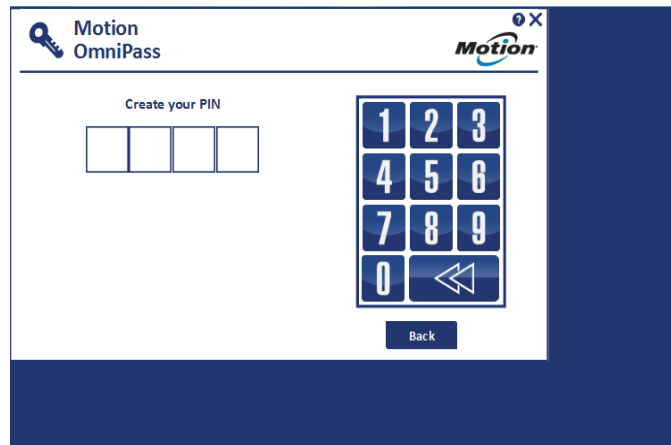


2. Tap **Modify**.

3. Select either **Use a PIN as my OmniPass** or **Use my Windows password as my OmniPass** then tap **Next**.

To use a PIN:

1. Select **Use a PIN as my OmniPass** then tap **Next**.
2. Create your PIN using the on-screen keypad and then confirm your PIN.



3. Tap **Next**.
4. After you have successfully enrolled, you'll be asked whether you want to log on to Windows.
The next time you restart your Tablet PC, you'll be able to log in with your PIN. Additionally, you'll use your PIN to open OmniPass.

To use your Windows password:

1. Select **Use my Windows password as my OmniPass** then tap **Next**.
2. If you already created a Windows logon password, you will be notified that you successfully modified your OmniPass.
The next time you restart your Tablet PC, you'll log in with your Windows password. Additionally, you'll use your Windows password to open OmniPass.

OmniPass Settings

You can use the My Settings screen to enable or disable the following options:

- Use your OmniPass to sign in to your password-protected websites.
- Use your OmniPass to log in to Windows.
- Use your OmniPass to automatically remember all of your websites.
- Pin Motion OmniPass to the taskbar.

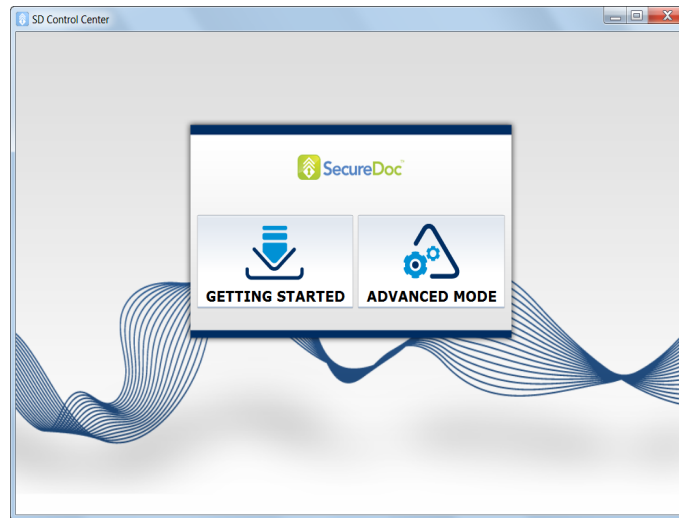
Using WinMagic® SecureDoc™

WinMagic SecureDoc is an application that enables you to encrypt your hard drive. This application is included with your R12, but you have to enable it to implement hard drive encryption.

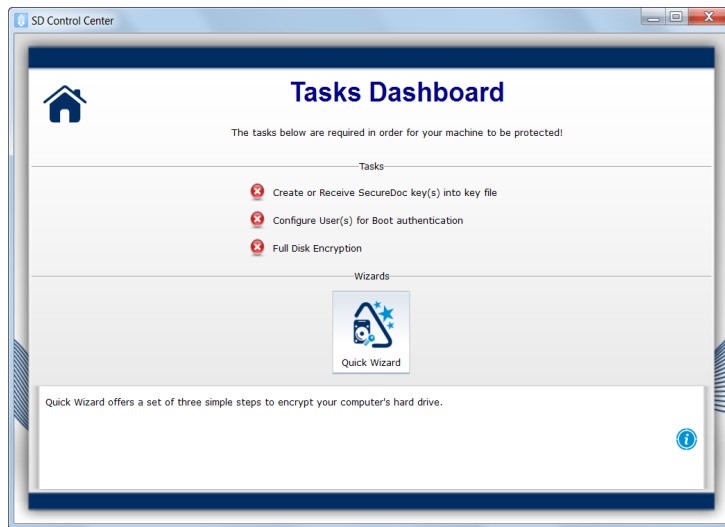
To enable WinMagic SecureDoc:

1. From the Start menu, select **All Programs > SecureDoc Disk Encryption> SecureDoc Control Center**.

The SecureDoc Control Center opens, where you can choose either **Getting Started** or **Advanced Mode**.



