

# L10

## Enterprise Tablet



## User Guide For Windows 10



**ZEBRA**

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# Getting Started

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## L10 Platform

There are three models in the Zebra® L10 Platform. Each is different from the other two as follows:

- The XPAD™ L10 is distinguished by its integrated hard handle. The handle has space for an integrated barcode reader option, two programmable buttons and a front facing speaker.
- The XSLATE™ L10 has no handle but is otherwise like the XPAD.
- XBOOK™ L10 is the same as the XSLATE, but includes a companion keyboard and a kickstrap (combination of a kickstand and a hand strap).



**IMPORTANT:** All Windows features that are documented in this user guide are based on the interface of the Windows 10 release, version 1803.



**CAUTION:** Please be aware of the following issues about your tablet and its use:

- For all important safety information about your L10 Tablet, refer to the Regulatory Guide. To view or download this safety information, navigate to the L10 user documentation at the [zebra.com/support](https://zebra.com/support) site.
- If this device will be used in a hazardous location, you are required to read and comply with the warnings in the [Appendix: Hazardous Location, Installation, and Operating Instructions on page 55](#) at the end of this user guide.

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## Key Features Overview

The Zebra L10 platform is a rugged tablet that provides a range of computing power and a variety of integrated features to support any mobile work flow. The L10 Platform supports these features:

- Available with one of these processors: Intel Pentium®, Intel® Core™ 8th Gen i5 or i7.
- 4, 8, or 16 GB of system memory (RAM) depending on CPU
- Intel® HD 505 Graphics or UHD 605 Graphics, depending on CPU
- 10.1" wide viewing angle display with WUXGA resolution (1920 x 1200); 500 Nit brightness standard, option for 1000 Nit View Anywhere® display for viewing in bright sunlight.
- Capacitive display with 10-point touch input standard. There are three touch modes in **Start > Touch Options**:
- Corning® Gorilla® Glass 3 for increased display damage resistance
- Integrated 13 MP rear camera and 2 MP front camera

- Solid-state drive with capacities from 64 GB up to 1 TB
- Two USB 3.0 ports, one USB Type-C port and a micro-SDHC card slot
- Dual Nano SIM (4FF) port
- 9-Axis MEMS sensor (Accelerometer, eCompass, Gyroscope) and ambient light sensor
- Hot-swappable battery, 36 Whr standard battery or 98 Whr long-life battery packs
- Integrated 802.11a/g/n/ac Wi-Fi® and Bluetooth® 4.2 and NFC
- TCG Trusted Platform Module (TPM) 2.0 for hardware-based security
- Area fingerprint reader is standard for added security
- Windows® 10, Pro 64-bit operating system

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## Optional Features

The following features are optional and must be ordered with the tablet at the time of purchase:

- Integrated Sierra Wireless EM7565 WWAN+GNSS module or u-blox GNSS+SBAS only module
- A high-performance barcode scanner is available and is integrated into the handle of the XPAD L10 tablet. See [Using the Barcode Scanner \(XPAD Only\) on page 32](#).
- Integrated, active Wacom-digitizer display that provides precision pen input and hover features
- Integrated pass-through antenna with five ports for MIMO WLAN, MIMO WWAN, and GNSS (GPS)
- Integrated HDMI input connector through a full-sized HDMI connector interface
- RS232 true serial port with DB9 serial port interface adapter
- External Smart Card reader Common Access Card (CAC)
- Integrated high-frequency (HF) RFID/NFC

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## Energy Star



Zebra products that are Energy Star qualified help you save money while improving the quality of the environment. The sleep mode of your tablet is especially adept at saving energy, often up to 80% or more.

ENERGY STAR® is the government-backed symbol for energy efficiency, providing simple, credible, and unbiased information that you can rely on to make well-informed decisions.

Thousands of industrial and commercial products deliver cost-saving energy solutions that improve air quality and protect the climate. ENERGY STAR and its partners have helped save families and businesses trillions of kilowatt-hours of electricity and reduced greenhouse gases every year.

You can see more information about Energy Star features at this site: [energystar.gov](http://energystar.gov)

The default power management settings on this PC are as follows.

Power Settings	On Battery	On AC
Turn off the display	5 minutes	20 minutes
Computer to sleep	20 minutes	20 minutes



## Overview of the XSLATE L10 Tablet PC

The photos show the location of the external features on the XSLATE™ L10 Tablet PC. Most of these features are on the XPAD™ Tablet PC in the same place, except where noted in the photos of the XPAD tablet.

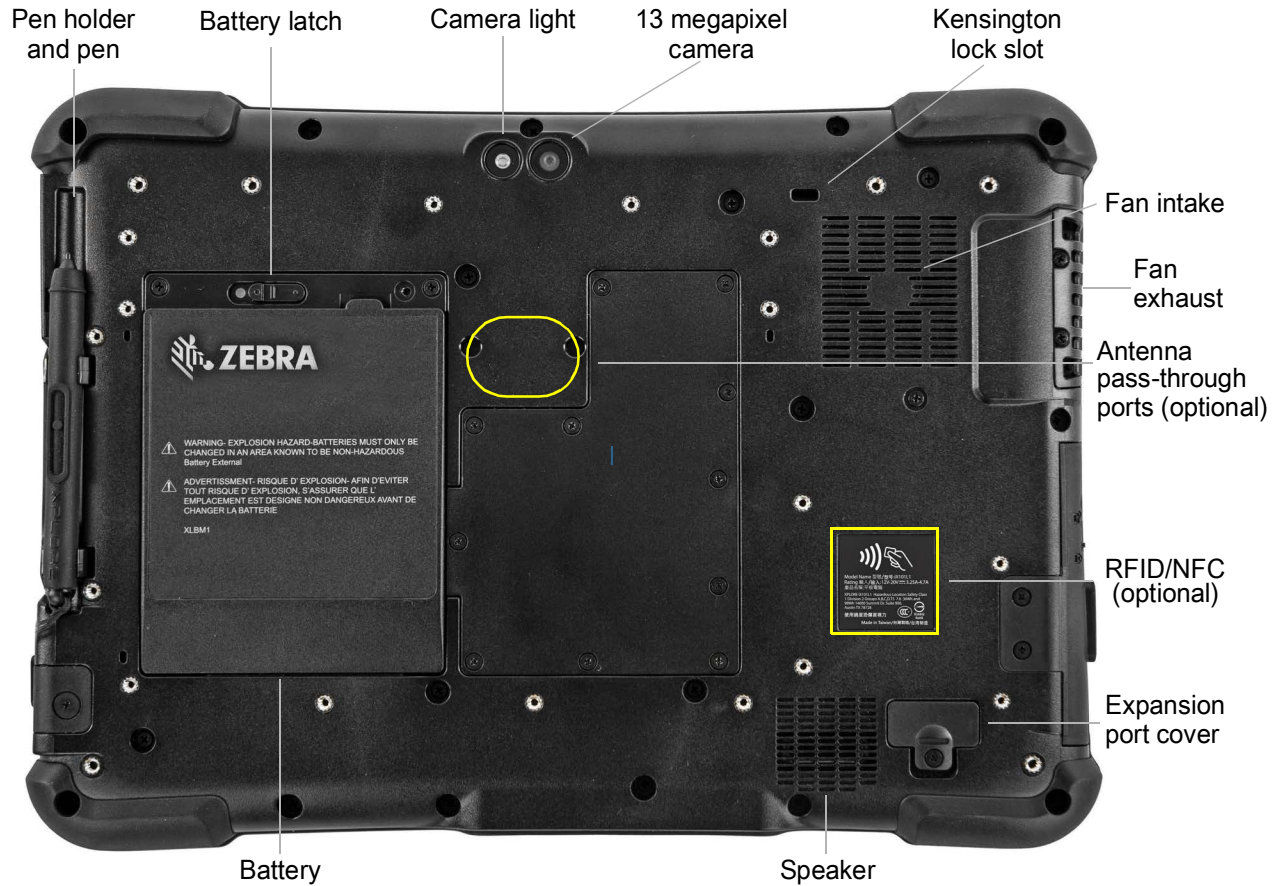
### Front of the XSLATE L10

Figure 1 XSLATE Front



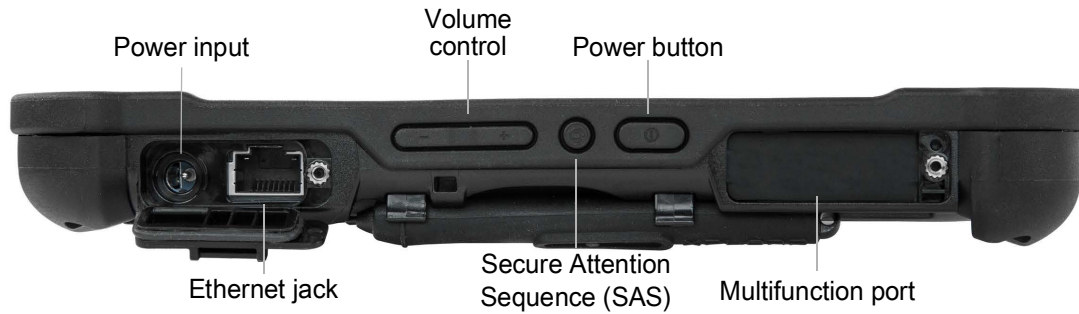
Microphones	Two digital microphones make up the microphone array facing forward
Ambient Light Sensor (ALS)	Detects the amount of ambient light, and Windows adjusts the screen brightness
Front camera	An FHD resolution camera primarily for taking pictures or video of the tablet user
Camera indicator	Is illuminated when either the front- or rear-facing camera is active
Fingerprint reader	Can read your fingerprint to let you log in
System status LED	Indicates the current power state of the tablet
Battery status LED	Indicates the charging status of the battery and also lets you know when your charge is very low
SSD activity LED	Indicates when the solid state drive (SSD) is accessed to read or write data
Reset switch	Immediately powers off the device if it is unresponsive. Unsaved data is lost. Insert a stylus tip or a straightened paper clip and insert the tip into the hole to press the recessed button.
Touchscreen	The standard means for interacting with the operating system and software
Home Button	A physical button that performs the same function as the Windows Start button. The Home button displays start screen or wakes up your tablet from sleep

