

3.4.2.5 Hibernate

The fifth tab on the **Power Options Properties** menu displays the **Hibernate** menu, which provides the option to **Enable hibernation**.

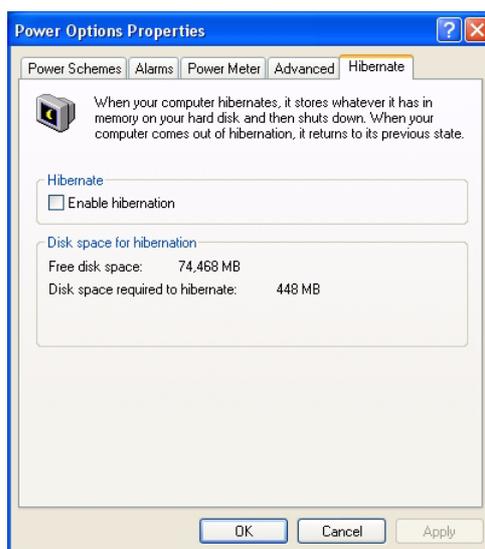


Figure 3.20 Hibernate

3.4.2.5.1 Hibernate check box

Selecting the **Enable hibernation** check box activates the hibernation function. It is intended to preserve data that is currently active in the SDRAM memory, by saving it to the hard disk drive before placing the computer into hibernation. Whenever the computer is brought out of hibernation, it restores the data to its previous locations, and the whole computer resumes its previous state of activity.

3.4.2.5.2 Disk space for hibernation

This box displays the **Free disk space** presently available on the computer and the amount of minimum disk space required to activate the **Hibernate** function.

3.5 Image Version

The **Image version** menu displays information about the status of the OS that is currently installed on the MARS-3100R/S. Normally, the OS is **Microsoft Windows XP Embedded Service Pack 2**. The data displayed here also details the current version of BIOS installed in the system, and its build date.

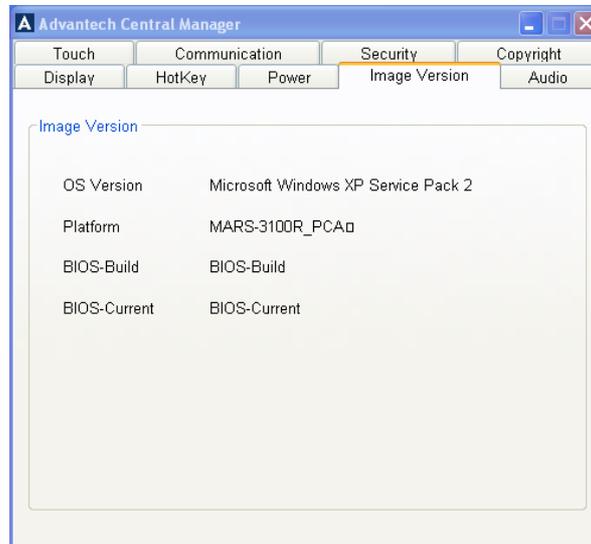


Figure 3.21 Image version

3.6 Audio

The **Audio** menu displays two slider controls to adjust the volume of the speaker and the microphone. To make basic adjustments, place the pen on the slider button and move it up or down.

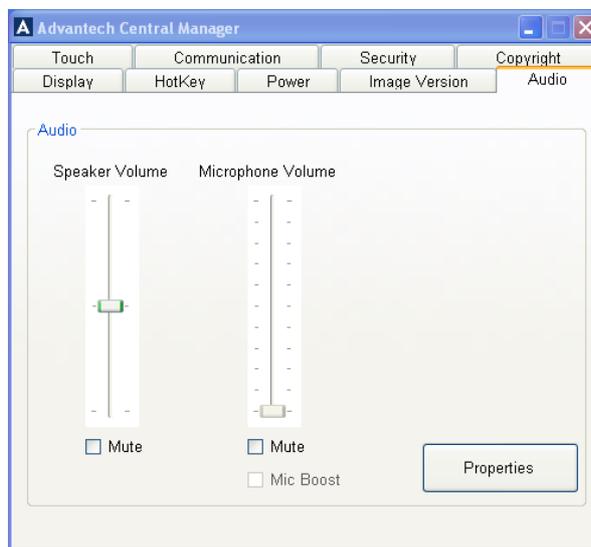
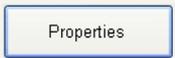


Figure 3.22 Main audio menu

3.6.1 Sounds and Audio Devices Properties

The MARS-3100R/S supports a variety of precise audio settings.

- **Audio devices**
- **Volume**
- **Sounds**
- **Voice**
- **Hardware**

Click **Properties**  on the main **Audio** menu of the **Central Manager** to open the **Sounds and Audio Devices Properties** menu.

3.6.1.1 Audio devices

The third tab on **Sounds and Audio Device Properties** displays the **Audio** menu,



Figure 3.23 Audio menu

Three **Audio Device** settings are displayed on the menu.

- **Sound playback**
- **Sound recording**
- **MIDI music playback**

3.6.1.1.1 Sound playback

The **Sound playback** control sets the hardware device that controls audio signal processing. By default, the system is set to use the Realtek AC97 Audio chipset built into the motherboard. However, if any external audio device or card is added to drive audio processing, then it is possible to select the device from this menu.

Sound playback displays two important controls for fine-tuning the hardware audio device controller.

- **Volume**
- **Advanced audio settings**



Figure 3.24 Volume and advanced buttons

3.6.1.1.2 Volume

Click the **Volume** button to access the **Volume Control** sub-menu. Five settings may be adjusted for the sound playback device. The volume and balance of software and external devices is controlled with sliders using the pen.

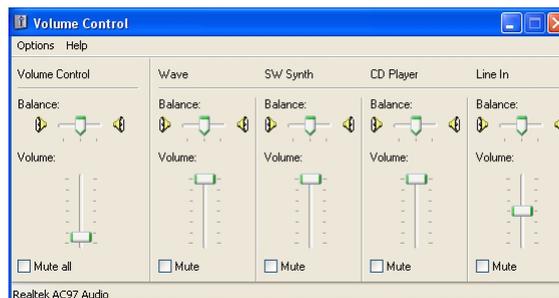


Figure 3.25 Playback volume control

3.6.1.1.3 Advanced audio properties

Two properties are controlled from the **Advanced audio properties** sub-menu.

