



CL920 Tablet PC

Model FWS-002

User's Guide

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

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

Der Endbenutzer darf nur auf eine Sprachversion des Betriebssystems zugreifen.

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

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

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

Loppukäyttäjä voi käyttää vain yhtä käyttöjärjestelmän kieliversiota.

Användaren har endast tillgång till en språkversion av operativsystemet.

Slutbrugeren har kun adgang til ét af operativsystemets sprogversioner.

Sluttbruker kan aksessere kun én av operativsystemets språkversjoner.

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

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

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Getting Started

1

The Motion CL920 Tablet PC is a durable, lightweight, and enterprise-ready rugged tablet that provides robust computing power and a variety of integrated features to increase productivity and reduce downtime in your mobile workflow.

The CL920 Tablet PC includes these features:

- Intel® Bay Trail Pentium N3540 quad-core processor
- Windows® 7 Professional 64-bit
- MIL-STD-810G
- IP52 (Water-, dust- and splash-resistant)
- Corning® Gorilla® Glass 3 for increased display damage resistance
- Magnesium internal frame and SSD storage
- Intel HD Graphics
- New signature Motion dot-pattern design for a ruggedized, non-slip surface texture
- 4 GB DDR3L onboard memory
- USB 3.0 and Micro-HDMI ports and SD card slot
- Integrated 5.0 MP documentation camera and 1.3 MP web camera
- Dual input—digitizer pen and 10-point capacitive multi-touch
- 10.1" Wide HD (LED BL, 1366x768) Dual Bonded Display
- Screen Rotation: 0°, 90°, 180°, 270°
- Integrated 802.11a/g/n/ac Wi-Fi® and Bluetooth® 4.0
- Optional integrated Qualcomm® Gobi™ technology 4G LTE Mobile Broadband with GNSS or optional integrated u-blox 7-based augmented GPS
- WinMagic® SecureDoc™ hard drive encryption software
- Trusted Platform Module (TPM) 1.2 for hardware-based security and optional Absolute Computrace®, which allows you to identify your Tablet PC in the case of loss or theft.

Optional features

This section describes the optional features available when you purchase your CL920.

Integrated Qualcomm® Gobi™ technology 4G LTE mobile broadband with GNSS

You can purchase an CL920 Tablet PC with an optional integrated 4G LTE 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 CL920. 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 integrated augmented GPS.

For information on setting up mobile broadband, see [Using 4G LTE mobile broadband with GNSS](#) on page 41.

Integrated u-blox 7-based augmented GPS

You can purchase a CL920 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 integrated 4G LTE mobile broadband with GNSS.

Security

Your CL920 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, WinMagic® SecureDoc™ hard drive encryption software, 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 CL920 Tablet PC and must be enabled to activate. For additional information, [Using WinMagic® SecureDoc™](#) on page 43.

TPM

With the built-in TPM 1.2, 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/support/downloads>, select your Tablet PC model and operating system, and then tap **Show Results**. Scroll down to the **Trusted Platform Module (TPM) Software** section and select the download link.

Absolute Computrace®

The CL920 Tablet PC can be purchased with the optional Absolute Computrace®, 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.

Motion® CL-Series SlateMate™ with Magnetic Stripe Reader (MSR) and Barcode Scanner (BCS)

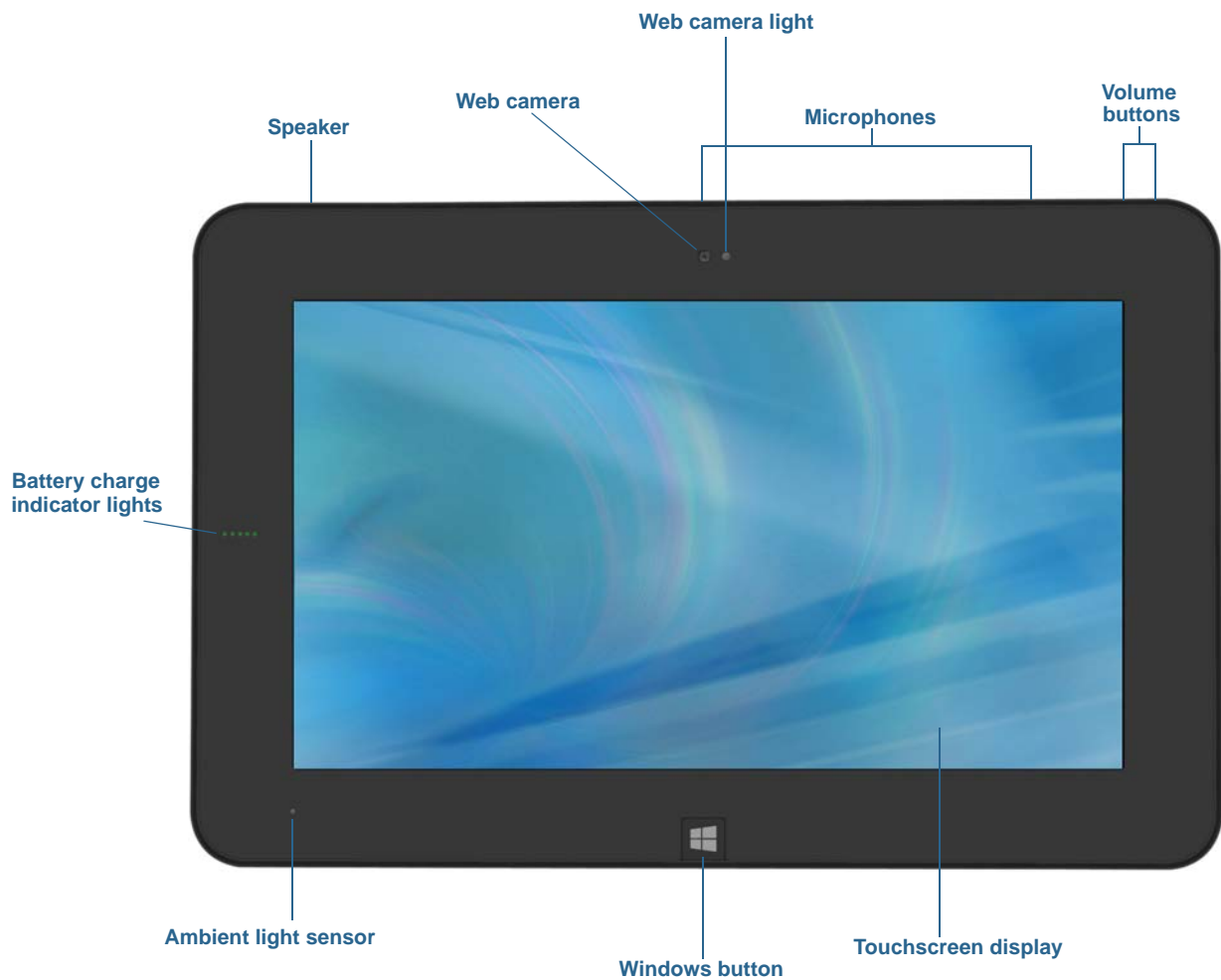
You can purchase an optional CL-Series SlateMate™ with Magnetic Stripe Reader (MSR) and Barcode Scanner (BCS). The CL-Series SlateMate™ is the first in a family of integrated expansion modules designed to provide additional functionality. You can view additional information about the CL-Series SlateMate here: <http://www.motioncomputing.com/us/products/rugged-tablets/cl920#accessories>.



Overview of the CL920

The following photos illustrate the features available on the CL920 Tablet PC.

