



L10 Platform for the XSLATE™ and XPAD™ Tablets

Models iX101L1 and iX10101L2

User Guide



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

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

Der Endbenutzer darf nur auf eine Sprachversion des Betriebssystems zugreifen.

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

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

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

Loppukäyttäjä voi käyttää vain yhtä käyttöjärjestelmän kieliversiota.

Användaren har endast tillgång till en språkversion av operativsystemet.

Slutbrugeren har kun adgang til ét af operativsystemets sprogversioner.

Sluttbruker kan aksessere kun én av operativsystemets språkversjoner.

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

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

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L10 Platform

There are three models in the L10 Platform. Each is different from the other two as follows:

- XPAD™ L10 is distinguished by its integrated hard handle. The handle has space for an integrated barcode reader option, two programmable buttons and a front facing speaker.
- XSLATE™ L10 has no handle but is otherwise like the XPAD.
- XBOOK™ L10 is the same as the XSLATE, but includes a companion keyboard and a kickstrap (combination of a kickstand and a hand strap).

Important: All Windows features that are documented in this user guide are based on the interface of the **Windows 10 release, version 1803**.

For all important safety information about your L10 Tablet, it is necessary to read the [Safety and Regulatory Guide](#). To download this information, click [HERE](#) or go to the Xplore™ Support site and navigate to the L10 User Documentation.

Key Features Overview

The Xplore™ L10 platform is a rugged tablet that provides a range of computing power and a variety of integrated features to support any mobile work flow. The L10 Platform supports these features:

- Available with one of these processors: Intel® Pentium®, Intel® Core™ 8th Gen i5 or i7.
- 4, 8, or 16 GB of system memory (RAM) depending on CPU
- Intel® HD 505 Graphics or UHD 605 Graphics, depending on CPU
- 10.1" wide viewing angle display with WUXGA resolution (1920 x 1200); 500 Nit brightness standard, option for 1000 Nit View Anywhere® display for viewing in bright sunlight.
- Capacitive display with 10-point touch input standard
- Corning® Gorilla® Glass 3 for increased display damage resistance
- Integrated 13 MP rear camera and 2 MP front camera
- Solid-state drive with capacities from 64 GB up to 1 TB
- Two USB 3.0 ports, one USB Type-C port and a micro-SDHC card slot
- Dual Nano SIM (4FF) port
- 9-Axis MEMS sensor (Accelerometer, eCompass, Gyroscope) and ambient light sensor
- Hot-swappable battery, 36 Whr standard battery or 98 Whr long-life battery packs
- Integrated 802.11a/g/n/ac Wi-Fi® and Bluetooth® 4.2 and NFC
- TCG Trusted Platform Module (TPM) 2.0 for hardware-based security
- Area fingerprint reader is standard for added security
- Windows® 10, Pro 64-bit operating system

Optional Features

The following features are optional and must be ordered with the tablet at the time of purchase:

- Integrated Sierra Wireless EM7565 WWAN+GNSS module or u-blox GNSS+SBAS only module
- A high-performance barcode scanner is available and is integrated into the handle of the XPAD L10 tablet. See [Using the Barcode Scanner \(XPAD Only\)](#) on page 32.
- Integrated, active Wacom-digitizer display that provides precision pen input and hover features
- Integrated pass-through antenna with five ports for MIMO WLAN, MIMO WWAN, and GNSS (GPS)
- Integrated HDMI Input through a full-sized HDMI connector interface
- RS232 true serial port with DB9 serial port interface adapter
- External Smart Card reader Common Access Card (CAC)
- Integrated high-frequency (HF) RFID/NFC
- External module for long-range UHF RFID Reader (AEI)

Overview of the XSLATE L10 Tablet PC

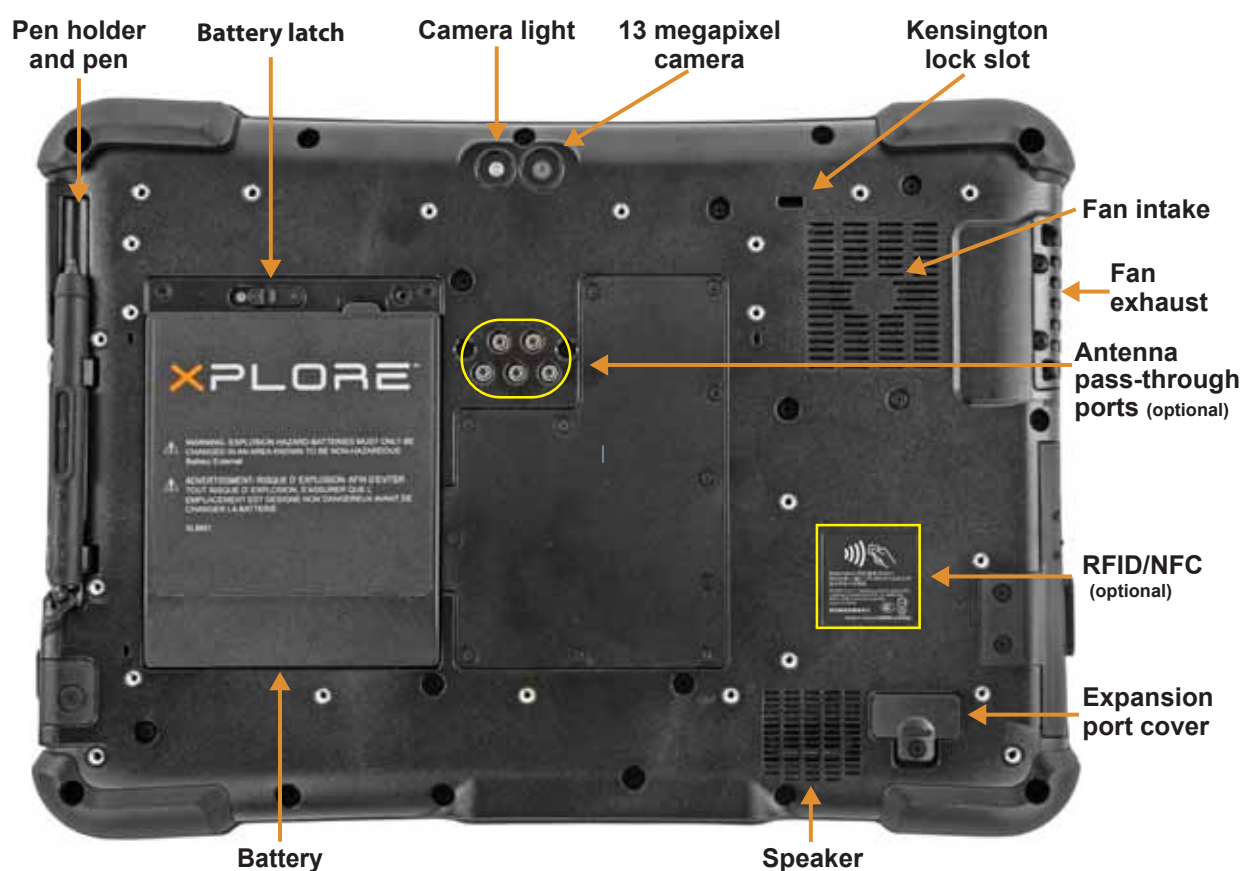
The photos show the location of the external features on the XSLATE™ L10 Tablet PC. Most of these features are on the XPAD™ Tablet PC in the same place, except where noted in the photos of the XPAD tablet.

Front of the XSLATE L10



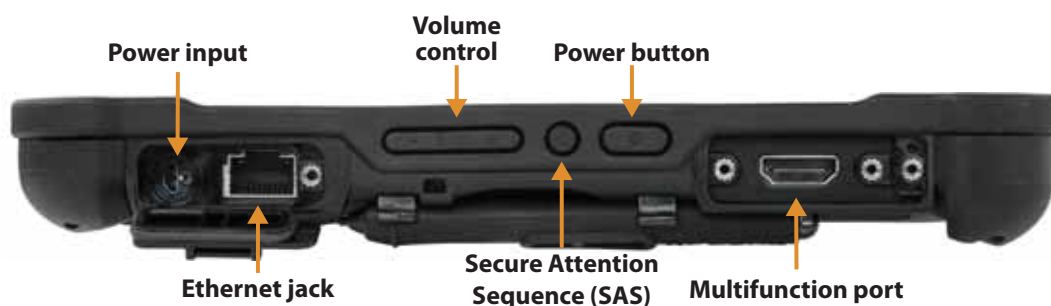
Microphones	Two digital microphones make up the microphone array facing forward
Ambient Light Sensor (ALS)	Detects the amount of ambient light, and Windows adjusts the screen brightness
Front camera	An FHD resolution camera primarily for taking pictures or video of the tablet user
Camera indicator	Is illuminated when either the front- or rear-facing camera is active
Fingerprint reader	Can read your fingerprint to let you log in
System status LED	Indicates the current power state of the tablet
Battery status LED	Indicates the charging status of the battery and also lets you know when your battery is getting very low
SSD activity LED	Indicates when the solid state drive (SSD) is accessed to read or write data
Kill switch	Immediately powers off the device if it becomes unresponsive. Any unsaved data will be lost. Insert a stylus tip or straighten a paper clip and insert the protruding end into the hole to press the recessed button.
Touchscreen	The standard means for interacting with the operating system and software
Home Button	A physical button that performs the same function as the Start button; displays start screen or wakes up your tablet from sleep

Back of the XSLATE L10



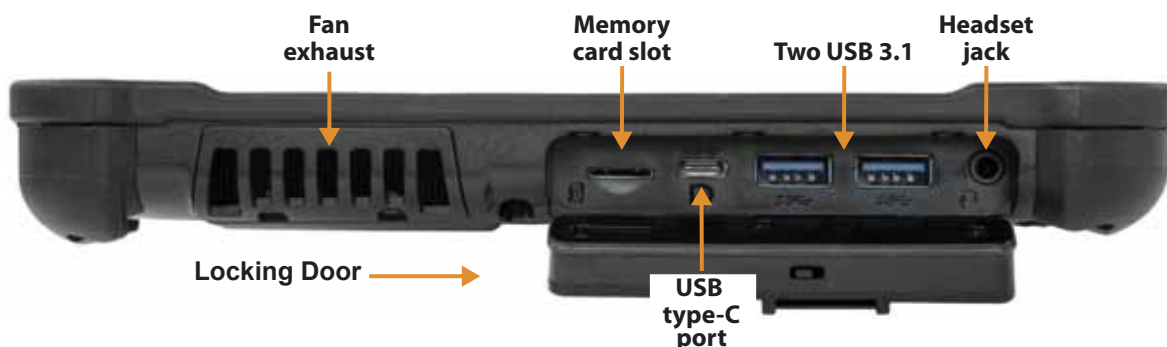
Pen holder and pen	Holds the short pen when pen is not in use
Battery latch	Releases the battery latch when you slide the latch to the left
Camera light	Functions as both a flash for the rear camera as well as a torch light
Rear camera	13 megapixel camera
Kensington lock slot	Provides a metal-reinforced hole for use with a cable and lock to secure the tablet
Fan intake	Where ambient air is pulled in by the fan; Do not block or cover
Fan exhaust	Where heated air is exhausted by the fan; Do not block or cover
Expansion port cover	Door that is removed when connecting certain Xplore accessories to the tablet
Speaker	Outputs sound when no headset or external speakers are in use
Battery	Hot-swappable battery that powers the tablet when it is not plugged in or docked
Pass-through antenna ports (optional)	These integrated ports connect to the vehicle antenna to provide MIMO WLAN, MIMO WWAN, and GNSS (GPS) access. This feature must be ordered when purchased. It is factory installed.