■ Speakers

- The **Speakers** menu permits quick configuration of speakers, according to the number and type of speakers connected to the computer.
- The drop-down list for **Speaker setup** control displays a variety of options; select the arrangement most suited to the type of speakers already installed.

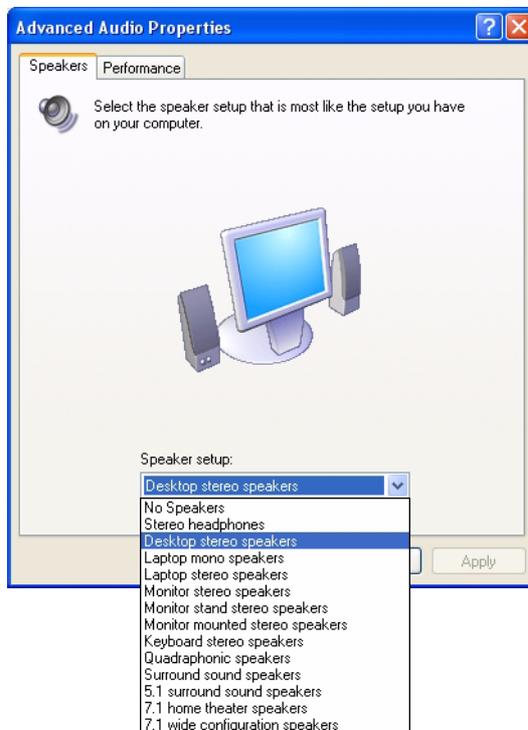


Figure 3.26 Speaker properties

■ Performance

- The **Performance** menu displays **Audio playback** controls for adjusting the **Hardware acceleration** and the **Sample rate**. By default, both are set to the maximum possible allowance. This setting devotes more system resources to the quality of audio playback. Normally, it will not be necessary to adjust these features unless the system has trouble playing back audio. Click **Restore defaults** to reset the system defaults to maximum.

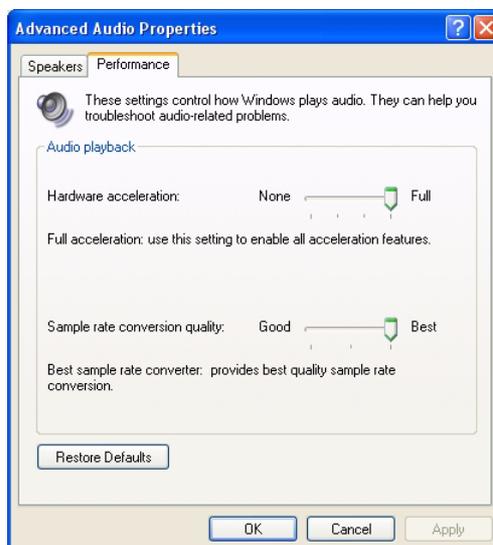


Figure 3.27 Performance properties

3.6.1.1.4 Sound recording

The **Sound recording** control on the **Audio** menu control permits fine-tuning of the recording device. By default, the system device is the onboard Realtek AC97 chipset.

Sound recording also displays an important control for fine-tuning hardware devices that may be connected via the device controller.

■ Volume



Figure 3.28 Sound recording menu

- Click the **Volume** button to access the **Recording controls** sub-menu. Four types of volume settings may be adjusted for sound recording devices, **TV Tuner**, **CD Player**, **Line In** and **Microphone**.

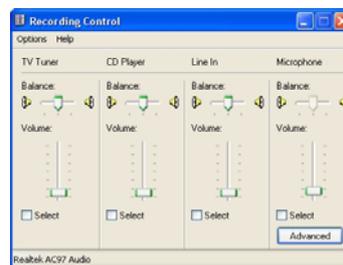


Figure 3.29 Recording controls

- Click **Advanced** on the **Recording Control** sub-menu to access the **Advanced Controls for Microphone** sub-menu.
 - **Tone Controls:** Adjust the bass and treble sensitivity of the microphones.
 - **Other Controls:** The audio device supports **1 Mic Boost**. Select the check box to activate this effect.



Figure 3.30 Advanced controls for microphone

3.6.1.1.5 MIDI music playback

The **MIDI music playback** control permits selection of the hardware device that controls MIDI signal processing. By default, the system is set to use the **Microsoft GS Wavetable SW Synth**.

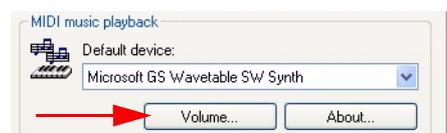


Figure 3.31 MIDI music playback

MIDI music playback also displays a **volume control** sub-menu that is identical to the **Playback volume control**; (See *Figure 3.25*) for fine-tuning MIDI devices.

3.6.1.2 Volume

The first tab on **Sounds and Audio Device Properties** menu displays the **Volume** menu for the current audio controller. By default, this device is a Realtek AC97 Audio chipset.

Two **Volume** settings are displayed on the menu.

- **Device volume**
- **Speaker settings**

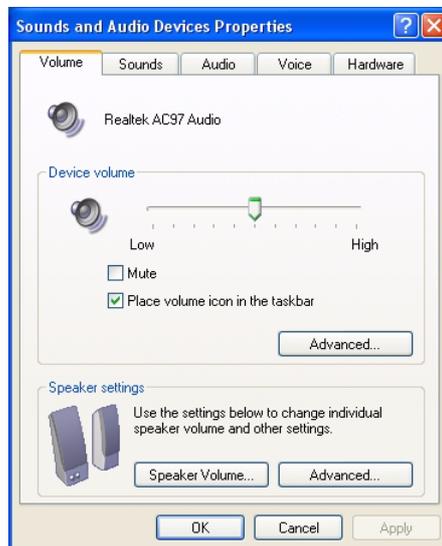


Figure 3.32 Volume menu

3.6.1.2.1 Device volume

The **Device volume** adjusts audio outputs and associated optional features. Use the pen and slider to set the device output volume of the AC97 controller. Click the **Mute** check box to silence all audio outputs. By default, the **Volume** icon is displayed on the taskbar.



