XSLATE® R12 Tablet

Model iX125R1

Windows® 7 User Guide

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

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.

Model iX125R1
PN: 024-02-059x-A00

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Important Information

Before you use the XSLATE R12 (referred to as the tablet), read these safety instructions and the operation instructions in this guide.

Failure to observe all these instructions voids the Limited Warranty and may lead to suspension or denial of services to the offender, or legal action, or both.

Follow any special regulations governing the use of the tablet and, if radio-enabled, always switch it off in areas where radio devices are forbidden or when the radio device can cause interference or danger.

Always follow any safety laws and regulations pertaining to the use of cell phones and two way radios, because these laws and regulations typically apply to the use of the wireless enabled tablet.

Observe all restrictions on the use of radio equipment in fuel depots (fuel storage and distribution areas), chemical plants, and wherever blasting operations are in progress or in any area in which restrictions on radio transmissions are imposed. When flying in an aircraft, turn off the tablet PC prior to take-off and landing. As of this writing, the FAA has approved the use of personal electronic devices on commercial aircraft when flying above 10,000ft (3,048m). The tablet PC should only be turned on only when directed by the flight crew members as FAA regulations are subject to change.

Operating the wireless-enabled tablet may interfere with the functioning of inadequately protected medical devices such as pacemakers. Consult a physician or the manufacturer of the medical device if you have any questions.

Radio signals from your tablet will not affect the operation of most modern equipment, but certain electronic equipment, including automotive systems, may not be shielded against radio signals from your tablet. Check with the manufacturer of your motor vehicle or the manufacturer's representative to determine whether using the tablet will present any safety issues.

Avoid using the tablet in any environment that requires your full attention, such as when driving a vehicle. If you need to use your tablet while driving, have a passenger use it for you or find a safe location to halt your vehicle.

WARNING: Use tablet only within the following environments:

- Ambient temperatures between -25°C to 40°C.
- Oxygen concentration of not greater than 21% by volume.
- A pressure of 80 kPa (0.8 bar) to 110 kPa (1.1 bar)

WARNING: Use only battery types specified in this guide. Using any other type of battery can be dangerous and can disable the tablet. Do not drop or mishandle the batteries, immerse them in water, or subject them to high heat. Doing so could increase the risk of explosion or leakage, and possibly cause injury. The lithium-ion batteries used in this equipment contain material that is hazardous to your health. If battery contents come in contact with the eyes, IMMEDIATELY flush the affected area with clean water for 15 minutes and have someone else summon medical attention for you. Unaffected persons should assist the affected individual in the vital first flushing of the eyes. RECHARGING THE

BATTERY MUST ONLY BE CARRIED OUT IN A NON-HAZERDOUS AREA USING THE SUPPLIED AC ADAPTOR. The definition of hazardous areas can be found in Standard EN 60079-10.

WARNING: When operating the tablet in a known explosive environment do not remove or replace the battery while the circuit is live. Before removing the battery verify that the area is known to be free of ignitable concentrations of flammable substances. EXPLOSION HAZARD – DO NOT DISCONNECT WHILE CIRCUIT IS LIVE UNLESS AREA IS KNOWN TO BE NON-HAZERDOUS. AVERISSEMENT – RISQUE D'EXPLOSION. NE PAS DÉBRANCHER TANT QUE LE CIRCUIT EST SOUS TENSION, À MOINS QU'IL NE S'AGISSE D'UN EMPLACEMENT NON DANGEREUX.

WARNING: EXPLOSION HAZARD - DO NOT REPLACE THE BATTERY UNLESS POWER HAS BEEN SWITCHED OFF ANDTHE AREA IS KNOWN TO BE NON-HAZARDOUS; AVERTISSEMENT - RISQUE D'EXPLOSION - COUPER LE COURANT OU S'ASSURER QUE L'EMPLACEMENT EST DESIGNE NON DANGEREUX AVANT DE REPLACER LE BATTERY.

WARNING: EXPLOSION HAZARD - SUBSTITUTION OF COMPONENTS MAY IMPAIR SUITABILITY FOR CLASS I, DIVISION 2; AVERTISSEMENT - RISQUE D'EXPLOSION - LA SUBSTITUTIOND E COMPOSANTSP EUTR ENDRE CE MATERIEL INACCEPTABLE POUR LES EMPLACEMENTS DE CLASSE I, DIVISION 2;

WARNING: EXPLOSION HAZARD - DO NOT DISCONNECT EQUIPMENT UNLESS POWER HAS BEEN SWITCHED OFF AND THE AREA IS KNOWN TO BE NON-HAZARDOUS. AVERTISSEMENT - RISQUE D'EXPLOSION - AVANT DE DECONNECTER L'EQUIPEMENT, COUPER LE COURANT OU S'ASSURER QUE L'EMPLACEMENT EST DESIGNE NON DANGEREUX.

WARNING: Do not use any dock or any other accessory or attachment that is not manufactured or supplied by Xplore or an authorized Xplore accessories supplier. Use of any accessory or attachment that is not supplied or approved for use with the tablet by Xplore is not permitted because it may cause hazards. Only use the approved XSLATE R12 AC adapter shipped with your tablet. (P/N 0432-03JR0MC) Do **NOT** use any other adapter because it may cause intermittent contact and not charge correctly.

Operate the tablet only from Xplore approved power sources. Route power supply cords so that they are not likely to be walked on or pinched by items placed upon or against them. Pay particular attention to cords at plugs and convenience receptacles, and at the point where cords exit from the tablet or its dock. Do not overload wall outlets, extension cords, or integral convenience receptacles because this can cause fire or electric shock.

Unplug the tablet and refer the tablet and dock for service to qualified service personnel if any of the following conditions occur:

- The power supply cord or plug is damaged.
- The tablet does not operate normally when you follow the instructions in this book.
- The tablet exhibits a distinct change in performance.

Adjust only controls for which there are instructions in this book. An improper adjustment of other controls can result in damage and may require extensive work by a qualified technician to restore the tablet or dock to normal operation.

ENERGY STAR®

This PC is ENERGY STAR® compliant. The power management settings enabled by default on this PC have been selected for compliance with the current ENERGY STAR requirements. For optimal energy savings, ENERGY STAR recommends that sleep mode is entered within 30 minutes of user inactivity, and the display is turned off within 15 minutes of user inactivity.

The default power management settings on this PC are:

- Go into sleep mode within ___15 minutes of inactivity.
- Turn off the display within ___ 5 minutes of inactivity.

Move the mouse or press any key on the XSLATE R12 Companion keyboard to wake this computer from Sleep mode.

To learn more about effective power management for computers and the financial savings potential, energy savings potential, and environmental benefits, please visitwww.energystar.gov/powermanagement.