Front



Speaker	Listen to audio warnings, music, and other multimedia applications.
Web camera	Interact with people online, stream video, or capture color images with a 1.3MP web camera.
Web camera light	Indicates that the web or documentation camera is active.
Microphones	Use voice commands, record audio, and dictate notes with the two dual-array microphones with built-in noise cancellation.
Volume buttons	Adjust the volume up or down.

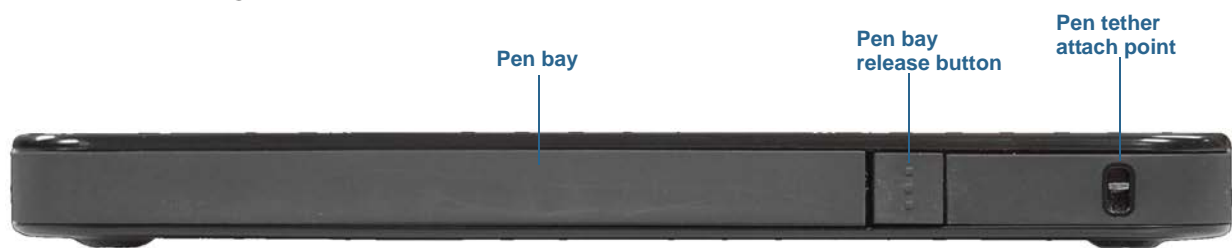
Battery charge indicator lights	Monitor battery status. When running on battery, the LED lights on the front show the current level of battery charge when the battery gauge button on the left side of the tablet is pressed.
Ambient light sensor	Measures the light in your environment and can automatically adjust the brightness of the display.
Windows button	Opens the Windows Start menu.
Touchscreen display	Use your finger or pen to access all the functions of the CL920 on the 10.1" HD display.

Back



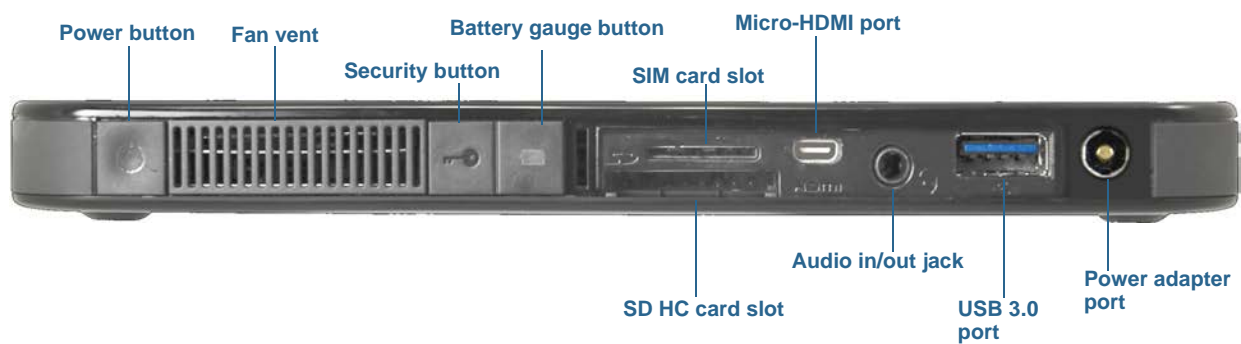
Documentation camera	5MP auto-focus camera that takes photos you can save in a wide variety of graphic file formats. Note: image capture resolution is limited to 3MP.
Dock connector	Connect the CL920 to a CL-Series docking station.

Right side



Pen bay	Store the pen when not in use.
Pen bay release button	Press to open the pen bay.
Pen tether anchor	Loop a pen tether through this attach point to keep your pen with the tablet.

Left side



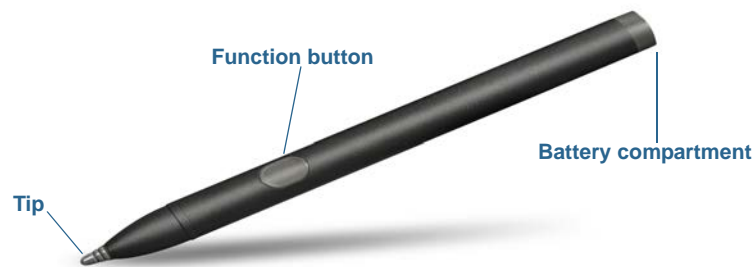
Power button	Press to turn the tablet on and to put the CL920 Tablet PC to sleep.
Fan vent	Provides ventilation for the internal cooling system.
Security button	Press to lock and unlock the CL920. Equivalent to pressing Ctrl+Alt+Delete on a keyboard.
Battery gauge button	Check remaining battery power. Press the button to view battery gauge LED lights on the front; the number of lights indicates the current level of battery charge. See Checking tablet battery power on page 38.
SIM card slot	Holds one mini (2FF) SIM card, required for use with the mobile broadband option, and provided by your cellular network carrier.
Micro-HDMI port	Connect digital audio/video devices such as an external display monitor. The Micro-HDMI (Type D) supports up to 1080p @ 60Hz.

SDHC card slot	Secure Digital (SD) memory card slot
Audio in/out jack	Supports external stereo speakers, a stereo headset, or a stereo headset with microphone using a standard TRS or TRRS 3.5mm plug.
USB 3.0 port	Connect a USB device such as a mouse, digital camera, printer, or external storage device.
Power adapter port	Connect the power adapter.

Pen

The CL920 Tablet PC supports 10-point capacitive multi-touch with your fingers as well as input with a CL-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 CL-Series digitizer pen includes a pressure-sensitive tip and a function button. The pen comes with an AAAA battery and pen tether.



You can purchase additional pens from the [Motion Computing Accessories](#) page. For more information on using the pen, see [Adjusting pen settings](#) on page 25.


Where to begin with your CL920

This section includes some steps you can follow to power up and get familiar with your CL920 Tablet PC.

Step 1: Power up the tablet

1. Plug the power cord into an outlet.



2. Pull out the port door located at the bottom of the left side of the CL920 to expose the power adapter port and plug the AC adapter into the power adapter port.
 - The battery charging indicator on the left side of the CL920 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 on the top of the left side of the CL920.




4. Follow the on-screen instructions to set up your user account and activate Windows 7.

Step 2: Connect to a wireless network

The CL920 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. Enable Wireless from Motion Dashboard


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

NOTE: If mobile broadband isn't listed, your CL920 isn't equipped with a mobile broadband module.


Step 2. Set up Bluetooth

Your CL920 has a built-in Bluetooth adapter to connect to other Bluetooth-enabled devices.

To add a Bluetooth device:

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

Step 3. Set up Wi-Fi

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

Step 4. Set up Mobile Broadband with GPS (optional)

If you purchased your CL920 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. Start Skylight. From the Start menu, select **All Programs > Sierra Wireless > Skylight > Skylight**.
2. Tap the connect button to connect to your wireless networks.

NOTE: If you purchased your CL920 with the optional mobile broadband with GPS module or the optional discrete GPS module, your tablet has GPS capabilities. You can use GPS with your preferred mapping application to find your current and destination locations. Please see [Using 4G LTE mobile broadband with GNSS](#) on page 41 for additional information.

Step 3: Get familiar with your CL920 Tablet PC

Once you've set up your CL920, take a few minutes to get familiar with your tablet PC.

