



**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.

# Contents

<b>Chapter 1 Getting Started</b> .....	<b>6</b>
Optional features .....	7
Integrated Qualcomm® Gobi™ technology 4G LTE mobile broadband with GNSS .....	7
Integrated u-blox 7-based augmented GPS .....	7
Security .....	8
WinMagic® SecureDoc™ .....	8
TPM .....	8
Computrace® Complete .....	8
Motion® CL-Series SlateMate™ with Magnetic Stripe Reader (MSR) and Barcode Scanner (BCS) .....	9
Overview of the CL920 .....	10
Front .....	10
Back .....	11
Right side .....	12
Left side .....	12
Pen .....	13
Where to begin with your CL920 .....	14
Step 1: Power up the tablet .....	14
Step 2: Connect to a wireless network .....	14
Step 3: Get familiar with your CL920 Tablet PC .....	16
Step 4: When you take a break .....	16
Lock and unlock the Tablet PC .....	16
Sleep mode .....	16
Optional setup tasks .....	17
Create a recovery drive .....	17
Attach the pen tether .....	17
Insert the digitizer pen battery .....	17
Connect the tablet to a docking station .....	17
Connect the tablet to a display monitor .....	18
For more information .....	18
<b>Chapter 2 Using your CL920</b> .....	<b>19</b>
Motion Computing applications .....	20
Motion Tablet Center .....	20
Tablet settings .....	21
Pen and Touch .....	21
Tablet PC Settings .....	22
Touch Settings .....	23
Wireless Settings .....	23
Advanced settings .....	24
Power settings .....	25

Advanced settings . . . . .	26
Sensors settings . . . . .	27
Compass . . . . .	27
Location Services . . . . .	27
Show Map . . . . .	28
Know Your Motion Tablet . . . . .	28
Entering text and using the handwriting panel . . . . .	29
Using the Windows 8.1 on-screen keyboard . . . . .	29
Using the Windows 8.1 handwriting panel . . . . .	30
Using the Windows button . . . . .	30
Connect an external monitor . . . . .	31
Using the built-in microphones . . . . .	31
Using the cameras . . . . .	31
Using the web camera . . . . .	32
Using the documentation camera . . . . .	32
SnapWorks™ by Motion® . . . . .	33
Using the Magnetic Stripe Reader (optional) . . . . .	37
Using the barcode scanner (optional) . . . . .	37
Supported barcode types . . . . .	37
Barcode scanner tips . . . . .	38
Using the battery . . . . .	39
Checking tablet battery power . . . . .	39
Battery and power management tips . . . . .	39
Changing the power plan . . . . .	40
Changing how the power button functions . . . . .	40
Using 4G LTE mobile broadband with GNSS . . . . .	41
Enabling 4G LTE Mobile Broadband with GNSS . . . . .	41
Using Integrated u-blox 7-based augmented GPS . . . . .	41
Using Bluetooth . . . . .	42
Using WinMagic® SecureDoc™ . . . . .	42
Using the SIM card reader . . . . .	44
Using the SD card reader . . . . .	44
Locating your serial number . . . . .	45
Backing up your system . . . . .	45
Restoring your system . . . . .	46
Creating a Windows 8.1 recovery drive . . . . .	46
Create a USB recovery drive . . . . .	46
Using the Windows 8.1 recovery drive . . . . .	47
Using System Restore . . . . .	48
Finding other software . . . . .	49

## Chapter 3 Caring for your CL920 . . . . . 50

General care . . . . .	50
Caring for the display . . . . .	51
Caring for the pen . . . . .	51
Caring for the tablet battery . . . . .	51
Traveling with your CL920 Tablet PC . . . . .	52

<b>Chapter 4 CL920 Troubleshooting and FAQs</b> .....	<b>53</b>
Troubleshooting .....	53
Power issues .....	53
Battery issues .....	54
Display issues .....	54
Touch or pen issues .....	55
Ports and connectors issues .....	56
Network issues .....	56
Wi-Fi issues .....	56
Bluetooth issues .....	57
Bluetooth wireless tips .....	57
Mobile Broadband with GNSS issues .....	58
Audio issues .....	58
System issues .....	58
Frequently asked questions .....	59
<b>Index</b> .....	<b>61</b>

# 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® 8.1 Pro 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 Complete, 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 42.

### TPM

With the built-in TPM 1.2 and Infineon Security Platform Tools, you can create and manage digital certificates, user and device authentication, full disk data encryption, and restricted network access. These features are most commonly used by enterprises and enabled by the system administrator. To download and install TPM, go to <http://www.motioncomputing.com/us/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.

### Computrace® Complete

The CL920 Tablet PC can be purchased with the optional Computrace Complete, which offers enhanced data protection, improved IT asset management, and managed computer theft recovery. With Computrace, organizations can track, manage, and secure their entire computer fleet—including remote and mobile devices—on or off the network.



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

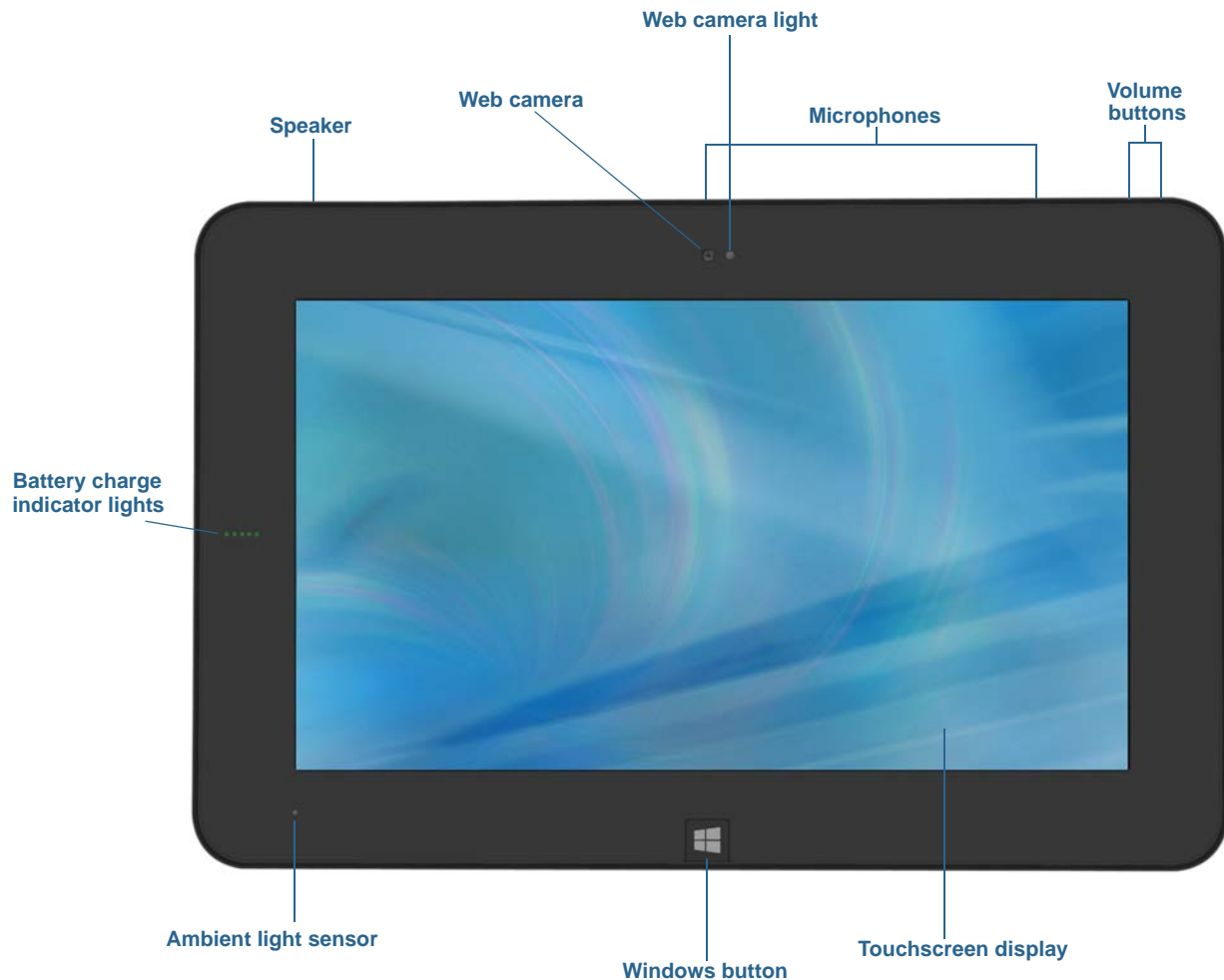
You can purchase an optional CL-Series SlateMate™ with Magnetic Stripe Reader (MSR) and Barcode Scanner (BCS). The CL-Series SlateMate™ is the first in a family of integrated expansion modules designed to provide additional functionality. You can view additional information about the CL-Series SlateMate 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 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.