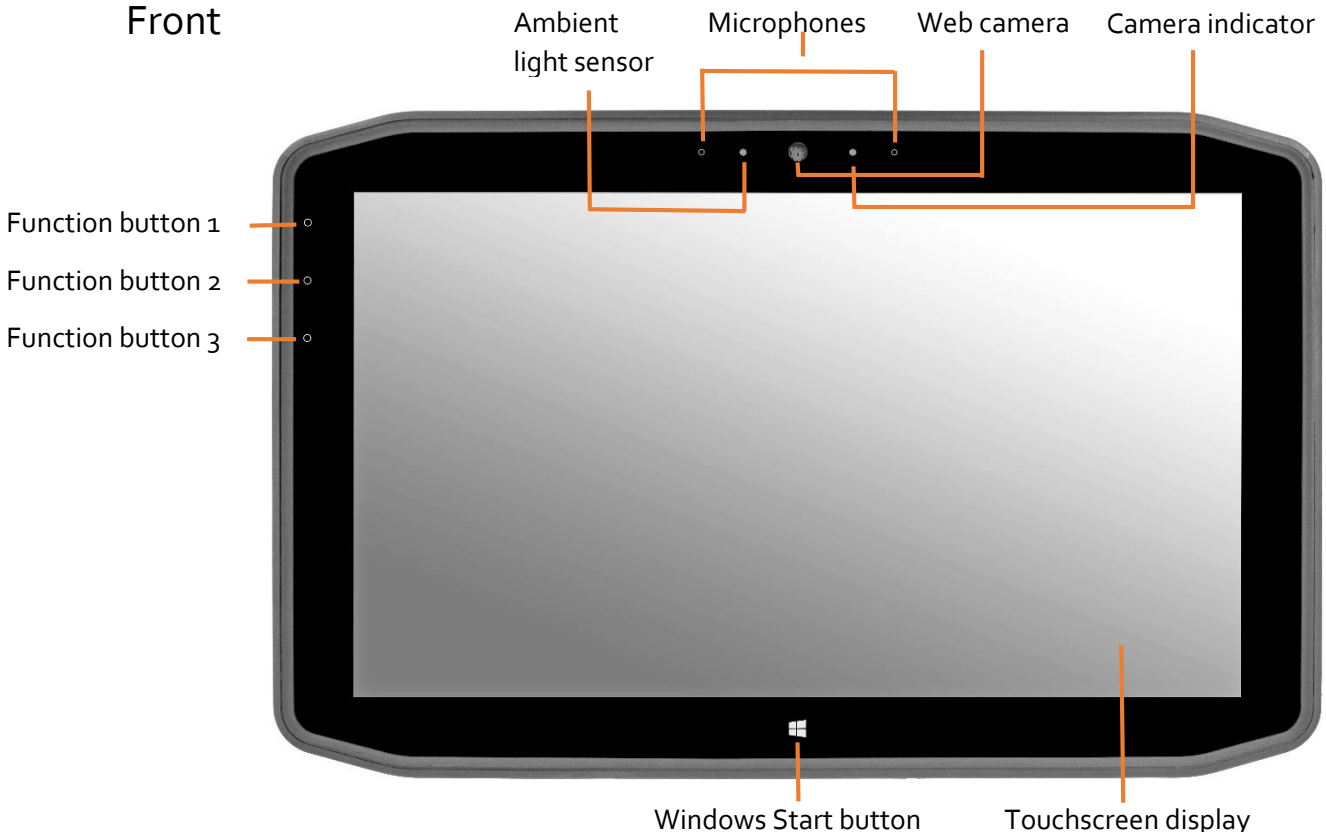
To learn more about how your organization can benefit by reducing the energy consumption of their IT equipment, please visit the Low Carbon IT Campaign website.

Getting Started

Overview of the XSLATE R12 Tablet

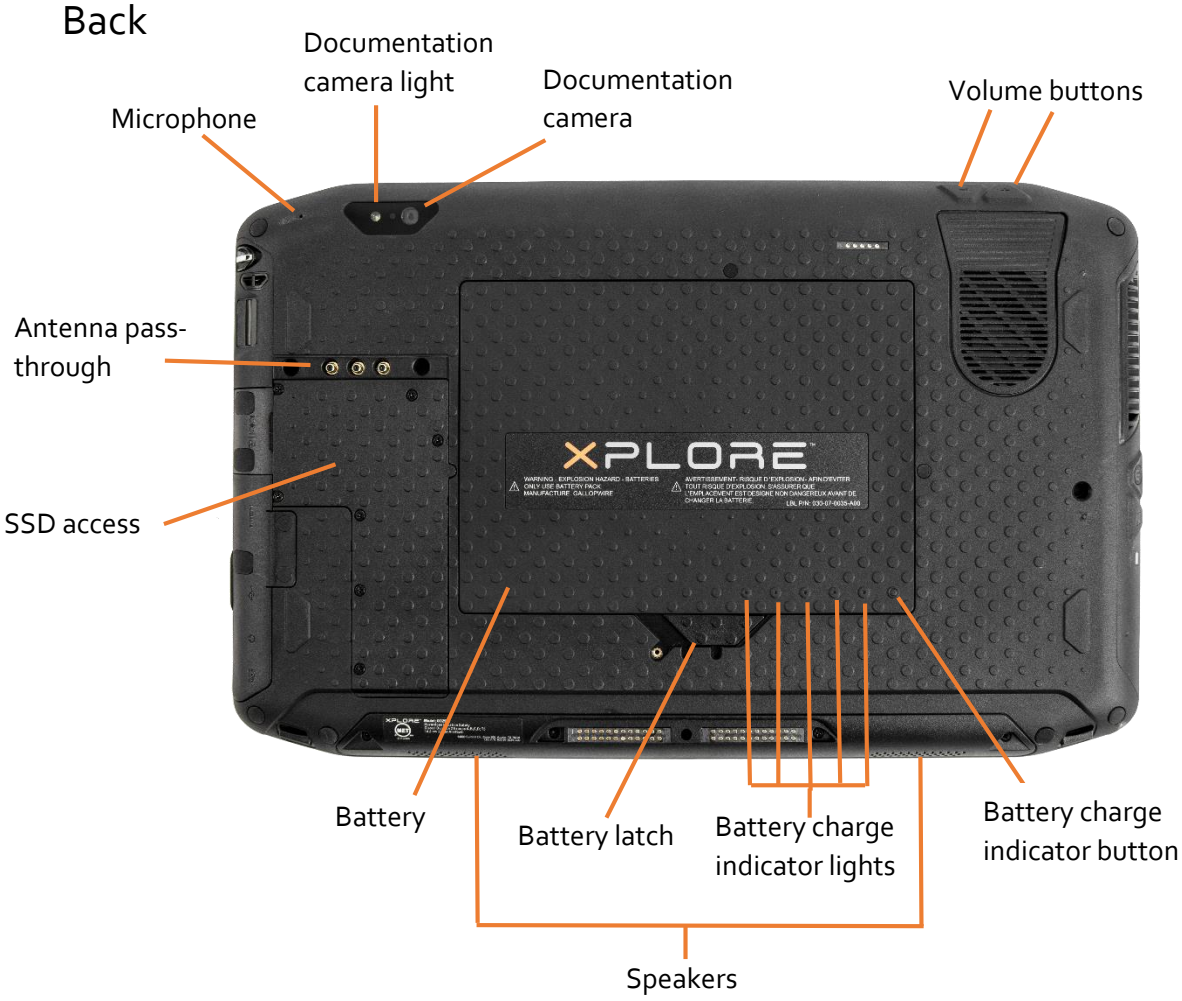
The following photos show the buttons; slots; and ports on the XSLATE R12 Tablet PC.