- Use Motion Dashboard to customize your tablet to fit your work style. See [Using Motion Dashboard](#) on page 20.
- Open the writing pad and provide handwriting samples to improve handwriting recognition. See [Entering text and handwriting recognition](#) on page 26.
- Take photos or use the web camera. See [Using the cameras](#) on page 30.


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 security button and then by tapping **Lock this computer** on the following screen. You can configure the Power button to shut down your Tablet PC or to put it in Sleep or Hibernate mode to save power when you press the Power button. For more information on power options, see [Changing the power plan](#) on page 40.

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. Push the power button to put your Tablet PC to sleep. Sleep mode conserves battery power while you're away and when you return, your desktop is the same as you left it. To wake up the tablet from Sleep mode, press the power button again.

Optional setup tasks

This section provides information about some other tasks you may want to perform when you're getting started with your CL920.

Create a system image

Once you've set up your CL920, including installing your applications, create a system image on an external USB drive. This is a safety measure if you encounter any issues with your Windows 7 installation. For more information, see [Backing up your system](#) on page 46.

A system image is an exact copy of a drive and includes Windows 7, your system settings, programs, and files. For more information, see [Creating a system image](#) on page 46.

Attach the pen tether

The CL920 digitizer pen includes a tether so that you can attach the pen to your tablet to help prevent 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 CL920, then pull the pen through the loop until it is tight.

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

Insert the digitizer pen battery

The digitizer pen is included with your CL920 and comes in a separate package along with an AAAA battery and pen tether.

To insert the pen battery:

1. Unscrew the pen cap located at the top of the digitizer pen.
2. With the plus side of the battery toward the pen tip, insert the battery in the cavity of the digitizer pen.
3. Screw the digitizer pen cap in place.

Connect the tablet to a docking station

The CL-Series docking station for the CL920 is a separate accessory that you can purchase from the [Motion Computing Accessories](#) page.

The docking station includes:

- Three USB ports to connect a keyboard, mouse, or other USB devices
- An Ethernet port to connect to a local network
- A pen holder with a pen tether attach point

Connect the tablet to a display monitor

You can connect an external monitor to the CL920 Tablet PC using the Micro-HDMI port (located on the left side of the tablet) with an appropriate connector, such as a DVI-HDMI adapter.

For more information

This *User's Guide* describes the full set of CL920 features and provides instructions for common tasks you'll perform. The other chapters in this *User's Guide* include the following information:

- **Using your CL920**—Provides instructions for basic CL920 tasks including how to customize your tablet to fit the way you work using Motion Dashboard, how to use the cameras, how to set up speech recognition, and more.
- **Caring for your CL920**—Provides suggestions for the care and maintenance of your Tablet PC.
- **Troubleshooting and FAQs**—Provides answers for common issues you may encounter as you begin to use your CL920.

The Getting Started document located on the CL920's desktop provides a number of tips to help you start using the tablet quickly.

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

You'll 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 CL920




2

This chapter provides information about performing the following tasks:

- [Using Motion Dashboard](#) on page 20
- [Using touch](#) on page 22
- [Entering text and handwriting recognition](#) on page 26
- [Using the built-in microphones](#) on page 29
- [Connect an external monitor](#) on page 30
- [Using the cameras](#) on page 30
- [Using the Magnetic Stripe Reader \(optional\)](#) on page 36
- [Using the barcode scanner \(optional\)](#) on page 36
- [Using the battery](#) on page 38
- [Using 4G LTE mobile broadband with GNSS](#) on page 41
- [Using Integrated u-blox 7-based augmented GPS](#) on page 42
- [Using Bluetooth](#) on page 42
- [Using WinMagic® SecureDoc™](#) on page 43
- [Using the SIM card reader](#) on page 44
- [Using the SD card reader](#) on page 45
- [Locating your serial number](#) on page 45
- [Backing up your system](#) on page 46
- [Restoring your system](#) on page 46
- [Finding other software](#) on page 48

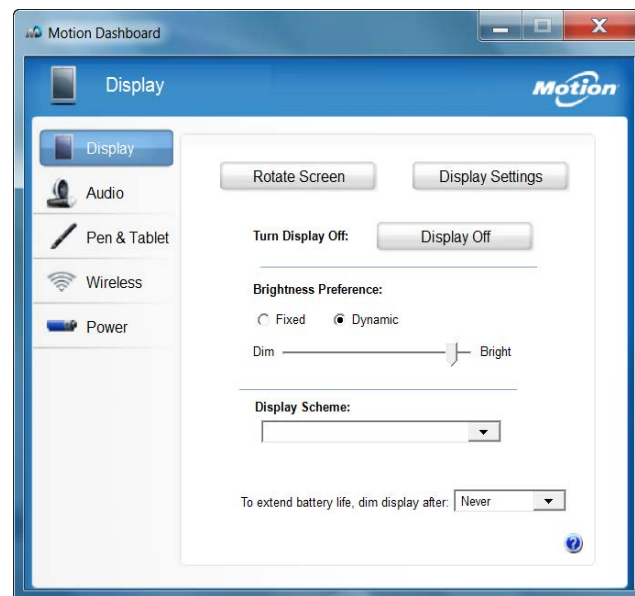
Motion Computing applications

Your CL920 includes some Motion Computing applications that will help you configure your Tablet PC to fit your needs, manage common Windows® settings, and access resources for additional information.


	Motion Dashboard	Motion application for changing tablet settings. See Using Motion Dashboard on page 20.
	Motion Getting Started	Document that contains tips for starting out with the CL920 Tablet PC.
	SnapWorks™ by Motion®	Application that enables you to shoot, save, edit, email, print, and copy your photos. See SnapWorks™ by Motion on page 31.

Using Motion Dashboard


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



To open Motion Dashboard:

- From the taskbar, tap the Motion Dashboard icon .

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


NOTE: This is a partial list of tasks that you can perform with Motion Dashboard. Some of these tasks are described in this chapter; all tasks are described in Motion Dashboard by tapping the help icon .

Dashboard Category	Task
Display	<ul style="list-style-type: none">• Rotate the display orientation• Adjust the brightness of the display• Set advanced graphic properties• Set up an external display• Dim the display automatically
Audio	<ul style="list-style-type: none">• Adjust speaker and microphone volume• Adjust advanced audio settings• Suppress background noise• Balance speakers
Pen & Tablet	<ul style="list-style-type: none">• Configure touch to use touch only, pen only, or both simultaneously• Adjust touch to left-handed setting• Adjust sensitivity to flicks and gestures• Use the pen function button for erasing digital ink instead of performing the right-click action• Personalize your handwriting so that it can be recognized more accurately
Wireless	<ul style="list-style-type: none">• Enable and disable Wi-Fi, Bluetooth, and mobile broadband• Choose to have wireless disabled on Startup (it is enabled by default)• Adjust Wi-Fi, Bluetooth, and mobile broadband properties
Power	<ul style="list-style-type: none">• Select a power plan• Change what the power button does when pressed: sleep, hibernate, or shut down

Accessing Motion tools from the Windows notification area

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

NOTE: Initially, the Motion icons do not appear in the Windows notification area. Tap the arrow to view more icons. Tap **Customize** to enable the icons to appear.

Tap the Motion icon  to display:

- **Battery Health**—Shows the current battery charge level
- **Motion Dashboard**—Opens the Motion Dashboard
- **Options**—Lists options you can set:
 - **Show Hard Drive Activity**—When selected, the Motion icon blinks when there is hard drive activity.
 - **Automatic Display Rotation**—When selected, the CL920 automatically changes the viewing orientation (landscape to portrait or vice versa) when the tablet is physically rotated.