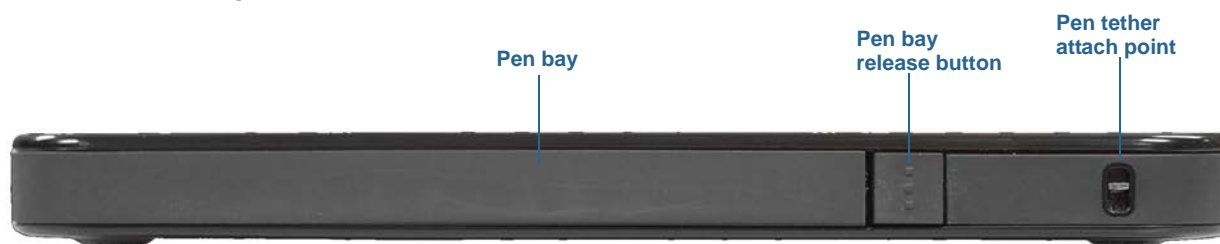
Battery charge indicator lights	Monitor battery status. When running on battery, the LED lights on the front show the current level of battery charge when the battery gauge button on the left side of the tablet is pressed.
Ambient light sensor	Measures the light in your environment and can automatically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

## Back



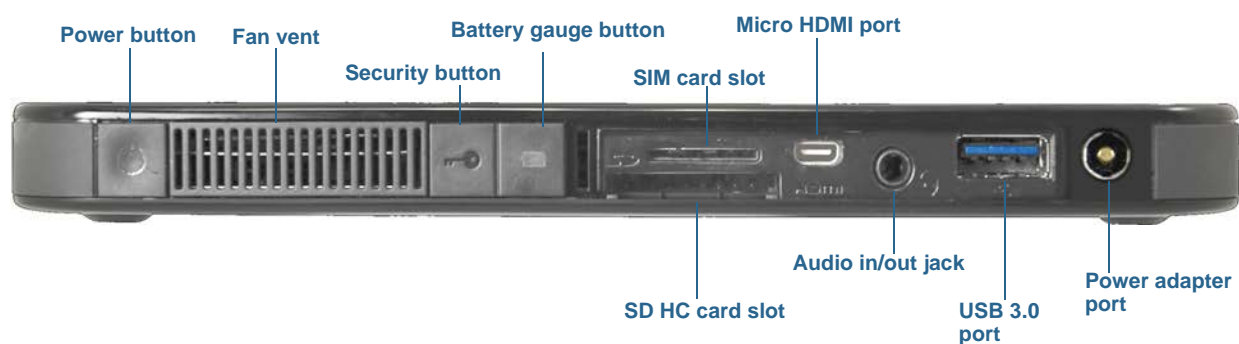
Documentation camera	5MP auto-focus camera that takes photos you can save to your hard drive in a wide variety of graphic file formats.
Dock connector	Connect the CL920 to a CL-Series docking station.

## 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



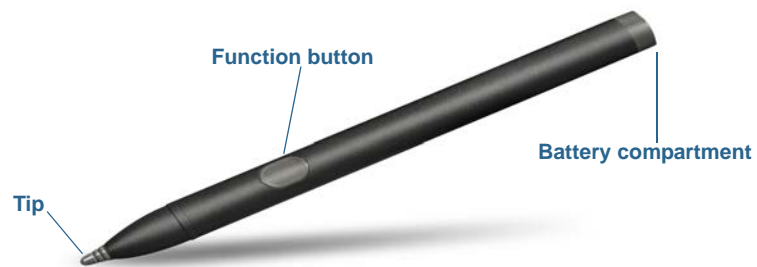
Power button	Press to turn the tablet on and to put the CL920 Tablet PC to sleep.
Fan vent	Provides ventilation for the internal cooling system.
Security button	Press to lock and unlock the CL920. Equivalent to pressing <b>Ctrl+Alt+Delete</b> on a keyboard.
Battery gauge button	Check remaining battery 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 <a href="#">Checking tablet battery power</a> on page 39.
SIM card slot	Holds one micro (3FF) 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 [Pen and Touch](#) on page 21.

# 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.



## 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. Set up Wi-Fi

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

## Step 2. Set up Bluetooth


1. Enable Bluetooth:
  - a. Swipe from the right side of the screen and tap **Settings**.
  - b. Tap **Change PC Settings**.
  - c. Under **PC and Devices**, tap **Bluetooth**.
  - d. Tap the Bluetooth On/Off switch to turn it **On** and the Tablet PC will search for Bluetooth devices.
2. To add a Bluetooth device:
  - a. Ensure that the Bluetooth device is discoverable according to the manufacturer's instructions. (When a Bluetooth device is discoverable, it's visible to other Bluetooth devices within range.)
  - b. Select the desired Bluetooth device from the list of devices.
  - c. Follow the on-screen instructions.

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

**NOTE:** If you purchased your CL920 with the optional 4G LTE mobile broadband with Global Navigation Satellite System (GNSS) module or the optional GPS with SBAS module, your CL920 has GPS capabilities. You can use GPS with your preferred mapping application to find your current and destination locations.

## Step 3: Get familiar with your CL920 Tablet PC

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

- Use Motion Computing tools to configure basic Windows 8.1 settings, customize your tablet according to your work style, and to access CL920 documentation and the Motion Support and Tablet PC accessories websites. See [Motion Tablet Center](#) on page 20 and [Know Your Motion Tablet](#) on page 28.
- Open the writing pad and provide handwriting samples to improve handwriting recognition. See [Entering text and using the handwriting panel](#) on page 29.
- Take photos or use the web camera. See [Using the cameras](#) on page 31.


## 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** 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 [Power settings](#) on page 25.

**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

### Create a recovery drive

Once you've set up your CL920 the way you like it, including installing your applications, create a recovery drive on an external USB drive. A recovery drive will allow you to boot your system and easily access a number of recovery and troubleshooting tools that you can use if you encounter any issues with your Windows 8.1 installation. For more information, see [Create a USB recovery drive](#) on page 46.

### Attach the pen tether

The CL920 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

Know Your Motion Tablet is located on your Tablet PC's desktop. Open this application to view the *Getting Started* document, which provides information and tips to help you get started using your CL920 quickly.