Right Side of the XSLATE L10



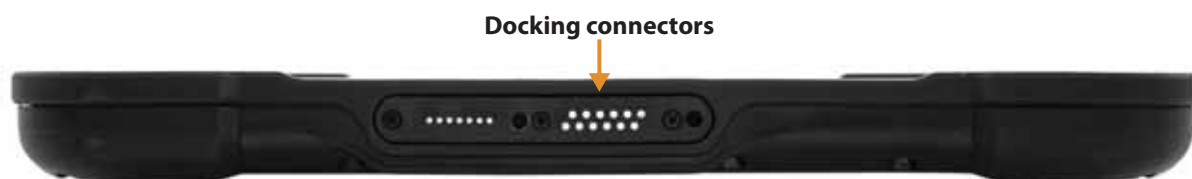
Power input	Connection for the external power adapter
Ethernet jack	RJ45 port for LAN connectivity
Volume control	Turns sound volume up and down
Power button	Turns on the tablet; press to enter and exit sleep mode when tablet is on.
SAS button	Round button; equivalent to pressing Ctrl+Alt+Del in Windows; also wakes up the tablet from sleep mode
Multifunction port	Optional factory configurable port that can function as a serial port or HDMI-in

Left Side of the XSLATE L10



Fan exhaust	Allows air flow
Memory card slot	Reads and writes micro-SD cards
USB type-C port	Provides access to USB 3.1 and DisplayPort output through a USB type-C connector
USB 3.1 Gen1 ports	Two USB type-A connectors for devices, such as a mouse, keyboard or external storage; compatible with USB 2.0
Headset jack	3.5 mm audio connector supports stereo output and mono microphone input
Locking door	When the locking door that covers the ports on the L10 is shipped, it is locked and shows green. Slide the lock to reveal red and it opens.

Bottom Side of XSLATE and XPAD Tablets



Docking connectors

Connectors that interface to Xplore docks

Pens for the L10 Tablets

All L10 tablets support touch input with your finger. In addition, a pen or stylus is provided with your tablet, and is compatible with the screen configuration that you order. Many people use a pen for more convenience or precision. The pen is particularly effective for precise data entry and navigation.

The XSLATE and XBOOK tablets come with short pens that fit into the pen holder on these devices. The XPAD tablet includes a longer, thicker pen. If you want a longer pen for the XSLATE or XBOOK tablet, a handle accessory can be ordered with the longer pen.

Capacitive Pens

Capacitive pens work with the tablet's touchscreen and are sometimes called *passive* pens. The short capacitive pen does not need a battery. The long capacitive pen uses a AAAA battery. These two pens do not require a pen digitizer in the tablet. They work with the tablet's touchscreen directly.

Short Capacitive Pen



Long Capacitive ePen w/battery



Active Digitizer Pens

If the L10 tablet is ordered with an active Wacom digitizer built in to the screen, you will receive one of the two pens pictured below. These Wacom-compatible pens allow for a large range of pressure sensitivity, tilt detection and hover capability. Hover lets you see where the pen is pointing before the tip touches the display. These pens are frequently called *active* pens.

Short Active Digitizer Pen



Long Active Digitizer Pen



You can order additional active or capacitive pens from the [L10 Accessories](#) web page. Scroll down and tap to open the *Input Devices* section. You can order the Stylus Tip Kit for active pens from the Input section of the Accessories site.

Overview of the XPAD L10 Tablet

The following photos show the locations the external features on the XPAD™ L10 Tablet PC.

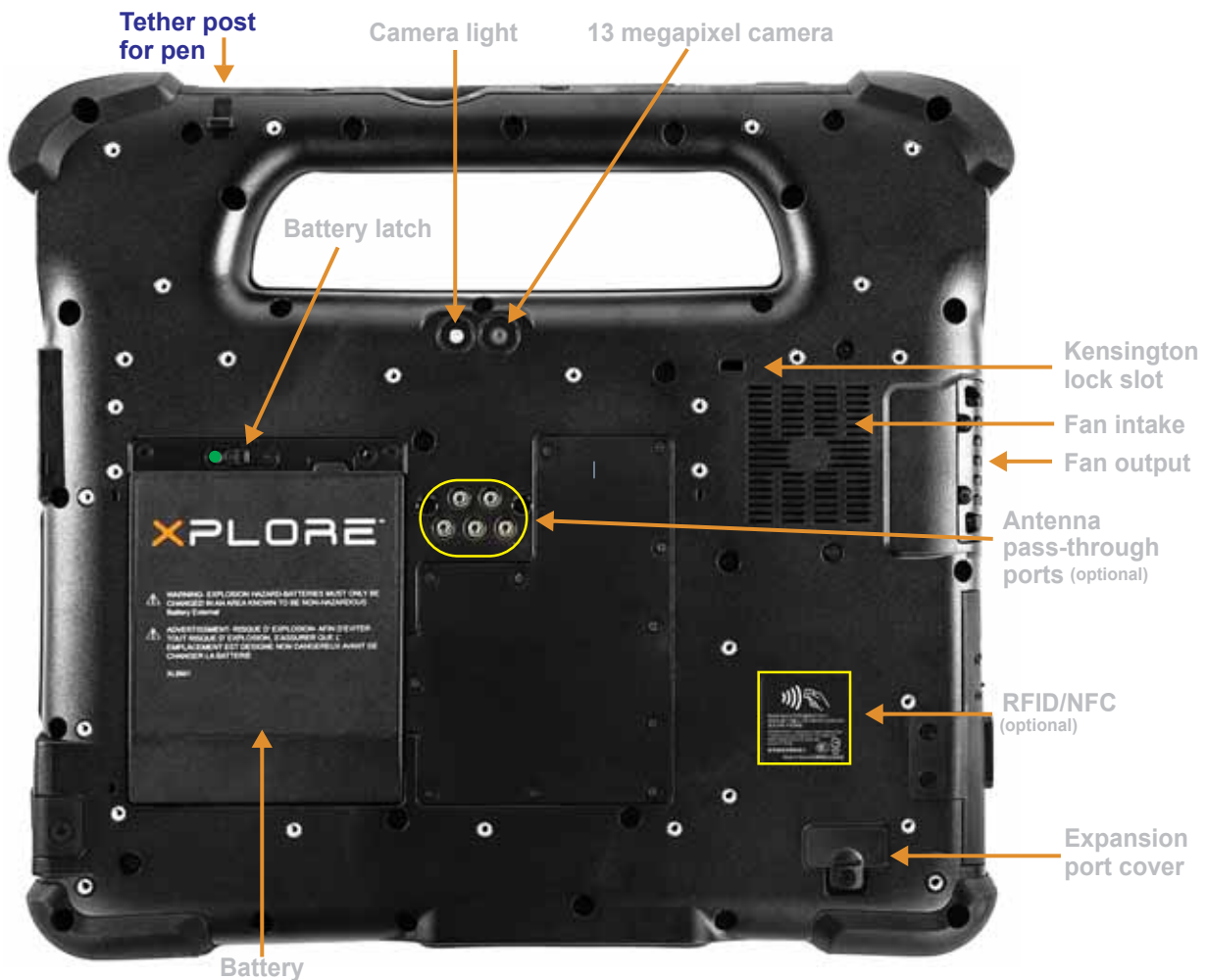
Note: In these photos, the light gray text indicates a feature that is described for the XSLATE L10 and is the same on the XPAD L10. See [page 3](#) to [page 5](#) for the XSLATE overview. The **blue text** indicates that the feature is available only on the XPAD or is located in a different place on the XPAD tablet.

Front of the XPAD L10



Function button P1	Default setup: Tap to open the <i>Know Your Tablet</i> application. Press and <i>hold</i> to open Microsoft OneNote.
Function button P2	Default setup: Tap to display the <i>Pictures</i> folder. Press and <i>hold</i> to open Tablet PC Settings.
Pen holder	Holds the long pen when not in use
Speaker	Provides sound when no headset or external speakers are in use

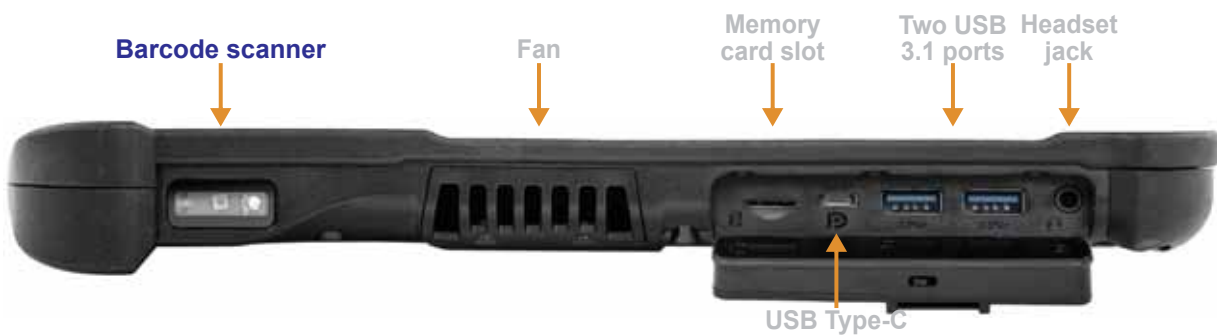
Back of the XPAD L10



Tether post for pen

Secures the pen to the tablet via tether

Left Side of the XPAD L10



Barcode scanner

Optical interface for reading barcodes

Top Side of the XPAD L10



Barcode scanner button	Press to activate the barcode scanner (if installed)
Pen Holder	Holds the long pen when not in use

Preparing the L10 Tablet for First Use

This section has steps for setting up the L10 platform for the first use.