Click **Advanced** to access the volume control sub-menu. (See figure 3.25).

3.6.1.2.2 Speaker settings

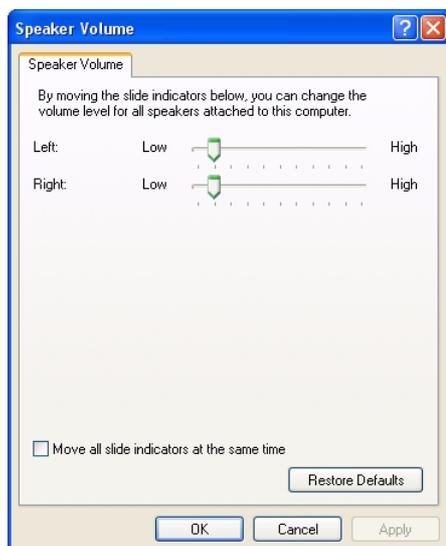


Figure 3.33 Speaker volume

From the **Volume** menu, click **Speaker Volume** to open the sub-menu. The **Speaker settings** control makes precise adjustments to the speaker volume. Slider buttons are available to adjust the speakers individually; if the **Move all slide indicators** check box is selected, the sliders move in unison.

Click **Restore Default** on the **Speaker Volume** menu to reset the volume to normal setting.

Note! Clicking **Advanced** in **Speaker settings** on the main **Volume** menu opens the **Advanced Audio Properties** sub-menu, as described in section 3.6.1.1.3, **Advanced audio properties**. (See page 38 above.)



3.6.1.3 Sounds

The second tab on the **Sounds and Audio Device Properties** menu displays the **Sounds** menu. The sound scheme is set to the **Windows** default. However, it is possible to customize the sounds produced by the computer during events; and custom sound assignments may be saved as a new **Sound scheme**.

The **Sounds** menu also displays a scrolling list of all events to which sounds may be assigned. Use the pen to select **Program events** and assign a sound (wav) file to each event from selections on the **Sounds** drop-down list.



Figure 3.34 Sounds menu

3.6.1.4 Voice

The fourth tab on **Sounds and Audio Device Properties** displays the **Voice** menu for adjusting audio inputs and outputs when a microphone is connected to the PC.



Figure 3.35 Voice menu

Note! *The control settings on the **Voice** sub-menus, **Volume** and **Advanced**, are identical to those found in the **Audio devices**, section 3.6.1.1. on pages 37, 38 and 39.*



3.6.1.4.1 Test hardware

Click **Test hardware** to initiate a microphone test that will calibrate the audio levels from the microphone to the system, so that peak audio performance is attained.

Follow the onscreen instructions to calibrate the microphone.

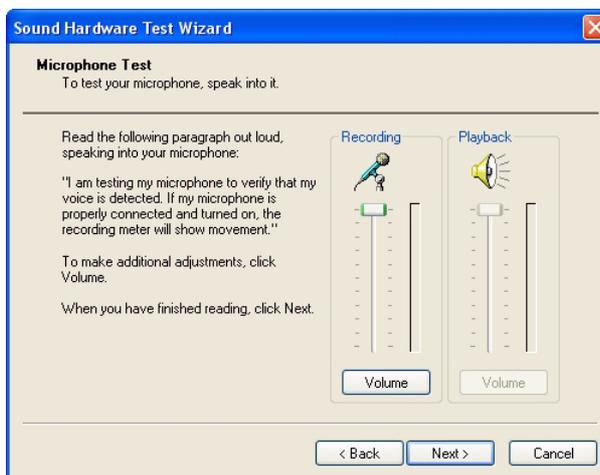


Figure 3.36 Hardware test for microphone level

Note! *A microphone must be connected to the computer, or the internal microphone must be activated. (See Chapter 2.8, Connecting Peripherals.)*



3.6.1.5 Hardware

The fifth tab on **Sounds and Audio Device Properties** displays the **Hardware** menu. Several hardware devices and drivers are listed. It is possible to check the status of each device and driver from this menu. Click **Troubleshoot** if device drivers are not functioning correctly.

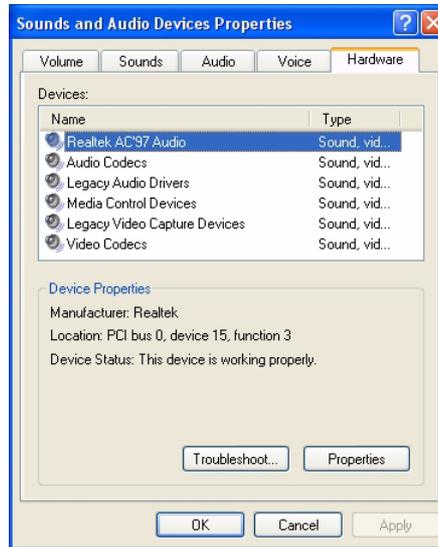


Figure 3.37 Hardware menu

3.6.1.5.1 Properties

The properties of each device or driver may be displayed, checked and modified. To display device or driver properties, double-click on an item in the list, or select an item and then click **Properties**.

- The **General** menu displays details about the manufacturer, date and functional status of the selected item.



Figure 3.38 General menu

Note! To access the **Troubleshooting** help from the **Hardware** menu, or any sub-menu, the MARS-3100R/S must be connected to the Internet.



- The **Properties** menu displays a comprehensive list of all the hardware and software devices on the system.

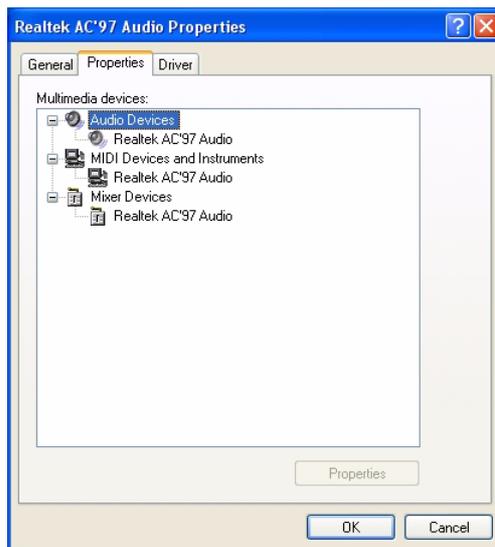


Figure 3.39 Properties menu

- The **Driver** menu displays a description of the manufacturer, date, version and signification of the selected device driver. The menu permits updates, rollbacks and uninstalling of drivers.