## Back of the XSLATE L10



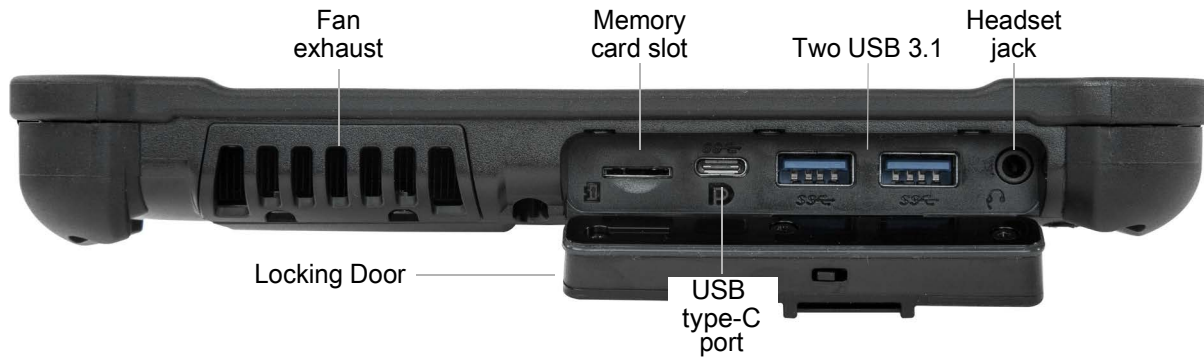
Pen holder and pen	Holds the short pen when pen is not in use
Battery latch	Releases the battery latch when you slide the latch to the left
Camera light	Functions as both a flash for the rear camera as well as a torch light
Rear camera	13 megapixel camera
Kensington lock slot	Provides a metal-reinforced hole for use with a cable and lock to secure the tablet
Fan intake	Where ambient air is pulled in by the fan; <b>Do not block or cover</b>
Fan exhaust	Where heated air is exhausted by the fan; <b>Do not block or cover</b>
Expansion port cover	Door that is removed when connecting certain accessories to the tablet
Speaker	Outputs sound when no headset or external speakers are in use
Battery	Hot-swappable battery that powers the tablet when it is not plugged in or docked
Pass-through antenna ports (optional)	These integrated ports connect to the vehicle antenna to provide MIMO WLAN, MIMO WWAN, and GNSS (GPS) access. This feature must be ordered when purchased. It is factory installed.

## Right Side of the XSLATE L10



Power input	Connection for the external power adapter
Ethernet jack	RJ45 port for LAN connectivity
Volume control	Turns sound volume up and down
Power button	Turns on the tablet; press to enter and exit sleep mode when tablet is on.
SAS button	Round button; equivalent to pressing <b>Ctrl+Alt+Del</b> in Windows; also wakes up the tablet from sleep mode
Multifunction port	Optional factory configurable port that can function as a serial port or HDMI-in

## Left Side of the XSLATE L10



Fan exhaust	Allows air flow
Memory card slot	Reads and writes micro-SD cards
USB type-C port	Provides access to USB 3.1 and DisplayPort output through a USB type-C connector
USB 3.1 Gen1 ports	Two USB type-A connectors for devices, such as a mouse, keyboard or external storage; compatible with USB 2.0
Headset jack	3.5 mm audio connector supports stereo output and mono microphone input
Locking door	When the locking door that covers the ports on the L10 is shipped, it is locked and shows green. Slide the lock to reveal red and it opens.

## Bottom Side of XSLATE L10



Item	Description
Docking connectors	These connectors interface to Zebra docks.

## Pens for the L10 Tablets

All L10 tablets support touch input with your finger. In addition, a pen or stylus is provided with your tablet, and is compatible with the screen configuration that you order. Many people use a pen for more convenience or precision. The pen is particularly effective for precise data entry and navigation.

The XSLATE and XBOOK tablets come with short pens that fit into the pen holder on these devices. The XPAD tablet includes a longer, thicker pen. If you want a longer pen for the XSLATE or XBOOK tablet, a handle accessory can be ordered with the longer pen.

### Capacitive Pens

Capacitive pens work with the tablet's touchscreen and are sometimes called *passive* pens. The short capacitive pen does not need a battery. The long capacitive pen uses a AAAA battery. These two pens do not require a pen digitizer in the tablet. They work with the tablet's touchscreen directly.

Figure 2 Capacitive Pens

Short Capacitive Pen



Long Capacitive ePen w/battery



### Active Digitizer Pens

If the tablet is ordered with an active Wacom digitizer built in to the screen, you will receive one of the two pens pictured below. These Wacom-compatible pens allow for a large range of pressure sensitivity, tilt detection, and hover capability. Hover lets you see where the pen is pointing before the tip touches the display. These pens are frequently called *active* pens.

Figure 3 Digitizer Pens

Short Active Digitizer Pen



Long Active Digitizer Pen



## Overview of the XPAD L10 Tablet

The following photos show the locations the external features on the XPAD™ L10 Tablet PC.



**NOTE:** In these photos, the light gray text indicates a feature that is described for the XSLATE L10 and is the same on the XPAD L10. See [page 3](#) to [page 5](#) for the XSLATE overview.

The [blue text](#) indicates that the feature is available only on the XPAD or is located in a different place on the XPAD tablet.

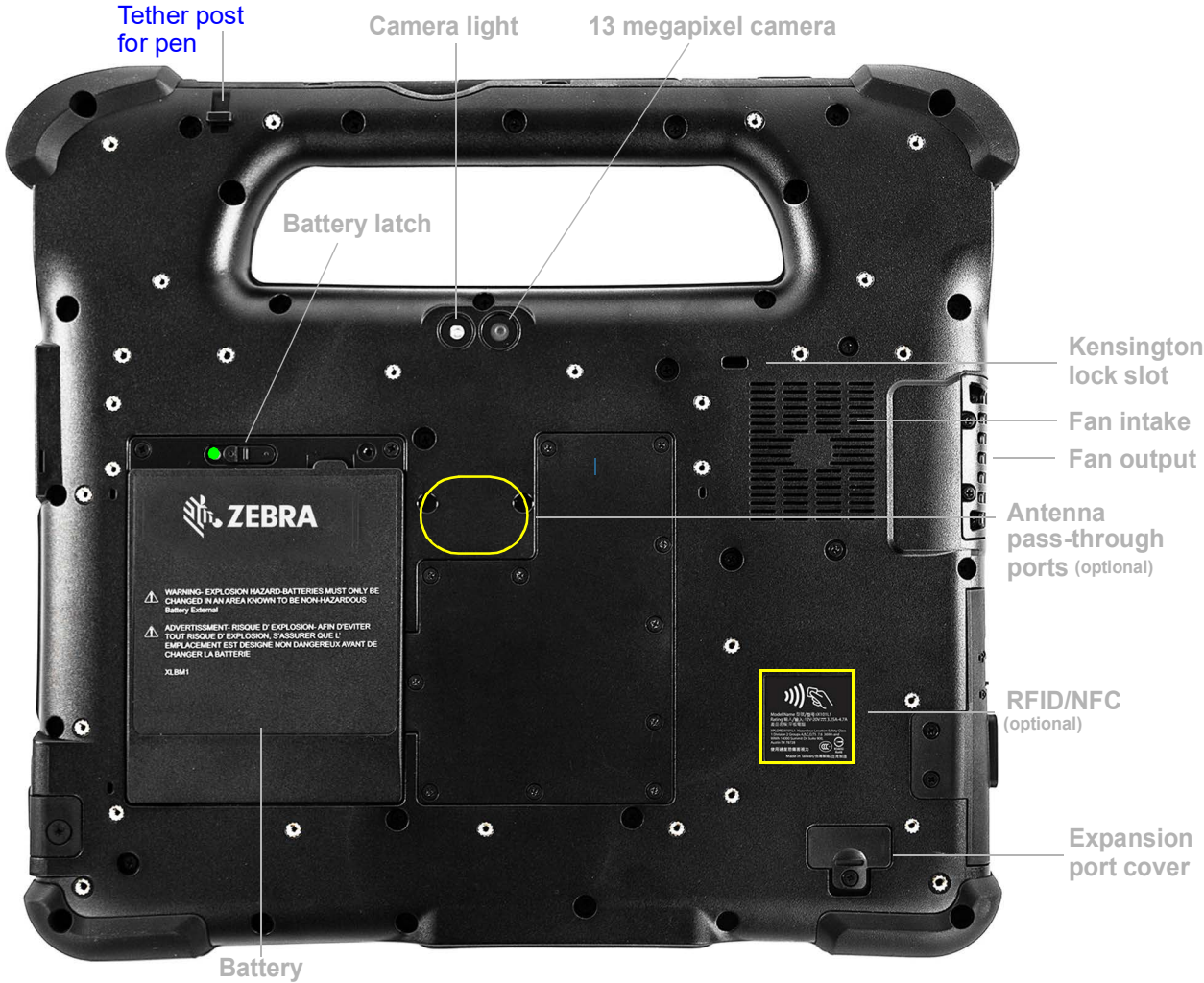
### Front of the XPAD L10



Item	Description
Function button P1	Default setup: Touch to open the <b>Know Your Tablet</b> application. Press and <i>hold</i> to open Microsoft OneNote.
Function button P2	Default setup: Touch to display the <i>Pictures</i> folder. Press and <i>hold</i> to open Tablet PC Settings.
Pen holder	Holds the long pen when not in use.
Speaker	Provides sound when no headset or external speakers are in use.

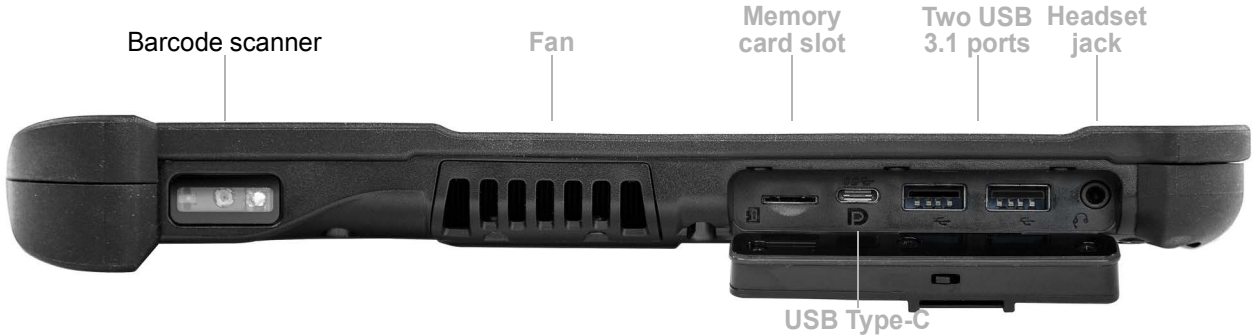


Back of the XPAD L10



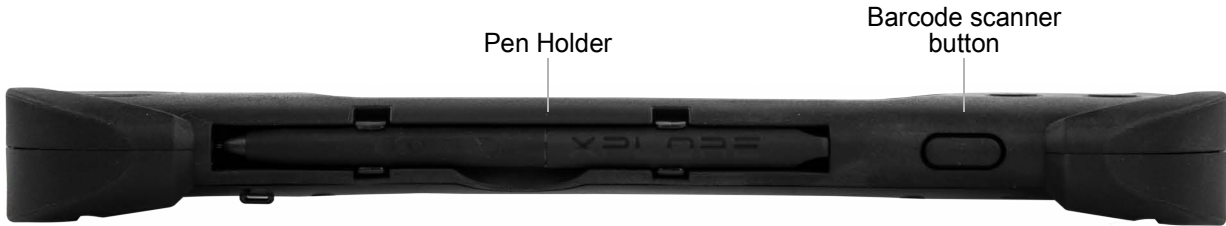
Item	Description
1	Tether post secures the pen to the tablet.