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

This *User's Guide* describes the full set of CL920 features and provides instructions for common tasks you'll perform. The rest of this book is organized as follows:

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

You will find other useful information on our website:

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

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

# Using your CL920



# 2

This chapter provides information about performing the following tasks:

- [Using Motion Tablet Center](#) on page 20
- [Using Know Your Motion Tablet](#) on page 28
- [Entering text and using the handwriting panel](#) on page 29
- [Using the Windows button](#) on page 30
- [Connect an external monitor](#) on page 31
- [Using the built-in microphones](#) on page 31
- [Using the cameras](#) on page 31
- [Using the Magnetic Stripe Reader \(optional\)](#) on page 37
- [Using the barcode scanner \(optional\)](#) on page 37
- [Using the battery](#) on page 39
- [Using 4G LTE mobile broadband with GNSS](#) on page 41
- [Using Integrated u-blox 7-based augmented GPS](#) on page 41
- [Using Bluetooth](#) on page 42
- [Using WinMagic® SecureDoc™](#) on page 42
- [Using the SIM card reader](#) on page 44
- [Using the SD card reader](#) on page 44
- [Locating your serial number](#) on page 45
- [Backing up your system](#) on page 45
- [Restoring your system](#) on page 46
- [Finding other software](#) on page 49

# 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 8.1 settings, and access resources for additional information:

	<b>Motion Tablet Center</b>	Provides a central location for accessing and configuring the most commonly used Windows 8.1 settings.
	<b>Know Your Motion Tablet</b>	Provides easy access to CL920 documentation and the Motion Support and Tablet PC accessories websites.

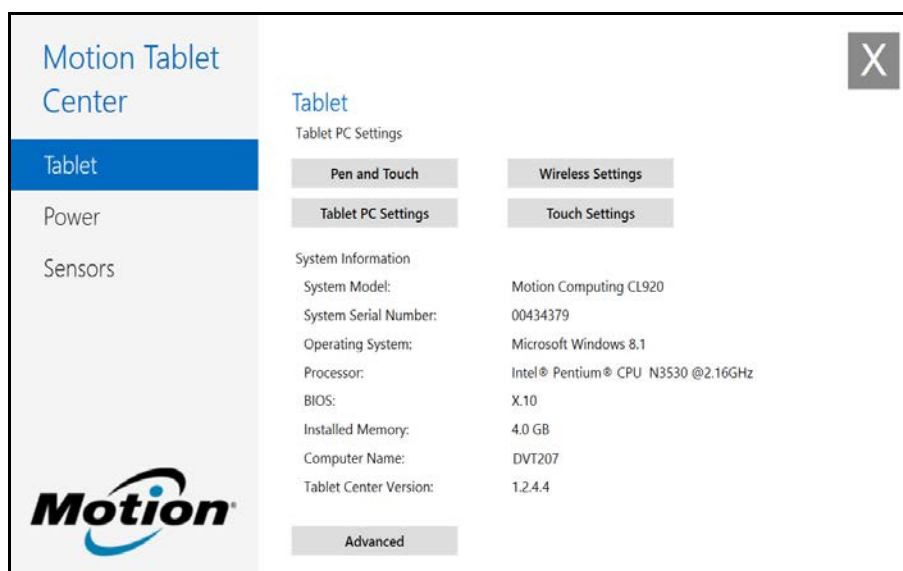
## Motion Tablet Center

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

### To open Motion Tablet Center:

- Tap the Motion Tablet Center icon  in the Windows taskbar.
- OR**
- From the Windows 8.1 Start Screen, tap the Motion Tablet Center tile .

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



## Tablet settings

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

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

### Pen and Touch

#### To configure pen settings:

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

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

#### To configure flicks:

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

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

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

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

#### **To configure touch:**

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

## Tablet PC Settings

Motion Tablet Center's Tablet PC settings enable you to customize your CL920 to fit the way you work. These settings provide you with access to input display configuration and calibration; screen rotation sequence settings; right- or left-handed use; pen and touch settings; and Touch Keyboard and Handwriting Panel customization.

#### **To configure Tablet PC settings:**

1. Tap **Tablet PC Settings** in the Tablet screen.  
The Tablet PC Settings window opens.
2. Tap the **Display** tab.
3. Tap **Setup** next to **Configure your pen and touch displays**.  
  
This setting is useful for assigning pen or touch to the appropriate display when one or more displays are connected to the tablet.
4. Tap **Pen input** or **Touch input** depending upon the type of input you want to use on the display.
5. Follow the on-screen instructions.
6. In the **Display** options section, Motion recommends not using the **Calibrate** option, but rather using the **Touch Settings** option in the Motion Tablet Center **Tablet** screen. For details, see [Touch Settings](#) on page 23
7. Adjust the screen orientation sequence setting by tapping the **Go to Orientation** link and choose the order in which your screen rotates.

8. To access configuration options for left- or right-handedness, pen and touch settings, or customization for Touch Keyboard and Handwriting Panel options, tap the **Other** tab.

## Touch Settings

Motion Tablet Center's Touch Settings enable you to determine how touch input is configured by setting the input mode. You can also use Touch Settings to configure touch tuning and the digitizer pen function button and check the pen's battery status.

### To configure touch settings:

1. Tap **Touch Settings** in the Tablet screen.  
The N-trig DuoSense® Settings window opens.
2. Tap the **Digitizer Options** tab, and tap the desired input mode.

### To perform touch calibration:

1. Tap **Start** in the Digitizer Options **Touch Tuning** section.  
Touch tuning will begin in approximately 5 seconds.  
**Note:** Please refrain from touching the screen during calibration.  
When calibration is completed, you'll be notified that screen calibration was completed successfully.
2. Tap **OK**.

### To configure the digitizer pen function button:

1. Tap the **Pen** tab.
2. Select the action you want the function button to perform from the Pen button drop-down menu.  
  
You can also check the digitizer pen's battery status and enable low battery notification in the **Pen** tab options.
3. Tap **OK** to save your touch settings.

## Wireless Settings

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

### To view and connect to available networks:

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

If your CL920 includes the optional mobile broadband module and you have an active account with a cellular network provider, you can connect to an available mobile broadband network.

**To connect to a mobile broadband network:**

1. Ensure there's a SIM card (if one is required by your provider) in your Tablet PC and that it's fully seated in the SIM card slot. (See [Using the SIM card reader](#) on page 44 for information about inserting a SIM card.)
2. Tap **Wireless Settings** in the Tablet screen.  
The Windows Networks menu opens.
3. Tap the Mobile Broadband switch to turn it on.
4. If the desired network service provider isn't displayed, tap **Find more** under **Mobile broadband**.
5. Select location and tap **OK**.
6. Select the desired network service provider.
7. Follow the on-screen instructions.

**To connect to a Wi-Fi network:**

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

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

## Advanced settings

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

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

- **System Summary**—Displays general information about your computer and the operating system, such as the computer name and manufacturer, the type of basic



input/output system (BIOS) your computer uses, and the amount of memory that's installed.

- **Hardware Resources**—Displays advanced details about your computer's hardware and is intended for IT professionals.
- **Components**—Displays information about disk drives, sound devices, modems, and other components installed on your Tablet PC.
- **Software Environment**—Displays information about drivers, network connections, and other program-related details.

### To view system information for your Tablet PC:

1. Tap **Advanced** in the Tablet screen.

The Windows System Information window opens.

