



R12 Tablet PC

Model R001

User's Guide

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

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

Der Endbenutzer darf nur auf eine Sprachversion des Betriebssystems zugreifen.

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

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

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

Loppukäyttäjä voi käyttää vain yhtä käyttöjärjestelmän kieliversiota.

Användaren har endast tillgång till en språkversion av operativsystemet.

Slutbrugeren har kun adgang til ét af operativsystemets sprogversioner.

Sluttbruker kan aksessere kun én av operativsystemets språkversjoner.

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

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

Model R001

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Contents

Chapter 1 Getting Started	6
Optional features	7
Mobile Broadband with GNSS	7
Discrete GPS with SBAS	7
Security	7
WinMagic® SecureDoc™	8
TPM	8
Computrace® Complete	8
Other optional features	8
Overview of the R12	9
Front	9
Back	11
Right side	12
Left side	12
Pen	13
Where to begin with your R12	13
Step 1: Power up the tablet	13
Step 2: Connect to a wireless network	14
Step 3: Get familiar with your R12 Tablet PC	15
Step 4: When you take a break	15
Lock and unlock the Tablet PC	15
Sleep mode	16
Hibernate mode	16
Optional setup tasks	16
Create a recovery drive	16
Attach the pen tether	17
Connect the tablet to a docking station	17
Connect the tablet to a display monitor	17
For more information	17
 Chapter 2 Using your R12	 19
Motion Computing applications	20
Motion Tablet Center	20
Tablet settings	21
Pen and Touch	21
Tablet PC Settings	22
Wireless Settings	23
Advanced settings	25
Power settings	25
Advanced settings	27
Sensors settings	27
Compass	28

Location Services	28
Show Map	28
Know Your Motion Tablet	28
Entering text and using the handwriting panel	29
Using the Windows 8.1 on-screen keyboard	30
Using the Windows 8.1 handwriting panel	31
Using the Function buttons	32
Configuring the Function buttons	32
Using the Windows button	33
Connect an external monitor	33
Using the built-in microphones	34
Using the cameras	34
Using the web camera	34
Using the documentation camera	34
SnapWorks™ by Motion®	35
Using the SlateMate (optional)	39
Using the barcode scanner	39
Barcode scanner tips	41
Using the RFID reader	41
Using the battery	42
Checking tablet battery power	42
Removing and replacing the battery	43
Hot-swapping the battery	44
Long-term battery storage	45
Disposing of used batteries	45
Battery and power management tips	45
Changing the power plan	46
Changing how the power button functions	46
Using Mobile Broadband with GNSS	47
Enabling Mobile Broadband with GNSS	47
Using GPS with SBAS	47
Using Bluetooth	48
Using the fingerprint reader	48
Using WinMagic® SecureDoc™	49
Using the SIM card reader	50
Using the SD card reader	51
Locating your serial number	51
Backing up your system	52
Restoring your system	53
Creating a Windows 8.1 recovery drive	53
Create a USB recovery drive	53
Using the Windows 8.1 recovery drive	54
Using System Restore	55
Finding other software	56

Chapter 3 Caring for your R1257

General care	57
Caring for the display	58
Caring for the pen	58
Replacing pen tips	58

Cleaning the fingerprint reader	59
Caring for the tablet battery	59
Traveling with your R12 Tablet PC.....	60
Chapter 4 R12 Troubleshooting and FAQs	61
Troubleshooting	61
Power issues	61
Battery issues	62
Display issues	62
Touch or pen issues	63
Ports and connectors issues.....	64
Network issues	64
Wi-Fi issues.....	65
Bluetooth issues.....	65
Bluetooth wireless tips.....	66
Mobile Broadband with GNSS issues	66
Audio issues.....	66
System issues	67
Frequently asked questions.....	67
Index	69

Getting Started

1

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

The R12 Tablet PC includes these features:

- Intel® Core™ i5 or i7 vPro™ Processors (i7 Processor includes Intel vPro™ technology)
- Windows® 8.1 Pro 64-bit
- USB 3.0 and HDMI ports and SD card slot
- Integrated 8.0 MP documentation camera and 2.0 MP web camera
- 4 GB or 8 GB DDR3L 1600MHz SDRAM memory
- Intel® HD Graphics 4200
- Corning® Gorilla® Glass for increased display damage resistance
- 9-Axis MEMS sensor (Accelerometer, eCompass, Gyroscope) with Ambient Light Sensor
- Dual input—digitizer pen and capacitive 10-point touch
- 12.5" wide viewing angle display with full-HD Resolution (1920 x 1080)
- Intel Display Power Saving Technology (DPST)
- Hot-swappable battery
- Integrated 802.11a/g/n/ac Wi-Fi® and Bluetooth® 4.0
- Integrated Mobile Broadband with GNSS or Integrated GPS with SBAS*
- Integrated fingerprint reader
- WinMagic® SecureDock™ hard drive encryption software
- 1D/2D barcode reader*
- Integrated 13.56MHz HF RFID with read/write capability*
- Trusted Platform Module (TPM) for hardware-based security and optional Computrace® Complete*, which allows you to identify your Tablet PC in the case of loss or theft.

*Optional features are available when you purchase your tablet.

Optional features

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

Mobile Broadband with GNSS

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

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

NOTE: The GNSS module is not available on systems equipped with optional GPS with Satellite-Based Augmentation System (SBAS).

For information on setting up mobile broadband, see [Using Mobile Broadband with GNSS](#) on page 47.

Discrete GPS with SBAS

You can purchase an R12 Tablet PC with an optional embedded discrete global positioning system (GPS) module that supports the Wide Area Augmentation System (WAAS) for improved accuracy in the United States; European Geostationary Navigation Overlay Service (EGNOS) for improved accuracy in Europe; and Multi-functional Satellite Augmentation System (MSAS) for improved accuracy in Japan. The proper Augmentation system will be detected based on your location. No special selection is required. The augmentation feature uses signals from geostationary satellites to improve on the reliability and accuracy of the signals from the GPS satellites. You can use it with your preferred mapping applications to find your current and desired locations.

NOTE: This option not available on systems equipped with optional Mobile Broadband with GNSS.

Security

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

WinMagic® SecureDoc™

WinMagic SecureDoc is an application that you can use to encrypt your hard drive. This application is included with your R12 Tablet PC and must be enabled to activate. For additional information, [Using WinMagic® SecureDoc™](#) on page 49.

TPM

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

Computrace® Complete

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

Other optional features

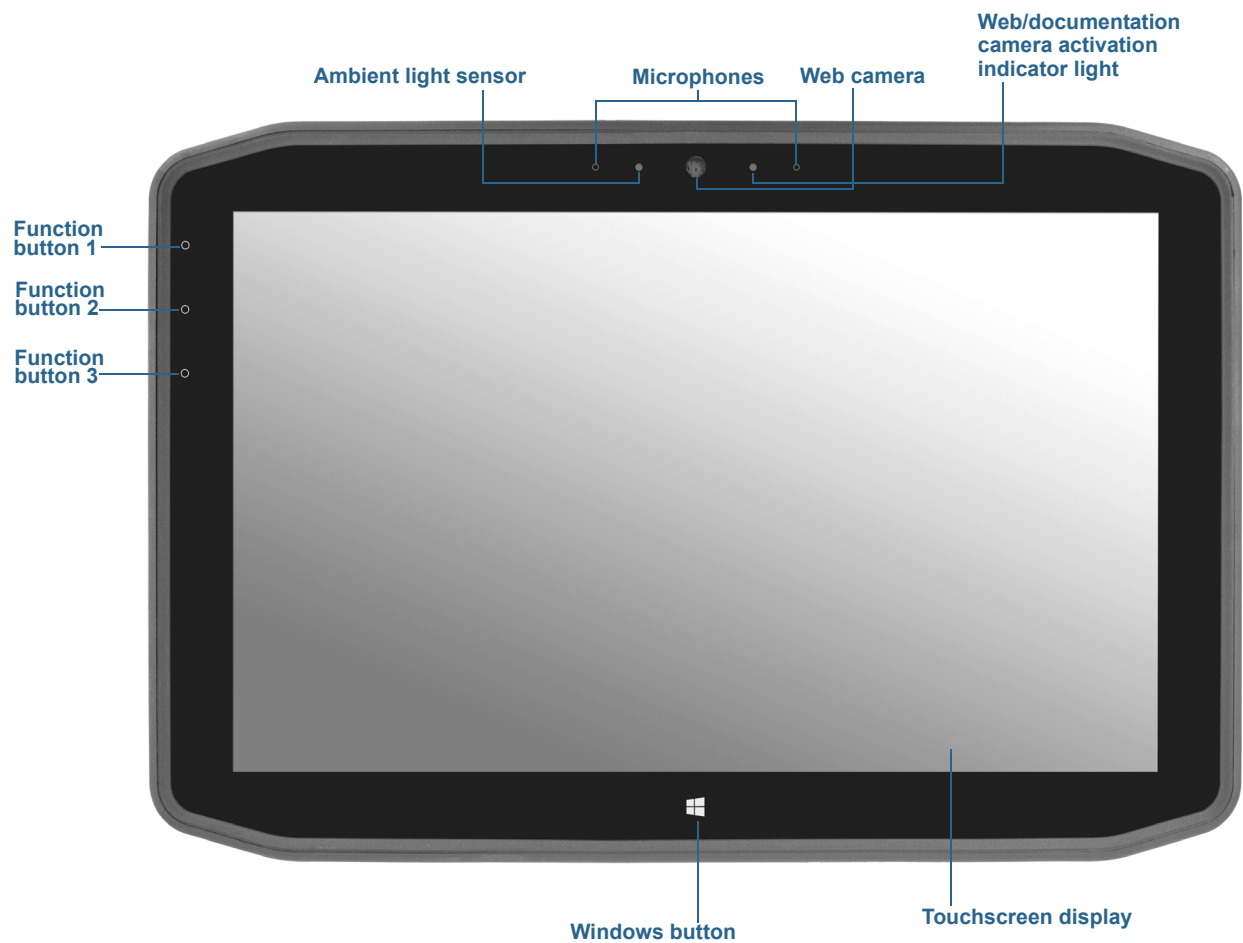
Other R12 optional features include:

- SlateMate®—See [Using the SlateMate \(optional\)](#) on page 39.
- Barcode scanner (included with SlateMate)—See [Using the barcode scanner](#) on page 39.
- RFID reader (included with SlateMate)—See [Using the RFID reader](#) on page 41.