**Left Side of the XPAD L10**



Item	Description
Barcode scanner	Barcode scanner with interface for reading barcodes.

**Top Side of the XPAD L10**



Item	Description
Pen Holder	Press the scanner button to activate the barcode scanner (if installed).
Scanner button	Use the pen holder in the handle to hold the long pen when it is not in use

**Bottom Side of XPAD L10**



Item	Description
Docking connectors	These connectors interface to Zebra docks.

## Preparing the L10 Tablet for First Use

This section has steps for setting up the L10 platform for the first use.

### Inserting a SIM Card

If your L10 tablet is enabled with Wireless Wide Area Networking (WWAN), you need an activated SIM card in the SIM card holder to access the cellular data network. The SIM holder is located in the battery bay of the L10 and can hold one or two Nano SIMs (4FF).



The L10 supports two SIM cards and switching between SIMs is done within Windows. Most people will need only one SIM. To add or change a SIM, follow these instructions:

1. Shut down and turn off the tablet.
2. Remove the battery if it is in the tablet.
3. Pull out the SIM holder shown above.
4. Put your SIM card into the slot with the contacts facing down ensuring the notched edge on the card aligns with the notched edge in the holder.
5. Then put the frame back into its port and return the battery to its bay.

### Powering Up the Tablet

1. Remove the battery from the packaging. On the back of the tablet, insert the bottom of the battery into the bay. Tilt the battery as shown and press it down until it clicks securely into place.





2. The external power has two parts: the part that plugs into the power source and the adapter with a cord that plugs into your tablet. Join the two parts by plugging the power cord into the adapter to form one long cord.
3. To connect external power to the tablet, open the port door to expose the power adapter port. Plug the AC adapter into this port on your tablet.

Power adapter port



4. Plug the power cord into an outlet.  
The battery charging indicator on the front of the L10 tablet blinks **amber** to indicate that the battery is charging. It is solid green when fully charged
5. Press and release the oval **Power** button in the center of the right side of the tablet to turn it on.

Power button



6. Keep the tablet on AC power until the battery is fully charged. However, you don't have to wait until the tablet is fully charged to turn it on. The L10 will charge while you use it.

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## Optional Setup Tasks

### Backing Up Files and Creating a Recovery Drive

After setting up the L10 the way you like it and installing applications, create a recovery drive on an external USB drive. A recovery drive lets you start your tablet and access recovery and troubleshooting tools if you encounter any issues with your Windows installation.

For more information, see [Backing Up Your Files on page 39](#) and [Restoring Your System on page 40](#).

### Attaching the Pen Tether

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

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

### Connecting the Tablet to an External Monitor

There is no dedicated port for an external monitor on the L10 tablet. The tablet has a USB Type-C connector which includes a DisplayPort output capability. You need a dongle that supports USB Type-C DisplayPort and converts it to the port necessary to attach the external monitor, which can have one or more of the following ports: HDMI, DVI, DisplayPort, or VGA.

For instance, to connect a monitor with an HDMI port to your tablet, you need a **USB Type-C DisplayPort to HDMI** output dongle.

**NOTE:** Some dongles use USB-to-Video conversion and these use software to enable the external display over USB interface. Care must be taken to ensure that the USB Type-C dongle specifically supports USB Type-C DisplayPort input. Look for a dongle that states it is plug-n-play and that no software or drivers are required.

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### For More Information

The Know Your Tablet application is on the desktop and the Windows Start screen of the tablet.



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

This user guide describes the full set of features and provides instructions for common tasks. The following three chapters of this user guide include:

- [Using the Device on page 13](#) : Provides instructions for basic tasks including how to customize your tablet to fit the way you work.
- [Care and Maintenance on page 43](#) : Provides suggestions for the care and maintenance of your Tablet PC.
- [Troubleshooting on page 47](#) : Provides answers for common issues you might encounter as you use your tablet.
- [Appendix: Hazardous Location, Installation, and Operating Instructions on page 55](#) . Lists warnings for hazards that might affect the use of your tablet.

You can find other useful information on the [Zebra Support](#) web site, including:

- Technical Support
- Professional Services
- Documentation
- Knowledge Base
- Accessories
- Security Updates
- Product Warranty
- Utilities

# Using the Device

This chapter highlights critical features and some of the advanced features of the Zebra® L10 Tablet PC, including these topics:

- [Checking Battery Power on page 14](#)
- [Removing and Replacing the Battery on page 16](#)
- [Managing Wireless Connections on page 18](#)
- [Connecting to a Wi-Fi Network on page 19](#)
- [Connecting to Bluetooth Devices on page 21](#)
- [Connecting to a Mobile Broadband Network on page 22](#)
- [Using Global Navigation Satellite System \(GNSS\) on page 24](#)
- [Using Sleep Mode on page 26](#)
- [Using the XPAD Function Buttons on page 27](#)
- [Configuring the Function Buttons on page 27](#)
- [Using the Barcode Scanner \(XPAD Only\) on page 32](#)
- [Using the Cameras on page 30](#)
- [Setting Up the Fingerprint Reader on page 36](#)
- [Using the Barcode Scanner \(XPAD Only\) on page 32](#)
- [Using the RFID/NFC Reader on page 34](#)
- [Using the SD Card Reader and SD Memory on page 38](#)
- [Touch Panel Mode on page 38](#)
- [Backing Up Your Files on page 39](#)
- [Restoring Your System on page 40](#)

## Using the Battery

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



**CAUTION:** To avoid personal injury, handle the battery with care. Don't open, puncture, short, or expose it to fire or water. For example, do not leave the battery in a closed car in hot weather for an extended time. For more information, see the Regulatory Guide in the L10 User Documentation at the [zebra.com/support](http://zebra.com/support) site.

## Checking Battery Power

### In Windows

The battery icon changes appearance on the taskbar to show the status of the battery: by displaying the approximate charge remaining, by indicating the battery saver mode (green flame), and by showing whether the battery is charging (plug).



Current battery charge

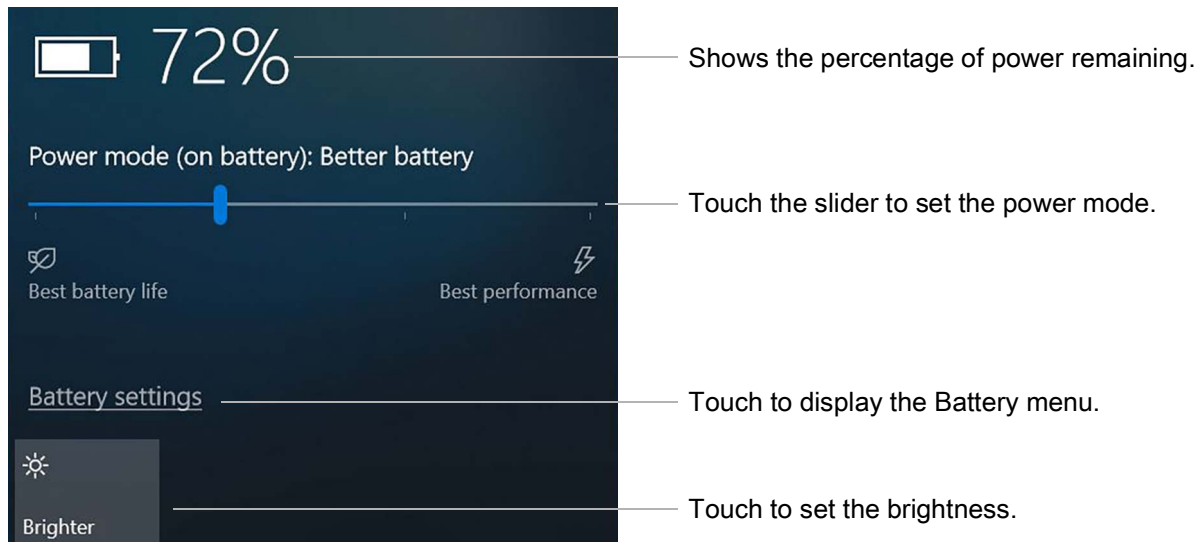


Battery saver



Plugged in and charging

1. In the notification area of the taskbar, touch the **Battery** icon to display the remaining charge. The power mode slider shows the trade off between battery life and tablet performance.



This power menu lets you access other battery settings and set brightness options.

2. Touch **Battery Settings** to display the Battery Overview menu and set the battery saver options, other battery options, and access to other menus, including the **Settings > System > Display** menu.
3. Touch the **Brightness** tile on the bottom left of this menu to set the brightness levels.
4. Press and hold this brightness tile until it displays an option for more settings.  
This option brings up the Display menu where you can make other display choices.

## On the Battery

**IMPORTANT:** If you remove the battery, you only have one minute to replace it and keep the tablet running. If you need to remove it for a longer period, be sure to save your files. Then shut down or plug in to a power source.

If you have a battery out of the tablet, you can check the charge by looking at the back side of the battery and pressing the button to the left of the lights to view the charge level.



Press button to view the charge level.

Battery lights indicate the charge.

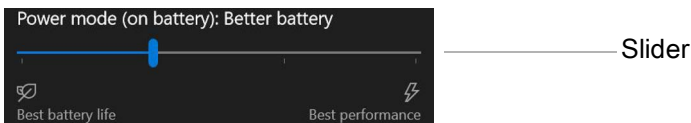
The five lights on the back of the battery indicate the current level of charge—from one light (20% charged) to five lights (100% charged).

## Optimizing Battery Life or Performance

You can optimize the battery life or the performance of your tablet in a few different ways. If the tablet is plugged in, then you can optimize for performance instead of battery. If you are on battery, you can use these settings to extend the charge.

### Using the Battery Icon

1. Touch the **Battery** icon on the taskbar.
2. Touch the slider to adjust for battery life or performance.



3. Touch the **Brightness** tile in the lower left corner to adjust the brightness.



4. Touch **Battery Settings** to display the Battery menu.

### Using the Battery Menu in Settings

1. Touch **Start** > **Settings** > **System** > **Battery** to display the Battery menu.
2. In the Battery saver section, there are two check boxes. Touch the first to set the battery saver to turn on automatically and touch the second to lower screen brightness.
3. This menu includes a web link on saving battery. Scroll down and touch **Battery saving tips**.

### Removing and Replacing the Battery

Before you remove the battery, save your files and shut down the tablet, or plug in the AC adapter and continue working while the battery charges. However, if you are hot swapping the battery, you can do so while the tablet is on and running only on battery power. See [Hot Swapping the Battery on page 16](#) (below).