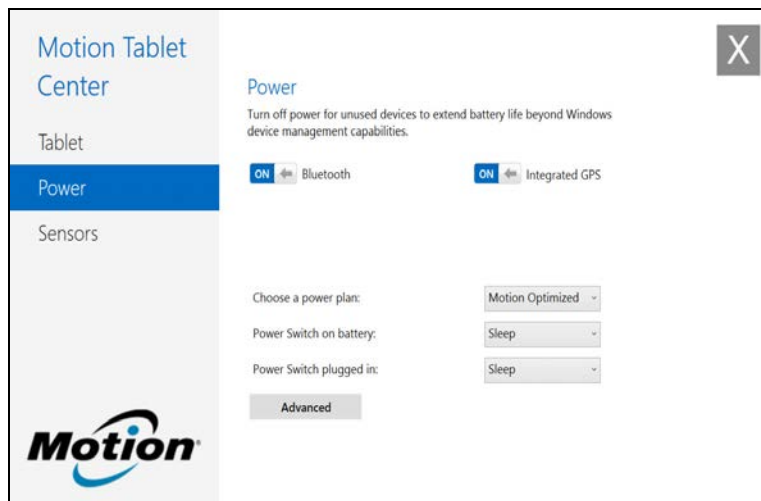
2. To find a specific detail in System Information, type the information you're looking for in the **Find what:** field at the bottom of the window. For example, to find your computer's Internet protocol (IP) address, type IP address in the **Find what:** field, and then tap **Find**.

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

## Power settings

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

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



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

By default, the CL920 uses the Motion Optimized power plan that is designed specifically for Motion Computing tablets. It balances the need to save power while maximizing tablet performance. When the tablet senses no current activity, it goes into Power Saver mode automatically.

**To change the power plan:**

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

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

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

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

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

**Shut down**—The tablet shuts down. Pressing the power button reboots the tablet.

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

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

**To change what happens when the power button is pressed:**

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

## Advanced settings

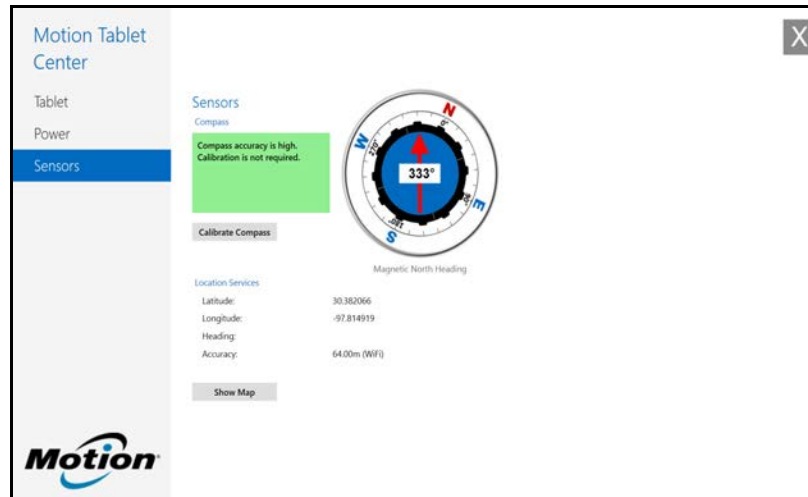
The Advanced settings in Motion Tablet Center's Power screen provide you with access to Windows Power Options, where you can create your own power plan, customize your Tablet PC's power plan, adjust the screen brightness, set a password on wakeup, choose when to turn off the display, and change when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

**To configure advanced power settings:**

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

## Sensors settings

Motion Tablet Center's Sensors settings allow you to calibrate the CL920's internal compass and access Location Services.



### Compass

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

### Location Services

Location Services provides information about the CL920's current position—latitude, longitude, heading, and accuracy. **Accuracy** provides two pieces of information: the number shown gives an approximate radius of accuracy in meters. For example, "55.0m" means that the position shown is accurate within 55 meters. Adjacent to that number, in parentheses, is a phrase that defines the source of the current position fix. This source will be one of the following:

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

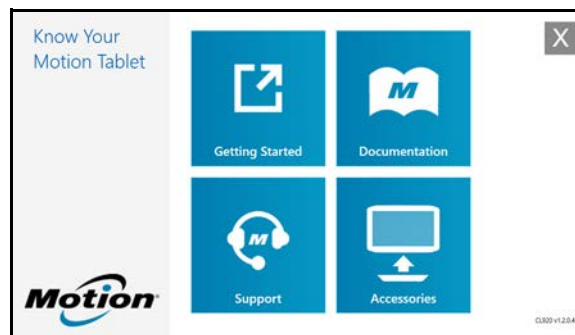
## Show Map

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

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

## Know Your Motion Tablet

Know Your Motion Tablet is a Motion Computing application that provides easy access to CL920 documentation and the Motion Support and Tablet PC accessories websites.




**Getting Started**—Opens the CL920 Getting Started Guide, which provides basic information about operating your Tablet PC.

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


**User's Guide**—Enables you to open or save this CL920 *User's Guide*.

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

### To open Know Your Motion Tablet:

- Tap the Motion Tablet Center icon  on the Windows desktop.

**OR**

- From the Windows 8.1 Start Screen, tap the Motion Tablet Center tile .


Tap the tile for the resource you want to access.

# Entering text and using the handwriting panel

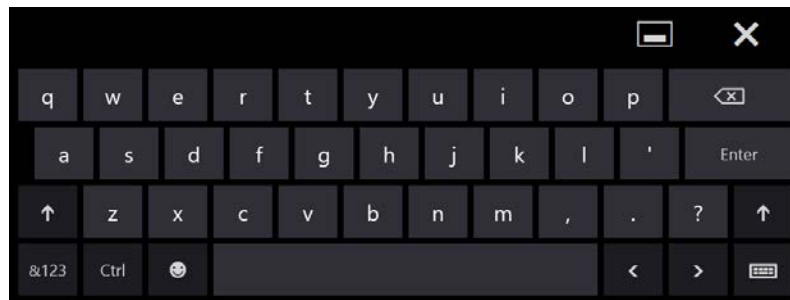
You can use different methods to enter text with your CL920 to fit your needs. You can use an on-screen touch keyboard or the handwriting panel.

## Using the Windows 8.1 on-screen keyboard

**To open the on-screen keyboard, either:**

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

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





In addition to the default on-screen keyboard, Windows 8.1 provides other keyboard layouts for entering text.

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

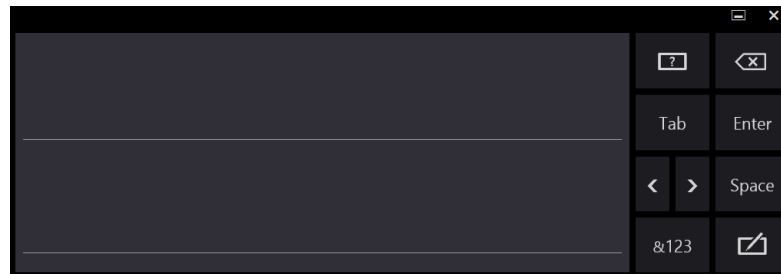


## Using the Windows 8.1 handwriting panel

### To open the handwriting panel:



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

The handwriting panel will open.



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

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

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

## Using the Windows button

The Windows button is located on the front of the CL920 at the bottom center. Tap this button to open the Windows Start screen. If you're in the Windows Start screen, tap the button to return to the Windows desktop.

Additionally, you can use the Windows button to perform these tasks with the following key combinations:

- **Windows button + volume up button**—launch/exit Narrator.
- **Windows button + volume up button**—perform a screen capture.
- **Windows button + power button**—displays the Windows lock screen (performs the same action as pressing the security button).



## 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 built-in microphones


You can use the dual-array microphones with built-in noise cancellation to record audio, dictate notes, and use voice commands.