Overview of the R12

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

Front



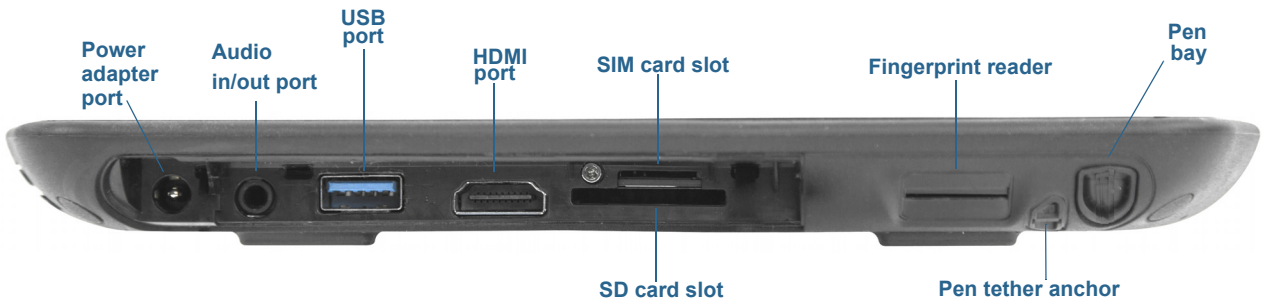
Function button 1	Motion Tablet Center (press), Windows Journal™ (press and hold)
Function button 2	Motion SnapWorks™ (press), Pictures directory (press and hold)
Function button 3	Tablet PC Settings or Barcode reader (if equipped with SlateMate) (press), On-screen keyboard (press and hold)
Ambient light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

Web camera	Interact with people online, stream video, or capture color images with a 2MP web camera.
Web/documentation camera activation indicator light	Indicates that the web or documentation camera is active.
Windows button	Opens the Windows Start screen or the Windows desktop.
Touchscreen display	Use your finger or pen to access all the functions of the R12 on the 12.5" display.



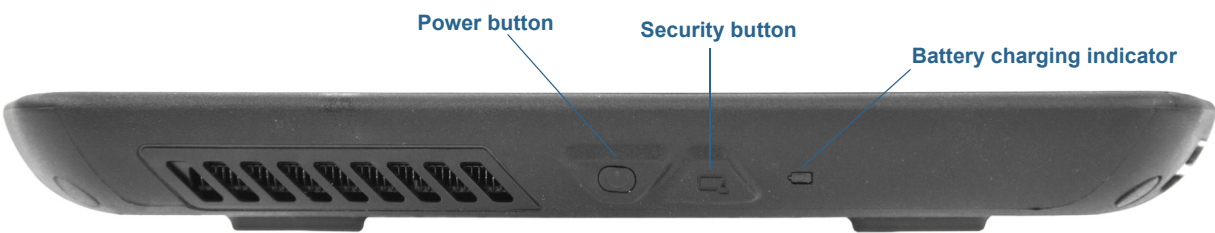
Microphone	Used for detecting sound when the documentation camera is in use.
Documentation camera light	Provides light for the documentation camera.
Documentation camera	8MP auto-focus camera that takes photos you can save to your hard drive in BMP, JPG, and TIFF formats.
Volume buttons	Use to adjust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

Right side



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

Left side

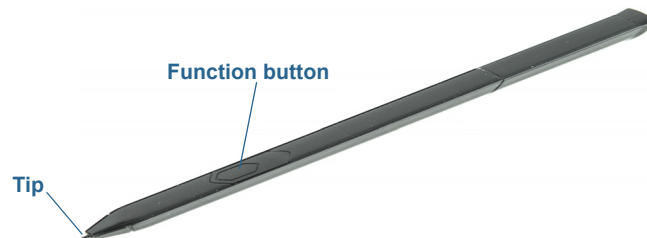


Power button	Turns the tablet on and off.
Security button	Use to log on to or lock the tablet. Equivalent to Ctrl+Alt+Del on a keyboard.
Battery charging indicator	Indicates battery charging status.

Pen

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

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



You can purchase additional pens from the [Motion Computing Accessories](#) page. For more information on using the pen, see [Pen and Touch](#) on page 21.

Where to begin with your R12


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

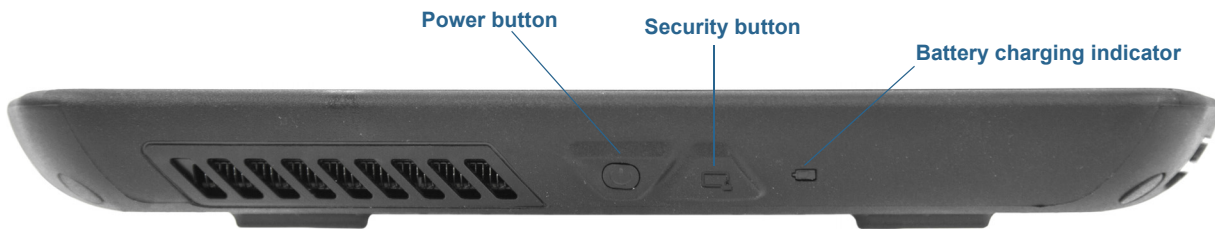
Step 1: Power up the tablet

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



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


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



Step 2: Connect to a wireless network

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

Step 1. Set up Wi-Fi

1. Enable Wi-Fi:
 - a. Swipe in from the right side of the screen and tap **Settings**.
 - b. Tap the wireless network icon .
 - c. Tap the Wi-Fi On/Off slider to turn it **On**.
2. Select a wireless network from the list of available networks.
3. Follow the on-screen instructions.

Step 2. Set up Bluetooth


1. Enable Bluetooth:
 - a. Swipe in from the right side of the screen and tap **Settings**.
 - b. Tap **Change PC Settings**.
 - c. Under **PC and Devices**, tap **Bluetooth**.

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

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

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

To set up mobile broadband:

1. With the Tablet PC powered off, insert the SIM card and then power the tablet on.
2. Enable mobile broadband:
 - a. Swipe in from the right side of the screen and tap **Settings**.
 - b. Tap the wireless network icon .
 - c. Tap the Mobile Broadband slider to turn it **On**.
3. If the desired network service provider isn't displayed, tap **(find more)** under Mobile Broadband.

- a. Select location and tap **OK**.
4. Select the desired network service provider.
5. Follow the on-screen instructions.

NOTE: If you purchased your R12 with the optional Mobile Broadband with GNSS module or the optional GPS with SBAS module, your R12 has GPS capabilities. You can use GPS with your preferred mapping application to find your current and destination locations.

Step 3: Get familiar with your R12 Tablet PC

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

- Calibrate touch. You can adjust the touch settings by calibrating the digitizer. (The digitizer is software that detects the position of the pen or your finger on the touchscreen display.) For details, see [Pen and Touch](#) on page 21.
- Use Motion Computing tools to configure basic Windows 8.1 settings, customize your tablet according to your work style, and to access R12 documentation and the Motion Support and Tablet PC accessories websites. See [Motion Tablet Center](#) on page 17 and [Know Your Motion Tablet](#) on page 25.
- Open the writing pad and provide handwriting samples to improve handwriting recognition. See [Entering text and using the handwriting panel](#) on page 29.
- Take photos or use the web camera. See [Using the cameras](#) on page 34.

Step 4: When you take a break

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

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

Lock and unlock the Tablet PC

To lock the Tablet PC, either:

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


To unlock the tablet:

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

Sleep mode


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

To put the tablet in Sleep mode:

- Save your files (this isn't required, but it's a good precautionary measure).
- Press and release the power button .

Note: While in Sleep mode, the power button blinks.

To wake up the tablet from Sleep mode:

- Press and release the power button .

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

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

Hibernate mode

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

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

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

To put the tablet in Hibernate mode:

1. Swipe in from the right edge of the screen and tap **Search**.
2. Type **power** in the search field, and then choose **Change what the power buttons do** from the search results.
3. You can select **Hibernate** for any of the Power and sleep button configuration options.

For more information on power options, see [Power Settings](#) on page 23.

Optional setup tasks

Create a recovery drive

Once you've set up your R12 the way you like it, including installing your applications, create a recovery drive on an external USB drive. A recovery drive will allow you to boot your system and easily access a number of recovery and troubleshooting tools that you can use if you encounter any issues with your Windows 8.1 installation. For more information, see [Create a USB recovery drive](#) on page 54.

Attach the pen tether

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

To attach the pen tether:

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

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

Connect the tablet to a docking station

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

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

Connect the tablet to a display monitor

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

For more information

Know Your Motion Tablet is located on the Tablet PC's desktop. Open this application to view the *Getting Started* document, which provides information and tips to help you get started using your R12 quickly.

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

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

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

You will find other useful information on our website:

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

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

Using your R12



2

This chapter provides information about performing the following tasks:

- [Using Motion Tablet Center](#) on page 20
- [Using Know Your Motion Tablet](#) on page 28
- [Entering text and using the handwriting panel](#) on page 29
- [Using the Function buttons](#) on page 32
- [Using the Windows button](#) on page 33
- [Connect an external monitor](#) on page 33
- [Using the built-in microphones](#) on page 34
- [Using the cameras](#) on page 34
- [Using the SlateMate \(optional\)](#) on page 39
- [Using the barcode scanner](#) on page 39
- [Using the RFID reader](#) on page 41
- [Using the battery](#) on page 42
- [Using Mobile Broadband with GNSS](#) on page 47
- [Using GPS with SBAS](#) on page 47
- [Using Bluetooth](#) on page 48
- [Using the fingerprint reader](#) on page 48
- [Using WinMagic® SecureDoc™](#) on page 49
- [Using the SIM card reader](#) on page 50
- [Using the SD card reader](#) on page 51
- [Locating your serial number](#) on page 51
- [Backing up your system](#) on page 52
- [Restoring your system](#) on page 53
- [Finding other software](#) on page 56

Motion Computing applications


Your R12 includes some Motion Computing applications that will help you configure your Tablet PC to fit your needs, manage common Windows 8.1 settings, and access resources for additional information:

	Motion Tablet Center	Provides a central location for accessing and configuring the most commonly used Windows 8.1 settings.
	Know Your Motion Tablet	Provides easy access to R12 documentation and the Motion Support and Tablet PC accessories websites.

Motion Tablet Center

You can use Motion Tablet Center to access and configure the most commonly used Windows 8.1 settings.

To open Motion Tablet Center:

1. Locate the Motion Tablet Center tile on the Windows 8.1 Start screen or press Function button 1.
2. Tap the Motion Tablet Center tile  to open the application.

Motion Tablet Center is organized into categories, which are listed in the left pane. The main screen displays system information about your Tablet PC.