#### Removing the Battery

1. Save your files and shut down the tablet.
2. With the back of the tablet facing you, slide the battery latch to the left until the latch stays open and the battery pops out slightly.
3. Insert your finger under the finger tab and pull to remove the battery from the battery compartment.



#### Replacing the Battery

1. Place the tabbed end of the battery into the battery compartment as shown here.
2. Press the battery down until it snaps into place.



#### Hot Swapping the Battery

Changing a battery while the tablet is on is called hot swapping. You can hot swap a battery only if you have a *second*, charged battery to replace it with.



**IMPORTANT:** You have approximately one minute to hot swap the battery. If you haven't replaced the battery within one minute, the tablet goes into Sleep mode.

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

While hot swapping the battery, notice the following behaviors:

- The tablet display gets dimmer. When the charged battery is in the tablet, the display brightens again.
- The battery status LED turns **blue** when the system is on and no main battery is present. When you put a charged battery in the tablet, the LED lights turn **green** 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.)

### Long-term Battery Storage

Don't store any batteries with a full charge, because this can cause a permanent loss of charging capacity. For long-term storage, ensure that the charge level is between 20% and 40% (two LEDs illuminated), and remove the battery from the tablet. Store the battery in a cool, dry environment in the temperature range 0°C to 30°C (32°F to 86°F).

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

### Battery and Power Management Tips

To lengthen the usable life of the battery, use AC power when you can. The battery charges automatically when the tablet runs on AC power.

#### Tips for Saving Battery Power

- When on battery power, place the tablet in sleep mode if you are going to leave it unattended for more than a few minutes.
- You can also set the sleep mode to automatically save power by turning off the screen by touching **Start > Settings > System > Power & Sleep**. Adjust the battery power under the Sleep section to just a few minutes.
- Close applications when you are not using them.
- Turn off wireless devices when they are not being used.  
See [Temporarily Switching Off Wireless Devices on page 18](#).



**NOTE:** Remember that the screen, processor, wireless cards, and accessories all consume power from the battery, so adjust properties and disable unused accessories while on battery power. Sleep mode is very effective for saving energy.

### Conditioning the Battery

See [Caring for the Battery on page 44](#).



### Disposing of Used Batteries

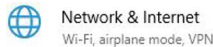
A Lithium-ion (Li-ion) battery should be disposed of at a hazardous materials recycling center when it is no longer serviceable. Don't throw it away, because the battery might be put into landfill.

## Managing Wireless Connections

### Temporarily Switching Off Wireless Devices

Check with your airline for exact rules on using your tablet connections while traveling.

1. To turn off the wireless devices in your tablet, touch the **Start** icon  and touch the **Settings** icon . The Settings menu opens.
2. Touch the **Network & Internet** icon.



3. In the left pane, touch **Airplane mode**.  Airplane mode

The right pane displays the Airplane mode menu shown here.

#### Airplane mode

Turn this on to stop all wireless communication, such as Wi-Fi, cellular, and Bluetooth



Because airplane mode is **off**, the menu shows which wireless devices your tablet is connected to.

#### Wireless devices

Cellular 3



Wi-Fi 2



Bluetooth



GPS



Wireless services are on.

4. In the right pane, turn Airplane mode **on**.

#### Airplane mode

Turn this on to stop all wireless communication, such as Wi-Fi, cellular, and Bluetooth



Airplane mode is on.

#### Wireless devices

Cellular 3



Wi-Fi 2



Bluetooth



GPS



Wireless services are turned OFF by turning Airplane mode ON.

When airplane mode is **on**, the wireless connections are turned **off**.

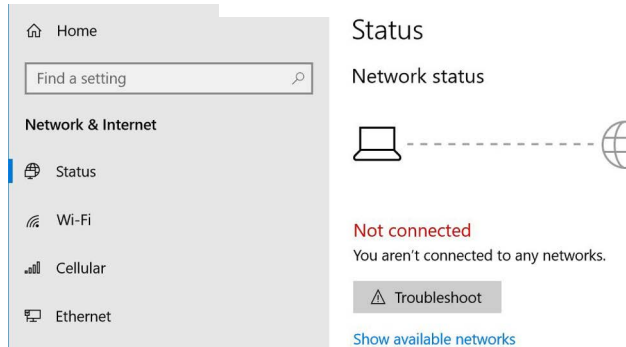
5. Turn Airplane mode **off** to resume the use of wireless devices on your tablet.



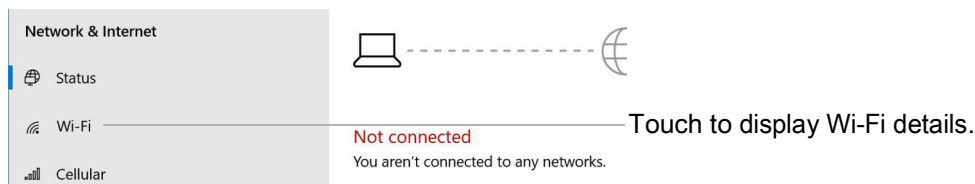
## Connecting to a Wi-Fi Network

1. Touch the Windows **Start** icon  and touch the **Settings** icon  above the Start icon.
2. Touch the **Network & Internet** icon.  Network & Internet  
Wi-Fi, airplane mode, VPN

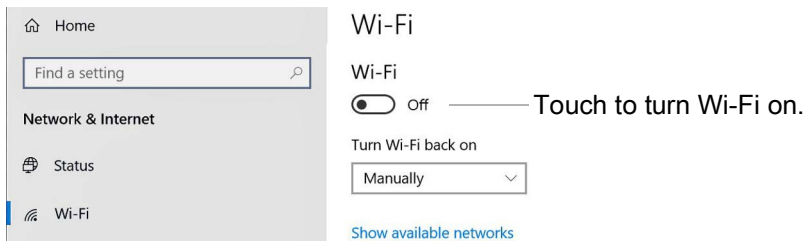
The Network & Internet menu opens and displays the network status as shown here.




3. In the left pane, touch **Wi-Fi** to display the Wi-Fi status.



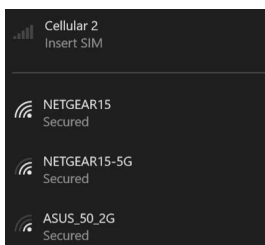
1. In the right pane, if the Wi-Fi is off, touch the **Wi-Fi** button to turn it **on**.



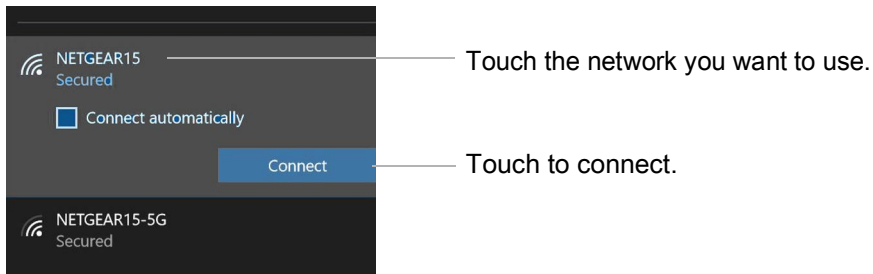
Wi-Fi is turned **on** as shown here.  On  
[Show available networks](#)

1. Touch **Show available networks**.

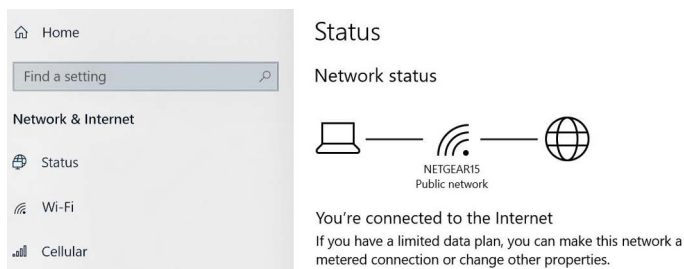
A list of available networks pops up from the taskbar.



1. Connect to a network as described in this procedure.
  - a. Choose the network by touching it.



- b. To use this network on a regular basis, touch **Connect automatically**.  
The box is checked.
- c. Touch the **Connect** button.
- d. If prompted, enter the *network security key*. Touch **Next** to verify the key.
- e. If you are asked to make your tablet discoverable, touch **Yes** if you want your tablet to be visible by other devices on the network or touch **No** if you do **not** want it to be visible on the network.  
The Wi-Fi menu shows the established connection as in this example.




## Connecting to Bluetooth Devices

Use Bluetooth® technology to connect to accessory devices or other computers. These devices can communicate with each other when they are in range.

1. Touch the Windows **Start** button  and the **Settings** icon  above it.

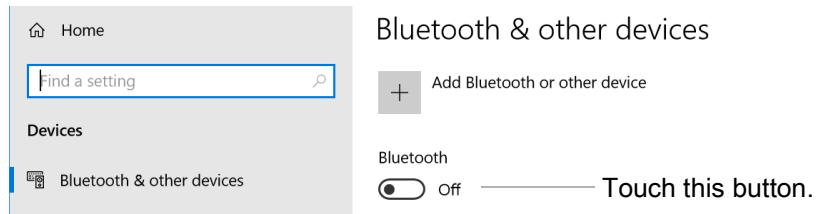
The Settings menu appears.

2. Touch the **Devices** icon.  **Devices**  
Bluetooth, printers, mouse

The Devices menu appears.

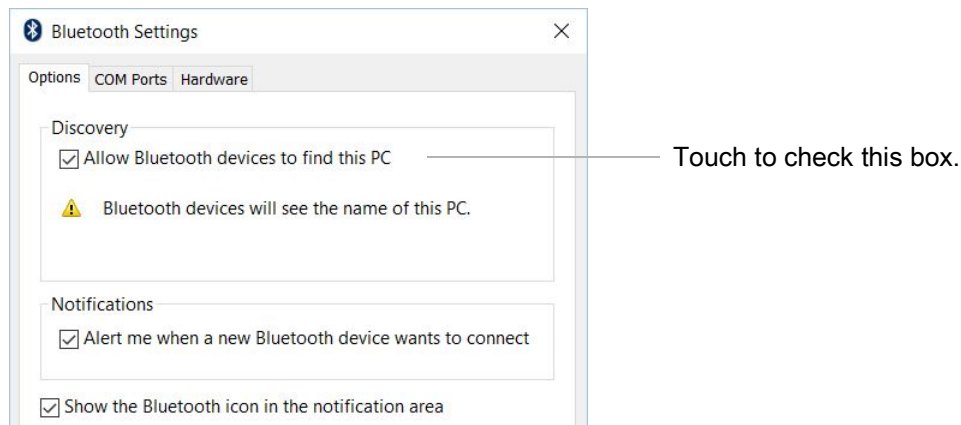
3. Touch **Bluetooth** in the left pane.