Using touch

The CL920 Tablet PC supports 10-point capacitive multi-touch with your fingers as well as input with a CL-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.

Here are some ways to perform tasks on a touchscreen:

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

NOTE: If the tablet does not respond when you tap with your finger, try using more of your fingertip. Unlike other types of touchscreens, the CL920 capacitive touchscreen does not respond to other input. For example, you can't tap it with another object such as a credit card or when wearing gloves.

Changing to one-tap open for touch

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

To change folder options:

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

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

Configuring touch input mode

You can customize touch input by setting the input mode. You can use:

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

To configure touch settings:

1. Open Motion Dashboard.
2. Tap **Pen & Tablet**.
3. Tap **Touch Settings**.
4. In the **Digitizer Options** tab in the **Input Mode** section, tap the desired mode.

NOTE: When you tap **Pen & Tablet Touch Settings**, it opens a panel titled N-trig DuoSense® Digitizer Settings. N-trig makes the CL920 digitizer pen and the digitizer software that detects your finger or pen input and converts it to digital input.

Using the touch tuning option

If you find that the touchscreen doesn't respond as you expect, or if the tablet starts to respond to unintentional touch input, you can fine-tune touch by resetting the touch system to its optimal state by selecting the touch tuning option from **Pen & Tablet**.

To use the touch tuning option:

1. Open Motion Dashboard.
2. Tap **Pen & Tablet**.
3. Tap **Touch Settings**.

4. In the **Digitizer Options** tab in the **Touch Tuning** section, tap **Start** and wait for the program to complete.

NOTE: Don't touch the screen during the tuning process.

Adjusting touch settings

You can adjust how your finger movements are interpreted. For example, you can:

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

To change touch settings:

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

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

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

Adjusting pen settings

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

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

Important: The CL920 Tablet PC responds only to the CL-Series pen that comes with the tablet. Do not use traditional pens or other pointing devices with the CL920.

To change pen settings:

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

NOTE: **Pen & Input Devices** contains the **Use the top of the pen to erase ink** option, which does not apply to the CL-Series digitizer pen. Instead, you can set the pen's function button to act as an eraser.

To use the pen function button as an eraser:

1. Tap **Pen & Tablet**.
2. Tap **Touch Settings**.
3. Tap the **Pen** tab.
4. Under **Pen button**, tap **Eraser**.

Adjusting Tablet PC settings

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

To change hand orientation:

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

The **Tablet PC Settings Display** tab has a **Calibrate** option. This does not apply to the CL920. Instead, if touch input does not behave as expected, you can tune touch as described in [Using the touch tuning option](#) on page 23.

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

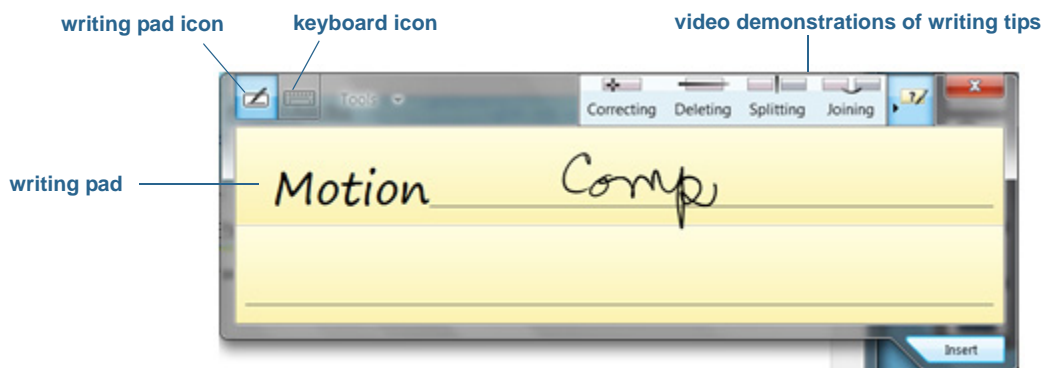
NOTE: A keyboard must be connected to the tablet to perform this procedure.

To assign touch to the desired display:

1. Open [Motion Dashboard](#).
2. Tap **Pen & Tablet**.
3. Tap **Tablet PC Settings**.
4. Tap the **Display** tab.
5. Tap **Setup** next to “Configure your pen and touch displays.”
6. Tap **Touch Input**.
7. Press the **Enter** key until you see the instructions appear on the display that you want to use for touch input.
8. Follow the on-screen instructions.
9. Press **Esc** to end the process.

Entering text and handwriting recognition

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



Tip: Tap the icons at the top of the input panel to view videos on making editing gestures. To hide the video tips, tap the icon on the right.

By tapping the keyboard icon at the top of the pad, the input panel opens to the on-screen keyboard.

Here's the input panel open to the on-screen keyboard. Tap the **Tools** menu for more input panel options and for viewing **Help Topics**.





Tip: Resize the keyboard panel by dragging the handle at the bottom right of the keyboard. Also, you can use the **Ctrl**, **Alt**, **Fn**, **Del** and **Bksp** keys as you do on a normal keyboard.


Opening and closing the input panel

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

To open the input panel, either:

- Tap at the place you want to enter text, such as in a text box. Then tap the input panel icon .
- Tap the input panel tab on the left edge of the screen .

To close the input panel

- Tap the close button  at the top right. The input panel slides back to the edge of the screen.

Docking or floating the input panel

By default, the input panel is floating and you can move it anywhere on the screen by placing your finger or pen on the title bar and dragging it.

If you prefer, you can dock the input panel so that when it is open, it always appears at the same location, either at the top or bottom of the screen.

To dock or undock the input panel:

1. At the top of the input panel, tap **Tools**.
2. Select **Docking**.
3. Select either **Dock at the top of the screen**, **Dock at the bottom of the screen**, or **Float**.

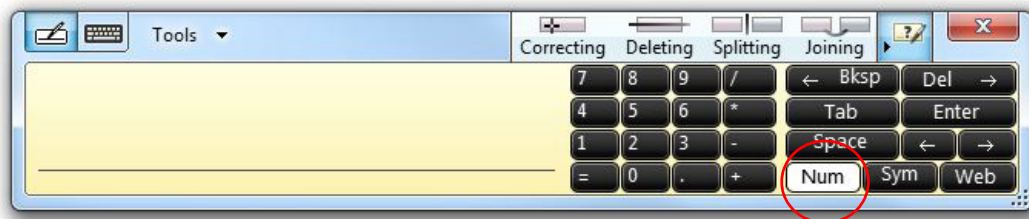
Tip: If you're left-handed, you can move the input panel to the right edge of the screen to make it easier to use.

Entering numbers with numbers pad

If you find yourself typing a lot of numbers, use the numbers pad.

To open the numbers pad:

- Tap the Num key at the bottom of the writing pad.



Entering special keys with the extended keyboard

You can enter special keys using the on-screen expanded keyboard. Special keys include:

- **Home**, **End**, and **Insert** keys
- **PgUp** and **PgDn** keys
- **PrtScn** key
- **Pause** key
- **ScrLck** key

To open the expanded keyboard:

- Tap the **Tools** key at the top of the input panel and choose **Show Expanded Keyboard**.



Using handwriting recognition

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

You can use Windows Handwriting Personalization to build your handwriting recognition profile, which will increase the tablet's ability to recognize your handwriting. You supply handwriting samples to target specific handwriting recognition errors and to teach the recognizer your handwriting style.