Tablet settings

The following configuration options are available in Motion Tablet Center's Tablet settings:

- **Pen and Touch**—Provides access to Windows Pen and Touch configuration options.
- **Tablet PC Settings**—Use these settings to configure your display and button actions and set handedness options.
- **Wireless Settings**—View, configure, and connect to available wireless networks.
- **Advanced Settings**—View all system information for your Tablet PC.

Pen and Touch

To configure pen settings:

1. Tap **Pen and Touch** in the Tablet screen.
The Windows Pen and Touch settings window opens.
2. Tap the **Pen Options** tab.
3. To adjust the speed and spacial tolerance of the Double-tap action, under **Pen action**, tap **Double-tap** then tap **Settings**. Move the slider to make your adjustments.
4. To adjust the speed and duration of the Press and hold action, under **Pen action**, tap **Press and hold** then tap **Settings**. Move the slider to make your adjustments.
5. To enable the function button on the pen, tap **Use the pen button as a right-click equivalent**.

Flicks are a handy way to use gestures on a touchscreen to move up and down on the screen or perform basic editing tasks.

To configure flicks:

1. Tap **Pen and Touch** in the Tablet screen.
The Windows Pen and Touch settings window opens.
2. Tap the **Flicks** tab.
3. To enable flicks, select **Use flicks to perform common actions quickly and easily**.
4. If you want to use flicks for navigation only, select **Navigational flicks**.
5. If you want to use flicks for both navigation and common editing tasks such as paste, copy, and delete, select **Navigational flicks and editing flicks**.
6. Tap **Customize** to change the actions you can perform with flicks or to configure your own custom flick action.

7. To adjust the sensitivity of flick recognition, move the slider in the Sensitivity section of the **Flicks** tab.

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

- Adjust how quickly the tablet responds when you double-tap your finger
- Adjust how quickly the tablet responds when you press and hold your finger
- Show the touch pointer when interacting with items on the screen

To configure touch:

1. To adjust the Double-tap action, under **Touch action**, tap **Double-tap**, then tap **Settings**. Move the slider to make your adjustments.
2. To adjust the Press and hold action, under **Touch action**, tap **Press and hold**, then tap **Settings**. Move the slider to make your adjustments.
3. To display the touch pointer on the screen, select **Show the touch pointer**.
4. Select **Optimize visual feedback for projection to an external monitor** if you want the touch pointer to be visible on an external display such as a projector.

Tablet PC Settings

Motion Tablet Center's Tablet PC settings enable you to customize your R12 to fit the way you work. These settings provide you with access to input display configuration and calibration; screen rotation sequence settings; right- or left-handed use; pen and touch settings; and Touch Keyboard and Handwriting Panel customization.

To configure Tablet PC settings:

1. Tap **Tablet PC Settings** in the Tablet screen.
The Tablet PC Settings window opens.
2. Tap the **Display** tab.
3. Tap **Setup** next to **Configure your pen and touch displays**.

This setting is useful for assigning pen or touch to the appropriate display when one or more displays are connected to the tablet.
4. Tap **Pen input** or **Touch input** depending upon the type of input you want to use on the display.
5. Follow the on-screen instructions.
6. To configure display options, select the available displays from the drop-down list and then tap **Calibrate** configure touch and pen input options or **Reset** to reset the options to default settings.

7. Adjust the screen orientation sequence setting by tapping the **Go to Orientation** link and choose the order in which your screen rotates.

You can customize the Function buttons on the front of the R12 to start your favorite program, run a command, or enter a key combination.

8. To configure the Function buttons, tap **Tablet PC Settings** in Motion Tablet Center then tap the **Buttons** tab.
9. Select the primary or secondary orientation for which you want to change the button settings from the **Button settings for:** drop-down list.

TIP: You can configure different button settings for different orientations. For additional information on the front panel buttons, see [Using the Function buttons](#) on page 32.

10. Select the button combination you want to change. The currently selected buttons appear in red.
11. Tap **Change**.
12. Select the appropriate action for the button.

For some actions, you must enter more information, such as the location of a program to start. You can select an action for **Press** and another for **Press and hold**. For more information, tap **What is press and hold?**

13. To reset the buttons to their default values, tap the **Reset** button.
14. To access configuration options for left- or right-handedness, pen and touch settings, or customization for Touch Keyboard and Handwriting Panel options, tap the **Other** tab.

Wireless Settings

Motion Tablet Center's Wireless Settings provide you with access to the Windows Networks menu where you can view and connect to available mobile broadband, ethernet, 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.

To view and connect to available networks:

- Tap **Wireless Settings** in the Tablet screen.
- The Windows Networks menu opens.

If your R12 includes the optional mobile broadband module and you have an active account with a cellular network provider, you can connect to an available mobile broadband network.

To connect to a mobile broadband network:

1. Ensure there's a SIM card (if one is required by your provider) in your Tablet PC and that it's fully seated in the SIM card slot. (See [Using the SIM card reader](#) on page 50 for information about inserting a SIM card.)
2. Tap **Wireless Settings** in the Tablet screen.
The Windows Networks menu opens.

3. Tap your mobile broadband network, which is displayed in the **Mobile broadband** section.

To find more available broadband networks, tap **Find more**.

4. If you want to connect automatically in the future, select the **Connect automatically** checkbox.
5. If you want to roam automatically, select the **Allow data roaming** checkbox.
6. Tap **Connect**.

If prompted, enter the access point name (APN) or access string, the user name, and the password. (You can find these in the information that came with the device or with your mobile broadband service.)

TIP: To view options and settings for the mobile broadband network, press and hold your pen or your finger on the network name until a square appears and then lift your pen or finger to view the pop-up menu.

To connect to a wireless network:

1. Tap **Wireless Settings** in the Tablet screen.
The Windows Networks menu opens.
2. Tap the wireless network you want to connect to. The list of available wireless networks is displayed in the **Wi-Fi** section.
3. If you want to use this network on a regular basis and automatically connect to it when it's available, select **Connect automatically**.
4. Tap **Connect** and enter the network security key when prompted.

TIP: Check with your airline for exact rules on using your Tablet PC and Wi-Fi while traveling. If required, you can disable all of your wireless devices using Motion Tablet Center. To disable the wireless devices, open Motion Tablet Center, tap **Wireless Settings** in the **Tablet** screen, and tap the switch under **Airplane mode** to turn it on.

Advanced settings

You can use Motion Tablet Center's Advanced settings to view all system information for your Tablet PC.

System Information lists categories in the left pane and details about each category in the right pane. The categories include:

- **System Summary**—Displays general information about your computer and the operating system, such as the computer name and manufacturer, the type of basic input/output system (BIOS) your computer uses, and the amount of memory that's installed.
- **Hardware Resources**—Displays advanced details about your computer's hardware and is intended for IT professionals.
- **Components**—Displays information about disk drives, sound devices, modems, and other components installed on your Tablet PC.
- **Software Environment**—Displays information about drivers, network connections, and other program-related details.

To view system information for your Tablet PC:

1. Tap **Advanced** in the Tablet screen.
The Windows System Information window opens.
2. To find a specific detail in System Information, type the information you're looking for in the **Find what:** field at the bottom of the window. For example, to find your computer's Internet protocol (IP) address, type IP address in the **Find what:** field, and then tap **Find**.

TIP: You can save System Information by tapping **File**, tapping **Save**, typing a name for the file, and then tapping **Save** again.

Power settings

The following configuration options are available in Motion Tablet Center's Power settings:

- Turn off power for unused devices to extend battery life.
- Choose a power plan.
- Change how the power button functions when on battery power or when plugged in.
- Advanced settings that enable you to choose or customize a power plan for your Tablet PC.



If you want to disable unused devices so that you can extend your Tablet PC's battery life, tap the switch beside the devices that are on to turn them off. To enable these devices, tap the switch to turn them on.

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

To change the power plan:

- Tap the drop-down menu beside **Choose a power plan:** and select the power plan you want to use.

NOTE: Setting the power plan to Power Saver reduces your Tablet PC's performance.

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

Sleep—The tablet pauses all activity immediately and quickly resumes when awakened. This saves power when you're away from your tablet for a short time. However, you will lose unsaved data if there's a power failure.

Hibernate—The tablet saves the contents of memory to the hard drive and shuts down. Pressing the power button restores the desktop exactly as you left it.

Shut down—Tablet shuts down. Pressing the power button reboots the tablet.

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

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

To change what happens when the power button is pressed:

- Tap the drop-down menu beside **Power switch on battery:** and select the action the power button performs when your Tablet PC is on battery power.
- Tap the drop-down menu beside **Power switch plugged in:** and select the action the power button performs when your Tablet PC is on battery power.

Advanced settings

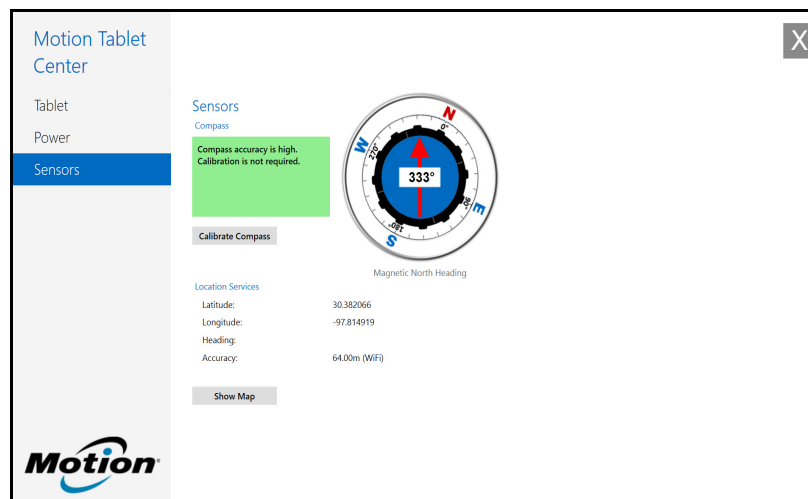
The Advanced settings in Motion Tablet Center's Power screen provide you with access to Windows Power Options, where you can create your own power plan, customize your Tablet PC's power plan, adjust the screen brightness, set a password on wakeup, choose when to turn off the display, and change when the Tablet PC sleeps.

To configure advanced power settings:

1. In the Motion Tablet Center Power screen, tap **Advanced**.
2. The Windows Power Options are displayed.
3. Choose or customize a power plan, or select a task from the left pane for additional power plan settings.

Sensors settings

Motion Tablet Center's Sensors settings allow you to calibrate the R12's internal compass and access Location Services.