Figure 3.40 Driver menu

- Click **Driver Details** to view a full list of all active drivers.

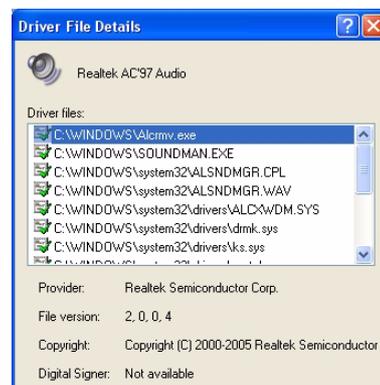


Figure 3.41 Driver details

3.7 Touch

The **Touch** menu displays two fields.

- **Touchscreen:** for **Calibration** of pen sensitivities and access to the **Control** utility, (**Touchkit**).
- **Mouse:** for accessing, testing and modifying properties.

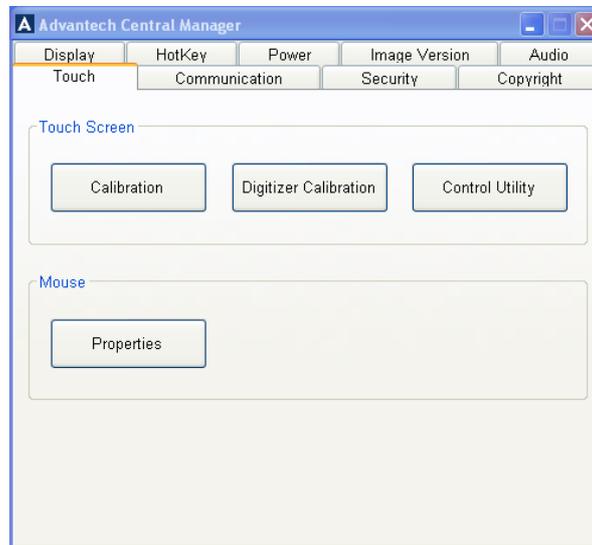


Figure 3.42 Touch menu

3.7.1 Touchscreen

The **Touchscreen** field accesses a **Calibration** tool for adjusting the sensitivity of the screen to the position of the pen on the screen; a **Digitizer Calibration** for calibrating the sensitivity of the pen as it touches the surface of the screen; and the **Control Utility**, which opens a link to the **Touchkit USB Controller**.

3.7.1.1 Calibration

Click **Calibration** to activate the resistive touchscreen calibration tool.

- Follow the onscreen instructions to calibrate the touchscreen. Press the pen onto the middle of each **X** until it stops flashing and another one appears.



Figure 3.43 Touchscreen calibration

3.7.1.2 Digitizer Calibration

Click **Digitizer Calibration** to active the pen / digitizer calibration tool. Use the Digitizer pen to click the cross on the screen step by step until the calibration process is completed.



Figure 3.44 Digitizer Calibration Step 1



Figure 3.45 Digitizer Calibration Step 2



Figure 3.46 Digitizer Calibration Step 3

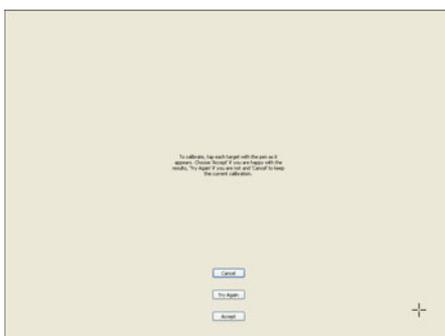


Figure 3.47 Digitizer Calibration Step 4

3.7.1.3 Control Utility for MARS-3100S

Click **Control Utility** to open the **Touchkit USB Controller** utility. (See *Chapter 2, Section 2.6* and the **Help** files available on the **MARS-3100S**; or, refer to the **Support CD-ROM** for printable versions of **Touchkit** instructions.)

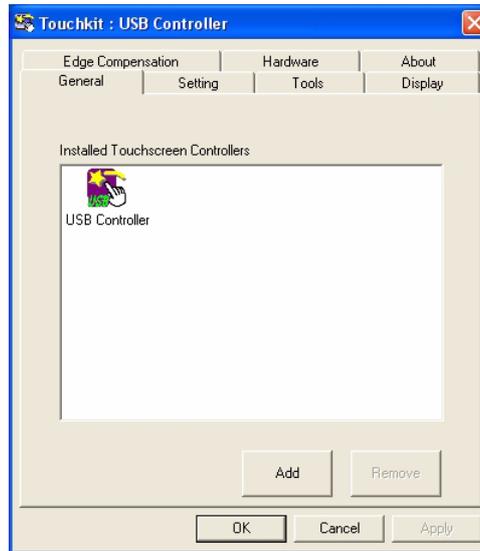


Figure 3.48 Touchkit USB controller

3.7.1.4 Control Utility for MARS-3100R

Click **Control Utility** to open the **Pen Tablet Properties** tool to modify the sensitivity of the pen / digitizer settings, and to calibrate the pen for the **MARS-3100R**.