To use handwriting personalization:

1. Tap the Windows **Start** button.
2. In the search box, type **personalize handwriting recognition**.
3. In the list of results, tap **Personalize handwriting recognition**.
4. Tap **Target specific recognition errors** to correct recognition errors for specific characters or words that are being identified incorrectly.
5. Tap **Teach the recognizer your handwriting style** to train the tablet to recognize your general handwriting style.

TIP: If you inherit your CL920 from another user, you can reset automatic learning.

To reset handwriting automatic learning:

1. Tap the Windows **Start** button.
2. In the search box, type **personalize handwriting recognition**.
3. In the list of results, tap **Personalize handwriting recognition**.
4. Tap **Change automatic learning settings**.
5. Select **Don't use automatic learning, and delete any previously collected data**.

Using the built-in microphones

You can use the built-in array microphones to record audio, dictate notes, and use voice commands. The two microphones are used at the same time to optimize sound detection for speech recognition and voice recording.

Connect an external monitor

You can connect an external display monitor to the Micro-HDMI (Type D) port on the left side of the CL920. It supports resolutions of up to 1080p @ 60Hz. Additionally, the CL-Series Docking Station includes a VGA port that you can use to connect an external monitor. The CL-Series Docking Station is sold separately.

TIP: You may need to install software and drivers for the monitor. See the manufacturer's documentation for more information.

Using the cameras

Your CL920 includes both web and documentation cameras.

Using the web camera

Your CL920 has a 1.3MP web camera that supports color images and streaming video. The web camera is located on the front of the Tablet PC in the top center area.

If you'd like to use Skype™ with your web camera, you can access it by opening the Start menu and selecting **All Programs > Skype > Skype**.

To start the web camera:

Follow the on-screen instructions for using the web camera software of your choice.

Using the documentation camera



Your CL920 is equipped with an integrated 5MP auto-focus camera (image capture is limited to 3MP). You can use the camera to take pictures and save them on the Tablet PC. The camera lens is on the back of the unit.



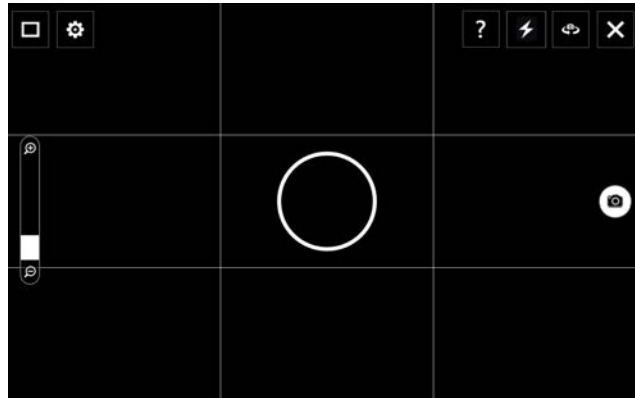
SnapWorks™ by Motion

The CL920 includes an application called SnapWorks that enables you to shoot, save, edit, email, print, and copy your photos.

Taking a photo with SnapWorks


1. Tap the camera icon  on the Windows taskbar to activate Motion SnapWorks.
2. Hold the camera steady and point the lens at the object.
3. Press the SnapWorks camera icon  to take the picture.


The SnapWorks camera screen is displayed.




4. 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).

5. Tap the camera icon  on the right side of the screen to take a picture.


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

6. 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.
7. If you want to take a photo with the web camera, tap the Flip icon  in the upper right-hand corner of the screen.

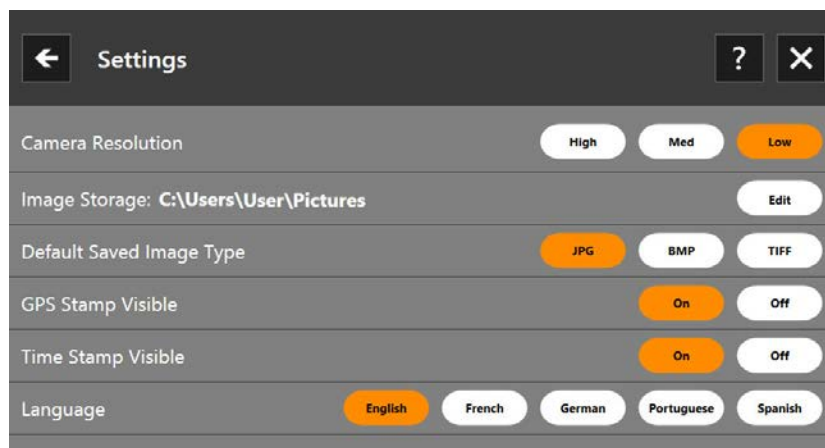
After you take your photo, you can tap the Flip icon again to return to the documentation camera viewfinder.

8. 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.

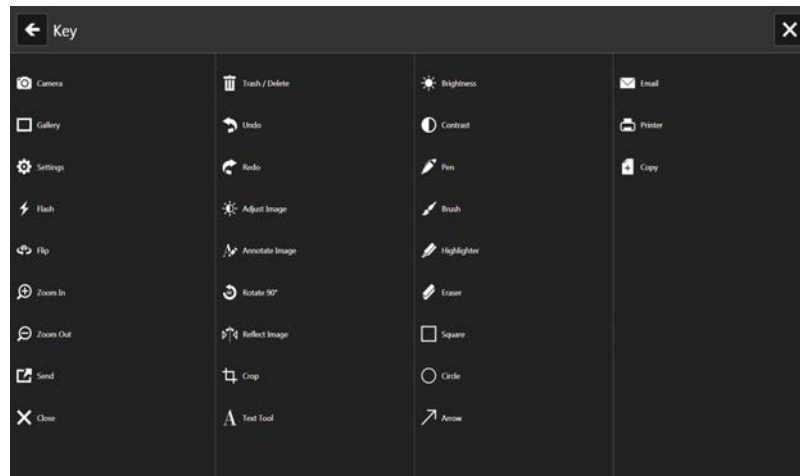


Setting	Description
Camera Resolution	Change the resolution of your photos. (Note: These resolution values apply to the documentation camera only.)
Image Storage	Specify the location where your photos are stored.
Default Saved Image Type	Use to select the image format you want to use for your photos.
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.

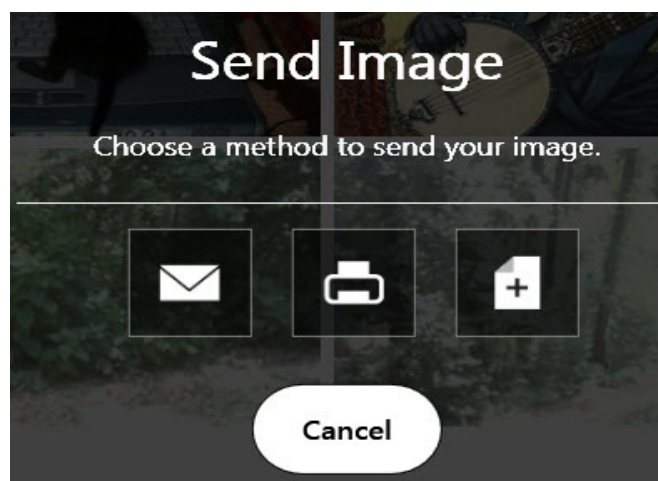
This screen also includes tools for drawing squares, circles, or arrows on your photo as well as a color palette that enables you to change the color of your annotations.




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 Magnetic Stripe Reader (optional)

If you purchased a CL-Series SlateMate™ with Magnetic Stripe Reader (MSR) and Barcode Scanner (BCS), you can use the MSR to read any card that has a magnetic stripe on the back, such as a credit or debit card.



