Using the Function Buttons

You can use the LED Function buttons on the front of the XSLATE R12 tablet to perform many functions without having to use the pen. You can also customize the buttons by modifying their functions.

Default Button Functions

	Action you take to activate the button functions	
Button	**Press**	**Press and hold**
Button 1	Displays the Tablet Center application	Windows® Journal
Button 2	Starts the xCapture Pro™ camera app	*Pictures* directory
Button 3	Tablet PC Settings, or optional barcode scanner (if you have the SlateMate accessory)	On-screen keyboard

Configuring the Function Buttons

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

1. Open the Tablet Center.

2. Tap **Tablet PC Settings**.

3. In the Tablet PC Settings window, tap the **Buttons** tab.

   You can configure different button settings for different orientations, such as portrait and landscape. Configuring the orientation makes it easy to change the orientation from horizontal to vertical.

4. Select the button to change.

   The currently selected buttons appear in red.

5. Tap **Change**.

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

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

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

Connecting an External Monitor

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

NOTE: If necessary, install software and drivers for the external monitor. For more information, see the manufacturer's documentation.

Using the Built-in Microphones

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

Using the Cameras

Your R12 tablet includes both web and documentation cameras.

The Web Camera

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

> NOTE: Skype® is on the Windows Start screen.

The Documentation Camera

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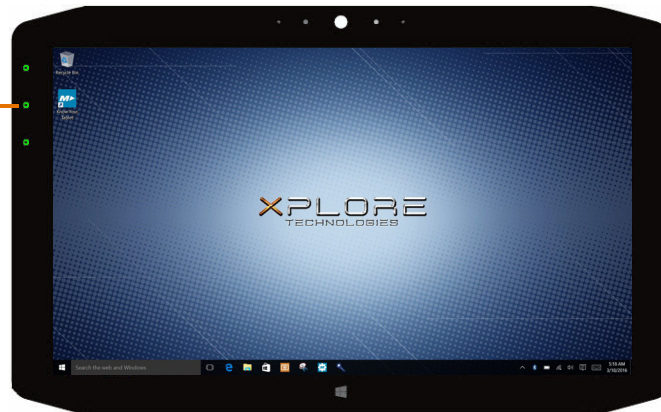
Camera Software

The R12 Tablet PC includes the xCapture Pro™ application that lets you shoot, save, edit, email, print, and copy your photos, with both cameras, documentation and web.
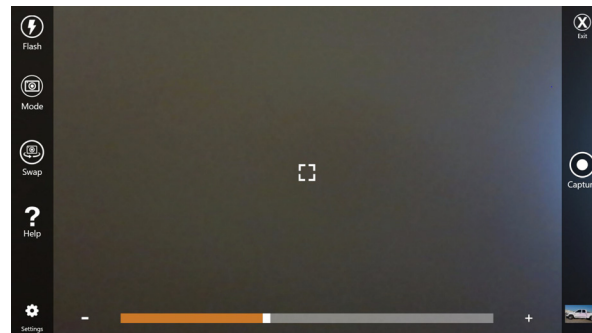
Taking a Photo with the xCapture Pro Software

1. Press **Function button 2** to activate the camera and open the viewfinder. You can also tap the camera icon on the taskbar

The camera screen is displayed.

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

3. To zoom in or out on your subject, use the zoom adjustment slider on the bottom of the camera screen.

4. Tap the **Capture** icon on the right side of the screen to take a picture.

5. Your photo is saved and stored in the location specified in the settings.

   By default, this location is the *C:\Users\[yourUsername]\Pictures* directory.

   a. To change this location, tap the **Settings** icon.

   b. In the *Target Media Folder* field, tap the **Browse** button and pick a directory for your default.

   TIP: You can press and hold **Function button 2** to open the *Pictures* directory to view your photos. (Press and hold takes longer than tapping.)

6. If you want to take a photo with the web camera, tap the **Swap** icon on the screen.

   After you take a photo, tap the **Swap** icon again if you want to return to the documentation camera viewfinder.

7. There are three modes for the flash. Tap the **Flash** icon to choose the flash mode.

   a. With this icon, , the camera fires the flash with each photo.

   b. With this icon, , the camera shoots in autoflash mode, firing the flash only when required by the ambient lighting conditions.

   c. With this icon, , the camera does not fire the flash.