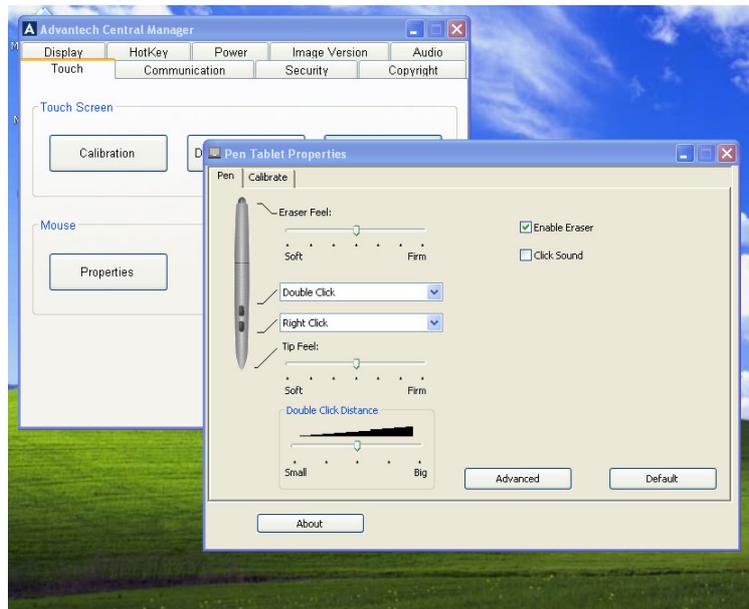


Figure 3.49 Pen tablet properties menu

3.7.2 Mouse

The MARS-3100R/S supports a variety of precise **Mouse** settings.

- **Buttons**
- **Pointers**
- **Pointer Options**
- **Hardware**

Click **Mouse Properties** to access the sub-menus.



3.7.2.1 Buttons

The first tab on **Mouse Properties** is the **Buttons** menu.

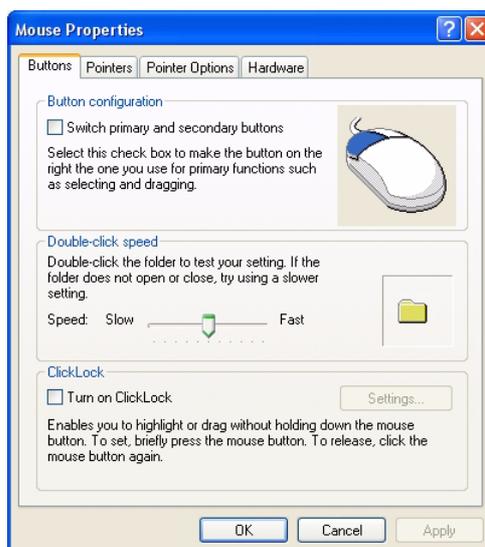


Figure 3.50 Buttons menu

Three **Button** fields are displayed on the menu.

- **Button configuration**
- **Double-click speed**
- **ClickLock**

3.7.2.1.1 Button configuration

Select the check box to switch the priority of the right mouse button for functions like selecting items and dragging them, instead of the left mouse button. The left mouse button also performs the same actions normally assigned to the right button if the check box is selected.

3.7.2.1.2 Double-click speed

To increase the responsiveness of the mouse button whenever it is double-clicked, slide the button to the right. Then, test the response: double-click slowly and then faster; in this way it is possible to set a double-click that opens the folder displayed on the right side of the field. If the double-click speed required to open the folder is too slow or too fast, repeat the slider button adjustments until a satisfactory double-click speed is attained.

3.7.2.1.3 ClickLock

Select the checkbox to enable **ClickLock**. To set the mouse to drag and drop items with a single click, and without having to hold down the mouse button while dragging, click the mouse button once after enabling **ClickLock** from this menu.

3.7.2.2 Pointers

The pointers menu displays a selection of options, and offers an exceptionally wide variety of customized cursors.

3.7.2.2.1 Scheme

The **Scheme** field displays a range of custom pointer styles. Select one scheme. Then go to the **Customize** field and select one pointer. It is also possible to select custom cursors from files by clicking the **Browse** button. Click **Apply**.

To enable a **Pointer shadow**, click the **Enable pointer shadow** check box.

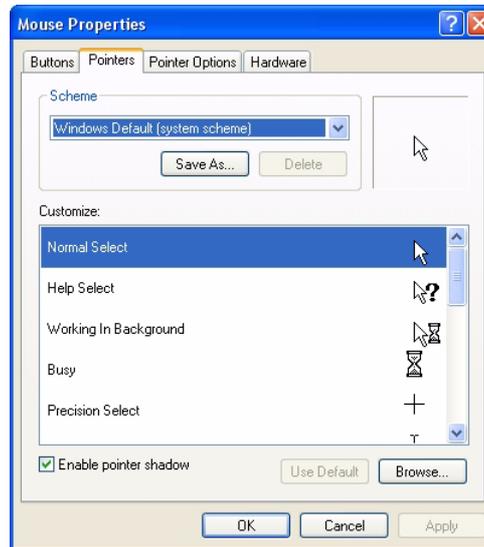


Figure 3.51 Pointers menu

3.7.2.3 Pointer options

Further adjustments to the performance of the pointer may be made on the **Pointer Options** menu. Three fields are available.

3.7.2.3.1 Motion

Move the slider to control the distance that the cursor travels relative to the amount of mouse movement required. To enhance the sensitivity of the pointer for precise work, select the **Enhance pointer precision** check box.

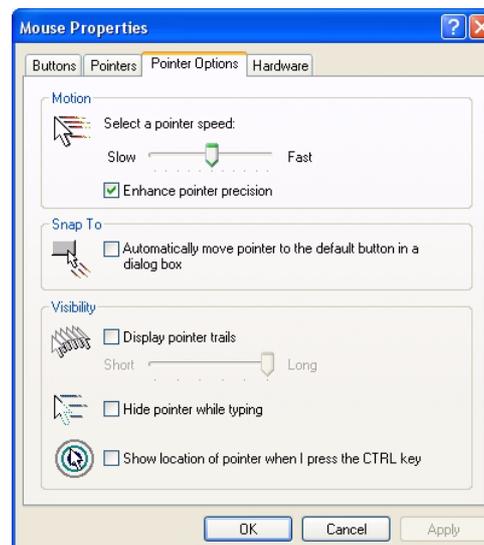


Figure 3.52 Pointer options menu

3.7.2.3.2 Snap To

To make the pointer immediately snap to the buttons in menus or dialog boxes, select the **Snap to** check box.

3.7.2.3.3 Visibility

To enhance the visibility of the mouse pointer, select the **Display pointer trails** check box. If selected, the cursor displays trails as it moves.

3.7.2.4 Hardware

The **Hardware** menu details the manufacturer and type of USB mouse controller that is installed on the computer. Click **Properties** to access sub-menus for adjustment of the mouse.