Inserting a SIM Card

If your L10 tablet is enabled with Wireless Wide Area Networking (WWAN), you need an activated SIM card in the SIM card holder to access the cellular data network. The SIM holder is located in the battery bay of the L10 and can hold one or two Nano SIMs (4FF).



The L10 supports two SIM cards and switching between SIMs is done within Windows. Most people will need only one SIM. To add or change a SIM, follow these instructions:

1. Shut down and turn off the tablet.
2. Remove the battery if it is in the tablet.
3. Pull out the SIM holder shown above.
4. Put your SIM card into the slot with the contacts facing down ensuring the notched edge on the card aligns with the notched edge in the holder.
5. Then put the frame back into its port and return the battery to its bay.

See also [Inserting a SIM Card](#) on page 22

Powering Up the Tablet

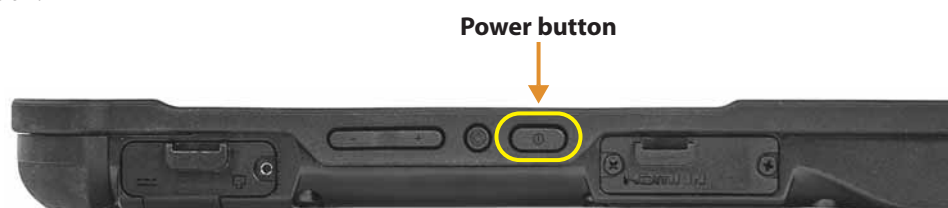
1. Remove the battery from the packaging. On the back of the tablet, insert the bottom of the battery into the bay. Tilt the battery as shown and press it down until it clicks securely into place.



2. The external power has two parts: the part that plugs into the power source and the adapter with a cord that plugs into your tablet. Join the two parts by plugging the power cord into the adapter to form one long cord.
3. To connect external power to the tablet, open the port door to expose the power adapter port. Plug the AC adapter into this port on your tablet.



4. Plug the power cord into an outlet.
The battery charging indicator on the front of the L10 tablet **blinks green** to indicate that the battery is charging. It is **solid green** when fully charged
5. Press and release the oval **Power** button in the center of the right side of the tablet to turn it on.



6. Keep the tablet on AC power until the battery is fully charged. However, you don't have to wait until the tablet is fully charged to turn it on. The L10 will charge while you use it.

Optional Setup Tasks

Backing Up Files and Creating a Recovery Drive

After setting up the L10 the way you like it and installing applications, create a recovery drive on an external USB drive. A recovery drive lets you start your tablet and access recovery and troubleshooting tools if you encounter any issues with your Windows installation. For more information, see [Backing Up Your Files](#) on page 38 and [Restoring Your System](#) on page 39.

Attaching the Pen Tether

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

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

Connecting the Tablet to an External Monitor

There is no dedicated port for an external monitor on the L10 tablet. The tablet has a USB Type-C connector which includes a DisplayPort output capability. You need a dongle that supports USB Type-C DisplayPort and converts it to the port necessary to attach the external monitor, which can have one or more of the following ports: HDMI, DVI, DisplayPort, or VGA.

For instance, to connect a monitor with an HDMI port to your tablet, you need a **USB Type-C DisplayPort to HDMI** output dongle.

Note: Some dongles use USB to Video conversion and these use software to enable the external display over USB interface. Care must be taken to ensure the USB Type-C dongle specifically supports USB Type-C DisplayPort input. Look for a dongle that states it is plug-n-play and that no software or drivers are required.

For More Information

The *Know Your Tablet* application is on the desktop and the Windows Start screen of the tablet.

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 guide describes the full set of features and provides instructions for common tasks. The following three chapters of this user guide includes:

- Chapter 2, **Using Your L10 Tablet** on page 13:
Provides instructions for basic tasks including how to customize your tablet to fit the way you work.
- Chapter 3, **Caring for the L10 Tablet** on page 41:
Provides suggestions for the care and maintenance of your Tablet PC.
- Chapter 4, **Troubleshooting and FAQs** on page 45:
Provides answers for common issues you might encounter as you use your tablet.

You can find other useful information on the [Xplore](#) web site:

- [Support](#)
- [Documentation](#) (Available in several languages)
- [L10 Overview](#)
- [Free Training Videos](#)
- [Knowledge Base](#)
- [Accessories](#)

Using Your L10 Tablet

2

This chapter highlights critical and some of the advanced features of the Xplore™ L10 Tablet PC. These links below let you click and go to that part of this chapter.

- **Using the Battery** on page 14
 - **Checking Battery Power** on page 14
 - **Removing and Replacing the Battery** on page 16
 - **Hot Swapping the Battery** on page 16
 - **Long-term Battery Storage** on page 17
 - **Battery and Power Management Tips** on page 17
- **Managing Wireless Connections** on page 18
 - **Temporarily Switching Off Wireless Devices** on page 18
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- **Connecting to Bluetooth Devices** on page 21
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 - **Inserting a SIM Card** on page 22
 - **Setting Up Mobile Broadband** on page 23
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- **Using Global Navigation Satellite System (GNSS)** on page 25
- **Know Your Tablet** on page 26
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- **Using the XPAD Function Buttons** on page 28
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- **Using the Built-in Microphones** on page 31
- **Using Integrated Optional Features** on page 32
 - **Using the Barcode Scanner (XPAD Only)** on page 32
 - **Using the RFID/NFC Reader** on page 33
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- **Using the SD Card Reader** on page 37
- **Locating Your Serial Number** on page 37
- **Backing Up Your Files** on page 38
- **Restoring Your System** on page 39

Using the Battery

The Xplore™ L10 tablet includes a high-capacity Lithium-ion battery that fits into the back of the unit. Battery life varies by configuration, applications in use, which features are used, and the operating conditions. The maximum battery capacity decreases with time and use.

 **Danger:** To avoid personal injury, handle the battery with care. Don't open, puncture, short, or expose it to fire or water. For example, do not leave the battery in a closed car in hot weather for an extended time. For more information, see the [Safety and Regulatory Guide](#) in the L10 User Documentation.

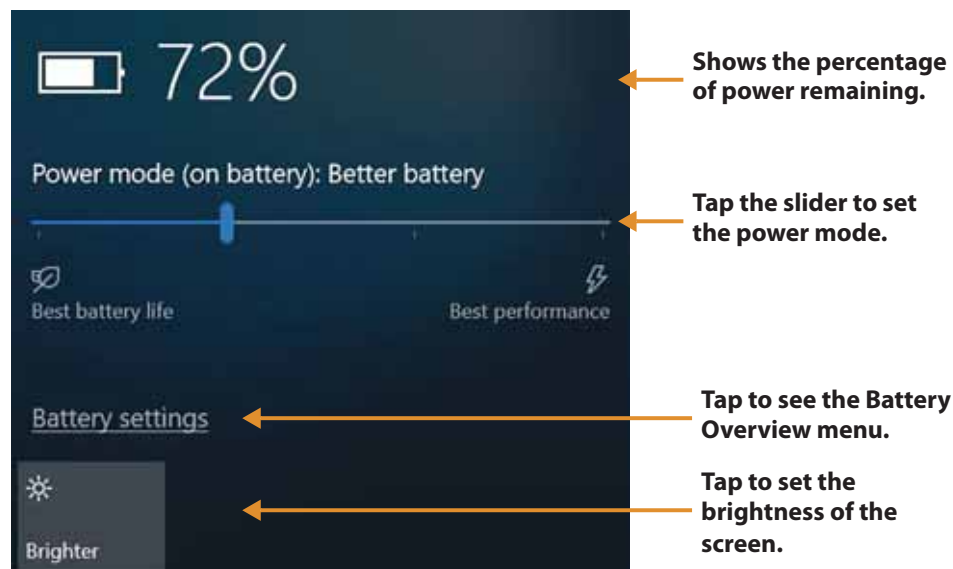
Checking Battery Power

In Windows

The battery icon changes appearance on the taskbar to show the status of the battery: by displaying the approximate charge remaining, by indicating the battery saver mode (green flame), and by showing whether the battery is charging (plug).



1. In the notification area of the taskbar, tap the **Battery** icon to display the remaining charge. The power mode slider shows the trade off between battery life and tablet performance.



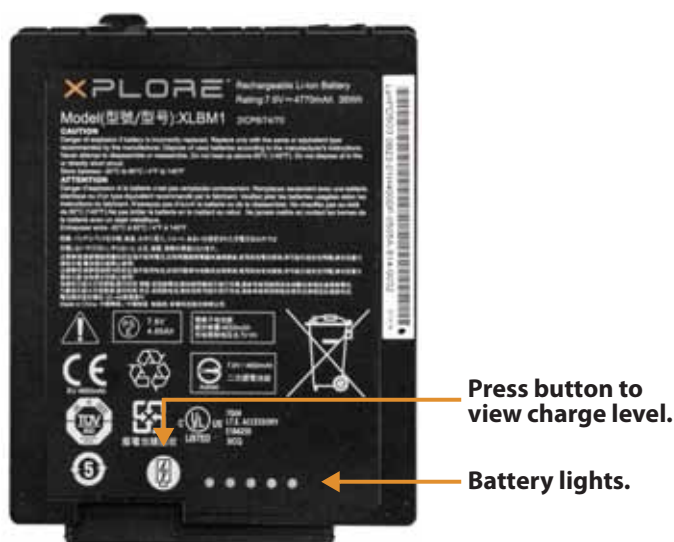
This power menu lets you access other battery settings and set brightness options.

2. Tap **Battery Settings** to display the Battery Overview menu and set the battery saver options, other battery options, and access to other menus, including the **Settings > System > Display** menu.
3. Tap the **Brightness** tile on the bottom left of this menu to set the brightness levels.
4. Press and hold this brightness tile until it displays an option for more settings. This option brings up the Display menu where you can make other display choices.

On the Battery

Important: If you remove the battery, you only have one minute to replace it and keep the tablet running. If you need to remove it for a longer period, be sure to save your files. Then shut down or plug in to a power source.

If you have a battery out of the tablet, you can check the charge by looking at the back side of the battery and pressing the button to the left of the lights to view the charge level.



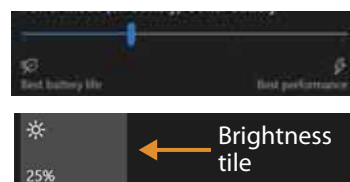
The five lights on the back of the battery indicate the current level of charge—from one light (20% charged) to five lights (100% charged).