xCapture Pro Help

1. Start the xCapture Pro software Tap the **Help** icon to open the xCapture Pro documentation in a PDF.

Configuring the xCapture Pro Settings

1. Tap the **Settings** icon ![Settings] in the lower left corner of the main camera screen to display the configuration screen.
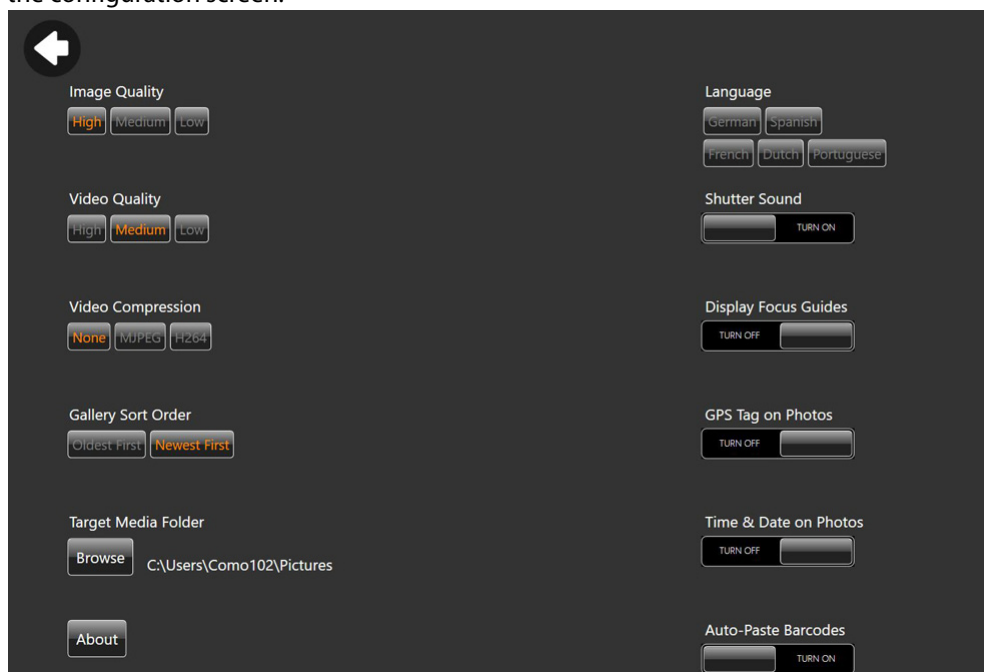
Setting	Description
Image Quality (for photos)	Set the resolution of your photos to **High**, **Medium**, or **Low**. The default is high.
Video Quality	Set the resolution of your videos to **High**, **Medium**, or **Low**. The High setting offers the best image resolution, but it creates a larger file size. The default is **medium**.
Video Compression	Set the video compression by tapping **None**, **MJPEG**, or **H264**. The default is **None**.
Gallery Sort Order	To select which files are listed first in the Gallery, tap **Oldest First** or **Newest First**.
Target Media Folder	Tap **Browse** to specify the default directory for storing your photos and videos.
About	Tap **About** to view the xCapture Pro version information.
Language	Select your preferred language for the camera interface.
Shutter Sound	You can turn the shutter sound on or off when you take a picture. Tap the button to set your preference.
Display Focus Guides	You can display the focus guides when you take a picture. Tap the button to set your preference. The default is **On**.
GPS Tag on Photos	Tap **On** to include a GPS location stamp on your photo. The default is **On**.
Time & Date on Photos	Tap **On** to include a time stamp on your photo. The default is **On**.
Auto-Paste Barcodes	If the **Auto-Paste Barcodes** option is **On**, the program automatically pastes the scanned code into the currently active application's text field. The default is **Off**.

2. Tap the **Left Arrow** icon ![Left Arrow] to return to the previous screen.

3. To close the xCapture Pro application, tap the **Exit** icon. ![Exit]

Editing a Photo in the xCapture Pro Application

TIP: You might want to copy one of your photos or take a photo with the tablet and use it to see how the editing functions work.

1. Tap the square **Last Picture Taken** icon in the lower right corner of the screen to open the directory where photos are stored.

   The photo fills the screen.

2. To pick another picture to work on, swipe left or tap the **Gallery** icon and **double**-tap a different one.

3. To modify a picture tap the **Edit** icon.

   Several icons are displayed across the bottom of the screen.

   They include rotate, flip, crop, contrast, and brightness features.

   a. Practice with these icons to see how they work.

   b. You can make contrast and brightness adjustments to your photo in this screen.
      With these two icons, , they display a slider that you can press and drag left and right.
      You can also **tap** to one side of the white square in the slider to incrementally adjust the contrast or brightness.

      You can also tap the on-screen **–** or **+** symbols to adjust the slider.

   c. When you are done editing, go back to the main menu by tapping the **Arrow** icon in the upper left corner.

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

   This screen also includes tools for drawing squares, circles, or arrows on your photo as well as a color palette for your annotations.

5. When finished, save the changes by tapping **Save**.

6. When you finish your photo, tap the **Arrow** icon in the upper left corner of the screen to return to the camera screen.

7. If you have NOT saved your final changes, a dialog box asks if you want to save.

   a. Tap **No** if you have not saved and then tap **Save** to keep the changes.

   b. Otherwise, tap **Yes** to go back to the camera.

Sending, Printing, and Copying Your Photos

1. To send a photo in email, view it on screen as the Last Picture Taken or from the gallery. (In the gallery, tap a photo twice to view it by itself.)

2. Tap the **Share** icon

   This icon is on the menu when you are viewing one picture or have selected a picture in the gallery.

   A pop-up window appears so you can choose what to do with your image.
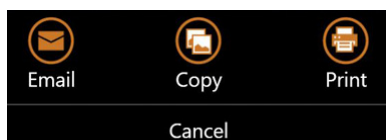
3. Tap the **Email** icon to send your photo as an attachment.

   Your default email program opens and the photo you selected is attached.

4. Tap the **Copy** icon to copy your photo to the clipboard.

   The photo you selected is copied to the clipboard and you can paste it into the application of your choice.

5. Tap the **Print** icon to send your photo to a printer.

   The photo you selected is sent to the printer.

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. If not, use the flash.