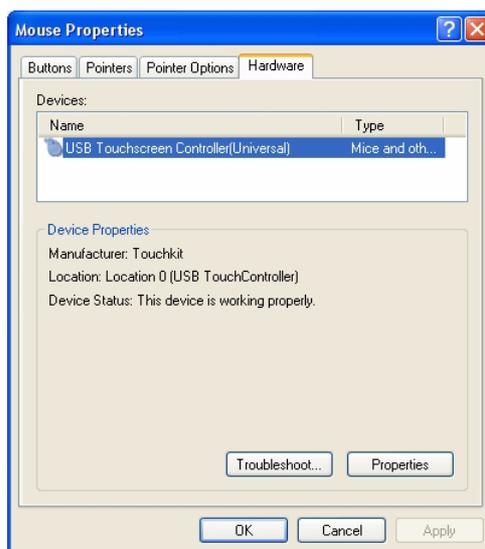


Figure 3.53 Mouse hardware menu

Note! To access the **Troubleshooting help** from the **Hardware** menu, or any of the sub-menus, the MARS-3100R/S must be connected to the Internet.



3.7.2.4.1 General USB properties

The **General** sub-menu describes the type of touchscreen controller hardware that is installed on the system. If the device is not working properly, click **Troubleshooting**.

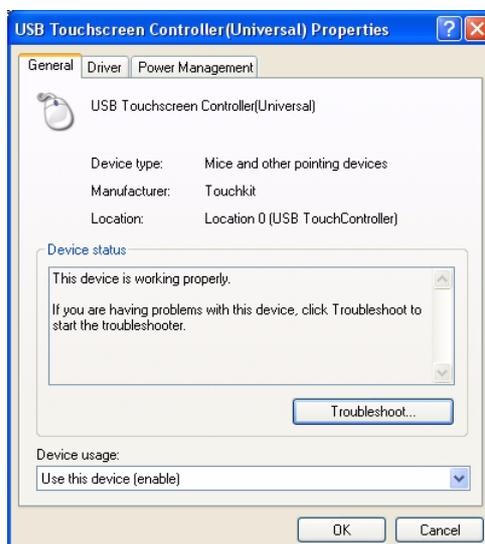


Figure 3.54 General USB properties

3.7.2.4.2 USB driver properties

The **Driver** sub-menu describes the type of touchscreen control driver. Click **Driver Details** to display the name and precise location of the driver on the **C:** drive. Click **Update Driver** to engage the **Welcome to the Hardware Update Wizard**.

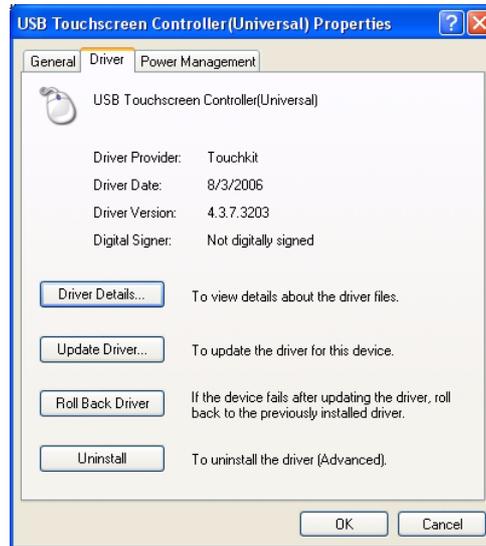


Figure 3.55 USB driver properties

Note!  Click **Roll Back Driver** only if the system does not function properly after attempting to update the driver. Click **Uninstall** only if planning to install a new USB controller device that requires a new driver.

3.7.2.4.3 USB power management

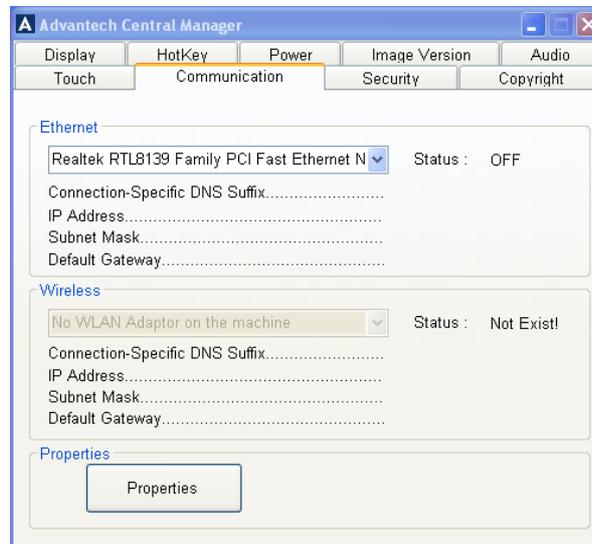
The **Power Management** sub-menu displays two options. Select the first check box to turn off power to the mouse whenever it is idle. Select the second check box to use the mouse to turn the computer on, and bring it out of standby mode.



Figure 3.56 USB power management

3.8 LAN

The **LAN** menu displays the status of the Ethernet hardware device installed on the MARS-3100R/S, including its name and connection addresses. The status of the Ethernet or Wireless will turn “ON” once the MARS-3100 is already connected. An “OFF” message indicates that the computer is not connected.



3.8.1 Properties

Click **Properties** to open **Network Connections** in an Explorer window. To configure a new connection for the first time, click **Create a new connection** and follow the onscreen instructions. Make sure that the addresses for network servers are handy, otherwise, making a connection will be impossible.