Optimizing Battery Life or Performance

You can optimize the battery life or the performance of your tablet in a few different ways. If the tablet is plugged in, then you can optimize for performance instead of battery. If you are on battery, you can use these settings to extend the charge.

Using the Battery Icon

1. Tap the **Battery** icon on the taskbar.
2. Tap the slider to adjust for battery life or performance.
3. Tap the **Brightness** tile in the lower left corner to adjust the brightness.
4. Tap **Battery Settings** to display the Battery menu.



Using the Battery Menu in Settings

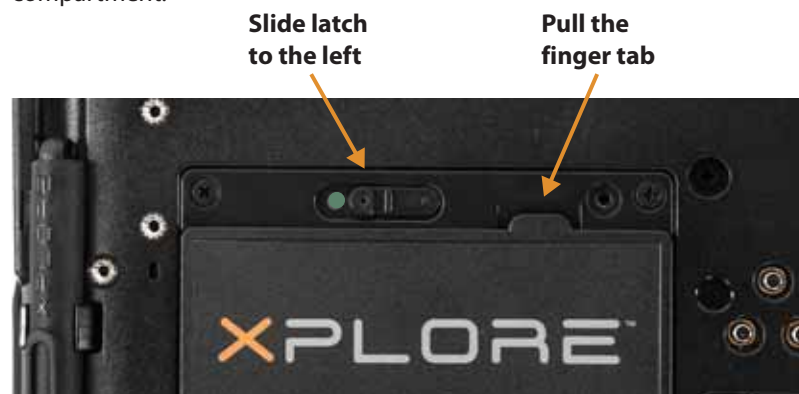
1. Tap **Start** > **Settings** > **System** > **Battery** to display the Battery menu.
2. In the Battery saver section, there are two check boxes. Tap the first to set the battery saver to turn on automatically and tap the second to lower screen brightness.
3. This menu includes a web link on saving battery. Scroll down and tap **Battery saving tips**.

Removing and Replacing the Battery

Before you remove the battery, save your files and shut down the tablet, or plug in the AC adapter and continue working while the battery charges. However, if you are hot swapping the battery, you can do so while the tablet is on and running only on battery power. See [Hot Swapping the Battery](#) on page 16 (below).

Removing the Battery

1. Save your files and shut down the tablet.
2. With the back of the tablet facing you, slide the battery latch to the left until the latch stays open and the battery pops out slightly.
3. Insert your finger under the finger tab and pull to remove the battery from the battery compartment.



Replacing the Battery

1. Place the tabbed end of the battery into the battery compartment as shown here.
2. Press the battery down until it snaps into place.



Hot Swapping the Battery

Changing a battery while the tablet is on is called hot swapping. You can hot swap a battery only if you have a *second*, charged battery to replace it with.

Important: You have approximately one minute to hot swap the battery. If you haven't replaced the battery within one minute, the tablet goes into Sleep mode.

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

While hot swapping the battery, notice the following behaviors:

- The tablet display gets dimmer. When the charged battery is in the tablet, the display brightens again.
- The battery status LED turns **blue** when the system is on and no main battery is present. When you put a charged battery in the tablet, the LED lights turn **green** again.
- The power button is disabled. (The power button is disabled at any time the tablet has no battery and is not running on AC power through the power adapter.)

Long-term Battery Storage

Don't store any batteries with a full charge, because this can cause a permanent loss of charging capacity. For long-term storage, ensure that the charge level is between 20% and 40% (two LEDs illuminated), and remove the battery from the tablet. Store the battery in a cool, dry environment in the temperature range 0°C to 30°C (32°F to 86°F).

Check stored batteries every 90 days to determine the charge status. If only one LED or no LED is illuminated, recharge the batteries to a level between 20% and 40%. In storage, the batteries will discharge at a rate of 10% of the total capacity per month.

Battery and Power Management Tips

To lengthen the usable life of the battery, use AC power when you can. The battery charges automatically when the tablet runs on AC power.

Tips for Saving Battery Power

- When on battery power, place the tablet in sleep mode if you are going to leave it unattended for more than a few minutes.
- You can also set the sleep mode to automatically save power by turning off the screen by tapping **Start > Settings > System > Power & Sleep**. Adjust the battery power under the Sleep section to just a few minutes.
Note: Remember that the screen, processor, wireless cards, and accessories all consume power from the battery, so adjust properties and disable unused accessories while on battery power. Sleep mode is very effective for saving energy.
- Close applications when you are not using them.
- Turn off wireless devices when they are not being used.
See **Temporarily Switching Off Wireless Devices** on page 18

Conditioning the Battery

See **Conditioning the Battery** on page 42

Disposing of Used Batteries

A Lithium-ion (Li-ion) battery should be disposed of at a hazardous materials recycling center when it is no longer serviceable. Don't throw it away, because the battery might be put into landfill.

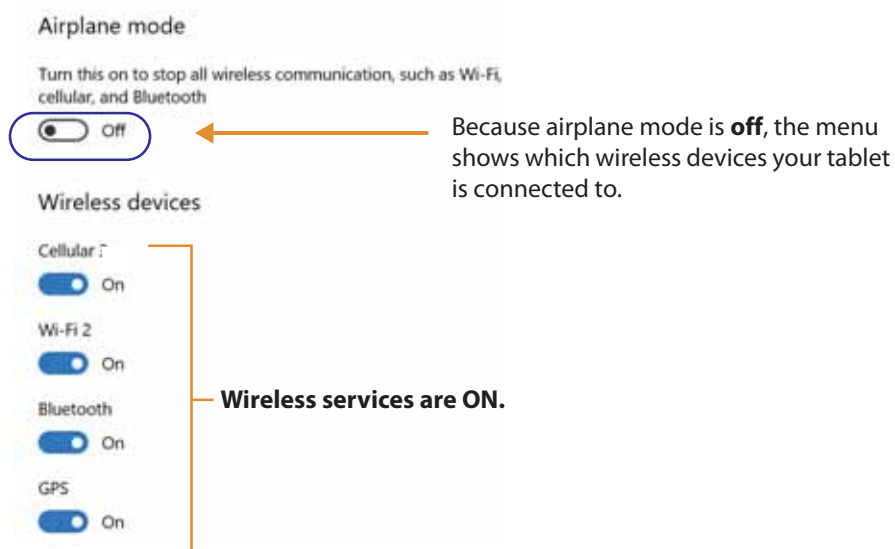
Managing Wireless Connections

Temporarily Switching Off Wireless Devices

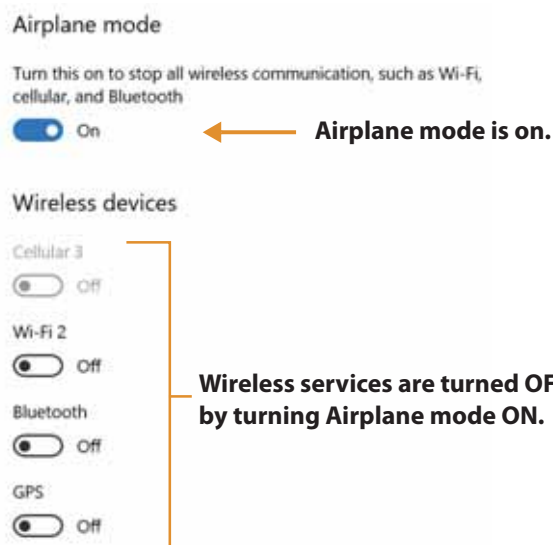
Check with your airline for exact rules on using your tablet connections while traveling.

1. To turn off the wireless devices in your tablet, tap the **Start**, , and tap **Settings**, . The Windows Settings menu opens.
2. Tap the **Network & Internet** icon.  Network & Internet
Wi-Fi, airplane mode, VPN
3. In the left pane, tap **Airplane mode**.  Airplane mode

The right pane displays the Airplane mode menu shown here.



4. In the right pane, turn Airplane mode **on**.



When airplane mode is **on**, the wireless connections are turned **off**.

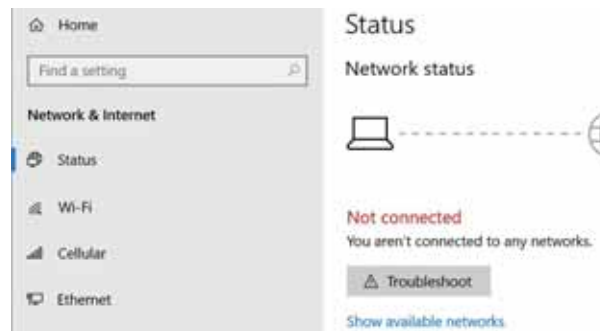
5. Turn Airplane mode **off** to resume the use of wireless devices on your tablet.

Connecting to a Wi-Fi Network

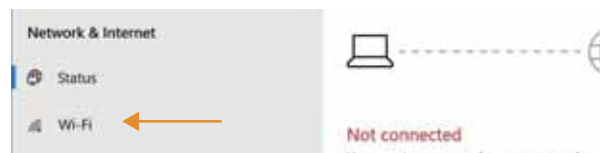
1. Tap the Windows **Start** icon, , and tap the **Settings** icon, , above the Start icon.

2. Tap the **Network & Internet** icon.  Network & Internet
Wi-Fi, airplane mode, VPN

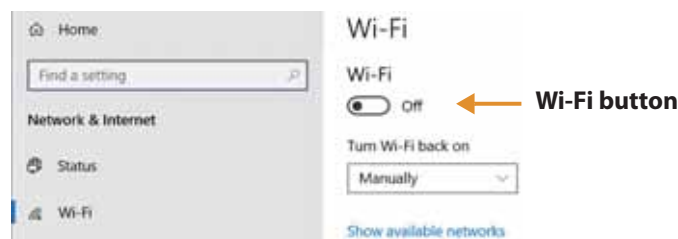
The Network & Internet menu opens and displays the network status as shown here.



3. In the left pane, tap **Wi-Fi** to display the Wi-Fi status.



4. In the right pane, if the Wi-Fi is off, tap the **Wi-Fi** button to turn it **on**.

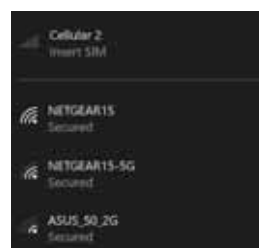


Note: Wi-Fi is turned **on** as shown here.