Using the SlateMate Module (Optional)

The XSLATE R12-Series SlateMate® option is a factory-installed module consisting of a barcode scanner (BCS), high-frequency RFID reader (HF RFID), and a serial port. The XSLATE R12-Series SlateMate includes either

- a 3-in-1 module (BCS, HF RFID Reader, and Serial Port)

  or

- a 2-in-1 module (HF RFID Reader and Serial Port) configuration.

XSLATE R12 SlateMate Module

**RFID reader
(internal antenna)**   **Barcode scanner**   **Serial port**

Barcode Scanner

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

The following barcode symbologies are enabled by default:

Aztec	UPC-A
Code 128	UPC-E
GS1-128	EAN-8
Code 39	EAN13
Interleaved 2 of 5	PDF417
Micro PDF417	QR Code

The *EasySet* software is on the disk if you purchased the barcode scanner.

Using the Barcode Scanner

1. In the tablet, open the application software that is going to receive the barcode data and put the insertion point in the appropriate field of that software.

2. Aim the scanner lens at the barcode as shown in the photo.

3. Press and release Function button 3 (page 35). Ensure that the scan beam covers the entire barcode.

If the scan is successful, the data appears in the application and you hear a confirmation beep.

Barcode Scanner Tips

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

Using the RFID Reader

Your Tablet PC might include the integrated RFID reader (optional) that you can use to retrieve information from RFID tags. Xplore™ provides a sample application capable of reading these tags.

The XSLATE R12 RFID reader supports the following formats:

- ISO/IEC 14443A/B
- ISO/IEC 15693
- MIFARE Classic®
  (MIFARE and MIFARE Classic are trademarks of NXP B.V.)

Accessing the Sample RFID Reader Application

1. On the Windows Start menu in the lower left corner, view the apps by tapping **All apps**.

   They are displayed in alphabetical order.

2. Scroll down to **Xplore Technologies®**, and tap **MCRFID**.

Using the RFID Reader

1. Open the Xplore RFID Demo (*MCRFID.exe*) utility or the RFID scanning application of your choice.

2. Position the XSLATE R12 as shown in the photo.

3. Aim the Tablet PC at the RFID tag and ensure that the tag is 1–1.5 inches (25–40 mm) from the RFID antenna scan area.

4. If you are using the Xplore RFID Demo utility, tap **Refresh UID and Tag Data**. If you are using another RFID scanning application, initiate the scan as described in the application's documentation.

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

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

Using the Battery

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

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

Checking Battery Power

The power indicator changes appearance, depending on whether the Tablet PC is plugged in or running on battery.
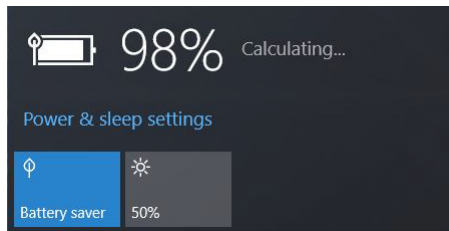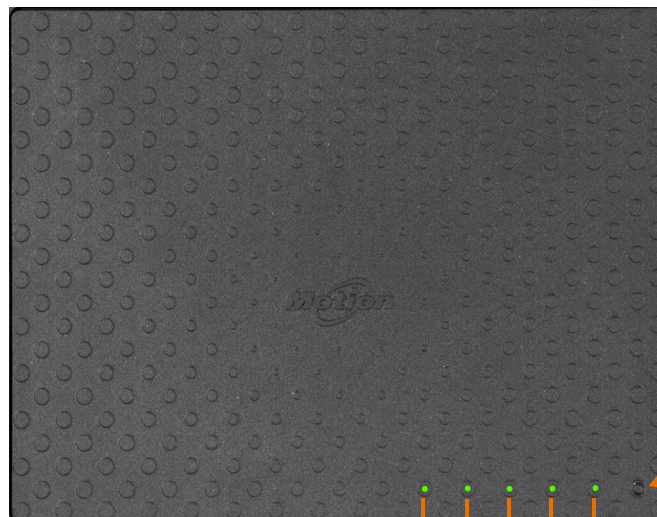
Battery   **Battery Saver**   **Plugged in**

1. In the Windows notification area, tap the power indicator to display the remaining charge and power options.

The five lights on the back of the tablet battery also indicate the current level of charge—from one light (20% charged) to five lights (fully charged). The lights are green when running on battery and they are amber when the tablet is charging.

2. On the back of the tablet, press the button to the right of the lights to view the charge level.

Press to view charge level

Battery charge indicator lights
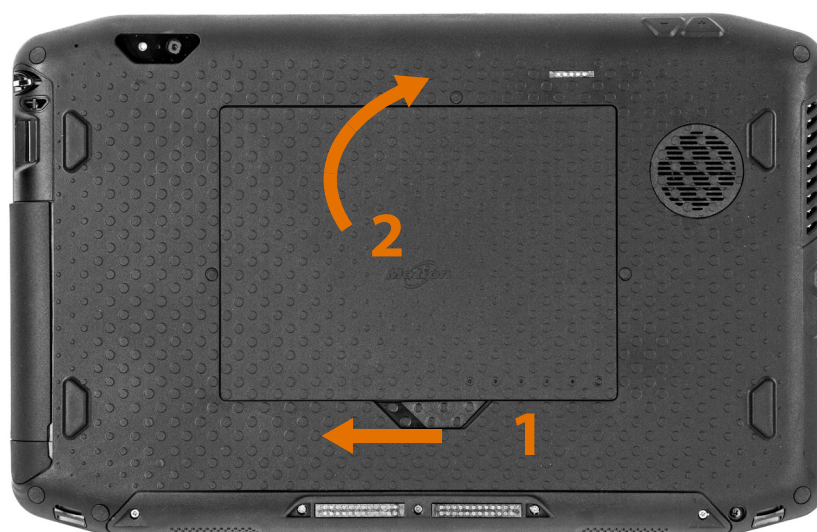
Removing and Replacing the Battery

Before you remove the battery, ensure that the tablet is plugged in, turned off, or in Hibernate or Sleep mode. If you are hot-swapping the battery, you can do so while the tablet is on and running on battery power. See HOT-SWAPPING THE BATTERY on page 47.