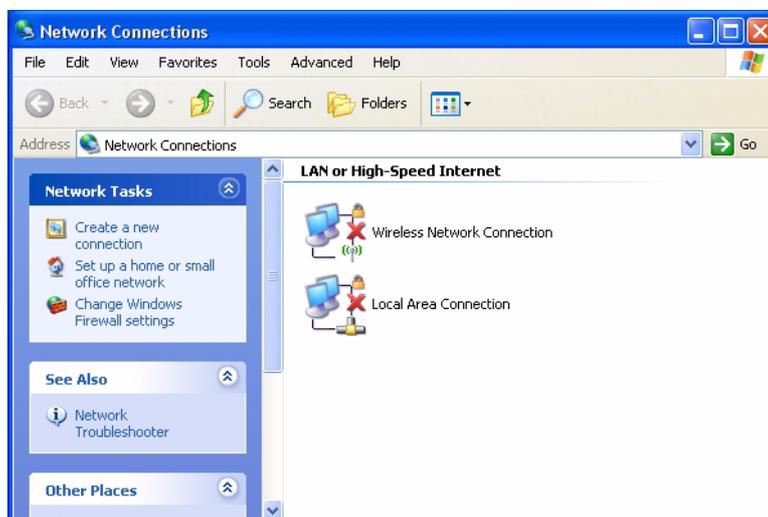


Figure 3.57 Network connections

3.9 Security

The **Security** menu displays access to the **Windows Security center**.

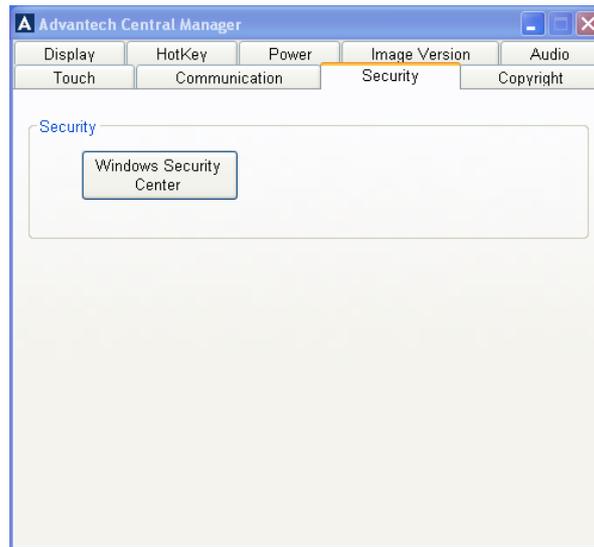


Figure 3.58 Security menu

Click **Windows Security Center** to set the degree of network security. The **Center** offers precise control over firewalls and antivirus applications. If the computer is connected to a network, it may receive automatic updates and access antivirus software.



Figure 3.59 Security center

Chapter 4

Maintenance and Troubleshooting

This chapter explains how to care for and maintain the Tablet PC along with a troubleshooting FAQ.

Sections include:

- Care, Storage and Cleaning
- Replacing Components
- Troubleshooting
- OS Maintenance and Re-Installation

4.1 Care, Storage and Cleaning

4.1.1 Protect the computer from damage

The MARS-3100R/S is built to withstand extreme conditions of high and low temperature and physical shock when dropped from any side. However, the utmost care should be exercised to ensure that the computer is operated within its specific operational limits. (See section 1.4 for more information.)

- Note!** ■ *Do not place heavy objects on the computer and do not subject it to undo shock or vibrations. Severe shocks can render it inoperable.*
-  ■ *Do not disassemble the computer; doing so may damage the unit and void the warranty.*

4.1.2 Maintain good connections

Periodic maintenance of all electrical connections is essential to maintain stable operation of the computer and an adequate supply of electrical current to the battery.

- Note!** ■ *Keep connectors away from sources of dust or wetness.*
-  ■ *Check AC connections and make sure the adapter cord is firmly inserted.*
- *Replace any damaged power cords, broken connectors immediately if they are broken.*

4.1.3 Prevent thermal stress

The computer is designed to operate within a wide temperature range. However, if conditions exceed these limitations, it is advisable to stop using the computer or permanent damage may result.

- Note!** ■ *The computer is not warranted for repair if it becomes inoperable after being subjected to extreme thermal conditions.*
- 

4.1.4 Storing the computer

The computer may be stored in the “off” state with a fully charged battery for up to 30 days. It will continue to power up and be usable.

- Note!** ■ *It is advisable to remove the battery and store it in a plastic bag if the computer will remain unused for periods in excess of 30 days.*
- 

4.1.5 Caring for the touchscreen display

Use only a soft, clean cloth or lens cleaning paper to wipe the touchscreen. Wipe the screen when the power is off.

4.1.6 Cleaning the computer

Use a soft, clean cloth. Dampen the cloth with water and household dish detergent then wipe the housing without applying too much pressure.

Note!



- *Do not use alcohol or abrasive cleansers to clean either the touch-screen or the computer.*
- *Use only mild, detergent-based (household) degreasers to remove oil or tar.*

4.2 Replacing Components

After long periods of use certain components may wear out. It is always possible to replace old components. Follow these instructions to make changes. To replace other components besides the battery and the HDD, like the touchscreen, please contact technical support.

4.2.1 Battery

1. Turn off the MARS-3100R/S
2. Disconnect any peripheral devices from the MARS-3100R/S.
3. Unfasten the two large flathead screws and remove the old battery.



Figure 4.1 Removing the battery pack

4. Insert the new battery pack.
5. Fasten the two flathead battery cover screws.

4.2.2 HDD (or CF card)

The hard disk drive (or optional CF card) is accessed behind the port on the backside of the computer.

1. Turn off the MARS-3100R/S.
2. Remove the DC adapter and Battery pack from MARS-3100R/S.
3. Disconnect any peripheral devices from the MARS-3100R/S.
4. Unfasten the four small screws and remove the cover.



Figure 4.2 HD / CF Card Port

5. The HDD (or CF card) is visible after removing the cover.



Figure 4.3 Hard Disk Drive



Figure 4.4 CF card

6. Grasp the HDD or CF card firmly. Use two fingers on both sides on the end. Lift up.



Figure 4.5 Correct Removal of the HDD



Figure 4.6 Incorrect removal of the HDD

- Note!**
- Do not grasp the HD with the thumb in the middle of the housing.
 - Do not twist or bend either the HD or the CF card during removal.