2. Tap **Getting Started** to configure hard drive encryption on your Tablet PC.
Tap **Quick Wizard** to begin the configuration process.
3. Follow the on-screen instructions.



4. After you have enabled encryption, reboot your Tablet PC, and manually restart SecureDoc to complete the encryption process.

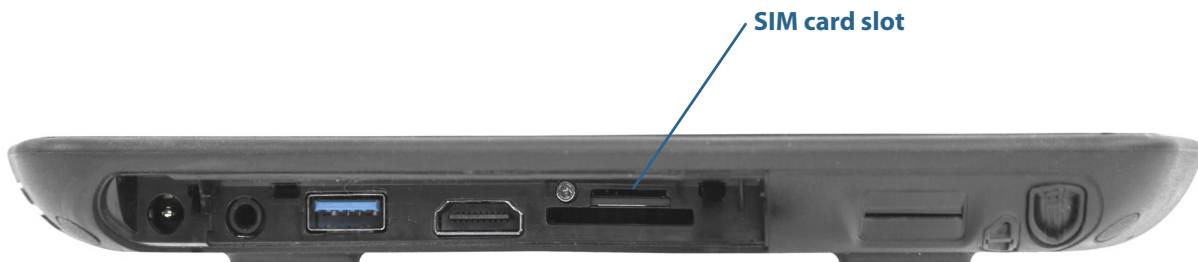
For more information about WinMagic SecureDoc, go to <http://www.winmagic.com/products/full-disk-encryption-for-windows>.

Using the SIM card reader

The SIM card slot holds one SIM card. You need to use a SIM card only if you're using mobile broadband on a GSM/UMTS/HSPA network. Contact your service provider for additional information.

To insert a SIM card:

1. Turn off the tablet.
2. Open the port cover and locate the SIM card slot.



3. Push the SIM card with the contacts facing down into the slot until it clicks into place.

To remove a SIM card:

1. Turn off the tablet.

2. Open the port cover.
3. Push the card in slightly until it pops out.

Using the SD card reader

The R12 includes an SD card slot that you can use with an SD memory card to play media files, view files from your camera or other devices, or to use for extra file storage.

To insert an SD card:

1. Turn off the tablet.
2. Open the port cover and locate the SD card slot.



3. Push the SD card with the contacts facing down into the slot until it clicks into place.

To remove an SD card:

1. Turn off the tablet.
2. Open the port cover.
3. Push the card in slightly until it pops out.

Locating your serial number

You can locate the serial number for your R12 in these places:

- White label underneath the battery, which is located on the back of the tablet. The number begins with "S/N." To remove the battery, see [Removing and replacing the battery](#) on page 42.
- Windows Start menu
- BIOS setup utility

To locate your serial number from the Start menu:

1. From the Start menu, tap **Computer**, then select **System properties**.
2. Under the **System** section of the page, view **Model**.
The serial number begins with "**S/N**."

Backing up your system

To protect against loss or accidental deletion, schedule backups to occur automatically on a regular basis. Windows 7 includes a backup tool that you can use to configure what you want to backup and schedule backups on a regular basis.

Restoring your system

Windows 7 includes specialized tools for restoring your system in case of system failure. This section covers:

- Creating a system image to use to restore your computer if necessary
- Restoring the computer from a system image using Windows Control Panel
- Restoring the tablet from BIOS if Windows 7 can't run

NOTE: System images are designed for restoring your entire system when you have a serious issue with Windows 7. If you want to install particular files, folders or other data, use Windows Backup.

Creating a system image

You can use a system image to restore the contents of your tablet if it ever stops working. A system image is an exact copy of a drive and includes Windows 7, your system settings, programs, and files. The system image requires an external drive, such as a USB flash drive, on which to store the image.

NOTE: We recommend that you create a system image as soon as you set up your tablet and then periodically update it.

To create a system image:

1. Locate a USB flash drive or other external drive on which to store your system image.
2. From the Windows Control Panel, tap **System and Security** category, then tap **Back up your computer**.
3. From the navigation bar on the left, tap **Create a system image**, then follow the on-screen instructions.

For complete instructions, open Windows Help and search for "Back up your programs, system settings, and files."