## Using the cameras

Your CL920 includes both web and documentation cameras.

## Using the web camera

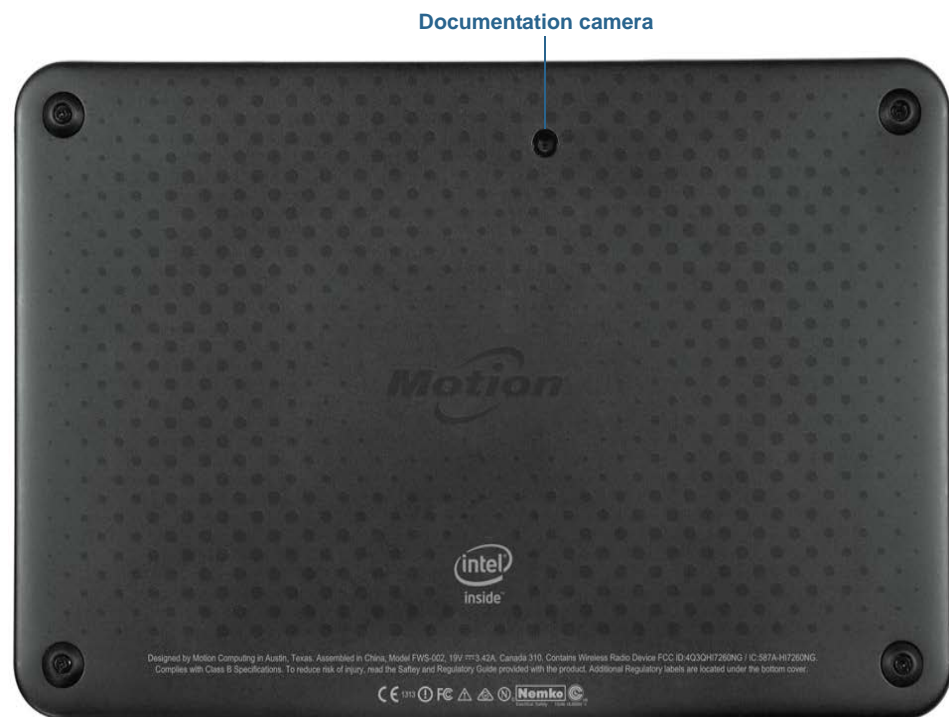
Your CL920 has a 1.3MP web camera that supports color images and streaming video. The web camera is located on the front of the Tablet PC in the top center area.

If you'd like to use Skype™ with your web camera, you can access it by tapping the Skype tile  on the Windows 8.1 Start screen.

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

## Using the documentation camera

Your CL920 is equipped with an integrated 5MP auto-focus camera. 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.







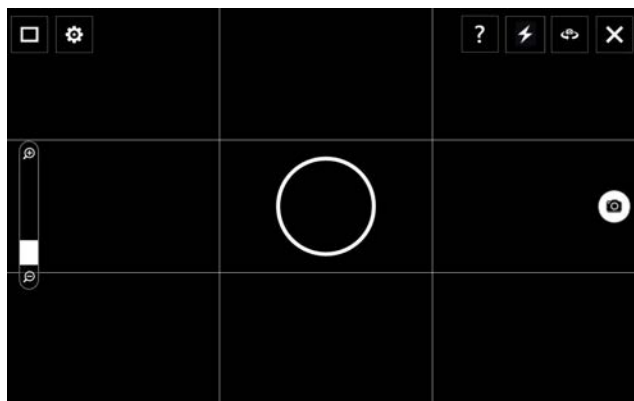
## SnapWorks™ by Motion®




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.



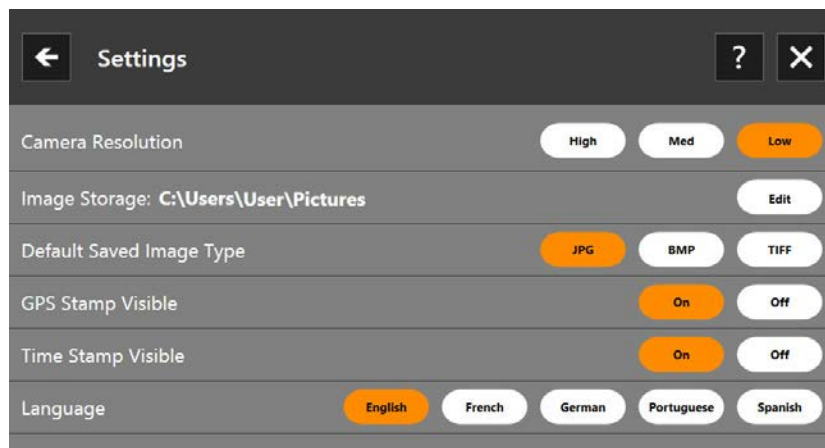
4. Point your camera at the subject you want to photograph.  
You can use the grid and center circle to help you line up your subject(s).
5. Tap the camera icon  on the right side of the screen to take a picture.  
To zoom in or out on your subject, use the zoom adjustment slider  on the left side of 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.

- 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

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


The SnapWorks configuration screen is displayed.

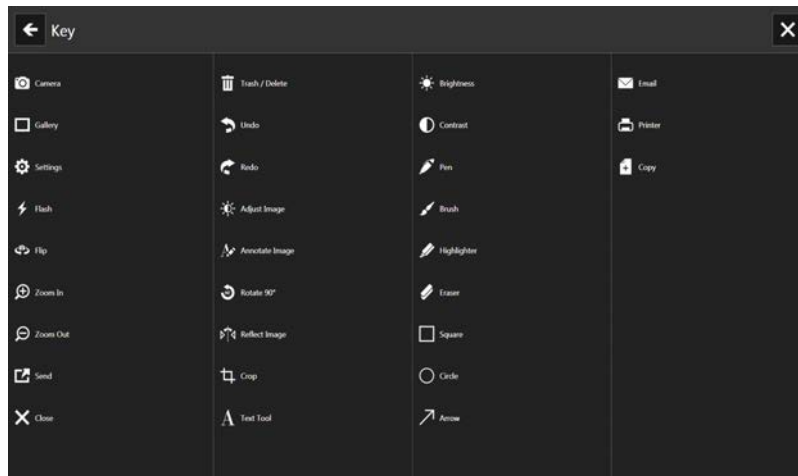


Setting	Description
Camera Resolution	Change the resolution of your photos. <b>(Note:</b> These resolution values apply to the documentation camera only.)
Image Storage	Specify the location where your photos are stored.
Default Saved Image Type	Use to select the image format you want to use for your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



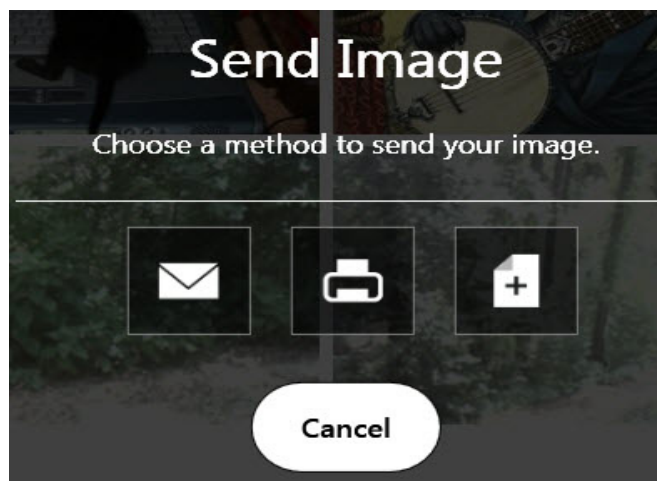
### Editing a photo in SnapWorks




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...