Front



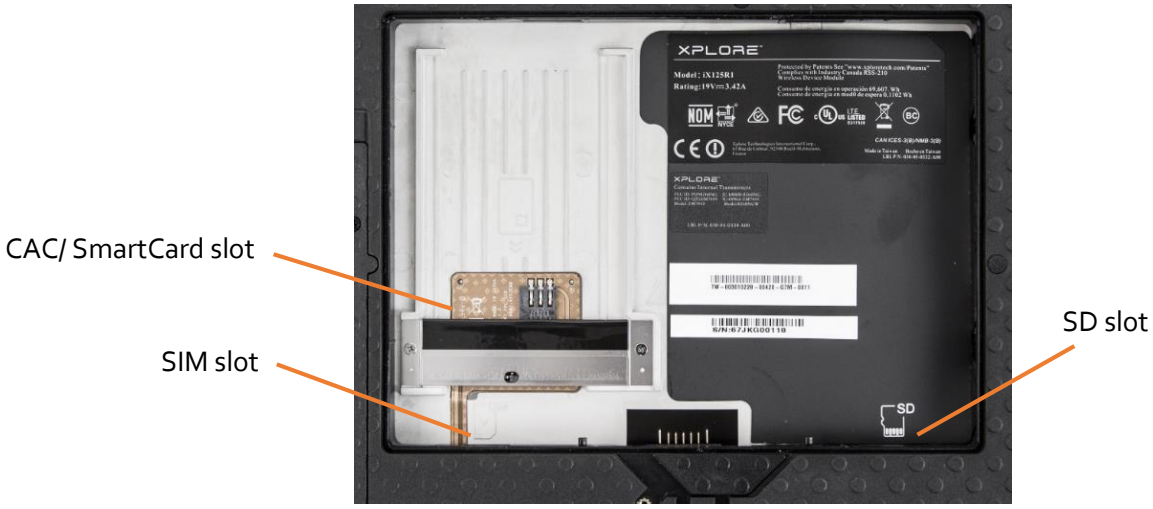
Function button 1	Press to display the Dashboard; press and hold for Windows® Journal.
Function button 2	Press this button for the xCapture Pro™ application. Press and hold to display the *Pictures* directory.
Function button 3	Press for Tablet PC settings or barcode scanner (if equipped with SlateMate). Press and hold for on-screen keyboard.
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.
Camera indicator	This light indicates that the web or documentation camera is active.
Windows Start button	Opens the Windows Start screen or the Windows desktop.
Touchscreen display	Use your finger or pen to access all the functions of the XSLATE R12 display.

Back



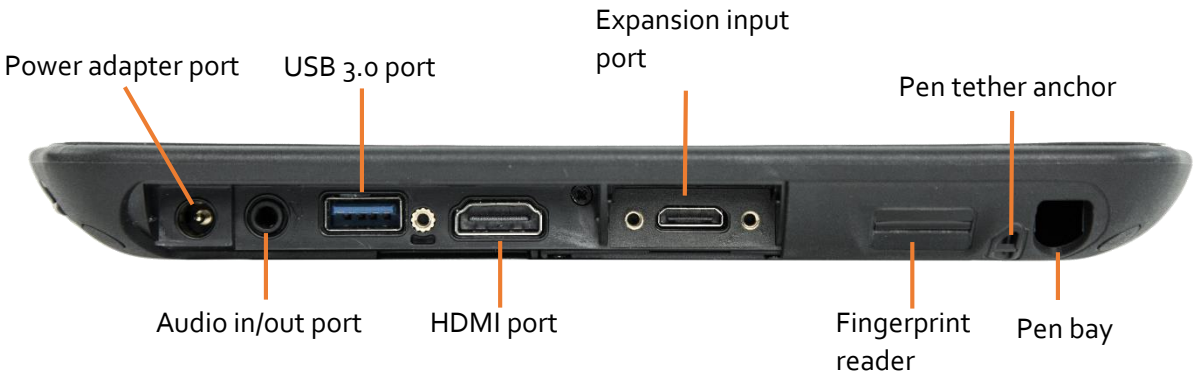
Microphone	Used for detecting sound when the documentation camera is in use.
Documentation camera light	Provides light for the documentation camera.
Documentation camera	8MP autofocus camera that takes photos in BMP, JPG, and TIFF formats.
Volume buttons	Use to adjust volume up or down.
Battery	Powers the tablet when it is not plugged in or docked.
Battery latch	Releases the battery.
Battery charge indicator lights	Indicate the level of battery charge.
Battery charge indicator button	Press to view charge indicator lights.
Speakers	Use for listening to audio.
Antenna pass-through	Use to connect to an external antenna
SSD access	Provides access to the SSD

Back with Battery Removed



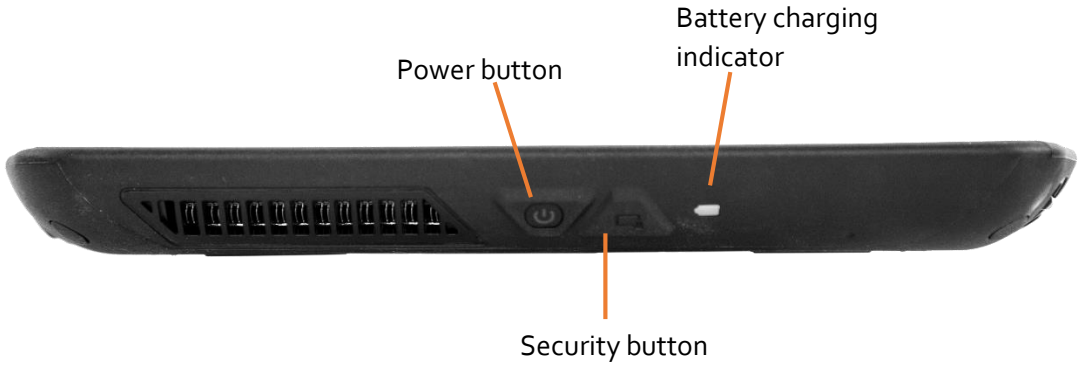
CAC/ SmartCard slot	CAC (Common Access Card) / SmartCard
SIM slot	Required for some mobile broadband networks. If required, your cellular network carrier provides the SIM card. Contacts inserted facing **down**.
SD slot	Use with an SD memory card. Contacts inserted facing **up**.