Removing the Battery

1. With the back of the unit facing you, hold and slide the battery latch to the left.

2. Insert your finger under the finger grip and lift up to remove the battery from the battery compartment.

Replacing the External Battery

1. Place the tabbed end of the battery into the battery compartment.

2. Press the battery down until it locks into place.

Hot-swapping the Battery

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

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

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

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

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

Important: Use only **XSLATE R12-Series batteries** with the tablet.

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 contiguous LEDs illuminated), and remove the battery from the tablet. Check stored batteries every 90 days to determine the charge status. If only one LED or no LED is illuminated, recharge the batteries to a level between 20% and 40%.

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

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

Disposing of Used Batteries

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

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.

For optimal battery life, use AC power when using a USB device such as a DVD player or external hard disk drive.

Tips for Saving Power

- When on battery power, place the tablet in Hibernate or Sleep mode if you are 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 49.

- Remember that the display, processor, wireless cards, and accessories all draw on the battery, so adjust properties and disable unused accessories while 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 are not being used.
  Open the Tablet Center. In the Tablet screen, Tap **Wireless i**.
  Tap the on-off switch under Wi-Fi to turn it **Off**.

- Open the Tablet Center, tap **Power** in the left pane.
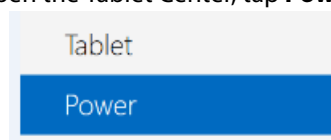
  In the Power pane that appears, turn off the switches beside unused devices that are currently enabled.

Changing the Power Plan

Power Saver Mode

1. Dims the display after two minutes.

2. Turns off the display after five minutes.

3. Enters sleep mode after 10 minutes.

   You can change this optimized power plan in the Tablet Center.

Changing the Power Plan

1. Open the Tablet Center.

2. Tap **Power**.

3. In the *Choose a power plan* field, use the drop-down list of options to select a plan.
   Balanced
   High performance
   Power saver

Changing How the Power Button Functions

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

- **Sleep**
  The tablet pauses all activity immediately and quickly resumes when awakened. This saves power when you are away from your tablet for a short time. However, you lose unsaved data if there is 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**
  The tablet shuts down. Press the power button to start 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.

Changing What Happens When the Power Button Is Pressed

1. Open the Tablet Center.

2. Tap **Power** in the left pane.

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 Location Services

Your Tablet PC might be equipped with an optional, embedded mobile broadband with GNSS or embedded GPS with SBAS. 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.

Before you can use location services, make sure that integrated GPS is enabled in the Tablet Center.

Enabling Integrated GPS

1. Open the Tablet Center and tap **Power**. Power

2. Tap the switch beside **Integrated UPS** to turn it **on**. ON ← Integrated UPS

> **NOTE:** To reduce power consumption when running only on battery power and when location services are not being used, turn off integrated GPS in the Tablet Center.

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

Using Bluetooth

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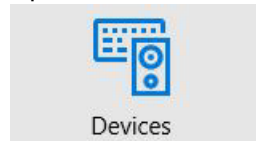
Managing Bluetooth Devices

1. Swipe in from the right side of the screen and tap **All Settings**.

   You can also tap the Windows Start button, and tap **Settings**.
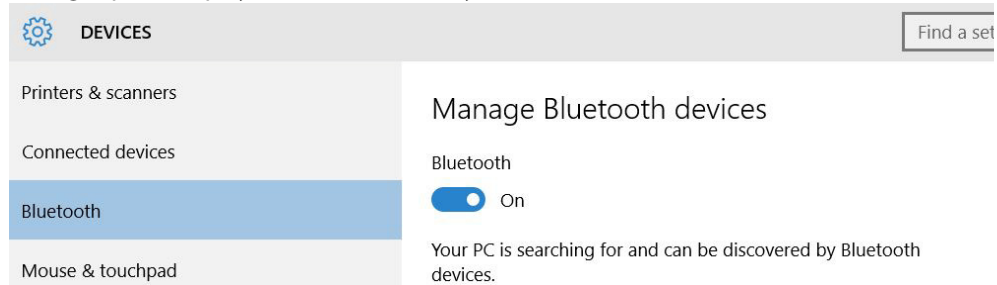
   The Settings menu appears.

2. Tap the **Devices** icon.

   The Devices menu appears.

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

   The right pane displays a slider and nearby Bluetooth devices.

4. Tap the Bluetooth slider 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, scroll down to the bottom of the pane and tap **More Bluetooth options**.