Compass

The on-screen compass displays the direction of the magnetic north pole relative to the orientation of the tablet. Additionally, the compass accuracy status is displayed; if the compass needs to be calibrated, you'll see a notification alerting you to calibrate the compass. To calibrate the compass, tap **Calibrate Compass** and follow the on-screen instructions.

Location Services

Location Services provides information about the R12's current position—latitude, longitude, heading, and accuracy. **Accuracy** provides two pieces of information: the number shown gives an approximate radius of accuracy in meters. For example, "55.0m" means that the position shown is accurate within 55 meters. Adjacent to that number, in parentheses, is a phrase that defines the source of the current position fix. This source will be one of the following:

- **Cellular**—The position was obtained from cellular network data.
- **Satellite**—The position was obtained from satellite data.
- **Wi-Fi**—The position was obtained from Wi-Fi network data.
- **IP Address**—The position was obtained from an IP address.
- **Unknown**—The position was obtained from an unknown source.

Show Map

When you tap **Show Map**, Internet Explorer opens and you will see the location of your Tablet PC in Bing Maps.

NOTE: You'll need an active Internet connection to view current Bing Maps data.

Know Your Motion Tablet

Know Your Motion Tablet is a Motion Computing application that provides easy access to R12 documentation and the Motion Support and Tablet PC accessories websites.




Getting Started—Opens the R12 Getting Started Guide, which provides basic information about operating your Tablet PC.

Support—Links to the Motion Computing Support website, which provides information about Motion products, technical support, and customer and professional services.

User's Guide—Enables you to open or save this R12 *User's Guide*.

Accessories—Links to the Motion Computing store, where you can view and purchase accessories for your Motion Computing Tablet PC.

To use Know Your Motion Tablet:


1. Locate the Know Your Motion Tablet tile on the Windows 8.1 Start screen or the Windows desktop.
2. Tap the Know Your Motion Tablet tile  to open the application.
3. Tap the tile for the resource you want to access.

Entering text and using the handwriting panel

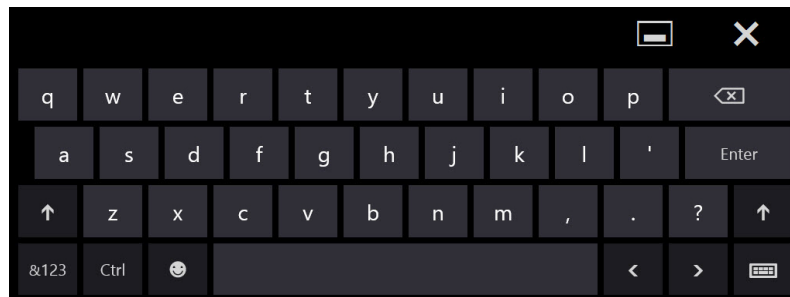
You can use different methods to enter text with your R12 to fit your needs. You can use an on-screen touch keyboard or the handwriting panel. When you write on the handwriting panel, your handwriting converts to digital ink. Digital inking is the process of converting your handwriting to text.

Using the Windows 8.1 on-screen keyboard

To open the on-screen keyboard, either:

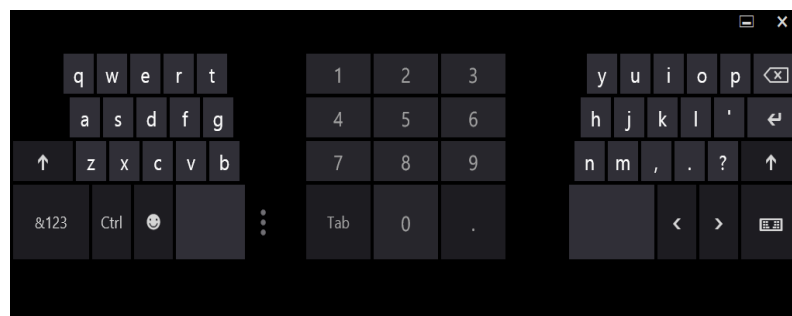
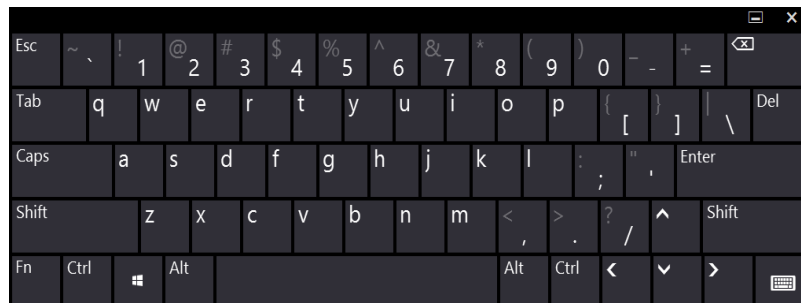
- Tap in a text field or other area where you can type, such as the URL field in a web browser.
- Tap the keyboard icon  in the Windows notification area when you're in the Windows desktop.

The default on-screen keyboard will appear at the bottom of the screen.





In addition to the default on-screen keyboard, Windows 8.1 provides other keyboard layouts for entering text. You can use an expanded keyboard, which provides additional keys or a keyboard that includes a numbers keypad.

TIP: To switch to the keyboard that includes the numbers keypad, tap the **&123** key in the lower left-hand corner of the default keyboard.

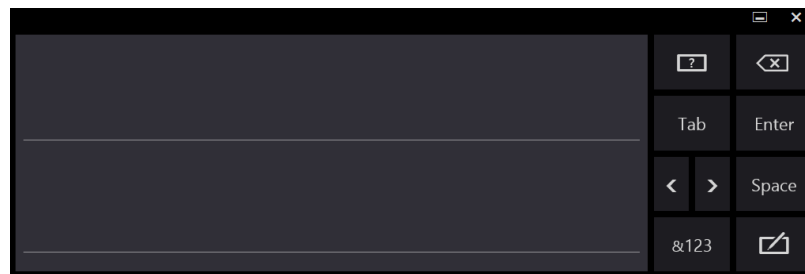


Using the Windows 8.1 handwriting panel

To open the handwriting panel:



1. Tap in a text field or other area where you can type, such as the URL field in a web browser.
2. In the lower right-hand corner of the touch keyboard, tap the keyboard icon  to change keyboards.
3. Tap the handwriting icon .

The handwriting panel will open.



Use your digitizer pen to begin writing in the handwriting panel. Your handwriting will then be converted to text.

TIP: The more you write, the more accurately Windows 8.1 detects your handwriting style.

To close the on-screen keyboard or handwriting panel, tap the close icon  in the upper right-hand corner. To minimize the on-screen keyboard or handwriting panel, tap the minimize icon  in the upper right-hand corner.

You can find other handwriting applications at the [Motion Computing Store](#).

Using the Function buttons

You can use the LED Function buttons on the front of the R12 to perform many functions without having to use the pen. The buttons are customizable, so you can modify their functions to suit the way you work.



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

Configuring the Function buttons

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

To configure the Function buttons:

1. Open Motion Tablet Center.
2. Tap **Tablet PC Settings**.
3. In the Tablet PC Settings window, tap the **Buttons** tab.

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

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

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

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

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

Using the Windows button

The Windows button is located on the front of the R12 at the bottom center. Tap this button to open the Windows Start screen. If you're in the Windows Start screen, tap the button to return to the Windows desktop.



Connect an external monitor

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

TIP: If necessary, install software and drivers for the monitor. See the manufacturer's documentation for more information.

Using the built-in microphones

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

Using the cameras

Your R12 includes both web and documentation cameras.

Using the web camera

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

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

NOTE: Skype™ is available on the Windows Start screen.

Using the documentation camera

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

SnapWorks™ by Motion®

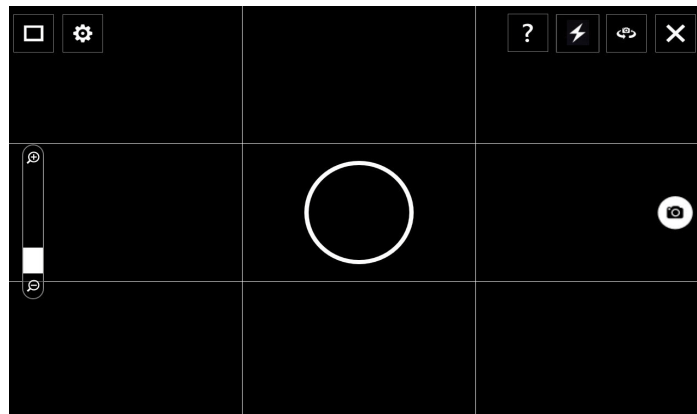
The R12 includes an application called SnapWorks that enables you to shoot, save, edit, email, print, and copy your photos.

Taking a photo with SnapWorks

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





The SnapWorks camera screen is displayed.



2. Point your camera at the subject you want to photograph.


You can use the grid and center circle to help you line up your subject(s).

3. Tap the camera icon  on the right side of the screen or press Function button 2 to take a picture.


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

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


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

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

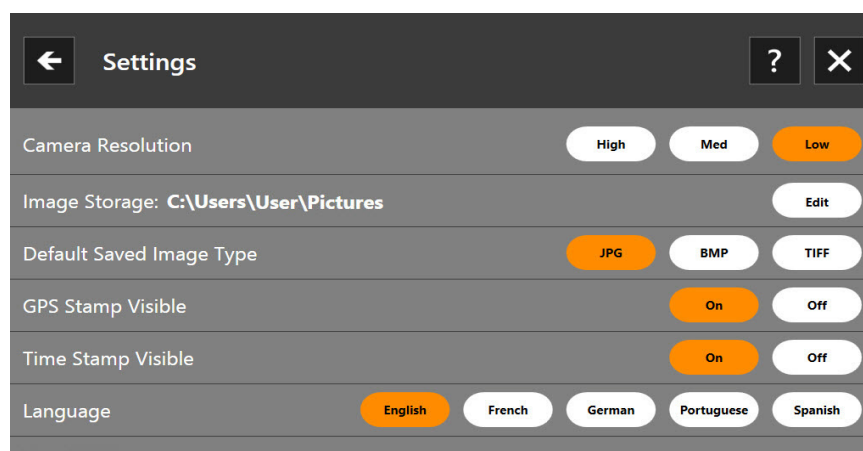
After you take your photo, you can tap the Flip icon again to return to the documentation camera viewfinder.

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



Configuring SnapWorks settings

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


The SnapWorks configuration screen is displayed.