The right pane displays a slider button and nearby Bluetooth devices.




4. Touch the Bluetooth slider button to turn it **On**.
5. As your tablet discovers the Bluetooth devices that are turned on, you can touch them and touch **Pair** to begin the pairing process.
6. To make sure that your tablet is visible to other devices, find the Related Settings section.
  - a. To find it, you need to scroll down or look on the right side of the screen.
  - b. Under the *Related Settings* section, touch **More Bluetooth options**.

The Bluetooth Setting form appears.



7. Touch to check the box called **Allow Bluetooth devices to find this PC**.  
You might want to check the other boxes as well.

The last check box puts the Bluetooth icon in the notification area of the taskbar. 

8. Touch **OK** to close this form.

Keep the Bluetooth icon in the taskbar notification area. Touch this icon to see a pop-up menu and you can quickly access the Bluetooth and other devices menu by touching **Open Settings**.

## Connecting to a Mobile Broadband Network






**IMPORTANT:** Before you can connect to a mobile broadband network, you must have your L10 tablet configured with a WWAN card, an active account with a cellular network provider **and** a SIM card in your tablet for mobile broadband access. This SIM card works like the SIM card in your cell phone that connects you to a network provider.

### Inserting a SIM Card

See [Inserting a SIM Card on page 10](#).

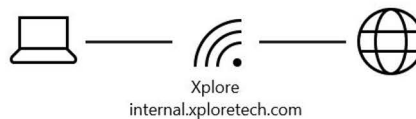
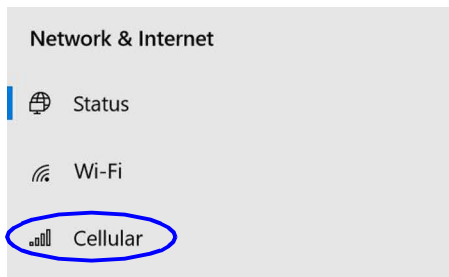
### Setting Up Mobile Broadband

With the SIM card inserted properly and an active account with a cellular network provider, you can connect to a mobile broadband network.

1. Touch the **Start** icon  and touch the **Settings** icon. 
2. Touch the **Network & Internet** icon.  Network & Internet  
Wi-Fi, airplane mode, VPN

The Network & Internet menu opens and shows the Status pane.

3. Touch **Cellular** in the left pane.



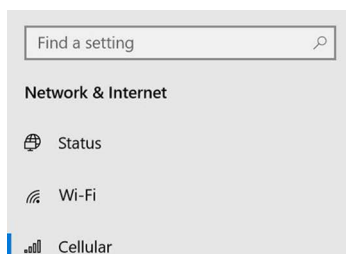
You're connected to the Internet

If you have a limited data plan, you can make this network a metered connection or change other properties.

The Cellular menu is displayed.

The mobile broadband detects the SIM from your provider and automatically connects.

This might take a few minutes the first time the SIM is used in a new or in a different tablet.



Use this SIM for cellular data

SIM 1





Your provider shows here.

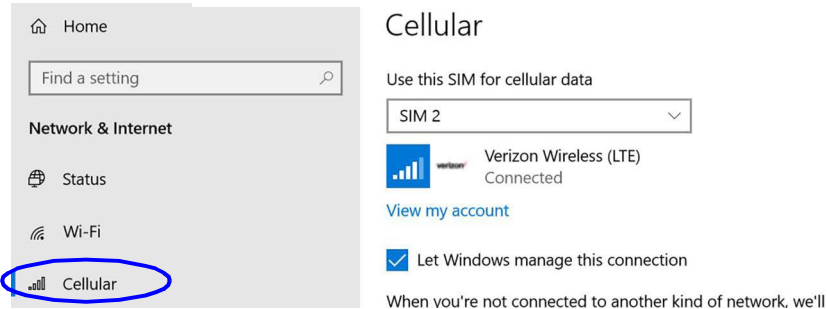
[Get the recommended app](#)

Let Windows manage this connection

## Switching to a Second Broadband Provider

If you have **two** SIM cards or two broadband providers, you can switch between the SIM cards.

1. Touch the **Start** icon  and touch the **Settings** icon. 
2. Touch the **Network & Internet** icon.
3. In the left pane, touch **Cellular**.



4. On the Cellular menu, touch the card field and switch to the second SIM card.
5. Wait for it to connect.  
This can take a few minutes.

## Managing Cellular Connections

You can let Windows manage your cellular connections by default as shown in the previous procedure or you can manage the connection manually.

### Letting Windows Manage Connections

If you let Windows manage your connections, it will automatically connect you to your cellular network. When you are **NOT** connected to another kind of network, Windows will automatically use cellular data from your data plan. This can be very convenient.



**NOTE:** Letting Windows manage the connections might use excessive data if you do not monitor the usage.

### Managing Cellular Connections Yourself




1. Touch to uncheck **Let Windows manage this connection** and connect manually each time you want to use your cellular data.
2. To choose a cellular network, you need to touch the **Start** icon and then the **Settings** icon.
3. Touch the **Network & Internet** icon.
4. Touch the **Cellular** icon to display the Cellular menu.
5. Touch **Connect** to access the cellular provider manually.
6. To disconnect from a cellular connection, return to the Cellular menu and touch **Disconnect**.

## Using Global Navigation Satellite System (GNSS)

Your L10 tablet might be equipped with an **optional**, embedded mobile broadband with GNSS or embedded GNSS with Standard-Based Augmentation System (SBAS). See [Optional Features on page 2](#).

Use the information in this section to enable location services. To use location services, you do not need a network connection or an account with a mobile broadband network carrier.

### Enabling Location Services

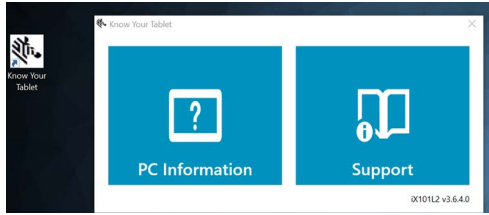
1. Touch **Start** icon and touch the **Settings** icon above it.
2. Touch the **Privacy** icon.  Privacy  
Location, camera
3. In the left pane, under App permissions touch **Location**.  Location
4. Touch the Location service switch to turn it on.  Location service  
On



**NOTE:** The virtual communications port, which is assigned to the location services receiver by Windows, can be viewed in the Device Manager.

### Know Your Tablet

You can access information about your L10 tablet by touching the **Know Your Tablet** application on the desktop.



This app has icons that provide access to PC information and Support. The Support page includes information about drivers, BIOS, accessories, and documentation.

### PC Information

The System Information window displays information about the BIOS, the battery, the network adapters, the hard disk. This information is stored on the solid-state drive (SSD) in your tablet.

### Support (online)

Select the **Support** tile to open the Zebra web site, where you can access these sites and pages:

- Product support
- User documentation
- Software, Firmware/BIOS, and driver downloads
- Knowledge base articles
- Repair request and status and RMA status
- Warranty information
- Registration
- TPM notification for security advisory


## Using Sleep Mode

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

### Putting the Tablet into Sleep Mode



There are several ways to turn on sleep mode.

#### Using the Power Button on Your L10 Tablet

1. Save your files. (This step is not required, but it is a good precaution.)
2. Press and release the oval **Power** button on the right side of the tablet. 

The screen goes dark and the computer enters sleep mode. The system status indicator will start to blink when the system has entered sleep mode.
3. You can wake the tablet up by pressing the **Power** button again.

#### Using the Power Icon Menu




1. Touch the **Start** icon  and the **Power** icon  just above it.
 

A small menu pops up.
2. Touch **Sleep**.
 


The screen goes dark and the computer enters sleep mode.
3. You can wake up the tablet by pressing the **Power** button or the **Home** button.

#### Using the Power & Sleep Menu

This menu lets you set a time to automatically put the tablet into sleep mode when not being actively used.

1. Touch the **Start** icon  and touch the **Settings** icon  above it.
2. Touch the **System** icon,  System
3. In the left pane, touch **Power & Sleep**.
4. Use the Power & Sleep menu to set the timing for sleep mode.

### Waking the Tablet from Sleep Mode

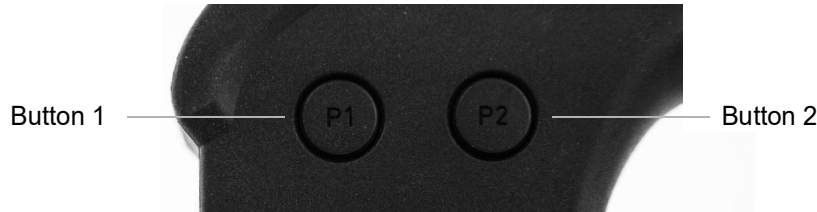
1. Press and release the oval **Power** button the right side of the tablet. 

The screen lights up.
2. If you have security enabled on your tablet, you need to unlock your tablet.



## Using the XPAD Function Buttons

You can use the programmable function buttons on the front of the XPAD L10 tablet to open files and to perform many functions without having to use the pen. You can also customize the buttons by modifying their functions.



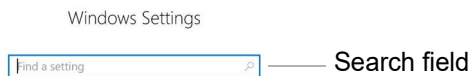
### Default Button Functions

	Action you take to activate the button functions	
Button	Press	Press and hold
Button 1	Opens Know Your Tablet application	Windows® OneNote
Button 2	Opens the <i>Pictures</i> folder	Opens Tablet PC Setting

## Configuring the Function Buttons

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

1. Put your cursor in the Windows Settings search field.



2. Type **buttons** into the search bar.

The search displays a topic titled **Set tablet buttons to perform certain tasks**.



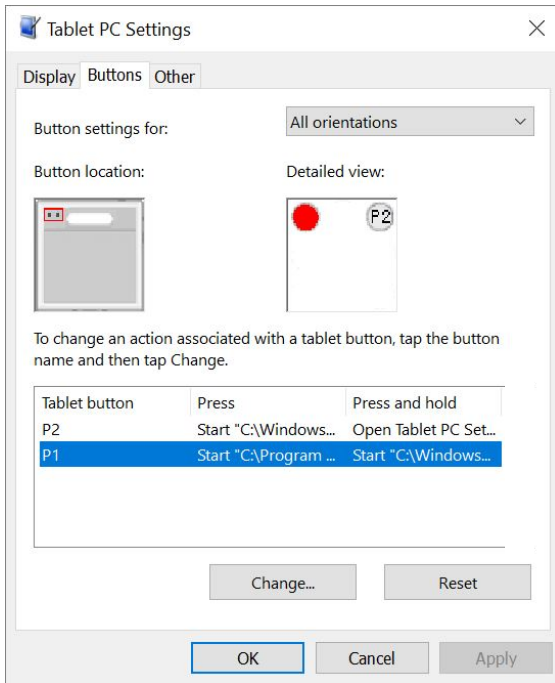
**NOTE:** If you do not see this choice, scroll down through the resulting list, or enter **tablet buttons** in the search bar.