The following table illustrates the MSR status light conditions.

	Ready
	Good swipe
	Error
	Starting...

To use the magnetic stripe reader:

1. Hold the CL920 steady.
2. With the magnetic stripe facing downward, you can either swipe the card from top to bottom or from bottom to top. The green light flashes when the swipe is successful.

Using the barcode scanner (optional)

The barcode scanner included with the optional CL-Series SlateMate™ supports several different types of barcodes—a minimum set of barcodes is enabled by at the factory.

Supported barcode types

The CL920 barcode scanner supports the following barcode types by default:

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

Other barcode types can be enabled by using the EasySet application. To download and install EasySet, go to [Software Downloads](#), select your Tablet PC model and operating system, and then tap **Show Results**. Scroll down to the EasySet application section and select the download link.

To use the barcode scanner:

1. Open your barcode application and place the cursor in the appropriate field.
2. Hold the tablet steady with the barcode scanner lens in front of you.
3. Aim the barcode scanner lens at the barcode.
4. Press and release the barcode scanner button located on the front of the barcode scanner. Ensure that the scan beam covers the entire barcode.

If the scan was successful, you'll hear a beep and the data appears in the application.

Barcode scanner tips

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



Using the battery

The CL920 is equipped with a built-in lithium-ion battery that is charged automatically when the tablet is connected to an outlet. Under normal conditions, you can run the tablet on battery power for up to seven hours.

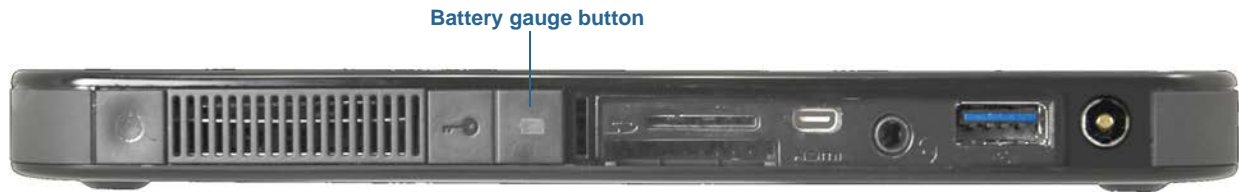
NOTE: If you ever need to replace the battery, contact your Motion Computing authorized service provider. Only authorized service providers can replace the battery.

Checking tablet battery power

You can check the remaining battery power several ways:

- When the tablet is plugged into an outlet, the battery gauge button shows whether the battery is fully charged (green) or charging (amber).
- When the CL920 is running on battery, pressing the battery gauge button on the left side displays status lights on the front of the CL920 indicating the current level of charge.
- From Motion Dashboard (**Power** settings)
- From the Windows notification area



The battery gauge button is located the left side of the CL920 Tablet PC as shown:



You can check the remaining battery power in your CL920 by:


- Opening Motion Dashboard, tapping **Power** and viewing the value under **Remaining charge**.


OR

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

The five lights on the left front of the Tablet PC also indicate the battery's current level of charge—from one green light ($\leq 20\%$ charged) to five green lights (81%-100% charged). Press the battery gauge button on the left side of the Tablet PC to view the remaining charge level.

When the tablet is plugged in, the battery gauge button lights up.

 Green indicates that the battery is fully charged.

 Amber indicates that the battery is charging.

Battery and power management tips

- Use AC power when available. When the CL920 is plugged in, the battery charges while in use.
- Put your Tablet PC in Sleep mode when you're not using it.
- Stop unnecessary background applications and processes.
- When not in use, disable wireless adapters using the Motion Dashboard **Wireless** settings.
- Set the brightness of the display to automatically dim after a selected number of minutes of inactivity using the Motion Dashboard **Display** settings.
- When using mobile broadband, reduce how often the CL920 updates email and other Internet applications to once every half hour or longer.
- Disable mobile broadband when you know a signal is unavailable.
- Condition your battery once a month. To condition it, run the Tablet PC on battery power until the battery's charge level drops below 20%.

Changing the power plan

By default, the CL920 uses the Motion Optimized power plan, which 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 Dashboard.

To change the power plan:

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

NOTE: Setting the power plan to Power Saver reduces the tablet's performance, but it will extend battery life.

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 are away from your tablet for a short time. However, you will lose unsaved data if there's a power failure.
- **Hibernate**—The tablet saves the contents of memory to the storage drive and shuts down. Pressing the power button restores the desktop exactly as you left it. Hibernate consumes less power than Sleep mode and takes less time to restart than the Shut down option.
- **Shut down**—Tablet shuts down. Pressing the power button reboots the tablet.

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

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

To change what happens when the power button is pressed:

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

Using 4G LTE mobile broadband with GNSS

Your Tablet PC may be equipped with an optional embedded 4G LTE mobile broadband with GNSS module. Mobile Broadband access requires an account with a Mobile Broadband network carrier. To use the GNSS receiver, you don't need a network connection or an account with a Mobile Broadband network carrier.

Enabling 4G LTE 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 Dashboard.

NOTE: To reduce power consumption when running only on battery power and when 4G LTE Mobile Broadband with GNSS isn't being used, disable Mobile Broadband in Motion Dashboard.

To enable Mobile Broadband:

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

Using Integrated u-blox 7-based augmented GPS


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

Your CL920 has a built-in Bluetooth adapter to connect to other Bluetooth-enabled devices.

To add a Bluetooth device:

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

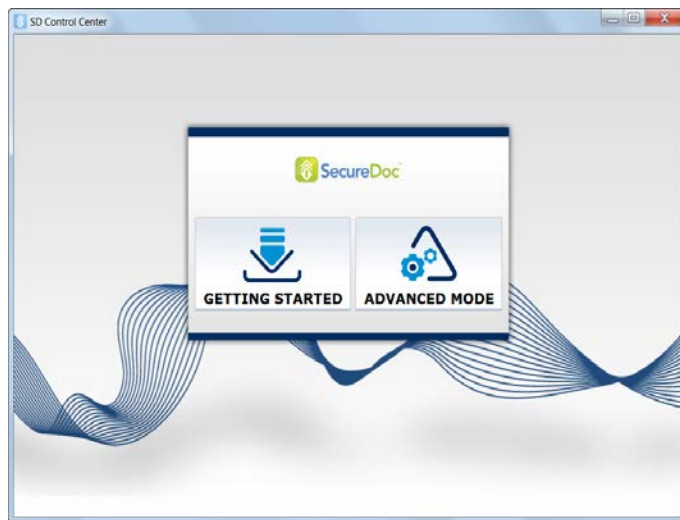
Using WinMagic® SecureDoc™

WinMagic SecureDoc is an application that enables you to encrypt your drive. This application is included with your CL920, but you have to enable it to implement drive encryption.