   The Bluetooth Setting form appears.
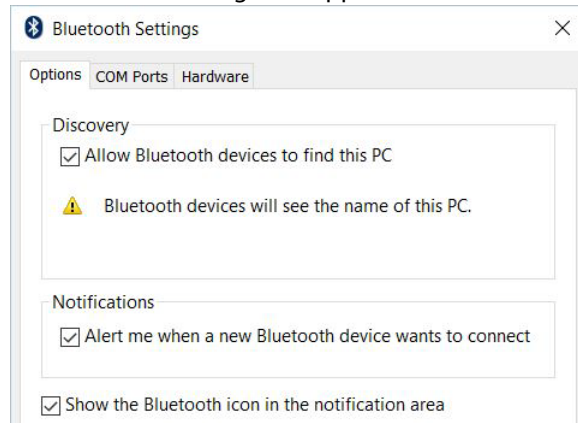
7. Check the box called **Allow Bluetooth devices to find this PC**.

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. You can tap this icon to access Bluetooth forms.

8. Click **OK**.

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

To use the fingerprint reader, you need to set up a PIN.

1. Swipe left from the right edge of the screen and tap **All Settings**.

The Settings window appears.

2. Tap **Accounts**.

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.

1. In the Windows Hello section under Fingerprint, tap **Set up**.

A welcome window appears.

2. In this window, tap **Get started**.

3. Enter your PIN.

4. Choose which finger to use.

5. Scan your finger on the fingerprint reader a few times.

The message provides instructions.

6. Tap **Close**.

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

Scan your fingerprint by moving your finger across the reader.

Fingerprint reader

Fingerprint Reader Tips

- Be consistent. Hold your finger 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.

- The scanner is bidirectional. You can move your finger from right to left or left to right.

- Read the prompts carefully and ensure that you wait for the prompt before you swipe.

- Swiping too quickly or too slowly can make a capture unsuccessful. Don't change the swipe speed until you learn what speed works best.

- When scanning, press hard enough to fully contact the sensor.

- Rub your fingers together to stimulate the natural skin oils so your fingerprint is easier to detect. Conversely, wipe dirt or debris off your finger before scanning it so nothing interferes with the scan.

- If you 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 58.

Inserting and Removing a SIM Card

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

Inserting a SIM Card

1. Turn off the tablet.

2. Open the port cover and locate the SIM card slot.

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.

Removing a SIM Card

1. Turn off the tablet.

2. Open the port cover.

3. Push the card in slightly until it pops out.

Using the SD Card Reader

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

SD card slot

Inserting 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.

Removing an SD card

1. Turn off the tablet.

2. Open the port cover.

3. Push the card in slightly until it pops out.

Locating Your Serial Number

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

- White label underneath the battery, which is located on the back of the tablet. The number begins with "S/N." To remove the battery, see REMOVING AND REPLACING THE BATTERY on page 46.

- Tablet Center—Select the **Tablet** pane, Tablet . The serial number is listed in the **System Serial Number** field.

- Windows Start menu—**right**-click (press and hold) the Windows Start icon on the taskbar, lift your finger, and tap **System**. The system window appears. The serial number is part of the model field and is designated by S/N.

- BIOS setup utility
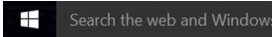
Backing Up Your System

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 Search area in the **left** corner next to the Windows Start button.

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 displays any external drives connected to your PC. Make sure you have enough room for this backup. If you want to specify another location for your backups, such as a network drive, tap **Select Drive** in the left 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 10 includes specialized tools for restoring your system in case of issues or system failure. This section covers:
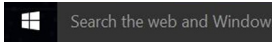
- Creating a recovery image to use to restore your computer if necessary

- 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 10 installation

- Performing a system restoration

Creating a USB Recovery Drive

After setting up your tablet, it is a good idea to create a recovery drive. A recovery drive lets 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 10 installation.

Important: Before you begin, you need at least a 16 Gbyte USB flash drive.
When you create a recovery drive, the process erases anything already stored on your USB flash drive. Transfer any important data on the recovery drive to another storage device before making it a **USB recovery drive**.

Follow This Procedure

1. Connect a USB drive to your tablet. Make sure it has room to back up your tablet as a recovery drive. So, either start with a backup drive that does not have any data on it or that has at least 16 Gbytes of unused space and the other data on it is backed up.

2. On the taskbar, tap the Search area in the **left** corner next to the Windows Start button.

   Search the web and Windows

3. In the search box, use the on-screen keyboard or an external keyboard to enter this word:

   `recovery`

   The search box displays the results.

4. Choose **Create a recovery drive** from the search results.

5. Tap **Yes** when asked if you want to allow the following program to make changes to your computer.

6. In the next window, leave the check box selected and then tap **Next**.

7. Follow the steps on screen.

The Microsoft web site provides additional information about **Creating a recovery drive**.

Using the Windows Recovery Drive

If you have issues with your Windows 10 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 10, you can't use that drive to boot up and repair a 32-bit version of Windows 10. Likewise, you can't use a 32-bit Recovery Drive to boot up and repair a 64-bit system.

Using the Recovery Drive

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

2. With a keyboard attached, press **F12** to display the Boot Option menu.

3. Select the USB flash drive and press **Enter**.

   The Windows logo is displayed for few moments.

4. At the prompt, choose a language and the equivalent keyboard.
   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.

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

   Three tiles are displayed on the screen: **Reset your PC**, **Recover from a Drive**, and **Advanced options**.