3. Touch **Set tablet buttons to perform certain tasks**.

The Tablet PC Settings window appears and the **Buttons** tab is displayed.

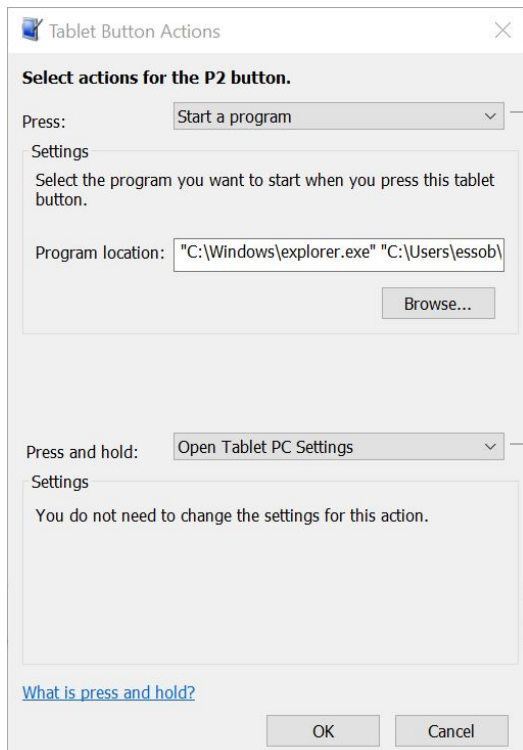
4. Close or minimize the Windows Settings menu if it covers too much of the screen.

5. Touch the tablet button that you want to change.



Pick a button to change.

6. Touch the **Change** button.



Pick from the pull-down menu to specify the action that the button triggers when your press it.

Pick from the pull-down menu to specify the action that the button triggers when your *press and hold* it.

7. You can select an action for **Press** and another action for **Press and hold**.
  - a. For example, next to **Press**, touch the pull-down menu and select an action for the button when you press it.
  - b. Next to **Press and hold**, touch the pull-down menu and select an action for the button when you press and *hold* it for a bit longer.

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

8. Touch **OK** to confirm the changes.
9. To change the functions of the other tablet button, repeat steps **5** to **7** in this procedure.
10. Test the button changes to verify the new functions.



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

## Using the Cameras

Your L10 tablet includes front and back cameras. It is necessary to use an application to enable either of the cameras. Applications that record video or perform video conferencing will recognize these cameras and enable them as required.

The white indicator LED will turn on when either the front or back camera is active.

### Front Camera

The front camera is a 2 megapixel camera that supports color images and streaming video. It's on the front of your tablet so it can be used for web-based audio/video communication, such as the Skype® application. The camera software is part of Windows 10.

### Rear Camera

You can use the back camera to take pictures or videos and save them to your hard drive. The rear camera is a 13-megapixel, autofocus camera. The camera lens is on the back of the tablet and includes a light to illuminate the subject. The camera software is part of Windows 10.

#### Rear 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.
- If a soft handle is attached, ensure it is being held away from the camera lens.
- Make sure you have adequate lighting to take your photo. If not, use the flash.

## Putting the Camera Icon on Your Taskbar

1. Touch the **Start** icon to view the Desktop tiles.
2. When you touch the Windows **Start** icon, the camera tile (or icon) might be among the larger pinned tiles on the desktop. If it is displayed, you can press and hold it and drag it to the taskbar. Go to step **8** below.

**or**

For a more complete listing, view the smaller tiles under All apps to find the Camera tile as in the next step.

3. Touch the **All apps** icon in the upper left corner.




— All apps

4. Locate the Camera tile.
5. Press and **hold** the **Camera** tile until you see a pop-up menu.
6. Release the tile and touch **More** to view another pop-up menu.
7. Touch **Pin to taskbar** to put the icon on the taskbar.



**NOTE:** You can add any tile/icon to the taskbar by following steps **5** to **7** in this procedure.

8. Touch the **Camera** icon on the taskbar to start the camera application.
9. Touch the **Settings** icon in the upper right of  the application to adjust the camera.
10. To remove the icon from the taskbar, press and hold the icon when the application is NOT in use. Release the icon and touch **Unpin from taskbar** to remove the icon.



**NOTE:** You can remove any icon from the taskbar by following this last step.

---

## Using the Built-in Microphones

You can use the built-in array microphones to record audio, dictate notes, and use voice commands. The two microphones work together to optimize sound detection for speech recognition and voice recording. It is necessary to use an application to enable the microphones. Applications that record video, sound or perform video conferencing recognize these microphones and enable them.

By default, Windows will route audio through the 3.5 mm jack when an audio device is plugged in to the audio jack on the left side of the tablet.

---

## Using Integrated Optional Features

### Using the Barcode Scanner (XPAD Only)

The optional XPAD L10 scanner is a factory-installed device consisting of a barcode optical image reader and hardware decoder. The scanner is built in to the handle of the XPAD L10 tablet.



Barcode scanner

1. On the tablet, open the application software that is going to receive the barcode data and put the active cursor in the appropriate field of that software.
2. Aim the scanner lens at the barcode.
3. Press and hold the Barcode Scanning button on top of the handle. Ensure that the red scan beam covers the entire barcode.



Barcode scanning button

Barcode scanner

If the scan is successful, there is a confirmation beep and the data appears in the application.

The L10 barcode scanner supports several different types of barcodes. Several barcodes are enabled at the factory. The following barcode symbologies are enabled by default:

Table 1 Supported Symbologies

Type	Symbology
1D	Code 39, Code 128, Codabar, Code 11, UPC/EAN, 2 of 5, Databar, Code 93, MSI, UK Plessey, Telepen
2D	Australia Postal, Japanese Postal, Canada Postal, Netherlands KIX Code, US Planet, USPS 4CB/One Code/Intelligent Mail, UPU FICS Postal, Mailmark, French Lottery, Posti4S, Korean 3 of 5, PDF, MicroPDF
1D + 2D	Composite CC-A, Composite CC-B, Composite CC-C, TLC-39
Matrix	Aztec, Data Matrix, QR, Maxicode, Han Xin, Grid Matrix, DotCode
OCR	OCRA, OCRB (including Passport, Travel Doc, and Visa, MICR, US Currency Serial Number
Watermark	Digimarc

Other barcode types can be enabled by using the 123Scan application, which can be found in this directory:

```
C:\DRIVERS\barcode_reader\Zebra
```

This software is already on your disk if you have the barcode scanner.

### Barcode Scanning Tips

- You typically get the best scans if the lens is six to seven inches from the barcode.
- Make sure that the barcode fits completely inside the boundaries of the scan beam.
- If you have trouble scanning a barcode, then use two hands to steady the tablet while you scan.

## Using the RFID/NFC Reader





If your L10 Tablet PC includes the factory-installed integrated RFID reader option, you can use it to retrieve information from RFID tags.

The L10 RFID/NFC reader supports the following formats:

- ISO/IEC 14443A/B
- ISO/IEC 15693
- MIFARE 1K/4K
- MIFARE DESFire
- Sony FeliCa (ISO/IEC 180982 (Ecma 340) standard)
- NFCIP-1 and NFCIP-2

## Accessing a Sample RFID Reader Application

To test that your RFID/NFC reader is working follow these steps.

1. Open the Microsoft Store application by touching the icon on the task bar. 
2. When the web site opens, touch the **Search** icon to the right, type **TagWriter** in the search bar, and press **Enter** or touch the **Looking glass** icon.  
The TagWriter Icon is displayed. 
3. Touch the **TagWriter** icon to display a description of it. This software is free.
4. To download this application, touch **Get**.  
The download begins and installs the software.
5. From the Microsoft Store on screen, touch **Pin to Start**, to put the icon on your Start menu.  
Touch the **Start** icon  and touch the **TagWriter** icon to start the software.   
The TagWriter software appears.
6. Touch the **Read** icon.

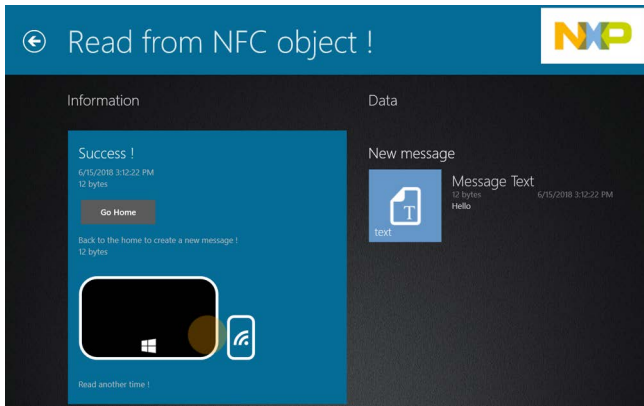


The tablet is in read mode and is ready.





7. If the scanner reads the object, the screen displays this message.



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

## Using the Fingerprint Reader

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





**NOTE:** These instructions assume that you have a password for logging into your tablet.

## Setting Up a PIN



**IMPORTANT:** To use the fingerprint reader, you need to set up a PIN. If you already have a PIN, then you can skip these steps and go to [Setting Up the Fingerprint Reader on page 36](#).

1. Touch the Windows **Start** icon  and touch the **Settings** icon.   
The Settings window appears.
2. Touch the **Accounts** icon.





The Accounts window appears.

3. In the left pane, touch **Sign-in options**.
4. In the right pane of the Sign-in options, under **Pin**, touch **Add**.
5. Enter your PIN and touch **OK**.  
Now you can set up the fingerprint reader.

## Setting Up the Fingerprint Reader

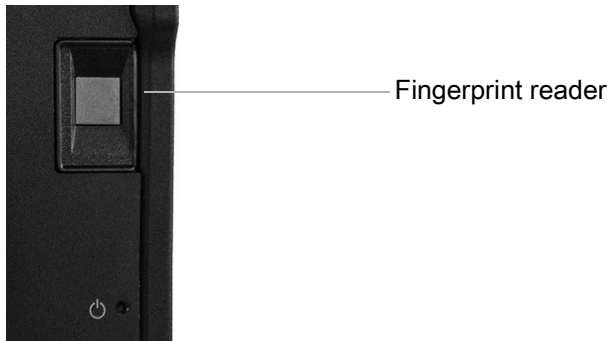
After you have a PIN, the Windows Hello section of the Sign-in Options is enabled and you can set up your fingerprint.

1. Touch the Windows **Start** icon  and touch the **Settings** icon  above it.  
The Windows Settings menu appears.
2. Touch the **Accounts** icon.