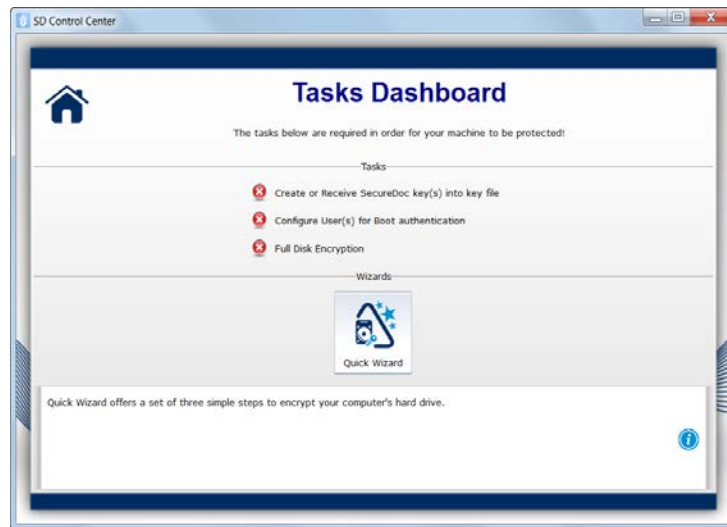
To enable WinMagic SecureDoc:

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

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



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



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

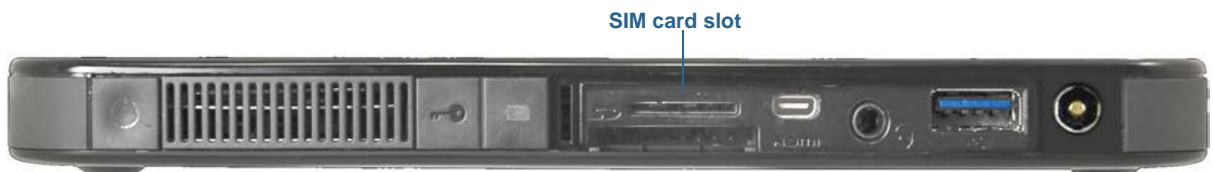
For more information about WinMagic SecureDoc, go to <http://www.winmagic.com/products/full-disk-encryption-for-windows>.

Using the SIM card reader

The SIM card slot holds one mini (2FF) 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 clicks, then release and it will pop out.

Using the SD card reader

The CL920 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.

Push the card in slightly until it pops out.

Locating your serial number

You can locate the serial number for your CL920 in any of the following locations:

- White label inside the SD card slot of the tablet
- Windows Start menu
- BIOS Setup Utility

To locate your serial number from the Start menu:

1. From the Start menu, tap **Computer**, then tap and hold anywhere in the window to open the options menu. Select **Properties**.
2. Under the **System** section of the page, view **Model**.
The serial number begins with “S/N.”

To access the BIOS Setup Utility:

1. Restart your tablet.
2. As soon as the tablet starts, and no later than when the Motion splash screen appears, tap the screen with your finger or the pen.

An alert sounds when you’ve accessed the BIOS Setup Utility.

TIP: If a keyboard is attached to your CL920, you can press **F2** to open the Setup Utility. Then, press the arrow keys to select items and press **Enter** to select a submenu.

Backing up your system

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

To schedule backups:

1. From the Control Panel, tap **System and Security** category then tap **Back up your computer**.
2. Tap **Set up backup**.

Follow the on-screen instructions.

You can restore files from a backup. For more information, open Windows Help and search for "Restore files from a backup."

Restoring your system

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

- Creating a system image to use to restore your computer if necessary
- Restoring the computer from a system image using Windows control panel
- Restoring the tablet from BIOS if Windows 7 cannot run

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

Creating a system image

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

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

To create a system image:

1. Locate a USB flash drive or other external drive to use for storing your system image.

2. From the Windows Control Panel, tap **System and Security** category, then tap **Back up your computer**.
3. From the navigation bar on the left, tap **Create a system image**, then follow the on-screen instructions.

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

Restoring your system image from Windows Control Panel

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

To restore your system from Windows Control Panel:

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


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

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

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

NOTE: Before starting, locate the external drive that contains the system image you created previously (page 46) and ensure that a keyboard is attached to your tablet.

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

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

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

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

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

4. Select a keyboard layout in the System Recovery Options dialog box, then press **Enter**.
5. Select a user name and enter the password, then press **Enter**.


6. Attach the external drive that contains the system image.
7. In the **System Recovery Options** dialog box, use the **Tab** key to navigate to **System Image Recovery** and then press **Enter**.

Follow the instructions to **Re-image your computer**.

Restoring your system without a system image

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

To reinstall the original factory image:

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

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

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

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

5. Select a keyboard layout in the System Recovery Options dialog box, then press **Enter**.
6. Select a user name and enter the password, then press **Enter**.
7. In the **System Recovery Options** dialog box, use the **Tab** key to navigate to **Reinstall Windows**.
8. Press **Enter** to reinstall Windows.
9. Check to see whether Windows was able to save any data from the tablet. Look in the folder called **Windows.old**.

Finding other software

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

Caring for your CL920

3

Proper care and maintenance will keep your CL920 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 in this chapter when caring for your 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.
- Do not place heavy objects on top of the tablet PC.
- 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 CL-Series 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 purchase protective display films and CL-Series 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 bay 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 CL920, which is available for purchase from the [Motion Computing Accessories](#) page.
- Under normal conditions, the CL-Series pen tip should not require replacement. However, extra pen tips are available if you want to replace one.

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

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 38.

Traveling with your CL920 Tablet PC

Use the following tips when you travel with your CL920 Tablet PC:

- Put the Tablet PC in a case to protect the display. Motion Computing sells a variety of cases for the CL920. 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 40.
- For international travel, use the appropriate power cord for your destination's electrical outlets. You don't need to buy a voltage converter; the Motion AC adapter will automatically adjust to different voltages.
- You may want to carry proof of ownership or a merchandise passport when traveling internationally.
- Consult your insurance and credit card companies to learn about emergency travel assistance in case your Tablet PC becomes lost or disabled.
- Don't carry your tablet through a metal detector.
- Turn off the Tablet PC or place it in Hibernation mode for airplane takeoff and landing.

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



Don't transport your CL920 in checked baggage because it contains a Li-ion battery. The baggage hold can get very hot, which can cause the Li-ion battery to overheat and result in a possible explosion.

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](#).

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 **Ctrl+Alt+Delete** or press the Security button and select **Start Task Manager**. You can also press and hold the power button  for five seconds to force the tablet to shut down. However, this is strongly discouraged.


The tablet won't enter Hibernation mode

- Hibernation might not be enabled. Enable hibernation by adjusting the power button behavior from Motion Dashboard. See [Changing how the power button functions](#) on page 41.


The tablet doesn't return from hibernation while on battery power

- The battery might be depleted. Plug the tablet in to AC power.

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 5 seconds. However, this is strongly discouraged. Under normal conditions, power off the tablet from the Start menu by tapping **Shut down**.

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

- The tablet might have turned off the display to save power. To restore the display, touch 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 seven 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.
- 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.
- Have the battery replaced. While the built-in lithium-ion battery is designed for a long battery life, you may find the need to replace it. If so, contact your Motion Computing service provider. Only authorized service providers can replace the battery.
- For other battery optimizing tips, see [Battery and power management tips](#) on page 39.

Display issues


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

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

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

- The tablet may have expanded the desktop beyond the display area of the tablet PC display when it was connected to the external monitor. Use Motion Dashboard to reset the Tablet PC to the display setting for stand-alone tablets. Open Motion Dashboard, tap **Display**. Then, from the **Display Scheme** drop-down list, select **Tablet Only**.

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

- The Tablet PC might have turned off the display to save power. To restore the display, tap or touch the screen.
- 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.

The display is too dim

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

The display is unreadable or distorted

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

To update the display device driver:

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

Touch or pen issues

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

- Use only the CL920 pen with the tablet. The Tablet PC doesn't respond to other digitizer pens, even Motion Computing pens for other models.
- The pen's battery may need to be replaced. Unscrew the top of your CL-Series digitizer pen, and replace the AAAA battery.