Restoring your system image from Windows Control Panel

Use the Recovery tool from the Control Panel to restore your system if you can still access Windows 7 or if you're restoring your system image onto a different computer.

To restore your system from Windows Control Panel:

1. Locate the external drive that contains your system image.
2. From the Windows Control Panel, tap **System and Security** category, then tap **Backup your computer**.
3. Tap **Recover your system settings or your computer**, then **Advanced Recovery Methods**, then **Use a system image...**
4. Follow the on-screen instructions.

For more information, open Windows Help and search for "Back up your programs, system settings, and files."

Restoring your system image if you can't start Windows 7

If you need to restore your system and can't access Windows 7, you can access the recovery tool in the Windows Advanced Boot Options screen.

NOTE: Before starting, locate the external drive that contains the system image you created previously ([page 57](#)) and ensure that a keyboard is attached to your tablet.

To restore your system image from the Windows Advanced Boot Options screen:

1. Press the tablet's power button to start the tablet.
2. Press and hold the **F8** key to display the Windows Advanced Boot Options screen.

Press **F8** *as soon as* the tablet starts up to access the Windows Advanced Boot Options screen. If the Windows logo appears, try again by waiting until the Windows logon prompt appears, and restarting your tablet from the Start menu.
3. In the **Advanced Boot Options** screen, select **Repair your computer** and press **Enter**.

The message "Windows is loading files..." and a progress bar will be displayed and there will be a brief waiting period while the necessary files load.
4. Select a keyboard layout in the System Recovery Options dialog box, then press **Enter**.
5. Select a user name and enter the password, then press **Enter**.
6. Attach the external drive that contains the system image.
7. In the **System Recovery Options** dialog box, use the **Tab** key to navigate to **System Image Recovery** and then press **Enter**.
8. Follow the instructions to **Re-image your computer**.

Restoring your system without a system image

If you need to restore your Windows 7 system and you don't have a system image, you can restore Windows to its original factory image. This does not restore any of your files or any programs that you have installed.

To reinstall the original factory image:

1. Ensure that a keyboard is attached to the tablet.
2. Press the tablet's power button to start the tablet.
3. Press and hold the **F8** key to display the Windows Advanced Boot Options screen.

You need to press **F8** *as soon as* the tablet starts up to access the Windows Advanced Boot Options screen. If the Windows logo appears, you need to try again by waiting until the Windows logon prompt appears, and restarting your tablet from the Start menu.

4. In the **Advanced Boot Options** screen, select **Repair your computer** and press **Enter**.

The message "Windows is loading files..." and a progress bar will be displayed and there will be a brief waiting period while the necessary files load.

5. Select a keyboard layout in the System Recovery Options dialog box, then press **Enter**.
6. Select a user name and enter the password, then press **Enter**.
7. In the **System Recovery Options** dialog box, use the **Tab** key to navigate to **Reinstall Windows**.
8. Press **Enter** to reinstall Windows.

9. Check to see whether Windows was able to save any data from the tablet. Look in the folder called **Windows.old**.

10. If you have Mobile Broadband, you'll need to reinstall these drivers. Go to C:\Motion\Software\Sierra. Select the folder in this directory that corresponds to the card type that you have and open it to find the driver file.

Finding other software

For information about other software for your tablet, go to [Motion Computing Accessories](#) and the [Motion Computing Store](#). You will find links to software solutions for purchase as well as free downloads from Motion Computing and its service partners.

Caring for your R12

3

Proper care and maintenance will keep your R12 Tablet PC working and in good condition. For general information about care of the tablet and its components and accessories, see the *Safety and Regulatory Guide* included with your Tablet PC.



WARNING: Follow the guidelines listed below when caring for your R12 Tablet PC and its components. Improper use may damage the Tablet PC and its components and void the warranty.

General care

- Protect the Tablet PC from exposure to extreme temperatures, shock, liquids, and strong magnetic fields.
- Don't place heavy objects on top of the Tablet PC.
- If you're storing the tablet for a long time, unplug the power adapter and remove the battery after partially discharging it.
- Don't open the case. There are no user-serviceable components inside. Opening the case will void your warranty.

Caring for the display

Follow these suggestions to keep your display clean:

- Clean fingerprints and smudges from the display surface by wiping it with the cloth provided.
- If needed, use [a cleaning solution recommended by Motion Computing](#) to clean the display. Spray the solution on a cloth then wipe the display. Never spray directly onto the display surface and never use an abrasive cleaner.
- If liquid is spilled on the display, wipe it up immediately with a soft cloth like the one provided with the tablet.
- Use only the R12 pen or your finger to write on the display. Any other object could damage the display surface.
- Protect the display surface from unnecessary contact by using a case when transporting the Tablet PC.
- Cover the display with a protective display film.
- Avoid exposing the display to direct sunlight for long periods of time.
- You can also purchase protective display films as well as protective cases from the [Motion Computing Accessories](#) page.