6. You have the choices listed here as well as more advanced recovery options. (For the advanced recovery options, refer to Windows 10 help or Cortana.)

   a. Tap **Reset your PC** if you want to keep or remove your files. Then reinstall Windows 10.

      If you choose the *Reset your PC* option, then
      – Your files and personalization settings won't change.
      – Your PC settings are changed back to their defaults.
      – Apps from Windows Store will be kept.
      – Apps you installed from disks or web sites will be removed. (Make sure you have backups.)
      – A list of removed apps are saved on your desktop.

   b. Tap **Recover from a Drive** if you want to reinstall Windows from the recovery drive created in the previous section. See CREATING A USB RECOVERY DRIVE on page 55. This process will replace all your current programs, system settings, and files with the versions that were current when you made the recovery image.

Finding Other Software

For information about other software for your tablet, go to **Xplore Accessories**. You will find links to software solutions for purchase as well as free downloads from Xplore Technologies® and its service partners.

Caring for Your XSLATE R12   3

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

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

General Care

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

Caring for the Display

Follow these suggestions to keep your display clean:

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

Caring for the Pen

If you use a digitizer pen with your tablet:

- Store the digitizer pen in the pen holder when not in use.

- Avoid storing the pen vertically on its tip. It can damage the pen-to-digitizer function.

- Keep the pen away from any liquid because the pen contains electronic components that could be damaged when wet.

- In certain environments, particles or debris can stick to the pen tip or the Tablet PC display. Make sure you wipe off the pen with a soft cloth to avoid scratching the display.

- If you'll be working in harsher environments, we recommend that you purchase the Rugged Digitizer Pen for your XSLATE R12, which is available for purchase from the **Accessories** page. Open **Input Devices**. If you need replacement tips, you can order them separately for this rugged pen.

- Change the tips regularly, especially if you drop the pen onto a rough surface that could damage the tip or embed debris in it. Damaged pen tips can scratch the display.

NOTE: To order pens or new pen tips, go to **Accessories**. Scroll down and tap **Input Devices**.

Replacing Pen Tips

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

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

1. Grasp the old tip with the replacement tool. Use the notch on the ring to grab the tip.

2. Pull the old tip out of the pen.

3. Insert a new tip by placing the flat end of the pen tip in first.

4. Apply slight pressure to push the tip into place.

Cleaning the Fingerprint Reader

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

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

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

Caring for the Tablet Battery

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

For more information about batteries, see **USING THE BATTERY** on page 45.

Traveling with Your XSLATE R12 Tablet PC

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

- Put the Tablet PC in a case to protect the display. Xplore Technologies® sells a variety of cases for the XSLATE R12. You can purchase one at the **Xplore Accessories**.

- 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 48.

- For international travel, use the appropriate power cord for your destination's electrical outlets. You don't need to buy a voltage converter; the Xplore 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 PC becomes lost or disabled.

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

WARNING: 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

XSLATE R12 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.

Power Issues

The tablet does not shut down.

An application might have stopped responding. Use the Task Manager to manually stop the application.

1. Press the **Security** button on the left side of the tablet frame.
2. Tap **Start Task Manager**.
3. Select the application that isn't responding.
4. Tap **End task**.

Shutting down the tablet

You can also press and hold the power button for five seconds to force the tablet to shut down. However, this isn't recommended. Use it as a last resort.

If the tablet does not shut down after holding the power switch for five seconds, follow this procedure.

1. Unplug the power adapter.
2. Remove the battery (see REMOVING AND REPLACING THE BATTERY on page 46).
3. Press the **Volume+**, **Power**, and **Security** buttons simultaneously.
4. Replace the battery and restart the Tablet PC.

The tablet will not enter Hibernate mode.

Hibernate mode might not be enabled. Enable hibernation by adjusting the power button behavior from the Tablet Center. See CHANGING HOW THE POWER BUTTON FUNCTIONS on page 49.

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

The battery might be depleted. Plug the Tablet PCs 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, press the Windows **Start** button ▦, tap **Power** ⏻ Power, and select **Shut down**.

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 **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 are operating the tablet in these conditions.

- Accessory devices such as a DVD player and applications that make heavy use of the hard drive can drain the battery more quickly. Remove the accessory devices or use AC power if possible.

You can use the Tablet Center to enable the Power Saver Plan.

1. Open the Tablet Center.

2. Tap **Power**.

3. Select **Power Saver** from the list of power plan choices.
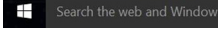
Other Tips for Batteries

- 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 might be weakening. Use a different battery if possible.

- For other battery optimizing tips, see BATTERY AND POWER MANAGEMENT TIPS on page 48.

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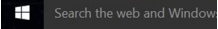
When I disconnect an external monitor, the desktop area is larger than the Tablet PC display.

The tablet might have expanded the desktop beyond the display area of the Tablet PC display when it was connected to the external monitor.

1. Tap **Search** next to the Start button.   `Search the web and Window`

2. In the Search field, enter

    ```
    projector
    ```

3. Select **Project to a second screen** from the list of search results.

4. Select the **PC screen only** option.

    The display resolution might not match the native resolution of the LCD screen. You can use other display resolutions, but you get the best display quality when the display resolution matches the native resolution of the screen.

For more information on setting screen resolution

1. Use the **Search** next to the Start button in the left corner of the tablet.   `Search the web and Window`

2. In the search field, enter

    ```
    change resolution
    ```

3. Tap **Change the screen resolution**.

The display is too dim.