Right Side



Power adapter port	Connect the power adapter.
Audio in/out port	Supports external stereo speakers, a stereo headset, or a stereo headset with microphone using standard TRS or TRRS 3.5 mm plug.
USB 3.0 port	Connect a USB device.
HDMI port	Connect digital audio/video devices.
Expansion input port	Port used to connect the Y cable (sold separately)
Fingerprint reader	Scan your fingerprints for added security.
Pen bay	Store the pen when not in use.
Pen tether anchor	Loop a pen tether through this attach point to keep your pen with the tablet.

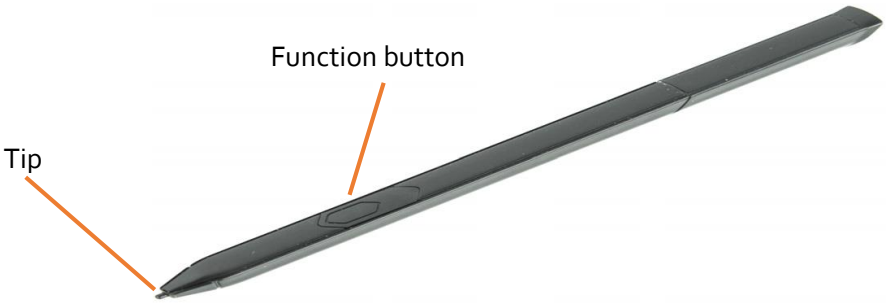
Left Side



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	This light indicates the battery charging status: green for fully charged, amber for low or charging.

Pen

The XSLATE R12 Tablet PC supports touch with your finger or the included R12-Series digitizer pen.



NOTE: Additional pens can be purchased on the Xplore website. Accessories

NOTE: This guide assumes the user has working knowledge of the various Windows® Operating Systems.

Starting Your XSLATE R12 Tablet

This section is for powering and setting up your tablet.

Powering Up the Tablet

1. Plug the provided power adapter and cord into the port. (Only use an Xplore approved power adapter. (P/N 0432-03JR0MC) Do NOT use any other adapter because it may cause intermittent contact and not charge correctly.)



2. Check to ensure that the battery charging indicator is amber to indicate that the battery is charging.
3. Keep the tablet on AC power until the battery is fully charged. (Indicatory will turn green.) You can use the tablet while it is charging, but fully charge it before unplugging.
4. Press and release the Power button  on the left side to turn it on.

Locking and Unlocking Your Tablet

Locking the Tablet

1. Press the **Security** button  on the left side of the tablet and a menu display.
2. If the XSLATE R12 Companion keyboard is connected, you can also, press **Ctrl**+**Alt**+**Del**.
3. Tap **Lock**.

Unlocking the Tablet

1. Press the **Security** button or **Ctrl**+**Alt**+**Del** on the XSLATE R12 Companion keyboard
2. Enter your password to unlock the tablet, if enabled.

Using Sleep Mode

Use *Sleep* mode when you will not be using the tablet for a short period of time. It will conserve battery life, but still allow you to quickly resume your work.

Putting the Tablet in Sleep Mode

1. Save your files. (Not required, but good business practice.)
2. Press and release the **Power** button. 
   While in *Sleep* mode, the **Power** button blinks.

Waking up the Tablet from Sleep Mode

1. Press and release the **Power** button and resume activity.
   NOTE: If you have security enabled, you need to unlock the tablet.

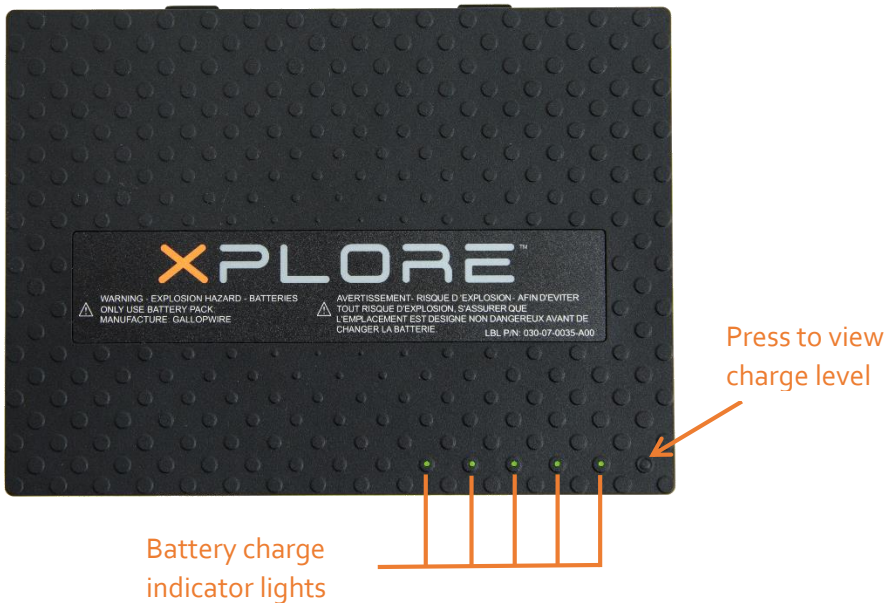
Using the Battery

The XSLATE R12 includes a high-capacity Lithium-ion battery that fits into the back of the unit. Battery life varies by configurations, applications in use, utilized features and the 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). Only use the approved XSLATE R12 AC adapter shipped with your tablet. (P/N 0432-03JR0MC) Do **NOT** use any other adapter because it may cause intermittent contact and not charge correctly.

Checking Battery Power

On the back of the tablet, press the button to the right of the lights to view the charge level.



The five lights on the back of the tablet battery also indicate the current level of charge, from one light (20% charged) to five lights (fully charged). The lights are green when running on battery and they are amber when the tablet is charging.