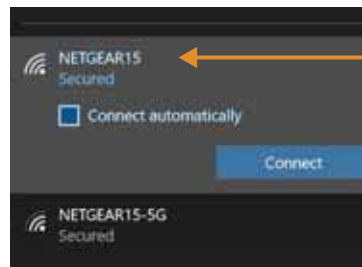


5. Tap **Show available networks**.

A list of available networks pops up from the taskbar.



6. Connect to a network as shown in this procedure.
 - a. Choose the network by tapping it.



- b. To use this network on a regular basis, tap **Connect automatically**.
The box is checked.
 - c. Tap the **Connect** button.
 - d. If prompted, enter the *network security key*. Tap **Next** to verify the key.
 - e. If you are asked to make your tablet discoverable, tap **Yes** if you want your tablet to be visible by other devices on the network or tap **No** if you do **not** want it to be visible on the network.

The Wi-Fi menu shows your established connection as in this example.



Connecting to Bluetooth Devices

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

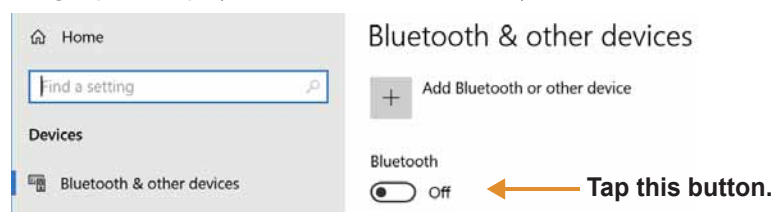
1. Tap the Windows **Start** button, , and the **Settings** icon, , above it.

The Settings menu appears.

2. Tap the **Devices** icon.  **Devices**
Bluetooth, printers, mouse

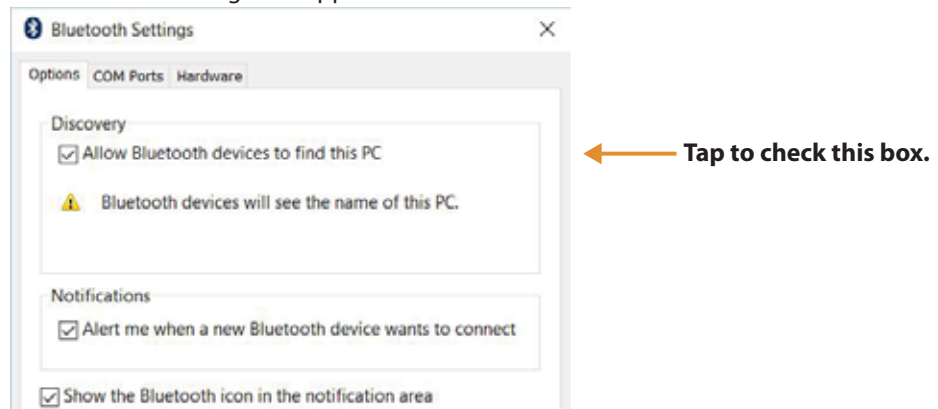
3. Tap **Bluetooth** in the left pane.

The right pane displays a slider button and nearby Bluetooth devices.



4. Tap the Bluetooth slider button to turn it **On**.
5. As your tablet discovers the Bluetooth devices that are turned on, you can tap them and tap **Pair** to begin the pairing process.
6. To make sure that your tablet is visible to other devices, find the Related Settings section.
 - a. To find it, you need to scroll down or look on the right side of the screen.
 - b. Under the *Related Settings* section, tap **More Bluetooth options**.

The Bluetooth Setting form appears.



7. Tap to check the box called **Allow Bluetooth devices to find this PC**. You might want to check the other boxes as well.

The last check box puts the Bluetooth icon in the notification area of the taskbar. 

8. Tap **OK** to close this form.

TIP: Keep the Bluetooth icon in the taskbar notification area. Tap this icon to see a pop-up menu and you can quickly access the *Bluetooth and other devices* menu by tapping **Open Settings**.

Connecting to a Mobile Broadband Network

Important: Before you can connect to a mobile broadband network, you must have your L10 tablet configured with a WWAN card, an active account with a cellular network provider **and** a SIM card in your tablet for mobile broadband access. This SIM card works like the SIM card in your cell phone that connects you to a network provider.

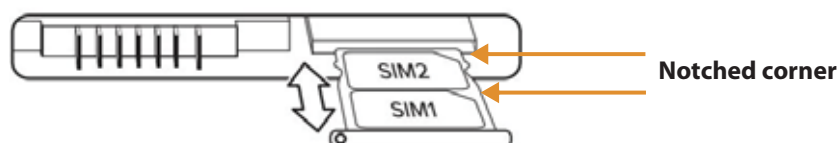
Inserting a SIM Card

The SIM card holder accommodates two Nano SIM (4FF) cards, for use with the mobile broadband option. If inserting only one SIM card, place it in the holder labeled **SIM1**. If inserting two SIM cards, put the card for the primary carrier in SIM1 and the card for the secondary carrier in the other SIM slot.

1. Turn off the tablet.
2. Remove the battery.
3. Find and gently remove the SIM holder tray so the slot is empty.



4. Place the SIM card into the holder so that it is close to flush with the holder. Make sure that the SIM contacts (gold) are facing down and the notched corner is on the right side as shown in this drawing and in the graphic inside the battery bay of the tablet.



The holder can hold two SIM cards. If you have two SIM cards, insert the second one into the holder in the same way.

5. Carefully take the SIM holder and align it with the opening of the SIM holder connector. Gently slide the SIM holder tray into the connector until it stops.
6. Put the battery back in the tablet. See [Replacing the Battery](#) on page 16.

Setting Up Mobile Broadband

With the SIM card inserted properly and an active account with a cellular network provider, you can connect to a mobile broadband network.

1. Tap the **Start** icon, , and tap the **Settings** icon, .
2. Tap the **Network & Internet** icon.  Network & Internet
Wi-Fi, airplane mode, VPN

The Network & Internet menu opens and shows the Status pane.

3. Tap **Cellular** in the left pane.



The Cellular menu is displayed.

4. The mobile broadband detects the SIM from your provider and automatically connects. This might take a few minutes the first time the SIM is used in a new or in a different tablet.



Switching to a Second Broadband Provider

If you have **two** SIM cards or two broadband providers, you can switch between the SIM cards.

1. Tap the **Start** icon , and tap the **Settings** icon, .
2. Tap the **Network & Internet** icon.
3. In the left pane, tap **Cellular**.



4. In the Cellular menu, tap the card field and switch to the second SIM card.
5. Wait for it to connect. This can take a few minutes.

Managing Cellular Connections

You can let Windows manage your cellular connections by default as shown in the previous procedure or you can manage the connection manually.

Letting Windows Manage Connections

If you let Windows manage your connections, it will automatically connect you to your cellular network. When you are **NOT** connected to another kind of network, Windows will automatically use cellular data from your data plan. This can be very convenient.

Note: Letting Windows manage the connections might use excessive data if you do not monitor the usage.

Managing Cellular Connections Yourself

1. Tap to uncheck **Let Windows manage this connection** and connect manually each time you want to use your cellular data.
2. To choose a cellular network, you need to tap the **Start** icon and then the **Settings** icon.
3. Tap the **Network & Internet** icon.
4. Tap the **Cellular** icon to display the Cellular menu.
5. Tap **Connect** to access the cellular provider manually.
6. To disconnect from a cellular connection, return to the Cellular menu and tap **Disconnect**.

Using Global Navigation Satellite System (GNSS)

Your L10 tablet might be equipped with an **optional**, embedded mobile broadband with GNSS or embedded GNSS with Standard-Based Augmentation System (SBAS). See [Optional Features](#) on page 2.

Use the information in this section to enable location services. To use location services, you do not need a network connection or an account with a mobile broadband network carrier.

Enabling Location Services

1. Tap **Start** icon and tap the **Settings** icon above it.

2. Tap the **Privacy** icon.  **Privacy**
Location, camera

3. In the left pane, under App permissions tap **Location**.  **Location**

4. Tap the Location service switch to turn it on.  **Location service**
On

Note: The virtual communications port, which is assigned to the location services receiver by Windows, can be viewed in the Device Manager.

Know Your Tablet

You can access information about your L10 tablet by tapping the Know Your Tablet application on the desktop. This icon has 4 icons that provide access to information, support, and accessories.

PC Information

The System Information window displays information about the BIOS, the battery, the network adapters, the hard disk. This information is stored on the solid-state drive (SSD) in your tablet.

Documentation (online)

Tap this tile to access the web site for the user documentation. You can view, bookmark, print, and download the documentation for Xplore™ tablets and accessories.

The PDF files are best viewed with Adobe Acrobat Reader DC.

Support (online)

Tap this tile to open the Xplore web site, where you can access these sites and pages:

- Product support
- User documentation
- Software downloads
- Knowledge base
- Repair status and RMA status
- Warranty information
- Registration
- TPM notification for security advisory

Accessories (online)

Tap this tile to open the Xplore web site for accessories.

Here you can find information on many products that go with your tablet, including:

- Docking stations
- Power devices, including batteries, chargers, and power adapters
- Input devices, such as pens, keyboards, and dongles
- Carrying cases and straps
- Apparatus for travel and use in vehicles

Using Sleep Mode

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

Putting the Tablet into Sleep Mode

There are several ways to turn on sleep mode.

Using the Power Button on Your L10 Tablet

1. Save your files. (This step is not required, but it is a good precaution.)

2. Press and release the *oval* **Power** button on the right side of the tablet.



The screen goes dark and the computer enters sleep mode. The system status indicator will start to blink when the system has entered sleep mode.

3. You can wake the tablet up by pressing the **Power** button again.



Using the Power Icon Menu

1. Tap the **Start** icon, , and tap the **Power** icon, , just above it.

A small menu pops up.

2. Tap **Sleep**.

The screen goes dark and the computer enters sleep mode.

3. You can wake the tablet up by pressing the **Power** button, , or the **Home** button.

Using the Power & Sleep Menu

This menu lets you set a time to automatically put the tablet into sleep mode when not being actively used.

1. Tap the **Start** icon, , and tap the **Settings** icon, , above it.

2. Tap the **System** icon,  .

3. In the left pane, tap **Power & Sleep**.

4. Use the **Power & Sleep** menu to set the timing for sleep mode.

Waking the Tablet from Sleep Mode

1. Press and release the *oval* **power** button the right side of the tablet.



The screen lights up.

2. If you have security enabled on your tablet, you need to unlock your tablet.

Using the XPAD Function Buttons

You can use the programmable function buttons on the front of the XPAD L10 tablet to open files and to perform many functions without having to use the pen. You can also customize the buttons by modifying their functions.