The display brightness might be set too low. Use the Tablet Center to brighten the display.

1. Open the Tablet Center.

2. Tap **Power**.

3. Tap **Advanced**.

4. Move the brightness slider to the desired level.

The display is unreadable or distorted.

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

1. Open the Control Panel by pressing and holding (**right**-clicking) the Windows Start button and selecting **Control Panel** from the pop-up list.

2. Tap **Appearance and Personalization**.

3. Tap **Adjust screen resolution** under Display.

4. Change the resolution until the display appears normal.

    The display driver might have been removed or become corrupted.

5. Click **OK**.

Use the Windows Device Manager to reinstall the driver.

1. Tap **Search** next to the Start button.   ⊞ Search the web and Windows

2. In the search field, enter

    `driver`

3. Select **Update device drivers** from the search results.

4. In the Device Manager window, expand **Display adapters.**

5. Select the device.

6. Press and hold (right-click) and tap **Update Driver Software**.

7. Follow the on-screen instructions.

Touch or Pen Issues

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

- Use only the XSLATE R12-Series pen with the tablet or the Rugged Digitizer pen on the Accessories site. The Tablet PC might not respond to other digitizer pens.

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

Configuring touch settings on the display.

1. Open the Tablet Center and highlight **Tablet** on the left pane.

2. Tap **Tablet PC Settings**.   Tablet PC Settings

3. Tap the **Display** tab.

4. Tap **Setup** next to **Configure your pen and touch displays**.

5. Tap **Pen input** or **Touch input**, depending upon the type of input you want to use on the display.

6. Follow the on-screen instructions.
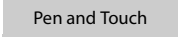
Configuring display options

1. Open the Tablet Center and highlight **Tablet** on the left pane.

2. Tap **Tablet PC Settings**.   Tablet PC Settings

3. Tap the **Display** tab.

4. In the Display options field, select the display you want to configure from the drop-down list.

5. Tap **Calibrate**.

6. Tap **Pen input** or **Touch input**, depending upon the type of input you want to use on the display.

7. 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.
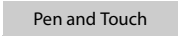
You can also disable the function button.

1. Open the Tablet Center.

2. Tap **Pen and Touch**. `Pen and Touch`

3. Tap the **Pen Options** tab.

4. Deselect the check box beside **Use the pen button as a right-click equivalent**.

The pen function button does not work.

- You might 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 might be disabled.

1. To enable it, open the Tablet Center.

2. Tap **Pen and Touch**. `Pen and Touch`

3. Tap the **Pen Options** tab.

4. Select the check box beside **Use the pen button as a right-click equivalent**.

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

The pen might need calibration.

1. Open the Tablet Center.

2. Tap **Tablet PC Settings**. `Tablet PC Settings`

3. Tap the **Display** tab.

4. Tap **Setup** beside **Configure your pen and touch displays**.

5. Tap **Pen Input**.

6. Follow the on-screen instructions.

Full Keyboard

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

- If you have an external keyboard, you might want to connect it to the tablet.

- You can also use the on-screen keyboards. You can access them in the notification area in the lower right corner of the screen.

There is also a full keyboard that has the *Esc* key and several other keys not on the other on-screen keyboards. You can turn on this keyboard as follows:

2. Swipe left from the right edge of the screen and tap **All Settings**.

3. Tap **Ease of Access** on the Settings menu.

4. Tap **Keyboard** in the left pane.

5. Tap to display the on-screen keyboard.
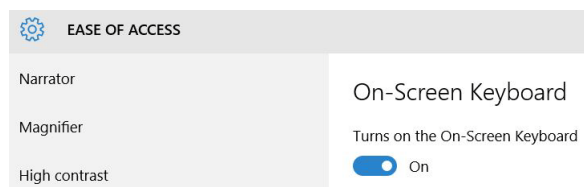
6. To keep this keyboard accessible, see AFTER DISPLAYING THIS KEYBOARD on page 33.

Port and Connector Issues

The tablet doesn't recognize a USB device.

- Windows might take a short time to recognize the USB device. Wait a few moments to see if the device is recognized.

- The device might not be connected properly. Check the connection and make sure that it is inserted properly into the USB port.

- The correct driver might not be included with Windows 10. Check the manufacturer's web site for a current driver.

The R12 is in its dock, but the tablet does not recognize any accessory devices, such as the external disk drive or monitor.

- The R12 Tablet PC might not be fully seated in the dock. Remove it from the dock and then seat it in the dock again.

Network Issues

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

Disable the desired wireless adapter from the Tablet Center.

1. Open the Tablet Center.

2. Tap the **Wireless Settings** button in the Tablet Center. [Wireless Settings]

   The Windows Network & Internet menu opens.

3. Tap the wireless network you want to disable and tap **Disconnect**.

I cannot connect to a wired Ethernet network.

To connect to an Ethernet network, your R12 must be connected to an XSLATE R12-Series Docking Station. The Ethernet port for the R12 is on the back of the dock.

- 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

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

Your R12 might not have located a Wi-Fi network.

1. Open the Tablet Center and tap **Wireless Settings**.

2. Make sure that the switch for Wi-Fi is **On**.

3. Select the network that you want from the list of available networks.

- 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 system administrator.

Bluetooth Issues

I can't connect to a Bluetooth device.

Make sure that Bluetooth power is on.