Removing and replacing the Battery

Before you remove the battery, ensure that the tablet is plugged in, turned off, in Hibernate or Sleep mode. If you are hot-swapping the battery, you can do that while the tablet is on and running on battery power. Hot-swapping refers to changing out the current battery in the tablet with another battery while the tablet is still on and not plugged into AC power. You have **one minute** to replace the battery before the system goes into Sleep mode.

Removing 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.



Inserting the External Battery

1. Place the tabbed end of the battery into the top of the battery compartment.
2. Press the battery down until it locks into place. (Battery contacts should be facing you, on the side of the latch.)



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 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 no longer serviceable.

XSLATE R12 Tablet Application

Your tablet includes an Xplore™ application to help you configure your XSLATE® R12 to fit your needs.

(This document describes how to manage Windows 7 settings. If you are using Windows 8.1 or Windows 10, please reference the R12 user guide with their respective operating system.)

Xplore Dashboard

You can use the Xplore Dashboard to access and configure the most commonly used Windows 7 settings.

Opening the Xplore Dashboard

1. Press Function button 1, which is located on the front left side of the Tablet PC.
2. From the Windows taskbar, tap the Xplore Dashboard icon.

The Xplore Dashboard is organized into *categories* in the left pane. The pane to the right displays information about your tablet and gives you access to the settings.



You can view and set the following configuration options in the Xplore Dashboard application.

Dashboard Category	Task
Display	• Rotate the display orientation. • Adjust the brightness of the display. • Set advanced graphic properties. • Set up an external display. • Dim the display automatically.
Audio	• Adjust speaker and microphone volume. • Adjust advanced audio settings. • Suppress background noise. • Balance speakers.
Pen & Tablet	• 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 XSLATE R12 Companion Keyboard. • Enable RFID (if equipped with optional ®)

Wireless	• Configure and disable Wi-Fi® and Bluetooth® and mobile broadband. • Choose to have wireless disabled on startup. (it is enabled by default) • Adjust Wi-Fi and Bluetooth and mobile broadband properties.
Power	• Select a power plan. • Change what the power button does when pressed: sleep, hibernate or shutdown.
Security	• Setup the firgerprint reader and other security options.

Tap the Help icon  for detailed information about using Xplore Dashboard.

Configuring the Tablet Functions Buttons

You can configure the three function buttons on the front of the tablet. Each has two functions.

1. Open the Xplore 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 setting for different orientations.
5. Select the button combination you want to change. The currently selected button will be shown 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**.

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

Setting up Wireless Connections

The wireless settings in the Xplore Dashboard provide you with access to the Windows® Networks menu, where you can view and connect to available mobile broadband, and Wi-Fi® networks. You can also turn *Airplane* mode on or off in this menu, which disables all wireless communication on the Tablet PC

Connection to a Wi-Fi Network

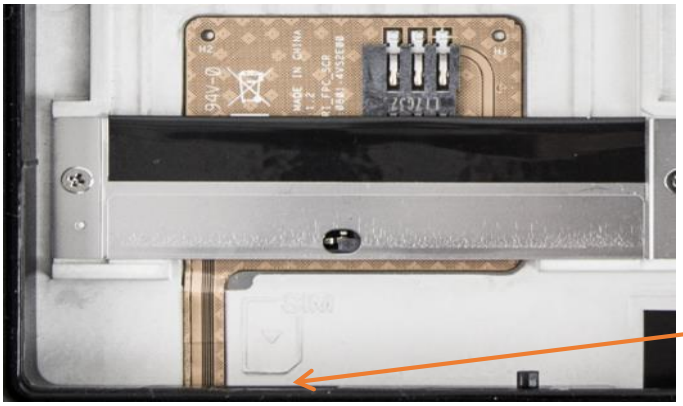
1. From the Windows notification area, tap the wireless network icon. 
2. The list of available wireless networks will be displayed.

Connecting to a Mobile Broadband Network

Important: Before you can connect to a mobile broadband network, you must have an active account with a cellular network provided and a SIM card in your tablet for mobile broadband access.

Inserting a SIM Card

1. Ensure your tablet is turned off.
2. Remove the battery.
3. Insert a SIM card into the SIM card slot in the battery bay. Ensure that the contacts are facing down.



Setting Up Mobile Broadband

Turn on the Tablet and the SIM card will be detected according to your cellular provider.

1. Open the Xplore Dashboard.
2. Tap **Wireless**.
3. Select the **Enable Mobile Broadband with GPS** checkbox.
4. Tap your mobile broadband provider.

Changing the power plan

By default, the XSLATE R12 uses the Xplore Optimized power plan that is designed specifically for Xplore 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.

Use the Power pane for these tasks:

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

To change the Power Plan

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

When you press and release the power button, the tablet 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 are 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 drive and shuts down. Press the power button to restore the desktop exactly as you left it.
- **Shut down** –The 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.

Changing What Happens When the Power Button Is Pressed

1. Open Xplore 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.

Entering Text by Keyboard

You can use different methods to enter text with your tablet. You can use an on-screen touch keyboard or the handwriting panel.

Using the Windows On-screen Keyboard

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



Entering Text by Handwriting

In addition to keyboards, you can enter text by writing with the tablet pen on the handwriting panel.

In the upper left corner of the keyboard, tap the **Writing pad** icon to change the keyboard.



Use the pen to begin writing in the handwriting panel. Your handwriting is converted to text.

Tip: The more you write, the more accurately Windows software detects your handwriting style.

Using the Cameras

Your XSLATE R12 tablet includes both web and documentation cameras.

The Web Camera

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

The Documentation Camera

You can use the 8 MP documentation camera on the back of the tablet to take pictures in BMP, JPG, and TIFF formats.