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

- Run touch setup on the desired display. Make sure a keyboard is attached to your tablet and then open Motion Dashboard. Tap **Pen & Tablet**, then tap **Tablet PC Settings**. Tap the **Display** tab, then tap **Setup** next to “Configure your pen and touch displays.” Tap

Touch Input then press the **Enter** key until you see the instructions appear on the display that you want to use for touch input. Follow the on-screen instructions for setting up touch on this display.

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

- Try adjusting how you hold the pen. Avoid resting your finger on the function button. You can also disable the function button. open Motion Dashboard then tap **Pen & Tablet**. Tap **Pen & Input Devices** and tap the **Pen Options** tab. Clear the check mark next to the box, “Use the pen button as a right-click equivalent.”

The pen function button doesn’t work

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

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

- Connect a keyboard to the tablet to continue.

The CL920 responds to my finger but not my pen

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

The CL920 tablet is too sensitive to touch

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

The touch pointer jumps around the display and the display flickers

- In some cases, the tablet’s touch system gets out of sync. To fix it, you can re-tune it. Open Motion Dashboard then tap **Pen & Tablet**, tap **Touch Settings**, tap **Touch Tuning**, then **Start**. A calibration program begins. Don’t touch the display during the calibration process.

Calibrate doesn’t work

- The **Tablet PC Settings Display** tab has a **Calibrate** option, but it doesn’t apply to the CL920. Instead, if touch input doesn’t behave as expected, you can re-tune touch. Open Motion Dashboard then tap **Pen & Tablet**, tap **Touch Settings**, tap **Touch Tuning**, then **Start**. A calibration program begins. Don’t touch the display until the program has finished.

Ports and connectors issues

The tablet doesn't recognize the USB device

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

The CL920 is in its dock, but the tablet doesn't recognize any accessory devices, such as the external disk drive or monitor

- The CL920 may not be fully seated in the dock. Remove it from the dock and then replace it.

Network issues

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

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

I can't connect to a wired Ethernet network

- To connect to an Ethernet network, your CL920 must be connected to a CL-Series docking station. The Ethernet port for the CL920 is located on the dock.
- The connection may be loose. Remove the Ethernet cable and reconnect it.
- The Ethernet network may be experiencing problems. Check with someone near you to determine if he or she has network access.
- Replace the Ethernet cable.


Wi-Fi issues

I can't connect to a wireless Wi-Fi network


- Your CL920 may not have located a Wi-Fi network. From the Start menu, tap **Control Panel** then **Network and Internet**. View your active networks. If no network is connected, tap **Connect to a network** and select a network from the list.
- Wi-Fi must be enabled from the Motion Dashboard. Open Motion Dashboard, tap **Wireless** and tap the checkbox next to **Enable 802.11 Internal Wireless**.
- You may not have access to the network. Obtain a user name and password from an administrator for the network.
- Your tablet's security settings may prevent a connection. For example, broadcasting a network name may be enabled or encryption is turned on. Check with your system administrator.

Bluetooth issues



I can't connect to a Bluetooth network

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

No other Bluetooth device can detect the CL920 tablet

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

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

- Bluetooth must be enabled from the Motion Dashboard. Open Motion Dashboard, tap **Wireless**, and tap the checkbox next to **Enable Bluetooth Internal Wireless**.
- Ensure that the Bluetooth device you're adding is discoverable. See the device's manufacturer's instructions for more information.
- Ensure that the Bluetooth device's battery is charged.
- Check which Bluetooth devices are connected. From the Windows notification area, tap the Bluetooth icon  and select **Show Bluetooth Devices**. The Devices window displays all the Bluetooth devices that are currently connected.
- For tablet PCs transferring files, both computers must turn on the Bluetooth device transfer wizard, although only the receiving computer needs to be discoverable. Tap the Bluetooth icon  and then **Send a file** or **Receive a file**. When you do this, discovery is automatically turned on for the receiving devices.
- 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 are 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 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 don't use a Bluetooth wireless headset. A better solution is to use Motion Speak Anywhere, which

can record clear audio, dictate notes, and use voice commands without a microphone 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 are having problems 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 should not 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 need a SIM card from your network provider (see [Using the SIM card reader](#) on page 44).

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 speaker

- Ensure that nothing is connected to the audio in/out jack. Connecting headphones or external speakers disables the built-in speaker.
- The volume may be set too low or muted. You can use Motion Dashboard to increase the volume or turn mute off. Open Motion Dashboard, then tap **Audio** and move the slider to the desired volume.

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

- The volume may be set too low or muted. You can use Motion Dashboard to increase the volume or turn mute off. Open Motion Dashboard, then tap **Audio** and move the slider to the desired volume.
- The integrated audio components may have been overwritten. If you install a third-party audio device (such as a USB or Bluetooth device), the integrated audio may stop working. If this happens, reinstall the audio drivers. After you install these, if you still have problems recording, 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 or solid state drive (SSD) may be full or nearly full. You can use Disk Cleanup to free up space on your drive. For instructions, open Windows Help and search for "disk cleanup."
- The hard disk drive may need to be defragmented. You can use the Disk Defragmenter to consolidate files and folders on the hard drive. For more information, open Windows Help and Support and search for "disk defragmenter."

Note: Unlike traditional hard drives, SSD drives, like the one available on the CL920, 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** in the Motion Dashboard Power section.
- Adjust your Windows settings. For instructions, open Windows Help and search for "improve performance."

Frequently asked questions

How can I make the battery charge last longer?

- By default, the power plan for the CL920 is a balance between optimal performance and a long battery charge. If you want the tablet to run longer between charges, use the **Power saver** power plan. Open Motion Dashboard, tap **Power**. Tap **Power Options** and select **Power saver**.
- Use the Dynamic display setting. This automatically controls the display to conserve power. Open Motion Dashboard, tap **Display** then tap **Dynamic**.
- Set the display to the dimmest level you are comfortable with. Open Motion Dashboard, tap **Display** then move the Brightness slider to the desired level.
- Disable any unused devices. Open Motion Dashboard, tap **Wireless** and clear the checkbox next to the adapters you aren't using.
- Stop unnecessary background applications and processes.

How do I know if the tablet is charging when I plug it in to a power adapter?

- The battery gauge button on the left side of the tablet is amber when the tablet is charging.

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

- 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 front of the Tablet PC indicate the battery's current level of charge—from one green light (20% charged) to five green lights (fully charged). Press the battery gauge button on the left side of the CL920 to view the remaining charge level.

How do I clean the display screen?

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

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 best result, an external monitor should be digital—and capable of connecting with the CL920 through the Micro-HDMI port. 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?

- From the Motion Dashboard, tap **Pen and Tablet**, then **Tablet PC Settings**, then the **Other** tab. You can select left- or right-handed, which changes the location of the menus.

How can I stop the display screen from rotating automatically?

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

How do I calibrate my finger and pen for touch input?

- If the touchscreen doesn't respond as expected or if it responds to unintentional input, you can re-tune it. Open Motion Dashboard, then tap **Pen & Tablet**, tap **Touch Settings**, tap **Touch Tuning**, then **Start**. A calibration program begins. Do not touch the display during the calibration process.

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 do not need to buy a voltage converter; the Motion AC adapter will automatically adjust to different voltages.

Where can I learn more about my CL920?

- To learn more about the CL920, you can view our [training tutorials](#) and [knowledge base articles](#). Motion Computing also offers [corporate training classes](#).

Can I recycle my old computer?

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

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