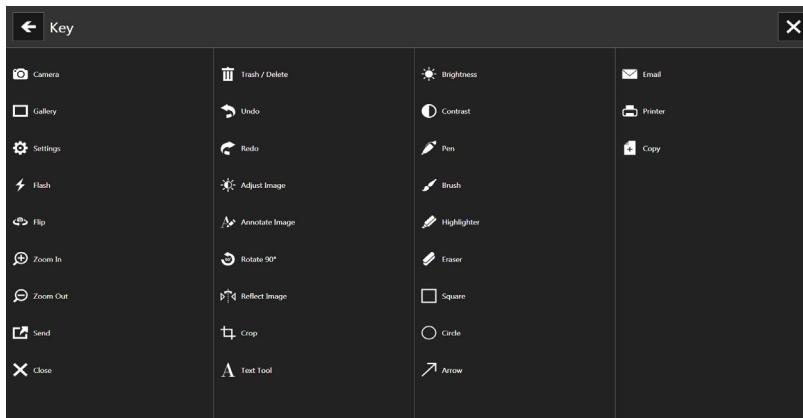


Setting	Description
Camera Resolution	Change the resolution of your photos (Note: These resolution values apply to the documentation camera only.)
Image Storage	Specify the location where your photos are stored.
Default Saved Image Type	Use to select the image format you want to use for your photos.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


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

SnapWorks help

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




Editing a photo in SnapWorks

1. Tap the Gallery icon  in the upper left-hand corner of the screen to open the directory where your photos are stored.


You'll see the most recent photos you have taken.

2. Double-tap the photo you want to edit.


The photo opens and you'll see two icons at the bottom left-hand corner of the screen that you can tap to open the SnapWorks photo editing tools.

3. Tap the Adjust Image icon  to access editing tools to rotate, crop, or create a mirror image of your photo.



You can also make contrast and brightness adjustments to your photo in this screen.

4. Tap the Annotate Image icon  to access editing tools for adding text, handwriting, brush strokes, or highlighting part of your photo.

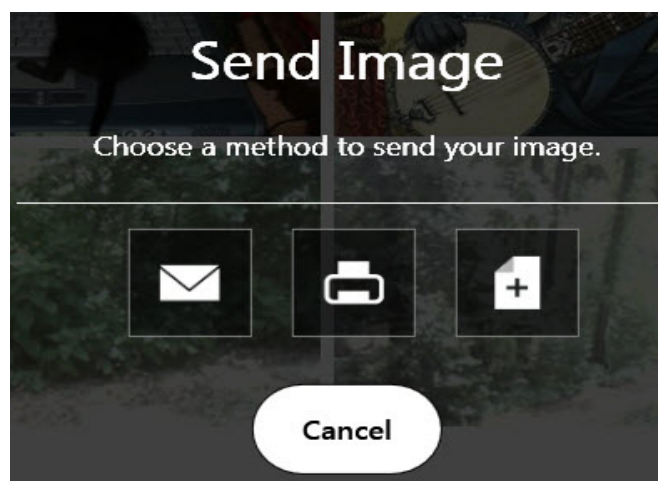
This screen also includes tools for drawing squares, circles, or arrows on your photo as well as a color palette that enables you to change the color of your annotations.




5. When you're finished editing your photo, tap the Camera icon  in the upper left-hand corner of the screen to return to the camera screen.

Sending, printing, and copying your photos

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

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



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

Documentation camera tips

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

Using the SlateMate (optional)

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



Using the barcode scanner

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

The following barcode symbologies are enabled by default:

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

Other barcode types can be enabled by using the EasySet application, which can be installed from C:\Motion\Software\EasySet.

To use the barcode scanner:

1. Open the application that you want to receive the barcode data and place the insertion point in the appropriate field.
2. Aim the scanner lens at the barcode as shown in the photo.
3. Press and release Function button 3 ([page 32](#)). Ensure that the scan beam covers the entire barcode.



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

Barcode scanner tips

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

Using the RFID reader

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

The R12 RFID reader supports the following formats:

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

To access the Motion sample RFID reader application:

1. From the Windows Start screen, swipe up to view **Apps**. Under **Motion Computing**, tap the **Motion RFID Utility** tile.

To use the RFID reader:

1. Open the Motion Computing RFID Demo (MCRFID.exe) utility or the RFID scanning application of your choice.
2. Position the R12 as shown in the photo.
3. Aim the Tablet PC at the RFID tag and ensure that the tag is 1–1.5 inches (25–40 mm) from the RFID antenna scan area.
4. If you're using the Motion Computing RFID Demo utility, tap **Refresh UID and Tag Data**. If you're using another RFID scanning application, initiate the scan as described in the application's documentation.

The Tablet PC beeps to indicate a successful scan. The ASCII and Hex data appear in the RFID Tag Data window.

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



Using the battery

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



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

Checking tablet battery power

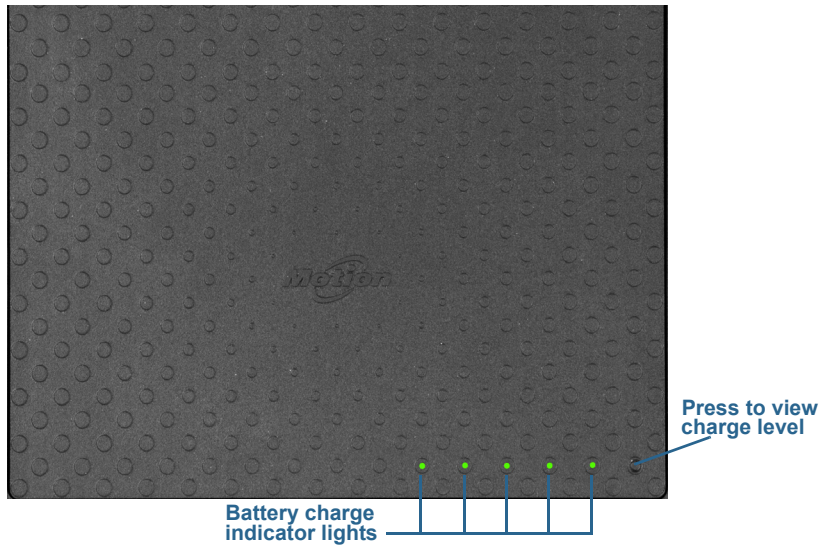
To check the remaining battery power:

- Swipe from the right to open the Charms bar and the battery power indicator is displayed on the screen.

OR

- From the Windows Notification area, tap the power indicator, which changes appearance depending on whether the Tablet PC is plugged in or running on battery.

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

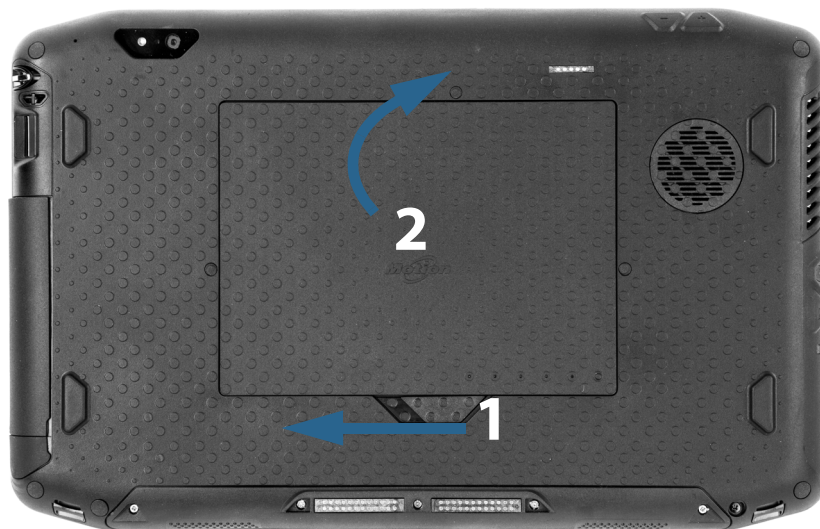


Removing and replacing the battery

Before you remove the battery, ensure that the tablet is plugged in, turned off, or in Hibernate or Sleep mode. If you're hot-swapping the battery ([page 44](#)), you can do so while the tablet is on and running on battery power.

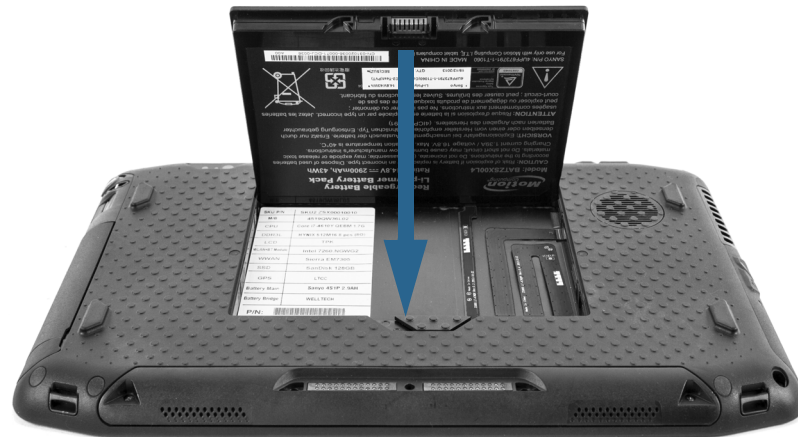
To remove the battery:

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



To replace the battery:

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



Hot-swapping the battery

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

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

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

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

To hot-swap the battery:

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

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

Long-term battery storage

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

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

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

Disposing of used batteries

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

Battery and power management tips

- To lengthen the battery's usable life, use AC power when you can. The battery charges automatically when the tablet runs on AC power.
- For optimal battery life, use AC power when using a USB device such as a DVD player or external hard disk drive.
- When running on battery power, place the tablet in Hibernate or Sleep mode if you're going to leave it unattended for more than a few minutes. For more information on hibernate and Sleep mode, see [Changing how the power button functions](#) on page 46.
- Remember that the display, processor, wireless cards, and accessories all draw on the battery, so adjust properties and disable unused accessories while running on battery power.
- Condition your battery once a month. To condition it, run the tablet on battery power until the battery's charge level drops below 20%.
- Turn off wireless devices when they aren't being used. Open Motion Tablet Center, tap **Wireless Settings**, and then tap the switch under Wi-Fi to turn it off.
- Open Motion Tablet Center, tap **Power**, and turn off the switches beside any unused devices that are currently enabled.