## 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 at the factory.

### Supported barcode types

The CL-Series 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, which can be installed from **C:\Motion\Software\EasySet**.

**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 includes a built-in lithium-ion battery that is charged automatically when the tablet is connected to an outlet. Battery life varies by configuration, applications in use, utilized features, and operating conditions. Maximum battery capacity decreases with time and use.

**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

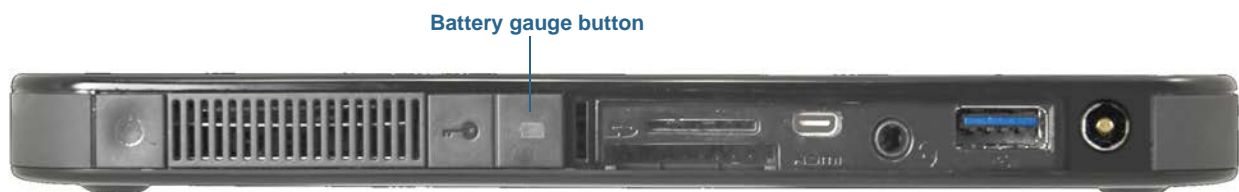
### To check the remaining battery power:

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

### OR

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

The five lights on the front of the Tablet PC also 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.



## Battery and power management tips

- To lengthen the battery's usable life, use AC power when you can. The battery charges automatically when the tablet runs on AC power.
- For optimal battery life, use AC power when using a USB device such as a DVD player or external hard disk drive.
- When running on battery power, place the tablet in Hibernate or Sleep mode if you're going to leave it unattended for more than a few minutes. For more information on hibernate and Sleep mode, see [Changing how the power button functions](#) on page 40.
- Remember that the display, processor, wireless cards, and accessories all draw on the battery, so adjust properties and disable unused accessories while running on battery power.
- Condition your battery once a month. To condition it, run the tablet on battery power until the battery's charge level drops below 20%.
- Turn off wireless devices when they aren't being used. Swipe in from the right side of the screen, tap **Settings**, tap the wireless network icon, and tap the Wi-Fi switch to turn it off.

- Open Motion Tablet Center, tap **Power**, and turn off the switches beside any unused devices that are currently enabled.

## Changing the power plan

By default, the CL920 uses the Motion Optimized power plan that is designed specifically for Motion Computing tablets. It balances the need to save power while maximizing tablet performance. When the tablet senses no current activity, it goes into Power Saver mode automatically.

### **Power Saver mode consists of the following actions:**

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

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

### **To change the power plan:**

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

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

## Changing how the power button functions

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

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

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

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

### **To change what happens when the power button is pressed:**

1. Open Motion Tablet Center.
2. Tap **Power**.



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

## Using 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 Tablet Center.

**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 Tablet Center.

#### To enable Mobile Broadband:

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

## Using 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

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

### To access Windows 8.1 Bluetooth settings:

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

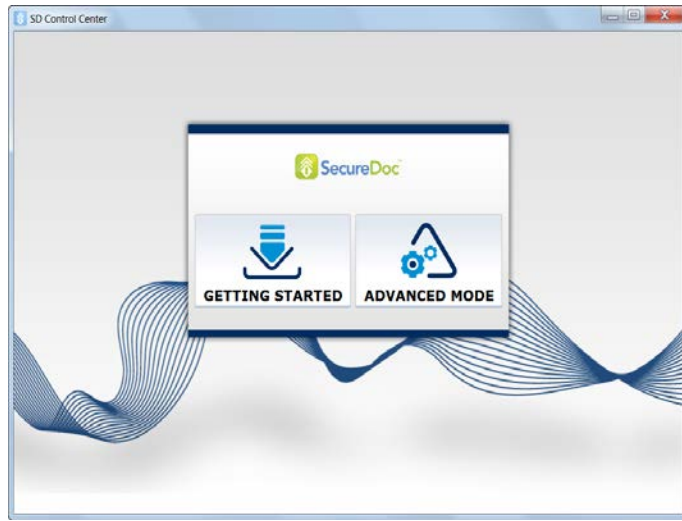
**TIP:** To make your CL920 visible to other devices, type **bluetooth** in the search field and then tap **Change Bluetooth settings** in the search results. In the **Options** tab, select **Allow Bluetooth devices to find this PC**.

## Using WinMagic® SecureDoc™

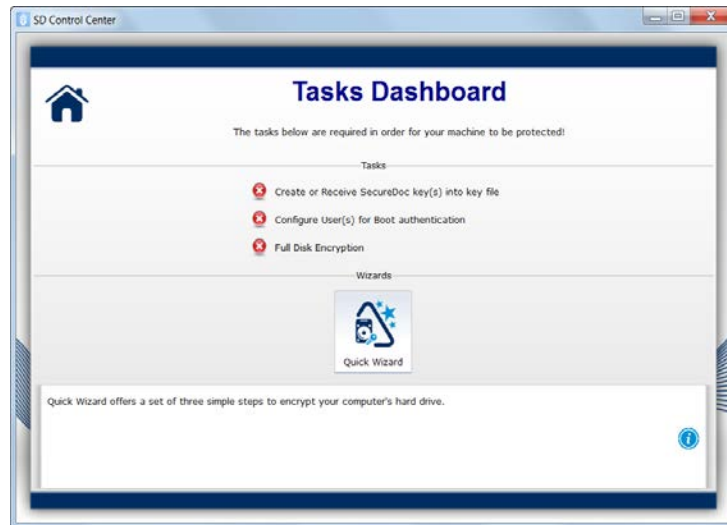
WinMagic SecureDoc is an application that enables you to encrypt your drive. This application is included with your CL920, but you have to enable it to implement drive encryption.

### To enable WinMagic SecureDoc:

1. From the Windows Start screen, swipe up to view **Apps**. Under **SecureDoc Disk Encryption**, tap the **SecureDoc Control Center** tile.  
The SecureDoc Control Center opens, where you can choose either **Getting Started** or **Advanced Mode**.



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



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

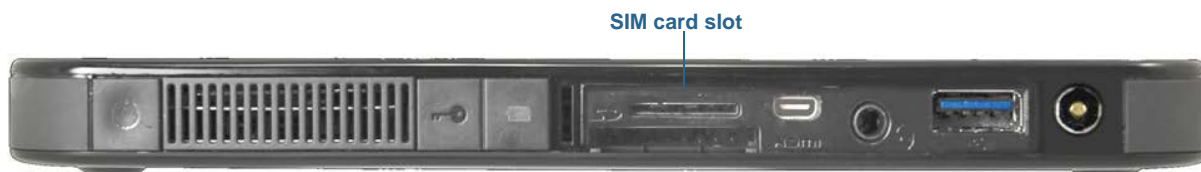
For more information about WinMagic SecureDoc, go to <http://www.winmagic.com/products/full-disk-encryption-for-windows>.

## Using the SIM card reader

The SIM card slot holds one micro (3FF) 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.
3. Push the card in slightly until it pops out.

## Locating your serial number

You can locate the serial number for your CL920 in these places:

- **Windows Start menu**—right-click the Windows icon on the taskbar on the Windows Desktop then select **System**.
- **Motion Tablet Center**—in the Tablet screen, the serial number is listed beside **System Serial Number**:

### To locate your serial number from the Start menu:

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

## Backing up your system

To protect against loss or accidental deletion, schedule backups to occur automatically on a regular basis. Windows 8.1 has a backup tool called File History that you can use to configure what you want to backup and to schedule backups on a regular basis. You can use File History to make automatic backup copies of your files onto an external hard disk or network drive. It works with folders and files stored in your Windows libraries, which include your Documents, Music, Photos, and Videos folders as well your Favorites and Contacts and files on your Windows Desktop.