Cleaning solutions

Motion Computing maintains a list of [R12 chemical disinfectants and cleaning products](#) on its website.



WARNING: Don't use any corrosive or abrasive cleaners to clean or disinfect the tablet.

Caring for the pen

If you use a digitizer pen with your tablet:

- Store the digitizer pen in the pen holder when not in use.
- Avoid storing the pen vertically on its tip. It can damage the pen-to-digitizer function.
- Keep the pen away from any liquid because the pen contains electronic components that could be damaged when wet.
- In certain environments, particles or debris can stick to the pen tip or the Tablet PC display. Make sure you wipe off the pen with a soft cloth to avoid scratching the display.
- If you'll be working in harsher environments, Motion recommends that you purchase the Rugged Digitizer Pen for your R12, which is available for purchase from the [Motion Computing Accessories](#) page.
- Change the tips regularly, especially if you drop the pen onto a rough surface that could damage the tip or embed debris in it. Damaged pen tips can scratch the display.

NOTE: To order pens or new pen tips, go to [Motion Computing Accessories](#).

Replacing pen tips

Pen tips eventually wear down or get damaged, so the pen includes extra tips and a tool for replacing them.

With typical use, you should change the pen tip every 90 days. If you use the pen in a dirty or dusty environment, you should change the pen tip every 30 days. Particles can become embedded in the pen tip and scratch the display.

To replace the pen tip:

1. Grasp the old tip with the replacement tool. Use the notch on the ring to grab the tip.
2. Pull the old tip out of the pen.
3. Insert a new tip, placing the flat end of the pen tip in first.
4. Apply slight pressure to push the tip in to place.

Cleaning the fingerprint reader

Under normal circumstances, you should clean the fingerprint reader once a month, or whenever necessary.

To clean the fingerprint reader, gently rub the sensor surface with the cloth that is included with the tablet or any microfiber cloth.



WARNING: Don't use bleach, solvents, or abrasives. Don't spray or pour any liquid directly on the sensor.

Caring for the tablet battery

To maximize the performance of the battery, condition the battery once a month. To condition it, run the tablet on battery power until the battery's charge level drops below 20%. Then use AC power until it is fully charged.

For more information about batteries, see [Using the battery](#) on page 41.

Traveling with your R12 Tablet PC

Use the following tips when you travel with your R12 Tablet PC:

- Put the Tablet PC in a case to protect the display. Motion Computing sells a variety of cases for the R12. You can purchase one at the [Motion Computing Accessories](#) page.
- Store the pen in the pen bay located on the right side of the tablet.
- Pack the Tablet PC securely in a briefcase or hand-carried luggage and keep it separate from toiletries, liquids, and food. Don't pack it in checked luggage.
- Before extended use in the field or long trips away from AC power, adjust the power properties to maximize battery conservation. See [Changing the power plan](#) on page 45.
- For international travel, use the appropriate power cord for your destination's electrical outlets. You don't need to buy a voltage converter; the Motion AC adapter will automatically adjust to different voltages.
- You may want to carry proof of ownership or a merchandise passport when traveling internationally.
- Consult your insurance and credit card companies to learn about emergency travel assistance in case your Tablet PC becomes lost or disabled.
- Don't carry your tablet through a metal detector.
- Turn off the Tablet PC or place it in Hibernation mode for airplane takeoff and landing.

TIP: Check with your airline for exact rules on using your Tablet PC and Wi-Fi while traveling. If required, you can disable all of your wireless devices using Motion Dashboard. To disable the wireless devices, open Motion Dashboard, tap the **Wireless** tab, and clear the checkbox next to each the wireless devices listed.



DANGER: Don't transport Li-ion batteries in checked baggage. The baggage hold can get very hot, which can cause the Li-ion battery to overheat and result in a possible explosion.

R12 Troubleshooting and FAQs

4

Motion Computing Tablet PCs are thoroughly tested for performance and quality, but occasionally issues can still occur. If you don't find the information you're looking for in this section, go to [Motion Computing Support](#).



NOTE: Enterprise users should contact their support organization for assistance with resolving tablet, application, or connectivity issues.

Troubleshooting

Use the information in this section to identify and resolve common issues. If an issue has more than one potential cause, the most common cause is listed first.