3. Touch **Sign-in options** in the left pane.
4. In the Windows Hello section under Fingerprint, touch **Set up**.  
A welcome window appears.
5. In this window, touch **Get started**.
6. Enter your PIN.
7. Decide which finger to use.

- The setup asks you to place your finger on the fingerprint reader a few times for it to map your finger.



- It prompts you to touch the sensor multiple times and from different angles. Follow the instructions as you are registering your fingerprint.
- When successful, touch **Close**.
- Next time you log in, you can use your PIN or you can use your finger on the fingerprint reader.



**NOTE:** You can register more than one finger to use with this reader. Keep in mind which fingers you have established with the reader and use only those fingers.

## Logging In with Your Fingerprint

- When you start the tablet or wake it up from sleep mode, put your finger on the fingerprint scanner and press it for a brief time.

It will either recognize your print and open up Windows or it will ask you to try again.

### Fingerprint Reader Tips

- Be consistent. Press the finger to the scanner and hold it there for a moment and scan at the same angle each time. For example, if you register your finger with your hand open, hold your hand the same way each time you scan.
- Read the prompts carefully and ensure that you wait for the prompt before you swipe.
- When scanning, press hard enough to fully contact the sensor.
- Wipe dirt or debris off your finger before scanning it so nothing interferes with the scan. Rub your fingers together to stimulate the natural skin oils so your fingerprint is easier to detect.
- If you are having trouble registering a specific finger, try to register a different finger.
- If you are repeatedly having trouble getting a good scan, you might need to clean the sensor. See [Cleaning the Fingerprint Reader on page 44](#).



**NOTE:** Be sure to press your finger to the scanner in the same way each time.

## Using the SD Card Reader and SD Memory

The L10 tablet includes an SD card slot for adding an SD memory card. The memory card provides extra storage for media files from your camera, videos, downloaded files, and data from other devices.



### Inserting an SD Card

1. Turn off the tablet.
2. Open the port cover of the left side of the tablet and locate the SD card slot.
3. Push the SD card with the contacts facing down into the slot until it clicks into place.
4. Resume using the tablet.

### Removing an SD card

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

## Touch Panel Mode



**NOTE:** For older operating system versions, download and install the **Touch Options** tool. Go to [zebra.com/support](http://zebra.com/support).

The device display is able to detect touches using a finger, a conductive-tip stylus, or gloved finger.



**NOTE:** A glove can be made of medical latex, leather, cotton, or wool. For optimal performance use a Zebra certified stylus.

1. Go to **Start > L10 Touch Mode** app.
2. Select:
  - **Standard** - use a finger on the screen (default).
  - **Glove Mode** - use a gloved finger on the screen.
  - **Wet Mode** - use a finger on the screen and when the device may have water on the screen.
5. Touch the **OK** button.

---

## Locating Your Serial Number

You can locate the serial number for your L10 tablet 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 16](#).
- Touch the **Start > Settings** icons to display the Windows Settings menu. Touch the **System** icon and scroll to the bottom of the left pane and touch **About**. Under Device specifications, the serial number is designated by **Product ID**.

---




## Backing Up Your Files

To protect against loss or accidental deletion, schedule backups to occur automatically on a regular basis. Windows 10 has a backup tool called *File History* that you can use to configure what you want to back up and to schedule backups on a regular basis. You can use File History to make automatic backup copies of your files onto an external hard disk or network drive. It works with folders and files stored in your Windows libraries, which include your Documents, Music, Photos, and Videos folders as well your Favorites, Contacts, and files on your desktop.

File History performs continuous incremental backups that allow you to save multiple versions of a file or document. If you accidentally delete a file or need to revert to a previous version of that file, you can easily step back through the various saved versions of that file in order to locate the version that you need.

By default, File History makes hourly back-ups, but you can specify the frequency yourself, choosing anything from 10 minutes to a single daily back-up. You can also specify how long you want File History to keep old versions of your files.

## Scheduling Backups with File History

1. On the taskbar, touch the **Start** icon  and touch the **Settings** icon  above it.
2. Touch the **Update & Security** icon.  Update & Security  
Windows Update, recovery.
3. Touch **Backup** in the left pane to display the Backup menu in the right pane.
4. Touch the **Add a Drive** icon.
5. Touch to pick a device for storing your backup, such as a USB memory device or a network drive. Be sure the drive is connected.
6. Under the Add a Drive command, touch **More Options**.  
The Backup options Overview menu is displayed.

### Overview

Size of backup: 0 bytes

Total space on Removable Disk (D:) (D:): 29.0 GB

Your data is not yet backed up.

**Back up now**

Back up my files

Every hour (default) ▾

Keep my backups




Forever (default) ▾

Back up these folders

+ Add a folder

7. In the Backup Overview menu, choose your options and folders to backup.
  - a. Specify how often to back up your files, such as every hour or every day.
  - b. Specify how long to keep your backup files.
  - c. Choose the folders to back up by touching **Add a Folder**. To exclude folders already listed, touch the folders and touch **Remove**.
8. To start backing up immediately, touch the **Back up now** button, or let your backup settings run automatically.

## Restoring Backups with File History

1. On the taskbar, touch the **Start** icon  and touch the **Settings** icon  above it.
2. Touch the **Update & Security** icon.
3. Touch **Backup** in the left pane to display the Backup menu in the right pane.
4. Touch **More options** to display the Backup options menu.
5. Scroll down to Related settings.
6. To restore files, touch **Restore Files from a current backup**.  
A window displays the data to back up.
7. Touch the data you want to back up.
8. Touch the green circle on the bottom of the window.   
The backup begins.

---

## Restoring Your System

If your PC isn't running well, resetting it might help.

This action lets you choose to keep your personal files or to remove them and then reinstalls Windows.



**IMPORTANT:** If you choose to remove your files, make sure they are backed up on an external drive or memory device.

1. On the taskbar, touch the **Start** button  and touch the **Settings** icon .
2. Touch the **Update & Security** icon.  Update & Security  
Windows Update, recovery,
3. Touch **Recovery** in the left pane to display the Recovery menu in the right pane.

4. Under Reset This PC, touch the **Get Started** button and follow the directions.



**NOTE:** If you have created a full system recovery image, including Windows, applications, and your files, then follow the instructions under **Advanced startup** instead of **Reset this PC** on the Recovery menu.

# Care and Maintenance

Proper care and maintenance will keep your Zebra L10 Tablet PC working and in good condition. For general information about care of the tablet and its components and accessories, see the *Regulatory Guide*.



**IMPORTANT:** Follow the guidelines in this chapter when caring for your L10 tablet and its components. Improper use can damage the tablet and its components and void the warranty.

---

## General Care

- Protect the L10 tablet from exposure to extreme temperatures, shock, liquids, and strong magnetic fields.
- Don't place heavy objects on top of the tablet.
- 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 housing that encloses the tablet. There are no user-serviceable components inside. Opening the housing 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 liquid is spilled on the display, wipe it up immediately with a soft cloth like the one provided with the tablet.
- Use only the L10 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 carry case when transporting the tablet.
- Avoid exposing the display to direct sunlight for long periods of time.
- Every L10 ships from factory with a protective display film.

You can view a range of products specifically for the L10 tablet on the [Accessories](#) page.



---

### Caring for the Pen

If you use an active (digitizer) pen with your tablet:

- Store the active (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 can be damaged when wet.
- In certain environments, particles or debris can stick to the pen tip or the tablet display. Make sure you wipe off the pen with a soft cloth to avoid scratching the display.

---

### 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.

You can use a small amount of alcohol or warm soapy water from time to time to clean the reader surface. Dry it off after cleaning.



**CAUTION:** Do not use bleach, solvents, or abrasives to clean the reader.

---

### Caring for the Battery

For more information about batteries, see [Using the Battery on page 14](#).

---

### Traveling with Your L10 Tablet PC

Use the following tips when you travel with your L10 Tablet PC:

- Put the L10 tablet in a case to protect the display.
- Store the pen in the pen bay located on the tablet.
- Pack the L10 tablet 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.
- For international travel, you need either a travel plug adapter or the AC power cord that is appropriate for the country that you are visiting. The travel plug adapter can be found in most airports and travel stores.
- You don't need to buy a voltage converter; the AC adapter will automatically adjust to different voltages.
- You might 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 becomes lost or disabled.
- Turn off the tablet or place it in airplane mode for takeoff and landing. Check with the airline for rules on using your tablet and Wi-Fi while traveling. You can turn off all of your wireless devices temporarily with airplane mode. See [Temporarily Switching Off Wireless Devices on page 18](#).



**IMPORTANT:** Don't carry your tablet through a metal detector.



**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.

# Troubleshooting

Zebra® 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, then go to [zebra.com/support](https://zebra.com/support). You can touch the country site, where it says **USA**, to change to another region and language.



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

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.

---

## Battery and Power Issues

### The tablet does not power on.

Before powering up the L10 tablet for the first time, you need to connect the tablet to AC Power to charge it up. The system will ship with all batteries in *Ship Mode* to prevent discharging.

For best performance, verify that you are using the AC adapter that shipped with the L10 tablet.

### The tablet does not return from Hibernate mode while on battery power.


The battery might be depleted. Plug the power adapter into an AC outlet and into the tablet.

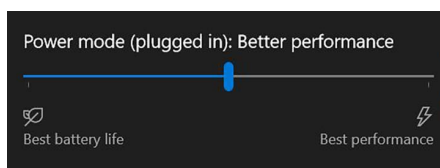
### The power button is blinking but nothing is happening.

The tablet is in Sleep mode. Press the **Power** button to wake up the tablet.

### Extending Battery Power

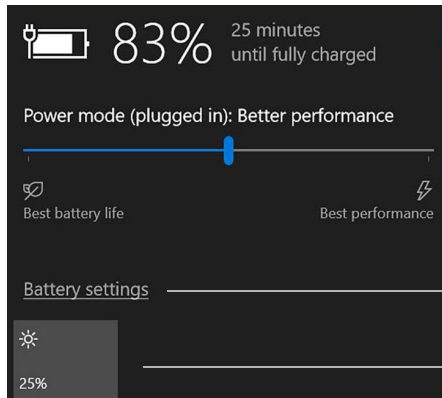
The L10 tablet comes with a power plan to extend battery life. However, you might want to adjust some features manually with the Battery icon.

1. Touch the **Battery** icon in the notification area of the taskbar. 
2. Touch the slider menu to adjust between better performance and battery life.



Slider menu

3. Touch the brightness tile in the lower left corner to adjust the brightness.



Touch to display Battery settings menu.



Touch to adjust the screen brightness.

4. You can also touch **Battery Settings** on this menu to make adjustments to the Battery saver. See also [Optimizing Battery Life or Performance on page 15](#) and [Battery and Power Management Tips on page 17](#).

## Shutting Down Issues

### The tablet is unresponsive.

An application might have stopped responding. If this is the case, follow these steps.