Changing the power plan

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

Power Saver mode consists of the following actions:

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

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

To change the power plan:

1. Open Motion Tablet Center.
2. Tap **Power**.
3. Select a power plan from the list of available plans.

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

Changing how the power button functions

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

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

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

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

To change what happens when the power button is pressed:

1. Open Motion Tablet Center.
2. Tap **Power**.
3. Beside **Power Switch on battery**, select what you want to happen when the power switch is pressed while the tablet is running on battery.

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

Using Mobile Broadband with GNSS

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

Enabling Mobile Broadband with GNSS

Before you can establish a Mobile Broadband connection or use the Mobile Broadband GNSS receiver, you must ensure that Mobile Broadband is enabled in Motion Tablet Center.

NOTE: To reduce power consumption when running only on battery power and when Mobile Broadband with GNSS isn't being used, disable Mobile Broadband in Motion Tablet Center.

To enable Mobile Broadband:

1. Open Motion Tablet Center and tap **Power**.
2. Tap the switch beside **Mobile Broadband** to turn it on.

Using GPS with SBAS

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

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

Using Bluetooth

You can use Bluetooth to connect to accessory devices or other computers. The devices can communicate with each other when they are in range.

To access Windows 8.1 bluetooth settings:

1. Swipe in from the right side of the screen and tap **Search**.
2. Type **bluetooth** in the search field and then tap **Bluetooth settings**.
3. Make sure the Bluetooth device is discoverable according to the device manufacturer's instructions. When a Bluetooth device is discoverable, it's visible to other Bluetooth devices within range.
4. Tap **Add Bluetooth device** in the search results.
5. Follow the on-screen instructions

TIP: To make your R12 visible to other devices, type **bluetooth** in the search field and then tap **Change Bluetooth settings** in the search results. In the **Options** tab, select **Allow Bluetooth devices to find this PC**.

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.



To use your fingerprint to log on to your Tablet PC:

1. Swipe in from the right side of the screen and tap **Search**.
2. Type **sign** in the search field and then choose **Sign-in options** from the search results.
3. Tap **Add** in the Fingerprint section of the Account settings screen and follow the instructions.

Fingerprint reader tips

- Be consistent. Hold your finger and scan at the same angle each time. For example, if you enroll your finger with your hand open, hold your hand this way each time you scan.
- The scanner is bi-directional. You can move your finger from right to left or left to right.
- Read the prompts carefully and ensure that you wait for the prompt before you swipe.
- Swiping too quickly or too slowly can make a capture unsuccessful. Change the swipe speed until you learn what speed works best.
- When scanning, press hard enough to fully contact the sensor.
- Rub your fingers together to stimulate the natural skin oils so your fingerprint is easier to detect. Conversely, wipe dirt or debris off your finger before scanning it so nothing interferes with the scan.
- If you're having trouble enrolling a specific finger, enroll a different finger.
- If you're repeatedly having trouble getting a good scan, you may need to clean the sensor. See [Cleaning the fingerprint reader](#) on page 59.

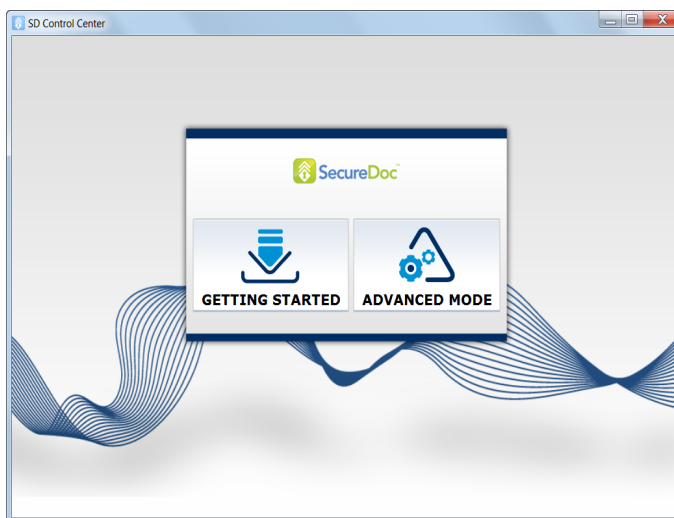
Using WinMagic® SecureDoc™

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

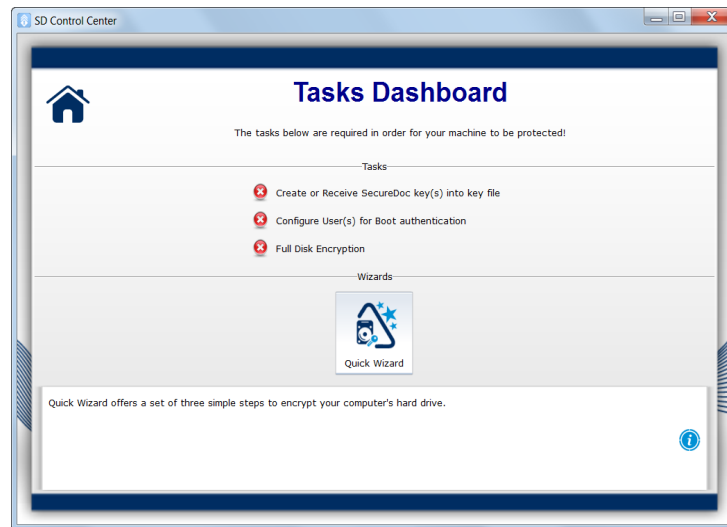
To enable WinMagic SecureDoc:

1. From the Windows Start screen, swipe up to view **Apps**. Under **SecureDoc Disk Encryption**, tap the **SecureDoc Control Center** tile.

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



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



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

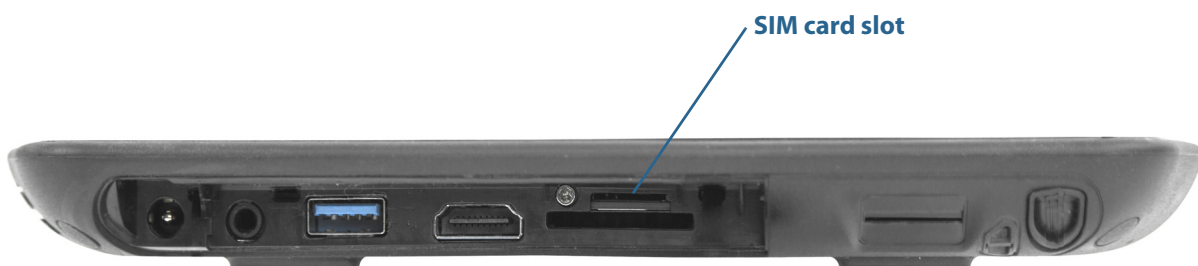
For more information about WinMagic SecureDoc, go to <http://www.winmagic.com/products/full-disk-encryption-for-windows>.

Using the SIM card reader

The SIM card slot holds one 3FF card or Micro-SIM card SIM card, for use with the Mobile Broadband option. Contact your service provider for additional information.

To insert a SIM card:

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



3. Push the SIM card with the notched side toward the tablet and the contacts facing down into the slot until it clicks into place.

To remove a SIM card:

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

Using the SD card reader

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

To insert an SD card:

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



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

To remove an SD card:

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

Locating your serial number

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

- White label underneath the battery, which is located on the back of the tablet. The number begins with “S/N.” To remove the battery, see [Removing and replacing the battery](#) on page 43.
- Windows Start menu—right-click the Windows icon on the taskbar on the Windows Desktop then select **System**.
- Motion Tablet Center—in the Tablet screen, the serial number is listed beside **System Serial Number**:
- BIOS setup utility

To locate your serial number from the Start menu:

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

Backing up your system

To protect against loss or accidental deletion, schedule backups to occur automatically on a regular basis. Windows 8.1 has a backup tool called File History that you can use to configure what you want to backup 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 and Contacts and files on your Windows 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.

To schedule backups with File History:

1. Swipe in from the right edge of the screen and tap **Search**.
2. Type **backup** in the search box and then choose **Save backup copies of your files with File History** from the search results.
3. The File History window opens and will display any external drives connected to your PC. If you want to specify another location for your backups such as a network drive, tap **Select Drive** in the left-hand panel.

4. Tap **Advanced Settings** to modify the way that File History works.
 - **Save copies of files**—the default setting for backups is hourly back-ups, but you can vary this period from 10 minutes to 24 hours.
 - **Size of offline cache**—use this option to set a limit on the amount of disk space used for backups.
 - **Keep saved versions**—specify how long you want to keep old versions of your files.
5. Tap **Turn on**.
6. To restore files, tap **Restore Personal Files** in the File History window and follow the instructions.

Restoring your system

Windows 8.1 includes specialized tools for restoring your system in case of issues or system failure. This section covers:

- Creating a recovery image to use to restore your computer if necessary
- Using the recovery image to boot your system and easily access a number of recovery and troubleshooting tools that you can use if you encounter any issues with your Windows 8.1 installation
- Performing a System Restore

Creating a Windows 8.1 recovery drive

Once you've set up your R12, you should create a recovery drive. A recovery drive will allow you to boot your system and easily access a number of recovery and troubleshooting tools that you can use if you encounter any issues with your Windows 8 installation.

Before you begin, you'll need a 16GB USB flash drive.

NOTE: When you create a recovery drive, this will erase anything already stored on your USB flash drive. You should transfer any important data to another storage device before creating a USB recovery drive.

Create a USB recovery drive

To create a USB recovery drive:

1. Swipe in from the right edge of the screen and tap **Search**.
2. Type **recovery** in the search box and then choose **Create a recovery drive** from the search results.
3. Tap **Yes** when asked if you want to allow the following program to make changes to your computer.
4. In the next window, leave the checkbox selected and then tap **Next**.
5. Follow the steps in the Recovery Drive wizard.

Microsoft's website provides additional information about creating a Windows 8.1 USB recovery drive:

<http://windows.microsoft.com/en-us/windows-8/create-usb-recovery-drive>.

Using the Windows 8.1 recovery drive

If you have issues with your Windows 8.1 installation, you can boot from the recovery drive you created to access recovery and troubleshooting tools.

NOTE: A Recovery Drive is *bit specific*—if you create a Recovery Drive in a 64-bit version of Windows 8.1, you can't use that drive to boot up and repair a 32-bit version of Windows 8.1. Likewise, you can't use a 32-bit Recovery Drive to boot up and repair a 64-bit system.

To use the recovery drive:

1. Insert the recovery drive in the USB port and power on your Tablet PC.

The Windows logo is displayed for few moments and you'll then be prompted to choose a keyboard layout. If you don't see your keyboard layout on this first screen, tap the **See more keyboard layouts** link until you find one that fits.