1. Open the Tablet Center, and tap **Power** in the left pane.

2. Make sure that the switch beside Bluetooth is **On**. [ON ← Bluetooth]

   Power is now on for Bluetooth connections.

3. Close the Tablet Center.

Make sure that your tablet is discoverable by other Bluetooth devices.

4. Swipe in from the right side of the screen and tap **All Settings**.

5. Tap the **Devices** tile in the Settings menu.

6. Tap **Bluetooth** in the left pane of the screen.

7. Make sure that the Bluetooth switch is On. [ON]

8. Check to see if you can connect now.
   Make sure that the other device is discoverable.

NOTE: Your Bluetooth device might be out of range. The Bluetooth devices are designed for short-range communication and can connect at distances up to 33 feet (10 meters).

No other Bluetooth device can detect the R12 tablet.

Make sure that your XSLATE R12 is visible to bluetooth devices by using the Bluetooth Settings form.

Shortcut: If you have a Bluetooth icon on your taskbar, you can press and hold it and then tap **Open Settings** to access the Bluetooth Settings form.

1. To make your Tablet PC visible to other devices, tap the Windows **Start** button in the lower left of the screen.

2. Tap **Settings** on the Start menu.

   The Settings menu appears.

   Settings ⟵ **Tap**

3. Tap **Devices** on the Settings menu.

   The Devices menu appears.

   Devices

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

   The Manage Bluetooth devices pane appears.

5. At the bottom of the right pane, tap **More Bluetooth options**.

   The Bluetooth Settings form appears.

6. Turn on the check box labeled **Allow Bluetooth devices to find this PC**.
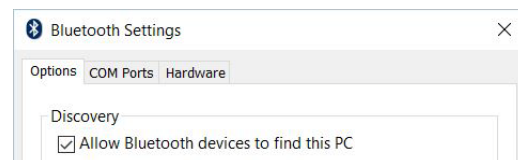
I tried to pair my Bluetooth device several times, but it isn't detected.

- Make sure that the Bluetooth device you're adding is discoverable. Refer to the instructions of the Bluetooth device for more information.

- Make sure that the battery of the Bluetooth device is charged.

- If the tablet still can't detect the Bluetooth device, contact the device manufacturer for assistance.

Bluetooth Wireless 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.

- **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 might occur, because the drivers might not be compatible.

- **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.

- **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 might need a SIM card from your network provider. (See INSERTING AND REMOVING A SIM CARD on page 52.)

- For more details, see CONNECTING TO A MOBILE BROADBAND NETWORK on page 26.

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 might 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 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 slower 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.

- Unlike a traditional hard disk drive (HDD), a solid state drive (SSD), such as the one installed in the R12, does not perform better with traditional HDD defragmentation. Using traditional defragmentation 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 the Tablet Center. (see **POWER SETTINGS** on page 28).
  These setting can be accessed from the **Power** screen.
  In the **Choose a power plan** field, choose **High Performance**.

- 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?

You can extend the battery charge in many ways:

- Use the power saver plan
- Dim the display
- Disable unused devices

By default, the power plan for the R12 is a balance between optimal performance and a long battery charge. If you want the tablet to run longer between charges, use the power saver plan.

Use the Power saver plan.

1. Open the Tablet Center.
2. Tap **Power** in the left pane.
3. To the right of *Choose a power plan*, tap the list of options and choose **Power saver**.

You can also use the Battery icon to save power.

1. Tap the **Battery** icon in the notification area.
2. Tap **Battery saver** and tap the brightness percentage to an acceptable level.
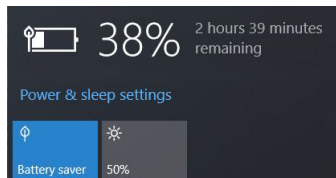
Set the viewing level to extend battery charge.

Use the Tablet Center to dim the display as follows:

1. Open the Tablet Center.
2. Tap **Power**.
3. Tap **Advanced**.
4. At the bottom of the form, move the brightness slider to the level you need.

Disable unused devices to extend battery charge.

1. Open the Tablet Center.
2. Tap **Power** in the left pane.
3. Turn off the switch beside any devices you're not using.
4. Stop unnecessary background applications and processes.

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

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

How do I clean the display screen?

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

Will scratches affect the performance of the display or digitizer?

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

How sensitive is the screen to various elements?

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

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

- If the device has a driver for Windows, it will work with the Tablet PC. For a list of products that have been tested for Windows, look for the Windows Marketplace Tested Products page on the **web site**.

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

- Open the Tablet Center (see USING THE TABLET CENTER on page 18), tap **Tablet PC Settings**, and then tap the **Other** tab. You can select left- or right-handed, which changes where the menus appear on the screen.

How can I stop the display screen from rotating automatically?

1. Swipe in from the right side of the screen and select **All Settings**.

2. Tap **System**.

   The System menu appears.

   System

3. Make sure that **Display** is selected in the left pane.

4. Turn on the **Lock rotation of this display** button.

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

   Lock rotation of this display.

    On

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

- You need a travel plug adapter, which you can find in airports and travel stores. You don't need a voltage converter. The AC adapter automatically adjusts to different voltages.

Where can I learn more about my R12?

- To learn more about the R12, see our **Training tutorials** and **Knowledge base** articles.

- Xplore 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. Xplore has a recycling program that allows free return of all Xplore products and non-Xplore 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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