Power issues

The tablet doesn't shut down

- An application might have stopped responding. Use Task Manager to manually stop the application. Press the Security button  and select **Start Task Manager**. Select the application that isn't responding and end the task. You can also press and hold the power button  for five seconds to force the tablet to shut down. However, this is not recommended.
- If the tablet doesn't shut down after holding the power switch for five seconds, do the following:
 1. Unplug the power adapter.
 2. Remove the battery (see [Removing and replacing the battery](#) on page 42).
 3. Press the **Volume+**, **Power**, and **Security** buttons simultaneously.
 4. Replace the battery and re-start the Tablet PC.

The tablet won't enter Hibernate mode

- Hibernate mode might not be enabled. Enable hibernation by adjusting the power button behavior from Motion Dashboard. See [Changing how the power button functions](#) on page 45.

The tablet doesn't return from Hibernate mode while on battery power

- The battery might be depleted. Plug the Tablet PC's power adapter into an AC outlet and into the Tablet PC.

The power button is blinking but nothing is happening

- The tablet is in Sleep mode. Press the power button to wake up the tablet. To power off the tablet completely, you can press and hold the power button for about five seconds. However, this is not recommended. Under normal conditions, power off the tablet from the Start menu by tapping **Shut down**.

The display goes black while the Tablet PC is still turned on

- The tablet might have turned off the display to save power. To restore the display, tap the screen with your finger or the pen.
- The tablet might have gone into Sleep mode. Press and hold the power button for about one second.
- The tablet might have gone into low-battery Hibernation mode. In Hibernation mode, the power status light is off. Plug the tablet in to AC power, then press and hold the power button for about one second.

When I'm running on battery power and I attempt to power on my R12, the Function buttons light up for 1-2 seconds then go out

- There isn't a sufficient charge level remaining in your battery to power up your tablet. Plug the AC adapter into your Tablet PC or replace the battery with one that is fully charged.

Battery issues

The battery doesn't last very long (less than four hours)

- Hot or cold conditions can adversely affect the battery charge. Use AC power if you're operating the tablet in these conditions.
- Accessory devices such as a DVD player and applications that make heavy use of the hard drive can drain the battery more quickly. Remove the accessory devices or use AC power if possible.
- Use Motion Dashboard to enable the Power Saver Plan. Open Motion Dashboard, tap **Power**, then tap **Power Options**, and then select **Power Saver** from the list of plan choices.
- Condition the battery once a month by using the tablet on battery power and allowing the battery charge to drop below 20% before connecting the battery to AC power.
- The battery may be weakening. Use a different battery if possible.
- For other battery optimizing tips, see [Battery and power management tips](#) on page 44.

Display issues

When I connect to an external monitor, the cursor appears on the external monitor and not on my tablet

- This is a known Windows® 7 issue. If you've connected multiple touch-enabled displays, Windows® may not assign touch to the correct display. To fix this issue, make sure a keyboard is attached to your tablet and then open Motion Dashboard. Tap **Pen & Tablet**, then tap **Tablet PC Settings**. Tap the **Display** tab, then tap **Setup** next to "Configure your pen and touch displays." Tap **Touch Input**, then press the **Enter** key until you see the instructions appear on the display that you want to use for touch input. Follow the on-screen instructions for setting up touch on this display.

When I disconnect an external monitor, the desktop area is larger than the Tablet PC display

- The tablet may have expanded the desktop beyond the display area of the Tablet PC display when it was connected to the external monitor. Use Motion Dashboard to reset the Tablet PC to the display setting for stand-alone tablets. Open Motion Dashboard, tap **Display**. Then, from the **Display Scheme** drop-down list, select **Tablet Only**.
- The display resolution might not match the native resolution of the LCD. You can use other display resolutions, but you will get the best display quality when the display resolution matches the native resolution of the LCD. Use Windows® Display Properties to set the display resolution to 1920 × 1080 pixels. For more information, open Windows® Help and Support and search for "change resolution".

The display is too dim

- The display brightness may be set too low. Use Motion Dashboard to brighten the display. Open Motion Dashboard, tap **Display**, then move the brightness slider to the desired level.

The display is unreadable or distorted

- The screen resolution and color quality may not be set correctly. Use Windows® Display Properties to reset the display settings. From Windows® Control Panel, select **Hardware and Sound** category. Under **Display**, change the resolution until the display appears normal.
- The display driver may have been removed or become corrupted. Use Windows® Device Manager to reinstall the driver. For more information, open Windows® Help and Support and search for "update driver".