1. Press the **round** button on the right side of the tablet frame. 
2. Touch **Task Manager**.
3. Select the application that isn't responding.
4. Touch the **End task** button in the lower right corner.
5. When it stops, you can try using the tablet or shutting down.
6. To shut down the tablet, touch the **Start** icon and then touch the **Power** icon above .
7. Touch **Restart** or **Shut down**.

### The tablet does not shut down.

If you have tried to close or stop all applications and the tablet will not shut down, then follow this procedure.

#### Shutting down the tablet

Use these measures only if absolutely necessary.

1. Press and hold the **Power** button  on the right side of the tablet for **five** seconds to force the tablet to shut down. Then release the button.

If the tablet will NOT shut down after holding the power button for five seconds, use the kill switch to force it as explained in the next step. Use this switch only when all else fails.

2. In extreme cases when the tablet will NOT shut down, insert the tip of the tablet pen, or open up a paper clip and insert the protruding straightened end into the kill switch on the front of the tablet.




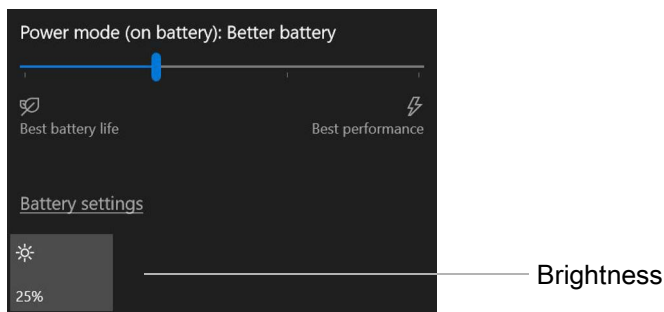
## Display Issues

### The display is too dim.


The display brightness might be set too low. Use the power mode menu to adjust the brightness.

#### Use the battery icon Power mode menu.

1. Touch the **Battery** icon in the Notification area of the taskbar. 
2. The Power mode menu pops up.
3. Touch the **Brightness** tile in the lower left corner. Touch it until you get the brightness you want.



#### Use the Display menu to make adjustments.

1. You can also access the **Settings** menu , touch the **System** icon, and use the **Display** menu to adjust the brightness.
2. Move the brightness slider to the desired level.
3. You can also let the tablet adjust brightness automatically by turning on **Change brightness automatically when lighting changes**.

### The display is unreadable or distorted.

The screen resolution and color quality might not be set correctly. Use the Display menu to reset the display settings.

1. Touch the Windows **Start** button and touch the **Settings** icon.
2. Touch the **System** icon.  
The default menu is **Display**.
3. Touch the **resolution** field on the Display menu.
4. Set the resolution until the display appears normal.
  - a. The preferred resolution setting for the L10 tablet is **1920 by 1200**.
  - b. You might also want to adjust the sizing of the items on the screen. In the Scale and layout section, the recommended size is **150%**.

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

The possibilities include:

- The tablet might have turned off the display to save power. To restore the display, touch the screen with your finger or the pen.
- The tablet might have gone into Sleep mode. Press and hold the oval **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.

---

## Pen Issues

### The tablet doesn't respond to the pen I am using.

- Use only the L10 pens with the L10 tablet. Refer to the [Accessories](#) site on the Zebra web site. The tablet might not respond to other digitizer pens. See [Pens for the L10 Tablets on page 6](#).
- If you have a long capacitive ePen with a battery, check the battery.





## Keyboard Issues

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

You can use the touch keyboard on screen. Touch to open it in the lower right corner of the taskbar.

### Choosing Keyboards




In the upper left corner of the touch keyboards, there is a **Touch keyboard** icon. This icon gives you choices of other keyboards. The most complete keyboard is the one in the upper right corner of the pop-up keyboard choices. Another good keyboard is the one in the upper left corner.

1. Touch the **Keyboard** icon on the taskbar. 
2. When it opens, touch the **Keyboard** icon in the upper **left** corner above the keyboard. 
  - a. In the first row of icons, touch the one on the left for the default. 
  - b. Touch the icon on the right for the most complete keyboard, which has traditional *Enter* and *Esc* keys. 
3. Close the keyboard by touching the **X** in the upper right.  
The next time you open the keyboard, it will display your choice.

## Network Issues

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

Turn off the wireless connection from the Windows Settings menu.

1. Touch the Windows **Start** icon  and touch the **Settings** icon , above it.
2. Touch the **Network & Internet** icon. 

The Windows Network & Internet menu opens.
3. Touch the **Wi-Fi** button in the left pane.  
The Wi-Fi menu appears in the right pane.
4. Touch **Show available networks**.
5. Touch **Disconnect** to turn off the connection.



**NOTE:** You can also turn off Wi-Fi completely by touching the **Wi-Fi** button on the menu.



## Ethernet Issues

- The connection might be loose. Remove the Ethernet cable and reconnect it.
- The Ethernet network might be experiencing problems. Check with someone near you to determine if he or she has network access.
- Replace the Ethernet cable.

## Wi-Fi Issues

Here are possible reasons your tablet is not connecting to a Wi-Fi network:

- Make sure that your Wi-Fi is turned on.
- See [Connecting to a Wi-Fi Network on page 19](#) for how to connect to a Wi-Fi network.
- You might not have access to the network. Obtain a user name and password from a network administrator.
- The security settings in your tablet might prevent a connection. For example, the network might not be broadcasting the network name (SSID) or encryption might be required. Check with your network administrator.

## Bluetooth Issues

If you are having trouble with connecting with Bluetooth, see [Connecting to Bluetooth Devices on page 21](#).

### Bluetooth Tips

Zebra Technologies 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 disconnect when they go into power-saving mode. Most devices automatically reconnect when they become active again.
- **Interoperability**  
If you are 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.

## Mobile Broadband Issues

See [Connecting to a Mobile Broadband Network on page 22](#).



## Audio Issues

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

- Ensure that nothing is connected to the audio in/out port. Connecting headphones or external speakers disables the built-in speaker by default.
- The volume might be set too low or muted.
  - In the Notification area on the taskbar, touch the **Speaker** icon, and adjust the volume.
  - or
  - Turn up the volume with the long oval button on the right side of the tablet.



- The integrated audio components might have been overwritten. If you install a third-party audio device (such as a USB or Bluetooth device), the integrated audio might 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 cannot 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 cannot log on, contact your system administrator.

### The tablet seems to be operating more slowly than usual.

- Reboot the tablet.
- The hard drive might be full or nearly full. You can free up space on your drive. Type **disk cleanup** in the search field and then select **Free up disk space on this PC** from the search results.

## Frequently Asked Questions

### How can I make the battery charge last longer?

- You can touch the **Battery** icon on the taskbar and make adjustments to the power use with the slider bar and adjust the screen brightness by touching in the lower left corner. See [Checking Battery Power on page 14](#) for details.
- Turn off unused devices, such as Wi-Fi and mobile broadband networks. See [Temporarily Switching Off Wireless Devices on page 18](#).

### How do I clean the display screen?

To clean the display screen, wipe it with a soft cloth (like the microfiber cloth supplied). Don't spray cleaners, pour abrasive liquids, or wipe any abrasive cleaner on the screen or any surface of the L10 tablet. Don't use tissues or paper towels to clean the screen. They contain wood fibers that might scratch the surface.

**Tip:** You can use a small amount of alcohol or warm soapy water from time to time. Do not pour the liquids on the screen. Apply either liquid to the microfiber cloth and clean the screen surface with it. Dry the screen after cleaning.

### 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 from liquids, dirt and sand, other contaminants, and extreme heat.

### Will any monitor, USB device, keyboard, or mouse work with the L10 tablet?



If the device has a driver for Windows, it will work with the tablet. For a list of products that have been tested for Windows, search for the “Windows Marketplace Tested Products” page on the [Microsoft web site](#).

The keyboards and other compatible products for the L10 tablet, are in the [Accessories](#) section under *Input Devices* on the Zebra web site.

### How do I adjust the L10 tablet for left-handed use?

1. In the **Start > Settings** menu, touch the **Devices** icon.
2. In the left pane, touch **Pen & Windows Ink**.
3. In the Pen field at the top, touch to choose which hand you use.

### How can I stop the display screen from rotating automatically?

1. Touch the **Start** icon  and the **Settings** icon , above it.
2. Touch **System**.



The System menu appears.

3. Make sure that **Display** is selected in the left pane.
4. Turn on the **Rotation lock** button under Orientation.

The screen will not rotate the display until you turn this button off.

### What do I need to use the L10 tablet in another country?

- You need either a travel plug adapter or the AC power cord that is appropriate for the country that you are visiting. The travel plug adapter can be found in most airports and travel stores. The regional AC power cord can be purchased from resellers.
- You don't need a voltage converter. The AC adapter automatically adjusts to different voltages.

### Where can I learn more about my tablet?

- Check out our [Support](#) site for phone support, training, and knowledge base.
- Visit our [Services](#) page to get information on professional services, support, and classes.

### Can I recycle my old tablet PC?

For details about environmental management and recycling, go to the [Environmental Management](#) page or to our [Product Recycling](#) page.

# Appendix: Hazardous Location, Installation, and Operating Instructions

This appendix includes warnings for hazardous locations, installation issues, and operational activities. See also the General Care and Traveling sections of the [Care and Maintenance](#) on page 43 of this User Guide.

Here are the important environmental warnings and hardware ratings of this tablet. These ratings and warnings apply to models iX101L1 & iX101L2 only.

- Hazardous location designation: Class I, Division 2 Groups A, B, C, and D Hazardous Locations
- Ratings 19 Vdc, 3.42 A or 12-20 Vdc, 4.7-3.25A
- Operating temperature code – “T6”
- Ambient temperature range: -20°C to 40°C



**WARNING:** Here are important safety issues about your tablet and its use.

Please be aware of the following issues. This tablet is suitable for use in Class I, Division 2, Groups A, B, C and D hazardous locations, or nonhazardous locations only. Here is a list of the explosion hazards to avoid.

- Explosion Hazard—The L10 tablet is to be only powered from the battery pack while in hazardous locations. Power adapters are not certified to use in hazardous locations and not to be used in hazardous locations.
- Explosion Hazard—The audio port, USB ports, USB type-C port, HDMI port, docking connectors, antenna pass-through ports, and optional RS-232 port are NOT for use in hazardous locations. see installation instructions.
- Explosion Hazard—The microSD card slot, SIM card slot, and battery pack are NOT to be removed or replaced while the circuit is live unless the area is free of ignitable concentrations.
- Explosion Hazard—To prevent ignition of a hazardous atmosphere, batteries must only be changed or charged in an area known to be non-hazardous. Replace battery with model XLBM1 or XLBE1, manufactured by Simplo Technology Co Ltd.
- Explosion Hazard—The battery lock screw must be engaged when used in a hazardous location.

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