Default Button Functions

Button	Action you take to activate the button functions	
	Press	Press and hold
Button 1	Opens Know Your Tablet application	Windows® OneNote
Button 2	Opens the <i>Pictures</i> folder	Opens Tablet PC Setting

Configuring the Function Buttons

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

1. Put your cursor in the Windows Settings search field.



2. Type **buttons** into the search bar.

The search displays a topic titled **Set tablet buttons to perform certain tasks**.

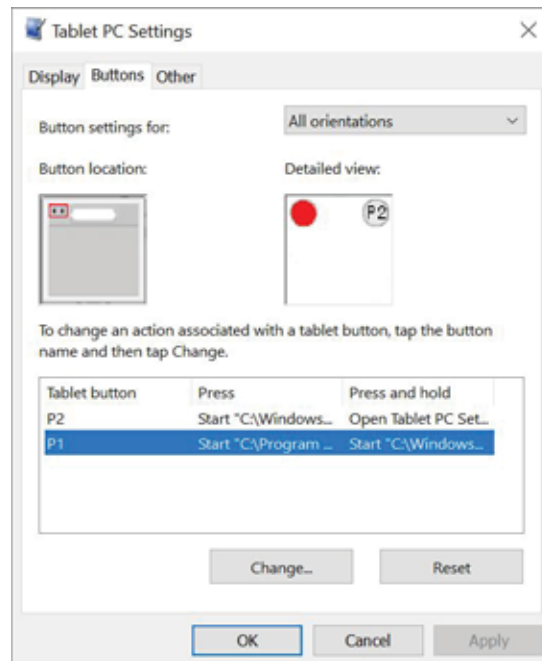
Note: If you do not see this choice, scroll down through the resulting list, or enter **tablet buttons** in the search bar.

3. Tap **Set tablet buttons to perform certain tasks**.

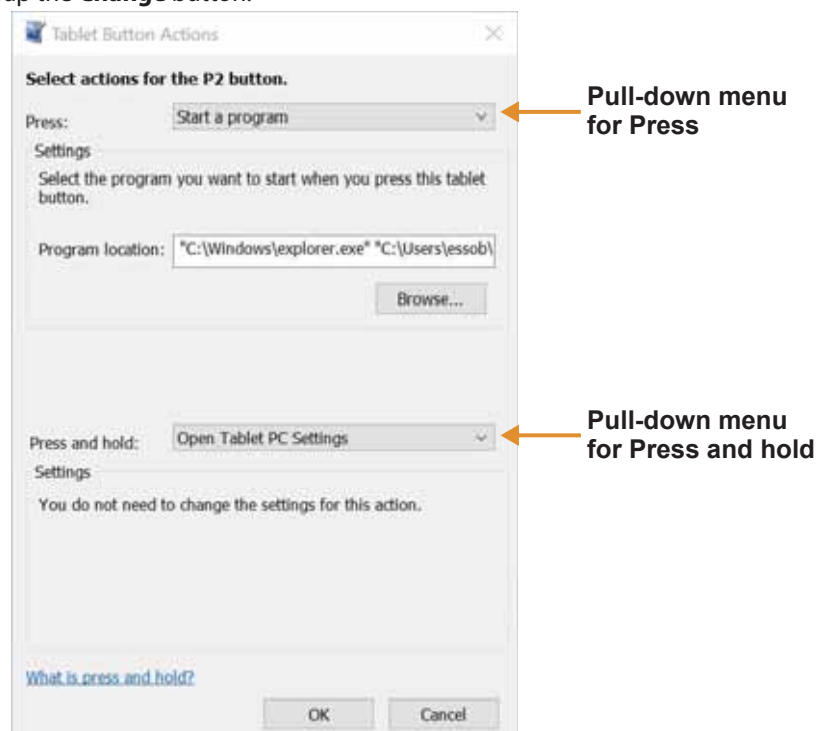
The Tablet PC Settings window appears and the **Buttons** tab is displayed.

Close or minimize the Windows Settings menu if it covers too much of the screen.

4. Tap the tablet button that you want to change.



5. Tap the **Change** button.



6. You can select an action for **Press** and another action for **Press and hold**.

- For example, next to **Press**, tap the pull-down menu and select an action for the button when you press it.
- Next to **Press and hold**, tap the pull-down menu and select an action for the button when you press and *hold* it for a bit longer.

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

7. Tap **OK** to confirm the changes.
8. To change the functions of the other tablet button, repeat steps **4** to **6** in this procedure.
9. Test the button changes to verify the new functions.

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

Using the Cameras

Your L10 tablet includes front and back cameras. It is necessary to use an application to enable either of the cameras. Applications that record video or perform video conferencing will recognize these cameras and enable them as required.

The white indicator LED will turn on when either the front or back camera is active.

Front Camera

The front camera is a 2 megapixel camera that supports color images and streaming video. It's on the front of your tablet so it can be used for web-based audio/video communication, such as the Skype® application. The camera software is part of Windows 10.

Rear Camera

You can use the back camera to take pictures or videos and save them to your hard drive. The rear camera is a 13-megapixel, autofocus camera. The camera lens is on the back of the tablet and includes a light to illuminate the subject. The camera software is part of Windows 10.

Rear 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.
- If a soft handle is attached, ensure it is being held away from the camera lens.
- Make sure you have adequate lighting to take your photo. If not, use the flash.

Putting the Camera Icon on Your Taskbar

1. Tap the **Start** icon to view the Desktop tiles.
2. When you tap the Windows **Start** icon, the camera tile (or icon) might be among the larger pinned tiles on the desktop. If it is displayed, you can press and hold it and drag it to the taskbar. Go to step **8** below.

or

For a more complete listing, view the smaller tiles under All apps to find the **Camera** tile as in the next step.

3. Tap the **All apps** icon in the upper left corner.
4. Locate the **Camera** tile.
5. Press and **hold** the **Camera** tile until you see a pop-up menu.
6. Release the tile and tap **More** to view another pop-up menu.



7. Tap **Pin to taskbar** to put the icon on the taskbar.

Note: You can add any tile/icon to the taskbar by following steps **5** to **7** in this procedure.

8. Tap the **Camera** icon on the taskbar to start the camera application.

9. Tap the **Settings** icon in the upper right of the application to adjust the camera.



10. To remove the icon from the taskbar, press and hold the icon when the application is NOT in use. Release the icon and tap **Unpin from taskbar** to remove the icon.

Note: You can remove any icon from the taskbar by following this last step.

Using the Built-in Microphones

You can use the built-in array microphones to record audio, dictate notes, and use voice commands. The two microphones work together to optimize sound detection for speech recognition and voice recording. It is necessary to use an application to enable the microphones. Applications that record video, sound or perform video conferencing recognize these microphones and enable them.

By default, windows will route audio through the 3.5 mm jack when an audio device is plugged in to the audio jack on the left side of the tablet.

Using Integrated Optional Features

Using the Barcode Scanner (XPAD Only)

The optional XPAD L10 scanner is a factory-installed device consisting of a barcode optical image reader and hardware decoder. The scanner is built in to the handle of the XPAD L10 tablet



1. On the tablet, open the application software that is going to receive the barcode data and put the active cursor in the appropriate field of that software.
2. Aim the scanner lens at the barcode.
3. Press and hold the Barcode Scanning button on top of the handle. Ensure that the **red** scan beam covers the entire barcode.



4. If the scan is successful, there is a confirmation beep and the data appears in the application.

The L10 barcode scanner supports several different types of barcodes—a minimum set of barcodes is enabled at the factory.

The following barcode symbologies are enabled by default:

Aztec Code	Datamatrix	Macro PDF417
Code 128	EAN/Jan-8	Micro PDF417
Code 39	EAN/Jan-13	PDF417
Code 93	GS1-128	QR Code
Code128	GS1-Databar	UPC-A
Codeabar	Interleaved 2 of 5	UPC-E

Other barcode types can be enabled by using the *EZConfig* application, which can be found in this directory:

C:\DRIVERS\barcode_reader\

This software is already on your disk if you have the barcode scanner.

Barcode Scanning Tips

- You typically get the best scans if the lens is six to seven inches from the barcode.
- Make sure that the barcode fits completely inside the boundaries of the scan beam.
- If you have trouble scanning a barcode, then use two hands to steady the tablet while you scan.

Using the RFID/NFC Reader

If your L10 Tablet PC includes the factory-installed integrated RFID reader option, you can use it to retrieve information from RFID tags.

The L10 RFID/NFC reader supports the following formats:

- ISO/IEC 14443A/B
- ISO/IEC 15693
- MIFARE 1K/4K
- MIFARE DESFire
- Sony FeliCa (ISO/IEC 180982 (Ecma 340) standard
- NFCIP-1 and NFCIP-2

Accessing a Sample RFID Reader Application

To test that your RFID/NFC reader is working follow these steps.

1. Open the Microsoft Store application by tapping the icon on the task bar.
2. When the web site opens, tap the **Search** icon to the right, type **TagWriter** in the search bar, and press **Enter** or tap the **Looking glass** icon.

The TagWriter Icon is displayed.



3. Tap the **TagWriter** icon to display a description of it. This software is free.
4. To download this application, tap **Get**.

The download begins and installs the software.

5. From the Microsoft Store on screen, tap **Pin to Start**, to put the icon on your Start menu.

6. Tap the **Start** icon. , and tap the **TagWriter** icon to start the software.



The TagWriter software appears.

7. Tap the **Read** icon.

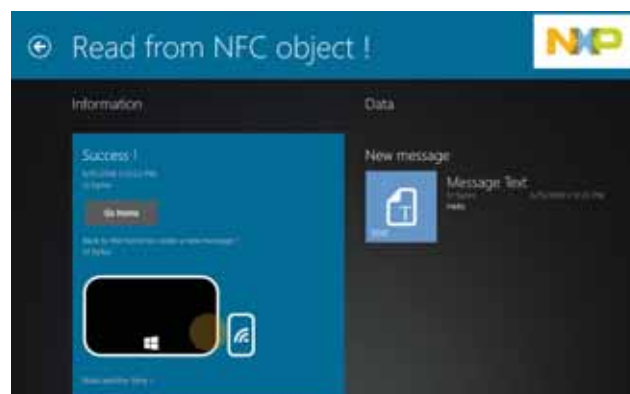


The tablet is in read mode.

8. Read mode is ready.



9. If the scanner reads the object, the screen displays this message.



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

Using the Fingerprint Reader

You can use the fingerprint reader to log on to the Tablet PC by scanning your fingerprint instead of entering a password. This feature provides an additional level of security for the tablet.