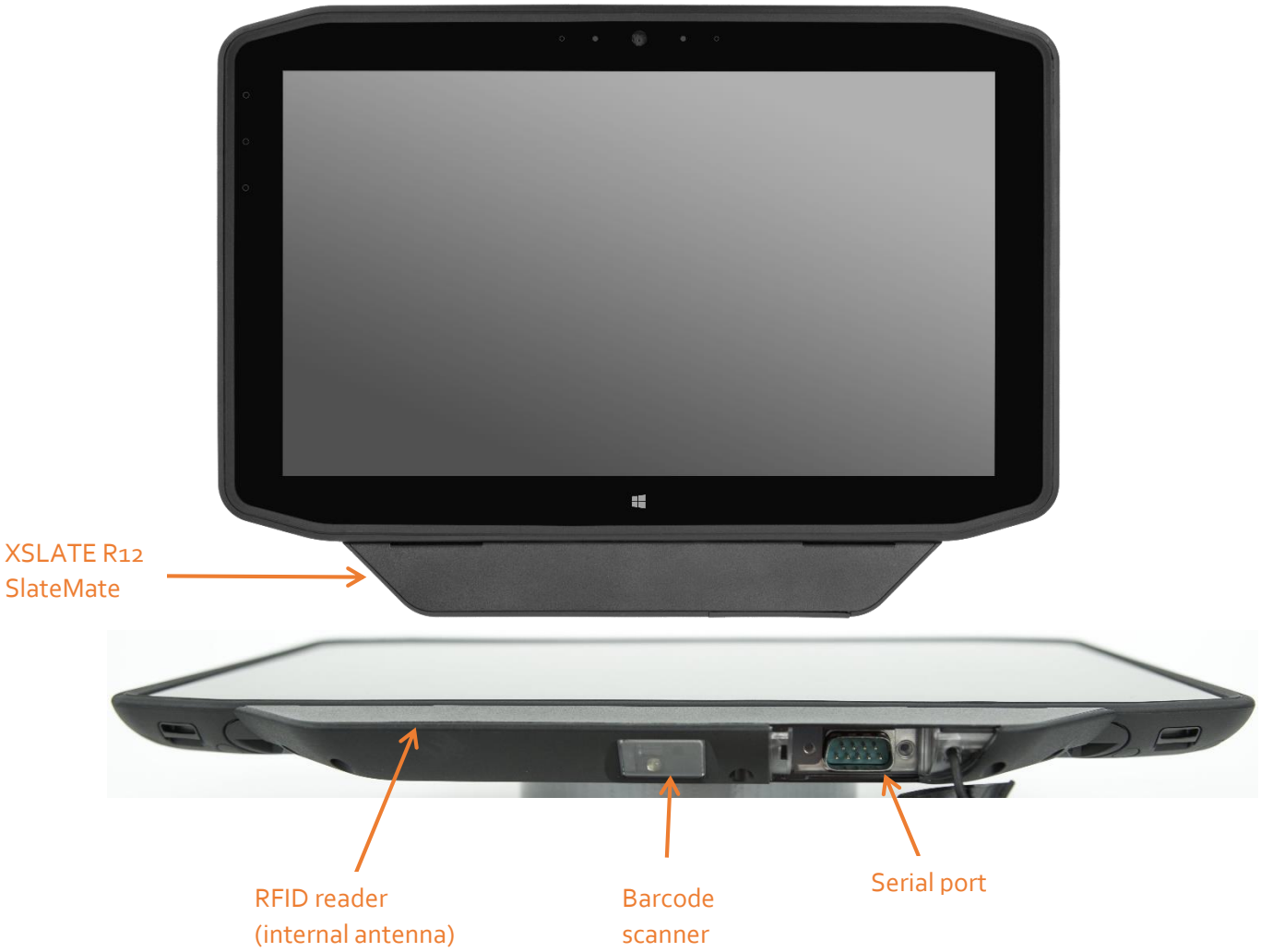
Camera Software

The R12 includes the xCapture Pro™ application that lets you shoot, save, edit, email, print and copy your photos with both cameras. Please reference the xCapture Pro™ user guide at the following location: xCapture_UG_Book_EN.pdf

Using the SlateMate Module (Optional)

The XSLATE R12-Series SlateMate® option is factory-installed module consisting of a barcode scanner (BCS), high-frequency RFID ready (HF RFID), and a serial port. Two configurations are available.

- 3-in-1 module (BCS, HF RFID Reader, and Serial Port)
- 2-in-1 module (HF RFID Reader, and Serial Port)



Barcode Scanner

The R12 barcode scanner supports several different types of barcodes.

The following barcode symbologies are enabled by default:

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

The *EasySet* software is loaded on the system if you purchased the barcode scanner.

Using the Barcode Scanner

1. In the tablet, open the application software that is going to receive the barcode data and put the insertion point in the appropriate field of that software.
2. Aim the scanner lens at the barcode.
3. Press and release Function button 3. Ensure that the scan beam covers the entire barcode. (The best scans are typically from six to seven inches from the barcode.)



If the scan is successful, the data appears in the application and you hear the confirmation beep.

Using the RFID Reader

1. Open the Xplore RFID Demo (MCRIFD.exe) utility or the RFID scanning application installed by you system administrator.
2. Hold the RFID tag and ensure that the tag is 1-1.5 inches (25-40mm) from the RFID antenna scan area.
3. If you are using the Xplore RFID Demo utility, tap **Refresh UID and Tag Data**. If you are using another application, please use according to the documentation.

The Tablet will beep to indicate a successful scan.



Configuring Bluetooth for use with XSLATE R12 Companion Keyboard (Optional)

You need to use Bluetooth® to connect to the XSLATE R12 Companion keyboard and other Bluetooth enabled devices.

Managing Bluetooth Devices

1. Open Xplore Dashboard and tap **Wireless**.
2. Select **Enable Internal Bluetooth Wireless.**

For complete information on the XSLATE R12 Companion keyboard, please reference the user guide on the Xplore support site. [User documentation]

Installing the Y-Cable (Optional)

You can purchase a Y-Cable that provides a RS232 True Serial Port and RJ45 Gigabit Ethernet Port. [Accessories]





Perform the following steps to install the Y-Cable:

1. Remove the two screws and the cover to the **Expansion input port**.
2. Align the **connector** to the **Expansion input port** and plug in.
3. Secure the Y-Cable with the two screws that are provided with the cable.

Caring for Your XSLATE R12

Proper care and maintenance will keep your XSLATE R12 Tablet PC working and in good condition.

WARNING: Follow the guidelines listed below when caring for your XSLATE R12 Tablet PC and its components. Improper use can 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.
- Do not 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.
- You can open the SSD compartment, but do not open the complete case. Opening the case will void your warranty.

Caring for the Display

Following 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 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. You can also purchase protective display films as well as protective cases from the Accessories page.
- Avoid exposing the display to direct sunlight for long periods of time.

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, we recommend that you purchase the Rugged Digitizer Pen for your XSLATE R12, which is available for purchase from the 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.

Replacing the Pen Tip

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

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

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 by placing the flat end of the pen tip in first.
4. Apply slight pressure to push the tip into 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.

Troubleshooting

XSLATE R12 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 Xplore Support.

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

Power Issues

The tablet does not shut down.

An application might have stopped responding. Use the Task Manager to manually stop the application.

1. Press the **Security** button on the left side of the tablet frame.
2. Select **Task Manager**.
3. Select the application that isn't responding.
4. Tap **End task**.

Shutting down the tablet

You can also press and hold the power button for five seconds to force the tablet to shut down. However, this isn't recommended. Use it as a last resort.

If the tablet does not shut down after holding the power switch for five seconds, follow this procedure.