7. Grasp the cable connector firmly. Unplug the connector, pulling it straight out.



Figure 4.7 Unplugging the cable connector

8. Remove the CF card from the slot.

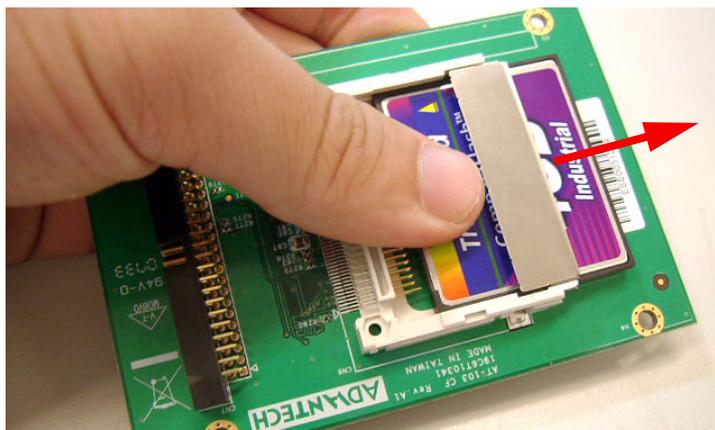


Figure 4.8 Removing the CF card

4.3 Troubleshooting

Follow the instructions below if any problems occur with basic operation of the MARS-3100R/S. If problems cannot be resolved using these instructions, please consult technical support.

4.3.1 Computer will not start

- Connect the AC adapter and/or charge the battery.
- Check to see a new battery is inserted and connected.
- Remove the battery and the AC adapter and reinstall both.
- Under conditions of extremely high or low temperature, it is possible that the computer may not function. Use the MARS-3100R/S only within its recommended operational parameters.

4.3.2 Computer does not resume operation after suspension

- Check to see if the AC adapter or any peripherals have been connected or disconnected prior to suspension. Reconnect the AC or remove the peripherals; it may be necessary to restart the computer.

4.3.3 Computer will not enter into suspension mode

- Check to see that the computer is not connected to an active network.
- Shut off any applications that regularly access the hard drive.

4.3.4 Computer will not shut down

- Remove any peripheral devices, and try again.

4.3.5 Display remains off, or is not bright

- Make sure that the computer is turned on.
- The brightness display setting may be too low. (See section 3.2.4)
- The computer may be stuck in suspension mode.
 - Check AC, restart or remove peripheral devices.
- An external monitor may be installed. Disconnect it and restart.

4.3.6 Computer touchscreen does not respond to the pen

- The touchscreen may not be calibrated. (See sections: 2.5 to 2.7)
- Attach a USB device to the system, like a keyboard. If it also fails to respond, then the system may need to be reconfigured or reinstalled.
- Try restarting the computer and retest the pen before making major system changes.

4.3.7 Headphones do not emit, or volume is too low

- The volume control may be set to mute. (See section: 3.6)

4.3.8 Peripherals do not respond

- Check to see if the device is enabled or turned on.
- Check the device drivers are installed and selected in BIOS.
- Shut down the computer. Unplug the devices. Restart the computer. Plug in the devices to see if they are detected; if they are detected, they are “live.”

- If the device still does not respond, the devices, or their drives may be out of date or incorrectly installed; or, the OS/drivers/hardware may not support this particular type of peripheral device.

4.3.9 The amber battery status LED is always on

- Battery capacity is below the "Low Battery Alarm."
- Charge the battery; replace the battery if it is spent.

4.3.10 The amber battery status LED is blinking

- Battery is critically low.
- Charge the battery; replace the battery if it is spent.

4.3.11 The amber battery status LED is blinking quickly

- Battery error. Replace the battery.

4.4 OS System Maintenance and Re-Installation

4.4.1 MARS-3100S

The MARS-3100S is supplied with a pre-loaded OS: Microsoft Windows XP Embedded, which is specially configured for MARS-3100S by Advantech programmers. If the OS on the MARS-3100S becomes damaged or crashes, please contact technical support.

4.4.2 MARS-3100R

The MARS-3100R is supplied with a pre-loaded OS: Windows XP Professional. If the OS on the MARS-3100R becomes damaged or crashes, it may be necessary to re-install Microsoft Windows XP Professional using the Recovery Media CD. The Recovery Media CD is contained in the standard MARS-3100R package.

1. Connect one **CD/DVD-ROM drive** to the MARS-3100R.

Note! ■ *Recommended drive: USB external CD/DVD-ROM.*



2. Insert the **Recovery Media CD** into the CD/DVD-ROM.
3. The CD/DVD-ROM autoplays the CD and pops up this window:



Figure 4.9 Welcome to Windows XP

Note! ■ If this window fails to pop up automatically, execute "Setup.exe" manually.



Figure 4.10 XP setup icon

4. Click **Install Windows XP** and follow the instructions to perform a full Windows XP Professional OS installation.

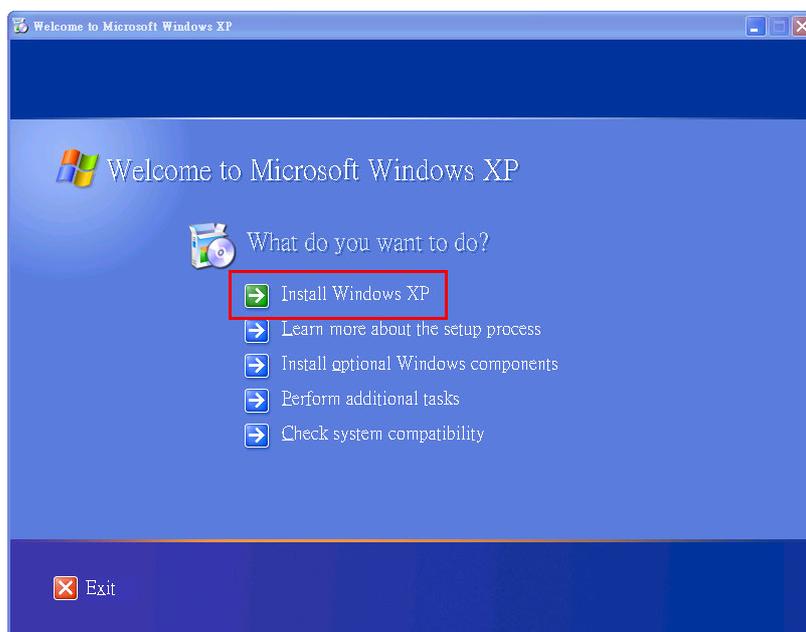


Figure 4.11 Install Windows XP

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