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

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

### To schedule backups with File History:

1. Swipe in from the right edge of the screen and tap **Search**.
2. Type **backup** in the search box and then choose **Save backup copies of your files with File History** from the search results.

3. The File History window opens and will display any external drives connected to your PC. If you want to specify another location for your backups such as a network drive, tap **Select Drive** in the left-hand panel.
4. Tap **Advanced Settings** to modify the way that File History works.
  - **Save copies of files**—the default setting for backups is hourly back-ups, but you can vary this period from 10 minutes to 24 hours.
  - **Size of offline cache**—use this option to set a limit on the amount of disk space used for backups.
  - **Keep saved versions**—specify how long you want to keep old versions of your files.
5. Tap **Turn on**.
6. To restore files, tap **Restore Personal Files** in the File History window and follow the instructions.

## Restoring your system

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

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

### Creating a Windows 8.1 recovery drive

Once you've set up your CL920, you should create a recovery drive. A recovery drive will allow you to boot your system and easily access a number of recovery and troubleshooting tools that you can use if you encounter any issues with your Windows 8.1 installation.

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

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

#### Create a USB recovery drive

##### To create a USB recovery drive:

1. Swipe in from the right edge of the screen and tap **Search**.
2. Type **recovery** in the search box and then choose **Create a recovery drive** from the search results.
3. Tap **Yes** when asked if you want to allow the following program to make changes to your computer.

4. In the next window, leave the checkbox selected and then tap **Next**.
5. Follow the steps in the Recovery Drive wizard.

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

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

## Using the Windows 8.1 recovery drive

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

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

### To use the recovery drive:

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

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

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

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

3. Tap **Refresh your PC** if you want to perform a fresh install of Windows 8.1.

If you select this option:

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

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

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

- **System Restore**—restores all system files and settings to the state they were in when the last restore point was created. All your data will remain intact.
- **System Image Recovery**—select this option to the Windows 8.1 recovery drive you created to perform a complete restoration of your entire system. All your current

programs, system settings, and files will be replaced with the versions that were current when you made the recovery image.

- **Automatic Repair**—this option scans your system and analyzes the various settings, configuration options, and system files to find corrupt files or issues with configuration settings. If it detects any of these problems, it automatically attempts to fix them so that your system can boot normally.
- **Command Prompt**—use this tool to access the command line tools.

**Note:** This option is for advanced users only.

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

## Using System Restore

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

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

### To manually create a System Restore point:

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

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

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

The restore point creation process begins.

### To use System Restore to restore your system:

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

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

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



## Finding other software

For information about other software for your tablet, go to [Motion Computing Accessories](#). 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 below when caring for your CL920 Tablet PC and its components. Improper use may damage the Tablet PC and its components and void the warranty.

## General care

- Protect the Tablet PC from exposure to extreme temperatures, shock, liquids, and strong magnetic fields.
- Don't place heavy objects on top of the Tablet PC.
- 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 also purchase protective display films as well as protective cases from the [Motion Computing Accessories](#) page.

## Caring for the pen

If you use a digitizer pen with your tablet:

- Store the digitizer pen in the pen 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 39.

# 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 Tablet Center. To disable the wireless devices, open Motion Tablet Center, tap **Wireless Settings** in the **Tablet** screen, and tap the switch under **Airplane mode** to turn it on.



Don't transport 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.

# CL920 Troubleshooting and FAQs

# 4

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



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

## Troubleshooting

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

### Power issues

#### **The tablet doesn't shut down**

- An application might have stopped responding. Use Task Manager to manually stop the application. Press the Security button  and select **Start Task Manager**. Select the application that isn't responding and end the task. You can also press and hold the power button  for five seconds to force the tablet to shut down. However, this isn't recommended.

#### **The tablet won't enter Hibernate mode**

- Hibernate mode might not be enabled. Enable hibernation by adjusting the power button behavior from Motion Tablet Center. See [Changing how the power button functions](#) on page 40.

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

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

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

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

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

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

## Battery issues

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

- Hot or cold conditions can adversely affect the battery charge. Use AC power if you're operating the tablet in these conditions.
- Accessory devices such as a DVD player and applications that make heavy use of the drive can drain the battery more quickly. Remove the accessory devices or use AC power if possible.
- Use Motion Tablet Center to enable the Power Saver Plan. Open Motion Tablet Center, tap **Power**, and then select **Power Saver** from the list of power plan choices.
- Condition the battery once a month by using the tablet on battery power and allowing the battery charge to drop below 20% before connecting the battery to AC power.
- The battery may be weakening. If you ever need to replace the battery, contact your Motion Computing authorized 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 disconnect an external monitor, the desktop area is larger than the Tablet PC display**

- The tablet may have expanded the desktop beyond the display area of the Tablet PC display when it was connected to the external monitor. Swipe in from the right of the screen, tap **Search**, and type **projector** in the Search field. Select **Project to a second screen** from the list of search results. Select the **PC screen only** option.
- The display resolution might not match the native resolution of the LCD. You can use other display resolutions, but you will get the best display quality when the display resolution matches the native resolution of the LCD. For more information, swipe in from the right side of the screen and tap **Search**, type **change resolution** in the search field and then tap **Change the screen resolution**.

### **The display is too dim**

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

### **The display is unreadable or distorted**

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

## Touch or pen issues

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

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

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

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

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

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

### **The pen function button doesn't work**

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

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

- Connect a keyboard to the tablet to continue.

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

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

## Ports and connectors issues

### **The tablet doesn't recognize the USB device**

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

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

### **I can't connect to a wired Ethernet network**

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

## Wi-Fi issues

### **I can't connect to a Wi-Fi network**

- Your CL920 may not have located a Wi-Fi network. Open Motion Tablet Center and tap **Wireless Settings**. Ensure that the switch for Wi-Fi is set to **On**. Select the network to which you want to connect from the list of available networks.
- You may not have access to the network. Obtain a user name and password from a network administrator.
- Your tablet's security settings may prevent a connection. For example, the network may not be broadcasting the network name (SSID) or encryption may be required. Check with your system administrator.



## Bluetooth issues

### I can't connect to a Bluetooth device

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

### No other Bluetooth device can detect the CL920 tablet

- Ensure that your CL920 is visible to bluetooth devices. To make your Tablet PC visible to other devices, type bluetooth in the search field and then tap Change Bluetooth settings in the search results. In the Options tab, select Allow Bluetooth devices to find this PC.

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

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

## Bluetooth wireless tips

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

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

## Mobile Broadband with GNSS issues

### **I can't connect to a mobile broadband network**

- A mobile broadband network requires you to have a data plan from a cellular network provider.
- You 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 or external speakers**

- Ensure that nothing is connected to the audio in/out port. Connecting headphones or external speakers disables the built-in speaker.
- The volume may be set too low or muted. Swipe in from the right, tap the speaker icon, and adjust the volume setting. You can also use the volume buttons on top of the Tablet PC to turn the volume up or down.
- The integrated audio components may have been overwritten. If you install a third-party audio device (such as a USB or Bluetooth device), the integrated audio may stop working. If this happens, reinstall the audio drivers. After you install these, if you still have issues with audio, contact your system administrator or service provider.