To update the display device driver:

1. Make sure that the tablet is connected to a network.
2. In Control Panel, tap the **System and Security** category.
3. Select **System**.
4. Under System, select **Device Manager**.
5. Expand **Display adapters**.
6. Select the adapter and select **Action > Update Driver Software**.
7. Follow the on-screen instructions.

Touch or pen issues

The Tablet PC doesn't respond to the pen I'm using

- Use only the R12-Series pen with the tablet. The Tablet PC doesn't respond to other digitizer pens, even Motion Computing pens for other models.

When I add an external display, touch input doesn't appear on the desired display

- Run touch setup on the desired display. Make sure a keyboard is attached to your tablet and then open Motion Dashboard. Tap **Pen & Tablet**, then tap **Tablet PC Settings**. Tap the **Display** tab, then tap **Setup** next to "Configure your pen and touch displays." Tap **Touch Input**, then press the **Enter** key until you see the instructions appear on the display that you want to use for touch input. Follow the on-screen instructions for setting up touch on this display.

When I write, I inadvertently click the function button on the pen

- Try adjusting how you hold the pen. Avoid resting your finger on the function button. You can also disable the function button. Open Motion Dashboard, then tap **Pen & Tablet**. Tap **Pen & Input Devices** and tap the **Pen Options** tab. Clear the checkbox, "Use the pen button as a right-click equivalent."

The pen function button doesn't work

- You may not be pressing the button early enough. Try pressing and holding the pen function button before you touch the pen to the display surface.
- The pen function button may be disabled. To enable it, open Motion Dashboard, then tap **Pen & Tablet**. Tap **Pen & Input Devices** and tap the **Pen Options** tab. Tap the checkbox next to "Use the pen button as a right-click equivalent."

On-screen instructions require me to press Enter or Esc, but I don't have a keyboard

- Connect a keyboard to the tablet to continue.

The R12 responds to my finger but not my pen

- The tablet may be configured to ignore pen input. To check, open Motion Dashboard, then tap **Pen & Tablet**. Tap **Touch Settings** and tap the **Digitizer Options** tab. Set **Input mode** to the recognize both touch and pen.

The R12 tablet is too sensitive to touch

- Consider changing a touch setting so that you have to double-tap the display to enable touch. Open Motion Dashboard, then tap **Pen & Tablet**. Tap **Touch Settings** and then **Auto mode**.

The pointer on the screen doesn't align with the pen

- The pen may need to be calibrated. Open Motion Dashboard, then tap **Pen & Tablet**, and tap **Calibrate digitizer**. The calibration program begins. Don't touch the display until the program has finished.

Ports and connectors issues

The tablet doesn't recognize the USB device

- Windows® 7 may take a short time to recognize the USB device. Wait a few moments to see if Windows® recognizes the device.
- The device may not be connected properly. Check the connection and ensure it is inserted properly into the USB port.
- The correct driver might not be included with Windows® 7. Check the manufacturer's website for a current driver.

The R12 is in its dock, but the tablet doesn't recognize any accessory devices, such as the external disk drive or monitor

- The R12 may not be fully seated in the dock. Remove it from the dock and then replace it.

Network issues

The wireless adapter keeps connecting even when I don't want it to

- Disable the desired wireless adapter from the Motion Dashboard. Open Motion Dashboard, tap **Wireless**, and clear the checkbox next to the wireless adapter that you want to disable.

I can't connect to a wired Ethernet network

- To connect to an Ethernet network, your R12 must be connected to a docking station. The Ethernet port for the R12 is located on the dock.
- The connection may be loose. Remove the Ethernet cable and reconnect it.
- The Ethernet network may be experiencing problems. Check with someone near you to determine if he or she has network access.
- Replace the Ethernet cable.


Wi-Fi issues

I can't connect to a Wi-Fi network

- Your R12 may not have located a Wi-Fi network. From the Start menu, tap **Control Panel** then **Network and Internet**. View your active networks. If no network is connected, tap **Connect to a network** and select a network from the list.
- Wi-Fi must be enabled from the Motion Dashboard. Open Motion Dashboard, tap **Wireless**, and tap the checkbox next to **Enable 802.11 Internal Wireless**.
- You may not have access to the network. Obtain a user name and password from a network administrator.
- Your tablet's security settings may prevent a connection. For example, the network may not be broadcasting the network name (SSID) or encryption may be required. Check with your system administrator.