1. Unplug the power adapter.
2. Remove the battery.
3. Press the **Volume**, **Power**, and **Security** buttons simultaneously.
4. Replace the battery and restart the Tablet PC.

The Tablet will not enter Hibernate mode.

Hibernate mode might not be enabled. Enable hibernation by adjusting the power button behavior from the Xplore Dashboard.

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

The battery might be depleted. Plug the Tablet PCs 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 isn't recommended.

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, 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.

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 are operating the tablet in these conditions.
- Accessory devices such as a DVD player and applications can drain the battery more quickly. Remove the accessory devices or use AC power if possible.

You can use the Xplore Dashboard to enable the Power Saver Plan.

1. Open the Xplore Dashboard.
2. Tap **Power.**
3. Tap **Power Options.**
4. Select **Power Saver** from the list of the power plan choices.

Other Tips for Batteries

- 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 might be weakening. Use a different battery if possible.

Display Issues

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

The tablet might have expanded the desktop beyond the display area of the Tablet PC display when it was connected to the external monitor.

1. Open Xplore Dashboard.
2. Tap **Display**.
3. Select from the **Display screen** dropdown the **Tablet only** option.
   The display resolution might not match the native resolution of the LCD screen. You can use other display resolutions, but you get the best display quality when the display resolution matches the native resolution of the screen. Use Windows Display properties to change the resolution.

The display is too dim.

The display brightness might be set too low. Use the Xplore Dashboard to brighten the display.

1. Open the Xplore Dashboard.
2. Tap **Display** and move the slider to change the brightness.

The display is unreadable or distorted.

The screen resolution and color quality might 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".

Use the Windows Device Manager to reinstall the driver.

1. Make sure that the tablet is connected to the 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 am using.

- Use only the XSLATE R12-Series pen with the tablet or the Rugged Digitizer pen on the Accessories site. The Tablet PC might not respond to other digitizer pens.

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

Configuring touch settings on the display.

1. Open the Xplore Dashboard and tap **Pen & Tablet** on the left pane.
2. Tap **Tablet PC Settings**.
3. Tap the **Display** tab.
4. Tap **Setup** next to **Configure your pen and touch displays**.
5. Tap **Pen input** or **Touch input,** depending upon the type of input you want to use on the display.
6. Follow the on-screen instructions.

The pen function button does not work

- You might 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 might be disabled.

1. To enable it, open the Xplore Dashboard.
2. Tap **Pen & Tablet**.
3. Tap **Pen & Input Devices**.
4. Tap the **Pen Options** tab.
5. Select the check box besides **Use the Pen button as a right-click equivalent**.

The pointer on the screen does not align with the pen.

The pen might need calibration.

1. Open the Xplore Dashboard.
2. Tap **pen & Tablet**.
3. Tap the **Calibrate digitizer.**
4. Follow the on-screen instructions.

Port and Connector Issues

The tablet does not recognize a USB device.

- Windows might take a short time to recognize the USB device. Wait a few moments to see if the device is recognized.
- The device might not be connected properly. Check the connection and make sure that it is inserted properly into the USB port.
- The correct driver might not be included with Windows 7. Check the manufacturer's web site for a current driver.

The R12 is in its dock, but the tablet does not recognize any accessory devices.

- The R12 Tablet PC might not be fully seated in the dock. Remove it from the dock and then seat it in the dock again.

Network Issues

The wireless adapter keeps connecting even when not desired.

Disable the desired wireless adapter from the Xplore Dashboard.

1. Open the Xplore Dashboard.
2. Tap the **Wireless** and clear the checkbox next to the wireless adapter that you want to disable.

I cannot connect to a wired Ethernet network.

To connect to an Ethernet network, your R12 must be connected to an XSLATE R12-Series Docking Station. The Ethernet port for the R12 is on the back of the dock. (You can also use the Y-Cable sold separately.)

- 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

Your R12 might not have located a Wi-Fi network.

1. Open the Xplore Dashboard and tap **Wireless**.
2. Make sure that the checkbox is selected next to **Enable 802.11 Internal Wireless**.
3. Select the network that you want from the list of available networks.
4. You might not have access to the network. Obtain a user name and password from a network administrator.
5. 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 system administrator.

Bluetooth Issues

I cannot connect to a Bluetooth device.

Make sure that Bluetooth power is on.

1. Open the Xplore Dashboard, and tap **Wireless.**
2. Make sure that the checkbox is selected next to **Enable Bluetooth Internal Wireless**.

Make sure that your tablet is discoverable by other Bluetooth devices.

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 its manufacturer's instructions. Select the desired Bluetooth device from the list of available devices. Follow the on-screen instructions to complete the procedure.

Note: Your Bluetooth device might be out of range. The Bluetooth devices are designed for short-range communication and can connect at distances up to 33 feet (10 meters). Also check the battery charge level on the device.

No other Bluetooth device can detect the R12 tablet.

Make sure that your R12 is visible to Bluetooth devices.

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

Bluetooth Wireless Tips

Xplore 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.
- **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 might occur, because the drivers might not be compatible.
- **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.
- **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.

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.
- The volume might be set too low or muted. Swipe in from the right, tap the speaker icon, and adjust the volume setting. You can also use the volume buttons on top of the Tablet PC to turn the volume up or down.
- 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

The tablet seems to be operating slower 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.
- Unlike a traditional hard disk drive (HDD), a solid state drive (SSD), such as the one installed in the XSLATE R12, does not perform better with traditional HDD defragmentation. Using traditional defragmentation simply adds unnecessary wear to the SSD. It is recommended that you disable any automatic or scheduled defragmentation utilities on your tablet.

XSLATE R12 Spec Sheet Information

PROCESSOR / CACHE

- Intel Core i7-7500U
    - i7-7500U, 2.7 GHz with turbo frequency to 3.5 GHz, 4 MB SmartCache, 2 cores (4 threads)
- Intel Core i5-6200U
    - I5-6200U, 2.3GHz with turbo frequency to 2.8 GHz, 3MB SmartCache, 2 cores (4 threads)

OPERATING SYSTEM

- Windows® 10 64-bit
- Windows® 8.1 Pro 64-bit
    - Available on i5-6200U only
- Windows® 7 Professional 64-bit
    - Available on i5-6200U only

DURABILITY

- MIL-STD-810G tested
    - Multiple 4' Drops
- Class I Division 2 for Hazardous Locations
- IP54 (Water, dust and splash resistant)
- Corning® Gorilla® Glass 4
- Magnesium-alloy internal frame