## System issues

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

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

### **The tablet seems to be operating slower than usual**

- Reboot.
- The hard drive may be full or nearly full. You can free up space on your drive. Type **disk cleanup** in the search field and then select **Free up disk space on this PC** from the search results.
- Unlike traditional hard drives, SSD drives such the one installed in the 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** from Motion Tablet Center (see [Power settings](#) on page 25). These setting can be accessed from the Power screen.
- Adjust your Windows performance settings. Type **performance** in the search field and then select **Adjust the appearance and performance of Windows**.

## Frequently asked questions

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

- By default, the power plan for the 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 Tablet Center, tap **Power**. Select **Power saver** from the list of power plan options.
- Set the display to the dimmest level you're comfortable viewing. Use Motion Tablet Center to dim the display. Open Motion Tablet Center, tap **Power**, tap **Advanced**, and then move the brightness slider to the desired level.
- Disable any unused devices. Open Motion Tablet Center, tap **Power**, and turn off the switch beside any devices you're not using.
- Stop unnecessary background applications and processes.

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

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

### How do I clean the display screen?

- To clean the display screen, wipe it with a soft cloth (like the one supplied).

### Will scratches affect the performance of the display or digitizer?

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

### How sensitive is the screen to various elements?

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

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

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

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

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

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

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

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

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

**Where can I learn more about my 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](#).

# Index

## Numerics

4G LTE mobile broadband with GNSS 7

## A

Airplane mode 23  
ambient light sensor 11  
audio  
    drivers 58  
    troubleshooting 58  
audio in/out port 13

## B

backing up your system 45  
    File History 45  
barcode scanner 37  
    supported barcode types 37  
    use tips 38  
battery  
    checking status 39  
    conditioning 51  
    health 51  
    optimizing 39, 59  
    tips 39  
    troubleshooting 54  
    using 39–40  
Battery charge indicator lights 11  
battery gauge button 12  
battery gauge charging indicator 14  
BIOS password 58  
blinking power button 54  
Bluetooth 42  
    discovery 57  
    setting up 57  
    tips 57  
    troubleshooting 57  
brightness  
    adjust 26

## C

camera  
    help 34  
    settings 34  
cameras 31  
    documentation camera 32  
    web camera 32

care and maintenance  
    display 51  
    general care 50  
    pen 51  
    tablet pen 51  
checking battery status 39  
CL920  
    locating serial number 45  
    overview 10  
        back view 11  
        front view 10  
        left view 12  
        right view 12  
    setting up 14  
cleaning the display 51  
Compass 27  
Computrace® Complete 8  
connecting  
    display monitor 18  
    docking station 17

## D

disable unused devices 25  
Discrete GPS receiver with WAAS, EGNOS,  
    and MSAS 41  
discrete GPS receiver with WAAS, EGNOS,  
    and MSAS 7  
display  
    care and cleaning 51  
    connecting external 18  
    orientation 59  
    scratches 59  
    troubleshooting 54  
    turning off automatic rotation 59  
Dock connector 11  
docking station 17  
documentation camera 11, 32  
downloads, free 49

## E

external monitor 31

## F

features  
    optional 7

flicks settings 21  
free software downloads 49

## **G**

GPS  
    using 41  
GPS receiver 7

## **H**

handwriting panel 29, 30  
hibernate 53  
    about 40

## **I**

integrated microphones 31

## **K**

keyboard 59  
    Windows 8 on-screen 29  
Know Your Motion Tablet 20, 28  
    Accessories 28  
    Getting Started 28  
    Support 28  
    User's Guide 28  
knowledge base 60

## **L**

left- or right-handed options 23  
left-handedness 59  
Location Services 27  
lock and unlock the Tablet PC 16

## **M**

Magnetic Stripe Reader (optional) 37  
message URL <http://www.motioncomputing.com/us/products/rugged-tablets/c1920#accessories> 9  
micro HDMI port 12  
microphones 10, 31  
    using 31  
mobile broadband  
    connecting to 24  
mobile broadband with GNSS  
    troubleshooting 58  
mobile Broadband with GPS module 41

Motion Computing applications  
    Know Your Motion Tablet 28  
    Motion Tablet Center 20  
Motion Optimized power plan 26, 40  
Motion Tablet Center 20  
    Advanced settings, Power 26  
    Advanced settings, Tablet 24  
    Compass 27  
    flicks settings 21  
    Location Services 27  
    Pen and Touch settings 21  
    power settings 25  
    sensors settings 27  
    Show Map 28  
    Tablet PC settings 22  
    tablet settings 21  
    Touch Settings 23  
    touch settings 22  
    using 20  
    Wireless Settings 23  
    Wireless settings 24

## **O**

optimization  
    battery 39  
    power plan 26, 40  
optional features 7  
    Computrace® Complete 8  
    mobile broadband with GNSS 7  
    security 8  
    TPM 8

## **P**

pen  
    care and maintenance 51  
    taking care of 51  
    troubleshooting 55  
pen and touch display  
    configure 22, 55  
pen and touch settings 21  
pen bay 12  
pen bay release button 12  
pen tether 17  
pen tether anchor 12  
power adapter port 13  
power button 12, 40  
    blinking 54  
    change behavior 26

- power plan
  - change 26
  - create 26
  - customize 26
  - Motion Optimized 26, 40
  - Power Saver 59
- power settings 25
- Power Switch on battery or plugged in 41

## Q

- Qualcomm® Gobi™ 7

## R

- recovery drive
  - creating 46
  - refresh your PC 47
  - reset your PC 47
  - using 47
  - using a Windows 8 recovery drive 47
- recovery image 17
- recycle old computer 60
- refresh your PC 47
- reset your PC 47
- restoring your system
  - creating a Windows 8.1 recovery drive 46
  - using system restore 48
  - using the Windows 8 recovery drive 47
- rotating the display 59

## S

- scratches 59
- screen
  - orientation 22
  - rotation 22
- screen. See display 59
- SD card reader 44
- SDHC card slot 13
- security 8
- security button 12
- sensor settings 27
  - Compass 27
  - Location Services 27
  - Show Map 28
- serial number
  - finding your tablet's 45

- setting up
  - Bluetooth 57
  - docking station 17
  - external monitor 18
  - optional setup tasks 17
- Show Map 28
- Shut down 54
- shut down 40
- SIM card reader 44
- SIM card slot 12
- Skype™ 32
- sleep
  - about 40
- Sleep mode 16
- SnapWorks™ by Motion® 33
  - configuring settings 34
  - copying a photo 36
  - editing a photo 35
  - help 34
  - printing a photo 36
  - sending a photo 36
  - taking a photo 33
- software solutions 49
- speaker 10, 58
- system image 17
- System Restore 48

## T

- tablet PC
  - Motion Computing applications 20
  - optional features 7
  - shutting down 40
  - software 49
  - training tutorials 60
- Tablet PC settings 22
- tablet settings 21
- taking a photo 33
- text
  - entering 29
- touch
  - pointer, adjusting 22
  - pointer, show or hide 22
  - troubleshooting 55
- touch settings 22, 23
- touchscreen display 11
  - caring for 51
- TPM 8
- training classes
  - corporate 60
- training tutorials 60

traveling with your tablet PC 52

troubleshooting

audio 58

battery 54

display 54

input 55

## **U**

u-blox 7-based augmented GPS 7

USB

troubleshooting 56

USB port 13

using

microphones 31

power plans 40

sleep mode 40

using a Windows 8 recovery drive 47

## **V**

Volume buttons 10

## **W**

web camera 10, 32

web camera light 10

Wi-Fi

troubleshooting 56

Windows Home button 11, 30

Windows Power Options 26

WinMagic® SecureDoc™ 8, 42

wireless

connecting to 24

wireless network

connecting to 14

troubleshooting 56

wireless settings 23