2. On the following screen, tap the **Troubleshoot** tile to access the tools on the recovery drive.

Three tiles are displayed on the following screen: **Refresh your PC**, **Reset your PC**, and **Advanced options**.

3. Tap **Refresh your PC** if you want to perform a fresh install of Windows 8.

If you select this option:

- Your files and personalization settings won't change.
- Your PC settings will be changed back to their defaults.
- Apps from Windows Store will be kept.
- Apps you installed from disks or websites will be removed.
- A list of removed apps will be saved on your desktop.

4. Tap **Reset your PC** if you have backed up all of your data and you want to reinstall a fresh copy of Windows 8.1. In this case, your system will return to the same condition it was in when you started Windows 8.1 for the first time.

5. Tap **Advanced options** to access tools that you can use to recover your damaged Windows system:

- **System Restore**—restores all system files and settings to the state they were in when the last restore point was created. All your data will remain intact.
- **System Image Recovery**—select this option to the Windows 8.1 recovery drive you created to perform a complete restoration of your entire system. All your current programs, system settings, and files will be replaced with the versions that were current when you made the recovery image.
- **Automatic Repair**—this option scans your system and analyzes the various settings, configuration options, and system files to find corrupt files or issues with

configuration settings. If it detects any of these problems, it automatically attempts to fix them so that your system can boot normally.

- **Command Prompt**—use this tool to access the command line tools.

Note: This option is for advanced users only.

6. Select the option that best fits your needs and follow the instructions displayed on your screen.

Using System Restore

System Restore is a recovery feature in Windows 8.1 includes that allows you to restore your computer to a previous state. This is useful if you have issues with your Tablet PC and you can't determine the cause. Windows 8.1 automatically creates restore points whenever you make changes to your system such as installing applications. These restore points include crucial operating system files and certain parts of the registry that could be altered by the pending change operation.

If you experience problems with your system, you can use these restore points to restore your system to a previous state prior to changes being implemented. You can also create a restore point manually before you make changes to your system.

To manually create a System Restore point:

1. Swipe in from the right edge of the screen and tap **Search**.
2. Type **restore point** in the search box and then choose **Create a restore point** from the search results.

The System Protection tab of the System Properties control panel is displayed.

3. Tap **Create** and name your restore point when prompted.
4. Tap **Create**.

The restore point creation process begins.

To use System Restore to restore your system:

1. Swipe in from the right edge of the screen and tap **Search**.
2. Type **restore point** in the search box and then choose **Create a restore point** from the search results.

The System Protection tab of the System Properties control panel is displayed.

3. To restore your computer, tap **System Restore** and the main screen for System Restore opens. Tap **Next** and you'll see a list of available restore points that you use to restore your system.
4. Select the restore point you want to use and follow the instructions on the next screens.

Finding other software

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

Caring for your R12

3

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



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

General care

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

Caring for the display

Follow these suggestions to keep your display clean:

- Clean fingerprints and smudges from the display surface by wiping it with the cloth provided.
- If liquid is spilled on the display, wipe it up immediately with a soft cloth like the one provided with the tablet.
- Use only the R12 pen or your finger to write on the display. Any other object could damage the display surface.
- Protect the display surface from unnecessary contact by using a case when transporting the Tablet PC.
- Cover the display with a protective display film.
- Avoid exposing the display to direct sunlight for long periods of time.
- You can also purchase protective display films as well as protective cases from the [Motion Computing Accessories](#) page.

Caring for the pen

If you use a digitizer pen with your tablet:

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

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

Replacing pen tips

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

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

To replace the pen tip:

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

Cleaning the fingerprint reader

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

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



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

Caring for the tablet battery

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

For more information about batteries, see [Using the battery](#) on page 42.

Traveling with your R12 Tablet PC

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

- Put the Tablet PC in a case to protect the display. Motion Computing sells a variety of cases for the R12. You can purchase one at the [Motion Computing Accessories](#) page.
- Store the pen in the pen bay located on the right side of the tablet.
- Pack the Tablet PC securely in a briefcase or hand-carried luggage and keep it separate from toiletries, liquids, and food. Don't pack it in checked luggage.
- Before extended use in the field or long trips away from AC power, adjust the power properties to maximize battery conservation. See [Changing the power plan](#) on page 46.
- For international travel, use the appropriate power cord for your destination's electrical outlets. You don't need to buy a voltage converter; the Motion AC adapter will automatically adjust to different voltages.
- You may want to carry proof of ownership or a merchandise passport when traveling internationally.
- Consult your insurance and credit card companies to learn about emergency travel assistance in case your Tablet PC becomes lost or disabled.
- Don't carry your tablet through a metal detector.
- Turn off the Tablet PC or place it in Hibernation mode for airplane takeoff and landing.

TIP: Check with your airline for exact rules on using your Tablet PC and Wi-Fi while traveling. If required, you can disable all of your wireless devices using Motion Tablet Center. To disable the wireless devices, open Motion Tablet Center, tap **Wireless Settings** in the **Tablet** screen, and tap the switch under **Airplane mode** to turn it on.



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

R12 Troubleshooting and FAQs

4

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



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

Troubleshooting

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

Power issues

The tablet doesn't shut down

- An application might have stopped responding. Use Task Manager to manually stop the application. Press the Security button  and select **Start Task Manager**. Select the application that isn't responding and end the task. You can also press and hold the power button  for five seconds to force the tablet to shut down. However, this isn't recommended.
- If the tablet doesn't shut down after holding the power switch for five seconds, do the following:
 1. Unplug the power adapter.
 2. Remove the battery (see [Removing and replacing the battery](#) on page 43).
 3. Press the **Volume+**, **Power**, and **Security** buttons simultaneously.
 4. Replace the battery and re-start the Tablet PC.

The tablet won't enter Hibernate mode

- Hibernate mode might not be enabled. Enable hibernation by adjusting the power button behavior from Motion Tablet Center. See [Changing how the power button functions](#) on page 46.

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

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

The power button is blinking but nothing is happening

- The tablet is in Sleep mode. Press the power button to wake up the tablet. To power off the tablet completely, you can press and hold the power button for about five seconds. However, this isn't recommended. To power off the tablet under normal conditions, swipe in from the right side of the screen, tap **Settings**, tap the power button, and select **Shut down**.

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

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

Battery issues

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

- Hot or cold conditions can adversely affect the battery charge. Use AC power if you're operating the tablet in these conditions.
- Accessory devices such as a DVD player and applications that make heavy use of the hard drive can drain the battery more quickly. Remove the accessory devices or use AC power if possible.
- Use Motion Tablet Center to enable the Power Saver Plan. Open Motion Tablet Center, tap **Power**, and then select **Power Saver** from the list of power plan choices.
- Condition the battery once a month by using the tablet on battery power and allowing the battery charge to drop below 20% before connecting the battery to AC power.
- The battery may be weakening. Use a different battery if possible.
- For other battery optimizing tips, see [Battery and power management tips](#) on page 45.

Display issues

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

- The tablet may have expanded the desktop beyond the display area of the Tablet PC display when it was connected to the external monitor. Swipe in from the right of the

screen, tap **Search**, and type **projector** in the Search field. Select **Project to a second screen** from the list of search results. Select the **PC screen only** option.

- The display resolution might not match the native resolution of the LCD. You can use other display resolutions, but you will get the best display quality when the display resolution matches the native resolution of the LCD. For more information, swipe in from the right side of the screen and tap **Search**, type **change resolution** in the search field and then tap **Change the screen resolution**.

The display is too dim

- The display brightness may be set too low. Use Motion Tablet Center to brighten the display. Open Motion Tablet Center, tap **Power**, tap **Advanced**, and then move the brightness slider to the desired level.

The display is unreadable or distorted

- The screen resolution and color quality may not be set correctly. Use Windows Display Properties to reset the display settings. Open Control Panel, tap **Display**, tap **Adjust resolution** in the left pane, and 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. Swipe in from the right side of the screen and tap **Search**. Type **driver** in the search field, and select **Update device drivers** from the search results. In the Device Manager window, expand **Display adapters**. Select the adapter and select **Action > Update Driver Software**. Follow the on-screen instructions.

Touch or pen issues

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

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

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

- Configure touch settings on the desired display. Open Motion Tablet Center and tap **Tablet PC Settings**. Tap the **Display** tab, then tap **Setup** next to next to **Configure your pen and touch displays**. Tap **Pen input** or **Touch input** depending upon the type of input you want to use on the display. Follow the on-screen instructions.
- To configure display options, open Motion Tablet Center and tap **Tablet PC Settings**. Tap the **Display** tab, select the display you want to configure from the drop-down list and then tap **Calibrate**. Tap **Pen input** or **Touch input** depending upon the type of input you want to use on the display. Follow the on-screen instructions.

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

- Try adjusting how you hold the pen. Avoid resting your finger on the function button. You can also disable the function button. Open Motion Tablet Center and tap **Pen and Touch**. Tap the **Pen Options** tab, and deselect the checkbox beside **Use the pen button as a right-click equivalent**.

The pen function button doesn't work

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

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

- Connect a keyboard to the tablet to continue.

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

- The pen may need to be calibrated. Open Motion Tablet Center and tap **Tablet PC Settings**. Tap the Display tab and tap **Setup** beside **Configure your pen and touch displays**. Follow the on-screen instructions.

Ports and connectors issues

The tablet doesn't recognize the USB device

- Windows may take a short time to recognize the USB device. Wait a few moments to see if the device is recognized.
- The device may not be connected properly. Check the connection and ensure it is inserted properly into the USB port.
- The correct driver might not be included with Windows 8.1. Check the manufacturer's website for a current driver.

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

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

Network issues

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

- Disable the desired wireless adapter from Motion Tablet Center. Open Motion Tablet Center, Tap **Wireless Settings** in the **Tablet** screen. The Windows Networks menu opens. Tap the wireless network you want to disable and tap **Disconnect**.

I can't connect to a wired Ethernet network

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

Wi-Fi issues

I can't connect to a Wi-Fi network

- Your R12 may not have located a Wi-Fi network. Open Motion Tablet Center and tap **Wireless Settings**. Ensure that the switch for Wi-Fi is set to **On**. Select the network to which you want to connect from the list of available networks.
- You may not have access to the network. Obtain a user name and password from a network administrator.
- Your tablet's security settings may prevent a connection. For example, the network may not be broadcasting the network name (SSID) or encryption may be required. Check with your system administrator.