Note: These instructions assume that you have a password for logging into your tablet.

Setting Up a PIN

Important: To use the fingerprint reader, you need to set up a PIN. If you already have a PIN, then you can skip these steps and go to [Setting Up the Fingerprint Reader](#) on page 35. below.

1. Tap the Windows **Start** icon, , and tap the **Settings** icon, .

The Settings window appears.

2. Tap the **Accounts** icon.



The Accounts window appears.

3. In the left pane, tap **Sign-in options**.
4. In the right pane of the Sign-in options, under **Pin**, tap **Add**.
5. Enter your PIN and tap **OK**.

Now you can set up the fingerprint reader.

Setting Up the Fingerprint Reader

After you have a PIN, the Windows Hello section of the Sign-in Options is enabled and you can set up your fingerprint.

1. Tap the Windows **Start** icon, , and tap the **Settings** icon above it.

The Windows Settings menu appears.

2. Tap the **Accounts** icon.



3. Tap **Sign-in options** in the left pane.
4. In the Windows Hello section under Fingerprint, tap **Set up**.

A welcome window appears.

5. In this window, tap **Get started**.
6. Enter your PIN.
7. Decide which finger to use.

8. The setup asks you to place your finger on the fingerprint reader a few times for it to map your finger



It prompts you to touch the sensor multiple times and from different angles. Follow the instructions as you are registering your fingerprint.

9. When successful, tap **Close**.

Next time you log in, you can use your PIN or you can use your finger on the fingerprint reader.

Note: You can register more than one finger to use with this reader. Keep in mind which fingers you have established with the reader and use only those fingers.

Logging In with Your Fingerprint

1. When you start the tablet or wake it up from sleep mode, put your finger on the fingerprint scanner and press it for a brief time.

It will either recognize your print and open up Windows or it will ask you to try again.

Fingerprint Reader Tips

- Be consistent. Press the finger to the scanner and hold it there for a moment and scan at the same angle each time. For example, if you register your finger with your hand open, hold your hand the same way each time you scan.
- Read the prompts carefully and ensure that you wait for the prompt before you swipe.
- When scanning, press hard enough to fully contact the sensor.
- Wipe dirt or debris off your finger before scanning it so nothing interferes with the scan. Rub your fingers together to stimulate the natural skin oils so your fingerprint is easier to detect.
- If you are having trouble registering a specific finger, try to register a different finger.
- If you are repeatedly having trouble getting a good scan, you might need to clean the sensor. See [Cleaning the Fingerprint Reader](#) on page 42.

Note: Be sure to press your finger to the scanner in the same way each time.

Using the SD Card Reader

The L10 tablet includes an SD card slot for adding an SD memory card. The memory card provides extra storage for media files from your camera, videos, downloaded files, and data from other devices.



Inserting an SD Card

1. Turn off the tablet.
2. Open the port cover of the left side of the tablet and locate the SD card slot.
3. Push the SD card with the contacts facing down into the slot until it clicks into place.
4. Resume using the tablet.

Removing an SD card

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

Locating Your Serial Number

You can locate the serial number for your L10 tablet in these places:

- White label underneath the battery, which is located on the back of the tablet. The number begins with "S/N." To remove the battery, see [Removing and Replacing the Battery](#) on page 16.
- Tap the **Start** > **Settings** icons to display the Windows Settings menu. Tap the **System** icon and scroll to the bottom of the left pane and tap **About**. Under Device specifications, the serial number is designated by **Product ID**.

Backing Up Your Files

To protect against loss or accidental deletion, schedule backups to occur automatically on a regular basis. Windows 10 has a backup tool called *File History* that you can use to configure what you want to back up 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, Contacts, and files on your desktop.

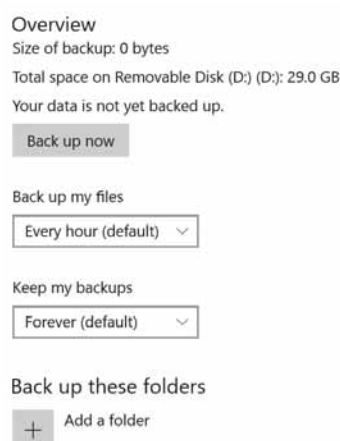
File History performs continuous incremental backups that allow you to save multiple versions of a file or document. If you accidentally delete a file or need to revert to a previous version of that file, you can easily step back through the various saved versions of that file in order to locate the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

Scheduling Backups with File History

1. On the taskbar, tap the **Start** icon, , and tap the **Settings** icon, , above it.
2. Tap the **Update & Security** icon.  Update & Security
Windows Update, recovery.
3. Tap **Backup** in the left pane to display the Backup menu in the right pane.
4. Tap the **Add a Drive** icon.
5. Tap to pick a device for storing your backup, such as a USB memory device or a network drive. Be sure the drive is connected.
6. Under the Add a Drive command, tap **More Options**.

The Backup options Overview menu is displayed.



7. In the Backup Overview menu, choose your options and folders to backup.
 - a. Specify how often to back up your files, such as every hour or every day.
 - b. Specify how long to keep your backup files.
 - c. Choose the folders to back up by tapping **Add a Folder**. To exclude folders already listed, tap the folders and tap **Remove**.
8. To start backing up immediately, tap the **Back up now** button, or let your backup settings run automatically.

Restoring Backups with File History

1. On the taskbar, tap the **Start** icon, , and tap the **Settings** icon, , above it.
 2. Tap the **Update & Security** icon.
 3. Tap **Backup** in the left pane to display the Backup menu in the right pane.
 4. Tap **More options** to display the Backup options menu.
 5. Scroll down to Related settings.
 6. To restore files, tap **Restore Files from a current backup**.
A window displays the data to back up.
 7. Tap the data you want to back up.
 8. Tap the green circle on the bottom of the window. 
- The backup begins.

Restoring Your System

If your PC isn't running well, resetting it might help.

This action lets you choose to keep your personal files or to remove them and then reinstalls Windows.

Important: If you choose to remove your files, make sure they are backed up on an external drive or memory device.

1. On the taskbar, tap the **Start** button. , and tap the **Settings** icon, .
2. Tap the **Update & Security** icon. 
3. Tap **Recovery** in the left pane to display the Recovery menu in the right pane.
4. Under Reset This PC, tap the **Get Started** button and follow the directions.

Note: If you have created a full system recovery image, including Windows, applications, and your files, then follow the instructions under **Advanced startup** instead of **Reset this PC** on the Recovery menu.

Caring for the L10 Tablet

3

Proper care and maintenance will keep your Xplore™ L10 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*.



Warning: Follow the guidelines in this chapter when caring for your L10 tablet and its components. Improper use can damage the tablet and its components and void the warranty.

General Care

- Protect the L10 tablet from exposure to extreme temperatures, shock, liquids, and strong magnetic fields.
- Don't place heavy objects on top of the tablet.
- If you're storing the tablet for a long time, unplug the power adapter and remove the battery after partially discharging it.
- Don't open the housing that encloses the tablet. There are no user-serviceable components inside. Opening the housing 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 L10 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 carry case when transporting the tablet.
- Avoid exposing the display to direct sunlight for long periods of time.
- Every L10 ships from factory with a protective display film.
- You can purchase additional protective display films as well as protective carrying cases from your local Xplore Authorized Reseller.

You can view a range of products specifically for your L10 tablet on the [Accessories](#) page. The display films and cleaning cloths are in the *Other* section.

Caring for the Pen

If you use an active (digitizer) pen with your tablet:

- Store the active (digitizer) pen in the pen holder when not in use.
- Avoid storing the pen vertically on its tip. It can damage the pen-to-digitizer function.
- Keep the pen away from any liquid, because the pen contains electronic components that can be damaged when wet.
- In certain environments, particles or debris can stick to the pen tip or the tablet display. Make sure you wipe off the pen with a soft cloth to avoid scratching the display.
- If you need a new active pen or a stylus tip kit, check the [Accessories](#) page for the L10 tablet on the Xplore web site. Open the *Input Devices* section to see the pens and the Stylus Tip Kit for tip replacement. There are two passive pens as well. Check with your authorized reseller to order.

If you use a capacitive pen with your tablet, the pens are listed on the [Accessories](#) page in the *Input Devices* section.

Cleaning the Fingerprint Reader

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

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

You can use a small amount of alcohol or warm soapy water from time to time to clean the reader surface. Dry it off after cleaning.

 **Warning:** Don't use bleach, solvents, or abrasives.

Conditioning the 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 14.

Traveling with Your L10 Tablet PC

Use the following tips when you travel with your L10 Tablet PC:

- Put the L10 tablet in a case to protect the display. Xplore™ Technologies sells a variety of cases for the L10 tablet. You can see the case on the [Accessories](#) web page. You can purchase one from an Xplore Authorized Reseller.
- Store the pen in the pen bay located on the tablet.
- Pack the L10 tablet 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.
- For international travel, you need either a travel plug adapter or the AC power cord that is appropriate for the country that you are visiting. The travel plug adapter can be found in most airports and travel stores. The regional AC power cord can be purchased from an Xplore Authorized Reseller.
- You don't need to buy a voltage converter; the AC adapter will automatically adjust to different voltages.
- You might 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 becomes lost or disabled.
- **IMPORTANT:** Don't carry your tablet through a metal detector.
- Turn off the tablet or place it in airplane mode for takeoff and landing. Check with the airline for rules on using your tablet and Wi-Fi while traveling. You can turn off all of your wireless devices temporarily with airplane mode. See [Temporarily Switching Off Wireless Devices](#) on page 18.



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

Troubleshooting and FAQs

4

Xplore™ Tablet PCs are thoroughly tested for performance and quality, but occasionally issues can still occur. If you don't find the information you're looking for in this section, go to [Xplore Support](#). You can tap the country site, where it says **USA**, to change to another region and language.

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

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.

Battery and Power Issues

The tablet does not power on.

Before powering up the L10 tablet for the first time, you need to connect the tablet to AC Power to charge it up. The system will ship with all batteries in *Ship Mode* to prevent discharging.

For best performance, verify that you are using the AC adapter that shipped with the L10 tablet.

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

The battery might be depleted. Plug the power adapter into an AC outlet and into the tablet.

The power button is blinking but nothing is happening.

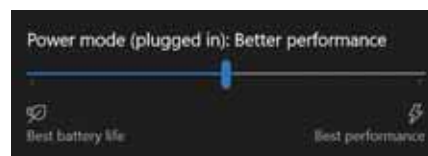
The tablet is in Sleep mode. Press the **Power** button to wake up the tablet.