- Rubberized enclosure

DISPLAY

- 12.5" Wide Viewing Angle Display
- Full-HD Resolution (1920 x 1080)
- 800 Nit Display Brightness
- Anti-Smudge + Anti-Reflective View Anywhere Display
- Capacitive 10-Point Touch
- Wacom Digital Pen Input
- Intel Display Power Saving Technology (DPST)
- Ambient Light Sensor

GRAPHICS

- Intel HD Graphics 520

AUDIO CONTROLLER

- Intel® High Definition Audio
- Realtek® HD Codec

SYSTEM MEMORY

- 8 GB DDR4 2100 MHz SDRAM memory

SYSTEM STORAGE

- 128 GB SSD
- 256 GB SSD
- 512 GB SSD

INTEGRATED COMMUNICATIONS

- Intel® Dual Band Wireless-AC 8260 Wi-Fi plus Bluetooth® 4.2
- Optional Internal Wireless (1 expansion slot)
    - Sierra Wireless EM7455 (NA and EU) 4G LTE with GNSS (GPS + GLONASS + Beidou)

    or

    - Sierra Wireless EM7430 (APAC) 4G LTE with GNSS (GPS + GLONASS + Beidou)

    or

    - Navisys Technology GE-730/u-blox 7 GPS with SBAS (WAAS, EGNOS and MSAS)

AUDIO

- RealTek noise cancellation
- Multi-directional array microphone
    - 3 microphones (2 front facing array mic's and 1 rear facing mic)
- 2 Integrated speakers

I/O PORTS

- Docking connector
- USB 3.0 port
- 3mm Audio I/O jack
- HDMI port
- Micro-SD Card Slot
- Micro-SIM Card Slot (3FF)
- Optional RS232 True Serial Port via Dongle
- Optional RJ45 Gigabit Ethernet Port via Dongle

EMBEDDED I/O

- 8.0 Megapixel camera (rear-facing)
- 2.0 Megapixel camera (front-facing)
- Optional 1D/2D Barcode Reader via SlateMate®
- Optional 13.56 HF RFID with read/write capability via SlateMate®
- 9 Axis MEMS sensor (Accelerometer, eCompass, Gyroscope)

SECURITY

- Integrated Fingerprint Reader
- TCG Trusted Platform Module (TPM) 2.0
- Optional Integrated CAC / Smart Card Reader

DIMENSIONS

- 12.93" x 8.17" x .75" (328.5 mm x 207.5 mm x 19 mm)

WEIGHT

- 2.9 lbs. (1.34 kg)

BATTERY

- Battery life over 9 hours
- Hot swappable Lithium Ion Standard battery with 45 WHr capacity

BATTERY CHARGE TIME

- 2.5 hours (Tablet PC on/off)

POWER SUPPLY

- Input Voltage: 19V with AC Adapter
- 5.5 mm x 1.7 mm barrel jack

WARRANTY

- 3-year standard coverage included

- Extended Warranty & xDefend Programs Available. Please Contact Sales or Visit Warranties for Further Information.

STANDARDS

- ACPI 5.0 compliant
- UEFI BIOS

SOFTWARE

- xCapture Pro™ by Xplore® Camera App
- RFID Sample Reader
- Barcode Reader
- Xplore Dashboard (Windows 7)
- Know Your Tablet (Windows 8.1)
- Pen and Touch Enabled BIOS Setup
- Infineon TPM 2.0
- Xplore Tablet Center (Windows 8.1 and Windows 10)
- Microsoft Office - Trial Version (Windows 10)

ENVIRONMENTAL

- Tested to MIL-STD-810G Standards
- Operating Temperature: -10 °C to 55 °C / 14 °F to 131 °F
- Storage Temperature: -30 °C to 70 °C / -22 °F to 158 °F
- Transit Drop - Operating: 4' (1.22 M) Drop Direct to Plywood over Concrete while System is Operating, 26 Drops
- Vibration: Minimum Integrity Non-operating, US Highway Truck and Composite Wheel Operating
- Shock: 20G Operating, 40G Non-Operating
- Humidity: 23 °C to 60 °C / 73 °F to 140 °F, 95% Non-Condensing, 10 Days
- Water Proofness: Fig 506.5, 140L/hr, per sq/m, 15 Minutes
- Wind Driven Rain: Fig 506.5, 40 MPH Wind, 30 Minutes Per Side
- Blowing Sand: 20M/S, rate 1.1g/m3 (+/-.3g) at High Temperature of 60 °C
- Blowing Dust: Velocity 8.9M/s Dust Concentration 3.9 g/m3 at High Temperature of 60 °C
- Temperature Shock: -30 °C to 70 °C / -22 °F to 158 °F within 15 Minutes
- Contamination by Fluids: 50/50 Solution of Water and Bleach, 50/50 Solution of Water and Hydrogen Peroxide, Diesel Fuel, Mineral Based Oil, Lysol Disinfectant, Denatured Alcohol, Isopropyl Alcohol
- Altitude: 40,000 ft. (12,192 M) Operating, 50,000 ft. (15,240m) Non-Operating

IEC INGRESS TESTING

- IEC (60529) Ingress Tested to an IP54 Standard

REGULATORY

THIS INFORMATION TECHNOLOGY EQUIPMENT IS SUITABLE FOR USE IN CLASS I, DIVISION 2, GROUPS A, B, C, AND D T5 OR NON-HAZARDOUS LOCATIONS ONLY; AVERTISSEMENT - CET ÈQUIPMENT INFORMATIQUE CONVIENT Á UNE UTILISATION AUX EMPLACEMENTS DE CLASSE I, DIVISION 2, GROUPES A, B, C, ET D T5 OU AUX EMPLACEMENTS NON DANGEREUX SEULEMENT.

Hazardous location minimum and maximum temperatures, -20°C to 40°C.

PRODUCT SAFETY

- UL/CSA 60950-1, 2nd Ed.
- IEC/EN 60950-1:
- AS/NZS 60950-1, 2nd ED.
- LVD Directive 2014/35/EU
- NOM 019
- ANSI/ISA 12.12.01 (Hazardous Location)

SAR

- FCC OET 65 Supplement C
- CAN/CSA RSS-102
- ESTA EN50392

ENVIRONMENT

- California Proposition 65
- California Energy Commission, Battery Charging Systems
- RoHS 2 Directive 2011/65/EU
- WEEE Directive 2012/19/EU
- Battery Waste Directive 2013/56/EU
- EN 62623:2013 (ErP Lot 3 / Lot 26)
- NMX -1-122-NYCE-2006 (Mexico Energy Consumption)

EMC

- EMC Directive 2014/30/EU
- FCC Part 15 B, Class B
- CAN/CSA ICES -003, Class B
- EN55022 (CISPR 22), Class B
- EN55024 (CISPR 24)
- EN61000-3-2
- EN61000-3-3