Bluetooth issues


I can't connect to a Bluetooth device

- Ensure that Bluetooth is enabled. Open Motion Dashboard, tap **Wireless**, and tap the checkbox next to **Enable Bluetooth Internal Wireless**.
- Your Bluetooth device must be paired. From the Windows® notification area, tap the Bluetooth icon  and select **Add a Device**. Make sure the Bluetooth device is discoverable according to its manufacturer's instructions. Select the desired Bluetooth device from the list of available devices. Follow the on-screen instructions to complete the procedure.
- Your Bluetooth device is out of range. Bluetooth devices are designed for short-range communication and can connect at distances up to 33 feet (10 meters).

No other Bluetooth device can detect the R12 tablet

- From the Windows® notification area, tap the Bluetooth icon  and select **Open settings**. On the **Options** tab, select **Allow Bluetooth devices to find this computer**.

I tried to pair my Bluetooth device several times but it isn't detected:

- Bluetooth must be enabled from the Motion Dashboard. Open Motion Dashboard, tap **Wireless**, and tap the checkbox next to **Enable Bluetooth Internal Wireless**.
- Ensure that the Bluetooth device you're adding is discoverable. See the device's manufacturer's instructions for more information.
- Ensure that the Bluetooth device battery is charged.
- Check which Bluetooth devices are connected. From the Windows® notification area, tap the Bluetooth icon  and select **Show Bluetooth Devices**. The Devices window displays all the Bluetooth devices that are currently connected.
- If the tablet still can't detect the Bluetooth device, contact the device manufacturer for assistance.

My Bluetooth device doesn't work properly

- Some issues arise when using Bluetooth devices as listed below.

Bluetooth wireless tips

Motion Computing and its Bluetooth partners have worked to ensure a positive experience with this technology and to ensure Bluetooth interoperability. In doing so, we have found the following issues:

- **Interference**—If you're running Bluetooth and Wi-Fi at the same time, interference can affect the Bluetooth performance. This is most noticeable if:
 - You try to transfer large amounts of data, such as with file transfers
 - Several Bluetooth devices are operating in an office simultaneously
- **Speech Recognition**—Bluetooth audio has not been fully developed for speech recognition. Therefore, for speech recognition, we recommend that you not use a Bluetooth wireless headset.
- **Disconnection**—Some Bluetooth devices will disconnect when they go into power-saving mode. Most devices will automatically reconnect when they become active again.
- **Incompatible drivers**—If you attempt to install other wireless headset or other audio drivers (such as Bluetooth or USB) over the Tablet PC audio drivers, a malfunction of the Tablet PC audio system may occur because the drivers may not be compatible.
- **Interoperability**—If you're having issues with interoperability of Bluetooth devices, contact the manufacturer of your Bluetooth device and check its compatibility with the Bluetooth software installed on your Tablet PC.
- **Security**—Bluetooth devices use a passkey to create a secure connection between the Tablet PC and the Bluetooth device. Although the passkey exchange helps to secure your data, Bluetooth wireless technology shouldn't be considered completely secure.

Mobile broadband with GPS issues

I can't connect to a mobile broadband network

- A mobile broadband network requires you to have a data plan from a cellular network provider.
- You may need a SIM card from your network provider (see [Using the SIM card reader](#) on page 55).
- Ensure that Mobile Broadband with GPS is enabled. Open Motion Dashboard, tap **Wireless**, and tap the checkbox next to **Enable Mobile Broadband with GPS**.

I changed my SIM card and now I can't connect to my mobile broadband network

- The tablet should be shut down when changing or inserting the SIM card. Restart the tablet to enable the SIM card.

The GPS doesn't work

- Ensure that Mobile Broadband with GPS is enabled. Open Motion Dashboard, tap **Wireless**, and tap the checkbox next to **Enable Mobile Broadband with GPS**.
- The GPS navigation or mapping application you are using must be able to handle standard NMEA GPS information.

My GPS isn't working properly

- Mobile Broadband with GPS must be enabled from the Motion Dashboard. Open Motion Dashboard, tap **Wireless**, and tap the checkbox next to **Enable Mobile Broadband with GPS**.

Audio issues

No sound is coming from the built-in or external speakers

- Ensure that nothing is connected to the audio in/out jack. Connecting headphones or external speakers disables the built-in speaker.
- The volume may be set too low or muted. You can use Motion Dashboard to increase the volume or turn mute off. Open Motion Dashboard, then tap **Audio**, and move the slider to the desired volume.
- The integrated audio components may have been overwritten. If you install a third-party audio device (such as a USB or Bluetooth device), the integrated audio may stop working. If this happens, reinstall the audio drivers. After you install these, if you still have issues with audio, contact your system administrator or service provider.

System issues

I forgot my BIOS password and can't access my tablet

- You can enter several incorrect passwords before the BIOS temporarily locks the system. You can try again by restarting the system. If you still can't log on, contact your system administrator.