Bluetooth issues

I can't connect to a Bluetooth device

- Ensure that Bluetooth is enabled. Open Motion Tablet Center, and tap **Power**. Ensure that the switch beside Bluetooth is set to **On**.
- Swipe in from the right side of the screen and tap **Search**. Type **bluetooth** in the search field and then tap **Bluetooth settings** in the search results. Tap **PC and devices** and then tap **Bluetooth** in the left pane of the screen. Ensure that the switch beside Bluetooth is set to **On**.
- Your Bluetooth device is out of range. The Bluetooth devices are designed for short-range communication and can connect at distances up to 33 feet (10 meters).

No other Bluetooth device can detect the R12 tablet

- Ensure that your R12 is visible to bluetooth devices. To make your Tablet PC visible to other devices, type **bluetooth** in the search field and then tap **Change Bluetooth settings** in the search results. In the **Options** tab, select **Allow Bluetooth devices to find this PC**.

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

- Ensure that the Bluetooth device you're adding is discoverable. See the device's manufacturer's instructions for more information.
- Ensure that the Bluetooth device battery is charged.
- If the tablet still can't detect the Bluetooth device, contact the device manufacturer for assistance.

Bluetooth wireless tips

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

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

Mobile Broadband with GNSS issues

I can't connect to a mobile broadband network

- A mobile broadband network requires you to have a data plan from a cellular network provider.
- You may need a SIM card from your network provider (see [Using the SIM card reader](#) on page 50).

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

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

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 may 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 may have been overwritten. If you install a third-party audio device (such as a USB or Bluetooth device), the integrated audio may stop

working. If this happens, reinstall the audio drivers. After you install these, if you still have issues with audio, contact your system administrator or service provider.

System issues

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

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

The tablet seems to be operating slower than usual

- Reboot.
- The hard drive may 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 traditional hard drives, SSD drives such the one installed in the R12, see no performance benefit from traditional HDD defragmentation tools. Using these tools simply adds unnecessary wear to the SSD. It is recommended that you disable any automatic or scheduled defragmentation utilities on your tablet.

I want to make my tablet run faster

- Change the Power plan to **High Performance** from Motion Tablet Center (see [Power settings](#) on page 25). These setting can be accessed from the Power screen.
- Adjust your Windows performance settings. Type **performance** in the search field and then select **Adjust the appearance and performance of Windows**.

Frequently asked questions

How can I make the battery charge last longer?

- By default, the power plan for the R12 is a balance between optimal performance and a long battery charge. If you want the tablet to run longer between charges, use the **Power saver** power plan. Open Motion Tablet Center, tap **Power**. Select **Power saver** from the list of power plan options.
- Set the display to the dimmest level you're comfortable viewing. Use Motion Tablet Center to dim the display. Open Motion Tablet Center, tap **Power**, tap **Advanced**, and then move the brightness slider to the desired level.
- Disable any unused devices. Open Motion Tablet Center, tap **Power**, and turn off the switch beside any devices you're not using.
- Stop unnecessary background applications and processes.

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

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

How do I clean the display screen?

- To clean the display screen, wipe it with a soft cloth (like the one supplied). Don't spray cleaners, pour any liquid, or wipe any abrasive cleaner on the screen or any surface of the Tablet PC. Don't use tissues or paper towels to clean the screen. They contain wood fibers that may scratch the surface.

Will scratches affect the performance of the display or digitizer?

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

How sensitive is the screen to various elements?

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

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

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

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

- Open Motion Tablet Center (see [Motion Tablet Center](#) on page 20), tap **Tablet PC Settings**, and then tap the **Other** tab. You can select left- or right-handed, which will change where the menus appear on the screen.

How can I stop the display screen from rotating automatically?

- Swipe in from the right side of the screen and tap the Screen icon. Tap the icon at the top of the slider to lock the screen and prevent it from automatically rotating. To enable automatic rotation, tap the icon again.

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

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

Where can I learn more about my R12?

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

Can I recycle my old computer?

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

Index

A

- Airplane mode 23
- ambient light sensor 9
- audio
 - drivers 67
 - troubleshooting 66
- audio in/out port 12

B

- backing up your system 52
 - File History 52
- barcode scanner 39
- battery
 - checking status 42
 - conditioning 59
 - health 59
 - hot-swapping 44
 - optimizing 45, 67
 - swapping 44
 - tips 45
 - troubleshooting 62
 - using 42–45
- battery gauge charging indicator 13
- BIOS password 67
- blinking power button 62
- Bluetooth 48
 - discovery 65
 - setting up 66
 - tips 66
 - troubleshooting 65
- brightness
 - adjust 27
- buttons
 - configuring 23
 - using 32

C

- camera
 - help 37
 - settings 36
- cameras 34
 - documentation camera 34
 - web camera 34

- care and maintenance
 - display 58
 - fingerprint reader 59
 - general care 57
 - pen 58
 - replacing pen tips 58
 - tablet pen 58
- checking battery status 42
- cleaning
 - fingerprint reader 59
- cleaning the display 58
- Compass 28
- Computrace® Complete 8
- configuring
 - Function buttons 32
- connecting
 - display monitor 17
 - docking station 17
- Corning Gorilla glass 6
- customizing Function buttons 23, 32

D

- disable unused devices 26
- Discrete GPS receiver with WAAS, EGNOS, and MSAS 7, 47
- display
 - care and cleaning 58
 - connecting external 17
 - orientation 68
 - scratch resistance 6
 - scratches 68
 - troubleshooting 62
 - turning off automatic rotation 68
- disposing of used batteries 45
- docking station 17
- documentation camera 11, 34
 - light 11
- downloads, free 56

E

- Esc button
 - configuring 32
- external monitor 33

F

- features
 - optional 7
- fingerprint reader 12, 48
 - tips 49
- flicks settings 21
- free downloads 56
- front panel buttons
 - configuring 23
- Function buttons 32
 - configuring 32
 - Function button 1 9, 32
 - Function button 2 9, 32
 - Function button 3 9, 32
 - using 32

G

- Gorilla glass 6
- GPS
 - using 47
- GPS receiver 7

H

- handwriting panel 29, 31
- HDMI Port 12
- hibernate 62
 - about 46
- Hibernate mode 16
- hot-swapping the battery 44

I

- integrated microphones 34

K

- keyboard 68
 - Windows 8 on-screen 30
- Know Your Motion Tablet 20, 28
 - Accessories 29
 - Getting Started 29
 - Support 29
 - User's Guide 29
- knowledge base 68

L

- left- or right-handed options 23
- left-handedness 68
- Location Services 28
- locking the tablet 15

M

- microphone
 - rear 11
- microphones 34
 - front 9
 - using 34
- mobile broadband
 - connecting to 23
- mobile broadband with GNSS
 - troubleshooting 66
- mobile Broadband with GNSS module 7
- mobile Broadband with GPS module 47
- Motion Computing applications
 - Know Your Motion Tablet 28
 - Motion Tablet Center 20
- Motion Computing Store 31
- Motion Optimized power plan 26, 46
- Motion Tablet Center 20
 - Advanced settings, Power 27
 - Advanced settings, Tablet 25
 - Compass 28
 - flicks settings 21
 - Location Services 28
 - pen and touch settings 21
 - power settings 25
 - sensors settings 27
 - Show Map 28
 - Tablet PC settings 22
 - tablet settings 21
 - touch settings 22
 - using 20
 - Wireless settings 23, 24

O

- optimization
 - battery 45
 - power plan 26, 46
- optional features 7, 8
 - Computrace® Complete 8
 - mobile broadband with GPS 7
 - security 7
 - TPM 8

P

- pen
 - care and maintenance 58
 - taking care of 58
 - troubleshooting 63
- pen and touch display
 - configure 22, 63

- pen and touch settings 21
- pen bay 12
- pen tether 17
- pen tether anchor 12
- power adapter port 12
- power button 46
 - blinking 62
 - change behavior 27
- power plan
 - change 26
 - create 27
 - customize 27
 - Motion Optimized 26, 46
 - Power Saver 67
- power settings 25
- Power Switch on battery or plugged in 46

R

- R12
 - locating serial number 51
 - overview 9
 - back view 11
 - front view 9
 - left view 12
 - right view 12
 - setting up 13
- recovery drive
 - creating 53
 - refresh your PC 54
 - reset your PC 54
 - using 54
 - using a Windows 8 recovery drive 54
- recovery image 16
- recycle old computer 68
- refresh your PC 54
- removing the battery 43
- replacing pen tips 58
- replacing the battery 43
- reset your PC 54
- restoring your system
 - creating a Windows 8.1 recovery drive 53
 - using system restore 55
 - using the Windows 8 recovery drive 54
- rotating the display 68

S

- scratch resistance 6
- scratches 68

- screen
 - orientation 23
 - rotation 23
- screen. See display 68
- SD card reader 51
- SD card slot 12
- security 7
- sensor settings 27
 - Compass 28
 - Location Services 28
 - Show Map 28
- serial number
 - finding your tablet's 52
- setting up
 - Bluetooth 66
 - docking station 17
 - external monitor 17
 - optional setup tasks 16
- Show Map 28
- Shut down 62
- shut down 46
- SIM card reader 50
- SIM card slot 12
- sleep
 - about 46
- Sleep mode 16
- SnapWorks™ by Motion® 35
 - configuring settings 36
 - copying a photo 38
 - editing a photo 37
 - help 37
 - printing a photo 38
 - sending a photo 38
 - taking a photo 35
- software solutions 56
- speaker 66
- swapping batteries 44
- system image 16
- System Restore 55

T

- Tablet & Pen Settings 32
- tablet PC
 - Motion Computing applications 20
 - optional features 7
 - shutting down 46
 - software 56
 - training tutorials 68
- Tablet PC settings 22
- tablet settings 21

- taking a photo 35
- text
 - entering 29
- touch
 - pointer, adjusting 22
 - pointer, show or hide 22
 - troubleshooting 63
- touch settings 22
- touchscreen display 10
 - caring for 58
- TPM 8
- training classes
 - corporate 68
- training tutorials 68
- traveling with your tablet PC 60
- troubleshooting
 - audio 66
 - battery 62
 - display 63
 - input 63

U

- USB
 - troubleshooting 64
- USB port 12

- using
 - microphones 34
 - power plans 46
 - sleep mode 46
- using a Windows 8 recovery drive 54

V

- volume buttons 11

W

- web camera 10, 34
 - light 10
- Wi-Fi
 - troubleshooting 65
- Windows Home button 10, 33
- Windows Power Options 27
- Windows Security button 15
- WinMagic® SecureDoc™ 8, 49
- wireless
 - connecting to 24
- wireless network
 - connecting to 14
 - troubleshooting 64
- wireless settings 23