Extending Battery Power

The L10 tablet comes with a power plan to extend battery life.

However, you might want to adjust some features manually with the Battery icon.

1. Tap the **Battery** icon in the notification area of the taskbar. 
2. Tap the slider menu to adjust between better performance and battery life.



← **Slider menu**

3. Tap the brightness tile in the lower left corner to adjust the brightness.



4. You can also tap **Battery Settings** on this menu to make adjustments to the Battery saver. See also [Optimizing Battery Life or Performance](#) on page 15 and [Battery and Power Management Tips](#) on page 17.

Shutting Down Issues

The tablet is unresponsive.

An application might have stopped responding. If this is the case, follow these steps.

1. Press the **round** button on the right side of the tablet frame. 
2. Tap **Task Manager**.
3. Select the application that isn't responding.
4. Tap the **End task** button in the lower right corner.
5. When it stops, you can try using the tablet or shutting down.
6. To shut down the tablet, tap the **Start** icon and the **Power** icon above it. 
7. Tap **Restart** or **Shut down**.

The tablet does not shut down.

If you have tried to close or stop all applications and the tablet will not shut down, then follow this procedure.

Shutting down the tablet

Use these measures only if absolutely necessary.

1. Press and hold the **Power** button  on the right side of the tablet for **five** seconds to force the tablet to shut down. Then release the button.

If the tablet will NOT shut down after holding the power button for five seconds, use the kill switch to force it as explained in the next step. Use this switch only when all else fails.

2. In extreme cases when the tablet will NOT shut down, insert the tip of the tablet pen, or open up a paper clip and insert the protruding straightened end into the kill switch on the front of the tablet.



Display Issues

The display is too dim.

The display brightness might be set too low. Use the power mode menu to adjust the brightness.

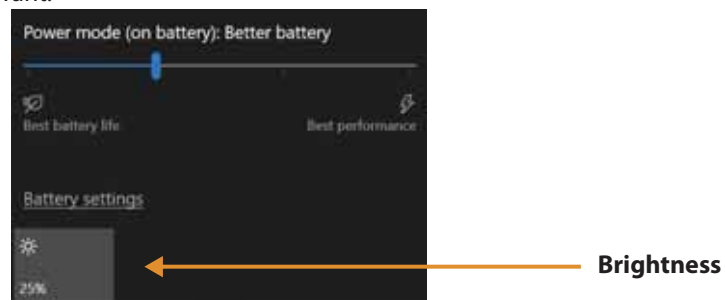
Use the battery icon Power mode menu.

1. Tap the **Battery** icon in the Notification area of the taskbar.



The Power mode menu pops up.

2. Tap the **Brightness** tile in the lower left corner. Tap it until you get the brightness you want.



Use the Display menu to make adjustments.

1. You can also access the **Settings** menu, , tap the **System** icon and use the **Display** menu to adjust the brightness.
2. Move the brightness slider to the desired level.
3. You can also let the tablet adjust brightness automatically by turning on **Change brightness automatically when lighting changes**.

The display is unreadable or distorted.

The screen resolution and color quality might not be set correctly. Use the Display menu to reset the display settings.

1. Tap the Windows **Start** button and tap the **Settings** icon.
2. Tap the **System** icon.

The default menu is **Display**.

3. Tap the **resolution** field on the Display menu.
4. Set the resolution until the display appears normal.
 - a. The preferred resolution setting for the L10 tablet is **1920 by 1200**.
 - b. You might also want to adjust the sizing of the items on the screen. In the Scale and layout section, the recommended size is **150%**.

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

The possibilities include:

- The tablet might have turned off the display to save power. To restore the display, tap the screen with your finger or the pen.
- The tablet might have gone into Sleep mode. Press and hold the oval **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.

Pen Issues

The tablet doesn't respond to the pen I am using.

- Use only the L10 pens with the L10 tablet as seen on the [Accessories](#) section under *Input Devices* on the Xplore web site. The tablet might not respond to other digitizer pens. See [Pens for the L10 Tablets](#) on page 6.
- If you have a long capacitive ePen with a battery, check the battery.

Keyboard Issues

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

You can use the touch keyboard on screen. Tap to open it in the lower right corner of the taskbar.

Choosing Keyboards

In the upper left corner of the touch keyboards, there is a **Touch keyboard** icon. This icon gives you choices of other keyboards. The most complete keyboard is the one in the upper right corner of the pop-up keyboard choices. Another good keyboard is the one in the upper left corner.

1. Tap the **Keyboard** icon on the taskbar. 
2. When it opens, tap the **Keyboard** icon in the upper **left** corner above the keyboard. 
You'll see a pop-up menu of keyboards to choose from.
3. Tap the one on the left for the default. 
4. Tap the icon in the upper right for the most complete keyboard, which has traditional *Enter* and *Esc* keys. 
5. Close the keyboard by tapping the **X** in the upper right.
The next time you open the keyboard, it will display your choice.

Network Issues

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

Turn off the wireless connection from the Windows Settings menu.

1. Tap the Windows **Start** icon, , and tap the **Settings** icon, , above it.
 2. Tap the **Network & Internet** icon. 
The Windows Network & Internet menu opens.
 3. Tap the **Wi-Fi** button in the left pane.
The Wi-Fi menu appears in the right pane.
 4. Tap **Show available networks**.
 5. Tap **Disconnect** to turn off the connection.
- Note:** You can also turn off Wi-Fi completely by tapping the **Wi-Fi** button on the menu.



Ethernet Issues

- The connection might be loose. Remove the Ethernet cable and reconnect it.
- The Ethernet network might be experiencing problems. Check with someone near you to determine if he or she has network access.
- Replace the Ethernet cable.

Wi-Fi Issues

Here are possible reasons your tablet is not connecting to a Wi-Fi network:

- Make sure that your Wi-Fi is turned on.
- See [Connecting to a Wi-Fi Network](#) on page 19 for how to connect to a Wi-Fi network.
- You might not have access to the network. Obtain a user name and password from a network administrator.
- The security settings in your tablet might prevent a connection. For example, the network might not be broadcasting the network name (SSID) or encryption might be required. Check with your network administrator.

Bluetooth Issues

If you are having trouble with connecting with Bluetooth, see [Connecting to Bluetooth Devices](#) on page 21.

Bluetooth Tips

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

- **Interference**
If you're running Bluetooth and Wi-Fi® at the same time, interference can affect the Bluetooth performance. This is most noticeable if:
 - You try to transfer large amounts of data, such as with file transfers.
 - Several Bluetooth devices are operating in an office simultaneously.
- **Speech Recognition**
Bluetooth audio has not been fully developed for speech recognition. Therefore, for speech recognition, we recommend that you not use a Bluetooth wireless headset.
- **Disconnection**
Some Bluetooth devices disconnect when they go into power-saving mode. Most devices automatically reconnect when they become active again.
- **Interoperability**
If you are having issues with interoperability of Bluetooth devices, contact the manufacturer of your Bluetooth device and check its compatibility with the Bluetooth software installed on your Tablet PC.

Mobile Broadband Issues

- See [Connecting to a Mobile Broadband Network](#) on page 22.

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 by default.
- The volume might be set too low or muted.
 - a. In the Notification area on the taskbar, tap the **Speaker** icon, and adjust the volume.
or
 - b. Turn up the volume with the long oval button on the right side of the tablet.
- The integrated audio components might have been overwritten. If you install a third-party audio device (such as a USB or Bluetooth device), the integrated audio might stop working. If this happens, reinstall the audio drivers. After you install these, if you still have issues with audio, contact your system administrator or service provider.



System Issues

I forgot my BIOS password and cannot 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 more slowly than usual.

- Reboot the tablet.
- The hard drive might be full or nearly full. You can free up space on your drive. Type **disk cleanup** in the search field and then select **Free up disk space on this PC** from the search results.

Frequently Asked Questions

How can I make the battery charge last longer?

- You can tap the **Battery** icon on the taskbar and make adjustments to the power use with the slider bar and adjust the screen brightness by tapping in the lower left corner. See [Checking Battery Power](#) on page 14 for details.
- Turn off unused devices, such as Wi-Fi and mobile broadband networks. See [Temporarily Switching Off Wireless Devices](#) on page 18.

How do I clean the display screen?

To clean the display screen, wipe it with a soft cloth (like the microfiber cloth supplied). Don't spray cleaners, pour abrasive liquids, or wipe any abrasive cleaner on the screen or any surface of the L10 tablet. Don't use tissues or paper towels to clean the screen. They contain wood fibers that might scratch the surface.

Tip: You can use a small amount of alcohol or warm soapy water from time to time. Do not pour the liquids on the screen. Apply either liquid to the microfiber cloth and clean the screen surface with it. Dry the screen after cleaning.

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 from liquids, dirt and sand, other contaminants, and extreme heat.

Will any monitor, USB device, keyboard, or mouse work with the L10 tablet?

If the device has a driver for Windows, it will work with the tablet. For a list of products that have been tested for Windows, search for the "Windows Marketplace Tested Products" page on the [Microsoft web site](#).

The Xplore keyboards compatible with the L10 tablet, are in the [Accessories](#) section under *Input Devices* on the Xplore web site.

How do I adjust the L10 tablet for left-handed use?

1. In the **Start** > **Settings** menu, tap the **Devices** icon.
2. In the left pane, tap **Pen & Windows Ink**.
3. In the Pen field at the top, tap to choose which hand you use.

How can I stop the display screen from rotating automatically?

1. Tap the **Start** icon, , and the **Settings** icon, , above it.
2. Tap **System**.   The System menu appears.
3. Make sure that **Display** is selected in the left pane.
4. Turn on the **Rotation lock** button under Orientation.

The screen will not rotate the display until you turn this button off.

What do I need to use the L10 tablet in another country?

- You need either a travel plug adapter or the AC power cord that is appropriate for the country that you are visiting. The travel plug adapter can be found in most airports and travel stores. The regional AC power cord can be purchased from Xplore™ resellers.
- You don't need a voltage converter. The AC adapter automatically adjusts to different voltages.

Where can I learn more about my tablet?

- To learn more about the L10 tablet, see our [Training tutorials](#) and [Knowledge base](#) articles.
- Check out our [SUPPORT](#) site for everything from phone support to training.
- Xplore Technologies also offers Corporate training classes. Use the [CONTACT Us](#) page to get information on classes. Scroll down and tap the Contact Us button or call the telephone number.

Can I recycle my old tablet PC?

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

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