The tablet seems to be operating slower than usual

- Reboot.
- The solid state drive (SSD) may be full or nearly full. You can use Disk Cleanup to free up space on your drive. For instructions, open Windows® Help and search for "disk cleanup."
- Unlike traditional hard drives, SSD drives such the one installed in the R12, see no performance benefit from traditional HDD defragmentation tools. Using these tools simply adds unnecessary wear to the SSD. It is recommended that you disable any automatic or scheduled defragmentation utilities on your tablet.

I want to make my tablet run faster

- Change the Power plan to **High Performance** from the Motion Dashboard (see [Using Motion Dashboard](#) on page 21), Power tab.
- Adjust your Windows® settings. For instructions, open Windows® Help and search for "improve performance."

My camera, fingerprint reader, LED function buttons, or other internal devices are not functioning

- Ensure these devices are enabled in the BIOS setup. Select **Load Setup Defaults** under the **Exit** tab followed by **Exit Saving Changes**. This will turn the power on to these devices.

Frequently asked questions

How can I make the battery charge last longer?

- By default, the power plan for the R12 is a balance between optimal performance and a long battery charge. If you want the tablet to run longer between charges, use the

Power saver power plan. Open Motion Dashboard, tap **Power**. Tap **Power Options** and select **Power saver**.

- Use the Dynamic display setting. This automatically controls the display to conserve power. Open Motion Dashboard, tap **Display**, then tap **Dynamic**.
- Set the display to the dimmest level you're comfortable viewing. Open Motion Dashboard, tap **Display**, then move the Brightness slider to the desired level.
- Disconnect any Ethernet connections that aren't being used. Disable the wireless adapter and Bluetooth adapter if you're not using them. Disconnect unnecessary USB devices. To disable the adapter, open Motion Dashboard, tap **Wireless**, and clear the checkbox next to the adapters you're not using.
- Stop unnecessary background applications and processes.

How do I check the battery charge when I'm running on the battery?

- The five lights on the back of the Tablet PC's battery indicate the battery's current level of charge—from one green light (20% charged) to five green lights (fully charged). Press the button to the right of the lights to view the remaining charge level.

How do I clean the display screen?

- To clean the display screen, wipe it with a soft cloth (like the one supplied). Don't spray cleaners, pour any liquid, or wipe any abrasive cleaner on the screen or any surface of the Tablet PC. Don't use tissues or paper towels to clean the screen. They contain wood fibers that may scratch the surface.
- Motion Computing maintains a list of [R12 chemical disinfectants and cleaning products](#) on its website.

How do I clean the View Anywhere display screen?

- To clean the View Anywhere display screen, wipe it with a soft cloth (like the one supplied). Don't spray cleaners, spray or pour any liquid, or wipe any abrasive cleaner on the screen nor any surface of the unit. Don't use tissues or paper towels to clean the screen. They contain fibers that might scratch the surface.

Will scratches affect the performance of the display or digitizer?

- Our testing has not found appreciable loss of performance on a scratched display.

How sensitive is the screen to various elements?

- As with any computer or electronic device, you should protect the Tablet PC from liquids, dirt and sand, other contaminants, and extreme heat.


Will any monitor, USB device, keyboard, or mouse work with the Tablet PC?

- If the device has a driver for Windows, it will work with the Tablet PC. For a list of products that have been tested for Windows, look for the Windows Marketplace Tested Products page on the [Microsoft website](#).

How do I adjust the Tablet PC for left-handed use?

- Open Motion Dashboard (see [Using Motion Dashboard](#) on page 21), tap **Pen and Tablet**, then **Tablet PC Settings**, then the **Other** tab. You can select left- or right-handed, which will change where the menus appear on the screen.

How can I stop the display screen from rotating automatically?

- From the navigation area, tap the Motion icon  then tap **Options** and clear **Automatic Display Rotation**.

What do I need to use the Tablet PC in another country?

- You will need a travel plug adapter, which you can find in airports and travel stores. You don't need to buy a voltage converter; the Motion AC adapter will automatically adjust to different voltages.

Where can I learn more about my R12?

- To learn more about the R12, check out our [training tutorials](#) and [knowledge base articles](#). Motion Computing also offers [corporate training classes](#).

Can I recycle my old computer?

- Yes. Motion Computing has a recycling program that allows free return of all Motion-branded products and non-Motion-branded electronics with the purchase of a similar Motion tablet for processing and disposal in an environmentally safe manner. For details, go to [Motion Computing recycling program](#).

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